

DRAFT



Title VI Program Update

2019-2021

A close-up photograph of the side of a teal bus. An orange banner with white text reads "Connecting Communities". The bus is parked outdoors under a blue sky with some clouds.

Connecting Communities



Recipient ID: 1746

Submitted: April 1, 2019

Approved by: Board Resolution 19-XX

Jeff Davidson, Kitsap Transit

60 Washington Blvd. Suite 200

Bremerton, WA 98337

(360) 824-4941



Contents

Chapter 1: Kitsap Transit 3

Chapter 2: Title VI..... 4

Chapter 3: Outreach Activities & Public Participation Plan7

Chapter 4: Four Factor Analysis & Language Implementation Plan..... 15

Chapter 5: Tracking & Investigating Complaints 22

Chapter 6: Investigations, Lawsuits, or Complaints 27

Chapter 7: Notice to the Public 27

Chapter 8: List of Recent Construction Projects (2015 – 2019)..... 28

Chapter 9: Vehicle Assignment 28

Chapter 10: Fixed Route Service Standards..... 28

Chapter 11: Transit Amenities by Census Tract 30

Appendix A: Kitsap Transit Outreach Events32

Appendix B: On-Board Survey 34

Appendix C: Survey Topline 43

Appendix D: Board Approval..... 48

Appendix E: Title VI Complaint Procedures 49

Appendix F: Rider Alert Survey Outreach..... 52

Appendix G: Title VI and LEP Program Packet.....53

Appendix H: Kitsap Transit System Map 54

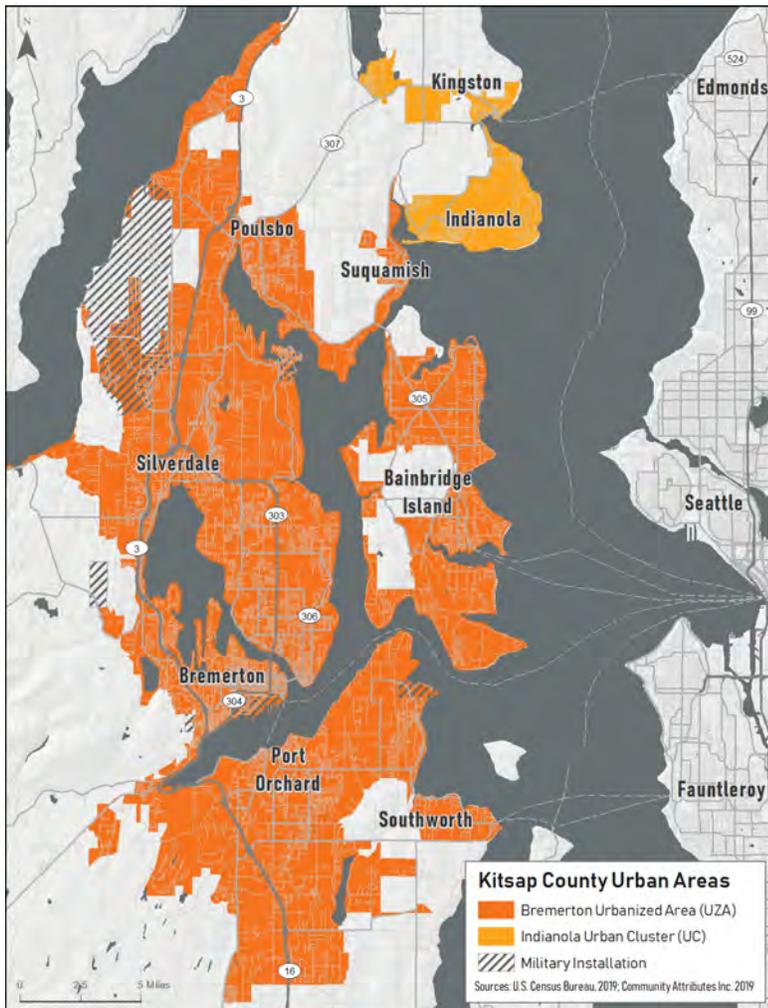
Chapter 1: Kitsap Transit

Introduction

On April 26, 2016, the Federal Transit Administration (FTA) approved Kitsap Transit's (KT) Title VI Program submission required pursuant to Title VI of the Civil Rights Act of 1964. FTA determined KT's Program met the requirements set out by FTA's Title VI Circular, 4702.1B. The next program due date is April 1, 2019.

Study Area

Kitsap Transit (KT) is located in Kitsap County, Washington. The people of Kitsap County are represented by three County Commissioners, and are served by a variety of agencies and government departments. Kitsap County occupies a unique portion of the State of Washington, directly between the urban areas of Seattle and Tacoma and the wilderness of the Olympic Mountains. It is bounded by the Hood Canal on the west, Puget Sound on the east, and Mason and Pierce Counties to the south.



Kitsap County is connected to the eastern shore of Puget Sound by Washington State Ferries routes, including the Seattle-Bremerton Ferry, Southworth to West Seattle via Vashon Island, Bainbridge Island to Downtown Seattle, and Kingston to Edmonds, Washington.

The United States Navy is the largest employer in the county, with installations at Puget Sound Naval Shipyard, Naval Undersea Warfare Center Keyport, and Naval Base Kitsap (which comprises former NSB Bangor and NS Bremerton). The map on the left shows the two urban areas in Kitsap County, Bremerton UZA and the Indianola UC, the location of military presence and the connections across the Puget Sound to Seattle.

Background

Kitsap Transit (KT) is a public transportation benefit area authority, authorized in Chapter 36.57A RCW, and located in Kitsap County, Washington. KT began providing public transportation services in early 1983. KT's system map appears in Appendix H, showing the

extent of the agency's service area. Beginning in 2011, as the result of a change in state law, membership on the KT Board of Commissioners increased from nine to ten and now includes one non-voting member who represents the agency's labor unions. The nine voting members of the KT Board are the three Kitsap County Commissioners; the mayors (or an appointed Council Member) of the four incorporated cities in Kitsap County: Bainbridge Island, Bremerton, Port Orchard and Poulsbo; a member of the Bremerton City Council, appointed by the Bremerton City Council President; and one at-large member selected by the Board Chair from among interested elected officials from the four cities in the agency's service area. All board members serve for the duration of their elected term of office, with the exception of the Bremerton City Councilmember, who serves for a one year term, and the at-large member, who serves for a two-year term and is selected at the last meeting in December or the first meeting in January every other year.

Kitsap Transit recently added a Marine Services Department as a result of the approval of Proposition 1 in November 2016. The Proposition authorized the collection of 3/10 of a cent sales tax to support passenger-only Fast Ferry services to Seattle from Bremerton, Kingston and Southworth. Increases in service hours, mileage and ridership forecasts can be attributed to the planned service improvements associated with new ferry services and the implementation of recommendations from the Long Range Transit Plan (LRTP) and the Comprehensive Operational Analysis (COA).

Kitsap Transit provides fixed route service, ADA-accessible demand response service (ACCESS), VanLink, Worker/Driver service, vanpool service, general public dial-a-ride service, on-demand, foot ferry, and fast ferry service for parts of Kitsap County. Kitsap Transit's system map, in Appendix H, shows where Fixed Route service, Worker/Driver service, and Kitsap Transit Foot Ferry (KTFF) service is offered.

The headways for routes that operate all day are usually one hour. During commute hours, many of these all-day routes are also scheduled to meet Washington State Ferries (WSF) at the Kingston, Bainbridge Island, Bremerton and Southworth terminals. In 2017, Kitsap Transit introduced the Bremerton to Seattle Fast Ferry service and two new routes connecting to that service in Bremerton. In 2018, Kitsap Transit introduced the Kingston to Seattle Fast Ferry service and began one new express route in 2019, connecting service in Kingston from the North Viking Park and Ride. Fast Ferry service is anticipated to begin from Southworth in 2020. Weekday Fast Ferry service is from 5:25 a.m. to 8:15 p.m. Weekday Port Orchard to Bremerton local ferry service hours is from 4:30 a.m. to 9:10 p.m.

Weekday routed service hours are from 4 a.m. to 8:30 p.m. On Saturdays, 18 fixed routes operate on one-hour headways between 10 a.m. and 5:30 p.m. The Port Orchard to Bremerton Foot Ferry operates every 30 minutes on Saturdays. Fast Ferry service is seasonal and generally operates on Saturdays during the spring and summer schedules.

Chapter 2: Title VI

Purpose of the Title VI Program

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

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

This Title VI Program Report of KT is conducted in compliance with FTA Circular 4702.1B (10/1/12), to ensure that benefits and services provided by KT are distributed consistent with the provisions of Title VI.

Objectives

The following are the objectives of Title VI:

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

The Title VI review of KT requires several separate processes to occur. First is the submission of the Title VI Program Report completed by KT. Second is FTA's evaluation of KT's compliance with the requirements of Title VI. Last is FTA's subsequent notification of findings, and the remedial actions which KT may be required to undertake. As a recipient of federal transportation capital funding, KT has prepared this Program Report in compliance with requirements of Title VI. Kitsap Transit's Title VI Program update includes requirements for "Transit Providers that operate fixed route service" as defined by FTA Circular 4702.1B.

Title VI Program Changes

Kitsap Transit's (KT) objective in the 2016 Title VI Program was to provide more inclusive translated documentation. KT identified vital documents most beneficial to the public in the service area. The vital documents were translated or available upon request based on cost to translate and translated in both Spanish and Tagalog (see Page 14, Translated Documents). Rider Alerts for Quarterly Community Meetings, Special Meetings and limited media releases now include the language statement:

- *For assistance with transportation to a meeting or for American Sign Language services, call 800.501.7433.*
- *Para la traducción de este documento al español, llame al 1-800-501-7433 durante el horario regular de oficina. El personal de servicio al cliente lo contactará a un intérprete.*
- *Para sa pagsasalin ng dokumentong ito sa Tagalog, mangyaring tawagan ang 1-800-501-7433 sa normal na oras ng trabaho. Ikokonekta ka ng kawani ng customer service sa isang tagapagsalin.*

These documents are sent to the Agency Advocate mailing list for local agencies to display and provide additional public assistance.

To ensure current and future buses and vessels received the translated documents and are compliant with the Title VI Program, packets have been created. Each vessel received a Title VI packet that contained the on-board fare information and language cards with graphics, on-board rider alerts, Title VI non-discrimination notices, and translation information cards including language line contact with translations in Spanish and Tagalog (see Appendix G, Title VI Packet).

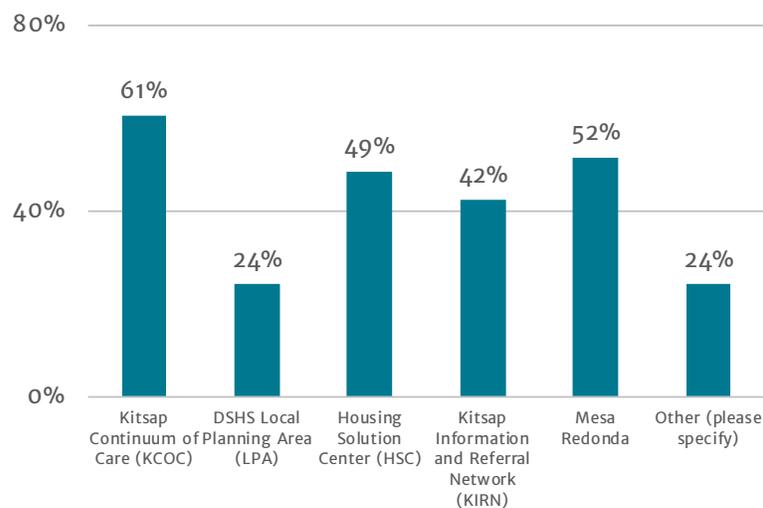
An improved Title VI training module was implemented by the Kitsap Transit staff trainer. The training module includes an introduction to Title VI, LEP, and translated documentation with instructions on how to use the documentation and how it benefits riders. A short LEP video is also shown to provide beneficial examples from real life scenarios.

In 2012 Kitsap Transit formed “Agency Advocates for Low Income, Minority, and Limited English Proficiency (LEP) Populations”, which was a quarterly meeting coordinated by Kitsap Transit to provide updates on KT’s services and capital projects. The goal of this meeting was to reach Low Income, Minority, and LEP populations through the agencies that serve them. In recent years, attendance by community agency advocates had declined. In 2015, an average of six (6) community agency advocates attended each quarterly meeting. In 2016, an average of three (3) community agency advocates attended each quarterly meeting. Based on this decline in attendance, and in an effort to create the most effective and efficient partnership with community agencies that provide services for Low Income, Minority, and LEP populations, Kitsap Transit made the decision to utilize an alternative communication pathway to take the place of the Agency Advocates for Low Income, Minority, and LEP Populations meeting.

To determine the most effective and efficient communication pathway to take the place of this meeting, Kitsap Transit created a survey that was sent to all eighty-three (83) members of Kitsap Transit’s Agency Advocates email group. The survey was also given out at meetings in the community attended by Kitsap Transit staff.

Thirty-three (33) community agency advocates participated in Kitsap Transit’s Agency Low Income, Minority, and LEP Survey. We found that 100% of the survey participants or representatives of their agency attend established meetings in the community. The top three meetings attended are Kitsap Continuum of Care, Mesa Redonda, and Housing Solutions Center. The full results are shown in the figure below.

Community Meetings Attended by Agency Advocates



Based on these results Kitsap Transit concluded that the most effective and efficient communication pathway was to utilize established meetings in the community to interface with agencies that provide services to Low Income, Minority, and LEP Populations. Kitsap Transit will actively attend these meetings to share information about Kitsap Transit services and projects and to discuss effective communication methods for Low Income, Minority, and LEP outreach.

Chapter 3: Outreach Activities & Public Participation Plan

Overview

Kitsap Transit works to ensure all populations are included in the agency's decision making process including minority, low-income and LEP populations. KT solicits broad participation through a variety of means. Included in this chapter is a summary of public outreach and involvement activities, those that are ongoing and those that have been undertaken since the last submission of the Title VI Program.

Limited English Proficient (LEP)

LEP refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Outreach Activities

Kitsap Transit provides press releases about upcoming activities and meetings to the major media outlets serving the service area. The Kitsap Sun is designated as the official newspaper of KT for the purpose of publication of legal notices and dissemination of public information announcements. KT makes a special effort to contact organizations that serve special populations that may be affected.

Kitsap Transit keeps a list of interested and relevant persons and organizations, including those that serve minority, low income and LEP populations and contacts them regarding quarterly agency meetings and issues which may affect people that they serve. KT provides information about meetings and service changes in rider alerts available on the buses, ferries, website, at the customer service office and the Administrative Offices. KT also creates posters and cards to be displayed in buses, at transit centers, park and ride lots, at bus stops and at locations relevant to the issue being presented.

Kitsap Transit maintains a website, www.kitsaptransit.com. The website includes information on:

- Route maps and schedules
- Rider Alerts for notifications of route detours, snow routes and impacts on services
- Board of Commissioners meetings, sub-committee agendas and actions open to the public.
- Customer Comment Process
- Title VI considerations and Complaint Process
- ADA complementary service
- Notifications of public meetings regarding fare and/or service
- News and Events
- Available Employment Opportunities at Kitsap Transit
- Learn How to Ride and the Benefits of Riding Transit

Board & Committee Meetings

Kitsap Transit's 10-member Board is comprised of nine elected officials and a non-voting member who represents the agency's labor unions, as required by state law. The Transit Board is a policy-making board. In addition to considering a variety of operational topics, ranging from bus purchases to software upgrades, it also deliberates on policy issues such as how much routed or ACCESS service the agency puts on the street. Board meetings are scheduled every month and are open to the public to the extent authorized by law. At each meeting a portion of the agenda is allotted for citizen communication.

Public Hearings

At public hearings KT provides opportunity for interested persons or agencies to give comments. Any interested persons may submit orally, or in writing, comments with respect to the issue being presented. If persons are not able to attend the public hearing they may submit comments via mail, comment phone line or email. KT also provides special assistance or materials in an accessible format upon request. Meeting locations are served by transit routes and KT offers rides if transit service is not available.

Soliciting Feedback

Kitsap Transit solicits feedback from the public by means of customer comment cards, the customer service phone line, public outreach tables, online, public hearings, a website comment line, and with periodic community surveys (recent surveys included 2017 Transform Transit and 2018 Fast Ferry Reservation). (See Appendix F, Rider Alert Survey Outreach).

Fare and Service Changes

Kitsap Transit implements its public comment process whenever there is a proposed fare increase or a service reduction of more than 25% of daily revenue service hours on any route. Kitsap Transit may also implement this public participation policy for major route changes or other projects as deemed appropriate by the Service and Capital Development Director or the Executive Director.

Prior to a fare increase or a major service reduction, Kitsap Transit holds public meetings to solicit comments from the public. In the case of a proposed fare increase, Kitsap Transit holds a series of public meetings around the county. In the case of a service reduction, the public meetings are held in the affected area(s). Consideration is given to using centrally located, transit-accessible facilities when appropriate for these public meetings. Public meetings are held during both the daytime hours and the evening hours to ensure maximum opportunity for people to participate. Kitsap Transit also makes every effort to accommodate persons with special needs and to include members of potentially underserved groups, including minority and low income populations. Transportation and American Sign Language (ASL) services are available upon request if arranged prior to the public meeting. To publicize these public meetings, Kitsap Transit will:

- Post Notifications on Social Media, e-mail Agency Advocates, and post on the KT website
- Present information at the KT Board Meetings and sub-committee meetings
- Discuss all proposed changes with all Kitsap Transit Committees:
 - Citizens Advisory Committee (CAC)
 - Run Committee
 - Passenger Advisory Committee on Transportation for the disability community (PACT)

- Place Rider Alerts on the affected bus routes, at park & ride lots, and transfer centers in affected areas
- Mail notification to all Kitsap Transit committee members and participants
- Place ads in the weekly newspapers of the affected area and in the daily newspaper
- Place information on the Kitsap Transit website so that comments may be sent in via e-mail
- Send out Rider Alerts on Kitsap Transit’s subscription e-mail service for the affected routes
- Translate critical notification documents based upon languages indicated in Kitsap Transit’s LEP Plan and indicated by demographic analysis of Kitsap Transit’s service area
- Provide Spanish translation of public hearing and meeting notices and language that directs customer to the translation line.

Concurrent with public meetings, Kitsap Transit will post the materials to be presented on the Kitsap Transit website. The opportunity to comment is offered on-line. Comments made at the public meetings are recorded. Upon request, Kitsap Transit provides a translator for public meetings at which groups or individuals are present that have been identified as having Limited English Proficiency or a translator has been requested. All comments, whether made at the public meetings, via e-mail, regular mail or telephone are compiled and summarized. If deemed necessary by staff, adjustments may be suggested to the proposed change(s) based on the public comment. If the revisions are considered major, Kitsap Transit will hold additional public meetings and seek additional public comment, following the process described above.

Public Participation Plan

Key Principles

Kitsap Transit’s Public Participation Plan has been prepared to ensure that no one is precluded from participating in KT’s service and capital planning and development process. It ensures that:

1. Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
2. The public’s suggestions can and will influence KT’s decision making;
3. The concerns of all participants involved will be considered in the decision-making process; and;
4. KT will seek out and facilitate the involvement of those potentially affected.

Goals and Objectives

On an ongoing basis, Kitsap Transit engages the community regarding planning, service, and fares through several committees and public processes.

Kitsap Transit established the following committees:

- Citizens Advisory Committee (CAC)
- Passenger Advisory Committee on Transportation for the disability community (PACT)
- Agency Advocates for LEP, Low Income, and Minority Populations

Kitsap Transit attends the following committees:

- Kitsap Continuum of Care (KCOC)
- Housing Solutions Center (HSC)
- Kitsap County Resource (KCR) Life Skills
- Local Planning Area (LPA) DSHS
- KIRNS
- Mesa Redonda

Citizens' Advisory Committee

Kitsap Transit's Citizens' Advisory Committee (CAC) meets monthly to give input to the agency's Transit Board. Since the general public is both the user and the financier of all transportation systems, we encourage the community to participate in identifying transportation issues and commenting on potential alternatives. The CAC consists of members representing all areas of the county: students, commuters, regular bus riders and senior citizens. CAC members apply for two-year appointments which are made by the Kitsap Transit Board of Commissioners. The CAC provides input in the following areas:

- Service suggestions
- Usage of services – what works and what needs modified or changed
- Quality of operations
- Costs and fare-box return ratio
- Capital Project investment recommendations and suggestions
- Public information and marketing programs

Passenger Advisory Committee on Transportation (PACT)

This public meeting is held for all ACCESS passengers and their families to get more information regarding ACCESS and major Kitsap Transit projects. There is no set roster and attendees vary. This meeting is held on the 2nd Tuesday of every other month at 2:00 p.m. at Kitsap Transit's Charleston Base, 200 Charleston Boulevard, Bremerton. Items of discussion are:

- ACCESS services provided
- Who Kitsap Transit connects with
- How to schedule a ride
- Challenges related to service accessibility
- Common customer challenges
- Service statistics

Limited English Proficiency, Low Income and Minority Participation

This committee met once a quarter from 2012 to 2017. In March 2017, Kitsap Transit began attending community meetings to review Kitsap Transits' services, projects, and to discuss effective communication methods for LEP and minority outreach. Service changes, issues, barriers, and fare information are frequently discussed.

The 2019 LEP, Low Income and Minority Roster (Agency Advocates) includes:

- Peninsula Community Health Services
- Goodwill
- Kitsap Mental Health
- Kitsap Recovery Center
- Kitsap Community Resources
- Catholic Community Resources/Benedict House
- South Kitsap Helpline
- Olympic College
- Worksource (ESD)
- Kitsap Immigration Assistance Center
- Coffee Oasis
- Hospice
- North Kitsap Fishline
- Kitsap Public Health District
- Agape Unlimited
- Department of Social and Health Services
- Kitsap Adult Center for Education
- Kitsap Transit
- Agape
- Kitsap Rescue Mission
- Stand Up for Kids

Other Kitsap Transit Participation

Kitsap Transit currently is active with other community groups and shares information with these groups as it relates to transportation issues. Participation is as follows; a detailed list of outreach events can be found in Appendix A.

- Kitsap Continuum of Care
- Kitsap County Developmental Disability Advisory Board
- Various transit information events around the community

Regional Partnership/Capital Programming

For its capital programming, including major facility and bus procurements, KT uses the Puget Sound Regional Council's (PSRC) adopted public participation plan, dated December, 2018. This plan clearly indicates that the Metropolitan Planning Organization's (MPO) public participation process satisfies the KT's public participation requirements for its Program of Projects. The notices for the regional Transportation Improvement Program (TIP) also state that the notice of public involvement activities and time established for public review of and comments on the TIP will satisfy FTA's program of projects requirement. The Transportation Improvement Program (TIP) implements the policy and investment priorities expressed by the public and adopted by PSRC in the Regional Transportation Plan (RTP). In this way, public comments made as part of the RTP are reflected in the TIP as well. The TIP covers a four year time frame, and all projects included in

the TIP must be consistent with the RTP. The TIP is a comprehensive listing of the region’s surface transportation projects including transit, highway, local roadway, bicycle and pedestrian investments that receive federal or state funds, or are regionally significant, regardless of funding source, for federal and state air quality conformity purposes.

Public Participation Process

LEP Threshold

The 2015 census shows that Spanish and Tagalog¹ are the only languages meeting the LEP minimum of 1,000 speakers or 5% of the population, whichever is lowest. As a result KT will translate vital headers into Spanish and Tagalog, identify critical documents, translate identified critical documents into Spanish and Tagalog or provide graphic-only alternatives, and work toward a more inclusive print translation.

Examples of written documents that will be translated include emergency messages and alerts, consent forms, complaint forms, notices of eligibility criteria, rights, denial, loss or decreases in fares, benefits or services, notices of availability of free language assistance and summary explanations of KT’s direct services.

Kitsap County Residents who Speak English less than “very well”

2013 & 2015 Census

Language	2013		2015	
	Number of People	Percent of County Total	Number of People	Percent of County Total
Spanish or Spanish Creole	2,677	1.12%	1,948	0.81%
French	146	0.06%	123	0.05%
German	120	0.05%	106	0.04%
Slavic Languages	282	0.12%	192	0.08%
Other Indo-Euro languages	210	0.09%	243	0.10%
Korean	304	0.13%	163	0.07%
Chinese	262	0.11%	215	0.09%
Vietnamese	400	0.17%	385	0.16%
Tagalog	1,599	0.67%	1,416	0.59%
Other Asian and Pacific Island languages	762	0.32%	645	0.27%
Other and unspecified languages	74	0.03%	157	0.07%

¹ The modern Tagalog language, spoken by people from the Philippines, exhibits a significant Spanish language influence with an estimated 40 percent of Tagalog vocabulary comprised of adopted Spanish words. KT has talked with several community organizations about the needs of the Tagalog-speaking population. The feedback received has been that Tagalog speakers use transit but they speak English fluently because English is mandatory in the Philippines. The Tagalog-speaking LEP are therefore less reliant on translation and interpreting service. There was a general impression among the organizations that this group was getting its needs met and language was not a barrier. This finding was reinforced by the results of the on-board survey as well.

General Outreach Efforts (Alerting Riders and Encouraging Engagement)

The results of the new numerical threshold for what constitutes a significant LEP population has caused KT to modify its process for reviewing service and/or fare changes. This has prompted KT to expand its Public Participation Plan to include new outreach efforts. While there may be minor variation in the outreach process from time-to-time, the outline below provides the general steps for engaging riders in the decision making process using a service change as an example.

1. A service change proposal is developed internally or as a result of public comment;
2. An internal review by the appropriate committees is
3. The proposal, if significant, is reviewed by KT's Citizen Advisory Committee (CAC);
4. A Title VI review of the proposal is conducted to see whether minority or LEP persons might be disproportionately affected;
5. Public outreach avenues, dates and times are determined with consideration of the proposed changes and their impact on specific locations/populations within the KT service area;
6. Public outreach materials are developed and distributed by mail, e-mail, online and through the LEP group;
7. The public comment period ends;
8. *KT's staff and appropriate committee members* review comments received and decides whether to modify the service change recommendation as a result;
9. The KT Board of Directors reviews the outcome of the public participation process along with staff recommendations;
10. If approved then planning for the implementation of the service change begins;
11. Outreach is conducted in advance of the service change via onboard rider alerts, transit station reader boards and on the website

Outreach Efforts (Spanish, Tagalog and English)

Kitsap Transit staff identified several “Vital Documents,” that were translated or available to translate upon request in both Spanish and Tagalog. Documents that only include a header/footer statement in both Spanish and Tagalog are provided a phone number to contact Kitsap Transit for full translation. All documents are produced in English. Translated documents are marked with an S or a T if they are provided in Spanish or Tagalog.

- Title VI non-discrimination notices (to be posted in public places) (S&T) (Full Document)
- Title VI complaint form (available at transit stations, administrative building & website). (S&T) (Full Document)
- How to ride information - online. (S&T) (Full Document)
- Translation services cards for drivers. (S&T) (Full Document)
- Bus safety signage. (S&T) (Full Document)
- ACCESS transportation riders guide. (S&T) (Full Document)
- On-board Non-English speaking fare information and language card with graphics. (S&T) (Full Document)
- ACCESS transportation eligibility determination letters (individualized) (Full Document)
- On-board rider alerts to provide riders with details of service changes and schedules of public meetings. (S&T) (Header/Footer Only)
- Low Income Fare Eligibility Form. (S&T) (Full Document)
- ACCESS transportation riders application form. (S&T) (Full Document)
- Translation information on website. (S&T) (Header/Footer Only)
- Direct mail groups or agencies representing citizens with limited English capabilities (language as needed for direct mail recipients) (Full or Header/Footer Only)
- Press Releases (Header/Footer Only)

Minority Representation in the Decision Making Process

Minority Representation on Non-elected Planning Boards, Advisory Councils, Committees:

Kitsap Transit’s Citizen’s Advisory Committee (CAC) consists of members representing all areas of the county: students, commuters, regular bus riders and senior citizens. CAC members apply for two-year appointments which are made by the Kitsap Transit Board of Commissioners.

Citizens Advisory Committee (CAC)

Race	Number of People	% of CAC	% in Community
Caucasian	14	93%	83%
Latino	0	0%	6%
African American	1	6%	3%
Asian	0	0%	5%
Native American	0	0%	2%

The Run Committee is an internal staff planning group responsible for giving direction on routes, schedules and service related policies. No particular effort is made to ensure diversity on this committee. The diversity of the agency is naturally reflected in its membership.

Run Committee			
Race	Number of People	% of RUN	% in Community
Caucasian	17	100%	83%
Latino	0	0%	6%
African American	0	0%	3%
Asian	0	0%	5%
Native American	0	0%	2%

Chapter 4: Four Factor Analysis & Language Implementation Plan

Overview

The purpose of KT’s Four Factor Analysis is to determine if Kitsap County has a significant population of Limited English Proficiency (LEP) residents. It includes LEP threshold data from the 2015 census. The Language Implementation Plan describes how KT will ensure meaningful access to benefits, services, information, and other important portions of programs and activities for LEP individuals.

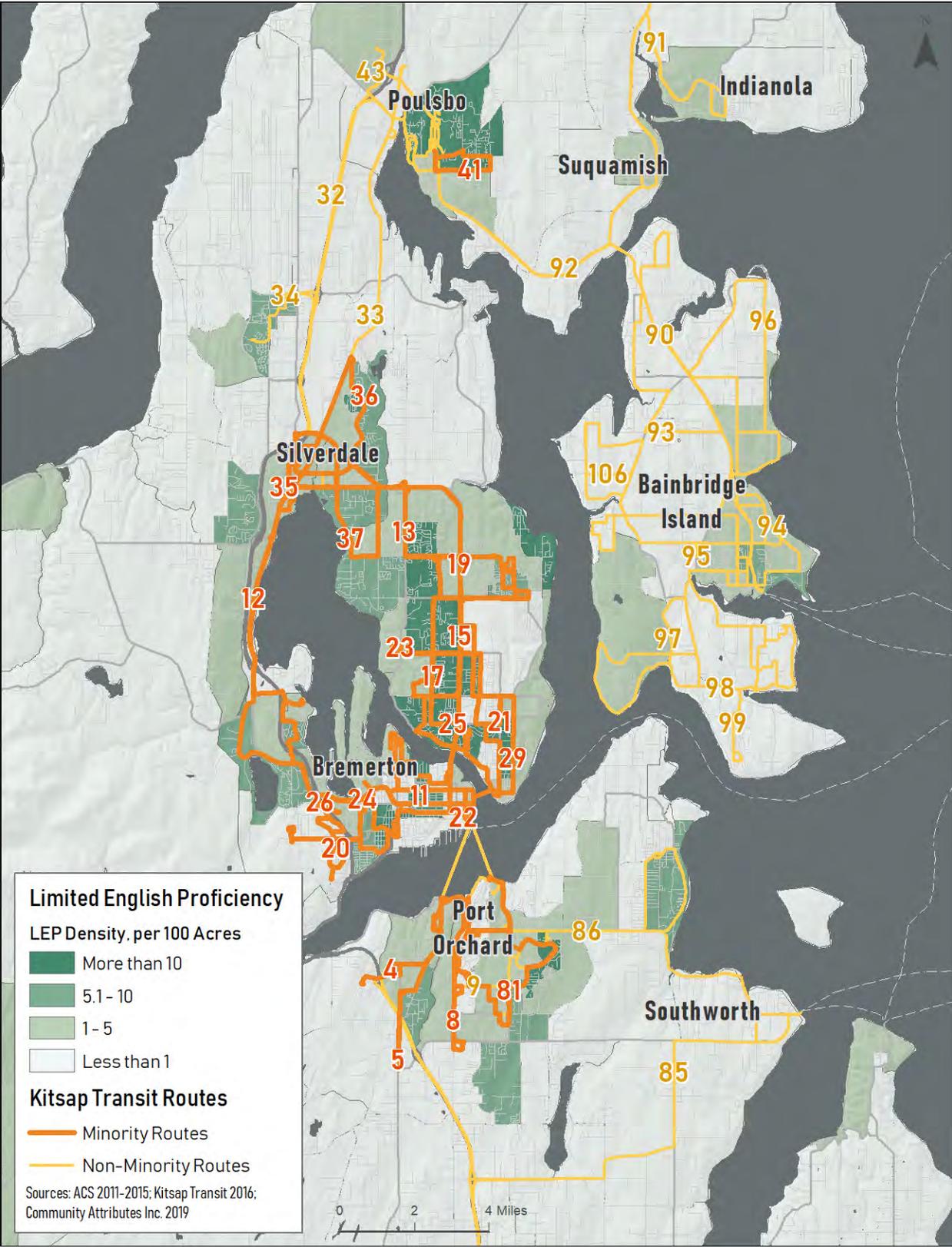
KT’s service area includes all of Kitsap County. The main sources used by KT for this analysis are:

- US Census Bureau, Kitsap County Residents who Speak English less than “very well”, 2010
- US Census American Community Survey, Kitsap County Residents who Speak English less than “very well” or “not at all”, 2013 and 2015

In addition to Census data, the following sources were used:

- On-board Survey of KT riders (October 2015)
- Staff Survey (January 2019)
- LEP Outreach Questionnaire to Organizations (January 2019)

To illustrate the concentrations of LEP persons within the service area, KT developed the following map using census data.



Four Factor Analysis

1. Number or proportion of LEP persons eligible or likely to be encountered by a program.

On-Board Survey

Kitsap Transit undertook an on-board community survey of all riders in October 2015. The survey was offered in English, Spanish and Tagalog. Questions focused on customer demographics including proficiency with English as well as travel behavior. KT received 1,439 responses from across its service area.

Survey Results

The survey showed the majority of KT ridership speaks English at home. People who spoke a different language at home appeared to be proficient enough with English to be able to communicate and use transit effectively. This aligns with the fact that all of the surveys collected on-board were written in English, though Spanish and Tagalog options were readily available. The table below shows the proportions of riders who self-identified the language spoken at home.

Language Spoken at Home	Percent of Ridership
English	91%
Spanish	3%
Tagalog	2%
Korean	1%
Chinese	1%
Russian	0%
Vietnamese	0%
Other	2%

Staff Survey

Kitsap Transit undertook a survey of all staff members in January 2019. Those who have significant interaction with the general public were the ones who tended to respond, including Customer Service Representatives, Bus Operators, and Supervisors. We surveyed 300 employees and received 156 responses, though not everyone responded to every question. A summary of survey responses are included below.

Language Encountered	Number of Respondents
Spanish	52
Tagalog	19
Uncertain	17
Filipino	6
Chinese	5
Japanese	3
Korean	3
French	2
Hindi	2
American Sign Language	2
Russian	1
Arabic	1
Kurdish	1
Serbo-Croatian	1
Farsi	1
Italian	1
Chamorro	1
German	1
Scottish	1

Survey Results

Have you transported customers or spoke to customers (in person or by phone) who appeared to speak English less than very well, not well or not at all? Could you determine what language(s) the customers might be speaking? (see table to the right)

Do you know of or belong to any groups that may have participants who might need English language interpretation services?

- American Sign Language (ASL), Kitsap County Deaf Community

Additional groups named in the 2016 Staff Survey:

- Many Languages, Title VI Agency Advocates
- Tagalog, Tamarack Apartments

Do you speak any languages besides English? If so, would you be willing to assist Kitsap Transit with translation services? (see table at right)

Language	Number Stating "Yes"	Department(s)
Spanish	6	Routed Operations, HR, ACCESS, Services & Capital Development, Marine Services - Kingston Route
Tagalog	1	ACCESS
Chinese	1	Finance
French	2	ACCESS, Marine Services - Kingston Route
ASL	2	CSO, ACCESS
Kurdish	1	Facilities
Serbo-Croatian	1	Marine Services - Kingston Route
Italian	1	Services & Capital Development
German	1	ACCESS

LEP Outreach Questionnaire

In 2019, Kitsap Transit (KT) sent out a questionnaire to ten (10) local organizations that served LEP persons asking what their transportation needs were and how well KT was meeting those needs. Follow up phone calls were conducted with most of the organizations. Key organizations and their responses are summarized in the table below.

Results of LEP Outreach Questionnaire

Organization	Type	Participants	LEP	Non English Languages	Transportation Needs	Comments
Bremerton School District	School	5,000	400	Spanish, Mam	Need one on one assistance.	Best communication is done through testing and phones.
Kitsap Regional Library	Library	200 or more	20 - 30%	Spanish	Bus Service near home or employment	
DSHS/ Bremerton CSO	Social Services	200 or more	0 - 5%	Spanish	Illiteracy, Low Income, service not available near their home or employer and/or don't understand transit.	Schedules in other languages, translators available, information about low income fares, services to remote parts of county

Organization	Type	Participants	LEP	Non English Languages	Transportation Needs	Comments
Kitsap County Aging and Long Term Care	Social Services	200 or more	23	Tagalog, Spanish, Vietnamese, Farsi	Rural access and Sunday and after hours transportation service options.	Utilization of volunteer, advisory council members, and staff in community outreach activities. Community meetings, activities or events and word of mouth are helpful strategies.
Kitsap Rescue Mission	Social Services for Homeless	477	5	Spanish	Daily accessible transportation services.	Outreach, fliers, social media. The best communication tool for our LEP group is material translated.
Kitsap Public Health District	Public Health Agency	200 or more	40 - 50%	Spanish, Mam	Individual assistance to understand transportation services and availability near home or employer. Illiteracy (can not read English or their native written language), poverty and service may not be available near their home or employer.	Provide transit training in other languages.
Helpline House	Social Services	500	75	Spanish, Tagalog, French	Assistance with available transit services.	Online presence.
Housing Resource Bainbridge	Housing	600+	20+	Spanish, French(African), Korean, Tagalog		We advertise that we have a Spanish speaker on staff and that translators for other languages are available upon request.

2. The frequency with which LEP persons come into contact with the program

Though the number of LEP persons who have trouble riding KT is not high (based on feedback from the LEP Outreach Survey as well as the on-board survey) there is daily interaction between KT staff and members of the Spanish speaking and Tagalog speaking communities who do not speak English well. Less frequent interaction is had with Chinese, Japanese, Korean, and Russian speaking persons. Based on comments from the KT staff survey they are willing and able to communicate effectively with LEP persons who speak Spanish or Tagalog.

3. The importance of programs provided by KT to LEP persons

Kitsap Transit's most critical services are the service on the street (both fixed route and ACCESS Transportation). In order to use KT's services, people must have access to the fixed route routes and schedules and to ACCESS Transportation eligibility and application procedures.

Most of KT's bus routes are timed with a 5-10 minute window for transfers. If an LEP person is unable to understand what bus they need, and help from a staff member takes too long or is not adequate, then missing the transfer is highly likely. This could cause an individual to be late for important activities (work, school, meetings, etc.).

For ACCESS Transportation, where policies and procedures are more complicated than fixed route, the need for adequate access to information is important. Delays in the provision of LEP service can affect access to medical and social services.

Though KT's community outreach efforts didn't suggest a problem in the availability of KT information for LEP persons, there are improvements we can make to lessen the chance of problems occurring.

4. The resources available and cost to the organization

The following is a list of existing LEP resources, and those in the process of being implemented by KT.

Language Implementation Plan

Ongoing Items

- Train frontline and other key staff on:
 - Awareness of type of language services available
 - How staff and/or LEP customers can obtain these services
 - How to respond to LEP callers
 - How to respond to correspondence from LEPs
 - How to respond to LEPs in person
 - How to document LEP needs
- Continue to provide telephone interpretation for basic transit questions and trip planning assistance using Language Line Services.
- Identify routes serving areas with high concentrations of LEP individuals using 2015 American Community Survey census data. (please see map on page 16)
- Continue to provide education, training, and tools for social service providers.
- Continue to provide diversity awareness training to employees.
- Continue partnerships and work closely with community organizations that serve LEP populations.
- Ensure that "Non-English" language cards remain available for Operators, Customer Service Representatives and Supervisors.
- Continue providing use of in-person interpreter services, for public meetings upon request..
- Continue to track and record use of language services.
- Routinely assess whether existing language services are meeting the needs of LEP customers. (ex. Tracking language line usage).

- Seek feedback from LEP organizations and customers on KT's Language Implementation Plan.
- Maintain list of KT bilingual staff.
- Provide copies of the most commonly asked transit questions in Spanish and Tagalog for Customer Service Representatives and Operators.
- Put language line link, as well as deaf and hard of hearing services on Kitsap Transit's website.
- Create signage in multiple languages informing LEP clients about the telephone language line and post in key locations.
- Continue to identify critical documents for translation and work towards a more inclusive print translation.
- Printed Materials
 - Have all primary public information printed materials translated to Spanish and critical documents translated into Tagalog as well.
- Website
 - Have a section on KT's website that offers translation assistance and critical documents available in Spanish and Tagalog
- Increase the visibility of Title VI nondiscrimination statements available at transit centers and administrative office – Include Tagalog on signage as new interior cards are ordered.

Chapter 5: Tracking & Investigating Complaints

Overview

In order to comply with 49 CFR Section 21.9(b) KT needs to have procedures for investigating and tracking Title VI complaints filed against them and have the procedures for filing a complaint available to members of the public.

Procedures

Kitsap Transit has procedures for investigating and tracking Title VI complaints filed against it. The procedure for filing a complaint is available to members of the public upon request as is the Title VI complaint form. The procedure under Title VI of the Civil Rights Act of 1964 outlines KT's procedure for tracking and investigating Title VI complaints.

Title VI Complaint Procedures

Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with Kitsap Transit. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by Kitsap Transit.

Once a Title VI complaint has been reviewed and accepted by Kitsap Transit, the Human Resources Director, or designee, will evaluate it, possibly in conjunction with Kitsap Transit's legal counsel. The complainant will receive an acknowledgment letter either informing him/her that an investigation will commence and/or requesting additional information.

Kitsap Transit will make a prompt investigation whenever a compliance review, report, complaint or any other information indicates a possible failure to comply with Title VI. After the investigator reviews the complaint, she/he will issue a letter of finding (LOF) to the complainant: The LOF will either state that Kitsap Transit did not find a violation and provide information about the right to appeal, or will indicate that a violation was found and provide a description of the proposed remedies. If the complainant wishes to appeal the decision, she/he has 60 days after the date of LOF to do so.

If an appeal is denied, a person may also file a complaint directly with the Federal Transit Administration, Attn: Civil Rights Officer, Jackson Federal Building, 915 Second Avenue Suite 3142, Seattle, Washington. 98174. (See Appendix E for the full complaint procedure)

Title VI Complaint Form



Tracking Number: _____

Title VI Complaint Form

It is the policy of Kitsap Transit to assure that no person shall, on the grounds of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or otherwise be discriminated against under any of its federally funded programs and activities. Any person who believes his or her Title VI protection has been violated may file a complaint with Kitsap Transit's Human Resources department.

For Title VI complaints and additional information, please call (360) 478-6227.

1. Complainant's Name: _____

2. Address: _____

3. City: _____

4. Telephone Number (Home): _____ (Business): _____

5. Person discriminated against (if someone other than the complainant):

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

- a. Race:
- b. Color:
- c. National Origin:

7. What date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. Have you filed this complaint with any other federal, state, or local agency or with any federal or state court?

- Yes No

If yes, check each box that applies:

- Federal Agency Federal Court State Agency
State Court Local Agency

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: _____

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature

Date

DO NOT WRITE BELOW THIS LINE

(Kitsap Transit Use Only)

Date Received: _____ Received By: _____

To: Department Director: _____

(Name & Title)

Date: _____

Assigned Investigator: _____

Investigation Start Date: _____

Investigation Completion Date: _____

Complainant Notified On: _____

- By:
- Telephone
 - Personal E-mail
 - Certified Mail
 - Regular Mail
 - In Person

COMMENTS

Chapter 6: Investigations, Lawsuits, or Complaints

Overview

In order to comply with 49 CFR Section 21.9(b), Kitsap Transit (KT) shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming KT that allege discrimination on the basis of race, color, or national origin. The list shall include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by KT in response to the investigation, lawsuit, or complaint.

List of Investigations, Lawsuits, or Complaints

Kitsap Transit's list of Title VI complaints and lawsuits since the last submission is included as follows:

Complaint #	Date	Protected Class	Status	Comments
39885	June 2017	Race	Closed	No Response from Claimant
41378	February 2018	Race	Closed	No Response from Claimant
42184	July 2018	Race	Closed	No Response from Claimant
43065	December 2018	Race	Closed	No Response from Claimant

Chapter 7: Notice to the Public

Overview

In order to comply with Title VI 49 CFR Section 21.9(d), KT shall provide information to the public regarding the agencies Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. The notice is provided in English, Spanish, and Tagalog.

Kitsap Transit Title VI Notice to the Public

It is the policy of Kitsap Transit to assure that no person shall, on the grounds of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or otherwise be discriminated against under any of its federally funded programs and activities. Any person who believes his or her Title VI protection has been violated may file a complaint with Kitsap Transit's Human Resources Director by calling (360) 478-6227.

Es política de Kitsap Transit asegurar que ninguna persona, por motivos de raza, color o nacionalidad de origen, según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964, sea excluida de la participación en, se le nieguen los beneficios de, o de otra manera sea discriminada en virtud de cualquiera de sus programas y actividades financiados por el gobierno federal. Cualquier persona que crea que su protección de Título VI ha sido violada, puede presentar una queja ante el departamento de Recursos Humanos de Kitsap Transit. Para quejas sobre el Título VI e información adicional, llame al (360) 377-2877.

Patakaran ng Kitsap Transit na tiyakin na walang sinuman, sa batayan ng lahi, kulay o bansang pinagmulan, tulad ng nakasaad sa Titulo VI ng Batas ng mga Karapatan bilang Mamamayan ng 1964 (Title VI of the Civil Rights Act of 1964), ang hindi isasama sa pakikilahok sa, ang tatanggihan ng benepisyo ng, o di kaya’y didiskriminahin sa ilalim ng anumang mga programa at aktibidades na pinondohan ng pederal. Sinumang naniniwala na ang kanyang proteksyon sa ilalim ng Titulo VI ay nilabag ay maaaring magsampa ng reklamo sa Human Resources Department ng Kitsap Transit. Para sa mga reklamo na may kaugnayan sa Titulo VI at karagdagang impormasyon, mangyaring tawagan ang numerong: (360) 377-2877.

List of Places Where Notice is Posted

- Kitsap Transit Website
- Kitsap Transit Customer Service Office (CSO), Harborside, and Charleston
- Kitsap Transit Buses
- Kitsap Transit Ferries

Chapter 8: List of Recent Construction Projects (2015–2019)

Wheaton Way Transit Center

In 2017, federal funds were used to plan and design a new East Bremerton bus transit center and park and ride facility. The project is currently under construction and funded through the Washington State Regional Mobility Grant Program. Title VI Environmental Justice Analysis was included in the NEPA process and the project received Documented Categorical Exclusion from FTA.

Chapter 9: Vehicle Assignment

Bus assignment for fixed routes is based on maximum daily passenger loads. KT’s fixed route fleet includes a total of 77 buses ranging from larger 35–40’ buses to smaller 24–27’ buses.

High ridership routes are assigned the larger buses while lower ridership routes (typically ones that serve rural or less populated areas) are assigned the smaller buses. In terms of fleet age, the larger buses are older (~10 years old). The smaller buses are newer (5–3 years old).

Chapter 10: Fixed Route Service Standards

Vehicle Load Standards (max. passengers on board / # of seats)

Service Type	Adequate	Optimal
High ridership urban service on segments of <10 mins.	<= 1.50	<= 1.50
Other Urban Service	<= 1.50	<= 1.50
Rural Intercity (trips >10 mins.)	<= 1.25	<= 1.00

Service Headway Minimum Standards (minutes between buses)

Service Type	Peak Hour	Non-Peak	Evening	Saturday
High Frequency Corridors	60	60	60	60
Other Urban Service	60	60	60	60
Rural Service	60	...	n/a	...

'n/a' indicates that there is no service provided

'...' indicates that service levels are determined on a case by case basis

On-Time Performance Standard (% of buses arriving at a transit station within 5 minutes of posted schedule)

Time of Day	Min. %
AM Peak	95%
Mid-Day	95%
PM Peak	90%

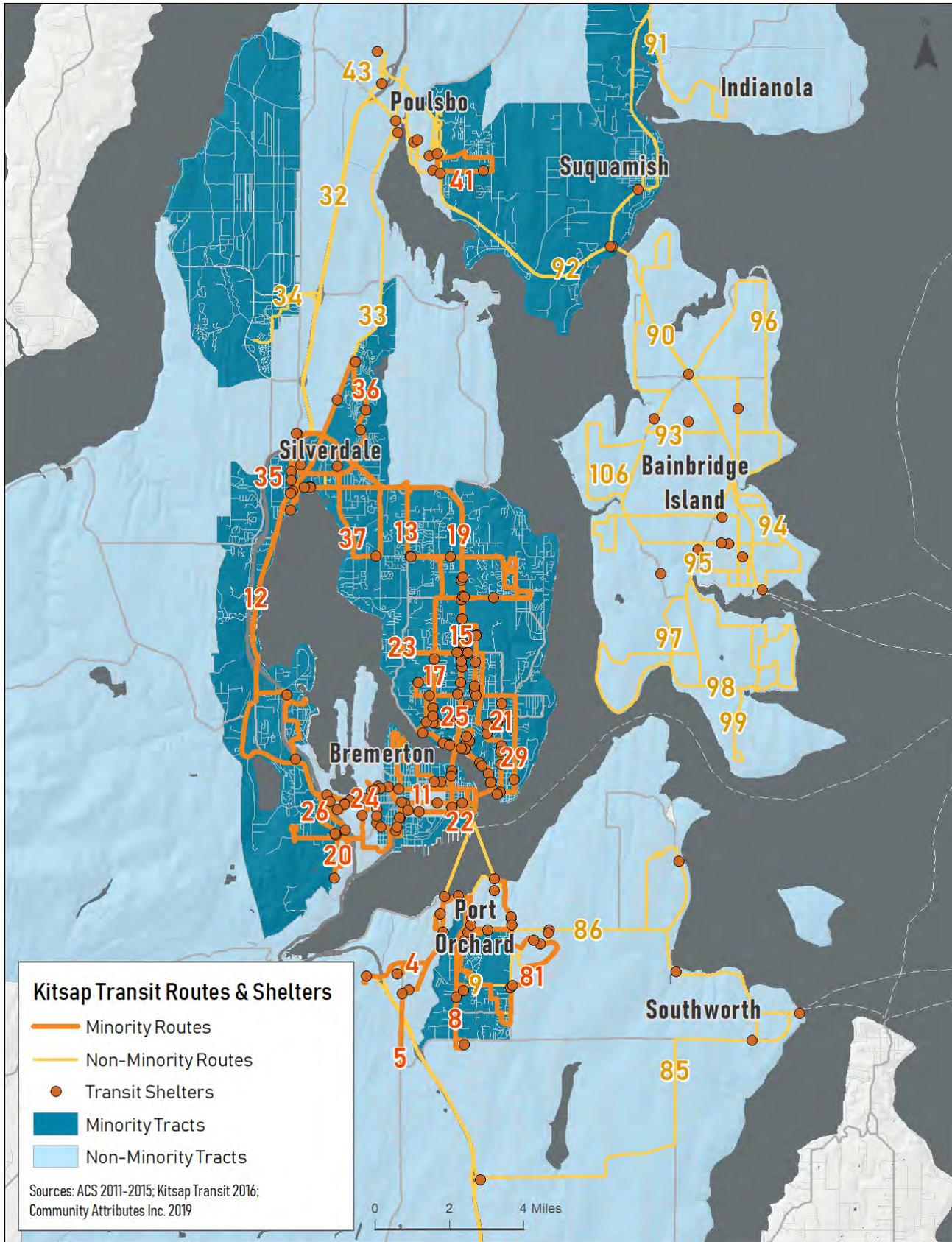
Service Availability (maximum average distance between stops)

Route Type	Distance Between Stops
Urban	1/4 mile
Rural	1 mile

Chapter 11: Transit Amenities by Census Tract, 2016

Transit amenities by census tract are summarized in the table below and illustrated in the map that follows.

Census Tract	Minority / Non-Minority	Total Shelters	Total Benches	Difference in Shelter Count	Census Tract	Minority/ Non-Minority	Total Shelters	Total Benches	Difference in Shelter Count
801.01	Minority	5	2	5	912.01	Minority	9	1	9
801.02	Minority	12	4	12	912.03	Minority	4	1	4
802	Minority	12	7	12	912.04	Minority	2	0	2
803	Non-Minority	14	4	14	913.01	Non-Minority	0	0	0
804	Non-Minority	6	11	6	913.02	Non-Minority	0	0	0
805	Minority	2	6	2	914	Minority	0	0	0
806	Minority	6	3	6	915	Minority	1	0	1
807	Non-Minority	2	2	2	916	Minority	4	1	4
808	Minority	0	0	0	917	Minority	4	3	4
809	Non-Minority	5	5	5	918	Minority	5	0	5
810	Minority	9	3	9	919	Minority	4	0	4
811	Minority	13	1	13	920	Non-Minority	0	0	0
812	Non-Minority	3	4	3	921	Non-Minority	1	0	1
814	Minority	0	0	0	922	Minority	8	4	8
901.01	Non-Minority	1	0	1	923	Minority	6	5	6
901.02	Non-Minority	3	2	3	924	Minority	5	0	5
902.01	Non-Minority	2	0	2	925	Non-Minority	7	3	7
902.02	Non-Minority	0	0	0	926	Non-Minority	1	2	1
903	Minority	0	0	0	927.01	Non-Minority	0	0	0
904	Non-Minority	2	0	2	927.04	Non-Minority	3	1	3
905.01	Non-Minority	11	1	11	928.01	Non-Minority	1	0	1
905.02	Minority	1	0	1	928.02	Non-Minority	1	0	1
907	Non-Minority	1	0	1	928.03	Non-Minority	0	0	0
908	Non-Minority	3	0	3	929.01	Non-Minority	0	0	0
909	Non-Minority	6	0	6	929.02	Non-Minority	0	0	0
910	Non-Minority	2	1	2	9400	Non-Minority	0	0	0
911	Non-Minority	0	0	0	9401	Non-Minority	5	0	5
					9901	Minority	0	0	0
					Total Minority		112		112
					Total Non-Minority		80		80
					TOTAL		192		192



Appendix A: Kitsap Transit Outreach Events

2016

Type of Meeting	# of Meetings Held	Topics of Discussion
Quarterly Community Meetings	24	Cross-Sound Ferry Service Approved, Cross-Sound Ferry Service Plan: Boats, Funding and Rider communications, Long Range Transit Plan, Wheaton Way Transit Center update, Silverdale Transit Center, Passenger-Only Ferry Update, North End Service Changes, and Long Range Transit Plan
KT Board of Commissioners Meeting	14	Cross-Sound Passenger-Only Ferry Implementation, Grant Opportunities, Financial Report, Capital Budget, Fuel Cost, Progress Reports, Golder Associates for Wake Research, ESMS Audit Presentation, North Base update, System Performance Report, Work Study Session: 2017 Budget Presentation, Washington State Legislative Agenda (WSTA), Next Generation ORCA, North End Service Changes, Sistership Design Update, Electric Bus purchase, Passenger Amenities at Transfer Centers, Solar Panel Pilot Project Update. Passenger-Only Ferry Implementation Work Plan, Transfer Policy Briefing, Gateway Center/Park & Ride, and East Bremerton Shared Use Path
Citizens Advisory Committee (CAC)	11	2016-2021 Transit Development Plan, Autonomous Vehicle Pilot Program, Solar Panel Pilot Project, System Performance Report, Financial Report, Mid-Year Budget Amendments, 2016-2023 Long Range Transit Plan, 2015 ACCESS Customer Service Survey, Member Renewal, SK Ride, ESMS Update, North End Service Changes, Sistership Design Update, Electric Bus Purchase, Passenger Amenities at Transfer Centers, Cross-Sound Passenger-Only Ferry, System Review Consultant, Silverdale Transfer Center, Driver Shortages, Ridership Campaign, Operating and Capital Budgets, Free Fare Ticket Program, Wheaton Way Transit Center, and North Base Project Video
Passenger Advisory Committee on Transportation (PACT)	4	New Access vans, The Older American Conference, Same Day Transportation, ACCESS additional Propane Buses, SK ride update, Facebook contest, Community Events, Van Link Follow up, Accessibility with New Vehicles, and Upcoming Public Meeting regarding Fast Ferry information.
Community Outreach/Public Meetings	19	2016-2021 Transit Development Plan, KT's Cross Sound Fast-Ferry Proposition, Long Range Transit Plan, Changes coming to North Kitsap, new proposed Wheaton Way Transit Center, Wheaton Way Transfer Center, Title VI-Four Factor Analysis, Transit Development Plan, Connection With Riders: Kitsap Transit Passenger Only Ferry, Translated Documents, Silverdale Transfer Center, Quarterly Meetings, Be Transported Campaign, KT Services, ORCA cards, Low income eligibility, outreach events, New North Viking Transfer Center, North End Route Changes, Proposition 1 (KT Fast Ferry Proposition) approved by voters, Cross-Sound Ferry Service Plan: Boats, Funding and Rider communications, and Long Range Transit Plan

2017

Type of Meeting	# of Meetings Held	Topics of Discussion
Notice of Public Hearing	6 Meetings/ 2 Hearing	Cross-Sound Passenger-Only Ferry Fare Structure and Transit Development Plan (TDP)
Quarterly Community Meetings	25	Fast Ferry Service, Reservation System, Future Plans, 2018 budget, Orca
KT Board of Commissioners Meeting	20	CAC Report, Bus Fund, Ferry Fund, Capital Budget/Bond, Progress Reports, Staff Recognition, Comprehensive Route Analysis and Review, Grant Opportunities, Kingston Ride, Orca, Fast Ferries, Wheaton Way Transit Center, Transform Transit, Holiday Service Schedule, Extension of Saturday Service for Passenger-Only Ferry, Marine Services Work Plan, Marketing Projects, Electric Bus, Hiring Summary, Employee Referrals, Restroom Facilities for future Transit Centers and Public Comments
Citizens Advisory Committee (CAC)	10	Comprehensive Route, Analysis Report, Carlisle II 100 birthday celebration, Wheaton Way Transit Center, Cross-Sound Passenger-Only Ferry Reservation Survey Results, Survey on Proposed Schedule, Double-Map Software, Fuel Costs, Sales Tax Report, Dial-A-Ride Service Review, Vessel Naming, Fast Ferries, M/V Finest, and Transit Development Plan
Passenger Advisory Committee on Transportation (PACT)	6	Driver of the year, Customer Survey, Appointment Times, Fast Ferry, Community Meetings, Winter Preparedness, Kingston ride, BI Ride, TapRide, Fast Ferry, Onboard safety, Sunday service, holiday service schedule, and Community Meetings
Community Outreach/Public Meetings	23	Wheaton Way Transit Center, Transform Transit, New Service Kingston Ride, Fast Ferry Service, Reservation System, Public Meeting dates/times/ locations and website location, Severe Weather Shelter header signs on buses and new severe weather shelters around Kitsap County, Route Study, Title VI, LEP Vital Documents, DBE Opportunity, Comprehensive Route Analysis, Fare-Free in July for Fast Ferry new service, Orca, Low Income, Reduced Fare, Route Information, Dial-A-Ride

2018

Type of Meeting	# of Meetings Held	Topics of Discussion
Quarterly Community Meetings	24	Comprehensive Route Review, Route Services, Electric Bus, Future Development of Routed and Fast Ferry Services, Agency solicitating Public Comment on the development of a day pass, Transform Transit, Report on the Kingston Fast Ferry Service
KT Board of Commissioners Meeting	20	CAC Report, PacShip VanPool Agreement Update, M/V Finest update, Progress Reports, Grant Opportunities, Park & Ride IP Cameras, Financial Report, Fast Ferry Service, Comprehensive Route Analysis, Employee Recognition, Trapeze Software, Capital Budget/Bond Update, Wheaton Way Transit Center, Silverdale Transit Center, and Tri-Review No Errors
Citizens Advisory Committee (CAC)	6	M/V Finest Update, DoubleMap Presentation, Transit Development Plan Review, W/D Program, Officers, Fast Ferry Performance Indicators Dashboard, Silverdale Transit Center Update, Executive Director Items, and Committee Member Items, Electric Bus, and Day Pass Pilot Proposal
Passenger Advisory Committee on Transportation (PACT)	5	Kingston Fast Ferry Service, Trapeze Maps, Seat Belts, Pilot Program/Pass Notification and Double Map App, National/Local Ridership statistics, KT 2018 goals, 2018 Holiday Schedule, Customer Service Survey, New software for Automated Notifications to Passengers - Test Phase, Tri-Review No Errors, and Rider Information
Community Outreach/Public Meetings	25	Future Development of Routed and Fast Ferry Services, Title VI, LEP Vital Documents, DBE Opportunity, Comprehensive Route Analysis, Fare-Free in November & December for Kingston Fast Ferry new service, Orca, Low Income, Reduced Fare, Route Information, Dial-A-Ride, Wheaton Way Transit Center, Silverdale Transit Center, Electric Bus, VanLink, ACCESS and eligibility process, Transform Transit, Employment Opportunity with KT, Bainbridge Island Bike Barn

Appendix B: On-Board Survey

Overview

Kitsap Transit (KT) is a public transportation agency serving Kitsap County, Washington. The system is based in Bremerton, Washington and is overseen by a nine-member board composed of the three county commissioners, the mayors of the four incorporated cities in Kitsap County and two Bremerton City councilmembers.

Kitsap Transit oversees the operations of a variety of services, including: fixed routes, foot ferry service, Worker/Driver (35 commuter routes operating to and from Puget Sound Naval Shipyard/Naval Base Kitsap-Bremerton, SubBase Bangor; drivers are full time shipyard employees who are also part time Kitsap Transit operators), Vanpool, SCOOT (Smart Commuter Option of Today), a commuter alternative program and Flexcar.

Kitsap Transit conducted an on-board survey of its riders to collect demographic data for its Title VI report. This memo summarizes the methods, sampling, instruments and results CAI used for the on-board survey.

Survey Methodology

A survey of riders on Kitsap Transit bus and ferry routes was conducted over 12 consecutive days between October 12-24, 2015, excluding Sundays. The survey collected demographic information at the rider level to inform Title VI profile development. Surveys were completed in six-hour shifts spanning morning and evening peaks as well as off-peak hours on weekdays and Saturdays. Each shift included up to 2-10 runs on selected routes.

The on-board self-administered survey was conducted using an intercept methodology. Surveyors boarded pre-selected routes and distributed questionnaires to all passengers 16 or above on the bus or ferry. Completed surveys were collected by surveyors (who stayed onboard during the ride). Surveyors were easily identifiable with ID and other materials.

To increase accessibility and represent the diverse communities in Kitsap County, the survey instrument (questionnaire) was printed in English, as well as Spanish and Tagalog. Spanish and Tagalog have been identified as the two main languages spoken in Kitsap Transit's service area, in addition to English. Riders who needed more time were given a postage paid stamped survey to mail the completed survey to the contractor for data processing. The survey was announced on Kitsap Transit routes approximately one week before the survey period.

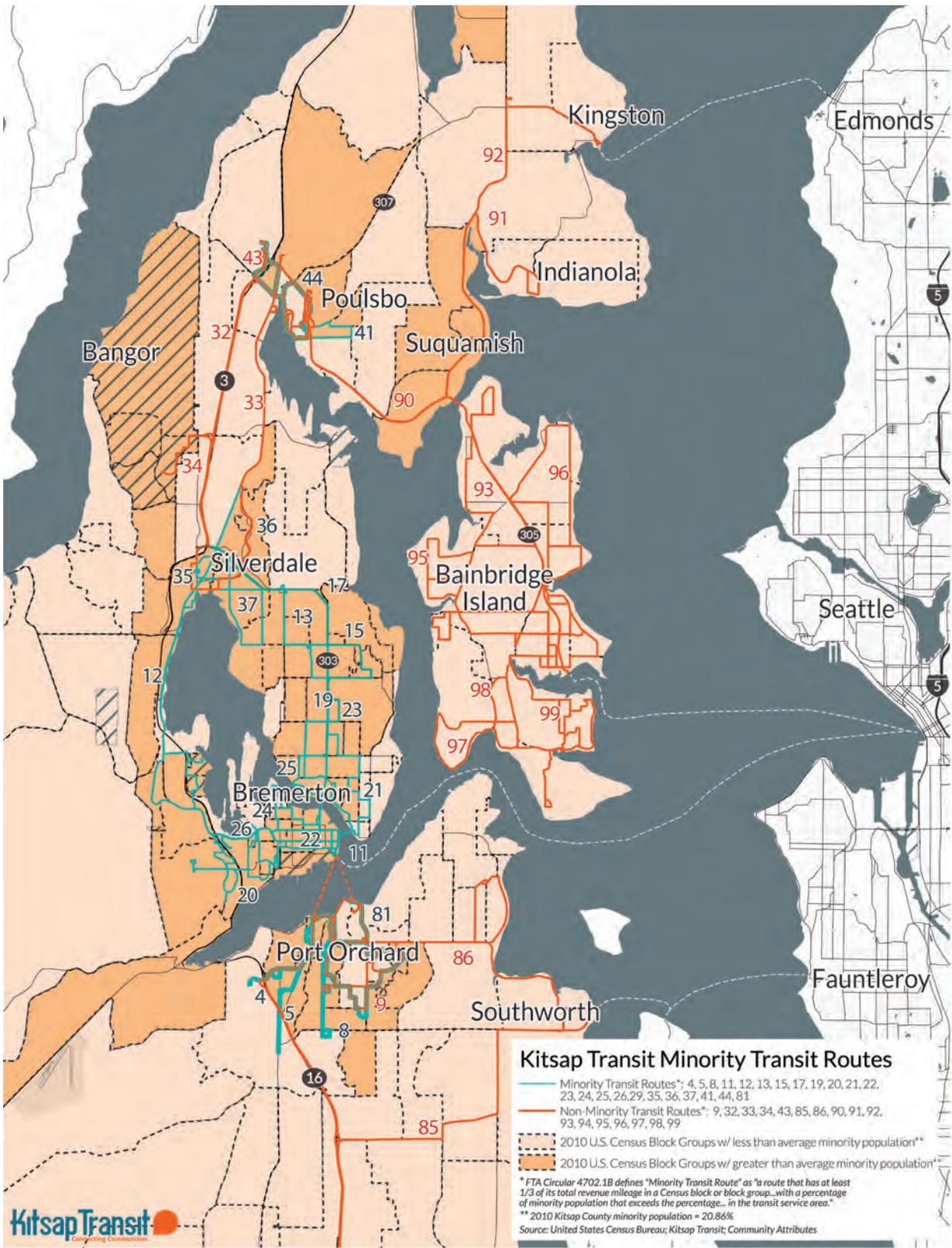
Sampling

The sampling plan was generated by stratifying the service area by minority routes, geography and grouping routes by ridership (high, medium and low). Approximate shift allocation across was 50% to high ridership and minority routes, 30% to moderate ridership and 20% to light (weekdays) ridership routes. Routes included the foot ferries as well as buses operated by KT and included both weekday and Saturday service. Minority routes defined using FTA criteria and census data are illustrated in the map on the following page.

CAI contracted with a local consumer research firm Consumer Opinion Services (COS) to assist in the recruitment of qualified surveyors and data collection. Individuals with a professional appearance and demeanor, with the skills necessary to conduct the survey were recruited. The survey instrument used close-ended questions with pre-defined answer options. These questions are easier for respondents to answer while on-board transit.

Survey Instruments

The survey instrument included 18 questions, focused upon the demographic characteristics/travel patterns of the individual respondent. Once the survey instrument was approved by Kitsap Transit, it was translated into Spanish and Tagalog. Surveys were printed double-sided, with Spanish and Tagalog versions available upon request. Instruments (questionnaires) used are on the pages following the map:





Kitsap Transit Census Assessment Title VI Demographic Profile On-Board Survey

By telling us how you use Kitsap Transit, you can help us improve our services. The information you provide is anonymous (data cannot be linked to specific individuals). Hand a completed survey to the surveyor, or drop it in a mailbox postage-free. It is also available online at www.surveymonkey.com/t/WPCSM9B. You will not be contacted by Kitsap Transit about this survey. Thank you for your time and for riding Kitsap Transit!

1. Route number/name of this bus/ferry?
Route: _____

2. At what time do you board this bus/ferry, roughly?
____ AM/PM

DEMOGRAPHIC INFORMATION

3. What age group are you in?
 18 or under 19-24
 25-44 45-64
 65-74 75 and over

4. Do you consider yourself: (Mark one or more boxes)
 American Indian/Alaska Native
 Black/African-American
 Native Hawaiian/other Pacific Islander
 Asian
 Hispanic/Latino/Spanish
 White/Caucasian
 Mixed Race

5. How many people (total) are in your household?
 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

6. What is the primary language you speak at home?
 English Spanish
 Tagalog Korean
 Russian Chinese
 Vietnamese Other _____

7. What was the total income for your household last year?
 Less than \$10,000
 \$10,000 -20,000
 \$21,000 -30,000
 \$31,000 -50,000
 \$51,000 -80,000
 \$81,000 -120,000
 Over \$121,000
 Do not know
 Prefer not to answer

WHERE YOU CAME FROM

8. Where did you come from before you got on this bus? (Choose only one)
 Home
 Work/work-related
 College/other school
 Shopping
 Religious worship
 Social/entertainment
 Doctor/medical appointment or health services
 Other _____

9. What is your home zip code? _____

10. How did you get from there to THIS bus/ferry?
 Walked – number of minutes: _____
 Dropped off by someone
 Rode in a carpool/vanpool with someone
 Rode a bicycle – number of minutes: _____
 Rode a bus/train/ferry
 Transit Agency: _____
 Route # _____
 Drove my car

WHERE YOU'LL GO

11. Where are you going now?
 Home
 Work/work-related
 College/other school
 Shopping
 Religious worship
 Social/entertainment
 Doctor/medical appointment or health services
 Other _____

12. How will you get there from THIS bus/ferry?
 Walk – number of minutes: _____
 Get picked up by someone
 Ride in a carpool/vanpool with someone
 Ride a bicycle – number of minutes: _____
 Ride a bus/train/ferry
 Transit Agency: _____
 Route # _____
 Drive my car

RIDER ASSESSMENT

13. Are there trips that you would like to make on transit, but cannot?
 No
 Yes – If yes, please indicate why (choose all that apply)
 The buses/ferries do not start running early enough
 The buses/ferries do not run late enough
 The bus/ferry does not go where I want to go
 The walk to the bus stop/ferry is too long
 The bus/ferry schedule isn't reliable enough
 The wait time between buses/ferries is too long
 I cannot make the transfer needed to complete my journey
 The buses/ferry do not run during midday (11AM - 3PM)
 The buses/ferry do not run on the day I need it
 Other _____

Kitsap Transit Census Assessment Title VI Demographic Profile On-Board Survey

HOW YOU USE TRANSIT

14. How did you pay for this trip? (Choose all that apply)
 Cash
 Adult ORCA Card
 Reduced Fare ORCA Card
 Paper Transfer
 Other

15. On average, how often do you ride a Kitsap Transit bus or ferry?
 ___ One-way rides per week OR ___
 ___ One-way rides per month

16. How long have you been riding Kitsap Transit?
 Less than 6 months
 6-12 months
 1-2 years
 3-5 years
 6-10 years
 More than 10 years

17. During times when buses or ferries are very crowded, do you?
 Wait for a later trip that might allow you to be seated
 Stand on the bus/ferry for your trip
 Cancel your trip

18. Why do you use public transit? (Choose only one)
 I don't have a car available
 I could use a car, but I prefer to use public transit
 Gas is too expensive
 I am unable to drive

SURVEY BY  **cai** community attributes



Kitsap Transit Evaluación de Censo Title VI Perfil Demográfico y Encuesta

Por decirnos cómo utilize Kitsap Transit, usted nos puede ayudar mejorar nuestros servicios. La información que usted proporcione se mantendrá de una manera anónima. Devuelva la encuesta al encuestador o envíela por correo (no es necesario poner sello). También está disponible en línea en www.surveymonkey.com/r/WPC5M9B. Usted no estará contactado por Kitsap Transit acerca de esta encuesta. Muchas gracias por su tiempo y por utilizar Kitsap Transit.

1. Número de Ruta / nombre de este autobús / ferry?

2. ¿A qué hora aproximadamente subes a este autobús / ferry? _____ AM/PM

INFORMACIÓN DEMOGRÁFICA

3. ¿En qué grupo de edad se encuentra usted?

<input type="checkbox"/> menos de 18 años	<input type="checkbox"/> 19-24 años
<input type="checkbox"/> 25-44 años	<input type="checkbox"/> 45-64 años
<input type="checkbox"/> 65-74 años	<input type="checkbox"/> 75 años o más

4. Se considera usted: (Marque todas las que correspondan)

<input type="checkbox"/> Indio Americano o Nativo de Alaska
<input type="checkbox"/> Negro o Afro-americano
<input type="checkbox"/> Hawaiano o de las Islas del Pacífico
<input type="checkbox"/> Asiático
<input type="checkbox"/> Hispánico, Latino o Español
<input type="checkbox"/> Blanco Caucásico
<input type="checkbox"/> Descendencia mixta

5. ¿Cuántas personas viven en su hogar? _____

6) ¿Cuál es el idioma principal de su casa?

<input type="checkbox"/> Inglés	<input type="checkbox"/> Español
<input type="checkbox"/> Tagalog	<input type="checkbox"/> Coreano
<input type="checkbox"/> Ruso	<input type="checkbox"/> Chino
<input type="checkbox"/> Vietnamita	<input type="checkbox"/> Otro _____

7) ¿Cuál fue el ingreso total de su hogar el año pasado?

<input type="checkbox"/> Menos de \$ 10,000
<input type="checkbox"/> \$ 10,000-20,000
<input type="checkbox"/> \$ 21,000-30,000
<input type="checkbox"/> \$ 31,000-50,000
<input type="checkbox"/> \$ 51,000-80,000
<input type="checkbox"/> \$ 81,000-120,000
<input type="checkbox"/> Over \$ 121,000
<input type="checkbox"/> No sé
<input type="checkbox"/> Prefiero no responder

DE DÓNDE VIENE

8. ¿De dónde vino usted antes de subir a este autobús? (Escriba solamente uno)

<input type="checkbox"/> Casa
<input type="checkbox"/> Trabajo
<input type="checkbox"/> Escuela o universidad
<input type="checkbox"/> De compras o mercado
<input type="checkbox"/> Iglesia
<input type="checkbox"/> Reunión social o recreación
<input type="checkbox"/> Médico
<input type="checkbox"/> Otro _____

9) ¿Cuál es el código postal de su casa?

10. ¿Cómo llegó a la parada del autobús (o ferry) cuando comenzó su viaje?

<input type="checkbox"/> Caminando – cuántos minutos: _____
<input type="checkbox"/> Alguien me llevó en auto
<input type="checkbox"/> En coche compartido
<input type="checkbox"/> De bicicleta – cuántos minutos: _____
<input type="checkbox"/> De autobús / tren / ferry

Agencia: _____
Ruta # _____

Conducir solo

A DÓNDE VA

11. ¿Hacia dónde va usted? (escoja solamente uno)

<input type="checkbox"/> Casa
<input type="checkbox"/> Trabajo
<input type="checkbox"/> Escuela o universidad
<input type="checkbox"/> De compras o mercado
<input type="checkbox"/> Iglesia
<input type="checkbox"/> Reunión social o recreación
<input type="checkbox"/> Médico
<input type="checkbox"/> Otro _____

12. ¿Cómo llegará a su destino final desde la parada de autobús (o ferry) dónde se bajará?

<input type="checkbox"/> Caminando – cuántos minutos: _____
<input type="checkbox"/> Alguien me llevará en auto
<input type="checkbox"/> En coche compartido
<input type="checkbox"/> De en bicicleta – cuántos minutos: _____
<input type="checkbox"/> De en autobús / tren / ferry

Agencia: _____ Ruta # _____

Conducir solo

EVALUACIÓN DEL JINETE

13. ¿Hay viajes que le gustaría hacer por autobús, pero que no puede?

<input type="checkbox"/> No
<input type="checkbox"/> Si – Si respondió sí, por favor indique por qué (marque todos los que correspondan)
<input type="checkbox"/> Los autobuses / ferry no empiezan suficientemente temprano
<input type="checkbox"/> Los autobuses / ferry no van suficientemente tarde
<input type="checkbox"/> El autobús / ferry no via donde quiero ir
<input type="checkbox"/> El paseo a la parada de autobús / ferry es demasiado largo
<input type="checkbox"/> El horario del autobús / ferry no es suficientemente confiable
<input type="checkbox"/> El tiempo de espera entre autobuses / para los transbordadores es demasiado largo
<input type="checkbox"/> No puedo hacer la transferencia necesaria para completar mi viaje
<input type="checkbox"/> No hay servicio de los autobuses / ferry a mediodía (11 a.m.-3 p.m.)
<input type="checkbox"/> No hay servicio de los autobuses / ferry en los días que necesito
<input type="checkbox"/> Otro _____

Kitsap Transit Evaluación de Censo Title VI Perfil Demográfico y Encuesta

¿CÓMO SE UTILIZA TRÁNSITO?

14. ¿Cómo se pagó por este viaje? (Escriba todos que correspondan)

<input type="checkbox"/> En efectivo
<input type="checkbox"/> Tarjeta ORCA normal
<input type="checkbox"/> Tarjeta ORCA reducido
<input type="checkbox"/> Papel de transferencia
<input type="checkbox"/> Otros

15. En promedio, ¿con qué frecuencia usted monta un autobús o ferry de Kitsap Transit?
 ____ paseos unidireccionales por semana O
 ____ paseos unidireccionales al mes

16. ¿Por cuánto tiempo ha utilizado el transporte público de Kitsap Transit?

<input type="checkbox"/> Menos de 6 meses
<input type="checkbox"/> 6-12 meses
<input type="checkbox"/> 1-2 años
<input type="checkbox"/> 3-5 años
<input type="checkbox"/> 6-10 años
<input type="checkbox"/> Más de 10 años

17. Durante los tiempos cuando los autobuses o ferry sean muy llenos de gente, ¿usted:

<input type="checkbox"/> Esperará un viaje más tarde que podrían permitirle estar sentado
<input type="checkbox"/> Se parará en el autobús / ferry para su viaje
<input type="checkbox"/> Cancelar tu viaje

18. ¿Por qué se utiliza el transporte público? (Escriba solo una respuesta)

<input type="checkbox"/> No tengo coche disponible
<input type="checkbox"/> Podría utilizar un coche, pero prefiero utilizar el transporte público
<input type="checkbox"/> Porque gas es demasiado caro
<input type="checkbox"/> Soy incapaz de conducir

SURVEY BY  community attributes



Kitsap Transit Census Assessment Title VI Demographic Profile On-Board Survey

Sa pamamagitan ng pagsasabi sa amin kung paano mo ginagamit Kitsap Transit, matututungan mo kaming mapabuti ang aming mga serbisyo. Ang Iropormasyon na iyong ibibigay ay anonymous (hindi maaring ita-link na data sa mga tiyak na mga indibidwal). Bigay ang nakumpleto ng survey sa surveyor, o i-drop ito sa isang mailbox selyo-free. Ito ay makukuha rin online sa www.surveymonkey.com/tr/WPCSM98. Ikaw ay hindi maaring makipag-ugnayan sa pamamagitan ng Kitsap Transit tungkol sa survey na ito. Maraming salamat sa inyong oras at para sa pagsakay sa Kitsap Transit!

1. Numero ng Route/pangalan ng bus/lantisa?
Route: _____

2. Sa apung oras mo sasakay i/o ng bus/lantisa, kagaitan?
_____ AM / PM

IMPORMASYON DEMOGRAPHIC

3. Ano ang edad ng grupo ay ka sa?
 18 o sa ilalim ng 19-24
 25-44 45-64
 65-74 75-uli

4. Saalng silang mo ang iyong sarili:
(Markahan ang isa o higit pang mga kahon)
 American Indian / Katulubong Alaska
 Black / African-American
 Other Islander Katulubong Hawayano Pacific
 Asian
 Hispanic / Latino / Spanish
 White / Puti
 Mixed Race

5. Gaano karaming mga tao (kabuuan) ay sa inyong sambayanan?

6. Ano ang pangunahing wika ninyo sa bahay?
 English Spanish
 Tagalog Korean
 Russian Chinese
 Vietnamese Iba _____

7. Ano ang kabuuang kita para sa inyong sambayanan niyong nakaraang taon?
 Mas mababa sa \$ 10,000
 \$ 10,000-20,000
 \$ 21,000-30,000
 \$ 31,000-60,000
 \$ 61,000-80,000
 \$ 81,000-120,000
 Over \$ 121,000
 Hindi alam
 Gusto na hindi masagot.

SAAN KA GALLING

8. Kung saan ka nanggaling hango mo nakuha sa bus na ito? (Pumili lamang ng isa)
 Home
 Work / work-kaugnay na
 College / iba pang paaralan
 Shopping
 Religious pagsamba
 Panlipunan / entertainment
 Serbisyo ng doktor / medical appointment o kalusugan
 Iba _____

9. Ano ang iyong bahay zip code? _____

10. Paano mo makakuhâ mula doon sa ITO bus / lantisa?
 Lumakad – bilang ng mga minuto: _____
 Bumaba off ng isang laro
 Rode sa isang carpool / vanpool sa isang tao
 Rode isang bisikleta – bilang ng mga minuto: _____
 Rode isang bus / tren / ferry
 Transit Agency: _____ Route # _____
 Ay nagdulot aking kotse

SAAN MAKIKITA PUMUNTA

11. Saan ka pupunta ngayon?
 Home
 Work / work-kaugnay na
 College / iba pang paaralan
 Shopping
 Religious pagsamba
 Panlipunan / entertainment
 Serbisyo ng doktor / medical appointment o kalusugan
 Iba _____

12. Paano makakuhâ ka doon mula ITO bus / lantisa?
 Walk – bilang ng mga minuto: _____
 Kumuha matutunan sa pamamagitan ng isang tao
 Pagsakay sa isang carpool / vanpool sa isang tao
 Sumakay ng bisikleta – bilang ng mga minuto: _____
 Sumakay ng bus / tren / ferry
 Transit Agency: _____ Route # _____
 Pataas ang aking kotse

RIDER ASSESSMENT

13. Mayroon bang mga biyahe na nait mong gawin sa transit, ngunit hindi masariti?
 Hindi
 Oo - Kung oo, mangyaring ipahiwatig kung bakit (piliin ang lahat na naaangkop)
 Ang mga bus / ferry hindi mag-simulang tumakbo maagang sapat
 Ang mga bus / ferry hindi tumakbo late sapat
 Ang bus / lantisa ay hindi pumunta kung saan gusto kong pumunta
 Ang paglalad sa himnayan ng bus / lantisa ay masyadong mahaba
 Ang iskeedyul ng bus / lantisa ay hindi sapat na maasidlan
 Ang oras ng paghhintay sa pagitan ng mga bus/para sa mga ferry ay masyadong mahaba
 hindi ako makagawa ng paglipat na kinakailangan upang makumpleto ang aking paglalakbay
 Ang mga bus / lantisa huwag tumakbo sa panahon ng langhali (11:00-03:00)
 Ang mga bus / lantisa ay hindi lalakbo sa mga araw na kailangan ko ito
 Iba _____

Kitsap Transit Census Assessment Title VI Demographic Profile On-Board Survey

PAANO MO GAMITIN TRANSIT

14. Paano tumugon ang babayaran mo para sa paglalakbay na ito? (Piliin ang lahat ng naaangkop)
 Cash
 Adult ORCA Card
 Nabawasan Fare ORCA Card
 Paper Transfer
 Iba _____

15. Sa average, gaano mo kadalas kang sumakay ng Kitsap Transit bus o ferry?
 ___ One-way rides bawat linggo OR
 ___ One-way rides bawat buwan

16. Gaano katagal kayo ay pagsakay Kitsap Transit?
 Mas mababa sa 6 na buwan
 6-12 na buwan
 1-2 taon
 3-5 taon
 6-10 taon
 Higit sa 10 taon

17. Sa panahon ng oras na kapeg ang mga bus o ferry ay masyadong masikip, gawin mo:
 Maghintay para sa isang mas huling biyahe na maaari daan sa iyo upang makaupo
 Umangkas sa mga bus / lantisa para sa iyong paglalakbay
 Kanselahin ang iyong biyahe

18. Bakit mo gamitin ang pampublikong sasakyan? (Pumili lamang ng isa)
 Hindi ko magkaroon ng isang kotse na magagamit
 maaari ko bang gamitin ang isang kotse, ngunit mas gusto kong gamitin sa pampublikong sasakyan
 Gas ay masyadong mahal
 ako ay hindi upang humimok

SURVEY BY 

Analysis and Key Findings

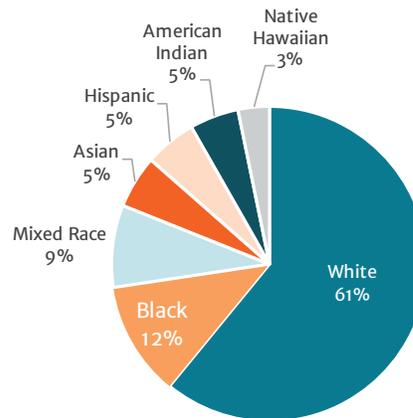
A total sample of 1,439 was achieved from the on-board survey. Most of the respondents reported their home zip code within Kitsap County, with more than half saying they lived in Bremerton. The table on the right shows the proportion of survey respondents residing within Kitsap County and outside.

In Kitsap County	95%
Bremerton	53%
Port Orchard	21%
Poulsbo	7%
Silverdale	7%
Bainbridge Island	6%
Kingston	2%
Other	4%
In Pierce County	1%
In Lewis County	1%

Demographic Profile of Riders

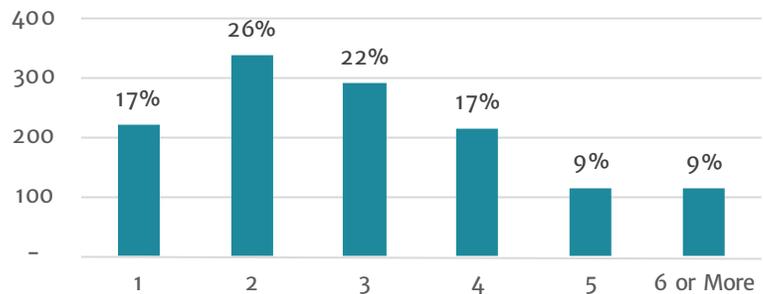
Race

More than half (61%) of all survey respondents described themselves as white. Survey respondents were more diverse than Kitsap County as a whole which is 82% white.



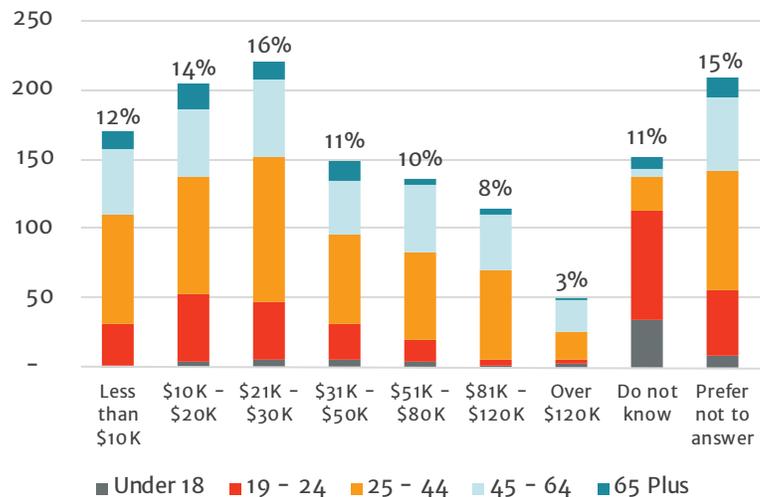
Household Size

Most respondents (48%) said their household size was two or three people. This aligns with the average household size of the county as a whole, which is 2.51.



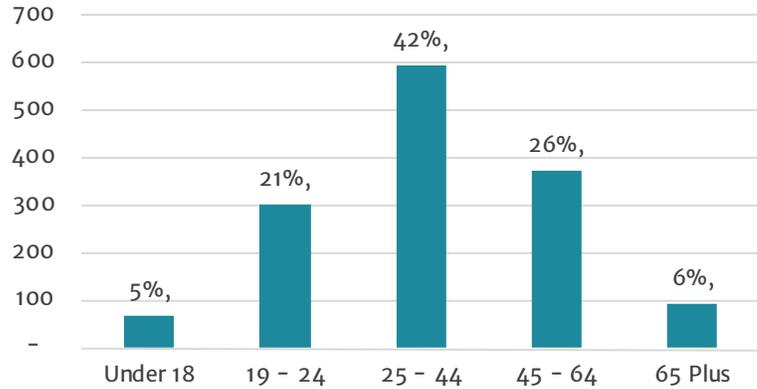
Household Income

Over 40% of those surveyed were low income (30K or less income), with only 11% stating they made more than \$80K a year. 26% of survey respondents reported incomes below 20K or less, the two lowest income brackets among the options provided. The 2014 federal poverty threshold for a 2-person household is \$15,379. Depending on the size of the household, the cost of riding transit is an important consideration for low income riders.



Age

Over 40% of those surveyed were in the 24-44 age cohort, with only 6% in the 65 plus cohort. The larger proportions in the 25-44 and 45-64 age cohorts are likely because transit is used by residents primarily to commute to work.



Travel Behavior of Minority and Low Income Riders

Transit Dependence

“Choice Riders” are people who have other transportation choices, but prefer to take transit. Out of all people surveyed 35% were choice riders. A large proportion (65%) of KT riders are transit dependent. This proportion jumped up to 73% among minority riders and 80% among riders who were low income. Of those who were transit dependent, the main reason was due to not having access to a car. Given this reliance on KT’s services, especially by minority and low income riders, it is important to understand the type and quality of transit services that can meet the needs of these customers.

	All	Minority	Low Income (\$30k or Less)
Prefer Transit	35%	27%	20%
Transit Dependent	65%	73%	80%
No car	35%	41%	45%
Unable to drive	21%	23%	25%
Gas is too expensive	10%	9%	9%

Fare Payment

Most riders paid with an adult ORCA card, except for in the low income riders where the majority of people paid with a reduced fare ORCA card.

	All	Minority	Low Income (\$30k or Less)
Adult ORCA	45%	42%	29%
Reduced Fare ORCA	25%	25%	37%
Cash	24%	27%	27%
Paper transfer	4%	5%	5%
Other	2%	1%	1%

Length of Time Riding

Most people reported they have been riding Kitsap Transit for 1-2 years, regardless of income or race. While the majority of riders are experienced (have been riding KT for more than one year) 13% of riders are new to KT and have been riding less than 6 months.

	All	Minority	Low Income (\$30k or Less)
Less than 6 months	13%	12%	12%
6-12 months	16%	20%	15%
1-2 years	29%	31%	31%
3-5 years	17%	14%	18%
6-10 years	10%	10%	8%
More than 10 years	14%	13%	15%

Trip Frequency

Low income riders tended to take more trips than minority riders, though both were slightly less than the overall average for everyone surveyed.

	All	Minority	Low Income (\$30k or Less)
Average Trips per Week	7.5	6.7	7.2
Average Trips per Month	17.1	15.0	16.9

Primary Purpose of Trip

The primary purpose of most trips was commuting to work. Those who are low income were more likely to report their trip was for a reason other than a work commute. Riders who use KT for commuting to work are the agency's core market. These commutes typically involve trips from residential centers to the ferry terminals and other transfer centers. At the same time, riders who make non-work trips represent a source for incremental increases in ridership.

	All	Minority	Low Income (\$30k or Less)
Commute to Work	56%	51%	48%
Commute to School	11%	13%	8%
Non Commute	34%	36%	44%

Demographics of Minority and Non-Minority Riders

Below are demographic summaries of all survey respondents, comparing minority and non-minority riders. English was the by far the most common language reported. The majority of people were low income, and the largest age group surveyed was between 25 and 44 years old.

	Minority Riders	Non-Minority Riders
Age		
18 or Under	5%	5%
19 - 24	24%	19%
25 - 44	41%	42%
45 - 64	24%	27%
65 Plus	5%	7%
Race		
American Indian	12%	0%
Black	28%	0%
Native Hawaiian	8%	0%
Asian	13%	0%
Hispanic	13%	0%
White	7%	100%
Mixed Race	20%	0%
Language		
English	81%	98%
Tagalog	5%	0%
Spanish	7%	0%
Other	8%	1%
Income		
\$30K or less	65%	53%
\$31K - \$50K	18%	12%
\$51K - \$80K	11%	14%
\$81K - \$120K	5%	14%
Over \$120K	2%	6%
Vehicle Access		
Prefer Transit	27%	40%
No Access	41%	30%

Appendix C: Survey Topline

1. Route number/name of this bus/ferry?

Central Kitsap.....	62%
Ferry.....	15%
North Kitsap.....	10%
South Kitsap.....	9%
Bainbridge Island.....	4%

2. At what time do you board this bus/ferry, roughly?

5am – 6:59am.....	15%
7am – 9:59am.....	19%
10am – 11:59am.....	8%
12pm – 2:59pm.....	25%
3pm – 4:59pm.....	13%
5pm – 6:59pm.....	16%
7pm – 9pm.....	6%

3. What age group are you in?

18 or under.....	5%
19 – 24.....	21%
25 – 44.....	42%
45 – 64.....	26%
65 – 74.....	6%
75 and over.....	1%

4. Do you consider yourself (mark one or more boxes):

White/Caucasian.....	61%
Black/African-American.....	12%
Mixed Race.....	8%
American Indian/Alaska Native.....	5%
Asian.....	5%
Hispanic/Latino/Spanish.....	5%
Native Hawaiian/other Pacific Islander.....	3%

5. How many people (total) are in your household?

Average size..... 3 people

6. What is the primary language you speak at home?

English.....91%
Spanish.....3%
Tagalog.....2%
Korean.....1%
Chinese.....1%
Russian.....0%
Vietnamese.....0%
Other.....2%

7. What was the total income for your household last year?

Less than \$10,000..... 12%
\$10,000 – 20,000..... 14%
\$21,000 – 30,000..... 16%
\$31,000 – 50,000..... 11%
\$51,000 – 80,000..... 10%
\$81,000 – 120,000..... 8%
Over \$121,000..... 3%
Do not know..... 11%
Prefer not to answer.....15%

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

Home.....50%
Work/work-related..... 29%
College/other school.....7%
Shopping.....5%
Social/entertainment.....3%
Doctor/medical appointment or health services.....3%
Religious worship.....0%
Other.....3%

9. What is your home zip code?

In Kitsap County.....	95%
Bremerton.....	53%
Port Orchard.....	21%
Poulsbo.....	7%
Silverdale.....	7%
Bainbridge Island.....	6%
Kingston.....	2%
Other.....	4%
In Pierce County.....	1%
In Lewis County.....	1%

10. How did you get from there to THIS bus/ferry?

Walked.....	48%
Average number of minutes.....	8 min walk
Rode a bus/train/ferry.....	24%
Dropped off by someone.....	18%
Drove my car.....	4%
Rode in a carpool/vanpool with someone.....	3%
Rode a bicycle.....	3%
Average number of minutes.....	10 min ride

11. Where are you going now?

Home.....	44%
Work/work-related.....	27%
Shopping.....	10%
Social/entertainment.....	5%
College/other school.....	4%
Doctor/medical appointment or health services.....	3%
Religious worship.....	1%
Other.....	5%

12. How will you get there from THIS bus/ferry?

Walked.....	53%
Average number of minutes.....	7min walk
Rode a bus/train/ferry.....	24%
Picked up by someone.....	11%
Drove my car.....	7%
Rode in a carpool/vanpool with someone.....	3%
Rode a bicycle.....	3%
Average number of minutes.....	11 min ride

13. Are there trips that you would like to make on transit, but cannot?

No.....	51%
Yes. If yes, please indicate why (choose all that apply).....	49%
The buses/ferries do not run late enough.....	24%
The buses/ferries do not start running early enough.....	15%
The bus/ferry does not go where I want to go.....	9%
The wait time between buses/for ferries is too long.....	7%
The buses/ferry do not run on the day I need it.....	5%
The walk to the bus stop/ferry is too long.....	4%
The bus/ferry schedule isn't reliable enough.....	4%
I cannot make the transfer needed to complete my journey.....	4%
The buses/ferry do not run during midday (11AM – 3PM).....	2%
Other.....	8%
Improved Weekend Service.....	6%

14. How did you pay for this trip? (Choose all that apply)

Adult ORCA Card.....	45%
Reduced Fare ORCA Card.....	25%
Cash.....	24%
Paper Transfer.....	4%
Other.....	2%

15. On average, how often do you ride a Kitsap Transit bus or ferry?

Average one-way rides per week..... 8 rides
Average one-way rides per month..... 17 rides

16. How long have you been riding Kitsap Transit?

Less than 6 months.....13%
6-12 months.....16%
1-2 years.....29%
3-5 years.....17%
6-10 years.....10%
More than 10 years.....14%

17. During times when buses or ferries are very crowded, do you:

Stand on the bus/ferry for your trip.....89%
Wait for a later trip that might allow you to be seated.....9%
Cancel your trip.....2%

18. Why do you use public transit? (Choose only one)

I don't have a car available.....35%
I could use a car, but I prefer to use public transit.....35%
I am unable to drive.....21%
Gas is too expensive.....10%

Appendix D: Board Approval

RESOLUTION NO. 19-__

A RESOLUTION OF KITSAP TRANSIT BOARD OF COMMISSIONERS
ADOPTING KITSAP TRANSIT'S TITLE VI PROGRAM IN ACCORDANCE WITH
FEDERAL TRANSIT ADMINISTRATION (FTA) CIRCULAR 4702.1B

WHEREAS, A Title VI Program submission is required pursuant to Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and the FTA Circular 4702.1B, "Title VI Program Guidelines for FTA Recipients," effective October 1, 2012; and

WHEREAS, at its regular meeting on March 1st, 2016, the Board approved Resolution No. 16-15 adopting Kitsap Transit's Title VI Program and FTA provided written concurrence on the Title VI Program on April 26th, 2016; and

WHEREAS, Kitsap Transit's updated program due date is April 1st, 2019 and federal requirements state that the Board of Commissioners of Kitsap Transit must adopt the Title VI Program; and

WHEREAS, the updated Title VI Program, attached and incorporated by reference herein as Exhibit A, more fully defines Kitsap Transit's Title VI requirements and processes; and

NOW THEREFORE, BE IT RESOLVED the Board of Commissioners hereby adopts Kitsap Transit's updated Title VI Program.

ADOPTED by the Kitsap Transit Board of Commissioners at a regular meeting held on the ____ day of _____, 2019.

Kol Medina, Chairperson

ATTEST:

Jill A. Boltz, CMC
Clerk of the Board

KITSAP TRANSIT

TITLE VI COMPLAINT PROCEDURE

INTRODUCTION

Title VI of the 1964 Civil Rights Act requires that “No person in the United States Shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Kitsap Transit has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter IX of the Federal Transit Administration Circular 4702.1B, October 1, 2012.

The complaint procedure is outlined below:

RIGHT TO FILE A COMPLAINT: Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with Kitsap Transit. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by Kitsap Transit.

COMPLAINT TRACKING: Once a complaint is received, it will be reviewed to determine jurisdiction (Human Resources under Title VI, or other department under another process). All Title VI complaints will be assigned a tracking number. If a complaint is received by Human Resources outside of the customer service office, Human Resource staff will contact customer service to obtain a tracking number via their customer service tracking system.

COMPLAINT ACCEPTANCE: Once a Title VI complaint has been accepted by Kitsap Transit, the Human Resources Director, or designee, will evaluate and investigate it, possibly in conjunction with Kitsap Transit’s legal counsel. The complainant will receive an acknowledgement letter either informing him/her that an investigation will commence and/or requesting additional information. If the investigator is not contacted by the complainant or does not receive any additional information (if requested in the acknowledgment letter) within thirty (30) days, Kitsap Transit can administratively close the case.

INVESTIGATIONS: Kitsap Transit will make a prompt investigation whenever a compliance review, report, complaint or any other information indicates a possible failure to comply with this part. The investigation will include, where appropriate, a review of the pertinent practices and policies of Kitsap Transit, the circumstances under which the possible noncompliance with this part occurred, and other factors relevant to a determination as to whether Kitsap Transit has failed to comply with Title VI.

LETTERS OF FINDING AND RESOLUTION: After the investigation has been completed, the investigator(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Kitsap Transit's Human Resources Director will transmit to the complainant one of the following two letters based on its findings:

- a. A letter of finding indicating Kitsap Transit did not find a violation of DOT's Title VI regulations. This letter will include any explanations of why Kitsap Transit did not find a violation and provide notification of the complainant's appeal rights. If applicable, the letter can include a list of procedural violations or concerns that certain practices are questionable and that without corrective steps, a future violation finding may be possible.

- b. A letter of finding indicating that Kitsap Transit found a violation of DOT's Title VI regulations. This letter will include a summary of the allegations and interviews of each violation referenced, a brief description of proposed remedies (including any disciplinary action, additional training of the staff member or other remedy/action), a notice of an anticipated completion date for the proposed remedies and notification of the complainant's appeal rights.

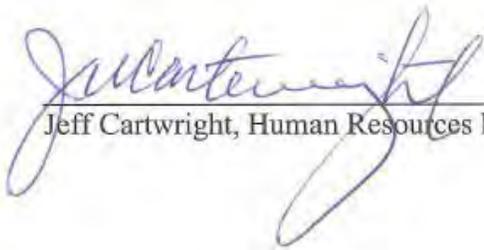
APPEALS PROCESS: The letters of finding and resolution will offer the complainant an opportunity to provide additional information that would lead Kitsap Transit to reconsider its conclusions. In general, Kitsap Transit requests that the parties in the complaint provide this additional information in writing, to Kitsap Transit's Board of Commissioners within 60 calendar days of the date that Kitsap Transit's letter of finding was transmitted. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood or reviewed during the investigation. After reviewing this information, the Kitsap Transit Board of Commissioners' designee will respond either by issuing a revised letter of resolution or finding to the appealing party, or by informing the appealing party that the original letter of resolution or finding remains in force. Kitsap Transit strives to transmit these letters within 30 to 60 days of receiving the appeal. If the request for reconsideration is denied, the complainant may also submit a complaint to the Department of Transportation for investigation, at FTA Region X Headquarters:

Attn: Civil Rights Officer
Jackson Federal Building
915 Second Avenue, Suite 3142
Seattle, WA 98174
Telephone: (206) 220-7954
Fax: (206) 220-7959

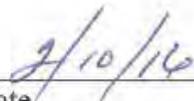
In accordance with Chapter IX, Title VI Discrimination Complaints, of FTA Circular 4702.1B, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter IX of the FTA Circular 4702.1B, which outlines the complaint process of the Department of Transportation, may be obtained by requesting a copy from Kitsap Transit Human Resources Department (360) 478-6227.

Kitsap Transit reserves the right to assign any Title VI complaint to Kitsap Transit's Counsel for dissolution of any or all parts of this process. If so, Kitsap Transit's Counsel will contact the complainant.

For more information via the internet go to: http://www.fta.dot.gov/civil_rights.html



Jeff Cartwright, Human Resources Director



Date

RIDER ALERT

GENERAL NEWS

Transform Transit

Let's map our future together!

Kitsap Transit is looking to you to help us identify how we might transform our bus system in the future. Join project staff for one of three in-person workshops where you can learn more about the current bus system and share your ideas for the future:

Wednesday, May 17

PORT ORCHARD 5:30 - 7:30pm

South Kitsap Fire & Rescue Station 8
1974 Fircrest Dr SE, Port Orchard

Monday, May 22

BREMERTON 5:30 - 7:30pm

Sheridan Park Community Center
680 Lebo Blvd., Bremerton

Wednesday, May 31

POULSBO 5:30 - 7:30pm

North Viking Transit Center
21992 Viking Ave NW, Poulsbo

Can't participate in person? Learn more and give your feedback online:

Starting TODAY until June 5

kitsaptransit.participate.online

Attend a meeting or take our survey for a chance to win a **\$250 VISA gift card**.

ABOUT THE PROJECT

Kitsap Transit is taking a fresh look at our bus routes and services to ensure we provide safe, reliable and efficient transportation choices to meet emerging community needs. This comprehensive route analysis will look at community input, data on current ridership patterns, and projected population growth in Kitsap County. Our population is growing and it is essential we look forward and grow our bus network together. Learn more at kitsaptransit.com.

QUESTIONS OR COMMENTS?

Contact us at RouteAnalysis@kitsaptransit.com

- For assistance with transportation to a meeting or for American Sign Language services, call 1-800-501-7433. -

Para la traducción de este documento al español, llame al 1-800-501-7433 durante el horario regular de oficina. El personal de servicio al cliente lo contactará a un intérprete.

Para sa pagsasalin ng dokumentong ito sa Tagalog, mangyaring tawagan ang 1-800-501-7433 sa normal na oras ng trabaho. Ikkonekta ka ng kawani ng customer service sa isang tagapagsalin.

alerts/misc/2017.indd



Issue: 5/8/2017
Remove: 6/6/2017

connect with us! • kitsaptransit.com • kitsapride@kitsaptransit.com • 800.501.7433





RP1 Packet

Title VI and LEP Program

This RP1 packet contains the following Title VI and LEP documents to assist riders and to meet the criteria stated in the Title VI Program.

- On-board fare information and language card with graphics. (S&T)
- On-board rider alerts to provide riders with details of service changes and schedules of public meetings. (S&T)
- Title VI non-discrimination notices. (To be posted in public places.) (S&T)
- Translation information cards and language line contact. (S&T)

Rider Alerts are regularly switched out as services change and new public meetings are scheduled. Additional materials can be obtained from the Capital Department and Marketing Department if needed.

Thank you.

Appendix H: System Map

