

# **City of Seattle Department of Transportation**

## **FTA TRIENNIAL TITLE VI REPORT**

### **2020-2023**

November 30, 2023





**Seattle**  
Department of  
Transportation

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**2023 SEATTLE DEPARTMENT OF TRANSPORTATION TITLE VI PROGRAM CONCURRENCE  
MEMORANDUM**

November 30, 2023

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

We have reviewed the materials forwarded for the 2023 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:**

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**Memo**

Date: November 17th, 2023

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

From: Greg Spotts, Director, Seattle Department of Transportation

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

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This memo documents 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 ensure that discrimination does not occur when our department offers services to the public. I have reviewed the Title VI Triennial Report and the Annual Title VI Update and Accomplishment Report submitted to the Washington State Department of Transportation and concurred with the information provided. The City of Seattle updated its Title VI Plan in October 2022, and the Title VI Policy Statement is posted on the [City's Website](#).

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

- SDOT's Vision, Mission, Value and Goals
    - 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.
    - Our Equity goal and value states that "We believe transportation must meet the needs of communities of color and those of all incomes, abilities, and ages. We aim to partner with our communities to build a racially equitable and socially just transportation system."
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Attachment 1. City of Seattle Title VI Plan  
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## 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, and national origin 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 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 the Civil Rights Act of 1964 and subsequent regulations. FTA Circular FTA C 4702.1B guides 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 2020 – 2023.

This introduction describes initiatives 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 the office's Transportation Equity Program. Following the introduction are Section A – General Reporting Requirements, Section B – Fixed Route Transit, and a series of attachments.

## Organization

The 2022 Title VI Plan set out a new organizational structure, creating a designated role for compliance. See [Attachment 1](#) for the City of Seattle Title VI Plan. Citywide efforts are led and coordinated through the Seattle Office for Civil Rights (SOCR). The Citywide Title VI Coordinator is responsible for coordinating and implementing Title VI requirements across all departments, ensuring compliance, conducting annual training, and providing technical staff assistance and Title VI information to the public. The Title VI Compliance Specialist is responsible for handling Citywide Title VI complaints from the public, which includes assessing complaints, initiating investigations, facilitating resolutions, and completing investigations. The SDOT Compliance Manager monitors compliance, provides staff training on Title VI, and fulfills reporting requirements for the transportation department. The Citywide Title VI Coordinator and SDOT Title VI Compliance Manager meet regularly to review compliance and alert the Title VI Administrator and Citywide Title VI coordinator of any issues. Please see [Attachment 2](#) for Title VI complaints filed for the reporting period: December 1, 2020 to December 1, 2023.

## 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. Since 2004, The City of Seattle has put this commitment into action through the Seattle RSJI, an effort aimed at achieving equity across City government and in the community.

Policies and programs are developed to ensure meaningful access and participation for communities of color, low-income, 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 3](#) for our RSJI Strategic Plan.

## ADVANCING EQUITY IN SDOT

### SDOT Office of Equity & Economic Inclusion

Since its inception in 2016, the SDOT Office of Equity & Economic Inclusion (OEEI) has led the following areas of service for the entire department: Race and Social Justice Initiative, Title VI, Transportation Equity, Equal Employment (EEO), and Contracting Equity/Women and Minority Owned Businesses (WMBE).

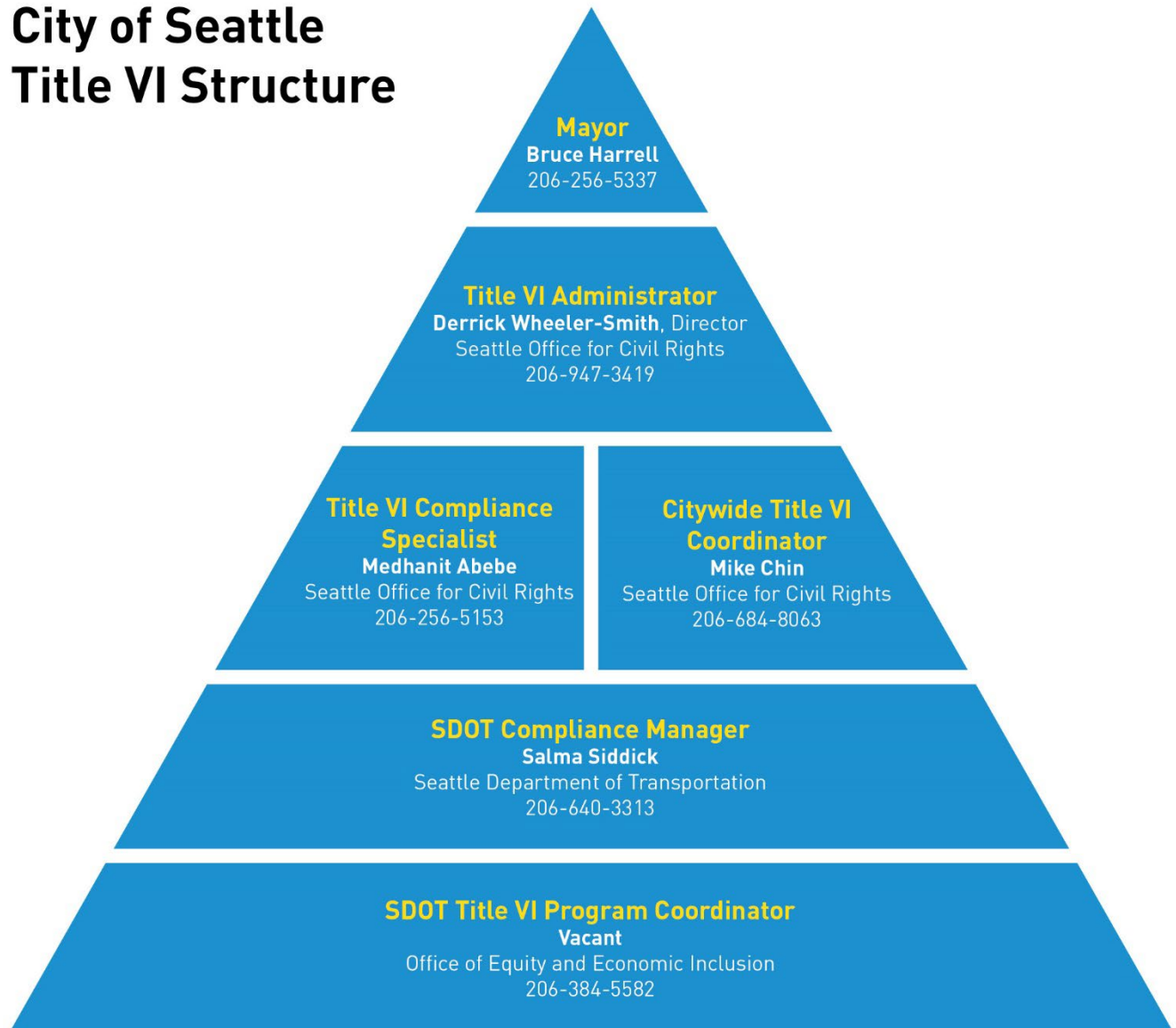
In October 2022, OEEI created the compliance Manager position in the Office of Equity & Economic Inclusion, which includes overseeing the SDOT Title VI Coordinator for SDOT. As outlined in the City of Seattle Title VI Plan, the Citywide Title VI Coordinator, the SDOT Title VI Coordinator, and the Compliance Manager are responsible for the following activities:

- a) **Program Administration** – Administer the Title VI program and coordinate plan implementation. SDOT Title VI Compliance Manager collaborates with Title VI program liaisons to ensure compliance with the assurances, policy, and program objectives. Perform Title VI program reviews to assess and update administrative procedures, staffing, and resources; provide recommendations as required to the Title VI Administrator and the Mayor.
- b) **Data Collection** – Periodically review the statistical data gathering process performed by SDOT Title VI Compliance Manager and Title VI Program Area Liaisons to ensure the sufficiency of data for meeting the requirements of the Title VI program administration.
- c) **Training Programs** – Conduct or facilitate training programs on Title VI current and new regulations for City employees and facilitate Title VI training for appropriate staff, contractors, and subrecipients.
- d) **Title VI Plan Update** – Review and update the Title VI Plan prepared by the SDOT Title VI Compliance Manager. Present the updated plan to the Title VI Administrator and the Mayor for approval.
- e) **Federally Required Reporting** – Periodically conduct reviews of the City's Title VI Program to assess for Title VI compliance and work with the Title VI Program Area Liaisons annually to ensure their effectiveness in compliance with Title VI provisions. The review includes departmental reporting to federal agencies as required. Coordinate efforts with the SDOT Title VI Compliance Manager and Title VI Program Area Liaisons to ensure that the requirements of Title VI are met.
- f) **Public Information Dissemination** – Work with City staff to develop and disseminate Title VI program information to City employees and sub-recipients, including contractors, subcontractors, consultants, sub-consultants, beneficiaries, and the public. Public dissemination may include:
  - Postings of official statements, the inclusion of Title VI language in contracts or other agreements, website postings, annual publications of the City's Title VI Policy Statement in general circulation newspapers, and informational brochures.
  - Public service announcements or notices of proposed projects, hearings, meetings, or the formation of public advisory boards are posted in newspapers or other media, reaching the affected community.
  - Full use of available [minority publications or media](#) and, where appropriate, provide written or verbal information in languages other than English. See [Attachment 4](#) for the City's Title VI Notice to the Public.
- g) **Maintain Legislative and Procedural Information** – Federal laws, rules, and regulations, the current City of Seattle Title VI Plan, and other resource information about implementing and administering the City's Title VI program. Information will be maintained and updated regularly and available to other agencies or the public as requested or required. Please see SDOT's Title VI Chart below:



**TABLE 1: SDOT & City of Seattle Title VI Structure**

## City of Seattle Title VI Structure



From 2020 to 2023, the OEEI staff increased in size from four staff to twelve to meet the needs of the growing equity portfolios at SDOT. Changes to OEEI include the following:

- In 2022, SDOT achieved a significant milestone by introducing its inaugural Transportation Equity Framework (TEF). Since 2019, SDOT has dedicated resources and collaborated with 11 community members from Black Indigenous People of Color (BIPOC) groups, resulting in a comprehensive framework of over 200 equity-focused tactics. The TEF establishes core values, strategic approaches, and an implementation plan from 2022 to 2028. This dynamic plan will be regularly adjusted, monitored, and updated to ensure effectiveness. Our Transportation Equity Framework has also been adopted and implemented by cities across the United States.
- In January 2022, OEEI hired a Data Equity Analyst to support all the portfolios in OEEI.

**TABLE 2: Office of Equity & Economic Inclusion Organizational Structure**

**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, promoting, and advancing equity and diversity and leads SDOT to measurable improvements. OEEI promotes and upholds equity at SDOT through internal advocacy and partnership with the SDOT RSJI Change Team and includes the portfolios of Contracting Equity/WMBE, Race and Social Justice Initiative, Transportation Equity, EEO, and Title VI. OEEI is in the Equity & Communications Office (ECO). For more on SDOT's structure, please check out the [organizational chart](#).

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

SDOT OFFICE OF EQUITY AND ECONOMIC INCLUSION – EQUITY ORGIZATIONAL STRUCTURE	
Equity	Compliance
<ul style="list-style-type: none"><li>• Race and Social Justice Initiative (RSJI)<ul style="list-style-type: none"><li>○ Change Team (Internal)</li></ul></li><li>• Transportation Equity Program (TEP)<ul style="list-style-type: none"><li>○ TE Workgroup (External)</li><li>○ TE IDT (Internal)</li><li>○ Intradepartmental TE Group (Internal)</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Title VI</li><li>• Equal Employment Opportunity (EEO)</li><li>• Contracting Equity (CE)</li></ul>

### SDOT’s Transportation Equity Program

A history of racist policies and disinvestment has created inequities in our transportation system. 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.

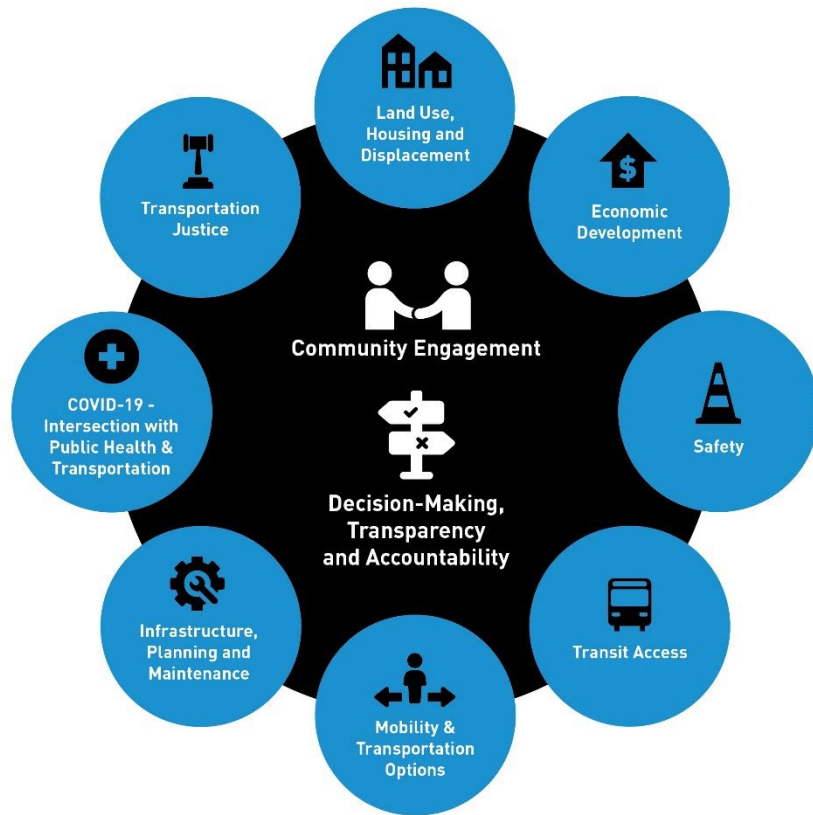
The long-term impacts of racism limit access to opportunities and wealth. Results include longer commutes for communities of color than their white counterparts due to displacement and often less access to high-quality transit service. While communities of color contribute less to pollution, they disproportionately experience the impacts. Incorporating SDOT’s Transportation Equity Framework (TEF) into department policies and operations is a step toward addressing these issues.

SDOT’s Transportation Equity Framework (TEF) has two parts. Part one of the TEF defines values and strategies that guide the tactics in part two the implementation plan. The implementation plan spans from 2022 to 2028, understanding it is a dynamic document that will be adjusted, monitored, and updated regularly. The framework is a critical tool for achieving equity, one of the department’s six values. Our goal is to partner with communities to build a racially equitable and socially just transportation system.

The implementation plan includes over 200 tactics that range in different categories from advocacy, policy, program, and project to tactics that are more cultural changes for our department, such as our internal processes and best practices. All SDOT staff and teams are accountable for incorporating TEF tactics into their work plan goals related to their projects, programs, and other SDOT lines of business.

Visit the [Transportation Equity Program webpage](#) to learn about the TEF values and strategies guiding our work and explore SDOT’s TEF implementation [dashboard](#).

Transportation Equity Strategies  
**TRANSPORTATION EQUITY STRATEGIES**  
2 Fundamental Equity Strategy Elements  
8 Equity Strategy Drivers



## SECTION A. GENERAL REPORTING

### REQUIREMENTS

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

*"The City of Seattle operates its programs, activities, and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act. If you experience discrimination and would like to file a complaint, contact the Seattle Office for Civil Rights. More information on the City of Seattle's Title VI Policy and the procedures to file a complaint may be obtained by [website](#), [email](#), or by calling 206-684-4500/TTY:7-1-1 for language interpretation services."*

The City of Seattle Antidiscrimination Policy ([Attachment 4](#)) 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 5](#) includes 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 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>  
[around/transit/streetcar/accessibility](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/accessibility/>

## 1. TITLE VI COMPLAINT PROCEDURE

The Citywide Title VI Program is responsible for administering the City's Title VI program in coordination with SDOT's Office of Equity and Economic Inclusion. Internally, the Program is responsible for statewide guidance, technical assistance, and training on Title VI, as well as the development and implementation of SDOT's FHWA corrective action plan items, special emphasis areas (e.g., a FHWA/FTA emphasized on any special program), language assistance policy for Limited English Proficiency (LEP), and Environmental Justice (EJ). Externally, the citywide Title VI Program provides guidance, technical assistance, and training to local public agency managers, contractors, and other sub-recipients, as well as monitors these entities for compliance with federal guidelines. The Seattle Office for Civil Rights (SOCR) is responsible for civil rights compliance and monitoring, which includes ensuring that City of Seattle departments, contractors, and sub-recipients, regardless of their tier, must abide by Title VI of the Civil Rights Act of 1964, as amended.

Any person who believes they have faced unequal treatment or discrimination in city programs, services, or facilities based on their race, color, or national origin has the right to file a written complaint under Title VI or for disability under Title II of the Americans with Disabilities Act (ADA) with the Seattle Office for Civil Rights. A person can file the complaint [online](#), which is available in Spanish, Chinese, Korean, Vietnamese, and Amharic, by phone (206-684-4500), or submit a Complaint Form, which is available in the following languages: Spanish, Somali, Vietnamese, Chinese, Korean, and Amharic. A person can request language assistance to file a complaint in their preferred language by calling [\(206\) 684-4500](tel:2066844500) or by email at [TitleVI@seattle.gov](mailto:TitleVI@seattle.gov).

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution.

### A. Complaint Handling Procedure

Generally. The Seattle Office for Civil Rights (SOCR), under Title VI of the Civil Rights Act of 1964, ensures *"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."*

Any person who believes they have faced unequal treatment or discrimination in city programs, services, or facilities based on their race, color, or national origin has the right to file a written complaint under Title VI or for disability under Title II of the Americans with Disabilities Act (ADA) with the Seattle Office for Civil Rights. A person can file the complaint online, which is available in Spanish, Chinese, Korean, Vietnamese, and Amharic, by phone (206-684-4500), or submit a Complaint Form, which is available in the following languages: Spanish, Somali, Vietnamese, Chinese, Korean, and Amharic. A person can request language assistance to file a complaint in their preferred language by calling (206) 684-4500 or emailing [TitleVI@seattle.gov](mailto:TitleVI@seattle.gov).

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be used for resolution.

## B. Intake

### Title VI Complaints involving SDOT public transit systems.

1. Title VI complaints filed with SOCR in which SDOT is named as the Respondent involving SDOT public transit systems (e.g. the Seattle Monorail and Seattle Streetcar) will be investigated by SOCR.
2. SOCR will review complaints that must contain the following information:
  - a. The complainant's contact information, including: full name, mailing address, phone number (and best time to call), email address (if available);
  - b. The basis of the complaint (race, color, and national origin);
  - c. The names of person(s) and agency/organization alleged to have discriminated;
  - d. A description of the alleged discriminatory actions (include sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives federal financial assistance); and,
  - e. The date(s) of the alleged discriminatory act(s) and whether the alleged discrimination is ongoing.
3. Complaints should be in writing, signed, and filed by mail, fax, person, or e-mail. If a complainant phones a sub-recipient with allegations, they shall transcribe the allegations of the complaint as provided by phone and then send a written complaint to the complainant for correction and signature.
4. Per the Federal Transit Administration (FTA), Title VI complaints are to be handled by SOCR in accordance with [FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients](#).
5. SOCR will send complaints within one business day of receipt via email to the SDOT Title VI Compliance Manager ([salma.siddick@seattle.gov](mailto:salma.siddick@seattle.gov)) for situational awareness.

### C. Title VI Complaints against other City Departments

1. If the complaint is against a subrecipient, consultant, or contractor under contract with the City, the appropriate department and subrecipient, consultant, or contractor shall be notified of the complaint within 15 calendar days.
2. SOCR will review complaints that must contain the following information:
  - a. The complainant's contact information, including full name, mailing address, phone number (and best time to call), and email address (if available);
  - b. The basis of the complaint (race, color, and national origin);
  - c. The names of the person(s) and agency/organization alleged to have discriminated;
  - d. A description of the alleged discriminatory actions (include sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives federal financial assistance); and,
  - e. The date(s) of the alleged discriminatory act(s) and whether the alleged discrimination is ongoing.
3. Complaints should be in writing, signed, and filed by mail, fax, in-person, or e-mail. If a complainant phones a

sub-recipient with allegations, they shall transcribe the allegations of the complaint as provided by phone and then send a written complaint to the complainant for correction and signature.

#### **D. Investigation**

1. If SOCR is delegated the responsibility of performing an investigation and retains jurisdiction to investigate the complaint, SOCR will send a copy of the complaint to the claimant to review and sign.
2. SOCR will send a copy of the signed complaint to the City Department with the opportunity to respond in writing to the allegations made by the claimant. The City Department will have ten business days from receipt of notification to furnish a response to the allegations.
3. Within 90 days of receipt of the complaint, the SOCR investigator will prepare a written investigative report. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. If additional time is needed, SOCR will inform the claimant.
4. If more information is needed to resolve the case, the SOCR investigator may contact the claimant. The claimant has ten business days from the date of the letter to send the requested information to the investigator assigned to the case.
5. If the claimant does not contact the investigator or receive the additional information within ten (10) business days, SOCR can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
6. Once the Investigator recommends the course of action for the complaint, the **Title VI Compliance Specialist** shall review the recommendation. If the investigator determines that there is a violation of Title VI, the investigative report and finding shall be reviewed by the Law Department. The Law Department may discuss the investigative report and determination with the **Title VI Coordinator** and other appropriate departmental staff. The report will be modified as needed and made final for its release to the parties.
7. Once the investigative report and determination becomes final, the claimant and City Department shall receive a copy of the investigative report and determination within five (5) business days. Briefings will be scheduled with each party within 15 days of receiving the investigative report.
8. A copy of the complaint and the SOCR's investigation report will be issued to WSDOT's External Civil Rights Branch (or the appropriate oversight agency) within five (5) business days of the final investigative report and determination.
9. The Title VI Coordinator will receive a copy of the investigative findings and determination and maintain a record of the investigation, which will include the basis for the allegation identified, including race, color, or national origin.



## 2. 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 is translated into Spanish, Chinese, Vietnamese, Oromo, and Amharic.

Alternatively, complainants may 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

Six Title VI complaints were filed with the Seattle Office for Civil Rights for the reporting period December 1, 2020 to December 1, 2023.

There were no Title VI lawsuits filed against the City of Seattle for the reporting period December 1, 2020 to December 1, 2023.

For more details on the case type and outcome, please see [Attachment 2](#).

## 4. PROMOTING INCLUSIVE PUBLIC PARTICIPATION

SDOT uses the Public Involvement Plan (PIP) ([Attachment 6](#)) to ensure meaningful access for all to the programs and services.

The PIP guides staff in developing an outreach strategy for large capital projects and on major transportation planning efforts such as the West Seattle Bridge Program to involve LEP persons in shaping projects and planning efforts. The PIP was created from the Office for Civil Rights.

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 City's 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's PIP aligns with the effective practices for inclusive public participation 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 the operation of the Seattle Monorail) comply with the policy, fulfilling the FTA requirement for carrying out meaningful, inclusive public participation.

SDOT informs the public of any activities that impact Seattle neighborhoods. This effort includes various tools depending on the size of the project or planning effort and ranges from simply informing the public of a disruption or change to engaging the public in decision-making.

During community meetings, interpreters are offered when a project impacts LEP residents. The LEP threshold for providing interpretation and translations is 5% or 1,000 residents, whichever is less, of the population of persons eligible to be served or likely to be affected within the project area.

SDOT's typical procedure for engaging community members in a project consists of a combination of tools adapted to the needs and demographics of each neighborhood:

- Signs and posters in the project area that include translations when needed.
- Ads and articles 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 7](#)).
- Direct mailings, door hangers, door-to-door notifications, and surveys to businesses. These notices are reinforced through direct contact with the impacted communities by speaking at community gatherings held by organizations such as Neighborhood District Councils, Community Councils, Chambers of Commerce (neighborhood and Citywide), business associations, and multicultural and environmental groups such as the Ethiopian Community in Seattle, and the Puget Sound Sage. Information pieces are also provided to affected community organizations for placement in their newsletters or posting.
- 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 web pages on the SDOT website. As appropriate, web pages are translated, or translated materials are marked and made available near the top of the page. Facebook ads are translated when necessary to focus on specific audiences.
- ListServes are created through community meeting sign-in sheets, online survey responses, and project web page online opt-in options and can include translations or options for getting materials translated.
- Translation assistance is available in more than twenty languages, as well as information access assistance for visually or hearing impaired residents.
- Open houses in person, virtual open houses, and drop-in sessions provide opportunities for community members to learn about projects, share how street operations currently function, ask questions, and provide input to influence design and construction staging.

## COVID Contingencies & Outreach

We adapted our outreach in March 2020 to align with Public Health – Seattle & King County COVID-19 precautions. We reached and engaged 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.

Since the beginning of the COVID crisis, SDOT has developed in-language messaging related to policy changes, programs, and initiatives for residents with limited English proficiency. For example, SDOT published updates to parking enforcement in Amharic, traditional Chinese, Korean, Somali, Vietnamese, and Spanish on its blog and shared this information via social media to help communities understand the changes that took effect.

We implemented several programs to support restaurants and retail stores that had been hard hit by the pandemic, including temporary permitting options (Safe Start permits) to support the safe expansion of business operations in the public right-of-way and repurposed curb space to create priority load zones for people to pick up goods from restaurants and shops. As these programs have developed, we published in-language materials such as permitting pages.<sup>1</sup>

Additionally, to promote safer opportunities for outdoor activities during the pandemic, we developed [Stay Healthy Streets](#) for people to recreate outdoors while keeping six feet apart and to easily walk and bike to essential service providers like grocery stores and pharmacies. Materials were developed in language to ensure community knowledge of the program and how to use the street safely.

SDOT launched the food priority pick-up zones to help restaurants weather the ongoing crisis. SDOT developed in-language materials to share on social media and purchased advertising in ethnic media to ensure community members knew about this option. SDOT also provided partners in other City departments, such as the Office of Economic Development (OED), with information so they were aware of the program and could share information.<sup>2</sup>

SDOT also developed temporary permitting options to support the safe expansion of business operations and oversaw the translation of the content (as well as that of the Seattle Department of Construction and Inspections) for inclusion into the business toolkits that the former Mayor's Office developed. As part of its outreach, SDOT collaborated with the Seattle Office of Immigrant and Refugee Affairs, OED, and the Seattle Department of Construction and Inspections to develop an ethnic media advertising campaign. Additionally, OED staff were trained to support small business owners concerning permitting options for sidewalk cafes

### Outreach Examples

SDOT's Project Engagement Leads are assigned to projects of all sizes throughout the city. The Engagement Lead is integrated into the project team to serve as a liaison between the team and the community. Multiple outlets inform neighbors and the broader community about projects such as mailers, listserv emails, webpages, traditional media, and social media. We also work to collect input from people most affected by a project through

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<sup>1</sup> <https://sdotblog.seattle.gov/2021/07/09/safe-start-permits-survey/>

<sup>2</sup> <https://sdotblog.seattle.gov/2020/04/15/foodpickup-so/>

various methods such as door-to-door, attending community events, presenting at existing neighborhood meetings, conducting surveys, working with trusted advocates and community based organizations, and making phone calls.

The outreach methods for four projects are below, including:

- West Seattle Bridge Program
- Madison Bus Rapid Transit – RapidRide G Line
- Seattle Transportation Plan (STP)
- Levy Equity Workplan

## West Seattle Bridge

For outreach to communities impacted by the closure of the [West Seattle High-Rise Bridge](#), SDOT partnered with the Seattle Department of Neighborhoods and the Seattle Office of Immigrant and Refugee Affairs. Together, the City developed the [Reconnect West Seattle Survey](#) and had it translated into traditional [Chinese](#), [Khmer](#), [Korean](#), [Oromo](#), [Somali](#), [Spanish](#), and [Vietnamese](#) following the recommendations of their partner agencies and American Community Survey demographic data. The [survey results](#) were analyzed and shared with the public in November 2022 after the bridge was repaired and reopened.

### Key Takeaways:

- Most Respondents said their commute methods stayed the same throughout the bridge closure.
- Due to the COVID-19 Pandemic, most respondents said they reduced or stopped commuting because of remote work or distance learning.
- Survey respondents reported using water taxis, bikes, and buses more during the bridge closure.
- Most respondents heard about SDOT's [Flip Your Trip](#) program.

Community feedback guided the creation of our [Reconnect West Seattle Implementation Plan](#), which describes planned investments for neighborhood mitigation projects, bike projects, freight projects, and projects/services to support mobility during the closure of the West Seattle Bridge. The Reconnect West Seattle Implementation Plan involves an ongoing dialogue that envisions achieving a reconnected West Seattle peninsula. The [interactive map](#) below shows the location and status of each project. Please see [Attachments 8](#), [Attachment 9](#), and [Attachment 10](#) for more examples of Reconnect West Seattle Outreach.

Leading up to the bridge reopening in September 2022, [community liaisons recorded project updates](#) in language over the presentation slides, which were also translated: [Español](#), [繁體中文](#), [한국어](#), [Tiếng Việt](#), [ភាសាខ្មែរ](#), [Oromiffa](#), [Soomaali](#). The team also created unique webpages for each of the 7 priority languages: [Español](#), [繁體中文](#), [한국어](#), [Tiếng Việt](#), [ភាសាខ្មែរ](#), [Oromiffa](#), [Soomaali](#).

We were also able to complete more in-person outreach in 2022, talking to about 600 people in languages including English, Vietnamese, Spanish, Korean, Russian (STP handout), Chinese, and Somali. We prioritized events in communities where SDOT has not always been in the past, like the Seattle Folklorico Festival and the Nepantla Lowrider Art Fair.

For people who couldn't attend, we published the [meeting on YouTube](#) with subtitles in English, Spanish, Korean, Vietnamese, Chinese, Khmer, Somali, and Oromo. We translated the presentation (PowerPoint) into English, Spanish, Korean, Vietnamese, Traditional Chinese, Khmer, Somali, and Oromo.

## West Seattle Bridge Videos

SDOT created several videos for community members to learn more about the bridge repairs. The videos are available with subtitles in eight languages: English, Spanish, Somali, Traditional Chinese, Korean, Khmer, Oromo, and Vietnamese.

## Multi-lingual phone line

SDOT used a new phone service to connect with even more people about the West Seattle Bridge, including speakers of languages other than English living in West Seattle, South Park, Georgetown, and other neighborhoods. We partnered with local interpreters and translation professionals to develop, translate, and

record the phone service messages in Spanish, Chinese, Vietnamese, Khmer, Oromo, Somali, and Korean. The goal is to ensure that language is not a barrier to accessing important project information. This phone service was developed after talking with local community members who told us they sometimes prefer to speak directly with a person rather than read emails or fliers.

### **Madison BRT – RapidRide G Line**

SDOT has provided information on and sought public input on the development of the Madison BRT project since the fall of 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 frequent, reliable, safe public transportation between 1st Ave in downtown Seattle and Martin Luther King Jr Way. The route passes through some of the densest neighborhoods in Seattle: Downtown, First Hill, Capitol Hill, the Central District, and Madison Valley. It connects people to hospitals, schools and universities, businesses, dozens of bus routes, the First Hill Streetcar, and ferry service at the Colman Dock Ferry Terminal. Creating frequent, reliable transit on this corridor will make transit a convenient and desirable choice for residents, visitors, and people who rely on transit now and in the future.

In the summer of 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.

In late 2021, SDOT launched construction, and in 2023, SDOT has made significant progress building the Madison RapidRide G line. SDOT is on track to complete construction next year, and King County Metro plans to begin RapidRide G service by September 2024. RapidRide G buses will come every six minutes during peak periods and serve over 12,000 daily riders.

SDOT is upgrading and building 240 curb ramps to meet ADA standards for people in wheelchairs, people pushing strollers, people with vision impairments, and people using mobility devices. SDOT is also replacing broken sidewalks, adding new crossing signals, creating better drainage systems, and extending sidewalks to create shorter distances for people to cross the street.

These investments make it easier and more convenient for people to use sustainable transportation. They make the bus a competitive travel option and make walking and rolling around neighborhoods more comfortable for everyone.

Throughout construction, SDOT has been working closely with our contractor to maintain accessible pedestrian access to keep people moving and maintain access to residences and businesses. SDOT worked with impacted stakeholders individually to share construction activities and timelines and to reduce impacts. When needed, we've worked with interpreters to provide interpretation services for businesses to share construction information and resolve their concerns. SDOT shares construction notices, regular email updates, and update our webpage. Our public information is in multiple languages to encourage engagement with the project team.

Learn more about outreach materials and meetings in [Attachment 11](#). To ensure widespread knowledge of the project’s final design, SDOT translated a fact sheet into [Chinese](#), [Korean](#), and [Vietnamese](#). Learn more about the project on the [Madison BRT webpage](#).

## Seattle Transportation Plan (STP) Public Engagement and Language Access Plan

[The planning process developed a Public Engagement Plan and Language Access Plan](#) focused on ensuring collaboration with the community through a closely coordinated combination of citywide and focused engagement opportunities, emphasizing reaching and involving people historically underrepresented in the planning process. The plan includes an online engagement platform translated to all three language tiers and the use of simple and translatable content. Community Liaisons review materials to ensure the content is easy to understand for the people they represent and engage.

The STP team provided a multilingual phone line to connect with even more people about the project. SDOT partnered with local interpreters and translation professionals to develop, translate, and record the phone service messages in all three language tiers. The goal is to ensure language is not a barrier to accessing important project information. The phone service was included after talking with local community members who told us they sometimes prefer to speak directly with a person rather than read emails or fliers.

STP team focused on transformational work and relationship building, designing workshops and meetings incorporating tools such as strategic questioning and facilitated discussion “circles” to ensure equitable participation.

SDOT is working with Seattle’s Department of Neighborhoods to partner with Community Liaisons (CLs), who have relationships with community members, to ensure the STP reflects the values and needs of communities of color and people of all incomes, abilities, and ages. CLs plan and implement engagement activities in coordination with SDOT staff and are supported by materials and templates developed by SDOT and the consultant team. Community Liaisons include liaisons working with Somali, Spanish, Vietnamese, Cham, Cambodian, Mandarin Chinese, Filipino, and unhoused communities.

SDOT contracted with several community-based organizations (CBOs) that serve as community and cultural connections and have created STP engagement plans. They host events and ask for input on transportation issues in culturally relevant ways and sometimes in languages other than English. Organizations we are working with include:

- [Khmer Community of Seattle King County](#)
- [Asian Pacific American Labor Alliance](#)
- [Central Area Collaborative](#)
- [Duwamish Valley Sustainability Association](#)
- [Smash the Box](#)
- [Estelita’s Library](#)
- [Legacy of Equality Leadership and Organizing](#)

The [Seattle Transportation Plan—Online Engagement Hub](#) includes translations in multiple languages and a customer survey for Title VI reporting purposes.

Goals for 2024 include the adoption of the STP by the City Council and using the STP policies, projects, and programs to plan a proposed 2025 transportation funding package. Additionally, we will share lessons learned, including racial equity and language access implications, as assessed by applying the City’s Racial Equity Toolkit.

## Race and Social Equity (RSE) Index & Project (Environmental Justice Example)

The Race and Social Equity (RSE) Index combines information on race, ethnicity, and related demographics with socioeconomic and health disadvantages data to identify where priority populations comprise relatively large proportions of neighborhood residents. Three-component indices are equally weighted, and each 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 first created in 2017 and most recently updated in 2023. The 2023 update of the RSE Index incorporates the most recent available data mapped to 2020 census tracts. We also now have a [user guide](#) for the index.

Data sets are updated every two to three years. We look forward to sharing examples of projects leveraging the latest updates in the 2023 Annual Update & Accomplishment Report. A map showing the core composite Race and Social Equity (RSE) Index is provided below. The following map shows a color key composite map representing 20% of the Census Tract in Seattle.

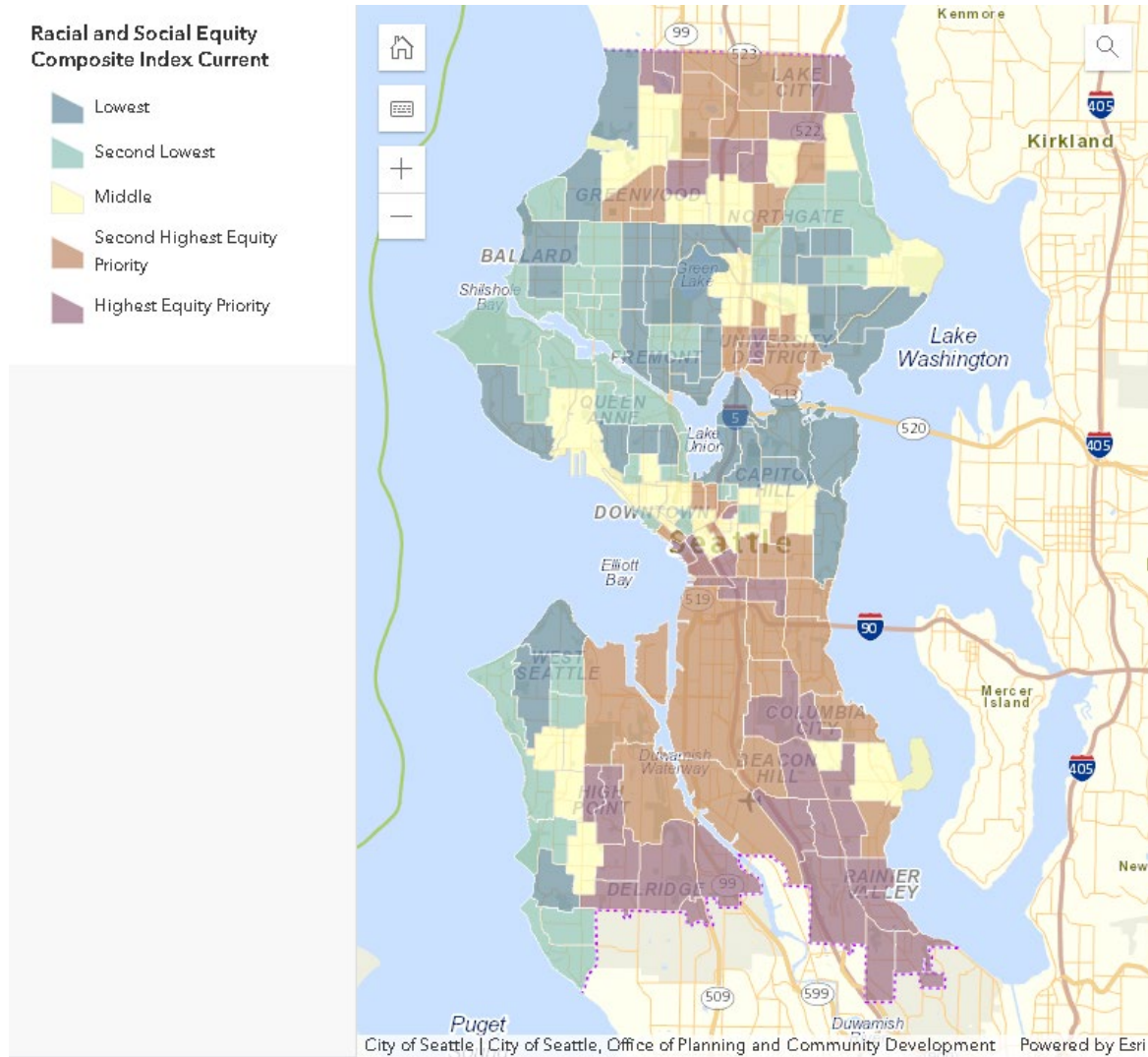
### *Composite Index*

The Composite Index is a composite index of three racial and social equity component indices of population characteristics or conditions related to: (1) race/ethnicity, (2) socioeconomic, and (3) health and disability.

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



**TABLE 4: The Composite Racial and Social Equity (RSE) Index**



### *Race, English Language Learners, and Origins Index*

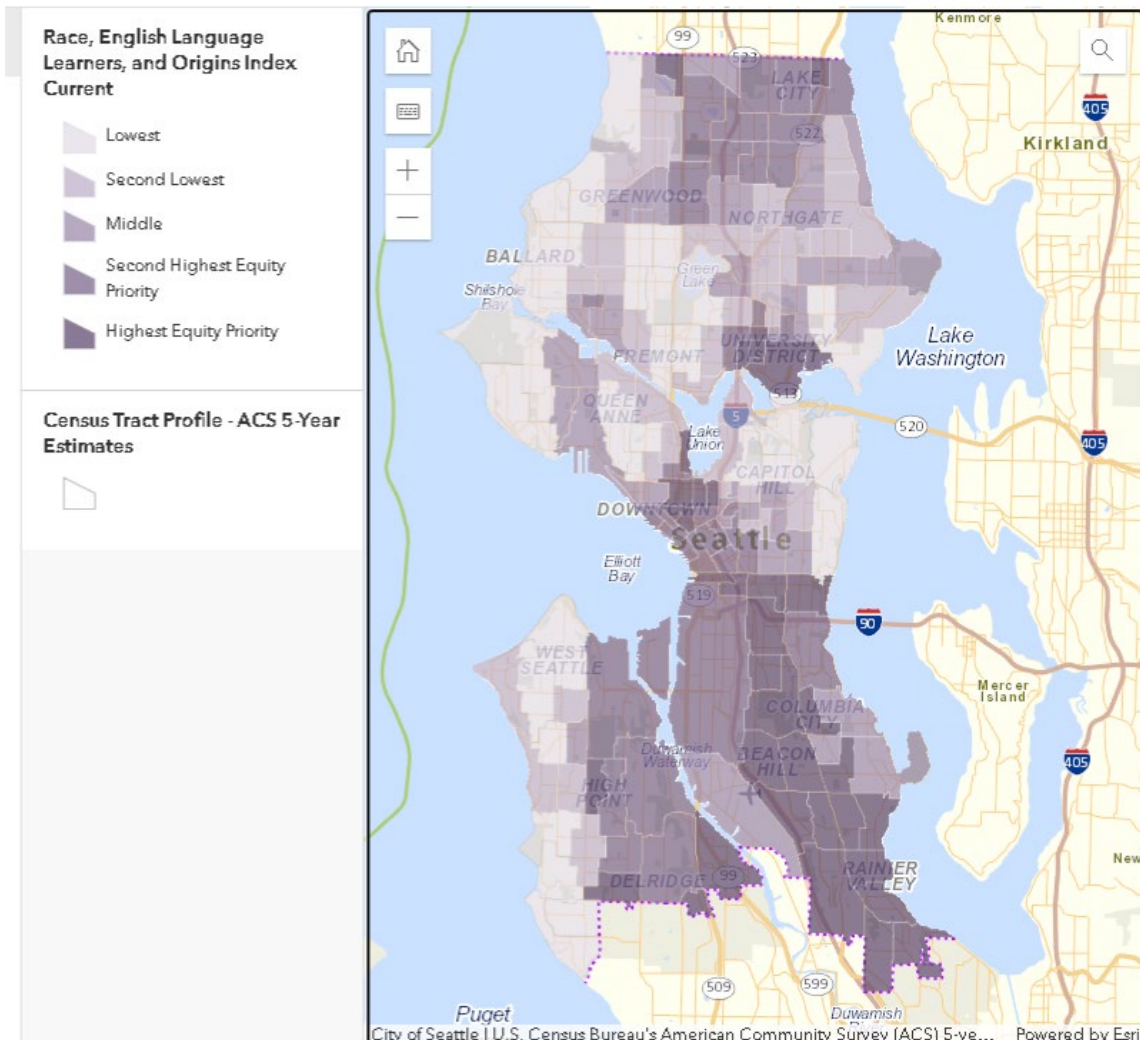
This index (shown on the following page) includes the following, all from five-year estimates based on the U.S. Census Bureau's American Community Survey (ACS). In this index, the English language learner and foreign-born population characteristics are each weighted by 0.5 for a combined weight of 1.0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

- Percentage of the population who are persons of color. Weight: 1.0, source:

ACS estimates from the U.S. Census Bureau.

- Percentage of the population five years and older who both speak another language than English at home and speak English less than “very well.” Weight: 0.5, source: ACS estimates.
- Percentage of population who are foreign-born. Weight: 0.5, source: ACS estimates from the U.S. Census Bureau.

**TABLE: 5 Race, English Language Learners, and Origins Index**



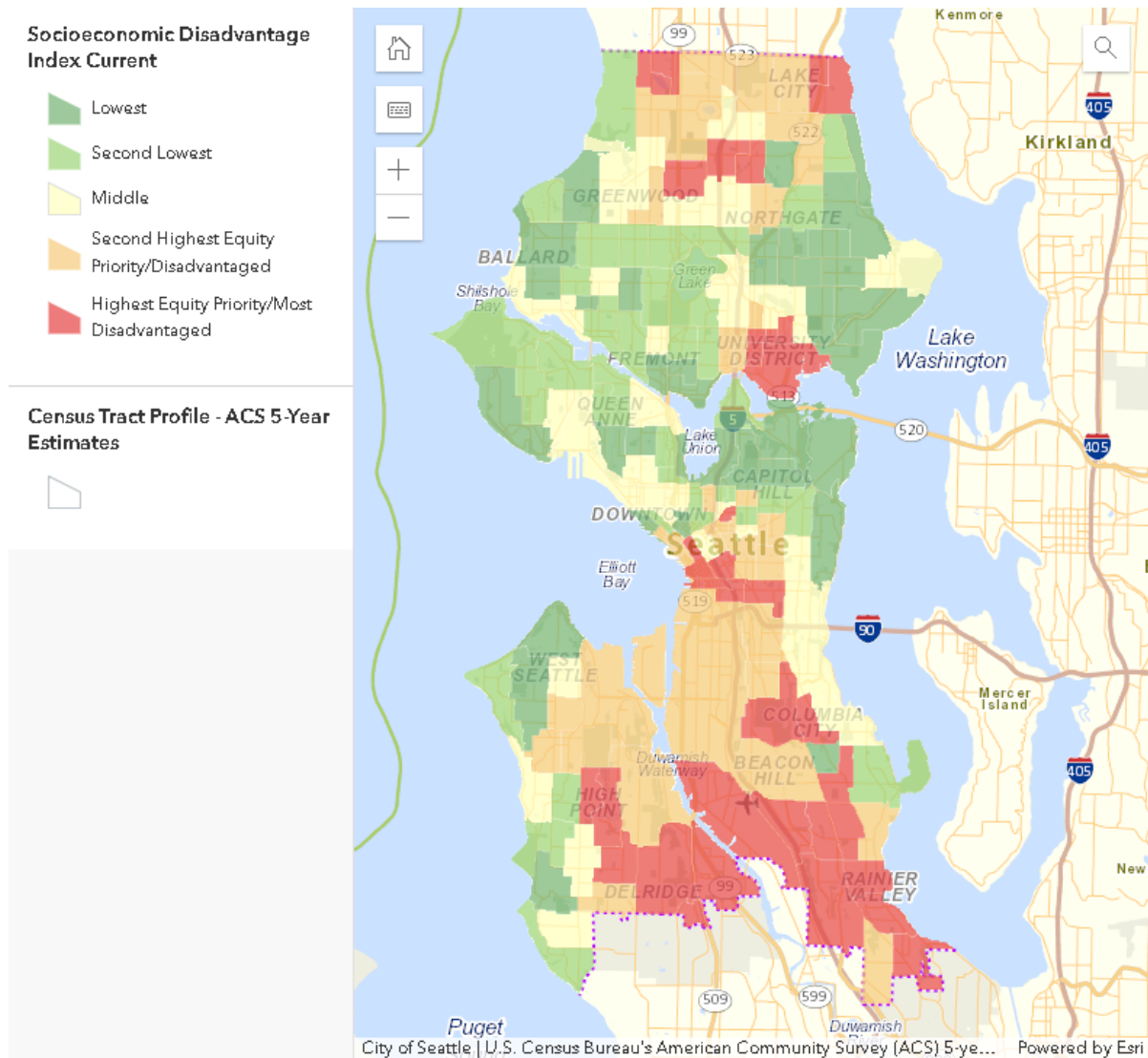
### *Index of Socioeconomic Factors*

The index, shown below, includes one factor related to income level and one related to educational attainment. Both are from five-year ACS estimates.

- Percentage of the population whose income is below 200 percent of the poverty level (among the population for whom poverty status is determined). Weight: 1.0.
- Percentage of the population age 25 and older with less than a bachelor's degree.

Weight: 1.0

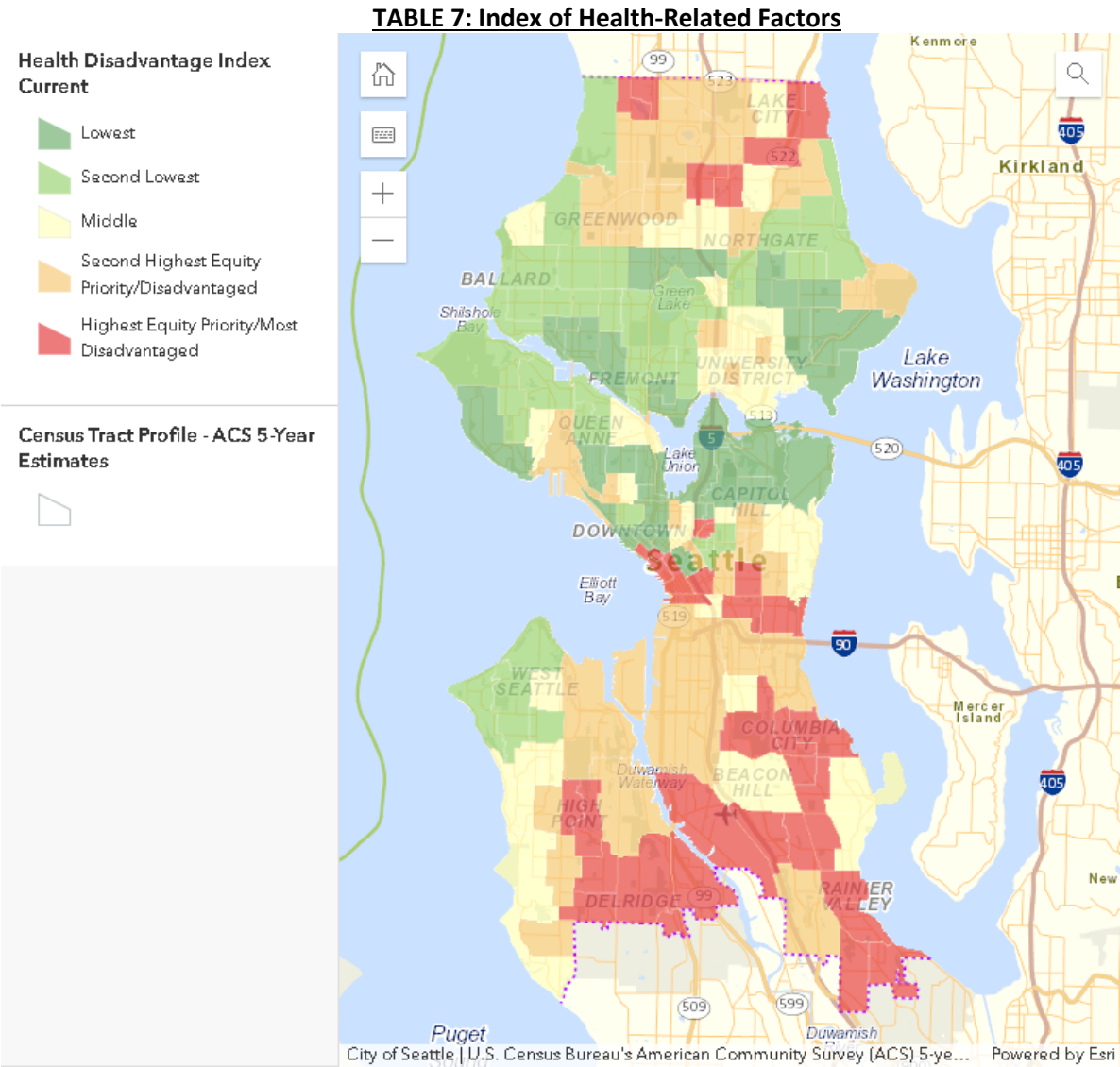
**TABLE 6: Index of Socioeconomic Factors**



### *Index of Health-Related Factors*

This index comprises seven broad measures of people’s health and well-being, several of which are especially sensitive to—and have direct implications for—the way we plan for our built environment. The health-related index comprises equally weighted indicators related

to leisure time, physical activity, diagnosed diabetes, obesity, mental health, asthma, life expectancy at birth, and prevalence of physical disability. Data for these indicators are from various sources, including the ACS, the PLACES project (which is coordinated by the CDC and partners and was previously called the “500 Cities Project”), and the Washington State Department of Health.



## PROVIDING MEANINGFUL ACCESS TO LIMITED ENGLISH PROFICIENT PERSONS

The City of Seattle Interpretation and Translation Policy ([Attachment 12](#)) adheres to the four-factor analysis, as outlined in Circular 4702.1B, to determine when to provide language assistance for Limited English Proficiency (LEP) persons. The Office of Immigrant and Refugee Affairs (OIRA) coordinates the City's [Language Access Program](#) to ensure meaningful access to LEP persons. SDOT complies with the City's policy and Title VI requirements to provide access to LEP persons. Capital Projects complete a PIP as part of their planning process to identify communities with limited English proficiency and develop strategies accordingly. The City of Seattle directs City departments to update and prioritize implementation of the [Executive Order 2017-10: Language Access](#).

### Centralized Translation Platform

**In 2021, the City of Seattle adopted a centralized translation platform – Smartcat.** Smartcat is a cloud-based Translation Management System (TMS) that helps companies and big organizations optimize their translation workflow. Here are the top three reasons we use the tool:

1. **Streamlining project workflow from project submission to assignment.** OIRA developed a roster of community-based, certified translators to provide translation and community review for projects submitted through our online portal. Before processing a translation project, our internal language access liaison (or members of the OIRA Language Access team) reviews the content to ensure it is suitable for translation and, if it needs revisions, works directly with the project manager to make changes. Once the content is approved for translation, our Language Access Liaison assigns the project to translators from our roster. Smartcat's platform offers seamless cooperation between teams, local translators, and City departments.
2. **Saving translated content.** Smartcat saves all human-translated and reviewed content into an organization's database for future projects. These linguistic resources enable fast and high-quality output.
3. **Quicker payments.** Smartcat offers payment automation features that generate invoices and a payment process to make payments to our local translators without manually creating invoices. This solution alleviates the administrative burden for City departments' finance teams and ensures prompt pay for the local community members we work with.

Since adoption, we have provided translation in the following languages: Amharic, Arabic, Chinese (simplified), Chinese(traditional), French, Japanese, Khmer, Korean, Lao, Oromo, Pashto, Persian (Afghanistan)/Dari, Portuguese, Punjabi (Gurmukhi), Russian, Samoan, Somali, Spanish, Tagalog, Thai, Tigrinya, Ukrainian, and Vietnamese.

### 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 frequently spoken in Seattle to ensure that residents with limited English proficiency can access City information about programs and services. Three tiers of languages have been developed that provide clear guidance to City departments for interpretation. We prioritize languages used by larger populations, residents with limited English proficiency, and recent immigrants and refugees. ([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 City is updating our Tier language chart so the OIRA website may reflect differences in the languages used in our current Nondiscrimination language. At present, the Tier 1 languages are Amharic, Chinese (traditional), Korean, 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 Tigrinya, Oromo, Japanese, and Russian. Since the Russian invasion of Ukraine, we



have begun including translations in Ukrainian whenever we offer material in Russian as the latter has historically been used to communicate with Ukrainian immigrants.

**Tier 3 languages** are Arabic, Khmer, Thai, and Lao. Consistent with the City's Translation and Interpretation Policy, we translate or interpret critical materials into these languages.

Departments conducting public meetings must notify the public that Tier 1 language interpretation is available (if possible) if requested before the event.

Additionally, City departments are to translate documents relevant to that project and provide interpretation at community meetings when conducting major projects. SDOT includes this process formally in its PIP ([Attachment 6](#)) to ensure residents and those impacted by a project receive access to information regarding our activities.

### **Factor Two: The frequency with which LEP persons contact the program.**

To understand the frequency with which LEP residents come into contact with the City of Seattle and SDOT programs, activities, and services, staff can deploy different tactics.

#### **Measure: Responses received from Full Inclusion Sign-in Sheet**

To fully capture participation in public meetings, SDOT uses the [Inclusion Sign-in Sheet](#) at public meetings. See [Attachment 13](#). This allows the department to understand if meeting demographics matches 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. Our best practice is to translate project and service information into top-tier languages. On our in-language communication materials, such as web pages and program flyers, we 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 answer questions and provide accurate information properly.

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

During the COVID crisis, we developed in-language messaging about 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. We shared this information via social media to help communities understand the changes taking effect.

### **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 continues making meaningful attempts to include the opinions and needs of LEP persons through inclusive public engagement and outreach. Over the last three years, 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 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 promoted via social media and 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 [Attachment 14](#) and [Attachment 15](#) for outreach examples.

## PROVIDING MEANINGFUL 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 Levy Equity Workplan, which includes the development and use of our Race and Social Equity Index, and 2) The Sidewalk Maintenance Planning. Details of both programs are described below.

### Levy Equity Workplan

In 2022, the [Levy Equity Workplan](#) identified and implemented new business practices to improve the equitable distribution of investments made through the Move Seattle Levy, which is a voter-approved, 9-year (2015-2024), \$930 million property tax levy that funds infrastructure improvements across 30 different programs. These programs are a mix of capital projects and maintenance, and their investments 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.<sup>3</sup> The oversight committee 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.

While SDOT considers and centers equity in many ways in the context of infrastructure projects (e.g., contracting equity, workforce equity, and community engagement on design and construction), the focus of the Levy Equity Workplan is the equitable geographic distribution of investments—as in, ensuring that investments are sited where they are most needed, which is often where government has historically underinvested. By focusing on current and future investments in Seattle’s ‘high equity priority’ neighborhoods, we can begin to account for historical underinvestment and repair past and ongoing harms that are disproportionately born by specific communities, like communities of color, immigrant and refugee communities, and low-income communities.

SDOT developed the Levy Equity Workplan in response to recommendations made in the [Racial Equity Analysis](#) conducted as part of the 2020 COVID-19 Impact Assessment for the Levy to Move Seattle, [Attachment 16. The Levy Equity Workplan](#) advances several strategies identified in this Racial Equity Analysis, including:

- Working with program owners to improve consistency in incorporating racial equity criteria in prioritizing Levy deliverables.
- Employing best practices, applying the Racial and Social Equity Index, and explicitly considering equity in program prioritization.
- Employing a data-driven approach combined with qualitative factors.

Still in progress, the Levy Equity Workplan has made recommendations in a three-part framework:

1. **Define success:** SDOT should develop a definition of what an equitable distribution of Levy investments looks like so that we know when we are on track and when we have succeeded.
2. **Evaluate performance:** SDOT should track completed Levy projects and deliverables by location and value, overlaid with Seattle’s Racial and Social Equity (RSE) Index, to enable a portfolio-level analysis of the distribution of investments relative to “equity priority areas.”

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<sup>3</sup> <http://www.seattle.gov/transportation/about-us/funding/levy-to-move-seattle/oversight-committee>



3. **Plan ahead:** SDOT should use the results of the investment distribution analysis to make corresponding changes in program work plans in future years.

While SDOT is still in the process of defining success for the funding package to replace the Levy to Move Seattle after it expires in 2024, we have begun implementation of new business practices that will advance both the “evaluating performance” and “planning ahead” recommendations.

These new business practices are below:

- **Evaluate performance:** We have developed a dynamic, interactive Levy Equity Map that plots deliverables completed in 2023 from all 30 Levy programs overlaid with the RSE Index. Examples of RSE maps displaying health, racial and economic indices are found on subsequent pages.
- **Plan ahead:** We are working with Levy program owners to center the use of the RSE Index in their program prioritization frameworks as a standard equity data reference so that there is greater consistency across the Levy programs in how we consider and center equity in decision-making about where we prioritize our work.

### Sidewalk Maintenance Planning

When customer requests are the primary driver for maintained infrastructure, wealthier parts of Seattle may have better quality and more assets due to these historical service inequities and disproportionate [community wealth](#). We must ensure that our transportation system meets the needs of everyone.

Evaluating equity requires data about people and places that are historically impacted, presently, and in the future. We use our data to analyze and identify disparities in infrastructure and services, prioritize investments with an equity lens, and improve the deployment of maintenance activities. Our data include asset condition, attributes, and other regularly updated information that supports equity analysis by location. We use asset data attributes such as type, size, age, condition, and planned infrastructure to analyze asset condition over time, performance, risk implications, and service to distribute repair and replacement strategies more equitably. The data can show locations where infrastructure condition ratings are low but equity priority is high or how past work was done across the city.

Below is a breakdown of how 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, is implemented in projects.

### 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 relatively large proportions of neighborhood residents. Three-component indices are equally weighted, and each 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 2023. Data sets are updated every two to three years. The 2023 update of the RSE Index incorporates the most recent available data mapped to 2020 census tracts. We also now have a [user guide](#) for the index.

A map showing the core composite Race and Social Equity (RSE) Index is provided in Table 4, which offers a color key composite map representing 20% of the Census Tract in Seattle.

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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 PIP guidelines.

Over-the-phone and video interpretation services are provided by Language Line, which provides trained interpreters fluent in more than 240 languages and 40 languages including American Sign Language. Additionally, we work with local agencies such as [Dynamic Language](#) and [NWI Global Language Services](#) to contract interpreters for in-person events.

Recognizing that asking staff to provide unpaid ad hoc in-language support was inequitable, the City agreed to the proposal from its labor partners that City staff be compensated for their use of spoken word and visual language communication skills to serve the community. The City of Seattle's Language Premium (LP) policy and program results from negotiations between the City of Seattle and the Coalition of City Labor Unions. Ordinance 126010 was passed by the Seattle City Council on December 9, 2019, and signed by Major Jenny Durkan on December 13, 2019. This ordinance adds Section 4.20.360 to the Seattle Municipal Code (SMC 4.20.360). Under 4.20.360 Language premium pay:

- Employees assigned to perform bilingual, interpretive, and translation services for the City shall receive a \$200 per month premium pay.
- Department Directors or their designee(s), under the direction of the Seattle Human Resources Director, shall ensure employees providing language access services are independently evaluated and approved.
- Department Directors or their designee(s) may review and terminate the assignment anytime.

Since the development of the LP policy and program in 2020-2021, it has served as an additional strategy to support Language Access.

Written materials are translated and reviewed by certified local translators – who work as independent contractors – through Smartcat, the City's cloud-based translation management system. The translator roster is maintained and developed by the OIRA Language Access team. As part of the City's commitment to investing in its communities, the translators are paid a premium per word rate for translation (.225) and editing (.125). We offer a full range of translation services through Smartcat, including layout review for print materials and in-language subtitling for videos.

In 2021, we spent \$130,964 on language access strategies to support outreach efforts for capital projects and programs such as Vision Zero and STBD, marketing materials, winter weather safety messaging, and advertising purchases with ethnic media. In 2022, we spent \$396,464 supporting our language access goals. From January 1 to October 31, 2023, we spent \$146,405 on language access strategies. The significant difference between 2022 and 2023 is primarily related to the cessation of COVID-related projects and budgets, major capital projects like the West Seattle Bridge Program concluding, and the completion of large one-time projects such as the translation of our Transportation Equity Work Plan and report.

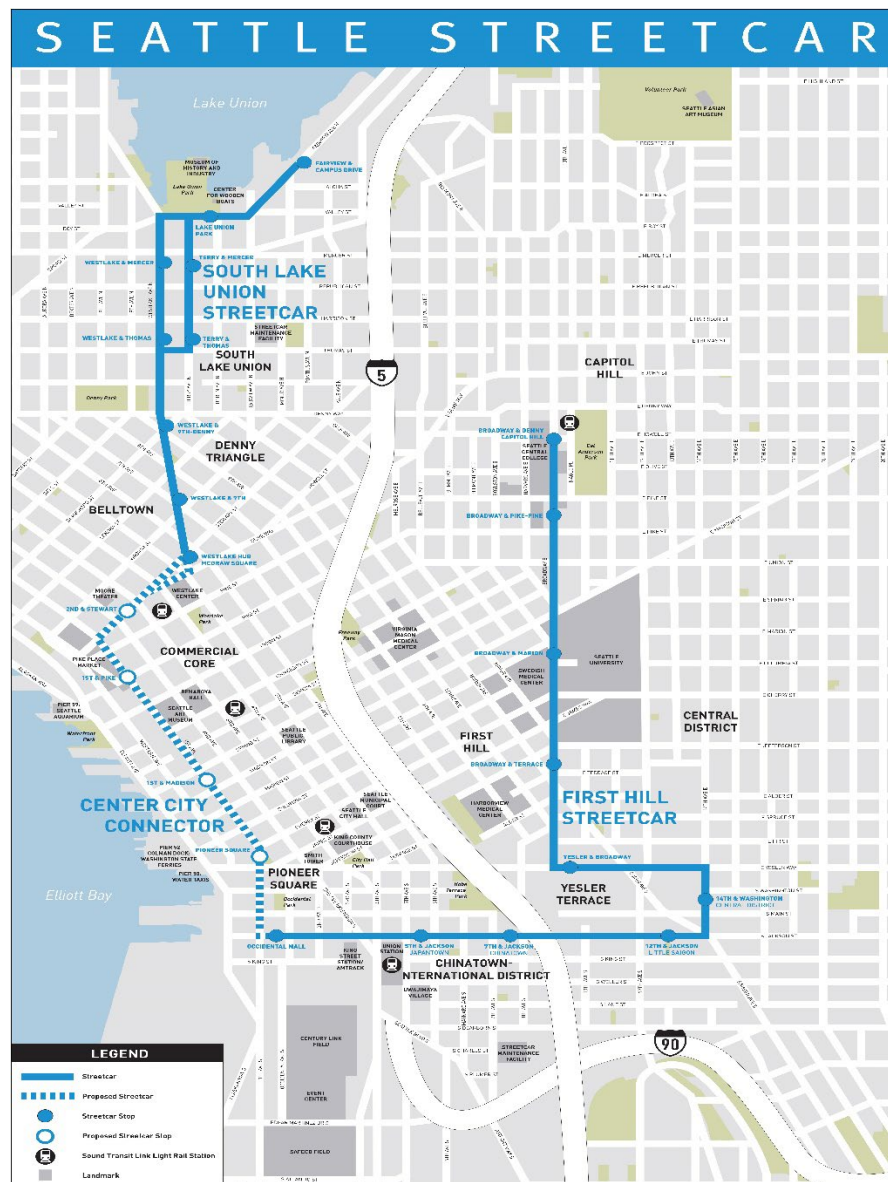
Consistent with overall City policy regarding language interpretation and translation and inclusive outreach, SDOT complies with Title VI requirements regarding access to services for LEP individuals. This plan (a culmination of existing City policy relating to Interpretation and Translation and Public Engagement and Outreach) addresses the elements outlined within FTA's Four-Factor Analysis. It guides our staff in ensuring equitable access to services for LEP individuals. As cited in our Public Involvement Template (PIP) and as described in the public engagement section of this report, we routinely ensure 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 17](#) for membership demographics.
- b) Seattle Pedestrian Advisory Board. Please see [Attachment 18](#) for membership demographics.
- c) Seattle Bicycle Advisory Board. Please see [Attachment 19](#) for membership demographics.
- d) Levy to Move Seattle Oversight Committee. Please see [Attachment 20](#) for membership demographics.
- e) Seattle Freight Advisory Board. Please see [Attachment 21](#) for membership demographics.
- f) Seattle School Traffic Safety Committee. Please see [Attachment 22](#) for membership demographics.
- g) Transportation Equity Work Group. Please see [Attachment 23](#) 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 complete Streetcar Operations Plan, please see [Attachment 24](#).

In part, as a response to the Move Ahead Washington package (SSB 5975) passed in March of 2022, transit agencies in the region adopted a zero-fare policy for passengers 18 years of age and under. King County Council, along with Sound Transit and Everett Transit, piloted a trial period for further reduced fare (from \$1.50 to \$1.00) for low-income riders (ORCA Lift) on September 1<sup>st</sup>, 2022. Seattle Ordinance (124601) requires, to the extent practicable, that Seattle Streetcar fares remain consistent with Sound Transit Link Light Rail's base fare. Seattle Streetcar calculated that going fare-free for passengers under 18 years of age would increase budgetary needs by approximately %0.32 and that further reducing fares for low-income riders would increase budgetary needs by about 0.035%. Given the relatively low cost and value of extending free transportation and remaining consistent with transit areas in the region, Seattle Streetcar adopted the reduced and free fares mentioned above.

**The City of Seattle's National Transit Database Report for fiscal year 2022 provided the following financial and operating statistics for its fixed-route service:**

Operating Statistic	Fixed-Route Streetcar Service
Unlinked Passengers	1,117,605
Revenue Hours	37,349
Operating Expenses	\$12,629,137

**Fares:**

Fare Classification	Fare
Adult (19-64)	\$2.25
Senior (65+)/RRFP <sup>1</sup>	\$1.00
Youth/Children(18 and under)	Free
Low-Income Adult (ORCA Lift)	\$1.00

### 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 manage 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 the month.

Seven stops along the 1.3-mile line lead to mixed-use commercial, residential, entertainment, and recreational options. Access includes medical care facilities, a large national grocery store, and Lake Union's 12-acre waterfront park. Service is provided from 6:00 a.m. to 9:00 p.m. Monday through Friday, 7:00 a.m. to 9:00 p.m. Friday and Saturday, and 10:00 a.m. to 7:00 p.m. on Sundays 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 and 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 7<sup>th</sup> Ave S. The line was funded as part of the 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 leads 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 5:00 a.m. to 10:30 p.m. Monday through Friday, 6:00 a.m. to 10:30 p.m. Friday and Saturday, and 10:00 a.m. to 8:00 p.m. on Sundays 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 <sup>th</sup> (Chinatown)
Jackson & 7 <sup>th</sup> (Chinatown)
Jackson & 12 <sup>th</sup> (Chinatown)

14 <sup>th</sup> & 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 Program Manager assesses King County Metro’s performance to determine whether maintenance is 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 the full [Fleet Maintenance Plan](#).

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 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: the SDOT Streetcar Operations Manager and the Accounts Payable Manager in the Finance and Administration Division of SDOT. Procurement Compliance and City DBE reporting are 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 25](#).

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 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 26](#) for our most recent Seattle Streetcar Operations Report.

### 7b. Monitoring of Third-Party Operators – Safety Program

In 2020, SDOT assumed responsibility for the streetcar safety program from King County Metro. The first Public Transportation Agency Safety Plan (PTASP) was published, a Chief Safety Officer (CSO) was designated, and the department began implementing the Safety Management System (SMS) as required by 49 CFR 673.

SDOT works closely with Metro’s Streetcar Section to ensure that the SMS is carried out according to regulations. The department set up a new internal safety audit team in 2021, which has matured into a robust annual review of the PTASP, resulting in numerous improvements over the first three years of the plan’s existence. A joint safety team comprised of members of SDOT and King County Metro Streetcar Section meets monthly to discuss open hazards and chart progress towards mitigating the safety risk associated with them.



The CSO, as part of the communications requirements, also meets with the SDOT Director, designated as the Accountable Executive, to ensure proper back-and-forth flow of information from the leadership to the front-line workers and vice versa.

In 2021, the City and County amended the interlocal agreement for operations to enshrine safety and security responsibilities under the new regulations.

### Vehicle Load Standards

The South Lake Union Streetcar system features four vehicles: three Inekon Trio-12 and one Inekon Trio-121. The newer Trio-121 vehicle is the same length, width, and height as 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 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) <sup>2</sup>	115 (29 seats)	112 (29 seats)
6 persons per sq. m (Crush load) <sup>3</sup>	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 Sundays and holidays. Ninety percent 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 vehicles: three vehicles operate during planned peak frequency, and two vehicles operate 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 vehicles; five vehicles operate during planned peak frequency and four vehicles during off-peak periods. Sundays and holidays feature three 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 LCDs mounted onto the stations. All streetcar stops are ADA-accessible. Benches are installed based on ridership to benefit the largest number of riders. Special consideration may be given to areas where high 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.

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<sup>2</sup>The 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 four passengers per square meter, while crush loads are based on six passengers per square meter.

<sup>3</sup>The 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 operates its programs, activities, and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. If you experience discrimination and would like to file a complaint, contact the Seattle Office for Civil Rights. More information on the City of Seattle's Title VI Policy and the procedures to file a complaint may be obtained at [www.seattle.gov/civilrights/titlevi](http://www.seattle.gov/civilrights/titlevi) or by emailing [titlevi@seattle.gov](mailto:titlevi@seattle.gov). For language interpretive services: 206-684-4500 / TTY: 7-1-1. [Attachment 5](#) is a sample posting and general Citywide Title VI poster. This Nondiscrimination policy, Title VI complaint procedure, and processes are 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 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](https://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 the 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 Center Monorail (the “Monorail”), which historically carries about two million riders annually between downtown Seattle and Seattle Center, a 74-acre arts, culture, and entertainment campus. The downtown station is incorporated into a retail mall and part of a regional transit hub, with connections to light rail, local and regional buses, and the Seattle streetcar system. The Monorail system is just under a mile long and consists of two trains, two stations, and elevated guideways and supports that run in-between. Except for the downtown station at Westlake Center, the Monorail system configuration is largely as it was in 1962. In 1988, the Westlake Station was moved slightly north (shortening the line) and incorporated into the 3<sup>rd</sup> floor of the Westlake Center Mall development. This modification reduced Monorail peak passenger capacity by about half due to station size, configuration, and operational limitations. The Monorail has two trains that consist of four cars each and can carry 250 passengers per train. There are no peak or non-peak times with respect to fares.

The Monorail service, including maintenance and administrative facilities, is based at Seattle Center.

### Hours of Operation

Peak Season ) Memorial Day through Labor Day)	Monday – Friday, 7:30am – 11pm	Saturday – Sunday, 8:30am-11pm
Non-peak Season	Monday – Thursday, 7:30am – 9pm Friday 7:30am-11pm	Saturday 8:30am-11pm Sunday 8:30am-9pm

*Extended hours of operation coincide with special events at Seattle Center and Climate Pledge Arena. Closed Christmas Day and Thanksgiving Day.*

A project to update the electrical room and other elements, funded by FTA grants and local matching funds and managed by Seattle Center with support from SMS, was completed in 2021. All train floors

were replaced as part of this effort too.

The station at Westlake Mall was also improved in 2021, with work funded solely by SMS. The project modernized and improved passenger flow and access to the platform, replaced many aging elements, refurbished flooring, extended the canopy, added new lighting and signage, and provided new self-serve ticket kiosks and fare gates at both stations.

Additional improvements were completed in 2022, funded by FTA grants, City ADA funds, and other sources. This included work at the Westlake station (elevator refurbishments for the 5<sup>th</sup> Ave elevator, platform doors, boarding ramp) and the Seattle Center station (ticketing equipment, digital signage, pedestrian ramp improvements, security grills.)

#### **Seattle Center Monorail Nondiscrimination Policy: Title VI**

The following information is posted at the Seattle Center Station, Westlake Station, on both trains and the Monorail website:

##### Title VI: Civil Rights Act of 1964

The City of Seattle operates its programs, activities, and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. If you experience discrimination and would like to file a complaint, contact the Seattle Office for Civil Rights. More information on the City of Seattle's Title VI Policy and the procedures to file a complaint may be obtained on the [City's Title VI website](#).

People with disabilities are entitled to equal opportunity to access City of Seattle services. To request ADA accommodations for a City service or to file a disability-based discrimination complaint, please contact the Citywide ADA Coordinator. More information can be found on the [City's Title II page](#). Please see the [City's ADA Notice here](#).

##### City of Seattle: Anti-discrimination Laws

The City of Seattle prohibits discrimination in its programs, services, and facilities based on race, color, national origin, creed, religion, ancestry, citizenship or immigration status, caste, age, sex, marital status, parental status, sexual orientation, gender identity, political ideology, honorably discharged veteran or military status, participation in a Section 8 program, the presence of any disability, the use of a service animal by a disabled person, an individual's actual, potential, perceived, or alleged pregnancy outcomes, and the right of a mother to breastfeed her child. To file a discrimination complaint, please contact the Seattle Office for Civil Rights. (Followed by contact info.)

These three messages are also translated into eight languages. (See [Attachment 5](#).)

#### **Americans with Disabilities Act**

The Americans with Disabilities Act (ADA), 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 and mental symptoms as a result of alcohol or drug dependency. The Monorail is ADA compliant regarding 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 ADA, 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 a high level of customer service.

Further, the Seattle Center boarding platform has an ADA-compliant boarding gate (yellow paint at the far east end of the platform) for ease of boarding for patrons using a mobility assistance device. Additionally, riders with large strollers should be directed to this gate for easy 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 animals that provide comfort and guidance to the disabled person.

### **Policy on Reasonable Modification/Accommodations for Individuals with Disabilities**

It is the City of Seattle and the Seattle Center Monorail's policy to make reasonable modifications to its policies, practices, or procedures when requested by individuals with disabilities when such accommodations are necessary to avoid discrimination based on disability. Requests for accommodations are 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 the 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 cannot fully use the Monorail's services, programs, or activities for their intended purpose.

In determining whether to grant a requested modification, the Monorail will be guided by the provisions of the United States Department of Transportation at 49 CFR Appendix E to Part 37. When choosing among alternatives for accommodations, the 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 the Monorail denies a request for an accommodation, the Monorail will attempt to ensure that the individual with a disability receives the services or benefits provided by the Monorail by other means that comport with this policy.

### **Process for Requesting Modifications Accommodations for Individuals with Disabilities**

Requests for modifications of the 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. The 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 to use the service and why this assistance is necessary.

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

made.

Requests may be made via email to [info@seattlemonorail.com](mailto:info@seattlemonorail.com)

#### **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, they are required to consult with their supervisor to receive direction.

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.

The 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, the Monorail will take, to the maximum extent possible and in compliance with its policies, any other appropriate actions to ensure you receive service.

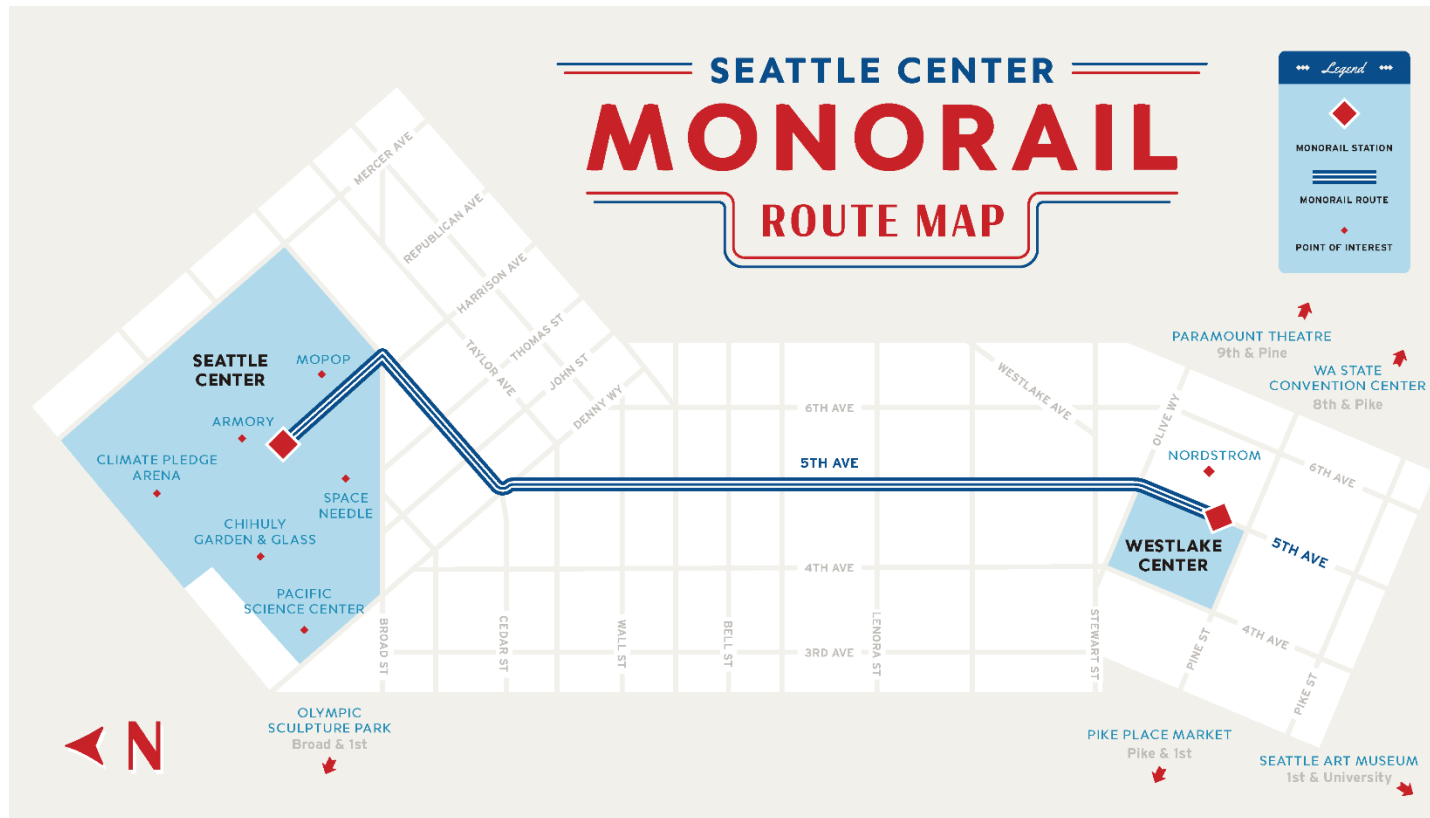
**Complaint Process and Contact Information:** All complaints will be handled in accordance with the City of Seattle's Title VI and Discrimination Complaint Process found on the [Office for Civil Rights website](#). Seattle Center Monorail will make every effort to make a prompt and equitable resolution 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 2022		
Operating Statistic	Fixed-Route Service	ADA Complimentary Paratransit
Unlinked Passengers	1,633,951	N/A
Revenue Hours	21,196	N/A
Operating Expenses	\$4,893,793	N/A

## ROUTES & STATIONS

Seattle Center Monorail departs approximately every 10 minutes from two stations: Seattle Center Station, which is adjacent to the Space Needle, and Westlake Center Station, located at Fifth Avenue and Pine Street.



### On-time Performance

The Monorail Concessionaire Agreement ([Attachment 27 – Amended and Restated Monorail System Concession Agreement](#)) describes expectations regarding on-time performance.

#### A. 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 are 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, the Concessionaire will adjust staffing and train deployment to optimize service and minimize wait time.

#### B. Additional Train Revenue Service.

1. **Additional Train Revenue Service.** To serve Seattle Center events and programming needs, the Director may require the Concessionaire to provide up to one hundred (100) additional Revenue Service hours over 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 over 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 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:

#### **C. 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.
2. **Liquidated damages assessed under this section shall not be included in Operating Expenses.**  
**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.
- D. 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.F.



Effective beginning January 1, 2023, the Monorail fare categories and fares are:

Fares	
<b>Regular Fares:</b>	
One way - regular fare (ages 19 - 64):	\$ 3.50
Discounted Fares: One way youth fare (ages 6 - 18), One way discounted fare (seniors 65+, riders with disabilities or Medicare cards, U.S. military with valid ID, ORCA Lift and Regional Reduced Fare Permit card holders):	\$ 1.75
Children under 6:	Free
Round trip fares shall be no more than twice one way fares.	
<b>Passes and Group Fares:</b>	
Group fares – 200-799 one way tickets	@ \$3.25 each
More than 800 one way tickets	@ \$2.75 each

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

Beginning January 1, 2022, the Regular Fares were 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 (\$0.25). 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. 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.

\*\*\*\*END\*\*\*\*



