

# Title VI Program

2025-2028



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# Table of Contents

- 1.) Program Introduction
- 2.) Agency Information

## *General Requirements*

- 3.) Notice to the Public
- 4.) Complaint Procedures
- 5.) Community Engagement Plan
- 6.) Language Assistance Plan (LEP)
- 7.) Non-Elected Committees & Councils
- 8.) Monitoring of Sub-Recipients
- 9.) Equity Analysis of Facilities
- 10.) Board Approval of Title VI Program

## *Requirements of Transit Providers*

- 11.) Major Service Change & Impact Policies
- 12.) Service Standards and Policies

## *Appendices*

- A. Demographic/Service Profile Maps
- B. 2022 On-Board Survey and Title VI Route Designations
- C. Title VI Complaint Form and Summary of Complaints
- D. Community Engagement Process (to be added after completion of outreach)
- E. Summary of Community Engagement Efforts
- F. LEP Four Factor Analysis
- G. Board Approval of the 2025-2028 Title VI Program (to be added after Board approval)
- H. Summary of 2022-2025 Major Service Changes/Fare Changes
- I. Findings of Service Standards Analysis

# 1 Program Introduction

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## 1.1 Background

Community Transit last revised its Title VI program in 2022 pursuant to Circular FTA.C 4702.1B dated Oct. 1, 2012.

This 2025 Title VI Plan is an update of the 2022 revision. It contains the results of analyses used to assess the distribution of benefits and impacts from Community Transit's actions throughout our service area. It describes how Community Transit promotes the engagement of minority and limited-English populations in service-related decisions. It documents maintained compliance with Title VI provisions and both internal and external reporting related to Title VI. Elements of the program include a Major Service Change Policy, a Disparate Impact Policy, a Disproportionate Burden Policy, a Community Engagement Process, and a Board Approval Process.

Community Transit meets the objectives of the Federal Transit Administration (FTA) Master Agreement which governs all entities applying for FTA funding, including Community Transit and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high, and adverse effects of programs and activities on minority populations and low-income populations.
- C. Provide full and fair participation opportunities to all included Title VI populations in community engagement efforts on transportation planning.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).



## 2 Agency Information

Community Transit is a special purpose municipal corporation providing public transportation services. Snohomish County voters created Community Transit in 1976 when they approved a sales tax to support a Public Transportation Benefit Area (PTBA) authority, which now encompasses most of urbanized Snohomish County excluding the City of Everett.

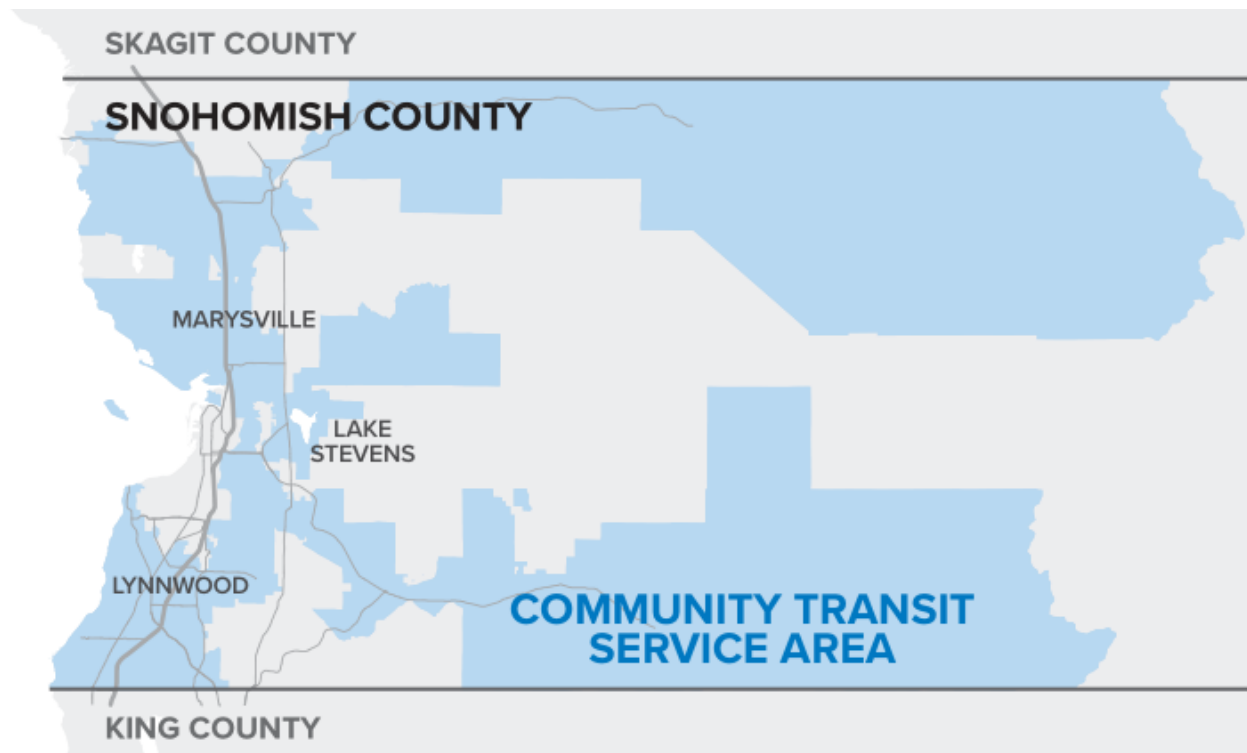


Figure 1 Snohomish County PTBA

Community Transit began operations on Oct. 4, 1976. Community Transit's original service area consisted of the communities of Edmonds, Lynnwood, Marysville, Mountlake Terrace, Brier, Snohomish, and Woodway. Subsequent annexations added Lake Stevens, Monroe, Granite Falls, Mukilteo, Stanwood, Sultan, Arlington, Gold Bar, Index, Darrington, Mill Creek, the Snohomish County portion of Bothell, Silver Firs, and the Tulalip Indian Reservation to the service area.

Community Transit is governed by the Board of Directors consisting of ten members, nine of whom are elected officials selected by the respective governing bodies of the county and component cities within the service area. In addition, the board has one non-voting labor representative.

- Two members of the Snohomish County Council
- Three elected officials from cities with populations of 35,000 or more.
- Two elected officials from cities with populations between 15,000 and 35,000.
- Two elected officials from cities with populations of less than 15,000.



- One non-voting labor representative selected by the unions who represent unionized Community Transit employees.

In 2024 Community Transit had over 8 million passenger boardings with an average of 14,000 weekday customers. For additional information related to Community Transit's routes and customers see **Appendices A** (*Demographic and Service Profile Maps*) and **B** (*Demographic Ridership/Travel Patterns*).



## 3 Notice to the Public

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Community Transit posts Title VI notices on our agency's website, in public areas of our agency including reception areas, the Ride Store, the Board Room, and on our buses, vans, and paratransit vehicles.



### Notifying the Public of Rights under Title VI

Community Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964.

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, signing, and submitting the agency's Title VI Complaint Form.

#### How to file a Title VI complaint with Community Transit:

1. Download a Title VI Complaint Form at [communitytransit.org/titlevi](http://communitytransit.org/titlevi). Or, have a form mailed to you by contacting Customer Service at (425) 353-7433, (800) 562-1375, TTY Relay 711, or [riders@commtrans.org](mailto:riders@commtrans.org).
2. Complaints must be filed within 180 days of the alleged discriminatory act. Complaints should contain as much detailed information as possible about the alleged discrimination.
3. The form must be signed and include your contact information.

#### Please mail all complaints to:

Community Transit  
ATTN: Title VI Officer  
2312 W Casino Road  
Everett, Washington 98204



Figure 2 Notice to the Public

# 4 Complaint Procedures

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## 4.1 Filing a Title VI Complaint

Any person who believes they have been discriminated against based on race, color or national origin by Community Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

Information on how to file a Title VI complaint is posted on the agency's website <https://www.communitytransit.org/title6>, in public areas of our agency including reception desks, the Ride Store, agency Board Room, and on our buses, vans, and paratransit vehicles. Complainants may download the Title VI Complaint Form from our agency website or request a form be sent to them by Community Transit staff.

## 4.2 Formal Investigation Procedure

Once a Title VI Complaint Form is received by Community Transit, the Title VI Officer will review the complaint, and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by Community Transit.

Community Transit has sixty (60) days to investigate the complaint. If more information is needed to resolve the complaint the Title VI Officer may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information. If the requested information is not received within that period, the case will be closed.

After the Title VI Officer reviews the complaint, they will issue one of two letters to the complainant: a closure letter or letter of finding (LOF). A closure letter summarizes the allegations and states that there was no Title VI violation and that the case will be closed. An LOF summarizes the allegations and provides an explanation of the corrective action taken. If the complainant wishes to appeal the decision, they have 30 days after the date of the letter to do so. The CEO, Executive Directors and Department Managers as well as legal counsel will be consulted during the investigation period, if necessary.

## 4.3 Submitting an Appeal

The appeal should be submitted in writing and state the reason(s) for the appeal. The written appeal should be submitted to Community Transit, 2312 W CASINO RD, EVERETT, WA 98204 ATTN: Title VI Officer. Community Transit's Chief Executive Officer (CEO), or their designee, shall promptly consider the appeal. Consideration of the appeal will be based on the written appeal and accompanying documentation and with the discretion of the CEO or designee may include a meeting with the appealing party. Community Transit's CEO or designee shall within a reasonable



time but not exceed sixty (60) calendar days from receipt of the appeal by Community Transit, issue a written decision to the appealing party. The decision shall include an explanation of the reasons for the decision and any facts that were considered in rendering the decision. The decision by the CEO or designee shall constitute the final administrative determination by Community Transit.

A person may file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey, Avenue SE, Washington, DC 20590

#### 4.4 Documenting Title VI Complaints/Investigations

All Title VI forms and related complaints will be tracked and entered into the Customer Comment system by the Title VI Officer and submitted to the Executive Department on an annual basis. Any alleged Title VI discrimination complaints are also sent directly to the division responsible for the investigation.

A copy of *Community Transit's Title VI Complaint Form*, as well as a summary of the monitoring program and complaints are shown in **Appendix C**.





# 5 Community Engagement Plan

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The purpose of Community Transit's community engagement is to provide opportunities for proactive community involvement in planning processes. The plan guiding this engagement outlines processes and best practices for the community to be involved in all phases of major community engagement projects. It emphasizes providing complete and accessible information, timely public notice, opportunities for making comments, and access to final decisions. It also helps ensure compliance with federal requirements by establishing procedures that allow for, encourage, solicit, and monitor participation of all stakeholders in the Community Transit service area, including but not limited to people with low incomes, people of color, and people with limited English proficiency.

## 5.1 Goal

The goal of Community Transit's community engagement is to build relationships with, engage with, and gather input from the community on Community Transit projects and plans.

## 5.2 Objectives

- Understand project area demographics, determine what languages other than English may be helpful for communicating with the community, and other barriers to public participation.
- Provide general notification of public hearings, events, and opportunities for public comment in a manner that is available and understandable to all populations in the area.
- Share information and opportunities to give input using methods that are accessible to all area stakeholders.
- Convey information in various formats and provide opportunities to receive information in other languages for all key stakeholders.

## 5.3 Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by a project or initiative and should be included in engagement efforts.

### 5.3.1 Board of Directors

The governing board of the agency. The role of the Board is to establish policy and legislative direction for the organization. The Board is composed of nine elected officials and one appointed non-voting labor representative serving the respective governing bodies of the component cities and counties within the service area. The Board defines the organization's mission, establishes

goals, and approves the budget to accomplish the goals. The Board also receives all public comments before acting on major projects and initiatives.

### 5.3.2 Riders

Our fixed route bus, on-demand service, and DART paratransit riders include people of all ages, English proficiencies, and abilities, who travel both within Snohomish County and to destinations we serve in King County. Other audiences include:

- Local jurisdictions
- Private businesses
- Partner agencies
- Government stakeholders
- Vanpool groups
- Community-based organizations

## 5.4 Elements of Community Transit's Community Engagement Plan

The following elements are community engagement tactics that Community Transit employs to meet the goal established in the Community Engagement Plan for projects and initiatives with a nexus to Title VI. Additional tactics may be employed depending on the needs of the project. These strategies provide the public with complete information, timely public notice, opportunity for making comments, and access to key decisions.

### 5.4.1 Public Notice Procedures

- a. Official notification of public comment periods, meetings, and/or hearings will be published in the Legal Notice section of the newspaper of record (Everett Herald) for all efforts requiring a Title VI analysis. Notice will be provided prior to the start of the public comment period, meeting, or hearing. It will include an explanation of the content, along with the date, time, and place of meetings/hearings and/or how to comment period.

### 5.4.2 Communication Methods

- a. *Plan*: Community Transit maintains a Communications and Community Engagement Plan for significant projects outlining key communication and engagement milestones, timeline, key agency messages, and tactics.
- b. *Website*: Community Transit maintains a comprehensive website [www.communitytransit.org](http://www.communitytransit.org), which is updated regularly. This site includes route and schedule information, bus stop listings, maps of the system, the Community Transit blog, and disability and accessibility information, as well as information pertinent to projects, plans, and engagement efforts. Our website also includes a non-discrimination/Title VI

page (<https://www.communitytransit.org/about/nondiscrimination>) to provide information and access to our Title VI program. During Title VI public comment periods, information about the project/initiative and the Title VI plan will be accessible on the website for comments.

- c. *Language Translation Services:* This service provides interpreters by telephone to assist limited English-speaking customers learn about our services, engage in public comment periods, gain answers to their questions, and provide other input.
- d. *Social Media:* Our Facebook page, Instagram, and LinkedIn provide two-way communication platforms to engage with riders and the broader community, gather input, and to deliver messaging and information on a regular basis.
- e. *Customer Care:* This department provides an opportunity for customers to call to get information and their questions answered. All input received through this channel is shared with the project team during public comment periods. The Customer Service Center can be reached by phone at (425) 353-RIDE (7433) or email at [riders@commtrans.org](mailto:riders@commtrans.org). Customer Care also includes the Ride Store that customers can visit in person.
- f. *Letters/emails to DART paratransit riders:* When DART service is impacted, DART customers can receive letters or emails. We also utilize other methods such as the Community Transit website to reach them.
- g. *Print Rider Alerts:* Printed information displayed on buses and at transit centers with information about the project/changes, how to comment, where to go for more information, and a language block to get more information in another language.
- h. *Printed rack card brochure:* Printed information in English and Spanish that can be taken from buses, the Ride Store, and partner organizations that outlines system/service changes and affected bus routes for all major service changes (as outlined in this document) and highlights Title VI public comment periods. PDFs of this material are also available on the website in English, Spanish, Chinese, Vietnamese, and Russian.
- i. *Digital Rider Alerts:* Community Transit has more than 50,000 subscribers to its electronic alert system. Information is shared with subscribers in both English and Spanish.
- j. *Press Releases:* Press releases regarding community engagement Title VI public comment periods are sent to news media and posted on the agency's website.
- k. *Emails to community-based organizations:* On a quarterly basis, Community Transit sends information about the agency, opportunities for public comment, and other relevant

updates to a list of more than two hundred contacts representing minority and limited English proficiency populations, as well as other vulnerable populations.

#### 5.4.3 Covered Publications

- a. Copies of any plans or documents available in print or digital format for public comment periods including the language block.

#### 5.4.4 Strategies for Engaging Individuals with Limited English Proficiency

- a. Printed materials with a language block with directions on how to access telephone translation services for assistance in languages other than English.
- b. Language translation, including translation of key documents.
- c. Information sharing with community-based organizations during public comment periods.
- d. Website information via the Google Translate option
- e. Other strategies that can be deployed as needed:
  - a. In-language advertisements
  - b. Partnerships with community-based organizations to plan events, recruit participants, etc.

#### 5.4.5 Definition of Community Engagement Process

To ensure a proactive community engagement process, Community Transit will provide a formal public comment period of at least thirty days for all projects and initiatives with a Title VI nexus. The procedures will inform the public about how, when and where they may participate in virtual, in-person, or other formats.

Events such as public meetings, hearings, webinars, and/or open houses may be held virtually or in-person at Community Transit facilities or other community centers, such as schools, churches, libraries, and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

#### 5.4.6 Definition of Public Comment Process

Formal public comment periods are used to solicit comments on major community engagement efforts around agency services or system changes. A 30-day public comment period is required for all projects or initiatives that require a Title VI analysis. Comments are accepted through the following means for public comment periods:

- A dedicated email address (publicized in all materials and communications)



- An online comment form or survey
- Social media channels
- Regular mail
- Public comment during Board meetings
- Phone calls or emails to Customer Care: (425) 353-RIDE (7433) or [riders@commtrans.org](mailto:riders@commtrans.org)
- A print comment form

#### 5.4.7 Procedures for Responding to Public Input

Public comments submitted during formal collection periods are provided to the project team and the Board of Directors prior to decision making. A summary report is compiled, and all individual comments are made available in electronic form.

### 5.5 2025-2028 Title VI Program Public Engagement Process

Incorporating Title VI Community Engagement Best Practices, Community Transit conducted a Community Engagement Process for the 2025-2028 Title VI Program. Communications and engagement materials asked specifically for comments on Community Transit's draft Title VI Program.

Community Transit staff provided briefings to the Board of Directors through Board Committees and Board Meetings. These briefings highlighted changes in the proposed 2025-2028 Title VI Program update. A draft 2025-2028 Title VI Program was provided to the Strategic Alignment and Capital Development Committee. All committee materials were provided to the full Board of Directors, and the Board was provided with information at their board meetings.

Community Transit conducted a public comment period from March 6, 2025 to April 4, 2025 to provide opportunities for feedback on the 2025-2028 Title VI Program update.

**Comments were accepted during the public comment period via:**

- E-mail comments to [engage@commtrans.org](mailto:engage@commtrans.org)
- Mail comments to Community Transit at 2312 W Casino Road, Everett, WA 98204
- Share comments by phone at (425) 353-7433 or email ([riders@commtrans.org](mailto:riders@commtrans.org))
- Post comments on Community Transit's Facebook @[communitytransit](https://www.facebook.com/communitytransit), Instagram @[communitytransit](https://www.instagram.com/communitytransit) and LinkedIn @[Community Transit](https://www.linkedin.com/company/communitytransit).
- Short survey/comment form on the website.
- Share comments in person or virtually by attending the public hearing on April 3

A full summary of the *2025-2028 Title VI Program Community Engagement Activities* is shown in **Appendix D**.

A summary of *2025-2028 Community Engagement Efforts* is shown in **Appendix E**.

# 6 Language Assistance Plan

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## 6.1 Who Needs Assistance

Community Transit completed an updated Four Factor Analysis as defined in FTA Circular 4702.1B, considering:

- 1) The number or proportion of Limited English Persons (LEP) eligible to be served or likely to be encountered by Community Transit
- 2) The frequency with which LEP persons come into contact with Community Transit
- 3) The nature and importance of Community Transit service to people's lives
- 4) The resources available for LEP outreach, and the costs associated with that outreach

Based on this Four Factor Analysis, the most significant population of limited English persons in Community Transit's service area are Spanish speaking. The below statistics help quantify the number of Spanish speakers in the community.

- 3% of the population in Snohomish County speak Spanish at home and speak English less than very well (ACS B16001)
- 8.4% of Community Transit customers (according to 2022 On-Board Survey)
- Called Language Line 93 times in 2024
- Accessed Community Transit's website over 30,000 times in 2023
- Are regularly encountered by staff in the field

According to the American Community Survey, Community Transit On-Board survey, Language Line calls, and website access data, secondary languages, in order of significance, are:

- Vietnamese
- Chinese
- Russian



## 6.2 Assistance Measures

### 6.2.1 Language Translation Services

Community Transit uses language translation services for limited-English speaking persons and others upon request.

#### 6.2.1.1 Verbal Communication

For verbal communication Community Transit promotes the availability of a free telephone-based service through a translated block of text in Spanish, Vietnamese, Chinese, and Russian<sup>1</sup>. Language translation service information is currently posted in the following:

- Route maps and service information on kiosks at transit centers
- Print rider alerts on buses and at transit centers
- Print rack card brochures with information about major service changes and public comment opportunities about major service changes
- Title VI Notification to the Public
- Bus stop schedule posters (as space permits)

Community Transit's language translation service is used primarily by Customer Care staff but is also used as needed by employee communications staff, community engagement staff, marketing staff, and transportation supervisors. Customer Care staff are trained during their onboarding in how to use the translation service and other staff are given a card that has Language Line information on it for use in the field.

Similarly, Transdev, the contractor for Community Transit's paratransit service ensures access to limited-English speaking persons by also using language translation services to assist customers by phone.

#### 6.2.1.2 Written Communication

For written communication, Community Transit contracts with professional translation services to translate select paragraphs or entire pieces for print and web publications into Spanish whenever possible.

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<sup>1</sup> Please note that the secondary languages changed for the 2025 Title VI plan. The updated translated block of text will be updated across Community Transit's materials throughout 2025.

## **Prepárese para los cambios de rutas y horarios**

Visite [communitytransit.org](https://communitytransit.org) y seleccione las siguientes opciones:

- Plan My Trip (Planear mi viaje)** para determinar su mejor ruta y horario. Asegúrese de establecer el horario de salida o llegada para el 14 de septiembre o más adelante a fin de ver los nuevos horarios.
- Maps & Schedules (Mapas y horarios)** para acceder a una vista previa de los horarios del 14 de septiembre de 2024 para su ruta.

A partir del 14 de septiembre, encontrará los horarios actualizados en las **paradas de autobús**. Es posible que vea los carteles y los horarios actualizados en las paradas de autobús antes de esa fecha. Sin embargo, los cambios recién entrarán en vigencia el 14 de septiembre.

Suscríbese a las **alertas para pasajeros** para que sus nuevas rutas se actualicen en función de los cambios de su autobús en [ctgo.org/subscribe](https://ctgo.org/subscribe).

## **Planificación personalizada del viaje y más información**

[ctgo.org/2024sept](https://ctgo.org/2024sept)  
[riders@commtrans.org](mailto:riders@commtrans.org)  
 (425) 353-RIDE (7433) • (800) 562-1375  
 Retransmisión por teletipo: Marque 711

 **Interpreter (800) 562-1375**  
 Interpreter устный Переводчик 口譯員 通譯사

Fecha de vencimiento: 31 de octubre de 2024 1952


**Cambios en el servicio**

## **14 de septiembre de 2024**

El 14 de septiembre, Community Transit implementará cambios significativos en el servicio de autobuses con motivo de la inauguración del tren ligero en el condado de Snohomish. Los pasajeros tendrán más acceso al transporte público que nunca; contarán con un servicio local rápido y ampliado que se conectará con el tren ligero en Lynnwood, Mountlake Terrace y Shoreline sin embotellamientos.

### **Se modificarán diversas rutas**

**Rutas que se eliminarán y se reemplazarán**

105	107	113	227	247	402	405
410	412	413	415	416	417	421
422	425	435	810	821	860	871
880	<small>*La ruta 424 seguirá en funcionamiento hasta que la ruta del tren ligero entre Seattle y Everett esté disponible.</small>					

**Rutas con cambios en algunas paradas**

106	120	130	Swift Blue	ST 512	ST 513
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**Rutas que se agregarán**

103	117	121	901	903	904	905
907	909	ST 515				



Figure 3 Example of Service Change Translated Material

When feasible, multilingual staff review these professional translations to ensure that transit terms and concepts are translated appropriately. Community Transit also promotes the use of our Language Translation Services through the translated block of text and Google Translate.

### 6.2.1.2.1 Website

The Community Transit website is the best source for updated information on Community Transit service. The website uses a combination of Google Translate and our telephone-based language translation services to provide current information in many languages. The Google Translate tool can be accessed from every page on the Community Transit website. When selected, all text on that page is translated into one of more than one hundred languages according to the viewer's choice.



If a website viewer has questions after translating the page text, they can call our Customer Care phone number and reach a live interpreter to translate their conversation with Community Transit Customer Care staff.

#### 6.2.1.2.2 Service Changes

Major service changes (as defined above), as well as fare changes, are assumed to impact Limited-English Proficiency Populations. To ensure people are aware of significant possible impacts, Community Transit includes limited translation (notifying that service changes are being considered or implemented) in four languages (Spanish, Vietnamese, Russian, and Chinese) as part of major service change materials, when possible. Typically, this translation includes print rack card brochures or print rider alerts in English and Spanish, and digital rack card brochures in English, Spanish, Vietnamese, Russian, and Chinese. A language block offering translation services is included, at a minimum.

#### 6.2.1.2.3 Ticket Vending Machines

Swift is a pay-before-you-board service. Riders who pay cash or use credit cards buy their tickets in advance at ticket vending machines located at each station. The machines have instruction screens in English and Spanish. Informational posters at the stations include Spanish, Vietnamese, Chinese, and Russian text promoting the language line.

### 6.2.2 Travel Training

Community Transit's Contracted Services Division provides training, outreach, and materials to a variety of groups or individuals wishing to learn how to safely ride Community Transit's fixed route system. Community Transit's Travel Training program offers personalized one-on-one personal bus riding instruction. The program contracts with Washington Vocational Services to provide training to limited/non-English speaking populations. If an interpreter is required, the vendor plans to secure an interpreter.

Travel training presentations are provided at:

- Senior centers and senior living complexes
- Ethnic meal sites
- Churches
- Transition classes (for disabled students ages 18-21 preparing to be independent)
- Community Colleges serving international students
- Other agencies looking for "How To Use Transit" classes

Brochures promoting the Travel Training program are printed in English, but other languages are also available upon request.



### 6.2.3 Community Engagement and Outreach

Staff attend several community events throughout the year and provide information in languages other than English at these events. Events are often timed around major service changes or Title VI public comment periods. Community Transit staff also work with many agencies and organizations that directly support minority populations and limited English-speaking individuals (e.g., community-based organizations that work with identified populations).

### 6.3 Monitoring the Plan

To ensure that Community Transit is serving all the residents of Snohomish County we regularly monitor and tri-annually:

- Review language line calls to assess what languages are in highest demand
- Review Census data
- Assess outreach effectiveness and methods, including a review of the first two items to determine if communications are targeting the right language groups.

The *Four Factor Analysis* done to create our Language Assistance Plan is shown in **Appendix F**.



## 7 Non-Elected Committees & Councils

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Community Transit does not have any non-elected committees or councils.

The elected Board of Directors serves as the governing body of Community Transit: they establish policy and legislative direction for the agency. The Board defines the organization's mission, establishes goals, and approves the budget to accomplish the goals. Board members represent the agency's position to the public, in the Legislature, and in the community, collaborating closely with the Chief Executive Officer (CEO). The Board of Directors consists of ten members, nine of whom are elected officials selected by the respective governing bodies of the county and component cities within the service area. In addition, the board has one non-voting labor representative. Board members are appointed for two-year terms.



## 8 Monitoring of Sub-Recipients

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Community Transit does not have any sub-recipients.





## 9 Equity Analysis of Facilities

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Community Transit has not gone through the planning stage regarding where storage facilities, maintenance facilities or operations centers are located or cited in the last three years, nor are any planned for the next three years. For purposes of this requirement bus shelters and transit amenities are not covered.



## 10 Board Approval of Title VI Program

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Community Transit's Board of Directors receives briefings through monthly committee meetings and at Board of Directors Meetings. The Board will be provided with a draft Title VI Program document and the schedule of community engagement dates. The Board of Directors shall conduct a Public Hearing for Community Transit's Title VI Program and will be responsible for approval of the 2025-2028 Title VI program. The board process and approval of the 2025-2028 Title VI Program is shown in **Appendix G** of the final document.



# 11 Major Service Change & Impact Policies

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## 11.1 Overview

The Board of Directors passed Resolution No. 04-12 on August 12, 2012. This resolution established a formal public comment and hearing procedure for the adoption of major changes in transit routes.

A major change includes:

- The addition or elimination of a route within Community Transit's system
- Increasing or decreasing the number of service hours operated on a route by 25% or more
- Routing changes that alter 25% or more of a route's path

Minor changes to an existing route shall not constitute a "major change in route."

A service change that is deemed a "Major Service Change" based on the description above requires a Title VI analysis. Service changes that are deemed as a "Major Service Change" will also require completion of disparate impact and disproportionate burden analysis.

**The 2025-2028 Title VI Program includes the agency's current Disparate Impact and Disproportionate Burden policy:**

**Community Transit's Disparate Impact & Disproportionate Burden Policy:**

## 11.2 Adverse Effects

Major Service change proposals and fare change proposals shall be analyzed to measure and compare the level of adverse effect (loss) or benefit (gain) between minority and non-minority populations and between low-income and non-low-income populations as determined via demographic analysis of proposed changes and U.S. Census data and/or transit rider survey data.

## 11.3 What is Fair?

Determination of adverse effects is based on the federal standard described in Uniform Guidelines published by the Equal Employment Opportunity Commission (EEOC) known as the "four-fifths rule." This standard requires benefits to accrue to protected populations at a rate of at least four fifths (4/5) (or 80%) of the rate for unprotected populations. Likewise, adverse effects must be borne by unprotected populations at a rate of at least four fifths (4/5) (or 80%) of the rate for protected populations.

Stated another way, the maximum acceptable difference (positive or negative) in level of benefit between protected and unprotected populations is 20%. For changes in transit service levels or

transit fare rates, the following sections describe how this standard applies for minority and low-income populations.

#### 11.3.1 Disparate Impact on Minority Populations

If the impact of a major service change proposal or any fare change proposal requires a minority population to receive 20% less benefits or to bear 20% more adverse effects than those benefits or adverse effects received or borne by the non-minority population, Community Transit will consider that impact a disparate impact.

#### 11.3.2 Disproportionate Burden on Low Income Populations

If the impact of a major service change proposal or any fare change proposal requires a low-income population to receive 20% less benefits or to bear 20% more adverse effects than those benefits or adverse effects received or borne by the non-minority population, Community Transit will consider that impact a disproportionate burden.

The Title VI Analyses for service & fare changes conducted by Community Transit during 2022-2025 are included in **Appendix H**.



## 12 Service Standards

---

The sections below describe the subset of Community Transit's fixed route service standards and policies required by FTA Circular 4702.1B. The categories have been revised since the last program submittal to align with the launch of Community Transit's network restructure, 2024 and Beyond, and our newly adopted long range plan, Journey 2050. The overall intent of these changes is to capture CT's new fixed route service model (i.e., less commuter focused) and more clearly define associated standards.

### 12.1 Required Quantitative Standards for Fixed Route Modes

#### 12.1.1 Vehicle Load

The load factor for the Swift Bus Rapid Transit (BRT) service should not exceed 1.5, which means that the number of passengers on board a vehicle at any one time should not exceed 1.5 times the vehicle's seating capacity.

The vehicle load for a Regular Bus (non-Swift BRT) should not exceed a load factor of 1.0 per trip.

#### 12.1.2 Vehicle Headway

Swift BRT is designed to serve the densest corridors in our service area and eliminate reliance on printed schedules during peak times. As a result, Community Transit will schedule buses to operate every 10 minutes during peak hours and  $\leq 30$  minutes during all other times.

Regular Bus will operate every  $\leq 30$  minutes during peak hours and every  $\leq 60$  minutes during all other times. Community Transit views these values as the minimum required to satisfy basic mobility needs using transit. Improvements away from these minimums will be based on such factors as observed loads.

#### 12.1.3 On-Time Performance

On-time performance has two definitions, which depend on how frequently trips are operated.

- For trips scheduled to operate every 12 minutes or less (e.g., Swift weekdays from 6am to 7pm), a bus is considered on-time when it departs from a time point within + / - 2 minutes of the scheduled time.
- For trips scheduled to operate greater than every 12 minutes, a bus is considered on-time when it departs from a timepoint within the range of 1 minute early to 6 minutes late from the scheduled time.

Across all time points and trips Community Transit expects to achieve an on-time performance rate of at least 80%.



#### 12.1.4 Service Availability

For transit to be a viable option, it needs to be near a customer's origin and destination and available at the times when a customer wants to travel between those locations. Therefore, standards are provided to reflect the temporal and spatial component of one's travel.

##### 12.1.4.1 Spatial Availability

An area is considered transit supportive if it has  $\geq 5$  dwelling units or jobs per net acre. Recognizing the diversity in land use intensity in our service area, Community Transit expects at least 50% of a route's stops to fall within transit supportive land areas using a quarter mile buffer. At the system-wide level, Community Transit strives to cover  $\geq 75\%$  of the transit supportive land area within the PTBA within a quarter-mile buffer of our stops.

##### 12.1.4.2 Temporal Availability

Span is the number of hours during the day when transit service is provided. Span should match expected ridership demand, which itself depends on a route's purpose. Changes to span are based on observed performance of first and/or last trips.

For Regular Bus services the desired minimum span is 7a to 6p. This is considered sufficient for meeting the travel window of most typical day shifts. For Swift routes, given where the service is deployed, the desired minimum span is 4a and 11a to help cover all work shifts. Expansion of service beyond these windows will be influenced by a route's surrounding land uses and ridership.

## 12.2 Service Policies

### 12.2.1 Distribution of Transit Amenities

Swift BRT service features a landmark station with distinctive branding, unique shelters, real-time information displays, off-board fare payment equipment, and posted maps.

Due to service area weather conditions all other bus stops are also scheduled to receive bus shelters along with an improved front door boarding area compliant with the Americans with Disability Act (ADA). Improvements to achieve this will be prioritized based on a stop's boardings, average wait time, nearby concentrations of equity priority populations (as defined by the Puget Sound Regional Council), and other similar factors. All stops will also be assigned a bus stop pole and schedule holder.

### 12.2.2 Vehicle Assignment

The Swift BRT fleet will consist of high-capacity, low-floor coaches with a distinctive "Swift" branding. Regular Bus coaches will also be low floor but carry the agency's standard branding. Buses will be assigned based on operational requirements of the route such as height/size restrictions, ridership demand, and turning behavior. Dispatch also assigns buses based on how they are parked in the yard and best aligned to operational requirements per schedule guidance.



Community Transit will track bus assignments to ensure the average age of the fleet serving any route is no more than 50% of the Transit Asset Management (TAM) Plan Useful Life Benchmark (15 years).

**Appendix I** provides an evaluation of these service standards.



# Appendix A

## Chapter IV-5a Map 1

### Racial/Ethnic Minority Population & Community Transit Service Area

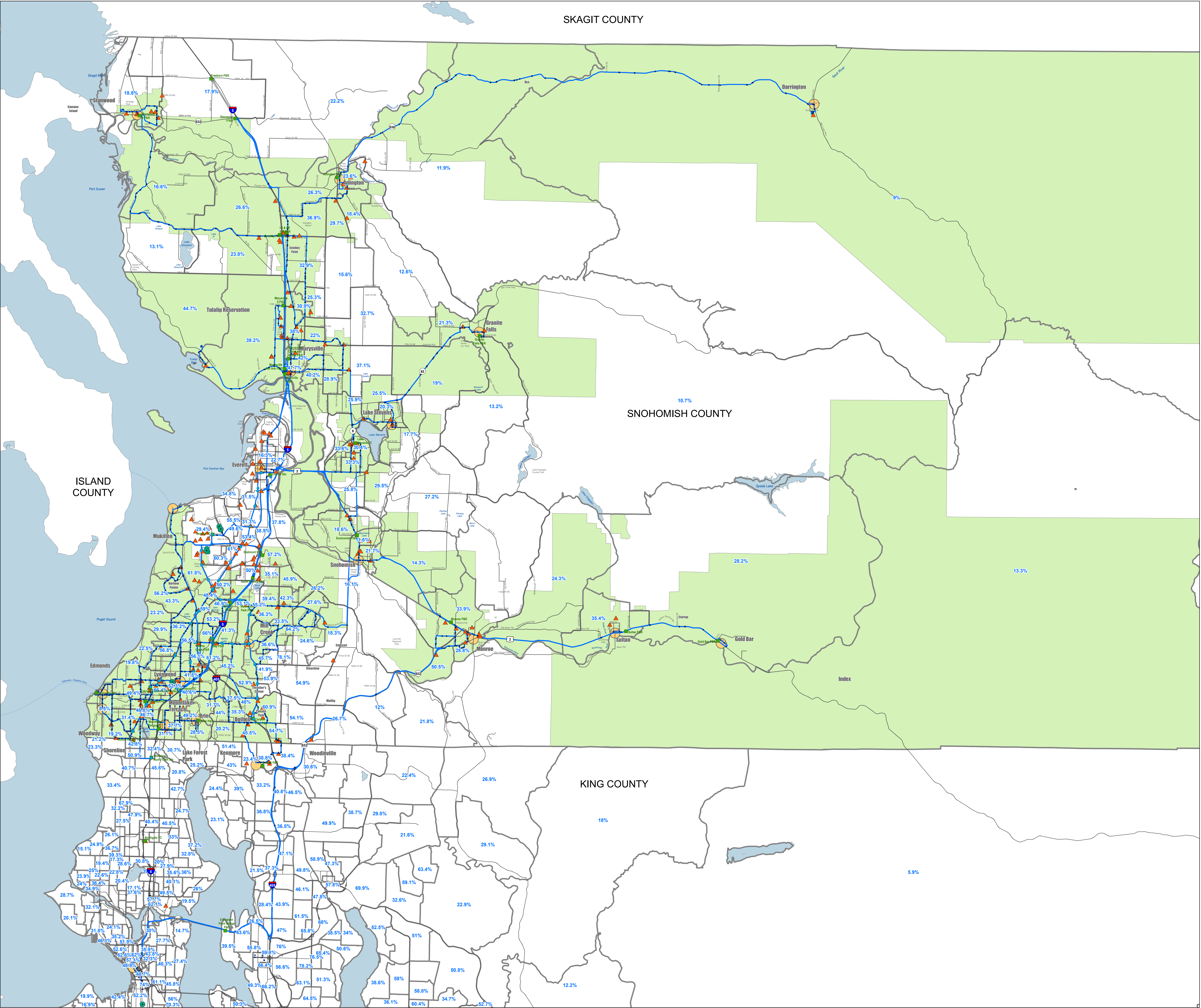


Appendix A:  
Map 1, Chapter IV 5a(1)  
Racial/Ethnic Minority  
Population &  
Community Transit  
Service Area

2020 U.S. Census Tracts  
2019-2023 American  
Community Survey  
Snohomish County

38% of the population in Snohomish County  
resides in a minority population status.  
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





# Appendix A

## Chapter IV-5a(2) Map 2







### Census Tracts with Higher-Than-Average Racial/Ethnic Minority Population & Community Transit Service

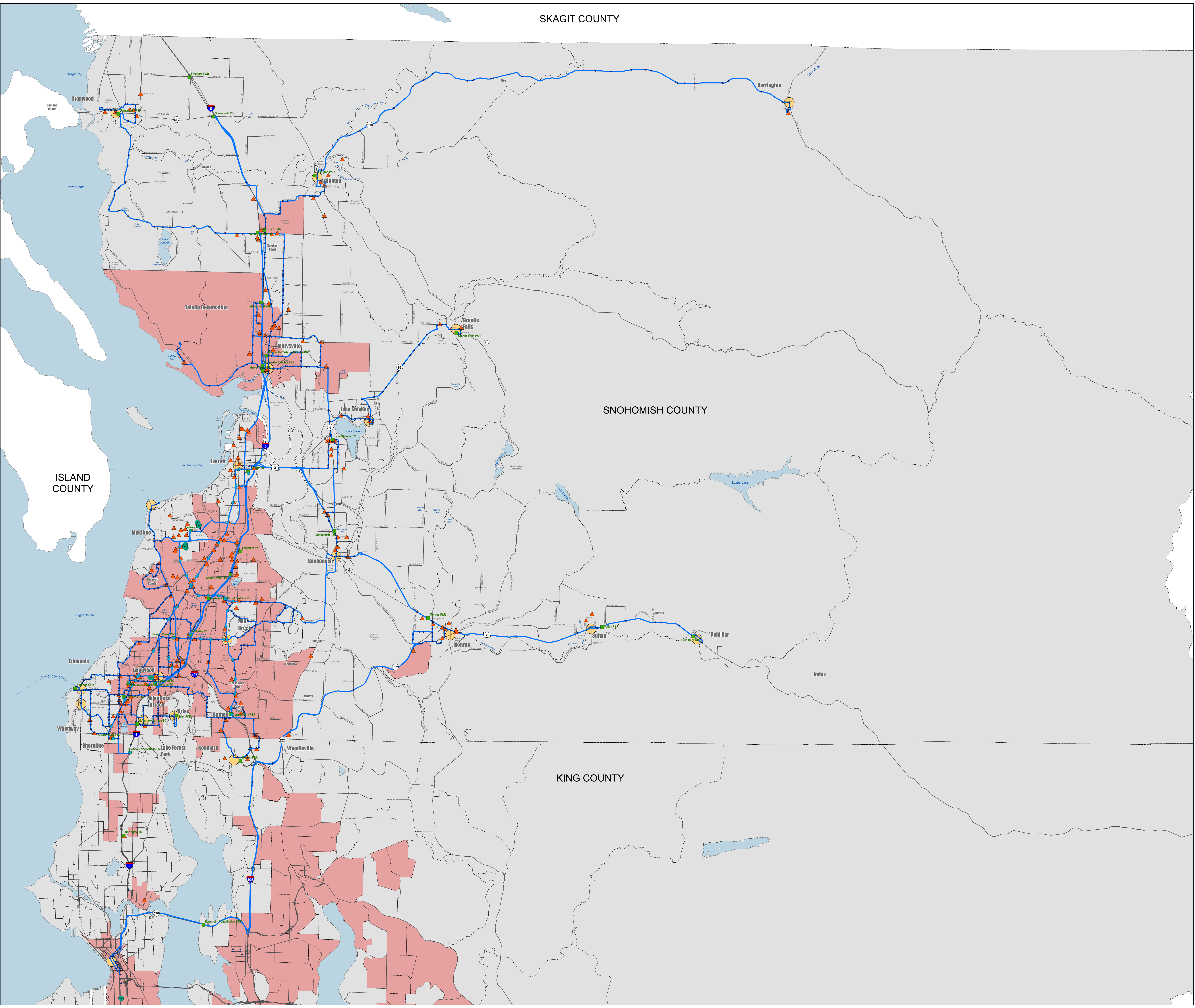


2020 U.S. Census Tracts  
2019-2023 American  
Community Survey  
Snohomish County

## Legend

**2020 Census Tracts with 2023 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)





# Appendix A

## Chapter IV 5a(3) Map 3

### Census Tracts with Higher-Than-Average Low Income Households & Community Transit Service

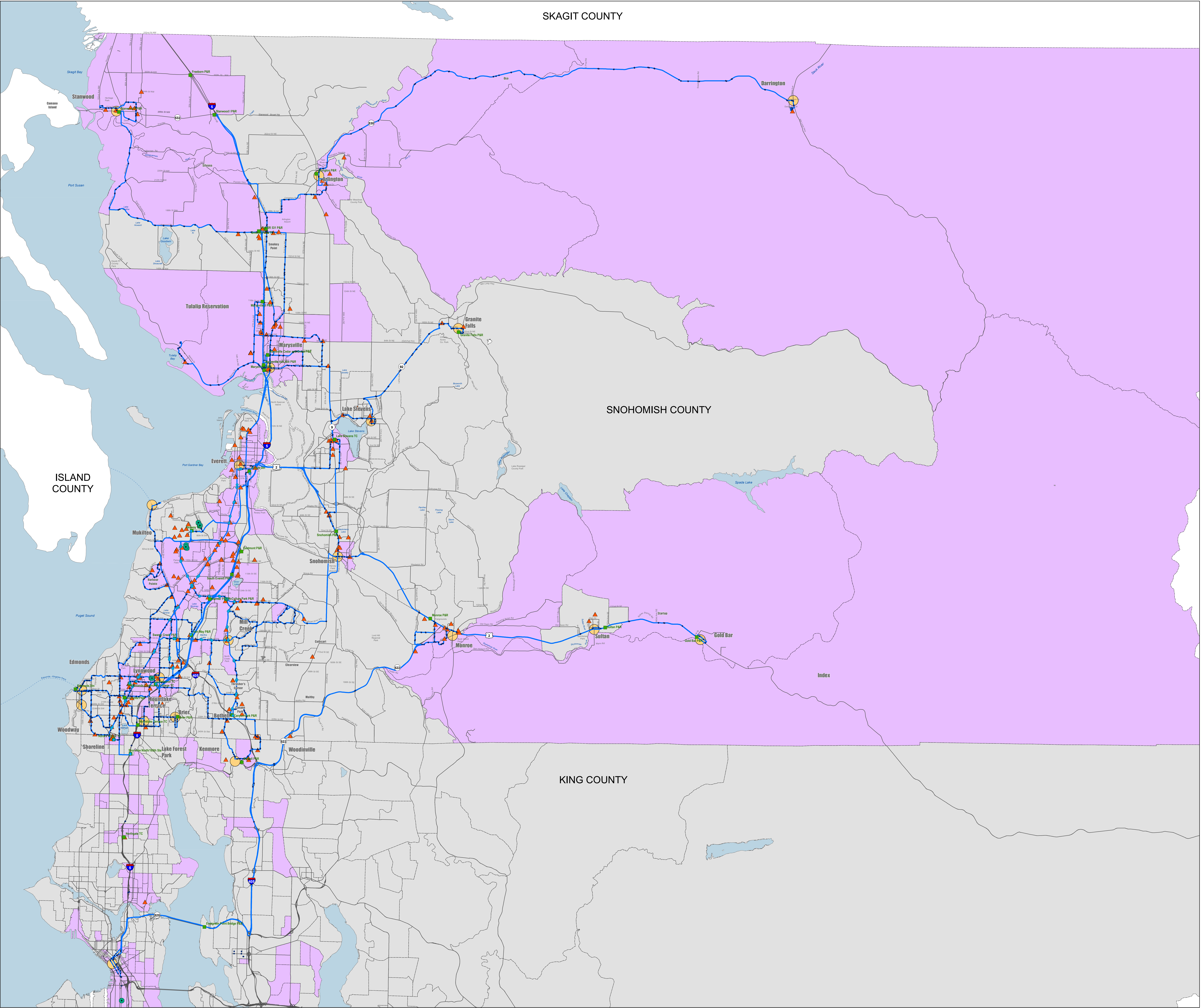


**Appendix A:  
Map 3, Chapter IV 5a(3)  
Census Tracts with  
Higher-Than-Average  
Low Income  
Households &  
Community Transit Service**

2020 U.S. Census Tracts  
2019-2023 American  
Community Survey  
Snohomish County

18% of the population in  
Snohomish County resides in  
a low-income household  
(with income less than  
200% of federal poverty level)

- Legend**
- 2020 Census Tracts with 2023 ACS Low Income Households
    - Lower-Than-Average Low Income Population
    - Higher-Than-Average Low Income Population
  - School, College, Hospital, Employment or Shopping Center
  - Downtown Centers
  - Transit Operating/Admin Facilities
  - Park & Rides (P&R) / Transit Centers (TC)
  - Swift BRT Stations





## Appendix A-1

### Map 1a, Chapter IV 5a(1a)

Transit Facilities Recently Replaced,  
Improved or are Scheduled



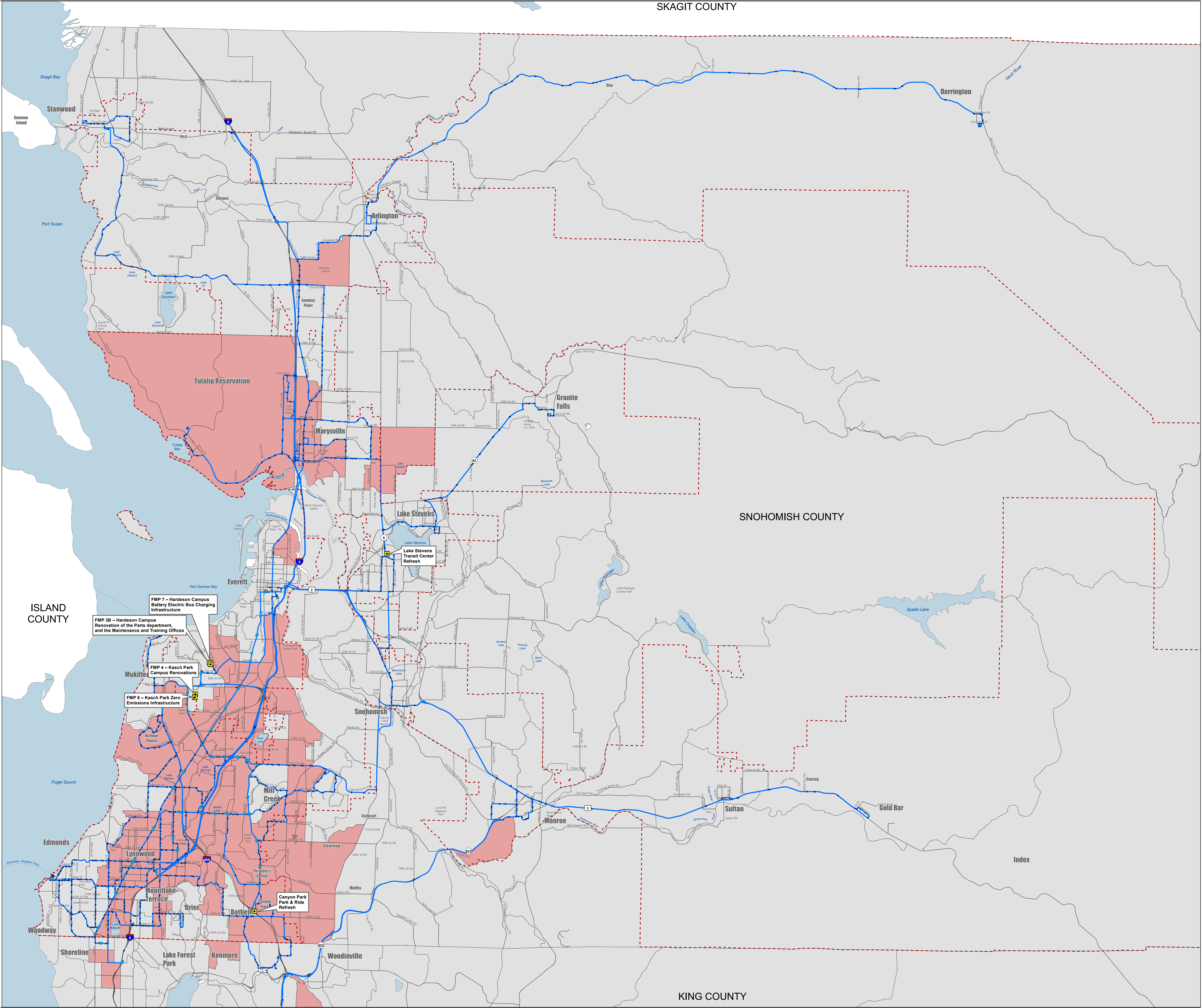
Map 1a,  
Chapter IV 5a(1a)  
Transit Facilities  
Recently Replaced,  
Improved or are  
Scheduled

2020 U.S. Census Tracts  
2019-2023 American  
Community Survey  
Snohomish County

36% of the population in Snohomish County  
resides in a minority population status.  
Minority population is calculated as  
percentage of population that  
self-identified as Non-White and/or  
Hispanic.

2020 Census Tracts with 2023 ACS Minority Population

- Lower-Than-Average Minority Population
- Higher-Than-Average Minority Population
- Snohomish County Public Transportation Benefit Area
- Facility Upgrades
- Community Transit Bus Routes
- Community Transit Swift BRT Stations
- Community Transit Bus Stops





## Appendix A-2

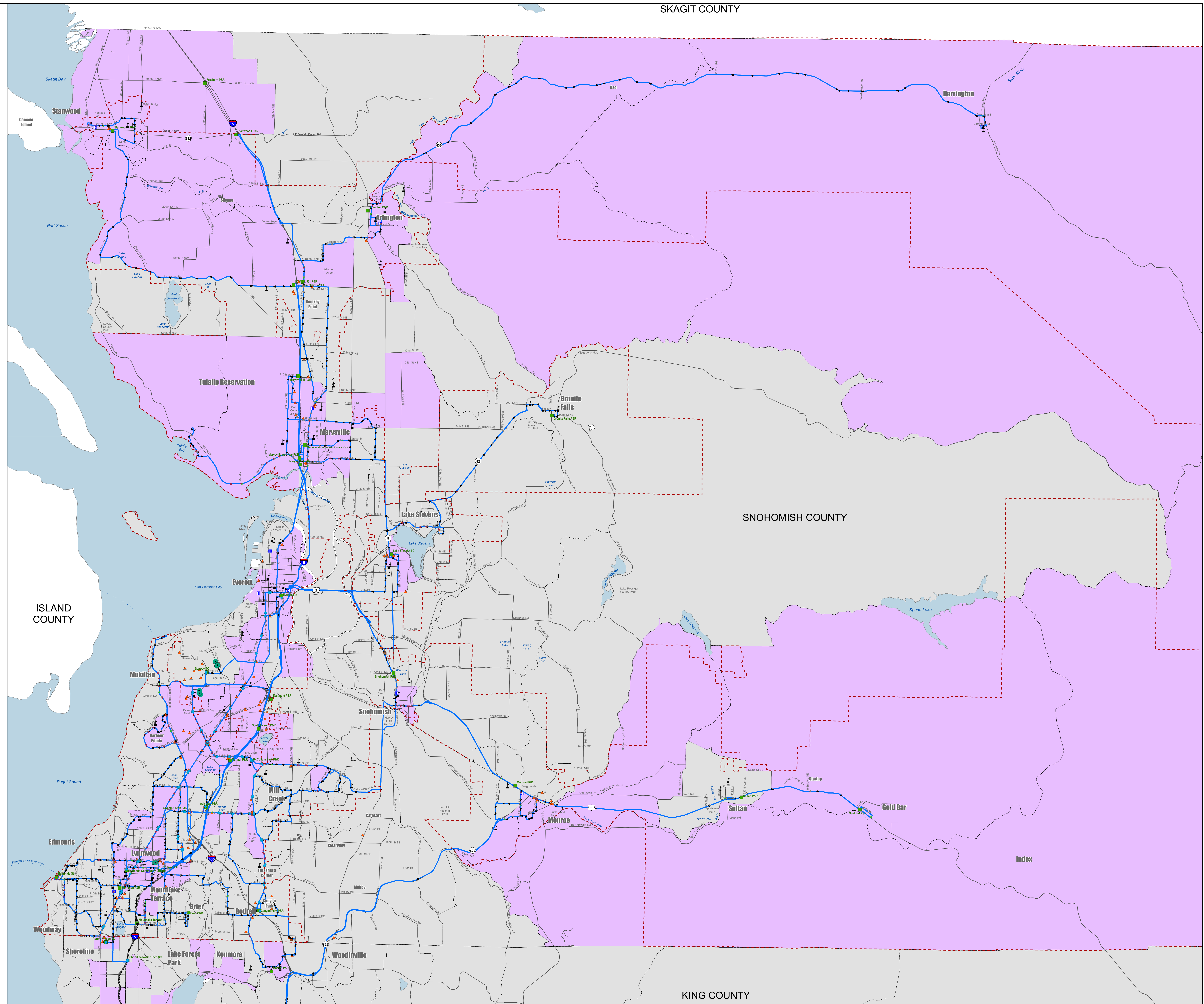
### Map 2a, Chapter IV 5a(2)

#### Distribution of Transit Amenities Low Income Households



18% of the population in Snohomish County resides in a low-income household (with income less than 200% of federal poverty level)

Map Date: January 2025





## Appendix A-2

Map 2a, Chapter IV 5a(2)

Distribution of Transit Amenities  
Minority Population

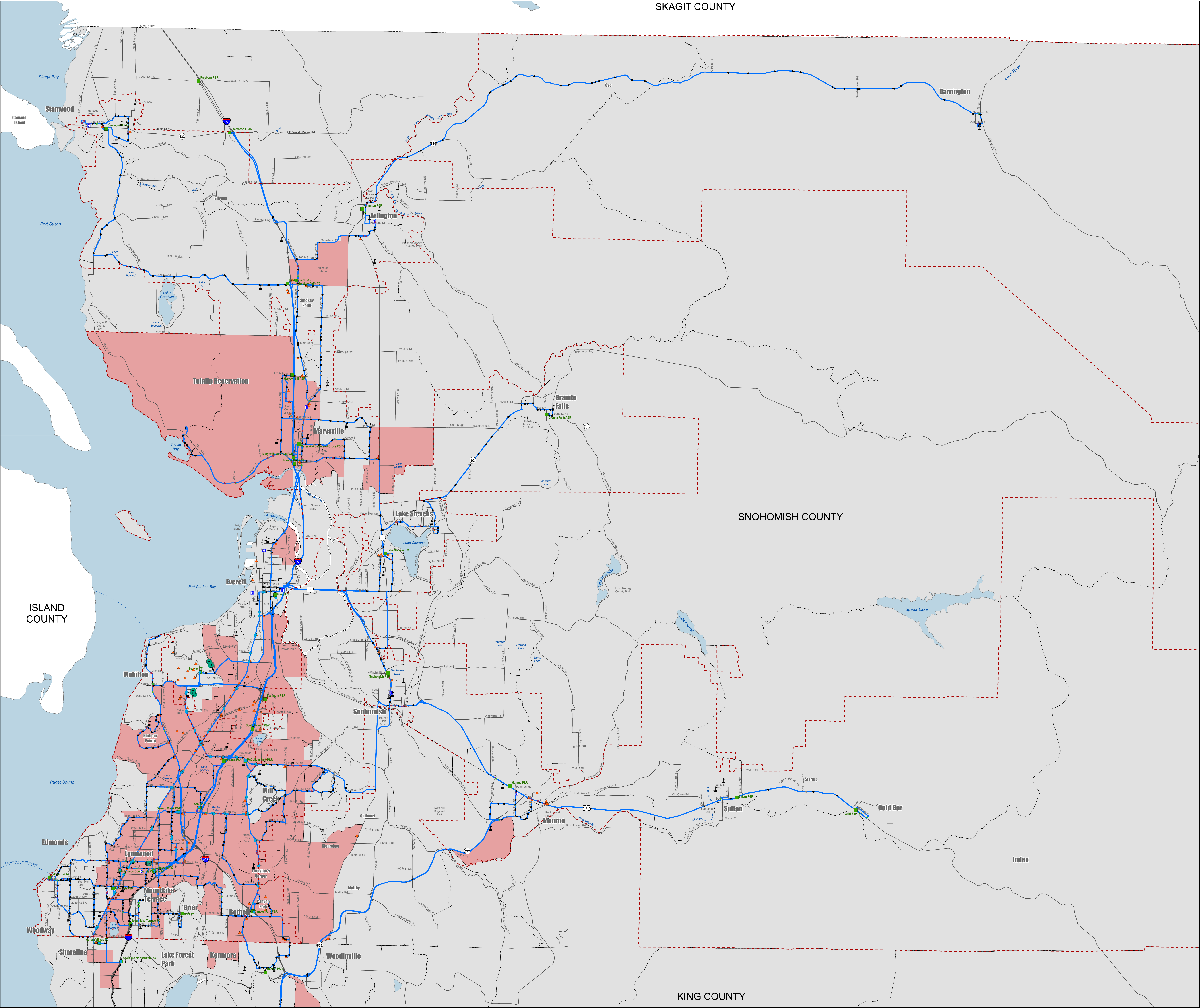


Map 2a,  
Chapter IV 5a(2)  
Distribution of  
Transit Amenities  
Minority Population

2020 U.S. Census Tracts  
2019-2023 American  
Community Survey  
Snohomish County

36% of the population in Snohomish County  
resides in a minority population status.  
Minority population is calculated as  
percentage of population that  
self-identified as Non-White and/or  
Hispanic.

- Transit Service Profile**
- 2020 Census Tracts with 2023 ACS Minority Population
- Lower-Than-Average Minority Population
  - Higher-Than-Average Minority Population
  - High School or College
  - Major Employment Centers or Shopping Centers
  - Transit Operating/Admin Facilities
  - Community Transit Bus Routes
- Community Transit Bus Stops Amenities**
- Shelter, Bench, Trash
  - Shelter, Bench
  - Shelter, Trash
  - Shelter Only
  - Bench, Trash
  - Bench Only
  - Trash Only
  - No Amenities
  - Community Transit Swift BRT Stations
  - Park & Rides (P&R) / Transit Centers (TC)
- Sound Transit LINK Line
- Sound Transit LINK Stations





## Appendix B-1

### On-Board Survey (2022)

# Community Transit 2022 Onboard Survey



## Survey Goals

- Understand Community Transit's riders and how they are using the fixed-route network.
- Fulfill Title VI requirements:
  - ✓ Race
  - ✓ Color
  - ✓ National Origin
  - ✓ English Proficiency
  - ✓ Language Spoken at Home
  - ✓ Household Income
  - ✓ Travel Patterns
  - ✓ Fare Usage by Fare Type
- Provide a statistically valid sample (95% confidence) for:
  - ✓ Day Type: Weekday, Saturday, Sunday
  - ✓ Service Group Type: Core, Swift, Community, Commuter
  - ✓ Time Period: AM Peak, Mid Day, PM Peak, PM Late



Community Transit conducts an onboard survey approximately every three years. Historical surveys were done in 2010, 2013, and 2017. These surveys help Community Transit understand who their riders are and how they interact with the fixed-route network. The onboard surveys fulfill FTA's Title VI requirement to gather data that can be used to develop demographic profiles and compare minority to non-minority populations. The surveys are conducted with sampling plans that provide a statistically valid sample that is representative of the population of riders on the system.

## Survey Methods

- **Survey Instrument:**
  - Paper surveys in English and Spanish.
  - Online survey in English.
  - 32 Questions --- Collected data on:  
Title VI Requirements, Net Promoter Score, Security, Rider Alerts, Car-Competitive Metric, Reliability, Frequency, Transfer Wait Time
- **Data Collection:**
  - Onboard surveyors on all routes except downtown Seattle routes.
  - Self-serve (paper surveys on seats) for downtown Seattle routes.
- **Survey Incentive:**
  - Provided choice between entering sweepstakes to win one of three \$500 gift cards OR receiving one “Free Ride” Ticket.



Surveys were implemented in paper in both English and Spanish and online in English. For all routes, except those that serve downtown Seattle, surveyors boarded coaches, distributed and collected surveys, and offered riders a choice between entering a sweepstakes to win one of three \$500 gift cards or receiving one “Free Ride” ticket. The sweepstakes was the preferred incentive chosen by Community Transit riders. For routes serving downtown Seattle, coach operators placed the paper surveys on the seats prior to starting their trips and riders were asked to turn completed surveys into available folders.

## Onboard Sample Collection

September 26th – November 10th, 2022

- Core** (n=714) Frequent service on transit emphasis corridors.
- Swift** (n=964) Bus rapid transit on transit emphasis corridors.
- Community** (n=567) Connects suburban and rural communities by feeding into core transit services.
- Commuter** (n=431) Primarily peak-period, peak-direction service for trips to and from downtown Seattle / Northgate Station.



The 2022 Onboard survey was fielded from September 26<sup>th</sup> to November 10<sup>th</sup>, 2022. A total of 2,687 surveys were collected from 46 of 47 routes. These routes were divided into four service groups.

1. Core routes provide frequent service on transit emphasis corridors such as highway 99 and 164<sup>th</sup> Street.
2. Swift routes provide the most frequent service that Community Transit offers and operate along transit emphasis corridors.
3. Community routes connect suburban and rural communities to core services and are generally at a lower frequency than core and Swift.
4. Commuter routes are primarily peak-period, peak direction trips that serve downtown Seattle or Northgate Station.



# Who are Community Transit Riders?



## Typical Community Transit Rider Characteristics

Most common response to each demographic



- Men (54%)
- BIPOC<sup>1</sup> (51%)
- Middle-aged (25-44) (45%)
- Low Income<sup>2</sup> (59%)
- English Speaking (92%)
- Not Disabled (89%)
- Access to vehicles (52%)
- Employed (61%)
- Use transit for home-work trips (43%)
- Do not use Rider Alerts (63%)
- Riding 3+ Years (60%)
- Use ORCA (66%)

<sup>1</sup>BIPOC: Black, Indigenous, Hispanic/Latinx, People/Communities of Color

<sup>2</sup>Low Income: Below 200% of Federal Poverty Level (e.g. < 37K for household of 2)



Typical Community Transit rider characteristics are those that had the most common response to each demographic. The following characteristics were the most common: Men, BIPOC, middle-aged, low income, speaking English as a primary language, not having a disability, having access to a vehicle, being employed, using transit for home-work trips, not using Community Transit Rider Alerts, being a Community Transit rider for three or more years, and lastly, using ORCA to pay their fares.

## Typical Community Transit Rider Characteristics By Service Group



	<u>Core</u>	<u>Swift</u>	<u>Community</u>	<u>Commuter</u>
Gender	Balanced	<b>Most Men</b>	Balanced	<b>Most Women</b>
% BIPOC <sup>1</sup>	49%	52%	45%	<b>60%</b>
Age	Younger	Older	Younger	<b>Oldest</b>
% Spanish Speaking	9%	<b>12%</b>	8%	5%
Access to Vehicle	Lower	<b>Lowest</b>	Balanced	Highest
% Low Income <sup>2</sup>	68%	68%	<b>72%</b>	23%
% Disability	<b>15%</b>	<b>12%</b>	10%	4%

<sup>1</sup>BIPOC: Black, Indigenous, Hispanic/Latinx, People/Communities of Color

<sup>2</sup>Low Income: Below 200% of Federal Poverty Level (e.g. < 37K for household of 2)



Some common characteristics varied by the service group the riders were surveyed on. Commuters were more likely to be women while Swift riders had the most men respondents. Commuter routes had the highest population of BIPOC riders which was highly comprised of Asian and Asian American riders. Commuters also had the oldest population. Swift riders were more likely than riders on other service groups to speak Spanish as one of their primary languages. Swift riders also had the least amount of access to a vehicle while Commuters had the highest. Community routes had the highest percentage of riders with low income while the Commuter routes had the least. Lastly, Core and Swift service had the highest percentage of riders with disabilities.

## How have Community Transit rider characteristics changed over time?

Onboard Surveys: 2010, 2013, 2017, and 2022



Demographic	Trend
Gender	Increase in riders that are men. 46% in 2010 to 54% in 2022
Race / Ethnicity	Increase in riders that are BIPOC <sup>1</sup> . 37% in 2010 to 47% in 2022
Age	Increase in 25 – 44 aged riders. 34% in 2010 to 45% in 2022
Speak Spanish	Decrease in Spanish as primary language from 2017 and 2013. 1% in 2010, 5% in 2013, 9% in 2017 and 2% in 2022
Access to Vehicle	Increase in riders having access to a vehicle. 50% in 2010, 48% in 2013, 45% in 2017 and 52% in 2022
Low Income <sup>2</sup>	Increase in percent of riders with low incomes. 16% in 2013 to 60% in 2022

<sup>1</sup>BIPOC: Black, Indigenous, Hispanic/Latinx, People/Communities of Color

<sup>2</sup>Low Income: Below 200% of Federal Poverty Level (e.g. < 37K for household of 2)



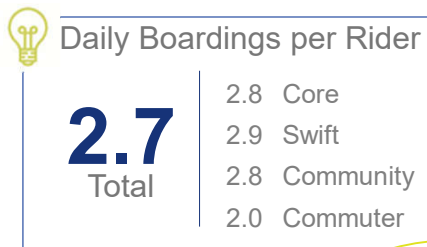
Most of these common characteristics have been slowly changing over time. Overall, there has been an increase in riders that are men, up 9% points since 2010. An increase in riders that are BIPOC, up 10% points. An increase in middle-aged riders, also up 10% points. There is not a consistent trend for riders that speak Spanish as one of their primary language or for riders that have access to a vehicle. Both those characteristics have gone up and down over the years. However, there were less riders that spoke Spanish in 2022 compared to the previous two surveys and riders in 2022 had the highest access to vehicles than in any other year. Lastly, there has been an important increase in riders with low income, up 44% points since 2013.

# How many Community Transit Riders are there?



## How many unique Community Transit Riders are there?

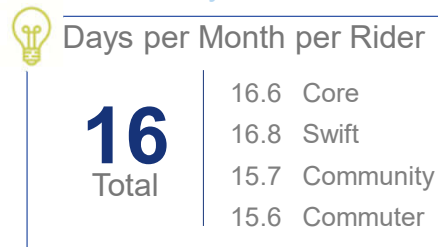
How many buses will you get on today?



This aligns with the average boardings per ORCA card per day of **2.9**.

Only **1.9** of these boardings occur on Community Transit Routes<sup>1</sup>.

In a typical month, how often do you use a Community Transit bus?

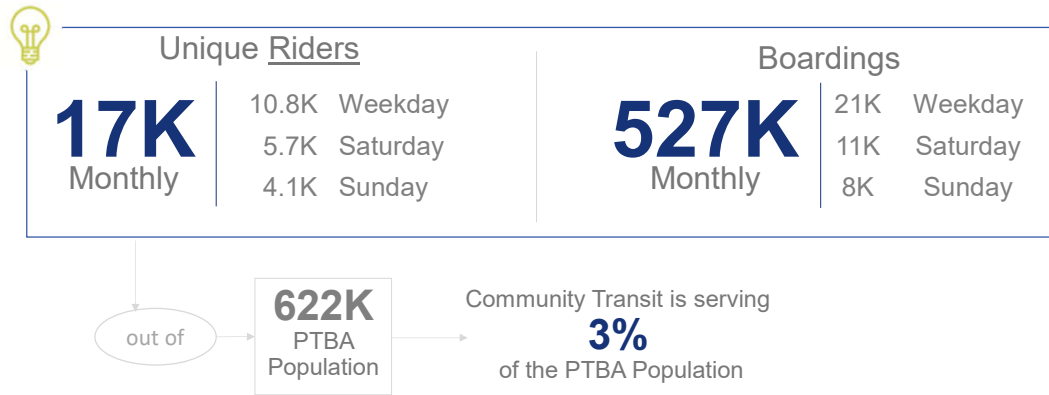


<sup>1</sup>Data obtained from ORCA Card Use.



To estimate the number of unique Community Transit riders, the onboard survey collected data on the number of times each rider boards a bus each day and the number of days they ride each month. An average rider boards 2.7 buses each day and rides 16 days per month. Data obtained from ORCA card use found the average boardings per ORCA card per day to be similar at 2.9 boardings per day. Of those 2.9 boardings, 1.9 of them occurred on Community Transit routes while the remaining were on other regional transit agencies.

## How many unique Community Transit Riders are there?



Fixed-route boardings from October 2022



To calculate the number of unique daily riders, the average daily boardings were divided by the average daily Community Transit boardings per rider (1.9). To calculate the number of unique riders each month, total boardings were divided by the average daily Community Transit boardings per rider (1.9) multiplied by the days per month per rider (16).

The estimated number of unique riders in October 2022 was 17K; 3% of the total PTBA population of 622K.

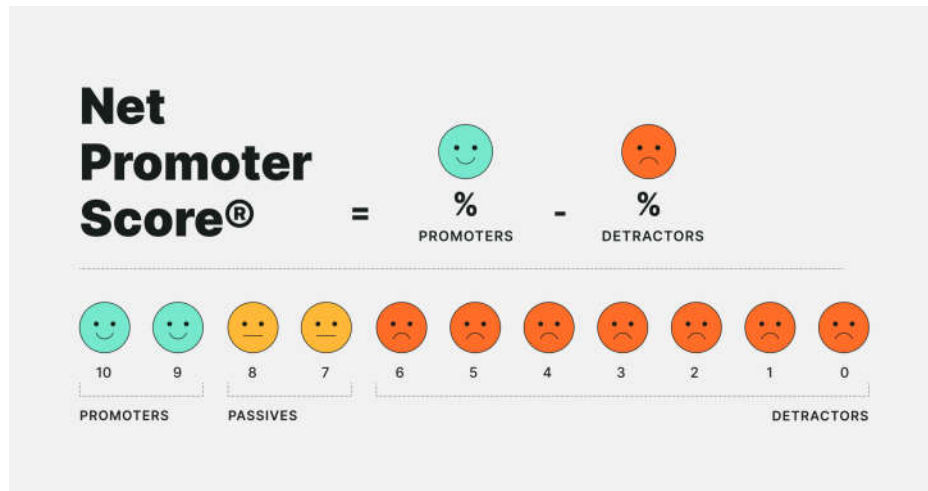
# Customer Experience





## Net Promoter Score (NPS)

How likely are you to recommend Community Transit to a friend or colleague?



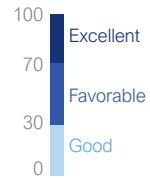
The Net Promoter Score is a widely used customer satisfaction benchmark that measures how likely customers are to recommend businesses to a friend. Scores are considered good from zero to 30, favorable from 30 to 70 and excellent for 70 and above. Customers on all route types were favorable towards Community Transit. Community riders were slightly less favorable towards Community Transit while Commuter riders were the most favorable towards the agency. NPS varied by time of day with riders that were surveyed during the PM Late period giving Community Transit a lower score that landed in the “Good” category.

## Net Promoter Score (NPS)

How likely are you to recommend Community Transit to a friend or colleague?



Customers on all route types were **favorable** towards Community Transit.



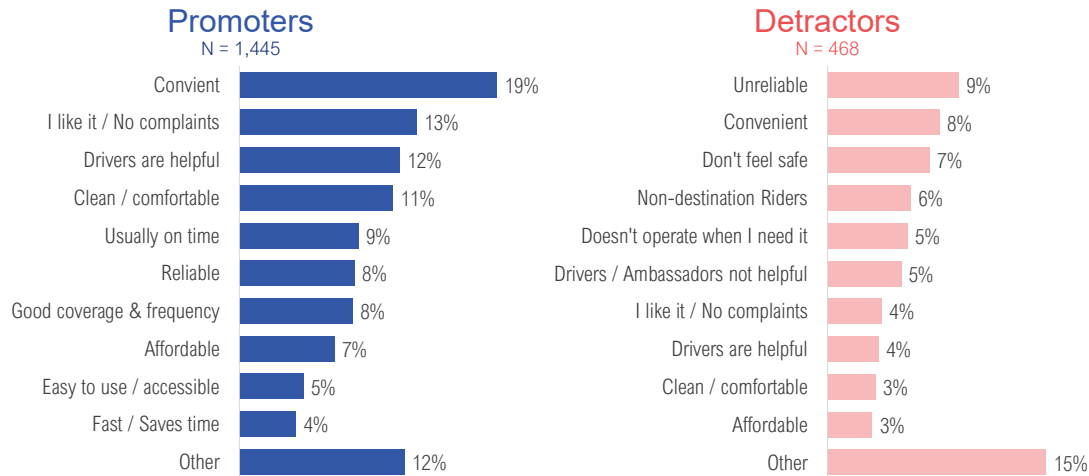
	All Riders	Core	Swift	Community	Commuter
	38	41	36	31	43
Weekdays by Time of Day					
AM Peak	40	41	45	29	42
Mid Day	41	48	43	25	
PM Peak	44	52	39	43	44
PM Late	26	29	23	23	



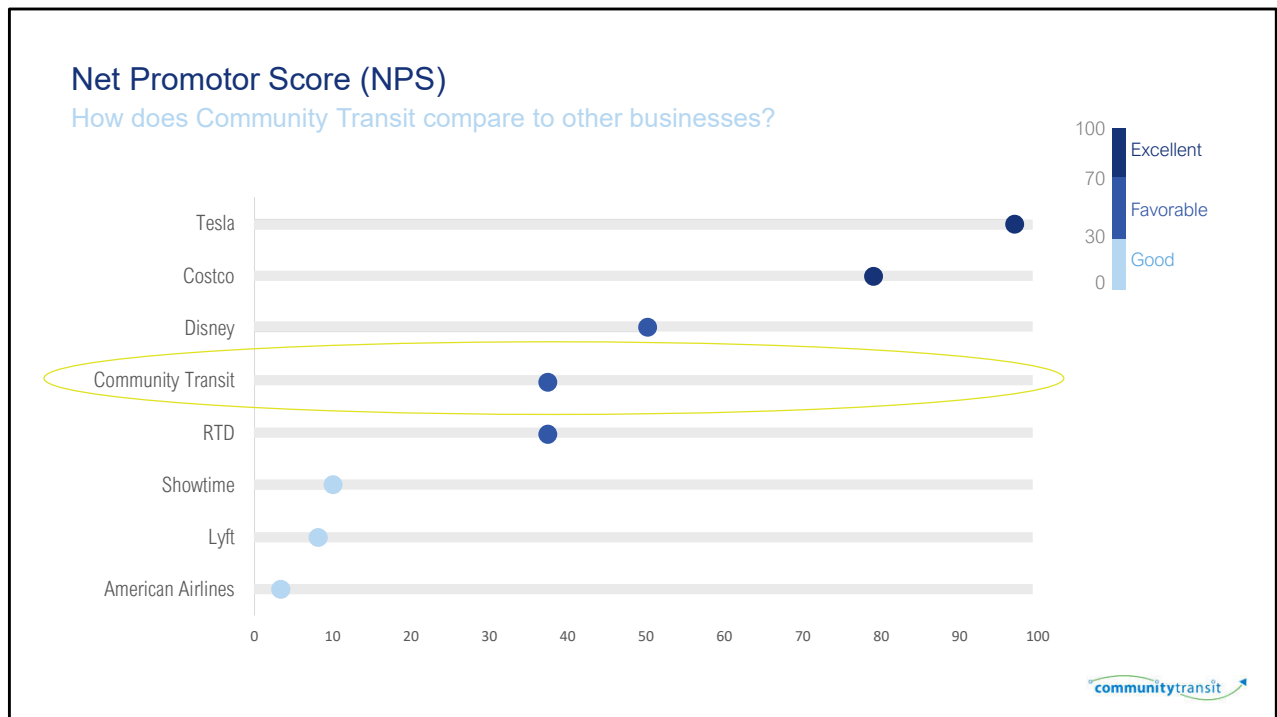
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## Net Promotor Score (NPS)

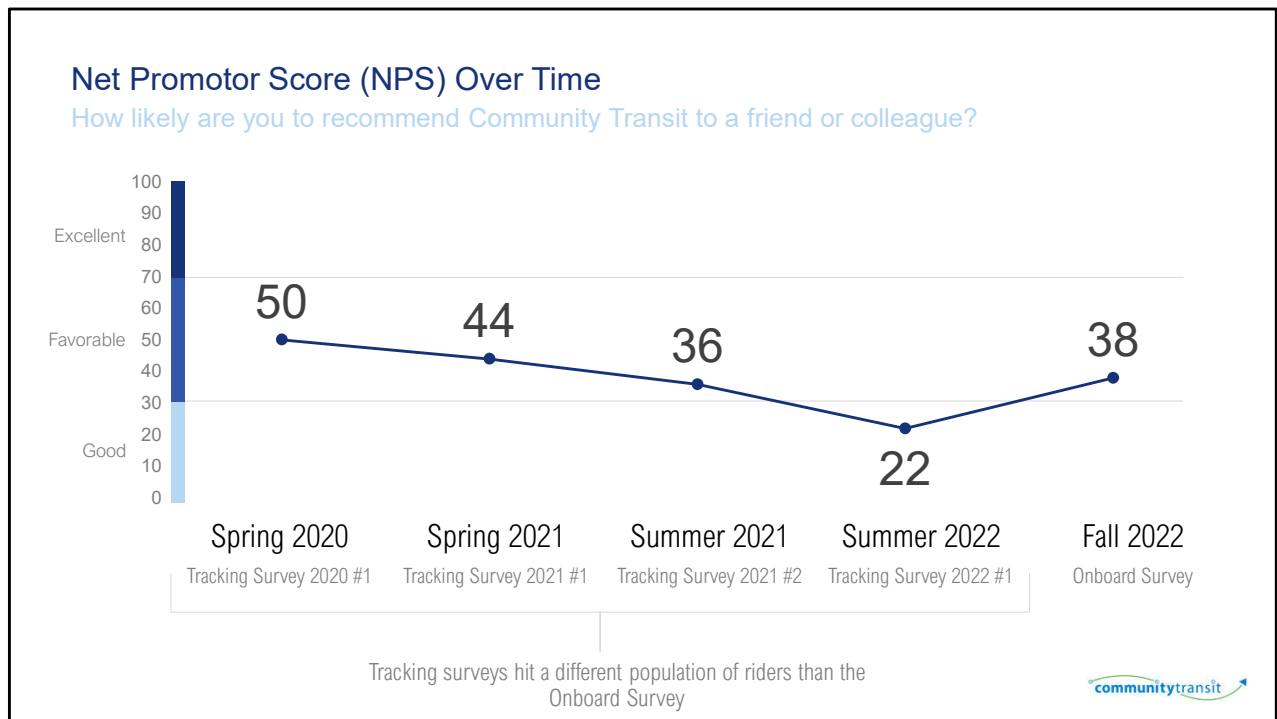
Why did you choose that score?



Respondents were asked to explain why they chose their likeliness to recommend score. The top reason for promoters was that the service is convenient and gets them where they need to go. The top reason for a detractor was that the service is unreliable and can be early, late or not show up at all. Interestingly, the second reason sighted for detractors was that the service is convenient and gets them where they want to go.



Average Net Promoter Scores vary by industry. These averages are for 2022 and range from 4 to 70. Community Transit sits in the middle of these industries, lower than the average for Travel & Hospitality which includes Airlines that have an average score of 32 with Alaska Airlines at 71 and American Airlines at 3.



Community Transit's net promoter score has been tracked since Spring of 2020. It's important to note that Tracking Surveys reach a different population than the onboard survey. For all but the last tracking survey, a subscription email list that is heavily populated with Commuter riders was used to recruit respondents. As we saw previously, Commuter riders tend to have the highest NPS of all Community Transit's services. There is a dip from favorable to good for the last tracking survey which is likely related to a change in recruitment methodology where the subscription list was not used. The takeaway from looking at these Net Promoter Scores over time is that Community Transit is firmly in the favorable category with its riders.

## Travel Behavior – Trip Purpose

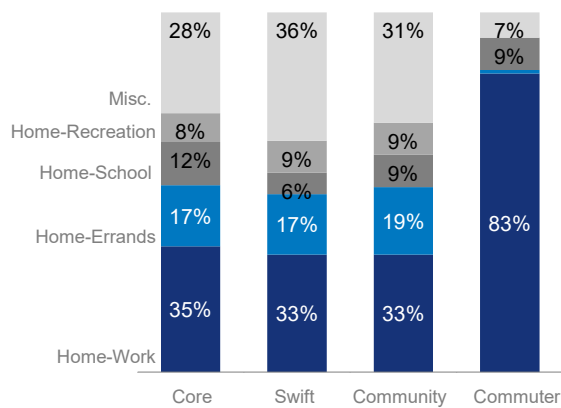
Where did you come from before you got on THIS bus?

Where are you going now?



Trips to / from  
**home and work**  
most common.

Errand-based trips  
increase from  
**19%** on weekdays to  
**37%** on weekends.



The most common purpose for using Community Transit bus service is to travel between work and home. The Non-Commuter riders were more likely to travel for errands and recreation than Commuter riders. There is a large increase for errand-based trips on the weekends compared to weekdays.

## Travel Behavior – Trip Modes

How did you get from there to THIS bus?

How will you get to there from THIS bus?



**Walk** at least one leg of trip

**73%** Commuters

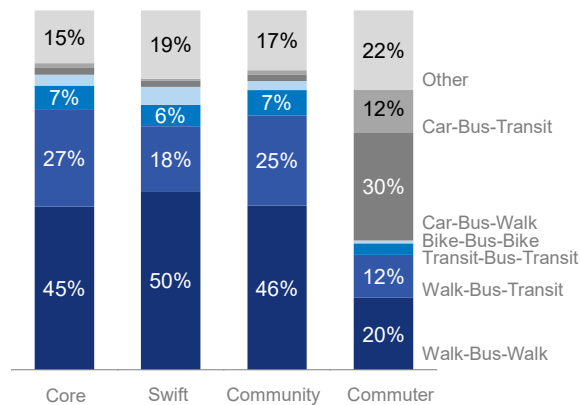
**82%** Non-commuter

**Drive** at least one leg of trip

**48%** Commuters

**5%** Non-Commuter

**35%** of all trips involved a transfer to / from another form of **Public Transit**.



communitytransit

Overall, the most common method for travel to or from Community Transit buses was by walking. Eighty-two percent of non-commuters walked at least one leg of their trip. Commuters were much more likely to access transit via driving with 48% of Commuter riders driving at least one leg of their trip. The non-commuter routes have an insignificant amount of people accessing the system by car which really supports Community Transit's sustainability priority. Swift had the highest population of bike riders accessing the system with 9% of riders biking at least one leg of their trip.

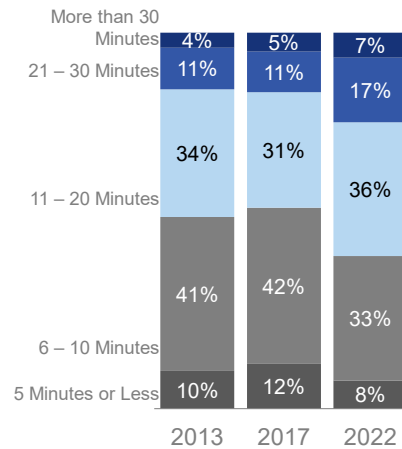
## Travel Behavior – Transfer Wait Time

How long are you willing to wait between buses when making a transfer?



**76%** of customers are NOT willing to wait longer than 20 minutes.

More customers are willing to wait longer for transfers now than in the past.



Seventy-six percent of customers are not willing to wait longer than 20 minutes for a transfer. In past surveys, 85% of customers were not willing to wait longer than 20 minutes — showing an increase in tolerance for longer waits.



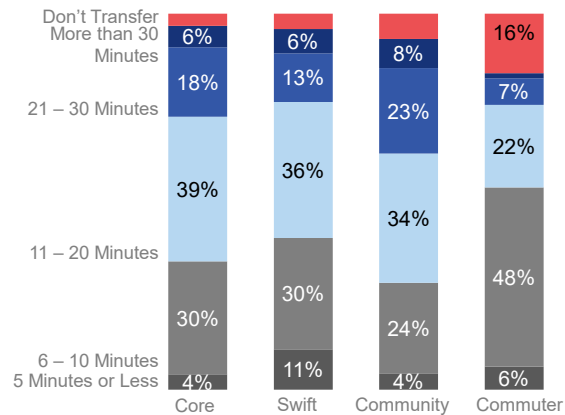
## Travel Behavior – Transfer Wait Time

How long are you willing to wait between buses when making a transfer?



**16%** of Commuters say they don't make transfers.



Commuters and Swift have the lowest transfer wait time tolerance.



Commuters were the least tolerant to long wait times with only 8% willing to wait longer than 20 minutes. Swift customers were the second least tolerant at 18% of people while the Community riders were the most tolerant with 31% of riders willing to wait longer than 20 minutes.

### Perceived Car-Competitive Metric

#### Comparison of travel times between car and bus

	All	Core	Swift	Community	Commuter
Car-Competitive	<b>1.7</b>	<b>2.1</b>	<b>1.8</b>	<b>2.5</b>	<b>1.2</b>
Trip Duration By Transit 	52	50	49	57	58
Trip Duration By Car 	31	24	27	24	50



The Onboard Survey asked customers to estimate how long the trip they were on was going to take from start to finish including all modes of their trip (walking, biking, driving, transferring, etc.). They were then asked to estimate how long this same trip would take if they used a car. By comparing these two metrics, we can estimate a perceived car-competitive metric. If this metric were one, that would indicate that using transit is as efficient as using a personal vehicle. Commuter service was the closest to using a car taking 1.2 times as long while Community service took 2.5 times as long to use transit than to use a car.

## Fare Payment

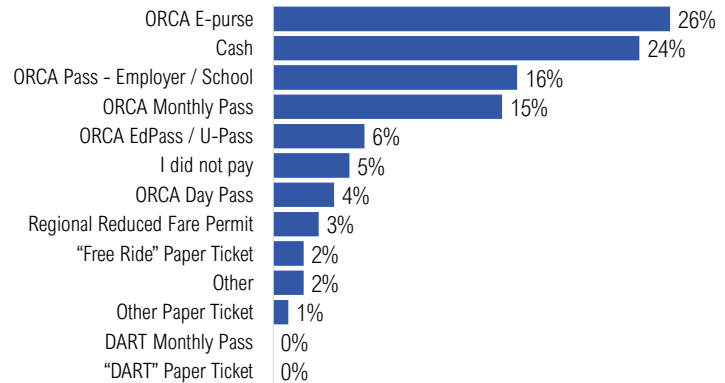
How did you pay for THIS trip?



**66%** of respondents used some form of an ORCA card, down from 74% in 2017.

**50%** of Commuters pay with ORCA passes provided by their employers or schools.

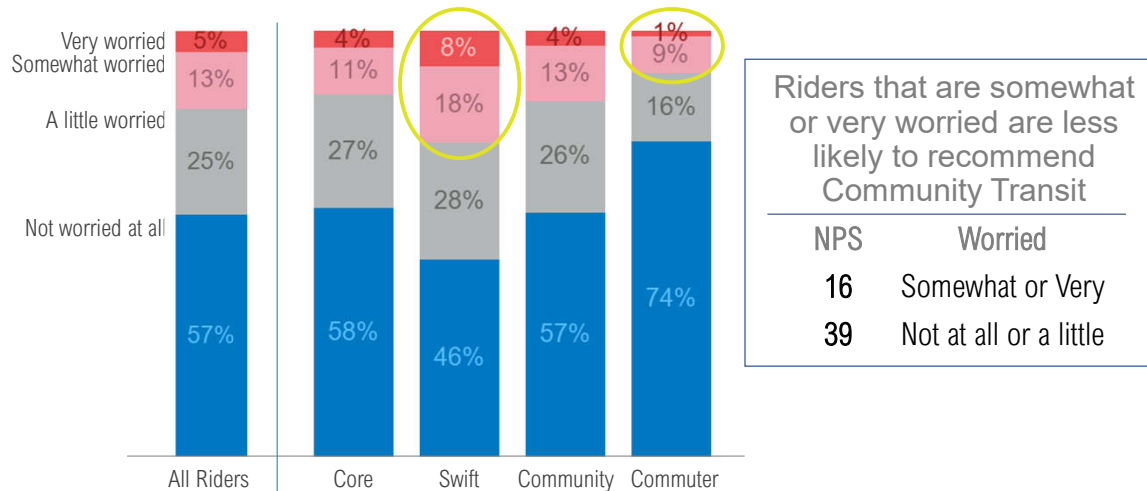
**35%** of Swift riders pay using cash, the highest of any service type.



ORCA E-purse and Cash are the most common method for payment for Core, Swift and Community routes. Commuter riders most commonly use ORCA passes provided by their employers or schools. Five percent of people indicated that they did not pay their fare with the majority citing that they didn't pay because they were youth.

### Worries about personal security

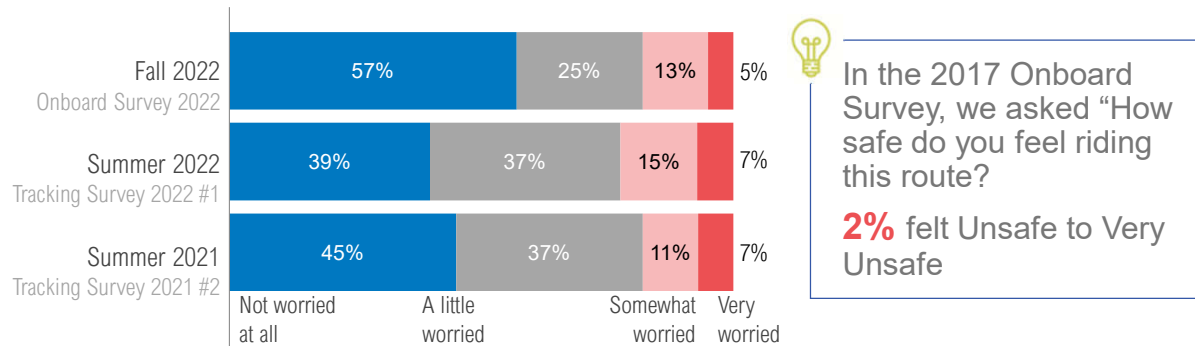
How worried are you that someone might verbally harass or physically harm you while riding THIS route?



Customers riding Swift service were the most worried about their personal security with 26% being somewhat to very worried while the Commuter riders were the least likely (10%). Riders that were somewhat to very worried were less likely to recommend Community Transit resulting in a lower Net Promoter Score.

## Worries about personal security over time

How worried are you that someone might verbally harass or physically harm you while riding THIS route?



Community Transit has consistently asked customers about their personal security over the last year and has found that about 18% of riders are somewhat to very worried about their personal security. In the 2017 Onboard Survey, the Agency asked, “How safe do you feel riding this route?” and customers could choose from a 10-point scale. At that time 2% of riders felt “Unsafe to Very Unsafe”, a category that may be comparable to the “Very Worried” category in the 2022 Onboard Survey.

## Reliability

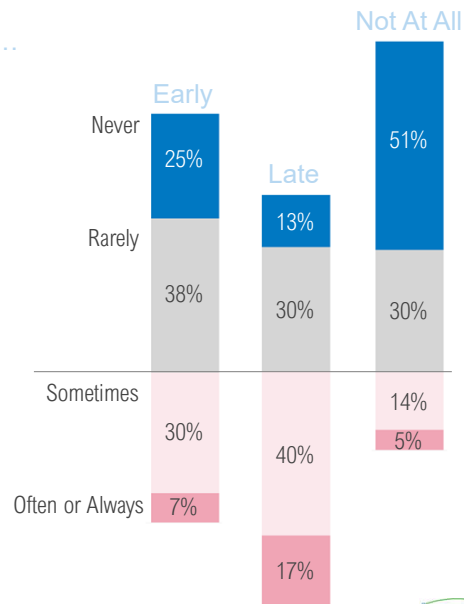
In the last 30 days, how often has your bus arrived...



**82%** of riders say their bus often or always arrives when expected

Riders that often or always experience unreliable service are less likely to recommend Community Transit

NPS	Service Experience
22	Unreliable
39	Reliable



The Onboard Survey asked customers how often their bus arrived “When Expected”, “Early”, “Late”, or “Not at All”. Eighty-two percent of riders said their bus arrived when expected in the last 30 days, 17% said it often or always arrived late, 7% early, and 5% not at all. Customers who experienced consistently unreliable service were less likely to recommend Community Transit to others resulting in a lower Net Promoter Score.

## Reliability

How does perceived reliability compare to operated?



Customers' perceived reliability aligns with Community Transit's On-Time Performance and canceled trips measurements.



	On-Time Performance		Canceled & Curtailed Trips
	Early	Late	Bus Did Not show
Often or Always	7%	17%	5%
Operated Reliability	10%	15%	2%

### On-Time Performance:

- Schedule Adherence Operations at 1 Min Early to 6 Min Late
- Headway Adherence Operations at 2 Min Early to 2 Min Late

### Canceled & Curtailed Trips:

- Any part of the trip was not completed



Customers perceived reliability aligns with Community Transit's On-time performance metrics. While the percent of customers compared to percent of stops or trips is not a direct comparison, it is interesting to see the two different methodologies showing similar results.

Operated Reliability metrics were calculated using the same date range from survey fielding (September 26 to November 10, 2022).

## Rider Alerts

Describe your experience using real-time Rider Alerts (bus delay, cancelation and reroute updates).



Rider Alerts are real-time updates to schedule changes. These alerts can be viewed by subscribing to receive them by email or text, viewing them on the website, or viewing them on Community Transit social media channels (Facebook and Twitter). 37% of riders use these alerts, but only 30% of those users are satisfied. The number one reason for being unsatisfied with the alerts was that they come too late to be useful. Of those that do not use the alerts, 32% did not know they were available. It is important to note that the data that feeds Rider Alerts also feeds other applications like Google Maps, Trip Planner, and One Bus Away so more than 37% of customers benefit from the data that generates Rider Alert messages.

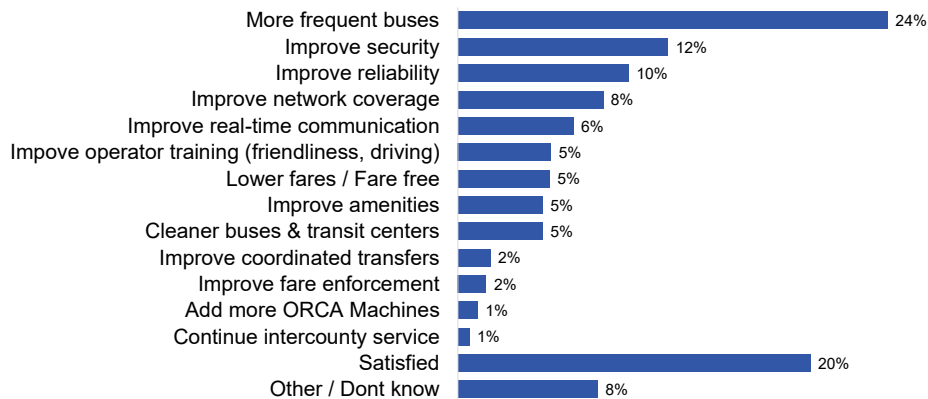


## Suggest Improvements

Lastly, what could be done to improve your experience with Community Transit?



**48%** of respondents provided a response – with 1 in 5 having no issues or concerns with the services.



Almost half of respondents took the time to write in a response on how Community Transit can improve the customer experience. Of those customers, 20% were satisfied and had no issues or concerns with the agency's services. The top suggestions for improvement were to increase frequency of service, improve security, improve reliability, and expand network coverage. The agency currently has initiatives working on all these top requested improvements. The 2024 and Beyond network aims to increase frequency and local network coverage. The agency approved a significantly expanded security program and has already begun to hire a new unit of Transit Security Officers. Lastly, the agency has put recruiting and retaining coach operators and mechanics as the top priority for 2023 which will improve the reliability of our services as well as allow the expansion of service needed for the 2024 and Beyond network.

The End

# Thank You



# Appendix

## Weighting

### Methodology Applied

- 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.
- The weighting was calculated by dividing the percentage of weekday, Saturday, and Sunday boardings 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.
  - Weights were applied based on boardings from September 26th – November 10th, 2022 (the fielding period).
- 15 surveys did not have a valid Community Transit route number and were assigned a weight of 1.
- Saturday and Sunday surveys were weighted by Saturday and Sunday boardings, respectively.
- Data analysis and weights were applied using SPSS statistical software.
- Weights by route can be found in the Appendix.



## Sample Design

### Proposed vs. Actual

- In most cases, quotas were met – including sub-service level groups.
- 2,616 paper and 71 online surveys were collected.
- All data is weighted by how the Community Transit route relates to the system's boardings by day.

		Proposed	Actual	Margin of Error
Day Type	Saturday	400	408	4.85%
	Sunday	400	392	4.95%
	Weekday	1,700	1,887	2.26%
Weekday Time Period	AM Peak	481	630	4.47%
	Mid Day	386	410	4.99%
	PM Peak	459	453	4.57%
	PM Late	373	394	4.94%
Service Group	Community	568	572	4.10%
	Commuter	388	430	4.73%
	Swift	877	964	3.16%
	Core	1,569	1,679	2.39%
Service Subgroup	Feeder	391	446	4.64%
	Rural	176	128	8.66%
	In-County	20	13	27.18%
	Seattle	288	340	5.31%
	Northgate	55	80	10.96%
	Corridor based	668	715	3.66%
Overall		2,500	2,687	1.89%



- **Weighting Methodology** — 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.
- The weighting was calculated by dividing the percentage of weekday, Saturday, and Sunday boardings by the percentage of completed surveys.
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# Demographic Comparisons

2010, 2013, 2017 and 2022

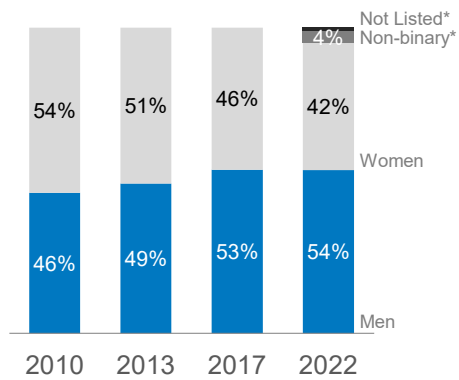


## Gender

How do you identify?



Continuing trend showing increase in percentage of riders that are men.



\*Response option not available prior to 2022

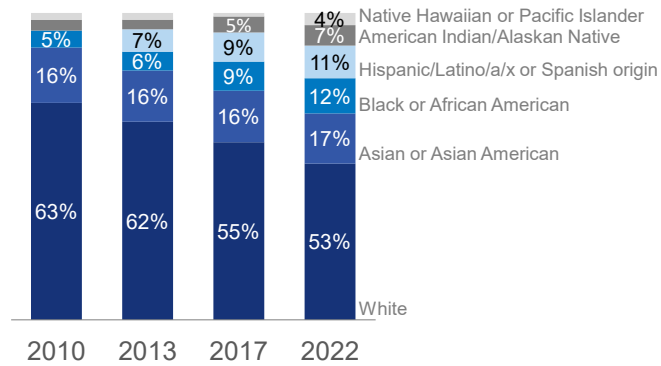


## Race / Ethnicity

How do you identify?



Continuing trend showing increase in riders that are BIPOC<sup>1</sup>.



<sup>1</sup>BIPOC: Black, Indigenous, Hispanic/Latinx, People/Communities of Color

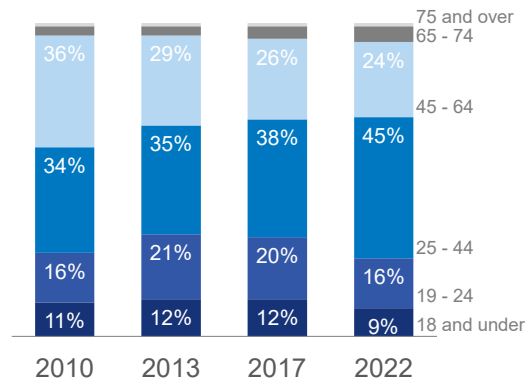


## Age

What is your age?



Continuing trend showing increase in 25 to 44 age range and decrease in 45 to 64 age range.

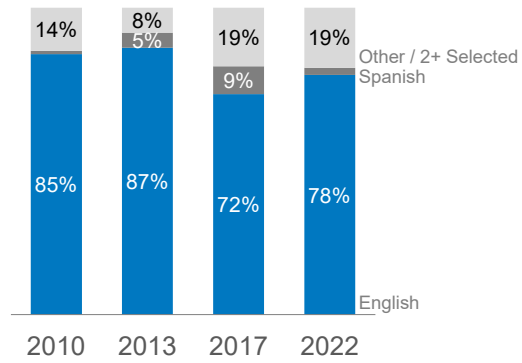


## Language Spoken at Home

What languages do you speak at home?



Slightly more riders that speak only English at home in 2022 compared to 2017.

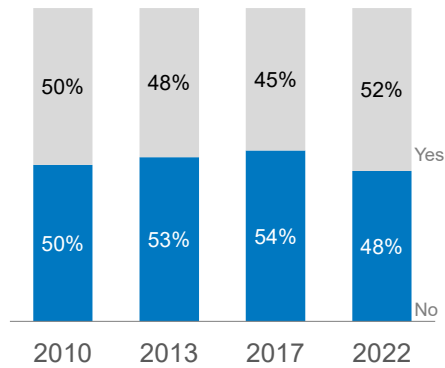


## Access to Vehicle

Do you or someone in your household have a motor vehicle that you can use?



More people have access to a vehicle in 2022 than in the past.



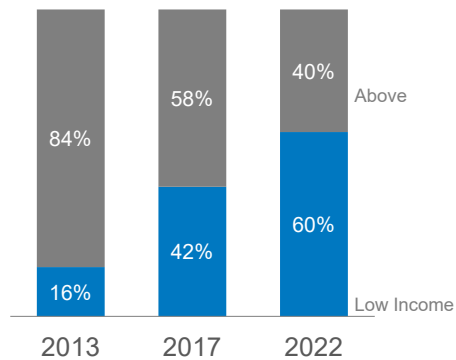
## Low Income<sup>1</sup>

What is your total annual income level?

Including yourself, how many people live in your household?



Significant increase in the percent of riders that have low incomes.



<sup>1</sup>Low Income: Below 200% Federal Poverty Level (FPL)



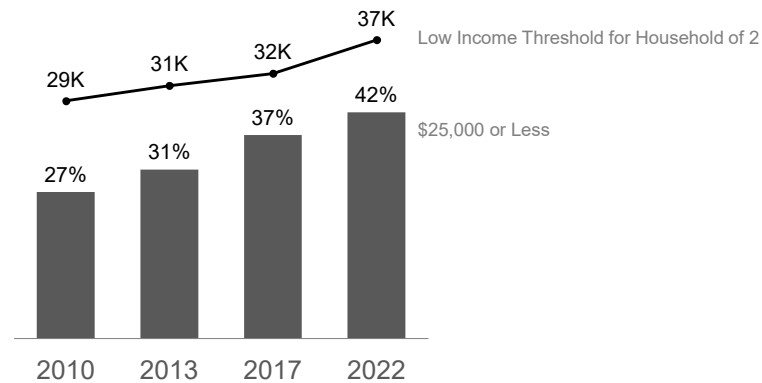
## Low Income<sup>1</sup>

What is your total annual income level?

Including yourself, how many people live in your household?



Higher percent of riders making \$25K or less.



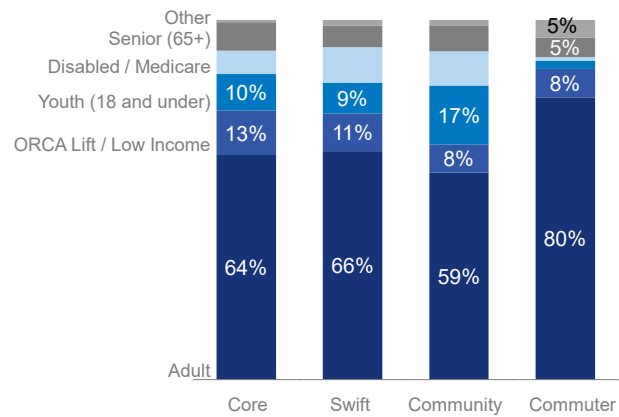
<sup>1</sup>Low Income: Below 200% Federal Poverty Level (FPL)



The percentage of riders with an annual income of \$25,000 or less has steadily increased throughout the onboard surveys. During this time, the low-income threshold continued to increase as well. These two factors work together to create the large increase in low-income riders (+44% points).

## Fare Type

What type of fare do you qualify for?



## Appendix B-2

### Designation of Title VI Minority and Low-Income Routes Based on Census Tract Demographic and Income Data



**Designation of Title VI Minority and Low-Income Routes Based on Census Tract Demographic and Income Data**  
December 2024

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	21.9%	Yes	93.8%	Yes	101
102	17.0%	No	48.5%	Yes	102
103	20.8%	Yes	93.8%	Yes	103
106	17.5%	No	78.6%	Yes	106
109	19.9%	Yes	40.0%	Yes	109
111	13.9%	No	24.3%	No	111
112	18.1%	No	85.4%	Yes	112
114	16.7%	No	51.0%	Yes	114
117	21.1%	Yes	74.5%	Yes	117
119	18.5%	Yes	69.0%	Yes	119
120	14.1%	No	82.7%	Yes	120
121	15.6%	No	100.0%	Yes	121
130	16.3%	No	41.1%	Yes	130
166	17.3%	No	61.1%	Yes	166
201	22.2%	Yes	61.0%	Yes	201
202	22.0%	Yes	56.8%	Yes	202
209	17.4%	No	61.9%	Yes	209
220	22.7%	Yes	8.9%	No	220
222	22.1%	Yes	67.6%	Yes	222
230	21.6%	Yes	2.1%	No	230
240	22.4%	Yes	0.0%	No	240
270	19.0%	Yes	0.0%	No	270
271	21.9%	Yes	1.2%	No	271
280	20.9%	Yes	1.3%	No	280
424	16.0%	No	26.3%	No	424
701	23.0%	Yes	70.0%	Yes	701
702	18.6%	Yes	94.0%	Yes	702
703	20.8%	Yes	100.0%	Yes	703
901	19.3%	Yes	66.7%	Yes	901
903	21.2%	Yes	46.5%	Yes	903
904	24.1%	Yes	73.6%	Yes	904
905	23.8%	Yes	23.7%	No	905
907	23.6%	Yes	19.3%	No	907
909	15.4%	No	37.3%	Yes	909

**Snohomish County Summary**

	Total	Share
Total Population with Poverty Statistics	824,873	
Population under 200% of the Federal Poverty Level	149,516	18.1%
Total Population with Race Statistics	834,648	
Minority Population	303,527	36.4%

\* under 200% of the Federal Poverty Level

\*\* More than 1/3 of the route miles are in areas with a minority percentage greater than the county average.

\*\*\* More than 1/3 of the route miles are in areas with a low income percentage greater than the county average.

Sources: 2020 U.S. Census Tracts  
2019-2023 American Community Survey Data

## Appendix C-1

### Title VI Complaint Form



# Title VI Complaint Form

Appendix C-1

If you believe you have been discriminated against based on 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

## Appendix C-2

### 2022-2025 Title VI Complaints Summary



# Summary of Title VI Complaints

January 1, 2021– January 1, 2025

This document includes Title VI complaints received between January 1, 2022 - January 1, 2025. Community Transit must receive formal complaints in writing via a completed, signed, and submitted copy of the agency's 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 public areas of our agency including reception desks, the Ride Store, 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 to be sent to them from our Customer Service Department.

Once Community Transit receives a Title VI Complaint form the Title VI Officer begins the Title VI Complaint Procedures process. This includes logging and tracking the case's progress by the Title VI Officer. When the investigation is complete Community Transit enters the results into our customer comment database and issues a letter of finding.

## 2021 Activity

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

Community Transit also received four other Title VI-related discrimination allegation comments/inquiries. The basis of those submittals is summarized below:

- Two were based on color.
- One was based on race.
- One was unknown based on the information provided.

No complaints were related to Sound Transit service.

All comments/inquiries were recorded in the Customer Comment database and resolved.

## 2022 Activity

Community Transit received one formal Title VI complaint in 2022. There was not enough information to investigate the case. When the customer did not respond to outreach by phone and email Community Transit considered the request abandoned and closed.

Community Transit also received two other Title VI-related discrimination allegation comments/inquiries. The basis of those submittals is summarized below:

- Two were based on race.

One of the above complaints related to Sound Transit service.

All comments/inquiries were recorded in the Customer Comment database and resolved.

## 2023 Activity

**Community Transit did not receive any formal complaints in 2023.**

Community Transit also received eleven other Title VI-related discrimination allegation comments/inquiries. The basis of those submittals is summarized below:

- Four were based on race.
- Six were based on color.
- One was based on national origin.

One of the above complaints related to Sound Transit service.

All comments/inquiries were recorded in the Customer Comment database and resolved.

## 2024 Activity

**Community Transit did not receive any formal complaints in 2024.**

Community Transit also received five other Title VI-related discrimination allegation comments/inquiries. The basis of those submittals is summarized below:

- Two were based on race.
- Three were based on color.

One of the above complaints related to Sound Transit service.

All comments/inquiries were recorded in the Customer Comment database and resolved.



## Appendix D – Title VI Community Engagement Process & Summary

# 2025-2028 TITLE VI PROGRAM UPDATE

## Community Engagement Summary

April 10, 2025

### Overview

Community Transit recently completed a public comment period to inform the 2025-2028 Title VI Program Update. From March 6 through April 4, 2025, the project team collected feedback via an online open house and using additional methods described below. Community engagement staff partnered with consultants from Maul Foster & Alongi to conduct this engagement.

This document includes:

- Engagement tactics
- Summary of responses from the public
- Summary of feedback from community-based organizations (CBOs)
- Appendices:
  - Appendix A – Public comments and online open house responses
  - Appendix B – CBO interview summaries

### Engagement tactics

To gather input from riders and the broader community, Community Transit hosted an [online open house](#), which summarized information in the 2025-2028 Title VI Program (including a link to the full draft) and asked a series of multiple choice and write-in survey questions. Visitors could review the information and choose whether to answer the survey questions in any of the sections. As an incentive, respondents answering one or more of the survey questions could enter a sweepstakes to win one of two \$100 gift cards.

Community members were invited to participate in the online open house through a variety of channels, including:

- Social media posts in English and Spanish
- Digital rider alerts with information in English and Spanish
- Rack cards in English and Spanish and print rider alerts on buses and at transit centers
- In-person engagement and rack cards in English and Spanish at a community event:
  - International Women's Day event held by the Latino Educational Training Institute (LETI)
- Coordination with partner organizations and CBOs with information in English and Spanish

Comments were solicited through the online open house itself and through alternative platforms such as social media, email, phone, mail, and a hybrid public hearing held on April 3 at the Community Transit Board of Directors meeting.

### Summary of responses from the public

The number of engagements through each platform were as follows:

- Emails: 1
- Social media engagements (across Community Transit and CBO accounts):
  - English social post: 3,115 views, 9 interactions (6 likes, 3 shares)
  - Spanish social post: 3,345 views, 4 interactions (3 likes, 1 save)
- Digital rider alerts with information in English and Spanish
  - Initial notification – 7,612 recipients with a 26% open rate
  - Reminder notification – 10,112 recipients with a 22% open rate
- Online open house

- Unique visitors: 520
- Views: 833
- Survey responses (not including sweepstakes entries): 167
- People engaged in person: 16 at LETI event
- In-language comments: 23

A complete record of public comments and online open house analytics is included in [Appendix A](#). Themes of the feedback provided are summarized below.

*Community engagement and general feedback:*

- Write-in comments varied in subject but were mostly supportive, indicating Community Transit is doing a good job engaging people through multiple avenues.
- A majority of respondents feel informed about service changes or planning processes
- A majority of respondents said they get information about changes from print rider alerts. Updates to the website and email or text rider alerts were the second-most popular options.

*Notice to the public and complaint process:*

- Most comments said the process was currently adequate, although one suggested offering a digital form for filing complaints, in addition to retaining the paper form.

*Language Assistance Plan:*

- A vast majority of respondents in this section shared they use information provided in another language, and nearly all said they can access the information they need to stay informed.
- There were a few requests for in-language signage and materials posted on buses or at bus stops.

*Major service change and impact policies:*

- Several respondents were supportive or indicated they had no comments for improvement.
- Multiple respondents expressed route or stop update announcements are not always up to date.

*Service standards:*

- Write-in comments varied in subject, with several supportive or offering no comments.

Many topics were unrelated to the Title VI Program update. These comments will be distributed to the appropriate teams for consideration in service planning or other initiatives.

## **Summary of feedback from CBOs**

Individual interview summaries are included in [Appendix B](#). Major themes of the feedback provided are summarized here.

*Community outreach methods:*

- Multiple organizations shared that in-person engagement is one of the most effective ways to reach communities, particularly when Community Engagement staff visit an established community hub or event. Outreach to youth is an especially great way to reach families, particularly if their households speak languages other than English.
- Printed materials will always be key to reaching people, whether they have limited digital access or simply find printed materials easier to take home and look at in their own time. Staff should ensure they are written in the appropriate language and are easy to understand. QR codes can help bridge the gap between printed materials and online resources, such as a webpage or survey.

- Digital resources such as text message alerts and targeted social media campaigns can effectively grab people's attention, since many are already using these platforms on a regular basis, and it's easiest to click on a link to complete a survey or view a webpage when already using a device with web access.

*Strategies for effective community engagement:*

- CBOs are uniquely positioned and qualified to reach their communities, as they already are engaged in trusted networks, diverse programming, and specialized support for their members. Building deep partnerships with CBOs is key and can (and should) be mutually beneficial. This requires investing time and resources to develop effective outreach strategies and align with existing programs and event schedules. Early engagement and providing easy-to-share materials can be especially helpful.
- Engaging communities early in the process, when there is time and space to contribute input on the plan formation in addition to feedback on a completed draft, could go a long way in building community support for the agency.

*Language needs:*

- The Office of Superintendent of Public Instruction website is a useful tool for finding out what languages are spoken at home in each school district.
- Ukrainian was mentioned by multiple organizations as an emerging language need. Arabic and Marshallese were also mentioned as increasingly common. All organizations agreed Spanish was the most spoken language other than English in Snohomish County.

## Appendix D-1 – CBO Interview Summaries

# TITLE VI 2025-2028 PROGRAM UPDATE

## Interview with the Latino Training Educational Center (LETI)

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General Organizational Updates:

March 10, 2025

- Buying a new location for training just south of Casino Road (using WA state funding)
- Adding a ring camera and remote buzz-in system at LETI's main location for added security and easy operations

## Themes

1. Engaging people in person, whether in focus groups or meeting them at existing community events, is the most effective method of engagement.
2. Written materials are great, but only if they are in the appropriate language and as simply worded as possible.
3. LETI is well-connected and trusted by the community. Outreach directed at Spanish- speakers in this area can be done by LETI very effectively, but two things are needed for this to be successful:
  - a. Reach out early in the planning process. It takes multiple steps and time to set up effective outreach. We don't need all the information at the start, but we do need adequate lead time to facilitate effective outreach.
  - b. Understand that what we can offer may be funding-dependent and be prepared to discuss this and have funds set aside for effective outreach to the community. Value for money will be high because of the relationships, connections, and expertise LETI can offer for reaching our community.

## Grounding Questions

1. *In your own words, could you tell me what the communities you serve need most to stay informed of fare or major service changes or planning processes which could affect them?*
  - Focus group sessions (in person connection)
  - 1-on-1 interactions at fairs or places where people are already
  - Fliers delivering information in the right language and level of language (as simple as possible)
  - *What are some of the biggest barriers people face to accessing information or opportunities to comment?*
    - Complexity can be a barrier. People range in formal education, and not all know how to read/write.
    - We get the information too late, ending up as a second or last thought. Organizations will come to us towards the end of programs, and we won't reach the community in time.
    - A lot is done digitally and lives at this assumption of a level of computer proficiency and participation. People in our communities use WhatsApp and are in a variety of community groups within WhatsApp, and we've started our own community group. Because of this digital barrier, information from outside sources is usually late.
    - In addition, lots of people don't use email; they will use their kids' email. Email

- newsletters / updates often don't reach them in time.
- Another barrier is not knowing who you are and why you're asking them. LETI's role is being a trusted community partner. If anyone has a question, we help them ask it of the community.
- We're an independent nonprofit and receive minimal government funding, so we have to figure out how to parse these requests out from general operating funds or ask the external organization to help us out.
- *What is the best way to reach your service community?*
  - We are effective community partners and encourage organizations to put the funding toward outreach which may otherwise be done in-house.

*In addition to engaging communities on major service or fare changes, CT would like to engage communities earlier in the process when updating long-range planning documents (like this Title VI Program Update).*

2. *How can CT effectively engage the people you serve to gather feedback on these types of planning processes, particularly when there may be less concrete information to react to in earlier stages? (Examples: online open houses/surveys or focus groups)*
  - Generally, LETI gets the right level of intellectual support/materials, and we have an effective framework for engagement. Where we run into issues is timing. The process is difficult when we need to rush it. Different folks within LETI do specific types of outreach, and we need to plan it. If you don't know how to do it, come to us and we'll help you plan it.
    - o Think about: What does the organization hope to achieve with this, and what are they willing to pay for it? It's a train-the-trainers process, so it just takes time.

## Program Update Questions

### Community Engagement

3. *Which of Community Transit's outreach methods do you find the most helpful/impactful to your communities?*
  - Working through CBOs is the most effective. Showing up at community events is the second most important. Everything else is a little bit of everything. Having a website to refer people to is great, having brochures is great, having reading materials available for a deeper dive, etc.
  - If you're able to provide print materials, that's an easy tuck-in for us. Keeping us stocked with materials is an easy win and paper is effective because it's something people can take and put in their pockets.
4. *Do you engage with or amplify CT's communications as an organization? How?*
  - We do Facebook Live pretty frequently and have shared CT information that way. We take print material with us when we go to different community events. We have in-person events at the office and have our wall of materials. And when community members come in, they can grab things.
  - A lot of people don't use email but still a small percentage of people engage through email. Only a couple hundred out of our ~3000 email contacts respond when we're giving away free stuff.

- In-person methods are the most effective.
- We do weekly flier distribution (and have shared CT information in a few campaigns).
- We have facilitated directed focus groups for CT in the past, less online because we're targeting it to people who ride the bus in a particular area. What that looks like is we go over to the trailer park where they live and do it there.
- We engage using almost every method. We make videos, have live interviews on TV, we have radio partners for other grants (including every two weeks on Sea Mar radio to talk health and safety in the workplace). There are lots of venues and relationships available to us—we participate in all the free ones all the time, and we can add whatever is suitable depending on the project and funding.

5. *Is the current model for public comment working to allow people in the communities you serve to weigh in on Community Transit plans and decisions? Why or why not?*

- Not until somebody calls us. We use paper about as much as other people do; we're legally required to put a notice in there. But that's not where our people are getting their information. Generally, people are being informed by our and others' announcements on WhatsApp or Facebook or other LETI channels. The Herald isn't in Spanish, and it's just not that regularly accessed by people. There may be some older folks who read the paper, but people really don't read print media anymore.

## Language Assistance

6. *Do you have any feedback on the new standard list of languages that CT uses to translate materials into?*

- This list makes sense. We can't really speak to other languages or organizations representing other communities. People continue to advocate for more expansion of languages, but there is definite need for the ones you listed.
- It's difficult because you have to narrow it down for the top hitters. Edmonds School District has over 100 languages plus dialects in their district. There's the idea that there is a higher incidence of different migrant populations relying on transit simply because they don't have the resources for transportation. You might have a large segment falling under those "other languages" which may or may not be informed. These immigrants who are most newly arrived are the most likely to need transit and language support.
- It would be cool to have something easy like a tablet on a bus to find out from riders what they need, vs. analyzing the county as a whole.

7. *Do you provide translated materials to the communities you serve? If yes, what languages are most needed?*

- Yes, Spanish. We run into some South American dialects every now and then, but it's rare for where we're located. Skagit has a lot more variety when it comes to Native languages from Mexico, Central America, etc.
- We don't get a lot of other languages, but there are words in different Spanish regions which mean different things. So, we need to make sure we're conscious of that. When in doubt people go back to Castilian Spanish—the translations we do have more cultural input from the people we're targeting.

8. *Is there anything you suggest CT change in their language assistance methods and strategies?*



*Specifically, are there methods that are more helpful to have in print vs. digital?*

- Other than WhatsApp, the list of strategies is comprehensive. LETI participates in a lot of Facebook groups. Maybe Community Transit could engage with more targeted Spanish- speaking groups on social media.
9. Everything else would be smaller, like little commercials and videos. We do a lot of 1-minute clips explaining what's changing. These come in handy for people who aren't reading everything you're putting out there.
10. Side note: Inconveniences like needing to have exact change to get on a bus can completely turn people off from riding transit.

## Notice to the Public and Complaint Procedures

*Notices are posted on the CT website, in public areas including reception areas, the Ride Store, the Board Room, and on buses, vans, and paratransit vehicles. Complaints must be made in writing, and forms can be downloaded from the website or requested by calling or emailing Customer Care.*

*11. Do you feel the communities you serve are aware of and able to complete this process for filing Title VI complaints?*

- No, they are not. People don't really know what they're able to do by law. This happens all the time.
- If it must be done in writing, is there someone who can help them translate?
- Giving up information is very touchy, because nobody wants to be targeted or retaliated against. It's going to take effort to get the community to participate in this process. We're pretty sure 90% of the people LETI serves aren't going to participate. Maybe there are 10% who have their citizenship and are comfortable advocating for themselves.
- If you had an app or someone could do it on their phone, you might get some response. Lots of people don't have a printer, so requiring printing out a form assumes a level of technology and free time. Most people will just stop riding the bus if something happens.

## Major Service Change and Impact Policies

*12. Do you have any feedback on how Community Transit conducts engagement around major service changes? Can you share any examples of what has worked well or not worked well for the communities you serve?*

- Focus groups are the most helpful for presenting about changes ahead of time. People appreciate that.
- We've had people ask, "is this information getting to decision-makers in time, or am I just wasting my time?" Has the decision already been made before they comment? People can sense when they're being placated. We need to be careful about how we structure this so people feel their input is valued.
- Especially when asking people to take half of their day, think about giving them something such as stipends, transit cards, etc.
- Zoom is good, but it's better to have events in the community so people can get together and talk to each other as well as provide feedback.
- Early, early, early.

## Service Standards and Policies

*This section of the Program Update has been aligned with Community Transit's long-term transit plan ([Transit Changes in 2024 and Beyond](#)), and its newly adopted long-range plan, [Journey 2050](#). This section of the Program includes standards for:*

- *How many passengers a vehicle can carry at one time*

- *On-time performance and frequency of service*
- *Availability of transit services*
- *Distribution of transit amenities*
- *Assignment of vehicles within the Community Transit fleet*

*13. Do you have any feedback relating to these aspects of Community Transit's service standards, or how they are communicated to riders?*

- The same feedback we've already given applies to how everything else is communicated. It's great to know what the standard is and what people should expect.

# TITLE VI 2025-2028 PROGRAM UPDATE

## Interview with The Arc of Snohomish County

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March 11, 2025

### Themes

1. In-person engagement and printed materials (not including the newspaper) are the best ways to reach people with developmental disabilities.
2. Coming to existing meetings is a great way to engage our community.
3. If you're asking us to do digital engagement, share a jpeg with all the information in it.
4. We get a lot of requests for Arabic and Ukrainian.
5. We can share the online open house through LEAD Snohomish County, which is directed toward our self-advocates.

### Grounding Questions

1. *In your own words, could you tell me what the communities you serve need most to stay informed of fare or major service changes or planning processes which could affect them?*
  - We work with self-advocates at the Arc. A lot of them use DART, some of them use fixed routes, and I think they get a lot of their information from the drivers and written materials (brochures, pamphlets).
  - Some are more computer savvy than others. Some are online, on social media and might be following CT and/or getting emails. Some like texting. I'm not sure if they subscribe to text updates. So, there are a variety of ways.
  - Being old-school with printed methods is sometimes the safest to make sure everyone gets reached. Top two would be printed materials and interactions with CT staff.
    - a. *What are some of the biggest barriers people face to accessing information or opportunities to comment?*
      - Some people don't like doing virtual meetings and just won't do them. They really like human interaction. Either a telephone call or a town hall meeting kind of setup would be more successful.
    - b. *How does your organization connect people with information about CT / how do the communities you serve interact with CT's services and messaging? What is the best way to reach your service community?*
      - We have had CT reps come to The Arc's monthly meeting for self-advocates (*People First*), where we have special guests from the community, and members share their perspectives and experiences. That worked really well. People were really engaged, and that meeting had high attendance.

*In addition to engaging communities on major service or fare changes, CT would like to engage communities earlier in the process when updating long-range planning documents (like this Title VI Program Update).*

2. *How can CT effectively engage the people you serve to gather feedback on these types of planning processes, particularly when there may be less concrete information to react to in earlier stages? (Examples: online open houses/surveys or focus groups)*

- One of our employees (the self-advocacy coordinator) attends the Snotrac meetings and gives the group updates. That's been effective. She lets us know what's going on with the Zip Shuttle, Light rail extension, etc. This keeps us in the loop on major themes of what's on the horizon.
- We need stuff in print for more detailed updates. If we get information digitally, we can share it with our communities through email, social media, and make sure to reach the people who we know for sure this would affect. We don't have that broad of a reach.
- We're trying to get someone on the CT Transportation Advisory Committee/ Commission (it's not an online application process).

3. *With all this feedback in mind, what are your impressions of CT's past community engagement?*

- I feel like they do want to hear from customers. I haven't been personally involved with talking to CT because I don't normally ride transit. But I know a few people who have been on different committees who say it's a nice working relationship. Especially the committee that brought Zip Shuttle to Lake Stevens and Arlington—people were really positive about working on those committees.
- The Zip Shuttle is working really well in Lake Stevens and is great for parents of teenagers who are tired of driving them around!

## Program Update Questions

### Community Engagement

4. *Which of Community Transit's outreach methods do you find the most helpful/impactful to your communities?*

- Print and in-person are more effective in the developmental disability community.

5. *Do you engage with or amplify CT's communications as an organization? How?*

- I don't think we've ever had information shared with us directly. If we hear about it, we share it.
- We like to have a picture, a jpeg, that's really easy for us to share on our social media or in our emails. If the information is all contained in a jpeg, that's easiest to share.

6. *How could Community Transit be doing a better job informing people about changes to service or opportunities to give input, whether through new methods of engagement or improving existing methods?*

- The Zip Shuttle has been here for a few months and still people are just now hearing about it. I'm not sure how else people would have found out, because I feel like there was a lot of advertising about it. Sometimes it just takes time. And Facebook has a terrible algorithm so that's never the #1 way to share information. It has to be targeted to your customers. Even within Facebook groups, things don't pop up till pretty late.
- The newspaper is not a good way to reach people.
- Libraries are great—lots of people looking to be social and involved in their community will go to the library and interact with the bulletin boards there. Also the Carl Gipson center, schools, colleges, Sno-Isle, etc.

- The school districts do a good job getting information out (our school district sends fliers out multiple times a week). Usually those are targeted towards kids. Maybe the Everett School District has different rules on what they share... maybe more of their families might take public transit and it could be more applicable to them.
- Community centers (Casino Road, Village, Volunteers of America, Carnegie in Everett) are good nodes for distributing information.

7. *Is the current model for public comment working to allow people in the communities you serve to weigh in on Community Transit plans and decisions? Why or why not?*

- I think people receive the information, but depending on how it's presented, they might not understand what it is. Legal notices have a lot of legal jargon that the average person won't understand.
- If there was a summary, some bullet points, and visuals really help, this would help make sure the information is going to be received by a variety of different cognitive abilities, which is really important.
- You need more plain language, more white space, simpler, more direct language, and really boiling it down to the key idea, what you can comment on, and how you can comment on it. This applies even to people with more education, because people just don't have time to read a lot.

## Language Assistance

8. *Do you have any feedback on the new standard list of languages that CT uses to translate materials into?*

- We also have requests for Arabic and have someone on staff who speaks Arabic and works with families. Same for Ukrainian (we do have some Ukrainian refugees). But I agree the biggest language need is Spanish.

9. *Do you provide translated materials to the communities you serve? If yes, what languages are most needed?*

- We have two people on staff who speak Spanish, one who speaks Arabic, and one who speaks Ukrainian. We try to provide materials in those languages, and you can translate our website using AI.

10. *Is there anything you suggest CT change in their language assistance methods and strategies? Specifically, are there methods that are more helpful to have in print vs. digital?*

- I don't know. It seems really comprehensive.

## Notice to the Public and Complaint Procedures

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11. *Do you feel the communities you serve are aware of and able to complete this process for filing Title VI complaints?*

- Would the driver tell the rider this process if a rider complains to the driver? You'd want to make sure the notice is easy to read and understand, and having a QR code can be helpful to some people.

## Major Service Change and Impact Policies

12. Do you have any feedback on how Community Transit conducts engagement around major service changes? Can you share any examples of what has worked well or not worked well for the communities you serve?

- I haven't really heard; I hear more about DART. I haven't heard any complaints about any fixed route or other changes.

## Service Standards and Policies

This section of the Program Update has been aligned with Community Transit's long-term transit plan ([Transit Changes in 2024 and Beyond](#)), and its newly adopted long-range plan, [Journey 2050](#). This section of the Program includes standards for:

- How many passengers a vehicle can carry at one time
- On-time performance and frequency of service
- Availability of transit services
- Distribution of transit amenities
- Assignment of vehicles within the Community Transit fleet

13. Do you have any feedback relating to these aspects of Community Transit's service standards, or how they are communicated to riders?

- The biggest complaint we get about DART is how long it takes and how the route doesn't make sense to the people on the bus. Some people know where they are, and some people have no idea. Some people don't understand why they need to take circuitous routes to get where they're going.
- If there's a way to explain that for DART riders, I don't think that's currently getting across. I don't have suggestions for that, but riders are having a hard time with the really long, roundabout ways people are getting to places, and I know DART is different all the time depending on who's getting picked up. Communicating an explanation of the route process would be helpful for people who get frustrated with DART taking a long time.



# TITLE VI 2025-2028 PROGRAM UPDATE

## Interview with Snotrac

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Organizational update – Snotrac is going to become an independent 501c3 this year. March 18, 2025

### Themes

1. Focus more on building partnerships with community-based organizations; this means investing time and resources to equip them to effectively engage their communities, which is something they are uniquely positioned to do.
2. Work to better understand and rely on existing trusted voice networks. This could look like working with community-based organizations to facilitate in-language outreach, open houses and workshops during planning processes.
3. Earlier engagement comes with being more open to feedback and public input when developing proposals, which could in turn help the agency build public support; this goes beyond gathering feedback on close-to-final plans.
4. Understanding language needs can be done more effectively at the census block level. This could result in cost savings while increasing the targeted effectiveness of translated outreach.

### Grounding Questions

1. *What are some of the biggest barriers people face to accessing information or opportunities to comment?*
  - Making sure people are paying attention at the right time and you're communicating in a way they're going to comprehend quickly, is tricky. Basic operational details about how to take transit can be difficult to understand if there's a language barrier (i.e., how does it work between Community Transit, Everett Transit, and Sound Transit). And there are many other small things like making it clear you are waiting for the bus, getting the right ticket, getting the ticket validated, choosing the right bus, etc., that can be barriers to riding transit for someone with a language barrier.
  - So, it's not just about translating materials; it's about having a process that is so simple to understand that anybody can do it. I think we need to have more processes that are co-created, not just with a nonprofit director who is representing a community, but with the actual immigrants and/or refugees who are using it for the very first time.
  - Part of this is aligning policies—for instance, you can buy a \$6 day pass to go anywhere in the region, but there isn't an accompanying policy to cap fares at \$6.
2. *How does your organization connect people with information about CT/how do the communities you serve interact with CT's services and messaging?*
  - Snotrac doesn't have direct clients, although that will shift over the next year. We're planning to start a mobility navigation training program next week and will have more of a direct connection to community from that. Our services flow through other organizations serving seniors, youth, low-income, and other highly impacted

communities, and we and our partner organizations also run surveys to understand their needs.

- Community Transit has a great travel training program, but one of the gaps I see is there are certain geographies and rider groups not riding transit as much as they should. Also, none of the individuals working in travel training are bilingual. The only time there is bilingual training is if it's requested by the community. That I think creates a challenge for the agency, because although it's located on Casino Road in one of the most diverse neighborhoods in Snohomish County, ridership is nowhere near what you'd expect based on the people living nearby.
- I think there's more work to be done to ensure those travel training programs are bilingual and proactively working in communities to make sure those communities know how to use the bus.

3. *What is the best way to reach your service community?*

- My observation of the process is that low-income individuals will have needs contextual to their ridership patterns. I think Community Transit's strategies for onboard and text messaging, email newsletters, press releases, proactive strategies with local media, etc., are generally pretty good. More can continue to be done in sharing information directly with community-based organizations as trusted partners to disseminate information effectively.
- I'm not fully aware of what happens internally but my guess is that when there's a service change, the messaging is pushed out to community-based organizations as an email update. I think there could be another touch point, a phone call or briefing with staff members, and maybe some substantive financial support for specific organizations to send information directly to their clients and community.
- Under section 5.4.2.k. in the Title VI Program Update, for instance, there could be a section 5.4.2.l. which is building partnerships with community-based organizations. This could get into co-creation, but it would mainly be about Community Transit working with specific organizations to give them the capacity and knowledge they need to communicate meaningfully with their community about changes.
- This would fall under a smaller list of nonprofits and perhaps local faith-based leaders who Community Transit works closely with to ensure there are individuals on staff who fully understand the details of the changes and are in a good position within their organization to communicate with their communities.
- This would come with financial support. Think of it like buying an advertisement in the paper.

*In addition to engaging communities on major service or fare changes, CT would like to engage communities earlier in the process when updating long-range planning documents (like this Title VI Program Update).*

4. *How can CT effectively engage the people you serve to gather feedback on these types of planning processes, particularly when there may be less concrete information to react to in earlier stages? (Examples: online open houses/surveys or focus groups)*



- That is a big need for Community Transit. I feel like Sound Transit and King County Metro do this better. Community Transit is a lot more guarded about putting projects out there and getting community engagement underway.
- Being a little more open to co-creation or taking feedback through the existing engagement process would be welcomed.
- Snotrac has partner meetings to share presentations and talk through transportation issues (although it's a little big to have meaningful conversations), and we would love to make sure Community Transit's outreach windows are big enough to include a presentation to our partner meeting, which is every other month. 30-day or even 45-day public comment periods may not always overlap with the partner meetings.
- We also created sub-county groups that also meet every other month, so we could have more detailed conversations. It's hard to grow those meetings without a good topic to discuss, but we would love to use those meetings to discuss these big changes happening in transit agencies. These meetings would ideally include leaders (civic, nonprofit, agency) and community members to discuss and provide feedback on transportation changes.
- Community Transit can obviously host their own meeting and invite people, but this is a meeting that exists for this purpose. The more we partner on these issues, the more civic leaders will be interested in showing up. This doesn't exempt the agency from doing outreach to other community-based organizations, other cities, etc., but it's an existing touchpoint we can always incorporate them into, provided we get enough lead time.
- **Question:** Snotrac created an equitable community engagement guide which was largely based on King County's racial equity toolkit. When we were developing this we had heard Community Transit was also developing a similar toolkit—did this happen, and if so, is this a public document?

## Program Update Questions

### Community Engagement

5. *Which of Community Transit's outreach methods do you find the most helpful/impactful to your communities?*
  - Relying on other organizations to communicate with specific communities isn't on this list. I think that's a highly effective approach. It's understandably not a method Community Transit can directly control, but they can certainly influence it.
  - Mapping out the trusted voice network within communities and building relationships within those trusted networks is important work to be done.
  - Text Rider Alerts are very useful, and I feel like it's an underutilized platform. Community Transit once allowed me to share a survey within a specific geography via Rider Alert, which I found to be a very effective way of getting survey responses.
  - Contacting Customer Care is very passive.
6. *Is the current model for public comment working to allow people in the communities you serve to weigh in on Community Transit plans and decisions? Why or why not?*

- As a yes or no answer, yes, but I think more can be done. I would suggest giving presentations to community organizations, then including the feedback collected at those presentations in the public comment period.
- Think through what co-creation would look like here, in terms of getting public feedback while developing the proposal, vs. at the end of the process.

## Language Assistance

7. *Do you have any feedback on the new standard list of languages that CT uses to translate materials into?*
  - I have some trepidation in taking a county-wide approach to the numbers. If the service change is more local, you could reduce cost to some extent if you dig into the census tract data. You're triggered to do translations if the population speaking a language other than English is over 1000 people. If you do analysis within a smaller geography, you could avoid that trigger.
  - It's helpful to understand at the census tract level where these populations are at. I encourage at least the engagement strategy and service planning to dig down to the census tract level. You may see you need to prioritize Russian a lot more than Spanish or Vietnamese in some areas.
  - Census block data is also interesting, but I have found the data between each 1-year or 3-year ACS can be really variable, because the way the algorithm works they don't get enough results to give as good a picture of what's happening.
8. *Do you provide translated materials to the communities you serve? If yes, what languages are most needed?*
  - We will soon. We also currently translate our surveys into Spanish. Our surveys have been for the most part sub-county, so we run the analysis based on the geography in which we're surveying. We're always above the threshold of 5% for Spanish. Generally, you're going to see below 1000 people for other languages in east and north Snohomish County. Other languages can also be requested.
9. *Is there anything you suggest CT change in their language assistance methods and strategies? Specifically, are there methods that are more helpful to have in print vs. digital?*
  - Rely more on iconography (this applies more for using the system than for service changes). There's a simplified approach to describing what people need to do that's less reliant on text. Nowadays with smartphone translation capabilities maybe that's less of an issue.
  - Relying on community-based organizations to run meetings so they can run an open house or workshop in-language would be another strategy to add.
  - Having more staff who are bilingual would mean more of the interactions are straight- through between the agency and its riders, without needing an interpreter.

## Notice to the Public and Complaint Procedures

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10. *Do you feel the communities you serve are aware of and able to complete this process for filing Title VI complaints?*

- Speaking from the perspective of an organization that is also subject to Title VI requirements and depends on not hitting a threshold for complaints to receive grant funding, this process is intentionally designed to minimize the number of complaints that come in. Anyone who finds taking transit challenging is going to find downloading the form, filling it out, printing it out, and sending it in very difficult. I think ideally this would just be a web form someone can fill out with the opportunity to print it out if necessary. It should be a simple form embedded on the website.

## Major Service Change and Impact Policies

11. *Do you have any feedback on how Community Transit conducts engagement around major service changes? Can you share any examples of what has worked well or not worked well for the communities you serve?*

- Doing more engagement prior to decision making will take the agency to the next step of being a more inclusive agency and one that builds more public support for additional investments in transit and the agency as a whole. This comes with more community members asking the agency to do different things.
- In the run-up to the major service changes this year, a lot of engagement was on superficial aspects of the realignment. I don't think there was any community engagement on deciding the route for the orange line, which understandably was because the grant specified the route. For the service change, there could have been more workshops, more open houses, and more discussions about what the priorities should be for where service should go, and what routes should be added. It's the same message as I've provided for the rest of these questions.

## Service Standards and Policies

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- *How many passengers a vehicle can carry at one time*
- *On-time performance and frequency of service*
- *Availability of transit services*
- *Distribution of transit amenities*
- *Assignment of vehicles within the Community Transit fleet*

12. *Do you have any feedback relating to these aspects of Community Transit's service standards, or how they are communicated to riders?*

- I will need to circle back with feedback on specific policy suggestions within the two plans. If I remember right, the publicly released Journey 2050 is fairly generalized. When I talk with staff, they're more specific in how they interpret it. I will need to look through each of these five bullet points and look back at the plans before providing feedback.
- I am hoping that Community Transit's service evolves to being more of a grid network supporting the urbanized area of Snohomish County.
- In the more suburban areas poorly served by transit—and I'm not saying Community Transit poorly serves them, I'm saying generally it's really hard to serve suburban areas like Brier, Monroe, etc.—I encourage looking for innovative solutions like microtransit, Zip Shuttle, etc. instead of the direct delivery model, and contracting with partners and

- nonprofits to provide rural transit service. It's very high cost for Community Transit to provide service; nonprofits/contractors providing it is still expensive but at about half the cost per-rider/per-mile.
- It's merited because putting Community Transit dollars into route 230 into Darrington means those service hours aren't getting put into an area with higher ridership. If Community Transit provides service directly, it can only do half or less of the service hours a microtransit program could do.
  - King County Metro supporting Snoqualmie Valley Transportation is a model of this. Snoqualmie Valley Transportation is funded through the Mt. Si Senior Center. Another local partner in Snohomish County would be Homage. They're currently providing a supplement to Route 230 through federal funding, but I think they're not excited to continue that project. Snow Goose transit, which is operated by Lincoln Hill Retirement Community (open to the public, like all of these, and free/by donation to ride) could be another. There is also North Shore Senior Center (they are based in King County but provides service in Snohomish County).
  - Last idea for taking this feedback: reference an aspirational goal for equitable engagement in the Title VI Program Update (or another document). Make it publicly available so you're not committed to it for Title VI compliance but you are putting it out there.

# TITLE VI 2025-2028 PROGRAM UPDATE

## Interview with Boys & Girls Club of Snohomish County

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March 20, 2025

### Themes

1. Texts, social media, and QR codes are good ways to engage people because they're already on their phones. Targeted social media is an especially good way to alert people to opportunities they may not be seeking out. That said, consider how many people riding Community Transit (CT) have the digital devices and/or access to engage with these tools.
2. Coming in person to community hubs and events, especially for kids, is highly effective in reaching families. If you can get kids excited or even if they take home information in their backpacks, that helps you reach their parents.
3. Ukrainian is becoming a bigger language need due to the influx of Ukrainian refugees in Snohomish County. Marshallese is another growing need in a concentrated part of the County.
  - a. The Office of Superintendent of Public Instruction website is a useful tool for finding out what languages are spoken at home in each school district.
4. It would be great to educate the public more about the effort and intention that goes into ensuring CT processes are equitable and people can have a voice. I think a lot of people have no idea, despite all the work CT is doing to engage their communities.

### Grounding Questions

1. *In your own words, could you tell me what the communities you serve need most to stay informed of fare or major service changes or planning processes which could affect them?*
  - We're in nearly every community in Snohomish County. A lot of our families get their information through social media, probably on their phones. Because most of our clubs are located on a bus route, having information available through community partners is helpful, for instance, having notices or bus schedules in our facilities. Some do, but I don't think all our clubs currently have those resources available.
2. *What are some of the biggest barriers people face to accessing information or opportunities to comment?*
  - I don't think people know they have a voice in things like this. I don't know where it gets advertised now, but I'm active in the community and on social media, and I listen to the radio and things like that, and I wasn't aware there was an online open house I could log into and comment on. I'm not sure people are hearing about it.
3. *How does your organization connect people with information about CT/how do the communities you serve interact with CT's services and messaging?*
  - We've had Community Transit come out to our clubs and educate kids about how to use the bus and public transit in general, and that's very effective. Kids get excited about it and take that information home. I know they do similar things with the schools, and parents end up going through those backpacks and finding information that way. Kids are an effective conduit of information.

4. *What is the best way to reach your service community?*

- If we have partnerships and we're asked to, we're happy to share information through our own channels.

*In addition to engaging communities on major service or fare changes, CT would like to engage communities earlier in the process when updating long-range planning documents (like this Title VI Program Update).*

5. *How can CT effectively engage the people you serve to gather feedback on these types of planning processes, particularly when there may be less concrete information to react to in earlier stages? (Examples: online open houses/surveys or focus groups)*

- I like incentivizing people—if we need information or to get a survey filled out, even something as simple as a \$5 Starbucks gift card works well for us. Another idea is maybe having a QR code at the bus stop or on the door of a building to alert people about upcoming changes—since people always have their phones, I think that's a really good way to do it.
- Again, you can send information through the kids.

6. *With all this feedback in mind, what are your impressions of CT's past community engagement?*

- Up until recently, I was not very familiar with engagement being a priority for CT. I have worked with some CT staff in different areas of the agency, and just meeting those people opened my eyes to all the different things happening. I had no idea that public voice was so important until just recently.
- I have used Community Transit but don't on a regular basis, so I would probably have a better idea of how that information gets out if I did.

## Program Update Questions

### Community Engagement

7. *Which of Community Transit's outreach methods do you find the most helpful/impactful to your communities?*

- I love the rider alerts posted on the buses—they're literally billboards driving around.
- I think text alerts are also effective—even if you're not on email, you're usually on your phone. I find them helpful.
- I find social media is more useful than even the website, just because it's kind of in everyone's face whether they're looking for it or not. Especially if you are investing in more of those targeted, boosted ads.
- Coming in-person to community events, as I shared earlier, is another excellent way to reach people.

8. *Do you engage with or amplify CT's communications as an organization? How?*

- I know last year we were asked if CT could come to our local club for a photo shoot. We had an agreement that we and they would both share the photos. Things like that we're happy to do.
- Obviously, we're a nonprofit, so if there's any sort of sponsorship that comes with an opportunity like that, it's helpful. As an example, CT could sponsor our annual gala and



- in exchange we'd share 20 Facebook ads. Things that are mutually beneficial are always welcome.
- Really a lot of it comes from relationship-building. If we're working together on projects and programs and I see something on LinkedIn, I'm likely to just share it because I know the person.
  - If it's a more targeted ask, we'd need to have a conversation around mutual benefits. Maybe it's ORCA cards for our families—it doesn't need to always be about money.
9. *How could Community Transit be doing a better job informing people about changes to service or opportunities to give input, whether through new methods of engagement or improving existing methods?*
- I don't think CT does a bad job of getting the word out. The only thing is I wasn't aware there were open forums for communities to give feedback, so I've learned that through this. Otherwise, I don't think they're bad at getting information out.
10. *Is the current model for public comment working to allow people in the communities you serve to weigh in on Community Transit plans and decisions? Why or why not?*
- I don't know how many people would see the legal notice in the Herald. I read the Herald but never open the notices. I can recall getting postcards in the mail, which I'll sometimes look at. But I think social media is the best bet—everyone is on social media. It's a matter of getting on multiple platforms and casting a wide net.
  - Spreading the word on social media about free events at Boys & Girls Club is effective—and we're marketing usually to people who are already our clients. Especially if it's a virtual thing—since you're on your computer already it's easy to click on a link. In that sense it's easier than getting a postcard about a link.

## Language Assistance

11. *Do you have any feedback on the new standard list of languages that CT uses to translate materials into?*
- I know that some of our clubs have a lot more languages spoken than others, but we're seeing a lot more Ukrainian, which is kind of in line with the number of Ukrainian refugees we see coming into Snohomish County. We also have a lot of Pacific Islanders from the Marshall Islands, but it's in a concentrated area of the County.
  - I wonder if CT has looked at the OSPI [Office of Superintendent of Public Instruction] website to get information. A lot of times I'll go on OSPI to look at specific schools to see which languages are spoken. You can look at every school district in the state and it will break down the demographics of languages spoken at home. That's where I get my information.
12. *Do you provide translated materials to the communities you serve? If yes, what languages are most needed?*
- Honestly that is something we need to do better at. We generally have everything in Spanish and English, but for other languages we do not do all that well with it currently. A lot of times the kids speak English and are the go-between for us and their parents.
13. *Is there anything you suggest CT change in their language assistance methods and strategies?\* Specifically, are there methods that are more helpful to have in print vs. digital?*

- It seems comprehensive. They're doing a much better job at it than we are. I think having the translation capability on the website is great.
- I would like to know what percentage of CT riders have access to the website. From a perspective of digital equity, do they all have that access, or is that why we still need things on paper? We run into that—it's great to give families free internet, but it doesn't do any good if they don't have a device.

## Notice to the Public and Complaint Procedures

*Notices are posted on the CT website, in public areas including reception areas, the Ride Store, the Board Room, and on buses, vans, and paratransit vehicles. Complaints must be made in writing, and forms can be downloaded from the website or requested by calling or emailing Customer Care.*

*14. Do you feel the communities you serve are aware of and able to complete this process for filing Title VI complaints?*

- I think they are capable of it, but I don't think they're aware of it. I think posting this on the buses and vans is probably the most visible place. I think most of the people using public transit aren't going into the Board room.

## Major Service Change and Impact Policies

*15. Do you have any feedback on how Community Transit conducts engagement around major service changes? Can you share any examples of what has worked well or not worked well for the communities you serve?*

- I think it's great they do that kind of analysis. I would dare say that most people have no idea that those kinds of studies and analyses are in place. On the outside it may look like changes are arbitrary. So, I think educating people that this is happening would be valuable.
- Sometimes people just don't look at stuff. You give them all the different options and you can't force them to see it. We deal with that all the time. It sounds to me like Community Transit is bending over backwards to ensure things are smooth and communicated and equitable, but there are always going to be pockets of people who just don't know.

## Service Standards and Policies

*This section of the Program Update has been aligned with Community Transit's long-term transit plan ([Transit Changes in 2024 and Beyond](#)), and its newly adopted long-range plan, [Journey 2050](#). This section of the Program includes standards for:*

- *How many passengers a vehicle can carry at one time*
- *On-time performance and frequency of service*
- *Availability of transit services*
- *Distribution of transit amenities*
- *Assignment of vehicles within the Community Transit fleet*

*16. Do you have any feedback relating to these aspects of Community Transit's service standards, or how they are communicated to riders?*

- I think it's interesting, now that I know these are things that are discussed. But no,



I don't have any feedback.

*17. Any other thoughts or questions?*

- I'm aware of CT, they've been great partners, we love working with CT, and I see them all over the place. But I didn't realize how in depth and thoughtful and intentional everything is until recently. And I think if more people knew about that, you might have less of those complaint forms coming in.

*18. Would you feel comfortable sharing the online open house through your channels?*

- We have 27 different Facebook pages for all the communities we work in, and we're happy to get the word out.

## APPENDIX E: Summary of 2022-2025 Community Engagement Efforts

DRAFT Nov. 25, 2024

# 1 Overview

This document outlines community engagement efforts conducted by Community Transit that required a Title VI analysis from Jan. 1, 2022 through Jan. 31, 2025. Information on the agency's community engagement goals involving Title VI can be found in Chapter 5 of the Title VI Program.

## 2 Summaries of community engagement

### 2.1 2022

#### 2.1.1 Youth Free Transit Pass proposal

- *Overview:* With funding from Move Ahead Washington, Community Transit proposed the elimination of fares for anyone 18 years old and younger.
- *Timeline:*
  - Public comment period: July 1 – Aug. 4, 2022
  - Public hearing: July 21, 2022
  - Approved by Board: Aug. 4, 2022
- *Tactics:* Community Transit employed a variety of tactics to reach impacted youth and their parents. Key tactics included:
  - Social media
  - Community-based organization (CBO) and school coordination
  - Public hearing
- *Key results:*
  - 50 public comments received and shared with the Board of Directors.
  - Key topics shared in the comments were:
    - Support for free youth fares.
    - Concerns about costs and safety issues for young riders.

#### 2.1.2 Youth Free Transit Pass implementation

- *Overview:* With approval from the Board, Community Transit rolled out a free youth fare for anyone 18 years old and younger.
- *Timeline:*
  - Launch period, prior to designated Youth Program: Aug. 2022 through Dec. 2023
- *Tactics:* Community Transit employed a variety of tactics to reach impacted youth and their parents. Key tactics included:
  - Developed and launched a comprehensive marketing campaign (Erin's cat and koala campaign ongoing)

- *Timeline:*
  - Launch period, prior to designated Youth Program: Aug. 2022 through Dec. 2023
- *Tactics:* Community Transit employed a variety of tactics to reach impacted youth and their parents. Key tactics included:
  - Developed and launched a comprehensive marketing campaign (Erin's cat and koala campaign ongoing)
  - Posters and brochures distributed in schools
  - Brochures distributed on buses and distribution outlets
  - Free youth transit passes (fare media) distributed in schools
  - Sno-Isle Libraries partnership to distribute brochures and free youth transit passes
  - Creation and implementation of an agency youth program for middle school and CBO presentations and outreach
  - Participation in back-to-school events and resource fairs to reach vulnerable populations
- *Key results:*
  - 10,898 free youth transit passes distributed
    - 157 distributed through major events
    - 828 distributed through tabling events
    - 9,913 distributed through partnerships in the community
  - Community Transit's Field Marketing Department has established and is supporting a new Youth Program.

### 2.1.3 Title VI Program Update

- *Overview:* The Title VI program plan demonstrates how the agency complies with the Title VI requirements. This document is updated every three years and includes a Major Service Change Policy, a Disparate Impact Policy, a Disproportionate Burden Policy, a Community Engagement Process, and a Board Approval Process.
- *Timeline:*
  - Public comment period: April 5 – May 7, 2022
  - Public hearing: May 5, 2022
  - Approved by Board: June 2, 2022
- *Tactics:* Community Transit employed a variety of tactics to reach people who live and work in the service area, as well as vulnerable populations. Key tactics included:
  - Public hearing
  - Print rack card in English, Spanish, Chinese, Korean, and Russian
  - Public notice in newspaper of record
  - Social media
  - Webpage
  - Blog

- Emails sent to various community-based organizations and jurisdictional partners
- Digital rider alerts
- Print rider alerts on buses and at transit centers with the language translation block
- DART letter
- *Key results:* Comments were received over a one-month period, with one public comment during the public hearing. Key topics from commenters included:
  - 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.

#### 2.1.4 Transit in 2024 (Transit Changes in 2024 and Beyond) Phase 2

- *Overview:* With light rail set to arrive in Snohomish County in 2024, Community Transit needed to consider changes to its bus network. Through community and rider feedback, ridership, census data, travel data and other research tools, the agency developed a draft network for feedback that eliminates bus service into Seattle and expands the local bus service to connect to light rail. Community Transit presented that draft network to the community for comment.
- *Timeline:*
  - Public comment period: April 25 – May 31, 2022
  - Public hearing: NA
  - Approved by Board: NA (the Board approved the final network)
- *Tactics:* Community Transit employed a variety of tactics to reach commuters and local riders, as well as vulnerable populations. Key tactics included:
  - Online open house and survey in five languages (English, Spanish, Korean, Chinese, and Russian)
  - Emails sent to various community-based organizations and jurisdictional partners
  - Print rack card in English, Spanish, Chinese, Korean, and Russian
  - Digital flyer sent to schools via Peachjar
  - Webpage
  - A-boards placed at transit centers
  - In-person outreach
  - News release
  - Public notice in newspaper of record
  - Internal communications
  - Social media

- Digital rider alerts
- *Key results:*
  - Respondents requested:
    - Increased frequency between Edmonds and Lynnwood
    - Community Transit maintain service in the Silver Firs area and provide connections to Bothell-Everett Highway
    - Clarity on local vs. express routes
    - More weekend service

#### 2.1.5 March 2023 service change proposal

- *Overview:* In late 2022, Community Transit proposed service reductions on 11 local routes and one commuter route for the March 2023 service change to improve reliability. These changes were related to the national bus driver shortage.
- *Timeline:*
  - Public comment period: Nov. 2 – Dec. 1, 2022
  - Public hearing: Dec. 1, 2022
  - Approved by Board: Dec. 1, 2022
- *Tactics:* Community Transit employed a variety of tactics to reach riders on impacted routes, including:
  - Print rack card in English, Spanish, Chinese, Korean, and Russian
  - Print rider alerts on buses and at transit centers with the language translation block
  - News release
  - Public notice in newspaper of record
  - Webpage with Google Translate capabilities
  - Social media posts in English and Spanish
  - Digital rider alerts to riders on impacted routes
  - Emails to more than 200 community-based organizations representing vulnerable populations such as people with disabilities, people with low incomes, and people who speak languages other than English
- *Key results:*
  - Spoke with four riders on an early-morning, low-ridership route that would have impacts on service near Boeing.
  - 48 comments were received, including two at the public hearing.
  - Key topics from commenters included:
    - Concerns about the vaccine mandate for drivers.
    - Support for the cuts with an understanding of the lack of coach operators.
    - Opposition to cutting any service, especially considering agency funding.
    - Concerns about being able to get where they needed to go with the cuts.

## 2.2 2023

### 2.2.1 Transit Changes in 2024 and Beyond Phase 3

- *Overview:* Based on feedback from the first two phases, further analysis and staffing projections, Community Transit modified the proposed bus network for final comment and vote by the Board of Directors. Community Transit implemented the approved transit changes starting in 2024 and continues to add more frequent service as we add more bus drivers.
- *Timeline:*
  - Public comment period: Feb. 2 – March 4, 2023
  - Public hearing: March 2, 2023
  - Approved by Board: April 6, 2023
- *Tactics:* Community Transit employed a variety of tactics to reach commuters and local riders, as well as vulnerable populations. Key tactics included:
  - Webpage
  - News release
  - Public notice in newspaper of record
  - Print rack cards in English, Spanish, Russian, Korean, and Chinese
  - Digital rider alert
  - CBO email
  - Tabling at Sound Transit's Everett Link Extension and Operations and Maintenance Facility North Public Scoping Meeting
  - Webinar and Q&A
  - Public hearing
- *Key results:*
  - During the public comment period staff received over 100 comments on the proposed network. Public comments are, in general, summarized into the following themes:
    - A desire on the part of current commuter bus riders to maintain their one-seat ride to downtown Seattle and an unwillingness to use light rail in the future due to safety concerns.
    - A concern with how schedules will align to make trips that are being made on the current network.
    - Support for the increased frequencies and spans on the proposed network.

### 2.2.2 March 2023 service change implementation

- *Overview:* In March 2022, Community Transit reduced trips in response to a shortage of coach operators, currently impacting approximately 90% of transit agencies nationwide. The changes improve service reliability while seeking to minimize rider impact. In September 2022, the agency maintained service levels, but “temporarily canceled” some commuter trips due to the ongoing driver shortage. As these major service changes continued for more than a 12-month period and are no longer considered temporary, a Title VI major service change analysis and public outreach process was conducted in November 2022. In addition, Community Transit proposed reducing service further to ensure reliability for riders.
- *Timeline:*
  - Communication timeline: Feb. 27 – March 19, 2024
- *Tactics:* Community Transit employed a variety of tactics to reach impacted riders, as well as vulnerable populations. Key tactics included:
  - News release
  - Webpage
  - Print rider alert
  - Digital rider alerts
  - Social media (ongoing in English, Spanish, Chinese, Korean, Russian)
  - CBO outreach
  - Print rack card in English Spanish, Chinese, Korean, and Russian
  - In-person outreach
  - Public hearing
  - News release

## 2.3 2024

### 2.3.1 March 2024 service change

- *Overview:* On March 30, 2024, Community Transit implemented major service changes associated with the Transit Changes in 2024 and Beyond service plan. The March 30 service change eliminated Routes 115, 116, 196 and established Routes 102, 114, 166, and Bus Rapid Transit Swift Orange Line. The March service change brought some modifications to other routes as well.
- *Timeline:*
  - Communication timeline: Feb. 5 – April 19, 2024
- *Tactics:* Community Transit employed a variety of tactics to reach impacted riders, as well as vulnerable populations. Key tactics included:
  - In-person outreach
  - Print rack card in English, Spanish, Chinese, Korean, and Russian
  - Swift Orange Line social videos



- Webinar & Q&A
  - News release
  - Media relations
  - Blog post series
  - Social media posts
  - Print and digital rider alerts
  - PICS alerts
  - Fact sheet
  - CBO outreach and email updates
  - Dedicated webpage
  - Recorded on-board announcements
  - A-boards
  - Videos for each route changing
  - Additional marketing tactics (i.e., billboards, advertisements, etc.)
- *Key results:*
    - 1371 QR code scans and link clicks from Print rider alerts (general and route specific)
    - 393 QR code scans and link clicks from the rack card
    - More than 1,000 interactions at 56 street team sessions on buses and at transit centers and park & rides
    - 244 QR code scans and link clicks from the A-boards
    - Media outreach that reached a broad audience across multiple platforms, including:
      - 158,562 viewers through TV coverage,
      - 320,558 listeners via radio, and
      - 635,577 readers through online and print articles.

### 2.3.2 Fare change proposal – commuter fares

- *Overview:* Community Transit changed its fares along with the Sept. 14 service change. This fare change removed the commuter fare and set the express route fare to the same level as the local fare, making all adult fares \$2.50.
- *Timeline:*
  - Public comment period: April 4 – May 5, 2024
  - Public hearing: May 2, 2024
  - Approved by Board: June 6, 2024
- *Tactics:* Community Transit employed a variety of tactics to reach impacted riders, as well as vulnerable populations. Key tactics included:
  - Webpage
  - Online survey to capture feedback
  - Social media

- Digital rider alert
  - News release
  - Public notice in newspaper of record
  - CBO email update
  - Partner toolkit
  - Interact post
  - Internal Q&A
  - Legal public notice
  - Interact post
- *Key results:*
    - 114 public comments
    - Two letters of support asking for an additional reduction in reduced fares.
    - The public provided the following general themes in their comments to the Board:
      - Many commenters favor a simplified fare structure, like a \$2.50 standard fare, citing reduced confusion and increased accessibility for riders of all income levels.
      - Several individuals concerned that fare reductions or eliminations could lead to service cuts, citing past experiences where reduced fares correlated with diminished service frequency or coverage.
      - Many highlight the need for equitable fare options for seniors, people with disabilities, and youth, emphasizing affordability for those on fixed incomes.

### 2.3.3 Sept. 14 service and fare changes implementation

- *Overview:* On Sept. 14, 2024, Community Transit implemented major service changes associated with the Transit Changes in 2024 and Beyond Service Plan. The Sept. 14 service change came with several routes being replaced, including commuter routes replaced with express routes. The Sept. 14 service change also included modified routes. As a part of the Sept. 14 service change, the reduced fare change referenced above took place on Sept. 1.
- *Timeline:*
  - Communication timeline: July 1 – Oct. 14, 2024
- *Tactics:* Community Transit employed a variety of tactics to reach impacted riders, as well as vulnerable populations. Key tactics included:
  - Social media video series
  - Webinar Q&A
  - News release
  - Media relations
  - Blog post series
  - Social media
  - Print rider alerts on buses and at transit centers with the language translation block

- Digital rider alerts
- PICS alerts
- Print rack card in English, Spanish, Chinese, Korean, and Russian
- Fact sheet
- CBO outreach email update
- Webinar
- Webpages
- Street teams (route/area specific)
- Recorded on-board announcement (English and Spanish)
- A-boards
- Videos
- DART letter
- Key results:
  - 878 QR code scans and link clicks from Print rider alerts (general and route specific)
  - 376 QR code scans and link clicks from the rack card
  - 78 QR code scans and link clicks from the fact sheet
  - More than 3,400 interactions at 78 street team sessions on buses and at transit centers and park & rides.
  - 308 webpage visits from the recorded on-board announcements
  - 97 QR code scans and link clicks from the A-boards
  - More than 2,900 interactions at 6 community events (e.g., festivals and summer events)
  - Media outreach that reached a broad audience across multiple platforms, including:
    - 2,320,686 listeners via radio, and
    - 454,157 readers through online and print articles.
  - According to the Network Restructure Survey, 82% of respondents were “Satisfied” or “Very Satisfied” with communications about the service change

#### 2.3.4 Fare change proposal – reduced fares

- *Overview:* In April and May of 2024, a public comment period was held where Community Transit proposed removing Commuter fare rates, simplifying adult fares to \$2.50 for each service. During this comment period Community Transit received many comments asking to reduce all reduced fares to \$1 and accept the Subsidized Annual Pass, which Community Transit proposed in a second round of public engagement.
- *Timeline:*
  - Public comment period: Oct. 3 – Nov. 7, 2024
  - Public hearing: Nov. 7, 2024
  - Approved by Board: Dec. 5, 2024
- *Tactics:* Community Transit employed a variety of tactics to reach impacted riders, as well as vulnerable populations. Key tactics included:

- CT webpage (proposal and fares)
  - Survey online form
  - Social media
  - Digital rider alert
  - Print rider alert
  - News release
  - Public notice in newspaper of record
  - CBO email update
  - Partner toolkit
  - Interact post
  - Internal Q&A
  - Legal public notice
  - Reduced fare proposal handout
  - Community event
- *Key results:*
    - 184 public comments
    - Overall, the feedback was highly supportive of the fare reduction, with many seeing it as a meaningful step toward more equitable and accessible public transit.
    - The public provided the following general themes in their comments to the Board:
      - Many people emphasize that lowering the fare would make public transit more accessible to low-income individuals, seniors, and people with disabilities, easing their financial burden. A few commenters suggest further reductions or even free fares for those in need.
      - Several comments mention that aligning Community Transit's reduced fare with other regional transit agencies, like King County Metro, would reduce confusion and simplify fare structures across the region.
      - A minority expressed concern about the potential budgetary impact on Community Transit, questioning whether lower fares could reduce the agency's revenue and affect its ability to maintain or expand services.

### 3 Other major engagement efforts

The following major engagement efforts did not require a Title VI analysis:

- Journey 2050 Long Range Plan Phase 1 (Feb. 7 – 28, 2022), Phase 2 (July 22 – Sept. 2, 2022), and Phase 3 (Oct. 5 – Nov. 2, 2023)
- Transit Development Plan 2022-2027 (July 7 – Aug. 4, 2022), 2023-2028 (July 6 – Aug. 3, 2023), and 2024-2029 (June 6 – July 11, 2024)
- Zip Alderwood Shuttle pilot implementation (October 2022)
- Arlington, Darrington, and Lake Stevens innovative services pilots solutions survey (April 6 – April 30, 2023) and concepts survey (Oct. 9 to Nov. 13, 2023)

- Swift Green Line Extension station siting engagement (Oct. 16 – Nov. 3, 2023)
- Commute Trip Reduction (CTR) jurisdictional plan engagement Phase 1 (April 18 – May 18, 2024) and Phase 2 (July 1 – July 31, 2024)
- Swift Gold Line Scoping Study Engagement Phase 1 (July 11 – Aug. 7, 2024)

## Appendix F

### LEP Four Factor Analysis

## Appendix F

# Title VI Program Four Factor Analysis

## 1 Introduction

Individuals that have a limited ability to read, write, speak, or understand English are considered Limited English Proficient (LEP). In accordance with Title VI of the Civil Rights Act of 1964, Executive Orders 12898, 13166, and related authority, the DOT Order on Environmental Justice, and the Federal Transit Administration (FTA) Circular 4702.1B, Community Transit will develop policy guidance, and an associated implementation plan, concerning Limited English Proficient populations. To complete the policy guidance, CT will conduct a four-factor analysis, as outlined in the FTA Circular 4702.1B. The results of the analysis, as outlined below, will help demonstrate the needs of LEP populations in the Community Transit service area, and allow Community Transit to decide what reasonable steps it should take to ensure meaningful access to its services and decision-making processes. Community Transit will continue to modify its LEP program and assess available resources over time based upon feedback and direction received from employees and community members.

## 2 Factor 1: The Number or Proportion of LEP Persons Eligible to be Served or Likely to be Encountered by the Program or Recipient

### 2.1 United States Census Statistics

#### 2.1.1 Language Ability

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

The 2022 American Community Survey [ACS] (5-Year Estimates) shows that Snohomish County's population is 69% white alone, while 31% is a racial or ethnic minority. Among the minority groups, Asian and Hispanic populations are the largest, with each group individually representing approximately 12% of the County's total population. The Asian population is diverse, with no clear dominant language represented. 18.3% of the Snohomish County residents are foreign born.

According to the 2023 ACS (1-Year Estimates) 25.6% of Snohomish County residents speak a language other than English at home and 9.7% report they speak English less than “very well”. The table below shows those languages with LEP populations over 1,000 individuals while the map below shows census tracts with a LEP population share above the overall County share.

*Table 1 B16001 Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over*

<b>Snohomish County, Washington</b>	
<b>Language Spoken at Home</b>	<b>Estimate</b>
Total:	795,148
Speak only English	591,784
Spanish:	59,091
French (incl. Cajun):	3,732
Portuguese:	2,470
German:	1,559
Russian:	12,081
Serbo-Croatian:	1,948
Ukrainian or other Slavic languages:	6,536
Persian (incl. Farsi, Dari):	3,864
Gujarati:	1,056
Hindi:	6,901
Urdu:	3,944
Punjabi:	2,309
Nepali, Marathi, or other Indic languages:	2,090
Other Indo-European languages:	2,810
Telugu:	5,277
Tamil:	3,261
Malayalam, Kannada, or other Dravidian languages:	3,143
Chinese (incl. Mandarin, Cantonese):	14,856
Japanese:	3,451
Korean:	7,473
Vietnamese:	15,615
Khmer:	3,768
Thai, Lao, or other Tai-Kadai languages:	3,922
Other languages of Asia:	1,982
Tagalog (incl. Filipino):	6,359
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	5,239
Arabic:	4,976
Amharic, Somali, or other Afro-Asiatic languages:	6,673
Yoruba, Twi, Igbo, or other languages of Western Africa:	1,075
Swahili or other languages of Central, Eastern, and Southern Africa:	2,282





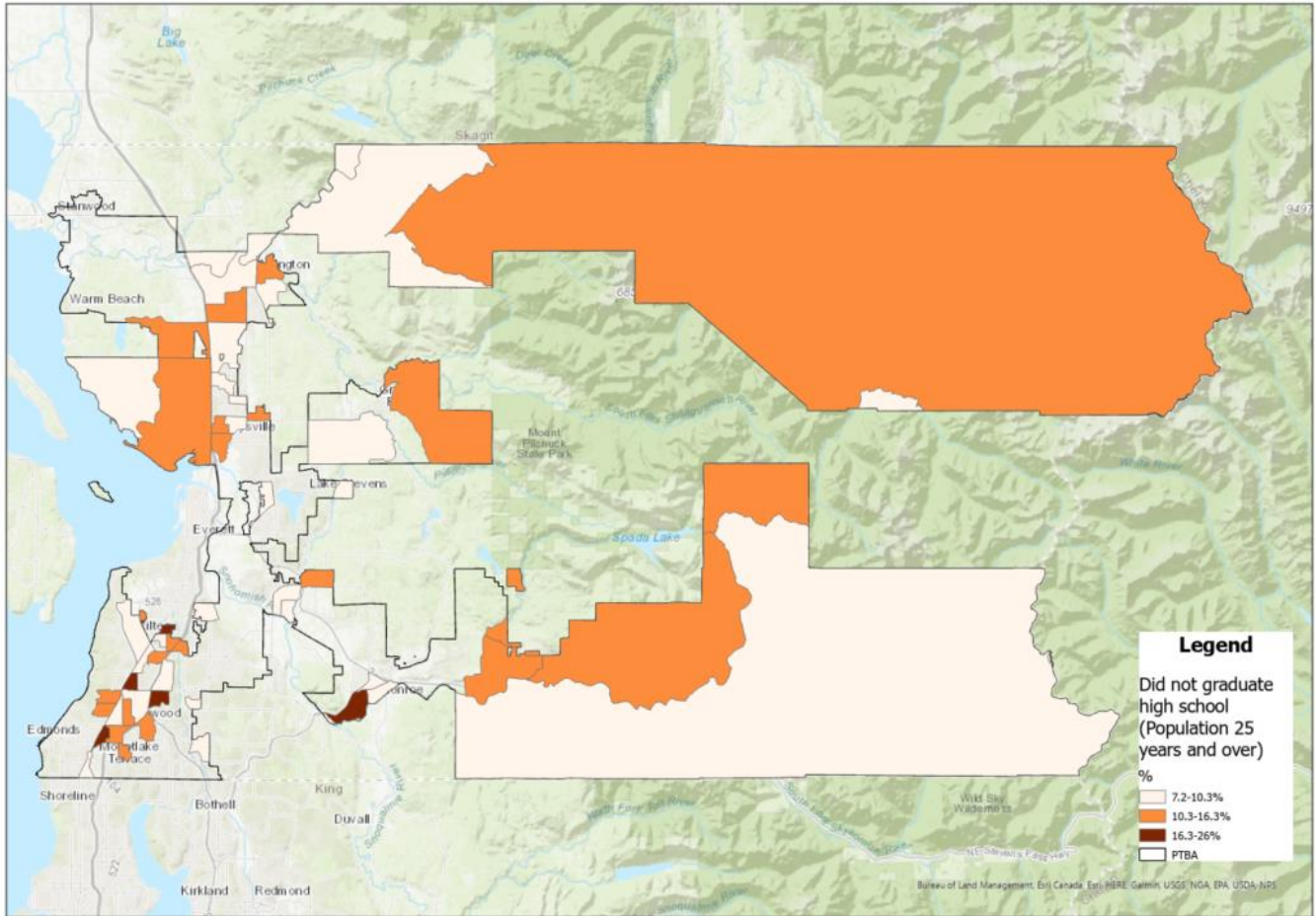


Figure 2 Census Tracts within the PTBA highlighting residents who are over 25 years and over and did not graduate high school

LEP guidelines also indicate there is an association between LEP and literacy statuses and income status. The 2018-2022 American Community Survey shows that approximately 21% of Snohomish County households live below the poverty level. This population is spread throughout the service area as seen in the map below, but the highest concentrations are in the Marysville and Arlington areas.



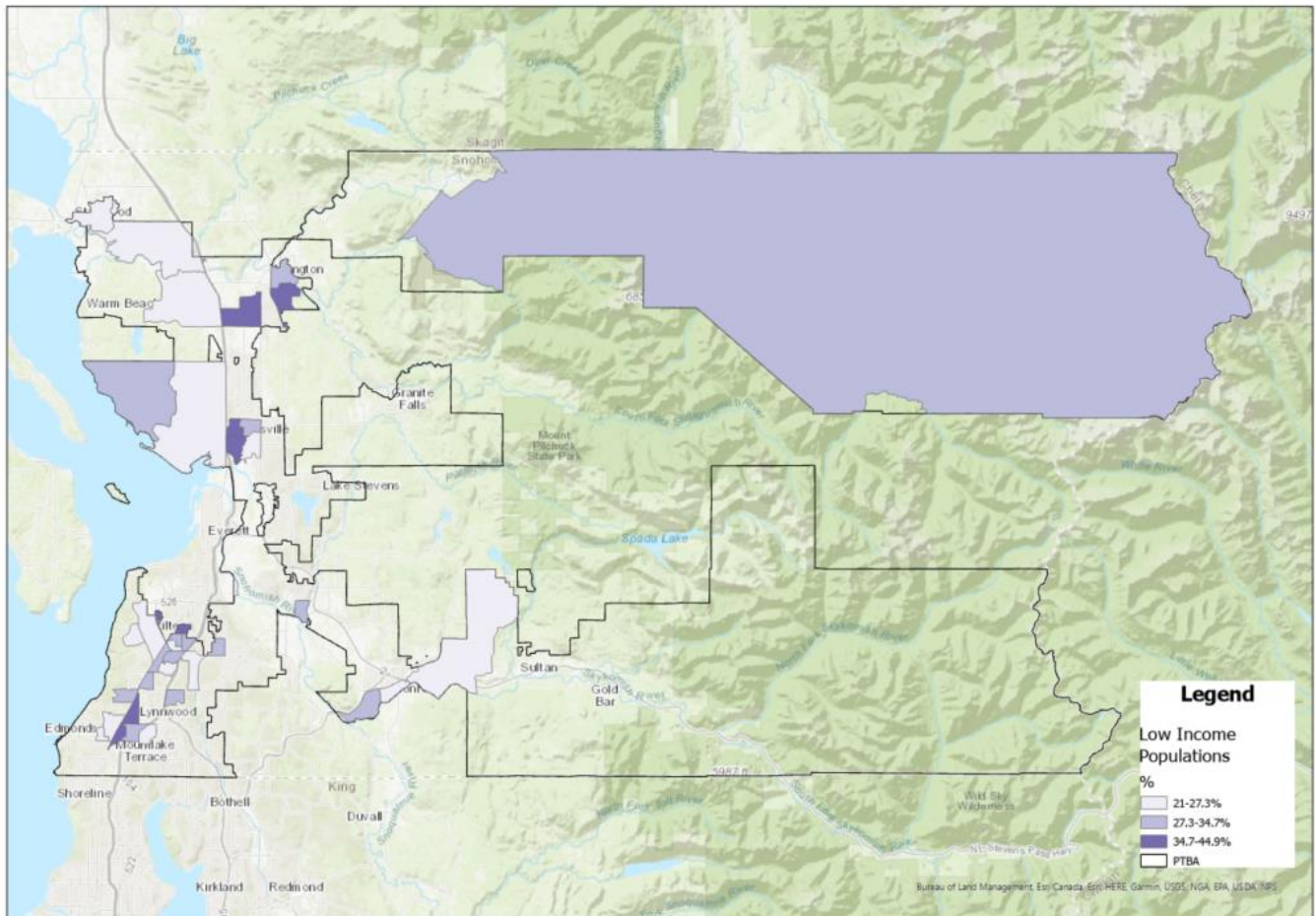


Figure 3 Census Tracts within the PTBA highlighting low-income populations (those who earn less than 200% of the Federal Poverty Level)

## 2.2 Community Transit Data

The 2022 Community Transit On-Board Survey (conducted in English and Spanish with 2,687 total responses) asked what languages riders spoke at home. The responses, in descending order, were:

- 92% English (79.2% speak English only)
- 8.4% Spanish
- 1.8% Chinese (Mandarin or Cantonese)
- 1.7% Russian
- 1.7% Tagalog
- 1.5% Vietnamese
- 1.4% Japanese
- 1.1% Korean
- 2.5% All other languages

Note that the percentages do not add up to 100% because respondents could select more than one language spoken at home.

The table below displays the breakdown of languages by route for those routes with more than 20 respondents.

*Table 2 Language spoken at home as captured in CT's 2022 On-board survey*

Route	English	Spanish	Chinese	Russian	Vietnamese	Other
101	78%	8%	0%	2%	5%	8%
105	79%	11%	0%	0%	4%	7%
109	75%	8%	2%	2%	0%	14%
112	83%	0%	5%	2%	0%	10%
113	79%	7%	2%	1%	3%	8%
115	63%	16%	3%	1%	0%	18%
116	71%	10%	3%	2%	4%	11%
119	95%	5%	0%	0%	0%	0%
120	85%	4%	4%	0%	0%	8%
130	90%	7%	0%	1%	0%	2%
196	87%	7%	0%	0%	2%	5%
201	84%	7%	0%	1%	1%	7%
202	82%	5%	1%	5%	2%	6%
220	80%	5%	0%	0%	5%	10%
271	84%	14%	0%	0%	0%	2%
280	88%	9%	0%	3%	0%	0%
402	71%	5%	7%	0%	5%	12%
410	80%	7%	3%	0%	3%	7%
413	77%	5%	5%	0%	3%	10%
415	76%	8%	5%	3%	5%	3%
421	82%	6%	0%	0%	0%	12%
860	60%	5%	0%	5%	5%	25%
880	48%	8%	12%	0%	4%	28%
Swift Blue	82%	10%	1%	2%	0%	4%
Swift Green	70%	16%	3%	3%	0%	8%

A recent survey of CT's vanpool customers found a similar share for English as it regards language spoken at home as shown in the table below.

*Table 3 Language spoken at home – 2024 Vanpool Customer Survey (380 participants)*

Language Spoken At Home	Share
Chinese	2%
English	89%
Japanese	1%
Korean	1%
Russian	1%
Spanish	3%
Tagalog	2%

Language Spoken At Home	Share
Vietnamese	3%
Other	18%

## 2.3 Community Factors

### 2.3.1 Tribes

Snohomish County is home to several federally recognized Native American tribes with Native Americans making up approximately 1% of the population.

- Tulalip Tribes – the largest population (5,000 members) with about 2,700 members residing on the 22,000-acre Tulalip Indian Reservation that is located north of Everett and the Snohomish River and west of Marysville, Washington.<sup>1</sup>
- Stillaguamish Tribe – small reservation located outside Arlington with approximately 240 enrolled tribal members.<sup>2</sup>
- Sauk-Suiattle Tribe – approximately 350 tribal members located near Darrington.<sup>3</sup>

### 2.3.2 Schools

Community Transit provides service across 13 school districts. District enrollment in bilingual education programs ranges from 0.5% to 20.9%.<sup>4</sup>

Racial and cultural diversity can also be measured by the number of public-school students that report as English Language Learners (EL). In 2023, Snohomish County school districts reported 26,188 EL students speaking 174 different languages.<sup>5</sup> This represents about 12% of the public-school population. The top five languages spoken in Snohomish County schools are: Spanish, Chinese, Russian, Ukrainian, and Vietnamese. The remaining EL students are spread among other languages, such as Hmong, Tigrinya, and Persian.

Language Spoken At Home	Student Count
English	119,652
Spanish	14,626
Chinese (and dialects)	3,275
Russian	1,973
Ukrainian	1,700
Vietnamese	1,302
Arabic	1,218
Korean	863

<sup>1</sup> <https://www.tulaliptribes-nsn.gov/Residents>

<sup>2</sup> <https://tribalclimateadaptationguidebook.org/tribal-example/the-stillaguamish-tribe-of-indians/#:~:text=The%20Stillaguamish%20Tribe%20of%20Indians,now%20present%2Dday%20Washington%20State.>

<sup>3</sup> <https://www.sauk-suiattle.com/>

<sup>4</sup> 2023 - Office of Superintendent of Public Instruction

<sup>5</sup> 2023 - Office of Superintendent of Public Instruction

Table 4 Language spoken at home among Snohomish County students from 2023 Office of Superintendent of Public Instruction

Edmonds College, which has a strong international student program and a bus pass program, is another significant source for Community Transit student ridership. About 12,00 students attend Edmonds College annually. Of these, approximately 1,400 are international students from over 65 different countries. There are also approximately 800 students attending Edmonds Community College as English Learners.<sup>6</sup>

### 2.3.3 Media

Media outlets in the region that publish in languages other than English or are oriented toward population groups where English may not be the primary language also provide a helpful proxy of potential language assistance needs. Examples of some of the larger non-English media outlets are provided below.

- [El Mundo](#) – Spanish language news outlet
- [Korea Times](#) – Korean language news outlet.
- [Seattle Chinese Times](#) – Chinese language news outlet.
- [Seattle Chinese Post](#) – Chinese language news outlet.
- [Northwest Vietnamese News](#) – Vietnamese language news outlet.

## 3 Factor 2: The Frequency with which LEP Individuals Come into Contact with the program

Community Transit provides fixed route bus service, on-demand shared ride service, 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. Example points of interaction include:

- On buses with bus drivers and *Swift* Ambassadors (staff who check fare payment on our bus rapid transit lines)
- On paratransit vehicles and when completing paratransit eligibility screening or scheduling a ride
- At our bus stops with our print information or when we have street team events
- When accessing CT's electronic outlets, such as our website and social media – Facebook and Instagram
- As vanpool program participants
- When engage with customer support staff for such purposes as pass sales, lost and found, and customer information
- At CT-led meetings

### 3.1 Language Line

Community Transit provides a language translation service, which offers translation over the telephone in more than 100 languages. Customer Information staff are the primary user of the language line, but it is available to all employees engaging with the public. CT promotes the availability of the service in

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<sup>6</sup> <https://www.edmonds.edu/international/admissions/>

numerous locations such as on bus interior cards and with service change information. In 2022-2024, the number of calls to the service by language are as follows:

	2022	2023	2024
Spanish	90	53	93
Farsi	1	0	0
French	0	1	1
Arabic	0	0	0
Vietnamese	1	1	3
Korean	13	3	7
Amharic	0	0	0
Mandarin	7	3	7
Russian	2	3	1
Cantonese	0	0	1
Portuguese	0	0	2
Nepali	0	0	0
Gujarati	0	0	0
Hindi	2	0	0
Mashallese	0	0	0
Turkish	0	0	0
Tagalog	0	0	2
Ukrainian	0	2	3
Oromo	1	0	0
Gheg	0	1	0
Pashto	0	1	0
Punjabi	0	1	0
Bulgarian	0	0	1
Total	307		

Table 5 – 2022-2024 Language Line callers broken down by language

### 3.2 Website

The Community Transit website features the Google Translate tool, offering support for 243 languages and dialects. From January 2022 to October 2024, the count of times our website was translated into a different language is listed below. During this time, our website was accessed almost 4.5 million times. The top language our website was translated to was Spanish and represents 1.5% of site visits.

- 4,361,629 times in English
- 64,650 times in Spanish
- 19,281 times in Chinese
- 10,255 times in Korean

- 8,157 times in Japanese
- 8,106 times in Russian
- 3,576 times in French
- 4,418 times in Vietnamese
- 2,516 times in Ukrainian
- 2,211 times in German
- 2,318 times in Portuguese
- 1,310 times in Arabic
- 11,453 times in All Other Languages

### 3.3 Social Media

Community Transit Communications staff communicate with customers regularly on Facebook and Instagram. Many posts are in Spanish, and Facebook makes it possible for its users to select their primary language to view content. Facebook can translate more than 70 languages, including the primary languages that customers have accessed via Language Line. Community Transit also translates key social media posts related to Title VI processes into Spanish and boosts those posts to Spanish-speaking populations.

## 4 Factor 3: The Nature and Importance of the Program, Activity, or Service provided by the Program to People's Lives

Transportation is essential to accessing 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 and microtransit programs.

We assume major bus service changes, both to the span of service and to the routes and communities we serve, as well as fare changes, impact LEP people. To reach them, we implement our Community Engagement and Language Assistance Plans.

We also know that DART paratransit is an essential service. When major changes to local bus routes impact DART, we send 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 multilingual information.

## 5 Factor 4: The Resources Available to the Recipient for LEP Outreach, as well as the Costs associated with that Outreach.

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

- Language Line:
  - Community Transit averages about 15 Language Line calls each month.
- Translation Services (discussed in additional detail below):



- We also spend money on printing and on interpreters when needed.

We also dedicate significant staff time to outreach, which brings us into contact with diverse communities.

### 5.1 Translated Materials

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

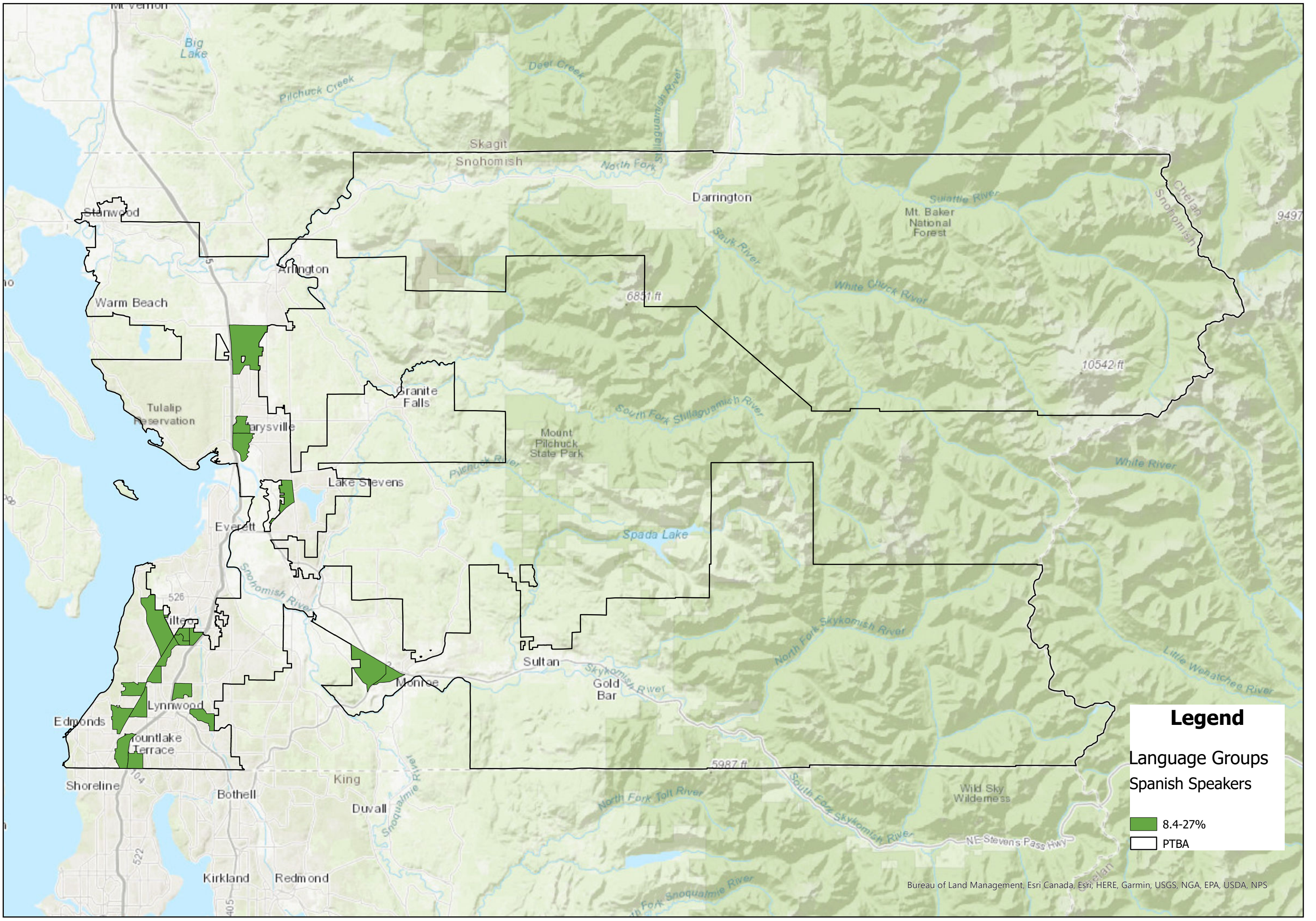
- Printed rack cards
- Brochures and informational flyers
- Community mailings

We provide digital translations into Spanish, Russian, Vietnamese, Korean, and Chinese for all major service change proposals and implementations, as well as print translations in Spanish. For our Swift service, which has some of the most diverse ridership in our system, we have also translated instructions on ticket vending machines and provide multilingual fare enforcement cards.

**Appendix F-1: Distribution of LEP populations for the three largest language groups (Spanish, Vietnamese, Chinese) in PTBA.**

2020 U.S. Census Tracts  
2018-2022 American Community Survey  
Snohomish County





**Legend**

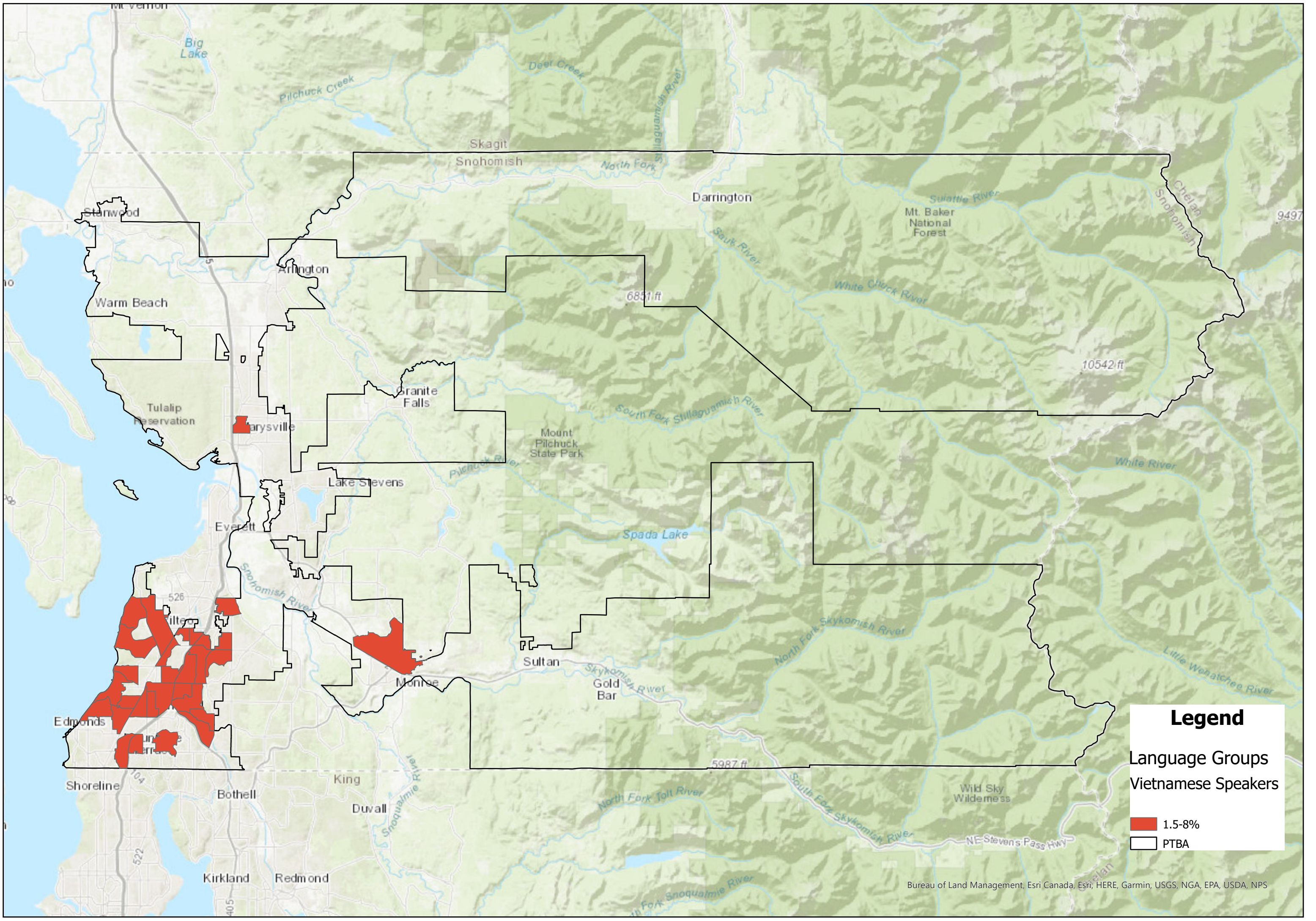
Language Groups

Spanish Speakers

8.4-27%

PTBA





**Legend**

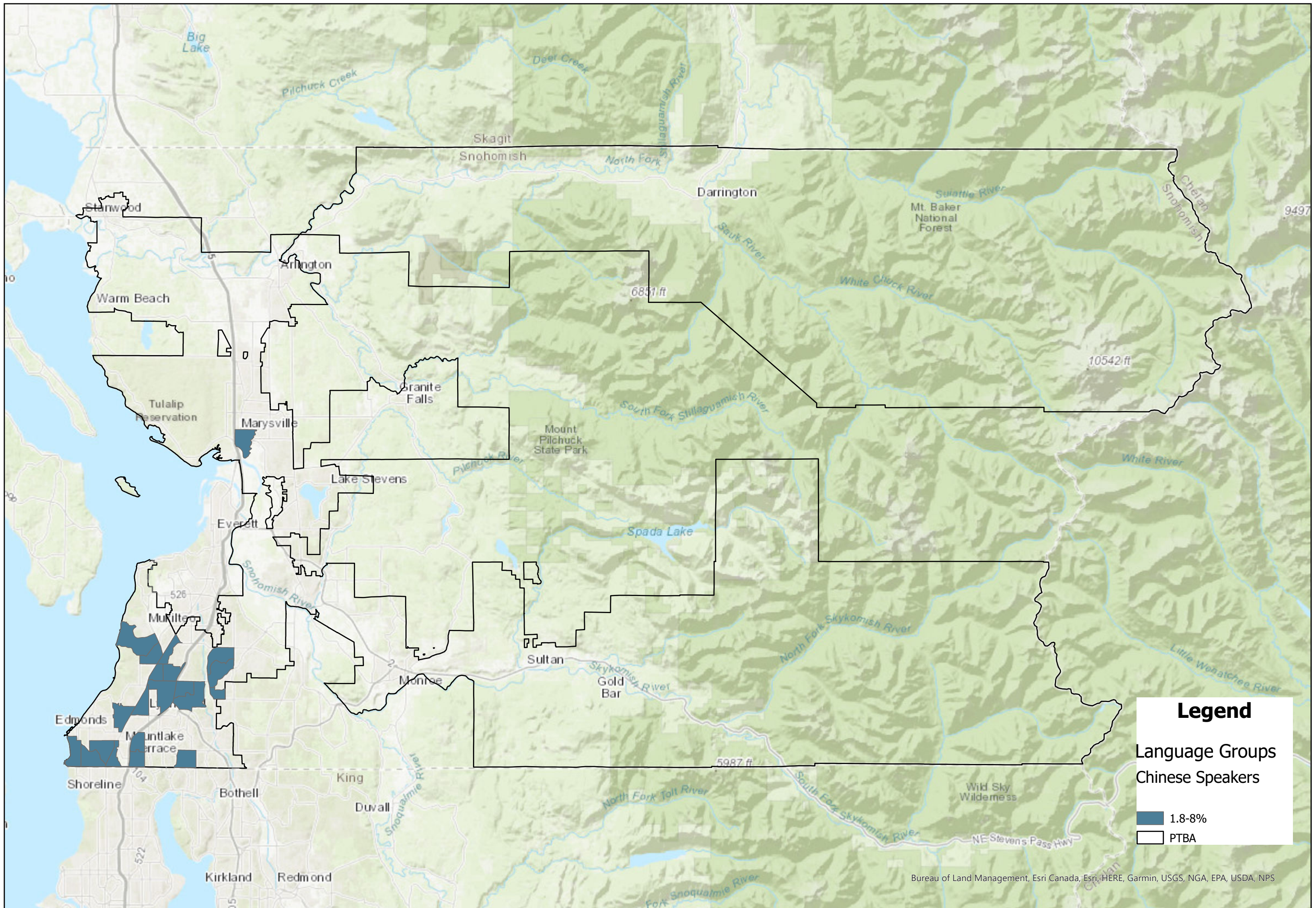
Language Groups

Vietnamese Speakers

1.5-8%

PTBA





**Legend**

Language Groups

Chinese Speakers

1.8-8%

PTBA



## Appendix H

### Major Service Change and Fare Change Analyses 2022-2025

# Summary of Major Service and Fare Changes

## January 2022 - January 2025

This document includes a list of events initiating service and/or fare equity analyses conducted by the agency between January 2022 and January 2025. Descriptions of the events triggering each change are provided below with full documentation offered in the sections that follow.

### 2022

- **Fare Equity Analysis – Free Fare for Youth**

- This change set the fare for the Youth category to “\$0.00” or “Free” for all services. The analysis concluded that the proposed fare change did not provide a disproportionate benefit or disparate impact across any protected group in any services. Additionally, the monetary benefit applies equally across all populations and routes for the youth fare category.

### 2023

- **Service Analysis – March 2023 Service Change** (covers Mar. 2022, Sept. 2022, and Mar. 2023 service changes)

- The analysis reflected the fact that the agency was unable to restore pandemic-related service adjustments after their original implementation 12 months earlier

- **Service Analysis – 2024 and Beyond Network** (covers Mar. 2024 to Sept. 2026)

- Community Transit restructured their bus network to align with the launch of Sound Transit’s Lynnwood Link light rail in 2024. The revised network, referred to as “2024 and Beyond,” was developed through a multi-year, public engagement process. The proposed network represents the ultimate level of service anticipated to be implemented between March 2024 and December 2026.

### 2024

- **Fare Equity Analysis - Commuter Fare Change**

- Implementation of the 2024 and Beyond service plan in September 2024 eliminated the need for a Commuter fare category. The local fare category was applied to all routes. The analysis concluded that the proposed fare change did not provide a disproportionate benefit or disparate

impact across any protected group in any services.

- **Fare Equity Analysis – Reduced Fare Changes**

- To align its fares with the regional reduced fare structure, Community Transit lowered its reduced fare category from \$1.25 to \$1 and implemented a Subsidized Annual Pass program. The analysis concluded that the proposed fare change did not provide a disproportionate benefit or disparate impact across any protected group in any services.



## Fare Equity Analysis – Free Fare for Youth

**Board of Directors' Meeting**  
**Thursday, July 7, 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 Jared Mead*	Snohomish County
Council Member Tom Merrill	City of Snohomish
Council Member Nate Nehring*	Snohomish County
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\*\***

Sabina Araya*	Self
Roland Behee	CT-Director of Planning & Development
Trent Botham	CT-Assistant Transportation Manager
Tim Chrobuck	CT-Chief Technology Officer
Lillian Elmer*	Self
Veralee Estes	HR Manager Strategic Partner
Lori Fox	CT-Controller
Carla Freeman	CT-HR Manager
Mike Gallagher	City of Brier, Alternate
Al Hendricks	CT-Legal Counsel
John Holdsworth	CT- Asst. Mgr. of Emergency Management
Ric Ilgenfritz	CT-CEO
Treva Kosloki	CT-Manager of Training & Staff Development
Joe Kunzler*	Self
Mary Beth Lowell	CT-Director of Comm. & Public Affairs
Molly Marsicek	CT-Director of Customer Experience
Peter Majkut	CT-Coach Operator
Deb Osborne	CT-Chief of Staff
Susan Paine*	City of Edmonds, Board Alternate
Jacob Peltier	CT-Mgr of Security & Emergency Mgmt
Cesar Portillo	CT-Director of Employee Engagement
Shelly Schweigert*	Self
Juanita Shuler*	CT-Exec. Support/Records Mgmt. Specialist
Chris Simmons	CT-Manager of System Planning
Shelly Schweigert*	Self
Greg Stamatiou	CT-Capital Development Program Manager
Barb Taylor	Transit Police Unit

\*Attended meeting remotely

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

Thomas Tumola  
Jim Williams  
Rachel Woods

CT-Manager of Planning  
CT-Deputy Director of Transportation  
CT-Executive Board Administrator

### **Call to Order**

Chair Marine called the July 7, 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.

### **Roll Call of Members**

The Executive Board Administrator called roll. Attendance was as noted above. Council Member Nehring filled in for Council Member Wright. **A quorum was present.**

### **Public Comment**

A written comment from Joe Kunzler was received and provided to the Board in advance of the meeting.

Sabina Araya commented regarding transparency, service reductions, and the vaccine policy.

Shelly Schweigert commented that service should be restored, and the vaccine policy should be rescinded.

Lillian Elmer commented that the agency vaccine mandate should be rescinded.

Peter Majkut, Coach Operator, commented on his observations including driver morale, lost bus trips, and staffing levels needed to support future bus lines.

Joe Kunzler commented in support of the vaccine mandate and the safety of employees.

Mayor Nehring commented.

### **Presentations**

#### **Employee Service Awards**

CEO Ilgenfritz recognized Trent Botham, Assistant Transportation Manager, for 30 years of service. He was known for being dedicated, professional, and passionate about his role at the agency.

#### **Youth Fare/Free Youth Transit Pass**

Chris Simmons, Manager of System Planning, presented on the Free Youth Fare Policy. The policy would need to be approved by October 1, 2022 to qualify for eligible funding. Grants would more than cover the estimated lost revenue. The policy proposal and implementation considerations were presented. A public hearing was scheduled for July 21, 2022 at 3:00 pm and the item was expected to go to the Board for approval at the August 4, 2022 meeting with the program going live on September 1, 2022. The Board asked questions.

#### **Draft 2022-2027 Transit Development Plan**

Thomas Tumola, Manager of Planning, shared that the Transit Development Plan (TDP) was a 6-year plan required by state law. TDP priorities and finances were reviewed. The plan included a robust capital program, strong reserves, reliable service, service growth and service innovation. The schedule included a

public hearing at the August 4, 2022 Board meeting and was expected to go to the Board for approval at the September 1, 2022 Board meeting.

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

CEO Ilgenfritz provided an update on the Zero-Emission Technology Project, employee recruitment and staffing, COVID-19, as well as ridership and service.

Safety and security projects included a demonstration project on driver doors, an air quality study with the University of Washington, and efforts to maintain a presence of security staff and transit police on service for the long term.

The agency was awarded the Distinguished Budget Presentation Award from the Government Finance Officers Association for the fourth consecutive year.

### **Committee Reports**

#### **Executive Committee**

Chair Marine reported on the June 16, 2022, meeting. The Committee reviewed and forwarded one action item to the Board: Resolution No. 12-22, Emergency Authorization. An executive session was held for a labor update and the Committee asked that the Boards' interest in attending the October 2022 APTA TRANSform Conference be collected by the Board Administrator.

The next Executive Committee meeting was scheduled for July 21, 2022, at 11:30 a.m.

#### **Strategic Alignment and Capital Development Committee**

Council Member Merrill reported on the June 15, 2022, meeting. The Committee reviewed and forwarded two action items to the Board: Award of ITB #2022-055—Vehicle Storage & Training Facility Construction, and Award of RFQ #2017-079—Task Order for Merrill Creek Maintenance Building Improvements – Facilities Master Plan Phase 3B Design.

The Committee reviewed and forwarded two information items to the Board: Free Youth Transit Pass, and The Draft 2022-2027 Transit Development Plan. The Committee was briefed on the Zero Emission Technology project. The next meeting was scheduled for July 27, 2022, at 2:00 p.m.

#### **Finance, Performance, and Oversight Committee**

Mayor Roberts reported on the June 16, 2022, meeting. The Committee reviewed and forwarded the May 2022 monthly expenditures & payroll to the consent agenda and one item, Resolution No. 14-22, Tuition Reimbursement Program to the action agenda. The Committee received briefings on the May 2022 sales tax, May 2022 diesel fuel reports, and agency Safety & Security. The next meeting was scheduled for July 21, 2022, at 2:00 p.m.

### **Consent Calendar**

**Council Member Daughtry moved to approve items A through F on the consent calendar.**

- a. Approve minutes of the June 2, 2022, Board of Directors' Meeting.
- b. Approve vouchers dated May 06, 2022 in the amount of \$3,983,045.00.
- c. Approve vouchers dated May 13, 2022 in the amount of \$2,914,692.45.
- d. Approve vouchers dated May 20, 2022 in the amount of \$2,075,027.52.
- e. Approve vouchers dated May 27, 2022 in the amount of \$4,126,881.45.
- f. Approve May 2022 Payroll:

- i. Direct Deposits Issued, #414640-416053 in the amount of \$3,351,385.41.
- ii. Paychecks Issued, #108472-108515 in the amount of \$50,815.70.
- iii. Employer Payroll Tax Deposits in the amount of \$381,507.95.
- iv. Employer Deferred Compensation for IAM in the amount of \$7,648.86.

**The motion was seconded by Mayor Roberts and passed unanimously.**

### **Action Items**

#### **Resolution No. 14-22, Tuition Reimbursement Program**

Treva Kosloski, Manager of Training and Staff Development, presented. Tuition reimbursement was a tool in attracting and retaining quality employees. Updates to the program policy included adopting a 3-tier model for reimbursement, allowing the CEO or their designee to make an exception to the policy and allowing part time employees to participate. The revised program cost was estimated to increase from \$30,000 to \$50,000 annually. The Board asked questions.

**Council Member Schuette moved that the Board of Directors approve Resolution No. 14-22, adopting revisions to the Tuition Reimbursement policy as part of Section 6.5 of the Personnel Policy Manual. The motion was seconded by Council Member Merrill and passed unanimously.**

#### **Resolution No. 12-22, Emergency Management**

John Holdsworth, Assistant Manager of Emergency Management and Business Continuity provided an updated emergency management resolution that built upon lessons learned from COVID-19 and provided a long-term structure for CEO emergency authorization.

The Board of Directors held a discussion regarding the Board's role in emergency management and requested this item return to the Executive Committee with revisions.

**Council Member Daughtry moved Resolution No. 12-22 return to the Executive Committee for further adjustments prior to Board approval. The motion was seconded by Council Member Schuette and passed unanimously.**

#### **Award ITB #2022-055, Vehicle Storage & Training Facility Construction**

Greg Stamatiou, Capital Development Program Manager, provided an overview of the Facilities Master Plan. He reported that the first invitation to bid was canceled and was rebid. The results from the second bid were successful and Faber Construction was the lowest responsive and responsible bidder. The Board asked questions.

**Mayor Roberts moved that the Board of Directors authorize the Chief Executive Officer to execute a contract with Faber Construction Corporation for construction of FMP Phase 5, Vehicle Storage and Training Facility, for a not-to-exceed amount of \$7,777,000.00. The motion was seconded by Council Member Merrill and passed unanimously.**

#### **Award RFQ #2017-079, Task Order for Merrill Creek Maintenance Building Improvements Facilities Master Plan Phase 3B Design**

Greg Stamatiou reported that KPFF Consulting Engineers was selected as the firm most qualified to design Phase 3B of the Merrill Creek Maintenance Building Improvements project under the Facilities Master Plan. KPFF was selected because of their experience with transit maintenance facilities and their experience gained from previous projects at the Merrill Creek base. The cost was fair and reasonable.

**Council Member Daughtry moved that the Board of Directors authorize the Chief Executive Officer to execute a Task Order with KPFF Consulting Engineers for a not-to-exceed amount of \$1,735,202.96 for the 100% design of the Merrill Creek Maintenance Building Improvements Project under Facilities Master Plan Phase 3B. The motion was seconded by Mayor Roberts and passed unanimously.**

### **Chair's Report**

Chair Marine reported that there would be a public hearing on Free Youth Fare on July 21 at 3:00 pm and that meeting would replace the Board Workshop previously scheduled for the same time. He would be absent for the August 4, 2022, Board Meeting

### **Board Communication**

Mayor Nehring would be absent for the August 4, 2022, Board meeting.

Mayor Frizzell and Council Member Mead would be present for the meeting.

### **Other Business**

The next regular Board meeting was scheduled for August 4, 2022, at 3:00 p.m.

### **Adjourn**

The meeting adjourned at 5:21 p.m.



Rachel Woods  
Executive Board Administrator



**Board of Directors' Special Meeting  
Public Hearing  
Thursday, July 21, 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\*\***

Roland Behee	CT-Director of Planning & Development
Al Hendricks	CT-Legal Counsel
Joe Kunzler*	Self
Deb Osborne	CT-Chief of Staff
Jacob Peltier	CT-Mgr of Security & Emergency Mgmt
Chris Simmons	CT-Manager of System Planning
Rachel Woods	CT-Executive Board Administrator

**Call to Order**

Chair Marine called the July 21, 2022, Board of Directors' special 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 meeting was livestreamed and recorded.

**Roll Call of Members**

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

**Public Hearing: Free Youth Fare Proposal**

Chris Simmons, Manager of System Planning, reviewed the Free Youth Fare Proposal. The proposal would change every Youth Fare category to \$0.00 across all services effective September 1, 2022. A summary of comments received to date was provided.

**The public hearing opened at 3:03 pm.**

Joe Kunzler commented in support of free youth fare. Community Transit would receive significant funding that would help the agency and the climate.

\*Attended meeting remotely

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

**The public hearing closed at 3:08 pm.**

**Adjourn**

The meeting adjourned at 3:08 p.m.

A handwritten signature in blue ink that reads "Rachel Woods". The signature is written in a cursive, flowing style.

Rachel Woods  
Executive Board Administrator

**Board of Directors' Meeting**  
**Thursday, August 4, 2022**  
**Hybrid Meeting**  
**3:00 p.m.**

**Board Members Present**

Council Member Kim Daughtry  
Mayor Christine Frizzell\*  
Council Member Tom Merrill  
Lance Norton  
Mayor Sid Roberts  
Council Member Jan Schuette  
Council Member Stephanie Wright\*

City of Lake Stevens  
City of Lynnwood  
City of Snohomish  
Labor Representative, non-voting  
City of Stanwood  
City of Arlington  
Snohomish County

**Board Members Absent**

Mayor Joe Marine  
Mayor Jon Nehring  
Council Member Jared Mead

City of Mukilteo  
City of Marysville  
Snohomish County

**Others Present\*\***

Sabina Araya\*  
Roland Behee  
Melissa Cauley  
Tim Chrobuck  
Greg DeLos Santos  
Kevin Futhey  
Mike Gallagher  
Al Hendricks  
John Holdsworth  
Mark Holmes  
Ric Ilgenfritz  
Dan Jerome  
Joe Kunzler\*  
Mary Beth Lowell  
Sophie Luthin  
Molly Marsicek\*  
Peter Majkut\*  
Deb Osborne  
Susan Paine\*  
Jacob Peltier  
Cesar Portillo  
Kristen Ryan  
Chris Simmons  
Shelly Schweigert\*  
Greg Stamatiou  
Barb Taylor  
Thomas Tumola

Self  
CT-Director of Planning & Development  
CT-Dep. Director of Planning & Development  
CT-Chief Technology Officer  
CT-Coach Operator  
CT-Community Transportation Specialist  
City of Brier, Alternate  
CT-Legal Counsel  
CT- Asst. Mgr. of Emergency Management  
CT-Chief Operating Officer  
CT-CEO  
CT-Senior Capital Project Manager  
Self  
CT-Director of Comm. & Public Affairs  
CT-Long Range Planner  
CT-Director of Customer Experience  
CT-Coach Operator  
CT-Chief of Staff  
City of Edmonds, Board Alternate  
CT-Mgr of Security & Emergency Mgmt  
CT-Director of Employee Engagement  
CT-Vanpool Customer Service Specialist  
CT-Manager of System Planning  
Self  
CT-Capital Development Program Manager  
Transit Police Unit  
CT-Manager of Planning

\*Attended meeting remotely

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

Rachel Woods

CT-Executive Board Administrator

### **Call to Order**

Vice-Chair Schuette called the August 4, 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 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 Hearing- 2022-2027 Transit Development Plan**

Sophie Luthin, Long Range Planning Manager, reviewed the Transit Development Plan's outreach steps and schedule. The public comment period would close the following day and Board action was expected for the September 1, 2022 Board Meeting.

### **The public hearing opened at 3:06 pm.**

Joe Kunzler requested increased bus serve to Paine Field and Future of Flight.

Sabina Araya shared concern about the March 2022 service change and federal Title VI requirements, the proposed service hours in the Draft 2022 TDP compared to the 2021 TDP, and the impact of the agency's employee vaccine policy on service implementation.

Shelly Schweigert asked that Community Transit reconsider the employee vaccine policy.

Council Member Daughtry called for a point of order. Some of the comments did not appear to be related to the public hearing on the TDP.

### **The public hearing closed at 3:19 pm.**

### **Public Comment**

A written comment from Mr. Kunzler was received and provided to the Board in advance of the meeting.

Mr. Kunzler commented in support of the vaccine policy and the safety of employees.

Peter Majkut, Coach Operator, commented about Resolution No. 12-22 and supported rescinding the vaccine policy.

### **Presentations**

#### **Employee Service Awards**

CEO Ilgenfritz recognized Greg De Los Santos, Coach Operator, and Dan Jerome, Senior Capital Project Manager, on their 25-year anniversary with the agency.

#### **Innovative Services Pilot Program Update**

Director Behee introduced Kevin Futhey, Community Transportation Specialist, to present the innovative services pilot program model. Phase 1 of the project, selecting the communities for the pilot, was

complete. The locations selected included Arlington, Darrington, and Lake Stevens. Phase 2 of the project included evaluating community transportation needs in these pilot areas. Future phases included concept development and potential implementation. The initial pilot program in Lynnwood would launch in October. The Board asked questions.

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

CEO Ilgenfritz provided an update on the Zero-Emission Study. The first grant was received for this work, a Washington State Department of Transportation (WSDOT) grant for \$360,000, would support the Fleet Transition Study.

A new vanpool program policy went into effect August 1, 2022. The program underwent adjustments to make the program easier for patrons.

The Long Range Plan, Journey 2025, was undergoing a second round of public outreach and a draft plan was expected to be presented to the public and Board in early 2023.

Staffing was the number one issue for the industry. A comprehensive recruitment effort was underway for coach operator trainees and journey mechanics.

The State Auditor's Office recommended the 2022 annual accountability portion be deferred and combined with next year's 2023 audit.

### **Committee Reports**

#### **Executive Committee**

Vice-Chair Schuette reported on the July 20, 2022 meeting. The Committee reviewed updated Resolution No. 12-22, Emergency Authorization and forwarded it to the Board for the action agenda. An executive session was held for a labor update and the Committee asked that the Board's interest in attending the October 2022 APTA TRANSform Conference be collected by the Board Administrator. The next Executive Committee meeting was scheduled for August 18, 2022, at 11:30 a.m.

#### **Strategic Alignment and Capital Development Committee**

Council Member Merrill reported on the July 27, 2022, meeting. The Committee reviewed and forwarded two action items to the Board: Resolution No. 11-22, Updating the Vanpool Grant Program and Resolution No. 16-22, Revising the Corporation's Fare Structure.

The Committee forwarded the Innovative Services Program presentation to the Board. The Committee was briefed on the Long Range Plan – Phase 2 Outreach, Quarterly Ridership Data, and the Zero Emissions Study. The next meeting was scheduled for August 17, 2022, at 2:00 p.m.

#### **Finance, Performance, and Oversight Committee**

Vice-Chair Schuette reported on the July 21, 2022, meeting. The Committee reviewed and forwarded the June 2022 monthly expenditures & payroll and Award of ITB: 2022-032, Supply & Delivery of Lubricants for Buses to the consent agenda. The Committee reviewed and forwarded Resolution No. 15-22, Rules of Conduct to the action agenda. The Committee received briefings on the June 2022 sales tax, June 2022 diesel fuel reports, agency Safety & Security, and Resolution No. 12-22. The next meeting was scheduled for August 18, 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 July 7, 2022, Board of Directors' Meeting.
- b. Award ITB #2022-032, Supply & Delivery of Lubricants for Buses.
- c. Approve vouchers dated June 03, 2022 in the amount of \$703,895.62
- d. Approve vouchers dated June 10, 2022 in the amount of \$1,577,047.03
- e. Approve vouchers dated June 17, 2022 in the amount of \$2,259,683.83
- f. Approve vouchers dated June 24, 2022 in the amount of \$2,771,866.18
- g. Approve June 2022 Payroll:
  - i. Direct Deposits Issued, # 416054-417464 in the amount of \$3,479,995.25.
  - ii. Paychecks Issued, # 108516-109003 in the amount of \$702,435.90.
  - iii. Employer Payroll Tax Deposits in the amount of \$476,255.96.
  - iv. Employer Deferred Compensation for IAM in the amount of \$ \$8,126.99.

**The motion was seconded by Mayor Roberts and passed unanimously.**

### **Action Items**

#### **Resolution No. 11-22, Updating the Vanpool (Van Go) Grant Program**

Kristen Ryan, Vanpool Customer Service & Sales Specialist, reviewed the Van Go Program revisions. The cap for the number of vehicles the agency could donate would be removed and the list of eligible non-profit organizations would be expanded. The Board asked questions.

**Council Member Daughtry moved to approve Resolution No. 11-22, superseding Resolution No. 08-02 Vanpool (Van Go) Grant Program, to expand program eligibility to qualified organizations as defined in Resolution No. 08-04 and give authority to the Chief Executive Officer to identify the number of surplus vehicles allocated to grant each fiscal year for the Van Go program. The motion was seconded by Council Member Merrill and passed unanimously.**

#### **Resolution No. 12-22, Emergency Management**

CEO Ilgenfritz shared that the edits recommended for this item at the July Board meeting were incorporated in this updated version of the Resolution No. 12-22. This resolution would update the agency emergency management program to better equip the agency for future emergencies. The Board commented.

**Mayor Roberts moved that the Board of Directors approve Resolution No. 12-22, to allow the Chief Executive Officer authority to implement Emergency Management, during an emergency, disaster, or incident. The motion was seconded by Mayor Frizzell and passed unanimously.**

#### **Resolution No. 16-22, Revising the Corporation's Fare Structure (Free Youth Fare)**

Chris Simmons, Manager of System Planning, presented. Approving this Youth Fare would meet the requirements for the agency to be eligible for certain state funding. Approximately 50 public comments were received. These comments either supported the fare or shared concerns about costs and safety issues for young riders. The Board asked questions.

**Council Member Wright moved that the Board of Directors approve Resolution No. 16-22, Revising the Corporation's Fare Structure. The motion was seconded by Council Member Merrill and passed unanimously.**



#### Resolution No. 15-22 Rules of Conduct

Jacob Peltier, Manager of Security & Emergency Management, present the objectives of the Rules of Conduct. They would be used to regulate and define conditions for individuals on agency property, using service, or conducting business. The process for drafting rules was collaborative and comprehensive and considered regional, national rules and approaches on enforcement. The rules would begin implementation in September and would include a communications plan to inform riders.

**Council Member Daughtry moved that the Board of Directors approve Resolution No. 15-22, providing the Chief Executive Officer authority to implement the agency Rules of Conduct. The motion was seconded by Mayor Roberts and passed unanimously.**

#### Chair's Report

There was no Chair report.

#### Board Communication

Council Member Daughtry thanked Community Transit for adjusting the bus route to accommodate Aquafest activities in Lake Stevens.

Mayor Roberts supported employee safety efforts including additional security staffing on buses.

Mayor Norton recognized Al Hendricks, Legal Counsel, for his 46 years of service to Community Transit.

#### Other Business

The next regular Board meeting was scheduled for August 4, 2022, at 3:00 p.m.

#### Adjourn

The meeting adjourned at 4:58 p.m.



Rachel Woods  
Executive Board Administrator

**To:** Board of Directors

**From:** Chris Simmons, Manager of System Planning  
Marcus Richards, Transportation Planner

**Date:** August 2, 2022

**Subject:** Title VI Analysis, 2022 Free Youth Fare Proposal

### **INTRODUCTION**

Community Transit is proposing a fare change that if approved, will take effect on September 1, 2022. This memorandum provides an evaluation of the proposed changes based on Federal Title VI Requirements and Guidelines for Federal Transit Administration Recipients (FTA C 4702.1B), section IV-6, Requirement to Evaluate Service and Fare Changes. This analysis evaluates if the preferred fare change results in disparate or disproportionate impacts to minority and/or low-income populations.

*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 race, color or national origin.

*Disproportionate impact* is defined as a neutral policy or practice that disproportionately affects low-income population more than non-low-income populations.

If any such impacts exceed adopted thresholds, Title VI policy requires justification for the impacts, evaluation of lower impact alternatives and/or mitigation. Community Transit's adopted threshold is 20% for these impacts. If a fare change impacts Title VI population's 20% more than the non-Title VI populations, additional analysis is required to mitigate the impacts.

For the analysis, routes are identified as Minority Routes or Low-Income Routes as determined through demographic analysis of ridership (2017 On Board Survey). Routes that have higher-than-average minority or low-income population are considered Title VI routes, even though many of these routes have a majority of riders that are not minority or low-income. Per the survey, 42% of Community Transit bus customers identify as minority and 41% reported being from low-income households. The 2017 On Board Survey is the most recent survey conducted by the agency that contains the necessary demographic data to conduct this analysis.

### **PROPOSAL**

The 2022 Fare Change Proposal would:

- Maintain the current Youth Fare category across services.
- Set the fare for the Youth category to "\$0.00" or "Free" for all services, including DART paratransit, vanpool, and fixed-route services.

The proposal is summarized below:

Service	Adult (19-64)	Youth (18 and under) Current	Youth (18 and under) Proposed	ORCA LIFT/Reduced Fares	Monthly Pass (current)	Monthly Pass (proposed)
Local	\$2.50	\$1.75	<b>\$0.00</b>	\$1.25	\$90 – Adult \$63 – Youth \$45 - Reduced	\$90 – Adult <b>\$0 – Youth</b> \$45 - Reduced
Swift/BRT	\$2.50	\$1.75	<b>\$0.00</b>	\$1.25	\$90 – Adult \$63 – Youth \$45 - Reduced	\$90 – Adult <b>\$0 – Youth</b> \$45 - Reduced
Commuter	\$4.25	\$3.00	<b>\$0.00</b>	\$2.00	\$153 – Adult \$108 – Youth \$72 - Reduced	\$90 – Adult <b>\$0 – Youth</b> \$45 - Reduced
DART Paratransit	\$2.50	\$2.50	<b>\$0.00</b>	\$2.50	\$90 – Adult \$90 – Youth \$90 - Reduced	\$90 – Adult <b>\$0 – Youth</b> \$90 - Reduced
Vanpool					Monthly rate set by size of vehicle, distance travelled, and size of group	Maintain monthly rates, but riders 18 and under would not be included in size of group

## **ANALYSIS**

The analysis considered the following four factors for relative comparison between minority only, low-income only, minority and low-income, and neither minority nor low income:

- Percentage of the decrease over previous fare rate
- Monetary amount of the decrease
- Average fare resulting from the decrease
- Existing and projected farebox cost recovery of the service

The analysis concluded that the proposed fare change did not provide a disproportionate benefit or disparate impact across any protected group in any services. Additionally, the monetary benefit applies equally across all populations and routes for the youth fare category.

The results in each category are summarized below.

SUMMARY	
<u>Measure</u>	<u>Result, Title VI vs. Other</u>
• Percentage change over previous fare rate	Consistent Title VI & Other
• Monetary amount of the change	Consistent Title VI & Other
• Average fare resulting from the change	Consistent Title VI & Other
• Existing and projected farebox cost recovery of the service	Consistent Title VI & Other

Details of the analysis are provided in the attached appendix.

## **APPENDIX: Title VI Analysis, 2022 Fare Change Proposal**

### **DEMOGRAPHIC ANALYSIS**

Community Transit has three types of bus service: Local (routes beginning with a 1 or 2), Bus Rapid Transit (Swift routes denoted by color), and commuter services to Seattle (routes beginning with a 4 or 8).

### **DATA SOURCE**

Community Transit completed an on-board bus rider survey during October and November 2017. A total of 6,376 responses were collected, with a 1% margin of error at 95% confidence level. Survey questions included age, gender, race, language spoken at home, income level (in ranges) and household size. This data was used to evaluate the 2018 fare change proposal.

### **METHODOLOGY**

Routes are identified as Minority Routes or Low Income Routes as determined through survey responses. Routes that have higher-than-average minority or low-income population are considered Title VI routes, even though many of these routes have a majority of riders that are not minority or low-income. Per the survey, 42% of Community Transit bus customers identify as minority and 41% reported being from low income households. Routes with more than 42% minority responses are considered “minority routes”. Routes with more than 41% low-income responses are considered “low-income route”.

The following table illustrates routes by population as informed by the survey:

	Minority Only	Low Income Only	Both	Neither
Local	106	227	101	220
	109	247	105	230
	111	270	107	240
	116	271	112	
	209	280	113	
			115	
			119	
			120	
			130	
			196	
			201	
			202	

			222	
			701	
			702	
Commuter	435		402	
			405	
			410	
			412	
			413	
			415	
			416	
			417	
			810	
			855	
			860	
			871	
			880	
			421	424
			422	
			425	
			821	

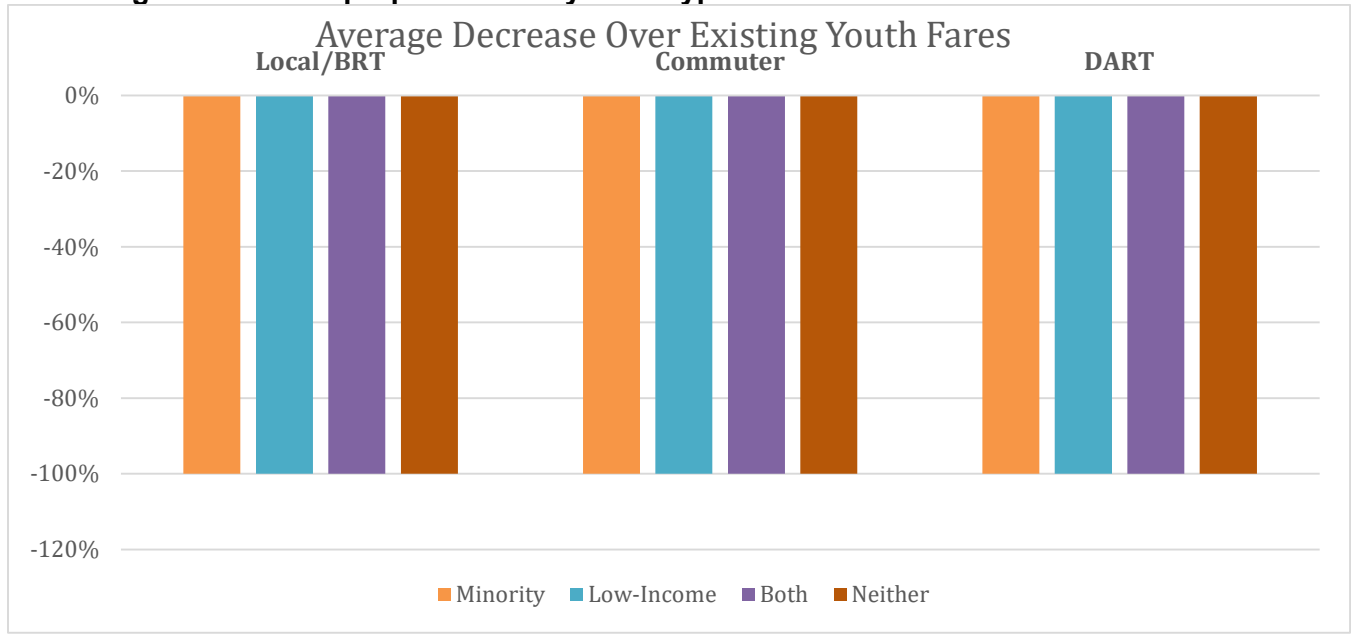
## **IMPACT ANALYSIS**

### **1. Percentage change over previous fares**

Measurement of proposed impacts in terms of percentage change in base fare does not show that minority, low income or minority and low-income routes would experience relative decreases more than 20% higher than the general population, triggering a need for further Title VI analysis.



## Percentage decrease in proposed fare by route type



### 2. Monetary amount of the decrease

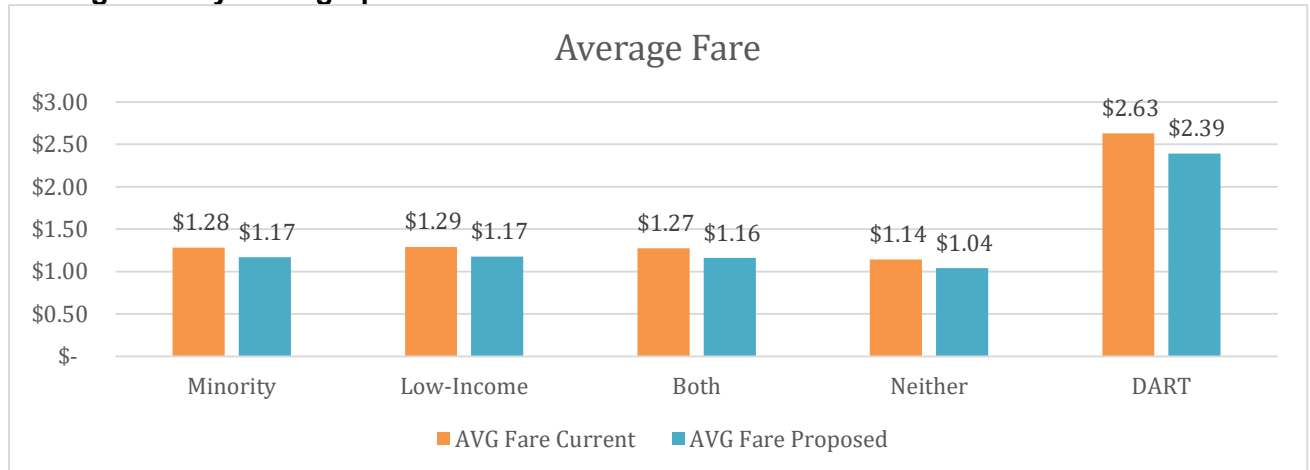
The proposed fare change reduces all youth fares across all services. Youth fares on local routes and BRT routes would be reduced by \$1.75, on commuter routes by \$3.00, and on DART paratransit by \$2.50. Additionally, monthly passes for youth would be reduced by \$63 on local and BRT routes, \$108 on commuter routes, and \$90 on DART paratransit.

Type	Proposed Fare Decrease - Local & BRT Bus Service			Proposed Fare Decrease – Commuter Bus Service			Proposed Fare Decrease – DART Paratransit		
	Adult	Youth	Reduced	Adult	Youth	Reduced	Adult	Youth	Reduced
Minority Routes	\$0	-\$1.75	\$0	\$0	-\$3	\$0	\$0	-\$2.50	\$0
Low-Income Routes	\$0	-\$1.75	\$0	N/A	N/A	N/A	\$0	-\$2.50	\$0
Minority & Low Income Routes	\$0	-\$1.75	\$0	\$0	-\$3	\$0	\$0	-\$2.50	\$0
Neither Minority nor Low Income Routes	\$0	-\$1.75	\$0	\$0	-\$3	\$0	\$0	-\$2.50	\$0

### 3. Average fare resulting from the fare changes

Average fare is calculated using 2021 Year End Performance, Cost, and Fare reporting, as compiled by the Research and Analytics Division. Demographic data is from the 2017 On Board Survey, as this is the most recent survey including statistically valid demographic information available to the agency. Youth ridership from that survey is determined to be 9% system wide. The youth ridership figure was applied to all routes to determine fare collections as adjusted under this policy proposal.

#### Average fare by demographic status



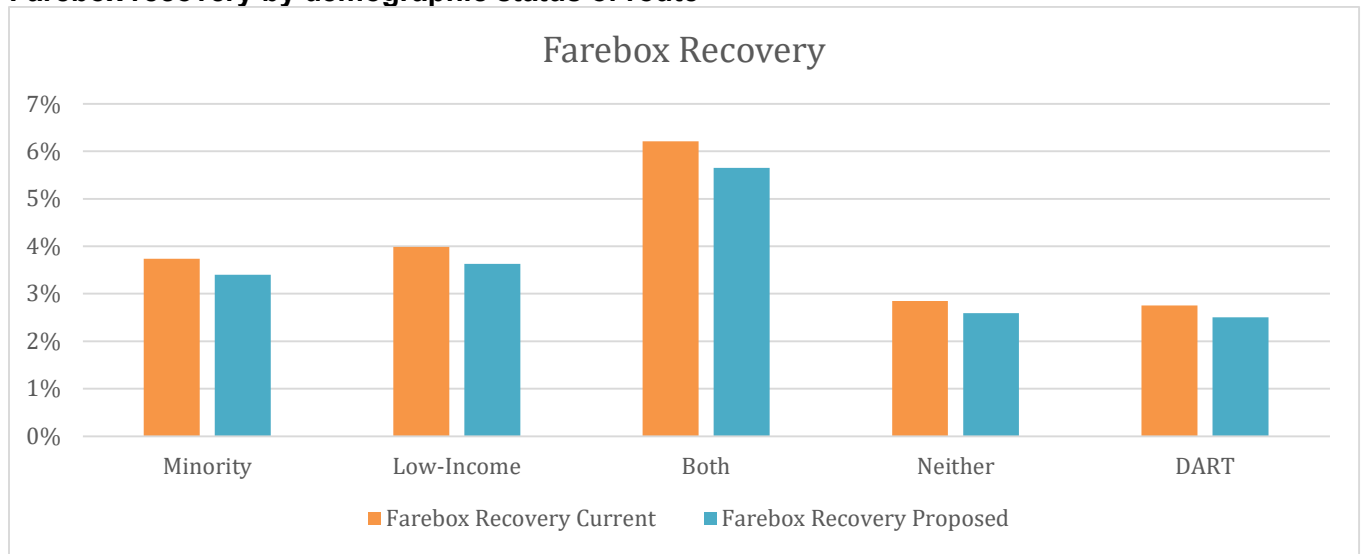
#### Percentage difference between current and proposed average fares



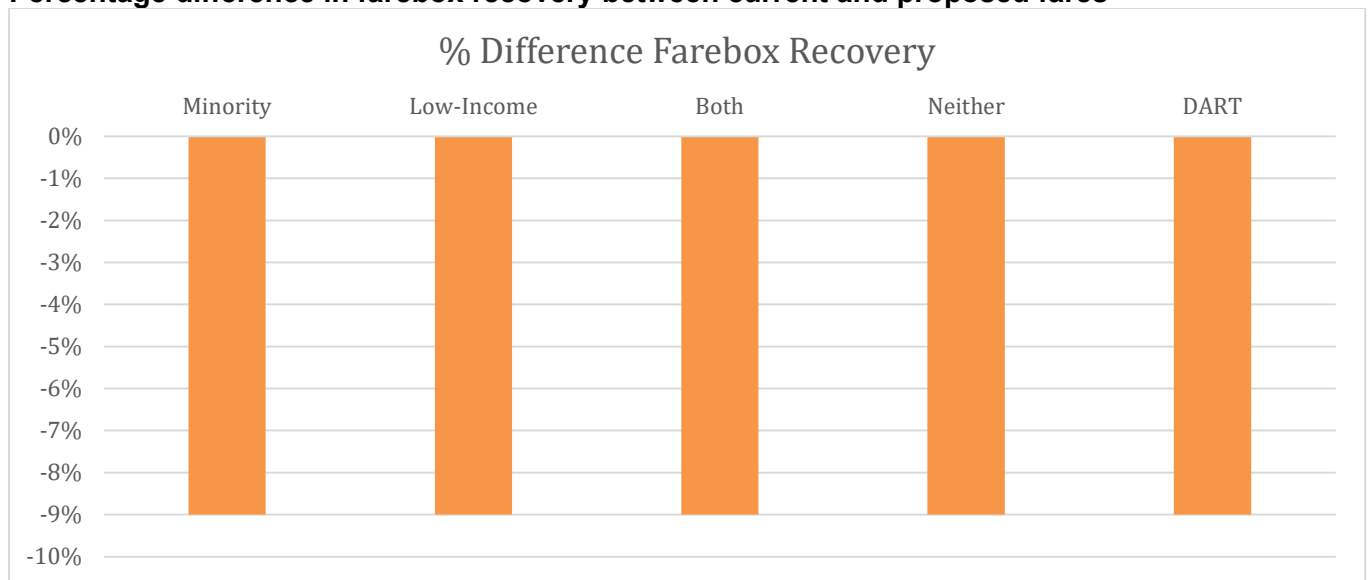
#### 4. Existing and projected farebox cost recovery of the service

Farebox cost recovery is the fraction of operating cost paid by customer fares. Maintaining adequate farebox cost recovery is an important fare policy goal. The charts below show the most recent farebox cost recovery figures for Title VI populations versus the general population as compared to under the fare proposal.

### Farebox recovery by demographic status of route



### Percentage difference in farebox recovery between current and proposed fares



# Service Analysis – March 2023 Service Change

**Community Transit Board Room & Zoom Platform**

This meeting will be held in a hybrid format, remotely on Zoom and in-person. Proof of vaccination is required for in-person attendees to go mask free.

**Board Meeting**

Zoom Webinar: <https://us02web.zoom.us/j/87858511746?pwd=UVZwc3doeW41L0pRSFBZbVBVWVWhQT09>

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 HEARING: 2023 Proposed Budget**

a. Open Public Hearing

b. Public Comment\*

Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 5 pm Nov 2.

Written Comment: Email comments to [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 5 pm Nov 2.

c. Close Public Hearing

**4. PUBLIC COMMENT\***

Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 5 pm Nov 2.

Written Comment: Email comments to [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 5 pm Nov 2.

**5. PRESENTATIONS**

a. Employee Service Awards – CEO Ilgenfritz

b. New Agency Website – Brian Vallene

c. Long Range Plan (Journey 2050) Update\*\* – Sophie Luthin

d. March 2023 Service Change and Title VI Process\*\* – Chris Simmons

**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 October 6, 2022, Board of Directors' Meeting.

b. Approve vouchers dated September 2 2022 in the amount of \$1,162,142.13.

c. Approve vouchers dated September 9, 2022 in the amount of \$4,516,815.18.

\*Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

- d. Approve vouchers dated September 16, 2022 in the amount of \$1,420,815.51.
- e. Approve vouchers dated September 23, 2022 in the amount of \$1,333,792.64.
- f. Approve vouchers dated September 30, 2022 in the amount of \$5,170,324.74.
- g. Approve September 2022 Payroll:
  - i. Direct Deposits Issued, #421037-424239 in the amount of \$3,470,274.88.
  - ii. Paychecks Issued, #109131-109227 in the amount of \$40,457.72.
  - iii. Employer Payroll Tax Deposits in the amount of \$390,405.03.
  - iv. Employer Deferred Compensation for IAM in the amount of \$8,204.83.

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

- a. Approve Resolution No. 21-22, Labor Contract Between Community Transit and the Amalgamated Transit Union (ATU) Local 1576 – Carla Freeman
- b. Amend Community Transit's Transit Safety and Protection Services Contract with Snohomish County to Add a Social Worker Program – Jacob Peltier
- c. Amend Community Transit/City of Everett Interlocal Agreement for Cooperative Provision of Transit Services – Director Behee
- d. Approve Resolution No. 18-22, 2022 Year-End 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).

\*\*Indicates attachment



# **Presentations**

**To:** Board of Directors

**From:** Chris Simmons, Manager of System Planning

**Date:** October 28, 2022

**Subject:** Information: March 2023 Service Change, Federal Transit Administration (FTA) Title VI Process

### **BACKGROUND**

Throughout 2022, Community Transit and our contractors have experienced a shortage of operational staff that has impacted the ability to deliver reliable transit service to our customers. This experience is consistent across the nation, with 90% of transit agencies struggling to recruit and retain employees and 2/3rds of those agencies making adjustments to service as a result (source: Oct. 2022 APTA report).

In response to these challenges, Community Transit has increased efforts to recruit and retain employees, while also making temporary service adjustments in March 2022 and September 2022 to improve reliability for customers. The goal continues to be to restore these temporary adjustments as soon as agency staffing levels allow and to then begin growing service to meet our future service expansion plans.

As staff reported to the Board in October, Federal Transit Administration (FTA) Title VI regulations allow agencies to make temporary adjustments to service of up to 12 months duration without an FTA Title VI analysis and approval process. This flexibility allows agencies to respond quickly to emergent conditions such as construction, disasters, or the workforce shortage we are currently experiencing. The temporary service adjustments implemented in March 2022 and September 2022 were allowable per the FTA process, however, were at the level that require Title VI analysis, a public hearing, and Board action if maintained beyond 12 months.

The agency has been able to hire a significant number of new employees in 2022 and is currently processing a wave of new job applications. Despite this progress, updated staffing forecasts indicate that the agency will need to further reduce service in order to provide ongoing reliability for riders and meet our agency priority of service excellence. In addition, Community Transit will not be able to restore temporary service cuts by March 2023, therefore exceeding the 12-month period allowed for these reductions by FTA, the agency is moving forward with a Title VI service change analysis and public outreach process that will provide the flexibility to continue operating at reduced levels until our workforce grows to a level that supports restoration and expansion of service.

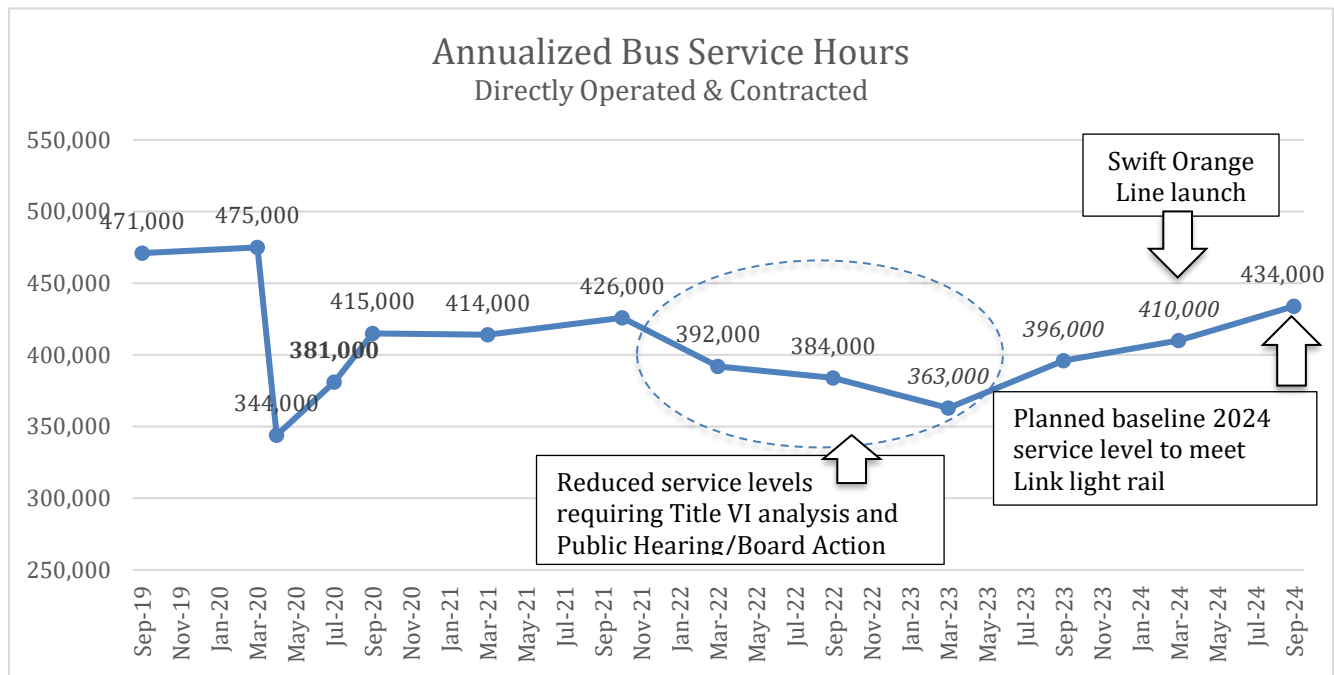
### **STATUS**

Staff is recommending a formal service change process to secure approval to operate fixed-route bus service at a level that ensures reliability for customers and is right-sized to the available workforce. This approval requires the agency to conduct a Title VI analysis, public comment, and public hearing prior to Board action.

Included in the service proposal to be considered are the cumulative service adjustments and reductions implemented in the March 2022, September 2022, and the proposed March 2023 service changes. In summary, the changes include:

- March 2022:  
Eliminated trips, reducing frequency of service on local and commuter bus routes, totaling 34,000 annual service hours.
- September 2022:  
Maintained the March 2022 service reductions and eliminated additional trips on commuter bus routes, totaling 8,000 annual service hours.
- March 2023:  
Maintain the March 2022 and September 2022 service reductions and further reduce trip frequency and adjust some segments on local and commuter bus routes, totaling 21,000 annual service hours. No complete route eliminations are proposed.

The cumulative impact of the three service changes would result in a service level that is 63,000 annual service hours lower than that of the fall 2021 service level. The chart below summarizes the progression of service adjustments since 2019 and proposed for March 2023. It also provides the planned baseline level of service proposed in 2024 when Community Transit restructures the fixed-route bus network and connects to Link light rail in Lynnwood.



Staff will present specific elements of the service proposal, the criteria used to analyze options, and details of the planned public process at the November 3<sup>rd</sup> Board meeting.

## **RECOMMENDATION**

Information only at this time. The required 30-day public comment period on this proposal and the final Title VI analysis will be conducted from November 2, 2022 (one day prior to the November Board meeting), through December 1, 2022. A public hearing will be held at the December 1, 2022, Board meeting, after which the Board will consider action on the service proposal.

# March 2023 Service Change

Board of Directors  
November 3, 2022



# Background

- Nationwide shortage of operational workforce
  - Over 90% of APTA members surveyed have this issue
  - Over 75% of APTA members have reduced service due to lack of operators
- Agency has significantly increased recruiting efforts
  - Sign-on bonuses for critical positions
  - Retention incentives for current employees
  - Significant community outreach
  - Increased participation in area events for job seekers
  - Reduced length of recruiting process and reduced barriers to entry
  - Marketing campaigns to increase number of applicants



# Status

- Service was temporarily reduced in March 2022 & September 2022 due to staffing shortage and to improve reliability for customers
- FTA allows 12 months for temporary service changes without performing a Title VI analysis and public comment period
- Community Transit must initiate a Title VI major service change analysis and public outreach process this Fall as the agency is unable to restore service to October 2021 levels by March 2023





# Cumulative Service Adjustments To Improve Reliability

## March 2022 Service Reductions

- Suspended ~34,000 service hours, reduced frequency on local and commuter routes

## September 2022 Service Reductions

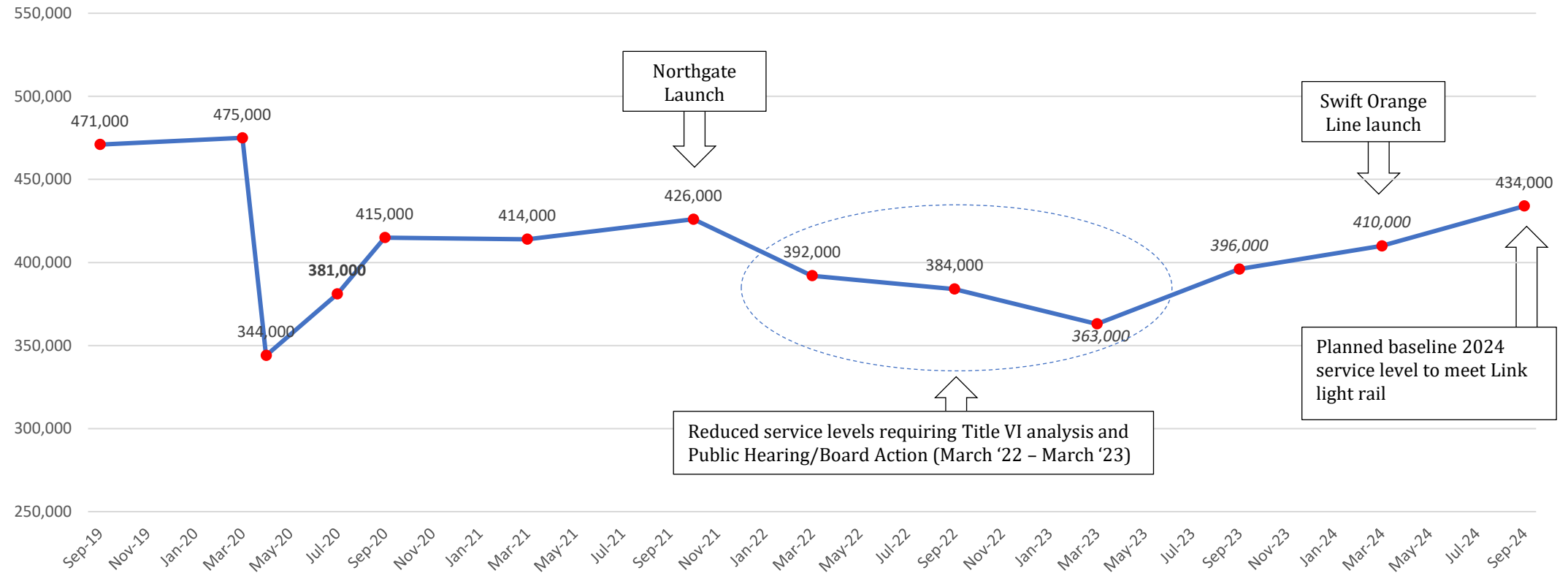
- Suspended 8,000 service hours, reduced frequency on commuter routes

## March 2023 Service Reductions

- Suspend additional 21,000 service hours, reduced frequency on local & commuter routes, and selected route modifications

- Total new trips to be suspended = 78 per weekday
- Total remaining trips in system = 1,233
- **94% of current trips remain in operation** and at a higher level of reliability

# Annualized Bus Service Hours Directly Operated & Contracted



# Criteria used in planning service suspensions:

- Remain within Title VI guidelines for distribution of service impacts
- Maintain rural connections
- Adjust weekday service only
- Maintain minimum of 60-minute frequency
- Focus on lowest ridership routes and high frequency routes to reduce rider impact



# Services Suspended in March 2022:

Analyze maintaining these suspensions for March 2023 Service Change

- **Commuter route adjustments implemented in March 2022**

- 402: suspend 2 daily trips
- 410: suspend 3 daily trips
- 412: suspend 8 daily trips
- 416: suspend 2 daily trips
- 417: suspend 3 daily trips
- 422: suspend 1 daily trip
- 425: suspend 1 daily trip
- 435: suspend 4 daily trips
- 810: suspend 9 daily trips
- 821: suspend 12 daily trips
- 860: suspend 12 daily trips
- 871: suspend 13 daily trips
- 880: suspend 10 daily trips

- **Local route adjustments implemented in March 2022:**

- 112: suspend 3 daily trips
- 113: suspend 2 daily trips
- 119: suspend 4 daily trips
- 120: suspend 7 daily trips
- 130: suspend 2 daily trips
- 196: suspend 4 daily trips
- Swift Green Line: reduce headways from 10 to 12 minutes (28 daily trips)



# Services Suspended in September 2022:

## Analyze maintaining these suspensions for March 2023 Service Change

- **Commuter route adjustments implemented in September 2022:**
  - 413: Suspend 6 daily trips
  - 415: Suspend 2 daily trips
  - 421: Suspend 3 daily trips
  - 422: Suspend 1 daily trip
  - 425: Suspend 1 daily trip



# Additional Suspensions for March 2023

Analysis adds this proposal to overall total

- **Commuter Routes**

- 412: suspend 2 daily trips out of 12

- **Local Routes**

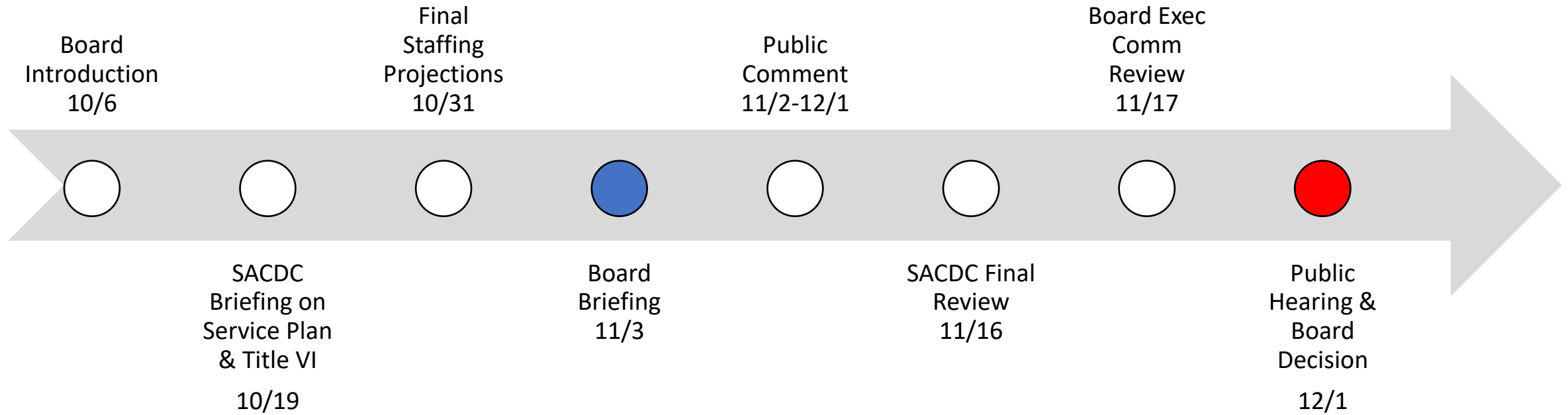
- 101: suspend 7 trips out of 73
- 105: suspend 4 trips out of 40
- 115: suspend 12 trips out of 60
- 116: suspend 13 trips out of 62
- 119: suspend 1 trip out of 33
- 196: suspend 17 trips out of 50
- 201: suspend 11 trips out of 62
- 202: suspend 11 trips out of 61
- 270/271: suspend segment to Seaway
- 280: suspend segment to Seaway

- Total new trips to be suspended = 78 per weekday
- Total remaining trips in system = 1,233
- **94% of current trips remain in operation** and at a higher level of reliability





# March 2023 Service Change Schedule



- Compressed timeline calls for Public Hearing and Board Action on December 1

# Outreach Process

- On-bus communications requesting comment
  - Rack card
  - Printed notices of affected routes
- Media outreach
  - Press release
  - Social media posts requesting comments
  - Web page to outline changes and direct comments
- In person public hearing at December 1 Board meeting



The logo for Community Transit, featuring the words "communitytransit" in a white, lowercase, sans-serif font. A white curved line with a small circle at its start and an arrowhead at its end arches over the text.

**communitytransit**



**Community Transit Board Room & Zoom Platform**

This meeting will be held in a hybrid format, remotely on Zoom and in-person. Proof of vaccination is required for in-person attendees to go mask free.

**Board Meeting**

Zoom Webinar: <https://us02web.zoom.us/j/87858511746?pwd=UVZwc3doeW41L0pRSFBZbVBVWVWlhQT09>

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 HEARING: March 2023 Proposed Service Change & Title VI Analysis\*\***
  - a. Open Public Hearing
  - b. Public Comment\*

Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 5pm Nov 30.  
Written Comment: Email comments to [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 5pm Nov 30.
  - c. Close Public Hearing
- 4. PUBLIC COMMENT\***

Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 5pm Nov 30.  
Written Comment: Email comments to [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 5pm Nov 30.
- 5. PRESENTATIONS**
  - a. Employee Service Awards – CEO Ilgenfritz
- 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 October 27, 2022, Board Workshop.
  - b. Approve minutes of the November 3, 2022, Board of Directors' Meeting.
  - c. Approve vouchers dated October 7, 2022 in the amount of \$1,796,971.72.
  - d. Approve vouchers dated October 14, 2022 in the amount of \$1,839,744.74.
  - e. Approve vouchers dated October 21, 2022 in the amount of \$7,207,088.15.

\*Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

- f. Approve vouchers dated October 28, 2022 in the amount of \$1,222,695.47.
- g. Approve October 2022 Payroll:
  - i. Direct Deposits Issued, #424240-425693 in the amount of \$3,496,561.62.
  - ii. Paychecks Issued, #109228-109277 in the amount of \$37,952.19.
  - iii. Employer Payroll Tax Deposits in the amount of \$387,616.04.
  - iv. Employer Deferred Compensation for IAM in the amount of \$7,953.66.

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

- a. Approve Resolution No. 20-22, Adopting the 2023 Budget – Mary Albert
- b. Approve Resolution No. 22-22, Labor Contract Between Community Transit and International Association of Machinists, District Lodge 160 – Cesar Portillo
- c. Approve March 2023 Proposed Service Change – Chris Simmons
- d. Award RFP #2021-082, Swift BRT Shelter Manufacturing & Parts Support – Orange Line Order – Christopher Silveira
- e. Award Contract RFP #2022-130, 40-foot fuel cell electric bus – De Tapia
- f. Award Contract RFP #2022-129, 40-foot battery electric bus – De Tapia

**10. CHAIR'S REPORT**

**11. BOARD COMMUNICATION**

**12. EXECUTIVE SESSION**

- a. Review the Performance of a Public Employee.

**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).

\*\*Indicates attachment

# **Public Hearing**



Public Comments: March 2023 Service Change and Title VI Analysis - Comments as of 11/21/22

Summary:  
The public comment period started on 11/2/2022 with a press release, rider notice, and live website.

This review of comments covers the period from 11/2/2022 through 11/21/2022. Forty-six comments have been provided in this time period. Additional comments will be shared with board members throughout the comment period.

There were positive comments supporting the cuts with an understanding of the lack of coach operators and how the reliability network is affected. There were also comments that voiced resistance and opposition to cutting service at all. A segment of this opposition was based on the available funding to the agency and that there is sufficient money available to provide service. A second segment was concerned that they would no longer be able to connect to make their trip or would be precluded from being able to get to and from work.

#	Name	Contact Info / Source	Route	Comment	Date
1	Matthew Trecha	matthew.trecha@commtrans.org	101 / 105	<p>I rely on public transit to get to and from my job in South Everett and I live in Downtown Seattle – on a good day my one way (reverse) commute takes 90 minutes one way and on bad days it can take up to 120 minutes.</p> <p>I rely on two combinations to get to/from work:</p> <p>Option One:</p> <p>1)King County Metro RapidRide E from Downtown Seattle to Aurora Village Transit Center – I usually arrive at AVTC between 6AM-7:30AM</p> <p>2)I connect at AVTC to the CT Route 101 or Swift Blue Line between 6AM-7:30AM – please do not discontinue these departures</p> <p>3)I connect from the Route 101/Swift Blue Line to either Swift Green Line or Route 105 – whichever arrives first (please get these to run out of the same bus stop!) – at Airport/99 and ride until Kasch Park</p> <p>Option Two:</p> <p>1) I take Sound Transit Link light rail from University Street Station to Northgate Station and arrive at Northgate around 6AM-7:30AM</p> <p>2)I connect at Northgate Station to Sound Transit Route 520 which I ride to either Lynnwood Transit Center or Ash Way Park &amp; Ride</p> <p>3) I connect to CT Route 109/201/202 at either LTC or Ash Way P&amp;R around 7-7:30AM</p> <p>4) I connect to the Swift Green Line or Route 105 at/near the 4th Ave Green Line Station and ride until Kasch Park</p> <p>I do the return trip leaving Kasch Park around 3:30PM regardless of option.</p> <p>Please do not cut any ‘rush hour’ trips in the reverse commute direction – there are many Boeing employees who rely on these trips that I see on the same routes as myself (including two regulars who get on the RapidRide E with me in Seattle). Transfers during these travel hours are what make a ‘good’ day or a ‘bad’ day for these commuters – any cuts during these hours will result in significant worsening of already difficult commutes.</p> <p>Thanks for taking reverse commuters into consideration as you decide where to cut trips.</p> <p>Cheers, Matt Trecha Seattle, WA 91804</p>	11/2/2022
2	David Netz		270	Eliminating the 270 to seaway first thing in the morning will prevent me from getting to work	11/2/2022

Public Comments: March 2023 Service Change and Title VI Analysis - Comments as of 11/21/22

3	BoPopWa - Twitter	Twitter	105	Our only cross-county, local spine route is slated for service reductions. Do you use RT 105 to travel around #Bothell or @snocounty?	11/3/2022
4	Jamar Taylor	Facebook		You guys really did raise the bar high on this one. Implementing "brilliant" policies that's slowly driving your workforce away. "How come my bus hasn't showed up?" "Because no one wants to drive our buses." But hey, you all did mitigate the spread by effectively not having any working employees left. Time to play Transit Agency again, not Community Heroes...	11/2/2022
5	Robby McFarlane	Facebook		Cutting service even with the millions of dollars of Covid money you guys received	11/2/2022
6	Kimberly Meliza	Facebook		Thank you for recognizing the answer to truly supporting our community and our Operators is to cut service until appropriate staffing and equipment can catch up to pre-pandemic levels. I know this was a hard decision and a last resort.	11/3/2022
7	Boyce Tsang	boycetsangor@gmail.com	412	Route 412 already received service reduction in 2022 and the 60-min frequency is already less than ideal. As far as I can tell from riding it daily, the ridership is pretty consistent for all first 3-4 trips from the morning. Please reconsider further reducing service on this route.	11/3/2022
8	Steve Murphy	steve.murphy@commtrans.org		We have the ability to restore service . We have collected normal sales tax revenue during 2020 and 2021. 2022 is above previous years. Would We be obligated to return taxes collected if we cut service. If Community Transit could advertise a 2022, 2023, 2024 contract We would be able to attract journeymen Mechanics of which We are short 14 .	11/3/2022
9	Rmarcham	Facebook		Interesting that Community Transit wants to cut service along the routes that eventually will be the Swift Orange BRT route. Not an ideal way to prepare (and this is part of a major CT service cut throughout Snohomish County).	11/3/2022
10	Andrew Le	be236@hotmail.com	422, 240	Can you make routes CT 422 and CT 240 connection in downtown Stanwood P&R meet in the mornings?  Basically, have CT 240 in the morning going from Warm Beach to downtown Stanwood around 6:30am be able to connect with CT 422 at the P&R going to Seattle.  So, either have CT 422 go a little later , or CT 240 go a little earlier to catch CT 422 to Seattle for the weekday commute.  Currently, these two routes are out-of-sync of each other in the morning time.	11/5/2022
11	Tyler Salwierz	thezombiehunter@gmail.com	201, 202	Regarding the proposed changes for 201/202 I don't feel like you should cancel 11 trips. The line serves Arlington-Lynwood and there aren't any alternatives to the Marysville/Arlington area if you're traveling from Lynwood or Everett.  I know times are hard with Covid but I hope you reconsider those changes.	11/8/2022
12	@ZeroisHetta:	Facebook		I dont find any issues with your current suggestion for cuts in service. As many times I have rode the green line and noting a lot of those buses are near empty, it would have made sense to cut some of that bus service.	11/4/2022

Public Comments: March 2023 Service Change and Title VI Analysis - Comments as of 11/21/22

13	Antonio Casci	ajcasci96@gmail.com	280	<p>My name is Antonio Casci and I've been using your bus services for over 12 years. I've used almost every bus line and have been a card caring member for almost a decade now.</p> <p>Please do not cancel the 280 service to Seaway. From my perspective it shouldn't be affected by driver shortages because it's the same driver on one long route. If need be transfer the driver at Seaway.</p> <p>What I do propose is upgrading social media presence for Community Transit. I.e. Tiktok, Facebook and so on. Public image is important and surprisingly a lot of residents in the snohomish County area know little to nothing about your wonderful bus system and its benefits. Almost everyday I'm telling people about the bus because they have no idea.</p> <p>TL;DR</p> <p>Do not cancel 280 to Seaway my job depends on it and so do many others.</p> <p>Upgrade social media presence. My email is always open if you want some more feedback on what you guys could do to boost image for a younger audience. (I'm 26). Thank you I appreciate your time.</p>	11/9/2022
14	Shawn Prater	shawnp@bloodworksnw.org	412	<p>.... I work in the medical profession in Seattle. I cannot work from home and have not stopped riding the bus except at the beginning of the pandemic lockdown when the first 412 run wasn't until after 8 am. When earlier morning service resumed in September 2020 I was back on the bus.</p> <ul style="list-style-type: none"><li>•The 412 currently only has 6 runs each direction. It has a run approx. every 30 minutes in the morning and 40 minutes in the afternoon.</li><li>•The 412 has had so many runs cancelled at the last minute including 3 in a row a couple of months ago. The bus that finally shows up is super full.</li><li>•There is no other bus that services the Park &amp; Ride at McCollum Park to/from Seattle.</li><li>•The light rail from Northgate to Seattle isn't very convenient. The stations in Seattle aren't close to the hospitals thereby increasing commute time.</li><li>•Many of my former bus mates have driven farther to take the 413 from Ash Way. But once you cross I-5, your commute increases significantly. I've taken the 413 a few times due to the unreliability of the 412 and that adds another 15 min each way to my overall commute (bringing it to 1 hour each way) and much frustration due to traffic just crossing I-5.</li><li>•When I am waiting in Seattle for the 412, I watch two 413s go by and can see each has significantly fewer riders per trip than the 412.</li><li>•Why not cut the two runs from the 413 since that bus has significantly fewer riders per trip than the 412 and comes much more frequently.</li></ul>	11/9/2022
15	Kristen Kinnamon	bikenbus@gmail.com	201, 202	<p>Please provide additional information on what trips are being cancelled and what level of frequency is being preserved on local routes.</p> <p>I am particularly interested in 201/202, but I imagine riders on lower frequency routes really need to know what cuts are being considered.</p> <p>I realize you may not have developed a fully new schedule yet, but the current proposal gives no hints as to what criteria will be used to cut or retain trips.</p> <p>Also, it would be worth noting why cuts are not being made to commuter routes, where ridership and demand have rebounded more slowly.</p> <p>Thank you.</p>	11/10/2022

Public Comments: March 2023 Service Change and Title VI Analysis - Comments as of 11/21/22

16	XI S IX	scarixix@hotmail.com	412	<p>I depend on taking the 412 bus from Silver Firs to work in downtown Seattle every Monday to Friday daily. Have taken this route for 7 years now. Because of changes to 412 schedule recently, I now have to catch bus at 5 am and get downtown at 6 am. Wait an hour to start work at 7 am. I have tried later 412 bus around 6 am but got downtown late around 7:30 am.</p> <p>Now you are threatening routes and making it even more of a burden to get to Seattle for work. Intentionally do not drive due to high gas prices, stress and price in parking. Please do not make it even less convenient in morning commute 5-8 am and afternoon 3 am to 6 pm windows. Whenever I have left work sick midday to get back home it is draining to spend 45 minutes to an hour waiting for a transfer at Ash Way Park and Ride. Taking around 2 ½ hrs to 3 hrs to get home is even more exhausting when ill. Being able to jump on one bus rather than to have to catch transfers is wonderful. Worrying about a bus being early or late and missing transfer is very stressful. During Covid shutdowns I would attempt to catch 109 bus part of way to work and catch 412 and missing connecting bus by minutes and at times watching it leave as I get to stop can break a man's heart.</p> <p>Realize you are going to make whatever decision based off your facts but want to let you know I see nearly full 412 bus each day and encourage you to realize how important this route is to certain people's lives.</p>	11/14/2022
17	Matthew Goldor	matthew.b.goldor@boeing.com	270	Community transit I take the 270 to Boeing/Seaway blvd 3-4 days a week. Please do not cancel this route.	11/14/2022
18	Sofya Shatalova	sofya.shatalova@boeing.com	270, 271, and 280	<p>Good morning Community Transit,</p> <p>I would like counter the proposed changes to cancel the Seaway Transit Center segment with the buses 270, 271, and 280. I am a Boeing employee and I use these buses everyday to get to and from work. I use the Broadway and 33rd stop and take it to STC, from where I can easily make it to my place of work. I have chosen my place of residence almost explicitly on the availability of those bus lines and their travel time. The alternative routes of Everett buses 3 and 8 are either too far from where I live or don't fit my start time of work, so they are not viable substitutes for my commute. Using the resources of vanpool/carpool through both Boeing and Community Transit shows those services only available at least 6 miles away from my location so this is also not an option. I ask that those bus lines keep the Broadway and 33rd and the STC stops.</p>	11/14/2022
19	Isabel Zyla	zylaisabel@gmail.com	116	<p>Hi there,</p> <p>I'm a paralegal and law student who frequently uses the 116 bus route during the week to get to classes at Edmonds College and CWU Lynnwood, then to work in downtown Edmonds, as well as returning home from both those locations using the same bus route. I would like to request that you do not suspend any rides for that route as many college students, like myself, depend on public transportation daily for educational and financial purposes. Public transportation has created an opportunity for education that I wouldn't normally have if bus rides on route 116 were suspended during the week.</p> <p>I appreciate your time and consideration in this matter. Please let me know if you have any questions or require additional information from me.</p>	11/14/2022
20	Tomoko Lehtinen	Tomoko.Lehtinen@crtkl.com	412	Hello,Currently I ride the Route 412 twice a week and will be increasing to 3 days a week soon. I am very concerned about reductions on this route as I don't have an option to drive in.	11/14/2022
21	Travers Xuan Cao	marine.capt.xuan@gmail.com	x	<p>Furthermore, let's admit something - I understand that the priority is the light rail system, and while I support that, I don't see why all of the investments are going there. I know funding for local bus routes had been pulled or decreased, because bus qualities had suffered well before March 2020, and phone calls, at one point, was a full hour of wait time January that year. With that already in place, along with so many other difficulties to come, is a service reduction really going to be anything appealing for the image and impression of Community Transit to us the people, especially those who rely on public transportation services and/or cannot drive, like myself, if not those who have other disabilities?</p> <p>We are now at the point of We the People are being pinched, and you're one of the pincers. I suggest Community Transit have a deeper look into the situation from many more angles, particularly concerning us the people, before going further with this service reduction.</p>	11/14/2022

Public Comments: March 2023 Service Change and Title VI Analysis - Comments as of 11/21/22

22	Monchelle Pelky	mpelky89@gmail.com	115,116,201&202	<p>Hi I’m a weekday commuter who relies on routes 115,116,201&amp;202.</p> <p>I’m requesting that you have services for these stops, routes, times if possible:</p> <p>-route 115 OR 116 (north east bound) available for stop # 251 (200th st sw&amp; 53rd PL W) between 5:10 pm to 5:30 pm Monday to Friday.</p> <p>-Route 115 OR 116 (south west bound) available for Lynnwood transit center between 7:30 am to 7:50 am.</p> <p>-Route 201 OR 202 (northbound) available for lynnwood transit center: 5:45 pm to 6 pm</p>	11/14/2022
23	Madeline Herzog	MadelineH@vulcan.com	412	<p>The website only lists “suspend 2 daily trips out of 12” for Route 412. The timing of the suspensions would be critical. I catch the bus at McCollum usually at 7:21 and have about a 1 hour commute -door to door. I may need to bump up to 6:49am to get to work closer to 8:00am. If the suspended routes were the first and last runs, I could manage. I needed to take the very last bus 2 weeks ago, but ended up taking an Uber instead (I would have missed it), but rarely need to stay that late. The biggest frustration for me is having to wait so long between runs if I miss one. In the evening I catch the 5:05 stop at Terrace &amp; 5th. It’s usually safe enough, but in the winter if I miss that one and then have to wait until 5:44 for the next one, I’m standing in a relatively rough neighborhood, in the dark, for too long.</p> <p>If I take light rail to Northgate, it adds about ½ hour to my commute, as we stop at several park &amp; rides before finally getting back to McCollum – so it’s a toss up between waiting 40 minutes at the stop, or walking back to the light rail entrance and taking my chances there. Neither are ideal.</p> <p>I’ve also driven to Ash Way, for more commute options, but I live closer to Mill Creek and getting out of the Ash Way P&amp;R and across 164th can take 15 minutes to go a few miles in the afternoon. I actually go north to get to McCollum, before heading south to Seattle, because it’s the fastest route downtown for me.</p> <p>I really want commuting by bus to work. I have free parking at work and still choose to ride the bus. Please don’t make it more challenging than it already is right now.</p> <p>One more note, all the south bound 4th Avenue routes drop off at 5th &amp; Jefferson and then still travel 3 more blocks south before turning on Main to get to 4th Ave. Why can’t there be a stop at the southern-most spot? I walk 6 blocks south from the 1st stop to Union Station and watch the bus go right past me. The next stop-on 4th, is literally a block west of where they dropped me off on 5th. Frustrating on a cold/rainy day. Some days I catch a transfer on a Metro run up 5th, but they are running less frequently as well, so I usually walk.</p> <p>Regards, Madeline Herzog</p> <p>I’ve also driven to Ash Way, for more commute options, but I live closer to Mill Creek and getting out of the Ash Way P&amp;R and across 164th can take 15 minutes to go a few miles in the afternoon. I actually go north to get to McCollum, before heading south to Seattle, because it’s the fastest route downtown for me.</p> <p>I really want commuting by bus to work. I have free parking at work and still choose to ride the bus. Please don’t make it more challenging than it already is right now.</p> <p>One more note, all the south bound 4th Avenue routes drop off at 5th &amp; Jefferson and then still travel 3 more blocks south before turning on Main to get to 4th Ave. Why can’t</p>	11/14/2022
24	eddie eimicke	eddieeimicke@yahoo.com	116	<p>During the week I take the 116 at 7:10pm at bus stop 2726 to Lynnwood Transit Center. Is this one of the routes being affected. I go to work at this time.</p> <p>I hope this routes stays</p> <p>Thanks</p>	11/14/2022

Public Comments: March 2023 Service Change and Title VI Analysis - Comments as of 11/21/22

25	Matt A. Borselli	matt.a.borselli@boeing.com	270/271 and 280	<p>Hello Community Transit, Community Transit must retain the Route 270/271 and 280 to Seaway Transit Center.</p> <p>Since 2014, I have been a daily rider of Route 270/271 (originally Route 274) to Boeing Everett/Seaway Transit Center. I know several people that use Route 280 to Seaway as well.</p> <p>Before Covid, there were two buses that went in the morning and two buses in the afternoon for Route 270/271 and Route 280. Now there is only one each way for each route. On any day, there is usually 3-6 people taking the Route 270/271 bus to Seaway Transit Center. Some days there are more, up to 8. On the way home, there are usually a couple of people.</p> <p>The purpose of Seaway Transit Center is to service Boeing and the surrounding businesses. How can Seaway fulfil its purpose without riders? Routes 270/271 and 280 have steady ridership, despite being reduced in number. How can Community Transit expect ridership growth when they abandon the Boeing Everett community?</p> <p>I saw the Rider Alert at Bay 6 Seaway Transit Center and noted that while the other proposed impacted routes would lose daily trips, none of them were originally a single run each way, the majority of them have over 40 daily trips. Routes 270/271 and 280 only have one run each to Seaway Transit Center out of 22 daily trips for Route 270/271 and 16 daily trips for Route 280.</p> <p>Please do not eliminate the runs to Seaway Transit Center.</p> <p>Thank you.</p>	11/14/2022
26	Kourtnie Hertlein	kourtnie.hertlein@yahoo.com	119	<p>I was in high school when this route was put in, and it was life changing. Being able to take it to right across the street from my best friends house was the best thing to have happened. Especially in the summertime. Going over there in the first bus if the day, and getting ready with her. Catching 119 to the Alderwood mall or even to go catch another or walk from the Lynnwood transit station to go spend the day at the Edmonds beach. It's saddening to see that the kids who still live in those neighborhoods won't get to experience those same things that made mine and my friends childhood so great. Please reconsider changing this route. There are so many schools that sit right there and so many kids who won't get to enjoy their summers knowing they can catch that bus route and stay out just a little longer and be home in time.</p> <p>Thank you for listening, and for your consideration to not change bus route 119.</p>	11/15/2022
27	Michael Oesch	moesch62@gmail.com	201, 202	<p>I see that 11 trips to both 201 and 202 are proposed. I have not seen what the proposed schedules are. Monday - Friday I ride a 201 or 202 departing at 6:19 AM or 6:32 AM from Smokey Point and then take the same route back departing Mariner Park and Ride at 5:09, 5:24, or 5:39 PM. It seems like there are a number of people besides myself who use these same buses so I hope these are unaffected. I suggest some mid day and night routes be eliminated to less impact the majority of riders.</p>	11/15/2022
28	Steven Wenzel	stevenwenzel467@gmail.com	115,116	<p>Will the proposed changes impact the wait time between all trips or will there just be trips missing from the current schedule? What times of the day would this impact the most?</p> <p>I among some of my friends take these routes often for college classes and my biggest concern is having to wait longer for a bus or leave even earlier to get to my classes on time.</p> <p>Thank you for taking the time to listen!</p>	11/16/2022
29	Lewis Baltuck	Connections case 69657	196	<p>customer unhappy with proposed reductions for route 196. customer says he depends on the route a lot and he hopes the service isn't reduced. because 17 trips is a lot</p>	11/16/2022
30	Taranasaurus	Twitter		<p>It's disappointing that there are only cuts in site when the bus to my major university from a transit center is already down to once an hour. The bus home after my Wed class is ALWAYS almost 30 mins late. I know you have a driver shortage, but Lynnwood is growing while bus service shrinks. We're at 20 mins. We all look cold and confused. I know you obviously don't care but I have been up since 3:30am and this regular Wednesday bull shit means I won't get my transfer bus either and I won't get home from my class that ends at 5:30 until after 7. I'm so hungry and tired, guys. When everything's on time, this trip takes 40mins-- almost as long as it's late by! I have seen four 522 buses.</p>	11/16/2022



Public Comments: March 2023 Service Change and Title VI Analysis - Comments as of 11/21/22

31	Carolyn Drake	<a href="mailto:coachdrake@aol.com">coachdrake@aol.com</a>	115, 116, 196	<p>It appears that Community Transit plans to eliminate half of the 115 route runs. Since this is my primary mode of transportation, it is difficult to comment on how this would impact my life without knowing whether the route will essentially become one bus/hour or whether massive cuts will be made to mid-day buses.</p> <p>Further, it is impossible to know how changes will impact my ability to timely connect to other routes such as the 116 and 196 routes.</p> <p>While I fully appreciate the challenges Community Transit is experiencing due to driver shortage, I don't get the sense that y'all have much real concern about how your lack of transparency will impact those of us who rely solely on the bus for transportation. Y'all clearly don't care about passengers who can be left stranded with perishable groceries in the summer heat because a bus only runs once/hour.</p> <p>My expectation is that you will resume publication of Bus Plus in March, 2023. You clearly have NO idea how difficult it is for tourists, people new to transit, and passengers who don't own cell phones to navigate the system without Bus Plus. I've been left stranded when routes are canceled after I leave home. I've coached fellow passengers who find your system impossible to navigate on their cell phones. And, I spend an inordinate amount of time on your web site printing schedules and trying to find out whether the bus I plan to take will actually show up.</p> <p>Finally, I'm beyond weary of giving feedback to people who don't actually ride the bus on how the system works and how it is dysfunctional as hell. Most employers aren't interested in hiring people who don't actually use the product that is central to the organization's purpose and existence.</p> <p>Quite frankly, this is why Community Transit is having such difficulty recruiting drivers. Y'all don't have a great reputation among experienced drivers as a great place to work because y'all don't hold yourself accountable for bad decisions made because your executives don't understand how the system actually operates from behind the wheel.</p> <p>If everyone working for Community Transit had to rely solely on the system to get where they need to go for a week, I can guarantee you that y'all would figure it out pretty damned quickly.</p>	11/17/2022
32	Jamar Taylor	Facebook		This all could be avoided if you all reinstated the workers that were terminated on 12-31-22. Fully licensed, trained, and filled with longevity. This is what happens when personal feelings get involved with decisions.	11/17/2022
33	Rachel Talley	Facebook		You could do other things besides canceling 20% of certain bus routes	11/17/2022
34	Suzi Kim	<a href="mailto:lolmankoable125@gmail.com">lolmankoable125@gmail.com</a>	101	Hello, Which stops are affected for march 2023 for route 101?	11/17/2022
35	Stephanie Welch	<a href="mailto:snwelch11@gmail.com">snwelch11@gmail.com</a>	115, 116	As a rider, we need more details about what runs might be cut. We just had a cut to service when buses were rerouted to Northgate Station, negatively affecting commutes in terms of travel time and convenience. Please try to avoid more service cuts to a population that relies on this service for getting to work, prk and rides, medical appointments, shopping, and more. Definitely don't cut critical run times for 115, 116.	11/18/2022
36	Patrick Brooks	Facebook		Jamar Taylor and they wanna take us over when they can't even staff the trips they have now 🤔 we don't require vaccines and weve gotten the largest percentage of ridership out of any any of the big 5 agencies	11/17/2022
37	Patrick Brooks	Facebook		Stop trying to take over Everett transit when y'all can't even run full service on what you have now	11/17/2022
38	Shelly Schweigert	Facebook		Anne Caroline Drake President Biden Build Back Better "American Rescue Plan for Transportation " Show a loss in revenue to gain grant money is a strategy to grow the business. The public has suffered with reduced service and cancelled trips. Hopefully 2023 will get better when Drivers and Mechanics are rehired.	11/17/2022
39	Shelly Schweigert	Facebook		TAXPAYERS give CT \$17 million dollars a month for full service. Can we get a refund since service is reduced?	11/17/2022

Public Comments: March 2023 Service Change and Title VI Analysis - Comments as of 11/21/22

40	Anne Caroline Drake	Facebook		I'm livid that there is zero transparency about exactly which runs on routes that will be slashed in half will be impacted. It's impossible to provide cogent feedback when passengers have NO idea of how exactly the changes will impact our lives. This feels like another round of executive arrogance from Community Transit. Ironically, it is that arrogance which is at the root of Community Transit's inability to fully staff. Quality drivers have alternatives. They don't need to work in an environment	11/17/2022
41	Angie Kritenbrink	Facebook		I think it would be good when you write up announcements like this to include ridership numbers. Is ridership up or down? That kind of thing.	11/18/2022
42	Jamar Taylor	Facebook		They dug themselves into one heck of a mess. What sounded smart at the moment turned out to be a leap of ignorance. I'm not an expert, but I did stay in a Holiday Inn Express.	11/18/2022
43	Stanley Hasegawa	Facebook	130	I only see reductions? I thought the 130 was going to bring back some trips? It would be nice to have one or two extra buses around lunchtime or better yet have the 115 run from aurora village to Edmonds station every so often.	11/18/2022
44	David Chandler	<a href="mailto:davidchandler2012@gmail.com">davidchandler2012@gmail.com</a>	280	Please don't cancel my only way to work safely in the morning. I have been commuting on the 280 to Seaway for years. I even rode it before Seaway transit was even built when it used to go around Boeing. I work on Merrill Creek parkway it's my only way to work as I don't have a car. I don't like Everett transit because their buses have a twecker on them. So please, please, please don't take my bus away from me!!!	11/19/2022
45	a c	<a href="mailto:yattahazze@gmail.com">yattahazze@gmail.com</a>		It's been many years since I had a usable bus route near my house. The old 120 route wasn't great, but it at least it stopped close enough to my home and allowed me to get out of this area to find work and go to medical appointments. Every year I hope to see change and end up disappointed. I feel like neither CT or Metro cares what happened to us here in Bothell and Kenmore on the county line.	11/19/2022
46	Dean Huber	<a href="mailto:thewellbalancedgeek@gmail.com">thewellbalancedgeek@gmail.com</a>	412	I was sorry to hear that service we be reduced on the 412 route, which is the bus I ride to work in downtown Seattle. I fully understand your need to keep the bus system efficient & financially stable. Certainly ridership on the 412 route has be greatly reduced. However, I need to be at work at 7am & depending how you re-arrange the 412 route, if there is no bus getting me to work on time or a little before, I will need to make other arrangements, which may include to stop riding the 412 bus.	11/20/2022

# Action Items

**To:** Board of Directors

**From:** Chris Simmons, Manager of System Planning

**Date:** December 1, 2022

**Subject:** March 2023 Service Change

### **BACKGROUND**

Throughout 2022, Community Transit and our contractors have experienced a shortage of operational staff impacting the ability to deliver reliable transit service to our customers. This experience is consistent across the nation, with 90% of transit agencies struggling to recruit and retain employees and 2/3rds of those agencies adjusting service as a result ([Transit Workforce Shortage: Root Causes, Potential Solutions, and the Road Ahead](#), Oct. 2022 APTA report).

In response to these challenges, Community Transit has increased efforts to recruit and retain employees, while also making temporary service adjustments in March 2022 and September 2022 to improve reliability for customers. The goal continues to be to restore these suspended trips as soon as agency staffing levels allow and to then begin growing service to meet our future service expansion plans.

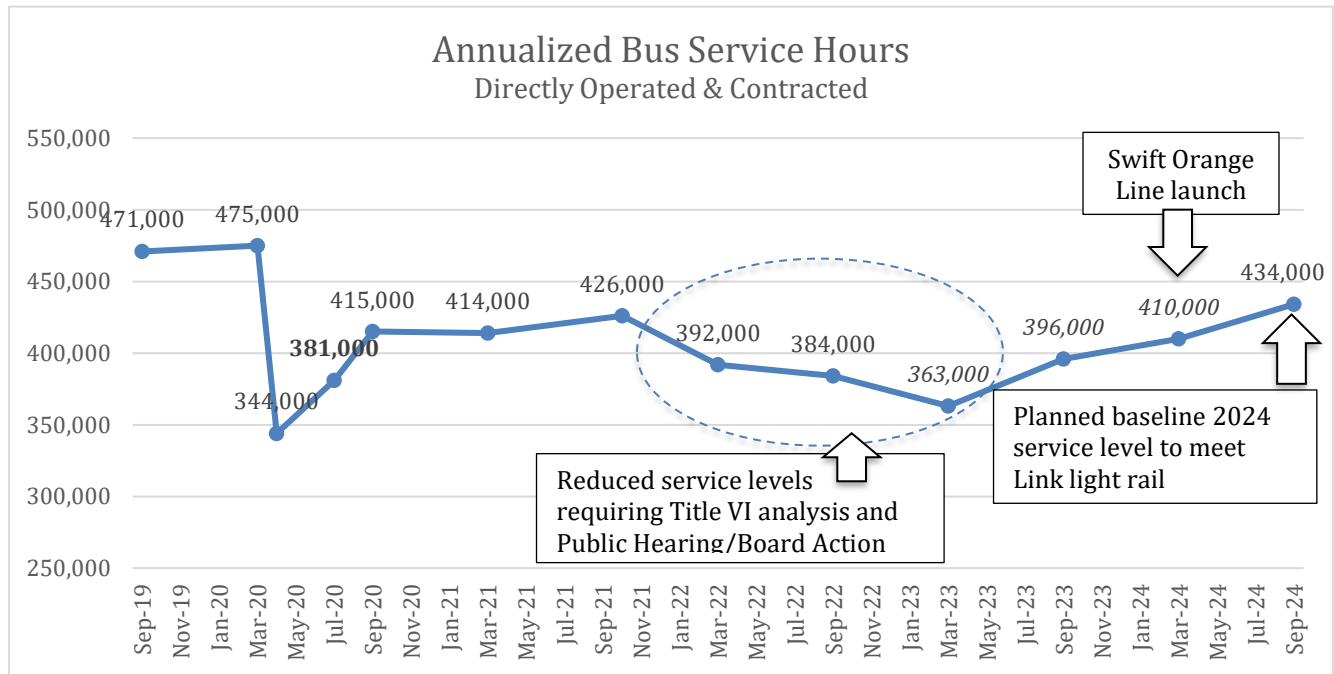
The agency has been able to hire a significant number of new employees in 2022 and is continuing to receive new job applications. Coach operator class sizes have been made larger, and additional efforts to recruit mechanics are being made. Despite this progress, updated staffing forecasts indicate that Community Transit will not show sufficient growth by March 2023 to restore previously suspended services. Additionally, the agency will need to further reduce service in order to provide ongoing reliability for riders and meet our agency priority of service excellence.

### **STATUS**

Staff has analyzed the cumulative service adjustments and reductions implemented in the March 2022, September 2022, and the proposed March 2023 service changes. In summary, the changes include:

- March 2022:  
Eliminated trips, reducing frequency of service on local and commuter bus routes, totaling 34,000 annual service hours.
- September 2022:  
Maintained the March 2022 service reductions and eliminated additional trips on commuter bus routes, totaling 8,000 annual service hours.
- March 2023 (revised):  
Maintain the March 2022 and September 2022 service reductions and further reduce trip frequency on local and commuter bus routes, totaling 78 weekday trips (6% of weekday service), which is 21,000 annual service hours. No complete route eliminations are proposed. (\*Note: the revised proposal no longer includes these route segment adjustments).

The cumulative impact of the three service changes would result in a service level that is 63,000 annual service hours lower than that of the fall 2021 service level. Analysis indicates that this level of service (94% of current service) will provide adequate capacity for current ridership and will be more consistent and reliable. The chart below summarizes the progression of service adjustments since 2019 and proposed for March 2023. It also provides the planned baseline level of service proposed in 2024 when Community Transit restructures the fixed-route bus network and connects to Link light rail in Lynnwood.



Staff presented specific elements of the service proposal, the criteria used to analyze options, and public process timeline at the November 3, 2022 Board of Directors' Meeting.

The agency published the Title VI analysis for this service change, included in the meeting packet. In summary, the routes that met the threshold for a major service change all had more than sufficient capacity as to not create a disparate impact or disproportionate burden on minority or low-income riders. The public comment period on this service change is underway and comments are being collected up to the next Board meeting December 1, 2022. A compilation of comments received to date are included in the Board's meeting packet. Any further comments will be added to form a complete set that will be shared with the Board on December 1. Concerns have been expressed regarding optimizing remaining connections between routes. Work on this issue is ongoing, and priority is being provided to maintaining current connections between routes wherever possible.

The Strategic Alignment and Capital Development Committee reviewed this item at their regular meeting on November 16, 2022. In the meeting, staff shared an updated recommendation that no longer includes suspension of some route segments, but retains the proposed trip suspensions and adjustments to headways. The revised service proposal was moved for action at the December 1, 2022 Board of Directors' Meeting.

## **RECOMMENDATION**

That the Board of Directors approve the full package of service adjustments implemented in March 2022, September 2022, and the revised service adjustments proposed for March 2023.

**To:** Board of Directors

**From:** Chris Simmons, Manager of System Planning

**Date:** December 1, 2022

**Subject:** Title VI Analysis – March 2023 Service Change

### **BACKGROUND**

Throughout 2022, Community Transit and our contractors have experienced a shortage of operational staff that has impacted the ability to deliver reliable transit service to our customers. This experience is consistent across the nation, with 90% of transit agencies struggling to recruit and retain employees and 2/3rds of those agencies making adjustments to service as a result ([Transit Workforce Shortage: Root Causes, Potential Solutions, and the Road Ahead](#), Oct. 2022 APTA report).

In response to these challenges, Community Transit has increased efforts to recruit and retain employees, while also making temporary service adjustments in March 2022 and September 2022 to service to improve reliability for customers. The intent is to restore these suspended trips as soon as agency staffing levels allow and to then begin growing service to meet the goals of our future service expansion plans.

As staff reported to the Board in October, Federal Transit Administration (FTA) Title VI regulations allow agencies to make temporary adjustments to service of up to 12 months duration without an FTA Title VI analysis and approval process. This flexibility allows agencies to respond quickly to emergent conditions such as construction, disasters, or the workforce shortage we are currently experiencing. The temporary service adjustments implemented in March 2022 and September 2022 were allowable per the FTA process, however, are at the level that require Title VI analysis, a public hearing, and Board action if maintained beyond 12 months.

The agency has been able to hire a significant number of new employees in 2022 and is currently processing a wave of new job applications. At the same time, there has been a nearly equivalent amount of attrition through separations and promotions. The agency is not able to restore temporary service cuts by March 2023, therefore exceeding the 12-month period without analysis allowed for these reductions by FTA. The agency is conducting this Title VI service change analysis and public outreach process to provide the flexibility to continue operating at reduced levels until our workforce grows to a level that supports restoration and expansion of service.

### **STATUS**

Included in the service proposal under analysis are the cumulative service adjustments and reductions implemented in the March 2022, September 2022, and the proposed March 2023 service changes. In summary, the changes include:

- March 2022:  
Eliminated trips, reducing frequency of service on local and commuter bus routes, totaling 34,000 annual service hours.



- September 2022:  
Maintained the March 2022 service reductions and eliminated additional trips on commuter bus routes, totaling 8,000 annual service hours.
- March 2023:  
Maintain the March 2022 and September 2022 service reductions and further reduce trip frequency and adjust some segments on local and commuter bus routes, totaling 78 weekday trips (6% of weekday service), which is 21,000 annual service hours. No complete route eliminations are proposed.

## **TITLE VI ANALYSIS**

As part of the process for the Title VI analysis we have compared our current service and next service change to the Fall 2021 service change. Changes rising to the level of a major service change are identified as a greater than 25% reduction in either Revenue Hours or Revenue Miles in the agency's 2022-2025 Title VI Plan. When comparing the March 2022, September 2022 and proposed March 2023 service change to Fall 2021 cumulatively, the reductions involved are no more than 15% of total service. The analysis then makes the same comparisons on a route-by-route basis. Table 1 provides the routes meeting the major service change threshold:

Table 1

402	417	821
410	422	860
412	425	871
413	435	880
416	810	

There exists the opportunity for the public to make similar trips across many combinations of the above routes, whether in concert with other routes provided by the agency or by using services offered by Sound Transit or King County Metro. To review for impacts on a trip-by-trip basis or the trip opportunities available to the riding public using other services is beyond the scope of the analysis required under Title VI. The agency acknowledges that there are multiple opportunities and regional capacity to allow for those trips but will confine the analysis to the routes meeting the defined threshold.

In reviewing the routes meeting the major service change threshold, the next step in the analysis is to review for higher concentrations of minority and low-income populations. The identification of the routes meeting agency standards for being identified as a minority route, low-income route, or both is listed in the table below. All of the routes identified as meeting the major service change standard are within one of those three designations.

*(cont.)*

## **Routes with Title VI Populations**

Table 2

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	21.9%	Yes	100.0%	Yes	101
105	19.4%	Yes	91.9%	Yes	105
106	17.9%	No	100.0%	Yes	106
107	25.4%	Yes	98.4%	Yes	107
109	19.9%	Yes	43.2%	Yes	109
111	12.5%	No	25.3%	No	111
112	18.2%	No	89.0%	Yes	112
113	19.0%	Yes	84.9%	Yes	113
115	18.1%	No	89.4%	Yes	115
116	17.0%	No	71.6%	Yes	116
119	18.7%	Yes	80.5%	Yes	119
120	16.8%	No	98.4%	Yes	120
130	17.2%	No	52.3%	Yes	130
196	17.9%	No	67.3%	Yes	196
201	22.5%	Yes	41.5%	Yes	201
202	22.4%	Yes	39.1%	Yes	202
209	16.7%	No	32.9%	No	209
220	19.9%	Yes	0.0%	No	220
222	21.2%	Yes	50.5%	Yes	222
227	22.2%	Yes	19.3%	No	227
230	19.1%	Yes	0.0%	No	230
240	19.7%	Yes	0.0%	No	240
247	22.9%	Yes	7.9%	No	247
270	21.2%	Yes	0.0%	No	270
271	23.3%	Yes	8.1%	No	271
280	23.1%	Yes	2.4%	No	280
701	24.0%	Yes	81.6%	Yes	701
702	19.6%	Yes	94.0%	Yes	702
402	22.4%	Yes	100.0%	Yes	402
405	19.7%	Yes	100.0%	Yes	405
410	21.1%	Yes	100.0%	Yes	410
412	20.2%	Yes	67.3%	Yes	412
413	18.9%	Yes	100.0%	Yes	413
415	19.1%	Yes	100.0%	Yes	415
416	17.3%	No	61.6%	Yes	416
417	19.1%	Yes	76.3%	Yes	417
421	19.8%	Yes	80.9%	Yes	421
422	19.9%	Yes	38.5%	Yes	422
424	16.8%	No	36.0%	Yes	424
425	18.7%	Yes	68.5%	Yes	425
435	15.9%	No	100.0%	Yes	435
810	19.3%	Yes	82.2%	Yes	810
821	29.1%	Yes	73.4%	Yes	821
860	18.5%	No	92.8%	Yes	860
871	18.1%	No	76.7%	Yes	871
880	18.1%	No	78.9%	Yes	880

The next step in the process is then to review the changes on these routes for a disparate impact or disproportionate burden on the affected minority or low-income public.

### **Service Levels**

As none of the service changes, either in place or proposed, for the routes meeting the major service change standard encompass changes to the pathway of the route, the point of comparison is to determine whether the changes in capacity on the route are creating that impact or burden. To do so, we compared from the start of the March 2022 service change the number of seats offered versus the number of seats consumed (observed max load). The table below confirms that capacity consumption (i.e. the use of coach capacity available by route) ranges from 10% to 31%. This confirms that despite service cuts, adequate service and capacity is available for all previous and current riders.

Table 3

Route	Seats	Load	% Capacity Consumed
810	17,283	1,764	10%
871	21,644	2,382	11%
417	12,634	2,051	16%
416	10,658	2,079	20%
821	16,121	3,190	20%
410	18,134	3,784	21%
402	38,432	9,149	24%
422	6,506	1,555	24%
880	20,671	5,227	25%
860	22,841	5,795	25%
425	13,536	3,627	27%
412	16,513	4,643	28%
413	46,942	14,350	31%
435	11,284	3,517	31%

## **CONCLUSION**

Under the analysis above, there is sufficient capacity remaining for all previous and current ridership levels on all affected routes meeting the major service change threshold. Therefore, there is no disproportionate impact or disproportionate burden on minority or low-income communities, and no mitigation measures need to be taken.

This analysis is being provided to the Board for information regarding the March 2023 service change proposal.

# March 2023 Service Change

Board of Directors

December 1, 2022



# Status

- Service was temporarily reduced in March 2022 & September 2022 due to staffing shortage and to improve reliability for customers
- Maintaining these changes longer than 12 months requires a Title VI major service change analysis
- Community Transit has published a Title VI major service change analysis that is also in your packet
- Public outreach process started 11/2 and is concluding on 12/1 with a public hearing and Board consideration of service change approval



# Cumulative Service Adjustments To Improve Reliability

## March 2022 Service Reductions

- Suspended ~34,000 service hours, reduced frequency on local and commuter routes

## September 2022 Service Reductions

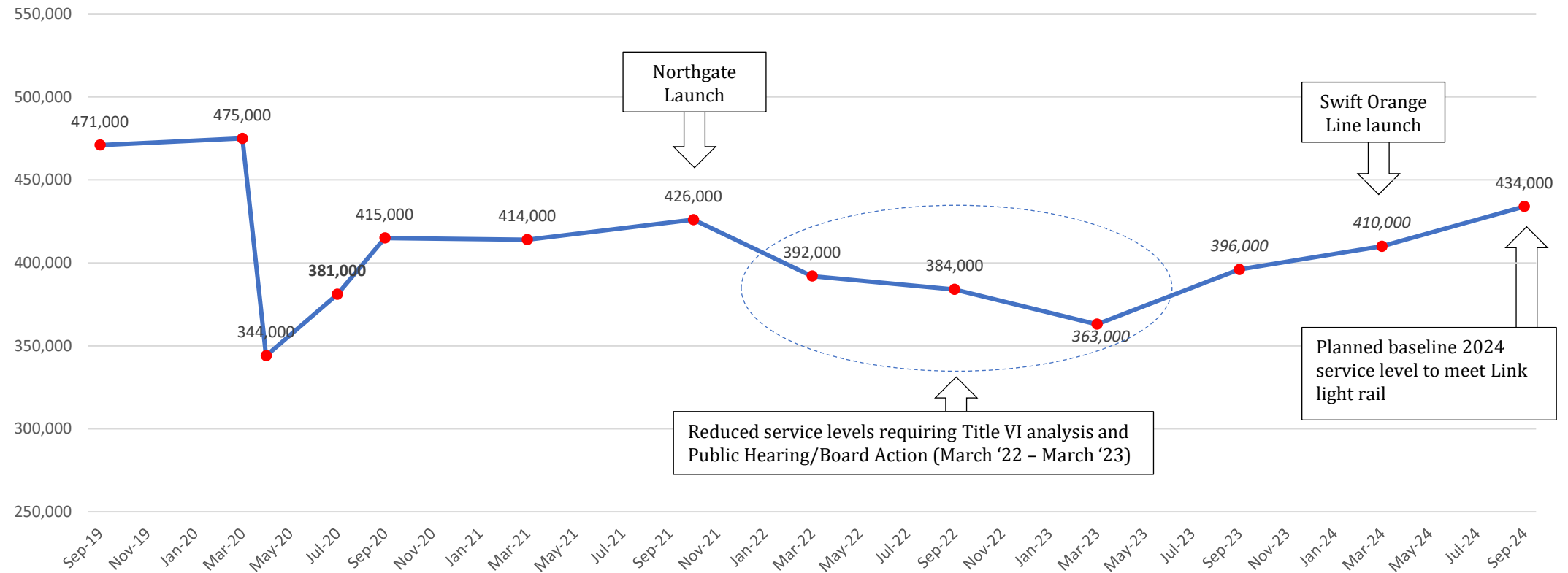
- Suspended 8,000 service hours, reduced frequency on commuter routes

## March 2023 Service Reductions

- Suspend additional 21,000 service hours, reduced frequency on local & commuter routes, ~~and selected route modifications~~

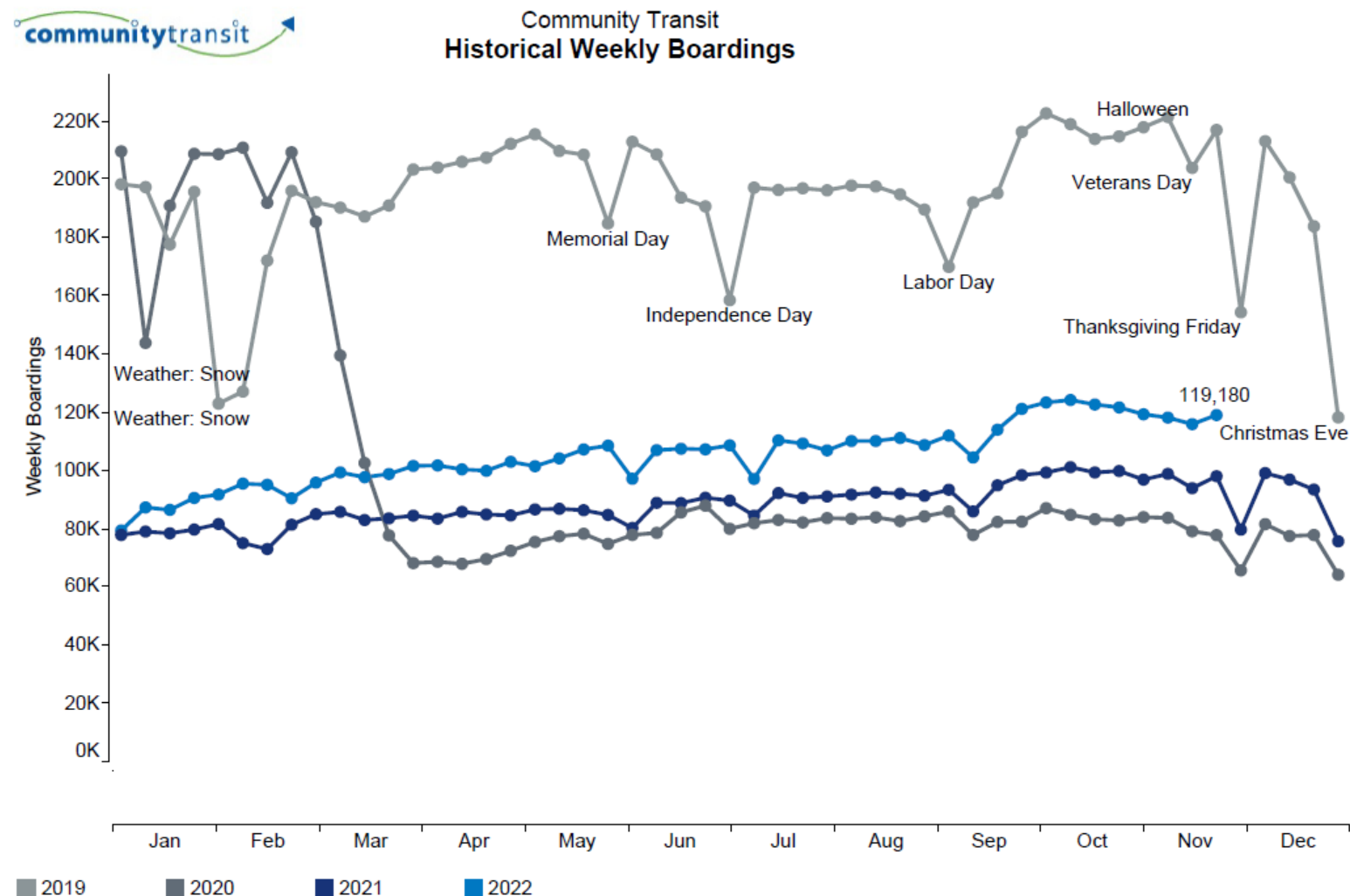
- Total new trips to be suspended = 78 per weekday
- Total remaining trips in system = 1,233
- **94% of current trips remain in operation** and at a higher level of reliability

# Annualized Bus Service Hours Directly Operated & Contracted



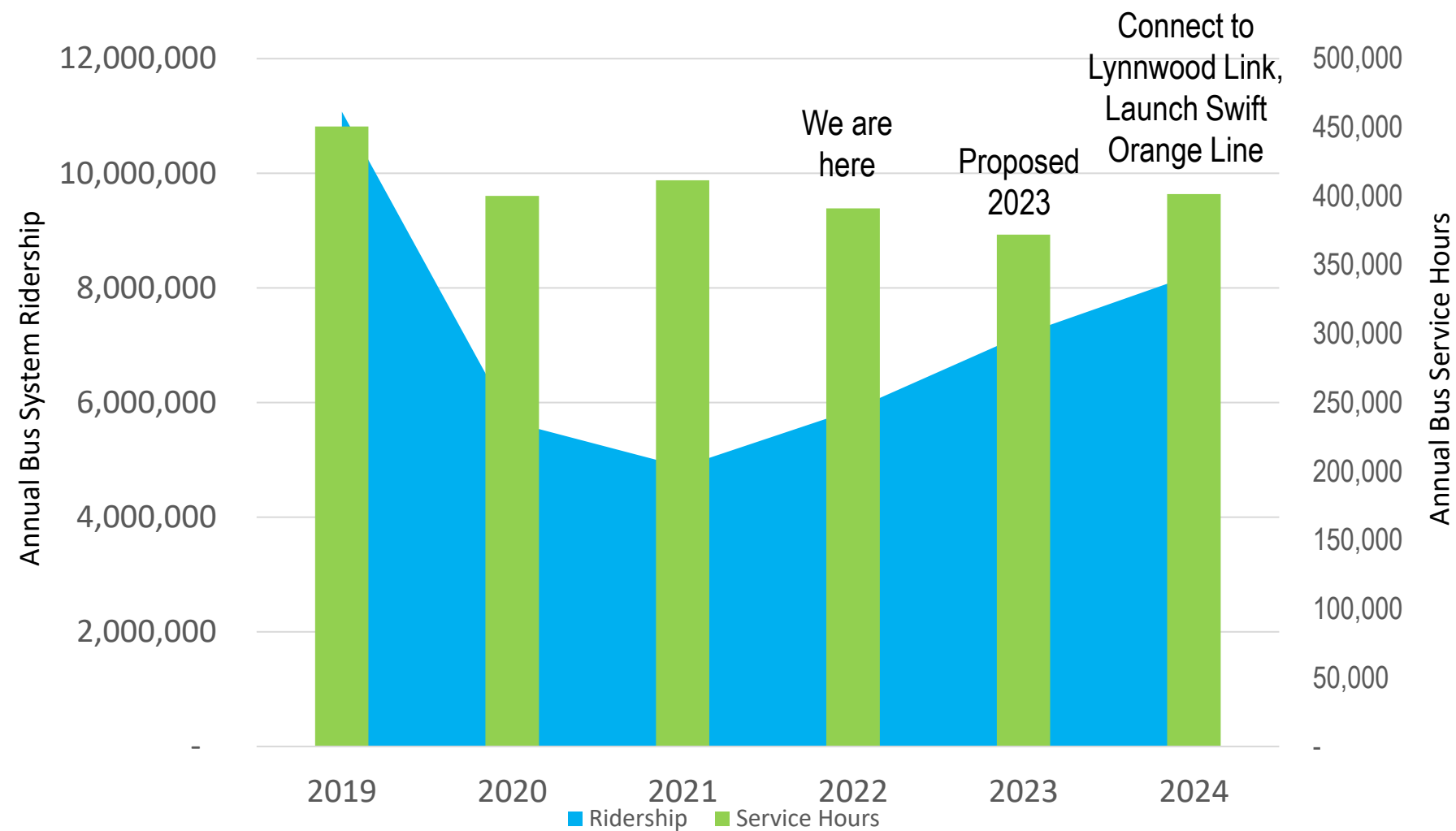


Ridership has continued to grow at a slow but steady pace



# Ridership & Service Level

Proposed service level accommodates forecasted ridership



# Criteria used in planning service suspensions:

- Remain within Title VI guidelines for distribution of service impacts
- Maintain rural connections
- Adjust weekday service only
- Maintain minimum of 60-minute frequency
- Focus on lowest ridership routes and high frequency routes to reduce rider impact



# Services Suspended in March 2022 & September 2022:

Proposal: maintain these suspensions for March 2023 Service Change

- Downtown Seattle routes: 37 trips suspended
- Northgate routes: 56 trips suspended
- Local routes: 50 trips suspended

Total = 143 trips (1,311 trips continue to operate)



# Additional Trip Suspensions Proposed for March 2023

- Suspend 78 additional trips
- 1,233 trips continue to operate

Route	Trips Suspended	Trips Remaining	Current Headway	Headway Change
101 (Mariner to Aurora Village)	7	66	30 min	+3 min
105 (Mariner to Bothell)	4	36	30-60 min	+7 min
115 (McCollum to Aurora Village)	12	48	30 min	+8 min
116 (Silver Firs to Edmonds)	12	50	30 min	+9 min
119 (Ash Way to Mountlake Terrace)	1	32	60 min	+2 min
196 (Ash Way to Edmonds)	17	33	30-60 min	+21 min
201 (Smokey Point to Lynnwood)	11	51	30 min	+8 min
202 (Smokey Point to Lynnwood)	11	50	30 min	+8 min
<del>270/271 (Gold Bar to Everett)</del>	<del>Suspend segment between Everett Station and Seaway</del>			
<del>280 (Granite Falls to Everett)</del>	<del>Suspend segment between Everett Station and Seaway</del>			
412 (Silver Firs to Seattle)	2	10	30 min	+1.5 min



# Summary: Proposed March 2023 Service Change:

- Continue to suspend 143 trips from March 2022 and Sept. 2022 service changes
- Suspend additional 78 trips (6% of current weekday trips)
- Operate 1,233 trips per weekday
- Customer Experience:
  - Improved service reliability
  - Moderate increase in time between trips on affected routes
  - ~~Limited segment suspensions to Seaway Transit Center~~
  - Adequate capacity for current ridership



# Title VI analysis

- Review of all routes meeting major service change threshold resulted in the identification of the following routes:
  - 402, 410, 412, 413, 416, 417, 422, 425, 435, 810, 821, 860, 871, 880
- As none of the identified routes contained a change to their pathway, the disparate impact/disproportionate burden analysis focused on available capacity
- As no affected route after the changes was using more than 31% of the available capacity at peak ridership, no impact or burden was found



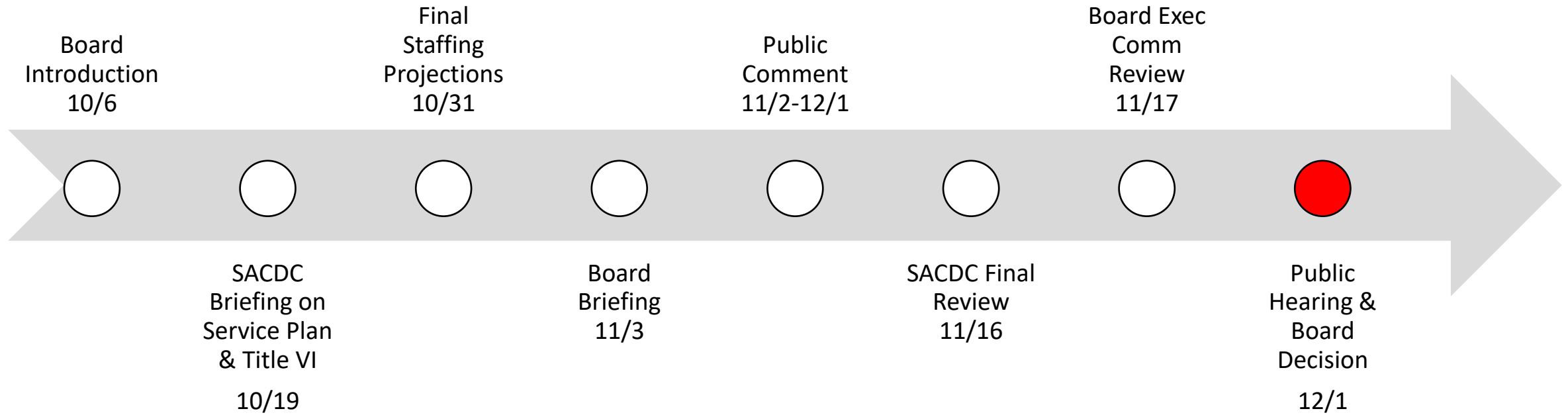


# Outreach Results

- Comments being collected on an ongoing basis through December 1 Board hearing
- Current comments received are provided in the packet
- Themes consist of:
  - Concerns over capacity with remaining trips
  - How to connect between Everett Station and Seaway Transit Center
  - Concerns with continuing to make connections between routes



# March 2023 Service Change Schedule



In order to meet deadlines for work to accomplish the service change, decision must be made by December 1

communitytransit



**Community Transit Board Room & Zoom Platform**

This meeting will be held in a hybrid format, remotely on Zoom and in-person. Proof of vaccination is required for in-person attendees to go mask free. Board Room Address: 2312 W Casino Road, Everett, WA 98204

**Board Meeting**

Zoom Webinar: <https://us02web.zoom.us/j/87858511746?pwd=UVZwc3doeW41L0pRSFBZbVBVWVhQT09>  
Webinar ID: 878 5851 1746      Passcode: 433505      Phone: 1-253-215-8782

**Watch Live**

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

**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 Jan 4.

Written Comment: Email comments to [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 5pm Jan 4.

**4. PRESENTATIONS**

- a. Swift Program Update – Greg Stamatiou
- b. Free Youth Transit Pass Implementation Update\*\* – Chris Simmons

**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 – Council Member Schuette

**7. CONSENT ITEMS\*\***

- a. Approve minutes of the December 1, 2022, Board Meeting.
- b. Approve RFP #2022-133, Task Order for Zero Emission Pilot Project Consulting.
- c. Approve vouchers dated November 4, 2022 in the amount of \$1,449,702.26.
- d. Approve vouchers dated November 11, 2022 in the amount of \$3,429,132.06.
- e. Approve vouchers dated November 18, 2022 in the amount of \$5,870,184.17.
- f. Approve vouchers dated November 23, 2022 in the amount of \$215,304.39.
- g. Approve November 2022 Payroll:
  - i. Direct Deposits Issued, #425694-427163 in the amount of \$3,575,039.10.
  - ii. Paychecks Issued, #109278-110597 in the amount of \$1,486,620.33.
  - iii. Employer Payroll Tax Deposits in the amount of \$568,959.49.
  - iv. Employer Deferred Compensation for IAM in the amount of \$8,090.14.

\*Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

**8. ACTION ITEMS\*\***

- a.** Approve RFP #2017-075, Purchase of Ticket Vending Machines for Swift Bus Rapid Transit – Orange and Blue Line – Rob Jensen
- b.** Approve ITB #2022-147, Purchase of Transit Security Officer Vehicles – Jacob Peltier

**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).

\*\*Indicates attachment

# **Consent Agenda**

**Board of Directors' Meeting  
Thursday, December 1, 2022  
Hybrid Meeting  
3:00 p.m.**

**Board Members Present**

Council Member Kim Daughtry  
Mayor Christine Frizzell\*  
Mayor Joe Marine  
Council Member Tom Merrill  
Lance Norton\*  
Mayor Sid Roberts  
Council Member Jan Schuette

City of Lake Stevens  
City of Lynnwood  
City of Mukilteo  
City of Snohomish  
Labor Representative, non-voting  
City of Stanwood  
City of Arlington

**Board Members Absent**

Council Member Jared Mead  
Mayor Jon Nehring  
Council Member Strom Peterson

Snohomish County  
City of Marysville  
Snohomish County

**Others Present\*\***

Mary Albert\*  
Sabina Araya\*  
Roland Behee  
Tim Chrobuck  
Mike Gallagher  
Al Hendricks  
Mark Holmes  
Ric Ilgenfritz  
Mary Beth Lowell  
Molly Marsicek  
Mike Berman  
De Tapia  
Melissa Cauley  
Eunjoo Greenhouse  
Kyoko Matsumoto Wright\*  
Deb Osborne  
Susan Payne\*  
Cesar Portillo\*  
Shelly Schweigert  
Chris Simmons  
Melody Smith  
De Tapia  
Heather Teegarden  
Rachel Woods

CT-Budget Manager  
Self  
CT-Director of Planning & Development  
CT-Chief Technology Officer  
City of Brier, Board Alternate  
CT-Legal Counsel  
CT-Chief Operating Officer  
CT-CEO  
CT-Director of Comm. & Public Affairs  
CT-Director of Customer Experience  
CT-Tech Infrastructure Services Manager  
CT- Transit Tech Manager  
CT-Deputy Director Planning & Development  
CT- Chief Financial Officer  
City of Mountlake Terrace, Board Alternate  
CT-Chief of Staff  
City of Edmonds, Board Alternate  
CT-Director of Employee Engagement  
Self  
CT-Manager of System Planning  
CT-Executive Support Specialist  
CT-Transit Technology Manager  
Self  
CT-Executive Board Administrator

\*Attended meeting remotely

\*\*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 the December 1, 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 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 Hearing: March 2023 Proposed Service Change & Title VI Analysis**

Chris Simmons, Manager of System Planning, shared information about the proposed March 2023 service plan and detail of the proposed trip route reductions. Proposed service changes were announced via public outreach, agency website and social media platforms. Public comments received were provided to the Board of Directors. Service remained in FTA Title VI compliance and rural connections would be maintained.

### **The public hearing on the March 2023 proposed service change opened at 3:16 p.m.**

Sabina Araya commentated on the proposed service change and Title VI analysis and shared her concerns. She requested drivers who were let go due to the vaccine mandate be rehired.

Shelly Schweigert requested drivers and mechanics let go due to the vaccine mandate be rehired.

### **The public hearing closed at 3:23 p.m.**

### **Public Comment**

Heather Teegarden, Brier resident, was working with staff regarding a friend who rode DART paratransit service from Arlington to Lynnwood and experienced service issues. She was encouraged with the improvements since speaking with staff and thanked them.

Shelly Schweigert commented that Community Transit was a good place to work and that she wanted to be hired back to finish her career.

Sabina Araya requested the vaccine mandate be removed. She shared comments regarding the vaccine.

Joe Kunzler provided two written comments to the Board.

### **Presentations**

#### **Service Awards**

CEO Ilgenfritz recognized Tim Chrobuck, Chief Technology Officer, for his fourteen years with Community Transit and thanked him for his service to the agency. He would retire mid-December. Mr. Chrobuck was most proud of the team he developed—he started with 16 employees in 2008 and grew the department to over 40 employees by 2022.

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

CEO Ilgenfritz presented the report. From November 29 through the following morning, the agency operated in code red status in response to the weather, removing articulated buses from service and utilizing snow routes. Forecasts were for more snow and ice throughout the week. A well-rehearsed

protocol for these inclement weather events was underway. It was an agencywide response to ensure safety for customers and employees and real time communications.

Free fare would be offered New Year's Eve, December 31, 2022, on buses, DART, and Zip services. This was in alignment with regional partners also implementing free fare. The Youth Free Fare program continued to work closely with school districts and partner agencies to distribute cards and promote the program.

Staff met with the Snohomish County delegation on the Sound Transit board to provide a briefing on the relationship between our 2024 network plan and the revised timeline for activating the Sound Transit #2 Line, which included Lynnwood and Bellevue-Redmond light rail extensions.

CEO Ilgenfritz attended the 4<sup>th</sup> Quarter WSTA board meeting with fellow general managers, and had the opportunity to meet Julie Timm, Sound Transit's new CEO. An employee appreciation luncheon was held November 16 in the body shop at Merrill Creek. Nearly 500 meals were served and over 60 employees volunteered to put on the event.

Many coach operator applications were moving forward in the recruitment process. There were currently 50 coach operator trainees already training or with a scheduled start date to begin training. Since the beginning of the year, over 60 employees had been promoted.

## **Committee Reports**

### **Executive Committee**

Chair Marine reported on the November 17, 2022 meeting. The CEO Report was provided and an executive session was called to review the performance of a public employee. The next meeting was scheduled for December 15, 2022 at 11:30 a.m.

### **Strategic Alignment and Capital Development Committee**

Council Member Merrill reported on November 16, 2022 meeting. The Committee reviewed and forwarded four action items to the Board agenda:

- The March 2023 Service Change proposal & Title VI analysis.
- RFP #2021-082, Swift BRT Shelter Manufacturing & Parts Support
- RFP #2022-129, ZEV Pilot Purchase of 40-ft Battery Electric Bus.
- RFP #2022-130, ZEV Pilot Purchase of 40-ft Fuel Cell Electric Bus.

The Committee heard an update on the Zero Emissions Study. The next meeting was scheduled for Wednesday, December 21, 2022 at 2:00 p.m.

### **Finance, Performance, and Oversight Committee**

Council Member Schuette reported on the November 17, 2022 meeting. The Committee reviewed and forwarded October 2022 monthly expenditures and payroll to the consent agenda. The Committee reviewed and forwarded Resolution No. 20-22, adopting the 2023 budget to the action agenda. The 2022 3<sup>rd</sup> Quarter Financial Report, October 2022 Sales Tax Report and October 2022 Diesel Fuel report were provided. The next meeting was scheduled for December 15, 2022 at 2:00 pm.

## **Consent Calendar**

**Council Member Daughtry moved to approve items A through G the consent calendar.**

- a. Approve minutes of the October 27, 2022, Board Workshop.
- b. Approve minutes of the November 3, 2022, Board of Directors' Meeting.
- c. Approve vouchers dated October 7, 2022 in the amount of \$1,796,971.72.

- d. Approve vouchers dated October 14, 2022 in the amount of \$1,839,744.74.
- e. Approve vouchers dated October 21, 2022 in the amount of \$7,207,088.15.
- f. Approve vouchers dated October 28, 2022 in the amount of \$1,222,695.47.
- g. Approve October 2022 Payroll:
  - i. Direct Deposits Issued, #424240-425693 in the amount of \$3,496,561.62.
  - ii. Paychecks Issued, #109228-109277 in the amount of \$37,952.19.
  - iii. Employer Payroll Tax Deposits in the amount of \$387,616.04.
  - iv. Employer Deferred Compensation for IAM in the amount of \$7,953.66.

**Mayor Roberts seconded, and the item passed unanimously.**

Mayor Frizzell departed the meeting at 3:55 p.m. There was still a quorum in attendance.

### **Action Items**

#### **Approve Resolution No. 20-22, Adopting the 2023 Budget**

Mary Albert, Budget Manager, reviewed the 2023 budget process.

**Council Member Schuette moved to approve that the Board of Directors approve Resolution No. 20-22 adopting the 2023 proposed budget and other budget-related items for fiscal year 2023. The motion was seconded by Council Member Merrill and passed unanimously.**

#### **Approve Resolution No. 22-22, Labor Contract Between Community Transit & International Association of Machinists (IAM), District Lodge 160, Vehicle Maintenance Employees**

Cesar Portillo, Director of Employee Engagement, shared that the most recent IAM contract expired December 31, 2021. A tentative agreement on a 3-year successor contract was reached on October 13, 2022. The components of the contract were reviewed.

**Mayor Roberts moved to approve that the Board of Directors approve Resolution No. 22-22, authorizing the CEO to execute and implement a three-year labor contract between Community Transit and IAM District Lodge 160 ending December 31, 2024. The motion was seconded by Council Member Schuette and passed unanimously.**

#### **Approve March 2023 Proposed Service Change**

Chris Simmons answered Board questions. Mayor Roberts asked about North County routes and Council Member Merrill asked about coordinating with partners on route timing and transfers.

**Council Member Merrill moved to approve that the Board of Directors approve the full package of service adjustments implemented in March 2022, September 2022, and the revised service adjustments proposed for March 2023. The motion was seconded by Council Member Daughtry and passed unanimously.**

#### **Award RFP #2021-082, Swift BRT Shelter Manufacturing & Parts Support – Orange Line Order**

Melissa Cauley, Deputy Director of Planning & Development, provided an update on Swift Bus Rapid Transit (BRT) station shelters. This purchase was for nineteen Swift Orange Line station shelter kits.

**Council Member Daughtry moved to approve that the Board of Directors authorize the CEO to negotiate and award RFP #2021-082, Swift BRT Shelter Manufacturing & Parts Support – Orange Line Order to Dimensional Innovations, Inc. in the not to exceed amount of \$3,357,296 before tax. The motion was seconded by Council Member Schuette and passed unanimously.**

Award Contract RFP #2022-130, 40-foot Fuel Cell Electric Bus

De Tapia, Transit Technology Manager, presented. As part of the zero-emissions evaluation process the agency proposed purchasing one 40-foot fuel cell electric bus to compare technology to the 40-foot battery electric bus. The purchase would allow vehicles to be tested and inform which vehicles to purchase later. The Board asked questions.

**Council Member Merrill moved to approve that the Board of Directors authorize the Chief Executive Officer or designee to negotiate and award Contract RFP #2022-130 (DES #06719), to New Flyer of America for one 40-foot fuel cell electric bus for a not-to-exceed amount of \$1,691,099. The motion was seconded by Mayor Roberts and passed unanimously.**

Award Contract RFP #2022-129, 40-foot Battery Electric Bus

De Tapia, Transit Technology Manager, presented. As part of the zero-emissions evaluation process the agency proposed purchasing one 40-foot battery electric bus to compare technology to the 40-foot fuel cell electric bus. The purchase would allow vehicles to be tested and inform which vehicles to purchase later.

**Mayor Roberts moved to approve that the Board of Directors authorize the Chief Executive Officer or designee to negotiate and award Contract RFP #2022-129 (DES #06719), to Gillig LLC for one 40-foot battery electric bus for a not-to-exceed amount of \$1,333,467. The motion was seconded by Council Member Merrill and passed unanimously.**

**Chair's Report**

The Chair congratulated Tim Chrobuck on his retirement and thanked municipal public works teams for keeping roads clear during the snow event.

**Board Communication**

Mayor Roberts and Council Member Merrill thanked Tim Chrobuck for his service.

Council Member Schuette shared that downtown Arlington had an ice rink and carousel.

Council Member Daughtry thanked Tim Chrobuck and mentioned Lake Steven's Winterfest.

**Executive Session**

An executive session was called at 4:28 pm for 15 minutes to review the performance of a public employee. Action was expected following the executive session. At 4:43 p.m., the executive session ended, and the Board returned to the regular meeting.

**Approve Resolution 23-22, Amendment to the CEO Contract**

The Board thanked CEO Ilgenfritz for his leadership.

**Council Member Schuette moved to approve that the Board of Directors approve Resolution No. 23-22, the second amendment to the Employment Agreement for the Chief Executive Officer with the following inclusions in Exhibit A of the Agreement:**

- With an effective date of January 1, 2023 for a term of three years;
- With an annual compensation of \$282,484.66;
- And with additional compensation remaining the same as in 2022.

**The motion was seconded by Mayor Roberts and passed unanimously.**

**Adjourn**

The meeting adjourned at 4:46 p.m.

A handwritten signature in blue ink that reads "Rachel Woods". The signature is written in a cursive, flowing style.

Rachel Woods, Executive Board Administrator

# Service Analysis – 2024 and Beyond Network

# WELCOME – Board of Directors’ Meeting

February 2, 2023

3:00 p.m.

- This meeting is currently live streaming and is recorded (video w/ audio)
- Remote Public Comments:
  - Speakers, your mic & video will be turned on during public comments
  - For anyone else who would like to make public comments, click “Raise Hand” on the webinar control buttons to indicate you would like to comment





# Transit Changes in 2024 and Beyond

Final Proposal for Restructuring Community Transit Service with  
Lynnwood Link

Board of Directors  
February 2, 2023

# Goals for this presentation

- Review 2024 network restructure process to-date
- Description of final draft of 2024 restructure proposal
- Highlight what has changed from previous draft
- Overview of what happens after an approval

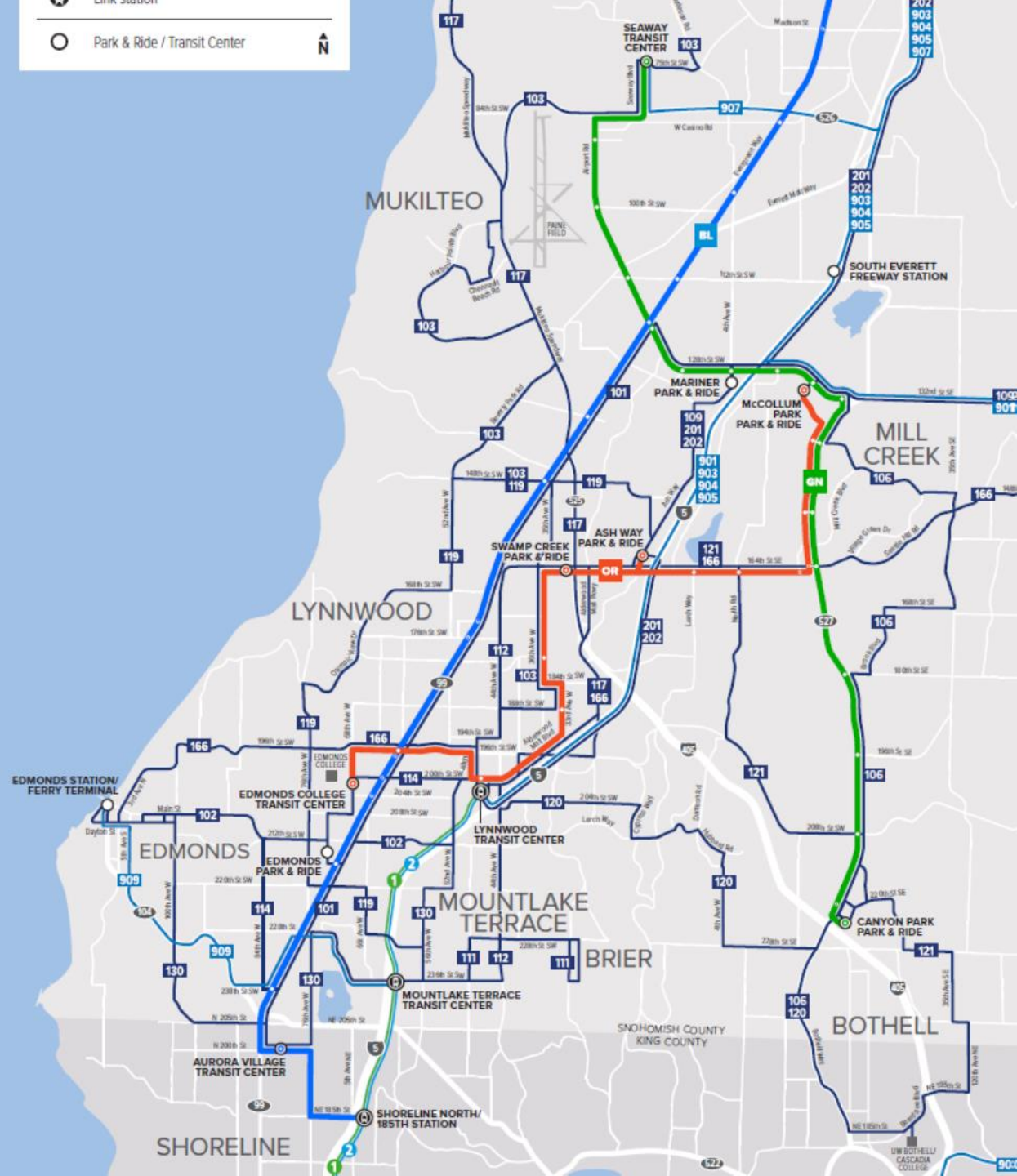


# 2024 Vision: Bus Network Restructured to Leverage Light Rail

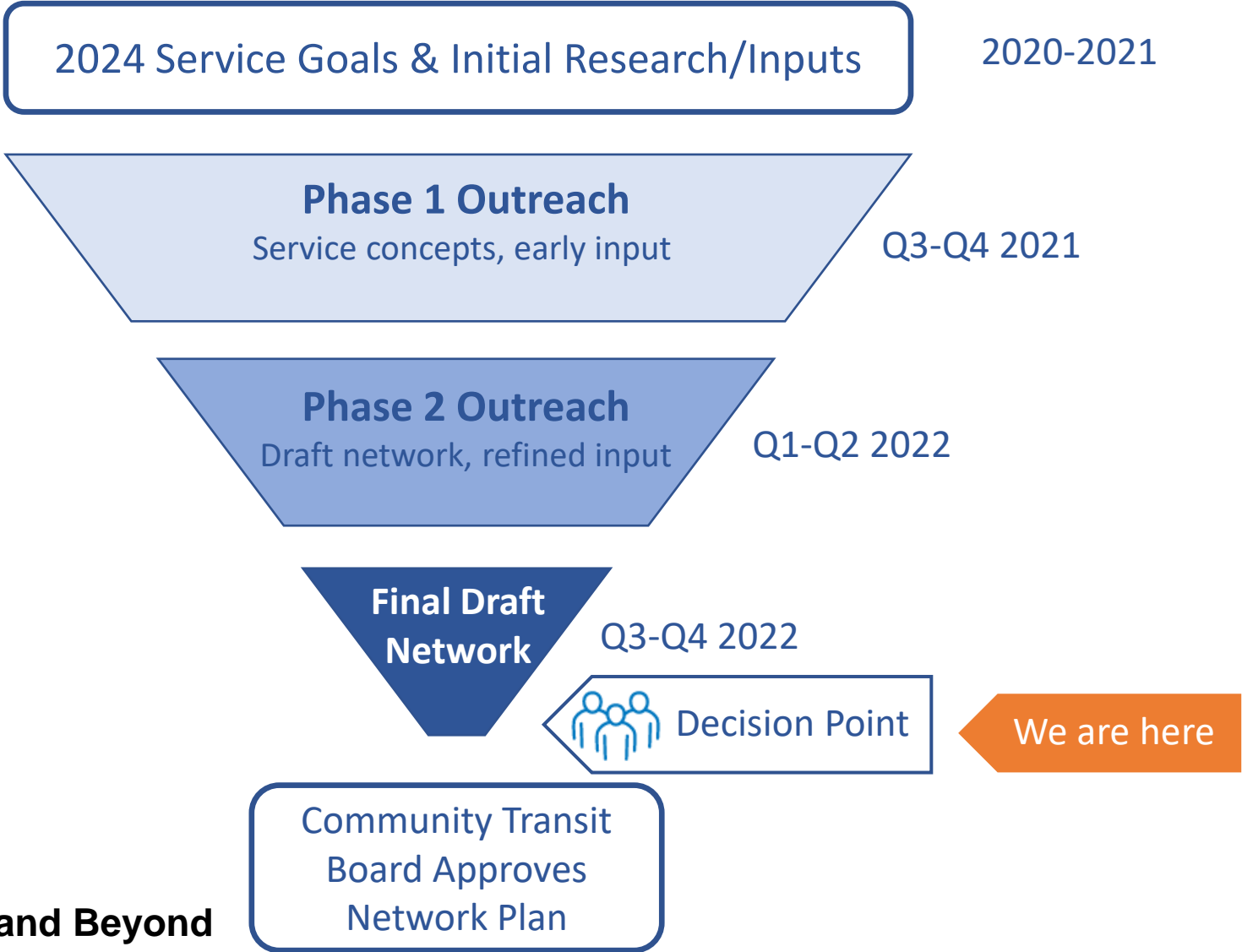
## Planned CT Network Redesign

- Fast, frequent, reliable Link LRT in I-5 corridor
- Re-deploy CT commuter buses into feeding Link stations
- Mobility dividend – more transit for everyone

Transit Changes in 2024 and Beyond



# Network Development Process



Transit Changes in 2024 and Beyond

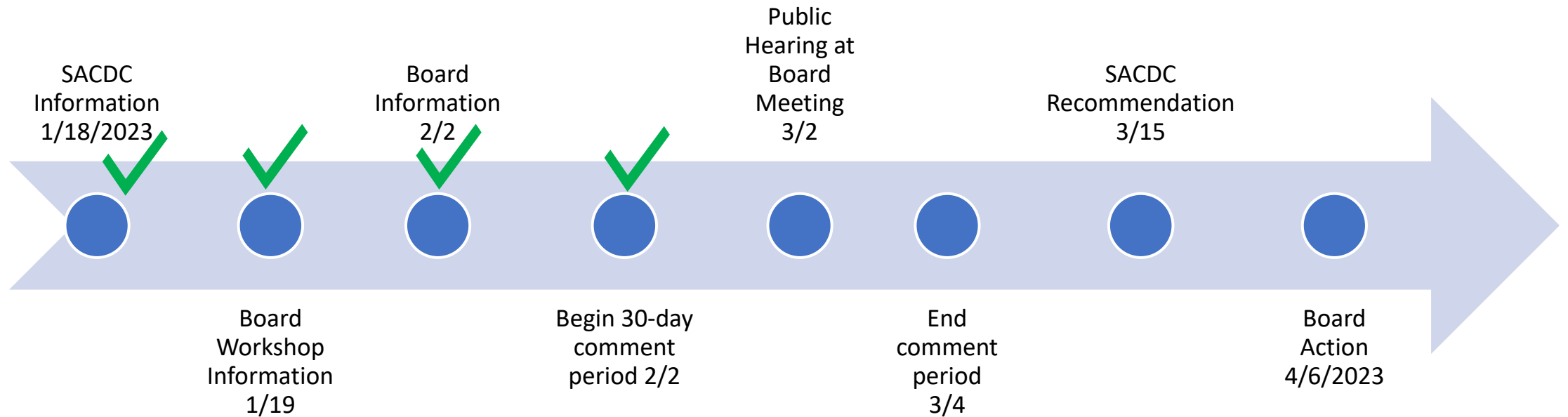


# What is the Board being asked to approve?

- Service “Master Plan” covering transition period out to 2026
- Ramp-up of new routes and service frequency depends on:
  - Workforce growth
  - WSDOT/Revive I-5 and Sound Transit construction timelines



# Approval Timeline



**Transit Changes in 2024 and Beyond**

# 2024 Service Goals



Connect Bus to  
Light Rail

Expand Access to  
Frequent Service

Adjust to  
Changing Market

Focus on Equitable  
Access

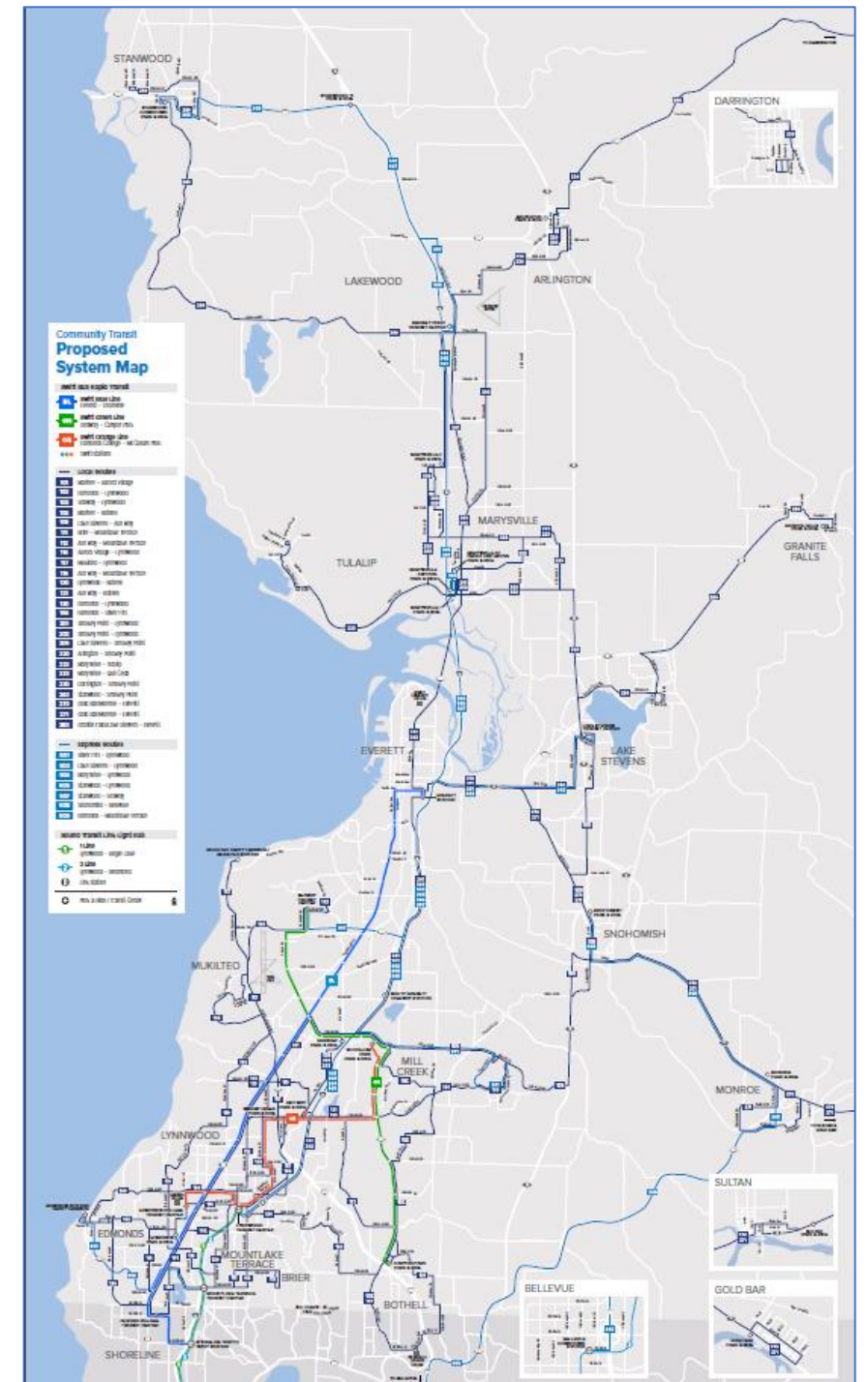
*Travel Made Easy For ALL*



# Proposed System Map

- 35 Routes
- 480,000 annual service hours at completion (+32% from today)
- Swift Orange Line and Swift Blue Line Expansion
- New Express Route system feeding light rail
- More than 3x routes with 20 minutes or better frequency
- More than 2x routes with 30 minutes or better frequency
- Adapts to shifting ridership trends for frequent local service

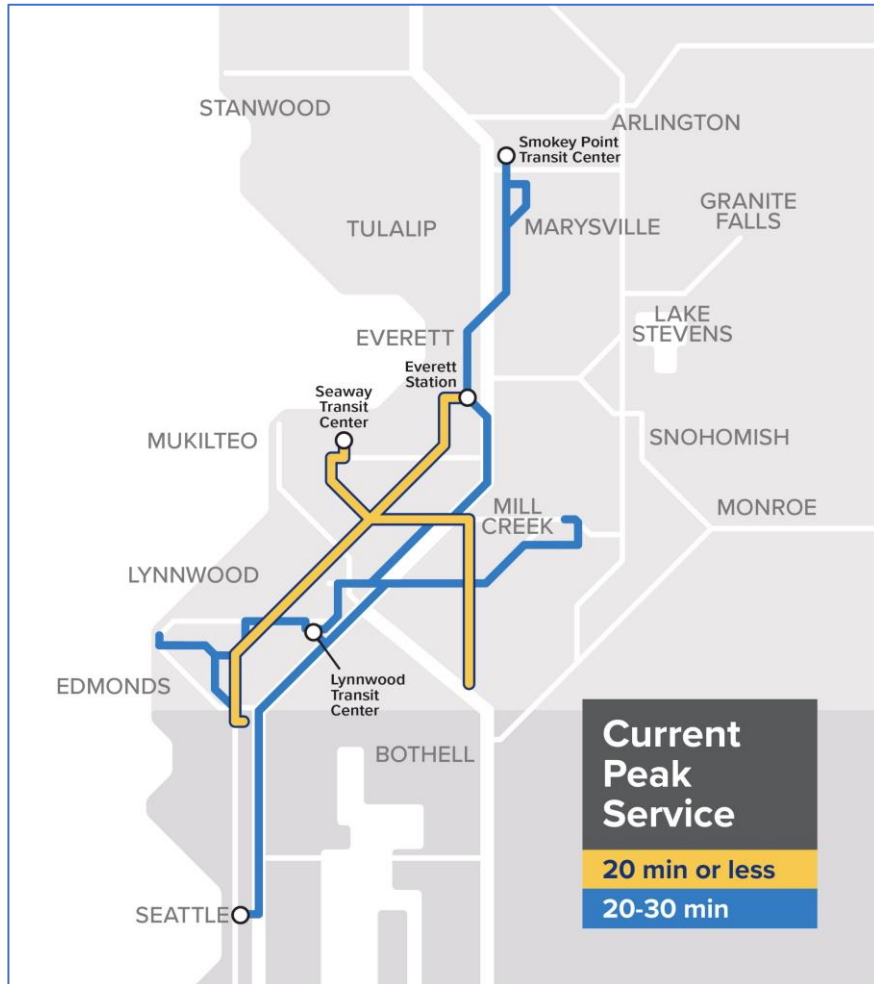
Transit Changes in 2024 and Beyond



# Local Bus Network Benefits

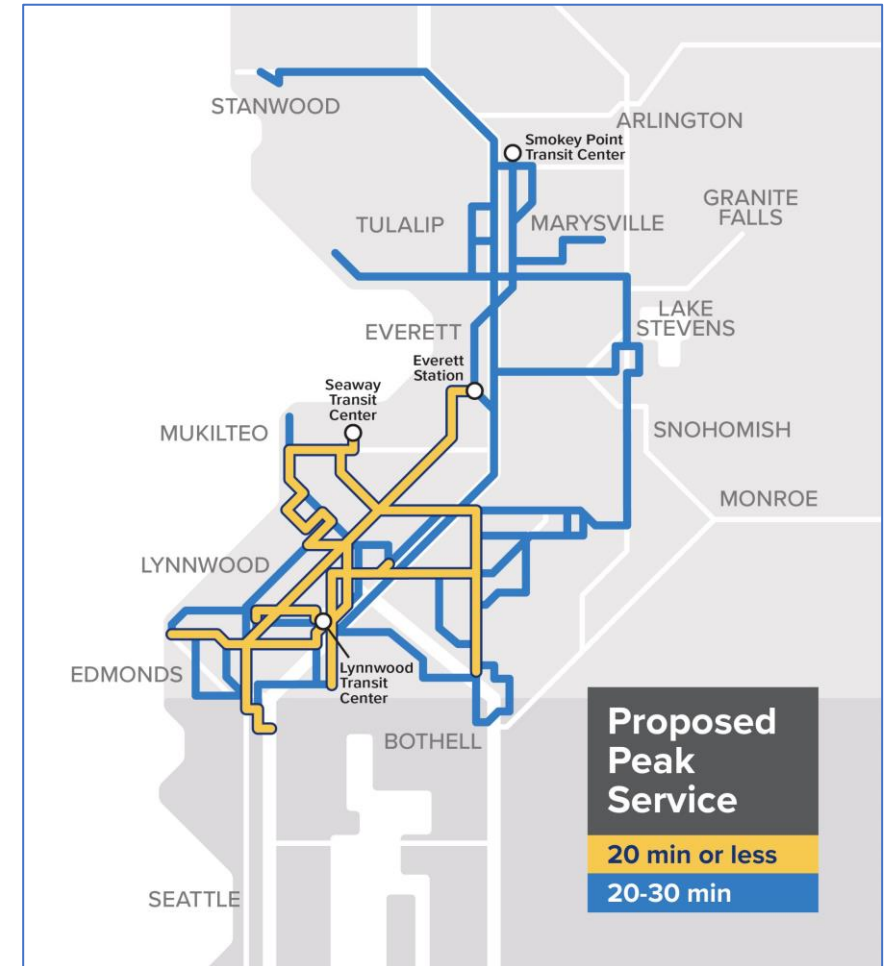
- More mid-day and evening service
- New all-day connections along I-5 from Stanwood through to Lynnwood City Center Station
- Improved route grid in Marysville
- New routes in Mill Creek, Martha Lake, and Bothell areas creating better east-west connections
- Redesigned routing in Edmonds, Lynnwood, Mountlake Terrace to create frequent bus-to-bus and bus-to-rail connections

# Increase in Frequent Service, AM & PM Peak



Frequent Service added to:

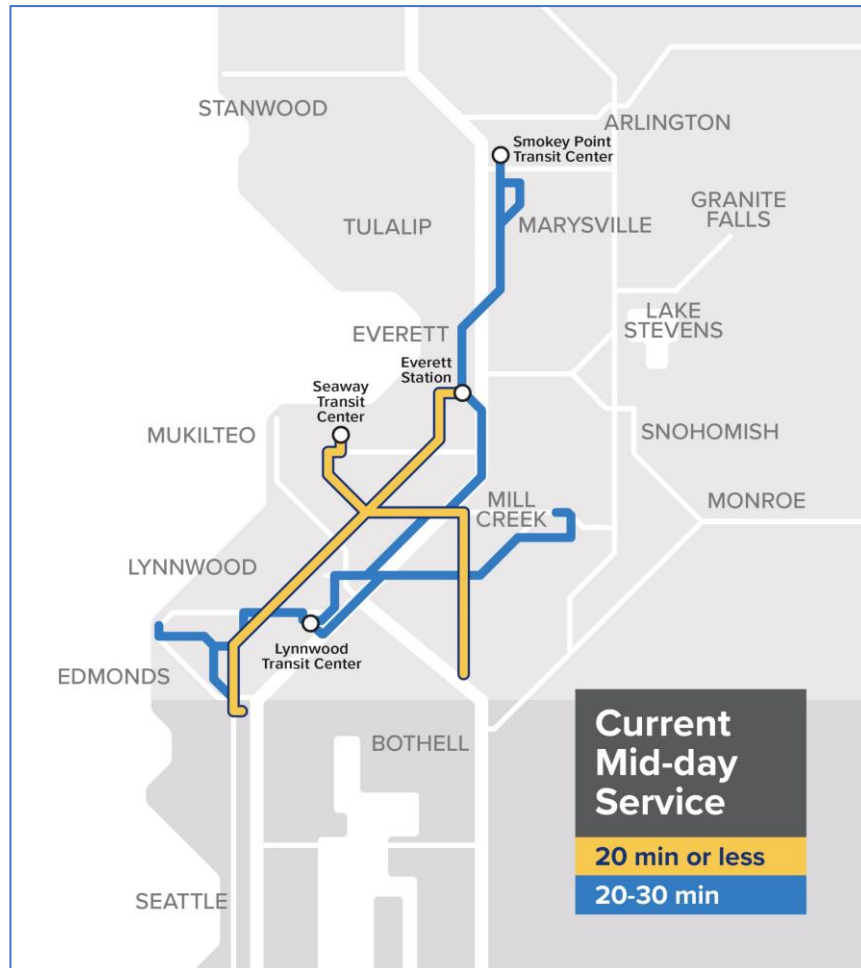
- Arlington
- Stanwood
- Tulalip
- Marysville
- Lake Stevens
- Snohomish
- Mukilteo
- Mill Creek
- Lynnwood
- Mountlake Terrace
- Edmonds
- Bothell



Transit Changes in 2024 and Beyond

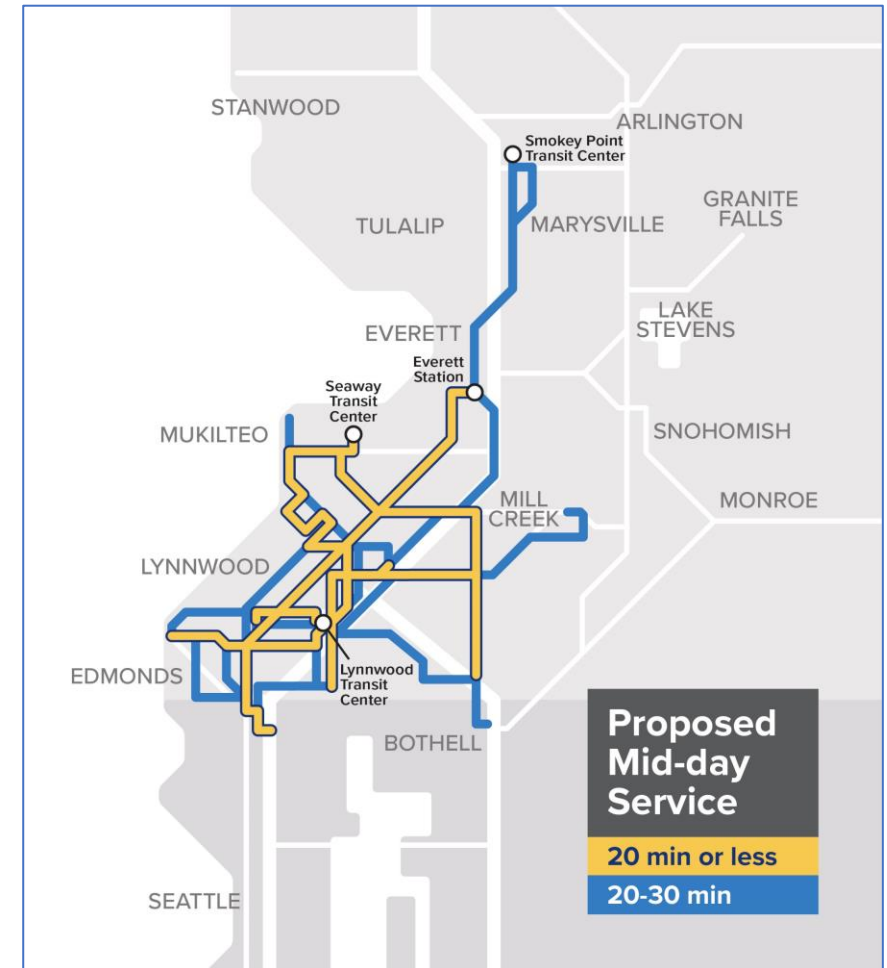
**76% more population and 50% more jobs within walking distance of frequent transit**

# Increase in Frequent Service, Mid-Day



Frequent Service added to:

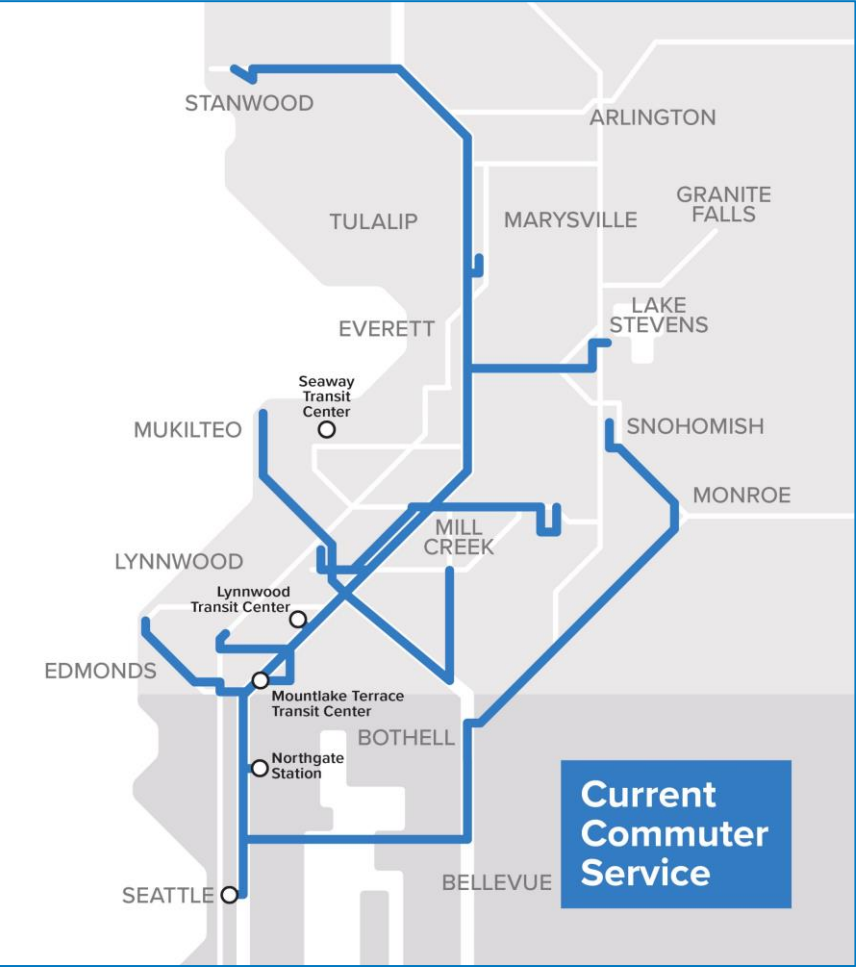
- Mukilteo
- Mill Creek
- Lynnwood
- Mountlake Terrace
- Edmonds
- Bothell



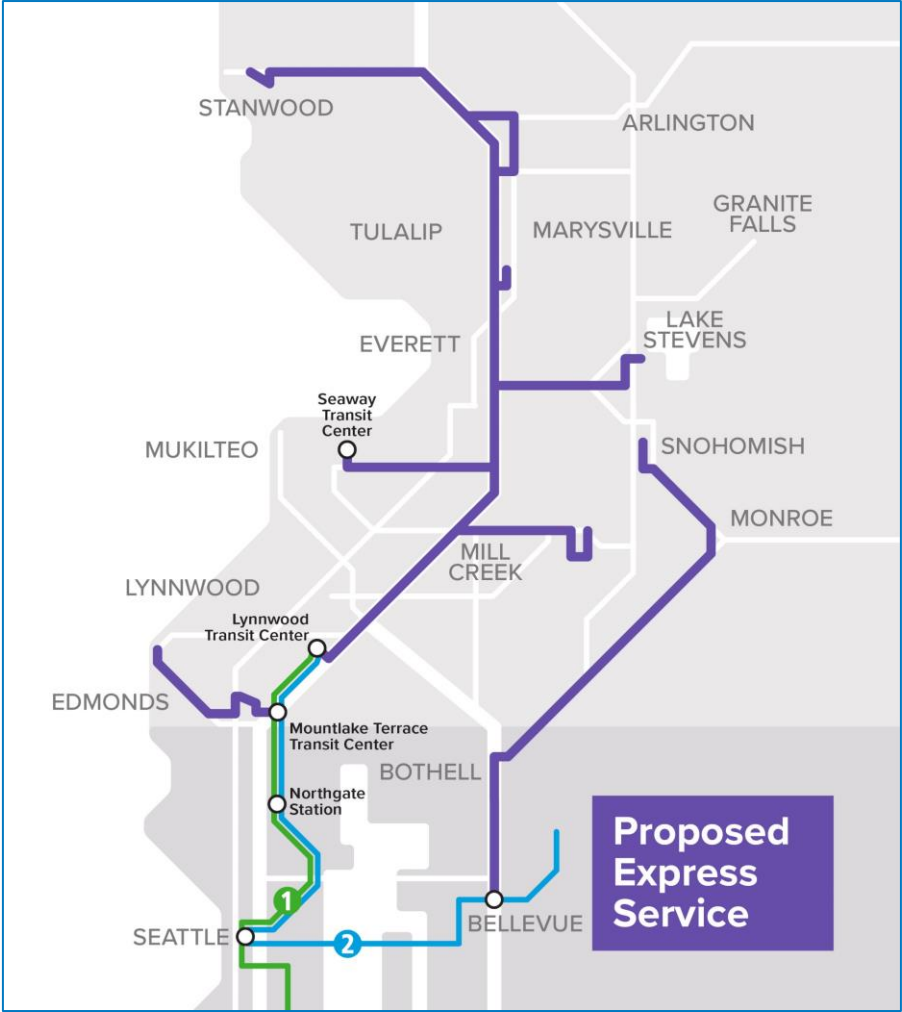
Transit Changes in 2024 and Beyond

**68% more population and 40% more jobs within walking distance of frequent transit**

# New Express Network



Existing commuter network focusing on peak period travel to/from Seattle

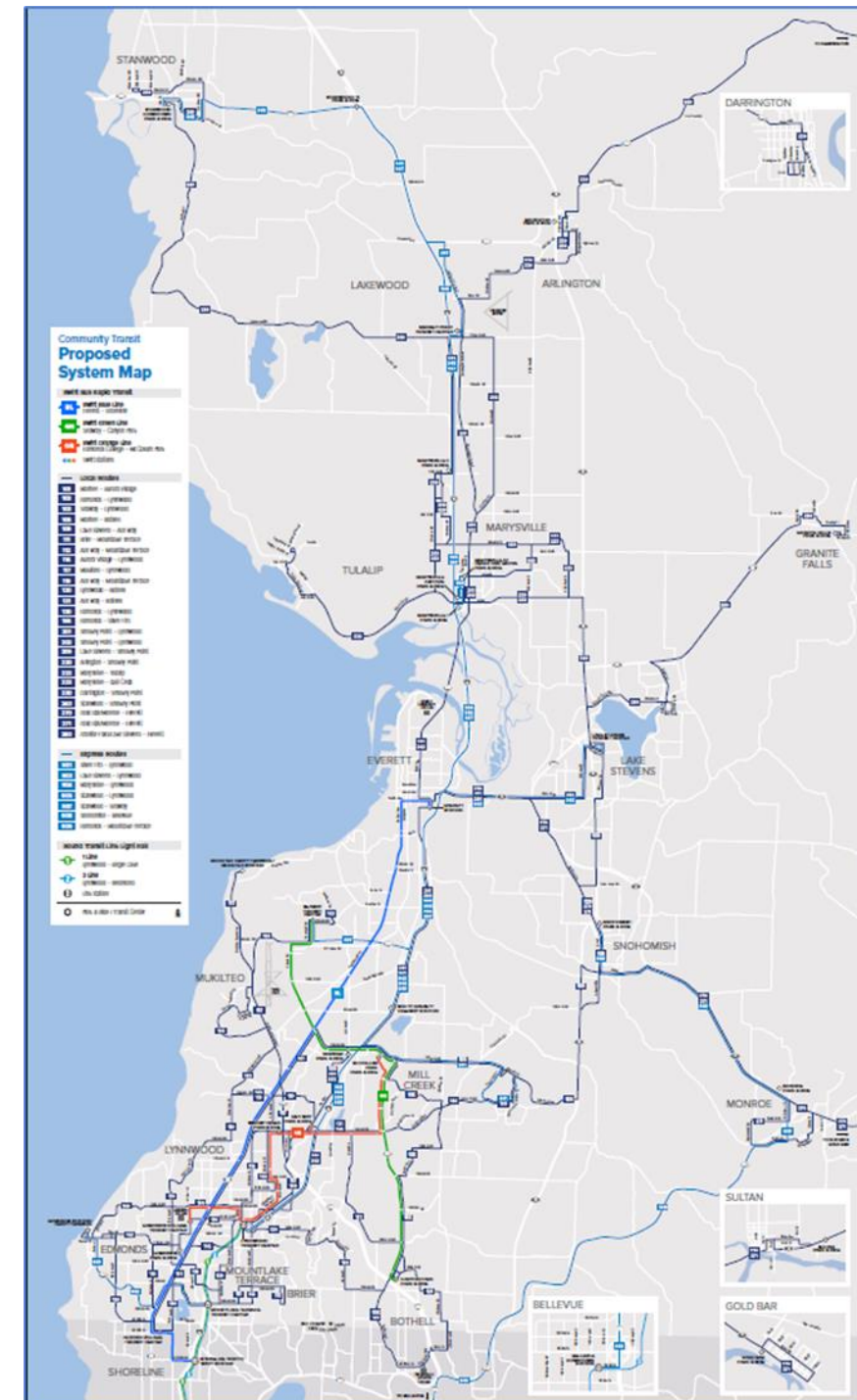


Future Express network focusing on connections to regional transit hubs



# Results of Title VI Analysis

- System and Stop-level analysis of impacts for racial minorities and low-income populations
- No disparate impact/disproportionate burden system-wide
  - Service miles and hours increase for all populations
  - Significant changes at individual stops are due to rerouting for more direct connections or connection to light rail



# Evaluation from May 2022 Public Outreach

- **Edmonds to Lynnwood frequency**
- Service design in Silver Firs corridor plus connection to Bothell-Everett Highway
- Clarity on local vs express routes





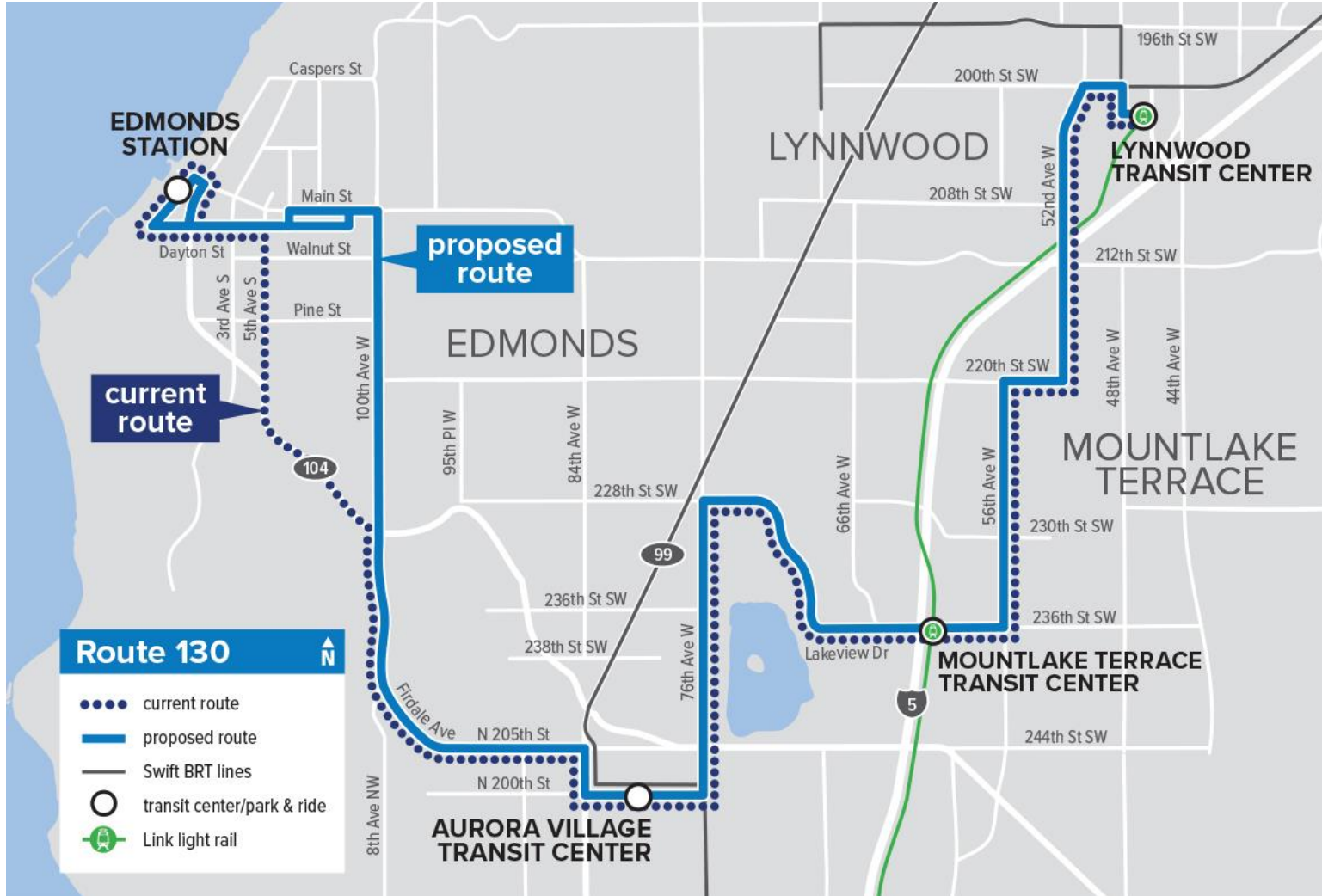
# Route 102

What changed from May 2022:

- Improve weekday frequency
  - 20-minute headways (was 60 minute)
- Add more weekend service
  - 30-minute headways on Saturday and Sunday



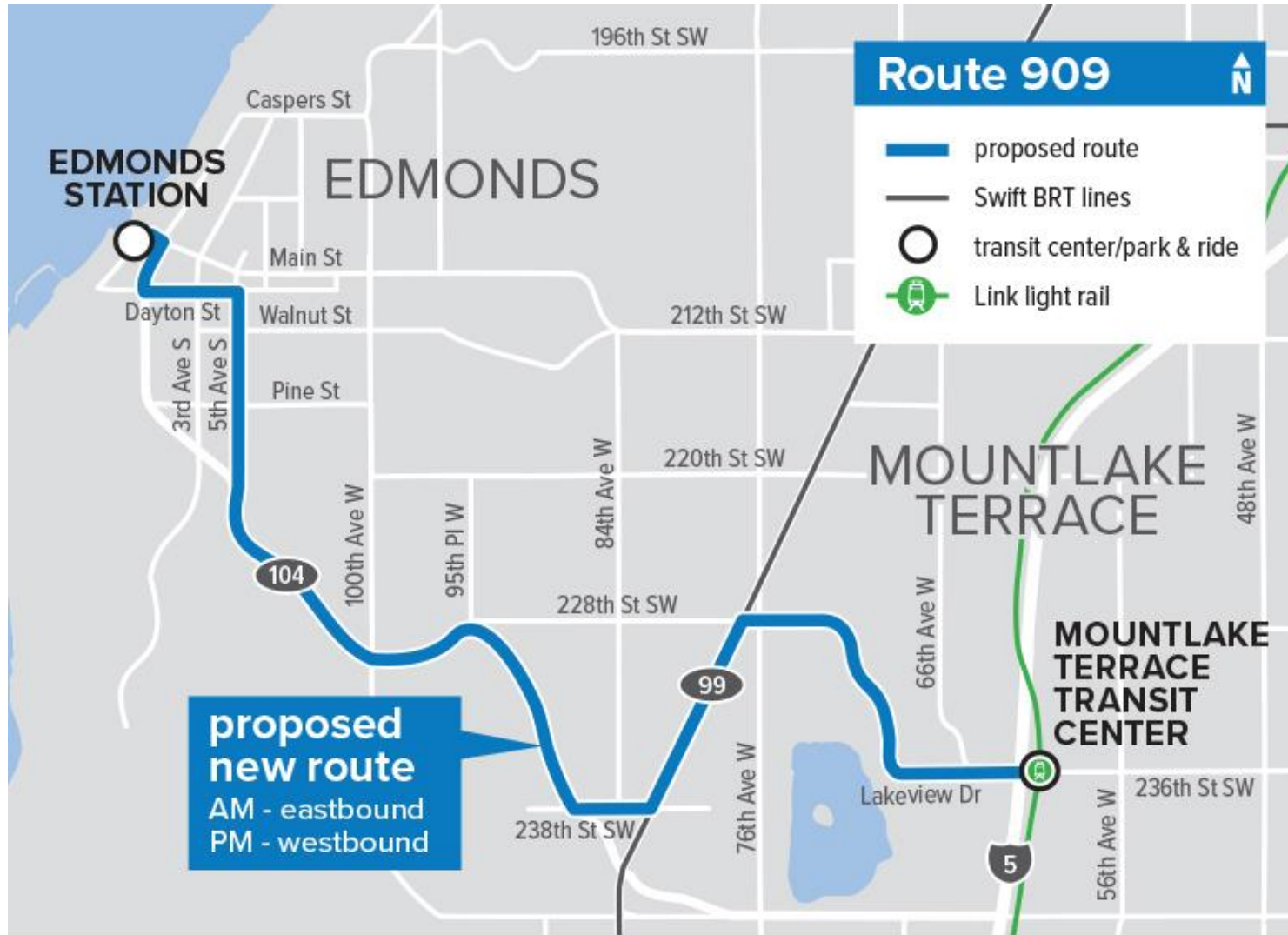
# Route 130



What changed:

- Path moved from 5<sup>th</sup> to 9<sup>th</sup> for better coverage
- Frequency adjusted (to allow more on Route 102)
  - 30-minute headways from 20-minute peak headways

# Route 909



What changed:

- Frequency adjusted to match ferry sailing schedule
  - 50-minute headways
  - 7 days a week

# Evaluation from May 2022 Public Outreach

- Edmonds to Lynnwood frequency
- **Service design in Silver Firs corridor plus connection to Bothell-Everett Highway**
- Clarity on local vs express routes



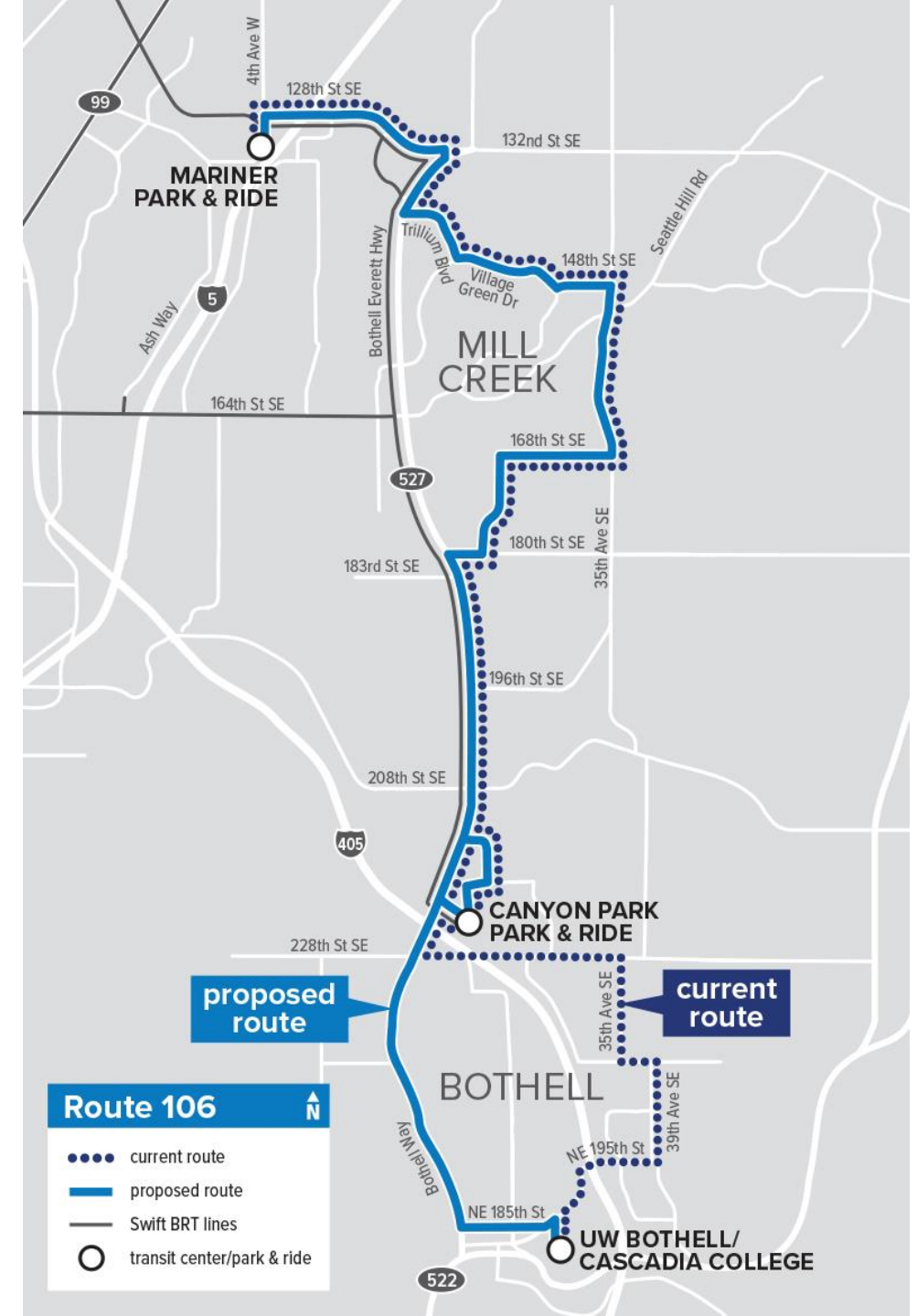


# Route 106

What changed from May 2022:

- Removed Route 105 and Route 906 from proposal
- Inserted new Route 106
  - 7 days per week
  - 30-minute weekday peak headways
  - 60-minute headways off-peak, Saturday, Sunday

Transit Changes in 2024 and Beyond



# Route 109

What changed:

- Suggested improvements with proposed Route 132 did not meet needs as identified by public comment
- Increase weekday peak headways to 30 minutes
- Maintain current Route 109 until new facilities come online

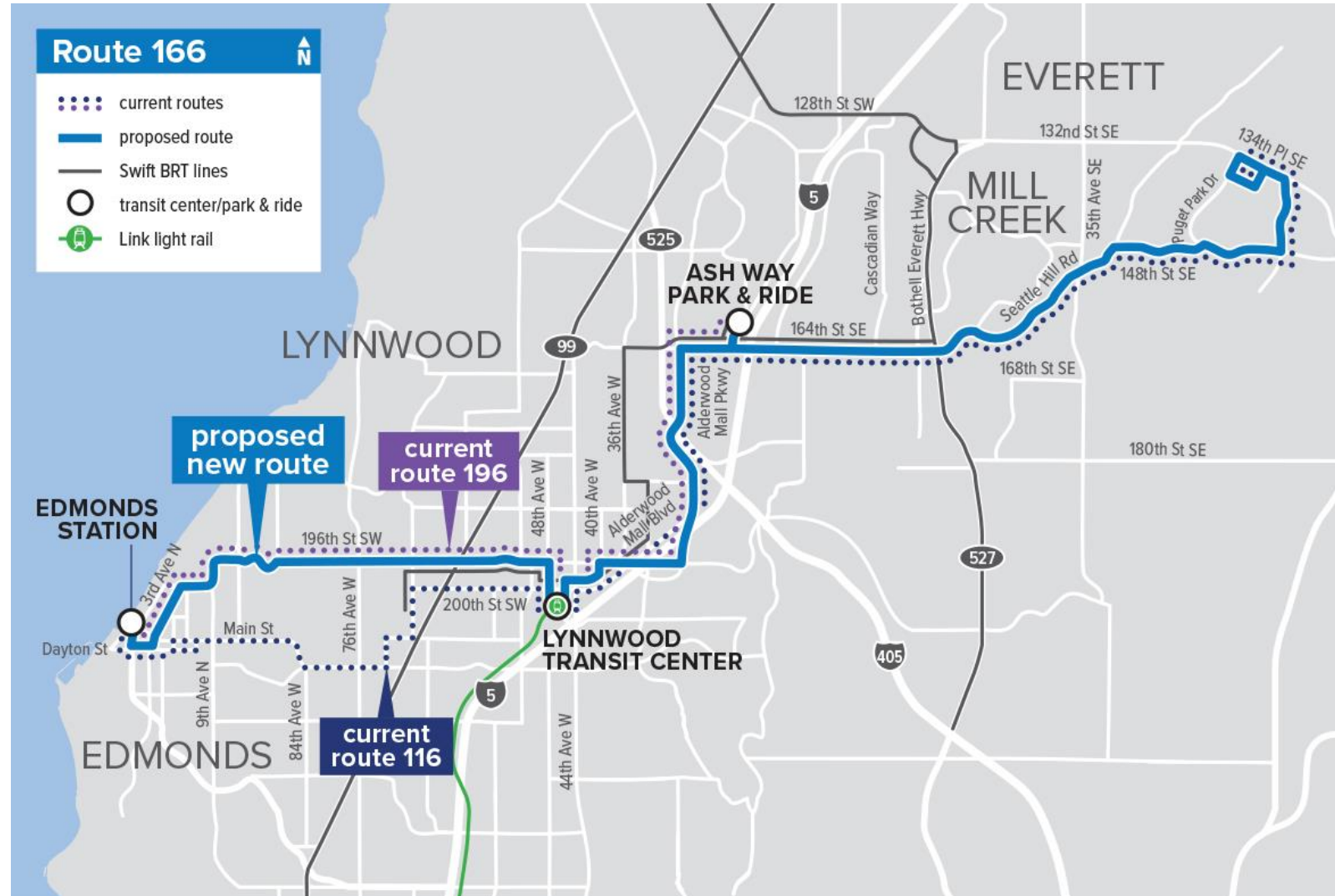
Transit Changes in 2024 and Beyond



# Route 166

What changed from May 2022:

- Rerouted to match the current Route 116 path along 148<sup>th</sup> ST SE and Puget Park Drive
- Increased Saturday frequency to 30-minute headways

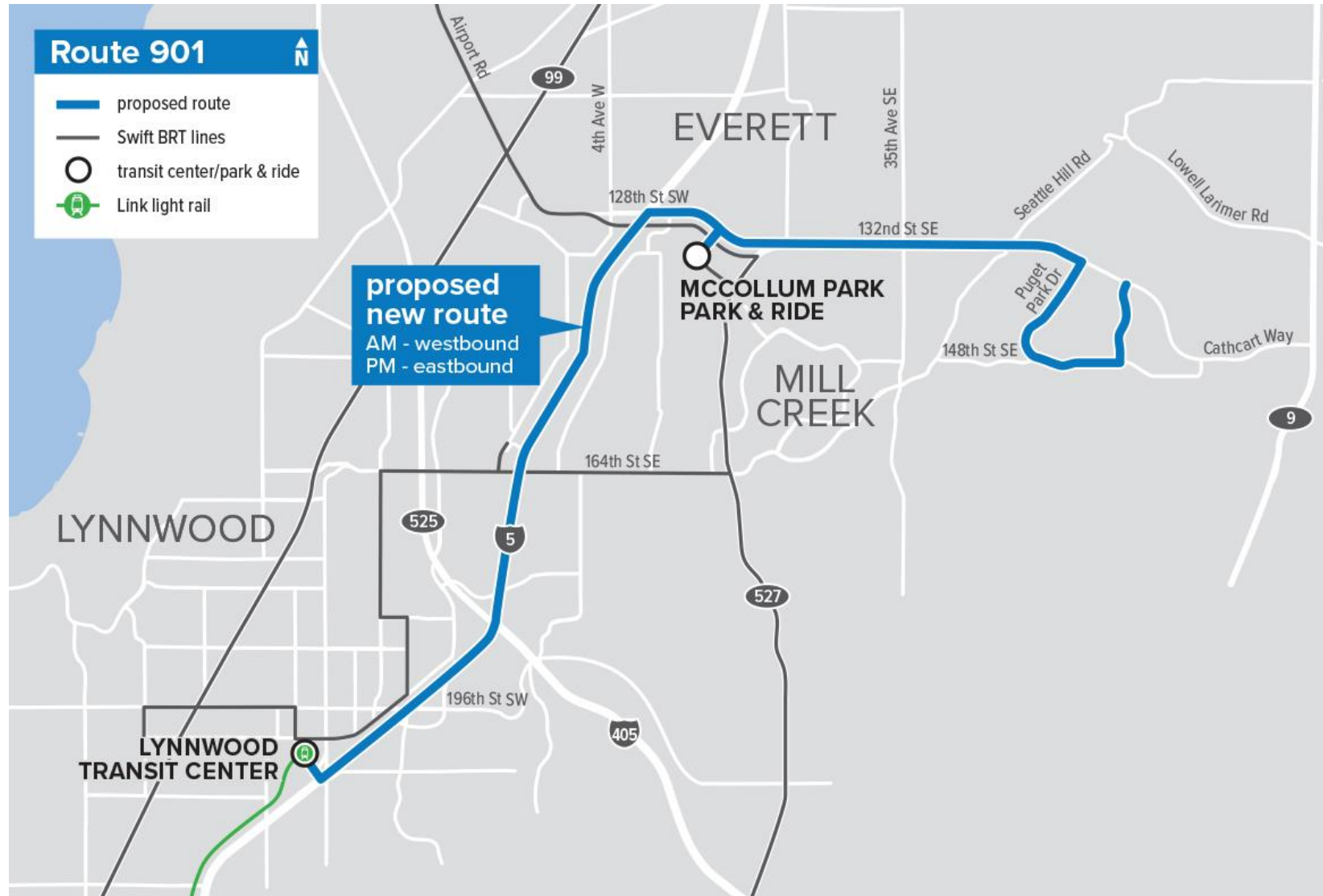




# Route 901

What changed:

- Adjusted route to serve Puget Park Drive loop
- Removed proposed segment between Snohomish and Puget Park Drive



# Evaluation from May 2022 Public Outreach

- Edmonds to Lynnwood frequency
- Service design in Silver Firs corridor plus connection to Bothell-Everett Highway
- **Clarity on local vs express routes**



# Route 117

What changed:

- Changed from Express to local service to reduce public confusion
- When schedules announced, it will be coordinated with ferry schedules

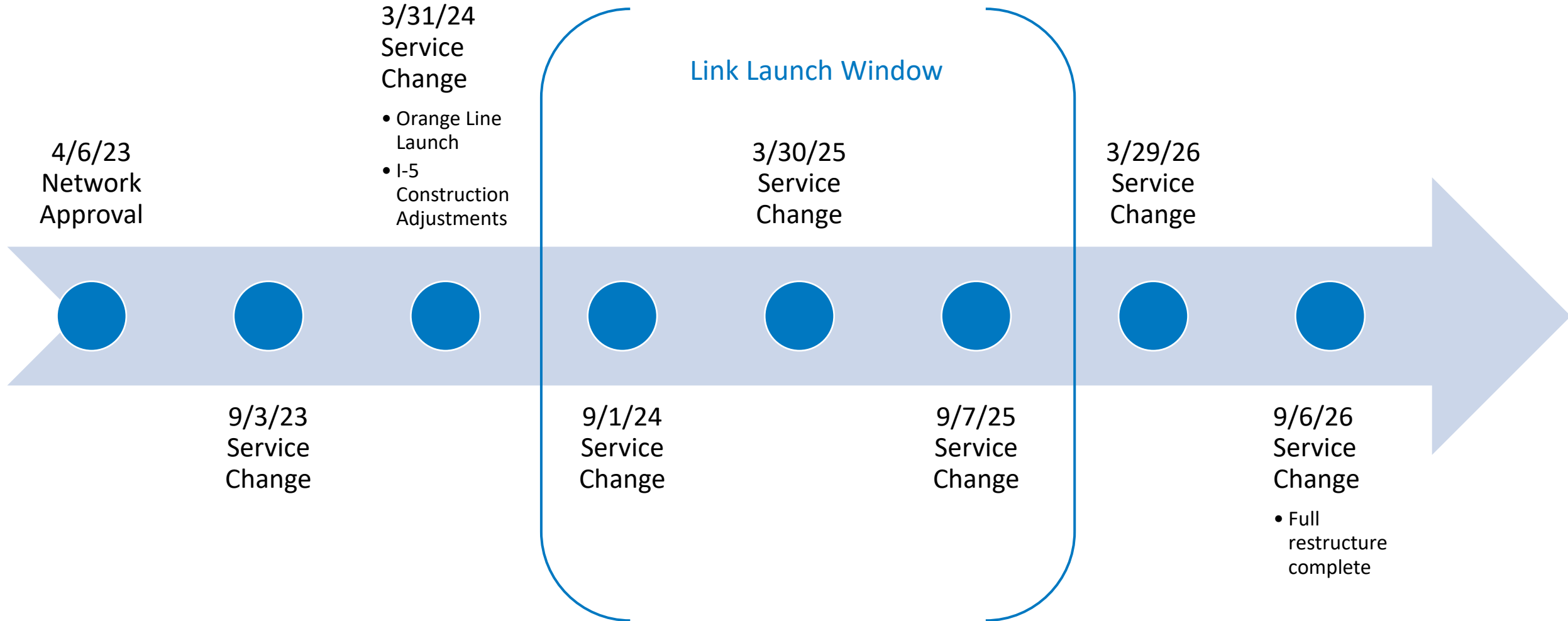
Transit Changes in 2024 and Beyond



# Early Planning of Network Transition

Phase	Service Scenario	Start Date Estimate	CT Bus Service Changes
1.	Revive I-5 & Swift Orange Line Launch	Early 2024	<ul style="list-style-type: none"> <li>• Launch Swift Orange Line</li> <li>• Modify service at Northgate</li> <li>• Maintain some Seattle commuter routes</li> <li>• Add standby buses in I-5 corridor</li> </ul>
2a.	Lynnwood Link Half Service	Late 2024	<ul style="list-style-type: none"> <li>• Move Northgate connections to Lynnwood</li> <li>• Open Blue Line Extension to Shoreline North/185<sup>th</sup></li> <li>• New Mountlake Terrace station connections</li> <li>• Maintain most Seattle commuter routes</li> </ul>
2b.	Lynnwood Link 75% Service	Late 2024?	<ul style="list-style-type: none"> <li>• Confirm 75% Link Service Plan</li> <li>• Implement CT network restructure (pending Link Service)</li> </ul>
3.	Lynnwood Link Full Service	Early-Mid 2025	<ul style="list-style-type: none"> <li>• Implement CT network restructure</li> </ul>

# Service Transition Timeline





# Questions And Comments

**Board of Directors' Meeting**  
**Thursday, April 6, 2023**  
**Hybrid Meeting**  
**3:00 p.m.**

**Board Members Present**

Council Member Kim Daughtry  
Mayor Christine Frizzell\*  
Mayor Joe Marine  
Council Member Jared Mead\*  
Council Member Tom Merrill  
Mayor Jon Nehring  
Lance Norton  
Council Member Strom Peterson\*  
Council Member Jan Schuette  
Mayor Sid Roberts

City of Lake Stevens  
City of Lynnwood  
City of Mukilteo  
Snohomish County  
City of Snohomish  
City of Marysville  
Labor Representative, non-voting  
Snohomish County  
City of Arlington  
City of Stanwood

**Others Present\*\***

Peter Battuello  
Roland Behee  
Mike Berman  
Ron Boshman  
Don Burr  
Melissa Cauley  
Kunjan Dayal  
Scott Eastman  
Veralee Estes  
Mike Gallagher  
Eunjoo Greenhouse  
Matt Hendricks  
Kyle Hughes  
Ric Ilgenfritz  
Cathy Jackson  
Rob Jensen  
Sue Jensen  
Claude Jerde  
Margaret Keckler  
Molly Marsicek  
Peter Majkut  
Amber Nichols  
Deb Osborne  
Council Member Susan Paine\*  
Sean Powers  
Chris Simmons  
Melody Smith  
Monica Spain  
Jeri Spriggs  
Greg Stamatiou

Perteet  
CT-Acting Chief Operating Officer  
CT-Chief Technology Officer-Interim  
TransDev  
CT-Deputy Dir Safety, Security & Sustainability  
CT-Acting Chief of Planning & Dev Officer  
CT-Manager Procurement & Contracts  
CT-Assistant Manager of Security Services  
CT-Manager HR Strategic Partner  
City of Brier, Board Alternate  
CT-Chief Financial Officer  
CT-Legal Counsel  
CT-Assist Mgr Safety, Security & Sustainability  
CT-CEO  
CT-Operations Coordinator  
CT-Senior IT Program Manager  
CT-Employee Engagement Specialist  
CT-Manager of Facilities  
CT-Manager of Contracted Services  
CT-Director of Customer Experience  
CT-Coach Operator  
CT-Coach Operator  
CT-Chief of Staff  
City of Edmonds, Board Alternate  
TranDev  
CT-Manager of System Planning  
CT-Executive Support Specialist  
CT-Media Relations Specialist  
CT-Manager of Operations Support  
CT-Manager of Capital Dev & Delivery

\*Attended meeting remotely

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



Nashika Stanbro  
De Tapia  
Trong Tran  
Thomas Tumola  
Mike Swehla  
Girish Vanganuru  
Kyoko Matsumoto Wright\*  
James Williams  
Michael Winters  
Oliva Woods  
Rachel Woods  
Hollie Young

CT-DEI Manager  
CT-Deputy Director of IT  
CT-Dispatcher  
CT-Manager Planning & Development  
CT-Deputy Director of Maintenance  
Self  
City of Mountlake Terrace, Board Alternate  
CT-Deputy Director of Transportation  
TransDev  
CT-Mgr. Research and Analytics  
CT-Executive Board Administrator  
TransDev

### **Call to Order**

Chair Schuette called the April 6, 2023 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 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**

One written public comment, from Stephen (no last name provided), was routed to the Board in advance of the meeting.

Peter Majkut, Coach Operator, provided comments regarding transit service in 2024 and beyond. He supported bringing back drivers and mechanics who were let go due to the vaccine mandate.

Girish Vanganuru, Kirkland resident, requested that Route 424—Snohomish to Seattle, would benefit King County riders with minimal effort if it picked up customers at the Totem Lake Freeway Station.

Council Member Mead arrived at 3:06 p.m.

### **Presentations**

#### **2022 Employee Excellence Awards**

CEO Ilgenfritz recognized the recipients of the 2022 Employee Service Awards. The 2022 CEO Award was presented to Trong Tran, Dispatcher. Mayor Marine presented the 2022 Chair Award to Amber Nichols, Coach Operator.

#### **2022 Performance Report**

Olivia Woods, Manager of Research and Analytics, presented the year end 2022 performance report including boardings, ridership and performance data by service type. System boardings increased by 19% from 2021 to 2022 resulting in nearly one million more boardings compared to the previous year. Fixed route service saw an increase of 18% from 2021. Fixed route performance was reviewed. Vanpool service was up 23% from the previous year. DART had a 24% increase in boardings from 2021 to 2022 and on-time performance decreased by 19% --staffing challenges contributed to this decrease. The Board asked questions.

### Capital Development & Delivery Update

Greg Stamatiou, Manager of Capital Development & Delivery, provided an update on the Facilities Master Plan (FMP) Program. Phase 1, the Cascade Administrative Building was complete. Phase 2, the Merrill Creek Admin Building, was 50% complete with construction and a move-in target date of Q4 2023. Phase 3A, Merrill Creek Operations Base Expansion, was 60% complete with construction and Phase 3B, Paint & Body Shops, was deferred until the Zero Emission study was complete. Updates were provided on Phase 5, Vehicle Storage & Training Facility, and Phase 6, Lynnwood Transit Center Ride Store. A Board action item for FMP 6 was expected in June or July.

Construction of Swift Orange Line stations was making great progress. This line was estimated to open in late Q1 2024, in advance of the Lynnwood Link light rail launch.

### Chief Executive Officer's Report

CEO Ilgenfritz provided the report. The agency continued to work in partnership with Sound Transit and WSDOT to navigate overlapping light rail and Revive I-5 project interests. In March, the Washington State Supreme Court upheld the statute authorizing public transit agencies to collect and enforce fare payment. The agency was working to more clearly define the policy to assist staff members in the field and transit police officers.

In March, the CEO attended the APTA Legislative Conference in Washington D.C. and visited federal delegation staff. The State House and Senate Transportation Committee budget proposals were released last week.

The March service change aligned service provided to coach operator staffing levels. The minimal changes were producing improved reliability for customers. Regarding Innovative Services, outreach efforts were underway in Arlington, Darrington, and Lake Stevens to inform design of the next three pilot projects.

An update on coach operator staffing was provided including new hires and those returning after the vaccination requirement was lifted. Five new journey mechanics were scheduled to start April 17. An update was provided on changes to the Executive Leadership Team.

### Committee Reports

#### Executive Committee

Chair Schuette reported on the March 16, 2023 meeting. The CEO report was provided. The next meeting was scheduled for April 20 at 11:30 a.m.

#### Finance, Performance, and Oversight Committee

Mayor Roberts reported on the March 16, 2023 meeting. The Committee reviewed and forwarded the February 2023 monthly expenditures and payroll to the consent agenda. Staff provided the 2022 Q4 Financial Report, February 2023 Sales Tax Report, and Diesel Fuel Report. The next Committee meeting was scheduled for April 20 at 2:00 p.m.

#### Strategic Alignment & Capital Development Committee

Council Member Merrill reported on the March 15, 2023 meeting. The Committee reviewed and forwarded one item to the action agenda, 2024 and Beyond, Bus Networking Proposal. The Committee received an informational presentation, Capital Development and Delivery Update, and forwarded it to the Board. The next Committee meeting was scheduled for April 19 at 2:00 p.m.

### **Consent Calendar**

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

- a. Approve minutes of the March 2, 2023 Board Meeting.
- b. Approve vouchers dated February 3, 2023 in the amount of \$4,419,339.71.
- c. Approve vouchers dated February 10, 2023 in the amount of \$3,219,497.33.
- d. Approve vouchers dated February 17, 2023 in the amount of \$1,765,804.73.
- e. Approve vouchers dated February 24, 2023 in the amount of \$4,350,210.58.
- f. Approve February 2023 Payroll:
  - i. Direct Deposits Issued, #430923 - 432423 in the amount of \$3,802,927.69.
  - ii. Paychecks Issued, #110970-111030 in the amount of \$49,445.53.
  - iii. Employer Payroll Tax Deposits in the amount of \$428,843.19.
  - iv. Employer Deferred Compensation for IAM in the amount of \$9,910.57.

**Council Member Daughtry seconded, and the item passed unanimously.**

### **Action Items**

#### **2024 and Beyond, Bus Network Restructuring Proposal**

Chris Simmons, Manager of System Planning, provided an overview of the proposed service. The goal was to make travel easy for all. The proposed system map showed an increase in local bus connections as well as all day service and the addition of service coverage that did not exist today. It was anticipated that this network plan would be implemented in phased service changes beginning in 2024 and would extend over the following two years. This phased implementation will allow the agency to align with regional light rail implementation and recruit and train the required workforce to operate the restructured and expanded bus network.

Over 100 public comments were reviewed and provided to the Board. The public comment themes were summarized. The Board asked questions.

**Mayor Marine moved that the Board of Directors approve the 2024 and Beyond—Bus Network Restructuring Proposal. Mayor Roberts seconded, and the item passed unanimously.**

### **Chair's Report**

Chair Schuette reported that Arlington recently passed a city ordinance regarding drug use. A Board Workshop was scheduled for April 20, 2023 at 3:00 p.m. and the next regular Board meeting was scheduled for May 4, at 3:00 p.m.

### **Board Communications**

Mayor Frizzell shared that the city of Lynnwood also passed a city ordinance regarding drug use.

Mayor Marine congratulated the employee excellence award recipients.

### **Executive Session**

An executive session was called for a discussion with legal counsel about current litigation (RCW 42.30.110(1)(i)) at 4:37 p.m. for 10 minutes. No action was expected following the executive session. The executive session ended at 4:47 p.m. and the Board returned to the regular meeting.

**Adjourn**

The meeting adjourned at 4:48 p.m.



Rachel Woods  
Executive Board Administrator



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

**Thursday**  
**April 6, 2023**  
**3:00 PM**

Community Transit Board Room - 2312 W Casino Road, Everett, WA 98204

**Virtual Participation**

Zoom Webinar: <https://us02web.zoom.us/j/87858511746?pwd=UVZwc3doeW41L0pRSFBZbVBVVWlhQT09>

Webinar ID: 878 5851 1746      Passcode: 433505      Phone: 1-253-215-8782

**Watch Live**

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

**1. CALL TO ORDER**

**2. ROLL CALL**

**3. PUBLIC COMMENT\***

Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 4pm April 5.

Written Comment: Email comments to [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 4pm April 5.

**4. PRESENTATIONS**

- a. 2022 Employee Excellence Awards – CEO Ilgenfritz & Mayor Marine
- b. 2022 Ridership Report – Olivia Woods
- c. Capital Development & Delivery Update – Greg Stamatiou

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

**6. COMMITTEE REPORTS**

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

**7. CONSENT ITEMS\*\***

- a. Approve minutes of the March 2, 2023 Board Meeting.
- b. Approve vouchers dated February 3, 2023 in the amount of \$4,419,339.71.
- c. Approve vouchers dated February 10, 2023 in the amount of \$3,219,497.33.
- d. Approve vouchers dated February 17, 2023 in the amount of \$1,765,804.73.
- e. Approve vouchers dated February 24, 2023 in the amount of \$4,350,210.58.
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  - i. Direct Deposits Issued, #430923 - 432423 in the amount of \$3,802,927.69.
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  - iii. Employer Payroll Tax Deposits in the amount of \$428,843.19.
  - iv. Employer Deferred Compensation for IAM in the amount of \$9,910.57.

\*Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

**8. ACTION ITEMS\*\***

**a.** Approve 2024 and Beyond, Bus Network Restructuring Proposal – Chris Simmons

**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).

\*\*Indicates attachment

# **Consent Agenda**



**Board of Directors' Meeting**  
**Thursday, March 2, 2023**  
**Hybrid Meeting**  
**3:00 p.m.**

**Board Members Present**

Council Member Kim Daughtry  
Mayor Christine Frizzell  
Mayor Joe Marine  
Council Member Jared Mead\*  
Council Member Tom Merrill  
Lance Norton  
Council Member Jan Schuette  
Mayor Jon Nehring  
Mayor Sid Roberts

City of Lake Stevens  
City of Lynnwood  
City of Mukilteo  
Snohomish County  
City of Snohomish  
Labor Representative, non-voting  
City of Arlington  
City of Marysville  
City of Stanwood

**Board Members Absent**

Council Member Strom Peterson

Snohomish County

**Others Present\*\***

Jeff Abrams  
Roland Behee  
Mike Berman  
Don Burr  
Melissa Cauley  
Jamyang Dorjee  
Scott Eastman  
Mike Gallagher  
Eunjoo Greenhouse  
Al Hendricks  
Mark Holmes  
Brock Howell  
Ric Ilgenfritz  
Jennifer Jeter  
Joe Kunzler  
Molly Marsicek  
Deb Osborne  
Council Member Susan Paine\*  
Jacob Peltier  
Cesar Portillo  
Shelly Schweigert  
Chris Simmons  
Melody Smith  
Greg Stamatiou  
Nashika Stanbro  
De Tapia  
Mike Swehla  
Jim Williams

Self  
CT-Director of Planning & Development  
CT-Chief Technology Officer-Interim  
CT-Deputy Dir Safety, Security & Sustainability  
CT-Deputy Director Planning & Development  
CT-Public Affairs Specialist  
CT-Assistant Manager of Security Services  
City of Brier, Board Alternate  
CT-Chief Financial Officer  
CT-Legal Counsel  
CT-Chief Operating Officer  
Snohomish County Transportation Coalition  
CT-CEO  
CT-Senior Marketing Manager  
Self  
CT-Director of Customer Experience  
CT-Chief of Staff  
City of Edmonds, Board Alternate  
CT-Manager of Security & Emergency Mgmt.  
CT-Director of Employee Engagement  
Self  
CT-Manager of System Planning  
CT-Executive Support Specialist  
CT-Manager of Capital Dev & Delivery  
CT-DEI Manager  
CT-Deputy Director of IT  
CT-Deputy Director of Maintenance  
CT-Deputy Director of Transportation

\*Attended meeting remotely

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

Kyoko Matsumoto Wright  
Rachel Woods

City of Mountlake Terrace, Board Alternate  
CT-Executive Board Administrator

### **Call to Order**

Chair Schuette called the March 2, 2023 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 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 Hearing: Transit Changes in 2024 & Beyond**

**The public hearing opened at 3:02 p.m.**

Joe Kunzler supported the recommended transit network and was pleased to see new service to the Future of Flight, bus route 103.

Brock Howell, Executive Director of the Snohomish County Transportation Coalition, highlighted what their agency heard from a recent community mobility survey. The survey supported increased service and frequency and service enhancements, including microtransit. The survey shared concerns regarding service dependability.

**The public hearing closed at 3:10 pm.**

### **Public Comment**

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

Joe Kunzler commented in support of Community Transit's open government approach.

Shelly Schweigert supported rescinding the agency vaccine policy.

Jeff Abrams, transit rider and Sound Transit citizen committee member, shared that his accessibility software was not compatible with the new website. He was having difficulty booking trips online.

### **Presentations**

#### **Service Awards**

CEO Ilgenfritz recognized Mayor Marine for his service as the 2022 Board Chair and for the agency's accomplishments during his tenure. Mayor Marine was presented with a framed photo for his service.

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

CEO Ilgenfritz provided the report. Over 100 public comments for the 2024 and Beyond service restructure were received and comments would continue to be collected through March 4. The Strategic Alignment and Capital Development Committee would review the restructure plan at their March meeting and the item was expected to go to the Board at their April 6 Board meeting.

Staff remained engaged with transit partners and WSDOT to develop and coordinate an approach to launch Lynnwood Link operations, implementing network changes, and scheduling work on the Revive I-5 project.

CEO Ilgenfritz shared recent activities. He joined Transportation staff for a Swift Blue line evening ride-along. He toured the Sound Transit Everett Link extension route with Snohomish County, City of Everett, and Sound Transit dignitaries. In February, he attended the Washington State Transit Association Board meeting in Olympia and met with state legislators. The agency hosted federal lobbyist, Mr. Peyser, for a visit and tour to inform federal legislative policy priorities.

The Safety, Security & Sustainability Department was making good progress filling four of the 18 Transit Security Officer positions. The Ashway Park & Ride Covid-19 site would close on 3/10/23 due to decreased patient volume.

Staff received national recognition by receiving three AdWheel awards at the APTA Marketing and Communications workshop. The procurement team received a prestigious national award from the Institute of Public Procurement – the agency was reaccredited with a Quality Public Procurement Department recognition.

As shared previously with employees and the Board of Directors, effective March 6, 2023 Community Transit would change its COVID-19 policies and practices and no longer require proof of vaccination as a condition of employment.

## **Committee Reports**

### **Executive Committee**

Chair Schuette reported on the February 16, 2023 meeting. The CEO report was provided. The next meeting was scheduled for March 16 at 11:30 a.m.

### **Finance, Performance, and Oversight Committee**

Mayor Roberts reported on the February 16, 2023 meeting. The Committee reviewed and forwarded two items to the action agenda:

- Award of RFP #2022-134, Transit Advertising Sales Program
- Award of RFP #2023-007, Recruitment Marketing and Media Placement

The Committee reviewed and forwarded the January 2023 monthly expenditures and payroll to the consent agenda. Staff provided the January 2023 Sales Tax Report and Diesel Fuel Report/ Update. The next Committee meeting was scheduled for March 16 at 2:00 p.m.

## **Consent Calendar**

**Mayor Marine moved to approve items A through G on the consent calendar.**

- a. Approve minutes of the January 19, 2023, Board Workshop.
- b. Approve minutes of the February 2, 2023, Board Meeting.
- c. Approve vouchers dated January 6, 2023 in the amount of \$7,148,332.11.
- d. Approve vouchers dated January 13, 2023 in the amount of \$1,980,768.99.
- e. Approve vouchers dated January 20, 2023 in the amount of \$5,155,458.77.
- f. Approve vouchers dated January 27, 2023 in the amount of \$1,644,024.64.
- g. Approve January 2023 Payroll:
  - i. Direct Deposits Issued, #429404-430922 in the amount of \$3,962,717.24.
  - ii. Paychecks Issued, #110867-110969 in the amount of \$37,565.83.
  - iii. Employer Payroll Tax Deposits in the amount of \$447,949.82.
  - iv. Employer Deferred Compensation for IAM in the amount of \$10,105.71.

**Council Member Daughtry seconded, and the item passed unanimously.**

### **Action Items**

#### **Award of RFP # 2023-007, Recruitment Marketing and Media Placement**

Jennifer Jeter, Senior Marketing Manager, shared that the agency's plan for growth would require more employees. A test began in November 2022 to use a vendor for recruitment marketing and media placement. The program demonstrated successful results raising market awareness and increasing advertising activity. The terms of the request for proposal (RFP) and recommended vendor were reviewed. The Board asked questions.

**Mayor Marine moved that the Board of Directors authorize the Chief Executive Officer to negotiate and award the Recruitment Marketing and Media Placement contract to Univox-Affiliated Media for an amount not-to-exceed \$1,500,000 per year for the initial three-year agreement and for each of three additional one-year options to extend.**

#### **Award of RFP #2022-134, Transit Advertising Sales Program**

Ms. Jeter provided the background on the Transit Advertising Sales Program. The program managed the sales of advertising space on the bus fleet. The current contractor was Lamar Transportation LLC. The current contract was ending, and an RFP was issued to continue the program. One proposal was received from Lamar Transportation and the proposal showed a price improvement compared to previous contracts. The Board asked questions.

**Mayor Marine moved that the Board of Directors authorize the Chief Executive Officer to negotiate and award a revenue contract for Transit Advertising Sales Program to Lamar Transportation LLC., with projected revenue in the amount of \$2,750,000 over a five-year term. Council Member Merrill seconded, and the item passed unanimously.**

### **Chair's Report**

Chair Schuette thanked staff and Board Members for the opportunity to serve as the 2023 Board Chair. She thanked the chairs of the Board advisory committees. The next Board meeting was scheduled for April 6, 2023 at 3:00 p.m.

### **Board Communications**

Mayor Nehring congratulated the agency on the Procurement award received.

Mayor Frizzell commended the financial and Procurement team for their quality of work.

Council Member Daughtry reported on the results of the Puget Sound Regional Council (PSRC) Transportation Policy Board FTA working group. The final FTA formula funding recommendation resulted in additional funding. The recommendation would go to the PSRC Board in March.

Mayor Roberts expressed gratitude that the agency was moving past the vaccine mandate.

Council Member Merrill recognized staff for their quality work on the new website. He successfully used the trip planner for a recent trip to Seattle.

Mayor Marine congratulated new Board Chair, Jan Schuette.

**Adjourn**

The meeting adjourned at 4:20 p.m.



Rachel Woods  
Executive Board Administrator

# Action Items

**To: Board of Directors**

**From: Chris Simmons, Manager of System Planning**

**Date: April 6, 2023**

**Subject: 2024 and Beyond – Bus Network Restructuring Proposal**

### **BACKGROUND**

Connecting the bus network to Lynnwood Link light rail when it is complete in 2024 is a strategic priority that Community Transit has planned toward for several years. Restructuring bus service to feed light rail stations rather than directly connect to Northgate or downtown Seattle will allow the agency to provide more local bus service to more places within Snohomish County.

Community Transit initiated public outreach in late 2021 asking for the public's preferences and conceptual guidance for a new local route network to be implemented with Link light rail opening to Lynnwood. A second round of public outreach in May 2022 asked for the public's response to a draft network on a route-by-route basis. Staff developed a Proposed Network reflecting the initial conceptual input collected in 2021 and the more detailed route-level feedback received in 2022, conducted a full Title VI analysis, and provided an opportunity for public comment from February 2 through March 4, 2023. Staff is now prepared to make a final recommendation to the Board.

### **STATUS**

Staff incorporated changes to the initial Proposed Network based on comments from public outreach efforts, internal and partner agency reviews, ridership data, and operational design considerations. This final proposal contains 35 routes operating with approximately 480,000 annual service hours. The Proposed Network represents the ultimate level of service frequency anticipated to be in operation by 2026.

Key features of the proposal include:

- Meets agency goals for connecting to light rail, expanding access to frequent service, adjusting to changing markets, and focusing on equitable access to the transit system.
- Implements the next phase of Swift Bus Rapid Transit (BRT) expansion with launch of the Swift Orange Line and Swift Blue Line Expansion and their integration with light rail.
- Expands the hours during which transit service is available throughout the service area.
- Expands overall service levels by 32% compared with current service operated by the agency.
- Increases population with access to 30 minute or better transit frequency by at least 68%.
- Increases jobs with access to 30 minute or better transit frequency by at least 40%.

It is anticipated that this network plan would be implemented in phased service changes beginning in 2024 and extending over the following two years. This phased implementation will allow the agency time to recruit and train the required workforce to operate the restructured and expanded bus network while providing for up-front public review of the complete master plan and vision for the future.



The recent and ongoing realignment of Sound Transit's ST2 program schedule is also likely to impact the implementation timing and phasing of Community Transit's new bus network. If Lynnwood Link light rail opens with less than the originally planned service level, it may delay Community Transit's ability to redeploy bus service from the I-5 corridor to other local service priorities within Snohomish County. Details on any impacts and revisions to the agency's bus network restructure plans will be shared with the Board as Sound Transit's ST2 realignment plans and schedule are confirmed.

During the public comment period of February 2 through March 4, 2023, staff received over 100 comments on the Proposed Network. Public comments are, in general, summarized into the following themes:

- A desire on the part of current commuter bus riders to maintain their one-seat ride to downtown Seattle and an unwillingness to use light rail in the future due to safety concerns;
- A concern with how schedules will align to make trips that are being made on the current network; and
- Support for the increased frequencies and spans on the proposed network.

Staff recommend the Final Draft Network (outlined at [www.communitytransit.org/transitchanges](http://www.communitytransit.org/transitchanges)) move forward as presented to the Board at the February 2, 2023 Board of Directors' meeting with no changes or modifications.

The Strategic Alignment and Capital Development Committee reviewed this item at their regular meeting on March 15, 2023. The Committee recommended the item be placed on the action agenda for the April 6 Board of Directors' Meeting.

### **BUDGET IMPACT**

Financial resources to implement and sustain the proposed levels of service were included in the 2022-2027 Transit Development Plan approved by the Board in 2022.

### **RECOMMENDATION**

That the Board of Directors approve the 2024 and Beyond—Bus Network Restructuring Proposal.

**To: Board of Directors**

**From: Chris Simmons, Manager of System Planning**

**Date: February 2, 2023**

**Subject: Title IV Analysis – 2024 and Beyond Network**

### **BACKGROUND**

Community Transit is proposing a restructured bus network to align with the launch of Sound Transit's Lynnwood Link light rail in 2024. Restructuring bus service to feed north end light rail stations rather than directly connect to Northgate or downtown Seattle will allow the agency to provide more local bus service to more places within Snohomish County, while also allowing customers to easily connect to the regional High-Capacity Transit system.

The proposed 2024 and Beyond network was developed through a multi-year process which included multiple public involvement opportunities, internal and partner agency reviews, analysis of ridership data, and consideration of operational design best practices. It includes a 32% increase over March 2023 service levels with an emphasis on providing more frequent service. The proposed network represents the ultimate level of service anticipated to begin implementation in 2024 with continued ramp-up of route frequency levels in 2025 and 2026. The network proposal is described in the *Information: Transit Changes in 2024 and Beyond* memo presented to the Board of Directors at the February 2<sup>nd</sup>, 2022 Board meeting.

In compliance with federal regulations, Community Transit evaluates service change proposals for impacts to racial minorities and low-income populations. If negative impacts exceed adopted thresholds, Title VI policy requires justification for the disparate or disproportionate 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 addition or elimination of a route. Service changes that meet this threshold are considered "major service changes."

### **Status**

Staff has conducted an analysis on the 2024 and Beyond network proposal and has determined that it qualifies as a major service change. Since the proposed changes include significant adjustments to route geography and naming conventions, this analysis uses system-level and stop-level data to assess impacts.

### **Title VI Analysis**

The proposed 2024 and Beyond network includes the elimination of service into King County, with service to downtown Seattle and Northgate station terminating instead at the future Lynnwood Link light rail station. Service capacity from these eliminated segments is re-invested to allow for increased service levels within Snohomish County. Routes will also be restructured within Snohomish County to improve local connectivity.

For this analysis, routes in both the March 2023 network and proposed 2024 and Beyond network are identified as Minority Routes or Low-Income Routes as determined through demographic analysis using data from the latest available Census information. Routes that have higher-than-average minority or low-income population are considered Title VI routes. These definitions for the proposed routes are listed in the table below.

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	100.0%	Yes	101
102	18.0%	No	53.3%	Yes	102
103	21.7%	Yes	93.0%	Yes	103
106	18.4%	No	97.2%	Yes	106
109	19.7%	Yes	43.1%	Yes	109
111	12.5%	No	25.3%	No	111
112	18.3%	No	89.1%	Yes	112
114	18.4%	No	76.3%	Yes	114
117	21.4%	Yes	74.3%	Yes	117
119	18.7%	Yes	76.9%	Yes	119
120	15.7%	No	94.8%	Yes	120
121	17.0%	No	100.0%	Yes	121
130	17.7%	No	50.8%	Yes	130
166	17.0%	No	70.0%	Yes	166
201	22.5%	Yes	41.5%	Yes	201
202	22.4%	Yes	39.1%	Yes	202
209	16.7%	No	33.1%	No	209
220	19.9%	Yes	0.0%	No	220
222	20.0%	Yes	56.2%	Yes	222
223	19.9%	Yes	30.2%	No	223
230	19.1%	Yes	0.0%	No	230
240	19.7%	Yes	0.0%	No	240
270	21.0%	Yes	0.0%	No	270
271	23.3%	Yes	8.0%	No	271
280	20.6%	Yes	0.0%	No	280
701	24.0%	Yes	83.5%	Yes	701
702	19.6%	Yes	93.9%	Yes	702
703	22.5%	Yes	100.0%	Yes	703
901	19.0%	Yes	64.5%	Yes	901
903	19.2%	Yes	18.1%	No	903
904	22.3%	Yes	35.6%	Yes	904
905	22.0%	Yes	5.8%	No	905
907	23.1%	Yes	12.2%	No	907
908	13.6%	No	35.4%	Yes	908
909	15.8%	No	42.7%	Yes	909

When comparing overall service allocated to Title VI and non-Title VI routes in both the 2022 and 2024 and Beyond networks, there is a slight increase in both the total hours and total miles operated for both populations. The difference between these service level changes does not exceed the agency's adopted 20% threshold, and therefore does not represent a disparate impact or disproportionate burden for low-income service hours or miles, or minority service hours. The difference between the minority and non-minority service miles changes, however, statistically rises to the level of a disparate impact. As explained in the technical analysis, this is an artifact of the methodology. In short, Community Transit cannot account for the service miles being provided as a part of the Link Light Rail service from Sound Transit replacing the service miles being provided by Community Transit commuter routes. Therefore, while the rider experience actually results in an increase in overall service available to the rider, the data shows a service disparity. Due to the significant increase in service quantity and reliability provided by the Link light rail connection, the analysis concludes that the change in bus service miles in the I-5 corridor does not represent a meaningful disparate impact.

	Minority	Non-Minority	Low Income	Non-Low Income
Service Hours	+7.2%	+7.6%	+7.9%	+7.5%
Service Miles	+3.9%	+5.3%	+5.6%	+4.9%

Further analysis was completed on service levels at individual stops that are identified as serving Title VI populations. The Technical Analysis section provides additional information on the areas showing significant service changes, both in increases and decreases, in terms of affected service areas and how the proposed route structure accounts for those differences. The proposed structure incorporated an equity analysis component from the beginning of the design process, and changes at the stop level can be accounted for through the provision of different services serving slightly different locations.

### **RECOMMENDATION**

Information only. A public comment period on this proposal and the final Title VI analysis will be conducted from February 2, 2023, through March 1, 2023. A Board presentation will be provided on February 2, 2023 outlining the process and major changes from previous public drafts. A public hearing on the proposal will be held at the March 2, 2023, Board meeting. The Board will hear staff's recommendation and consider action on the proposal at the April 6, 2023 meeting.

## **Technical Analysis**

This technical analysis section outlines the data and methodology used to analyze the proposal.

### **Service Hour Analysis**

The service hours were analyzed by assigning the total amount of service time on a route to each stop along that route, adding the route times together when a stop serves multiple routes. The system totals are then used for comparison. The comparison basis is for the March 2023 service plan to this proposal.

Plan Year	Minority	Non-Minority	Low Income	Non-Low Income
2023	1,491,898,161	3,044,662,475	896,522,297	3,583,560,957
2026	1,598,877,685	3,276,425,877	967,311,264	3,853,608,371

### **Service Mile Analysis**

The service miles were analyzed by assigning the total service miles on a route to each stop along that route, adding the route miles together when a stop serves multiple routes. The system totals are then used for comparison. The comparison basis is for the March 2023 service plan to this proposal.

Plan Year	Minority	Non-Minority	Low Income	Non-Low Income
2023	28,161,525,485	59,091,336,444	17,325,145,285	68,745,739,018
2026	29,249,298,937	62,243,958,893	18,294,151,986	72,096,988,688

## **Results**

The agency threshold for further analysis on whether a disparate impact or disproportionate burden has been reached is a 20% or greater difference between the populations being compared. The threshold is not met for service hours under either a minority or low-income population nor for service miles under a low income population. The threshold is exceeded, however, for the service miles accorded to minority populations.

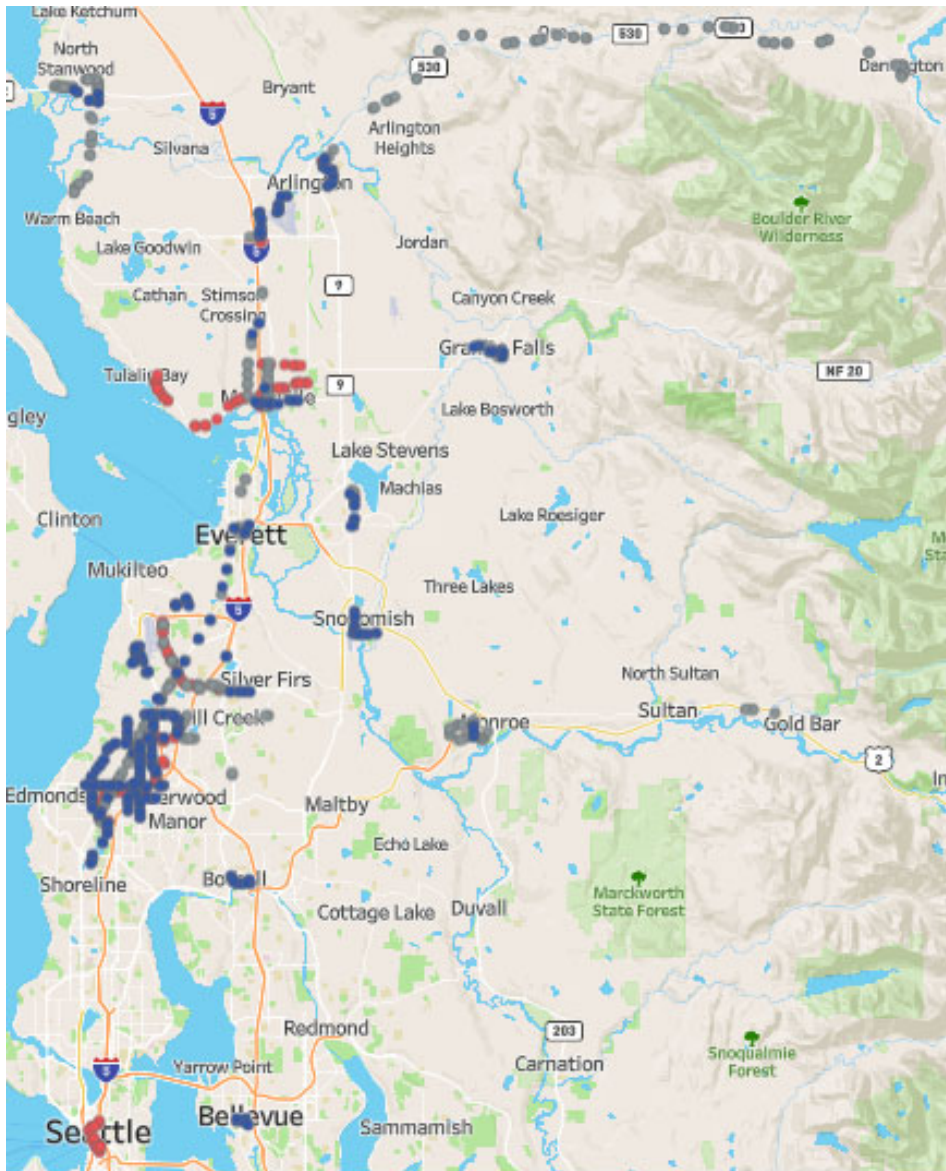
The agency anticipated this potential result in its service design. The commuter bus routes running between Snohomish County communities and downtown Seattle encompassed a large number of service miles that were, by design, being removed in favor of Sound Transit's Link Light Rail service between Lynnwood and downtown Seattle. That service, when fully launched, is designed to provide many times the capacity provided by Community Transit commuter bus services. Therefore, the system design intended to create greater service frequencies on local routes to connect to that more robust light rail service, at the cost of service miles attributable to Community Transit. Through this shift towards regional services for regional travel, it is the agency's conclusion that no further mitigation measures are needed on a system basis to account for the relative difference in the change of system miles between minority and non-minority Census tracts.

### **Stop Level Analysis**

Prior to an in-depth discussion of the Title VI impacts of this service change at the stop level, some limitations of the methodology and map need to be identified:

- Swift Orange service metrics are included in the analysis numerically but cannot be made visible on the map because they are not yet assigned a location in Community Transit's GIS database. This means a significant amount of service in the 2024 and Beyond network is not visible on the map.
- There is a data artifact that can distort the service proposal impacts at transit centers: The map shows impacts at individual bays rather than summing service at the transit center as a whole. Since 2024 and Beyond routes were assigned transit center bays without reference to the bays currently served by routes, the percentage change at each bay can vary widely – from total loss to a doubling or more of service – even if the service metrics for the transit center as a whole are improving.
- The length of the route in both miles and hours is multiplied by the number of weekly trips on that route and then imputed to every stop along that route. This means that stops served by commuter routes to King County may show a large decrease in service, but many, and in some cases most, of those miles are operated in King County and as such do not represent actual losses to Snohomish County-based riders, who will be connected to Link for access to their King County destinations.
- As Link light rail is operated by Sound Transit and not Community Transit, the operations of that service cannot be directly included in this Title VI analysis as it is constrained to the operations of Community Transit. Therefore, while the actual experience of the riders and community would not experience an overall loss of connectivity or service, the data reflects service losses as the regional connections are transferred to Sound Transit services.

In this examination of the Title VI impacts of the 2024 and Beyond network, service decreases and increases affecting high minority and high poverty stops will be discussed. Most service decreases affect groupings of stops around a similar geography, although individual stops/stop pairs are also affected. These are often complex changes involving multiple routes. Service improvements tend to be linked to improvements in individual route service levels. Discussions of each affected stop grouping experiencing a significant change in service levels under the 2024 and Beyond network plan is below.



## Map of service hour and/or service mile changes at minority and/or low income stops

Grey = no significant change

Blue = significant increase

Red = significant decrease

### Decreases

#### 1. Airport Road and Seaway Transit Center

This segment is currently served by just over half of weekday route 105 trips. The network restructure eliminates route 105, but maintains frequent, convenient Swift Green service along this segment with stations located in the best proximity of origin/destination locations. Community Transit service levels at Seaway Transit Center will improve five-fold with the addition of 20-minute service on route 103.

#### 2. Ash Way Park & Ride

There are multiple issues at Ash Way that result in a lack of map clarity about the amount of service available here in the 2024 network. First, this park & ride is served by multiple frequent commuter routes (413, 415, 810, 860, 880) to Seattle that skew the service metrics with the elimination of service in King County. Second, the changes are displayed separated by bays, rather than for the park & ride as a whole; some routes may have moved from one bay to another, which displays as a loss of route



miles and hours, but in actuality is no change at all. Third, because Swift Orange stations cannot be mapped, the improvements in service miles and hours that the Orange Line brings are not visualized. When the service metrics for all Ash Way Park & Ride stops, including the Swift Orange station, are added, both service miles and service hours at Ash Way Park & Ride increase, and the increase of service hours is greater than 20%. The proposed changes around Ash Way therefore represent a significant improvement for the high minority and high poverty populations around this park and ride.

### 3. 164<sup>th</sup> St. SW between Ash Way and 36<sup>th</sup>

Stops between SR 525 and 35<sup>th</sup> show a decrease in miles as an artifact of the elimination of frequent commuter routes 413, 415, and 880. Because these routes extend to Northgate and downtown Seattle, the loss of route length in King County skews the impact of these route eliminations. Customers on this segment will have good access to Link at Lynnwood Station on Swift Orange, which is not visualized, and routes 112 and 116, which are. The stops at Manor Way shows a decrease in both miles and hours because they are currently served by routes 115, 116, and 196, which are being replaced by route 166. Customers at this stop will have access to Lynnwood via route 112, 166, and a .25 mile walk to the Orange Line station at Swamp Creek Park & Ride.

### 4. Alderwood Mall Parkway

Stops on Alderwood Mall Parkway near 33<sup>rd</sup> are currently served by routes 107, 115, 116, and 196. In the new network, this service is replaced by routes 117 and 166. The proposed restructure around Swift Orange maintains good service frequency to this location, with two routes operating 30-minute headways, and improves access to the west side of Alderwood Mall dramatically in return for the decrease here.

### 5. Southwest Alderwood Mall

Stops along 33<sup>rd</sup> Ave. W south of 188<sup>th</sup> St. SW show a decrease in service as the pathway from Mukilteo on route 103 is shifted from 33<sup>rd</sup> to 188<sup>th</sup>. One of these stops will be replaced by an Orange Line station. The remaining stops are short distances away from and Orange Line station (800 feet) and route 117 stops (400 feet). The stops on Alderwood Mall Blvd. at 33<sup>rd</sup> are currently served by multiple routes but will maintain service on route 117 after 2024.

### 6. 200<sup>th</sup> St. SW (route 114)

There are two distinct segments of 200<sup>th</sup> that show decreased service: east of Lynnwood Transit Center, and west of Lynnwood Transit Center. The segment on the east side is currently served by five routes. Three of these, routes 115, 116, and 196, will be replaced by route 166. Routes 107 and 113 will be replaced by route 117. Both restructured routes operate 30-minute headways, maintaining a good connection to Lynnwood Transit Center and Link light rail.

West of Lynnwood Transit Center, 200<sup>th</sup> St. SW is currently served by routes 115 and 116, operating a combined 15-minute headway. With the Orange Line restructure, these routes will be replaced with route 114, operating 30-minute headways. The resulting decrease in service extends through the shared pathway of routes 115 and 116, traveling by Edmonds College to 212<sup>th</sup> St. SW. However, significant service increases can be seen on 196<sup>th</sup>, .25 miles north of 200<sup>th</sup>, and access to Edmonds College will be greatly expanded with Swift Orange. South of Edmonds College, service is improved on 76<sup>th</sup> and Hwy 99, both very nearby.

### 7. 220<sup>th</sup> St. SW

There is a single stop pair on 220<sup>th</sup> just east of 66<sup>th</sup> that will be newly unserved with the elimination of commuter routes 405 and 871. Customers who currently use this stop can walk around the corner to access improved route 119, which has significantly better span than routes 405 and 871 and provides a direct trip to the regional connections available at Mountlake Terrace Link Station.

#### 8. McCollum Park

McCollum Park Park & Ride is showing decreased miles because it is currently served by three commuter routes to King County (routes 412, 810, and 860), which are replaced in the new network by route 901, providing an express trip to Link light rail at Lynnwood Station. Route 115 is proposed for elimination, but it will be replaced by Swift Orange, which provides a vast improvement in service frequency and span, and likewise provides a reliable connection to Lynnwood Station. The map view of service at McCollum Park is skewed, as Swift Orange stations are included in the analysis but are not yet located in Community Transit's GIS system and therefore cannot be visualized on the map. Swift Orange will add a net of nearly 14,000 service miles at McCollum Park Park & Ride.

#### 9. Tulalip/Marysville (route 222)

The apparent decrease in service in Tulalip and Marysville is a result of changes made to route 222. In the proposed network, route 222 is streamlined and shortened, but service frequency and span are improved. All stops that display as decreased service will have improved frequency, and better connections to regional routes like the 201, 202, 904, and 905. The segments removed from route 222 are added into new route 223, which will operate with similar service characteristics to the current route 222.

#### 10. Smokey Point Blvd (route 201)

Service decreases shown at three stops on Smokey Pt. Blvd. just south of 172<sup>nd</sup> St. NE are the result of moving route 202 from Smokey Point Blvd. to 51<sup>st</sup> Ave. NE. Route 201 will continue to provide 30-minute headways on this segment. The new segments on route 202 lie in census tracts with similar demographics, so this change effectively expands access to transit to more high poverty areas at the cost of frequency for the affected stops.

#### 11. Downtown Arlington (route 227)

Service to stop 1049 on West Avenue will be removed with the changes to Boeing service, which discontinue Route 227, which currently serves this stop. Improved service is accessible less than .1 mile away on Olympic Avenue. For customers traveling to Boeing, route 907 will serve Smokey Point Community Church Park & Ride and the Smokey Point Transit Center, operating twice as many trips to Boeing as the current route 227.

### **Increases**

Most service improvements identified on the map are the result of improved frequency and/or span of service on individual routes. The methodology imputing increased route length to each stop along that route accounts for the service improvements at some stops. High minority and high poverty segments and stops with improved service are identified by route or geographic area below.

#### 1. Swift Blue

Multiple stations on Highway 99/Evergreen and in downtown Everett show increased levels of service as a result of the Swift Blue extension to the 185<sup>th</sup> St. Link Station in North Shoreline. Both service miles and service hours are increased as a result of this change.

## 2. Swift Orange

Although not visible on the map, Swift Orange will improve service on all 23 stops it serves by offering new Bus Rapid Transit service meeting agency service standards of 10-minute headways and all week service.

## 3. Route 103

Route 103 improvements affect stops along much of its length, including Hardeson Road stops, Seaway Transit Center, stops in the Harbour Pointe neighborhood, stops along 148<sup>th</sup> St. SW, 35<sup>th</sup>/36<sup>th</sup> Ave. W, 33<sup>rd</sup> Ave. SW, and 194<sup>th</sup> St. SW. Route 103's 20-minute headways are an improvement over current service on route 113, and route 103 provides a new connection between SR 525 and Seaway Transit Center.

## 4. Downtown Bothell

Routes 106 and 120 combine to provide more service to affected stops on Bothell Way, NE 185<sup>th</sup> St., and Beardslee Blvd. These stops are currently served by route 105, which operates 1-2 trips per hour on weekdays. When the 2024 and Beyond network is fully implemented, routes 106 and 120 will provide a combined four trips per hour in each direction during peak hour, and 3 trips per hour during the midday.

## 5. Route 109

Route 109 serves affected stops along 99<sup>th</sup> Ave. SE in Lake Stevens and on 132<sup>nd</sup> St. SE between SR 527 and 35<sup>th</sup> Ave. SE. 30-minute peak weekday headways improve on current 60-minute headways on both segments. Additionally, express route 901 will provide 30-minute peak headways on the 132<sup>nd</sup> St. SE corridor. Please see the item on Snohomish below for discussion of an additional 109 segment.

## 6. Route 112

Route 112 improvements touch affected stops along most of the northern half of the route, on 164<sup>th</sup> St. SW and 44<sup>th</sup> Ave. W north of Lynnwood Transit Center. On route 112, weekday headways will improve from 60 hours to 20 hours, and weekend headways will improve from 60 hours to 30 hours, providing a frequent, reliable connection to light rail.

## 7. Route 117

Route 117 serves affected stops on SR 525 near Harbour Pointe and at Lincoln Way. These stops are currently served by peak service only on routes 107, 417, and 880. The future route 117 will provide full weekday and weekend service to these stops.

## 8. Route 119

Most stops served by route 119 are high poverty and/or high minority stops. Weekday headways on route 119 will improve from 60 to 30 hours, increasing the number of weekday trips by nearly 60%.

## 9. Route 120

In addition to the previously discussed stops in downtown Bothell, route 120 serves affected stops along 204<sup>th</sup> St. SW between 44<sup>th</sup> and Poplar Way. Route 120 headways will improve from 60 to 30 hours on both weekdays and weekends.

#### 10. Routes 130/909

Route 130 serves affected stops along 76<sup>th</sup> Ave. W, and both routes 130 and 909 served affected stops on Lakeview Drive, near Lake Ballinger. All of these stops are currently served only by route 130, which operates headways that vary from 30 to 60 hours. In the 2024 and Beyond network, route 130 weekday headways will improve to a consistent 30 hours, and route 909 will provide additional trips every 50 hours.

#### 11. Route 166

Route 166 improves service to affected stops along 196<sup>th</sup> from Alderwood Mall Parkway to 80<sup>th</sup> Ave. W in Edmonds. These stops are currently served by route 196, which currently operates headways that vary from 30 to 60 hours on weekdays. Route 166 will improve service by operating consistent 30 minute headways on weekdays and Saturdays. Route 166 is also longer than route 196, which increases the connections for customers and improves the service metrics at these stops.

#### 12. Route 220

Route 220 serves affected stops on much of its pathway through Arlington, which remains unchanged in the 2024 and Beyond network. The 60-minute headways it operates are also unchanged, but span is expanded on both weekdays and weekends.

#### 13. Routes 209/223

Route 209 serves affected stops along 4<sup>th</sup> St./64<sup>th</sup> St. NE in Marysville and on 30<sup>th</sup> Ave. NE in Quil Ceda Village. Weekday peak headways are improved from 60 to 30 hours on route 209. Additionally, the new route 223 will serve affected stops along 4<sup>th</sup> St./64<sup>th</sup> St. NE in Marysville, further improving service levels along this corridor.

#### 14. Central Stanwood

In Stanwood, affected stops are located along 268<sup>th</sup> ST NW, 72<sup>nd</sup> Ave. NW, and Pioneer Highway. Improvements at these stops include increased span on route 240, and span and frequency on route 905 that is an increase over current express service on routes 247 and 422.

#### 15. I-5 Flyer Stops

Community transit service to I-5 flyer stops at 116<sup>th</sup> St. NE in Marysville will improve with the increased number of trips on route 905. Routes 903, 904, and 905 will all add stops at the South Everett Freeway Station to provide more connections to North County customers.

#### 16. 109/270/271/908 Snohomish

Service improvements affect multiple high poverty stops along Ave. D and 2<sup>nd</sup> St. in central Snohomish. These stops are currently served by routes 109, 270, 271, and 424. In the 2024 and Beyond network, route 424 will be replaced by route 908. All of these routes will have improved frequency and/or span in the future network.

#### 17. Route 908

In addition to the stops in Snohomish already discussed, Route 908 also serves affected stops on 179<sup>th</sup> Ave. SE in Monroe. Route 908 is shorter than its current counterpart, route 424, since it ends in Bellevue instead of downtown Seattle. However, route 908 will operate 12 trips each weekday, tripling the number operated by route 424.

## Fare Equity Analysis - Commuter Fare Change



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

**Thursday**  
**April 4, 2024**  
**3:00 p.m.**

Community Transit Board Room - 2312 W Casino Road, Everett, WA 98204

**Board Meeting Virtual Participation**

Zoom Webinar: <https://us02web.zoom.us/j/87858511746?pwd=UVZwc3doeW41L0pRSFBZbVBVWVlhQT09>

Webinar ID: 878 5851 1746      Passcode: 433505      Phone: 1-253-215-8782

**Watch Live**

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

**1. CALL TO ORDER**

**2. ROLL CALL**

**3. PUBLIC COMMENT\***

Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 3 p.m. April 3.

Written Comment: Email [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 3 p.m. April 3.

**4. PRESENTATIONS**

- a. Employee Service Awards – CEO Ilgenfritz
- b. 2023 Year-End Performance Report\*\* – Ian Hafey
- c. August 2024 Fare Change Proposal\*\* – Sophie Luthin

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

**6. COMMITTEE REPORTS**

- a. Executive Committee – Chair Merrill
- b. Finance, Performance, & Oversight Committee – Mayor Roberts
- c. Strategic Alignment & Capital Development Committee – Mayor Frizzell

**7. CONSENT ITEMS\*\***

- a. Approve minutes of the March 7, 2024 Board Meeting.
- b. Award RFP 2024-007, Web Developer Consulting Services.
- c. Approve vouchers dated February 2, 2024 in the amount of \$4,542,271.75
- d. Approve vouchers dated February 9, 2024 in the amount of \$3,258,495.48
- e. Approve vouchers dated February 16, 2024 in the amount of \$10,617,278.04
- f. Approve vouchers dated February 23, 2024 in the amount of \$3,127,928.28
- g. Approve February 2024 Payroll:
  - i. Direct Deposits Issued, #451965-453734 in the amount of \$4,473,744.10
  - ii. Paychecks Issued, #111912-111992 in the amount of \$72,042.97
  - iii. Employer Payroll Tax Deposits in the amount of \$502,140.94
  - iv. Employer Deferred Compensation for IAM in the amount of \$12,418.49

\*Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment



**8. ACTION ITEMS\*\***

- a. Award RFP 2023-104. Telephone System Replacement – Ann Martin
- b. Award RFP 2024-001, Fuel Contract – Mike Swehla

**9. CHAIR'S REPORT**

**10. EXECUTIVE SESSION**

**11. OTHER BUSINESS**

**12. BOARD COMMUNICATION**

**13. ADJOURN**

Board materials are available at [www.communitytransit.org/board-of-directors](http://www.communitytransit.org/board-of-directors). 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).

\* Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

# **Presentations**

**To:** Board of Directors

**From:** Sophie Luthin, Strategic Planning Manager

**Date:** April 4, 2024

**Subject:** Information: August 2024 Fare Change Proposal

## **BACKGROUND**

The Transit Changes in 2024 and Beyond network was adopted by the Board of Directors in early 2023 and will be implemented gradually through 2026. The planned network will provide improved connections between buses and light rail, expand the frequent service network, adjust service to changing markets and ensure equitable access to service. A key element of the planned network is the discontinuation of Commuter bus service into Northgate and downtown Seattle in alignment with the Lynnwood Link light rail extension launch in August 2024. These routes will be replaced by new express 900-series routes that connect at Lynnwood and Mountlake Terrace light rail stations.

Community Transit's current fare structure (see Table 1) includes four categories of service with fares based on the service type. With the implementation of the Transit Changes in 2024 and Beyond service plan, the Commuter fare category as applied to the 400 and 800 series routes will no longer be relevant as those routes will be discontinued. Additionally, with the introduction of the new 900 series of Express routes, the fare for those routes needs to be determined.

Staff is proposing that:

1. The Commuter fare category be eliminated entirely, and
2. The Local/Swift fare category be renamed to be Bus and Zip

The proposed changes would take effect on August 31, 2024 in alignment with the August 2024 service change. See Table 2 for the proposed fare structure.

*Table 1 – Current Fare Structure*

<b>Service</b>	<b>Adult (19 to 64)</b>	<b>Youth (under 19)</b>	<b>Reduced Fares</b>
Local <sup>1</sup> /Swift <i>Our bus rapid transit &amp; local bus routes</i>	\$2.50/ride	FREE	\$1.25/ride
Commuter <i>All 400 &amp; 800 series routes</i>	\$4.25/ride	FREE	\$2.00/ride
DART Paratransit <i>For passengers with disabilities</i>	\$2.50/ride	FREE	\$2.50/ride
Vanpool <i>Shared commuting</i>	Fares based on daily roundtrip miles and van size, split by the number of riders		

<sup>1</sup>The Zip Alderwood Shuttle follows the Local bus fare structure

Table 2 – Proposed Fare Structure

<b>Service</b>	<b>Adult (19 to 64)</b>	<b>Youth (under 19)</b>	<b>Reduced Fares</b>
Bus and Zip <i>Our Swift bus rapid transit, local bus, and express 900 series bus routes, and Zip Alderwood Shuttle</i>	\$2.50/ride	FREE	\$1.25/ride
DART Paratransit <i>For passengers with disabilities</i>	\$2.50/ride	FREE	\$2.50/ride
Vanpool <i>Shared commuting</i>	Fares based on daily roundtrip miles and van size, split by the number of riders		

## **STATUS**

An overview of the August 2024 fare change proposal will be presented to the Finance, Performance, and Oversight Committee on March 21, 2024 and again at the April 4, 2024 Board of Directors' Meeting. The public review and comment period on the proposal will take place from April 4, 2024 to May 3, 2024. A public hearing will be held at the May 2, 2024 Board of Directors' Meeting. The final August 2024 fare change proposal will be presented to the Committee at the May meeting with recommendation for adoption at the June 6, 2024 Board of Directors' Meeting.

Throughout the public review and comment period, comments may be directed to:  
[engage@commtrans.org](mailto:engage@commtrans.org)

A Title VI analysis was completed to assess whether the proposed fare change results in disproportionate impacts on Minority and Low-income riders. The analysis found no significant impacts. The Title VI analysis is included in the meeting packet.

## **BUDGET IMPACT**

Eliminating the Commuter fare category and applying the Local bus fare to the new Express service category is expected to result in an estimated annual revenue loss of (\$214,000), or 3% of fare revenue.

## **RECOMMENDATION**

Information only at this time

**To:** Board of Directors

**From:** Chris Simmons, Transit Integration Manager  
Sophie Luthin, Strategic Planning Manager

**Date:** April 4, 2024

**Subject:** Title VI Analysis, August 2024 Fare Change Proposal

## **BACKGROUND**

Community Transit's current fare structure includes four categories of service with fares based on the service type. This structure has existed since 2019 with the approval of the new ORCA LIFT low-income fare. See Table 1.

*Table 1 – Current Fare Structure*

Service	Adult (19 to 64)	Youth (under 19)	Reduced Fares
Local/Swift	\$2.50/ride	FREE	\$1.25/ride
Commuter (400 & 800 series routes)	\$4.25/ride	FREE	\$2.00/ride
DART Paratransit	\$2.50/ride	FREE	\$2.50/ride
Vanpool	Fares based on daily roundtrip miles and van size, split by the number of riders		

The Zip Alderwood Shuttle follows the Local bus fare structure

## **PROPOSAL**

With the implementation of the Transit in 2024 and Beyond service plan, the Commuter fare category as applied to the 400 and 800 series routes will no longer be relevant as those routes will be discontinued. Additionally, with the introduction of the new 900 series of Express routes, the fare for those routes needs to be determined.

Staff is proposing that:

1. The Commuter fare category be eliminated entirely, and
2. The Local/Swift fare category be renamed to be Bus and Zip

*Table 2 – Proposed Fare Structure*

Service	Adult (19 to 64)	Youth (under 19)	Reduced Fares
Bus and Zip	\$2.50/ride	FREE	\$1.25/ride
DART Paratransit	\$2.50/ride	FREE	\$2.50/ride
Vanpool	Fares based on daily roundtrip miles and van size, split by the number of riders		

By the terms of the Federal Title VI Requirements and Guidelines and the agency's 2022-2025 Title VI Program, should the effect of this change result in 20% fewer benefits to the service area's minority and/or low-income population than the population at large, then mitigation measures or adjustments to the proposal must be made.

## **TITLE VI ANALYSIS**

A reduction in fare from \$4.25 on Commuter routes to \$2.50 on Express routes is expected to reduce the average fare paid by all Community Transit riders by \$0.32 (11%). The proposed fare change is expected to reduce the average fare paid by minority riders by \$0.29 (11%) compared to \$0.34 (12%) for non-minority riders, resulting in a 1% difference in benefit. The proposed fare change is expected to reduce the average fare paid by low-income riders by \$0.33 (12%) compared to \$0.32 for non-low-income riders, resulting in a 1% difference in benefit. See Table 3 and Table 4 for detailed Title VI analysis results.

These changes do not meet the agency's adopted 20% threshold, so there is not a significant difference between minority and low-income riders, and non-minority, non-low-income riders.

*Table 3 – Ridership Information*

Service Type	Ridership Information					
	Minority	Percent Minority	Non - Minority	Low Income	Percent Low Income	Non - Low Income
Commuter	1,583	36%	2,767	873	20%	3,477
Non-Commuter	7,778	40%	11,560	3,726	19%	15,611
Total	9,436	40%	14,251	4,604	19%	19,084

*Table 4 – Fare Change Analysis*

Service Type	Fare Information				Average Fare Change			
	Current Fare	Proposed Fare	Fare Change	Percent Fare Change	Minority	Non - Minority	Low Income	Non - Low Income
Commuter	\$4.25	\$2.50	\$(1.75)	-41%	\$(2,770.34)	\$(4,842.57)	\$(1,528.00)	\$(6,084.92)
Non-Commuter	\$2.50	\$2.50	\$0	0%	\$0	\$0	\$0	\$0
	Average Fare Increase				\$(0.29)	\$(0.34)	\$(0.33)	\$(0.32)
	Percent Increase				-11%	-12%	-12%	-11%

## **CONCLUSION**

The proposal as put forward by staff is within the agency's Title VI Program standards and does not require mitigation or other alteration.

# **Consent Agenda**



**Board of Directors' Meeting**  
**Thursday, March 7, 2024**  
**Hybrid Meeting - 3 p.m.**

**Board Members Present**

Council Member Kim Daughtry  
Mayor Christine Frizzell  
Mayor Joe Marine  
Council Member Jared Mead\* \*\*  
Council Member Tom Merrill  
Mayor Jon Nehring  
Lance Norton  
Mayor Sid Roberts  
Council Member Jan Schuette

City of Lake Stevens  
City of Lynnwood  
City of Mukilteo  
Snohomish County  
City of Snohomish  
City of Marysville  
Labor Representative, non-voting  
City of Stanwood  
City of Arlington

**Board Members Absent**

Council Member Strom Peterson

Snohomish County

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

Alex Arellano  
Roland Behee  
Art Braeul  
Melissa Cauley  
Scott Eastman  
Heather Fulcher\*\*  
Mike Gallagher  
Annmarie Gibson  
Eunjoo Greenhouse  
Denise Gregory-Wyatt  
Nico Gonzales  
Kayleigh Haymond  
Edwin Hawkins  
Matt Hendricks  
Kyle Hughes  
Edna Hurst  
Ric Ilgenfritz  
Sue Jensen  
Stephan Kimbrough  
Nick Ludington  
Keisha McDew  
Molly Marsicek  
Deb Osborne  
Susan Paine\*\*  
Geoff Patrick  
Gwen Peyton  
Christopher Silveira  
Chas Stearns  
Melody Smith

CT-Service Ambassador Lead  
CT-Chief Operating Officer  
CT-Customer Relations Manager  
CT-Chief Planning & Development Officer  
CT-Assistant Mgr. Security Services  
City of Monroe, Board Alternate  
City of Brier, Board Alternate  
CT-Assistant Mgr. Customer Care  
CT-Chief Financial Officer  
CT-Labor Relations Manager  
CT-Service Ambassador  
CT Employee Engagement Specialist  
CT-Service Ambassador  
CT-Legal Counsel  
CT-Assistant Mgr. Security Services  
CT-Internal Communications Manager  
CT-CEO  
CT-Employee Engagement Strategist  
CT-Facilities Development Program Manager  
CT-Assistant Manager Customer Service  
CT-IT Program Manager  
CT-Chief Customer Exp. & Innovation Officer  
CT-Chief of Staff & Public Affairs Officer  
City of Edmonds, Board Alternate  
CT-Chief Communications Officer  
CT-Service Ambassador  
CT-Bus Rapid Transit Program Manager  
CT-Chief Information Officer  
CT-Executive Support Specialist

\*Joined meeting in-progress

\*\*Attended meeting remotely

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

Mike Swehla  
De Tapia  
Jim Williams  
Rachel Woods

CT-Deputy Director Maintenance  
CT-Deputy Director IT  
CT-Sr. Director Transportation  
CT-Executive Programs Manager

### **Call to Order**

Chair Merrill called the March 7, 2024, Board of Directors' meeting to order at 3 p.m. The meeting was held at 2312 W. Casino Road, Everett, WA 98204 and by Zoom. 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**

There were no public comments.

### **Presentations**

#### **2023 Employee Excellence Awards**

CEO Ilgenfritz recognized the recipients of the 2023 Employee Excellence Awards. Council Member Schuette presented the 2023 Board Chair award to Nick Ludington, Customer Care Assistant Manager. Maria Loaiza, Coach Operator, was the recipient of the 2023 CEO award.

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

CEO Ilgenfritz provided an update on regional engagement and recapped recent meetings. He met many times with Sound Transit's interim CEO, Goran Sparrman and was collaborating to maximize train capacity at Lynnwood. Sound Transit announced the East Link starter line would open on April 27. The City of Everett/Community Transit Joint Policy Committee convened on February 21 and planned to hold their next meeting in the summer.

The agency was developing its application to compete for federal investment to support the agency's zero emissions program. The state legislative session would conclude later that day. Funding was maintained for Swift line projects and the Climate Commitment Act repeal initiatives were headed to voters for consideration in November.

An update was provided on preparations for the launch of the Swift Orange line and the associated celebratory activities on March 30.

Regarding Innovative Service projects, meetings with the community working groups in Arlington, Darrington, and Lake Stevens would be held in March. Recommendations for these service pilots would be presented at the committee level in April and shared with the Board in May.

The Snohomish County Public Health Department recently signed off on the agency bus remediation cleaning procedure. The newly purchased 40-foot battery electric bus arrived to the Hardeson campus the day prior.

## **Committee Reports**

### **Executive Committee**

Chair Merrill reported on the February 15, 2024, meeting. The CEO report was provided. Board Resolution No. 02.24, Amendment to the Bylaws, was reviewed and forwarded to the Board's action agenda. Board conference opportunities were discussed and would be offered to Board members. The next meeting was scheduled for March 21, 2024, at 11:30 a.m.

### **Finance, Performance, and Oversight Committee**

Mayor Roberts reported on the February 15, 2024, meeting. The Committee reviewed and forwarded the January 2024 monthly expenditures and payroll vouchers to the consent agenda. January 2024 reports on sales tax and diesel fuel were shared. The next meeting was scheduled for March 21, 2024, at 2 p.m.

### **Strategic Alignment & Capital Development Committee**

Mayor Frizzell reported on the February 21, 2024, meeting. The Committee reviewed and forwarded two action items to the Board agenda:

- Award Sole Source #2024-11, Turn by Turn Navigation
- Award ITB #2024-003, Swift BRT Station Retrofits & Blue Line Expansion

The Committee received an update on the Swift Green Line Extension project. The next meeting was scheduled for March 20, 2024, at 2 p.m.

## **Consent Calendar**

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

- a. Approve minutes of the February 1, 2024 Board Meeting.
- b. Approve vouchers dated January 5, 2024 in the amount of \$3,789,852.91
- c. Approve vouchers dated January 12, 2024 in the amount of \$9,845,905.96
- d. Approve vouchers dated January 19, 2024 in the amount of \$2,507,827.31
- e. Approve vouchers dated January 26, 2024 in the amount of \$1,402,390.33
- f. Approve January 2024 Payroll:
  - i. Direct Deposits Issued, #450213-451964 in the amount of \$4,693,689.11
  - ii. Paychecks Issued, #111790-111911 in the amount of \$83,711.47
  - iii. Employer Payroll Tax Deposits in the amount of \$531,021.46
  - iv. Employer Deferred Compensation for IAM in the amount of \$12,572.27

**The motion was seconded by Mayor Marine and passed unanimously.**

## **Action Items**

### **Award Sole Source #2024-11, Turn by Turn Navigation**

Jim Williams, Sr. Director of Transportation, presented the Turn-by-Turn Navigation System. This system would enhance the operator navigation experience and help operators adhere to their routes. This purchase was a sole source due to technology already provided onboard coaches by Innovations in Transportation. This software would be compatible with existing technology. The cost was below the fair and reasonable price.

**Mayor Marine moved that the Board of Directors authorize the Chief Executive Officer to negotiate and award Sole Source Contract #2024-011 Turn by Turn Navigation to INIT, for a not-to-exceed amount of \$314,400. The motion was seconded by Council Member Daughtry passed unanimously.**

Award ITB #2024-003, Swift BRT Station Retrofits & Blue Line Expansion

Christopher Silveira, Bus Rapid Transit Program Manager, presented. This expansion work would provide speed and reliability improvements along the existing Blue Line corridor. Project retrofit work consisted of upgrading existing BRT Blue and Green Line stations. Three bids were received, and C.A. Carey Corporation was the lowest responsive and responsible bidder.

**Mayor Roberts moved that the Board of Directors authorize the Chief Executive Officer to execute a contract with C.A. Carey Corporation for construction of the Swift BRT Station Retrofits and Blue Line Expansion project, for a not-to-exceed amount of \$3,228,342. The motion was seconded by Mayor Nehring and passed unanimously.**

Approve Resolution No. 02-24, Amendment to the Community Transit Bylaws

Matt Hendricks, Legal Counsel, presented the amended bylaws. The updated bylaws included the revised Board composition determined at the January 18 Board Composition meeting and defined the Board Alternate role.

**Mayor Nehring moved that the Board of Directors approve Resolution No. 02-24, Amending the Community Transit Bylaws. The motion was seconded by Council Member Daughtry and passed unanimously.**

Chair Report

Chair Merrill thanked the Board for the opportunity to serve as Chair and shared that a new date would be selected for the July Board meeting given the regular meeting fell on the 4<sup>th</sup> of July. The next regular Board meeting was scheduled for April 4, 2024.

Board Communication

Council Member Daughtry and Mayor Marine commented on the July 4 Board meeting reschedule.

Mayor Frizzell was looking forward to celebrating the Swift Orange Line Launch on March 30.

Representative Norton noted an omission in his recent personal comment.

Mayor Roberts shared that Stanwood was in the process of moving its police department and working on flood mitigations.

Council Member Schuette shared key takeaways from the February PSRC Transportation Policy Board meeting.

Adjourn

The meeting adjourned at 4:09 p.m.



Rachel Woods  
Executive Programs Manager



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

**Thursday**  
**May 2, 2024**  
**3:00 p.m.**

Community Transit Board Room - 2312 W Casino Road, Everett, WA 98204

**Board Meeting Virtual Participation**

Zoom Webinar: <https://us02web.zoom.us/j/87858511746?pwd=UVZwc3doeW41L0pRSFBZbVBVVWlhQT09>

Webinar ID: 878 5851 1746      Passcode: 433505      Phone: 1-253-215-8782

**Watch Live**

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

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. PUBLIC HEARING: Fall 2024 Fare Change Proposal**
  - a. Open Public Hearing
  - b. Public Comment\*  
Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 3 p.m. May 1.  
Written Comment: Email [engage@commtrans.org](mailto:engage@commtrans.org). Comments collected through May 3.
  - c. Close Public Hearing
- 4. PUBLIC COMMENT\***
  - a. Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 3 p.m. May 1.  
Written Comment: Email [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 3 p.m. May 1.
- 5. PRESENTATIONS**
  - a. Innovative Services – Pilot Area Recommendation\*\* – Jennifer Hass
- 6. CHIEF EXECUTIVE OFFICER'S REPORT**
- 7. COMMITTEE REPORTS**
  - a. Executive Committee – Chair Merrill
  - b. Finance, Performance, & Oversight Committee – Mayor Roberts
  - c. Strategic Alignment & Capital Development Committee – Mayor Frizzell
- 8. CONSENT ITEMS\*\***
  - a. Approve minutes of the April 4, 2024 Board Meeting.
  - b. Approve minutes of the April 18, 2024 Board Workshop.
  - c. Approve vouchers dated March 01, 2024 in the amount of \$3,121,302.11
  - d. Approve vouchers dated March 08, 2024 in the amount of \$5,341,485.74
  - e. Approve vouchers dated March 15, 2024 in the amount of \$3,334,921.30
  - f. Approve vouchers dated March 22, 2024 in the amount of \$2,751,040.98
  - g. Approve vouchers dated March 29, 2024 in the amount of \$5,812,558.65
  - h. Approve March 2024 Payroll:
    - i. Direct Deposits Issued, #453735-455545 in the amount of \$4,659,248.18
    - ii. Paychecks Issued, #111993-112052 in the amount of \$50,233.81

\*Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

- iii. Employer Payroll Tax Deposits in the amount of \$521,185.20
- iv. Employer Deferred Compensation for IAM in the amount of \$12,256.60

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

- a. Award RFP #2019-035, Coach and Swift Station Voice and Data Services – Mike Berman

**10. CHAIR'S REPORT**

**11. EXECUTIVE SESSION**

**12. OTHER BUSINESS**

**13. BOARD COMMUNICATION**

**14. ADJOURN**

Board materials are available at [www.communitytransit.org/board-of-directors](http://www.communitytransit.org/board-of-directors). 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).

\* Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

# **Consent Agenda**



**Board of Directors' Meeting**  
**Thursday, April 4, 2024**  
**Hybrid Meeting - 3 p.m.**

**Board Members Present**

Council Member Kim Daughtry  
Mayor Christine Frizzell  
Council Member Jared Mead\*  
Council Member Tom Merrill  
Mayor Kyoko Matsumoto-Wright \*  
Lance Norton  
Mayor Sid Roberts  
Council Member Susan Paine  
Council Member Strom Peterson\*  
Council Member Jan Schuette

City of Lake Stevens  
City of Lynnwood  
Snohomish County  
City of Snohomish  
City of Mountlake Terrace, Board Alternate  
Labor Representative, non-voting  
City of Stanwood  
City of Edmonds, Board Alternate  
Snohomish County  
City of Arlington

**Board Members Absent**

Mayor Joe Marine  
Mayor Jon Nehring

City of Mukilteo  
City of Marysville

**Others Present\*\***

Roland Behee  
Art Braeul  
Melissa Cauley  
Scott Eastman  
Mike Gallagher  
Davor Gjurasic  
Eunjoo Greenhouse  
Denise Gregory-Wyatt  
Ian Hafey  
Al Hendricks  
Kyle Hughes  
Ric Ilgenfritz  
Claude Jerde  
Sophie Luthin  
Art Marbet III  
Ann Martin  
Molly Marsicek  
Martin Munguia  
Deb Osborne  
Geoff Patrick  
Stacey Root  
Chas Stearns  
Mike Swehla  
David Tidwell  
Jim Williams  
Rachel Woods  
Olivia Woods  
Henry Yarsinske

CT-Chief Operating Officer  
CT-Customer Relations Manager  
CT-Chief Planning & Development Officer  
CT-Assistant Mgr. Security Services  
City of Brier, Board Alternate  
CT-State Lobbyist  
CT-Chief Financial Officer  
CT-Labor Relations Manager  
CT-Senior Analyst Research & Analytics  
CT-Legal Counsel  
CT-Assistant Mgr. Security Services  
CT-CEO  
CT-Facilities Manager  
CT-Strategic Planning Manager  
CT-Coach Operator  
CT-Senior NOC & Service Ops Manager  
CT-Chief Customer Exp. & Innovation Officer  
CT-Communications Manager  
CT-Chief of Staff & Public Affairs Officer  
CT-Chief Communications Officer  
CT-Administrative Coordinator  
CT-Chief Information Officer  
CT-Deputy Director Maintenance  
Self  
CT-Sr. Director Transportation  
CT-Executive Programs Manager  
CT-Research & Analytics Manager  
CT-External Communications

\*Attended meeting remotely

\*\*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 Merrill called the April 4, 2024, Board of Directors' meeting to order at 3 p.m. The meeting was held at 2312 W. Casino Road, Everett, WA 98204 and by Zoom. 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**

There were no public comments.

Council Member Peterson joined the meeting at 3:04 p.m.

### **Presentations**

#### **Employee Service Award**

CEO Ilgenfritz recognized Art Marbel, Coach Operator, for his twenty-five years of service at the agency.

#### **2023 Year-End Performance Report**

Ian Hafez, Senior Analyst Research and Analytics, presented the 2023 report – 105% of the 2023 service goal was achieved. System boardings increased by 23% from 2022 to 2023. Ridership numbers from all transportation modes were reviewed and compared regionally. Swift Orange Line ridership from the first five days of the new services was shared. The Board asked questions.

#### **August 2024 Fare Change Proposal**

Sophie Luthin, Strategic Planning Manager, presented August 2024 Fare Change Proposal. The proposal was to eliminate the \$4.25 commuter fare in the fall, when bus service to Northgate and downtown Seattle would be replaced with new express routes to Lynnwood and Mountlake Terrace light rail stations. The Board asked questions.

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

CEO Ilgenfritz thanked the Board for celebrating the Swift Orange Line launch on March 30. The Ribbon Cutting event was a success and more than 1,200 people attended the Block Party at Edmonds College. Staff were appreciated for their dedication to implementing the new service.

Ridership hit its highest daily total since March 2020 with over 34,000 daily boardings. The Alderwood Zip shuttle was also meeting service milestones. An update was provided on the fall service change and arrival of Lynnwood light rail. Sound Transit announced the light rail opening for August 30. Community Transit and King County Metro would implement the fall service change on September 14.

Recent CEO activities and meetings were reviewed. The agency would celebrate earth month with activities including participating in the Snohomish County PUD Earth Day Block Party.

A summary of the 2024 legislative session was provided. The Board received a summary report from Davor Gjurasic, State Lobbyist.

Kathleen Custer, ATU President, had taken a new position and would be leaving the agency. She was thanked and recognized for her contributions.

## **Committee Reports**

### **Executive Committee**

Chair Merrill reported on the March 21, 2024, meeting. An executive session was held for a labor negotiation update and the CEO report was provided. The next meeting was scheduled for April 18, 2024, at 11:30 a.m.

### **Finance, Performance, and Oversight Committee**

Mayor Roberts reported on the March 21, 2024, meeting. The Committee reviewed and recommended two items for the consent agenda, the approval of February 2024 payroll and expenditures and RFP 2024-007, Web Developer Consulting Services. The Committee reviewed and recommended one item for the action agenda, RFP 2024-001 Fuel Contracts. Staff provided reports on the August 2024 Fare Change Proposal, Q4 Performance Report and Q4 Financial Report (unaudited). The next meeting was scheduled for April 18, 2024, at 2 p.m.

### **Strategic Alignment & Capital Development Committee**

Mayor Frizzell reported on the March 20, 2024, meeting. The Committee reviewed and forwarded one item to the action agenda, RFP 2023-104, Telephone System Replacement. The next meeting was scheduled for April 17, 2024, at 2 p.m.

## **Consent Calendar**

**Council Member Daughtry moved to approve items A through G on the consent calendar.**

- a. Approve minutes of the March 7, 2024 Board Meeting.
- b. Award RFP 2024-007, Web Developer Consulting Services.
- c. Approve vouchers dated February 2, 2024 in the amount of \$4,542,271.75
- d. Approve vouchers dated February 9, 2024 in the amount of \$3,258,495.48
- e. Approve vouchers dated February 16, 2024 in the amount of \$10,617,278.04
- f. Approve vouchers dated February 23, 2024 in the amount of \$3,127,928.28
- g. Approve February 2024 Payroll:
  - i. Direct Deposits Issued, #451965-453734 in the amount of \$4,473,744.10
  - ii. Paychecks Issued, #111912-111992 in the amount of \$72,042.97
  - iii. Employer Payroll Tax Deposits in the amount of \$502,140.94
  - iv. Employer Deferred Compensation for IAM in the amount of \$12,418.49

**The motion was seconded by Council Member Schuette and passed unanimously.**

## **Action Items**

### **Award RFP 2023-104 Telephone System Replacement**

Ann Martin, Senior NOC & Service Operations Manager, presented. The existing phone system was nearing end of life. The recommended system would replace the core telephone system, including the Customer Experience call center and dispatch call center, and would leverage the Microsoft Teams system. The 2024 budget included funds for the first year of operating costs. Future year budget requests would cover the 2025-2029 operating costs for the new system. The Board asked questions.

**Mayor Roberts moved that the Board of Directors authorize the Chief Executive Officer to negotiate and award Contract #2023-104, Telephone System Replacement, to Computer Talk Global Corporation, for one year with four additional one-year renewal options, for a not-to-exceed**

**amount of \$1,060,426. The motion was seconded by Council Member Daughtry and passed unanimously.**

**Award RFP 2024-001, Fuel Contract**

Mike Swehla, Deputy Director Maintenance, provided an overview of renewable diesel (R99) fuel and its source. It could be used in the place of diesel fuel and was a less expensive and cleaner running fuel. The procurement process was competitive with proposals received from six vendors. Associated Petroleum Products scored the highest in the evaluation and the price was considered fair and reasonable. The current Board approved budget for 2024 for R99 and gasoline will cover this contract

**Council Member Daughtry moved that the Board of Directors authorize the Chief Executive Officer to negotiate and award Contract RFP #2024-001 Keep-Full Renewable Diesel & Gasoline Supply and Delivery to Associated Petroleum Products for a not-to-exceed amount of \$11,200,000 per year for a five-year period. The motion was seconded by Council Member Paine and passed unanimously.**

**Chair Report**

Chair Merrill congratulated staff on the success of the Swift Orange line launch. The Board Workshop was scheduled for April 18, 2024 pm and the next regular Board Meeting was scheduled for May 2, 2024.

**Board Communication**

Council Member Daughtry shared that the PRSC TPB meeting was cancelled for April. He congratulated staff on the well-run Swift Orange Line Ribbon Cutting event.

Council Member Paine enjoyed the Orange Line events and thanked Edmonds College for hosting.

Council Member Schuette thanked staff for the March 30 event.

Mayor Roberts wished Kathleen Custer, ATU Union President, well as she departed the agency for a new opportunity and thanked staff for the Orange Line events.

Mayor Frizzell had a nice conversation with a Swift Orange Line coach operator and was excited for the arrival of Link light rail to Lynnwood

Labor Representative Norton was proud to be a part of the agency.

Mayor Matsumoto-Wright, Council Member Peterson and Council Member Gallagher thanked staff for the Swift Orange line opening events.

**Adjourn**

The meeting adjourned at 4:23 p.m.



Rachel Woods  
Executive Programs Manager

**Board of Directors' Workshop**  
**Thursday, April 18, 2024**  
**Hybrid Meeting - 3 p.m.**

**Board Members Present**

Council Member Kim Daughtry  
Council Member Jared Mead\*  
Mayor Joe Marine  
Council Member Tom Merrill  
Mayor Jon Nehring  
Lance Norton  
Mayor Sid Roberts  
Council Member Jan Schuette

City of Lake Stevens  
Snohomish County  
City of Mukilteo  
City of Snohomish  
City of Marysville  
Labor Representative, non-voting  
City of Stanwood  
City of Arlington

**Board Members Absent**

Mayor Christine Frizzell  
Council Member Strom Peterson

City of Lynnwood  
Snohomish County

**Others Present\*\***

Roland Behee  
Melissa Cauley  
Scott Eastman  
Heather Fulcher  
Eunjoo Greenhouse  
Al Hendricks  
Jay Heim  
Ric Ilgenfritz  
Molly Marsicek  
Morgan McGrath  
Geoff Patrick  
Melody Smith  
Chas Stearns  
Mike Swehla  
Jim Williams  
Rachel Woods

CT-Chief Operating Officer  
CT-Chief Planning & Dev Officer  
CT-Assistant Manager Security Services  
Board Member Alternate, City of Monroe  
CT-Chief Financial Officer  
CT-Legal Counsel  
CT-ZE Manager  
CT-CEO  
CT-Chief Innovation & Customer Exp Officer  
CT-Capital Project Manager  
CT-Chief Communications Officer  
CT-Executive Support Specialist  
CT-Chief Information Officer  
CT-Deputy Director Maintenance  
CT-Senior Director Transportation  
CT-Executive Programs Manager

**Call to Order**

Chair Merrill called the April 18, 2024 Board of Directors' Workshop 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 meeting was recorded and livestreamed.

**Roll Call of Members**

The Executive Programs Manager called roll. Attendance was as noted above. **A quorum was present.**

**Public Comments**

There were no public comments

\*Attended meeting remotely

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

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

CEO Ilgenfritz introduced the meeting's agenda items.

### **Presentations**

#### **2024 & Beyond Network Implementation**

Roland Behee, Chief Operating Officer and Geoff Patrick, Chief Communications Officer presented an overview of the new service starting September 14. The changes coming in the Fall would impact almost all customers and employees. It would be the biggest network change in agency history.

Customers could expect many service changes in September 2024 including the opening of the Sound Transit Link 1 Line to Lynnwood. Bus routes would no longer serve Northgate or downtown Seattle and service would be redistributed to provide a much higher level of local service. The Swift Blue line would connect at 185<sup>th</sup> and I-5 and new express 900 series routes would be offered. The public would need to be educated to use our system differently. With reliability and speed introduced, it was expected more people would travel.

Employees could also expect significant changes. Included was extensive training and expanded operations base hours to support the expanded hours of service.

The communications and outreach plan was shared. Many customers would experience change and the goal was to inform as many customers as possible ahead of the change. A robust communications plan about the September 14 changes would start July 1. Examples of outreach communications included the bus alert system, communications on the buses and at stops. Staff would also be in the field supporting customers. Paid advertising would promote transit in Snohomish County and the new connections to light rail.

Looking ahead to 2025 & 2026 service would continue to build and be refined. After September 14, the agency will flip into a pro-active monitoring mode and focus on system optimization. Coordination with WSDOT, King County and Sound Transit would continue. The Board asked questions.

#### **Swift Gold Line Project Update & Community Outreach**

Melissa Cauley, Chief Planning and Development Officer, Morgan McGrath, Capital Project Manager and Geoff Patrick, Chief Communications Officer presented. The Swift Gold Line would serve our vibrant high growth county. The route would run North from Everett Station to Arlington/Smokey Point.

Innovative approaches were being considered for this line including 1 and 2 center running bus lanes. A business access lane (BAT) lane approach was also under consideration. The agency would kick off a one-year outreach plan and provide the public options for their consideration. The four-part outreach plan included educating populations along the corridor on bus rapid transit and gathering their input on the operating options. The Board would be asked to make a decision about this project in approximately one year. The Board commented and asked questions.

### **Chair's Report**

Chair Merrill stated the next regular Board meeting was scheduled for May 2, 2024 at 3 p.m. The Audit Entrance Conference was scheduled for May 13, 2024 at 10 a.m.

**Board Communications**

Mayor Roberts and Mayor Marine thanked staff for the presentations. Mayor Marine shared that a beach cleanup event would take place in Mukilteo on Saturday.

**Adjourn**

The meeting adjourned at 4:35 p.m.



Rachel Woods  
Executive Programs Manager



## Fare Equity Analysis – Reduced Fare Changes



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

**Thursday  
October 3, 2024  
3:00 p.m.**

**\*\*Agenda Revised October 2, 2024\*\***

Community Transit Board Room - 2312 W Casino Road, Everett, WA 98204

**Board Meeting Virtual Participation**

Zoom Webinar: <https://us02web.zoom.us/j/87858511746?pwd=UVZwc3doeW41L0pRSFBZbVBVWVWihQT09>

Webinar ID: 878 5851 1746      Passcode: 433505      Phone: 1-253-215-8782

**Watch Live**

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

**1. CALL TO ORDER**

**2. ROLL CALL**

**3. PUBLIC COMMENT\***

Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 3 p.m. Oct 2.

Written Comment: Email [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 3 p.m. Oct 2.

**4. PRESENTATIONS**

- a. Employee Service Awards – Ric Ilgenfritz
- b. Reduced Fare Changes Proposal\*\* – Sophie Luthin
- c. Swift Program Update – Morgan McGrath

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

**6. COMMITTEE REPORTS**

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

**7. CONSENT ITEMS\*\***

- a. Approve minutes of the September 5, 2024 Board Meeting
- b. Award ITB #2024-099 Fare Boxes and Stands
- c. Approve vouchers dated August 02, 2024 in the amount of \$2,285,359.64
- d. Approve vouchers dated August 09, 2024 in the amount of \$2,538,389.40
- e. Approve vouchers dated August 16, 2024 in the amount of \$3,270,370.64
- f. Approve vouchers dated August 23, 2024 in the amount of \$1,108,017.99
- g. Approve vouchers dated August 30, 2024 in the amount of \$5,446,431.82
- h. Approve August 2024 Payroll:
  - i. Direct Deposits Issued, #463883-465797 in the amount of \$4,824,709.94
  - ii. Paychecks Issued, #112372-112436 in the amount of \$82,613.10

\*Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

- iii. Employer Payroll Tax Deposits in the amount of \$537,233.07
- iv. Employer Deferred Compensation for IAM in the amount of \$12,216.25

**8. ACTION ITEMS\*\***

- a. Authorize CEO and Board Chair to Negotiate Interlocal Agreement with Skagit Transit  
– Jennifer Hass

**9. CHAIR'S REPORT**

**10. BOARD COMMUNICATION**

**11. EXECUTIVE SESSION**

**12. OTHER BUSINESS**

**13. ADJOURN**

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\* Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

# **Presentations**

**To:** Board of Directors

**From:** Sophie Luthin, Strategic Planning Manager

**Date:** October 3, 2024

**Subject:** Information: Reduced Fare Changes Proposal

### **BACKGROUND**

Community Transit's Board of Directors approved an update to the agency's fare structure in June 2024 to eliminate the commuter fare category in preparation for the 2024 and Beyond network restructure. During the public outreach process for the commuter fare update, the agency received comments from the public indicating support for updating the agency's reduced fare rate to better align with regional fare structures. Two additional fare change proposals have been identified in response to this community feedback.

Staff recommendation:

#### **Subsidized Annual Pass Program**

Community Transit implements a Subsidized Annual Pass program. This program allows residents enrolled in one of six state benefit programs to receive a pass for no cost to travel for free on King County Metro, Everett Transit, Sound Transit, the Seattle Streetcar, the King County Water Taxi, and the Seattle Monorail. Community Transit does not currently participate in the subsidized annual pass program. Participation in the subsidized annual pass program would help Community Transit align with regional agencies and improve equity outcomes for riders most in need.

#### **Reduced Fare Update**

Community Transit's reduced fare for Bus and Zip services be changed from \$1.25 to \$1.00. Community Transit is the only ORCA-participating agency with a reduced fare above \$1.00. Updating the reduced fare to align with the region would improve the customer experience and help address barriers to access transit service for people with low incomes, seniors, people on Medicare, and people with disabilities.

See Table 1 for the proposed fare changes.

Table 1 – Proposed Fare Structure

<b>Service</b>	<b>Adult (19 to 64)</b>	<b>Youth (under 19)</b>	<b>Reduced Fares</b> <i>ORCA LIFT, 65+, Disabled and Medicare</i>	<b>Subsidized Annual Pass</b> <i>Qualified, low income</i>
Bus and Zip <i>Our Swift bus rapid transit, local bus, and express 900 series bus routes, and Zip Alderwood Shuttle</i>	\$2.50/ride	FREE	Current: \$1.25/ride <b>Proposed: \$1.00/ride</b>	<b>FREE</b>
DART Paratransit <i>For passengers with disabilities</i>	\$2.50/ride	FREE	\$2.50/ride	<b>FREE</b>
Vanpool <i>Shared commuting</i>	Fares based on daily roundtrip miles and van size, split by the number of riders			

In addition to the above proposals, staff are evaluating the need for additional fare policy clarifications that will be included in the draft resolution for Board consideration in December. This will include:

- Clarification of the authorization process to implement temporary fare suspensions during emergencies and during cold and hot weather events.
- Clarification of the authorization process to adopt regional fare products implemented by the regional ORCA Joint Board.

## **STATUS**

An overview of the proposed changes was presented to the Finance, Performance, and Oversight Committee on September 19, 2024 and at the October 3, 2024 Board of Directors' Meeting. The public review and comment period on the proposal will take place from October 3, 2024 to November 7, 2024. A public hearing will be held at the November 7, 2024 Board of Directors' Meeting. The final fare change proposal will be presented to the Committee at the November meeting with recommendation for adoption at the December 5, 2024 Board of Directors' Meeting.

Throughout the public review and comment period, comments may be directed to:  
[engage@commtrans.org](mailto:engage@commtrans.org)

A Title VI analysis was completed to assess whether the proposed fare change results in disproportionate impacts on Minority and Low-income riders. The analysis found no disproportionate impacts. The Title VI analysis is included in the meeting packet.

## **BUDGET IMPACT**

Staff is conducting additional financial analysis on this proposal which will be shared with the Board.

## **RECOMMENDATION**

Information only at this time.

**To:** Board of Directors

**From:** Sophie Luthin, Strategic Planning Manager

**Date:** October 3, 2024

**Subject:** Title VI Analysis, Reduced Fare Changes

## **BACKGROUND**

Community Transit's current fare structure includes three categories of service with fares based on the service type. This structure has existed since 2019 with the approval of the new ORCA LIFT low-income fare. It was further updated in 2022 with the adoption of a free youth fare policy, and again in 2024 with the removal of the commuter fare category.

*Table 1 – Current Fare Structure*

Service	Adult (19 to 64)	Youth (under 19)	Reduced Fares
Bus and Zip	\$2.50/ride	FREE	\$1.25/ride
DART Paratransit	\$2.50/ride	FREE	\$2.50/ride
Vanpool	Fares based on daily roundtrip miles and van size, split by the number of riders		

## **PROPOSAL**

Staff recommend that the reduced fare for Bus and Zip services be changed from \$1.25 to \$1.00, shown in Table 2, and that the agency implement a Subsidized Annual Pass program.

*Table 2 – Proposed Reduced Fare Update*

Service	Adult (19 to 64)	Youth (under 19)	Reduced Fares	Subsidized Annual Pass
Bus and Zip	\$2.50/ride	FREE	\$1.00/ride	FREE
DART Paratransit	\$2.50/ride	FREE	\$2.50/ride	FREE
Vanpool	Fares based on daily roundtrip miles and van size, split by the number of riders			

The Subsidized Annual Pass program allows residents enrolled in one of six state benefit programs to receive a pass for no cost to travel for free on regional transit services. Qualifying benefits programs include:

- Temporary Assistance for Needy Families (TANF)/State Family Assistance (SEA)
- Refugee Cash Assistance (RCA)
- Aged, Blind, or Disabled Cash Assistance (ABD)
- Pregnant Women Assistance (PWA)
- Supplemental Security Income (SSI)
- Housing & Essential Needs (HEN)

By the terms of the Federal Title VI Requirements and Guidelines and the agency's 2022-2025 Title VI Program, should the effect of this change result in 20% fewer benefits to the service area's minority and/or low-income population than the population at large, then mitigation measures or adjustments to the proposal must be made.



## **TITLE VI ANALYSIS**

Eligibility for the six state benefit programs that qualify residents for the subsidized annual pass program requires income at or below 80% of the federal poverty line, or about \$12,000 per year, plus more requirements. Exact requirements are unique to each program. This analysis includes an assessment of the reduced fare reduction from \$1.25 to \$1.00 for low-income populations making more than \$12,000 per year and fare reduction from \$1.25 to \$0.00 for low-income populations making less than \$12,000 per year. US Census Data indicates that approximately 5% of Snohomish County residents make \$12,000 per year or less.

The impact of the proposed \$1.25 to \$1.00 fare change is estimated to benefit 14% of the population who are low-income and 0% of the non-low-income population. The impact of the proposed \$1.25 to \$0.00 subsidized fare change is estimated to benefit roughly 5% of the population who are both low-income *and* make less than \$12,000 per year. This change will affect 0% of the non-low-income population. The reduction is expected to provide an overall 41% reduction in fare for low-income populations and reduce the average fare paid by all Community Transit riders by \$0.10 (4%). There is no change for minority populations in either scenario except those who are also low-income.

These changes do not meet the agency's adopted 20% threshold, so there is not a significant difference between minority and low-income riders, and non-minority, non-low-income riders. See additional analysis in tables 3 and 4.

*Table 3- Ridership Information*

Service Type	Ridership Information								
	Minority	Percent Minority	Non-Minority	Low-Income	Percent Low-Income	Non-Low-Income	Subsidized Income	Percent Subsidized Income	Non-Subsidized Income
Average Weekday Boardings	10,355	40%	15,639	3,752	14%	22,242	1,300	5%	24,694

*Table 4- Fare Information*

Service Type	Fare Information				Average Fare Change			
	Current Fare	Proposed Fare	Fare Change	Percent Fare Change	Minority	Non-Minority	Low-Income	Non-Low-Income
Regular Fare	\$2.50	\$2.50	\$0.00	0%	\$0.00	\$0.00	\$0.00	\$0.00
Reduced Fare	\$1.25	\$1.00	-\$0.25	-20%	\$0.00	\$0.00	-\$938.05	\$0.00
Subsidized Fare	\$1.25	\$0.00	-\$1.25	-100%	\$0.00	\$0.00	-\$1,624.63	\$0.00
	Average Fare Increase				\$0.00	\$0.00	-\$0.51	\$0.00
	Percent Increase				0%	0%	-41%	0%

## **CONCLUSION**

The recommendation as put forward by staff is within the agency's Title VI Program standards and does not require mitigation or other alteration.

# **Consent Agenda**

**Board of Directors' Meeting  
Thursday, September 5, 2024  
Hybrid Meeting - 3 p.m.**

**Board Members Present**

Council Member Kim Daughtry  
Mayor Christine Frizzell  
Mayor Joe Marine  
Council Member Jared Mead\*  
Council Member Tom Merrill  
Mayor Jon Nehring  
Lance Norton  
Mayor Sid Roberts  
Council Member Jan Schuette  
Council Member Strom Peterson\*

City of Lake Stevens  
City of Lynnwood  
City of Mukilteo  
Snohomish County  
City of Snohomish  
City of Marysville  
Labor Representative, non-voting  
City of Stanwood  
City of Arlington  
Snohomish County

**Others Present\*\***

Roland Behee  
Art Braeul  
Melissa Cauley  
Scott Eastman  
Veralee Estes  
Heather Fulcher\*  
Michael Gallagher  
Eunjoo Greenhouse  
Al Hendricks  
Ric Ilgenfritz  
Treva Kosloski  
Samantha Lushtak  
Molly Marsicek  
Kyoko Matsumoto Wright\*  
Martin Munguia  
Chelsea Ongaro  
Deb Osborne  
Susan Paine\*  
Geoff Patrick  
Melody Smith  
Chas Stearns\*  
Mike Swehla  
Jim Williams  
Rachel Woods  
Uriel Ybarra

CT-Chief Operating Officer  
CT- Manager Customer Care  
CT-Chief Planning & Development Officer  
CT-Sr. Safety Security Manager  
CT-Human Resources Manager  
City of Monroe, Board Alternate  
City of Brier, Board Alternate  
CT-Chief People & Financial Officer  
CT-Legal Counsel  
CT-CEO  
CT-Sr. Mgr. Training & Staff Development  
CT-Sr. Director Safety, Security & Sustain.  
CT-Chief Innovation & Customer Exp Officer  
City of Mountlake Terrace, Board Alternate  
CT-Communications Manager  
CT-Program Mgr., Community Engagement  
CT-Chief of Staff & Public Affairs Officer  
City of Edmonds, Board Alternate  
CT-Chief Communications Officer  
CT-Executive Support Specialist  
CT-Chief Information Officer  
CT-Director of Maintenance  
CT-Sr. Director of Transportation  
CT-Executive Programs Manager  
CT-Government Relations Manager

**Call to Order**

Chair Merrill called the September 5, 2024, Board of Directors' meeting to order at 3 p.m. The meeting was held at 2312 W. Casino Road, Everett, WA 98204 and by Zoom. 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**

There were no public comments.

### **Presentations**

#### **September 2024 Service Change Readiness**

Roland Behee, Chief Operating Officer, Chelsea Ongaro, Program Manager Community Engagement, and Jim Williams, Sr. Director of Transportation, presented. The August 30 Lynnwood Link light rail launch was successful, and Sound Transit was working on getting the trains to 8-minute lead times. Ridership surged over the weekend with a 50% increase in Swift Orange line riders. The Ride Store was open, and service was provided to a large number of customers at the Lynnwood City Center Station.

The next step was for the agency was to implement the service restructure. All facets were prepared including the workforce, customer support, fleet, and facilities. On September 14 the Swift Blue line expansion to the Shoreline 185<sup>th</sup> light rail station would be activated. On September 16 the new 900 series routes would be put into service. Customers were receiving information through a variety of modes and there was a heavy staff presence in the field. Once the service launched the agency would shift to monitoring and adapting the service to best serve customers. The Board also received the quarterly Transit Police Unit report. The Board asked questions.

#### **Security Update**

Scott Eastman, Sr. Safety Security Manager, presented. Community Transit was focused on security for customers and employees. A similar presentation was provided to the Finance, Performance, and Oversight Committee on August 15. The Security Operations Center opened on July 1, a key component of the Security Strategic Plan. The center contained a robust camera system to monitor facilities in real time and was now an access point for customers to report issues directly. A program that tracks activity and allows data capturing in the field was being utilized. The Board asked questions.

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

CEO Ilgenfritz provided a summary of recent activities.

Last month was the Washington State Transit Association 3<sup>rd</sup> quarter conference in Kennewick. Two Community Transit coach operators and two maintenance teams successful competed in competitions and one coach operator, Matt Chomjak, finished first in the 40-ft bus category. CEO Ilgenfritz participated in a ZE panel session, and the Board strategized on the State legislative agenda.

CEO Ilgenfritz joined FTA Acting Administrator, Veronica Vanterpool, and several other agencies to sign onto the Equity in Infrastructure Project. This was an agency pledge to engage more disadvantaged businesses.

The proposed 2025 budget would be presented to the Finance, Performance & Oversight Committee, followed by the full Board in October. The State Audit Exit conference would be scheduled shortly.

Final preparations were underway for the zero emissions coaches to go into service for the side-by-side pilot. The Innovative Services pilot projects were on schedule to launch by the end of the year. The Board would hear an update on the Swift Gold line project at the October Board meeting.

## **Committee Reports**

### **Executive Committee**

Chair Merrill reported on the August 15, 2024, meeting. The CEO report was provided. The next meeting was scheduled for September 19, 2024, at 11:30 a.m.

### **Finance, Performance, and Oversight Committee**

Mayor Roberts reported on the August 15, 2024, meeting. The July 2024 expenditures and payroll vouchers were reviewed and forwarded to the Board's consent agenda. July 2024 reports were provided for sales tax and diesel fuel. The next meeting was scheduled for September 19, 2024, at 2 p.m.

### **Strategic, Alignment & Capital Development Committee**

Mayor Frizzell reported on the August 21, 2024, meeting. The Committee received an information update on the September 2024 Service Change Readiness and forwarded it to the Board. A Swift Program update was provided and would be presented at the October 3 Board meeting. The next meeting was scheduled for September 18, 2024, at 2 p.m.

## **Consent Calendar**

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

- a. Approve minutes of the August 1, 2024 Board Meeting.
- b. Approve vouchers dated July 5, 2024 in the amount of \$2,697,206.07
- c. Approve vouchers dated July 12, 2024 in the amount of \$1,192,054.50
- d. Approve vouchers dated July 19, 2024 in the amount of \$4,140,820.48
- e. Approve vouchers dated July 26, 2024 in the amount of \$3,026,587.76
- f. Approve July 2024 Payroll:
  - i. Direct Deposits Issued, #461982-463882 in the amount of \$4,897,098.92
  - ii. Paychecks Issued, #112312-112371 in the amount of \$59,582.11
  - iii. Employer Payroll Tax Deposits in the amount of \$543,743.72
  - iv. Employer Deferred Compensation for IAM in the amount of \$12,389.16

**The motion was seconded by Mayor Nehring passed unanimously.**

## **Chair Report**

The next regular Board meeting was scheduled for Thursday, October 3, 2024, at 3 p.m. Chair Merrill extended his excitement for the opening of the Link 1 line.

## **Board Communication**

Mayor Frizzell spoke to the positive impact of the Link 1 arriving to Lynnwood, shared reflections, and congratulated Sound Transit for the celebratory events.

Mayor Nehring congratulated staff and appreciated the opening of light rail in Snohomish County.

Mayor Roberts was happy to see light rail arrived, he remembered early discussions about it when he served on the Lynnwood City Council many years prior.

Council Member Schuette requested a photo that was taken the ribbon cutting event.

Mayor Marine recognized citizens who voted for transit and the taxpayers. The Mukilteo Lighthouse Festival would take place that coming weekend.

Council Member Daughtry congratulated Sound Transit and Mayor Frizzell.

Council Member Paine was thrilled to see the infrastructure investment and thanked staff.

Council Member Peterson shared a travel experience.

Mayor Matsumoto Wright was thrilled to see light rail open in her lifetime.

Council Member Gallagher offered his congratulations.

**Adjourn**

The meeting adjourned at 4:22 p.m.



Rachel Woods  
Executive Programs Manager



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

**Thursday  
November 7,  
2024  
3:00 p.m.**

Community Transit Board Room - 2312 W Casino Road, Everett, WA 98204

**Board Meeting Virtual Participation**

Zoom Webinar: <https://us02web.zoom.us/j/87858511746?pwd=UVZwc3doeW41L0pRSFBZbVBVVWlhQT09>

Webinar ID: 878 5851 1746      Passcode: 433505      Phone: 1-253-215-8782

**Watch Live**

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

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. PUBLIC HEARING: Reduced Fare Change Proposal**
  - a. Open Public Hearing
  - b. Public Comment\*  
Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 4 pm Nov. 6.  
Written Comment: Email [engage@commtrans.org](mailto:engage@commtrans.org). Comments collected through Nov. 7.
  - c. Close Public Hearing
- 4. PUBLIC HEARING: 2025 Proposed Budget**
  - a. Open Public Hearing
  - b. Public Comment\*  
Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 4 pm Nov. 6.  
Written Comment: Email [budget@commtrans.org](mailto:budget@commtrans.org). Comments collected through Nov. 7.
  - c. Close Public Hearing
- 5. PUBLIC COMMENT\***
  - a. Verbal Comment: Sign up to speak by completing this [Sign Up Form](#). Requested by 3 p.m. Nov. 6.  
Written Comment: Email [executiveoffice@commtrans.org](mailto:executiveoffice@commtrans.org). Requested by 3 p.m. Nov. 6.
- 6. PRESENTATIONS**
- 7. CHIEF EXECUTIVE OFFICER'S REPORT**
- 8. COMMITTEE REPORTS**
  - a. Executive Committee – Chair Merrill
  - b. Finance, Performance, & Oversight Committee – Mayor Roberts
  - c. Strategic Alignment & Capital Development Committee – Mayor Frizzell
- 9. CONSENT ITEMS\*\***
  - a. Approve minutes of the October 3, 2024 Board Meeting
  - b. Approve minute of the October 24, 2024 Board Workshop
  - c. AWARD: ITB #2024-116, Purchase of Transit Security Officer Vehicles

\*Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment



- d. Approve vouchers dated September 06, 2024 in the amount of \$ 3,608,871.48
- e. Approve vouchers dated September 13, 2024 in the amount of \$ 1,780,985.30
- f. Approve vouchers dated September 20, 2024 in the amount of \$ 3,141,510.25
- g. Approve vouchers dated September 27, 2024 in the amount of \$ 2,134,127.08
- h. Approve September 2024 Payroll:
  - i. Direct Deposits Issued, #465798-467694 in the amount of \$4,941,940.00
  - ii. Paychecks Issued, #112372-112436 in the amount of \$38,049.99
  - iii. Employer Payroll Tax Deposits in the amount of \$544,262.08
  - iv. Employer Deferred Compensation for IAM in the amount of \$12,018.14

**10. ACTION ITEMS\*\***

- a. AWARD: RFP #2024-080 Uniforms & Accessories – Cathy Jackson

**11. CHAIR'S REPORT**

**12. BOARD COMMUNICATION**

**13. EXECUTIVE SESSION**

**14. OTHER BUSINESS**

**15. ADJOURN**

Board materials are available at [www.communitytransit.org/board-of-directors](http://www.communitytransit.org/board-of-directors). 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).

\* Advance sign up for verbal public comments is not required but requested to support meeting administration.

\*\*Indicates attachment

# **Consent Agenda**

**Board of Directors' Meeting**  
**Thursday, October 3, 2024**  
**Hybrid Meeting - 3 p.m.**

**Board Members Present**

Council Member Kim Daughtry  
Mayor Christine Frizzell\*  
Council Member Jared Mead\*  
Council Member Tom Merrill  
Mayor Jon Nehring  
Lance Norton  
Mayor Sid Roberts  
Council Member Jan Schuette  
Council Member Strom Peterson\*

City of Lake Stevens  
City of Lynnwood  
Snohomish County  
City of Snohomish  
City of Marysville  
Labor Representative, non-voting  
City of Stanwood  
City of Arlington  
Snohomish County

**Board Members Absent**

Mayor Joe Marine

City of Mukilteo

**Others Present\*\***

Mary Albert  
Roland Behee  
Melissa Cauley  
Scott Eastman  
Heather Fulcher\*  
Michael Gallagher  
Eunjoo Greenhouse  
Deborah Hagge  
Al Hendricks  
Jeff Hess  
Jennifer Hass  
Ric Ilgenfritz  
Stephen Kimbrough  
Sophie Luthin  
Samantha Lushtak  
Molly Marsicek  
Morgan McGrath  
Matthew Muller  
Chelsea Ongaro  
Deb Osborne  
Susan Paine\*  
Geoff Patrick  
Melody Smith  
Chas Stearns  
Mike Swehla  
Evie Weinzierl  
Rachel Woods  
Oliva Woods  
Uriel Ybarra

CT-Budget Manager  
CT-Chief Operating Officer  
CT-Chief Planning & Development Officer  
CT-Sr. Manager Security & Emergency Mgmt  
City of Monroe, Board Alternate  
City of Brier, Board Alternate  
CT-Chief People & Financial Officer  
CT-Payroll Manager  
CT-Legal Counsel  
CT-Research & Analytics Assistant Mgr.  
CT-Senior Manager of Innovation  
CT-CEO  
CT-Facilities Development Program Mgr.  
CT-Strategic Planning Manager  
CT-Sr. Director Safety, Security & Sustain.  
CT-Chief Innovation & Customer Exp Officer  
CT-Manager, Bus Rapid Transit  
CT-Director Planning and Development  
CT-Program Mgr., Community Engagement  
CT-Chief of Staff & Public Affairs Officer  
City of Edmonds, Board Alternate  
CT-Chief Communications Officer  
CT-Executive Support Specialist  
CT-Chief Information Officer  
CT-Director of Maintenance  
CT-Sr. Specialist Employee Communications  
CT-Executive Programs Manager  
CT-Research & Analytics Manager  
CT-Government Relations Manager

\*Attended meeting remotely

\*\*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 Merrill called the October 3, 2024, Board of Directors' meeting to order at 3 p.m. The meeting was held at 2312 W. Casino Road, Everett, WA 98204 and by Zoom. 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**

There were no public comments.

### **Presentations**

#### **Employee Service Awards**

Ric Ilgenfritz, CEO, presented Jennifer Hass, Senior Manager of Innovation, with a service award for her 30-year anniversary at Community Transit.

#### **Reduced Fare Changes Proposal**

Sophie Luthin, Strategic Planning Manager, presented. The proposal was to align fare with partner agencies, lowering the reduced fare from \$1.25 to \$1.00 and participating in the subsidized annual pass program. The Title VI analysis found no disproportionate impacts. The public comment period would run through November 7 and a public hearing would be held at the November 7 Board of Directors' meeting. The Board asked questions.

#### **Swift Program Update**

Morgan McGrath, Manager, Bus Rapid Transit, and Melissa Cauley, Chief Planning and Development Officer, presented. The Swift Orange Line and Swift Blue Line Extension were fully operational. Swift station retrofits were underway and would continue through Q1 2025. The Swift Green Line Extension was in coordination with the Bothell Way Multimodal Improvements Project. The Swift Gold Line project was moving into phase 2 where refined route options would be shared and community feedback collected on bus travel lane options and station locations. Items expected to go to the Board for approval in the short term were reviewed.

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

CEO Ilgenfritz provided a summary of recent activities.

### **Committee Reports**

#### **Executive Committee**

Chair Merrill reported on the September 19, 2024, meeting. The CEO report was provided. The next meeting was scheduled for October 17 at 11:30 a.m.

#### **Finance, Performance, and Oversight Committee**

Mayor Roberts reported on the September 19, 2024, meeting. The August 2024 expenditures and payroll vouchers were reviewed and forwarded to the Board's consent agenda. Staff reports were as follows:

- Q2 2024 Financial Report (unaudited)
- Q2 2024 Performance Report
- August 2024 Sales Tax Report
- August 2024 Diesel Fuel

The next meeting was scheduled for October 17 at 2 p.m.

#### Strategic, Alignment & Capital Development Committee

Council Member Daughtry reported on the September 18, 2024, meeting. The Committee reviewed and forwarded one item to the consent agenda, Award: ITB #2024-099 Fare Boxes and Stands. The Committee reviewed and forwarded one item to the action agenda, Microtransit Interlocal Agreement with Skagit Transit. The next meeting was scheduled for, October 16 at 2 p.m.

#### Consent Calendar

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

- a. Approve minutes of the September 5, 2024 Board Meeting
- b. Award ITB #2024-099 Fare Boxes and Stands
- c. Approve vouchers dated August 02, 2024 in the amount of \$2,285,359.64
- d. Approve vouchers dated August 09, 2024 in the amount of \$2,538,389.40
- e. Approve vouchers dated August 16, 2024 in the amount of \$3,270,370.64
- f. Approve vouchers dated August 23, 2024 in the amount of \$1,108,017.99
- g. Approve vouchers dated August 30, 2024 in the amount of \$5,446,431.82
- h. Approve August 2024 Payroll:
  - i. Direct Deposits Issued, #463883-465797 in the amount of \$4,824,709.94
  - ii. Paychecks Issued, #112372-112436 in the amount of \$82,613.10
  - iii. Employer Payroll Tax Deposits in the amount of \$537,233.07
  - iv. Employer Deferred Compensation for IAM in the amount of \$12,216.25

**The motion was seconded by Council Member Daughtry passed unanimously.**

#### Action Items

##### Authorize CEO & Board Chair to Negotiate Interlocal Agreement with Skagit Transit

Jennifer Hass presented. For the microtransit zone in Darrington, Community Transit requested service be extended outside the Public Transportation Benefit Area (PTBA). The extension would serve the Sauk Suiattle reservation, an area in the Skagit Transit service area. Skagit Transit has agreed that Community Transit's microtransit service was a viable solution for the Sauk Suiattle reservation and the Sauk Suiattle Tribe was supportive.

**Council Member Daughtry moved that the Board of Directors authorize the Chief Executive Officer and Board Chair to negotiate the Interlocal Agreement with Skagit Transit to provide pilot microtransit service to the Sauk Suiattle reservation. Mayor Roberts seconded and the item passed unanimously.**

#### Chair Report

The Quarterly Board Workshop was scheduled for October 24, 2024, at 3 p.m. The next regular Board meeting was scheduled for Thursday, November 7, 2024, at 3 p.m.

#### Board Communication

Board Chair Merrill and Mayor Roberts shared key takeaways from the APTA Transform Conference.

Board Member Daughtry congratulated Jennifer Hass on her 30 years.

Board Member Schuette announced a new policy academy training facility was opening in Arlington and extended an invitation to a ribbon cutting celebration scheduled for October 22.

Mayor Nehring congratulated staff and appreciated the work on the Swift Gold line.

Council Member Paine thanked staff for the systems performance report and acknowledged the travel training program.

**Adjourn**

The meeting adjourned at 4:22 p.m.



Rachel Woods  
Executive Programs Manager

**To:** Finance, Performance & Oversight Committee

**From:** Sophie Luthin, Strategic Planning Manager

**Date:** November 19, 2024

**Subject:** Information: Reduced Fare Changes Proposal

## **BACKGROUND**

Community Transit's Board of Directors approved an update to the agency's fare structure in June 2024 to eliminate the commuter fare category in preparation for the 2024 and Beyond network restructure. During the public outreach process for the commuter fare update, the agency received comments from the public indicating support for updating the agency's reduced fare rate to better align with regional fare structures. Two additional fare change proposals have been identified in response to this community feedback.

Staff recommendation:

Community Transit implements a Subsidized Annual Pass program. This program allows residents enrolled in one of six state benefit programs to receive a pass for no cost to travel for free on King County Metro, Everett Transit, Sound Transit, the Seattle Streetcar, the King County Water Taxi, and the Seattle Monorail. Community Transit does not currently participate in the subsidized annual pass program. Participation in the subsidized annual pass program would help Community Transit align with regional agencies and improve equity outcomes for riders most in need.

Community Transit's reduced fare for Bus and Zip services be changed from \$1.25 to \$1.00. Community Transit is the only ORCA-participating agency with a reduced fare above \$1.00. Updating the reduced fare to align with the region would improve the customer experience and help address barriers to access transit service for people with low incomes, seniors, people on Medicare, and people with disabilities. See Table 1 for the proposed reduced fare change.

*Table 1 – Proposed Reduced Fare Structure*

<b>Service</b>	<b>Adult (19 to 64)</b>	<b>Youth (under 19)</b>	<b>Reduced Fares ORCA LIFT, 65+, Disabled and Medicare</b>
Bus and Zip <i>Our Swift bus rapid transit, local bus, and express 900 series bus routes, and Zip Alderwood Shuttle</i>	\$2.50/ride	FREE	Current: \$1.25/ride <b>Proposed: \$1.00/ride</b>
DART Paratransit <i>For passengers with disabilities</i>	\$2.50/ride	FREE	\$2.50/ride
Vanpool <i>Shared commuting</i>	Fares based on daily roundtrip miles and van size, split by the number of riders		

## **STATUS**



An overview of the proposed changes will be presented to the Finance, Performance, and Oversight Committee on September 19, 2024 and again at the October 3, 2024 Board of Directors' Meeting. The public review and comment period on the proposal will take place from October 3, 2024 to November 7, 2024. A public hearing will be held at the November 7, 2024 Board of Directors' Meeting. The final fare change proposal will be presented to the Committee at the November meeting with recommendation for adoption at the December 5, 2024 Board of Directors' Meeting.

Throughout the public review and comment period, comments may be directed to:  
[engage@commtrans.org](mailto:engage@commtrans.org)

A Title VI analysis was completed to assess whether the proposed fare change results in disproportionate impacts on Minority and Low-income riders. The analysis found no disproportionate impacts. The Title VI analysis is included in the meeting packet.

### **BUDGET IMPACT**

Staff is conducting additional financial analysis on this proposal which will be shared with the Board.

### **RECOMMENDATION**

Information only at this time

# Reduced Fare Change Proposal

Finance, Performance, and Oversight Committee

September 19, 2024



# Background

- **Commuter fare change adopted by Board - June 6**
  - Received feedback around inconsistencies between CT reduced fare structure and rest of region
- **2 items identified as next fare policy priority to align reduced fares with partner agencies and respond to community feedback**
  - Lower the reduced fare from \$1.25 to \$1.00
  - Subsidized Annual Pass program

# Reduced Fare Update

Service	Adult (19 to 64)	Youth (under 19)	Reduced Fares <i>ORCA LIFT, 65+, Disabled and Medicare</i>	Subsidized Annual Pass <i>Qualified, low income</i>
<b>Bus and Zip</b> <i>Our Swift bus rapid transit, local bus, and express 900 series bus routes, and Zip Alderwood Shuttle</i>	\$2.50/ride	FREE	Current: \$1.25/ride <b>Proposed: \$1.00/ride</b>	<b>FREE</b>
<b>DART Paratransit</b> <i>For passengers with disabilities</i>	\$2.50/ride	FREE	\$2.50/ride	<b>FREE</b>
<b>Vanpool</b> <i>Shared commuting</i>	Fares based on daily roundtrip miles and van size, split by the number of riders			

# Subsidized Annual Pass

Residents enrolled in one of six state benefit programs can receive a pass for no cost to travel for FREE on regional transit services.

Qualifying benefits programs include:

- Temporary Assistance for Needy Families (TANF)/State Family Assistance (SEA)
- Refugee Cash Assistance (RCA)
- Aged, Blind, or Disabled Cash Assistance (ABD)
- Pregnant Women Assistance (PWA)
- Supplemental Security Income (SSI)
- Housing & Essential Needs (HEN)

# Title VI Equity Analysis

**A Title VI Equity Analysis found no significant difference in benefit between minority and low-income riders, and non-minority, non-low income riders.**

# Regional Day Pass – Additional Context

- Upcoming changes to ORCA Regional Day Pass structure
- In order to ensure that Community Transit reduced fares are covered by the proposed regional day pass changes, CT would need to change its reduced fare to \$1.00
- Promotional day pass rate expires March 1, 2025



# Additional Fare Policy Updates

- **Fare policy updates to be included in final Board resolution**
  - Emergency/Adverse Weather authorization process
  - Process on adoption of regional fare products implemented by the ORCA Joint Board

# Next Steps

**Board Presentation: October 3**

**Public Comment: October 3 – November 7**

**Public Hearing: November 7**

**Board Action: December 5**

How to give input:

- Survey: <https://ctgo.org/fareproposal>
- Email: [engage@commtrans.org](mailto:engage@commtrans.org)
- Social: Facebook (/communitytransit), Twitter (@MyCommTrans)
- Mail: Community Transit, Administrative Office, 2312 W Casino Rd, Everett, WA 98204
- Call: 425-353-RIDE (7433)

**To:** Finance, Performance, and Oversight Committee

**From:** Sophie Luthin, Strategic Planning Manager

**Date:** November 19, 2024

**Subject:** Title VI Analysis, Reduced Fare Changes

## **BACKGROUND**

Community Transit's current fare structure includes three categories of service with fares based on the service type. This structure has existed since 2019 with the approval of the new ORCA LIFT low-income fare. It was further updated in 2022 with the adoption of a free youth fare policy, and again in 2024 with the removal of the commuter fare category.

*Table 1 – Current Fare Structure*

Service	Adult (19 to 64)	Youth (under 19)	Reduced Fares
Bus and Zip	\$2.50/ride	FREE	\$1.25/ride
DART Paratransit	\$2.50/ride	FREE	\$2.50/ride
Vanpool	Fares based on daily roundtrip miles and van size, split by the number of riders		

## **PROPOSAL**

Staff recommend that the reduced fare for Bus and Zip services be changed from \$1.25 to \$1.00, shown in Table 2, and that the agency implement a Subsidized Annual Pass program.

*Table 2 – Proposed Reduced Fare Update*

Service	Adult (19 to 64)	Youth (under 19)	Reduced Fares	Subsidized Annual Pass
Bus and Zip	\$2.50/ride	FREE	\$1.00/ride	FREE
DART Paratransit	\$2.50/ride	FREE	\$2.50/ride	FREE
Vanpool	Fares based on daily roundtrip miles and van size, split by the number of riders			

The Subsidized Annual Pass program allows residents enrolled in one of six state benefit programs to receive a pass for no cost to travel for free on regional transit services. Qualifying benefits programs include:

- Temporary Assistance for Needy Families (TANF)/State Family Assistance (SEA)
- Refugee Cash Assistance (RCA)
- Aged, Blind, or Disabled Cash Assistance (ABD)
- Pregnant Women Assistance (PWA)
- Supplemental Security Income (SSI)
- Housing & Essential Needs (HEN)

By the terms of the Federal Title VI Requirements and Guidelines and the agency's 2022-2025 Title VI Program, should the effect of this change result in 20% fewer benefits to the service area's minority

and/or low-income population than the population at large, then mitigation measures or adjustments to the proposal must be made.

## **TITLE VI ANALYSIS**

Eligibility for the six state benefit programs that qualify residents for the subsidized annual pass program requires income at or below 80% of the federal poverty line, or about \$12,000 per year, plus more requirements. Exact requirements are unique to each program. This analysis includes an assessment of the reduced fare reduction from \$1.25 to \$1.00 for low-income populations making more than \$12,000 per year and fare reduction from \$1.25 to \$0.00 for low-income populations making less than \$12,000 per year. US Census Data indicates that approximately 5% of Snohomish County residents make \$12,000 per year or less.

The impact of the proposed \$1.25 to \$1.00 fare change is estimated to benefit 14% of the population who are low-income and 0% of the non-low-income population. The impact of the proposed \$1.25 to \$0.00 subsidized fare change is estimated to benefit roughly 5% of the population who are both low-income *and* make less than \$12,000 per year. This change will affect 0% of the non-low-income population. The reduction is expected to provide an overall 41% reduction in fare for low-income populations and reduce the average fare paid by all Community Transit riders by \$0.10 (4%). There is no change for minority populations in either scenario except those who are also low-income.

These changes do not meet the agency's adopted 20% threshold, so there is not a significant difference between minority and low-income riders, and non-minority, non-low-income riders. See additional analysis in tables 3 and 4.

*Table 3- Ridership Information*

Service Type	Ridership Information								
	Minority	Percent Minority	Non-Minority	Low-Income	Percent Low-Income	Non-Low-Income	Subsidized Income	Percent Subsidized Income	Non-Subsidized Income
Average Weekday Boardings	10,355	40%	15,639	3,752	14%	22,242	1,300	5%	24,694

*Table 4- Fare Information*

Service Type	Fare Information				Average Fare Change			
	Current Fare	Proposed Fare	Fare Change	Percent Fare Change	Minority	Non-Minority	Low-Income	Non-Low-Income

Regular Fare	\$2.50	\$2.50	\$0.00	0%	\$0.00	\$0.00	\$0.00	\$0.00
Reduced Fare	\$1.25	\$1.00	-\$0.25	-20%	\$0.00	\$0.00	-\$938.05	\$0.00
Subsidized Fare	\$1.25	\$0.00	-\$1.25	-100%	\$0.00	\$0.00	- \$1,624.63	\$0.00
Average Fare Increase					\$0.00	\$0.00	-\$0.51	\$0.00
Percent Increase					0%	0%	-41%	0%

## **CONCLUSION**

The recommendation as put forward by staff is within the agency's Title VI Program standards and does not require mitigation or other alteration.

# Appendix I

## Service Standards Evaluation

# Service Standards Evaluation

The results of the evaluation of the service standards analysis are provided in the following sections.

## 1 Required Quantitative Standards for Fixed Route Modes

### 1.1 Vehicle Load

Neither minority routes nor non-minority routes are approaching maximum load thresholds for Swift or Regular bus service.

Table 1 Vehicle Loads by Service Type and Minority Route Status

VEHICLE LOAD			
MINORITY ROUTES	AVG LOAD	% DIFFERENCE	
TRUE	22%		
FALSE	18%	19%	
SERVICE TYPE	AVG LOAD	STANDARD	STANDARD MET?
Regular Bus	18%	< 100%	MET
Swift	28%	< 150%	MET
System	21%		

### 1.2 Vehicle Headway

Community transit meets the headway standard for all service types except weekday peak service. We anticipate meeting this standard in future service changes as we implement an increasing proportion of planned enhancements under the 2024 and Beyond Network Restructure.

The table does show a large difference between the headways for minority and non-minority routes. This is a product of areas in the community with the highest residential and commercial densities also regularly coinciding with those areas with higher than average racial/ethnic minority populations.

Table 2 Vehicle Headways by Service Type and Minority Route Status

ACTUAL VEHICLE HEADWAY				
MINORITY ROUTES	AVG HEADWAY	% DIFFERENCE		
TRUE	31			
FALSE	59	-62%		
SERVICE TYPE	PERIOD	AVG HEADWAY	STANDARD	STANDARD MET?
Regular Bus	Weekends	55	<=60	MET
Regular Bus	Weekday Peak	38	<=30	NOT MET
Regular Bus	Weekday Off-Peak	47	<=60	MET
Swift	Weekends	18	<=30	MET
Swift	Weekday Peak	10	<=10	MET



Swift	Weekday Off-Peak	13	<=30	MET
System		34		

### 1.3 On-Time Performance (OTP)

At the system level Community Transit is meeting is on-time performance (OTP) standard and there is no meaningful difference in OTP levels between minority and non-minority routes.

Table 3 On-time Performance (OTP) by Service Type and Minority Route Status

ON-TIME PERFORMANCE			
MINORITY ROUTES	OTP	% DIFFERENCE	
TRUE	81%		
FALSE	78%	4%	
SERVICE TYPE	OTP	STANDARD	STANDARD MET?
Regular Bus	85%		
Swift	72%		
System	81%	>=80%	MET

### 1.4 Service Availability

#### 1.4.1 Spatial Availability

Like vehicle headways there is a difference in performance between minority and non-minority routes, but this is driven by land use differences which in turn encourage different service profiles. Moreover, at the systemwide level Community Transit is covering the vast majority of land area that is defined as transit supportive.

Table 4 Transit Supportive Land Area at the Route Level by Minority Route Status

TRANSIT SUPPORTIVE LAND AREA (TSLA) --- ROUTES						
MINORITY ROUTES	NBR STOPS MET CRITERIA	TOTAL STOPS	% STOPS IN TRANSIT SUPPORTIVE LAND AREA	STANDARD	STANDARD MET?	% DIFFERENCE
TRUE	737	1223	60%	>= 50%	MET	
FALSE	118	470	25%	>= 50%	NOT MET	82%
System	811	1621	50%	>= 50%	MET	

Table 5 Systemwide Coverage of Transit Supportive Land Area by Minority Route Status

TRANSIT SUPPORTIVE LAND AREA (TSLA) --- SYSTEM					
	TOTAL ACRES	TOTAL ACRES MET TSLA CRITERIA	% PTBA TSLA ACRES WITH IN STOP BUFFER	STANDARD	STANDARD MET?
PTBA	836,275	21,366	97%	>=75%	MET
STOP BUFFER	112,449	20,664			

### 1.4.2 Temporal Availability

All service types are meeting their span standard. Like vehicle headways there is a difference in performance between minority and non-minority routes, but this is driven by land use differences which in turn encourage different service profiles.

Table 6 Temporal Availability by Service Type and Minority Route Status

SPAN			
MINORITY ROUTES	AVG SPAN	% DIFFERENCE	
TRUE	Span: 4 to 24		
FALSE	Span: 5 to 21	16%	
SERVICE TYPE	AVG SPAN	STANDARD	STANDARD MET?
Regular Bus	Span: 5 to 24	7am to 6pm	MET
Swift	Span: 4 to 24	4am to 11pm	MET
System	Span: 4 to 24		

## 2 Service Policies

### 2.1 Distribution of Transit Amenities

The results of the table below highlight the clear need for CT's increasing focus on improving its bus stops. One of the components CT uses to determine amenity distribution are the population characteristics surrounding a stop, which may explain some of the differences observed.

Table 7 Shelter and ADA Pad Availability by Minority Route Status

SHELTER						
MINORITY ROUTES	NBR STOPS WITH SHELTER	TOTAL STOPS	% STOPS WITH SHELTER	STANDARD	STANDARD MET?	% DIFFERENCE
TRUE	229	1223	19%	100%	NOT MET	
FALSE	55	470	12%	100%	NOT MET	46%
System	278	1621	17%	100%	NOT MET	
ADA PAD						
MINORITY ROUTES	NBR STOPS WITH ADA PAD	TOTAL STOPS	% STOPS WITH ADA PAD	STANDARD	STANDARD MET?	% DIFFERENCE
TRUE	96	1223	8%	100%	NOT MET	
FALSE	30	470	6%	100%	NOT MET	21%
System	122	1621	8%	100%	NOT MET	

### 2.2 Vehicle Assignment

At the system level the average age of the fleet is well below the service standard. The average age of the fleet assigned to non-minority routes is over the standard, but the difference is negligible.

Table 8 Vehicle Age Differences by Service Type and Minority Route Status

VEHICLE AGE			
MINORITY ROUTES	AVG AGE	% DIFFERENCE	
TRUE	5.2		
FALSE	7.7	-39%	
SERVICE TYPE	AVG AGE	STANDARD	STANDARD MET?
Regular Bus	7.0		
Swift	2.4		
System	5.5	<=7.5	MET