

Title VI Program 2024- 2027



Adopted: August 7, 2024

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Introduction to Intercity Transit's Title VI Program

According to the Section 601 of the Civil Rights Act of 1964:

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

The Civil Rights Restoration Act of 1987 further solidified the Civil Rights Act of 1964 and stated that organizations that receive federal funding must obey civil rights laws in all areas of their organization, not just the department, program, or activity that received the funding. This made sure that no federal money goes to organizations that discriminate on the basis of race, religion, gender, age, disability, or nationality.

Intercity Transit complies with all applicable federal requirements under Title VI which include updating its Title VI Program every three years per the Federal Transit Administration's (FTA) Title VI Requirements and Guidelines for Federal Transit Administration Recipients, Circular 4702.1B. Intercity Transit's outgoing Title VI Program, which went into effect October 1, 2021, expires as of September 30, 2024. Unless otherwise amended, the term of the updated Title VI Program reflected in this document is October 1, 2024, through September 30, 2027.

It should be noted that with the verification of the 2020 U.S. Census, the Olympia-Lacey Urban Area surpassed 200,000 in population, thus prompting additional standards, definitions, and processes from Intercity Transit to demonstrate adequate evidence of compliance with Title VI principles. The update for 2024 is Intercity Transit's first Title VI Program containing sections specific to transit providers serving an urbanized area with more than 200,000 in resident population. Chapter 7 regarding *Public Engagement*, Chapter 9 regarding *Systemwide Service Standards and Service Policies* reflect new definitions of Major Service Changes, Disparate Impact, and Disproportionate Burden, as well as substantially updated Standards and Policies intended to be measured with a formalized *Monitoring Program* (Chapter 10).

Information about Intercity Transit

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

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

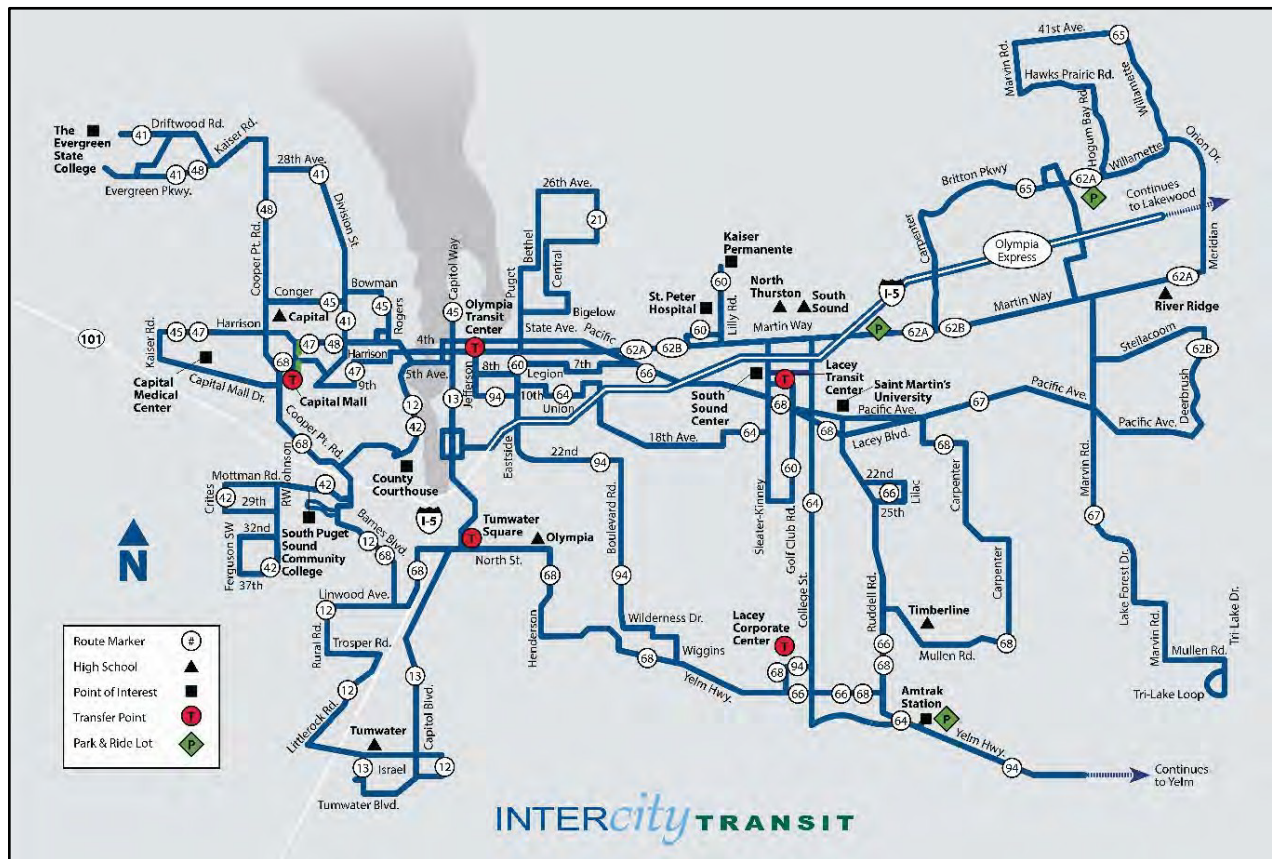
Service Area – Public Transportation Benefit Area (PTBA)

Located in Thurston County, Washington, Intercity Transit is a nationally recognized public transit system serving the urbanized areas of Thurston County. For 40 years, Intercity Transit (IT) has operated reliable public transportation for people who live and work in the Public Transportation Benefit Area (PTBA). The PTBA is a municipal corporation organized under RCW 36.57A and encompasses the city limits and urban growth areas of Olympia, Lacey, Tumwater, and Yelm; an area of approximately 100 square miles.

The PTBA is located at the southern end of the Puget Sound and is currently a *Zero-Fare* transit system, which includes Dial-A-Lift, Intercity Transit’s branded ADA Paratransit service. It should be noted that fares are required for the Vanpool and Community Van programs. However, other area transit systems including Grays Harbor Transit and Mason Transit have followed the lead of Intercity Transit and do not charge customers to ride on public transit vehicles.

Estimated PTBA Population: 203,133 (According to the Office of Financial Management September 2023 estimates);

<https://ofm.wa.gov/sites/default/files/public/dataresearch/pop/special/ptba.pdf>.



System Map as of 2024

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Title VI Notices

Intercity Transit Title VI Statement of Policy

No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Intercity Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259).

For more information Intercity Transit's civil rights program and the procedures to file a complaint, please contact 360-786-1881, (TTY 360-943-5211); email TitleVI@intercitytransit.com; or visit Customer Service at Customer Service 205 Franklin St. NE, Olympia, WA 98501.

If you need information in another language, please call 360-786-1881.

Si necesita información en otro idioma, llame al 360-786-1881.

Intercity Transit's objectives are to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Identify and address, as appropriate, disproportionately high, and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote the full and fair participation of all affected populations in transportation decision making.
- Prevent denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

Printed Notices

Intercity Transit publicly disseminates the following Title VI Notice:

Intercity Transit ensures no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin consistent with requirements of Title VI of the Civil Rights Act of 1964 and Federal Transit Administration guidance in Circular 4702.1B.

For questions, or to file a complaint, contact Intercity Transit customer service at 360-786-1881 or by email to TitleVI@intercitytransit.com.

Public Meetings

Intercity Transit incorporates Title VI notices and related information on all printed materials and public meeting agendas for Board of Directors and Community Advisory Committee (CAC) meetings.

Customer Service Office – Olympia Transit Center

Notices of Title VI rights are posted at all public entrances of the Customer Service Office located within the Olympia Transit Center (OTC).

Agency Website

<https://www.intercitytransit.com/business/civil-rights-title-vi>

The public facing website of Intercity Transit includes multiple prompts and links advising visitors of Intercity Transit’s compliance with Federal regulations, including Title VI. A dedicated webpage for Title VI provides general information about Title VI compliance, as well as access to a discrimination-specific complaint form and instructions for how to file a Title VI complaint.

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Filing a Complaint

Intercity Transit's Designated Title VI Officer

Any person who believes that their Title VI protection has been violated may file a complaint with Intercity Transit's Title VI Officer within 180 days of the alleged discrimination:

Peter Stackpole, Title VI Officer and Director of Development

P.O. Box 659

Olympia, WA 98507-0659

By phone: 360-786-8585 (Business Office) | 360-786-1881 (Customer Service)

By fax: 360-357-6184

Email: TitleVI@intercitytransit.com

Discrimination Complaint Form

Intercity Transit maintains a separate complaint form specific to discrimination. The form may be completed and submitted electronically via Intercity Transit's agency website or completed as a printable document to then be mailed, emailed, or physically delivered.

Procedures on Filing a Title VI Complaint

As published on Intercity Transit's Agency Website (See Appendix A for full form)

Any person or entity can make a complaint of discrimination based on race, color, or national origin within 180 days of the alleged discrimination by:

1. Filing your complaint in writing.
2. Using our online Discrimination Complaint form, completing and sending the printable Discrimination Complaint form, or sending an email or letter with the following information:
 - Name, address, and telephone number of the complainant.
 - Name and address of the person, agency, or office alleged to have engaged in a discriminatory act.
 - A description of how, why, and when the discrimination occurred, including as much background as possible about the allegations; and
 - A signature by the complainant.

Send complaints submitted by letter to:

Attention: Title VI Officer

P.O. Box 659

Olympia, WA 98507-0659

3. A copy of the Agency’s Discrimination Complaint form may be obtained by:
 - Accessing our online form.
 - Downloading and printing the form.
 - Emailing a request for the form to: TitleVI@intercitytransit.com
 - Calling us at 360-786-1881.
 - Visiting Customer Service at the Olympia Transit Center, which is located at 205 Franklin St. NE in Olympia.
 - The form is available in other languages upon request.

In addition to the Title VI process at Intercity Transit, Title VI complaints can be filed with the Federal Transit Administration, Office of Civil Rights, Region X, 915 Second Avenue, Suite 3142, Seattle, WA 98174, or call 888-446-4511. If a complaint is filed with Intercity Transit and an external entity at the same time, the external complaint will take priority over the Intercity Transit complaint and Intercity Transit’s complaint procedures will be suspended pending the external entity’s findings.

What Happens After Filing a Title VI Complaint?

After a Title VI complaint is received, Intercity Transit follows a set process to respond to the complaint. *As shown on Intercity Transit’s agency website:*

Within 15 business days of Intercity Transit receiving your complaint:

1. The Title VI Officer will review and acknowledge your complaint and will let you know:
 - a. If your complaint will be investigated, or
 - b. If your complaint will be closed.

If your complaint is filed within 180 days of the alleged discrimination, we will:

1. Make every effort to investigate your complaint within 60 days.
2. If additional information is needed, the Title VI Officer will contact you for a meeting or interview.
 - a. You will have ten business days from the date of the request to provide the requested information, attend a meeting or interview.
 - b. If you do not provide the requested information within 10 business days or do not participate in a meeting or interview, your complaint will be closed.
3. When the investigation is complete, the Title VI Officer will issue a report summarizing the investigation and findings, and also explain any corrective actions. Your complaint will then be closed.

If your complaint is not filed within 180 days of the alleged discrimination, it will be closed.

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List of Investigations

The following information reflects records between October 1, 2021 and April 30, 2024

Status	Issue ID	Issue Date	Resolved Date	Category	New Category	Subject	Ticket Link
In progress	50720	2/11/2024	2/22/2024	Title VI	Operations	Hate speech	https://comments.intercitytransit.com/Ticket/50720
Pending	51002	2/7/2024	2/22/2024	Title VI		Neighborhood "watch groups"	https://comments.intercitytransit.com/Ticket/51002
Pending	46291	1/23/2024	2/23/2024	Civil Rights Issues	Public Records Request	Rule clarification	https://comments.intercitytransit.com/Ticket/46291
Resolved	43057	7/21/2023	2/24/2023	Title VI		[Discrimination Complaint] – Disability	https://comments.intercitytransit.com/Ticket/43057
Resolved	43132	2/19/2023	3/3/2023	Title VI		Senior Discrimination	https://comments.intercitytransit.com/Ticket/43132
Resolved	43309	2/15/2023	2/24/2023	Title VI		[Discrimination Complaint] – Disability	https://comments.intercitytransit.com/Ticket/43309
Resolved	46386	2/2/2023	9/21/2023	Title VI		[Contact us] Need clarification on policy	https://comments.intercitytransit.com/Ticket/46386
Resolved	35679	1/30/2023	11/30/2023	Civil Rights Issues		Mask Policy & Race	https://comments.intercitytransit.com/Ticket/35679
Resolved	41140	9/27/2022	1/13/2023	Civil Rights Issues		[Discrimination Complaint] - Race / Color National Origin	https://comments.intercitytransit.com/Ticket/41140
Resolved	43364	11/23/2021	2/20/2023	Title VI	DAL Operations Eligibility	I exaggerated TOO MUCH on the walking ~ & now I sport CANE because of my FALL that U may have heard of??	https://comments.intercitytransit.com/Ticket/43364

Title VI Complaints, Investigations, and Lawsuits Title VI investigations

No Title VI investigations have occurred since the last Title VI Program submission. (source: IT's Legal Counsel)

Title VI lawsuits

No Title VI lawsuits have occurred since the last Title VI Program submission. (source: IT's Legal Counsel)

Public Participation Plan

Public Information & Communication

Providing timely communication to customers is important to Intercity Transit. We provide information in a variety of ways so they can choose when and how they receive it. We have direct communication options, as well as static options that provide the most up-to-date information about the agency, bus and other services we provide.

Intercity Transit's public communications are focused on a broad social, ethnic, age, and economic spectrum that makes up the population of our service area. The agency website and printed materials make it clear that comments and feedback are solicited, encouraged and addressed. Intercity Transit routinely uses a variety of communication tools that are intentionally non-exclusionary by nature and means of their distribution and include direct reference to the agency's adherence to Title VI requirements.

Outreach

Operations Staff

Intercity Transit's Operations team provides direct communication in response to inquiries about transit services. Operations staff include the following:

- Bus Operators
- Customer Service Representatives (Olympia Transit Center)
- Dial-A-Lift Dispatchers
- Operations Supervisors, Managers and Directors
- Travel Trainers
- Vanpool Coordinators
- Village Vans Coordinators

Public Events

YEAR	EVENT	DATE	DETAILS
2022	Lakefair Parade	7/16/2022	Parade
	Lacey Parade of Lights	12/7/2022	Parade
	Lacey Spring Fun Fair	5/21/2022	Community outreach event
2023	Yelm Prairie Days	6/25/2023	Parade
	South Sound BBQ Festival	7/8/2023	Community outreach event
	City of Tumwater's Falls Fest	9/30/2023	Community outreach event
	Yelm Holiday Parade	12/2/2023	Parade
	Tumwater Christmas Tree Lighting	12/2/2023	Community outreach event
	Tumwater Independence Day Parade	7/4/2023	Parade
	Lakefair Parade	7/16/2023	Parade
	Lacey Parade of Lights	12/7/2023	Parade
	Hands on Children's Museum First Friday	12/1/2023	Community outreach event
	Spring Arts Walk	4/28/2023	Community outreach event
	Lacey Spring Fun Fair	5/20/2023	Community outreach event
	Capital City Pride Event	7/1/2023	Community outreach event
	Lakefair 50+ in the Park	7/14/2023	Community outreach event
	Falls Arts Walk	10/6/2023	Community outreach event
2024	Spring Arts Walk	4/26/2024-4/27/24	Community outreach event
	Lacey Spring Fun Fair & STEM Fair	5/18/2024	Community outreach event
	Prairie Days Parade	6/22/2024	Parade
	Capital City Pride	6/29/2024-6/30/2024	Parade
	Tumwater Independence Day Parade	7/4/2024	Parade and community outreach event
	Lakefair Parade	7/20/2024	Parade
	South Sound BBQ Festival	7/13/2024	Community outreach event
	Falls Fest	7/27/2024	Community outreach event
	Fall Arts Walk	10/4/2024-10/5/2024	Community outreach event
	Christmas in the Park Parade	TBD	Community outreach event
	Lacey Lighted Vehicle Parade	12/2/2024	Parade
	Tumwater Christmas Tree Lighting	TBD	Community outreach event
	Oly Yacht Club Lighted Boat	TBD	Parade
	Parade	12/6/2024	Community outreach event
	Hands on Children's Museum First Friday		

Market Surveys and Focus Group

Throughout the year Intercity Transit conducts several customer surveys. These surveys can relate to specific service, suggested improvements or surveys designed to better understand rider's habits and behaviors.

In addition, in Fall 2023, Intercity Transit conducted a series of focus groups to better understand how to communicate to riders and community members. We recruited focus group members from the broad community and divided them into self-selected groups of regular riders, potential riders, and unlikely riders. All members selected for the focus groups were compensated by our contractor with a gift card. During the participant selection process, the team tried to ensure the whole group represented the approximate demographics of our service area.

Village Vans – Low Income

Village Vans is a unique demand-response program intended to provide critical job access transportation to qualified members of the public. Village Vans staff engage directly with low-income workers in segments of Intercity Transit’s service area population.

Public Comments

Intercity Transit encourages, solicits, and accepts customer comments in a variety of forms.

Customer comment opportunities are available in-person at the Olympia Transit Center (OTC) Customer Service Center, on customer comment cards which can be found on our buses and Dial-A-Lift vehicles, online, by phone, and by email.

- Mail comments to P.O. Box 659, Olympia, WA 98507
- Email comments to tellus@intercitytransit.com
- Call Intercity Transit's comment line at 360-705-5852

Authority Board - Call to the Public & Public Hearings

Public comment can also be given at Authority Board meetings that take place twice monthly at the Intercity Transit Administration and Operations building. Authority Board meetings are held at 5:30 pm and may be attended either in person or virtually via internet stream.

Publications

Agency Website

Intercity Transit's website provides the highest level of on-demand access to agency information, including a fillable customer comment form, ADA paratransit application, and a dedicated webpage to Title VI notice and complaint procedures:

<https://www.intercitytransit.com/business/civil-rights-title-vi>

General Public Comment Form

Available at transit facilities, onboard buses, at Authority Board meetings and referenced on meeting agendas. These forms allow for submission of concerns and questions, as well as an opportunity for voluntary disclosure and collection of demographic information.

Rider News

Rider News is a monthly publication that includes information about upcoming events, impacts to bus service, opportunities to submit public comment, and more. The newsletter is one page front and back. A PDF of each Rider News is posted on the website at [intercitytransit.com/about-us/news-and-alerts](https://www.intercitytransit.com/about-us/news-and-alerts). Rider News is sent to roughly 8,000 subscribers each month. A link to the newsletter is also posted on our social media sites, Facebook and X.

Route Maps and Schedules

In addition to the website, emailed or printed route maps and schedules are available from the Customer Service staff within the Olympia Transit Center.

Service Alerts

- ***Rider/Stop Alerts***

Service information, including route detours and changes to bus stops or schedules, are posted at affected stops and at transit centers (if applicable), on the agency website, sent to subscribers, and posted in our CAD/AVL system which is consumed by Google and other apps. Service information is also provided to Customer Service so they can assist customers and answer questions.

- ***govDelivery***

govDelivery is a subscription-based service that allows Intercity Transit to provide up-to-date information by text and/or email. Customers can sign-up to be quickly notified of detours for the route(s) they ride or other impacts to service. Intercity Transit implemented the GovDelivery in July 2018, and as of 2024 nearly 18,000 people have subscribed to notifications across nine topics and 48 categories. In addition to service alerts, subscription topics include Public Hearings, Project Updates, and News Releases.

Accessible Formats

<https://www.intercitytransit.com/bus/accessible-services>

- ***Audio***

Each month, Intercity Transit staff creates a voice recording of Rider News. Additionally, all bus stops, transfer points, major cross streets, as well as other safety or campaign related information are announced using an Automatic Voice Annunciation (AVA) system onboard all fixed route vehicles. Digital signage is also a feature onboard each bus that duplicates automated announcements in written text.

- ***Braille***

Intercity Transit maintains braille versions of schedule information and bus stop signage.

5 Language Assistance Plan

Four Factor Analysis

In accordance with FTA guidance, Intercity Transit has applied a Four-Factor Analysis to determine the specific language services most appropriate for translation assistance.

Factor 1: Limited English Proficiency and Identifying LEP Populations

Intercity Transit is committed to assisting customers who speak languages other than English in accessing transit services and has used 2022 American Community Survey data to assess linguistic groups and English language proficiency within the Public Transportation Benefit Area of Thurston County, Washington. LEP populations are defined by the American Community Survey as those who have rated their spoken English proficiency as less than “very well”. As of 2022, LEP populations make up 4.5% of the population residing within census tracts located partially or completely within Intercity Transit’s service area. Consistent with the Federally recognized *Safe Harbor Provision*, Intercity Transit provides language assistance to populations with limited-English proficiency whose native language is spoken by more than 1,000 residents (or 5%) within the service area (i.e. Intercity Transit’s PTBA). According to population estimates, languages meeting the Safe Harbor Provision threshold are Spanish, Vietnamese, and Korean.

Language Assistance Required under the Safe Harbor Threshold

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%

Analysis of LEP Communities within the Service Area

Community members and area visitors interact with Intercity Transit in a variety of ways, most commonly as passengers aboard a fixed route transit vehicle; however, other opportunities for more direct and purposeful interaction relate to the following:

- Customer Service Representatives answering questions either in-person at the Olympia Transit Center (OTC), or on the phone.
- Operations Supervisors patrolling the service area and responding to requests for support in a variety of circumstances.
- Dial-A-Lift Dispatchers coordinating reservations for eligible passengers.
- Vanpool Coordinators supporting the needs of organized vanpool group members.

Census & American Community Survey (ACS)

Using available Census/ACS data Intercity Transit identifies the locations with above-average concentrations of residents indicating limited-English proficiency and a preference for Spanish, Vietnamese, or Korean (see Appendix C: LEP Population Maps).

Passenger-intercept Survey

In November 2023, Intercity Transit conducted a passenger intercept survey for the purpose of measuring multiple demographic metrics, including English proficiency. The survey was made available in a variety of languages including Spanish, Vietnamese, and Korean. Sample data collected from the surveys provide a basis for comparing the proportion of specific language proficiencies and preferences among passengers relative to the community at large. Results from the 2023 survey indicate a percentage of Spanish-speaking passengers that is approximately twice the proportionate percentage measured within the community; a finding that supports convenient and valuable assistance to Spanish language speakers. Conversely, results from the 2023 passenger survey measured percentages of both Vietnamese and Korean transit passengers proportionately less than the community at-large; a finding that encourages purposeful language assistance, as well as strategic engagement and outreach specific to Vietnamese and Korean speaking populations to assess barriers to transit access and any significant unmet needs.

Literacy skills of LEP populations

Determination of native-language literacy is obtained primarily through inferences of Census/ACS data, as well as anecdotal reports from Intercity Transit staff, namely Bus Operators and Customer Service Representatives. Note, amongst other forums, Intercity Transit maintains a weekly meeting between Departmental Management and a panel of Bus Operators; the Operator Communication and Policy Committee (OCPC) is a standing tradition intended to foster open communication and exchange between front-line and managerial staff. Passenger surveys can serve to measure the proportionate percentage of transit users with varying literacy skills.

Factor 2: Frequency of LEP Populations Seeking Intercity Transit services

Passenger-intercept Survey

The November 2023 passenger-intercept survey (Appendix B), which included over 500 responses gathered among a cross section of routes and transit centers, provided estimated percentages of passengers with limited-English proficiency using fixed route services. Approximately 1% of returned surveys were in Spanish, with zero in Korean or Vietnamese despite being available in those respective languages (among others). Results of the survey indicate approximately 11% of passengers describe the ability to

speak English less than “very well”; a proportionate percentage approximately twice the measurement of the service area population according to Census/ACS data.

Translation by Phone

Intercity Transit provides a human translation service via telephone (Language Link). The service is free to passengers and may indicate the prevalence of passengers with presumably low levels of English proficiency.

2021-2024 Language Link Call Log

Year	Language Requested	Number of Calls
2021	Spanish	1
	Vietnamese	3
2022	Spanish	2
	Vietnamese	6
2023	Spanish	16
	Vietnamese	0
2024	Spanish	12

Factor 3: Meaningful access to LEP Populations

Low-Income Populations

The November 2023 passenger-intercept survey indicated a significant proportional percentage of transit riders who identify as low-income, representing most surveyed passengers. This powerful measurement suggests the prevalence of car-free residents, including those with limited-English proficiency who rely on alternative forms of mobility, specifically zero-fare public transportation. Intercity Transit recognizes the importance of accessible and reliable public transportation as a primary mode of mobility for residents in the community who are car-free or low-income.

Factor 4: Intercity Transit’s LEP Resources

The following table reflects the categorical language assistance resources maintained by Intercity Transit and an estimate of the annual expense:

LEP Resource	Estimated Annual Cost
Website translation feature	\$0
Language Link (phone)	\$500
Translation of vital documents	\$2,500
*Passenger-intercept survey	\$50,000

*The Passenger-intercept survey is an estimated 3-year expense.

Notice of Interpretation & Translation Services

Intercity Transit publicizes the availability of interpretation and translation service in a variety of locations including the Accessible Service portion of the agency website, as well as written notices at select bus stops, transit centers, and other public institutions.

Verbal Communication

To aid in person-to-person conversations between Intercity Transit employees and members of the public, translation services are available to customers through:

- ***Language Link***—A service primarily used by Intercity Transit’s Customer Service department, Vanpool, and Village Vans services. Requests for telephonic language services are monitored to track emerging LEP populations.
- ***Website Translator***—Intercity Transit’s website features the Google Translate Website Translator—a widget that translates web content into 100+ different languages. Google Translate also offers readers a way to translate documents hosted on a website. For example, a PDF file can be translated into Spanish, by going to translate.google.com and entering the file's URL into the textbox, then choosing "Spanish" as the target language.
- ***Bilingual Intercity Transit Staff***—when circumstances permit Intercity Transit may call upon known employees capable of communicating in foreign languages to assist with English translation. An example of this was during the November 2023 passenger-intercept survey when a Spanish speaking employee helped a rider understand the survey questions at one of the pop-up outreach table events.

Customer Service Office, Olympia Transit Center

Intercity Transit’s Customer Service Office is located within our Olympia Transit Center. Customer Service Representatives are available both in-person, and by phone to assist with travel directions, lost items, wayfinding, social services, and other meaningful inquiries from passengers. During formalized training Customer Service Representatives receive a significant amount of time learning and practicing the Language Line telephone interpretation service, including how to operate the application from the customer service office or remotely. Customer Service staff also utilize Google Translate on an office tablet to assist any customer who may need assistance in person at the office customer service counter.

All-Staff Training

All new employees are required to attend Equal Employment Opportunity (EEO) and Harassment Prevention Training, which includes relevant protections under Federal and State law. Intercity Transit Coach Operators receive this mandatory training on their second day of employment; an indication of the agency’s sincere expectation that all

front-line employees treat and serve all people, particularly those who may have cultural differences and limited-English proficiency.

Translation of Vital Documents

Intercity Transit will ensure the following vital documents are professionally translated and accessible in any specific language meeting the *Safe Harbor* threshold of 1,000 persons or 5% of the population of the service area, whichever is less:

- Customer Comment Card
- Discrimination Complaint Form
- Dial-A-Lift Application (ADA Paratransit)
- Tort Claim Packet
- Public Records Policy

Service Information – govDelivery

Bulletins shared via govDelivery text and/or email subscriptions are available in English and can be translated through apps on phones and computers or by calling Customer Service and accessing translation services through Language Link. Many non-English speakers can translate written information more easily than spoken language.

Evaluation of Intercity Transit’s Language Assistance Program

Intercity Transit is committed to aiding customers who speak languages other than English in accessing transit services.

Customer Feedback

Direct observation and feedback from passengers, advocates, and front-line staff provide an essential real-time gauge of Intercity Transit’s language assistance effort. Intercity Transit maintains a robust Customer Comment database whereby comments can be submitted in a variety of formats and routed to select managerial staff for review and response. Additionally, Intercity Transit ensures regular meetings of specific committees, including our weekly *Operator Communication and Policy Committee* (OCPC) which exists with the pure intent to hear and address issues, concerns and observations from front-line staff. The OCPC is chaired by Operators and provides an enjoyable and festive time each week to evaluate various perspectives of the Intercity Transit customer experience.

Changes in Demographics

Regular examination of updated Census or American Community Survey (ACS) data reveal changes in populations of individuals with limited-English proficiency. Passenger survey data is updated to compare changes in the demographics of ridership relative to demographics of the general population.

Additional Languages represented in the Service Area - beneath the Safe Harbor Threshold

Language	Population with Limited English Proficiency (2022)	Percentage of Total Population
Tagalog	650	0.29%
Chinese	600	0.27%
German or other Germanic	303	0.14%
Arabic	225	0.10%
French, Haitian, or Cajun	173	0.08%
Russian or other Slavic	157	0.07%

The Authority Board, and Community Advisory Committee

The Intercity Transit Authority Board – Governing Body

Intercity Transit is governed by a nine-member Board of Directors. The members consist of five elected officials, selected by their respective jurisdiction, three Community Representatives who are appointed by the Board, and one non-voting labor representative. The table below reflects the distribution of race among the Authority Board as of 2024:

Authority Board - 2024	White/Caucasian	Non-white/Minority
Elected Officials	4	1
Appointed Representatives	3	
Labor Representative	1	

The Intercity Transit Community Advisory Committee (CAC)

As an advisory body to the Intercity Transit Authority Board, a 20-member Community Advisory Committee (CAC) meets monthly to review and discuss issues, concerns, and suggestions largely from the perspective of the riding public. Membership often includes bus passengers or advocates, as well as a cross section of residents with a genuine interest in improving the access and experience of current and prospective transit users. Members of the CAC serve three-year terms and are purposefully selected to achieve a diverse demographic and geographic representation within the Public Transportation Benefit Area. While membership is fluid, the distribution often includes senior citizens, youth, people with disabilities, college students, business owners, social service agency representatives, neighborhood associations, medical community representatives, environmentalists, and bicyclists. The CAC assigns members to attend Intercity Transit Authority Board meetings, who are given recognized time on the agenda to update the Board with recent discussions and considerations. Additionally, the Authority Board mirrors the practice and assigns a member of the Board to attend each Community Advisory Committee meeting to engage, and report on current or upcoming items. The table below reflects the distribution of race among the Community Advisory Committee as of 2024:

CAC - 2024	White/Caucasian	Non-white/Minority
Appointed Representatives	20	0

Public Engagement Process

2024 Title VI Program Update

Public Engagement Overview, 2021 – 2024

Intercity Transit’s outgoing Title VI Program, which went into effect October 1, 2021, and expires September 30, 2024, covered a span whereby Intercity Transit was not formally required to evaluate service and fare changes in accordance with Circular 4702.1B and related regulatory standards. Nevertheless, Intercity Transit demonstrated good-faith transparency intended to provide a meaningful public engagement process with annual updates to:

- Operating and Capital Budgets
- Strategic Plan
- Transportation Improvement Program (TIP), and
- Transit Development Plan (TDP)

Pre-Pandemic Service Changes, Long-Range Plan

Intercity Transit is a growing organization having successfully engaged the public in a two-year visioning project which resulted in adoption of a new long-range plan following a successful ballot measure in November 2018. Transit services significantly increased between December 2018 and early 2020 in accordance with the publicly adopted Long-Range Plan; improvements that included added span and frequency, additional commuter service between Olympia and Pierce County, enhanced bus stops, as well as a new fixed route operating in NE Lacey.

Zero-Fare

In conjunction with the publicly influenced Long-Range Plan, Intercity Transit implemented a multi-year fare-removal project in January 2020 which has gained national and international attention. The process for removal of fare boxes was the subject of numerous outreach events and included a public comment period and public hearing.

Pandemic Restoration, Long-Range Plan

Beginning in March 2020, Intercity Transit initiated a series of seven emergency reductions of service necessitated by the global COVID-19 pandemic. Unfathomably high rates of employee turnover and absenteeism forced a sudden retraction of service throughout the service area. In April 2020, Intercity Transit operated fixed routes on a reduced weekend schedule, and in June 2020 began a series of 10 gradual restorative increases to both fixed route and complementary ADA paratransit service (Dial-A-Lift), a process that has continued into 2024. The 100% restoration of pre-pandemic service volume is projected by the end of 2024.

Annual Transit Development Plan (TDP)

Pursuant to Washington State Law (RCW 35.58.2795), Intercity Transit prepares and submits to the Washington State Department of Transportation (WSDOT), as well as local and regional jurisdictions, an updated six-year projection of service in the form of our Transit Development Plan (TDP). The TDP includes a year-by-year summary of *Planned Operating Changes*—both in terms of narrative description, and estimated volume (i.e. Revenue Service Hours).

- ***Planned Operating Changes 2024 - 2029***

The expectation for future changes in service remains consistent with commitments defined in the 2018 Long-Range Plan. Years 2025, 2026, and 2027 (coinciding with this Title VI Program update) include improvements to span and frequency on nearly every route in the system, as well as deploying an enhanced transit route intended to serve designated corridors that are home to some of the most ethnically diverse and income challenged populations in the community.

Public Engagement

Each year the draft TDP is presented for public comment, as well as the subject of overview presentations with Intercity Transit’s Community Advisory Committee and Authority Board. The public is notified using all recognized communication channels and is subject to a conventionally published public hearing. Public hearings are held in person at Authority Board meetings with the option to attend virtually via Microsoft Teams.

2024 - 2027 Title VI Program Update

Unlike prior Title VI Programs submitted by Intercity Transit, the *2024 - 2027 Program* reflects new and significantly updated sections pursuant to FTA Circular 4702.1B.

2020 U.S. Census – A Large Urbanized Area (UZA)

With the formal verification of the 2020 U.S. Census, Intercity Transit was notified by the Federal Transit Administration (FTA) that the Olympia-Lacey urban area had surpassed 200,000 in resident population. As a result of this measurement, Intercity Transit must demonstrate compliance with Federal provisions specific to transit providers operating in a Large Urbanized Area, and with a peak fixed-route vehicle requirement of 50 vehicles or more.

Service and Fare Equity Analyses

Assessing Adverse Service Impacts

Changes in transit service take many forms including: adjustments to schedules or bus stop locations, expansion of routes into new areas, and fluctuations in service revenue hours operated. Each change can alter an individual’s experience as well as access to the bus network. Service and fare analyses aim to consider and measure any adverse impact

resulting in significantly altered transit access. Intercity Transit evaluates both the magnitude and nature of all proposed changes to service, or fares, with the intent to ensure these changes do not result in a significant adverse impact to transit access that is borne disproportionately on the basis of race, color, national origin, or places a disproportionate financial burden to low-income populations.

Major Changes to Service, or Fare

Prior to implementation, all *major* changes to existing transit service, or fare, are formally analyzed to determine the presence of adverse impacts disproportionately affecting transit access among minority populations. The written procedures, datasets, findings, and conclusions related to the proposed major change are summarized as a *Service Equity Analysis* and presented publicly to the Intercity Transit Authority Board, and the Community Advisory Committee (what about our internal DEI committee?).

Major Changes

Intercity Transit defines a major change in service as any of the following:

- A single change that reduces an individual route's revenue hours by 10% or more.
- A single change that increases a route's revenue hours by 50% or more.
- A single change that reduces the number of consecutive bus stops on an individual route by 3 or more.
- A single change that increases the number of consecutive bus stops on an individual route by 5 or more.
- Removing or substantially relocating a single bus stop that is used by 50 or more passengers per day (combined boardings and alightings).
- Creation of, or discontinuation of a fixed transit route in entirety.

In addition, major changes to service are evaluated at the route level, except for bus stop changes which are evaluated at the stop level. Changes lasting less than one year are temporary and not considered a major change. Impacts to routes are measured cumulatively over time, and Intercity Transit will consider changes over the past year when measuring impacts to proposed route changes.

Disparate Impact

Intercity Transit will consider a major change in service to be disparate when the measured share of people in minority populations of race, color, or national origin are adversely impacted more than the measured share of people in minority populations of race, color, or national origin residing in the service area, plus or minus 3%.

Disproportionate Burden

Intercity Transit will consider a major change in service to have a disproportionate financial burden when the measured share of people low-income populations adversely

impacted more than the measured share of people low-income populations residing in the service area, plus or minus 3%.

- Note, low-income is defined as a household making less than \$75,000 a year. This number is based on the Self-Sufficiency Standard from The Center for Women’s Welfare at the University of Washington, an assumption of an average household size of 3, and household income categories provided by the US Census Bureau (Household Income in the Past 12 Months (In 2014 Inflation-Adjusted Dollars). The household income of \$75,000 is slightly less than the standard of \$78,689 estimated by the Center for Women’s Welfare for a household of two adults and an infant.

Authority Board Adoption

Intercity Transit’s governing Authority Board must affirmatively adopt all Service Equity Analyses associated with major changes prior to major changes being implemented. If a Service Equity Analysis associated with a major change suggests the presence of disparate minority impact, or disproportionate financial burden exceeding the defined threshold, Intercity Transit will provide a substantial legitimate justification necessitating the change as part of the Analysis. The justification will also include a listing of alternative actions intended to mitigate disparity and describe why none of the mitigating alternatives were selected.

Prior to 2024 Intercity Transit did not meet FTA’s formal criteria to evaluate service and fare changes and submit documented Service and Fare Equity Analyses.

Public Engagement

The above policies and thresholds providing new definitions of: Adverse Impact, Major Service Change, Disparate Impact, and Disproportionate Burden were presented as an emphasized update to Intercity Transit’s 2024 – 2027 Title VI Program. A draft of the document was made available on Intercity Transit’s agency website in a translatable format, as well as printed copies in various agency locations with person-to-person public interaction. Public notices were deployed using all recognized communication channels, and overview presentations of the draft were provided to the Intercity Transit Authority Board and Community Advisory Committee.

Record of Adoption

The 2024- 2027 Title VI Program was adopted by the Intercity Transit Authority on August 7, 2024 (see Appendix D). Prior to final adoption and submission to the FTA, Intercity Transit staff presented a draft of the updated Title VI Program and invited public comment including a formal public hearing on July 17, 2024.

Intercity Transit Facilities

Determination of Site or Location of Facilities, 2021 – 2024

Equity Analysis

While significant improvements have been made to several existing sites, Intercity Transit did not render any decisions regarding the selection of a new site, or the location of a new transit facility between October 1, 2021, and September 30, 2024, specifically any storage facilities, maintenance facilities, or operations centers.

Inventory of Facilities

Operations & Storage

- ***The Olympia Transit Center (OTC)***
In 2020, Intercity Transit completed construction of a new two-story building on our existing site. The new, second building provides needed space for Customer Service functions, Operator breaks, and public meetings.
- ***The Lacey Transit Center (LTC)***
Owned by Intercity Transit, LTC is situated in Lacey’s civic center and supports easy bus-to-bus connections as well as other modes of transportation and mobility.
- ***Centennial Amtrak Station***
Owned by Intercity Transit, and staffed with dedicated volunteer rail enthusiasts, the Centennial Amtrak Station serves as a bus-to-rail transfer point.
- ***Martin Way Park & Ride***
Owned by the State of Washington and managed by Intercity Transit, this site lies adjacent to Interstate 5 and is served by Commuter Bus Route 620 and “the One”, which was operated intermittently during the timeframe of this Title VI plan update and is currently in operation. Recent improvements include a direct-access bus-only entrance ramp intended to increase operating efficiency, as well as widened sidewalks, new walking paths, enhanced lighting, and an Operator restroom facility.
- ***Hawks Prairie Park & Ride***
Owned by Thurston County, Intercity Transit stewards this site in NE Lacey which is used primarily to support vanpool service. Fixed Route service to this location is projected in the near-term future. However, existing bus service (Routes 62A and

65) can be accessed via a short walk north to the Willamette Dr at Hogum Bay Rd stop (#1017).

Maintenance

- *Pattison Base*

Intercity Transit's legacy site is under active construction to remodel the existing maintenance garage. Recent construction on new buildings has created space for vehicle washing, fueling, and Facilities support staff.

Administration

- *Pattison Base*

In 2022, Intercity Transit publicly opened a new Administration and Operations Building on the existing Pattison Base site, resulting in the deconstruction of the prior office building.

Systemwide Service Standards and Service Policies

Types of Routes (i.e. Modes)

Collector Routes (or Secondary) serve collector and arterial roadways within urbanized areas. Collector Routes provide a version of coverage service that broadens access to transit by serving a majority of bus stops located in areas of lower density and with lesser span and frequency.

Corridor Routes (or Trunk/Primary) serve high volume corridors and provide frequent service within urbanized portions of Thurston County. Corridor routes enhance the convenience of transit by serving most stops located in medium or high-density areas. Routes meeting this definition may include areas of lesser frequency or be combined with other routes to achieve higher frequencies.

Specialized Routes (or Shuttle) operate as a separate and distinguishable line typically serving unique markets such as the State Capitol Campus, late night, as well as enhanced limited-stop service along heavily trafficked areas. Specialized Routes tend to operate at higher or varying frequencies, as well as service spans dictated by the markets they are designed to serve.

Express Routes connect transit centers or park-and-ride lots with major transit destinations, offering travel times comparable to automobiles. Express Routes typically operate along controlled-access freeways/highways with limited stops. Express Routes operate as a separate and distinguishable commuter service with varying frequencies and spans of service consistent with commute trends.

Service Standards

Vehicle Load

Vehicle load standards are used to identify bus service that is overcrowded and potentially uncomfortable for passengers, and to identify areas and routes where additional service may be warranted. The load standards reflect the total passengers onboard relative to the vehicle capacity. Vehicle capacity includes seats plus several standees.

Route Type (Mode)	Vehicle Load Standard
Collector	1.1
Corridor	1.3
Specialized	1.3

Route Type (Mode)	Vehicle Load Standard
Express Commuter	1.0

It is expected that most trips will not reach or exceed the load standards set. Trips that operate over the load standard more than four times a month are candidates for additional service.

Vehicle Frequency (Headway)

Frequency, also referred to as headways, is the time between trips. Routes operating within the more densely developed areas should provide the greatest levels of service. The table below provides the minimum intended frequencies for each mode. Overcrowding could indicate the necessity of increased service levels.

Route Type (Mode)	AM/PM Peak	Weekday Midday	Weekday Night	Weekend or Holiday
Collector	30	30	60	30
Corridor	30	30	60	30
Specialized	15	15	30	30
Express Commuter (measured in trips)	30	75	60	60

On-time Performance (OTP)

Intercity Transit defines on-time as departing a published timepoint not before the scheduled time, and between zero minutes and five minutes after the scheduled time. All fixed route types have the same on-time performance standards. The service reliability standard is 90% of the buses at terminal departure points on all routes will be on-time. Additionally, on-time standards assume less than half a percent of trips should be missed or recorded as early.

Service Availability

Bus Stop Spacing

Within the service area, Intercity Transit constructs bus stops and determines an appropriate level of service based primarily on population density and transit operability. Service is allocated based on population concentration, supportive rights-of-way and infrastructure, and compatible development and land use.

Route Type (Mode)	Residential Density	Bus Stop Spacing
Collector	4-12 units/acre	1,200+ feet
Corridor	13+ units/acre	500 -1,200 feet
Specialized	18+ units/acre	Variable
Commuter	Variable	Variable

Bus stop suitability is determined as

- Conducive traffic for slowing/stopping/merging transit vehicles
- Legal pedestrian accessibility
- Nexus to adjacent development
- Reliable visibility, preferably with streetlighting.

Bus stop suitability and stop spacing guidelines will be considered when determining where to place additional stops.

Service Policies

Distribution of Amenities

Intercity Transit invests heavily in all transit stops with the intent of providing convenient, recognizable, and inviting bus stops throughout the service area. To the extent practicable, all bus stops are to be enhanced with varying amenities sufficient to support reliable and convenient passenger use. Where possible Intercity Transit bus stops are incorporated into existing pedestrian infrastructure. Aligning the doors of the bus with concrete landings remains a priority endeavor for bus stop enhancement projects. Depending on the presence, elevation, and placement of sidewalks, additional concrete improvements are often needed to permit the installation of amenities including pole seats, and covered shelters.

Prioritization

A justified volume of passenger activity, along with supportive surroundings and settings are the prevailing influences when determining and prioritizing enhancement projects. Other considering factors include recommendations from passengers or Operators as well as adjacent land use, street lighting, pedestrian access, and vehicle traffic.

Shelters with Benches

Covered seating is the highest level of bus stop amenity offered by Intercity Transit. Despite their size, shelters can be installed in a variety of settings; however, not all stops can accommodate a shelter or justify the purchase, installation, and maintenance.

Bus Stop Inventory

Intercity Transit maintains an inventory of bus stops, including amenities. In conjunction with system monitoring, Intercity Transit will measure the distribution of amenities, by route, for the purpose of evaluating enhancement projects and identifying disproportionate disparity between minority-designated routes and non-minority designated routes.

Vehicle Assignment

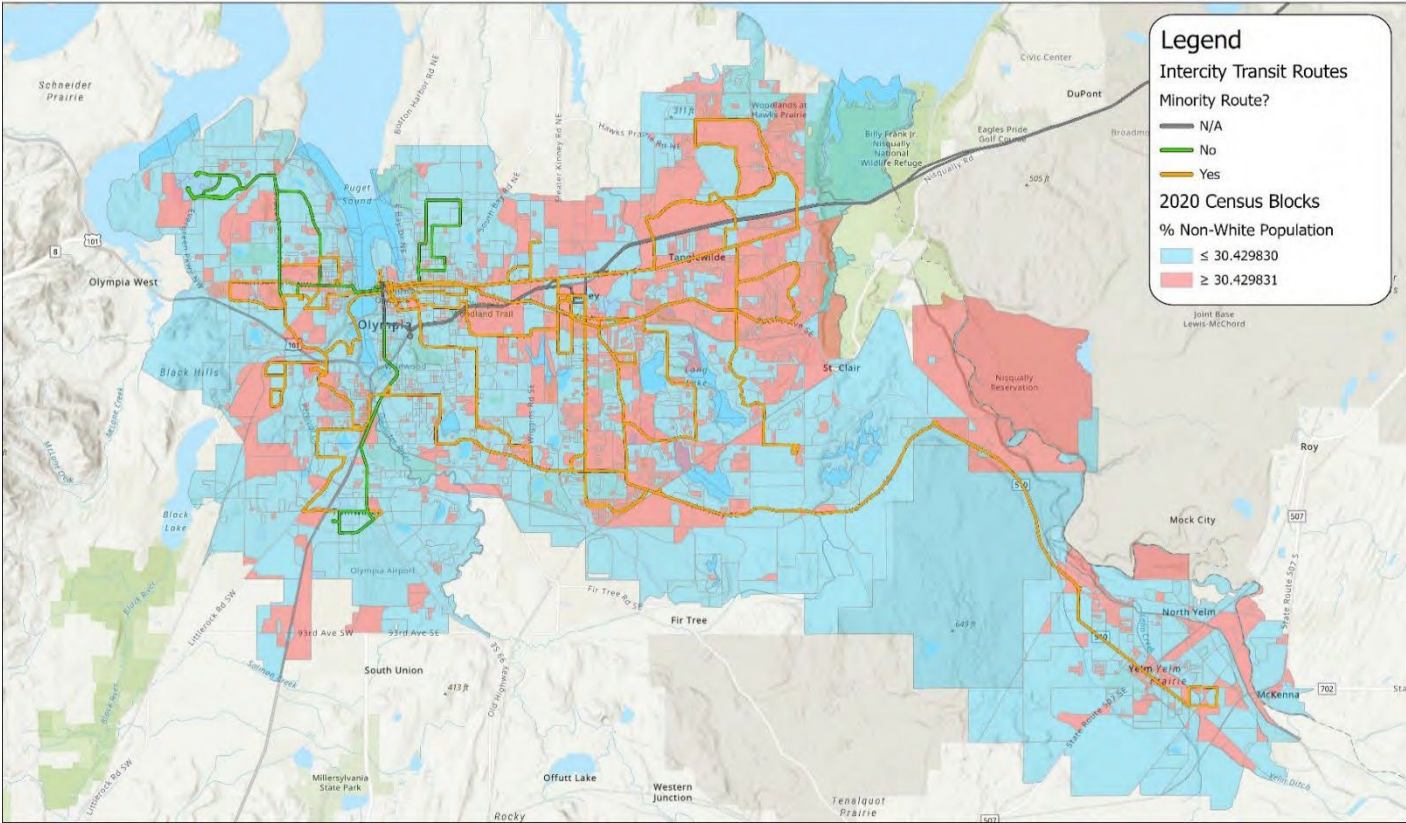
Intercity Transit operates 40-foot and 35-foot low-floor transit coaches on all fixed route modes and route classifications with limited restriction. Known traffic calming devices, or similar limitations affecting roadway dimensions, preclude the use of 40-foot buses on select routes. Beyond the aforementioned constraint, Intercity Transit does not designate certain coaches for certain routes. Line parking helps ensure an element of randomness regarding which buses operate on which block each day.

Demographic Analysis

Demographic and Service Profile Map, and Minority Routes

Intercity Transit uses demographic information from the 2020 U.S. Census to measure the availability of services within minority populations. Intercity Transit defines its "service area" as the area encompassing the Public Transportation Benefits Area (PTBA) and Dial-A-Lift (paratransit) boundary. Minority routes are defined by the FTA as routes where one-third or more revenue miles pass through census-designated areas with higher-than-average non-White populations. Using census blocks, Intercity Transit had determined the average percentage of non-White populations within its service area to be 30.43%.

Service Area Demographics by Census Block



The above map shows Intercity Transit bus routes, classified as "Minority" or "Non-Minority" routes, as per the FTA's definition. Route 620, which is a commuter route, has not been classified as many of its revenue miles fall outside of Intercity Transit's PTBA and outside of Thurston County.

Ridership Demographic Profile

Passenger Survey

In November 2023, Intercity Transit conducted an on-board passenger-intercept survey intended to comply with requirements outlined in FTA Circular 4702.1B. Respondents answered a series of questions about ethnicity, income, language, travel experiences with Intercity Transit, disability status, and accessibility of technology. After the data collection was completed, rigorous data cleaning and validation exercises were conducted to ensure the accuracy and consistency of the data collected. Statistical tools were used to analyze data, and the results were presented in tables and graphs, followed by comprehensive discussions of the findings in the final report. The results of the survey are provided in Appendix B.

Overview

The survey sought feedback and information from Intercity Transit bus riders. A combination of multiple choice and open-ended questions aimed to gather information from respondents on ethnicity, income, language, their trip with Intercity Transit, and items related to the respondents, such as disability status and availability of technology.

The survey was distributed by trained field staff to bus riders by paper, targeting a minimum of 500 on-board and self-administered responses. In addition to the survey being offered in English, the survey was also translated into Spanish, German, Korean, and Vietnamese. The English survey was mainly self-administered, while the data collection team translated the survey from English to the mentioned four other languages to facilitate data collection from riders who are Limited English Proficiency (LEP), which is defined as individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand the English language. Of the four other language surveys, there were only respondents with the Spanish survey.

Survey Conclusions

Demographic Profile

A portion of the survey results describe a demographic profile when compared to the service area population. The following table summarizes the proportionate percentages:

Demographic	Census Data	Survey Sample	Interpretation
Population (PTBA)	203,000	Approx. 500	
Race – Minority	30.4%	35.9%	Proportionately more minority riders
LEP – Spanish	1.26%	2.5%	Proportionately more Spanish-speaking riders
LEP – Vietnamese	0.91%	0.4%	Proportionately fewer Vietnamese-speaking riders
LEP – Korean	0.56%	0.0%	Proportionately fewer Korean-speaking riders
Low-income	10%	est. 80%	Proportionately more Low-income riders

Work Status

Of the survey respondents, 34.6% reported working outside the home, 10.3% reported as being a full-time or part-time student, 45.5% reported as either not working or retired, and 9.6% reported either working from home or other.

- Approximately 20% of passengers surveyed reported having a disability that impacts how they use the bus
- 85.7% of respondents reported use of a smartphone

Travel Patterns

Survey results measured route usage, the origin and destination of respondents, as well as their respective mode of travel to and from the bus stops:

Busiest	Route Groups	Areas Served
1	62A, 62B	East Olympia, Lacey (Martin Way corridor)
2	66, 68, 48	Lacey, West Olympia, South Olympia, North Tumwater
3	12, 13, 64	Tumwater, East Olympia, Lacey (College St.)
4	41, 47, 60, 94	West Olympia, East Olympia, Yelm Highway
5	21, 42, 45, 65, 67, 620	North Olympia, West Olympia, East Lacey, Lakewood

Origin		Travel to Bus Stop	
Home	44.7%	Walked	80.3%
Errands	26.7%	Bus Transfer – Intercity Transit	10.1%
Work	10.7%	Dropped off	3.3%
Other	8.7%	Biked	2.7%
School	5.4%	Bus Transfer – other transit system	1.5%
Family/Friends	3.6%	Other	1.2%
Event	0.2%	Parked at a Park & Ride lot	0.8%
		Carpooled	0.2%

Frequency of Use
Survey results suggest a very consistent rider base with 94.8% of respondents indicating bus trips at least once per week.

Travel from Bus Stop		Destination	
Walk	67.6%	Home	37.9%
Transfer to another bus	24.1%	Errands	28.5%
Bike	3.2%	Work	13.9%
Other	2.4%	Other	6.6%
Get a ride from someone else	2.1%	Family/Friends	6.4%
Uber/Lyft	0.6%	School	5.3%
		Event	1.3%

Travel Time

Of the survey respondents, 76% reported the ability to reach a bus stop within 10 minutes or less, with 18.2% of respondents reporting 10-20 minutes, and 5.8% reporting travel times greater than 20 minutes to access a bus stop. Once on the bus 47% of riders report their bus trips taking less than 30 minutes, 26.7% report less than 60 minutes, and 26.4% of riders reporting trips more than one or two hours.

Monitoring Program 2024 – 2027 Title VI Program Update

The requirement to formally monitor service pursuant to FTA Circular 4702.1B was not applicable to Intercity Transit until this update.

Minority Route Designation

As reflected in the demographic profile section of this update, Intercity Transit has begun applying the FTA's definition distinguishing a minority route from a non-minority route. Profiles for each individual route now include population and demographic detail from the 2020 U.S. Census, among other metrics. Intercity Transit expects to update route profiles with ACS data to better fulfill monitoring requirements for subsequent Title VI Program updates.

Subrecipient Compliance

Intercity Transit does not pass any Federal funding on to any subrecipients nor have any subrecipients. However, all formal procurements contain the following Title VI information.

Procurement language – Solicitation template:

Intercity Transit includes the following language during the formal procurement process:

Intercity Transit in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, subtitle A, Office of the Secretary, Part 21, nondiscrimination in federally assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin or sex in consideration for an award.

Contract template

Intercity Transit includes the following language with all FTA contracts and for procurements of rolling stock greater than \$10,000:

FEDERAL CIVIL RIGHTS REQUIREMENTS

In addition to Transit nondiscrimination requirements set forth in other Sections in this Agreement, the following Federal requirements apply to the Consultant's/Contractor's performance under this Agreement:

1. Nondiscrimination - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Consultant/Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Consultant/Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.
2. Equal Employment Opportunity - The following equal employment opportunity requirements apply to the underlying contract:

- a) Race, Color, Creed, National Origin, Sex - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Consultant/Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Consultant/Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Consultant/Contractor agrees to comply with any implementing requirements FTA may issue.
- b) Age - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § § 623 and Federal transit law at 49 U.S.C. § 5332, the Consultant/Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Consultant/Contractor agrees to comply with any implementing requirements FTA may issue.
- c) Disabilities - In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Consultant/Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Consultant/Contractor agrees to comply with any implementing requirements FTA may issue.
- d) The Consultant/Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

Appendix A – Discrimination Complaint Form

<https://www.intercitytransit.com/complaints>

Home (/) > Discrimination Complaint Form

Discrimination Complaint Form

Intercity Transit provides equal access to its transportation services, employment, and contracting opportunities pursuant to federal laws (Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act, Equal Employment Opportunities laws) and in accordance with applicable state and local laws.

Please use this form to file a discrimination complaint within 180 days of the incident. You can also call us at 360-786-1881, visit Customer Service at the Olympia Transit Center, contact us by email, or by U.S. Postal Service at the address below.

I believe that I have been discriminated against on the basis of: *

- Race, color or national origin *
- Disability *
- Not applicable *
- Other ... (Please specify) *

I believe that Intercity Transit has failed to comply with the following program: *

- Disadvantaged Business Enterprise *
- Equal Employment Opportunity Act *
- Americans with Disabilities Act *
- Title VI *
- Not applicable *

Contact Information

Name

First *

First Name

<https://www.intercitytransit.com/complaints>

1/5

Last *

Last Name

Address

Address *

Address Line

City/Town *

City

State/Province *

State



ZIP/Postal Code *

Zip

Phone Number *

Email Address *

What is the best way for us to contact you if we have questions? *

Phone *

Email *

Grievance Basis

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses.

*

Type of service *

- Bus *
- Dial-A-Lift *
- Vanpool *
- Village Vans *
- Other... (Please Specify) *

Date of alleged discrimination *

Time of alleged discrimination *

Vehicle ID/Route Number *

Location of Incident *

If you don't know the answers to the information above, please provide a description of the driver so we can identify the employee

Intercity Transit - P.O. Box 659 Olympia, WA 98507-0659



CUSTOMER SERVICE

360-786-1881

[Online Contact Form \(/contact\)](#)

205 Franklin Street NE
Olympia, WA 98501

Hours:

Daily: 7 a.m. to 6 p.m.



ADMINISTRATION

360-786-8585

510 Pattison Street SE
Olympia, WA 98501

Hours:

Weekdays: 8 a.m. - 4:30 p.m.



DIAL-A-LIFT

360-754-9393

Request a Ride (<mailto:DALDispatch@intercitytransit.com>)

Hours:

Weekdays: 8 a.m. to 5 p.m.

Weekends: 9 a.m. to 4 p.m.



VANPOOL

360-786-8800

vanpool@intercitytransit.com (<mailto:vanpool@intercitytransit.com>)

Hours:

Weekdays: 8 a.m. to 5 p.m.

Appendix B – Passenger Survey Report



Intercity Transit Project Passenger Title VI Survey Report



January 2024

<https://cbe.wvu.edu/cebr>

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About the Authors

The Center for Economic and Business Research is an outreach center at Western Washington University located within the College of Business and Economics. In addition to publishing the Puget Sound Economic Forecaster, the Center connects the resources found throughout the University to assist for-profit, non-profit, government agencies, quasi-government entities, and tribal communities in gathering and analyzing data to respond to specific questions. We use a collaborative approach to help inform our clients so that they are better able to hold policy discussions and craft decisions.

The Center employs students, staff, and faculty from across the University as well as outside resources to meet the individual needs of those we work with. Our work is based on academic approaches and rigor that not only provide a neutral analytical perspective but also provide applied learning opportunities. We focus on developing collaborative relationships with our clients and not simply delivering an end product.

The approaches we utilize are insightful, useful, and are all a part of the debate surrounding the topics we explore; however, none are fail-safe. Data, by nature, is challenged by how it is collected and how it is leveraged with other data sources. Following only one approach without deviation is ill-advised. We provide a variety of insights within our work – not only on the topic at hand but also on the resources (data) that inform that topic.

We are always seeking opportunities to bring the strengths of Western Washington University to fruition within our region. If you are looking for analysis work or have comments on this report, we encourage you to contact us at 360-650-3909 or by email at cebr@wwu.edu.

To learn more about CEBR visit us online at cebr.wwu.edu or follow us online through your favorite social media stream.



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The Center for Economic and Business Research is directed by Hart Hodges, Ph.D. and James McCafferty.

Overview

The 2023 Passenger Title VI Survey is a collaboration between Intercity Transit and the Center for Economic and Business Research (CEBR) at Western Washington University to collect feedback and information about bus passengers and their travel needs. To achieve this objective, field staff were recruited and trained by CEBR and deployed from 6 am Monday November 13, 2023, through 7 pm Sunday November 19, 2023, to collect responses from bus riders on the bus routes and at key transit centers. Intercity Transit staff also conducted two “pop-up” table events at Olympia Transit Center and Lacey Transit Center to get the word out early in the survey week.

After the data collection was completed, the center conducted rigorous data cleaning and validation exercises to ensure the accuracy and consistency of the data collected. Statistical tools were used to analyze data, and the results are presented in tables and graphs, followed by comprehensive discussions of the findings.

About the Survey

The Center for Economic and Business Research, located within the College of Business and Economics at Western Washington University, conducted the survey and analysis for this project.

This survey seeks feedback and information from Intercity Transit bus riders. A combination of multiple choice and open-ended questions aims to gather information from respondents on ethnicity, income, language, their trip with Intercity Transit, and items related to the respondents, such as disability status and availability of technology. Respondents were offered a \$5 Starbucks gift card for their participation (while supplies lasted).

The survey was distributed by trained field staff to bus riders by paper, targeting a minimum of 500 on-board and self-administered responses. In addition to the survey being offered in English, the survey was also translated into Spanish, German, Korean, and Vietnamese. These languages were determined to be the most frequently spoken non-English languages in the Olympia, Lacey, and Tumwater area per the Census Bureau American Community Survey (ACS). According to the ACS, 4.46% of the area population speak Spanish, 1.47% speak Vietnamese, 1.36% speak German, and 1.01% speak Korean which was basically a tie with Tagalog (including Filipino).

The English survey was mainly self-administered, while the data collection team translated the survey from English to the mentioned four other languages to facilitate data collection from riders who are Limited English Proficiency (LEP), which is defined as individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand the English language. Of the four other language surveys, there were only respondents with the Spanish survey. As such, the results will be summarized in terms of English survey responses and Spanish survey responses.

The Appendix to this report shows the actual English survey as well as the surveys that were translated into Spanish, German, Korean, and Vietnamese available to respondents. As noted previously, surveyors did not have any German, Korean, or Vietnamese survey requests but translations were available per the Federal Transit Administration (FTA) 4702.1B Circular guidance.

Executive Summary

The Passenger Title VI survey was met with an overall positive response, and respondents were generally willing to participate in the survey. The survey was available in English, Spanish, German, Korean, and Vietnamese, with most respondents opting to respond to the English version. There were five respondents requesting the Spanish language survey.

Within the English survey population, we see shifts in the number of responses for each question, which are labeled on each table below. Response counts to individual questions range from a low of 311 responses to a high of 554 responses. The Spanish survey results range from four to five responses per question. These ranges are due to the fact that not every respondent answered each question. Survey respondents were asked to complete the survey while either waiting for or traveling on the bus, and this might have affected response rates if their bus arrived, or they were getting close to their stop and they were not able to complete the survey. Additionally, respondents might have chosen not to answer a question if they felt it was too personal (such as household income) or a burden (such as the free-response questions).

The sample size of the Passenger Title VI survey is more than adequate for the purpose of drawing conclusions from the responses. With a minimum of 311 responses to each question, we feel confident that the survey sample is representative of the transit-riding population. Also, the answers to the demographic questions tell us that we captured a diverse range of perspectives from the standpoints of race/ethnicity and gender identity. As there were only five respondents to the Spanish version of the survey, the Spanish responses should not be interpreted on their own due to the small sample size. However, when combined with the results of the English survey the sample size is large enough to be representative.

Survey Results

Section 1: Ethnicity, Income, and Language

General Ethnic Identification (553 respondents)

A majority of respondents to this question identified as Caucasian (64.1% of survey respondents). The second-highest majority of bus riders identified as African American (11.5%), with Hispanic or Latino/Latina being the 3rd highest at 10.8% of the survey respondents. All other racial and ethnic identities comprised less than 10% of the survey population.

Survey respondents have reported a wide variety of different ethnic backgrounds, including 11.5% African American, 8.4% American Indian/Alaskan Native, 4.6% Asian, 64.10% Caucasian, 10.8% Hispanic or Latina/Latino, 2.7% Native Hawaiian, and 8.6% other. 100% of Spanish survey respondents identified as Hispanic or Latina/Latino.

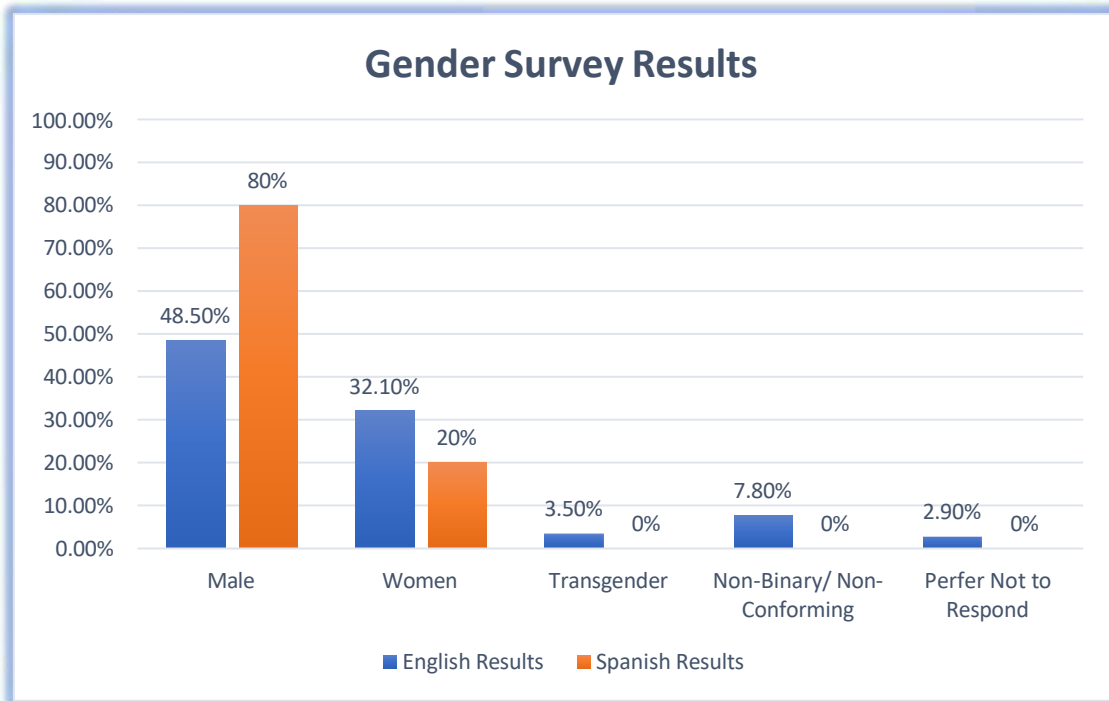
Race/ Ethnic Identity	English Results	Spanish Results
African American	11.50%	0%
American Indian/Alaskan Native	8.40%	0%
Asian	4.60%	0%
Caucasian	64.10%	0%
Hispanic or Latina/Latino	10.80%	100%
Native Hawaiian/Pacific Islander	2.70%	0%
Other	8.60%	0%
Total Responses	553	5

The findings of this question correlate with 2020 census data, with the Olympia-Lacey-Tumwater metropolitan area being composed of approximately 70% who identify as White/Caucasian.

Gender (553 respondents)

From the responses to this question, we observed that most respondents identified as Male.

The English survey results reveal a noticeable range in respondents' genders. Of Intercity Transit bus riders who responded, 48.5% identified as Male, 32.1% identified as Female, 3.5% identified as Transgender, 7.8% identified as Non-Binary, and 2.9% preferred not to respond. The Spanish survey shows that 80% of respondents identify as Male and 20% identify as Female.



The gender distribution of respondents to the survey differs from that of the 2020 census in the Olympia-Lacey-Tumwater area, with the population of women (51%) rising slightly over that of men (49%) according to the census. One theory as to why our survey population doesn't fit the census demographics include men being more likely to work outside the home than women and therefore being more likely to commute.

People in Household

Q: How many people are in your household (including yourself)? (411 respondents)

The results show that most English survey respondents live in a one-person household, closely followed by respondents who live in a two-person household. Specifically, for the English survey results, 35% of the respondents reside in households alone, 27.3% live in a two-person household, and 12.10% live in a four-person household.

The English survey population (406 respondents) was composed of 35% single-person households, 27.3% two-person households, 17% three-person households, 12.1% four-person households, 4.2% five-person households, and 4.4% with six or more people living in a household. As for the Spanish survey results (five respondents), 20% reside in a single-person household, 20% reside in a three-person household, 40% reside in a four-person household, and 20% reside in a household with six or more individuals.

People in Household	English Results	Spanish Results
One	35.00%	20%
Two	27.30%	0%
Three	17.00%	20%
Four	12.10%	40%
Five	4.20%	0%
Six or More	4.40%	20%
Total Responses	406	5

In the data for the Olympia-Lacey-Tumwater area in the 2020 Census, the median number of people in a household is about 2.5 persons. This survey shows similar results, with respondents more likely to come from a three-person and below household, with approximately 79.3% of respondents living in a one, two, or three-person household.

Household Income

Q: What is your household income per year before taxes? (483 respondents)

In both the Spanish and English survey results, there is a large majority of those whose household income falls below \$16,000. A little over half of the English survey respondents reported earning less than \$16,000 in annual gross income (50.1%). The smallest percentage of respondents reported earning a household income ranging from \$85,000 to \$94,999 (0.6% of the survey population).

Data from the English survey showed varying incomes from respondents including 9.4% with a household income of \$16,000 to \$24,999, 5.2% with a household income of \$25,000 to \$34,999, 15.40% with a household income of \$35,000 to \$44,999, 5.2% with a household income of \$45,000 to \$54,999, 1.9% with a household income of \$55,000 to \$64,999, 3.5% with a household income of \$65,000 to \$74,999, 2.3% with a household income of \$75,000 to \$84,999, 0.6% with a household income of \$85,000 to \$94,999, 1.9% with a household income of \$95,000 to \$104,999, and 4.4% with a household income of \$105,000 or more.

As for the Spanish survey respondents, 75% reported a household income of less than \$16,000, and 25% reported a household income of \$35,000 to \$44,999.

Household Income	English Results	Spanish Results
Less than \$16,000	50.10%	75%
\$16,000 to \$24,999	9.40%	0%
\$25,000 to \$34,999	5.20%	0%
\$35,000 to \$44,999	15.40%	25%
\$45,000 to \$54,999	5.20%	0%
\$55,000 to \$64,999	1.90%	0%
\$65,000 to \$74,999	3.50%	0%
\$75,000 to \$84,999	2.30%	0%
\$85,000 to \$94,999	0.60%	0%
\$95,000 to \$104,999	1.90%	0%
\$105,000 or more	4.40%	0%
Total Responses	479	4

Data from the U.S. Department of Housing and Urban Development shows that the median family income for Olympia-Tumwater is \$102,500, which includes all family sizes. With only 4.4% of household incomes larger than \$105,000, this median income is unlikely to fit survey respondents. The household incomes of most survey respondents are lower than \$102,500. According to the Housing Authority of Thurston County website updated May 15, 2023, Low-Income households (Family Size of 4) are those that make 80% of the median income or \$82,000, Very Low-Income households make 50% of the median income or \$51,250, and Extremely Low-Income households make 30% of the median income or \$30,750. Applying these definitions to the survey responses for this question, a majority of respondents come from Extremely Low-Income households.

Ability to Speak English

Q: How well would you describe your ability to speak English? (452 respondents)

Respondents of the survey reported a variety of language proficiencies, including 89.3% who speak English very well, 8.9% who speak English well, 1.3% who speak English not well, and 0.4% who do not speak English. The results also reveal that 40% of the Spanish survey respondents do not speak English well, and 60% do not speak English at all.



Primary Language

Q: What Primary Language do you speak at home? (467 respondents)

Survey results showed a large majority of Intercity Transit riders speak English primarily at home with Spanish being the next language most frequently used at home.

Survey respondents reported a variety of primary languages being spoken at home, including 95.7% English speakers, 1.9% Spanish speakers, 0.2% Russian speakers, 0.4% Vietnamese speakers, 0.2% Chinese speakers, and 1.5% whose primary language is other than those listed on the survey. 75% of Spanish survey respondents were Spanish speakers, and 25% speak other languages.

Primary Language	English Results	Spanish Results
English	95.70%	0%
Spanish	1.90%	75%
Korean	0.00%	0%
Russian	0.20%	0%
German	0.00%	0%
Vietnamese	0.40%	0%
Chinese	0.20%	0%
Other	1.50%	25%
Total Responses	463	4

Section 2: Tell Us About Your Intercity Transit Trip

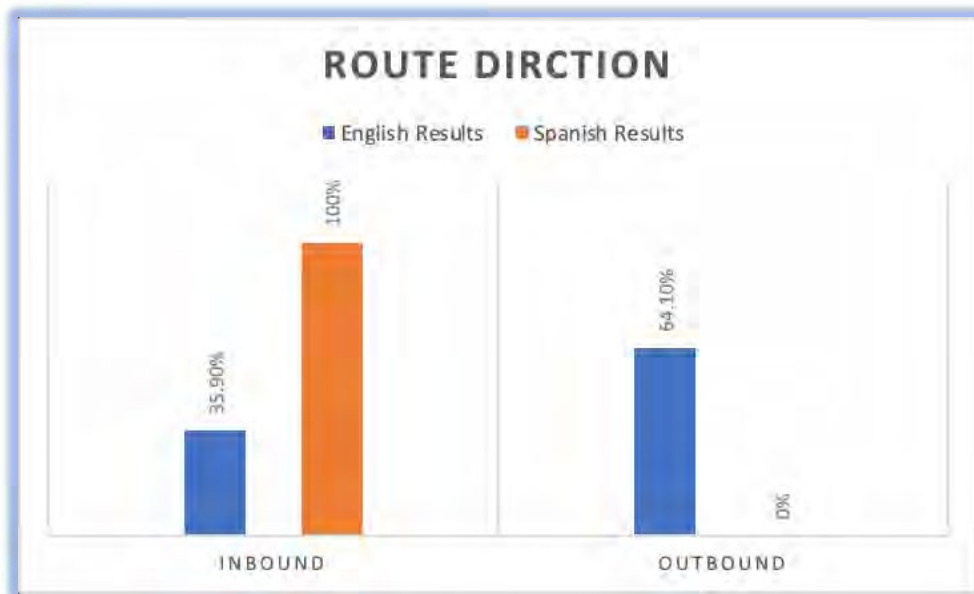
Route Information

Q: What is the route direction (outbound/inbound)? (441 respondents)

In this question, the outbound route direction typically indicates that the bus is moving away from a transit center. The inbound route direction typically indicates that it is moving towards a transit center.

The survey data shows that of the English respondents, over half were heading outbound from a transit center. In contrast, the Spanish survey data shows that all were heading inbound to a transit center.

The results of the English survey showed that 35.9% were traveling inbound and 64.1% were traveling outbound. The entire Spanish survey population (four respondents), representing 100% of the respondents, were heading in the inbound direction.



Location Before Beginning Trip

Q: Where did you come from to board this specific bus? (427 respondents)

From the data collected, a majority of respondents came from their homes. However, these responses show no connection to time of day and day of the week.

Of those who responded to the English survey, 44.8% came to the bus stop from their home, 10.4% came to the bus stop from their workplace, 5.5% came to the bus stop from their school, 26.8% came to the bus stop from running errands, 0.2% came to the bus stop from a special event, and 8.8% came to the bus stop from a location not listed on the survey such as a friend or relative's house.

Results of the Spanish survey revealed that 40% of respondents came from their homes, 40% came to the bus stop from work, and 20% came from running errands.

Where did you come from to board the bus?	English Results	Spanish Results
Home	44.80%	40%
Work	10.40%	40%
School	5.50%	0%
Errands	26.80%	20%
Visting family/friends	3.60%	0%
Attending a special event	0.20%	0%
Other	8.80%	0%
Total Responses	422	5

Travel to Bus Stop

Q: How did you get to the bus stop to board this bus? (486 respondents)

The data shows a majority of riders walk to the bus stop to board the bus.

Those who responded to the English survey composed of 80.2% who walked to the bus stop, 2.7% who biked to the bus stop, 0.2% who carpooled and parked to get to the bus stop, 3.1% who were dropped off at the bus stop, 10.2% who transferred from another Intercity Transit route, 0.8% who drove to an area park & ride, 1.5% who transferred from a non-Intercity Transit route, and 1.2% who responded to the survey question with “other”.

Five Spanish survey respondents indicated that they walked to the bus stop (80%), and 20% were dropped off at the bus stop.

Travel to Bus Stop	English Results	Spanish Results
Walked	80.20%	80%
Biked	2.70%	0%
Carpooled & Parked	0.20%	0%
I was dropped off	3.10%	20%
Transferred from IT Route	10.20%	0%
Drove to an area Park & Ride	0.80%	0%
Transferred from a non-IT Route	1.50%	0%
Other	1.20%	0%
Total Responses	481	5

End Destination

Q: Where are you going now? (483 respondents)

According to the survey responses, a majority of respondents were traveling home.

The English survey results indicate that from the bus stop, 37.9% of the respondents were traveling home, 14% were commuting to work, 5.4% were going to school, 28.2% were running errands, 6.5% were going to visit family/friends, 1.3% were on their way to a special event, and 6.7% responded that they were going somewhere other than those listed. For this question, the English Survey had 478 respondents. Of the five Spanish survey respondents, 40% were traveling home, and 60% were running errands.

Where are you going now?	English Results	Spanish Results
Home	37.90%	40%
Work	14.00%	0%
School	5.40%	0%
Errands (Shopping, appointment, etc.)	28.20%	60%
Visiting family/friends	6.50%	0%
Attending a special event	1.30%	0%
Other	6.70%	0%
Total Responses	478	5

Method of Transportation to Final Destination

Q: How will you get to your final destination? (473 respondents)

The survey data shows a range of responses to how respondents will get to their final destinations. Over half of the respondents in both surveys indicated that they would walk to their final destinations.

Within the English survey population, 67.7% reported that they planned to walk to reach their final destination, 3.2% planned to bike to their final destination, 23.9% expected to transfer to another route, 0.6% were going to use Uber/Lyft to get to their final destination, 2.1% planned to get a ride from someone else to reach their destination, and 2.4% responded that they would reach their final destination with another option not listed.

The Spanish survey found that 60% were going to walk to reach their final destination, and 40% would transfer to another route to reach their final destination.

How will you get to your final destination?	English Results	Spanish Results
I will walk	67.70%	60%
I will bike	3.20%	0%
I will transfer to another route	23.90%	40%
Uber/Lyft	0.60%	0%
I will get a ride from someone	2.10%	0%
Other	2.40%	0%
Total Responses	468	5

Length of Time until Final Destination

Q: How long will your trip take from start to finish including all parts of the trip (walking, biking, etc.)? (465 respondents)

For a majority of respondents (26.30%), the trip to their final destination takes approximately 30 minutes to an hour to complete. However, respondents' answers vary widely within the English survey data, with all answers coming close to capturing at least 10% of the survey population.

Data from the English survey suggests that 21.7% of respondents would take less than 15 minutes to reach their final destinations. For 25.2%, it would take 15 to 30 minutes; for 26.3%, it would take 30 to 60 minutes; for 17.4%, it would take one to two hours; and for 9.3% of respondents, it would take over two hours to reach their final destination.

As for the Spanish survey, 40% of respondents reported an expected trip time of 15 to 30 minutes, while the remaining 60% said it would take 30 to 60 minutes.

Overall, Intercity Transit's bus service is working well with 47% of rider trips taking less than 15 minutes to 30 minutes. However, there is room for improvement in that 53% of rider trips take 30 minutes to over two hours.

Length of Time Until Final Destination	English Results	Spanish Results
Less than 15 minutes	21.70%	0%
15 to 30 minutes	25.20%	40%
30 to 60 minutes (1 hour)	26.30%	60%
1 hour to 2 hours	17.40%	0%
More than 2 hours	9.30%	0%
Total Responses	460	5

Intercity Transit Bus Usage (per month)

Q: In a typical month, how often do you use an Intercity Transit bus? (491 respondents)

From the data collected, most of those who responded to the survey question ride Intercity Transit buses six to seven days per week. The data shows most survey respondents are regular Intercity Transit users, with 94.8% of respondents riding the bus at least once a week.

Regarding the English survey population (487 respondents), 55.4% ride Intercity Transit buses six to seven days per week, 28.5% ride buses four to five days per week, 10.9% ride buses one to two days per week, 2.9% ride buses less than ten days per month, and 2.3% rarely utilize Intercity Transit fixed-route service.

Results from the Spanish survey show that 50% ride Intercity Transit buses six to seven days per week, 25% ride buses four to five days per week, and 25% ride buses 1-3 days per week.

Intercity Transit Bus Usage (per month)	English Results	Spanish Results
6-7 days per week	55.40%	50%
4-5 days per week	28.50%	25%
1-3 days per week	10.90%	25%
Less than 10 days per month	2.90%	0%
I rarely ride	2.30%	0%
Total Responses	487	4

Length of Intercity Transit Bus Usage

Q: How long have you been riding Intercity Transit? (463 respondents)

Responses to this question were relatively evenly divided among the possible answers. The highest percentage of respondents (21.4%) has been riding with Intercity Transit for more than a decade.

Regarding the English respondents, 19.2% reported riding Intercity Transit buses less than six months, 11.3% have been riding buses between six to 12 months, 15% have been riding buses between one to two years, 18.3% have been riding buses for three to five years, 14.8% have been riding buses for six to 10 years, and 21.4% have been riding the bus for over 10 years.

Of the four people who participated in the Spanish survey, 25% have been riding the Intercity Transit buses for less than six months, 25% have been riding buses for six to 12 months, 25% have been riding the buses for three to five years, and 25% have been riding the buses for six to 10 years.

Length of Intercity Transit Bus Usage	English Results	Spanish Results
Less than 6 months	19.20%	25%
6-12 months	11.30%	25%
1-2 years	15.00%	0%
3-5 years	18.30%	25%
6-10 years	14.80%	25%
More than 10 years	21.40%	0%
Total Responses	459	4

Best Way to Receive Information about Intercity Transit

Q: What is the best way to get you information about Intercity Transit? (315 respondents)

Of those who responded to the survey question, a majority of respondents reported that the Intercity Transit website provides the best method for them to receive information about bus routes and news related to Intercity Transit. According to bus riders, the next best method is signs and announcements within the buses themselves.

The English survey results show that of the 311 respondents, 48.2% noted that the best way to receive information on Intercity Transit is through the website, 5.5% find rider alerts to be the best method to receive information, 0.3% find a GovDelivery subscription the best method to receive information. 9.3% find customer service the best method to receive information, 4.5% find friends/others on the bus to be the best method to receive information, 6.4% find in-person Customer Service at Olympia Transit Center to be the best method to receive information, 9.6% believe that signs/announcements placed inside the buses to be the best method for them to receive information, 8.4% find the bus driver to be the best method to receive information, 1.6% find social media the best method to receive information, and 6.10% find that a method other than those stated would be the best method for them to receive information.

The Spanish survey found that 25% find rider alerts the best method for them to receive information on Intercity Transit, 25% find Customer Service to be the best method for them to receive information, 25% find friends/others on the bus to be the best method for them to receive information, and 25% see social media the best method for them to receive information. A total of four people answered this question on the Spanish survey.

For this question, we see the least number of responses, only receiving a collective 315 responses across both versions of the survey of the original 554 possible responses. One possible reason for this lower response rate is that transit riders who don't own a cell phone might have declined to answer this question if they felt it didn't pertain to them. The next question on the survey asks about cell phone ownership, leading to some insight on this topic. Another potential reason is simply that the question requires more thought to be put into the answer than some of the other questions in the survey, which can lead to lower response rates.

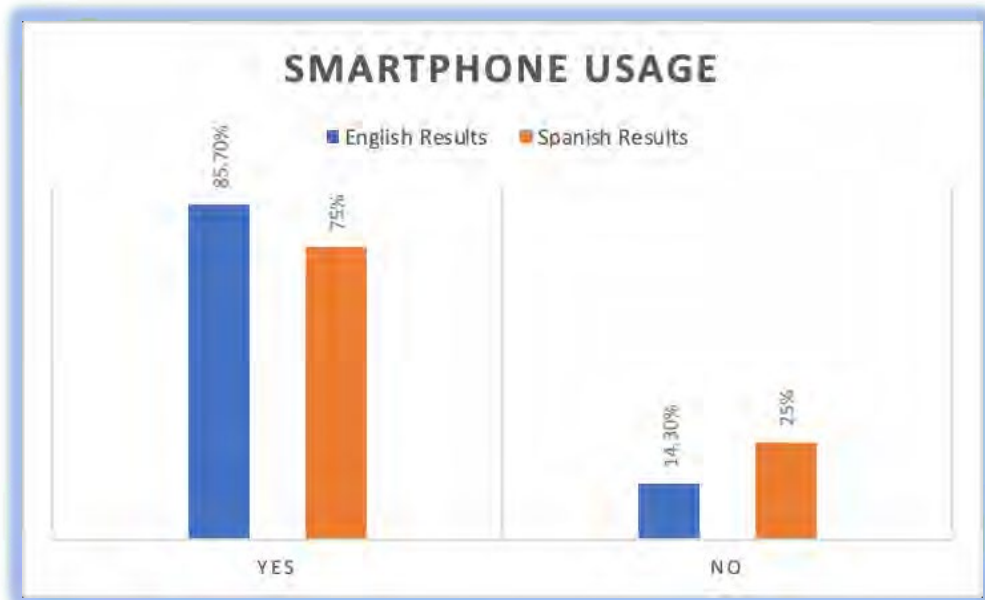
Best Way to Receive Information about Intercity Transit	English Results	Spanish Results
Intercity Transit Website	48.20%	0%
Rider Alerts (email/text/posted on bus stops)	5.50%	25%
GovDelivery subscription	0.30%	0%
Customer Service	9.30%	25%
Friends/others on the bus	4.50%	25%
Olympia Transit Center (OTC) in person Customer Service	6.40%	0%
Signs posted inside buses and/or announcements	9.60%	0%
Bus Drivers	8.40%	0%
Social Media (Facebook, Instagram, etc.)	1.60%	25%
Other	6.10%	0%
Total Responses	311	4

Smartphone Usage

Q: Do you use a smartphone? (430 respondents)

This question provides information that can help with the previous question within the survey (Q: What is the best way to get you information about Intercity Transit?). For instance, if most Intercity Transit bus riders have smartphones, it gives us a perspective on how many bus riders have access to social media or rider alerts connected to smartphone usage. This also grants the perspective that online information may only work for some bus riders, and the need for online and offline information for bus riders is necessary to include all bus riders.

Of English survey respondents, 85.7% use a smartphone, and 14.3% do not. Of those who responded to the Spanish survey, 75% of respondents use a smartphone, and 25% of respondents do not.



Current Work Status

Q: What best describes your current work status? (448 respondents)

Survey results showed most respondents work from outside the home followed by those unemployed or not currently working.

Of the English respondents, we find that 6.3% work from home, 34.5% work from outside the home, 10.4% are students, 21.4% are unemployed or not working, 8.8% are retired or semi-retired, 12.6% are unable to work, 2.7% are not working for pay or are not currently looking for employment, and 3.4% describe their current work status as “other than the options listed”.

The Spanish survey found that 50% work outside the home and 50% are currently unemployed.

As of December 2023, the U.S. Bureau of Labor Statistics reports that the current unemployment rate in the Olympia-Lacey area is 4.7%. This corresponds to the data showing a large unemployment percentage for Intercity Transit bus riders.

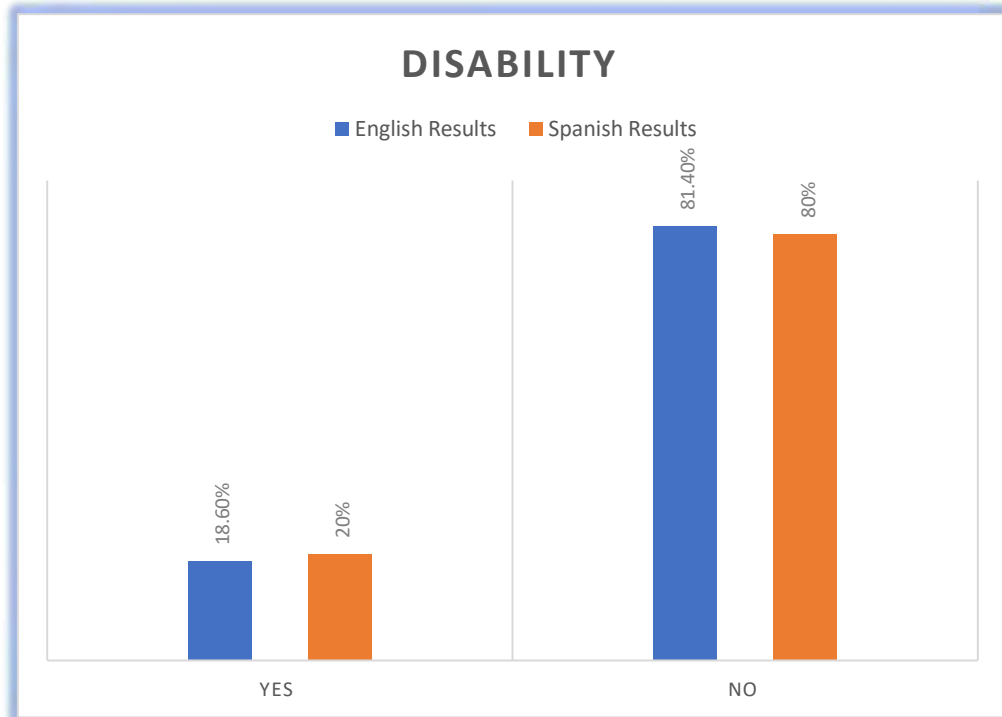
Current Work Status	English Results	Spanish Results
Work from home	6.30%	0%
Work outside the home	34.50%	50%
Student (full or part time)	10.40%	0%
Unemployed or not working	21.40%	50%
Retired or semi-retired	8.80%	0%
Unable to work	12.60%	0%
Not working for pay or not looking for employment	2.70%	0%
Other	3.40%	0%
Total Responses	444	4

Disabilities

Q: Do you have any disabilities that impact how you use the bus? (467 respondents)

A majority of survey respondents reported that they do not have a disability that impacts how they can use Intercity Transit buses.

Analysis of the English survey revealed that 81.4% of respondents do not have a disability, and 18.6% do have a disability that affects how they use Intercity Transit. Of the five people who responded to the Spanish survey, 80% do not have a disability, and 20% do have a disability that affects how they use Intercity Transit.

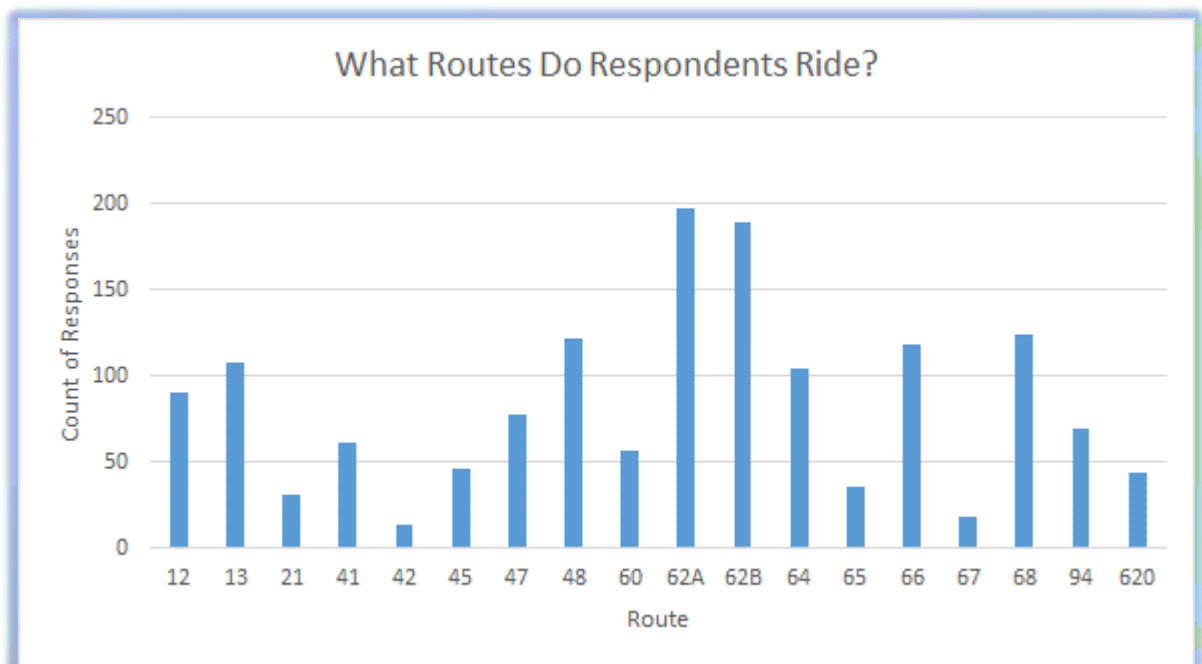


Free Response Question Analysis

Q: What route are you on now and which routes do you generally ride?

Survey respondents reported riding a large variety of routes and stated what routes they generally ride. The most common routes being reported were Route 62A Martin Way/NE Lacey, which travels between the Olympia Transit Center (OTC) and Orion at Willamette, and Route 62B Martin Way/The Meadows, which travels between the Olympia Transit Center and Pacific Highway at Rockcress. This makes sense since both routes combined offer 15-minute frequency between OTC and Martin Way at Marvin Road in Lacey. Other common routes included Routes 41, 45, 48, 64, 66, 68, 94, and 620. These routes serve Capitol Mall (Route 45), Evergreen State College (Routes 41 and 48), Amtrak Station (Route 64), Lacey Corporate Center (Route 66), Yelm Walmart (Route 94), and 512 Park and Ride (Route 620).

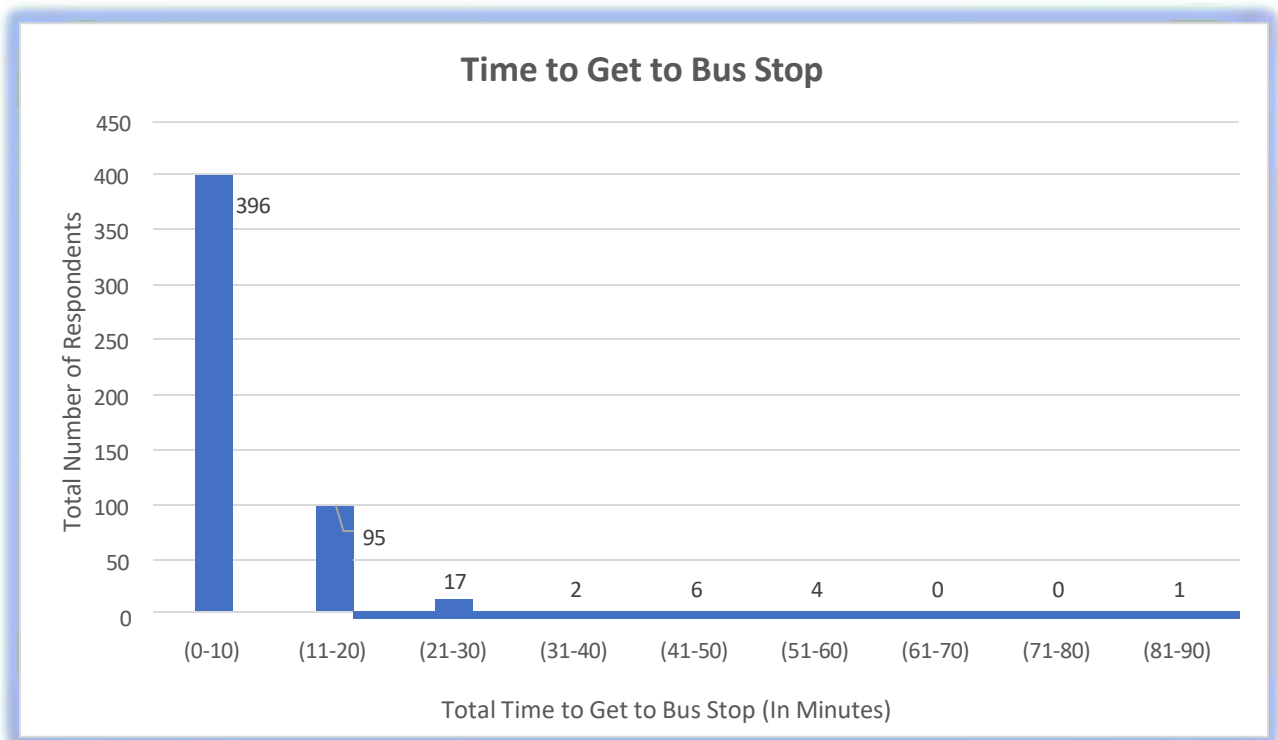
There are many factors that impact a rider's experience such as direction of travel, speed of the route, where the route travels, convenience of the schedule including frequency, and transfer impacts (whether they must transfer to another route to reach their destination and how long they must wait to make the transfer). The survey did not offer a chance to elaborate on factors such as these. This was intentional because the survey needed to be short and concise.



Q: How many minutes did it take you to get to the bus stop? (521 respondents)

Survey respondents reported a wide variety of times it takes them to access bus service, ranging from one minute to 90 minutes. The research found that approximately 75% of respondents reported it takes one to 10 minutes to reach their intended bus stop, meaning that for most respondents, transit service is very easy to access.

Overall, 396 respondents take one to 10 minutes to reach the bus stop, 95 respondents take 11-20 minutes to get to the bus stop, 17 respondents take 21-30 minutes to reach the bus stop, two respondents take 31-40 minutes to reach the bus stop, six respondents take 41-50 minutes to reach the bus stop, four respondents take 51-60 minutes to get the bus stop, and one respondent takes 90 minutes to reach the bus stop.



Although not captured in this study, information about how the respondents get to the bus stop would have provided further details on why it may take the respondents' varying amounts of time. For example, if two respondents are traveling to the same bus stop from very close starting places, we would be able to tell if one is getting to the bus stop faster than the other due to them driving a car instead of walking.

Cross-Tab Analysis

To better understand the factors that influence a respondent's decisions surrounding their bus trip, we performed a cross-tab analysis on the basis of race/ethnicity and gender identity. This kind of analysis, which compares the results for one or more variables with the results of another variable, enables us to compare responses among demographic groups and identify areas that might disproportionately affect one group over another. Examples of questions a cross-tab analysis enables us to answer are:

- How do methods of traveling to the bus stop differ between Asians and African Americans?
- How do expected total bus trip times differ between men and women?

We decided to perform the cross-tab analysis on three questions from the Intercity Transit Title VI survey:

- 1) *How did you get to the bus stop to board this bus?*
- 2) *How will you get to your final destination? and*
- 3) *How long will your trip take from start to finish including all parts of the trip?*

The demographic groups we used in the analysis were answers by respondents to questions of race/ethnicity and gender identity. Results are detailed in the tables below each question.

Travel to Bus Stop

Q: How did you get to the bus stop to board this bus?

	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latina/Latino	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
Walked	80.2%	78.9%	87.2%	81.8%	79.2%	84.0%	76.9%	80.4%	81.8%	76.5%	73.2%
Biked	2.7%	3.5%	0.0%	0.0%	3.2%	4.0%	0.0%	3.8%	1.9%	5.9%	2.4%
Carpooled & Parked	0.2%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%
I was dropped off	3.1%	7.0%	5.1%	9.1%	1.3%	2.0%	7.7%	3.8%	3.9%	5.9%	0.0%
Transferred from IT Route	10.2%	3.5%	5.1%	4.5%	12.5%	8.0%	7.7%	8.5%	9.1%	11.8%	14.6%
Drove to an area Park & Ride	0.8%	3.5%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	1.3%	0.0%	4.9%
Transferred from a non- IT Route	1.5%	3.5%	2.6%	4.5%	1.3%	0.0%	7.7%	2.6%	0.0%	0.0%	2.4%
Other	1.2%	0.0%	0.0%	0.0%	1.6%	2.0%	0.0%	0.9%	1.9%	0.0%	0.0%

The table above can be interpreted as “78.9% of African American respondents walked to the bus stop, compared to 80.2% of all respondents.”

Consistent across all demographic lines was that most respondents walked to the bus stop. However, there are still some differences in the size of this percentage. The demographic group with the highest percentage of walking respondents was American Indian/Alaska Native, with 87.2% of respondents having walked to the bus stop. On the other end of the scale, non-binary/non-conforming respondents were the least likely to have walked to the bus stop, with 73.2% of responses.

Other notable aspects of the table include:

- Transgender respondents were more likely to bike or get dropped off at the bus stop than the rest of the survey population.
- African Americans, Asians, and Native Hawaiian/Pacific Islanders are more likely to have transferred from a non-IT route, suggesting further travelling times from areas where Intercity Transit doesn't operate.
- Non-binary/non-conforming respondents are the most likely to have carpooled to the bus stop.
- Caucasians are more likely than any other racial or ethnic group to have transferred from another IT route.

Method of Transportation to Final Destination

Q: How will you get to your final destination?

	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latina/Latino	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
Walked	67.7%	63.5%	87.5%	85.0%	65.8%	68.5%	80.0%	65.8%	68.0%	86.7%	75.0%
Biked	3.2%	1.9%	0.0%	0.0%	4.3%	5.6%	0.0%	3.1%	3.3%	0.0%	2.5%
Transfer to another route	23.9%	28.8%	10.0%	10.0%	25.6%	22.2%	20.0%	26.8%	23.5%	6.7%	20.0%
Uber/Lyft	0.6%	3.8%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
Get a ride from someone	2.1%	1.9%	0.0%	5.0%	2.3%	1.9%	0.0%	1.8%	2.6%	6.7%	2.5%
Other	2.4%	0.0%	2.5%	0.0%	1.7%	1.9%	0.0%	2.6%	2.0%	0.0%	0.0%

The table above can be interpreted as “63.5% of African American respondents expect to walk to their final destination, compared to 67.7% of all respondents.”

Differences between demographic groups are most notable in answer categories that have a high percentage of respondents. Looking at the “walk” answer choice in the table above, we can see a higher percentage of American Indian/Alaskan Native respondents than any other racial or ethnic group. African American and Caucasian responses show that these groups anticipate walking to their final destination at a lower-than-average rate. More generally, women are more inclined to walk to their final destination than men, although Transgender and Non-binary/non-conforming respondents had the highest rates of walking out of the gender-identity demographic groups.

Other notable aspects of the table include:

- Very few respondents (0.6%) plan to take an Uber or Lyft to their final destination, but those that do are more likely to be African American.
- African Americans reported being the most likely to transfer to another route, possibly indicating further travel distances.
- Respondents who are Transgender were the least likely to bike and the most likely to get a ride from someone.
- The responses of women align closely with the average response to this question.
- Men were the most likely group to respond that they would use an “other” form of transportation to reach their final destination.

Length of Time until Final Destination

Q: How long will your trip take from start to finish including all parts of the trip (walking, biking, etc.)?

	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latina/Latino	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
Less than 15 minutes	21.7%	22.9%	31.6%	16.7%	23.8%	18.9%	18.2%	22.9%	21.1%	0.0%	23.8%
15-30 minutes	25.2%	16.7%	23.7%	27.8%	21.8%	37.7%	18.2%	26.5%	23.1%	38.9%	31.0%
30-60 minutes	26.3%	31.3%	18.4%	38.9%	27.7%	30.2%	27.3%	22.9%	30.6%	33.3%	31.0%
1-2 hours	17.4%	18.8%	15.8%	5.6%	17.8%	7.5%	18.2%	17.5%	17.7%	16.7%	11.9%
More than 2 hours	9.3%	10.4%	10.5%	11.1%	8.9%	5.7%	18.2%	10.3%	7.5%	11.1%	2.4%

The table above can be interpreted as “22.9% of African American respondents anticipated their trip taking less than 15 minutes, compared to 21.7% of all respondents.”

Perhaps the most interesting question analyzed in the cross-tab analysis, these responses highlight some notable discrepancies between demographic groups. African Americans and Native Hawaiian/Pacific Islanders are most likely to report longer expected trip times, having some of the highest percentages in the *1-2 hours* and *more than 2 hours* categories. American Indian/Alaska Natives apparently are most likely to take short trips, capturing the highest percentage for the *less than 15 minutes* response.

It is important to note that while we can make inferences from the cross-tab analysis tables, they are not to be used as hard scientific evidence of any applicable phenomenon. Instead, they give a good indication of where further research is needed to understand why there are discrepancies in transit times and methods between racial/ethnic and gender identity demographic groups. Small sample populations and potential response bias means that any reported statistic from these tables should include the caveat “of the sampled population.”

Other notable aspects of the table include:

- Zero transgender respondents reported taking a trip shorter than 15 minutes compared to 21.7% of total respondents.
- Non-binary/non-conforming respondents were the least likely to take a long trip (more than 2 hours).
- Men are more likely than women to both take shorter and longer trips, with women being more likely to take medium-length trips.

3. Tell Us About Your Intercity Transit Trip [Continue]

3.2 How did you get to the bus stop to board this bus?

<input type="checkbox"/> Walked	<input type="checkbox"/> Biked	<input type="checkbox"/> Carpooled & parked
<input type="checkbox"/> I was dropped off	<input type="checkbox"/> Transferred from IT Route	<input type="checkbox"/> Drove to an area Park & Ride
<input type="checkbox"/> Transferred from a non-IT Route	<input type="checkbox"/> Other	

3.3 How many minutes did it take you to get to the bus stop?

3.4 Where are you going now?

<input type="checkbox"/> Home	<input type="checkbox"/> Work	<input type="checkbox"/> School
<input type="checkbox"/> Errands (shopping, appointment, etc.)	<input type="checkbox"/> Visiting family/ friends	<input type="checkbox"/> Attending a special event
<input type="checkbox"/> Other		

3.5 How will you get to your final destination?

<input type="checkbox"/> I will walk	<input type="checkbox"/> I will bike	<input type="checkbox"/> I will transfer to another route
<input type="checkbox"/> Uber/Lyft	<input type="checkbox"/> I will get a ride from someone	<input type="checkbox"/> Other

3.6 How long will your trip take from start to finish including all parts of the trip (walking, biking, etc.)

<input type="checkbox"/> Less than 15 minutes	<input type="checkbox"/> 15 to 30 minutes	<input type="checkbox"/> 30 minutes to 60 minutes (1 hour)
<input type="checkbox"/> 1 hour to 2 hours	<input type="checkbox"/> More than 2 hours	

4. General Questions

4.1 In a typical month, how often do you use an Intercity Transit bus?

<input type="checkbox"/> 6-7 days per week	<input type="checkbox"/> 4-5 days per week	<input type="checkbox"/> 1-3 days per week
<input type="checkbox"/> less than 10 days per month	<input type="checkbox"/> I rarely ride	

4.2 How long have you been riding Intercity Transit?

<input type="checkbox"/> Less than 6 months	<input type="checkbox"/> 6-12 months	<input type="checkbox"/> 1-2 years
<input type="checkbox"/> 3-5 years	<input type="checkbox"/> 6-10 years	<input type="checkbox"/> More than 10 years

4.3 What is the best way to get you information about Intercity Transit?

<input type="checkbox"/> Intercity Transit Website	<input type="checkbox"/> Rider Alerts (email/text/posted on bus stops)	<input type="checkbox"/> GovDelivery subscription
<input type="checkbox"/> Customer service (360) 786-1881	<input type="checkbox"/> Friends/others on bus	<input type="checkbox"/> Olympia Transit Center (OTC) in person Customer Service
<input type="checkbox"/> Signs posted inside buses and/or announcements	<input type="checkbox"/> Bus Drivers	<input type="checkbox"/> Social Media (Facebook, Instagram, etc.)
<input type="checkbox"/> Other		

4.4 Do you use a smartphone? Yes No

4.5 What best describes your current work status?

<input type="checkbox"/> Work from home	<input type="checkbox"/> Work outside the home (employed full or part-time, self-employed)	<input type="checkbox"/> Student (full or part time)
<input type="checkbox"/> Unemployed or not working	<input type="checkbox"/> Retired or semi-retired	<input type="checkbox"/> Unable to work (for example, due to disability or caregiver role)
<input type="checkbox"/> Not working for pay (volunteer work) or not looking for employment	<input type="checkbox"/> Other	

4.6 Do you have any disabilities that impact how you use the bus? Yes No


Thank you for your participation!

If information is needed in another language, contact (360) 786-8585.

For more information on Title VI, visit Intercity Transit's website at:

<https://www.intercitytransit.com/business/civil-rights-title-vi> or visit the Federal Transit Administration's website at: <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit>



Class Climate	Spanish	SCENTRIDE
Western Washington University	Intercity Transit	
CEBR	IT-Form	

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Correction: Please follow the examples shown on the left hand side to help optimize the reading results.

1. Información de ruta

1.1 ¿En qué ruta te encuentras ahora y qué rutas sueles recorrer?

1.2 Hora y fecha (HH:MM AM/PM - MM/DD/AAAA)

1.3 Indique el sentido de la ruta (saliente/entrante): Entrante Saliente

2. Origen étnico, ingresos e idioma

Encuesta del Title VI Como parte de los requisitos del Programa de No Discriminación del Título VI (Title VI) de Intercity Transit, le solicitamos a los pasajeros que completen un breve cuestionario demográfico. La información recopilada se usará para actualizar el programa Title VI en 2024. Intercity Transit no se comunicará con usted acerca de esta encuesta. Completar el cuestionario es voluntario. No está obligado a divulgar información. ¡Gracias por viajar con nosotros!

2.1 Identificación étnica general (marque todas las opciones que correspondan)

- | | | |
|---|---|---|
| <input type="checkbox"/> Afronorteamericana | <input type="checkbox"/> Asiática | <input type="checkbox"/> Indígena estadounidense/Nativo de Alaska |
| <input type="checkbox"/> Caucásica | <input type="checkbox"/> Hispana o latina | <input type="checkbox"/> Nativo de Hawai/Originario de islas del Pacífico |
| <input type="checkbox"/> Otra | | |

2.2 Género (seleccione todas las opciones que correspondan):

- | | | |
|-------------------------------------|--|--------------------------------------|
| <input type="checkbox"/> Masculino | <input type="checkbox"/> Femenino | <input type="checkbox"/> Transgénero |
| <input type="checkbox"/> No binario | <input type="checkbox"/> Prefiero no responder | |

2.3 ¿Cuántas personas hay en su hogar (incluido usted)?

- | | | |
|---------------------------------|--------------------------------|-------------------------------------|
| <input type="checkbox"/> Una | <input type="checkbox"/> Dos | <input type="checkbox"/> Tres |
| <input type="checkbox"/> Cuatro | <input type="checkbox"/> Cinco | <input type="checkbox"/> Seis o más |

2.4 ¿Cuál es el ingreso anual de su hogar antes de impuestos?

- | | | |
|---|--|--|
| <input type="checkbox"/> Menos de \$16,000 | <input type="checkbox"/> Entre \$16,000 y \$24,999 | <input type="checkbox"/> Entre \$25,000 y \$34,999 |
| <input type="checkbox"/> Entre \$35,000 y \$44,999 | <input type="checkbox"/> Entre \$45,000 y \$54,999 | <input type="checkbox"/> Entre \$55,000 y \$64,999 |
| <input type="checkbox"/> Entre \$65,000 y \$74,999 | <input type="checkbox"/> Entre \$75,000 y \$84,999 | <input type="checkbox"/> Entre \$85,000 y \$94,999 |
| <input type="checkbox"/> Entre \$95,000 y \$104,999 | <input type="checkbox"/> \$105,000 o más | |

2.5 ¿Cómo describiría su capacidad para hablar en inglés?

- | | | |
|--------------------------------------|--------------------------------|---------------------------------------|
| <input type="checkbox"/> Muy buena | <input type="checkbox"/> Buena | <input type="checkbox"/> No muy buena |
| <input type="checkbox"/> No lo hablo | | |

2.6 ¿Cuál es el principal idioma que habla en su casa?

- | | | |
|---------------------------------|----------------------------------|-------------------------------------|
| <input type="checkbox"/> Inglés | <input type="checkbox"/> Español | <input type="checkbox"/> Coreano |
| <input type="checkbox"/> Ruso | <input type="checkbox"/> Alemán | <input type="checkbox"/> Vietnamita |
| <input type="checkbox"/> Chino | <input type="checkbox"/> Otro | |

3. Cuéntenos sobre su experiencia con Intercity Transit

3.1 ¿De dónde vino para subirse a este autobús específico?

- | | | |
|-----------------------------------|---|--|
| <input type="checkbox"/> Casa | <input type="checkbox"/> Trabajo | <input type="checkbox"/> Escuela |
| <input type="checkbox"/> Mandados | <input type="checkbox"/> Visita a familiares/amigos | <input type="checkbox"/> Asistencia a un evento especial |
| <input type="checkbox"/> Otro | | |



3. Cuéntenos sobre su experiencia con Intercity Transit. [Continúe]

- 3.2 ¿Cómo llegó a la parada del autobús para utilizar este servicio?
- A pie En bicicleta Compartí un vehículo
- Me vinieron a dejar Hice combinación de la ruta de IT Conduje a un área Park & Ride
- Hice combinación desde una ruta que no es de IT Otro
- 3.3 ¿Cuántos minutos te llevó llegar a la parada del autobús?
- 3.4 ¿A dónde se dirige?
- Casa Trabajo Escuela
- Mandados Visita a familiares/amigos Asistencia a un evento especial
- 3.5 ¿Cómo llegará a su destino final?
- Otro Caminaré Usaré una bicicleta Haré combinación a otra ruta
- Uber/Lyft Alguien me llevará en vehículo Otro
- 3.6 ¿Cuánto demorará su viaje desde el punto de partida hasta el destino final? Incluya todas las partes del viaje (caminar, andar en bicicleta, etc.).
- Menos de 15 minutos Entre 15 y 30 minutos Entre 30 minutos y 60 minutos (1 hora)
- Entre 1 y 2 horas Más de 2 horas

4. Preguntas generales

- 4.1 En un mes normal, ¿con qué frecuencia usa un autobús de Intercity Transit?
- Entre 6 y 7 días a la semana Entre 4 y 5 días a la semana Entre 1 y 3 días a la semana
- Menos de 10 días al mes Rara vez viajo
- 4.2 ¿Hace cuánto que viaja con Intercity Transit?
- Menos de 6 meses Entre 6 y 12 meses Entre 1 y 2 años
- Entre 3 y 5 años Entre 6 y 10 años Más de 10 años
- 4.3 ¿Cuál es la mejor manera de que obtenga información sobre Intercity Transit?
- Sitio web de Intercity Transit Alertas para pasajeros (correo electrónico/mensaje de texto/publicación en las paradas de autobús) Suscripción a GovDelivery
- Servicio al Cliente: (360) 786-1881 Amigos/otras personas en el autobús Servicio de Atención al Cliente en persona de Olympia Transit Center (OTC)
- Letreros publicados dentro de los autobuses o anuncios Conductor de autobús Redes sociales (Facebook, Instagram, etc.)
- Otro
- 4.4 ¿Usa un teléfono inteligente? Sí No
- 4.5 ¿Qué es lo que mejor describe su estado laboral actual?
- Trabaja desde casa Trabaja fuera de casa (empleado de tiempo completo o tiempo parcial, independiente) Estudiante (de tiempo completo o parcial)
- Desempleado o no trabaja Jubilado o parcialmente jubilado No puede trabajar (por ejemplo, por una discapacidad o por ser cuidador)
- No trabaja por salario (voluntariado) o no busca empleo Otro
- 4.6 ¿Tiene alguna discapacidad que afecte la forma en que usa el autobús? Sí No

¡Gracias por participar!

Si necesita información en otro idioma, comuníquese al (360) 786-8585. Para obtener más información sobre el Title VI, visite el sitio web de Intercity Transit en www.intercitytransit.com/business/civil-rights-title-vi o visite el sitio web de la Administración Federal de Transporte en www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit.



Class Climate	German	CEBR
Western Washington University	Intercity Transit	
CEBR	IT-Form	

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Correction: Please follow the examples shown on the left hand side to help optimize the reading results.

1. Routeninformationen

1.1 Auf welcher Strecke bist du gerade unterwegs und welche Strecken fährst du generell?

1.2 Uhrzeit und Datum (HH:MM AM/PM - MM/DD/YYYY)

1.3 Was ist die Routenrichtung (stadtauswärts/stadeinwärts): stadtauswärts stadeinwärts

2. Ethnische Zugehörigkeit, Einkommen und Sprache

Umfrage gemäß „Title VI“ Im Rahmen der Anforderungen des Antidiskriminierungsprogramms nach Titel VI von Intercity Transit bitten wir die Fahrgäste, einen kurzen demografischen Fragebogen auszufüllen. Die in dieser Umfrage erhobenen Daten werden für die nächste Aktualisierung des Programms nach Title VI im Jahr 2024 verwendet. Intercity Transit wird Sie bezüglich dieser Umfrage nicht wieder kontaktieren. Die Teilnahme an der Umfrage ist freiwillig. Sie sind nicht verpflichtet, diesen Fragebogen auszufüllen. Vielen Dank, dass Sie Intercity Transit nutzen!

2.1 Allgemeine ethnische Zugehörigkeit (Mehrfachnennungen möglich):

<input type="checkbox"/> Afroamerikanisch	<input type="checkbox"/> Indigen (Amerika/Alaska)	<input type="checkbox"/> Asiatisch
<input type="checkbox"/> Kaukasisch	<input type="checkbox"/> Hispanisch (Latina/Latino)	<input type="checkbox"/> Indigen (Hawaii oder Pazifische Inseln)
<input type="checkbox"/> Sonstiges		

2.2 Geschlecht (Mehrfachnennungen möglich):

<input type="checkbox"/> Männlich	<input type="checkbox"/> Weiblich	<input type="checkbox"/> Transgender
<input type="checkbox"/> Nicht-binär	<input type="checkbox"/> Keine Angabe	

2.3 Wie viele Personen leben in Ihrem Haushalt (Sie selbst inbegriffen)?

<input type="checkbox"/> Eine	<input type="checkbox"/> Zwei	<input type="checkbox"/> Drei
<input type="checkbox"/> Vier	<input type="checkbox"/> Fünf	<input type="checkbox"/> Sechs oder mehr

2.4 Wie hoch ist das Jahreseinkommen Ihres Haushalts vor Steuern?

<input type="checkbox"/> Unter 16.000 USD	<input type="checkbox"/> 16.000 bis 24.999 USD	<input type="checkbox"/> 25.000 bis 34.999 USD
<input type="checkbox"/> 35.000 USD bis 44.999 USD	<input type="checkbox"/> 45.000 USD bis 54.999 USD	<input type="checkbox"/> 55.000 bis 64.999 USD
<input type="checkbox"/> 65.000 USD bis 74.999 USD	<input type="checkbox"/> 75.000 USD bis 84.999 USD	<input type="checkbox"/> 85.000 bis 94.999 USD
<input type="checkbox"/> 95.000 USD bis 104.999 USD	<input type="checkbox"/> 105.000 USD oder mehr	

2.5 Wie gut sprechen Sie Englisch?

<input type="checkbox"/> Sehr gut	<input type="checkbox"/> Gut	<input type="checkbox"/> Nicht gut
<input type="checkbox"/> Überhaupt nicht		

2.6 Welche Sprache wird in Ihrem Haushalt hauptsächlich gesprochen?

<input type="checkbox"/> Englisch	<input type="checkbox"/> Spanisch	<input type="checkbox"/> Koreanisch
<input type="checkbox"/> Russisch	<input type="checkbox"/> Deutsch	<input type="checkbox"/> Vietnamesisch
<input type="checkbox"/> Chinesisch	<input type="checkbox"/> Sonstiges	

3. Einzelheiten zu Ihrer Nutzung von Intercity Transit

3.1 Wo waren Sie, bevor Sie heute in diesen Bus gestiegen sind?

<input type="checkbox"/> Zuhause	<input type="checkbox"/> Bei der Arbeit	<input type="checkbox"/> Schule/Hochschule
<input type="checkbox"/> Habe etwas erledigt (Einkaufen, Arzttermin usw.)	<input type="checkbox"/> Bei Bekannten/Verwandten	<input type="checkbox"/> Auf einer Veranstaltung
<input type="checkbox"/> Sonstiges		

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3 Einzelheiten zu Ihrer Nutzung von Intercity Transit [Continue]

3.2 Wie sind Sie zur Bushaltestelle für diesen Bus gekommen?

Zu Fuß Mit dem Fahrrad Mit Fahrgemeinschaft (das Auto wurde geparkt)

Ich wurde hingefahren Umstieg von Intercity-Transit-Linie Bin zu einem Park & Ride-Parkplatz gefahren

Umstieg von einem anderen Netz (nicht Intercity Transit) Linie Sonstiges

3.3 Wie viele Minuten haben Sie gebraucht, um zur Bushaltestelle zu gelangen?

3.4 Wo gehen Sie jetzt hin?

Zuhause Bei der Arbeit Schule/Hochschule

Habe etwas erledigt (Einkaufen, Arzttermin usw.) Bei Bekannten/Verwandten Auf einer Veranstaltung

Sonstiges

3.5 Wie gelangen Sie zu Ihrem letztendlichen Ziel?

Zu Fuß Mit dem Fahrrad Umstieg auf eine andere Linie

3.6 Wie lange werden Sie insgesamt unterwegs sein (einschließlich Fußweg, Fahrt mit dem Fahrrad usw.)

Uber/Lyft Ich werde abgeholt Sonstiges

Weniger als 15 Minuten 15 bis 30 Minuten 30 bis 60 Minuten (1 Stunde)

1 bis 2 Stunden Mehr als 2 Stunden

4. Allgemeine Fragen

4.1 Wie oft fahren Sie mit einem Bus von Intercity Transit in einem typischen Monat?

6-7 Tage pro Woche 4-5 Tage pro Woche 1-3 Tage pro Woche

Weniger als 10 Tage pro Monat Ich nehme selten den Bus

4.2 Seit wie lange nutzen Sie Intercity Transit?

Weniger als 6 Monate 6-12 Monate 1-2 Jahre

3-5 Jahre 6-10 Jahre Seit mehr als 10 Jahren

4.3 Was ist für Sie die beste Methode, um sich über Intercity Transit zu informieren?

Website von Intercity Transit Hinweise für Fahrgäste (per E-Mail, SMS oder Aushang an der Bushaltestelle) Abonnement mit GovDelivery

Kundenservice (360) 786-1881 Freunde/Andere Fahrgäste im Bus Persönlich beim Kundenservice im Olympia Transit Center (OTC)

Schilder im Bus und/oder Bekanntmachungen Busfahrer(in) Soziale Netzwerke (Facebook, Instagram usw.)

Sonstiges

4.4 Verwenden Sie ein Smartphone? Ja Nein

4.5 Was beschreibt Ihren derzeitigen Beschäftigungsstatus am besten?


Ich arbeite im Homeoffice Ich arbeite nicht im Homeoffice (vollzeit- oder teilzeitbeschäftigt, selbstständig) Schüler(in)/Student(in) (vollzeit oder teilzeit)

Arbeitslos oder nicht erwerbstätig Im Ruhestand oder Teil-Ruhestand Nicht erwerbsfähig (wegen Behinderung oder Pflege/Betreuung von Angehörigen usw.)

Ich arbeite ehrenamtlich oder bin nicht auf der Suche nach Arbeit Sonstiges

4.6 Haben Sie eine Behinderung, die Sie Ihre Nutzung des Busses einschränkt? Ja Nein

Vielen Dank für Ihre Mitwirkung! Wenn Sie Hilfe in einer anderen Sprache brauchen, rufen Sie bitte (360) 786-8585. Weitere Informationen über Title VI finden Sie auf der Website von Intercity Transit auf <https://www.intercitytransit.com/business/civil-rights-title-vi> oder auf der Website der Federal Transit Administration auf <https://www.transit.dot.gov/regulations-and-guidance/fia-circulars/title-vi-requirements-and-guidelines-federal-transit>

Class Climate	Vietnamese	SCBUT FROD
Western Washington University	Intercity Transit	
CEBR	IT-Form	

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Correction: Please follow the examples shown on the left hand side to help optimize the reading results.

1. Thông tin tuyến đường

1.1 Hiện tại bạn đang đi trên tuyến đường nào và bạn thường đi tuyến đường nào?

1.2 Ngày và giờ (HH:MM AM/PM - MM/DD/YYYY)

1.3 Hướng đi của tuyến xe là gì: hướng tới đi ra ngoài

2. Dân Tộc, Thu Nhập Và Ngôn Ngữ

Khảo Sát Tiêu đề VI

Theo yêu cầu của Chương trình Không Phân Biệt Đối Xử theo Tiêu Đề VI của Intercity Transit, chúng tôi yêu cầu khách đi xe hoàn thành một bảng câu hỏi ngắn về nhân khẩu học. Thông tin thu thập được sẽ dành để cập nhật vào bản cập nhật Chương trình Tiêu Đề VI tiếp theo của chúng tôi vào năm 2024. Intercity Transit sẽ không liên lạc với quý vị về khảo sát này. Việc trả lời bảng câu hỏi này là tự nguyện. Quý vị không bắt buộc phải chia sẻ thông tin. Cảm ơn quý vị đã tham gia giao thông!!!

2.1 Đặc Điểm Chung Nhận Dạng Dân Tộc (đánh dấu tất cả các câu phù hợp):

<input type="checkbox"/> Người Mỹ gốc Phi	<input type="checkbox"/> Người Mỹ da đỏ/Người Alaska bản địa	<input type="checkbox"/> Người Châu Á
<input type="checkbox"/> Người gốc Âu	<input type="checkbox"/> Người Tây Ban Nha/Bồ Đào Nha hoặc La-tinh	<input type="checkbox"/> Người Hawaii bản địa
<input type="checkbox"/> Khác		

2.2 Giới tính (chọn tất cả các câu phù hợp):

<input type="checkbox"/> Nam	<input type="checkbox"/> Nữ	<input type="checkbox"/> Transgender
<input type="checkbox"/> Phi nhị nguyên giới		
<input type="checkbox"/> Không muốn chia sẻ		

2.3 Gia đình quý vị có bao nhiêu người (bao gồm cả quý vị)?

<input type="checkbox"/> Một	<input type="checkbox"/> Hai	<input type="checkbox"/> Ba
<input type="checkbox"/> Bốn	<input type="checkbox"/> Năm	<input type="checkbox"/> Sáu người trở lên

2.4 Thu nhập hàng năm trước thuế của hộ gia đình quý vị là bao nhiêu?

<input type="checkbox"/> Dưới \$16,000	<input type="checkbox"/> \$16,000 đến \$24,999	<input type="checkbox"/> \$25,000 đến \$34,999
<input type="checkbox"/> \$35,000 đến \$44,999	<input type="checkbox"/> \$45,000 đến \$54,999	<input type="checkbox"/> \$55,000 đến \$64,999
<input type="checkbox"/> \$65,000 đến \$74,999	<input type="checkbox"/> \$75,000 đến \$84,999	<input type="checkbox"/> \$85,000 đến \$94,999
<input type="checkbox"/> \$95,000 đến \$104,999	<input type="checkbox"/> \$105,000 trở lên	

2.5 Quý vị thấy khả năng nói tiếng Anh của bản thân tốt ở mức nào?

<input type="checkbox"/> Rất tốt	<input type="checkbox"/> Tốt	<input type="checkbox"/> Không tốt
<input type="checkbox"/> Rất tệ		

2.6 Quý vị nói Ngôn Ngữ Chính nào ở nhà?


<input type="checkbox"/> Tiếng Anh	<input type="checkbox"/> Tiếng Tây Ban Nha	<input type="checkbox"/> Tiếng Hàn
<input type="checkbox"/> Tiếng Nga	<input type="checkbox"/> Tiếng Đức	<input type="checkbox"/> Tiếng Việt
<input type="checkbox"/> Tiếng Trung	<input type="checkbox"/> Khác	

3. Hãy Cho Chúng Tôi Biết về Chuyến Xe Intercity Transit của Quý Vị

3.1 Quý vị đi từ đâu đến để bắt xe bus này?

<input type="checkbox"/> Nhà	<input type="checkbox"/> Nơi làm việc	<input type="checkbox"/> Trường học
<input type="checkbox"/> Việc vặt (đi mua sắm, đi thăm khám y tế, v.v.)	<input type="checkbox"/> Đi thăm gia đình/ bạn bè	<input type="checkbox"/> Đến dự một sự kiện đặc biệt
<input type="checkbox"/> Khác		

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Korean Survey

귀하가 있는 경로는 어디인가요:	시간:	날짜:
경로 방향은 어떻게 되나요(아웃바운드/인바운드):		

Title VI 설문조사

Intercity Transit 의 Title VI 차별금지 프로그램 요건 일부로서 승객들에게 간단한 인구 통계 설문지 작성을 요청하고 있습니다. 수집된 정보는 2024 년 다음 Title VI 프로그램 업데이트에 사용될 예정입니다. 이 설문조사와 관련하여 Intercity Transit 에서는 연락하지 않습니다.

설문조사는 자발적인 참여입니다.

귀하의 정보 공개를 요구하지 않습니다. 이용해주시어서 감사합니다!!!

섹션 1: 민족, 소득 및 언어

일반적인 민족 확인 (해당 사항에 모두 체크):

- 아프리카계 미국인 아메리칸 인디언/알래스카 원주민 아시아인 코카서스계 히스패닉 또는 라틴계
 하와이 원주민/태평양 섬 주민 기타(구체적으로 작성): _____

성별 (해당 사항 모두 선택)

- 남성 여성 논바이너리 직접 설명하길 선호: _____ 답변하고 싶지 않음

귀하의 가정에 몇 명이 있습니까(본인 포함)?

- 1 명 2 명 3 명 4 명 5 명 6 명 이상

귀하의 연간 세전 가계 소득은 얼마입니까?

- \$16,000 이하 \$35,000~\$44,999 \$65,000~\$74,999 \$95,000~\$104,999
 \$16,000~\$24,999 \$45,000~\$54,999 \$75,000~\$84,999 \$105,000 이상
 \$25,000~\$34,999 \$55,000~\$64,999 \$85,000~\$94,999

귀하의 영어 말하기 능력은 어느 정도입니까?

- 매우 잘함 잘함 못함 전혀 못 함

귀하가 가정에서 사용하는 주 언어는 무엇입니까?

- 영어 스페인어 한국어 러시아어 독일어
 베트남어 중국어 기타 (구체적으로 작성): _____

섹션 2: 귀하의 Intercity Transit Trip 에 대해 말해주세요

이러한 특정 버스에 타기 위해 어디에서 오셨습니까?

- 집 직장 학교 특정 용무 (쇼핑, 진료 예약 등)
 가족/친구 방문 특별한 이벤트 참석
 기타 (구체적으로 작성): _____

이 버스를 타기 위해 버스 정류장까지 어떻게 오셨습니까?

- 걸기 (___ # 분) 자전거 (___ # 분) 카풀 및 주차 차로 내려줌 IT Route # _____ 에서 환승
 Park & Ride 장소로 운전 비 IT Route # _____ 에서 환승 기타 (구체적으로 작성): _____

<p>현재 어디로 가십니까?</p> <p><input type="checkbox"/> 집 <input type="checkbox"/> 직장 <input type="checkbox"/> 학교 <input type="checkbox"/> 특정 용무 (쇼핑, 진료 예약 등) <input type="checkbox"/> 가족/친구 방문 <input type="checkbox"/> 특별한 이벤트 참석</p> <p><input type="checkbox"/> 기타 (구체적으로 작성): _____</p>
<p>최종 목적지까지 어떻게 갈 예정입니까?</p> <p><input type="checkbox"/> 걷기: (# 분 _____) <input type="checkbox"/> 자전거: (# 분 _____) <input type="checkbox"/> 다른 노선으로 환승 (구체적으로 작성): _____ <input type="checkbox"/> 우버/리프트: _____</p> <p><input type="checkbox"/> 다른 사람의 차 탑승 <input type="checkbox"/> 기타 (구체적으로 작성): _____</p>
<p>모든 부분(걷기, 자전거 등)을 포함하여 이동 시 처음부터 끝까지 얼마나 걸립니까?</p> <p><input type="checkbox"/> 15 분 이하 <input type="checkbox"/> 15 분~30 분 <input type="checkbox"/> 30 분~60 분(1 시간)</p> <p><input type="checkbox"/> 1 시간~2 시간 <input type="checkbox"/> 2 시간 이상</p>
<p>섹션 3: 일반적인 질문</p>
<p>보통 한 달에 Intercity Transit 버스를 얼마나 자주 이용하십니까?</p> <p><input type="checkbox"/> 일주일에 6~7 일 <input type="checkbox"/> 일주일에 4~5 일 <input type="checkbox"/> 일주일에 1~3 일</p> <p><input type="checkbox"/> 한 달에 10 일 이하 <input type="checkbox"/> 거의 타지 않지만 다음과 같은 이유로 오늘 탑승: _____</p>
<p>Intercity Transit 를 이용한 지 얼마나 됐습니까?</p> <p><input type="checkbox"/> 6 개월 이하 <input type="checkbox"/> 6 개월~12 개월 <input type="checkbox"/> 1 년~2 년 <input type="checkbox"/> 3 년~5 년 <input type="checkbox"/> 6~10 년 <input type="checkbox"/> 10 년 이상</p>
<p>Intercity Transit 에 대한 정보를 얻기 위한 가장 좋은 방법은 무엇입니까?</p> <p><input type="checkbox"/> Intercity Transit 웹사이트 <input type="checkbox"/> 탑승자 알림 (이메일/텍스트 메시지/버스 정류장의 게시글)</p> <p><input type="checkbox"/> GovDelivery 구독 <input type="checkbox"/> 고객 서비스 (360) 786-1881 <input type="checkbox"/> 버스의 친구/그 밖의 사람</p> <p><input type="checkbox"/> Olympia Transit Center(OTC) 대면 고객 서비스 <input type="checkbox"/> 버스 및/또는 고지에 게시된 표시 <input type="checkbox"/> 버스 기사 <input type="checkbox"/> 소셜 미디어 (페이스북, 인스타그램 등) 기타 (구체적으로 작성): _____</p>
<p>스마트폰을 사용하십니까? <input type="checkbox"/> 예 <input type="checkbox"/> 아니오</p>
<p>현재 근무 상태를 가장 잘 설명하는 것은 무엇입니까?</p> <p><input type="checkbox"/> 집에서 근무 <input type="checkbox"/> 집밖에서 근무 (정규직 또는 시간제 근로자, 자영업) <input type="checkbox"/> 학생 (정규 또는 시간제) <input type="checkbox"/> 실직 또는 미취업</p> <p><input type="checkbox"/> 은퇴 또는 거의 은퇴함 <input type="checkbox"/> 일을 할 수 없음 (예: 장애 또는 간병) <input type="checkbox"/> 급여를 받지 않고 일함(자원봉사) 또는 구직 활동을 하지 않음 <input type="checkbox"/> 기타 (구체적으로 작성): _____</p>
<p>버스 이용에 영향을 주는 장애가 있습니까? <input type="checkbox"/> 예 <input type="checkbox"/> 아니오</p>

참여해 주셔서 감사합니다!

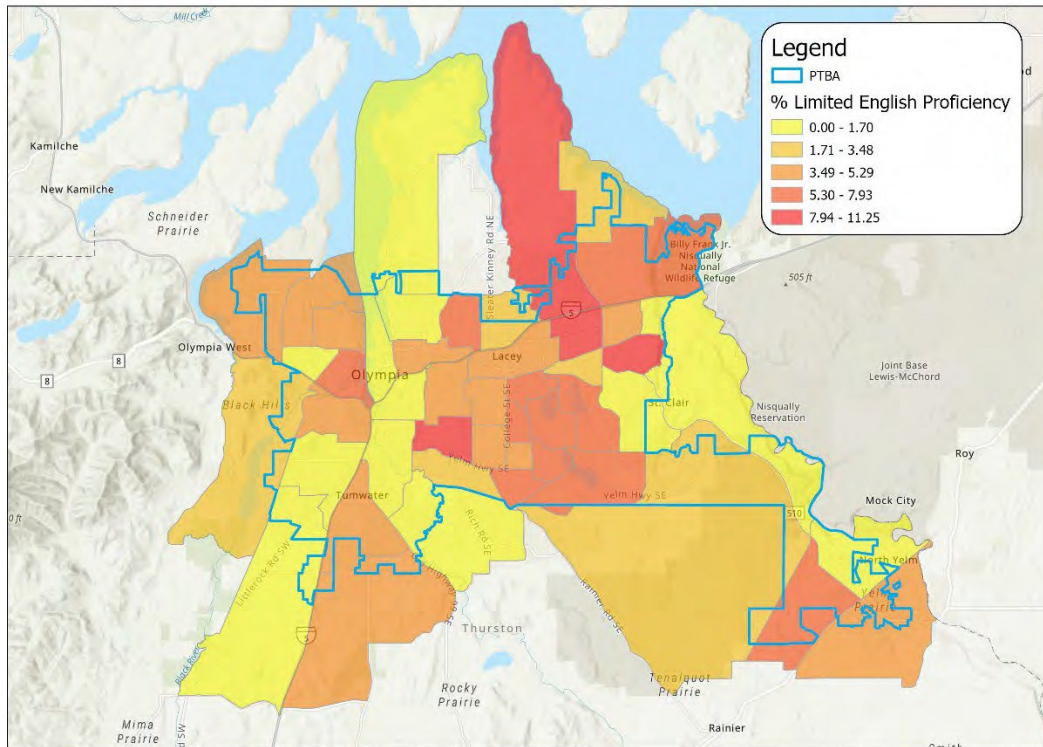
다른 언어로 된 정보가 필요하시면 (360) 786-8585로 문의하십시오.

Title VI 에 대한 자세한 내용은 Intercity Transit 웹사이트인

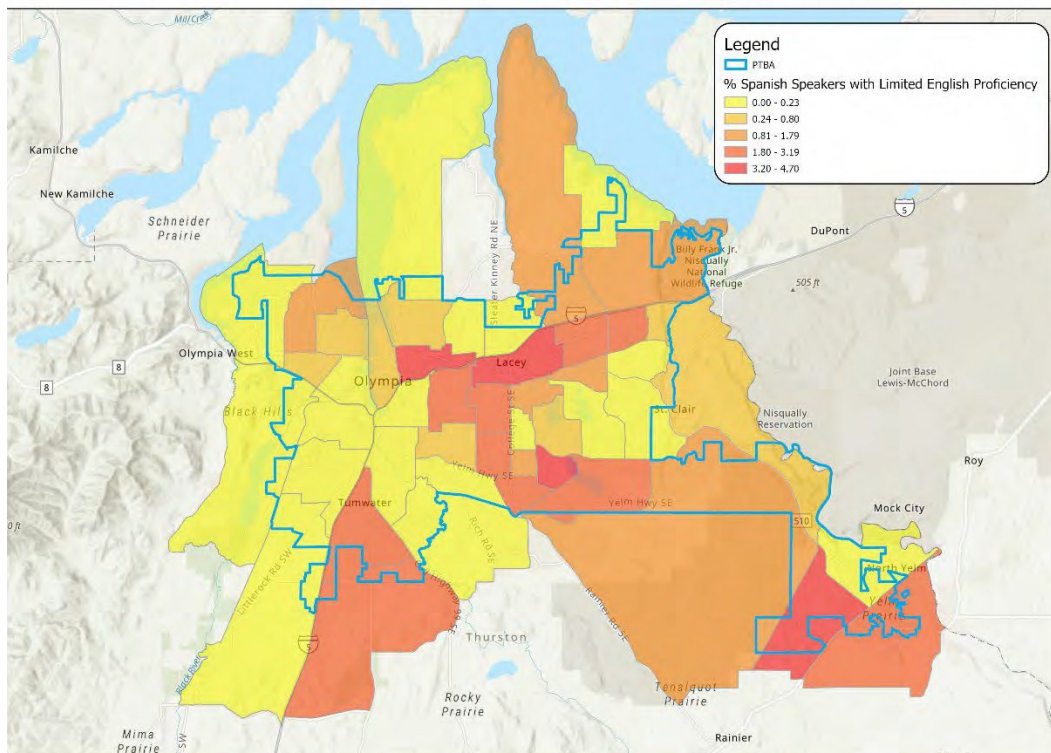
<https://www.intercitytransit.com/business/civil-rights-title-vi> 를 방문하시거나 연방 대중교통국 웹사이트인 <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit> 를 방문해주시시오.

Appendix C - LEP Population Maps

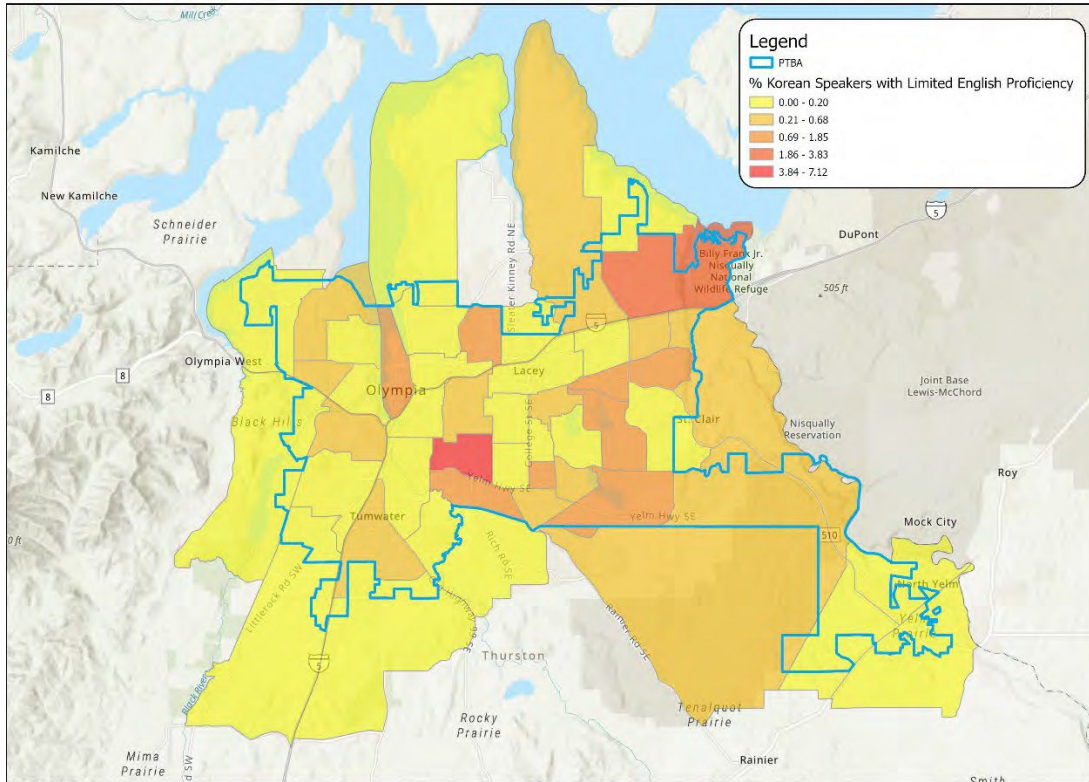
Population with Limited English Proficiency by Census Tract



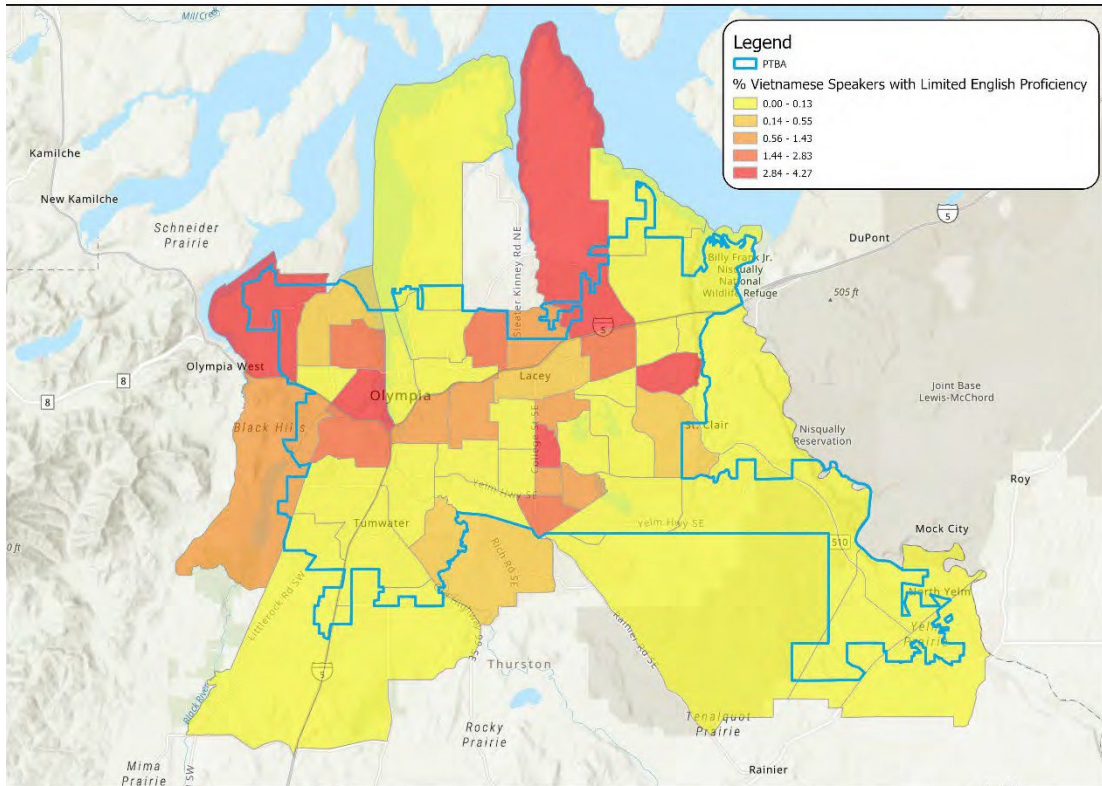
Spanish-Speaking Population with Limited English Proficiency by Census Tract



Korean-Speaking Population with Limited English Proficiency by Census Tract



Vietnamese-Speaking Population with Limited English Proficiency by Census Tract



Appendix D: Adoption of 2024- 2027 Title VI Program

AGENDA INTERCITY TRANSIT AUTHORITY Wednesday, August 7, 2024 5:30 P.M.

This is a hybrid meeting. Attend in person or join the meeting remotely. Log on from your computer, tablet or smartphone at 5 p.m. for the audio/visual check via Microsoft Teams
[Join the meeting now](#)

Or telephone at 5 p.m. for a sound check.
Toll Free: (844) 730-0140/ Phone Conference ID 639 854 458#

CALL TO ORDER

STAFF INTRODUCTIONS 15 min.

- A. Operator Class 24-04 (*Michael Midstokke*)
- B. Dustin Korn, Vehicle Cleaner (*David Chaffee*)
- C. Ayub Yasin, Accounting Specialist (*Jen Amendala*)

1. APPROVAL OF AGENDA 1 min.

2. PUBLIC COMMENT 3 min.

3. APPROVAL OF CONSENT AGENDA 1 min.

- A. **Surplus Property** (*Noelle Gordon*): Staff is requesting the Authority declare the items listed in Exhibit A as surplus. This list includes items from Fleet Maintenance Division which are surplus to our needs. Once declared as surplus these items will be offered for direct purchase by other public agencies, and items not sold in this manner will then be sold competitively through public auction. The total value of the items listed in Exhibit A is estimated at \$2,000.

4. NEW BUSINESS

- A. **Engineering Services for Bus Stop Improvements** (*Tammy Ferris*) 15 min.
- B. **Mobile Column Vehicle Lifts & Equipment Purchase** (*Noelle Gordon*) 5 min.
- C. **Adopt 2023 Annual Report – Transit Development Plan** (*Rob LaFontaine*) 5 min.
- D. **Adopt Title VI Program** (*Rob LaFontaine*) 5 min.
- E. **Schedule Special Meeting September ITA/CAC Joint Meeting** (*Emily Bergkamp*) 5 min.

5. COMMITTEE REPORTS – None

6. GENERAL MANAGER’S REPORT 5 min.

7. AUTHORITY ISSUES 5 min.

ADJOURNMENT

Intercity Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see our [Non-Discrimination Policy](#).

Board materials are available at <https://www.intercitytransit.com/agency/transit-authority/meetings>. In compliance with the Americans with Disabilities Act, those requiring accommodation for meetings should call us at (360) 786-8585 three days prior to the meeting. For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 786-8585.

Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. This facility is served by Routes 62A, 62B (on Martin Way), and 66 (on Pacific Avenue).

INTERCITY TRANSIT AUTHORITY
AGENDA ITEM NO. 4-D
MEETING DATE: August 7, 2024

FOR: Intercity Transit Authority

FROM: Rob LaFontaine, Planning Deputy Director, 360-705-5832

SUBJECT: **Adopt 2024 - 2027 Title VI Program**

-
- 1) **The Issue:** The 2024-2027 Title VI Program requires Authority adoption before submitting it to the Federal Transit Administration.
-
- 2) **Recommended Action:** Adopt the 2024-2027 Title VI Program as presented.
-
- 3) **Policy Analysis:** Prior to final adoption and submission to the FTA, Intercity Transit presented a draft of the updated Title VI Program and invited public comment including a formal public hearing on July 17, 2024, with the Intercity Transit Authority Board.
-
- 4) **Background:** As a requirement under Title VI of the US Civil Rights Act, transit agencies update their Title VI Programs every three years. Intercity Transit will submit an updated Program to the FTA on or before October 1, 2024. The Program must reflect specific Standards and Policies required of transit systems operating in urban areas exceeding 200,000 in population. One of the more significant updates for 2024 are definitions of a Major Service Change, as well as metrics and thresholds needed to detect disparity of minority populations and disproportionate financial burdens on low-income populations. Other updates in the 2024 - 2027 Program are specific to Public Participation, Language Assistance, Service Standards and Service Policies.
-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** N/A.
-
- 7) **Goal Reference:** **Goal #1:** *“Assess the transportation needs of our community throughout the Public Transportation Benefit Area.”* **Goal #2:** *“Provide outstanding customer service.”* **Goal #6:** *“Encourage use of our services, reduce barriers and increase ridership.”* **Goal #7:** *“Build partnerships to identify and implement innovative solutions that address mobility needs, access and equity as a service provider and as an employer.”*
-
- 8) **References:** [Draft Title VI Program](#)