

Motion No. M2025-43

2025 Title VI Service Monitoring Results

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience and Operations Committee Board	09/04/2025 09/25/2025	Recommend to Board Final action	Daphne Cross, Chief Economic Development and Civil Rights Officer Adrian Mejia, Title VI Program Manager

Proposed action

Approves the Title VI service monitoring results prior to the submittal of Sound Transit's 2025 Title VI Program to the Federal Transit Administration.

Key features summary

- As a recipient of federal financial assistance, Sound Transit is required to perform a Title VI service monitoring report, at least every three years. This report is to be submitted to the FTA as part of its Title VI Program.
- Sound Transit has board-adopted Service Standards and Performance Measures to identify service levels and performance. The Title VI service monitoring report supports the identification of disparate impacts or disproportionate burdens in agency services.
- In its service monitoring report, Sound Transit analyzes passenger overcrowding rates, on-time performance, customer complaints, trips operated as scheduled, frequency and span of bus and rail service as well as vehicle assignments.
- The service monitoring report also measures the distribution of transit amenities across modes including vertical conveyances, bike racks, bike cages/lockers, shelters, and seating/benches.
- Disparate impacts, or underperforming routes serving populations with a higher proportion of minority riders, were found in the following areas on Sound Transit services.
 - ST Express bus services: On-time performance, span of weekend service, reduced headways, and bike cage/locker distribution.
 - Link light rail: Bike cage/locker and seating distribution.
- Disproportionate burdens, or underperforming routes serving populations with a higher proportion of low-income riders, were found in the following areas on Sound Transit services:
 - ST Express bus services: Weekday span of service, Sunday span, peak headways, shelter and seating distribution.
 - Link light rail: Weekday span, span of weekend service, peak and base headways, service availability and shelter and seating distribution.
- Reasons for performance findings include service reductions resulting from an ongoing operator shortage and an operating model that limits the ability to distribute service reductions in a more even manner across the entire system.

- Proposed mitigations to address findings including mitigations in progress include continuing strategic planning with operating partners, implementation of BRT plan, East Link and Federal Way Link extensions to improve service reliability, and focused and sustained evaluations of service operations.
- Sound Transit is committed to the ongoing monitoring of performance measures and to make changes as necessary to address disparate impacts and disproportionate burdens on minority and low-income populations.

Background

Sound Transit is required to measure the quality of service delivered to communities, and to demonstrate that resources are distributed in an equitable manner. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed by applicants and recipients of FTA assistance in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964.

Sound Transit gathers data from operating partners on a monthly basis in order to understand the degree to which service aligns with targets set forth in the established performance standards. Pursuant to rules established by the Federal Transit Administration, this data must be analyzed, presented to, and approved by Sound Transit's board of directors every three years to demonstrate the degree to which service and amenities are distributed equitably.

Service was analyzed based on board-adopted service standards and performance measures which identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities. Standards which services are measured against include passenger overcrowding rates, on-time performance, customer complaints, percentage of scheduled trips operated, frequency and span of bus and rail service, and vehicle assignment based on route. New data about the distribution of transit amenities across all modes is also included in this year's report.

Fiscal information

Not applicable to this action.

Title VI Compliance

Section 601 of Title VI of the Civil Rights Act of 1964 states 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.

Sound Transit receives federal financial assistance to design and build the regional transit system through grants primarily awarded and administered by the Federal Transit Administration (FTA) of the U. S. Department of Transportation. As an FTA grant recipient, Sound Transit cannot, because of race, color or national origin, either directly or through contractual means:

- Deny an individual any service, financial aid or benefit provided under the program to which he or she might otherwise be entitled;
- Make distinctions in the quality, quantity or way the service or benefit is provided; or
- Segregate or separately treat individuals in any matter related to the receipt of any service or benefit.

As a part of its ongoing Title VI obligations, Sound Transit must continue to ensure that it complies with Title VI of the Civil Rights Act of 1964, which protects individuals from discrimination based on race, color and national origin in any program receiving federal funds.

Included among Title VI obligations, Sound Transit must submit a Title VI Program for FTA approval, every three years. The Sound Transit Title VI Program is to be submitted to the FTA on or before October 1, 2025. The current Title VI Program submitted in 2022 is set to expire on November 30, 2025.

Public involvement

Not applicable to this action.

Time constraints

This document is required to be included with the 2025 Title VI Submittal, which is due to the FTA on or before October 1, 2025. A delay would compromise meeting the required deadline and risk FTA not approving the Title VI Submittal prior to the November 30, 2025, expiration of the 2022 program.

Prior Board/Committee actions

Resolution No. R2025-17: Amended the 2025 Service Plan to include the major service change of extending the 1 Line to Federal Way Downtown Station and changes the order of Link light rail openings to allow the 1 Line Federal Way Link Extension to open for revenue service prior to the 2 Line Crosslake connection.

Resolution No. R2025-12: Amended the 2025 Service Plan to include the major service change of extending the 2 Line to Lynnwood City Center Station.

Resolution No. R2024-21: Adopted the 2025 Service Plan, which included the major service change of extending 2 Line service to Downtown Redmond.

Resolution No. R2024-03: Adopted the second phase of the 2024 Service Plan, which includes major service changes to ST Express routes serving Snohomish County when the 1 Line service extends to Lynnwood in Fall 2024.

Resolution No. R2022-28: Adopts the 2023 Service Plan, which formalizes emergency service reductions that occurred due to ongoing operator shortages.

Resolution No. R2022-19: Established when the agency conducts equity analyses as required by the FTA and applies to major service changes, fare changes and siting of maintenance facilities.

Resolution No. R2021-19: Adopted the 2022 Service Plan with major service changes for implementation in 2022.

Motion No. M2014-20: Adopted the Sound Transit Service Standards and Performance Measures–2014 Edition as guidelines for the on-going evaluation of Sound Transit’s express bus, commuter rail and light rail services, and replaced the Sound Transit Service Standards and Performance Measures–2010 Edition.

Environmental review – KH 8/21/25

Legal review – MT 08/28/25

Motion No. M2025-43

A motion of the Board of the Central Puget Sound Regional Transit Authority approving the Title VI service monitoring results prior to the submittal of Sound Transit's 2025 Title VI Program to the Federal Transit Administration.

Background

As a recipient of federal financial assistance, Sound Transit is required to perform a Title VI service monitoring report, at least every three years. This report is to be submitted to the FTA as part of its Title VI Program.

Sound Transit has board-adopted Service Standards and Performance Measures to identify service levels and performance. The Title VI service monitoring report supports the identification of disparate impacts or disproportionate burdens in agency services.

In its service monitoring report, Sound Transit analyzes passenger overcrowding rates, on-time performance, customer complaints, trips operated as scheduled, frequency and span of bus and rail service as well as vehicle assignments. The service monitoring report also measures the distribution of transit amenities across modes including vertical conveyances, bike racks, bike cages/lockers, shelters, and seating/benches.

Disparate impacts, or underperforming routes serving populations with a higher proportion of minority riders, were found in the following areas on Sound Transit services: On ST Express bus services, on-time performance, span of weekend service, reduced headways, and bike cage/locker distribution. On Link light rail, bike cage/locker and seating distribution.

Disproportionate burdens, or underperforming routes serving populations with a higher proportion of low-income riders, were found in the following areas on Sound Transit services: On ST Express bus services, weekday span of service, Sunday span, peak headways, shelter and seating distribution. On Link light rail, weekday span, span of weekend service, peak and base headways, service availability and shelter and seating distribution.

Reasons for performance findings include service reductions resulting from an ongoing operator shortage and an operating model that limits the ability to distribute service reductions in a more even manner across the entire system.

Proposed mitigations to address findings including mitigations in progress include continuing strategic planning with operating partners, implementation of BRT plan, East Link and Federal Way Link extensions to improve service reliability, and focused and sustained evaluations of service operations.

Sound Transit is committed to the ongoing monitoring of performance measures and to make changes as necessary to address disparate impacts and disproportionate burdens on minority and low-income populations.

Sound Transit is required to measure the quality of service delivered to communities, and to demonstrate that resources are distributed in an equitable manner. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed by applicants and recipients of FTA assistance in a manner consistent with Title VI, Section 601 of the Civil Rights Act of 1964.

Sound Transit gathers data from operating partners on a monthly basis in order to understand the degree to which service aligns with targets set forth in the established performance standards. Pursuant to rules established by the Federal Transit Administration, this data must be analyzed, presented to, and approved by Sound Transit's board of directors every three years to demonstrate the degree to which service and amenities are distributed equitably.

Service was analyzed based on board-adopted service standards and performance measures which identify the level and type of service that should be provided, as well as a process to implement any changes needed to meet established priorities. Standards which services are measured against include passenger overcrowding rates, on-time performance, customer complaints, percentage of scheduled trips operated, frequency and span of bus and rail service, and vehicle assignment based on route. New data about the distribution of transit amenities across all modes is also included in this year's report.

Motion

It is hereby moved by the Board of the Central Puget Sound Regional Transit Authority that the Title VI service monitoring results prior to the submittal of Sound Transit's 2025 Title VI Program to the Federal Transit Administration are approved.

APPROVED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on September 25, 2025.



Dave Somers
Board Chair

Attest:



Kathryn Flores
Board Administrator