

Title VI Service Monitoring

Rider Experience and Operations Committee

8/4/22

Service Monitoring Required by FTA

Reports service performance & distribution of amenities

- Measure the quality of service delivered to communities and to demonstrate resources are distributed in a way that does not discriminate on the basis of race, color or national origin.
- Required every three years & submitted in Title VI Program

| Service Standards Monitoring | FTA Service Policy Monitoring (Amenities) |
|-------------------------------------|--|
| • Passenger Load (Crowding) | • Escalator and Elevator Conveyance |
| • On-Time Performance | • Bike Rack Distribution |
| • Customer Complaints | • Bike Cage/Lockers Distribution |
| • Trips Operated as Scheduled | • Shelter Distribution |
| • Span of Service | • Seating/Bench Distribution |
| • Frequency | • Vehicle Assignment |
| • Service Availability | |

Disparate Impact Findings

Lower performance for minority populations

| | Express Bus | Sounder | Link | Tacoma Link |
|-------------|---|--|--|--|
| | <ul style="list-style-type: none">On-time performanceSaturday and Sunday span | <ul style="list-style-type: none">None | <ul style="list-style-type: none">None | <ul style="list-style-type: none">None |
| Performance | <ul style="list-style-type: none">Base and reduced frequencyPercent of trips operatedComplaints | | | |
| | <ul style="list-style-type: none">Elevator uptime | <ul style="list-style-type: none">Bike rack distribution | <ul style="list-style-type: none">Shelter distribution | <ul style="list-style-type: none">None |
| Amenities | <ul style="list-style-type: none">Bike cage/locker distribution | <ul style="list-style-type: none">Bike cage/locker distributionSeating distribution | <ul style="list-style-type: none">Seating distribution | |

Disproportionate Burden Findings

Lower performance for low-income populations

| | Express Bus | Souder | Link | Tacoma Link |
|-------------|-----------------------------|--------|---------------------------------|-------------|
| Performance | ■ On-time performance | ■ None | ■ None | ■ None |
| | ■ Weekday span | | | |
| | ■ Peak and base frequency | | | |
| | ■ Percent of trips operated | | | |
| | ■ Complaints | | | |
| Amenities | ■ Shelter distribution | ■ None | ■ Elevator uptime | ■ None |
| | | | ■ Escalator uptime | |
| | | | ■ Bike cage/locker distribution | |
| | | | ■ Shelter distribution | |
| | | | ■ Seating distribution | |

Primary Reasons for Findings

| Performance | Amenities |
|---|--|
| <ul style="list-style-type: none">• Pandemic impacts caused operator shortages resulting in service reductions and canceled trips.• Operating model for ST Express reduces the Agency's ability to respond to operator shortages in different parts of the region. | <ul style="list-style-type: none">• Lack of guiding multi-modal documentation regarding where and which amenities must be located.• Evolution of design standards as the system has expanded. |

Mitigations

| | Performance | Amenities |
|-------------------------|--|---|
| Steps Already Taken | <ul style="list-style-type: none">• Moved route between partners to avoid further reductions• Restored S Line trips early | |
| Near Term (1 year) | <ul style="list-style-type: none">• Recruit and train new operators to allow service restoration | <ul style="list-style-type: none">• Piloting conveyance sensors |
| Medium Term (5-6 years) | <ul style="list-style-type: none">• HCT will improve service and reliability | <ul style="list-style-type: none">• Transit amenities policy |
| Options to be Explored | <ul style="list-style-type: none">• Improvements in data collection and reporting• More frequent review of data | <ul style="list-style-type: none">• New investments in amenities in locations serving minority and low-income populations• Improvements in data collection |

Next Steps

- Board adoption of report on August 25th
- Submission of 2022 Title VI Program to FTA
- Mitigation strategies implemented as staff levels allow
- Develop plan for continued monitoring and reporting in alignment with Title VI requirements

Thank you.



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