



U.S. Department
Of Transportation
**Federal Transit
Administration**

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Mr. Jeffery Davidson
Kitsap County Public Transportation Benefit Area Authority (Kitsap)
60 WASHINGTON AVE STE 200
Bremerton, WA 98337

Re: Title VI Program Concurrence - Recipient ID 1746

Dear Mr. Davidson,

This letter is to confirm that we received Kitsap County Public Transportation Benefit Area Authority's (Kitsap Transit) Title VI program on April 1, 2016, to replace the Title VI program that will expire on May 31, 2016 and subsequently received a revised Title VI program on April 26, 2016 to address the items listed in the Federal Transit Administrations' (FTA) In Review letter issued April 21, 2016. This submission is for the triennial cycle of June 1, 2016 to May 31, 2019 and replaces the program that will expire on May 31, 2016. 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 Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," effective October 1, 2012.

Upon reviewing your program, we have determined that it meets the requirements set out in the FTA's Title VI Circular, 4702.1B. Please plan to submit a Title VI program by the next program due date of **April 1, 2019** by attaching it to your Recipient Profile in FTA's TrAMS-Web. Please delete any version of the program in TEAM that this submission is replacing. Your Title VI program will expire 60 days after the due date, on May 31, 2019. If we have not received all required information by the time your Title VI program expires, Kitsap Transit may experience delays in processing grants or draw-down restrictions.

Thank you for your ongoing cooperation in meeting all of the FTA civil rights program requirements. A copy of this letter has been attached to your Recipient Profile in TEAM for your reference. Should you need assistance or if you have any questions regarding the comments above, please do not hesitate to contact me directly at 206-220-4462 or at Christopher.MacNeith@dot.gov.

Sincerely,

Christopher C. MacNeith, Regional Civil Rights Officer

cc: Richard Krochalis, Regional Administrator, TRO-10 (Electronic)
Monica McCallum, FTA Civil Rights Regional Division Chief (Electronic)
Recipient TEAM profile 1736 (Electronic)



Title VI Program

A close-up photograph of the side of a teal bus. An orange banner with the text "Connecting Communities" in white is visible above the windows. The sky is blue with some clouds.

Connecting Communities



Recipient ID: 1746

Submitted: April 1, 2016

Approved by: Board Resolution 16-15

Jeff Davidson, Kitsap Transit

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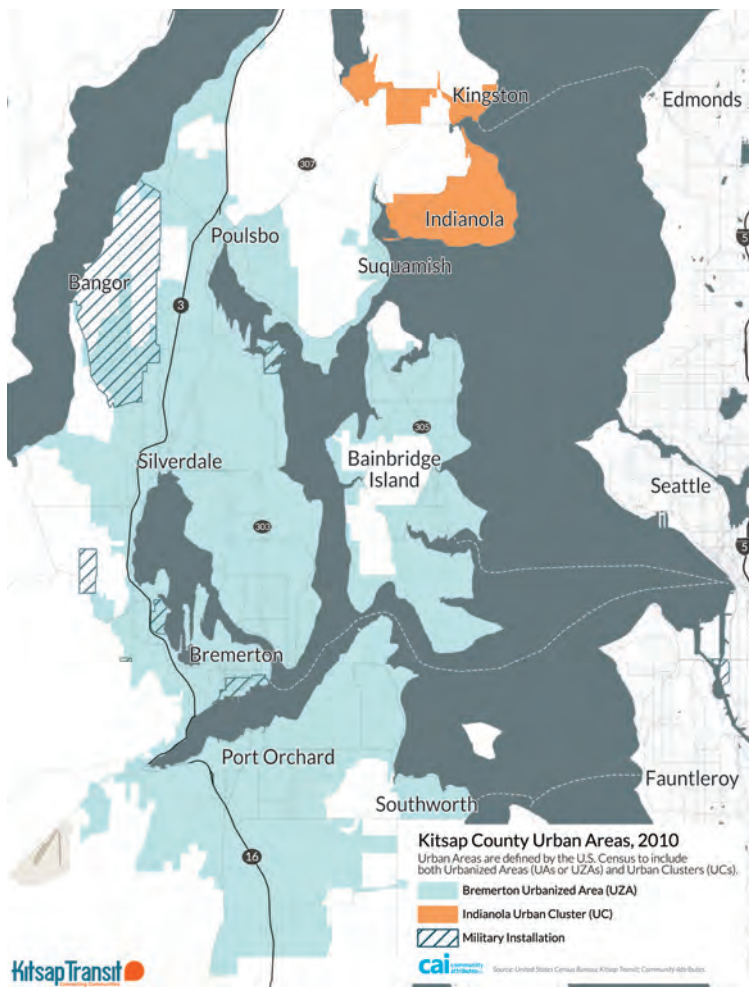
Chapter 1: Kitsap Transit

Introduction

On January 22, 2014, the Federal Transit Administration (FTA) concurred with Kitsap Transit's (KT) Title VI Program submission required pursuant to Title VI of the Civil Rights Act of 1964. FTA concurred KT's Program met the requirements set out by FTA's Title VI Circular, 4702.1B. KT must submit their Title VI Program to the grants management system every three years. The Title VI Program must be approved by KT's Board of Commissioners and is due 60 days prior to the expiration date. The next due date for KT's Title VI Program is April 1, 2016.

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 to the left shows the two urban areas in Kitsap County, Bremerton UZA and the Indianola UC, locations of military presence, and the connections across the Puget Sound to Seattle.

Background

Kitsap Transit is a Public Transportation Benefit Area Authority (PTBAA) established by public vote in 1982. Kitsap Transit's initial mission was to provide public transportation services in the greater Bremerton and Port Orchard areas. Since

then, Kitsap Transit has expanded through a number of annexations to cover the entire county. Transit in Kitsap County prospered in the 1920s, 30s and 40s, particularly with the Puget Sound Naval Shipyard as a primary naval port. The county's economy declined between the 1950s and 70s, mirroring the ups and downs seen on a national level. In 1982, voters formed the new public transportation authority and authorized three-tenths of one percent of sales tax funding to support it. The system carried around 600,000 riders yearly. Today, Kitsap Transit's backing has grown to eight-tenths of one percent of sales tax funding and the agency carries approximately four million riders each year.

The agency offers a robust, multi-program system which:

- Operates fixed route buses, both regular full-day service across the county and customized rush-hour in the ferry terminal areas of the county.
- Operates ACCESS services for people who are frail, elderly and otherwise ADA eligible throughout most of the county.
- Operates a rideshare program composed of Worker/Driver buses, vanpools, SCOOT cars and participation in a regional ride match program.
- Manages a park & ride lot system with more than 2,500 spaces.
- Operates a passenger-only ferry service between Bremerton and Port Orchard and Bremerton and Annapolis.
- Works with Developers to produce the best and highest transit use of real property.
- Contributes to the smart growth development of Kitsap County, especially in urban areas.

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 of Kitsap Transit (KT) is conducted in compliance with Federal Transit Administration (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. On March 1, 2016 Kitsap Transit's Board of Commissioners approved the Title VI Program. (See Appendix D. Board Resolution 16-15)

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.

Title VI Program Changes

In 2012 Kitsap Transit (KT) underwent a rigorous review of its Title VI Program. The Federal Transit Administration (FTA) concluded that KT was required to integrate program-specific requirements and guidelines for recipients serving “Large Urbanized Areas” into its Title VI Program as defined by FTA Circular 4702.1A. KT’s 2012 program was written with language that KT would include, in its 2015 update, the following information as defined by FTA Circular 4702.1B:

- Demographic profile and service maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of the monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- Results of service and/or fare equity analyses conducted since the last Title VI Program Submission

In 2015, the Grants and Compliance Coordinator assumed responsibility of Kitsap Transit’s Title VI Program. After researching the above mentioned requirements, it was discovered that Kitsap Transit is a transit provider that operates 50 or more fixed route vehicles in peak service, but is not located in an Urbanized Area (UZA) of 200,000 or more people (“Large Urbanized Areas”); therefore, should not be required to submit the above mentioned information required for “Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population,” as defined by FTA Circular 4702.1B.

KT’s Title VI Program meets the general requirements and guidelines found in Chapter III of Circular 4702.1B. In addition, KT performed on-board surveys to have a better understanding of the demographic profile of its ridership and analyze travel patterns for future planning purposes.

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. A detailed list of outreach events can be found in Appendix A.

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 which are available on the buses, 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
- Notifications of route detours and snow routes
- Board of Commissioners meetings and 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

In early 2015 KT performed an extensive LEP outreach (described in Chapter 4). In October 2015 KT conducted an on-board survey of riders. Questions were asked to determine customer demographics (age, race, income, availability of cars) and travel behavior of minority and non-minority riders. Survey questionnaires were available in English, Spanish and Tagalog.

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. The Board considers 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.

Soliciting Feedback

Kitsap Transit solicits feedback from the public by means of customer comment cards, the customer service phone line, public outreach tables, email, public hearings, a website comment line, and with periodic community surveys (most recently in October 2015 for buses and in September 2015 for foot ferries).

Public Hearings

At public hearings KT provides the 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.

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. To publicize these public meetings, Kitsap Transit will:

- Post notifications on social media and on the KT website so comments may be sent via email
- Present information at the KT Board Meetings and sub-committee meetings
- Discuss all proposed changes with all KT Committees:
 - Citizens Advisory Committee (CAC)
 - Run Committee
 - Passenger Advisory Committee on Transportation for the disability community (PACT)
 - LEP, Low-Income and Minority committee
- Place Rider Alerts on the affected bus routes, and at park & ride lots and transfer centers in affected areas
- Mail notification to all KT committee members and participants
- Place ads in the weekly newspapers of the affected area and in the daily newspaper
- Send out Rider Alerts on KT's subscription e-mail service for the affected routes

- 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

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.

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

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's working, what isn't
- 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 the ACCESS program and major Kitsap Transit projects. There is no set roster and attendees vary. This meeting is held bi-monthly at Kitsap Transit’s Charleston Base. 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

Agency Advocates for Limited English Proficiency (LEP), Low Income and Minority Populations

This committee meets once each quarter to review Kitsap Transit’s services and projects and to discuss effective communication methods for LEP and minority outreach. Service changes, issues, barriers, and fare information are frequently discussed.

The 2015 Agency Advocates roster includes:

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

Other Kitsap Transit Participation

Kitsap Transit currently is active within our community and shares information as it relates to transportation issues. These community groups are always expanding and currently are comprised of:

- City & County Transportation Departments
- 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, Kitsap Transit (KT) uses the Puget Sound Regional Council's (PSRC) adopted public participation plan, dated July, 2014. 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 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 2010 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 documents into Spanish and Tagalog,

Examples of vital documents that will be translated include 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.

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.

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

2010 & 2013 Census

Language	2010		2013	
	Number of People	Percent of County Total	Number of People	Percent of County Total
Spanish or Spanish Creole	3,035	1.30%	2,677	1.12%
French	206	0.09%	146	0.06%
German	179	0.08%	120	0.05%
Slavic Languages	270	0.12%	282	0.12%
Other Indo-Euro languages	224	0.10%	210	0.09%
Korean	669	0.29%	304	0.13%
Chinese	237	0.10%	262	0.11%
Vietnamese	167	0.07%	400	0.17%
Tagalog	1,700	0.73%	1,599	0.67%
Other Asian and Pacific Island languages	871	0.37%	762	0.32%
Other and unspecified languages	145	0.06%	74	0.03%

General Outreach Efforts (Alerting Riders and Encouraging Engagement)

The results of the new numerical threshold for what constitutes a significant LEP population have 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 variations 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 is conducted by the appropriate committees;
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 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 Agency Advocates 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, planning for the implementation of the service change begins;
11. Outreach is conducted in advance of the service change via on-board rider alerts, transit station reader boards and on the website.

New Outreach Efforts (Spanish, Tagalog and English)

All items are produced in English. Translated documents are marked with an S or a T if they will be provided in Spanish or Tagalog.

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

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. Public meetings, flyers on buses and notices to the public are used to encourage participation on this committee. 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	11	85%	83%
Latino	0	0%	6%
African American	2	15%	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. All Kitsap Transit bus drivers are notified with a letter of interest to participate on the Run Committee. The diversity of the agency is naturally reflected in its membership.

Run Committee

Race	Number of People	% of RUN	% in Community
Caucasian	15	93.75%	83%
Latino	0	0%	6%
African American	1	6.25%	3%
Asian	0	0%	5%
Native American	0	0%	2%

Chapter 4: Four Factor Analysis & Language Implementation Plan

Overview

The purpose of Kitsap Transit’s (KT) 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 2010 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.

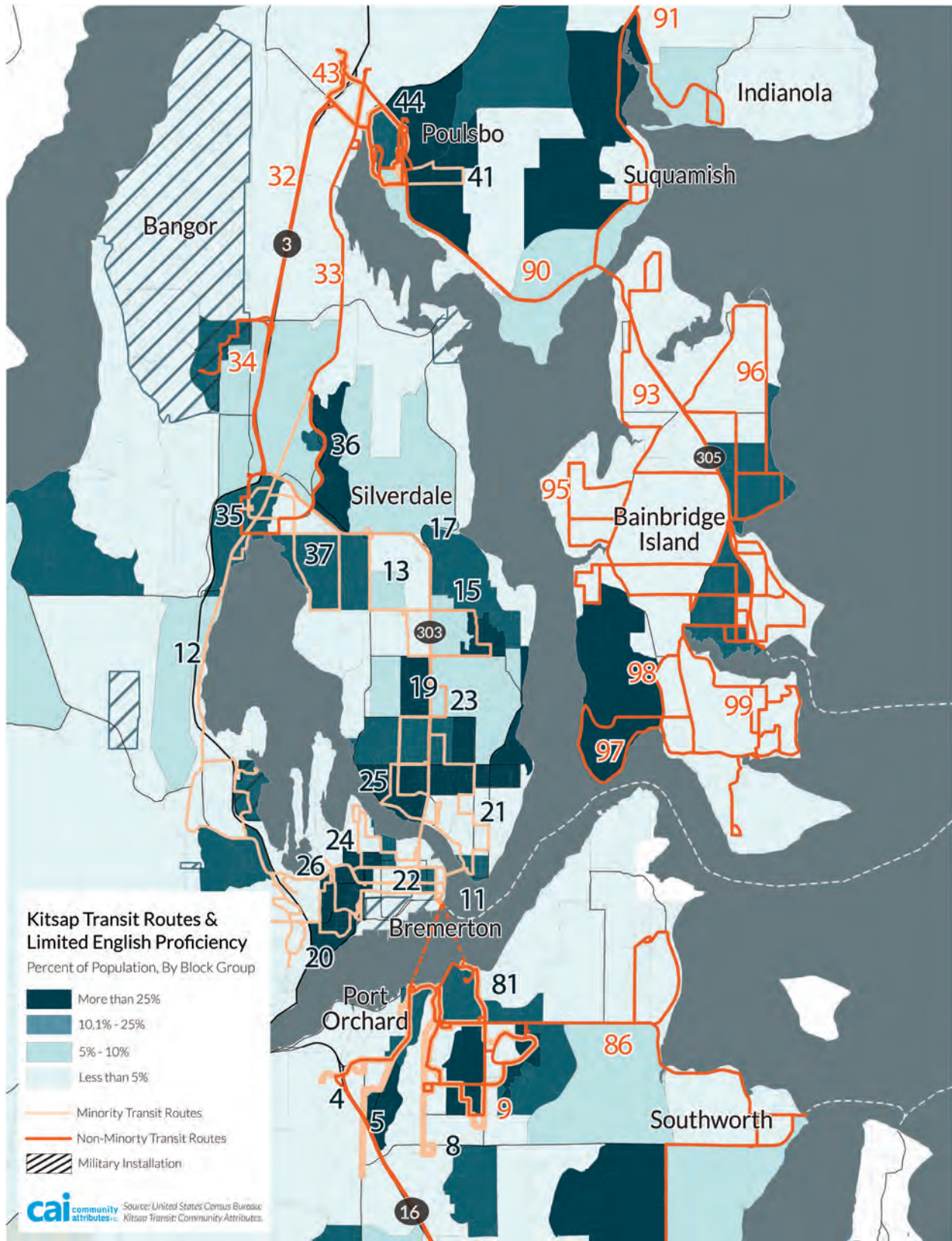
KT’s service area includes all of Kitsap County. The main sources used by KT for this analysis are:

- 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,” 2013

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

- On-board Survey of KT riders
(October 2015)
- Staff Survey (August 2014)
- LEP Outreach Questionnaire
to Organizations

To illustrate the concentrations of LEP persons within the service area, KT developed the map on the following page 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 (KT) 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 on the right 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 August 2014. 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.

Survey Results

Have you transported customers or spoken to customers (in person or by phone) who did not appear to speak English very well or at all? If so, could you determine the language? (see table to the right)

Language Encountered	Number of Respondents
Spanish	41
Tagalog	29
Farsi	3
Japanese	2
Chinese	5
Russian	3
Asian	2
Thai	1
Korean	3
Cambodian	1
German	1
Scottish	1
Norwegian	1
French	1
American Sign Language	1

Do you know of or belong to any groups that may have participants who might need English language interpretation services?
 If yes, language and Group name.

	Language	Number Stating "Yes"	Department(s)
• Many languages, Title VI Agency Advocates			
• Tagalog, Tamarack Apartments	Spanish	8	ACCESS, Routed
• American Sign Language (ASL), Kitsap County Deaf Group	Tagalog	1	Maintenance
	Chamorro	1	Facilities
	Kurdish	1	Facilities
Do you speak any languages besides English? If so, would you be willing to assist KT with translation services? (see table at right)	ASL	2	CSO, Routed
	German	2	Service Dev., ACCESS

LEP Outreach Questionnaire

In addition to analyzing data and community and staff surveys, KT staff has become familiar with LEP populations in Kitsap County by working with community organizations that serve these populations. KT established a quarterly agency advocates group in 2012 as a way to reach Limited LEP populations through the agencies that serve them. KT regularly works with these organizations for assistance in identifying language translation needs and in planning the best ways to inform and involve people with limited English proficiency. Agency representatives that attend this meeting also share the information they receive from KT about project, services and events with their LEP clients.

In 2015, Kitsap Transit sent out a questionnaire to ten such local organizations that serve 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 High School ELL Program	School	50	50	Spanish, Mam, Tagalog, Japanese	Parents don't speak English, Illiteracy, Low Income, and Don't understand Transit	School Announcements and flyers in Spanish
Bremerton Food Line	Food Assistance	46,169	7,848	Guatemalan, Spanish, Tagalog, Russian	Can't communicate, need one on one assistance	Volunteers, partnership with DSHS, Spanish brochures, partnership with Kitsap Immigrant Center
Work Source Kitsap County	Employment Services	2500	25	Spanish	Employment Opportunities	Career/Job fairs and Community Events

Organization	Type	Participants	LEP	Non English Languages	Transportation Needs	Comments
Olympic College Basic Studies Program	Community College	800	75	Spanish, Mam, Tagalog, Japanese, Korean, Chinese, Vietnamese, Indonesian, French, K'ichi, Thai, Russian/ Ukrainian	Reading bus schedules, bus availability, bus wait times, direct routes to school	Flyers, Internet, Social Media, Word of Mouth, and Text Alerts
DSHS/ Bremerton CSO	Social Services	19040	387	Spanish, Tagalog, Mam	Interpreters for Mam	Send Translated Letters
Kitsap Rescue Mission	Social Services for Homeless	200	10	Spanish	Clothing and food needs	One volunteer that speaks Spanish
Kitsap Public health District	Public Health Agency	297	59	Spanish, Mam	Clients can't read Spanish, can't speak English, don't know services, finances, poverty, and Immigration	Word of mouth, Mass clinics, Writing info, bi-lingual staff, pictures, graphics, and face to face
Helpline House	Social Services	325	26	Spanish, Russian, Vietnamese	Being understood enough to receive services	Translators

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

New Items

- Printed Materials

Have all primary public information printed materials translated to Spanish and vital documents translated into Tagalog as well. These include items such as low income eligibility forms, ACCESS service applications and online comment forms.

- Website

Have a section on KT's website that offers translation of vital information as well as how to ride information.

- 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.

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 2010 and 2013 census data. (please see map on page 14)

- 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.
- Provide language line link, as well as deaf and hard of hearing services on Kitsap Transit's website.
- Provide 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.

Chapter 5: Tracking & Investigating Complaints

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.

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
35450	Oct. 2012	Race	Closed	Investigated – Unsubstantiated

Chapter 7: Notice to the Public

Overview

In order to comply with Title VI 49 CFR Section 21.9(d), Kitsap Transit (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.

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

Es la politica de Kitsap Transito asegurar que ninguna persona podra, por motivos de raza, color u origen nacional, conforme a lo dispuesto por el Titulo VI de la Ley de Derechos Civiles de 1964, ser excluidos de la participacion o ser negado de los beneficios, o ser discriminado bajo cualquiera de sus programas de financiacion federal y actividades. Cualquier persona que crea que su Titulo VI de proteccion ha sido violado puede reclamar ante la Direccion de Recursos Humanos de Kitsap Transito. Para quejas de Titulo VI e informacion adicional por favor llame al (360) 478 6227.

List of Places Where Notice is Posted

- Kitsap Transit Website
- Kitsap Transit Customer Service Office
- Kitsap Transit Buses

Chapter 8: List of Recent Construction Projects (2012–2014)

North Viking Park & Ride Property Acquisition and Demolition: Kitsap Transit purchased property using federal funds in 2011, with demolition of buildings occurring in 2012 to prepare for construction of the Park & Ride lot near the intersection of SR-3 and SR-305 in Poulsbo, WA. Title VI Environmental Justice Analysis was included in the NEPA process and the project received Documented Categorical Exclusion from FTA during previous Kitsap Transit Title VI program cycles.

Chapter 9: Vehicle Assignment

Bus assignment for fixed routes is based on maximum daily passenger loads. Kitsap Transit’s fleet includes a total of 112 buses ranging from larger 35’ 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%

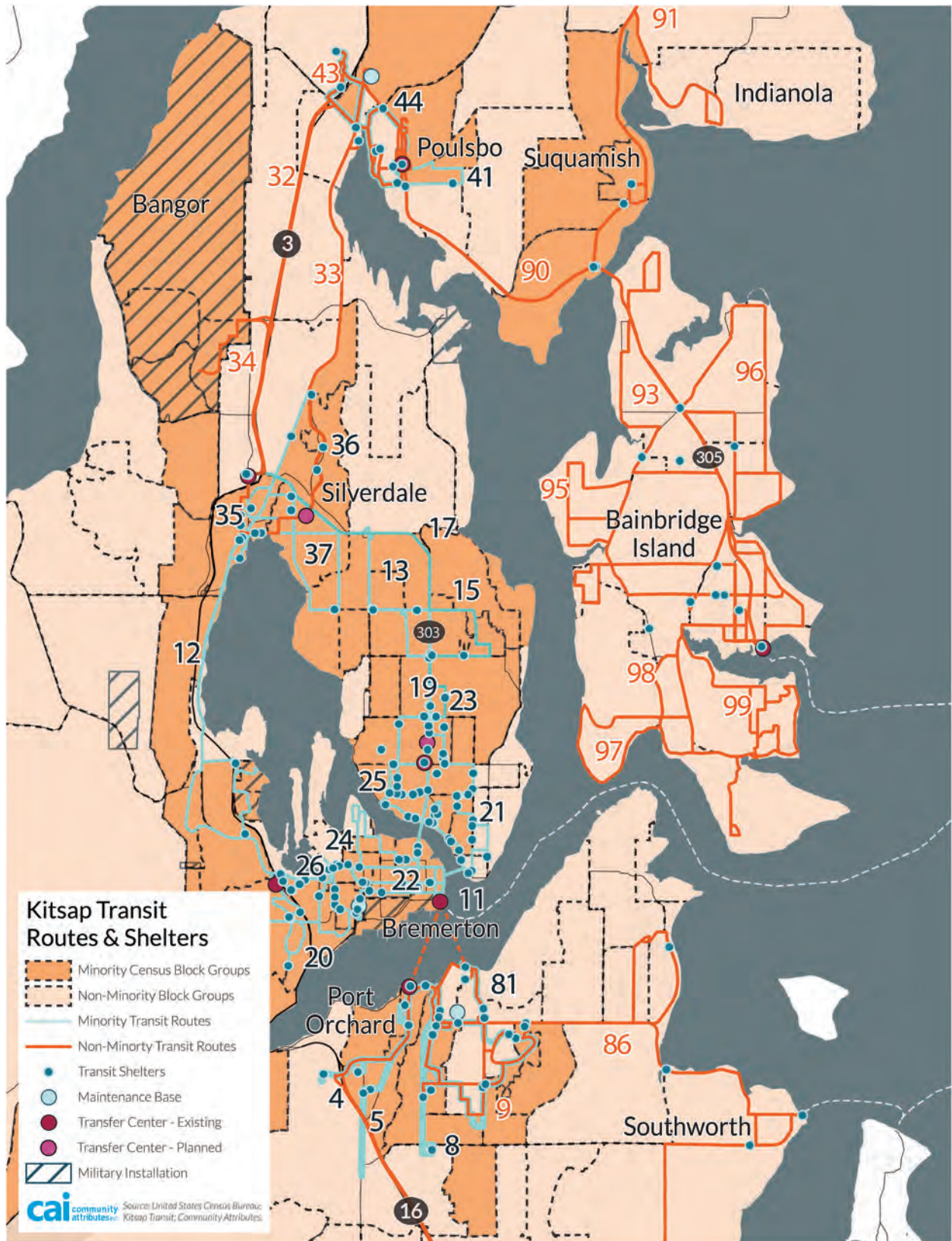
Service Availability (maximum average distance between stops)

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

Chapter 11: Transit Amenities by Census Tract

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

2013

Type of Meeting	# of Meetings Held	Topics of Discussion
Public Hearing Meetings and Public Hearings	4 Meetings / 1 Hearing	Kitsap Transit Six-Year Plan & Vanpool Fare Change
Citizens Advisory Committee	12	Six-Year Plan & Vanpool Fare Change, Cross-Sound Ferry Plans, Kitsap Transit Goals, Performance, and System Update
Passenger Advisory Committee on Transportation	5	Cross-Sound Ferry Plans, Vanpool Fare Changes, Six-year Plan, and Kitsap Transit's 30th Anniversary
Agency Advocates for LEP, Low Income and Minority Populations	3	Kitsap Transit's 5 Year Financial Plan, Kitsap Transit 30th Anniversary, "Passport to Progress" Training, Transit Development Plan, Vanpool Fares, and Kitsap Transit Projects

2014

Type of Meeting	# of Meetings Held	Topics of Discussion
Quarterly Community Meetings	24	Kitsap Transit Goals, Performance, System Update, and Cross-Sound Ferry Plans
Citizens Advisory Committee	11	Quality of Operations, Transit Development Plan, Vanpool Fares, Kitsap Transit Projects
Passenger Advisory Committee on Transportation	6	Holiday Service, Kitsap Transit Website, New Bus Equipment, Outlying Areas, Driver Appreciation Day, Bus Connections, and Inclement Weather Plans
Agency Advocates for LEP, Low Income and Minority Populations	3	Kitsap Transit's five Year Financial Plan, "Passport to Progress" Training Program Transit Development Plan, Out of county Vanpool Fares, Kitsap Transit Projects, and Kitsap Transit 30th Anniversary

2015

Type of Meeting	# of Meetings Held	Topics of Discussion
Quarterly Community Meetings	25	Kitsap Transit Goals, Performance, System Update, and Long Range Plans
Public Hearing Meetings and Public Hearings	6 Meetings / 4 Hearings	Silverdale Transfer Center Analysis, Wheaton Way Transfer Center Analysis, and Work/Driver Fare Structure
Citizens Advisory Committee	7	Silverdale Transfer Center Analysis, Wheaton Way Transfer Center Analysis, Worker/Driver Fare Structure, and Long Range Plans
Passenger Advisory Committee on Transportation	6	Public Meetings, POF, ESMS, Service Animals, Reasonable Modifications Procedures with Transit, Driver of the year, Long Range Transit Plans
Agency Advocates for LEP, Low Income and Minority Populations	4	Silverdale Transfer Center Alternatives, Connections with Riders, Wheaton Way Transfer Center, Silverdale Transfer Center Update, Onboard Title VI Surveys, Wheaton Way Transfer Center Update, Viking Way Transfer Center Update, Kitsap Transit Long Range Plan Goals, and East Side Route Changes

Appendix B: On-Board Survey

Overview

Kitsap Transit (KT) 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 Community Attributes Inc. (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 preselected routes and distributed questionnaires to all passengers 16 or older 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

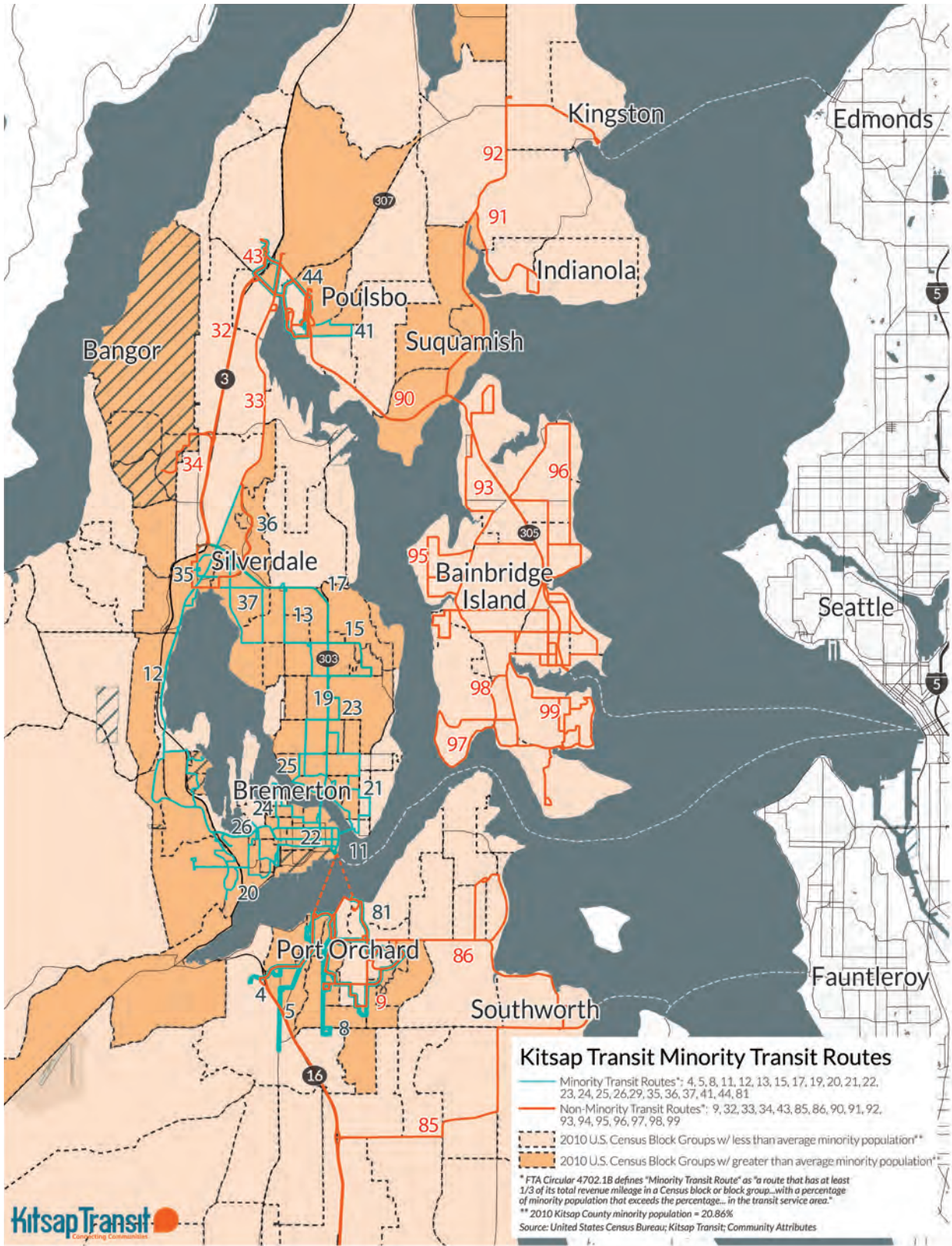
The sampling plan was generated by stratifying the service area by minority routes, geography and grouping routes by ridership (high, medium and low). Approximate shift allocation across was 50% to high ridership and minority routes, 30% to moderate ridership and 20% to light (weekdays) ridership routes. 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 onboard 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/WPCSM98. 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 Other

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 here 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  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?

menos de 18 años 19-24 años
 25-44 años 45-64 años
 65-74 años 75 años o más

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

Indio Americano o Nativo de Alaska
 Negro o Afro-americano
 Hawaiano o de las Islas del Pacífico
 Asiático
 Hispánico, Latino o Español
 Blanco Caucásico
 Descendencia mixta

5. ¿Cuántas personas viven en su hogar? _____

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

Inglés Español
 Tagalog Coreano
 Ruso Chino
 Vietnamita Otro _____

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

Menos de \$ 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
 No sé
 Prefiero no responder

DE DÓNDE VIENE

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

Casa
 Trabajo
 Escuela o universidad
 De compras o mercado
 Iglesia
 Reunión social o recreación
 Médico
 Otro _____

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

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

Caminando – cuántos minutos: _____
 Alguien me llevó en auto
 En coche compartido
 De bicicleta – cuántos minutos: _____
 De autobús / tren / ferry
 Agencia: _____
 Ruta # _____
 Conducir solo

A DÓNDE VA

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

Casa
 Trabajo
 Escuela o universidad
 De compras o mercado
 Iglesia
 Reunión social o recreación
 Médico
 Otro _____

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

Caminando – cuántos minutos: _____
 Alguien me llevará en auto
 En coche compartido
 De en bicicleta – cuántos minutos: _____
 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?

No
 Si – Si respondió sí, por favor indique por qué (marque todos los que correspondan)

Los autobuses / ferry no empiezan suficientemente temprano
 Los autobuses / ferry no van suficientemente tarde
 El autobús / ferry no via donde quiero ir
 El paseo a la parada de autobús / ferry es demasiado largo
 El horario del autobús / ferry no es suficientemente confiable
 El tiempo de espera entre autobuses / para los transbordadores es demasiado largo
 No puedo hacer la transferencia necesaria para completar mi viaje
 No hay servicio de los autobuses / ferry a mediodía (11 a.m.-3 p.m.)
 No hay servicio de los autobuses / ferry en los días que necesito
 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)

En efectivo
 Tarjeta ORCA normal
 Tarjeta ORCA reducido
 Papel de transferencia
 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?


Menos de 6 meses
 6-12 meses
 1-2 años
 3-5 años
 6-10 años
 Más de 10 años

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

Esperará un viaje más tarde que podrían permitirle estar sentado
 Se parará en el autobús / ferry para su viaje
 Cancelar tu viaje

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

No tengo coche disponible
 Podría utilizar un coche, pero prefiero utilizar el transporte público
 Porque gas es demasiado caro
 Soy incapaz de conducir

SURVEY BY 

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 impormasyon na iyong ibibigay ay anonymous (hindi maaring ma-link na data sa mga tiyak na mga indibidwal). Ibigay 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/WPCSM9B. 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 ibalim ng 19-24
 25-44 45-64
 65-74 75-uli

4. Saalng-alang mo ang iyong sarili:
(Markahan ang isa o higit pang mga kabon)

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 kila 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 magagat.

SAAN KA GALLING

8. Kung saan ka nanggaling hago 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 makakuha 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. Pano 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 # _____
 Palaasin ang aking kotse

RIDER ASSESSMENT

13. Mayroon bang mga biyahe na nait mong gawin sa transit, ngunit hindi maari?
 Hindi
 Oo - Kung oo, mangyaring ipahiwatig kung bakit (piliin ang lahat na naaangkop)
 Ang mga bus / ferry hindi magasimulang tumakbo magandang 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 magagawa ng paglipat na kinakailangan upang makumpleto ang aking paglalakbay
 Ang mga bus / lantisa humag tumakbo sa panahon ng tanghali (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 maari 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
 maari 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 community attributes

Analysis and Key Findings

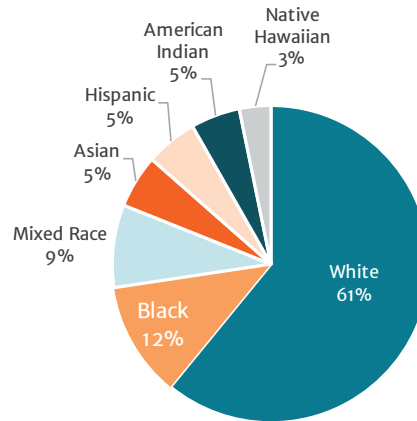
A total sample of 1,439 was achieved from the on-board survey. Most of the respondents reported their home zip code within Kitsap County, with more than half saying they lived in Bremerton. The table on the right shows the proportion of survey respondents residing within Kitsap County and outside.

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

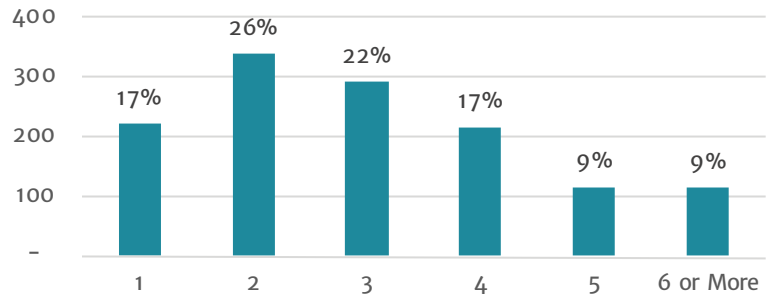
Race

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.



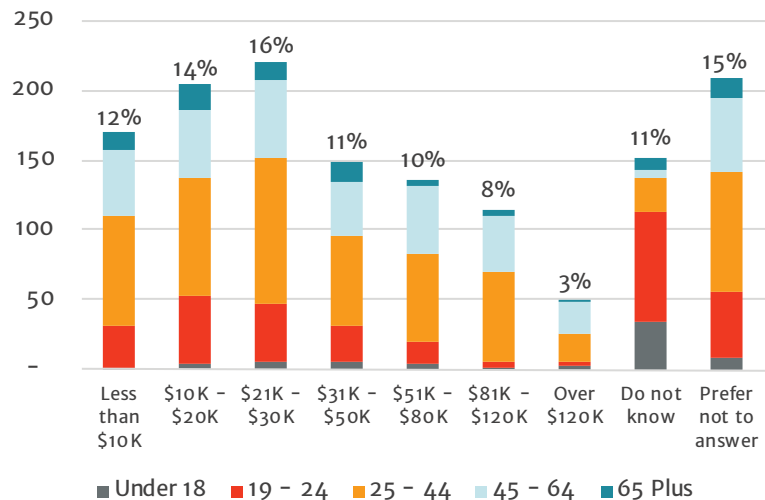
Household Size

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.



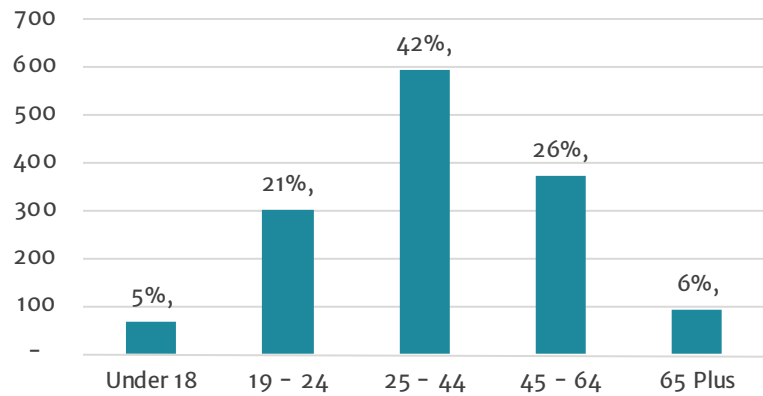
Household Income

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. 16-15

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 of 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 19, 2013, the Board approved Resolution No. 13-06 adopting Kitsap Transit's Title VI Program and FTA provided written concurrence on the Title VI Program on January 22, 2014; and

WHEREAS, Kitsap Transit's updated program due date is April 1, 2016 and federal requirements state the Kitsap Transit Board of Commissioners 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; 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 1st day of March, 2016.



Edward E. Wolfe, 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 maybe 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

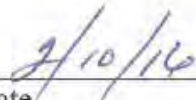
In accordance with Chapter IX, Title VI Discrimination Complaints, of FTA Circular 4702.1B, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter IX of the FTA Circular 4702.1B, which outlines the complaint process of the Department of Transportation, 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