

City of Seattle Department of Transportation

Title VI Program

2017-2020 Report to the Federal Transit
Administration in Accordance with FTA Circular
4702.1B, *Title VI Guidelines for Federal Transit
Administration Recipients*

November 30, 2020



Seattle
Department of
Transportation

Mail: P.O. Box 34996
Seattle, WA 98124-4996
Office: Seattle Municipal Tower 700 Fifth
Avenue, Suite 3800
Seattle, WA 98104

Alternative Formats Available

(206) 684-5000

Contact

Salma Siddick
SDOT Office of Equity & Economic Inclusion
Salma.Siddick@seattle.gov

Mike Chin
Seattle Office for Civil Rights
Mike.Chin@seattle.gov



**2020 SEATTLE DEPARTMENT OF TRANSPORTATION TITLE VI PROGRAM CONCURRENCE
MEMORANDUM**


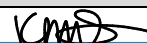

November 30, 2020

US Department of Transportation
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

We have reviewed the materials forwarded for the 2020 City of Seattle Department of Transportation Title VI Program and concur with the information provided therein. As always, we appreciate any correspondence or comments that may arise from the review of the submitted Title VI Program materials.

Concurrence and approval are based on the information available at the time of review and submittal.

Approval Signatures:


| Department | Signature |
|--|--|
| Seattle Office of Civil Rights, Director | |
| Mariko Lockhart |  Mariko Lockhart (Nov 30, 2020 17:13 PST) |
| Seattle Department of Transportation, Chief of Staff | |
| Kristen Simpson |  Kristen Simpson (Nov 30, 2020 17:14 PST) |
| Seattle Department of Transportation, Director | |
| Sam Zimbabwe |  Sam Zimbabwe (Nov 30, 2020 17:16 PST) |



Memo

Date: November 17, 2020

To: Michele H. Domingo, Manager, Office of Equity & Economic Inclusion

From: Sam Zimbabwe, Director 

Subject: Review and Approval of City of Seattle Department of Transportation Title VI Program

This memo is to document that I have reviewed and approved the City of Seattle Department of Transportation's Title VI Program. As the Director of the Seattle Department of Transportation (SDOT), I am the governing official responsible for the review and approval of policy decisions, including those related to the Title VI Program.

At SDOT, our policies and procedures assure that discrimination does not occur when our department offers services to the public. Every year during my tenure I have reviewed the Title VI program and the Annual Title VI Update and Accomplishment Report submitted to the Washington State Department of Transportation and concurred with the information provided therein. The City of Seattle updated its Title VI Plan in March of 2015 and the plan was received and approved by the FTA as of the last Triennial Review performed in 2017. The Title VI Policy Statement is posted on the City of Seattle website at: <http://www.seattle.gov/civilrights/title-vi-notice-of-nondiscrimination/plan>.

In addition to these activities, SDOT has undertaken several initiatives that advance equity and support Title VI implementation, including:

- SDOT's vision, mission, values and goals, updated in 2019 highlight our commitment to equity. SDOT's vision states that Seattle is a thriving, equitable community powered by dependable transportation. Our mission is to deliver a transportation system that provides safe and affordable access to places and opportunities, and our Equity goal states that "We believe transportation must meet the needs of communities of color and those of all incomes, abilities, and ages. Our goal is to partner with our communities to build a racially equitable and socially just transportation system."
- In July 2020, SDOT hired a Title VI Program Lead in SDOT's Office of Equity and Economic Inclusion and established a designated compliance role. Citywide efforts are led and coordinated through the Seattle Office of Civil Rights (SOCR), which is responsible for coordinating and implementing Title VI requirements across all City departments. The SDOT Title VI Program Lead monitors compliance, provides staff training on Title VI, fulfills reporting requirements and meets regularly with SOCR staff to review Title VI compliance and elevate any pressing issues.



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- Attachment 2. City of Seattle Anti-discrimination Policy
- Attachment 3. Title VI Sample Posting on Seattle Streetcar and Seattle Monorail
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- Attachment 34. Seattle Streetcar Interlocal Agreement (ILA)
- Attachment 35. Seattle Streetcar Operations Report
- Attachment 36. Seattle Monorail System Concession Agreement
- Attachment 37. Seattle Monorail & King County Orca Affiliate Agreement
- Attachment 38. Seattle Monorail Emergency Addendum to Monorail Concession Agreement

INTRODUCTION

The City of Seattle upholds its commitment to Title VI of the Civil Rights Act of 1964 by ensuring access and nondiscrimination in City services, employment, contracting, and activities regardless of race, color, national origin, disability, sex, and age in accordance with Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act of 1990, and applicable federal and local laws. The City makes true on this commitment through the actions of staff who work daily to make what we do, and how we do it, inclusive of all communities.

The Federal Transit Administration (FTA) requires Title VI provisions per Civil Rights Act of 1964 and subsequent regulations. FTA Circular FTA C 4702.1B provides guidance to grantees on how to comply with Title VI regulations.

The Seattle Office for Civil Rights (SOCR) serves as the Citywide Title VI coordinator, which includes coordinating, planning, monitoring, and addressing complaints of discrimination under the law.

In conjunction with the Seattle Department of Transportation (SDOT), SOCR has prepared this report to comply with requirements for FTA, which stipulate that transit agencies receiving federal funds must submit a Title VI Program every three years. This report covers 2017 – 2020.

This introduction describes initiatives that the City of Seattle and SDOT are undertaking to advance equity and racial justice, including the City's Race and Social Justice Initiative, SDOT's Office of Equity and Economic Inclusion, and SDOT's Transportation Equity Program. It is followed by Section A – General Reporting Requirements, Section B – Fixed Route Transit, and a series of attachments.

CITYWIDE RACE & SOCIAL JUSTICE INITIATIVE (RSJI)

The City of Seattle is committed to upholding Title VI of the Civil Rights Act and providing equitable access to City services and programs. For over a decade, The City of Seattle has put this commitment into action through the Seattle Race and Social Justice Initiative, an effort aimed at achieving equity across City government and in the community.

Policies and programs have been developed to ensure meaningful access and participation for communities of color, low income communities and those with Limited English Proficiency (LEP). These include the City of Seattle Interpretation and Translation Policy and the Inclusive Outreach and Public Engagement Guide, as well as a Racial Equity Toolkit designed to assist City staff in evaluating policies and programs for potential impacts on racial equity. Please see [Attachment 1](#) for our RSJI Strategic Plan).

ADVANCING EQUITY IN SDOT

SDOT Office of Equity & Economic Inclusion and SDOT Title VI Coordinator

In 2016, the Seattle Department of Transportation established its Office of Equity & Economic Inclusion (OEEI) to facilitate implementation of RSJI, Title VI, and WMBE Programs within the department.

Since 2017, the Manager of the Office of Equity & Economic Inclusion served as the SDOT Title VI Coordinator for the Seattle Department of Transportation. As outlined in the City of Seattle Title VI Plan, the SDOT Title VI Coordinator is responsible for the following activities:

- a) Coordination – In partnership with the Seattle Center, coordinate oversight of Title VI compliance activities by the Seattle Monorail.
- b) Data Collection – Review the statistical data gathering process performed by staff to ensure sufficiency of data

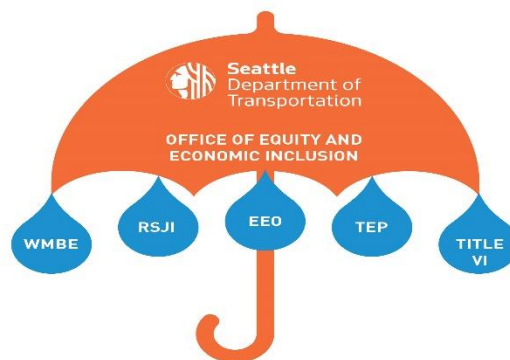
for meeting the requirements of the Title VI.

- c) Environmental Impact Statements – Ensure that available census data are included as a part of all Environmental Impact Statements/Assessments (EIS/EIA) conducted by the department for projects receiving federal financial assistance.
- d) Training Programs – In partnership with the Citywide Title VI Coordinator, conduct or facilitate training programs on Title VI current and new regulations for department employees; and facilitate Title VI training for appropriate staff, contractors and subrecipients.

In May 2019, SDOT hired a new Manager for OEEI. To further solidify our commitment to equity, OEEI underwent a re-organization to expand the scope of equity work departmentwide. From 2019 to 2020, the OEEI staff doubled in size, from three staff to a total of six, to meet the needs of the growing equity portfolio. Changes to OEEI include the following:

- In January 2020, the Transportation Equity Program was moved from the Transit and Mobility division into OEEI.
- In January 2020, OEEI hired a Data Analyst to support the WMBE Program.
- In July 2020, OEEI hired a Title VI/ EEO Program Lead. The Title VI/EEO Program Lead now serves as the lead over the Title VI portfolio, along with serving as the EEO coordinator internally at SDOT.

Office of Equity and Economic Inclusion Organizational Structure



The new OEEI mission statement was revised to reflect the growing equity portfolio in SDOT as follows:

The Office of Equity and Economic Inclusion (OEEI) is responsible for leading the strategic vision and leadership in the planning, promotion and advancement of equity and diversity, and leads SDOT to measurable improvements. OEEI promotes and upholds equity at SDOT through internal advocacy, partnership with the SDOT RSJI Change Team, and includes the portfolios of WMBE and Contracting Equity, Race and Social Justice Initiative, Transportation Equity, EEO, and Title VI. OEEI is in the Office of the Director.

The following chart illustrates the new configuration and expansion of equity work at SDOT:

| SDOT OFFICE OF EQUITY AND ECONOMIC INCLUSION EQUITY ORGANIZATIONAL STRUCTURE | |
|--|--|
| Equity | Compliance |
| <ul style="list-style-type: none"> • Race and Social Justice Initiative (RSJI) <ul style="list-style-type: none"> - Change Team (internal) • Women & Minority Business Enterprise (WMBE) • Transportation Equity Program (TEP) <ul style="list-style-type: none"> - TE Workgroup (external) - TE IDT (internal) - Intradepartmental TE Group (internal) | <ul style="list-style-type: none"> • Title VI • Equal Employment Opportunity (EEO) |

SDOT Transportation Equity Program

SDOT’s Transportation Equity Program provides department-wide policy and strategic advisement on equitable, safe, environmentally sustainable, accessible, and affordable transportation systems that support Black, Indigenous and People of Color (BIPOC) communities, low-income populations, people living with disabilities and other communities historically and currently underinvested by government.

In 2004, the City of Seattle established the Race and Social Justice Initiative (RSJI) to eliminate racial disparities and advance social justice through equitable policies, programs, and planning practices. The City’s commitment to RSJI has led to the creation of several equity initiatives and programs over the years, including the SDOT’s Transportation Equity Program. On November 28, 2017, Mayor Durkan issued an Executive Order affirming her commitment to RSJI, including transportation equity.

SDOT's Transportation Equity Program (TEP) was launched in 2017 within the Transit & Mobility Division and was originally funded by the Seattle Transportation Benefit District (STBD) to provide affordable transportation options for Seattle’s most vulnerable and disproportionately cost-burdened individuals and households. A core focus of TEP during its early stages was on affordability and providing free or low-cost options for communities to access transit and other modes of transportation.

On January 2, 2018, City Council unanimously adopted Resolution 31773, providing their support for transportation equity, and directing SDOT to bring together a committee consisting of community members most impacted by transportation inequities. Identified communities included the following:

- BIPOC communities
- Low-income communities
- Immigrant and refugee populations
- People living with disabilities
- LGBTQIA+ people
- People experiencing homelessness or housing insecurity
- Women and female-identifying populations
- Youth
- Aging adults
- Individuals who were formerly incarcerated
- Displaced and/or high-risk displacement neighborhoods

In early 2019, SDOT created the Transportation Equity Workgroup (TEW) to provide a set of community-

guided recommendations to include in the development of SDOT's Transportation Equity Agenda, a framework for transportation equity goals and priorities. The TEW consists of 10 compensated community members with personal and professional connections with the identified communities most impacted by transportation inequities. The TEW aims to build community trust and is an important step in utilizing inclusive community engagement to help SDOT define its equity values and priorities.

With the launch of the TEW, the TEP's focus expanded to include strategic advisement on department-wide equity strategies. In 2020, SDOT reorganized the TEP. SDOT's affordability programming originally under the TEP continues to operate under the Transit & Mobility Division as the Low-Income Access to Transit Program. The broader departmentwide strategy work, including the Transportation Equity Workgroup, is now exclusively housed under the Transportation Equity Program which is currently within SDOT's Office of Equity and Economic Inclusion. The program's principles center on building community trust, as well as eliminating racial disparities and the effects of displacement from transportation inequities.

SECTION A. GENERAL REPORTING REQUIREMENTS

1. CITY OF SEATTLE ANTIDISCRIMINATION POLICY

The City of Seattle notifies the public of their rights under Title VI of the Civil Rights Act and the City's obligation to fulfil these duties through its [Title VI webpage](#). The notice is available on the [City's Title VI webpage](#) and includes the City's Title VI requirements, resources and contact information, and how to file a complaint with the Seattle Office for Civil Rights if someone alleges they have been discriminated against. Additionally, the Title VI information was disseminated to all City departments to share with city employees. The notice states:

"The City of Seattle ensures that no person shall be discriminated against in City programs and services based on their race, color, national origin, religion, sex, age, disability, sexual orientation, and other protected classes, in accordance with local and federal laws. If you experience discrimination and would like to file a complaint, contact the Seattle Office for Civil Rights, email: TitleVI@seattle.gov or Tel: 206 684 4500

The City of Seattle Antidiscrimination Policy (*Attachment 2*) is translated on the website into [Spanish](#), [Chinese](#), [Korean](#), [Vietnamese](#), [Amharic](#), and [Somali](#). Additionally, the Notice is translated into [Kmer/Cambodian](#), [Laotian](#), [Oromo](#), [Russian](#), [Tagalog](#), [Tigrinya](#), and [Thai languages](#).

Attachment 3 includes photographs of the notice posted in places of service including the Seattle Streetcar and Seattle Monorail. The notice is translated into Spanish, Traditional Chinese, Vietnamese, Amharic, and Somali.

The Title VI notice for transportation services in the City of Seattle is also featured on the following webpages:

- Seattle Office for Civil Rights Title VI Webpage:
<https://www.seattle.gov/civilrights/civil-rights/title-vi>
- Seattle Streetcar Webpage:<https://www.seattle.gov/transportation/getting-around/transit/streetcar/accessibility>
- Office of Equity & Inclusion (SDOT)
<https://www.seattle.gov/transportation/about-us/office-of-equity-and-economic-inclusion>
- Seattle Monorail Webpage:
<https://www.seattlemonorail.com/notice-of-nondiscrimination/>

2. TITLE VI COMPLAINT PROCEDURE

The City of Seattle Title VI Plan (*Attachment 4*) was updated in October 2018. We are in the process of updating our Citywide Title VI plan. Our Title VI Structure and staffing (*Attachment 5*) was updated in July 2020. The Title VI Plan describes for the public, the Title VI Complaint procedure. (*Attachment 6*).

The procedure is as follows:

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited by Title VI may file a complaint via the online complaint form, phone, fax,

or email with the City of Seattle Office for Civil Rights. A formal complaint must be filed within 180 calendar days of the alleged occurrence.

2. Upon receipt of the intake questionnaire, the Title VI Intake Specialist will conduct an intake interview with the complainant to gather additional information to determine Title VI jurisdictional requirements.
3. If the complaint satisfies the Title VI jurisdictional requirements to open an investigation, the Title VI Intake Specialist will draft a complaint for the complainant to sign.
4. If the complaint is against a subrecipient, consultant, or contractor under contract with the City, the appropriate City department and/or agency shall be notified of the complaint within 14 calendar days from the date of the signed complaint.
5. The Title VI Coordinator will be notified of the complaint and the complaint information will be documented with the issues alleged and protected class (race, color, national origin, sex, age and disability) information.
6. The Title VI Specialist will provide the City department, subrecipient, consultant, or contractor 10 business days from receipt of notification to participate in early resolution to address the complaint or provide a written response to the allegations made by the complainant.
7. Within 90 days of receipt of the complaint, the SOCR investigator will prepare a written investigative report for the Title VI Compliance Specialist. If the investigation is not completed within 90 days, parties will be notified and provided an explanation for the delay. The report shall include a narrative description of the incident, identification of persons interviewed, findings, analysis, and determination whether a Title VI violation exists.
8. If the investigative report determines there is a violation of Title VI, the investigative report shall be reviewed by the Law Department. The Law Department may discuss the investigative report and advise the Title VI Specialist, the Title VI Coordinator, and other appropriate departmental staff on appropriate remedies and legal recourse.
9. The Title VI Compliance Specialist will provide the investigative report to the Title VI Administrator for review and signature. Once the investigative report is approved by the Title VI Administrator, the complainant and respondent shall receive a copy of the report and the Complainant will be notified of their appeal rights. The Complainant may submit an appeal to the Seattle Human Rights Commission within 30 days from the date of the investigative findings.
10. If the Title VI Administrator determines that there has been a Title VI violation, the Title VI Coordinator shall provide a copy of the complaint and the investigation report will be issued to WSDOT's External Civil Rights Branch (or the appropriate oversight agency) within 90 calendar days of the receipt of the complaint.
11. The complainant shall be advised of their rights to appeal the City's decision to WSDOT, U.S. Department of Transportation or U.S. Department of Justice within 180 days after the City issues the final investigative report.

2a. Title VI Complaint Form

The Title VI Complaint form is available online at City of Seattle Title VI webpage under File a Complaint. <http://www.seattle.gov/civilrights/civil-rights/title-vi>

The online complaint form collects information on the complainant and the protected class that is the basis of their complaint (race, color, national origin, sex, age, and disability).

The online form will be translated into Spanish, Chinese, Vietnamese, Oromo, and Amharic.

Alternatively, complainants may also file a complaint with the Seattle Office for Civil Rights by phone: (206) 684-4500 or TTY 7-1-1. Interpretative services and reasonable accommodation are available.

3. TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

There have been 33 Title VI complaints filed with the Seattle Office for Civil Rights for the reporting period: March 2017 to November of 2020. For more details on the case type and outcome, please see (*Attachment 7*).

4. PROMOTING INCLUSIVE PUBLIC PARTICIPATION

The City of Seattle uses the Inclusive Outreach and Public Engagement Policy (*Attachment 8 – Seattle Inclusive Public Engagement Policy*) to ensure meaningful access for all to the City's programs and services.

The policy establishes:

- Citywide coordination and implementation of inclusive activities;
- Department responsibilities;
- A toolkit for staff to provide guidance and a set standard for inclusive outreach;
- Adherence to the City's Interpretation and Translation Policy; and
- Ongoing review and evaluation.

The Department of Neighborhoods leads a citywide effort that results in the timely implementation by all City departments of equitable outreach and engagement practices that reaffirm the City's commitment to inclusive participation.

The City of Seattle Inclusive Outreach and Public Engagement Plan (IOPE) aligns with the effective practices for inclusive public participation as identified by the FTA Title VI Circular. It includes the Inclusive Outreach and Public Engagement Policy and Guide as well as adherence to the City's Interpretation and Translation Policy. The Department of Transportation and the Seattle Center (the department overseeing operation of the Seattle Monorail) comply with the policy, fulfilling the FTA requirement for carrying out meaningful inclusive public participation.

SDOT evolved the IOPE into a Public Involvement Plan (PIP) template (*Attachment 9*). The PIP guides staff in developing an outreach strategy for large capital projects, and on major transportation planning efforts such as the Bike Master Plan to involve LEP persons in shaping projects and planning efforts.

SDOT informs the public of any of its activities that impact Seattle neighborhoods. This includes a variety of tools depending on the size of the project or planning effort and whether the outreach is simply informing the public of change or requesting participation in decision making.

When community meetings are held, interpreters are offered when a significant number of LEP residents are impacted by a project. This includes LEP communities based on a 5% or 1,000 residents, whichever is less, of the population of persons eligible to be served or likely to be affected within the city. Materials are also translated.

SDOT's typical procedure for engaging community members in a project consists of the following steps, which are modified to adapt to the needs and demographics of each neighborhood:

- Signs/posters are posted in the project area, that include translations if needed.
- Ads and/or articles are placed in community and weekly newspapers and hyper-local blogs. SDOT often uses the ethnic media list compiled by the Seattle Office of Immigrant and Refugee Affairs, which includes over 100 media outlets serving Seattle's diverse communities (*Attachment 10*).
- Direct mailings, door hangers and door-to-door notification/surveys to businesses. These notices are reinforced through direct contact with the impacted communities by speaking at community meetings held by organizations such as Neighborhood District Councils, Community Councils, Chambers of Commerce (neighborhood and Citywide), business associations and ethnic and environmental groups such as the Neighborhood Business Council, and the Environmental Coalition of South Seattle. Information pieces are also provided to affected community organizations for their newsletters.
- Community Conversations may be held in diverse neighborhoods by working with ethnic community leaders, Seattle Housing Authority, high school groups, senior housing and organizations such as Light House for the Blind. These are organized through the Department of Neighborhoods and funded by SDOT.
- Web page development and social media campaigns. Projects and programs have their own web page on the SDOT website. As appropriate, web pages are translated or translated materials are clearly marked and made available near the top of the page. Facebook ads are translated when necessary to target specific audiences.
- ListSers are created through community meeting sign-in sheets, online survey Responses and project web page online opt-in options.
- Translation assistance is available in more than twenty languages, as well as information access assistance for visually or hearing impaired residents.
- Open houses and drop-in sessions provide opportunities for community members to become educated on projects, share how street operations are currently functioning and ask questions/provide input on design and construction staging.

Outreach Examples

SDOT's Project Delivery Outreach Leads are assigned to projects of all sizes throughout the city. The Outreach Lead is integrated into the project team so they can serve as a liaison between the team and the community. We use multiple outlets to inform neighbors and the broader community about projects such as mailers, listserv emails, webpages, traditional media, social media. We also work to collect input from people most affected by a project through various methods such as door-to-door, attending community events, presenting at neighborhood meetings, conducting surveys, and making phone calls.

The outreach methods for five projects are outlined below, including:

- RapidRide J Line
- Madison BRT – RapidRide G Line
- Rainier Avenue Vision Zero
- Green Lake and Wallingford Paving & Multi-Modal Improvements
- Delridge Way SW - RapidRide H Line

NOTE: We adapted our outreach in March 2020 to align with Public Health – Seattle & King County COVID- 19 precautions. We're reaching and engaging community members by conducting virtual meetings, holding events online, collecting feedback with online surveys, posting signage along project areas, engaging with media, posting

ads to local blogs, and wearing masks/keeping 6 feet of distance when going door-to-door or meeting with an individual stakeholder.

RapidRide J Line

The RapidRide Roosevelt Project will upgrade Route 70 to provide high-quality service connecting Downtown Seattle with the neighborhoods of Belltown, South Lake Union, Eastlake, University District, and Roosevelt. We are partnering with King County Metro (KCM) to enhance transit connections and upgrade existing bus routes to Metro RapidRide service.

Phase 1 – Mode Analysis and Existing Conditions

This project began in February 2015 and was presented to the Eastlake District Council meeting.

Phase 2 – Characteristics of BRT and Multimodal Components

Between March 2015 and March 2016 our outreach included open houses, a walking audit in conjunction with Cascade Bicycle Club, presentations to South Lake Union, Roosevelt Neighborhood Association, Maple Leaf Community Council, University Transportation Committee to discuss mode options, and two open houses to discuss BRT and multi-modal options.

Phase 3 – Recommended Corridor Concept

Between March 2016- October 2019, we had numerous engagement sessions with community members and key stakeholders. These included multiple open houses, door -to-door access surveys for Eastlake businesses, workshops to discuss opportunities for load zone relocations, transportation options, and shared parking, and RPZ updates. Please see (*Attachment 11*) for more detailed breakdown of our RapidRideJ Line outreach. More information can also be found on the [RapidRideJ Line webpage](#).

Madison BRT – RapidRide G Line

SDOT has provided information on and sought public input on the development of the Madison BRT project since fall 2014, when it began planning the route. In 2014- 2015, during the initial planning stage, outreach included four open houses, an online survey with 1,660 responses, and 57 stakeholder interviews.

The project will provide fast, frequent, reliable, and safe public transportation between 1st Ave in downtown Seattle and Martin Luther King Jr Way. The route will serve densely developed neighborhoods in downtown Seattle, First Hill, Capitol Hill, the Central Area, and Madison Valley. It will connect to dozens of bus routes, the First Hill Streetcar, and ferry service at the Colman Dock Ferry Terminal.

In summer 2016, SDOT expanded its public outreach efforts along the 2.3-mile corridor, using a neighborhood-based approach led by WMBE consultants. Outreach included three in-person open houses, one online briefing, 140 door-to-door visits and a newsletter mailing to 15,000 addresses.

In-person open houses included interpreters for Spanish, Chinese, Korean, Somali and Hindi-speaking attendees, along with translated materials. Information and staff from other department and agency projects pertinent to the audience or corridor attended the open houses, including the ORCA Lift program for low-income people who ride transit.

Outreach materials and meetings can be found in (*Attachment 12*). The Fact Sheet was translated in Simplified Chinese, Korean, and Vietnamese. More information can be found on the [Madison BRT webpage](#).

Rainier Avenue Vision Zero

This project was launched as part of our Vision Zero goal to end traffic deaths and serious injuries by 2030. Based on collision data where we found that Rainier Ave S was averaging one crash a day (which is the highest in the city).

In 2015, we redesigned one mile of Rainier between S Alaska St and S Kenny St from 2 travel lanes in each direction to 1 travel lane in each direction with a center turn lane. That change successfully improved safety. We have a 2016 evaluation report showing overall collisions decreased by 15%, injury collisions decreased by 30%, and collisions with people walking and biking were down 40%.

Building on that success, we launched phase 2 of the project to extend the lane changes down to S Henderson St in Rainier Beach. We asked for community feedback on two potential concepts, one that included bus lanes and one that included bike lanes. The two most common themes we heard from neighbors were support for improving safety and a need for frequent and reliable Metro Route 7 service, so we proceeded with a design to add bus lanes and a center turn lane and reduce the number of travel lanes.

We completed the outreach listed below and worked with [Community Liaisons](#) from the Department of Neighborhoods (DON) who translated our project materials into Amharic, Oromo, Tigrinya, and Somali. We also went door-to-door with Community Liaisons who helped us interpret and share project information.

| When | What | Details |
|------------------------------|--|---|
| February 20 – March 27, 2017 | Winter 2017 online survey | Collected general feedback on the project and community needs and priorities, which were used to design alternatives 1 and 2 |
| March 7, 2017 | Community forum | Held an open house and shared crash data with the community |
| May – July 2017 | Community Conversations | Worked with Department of Neighborhoods to share project information with historically underserved or underrepresented community groups; delivered short presentations and held open discussions in small groups; asked questions regarding transportation priorities |
| August 2017 | Mailer to Rainier Valley residents (approximately 33,000 households) | Raised project awareness, shared alternatives, and invited community members to visit the online open house |
| August 1, 2017 | Rainier Beach Neighborhood Night Out | Shared alternatives with the community for feedback |
| August 3-31, 2017 | Online open house (w/survey) | Shared alternatives with the community; collected feedback on specific alternatives |
| August 12, 2017 | Rainier Valley Heritage Festival | Shared alternatives with the community for feedback |
| August 15, 2017 | Bus stop survey intercepts | Handed out project materials; raised awareness of online open house; requested feedback |
| August 17, 2017 | Ethnic markets drop-ins & poster delivery | Shared project information through translated posters and interactions with employees; collected feedback |
| August 21, 2017 | Safeway tabling event | Shared project information; collected feedback |
| August 29, 2017 | Southeast Seattle Senior Center briefing | Shared alternatives with the community for feedback |
| August 2017 | Social media campaign | Raised project awareness; shared alternatives; invited |

| | | |
|--------------------------------|---|---|
| | (Facebook posts, ads, Twitter posts, SDOT blog, South Seattle Emerald Blog and eNewsletter) | community members to participate in the online open house |
| September 2017 | Rainier Beach Action Coalition briefing | Shared alternatives with the community (youth/teens) for feedback |
| August 12, 2018 | Rainier Valley Heritage & Othello Int'l Festival table | Shared project info and Vision Zero giveaways |
| August 19, 2018 | BAAM Fest table | Shared project info and Vision Zero giveaways |
| Late August-Early October 2018 | Door-to-door outreach surveys along whole project area | Shared updated project info and talked with businesses and residents about their operations needs such as deliveries, parking, etc. |
| October 29, 2018 | Spot improvements workshop with Rainier safety advocates | Shared updated approach/timeline and collected input on spot improvements to build in 2019 |
| October 31, 2018 | Boo Bash in Rainier Beach | Vision Zero giveaways |
| December 7, 2018 | Rainier Beach walk with neighborhood advocates | Learned more about Rainier Beach priorities and shared plans for 2019 improvements |
| December 13, 2018 | Rose St Triangle activation planning committee meeting | Shared Rainier and Rose intersection plans and collected input |
| February 6, 2019 | Seattle Neighborhood Greenways and Rainier Valley Greenways meeting | Walked through each 2019 improvement and shared plans for 2020 |
| March 8, 2019 | South Shore PreK-8 meeting | Shared plans for Cloverdale and Henderson and collected input |
| March 16, 2019 | Meeting with businesses owners on southeast corner of Rainier and Rose | Shared plans for 2019 improvements at Rainier and Rose and collected input on options for 2020 improvements |
| March 19, 2019 | Rainier Valley Greenways meeting | Answered questions about 2019 improvements and overall schedule |
| April 7, 2019 | Small group workshop at Ethiopian Community in Seattle monthly Kurse | Shared project overview presentation and collected input on Rainier/Rose intersection options |
| Late May 2019 | Mailer to project area (approximately 13,500 addresses) | Shared 2019 intersection improvements and 2020 street layout changes |
| May 22, 2019 | Presentation to Transit Advisory Board | Shared project overview in conjunction with Route 7 Transit-plus project |
| June 29, 2019 | Table at Rainier Vista Health Fair | Share 2019 intersection improvements and 2020 street layout changes |
| Summer, 2019 | Signage posted at Rainier/Holly, Rainier/Othello, Rainier/Cloverdale, Rainier/Henderson | Share 2019 intersection improvements and webpage for more info about 2020 street layout plans |
| July 26, 2019 | Table at Lake Washington Apartments | Share 2019 intersection improvements and 2020 street layout changes |

| | | |
|--------------------|--|--|
| July 27, 2019 | Table at South End Heritage Fest | Shared 2019 intersection improvements and 2020 street layout changes |
| August 10, 2019 | Table at Back 2 School Bash event | Shared 2019 intersection improvements and 2020 street layout changes |
| August 11, 2019 | Table at Othello International Festival | Shared 2019 intersection improvements and 2020 street layout changes |
| August 17, 2019 | Table at New Holly Family Fun Fest + Health Fair | Shared 2019 intersection improvements and 2020 street layout changes |
| September 10, 2019 | Street Safety Pop-Up at Rainier and Henderson (2:30-4:30 PM) | Games, donuts, music, free stuff, and a chance to learn more about the Rainier Improvements project, Neighborhood Street Fund, and Your Voice Your Choice. Thank you to Black Girls Do Bike , Rainier Beach: A Beautiful Safe Place for Youth , South Shore PreK-8 , and Seattle Neighborhood Greenways/Rainier Valley Greenways for help planning the event and to Bike Works for the helmet giveaways. |
| December 11, 2019 | Door-to-door with Community Liaisons at Rainier and Rose | Shared materials and talk with business owners about upgrades to Rainier and Rose intersection and parking removal on west side of street |
| August 2020 | Mailer to project area (approximately 13,500 addresses) | Share construction timing and 2020 improvement details |
| September 3, 2020 | Door-to-door with Community Liaisons at Rainier and Rose | Shared information about improvements and upcoming construction |
| September 8, 2020 | Posters near locations where we're removing parking | Share information about improvements and parking removal |
| Ongoing | Website and email updates | Ongoing updates to share project information and opportunities for involvement |

More information can be found on the [Rainier Improvement webpage](#) that also includes translated materials in Amharic, Oromo, Somali, and Tigrinya.



Pop-up with project info at Rainier and Henderson (Rainier Ave Vision Zero Project)

Greenlake and Wallingford Paving and Multi-Modal Improvements

This project began in April 2017 with outreach that included calls and emails to schools, businesses, community centers, and community/advocacy groups in the project area. From May through June 2017, community members provided input to the design through open houses and drop in sessions. For a more information on outreach for Greenlake and Wallingford Paving and Multi-Modal Improvements, please see Attachment 13.

More information can also be found on the [Greenlake webpage](#) with materials being translated in [Chinese](#), [Somali](#), [Spanish](#), and [Vietnamese languages](#).

Delridge Way SW – RapidRide H Line

SDOT is working to make Delridge Way SW a better street for buses by bringing multimodal improvements to the neighborhood in coordination with new Metro RapidRide service. Delridge Way SW - RapidRide H Line project includes new bus lanes to sail past traffic, a new bus signal to hop to the front of the line at red lights, and a commitment to getting people walking and biking around the neighborhood and to new stops.

Construction for the project is divided into three different zones.

- **Zone A** - West Seattle Bridge to SW Findlay St
- **Zone B** - SW Findlay St to north of SW Orchard St
- **Zone C** - North of SW Orchard St to White Center

More information on the Delridge Way SW- RapidRide H Line can be found on the [project webpage](#). Distributed materials were translated in [Arabic](#), [Amharic](#), [Oromo](#), [Somali](#), [Spanish](#), [Tagalog](#), and, [Vietnamese languages](#). Outreach activities can be found in *Attachment 14*.

PROVIDING MEANINGFUL ACCESS TO LIMITED ENGLISH PROFICIENT PERSONS

The City of Seattle Interpretation and Translation Policy (*Attachment 15*) adheres to the four-factor analysis, as outlined in Circular 4702.1B, in determining when to provide language assistance for Limited English Proficiency (LEP) persons. The Office of Immigrant and Refugee Affairs (OIRA) coordinates city's [Language Access Program](#) to ensure meaningful access to LEP persons. The Seattle Department of Transportation (SDOT) complies with the City's policy and Title VI requirements to ensure access to LEP persons. We have followed OIRA's guidance concerning priority languages for content related to COVID-19. Capital Projects complete a PIP as part of their planning process and identify communities with limited English proficiency and develop strategies accordingly. We are currently in the process of updating the City Interpretation and Translation Policy but have updated our Citywide LAP Plan.

Term Base

To ensure consistent translation across projects and ensure that translations prepared by our partner agencies that discuss our projects, programs, and services are aligned, we began development of a department term base. The first phase of this project translated 104 commonly used terms into Amharic, simplified and traditional Chinese, Filipino/Tagalog, Khmer, Korean, Laotian, Oromo, Russian, Somali, Spanish, Tigrinya, and Vietnamese. This term base was developed in collaboration with a translation agency and community reviewers. We have made this term base available on our [public-facing website](#). We also make this content available to our internal and external reviewers as well as translation contractors and partner agencies.

Factor One: The number and proportion of LEP persons served or encountered in the eligible service population.

The City of Seattle has a policy to translate information for specific primary languages that are frequently spoken in Seattle to ensure that residents with limited English proficiency have access to City information pertaining to programs and services. Two tiers of languages have been developed that provide clear guidance to City departments for interpretation.

– [Seattle Top Tier Language Chart](#).

Tier 1 languages are the top seven languages spoken in Seattle based on Census data, Seattle Public School data, data from Seattle Municipal Court and City of Seattle call centers. The first tier are ones spoken by at least 10,000 residents. The City is updating our Tier language chart so the OIRA website may reflect differences in the languages used in our current Nondiscrimination language. Some of these languages include: Cantonese, Korean, Mandarin, Somali, Spanish, Tagalog, and Vietnamese. The City's Translation and Interpretation Policy requires departments to translate or interpret vital documents (documents that provide essential information for accessing basic services and benefits) and critical documents (written or oral information that could have life and death impacts) into these languages.

Tier 2 languages are those languages that are spoken by at least 5,000 city residents. These languages are: Amharic, Cambodian/Khmer, Laotian, Oromo, Russian, Tigrinya, and Ukrainian. The City's Translation and Interpretation Policy requires that departments translate or interpret critical documents into these languages.

Departments conducting public meetings are to notify the public that Tier 1 language interpretation is available (if possible) if requested ahead of the event.

Additionally, City departments are to translate documents relevant to that project and provide interpretation at community meetings when conducting major projects in a neighborhood where 5% of the population (based on American Community Survey data) consist of a specific language. SDOT includes this process formally in its Public Involvement Plan (Attachment 9) to ensure residents and those impacted by a project receive access to information regarding SDOT activities.

Factor Two: The frequency with which LEP persons come into contact with the program.

To address the frequency with which LEP residents come into contact with City of Seattle and SDOT programs, activities and services, a few different measures can be accessed.

Measure: Responses received from Full Inclusion Sign-in Sheet

To fully capture participation in public meetings, SDOT occasionally uses the Inclusion Sign-in Sheet at public meetings. This allows the department to understand if meeting demographics match the demographics of the project area and course correct if needed.

Measure: Language line or language interpretation services

According to the Customer Service Bureau's Language Line usage in 2020, the following languages were identified as the top languages: Spanish, Mandarin, Vietnamese, Cantonese, Russian, Somali, and Amharic.

At SDOT, Language Line Solutions is used for interpretation over the phone. It is our best practice to translate project and service information into top tier languages. On our in-language communication materials such as web pages and program flyers, we make sure to include a phone number where community members can call and ask questions. When a call is received, staff contact Language Line and get connected with an interpreter to properly

answer questions and provide accurate information.

SDOT is adding a new service from Language Line to support residents and staff when interacting face-to-face. We've added [InSight](#) from [Language Line](#) to our list of apps for Street Use inspectors and others to install on their mobile devices.

COVID-19 Contingencies

Since the beginning of the COVID crisis, we have been developing in-language messaging related to policy changes, programs, and initiatives for residents with limited English proficiency. For example, we published updates to parking enforcement in [Amharic](#), [traditional Chinese](#), [Korean](#), [Somali](#), [Vietnamese](#), and [Spanish](#) on our blog and shared this information via social media to help communities understand the changes that were taking effect.

Similarly, when we launched our [food priority pick up zones](#) to help restaurants weather the ongoing crisis, we developed in-language materials to share on social media and purchased advertising in ethnic media to make sure that our community members knew about this option. We also ensured that our partners in other City departments such as the Office of Economic Development (OED) were aware of the programs and were able to share information.

Likewise, when we developed temporary permitting options to support the safe expansion of business operations, we oversaw the translation of our content (as well as that of the Seattle Department of Construction and Inspections) for inclusion into the business toolkits that the Mayor's Office developed. As part of our outreach, we collaborated with OIRA, OED, and the Seattle Department of Construction and Inspections (SDCI) to develop an ethnic media advertising campaign. Additionally, OED staff were trained to provide support for small business owners concerning our permitting options.

Since the COVID crisis has had a significant impact on our budget and has necessitated the suspension or cancellation of projects, we made our director's update on our budget available online in multiple languages.

Factor Three: The nature and importance of the program, activity, or service provided by the program to people's lives.

Following the City's policies for Inclusive Outreach and Language Access, SDOT makes meaningful attempts to include the opinions and needs of LEP persons through inclusive public engagement and outreach. Over the last three years a number of strong examples illustrate efforts made by the department to ensure staff and the department as a whole are aware of the service and program needs of LEP persons.

For outreach to communities impacted by the closure of the West Seattle High-Rise Bridge, SDOT partnered with the Seattle Department of Neighborhoods (DON) and the Seattle Office of Immigrant and Refugee Affairs (OIRA). Together, SDOT developed the [Reconnect West Seattle Survey](#) and had it translated into traditional [Chinese](#), [Khmer](#), [Korean](#), [Oromo](#), [Somali](#), [Spanish](#), and [Vietnamese](#) following the recommendations of our partner agencies and American Community Survey demographic data. The survey was subsequently promoted via social media and through paid advertising in ethnic media outlets. SDOT gathered additional survey responses through in-person outreach conducted by DON Community Liaisons. Moreover, we developed factsheets and neighborhood specific prioritization ballots in the same target languages to capture feedback from residents impacted by the bridge closure who speak languages other than English. See *Attachments 16 -18 for outreach examples*.

Environmental Justice

SDOT strives to engage [Environmental Justice \(EJ\)](#) communities to ensure equal access and involvement in transportation decision-making processes. Examples of incorporating EJ factors include: 1) the Move Seattle Levy Prioritization Assessment which is currently underway, and includes the development and use of our Race and

Social Equity Index, and the Equitable Development Community Indicators Report; and 2) The Electric Vehicle Charging in the Right-of-Way (EVCROW) pilot program. Details of both programs are described below.

Move Seattle Levy Prioritization EJ Example

In November 2015, voters approved the 9-year, \$930 million Move Seattle Levy which provides funding to improve safety for all travelers, maintain streets and bridges, and invest in reliable, affordable travel options for a growing city. This assessment includes applying the Race and Social Equity Index to assess project locations and investments as a prioritization criterion for the levy. The levy assessment is working closely with the Levy Oversight Committee as part of this work. Below is a breakdown of the Move Seattle Levy Prioritization Assessment including use of the Race and Social Equity Index combining race, ethnicity, health and socioeconomic factors in areas where minorities make up relatively large portions of the neighborhoods assessed.

- The levy provides roughly 30% of the City's transportation budget and replaces the 9-year, \$365 million Bridging the Gap levy approved by voters in 2006. The levy aims to take care of operational and maintenance expenses, while also investing in the future with improvements to move more people and goods in and around a growing Seattle. An oversight committee ¹made up of Seattle residents, appointed by the Mayor and City Council, monitors levy expenses and revenues, reviews program and project priorities, and makes recommendations to the Mayor and City Council on how to spend levy proceeds and meets monthly.
- Move Seattle Levy revenues are based on property tax assessments. While receipt of these revenues could be delayed due to the tax filing extension, property tax revenues are not currently expected to have major declines due to COVID-19. However, in addition to Levy funds, SDOT leverages a variety of additional local and grant funds to deliver the Levy portfolio. This includes revenue generated from Vehicle License Fees (VLF), Real Estate Excise Tax (REET), General Fund sources such as Sales Tax, and grant funds, which are the revenue sources that have already been negatively impacted and are expected to continue to be impacted by COVID-19. To address these revenue declines, SDOT is going through a levy prioritization assessment.

Race and Social Equity (RSE) Index EJ Example

The Race and Social Equity (RSE) Index combines information on race, ethnicity, and related demographics with data on socioeconomic and health disadvantages to identify where priority populations make up a relatively large proportions of neighborhood residents. There are three component indices that are equally weighted, and each of the sub-indices includes individual metrics, as described below. Unless otherwise noted, each metric is given equal weight in contributing to the component index.

The data is analyzed at the census tract level. The index was updated in 2018 and 2020. Data sets are updated every two to three years. A map showing the core composite Race and Social Equity (RSE) Index is provided in *Attachment 19* and *Attachment 20* shows a color key composite map representing 20% of the Census Tract in Seattle.

Core Index

The Core Index is a composite index of three racial and social equity component indices of population characteristics or conditions related to:

- Race/ethnicity
- Socioeconomics
- Health and disability

¹ <http://www.seattle.gov/transportation/about-us/funding/levy-to-move-seattle/oversight-committee>

The RSE Index and its component metrics are mapped at the census tract level. Each of the three component indices is given equal weight in constructing the core index. This is to provide a well-balanced index and make the index easy to understand and use.

The three indices that contribute to the core RSE Index are described in more detail below. The core index and its component indices can be explored further using an [interactive mapping app](#) on the City's website. Screenshots from the interactive mapping app show each of the component indices.

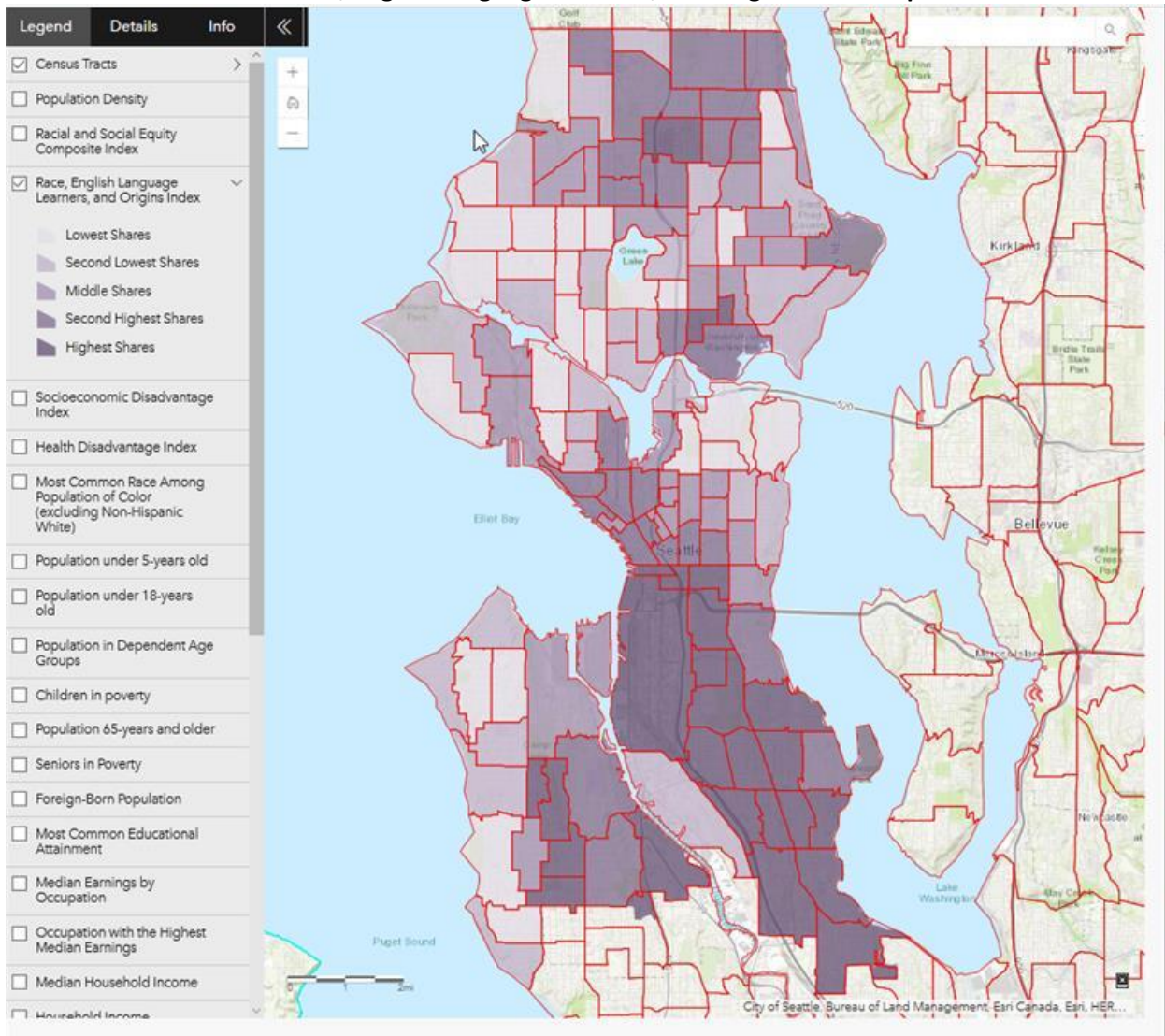
Race, English Language Learners, and Origins Index

SDOT reviewed thirty programs and evaluated them to ensure that equity was adequately addressed. Each program has their own prioritization framework, and SDOT is studying the frameworks to identify opportunities where they can continue to ensure racial equity is prioritized.

This index (shown on the following page) includes the following, all from five-year estimates based on the U.S. Census Bureau's American Community Survey (ACS). In this index, the English language learner and foreign-born population characteristics are each weighted by 0.5, for a combined weight of 1.0. This is to help balance the contribution to the index of native-born persons of color with that of immigrants.

- Percentage of population who are persons of color – weight: 1.0, source: ACS estimates from the U.S. Census Bureau.
- Percentage of population who are English language learners, i.e., percentage of the population five years and older who both speak another language than English at home and who speak English less than “very well” – weight: 0.5, source: ACS estimates from the U.S. Census Bureau.
- Percentage of population who are foreign born – weight: 0.5, source: ACS estimates from the U.S. Census Bureau.

Race, English Language Learners, and Origins Index Map



The Equitable Development Community Indicators was prepared by the Office of Planning and Community Development (OPCD) in September 2020 as part of the Equitable Development Monitoring Program (EDMP). SDOT, along with other City Departments, contributed to the report to measure and accelerate Seattle's progress toward becoming a more equitable city. The report analyzes and provides data on underlying patterns of inequality disproportionately impacting Black, Indigenous, and People of Color (BIPOC) communities. OPCD's Population and Demographics website includes links for viewing the index in various formats.² See *Attachment 21* for the full report.

The Electric Vehicle Charging in the Right-of-Way (EVCROW) EJ Example

The Electric Vehicle Charging in the Right-of-Way (EVCROW) pilot program allows the installation of electric vehicle (EV) charging stations at curbside locations or other parking areas located in the public right-of-way. EV charging stations are available to the public and existing parking regulations continue to apply. SDOT provides applicants guidance on available installation sites and facilitates the permitting process. This pilot is part of the City's Drive Clean Seattle Initiative and guided by the policy direction set forth in the Drive Clean Seattle Implementation Plan.

² <http://www.seattle.gov/opcd/population-and-demographics/about-seattle#raceethnicity>

EVCROW sought to accomplish the following equitable outcomes, leading its analysis with race and considering the intersectionality of race with other attributes of **“priority communities”, which it defines as communities of color, immigrants, refugees, people with low incomes, youth, indigenous populations, and limited-English proficient individuals**. The objectives below are drawn in part from equity outcomes identified in the Environment and Equity Agenda, Drive Clean Seattle Racial Equity Toolkit, Transportation Equity Resolution 31773, and New Mobility Playbook.

- EVCROW will improve EV access for priority communities by helping to address the lack of publicly available EV charging—a key barrier to the adoption of EVs.
- EVCROW will work to partner with other parallel efforts to address additional barriers to EV adoption for priority communities.
- EVCROW will help enable a new, cleaner transportation option while continuing to prioritize transit, walking, and biking.
- EVCROW will work to mitigate any actual and perceived displacement risks presented by the infrastructure it deploys.
- Where possible, EVCROW will work to tie economic benefits of electrification back to priority communities by supporting access to new jobs and business opportunities in the growing clean transportation economy.
- EVCROW will work to tie benefits from EV charging infrastructure back to host communities by listening to community stakeholders and the City’s Environmental Justice Committee and working to integrate their feedback into program and site design.
- By replacing traditional vehicles with cleaner EVs, EVCROW will help improve air quality in priority communities, creating direct health benefits that begin to address long-standing environmental injustice.

SDOT contracted a Human Centered Design firm to conduct a series of generative and evaluative qualitative research studies on where and how to site EV charging stations, with a focus on equitable deployment in communities of color and low-income communities. This work was conducted from July to September 2018 and designed to directly inform the next version of EVCROW. The work was accomplished through three main tasks: (1) shared mobility driver interviews (i.e., for-hire drivers), (2) community stakeholder interviews, and (3) a validation/participatory design focus group. Participants in these studies were screened to represent communities of color and low-income communities and were compensated for their time.

The Environmental Justice Committee³ (EJC) reviewed Drive Clean Seattle, the broader transportation electrification plan that houses the EVCROW pilot program, on November 29, 2016, and March 24, 2017. Feedback from the committee has been integrated into current EV work at SDOT, including the Human Centered Design studies, and will be integrated into the EVCROW program redesign. SDOT provides regular report-backs to the EJC through the Drive Clean Seattle initiative. To learn more about how SDOT implemented the Citywide Racial Equity Toolkit (RET) see *Attachment 22* [and Attachment 23](#) for a full summary. More information can also be found on the [EVCROW webpage](#).

Factor Four: Resources available to the recipient and costs.

³ The Environmental Justice Committee comprises twelve individuals, all deeply connected to communities of color, Native peoples, immigrants, refugees, and people with low incomes and/or organizations who work closely with these communities or environmental justice issues. The committee was formed in 2017 as part of the Equity & Environment Agenda which is housed under Seattle’s Office of Sustainability & Environment.

The City of Seattle has made significant efforts to provide adequate resources for inclusive outreach and language access. Project managers and public information staff regularly consider ethnic media outlets when distributing news and consider the qualifications and skills of outreach consultants regarding city IOPE guidelines.

Interpretation services are provided by LanguageLine which provides trained interpreters fluent in more than 240 languages and 40 languages including American Sign Language. Staff may, on an ad hoc basis, provide in-language support to customers which is available 24 hours a day and seven days a week. Written materials are first translated by an external agency and then undergo a community review process to ensure that they are correct and appropriately localized. We have built a roster of community reviewers to provide feedback on translations that includes community members who work with OIRA to provide translations/community review and SDOT staff. Community members are paid as independent contractors for their work. After receiving their feedback on translations, we send their comments to the agency which then finalizes the translation. Our external community reviewers are paid \$70/hr billed in 15-minute increments.

In 2019, the Seattle Department of Transportation spent \$57,247 on translation and interpretation services (language access tactics 2, 3, 4) to support outreach efforts for capital projects and programs such as Vision Zero and STBD, marketing materials, winter weather safety messaging, and the development of the department's term base. This includes \$16,677 in translation and interpretation services billed under our MOU with DON and \$4,803 in labor costs associated with the Street Use language access intern. This does not include associated printing costs for hardcopy materials. We spent an additional \$20,220 on ethnic media advertising (language access tactic 5). Translation and interpretation expenditures to date for 2020 total \$32,586. This includes costs billed under our MOU with DON and intern labor costs. We have spent roughly \$7,000 to date on ad buys with ethnic media.

With the ongoing public health crisis illustrating the importance of in-language materials and the department's commitment to RSJI, we will continue translating outreach materials for capital projects, new and existing programs, and safety messaging. Based on current spends, we anticipate translation and interpretation expenditures of \$65,834 for 2020 and ethnic media buys of \$23,253. We expect to continue implementing language access tactics 2–5 for the remainder of 2020 and that these would be accommodated within the existing budget.

SDOT expects the amount of expenditures on translation, interpretation, and ethnic media advertising in 2021-2022 to be similar to 2020. Our 2021-2022 budget submittal does not include any changes to the budget for these items. Our budget for 2020 (and projected for 2021-2022) is \$89,087. According to 2018 ACS data, 23% of Seattle residents speak a language other than English. Of those residents, 40% speak English "less than very well." The Seattle Office for Civil Rights (SOCR) reviewed the Public Involvement Plan (PIP) template used by SDOT to ensure it continued to meet Title VI requirements when conducting outreach and engagement during planning and implementation of projects. SOCR continues to work with the City's demographer to ensure up to date race, language, and income level information is accessible to City staff.

Consistent with overall City policy regarding language interpretation and translation as well as inclusive outreach, SDOT complies with Title VI requirements regarding access to services for LEP individuals. This plan (a culmination of existing City policy relating to Interpretation and Translation and Public Engagement and Outreach) addresses the elements outlined within FTA's Four-Factor Analysis and provides SDOT staff with guidance on how to ensure equitable access to services for LEP individuals. As cited in SDOT's Public Involvement Template (PIP) and as described in the public engagement section of this report, SDOT routinely ensures there is language translation of outreach materials ahead of projects, at meetings and in partnership with LEP persons and communities.

5. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BOARDS

The City of Seattle has the following non-elected planning and advisory transit-related boards:

- a) Seattle Transit Advisory Board. Please see *(Attachment 24-28)* for membership demographics.
- b) Seattle Pedestrian Advisory Board. Please see *(Attachment 24-28)* for membership demographics
- c) Seattle Bicycle Advisory Board. Please see *(Attachment 24-28)* for membership demographics.
- d) Levy to Move Seattle Oversight Committee. Please see *(Attachment 24-28)* for membership demographics.
- e) Seattle Freight Advisory Board. Please see *(Attachment 24-28)* for membership demographics.
- f) Seattle School Traffic Safety Committee. Please see *(Attachment 29 and Attachment 30)* for membership demographics.
- g) Transportation Equity Work Group. Please see *(Attachment 31)* for membership demographics.

SECTION B. REQUIREMENTS RELATING TO FIXED ROUTE TRANSIT

SEATTLE STREETCAR

The City of Seattle provides two, federally funded, fixed guide-way streetcar services, the South Lake Union Streetcar (SLU) and the First Hill Streetcar (FHS). The South Lake Union Streetcar operates along a 1.3-mile route from the corner of Fairview and Ward in the South Lake Union (SLU) neighborhood to the corner of Westlake and Olive near the downtown Seattle Westlake Transit Hub. The First Hill Streetcar operates along a 2.5-mile route from Jackson and Occidental, in the Pioneer Square neighborhood, to Broadway and Denny in the Capitol Hill neighborhood. For our full Streetcar Operations Plan, please see *Attachment 32*.

| The City of Seattle’s National Transit Database Report for fiscal year 2018 provided the following financial and operating statistics for its fixed-route service: | |
|--|-------------------------------|
| Operating Statistic | Fixed-Route Streetcar Service |
| Unlinked Passengers | 1,685, 668 |
| Revenue Hours | 42,576 |
| Operating Expenses | \$10,503,016 |

| Fares: | |
|--------------------------------|--------|
| Fare Classification | Fare |
| Adult (19-64) | \$2.25 |
| Senior (65+)/RRFP ¹ | \$1.00 |
| Youth (6-18) | \$1.50 |
| Low-Income Adult (ORCA Lift) | \$1.50 |
| Children 5 and Under | Free |

South Lake Union Streetcar

The City of Seattle contracts with King County Metro Transit to operate the Seattle Streetcar system through an interlocal agreement. King County Metro Transit provides management, supervisors, operators, and mechanics of the system, oversees the maintenance of the vehicles, and has the primary responsibility for the fleet of streetcar vehicles. SDOT staff provide oversight at the streetcar Operating and Maintenance Facilities (OMF).

The South Lake Union Streetcar was approved by the City Council in 2005 in response to efforts to develop the South Lake Union neighborhood into a biotechnology and biomedical research hub. The \$56.4 million line was funded nearly 50% by property owners along the alignment and the remainder by federal, state, and local funds. The alignment opened on December 12, 2007 with free rides for remainder of the month.

There are seven stops along the 1.3-mile line that lead to mixed use commercial, residential,

entertainment and recreational options. Access also includes medical care facilities, a large national grocery store, and Lake Union’s 12-acre waterfront park. Service is provided from 6:00a.m. to 9:00 p.m. Monday through Thursday, 6:00a.m. to 11:00 p.m. Friday and Saturday, and 10:00a.m. to 7:00 p.m. on Sunday and holidays.

Passengers can transfer to buses at several points along the route. Bus service makes convenient, useful connections at selected streetcar stops.

| South Lake Union Streetcar Stops: |
|--|
| Fairview & Campus Drive (Fred Hutchinson Cancer Research Center) |
| Lake Union Park (Lake Union) |
| Westlake & Mercer (Southbound train, South Lake Union) |
| Westlake & Thomas (Southbound train, South Lake Union) |
| Terry & Mercer (Northbound train, South Lake Union) |
| Terry & Thomas (Northbound train, South Lake Union) |
| Westlake & 9th-Denny (Denny Triangle) |
| Westlake & 7th (Denny Triangle) |
| Westlake Hub (McGraw Square) |

First Hill Streetcar

The First Hill streetcar connects major medical facilities, Seattle Central College, Seattle University and mixed-income communities to the King Street mobility hub. The First Hill Streetcar line was funded by Sound Transit. Due to high construction and engineering risks, Sound Transit removed the proposed First Hill station from the North Link preferred route in July 2005 and constructed a streetcar connection instead.

The First Hill Streetcar line is 2.5 miles long. It operates with six (6) Inekon vehicles, provides an average 10-18 minute service frequency most hours of the day it operates, seven days a week. FHS is served by an Operations and Maintenance Facility (OMF) located at 848 7th Ave S. The line was funded as part of Sound Transit 2 mass transit expansion ballot measure approved by voters in November 2008.

There are ten (10) stops along the 2.5-mile line that lead to mixed use commercial, residential, entertainment and recreational options in the Chinatown, Yesler Terrace, Central District, First Hill and Capitol Hill neighborhoods.

Service is provided from 6:00 a.m. to 9:00 p.m. Monday through Thursday, 6:00 a.m. to 11:00 p.m. Friday and Saturday, and 10:00 a.m. to 7:00 p.m. on Sunday and holidays.

Passengers can transfer to buses and regional light rail at several points along the route.

| First Hill Streetcar Stops: |
|--|
| Jackson & Occidental (Pioneer Square) |
| Jackson & 5 th (Chinatown) |
| Jackson & 7 th (Chinatown) |
| Jackson & 12 th (Chinatown) |
| 14 th & Washington (Central District) |
| Broadway & Yesler (Yesler Terrace) |
| Broadway & Terrace (Yesler Terrace) |
| Broadway & Marion (First Hill) |
| Broadway & Pike / Pine (Capitol Hill) |
| Broadway & Denny (Capitol Hill) |

7a. Monitoring of Third-Party Operators – Fleet Management

On a real-time basis, the SDOT Streetcar Operations Manager assesses King County Metro’s performance to determine whether maintenance is being performed in accordance with the approved operations and maintenance plans; to ensure compliance with Federal requirements for the drug and alcohol program; to ensure compliance with Title VI requirements; to ensure compliance with ADA requirements for fixed route services; to ensure compliance with EEO monitoring; to ensure compliance with procurement and contracting requirements inclusive of DBE as applicable, to the extent that the City may delegate some procurement and contracting activities to Metro; and to ensure compliance with fleet maintenance, safety, security and emergency preparedness. Learn more about full Fleet Maintenance Plan in *Attachment 33*.

The City of Seattle retains responsibility for most procurement and contracting activities related to the Seattle Streetcar, including consultant contracts for planning, design, and environmental services; construction contracts for construction of new streetcar segments; and goods and services contracts for streetcar vehicles and various operations and maintenance services such as real-time arrival systems, station maintenance; and vehicle and station graphics. From time to time, the City may ask King County Metro to contract and/or procure on behalf of the City for major maintenance or improvements to the Seattle Streetcar. In such instances, the City will review the County’s procurement documents to ensure that they comply with FTA requirements and will review any contract changes for FTA compliance. DBE requirements will also be placed on King County Metro when they procure products and services on behalf of the City. The following staff and divisions within the City validate the completeness and compliance of such contracts: SDOT Streetcar Operations Manager and the Accounts Payable Manager in the Finance and Administration Division of SDOT. Procurement Compliance and City DBE reporting is monitored through procurement reviews and financial expenditures and outlays as applicable. FAS is the Process Owner for DBE reporting. For more information on our Interlocal Agreement (ILA), please see *Attachment 34*.

The following staff and divisions within the City validate the completeness, correctness, and compliance of the procurement process and outcomes: the Streetcar & Transit Corridors Manager in the Transit and Mobility Division of SDOT and the Grants Oversight Manager in conjunction with additional staff in the Finance and Administration Division of SDOT. King County Metro is almost always the responsible party for completing and producing contracting and/or procurement documents, which are then reviewed and

approved by both the Transit and Mobility Division, generally the Streetcar & Transit Corridors Manager, and the Finance and Administration Division team of grants management staff in finance, accounting, and grants oversight. Please see Attachment 35 for our most recent Seattle Streetcar Operations Report.

Vehicle Load Standards

The South Lake Union Streetcar system features 4 vehicles; (3) Inekon Trio-12, (1) Inekon Trio-121. The newer Trio-121 vehicle is the same length, width, and height of the Trio-12, but is lighter in weight, has a lower load capacity, can travel at higher operating speeds, and features an on-board energy storage system (OESS) that enables off-wire operation. The average of all loads during the peak operating period should not exceed the vehicles' achievable capacities, which are 158 passengers on Trio-12 vehicles and 150 passengers on Trio-121 vehicles.

| Characteristic | Inekon Trio-12 | Inekon Trio-121 |
|--|-------------------------|-------------------------|
| Length | 20.13 m | 20.13 m |
| Width | 2.46 m | 2.46 m |
| Height | 3.46 m | 3.46 m |
| Number of doors | 2 double-leaf, 1 single | 2 double-leaf, 1 single |
| 4 persons per sq. m (Standard load) ² | 115 (29 seats) | 112 (29 seats) |
| 6 persons per sq. m (Crush load) ³ | 158 (29 seats) | 150 (29 seats) |

Policy Headways and Periods of Operation

| | 6 AM to 9 AM | 9 AM to 4 PM | 4 PM to 6 PM | 6 PM to 7 PM | 7 PM to 9 PM | 9 PM to 11 PM |
|-------------------|--------------|--------------|--------------|--------------|--------------|---------------|
| Monday - Thursday | 10 Mins | 15 Mins | 10 Mins | 15 Mins | 15 Mins | N/A |
| Fridays | 10 Mins | 15 Mins | 10 Mins | 15 Mins | 15 Mins | 15 Mins |
| Saturdays | 15 Mins | 15 Mins | 15 Mins | 15 Mins | 15 Mins | 15 Mins |
| Sundays/Holidays | 15-18 Mins | 15-18 Mins | 15-18 Mins | 15-18 Mins | 15-18 Mins | N/A |

On-Time Performance

Reliability or on-time performance is the percentage of streetcar trips on-time or between five minutes late and one minute early. SDOT continuously monitors on-time performance and system results are reviewed as part of monthly performance reports covering all aspects of operations. Investment can include schedule, or traffic spot improvements.

Service Availability Standards

Service is provided from 6:00 a.m. to 9:00 p.m. Monday through Thursday, 6:00 a.m. to 11:00 p.m. Friday and Saturday, and 10:00 a.m. to 7:00 p.m. on Sunday and holidays.

90% of all residents in the service area are within a ¼ mile walk of bus service.

Service Policies

VEHICLE ASSIGNMENT

South Lake Union Streetcar features four (4) vehicles; three (3) vehicles operate during planned peak frequency and two (2) vehicles during off-peak periods, weekends and designated holidays. The fourth vehicle when available is used for special services as required or as the maintenance spare.

First Hill Streetcar features six (6) vehicles; five (5) vehicles operate during planned peak frequency and four (4) vehicles during off-peak periods. Sundays and holidays feature three (3) vehicles.

Vehicles not in service on both lines undergo planned preventative or corrective maintenance activities. The vehicles assigned to the South Lake Union line cannot operate on the First Hill line because they require an overhead wire along the entire alignment; First Hill vehicles are equipped with an onboard energy system (battery) that allows them to run off-wire which is required along the First Hill line.

TRANSIT AMENITIES

There are currently 11 unique stations along the South Lake Union alignment and 14 along the First Hill alignment. All the stops are outdoors, and some have weather protection canopies and benches for waiting passengers. Most stops have real-time arrival information via LED signs mounted onto the stations. All streetcar stops are ADA accessible. Benches are installed based on ridership, in order to benefit the largest number of riders. Special consideration may be given to areas where high numbers of transfers are expected, or where stops are close to facilities such as schools, medical centers, or senior centers. Other considerations include the physical constraints of station stop sites, preferences of adjacent property owners, and construction costs.

²The Transportation Research Board defines several vehicle weight designations, including AW2 (weight with average peak-hour passenger load), and AW3 (crush loaded weight). In the US, peak-hour load is typically based on 4 passengers per square meter, while crush loads are based on 6 passengers per square meter.

³The crush loaded passenger capacities are calculated based on the standard load provided by each manufacturer.

Seattle Streetcar Nondiscrimination Policy: Title VI

The City of Seattle ensures that no person shall be discriminated against in City programs and services based on their race, color, national origin, religion, sex, age, disability, sexual orientation, and other protected classes, in accordance with local and federal laws. Customers who experience discrimination may file a complaint with the Seattle Office for Civil Rights.

- La Ciudad de Seattle no discrimina por motivos de raza, color, nacionalidad u otras características protegidas por la ley. Para obtener más información o para presentar una demanda, comuníquese con la Seattle Office for Civil Rights (Oficina de Seattle para Derechos Civiles).
- 西雅圖市禁止基於種族、膚色、國籍或其他受保護特徵而歧視任何人。想瞭解更多資訊，或針對歧視事件提出投訴，請聯絡 Seattle Office for Civil Rights(西雅圖民權辦公室)。
- Thành Phố Seattle không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia và các đặc điểm được bảo vệ khác. Hãy liên hệ với Seattle Office for Civil Rights (Văn Phòng Quyền Công Dân Seattle) để tìm hiểu thêm hoặc để nộp đơn khiếu nại về phân biệt đối xử.
- የሲያትል ከተማ በዘር፣ በቀለም፣ በብሔራዊ ማንነት፣ ወይም በሌሎች የሚጠበቁ ባህሪያት ምክንያት መድልዎ አያደርግም። የበለጠ ለማወቅ፣ ወይም ቅሬታ ለማቅረብ፣ Seattle Office for Civil Rights (የሲያትል ቢሮ ለዜጎች መብት) ያነጋግሩ።
- Magaalada Seattle cidna uma takoorto sabab la xariirta isir, midab, wadanka uu u dhashay, ama sifooyin kale oo sharciigu difaacaayo. Si aad u hesho xog dheeraad ah, ama aad u gudbiso cabasho ka dhan takoorka, la xariir Seattle Office for Civil Rights (Xafiiska Xaquuqaha Madaniga ah ee Seattle).

Attachment 3 is a sample posting and general Citywide Title VI poster. This Nondiscrimination policy as well as Title VI complaint procedure and processes are also posted on the [Seattle Streetcar website](#).

Americans with Disabilities Act

The Seattle Streetcar is accessible and easy to board for all users. Streetcar stations feature low floors and high platforms for a minimal gap between the platform and streetcar. Wheelchair ramps on the streetcar automatically deploy upon the press of a blue button from inside or outside of the car. The streetcar also features both audio and digital display stop announcements.

Riders can request an accommodation, modification, translation, interpretation or language service, through our [ADA portal](#). [King County Metro](#), Seattle's Streetcar provider also has [accessible services](#).

More information regarding the City of Seattle and Title II of the ADA, can be found on seattle.gov/ada.

Service Animals

Service animals are welcome on the Seattle Streetcar at no additional charge. This includes animals-in-training accompanied by a trainer or person with a disability.

Bikes

Bikes are allowed, space permitting, in the center section of the streetcar. Riders can use bike racks located in the center section of the First Hill streetcar and new South Lake Union streetcar, when available. If the racks are occupied, or if riders are on a South Lake Union streetcar without racks, riders can hold their bikes upright while riding.

8. SEATTLE CENTER MONORAIL

The City of Seattle contracts with Seattle Monorail Services (SMS) to operate the Seattle Monorail. The two trains consist of four cars each. They are the original trains that began operation for the 1962 Seattle World's Fair. The monorail service, including maintenance and administrative facilities, is based at Seattle Center.

Over the past three years, the start of a project to replace and upgrade of major station electrical room components, such as traction power and DC Switchgear. Custom load wheel rims were procured. Four architectural and engineering consulting agreements were also signed for electrician, mechanical, structural and station redesign-related services. The work products of these agreements included the Monorail Station Feasibility Study, Phase 2 Beam Guideway Seismic Retrofit Report, Train Floor and Door replacement design and procurement documents, and electrical engineering and construction support for the replacement and upgrade of major electrical room component mentioned above. The service policies for the Seattle Center Monorail are detailed in the Amended and Restated Monorail System Concession Agreement between the City of Seattle and Seattle Monorail Services, LLC and authorized by City Council Ordinance 125942 in 2019 (Attachment 36)

The monorail normal service operates with two trains on approximately 10-minute headways from 7:30 to 11:00 p.m. on weekdays and 8:30 a.m. to 11:00 p.m. on weekends. On March 17, 2020, Seattle Center Monorail was temporarily closed to reduce COVID-19 exposure and transmission and because other public transit options such as King County Metro remained available to provide a connection between Seattle Center and Downtown. After implementing safety protocols based on guidance from the Centers for Disease Control (CDC) and the Federal Transit Administration (FTA) SA 20-1 Safety Advisory, the monorail reopened on May 28, 2020 with reduced service hours. The system will continue to

operate in a reduced capacity due to COVID-19 until such time as the number of people who want to utilize the system increases. Reduced hours are 9:30 a.m.-8:00 p.m. on weekdays, 10:00 a.m. – 8:00 p.m. on Saturdays, and 10:00 a.m. – 7:00 p.m. on Sundays. One-way fares are \$3.00 for adults and \$1.50 for youth ages 6-18, seniors, and persons with disabilities, Medicare card holders, and active duty U.S. Military, and ORCA Lift Cards. Children under six years of age ride free. October 7, 2019, after a public comment and review period, Seattle Center Monorail began accepting the ORCA (One Regional Card for All) for fare payment making the monorail more accessible than ever to passengers traveling that last mile between downtown and Seattle Center.

Seattle Center Monorail system is composed of two trains and a fixed guideway. Each train runs on its own dedicated “rail,” which is composed of 68 y-shaped columns supporting pairs of concrete beams, which span the columns. The typical pre-stressed concrete beams are approximately 70ft long. The highest columns are around 30ft overhead. The guideway is just under 1 mile in length at the present day, but when it was built in 1962, it extended beyond Westlake Center and was a little longer than 1 mile. Construction of the guideway began in April 1961 and was completed in January 1962.

There are two trains: Blue Train and Red Train. The trains were built by ALWEG Rapid Transit Company in West Germany in 1961, and were shipped to New York City where they were placed on traditional rail cars and transported to Seattle. Blue Train arrived before Red Train, and was placed on the beam in February 1962. On March 3, 1962, Blue Train made its first test run.

Each train has 64 tires: 16 load-carrying tires ride on top of the beam, and 48 guide tires run along the sides of the beam for alignment purposes. The 16 load tires run as duals in eight wheel/suspension assemblies called “bogies.” Each bogie has 2 load tires, 6 guide tires, an air suspension system, a 700VDC motor, gearbox and drive train, and a brake assembly. The motors were manufactured by GE and the gear boxes were built by Rockwell.

The Monorail trains run on 700 volts DC, which is supplied to the trains through contact rails on each beam. Carbon shoes contact the copper- headed rail to transfer power to the propulsion system, which in turn supplies current to the DC motors.

Seattle Center Monorail Nondiscrimination Policy: Title VI

The City of Seattle ensures that no person shall be discriminated against in City programs and services based on their race, color, national origin, religion, sex, age, disability, sexual orientation, and other protected classes, in accordance with local and federal laws. If you experience discrimination and would like to file a complaint, contact the Seattle Office for Civil Rights.

- La Ciudad de Seattle no discrimina por motivos de raza, color, nacionalidad u otras características protegidas por la ley. Para obtener más información o para presentar una demanda, comuníquese con la Seattle Office for Civil Rights (Oficina de Seattle para Derechos Civiles).
- 西雅圖市禁止基於種族、膚色、國籍或其他受保護特徵而歧視任何人。想瞭解更多資訊，或針對歧視事件提出投訴，請聯絡 Seattle Office for Civil Rights(西雅圖民權辦公室)。
- Thành Phố Seattle không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia và các đặc điểm được bảo vệ khác. Hãy liên hệ với Seattle Office for Civil Rights (Văn Phòng Quyền Công Dân Seattle) để tìm hiểu thêm hoặc để nộp đơn khiếu nại về phân biệt đối xử.
- የሲያትል ከተማ በዘር፣ በቀለም፣ በብሔራዊ ማንነት፣ ወይም በሌሎች የሚጠበቁ ባህሪያት ምክንያት መድልዎ አያደርግም። የበለጠ ለማወቅ፣ ወይም ቅሬታ ለማቅረብ፣ Seattle Office for Civil Rights (የሲያትል ቢሮ ለዜጎች መብት) ያነጋግሩ።

- Magaalada Seattle cidna uma takoorto sabab la xariirta isir, midab, wadanka uu u dhashay, ama sifooyin kale oo sharciyo difaacaayo. Si aad u hesho xog dheeraad ah, ama aad u gudbiso cabasho ka dhan takoorka, la xariir Seattle Office for Civil Rights (Xafiiska Xaquuqaha Madaniga ah ee Seattle).
- *Attachment 3* is a [sample posting and general Citywide Title VI poster](#). This Nondiscrimination policy as well as Title VI complaint procedure and processes are also posted on the [Monorail webpage](#).

Americans with Disabilities Act

The Americans with Disabilities Act, a federal law enacted in 1990, protects the interests of the disabled community, including those with physical, mental and temporary disabilities (i.e., broken leg with crutches). Disabilities can also be defined as impaired physical & mental symptoms as a result of alcohol or drug dependency. The Seattle Monorail is ADA compliant in regards to federal regulations, based on our discount fare category for disabled and Medicare card holders. ID cards are issued by King County Metro locally and by Social Security Administration/Medicare at the Federal level.

In accordance with the Americans with Disabilities Act, Monorail employees are required to provide equal service to the disabled community, which is defined as courteous, attentive and informative customer service, with no reduced or judgmental treatment to any passenger with disabilities, in any fashion, at any time. The law is strictly enforced, and all employees must comply with its guidelines to ensure equal access and ensure a high level of customer service at all times.

Further, the Seattle Center boarding platform has an ADA compliant boarding gate (yellow paint, at far east end of platform) for ease of boarding for patrons using a mobility assistance device. Additionally, riders with large strollers should be directed to this gate for ease of boarding. Onboard the trains, two official wheelchair positions are provided (seats have been removed), however, there is room for many more on each train departure.

ADA compliant signs with the international accessibility symbol mark the wheelchair-user reserved positions on all trains.

Service Animals

SMS accepts all service animals as required under the Americans with Disabilities Act. Service animals are not limited to dogs, and may also include other types of animals that provides assistance in providing comfort and/or guidance to the disabled person .

Policy on Reasonable Modification/Accommodations for Individuals with Disabilities

It is the City of Seattle and the Seattle Monorail's policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities when such accommodations are necessary to avoid discrimination on the basis of disability. Requests for accommodations will be considered on a case-by-case basis and may be denied on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of Seattle Monorail's service, programs, or activities;
- Granting the request could create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue financial or administrative burden for the Agency; or
- Without such modification, the individual with a disability is otherwise able to fully use Seattle

Monorail's services, programs, or activities for their intended purpose.

In determining whether to grant a requested modification, Seattle Monorail will be guided by the provisions of United States Department of Transportation at 49 CFR Appendix E to Part When choosing among alternatives for accommodations, Seattle Monorail will give priority to those methods that offer services, programs and activities to qualified individuals with disabilities in the most integrated setting appropriate for the needs of the individual(s) with disabilities. In any case in which Seattle Monorail denies a request for an accommodation, Seattle Monorail will attempt to ensure that the individual with a disability receives the services or benefits provided by Seattle Monorail by other means that comport with this policy.

Process for Requesting Modifications Accommodations for Individuals With Disabilities

Requests for modifications of the City of Seattle Monorail's policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Seattle Monorail is best able to address and accommodate a request when customers make their requests for modifications in advance. The process for making a request is as follows:

Advance Requests:

When making a request, please thoroughly describe what is needed in order for you to use the service, and why this assistance is necessary.

Whenever feasible, a request for modification to Seattle Monorail's service should be made in advance before Seattle Monorail is expected to provide the service. Seattle Monorail will review your request and will make every effort to communicate in advance whether or not the requested modification can be made.

If the modification is not made, Seattle Monorail will provide the reason for the denial of the request. Requests may be denied on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of Seattle Monorail's service, programs, or activities;
- Granting the request could create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue financial or administrative burden for the Agency; or
- Without such modification, the individual with a disability is otherwise able to fully use Seattle Monorail's services, programs, or activities for their intended purpose.

Requests may be made by calling (206) 905-2600

SAME DAY REQUESTS:

When a request for modification cannot practicably be made and determined in advance, you may make a request on the same day, at the time of, or during service.

- You should make your request to the operator
- Please describe in detail what accommodation you require and why it is necessary in order to use the service.

Operators may grant a request if such request is reasonable and meets the requirements of the Agency's policy. If an Operator is unsure if the request can be granted or declined, she/he is required to consult with his or her supervisor to receive direction.

Requests may be denied on the following grounds:

- Granting the request would fundamentally alter the nature of Seattle Monorail’s service, programs, or activities;
- Granting the request could create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue financial or administrative burden for the Agency; or
- Without such modification, the individual with a disability is otherwise able to fully use Seattle Monorail’s services, programs, or activities for their intended purpose

Operator availability may be very limited when providing service and if the request would require extended consideration, we may not be able to grant your request immediately, and you may be encouraged to submit a written request for further consideration in future trips.

Seattle Monorail’s ability to grant the requested modifications may vary by day of travel, time of day, or other circumstances. For example, while a request may be able to be granted in one instance, that same request may be denied in another instance if granting the request would fundamentally alter the nature of the service or create a safety threat, or if the request is not a functional necessity.

In the case of a denial of a request, Seattle Monorail will take, to the maximum extent possible and in compliance with its policies, any other appropriate actions to ensure you receive service.

Complaint Process and Contact Information: All complaints will be handled in accordance with the City of Seattle’s Title VI and Discrimination Complaint Process found at <http://www.seattle.gov/civilrights/civil-rights/title-vi>. Seattle Monorail will make every effort to make a prompt and equitable resolution of any complaint. The Agency’s response to any Title VI complaint will be in writing and will include the Agency’s decision and the reason(s) therefore.

8a. Monitoring of Third Party Operators – Fleet Management

| The City of Seattle’s Monorail National Transit Database Report for fiscal year 2019 | | |
|--|---------------------|---------------------------------------|
| Operating Statistic | Fixed-Route Service | ADA Complimentary Paratransit Service |
| Unlinked Passengers | 1,939,224 | N/A |
| Revenue Hours | 20,041 | N/A |
| Operating Expenses | 3,187,485 | N/A |

VEHICLE LOAD

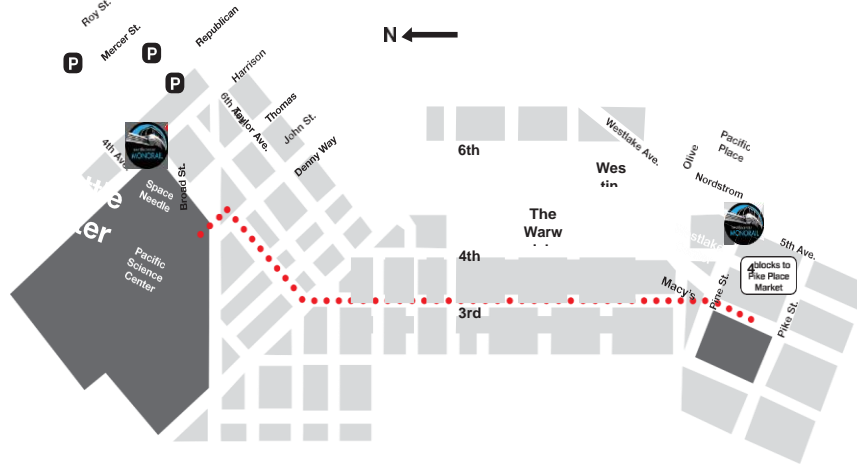
The monorail has two trains that consist of four cars each. The Monorail can carry 250 passengers per train. There are no peak or non- peak times with respect to fares.

VEHICLE HEADWAY

The monorail service operates with two trains on approximately 10-minute headways from 7:30a.m. to 11:00p.m. on weekdays and 8:30a.m. to 11:00p.m. on weekends.

ROUTES & STATIONS

Seattle Center Monorail departs approximately every 10 minutes from two stations: Seattle Center Station: Adjacent to the Space Needle and Westlake Center Mall Station: At Fifth Avenue and Pine Street.



SERVICE AVAILABILITY

The monorail service operates with two trains on approximately 10-minute headways from 7:30 a.m. to 11:00 p.m. on weekdays and 8:30 a.m. to 11:00 p.m. on weekends. The Concession Agreement stipulates the following regarding service operations and availability:

OPERATIONAL REQUIREMENTS

- A. System Operations Plan and Procedures. The Concessionaire shall implement a System Operations Plan which strives to optimize system availability and safety, and minimize operation and maintenance costs.
- B. Days & Hours of Operation.
 1. Minimum City requirements for operations shall be as follows:
 - Either the Blue or Red Train shall operate daily except for Christmas Day, Thanksgiving Day and New Year's Day. Operation on those holidays shall be at the discretion of the Concessionaire. On Christmas Eve and the Wednesday before Thanksgiving, the Concessionaire may cease its operation of Monorail trains one (1) hour after the scheduled ending time of the last scheduled event at Seattle Center. On an annual basis, the Concessionaire shall operate trains so that the train mileage logged for the Red Train shall be within ten percent (10%) of the train mileage logged for the Blue Train unless otherwise authorized in writing by the Director.
 2. Minimum Revenue Service hours shall be:
 - Winter Hours (January – April) from 8:30 a.m. to 9 p.m.
 - Summer Hours (April – January) from 8:30 a.m. to 11p.m.

On time Performance

The Monorail Concessionaire Agreement (*Attachment 36 – Amended and Restated Monorail System Concession Agreement*) describes expectations regarding on time performance: (*Section XI*)

- C. Frequency of Service and Mode of Operation.

Regular Operation. Regular Monorail System Revenue Service shall be a minimum of four (4) round trips completed each hour. Normal, efficient operations is five (5) trips per hour which is the operational goal. As soon as all waiting passengers on the platform are loaded onto the train, the appropriate departure procedures shall be employed by the operator and other Monorail System staff to maintain this frequency of service. At no time should departures from a station exceed 15-minute intervals. During heavy ridership periods, Concessionaire will adjust staffing and train deployment to optimize service and minimize wait time.

D. Additional Train Revenue Service.

1. Additional Train Revenue Service. To serve Seattle Center event and programming needs, the Director may require the Concessionaire to provide up to one hundred (100) additional Revenue Service hours in excess of the minimum hours of Revenue Service during each Contract Year of this Agreement, at no additional cost to the City. Any hours of additional revenue service hours in excess of the one-hundred (100) hours per Contract Year shall be billed directly to Seattle Center (rather than applied to Operating Expenses) at the rate of four-hundred eighty Dollars (\$480) per hour less any Ridership Revenues earned during the same. The Director shall notify the Concessionaire in writing a minimum of five (5) days in advance of the date for which the additional service is required. The per train hour dollar amounts due to the Concessionaire for additional Revenue Service shall be increased annually in an amount equal to the percentage increase in the CPI-U for the immediately preceding calendar year. Nothing in this Section will be interpreted to limit the Concessionaire's ability to provide additional hours or frequency of Revenue Service.

Service Policies

Monorail service policies are outlined on page 24 of the Concession Agreement. They are as follows:

E. Service Performance Standards.

1. On-Time Performance. On-time performance shall be defined as providing a minimum of four (4) train departures an hour with ten (10) to fifteen (15) minute headways. The Concessionaire shall achieve an annual average of ninety-nine percent (99%) on-time performance unless excused under Section XXIX (Force Majeure). The parties acknowledge that the image and reputation of the Monorail as a robust and reliable transportation provider will be undermined if the Concessionaire fails to maintain on-time performance, and that any damage to the image and reputation of the Monorail would be difficult to calculate. Accordingly, if the Concessionaire fails to achieve the on-time performance standard, the Concessionaire shall pay the City as liquidated damages and not as a penalty, One Thousand Dollars (\$1,000), for each 0.1% by which the Concessionaire's actual on-time performance is below the 99% annual on-time performance standard; provided, however, that the calculation of annual on time performance shall exclude (i) periods excused by events of Force Majeure (Section XXIX), (ii) periods of interrupted service caused by casualty to the Monorail (unless the casualty resulted from the Concessionaire's negligence or intentional misconduct) and (iii) periods of suspended operations under Section XXIII.C; and provided further that the maximum annual liquidated damages shall not exceed \$25,000. An annual average on-time performance standard below 96.5% shall be considered a failure to perform its obligations under this Agreement and shall constitute a default by the Concessionaire per Section XXXI.A. The \$1,000 per 0.1% in liquidated damages and the annual maximum shall both be increased annually in an amount equal to the percentage increase in the CPI-U for the immediately preceding calendar year. Liquidated damages assessed under this section shall not be included in Operating Expenses.

2. Appearance and Performance. The Concessionaire shall maintain the Monorail System so it is attractive to users and the general public and in keeping with the general appearance standards of the Seattle Center campus. The Concessionaire shall provide uniforms of a color and design including logos and symbols appropriate to the Monorail System activities that have been approved by the Director. The Concessionaire shall keep the uniforms in a clean and neat condition, providing laundering, repair, and replacement as necessary. Uniforms shall be worn by the Concessionaire's non-administrative employees whenever they are on duty on the Monorail System.
3. Annual Service Performance Review.
 - a) The City may conduct annual, written performance reviews focusing on Monorail System operating standards, performance and/or compliance with FTA or other regulations. This performance review may be conducted by any party selected by the City. The City's cost of performing any such performance review shall be borne by the City, which can elect to have such costs reimbursed by the Concessionaire as part of the City Management Fee as described in Section VI.C.
 - b) The performance review may include the following categories:
 - i. Marketing, advertising, promotions, program;
 - ii. Image and physical appearance of the stations and the trains;
 - iii. Routine Maintenance of the Monorail System;
 - iv. Operations in general;
 - v. Customer service;
 - vi. Safety;
 - vii. Financial performance;
 - viii. Compliance with governmental requirements, and
 - ix. Overall performance.
 - c) The Concessionaire agrees to cooperate with the City's selected reviewer to facilitate an accurate and efficient assessment of performance.
- F. Fares and Fare Collection System.
 1. Allowable Fares. Actual one-way fares shall be established by the Concessionaire, subject to the Approval of the Director, and will generally keep pace with inflation. One-way regular fares shall not exceed \$4.00 and one-way discounted fares may not exceed \$2.00 without amendment of this Agreement authorized by the Seattle City Council. Pass (non-ORCA) and group fares may be adjusted consistent with the one-way regular fare. Subject to the Director's Approval, event fares, at up to twice the one-way regular fare, may be established during Seattle Center arena events beginning up to two hours before the event start time and ending no later than one hour after the event ends, subject to the requirement for ORCA under Subsection XI.F.3 below. The Concessionaire may, subject to the Director's Approval, institute alternative discount fares, modify the fare terms and/or implement variable pricing within the guidelines and limitations of this Section XI.R.

Effective Beginning October 7, 2019, the Monorail fare categories and fares will be:

| Fares | |
|---|---------------|
| Regular Fares: | |
| One way - regular fare (ages 19 - 64): | \$ 3.00 |
| Discounted Fares: One way - youth fare (ages 6 - 18): One way – discounted fare (seniors 65+, riders with disability or Medicare cards & active duty US military, ORCA Lift): | \$ 1.50 |
| Children under 6: | Free |
| Round trip fares shall be no more than twice one way fares. | |
| Passes and Group Fares: | |
| Monthly Pass (for unlimited transportation) (non-ORCA) | \$ 60.00 |
| Monthly Pass for seniors 65+, riders with disability or Medicare cards or active duty US military (for unlimited transportation) (non-ORCA) | \$ 30.00 |
| Group fares – 100-399 roundtrip tickets | @ \$5.50 each |
| More than 399 roundtrip tickets | @\$4.50 each |

Round trip fares shall be no more than twice the applicable one-way fare.

Beginning January 1, 2022, the Regular Fares shall be adjusted to reflect any cumulative percentage increase in the CPI-U published for the latest month prior to the required Metro notice and public comment periods for fare increases as compared to the CPI-U Index on January 1, 2019 as illustrated in **Exhibit B of the Concession Agreement**. Thereafter, the October 7, 2019 Regular Fares shall be adjusted on January 1 of every third year (beginning January 1, 2025) based on any cumulative percentage increase for the latest month prior to the required public comment period as compared to the CPI Index on January 1, 2019. Fare adjustments will be rounded up to the nearest quarter. Upon mutual agreement of the parties, the adjustment period of every three years may be modified to accommodate slower or faster rates of inflation. In any event, Regular Fares will not decrease at any point during the Term without mutual written agreement of the Concessionaire and the City.

2. **Price Policy.** The Concessionaire and its employees shall not make or permit any misrepresentation of services offered for sale. The Concessionaire and its employees shall not sell single ride/round trip tickets at prices different than that approved in writing by the Director. A copy of the then current individual fares shall be displayed on the Monorail System in locations and in a manner easily viewed by the public whenever the Monorail System is open for business.
3. **Fare Collection.** The Concessionaire's operators, cashiers or other authorized personnel shall collect from all passengers on each train the amount of fare required for transportation on the Monorail (including collection of or notation of use of any passes, commuter cards, tickets, tokens, vouchers, coupons, and punching of cards). When received from King County Metro, the City will promptly remit all funds received from the use of ORCA products to Concessionaire and such funds shall be included in Concessionaire's Operating Revenues. All fares collected, including the ORCA revenue allocations payable to the City for the Monorail use under the ORCA Affiliate Agreement, shall be the property of the Concessionaire and shall be part of Concessionaire's Operating Revenues. The Concessionaire shall maintain the security of all fare boxes, cash registers and associated revenue collection and recording systems.

The Concessionaire may utilize tickets, tokens, passes, commuter cards, credit/debit cards, or

other non-cash fare substitutes with the Director's Approval. Concessionaire may charge users of credit cards a surcharge, equal to its average credit card processing fee charged by its processor and patrons' credit card companies, to recover Concessionaire's processing fees. The Concessionaire shall accept all ORCA products as fare payment methods, including E-purse, Puget Pass, Passport, Regional Day Pass and Lift and any replacement products and shall recognize internal transfers and associated transfers from other systems in accordance with ORCA policies. An ORCA "tap" will result in the cardholder receiving a one-way trip, unless that protocol is changed pursuant to Section VI.G.2.

As described in Section 17 of the Affiliate Agreement, if the next generation ORCA system can accommodate it, and if all ORCA Agencies agree to implement a policy allowing the City the ability to opt-out of accepting the ORCA Regional Day Pass, the Concessionaire may opt out of accepting the ORCA Regional Day Pass as a fare payment method.

As described in Section 18 of the Affiliate Agreement, the Concessionaire and City will work in good faith with King County Metro to enable the charging of event fares to Monorail System riders utilizing ORCA as a fare payment method. Subject to the Approval of the Director, King County Metro, and the Joint Board (if necessary), the Concessionaire may choose to implement event fares for ORCA riders, in which case the Concessionaire shall be responsible for all costs associated with any required ORCA system changes and such costs will be an Operating Expense. Regardless of whether or not Monorail System riders using ORCA are charged event fares, if the Director has approved event fares, all non-ORCA Monorail System riders may be charged event fares when applicable.

Concessionaire acknowledges that Ridership Revenue received through ORCA is tracked and owed to the City according to the terms and conditions of the current ORCA Affiliate Agreement, (attachment E of the agreement), which Concessionaire accepts as sufficient for its purposes under this Agreement. The City shall diligently enforce its rights to payment under the ORCA Affiliate Agreement on account of passengers on the Monorail using ORCA as a form of payment; and the City shall enforce its payment rights at its own expense. However, the parties acknowledge and agree that aspects of the ORCA System may be changed, suspended or terminated without agreement by the City (as the Affiliate) pursuant to Section 16 of the Affiliate Agreement. Subject to the City's obligation to diligently enforce its rights to payment under the ORCA Affiliate Agreement, the City shall have no obligation or liability to Concessionaire on account of any of the following: (i) any change, suspension or alteration to the ORCA System, (ii) any decision of King County Metro or the Joint Board, or (iii) termination of the ORCA Affiliate Agreement. See *Attachment 37* for the Orca Affiliate Agreement.

Until January 1, 2022, the City shall pay, at its own expense, all fees and costs incurred by it under the ORCA Affiliate Agreement for the Monorail System's participation in ORCA. Thereafter, costs and fees incurred by the City under the ORCA Affiliate Agreement shall be Operating Expenses payable by Concessionaire.

Subject to Section 25.1 of the ORCA Affiliate Agreement, each party shall invite the other's designated representative to attend and participate in all "ORCA Meetings" (defined below) with King County and, in this respect, each party shall endeavor to give the other's representative copies of all correspondence, notices, minutes, consents, and other materials provided to its ORCA Meeting representatives at the same time and in the same manner as provided its representatives; provided however, that each party reserves the right to withhold any information and to exclude such representative from any meeting or portion thereof if access to such information or attendance at such meeting could adversely affect the attorney-

client privilege between that party and its counsel. As used herein, "ORCA Meetings" mean all meetings, including scheduled meetings conducted by phone which either party is invited to participate in, that concern the ORCA System or the Affiliate Agreement.

4. Cashier Facilities and Equipment.
 - a) The City shall provide the Concessionaire with the current six (6) cashiering stations for its use for the duration of this Agreement, including two cashier booths at the Seattle Center station, two cashier booths at the Westlake Center station, and one cashier station on each of the two trains.
 - b) The high-security vault room located in the area described in Section III.A.6 containing safety deposit boxes for up to twenty (20) cashiers shall be provided to the Concessionaire "AS IS." The City makes no warranties or guarantees regarding the effectiveness of the existing security system.
 - c) The Concessionaire shall be responsible for all revenue counting, handling, transporting, and the deposit of revenue into an account which can be audited by the City.
 - d) The Concessionaire shall keep the process of acquiring a ticket, waiting in line and boarding the trains in line with efficient, cost-effective, up-to-date technology and operating standards.
 - e) The City, at its sole expense, will acquire and provide to the Concessionaire the initial ORCA equipment and thereafter all ORCA capital equipment costs shall be a Monorail System capital expense and included in the Monorail CMMP program.

5. Fare Data Collection and Reporting Systems. The Concessionaire shall maintain and operate a fare data collection and reporting system. The Concessionaire shall provide any and all maintenance for the fare collection system, facilities, equipment and software and shall ensure that its system is capable of receiving and reporting ORCA-related information. Changes may be made by the Concessionaire subject to Approval by the Director. The Concessionaire's operators, cashiers or other authorized personnel shall enter all data necessary for the satisfactory operation of the fare data collection and reporting system. The Concessionaire shall produce daily, weekly and monthly fare related revenue reports which shall be available upon request by the City Coordinator in a form subject to Approval by the Director.