

# ***Title VI Program Actions***

*Rider Experience and Operations Committee*

*9/4/2025*



# ***Why We Are Here***

- Share the Federal Way Link Extension (FWLE) Service and Fare Equity Report
- Present the findings of the 2025 Service Monitoring Report
- Provide information about the Title VI Program Update
- Request recommendation for Board approval of all three items.

**Compliance with Title VI calls for these items to be brought before the Sound Transit board for their approval prior to their submission to FTA.**

**Title VI evaluations help ensure that ST activities do not result in disparate impact discrimination for minority communities or represent a disproportionate burden on low-income populations.**

# ***Federal Way Link Extension Service and Fare Equity Report***

# ***FWLE Service Equity Report***

Equity analyses are required for major service changes including in the implementation of new fixed capital guideways.

The FWLE extends 1 Line service to Federal Way, adding new stations at Kent Des Moines, Star Lake, and Federal Way.

***No service-related disparate impacts or disproportionate burdens were found.***

**Service change adds service without taking away service from any existing routes.**

***Title VI***  
***Service Monitoring Report***

# ***Title VI Service Monitoring***

Data-driven view of whether the agency is meeting its standards.

Examines various measures for each mode relative to minority and low-income populations.

Required by FTA as part of Title VI compliance and submitted in the Title VI Program as part of the triennial review process.

# ***Service Standards and Policies Monitored***

<b>Service Standards Monitoring</b>	<b>Service Policy Monitoring</b>
• 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	

# Methodology cont.

## DI/DB thresholds:

A disparate impact (DI) or disproportionate burden (DB) occurs when the percentage of the adversely affected Title VI population in the service area of the line or route exceeds the percentage of the minority or low-income population within the Sound Transit district by at least 5%.

POPULATIONS	% OF DISTRICT POPULATION
Minority	42.6%
Low-Income	19.5%
Limited English Proficiency (LEP)	10.6%

Low-Income

Persons whose household income is at or below 200% of the federal poverty line (in line with ORCA reduced fare payment).



# Key Findings: Disparate Impacts

*Categories where Minority Populations are Disproportionately Impacted*

	Express Bus	Sounder	Link	Tacoma Link
<b>Service Standards</b>	<ul style="list-style-type: none"><li>▪ On-time performance</li><li>▪ Saturday and Sunday span</li><li>▪ Reduced headway</li></ul>	<ul style="list-style-type: none"><li>▪ None</li></ul>	<ul style="list-style-type: none"><li>▪ None</li></ul>	<ul style="list-style-type: none"><li>▪ None</li></ul>
<b>Service Policy</b>	<ul style="list-style-type: none"><li>▪ Bike rack distribution</li></ul>	<ul style="list-style-type: none"><li>▪ None</li></ul>	<ul style="list-style-type: none"><li>▪ Bike rack distribution</li><li>▪ Bike cage/locker distribution</li><li>▪ Seating distribution</li></ul>	<ul style="list-style-type: none"><li>▪ None</li></ul>

# ***Key Findings: Disproportionate Burdens***

## ***Categories where Low-Income Populations are Disproportionately Impacted***

	<b>Express Bus</b>	<b>Souder</b>	<b>Link</b>	<b>Tacoma Link</b>
<b>Service Standards</b>	<ul style="list-style-type: none"><li>▪ Weekday and Sunday span</li><li>▪ Peak headway</li></ul>	<ul style="list-style-type: none"><li>▪ None</li></ul>	<ul style="list-style-type: none"><li>▪ Weekday, Saturday, and Sunday span</li><li>▪ Peak and base headway</li><li>▪ Service availability</li></ul>	<ul style="list-style-type: none"><li>▪ None</li></ul>
<b>Service Policy</b>	<ul style="list-style-type: none"><li>▪ Shelter distribution</li><li>▪ Seating distribution</li></ul>	<ul style="list-style-type: none"><li>▪ None</li></ul>	<ul style="list-style-type: none"><li>▪ Shelter distribution</li><li>▪ Seating distribution</li></ul>	<ul style="list-style-type: none"><li>▪ None</li></ul>

# Reasons for Findings

Performance	Amenities
<p>Operating model for ST Express reduces the Agency's ability to respond to operator shortages in different parts of the region.</p> <p>Span, headway, and availability findings for Link due to Link 2 Line Service Plan.</p>	<p>Current Design Criteria Manual lacks specific guidelines for streetcar (Tacoma Link) stations.</p> <p>Evolution of design standards as the system has expanded, with stations constructed prior to newer Design Criteria Manual guidelines.</p>

# ***Mitigation Strategies***

**Employed in current triennial period:** strategic service reductions;  
partner coordination on shared corridors

**Near term:** East Link and Federal Way extension implementations;  
consideration of design criteria for Tacoma Link  
Additional bike locker installations and more active management

**Medium term:** Implementation of BRT

**Long term:** ST3 expansion

**Ongoing:** Commitment to on-going monitoring with focused  
interdepartmental coordination

# ***Title VI Program Update***

# 2025 Title VI Program Update

**A Title VI Program Update is a comprehensive document submitted to the FTA every three years that outlines how the agency ensures nondiscrimination in the delivery of its services**

***Must be approved by the board prior to submission to FTA***

## Elements of Title VI Program Update

- Title VI Complaint process and forms
- Recent Title VI investigations, complaints, and lawsuits
- Public Participation Plan
- Language Assistance and Implementation Plan
- Minority representation of planning and advisory bodies
- Service Monitoring Report
- Demographic profiles of the service area and ridership
- Documentation of analyses conducted for recent major service and fare changes
- DI/DB Policy

# *Conclusion and Next Steps*

## *September 4, 2025*

- Rider Experience and Operations Committee
  - *Request for do-pass recommendation to the Board*

## September 25, 2025

- Sound Transit Board of Directors
  - Final approval for submission to the Federal Transit Administration

Submission of 2025 Title VI Program to FTA on October 1, 2025.

*Thank you.*



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