

2024 – 2027 Title VI Program

An Update on the Update

Rob LaFontaine

Planning Deputy Director

Presented to the Intercity Transit Authority on June 5, 2024

In case you missed it...

Joint presentation to the CAC/ITA on September 20, 2023

2020 Census: Olympia-Lacey [Urban Area #65242] surpassed 200k in resident population

IT has new requirements to Measure, Monitor, and Analyze service

in Draft form

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Heavy refresh of the prior document (2021 – 2024)

Prompts updates to, or creation of, “umbrella” policy documents (i.e. a chain reaction)

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Road to Completion

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June 5 – Preparatory presentation today

June 19 – Present Draft; request Public Hearing for July 17th, begin public comment period
[update to the CAC in June and/or July]

July 17 – Public Hearing, end public comment period

August – Final Adoption, FTA review

Draft: New & Improved

Intercity Transit's 2024 – 2027 Title VI Program

Our Title VI *Program* is a compilation effort describing how Intercity Transit protects against racial discrimination (as opposed to a *plan*)

a. Contents. Every Title VI Program shall include the following information:

- Public Notices
- How to File a Discrimination Complaint
- Listing of Title VI investigations, complaints, or lawsuits
- **IT's Public Participation Plan**; outreach to minority and traditionally underserved populations
- **IT's Language Assistance Program**; strategies to engage limited-English proficient populations
- Authority Board & Community Advisory Committee; minority representation
- **IT's Subrecipient Compliance**; purchasing contracts
- Adopted Equity Analyses for newly sited Facility locations (i.e., garages or transit centers)
- **IT's Systemwide Service Standards & Policies**



A Compilation Effort

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“Umbrella” Policy Documents

Intercity Transit’s 2024 – 2027 Title VI Program



Our *Title VI Program* reflects several policies, standards, information, and references contained within other agency sources



Service Standards

Service Development Guideline	Service Development Standard
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INTEGRA COMMUN Intercity T and facilities their land coordinate land use a: accommod transporta

boundary changes; cha significant amendment Americans with Disabil the annual Transit Dev of capital facilities; and

the o would take by ROUTE DIRE Routes will ge point of origin routing will bi people will be

INTERCITY TRANSIT PUBLIC HEARING POLICY

July 18, 2005

Performance Guidelines and Standards

Intercity Transit initially adopted a list of eighteen (18) guidelines in 2001-2002 as part of a *Strategic Plan* to

2.3.3 New Route Ridership

New bus routes will be give bring their productivities u routes should be monitore every six months to assess improvement. New service minimum of eighteen mon conformance with standar time period, according to t

SERVICE CLASSES			Res /Employ	Bus Stop
Class	Type of Community Served	Orientation	Density	Spacing
Trunk	Urbanized	Regional, commercial		
Primary	Urbanized	Commercial, neighborhood		
Secondary	Suburban	Neighborhood		
Rural	Rural, suburban (outside UGA)	Neighborhood		
Commuter	Urban center, Park & ride	Commercial, employment		

SUMMARY OF SPAN AND FREQUENCY RECOMMENDATIONS

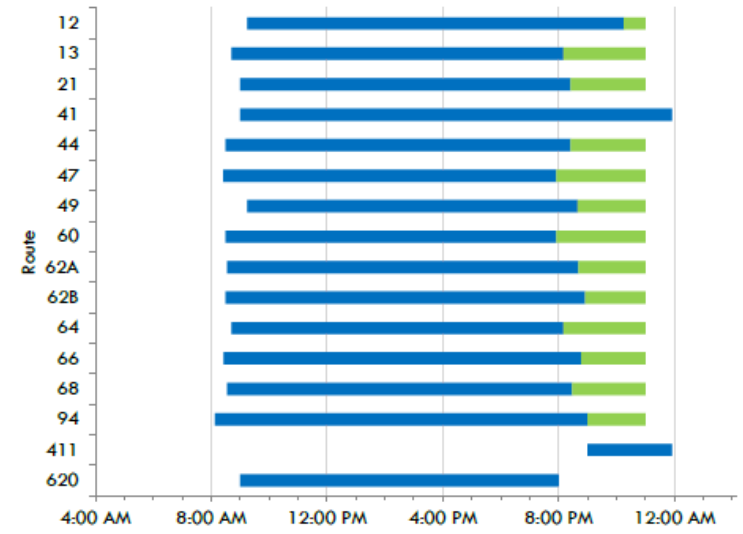
In the short-term recommendations, two routes have improved span and frequency. The short-term recommendations introduce 30-minute between 6 a.m. and 8 p.m. on the new Route 12 and 30-minute midday frequency on Route 68, as well as a slightly longer span of service until 9:00 PM on Route 68. Four routes have improved schedules. Recommended improvements to route frequency and/or span are shown in **bold** in the table below.

Figure 9-11 Proposed Weekday Span and Frequency Improve

Route	Peak Frequency	Midday Frequency	Evening Frequency
12	30	30	30
13	15	15	30
21	30	60	60
41	15*	30*	30*
42	-	-	-
43	-	-	-
44	-	-	-
45	30	60	60
47	30	30	30
48	30	30	30
60	30	60	60
62A	30	30	60
62B	30	30	60
64	30	60	60
66	30	30	60
67	60	60	60
68	30	30	60
94	60	60	60
101	15	15	-
411**	-	-	-
603	-	-	-
605	-	-	-
612	-	-	-
Olympia Express	15-30	60-90	

*Frequency drops 50% during summer
**Does not operate Mon-Thurs

Figure 12-7 Proposed Sunday Span



New operating hours are illustrated in green and current hours are shown in blue.

KEEP BUSES ON TIME

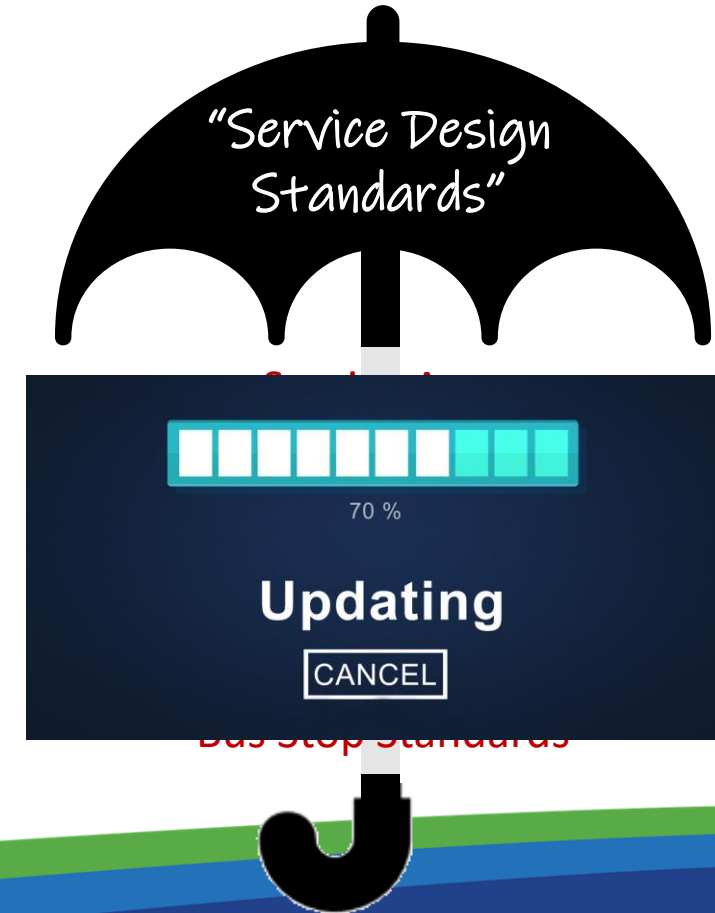
In an environment of worsening traffic congestion, agencies must actively plan for increases in travel times, as increased travel times can require additional resources. A schedule maintenance budget means setting aside a specified percentage of the operating budget each year in anticipating of one or two schedule adjustments annually.



Upon Further Review

Creation and Updates to our "Umbrella" Policy Documents

A more comprehensive effort is needed to restructure our Policy documents



So Far, So Good

Intercity Transit's 2024 – 2027 Title VI Program

The update of our *Title VI Program* will include important additions, specifically to our Language Assistance Program and Systemwide Service Standards & Policies

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IT's Language Assistance Program

Limited English Proficiency (LEP)

The Safe Harbor Provision (USDOJ & USDOT)

Written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less.

Based on the 2022 American Community Survey (ACS) Intercity Transit intends to ensure language assistance to the following LEP populations:

Language	Population with Limited English Proficiency (2022)	Percentage of Total Population
Spanish	2,783	1.26%
Vietnamese	2,010	0.91%
Korean	1,230	0.56%

Assistance Strategies

- Publicized Translation tools (website, human translator)
- Written Translation of Vital Documents (i.e. Comment & Complaint Forms, Dial-A-Lift Application, surveys, etc.)
- Additional Staff Training



IT's Systemwide Service Standards & Policies

Measure, Monitor, and Analyze

Principal Title VI Purpose

A collection of definitions and processes intended to aid Intercity Transit in making informed, non-discriminatory, decisions regarding the design and operation of public transit service

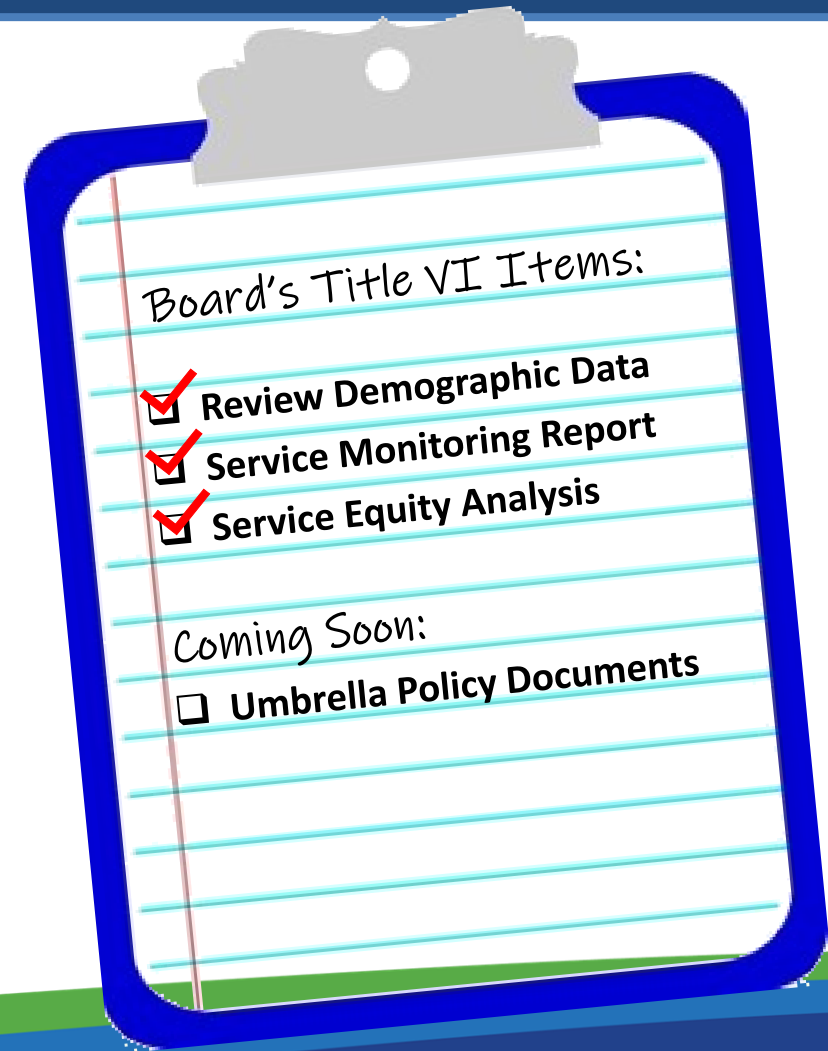
Demographic Data

- Inclusion of Populations, Maps, Charts, and Surveys

Attention Board Members

The forthcoming Title VI Program reflects the following FTA requirements:

1. Board Adoption of a Service Monitoring Report not less than every 3 years
 - Report to be included in our 2027 – 2030 Title VI Program
2. Board Adoption of a written Service Equity Analysis anytime there is a *major* service change
 - September 2025 – a projected Major service change



Demographic Data

IT's Systemwide Service Standards & Policies

Principal Title VI Purpose

*To collect and analyze racial and ethnic data in order to develop a **demographic profile** and determine the extent to which members of minority groups are beneficiaries of FTA-supported programs*

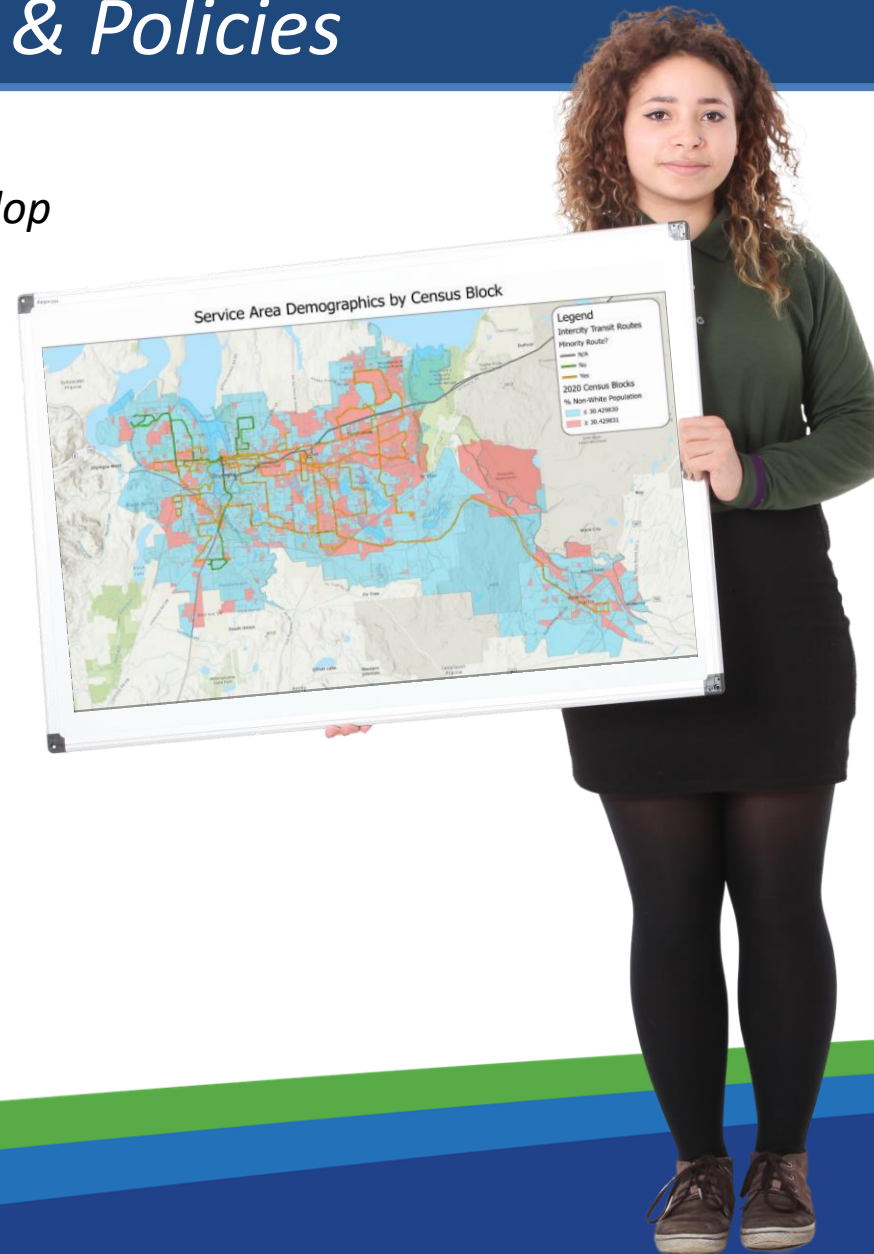
1. U.S. Census and/or American Community Survey

Baseline of Service Area (community as a whole)

- Total Population
- % Minority
- % Limited-English proficiency
- % Low-income

2. Passenger-intercept Survey

Rider-specific comparison to the Community



Service Area Demographics by Census Block

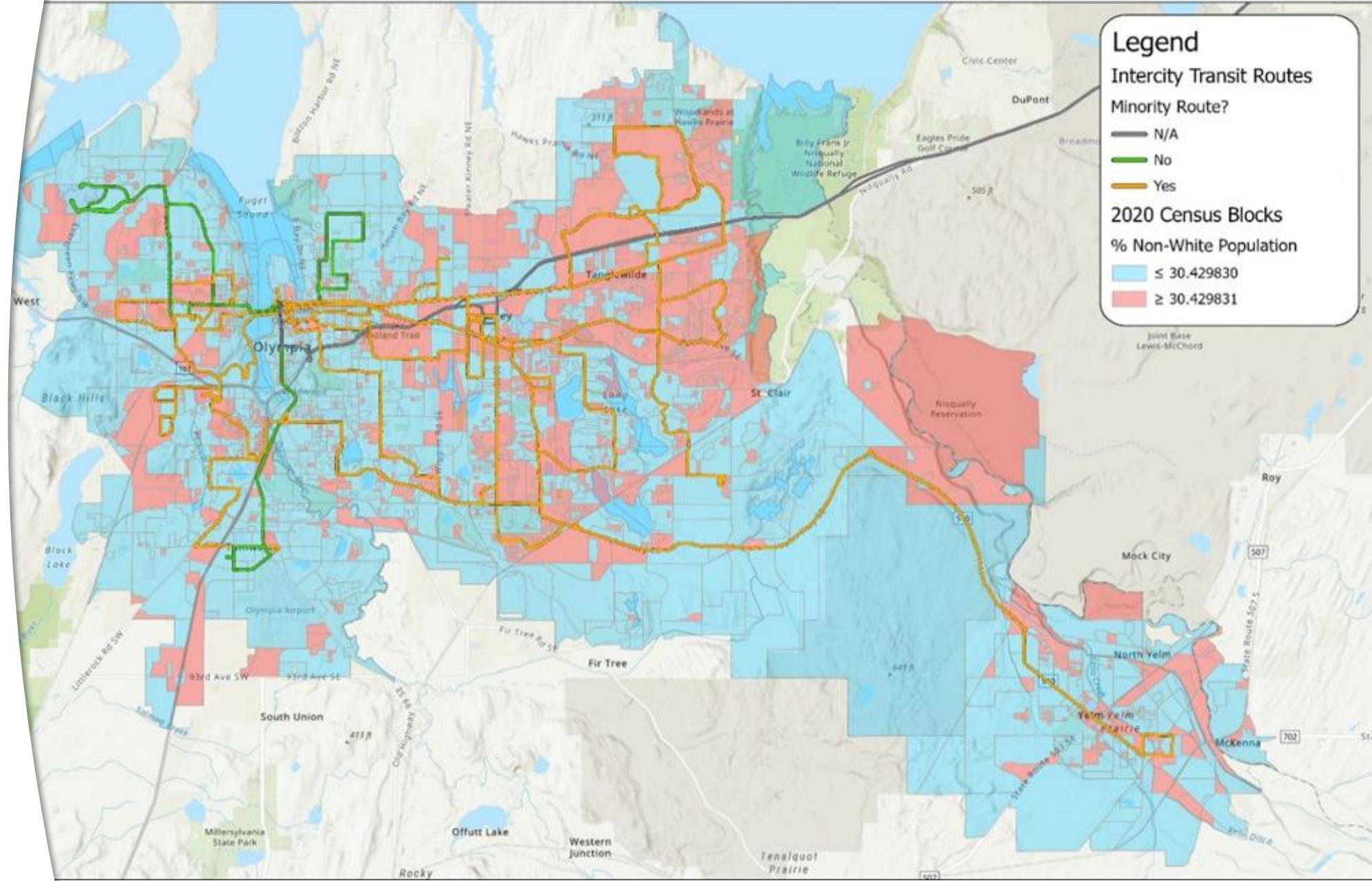
Census Service Area (PTBA)

>203k total Population

30.4% non-white

>1,000 residents who speak Spanish, Korean, or Vietnamese

10.0% Low-income



Census/ACS Service Area (PTBA)

>203k total Population

30.4% non-white

>1,000 residents who
speak Spanish, Korean,
or Vietnamese

10.0% Low-income



Survey Results

+/- 500 Respondents (November 2023)

36% non-white

2x the percentage of Spanish-speaking residents
Half the percentage of Vietnamese-speakers
Zero percent Korean-speaking residents

>80% Low-income

Demographic Data

IT's Systemwide Service Standards & Policies

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Demographic Profile

Compared to the general community bus passengers are proportionately more:

- non-white
- Spanish-speaking
- Low-income
- Male



Action Item: Service Monitoring Report

IT's Systemwide Service Standards & Policies

Principal Title VI Purpose

A publicized review of metrics **comparing** the performance of bus routes serving predominately **minority populations** and routes serving predominantly **non-minority populations** intended to reveal any disparity regarding the design and operation of public transit service

What service metrics are being measured and reported?

1. Passengers loads
2. Frequency and On-time Performance
3. Distribution of service across the service area
4. Distribution of bus stop shelters, and worn/aged buses

Key Definitions (i.e. Umbrella Policy Documents)

1. Distinguishing between types of Routes (i.e. primary, secondary, express, etc.)
2. Populations (i.e. service area, bus stop walksheds, density, zoning districts, etc.)
3. Minority Route
4. Disparate Impact
5. Adverse effect



Distribution Across the Service Area (PTBA)

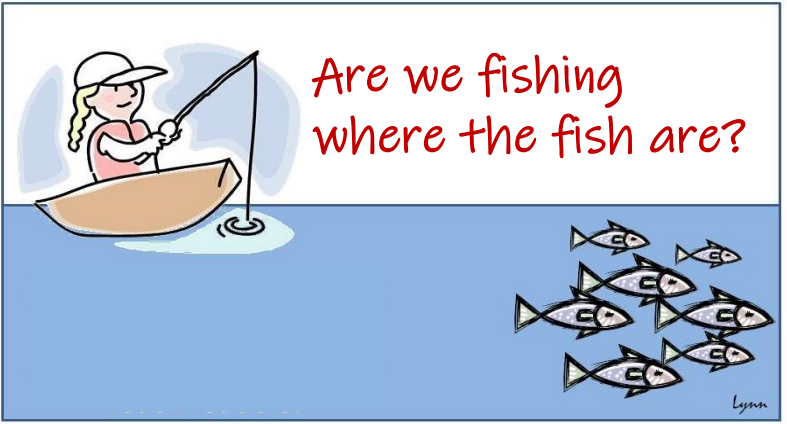
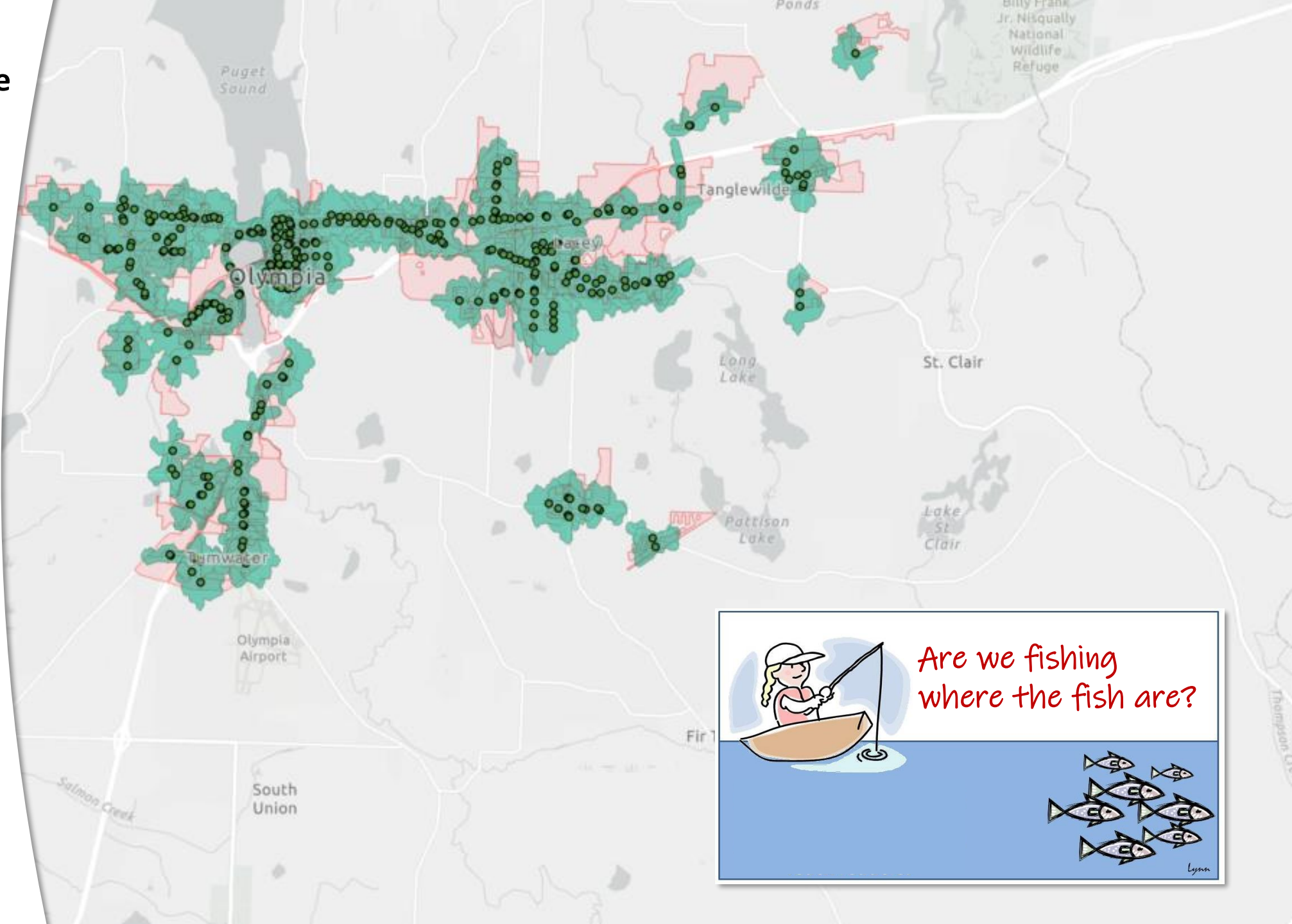
Current Update

Typical bus stop spacing measured by Route Type



Additional Study

Zoning district allocation
Road classifications
Coverage percentages



Action Item: Service Equity Analysis

IT's Systemwide Service Standards & Policies

Principal Title VI Purpose

A publicized evaluation to determine any adverse impact (i.e. a measurable action resulting in worsened access to transit) from a proposed Major change in service that disproportionately affects minority or low-income populations

What is a Major change in service?

- A single change that reduces or increases an individual route's revenue hours by 25% or more [a change in volume]
- A single change that reduces or increases the number of bus stops on an individual route by 5% [a geographic change]
- Creation, or discontinuation of a fixed route in entirety

OOOH...THIS
CALLS FOR A
SPREADSHEET

What is significant Disparate/Disproportionate Impact?

The measured share of people in minority populations of race, color, national origin, or low-income are adversely impacted more than the measured share of people in the service area, plus 3%

With all of that said...

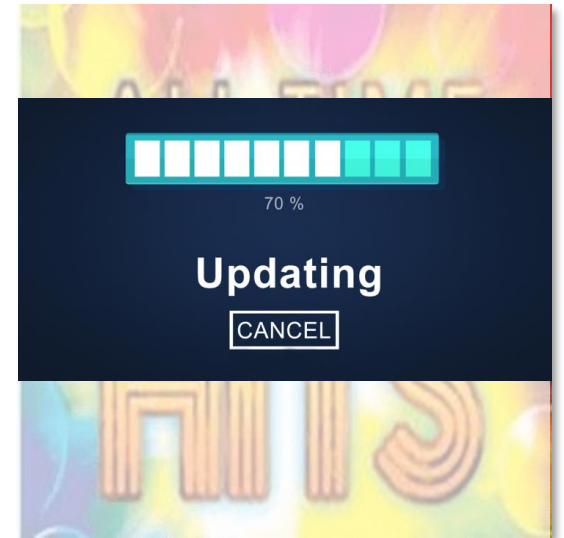
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- Authority Board & Community Advisory Committee
- **IT's Subrecipient Compliance**; purchasing contracts
- Adopted Equity Analyses for newly sited Facilities
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Goal #1, Submit by August

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TO: The FTA
FROM: Intercity Transit
RE: 2024 – 2027 Title VI Program

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Goal #2, Receive our Approval

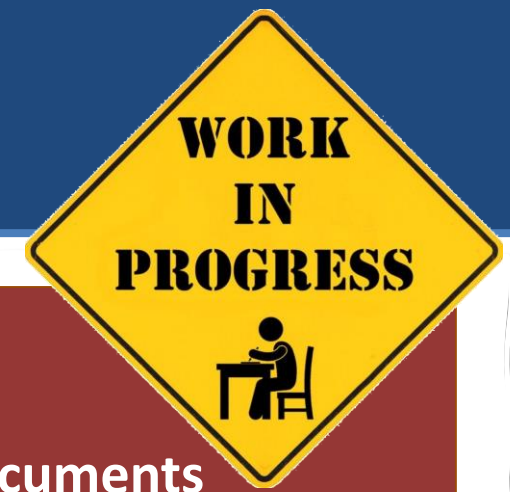
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Goal #3, Develop Umbrella Policies

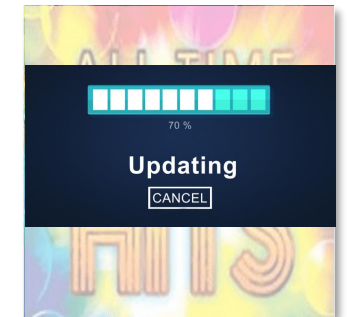
Intercity Transit's 2024 – 2027 Title VI Program



TO: The FTA
FROM: Intercity Transit
RE: 2024 – 2027 Title VI Program

TO: Our Community
FROM: Intercity Transit
RE: Important Policy Documents

- Public Notices
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Goal #4, Adopt Umbrella Policies

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