



Title VI Program Update

2025-2027



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Chapter 1: Title VI

Purpose of the Title VI Program

Section 601 of Title VI of the Civil Rights Act of 1964 states the following: No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. This Title VI Program Report of Kitsap Transit (KT) is conducted in compliance with FTA Circular 4702.1B (10/1/12), to ensure that the distribution of benefits and services provided by KT are consistent with the provisions of Title VI.

Objectives

The following are the objectives of Title VI:

- a. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- b. Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- c. Ensure meaningful access to transit related programs and activities by persons with limited English proficiency.

The Title VI review of KT requires several separate processes to occur. First is the submission of the Title VI Program Report completed by KT. Second is FTA's evaluation of KT's compliance with the requirements of Title VI. Last is FTA's subsequent notification of findings, and the remedial actions which KT may be required to undertake. As a recipient of federal transportation capital funding, KT has prepared this Program Report in compliance with requirements of Title VI.

Kitsap Transit's Title VI Program update includes requirements for "Transit Providers that operate fixed route service" as defined by FTA Circular 4702.1B.

Title VI Program Changes

FTA Circular 4702.1B states that if a transit provider operates 50 or more fixed route vehicles in peak service and is in an Urbanized Area (UZA) with a population of 200,000 or more, the transit provider is required to provide additional elements within their Title VI program report. These additional requirements include the following

- Demographic and service profile maps : chart
- Survey data regarding customer demographic and travel patterns
- Evaluation of service and fare equity change
- Monitoring of transit service

In the years following the 2022 Title VI Program report, Kitsap County has increased to over 200,000 total residents, as such, this report will reflect the additional requirements for a large UZA designation.

Chapter 2: Kitsap Transit

Kitsap Transit is located in Kitsap County, Washington. Kitsap County residents are represented by three County Commissioners covering three districts and are served by a variety of agencies and government departments. Kitsap County occupies a unique portion of the State of Washington, directly between the urban areas of Seattle and Tacoma and the wilderness of the Olympic Mountains. It is bounded by the Hood Canal on the west, Puget Sound on the east, and Mason and Pierce Counties to the south.

Kitsap County is connected to the eastern shore of Puget Sound by Washington State Ferries routes, including the Seattle-Bremerton Ferry, Southworth to West Seattle via Vashon Island, Bainbridge Island to Downtown Seattle, and Kingston to Edmonds, Washington.

The United States Navy is the largest employer in the county, with installations at Puget Sound Naval Shipyard, Naval Undersea Warfare Center Keyport, and Naval Base Kitsap.

Background

Kitsap Transit is a Public Transportation Benefit Area Authority (PTBAA) established by public vote in 1982. Kitsap Transit's initial mission was to provide public transportation services in the greater Bremerton and Port Orchard areas. Since then, Kitsap Transit has expanded through a number of annexations to cover the entire county. Transit in Kitsap County prospered in the 1920s, 30s and 40s, particularly with the Puget Sound Naval Shipyard as a primary naval port. The county's economy declined between the 1950s and 70s, mirroring the ups and downs seen on a national level. In 1982, voters formed the new public transportation authority and authorized three-tenths of one percent of sales tax funding to support it. The system carried around 600,000 riders yearly. Today, Kitsap Transit's backing has grown to eight-tenths of one percent of sales tax funding for transit and three-tenths of one percent of sales tax funding for passenger ferries, the agency supports nearly 3.5 million riders per year.

Kitsap Transit's Marine Services Department operates passenger-only Fast Ferry services to Seattle from Bremerton, Kingston and Southworth and foot ferry services to Port Orchard and Annapolis. Increases in service hours, mileage and ridership forecasts can be attributed to the planned service improvements associated with new ferry services and the implementation of recommendations from the Long-Range Transit Plan (LRTP) and the Comprehensive Operational Analysis (COA).

Kitsap Transit provides fixed route service, ADA-accessible demand response service (ACCESS), VanLink, Worker/Driver service, vanpool service, general public dial-a-ride service, on-demand, foot ferry, and fast ferry service for parts of Kitsap County. Kitsap Transit's system map, in Appendix F: System Map, shows where Fixed Route service and Kitsap Transit Foot Ferry (KTFF) service is offered.

During the weekdays, route headways are typically one hour for local feeder routes and 30 – 45 minutes for trunk line routes; service hours are from 4:00 a.m. to 10:00 p.m. During the AM and PM commute hours, several other routes are also added with the all-day routes to meet Washington State Ferries (WSF) at the Kingston, Bainbridge Island, Bremerton and Southworth terminals and Kitsap Transit's Fast Ferry service. Weekday Fast Ferry service is from 4:40 a.m. to 10:10 p.m. for the Bremerton to Seattle route, 5:24 a.m. to 7:24 p.m. for the Bremerton to Port Orchard route, and 5:10 a.m. to 7:41 p.m. for the Bremerton to Southworth route.

Kitsap Transit operates 18 fixed routes on Saturdays, mostly with one-hour headways primarily between 10 a.m. and 5:30 p.m. The Port Orchard to Bremerton Foot Ferry operates on Saturdays on the same weekday headway, every half hour with a shorter service window, except in the summer where it operates until midnight. Saturday Fast Ferry service is seasonal, operating on a summer schedule. Sunday service was introduced to the Bremerton area in 2023. In 2024, Sunday service was rolled out for Port Orchard.

Paratransit services operate throughout the County door-to-door during the same hours of operation as the fixed-route service. Taxi service is utilized to supplement the paratransit service. Ride services are a deviated response service either based on a passenger's phone call or a phone app that triggers the trip. Each ride service operates in a designated service area where there is potential for future routed service.

Kitsap Transit also operates Vanpool and Worker Driver services. The Worker Driver services are effectively a bus-sized vanpool program operating to and from the largest employer in Kitsap County, Puget Sound Naval Shipyard.

Kitsap Transit offers a robust, multi-program system which:

- Operates routed buses, both regular full-day service countywide and custom rush-hour service for ferry commuters.
- Operates ACCESS services for people who are frail, elderly and disabled throughout most of the county.
- Operates a rideshare program composed of Worker/Driver buses, vanpools, SCOOT cars and participation in a Regional Ridematch Program.
- Manages a park & ride lot system with more than 2,500 spaces.
- Operates local passenger-only ferry service between Bremerton and Port Orchard and Bremerton and Annapolis. Also operates cross-sound passenger-only ferry service to Seattle from Bremerton, Kingston, and Southworth.
- Carries out transit-oriented developments to produce the best and highest transit use of real property.
- Contributes to the smart growth development of Kitsap County, especially in urban areas.

Chapter 3: Notice to the Public

Overview

In order to comply with Title VI 49 CFR Section 21.9(d), KT is required to provide information to the public regarding the agency's Title VI obligations and make available to members of the public the protections against discrimination afforded to them by Title VI. The notice is provided in English, Spanish, and Tagalog and are posted in the following areas:

- Kitsap Transit Website
- Kitsap Transit Customer Service Office (CSO), Harborside and Charleston
- Kitsap Transit Employee Training Office
- Kitsap Transit Buses
- Kitsap Transit Ferries

Kitsap Transit Title VI Notice to the Public

The language used in the notice to the public in English, Spanish, and Tagalog are outlined below.

English

Kitsap Transit, as a recipient of federal funding, gives public notice of its policy to fully comply with Title VI of the Civil Rights Act of 1964 and all related laws and statutes. No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Kitsap Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). Kitsap Transit operates its programs without regard to race, color, or national origin.

For more information on Kitsap Transit's Title VI program, contact the Agency's Civil Rights Officer.

Any person who believes that he or she has individually, or as a member of any specific class of persons, been excluded from participation in, been denied the benefits of, or otherwise subjected to discrimination under any Kitsap Transit service, program, or activity, and believes the discrimination is based upon race, color, or national origin has the right to file a Title VI complaint with Kitsap Transit's Civil Rights Officer. All complaints must be filed in writing with Kitsap Transit within 180 days of the alleged discriminatory act or occurrence.

Spanish

Kitsap Transit, como beneficiario de fondos federales, da aviso público de su política de cumplir plenamente con el Título VI de la Ley de Derechos Civiles de 1964 y todas las leyes y estatutos relacionados. Ninguna persona en los Estados Unidos será excluida de la participación, se le negarán los beneficios, o será sometida a discriminación en virtud de cualquier programa o actividad de Kitsap Transit, por motivos de raza, color u origen nacional, según lo dispuesto por el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas, y la Ley de Restauración de Derechos Civiles de 1987 (P.L. 100.259). Kitsap Transit opera sus programas sin distinción de raza, color u origen nacional.

Para más información sobre el programa del Título VI de Kitsap Transit, comuníquese con el Oficial de

Derechos Civiles de la Agencia.

Cualquier persona que crea que ha sido excluida de la participación, se le han negado los beneficios, o ha sido sometida a discriminación en virtud de cualquier servicio, programa o actividad de Kitsap Transit, ya sea individualmente o como miembro de cualquier clase específica de personas, y que crea que la discriminación se basa en raza, color u origen nacional, tiene el derecho de presentar una queja del Título VI ante el Oficial de Derechos Civiles de Kitsap Transit. Todas las quejas deben presentarse por escrito a Kitsap Transit dentro de los 180 días posteriores al acto o suceso discriminatorio alegado.

Tagalog

Ang Kitsap Transit, bilang tumanggap ng pondo mula sa pederal, ay nagbibigay ng pampublikong abiso tungkol sa kanyang patakaran na ganap na sumunod sa Title VI ng Civil Rights Act ng 1964 at lahat ng kaugnay na batas at estatuto. Walang sinuman sa Estados Unidos ang dapat, batay sa lahi, kulay, o pambansang pinagmulan, na maalis sa pakikilahok, tanggihan ang mga benepisyo, o kung hindi man ay sumailalim sa diskriminasyon sa ilalim ng anumang programa o aktibidad ng Kitsap Transit, gaya ng itinadhana ng Title VI ng Civil Rights Act ng 1964 at bilang naamyendahan, at ng Civil Rights Restoration Act ng 1987 (P.L. 100.259). Ang Kitsap Transit ay nagpapatakbo ng mga programa nito nang walang pagtingin sa lahi, kulay, o pambansang pinagmulan.

Para sa karagdagang impormasyon tungkol sa Title VI program ng Kitsap Transit, makipag-ugnayan sa Opisyal ng Karapatang Sibil ng Ahensya.

Anumang tao na naniniwala na siya ay indibidwal, o bilang isang miyembro ng anumang tiyak na klase ng mga tao, ay naalis sa pakikilahok, tinanggihan ang mga benepisyo, o kung hindi man ay sumailalim sa diskriminasyon sa ilalim ng anumang serbisyo, programa, o aktibidad ng Kitsap Transit, at naniniwala na ang diskriminasyon ay batay sa lahi, kulay, o pambansang pinagmulan ay may karapatang magsampa ng reklamo sa Title VI sa Opisyal ng Karapatang Sibil ng Kitsap Transit. Lahat ng reklamo ay dapat na isampa sa pagsusulat sa Kitsap Transit sa loob ng 180 araw mula sa sinasabing diskriminatoryong kilos o pangyayari.

An example of the notice published by buses and ferries is included below.



Kitsap Transit, as a recipient of federal funding, gives public notice of its policy to fully comply with Title VI of the Civil Rights Act of 1964 and all related laws and statutes. No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Kitsap Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). Kitsap Transit operates its programs without regard to race, color, or national origin.

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DERECHOS DEL TÍTULO VI

Kitsap Transit, como beneficiario de fondos federales, da aviso público de su política de cumplir plenamente con el Título VI de la Ley de Derechos Civiles de 1964 y todas las leyes y estatutos relacionados. Ninguna persona en los Estados Unidos será excluida de la participación, se le negarán los beneficios, o será sometida a discriminación en virtud de cualquier programa o actividad de Kitsap Transit, por motivos de raza, color u origen nacional, según lo dispuesto por el Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas, y la Ley de Restauración de Derechos Civiles de 1987 (P.L. 100.259). Kitsap Transit opera sus programas sin distinción de raza, color u origen nacional.

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MGA KARAPATAN SA TITULO VI

Ang Kitsap Transit, bilang tumanggap ng pondo mula sa pederal, ay nagbibigay ng pampublikong abiso tungkol sa kanyang patakaran na ganap na sumunod sa Title VI ng Civil Rights Act ng 1964 at lahat ng kaugnay na batas at estatuto. Walang sinuman sa Estados Unidos ang dapat, batay sa lahi, kulay, o pambansang pinagmulan, na maalis sa pakikilahok, tanggihan ang mga benepisyo, o kung hindi man ay sumailalim sa diskriminasyon sa ilalim ng anumang programa o aktibidad ng Kitsap Transit, gaya ng itinataguhang Title VI ng Civil Rights Act ng 1964 at bilang naamyendahan, at ng Civil Rights Restoration Act ng 1987 (P.L. 100.259). Ang Kitsap Transit ay nagpapatakbo ng mga programa nito nang walang pagtingin sa lahi, kulay, o pambansang pinagmulan.

Para sa karagdagang impormasyon tungkol sa Title VI program ng Kitsap Transit, makipag-ugnayan sa Opsyal ng Karapatang Sibil ng Ahensya.

Anumang tao na naniniwala na siya ay indibidwal, o bilang isang miyembro ng anumang tiyak na klase ng mga tao, ay naalis sa pakikilahok, tinanggihan ang mga benepisyo, o kung hindi man ay sumailalim sa diskriminasyon sa ilalim ng anumang serbisyo, programa, o aktibidad ng Kitsap Transit, at naniniwala na ang diskriminasyon ay batay sa lahi, kulay, o pambansang pinagmulan ay may karapatang magsampa ng reklamo sa Title VI sa Opsyal ng Karapatang Sibil ng Kitsap Transit. Lahat ng reklamo ay dapat na isampa sa pagsusulat sa Kitsap Transit sa loob ng 180 araw mula sa sinasabing diskriminatoryong kilos o pangyayari. Ang mga form ng reklamo ay maaaring makuha sa pamamagitan ng pagtawag sa (360) 478-6227 o sa pamamagitan ng pagpuno ng form ng reklamo.



Kitsap Transit
Connecting Communities
kitsaptransit.com/Title-VI



Title VI Discrimination Complaint Form

Kitsap Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Any person may make a complaint of discrimination on the basis of race, color, or national origin by **submitting a written complaint within 180 days of the alleged discriminatory act.**

If you require any assistance in completing this form, please contact Customer Service by calling (360) 373-2877. The completed form must be returned to Kitsap Transit via e-mail: kitsapride@kitsaptransit.com OR mail to: 60 Washington Avenue, Suite 200, Bremerton, WA 98337, ATTN: Civil Rights Officer.

The following information is necessary to assist us in processing your complaint.

Your Name:	Phone:	Alt. Phone:
Street Address:	City, State, Zip Code:	
Person(s) discriminated against (if someone other than complainant):		
Name(s):		
Street Address, City, State & Zip Code:		

Which of the following best describes the reason for the alleged discrimination that took place? (Circle one)

Date of incident: _____

- Race
- Color
- National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide names and titles of all Kitsap Transit employees involved if available. Please provide as much detail as possible: route number, date and time of day, bus number, names and contact information for witnesses. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

Complete reverse side of form

Kitsap Transit Title VI Discrimination Complaint Form

Please describe the alleged discrimination incident (continued)

Have you filed a complaint with any other federal, state or local agencies? (Circle one) ☐ Yes ☐ No
If so, list agency/agencies and contact information below:

Agency: _____ Contact Name: _____
Street Address, City, State & Zip Code: _____
Phone: _____

Agency: _____ Contact Name: _____
Street Address, City, State & Zip Code: _____
Phone: _____

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature Date

Print or Type Name of Complainant

Date Received: _____
Received By: _____

Chapter 4: Tracking & Investigating Complaints

Overview

In order to comply with 49 CFR Section 21.9(b) KT needs to have procedures for investigating and tracking Title VI complaints filed against them and have the procedures for filing a complaint available to members of the public.

Procedures

Kitsap Transit has procedures for investigating and tracking Title VI complaints filed against it. The procedure for filing a complaint is available to members of the public upon request as is the Title VI complaint form. The procedure under Title VI of the Civil Rights Act of 1964 outlines KT's procedure for tracking and investigating Title VI complaints.

Title VI Complaint Procedures

Any person who believes himself/herself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself/herself or by a representative file a written complaint with Kitsap Transit. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by Kitsap Transit.

Once a Title VI complaint has been reviewed and accepted by Kitsap Transit, the Human Resources Director, or designee, will evaluate it, possibly in conjunction with Kitsap Transit's legal counsel. The complainant will receive an acknowledgement letter either informing him/her that an investigation will commence and/or requesting additional information.

Kitsap Transit will make a prompt investigation whenever a compliance review, report, complaint or any other information indicates a possible failure to comply with Title VI. After the investigator reviews the complaint, he/she will issue a letter of finding (LOF) to the complainant: The LOF will either state that Kitsap Transit did not find a violation and provide information about the right to appeal or will indicate that a violation was found and provide a description of the proposed remedies. If the complainant wishes to appeal the decision, he/she has 60 days after the date of the LOF to do so.

If an appeal is denied, a person may also file a complaint directly with the Federal Transit Administration, Attn: Civil Rights Officer, Jackson Federal Building, 915 Second Avenue Suite 3192, Seattle, Washington. 98174.

The following table presents the complaints and investigations taking place since 2022

Title VI Complaints and Investigations, 2022 - 2024

Year	Complaint Number	Date	Protected Class	Status	Comments
2022	49439	12/30/2022	Race	Closed	No response from Claimant
2023	49665	3/6/2023	National Origin	Closed	Investigated. No Title VI violations found.
2023	50945	12/22/2023	Race	Closed	Investigated. No Title VI violations found.
2024	52084	7/18/2024	Race	Closed	Investigated. No Title VI violations found.

Chapter 5: Public Participation Processes and Language Implementation Plan

Public Participation Plan

Key Principles

Kitsap Transit's Public Participation Plan has been prepared to ensure that no one is precluded from participating in KT's service and capital planning and development process. It ensures that:

1. Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
2. The public's suggestions can and will influence KT's decision making;
3. The concerns of all participants involved will be considered in the decision-making process; and;
4. KT will seek out and facilitate the involvement of those potentially affected.

Goals and Objectives

On an ongoing basis, Kitsap Transit engages the community regarding planning, service, and fares through several committees and public processes. Kitsap Transit established the following committees:

- Citizens Advisory Committee (CAC)
- Agency Advocates for LEP, Low-Income, and Minority Populations Kitsap Transit attends the following committees when available:
- Kitsap Continuum of Care (KCOC)
- Housing Solutions Center (HSC)
- Kitsap County Resource (KCR) Life Skills
- Local Planning Area (LPA) DSHS
- KIRNS
- Mesa Redonda

Outreach Activities

Kitsap Transit provides press releases about upcoming activities and meetings to the major media outlets serving the service area. The Kitsap Sun is designated as the official newspaper of KT for the purpose of publication of legal notices and dissemination of public information announcements. KT makes a special effort to contact organizations that serve special populations that may be affected.

Kitsap Transit keeps a list of interested and relevant persons and organizations, including those that serve minority, low-income and LEP populations and contacts them regarding quarterly agency meetings and issues which may affect people that they serve. KT provides information about meetings and service changes in rider alerts available on the buses, ferries, the KT website, at the customer service office, and at the agency's administrative offices. KT also creates posters and cards to be displayed in buses, transit centers, park and ride lots, bus stops, and at locations relevant to the issue being presented.

Kitsap Transit maintains a website, www.kitsaptransit.com, in addition to ktheadways.com (launched in

2022), a website dedicated to Kitsap Transit News and Information. The websites include information on:

- Route maps and schedules
- Rider Alerts for notifications of route detours, snow routes and impacts on services
- Board of Commissioners meetings, sub-committee agendas and actions open to the public.
- Customer Comment Process
- Title VI considerations and Complaint Process
- ADA complementary service
- Notifications of public meetings regarding fare and/or service
- News and Events
- Available Employment Opportunities at Kitsap Transit
- Learn How to Ride and the Benefits of Riding Transit
- A Kitsap Transit blog

Additionally, Kitsap Transit holds quarterly Community Meetings with the Executive Directory, John Clauson. The meetings are held online (via Zoom) each quarter on a Saturday, with sessions offered at 9:00 AM, 10:30AM, and 1:00 PM. The meetings focus on presenting information about the state of Kitsap Transit's services, capital projects, and other topics of interest to the community.

Language Assistance Program and Four Factor Analysis

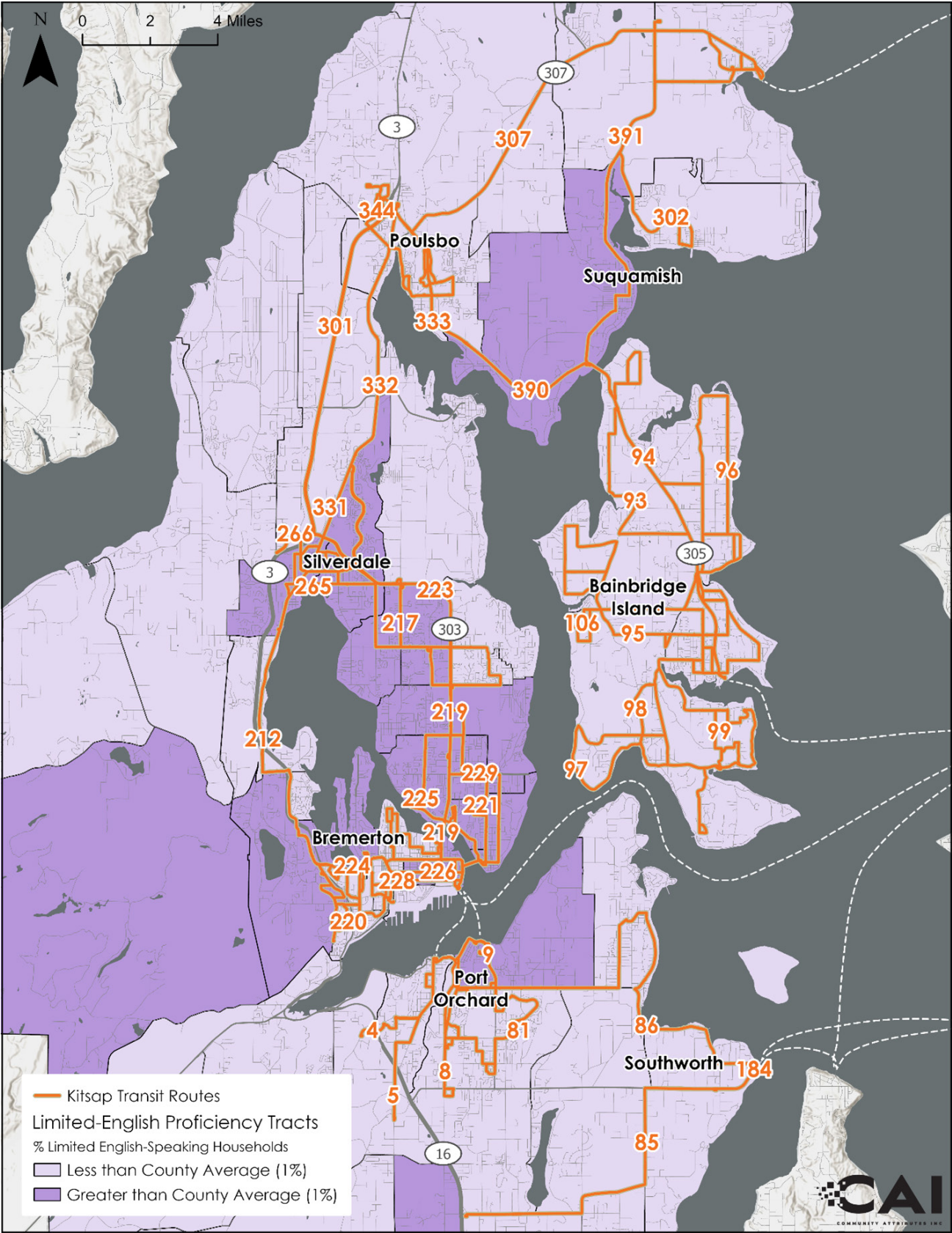
The purpose of KT's Four Factor Analysis is to determine if Kitsap County has a significant population of Limited English Proficiency (LEP) residents. It includes LEP threshold analysis using 2023 census data. The Language Implementation Plan describes how KT will ensure meaningful access to benefits, services, information, and other important portions of programs and activities for LEP individuals.

KT's service area includes all of Kitsap County. The main sources used by KT for this analysis is the US Census American Community Survey 5-Year Estimates, Kitsap County Residents who speak English less than "very well", 2019-2023.

In addition to Census data, Kitsap Transit administered an Online Survey of Kitsap Transit riders in Spring 2025 to support the Four Factor Analysis.

To illustrate the concentrations of LEP persons within the service area, KT developed the following map using census data. As the map shows, the highest concentrations of LEP households are incorporated and rural areas to the north of Bremerton and east of Poulsbo.

LEP Tract Map



LEP Threshold Analysis

The 2023 census data shows that Spanish and Tagalog continue to be the only languages meeting the LEP minimum of 1,000 speakers or 5% of the population, whichever is lowest. As a result, KT will continue to translate vital headers into Spanish and Tagalog, identify critical documents, translate identified critical documents into Spanish and Tagalog or provide graphic-only alternatives, and work toward a more inclusive print translation.

Examples of written documents that will be translated include emergency messages and alerts, consent forms, complaint forms, notices of eligibility criteria, rights, denial, loss or decreases in fares, benefits or services, notices of availability of free language assistance and summary explanations of KT's direct services.

Kitsap County Residents Who Speak English Less Than "Very Well"

2017, 2020, 2023 American Community Survey

Language	2017		2020		2023	
	Number of People	Percent of County Total	Number of People	Percent of County Total	Number of People	Percent of County Total
Spanish	1,473	0.60%	1,859	0.73%	2,884	1.10%
Tagalog (incl. Filipino)	1,415	0.58%	1,722	0.68%	1,465	0.56%
Other Asian and Pacific Island language	579	0.24%	720	0.28%	713	0.27%
Chinese (incl. Mandarin, Cantonese)	257	0.11%	409	0.16%	354	0.14%
Korean	245	0.10%	289	0.11%	286	0.11%
Other Indo-European languages	234	0.10%	200	0.08%	142	0.05%
Vietnamese	234	0.10%	246	0.10%	291	0.11%
French, Haitian, or Cajun	122	0.05%	96	0.04%	120	0.05%
Other and unspecified languages	106	0.04%	127	0.05%	240	0.09%
German or other West Germanic language	91	0.04%	63	0.02%	52	0.02%
Russian, Polish, or other Slavic language	75	0.03%	25	0.01%	148	0.06%
Arabic	38	0.02%	14	0.01%	93	0.04%

Four Factor Analysis

1) Number or proportion of LEP persons eligible or likely to be encountered by a program.

On-Board Survey

Kitsap Transit undertook an online community survey of all riders in Spring 2025. The survey was offered in English, Spanish and Tagalog. Questions focused on customer demographics including proficiency with English as well as travel behavior. KT received 1,130 responses from across its service area.

On-Board Survey Results

The survey showed the majority of KT ridership speaks English at home. Most survey respondents took the survey in English, though Spanish and Tagalog options were also available. The adjacent table shows the proportions of riders who self-identified the language spoken at home.

2) The frequency with which LEP persons come into contact with the program

Language Spoken At Home	Percent of Ridership	Kitsap County Residents Language Spoken at Home, 2023
English	95%	Though the number of LEP persons who have trouble riding KT is not high (based on Title VI complaints and feedback from the On-Board Survey), there is daily interaction between KT staff and members of the Spanish speaking and Tagalog speaking communities who do not speak English well. Less frequent interaction is had with Vietnamese, Chinese, Russian, and Korean speaking persons.
Other	2%	
Spanish	2%	
Tagalog	1%	
Vietnamese	0.5%	
Chinese	0.2%	
Russian	0.1%	
Korean	0.1%	

3) The importance of programs provided by KT to LEP persons

Kitsap Transit's most critical services are the service on the street (both fixed route and ACCESS Transportation). To use KT's services, people must have access to the fixed route routes and schedules and to ACCESS Transportation eligibility and application procedures.

Most of KT's bus routes are timed with a 5–10-minute window for transfers. If an LEP person is unable to understand what bus they need and help from a staff member takes too long or is not adequate, then missing the transfer is highly likely. This could cause an individual to be late for important activities (work, school, meetings, etc.).

For ACCESS Transportation, where policies and procedures are more complicated than fixed routes, the need for adequate access to information is important. Delays in the provision of LEP service can affect access to medical and social services.

Though KT's community outreach efforts didn't suggest a problem in the availability of KT information for LEP persons, there are improvements that can be made to lessen the chance of problems occurring.

4) The resources available and cost to the organization

The following is a list of existing LEP resources, and those in the process of being implemented by KT.

Ongoing Items

- Train frontline and other key staff on:
 - Awareness of type of language services available
 - How staff and/or LEP customers can obtain these services
 - How to respond to LEP callers
 - How to respond to correspondence from LEPs
 - How to respond to LEPs in person
 - How to document LEP needs
- Continue to provide telephone interpretation for basic transit questions and trip planning assistance using Language Line Services.
- Identify routes serving areas with high concentrations of LEP individuals using 2019-2023 American Community Survey census data. (see LEP Map)
- Continue to provide education, training, and tools for social service providers.

- Continue to provide diversity awareness training to employees.
- Continue partnerships and work closely with community organizations that serve LEP populations.
- Ensure that “Non-English” language cards remain available for Operators, Customer Service Representatives and Supervisors.
- Continue providing use of in-person interpreter services, for public meetings upon request.
- Continue to track and record use of language services.
- Routinely assess whether existing language services are meeting the needs of LEP customers. (ex. Tracking language line usage).
- Seek feedback from LEP organizations and customers on KT’s Language Implementation Plan.
- Maintain list of KT bilingual staff.
- Provide copies of the most commonly asked transit questions in Spanish and Tagalog for Customer Service Representatives and Operators.
- Put language line link, as well as deaf and hard of hearing services on Kitsap Transit’s website.
- Create signage in multiple languages informing LEP clients about the telephone language line and post in key locations.
- Continue to identify critical documents for translation and work towards a more inclusive print translation.
- Printed Materials
 - Have all primary public information printed materials translated to Spanish and critical documents translated into Tagalog as well.
- Website
 - Have a section on KT’s website that offers translation assistance and critical documents available in Spanish and Tagalog
- Increase the visibility of Title VI nondiscrimination statements available at transit centers and administrative offices. Include Tagalog on signage as new interior cards are ordered.

Chapter 6: Non-Elected Committees and Councils

The Community Advisory Committee (CAC) was created by the Kitsap Transit Board of Commissioners to advise the agency's senior management and directors. The CAC acts as (1) a sounding board for policies and plans; (2) provides a communication link between the residents of the service area and Kitsap Transit's Directors; and (3) recommends plans, policies and procedures to the Kitsap Transit Board of Commissioners. The CAC also promotes agency accountability.

Started in 1983, the CAC meets monthly to give input to the agency's Transit Board and staff in a variety of areas, including:

- The preferred balance between the various types of services the agency offers
- Levels of use of various services
- Quality of service
- Service costs and fare-box return ratio
- Public information and marketing programs

The CAC strives to draw members representing the diverse geographic areas of Kitsap County: Bainbridge Island, Poulsbo, Kingston, Silverdale, East Bremerton, West Bremerton, Port Orchard, South Kitsap. The CAC also is designed to draw representation from distinct advocacy groups - Olympic College, Puget Sound Naval Shipyard, and social-service agencies - as well as users of KT services, including ACCESS, Routed, Worker/Driver, local ferries, fast ferries and vanpool.

When new members are needed, they can apply or be nominated by an existing committee member. New members must then be approved by a majority of the Transit Board at a regular meeting before beginning full participation.

The following table presents the member composition of Kitsap Transit's Community Advisory Committee broken down by race and providing the agency they represent and their term dates.

Community Advisory Committee Members

Name	Representing	Term	Race
Tecla Legge	Kingston	6/24 - 5/26	Caucasian
Daniel Walkup	Bremerton, East	3/23 - 2/25	Caucasian
Ken Longcrier	Port Orchard	9/23 - 8/25	Caucasian
Patricia Bradley	Silverdale	12/23 - 11/25	Black
Robert Dollar	Bremerton, West	12/23 - 11/25	Caucasian
James "JR" Kinnison	Peninsula Council for the Blind	7/22 - 6/24	Caucasian
Kelsey Murray	South Kitsap	9/24 - 8/26	Caucasian
David Petterson	Poulsbo	5/24 - 4/26	Caucasian
Maxwell Judd	Ferry Rider, KT Cross Sound	9/24 - 8/26	Caucasian
Susan Wooley	Kitsap Mental Health	9/24 - 8/26	Caucasian
Cindy Hare-Willis	Peninsula Community Health	10/24 - 9/26	Caucasian

Chapter 7: Monitoring of Sub-Recipients

Kitsap Transit currently has no subrecipients, this was confirmed through a planning process discussed in the following letter transmitted from Kitsap Transit to the Washington State Department of Transportation (WSDOT) in relation to the 5310 grant funds received by Kitsap Transit from WSDOT:

The Washington State Department of Transportation (WSDOT) awarded Consolidated Grant funding to our agency for the 2023-2025 biennium. As an eligible subrecipient to WSDOT, part of Kitsap County Public Transportation Benefit Area Authority's award included Federal Transit Administration (FTA) Section 5310 funds.

Under FTA Circular C9070.1G and WSDOT's State Management Plan, eligible subrecipients include governmental authorities that certify that there are no nonprofit organizations readily available in their service area to provide the service for which they were awarded FTA Section 5310 funds.

As a governmental authority, we certify that no eligible nonprofit organizations are readily available in our service area to provide the service for which we have competitively applied and were awarded FTA Section 5310 funds.

Prior to the award, our agency participated in the development of a Coordinated Public Transit - Human Services Transportation Plan. The plan brought together transportation providers, planners, and social service agencies in our local planning area to identify services for people with special transportation needs, including seniors and people with disabilities. During the planning process and through WSDOT's competitive selection of projects, no eligible nonprofit indicated it was willing to provide the service for which we have been awarded FTA Section 5310 funds.

Chapter 8: Board Approval

Kitsap Transit's Board of Directors receives briefings through monthly committee meetings and at Board of Directors Meetings. The Board will be provided with a draft Title VI Program document and the schedule of community engagement dates. The Board of Directors shall conduct a Public Hearing for Kitsap Transit's Title VI Program and will be responsible for approval of the 2025-2028 Title VI program. The board process and approval for the 2022 Title VI Program is shown below:

RESOLUTION NO. 22-63

A RESOLUTION OF KITSAP TRANSIT BOARD OF COMMISSIONERS ADOPTING KITSAP TRANSIT'S TITLE VI PROGRAM IN ACCORDANCE WITH FEDERAL TRANSIT ADMINISTRATION (FTA) CIRCULAR 4702.1B

WHEREAS, a Title VI Program submission is required pursuant to Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and the Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Program Guidelines for FTA Recipients," effective October 1, 2012; and

WHEREAS, at its regular meeting on March 5, 2019, the Board approved Resolution No. 19-22 adopting Kitsap Transit's Title VI Program; and

WHEREAS, Kitsap Transit hired a consultant to assist with updating the agency's Title VI Program using 2020 U.S. Census data; and

WHEREAS, due to delays associated with the COVID-19 pandemic the original due date of April 1, 2022 could not be met and an extension was requested; and

WHEREAS, the FTA extended Kitsap Transit's due date to October 1, 2022; and

WHEREAS, federal requirements state that the Board of Commissioners of Kitsap Transit must adopt the Title VI Program; and

WHEREAS, the updated Title VI Program, attached and incorporated by reference herein as Exhibit A, more fully defines Kitsap Transit's Title VI requirements and processes.

NOW THEREFORE, BE IT RESOLVED the Board of Commissioners hereby adopts Kitsap Transit's updated Title VI Program.

ADOPTED by the Kitsap Transit Board of Commissioners at a regular meeting held on the 4th day of October 2022.


Edward Wolfe, Chairperson

ATTEST:



Stephanie Milne-Lane
Clerk of the Board

Chapter 9: Fixed Route and Ferry Service Standards

Vehicle Load Standards

(max. passengers on board / # of seats)

Fixed Route Buses

Service Type	Adequate	Optimal
High ridership urban service on segments of <10 mins.	<= 1.50 passengers per seat	<= 1.50 passengers per seat
Other Urban Service	<= 1.50 passengers per seat	<= 1.50 passengers per seat
Rural Intercity (trips >10 mins.)	<= 1.25 passengers per seat	<= 1.00 passengers per seat

Ferries

Service Type	Adequate	Optimal
Fast Ferry service to Seattle UZA	<= 1.00 passengers per seat	<= 0.75 passengers per seat
Foot Ferry service – Bremerton – Port Orchard	<= 1.50 passengers per seat	<= 0.75 passengers per seat

Service Headway Minimum Standards (minutes between buses/ferries)

Fixed Route Buses

Service Type	Peak Hour	Non-Peak	Evening	Weekend
High Frequency Corridors	60 minutes	60 minutes	60 minutes	60 minutes
Other Urban Service	60 minutes	60 minutes	60 minutes	60 minutes
Rural Service	60 minutes	...	n/a	...

'n/a' indicates that there is no service provided

'...' indicates that service levels are determined on a case-by-case basis

Ferries

Service Type	Peak Hour	Non-Peak	Evening	Weekend
Fast Ferry service to Seattle UZA	45 minutes	180 minutes	45 minutes	90 minutes
Foot Ferry service – Bremerton – Port Orchard	30 minutes	30 minutes	30 minutes	30 minutes

On-Time Performance Standard

(% of buses and ferries arriving at a transit station within 5 minutes of posted schedule)

Fixed Route Buses and Ferries

Time of Day	Min. %
AM Peak	95 %
Mid-Day	95 %
PM Peak	95 %

Service Availability (maximum average distance between stops)

Fixed Route Buses

Route Type	Distance Between Stops
Urban	1/4 mile
Rural	1 mile

Ferries

N/A. Only tow fixed stops on each route- distance is the total length of the route as found in the National Transit Database.

Chapter 10: Fixed Route Service Policies

Vehicle Assignment and Transit Amenities

Bus assignment for fixed routes is based on maximum daily passenger loads. KT's fixed route fleet includes a total of 83 uses ranging from larger 35-40' buses to smaller 30' buses.

High ridership routes are assigned to the larger buses while lower ridership routes (typically ones that serve rural or less populated areas) are assigned the smaller buses. In terms of fleet age, the larger buses are older (~10 years old). The smaller buses are newer (5-3 years old).

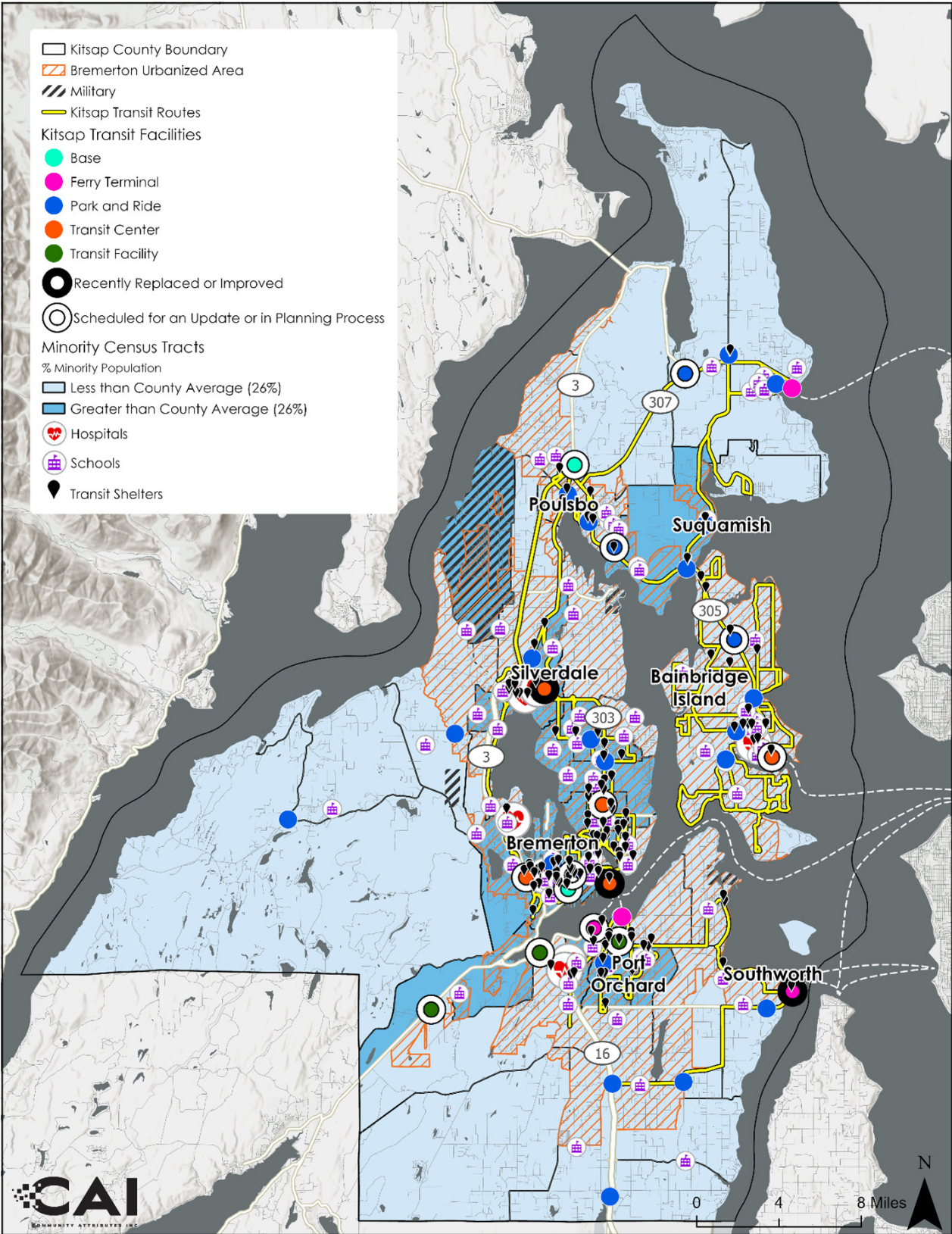
Transit amenities by census tract are summarized in the table below.

Transit Amenities by Census Tract, 2022

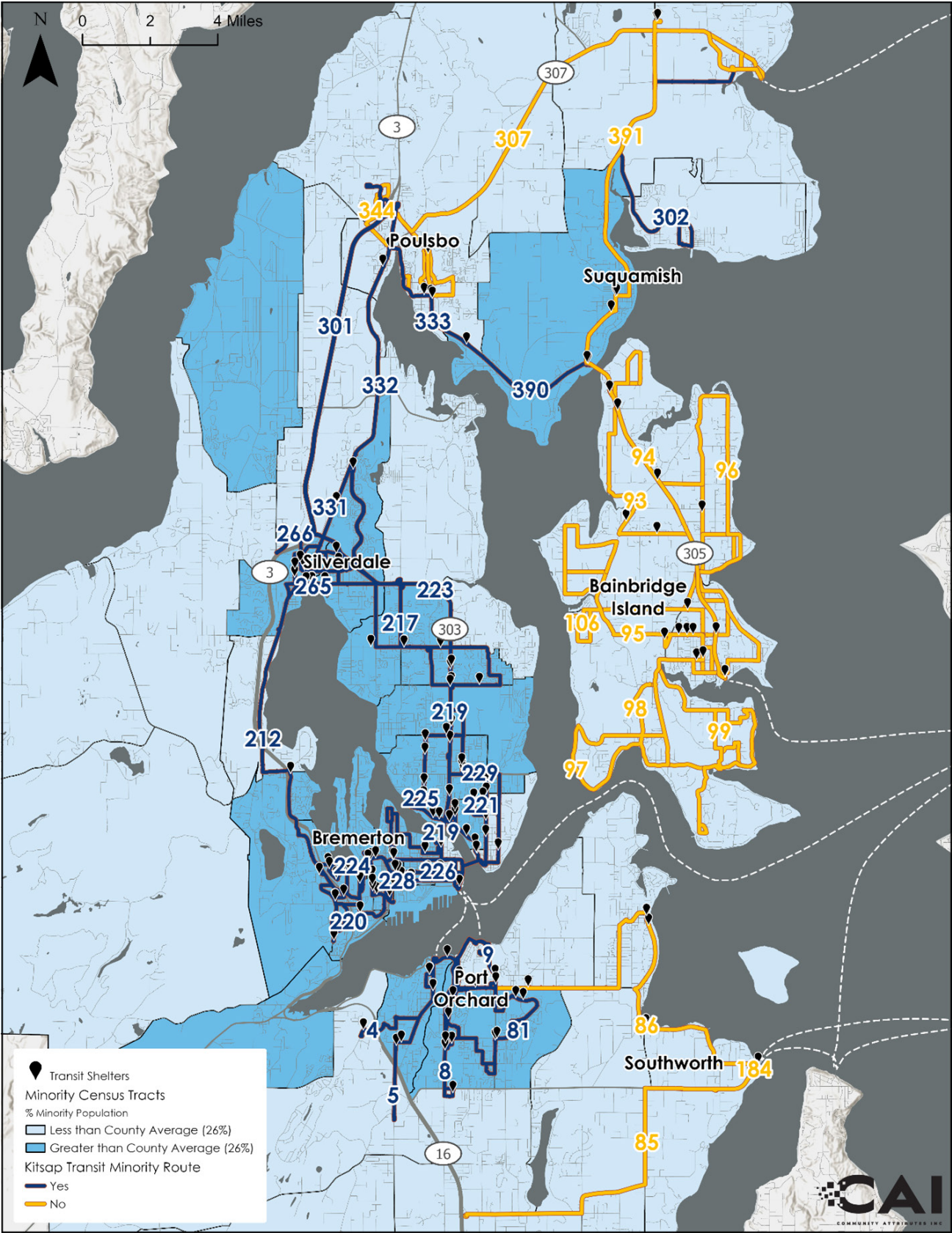
Census Tract	Minority, Low-income, LEP	Shelters	Benches or Seats	Trash Cans	Stop Signage	Census Tract	Minority, Low-income, LEP	Shelters	Benches or Seats	Trash Cans	Stop Signage
801.01	Minority, Low-Income, LEP	3	3	3	13	912.05	Minority, Low-Income	0	0	0	8
801.02	Minority, Low-Income, LEP	4	7	7	30	912.06	Minority, Low-Income, LEP	2	2	2	15
802	Minority, Low-Income, LEP	8	12	8	26	913.01		0	0	0	0
803	Minority, Low-Income, LEP	11	12	12	33	913.02		0	0	0	0
804	Low-Income	3	8	3	43	914		0	1	0	23
805	Low-Income, LEP	3	11	7	19	915	Minority, Low-Income, LEP	1	1	1	14
806	Minority, LEP	3	5	6	51	916	Minority, Low-Income	4	6	5	20
807	Minority, Low-Income, LEP	1	4	5	6	917.01		0	0	0	4
808	Minority, LEP	1	1	0	5	917.02	Minority	3	5	3	19
809	Minority, Low-Income, LEP	4	9	9	37	918	Minority, Low-Income, LEP	3	3	3	24
810	Minority, LEP	11	13	12	50	919	Minority, Low-Income	2	3	2	6
811	Minority, LEP	10	11	11	36	920	Low-Income	0	0	0	0
812	Minority, Low-Income, LEP	3	6	7	18	921.01	LEP	1	0	1	11
814	Minority	2	3	3	5	921.02	Minority, LEP	0	0	0	0
901.01		1	1	1	4	922	Minority, LEP	7	12	9	41
901.02		10	4	4	26	923	Minority, LEP	6	8	9	53
902.01		2	3	2	9	924	Minority, LEP	3	4	4	26
902.02		0	1	1	3	925	Low-Income	7	14	9	35
903	Minority, LEP	0	0	0	0	926	LEP	2	3	2	43
904		0	0	1	18	927.01		0	0	0	10
905.01	LEP	4	5	4	40	927.04		2	3	3	21
905.02		2	4	2	21	928.01	LEP	1	1	0	1
907		1	2	1	8	928.02		1	1	1	2
908		5	6	4	11	928.03	LEP	0	0	0	0
909.01		4	6	1	19	929.01		0	0	0	0
909.02		5	6	2	15	929.02	Low-Income	0	0	0	0
910.01		1	1	1	2	9400		0	0	0	17
910.02		0	0	0	1	9401	Minority, Low-Income, LEP	6	6	6	60
911		0	0	0	1	9901		0	0	0	0
912.01	Minority, Low-Income, LEP	7	11	8	47	9901		0	0	0	0
912.04	Minority, Low-Income	3	8	4	37						
						Total Minority					
						Total Low-Income					
						Total LEP					
						Total					

Chapter 11: Demographic and Service Profile Maps

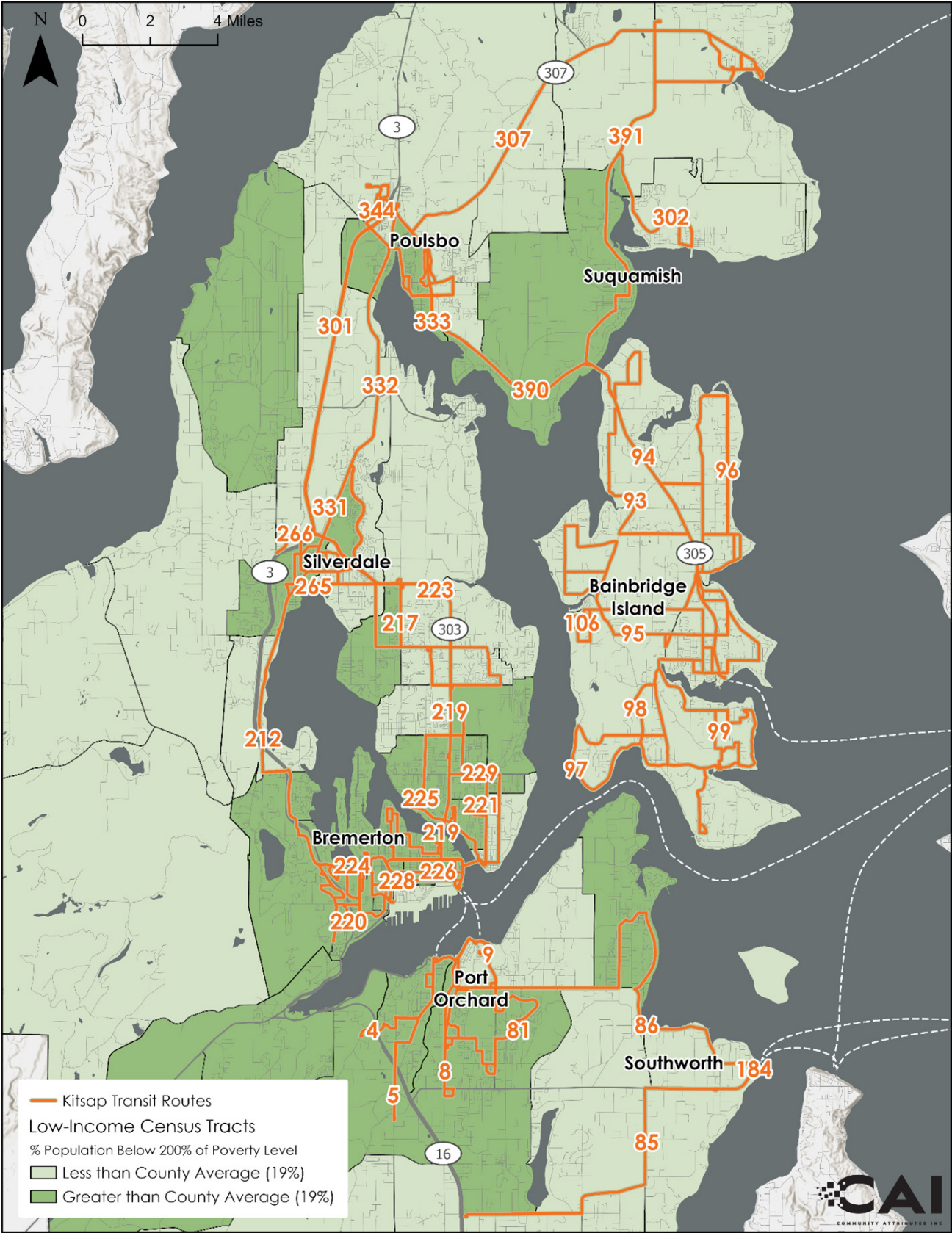
Base Map with Improved/Planned Facilities



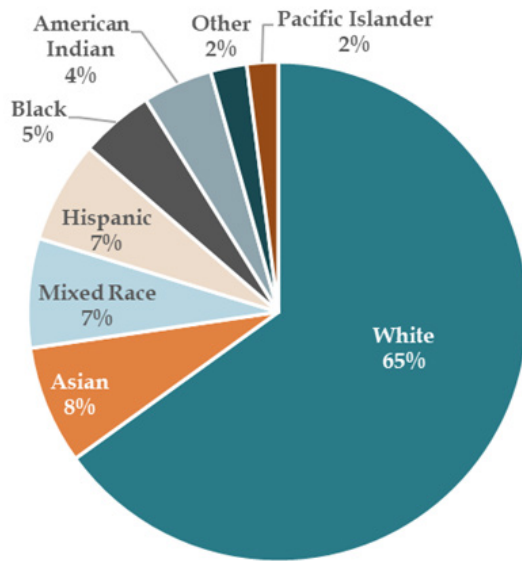
Minority Tracts Map



Minority Tracts Map



Chapter 12: Ridership and Travel Pattern Survey and Survey Findings



Analysis and Key Findings

A sample of 1,130 responses was achieved for the online survey. This includes 1,124 from the English survey, 4 from the Spanish survey, and 2 for the Tagalog survey.

Race

Roughly two-thirds of survey respondents described themselves as white. For Kitsap County at large, the share of white population is 73.6%, making this sample more diverse than the estimated whole population.

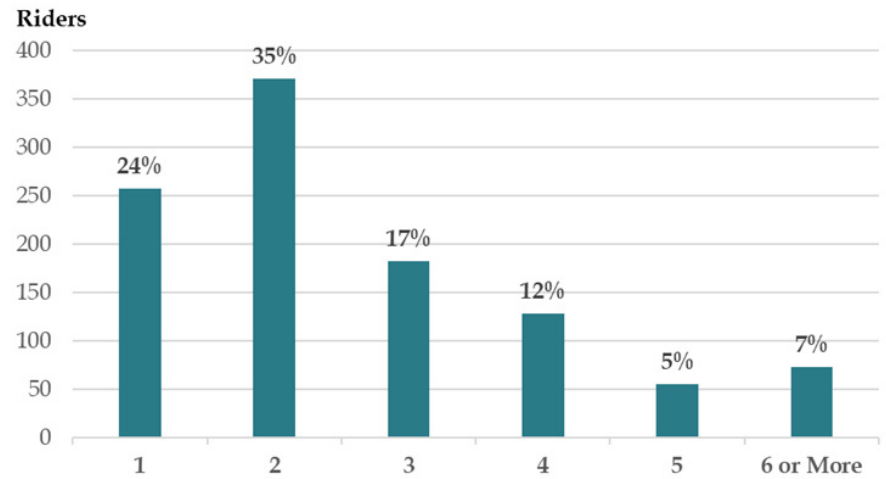
Transit Amenities by Census Tract, 2022

Household Size

Household sizes ranged from single-person households (24%) to households of six or more (7%). The most

common household size was two people, accounting for 35% of all respondents. Households with three to four members made up another 29%, while larger households of five or more were less common (12%). The prevalence of smaller households suggests that many riders may be individuals or couples, potentially influencing trip types and service needs, such as shorter, more routine commutes.

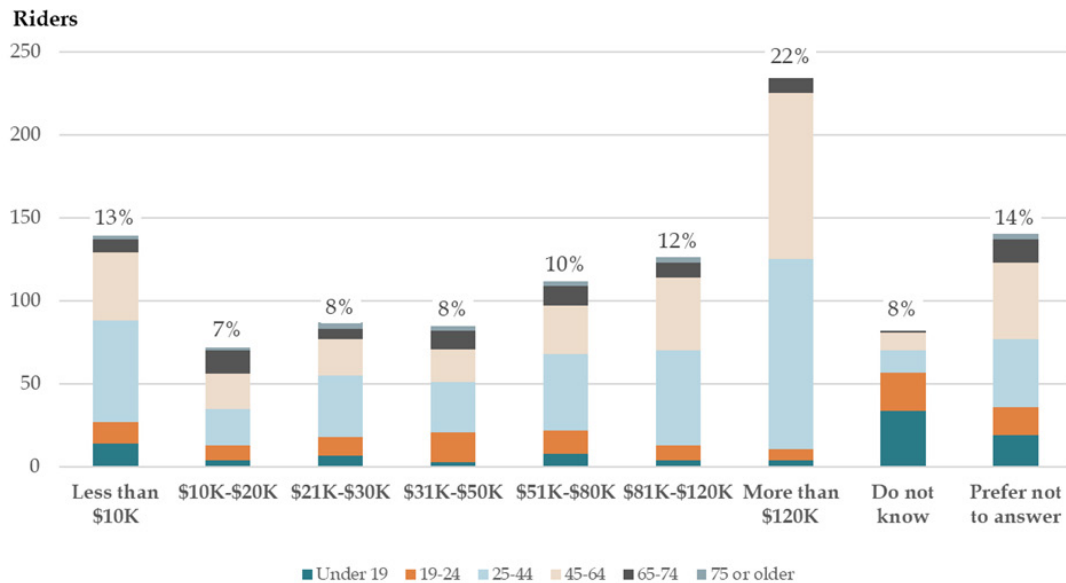
Ridership Household Sizes (persons)



Household Income

Income levels varied widely across age groups. Riders with annual incomes below \$30,000 were more likely to be under 25 or over 65. In contrast, middle- and higher-income brackets (over \$50,000 annually) were dominated by riders aged 25–64. The highest concentration of respondents earning over \$120,000 was in the 45–64 age range. These patterns indicate a strong correlation between age and income, with younger and older riders more likely to fall into lower-income categories, further reinforcing the importance of accessible and affordable transit options for these groups.

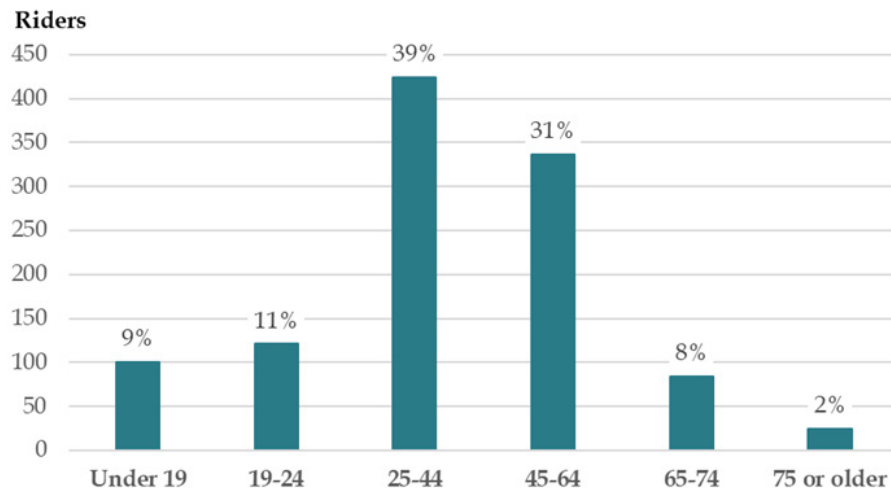
Rider Household Income by Age



Age

The majority of respondents were working-age adults, with the 25–44 age group comprising the largest share (39%) of riders, followed by those aged 45–64 (31%). Younger individuals under 25 made up 20% of respondents, with 9% under 19 and 11% aged 19–24. Seniors aged 65 and older accounted for a smaller share, with just 8% aged 65–74 and 2% 75 or older. These results suggest that Kitsap Transit primarily serves a working-age population, likely commuting to work or school.

Riders by Age



Travel Behavior of Minority and Low-Income Riders

Transit Dependence

Most surveyed riders (65%) were considered transit dependent, primarily due to not owning a car (31%) or being unable to drive (16%). This dependency was more pronounced among minority riders (37% no car) and significantly higher among low-income riders (57% no car, 22% unable to drive). In contrast, “choice riders” — those who prefer transit despite having alternatives — made up 32% of all respondents but only 11% of low-income riders. These findings underscore the critical role of transit services for low-income and minority communities who often lack viable alternatives.

Transit Dependence for All, Minority and Low-Income Riders

Fare Payment

	All	Minority	Low-Income
No car	31%	37%	57%
Unable to drive	16%	16%	22%
Prefer transit	32%	26%	11%
Gas is too expensive	5%	4%	5%
Other	17%	17%	5%

Adult ORCA cards were the most common payment method among all riders (50%) and minority riders (43%). However, low-income riders most frequently used reduced fare ORCA cards (36%), indicating the importance of fare assistance programs for affordability. Cash payments were relatively low overall but more prevalent among low-income riders (19%).

Fare Payment for All, Minority, and Low-Income Riders

	All	Minority	Low-Income
Cash	13%	16%	19%
Reduced Fare ORCA Card	20%	23%	36%
Adult ORCA Card	50%	43%	29%
Paper Transfer	1%	2%	2%
Other (please specify)	15%	17%	14%

Length of Time Riding

A substantial portion of respondents were experienced riders, with 73% of all riders using the service for more than one year. Most common was the 1–2 year category across all groups. Notably, minority riders were more likely to be newer to the system, with 21% having ridden for less than six months. In contrast, 25% of low-income riders reported using transit for more than 10 years, suggesting long-term reliance on transit among this group.

Length of Time Riding for All, Minority, and Low-Income Riders

	All	Minority	Low-Income
Less than 6 months	15%	21%	18%
6-12 months	11%	11%	13%
1-2 years	22%	24%	20%
3-5 years	20%	16%	15%
6-10 years	11%	9%	9%
More than 10 years	20%	18%	25%

Trip Frequency

Transit usage was high across all groups, with 71% of all and minority riders, and 77% of low-income riders taking transit three or more times per week. This reflects frequent and regular use, particularly among low-income riders, reinforcing the critical role of transit in supporting daily mobility needs for disadvantaged populations.

Trip Frequency for All, Minority, and Low-Income Riders

	All	Minority	Low Income
Less than once a month	6%	6%	5%
Less than once a week	7%	6%	4%
1 to 2 times a week	13%	14%	13%
3 or more times a week	71%	71%	77%
Other (please specify)	2%	3%	1%

Demographic of Minority and Non-minority Riders

The following table presents a demographic summary of all survey respondents, comparing minority and non-minority riders. Minority riders made up approximately one-third of the total respondents, with significant demographic and socioeconomic differences compared to non-minority riders. Minority ridership skews younger, with a notable share under 45 years old (68% of minority riders vs. 57% of non-minority riders). In contrast, older adults (65+) are underrepresented among minority riders. Racial diversity among minority riders is high, with significant shares identifying as Asian (22%), Hispanic or Latino (19%), Black or African-American (14%), or two or more races (20%). English is the dominant language among all respondents, though minority riders also reported speaking Spanish, Vietnamese, Tagalog, and other non-English languages. Income disparities are also evident: 42% of minority riders earn below \$30,000 annually, compared to 35% of non-minority riders, while fewer minority respondents report incomes above \$80,000. These patterns highlight the importance of equitable transit access and language accessibility to support the mobility needs of younger, lower-income, and racially diverse communities.

Demographic Summary of Riders

Demographic Summary of Riders

	Minority Riders	Non-minority Riders
Age		
Under 19	14%	7%
19-24	13%	38%
25-44	40%	33%
45-64	26%	10%
65-74	4%	10%
75 or older	2%	3%
Decline to state	1%	1%
Race		
American Indian or Alaska Native	13%	0%
Asian	22%	0%
Black or African-American	14%	0%
Native Hawaiian or other Pacific Islander	6%	0%
Hispanic or Latino	19%	0%
Two or more races	20%	0%
Other (please specify)	7%	0%
Language		
Spanish	5%	0%
English	86%	99%
Vietnamese	2%	0%
Russian	0%	0%
Tagalog	2%	0%
Chinese	1%	0%
Korean	0%	0%
Other (please specify)	4%	1%
Income		
Do not know	10%	7%
Prefer not to answer	18%	14%
Less than \$10,000	18%	12%
\$10,000-20,000	5%	9%
\$21,000-30,000	8%	9%
\$31,000-50,000	9%	9%
\$51,000-80,000	12%	11%
\$81,000-120,000	10%	14%
Over \$120,000	10%	14%
Vehicle Access		
Prefer Transit	26%	35%
No car	37%	27%

Chapter 13: Performance Monitoring and Reporting Processes

Overview

Part of Kitsap Transit's compliance with FTA Circular 4702.1B, having been newly designated as falling within a large UZA, is ongoing performance monitoring of the transit system relative to Kitsap Transit's system-wide service standards and service policies not less than every three years. The following methodology will be adopted to align with performance monitoring requirements and findings from preliminary performance monitoring analysis are included below.

Route Sampling

To implement a monitoring procedure, Kitsap Transit identified each route as either minority/non-minority, low-income/non-low-income, and LEP/Non-LEP using GIS mapping and ACS data at the census tract level. Census tracts in which the percentage of minorities exceeded the Kitsap County average (26.4% currently) were designated as minority census tracts. The same methodology was used for identifying low-income and LEP census tracts. Routes where at least one-third of the revenue miles passed through a census tracts were designated as a "minority route", a "low-income route", and or an "LEP route". Per FTA guidance, Kitsap Transit minority routes are shown on the minority map presented in Chapter 11.

Kitsap Transit will select a sample of minority and non-minority routes. The sample shall include routes that provide service to predominantly minority areas and non-minority areas. The selection of routes to be included in the sample for the service monitoring analysis will be based on the following factors:

- Routes selected represent all geographical areas of Kitsap Transit's service area
- Routes selected serve census tracts with both higher and lower concentrations of minorities, allowing a basis for comparison between minority and non-minority routes
- Routes selected provide a mix of frequent and basic service, designating higher and lower levels of frequency

Analysis Methodology

Consistent with FTA guidance the performance standards compared in this analysis are meant to ensure transit services and amenities are equitably distributed throughout the system. This entails an analysis of vehicle load, service headway, on-time performance, service availability, vehicle assignment, and distribution of transit amenities.¹ Kitsap Transit will assess the performance of each minority and non-minority and low-income and non-low-income route in the sample for each of the transit provider's service standards and service policies. For cases in which the observed service for any route exceeds or fails to meet the standard or policy, depending on the metric measured, the transit provider shall analyze why the discrepancies exist, and take steps to reduce the potential effects. Where service metrics on routes serving minority or low-income populations perform lower than non-minority or non-low-income routes, strategies are identified for improving performance.

Further efforts to monitor the Title VI program includes regular check-ins with customer service to monitor

1 Vehicle Assignment and Transit Amenities are discussed in Chapter 10.

complaints and interaction with non-English speaking riders, daily interaction with the service planner and service and development director to monitor detours, planned service disruptions, rider alerts and capital project development. A communication channel is established with the Kitsap Transit Marketing Director to ensure LEP and Title VI communities are accounted for during marketing campaigns.

Preliminary Analysis Summary

Kitsap Transit has recently adopted the use of Clever Devices to monitor service standards and policies in order to align with Title VI requirements. The Clever Devices service allows for the tracking of early, on-time, and late arrivals for buses and ferries. This, paired with the identification of minority and low-income routes using census data will allow Kitsap Transit to track on-time service standards by route type going forward.

Kitsap Transit does not currently track passenger counts (vehicle loads) and therefore does not monitor vehicle loads by equity and non-equity routes and services.

Current average headways, average hours of service per day, and service availability metrics are included in the tables below for equity and non-equity routes and populations. Service availability shows the percentage of equity and non-equity residents served. The percentage of equity population within a ½ mile walk of stops was calculated by assuming all population within a Census Tract where the average distance to a stop or station was less than ½ mile from the center of the Tract are considered within ½-mile of service. Service levels appear low due to the use of Census Tracts for the analysis, however, Census Tracts were chosen to align with the equity route and tract analysis performed for this report.

For both weekday and weekend service, average headways are generally lower for minority, low-income, and LEP routes. The exception is morning weekday service, where low-income and LEP average headways are slightly higher (.4 to 2.2 minutes higher) than non-low-income and non-LEP routes.

Average Headway by Route Type, 2025

Average Headway (minutes)	Weekdays		Weekends	
	AM	PM	AM	PM
Minority	49.0	47.2	52.5	51.8
Non-Minority	51.8	54.7	72.1	74.0
Low-Income	50.3	48.7	54.6	53.1
Non-Low-Income	49.9	54.4	81.5	94.2
LEP	51.2	49.9	53.0	52.0
Non-LEP	49.0	51.2	65.4	67.1

Average hours of service per day for weekdays is 3 or more hours longer for minority, low-income, and LEP routes. Average hours of service on weekends is also longer for low-income and LEP routes, while minority routes saw average hours of service roughly 30 minutes shorter than non-minority rates.

Average Hours of Service per Day by Route Type, 2025

Average Hours of Service Per Day	Weekdays	Weekends
Minority	11.1	8.2
Non-Minority	8.1	8.7
Low-Income	11.3	8.6
Non-Low-Income	6.6	6.0
LEP	11.3	8.6
Non-LEP	8.1	7.9

The percentage of equity residents within a ½-mile walk of stops was between 23.3% and 31.3% while percentage non-equity residents range from 17.5% to 19.6%.

Service Availability for Equity and Non-Equity Residents, 2025

Population	% within 1/2 Mile of Bus Stop
Minority	25.8%
Non-Minority	17.5%
Low-Income	31.3%
Non-Low-Income	19.6%
LEP	23.3%
Non-LEP	18.8%

Note: All residents of Census Tracts where geographic center of the Tract is within an average of ½- mile walk of a bus stop and/or rail station are considered within ½-mile of services.

Chapter 14: Fare Equity Analysis & Major Service Change, Disparate Impacts and Disproportionate Burden Policies

Overview

Transit providers who operate 50 or more fixed route vehicles in peak service and are in an urbanized area (UZA) of 200,000 or more in population are required to meet all requirements in Chapter VI of the FTA's Circular 4702.1B, including evaluating fare and service changes during the planning and programming stages. To comply with 49 CFR Section 21.5(b)(2), 49 CFR Section 21.5(b)(7), and Appendix C to 49 CFR part 21, recipients shall develop written procedures to "evaluate, prior to implementation, any and all service changes that exceed the transit provider's major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin."

When planning fare changes or major service changes, Kitsap Transit will consider if any adverse effect would occur because of the fare change or major service change. Kitsap Transit will consider the degree of adverse effects (if any), analyze those effects, and discuss any necessary minimization and/or mitigation that need to be considered because of the proposed fare change or major service change. This section establishes policies for conducting equity analyses of major service changes and fare changes impacting minority and low-income populations

Fare Change Policy

The FTA requires transit providers to develop guidelines and thresholds for what it considers a "major" service change. Title VI of the Civil Rights Act of 1964 requires that Kitsap Transit evaluate the impacts of service changes that are deemed as major service change on minority and low-income populations. A public hearing must be held if there is any major service change. The following defines when a change in the transit service at Kitsap Transit is considered a major service change and will trigger a service equity analysis in accordance with the regulatory requirements set forth in FTA Circular 4702.1B (unless otherwise noted under "Exemptions"):

- When the route revenue miles on any route increases or decreases by 25% or more when compared to the previous fiscal year.
- When the route revenue hours on any route increases or decreases by 25% or more when compared to the previous fiscal year.

Exemptions

- The major service change thresholds exclude any changes to service that are caused by the following:
 - Initiation/Discontinuance of Temporary or Demonstration Services - The initiation or discontinuance of a temporary transit service or demonstration service that will be or has been in effect for less than one year.
 - Initiation/Discontinuance of any Promotional Fares that will be or have been in effect for a maximum of six months.
 - Natural or Catastrophic Disasters - Forces of nature such as earthquakes, wildfires, or other natural disasters or human-caused catastrophic disasters that may force the suspension of transit service for public safety or technical events.

- temporary Route Detours – A short-term change to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.
- When a segment of one route is moved to another route but the route miles or hours do not change by 25%

Adverse Effects

Kitsap Transit will analyze all major service change proposals to measure and compare the level of adverse effect (loss) or benefit (gain) between minority and non-minority populations and between low-income and non-low-income populations. The adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant. Changes in service that have an adverse effect and that may result in a disparate impact include reductions in service (e.g., elimination of route, short lining a route, rerouting an existing route, increase in headways). Elimination of a route will likely have a greater adverse impact than a reduced frequency (headway change) in service. Kitsap Transit will consider the degree of adverse effects, and analyze those effects, when planning their service changes.

Disparate Impact Policy

A disparate impact occurs when a fare change or major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. For the purposes of this policy, minority population means any readily identifiable group of minority persons who live in geographic proximity and in residential land use areas within Census tracts where the percentage of minority persons is higher than the Kitsap Transit service area average.

When conducting service and fare equity analysis, the following threshold will be used by Kitsap Transit to determine when a fare change or major service change would have a disparate impact on minority populations.

- A disparate impact occurs if a proposed fare or major service change requires a minority population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-minority population.

Disproportionate Burden Policy

A disproportionate burden occurs when a fare change or major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. For the purposes of this policy, a household earning less than 200% of the federal poverty level is considered low-income.

When conducting service and fare equity analysis, the following threshold will be used by Kitsap Transit to determine when a fare change or major service change would have a disproportionate burden on low-income populations.

- A disproportionate burden occurs if a proposed fare or major service change requires a low-income population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-low-income population.

Public Participatory Procedures

For all proposed fare changes and major service changes, Kitsap Transit will implement the public participatory procedures described in the agency's Public Participation Plan and Outreach Activities described in Chapter 5. These procedures are in line with Kitsap Transit's Public Comment Process Policy adopted in 2006 through Resolution 12-30 included in Appendix G: Resolution 12-30.

As part of Kitsap Transit's public involvement process, the transit agency uses varied tools to encourage, facilitate, and engage the public in dialogue and activities. Methods of outreach are tailored to engage a diverse population. Kitsap Transit is mindful in identifying and including in this process minority and low-income participants, people with limited English proficiency, and people with disabilities. The transit agency provides meaningful access to outreach activities by making available the service of translators and providing materials in appropriate languages, adapting a wide range of media communications to advertise and increase public participation. Detailed methods and commitments are available in the Public Participation Plan.

Analysis Framework and Assessing Impacts

Kitsap Transit will describe the dataset(s) used in the fare or service equity analysis, the techniques and/or technologies used to collect the data, and the analytical methodology followed to determine whether the proposed change(s) would impact minority and low-income populations. Kitsap Transit will use the adverse effects definition and disparate impact and disproportionate burden policies established in this chapter and compare the proportion of minorities/low-income persons adversely affected to the proportion of non-minorities/non-low-income persons adversely affected.

If Kitsap Transit determines a disparate impact or a disproportionate burden exists, the transit agency will take steps to avoid, minimize or mitigate impacts then re-analyze the modified service plan to determine whether the impacts were avoided, minimized, or mitigated. Kitsap Transit will also describe alternatives available to low-income passengers affected by the fare and service changes.

If Kitsap Transit determines that a disparate impact exists and decides to make the service changes despite these impacts, the transit agency will clearly demonstrate that it has a substantial legitimate justification for the proposed changes and clearly demonstrate that it analyzed alternatives to determine whether the proposed changes are the least discriminatory alternative.

Fall 2023 VI Equity Analysis

The Fall 2023 equity analysis examined a major service change to Route 20. The planned service change was to split this route into two new routes, Route 220 and Route 228. The route change impacted 9,456 residents residing within a quarter mile of the new routes. Of the total population impacted by changes to service span 30.1% were minority residents and 11.5% were low-income. Of the population impacted by changes to service frequency 30.5% were minority and 11.6% were low-income. These findings did not result in any finding of disparate impact or disproportionate burden.

June 2024 Title VI Equity Analysis

The June 2024 equity analysis included seven major service changes, including the elimination of routes 235 and 237 and a reduction in weekday service for route 332, the addition of routes 8, 265, 266, 31, and

the addition of Sunday service for route 332. Of these changes, a potential for disparate impact was found due to the elimination of routes 235 and 237, and a potential disproportionate burden was found due to the elimination of route 237. On aggregate, both minority and low-income groups benefit from these changes, however the minority population experiencing a service decrease was greater than 120% of non-minority populations, as a result Kitsap Transit was recommended to alter these service change proposals or provide significant justification for the changes. These route changes were primarily due to the construction of the new Silverdale Transit Center, which is justification for exceeding the standard threshold considering the net positive impact to minority populations systemwide.

September 2023 Title VI Equity Analysis

The September 2024 equity analysis included 10 total proposed service changes. Only one of these changes, the reallocation of Route 184, was determined to be a major service change. The service change was estimated to impact 165 residents located within a quarter mile of the route. 9.4% of the total impacted population was determined to be minority residents and 6.7% were determined to be low-income households. The total impacted population was .06% of the county total, the minority and low-income populations both represent roughly .02% of the total county minority population. These results show a potential finding for both disparate impact and disproportionate burden. However, due to other constraints and the net benefit of the increased trips provided by Route 184, the service changes were recommended to be implemented as planned.

November 2024 Title VI Equity Analysis

The most recent service change equity analysis was completed in November of 2024. This analysis outlines Kitsap Transit's review of 15 proposed winter bid service changes on 9 routes, including a major service change for Route 391. The major service change policy threshold is a change in route hours of 25% or more. As Route 391 was a new addition to KT, the change in hours is considered 100%, justifying the classification as a major service change requiring a review of the underlying populations as proportions of countywide population to ensure no adverse impacts. Proportions of a route's equity populations must be within 20% of non-equity population proportions based on the established agency policy. For service increases, the percentage of equity populations impacted must be greater than or equal to 80% of the percentage of non-equity populations impacted.

Analysis of Route 391 shows there are roughly 7,600 people residing within a quarter mile of the bus stops along the proposed route. Of these, 24% are considered minority groups and 19% are low-income households. The route addition is estimated to impact 2.81% of the total non-minority populations and 2.61% of the total minority populations. The change in service hours impacts 2.87% of non-low-income populations and 2.73% of the low-income population. Analysis of both factors found no potential for disparate impact or disparate burden as both equity population impacts meet the 80% or greater threshold.

Appendix A: List of Recent and Planned Construction Projects (2022- 2030)

This section summarizes capital projects underway, completed or started since 2022.

- Completed Projects
 - Silverdale Transit Center was completed in June of 2024. The transit center is one of the first in Western Washington to have in-ground inductive chargers for electric buses. With the completion of this project, Kitsap Transit implemented significant changes to bus services in Central Kitsap, including new routes that will circulate through Silverdale, connecting riders to housing, food, recreation, and St. Michael's Medical Center.
 - Charleston Base Electric Charging Infrastructure. The first phase of the construction of electric charging infrastructure was completed in 2022, 18 chargers for electric buses were added to the Charleston Base.
- Active and Planned Projects
 - Port Orchard Transit Center Expansion. This expansion aims to minimize the effects of increased traffic on local downtown communities and address recent population growth.
 - A study was completed to determine the feasibility of building a hydrogen fueling station on the West Bremerton Transit Center.
 - North Base Heavy Duty Maintenance Facility. Kitsap Transit is in the third phase of the North Base expansion project, this phase will add a heavy-duty maintenance facility, designed to support double-decker buses.
 - All-Electric Foil Ferry. In 2024, Kitsap Transit received \$1.2 million from the Washington State Department of Commerce for the design of an all-electric, zero-emission fast ferry demonstration vessel and its shoreside charging infrastructure. Preliminary prototype designs have been completed and next steps will include the construction and testing of a small-scale prototype.
 - Seattle Fast Ferry Terminal Project. This project seeks to expand passenger- only ferry terminal capacity in downtown Seattle. Current capacity is limited, which affects Kitsap Transit's ability to provide reliable service. The project is preparing environmental review, Kitsap Transit is evaluating three potential terminal sites on the Seattle Waterfront. The final environmental impact study is expected to be completed in 2027.
 - Ferry Maintenance Facility Project. Kitsap transit operates 10 ferry vessels and currently does not have a dedicated maintenance facility. A new facility will expedite regular ferry maintenance necessary to ensure the safety of passengers. The environmental review process began in the final quarter of 2024.

Appendix B: Kitsap Transit Outreach Events

Kitsap Transit holds a number of regularly scheduled meetings open to the public. The following exhibits summarize the number of public meetings held since 2022.

Type of Meeting	# of Meetings Held		
	2023	2024	2025 (YTD)
Quarterly Community Meetings	4	4	3
KT Board of Commissioners Meeting	14	19	12
Citizens Advisory Committee (CAC)	12	12	8

Kitsap Transit also holds public meetings on an as needed basis. For example, a public hearing was held in July, 2025 to discuss the Seattle Fast Ferry Terminal Project.

Appendix C: Online Survey

The survey instrument included 25 questions covering topics including demographic characteristics, service use patterns, and free responses to allow respondents to make their voices heard outside of the multiple-choice format. The comprehensive list of questions asked of the survey respondents is below. Except for where it is explicitly noted, an asterisk means that a question allows for a free response.

1. What is the Route number? If you're riding a Kitsap Transit ferry, which Route is it?
 - ☐ Free response
2. At what time did you board this bus or ferry, roughly?
 - ☐ Date/Time Selection
3. How did you pay for this trip? (choose only one)
 - ☐ Cash
 - ☐ Reduced Fare ORCA Card
 - ☐ Adult ORCA Card
 - ☐ Paper Transfer
 - ☐ Other (please specify) *
4. Which age group are you in?
 - ☐ Under 19
 - ☐ 19-24
 - ☐ 25-44
 - ☐ 45-64
 - ☐ 65-74
 - ☐ 75 or older
 - ☐ Decline to state
5. Do you consider yourself: (Select all that apply)
 - ☐ American Indian or Alaska Native
 - ☐ Asian
 - ☐ Black or African-American
 - ☐ Native Hawaiian or other Pacific Islander
 - ☐ Hispanic or Latino
 - ☐ White
 - ☐ Two or more races
 - ☐ Other (please specify)
6. Including yourself, how many people (total) are in your household?
 - ☐ 1
 - ☐ 2
 - ☐ 3

- ☐ 4
 - ☐ 5
 - ☐ 6 or More
7. What is the primary language you typically speak at home? (choose only one)
- ☐ Spanish
 - ☐ English
 - ☐ Vietnamese
 - ☐ Russian
 - ☐ Tagalog
 - ☐ Chinese
 - ☐ Korean
 - ☐ Other (please specify)
8. What was the total income for your household last year?
- ☐ Prefer not to answer
 - ☐ Do not know
 - ☐ Less than \$10,000
 - ☐ \$10,000-20,000
 - ☐ \$21,000-30,000
 - ☐ \$31,000-50,000
 - ☐ \$51,000-80,000
 - ☐ \$81,000-120,000
 - ☐ Over \$120,000
9. What is the primary language you typically speak at home? (choose only one)
- ☐ Spanish
 - ☐ English
 - ☐ Vietnamese
 - ☐ Russian
 - ☐ Tagalog
 - ☐ Chinese
 - ☐ Korean
 - ☐ Other (please specify)
10. What was the total income for your household last year?
- ☐ Prefer not to answer
 - ☐ Do not know
 - ☐ Less than \$10,000
 - ☐ \$10,000-20,000
 - ☐ \$21,000-30,000
 - ☐ \$31,000-50,000

- \$51,000-80,000
 - \$81,000-120,000
 - Over \$120,000
11. Which of the following do you own?
- Smartphone (phone, text, web browser, apps)
 - Cellphone (phone, text only)
 - None of the above
12. Where did you come from before you got on this bus or ferry? (Choose only one)
- Work/work-related site
 - Home
 - Shopping
 - Other (please specify) *
 - Social/entertainment
 - Doctor/medical appointment or health services
 - College/other school
 - Religious worship
13. How did you get from there to THIS bus or ferry? (select all that apply)
- Walked
 - Dropped off by someone
 - Rode in a carpool/vanpool with someone
 - Rode a bicycle
 - Rode a bus/train/ferry
 - Drove my car
 - Other (please specify) *
14. If you walked or rode a bicycle from (Q10) to get to this bus/ferry, how many minutes?
- Walked (minutes) *
 - Rode a bicycle (minutes) *
15. If you rode a bus, train or ferry from (Q10) before getting on this vehicle, tell us which service:
- Route #: *
 - Transit Agency: *
16. Where are you going now? (choose only one)
- Shopping
 - Other (please specify) *
 - Work/work-related site
 - Home
 - Doctor/medical appointment or health services
 - College/other school

- Social/entertainment
 - Religious worship
17. How will you get there from THIS bus/ferry? (select all that apply)
- Walk
 - Get picked up by someone
 - Ride in a carpool/vanpool with someone
 - Ride a bicycle
 - Ride a bus/train/ferry
 - Drive my car
 - Other (please specify) *
18. If you will walk or ride a bicycle to get to {{ Q14 }}, how many minutes?
- Walk *
 - Ride a bicycle *
19. If you plan to ride a bus, train or ferry to {{ Q14 }} after getting off this vehicle, tell us which service:
- Route #: *
 - Transit Agency: *
20. On average, how often do you ride a Kitsap Transit bus or ferry? (choose only one)
- Other (please specify) *
 - Less than once a week
 - 3 or more times a week
 - 1 to 2 times a week
 - Less than once a month
21. How long have you been riding Kitsap Transit?
- Less than 6 months
 - 6-12 months
 - 1-2 years
 - 3-5 years
 - 6-10 years
 - More than 10 years
22. During times when Kitsap Transit buses or ferries are very crowded, do you:
- Stand on the bus/ferry for your trip
 - Wait for a later trip that might allow you to be seated
 - Cancel your trip
23. What is the single most important reason you use public transit? (choose only one)
- Other (please specify) *
 - I don't have a car available
 - I am unable to drive

- ☐ I could use a car, but I prefer to use public transit
 - ☐ Gas is too expensive
24. Are there trips that you would like to make on Kitsap Transit but cannot?
- ☐ No
 - ☐ Yes
25. Please indicate why you cannot make these trips on Kitsap Transit. (Choose all that apply)
- ☐ The bus/ferry does not run early enough
 - ☐ The bus/ferry does not run late enough
 - ☐ The bus/ferry does not go where I want to go
 - ☐ The walk to the bus stop or ferry terminal is too long
 - ☐ The bus/ferry schedule isn't reliable enough
 - ☐ The wait time between connections is too long, so I cannot make the transfer needed to complete my journey
 - ☐ The bus/ferry does not run during midday (11AM – 3PM)
 - ☐ The bus/ferry does not run on the day I need it
 - ☐ Other (please specify) *
26. Do you have a disability that impacts how you use public transit?
- ☐ No
 - ☐ Yes
27. How can Kitsap Transit improve the accessibility of its services for you?
- ☐ Free response

Appendix D: Survey Topline

1. What is the Route number? If you're riding a Kitsap Transit ferry, which Route is it?

Free response

2. At what time did you board this bus or ferry, roughly?

Date/Time selection

3. How did you pay for this trip? (choose only one)

- ☐ Cash - 13%
- ☐ Reduced Fare ORCA Card - 20%
- ☐ Adult ORCA Card - 50%
- ☐ Paper Transfer - 1%
- ☐ Other (please specify) * - 15%

4. Which age group are you in?

- ☐ Under 19 - 9%
- ☐ 19-24 - 11%
- ☐ 25-44 - 39%
- ☐ 45-64 - 31%
- ☐ 65-74 - 8%
- ☐ 75 or older - 2%
- ☐ Decline to state - 1%

5. Do you consider yourself: (Select all that apply)

- ☐ American Indian or Alaska Native - 5%
- ☐ Asian - 8%
- ☐ Black or African-American - 5%
- ☐ Native Hawaiian or other Pacific Islander - 2%
- ☐ Hispanic or Latino - 7%
- ☐ White - 65%
- ☐ Two or more races - 7%
- ☐ Other (please specify) - 2%

6. Including yourself, how many people (total) are in your household?

- ☐ 1 - 24%
- ☐ 2 - 35%
- ☐ 3 - 17%
- ☐ 4 - 12%
- ☐ 5 - 5%
- ☐ 6 or More

7. What is the primary language you typically speak at home? (choose only one)

- Spanish - 1.7%
 - English - 94.8%
 - Vietnamese - 0.5%
 - Russian - 0.1%
 - Tagalog - 0.7%
 - Chinese - 0.2%
 - Korean - 0.1%
 - Other (please specify) - 1.9%
8. What was the total income for your household last year?
- Prefer not to answer - 19%
 - Do not know - 11%
 - Less than \$10,000 - 18%
 - \$10,000-20,000 - 9%
 - \$21,000-30,000 - 11%
 - \$31,000-50,000 - 11%
 - \$51,000-80,000 - 15%
 - \$81,000-120,000 - 16%
 - Over \$120,000 - 30%
9. Which of the following do you own?
- Smartphone (phone, text, web browser, apps) - 89%
 - Cellphone (phone, text only) - 7%
 - None of the above - 3%
10. Where did you come from before you got on this bus or ferry? (Choose only one)
- Work/work-related site - 23%
 - Home - 55%
 - Shopping - 4%
 - Other (please specify) * - 6%
 - Social/entertainment - 4%
 - Doctor/medical appointment or health services - 2%
 - College/other school - 6%
 - Religious worship - 1%
11. How did you get from there to THIS bus or ferry? (select all that apply)
- Walked - 49%
 - Dropped off by someone - 8%
 - Rode in a carpool/vanpool with someone - 1%
 - Rode a bicycle - 4%
 - Rode a bus/train/ferry - 22%
 - Drove my car - 12%

- Other (please specify) * - 4%
12. If you walked or rode a bicycle from (Q10) to get to this bus/ferry, how many minutes?
- Walk *
 - Ride a bicycle *
13. If you rode a bus, train or ferry from (Q10) before getting on this vehicle, tell us which service:
- Route #: *
 - Transit Agency: *
14. Where are you going now? (choose only one)
- Shopping - 8%
 - Other (please specify) * - 8%
 - Work/work-related site - 25%
 - Home - 44%
 - Doctor/medical appointment or health services - 5%
 - College/other school - 4%
 - Social/entertainment - 6%
 - Religious worship - <1%
15. How will you get there from THIS bus/ferry? (select all that apply)
- Walk - 52%
 - Get picked up by someone - 6%
 - Ride in a carpool/vanpool with someone - 1%
 - Ride a bicycle - 4%
 - Ride a bus/train/ferry - 25%
 - Drive my car - 9%
 - Other (please specify) * - 3%
16. If you will walk or ride a bicycle to get to {{ Q14 }}, how many minutes?
- Walk *
 - Ride a bicycle *
17. If you plan to ride a bus, train or ferry to {{ Q14 }} after getting off this vehicle, tell us which service:
- Route #: *
 - Transit Agency: *
18. On average, how often do you ride a Kitsap Transit bus or ferry? (choose only one)
- Other (please specify) * - 2%
 - Less than once a week - 7%
 - 3 or more times a week - 71%
 - 1 to 2 times a week - 13%
 - Less than once a month - 6%

19. How long have you been riding Kitsap Transit?
- ☐ Less than 6 months - 15%
 - ☐ 6-12 months - 11%
 - ☐ 1-2 years - 22%
 - ☐ 3-5 years - 20%
 - ☐ 6-10 years - 11%
 - ☐ More than 10 years - 20%
20. During times when Kitsap Transit buses or ferries are very crowded, do you:
- ☐ Stand on the bus/ferry for your trip - 76%
 - ☐ Wait for a later trip that might allow you to be seated - 20%
 - ☐ Cancel your trip - 5%
21. What is the single most important reason you use public transit? (choose only one)
- ☐ Other (please specify) * - 17%
 - ☐ I don't have a car available - 31%
 - ☐ I am unable to drive - 16%
 - ☐ I could use a car, but I prefer to use public transit - 32%
 - ☐ Gas is too expensive - 5%
22. Are there trips that you would like to make on Kitsap Transit but cannot?
- ☐ No - 47%
 - ☐ Yes - 53%
23. Please indicate why you cannot make these trips on Kitsap Transit. (Choose all that apply)
- ☐ The bus/ferry does not run early enough - 11%
 - ☐ The bus/ferry does not run late enough - 21%
 - ☐ The bus/ferry does not go where I want to go - 14%
 - ☐ The walk to the bus stop or ferry terminal is too long - 6%
 - ☐ The bus/ferry schedule isn't reliable enough - 7%
 - ☐ The wait time between connections is too long, so I cannot make the transfer needed to complete my journey - 7%
 - ☐ The bus/ferry does not run during midday (11AM – 3PM) - 12%
 - ☐ The bus/ferry does not run on the day I need it - 17%
 - ☐ Other (please specify) * - 6%
24. Do you have a disability that impacts how you use public transit?
- ☐ No - 87%
 - ☐ Yes - 13%
25. How can Kitsap Transit improve the accessibility of its services for you?
- Free response

Appendix E: Rider Alert Examples

Kitsap Transit riders can find rider alerts and subscribe to alerts at the following website: <https://www.kitsaptransit.com/alerts>. The site includes a real-time map and service alerts by route.

Service Alerts

Language
English ▼

Filter by Routes

400	401	402	403	404	405	500	97	98	99
119	186	212	217	307	803				

400
Bremerton to Seattle Fast Ferry
^

Kitsap Transit's summer ferry schedules end after Sept. 27, including supporting Saturday bus service

Kitsap Transit's summer ferry schedules end after Saturday, Sept. 27.

Starting on Monday, Sept. 29, Kitsap Transit will switch to its weekday-only schedules on the Bremerton, Kingston, and Southworth fast ferry routes and supporting bus service:

- The Bremerton Fast Ferry will continue to operate its extended weekday schedule funded by WSDOT, but will no longer operate on Saturdays during the winter after Sept. 27.
- Kingston Ride will continue to operate on Saturdays after Sept. 27.
- The Port Orchard Ferry will resume its regular Saturday schedule, operating 8:30 AM to 7:45 PM.
- Route 186–Southworth and Route 307–Kingston/North Viking Fast Ferry will not operate on Saturdays after Sept. 27.

Alert Cause
Other Cause

Alert Effect
Modified Service

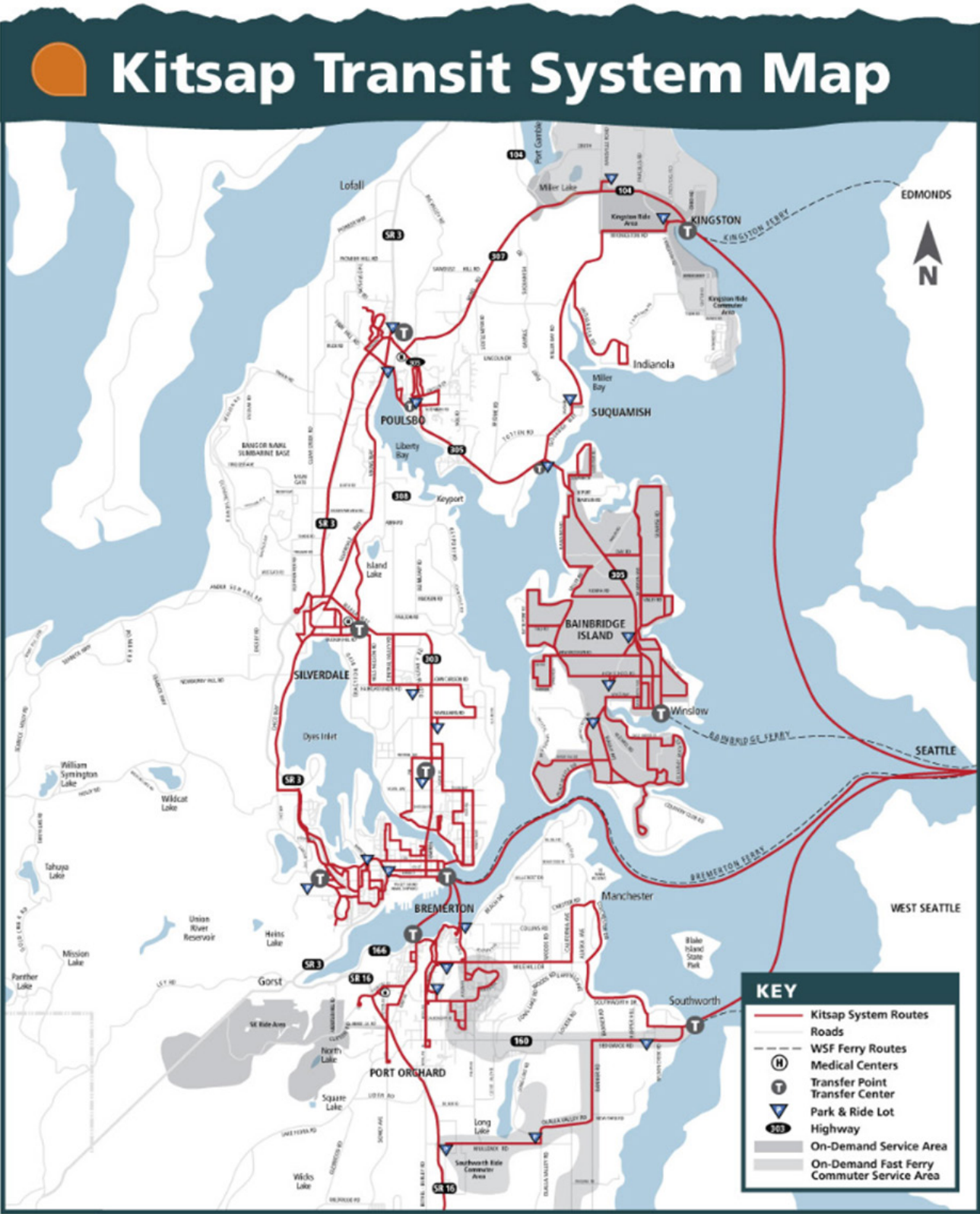
Start Time
9/29/25, 4:00 AM

End Time
10/6/25, 10:00 PM

More Info

Affected Service
▼

Appendix F: System Map



Appendix G: Resolution 12-30

RESOLUTION AUTHORIZING KITSAP TRANSIT STAFF TO MANAGE ITS PUBLIC COMMENT PROCESS ACCORDING TO KITSAP TRANSIT'S UPDATED PUBLIC PARTICIPATION PROCESS POLICY

RESOLUTION 12-30

WHEREAS, Kitsap Transit in 2006 adopted a Public Comment Process Policy for issues that require public comment, such as fare changes, service revisions and other activities, and;

WHEREAS, Kitsap Transit has recently received a Title VI compliance review performed at the request of the Federal Transit Administration (FTA), and;

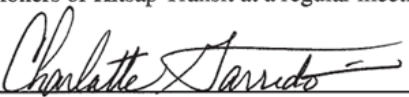
WHEREAS, Kitsap Transit's Public Comment Process Policy adopted by Resolution 06-46 at a regular meeting of the Board of Commissioners of Kitsap Transit on September 19, 2006, is in need of updating to be in compliance with Title VI requirements, and;

WHEREAS, a revised Public Comment Process Policy has been developed using the FTA guidelines and input, and;

WHEREAS, the revised policy, attached and incorporated by reference herein as Exhibit A, more fully defines Kitsap Transit's inclusion of Title VI public notice requirements and process;

NOW, THEREFORE BE IT RESOLVED by the Board of Commissioners of Kitsap Transit that the updated Public Participation Process Policy is hereby approved and the staff of Kitsap Transit are hereby authorized to manage the agency's Public Participation Process under the terms of this policy.

ADOPTED by the Board of Commissioners of Kitsap Transit at a regular meeting thereof, held on the 15th day of May, 2012.


Charlotte Garrido, Chairperson

ATTEST:

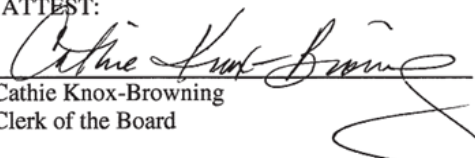

Cathie Knox-Browning
Clerk of the Board

EXHIBIT A

KITSAP TRANSIT PUBLIC PARTICIPATION PROCESS POLICY May 2012

Kitsap Transit promotes participation in its planning, service and fares by having a public participation policy that includes the following:

Kitsap Transit maintains a website that is up-to-date with all Kitsap Transit information including:

- Route maps and schedules
- Notifications of route detours and snow routes
- Board of Commissioners meetings and sub-committee agendas and actions open to the public
- Customer Comment Process
- Title VI considerations and Complaint Process
- Americans with Disabilities Act (ADA) complementary service
- Notifications of public meetings regarding fare and/or service

On an ongoing basis, Kitsap Transit engages the community regarding planning, service and fares through several committees and public processes.

Kitsap Transit has established the following committees:

- Citizens' Advisory Committee
- Passenger Advisory Committee on Transportation for the disability community
- Transportation for the Elderly and Disabled Committee; agencies that use Kitsap Transit's *ACCESS* service
- Limited-English Proficiency (LEP), Low-income and Minority Committee

Citizens Advisory Committee

Kitsap Transit has an active Citizens Advisory Committee (CAC) that meets monthly. Representatives from all areas of Kitsap County are members. Kitsap Transit will be working with its recently formed committee for LEP, Low-income and Minorities to recruit for CAC members from those areas. The CAC currently represents members of the disabled community, users of transit services from all geographic areas of the county and riders of Kitsap Transit's array of services.

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The CAC discusses business and financial status and issues, service status and issues, any proposed service or fare changes and any concerns with transportation in general. Opportunities for marketing, public participation, Transit Board items and discussions are reviewed and comments and suggestions from the CAC are forwarded to the Board of Commissioners at its next meeting.

Passenger Advisory Committee on Transportation

Kitsap Transit's Passenger Advisory Committee on Transportation (PACT) includes members from the CAC and riders of Kitsap Transit's *ACCESS* (complementary paratransit) service. This committee meets bi-monthly or as issues arise. Comments, suggestions and complaints are gathered and addressed at these meetings. Any proposed changes to services or fares are discussed in advance with this group.

Transportation for the Elderly and Disabled Committee

The Transportation for the Elderly and Disabled (TIED) group meets quarterly or as needed. This group discusses issues related to the *ACCESS* transportation that Kitsap Transit provides for the social service agencies in Kitsap County. Planning, service and fare changes are discussed with this group to determine what impact they might have. Many of the TIED agencies coordinate transportation with Kitsap Transit and they also purchase tokens and passes for their clients.

LEP, Low-Income and Minorities Committee

Kitsap Transit has recently formed a group to ensure inclusion of LEP individuals as well as members of the low-income and minority populations in Kitsap County. Kitsap Transit has contacted all of the agencies listed in its LEP Plan as well as other agencies and churches that have low-income and minority participants. Olympic College is one of the agencies that Kitsap Transit has contacted to coordinate with their Multi-Cultural Center. A complete list of included agencies is attached to Kitsap Transit's LEP plan.

This newly formed committee will meet quarterly, or as needed, to discuss any transit service, transit issues or barriers that may exist for members of the LEP, low-income and minority populations. Kitsap Transit currently offers one of the only low-income fare programs in the state of Washington.

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Other Kitsap Transit Participation

Kitsap Transit currently is active with other community groups. Kitsap Transit shares information with these groups as it relates to transportation issues. Participation is as follows:

Kitsap County Continuum of Care
Kitsap County Developmental Disability Advisory Board
Senior fairs around the community

FARE AND SERVICE CHANGE PUBLIC PARTICIPATION POLICY

The Federal Transit Administration requires grantees to have a locally developed process and written policy for soliciting and considering public comment, including minority and low income populations according to Title VI requirements, prior to a fare increase or a major reduction in transit service. This policy describes the public comment process that Kitsap Transit will use when a fare increase or major service reduction is proposed.

Kitsap Transit will implement the public comment process whenever there is a proposed fare increase or a service reduction of more than 25% of daily revenue service hours on any route. Kitsap Transit may also implement this public participation policy for major route changes or other projects as deemed appropriate by the Service Development Director or the Executive Director.

In order to ensure that Kitsap Transit is equitable in its provision of service, and not disproportionately affecting minority or low income groups by reducing service or increasing fares, Kitsap Transit will notify the public as well as all of the committees listed in Kitsap Transit's Public Participation Policy.

Prior to a fare increase or a major service reduction, Kitsap Transit will hold a public meeting to solicit comments from the public. In the case of a proposed fare increase, Kitsap Transit will hold a series of public meetings around the county. In the case of a service reduction, the public meetings will be held in the affected area(s). Consideration will be given to using centrally located, transit-accessible facilities when appropriate for these public meetings. Public meetings will be held during the daytime hours and the evening hours to ensure maximum opportunity for people to participate. Kitsap Transit will also make every effort to accommodate persons with special needs and to include members of potentially underserved groups, including minority and low- income populations. To publicize these public meetings, Kitsap Transit will:

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- Discuss all proposed changes with all Kitsap Transit Committees
 - Citizens Advisory Committee
 - Passenger Advisory Committee on Transportation for the disability community
 - TIED committee of agencies that use Kitsap Transit's *ACCESS* service
 - LEP, Low-Income and Minority committee
- Place Rider Alerts on the affected bus routes, and at park & ride lots and transfer centers in affected areas
- Mail notification to all Kitsap Transit committee members and participants
- Place ads in the weekly newspapers of the affected area and in the daily newspaper
- Place information on the Kitsap Transit web page so that comments may be sent in via e-mail
- Send out Rider Alerts on Kitsap Transit's subscription e-mail service for the affected routes
- Translate critical notification documents based upon languages indicated in Kitsap Transit's LEP Plan and indicated by demographic analysis of Kitsap Transit's service area

Concurrent with public meetings, Kitsap Transit will post the materials to be presented on the Kitsap Transit website. The opportunity to comment will also be offered on-line. Comments made at the public meetings will be recorded. Upon request, Kitsap Transit will provide a translator for public meetings at which groups or individuals are present that have been identified as having Limited English Proficiency over the threshold levels that require translation. All comments, whether made at the public meetings, via e-mail, regular mail or telephone will be compiled and summarized. If deemed necessary by staff, adjustments may be suggested to the proposed change(s) based on the public comment. If the revisions are considered major, Kitsap Transit will hold additional public meetings, following the process described above.

A summary of the comments, by category, will be provided to the Kitsap Transit Board of Commissioners for consideration prior to Board approval of proposed fare or service changes.

In the case of an emergency or unusual circumstance, the Executive Director may make exceptions to these guidelines.

Failure to exactly comply with all elements of this policy shall not constitute a failure of public process, nor render any actions or decisions invalid.