



# KING COUNTY

1200 King County Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Signature Report

July 19, 2016

Motion 14688

Proposed No. 2016-0308.2

Sponsors Dembowski

1 A MOTION relating to public transportation, approving the  
2 2016 King County Metro Transit Title VI Program Report.

3 WHEREAS, Federal Transit Administration (FTA) regulations in 49 C.F.R.  
4 Section 21.9(b), require all direct and primary recipients of FTA funds to submit a Title  
5 VI program report every three years to the FTA regional office, and

6 WHEREAS, updated regulations in Circular FTA C 4702.1B require that "the  
7 Title VI program be approved by a recipient's board of directors or appropriate governing  
8 entity or official or officials responsible for policy decisions prior to submission to the  
9 FTA," and

10 WHEREAS, the King County transit division, as a transit provider and direct  
11 recipient of FTA funds, developed the 2016 Title VI Program report in compliance with  
12 applicable federal regulations;

13 NOW, THEREFORE, BE IT MOVED by the Council of King County:

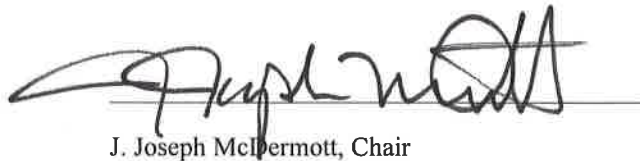
14 The council hereby approves the 2016 King County Metro Transit Title VI  
15 Program Report, which is Attachment A to this motion. The council requests the

- 16 executive to transmit a copy of Attachment A to this motion, with a copy of the Signature  
17 Report of this motion attached as Appendix H, to the Federal Transit Administration.  
18

Motion 14688 was introduced on 6/27/2016 and passed by the Metropolitan King County Council on 7/18/2016, by the following vote:

Yes: 9 - Mr. von Reichbauer, Mr. Gossett, Ms. Lambert, Mr. Dunn,  
Mr. McDermott, Mr. Dembowski, Mr. Upthegrove, Ms. Kohl-Welles  
and Ms. Balducci  
No: 0  
Excused: 0

KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON



J. Joseph McDermott, Chair

ATTEST:



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Anne Noris, Clerk of the Council

**Attachments:** A. 2016 King County Metro Transit Title VI Program Report - July 5, 2016



## **2016 King County Metro Transit Title VI Program Report**

2014-2016 Report to the Federal Transit Administration  
in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for  
Federal Transit Administration Recipients*

July 5, 2016



Department of Transportation  
Metro Transit Division

**Strategy and Performance**  
201 S Jackson St  
Seattle, WA 98104

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Alternative Formats Available

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## Introduction

King County Metro Transit (Metro) prepared this report on our Title VI program to comply with requirements of the Federal Transit Administration, or FTA. The FTA requires that transit agencies receiving federal funds submit a Title VI program every three years. This report covers July 2013 through June 2016. This overlaps with the previous triennial report, but the dates have been aligned with the process for expected King County Council review and approval.

The FTA's authority to require this program stems from the Civil Rights Act of 1964 and subsequent regulations. As stated in circular FTA C 4702.1B, which provides guidance and instructions for complying with Title VI regulations, the purposes of the Title VI program are:

- a. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;*
- b. Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;*
- c. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.*

Circular FTA C 4702.1B includes a checklist of items that are to be included in the Title VI program. In general, this report is organized in the order of that checklist.

## Equity and Social Justice in Plans and Policies

Metro and its parent government body, King County, have a deep and long-standing commitment to the principles embodied in Title VI of the Civil Rights Act of 1964. This commitment has been reaffirmed and expanded in County plans and policies adopted in recent years. As set out in the foundational documents described below, Metro is committed not only to nondiscrimination but also to actively promoting equity and social justice in all the services we provide.

### Equity and Social Justice

King County's Equity and Social Justice Ordinance requires that all county programs and services promote equity and social justice in all that they do. The ordinance calls for county agencies to examine the causes of racial disparities and inequities and to create conditions for all individuals and communities to reach their full potential. Reports issued by the County have shown that where people live, the color of their skin, and how much money they have are related to their access to education, health care, and economic opportunities. A person's opportunities in turn have an impact on health, income, quality of life and even life expectancy. King County's Office of Equity and Social Justice is leading ongoing work to understand the roots of inequities and move toward solutions. Metro plays a key role in promoting social equity as the primary provider of public transportation services countywide. More information is available at <http://www.kingcounty.gov/elected/executive/equity-social-justice.aspx>.

Key policies and ongoing efforts advancing equity and social justice include the King County Strategic Plan; King County Comprehensive Plan; King County Metro Strategic Plan and Service Guidelines; Executive Order on Written Translation Services; and Metro's Partnership to Achieve Comprehensive Equity (PACE). King County is also in the process of developing an Equity and Social Justice Strategic Plan.

### King County Strategic Plan

The King County Strategic Plan establishes "equitable and fair" as a guiding principle that is intended to "Address the root causes of inequities to provide equal access to opportunities for all." This principle is reflected in objectives and strategies pertaining to Metro, including "Meet the transportation needs of

low-income and other underserved populations” and “Ensure that communication, outreach and engagement efforts reach all residents, particularly communities that have been historically underrepresented.” King County also defines transportation as a determinant of equity, specifically including “Transportation that provides everyone with safe, efficient, affordable, convenient and reliable mobility options including public transit, walking, carpooling and biking.” More information is available at <http://www.kingcounty.gov/exec/PSB/StrategicPlan/CountyStratPlan.aspx>.

### **King County Comprehensive Plan**

Another policy document guiding Metro is the King County Comprehensive Plan, which provides guidance concerning land use and development as well as regional services including transit. The 2012 Comprehensive Plan incorporates “health, equity, social and environmental justice” as a guiding principle. The transportation chapter of the plan states that “King County should provide a system of transportation services and facilities that offer travel options to all members of the community, including people of color, low-income communities, people with limited English proficiency, and others who may have limited transportation options such as students, youth, seniors, and people with disabilities.” An update to this plan is currently underway. The update is expected to include immigrant and refugee populations in the groups served by county transportation services. The update is also expected to add guidance for King County to consider equity impacts and benefits during the transportation planning process. More information is available at <http://www.kingcounty.gov/depts/executive/psb/regional-planning/king-county-comprehensive-plan.aspx>.

### **Executive Order on Written Translation Process**

King County is dedicated to giving all residents fair and equal access to services, opportunities and protection. Noting that a substantial number of people in King County have limited English proficiency, King County Executive Dow Constantine issued an executive order on translation of public communication materials in October 2010. This executive order requires County agencies including Metro to translate public communication materials and vital documents into Spanish, as soon as feasible within available resources, and into other commonly spoken non-English languages according to guidelines provided. The order provides for the use of alternative forms of language assistance, such as interpretation services, when they are more effective or practical. More information is available at <http://www.kingcounty.gov/exec/styleguide/translation.aspx>.

### **Strategic Plan for Public Transportation and Service Guidelines**

Metro’s strategic plan incorporates equity and social justice by echoing the goals and principles of the King County Strategic Plan and including more specific strategies related to transit and transportation services. The *Strategic Plan for Public Transportation 2011-2021* was adopted by the King County Council in July 2011 and updated in 2013. The Strategic Plan and Service Guidelines are available at <http://metro.kingcounty.gov/planning/>

Metro’s strategic plan includes the following goals and strategies that promote nondiscrimination and full and fair access to services and participation in decision-making processes:

Goal 2: Human Potential. Provide equitable opportunities for people from all areas of King County to access the public transportation system.

Objective 2.1: Provide public transportation products and services that add value throughout King County and that facilitate access to jobs, education, and other destinations.

Strategy 2.1.1: Design and offer a variety of public transportation products and services appropriate to different markets and mobility needs.

Strategy 2.1.2: Provide travel opportunities and supporting amenities for historically disadvantaged populations, such as low-income people, students, youth, seniors, people of color, people with disabilities, and others with limited transportation options.

Strategy 2.1.3: Provide products and services that are designed to provide geographic value in all parts of King County.

Strategy 2.1.4: In areas that are not well-served by fixed-route service or where geographic coverage service gaps exist, seek to complement or “right-size” transportation service by working with partners to develop an extensive range of alternative services to serve the general public.

Goal 7: Public Engagement and Transparency. Promote robust public engagement that informs, involves, and empowers people and communities.

Objective 7.1: Empower people to play an active role in shaping Metro’s products and services.

Strategy 7.1.1: Engage the public in the planning process and improve customer outreach.

Objective 7.2: Increase customer and public access to understandable, accurate and transparent information.

Strategy 7.2.1: Communicate service change concepts, the decision-making process, and public transportation information in language that is accessible and easy to understand.

Goal 8: Quality Workforce. Develop and empower Metro’s most valuable asset, its employees.

Objective 8.1: Attract and recruit quality employees.

Strategy 8.1.2: Promote equity, social justice and transparency in hiring and recruiting activities.

### ***Service Guidelines***

Metro’s strategic plan also incorporates service guidelines that include social equity as one of three priorities that Metro considers in the service planning process.

These guidelines define a process by which Metro annually reviews and establishes target service levels for transit corridors. The process assigns scores that are based on indicators of productivity, social equity, and geographic value. The social equity score, which represents 25 percent of the total score, is based on the percentage of people boarding in a census tract that has a low-income or minority population higher than the countywide average. The total score, which also includes scores for productivity and geographic value, establishes a preliminary target service level for each corridor. The preliminary target service level may be adjusted upward to accommodate current ridership. A corridor that is below its final target service level is identified as a service investment priority. The overall result is that, other factors being equal, investments in routes that serve low-income or minority populations will be prioritized over routes that do not serve low-income or minority populations.

Metro reviews its efforts towards implementing its Strategic Plan for Public Transportation in periodic progress reports. It does the same for its service guidelines in an annual report. In addition to monitoring and measuring progress towards implementation, these reports provide an opportunity to update and improve Metro’s commitments towards these goals and policies, such as the 2015 revision to the service guidelines to strengthen consideration of social equity in the annual analysis.

### **Notable Recent Achievements**

Metro actively follows the guidance and requirements of the County plans and policies described above as well as the Title VI statute and regulations. The following represent a few major notable actions we

have taken over the past few years to promote fair and equal access to Metro's services and activities for all people in our service area, including minority populations and people who have limited English proficiency or low incomes:

- *Implemented the ORCA LIFT reduced fare program.* ORCA LIFT provides a flat \$1.50 fare for riders with household income below 200 percent of the federal poverty level. ORCA LIFT was created in response to concerns about fare increases making it more difficult for low-income individuals to afford transit. A key to this program's success is Metro's innovative partnership with King County's public health department and a broad network of human service agencies. ORCA LIFT has received national and international attention as a groundbreaking transit fare discount program, and many transit agencies have asked Metro for advice about starting their own programs.
- *Reorganized service around the opening of Sound Transit's University Link light rail.* Metro considered social equity while planning major service changes around the opening of light rail service to Capitol Hill and Husky Stadium in Seattle in 2016. Metro conducted extensive community outreach in affected communities. Metro carefully examined service proposals to determine their impact on minority and low-income populations, and focused on improving service levels on bus routes in the area to meet needs identified by Metro's Service Guidelines.
- *Continued language outreach efforts.* Metro continued to expand translation of informational documents for riders, with a focus on the languages used by the largest groups in King County. Through the King County Mobility Coalition, Metro also expanded production of a series of videos for refugee and immigrant populations, in their native languages, about how to use transit. The videos are now available in 13 languages. Metro worked with health care organizations to create customized multi-lingual informational materials on how to access healthcare using transit.
- *Formed the Partnership to Achieve Comprehensive Equity (PACE).* Facing concerns about equity and racial discrimination among employees, Metro, Amalgamated Transit Union Local 587, and Professional and Technical Employees Local 17 launched the Partnership to Achieve Comprehensive Equity (PACE). PACE is intended to be an enduring effort to build and enhance the processes, tools, and standards for embracing diversity and ensuring equal opportunity for all Metro employees. With full support of King County leadership, the partnership continues to support a work culture of inclusion, fairness, and comprehensive equity. While this effort is aimed at internal employees rather than customers, it is indicative of the overall commitment of King County and Metro leaders to equity and social justice for customers and employees. PACE was nationally recognized by the National Public Employer Labor Relations Association (NPERLA) as demonstrating innovative leadership in public sector labor relations.

This report provides more information about these and the many other steps Metro has taken to comply with Title VI requirements and to move toward King County's vision of a just and equitable society.

## SECTION I: General Reporting Requirements

### Title VI Notice to the Public

Metro uses a variety of means to notify the public that we comply with the requirements of Title VI and related statutes and regulations.

Placards displaying this notice, as well as information about how to file a complaint if a person believes Metro has discriminated against them, are posted inside all buses. The notice is translated into Cambodian, Chinese, Korean, Russian, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese. A similar notice of Title VI obligations and remedies is provided to customers of Metro's Access paratransit service. Metro's language assistance plan, attached as Appendix B, includes images of these placards. The notice is also posted on Metro's website, [www.kingcounty.gov/metro](http://www.kingcounty.gov/metro), and in Metro's pass sales office.

The wording of the notice follows:

**"King County Metro Transit does not discriminate in the provision of service..."**

King County Metro Transit does not discriminate in the provision of service on the basis of race, color, and national origin. For more information on Metro's nondiscrimination obligations, or to file a discrimination complaint, you may call Metro's Customer Information Office at 206-553-3000. You may also contact Metro in writing at the address below:

General Manager, King County Metro Transit, 201 S. Jackson St. KSC-TR-0415, Seattle, WA 98104"

In addition, the following notification is posted in English and Spanish on the King County website (<http://www.kingcounty.gov/exec/CivilRights/TitleVI.aspx>):

**"Title VI compliance**

***Title VI of the Civil Rights Act of 1964 states:***

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

***King County Title VI Policy Statement***

King County assures that no person shall on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964 as amended, and the Civil Right Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance.

King County further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

In the event King County distributes federal aid funds to another governmental entity or other sub-recipient, King County will include Title VI language in all written agreements and will monitor for compliance.

King County's Office of the Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports and other King County responsibilities as required by 23 CFR 200 and 49 CFR 21.

Dow Constantine  
King County Executive

May 28, 2010"

## Title VI Complaint Procedures and Form

Instructions for filling out a Title VI complaint can be obtained from King County's Office of Civil Rights (<http://www.kingcounty.gov/exec/CivilRights/TitleVI.aspx>) and from Metro's Customer Information Office.

A copy of the complaint form is in Appendix A.

## Title VI Investigations, Complaints, and Lawsuits

One civil rights complaint was filed since Metro's 2013 Title VI program was submitted. That complaint was dismissed. The complaint and actions taken are listed in Table 1.

**Table 1**  
**King County Office of Civil Rights - Complaints and Actions Taken**

Metro/Public Accommodation Complaints				
	Date filed	Summary/Allegations (include basis of complaint: race, color, or national origin)	Status – April 15, 2016	Action(s) Taken
1. KCPA 14-02-01 Virgil v. DOT- Transit Division	2-12-14	Adverse treatment by driver- Basis: race (Caucasian)	File closed 10-20-14	No reasonable cause finding 7-18-14  Reconsideration request 8- 25-14  Reconsideration denied 8- 27-14  Appeal to Hearing Examiner + case dismissed

## Public Participation Plan

King County, broadly, and Metro, specifically, have several policies and plans that establish expectations for how Metro engages minority and limited-English-proficient populations in our public engagement and outreach processes. These policies and plans reflect the fundamental principle that all those affected by a decision should be involved in shaping it.

1. The **King County Strategic Plan** establishes the following goal for public engagement: Promote robust public engagement that informs, involves, and empowers people and communities.

The plan defines three public engagement objectives:

- Objective 1. Expand opportunities to seek input, listen, and respond to residents.
- Objective 2. Empower people to play an active role in shaping their future.



- Objective 3. Improve public awareness of what King County does.
2. **Metro's Strategic Plan for Public Transportation 2011-2021** adopts the County's public engagement goal, and establishes two objectives:
    - Objective 7.1. Empower people to play an active role in shaping Metro's products and services.
    - Objective 7.2. Increase customer and public access to understandable, accurate and transparent information.

Metro's plan makes a commitment to targeting historically underrepresented populations, and states, "Metro considers equity and social justice in its decision-making process, particularly for people of color, low-income communities, and people with limited English proficiency, and people with other communication barriers consistent with King County's Equity and Social Justice ordinance, Executive Order on Translation, and federal law."

3. **King County's Equity and Social Justice program** seeks to embed the "equitable and fair" principle into everything King County does, so that the County's work and service enables all to have access to the determinants of equity.
4. **The County's Executive Order on Translation** directs all agencies of the County, including Metro, to ensure that communications are culturally and linguistically appropriate to the target audiences, and provides guidance for translating public communication materials.

In the context of these policies, Metro's ongoing and project-based public engagement methods proactively seek to engage minority and limited-English-proficient populations in conversations that shape decision making.

### Ongoing Engagement

The Transit Advisory Commission (TAC) was established in January 2011 by King County Ordinance 17025. This ordinance merged two previous advisory groups, the Transit Advisory Committee and the Accessible Services Advisory Committee.

The TAC improves transit services, planning, and programs by advising Metro's staff members and general manager, the King County Executive and Council, local jurisdictions, and subarea transportation boards concerning transit policy issues.

The commission's role is to:

- Advise Metro on the inception and development of long-range planning efforts.
- Advise Metro and King County on issues essential to transit service in King County, including matters of concern to the elderly and persons with disabilities.
- Serve as a resource for inter-jurisdictional transit promotion and coordination.

Commission members are appointed by the King County Executive and approved by the King County Council for two-year terms. The commission includes residents, business representatives, and other stakeholders concerned about transit service in the county. Most are bus riders. All live in King County, and collectively they reflect the county's diversity. At least half are people who have disabilities, are elderly, or work with these populations.

Over the past three years, 20 to 25 percent of TAC members have been people of color, 30 to 50 percent have been people with disabilities, and 20 to 25 percent have had incomes below the poverty level. Consistent with the County's Equity and Social Justice program, race, language, age, disability, and gender are factors used during recruitment to assure the TAC is representative of the diversity of the

county, which is Metro's service area. In 2015, information about the TAC, including the application form were translated into Spanish. In 2016, there is an active recruitment effort to fill vacant positions with members who are Spanish speakers as this is the fastest growing population of English Language Learners in King County.

The TAC is invited to brief the County Council, including the Regional Transit Committee, on transit issues. The TAC designates a member to serve on each of Metro's sounding boards, described below.

### **Project-specific Engagement**

In addition to involving the public through the Transit Advisory Commission, Metro develops public engagement processes to invite the general riding and non-riding public to help shape decisions regarding new transit service, changes to existing service, and reinvestments of existing service resources in accordance with Metro's strategic plan and service guidelines.

When developing major service changes, we design an engagement process that seeks to involve people affected by the change, including:

- Riders of affected routes
- Residents of areas around affected routes
- Community clubs and neighborhood councils
- Organizations that serve underrepresented and transit-dependent populations
- Staff and elected officials from local jurisdictions
- Major institutions (e.g. University of Washington)
- Employers
- Partner transit agencies (e.g. Sound Transit).

We use information and input from the public to develop service proposals that respond to the public's expressed needs. Service proposals often include alternatives for coverage, frequency and span of service. Alternatives may also present variations for peak and all-day service, local and express service, and other aspects of service.

We inform and solicit input from the public through methods such as public meetings, questionnaires, conversations with community groups, social media, news releases, advertisements, and sounding board meetings (see below). We involve people early in the planning process, presenting preliminary concepts and gathering input that is then used to develop proposals that are presented in a second round of outreach.

In every community engagement project, we research the demographics of those who may be affected by the change being considered. U.S. Census and American Community Survey data, school district data, and targeted research with organizations serving transit-dependent populations is used to determine the best way to reach minority and limited-English-proficient people in the community affected by the change.

We design outreach strategies to reach these populations, creatively seeking to engage those who would not otherwise learn about our process via mainstream communication channels.

A primary approach Metro takes is to partner with organizations serving minority populations to find out the most appropriate ways to engage those they serve. Other outreach efforts include:

- Distributing translated and large-print materials through community organizations, open houses and information tables.
- Hosting information tables at locations that serve minority and underrepresented populations, such as food banks, human service organizations, low-income housing and cultural organizations.

- Working with community partners to host meetings designed in formats, locations and at times that are appropriate for limited-English-proficient populations.
- Going door-to-door or boarding buses to reach people directly, using interpreters or translated materials as necessary.
- Providing information and purchasing advertising from ethnic media and community publications.
- Posting information at key community locations serving minority and underrepresented populations.
- Using six dedicated language phone lines, and adding additional lines as necessary, for people to comment or ask questions. We return phone calls using a phone-based interpreter service that helps us answer questions and solicit feedback in the caller's native language.
- Arranging for interpreters (including deaf and deaf/blind) upon request, or working with community-based organizations to facilitate conversation when appropriate.
- Presenting to stakeholders groups such as the National Federation of the Blind's Seattle Chapter, Catholic Community Services, the Seattle-King County Housing Authority, and the King County Mobility Coalition when a change is being planned that will affect the constituents.
- Having Metro's Accessible Services staff members available at open houses to answer questions and provide support for people with special needs.

When Metro is considering major service changes, we often complement broad public engagement with a sounding board. King County Code 28.94.170.A defines sounding boards as "geographically, topically or community-based groups convened for a limited time to consider specific transit topics." Sounding boards generally work with Metro staff members to develop proposals, review public feedback, and make advisory recommendations on transit service. A sounding board's membership reflects the demographics of the area affected by the service change. Metro achieves this by using U.S. Census data to identify the minority groups in the service area, and then asks sounding board applicants to identify their minority status on applications. We sometimes contact community organizations to recruit potential sounding board members.

The research, approach, and results are reported in a public engagement report submitted to the King County Council. The reports also document desired public engagement goals and outcomes and how well each engagement effort met those desired goals and outcomes using metrics. For example, comparing participant demographic data with ridership data to make sure we engaged and heard from a representative group of people who would be affected by the changes being planned. Sounding boards develop their own recommendations and reports for the King County Council on the particular changes being considered.

### **Summary of project-specific engagement**

Metro conducted six public engagement processes between July 2013 and June 2016. In total, these processes have engaged more than 30,000 people in helping shape service changes.

These processes were for a countywide service reduction plan Metro created to address a funding shortage, bus changes to integrate with the launch of U Link (light rail service to Capitol Hill and the University of Washington), the development of Metro's Long Range Plan, alternative service planning in Southeast King County and on Vashon Island, bus changes in Southeast Seattle, and late night bus service revisions.

## Example Projects

The following three projects highlight Metro's efforts to meaningfully engage minority, underrepresented, and limited-English-proficient populations in decision making.

### Project # 1

#### Service reduction plan

Metro service is funded primarily by sales tax, and the economic downturn that started in 2008 caused a significant reduction in Metro's revenue from this source. In addition to a number of non-service-related cost-cutting measures, Metro took actions to make up for the lost revenue in order to preserve most of its bus service. By the middle of 2013, however, it became clear that Metro would be unable to close an ongoing budget gap.

In fact, planners estimated it would be necessary to cut up to 17 percent of Metro's service. Outreach began on Nov. 7, 2013, and we accepted public comment through Feb. 7, 2014.

We informed the public of a worst-case scenario, using the best information available: a possible service reduction of up to 600,000 hours, plus an additional 45,000 hours to be cut if Alaskan Way Viaduct mitigation funding was not extended by the state. The cuts would have begun with an initial 45,000-hour reduction in June 2014, with more to follow in September 2014 and February, June, and September 2015.

After this outreach began, the state extended funding for viaduct mitigation service through 2015. The final package of recommended service cuts sent to King County Council reflected the revised financial forecast that applied as the County Council considered the cuts.

#### Outreach process

We held a news conference about the reduction proposal and our outreach on Nov. 7, 2013. That same day, we launched a robust website with details of the proposal, video content in English and Spanish, an online survey, and a calendar of outreach events where the public could speak with staff members directly about the proposed reductions.

We invited the public to participate in our outreach through many channels: subscriber transit alerts, the General Manager's newsletter, ORCA passport clients (employers), commute trip reduction networks (large employers), community partners (a database of more than 500 organizations that serve people who use transit), tweets from @KCMetroBus, and Metro's Facebook and Instagram accounts. We mailed posters and brochures to senior centers, libraries, churches, schools, and community centers throughout the county. We also purchased advertising in four ethnic media publications serving Spanish, Chinese, and Vietnamese speakers.

Between Nov. 7, 2013 and Feb. 7, 2014, we hosted nine public meetings in different parts of the county, more than 30 outreach events at places where we could speak directly with those who use our service, and more than 25 stakeholder briefings—six of which were well-publicized open house/presentations at the county's six unincorporated area community councils. We documented feedback received at these events, encouraged people to complete our survey, and collected comments and questions via a dedicated phone line, email, and written correspondence.

We provided translated information and phone lines in 11 languages other than English: Amharic, Arabic, Chinese, Korean, Oromo, Russian, Somali, Spanish, Tigrinya, Ukrainian, and Vietnamese. We fully translated the brochure, video, and survey into Spanish, and provided an overview summary in the other languages. These translated materials were available on the website and distributed as needed at outreach events. In total, we provided eight feedback sessions to organizations serving seniors, people with low incomes, and/or people with limited English proficiency. We provided interpretation services in

Amharic, Cambodian, Chinese, Oromo, Russian, Spanish, Somali, Tigrinya, and Vietnamese at these events.

We used social media throughout the three-month outreach period to keep people informed. We used the hashtag #KCMetroCuts to promote outreach activities and meetings via Twitter, Facebook, and Instagram. This effort included an innovative series of Instagram videos.

We wrote blog posts summarizing what we heard at each of our public meetings, and shared them via our Facebook “Have a Say” page. We also fed the posts into a section of the website entitled “What we’ve heard.” The comment feature on the blog allowed people to add additional feedback we may not have documented from the meetings, or to clarify what we had heard.

### **Participation**

We received 4,588 survey responses and 879 emails, phone calls, letters, and blog comments. We talked directly with 357 people at public meetings and 10,432 people at outreach events.

### **Outcomes**

In the end, the King County Council elected to implement only a small portion of the reductions and reallocate resources in order to preserve the remaining service. Communities that were affected by the reductions are candidates for Metro’s Alternative Service Program. This program is collaborating with each community to create demonstration projects that provide mobility using alternatives to fixed-route bus service that is not cost-effective.

## **Project #2**

### **U Link Bus Service Restructure**

Sound Transit’s Link light rail service to Capitol Hill and the University of Washington’s Husky Stadium started in March 2016, giving riders an 8-minute trip between the University District and downtown Seattle.

Over three phases of outreach starting in November 2014, Metro worked in partnership with Sound Transit to engage the public in shaping bus service changes that would take effect shortly after the new Link service began. These changes were intended to address problems that riders had experienced with bus service and to create better connections.

For Phase 1, Metro and Sound Transit started with a clean slate, asking members of the public to share how they were currently using transit, what was working for them, what wasn’t working, and what they would like to see improved. We spoke with about 6,000 people during this phase of outreach, and more than 4,000 gave us direct feedback.

We used the feedback to create two alternative network concepts. Alternative 1 emphasized a more frequent, consolidated, and grid-like system, while Alternative 2 focused on maintaining existing geographic coverage while providing connections to the new light rail service. Both alternatives featured opportunities to connect with Link and reduced duplicative service.

During Phase 2 of outreach, in March 2015, we showed riders and community members the two concepts and asked what they liked and what raised concerns for them. We used this feedback to create one proposed set of changes that we shared with the public in a final round of public outreach (Phase 3) in May. We spoke with about 8,000 people during this phase, and more than 6,000 gave us direct feedback.

During Phase 3 of outreach, in May 2015, we presented a proposed service network and asked riders if they could accept it. We heard from about 2,000 people—mostly those who had the most concerns about what we were proposing. Our notifications reached fewer people because we had narrowed our set of changes to a smaller number of routes. In addition, Sound Transit did its own outreach to riders of its routes for the changes it was considering.

Over the nine months of outreach for the project, we received 16,000 comments from the general public, a panel of vested transit riders, key institutions, and community groups. This feedback helped transit planners understand how people had been using our service, how they'd like to use it in the future, and what was most important to riders as we worked to balance how they had been using service with the changes they wanted to see.

Given the diversity of Metro's riders, our community engagement must ensure all voices are reflected in the decision-making process. Our data do not indicate any languages spoken in high enough numbers in the project area to justify the expense of full translation of all project materials. However, after conversations with the University of Washington, Seattle Department of Neighborhoods, and Seattle Housing Authority, we determined to translate some project information into Tier 1 and 2 languages as identified in the County's Executive Order on Translation. We set up voice message lines and provided a handout that was available online and distributed to the public in the following languages:

- Amharic
- Arabic
- Chinese-Mandarin
- Korean
- Oromo
- Punjabi
- Russian
- Somali
- Spanish
- Tigrinyan
- Ukrainian
- Vietnamese

In all phases of outreach, when emailing stakeholders, we emphasized the availability of these materials and phone lines and encouraged stakeholders to pass this information along to constituents they serve who are not proficient in English.

In the first phase of outreach, we held a multilingual community conversation at Lake City Court, with interpreters in Arabic, Chinese, Oromo, Tigrinya, Amharic, and Russian. This event was advertised to residents in all of those languages. While turnout was low, we gathered good feedback from participants and interpreters about the important issues facing these populations.

In the third phase of outreach, we presented to 50 seniors served by the Sunshine Garden Club at the Chinese Information Service Center.

Who helped shape the recommended service changes:

- **Inter-agency team** – Metro convened an inter-agency working group that included representatives from Sound Transit, the Seattle Department of Transportation, the University of Washington, and Seattle Children's Hospital. This group met throughout the engagement process

to reflect on public feedback, participate in the design of service concepts and proposals, and collaborate to engage the public in providing feedback.

- **Sounding board** – We recruited a community advisory group made up of 21 people who use transit in the project area. The board’s purpose was to advise Metro and Sound Transit service planners on bus change concepts and proposals and on the outreach process. This group met 10 times between January and July 2015. They wrote a consensus recommendation on the recommended service changes.
- **Eastside Community Advisory Group** – Once it became clear that changes to service along the SR 510 corridor might be part of the process, we formed a group of transit riders and jurisdiction representatives who live and use transit along that corridor. They met twice, before and after the second phase of outreach, to advise Metro and Sound Transit service planners on the network concepts and the outreach process. Metro chose to not move forward with significant changes to SR-520 routes, so the group did not meet again.
- **General public** – We invited current riders of potentially affected Metro and Sound Transit service—residents, students, and employees who travel in the project area—to serve on the Link Connections Sounding Board and provide feedback via online surveys and at face-to-face outreach events during each phase of outreach.
- **Stakeholders** – We invited more than 80 businesses, institutions, business and community groups, and organizations serving underrepresented populations to have representatives on the Sounding Board. We also encouraged them to provide feedback and spread the word about opportunities to provide feedback during all three phases of outreach. We also briefed stakeholders—at their request or ours—throughout the project area.

### Outcomes

Ultimately, Metro proposed a set of changes that would improve access to the determinants of equity, including transportation, education, jobs and job training, parks and natural resources, and housing. The proposed changes took into account maintaining riders’ access to health and human services.

Metro’s Service Guidelines provide guidance and objective measures to help assure that the network we designed would better meet the needs of historically disadvantaged populations. Planners identified social service agencies and other critical facilities and took those locations into consideration when finalizing the proposal. We also asked riders to tell us about important destinations in the project area that give them access to opportunities.

While all riders want the bus to be on time, reliability is an especially meaningful factor when it comes to equity and social justice for low-income populations. By increasing reliability, our system is more responsive to riders whose jobs require strict punctuality, such as shift work, or for riders who are traveling to and from multiple jobs. The same is true for providing frequent service throughout the day beyond the normal “peak” commute time. The proposed network increased frequency, span of service, and reliability in areas that had previously experienced reliability issues.

We were also been mindful of issues regarding riders who do not currently use ORCA cards to pay their bus fares. Currently, about 72 percent of the riders on impacted Metro routes near Capitol Hill or University of Washington stations use ORCA—about 10 percentage points higher than the system average (62%). This data is from January 2015 and predated ORCA LIFT, so the number of low-income riders switching to ORCA should increase this percentage. In these cases, we ensured that service options without a transfer from bus to rail exist for riders who do not use ORCA.

The combination of what we learned during our outreach and applying these guidelines to the proposed changes resulted in the following improvements in access to the determinants of equity:

### **Transportation**

- Tripled the number of households with access to frequent, all-day public transportation in NE Seattle and along the SR 522 corridor.
- Improved reliability and frequency in Capitol Hill, Central Area and SE Seattle (Routes 8 and 48) – helping assure people can show up to work, health and social services, and school on time.

### **Education, jobs and job training**

- Doubled service connecting the University of Washington and UW Bothell campuses (Route 372X).
- Increased service and routed buses through campus on routes with a majority of riders attending school or working at UW (Routes 372X, 31, 32, 65, 75).
- Maintained service to North Seattle College (revised Routes 26/26X).
- Increased service to Seattle Central College (Routes 8, 11, 49).
- Added new connections to South Lake Union and Fremont (Routes 62, 63 and 64), which are growing employment centers.
- Increased service to Roosevelt, Garfield, and Franklin high schools (Routes 8, 16, 45, 48).
- Improved access to jobs with start and end times outside standard peak commuting hours (e.g. Sea-Tac Airport, Group Health and First Hill hospitals, restaurants and retail businesses in downtown, University Village, and in neighborhood business districts throughout the area).

### **Parks and natural resources**

- New or improved connections to parks (Matthews Beach, Magnuson, Green Lake) by bus (revised Route 16, renumbered Route 62; increased service on Route 75) – providing improved access to recreation and green space to those dependent on public transportation.

### **Health and human services**

- Improved frequent, all-day service seven days a week to Seattle Children's and UW Medical Center (Routes 44, 45, 48, 67, 75, 78)
- Increased service to First Hill hospitals (Route 12).
- Increased service to Group Health Hospital from Madison Valley and the Central Area (Routes 8 and 11).
- Maintained service to the Hearing, Speech, and Deafness Center (Route 11).

### **Housing**

- Increased access to frequent, all-day service to 300+ units of low-income housing being developed by Solid Ground and Mercy Housing in and around Sandpoint Magnuson Park (Routes 75 and 78).
- Increased service between University of Washington family housing and the UW campus (Routes 65, 75 and 78).
- Increased access to frequent, all-day service to Lake City Court and other Lake City low-income housing communities (Route 372X, ST 522).
- Maintained service to senior communities (Routes 12, 26/26X, 73) – the Hearthstone, the Village, a community in Jackson Park, and along 19th Avenue.
- Consolidated frequent, all-day service on Madison between 24th Avenue and 19th Avenue – improving connections for residents of McKinney Manor, Aegis Living, and other dense housing units in development along the corridor



### Community economic development

- Concentration of frequent, all-day connections to neighborhood commercial centers and providing increased access to locally-owned, small businesses along University Way NE, in the Roosevelt Business District, Fremont, Wallingford, Capitol Hill and Madison Valley (including Routes 8, 11, 16, 44, 45, 49 and 67)
- Adding new connections between Central Area, Madison Park and Madison Valley business districts (including small businesses on East Madison Street between 19th and 23rd Avenues) and the regional light rail system (Routes 8, 11)

### Project #3

#### Southeast Seattle Bus Service Restructure

Since June 2012, Metro has been working with community organizations and listening to transit riders and the general public to find out how Metro can help people get around better in southeast Seattle. We learned that people want better connections between downtown Seattle, Martin Luther King Jr. Way South (MLK Way) and Renton. People also said they want more convenient bus service to stores, services and the many social, health, cultural and religious activities along MLK Way.

In May 2016, Metro convened a community advisory group that met three times to advise us about a set of proposed changes to fixed-route bus service and a timeline for implementation. The advisory group did not reach consensus that the proposed changes should be adopted; rather, they said the proposal was the best possible set of changes to put forward to the community for feedback.

The proposed changes attempted to address unmet needs for people traveling between downtown Seattle, MLK Way and Renton within Metro's current service funding limits. They also took into consideration changes in transit infrastructure, such as the extended Link light rail service and the First Hill Streetcar.

From November 23, 2015, through January 10, 2016, Metro solicited feedback on this proposal via:

- **An online survey** – 674 responses.
- **Public meetings** – public open house on Dec. 9 at the Filipino Community Center with 30+ attendees, and Georgetown Community Council-hosted public information session on Dec. 15.
- **Trusted advocate\* outreach sessions and surveys** – feedback heard from approximately 250 people accessing services along MLK Way through face-to-face conversations and paper surveys of clients.
- **Phone, email, and written correspondence** – input received from more than 100 residents as well as letters from the Greater Duwamish District Council, Georgetown Community Council, International Community Health Services and Transit for All.

The routes proposed for change operate in some of the most linguistically diverse ZIP codes in the region. Metro invested in a combination of trusted advocate outreach, rider alerts with proposal details posted at bus stops, some translated project information, and the use of multilingual phone lines to make this engagement process accessible to English language learners, seniors, people with little or no income, and those who are not electronically connected.

Trusted advocates helped us ensure we heard from people who would be directly impacted by these changes in culturally and language-appropriate ways.

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\* The term "trusted advocate" in this outreach process means an organization that Metro contracted with to lead engagement of its community in a public process. These "trusted advocates" have deep connections into their communities as organizers and/or advocates and have demonstrated their abilities to navigate cultural and language distances. They have the confidence of their people.

We researched census tract data and took advice from community advisory group members on languages to include in translated materials accompanied by multi-lingual phone lines. The multi-lingual handout included the following languages:

- Amharic
- Cambodian/Khmer
- Chinese
- Hmong
- Korean
- Oromo
- Somali
- Spanish
- Tagalog
- Tigrinya
- Vietnamese

We received more than 1,000 comments during this outreach period.

The information from our online survey results, phone calls and letters revealed a tradeoff in service that people found difficult to make. We heard that while people desired more convenient transit access between downtown Seattle, MLK Way, and Renton, they did not wish to see the route(s) they currently use reduced or changed. A plurality of online survey participants disliked the proposal.

In contrast, the results of our trusted advocate outreach indicated that a majority of those accessing services along MLK Way said proposed revisions would make it easier for them to access services and provide new, valuable connections.

### **Outcomes**

Based on the feedback received, Metro, King County elected officials, community advocates, and the City of Seattle adjusted the proposed changes so the affected communities do not see a loss in service. The King County Council is currently considering the proposed changes at the time of writing this report.

## **Membership of Committees**

The table on the following page shows the racial/ethnic breakdown of Metro's advisory committee membership, as well as members who have limited English proficiency, those who have disabilities, and those who represent people with low incomes.

The Transit Advisory Commission is a permanent committee; the others were ad hoc committees whose work is complete. The U Link Sounding Board was active in 2015 and advised Metro on bus changes related to the extension of Link light rail to Capitol Hill and the University of Washington; the Service Guidelines Task Force, also active in 2015, recommended updates to the policy framework to guide Metro service; the Southeast Seattle Community Advisory Group advised Metro on bus changes related to addressing unmet mobility needs in Southeast Seattle.

The Transit Advisory Commission currently has eight vacant positions and is recruiting at least three people who have disabilities. Metro's recruitment process targets ethnic media and organizations that work with people with limited English proficiency to generate a diverse applicant pool. We make accommodations as needed to assist people in completing the application form and interview process. We also assure that accommodations are made for our members who are disabled or need interpreter services.

**Table 2**  
**Advisory Committee Membership**

	<b>Transit Advisory Commission</b>	<b>U Link Sounding Board</b>	<b>Regional Transit Task Force</b>	<b>Low Income Fare Options Advisory Committee</b>
African American	2		1	
Asian-Pacific Islander	1	3	4	4
Caucasian	11	20	25	4
Hispanic		1	1	1
Limited English proficiency	2	1	2	3
Person with disabilities	6	3	2	1
Low income representatives	NA	4	NA	6

## Language Assistance Plan

Metro has a program in place to ensure that people with limited English proficiency have access to our services and to public participation opportunities. The following is a summary of the program; the full implementation plan is attached as Appendix B.

King County has identified the non-English languages most commonly spoken in the county (Metro's service area). We rely on these findings, which are based on five data sources, in our language assistance program.

Our practice is to translate public communication materials and vital documents into Spanish—by far the most commonly spoken non-English language in King County—when translation is feasible within available resources. We will translate materials into the other commonly spoken non-English languages when those are the primary language spoken by 5 percent or more of the target audience. We may use alternative forms of language assistance, such as offering interpretation service upon request, when the alternative is more effective or practical.

Available data and Metro's experience affirm that many refugees and immigrants who may have limited English proficiency rely on transit, and we offer a number of language resources to assist these customers. These include translated communication materials about Metro service, interpretation offered through Metro's Customer Information Office, signage that uses widely recognized symbols, notices of Title VI obligations and remedies in nine commonly spoken languages on Metro coaches, and multi-lingual community travel videos that are posted online and have been distributed to community organizations.

When Metro conducts public outreach concerning proposed service changes, we provide or offer translated descriptions of the proposals and questionnaires, offer interpretation at public meetings, work with community organizations that can assist us in communicating with people who have limited English proficiency, and provide telephone comment lines for non-English-speakers.

## Monitoring Subrecipient Compliance with Title VI

To ensure that all subrecipients comply with Title VI regulations, Metro's grants staff and program managers monitor the performance of subrecipients annually. The subrecipient monitoring process is summarized below. Metro will be collecting Title VI plans from all subrecipients in 2016, and any new subrecipients would have to submit a Title VI plan at the time of contracting. Note: If a subrecipient is already a direct recipient of FTA funds, King County is not responsible for monitoring the subrecipient's Title VI compliance. A list of subrecipients is in Appendix C.

Grants staff:

- Complete a Risk Assessment for subrecipients prior to contracting with them.
- Ensure that project agreements with subrecipients contain all required federal documents and clauses.
- Request that subrecipients provide to Metro information related to the Federal Funding Accountability and Transparency Act (FFATA) and a copy of a Title VI plan.
- Review Title VI plan, if required. Review includes sample notices to the public informing them of their rights under Title VI, sample procedures on how to file a Title VI complaint, sample procedures for tracking and investigating Title VI complaints, and expectations for the subrecipient to notify King County when a Title VI complaint is received.
- File copy of agreement/contract, FFATA form and Title VI plan, if available, in Grants Official Subrecipient File.
- Submit FFATA information in the [www.FSRS.gov](http://www.FSRS.gov) website.
- On an annual basis, send a letter to subrecipient requesting a copy of their A-133 audit report or other financial documentation if the subrecipient received less than \$750,000 in federal funding from all sources.
- Review financial paperwork and communicate information to project managers. If necessary, request that project managers closely monitor the subrecipient.
- Request that subrecipients annually complete and sign an anti-lobbying for or an SF LLL form if they participate in lobbying activities

Project managers:

- Maintain ongoing communication with the subrecipient and manage the subrecipient agreement or contract and approve invoices.
- Report on the subrecipient's progress on FTA quarterly milestone progress reports.
- Gather documents from subrecipients to ensure they are complying with Title VI, if applicable.

## **Project Example**

### **Third Avenue Transit Corridor Improvements in Downtown Seattle**

Metro has partnered with the City of Seattle to help fund improvements to Third Avenue in the central business district of Seattle. Third Avenue is currently the primary surface transit route through downtown, with more than 2,500 buses using this corridor daily. The project will make transit and pedestrian improvements in the corridor, adding new bus shelters, stops, transit signal priority equipment, sidewalk and stop amenities, and other improvements. The Third Avenue Transit Corridor Improvements Project will complement and be coordinated with the many other improvement projects underway in the downtown area. The overall goal is to help create a positive and inviting environment for transit users and pedestrians.

The City of Seattle is leading this effort, with King County Metro providing some of the funding for transit improvements through sub-grants of FTA funds. Project agreements clearly spell out the funded project elements and specify the requirements the City must follow to ensure compliance with FTA requirements. These requirements include providing evidence of the City's compliance with Title VI requirements.

## **Review of Facilities Constructed**

Metro did not build any storage facilities, maintenance facilities or operation centers that require a Title VI analysis during the period covered by this report.

## **Documentation of Governing Body Review and Approval of Title VI Program**

The King County Council is required to approve this Title VI Program. Documentation of committee and County Council actions will be added as Appendix H when the approval process is completed.

## SECTION II: Requirements of Transit Providers

### Service Standards and Service Policies

Metro's service standards and service policies are in Appendix D and are discussed below.

The analyses using the service standards and policies compare minority routes and areas with non-minority routes and areas. They also separately compare low-income routes and areas with non-low-income route and areas. Unless otherwise noted, the data for these comparisons come from Metro's spring 2015 service period, February 14 to June 6. This is the most recent full service period for which the data necessary for these analyses was available at the time of this report, and the most recent period that Metro conducted our annual service guidelines performance report.

The methodology Metro developed to identify minority and low-income routes is based on boardings in minority and low-income census tracts. Metro sent this methodology to FTA for review on March 13, 2013; and it was adopted as part of Metro's Service Guidelines. The methodology for designating "minority routes" follows. The "low-income" designation is based on a similar methodology.

#### Minority Route Methodology

Metro uses data from the U.S. Census and from automatic passenger counters (APC) to define bus routes that serve predominately minority census tracts. Metro classifies a census tract as a minority tract if the percentage of non-white and Hispanic residents in that tract is higher than the percentage in King County as a whole (35.8 percent).

Metro next identifies an "inbound" direction for each route. Boardings on inbound trips best reflect the residential location of riders on that route. The inbound direction is easily determined for routes serving Seattle's central business district (CBD). If a route does not serve the Seattle CBD, the inbound direction generally is chosen as the direction to a major employment center. Using data from the automatic passenger counters, Metro counts inbound passenger boardings for each route by census tract.

We next compare the percentage of each route's inbound boardings that are in minority tracts with the percentage of all inbound boardings in minority tracts system-wide. If a route's percentage of minority tract boardings is higher than the system average, that route is classified as a minority route. Based on the latest available APC data (spring 2015), 51 percent or more of boardings on a route must be in a minority tract for that route to be classified as a minority route.

Metro does not have APC data for its Dial-A-Ride Transit (DART) service, so the number of stops in minority tracts is used to define minority DART routes. If the percentage of a DART route's stops that are in minority tracts is higher than the system average for all routes, that DART route is defined as a minority route. DART makes up less than 3 percent of Metro's service hours. In spring 2015, 48 percent of bus stops must be in a minority tract for a DART route to be classified as a minority route.

#### Vehicle Load

Metro's load standard is defined in our service guidelines. The guidelines state that:

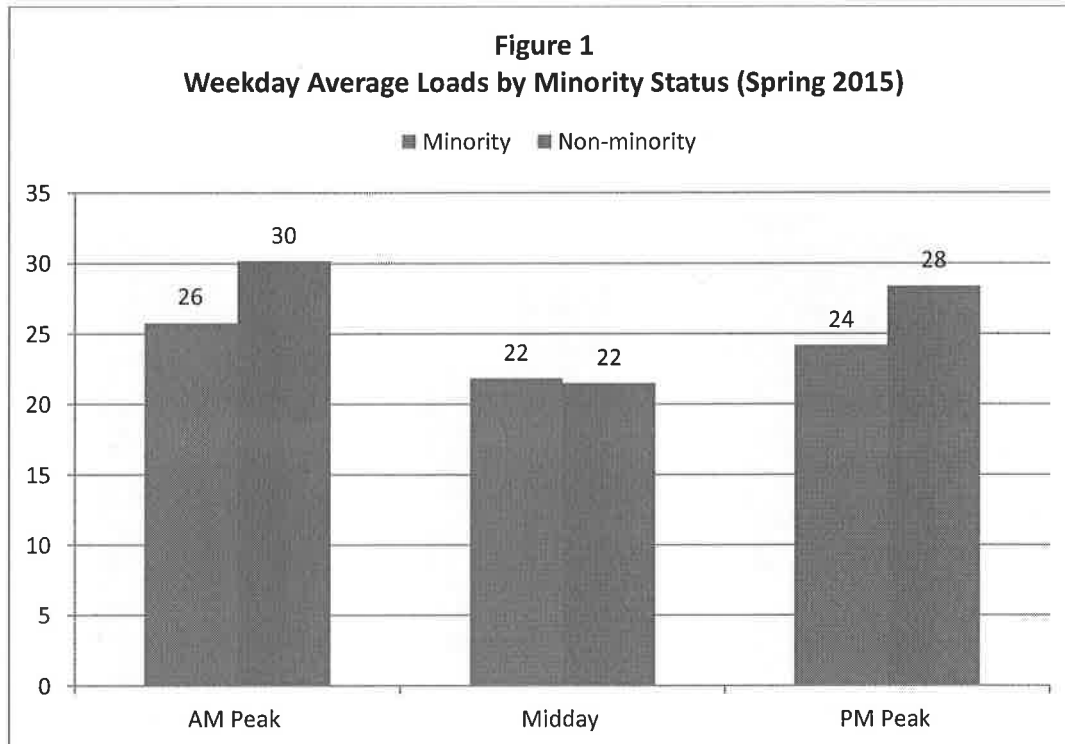
- When a route operates every 10 minutes or better, an individual trip should not exceed a load factor (loads/seats) of 1.5
- When a route operates less than every 10 minutes, an individual trip should not exceed a load factor of 1.25

- No trip on a route should have a standing load for 20 minutes or longer.

Table 3 shows the average vehicle loads and load factors for Metro routes. Loads and load factors are lower for minority routes than for non-minority routes in the peak periods. In midday, when average loads are lower than they are in the peak periods, minority routes have slightly higher loads relative to seats than non-minority routes have. Despite crowding occurring on individual trips, the average loads on Metro buses are below the number of seats per bus for both minority and non-minority routes.

**Table 3**  
**Average Loads by Minority Classification, Spring 2015**

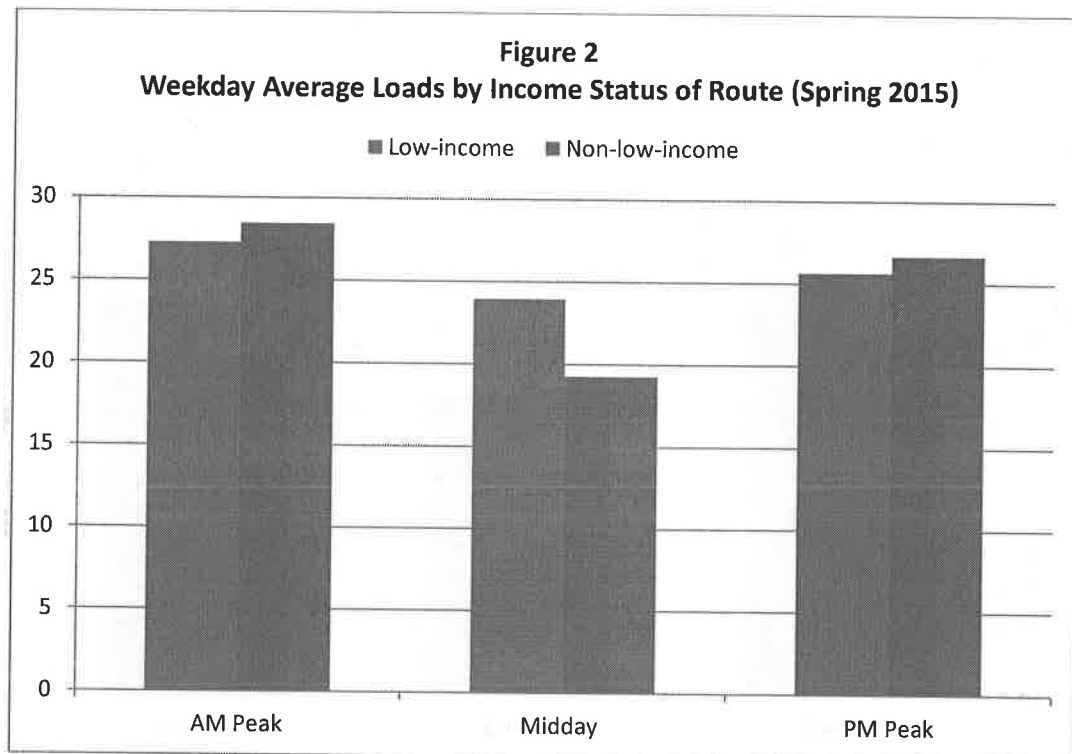
	AM Peak IB		Midday IB & OB		PM Peak OB	
	Load/Seats	Avg Load	Load/Seats	Avg Load	Load/Seats	Avg Load
Minority route	0.56	25.8	0.52	21.9	0.55	24.2
Non-minority route	0.62	30.2	0.47	21.5	0.60	28.4
System	0.59	28.0	0.50	21.7	0.57	26.2



As shown in Table 4, loads and load factors are generally similar for low-income and non-low-income routes in the peak periods, and slightly higher for low-income routes in midday. Despite crowding occurring on individual trips, the average loads on Metro buses are below the number of seats per bus for both low-income and non-low-income routes.

**Table 4**  
**Average Loads by Low-Income Classification, Spring 2015**

	AM Peak IB		Midday IB & OB		PM Peak OB	
	Load/Seats	Avg Load	Load/Seats	Avg Load	Load/Seats	Avg Load
Low-income route	0.58	27.3	0.55	24.0	0.57	25.7
Non-low-income route	0.59	28.5	0.45	19.3	0.58	26.7
System	0.59	28.0	0.50	21.7	0.57	26.2





Average loads within all time periods indicate significant available capacity in the Metro system. However, specific trips can be crowded even if there is capacity available on average. In spring 2015, 25 routes were identified as needing additional trips to reduce crowding based on Metro's loading guidelines. The addition of trips to reduce overcrowding is the first investment priority in Metro's service guidelines. The routes needing trips to reduce crowding as of spring 2015 are listed in Table 5. Of these routes, four were classified as both minority and low-income, and three were classified as low-income only. The remaining 18 routes were non-minority and non-low-income.

**Table 5**  
**Routes Needing Investment to Reduce Passenger Crowding, Spring 2015**

<b>Route</b>	<b>Day Needing Investment</b>	<b>Minority Route</b>	<b>Low Income Route</b>
C Line	Weekday	No	No
D Line	Weekday	No	No
5EX	Weekday	No	No
8	Weekday, Saturday, Sunday	No	Yes
11	Weekday	No	Yes
16	Weekday	No	No
17EX	Weekday	No	No
27	Weekday	Yes	Yes
28	Weekday	No	No
32	Saturday	No	No
33	Weekday	No	No
40	Weekday	No	No
65	Weekday	No	No
71	Weekday	Yes	Yes
72	Weekday, Saturday, Sunday	Yes	Yes
75	Weekday	No	Yes
76	Weekday	No	No
77EX	Weekday	No	No
101	Weekday	Yes	Yes
118EX	Weekday	No	No
119	Weekday	No	No
214	Weekday	No	No
219	Weekday	No	No
255	Weekday	No	No
316	Weekday	No	No

## Vehicle Headways

Metro defines service levels based on frequency of service. These levels are shown in Table 6:

**Table 6**  
**Summary of Typical Service Levels by Family**

Service level	Frequency (minutes)			Days of service	Hours of service
	Peak <sup>1</sup>	Off-peak	Night		
Very frequent	15 or better	15 or better	30 or better	7 days	16-24 hours
Frequent	15 or better	30	30	7 days	16-24 hours
Local	30	30 - 60	-- <sup>2</sup>	5-7 days	12-16 hours
Hourly	60	60	--	5 days	8-12 hours
Peak	8 trips/day minimum	--	--	5 days	Peak
Alternative services	Determined by demand and community collaboration process				

<sup>1</sup> Peak periods are 5-9 a.m. and 3-7 p.m. weekdays; off-peak are 9 a.m. to 3 p.m. weekdays and 5 a.m. to 7 p.m. weekends; night is 7 p.m. to 5 a.m. all days.

<sup>2</sup> Night service on local corridors is determined by ridership and connections.

The service levels are:

**Very frequent** – the highest level of all-day service, generally serving very large employment and transit activity centers and high-density residential areas.

**Frequent** – a high level of all-day service, generally serving major employment and transit activity centers and high-density residential areas.

**Local** – a moderate level of all-day service, generally serving regional growth centers and low- to medium-density residential areas.

**Hourly** – all-day service no more frequent than every hour, generally connecting low-density residential areas to regional growth centers.

**Peak only** – specialized service in the periods of highest demand, generally connecting to a major employment center in the morning and away from the center in the afternoon.

**Alternative service** – any non-fixed-route service directly provided or supported by Metro.

In spring 2015, average headways were similar (less than a two-minute difference) for minority and non-minority routes during most time periods on weekdays and daytime on weekends. Weekend nights had a larger difference. Average headways were six to eight minutes longer for minority routes than for non-minority routes on weekend nights. One reason could be that minority routes had longer spans, and service tends to be less frequent later in the night period. For example, service might be every 30 minutes until midnight and every hour after that; a route that extended until 2 a.m. would therefore have a worse average headway than one that ended service at midnight. Minority routes had longer average spans (operated during more hours per day). Average trips were generally similar, with minority routes having more average trips on weekdays.

**Table 7**  
**Average Headways (Minutes between Buses) by Minority Classification, Spring 2015**

WEEKDAY	Average Headway					Average Span (Hours)	Average # Trips
	AM Peak	Midday	PM Peak	Evening	Night		
Minority route	21	26	22	24	27	11.4	33
Non-minority route	20	27	20	24	29	9.0	27
System	20	27	21	24	28	10.1	29
SATURDAY	Average Headway					Average Span (Hours)	Average # Trips
	Daytime		Evening		Night		
Minority route	35		28		29	15.4	56
Non-minority route	34		25		23	15.0	57
System	35		26		26	15.2	56
SUNDAY	Average Headway					Average Span (Hours)	Average # Trips
	Daytime		Evening		Night		
Minority route	37		24		32	16.4	52
Non-minority route	35		24		24	15.7	54
System	36		24		28	16.0	53

In spring 2015, low-income routes had generally similar or lower headways than non-low-income routes. Low-income routes had much longer average spans of service and more average trips per day (Table 8).

**Table 8**  
**Average Headways (Minutes between Buses) by Low-Income Classification, Spring 2015**

WEEKDAY	Average Headway						
	AM Peak	Midday	PM Peak	Evening	Night	Average Span (Hrs)	Average # Trips
Low-income route	20	26	20	23	23	12.7	39
Non-low-income route	21	27	21	24	25	8.3	23
System	21	27	21	24	24	10.1	29
SATURDAY	Average Headway					Average Span (Hours)	Average # Trips
	Daytime		Evening		Night		
Low-Income route	33		26		25	15.0	62
Non-low-income route	37		26		27	15.5	51
System	35		26		26	15.2	56
SUNDAY	Average Headway					Average Span (Hours)	Average # Trips
	Daytime		Evening		Night		
Low-income route	33		27		29	16.5	56
Non-low-income route	40		29		28	15.5	50
System	36		28		28	16.0	53

## On-Time Performance

Metro measures on-time performance for every route. "On-time" is defined as service passing a scheduled time point between one minute before and five minutes after scheduled time. Metro has a general goal of 80 percent on-time performance at the system level, with additional specific guidelines at the route level.

In spring 2015, there was very little difference in on-time performance between minority and non-minority routes (Table 9), or between low-income and non-low-income routes (Table 10). On-time performance was similar for minority and non-minority routes. Minority routes were slightly more on-time than non-minority routes on weekends, and slightly less on-time on weekdays. Low-income routes were slightly more on-time than non-low-income routes on weekends, and slightly less on-time on weekdays.

**Table 9**  
**Average On-Time Performance by Minority Classification, Spring 2015**

<b>WEEKDAY</b>	<b>% On Time</b>	<b>% Late</b>	<b>% Early</b>
Minority route	76%	19%	5%
Non-minority route	77%	19%	4%
<i>System</i>	77%	19%	4%
<b>SATURDAY</b>	<b>% On Time</b>	<b>% Late</b>	<b>% Early</b>
Minority route	77%	17%	6%
Non-minority route	75%	21%	4%
<i>System</i>	76%	19%	5%
<b>SUNDAY</b>	<b>% On Time</b>	<b>% Late</b>	<b>% Early</b>
Minority route	80%	13%	6%
Non-minority route	79%	16%	5%
<i>System</i>	79%	15%	6%

**Table 10**  
**Average On-Time Performance by Low-Income Classification, Spring 2015**

<b>WEEKDAY</b>	<b>% On Time</b>	<b>% Late</b>	<b>% Early</b>
Low-income route	76%	20%	5%
Non-low-income route	78%	18%	4%
<i>System</i>	77%	19%	4%
<b>SATURDAY</b>	<b>% On Time</b>	<b>% Late</b>	<b>% Early</b>
Low-income route	77%	19%	5%
Non-low-income route	76%	19%	5%
<i>System</i>	76%	19%	5%
<b>SUNDAY</b>	<b>% On Time</b>	<b>% Late</b>	<b>% Early</b>
Low-income route	79%	15%	5%
Non-low-income route	79%	14%	7%
<i>System</i>	79%	15%	6%

At the route level, Metro defines routes as having schedule reliability problems based on weekday, weekday PM peak, and weekend averages, as shown in Table 11. This data helps us determine where service investments are needed.

**Table 11**  
**Lateness Threshold by Time Period**

<b>Time Period</b>	<b>Lateness threshold (Excludes early trips)</b>
Weekday average	> 20%
Weekday PM peak average	> 35%
Weekend average	> 20%

Using data from June 2014 through May 2015, Metro identified 79 routes needing service investments to improve their reliability (see Table 12). Investment in routes with reliability problems is the second priority in Metro's service guidelines, after investment in routes with crowding problems. Of these 79 routes, 36 are minority routes and 38 are low-income routes, with 23 being both minority and low-income. Among routes needing investment to improve reliability, the proportion of minority and low-income routes is roughly equal to the number of non-minority and non-low-income routes, respectively.

**Table 12**  
**Routes Needing Investment to Improve Schedule Reliability, Spring 2015**

<b>Route</b>	<b>Day Needing Investment</b>	<b>Minority Route</b>	<b>Low Income Route</b>
1	Weekday	No	Yes
3	Weekday	Yes	Yes
8	Weekday, Saturday, Sunday	No	Yes
9	Weekday	Yes	Yes
10	Weekday	No	Yes
11	Weekday	No	Yes
12	Weekday	No	Yes
16	Weekday	No	No
21	Weekday	No	No
24	Weekday	No	No
25	Weekday	No	No
26	Weekday	No	No
28	Weekday	No	No
29	Weekday	No	No
31	Weekday	No	No
32	Weekday, Saturday, Sunday	No	No
33	Weekday	No	No
43	Saturday	No	Yes
44	Saturday	No	No
48	Saturday	No	No
49	Weekday	No	Yes
60	Weekday	Yes	Yes
64	Weekday	No	No
65	Saturday	No	No
68	Weekday	No	Yes
70	Weekday	No	Yes
71	Weekday, Saturday	No	Yes
72	Sunday	Yes	Yes
73	Sunday	No	No

74	Weekday	No	Yes
75	Saturday, Sunday	No	Yes
77	Weekday	No	No
83	Weekday	No	YES
99	Weekday	Yes	Yes
101	Weekday	Yes	Yes
105	Weekday, Saturday	Yes	Yes
106	Weekday	Yes	Yes
111	Weekday	Yes	No
119	Weekday	No	No
122	Weekday	Yes	Yes
123	Weekday	No	Yes
124	Weekday	Yes	Yes
125	Saturday	Yes	Yes
143	Weekday	Yes	No
150	Sunday	Yes	Yes
153	Weekday	Yes	Yes
157	Weekday	Yes	No
164	Weekday	Yes	No
166	Weekday	Yes	Yes
168	Sunday	No	No
169	Weekday, Saturday	Yes	Yes
177	Weekday	Yes	Yes
178	Weekday	Yes	Yes
179	Weekday	Yes	Yes
180	Weekday	Yes	Yes
190	Weekday	Yes	Yes
193	Weekday	Yes	Yes
197	Weekday	Yes	Yes
208	Weekday, Saturday	No	No
216	Weekday	No	No
224	Weekday	Yes	No
226	Weekday	Yes	No
234	Saturday	No	No
240	Weekday	Yes	Yes
244	Weekday	No	No
252	Weekday	Yes	No
257	Weekday	Yes	No
268	Weekday	Yes	No
301	Weekday	Yes	No
301	Weekday	Yes	No
304	Weekday	No	No
342	Weekday	No	No
348	Saturday	No	No
355	Weekday	No	No
373	Weekday	Yes	No
601	Weekday	No	Yes
C Line	Saturday	No	No
E Line	Weekday	Yes	No

### Service Availability

Metro strives to make service available in accordance with strategic plan Goal 2, “Provide equitable opportunities for people from all areas of King County to access the public transportation system.”

Availability is measured by calculating the number of housing units within one-quarter-mile walk to a bus stop; within two miles to a permanent park-and-ride, a Sounder commuter train or Link light rail station, or a transit center with parking; or within an area served by a DART bus route. To assess equitable access, we compare the availability of service in census tracts that have a higher proportion of low-income and minority households than the county average with those tracts that do not have a higher-than-average proportion.

In 2015, 87 percent of King County housing units had access to transit using the criteria defined above. A greater proportion of housing units in tracts with relatively high minority and low-income populations had access to transit. In 2015, 92 percent of households in minority census tracts and 93 percent of households in low-income census tracts had access to transit. Metro tracks and reports on this measure annually.

### Vehicle Assignment

Metro’s fleet includes diesel, hybrid, and trolley buses ranging from 30-foot buses to 60-foot articulated buses. In spring 2015, the average fleet age was 10.5 years old, up from 8.8 years old at the end of 2012 and the previous reporting period. The average fleet age is expected to decline in 2016, 2017, and 2018 as new trolley buses and new 40-foot and 60-foot hybrid fleets enter service. Vehicle assignment is based on a variety of factors such as ridership, route characteristics, maintenance and operating base capacity, and grouping of similar fleets by location.

The table below shows the average age of buses in relation to the minority route classification. On weekdays the vehicles used on minority routes were slightly newer on average than those used on non-minority routes. Vehicles used on minority routes were newer than those used on non-minority routes on Saturday and Sunday.

**Table 13**  
**Average Assigned Vehicle Age by Minority Classification,**  
**Spring 2015**

	Average Assigned Vehicle Age		
Minority Classification	Weekday	Saturday	Sunday
Minority route	10.3	9.6	7.5
Non-minority route	10.4	14.1	11.5
System	10.4	11.8	9.4

The table below shows the average age of buses in relation to the low-income route classification. Vehicles on low-income routes had older average age than the system average on weekdays and Saturdays. There was no difference in average age of vehicles on low-income routes and non-low-income routes on Sundays.

**Table 14**  
**Average Assigned Vehicle Age by Income Classification,**  
**Spring 2015**

	Average Assigned Vehicle Age		
Income Classification	Weekday	Saturday	Sunday
Low-income route	11.2	12.1	9.4
Non-low-income route	9.8	11.3	9.4
System	10.4	11.8	9.4

## Distribution of Transit Amenities

### Stops

Metro provides a variety of amenities at bus stops. Our service guidelines set standards for bus stop spacing and bus shelters. Bus stop spacing guidelines are listed in Table 15, below. These guidelines exclude segments of a route where riders cannot access service, such as on limited-access roads or freeways.

**Table 15**  
**Bus Stop Spacing Guidelines**

Service	Average Stop Spacing
RapidRide	½ mile
All other services	¼ mile

### Bus Shelters

Another guideline is that bus shelters should be installed on the basis of ridership in order to benefit the largest number of riders. Special consideration is given to areas where high numbers of transfers are expected, where waiting times for riders may be longer, or where stops are close to facilities such as schools, medical centers, or senior centers. Other considerations include the physical constraints of bus sites, preferences of adjacent property owners, and construction costs. Thresholds for shelters are shown in Tables 16 and 17.

**Table 16**  
**Amenity Thresholds for RapidRide Routes**

Level of Amenity	Daily Boardings
Station	150+
Enhanced stop	50-149
Standard stop	Less than 50

Stations have shelters, benches, real-time bus arrival signs and ORCA readers; enhanced stops have small shelters and benches; standard stops have blade markers.

**Table 17**  
**Thresholds for Bus Shelters on All Routes**

Location	Daily Boardings
RapidRide	50
All other services	25



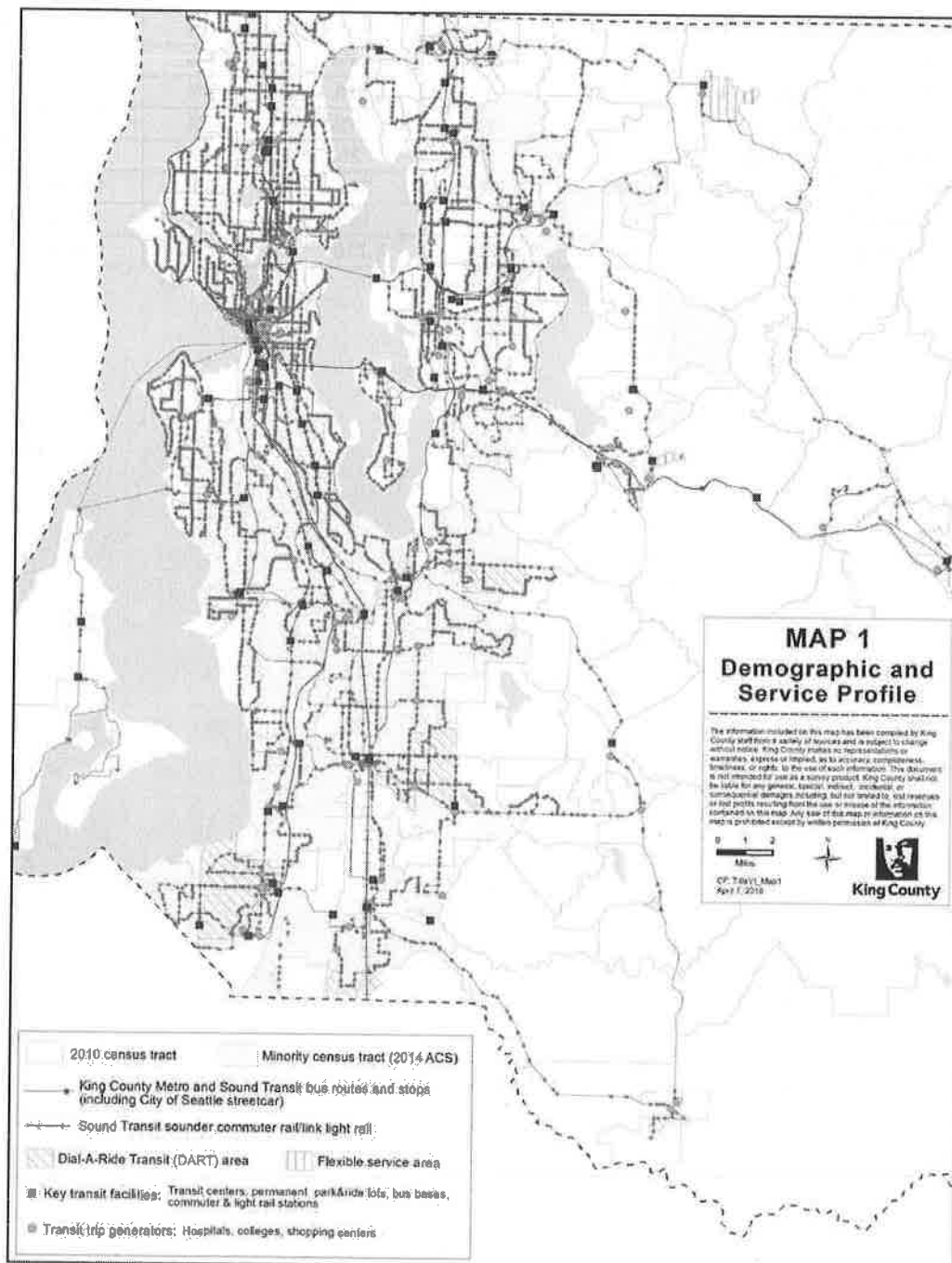
The distribution of transit amenities by income and minority classification is summarized in Table 18. In all cases, census tracts classified as low-income or minority have higher percentages of an amenity or are within three percentage points of census tracts classified as non-low-income or non-minority.

**Table 18**  
**Passenger Amenities at Bus Stops in Low-Income and Minority Tracts, January 2015**

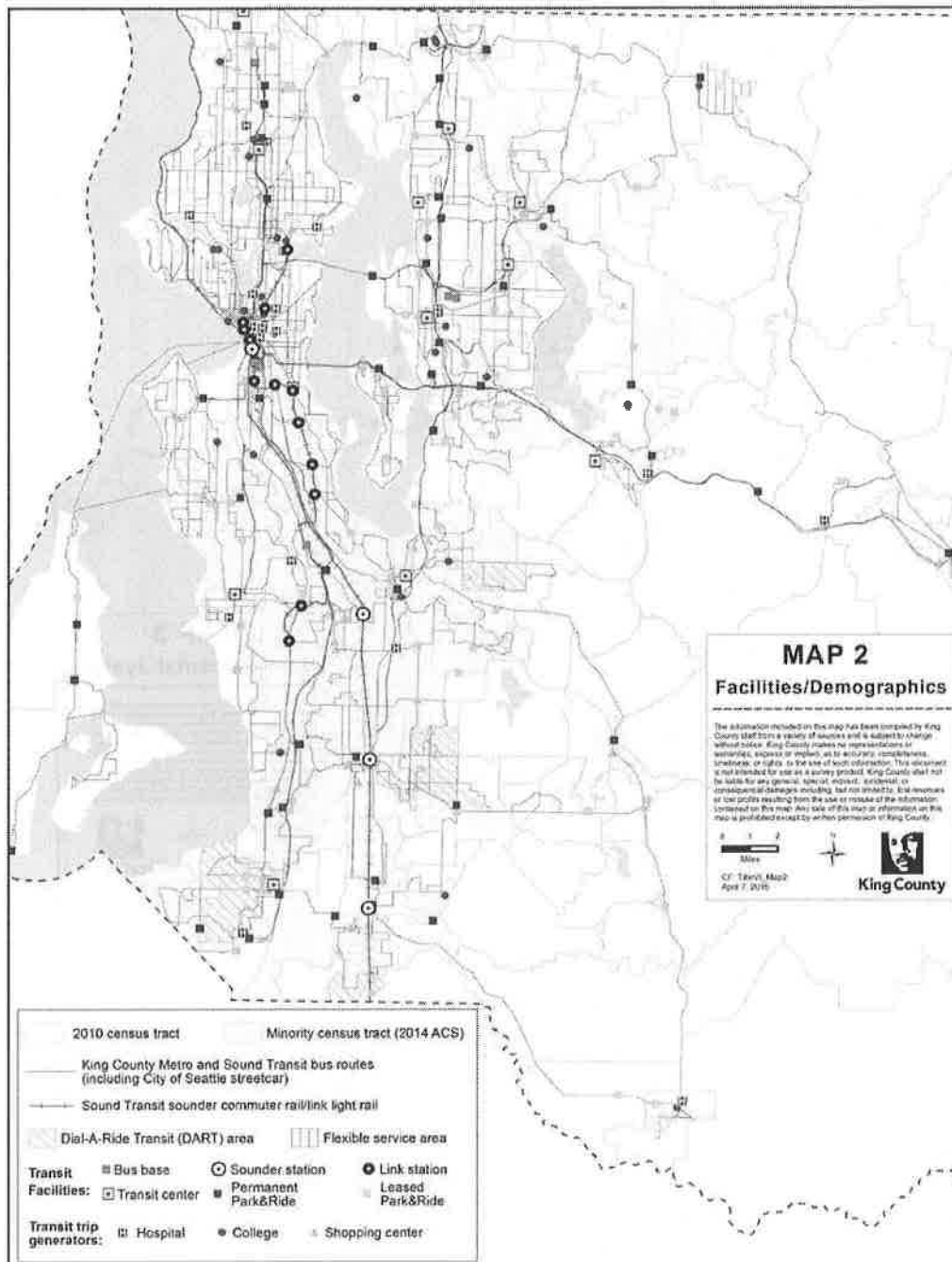
<b>Amenity</b>	<b>Low Income</b>	<b>Non-Low Income</b>	<b>Minority</b>	<b>Non-Minority</b>	<b>All Zones</b>
% Wheelchair accessible	93%	90%	92%	90%	91%
% With benches	7%	10%	8%	10%	9%
% With information signs	5%	1%	3%	3%	3%
% With schedule holders	38%	35%	35%	37%	36%
% With real-time information	2%	2%	2%	1%	2%
% With shelters	31%	20%	27%	23%	25%
% With lighting	16%	10%	15%	11%	13%
<b>Number of Stops</b>	<b>3,628</b>	<b>4,463</b>	<b>3,710</b>	<b>4,381</b>	<b>8,091</b>

## Demographics and Service Profile Maps and Charts

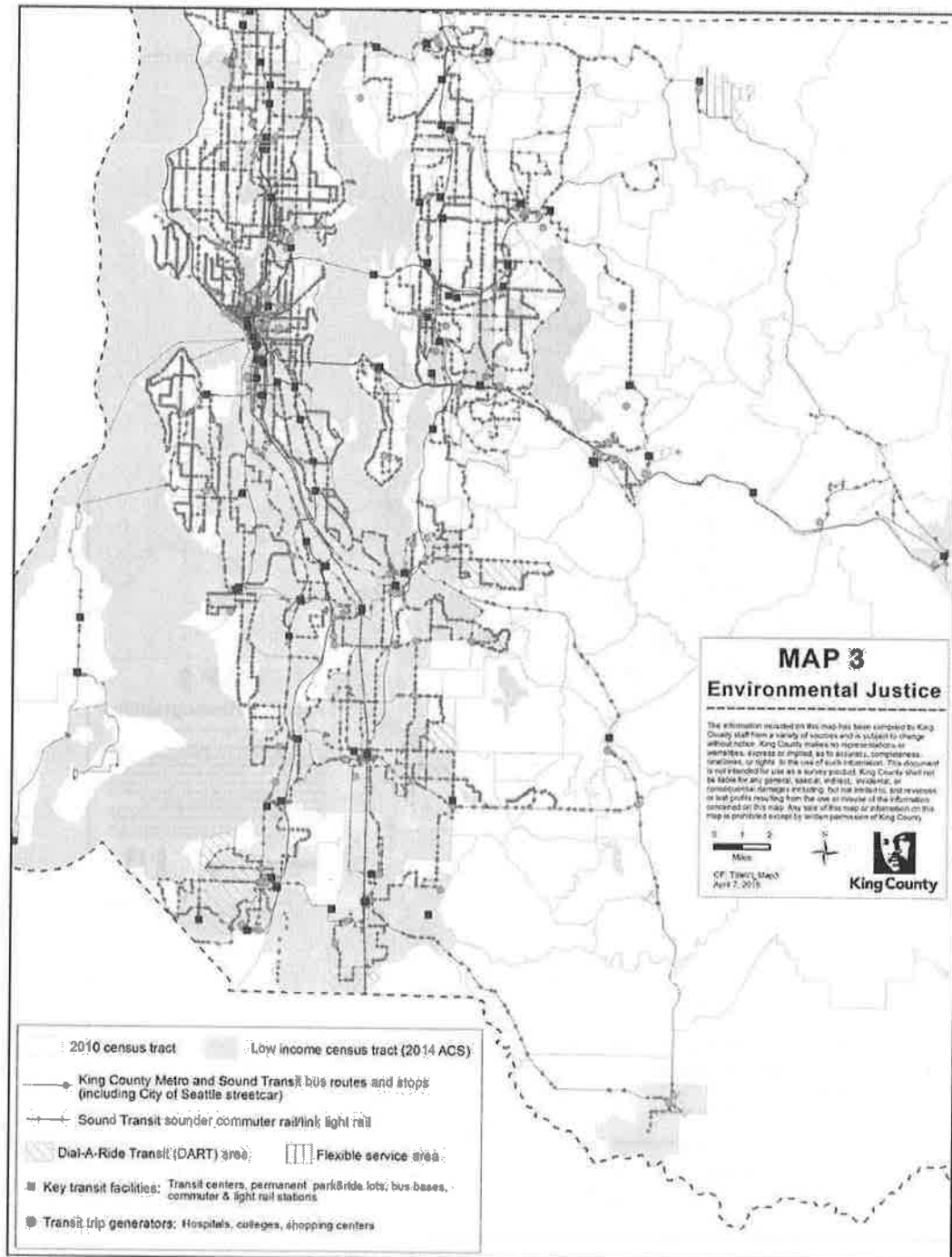
Map 1 is the base map showing minority census tracts based on the 2010 Census and 2014 American Community Survey. Metro routes are shown along with bus stops and key transit facilities. Sound Transit and Seattle Streetcar routes operated by Metro and are also shown so that the map shows a complete picture of service provided.



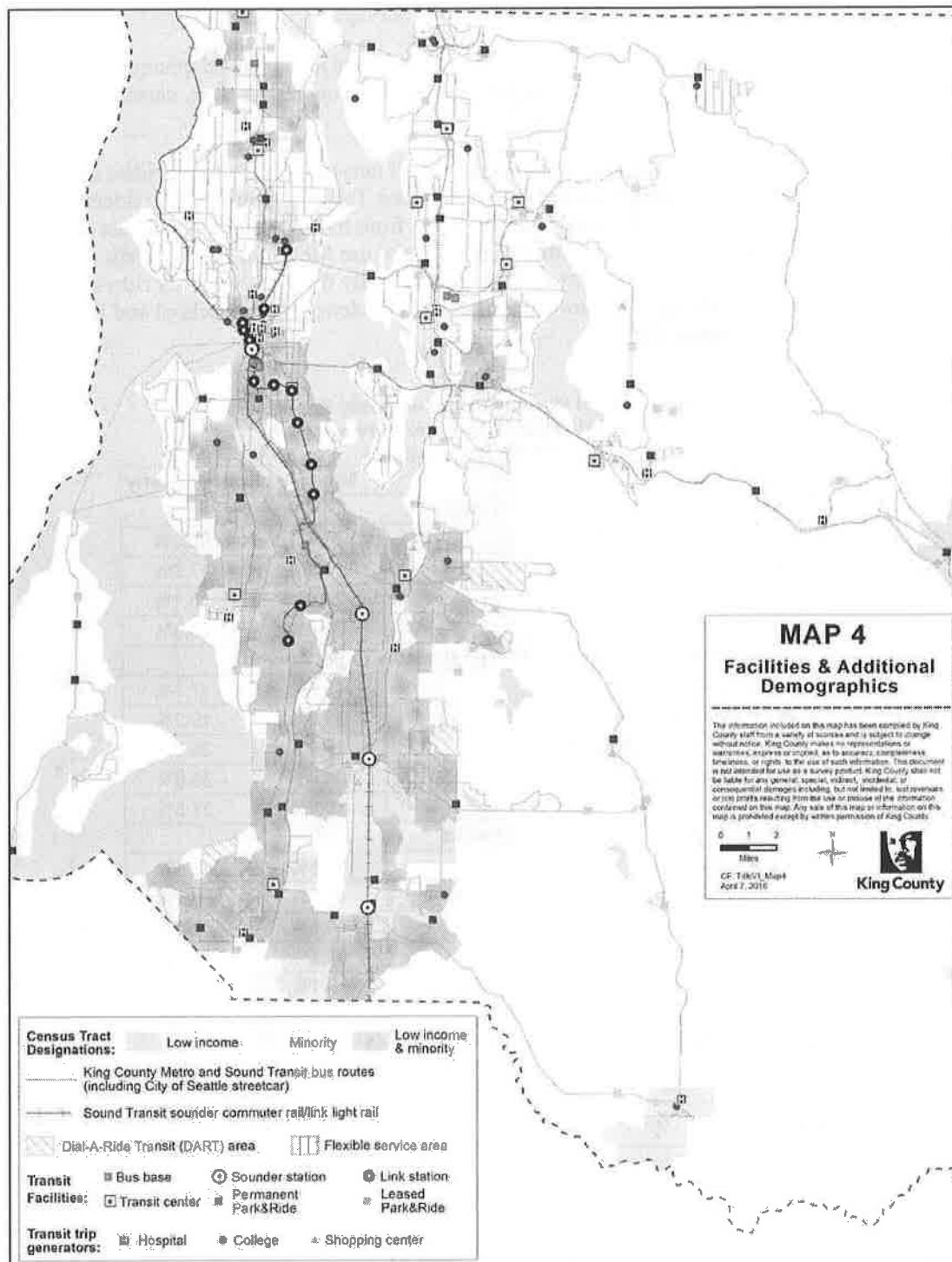
Map 2 shows both demographics and facilities. The facilities include bus bases, transit centers, Sounder and Link stations, and park-and-ride facilities. Major generators of transit ridership are also included. Bus stops are omitted from this map so the other facilities are visible.



Map 3 shows transit routes and facilities as well as low-income census tracts (those in which the percentage of people living in poverty is greater than the county average percentage). This map includes all Metro-operated routes, service stops, and facilities.



Map 4 shows the overlap between minority and low-income areas. Metro facilities and routes operated by Metro as well as minority and low-income census tracts are shown.



## Demographic Ridership and Travel Patterns Collected by Surveys

King County and Metro conduct several types of customer surveys.

With a few exceptions over the past 10 years, Metro has conducted an annual telephone survey of riders to gather information on ridership, trip purpose, travel time, customer satisfaction, demographics and topical subjects.

In alternate years, this survey is supplemented by a survey of non-riders to compare riders and non-riders and to assess barriers to riding transit among non-riders. Table 19 compares the ridership characteristics of Metro's minority and non-minority riders from the 2014 survey—the last survey that has been analyzed. Metro's minority riders take more trips and use Metro for more of their transportation needs than non-minority riders do. Minority riders are more likely than non-minority riders to use Metro to get to and from work. Minority riders are more likely to use Metro to get to school and less likely to use Metro for recreation-related trips.

**Table 19**  
**Comparison of Minority to Non-minority Responses**  
**2014 Rider/Non Rider Survey**  
For those that use transit

Question	Minority	Non-Minority
<b>Number of one-way trips in last 30 days</b>		
1 - 4	23.4%	40.2%
5 - 10	18.9%	17.6%
11 - 20	24.0%	15.1%
21 or more	30.8%	23.4%
<b>To what extent do you use the bus or streetcar to get around?</b>		
All transportation needs	12.6%	7.7%
Most transportation needs	33.1%	19.2%
All or most needs combined	45.7%	26.9%
Some transportation needs	34.4%	35.6%
Very little of transportation needs	19.9%	37.5%
<b>Primary trip purpose when using transit</b>		
To/from work	55.8%	45.1%
To/from school	14.1%	6.7%
To/from volunteering	0.5%	1.4%
Shopping/errands	7.7%	11.8%
Appointments	8.1%	9.5%
Fun	8.1%	13.1%
Special events	0.1%	2.4%
Downtown	2.8%	5.5%
Airport	0.3%	1.6%
Other	0.6%	0.9%
Use for all trips / no single purpose	1.7%	1.9%
	99.8%	99.9%

Minority riders are slightly more likely than non-minority riders to feel somewhat or very satisfied with Metro service, and are slightly less likely to be neutral or dissatisfied (Table 20).

**Table 20**  
**Overall Satisfaction with Metro Service for Those who Use Metro by**  
**Minority/ Non-Minority**  
 For those that ride Metro  
 Rider/Non Rider Survey 2014

	Very satisfied	Somewhat satisfied	Neutral/Dissatisfied
<b>Minority</b>	46.5%	43.4%	10.5%
<b>Non-Minority</b>	44.8%	43.1%	12.1%

As a result of the updated regulations requiring route-level demographic data (race, income, ability to speak English), Metro added demographic questions to surveys used to evaluate passenger attitudes about recent service changes.

## **Public Engagement Process for Setting the Major Service Change, Disparate Impact, and Disproportionate Burden Policies**

The County Council followed a public notification and participation process in setting policies concerning major service change policy, disparate impact policy, and disproportionate burden policy. Metro transmitted recommended policies to the King County Executive. The Executive reviewed the recommendations and then submitted them to the County Council for review. The Regional Transit Committee and the Council's Transportation, Economy and Environment Committee reviewed the legislation and forwarded it to the full Council. The Council held a public hearing and acted on it.

## **Service and Fare Equity Analyses**

The following is a summary of the service and fare equity analyses Metro conducted between July 2013 and June 2016. Metro evaluated major service changes in 2014, 2015, and 2016; and fare changes in 2015.

### **Service changes**

Metro determined that none of the service changes as implemented would have a disproportionate burden on low-income populations or disparate impact on minority populations. The one area that was found to have a disproportionate burden during the planning process was modified before the proposal was implemented.

Summary information about the service changes is in Table 21, on page 38. The table identifies each service change and shows the primary affected areas and routes, the date on which the King County Council approved it and the ordinance number, and the month the service change went into effect. The equity analyses for the service changes are in Appendix E.

The Council minutes recording approval of the service changes and ordinances are in Appendix E. To aid the reader, only the portion of the minutes dealing with approval of the service changes are in the appendix. The ordinance number is listed in Table 21 to enable the reader to find the corresponding minutes. Because the descriptions of the changes are in the equity analysis, and also because the ordinances can be more than 30 pages, the ordinances are not included. Metro will provide them upon request.

**Table 20**  
**Major Service Changes by Implementation Year, With Council Approval Between June 2013-July 2016**

Year	Primary Affected Areas	Affected Routes	KC Council Ordinance #	Service Change Date
<b>2014</b>				
Service Reductions	Countywide	88 routes (see report in Appendix E1 for details)	#17848	Fall 2014
<b>2015</b>				
City of Seattle Community Mobility Contract	Seattle	56 routes (see report in Appendix E2 for details)	#17979, #18132	Summer 2015, Fall 2015, & Spring 2016
<b>2016</b>				
University Link Restructures	Seattle ( <i>Capitol Hill, First Hill, Downtown Seattle, Northeast Seattle, University District</i> )	8, 10, 16, 25, 26, 26X, 28, 28X, 30, 31, 32, 43, 44, 48, 49, 64, 65, 66, 67, 68, 70, 71, 72, 73, 74, 75, 76, 238, 242, 316, 372 (see Appendix E3 for details)	#18133	Spring 2016
March 2016 Service Change	Black Diamond, Enumclaw, Federal Way, Issaquah, Renton, Seattle ( <i>Downtown Seattle, South Lake Union</i> )	179, 190, 200, 907, 915, C Line, D Line (see Appendix E4 for details)	#18132	Spring 2016

### Fare changes

Metro's largest fare change during the time period covered by this report was the implementation of the ORCA LIFT reduced fare program in 2015. ORCA LIFT was created in response to growing concerns from the King County community about the financial burden of transit fares, which had been raised four times in four consecutive years, and a commitment from King County to advance social equity.

Riders can qualify for the ORCA LIFT program if their income is less than 200 percent of the federal poverty level (individuals making less than \$23,540 a year and families of four making less than \$48,500 annually as of 2016). ORCA LIFT users pay \$1.50 per ride, less than half of usual peak fares. Qualified riders can enroll in the ORCA LIFT program at locations throughout the county, including public health offices and authorized human service organizations.

The ORCA LIFT program was funded in part by a 25-cent increase in all other Metro fare categories, and a 50-cent increase in Access paratransit fares. Metro's analysis found that this set of fare changes did not have a disparate impact or disproportionate burden. See Appendix E5 for more information.

As of April 2016, 28,469 individuals had signed up for the program. These users made 416,090 boardings on Metro buses during April. A sample monthly report tracking the ORCA LIFT program is included in Appendix G.

Metro also participated in creation of an ORCA regional day pass in 2015. This provided a new ORCA product that allowed unlimited travel for adult up to \$3.50 fare and senior/disabled up to \$1.75 fare. The Title VI report for this fare change is in Appendix E6.



**Methodology**

To determine whether a proposed fare change would have a discriminatory impact on the basis of race, color or national origin, Metro first determines if the proposal would change the fare structure or would change fares by fare payment method.

If the proposal involves an equal fare increase across all adult fare categories and an equal increase across all fare payment methods, then this fare change would not have a disparate impact requiring further analysis.

Any proposal that involves a change to the fare structure or to relative fares by fare payment method is assessed to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders.

A fare change that results in a differential percentage change of greater than 10 percent by customer fare category or payment method is evaluated to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders. For instance, a surcharge on cash fare payment compared to ORCA smart card fare payment of 10 percent or more would be evaluated to determine whether it would have a disparate impact or a disproportionate burden. If the average fare increase for minority riders is five percentage points or more higher than the average fare increase for non-minority riders, then the fare change would be determined to have a disparate impact. Similarly, if the average fare increase for low-income riders is five percentage points or more higher than the average fare increase for non-low-income riders, then the fare change would be determined to have a disproportionate burden.

**Appendix A**  
**Title VI Instructions and Complaint Form**

## **COMPLAINT OF DISCRIMINATION ON THE BASIS OF TITLE VI AGAINST KING COUNTY, WASHINGTON**

### **Who can file a Title VI complaint?**

- A person who believes he or she has experienced discrimination based on race, color, national origin or sex as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987.
- Someone may file on behalf of classes of individuals. .

### **How do I file a complaint?**

Fill out this form completely to help us process your complaint. Submit the completed form to OCR within 180 calendar days of the alleged discriminatory act.

### **What happens when I file a complaint?**

OCR will send you a written receipt of your complaint and will forward a copy of your completed complaint form to the King County department named as Respondent. An OCR Compliance Specialist will facilitate and coordinate responses to your Title VI complaint.

The Specialist can provide a variety of services such as:

- technical assistance to the department on requirements and regulations
- coordination of meetings between the parties, if needed
- monitoring completion of any future activities included in a complaint response
- other services as requested or deemed appropriate.

### **What if I don't agree with the department's letter of resolution?**

A complainant who does not agree with the letter of resolution may submit a written request for a different resolution to the OCR Director within 30 days of the date the complainant receives the department's response.

### **Do I need an attorney to file or handle this complaint with OCR?**

No. However, you may wish to seek legal advice regarding your rights under the law.

### **Return this form to:**

King County Office of Civil Rights  
400 Yesler Way, Room 260  
Seattle, WA 98104-2683  
Yesler Building (mail stop: YES-ES-0260)

Phone 206-296-7592  
TTY Relay: 711  
Fax 206-296-4329

**This form is available in alternate formats upon request. Contact OCR for help completing this form or with questions about the grievance procedure.**

## FORMULARIO DE DENUNCIA DE DISCRIMINACIÓN CONTRA EL CONDADO DE KING - LA LEY DEL TÍTULO VI

### ¿Quién puede interponer una queja del Título VI?

- Una persona protegida por el Título VI que cree que ha sido discriminado por motivos de raza, color, origen nacional o sexo.
- Una persona puede presentar una queja en nombre de las clases de individuos protegidos por el Título VI.

### ¿Cómo presento una queja?

Por favor complete este formulario en su totalidad, con tinta negra. Firme y regrese el formulario a la OCR dentro de los 180 días de la fecha cuando la discriminación alegada ocurrió.

### ¿Qué sucederá después de presentar una queja?

OCR le enviará un recibo por escrito confirmando la llegada de su queja y le enviará una copia de la queja al departamento del Condado de King nombrado como demandado. Un especialista de OCR facilitará y coordinará las respuestas a su queja del Título VI.

El especialista puede ofrecer una variedad de servicios tales como:

- asistencia técnica para el departamento sobre los requisitos y regulaciones de la ley
- coordinación de las reuniones entre los partidos, si es necesario
- asegurar el cumplimiento del departamento con un acuerdo resolviendo la queja
- otros servicios según se solicite o se considere oportuno.

### ¿Qué pasa si no estoy de acuerdo con la carta de resolución por el departamento?

Un demandante que no está de acuerdo con la carta de resolución podrá presentar una solicitud proponiendo una resolución diferente a la Directora OCR dentro de los 30 días de recibir la resolución propuesta por el departamento.

### ¿Necesito un abogado para presentar o manejar esta queja ante la OCR?

No. Sin embargo, tiene el derecho de obtener consejo legal sobre sus derechos legales.

### Devuelva este formulario a:

King County Office of Civil Rights  
400 Yesler Way, Room 260  
Seattle, WA 98104-2683  
Yesler Building (mail stop: YES-ES-0260)

Phone 206-296-7592  
TTY Relay: 711  
Fax 206-296-4329

**Este formulario está disponible en formatos alternativos a pedido del interesado. Póngase en contacto con OCR para ayudar a completar este formulario o si tiene preguntas sobre el procedimiento de la queja.**

**Complainant Contact Information / Datos de Contacto del Denunciante:**

Name/Nombre

Street address/Dirección

City/Ciudad

State/Estado

Zip code Código Postal

Work phone #/

Teléfono de trabajo

Home phone #

Teléfono del hogar

Message phone #

Teléfono de Mensaje

Email address/correo electrónico

Additional mailing address/Dirección alternativa

If you are an inmate at a county correctional facility, include your BA number here

Si usted esta encerrado en un centro penitenciario, incluya su número de "BA" aquí

**Aggrieved party contact information (if different from complainant):**

**Persona discriminada (en caso de no ser el denunciante):**

Name/Nombre

Street address/Dirección

City/Ciudad

State/Estado

Zip code Código Postal

Work phone #/

Teléfono de trabajo

Home phone #

Teléfono del hogar

Message phone #

Teléfono de Mensaje

Email address/correo electrónico

**Name of respondent – King County Government, Washington**

(el gobierno que usted cree que ha discriminado)

**Department or agency (if known):**

**Departamento o agencia (si lo sabe)**

**Address/location (if known)/Dirección (si lo sabe)**

---

**Date of incident(s) giving rise to this complaint:**

**¿Cuándo ocurrió la supuesta discriminación? Fecha:**

---

**Statement of Complaint** – Include all facts upon which the complaint is based.

Attach additional sheets if needed.

Describe los actos discriminatorios, proporcionando todos los datos pertinentes, cuando sea posible (adhiera una página adicional si es necesario):

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be from a notebook or a set of legal pads. The edges of the paper are slightly irregular, suggesting it might be a scan of a physical document. There is no handwriting or other markings on the page.

**I believe the above actions were taken because of my:**

**Yo creo que las acciones fueron debidas a mi:**

\_\_\_\_\_ Race/Raza \_\_\_\_\_

\_\_\_\_\_ Color (de piel)

\_\_\_\_\_ National Origin/ País de Origen/Ascendencia: \_\_\_\_\_

\_\_\_\_\_ Sex / Gender Sexo/Genero (circle): Male/Masculino Female/Femenino

\_\_\_\_\_ Religion (Religión/Credo): \_\_\_\_\_

\_\_\_\_\_ Other/Otro: \_\_\_\_\_

**Name, position, and agency of county employees you have dealt with regarding the incident(s).**

**Nombre, titulo, y agencia de los empleados del Condado con quienes ha tratado sobre el/los incidente(s).**

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**Witnesses or others involved – provide name, address, telephone number(s). Attach additional sheets if needed.**

**Testigos o otras personas involucrados (proporcione el nombre, dirección, # de teléfono). (adhiera una página adicional si es necesario):**

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**If you have filed a grievance, complaint or lawsuit regarding this matter anywhere else, give name and address of each place where you have filed. Attach additional sheets if needed.**

**Si haya presentado la denuncia ante otra oficina u otra agencia de derechos civiles o tribunal local, estatal o federal, proporcione el nombre y dirección de la oficina. (adhiera una página adicional si es necesario):**

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**COMPLAINT OF DISCRIMINATION ON THE BASIS OF TITLE VI AGAINST KING COUNTY, WA**  
**DENUNCIA DE DISCRIMINACIÓN CONTRA EL CONDADO DE KING - LA LEY DEL TÍTULO VI**

July 5, 2016

**In the complainant's view, what would be the best way to resolve the grievance?**  
**¿En la opinión del denunciante, que seria el mejor modo resolver la denuncia?**

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**I affirm that the foregoing information is true to the best of my knowledge and belief. I understand that all information becomes a matter of public record after the filing of this complaint.**

**Yo afirmo que que lo anterior es verdadero y correcto a lo mejor de mi conocimiento y creencia. Yo entiendo que toda la información se convierte en un asunto de interés público después de la presentación de esta queja.**

\_\_\_\_\_  
 Complainant/Denunciante

\_\_\_\_\_  
 Date/Fecha

\_\_\_\_\_  
 Aggrieved Party/Persona Discriminada

\_\_\_\_\_  
 Date/Fecha



**Appendix B**  
**Language Assistance Plan**



*We'll Get You There*

**Access to King County Metro Transit Services  
for People with Limited English Proficiency  
Four-Factor Analysis and Implementation Plan**

June 2012  
*Updated April 2016*

Contact:  
Christina O'Claire  
King County Metro Transit  
201 S Jackson St  
Seattle, WA 98104  
[christina.oclaire@kingcounty.gov](mailto:christina.oclaire@kingcounty.gov)

## **Access to King County Metro Transit Services for People with Limited English Proficiency**

### **Four-Factor Analysis and Implementation Plan**

#### **Introduction**

King County Metro Transit (Metro) prepared this analysis and plan to meet requirements stemming from Title VI of the Civil Rights Act of 1964 concerning access to services for people with limited English proficiency (LEP). It also responds to Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency*, which directs recipients of federal funding to take reasonable steps to ensure that people with limited English proficiency have meaningful access to their programs and activities.

This plan will also help Metro comply with the King County Executive Order on Written Language Translation Process, issued on October 13, 2010.

The analysis and plan are based on the guidance provided by the Federal Transit Administration in its handbook for public transportation providers, *Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*, published April 13, 2007.

#### **Four-Factor Analysis**

##### **Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population**

Metro's service area is all of King County, Washington. Metro is part of King County government. In preparing this plan, Metro relied on the county's analysis of the most common languages other than English spoken in King County, which used five sources:

- US Census Bureau, American Community Survey data for King County, language spoken at home, 2006-8.
- Washington Superintendent of Public Instruction, limited English proficiency students in King County, 2008-9.
- King County District Court data of court cases requesting interpretation, 2007.
- Seattle-King County Public Health Women-Infant-Children program, cases requesting interpretation, 2007.
- Seattle-King County Public Health clinic visits, cases requesting interpretation, 2007.

The non-English languages most commonly spoken in King County can be grouped into three tiers, as shown below. The tiers indicate the relative need for translation or interpretation services countywide, and reflect each language's rank based on the average of all five data sources. King County directs that agencies shall translate public

communication materials into Tier 1 languages as soon as feasible within available resources. Translation into Tier 2 languages is recommended and translation into Tier 3 languages is encouraged, depending on the target audience.

Tier 1	Tier 2	Tier 3
Spanish	Vietnamese	Tagalog
	Russian	Cambodian
	Somali	Laotian
	Chinese	Japanese
	Korean	Hindi
	Ukrainian	Arabic
	Amharic	Farsi
	Punjabi	Tigrinya
		Oromo
		French
		Samoan

Detailed data from the five sources is shown in the table below:

Rank	Census ACS: English "less than very well" 2006-8	OSPI Limited English Proficiency 2008-9	District Court (case count) 2007	King County WIC 2007	King County Public Health (clinic visits) 2007
1	Spanish 52,000	Spanish 12,600	Spanish 7,900	Spanish 14,500	Spanish 56,200
2	Chinese 28,100	Vietnamese 2,100	Russian 1,100	Vietnamese 1,400	Vietnamese 5,000
3	Vietnamese 19,400	Somali 2,100	Vietnamese 800	Somali 1,300	Russian 4,000
4	Korean 12,100	Chinese 1,200	Korean 500	Russian 800	Somali 3,500
5	"African Lang" 11,900 <sup>1</sup>	Russian 1,000	Chinese 400	Ukrainian 600	Chinese 700
6	Tagalog 9,300	Korean 900	Somali 200	Chinese 600	Ukrainian 600
7	Russian 9,200	Ukrainian 900	Samoan 200	Amharic 200	Amharic 600
8	"Other Slavic" 4,800 <sup>2</sup>	Tagalog 700	Amharic 200	Arabic 200	Korean 300
9	"Other Indic" 4,500 <sup>3</sup>	Punjabi 600	Punjabi 100	Korean 100	Arabic 300
10	Japanese 4,300	Cambodian 400	Farsi 100	Cambodian 100	Punjabi 300

Notes:

1. Census does not distinguish African languages; based on other sources, probably chiefly Somali, Amharic.
2. Census lumps other Slavic languages; based on other sources, probably chiefly Ukrainian.
3. Census lumps other Indic languages; based on other sources, probably chiefly Punjabi.

Key:

Tier 1
Tier 2
Tier 3

The county used U.S. Census data to map census tracts with concentrations of people who speak a language other than English at home; the maps are attached as Appendix A.

In addition to analyzing data, Metro staff members have become familiar with LEP populations in King County by working with community organizations that serve these populations. Metro regularly works with these organizations when conducting outreach concerning service changes or other matters, such as how to use the regional fare payment card. Metro turns to these organizations for assistance in identifying language translation needs and in planning the best ways to inform and involve people with limited English proficiency. Key organizations include the following:

Auburn YMCA	International Community Health
Asian Counseling and Referral Services	Services
Casa Latina	International District Housing Alliance
Centro Rendu, St Vincent de Paul	International Rescue Committee
Chinese Information and Service Center	Horn of Africa
City of Seattle, Department of	Northwest Immigrant Rights Project
Neighborhoods, Public Engagement	One America
Liaison Program	Organization of Chinese Americans
Consejo Counseling and Referral	Puget Sound Sage
Services	Refugee Women's Alliance
El Centro de la Raza	Somali Community Service Coalition
Environmental Coalition of South	Seattle Housing Authority Community
Seattle	Builders
Ethiopian Community Center	Vietnamese Friendship Association
Filipino Community of Seattle	White Center Community Development
	Association

## **Factor 2: The frequency with which LEP individuals come into contact with Metro's programs, activities, and services**

People with limited English proficiency regularly use Metro's fixed-route bus service and in doing so come into contact with Metro's operators as well as signage, timetables and other materials. Metro's commuter van and Access paratransit services also serve people who do not speak English or speak it as a second language. Metro does not have a way to collect data about frequency of use by people who do not speak English well.

Metro's Customer Information Office received an average of 93 phone calls per month in 2015 from people who do not speak English well and request Language Line assistance (see table on the following page).

	2015 Calls												
Language	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Spanish	31	35	50	30	40	49	62	46	73	67	31	42	556
Mandarin	9	8	9	11	7	5	12	7	7	13	5	7	100
Russian	4	6	15	5	5		4	5	2	2	15	3	66
Vietnamese	6	7	6	3	6	4	3	2	7	4	4	9	61
Cantonese		2	12	3	1	3	7	4	2		5	5	44
Somali	3	1	3	6	2	2	5	2	4	3	1	3	35
Amharic	2		5	3	3	2	4		6	3	1	4	33
Arabic	4	4	5	3	2	2	8	1			2	1	32
Korean		2	1	3	3	8	1	8	3		1	2	32
Farsi		11	6		4	2	1	1	1	2	1		29
Tagalog		2	3	4			4	3	4	2	3	2	27
Tigrinya	1				1	2	6	7	1	3	2	2	25
Japanese	1		1	1	3		3	5		3	2	3	22
French		2	1		4	2	1			1		1	12
Hindi	1		1		1	3				2	1		9
Punjabi	2							2			2	2	8
Swahili	2	1								3			6
Nepali		1						1			1		3
Armenian			1		1				1				3
Bengali									3				3
Burmese									2		1		3
Hmong	1	1											2
Cambodian	1										1		2
Ilocano								1	1				2
Oromo		1											1
Indonesian				1									1
Portuguese									1				1
Urdu									1				1
Kikuyu										1			1
Bulgarian											1		1
Sorani											1		1
Dari											1		1
Haitian Creole											1		1
Thai												1	1
Mandinka												1	1
<b>Total calls</b>	<b>68</b>	<b>84</b>	<b>119</b>	<b>73</b>	<b>83</b>	<b>84</b>	<b>121</b>	<b>95</b>	<b>119</b>	<b>109</b>	<b>83</b>	<b>88</b>	<b>1,126</b>

### Factor 3: The importance to LEP persons of Metro's programs, activities and services

King County is home to many refugees and immigrants who are re-establishing their lives with limited resources and may not speak English well. Abundant anecdotal evidence makes it clear that many of these people rely on Metro's services.

Census tract data also suggest that a large number of people with limited English proficiency use Metro. Many of the census tracts in King County where more than 5 percent of the population speaks a language other than English have heavily used bus routes.

A number of community organizations that participate in Metro's Human Services Ticket Program serve people who have limited English proficiency. This program provides deeply discounted bus tickets to approximately 150 human service agencies for distribution to their clients. The following are examples of these agencies:

Asian Counseling and Referral Service	Neighborhood House
Casa Latina	Kent School District (McKinney Vento Program)
Consejo Counseling and Referral Services	Southwest Youth and Family Services
El Centro de la Raza	Vietnamese Friendship Association

Metro partners with organizations that offer employment training, assisting them with transportation. The JARC program works with Youthcare, Casa Latina, King County Work Training Program, and Hero House; many of their clients are low-income people who do not speak English well.

### Factor 4: The resources available to the recipient and costs

Metro has a number of language assistance measures in place.

**Printed materials.** Basic public communication materials are translated into languages commonly spoken in King County (Spanish, Korean, Russian, Ukrainian, Chinese, Japanese, Somali, Tagalog Cambodian, Laotian, Russian, Somali, Tigrinya, Vietnamese and Oromo). These materials include:

- Timetables
- Special rider alerts
- Fare Alert brochure
- Stay Healthy coach interior cards (Spanish and Vietnamese)
- Title VI non-discrimination interior coach cards (multiple languages)
- Fare Enforcement brochure
- Stay Healthy coach interior card (Spanish and Vietnamese)
- Ride Right interior card (Spanish)
- Riding the Bus: A Multi-language Guide to Using Metro brochure (12 languages)

- How to Pay brochure for RapidRide (six languages)
- Metro Transit Snow Guide brochure (Spanish)
- Load Your Bike on the Bus brochure (five languages)
- How to use Orca brochure (four languages)

Translation costs for the reporting period were \$11,310.

**Interpreter symbol.** Metro places an “interpreter” symbol on printed materials along with a customer information phone number that people may call to request an interpreter’s assistance. This symbol is placed on all Metro timetables and most other materials including rider alerts. Rider alerts are temporary signs/notices that are placed at bus stops whenever a service change is planned at a particular stop. The addition of the interpreter symbol to these communication materials does not add significant cost.

**Metro Online.** Beginning in August 2015, Metro’s website (“Metro Online”) added a “language select” option at the bottom of every page in the footer next to the Metro logo. This menu utilizing Google Translate offers translations of each page in Metro Online in any of 103 languages. Metro Online also offers translated versions printed brochures and materials when these are available.

**Language Line assistance.** Metro contracts with Language Line to provide interpretation over the phone for non-English speakers who call our Customer Information Office and request this assistance. Metro averaged 93 requests per month in 2015 for a total annual cost of \$9,756. Metro makes available to bus operators special assistance cards that have information about how a rider can call and request interpretation service. Metro encourages operators to hand these cards to riders who have difficulty with English.

**Informational signage.** Metro has developed bus-stop signs that are designed to be easily understood by riders with limited English. The signs incorporate widely recognized symbols for route destinations, such as an airplane for routes that serve the airport. The signs also include the specific bus stop number and Metro’s website address and customer service phone number together with the widely used help symbol, “?”

**Notice of Title VI obligations and remedies.** Metro has placards continually posted inside all of its coaches notifying customers that Metro does not discriminate in the provision of service on the basis of race, color, and national origin, and informing them how they can complain if they feel Metro has discriminated against them. The placards are translated into Cambodian, Chinese, Korean, Russian, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese. All nine translations do not fit on one placard, so two placards have been produced and are rotated throughout the Metro system. A similar notice of Title VI obligations and remedies, also in multiple languages, is provided to customers of Metro’s Access paratransit service.

**Public outreach engagement processes.** When Metro conducts public outreach concerning proposed service changes, it provides or offers translated descriptions of the proposals and questionnaires, offers interpretation at public meetings, works with



community organizations that can assist Metro in communicating with people who do not speak English well, and may provide telephone comment lines for non-English-speakers.

An example of work Metro has done to engage populations with limited or no English proficiency is our recent effort to engage southeast Seattle transit riders in addressing long-standing community concerns.

In May 2015, Metro convened a community advisory group that met three times to advise us about a set of proposed changes to fixed-route bus service and a timeline for implementation. The affected routes (8, 9X, 106, 107, and 124) operate in some of the most linguistically-diverse ZIP codes in the region. The advisory group included representatives of organizations serving LEP populations and community colleges serving large populations of LEP students.

Metro also contracted with “trusted advocate” organizations to lead engagement of their community in a public process. These trusted advocates have deep connections to their communities as organizers and advocates and have demonstrated their abilities to navigate cultural and language distances. They have the confidence of their people and helped us ensure we heard from people who would be directly impacted by these changes in culturally and language-appropriate ways.

Approximately 250 people provided feedback on the proposed changes in a series of listening sessions at ACRS and the Filipino Community Center and through paper surveys offered by El Centro de la Raza. Metro staff facilitated conversation at small- and large-group sessions in multiple languages at ACRS and the Filipino Community Center.

We also invested in some translated project information and the use of multilingual phone lines to make this engagement process accessible to English language learners. We researched census tract data and took advice from community advisory group members on languages to include in translated materials and multilingual phone lines. The multilingual handout included the following languages:

- Amharic
- Cambodian/Khmer
- Chinese
- Hmong
- Korean
- Oromo
- Somali
- Spanish
- Tagalog
- Tigrinya
- Vietnamese

**Customer Research.** Metro’s customer research routinely includes opportunities for LEP populations to respond. Metro conducts an annual program of on-board and/or intercept surveys to evaluate customer ridership patterns on certain routes, and to

evaluate customer responses to service changes. Translation of questionnaires into languages appropriate for the geographic area of interest is done in coordination with the Department of Transportation Communications group and according to County guidelines. Surveys are translated into Spanish and into other languages depending on the demographics of the outreach area. The most recent Rider/Non-Rider survey was conducted in Amharic, Chinese, English, Somali, Spanish, and Vietnamese. A survey on the ORCA LIFT low-income fare program was conducted in Amharic, Chinese, English, Somali, Spanish, and Vietnamese. Questionnaire translation typically costs between \$250 and \$400 for each language. Metro also made Spanish language interpretation available to respondents to the fall 2011 telephone survey of riders and non-riders. The cost of providing Spanish translation was about \$2,500.

**Community travel video.** Metro partnered with the King County Mobility Coalition to produce a three-part video series: "Riding the bus," "Paying to ride the bus and light rail," and "Other ways to travel." This series is currently available in 13 languages: Amharic, Arabic, Burmese, Cantonese, English, Korean, Mandarin, Nepali, Russian, Somali, Spanish, Tigrinya, and Vietnamese. The series was developed to target recent-immigrant populations. The videos are posted online and have been distributed with translated scripts to social service agencies, which have used the series in a number of forums for their clients. The videos can be viewed online at: <http://metro.kingcounty.gov/advisory-groups/mobility-coalition/>

**Health care provider access information.** Metro is working with health care providers to produce "Access to Healthcare," a multi-language mobility information tool that is used by case managers assisting individuals with their travel to medical appointments. The first information was produced in coordination with SeaMar Clinic in Kent, and is in Spanish and English. Along with the information tool, Metro worked with a local Latino information group to provide travel training for undocumented individuals. The second informational handout is for Harborview Medical Center in Seattle and will be translated into four languages. Metro is also working with Overlake Medical Center in Bellevue to determine the needs for clients accessing medical services at that facility. Metro expects to continue partnering with health care organizations to produce this type of information as needs are identified.

## II. Implementation Plan

### Identifying Individuals Who Need Language Assistance

The data assembled in the four-factor analysis shows that Spanish is by far the most prevalent of the non-English languages spoken in King County.

The next most commonly spoken non-English languages (second tier) are Vietnamese, Russian, Somali, Chinese, Korean, Ukrainian, Amharic and Punjabi.

Third-tier non-English languages spoken are Tagalog, Cambodian, Laotian, Japanese, Hindi, Arabic, Farsi, Tigrinya, Oromo, French, and Samoan.

## Language Assistance Measures

Based on the language distribution data summarized above, and consistent with King County's Executive Order on Written Translation, Metro translates public communication materials and vital documents into Spanish when feasible within available resources. Metro will translate materials into the other commonly spoken non-English languages when those are the primary language spoken by 5 percent or more of the target audience, based on the language maps included in Attachment A.

Metro uses alternative forms of language assistance when the alternative is more effective or practical. One alternative approach is to place a notice on public communication materials about the availability of interpretation service. Another alternative is to include a summary of a communication piece in Spanish and other languages as relevant and offering a full translation upon request.

Specific language assistance measures that Metro provides or plans to provide are listed in the table below.

Language Assistance Measure	How Provided	Timeline	Responsibility
Notice of Title VI obligations and remedies, translated into languages commonly spoken in King County	Placed on all Metro coaches (All translations do not fit on one placard, so two placards have been produced and are rotated throughout the Metro system.)	Ongoing	Marketing and Customer Communications
Brochure: <i>Riding the Bus: a Multi-language Guide to Using Metro</i> , translated into 12 languages	Metro brochure racks	Ongoing	Marketing and Customer Communications
Brochure: <i>Riding Together: Vans and Cars</i> , translated into eight languages	Metro brochure racks	Ongoing	Marketing and Customer Communications
Notice of availability of telephone interpretation service	Notice is on basic Metro materials, including timetables, Metro Online, and Customer Information Office phone recording	Ongoing	Marketing and Customer Communications
Special assistance cards that operators can hand to customers with information about interpretation service	Available to operators at bus bases	Ongoing	Marketing and Customer Communications

Translation of public communication materials concerning proposed Metro service changes into Spanish and other languages primarily spoken by at least 5 percent of the target population	Mail, distribute in target communities, post in rider alerts at bus stops or on coaches, or place in ethnic news media as appropriate to reach target audiences.	For every public engagement process	Department of Transportation Communications (responsible for Metro public outreach)
Availability of interpreters at public meetings concerning proposed Metro service changes, upon request	Notices placed on published materials and Metro Online	For every public engagement	Department of Transportation Communications (responsible for Metro public outreach)
Availability of telephone lines for people to comment on proposed Metro service changes in Spanish or other languages as needed	Phone lines maintained by DOT Communications	For every public engagement	Department of Transportation Communications (responsible for Metro public outreach)
Provision of interpretation service upon request	Available upon request by calling Metro's Customer Information Office	Ongoing	Customer Service
Translated information online	On website ( <a href="http://www.kingcounty.gov/metro">www.kingcounty.gov/metro</a> )	Ongoing	Marketing and Customer Communications
Work with community organizations that serve LEP populations to identify ways Metro can better serve them.	Continue JARC program, which works with four community agencies; continue membership in King County Mobility Coalition; develop relationships with community organizations as part of public outreach process and maintain ongoing relationships; work with human service agencies through Metro's Human Services Ticket Program	Ongoing and as needed	Various Metro sections
Translated rider surveys	Distributed on buses as part of ongoing research related to service changes.	Ongoing	Strategy and Performance

### Training Staff

Metro's Customer Information Office staff members receive training in how to use the Language Line to interpret Metro materials or answer service-related questions.

Metro's bus operators receive training in how to assist customers who have questions about service, fare payment, and other matters by directing them to Language Line assistance. Through extensive community outreach, Metro has learned that people with limited English often rely on bus operators as their primary source of information about bus service. By emphasizing that customer service is an important part of an operator's job, this training contributes to a transit system that is accessible to limited-English-speakers.

King County makes extensive resources available to guide staff members who are responsible for producing public communication materials. These resources include data about the distribution of people in King County who speak languages other than English, a guide to using plain language in communication materials, and a manual for using translation vendors.

### **Providing Notice to Customers with Limited English Proficiency**

A variety of methods for providing notice are described earlier in this plan. Key methods include the Notice of Title VI obligations and remedies that is posted on all Metro coaches, and the notice of availability of interpretation services that is placed on most Metro materials and stated in the Customer Information Office's recorded phone greeting.

### **Monitoring and Updating the LEP Plan**

Metro will regularly assess the effectiveness of this LEP Plan and update it as appropriate. The assessment will include reviewing the use of Metro's language assistance measures, reviewing Metro rider survey data, and gathering information from staff members who interact with people who do not speak English well.

Metro will work with King County's demographer to maintain up-to-date data about populations that may need language assistance.

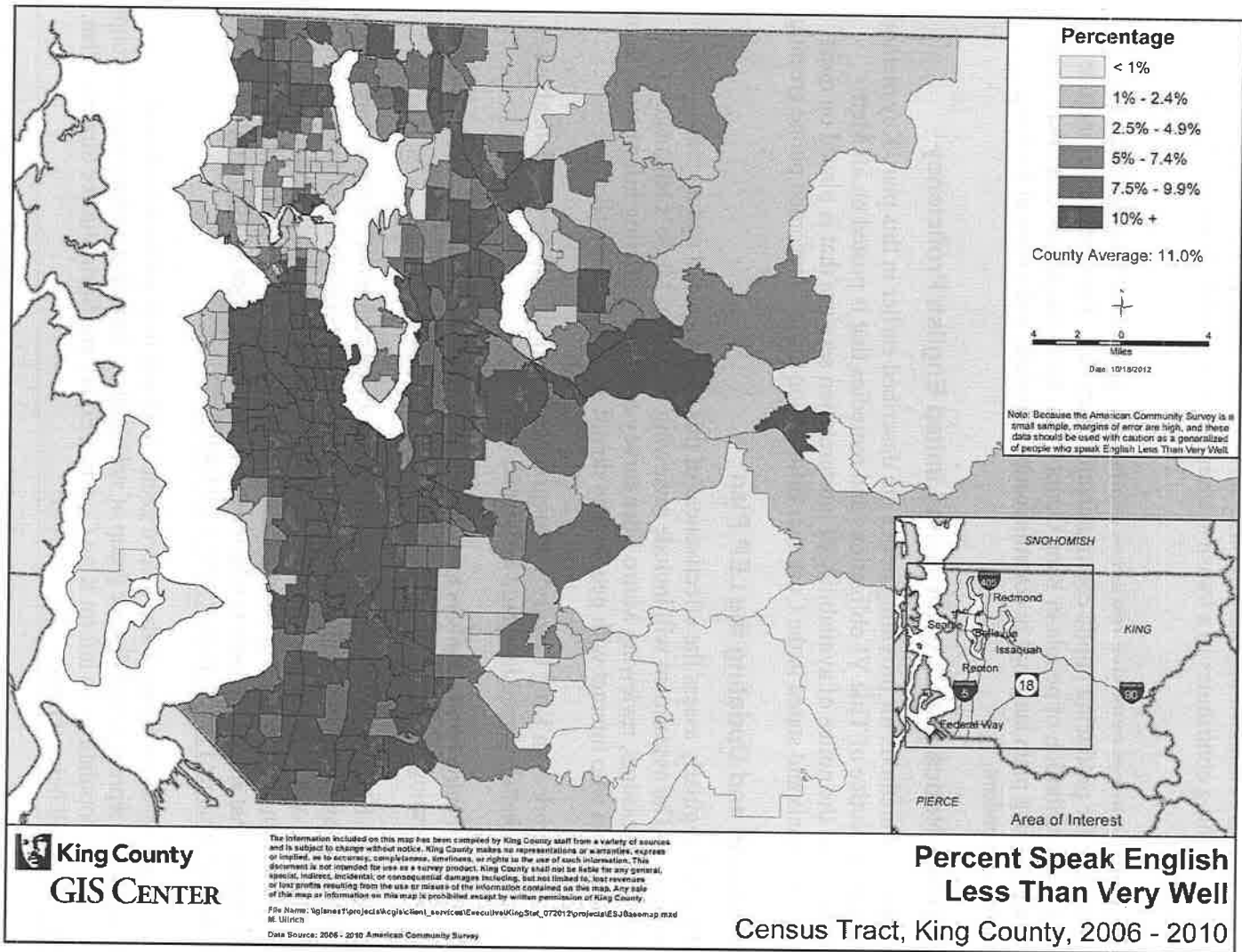
Community relations staff members have participated in two countywide efforts that will continue informing our communications work in the long term.

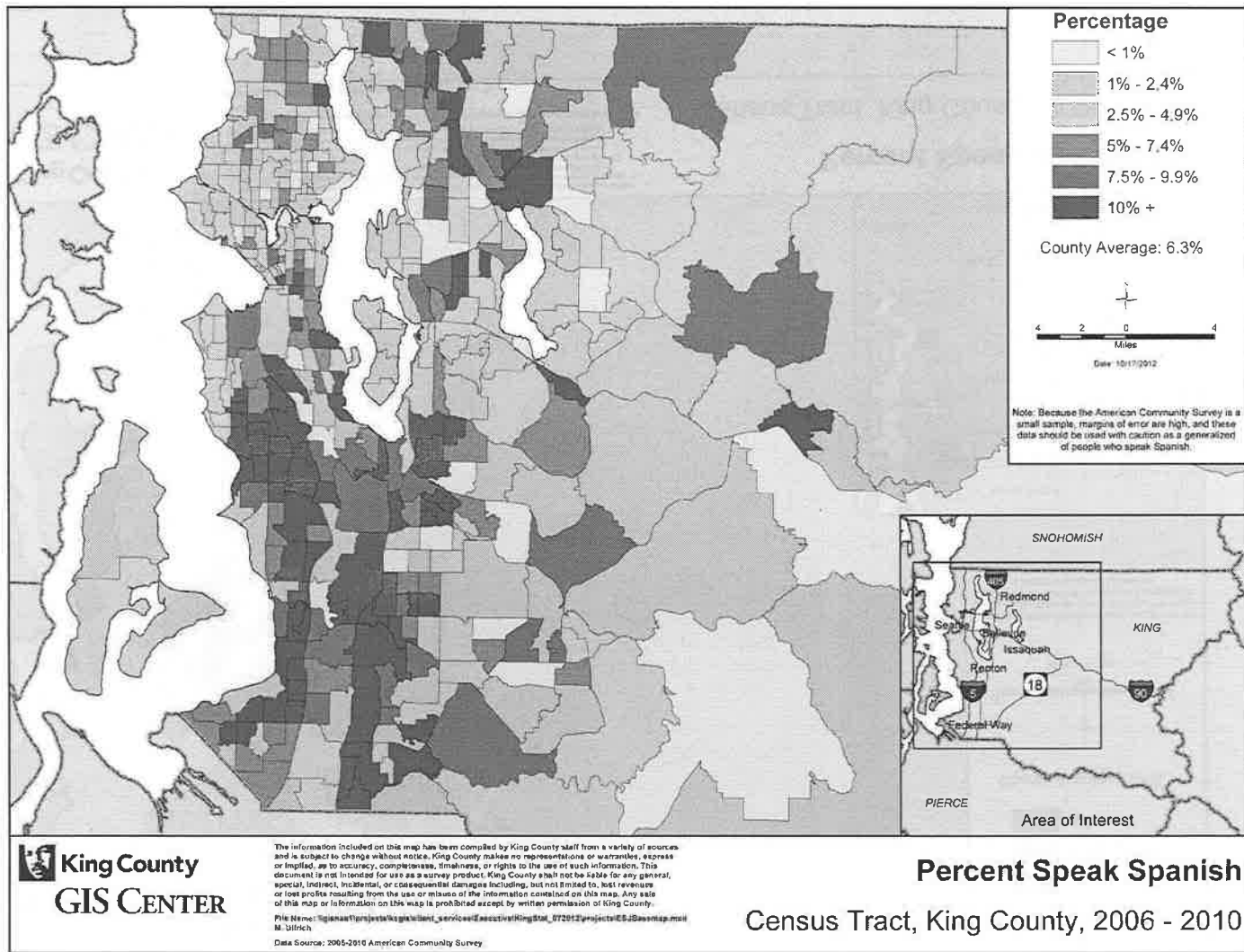
One was the LEP Proviso Work Group, which interviewed community leaders representing LEP populations about how King County could improve the accessibility of information, opportunities, and engagement with LEP populations. The results of this feedback were incorporated in a report to King County Council outlining our recommendations for investments that should be made to respond to what we heard. (See Limited English Proficiency Budget Proviso Report #2014-RPT0092.)

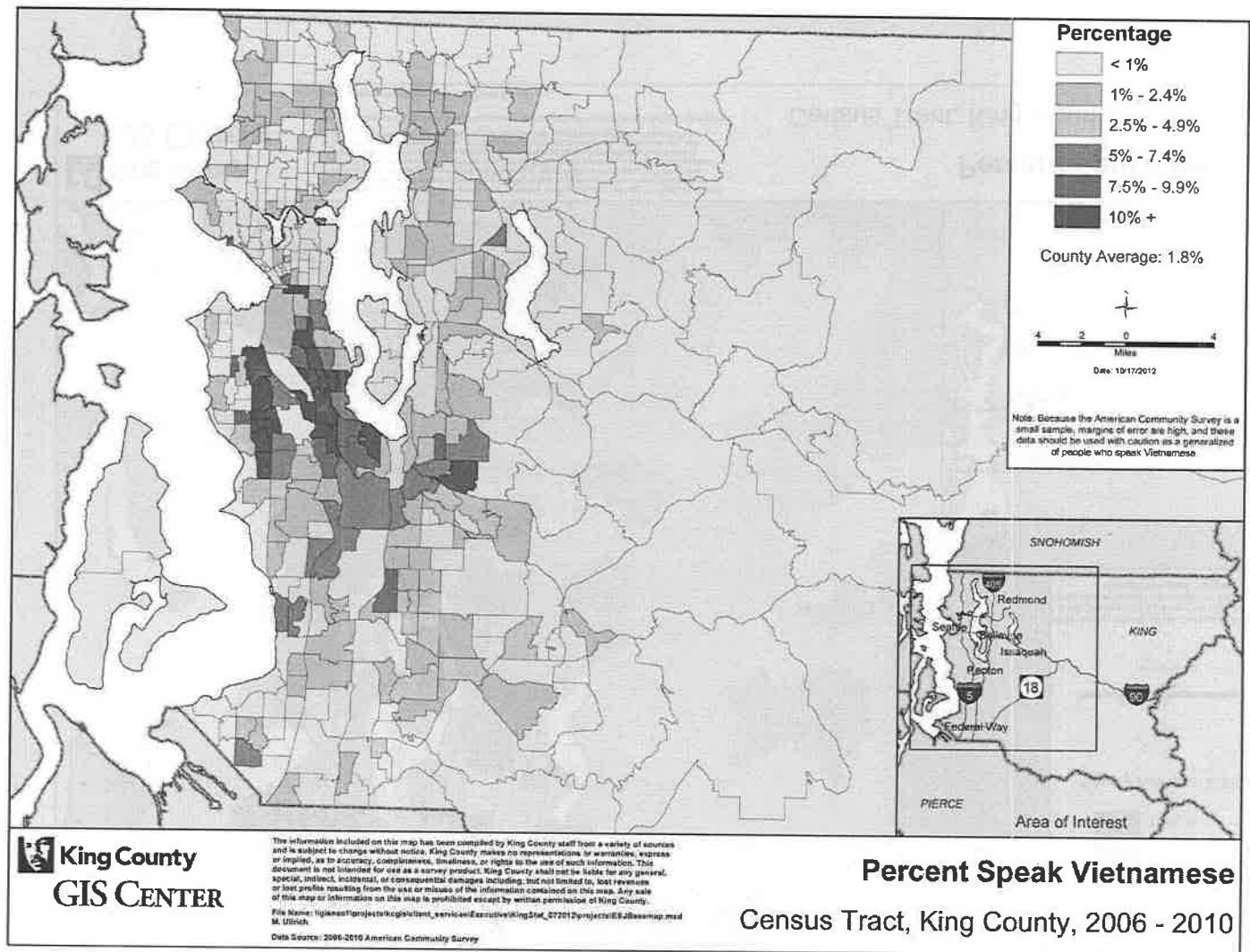
Community relations planners also helped gather feedback from community-based organizations representing a diverse group of stakeholders, including a wide range of groups serving LEP populations, to inform King County's Equity and Social Justice Strategic Plan. The plan is still being written.

Results from both efforts are top of mind as we strategize how to effectively engage with LEP populations in our outreach efforts.

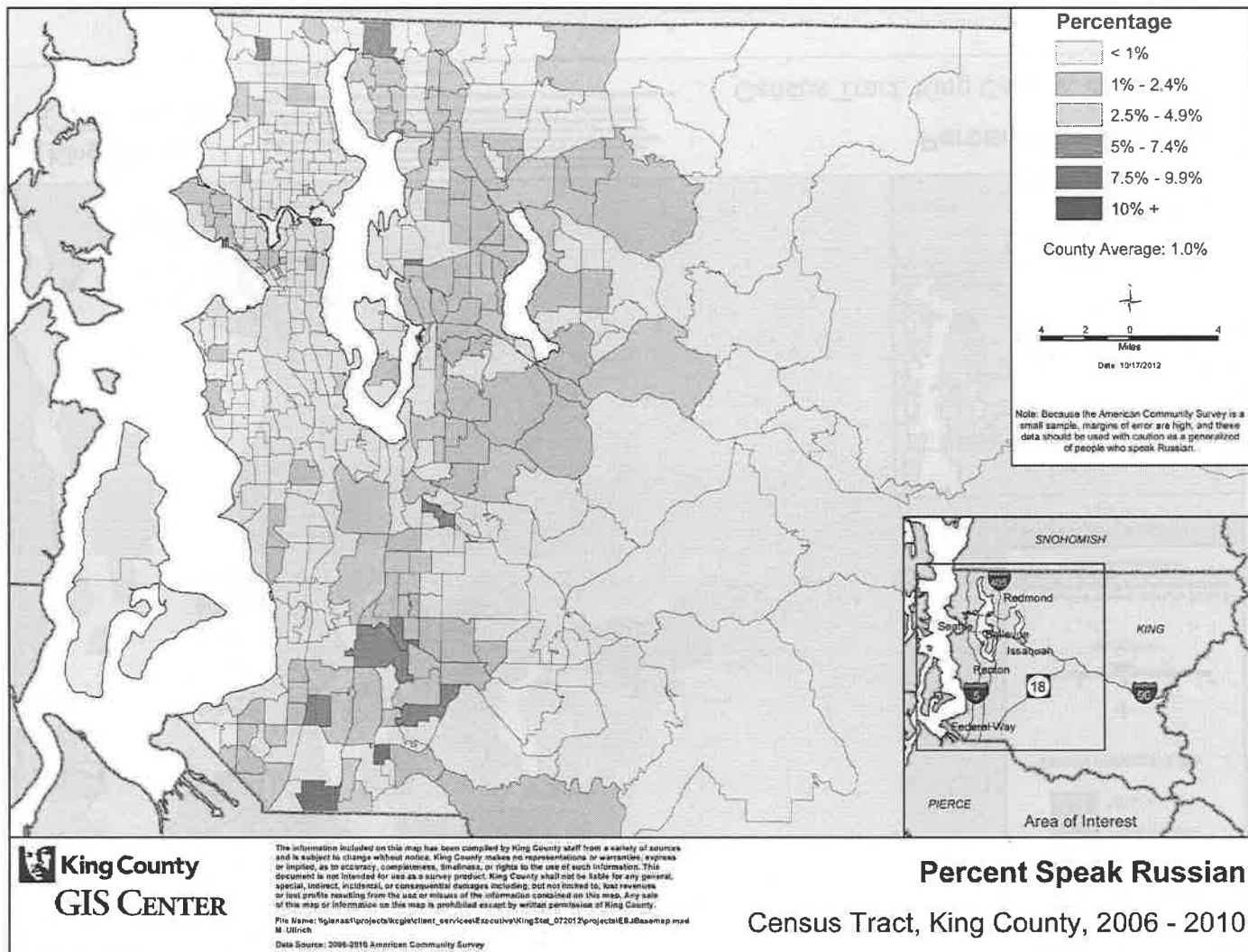
# Appendix A: Maps showing concentrations of people who speak a language other than English at home

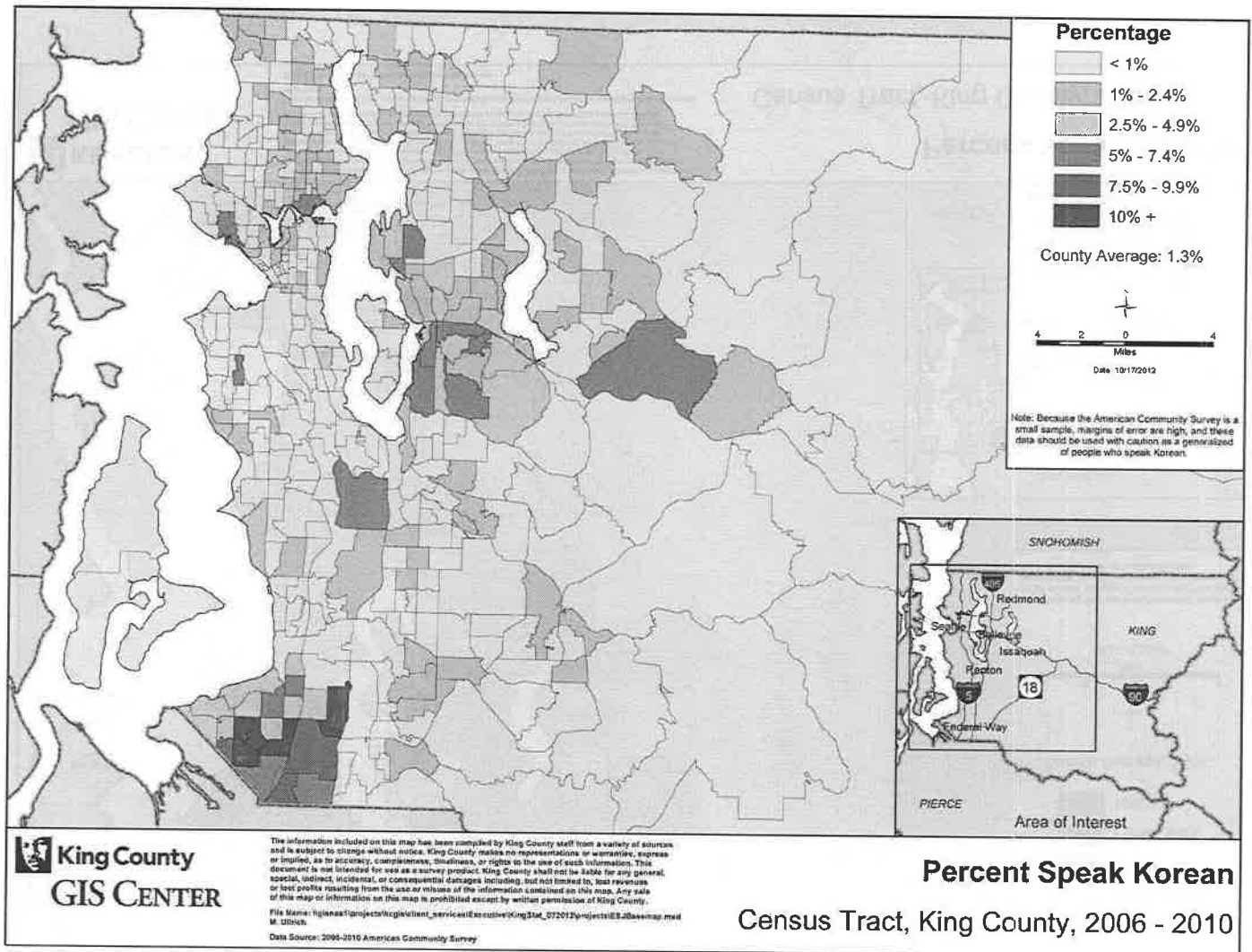


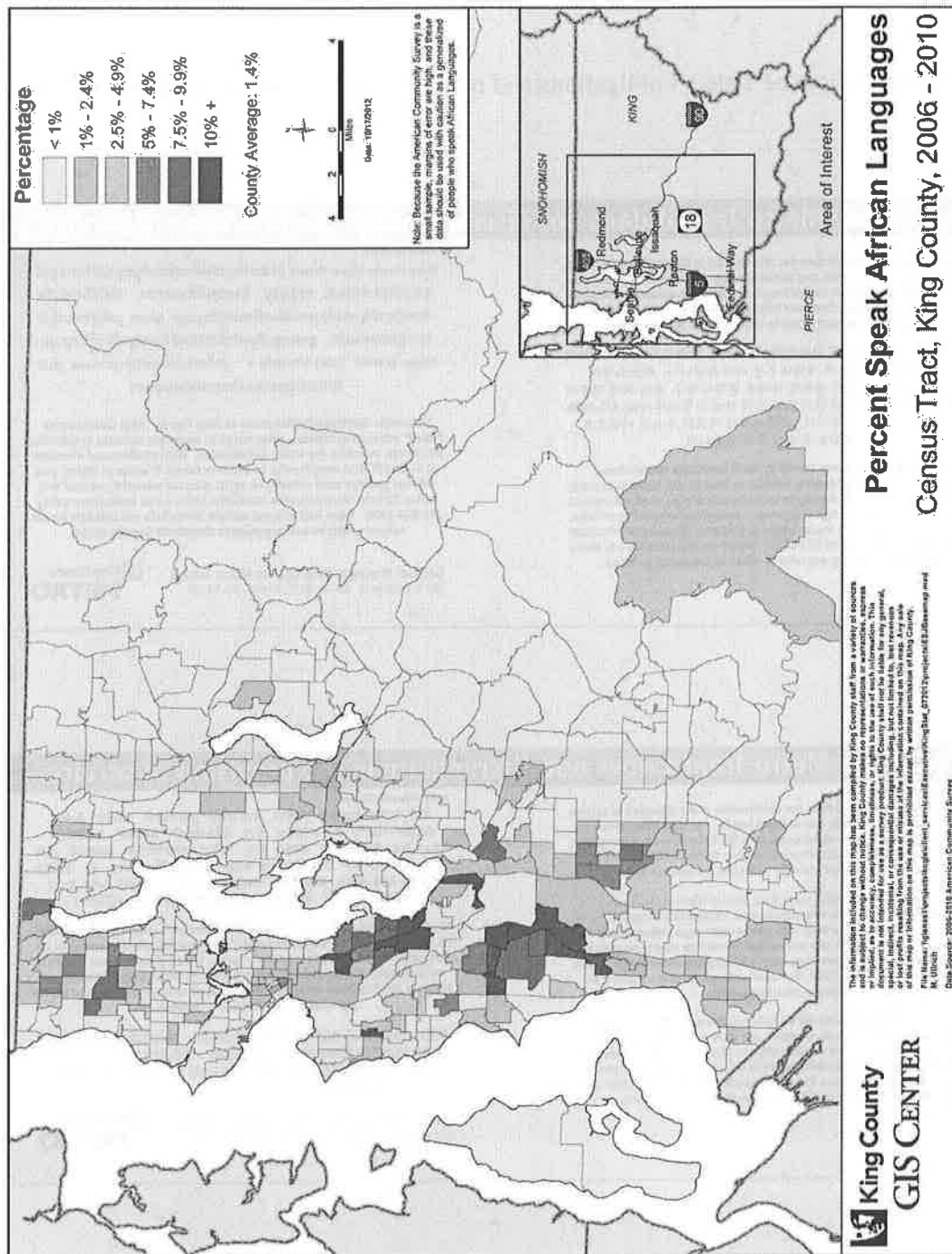












## Appendix B: Examples of Translated Materials

Translated notices of Title VI obligations and remedies that are posted on Metro coaches.

### King County Metro Transit does not discriminate in the provision of service...

**English-Korean-Tzotlog**

King County Metro Transit does not discriminate in the provision of service on the basis of race, color, and national origin. For more information on Metro's nondiscrimination obligations, or to file a discrimination complaint, you may call Metro's Customer Information Office at 206-553-3000. You may also contact Metro in writing at the address below.

킹 카운티 메트로 트랜짓 사는 인종, 피부색 및 출신국가에 기증하여 서비스를 제공하는데 차별대우를 하지 않습니다. 메트로사의 무차별대우 의무에 대한 상세한 안내를 원하시거나, 또는 차별 대우에 대한 불만을 신고하시려면 메트로 고객 안내 사무소에 (206) 553-3000 번으로 전화하시거나 메트로사에 아래의 주소로 서면으로 인학을 취하실 수도 있습니다.


Ang King County Metro Transit ay hindi tumitingin sa kaibahan o dumidiskrimina sa pagbibigay ng serbisyo na base sa lahi, kulay, at bansang pinanggalingan. Para sa dagdag na impormasyon sa mga nondiscrimination (hindi pag-diskrimina) na mga obligasyon, o upang magsalansan ng reklamo, maaari kang tumawag sa Kustomer (Customer Information) ng Opisina ng Metro sa 206-553-3000. Maaari mo ring kontakin ang Metro sa pamamagitan ng pagsulat sa adres na nakalagay sa ibaba.

**Canadian-Somali**

King County Metro Transit ay isang transit na hindi nagpapaligay sa mga pasahero sa pamamagitan ng kanilang kulay, kanyang orihinal na bansa, o kanyang kanyang mga katuturan. Para masagayang maipaliwanag ang mga obligasyon ng Metro sa hindi pag-diskriminasyon, o upang magbigay ng reklamo, maaari kang tumawag sa Kustomer (Customer Information) ng Opisina ng Metro sa 206-553-3000. Maaari mo ring kontakin ang Metro sa pamamagitan ng pagsulat sa adres na nakalagay sa ibaba.

Maamulka Gaadidka Dadweynaha ee King County "King County Metro Transit" adeegga ay bixiyaan cidna ma ay ku takooraan arrimaha la xidhiidha jinsiyadda, midabka, iyo asalka qoomiyadda. Wixii macluumaad dheeraad ah ee la xidhiidha waajibaadka ku saabsan takoor la'aanta ee Metro, ama sida loo gudbiyo wixii cabasho ah ee ku salaysan takoor, waxaad wici kartaa Xafiiska Macluumaadka Macmiilka Metro ee uu lambarkiisu yahay 206-553-3000. Sidoo kale waxaad xafiiska Metro kula soo xidhiidhi kartaa adigoo qoraal ku soo hagaajinaya cinwaanka hoos ku qoran.

General Manager, King County Metro Transit  
201 S. Jackson St. KSC-TR-0415, Seattle, WA 98104



### King County Metro Transit does not discriminate in the provision of service...

**English-Russian-Vietnamese**

King County Metro Transit does not discriminate in the provision of service on the basis of race, color, and national origin. For more information on Metro's nondiscrimination obligations, or to file a discrimination complaint, you may call Metro's Customer Information Office at 206-553-3000. You may also contact Metro in writing at the address below.

При предоставлении услуг King County Metro Transit не дискриминирует на основании расы, цвета кожи и страны происхождения. Чтобы получить дополнительную информацию о недискриминационных обязательствах Metro или подать жалобу о дискриминации, вы можете позвонить в Информационный офис Metro по телефону (206) 553-3000. Вы также можете написать в Metro по почтовому адресу.

Metro Transit Hại King không đối xử phân biệt trong vấn đề cung cấp dịch vụ dựa trên chủng tộc, màu da, và nguồn gốc quốc gia. Để biết thêm thông tin về trách nhiệm không đối xử phân biệt của Metro, hoặc để nộp đơn khiếu nại về tình trạng đối xử phân biệt, quý vị có thể gọi Customer Information Office (Phòng Thông Tin Cho Khách Hàng) của Metro ở số (206) 553-3000. Quý vị cũng có thể liên lạc với Metro qua thư từ ở địa chỉ bên dưới.


**Tigrinya-Spanish-Chinese**

ናይ ኪንግ ካውንቲ ሜትሮ ትራንዚት ከመስሪት ዓሊት፣ ሕብረ ብርባት፣ ከምህ ውጋ መስተፋ ናይ ኢንፈርሙሽን ኦፊስ ኢየ። ንዝያዳ ሓበሬታ፣ ብዛብ ናይ ሜትሮ ዘይምድላው ሓፃንት ወይ ድግ ናይ ኢንፎርሜሽን ከተገኝቡ ኢንተርኔት ኣብ ቁ. ተለፎን (206) 553-3000 ደዊልኩም ተወኪቡ። ከምህ ውጋ ብኢሜል ኣብዚ ዝሰጠኩ ኢንፎርሜሽን ክትረኽቡዎም ትገኛሉ ኢኹም።

Metro Transit del Condado de King no discrimina en la prestación de servicios en base a raza, color y origen nacional. Para mayor información acerca de las obligaciones de no discriminación de Metro, o para presentar una denuncia de discriminación, puede llamar a la Oficina de Información al Cliente de Metro al 206-553-3000. Usted también puede ponerse en contacto con Metro por escrito, a la dirección a continuación.


皇郡 Metro Transit 在提供服務時，不以種族、膚色和原國籍為由實行歧視。如欲瞭解 Metro 的不歧視義務詳情，或欲提交歧視投訴，您可以致電 Metro 的客戶服務處，電話號碼 (206) 553-3000。您也可以按以下地址致函聯絡 Metro。

General Manager, King County Metro Transit  
201 S. Jackson St. KSC-TR-0415, Seattle, WA 98104




Front and back of a customer service card with interpreter information that is available for Metro bus operators to give to customers who do not speak English well.

<b>Metro Customer Services</b>	
<b>Customer Information:</b>	<b>206-553-3000</b>
TTY Relay:	711
Toll free:	1-800-542-7876
<b>King Street Center</b>	
201 S Jackson St, Seattle	Monday-Friday, 8 am - 5 pm
<b>Downtown Seattle Transit Tunnel</b>	
Westlake Station mezzanine	Monday-Friday, 9 am - 5:30 pm
<b>Metro Online</b>	<a href="http://www.kingcounty.gov/metro">www.kingcounty.gov/metro</a>



**Interpreter**  
206-553-3000

Intérpretes Turjubaan Переводчик  
 Перекладач 통역사 བསྟན་འཛིན་པ་  
 翻譯員 Thông Dịch Viên ཅིང་ཐུབ་ཅེ་ཅན་

 **King County METRO**

Translated brochure about Metro services.



Informational poster about proposed service cuts



# **"WILL MY BUS BE CUT?"**

## **¿Se suspenderá el autobús que suelo tomar?**

Metro is planning for service cuts. Find out how they would affect you.  
Metro está planificando reducciones en el servicio. Infórmese acerca de cómo lo podrían afectar a usted.

**[www.kingcounty.gov/metro/future](http://www.kingcounty.gov/metro/future)**

**Phone: 206.263.9768**  
**Español: 206.263.9988**  
**Email: [haveasay@kingcounty.gov](mailto:haveasay@kingcounty.gov)**  
**[#KCMetroCuts](https://twitter.com/KCMetroCuts)**



## Brochure about how to pay on RapidRide Bus Rapid Transit routes

**Bixinta Noolka ee RapidRide**  
Tstayshanada RapidRide ee leh  
mashiinka kaadhka ORCA la  
mariyo, marl kaadhka kahor  
Intaanad fuulin baska oo  
dabeedna ka gal labada albaab  
ee danbe. Haddii aad haysato  
waraaqda loogu kala wareego  
basaska oo saxa ama kaadh  
aan ahayn OCRA, waxaad  
iyana ka geli kartaa albaabada  
danbe. Haddii meesha aad  
baska ka raacdaa aanay  
lahayn mashiinka kaadhka  
akhriya ama aad lacagta kaash  
ku bixisay, ka gal albaabka  
hore. Waxaad helli doontaa  
waraaqda basaska loogu kala  
wareego markaad ku bixiso  
kaash ama tigidho. Laga  
bilaabo 7:00 fildnimo ilaa Iyo  
6:00 subaxnimo dhamaanba  
rakaabku waa inay baska ka  
soo galaan albaabka hore.  
Haddii lagaa codsado, tus  
sarkaalka adkaynta xeerka  
noolka kaadhkaaga OCRA  
ama waraaqda kala wareega  
caddayn ahaan inaad bixisay  
ama kaadhka basaska. Haddii  
aanaad haysan caddayn  
bixineed, waxa lagugu qaadi  
karaa ciqaab ama kanaax.

SOMALI

**레퍼드라이드(RapidRide) 승차료 지불**  
올카(ORCA) 카드 기계가 있는  
레퍼드라이드 정류장에서 버스에  
승차하기 전에 귀하의 카드를  
입력한 다음 2개의 후문을 통하여  
들어갑니다. 유효한 종이  
전송표나 비-올카 카드를 소지한  
승객들도 후문으로 들어갈 수  
있습니다. 귀하의 버스 정거장에  
카드 기계가 없을 경우나 현금 또는  
티켓으로 요금을 지불할 경우는  
앞문으로 들어 가십시오. 현금이나  
티켓으로 지불할 경우는 전송표를  
받으실 것입니다. 오후 7시부터  
오전 6시까지 모든 승객들은  
앞문으로 승차해야 합니다. 승차료  
단속관이 요구할 경우는 귀하의 올카  
카드나 종이 전송표 또는 패스를  
중기로 보여 주십시오. 승차료를  
지불했다는 증거가 없으면 벌금을  
내거나 소환장을 받게 됩니다.

KOREAN

**RapidRide (快速公車) 付費**  
在裝有 ORCA 車卡閱讀器的  
RapidRide 站，上車前請將你的車  
卡在閱讀器上感應一下，然後從兩個  
後門上車。如果你持有有效的換乘車  
票或非ORCA車票，你也可以從後門  
上車。如果所在車站沒有安裝電子車  
卡閱讀器，或者如果你用現金付費或  
使用車票付費，則要從前門上車。如  
果你用現金付費或使用車票付費，你  
會收到換乘車票。從晚時至早時，所  
有乘客必須從前門上車。如果你被要  
求出示車票，你需出示你的 ORCA  
車卡或換乘車票或車票，證明你已付  
費。如果你沒有付費的證明，你會收  
到傳單並被罰款。

CHINESE (TRADITIONAL)

**Metro Customer Services:**  
Customer Information: 206-553-3000  
TTY: 206-684-1739  
Metro Online: [www.kingcounty.gov/metro](http://www.kingcounty.gov/metro)



**Interpreter**  
206-553-3000  
Interpreters: Turjubaan, Переводчик,  
Параметризатор, 통역사, 通訳,  
翻譯員, Thông Dịch Viên, 通訳員

**Accessible Formats Available**  
206-684-2046 | TTY Relay: 711

M&amp;S:1/14:20k

## RAPIDRIDE



*Help make  
boarding  
faster for  
everyone*

**King County  
METRO**

We'll Get You There

### Fare Payment for RapidRide

Boarding buses is faster and easier on RapidRide. At RapidRide stations with an ORCA card reader, tap your card before boarding the bus and then enter through the two back doors. If you have a valid paper transfer or non-ORCA pass, you also can enter through the two back doors. You don't need to go through the front door or go past the driver.

If your bus stop doesn't have a card reader or if you pay with cash or tickets, enter through the front door. The bus driver will give you a transfer when you pay with cash or tickets. From 7 pm to 6 am, all riders must enter through the front door.



If requested, provide the fare enforcement officer your ORCA card or paper transfer for proof of payment. If you do not have proof of payment on RapidRide, you are subject to a citation and fine, per RCW 35.58.580.

### Pago de pasaje para RapidRide

En las estaciones de RapidRide con un lector de tarjetas ORCA, con un golpecito con su tarjeta en el lector de tarjetas antes de abordar el autobús y luego entre por las dos puertas traseras. Si tiene un boleto de transferencia válido o un pase que no sea de ORCA, también puede entrar por las puertas traseras. Si su parada no tiene un lector de tarjetas o usted paga su pasaje con dinero en efectivo o boletos, entre por la puerta delantera. Usted obtendrá una transferencia cuando pague con dinero en efectivo o con boletos. Entre las 7 p.m. y las 6 a.m., todos los pasajeros deben entrar por la puerta delantera. Muestre su tarjeta ORCA, boleto de transferencia o pase al oficial de ejecución de pasajes como prueba de pago, si le piden. Si usted no tiene prueba de pago, estará sujeto a una citación y multa.

SPANISH (LATIN AMERICAN)

### Trả Tiền Vé RapidRide

Tại các trạm RapidRide có máy đọc thẻ ORCA, xin gõ nhẹ thẻ của quý vị trước khi lên xe buýt và sau đó đi vào qua hai cửa sau. Nếu quý vị có vé chuyển xe còn giá trị hoặc thẻ khác với ORCA, quý vị cũng có thể đi vào qua các cửa sau. Nếu trạm xe buýt không có máy đọc thẻ hoặc nếu quý vị trả tiền xe bằng tiền mặt hay bằng vé, xin đi vào qua cửa trước. Quý vị sẽ nhận được vé chuyển xe khi quý vị trả bằng tiền mặt hay bằng vé. Từ 7 giờ tối đến 6 giờ sáng, tất cả các hành khách đều phải đi vào qua cửa trước. Nếu có yêu cầu, xin trình thẻ ORCA, vé chuyển xe hoặc thẻ của quý vị cho nhân viên kiểm soát vé để làm bằng chứng quý vị đã trả tiền. Nếu quý vị không có bằng chứng đã trả tiền, quý vị có thể phải ra tòa và bị phạt.

VIETNAMESE

RapidRide buses have three doors for quick "ons and offs" at each stop. They are in use from 6 am - 7 pm, along with the ORCA card readers at RapidRide stations.



### Оплата проезда на RapidRide

На станциях RapidRide, где есть кардридер (считывающее устройство) ORCA, проведите карточкой по кардридеру, прежде чем сесть в автобус, а затем войдите через одну из двух задних дверей. Если у вас есть действующий бумажный пересадочный билет или проездной не для системы ORCA, вы также можете входить через задние двери. Если на вашей автобусной остановке нет кардридера или если вы оплачиваете проезд наличными или билетами, входите через переднюю дверь. Вам выдадут пересадочный билет, если вы платите наличными или билетами. С 7 ч. вечера до 6 ч. утра все пассажиры должны входить только через переднюю дверь. Вы должны предъявить свою карточку ORCA, бумажный пересадочный билет или проездной по просьбе контролера для подтверждения оплаты проезда. Если у вас нет подтверждения оплаты, вас оштрафуют.

RUSSIAN

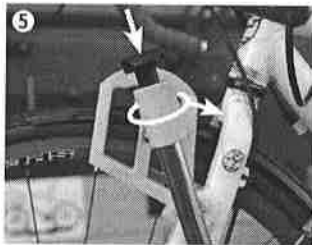
## Brochure about how to load bicycles on buses



### Los soportes para bicicletas de Metro son gratuitos y fáciles de usar.

#### Preparate

1. A medida que se acerca el bus, prepara tu bicicleta para subirla al portabicicletas. Quítale cualquier accesorio, incluso el cesto, que pueda caerse e impedir el funcionamiento seguro del bus.
2. Avísale al conductor antes de pararte frente al bus con tu bicicleta. Asegúrate de que el conductor sabe que quieres subir tu bici al portabicicletas.
3. Empuja hacia arriba el asa del soporte y luego tira hacia ti para soltar el portabicicletas.
4. Pon tu bicicleta en el riel de metal y asegúrate de que las ruedas entren en los espacios. Cada riel tiene etiquetas que muestran dónde debes ubicar la llanta delantera. Si está vacío, carga tu bicicleta en el espacio de afuera.
5. Empuja la perilla negra para soltar el brazo de apoyo. Levanta el brazo hacia arriba y afuera por encima de la rueda frontal. El brazo de apoyo debe estar lo más cerca posible del marco de la bicicleta, en la llanta del frente de tu bici.



Algunos tipos de bicicletas, como las que funcionan a gas y las que tienen ruedas macizas no pueden transportarse en el portabicicletas. Por favor entra a la página web del Metro del King County para obtener más información.

Para más consejos, mira el video en:  
[www.kingcounty.gov/metro/bike](http://www.kingcounty.gov/metro/bike)



King County  
**METRO**

*We'll Get You There*





## Cargar y descargar tu bicicleta.

### Cargar en el espacio del medio



1. Quédate en el centro del bus. **NO** te quedes en la calle, al lado del bus.



2. Pon la bicicleta en un ángulo de 90 grados con respecto al soporte (en paralelo a la acera), con la rueda posterior más cerca del bus.



3. Sube la rueda posterior al soporte.

Las bicicletas que se cargan en el espacio más cercano al bus, se pueden cargar desde la acera.

### Descarga

1. Avísale al conductor que vas a descargar tu bicicleta.
2. Empuja la perilla negra para elevar el brazo de apoyo de la rueda. Corre el brazo de apoyo hacia abajo, para que no te moleste.
3. Saca la bicicleta del soporte.
4. Si no hay otra bicicleta en el soporte, vuelve a poner el soporte en su posición plegada original. Toma el asa de abajo del soporte. Apriétala y súbela.



*We'll Get You There*

Spanish

Letter advertising the In Motion program and how to use promotional fare incentives



## Every trip counts Communities in motion



### ¡Bienvenido a comunidades en movimiento!

*Comunidades en movimiento busca crear un estilo de vida que permita identificar sus opciones de transporte y reducir la frecuencia que usted maneja solo en su vecindario y desde o hasta nuestras calles y autopistas.*

Gracias por decidir explorar una forma diferente de transportarse por la ciudad al aceptar el **Compromiso de hacer un cambio**. Includo encontrará un incentivo por \$25 dólares que le ayudarán a reducir sus viajes manejando solo. En unos tres meses a partir de ahora usted será invitado a tomar la **Encuesta de seguimiento en aceptar el reto** y usted será elegible para el sorteo de ganar uno de los cincuenta premios de \$50 dólares.

¡Nosotros tenemos herramientas en la red que le ayudarán a explorar el vecindario y más allá!

- Aprenda cómo usar el transporte público, ir en bicicleta y caminar por el vecindario con nuestro mapa interactivo (In Motion) en [kingcounty.gov/GetInMotion](http://kingcounty.gov/GetInMotion)
- Haga planes de viaje en transporte colectivo con nuestro Planeador de Viajes en [kingcounty.gov/tripplanner](http://kingcounty.gov/tripplanner)
- Encuentre compañeros de viaje en los sistemas carpool y vanpool para viajar juntos en [communityinmotion.icarpool.com/en/login.aspx](http://communityinmotion.icarpool.com/en/login.aspx)

**¡Gane premios adicionales al cambiar sus viajes!** Documente en internet todos sus viajes en el calendario Comunidades en movimiento y califique para ganar premios en varios sorteos. Además, incluya al menos ocho días de no viajar solo por cada mes del calendario (eso es solamente dos días por semana) para ser elegible para lo siguiente:

- **El que más se mueve al mes (Mover of the Month):** por medio de un sorteo cada mes una persona podrá ganar el prestigioso y respetado título por participar en formas alternativas de transportarse. Adicionalmente esta persona recibirá un premio de \$100 dólares para ser utilizado en sus necesidades de transporte y también aparecer en la página web o el boletín de Comunidades en Movimiento.
- **Sorteos mensuales especiales,** lo mantendrán a usted y a los miembros del programa de puntillas. Esté alerta cada mes parat ver cuál es el tema o el reto. ¡Los sorteos pueden ser específicos o ser una sorpresa!

Sinceramente,

**El equipo de Comunidades en Movimiento**

[inmotion@kingcounty.gov](mailto:inmotion@kingcounty.gov) / 206-477-2005

[kingcounty.gov/GetInMotion](http://kingcounty.gov/GetInMotion)

Encuéntrenos en Facebook: [www.facebook.com/kingcountyinmotion](http://www.facebook.com/kingcountyinmotion)

Síganos en Twitter: [@kcmetrobus](https://twitter.com/kcmetrobus)

Vaya a su cuenta en: [communityinmotion.icarpool.com/en/login.aspx](http://communityinmotion.icarpool.com/en/login.aspx)

\*Premios disponibles hasta agotar existencias.

Información sobre incentivos  
al otro lado de la página

Flyer about how to use fare media distributed through the In Motion program



## Every trip counts Communities in motion



### Cómo usar sus \$25 dólares de incentivo de Comunidades en Movimiento.

Gracias por participar en el programa de Comunidades en Movimiento. Incluido encontrará el incentivo de \$25 dólares que usted seleccionó cuando se registró ya fuera para la tarjeta Orca, el cupón TranBen o el cheque de viajero. Abajo encontrará información de cómo utilizar su incentivo.



**Tarjeta ORCA:** Su tarjeta ORCA ya tiene \$25 dólares a su favor para viajar en los autobuses de la región, trenes o ferry. Una tarjeta ORCA funciona como dinero en efectivo o un pase mensual en una variedad de servicios de autobús en la región como: Community Transit, Everett Transit, servicio de autobús de King County y el taxi fluvial, Kitsap Transit, Pierce Transit, Sound Transit Express, Link, el tren Sounder y el sistema ferry del Estado de Washington. Para saber más sobre las tarjetas ORCA, cómo registrar su tarjeta ORCA o cómo recargar su tarjeta ORCA lea el folleto adjunto o visite la página de internet [orcacard.com](http://orcacard.com).



**Cupón TranBen:** usted puede cobrar su cupón en una de las siguientes tres formas:

- 1) Añada valor a su tarjeta ORCA e-purse (valor por viaje individual)
- 2) Pague una porción de su pase mensual
- 3) Pague una porción de su costo mensual para King County Metro vanpool\* (viajes compartidos)

Agregue valor a su tarjeta ORCA con el cupón por medio del correo, en persona en una oficina de servicio al cliente o con un vendedor autorizado. Para pagar una porción de su costo de King County Metro vanpool (viajes compartidos), entregue su cupón al controlador del vanpool.

\*Para encontrar un "vanpool" (viajes compartidos) para ir a trabajar vaya al sitio [kingcounty.gov/metrovans](http://kingcounty.gov/metrovans) o llámenos al teléfono 206-625-4500.

¿Tiene preguntas sobre sus incentivos del programa Comunidades en Movimiento?  
Llámenos al 206-447-2005 o envíe un correo electrónico a [inmotion@kingcounty.gov](mailto:inmotion@kingcounty.gov).

Información del programa  
al otro lado de la página



## **Appendix C**

### **Subrecipients of Federal Funding**

## **Subrecipients of Federal Funding**

The following is a list of Metro projects that receive federal funding (bold) followed by subrecipients.

### **FTA - JOBS ACCESS/ REVERSE COMMUTE (JARC)**

Neighborhood House

CASA Latina

YOUTHCARE

Hero House

Refugee Women's Association

### **FTA – Passenger Only Ferry Terminal**

Washington State Ferries

### **FTA – Community Access Transport**

Senior Services of Seattle/King County

### **FTA - Smart Growth TDM**

Urban Mobility Group d.b.a. Commute Seattle (A collective part of Downtown Seattle Association)

### **FTA – R-TRIP (CMAQ)**

City of Redmond

### **FTA – RapidRide**

City of Seattle

City of Shoreline

### **FTA – Third Avenue Improvements**

City of Seattle

### **FTA – Seattle Columbia St. Two Way Transit Pathway**

City of Seattle

### **FTA – Bicycle Improvements – Downtown Seattle**

City of Seattle

**Appendix D**  
**Metro's Service Guidelines**  
**(Service Standards and Service Policies)**

# King County Metro Service Guidelines

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## Introduction

Metro has developed service guidelines that it will use to design and modify transit services in an ever-changing environment. The guidelines will help Metro make sure that its decision-making is objective, transparent, and aligned with the regional goals for the public transportation system. These guidelines enable Metro to fulfill Strategy 6.1.1 in its *Strategic Plan for Public Transportation 2011-2021*, which calls for Metro to "Manage the transit system through service guidelines and performance measures."

Metro will use the guidelines to make decisions about expanding, reducing and managing service, to evaluate service productivity, and to determine if service revisions are needed because of changes in rider demand or route performance. Guidelines are also intended to help Metro respond to changing financial conditions and to integrate its services with the regional transportation system.

The guidelines are designed to address productivity, social equity and geographic value. These factors are applied within the guidelines in a multi-step process to identify the level and type of service, along with additional guidelines to measure service quality, define service design objectives and to compare the performance of individual routes within the Metro service network to guide modifications to service following identified priorities. The guidelines work as a system to emphasize productivity, ensure social equity and provide geographic value in a balanced manner through the identification of measurable indicators associated with each factor and the definition of performance thresholds that vary by market served, service frequency and locations served. They are also intended to help Metro respond to changing financial conditions and to integrate its services with the regional transportation system.

A central piece of the service guidelines is the All-Day and Peak Network, which establishes target service levels for transit corridors throughout King County. Productivity, social equity and geographic value are prioritized in this three-step process:

- **Step one** establishes initial service levels for corridors based on how well they meet measurable indicators reflecting productivity, social equity, and geographic value. Indicators of high productivity (using measureable land use indicators closely correlated with transit productivity) make up 50 percent of the total score, while geographic value and social equity indicators each comprise 25 percent of the total score in this step.
  - **Productivity** indicators demonstrate market potential of corridors using land use factors of housing and employment density.
  - **Social Equity** indicators provide an evaluation of how well corridors serve concentrations of minority and low-income populations by comparing boardings in these areas along each corridor against the systemwide average of all corridor boardings within minority and low-income census tracts.
  - **Geographic Value** indicators establish how well corridors preserve connections and service throughout King County.

The cumulative score from this step indicates the initial appropriate frequency for service in the corridor.

- **Step two** makes adjustments to the assigned step-one service family based on current ridership, productivity, and night network completeness. Adjustments are only made to assign corridors to a higher service level; service frequencies are not adjusted downward in this step.

- **Step three** defines the peak overlay for the All-Day and Peak Network. This step evaluates whether or not peak service provides a significant ridership or travel time advantage over the local service.

The All-Day and Peak Network will be analyzed annually concurrent with Metro's reports on the application of the service guidelines. Using this network as a baseline and as resources allow, Metro will work to adjust service levels to better meet the public transportation needs of King County.

Other guidelines are grouped into the following categories:

- **Performance management**  
These guidelines establish standards for productivity, passenger loads, and schedule reliability. Metro will use these guidelines to evaluate individual routes and recommend changes to achieve efficient and effective delivery of transit service as part of ongoing system management and in planning for growth or reduction.
- **Service restructures**  
These guidelines define the circumstances that will prompt Metro to restructure multiple routes along a corridor or within an area.
- **Service Design**  
These are qualitative and quantitative guidelines for designing specific transit routes and the overall transit network.
- **Use and implementation**  
This section describes how Metro will use all guidelines, how they will be prioritized to make recommendations about adding, reducing or adjusting service, and how the performance of individual bus routes and the Metro system as a whole will be reported.

The service guidelines provide Metro with tools to ensure that decisions about Metro's service network are transparent, consistent, and clear. These guidelines will be reported on and reviewed annually to ensure that they are consistent with Metro's strategic plan and other policy goals.

## All-day and peak network

Metro strives to provide high-quality transit service to a wide variety of travel markets and a diverse group of riders. Metro designs its services to meet a number of objectives:

- Support regional growth plans
- Respond to existing ridership demand
- Provide productive and efficient service
- Ensure social equity
- Provide geographic value through a network of connections and services throughout King County.

Metro is building a network of services to accomplish these objectives. The foundation of the All-Day and Peak Network is a set of two-way routes that operate all day and connect designated regional growth centers, manufacturing/industrial centers, and other areas of concentrated activity. All-day service is designed to meet a variety of travel needs and trip purposes throughout the day. Whether riders are traveling to work, appointments, shopping, or recreational activities, the availability of service throughout the day gives them the ability to travel when they need to. The All-Day and Peak Network also includes peak service that provides faster travel times, accommodates very high demand for travel to and from major employment centers, and serves park-and-ride lots in areas of lower population density.



A key step in developing the All-Day and Peak Network is to determine the service levels that meet the needs of King County's diverse communities. Metro determines these service levels through a three-step process:

First, service levels are set by scoring all corridors using six measures addressing land use, social equity, and geographic value. Corridors with higher scores are assigned higher levels of service. Second, service levels are adjusted based on existing ridership. Corridor service levels are increased when the service level suggested in step-one would not be adequate to accommodate existing riders, would be inconsistent with service levels set for RapidRide services, or would leave primary connections without night service. Third, peak service that enhances the all-day network is determined using travel time and ridership information.

These steps provide broad guidance for establishing a balance of all-day service levels and peak services and may change as conditions do. The target service levels may also be revised as areas of King County grow and change. Metro does not have sufficient resources to fully achieve the All-Day and Peak Network today. The service-level guidelines, used in combination with the guidelines established for managing the system, will help Metro make progress toward the All-Day and Peak Network.

Service levels are defined by corridor rather than by route to reflect the fact that there may be multiple ways to design routes to serve a given corridor, including serving a single corridor with more than one route. The desired service levels can be achieved through service by a single route or by multiple routes.

Metro evaluated 113 corridors where it provides all-day service today and 94 peak services provided today. The services in these corridors include those linking regional growth centers, manufacturing/industrial centers, and transit activity centers; services to park-and-rides and major transit facilities; and services that are geographically distributed throughout King County. The same evaluation process could be used to set service levels for corridors that Metro does not currently serve.

#### **All-day and peak network assessment process**

<b>STEP-ONE: SET SERVICE LEVELS</b>	
<b>Factor</b>	<b>Purpose</b>
Land Use	Support areas of higher employment and household density
Social Equity and Geographic Value	Serve historically disadvantaged communities
	Provide appropriate service levels throughout King County
<b>STEP-TWO: ADJUST SERVICE LEVELS</b>	
<b>Factor</b>	<b>Purpose</b>
Loads	Provide sufficient capacity for existing transit demand
Use	Improve effectiveness and financial stability of transit service
Service Span	Provide adequate levels of service throughout the day
<b>STEP-THREE: IDENTIFY PEAK OVERLAY</b>	
<b>Factor</b>	<b>Purpose</b>
Travel Time	Ensure that peak service provides a travel time advantage compared to other service alternatives
Ridership	Ensure that peak service is highly used
<b>OUTCOME: ALL-DAY AND PEAK NETWORK</b>	

## Step-One: Set service levels

Service levels are determined by the number of households and jobs in areas with access to a corridor, by the proportion of historically disadvantaged populations near the corridor, and by the geographic distribution of regional growth, manufacturing/industrial, and transit activity centers in King County. These factors give Metro a way to take into account the elements that make transit successful as well as the populations and areas that must be served to support social equity and deliver geographic value. Each corridor is scored on six factors, and the total score is used to set service levels in a corridor. Each corridor is intended to have the identified frequency during some or all of the time period listed.

### *Land use factors*

The success of a transit service is directly related to how many people have access to the service and choose to use it. Areas where many people live and work close to bus stops have higher potential transit use than areas where few people live and work close by. Areas that have interconnected streets have a higher potential for transit use than areas that have fewer streets or have barriers to movement, such as hills or lakes. The land-use factors Metro uses to determine service levels are the number of households and jobs located within a quarter-mile walking access of stops. The quarter-mile calculation considers street connectivity; only those areas that have an actual path to a bus stop are considered to have access to transit. This is an important distinction in areas that have a limited street grid or barriers to direct access, such as lakes or freeways. The use of land-use factors is consistent with Metro's *Strategic Plan for Public Transportation 2011-2021* because it addresses the need for transit to serve a growing population (Strategy 3.2.1) and encourages land uses that transit can serve efficiently and effectively (Strategy 3.3.1).

### *Social equity and geographic value factors*

As it strives to develop an effective transit network that ensures social equity and provides geographic value, Metro considers how the network will serve historically disadvantaged populations, transit activity centers, regional growth centers, and manufacturing/industrial centers. As a way to achieve social equity, Metro identifies areas where low-income and minority populations are concentrated as warranting higher levels of service. Metro also identifies primary connections between centers as warranting a higher level of service, to achieve both social equity and geographic value. Primary connections are defined as the predominant transit connection between centers, based on a combination of ridership and travel time.

Centers represent activity nodes throughout King County that form the basis for a countywide transit network. The term "centers," as defined in the strategic plan, refers collectively to regional growth centers, manufacturing/industrial centers, and transit activity centers. Regional growth centers and manufacturing/industrial centers are designated in the region's *Vision 2040* plan. Metro identified transit activity centers beyond the Puget Sound Regional Council (PSRC)-designated centers to support geographic value in the distribution of its transit network throughout King County. Transit activity centers include major destinations and transit attractions such as large employment sites, significant healthcare institutions and major social service agencies. Transit activity centers represent activity nodes throughout King County that form the basis for an interconnected transit network throughout the urban growth area of King County.

Each transit activity center identified in Appendix I meets one or more of the following criteria:

- Is located in an area of mixed-use development that includes concentrated housing, employment, and commercial activity
- Includes a major regional hospital, medical center or institution of higher education located outside of a designated regional growth centers
- Is located outside other designated regional growth centers at a transit hub served by three or more all-day routes.

The size of these transit activity centers varies, but all transit activity centers represent concentrations of activity in comparison to the surrounding area.

The use of factors related to social equity and geographic value is consistent with the *Strategic Plan for Public Transportation 2011-2021*. The use of social equity factors guides transit service to provide travel opportunities for historically disadvantaged populations (Strategy 2.1.2). Factors concerning transit activity centers and geographic value guide service to areas of concentrated activity (Strategy 3.4.1) and ensure that services provide value in all areas of King County. Regional growth centers, manufacturing/industrial centers, and transit activity centers are listed in Appendix 1.

## **Revisions to Appendix 1 Centers in King County**

The list of centers associated with the All-Day and Peak Network is adopted by the King County Council as part of Metro's service guidelines. However, the region's growth and travel needs are anticipated to change in the future. The following defines centers and guides additions to this list.

### ***Regional Growth and Manufacturing/Industrial Centers***

Additions to and deletions from the regional growth and manufacturing/industrial Centers lists should be based on changes approved by the PSRC and defined in *Vision 2040*, or subsequent regional plans.

### ***Transit Activity Centers***

Additional transit activity centers may be designated in future updates of the service guidelines. Additions to the list of transit activity centers will be nominated by the local jurisdictions and must meet one or more of the above criteria, plus the following additional criteria:

- Pathways through the transit activity center must be located on arterial roadways that are appropriately constructed for transit use.
- Identification of a transit activity center must result in a new primary connection between two or more regional or transit activity centers in the transit network, either on an existing corridor on the All-Day and Peak Network or as an expansion to the network to address an area of projected all-day transit demand. An expansion to the network indicates the existence of a new corridor for analysis.
- Analysis of a new corridor using step-one of the All-Day and Peak Network assessment process must result in an assignment of 30-minute service frequency or better.

**Thresholds and points used to set service levels**

Factor	Measure	Threshold	Points
<b>Productivity (Land Use)</b>	Households within ¼ mile of stops per corridor mile	>3,000 HH/Corridor Mi	10
		>2,400 HH/Corridor Mi	8
		>1,800 HH/Corridor Mi	6
		>1,200 HH/Corridor Mi	4
		>600 HH/Corridor Mi	2
	Jobs & student enrollment at universities & colleges within ¼ mile of stops per corridor mile	>10,250 Jobs & students/Corridor Mi	10
		>5,500 Jobs & students/Corridor Mi	8
		>3,000 Jobs & students/Corridor Mi	6
		>1,400 Jobs & students/Corridor Mi	4
		>500 Jobs & students/Corridor Mi	2
<b>Social Equity</b>	Percent of boardings in low-income census tracts <sup>1</sup>	Above system average	5
		Below system average	0
	Percent of boardings in minority census tracts <sup>2</sup>	Above system average	5
		Below system average	0
<b>Geographic Value</b>	Primary connection between regional growth, manufacturing/industrial centers	Yes	5
		No	0
	Primary connection between transit activity centers	Yes	5
		No	0

**Frequency based on total score**

Scoring Range	Peak Service Frequency (minutes)	Off-Peak Service Frequency (minutes)	Night Service Frequency (minutes)
25-40	15	15	30
19-24	15	30	30
10-18	30	30	--
0-9	60 or less (≥ 60)	60 or less	--

<sup>1</sup> Low-income tracts are those where a greater percentage of the population than the countywide average has low incomes, based on current American Community Survey data.

<sup>2</sup> Minority tracts are defined as tracts where a greater percentage of the population than the Countywide average is minority (all groups except White, non-Hispanic), based on current census data.

## Step-Two: Adjust service levels

After setting service levels on the basis of the six factors in step-one, Metro adjusts the levels to ensure that the All-Day and Peak Network accommodates current ridership levels. Corridor service levels are increased if providing service at the levels established under step-one would not accommodate existing riders, would be inconsistent with policy-based service levels set for RapidRide services or would result in an incomplete network of night service<sup>3</sup>.

### Thresholds used to adjust service levels

Factor	Measure	Threshold	Adjustment to warranted frequency		
			Service level adjustment	Step 1 frequency (minutes)	Adjusted frequency (minutes)
Cost recovery	Estimated cost recovery by time of day – if existing riders were served by step-one service levels	>100% in any time period	Adjust two levels	15 or 30	<15
				≥ 60	15
		Peak >50%	Adjust one level	15	<15
		Off-peak >50%		30	15
		Night >33%		≥ 60	30
		Night >16%	Add night service	--	30
		Night >8%		--	≥ 60
Load	Estimated load factor <sup>4</sup> by time of day – if existing riders were served by step-one service levels	>1.5	Adjust two levels	15 or 30	<15
				≥ 60	15
		>0.75	Adjust one level	15	<15
				30	15
Service span	Connection at night	Primary connection between regional growth centers	Add night service	--	≥ 60
		Frequent peak service	Add night service	--	30

Metro also adjusts service levels on existing and planned RapidRide corridors to ensure that identified service frequencies are consistent with policy-based service frequencies for the RapidRide program: more frequent than 15 minutes during peak periods, 15 minutes during off-peak periods, and 15 minutes at night. Where policy-based service frequencies are more frequent than service frequencies established in step-two, frequencies are improved to the minimum specified by policy.

<sup>3</sup> An incomplete network of night service is defined as a network in which night service is not provided on a primary connection between regional growth centers or on a corridor with frequent peak service. Provision of night service on such corridors is important to ensure system integrity and social equity during all times of day.

<sup>4</sup> Load factor is calculated by dividing the maximum load along a route by the total number of seats on a bus, to get a ratio of riders to seats.

The combined outcome of steps one and two is a set of corridors with all-day service levels that reflect factors concerning land use, social equity, geographic value, and ridership. These corridors are divided into families based on the frequency of service, as described in the Service Families section below. Corridors with the highest frequency would have the longest span of service.

### Step-Three: Identify peak overlay

Peak service adds value to the network of all-day service by providing faster travel times and accommodating very high demand for travel to and from major employment centers. Peak service thresholds ensure that peak service is well-used and provides benefits above the network of all-day service. Service levels on peak routes are established separately from the all-day network because they have a specialized function within the transit network.

#### Thresholds for peak services

Factor	Measure	Threshold
Travel Time	Travel time relative to alternative service	Travel time should be at least 20% faster than the alternative service
Ridership	Rides per Trip	Rides per trip should be 90% or greater compared to alternative service

Metro considers travel time and ridership to determine where peak service is appropriate. Peak service in a corridor that also has all-day service should have higher ridership and faster travel times than the other service to justify its higher cost. If peak service does not meet the load and travel-time thresholds but serves an area that has no other service, Metro would consider preserving service or providing service in a new or different way, such as connecting an area to a different destination or providing alternatives to fixed-route transit service, consistent with Strategy 6.2.3.

Peak service generally has a minimum of eight trips per day on weekdays only. Peak service is provided for a limited span compared to all-day service. The exact span and number of trips are determined by demand on an individual route basis.

### Evaluating new service

Metro has defined the current All-Day and Peak Network on the basis of appropriate levels of service for all-day and peak services within King County today. However, the service assessment processes described in the guidelines should also be used when Metro is considering and evaluating potential or proposed new services, including new service corridors. They should also be applied over time to determine appropriate levels of service, including the need for new services and service corridors as areas of King County change.

### Service families

All-Day and Peak Network services are broken down by level of service into five families. Service families are primarily defined by the frequency and span of service they provide. The table below shows the typical characteristics of each family. Some services may fall outside the typical frequencies, depending on specific conditions.

### Summary of typical service levels by family

Service Family	Frequency <sup>5</sup> (minutes)			Days of service	Hours of service <sup>6</sup>
	Peak <sup>7</sup>	Off-peak	Night		
Very frequent	15 or more frequent	15 or more frequent	30 or more frequent	7 days	16-20 hours
Frequent	15 or more frequent	30	30	7 days	16-20 hours
Local	30	30 - 60	--*	5-7 days	12-16 hours
Hourly	60 or less frequent	60 or less frequent	--	5 days	8-12 hours
Peak	8 trips/day minimum	--	--	5 days	Peak
Alternative Services	Determined by demand and community collaboration process				

\*Night service on local corridors is determined by ridership and connections.

- **Very frequent** services provide the highest levels of all-day service. Very frequent corridors serve very large employment and transit activity centers and high-density residential areas.
- **Frequent** services provide high levels of all-day service. Frequent corridors generally serve major employment and transit activity centers and high-density residential areas.
- **Local** services provide a moderate level of all-day service. Local corridors generally serve regional growth centers and low- to medium-density residential areas.
- **Hourly** services provide all-day service no more frequently than every hour. Corridors generally connect low-density residential areas to regional growth centers.
- **Peak** services provide specialized service in the periods of highest demand for travel. Peak services generally provide service to a major employment center in the morning and away from a major employment center in the afternoon.
- **Alternative** service is any non-fixed route service directly provided or supported by Metro. Alternative services provide access to local destinations and fixed route transit service on corridors that cannot be cost-effectively served by fixed route transit at target service levels. The service type and frequency for Alternative services are determined through collaborative community engagement regarding community travel needs balanced against costs, which shall not exceed the estimated cost to deliver fixed route service at target service levels. Performance for Alternative services shall be determined individually for each service through a cost-effectiveness measure based on cost per rider.

<sup>5</sup> Frequency is the number of minutes between consecutive trips in the same direction. A trip with four evenly spaced trips per hour would have an average headway of 15 minutes and a frequency of four trips per hour.

<sup>6</sup> Hours of service, or span, is defined as the time between first trip and last trip leaving the terminal in the predominant direction of travel.

<sup>7</sup> Time period definitions: Peak 5-9 a.m. and 3-7 p.m. weekdays; Off-peak 9 a.m. to 3 p.m. weekdays; 5 a.m. to 7 p.m. weekends; Night 7 p.m. to 5 a.m. all days.

### **Target Service Comparison**

The service guidelines compare the target service levels identified through the corridor analysis with existing levels of service. A corridor is determined to be either “below”, “at” or “above” its target service level. This process is called the target service comparison.

The target service comparison is a factor in both the investment and reduction priorities, as described in the “Use and Implementation” section of the guidelines.

While the service families are based on frequency, Metro also classifies individual routes by their major destinations when comparing productivity. These classifications are based on the primary market served. Regional growth centers in the core of Seattle and the University District are significantly different from markets served in other areas of King County. Services are evaluated based on these two primary market types to ensure that comparisons reflect the service potential of each type of market.

- **Seattle core** routes are those that serve downtown Seattle, First Hill, Capitol Hill, South Lake Union, the University District, or Uptown. These routes serve regional growth centers with very high employment and residential density.
- **Non-Seattle core** routes are those that operate only in other areas of Seattle and King County. These routes provide all-day connections between regional growth or transit activity centers outside of Seattle or provide service in lower-density areas.

## **Performance management**

Metro uses performance management to improve the efficiency and effectiveness of the transit system. Performance management guidelines are applied to individual routes to identify high and low performance, areas where investment is needed, and areas where resources are not being used efficiently and effectively.

### **Productivity**

Productivity measures identify routes where performance is strong or weak as candidates for addition, reduction, or restructuring. High and low performance thresholds differ for routes that serve the Seattle core areas<sup>8</sup> and those that do not. Routes serving the Seattle core are expected to perform at a higher level because the potential market is much greater than for routes serving other areas of King County.

The measures for evaluating routes are rides per platform hour<sup>9</sup> and passenger miles per platform mile<sup>10</sup>. Two measures are used to reflect the fact that services provide different values to the system. Routes with high ridership relative to the amount of investment perform well on the rides-per-platform-hour-measure. Routes with full and even loading along the route perform well on the passenger-miles-per-platform-mile measure; an example is a route that fills up at a park-and-ride and is full until reaching its destination.

Low performance is defined as having productivity that ranks in the bottom 25 percent of routes within a category and time period. High performance is defined as having productivity levels in the top 25 percent of routes within a category and time period. Routes in the bottom 25 percent on both productivity measures are identified as the first candidates for potential reduction.

<sup>8</sup> Seattle core areas include the regional growth centers in downtown Seattle, First Hill/Capitol Hill, South Lake Union, Uptown, and the University District.

<sup>9</sup> Rides per platform hour is a measure of the number of people who board a transit vehicle relative to the total number of hours that a vehicle operates (from leaving the base until it returns).

<sup>10</sup> Passenger miles per platform mile is a measure of the total miles riders travel on a route relative to the total miles that a vehicle operates (from leaving the base until it returns).



Thresholds for the top 25 percent and the bottom 25 percent are identified for the following time periods and destinations for each of two performance measures – rides/platform hour and passenger miles/platform mile.

Time period	Route destination
Peak	Seattle core
	Not Seattle core
Off-peak	Seattle core
	Not Seattle core
Night	Seattle core
	Not Seattle core

### Passenger loads

Passenger loads are measured to identify crowded services as candidates for increased investment. Overcrowding is a problem because buses may pass up riders waiting at stops, riders may choose not to ride if other transportation options are available, and overcrowded buses often run late because it takes longer for riders to board and get off at stops.

Passenger loads are averaged using observations from a complete period between service changes. Trips must have average loads higher than thresholds for an entire service change period to be identified as candidates for investment. Load factor is calculated by dividing the maximum load along a route by the total number of seats on a bus, to get a ratio of riders to seats.

- When a route operates every 10-minutes or more frequently, or on all RapidRide services, an individual trip should not exceed a load factor of 1.5.
- When a route operates less than every 10-minutes, or is not a RapidRide service, an individual trip should not exceed a load factor of 1.25.
- No trip on a route should have a standing load for 20 minutes or longer.

Other considerations: Vehicle availability

Action alternatives:

- Assign a larger vehicle
- Add or adjust the spacing of trips within a 20-minute period

### Schedule reliability

Metro measures schedule reliability to identify routes that are candidates for remedial action due to poor service quality.

Schedule adherence is measured for all Metro services. Service should adhere to published schedules, within reasonable variance based on time of day and travel conditions. When measuring schedule adherence, Metro focuses on routes that are regularly running late. On-time is defined as a departure that is five minutes late or better at a scheduled time point.

Time period	Lateness threshold (Excludes early trips)
Weekday average	> 20%
Weekday PM peak average	> 35%
Weekend average	> 20%

Investment can include route design, schedule, or traffic operations improvements. Routes that operate with a headway less frequent than every 10-minutes that do not meet performance thresholds will be prioritized for schedule adjustment or investment. Routes that operate with a headway of every 10-minutes or more frequent that do not meet performance thresholds will be prioritized for traffic operations (speed and reliability) investments. It may not be possible to improve through-routed routes that do not meet performance thresholds because of the high cost and complication of separating routes.

Other considerations: External factors affecting reliability

Action alternatives:

- Adjust schedules
- Adjust routing
- Invest in speed and reliability improvements.

### Service restructures

Service restructures are changes to multiple routes along a corridor or within an area, including serving new corridors, in a manner consistent with service design criteria found in this service guidelines document. Restructures may be prompted for a variety of reasons and in general are made to improve the efficiency and effectiveness of transit service or to reduce net operating costs when Metro's operating revenue is significantly reduced from historic levels.

- Under all circumstances, whether adding, reducing or maintaining service hours invested, service restructures shall have a goal to focus service frequency on the highest ridership and productivity segments of restructured services, to create convenient opportunities for transfer connections between services and to match service capacity to ridership demand to improve productivity and cost-effectiveness of service.
- In managing the transit system, service restructures shall have a goal of increasing ridership.
- Under service reduction conditions, service restructures shall have an added goal of resulting in an overall net reduction of service hours invested.
- Under service addition conditions, service restructures shall have added goals of increasing service levels and ridership.

When one or more key reasons trigger consideration of restructures, Metro specifically analyzes:

- Impacts on current and future travel patterns served by similarly aligned transit services;
- Passenger capacity of the candidate primary route(s) relative to projected consolidated ridership; and
- The cost of added service in the primary corridor to meet projected ridership demand relative to cost savings from reductions of other services.

Restructures will be designed to reflect the following:

- Service levels should accommodate projected loads at no more than 80 percent of established loading guidelines.
- When transfers are required as a result of restructures, the resulting service will be designed for convenient transfers and travel time penalties for transfers should be minimized.
- A maximum walk distance goal of 1/4 mile in corridors where service is not primarily oriented to freeway or limited-access roadways. Consideration for exceeding this goal may be given where the walking environment is pedestrian-supportive.

Based on these considerations, Metro recommends specific restructures that have compatibility of trips, capacity on the consolidated services to meet anticipated demand and that achieve measurable savings relative to the magnitude of necessary or desired change.

Following the implementation of restructures, Metro will regularly evaluate the resulting transit services and respond to on-time performance and passenger loads that exceed the performance management guidelines as part of the regular ongoing management of Metro's transit system.

Key reasons that will trigger consideration of restructures include:

***Sound Transit or Metro service investments***

- Extension or service enhancements to Link light rail, Sounder commuter rail, and Regional Express bus services.
- Expansion of Metro's RapidRide network, investment of partner or grant resources, or other significant introductions of new Metro service.

***Corridors above or below All-Day and Peak Network frequency***

- Locations where the transit network does not reflect current travel patterns and transit demand due to changes in travel patterns, demographics, or other factors.

***Services compete for the same riders***

- Locations where multiple transit services overlap or provide similar connections.

***Mismatch between service and ridership***

- Situations where a route serves multiple areas with varying demand characteristics or situations where ridership has increased or decreased significantly even though the underlying service has not changed.
- Opportunities to consolidate or otherwise reorganize service so that higher ridership demand can be served with improved service frequency and fewer route patterns.

***Major transportation network changes***

- Major projects such as SR 520 construction and tolling and the Alaskan Way Viaduct replacement; the opening of new transit centers, park-and-rides, or transit priority pathways; or the closure of facilities like the South Park Bridge.

***Major development or land use changes***

- Construction of a large-scale development, new institutions such as colleges or medical centers, or significant changes in the overall development of an area.

## Service design

Metro uses service design guidelines to develop transit routes and the overall transit network. Guidelines reflect industry best practices for designing service. The use of service design guidelines can enhance transit operations and improve the rider experience. Some guidelines are qualitative considerations that service development should take into account. Other guidelines have quantitative standards for comparing and measuring specific factors.

### 1. Network connections

Routes should be designed in the context of the entire transportation system, which includes local and regional bus routes, light-rail lines, commuter rail lines and other modes. Metro strives to make transfers easy as it develops a network of services. Network design should consider locations where transfer opportunities could be provided, and where provision of convenient transfers could improve the efficiency of the transit network. Where many transfers are expected to occur between services of different frequencies, timed transfers should be maintained to reduce customer wait times.

### 2. Multiple purposes and destinations

Routes are more efficient when designed to serve multiple purposes and destinations rather than specialized travel demands. Routes that serve many rider groups rather than a single group appeal to more potential riders and are more likely to be successful. Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.

### 3. Easy to understand, appropriate service

A simple transit network is easier for riders to understand and use than a complex network. Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served. Routes should serve connection points where riders can connect to frequent services, opening up the widest possible range of travel options.

### 4. Route spacing and duplication

Routes should be designed to avoid competing for the same riders. Studies indicate that people are willing to walk one-quarter mile on average to access transit, so in general routes should be no closer than one-half mile. Services may overlap where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide effective service along the common routing.

Routes are defined as duplicative in the following circumstances:

- Two or more parallel routes operate less than one-half mile apart for at least one mile, excluding operations within a regional growth center or approaching a transit center where pathways are limited.
- A rider can choose between multiple modes or routes connecting the same origin and destination at the same time of day.
- Routes heading to a common destination are not spaced evenly (except for operations within regional growth centers).

### 5. Route directness

A route that operates directly between two locations is faster and more attractive to riders than one that takes a long, circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance. Some small loops

may be necessary to turn the bus around at the end of routes and to provide supplemental coverage, but such extensions should not diminish the overall cost-effectiveness of the route. Directness should be considered in relation to the market for the service.

Route deviations are places where a route travels away from its major path to serve a specific destination. For individual route deviations, the delay to riders on board the bus should be considered in relation to the ridership gained on a deviation. New deviations may be considered when the delay is less than 10 passenger-minutes per person boarding or exiting the bus along the deviation.

$$\frac{\text{Riders traveling through x Minutes of deviation}}{\text{Boardings and exitings along deviation}} \leq 10 \text{ minutes}$$

## 6. Bus stop spacing

Bus stops should be spaced to balance the benefit of increased access to a route against the delay that an additional stop would create for all other riders. While close stop-spacing reduces walk time, it may increase total travel time and reduce reliability, since buses must slow down and stop more frequently.

Service	Average stop spacing
RapidRide	½ mile
All other services	¼ mile

Portions of routes that operate in areas where riders cannot access service, such as along freeways or limited-access roads, are excluded when calculating average stop spacing. Additional considerations for bus stop spacing include the pedestrian facilities, the geography of the area around a bus stop, passenger amenities, and major destinations.

## 7. Route length and neighborhood route segments

A bus route should be long enough to provide useful connections for riders and to be more attractive than other travel modes. A route that is too short will not attract many riders, since the travel time combined with the wait for the bus is not competitive compared to the time it would take to walk. Longer routes offer the opportunity to make more trips without a transfer, resulting in increased ridership and efficiency. However, longer routes may also have poor reliability because travel time can vary significantly from day to day over a long distance. Where many routes converge, such as in regional growth centers, they may be through-routed<sup>11</sup> to increase efficiency, reduce the number of buses providing overlapping service, and reduce the need for layover space in congested areas.

In some places, routes extend beyond regional growth centers and transit activity centers to serve lower density residential neighborhoods. Where routes operate beyond centers, ridership should be weighed against the time spent serving neighborhood segments, to ensure that the service level is appropriate to the level of demand. The percent of time spent serving a neighborhood segment should be considered in relation to the percent of riders boarding and exiting on that segment.

$$\frac{\text{Percent of time spent serving neighborhood segment}}{\text{Percent of riders boarding/exiting on neighborhood segment}} \leq 1.2^{12}$$

<sup>11</sup> "Through-routing" means continuous routing of vehicles from one route to another such that a rider would not have to transfer from one route to reach a destination on the other.

<sup>12</sup> The value of the service extended into neighborhoods beyond major transit activity centers should be approximately equal to the investment made to warrant the service. A 1:1 ratio was determined to be too strict, thus this ratio was adjusted to 1.2.

## 8. Operating paths and appropriate vehicles

Buses are large, heavy vehicles and cannot operate safely on all streets. Buses should be routed primarily on arterial streets and freeways, except where routing on local or collector streets is necessary to reach layover areas or needed to ensure that facilities and fleet used in all communities is equivalent in age and quality. Bus routes should also be designed to avoid places where traffic congestion and delay regularly occur, if it is possible to avoid such areas while continuing to meet riders' needs. Bus routes should be routed, where possible, to avoid congested intersections or interchanges unless the alternative would be more time-consuming or would miss an important transfer point or destination. Services should operate with vehicles that are an appropriate size to permit safe operation while accommodating demand. Appropriate vehicles should be assigned to routes throughout the county to avoid concentrating older vehicles in one area, to the extent possible given different fleet sizes, technologies and maintenance requirements. All new vehicles will be equipped with automated stop announcement systems.

## 9. Route terminals

The location where a bus route ends and the buses wait before starting the next trip must be carefully selected. Priority should be given to maintaining existing layover spaces at route terminals to support continued and future service. People who live or work next to a route end may regard parked buses as undesirable, so new route terminals should be placed where parked buses have the least impact on adjoining properties, if possible. Routes that terminate at a destination can accommodate demand for travel in two directions, resulting in increased ridership and efficiency. Terminals should be located in areas where restroom facilities are available for operators, taking into account the times of day when the service operates and facilities would be needed. Off-street transit centers should be designed to incorporate layover space.

## 10. Fixed and variable routing

Bus routes should operate as fixed routes in order to provide a predictable and reliable service for a wide range of potential riders. However, in lower-density areas where demand is dispersed, demand-responsive service may be used to provide more effective service over a larger area than could be provided with fixed-route service. Demand-responsive service may be considered where fixed-route service is unlikely to be successful or where unique conditions exist that can be met more effectively through flexible service.

## 11. Bus stop amenities and bus shelters

Bus stop amenities should be installed based on ridership, in order to benefit the largest number of riders. Bus stop amenities include such things as bus shelters, seating, waste receptacles, lighting, and information signs, maps, and schedules. In addition to ridership, special consideration may be given to areas where:

- high numbers of transfers are expected;
- waiting times for riders may be longer;
- stops are close to facilities such as schools, medical centers, or senior centers; or
- the physical constraints of bus stop sites, preferences of adjacent property owners, and construction costs could require variance from standards.

Major infrastructure such as elevators and escalators will be provided where required by local, state, and federal regulations.

**RapidRide Routes**

Level of amenity	Boardings
Station	150+
Enhanced stop	50-149
Standard stop	Less than 50

**Other Routes**

Location	Boardings
City of Seattle	50
Outside Seattle	25

## Use and implementation

Metro uses the following guidelines when adding or reducing service as well as in the ongoing development and management of transit service.

**Guidelines for adding or reducing service**

Guideline	Measures
Productivity	Rides per platform hour Passenger miles per platform mile
Passenger loads	Load factor
Schedule reliability	On-time performance Headway adherence Lateness
All-Day and Peak Network	Current service relative to All-Day and Peak Network

### Adding Service

Metro invests in service by using guidelines in the following order:

1. Passenger Loads
2. Schedule Reliability
3. All-Day and Peak Network
4. Productivity

### ***Passenger Loads and Schedule Reliability***

Metro first uses the passenger load and schedule reliability guidelines to assess service quality. Routes that do not meet the standards are considered to have low quality service, which has a negative impact on riders and could discourage them from using transit. These routes are the highest priority candidates for investment. Routes that are through-routed but suffer from poor reliability may be candidates for investment, but because of the size and complexity of changes to through-routes, they would not be automatically given top priority.

### ***All-Day and Peak Network***

Metro next uses the All-Day and Peak Network guidelines and the target service comparison (as described on p. SG-10) to determine if corridors are below their target levels, meaning a corridor in which the all-day Service Family assignment (see SG-9) is a higher level of service than the corridor currently has. If a corridor is below the target service level it is an investment priority. Investments in corridors below their target service levels are prioritized primarily using the geographic value score. Investments are ordered for implementation on the basis of geographic value score, followed by the land use score, then the social equity score. Other constraints or considerations such as fleet availability or restructuring processes could be used to suggest order of implementation.

When planning improvements to corridors that are below their target service levels or that perform in the bottom 25 percent, Metro will consider the use of alternative services. These alternative services will be used to replace or to supplement the fixed route service in the corridor and cost-effectively maintain or enhance the access to transit for those who live in the corridor.

Also with growing resources, Metro could identify candidate alternative service areas based on feedback from communities about unmet travel needs. Alternative services could respond to travel needs not easily accommodated by fixed-route transit, or could be designed to make the fixed-route service more effective. This could involve adding service in corridors below their target service levels.

As development or transit use increase in corridors with alternative services, Metro will consider converting alternative service into fixed route service. Conversion of alternative service to fixed route service will be guided by alternative service performance thresholds and the cost effectiveness of the alternative service compared to that of fixed route.

Metro will measure the cost per rider for alternative service as one of the measures that can be compared to fixed route service. Other alternative service performance measures and thresholds will be developed as Metro evaluates the demonstrations called for in the five-year plan. Appropriate measures will be used to evaluate each alternative service and will be included as part of the service guidelines report.

Metro is open to forming partnerships with cities and private companies that would fully or partially fund transit service, and will make exceptions to the established priorities to make use of partner funding. Metro's partners are expected to contribute at least one-third of the cost of operating service. Partnerships will be considered according to the following priorities:

1. Service funded fully by Metro's partners would be given top priority over other service investments.
2. On corridors identified as below their target service levels in the All-Day and Peak Network, service that is between one-third and fully funded by Metro's partners would be given top priority among the set of investments identified in corridors below their target service levels. However, this service would not be automatically prioritized above investments to address service quality problems.



### **Productivity**

The final guideline Metro uses to determine if additional service is needed is productivity. Routes with productivity in the top 25 percent perform well in relation to other routes; investment in these services would improve service where it is most efficient.

### **Reducing service**

The service guidelines identify the steps for evaluation when Metro is reducing service. Routes that are in the bottom 25 percent in one or both productivity measures and operate on corridors that are above their target service levels have a higher potential for reduction than routes on corridors that are at or below their target service level. While the guidelines form the basis for identifying services for reduction, Metro also considers other factors such as system efficiencies, simplification, and potential changes to other service in an area. The use of these other factors means that some routes may not be reduced in the priority order stated below.

Metro also considers restructures when making large reductions, to identify areas where restructuring can lead to more efficient service. Reduction of service can range from reduction of a single trip to elimination of an entire route. While no route or area is exempt from change during large-scale system reductions, Metro will seek to maintain service at All-Day and Peak Network levels, and to avoid reducing service on corridors already identified as below their target service levels.

Service restructuring allows Metro to serve trip needs at a reduced cost by consolidating and focusing service in corridors such as those in the All-Day and Peak Network. Restructuring allows Metro to make reductions while minimizing impacts to riders. Metro strives to eliminate duplication and match service to demand during large-scale reductions. As a result of service consolidation some routes may increase in frequency to accommodate projected loads, even while the result of the restructure is a reduction in service hours.

Metro serves some urbanized areas of east and south King County adjacent to or surrounded by rural land. Elimination of all service in these areas would result in significant reduction in the coverage that Metro provides. To ensure that Metro continues to address mobility needs, ensure social equity and provide geographic value to people throughout King County, connections to these areas would be preserved when making service reductions, regardless of productivity.

During service reductions Metro will consider the use of alternative services that can reduce costs on corridors with routes that are in the bottom 25 percent in one or both productivity measures. In this way, alternative services may help maintain public mobility in a cost-effective manner. These alternative services will be evaluated according to the measures and performance thresholds developed through the evaluation of the demonstrations called for in the five-year plan.

Priorities for reduction are listed below. Within all of the priorities, Metro ensures that social equity is a primary consideration in any reduction proposal, complying with all state and federal regulations.

1. Reduce service on routes that are below the 25 percent productivity threshold for a given time period. Routes that are below the 25 percent productivity threshold on both measures are considered for reduction before routes that are below the 25 percent productivity threshold for only one measure in the following order:
  - All-day routes that duplicate or overlap with other routes on corridors on the All-Day and Peak Network.
  - Peak routes failing one or both of the criteria.
  - All-day routes that operate on corridors that are above their target service levels, meaning corridors in which the all-day service family assignment (see SG-9) is a lower level of service than the corridor currently has.
  - All-day routes that operate on corridors which are at their target service levels. This worsens the deficiency between existing service and the All-Day and Peak Network service levels.

2. Restructure service to improve efficiency of service.
3. Reduce service on routes that are above the 25 percent productivity threshold for a given time period. Routes that are between the 25 and 50 percent productivity threshold on both measures are considered for reduction before routes that are above the 50 percent productivity threshold for either measure, in the following order:
  - All-day routes that duplicate or overlap with routes on the All-Day and Peak Network.
  - Peak routes that meet both peak criteria or are above the 25 percent threshold.
  - All-day routes on corridors that are above their target service levels.
  - All-day routes on corridors which are at their target service levels. This worsens the deficiency between existing service and the service levels determined through the All-Day and Peak Network analysis.
4. Reduce services on routes that are below the 25 percent productivity threshold for a given time period on corridors identified as below their target service levels. Routes that are below the 25 percent productivity threshold on both measures are considered for reduction before routes that are below the 25 percent productivity threshold for only one measure. This worsens the deficiency between existing service and the All-Day and Peak Network service levels.

In many areas of the county, and especially in urbanized areas adjacent to or surrounded by rural land, Metro may provide service in different ways in the future, including with alternatives to fixed-route transit service (Strategy 6.2.3). These services could include fixed-route with deviations or other Dial-a-Ride Transit, or other alternative services that offer mobility similar to the fixed-route service provided. Services such as Community Access Transportation also provide alternatives to fixed-route service by allowing Metro to partner with local agencies or jurisdictions to provide service in a way that meets the needs of the community and is more efficient and cost-effective than fixed-route transit. This approach is consistent with the *Strategic Plan for Public Transportation 2011-2021* because it considers a variety of products and services appropriate to the market (Strategy 2.1.1).

## Implementation

Metro revises service three times each year—in spring, summer, and fall. The summer service change coordinates with the summer schedule for the University of Washington, because service is adjusted each summer on routes serving the UW. In cases of emergency or time-critical construction projects, Metro may make changes at times other than the three regularly scheduled service changes. However, these situations are rare and are kept to a minimum because of the high level of disruption and difficulty they create. Metro will identify and discuss service changes that address performance-related issues in its annual route performance report.

Any proposed changes to routes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than one-half mile.
- Any changes in route numbers.

## **Adverse Effect of a Major Service Change**

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, or 25 percent or more of the service hours on a route.

## **Disparate Impact Threshold**

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining whether adverse effects are significantly greater for minority compared with non-minority populations is ten percent. Should Metro find a disparate impact, Metro will consider modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the percentage of minority population is greater than that of the county as a whole. For regular fixed route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

## **Disproportionate Burden Threshold**

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining whether adverse effects are significantly greater for low-income compared with non-low-income populations is ten percent. Should Metro find a disproportionate burden, Metro will consider modifying the proposed changes in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.

## **Public outreach**

Metro conducts outreach to gather input from the public when considering major changes. Outreach ranges from relatively limited activities, such as posting rider alerts at bus stops, to more extensive outreach including mailed informational pieces and questionnaires, websites, media notices and public open houses.

For service changes that affect multiple routes or large areas, Metro may convene a community-based sounding board. Sounding board members attend public meetings, offer advice about public outreach, and provide feedback about what changes to bus service would be best for the local communities. Metro considers sounding board recommendations as it develops recommendations.

Proposed changes may require County Council approval, as described above. The Council holds a public hearing before making a final decision on changes.

## Future guidelines

As the transit system changes over time, Metro may need to change some guidelines as well. Updates to the guidelines will be considered along with updates to Metro's *Strategic Plan for Public Transportation 2011-2021*.

As part of the required 2013 review and re-adoption of the strategic plan and service guidelines, the results of a collaborative process that addresses the factors, methodology and prioritization of adding service consistent with Strategy 6.1.1 will be included. Key goals include:

- A. More closely align factors used to serve and connect centers in the development of the All-Day and Peak Network and resulting service level designations, including consideration of existing public transit services, with jurisdictions' growth decisions, such as zoning, and transit-supportive design requirements, and actions, associated with but not limited to permitting, transit operating enhancements, parking controls and pedestrian facilities; and
- B. Create a category of additional service priority, complementary to existing priorities for adding service contained within the King County Metro Service Guidelines, so that priorities include service enhancements to and from, between and within *Vision 2040* Regionally Designated Centers, and other centers where plans call for transit-supportive densities and jurisdictions have invested in capital facilities, made operational changes that improve the transit operating environment and access to transit and implemented programs that incentivize transit use.

## ■ APPENDIX 1: Centers in King County

### Regional Growth Centers

Auburn  
Bellevue Downtown  
Burien  
Federal Way  
First Hill/Capitol Hill  
Kent  
Northgate  
Overlake  
Redmond  
Renton  
SeaTac  
Seattle CBD  
South Lake Union  
Totem Lake  
Tukwila  
University District  
Uptown

### Manufacturing/Industrial Centers

Ballard/Interbay  
Duwamish  
Kent  
North Tukwila

### Transit Activity Centers

Alaska Junction  
Aurora Village Transit Center  
Ballard (Ballard Ave NW/NW Market St)  
Beacon Hill Station  
Black Diamond  
Bothell (UW Bothell/Cascadia Community College)  
Carnation  
Central District (23rd Ave E/E Jefferson St)  
Children's Hospital  
Columbia City Station  
Covington (172nd Ave SE/SE 272nd St)  
Crossroads (156th Ave NE/NE 8th St)  
Crown Hill (15th Ave NW/NW 85th St)  
Des Moines (Marine View Dr/S 223rd St)  
Duvall  
Eastgate (Bellevue College)  
Enumclaw  
Factoria (Factoria Blvd SE/SE Eastgate Wy)  
Fairwood (140th Ave SE/SE Petrovitsky Rd)  
Maple Valley (Four Corners, SR-169/Kent-Kangley Rd)  
Fremont (Fremont Ave N/N 34th St)

Georgetown (13th Ave S/S Bailey St)  
Green River Community College  
Greenwood (Greenwood Ave N/N 85th St)  
Harborview Medical Center  
Highline Community College  
Issaquah Highlands  
Issaquah (Issaquah Transit Center)  
Juanita (98th Ave NE/NE 116th St)  
Kenmore (Kenmore Park and Ride)  
Kent East Hill (104th Ave SE/SE 240th St)  
Kirkland (Kirkland Transit Center)  
Kirkland (South Kirkland Park and Ride)  
Lake City  
Lake Forest Park  
Lake Washington Technical College  
Madison Park (42nd Ave E/E Madison St)  
Magnolia (34th Ave W/W McGraw St)  
Mercer Island  
Mount Baker Station  
Newcastle  
North Bend  
North City (15th Ave NE/NE 175th St)  
Oaktree (Aurora Ave N/N 105th St)  
Othello Station  
Rainier Beach Station  
Renton Highlands (NE Sunset Blvd/NE 12th St)  
Renton Technical College  
Roosevelt (12th Ave NE/NE 65th St)  
Sammamish (228th Ave NE/NE 8th St)  
Sand Point (Sand Point Way/NE 70th St)  
Shoreline (Shoreline Community College)  
Snoqualmie  
SODO (SODO Busway/Lander St)  
South Mercer Island  
South Park (14th Ave S/S Cloverdale St)  
South Seattle Community College  
Tukwila International Blvd Station  
Twin Lakes (21st Ave SW/SW 336th St)  
Valley Medical Center  
Vashon  
Wallingford (Wallingford Ave N/N 45th St)  
Westwood Village  
Woodinville (Woodinville Park and Ride)

## APPENDIX 2: Corridors evaluated for All-Day and Peak network

Connections		
Between	And	Via
Admiral District	Southcenter	California Ave SW, Military Rd, TIBS
Alki	Seattle CBD	Admiral Way
Auburn	Pacific	Algona
Auburn	Burien	Kent, SeaTac
Auburn/GRCC	Federal Way	15th St SW, Lea Hill Rd
Aurora Village	Seattle CBD	Aurora Ave N
Aurora Village	Northgate	Meridian Av N
Avondale	Kirkland	NE 85th St, NE Redmond Wy, Avondale Wy NE
Ballard	Seattle CBD	15th Ave W
Ballard	University District	Green Lake, Greenwood
Ballard	Lake City	Holman Road, Northgate
Ballard	Seattle CBD	W Nickerson, Westlake Av N, 9th Ave
Ballard	University District	Wallingford (N 45th St)
Beacon Hill	Seattle CBD	Beacon Ave
Bellevue	Eastgate	Lake Hills Connector
Bellevue	Redmond	NE 8th St, 156th Ave NE
Bellevue	Renton	Newcastle, Factoria
Burien	Seattle CBD	1st Ave S, South Park, Airport Wy
Burien	Seattle CBD	Delridge, Ambaum
Burien	Seattle CBD	Des Moines Mem Dr, South Park
Capitol Hill	Seattle CBD	15th Ave E
Capitol Hill	Seattle CBD	Madison St
Capitol Hill	White Center	South Park, Georgetown, Beacon Hill, First Hill
Central District	Seattle CBD	E Jefferson St
Colman Park	Seattle CBD	Leschi, Yesler
Cowen Park	Seattle CBD	University Way, I-5
Discovery Park	Seattle CBD	Gilman Ave W, 22nd Ave W, Thorndyke Av W
Eastgate	Bellevue	Newport Wy, S. Bellevue, Beaux Arts
Eastgate	Overlake	Phantom Lake
Eastgate	Bellevue	Somerset, Factoria, Woodridge
Enumclaw	Auburn	Auburn Wy S, SR 164
Fairwood	Renton	S Puget Dr, Royal Hills
Federal Way	Kent	Military Road
Federal Way	SeaTac	SR-99
Fremont	Broadview	8th Av NW, 3rd Av NW

Connections		
Between	And	Via
Fremont	Seattle CBD	Dexter Ave N
Fremont	University District	N 40th St
Green River CC	Kent	132nd Ave SE
Greenwood	Seattle CBD	Greenwood Ave N
High Point	Seattle CBD	35th Ave SW
Issaquah	North Bend	Fall City, Snoqualmie
Issaquah	Eastgate	Newport Way
Issaquah	Overlake	Sammamish, Bear Creek
Kenmore	Totem Lake	Finn Hill, Juanita
Kenmore	Kirkland	Juanita
Kenmore	Shoreline	Lake Forest Park, Aurora Village TC
Kenmore	University District	Lake Forest Park, Lake City
Kennydale	Renton	Edmonds Av NE
Kent	Renton	84th Av S, Lind Av SW
Kent	Renton	Kent East Hill
Kent	Burien	Kent-DM Rd, S. 240th St, 1st Av S
Kent	Maple Valley	Kent-Kangley Road
Kent	Seattle CBD	Tukwila
Kirkland	Factoria	Overlake, Crossroads, Eastgate
Kirkland	Bellevue	South Kirkland
Lake City	University District	35th Ave NE
Lake City	University District	Lake City, Sand Point
Lake City	Seattle CBD	NE 125th St, Northgate, I-5
Laurelhurst	University District	NE 45th St
Madison Park	Seattle CBD	Madison St
Madrona	Seattle CBD	Union St
Magnolia	Seattle CBD	34th Ave W, 28th Ave W
Mercer Island	S Mercer Island	Island Crest Way
Mirror Lake	Federal Way	S 312th St
Mount Baker	Seattle CBD	31st Av S, S Jackson St
Mountlake Terrace	Northgate	15th Ave NE, 5th Ave NE
Mt Baker	University District	23rd Ave E
Northeast Tacoma	Federal Way	SW 356th St, 9th Ave S
Northgate	Seattle CBD	Green Lake, Wallingford
Northgate	University District	Roosevelt
Northgate	University District	Roosevelt Way NE, NE 75th St
Othello Station	Columbia City	Seward Park
Overlake	Bellevue	Bell-Red Road
Overlake	Bellevue	Sammamish Viewpoint, Northup Way

Connections		
Between	And	Via
Queen Anne	Seattle CBD	Queen Anne Ave N
Queen Anne	Seattle CBD	Taylor Ave N
Rainier Beach	Seattle Center	Martin Luther King Jr Wy, E John St, Denny Way
Rainier Beach	Seattle CBD	Rainier Ave
Rainier Beach	Capitol Hill	Rainier Ave
Redmond	Eastgate	148th Ave, Crossroads, Bellevue College
Redmond	Fall City	Duvall, Carnation
Redmond	Totem Lake	Willows Road
Renton	Enumclaw	Maple Valley, Black Diamond
Renton	Seattle CBD	Martin Luther King Jr Wy, I-5
Renton	Renton Highlands	NE 4th St, Union Ave NE
Renton	Burien	S 154th St
Renton	Seattle CBD	Skyway, S. Beacon Hill
Renton	Rainier Beach	West Hill, Rainier View
Renton Highlands	Renton	NE 7th St, Edmonds Av NE
Richmond Beach	Northgate	Richmond Bch Rd, 15th Ave NE
Sand Point	University District	NE 55th St
Shoreline	University District	Jackson Park, 15th Av NE
Shoreline CC	Greenwood	Greenwood Av N
Shoreline CC	Northgate	N 130th St, Meridian Av N
Shoreline CC	Lake City	N 155th St, Jackson Park
Totem Lake	Seattle CBD	Kirkland, SR-520
Tukwila	Des Moines	McMicken Heights, Sea-Tac
Tukwila	Seattle CBD	Pacific Hwy S, 4th Ave S
Tukwila	Fairwood	S 180th St, Carr Road
Twin Lakes	Federal Way	S 320th St
Twin Lakes	Federal Way	SW Campus Dr, 1st Ave S
University District	Seattle CBD	Broadway
University District	Seattle CBD	Eastlake, Fairview
University District	Seattle CBD	Lakeview
University District	Bellevue	SR-520
UW Bothell	Redmond	Woodinville, Cottage Lake
UW Bothell/CCC	Kirkland	132nd Ave NE, Lake Washington Tech
Vashon	Tahlequah	Valley Center
Wedgwood	Cowen Park	View Ridge, NE 65th St
West Seattle	Seattle CBD	Fauntleroy, Alaska Junction
White Center	Seattle CBD	16th Ave SW, SSCC
White Center	Seattle CBD	Highland Park, 4th Ave S
Woodinville	Kirkland	Kingsgate



## **Appendix E**

### **Service and Fare Equity Analyses**



# King County

1200 King County  
Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Meeting Minutes

### Metropolitan King County Council

*Councilmembers: Larry Phillips, Chair;  
Joe McDermott, Vice Chair of Policy Development and  
Review;  
Jane Hague, Vice Chair of Regional Coordination;  
Rod Dembowski, Reagan Dunn, Larry Gossett, Kathy  
Lambert,  
Dave Upthegrove, Pete von Reichbauer*

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1:30 PM

Monday, July 21, 2014

Room 1001

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1. **Call to Order**

[play video](#)

*The meeting was called to order at 1:35 p.m.  
The Chair recessed the meeting at 1:35 p.m.  
The Chair reconvened the meeting at 1:41 p.m.  
The Chair recessed the meeting at 2:36 p.m.  
The Chair reconvened the meeting at 2:49 p.m.*

2. **Roll Call**

[play video](#)

**Present:** 9 - Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer

3. **Flag Salute and Pledge of Allegiance**

[play video](#)

*Councilmember Hague led the flag salute and Pledge of Allegiance.*

4. **Approval of Minutes of July 14, 2014**

[play video](#)

*Councilmember McDermott moved to approve the minutes of the July 14, 2014 meeting as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

*There were no additions.*

## Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

There will be one public hearing on Items 6 and 8

[play video](#)

*The following people spoke:*

*A.J. Earl*

*Joanna Cullen*

*Sylvia Sable*

*Teresa Peila*

*Mia Jacobson*

*Joey Gray*

*Chris Stearns*

*Paula Revere*

*Ross Baker*

*Will Knedlik*

*Lauren Thomas*

*Alonzo R. Smalls*

### **Committee of the Whole**

[play video](#)

#### **6. Proposed Substitute Ordinance No. 2014-0211.2**

AN ORDINANCE adopting the King County Equal Employment Opportunity/Affirmative Action Plan 2014-2016.

**Sponsors:** Ms. Hague

**On 7/21/2014, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17847.*

*Nick Wagner, Council staff, briefed the Council.*

*Councilmember Hague moved amendment 1. The motion carried by the following vote:*

*Votes: Yes: 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer*

*No: 0*

*Excused: 0*

*Councilmember Hague moved amendment T1. The motion carried by the following vote:*

*Votes: Yes: 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer*

*No: 0*

*Excused: 0*

**A motion was made by Councilmember Hague that this Ordinance be Passed as Amended. The motion carried by the following vote:**

**Yes: 9 -** Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Transportation, Economy and Environment**[play video](#)**7. Proposed Ordinance No. 2014-0169**

AN ORDINANCE adopting public transportation service reductions in September 2014, February 2015, June 2015 and September 2015 scheduled service changes.

[play video](#)

**Sponsors:** Mr. Phillips, Mr. McDermott, Mr. Upthegrove and Mr. Gossett

*Councilmember McDermott moved to rerefer Proposed Ordinance 2014-0169 to the Transportation, Economy and Environment Committee. The motion passed unanimously.*

**This matter was Re-referred to the Transportation, Economy and Environment Committee**

**8. Proposed Substitute Ordinance No. 2014-0272.2**

AN ORDINANCE relating to transit service reductions.

**Sponsors:** Mr. Dembowski, Ms. Hague, Mr. Dunn, Ms. Lambert and Mr. von Reichbauer

**On 7/21/2014, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17848.*

*John Resha, Council staff, answered questions of the Council.*

*Councilmember Lambert moved amendment 1. The motion carried by the following vote:*

*Votes: Yes: 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Ms. Lambert, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer*

*No: 1 - Mr. McDermott,*

*Excused: 0*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed as Amended. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

## Motions, from Standing Committees and Regional Committees, for Council Action

[play video](#)

### Transportation, Economy and Environment

[play video](#)

9. Proposed Substitute Motion No. 2014-0142.2

A MOTION approving an Update to the Strategic Plan for Road Services.

[play video](#)

**Sponsors:** Mr. McDermott

*The enacted number is 14190.*

*Councilmember Lambert moved amendment 1. The motion carried by the following vote:*

*Votes: Yes: 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer*

*No: 0*

*Excused: 0*

**A motion was made by Councilmember Dembowski that this Motion be Passed as Amended. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

## First Reading of and Action on Motions Without Referral to Committee

[play video](#)

10. Proposed Motion No. 2014-0306

A MOTION of the county council approving a purchase contract for the county's Sewer Revenue Refunding Bonds, 2014, Series B, in the aggregate principal amount of \$192,460,000, establishing certain terms of the bonds, and approving a plan of refunding from proceeds of the bonds, all in accordance with Ordinance 17599.

[play video](#)

**Sponsors:** Mr. McDermott

*The enacted number is 14191.*

*Councilmember McDermott moved to suspend the rules in order to take action on Proposed Motion 2014-0306 without referral to committee pursuant to K.C.C.*

*1.24.085. The motion carried.*

*Patrick Hamacher, Council staff, answered questions of the Council.*

**A motion was made by Councilmember McDermott that this Motion be Passed.**

**The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

## First Reading and Referral of Ordinances

[play video](#)

11. **Proposed Ordinance No. 2014-0298**

AN ORDINANCE authorizing the executive to enter into and execute a five-year community facility loan agreement and associated promissory note with the city of Seattle to provide funds for the renovation of the Rainier Beach high school student health center.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

12. **Proposed Ordinance No. 2014-0302**

AN ORDINANCE making a supplemental appropriation of \$470,285 to the sheriff's office; and amending the 2014 Annual Budget Ordinance, Ordinance 17695, Section 19, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

13. **Proposed Ordinance No. 2014-0307**

AN ORDINANCE authorizing the county executive to execute interlocal agreements between King County and the cities in King County, the Muckleshoot Indian Tribe, the Port of Seattle, the University of Washington, Metro and Sound Transit for electronic fingerprint capture equipment services.

[play video](#)

**Sponsors:** Ms. Lambert

**This matter had its first reading and was referred to the Law, Justice, Health and Human Services Committee.**

## First Reading and Referral of Motions

[play video](#)

14. **Proposed Motion No. 2014-0276**

A MOTION acknowledging receipt of a report regarding the costs and service delivery methods of interpreter services within King County, as well as the pros and cons of developing a consolidated system for the provision of interpreter services countywide and recommendations for improvements to the current system for the provision of interpreter services, in compliance with the 2014 Annual Budget Ordinance, Ordinance 17695, Section 18, Proviso P5.

[play video](#)



Sponsors: Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

## Metropolitan King County Council

## Meeting Minutes

July 21, 2014

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15. Proposed Motion No. 2014-0282

A MOTION confirming the executive's appointment of Tzeghe Makonnen, who resides in council district nine, to the King County investment pool advisory committee, filling an at-large position.

[play video](#)

Sponsors: Mr. Dunn

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

16. Proposed Motion No. 2014-0300

A MOTION acknowledging receipt of a report on the sustainability of the employment and education resources fund funding model as required by the 2013/2014 Biennial Budget Ordinance, Ordinance 17476, Section 105, Proviso P1, as amended.

[play video](#)

Sponsors: Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

17. Reports on Special and Outside Committees

[play video](#)

*No reports were given.*

**Other Business**

[play video](#)

**Adjournment**

[play video](#)

*The meeting was adjourned at 3:23 p.m.*

Approved this \_\_\_\_\_ day of \_\_\_\_\_

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Clerk's Signature

**Attachment 3**

**September 2014 and February 2015 Service  
Reductions--Revised**

**Title VI Service Equity Analysis**

September 2014



## Introduction

This report summarizes Metro's service equity analysis of service reductions planned for the September 2014 and February 2015 service changes, including changes to be implemented administratively, as well as those submitted to the King County Council for approval. Reductions for September 2014, approved by the King County Council and King County Executive through Ordinance 17847, were analyzed previously, as documented in the report from March 2014 entitled *2014-2015 Service Reductions: Title VI Service Equity Analysis*. Impacts of the September 2014 service change are documented in this report for reference. The cumulative impacts of service reductions planned for September 2014 and February 2015 are also documented in this report.

Equity and social justice are key priorities for the King County Executive and the King County Council. In addition to assuring compliance with federal Title VI regulations, the service equity analysis also helps to ensure consistency with King County's goals related to equity and social justice. Identifying the relative impacts of proposed changes to low-income and minority communities is an important step in applying the "fair and just" principle as stated in the King County Strategic Plan 2010-2014. This analysis is part of an integrated effort throughout King County to achieve equitable opportunities for all people and communities.

The cumulative service reductions, composed of those to be implemented in September 2014 plus those proposed for February 2015, would reduce current Metro service levels by ten percent, or approximately 320,000 annual hours. Service reductions would be implemented in order to address a shortfall in Metro's sales tax revenue for the years 2009-2015 compared to previously planned levels. Sales tax revenue is Metro's primary source of revenue.

Development of the proposed service reductions was guided by and consistent with the policy direction and priorities adopted on August 30, 2013, in the Updates to the Strategic Plan for Public Transportation 2011-2021 and associated King County Metro Service Guidelines under Ordinance 17641. The proposed reductions are within the adopted 2013-2014 service hour budget and are consistent with the most currently available sales tax revenue forecasts developed by the King County Office of Economic and Financial Analysis. Development of the proposed reductions for February 2014 were also guided by input from an ad hoc committee on service reductions and the results of community workshops, as required by Ordinance 17847.

If these reductions (in September 2014 and February 2015) are fully implemented, more than 40 percent of Metro's 214 routes would be changed in some way—47 routes would be eliminated and 43 routes would be reduced or revised. These changes would have broad impacts on the entire public transportation network, even for routes that are not proposed to be changed, and would affect a large portion of Metro's customers and communities across King County.

## **Service Guidelines Overview**

The 2013 Update to King County Metro's *Strategic Plan for Public Transportation, 2011-2021* and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with official Federal Transit Administration Title VI requirements (FTA C 4702.1B). The most relevant excerpts from the service guidelines are included below.

### **Implementation**

Metro revises service three times each year: spring, summer, and fall. The summer service change coordinates with the summer schedule for the University of Washington, because service is adjusted each summer on routes serving the university. In cases of emergency or time-critical construction projects, Metro may make changes at times other than the three regularly scheduled service changes. However, these situations are rare and are kept to a minimum because of the high level of disruption and difficulty they create. Metro will identify and discuss service changes that address performance-related issues in its annual route performance report.

Any proposed changes to routes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than one-half mile.
- Any changes in route numbers.

### **Adverse Effect of a Major Service Change**

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, or 25 percent or more of the service hours on a route.

### **Disparate Impact Threshold**

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining whether adverse effects are significantly greater for minority compared with non-minority populations is 10 percent. Should Metro find a disparate impact, Metro will consider modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service

hours on minority or non-minority routes. Metro defines a minority census tract as one in which the percentage of minority population is greater than that of the county as a whole. For regular fixed route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

### **Disproportionate Burden Threshold**

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining whether adverse effects are significantly greater for low-income compared with non-low-income populations is 10 percent. Should Metro find a disproportionate burden, Metro will consider modifying the proposed changes in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.

## **I. Service Change Area & Routes**

### ***Affected Areas***

The cumulative reductions (in September 2014 and February 2015) would impact 306 of the 382 census tracts in King County currently served by Metro Transit. The total population within the affected tracts is approximately 1.5 million people.

### ***Affected Routes***

Metro provides 1.3 million annual service hours on routes with planned reductions in 2014 and 2015. Cumulatively, these routes generate more than 36 million annual rides based on spring 2013 ridership data. Annual service hour and ridership data are shown in Appendix A for affected routes.

## **II. Threshold 1: Is this a Major Service Change? YES**

For the purposes of complying with FTA C 4702.1B, Chapter IV, Metro defines any change in service as "major" if King County Council approval of the change is required pursuant to KCC 28.94.020.

The service change meets all criteria for a major service change by Metro and FTA definitions. Appendix B lists the specific routes affected by reductions planned for 2014 and 2015. The service equity analysis is reflective of the reductions approved by the King County Council for the September 2014 service change and Metro's proposed changes for the February 2015 service change, including related administrative changes.

### III. Threshold 2: Are Minority or Low-Income Tracts Affected? YES

#### *Classifying minority and low income census tracts*

Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on Census 2010 data, 35.2 percent of the population is classified as minority within the county as a whole. Similarly, Metro classifies census tracts as low-income tracts if the percentage of the population classified as low-income (living at or below the poverty threshold) within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2007-2011, 10.5 percent of the population is classified as low-income within the county as a whole.

The September 2014 and February 2015 service reduction packages will affect the level of service provided to 306 of the 382 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below.

**Table 1. Low-Income and Minority Characteristics of Affected Census Tracts**

Service Change	Census Tract Classification				
	Total Census Tracts Affected	Minority & Low-income	Minority ONLY	Low-income ONLY	Neither Minority nor Low-income
September 2014	210	49	29	32	100
February 2015	219	74	31	38	76
<b>All Service Changes</b>	<b>306</b>	<b>79</b>	<b>39</b>	<b>48</b>	<b>140</b>

### IV. Threshold 3: Is there a Disproportionate Impact on Minority or Low-Income Routes? NO.

The determination as to whether the proposed reductions would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority or non-minority census tracts. Similarly, the determination as to whether the proposed reductions would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts.

Cumulative impacts were analyzed for each of the four service changes with planned reductions. Impacts are summarized in Tables 2-5 and Figures 1-4 below. Metro's analysis indicates that the cumulative impacts following the February 2015 service change would not

have a disparate impact on minority populations or a disproportionate burden on low-income populations.

### Impacts of September 2014 Service Change

**Table 2.** Impacts of the September 2014 Service Change on Low-Income Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden <sup>3</sup> ?
Low-Income	4	12%	38%	-26%	<b>NO</b>
Non-Low-Income	29	88%	62%		
Total	33	100%	100%		

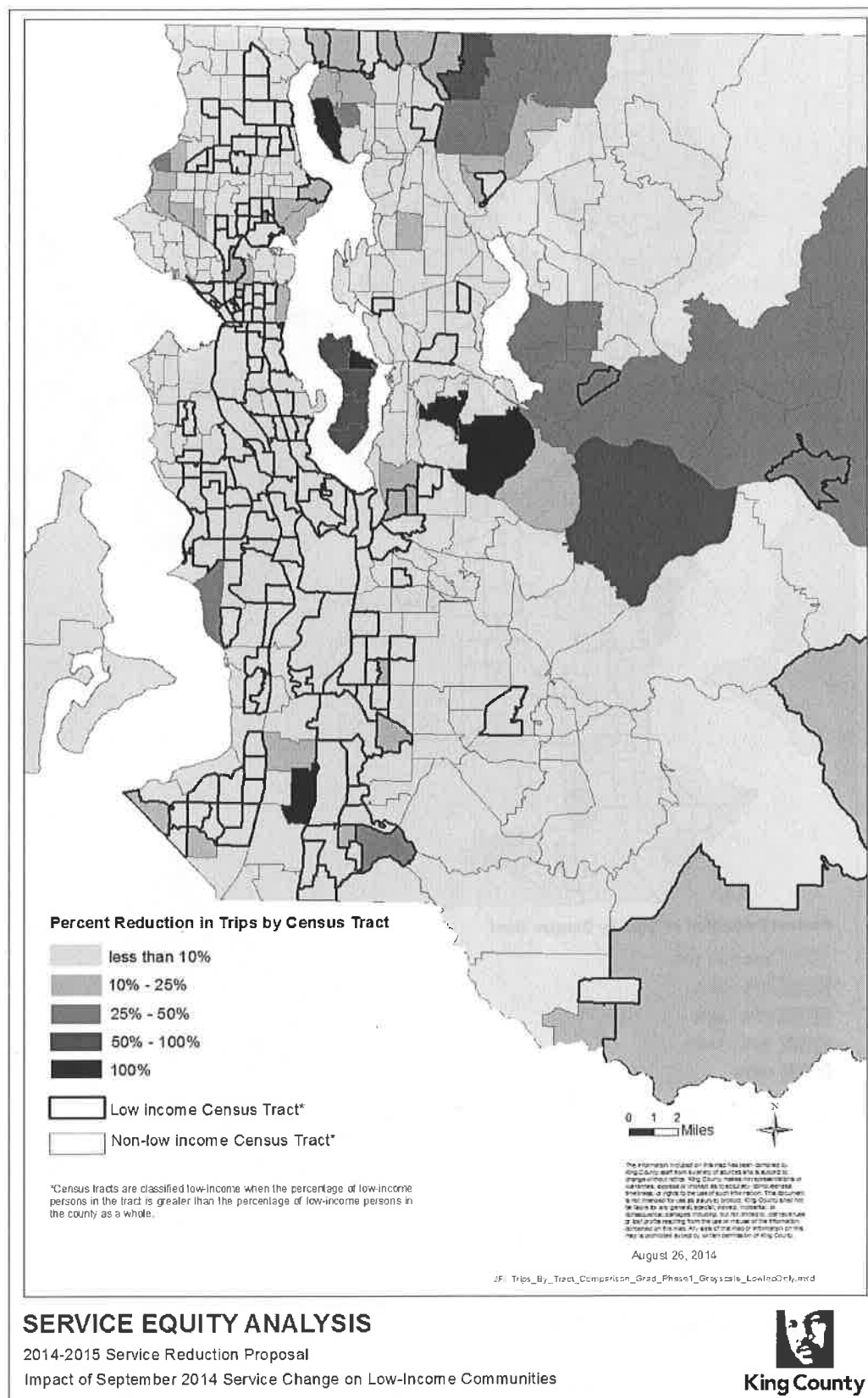
**Table 3.** Impacts of the September 2014 Service Change on Minority Populations

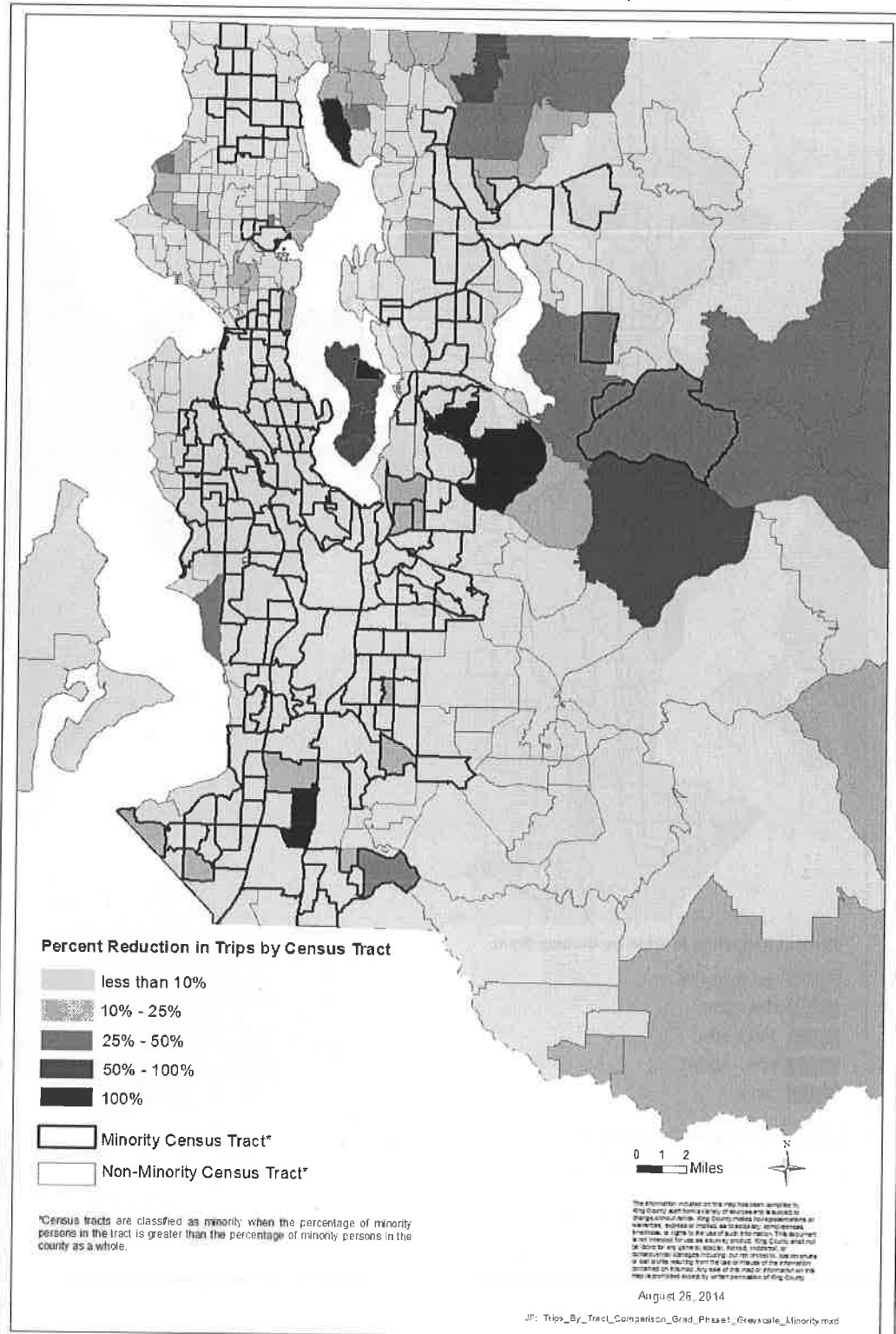
Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact <sup>4</sup> ?
Minority	5	15%	44%	-29%	<b>NO</b>
Non-Minority	28	85%	56%		
Total	33	100%	100%		

#### Notes for Tables 2 through 5

1. An adverse effect is defined as a reduction of 25 percent or more in trips per week.
2. Tracts are classified as low-income or minority when the percentage of low-income or minority persons in the tract is greater than the percentage of low-income or minority persons in the county as a whole.
3. A disproportionate burden occurs when the percentage of low-income tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of low-income tracts.
4. A disparate impact occurs when the percentage of minority tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of minority tracts.



**Figure 1.** Impact of September 2014 Service Change on Low-Income Communities.

**Figure 2.** Impact of September 2014 Service Change on Minority Communities.**SERVICE EQUITY ANALYSIS**

2014-2015 Service Reduction Proposal

Impact of September 2014 Service Change on Minority Communities



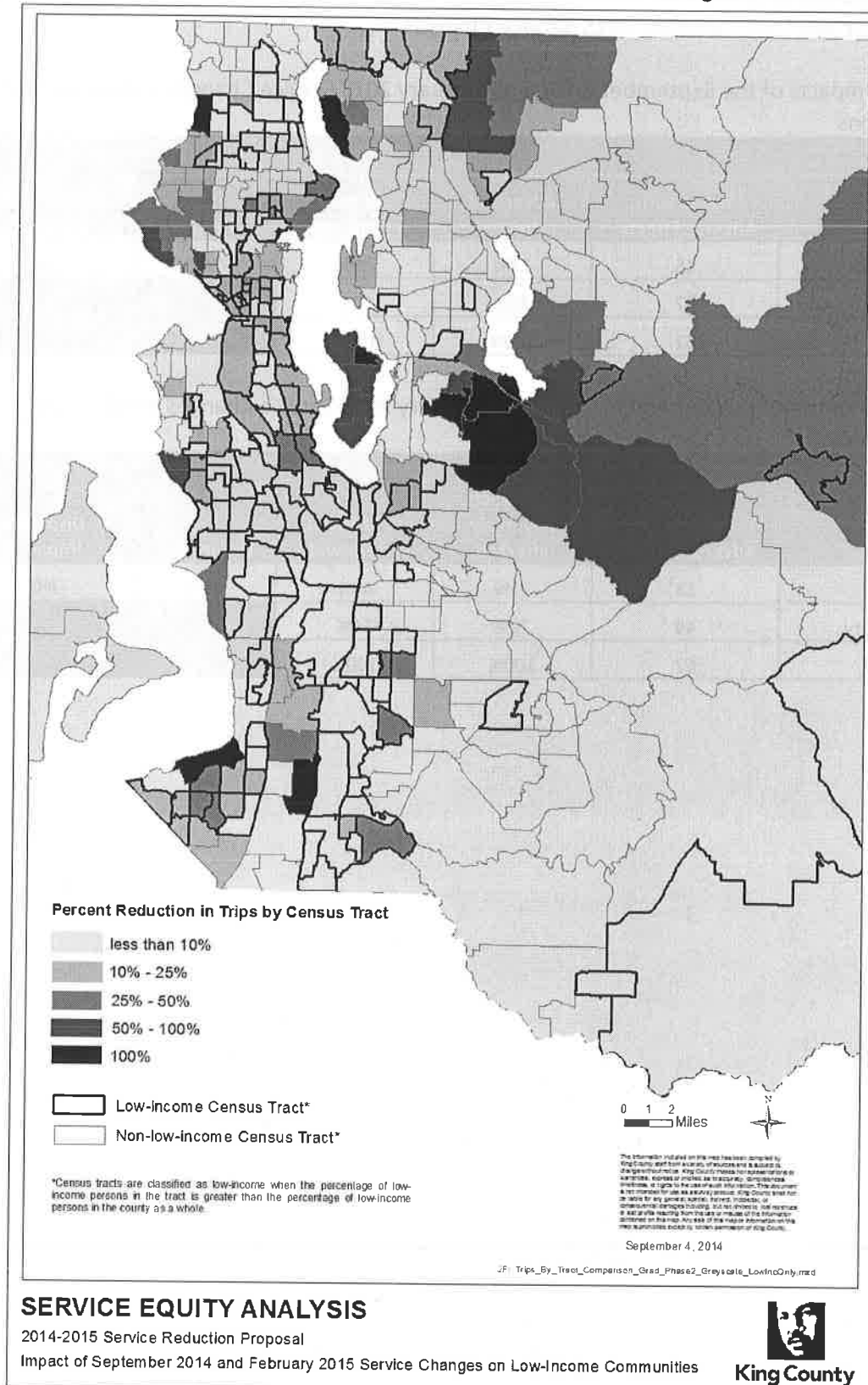
**Cumulative Impacts –  
September 2014 and February 2015 Service Changes**

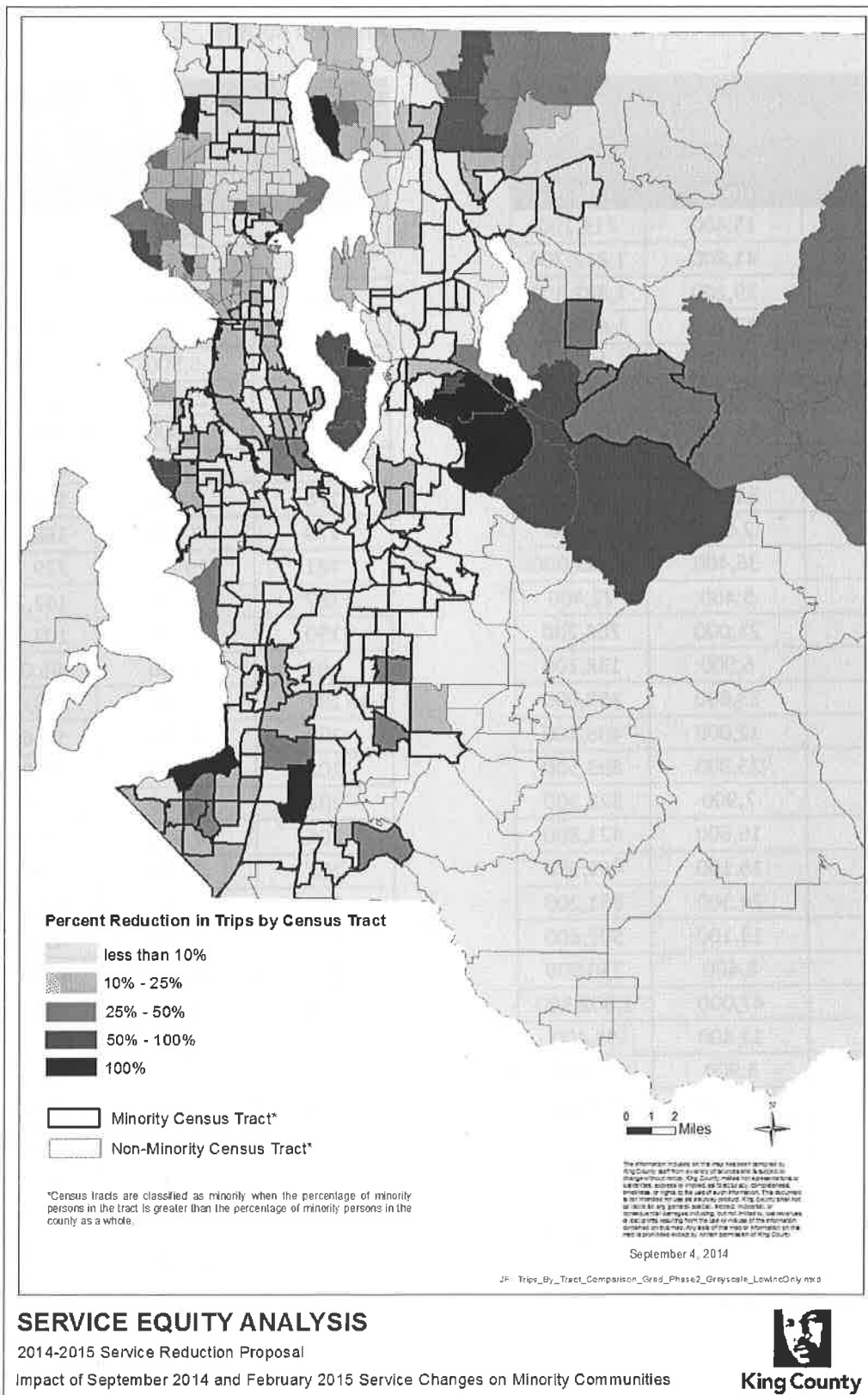
**Table 4.** Impacts of the September 2014 and February 2015 Service Changes on Low-Income Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden <sup>3</sup> ?
Low-Income	15	24%	38%	-14%	<b>NO</b>
Non-Low-Income	47	76%	62%		
Total	62	100%	100%		

**Table 5.** Impacts of the September 2014 and February 2015 Service Changes on Minority Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact <sup>4</sup> ?
Minority	13	21%	44%	-23%	<b>NO</b>
Non-Minority	49	79%	56%		
Total	62	100%	100%		

**Figure 3.** Impact of September 2014 and February 2015 Service Changes on Low-Income Communities.

**Figure 4.** Impact of September 2014 and February 2015 Service Changes on Minority Communities.

**APPENDIX A: Service Hour and Ridership Data for Affected Routes**

Route	Spring 2014 Annualized Platform Hours	Spring 2013 Annualized Rides
1	15,400	719,700
2	41,800	1,812,700
3	39,200	1,882,300
4	37,200	1,680,200
8	68,800	3,194,700
12	23,200	972,500
13	19,400	1,011,100
14	21,200	860,400
16	53,200	1,689,900
19	2,500	76,000
21	36,400	1,183,000
22	5,400	72,400
24	21,000	708,200
25	6,900	138,200
26	23,600	858,000
27	12,000	406,100
28	23,900	893,500
29	7,900	328,300
30	16,600	421,800
31	15,100	495,500
32	24,300	831,200
33	13,100	507,600
47	8,400	250,900
60	47,000	1,502,900
61	12,400	95,400
62	3,900	65,900
65	27,700	890,100
82	1,300	13,900
83	1,300	18,900
84	1,300	9,900
106	43,800	1,569,300
107	21,700	461,200
121	11,800	244,500
125	15,800	487,900
139	5,100	58,700

Route	Spring 2014 Annualized Platform Hours	Spring 2013 Annualized Rides
152	3,700	81,300
157	4,000	62,700
158	6,500	157,100
159	5,800	118,400
161	5,500	101,800
168	21,200	522,600
173	1,500	17,900
177	7,500	172,600
178	7,200	176,200
179	7,700	168,500
181	29,800	729,700
187	6,100	142,200
190	4,900	102,300
192	3,100	65,000
197	8,700	196,000
200	8,900	95,600
202	4,200	48,000
203	2,300	27,400
204	4,500	45,000
208	7,300	0*
209	2,000	88,800
210	3,900	49,600
212	14,200	610,400
213	600	5,800
215	5,800	145,600
236	17,700	140,100
238	20,500	256,600
242	5,600	118,000
243	2,100	55,100
249	19,100	346,000
250	3,500	103,200
260	2,800	54,300
265	7,200	185,300
271	65,800	1,690,300
280	1,100	21,200

Route	Spring 2014 Annualized Platform Hours	Spring 2013 Annualized Rides
331	17,100	314,600
116EX	6,600	130,800
193EX	6,800	172,900
205EX	2,700	51,500
211EX	6,100	102,000
26EX	3,700	199,200
28EX	7,100	313,400
306EX	4,300	103,700
312EX	13,700	485,000
48EX	1,700	64,000
7EX	2,800	106,200
901DART	6,000	121,700
903DART	9,000	162,600
909DART	4,200	41,100
919DART	2,600	37,300
927DART	6,200	40,800
930DART	3,300	26,900
931DART	10,900	79,800
<b>Total</b>	<b>1,187,800</b>	<b>36,588,800</b>
* - Route established September 2013		

**APPENDIX B: Affected Routes and Alternatives for September 2014 (adopted) and February 2015 (proposed)**

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
1	Operate on weekdays between 6:00 AM and 11:00 PM only.	North of Mercer Street, use Route 13. South of Mercer Street, use the RapidRide D Line or Route 13.	Feb. 2015				X
2	In the reduction proposal, Route 2 between downtown and Queen Anne will be deleted and Route 13 will have replacement trips. Route 2 between downtown and Madrona Park will have additional trips and shift to Madison Street from Seneca Street. Combine service with Route 13 between Queen Anne and downtown Seattle to reduce duplication. On First Hill, shift route from Seneca Street to Madison Street, where more service would be needed because revised Route 12 would operate only during commute hours. Operate service more often on weekdays since Route 12 would no longer operate. End service earlier.	North of downtown Seattle, use the RapidRide D Line or Route 13. On First Hill, use revised Route 27 or revised Route 2 located two blocks south on Madison Street.	Feb. 2015				X



Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
3	Combine service with Route 4 to reduce duplication between Queen Anne and the Central District. In the reduction proposal, Route 4 will be deleted and additional trips added to Route 3. Route 3 will be extended north to Nickerson Street. Extend route to Seattle Pacific University so it connects with Route 32 and can be operated more efficiently. Operate service more often on weekdays and on Saturday since Route 4 would no longer operate. End service earlier.	In Queen Anne, use revised Route 3 or Route 13.	Feb. 2015				X
4	Delete	In Queen Anne, use revised routes 3 or 13. In Judkins Park, use Route 48 (unchanged) or revised Route 106.	Feb. 2015				X
7EX	Delete	Use revised regular Route 7.	Sept. 2014	X			

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
8	Eliminate the part of the route south of 21st Avenue S / E Jefferson Street (Garfield High School). Operate service less often after 10:00 PM. Replace the south part of the route between Rainier Beach and S Jackson Street/23rd Avenue S with Route 106 to provide a direct connection between Renton Transit Center and downtown Seattle via Martin Luther King Jr Way S, S Jackson Street, and E Yesler Way (See Route 106 for more details). End service earlier.	In the Central District between E Jefferson Street and S Jackson Street, use routes 3, 14, 48 or revised Route 106. South of S Jackson Street, use revised Route 106.	Feb. 2015				X
9EX	Operate only during commute hours. Operate as a one-way route, northbound in the morning and southbound in the afternoon.	South of S Jackson Street, use Route 7. North of S Jackson Street, use the First Hill Streetcar.	Feb. 2015				X
12	Eliminate the part of the route northeast of E Madison Street/15th Avenue to reduce duplication with routes 10, 11 and 43. Operate Route 12 as a one-way route during commute hours, westbound in the morning and eastbound in the afternoon. Shift Route 2 from Seneca Street to provide service on E Madison Street.	North of Madison Street, use Route 10 on 15th Avenue E, Route 11 on E Madison Street, or Route 43 on E John Street. On Madison Street, use revised Route 2.	Feb. 2015				X

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
13	Combine service with Route 2 between Queen Anne and downtown Seattle to reduce duplication. Operate more frequently on weekdays and on Saturday since Route 2 would no longer operate	No rider options needed.	Feb. 2015				X
14	Operate Route 14 on weekdays only between 6:00 AM and 11:00 PM. Revise Route 106 to provide additional service on S Jackson Street.	On S Jackson Street, use revised Route 106 after 7:00 PM and on weekends.	Feb. 2015				X
16	Streamline routing to/from Northgate Transit Center by using N 92nd Street instead of NE Northgate Way. Shift routing from Aurora Avenue N to Fremont Bridge/Dexter Avenue N since routes 26 and 28 would no longer serve the area. Operate service more often during commute hours since routes 26 and 28 would no longer operate. End service earlier.	On College Way N and Meridian Avenue N, use routes 40, 345, or 346. On Aurora Avenue N, use routes 5, 26EX, 28EX or the RapidRide E Line.	Feb. 2015				X
19	Delete	Use revised routes 24 or 33.	Sept. 2014	X			
21	Operate service less often on weekdays between 9:00 AM and 3:00 PM and on Saturday.	No rider options needed.	Feb. 2015				X

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
22	Delete	In Arbor Heights and Gatewood, use Route 21EX or revised Route 50. On California Ave SW, use the RapidRide C Line.	Feb. 2015				X
24	Operate during commute hours only and eliminate the part of the route that serves 28th Avenue W. Revise Route 33 to serve 28th Avenue W and Magnolia Village.	Use revised routes 24 or 33.	Feb. 2015				X
25	Delete	In Laurelhurst, use routes 65 or 75. In Montlake and Roanoke, use revised routes 43, 49, or 70. Along Eastlake Avenue E (south of Mercer Street), use revised Route 70.	Feb. 2015				X
26	Delete	North of Fremont, use revised routes 16 or 26EX. South of Fremont, use revised routes 16 or 40.	Feb. 2015				X

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
26EX	Combine service on routes 26EX and 26 Local to make the system more efficient to operate. Operate two-way service between 6:00 AM and 7:00 PM on the Express path between Wallingford and downtown Seattle.	No rider options needed.	Feb. 2015				X
27	In the peak periods, operate Route 27 between Leschi and downtown Seattle via E Yesler Way, 9th Avenue and Seneca Street. In the off-peak period and at night, operate Route 27 only to 23rd Avenue S / E Yesler Way.	In Leschi, use revised Route 27 during the peak periods.	Feb. 2015				X
27	Eliminate off-peak and night service.	No rider options needed.	Sept. 2014	X			
28	Delete	North of Fremont, use revised routes 28EX or 40. South of Fremont, use revised routes 16 or 40.	Feb. 2015				X

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
28EX	Combine service on routes 28EX and 28 Local to make the system more efficient to operate. Eliminate Express routing north of 103rd Street to reduce duplication with routes 5 and 355EX. Shift Express routing from NW Market Street/N 46th Street to N 39th Street since Route 28 would no longer serve the area. End service earlier.	North of 103rd Street NW, use revised Route 355EX and Route 5.	Feb. 2015				X
29	Eliminate the part of the route north of 7th Avenue W and W Raye Street due to lower ridership. Reduce three morning and three afternoon trips.	In Ballard, use routes 17EX, 18EX, 40 or the RapidRide D Line. Along W Nickerson Street, use Route 32 and transfer to the RapidRide D Line or revised Route 16 or Route 40. Along 3rd Avenue W, use routes 3 or 13.	Feb. 2015				X
30	Delete	During peak periods, use Route 74EX (unchanged).	Feb. 2015				X
30	Eliminate off-peak and night service.	No rider options needed.	Sept. 2014	X			

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
31	Delete	East of 15th Avenue W, use revised Route 32. In Magnolia, use revised routes 24 or 33 and connect with revised Route 32.	Feb. 2015				X
32	Combine service with Route 31 to reduce duplication. Operate service more often during commute hours since Route 31 would no longer operate. Shift route from Stone Way N to Wallingford Avenue N since Route 26 would no longer serve the area. End service earlier.	On Stone Way N, use revised Route 16.	Feb. 2015				X
33	Revise routing to operate a clockwise loop on 28th Avenue W, Gilman Avenue W, 22nd Avenue W and Thorndyke Avenue W with service to Magnolia Village during the midday and after 7:00 PM. Operate service more often during commute hours since Route 19 would no longer operate and Route 24 would be reduced.	In Discovery Park and Lawtonwood, use revised Route 33 on W Government Way.	Feb. 2015			X	

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
47	Delete	On the Pike Street/Pine Street corridor in downtown Seattle, use revised Route 11 or routes 10, 43, or 49 (unchanged). South of Olive Way, use Route 43 (unchanged). North of Olive Way, use Routes 43 or 49 (unchanged).	Sept.2014	X			
48EX	Delete	Use regular Route 48 (unchanged).	Sept.2014	X			
60	Operate service less often after 7:00 PM. End service earlier.	No rider options needed.	Feb. 2015				X
61	Delete	North of NW Market Street and west of 24th Avenue NW, use revised routes 17EX, 18EX, or 40.	Sept.2014	X			
62	Delete	Use revised Route 40 or the RapidRide D Line and connect with revised Route 32.	Sept.2014	X			
65	End service earlier.	Reduced the lowest performing trips at night to preserve service for the most riders	Feb. 2015				X
82	Delete	Use the RapidRide E Line.	Sept.2014	X			



Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
83	Delete	Metro's TaxiScrip or RideShare programs may be options.	Sept.2014	X			
84	Delete	Metro's TaxiScrip or RideShare programs may be options.	Sept.2014	X			
99	Delete	Use revised Route 1 or multiple other routes that travel through the downtown Seattle core.	Sept.2014	X			
106	Combine with the south part of Route 8 in the Rainier Valley. Shift route to Martin Luther King Jr Way S, S Jackson Street, and E Yesler Way between Rainier Beach and downtown Seattle. Revise Route 60 and extend Route 107 to provide service to South Beacon Hill. Operate service more often in the midday to match the current service levels of Route 8. End service earlier.	For trips between Renton and downtown Seattle, connect with Link at Rainier Beach Station for a faster trip. On South Beacon Hill, use revised Route 107 to connect with Link at the Beacon Hill or Rainier Beach stations. On Airport Way S, use Route 124.	Feb. 2015				X
107	Extend route from Rainier Beach Link Station to Beacon Hill Link Station on Beacon Avenue S and 15th Avenue S, since routes 60 and 106 would no longer serve the area. Operate service less often during commute hours. End service earlier.	No rider options needed.	Feb. 2015				X

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
116EX	Reduce two morning trips and one afternoon trip.	No rider options needed.	Feb. 2015				X
121	Reduce three morning and five afternoon trips.	No rider options needed.	Feb. 2015				X
125	Eliminate service after 7:00 PM and revise routing to serve Morgan Junction and Westwood Village via Sylvan Way, California Avenue SW and SW Thistle Street.	At night use revised Route 128. Traveling between West Seattle and downtown Seattle, connect with Route 120 on Delridge Way SW.	Feb. 2015				X
139	Delete	During peak periods, use revised Route 123.	Sept.2014	X			
152	Delete	At Star Lake Park-and-Ride, use revised routes 177 or 193. Between Auburn and I-5, Metro's RideShare or VanPool programs may be options. At Auburn Station, use Sounder commuter rail.	Sept.2014	X			

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
157	Combine service with routes 158 and 159. Shift routing to 132nd Avenue SE from 116th Avenue SE between SE 240th Street and the Lake Meridian Park-and-Ride. Add two morning and three afternoon trips since routes 158 and 159 would no longer operate.	No rider options needed.	Feb. 2015				X
158	Delete	In Lake Meridian and along 132nd Avenue SE and SE 240th Street, use revised Route 157. Along SE 240th Street and James Street in Kent, use revised routes 164 and 168. At the Kent/Des Moines Park-and-Ride, use revised routes 177 and 193 Express. At the Kent Station, use Sounder commuter rail.	Feb. 2015				X
159	Delete	At the Lake Meridian Park-and-Ride, use revised Route 157. East of 104th Avenue SE, use revised routes 164 and 168. Along Canyon Drive SE, use Route 169 (unchanged). At the Kent/Des Moines Park-and-Ride, use revised routes 177 and 193EX.	Feb. 2015				X

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
161	Delete	Along 104th Avenue SE and 108th Avenue SE, use Route 169 (unchanged). In Tukwila, use revised Route 150.	Sept.2014	X			
168	Add service during commute hours to connect with Sounder commuter rail in order to replace commuter service on routes 158 and 159.	No rider options needed.	Feb. 2015				X
173	Delete	In Federal Way and along Pacific Highway S, use the RapidRide A Line (unchanged) and connect with revised Route 124 at the Tukwila Link Station.	Sept.2014	X			
177	Combine service with routes 178, 179, 190 and 192. Revise routing to serve Star Lake and Kent/Des Moines freeway stations. Operate into downtown Seattle via Seneca Street and out of downtown Seattle via S Atlantic Street ramps to I-5. Add 12 morning and 12 afternoon trips.	No rider options needed.	Feb. 2015				X
178	Delete	At the South 320th Street Park-and-Ride, use revised Route 177.	Feb. 2015				X

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
179	Delete	In Federal Way, between the Twin Lakes Park-and-Ride and the Federal Way Transit Center, use revised Route 181 and connect with revised Route 177 or Sound Transit Route 577.	Feb. 2015				X
181	Add service during commute hours between Twin Lakes Park-and-Ride and Federal Way Transit Center in order to improve connections replacing routes 179 and 197.	No rider options needed.	Feb. 2015				X
187	Delete	Use revised Route 901DART. Along S 320th Street, use Route 181.	Feb. 2015				X
190	Delete	At the Star Lake Park-and-Ride, use revised Route 177. At the Redondo Heights Park-and-Ride, use the RapidRide A Line (unchanged) and connect with Link light rail at the Tukwila Link Station.	Feb. 2015				X

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
192	Delete	Along Military Road S, south of Reith Road, use Route 183 (unchanged) and connect at Kent Station with the Sounder commuter rail. Along Military Road S, north of Reith Road, use Route 166 (unchanged) and connect at the Kent/Des Moines Park-and-Ride with revised Route 177.	Feb. 2015				X
193EX	Revise to serve north part of downtown Seattle in order to provide additional service capacity.	No rider options needed.	Feb. 2015				X
197	Eliminate the part of the route west of Federal Way Transit Center to make it more efficient to operate. Reduce two afternoon trips.	In Federal Way between Twin Lakes and the Federal Way Transit Center, use Route 181 and connect with the revised Route 197.	Feb. 2015				X
200	Eliminate peak service	South of I-90, use revised Route 208 and Sound Transit Route 554. North of I-90, use revised Route 269 during peak travel periods.	Sept. 2014	X			

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
202	Delete	Use revised Route 204 and connect with Route 216 (unchanged) or with Sound Transit routes 550 or 554 for downtown Seattle.	Sept.2014	X			
203	Delete	Metro's RideShare or VanPool programs may be options.	Sept.2014	X			
204	Combine service with Route 202 and operate between 6:00 AM and 6:00 PM on weekdays. Operate service less often during the midday. Eliminate weekend service.	No rider options needed.	Sept.2014	X			
205EX	Delete	Use revised Route 204 and connect with Route 216 (unchanged) or with Sound Transit routes 550 or 554 for downtown Seattle and connections to First Hill or the University District.	Sept.2014	X			
208	Operate service less often. Operate in both directions during commute hours since routes 209 and 215 would no longer operate.	The Valley Shuttle and Snoqualmie Valley Transportation may be options.	Sept.2014	X			

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
209	Delete	Along Railroad Avenue, between Snoqualmie Parkway and the Factory Stores, use revised Route 208. West of Snoqualmie Parkway, use the Valley Shuttle.	Sept.2014	X			
210	Delete	At the Eastgate Park-and-Ride, use revised Route 212. In Somerset, use revised Route 241. In Lakemont, Metro's RideShare or VanPool programs may be options.	Sept.2014	X			
211EX	Delete	At the Issaquah Highlands, Eastgate, and Mercer Island park-and-rides, use revised Route 212 or routes 216, 218, or 219 (unchanged) and connect with the First Hill Streetcar.	Sept.2014	X			
212	Add one morning and one afternoon peak direction trip since Route 210 would no longer operate.	No rider options needed.	Sept.2014			X	
213	Delete	Metro's RideShare or VanPool programs may be options.	Sept.2014	X			



Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
215	Delete	Use revised Route 208 and connect with revised Route 214 or Sound Transit Route 554 at the Issaquah Transit Center.	Sept.2014	X			
236	End service earlier.	No rider options needed.	Sept.2014	X			
238	Delete	No rider options needed.	Sept.2014	X			
242	Delete	At the Green Lake Park-and-Ride, use Sound Transit Route 542. North of Green Lake Park-and-Ride, use revised Route 73 and connect with Sound Transit Route 542 in the University District.	Feb. 2015				X
243	Delete	Use revised Route 372 and connect to revised Route 271 in the University District.	Sept.2014	X			
249	End service earlier.	No rider options needed.	Sept.2014	X			
250	Delete	Use revised Route 249 to connect with Route 268 or Sound Transit Route 545 in Overlake.	Sept.2014	X			

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
260	Delete	At Juanita, use revised Route 255. On Finn Hill, use revised Route 234 and connect to revised routes 252, 257, or 311 at the Kingsgate freeway station. Along NE 116th Street, Metro's RideShare or VanPool programs may be options.	Sept.2014	X			
265	Delete	At the Overlake Transit Center, use Sound Transit Route 545. Along 148th Avenue NE, use the RapidRide B Line (unchanged) or revised Route 245 to connect with Route 268 and Sound Transit Route 545 in Overlake. Along NE 70th Street, use revised Route 245 to connect with revised Route 255 on 108th Avenue NE.	Sept.2014	X			
271	Eliminate the part of the route east of Eastgate Park-and-Ride.	In Issaquah, use Sound Transit routes 554, 555, or 556. Along Eastgate Way, use Route 221. Between Issaquah and Eastgate, Metro's Rideshare or VanPool programs may be an option.	Feb. 2015				X

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
280	Delete	Metro's Taxi Scrip program may be an option.	Sept.2014	X			
306EX	Delete	Use Route 312EX (unchanged) or Sound Transit Route 522.	Sept.2014	X			
312EX	Add one morning and one afternoon trip since Route 306EX would no longer operate.	No rider options needed.	Sept.2014			X	
331	End service earlier.	After 7:00 PM, use the following services to make connections at Northgate Transit Center: At Shoreline Community College use Route 345. At Aurora Village Transit Center, use Route 346. In Mountlake Terrace, use Route 347. In Kenmore and Lake Forest Park, use Sound Transit Route 522 to routes 41 or 75.	Sept.2014	X			
901DART	Combine service with Route 187 and operate between Twin Lakes and the Federal Way Transit Center via S 312th Street.	No rider options needed.	Feb. 2015				X
903DART	End service earlier.	No rider options needed.	Sept.2014	X			

Route	Action	Rider Options	Phase	Basis for Change			
				Lowest Performing	Low Performing	Combining Services	Restructure
909DART	Delete	In the Renton Highlands near Group Health and the Renton Technical College, use revised Route 105. In the Renton Highlands near NE Sunset Boulevard, use revised Route 240. In Kenndale, use Sound Transit Route 560 at the NE 30th Street/I-405 Freeway Stop. In the Kenndale DART service area, Metro's RideShare or VanPool programs may be options.	Sept.2014	X			
919DART	Delete	South of Auburn Station, use revised routes 186 or 915. North of Auburn Station, use revised Route 180.	Sept.2014	X			
927DART	Delete	In Sammamish, use routes 216 and 219 (both unchanged). In Issaquah, use revised Route 208 and Sound Transit Route 554.	Sept.2014	X			
930DART	Delete	In the DART service areas, Metro's RideShare or VanPool programs may be options.	Feb. 2015				X
931DART	Operate only during commute hours.	Outside of commute hours, Metro's RideShare program may be an option.	Sept.2014	X			

Basis for Change							
Route	Action	Rider Options	Phase	Lowest Performing	Low Performing	Combining Services	Restructure
935DART	Delete	North of Juanita, use revised Route 234. East of Juanita, use revised Route 255.	Sept.2014	X			



# King County

1200 King County  
Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Meeting Minutes

### Metropolitan King County Council

*Councilmembers: Larry Phillips, Chair;  
Joe McDermott, Vice Chair of Policy Development and  
Review;  
Jane Hague, Vice Chair of Regional Coordination;  
Rod Dembowski, Reagan Dunn, Larry Gossett, Kathy  
Lambert,  
Dave Upthegrove, Pete von Reichbauer*

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1:30 PM

Tuesday, February 17, 2015

Room 1001

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1. **Call to Order**

[play video](#)

*The meeting was called to order at 1:35 p.m.  
The meeting recessed at 1:35 p.m.  
The meeting reconvened at 1:46 p.m.  
The meeting recessed at 2:04 p.m.  
The meeting reconvened at 2:05 p.m.*

2. **Roll Call**

[play video](#)

**Present:** 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer  
**Excused:** 1 - Ms. Lambert

3. **Flag Salute and Pledge of Allegiance**

[play video](#)

*Councilmember McDermott led the flag salute and Pledge of Allegiance.*

4. **Approval of Minutes of February 9, 2015**

[play video](#)

*Councilmember McDermott moved to approve the minutes of the February 9, 2015 meeting as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

*There were no additions.*

## Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

**There will be one public hearing on Items 6-11**

[play video](#)

*The following person spoke:  
Alex Zimmerman*

### **Consent Items 6 and 7**

[play video](#)

**6. Proposed Ordinance No. 2014-0447**

AN ORDINANCE approving a water franchise for the Baring Water Association, located in council district three.

**Sponsors:** Mr. Dembowski

**On 2/17/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17975.*

**This matter passed on the Consent Agenda.**

**7. Proposed Ordinance No. 2015-0038**

AN ORDINANCE authorizing the condemnation of certain property and property rights required for construction, operation and maintenance of the Hanford #1 combined sewer overflow control project.

**Sponsors:** Mr. Gossett

**On 2/17/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17976.*

**This matter passed on the Consent Agenda.**

### **Passed On The Consent Agenda**

**A motion was made by Councilmember McDermott that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Excused:** 1 - Ms. Lambert

**Law, Justice, Health and Human Services**[play video](#)**8. Proposed Ordinance No. 2015-0033**

AN ORDINANCE relating to emergency jail housing; authorizing an emergency jail housing agreement between King County and Pierce county.

**Sponsors:** Ms. Lambert

**On 2/17/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17977.*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Excused:** 1 - Ms. Lambert

**Transportation, Economy and Environment**[play video](#)**9. Proposed Ordinance No. 2015-0039**

AN ORDINANCE regarding a transit service funding agreement with the city of Seattle, approving the agreement and requiring a report to the council.

**Sponsors:** Mr. Dembowski and Mr. Phillips

**On 2/17/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17978.*

*The Chair indicated that items 9 and 10 would be consider together, as a consent agenda.*

**This matter passed on the Consent Agenda.**



**10. Proposed Ordinance No. 2015-0040**

AN ORDINANCE approving service changes for June 2015 and September 2015 that will be funded by the city of Seattle through a transit service funding agreement with King County.

**Sponsors:** Mr. Dembowski and Mr. Phillips

**On 2/17/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17979.*

*The Chair indicated that items 9 and 10 would be consider together, as a consent agenda.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember Dembowski that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Excused:** 1 - Ms. Lambert

**11. Proposed Ordinance No. 2015-0072**

AN ORDINANCE establishing April 28, 2015, as the date of a special election on the question of annexation to the city of Sammamish of an unincorporated area known as the Klahanie potential annexation area; and declaring an emergency.

[play video](#)

**Sponsors:** Ms. Lambert

*The enacted number is 17980.*

*Councilmember McDermott moved to relieve the Transportation, Economy and Environment Committee of further consideration and to take action on Proposed Ordinance 2015-0072. Seeing no objection, the Chair so ordered.*

*Councilmember Lambert participated in the meeting by telephone and made remarks on Proposed Ordinance 2015-0072.*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Excused:** 1 - Ms. Lambert

## Hearing Examiner Consent Agenda Item 12

[play video](#)

### 12. Proposed Substitute Ordinance No. 2010-0461.2

AN ORDINANCE concurring with the hearing examiner's recommendation to approve, subject to conditions, reclassification of two parcels (302107-9025 and -9042) totaling 129.5 acres, located about two miles south of the City of Black Diamond, from RA-10 (Rural Area, one dwelling unit per acres) to M (Mineral) zone, and to amend King County Title 21A, as amended, by modifying the zoning map to reflect this reclassification; the reclassification was requested by Green Section 30 and is described in department of permitting and environmental review file no. L07TY402.

[play video](#)

**Sponsors:** Mr. Ferguson, Mr. Gossett and Mr. Phillips

*The enacted number is 17981.*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Excused:** 1 - Ms. Lambert

## Motions, from Standing Committees and Regional Committees, for Council Action

[play video](#)

### Consent Items 13-16

[play video](#)

### 13. Proposed Motion No. 2014-0350

A MOTION confirming the executive's appointment of Nicolas Pernisco, who resides in council district two, to the King County civil rights commission, as the district two representative.

[play video](#)

**Sponsors:** Mr. Gossett

*The enacted number is 14294.*

**This matter passed on the Consent Agenda.**

### 14. Proposed Substitute Motion No. 2014-0356.2

A MOTION confirming the executive's appointment of Christine Anderson, who resides in council district four, to the King County emergency management advisory committee, to serve as an alternate for the King County department of transportation representative.

[play video](#)

**Sponsors:** Mr. Phillips

*The enacted number is 14295.*

**This matter passed on the Consent Agenda.**

## Metropolitan King County Council

## Meeting Minutes

February 17, 2015

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**15. Proposed Motion No. 2014-0432**

A MOTION confirming the executive's appointment of Ashley Fontaine, who resides in council district four, to the King County mental illness and drug dependency oversight committee, representing the National Alliance on Mental Illness.

[play video](#)

**Sponsors:** Mr. Phillips

*The enacted number is 14296.*

**This matter passed on the Consent Agenda.**

**16. Proposed Motion No. 2015-0035**

A MOTION approving the extension of the executive's appointment of Patricia Hayes as acting director of public health - Seattle & King County.

[play video](#)

**Sponsors:** Ms. Lambert

*The enacted number is 14297.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember McDermott that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 8 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Excused:** 1 - Ms. Lambert

**Transportation, Economy and Environment**

[play video](#)

**17. Proposed Motion No. 2015-0041**

A MOTION relating to the establishment of a regional stakeholder transit task force and adopting a task force work plan, as directed by Ordinance 17941, Section 113, Proviso P1.

[play video](#)

**Sponsors:** Mr. Dembowski

*At the request of Councilmember Hague, the Chair deferred Proposed Motion 2015-0041 to the February 23, 2015 Council meeting.*

**This matter was Deferred.**

**18. Proposed Motion No. 2015-0042**

## Metropolitan King County Council

## Meeting Minutes

February 17, 2015

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A MOTION relating to a report on the criteria, guidelines and policy implications for transit service agreements, as required by Ordinance 17941, Section 113, Proviso P4.

[play video](#)

**Sponsors:** Mr. Dembowski

*The Chair indicated that Proposed Motion 2015-0042 remains in the Transportation, Economy and Environment Committee.*

**This matter was Deferred.**

**19. Reports on Special and Outside Committees**

[play video](#)

*Councilmember Hague reported on the Eastside Transportation Partnership (ETP) meeting. ETP received a presentation from the City of Issaquah regarding North Issaquah roadway network improvements and a presentation from Reema Griffith, Washington State Transportation Commission Executive Director, on the study of vehicle miles traveled in Washington State. The study will help the State set a road usage charge assessment and look at alternative forms of funding for our roads and highways.*

*Councilmember Phillips reported on the presentation of the federal agenda to the Washington State Congressional Delegation. The purpose of the trip was to bring local and regional concerns to our congressional delegation. Councilmembers were able to meet with all members of the delegation and had a very productive trip.*

*Councilmember Phillips also reported on the Center for Naval Analyses' Military Advisory Board meeting on Climate Change and National Security in 2015. Councilmember Phillips indicated that military leaders were in high attendance due to implications of climate change on national security.*

**Other Business**

[play video](#)

*Councilmembers' Dembowski, McDermott, Phillips, von Reichbauer, Dunn and Lambert congratulated Joe Woods, Deputy Chief of Staff, King County Executive's Office, on his years of service to the county and wished him luck in his new job.*

**a. Adjournment**

[play video](#)

*The meeting was adjourned at 2:22 p.m.*

Approved this \_\_\_\_\_ day of \_\_\_\_\_.

\_\_\_\_\_  
Clerk's Signature



# King County

1200 King County  
Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Meeting Minutes Metropolitan King County Council

*Councilmembers: Larry Phillips, Chair;  
Joe McDermott, Vice Chair of Policy Development and  
Review;  
Jane Hague, Vice Chair of Regional Coordination;  
Rod Dembowski, Reagan Dunn, Larry Gossett, Kathy  
Lambert,  
Dave Upthegrove, Pete von Reichbauer*

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1:30 PM

Monday, October 19, 2015

Room 1001

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1. **Call to Order**

[play video](#)

*The meeting was called to order at 1:32 p.m.  
The meeting recessed at 1:32 p.m.  
The meeting reconvened at 1:36 p.m.*

2. **Roll Call**

[play video](#)

*Councilmember Upthegrove participated by telephone, as authorized by K.C.C.  
1.24.145.B.4.c.*

**Present:** 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Ms. Hague, Mr.  
McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer

3. **Flag Salute and Pledge of Allegiance**

[play video](#)

*Councilmember Dembowski led the flag salute and Pledge of Allegiance.*

4. **Approval of Minutes of October 12, 2015**

[play video](#)

*Councilmember McDermott moved to approve the minutes of the October 12, 2015  
meeting as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

*There were no additions.*

**6. Special Item**[play video](#)**County Service Awards**[play video](#)

*Executive Constantine presented County Service Awards to the following individuals:*

**DEPARTMENT OF TRANSPORTATION**

*Shirley Gage Johnson - 25 years*

*Joseph McDaniel - 30 years*

**DEPARTMENT OF PUBLIC HEALTH**

*Suprahee Yesuwan - 35 years*

*Deborah Greenleaf - 25 years*

*Christina Enriquez - 30 years*

**DEPARTMENT OF NATURAL RESOURCES AND PARKS**

*Warrick Mathews - 40 years*

*George P. Flores - 20 years*

*Sid Shoemaker - 25 years*

*Sam Medina - 30 years*

*Kimberle Stark - 20 years*

*David Funke - 25 years*

**DEPARTMENT OF ADULT AND JUVENILE DETENTION**

*Pamela Jones - 35 years*

**DEPARTMENT OF COMMUNITY AND HUMAN SERVICES**

*Jean H. Robertson - 35 years*

**DEPARTMENT OF EXECUTIVE SERVICES**

*Janise Fessenden - 30 years*

*Tina Shields - 30 years*

*Teresa Brown - 20 years*

*Colleen J. Oordt - 30 years*

**DEPARTMENT OF JUDICIAL ADMINISTRATION**

*Eva Macrina Alcantara-Rogero - 20 years*

**DEPARTMENT OF PERMITTING AND ENVIRONMENTAL REVIEW**

*Toya Williams - 25 years*

**KING COUNTY INFORMATION TECHNOLOGY**

*Krista Bautista - 20 years*

*Todd Klinka - 20 years*



## Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

**There will be one public hearing on Items 7-14**

[play video](#)

*The following people spoke:*

1. Sarah Deburle
2. Mike Perry
3. Reg Newbeck
4. Mimi Deburle
5. Miss Richard
6. Greg Eisen
7. Diana Kincaid
8. Richard Fuhr

### **Consent Items 7-12**

[play video](#)

#### **7. Proposed Ordinance No. 2015-0338**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Washington State Council of County and City Employees, Council 2, Local 1652 (Medical Examiner) representing employees in the department of public health; and establishing the effective date of said agreement.

**Sponsors:** Mr. Upthegrove and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18126.*

**This matter passed on the Consent Agenda.**

#### **8. Proposed Substitute Ordinance No. 2015-0342.2**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Service Employees International Union, Local 925 (Involuntary Commitment Specialists - Mental Health, Department of Community and Human Services) representing employees in the department of community and human services; and establishing the effective date of said agreement.

**Sponsors:** Mr. Upthegrove and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18127.*

**This matter passed on the Consent Agenda.**

**9. Proposed Ordinance No. 2015-0353**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and International Brotherhood of Teamsters Local 117 (Wastewater Treatment Division, Professional & Technical and Administrative Support) representing employees in the department of natural resources and parks; and establishing the effective date of said agreement.

**Sponsors:** Mr. Dembowski and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18128.*

**This matter passed on the Consent Agenda.**

**10. Proposed Ordinance No. 2015-0354**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Professional and Technical Employees, Local 17 (Transit Administrative Support) representing employees in the department of transportation; and establishing the effective date of said agreement.

**Sponsors:** Mr. Dembowski and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18129.*

**This matter passed on the Consent Agenda.**

**11. Proposed Ordinance No. 2015-0355**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Professional and Technical Employees, Local 17 (Departments: Public Health, Community and Human Services) representing employees in the departments of public health and community and human services; and establishing the effective date of said agreement.

**Sponsors:** Mr. Phillips and Mr. Upthegrove

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18130.*

**This matter passed on the Consent Agenda.**

**12. Proposed Ordinance No. 2015-0388**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Public Safety Employees Union (King County Civic Television (CTV)) representing employees in the legislative branch of King County; and establishing the effective date of said agreement.

**Sponsors:** Mr. Phillips

On 10/19/2015, a public hearing was held and closed.

[play video](#)

*The enacted number is 18131.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember McDermott that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Transportation, Economy and Environment**

[play video](#)

**13. Proposed Ordinance No. 2015-0349**

AN ORDINANCE approving public transportation service changes for March 2016 that include countywide service changes and the extension of RapidRide C and D Lines funded by the city of Seattle through the transit service funding agreement with King County.

**Sponsors:** Mr. Phillips

On 10/19/2015, a public hearing was held and closed.

[play video](#)

*The enacted number is 18132.*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**14. Proposed Substitute Ordinance No. 2015-0350.2**

AN ORDINANCE approving public transportation service changes to integrate with the Link light rail extension to Capitol Hill and the University of Washington.

**Sponsors:** Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18133.*

*Councilmember Dembowski moved Amendment 1. The motion carried by the following vote:*

*Votes: Yes: 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer*

*No: 0*

*Excused: 0*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed as Amended. The motion carried by the following vote:**

**Yes: 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer**

## **Motions, from Standing Committees and Regional Committees, for Council Action**

[play video](#)

### **Consent Item 15**

[play video](#)

**15. Proposed Motion No. 2015-0245**

A MOTION accepting the annual progress report on the implementation of the King County veterans and human services levy service improvement plan, as required by Ordinance 17200.

[play video](#)

**Sponsors:** Mr. Upthegrove

*The enacted number is 14439.*

**A motion was made by Councilmember McDermott that this Motion be Passed on the Consent Agenda. The motion carried by the following vote:**

**Yes: 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer**

**Health, Housing and Human Services**[play video](#)**16. Proposed Motion No. 2015-0295**

A MOTION acknowledging receipt of and approving a report on the summary of usage of the King County men's winter shelter for 2014-2015, an analysis of alternative shelter locations and a description of potential opportunities for shelter-related coordination with the city of Seattle, as required by the 2015/2016 Biennial Budget Ordinance, Ordinance 17941, Section 86, Proviso P1.

[play video](#)

**Sponsors:** Mr. Upthegrove

*The enacted number is 14440.*

**A motion was made by Councilmember Lambert that this Motion be Passed.  
The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Transportation, Economy and Environment**[play video](#)**17. Proposed Substitute Motion No. 2015-0256.2**

A MOTION relating to the treatment of individuals for transit violations.

[play video](#)

**Sponsors:** Mr. Upthegrove

*At the request of Councilmember Upthegrove, the Chair deferred Proposed Substitute Motion 2015-0256 to the October 26, 2015 Council meeting.*

**This matter was Deferred.**

## First Reading of and Action on Motions Without Referral to Committee

[play video](#)

### 18. Proposed Motion No. 2015-0402

A MOTION of the county council accepting a bid for the purchase of the county's Limited Tax General Obligation and Refunding Bonds, 2015, Series D, in the aggregate principal amount of \$50,595,000 and establishing certain terms of such bonds, and approving a plan of refunding from proceeds of such bonds, all in accordance with Ordinance 18089 and Ordinance 17564.

[play video](#)

**Sponsors:** Mr. McDermott

*The enacted number is 14438.*

*Councilmember McDermott moved to suspend the rules in order to take action on Proposed Motion 2015-0402 without referral to committee pursuant to K.C.C. 1.24.085. The motion carried.*

*Ken Guy, Finance Director, Finance & Business Operations, answered questions of the Council.*

**A motion was made by Councilmember McDermott that this Motion be Passed.  
The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

## First Reading and Referral of Ordinances

[play video](#)

### 19. Proposed Ordinance No. 2015-0404

AN ORDINANCE relating to the board of appeals and equalization; amending Ordinance 6444, Section 1, and K.C.C. 2.34.010, Ordinance 6444, Section 2, as amended, and K.C.C. 2.34.020, Ordinance 6444, Section 3, as amended, and K.C.C. 2.34.030, Ordinance 6444, Section 4, as amended, and K.C.C. 2.34.040, Ordinance 6444, Section 5, as amended, and K.C.C. 2.34.050, Ordinance 6444, Section 6, as amended, and K.C.C. 2.34.060 and Ordinance 12504, Section 1, and K.C.C. 2.34.100 and repealing Ordinance 13410, Section 6, as amended, and K.C.C. 2.34.035.

[play video](#)

**Sponsors:** Mr. von Reichbauer

**This matter had its first reading and was referred to the Government Accountability and Oversight Committee.**

### 20. Proposed Ordinance No. 2015-0405

AN ORDINANCE making a net supplemental appropriation of \$20,000,000 and 12.00 FTE to the department of community and human services; and amending the 2015/2016 Biennial Budget

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Ordinance, Ordinance 17941, Sections 61 and 79, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**



**21. Proposed Ordinance No. 2015-0406**

AN ORDINANCE consolidating funds relating to behavioral health; amending Ordinance 17752, Section 8, and K.C.C. 4A.200.427 and Ordinance 17752, Section 8, as amended, and K.C.C. 4A.200.427, adding a new section to K.C.C. chapter 4A.200, recodifying K.C.C. 4A.200.427 and repealing Ordinance 13326, Section 3, as amended, and K.C.C. 4A.200.120.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**22. Proposed Ordinance No. 2015-0407**

AN ORDINANCE creating the King County behavioral health advisory board; amending Ordinance 16077, as amended, and K.C.C. 2.130.010, adding a new section to K.C.C. Title 2A and repealing Ordinance 131, Sections 1 through 7, as amended, and K.C.C. 2.32.010 and Ordinance 1846, Sections 2 through 7, as amended, and K.C.C. 2.32.110.

[play video](#)

**Sponsors:** Mr. Upthegrove

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**23. Proposed Ordinance No. 2015-0408**

AN ORDINANCE renaming the department of community and human services mental health, chemical abuse and dependency services division; and amending Ordinance 11955, Section 6, as amended, and K.C.C. 2.16.130, amending Ordinance 15327, Section 5, as amended, and K.C.C. 2.43.025 and Ordinance 16077, Section 4, as amended, and K.C.C. 2.130.010.

[play video](#)

**Sponsors:** Mr. Upthegrove

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**24. Proposed Ordinance No. 2015-0409**

AN ORDINANCE relating to the county property tax levies for collection in 2016, and implementing RCW 84.55.120.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**25. Proposed Ordinance No. 2015-0410**

AN ORDINANCE relating to the county property tax levies for collection in 2016, and implementing

RCW 84.55.120.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**26. Proposed Ordinance No. 2015-0411**

AN ORDINANCE relating to the 2015 levy of property taxes in King County for collection in the year 2016.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**27. Proposed Ordinance No. 2015-0412**

AN ORDINANCE relating to the 2015 levy of property taxes in King County for collection in the year 2016.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**28. Proposed Ordinance No. 2015-0413**

AN ORDINANCE relating to county property tax levies for collection in 2016; implementing RCW 84.55.0101, finding substantial need and providing for a limit factor of one hundred and one percent in accordance with RCW 84.55.0101.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**29. Proposed Ordinance No. 2015-0414**

AN ORDINANCE authorizing a supplemental appropriation of \$1,097,150 to the public transportation capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**30. Proposed Ordinance No. 2015-0415**

AN ORDINANCE making a supplemental appropriation of \$2,246,000 to the parks operating levy fund and supplemental appropriation of \$2,246,000 to the parks, recreation and open space fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 89 and 129, as amended, and Attachment A, as amended.

[play video](#)

Sponsors: Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**31. Proposed Ordinance No. 2015-0416**

AN ORDINANCE making a supplemental appropriation of \$2,651,000 to the business resource fund and a supplemental appropriation of \$2,650,578 to the office of information resource management capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 119 and 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**32. Proposed Ordinance No. 2015-0417**

AN ORDINANCE making a supplemental appropriation of \$68,000 from the physical environment general fund transfers; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 45, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**33. Proposed Ordinance No. 2015-0418**

AN ORDINANCE making a supplemental appropriation of \$2,322,000 to several mental illness and drug dependency agencies; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Sections 62, 63, 66, 68 and 71, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**34. Proposed Ordinance No. 2015-0419**

AN ORDINANCE authorizing a supplemental appropriation of \$3,146,246 to the office of information resource management capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**35. Proposed Ordinance No. 2015-0420**

AN ORDINANCE authorizing a supplemental appropriation of \$4,746,204 to the landfill reserve capital fund and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended,

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and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**36. Proposed Ordinance No. 2015-0421**

AN ORDINANCE authorizing a supplemental appropriation of \$2,900,000 to the Renton maintenance facility construction capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**37. Proposed Ordinance No. 2015-0422**

AN ORDINANCE to adopt the King County department of transportation, road services division, annual six year (2016 - 2021) capital program in accordance with WAC 136-16-010.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**38. Proposed Ordinance No. 2015-0423**

AN ORDINANCE authorizing the conveyance of the surplus 191-acre Tall Chief property located at 1313 West Snoqualmie River Road Southeast, Fall City, in council district three.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**39. Proposed Ordinance No. 2015-0431**

AN ORDINANCE authorizing a supplemental appropriation of \$33,953,126 to the water quality construction capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**40. Proposed Ordinance No. 2015-0437**

AN ORDINANCE relating to the development of a regional motor sports facility demonstration project; amending Ordinance 17287, Section 3, and K.C.C. 21A.55.105.

[play video](#)

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**Sponsors:** Mr. von Reichbauer

**This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.**



**41. Reports on Special and Outside Committees**[play video](#)

*At the request of Councilmember McDermott, the All Home report was deferred to the October 26, 2015 Council meeting.*

**Other Business**[play video](#)**Labor Policy Committee**[play video](#)

*The Chair recessed the meeting into Executive Session at 3:15 p.m. to discuss with legal counsel collective bargaining negotiations, or the plan to adopt the strategy or position to be taken in collective bargaining. The Chair reconvened the meeting at 3:53 p.m.*

**Adjournment**[play video](#)

*The meeting adjourned at 3:35 p.m.*

Approved this \_\_\_\_\_ day of \_\_\_\_\_.

\_\_\_\_\_  
Clerk's Signature

# **City of Seattle Community Mobility Contract**

## **Title VI Service Equity Analysis**

December 2014



## Introduction

This report summarizes Metro's service equity analysis of service improvements to be implemented in June and September of 2015 under a Community Mobility Contract between King County and the City of Seattle. Community Mobility Contracts allow cities to purchase transit service above what Metro is currently able to provide given current financial constraints. The City of Seattle has committed to fully funding these service improvements for up to a six year period. The proposed service investments would add approximately 223,000 annual service hours to address overcrowding, improve reliability or improve service frequency on nearly 60 Metro routes that operate in the City of Seattle.

Equity and social justice are key priorities for the King County Executive and the King County Council. In addition to assuring compliance with federal Title VI regulations, the service equity analysis also helps to ensure consistency with King County's goals related to equity and social justice. Identifying the relative impacts of proposed changes to low-income and minority communities is an important step in applying the "fair and just" principle as stated in the King County Strategic Plan 2010-2014. This analysis is part of an integrated effort throughout King County to achieve equitable opportunities for all people and communities.

## Service Guidelines Overview

The 2013 Update to King County Metro's *Strategic Plan for Public Transportation, 2011-2021* and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with official Federal Transit Administration Title VI requirements (FTA C 4702.1B). The most relevant excerpts from the service guidelines are included below.

### Implementation

Metro revises service three times each year: spring, summer, and fall. The summer service change coordinates with the summer schedule for the University of Washington, because service is adjusted each summer on routes serving the university. In cases of emergency or time-critical construction projects, Metro may make changes at times other than the three regularly scheduled service changes. However, these situations are rare and are kept to a minimum because of the high level of disruption and difficulty they create. Metro will identify and discuss service changes that address performance-related issues in its annual route performance report.

Any proposed changes to routes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than one-half mile.

- Any changes in route numbers.

### **Adverse Effect of a Major Service Change**

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, or 25 percent or more of the service hours on a route.

### **Disparate Impact Threshold**

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining whether adverse effects are significantly greater for minority compared with non-minority populations is 10 percent. Should Metro find a disparate impact, Metro will consider modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the percentage of minority population is greater than that of the county as a whole. For regular fixed route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

### **Disproportionate Burden Threshold**

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining whether adverse effects are significantly greater for low-income compared with non-low-income populations is 10 percent. Should Metro find a disproportionate burden, Metro will consider modifying the proposed changes in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.

## **I. Service Change Area & Routes**

### ***Affected Routes***

Metro currently provides 1.7 Million annual service hours on routes that will receive investment through the City of Seattle Community Mobility Contract. Cumulatively, these routes generate approximately 75 million annual rides based on Spring 2014 ridership data. Annual service hour and ridership data are shown in Appendix A for affected routes.

## **II. Threshold 1: Is this a Major Service Change? YES**

For the purposes of complying with FTA C 4702.1B, Chapter IV, Metro defines any change in service as “major” if King County Council approval of the change is required pursuant to KCC 28.94.020.

The service change meets all criteria for a major service change by Metro and FTA definitions. Appendix B lists the specific routes to receive investments through the City of Seattle Community Mobility Contract.

## **III. Threshold 2: Are Minority or Low-Income Routes Affected? YES**

### ***Classifying minority and low income census tracts***

Routes are classified as low-income or minority when the percentage of boardings in low-income or minority tracts is greater than the percentage of boardings in low-income or minority tracts in the county as a whole. Census tracts are classified as low-income or minority if the percentage of the population that is low-income (living at or below the poverty threshold) or minority within a tract is greater than the percentage for King County as a whole.

Based on Census 2010 data, 35.2 percent of the population is classified as minority within the county as a whole. Based on the American Community Survey five-year average for 2007-2011, 10.5 percent of the population is classified as low-income within the county as a whole. Of the total boardings among Metro routes, 63% of all boardings occur in low-income census tracts, and 51 percent occur in minority census tracts, based on observed ridership during the Spring 2014 service change.

The service investments implemented under the City of Seattle Community Mobility Contract will address overcrowding, improve reliability or improve service frequency on 60 Metro routes. The low-income and minority characteristics of affected routes are provided in Table 1 below.

**Table 1. Low-Income and Minority Characteristics of Affected Census Tracts**

Total Routes Affected	Route Classification			
	Minority & Low-income	Minority ONLY	Low-income ONLY	Neither Minority nor Low-income
60	11	2	17	30

**III. Threshold 3: Is there a Disproportionate Burden on Low-Income Populations or a Disparate Impact on Minority Populations? NO.**

The determination as to whether the proposed changes would have a disparate impact on minority populations was made by comparing changes in the number of service hours provided on minority or non-minority routes. Similarly, the determination as to whether the proposed changes would have a disproportionate burden on low-income populations was made by comparing changes in the number of service hours provided on low-income and non-low-income routes.

Impacts are summarized in Tables 3 and 4 below. The proposed changes will address overcrowding, improve reliability or improve service frequency on 60 routes. These changes will not result in adverse effects on any routes and will not have a disparate impact on minority populations or a disproportionate burden on low-income populations.

**Impacts of City of Seattle Community Mobility Contract**

**Table 3. Impacts on Low-Income Populations**

Category <sup>2</sup>	Routes with Adverse Effects <sup>1</sup>	% of Routes Adversely Affected	% of Routes System-wide	Difference	Disproportionate Burden <sup>3</sup> ?
Low-Income	0	N/A	38%	N/A	NO
Non-Low-Income	0	N/A	62%		
Total	0	N/A	100%		

**Table 4. Impacts on Minority Populations**

Category <sup>2</sup>	Routes with Adverse Effects <sup>1</sup>	% of Routes Adversely Affected	% of Routes System-wide	Difference	Disparate Impact <sup>4</sup> ?
Minority	0	N/A	46%	N/A	NO
Non-Minority	0	N/A	54%		
Total	0	N/A	100%		

Notes for Tables 3 and 4

1. Routes are classified as low-income or minority when the percentage of boardings in low-income or minority tracts is greater than the percentage of boardings in low-income or minority tracts in the county as a whole.
2. An adverse effect is defined as a 25% or greater decrease in service hours.
3. A disproportionate burden occurs when the percentage of low-income routes with an adverse effect is more than ten percentage points greater than the county-wide percentage of low-income routes.
4. A disparate impact occurs when the percentage of minority routes with an adverse effect is more than ten percentage points greater than the county-wide percentage of minority routes.

**APPENDIX A: Service Hour and Ridership Data for Affected Routes**

Route	Fall 2014 Annualized Platform Hours	Spring 2014 Annualized Rides
1	15,400	739,800
2	41,800	1,784,900
3	39,200	1,851,100
4	37,200	1,576,300
5	99,300	4,830,300
7	83,200	4,317,500
8	68,800	3,182,700
9	16,400	701,100
10	26,700	1,406,400
11	20,500	1,121,500
12	23,300	976,200
14	21,200	829,200
15	5,200	256,400
16	53,200	1,514,500
17	3,700	178,600
18	4,800	231,800
19	2,500	72,900
21	86,800	2,995,000
24	21,000	732,000
25	6,900	149,900
26	54,600	2,212,500
27	12,000	397,500
28	62,100	2,435,600
29	7,900	307,800
30	16,600	426,600
31	15,100	570,200
32	24,300	899,700
33	13,100	469,900
37	2,700	46,200
40	67,100	2,487,700
41	52,800	2,938,200
43	46,700	2,377,000
44	45,000	2,323,200
47	8,400	253,700

Route	Fall 2014 Annualized Platform Hours	Spring 2014 Annualized Rides
48	78,100	3,575,400
49	44,900	2,607,000
55	5,300	161,900
56	4,800	168,500
57	2,700	90,500
60	47,000	1,454,800
64	6,100	207,900
66	29,900	1,015,700
67	10,600	452,400
68	13,000	579,800
70	28,200	1,257,100
71	32,400	1,750,700
72	27,500	1,548,200
73	34,000	1,952,800
74	5,700	350,100
76	5,300	275,700
83	1,300	16,200
99	3,900	91,000
120	66,300	2,833,600
125	15,800	495,500
C Line	58,700	2,571,200
D Line	54,200	3,510,400
<b>TOTAL</b>	<b>1,681,200</b>	<b>74,560,300</b>



**APPENDIX B: Specific Routes to Receive Seattle CMC Investments in June & September 2015 Service Changes**

Route	Low-Income Route	Minority Route	Service Change	Description of Change	Change in Annual Service Hours
1	YES	NO	June	Adjust schedule on weekdays and weekends to improve reliability.	400
2	YES	NO	June	Adjust schedule on weekdays and Saturdays to improve reliability.	650
2	YES	NO	September	Improve Monday - Saturday evening frequency to about 15 minutes. Improve early morning and late evening frequency to about 30 minutes on Sundays.	3,880
3	YES	YES	June	Adjust schedule on weekdays to improve reliability.	500
3	YES	YES	September	Adjust schedule on weekdays to improve reliability.	250
4	YES	YES	June	Adjust schedule on weekdays and Saturdays to improve reliability.	600
5	NO	NO	June	Adjust schedule on Saturdays to improve reliability. Improve Monday - Saturday evening frequency to about 15 minutes.	6,240
5	NO	NO	September	Improve Sunday off-peak frequency to about 15 minutes.	3,430
7	YES	YES	June	Adjust schedule on Saturdays to improve reliability.	50
7	YES	YES	September	Improve weekend frequency to about 10-12 minutes. Add up to two morning and two afternoon trips to address overcrowding in the peak periods. Split from Route 49 on Sundays.	6,510

Route	Low-Income Route	Minority Route	Service Change	Description of Change	Change in Annual Service Hours
8	YES	NO	June	Adjust schedule on weekdays to improve reliability. Add one morning trip to address overcrowding during the peak period.	2,800
8	YES	NO	September	Improve Saturday frequency to about 15 minutes. Improve early morning and late evening frequency to about 30 minutes on weekends.	730
10	YES	NO	June	Adjust schedule on weekdays to improve reliability. Improve early morning, late evening and weekend frequency to about 10-15 minutes.	5,840
11	YES	NO	June	Adjust schedule on weekdays and weekends to improve reliability	1,000
11	YES	NO	September	Improve Monday - Saturday midday frequency to about 15 minutes. Improve early morning and late evening frequency to about 30 minutes.	7,160
12	YES	NO	September	Improve Monday - Saturday evening frequency to about 15 minutes. Improve early morning and late evening frequency to about 30 minutes.	3,670
14	YES	YES	June	Adjust schedule on weekdays and weekends to improve reliability.	950
14	YES	YES	September	Improve service midday weekdays in both directions. Improve early morning and late evening frequency to about 30 minutes.	15,110
16	NO	NO	June	Adjust schedule on Saturdays and Sundays to improve reliability. Add up to three afternoon peak trips on weekdays.	1,850

Route	Low-Income Route	Minority Route	Service Change	Description of Change	Change in Annual Service Hours
16	NO	NO	September	Improve Sunday midday frequency to about 20 minutes. Improve evening frequency to about 20 minutes.	5,170
19	NO	NO	June	Restore route with five morning and six afternoon trips.	3,190
21	YES	YES	June	Adjust schedule on Saturdays to improve reliability.	100
24	NO	NO	June	Adjust schedule on weekdays and Saturdays to improve reliability. Add one additional afternoon trip to address overcrowding. Improve evening frequency to about 30 minutes.	4,830
25	NO	NO	June	Adjust schedule on weekdays to improve reliability.	400
25	NO	NO	September	Add service during the peak period to address corridor needs.	2,000
26	NO	NO	June	Adjust schedule on weekdays and weekends to improve reliability.	800
27	YES	YES	June	Adjust schedule on weekdays to improve reliability. Restore off-peak and night service.	4,790
28	NO	NO	June	Adjust schedule on weekdays and weekends to improve reliability. Add one morning trip to address overcrowding during the peak period.	1,250
29	NO	NO	June	Adjust schedule on weekdays to improve reliability.	400

Route	Low-Income Route	Minority Route	Service Change	Description of Change	Change in Annual Service Hours
30	YES	NO	September	Add up to two additional hours of service during the midday weekdays.	1,530
31	NO	NO	June	Adjust schedule on weekdays and Saturdays to improve reliability.	350
32	NO	NO	June	Adjust schedule on weekdays and weekends to improve reliability.	200
33	NO	NO	June	Adjust schedule on Saturdays to improve reliability.	50
33	NO	NO	September	Improve midday frequency on weekends to about 30 minutes. Add up to two morning and two afternoon trips to meet corridor needs in the peak period. Improve evening frequency on weekdays to about 30 minutes.	6,050
37	NO	NO	June	Adjust schedule on weekdays to improve reliability.	250
40	NO	NO	June	Adjust schedule on weekdays and weekends to improve reliability. Add peak service to address overcrowding. Improve weekday and Saturday evening frequency to about 15/30 minutes.	15,860
40	NO	NO	September	Improve Sunday frequency to about 15 minutes.	4,120

Route	Low-Income Route	Minority Route	Service Change	Description of Change	Change in Annual Service Hours
41	YES	YES	June	Adjust schedule on weekdays to improve reliability. Add one morning and one afternoon trip to address overcrowding during peak periods. Improve evening frequencies to about 15 minutes. Improve early morning and late evening frequency to about 30 minutes.	8,110
41	YES	YES	September	Improve frequency on Sundays to about 15 minutes.	2,800
43	YES	NO	June	Adjust schedule on Saturdays to improve reliability.	100
43	YES	NO	September	Improve Saturday frequency to about 15 minutes.	310
44	NO	NO	June	Adjust schedule on Saturdays to improve reliability. Improve midday weekday and Saturday frequencies to about 12 minutes.	4,610
44	NO	NO	September	Improve frequency during the peak period to about 10 minutes. Split from Route 43 until 10:00 PM.	5,150
47	NO	NO	June	Restore route.	7,000
48	NO	NO	June	Adjust schedule on weekdays and weekends to improve reliability. Add one morning trip to address overcrowding during the peak period.	1,700
48	NO	NO	September	Improve evening frequency on Saturdays to about 15 minutes and midday frequency on Sundays to about 15 minutes.	4,020

Route	Low-Income Route	Minority Route	Service Change	Description of Change	Change in Annual Service Hours
49	YES	NO	June	Adjust schedule on Sundays to improve reliability.	50
49	YES	NO	September	Improve late evening and early morning frequency to about 15 minutes.	3,800
55	NO	NO	June	Adjust schedule on weekdays to improve reliability. Add up to four morning and four afternoon trips.	2,920
56	NO	NO	June	Adjust schedule on weekdays to improve reliability.	300
57	NO	NO	June	Adjust schedule on weekdays to improve reliability.	300
60	YES	YES	June	Adjust schedule on Saturdays to improve reliability. Improve evening frequency on weekdays to about 30 minutes.	5,950
68	YES	NO	September	Expand the service span on Saturday and add Sunday service.	2,670
70	YES	NO	June	Adjust schedule on weekdays to improve reliability.	1,300
70	YES	NO	September	Add one morning trip to address overcrowding during the peak period. Improve service frequency to about every 10/15 minutes from about 6:00 AM to midnight.	17,010
71	YES	NO	June	Adjust schedule on weekdays to improve reliability. Add one afternoon trip to address overcrowding during the peak period.	750

Route	Low-Income Route	Minority Route	Service Change	Description of Change	Change in Annual Service Hours
72	YES	YES	June	Adjust schedule on weekdays to improve reliability. Add one afternoon trip to address overcrowding during the peak period.	450
76	NO	NO	June	Adjust schedule on weekdays to improve reliability.	250
83	YES	NO	June	Adjust schedule to improve reliability.	50
99	YES	NO	June	Adjust schedule on weekends to improve reliability.	100
120	NO	YES	June	Add up to three morning turnback trips starting in White Center to address overcrowding in the peak period.	1,030
125	NO	YES	June	Improve frequency to about 30 minutes on weekends.	660
3/4	YES	YES	September	Improve early morning and late evening frequency to about 30 minutes on weekends.	390
15EX	NO	NO	June	Add up to two morning and two afternoon trips to address overcrowding during the peak periods.	2,200
17EX	NO	NO	June	Adjust schedule on weekdays to improve reliability. Add one morning trip to address overcrowding during the peak period.	570
18EX	NO	NO	June	Adjust schedule on weekdays to improve reliability. Add one afternoon trip to address overcrowding during the peak period.	750
21EX	NO	NO	June	Adjust schedule on weekdays to improve reliability.	250
26EX	NO	NO	June	Adjust schedule on weekdays to improve reliability.	250

Route	Low-Income Route	Minority Route	Service Change	Description of Change	Change in Annual Service Hours
28EX	NO	NO	June	Adjust schedule on weekdays to improve reliability.	250
31/32	NO	NO	September	Improve late evening frequency to about 30 minutes.	290
5EX	NO	NO	June	Add up to four morning and four afternoon trips to address overcrowding during the peak periods.	2,750
64EX	NO	NO	June	Adjust schedule on weekdays to improve reliability.	250
66EX	YES	NO	June	Adjust schedule on weekdays to improve reliability.	500
66X/67	YES	NO	September	Improve early morning and late evening frequency to about 30 minutes. Improve Saturday frequency to about 15 minutes.	3,740
72/73	YES	YES	September	Improve late evening and Sunday frequency to about 30 minutes on Routes 72 and 73.	9,300
71/72/73	YES	NO	September	Operate as an express all times of day between the University District and downtown Seattle.	-3,590
74EX	YES	NO	June	Adjust schedule on weekdays to improve reliability. Add one morning trip to address overcrowding in the peak period.	750
9EX	YES	YES	September	Improve frequency to about 20 minutes during peak periods.	3,320
Various	N/A	N/A	September	Eliminate reduced weekday schedules on Seattle routes.	4,600
C Line	NO	NO	June	Adjust schedule on Saturdays to improve reliability.	50



Route	Low-Income Route	Minority Route	Service Change	Description of Change	Change in Annual Service Hours
C/D Line	NO	NO	June	Improve frequency to about: 7-8/12/15/15/12/15	12,240
D Line	NO	NO	June	Adjust schedule on Saturdays to improve reliability.	100
<b>TOTAL</b>					<b>223,310</b>



# King County

1200 King County  
Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Meeting Minutes

### Metropolitan King County Council

*Councilmembers: Larry Phillips, Chair;  
Joe McDermott, Vice Chair of Policy Development and  
Review;  
Jane Hague, Vice Chair of Regional Coordination;  
Rod Dembowski, Reagan Dunn, Larry Gossett, Kathy  
Lambert,  
Dave Upthegrove, Pete von Reichbauer*

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1:30 PM

Monday, October 19, 2015

Room 1001

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1. **Call to Order**

[play video](#)

*The meeting was called to order at 1:32 p.m.  
The meeting recessed at 1:32 p.m.  
The meeting reconvened at 1:36 p.m.*

2. **Roll Call**

[play video](#)

*Councilmember Upthegrove participated by telephone, as authorized by K.C.C.  
1.24.145.B.4.c.*

**Present:** 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Ms. Hague, Mr.  
McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer

3. **Flag Salute and Pledge of Allegiance**

[play video](#)

*Councilmember Dembowski led the flag salute and Pledge of Allegiance.*

4. **Approval of Minutes of October 12, 2015**

[play video](#)

*Councilmember McDermott moved to approve the minutes of the October 12, 2015  
meeting as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

*There were no additions.*

**6. Special Item**[play video](#)**County Service Awards**[play video](#)

*Executive Constantine presented County Service Awards to the following individuals:*

**DEPARTMENT OF TRANSPORTATION**

*Shirley Gage Johnson - 25 years*

*Joseph McDaniel - 30 years*

**DEPARTMENT OF PUBLIC HEALTH**

*Supranee Yesuwan - 35 years*

*Deborah Greenleaf - 25 years*

*Christina Enriquez - 30 years*

**DEPARTMENT OF NATURAL RESOURCES AND PARKS**

*Warrick Mathews - 40 years*

*George P. Flores - 20 years*

*Sid Shoemaker - 25 years*

*Sam Medina - 30 years*

*Kimberle Stark - 20 years*

*David Funke - 25 years*

**DEPARTMENT OF ADULT AND JUVENILE DETENTION**

*Pamela Jones - 35 years*

**DEPARTMENT OF COMMUNITY AND HUMAN SERVICES**

*Jean H. Robertson - 35 years*

**DEPARTMENT OF EXECUTIVE SERVICES**

*Janise Fessenden - 30 years*

*Tina Shields - 30 years*

*Teresa Brown - 20 years*

*Colleen J. Oordt - 30 years*

**DEPARTMENT OF JUDICIAL ADMINISTRATION**

*Eva Macrina Alcantara-Rogero - 20 years*

**DEPARTMENT OF PERMITTING AND ENVIRONMENTAL REVIEW**

*Toya Williams - 25 years*

**KING COUNTY INFORMATION TECHNOLOGY**

*Krista Bautista - 20 years*

*Todd Klinka - 20 years*

## Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

**There will be one public hearing on Items 7-14**

[play video](#)

*The following people spoke:*

1. Sarah Deburle
2. Mike Perry
3. Reg Newbeck
4. Mimi Deburle
5. Miss Richard
6. Greg Eisen
7. Diana Kincaid
8. Richard Fuhr

### **Consent Items 7-12**

[play video](#)

#### **7. Proposed Ordinance No. 2015-0338**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Washington State Council of County and City Employees, Council 2, Local 1652 (Medical Examiner) representing employees in the department of public health; and establishing the effective date of said agreement.

**Sponsors:** Mr. Upthegrove and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18126.*

**This matter passed on the Consent Agenda.**

#### **8. Proposed Substitute Ordinance No. 2015-0342.2**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Service Employees International Union, Local 925 (Involuntary Commitment Specialists - Mental Health, Department of Community and Human Services) representing employees in the department of community and human services; and establishing the effective date of said agreement.

**Sponsors:** Mr. Upthegrove and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18127.*

**This matter passed on the Consent Agenda.**

**9. Proposed Ordinance No. 2015-0353**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and International Brotherhood of Teamsters Local 117 (Wastewater Treatment Division, Professional & Technical and Administrative Support) representing employees in the department of natural resources and parks; and establishing the effective date of said agreement.

**Sponsors:** Mr. Dembowski and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18128.*

**This matter passed on the Consent Agenda.**

**10. Proposed Ordinance No. 2015-0354**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Professional and Technical Employees, Local 17 (Transit Administrative Support) representing employees in the department of transportation; and establishing the effective date of said agreement.

**Sponsors:** Mr. Dembowski and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18129.*

**This matter passed on the Consent Agenda.**

**11. Proposed Ordinance No. 2015-0355**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Professional and Technical Employees, Local 17 (Departments: Public Health, Community and Human Services) representing employees in the departments of public health and community and human services; and establishing the effective date of said agreement.

**Sponsors:** Mr. Phillips and Mr. Upthegrove

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18130.*

**This matter passed on the Consent Agenda.**

**12. Proposed Ordinance No. 2015-0388**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Public Safety Employees Union (King County Civic Television (CTV)) representing employees in the legislative branch of King County; and establishing the effective date of said agreement.

Sponsors: Mr. Phillips

On 10/19/2015, a public hearing was held and closed.

[play video](#)

*The enacted number is 18131.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember McDermott that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Transportation, Economy and Environment**

[play video](#)

**13. Proposed Ordinance No. 2015-0349**

AN ORDINANCE approving public transportation service changes for March 2016 that include countywide service changes and the extension of RapidRide C and D Lines funded by the city of Seattle through the transit service funding agreement with King County.

Sponsors: Mr. Phillips

On 10/19/2015, a public hearing was held and closed.

[play video](#)

*The enacted number is 18132.*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**14. Proposed Substitute Ordinance No. 2015-0350.2**

AN ORDINANCE approving public transportation service changes to integrate with the Link light rail extension to Capitol Hill and the University of Washington.

**Sponsors:** Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18133.*

*Councilmember Dembowski moved Amendment 1. The motion carried by the following vote:*

*Votes: Yes: 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer*

*No: 0*

*Excused: 0*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed as Amended. The motion carried by the following vote:**

**Yes: 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer**

## **Motions, from Standing Committees and Regional Committees, for Council Action**

[play video](#)

**Consent Item 15**

[play video](#)

**15. Proposed Motion No. 2015-0245**

A MOTION accepting the annual progress report on the implementation of the King County veterans and human services levy service improvement plan, as required by Ordinance 17200.

[play video](#)

**Sponsors:** Mr. Upthegrove

*The enacted number is 14439.*

**A motion was made by Councilmember McDermott that this Motion be Passed on the Consent Agenda. The motion carried by the following vote:**

**Yes: 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer**



**Health, Housing and Human Services**[play video](#)**16. Proposed Motion No. 2015-0295**

A MOTION acknowledging receipt of and approving a report on the summary of usage of the King County men's winter shelter for 2014-2015, an analysis of alternative shelter locations and a description of potential opportunities for shelter-related coordination with the city of Seattle, as required by the 2015/2016 Biennial Budget Ordinance, Ordinance 17941, Section 86, Proviso P1.

[play video](#)

**Sponsors:** Mr. Upthegrove

*The enacted number is 14440.*

**A motion was made by Councilmember Lambert that this Motion be Passed.**

**The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Transportation, Economy and Environment**[play video](#)**17. Proposed Substitute Motion No. 2015-0256.2**

A MOTION relating to the treatment of individuals for transit violations.

[play video](#)

**Sponsors:** Mr. Upthegrove

*At the request of Councilmember Upthegrove, the Chair deferred Proposed Substitute Motion 2015-0256 to the October 26, 2015 Council meeting.*

**This matter was Deferred.**

## First Reading of and Action on Motions Without Referral to Committee

[play video](#)

### 18. Proposed Motion No. 2015-0402

A MOTION of the county council accepting a bid for the purchase of the county's Limited Tax General Obligation and Refunding Bonds, 2015, Series D, in the aggregate principal amount of \$50,595,000 and establishing certain terms of such bonds, and approving a plan of refunding from proceeds of such bonds, all in accordance with Ordinance 18089 and Ordinance 17564.

[play video](#)

**Sponsors:** Mr. McDermott

*The enacted number is 14438.*

*Councilmember McDermott moved to suspend the rules in order to take action on Proposed Motion 2015-0402 without referral to committee pursuant to K.C.C. 1.24.085. The motion carried.*

*Ken Guy, Finance Director, Finance & Business Operations, answered questions of the Council.*

**A motion was made by Councilmember McDermott that this Motion be Passed. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

## First Reading and Referral of Ordinances

[play video](#)

### 19. Proposed Ordinance No. 2015-0404

AN ORDINANCE relating to the board of appeals and equalization; amending Ordinance 6444, Section 1, and K.C.C. 2.34.010, Ordinance 6444, Section 2, as amended, and K.C.C. 2.34.020, Ordinance 6444, Section 3, as amended, and K.C.C. 2.34.030, Ordinance 6444, Section 4, as amended, and K.C.C. 2.34.040, Ordinance 6444, Section 5, as amended, and K.C.C. 2.34.050, Ordinance 6444, Section 6, as amended, and K.C.C. 2.34.060 and Ordinance 12504, Section 1, and K.C.C. 2.34.100 and repealing Ordinance 13410, Section 6, as amended, and K.C.C. 2.34.035.

[play video](#)

**Sponsors:** Mr. von Reichbauer

**This matter had its first reading and was referred to the Government Accountability and Oversight Committee.**

### 20. Proposed Ordinance No. 2015-0405

AN ORDINANCE making a net supplemental appropriation of \$20,000,000 and 12.00 FTE to the department of community and human services; and amending the 2015/2016 Biennial Budget

Ordinance, Ordinance 17941, Sections 61 and 79, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**21. Proposed Ordinance No. 2015-0406**

AN ORDINANCE consolidating funds relating to behavioral health; amending Ordinance 17752, Section 8, and K.C.C. 4A.200.427 and Ordinance 17752, Section 8, as amended, and K.C.C. 4A.200.427, adding a new section to K.C.C. chapter 4A.200, recodifying K.C.C. 4A.200.427 and repealing Ordinance 13326, Section 3, as amended, and K.C.C. 4A.200.120.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**22. Proposed Ordinance No. 2015-0407**

AN ORDINANCE creating the King County behavioral health advisory board; amending Ordinance 16077, as amended, and K.C.C. 2.130.010, adding a new section to K.C.C. Title 2A and repealing Ordinance 131, Sections 1 through 7, as amended, and K.C.C. 2.32.010 and Ordinance 1846, Sections 2 through 7, as amended, and K.C.C. 2.32.110.

[play video](#)

**Sponsors:** Mr. Upthegrove

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**23. Proposed Ordinance No. 2015-0408**

AN ORDINANCE renaming the department of community and human services mental health, chemical abuse and dependency services division; and amending Ordinance 11955, Section 6, as amended, and K.C.C. 2.16.130, amending Ordinance 15327, Section 5, as amended, and K.C.C. 2.43.025 and Ordinance 16077, Section 4, as amended, and K.C.C. 2.130.010.

[play video](#)

**Sponsors:** Mr. Upthegrove

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**24. Proposed Ordinance No. 2015-0409**

AN ORDINANCE relating to the county property tax levies for collection in 2016, and implementing RCW 84.55.120.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**25. Proposed Ordinance No. 2015-0410**

AN ORDINANCE relating to the county property tax levies for collection in 2016, and implementing

RCW 84.55.120.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**26. Proposed Ordinance No. 2015-0411**

AN ORDINANCE relating to the 2015 levy of property taxes in King County for collection in the year 2016.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**27. Proposed Ordinance No. 2015-0412**

AN ORDINANCE relating to the 2015 levy of property taxes in King County for collection in the year 2016.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**28. Proposed Ordinance No. 2015-0413**

AN ORDINANCE relating to county property tax levies for collection in 2016; implementing RCW 84.55.0101, finding substantial need and providing for a limit factor of one hundred and one percent in accordance with RCW 84.55.0101.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**29. Proposed Ordinance No. 2015-0414**

AN ORDINANCE authorizing a supplemental appropriation of \$1,097,150 to the public transportation capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**30. Proposed Ordinance No. 2015-0415**

AN ORDINANCE making a supplemental appropriation of \$2,246,000 to the parks operating levy fund and supplemental appropriation of \$2,246,000 to the parks, recreation and open space fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 89 and 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

## Metropolitan King County Council

## Meeting Minutes

October 19, 2015

---

**31. Proposed Ordinance No. 2015-0416**

AN ORDINANCE making a supplemental appropriation of \$2,651,000 to the business resource fund and a supplemental appropriation of \$2,650,578 to the office of information resource management capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 119 and 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**32. Proposed Ordinance No. 2015-0417**

AN ORDINANCE making a supplemental appropriation of \$68,000 from the physical environment general fund transfers; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 45, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**33. Proposed Ordinance No. 2015-0418**

AN ORDINANCE making a supplemental appropriation of \$2,322,000 to several mental illness and drug dependency agencies; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Sections 62, 63, 66, 68 and 71, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**34. Proposed Ordinance No. 2015-0419**

AN ORDINANCE authorizing a supplemental appropriation of \$3,146,246 to the office of information resource management capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**35. Proposed Ordinance No. 2015-0420**

AN ORDINANCE authorizing a supplemental appropriation of \$4,746,204 to the landfill reserve capital fund and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended,



and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

## Metropolitan King County Council

## Meeting Minutes

October 19, 2015

---

**36. Proposed Ordinance No. 2015-0421**

AN ORDINANCE authorizing a supplemental appropriation of \$2,900,000 to the Renton maintenance facility construction capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**37. Proposed Ordinance No. 2015-0422**

AN ORDINANCE to adopt the King County department of transportation, road services division, annual six year (2016 - 2021) capital program in accordance with WAC 136-16-010.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**38. Proposed Ordinance No. 2015-0423**

AN ORDINANCE authorizing the conveyance of the surplus 191-acre Tall Chief property located at 1313 West Snoqualmie River Road Southeast, Fall City, in council district three.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**39. Proposed Ordinance No. 2015-0431**

AN ORDINANCE authorizing a supplemental appropriation of \$33,953,126 to the water quality construction capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**40. Proposed Ordinance No. 2015-0437**

AN ORDINANCE relating to the development of a regional motor sports facility demonstration project; amending Ordinance 17287, Section 3, and K.C.C. 21A.55.105.

[play video](#)

Sponsors: Mr. von Reichbauer

**This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.**

**41. Reports on Special and Outside Committees**[play video](#)

*At the request of Councilmember McDermott, the All Home report was deferred to the October 26, 2015 Council meeting.*

**Other Business**[play video](#)**Labor Policy Committee**[play video](#)

*The Chair recessed the meeting into Executive Session at 3:15 p.m. to discuss with legal counsel collective bargaining negotiations, or the plan to adopt the strategy or position to be taken in collective bargaining. The Chair reconvened the meeting at 3:53 p.m.*

**Adjournment**[play video](#)

*The meeting adjourned at 3:35 p.m.*

Approved this \_\_\_\_\_ day of \_\_\_\_\_.

---

Clerk's Signature

## **March 2016 University Link Bus Integration Service Changes**

### **Title VI Service Equity Analysis – Final Adopted Changes**

February 2016





## Introduction

Federal Transit Administration (FTA) Circular 4702.1B, Chapter V, Section 7 requires transit agencies serving large urbanized areas to evaluate major service changes and to determine whether proposed changes would have a discriminatory impact as defined in the United States Department of Transportation's Title VI regulations.

In accordance with these FTA regulations, this report summarizes Metro's service equity analysis of service improvements planned for the March 2016 service change. This report documents Metro's analysis of the final changes as adopted by the King County Council<sup>1</sup>. The changes are intended to integrate Metro bus service with the extension of Sound Transit's Link light rail to Capitol Hill and the University of Washington. The proposal includes changes to 33 existing routes, primarily in Northeast Seattle, the SR-522 corridor, Capitol Hill, First Hill and the Central Area.

Equity and social justice are key priorities for the King County Executive and the King County Council. In addition to assuring compliance with federal Title VI regulations, the service equity analysis also helps to ensure consistency with King County's goals related to equity and social justice. Identifying the relative impacts of proposed changes to low-income and minority communities is an important step in applying the "fair and just" principle as stated in the King County Strategic Plan 2010-2014. This analysis is part of an integrated effort throughout King County to achieve equitable opportunities for all people and communities.

The service change proposal for Link Connections was shaped by input received during three rounds of public engagement conducted between November 2014 and June 2015. Metro received over 16,000 comments and survey responses through these efforts. In addition to general public outreach, Metro formed a 24-member community advisory group, or "sounding board," comprised of bus riders from the project areas. These outreach activities and the feedback generated will be summarized in a public engagement report, which was submitted to the King County Council along with the service change ordinance for the Link Connections project.

## Service Guidelines Overview

The 2013 update to King County Metro's *Strategic Plan for Public Transportation, 2011-2021* and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with FTA Title VI requirements (FTA Circular 4702.1B). The most relevant excerpts from the service guidelines are included below.

<sup>1</sup> An earlier report, dated August 2015, documented Metro's analysis of changes proposed to the King County Council. This report was submitted as part of the service change legislation package.

**Implementation**

Starting in 2016 Metro will be revising service two times each year in the spring and fall, per King County Council Ordinance 18041 adopting the most recent Local 587 Union contract. In cases of emergency or time-critical construction projects, Metro may make changes at times other than the regularly scheduled service changes. However, these situations are rare and are kept to a minimum because of the high level of disruption and difficulty they create. Metro will identify and discuss service changes that address performance-related issues in its annual route performance report.

Any proposed changes to routes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than one-half mile.
- Any changes in route numbers.

**Adverse Effect of a Major Service Change**

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, or 25 percent or more of the service hours on a route.

**Disparate Impact Threshold**

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining whether adverse effects are significantly greater for minority compared with non-minority populations is 10 percent. Should Metro find a disparate impact, Metro will consider modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the percentage of minority population is greater than that of the county as a whole. For regular fixed route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.



## **Disproportionate Burden Threshold**

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining whether adverse effects are significantly greater for low-income compared with non-low-income populations is 10 percent. Should Metro find a disproportionate burden, Metro will consider modifying the proposed changes in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.

## **I. Service Change Area and Routes**

### ***Affected Areas***

The project area includes a total of 121 census tracts with about 570,000 residents.

### ***Affected Routes***

Metro provides approximately 770,000 annual service hours on routes with proposed changes associated with the Link Connections project. Cumulatively, these routes generate approximately 34 million annual rides based on spring 2015 ridership data. Annual service hour and ridership data are shown in Appendix A for affected routes.

## **II. Threshold 1: Is this a Major Service Change? YES**

For the purposes of complying with FTA Circular 4702.1B, Chapter IV, Metro defines any change in service as "major" if King County Council approval of the change is required pursuant to KCC 28.94.020.

The proposed changes meet all criteria for a major service change by Metro and FTA definitions. Appendix B lists the specific routes being changed in March 2016.

## **III. Threshold 2: Are Minority or Low-Income Census Tracts Affected? YES**

### ***Classifying minority and low income census tracts***

Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on the

American Community Survey five-year average for 2009-2013 data, 35.8 percent of the population is classified as minority within the county as a whole. Similarly, Metro classifies census tracts as low-income tracts if the percentage of the population classified as low-income (living at or below the poverty threshold) within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2009-2013, 11.5 percent of the population is classified as low-income within the county as a whole.

The service improvements and route alignment changes of the Link Connections project addressed in this report will affect the level of service provided to 121 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below.

**Table 1. Low-Income and Minority Characteristics of Affected Census Tracts**

Total Census Tracts Affected	Census Tract Classification			
	Minority & Low-income	Minority ONLY	Low-income ONLY	Neither Minority nor Low-income
121	32	9	21	59

#### **IV. Threshold 3: Is there a Disproportionate Burden on Low-Income Populations or a Disparate Impact on Minority Populations? YES**

The determination as to whether the proposed changes resulting in a reduction in service would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority and non-minority census tracts. Similarly, the determination as to whether the proposed changes resulting in a reduction in service would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts. The fall 2015 service change was used as the baseline for calculating the change in trips.

Impacts are summarized in Tables 3 and 4 below and in Figures 1 and 2. No census tracts will be adversely affected by changes to Metro bus service in relation to University Link integration. Because no minority census tracts were adversely affected, Metro's analysis indicates that the impacts of the project would not have a disparate impact on minority populations. Likewise, because no low-income census tracts were adversely affected, Metro's analysis indicates that the impacts of the project would not place a disproportionate burden on minority populations.

One census tract – Tract 45 in the University District/Wallingford area – was identified as being adversely affected by the University Link bus integration changes *proposed* to the King Council. Because this tract is classified as low-income, a disproportionate burden was identified. However, the final adopted changes will result in more service to this tract than would have been provided under Metro's proposal. Specifically, Route 67, which will provide an estimated 955 trips per week, will serve the tract instead of Route 73, which will provide an estimated 315 trips per week. As stated above, no census tracts will be adversely affected by changes to Metro bus service in relation to University Link integration.

Notes for Tables 3 and 4

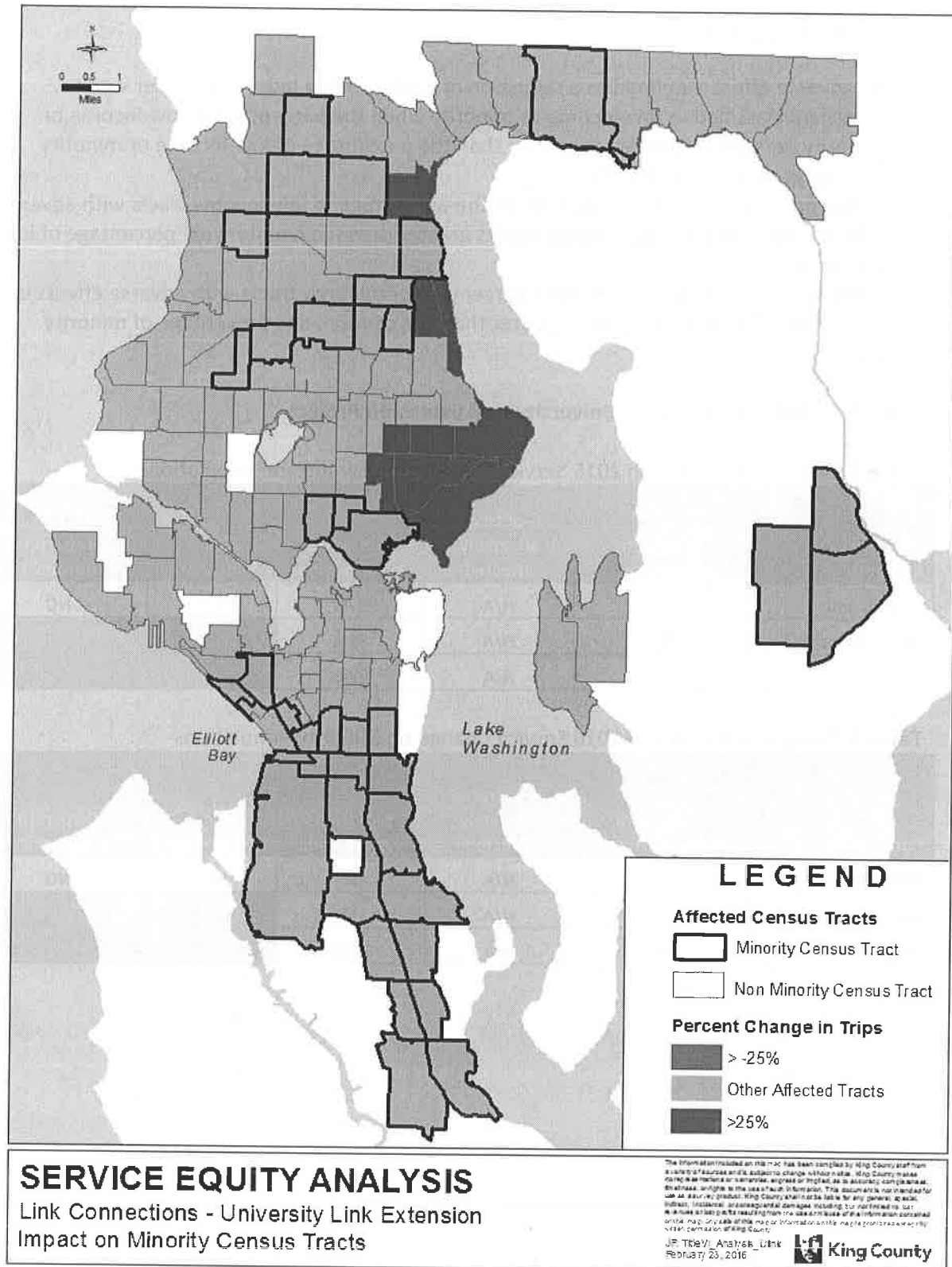
1. An adverse effect is defined as a reduction of 25 percent or more in trips per week.
2. Tracts are classified as low-income or minority when the percentage of low-income or minority persons in the tract is greater than the percentage of low-income or minority persons in the county as a whole.
3. A disproportionate burden occurs when the percentage of low-income tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of low-income tracts.
4. A disparate impact occurs when the percentage of minority tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of minority tracts.

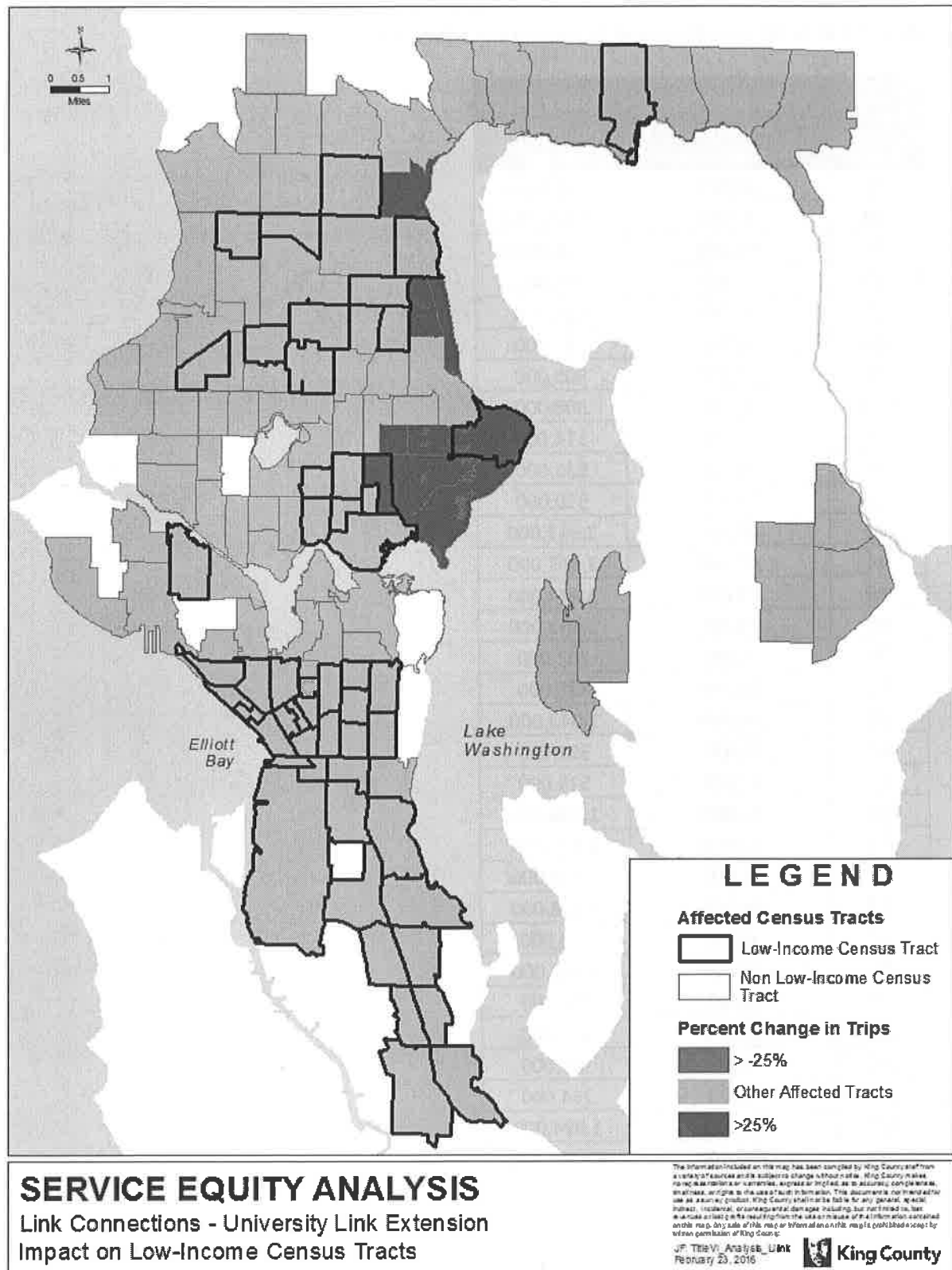
**Impacts of Link Connections – University Link Extension Project****Table 3.** Impacts of the March 2016 Service Change on Low-Income Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden <sup>3</sup> ?
Low-Income	0	N/A	37%	N/A	<b>NO</b>
Non-Low-Income	0	N/A	63%		
Total	0	N/A	100%		

**Table 4.** Impacts of the March 2016 Service Change on Minority Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact <sup>4</sup> ?
Minority	0	N/A	45%	N/A	<b>NO</b>
Non-Minority	0	N/A	55%		
Total	0	N/A	100%		

**Figure 1.** Impact of proposed changes on minority census tracts.

**Figure 2.** Impact of proposed changes on low-income census tracts.

**APPENDIX A: Service Hour and Ridership Data for Affected Routes**

Route	Spring 2015 Annualized Platform Hours	Spring 2015 Annualized Rides
8	69,000	3,139,000
10	27,000	1,425,000
16	54,000	1,534,000
25	7,000	135,000
26	24,000	925,000
26X	4,000	187,000
28	24,000	905,000
28X	7,000	308,000
30	6,000	114,000
31	15,000	521,000
32	24,000	910,000
43	48,000	2,362,000
44	45,000	2,361,000
48	73,000	3,442,000
49	44,000	2,532,000
64	6,000	202,000
65	25,000	876,000
66	30,000	1,049,000
67	9,000	391,000
68	11,000	523,000
70	28,000	1,259,000
71	32,000	1,690,000
72	27,000	1,533,000
73	34,000	1,898,000
74	6,000	329,000
75	29,000	1,367,000
76	5,000	303,000
238	19,000	215,000
242	6,000	101,000
316	4,000	254,000
372	28,000	1,094,000
<b>TOTAL</b>	<b>770,000</b>	<b>33,884,000</b>

**APPENDIX B: Affected Routes and Alternatives**

Route	Action	Alternatives
8	Shorten Route 8 to run between Mont Baker and Seattle Center to improve reliability. Buses will come more often on weekdays.	Between Rainier Beach and Mount Baker, use new Route 38 or Link light rail.
10	Revise to serve Capitol Hill Station and the Summit neighborhood via E John Street and E Olive Way.	Use routes 8 or 10 on E John Street or Routes 11 or 49 on E Pine Street.
16	Delete route.	North of NE 92 <sup>nd</sup> St, use routes 40, 345 or 346. Between Northgate and Green Lake, use revised Route 26X. Between Green Lake, Wallingford and Fremont, use new Route 62. On Aurora Ave, use Route 5, RapidRide E Line or revised routes 26X or 28X.
25	Delete route.	In Laurelhurst, use new Route 78 or walk to Sand Point Way to reach routes 65 and 75.
26	Combine routes 26 and 26X to make the system more efficient.	Along N 40th St, use Route 26X. Along Wallingford Ave N and N 35th St, use routes 31 and 32. Between Fremont and downtown Seattle, use new Route 62 (via Dexter Ave) or route 40 (via Westlake).
26X	Combine routes 26 and 26X to make the system more efficient. Extend route 26X from Green Lake to Northgate. Operate all day on weekdays and weekends.	N/A
28	Combine routes 28 and 28X to make the system more efficient.	Between Fremont and downtown Seattle, use new Route 62 (via Dexter Ave) or route 40 (via Westlake Ave).
28X	Combine routes 28 and 28X to make the system more efficient. Follow a revised express pathway to downtown Seattle via N 39th St and Aurora Ave N. Operate all day on weekdays and weekends. Continue providing service between Broadview and Carkeek Park during peak periods only.	N/A
30	Delete route.	Use routes 65, 74, 75, 78 or 372X.
31	Replace Route 26 service on Wallingford Ave N and N 35th St.	Along Stone Way N, use new Route 62.
32	Replace Route 26 service on Wallingford Ave N and N 35th St.	Along Stone Way N, use new Route 62.

Route	Action	Alternatives
43	Provide service during weekday peak periods.	Along 23rd Ave E and 24th Ave E, use routes 12 or 48. Along E Thomas St and E John St, use routes 8, 10, 11 or 12. On Pike St and Pine St, use routes 10, 11, 47 or 49.
44	Buses will come more often during peak periods.	N/A
48	Shorten to operate between Mount Baker and the University District. Improve frequency on weekdays and weekends.	Between Loyal Heights and the University District, use new Route 45.
49	Buses will come more often on weekdays and Saturdays.	N/A
64X	Revise Route 64X to provide a new direct connection to South Lake Union. Will no longer serve 4th Ave or 5th Ave in downtown Seattle.	To reach 4th Ave or 5th Ave, use routes 76 or 316.
65	Route 65 buses will no longer continue as Route 31 or 32 (and vice versa). Instead, Route 65 buses will continue as Route 67 (and vice versa). Buses will come more often on weekdays and Saturdays.	To Fremont, Magnolia, or Seattle Center, transfer to routes 31 or 32 on the UW campus.
66X	Delete route.	North of the University District, use new Route 63 or revised Route 67. Within the University District, use revised Route 73. South of the University District, use Route 70.
67	Revise Route 67 to serve Roosevelt Way NE north of NE 80th St. Buses will come more often on weekdays and Saturdays. Sunday service will be added.	North of the University District, use new Route 63 or revised route 67. Within the University District, use revised Route 73.
68	Delete to reduce duplication.	North of NE 75th St, use routes 67 or 373. South of NE 75th St, use Route 372X.
70	Operate all day on weekdays and weekends to replace night and Sunday service provided by routes 66, 71, 72, and 73. Add trips during peak periods.	N/A
71	Shorten Route 71 to run between Wedgwood and the University District. Provide service on weekdays and Saturdays.	For service between the University District and downtown Seattle, use Link light rail or route 74 (peak periods only).



Route	Action	Alternatives
72	Delete to reduce duplication and improve reliability.	North of NE 80th St, use Route 372X. Between NE 80th St and the University District, use routes 45, 67, 73 or 373. On University Way, use routes 45 and 67. For service between the University District and downtown Seattle, use Link light rail or route 74 (peak periods only).
73	Operate Route 73 on weekdays and Saturdays between Jackson Park and the University of Washington campus. Route 73 will run northbound only during the morning peak and southbound only during the afternoon peak.	For service between the University District and downtown Seattle, use Link light rail or route 74 (peak periods only).
74	Revise to serve 11th Ave NE and Roosevelt Way NE south of N 50th St.	Along University Way, use routes 45 or 67 to connect with Link light rail or access Route 74 on its new routing.
75	Buses will come more often during weekday peak periods and in midday on weekdays and Saturdays.	N/A
76	Add trips during peak periods.	N/A
78	Operate new route between Laurelhurst and University of Washington.	N/A
238	Extend to Woodinville on weekdays to replace service currently provided by Route 372.	N/A
242	Delete to reduce duplication.	North of Northgate Transit Center, use routes 41 or 347. Between Northgate and Green Lake Park-and-Ride, use new Route 62. To get to Overlake, transfer to Route 542 at Green Lake Park-and-Ride.
316	Add trips to replace service on Route 64 between Green Lake Park-and-Ride and downtown Seattle.	N/A
372X	Between the University District and the University of Washington Bothell campus, buses will come more often and the period or service will be longer every day. Add weekend service between Lake City and U District only. Route 372X will no longer operate east of UW Bothell.	East of the University of Washington Bothell campus, use revised Route 238 or Route 522.

Route	Action	Alternatives
373X	Revise to connect with light rail at University of Washington Station. Add trips to replace southbound Route 73 service in the morning peak and northbound Route 73 service in the afternoon peak.	



# King County

1200 King County  
Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Meeting Minutes

### Metropolitan King County Council

*Councilmembers: Larry Phillips, Chair;  
Joe McDermott, Vice Chair of Policy Development and  
Review;  
Jane Hague, Vice Chair of Regional Coordination;  
Rod Dembowski, Reagan Dunn, Larry Gossett, Kathy  
Lambert,  
Dave Upthegrove, Pete von Reichbauer*

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1:30 PM

Monday, October 19, 2015

Room 1001

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1. **Call to Order**

[play video](#)

*The meeting was called to order at 1:32 p.m.  
The meeting recessed at 1:32 p.m.  
The meeting reconvened at 1:36 p.m.*

2. **Roll Call**

[play video](#)

*Councilmember Upthegrove participated by telephone, as authorized by K.C.C.  
1.24.145.B.4.c.*

**Present:** 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Ms. Hague, Mr.  
McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer

3. **Flag Salute and Pledge of Allegiance**

[play video](#)

*Councilmember Dembowski led the flag salute and Pledge of Allegiance.*

4. **Approval of Minutes of October 12, 2015**

[play video](#)

*Councilmember McDermott moved to approve the minutes of the October 12, 2015  
meeting as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

*There were no additions.*

**6. Special Item**[play video](#)**County Service Awards**[play video](#)

*Executive Constantine presented County Service Awards to the following individuals:*

**DEPARTMENT OF TRANSPORTATION**

*Shirley Gage Johnson - 25 years*

*Joseph McDaniel - 30 years*

**DEPARTMENT OF PUBLIC HEALTH**

*Supralee Yesuwan - 35 years*

*Deborah Greenleaf - 25 years*

*Christina Enriquez - 30 years*

**DEPARTMENT OF NATURAL RESOURCES AND PARKS**

*Warrick Mathews - 40 years*

*George P. Flores - 20 years*

*Sid Shoemaker - 25 years*

*Sam Medina - 30 years*

*Kimberle Stark - 20 years*

*David Funke - 25 years*

**DEPARTMENT OF ADULT AND JUVENILE DETENTION**

*Pamela Jones - 35 years*

**DEPARTMENT OF COMMUNITY AND HUMAN SERVICES**

*Jean H. Robertson - 35 years*

**DEPARTMENT OF EXECUTIVE SERVICES**

*Janise Fessenden - 30 years*

*Tina Shields - 30 years*

*Teresa Brown - 20 years*

*Colleen J. Oordt - 30 years*

**DEPARTMENT OF JUDICIAL ADMINISTRATION**

*Eva Macrina Alcantara-Rogero - 20 years*

**DEPARTMENT OF PERMITTING AND ENVIRONMENTAL REVIEW**

*Toya Williams - 25 years*

**KING COUNTY INFORMATION TECHNOLOGY**

*Krista Bautista - 20 years*

*Todd Klinka - 20 years*

## Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees

[play video](#)

### There will be one public hearing on Items 7-14

[play video](#)

*The following people spoke:*

1. Sarah Deburle
2. Mike Perry
3. Reg Newbeck
4. Mimi Deburle
5. Miss Richard
6. Greg Eisen
7. Diana Kincaid
8. Richard Fuhr

### **Consent Items 7-12**

[play video](#)

#### **7. Proposed Ordinance No. 2015-0338**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Washington State Council of County and City Employees, Council 2, Local 1652 (Medical Examiner) representing employees in the department of public health; and establishing the effective date of said agreement.

**Sponsors:** Mr. Upthegrove and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18126.*

**This matter passed on the Consent Agenda.**

#### **8. Proposed Substitute Ordinance No. 2015-0342.2**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Service Employees International Union, Local 925 (Involuntary Commitment Specialists - Mental Health, Department of Community and Human Services) representing employees in the department of community and human services; and establishing the effective date of said agreement.

**Sponsors:** Mr. Upthegrove and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18127.*

**This matter passed on the Consent Agenda.**

**9. Proposed Ordinance No. 2015-0353**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and International Brotherhood of Teamsters Local 117 (Wastewater Treatment Division, Professional & Technical and Administrative Support) representing employees in the department of natural resources and parks; and establishing the effective date of said agreement.

**Sponsors:** Mr. Dembowski and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18128.*

**This matter passed on the Consent Agenda.**

**10. Proposed Ordinance No. 2015-0354**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Professional and Technical Employees, Local 17 (Transit Administrative Support) representing employees in the department of transportation; and establishing the effective date of said agreement.

**Sponsors:** Mr. Dembowski and Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18129.*

**This matter passed on the Consent Agenda.**

**11. Proposed Ordinance No. 2015-0355**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Professional and Technical Employees, Local 17 (Departments: Public Health, Community and Human Services) representing employees in the departments of public health and community and human services; and establishing the effective date of said agreement.

**Sponsors:** Mr. Phillips and Mr. Upthegrove

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18130.*

**This matter passed on the Consent Agenda.**

**12. Proposed Ordinance No. 2015-0388**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Public Safety Employees Union (King County Civic Television (CTV)) representing employees in the legislative branch of King County; and establishing the effective date of said agreement.

Sponsors: Mr. Phillips

On 10/19/2015, a public hearing was held and closed.

[play video](#)

*The enacted number is 18131.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember McDermott that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Transportation, Economy and Environment**

[play video](#)

**13. Proposed Ordinance No. 2015-0349**

AN ORDINANCE approving public transportation service changes for March 2016 that include countywide service changes and the extension of RapidRide C and D Lines funded by the city of Seattle through the transit service funding agreement with King County.

Sponsors: Mr. Phillips

On 10/19/2015, a public hearing was held and closed.

[play video](#)

*The enacted number is 18132.*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer



**14. Proposed Substitute Ordinance No. 2015-0350.2**

AN ORDINANCE approving public transportation service changes to integrate with the Link light rail extension to Capitol Hill and the University of Washington.

**Sponsors:** Mr. Phillips

**On 10/19/2015, a public hearing was held and closed.**

[play video](#)

*The enacted number is 18133.*

*Councilmember Dembowski moved Amendment 1. The motion carried by the following vote:*

*Votes: Yes: 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer*

*No: 0*

*Excused: 0*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed as Amended. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

## **Motions, from Standing Committees and Regional Committees, for Council Action**

[play video](#)

**Consent Item 15**

[play video](#)

**15. Proposed Motion No. 2015-0245**

A MOTION accepting the annual progress report on the implementation of the King County veterans and human services levy service improvement plan, as required by Ordinance 17200.

[play video](#)

**Sponsors:** Mr. Upthegrove

*The enacted number is 14439.*

**A motion was made by Councilmember McDermott that this Motion be Passed on the Consent Agenda. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Lambert, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Health, Housing and Human Services**[play video](#)**16. Proposed Motion No. 2015-0295**

A MOTION acknowledging receipt of and approving a report on the summary of usage of the King County men's winter shelter for 2014-2015, an analysis of alternative shelter locations and a description of potential opportunities for shelter-related coordination with the city of Seattle, as required by the 2015/2016 Biennial Budget Ordinance, Ordinance 17941, Section 86, Proviso P1.

[play video](#)

**Sponsors:** Mr. Upthegrove

*The enacted number is 14440.*

**A motion was made by Councilmember Lambert that this Motion be Passed.  
The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Transportation, Economy and Environment**[play video](#)**17. Proposed Substitute Motion No. 2015-0256.2**

A MOTION relating to the treatment of individuals for transit violations.

[play video](#)

**Sponsors:** Mr. Upthegrove

*At the request of Councilmember Upthegrove, the Chair deferred Proposed Substitute Motion 2015-0256 to the October 26, 2015 Council meeting.*

**This matter was Deferred.**

## First Reading of and Action on Motions Without Referral to Committee

[play video](#)

### 18. Proposed Motion No. 2015-0402

A MOTION of the county council accepting a bid for the purchase of the county's Limited Tax General Obligation and Refunding Bonds, 2015, Series D, in the aggregate principal amount of \$50,595,000 and establishing certain terms of such bonds, and approving a plan of refunding from proceeds of such bonds, all in accordance with Ordinance 18089 and Ordinance 17564.

[play video](#)

**Sponsors:** Mr. McDermott

*The enacted number is 14438.*

*Councilmember McDermott moved to suspend the rules in order to take action on Proposed Motion 2015-0402 without referral to committee pursuant to K.C.C. 1.24.085. The motion carried.*

*Ken Guy, Finance Director, Finance & Business Operations, answered questions of the Council.*

**A motion was made by Councilmember McDermott that this Motion be Passed.  
The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Dunn, Ms. Lambert, Mr. Gossett, Ms. Hague, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

## First Reading and Referral of Ordinances

[play video](#)

### 19. Proposed Ordinance No. 2015-0404

AN ORDINANCE relating to the board of appeals and equalization; amending Ordinance 6444, Section 1, and K.C.C. 2.34.010, Ordinance 6444, Section 2, as amended, and K.C.C. 2.34.020, Ordinance 6444, Section 3, as amended, and K.C.C. 2.34.030, Ordinance 6444, Section 4, as amended, and K.C.C. 2.34.040, Ordinance 6444, Section 5, as amended, and K.C.C. 2.34.050, Ordinance 6444, Section 6, as amended, and K.C.C. 2.34.060 and Ordinance 12504, Section 1, and K.C.C. 2.34.100 and repealing Ordinance 13410, Section 6, as amended, and K.C.C. 2.34.035.

[play video](#)

**Sponsors:** Mr. von Reichbauer

**This matter had its first reading and was referred to the Government Accountability and Oversight Committee.**

### 20. Proposed Ordinance No. 2015-0405

AN ORDINANCE making a net supplemental appropriation of \$20,000,000 and 12.00 FTE to the department of community and human services; and amending the 2015/2016 Biennial Budget

**Metropolitan King County Council**

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Ordinance, Ordinance 17941, Sections 61 and 79, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**21. Proposed Ordinance No. 2015-0406**

AN ORDINANCE consolidating funds relating to behavioral health; amending Ordinance 17752, Section 8, and K.C.C. 4A.200.427 and Ordinance 17752, Section 8, as amended, and K.C.C. 4A.200.427, adding a new section to K.C.C. chapter 4A.200, recodifying K.C.C. 4A.200.427 and repealing Ordinance 13326, Section 3, as amended, and K.C.C. 4A.200.120.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**22. Proposed Ordinance No. 2015-0407**

AN ORDINANCE creating the King County behavioral health advisory board; amending Ordinance 16077, as amended, and K.C.C. 2.130.010, adding a new section to K.C.C. Title 2A and repealing Ordinance 131, Sections 1 through 7, as amended, and K.C.C. 2.32.010 and Ordinance 1846, Sections 2 through 7, as amended, and K.C.C. 2.32.110.

[play video](#)

**Sponsors:** Mr. Upthegrove

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**23. Proposed Ordinance No. 2015-0408**

AN ORDINANCE renaming the department of community and human services mental health, chemical abuse and dependency services division; and amending Ordinance 11955, Section 6, as amended, and K.C.C. 2.16.130, amending Ordinance 15327, Section 5, as amended, and K.C.C. 2.43.025 and Ordinance 16077, Section 4, as amended, and K.C.C. 2.130.010.

[play video](#)

**Sponsors:** Mr. Upthegrove

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**24. Proposed Ordinance No. 2015-0409**

AN ORDINANCE relating to the county property tax levies for collection in 2016, and implementing RCW 84.55.120.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**25. Proposed Ordinance No. 2015-0410**

AN ORDINANCE relating to the county property tax levies for collection in 2016, and implementing

**Metropolitan King County Council**

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RCW 84.55.120.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**26. Proposed Ordinance No. 2015-0411**

AN ORDINANCE relating to the 2015 levy of property taxes in King County for collection in the year 2016.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**27. Proposed Ordinance No. 2015-0412**

AN ORDINANCE relating to the 2015 levy of property taxes in King County for collection in the year 2016.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**28. Proposed Ordinance No. 2015-0413**

AN ORDINANCE relating to county property tax levies for collection in 2016; implementing RCW 84.55.0101, finding substantial need and providing for a limit factor of one hundred and one percent in accordance with RCW 84.55.0101.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**29. Proposed Ordinance No. 2015-0414**

AN ORDINANCE authorizing a supplemental appropriation of \$1,097,150 to the public transportation capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**30. Proposed Ordinance No. 2015-0415**

AN ORDINANCE making a supplemental appropriation of \$2,246,000 to the parks operating levy fund and supplemental appropriation of \$2,246,000 to the parks, recreation and open space fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 89 and 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**



**31. Proposed Ordinance No. 2015-0416**

AN ORDINANCE making a supplemental appropriation of \$2,651,000 to the business resource fund and a supplemental appropriation of \$2,650,578 to the office of information resource management capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 119 and 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**32. Proposed Ordinance No. 2015-0417**

AN ORDINANCE making a supplemental appropriation of \$68,000 from the physical environment general fund transfers; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 45, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**33. Proposed Ordinance No. 2015-0418**

AN ORDINANCE making a supplemental appropriation of \$2,322,000 to several mental illness and drug dependency agencies; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Sections 62, 63, 66, 68 and 71, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**34. Proposed Ordinance No. 2015-0419**

AN ORDINANCE authorizing a supplemental appropriation of \$3,146,246 to the office of information resource management capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**35. Proposed Ordinance No. 2015-0420**

AN ORDINANCE authorizing a supplemental appropriation of \$4,746,204 to the landfill reserve capital fund and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended,

**Metropolitan King County Council**

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and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**36. Proposed Ordinance No. 2015-0421**

AN ORDINANCE authorizing a supplemental appropriation of \$2,900,000 to the Renton maintenance facility construction capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**37. Proposed Ordinance No. 2015-0422**

AN ORDINANCE to adopt the King County department of transportation, road services division, annual six year (2016 - 2021) capital program in accordance with WAC 136-16-010.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**38. Proposed Ordinance No. 2015-0423**

AN ORDINANCE authorizing the conveyance of the surplus 191-acre Tall Chief property located at 1313 West Snoqualmie River Road Southeast, Fall City, in council district three.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**39. Proposed Ordinance No. 2015-0431**

AN ORDINANCE authorizing a supplemental appropriation of \$33,953,126 to the water quality construction capital fund; and amending the 2015/2016 Budget Ordinance, Ordinance 17941, Section 129, as amended, and Attachment A, as amended.

[play video](#)

**Sponsors:** Mr. McDermott

**This matter had its first reading and was referred to the Budget and Fiscal Management Committee.**

**40. Proposed Ordinance No. 2015-0437**

AN ORDINANCE relating to the development of a regional motor sports facility demonstration project; amending Ordinance 17287, Section 3, and K.C.C. 21A.55.105.

[play video](#)

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Sponsors: Mr. von Reichbauer

**This matter had its first reading and was referred to the Transportation, Economy and Environment Committee.**

**41. Reports on Special and Outside Committees**[play video](#)

*At the request of Councilmember McDermott, the All Home report was deferred to the October 26, 2015 Council meeting.*

**Other Business**[play video](#)**Labor Policy Committee**[play video](#)

*The Chair recessed the meeting into Executive Session at 3:15 p.m. to discuss with legal counsel collective bargaining negotiations, or the plan to adopt the strategy or position to be taken in collective bargaining. The Chair reconvened the meeting at 3:53 p.m.*

**Adjournment**[play video](#)

*The meeting adjourned at 3:35 p.m.*

Approved this \_\_\_\_\_ day of \_\_\_\_\_,

\_\_\_\_\_  
Clerk's Signature

## **March 2016 Service Change**

### **Title VI Service Equity Analysis**

August 2015



## Introduction

Federal Transit Administration (FTA) Circular 4702.1B, Chapter V, Section 7 requires transit agencies serving large urbanized areas to evaluate major service changes and to determine whether proposed changes would have a discriminatory impact as defined in the United States Department of Transportation's Title VI regulations.

In accordance with these FTA regulations, this report summarizes Metro's service equity analysis of service improvements planned for the March 2016 service change, submitted to the King County Council for approval, that are not related Sound Transit's University Link (U-Link) light rail extension. This analysis addresses four projects: the C Line and D Line extensions, added service on the I-5 South corridor provided through Regional Mobility Grant (RMG), Southeast King County Alternative Services project, and the realignment of Route 200 in Issaquah.

Equity and social justice are key priorities for the King County Executive and the King County Council. In addition to assuring compliance with federal Title VI regulations, the service equity analysis also helps to ensure consistency with King County's goals related to equity and social justice. Identifying the relative impacts of proposed changes to low-income and minority communities is an important step in applying the "fair and just" principle as stated in the King County Strategic Plan 2010-2014. This analysis is part of an integrated effort throughout King County to achieve equitable opportunities for all people and communities.

This report details the impacts of four projects proposed to be implemented in March 2016. The areas affected include Auburn, Enumclaw, Issaquah, Federal Way, Seattle, and parts of unincorporated King County. Details about each project are briefly described below:

**C Line and D Line extensions** – The City of Seattle is proposing to fund the extension of the RapidRide C Line to South Lake Union, as well as the extension of RapidRide D Line to Pioneer Square. These changes would improve the reliability of the two lines while connecting riders to growing employment markets.

Since implementation, the RapidRide C and D lines have proven to be heavily used transit services, growing by 78 percent and 51 percent respectively, and carrying nearly 20,000 riders each weekday. RapidRide C and D lines were originally designed as a single operating route to save operating and fleet costs; however, reliability continues to be an issue and would be significantly improved if the lines were operated individually. The C Line would be extended to South Lake Union via Westlake Ave, providing a new direct connection between West Seattle and South Lake Union. The D Line would be extended to Pioneer Square via 3rd Ave, with temporary routing along James St and 5th Ave during the Yesler Way bridge replacement project. Transfers between the two lines would be possible at common stops on 3rd Ave at Virginia St and Pike St.

**I-5 Corridor (RMG)** –By working with regional partners and utilizing funding made available through a State Regional Mobility Grant, Metro will be able to provide

enhanced service along the I-5 South corridor on routes 179 and 190 by providing additional AM and PM peak trips on both routes.

**Route 200** - Metro worked with the City of Issaquah to develop a set of proposals for Route 200 that would improve route performance and rider demand. Two phases of route modifications were developed for this route. Phase 1 was implemented administratively on June 8, 2015 with the extension of the route to Issaquah Highlands Park-and-Ride, providing connections between the Issaquah Transit Center, downtown Issaquah, north Issaquah, and the Issaquah Highlands. Phase 2 is Metro's current proposal for March 2016. This routing modification would extend Route 200 to serve a regional medical center (Swedish Medical Center - Issaquah), while deleting a low ridership loop section on Front St S (south of SE Bush St) and 2nd Ave SE, near Issaquah High School.

**SE King County Alternative Services** - In March 2016, Route 915 would be improved on weekdays, with service operating about every 60 minutes. Looking ahead to September 2016, the plan is to shorten DART Route 907 to operate between the Renton Transit Center and Black Diamond, with service between Black Diamond and Enumclaw replaced with an alternative such as a community van. The reason this change is proposed to be implemented in fall 2016 is to allow for the development and implementation of the replacement alternative service. In addition to the routing change to Route 907, the current DART area in Renton would be removed and a new early evening trip from Renton to Black Diamond would be added. The DART areas in Black Diamond and Enumclaw would remain.

Benefits of these changes would include more frequent service along corridors where ridership is higher, the potential to implement new alternative service transportation options, and the reallocation of fixed route resources with no increase in service costs.

### **Service Guidelines Overview**

The 2013 Update to King County Metro's *Strategic Plan for Public Transportation, 2011-2021* and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with FTA Title VI requirements (FTA Circular 4702.1B). The most relevant excerpts from the service guidelines are included below.

### **Implementation**

Starting in 2016 Metro will be revising service two times each year in the spring and fall, per King County Council Ordinance 18041 adopting the most recent Local 587 Union contract. In cases of emergency or time-critical construction projects, Metro may make changes at times other than the regularly scheduled service changes. However, these situations are rare and are kept to a minimum because of the high level of disruption and



difficulty they create. Metro will identify and discuss service changes that address performance-related issues in its annual route performance report.

Any proposed changes to routes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than one-half mile.
- Any changes in route numbers.

#### **Adverse Effect of a Major Service Change**

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, or 25 percent or more of the service hours on a route.

#### **Disparate Impact Threshold**

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining whether adverse effects are significantly greater for minority compared with non-minority populations is 10 percent. Should Metro find a disparate impact, Metro will consider modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the percentage of minority population is greater than that of the county as a whole. For regular fixed route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

#### **Disproportionate Burden Threshold**

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining whether adverse effects are significantly greater for low-income compared with non-low-income populations is 10 percent. Should Metro find a disproportionate burden, Metro will consider modifying the proposed changes

in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.

## **I. Service Change Area and Routes**

### ***Affected Areas***

The four project areas included a total of 34 census tracts with about 170,000 residents. Detailed information about each area is outlined below:

**C Line and D Line extensions** – The project affects the level of service provided in 6 census tracts with about 23,480 residents and affects routes in the jurisdiction of Seattle.

**I-5 Corridor (RMG)** – The project affects the level of service provided in 19 census tracts with about 96,110 residents and affects routes in the jurisdictions of Federal Way and Seattle.

**Route 200** – The project affects the level of service provided in 2 census tracts with about 17,520 residents and affects one route in the jurisdiction of Issaquah.

**SE King County Alternative Services** – The project affects the level of service provided in 7 census tracts with 32,850 residents and affects routes in the jurisdictions of Auburn, Enumclaw and areas of unincorporated King County.

### ***Affected Routes***

Metro provides more than 131,000 annual service hours on routes with proposed changes for March 2016. Cumulatively, these routes generate more than 6.7 million annual rides based on spring 2015 ridership data. Annual service hour and ridership data are shown in Appendix A for affected routes.

## **II. Threshold 1: Is this a Major Service Change? YES**

For the purposes of complying with FTA Circular 4702.1B, Chapter IV, Metro defines any change in service as “major” if King County Council approval of the change is required pursuant to KCC 28.94.020.

The four projects included in the March 2016 service change (not including U-Link) affect a total of six routes. A short summary of each project is outlined below:

**C Line and D Line Extensions** – Split through-routing of RapidRide C and D Lines: extend C Line north to South Lake Union and extend D Line south to Pioneer Square. In addition, both the C and D Lines would receive small service frequency increases.

**I-5 Corridor (RMG)** – Provide additional AM and PM peak trips on routes 179 and 190.

**Route 200** - Extend Route 200 to serve Swedish Medical Center - Issaquah, and delete loop segment on Front St S (south of SE Bush St) and 2nd Ave SE, near Issaquah High School.

**SE King County Alternative Services Project** - Route 915 would be improved on weekdays, with service operating about every 60 minutes. The current DART area in downtown Auburn would be removed, but the DART area would still be served by the Route 915 with a small increase in service frequency.

The service change meets all criteria for a major service change by Metro and FTA definitions. Appendix B lists the specific routes being changed or receiving added service in March 2016. The service equity analysis is reflective of the proposed changes included in the service change ordinance to be submitted to the King County Council.

### **III. Threshold 2: Are Minority or Low-Income Tracts Affected? YES**

#### ***Classifying minority and low income census tracts***

Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2009-2013 data, 35.8 percent of the population is classified as minority within the county as a whole. Similarly, Metro classifies census tracts as low-income tracts if the percentage of the population classified as low-income (living at or below the poverty threshold) within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2009-2013, 11.5 percent of the population is classified as low-income within the county as a whole.

The service improvements and route alignment changes of the four projects addressed in this report will affect the level of service provided to 34 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below.

**Table 1. Low-Income and Minority Characteristics of Affected Census Tracts**

Service Change	Census Tract Classification				
	Total Census Tracts Affected	Minority & Low-income	Minority ONLY	Low-income ONLY	Neither Minority nor Low-income
C Line and D Line Extensions	6	2	0	3	1
I-5 Corridor (RMG)	19	13	3	3	0
Route 200	2	0	0	0	2
SE King County Alternative Services Project	7	2	0	4	1
<b>All Service Changes</b>	<b>34</b>	<b>17</b>	<b>3</b>	<b>10</b>	<b>4</b>

#### **IV. Threshold 3: Is there a Disparate Impact on Minority Tracts or a Disproportionate Burden on Low-Income Tracts? NO**

The determination as to whether the proposed changes in service would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority or non-minority census tracts. Similarly, the determination as to whether the proposed changes in service would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts.

For each of the four projects addressed in this report, the C Line and D Line extensions, added service on the I-5 South corridor provided through Regional Mobility Grant (RMG), Southeast King County Alternative Services project, and the realignment of Route 200 in Issaquah, no disparate impact on minority tracts or disproportionate burden on low-income tracts were identified because in each case, tracts for these four project areas are maintaining existing levels of service or seeing an increase in the number of trips.

Impacts are summarized in Tables 3-10 and in Figures 1 and 2 below. Metro's analysis of the four projects included in this report indicates that the impacts following the March 2016 service change would not have a disparate impact on minority populations or a disproportionate burden on low-income populations. Out of the four projects, only Census Tract 66 related to the C Line and D Line extensions receives a greater than 25% increase in service. Census Tract 66, covers the area directly southeast and east of Lake Union and is non-minority and non-low income. Census Tract 66 receives the largest increase in service due to the extension of the C Line into the South Lake Union area as this tract had not been previously served by the C Line. This extension will provide increased access to this area from other areas along the C Line, including minority and low-income tracts, that had not previously been able to access this part of South Lake Union via the C Line. In addition, other census tracts along the C Line will benefit from increases in service frequency implemented during this service change.

#### Notes for Tables 3 through 10

1. An adverse effect is defined as a reduction of 25 percent or more in trips per week serving a census tract.
2. Tracts are classified as low-income or minority when the percentage of low-income or minority persons in the tract is greater than the percentage of low-income or minority persons in the county as a whole.
3. A disproportionate burden occurs when the percentage of low-income tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of low-income tracts.
4. A disparate impact occurs when the percentage of minority tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of minority tracts.

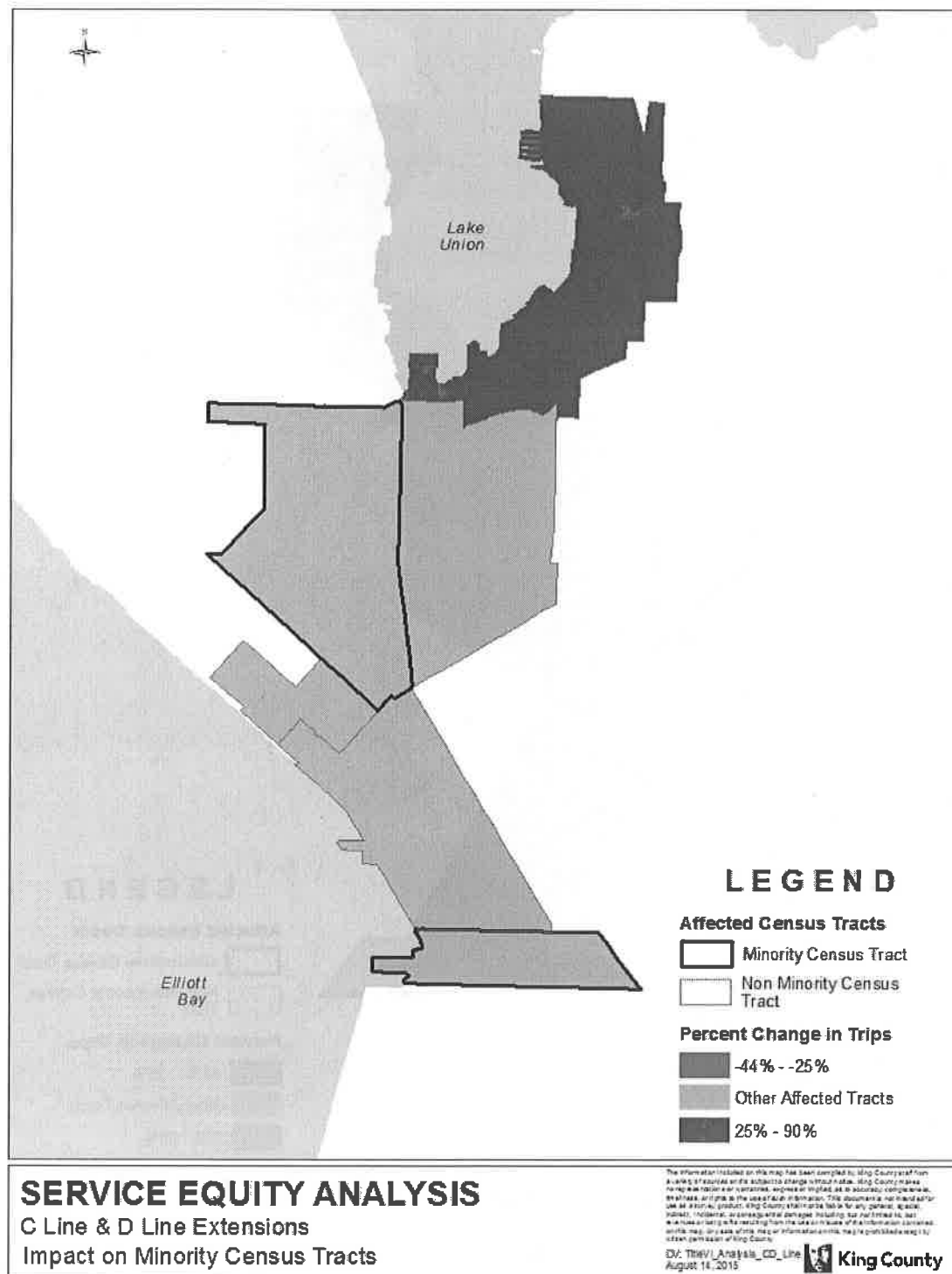
#### **Impacts of March 2016 Service Change - C Line and D Line Extensions**

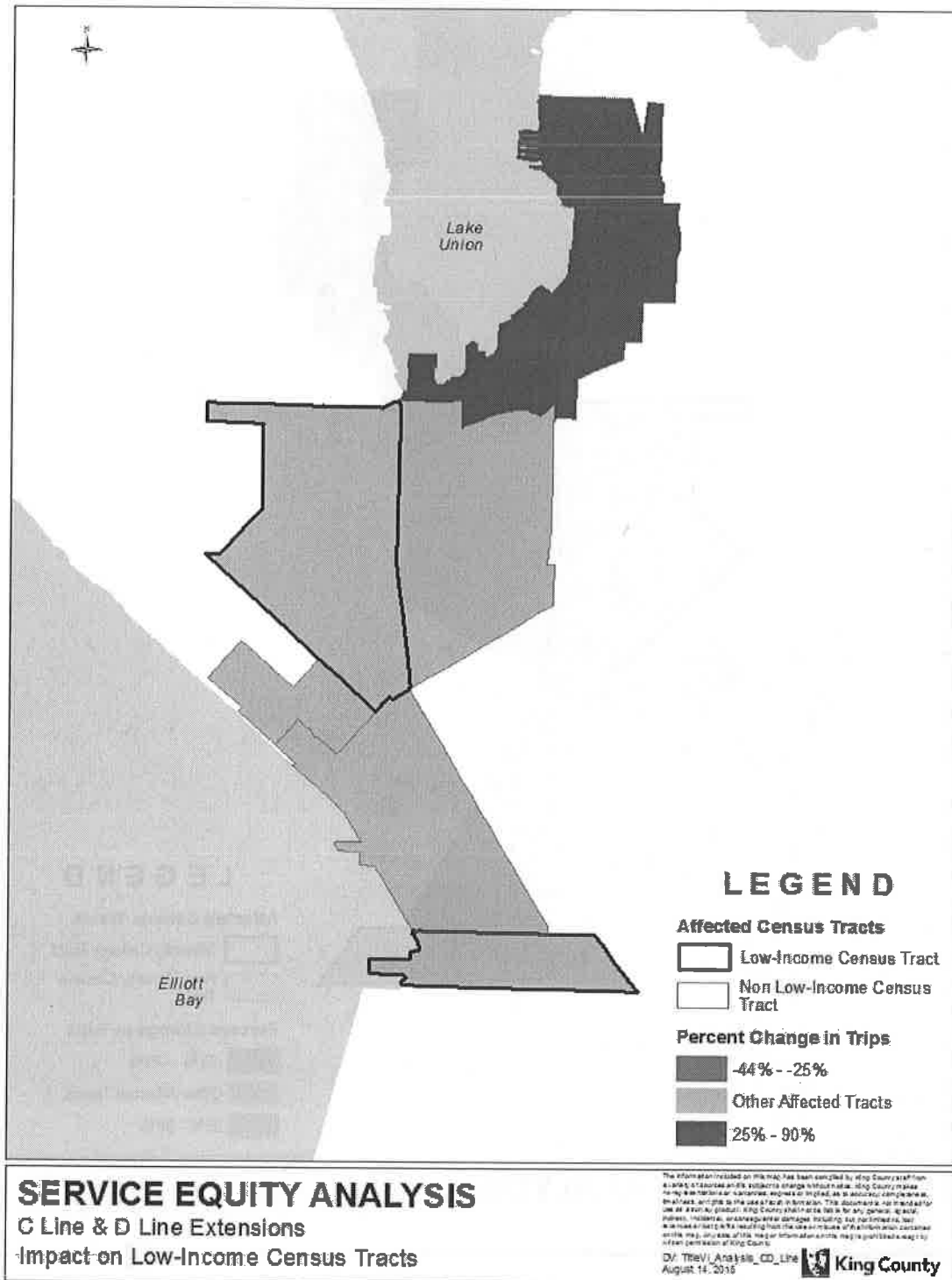
**Table 3.** Impacts of the March 2016 Service Change on Low-Income Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden <sup>3</sup> ?
Low-Income	0	N/A	37%	N/A	<b>NO</b>
Non-Low-Income	0	N/A	63%		
Total	0	N/A	100%		

**Table 4.** Impacts of the March 2016 Service Change on Minority Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact <sup>4</sup> ?
Minority	0	N/A	45%	N/A	<b>NO</b>
Non-Minority	0	N/A	55%		
Total	0	N/A	100%		

**Figure 1.** Impact of proposed changes on minority census tracts

**Figure 2.** Impacts of proposed changes on low-income census tracts



### Impacts of March 2016 Service Change - I-5 Corridor (RMG)

**Table 5.** Impacts of the March 2016 Service Change on Low-Income Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden <sup>3</sup> ?
Low-Income	0	N/A	37%	N/A	<b>NO</b>
Non-Low-Income	0	N/A	63%		
Total	0	N/A	100%		

**Table 6.** Impacts of the March 2016 Service Change on Minority Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact <sup>4</sup> ?
Minority	0	N/A	45%	N/A	<b>NO</b>
Non-Minority	0	N/A	55%		
Total	0	N/A	100%		

### Impacts of March 2016 Service Change - Route 200

**Table 7.** Impacts of the March 2016 Service Change on Low-Income Populations

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden <sup>3</sup> ?
Low-Income	0	N/A	37%	N/A	<b>NO</b>
Non-Low-Income	0	N/A	63%		
Total	0	N/A	100%		

**Table 8. Impacts of the March 2016 Service Change on Minority Populations**

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact <sup>4</sup> ?
Minority	0	N/A	45%	N/A	<b>NO</b>
Non-Minority	0	N/A	55%		
Total	0	N/A	100%		

**Impacts of March 2016 Service Change - SE King County Alternative Services****Table 9. Impacts of the March 2016 Service Change on Low-Income Populations**

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden <sup>3</sup> ?
Low-Income	0	N/A	37%	N/A	<b>NO</b>
Non-Low-Income	0	N/A	63%		
Total	0	N/A	100%		

**Table 10. Impacts of the March 2016 Service Change on Minority Populations**

Category <sup>2</sup>	Tracts with Adverse Effects <sup>1</sup>	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact <sup>4</sup> ?
Minority	0	N/A	45%	N/A	<b>NO</b>
Non-Minority	0	N/A	55%		
Total	0	N/A	100%		

**APPENDIX A: Service Hour and Ridership Data for Affected Routes**

Route	Spring 2015 Annualized Platform Hours	Spring 2015 Annualized Rides
C Line	58,900	2,638,500
D Line	54,600	3,731,200
179	7,600	146,600
190	4,900	104,000
200	3,300	36,700
915	2,300	47,200
<b>TOTAL</b>	<b>131,600</b>	<b>6,704,300</b>

**APPENDIX B: Summary of Changes Proposed for the March 2016 Service Change**

Route	Action
C Line	Split through-routing of RapidRide C and D Lines and extend RapidRide C Line north to South Lake Union.
D Line	Split through-routing of RapidRide C and D Lines and extend RapidRide D Line south to Pioneer Square.
179	Provide 2 additional AM and 2 additional PM peak trips.
190	Provide 2 additional AM and 2 additional PM peak trips.
200	Extend route to serve Swedish Medical Center - Issaquah, and delete loop segment on Front St S (south of SE Bush St) and 2nd Ave SE, near Issaquah High school.
915	Improve route frequency on weekdays, with service operating about every 60 minutes. The current DART area in downtown Auburn would be removed.



# King County

1200 King County  
Courthouse  
516 Third Avenue  
Seattle, WA 98104

## Meeting Minutes

### Metropolitan King County Council

*Councilmembers: Larry Phillips, Chair;  
Joe McDermott, Vice Chair of Policy Development and  
Review;  
Jane Hague, Vice Chair of Regional Coordination;  
Rod Dembowski, Reagan Dunn, Larry Gossett, Kathy  
Lambert,  
Dave Upthegrove, Pete von Reichbauer*

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1:30 PM

Monday, February 24, 2014

Room 1001

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1. **Call to Order**

[play video](#)

*The meeting was called to order at 1:31 p.m.  
The Chair recessed the meeting at 1:34 p.m.  
The Chair reconvened the meeting at 1:40 p.m.  
The Chair recessed the meeting at 2:14 p.m.  
The Chair reconvened the meeting at 2:15 p.m.  
The Chair recessed the meeting at 2:16 p.m.  
The Chair reconvened the meeting at 2:17 p.m.*

2. **Roll Call**

[play video](#)

**Present:** 9 - Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove and Mr. von Reichbauer

3. **Flag Salute and Pledge of Allegiance**

[play video](#)

*Mr. Phillips led the flag salute and Pledge of Allegiance.*

4. **Approval of Minutes of February 18, 2014**

[play video](#)

*Mr. McDermott moved to approve the minutes of the February 18, 2014 meeting as presented. Seeing no objection, the Chair so ordered.*

5. **Additions to the Council Agenda**

[play video](#)

*Item 22 was added to the agenda*

**6. Special Item**[play video](#)

**Recognition of Amnon Schoenfeld, Director of King County's Mental Health, Chemical Abuse and Dependency Services Division, upon his retirement, for outstanding contributions to both King County and the field.**

[play video](#)

*Mr. Dembowski and Ms. Lambert presented the recognition to Amnon Shoenfeld, Director of King County's Mental Health, Chemical Abuse and Dependency Services Division, upon his retirement. Mr. Shoenfeld thanked the Council and made remarks.*

**7. Public Comment**[play video](#)

*The following people spoke:*

*Michael Fuller  
Pearl Richard  
Marie-Anne Harkness  
Cindy Flanagan  
Doreen Deaver  
Eleanor Parks  
John Brekke  
Christy Diamond  
Laurie Hart  
Jason Markley  
Cherish Thomas  
Mia Jacobson  
Sam Bellomio*

**Hearing and Second Reading of Ordinances from Standing Committees and Regional Committees**[play video](#)

*The following people spoke on items 8, 9, 11 and 13-15:*

*Pearl Richard  
Scott Serpa  
Mauricio Ayon*

**Consent Item 8**[play video](#)**8. Proposed Ordinance No. 2014-0076**

AN ORDINANCE relating to information technology projects; and amending Ordinance 12075, Section 3, as amended, and K.C.C. 2.16.025.

Sponsors: Mr. von Reichbauer

On 2/24/2014, a public hearing was held and closed.

[play video](#)

*The enacted number is 17755.*

**A motion was made by Councilmember McDermott that this Ordinance be passed on the Consent Agenda. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**Budget and Fiscal Management**[play video](#)**9. Proposed Substitute Ordinance No. 2014-0031.2**

AN ORDINANCE setting policies requiring socially responsible banking practices as a minimum requirement for financial institutions to be awarded and maintain banking contracts with King County; amending Ordinance 12076, Section 39, and K.C.C. 4.14.010, Ordinance 12076, Section 40, as amended, and K.C.C. 4.14.020, Ordinance 12076, Section 42, as amended, and K.C.C. 4.14.040 and Ordinance 12076, Section 43, and K.C.C. 4.14.050 and adding new sections to K.C.C. chapter 4.14.

**On 2/24/2014, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17756.*

**A motion was made by Councilmember McDermott that this Ordinance be Passed. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**10. Proposed Substitute Ordinance No. 2014-0038.3**

AN ORDINANCE relating to public transportation, revising rates of fare and instituting a program for low-income transit fares; amending Ordinance 13480, Section 2, as amended, and K.C.C. 4A.700.010; amending Ordinance 13480, Section 2, as amended, and K.C.C. 4A.700.010; amending Ordinance 13480, Section 2, as amended, and K.C.C. 4A.700.010; and amending Ordinance 13480, Section 2, as amended, and K.C.C. 4A.700.010 and adding a new section to K.C.C. chapter 4A.700.

[play video](#)

**Sponsors:** Mr. Gossett, Mr. Phillips, Mr. Dembowski, Ms. Hague, Mr. Dunn and Mr. Upthegrove

*The enacted number is 17757.*

*John Resha, Council staff, briefed the Council.*

*Mr. McDermott moved amendment S1.*

*Mr. Upthegrove moved amendment 1, to amendment S1. The motion passed unanimously.*

*Voting on Mr. McDermott's motion to adopt S1, as amended, the motion passed unanimously.*

*Mr. McDermott moved amendment T. The motion passed unanimously.*

**A motion was made by Councilmember McDermott that this Ordinance be Passed as Amended. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer



**11. Proposed Ordinance No. 2014-0044**

AN ORDINANCE making a supplemental appropriation of \$3,000,000 to the parks and recreation division's open space construction fund for the purpose of accepting and disbursing a pass-through investment from the city of Maple Valley and providing King County's community partnerships and grants program funding to the Ravensdale Park Foundation, for the design, development and construction of two synthetic multiuse athletic fields at Ravensdale park; and amending the 2014 Budget Ordinance, Ordinance 17695, Section 63, as amended, and Attachment B, as amended.

Sponsors: Mr. Dunn

**On 2/24/2014, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17758.*

*Mr. Dembowski moved to consider with items 13 and 14 as a consent agenda. The motion carried unanimously.*

**This matter passed on the Consent Agenda.**

**Transportation, Economy and Environment**

[play video](#)

**12. Proposed Ordinance No. 2013-0532**

AN ORDINANCE implementing public transportation service changes in June 2014 scheduled service change.

[play video](#)

Sponsors: Mr. Phillips

*Mr. Dembowski moved to re-refer Proposed Ordinance 2013-0352 to the Transportation, Economy and Environment Committee. The motion carried unanimously.*

**This matter was Re-referred to the Transportation, Economy and Environment Committee**

**On 1/21/2014, a public hearing was held and closed.**

[play video](#)

**13. Proposed Substitute Ordinance No. 2014-0042.2**

AN ORDINANCE authorizing the King County executive to execute a use agreement with the Ravensdale Park Foundation for the continued use of the Phase 1 Improvements and the construction and use of the Phase 2 Improvements at Ravensdale Park located at Southeast Kent Kangley Road and 272nd Avenue South, Ravensdale, Washington.

Sponsors: Mr. Dunn

**On 2/24/2014, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17759.*

*Mr. Dembowski moved to consider with items 11 and 14 as a consent agenda. The motion carried unanimously.*

**This matter passed on the Consent Agenda.**

**14. Proposed Substitute Ordinance No. 2014-0043.2**

AN ORDINANCE authorizing the King County executive to enter into an interlocal agreement between King County and the city of Maple Valley for the design, development, and construction for two synthetic multi-use athletic fields at Ravensdale park.

**Sponsors:** Mr. Dunn

**On 2/24/2014, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17760.*

*Mr. Dembowski moved to consider with items 11 and 13 as a consent agenda. The motion carried unanimously.*

**This matter passed on the Consent Agenda.**

**Passed On The Consent Agenda**

**A motion was made by Councilmember Dembowski that the Consent Agenda be passed. The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**15. Proposed Substitute Ordinance No. 2014-0088.2**

AN ORDINANCE authorizing the chair of the metropolitan King County council to sign a letter joining in the request by Race Track LLC/DBA Pacific Raceways to be designated as a project of statewide significance.

**Sponsors:** Mr. von Reichbauer, Mr. Dembowski, Mr. Upthegrove, Ms. Hague and Mr. Dunn

**On 2/24/2014, a public hearing was held and closed.**

[play video](#)

*The enacted number is 17761.*

*Mr. Dembowski moved to relieve the Transportation, Economy and Environment Committee and to take action on Proposed Ordinance 2014-0088. Seeing no objection, the Chair so ordered.*

*Rick Bautista, Council staff, answered questions of the Council.*

*Ms. Hague requested to defer Proposed Ordinance 2014-0088 to the March 3, 2014 Council meeting. After further discussion, Ms. Hague withdrew the request.*

*Mr. Dembowski moved amendment 1. The motion passed unanimously.*

*Mr. Dembowski moved amendment T1. The motion passed unanimously.*

**A motion was made by Councilmember Dembowski that this Ordinance be Passed as Amended. The motion carried by the following vote:**

**Metropolitan King County Council**

**Meeting Minutes**

**February 24, 2014**

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**Yes:** 7 - Mr. Dembowski, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

**No:** 2 - Mr. Gossett, and Mr. McDermott

## Motions, from Standing Committees and Regional Committees, for Council Action

[play video](#)

### **Consent Item 16**

[play video](#)

#### **16. Proposed Motion No. 2014-0040**

A MOTION supporting passage of state legislation enabling creation of cultural access funds.

[play video](#)

**Sponsors:** Ms. Hague and Mr. Phillips

*The enacted number is 14082.*

**A motion was made by Councilmember McDermott that this Motion be Passed.  
The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

### **Law, Justice, Health and Human Services**

[play video](#)

#### **17. Proposed Motion No. 2014-0077**

A MOTION calling on the King County executive to support efforts to combat human trafficking and the commercial sexual exploitation of children through the development and placement of human trafficking outreach information in certain locations across King County including county facilities .

[play video](#)

**Sponsors:** Mr. Dunn, Ms. Lambert, Mr. Gossett, Mr. von Reichbauer, Mr. Phillips and Ms. Hague

*The enacted number is 14083.*

**A motion was made by Councilmember Lambert that this Motion be Passed.  
The motion carried by the following vote:**

**Yes:** 9 - Mr. Dembowski, Mr. Gossett, Mr. Dunn, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips, Mr. Upthegrove, and Mr. von Reichbauer

## First Reading and Referral of Ordinances

[play video](#)

#### **18. Proposed Ordinance No. 2014-0071**

**Metropolitan King County Council****Meeting Minutes****February 24, 2014**

---

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and Office & Professional Employees International Union, Local 8 (Departments: Public Health (Division of Alcohol, Tobacco and Other Drugs Prevention (Currently in Prevention Division)), Community and Human Services (Mental Health, Chemical Abuse and Dependency Services Division)) representing employees in the departments of community and human services and public health; and establishing the effective date of said agreement.

[play video](#)

**Sponsors:** Ms. Lambert and Mr. Phillips

**This matter had its first reading and was referred to the Law, Justice, Health and Human Services Committee.**

**19. Proposed Ordinance No. 2014-0086**

AN ORDINANCE approving and adopting the collective bargaining agreement negotiated by and between King County and International Brotherhood of Teamsters Local 117 representing employees in the prosecuting attorney's office; and establishing the effective date of said agreement.

[play video](#)

**Sponsors:** Ms. Lambert and Mr. Phillips

**This matter had its first reading and was referred to the Law, Justice, Health and Human Services Committee.**

**First Reading and Referral of Motions**

[play video](#)

**20. Proposed Motion No. 2014-0089**

A MOTION adopting the 2014 work program for the government accountability and oversight committee.

[play video](#)

**Sponsors:** Mr. von Reichbauer

**This matter had its first reading and was referred to the Government Accountability and Oversight Committee.**

**21. Reports on Special and Outside Committees**

[play video](#)

*Mr. Dunn reported on the House of Representatives Ways and Means Human Resources Subcommittee's hearing on child sex trafficking in Washington State. He had the opportunity to testify and highlighted the work of King County toward the fight against Child Sex Trafficking.*

**Extra Item****Employment and Administration Committee Consent Agenda Item 22****22. Appointing an Office Manager for the Office of Law Enforcement Oversight (OLEO)**

*A motion was made by Mr. Gossett that this matter be passed. The motion carried by the following vote:*

*Votes: Yes: 9 - Mr. Dembowski, Mr. Dunn, Mr. Gossett, Ms. Hague, Ms. Lambert, Mr. McDermott, Mr. Phillips Mr. Upthegrove and Mr. von Reichbauer*

*No: 0*

*Excused: 0*

## Other Business

[play video](#)

*Mr. Dembowski wished Ms. Lambert a happy birthday. Ms. Lambert thanked the Council and made remarks.*

*Ms. Lambert wished Mr. Gossett a happy birthday. Mr. Gossett thanked the Council and made remarks.*

*Mr. von Reichbauer congratulated his former intern JR Celski on the silver medal in speed skating that he won at the Sochi Olympics.*

## Adjournment

[play video](#)

*The meeting was adjourned at 3:27 p.m.*

Approved this \_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
Clerk's Signature



Title VI Fare Equity Analysis of the Proposed 2015 King County Metro Fare Change  
King County Metro Service Development Section  
January, 2014.

FTA Circular 4702.1B, issued on October 1, 2012, identifies "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." The following sections outline requirements with regards to evaluating proposed fare changes.

7. **REQUIREMENT TO EVALUATE SERVICE AND FARE CHANGES.** This requirement applies only to transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population or that otherwise meet the threshold in the Introduction section of this chapter. These transit providers are required to prepare **and submit service and fare equity analyses** as described below. Transit providers not subject to this requirement are responsible for complying with the DOT Title VI regulations which **prohibit disparate** impact discrimination, and therefore should review their policies and practices to ensure their service and fare changes do not result in disparate impacts on the basis of race, color, or national origin. (Page IV-11)....

Upon completion of a service or fare equity analysis, the transit provider shall brief its **board of directors, top executive, or appropriate governing entity or official(s)** responsible for policy decisions regarding the service and/or fare change(s) and the equity impacts of the service and/or fare change(s). The transit provider shall submit documentation such as a board resolution, copy of meeting minutes, or similar documentation with the Title VI Program as evidence of the board or governing entity or official's consideration, awareness, and approval of the analysis. (Page IV-12)

b. Fare Equity Analysis

(1) Fare Changes. The fare equity analysis requirement applies to all fare changes regardless of the amount of increase or decrease. As with the service equity analysis, FTA requires transit providers to evaluate the effects of fare changes on low-income populations in addition to Title VI-protected populations....

(2) Data Analysis. For proposed changes that would increase or decrease fares on the entire system, or on certain transit modes, or by fare payment type or fare media, the transit provider shall analyze any available information generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change. (Page IV-19)

The 2013 King County Metro Transit Title VI Program Report submitted and approved by the King County Council (Motion No. 2013-0342.2) and submitted to and accepted by the Federal Transit Administration (FTA Concurrence Letter, November 25, 2013) outlines the methodology by which Metro conducts fare equity analyses pursuant to the FTA's Title VI regulations. The first step is a threshold analysis to determine whether a proposed fare change includes a change in the fare structure or a change in fares by fare payment type. If a proposed fare change involves an equal fare increase across all customer categories and an equal increase across all fare payment methods then the proposed change will not have a disparate impact or disproportionate burden and does not require further analysis.

The current fare proposal involves no change by fare payment type and provides for an equal fare increase for all customer fare categories, with the exception that it provides for a reduced fare for low-income riders. Therefore, this proposed change is determined to have no disparate or disproportionate impact, and will in fact reduce fares for low-income riders.



401 S Jackson  
Seattle WA 98104  
orcacard.com  
888-988-6722

## RFCS ORCA Joint Board Memorandum of Decision

### Joint Board

**Meeting Date:** April 13, 2015

*Community Transit*  
Emmett Heath  
Chief Executive Officer

**Subject:** Authorize the Regional Day Pass Program

*Everett Transit*  
Tom Hingson  
Transportation Service  
Director

### Record of Decision:

*King County Metro*  
Kevin Desmond  
General Manager

The undersigned hereby certifies that at its meeting on the above-referenced date, the RFCS ORCA Joint Board, by unanimous vote, authorized the Regional Day Pass Program.

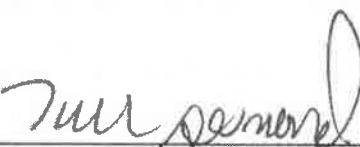
*Kitsap Transit*  
John Clauson  
Executive Director

The new day pass products will be valid for unlimited travel from first use through the service day for adult one-way fares up to \$3.50 and senior / disabled one-way fares up to \$1.75. By June 1, 2015, the day pass will be available at all ORCA sales locations, online and at ticket vending machines. The day pass will be accepted by all agencies except WSF.

*Pierce Transit*  
James Walton  
Chief Executive Officer

*Sound Transit*  
Joni Earl  
Chief Executive Officer

*WSDOT Ferries Division*  
Lynne Griffith  
Assistant Secretary

  
\_\_\_\_\_  
Acting Vice Chair, RFCS ORCA Joint Board

**Joint Board Meeting  
April 13, 2015**

**Action:** Authorize the Regional Day Pass Program

**Purpose:** To authorize implementation of the Regional Day Pass (RDP) Program with the following parameters and implementation no later than June 1, 2015.

**Background:** On December 8, 2014, the Joint Board approved the regional day pass parameters subject to Title VI requirements referenced below from FTA's 2012 Title VI circular:

*Upon completion of a service or fare equity analysis, the transit provider shall brief its board of directors, top executive, or appropriate governing entity or official(s) responsible for policy decisions regarding the service and/or fare changes(s) and the equity impacts of the service and/or fare change(s). The transit provider shall submit documentation with the Title VI Program (each agency's triennial Title VI report) as evidence of the board or governing entity or official's consideration, awareness, and approval of the analysis.*

Community Transit, King County Metro Transit, Pierce Transit and Sound Transit were required to conduct Title VI fare analyses. They have done so and found no adverse effects on minority or low-income population.

Title VI fare analyses reports have been submitted to the Joint Board as required. Public comments have been solicited and submitted for the Joint Board's consideration.

The Joint Board is now requested to approve the following parameters for implementation of the Regional Day Pass Program:

- Valid on Community Transit, Everett Transit, King County Metro, Kitsap Transit, Pierce Transit, and Sound Transit for:
  - Adult one way trip value of \$3.50 or less. Sales price is \$8 (twice the trip value fare plus \$1.00).
  - Senior or disabled trip value of \$1.75 or less. Sales price is \$4 (twice the trip value fare plus \$.50). The senior or disabled regional day pass can only be loaded on a Regional Reduced Fare Permit (RRFP) ORCA card.
- Not valid on Washington State Ferries.
- Fare upgrades are allowed.
- Current new card fees apply: \$5 adult; \$3 RRFP (senior or disabled).
- Regionally funded and executed marketing and outreach plan.
- Available at all card sales and add value locations.
- Annual review of sale price and trip value by December 31.
- Joint Board approval of changes to sale price or trip value.

**Recommendation:** The Site Managers recommend implementation of the Regional Day Pass Program with above listed parameters.



## **Regional Day Pass**

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### **Public Comment Text**

Prepared by:  
ORCA Regional Program Administration  
April 13, 2015

Date	Comment
04/11/15	<p>Greetings: I read with interest the recent press release regarding Sound Transit's move to create a regional day pass that targets the very necessary goal of getting more tourists and visitors to the area onboard public transportation, the one and only thing that will save the city and region after a century of some of the worst traffic and transportation planning anywhere in the United States. With the advent of Link Light Rail extending to the U District and beyond after 2016, this pass will come in more and more handy. As a professional in the hospitality industry, anything that will assist our guests getting to and from the airport, hotels, restaurants, tourist and event venues, and to family members and friends is a step in the right direction. However, Sound Transit is misguided in its need to force the ORCA pass on people - even more so by the already egregious \$5 cost that doesn't even go towards a pass or E-purse value. The ORCA pass has been wonderful since its implementation and pays for itself over time. I can say that though because I live and work here and use public transportation daily. A tourist coming in for a day or even week isn't going to see it that way. Their \$8 day pass we in the hospitality will be touting is actually \$13 the first day and if they only buy a day or two on a trip, they now have a card that is worthless to them unless they plan to come back to Seattle. We would like to make this assumption but it is foolhardy. It is still going to be cheaper for most tourists to pay the per person one-way and let them figure out how to cluster their activities (which they are already doing) and be done with it - and in the end, while Sound Transit will have amassed more cash fares, will have done nothing for actual usability or likeability of our transportation system. The answer here is going to cost us as taxpayers money and that is to develop a throw-away pass like every other system in the US uses for their day passes. I understand our ticket machines will likely need to be scrapped and implemented (though I would assume they are already capable of distributing a thinner pass), and we will have to pay for more of them (which is a HUGE complaint I already have about ORCA vending machine availability - namely only about a third of what would be considered a minimum number in operation and at poor locations)... but with a safe estimate of 10 million visitors every year to the area - and in partnership with the airlines, Port of Seattle, Amtrak and cruise lines pushing the day pass to their users - this start-up cost is easily borne over a series of years. I hope you take this email into VERY strong consideration before you make a big mistake while meaning to better the common good.</p> <p style="text-align: right;">Kevin H.</p>
04/10/15	I support a low-income and youth day pass & more leniency in fare enforcement. L. C.
04/10/15	<p>Hello, I am in favor of both leniency towards Orca card holders, and the creation of a youth day pass. There have been times when I have forgotten to scan my Orca card, or when I have and I didn't have enough in my purse to cover my fare. I am on Disability/a fixed and low income. I carry my Orca card all the time. I get paid once monthly, and always budget in an amount to add to my E-purse to cover the month. But there is always the possibility that I've forgotten and ridden the bus more and spent more, and so the E-purse gets depleted faster. I'm always prompt to add more to my E-purse when I get home, in those instances. ***** I wish it was possible to see how much of a fare is covered in those instances that I run out of money. Right now, the Orca card scanners on the buses only tell when your balance isn't adequate, but not by how much. This would be helpful, because I often don't carry enough change for a full fare, but there is enough for part of a fare. Thank you for reading,</p> <p style="text-align: right;">Linda K.</p>

04/10/15	<p>Hello, I'm writing to urge the ORCA Joint Board to add a low-income and youth day pass costing \$4.00. Also I think it makes sense to change ST's fare enforcement policy to add some leniency especially for pass-holders who may forget to tap their card. Both of these ideas are explained at greater length in this article on the Seattle Transit Blog: <a href="http://seattletransitblog.com/2015/04/10/a-new-reason-for-sound-transit-foes-tohonor-monthly-passes/">http://seattletransitblog.com/2015/04/10/a-new-reason-for-sound-transit-foes-tohonor-monthly-passes/</a> Thank you,</p> <p style="text-align: right;">Katie W.</p>
04/10/15	<p>As a driver for Metro, I completely support the regional ORCA day pass proposal. A large percentage of the customers I see every day use ORCA passes and are able to pay and board buses quickly. However, the smaller percentage of passengers that pay cash tend to really slow down our buses which imposes higher operating costs on our bus systems and wastes other passengers' time. This is true for all but the most organized cash payers. Given all of those costs, I'd argue the pass price should actually be lower, but getting it in place is the first order of business. Thank you,</p> <p style="text-align: right;">Matt L.</p>
04/10/15	<p>This is LONG OVERDUE . Just do it...once in place the parameters can always be tweaked. The lack of a tourist friendly option is a glaring problem in the fractured transit world of Puget Sound. And why isn't the Ferry System aboard?</p> <p style="text-align: right;">Garrison B.</p>
04/09/15	<p>Hello, Thank you to the agencies for considering development of a regional all-day pass product. I have one suggestion to consider expanding the eligibility of a discounted all-day pass to youth. Similar policies are in place at most other transit agencies to discount fares for young people and it would be nice to maintain consistency of the fare structure in that regard. Thank you for your time,</p> <p style="text-align: right;">Chris K.</p>
04/09/15	<p>Dear transit officials, Thank you very much for the day pass proposal and the opportunity for public comment. I will have a post up on the topic at 11:30 Friday on the Seattle Transit Blog. I also posted on the topic here, and want to enter the commentary in the public record: <a href="http://seattletransitblog.com/2015/03/30/multi-agency-day-pass-may-return-for-good-1-less/">http://seattletransitblog.com/2015/03/30/multi-agency-day-pass-may-return-for-good-1-less/</a> I support the \$8 day pass proposal. In general, I support the RRFP day pass proposal, but I think a more attractive price point would be to charge \$4 for it, and just cover ride value up to \$1.50. That covers full fare on all the same services that \$1.75 ride value would, except a few of the Sounder destination pairings. I also hope there will be a \$4 youth and LIFT day pass in the near future, covering ride value up to \$1.50. Additionally, I would like for Sound Transit, Metro, and Community Transit to rethink their fare enforcement policies, and do more to honor passes (both day and month). Currently, there is no leniency for pass holders who forget to tap, or who accidentally double-tap. I have suggested extrapolation involving data collected by fare enforcement officers as a preferable alternative to refusing to honor passes, and losing customers who justifiably feel they got ripped off. Since use of extrapolation in the fare split has gone nowhere, I will now suggest a compromise that gives at least some value to passes: Give passholders who get caught failing to tap, or double-tapping, two "free" warnings per month, and let them know that the fact they bought a pass bought them those two free warnings before the final warning and then a fine. Those who travel frequently on fare-inspected services are human, and eventually make mistakes. I've gotten my first and final warning once (which my STB friends tell me is actually a pretty good rate over five years), and considered reducing my pass value after that incident, once I realized my pass was not being honored. A couple "free" warnings a month would keep the incentive to tap properly, and would incentivize buying passes, instead of the current policy that disincentivizes buying passes, since they aren't honored. In the case of day passes that require a tap to activate, I'd suggest the "free" warnings only apply after the pass is activated. ORCA LIFT is just over a month old. But its presence gives even more reason for fare enforcement policies to be updated. Those who get caught</p>

	<p>mis-tapping are subject to the same \$124 fine that full-fare payers, and actual fare evaders, have to pay. I am not suggesting a discount on the fine, but merely a rethink in enforcement. If someone who qualifies for LIFT spends \$54 on a monthly pass (or \$4 on a day pass), mis-taps, and then gets told they could be subject to a \$124 fine if they mis-tap and ride again, that means customers will be lost, and will be justifiably irate. A couple "free" gentle warnings a month could make a world of difference in pass sales, ridership, and public image. Thanks again for the day pass proposal, for the opportunity for public comment, and for the bold steps the ORCA program has taken to get the farebox out of the way of transit. Best,</p> <p style="text-align: right;">B. White</p>
04/08/15	<p>Hi folks, Just wanted to comment briefly regarding the proposal for the Regional Pass implementation... I think it's a great idea! The cost seems a little high to any person relating to my current monetary status, but once you reinforce the idea this price is permanent, it seems less of a boon. It's about time we got some passes that work for all these services mentioned in the article. This is innovation. Thanks for your time,</p> <p style="text-align: right;">Daily Pierce Transit bus rider from Spanaway</p>
04/06/15	<p>Hello, I just reviewed the proposed product additions for the Regional Day Pass program and I have some comments about the approach. I think this is a great idea to promote public transit use for people visiting the Puget Sound area. Having a day pass will make traveling around the region simpler and easier. However, I have concerns about the implementation. As per the proposal announcement, "A new ORCA card costs \$5 for adults and \$3 for seniors (65+) or riders with disabilities." Does this mean visitors will need to purchase a card itself and then load up with a day pass? If so, I think that would affect the success of those products. A day pass is temporary. Tourists come to the Seattle region for a limited amount of time then leave. Having to purchase a card feels permanent and requires people to hold onto the cards afterwards, which some might perceive as an inconvenience. As a comparison, a few months ago I traveled to Portland where I purchased a 1 day pass which was a paper ticket. Once the day was done, I got rid of the ticket. Quick, easy, temporary. I'm not sure if the ORCA program will have support for this, but this day pass should also have a temporary feel to it; whether it's paper, or maybe an app with a barcode to scan. Thanks for your time. Be well,</p> <p style="text-align: right;">Benjamin L.</p>
04/01/15	<p>Hi there, I just wanted to write and tell you what fantastic idea the regional day pass is. I have had many out of town guests come into town and want to take the bus around while I'm at work. It's just a pain in the bootay for them to have to have 2.75 on them all the time so that they can get on the bus- plus with the hassle of traveling, losing transfers would be annoying as well. I visited LA last year, and bought a 3-day pass for the weekend and it was so sweet. I would hope that Seattle would do this as well to make it easier for visitors. Please do not hesitate to call if you want to discuss this issue further.</p> <p style="text-align: right;">Sarah M. A proud route 41 bus rider</p>
03/31/15	<p>To whom it may concern, I am a concierge at the Renaissance Hotel. I think a day pass id a great Idea, as someone who deals with transient guests it would encourage our visitors to explore our wonderful city. There needs to be a simple way to do it and also economical way to do it. There was a trial run of some sorts but never fully understood it. Our out of town guests don't want to purchase a orca card then have to put money on a purse it seems kind of redundant to having a low cost way for tourist to use the transit system, \$8.-10 dollar a day for a day pass would be great and easy to suggest. A pass sold by the driver or at the pay stations would be great.</p> <p style="text-align: right;">Fred G   CONCIERGE</p>



03/30/15	<p>I really appreciate that ORCA is considering the day pass and I strongly support the proposal. My suggestions for making this as useful as possible for visitors: 1) Instead of a "day" pass, it should be a 24-hour pass. This will allow someone arriving town in the evening to use it the next morning as well. 2) Also provide a 72-hour (or 3-day) pass. As an incentive for purchasing the 3-day pass, the price should be slightly cheaper than 3x the cost of the day pass (&lt; \$24) and/or the user should get the ORCA card for free. Thank you,</p> <p style="text-align: right;">Mike A. Seattle Resident</p>
03/30/15	<p>This seems like a reasonable plan, except one thing. We need to sell Limited Use Tickets, as Muni in San Francisco calls them, Disposable Orca tickets, that allow you to sell whatever you want on them. For visitors, being able to buy the one day pass on one of these, at little to no cost, makes it a much bigger selling point. A limited use ticket can be reloaded (with the day pass) and expires after 90 days. To help pay for the disposable tickets, consider selling ad space on the back. You can set the disposable tickets to dispense only with a pass. Upgrades would need to be paid with cash. Still allow the sale of them on the traditional cards for those that have one, or want to buy one for future visits. Just \$13 for your "First" day seems like a deterrent. Also, consider a 3-day, and 7 day pass. A 3-day pass targets folks like Comic Con attendees, 7-day for week long stays. Many visitors will buy these at the airport, and it makes it easier if you can load a 3-day, or a 7-day (and save a little by doing so) and be done! 3-day would be about \$20, 7-day about \$40.</p> <p style="text-align: right;">Chad</p>
03/30/15	<p>Hello and thank you for reading. I love the idea of a multi-agency day pass. It is really difficult for visitors to navigate our transportation system and this would help a great deal. There should be options for multi-day passes. When I go to other major cities, I catch the train at the airport and buy a \$20 or so pass for the next 3-7 days. Then I don't have to think about it the rest of the trip. That would be the ideal solution. It is also, cirtical that this pass be available for sale at the airport link station. Other semi-related feedback. Currently, the downtown tunnel has ticket vending options for bus and link on separate levels: Link is upstairs in the mezzanine kiosks, while buses are paid for in the actual bus. For a visitor who wants to go from Westlake to Pioneer square, and don't care if a bus or link comes first, they must choose their mode before going to the platform level. If they buy a link ticket upstairs, then they can't ride a bus. The day pas would help with this confusion.</p> <p style="text-align: right;">Thanks, Peter</p>
03/28/15	<p>Thank you for considering the day pass - It seems to be a step in the right direction. I wish I knew how to integrate a fare-less system. The reduced fair is well-intentioned, but it sure makes it complicated for someone like me who has to travel with sound transit from time to time. If I have to pay extra, even on a regional pass, to use light rail, I would probably find a way around it. Could you implement a 6-dollar day pass for all? Would you be able to recoup your costs that way (consider the savings in your time *and* the people's dealing with complexity)? This would still total to 42 per week (more than New York's 31). I live in Seattle and New York. I find New York more pleasant to take transit in because of the weekly pass. I breathe relief when I arrive here for that reason, if you can believe it. I have little income, but have to travel a lot for teaching, rehearsal, and community.</p> <p style="text-align: right;">Campbell T.</p>

03/28/15	<p>At \$8 the day pass is still too expensive for residents of King County who don't ride regularly enough to justify a monthly pass but want to be mobile by transit for a day. With the in-county bus fare at \$2.50, \$8 would require four separate paid rides before it's economical vs. \$2.50 per 2-hour ride with transfers. It's a reasonable value for people coming to Seattle from Pierce or Snohomish Counties, whether by ST bus or Sounder or other commuter service, but for King County residents it still doesn't work. In fact for Sounder riders who will ride round trip, it's generally a discounted vs. a round trip fare. I'd like to suggest that in addition to the an \$8 regional day pass, there should be an in-county day pass priced in the range of \$6.</p> <p>Carl S.</p>
03/28/15	<p>This would be an excellent idea. I hope that you do it.</p> <p>Ron R</p>
03/27/15	<p>This is a great idea and hopefully be available by June 1 or earlier for visitors. Can't stress strongly enough how often visitors ask where they can purchase a "day pass" and then always go on to say that a city of Seattle's size should have this available. Please we are looking forward to this, regards,</p> <p>Charla visit Seattle</p>
03/27/15	<p>Hello, I love the idea of an ORCA card regional day pass. I encourage Sound Transit to make getting these as easy as possible, available at ticket vending machines in each stop along the light rail, including the airport. If these day passes are not easily accessible, it will be more of a headache than it is worth. Thank you for keeping up the great work!</p> <p>Best, Sarah S.</p>
03/27/15	<p>We would love to see the regional day pass issued for the travelers in greater Seattle area and I will support and promote it as much as possible! However, I do have one concern in regards to the \$5.00 ORCA card purchase fee. I believe it will discourage the passengers to utilize the day pass if extra non-refundable \$5.00 is required. Thank you again for working on this program, we're very excited to hear more about this matter. Should you need any other information, please feel free to contact me anytime.</p> <p>Sincerely,</p> <p>Li C.</p>
03/27/15	<p>I highly support a Regional Day Pass for transit customers. Most major USA cities offer such a thing to visitors and locals. Let's join the other USA cities and make it easy for visitors/locals to use transit and explore Seattle and neighboring cities.</p> <p>J. Olin</p>



# Memorandum

**To:** ORCA Joint Board

**From:** Kate Tourtellot, Senior Transportation Planner

**Date:** March 26, 2015

**Subject:** Community Transit Title VI Analysis for ORCA Regional Day Pass

## **BACKGROUND**

Title VI policy requires analysis of proposed fare changes to identify disparate or disproportionate impacts to minority and 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 age, ethnicity, gender or disability. If any such impacts exceed adopted thresholds, Title VI policy requires justification for the impacts, evaluation of lower impact alternatives and/or mitigation.

This document presents results of Community Transit's Title VI equity analysis of a new ORCA Regional Day Pass pursuant to Community Transit's adopted Title VI Program and FTA's Title VI circular FTA C 4702.1B. The Day Pass is a regional product, proposed by the Joint Board governing ORCA fare card activities for all six central Puget Sound transit agencies. Per FTA guidance, each individual agency is performing a Title VI analysis (for agencies falling under FTA requirements) to satisfy requirements of their respective Title VI programs.

### ***The ORCA System for Regional Fare Payment***

In 2009, the six public transit agencies in the central Puget Sound region – Community Transit, Everett Transit, King County Metro, Kitsap Transit, Pierce Transit, and Sound Transit - and the Washington State Ferry System, implemented the ORCA smart card system for regional fare payment. By means of the ORCA system, the six partner transit agencies provide a level of fare integration unique in the U.S. Customers may purchase a range of regional ORCA passes based on different fare values that encompass the fares of all the partner agencies. Regional ORCA passes are valid at their fare value towards fare payment on all partner agencies, and ORCA e-purse fare payment on one agency provides full-value for transfers to another agency. The ORCA system provides for revenue apportionment between the transit agencies based on actual ORCA ridership.

### ***Regional All-Day Pass Demonstration***

The six ORCA partner transit agencies implemented an ORCA Regional Day Pass demonstration program from April through September, 2014. This demonstration was focused on the travel and tourist industry. The purpose of this demonstration program was to test the market for a regional all-day pass valid for fare payment on transit service in the region. The ORCA day passes offered in this demonstration were valid for unlimited travel during one business day on transit trips priced up to \$4.00. Purchase price for the day pass was \$9.00. The price and fare value of the pass were established to allow infrequent riders, uncertain about the number of trips they might need to take or what fares they would need to pay during the course of the day, to pay a premium for fare certainty.

An examination of sales location and new ORCA card sales indicates this demonstration was successful in targeting the travel/tourist market. However, day pass sales and boardings represented a very small fraction of revenue and boardings for each agency and the region as described below.

A total of 5,249 Regional Day Passes were sold during the demonstration, accounting for about \$47,000 in fare revenue collected or about .02 percent of all ORCA fares collected during the pilot period. The .02 percent does not include cash fares collected, which would make the ORCA day pass fare revenue account for an even smaller portion of total fares collected. As for ridership, over 17,000 boardings, region-wide, were taken using the regional day pass, accounting for approximately .02 percent of all boardings.

### ***Day Pass Pilot Use on Community Transit Service***

Over the course of the demonstration period, there were a total of 349 day-pass boardings on Community Transit's fixed-route bus system, which accounted for approximately 0.01% of total boardings on Community Transit between April 1st and September 30, 2014. From a revenue perspective, the Regional Day Pass accounted for approximately \$640 of fares collected on our service or .01 percent of all ORCA fare revenues collected.

### **STATUS**

#### ***Proposal:***

Based on data from the Regional Day Pass Demonstration, the six ORCA transit agencies are proposing a permanent Regional Day Pass valid for a fare value of \$3.50 and an \$8.00 product purchase price. To comply with FTA Half Fare requirements, the region would also offer a companion Reduced Fare Regional Day Pass valid for a fare value of \$1.75 and a \$4.50 purchase price. Nearly 96 percent of the transit riders who used the Regional Day Pass took a trip valued at \$3.50 or less.

Although the Regional ORCA Joint Board (made up of the general managers from Community Transit, Everett Transit, King County Metro, Kitsap Transit, Pierce Transit, Sound Transit and Washington State Ferries) preliminarily adopted a regional day pass with \$3.50 fare value and \$8.00 purchase price, variation in base fare rates across the region make the product more attractive for use on lower cost services (\$3.50 or less) and less attractive for use on higher cost services (more than \$3.50). Because many of Community Transit's services are higher-priced long-distance express routes, there are other ORCA products that are more economical and convenient for riders than the proposed regional day pass.

Community Transit provides local and commuter transit service, with three (adult, youth and reduced fare permit) fares. The Adult fares are: Local - \$2.00, South County Commuter - \$4.00 and North County Commuter - \$5.25 (all fares increase by 25 cents on July 1, 2015). The \$3.50 face value will only cover the cost of Community Transit local service, and a rider would have to use Community Transit service at least four times (outside the 2 hour e-purse transfer window) to make the \$8 purchase price worth while. For riders on Community Transit's commute service, they would need to pay an additional 50 cents to \$1.75 (and 75 cents to \$2.00 beginning July 1, 2015), above the \$8.00 product cost to board Community Transit service. A better fit for Community Transit riders is the existing ORCA E-Purse and/or Monthly Puget Pass product(s).

The proposed Regional Day Pass may work well for individuals who use more than one Puget Sound transit agency, but it is priced at a premium for riders who use each agency's local service and does not cover the cost of the more expensive peak period and/or express service provided by Community Transit.

**Analysis:**

The core question to be answered in the Title VI impact analysis is:

*Does the new product provide a consistent benefit (within 20%) for Title VI and non-Title VI services?*

**On Board Survey Data**

The table below summarizes data collected during Community Transit's most recent (2013) On-Board Rider Survey. The table shows minority and low-income ridership by route type and how riders paid their fares.

- The majority of riders who identified themselves as a minority or low income generally use Community Transit's local fixed-route network. For low-income riders, there were no commuter routes that qualified as Low-Income Routes. For minority riders, 13 of the 26 local routes qualified as Minority routes, and only three of the 19 commuter routes qualified as Minority routes.
- The following table illustrates the responses made for Adult riders who used an ORCA product to pay their fare:

Route Group	Minority	Non-Minority	% Minority	Low Income	Non-Low Income	% Low Income
Local Routes (\$2.00)	698	1115	38.5%	617	576	51.7%
S. County Commuter (\$4.00)	563	1230	31.4%	88	1340	6.2%
N. County Commuter (\$5.25)	114	316	26.5%	25	303	7.6%

The only service type that had a protected population using an ORCA product more than a non-protected population is the Local fixed-route network.

**Findings:**

1. The proposed Day Pass does not provide a fare payment advantage on Community Transit South County Commuter or North County Commuter routes. Fare rates on these services are higher than the face value of the pass and would require customers to supplement the Day Pass with extra cash or e-purse payment. The extra payment represents both a financial disadvantage and an inconvenience for the customer.
2. The Day Pass could provide a fare payment advantage on Community Transit Local routes, which have fare rates that are lower than the face value of the pass.
3. Survey data indicates that minority and low income riders use Local routes more than South and North County Commuter routes. Routes identified as minority or low income have greater access to any Day Pass financial advantage than routes identified as not minority or not low income. Therefore, the fare payment advantage of the proposed Day Pass on Local routes does not

represent a Disparate Impact or Disproportionate Burden for Title VI populations on Community Transit service.

**RECOMMENDATION**

The introduction of a permanent Regional Day Pass with a fare value of \$3.50 and price of \$8.00 and a half fare option for qualifying riders (65 years old or older, disabled or a Medicare card holder) will not result in a disparate or disproportionate impact for Community Transit riders.



# Title VI Equity Analysis for ORCA Regional Day Pass

February, 2015

This report documents the results of King County Metro's Title VI equity analysis of a new ORCA Regional All Day Pass pursuant to FTA's Title VI circular FTA C 4702.1B.

#### King County Metro's Methodology for Fare Equity Analysis

The King County Council adopted King County Metro's methodology for fare equity analysis as part of Metro's 2013 Title VI Program Report on September 3, 2013 by Motion 13964. This is restated below:

##### "Methodology

To determine whether a fare change would have a discriminatory impact on the basis of race, color or national origin, Metro first determines if the proposed change includes a change in the fare structure or a change in fares by fare payment method.

If the proposed fare change involves an equal fare increase across all adult fare categories and an equal increase across all fare payment methods, then this fare change would not have a disparate impact requiring further analysis.

Any proposal that involves a change to fare structure or to relative fares by fare payment method is assessed to determine whether it would have a disparate impact on minority riders, or a disproportionate burden on low-income riders.

A fare change that results in a differential percentage change of greater than 10 percent by customer fare category or payment method is evaluated to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders. For instance, a surcharge on cash fare payment compared to ORCA smart card fare payment of 10 percent or more would be evaluated to determine whether it would have a disparate impact or disproportionate burden. If the average percentage fare increase for minority riders is five percentage points or more higher than the average percentage fare increase for non-minority riders, then the fare change would be determined to have a disparate impact. Similarly, if the average percentage fare increase for low-income riders is five percentage points or more higher than the average percentage fare increase for non-low-income riders, then the fare change would be determined to have a disproportionate burden." (p.42)

#### The ORCA System for Regional Fare Payment

In 2009, the six public transit agencies in the central Puget Sound region - King County Metro, Sound Transit, Pierce Transit, Community Transit, Everett Transit and Kitsap Transit - and the Washington State Ferry System, implemented the ORCA smart card system for regional fare payment. By means of the ORCA system, the six partner transit agencies provide a level of fare integration unique in the U.S. Customers may purchase a range of regional ORCA passes based on different fare values that encompass the fares of all the partner agencies. Regional ORCA passes are valid at their fare value towards fare payment on all partner agencies, and ORCA e-



purchase fare payment on one agency provides full-value for transfers to another agency. The ORCA system provides for revenue apportionment between the transit agencies based on actual ORCA ridership.

#### Regional All-Day Pass Demonstration

The six ORCA partner transit agencies implemented an ORCA Regional Day Pass demonstration program from April through September, 2014. This demonstration was focused on the travel and tourist industry. The purpose of this demonstration program was to test the market for a regional all-day pass product valid for fare payment on transit service in the region. The ORCA day passes offered in this demonstration were valid for fare payment up to \$4.00, and were priced at \$9.00. The price and fare value of the pass were established to allow infrequent riders - uncertain about the number of trips they might need to take or what fares they would need to pay during the course of the day - to pay a premium for fare certainty.

A total of 5,249 Regional Day Passes were sold during the demonstration, accounting for about \$47,000 of revenue and over 17,000 boardings on the ORCA transit agencies. An examination of sales locations and new ORCA card sales indicates this demonstration was successful in targeting the travel/tourist market. However, day pass sales and boardings represented a very small fraction of revenue and boardings for each agency.

Over the course of the demonstration, there was a total of about 11,000 day-pass boardings on King County Metro. These represented 0.02% of total ORCA boardings, and 0.01% of total boardings, on King County Metro during the six-month period.

#### Regional Day Pass Proposal

Based on the results of the Regional Day Pass Demonstration, the six ORCA transit agencies are proposing to establish a permanent Regional Day Pass for adult riders valid for a fare value of \$3.50 for a price of \$8.00.

### Disparate/Disproportionate Impact Analysis

Conducting an impact analysis of a new fare product presents some challenges. Although the demonstration program did ask day pass purchasers to complete an online survey, no demographic data were collected. Even had these data been collected, there were only 100 surveys completed, and these seem to be more heavily weighted to local on-line purchasers than the program as a whole.

The analysis of Title VI impacts here compares the average fare per boarding of day pass users to the average fare per boarding of adult cash and ORCA e-purse users.

### Comparison of Average Fare Per Boarding

The average fare per boarding (AFB) of Day Pass use on King County Metro during the demonstration period was \$2.15. Adjusting for the lower purchase price of the proposed Regional Day Pass reduces this to \$1.91 per boarding. King County Metro's current AFB for adult cash and e-purse riders is \$1.29. This is expected to increase to \$1.43 per boarding with the fare change to take effect on March 1, 2015. However, with the March 1 fare change, Metro will also implement a new discounted fare for low-income riders with household incomes at or below 200% of the Federal poverty level. The low-income fare of \$1.50 will provide a 40% discount from the regular adult off-peak fare, and a 54% discount from the 2-zone peak adult fare. The estimated AFB for low-income riders with this new reduced fare will be \$0.82 per boarding.

When measured by AFB, the proposed premium-priced Regional All Day Pass is estimated to be priced at a 34% premium compared to regular adult cash and e-purse riders, and a 132% premium compared to Metro's Low-Income adult fare, and would not trigger a finding of disproportionate or disparate impact.

### **Comparison of Average Fare per Boarding (AFB) for Adult Riders**

	AFB
Regional Day Pass Demonstration (\$4.00 fare/\$9.00 price)	\$ 2.15
Regional Day Pass Proposal (\$3.50 fare/\$8.00 price)	\$ 1.91
Metro ORCA adult AFB	\$ 1.29
Metro ORCA adult AFB after 3/1/15 fare increase	\$ 1.43
Metro ORCA low-income fare AFB	\$ 0.82

Summary and Conclusion

The introduction of a permanent Regional Day Pass with a fare value of \$3.50 and price of \$8.00 will not result in a disparate or disproportionate impact.

Metro will collect demographic data on Day Pass purchasers as it does for other fare payment methods in its annual rider survey, and monitor day pass sales, use and average fare per boarding. If the Day Pass average fare per boarding begins to approach those of other fare media, or at the time of Metro's next fare increase, Metro will work with other partner agencies to reexamine the fare and pricing parameters of the Regional Day Pass.

Pierce Transit

# Title VI Fare Equity Analysis

Pursuant to FTA Circular 4702.1B

**New Regional Day Pass**

**March 2014**

# PIERCE TRANSIT TITLE VI FARE EQUITY ANALYSIS

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## PIERCE TRANSIT TITLE VI FARE EQUITY ANALYSIS

### 1 INTRODUCTION

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any FTA recipient serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. This document is an analysis of the proposed introduction of a new Regional Day Pass (RDP).

### 2 BACKGROUND

#### 2.1 The ORCA System for Regional Fare Payment

In 2009, the six public transit agencies in the central Puget Sound region - King County Metro, Sound Transit, Pierce Transit, Community Transit, Everett Transit and Kitsap Transit - and the Washington State Ferry System, implemented the ORCA smart card system for regional fare payment. By means of the ORCA system, the six partner transit agencies provide a level of fare integration unique in the U.S. Customers may purchase a range of regional ORCA passes based on different fare values that encompass the fares of all the partner agencies. Regional ORCA passes are valid at their fare value towards fare payment on all partner agencies, and ORCA e-purse fare payment on one agency provides full-value for transfers to another agency. The ORCA system provides for revenue apportionment between the transit agencies based on actual ORCA ridership.

#### 2.2 Regional Day Pass Demonstration

The six ORCA partner transit agencies implemented an ORCA Regional Day Pass demonstration program from April through September, 2014. This demonstration was focused on targeting the travel and tourist industry. The purpose of this demonstration program was to test the market for a regional all-day pass product valid for fare payment on transit service in the region. The ORCA day passes offered in this demonstration were valid for fare payment up to \$4.00, and were priced at \$9.00. The price and fare value of the pass were established to allow infrequent riders - uncertain about the number of trips they might need to take or what fares they would need to pay during the course of the day - to pay a premium for fare certainty.

A total of 5,249 Regional Day Passes were sold during the demonstration, accounting for about \$47,000 of revenue and over 17,000 boardings regionwide. An examination of sales location and new ORCA card sales indicates this demonstration was successful in targeting the travel/tourist market. However, day pass sales and boardings represented a very small fraction of revenue and boardings for each agency.

Over the course of the demonstration, there was a total of about 194 RDP boardings on Pierce Transit, representing about 4% of all RDPs sold throughout the region. These represented 0.03% of total ORCA e-purse boardings on Pierce Transit and 0.004% of total boardings on Pierce Transit during the six month period.

### 2.3 Regional Day Pass Proposal

Based on the results of the Regional Day Pass Demonstration, the six ORCA transit agencies are proposing to establish a permanent Regional Day Pass valid for a fare value of \$3.50 for a price of \$8.00 (two times the value plus a \$1.00 administration fee).

## 2.4 Federal Transit Administration Requirements

FTA requires that its recipients evaluate the impacts of fare changes on minority and low income populations. If the transit provider finds potential disparate impacts or disproportionate burdens and then modifies the proposed changes in order to avoid, minimize or mitigate those impacts, the transit provider must reanalyze the proposed changes in order to determine whether the modifications actually removed the potential disparate impacts or disproportionate burdens of the changes.

If a transit provider chooses not to alter the proposed fare changes despite the disparate impact on minority ridership or disproportionate burden on low income ridership, or if the transit provider finds, even after the revisions, that minority or low income riders will continue to bear a disproportionate share of the proposed fare change, the transit provider may implement the fare change only if:

- the transit provider has a substantial legitimate justification for the proposed fare change, and
- the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.

If the transit provider determines that a proposed fare change will have a disparate impact or disproportionate burden, the transit provider shall analyze the alternatives to determine whether alternatives exist that would serve the same legitimate objectives but with less of a disparate or disproportionate effect on the basis of race, color, national origin, or income status. Where disparate impacts are identified, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

This fare equity analysis analyzes whether the introduction of a new Regional Day Pass will have a disparate impact on Pierce Transit's minority riders and/or a disproportionate burden on the agency's low income riders.



### 3 TITLE VI POLICIES & DEFINITIONS

Pierce Transit's Board of Commissioners adopted new policies in February 2013 related to Title VI which apply to fare changes: Disparate Impact Policy; and Disproportionate Burden Policy. The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 persons or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact.

#### 3.1 Pierce Transit Disparate Impact Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

A disparate impact occurs when the minority population<sup>1</sup> adversely affected by a fare or service change is ten percent more than the average minority population of Pierce Transit's service area.

*(paragraph not relevant to fare changes removed)*

If Pierce Transit finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

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<sup>1</sup> Minority Population – Persons identifying themselves as a race other than white or of Hispanic origin, self-reported in the U.S. Census.

### 3.2 Pierce Transit Disproportionate Burden Policy

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income<sup>2</sup> populations.

A disproportionate burden occurs when the low-income population adversely affected by a fare or service change is five percent more than the average low-income population of Pierce Transit's service area.

*(paragraph not relevant to fare changes removed)*

If Pierce Transit finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts and then reanalyze the modified service plan to determine whether the impacts were removed. If Pierce Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on low-income population and would still accomplish the agency's legitimate program goals.

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<sup>2</sup> **Low-Income Population** – Persons reporting as being under the federal household poverty limit as defined by the U.S. Department of Health and Human Services. In 2013 the poverty limit was \$23,550.

## 4 METHODOLOGY

Staff used data from Pierce Transit's 2014 Customer Satisfaction Survey to assist with the fare equity analysis. This survey of 650 Pierce Transit Riders provides local system-wide representation proportionate to weekday ridership by route and time of day on Pierce Transit's local fixed routes. Respondents were initially intercepted at major transfer and boarding locations as well as onboard key routes and asked to provide contact information in order to participate in a telephone survey. Surveys were completed with 650 respondents (only 557 responded to the question about how they paid their fare). The maximum margin of error for this survey is plus or minus 3.8 percentage points at the 95 percent confidence level. That is, in 95 out of 100 cases, the survey result will not differ from the general population by more than 3.8 percentage points in either direction.

Data collection occurred from April 7 to May 15, 2014. The data from the 2014 survey represents the most current data on our riders available to Pierce Transit.

The 2014 survey provides data on the following:

- Trip purpose (work, home, school, appointment, shopping, recreation)
- Payment method (ORCA Pass, ORCA other, Cash, Other)
- Time of day (peak, mid-day, evening)
- Ridership
  - Occasional (0 to 9 trips per month)
  - Infrequent (10 to 59 trips per month)
  - Frequent (60+ trips per month)
- Overall satisfaction with Pierce Transit (Dissatisfied, Neutral, Satisfied)
- Number of vehicles in household (None, 1, 2 +)
- Income (less than \$20K, \$20K–\$30K, greater than \$30K)
- Age (16–34, 35–54, 65 and older)
- Gender
- Ethnicity
- English Language Proficiency

The survey provides valuable information about the demographics of the agency's weekday customers and their fare payment methods. In terms of ethnicity, 33% of Pierce Transit's riders identified themselves as non-white. With an average household size of 2.8, 44% of riders have annual incomes of

less than \$20,000. This is the threshold for "low income" used in the analysis of the ridership data. This is also the equivalent of the poverty threshold for 3- to 4-person households. The US Department of Health and Human Services' poverty threshold is dependent on household size. Table 4-1 below shows these thresholds:

**TABLE 4-1 2013 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA**

<b>Persons in family/household</b>	<b>Poverty guideline</b>
For families/households with more than 8 persons, add \$4,020 for each additional person.	
1	\$11,490
2	15,510
3	19,530
4	23,550
5	27,570
6	31,590
7	35,610
8	39,630

Table 4-2 below provides the data on Pierce Transit's riders by the type of fare they used to ride transit. Data from survey respondents is extrapolated to provide data on all Pierce Transit riders, based on 2013 total ridership of 10,344,991 boardings.

**TABLE 4-2 PIERCE TRANSIT SYSTEM BOARDINGS BY FARE PAYMENT TYPE**

<b>% of Total</b>	<b>Usage by Group</b>				
	<b>Overall</b>	<b>Minority</b>	<b>Difference (&gt; 10%?)</b>	<b>Low Income</b>	<b>Difference (&gt; 5%?)</b>
Adult ORCA Pass	19.5%	18.6%	-0.9%	16.0%	-3.5%
Adult Cash	35.3%	39.4%	4.0%	32.0%	-3.3%
Adult e-purse	12.9%	16.5%	3.6%	11.5%	-1.4%
Adult Ticket	0.7%	0.5%	-0.2%	0.0%	-0.7%
Youth ORCA Pass	5.6%	3.7%	-1.9%	5.5%	-0.1%
Youth Cash	3.1%	4.8%	1.7%	1.5%	-1.6%
Youth e-purse	0.8%	1.1%	0.2%	0.5%	-0.3%
Youth Ticket	0.2%	0.5%	0.4%	0.0%	-0.2%
Senior/Disabled ORCA Pass	13.1%	10.1%	-3.0%	19.0%	5.9%
Senior/Disabled Cash	1.9%	1.1%	-0.9%	3.5%	1.6%
Senior/Disabled e-purse	6.9%	3.7%	-3.1%	10.5%	3.6%
Senior/Disabled Ticket	0.0%	0.0%	0.0%	0.0%	0.0%
Total	100%	100%		100%	

Conducting an impact analysis of a new fare product presents some challenges. Although the demonstration program did ask day pass purchasers to complete an online survey, no demographic data was collected. Even had this data been collected, there were only 100 surveys completed, and these seem to be more heavily weighted to local on-line purchasers than the program as a whole. So we don't know a great deal about the purchasers of the RDP during the demonstration.

Since we don't know very much about the actual purchasers of the RDP, we are using the data we have about our riders and those who use e-purse. A rider who purchases a Regional Day Pass must load the RDP product onto an ORCA card. The RDP user will likely be someone who does not ride routinely and does not have a monthly pass loaded onto their ORCA card. This more casual user is most like someone who is an e-purse user (. For this reason we look at the demographics of e-purse users. Table 4-3 below shows Pierce Transit's overall, minority, and low income riders. The first section shows total ridership and total e-purse users. The second section shows ridership during the months of the demonstration project, and extrapolates

the number e-purse users and actual RDP users. The third section shows the RDP use as a percentage of all fares and as a percentage of all e-purse fares.

**TABLE 4-3 PIERCE TRANSIT REGIONAL DAY PASS DEMONSTRATION BOARDINGS**

<b>Fare Type</b>	<b>PT Overall</b>	<b>Minority riders</b>	<b>Low Income Riders</b>
Pierce Transit System Ridership	10,344,991	34%	36%
Total E-purse Users	1,333,602	43%	32%
Total Apr-Sep 2014 Ridership	5,186,778	1,749,436	1,861,102
Apr-Sep 2014 ORCA e-purse fares pd	669,094	288,666	214,171
Apr-Sep 2014 PT RDP usage	194	84	62
RDP % of all fares	0.004%	0.002%	0.001%
RDP % of e-purse fares	0.03%	0.01%	0.01%

The data provided above in Tables 4-2 and 4-3 provide the basis for the equity analysis which is provided below in Section 5.

## 5 EFFECTS OF PROPOSED FARE CHANGES ON MINORITY AND LOW-INCOME RIDERS

### 5.1 Disparate Impact Analysis and Disproportionate Burden Analysis

Pierce Transit's Disparate Impact (DI) and Disproportionate Burden (DB) policies are stated such that only fare types and media that are used by more than 10% of minority riders and 5% of the low-income riders could be subject to a finding of DI or DB.

As mentioned in section 4 above, a rider who purchases a Regional Day Pass is considered a more casual user and is most comparable to someone who is an e-purse user. For this reason we look at the demographics of e-purse users to determine whether there are impacts to minority or low-income e-purse users. The bottom row of Table 4-3, above, shows RDP as a percent of all e-purse fares. The percent usage is very small – one one hundredth of a percent, for both minority and low income riders.

We may also consider whether there is a disproportionate benefit to non-minority and non-low-income riders. Since no other fares will be changed or removed that are currently available to minority and low-income riders, and the RDP is more for convenience rather than cost-effectiveness, it is never likely to be used by a significant proportion of riders.

Since there is very small usage of the RDP and no existing fares are changing upon the introduction of the RDP, there is no disparate impact to Pierce Transit's minority riders nor disproportionate burden to Pierce Transit's low-income riders due to the introduction of a new Regional Day Pass.

RDP usage will continue to be monitored as Pierce Transit conducts future Customer Satisfaction Surveys every 2-3 years.

Title VI Equity Analysis of an ORCA Regional All Day Pass  
King County Metro  
February, 2015

This paper documents the results of King County Metro's Title VI equity analysis of a new ORCA Regional All Day Pass pursuant to FTA's Title VI circular FTA C 4702.1B.

King Count Metro's Methodology for Fare Equity Analysis

The King County Council adopted King County Metro's methodology for fare equity analysis as part of Metro's 2013 Title VI Program Report on September 3, 2013 by Motion 13964. This is restated below:

"Methodology

To determine whether a fare change would have a discriminatory impact on the basis of race, color or national origin, Metro first determines if the proposed change includes a change in the fare structure or a change in fares by fare payment method.

If the proposed fare change involves an equal fare increase across all adult fare categories and an equal increase across all fare payment methods, then this fare change would not have a disparate impact requiring further analysis.

Any proposal that involves a change to fare structure or to relative fares by fare payment method is assessed to determine whether it would have a disparate impact on minority riders, or a disproportionate burden on low-income riders.

A fare change that results in a differential percentage change of greater than 10 percent by customer fare category or payment method is evaluated to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders. For instance, a surcharge on cash fare payment compared to ORCA smart card fare payment of 10 percent or more would be evaluated to determine whether it would have a disparate impact or disproportionate burden. If the average percentage fare increase for minority riders is five percentage points or more higher than the average percentage fare increase for non-minority riders, then the fare change would be determined to have a disparate impact. Similarly, if the average percentage fare increase for low-income riders is five percentage points or more higher than the average percentage fare increase for non-low-income riders, then the fare change would be determined to have a disproportionate burden." (p.42)

The ORCA System for Regional Fare Payment

In 2009, the six public transit agencies in the central Puget Sound region - King County Metro, Sound Transit, Pierce Transit, Community Transit, Everett Transit and Kitsap Transit - and the Washington State Ferry System, implemented the ORCA smart card system for regional fare



payment. By means of the ORCA system, the six partner transit agencies provide a level of fare integration unique in the U.S. Customers may purchase a range of regional ORCA passes based on different fare values that encompass the fares of all the partner agencies. Regional ORCA passes are valid at their fare value towards fare payment on all partner agencies, and ORCA e-purse fare payment on one agency provides full-value for transfers to another agency. The ORCA system provides for revenue apportionment between the transit agencies based on actual ORCA ridership.

#### Regional All-Day Pass Demonstration

The six ORCA partner transit agencies implemented an ORCA Regional Day Pass demonstration program from April through September, 2014. This demonstration was focused on the travel and tourist industry. The purpose of this demonstration program was to test the market for a regional all-day pass product valid for fare payment on transit service in the region. The ORCA day passes offered in this demonstration were valid for fare payment up to \$4.00, and were priced at \$9.00. The price and fare value of the pass were established to allow infrequent riders - uncertain about the number of trips they might need to take or what fares they would need to pay during the course of the day - to pay a premium for fare certainty.

A total of 5,249 Regional Day Passes were sold during the demonstration, accounting for about \$47,000 of revenue and over 17,000 boardings on the ORCA transit agencies. An examination of sales locations and new ORCA card sales indicates this demonstration was successful in targeting the travel/tourist market. However, day pass sales and boardings represented a very small fraction of revenue and boardings for each agency.

Over the course of the demonstration, there was a total of about 11,000 day-pass boardings on King County Metro. These represented 0.02% of total ORCA boardings, and 0.01% of total boardings, on King County Metro during the six-month period.

#### Regional Day Pass Proposal

Based on the results of the Regional Day Pass Demonstration, the six ORCA transit agencies are proposing to establish a permanent Regional Day Pass for adult riders valid for a fare value of \$3.50 for a price of \$8.00.

### Disparate/Disproportionate Impact Analysis

Conducting an impact analysis of a new fare product presents some challenges. Although the demonstration program did ask day pass purchasers to complete an online survey, no demographic data were collected. Even had these data been collected, there were only 100 surveys completed, and these seem to be more heavily weighted to local on-line purchasers than the program as a whole.

The analysis of Title VI impacts here compares the average fare per boarding of day pass users to the average fare per boarding of adult cash and ORCA e-purse users.

### Comparison of Average Fare Per Boarding

The average fare per boarding (AFB) of Day Pass use on King County Metro during the demonstration period was \$2.15. Adjusting for the lower purchase price of the proposed Regional Day Pass reduces this to \$1.91 per boarding. King County Metro's current AFB for adult cash and e-purse riders is \$1.29. This is expected to increase to \$1.43 per boarding with the fare change to take effect on March 1, 2015. However, with the March 1 fare change, Metro will also implement a new discounted fare for low-income riders with household incomes at or below 200% of the Federal poverty level. The low-income fare of \$1.50 will provide a 40% discount from the regular adult off-peak fare, and a 54% discount from the 2-zone peak adult fare. The estimated AFB for low-income riders with this new reduced fare will be \$0.82 per boarding.

When measured by AFB, the proposed premium-priced Regional All Day Pass is estimated to be priced at a 34% premium compared to regular adult cash and e-purse riders, and a 132% premium compared to Metro's Low-Income adult fare, and would not trigger a finding of disproportionate or disparate impact.

### **Comparison of Average Fare per Boarding (AFB) for Adult Riders**

	AFB
Regional Day Pass Demonstration (\$4.00 fare/\$9.00 price)	\$ 2.15
Regional Day Pass Proposal (\$3.50 fare/\$8.00 price)	\$ 1.91
Metro ORCA adult AFB	\$ 1.29
Metro ORCA adult AFB after 3/1/15 fare increase	\$ 1.43
Metro ORCA low-income fare AFB	\$ 0.82

### Summary and Conclusion

The introduction of a permanent Regional Day Pass with a fare value of \$3.50 and price of \$8.00 will not result in a disparate or disproportionate impact.

Metro will collect demographic data on Day Pass purchasers as it does for other fare payment methods in its annual rider survey, and monitor day pass sales, use and average fare per boarding. If the Day Pass average fare per boarding begins to approach those of other fare media, or at the time of Metro's next fare increase, Metro will work with other partner agencies to reexamine the fare and pricing parameters of the Regional Day Pass.

**Appendix F**  
**Social Service Agencies Receiving Human Service Tickets in 2015**

## **Social Service Agencies Receiving Human Service Tickets In 2015**

Alliance of People with Disabilities  
API Chaya  
Art Corps  
Asian Counseling and Referral Service  
Bellevue College-Career Education Options  
Career Link High School at South Seattle College  
Casa Latina  
Child Care Resources  
Coalition of Refugees from Burma  
Compass Housing Alliance  
Congregations for the Homeless  
Consejo Counseling and Referral Service  
Downtown Emergency Service Center  
El Centro de la Raza  
Elizabeth Gregory Home  
FamilyWorks  
FareStart  
Fauntleroy Church, United Church of Christ  
Friends of Youth  
Grace Lutheran Church  
Green Lake Presbyterian  
Harborview Center for Sexual Assault and Traumatic Stress  
Harborview Medical Center - Medical Respite  
HERO House  
Highline Public Schools  
Hopelink  
iGrad Academy/Kent School District  
Interlm Community Development Association  
International Rescue Committee in Seattle  
Jesus Christ Salt and Light  
Jewish Family Services  
Jubilee Women's Center  
Kent Lutheran Church  
Kent School District (McKinney Vento Program)  
Kent Youth and Family Services  
King County Bar Association  
King County Career Connections  
King County Department of Adult and Juvenile Detention, Community Corrections Division  
King County Department of Judicial Administration (Drug Court)  
King County Employment and Education Resources  
King County Jobs Initiative  
King County Veterans Program  
Lake Forest Municipal Court

LifeWire  
Low Income Housing Institute  
Lutheran Community Services Northwest  
Maple Valley Food Bank and Emergency Services  
Mary's Place Seattle  
Mt Baker Housing Association  
Multi-Service Center  
Navos  
Neighborcare Health  
Neighborhood House  
New Family Traditions  
New Horizons  
Operation Nightwatch  
Phinney Ridge Lutheran Church  
Pike Market Senior Center and Food Bank  
Pioneer Human Services  
Pioneer Square Clinic  
Plymouth Housing Group  
Pregnancy Aid of Kent  
Public Health Seattle and King Co. - Downtown Family Health Clinic  
Public Health Seattle and King Co. - North Dental  
Public Health Seattle and King Co. -Downtown Dental  
Public Health Seattle and King County - Jail Health Services  
Public Health Seattle and King County- KIDS PLUS  
Puget Sound Training Center  
Queen Anne Helpline  
Reach Center of Hope  
Recovery Café  
Renton Technical College Foundation  
Refugee Women's Alliance (ReWA)  
Sanctuary Art Center  
Seadrunar  
SeaMar Community Health Centers  
Seattle Conservation Corps  
Seattle Education Access  
Seattle First United Methodist  
Seattle Housing and Resource Effort  
Seattle Housing Authority  
Seattle Indian Center  
Seattle Indian Health Board  
Seattle Mennonite Church  
Seattle Municipal Court  
Seattle's Union Gospel Mission  
Senior Services

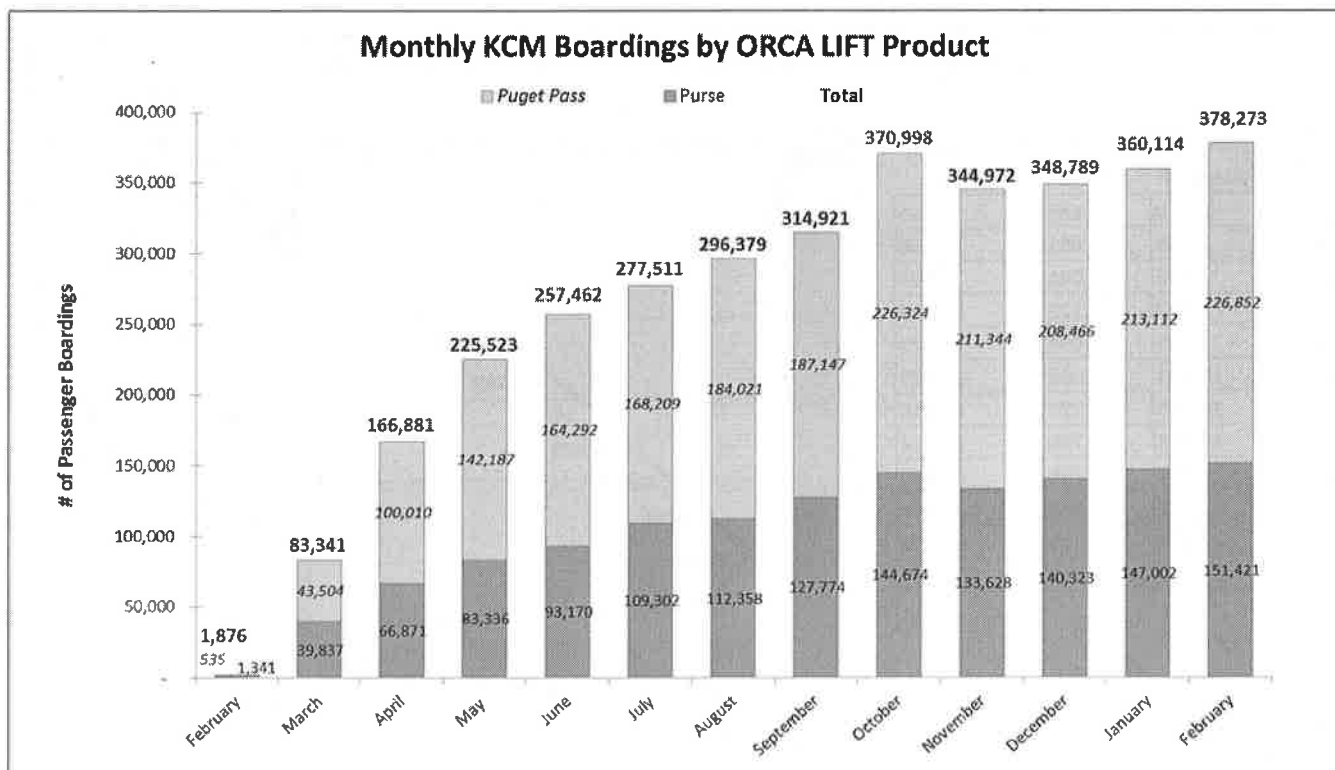
Shalom Zone Nonprofit Association dba ROOTS  
Shoreline Community Care  
Shoreline Community College  
Solid Ground  
Southwest Youth and Family Services  
St. Francis House  
St. Stephen Housing Association  
St. Thomas Episcopal Church  
Street Youth Ministries  
Swedish Health Services, Case Management  
Teen Feed  
The Food Bank at St. Mary's  
The Millionair Club Charity  
The Salvation Army  
The Sophia Way  
Therapeutic Health Services  
Three Dollar Bill Cinema  
Treehouse  
United Indians of All Tribes/Labateyah Youth Home  
University Churches Emergency Fund  
University of Washington - Alcohol and Drug Abuse Institute at ETS  
University of Washington- Country Doctor Free Teen Clinic  
Upward Bound and Educational Talent Search, South Seattle College  
Upward Bound, Seattle  
Urban League of Metropolitan Seattle  
Valley Cities Counseling and Consultation  
Vashon Youth and Family Services  
Vietnamese Friendship Association  
Vision House  
Washington State Department of Corrections - Seattle Community Justice Center  
Wellspring Family Services  
West Seattle Helpline  
Woodland Park Presbyterian Church  
World Relief Seattle  
Year Up Puget Sound  
YMCA of Greater Seattle  
Youth in Focus  
YWCA of Seattle, King and Snohomish

**Appendix G**  
**ORCA LIFT Monthly Report**



## ORCA LIFT Update – Monthly Report for February 2016

- King County Metro boardings were the highest ever, up 18,159 over last month bringing the total boardings to 378,273 for the month of February.
- LIFT enrollments are up by 1,335 to 25,344 with 78% of the LIFT cards actively used.
- 25 ORCA-To-Go events were scheduled in February
  - District 2 - 3 events
  - District 5 - 8 events
  - District 6 - 2 events
  - District 7 - 4 events
  - District 8 - 6 events
  - District 9 - 1 events
- King County Public Health continues to verify to majority of the LIFT customers at 60%, followed by Catholic Community Services at 13%, Multi-Service Centers at 4%
- To date counties where LIFT customers reside:
  - King 24,103 95%
  - Snohomish 578 2%
  - Pierce 410 2%
  - Other 253 1%
- February method of payment by LIFT customers:
  - 38% cash
  - 42% credit cards
  - 11% Business Account
  - 3% Autoload
  - 3% other
- LIFT customers add value primarily at TVM's 44% followed by Retail outlets 18% and Business Account 11%



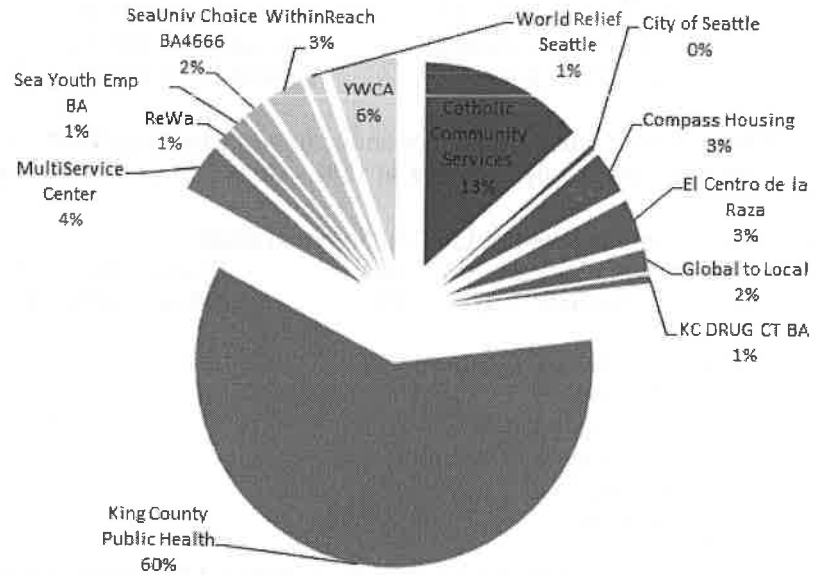
## ORCA LIFT Registrations

Who is registering LIFT customer?

### ORCA LIFT Registrations

March 1, 2015 - February 29, 2016

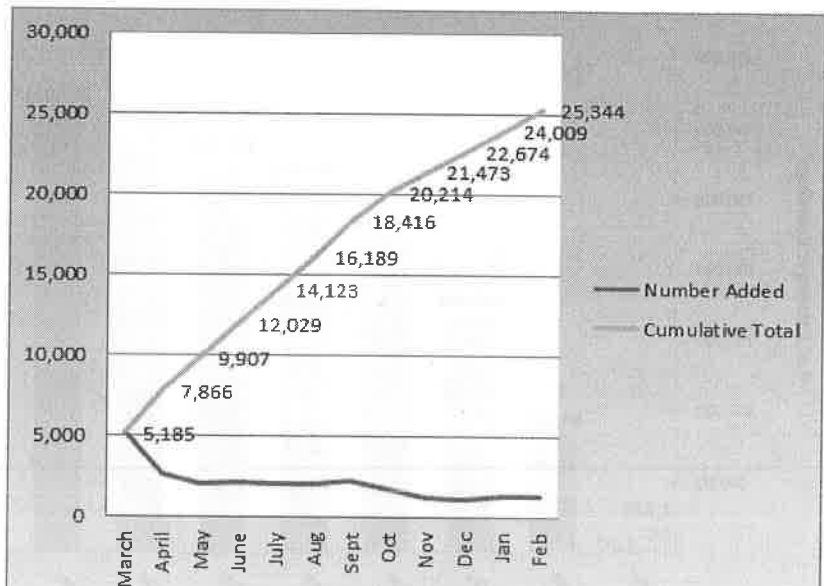
Catholic Community Services	3,403
City of Seattle	107
Compass Housing	856
El Centro de la Raza	870
Global to Local	443
KC DRUG CT BA	162
King County Public Health	15,098
MultiService Center	975
ReWa	303
Sea Youth Emp BA	291
SeaUniv Choice BA4666	398
WithinReach	747
World Relief Seattle	299
YWCA	1,392
<b>Total</b>	<b>25,344</b>



### ORCA LIFT Registrations by Month

ORCA LIFT Registrations March 1, 2015 - February 29, 2016

Month	Previous Number	Number Added	Cumulative Total
March	0	5,185	5,185
April	5,185	2,681	7,866
May	7,866	2,041	9,907
June	9,907	2,122	12,029
July	12,029	2,094	14,123
Aug	14,123	2,066	16,189
Sept	16,189	2,227	18,416
Oct	18,416	1,798	20,214
Nov	20,214	1,259	21,473
Dec	21,473	1,201	22,674
Jan	22,674	1,335	24,009
Feb	24,009	1,335	25,344



# The What, Where & How of LIFT Customers

What are customers purchasing?

Products Loaded	February 2016		March 1, 2015 - February 29, 2016	
	Number of Loads	Sales Amount	12 month- Loads	12 Month Sales
All-Day PugetPass \$3.50	15	\$ 120.00	168	\$ 1,336.00
Kitsap Transit Pass	700	\$ 17,519.00	8,456	\$ 207,694.00
Metro Monthly Vanpool			6	\$ 315.00
PT Adult All-Day Pass	1	\$ 5.00	9	\$ 45.00
PugetPass \$1.50	3,023	\$ 161,784.00	29,949	\$ 1,598,076.00
PugetPass	97	\$ 7,416.00	1,008	\$ 72,072.00
Purse	9,648	\$ 168,373.99	94,173	\$ 1,588,380.29
WSF Pass	8	\$ 577.75	74	\$ 6,192.20
<b>Grand Total</b>	<b>13,492</b>	<b>\$ 355,795.74</b>	<b>133,843</b>	<b>\$ 3,474,110.49</b>

Where are customers loading their cards?

Venue	February 2016		March 1, 2015 - February 29, 2016	
	Number of Loads	Sales Amount	12 month- Loads	12 Month Sales
Autoload	367	\$ 9,744.50	2,745	\$ 73,684.34
Business Accounts Website	762	\$ 39,051.00	11,614	\$ 570,333.00
By Mail	21	\$ 1,080.00	97	\$ 5,312.00
Call Center Website	81	\$ 2,964.00	675	\$ 24,194.50
Cardholder Webstie	958	\$ 33,001.87	8,784	\$ 296,346.75
Mobil Sales	13	\$ 702.00	590	\$ 23,194.00
Retail Outlet	2,521	\$ 63,989.29	24,940	\$ 613,300.03
Ticket Vending Machine	7,271	\$ 157,048.95	66,924	\$ 1,337,299.35
Walk-in Center	1,498	\$ 48,214.13	17,474	\$ 530,446.52
<b>Grand Total</b>	<b>13,492</b>	<b>\$ 355,795.74</b>	<b>133,843</b>	<b>\$ 3,474,110.49</b>

How are customers paying?

Payment Type	February 2016		March 1, 2015 - February 29, 2016	
	Number of Loads	Sales Amount	12 month- Loads	12 Month Sales
Cash	6,673	\$ 134,810.38	66,422	\$ 1,285,418.26
Check	197	\$ 9,135.00	1,985	\$ 86,783.99
Credit Card	5,148	\$ 147,817.40	47,045	\$ 1,288,637.84
Money Order	3	\$ 75.00	17	\$ 716.00
Postbill Autoload	367	\$ 9,744.50	2,745	\$ 73,684.34
Purchase Order	203	\$ 8,251.25	2,976	\$ 120,282.30
Business Account Institutional	762	\$ 39,051.00	11,614	\$ 570,333.00
Transit Purse	139	\$ 6,911.21	1,039	\$ 48,254.76
<b>Grand Total</b>	<b>13,492</b>	<b>\$ 355,795.74</b>	<b>133,843</b>	<b>\$ 3,474,110.49</b>

# Where do ORCA LIFT customers live?

July 5, 2016

Seattle	15,385	61%
KENT	1,469	6%
FEDERAL WAY	954	4%
RENTON	826	3%
AUBURN	807	3%
BELLEVUE	805	3%
BURIEN	557	2%
SHORELINE	474	2%
SEATAC	460	2%
TUKWILA	429	2%
KIRKLAND	359	1%
DES MOINES	342	1%
REDMOND	305	1%

TACOMA	225	0.9%
BOTHELL	144	0.6%
ISSAQUAH	140	0.6%
LYNNWOOD	140	0.6%
EVERETT	102	0.4%
VASHON	95	0.4%
KENMORE	77	0.3%
EDMONDS	70	0.3%
COVINGTON	63	0.2%
OLYMPIA	60	0.2%
MAPLE VALLEY	53	0.2%
MOUNTLAKE TER	52	0.2%
WOODINVILLE	51	0.2%

ENUMCLAW	46	0.18%
LK FOREST PK	42	0.17%
PUYALLUP	42	0.17%
PACIFIC	41	0.16%
SAMMAMISH	40	0.16%
MERCER ISLAND	39	0.15%
BREMERTON	38	0.15%
NORMANDY PARK	38	0.15%
BAINBRIDGE IS	32	0.13%
LAKEWOOD	29	0.11%
NORTH BEND	26	0.10%
ALGONA	24	0.09%
Other	463	1.83%

## ORCA LIFT - 2015 to 2016 Autoloads

### Number of Autoload Transactions

	2015	2016			March 2015 - February 2016
	3/1/2015-12/31/2015	January	February	YTD - Total	Total
Purse					
\$10 or Less	413	64	70	134	547
\$10.01 to \$25.00	818	124	161	285	1,103
\$25.01 to \$49.99	323	47	47	94	417
\$50.00 and Over	83	6	8	14	97
Pass					
Kitsap Transit Pass	83	9	13	22	105
PugetPass	0	1	1	2	2
PugetPass \$1.50	343	64	67	131	474
<b>Grand Total</b>	<b>2,063</b>	<b>315</b>	<b>367</b>	<b>682</b>	<b>2,745</b>

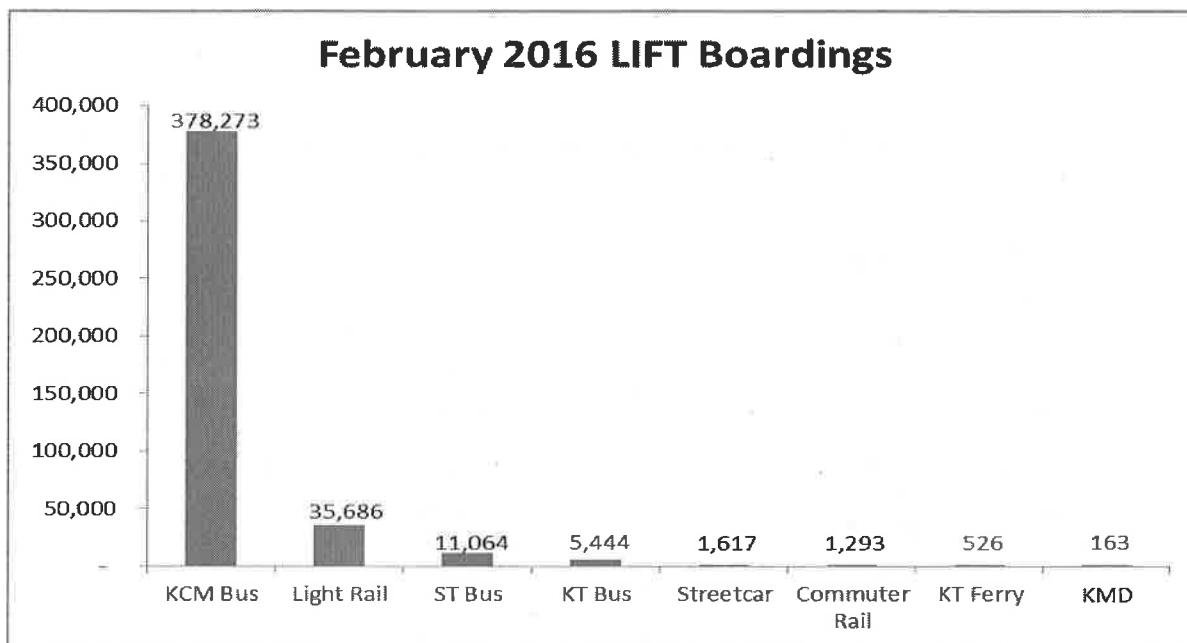
### Value of Autoload Sales

	2015	2016			March 2015 - February 2016
	3/1/2015-12/31/2015	January	February	YTD - Total	Total
Purse					
\$10 or Less	\$3,616.00	\$584.00	\$623.00	\$1,207.00	\$4,823.00
\$10.01 to \$25.00	\$15,673.45	\$2,399.89	\$3,043.00	\$5,442.89	\$21,116.34
\$25.01 to \$49.99	\$10,667.50	\$1,546.00	\$1,543.50	\$3,089.50	\$13,757.00
\$50.00 and Over	\$4,639.00	\$410.00	\$466.00	\$876.00	\$5,515.00
Pass					
Kitsap Transit Pass	\$2,075.00	\$225.00	\$325.00	\$550.00	\$2,625.00
PugetPass	\$0.00	\$126.00	\$126.00	\$252.00	\$252.00
PugetPass \$1.50	\$18,522.00	\$3,456.00	\$3,618.00	\$7,074.00	\$25,596.00
<b>Grand Total</b>	<b>\$55,192.95</b>	<b>\$8,746.89</b>	<b>\$9,744.50</b>	<b>\$18,491.39</b>	<b>\$73,684.34</b>

# Details of ORCA LIFT Boardings for February 2016

July 5, 2016

During February 2016, over 430,000 ORCA boardings were made with 10,674 LIFT cards. Most LIFT boardings were onto KCM bus service (87%). LIFT customers used over 199 King County Metro Bus routes, 9 Sound Transit Bus routes, 52 KT Bus and ferry routes, Light Rail, Commuter Rail, Streetcar and the water taxi (KMD).



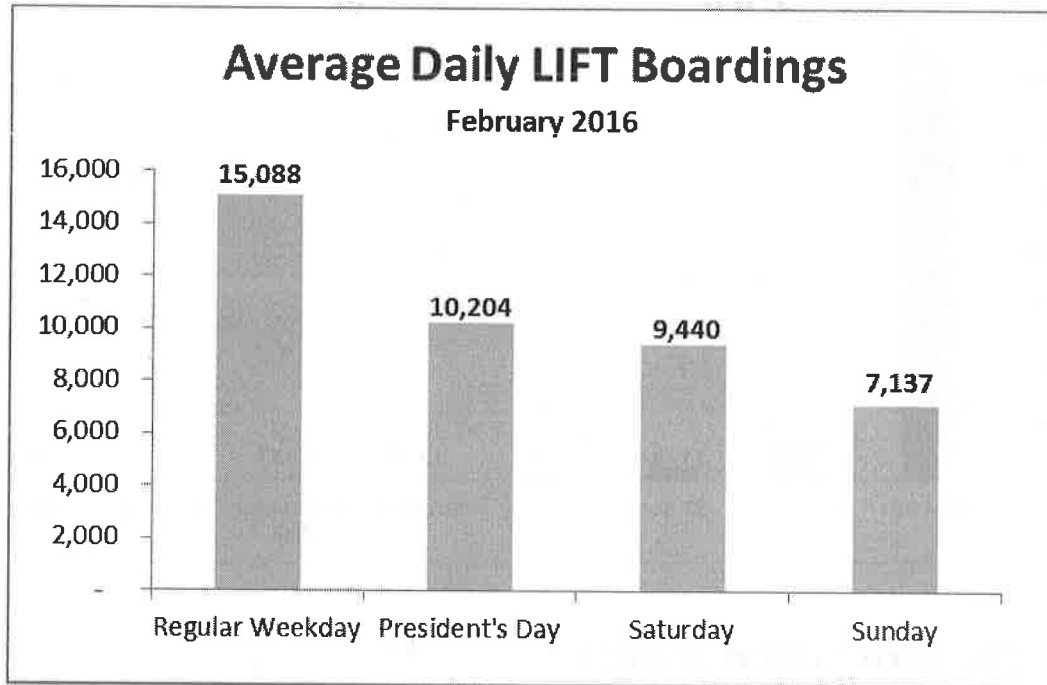
## What are the most used routes?

Top 15 KCM Routes with LIFT Boardings		
<u>KCM Rte #</u>	<u>Feb '16 Boardings</u>	<u>% of KCM's ORCA LIFT Boardings</u>
Bus (blank*)	23,301	6.16%
7	17,501	4.63%
36	14,691	3.88%
120	11,541	3.05%
8	10,741	2.84%
150	9,747	2.58%
41	9,723	2.57%
40	9,621	2.54%
48	8,419	2.23%
49	7,978	2.11%
180	7,116	1.88%
675	6,989	1.85%
106	6,855	1.81%
60	6,818	1.80%
671	6,622	1.75%

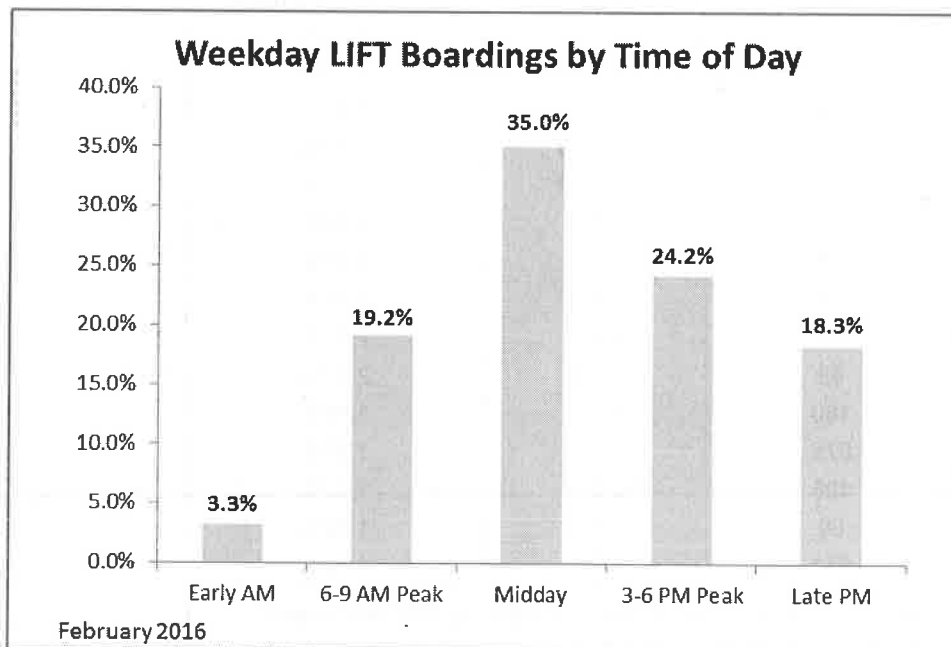
\* Indicates ORCA readers not on board the bus (RR lines mainly)

## When are LIFT customers riding?

- Average daily LIFT boardings on KCM service during February are shown below.



- LIFT boardings during the midday, between 9 a.m. and 3 p.m. accounted for 35% of the weekday boardings.

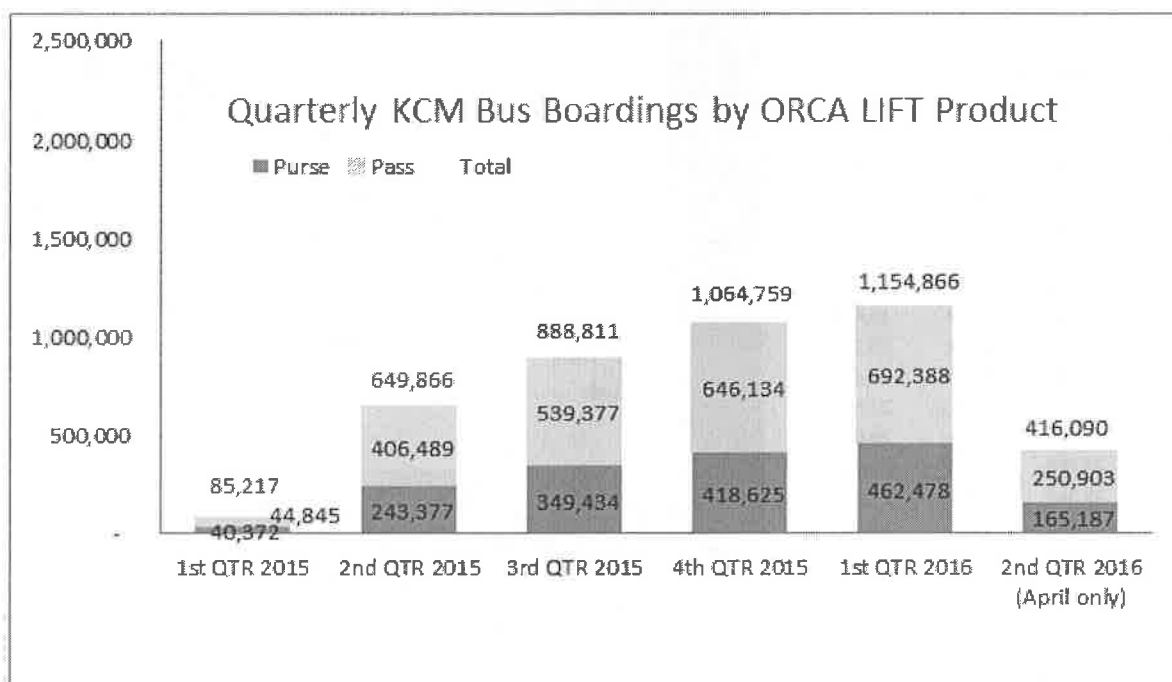


## ORCA LIFT – Monthly Report for April 2016

- King County Metro bus boardings were down slightly by 389 over last month, bringing the total boardings to 416,090 for the month of April.
- Sound Transit boardings were up by 19,703 primarily due to the Link light rail, bringing the total boardings to 98,782 for the month of April.
- LIFT enrollments are up by 1,411 to 28,469
- YTD 129 Youth cards have been issued at no charge to dependents of LIFT cardholders
- 37 ORCA-To-Go events were scheduled in March
 

○ District 1 - 1 event	District 4 - 2 events	District 7 - 2 events
○ District 2 - 11 events	District 5 - 1 events	District 8 - 13 events
○ District 3 - 1 events	District 6 - 5 event	District 9 - 1 events
- King County Public Health continues to verify to majority of the LIFT customers at 52%, followed by Catholic Community Services at 16%, YWCA at 8%
- To date counties where LIFT customers reside:
 

○ King	26,948	95%	Pierce	511	2%
○ Snohomish	680	2%	Other	330	1%
- April method of payment by LIFT customers:
  - 52% cash
  - 37% credit cards
  - 5% Business Account
  - 3% Autoload
  - 3% other
- LIFT customers add value primarily at TVM's 57% followed by Retail outlets with 20%, Walk-in Centers with 9%, and Business Account with 5%



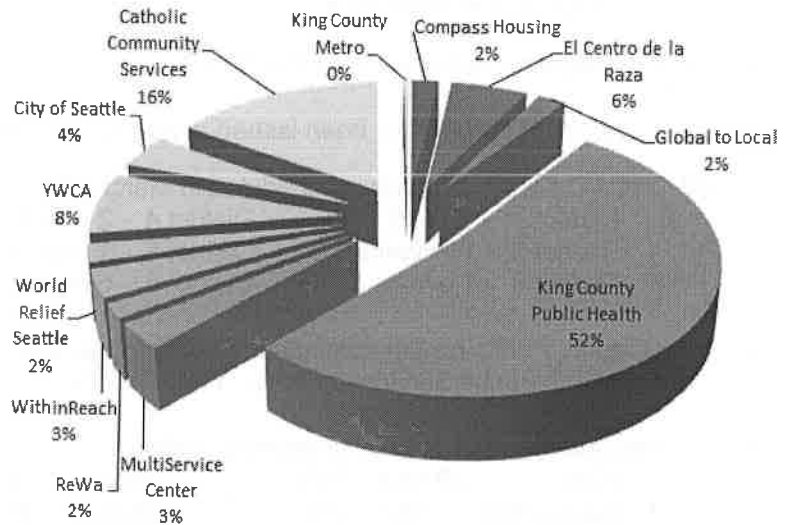
# ORCA LIFT Registrations

July 5, 2016

## Who is registering LIFT customer?

April ORCA LIFT Registrations  
April 1, 2016 - April 30, 2016

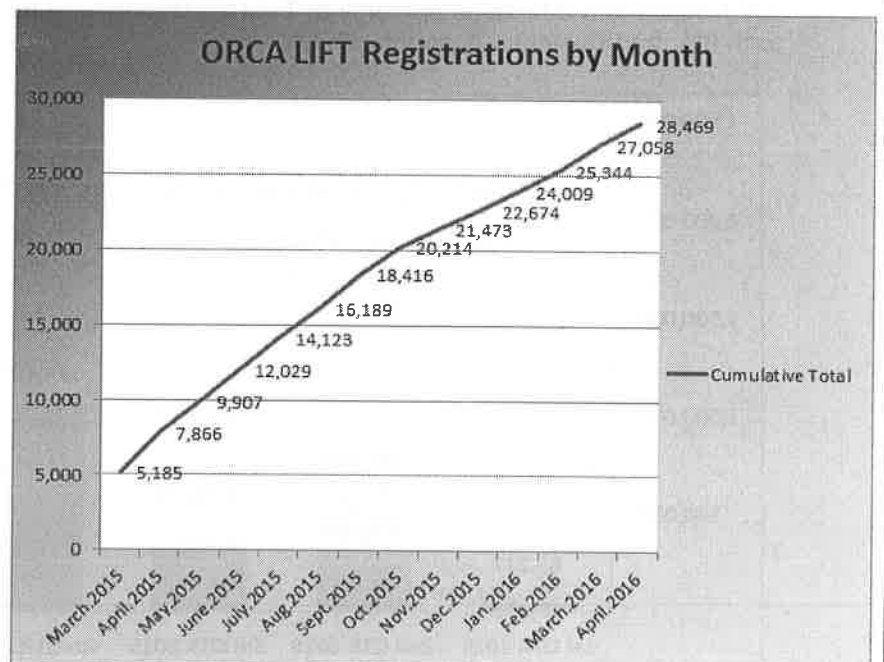
Compass Housing	28
El Centro de la Raza	80
Global to Local	29
King County Public Health	738
MultiService Center	44
ReWa	25
WithinReach	48
World Relief Seattle	32
YWCA	106
City of Seattle	57
Catholic Community Services	219
King County Metro	5
<b>Total</b>	<b>1,411</b>



## ORCA LIFT Registrations by Month

ORCA Registrations  
March 1, 2015 - April 30, 2016

Month	Previous Number	Number Added	Cumulative Total
March 2015	0	5,185	5,185
April 2015	5,185	2,681	7,866
May 2015	7,866	2,041	9,907
June 2015	9,907	2,122	12,029
July 2015	12,029	2,094	14,123
Aug 2015	14,123	2,066	16,189
Sept 2015	16,189	2,227	18,416
Oct 2015	18,416	1,798	20,214
Nov 2015	20,214	1,259	21,473
Dec 2015	21,473	1,201	22,674
Jan 2016	22,674	1,335	24,009
Feb 2016	24,009	1,335	25,344
March 2016	25,344	1,714	27,058
April 2016	27,058	1,411	28,469





## The What, Where & How of LIFT Customers

What are customers purchasing?

Product Loaded	April 2016		March 1, 2015 - April 30, 2016	
	Number of Loads	Sales Amount	14 Months Loads	14 Month Sales
All-Day PugetPass \$3.50	37	\$296.00	219	\$ 1,736.00
Kitsap Transit Pass	596	\$14,747.00	9,592	\$ 235,938.00
Metro Monthly Vanpool	0	0	7	\$ 414.00
PT Adult All-Day Pass	1	\$5.00	12	\$ 60.00
PugetPass \$1.50	3,792	\$202,392.00	36,660	\$ 1,956,367.50
PugetPass	184	\$15,570.00	1,282	\$ 94,365.00
Purse	13,829	\$236,184.91	117,250	\$ 1,978,420.40
WSF Pass	1	\$65.30	79	\$ 6,518.70
<b>Grand Total</b>	<b>18,440</b>	<b>\$469,260.21</b>	<b>165,101</b>	<b>\$ 4,273,819.60</b>

Where are customers loading their cards?

Venue	April 2016		March 1, 2015 - April 30, 2016	
	Number of Loads	Sales Amount	14 Months Loads	14 Month Sales
Autoload	512	\$ 13,200.00	3,655	\$ 97,862.84
Business Account Website	898	\$ 46,617.60	13,155	\$ 648,203.60
By Mail	21	\$ 1,168.00	123	\$ 6,750.00
Call Center Website	110	\$ 4,312.50	869	\$ 32,050.50
Cardholder Website	1,079	\$ 40,249.86	10,723	\$ 367,394.07
Mobil Sales*	-	\$ -	591	\$ 23,199.00
Retail Outlet	3,630	\$ 94,260.67	31,228	\$ 776,490.63
Ticket Vending Machine	10,551	\$ 215,804.00	84,576	\$ 1,706,397.60
Walk-in Center	1,639	\$ 53,647.58	20,181	\$ 615,471.36
<b>Grand Total</b>	<b>18,440</b>	<b>\$ 469,260.21</b>	<b>165,101</b>	<b>\$ 4,273,819.60</b>

\* System error in reporting Mobil Sales by location, vender is working on solution.

How are customers paying?

Payment Type	April 2016		March 1, 2015 - April 30, 2016	
	Number of Loads	Sales Amount	14 Months Loads	14 Month Sales
Cash	9,561	\$ 185,666.45	82,493	\$1,602,521.95
Check	191	\$ 9,079.00	2,273	\$100,164.99
Credit Card	6,859	\$ 192,545.66	58,787	\$1,620,952.66
Money Order	-	\$ -	17	\$716.00
Postbill Autoload	508	\$ 13,177.50	3,646	\$97,731.34
Purchase Order	273	\$ 14,865.10	3,408	\$141,259.70
Business Account Institutional	898	\$ 46,617.60	13,155	\$648,203.60
Transit Purse	150	\$ 7,308.90	1,322	\$62,269.36
<b>Grand Total</b>	<b>18,440</b>	<b>\$ 469,260.21</b>	<b>165,101</b>	<b>\$4,273,819.60</b>

# Where do ORCA LIFT customers live?

July 5, 2016

SEATTLE	17,171	VASHON	103	NORTH BEND	28
KENT	1,634	KENMORE	91	ALGONA	26
FEDERAL WAY	1,051	EDMONDS	85	NEWCASTLE	26
RENTON	927	COVINGTON	74	PORT ORCHARD	23
BELLEVUE	906	OLYMPIA	70	SNOQUALMIE	19
AUBURN	881	WOODINVILLE	61	UNIVERSITY PL	19
BURIEN	603	Maple Valley	57	BONNEY LAKE	17
SHORELINE	541	MOUNTLAKE TER	55	FIFE	17
SEATAC	517	ENUMCLAW	54	federal way	16
TUKWILA	498	PUYALLUP	53	SNOHOMISH	15
KIRKLAND	401	LK FOREST PK	49	MILL CREEK	14
DES MOINES	381	SAMMAMISH	46	DUVALL	13
REDMOND	354	PACIFIC	45	SPANAWAY	13
TACOMA	276	MERCER ISLAND	43	FALL CITY	12
ISSAQUAH	166	BREMERTON	40	LAKE STEVENS	12
BOTHELL	164	NORMANDY PARK	39	SUMNER	12
LYNNWOOD	152	LAKESWOOD	35	BLACK DIAMOND	11
EVERETT	124	BAINBRIDGE IS	34	Other	395

## ORCA LIFT - 2015 to 2016 Autoloads

### Number of Autoload Transactions

Purse	2015 3/1/2015-12/31/2015	2016				March 1, 2015 - April 30, 2016 Total
		January	February	March	April	
\$10 or Less	413	64	70	87	124	758
\$10.01 to \$25.00	818	124	161	151	215	1,469
\$25.01 to \$49.99	323	47	47	49	54	520
\$50.00 and Over	83	6	8	17	9	123
Pass					12	12
Kitsap Transit Pass	83	9	13	12	3	120
PugetPass	-	1	1	-	95	97
PugetPass \$1.50	343	64	67	82		556
<b>Grand Total</b>	<b>2,063</b>	<b>315</b>	<b>367</b>	<b>398</b>	<b>512</b>	<b>3,655</b>

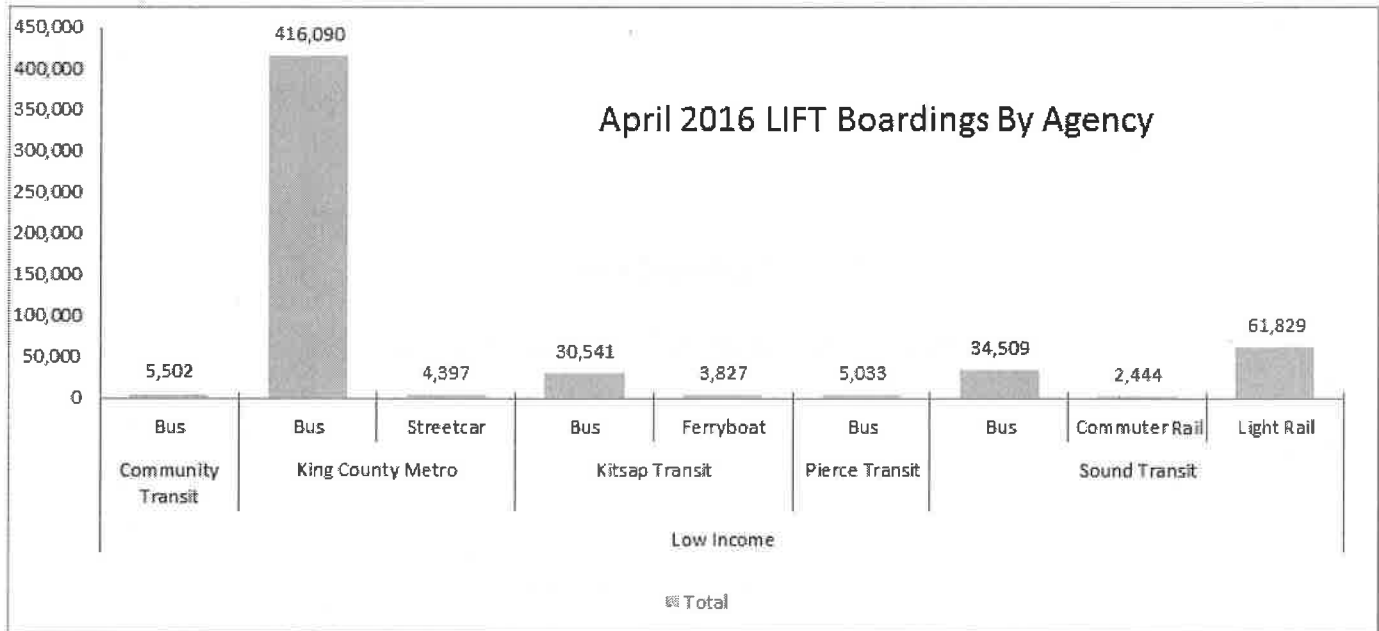
### Value of Autoload Sales

Purse	2015 3/1/2015-12/31/2015	2016				March 1, 2015 - April 30, 2016 Total
		January	February	March	April	
\$10 or Less	\$ 3,616.00	\$ 584.00	\$ 623.00	\$ 790.00	\$ 1,067.50	\$ 6,680.50
\$10.01 to \$25.00	\$ 15,673.45	\$ 2,399.89	\$ 3,043.00	\$ 2,834.50	\$ 4,093.50	\$ 28,044.34
\$25.01 to \$49.99	\$ 10,667.50	\$ 1,546.00	\$ 1,543.50	\$ 1,610.00	\$ 1,827.00	\$ 17,194.00
\$50.00 and Over	\$ 4,639.00	\$ 410.00	\$ 466.00	\$ 1,016.00	\$ 512.00	\$ 7,043.00
Pass						\$ -
Kitsap Transit Pass	\$ 2,075.00	\$ 225.00	\$ 325.00	\$ 300.00	\$ 300.00	\$ 3,225.00
PugetPass	\$ -	\$ 126.00	\$ 126.00	\$ -	\$ 270.00	\$ 522.00
PugetPass \$1.50	\$ 18,522.00	\$ 3,456.00	\$ 3,618.00	\$ 4,428.00	\$ 5,130.00	\$ 35,154.00
<b>Grand Total</b>	<b>\$ 55,192.95</b>	<b>\$ 8,746.89</b>	<b>\$ 9,744.50</b>	<b>\$ 10,978.50</b>	<b>\$ 13,200.00</b>	<b>\$ 97,862.84</b>

# Details of ORCA LIFT Boardings for April 2016

July 5, 2016

During April 2016, nearly 564,000 ORCA boardings were made with 13,486 LIFT cards. Most LIFT boardings were onto KCM bus service (74%). LIFT customers used over 200 King County Metro Bus routes, 32 Sound Transit Bus routes, 48 KT Bus and ferry routes, Light Rail, Commuter Rail, Streetcar and the water taxi (KMD).



## What are the most used routes?

### Top 15 Routes with LIFT Boardings for KCM & ST

#### King County Metro

	KCM Rte #	April.2016 Boardings	Percentage of KCM ORCA LIFT Boardings
1			
2	(blank)*	34,316	8.2%
3	7	19,475	4.6%
4	36	16,680	4.0%
5	120	12,220	2.9%
6	40	11,297	2.7%
7	41	11,052	2.6%
8	150	10,983	2.6%
9	49	9,171	2.2%
10	675	8,982	2.1%
11	180	8,349	2.0%
12	671	8,142	1.9%
13	8	8,138	1.9%
14	5	8,081	1.9%
15	674	8,074	1.9%
	60	7,285	1.7%

#### Sound Transit

	ST Rte #	April.2016 Boardings	Percentage of ST ORCA LIFT Boardings
1	Link	61,829	62.6%
2	550	6,378	6.5%
3	522	3,981	4.0%
4	512	3,596	3.6%
5	545	3,181	3.2%
6	Sounder	2,444	2.5%
7	554	2,430	2.5%
8	578	2,304	2.3%
9	594	2,266	2.3%
10	560	1,972	2.0%
11	574	1,601	1.6%
12	566	1,120	1.1%
13	577	1,008	1.0%
14	590	885	0.9%
15	535	581	0.6%

\* Indicates ORCA reader not on board the bus (RR lines mainly)

## **Appendix H**

### **Documentation of Council Action**

Proposed Motion 2016-0308 as  
passed by the King County  
Council