

1990

# **1990 Summary**

## *Public Transportation Systems in Washington State*



**Washington State Department of Transportation**  
Planning, Research and Public Transportation Division  
Public Transportation Office



---

# **1990 Summary**

## *Public Transportation Systems in Washington State*

*November 1991*

*This publication was prepared by the*



**Washington State  
Department of Transportation**

Planning, Research and Public Transportation Division  
Public Transportation Office

*with partial financial assistance through a grant from the  
U. S. Department of Transportation, Urban Mass Transportation  
Administration, under the Urban Mass Transportation Act of 1964,  
as amended.*



# Contents

---

3	<i>Introduction</i>
5	<i>System Profile Statistics</i>
6	<i>Statewide Highlights</i>
8	<i>Ben Franklin Transit</i>
10	<i>Clallam Transit System</i>
12	<i>C-TRAN (Clark County)</i>
14	<i>Community Transit (Snohomish County)</i>
16	<i>Cowlitz Transportation Authority (Longview/Kelso)</i>
18	<i>Everett Transit</i>
20	<i>Grays Harbor Transportation Authority</i>
22	<i>Intercity Transit (Thurston County)</i>
24	<i>Island Transit (Island County)</i>
26	<i>Jefferson Transit Authority</i>
28	<i>Kitsap Transit</i>
30	<i>Municipality of Metropolitan Seattle (Metro Transit)</i>
32	<i>Pacific Transit System</i>
34	<i>Pierce Transit</i>
36	<i>Prosser Rural Transit (Benton County)</i>
38	<i>Pullman Transit (Whitman County)</i>
40	<i>Spokane Transit Authority</i>
42	<i>Twin Transit (Lewis County)</i>
44	<i>Valley Transit (Walla Walla County)</i>
46	<i>Whatcom Transportation Authority (Whatcom County)</i>
48	<i>Yakima Transit</i>
50	<i>High Occupancy Vehicle Transportation Programs</i>
52	<i>Mode Split</i>
54	<i>Glossary of Standard Transportation Terms</i>
60	<i>Statewide Operating Statistics</i>



# ***Introduction***

---

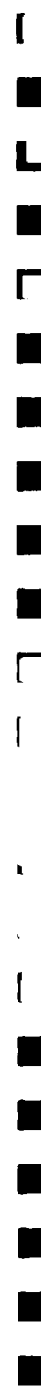
During the 1970s, municipal transit systems in urban areas throughout the country were suffering considerable financial difficulties and were unable to meet all expenses with only operating revenues. The Washington State Legislature established statutes which recognized the importance of public transportation as an essential element in the economic, industrial and cultural growth of communities. To assist municipalities in meeting the costs of providing adequate public transportation without negatively affecting other essential public services, the legislature provided several alternative administrative and financing mechanisms.

Local transportation services in Washington State have changed over the past twenty years from a high degree of private sector involvement to public sector management and operations. Twenty-two systems have been established and provide a variety of public transportation services to both urban and rural communities. In 1990 the Chelan-Douglas Public Transportation Benefit Area received voter approval to establish a dedicated sales tax supporting Link, the state's newest public transportation system. Three other counties, Skagit, Mason and Yakima, have taken preliminary steps to evaluate the feasibility of public transportation in their communities.

Public transportation systems in Washington State will be faced with new challenges in the 1990s. The federal environmental programs, such as the Clean Air Act, and civil rights legislation such as the Americans with Disabilities Act, will require public transportation systems to reevaluate their operating and capital programs. The passage of the Growth Management Act in Washington State invites public transportation agencies to play a greater role in the decisions and solutions surrounding development, land use, and planning.

The annual transit statistical report is prepared by the Washington State Department of Transportation (WSDOT) as required by RCW 35.58.2796. This document provides information primarily to the Legislative Transportation Committee.

The statistical entries in this report were compiled by WSDOT, Public Transportation Office, from data provided by the individual systems. Attempts have been made to establish standard categories and common definitions for data reported in 1988, 1989, and 1990. The diversity of system size, staffing levels and mandatory reporting requirements by the federal government all impact the reporting capability of public transportation systems in Washington State.





# System Profile Statistics

---

Performance measurements reported in each system's profile are developed by using unaudited data submitted to the Washington State Department of Transportation (WSDOT). Percent changes from 1989 to 1990 are calculated on real numbers; therefore, slight changes in small numbers will produce a high numerical change from the previous year.

Urbanized transportation systems are required by the federal government to prepare annual reports under Section 15 of the Urban Mass Transportation Act. Rural transit systems do not have this requirement and often use financial procedures established by a county or a city using Washington State BARS (Budgeting, Accounting and Reporting System). Section 15 categories do not specifically correspond to BARS financial codes and the methodology of collecting passenger trip statistics vary from urban systems to rural systems, as well.

In an attempt to report generic categories, WSDOT negotiated standard definitions for the annual report, and requested that each transit system submit their data in that format. The standardization process has simplified some areas of data compilation, yet there remain system specific differences that are explained in footnotes as they pertain to this report.

Comparison of the growth and performance measures, or any of the statistical material of a particular system, to any or all others is not necessarily valid. Operating policies may vary from one system to another; one system may provide service only to an urbanized area while another system provides services county-wide. One system may emphasize transportation for commuters while another may concentrate on providing service for the elderly and disabled population. Geographic and economic characteristics could also play a role in explaining the changes in performance measurements.

The financial and performance measures shown in this report are useful in tracking a particular system from year to year. However, these measures cannot be used in drawing meaningful conclusions when comparing systems.

# Statewide Highlights

Annual statewide public transportation statistics are provided by WSDOT for the purpose of presenting an overall picture of public transportation in Washington State.

With only three years of data, meaningful trend analysis still remains difficult to accomplish. In 1988 transit systems in Washington State decided on a set of common definitions for fixed-route and demand-response service characteristics. Unlinked passenger trips were to form the basis of the operating statistics. This allowed transit systems to report each trip taken on a transit bus. The Section 15 report for the federal government requires passengers to be determined by a random sample with a statistical calculation establishing the annual ridership. For some transit systems, the Section 15 passenger counts are significantly different than an unlinked passenger trip calculation. Attempts to compare operational information contained in this report to data from any report prior to 1988 will provide faulty analysis and conclusions.

The statistics for 1988, 1989, and 1990, will be used to form the base of an eventual trend analysis of public transportation service characteristics, funding, and expenditures.

## Services

- Passenger service hours increased by 3.9 percent.
- Passenger service miles increased by 9.1 percent.
- Seattle Express, a commuter service between Tacoma and Seattle began in 1990. In addition, commuter services were also expanded in Ben Franklin Transit, C-TRAN and Island Transit.
- Valley Transit started a new route into Milton-Freewater, Oregon under a service contract.
- Seattle Downtown Transit Tunnel began operating with dual-powered transit coaches. Free transit rides in the downtown area now provide access to shopping and service centers throughout the central business district.

## Ridership

- Passengers on fixed route service increased by 5.2 percent.
- Passengers on demand response service increased by 12.2 percent.
- The Americans with Disabilities Act of 1990 will increase demand response services statewide.

## System Expansion Efforts

- In November 1990, voters in Chelan and Douglas counties passed a 0.4 percent sales tax by 52.3 percent to support the formation of a new public transportation system, LINK. Operations are scheduled to begin in late 1991.
- A ballot measure for funding a transit system in Skagit County failed in 1990. County commissioners and representatives from the cities of Mt. Vernon and Burlington continue to discuss options.

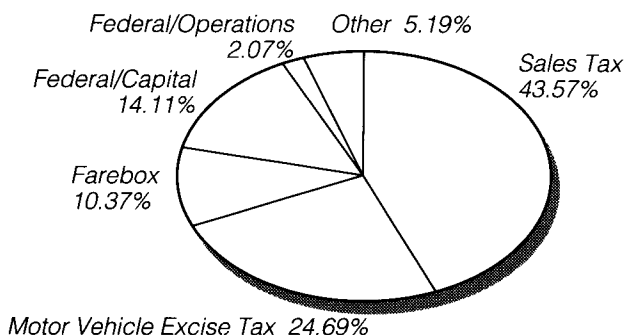
## Funding

- Sales tax collections increased 10.2 percent, and motor vehicle excise tax increased 15.6 percent.
- A 56.4 percent decrease in federal capital resulted in total state revenues decreasing by 10.7 percent.
- For the most part, federal capital funds for the Downtown Seattle Transit Tunnel were accrued in 1989 and expended in 1990.
- Expenses for public transit increased by 19.9 percent.
- Operating expenses increased by 12.9 percent which was the result of increased service hours in both fixed-route and demand-response.
- Farebox revenue decreased 3.5 percent. Many systems offer reduced fares or fare-free service to a segment of their passengers (elderly and persons with disabilities), a segment of their service area (downtown), or a certain time of year (summer).

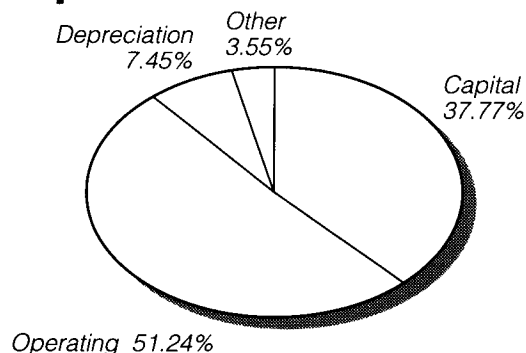
## Statewide Summary

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	3,485,723	3,552,201	3,689,997	3.9
Passenger Vehicle Service Miles	53,737,999	54,482,750	59,427,888	9.1
Unlinked Passenger Trips	124,928,074	129,452,346	136,128,933	5.2
Employees (FTEs)	4,418.5	4,563	4,758	4.3
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	590,261	424,329	534,670	26.0
Passenger Vehicle Service Miles	6,135,929	5,958,521	7,672,366	28.8
Passenger Trips	1,748,671	2,184,098	2,449,582	12.2
Employees (FTEs)	299.3	345.5	398.9	15.5
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$159,152,557	\$190,370,724	\$209,779,616	10.2
MVET	92,257,257	102,684,661	118,714,810	15.6
Fares	44,997,491	52,232,254	50,421,189	(3.5)
Federal (Capital)	82,282,102	157,017,483	68,411,920	(56.4)
Federal (Operating)	11,462,574	10,095,174	10,439,468	3.4
Other	30,340,454	28,249,006	25,114,930	(11.1)
Total	\$420,492,435	\$540,649,302	\$482,881,933	(10.7)
<b>Expenses</b>				
Capital	\$169,795,276	\$162,630,580	\$213,398,313	31.2
Operating	238,132,852	256,176,118	289,304,902	12.9
Depreciation	37,302,207	38,537,318	42,422,219	10.1
Other	11,378,556	13,508,310	19,606,534	45.1
Total	\$456,608,891	\$470,852,326	\$564,731,968	19.9
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$27,563,440	\$36,983,040	\$67,671,340	83.0
Capital Replacement/Purchase Funds	92,154,555	171,199,633	138,828,621	(18.9)
Self Insurance Fund	20,768,045	22,887,963	26,434,261	15.5
Other	23,177,881	19,556,915	15,736,990	(19.5)
Total	\$163,636,921	\$250,627,551	\$248,671,212	(0.8)

### Revenue Sources



### Expenses



# Ben Franklin Transit

## **John G. Olson** **General Manager**

1000 Columbia Drive SE  
Richland, Washington 99352  
(509) 735-4131

## **Background**

Ben Franklin Transit (BFT) was established as a Public Transportation Benefit Area (PTBA) under RCW 36.57A, and in May 1981 the voters of Benton and Franklin counties approved a 0.3 percent sales tax. Service began on May 10, 1982. The BFT Board of Directors is comprised of one Benton County Commissioner, two Franklin County Commissioners, and one representative each from Kennewick, Richland, Pasco, and West Richland City Councils.

## **Services**

Ben Franklin Transit provides service in a 110-square mile area and includes the cities of Kennewick, Pasco, Richland, West Richland, and some unincorporated areas of the two counties.

A mix of service is provided which includes fixed-route, express, demand-response, vanpool, and ridematching service for commuters.

## **Service Standards**

Performance is reported and evaluated on a monthly basis. Each cost center, i.e., fixed-route, demand-response, and vanpool, is measured by many indices to track and control income, ridership, and costs compared to the annual budget adopted by the Board of Directors.

## **1990 Achievements**

- A new Comprehensive Plan was developed and adopted by the Board of Directors.
- Expanded transit center parking capacity.
- Promoted greater use of park and ride program.
- Expanded commuter express service.

## **1991 Objectives**

- Improvement in system efficiencies.
- Development of strategies to address the increase in demand-response service requests.

## **Community Participation**

Community participation was received through public comment related to the planning and construction of the Pasco Transit Center, input from private providers on the Transportation Improvement Plan, and public hearings on proposed annexations to the PTBA boundary.

## **Passenger Service Vehicles**

Fixed-route — 50 total, age ranging from 1972 to 1988

Demand-response — 23 total, age ranging from 1983 to 1989

Vanpool — 42 total, age ranging from 1982 to 1990

## **Vehicle Replacement Standards**

Fixed-route — 15 years

Demand-response — 7 years

Vanpool — 10 years

## **Facilities**

Located on 8.5 acres and occupied in October 1986, the BFT facility includes a 8,500-square foot administration/operations building and a 21,500-square foot maintenance building. Four transit centers which include park and ride lots are operated by Ben Franklin Transit.

## Ben Franklin Transit

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	120,416	118,118	128,798	9.0
Passenger Vehicle Service Miles	1,803,023	1,825,827	1,784,493	(2.3)
Unlinked Passenger Trips	2,075,621	2,204,808	2,439,729	10.7
Employees (FTEs)	114	112	104.6	(6.6)
Passenger Trips/Vehicle Service Hours	17.2	18.7	18.9	1.5
Passenger Trips/Vehicle Service Miles	1.2	1.2	1.4	13.2
Service Hours/Employee	1,056.3	1,054.6	1,231.3	16.8
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	26,760	27,896	37,659	35.0
Passenger Vehicle Service Miles	459,581	474,953	507,924	6.9
Passenger Trips	104,847	107,309	115,298	7.4
Employees (FTEs)	21	22	24.2	10.0
Passenger Trips/Vehicle Service Hours	3.9	3.8	3.1	(20.4)
Passenger Trips/Vehicle Service Miles	0.2	0.2	0.2	—
Service Hours/Employee	1,274.3	1,268.0	1,556.2	22.7
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$4,441,120	\$4,495,203	\$4,841,556	7.7
Operating Cost/Vehicle Service Hours	\$36.88	\$38.06	\$37.59	(1.2)
Operating Cost/Passenger Trip	\$2.14	\$2.04	\$1.98	(2.7)
Farebox Revenue	\$334,909	\$324,337	\$357,661	10.3
Farebox Recovery Ratio	7.5%	7.2%	7.4%	2.4
<b>Demand-Response</b>				
Operating Cost	\$700,961	\$841,535	\$942,979	12.1
Operating Cost/Vehicle Service Hours	\$26.19	\$30.17	\$25.04	(17.0)
Operating Cost/Passenger Trip	\$6.69	\$7.84	\$8.18	4.3
Farebox Revenue	\$32,413	\$34,455	\$36,453	5.8
Farebox Recovery Ratio	4.6%	4.1%	3.9%	(5.6)
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$3,023,222	\$3,223,142	\$3,726,148	15.6
MVET	3,023,222	3,098,562	4,186,876	35.1
Fares	367,322	358,792	394,114	9.8
Federal (Capital)	3,714,042	644,469	13,519	(97.9)
Federal (Operating)	0	0	0	—
Other	26,427	65,612	419,835	539.9
Total	\$10,154,235	\$7,390,577	\$8,740,492	18.3
<b>Expenses</b>				
Capital	\$5,107,735	\$1,022,021	\$502,550	(50.8)
Operating	5,142,081	5,336,738	5,784,535	8.4
Depreciation	897,504	1,268,408	1,209,189	(4.7)
Other	805,128	803,463	820,667	2.1
Total	\$11,952,448	\$8,430,630	\$8,316,941	(1.3)
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$2,578,959	\$2,231,426	\$2,681,231	20.2
Capital Replacement/Purchase Funds	820,607	1,139,860	1,764,868	54.8
Self Insurance Fund	0	0	0	—
Other	0	0	0	—
Total	\$3,399,566	\$3,371,286	\$4,446,099	31.9

# Clallam Transit System

## **Timothy J. Fredrickson General Manager**

*Airport Industrial Way  
2417 West 19th  
Port Angeles, Washington 98362  
(206) 452-1315*

## **Background**

Clallam Transit System (CTS) was established as a Public Transportation Benefit Area under RCW 36.57A and in November 1979, the voters in the eastern two-thirds of Clallam County approved a 0.3 percent sales tax. In November 1983, the voters residing in the western portion of the county approved a 0.3 percent sales tax making Clallam Transit System a county-wide operation.

The governing authority of CTS is an eight-member Board of Directors comprising two city council representatives each from Forks, Port Angeles, and Sequim, and two Clallam County Commissioners.

## **Services**

The fixed-route service consists of 14 scheduled routes, two intercity routes — Sequim to/from Port Angeles and Forks to/from Port Angeles; six urban routes — five in Port Angeles and one in Sequim; and six rural routes — three serving the eastern portion of the county and three serving the western portion.

The demand-response service is provided by two private, nonprofit operators under contract to CTS.

CTS also provides replica trolley tour service in the summer and Hurricane Ridge excursion service in the winter.

## **Service Standards**

The Clallam Transit System has adopted a formal set of performance standards for the evaluation of existing transit service. Evaluation is divided into three categories; intercity, urban, and rural.

For demand-response service, qualitative standards and provisions for quality control are included as part of the conditions agreed to by the private service providers.

## **1990 Achievements**

- Ridership increased by 11 percent
- Placed major emphasis on passenger sensitivity.
- Minimized the total per passenger cost on the fixed-route service.
- Operating revenue increased 36 percent.
- Expanded organizational safety program.
- Developed a plan for a new operating base.

## **1991 Objectives**

- Seek federal funds for new operating base.
- Improve community awareness of available services.
- Improve management information system.

## **Community Participation**

A Citizens Advisory Committee appointed by the board of directors provides input to the board and staff on a variety of transportation service issues.

## **Passenger Service Vehicles**

Fixed-route — 31 total, age ranging from 1965 to 1991

## **Vehicle Replacement Standards**

Fixed-route — 12 to 20 years

Demand-response — 10 years

Vanpool — 5 years

## **Facilities**

Clallam Transit's operations and maintenance functions are located at a site used jointly by CTS and the Port Angeles School District. The facility is owned by the school district and is seven miles from the Administrative Office located at the Airport Industrial Park.

## Clallam Transit System

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	43,557	40,893	36,100	(11.7)
Passenger Vehicle Service Miles	1,004,358	938,947	945,000	0.6
Unlinked Passenger Trips	540,009	556,626	613,081	10.1
Employees (FTEs)	52	50	51	2.0
Passenger Trips/Vehicle Service Hours	12.4	13.6	17.0	24.8
Passenger Trips/Vehicle Service Miles	0.5	0.6	0.6	—
Service Hours/Employee	837.6	817.9	707.8	(13.5)
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	8,498	8,680	11,162	28.6
Passenger Vehicle Service Miles	139,815	127,717	168,503	31.9
Passenger Trips	40,732	42,092	43,744	3.9
Employees (FTEs)	7	7	7	—
Passenger Trips/Vehicle Service Hours	4.8	4.8	3.9	(19.2)
Passenger Trips/Vehicle Service Miles	0.3	0.3	0.3	—
Service Hours/Employee	1,214.0	1,240.0	1,594.6	28.6
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$2,299,957	\$2,209,734	\$2,352,192	6.4
Operating Cost/Vehicle Service Hours	\$52.80	\$54.04	\$65.16	20.6
Operating Cost/Passenger Trip	\$4.26	\$3.97	\$3.84	(3.4)
Farebox Revenue	\$154,363	\$167,845	\$167,919	—
Farebox Recovery Ratio	6.7%	7.6%	7.1%	(6.0)
<b>Demand-Response</b>				
Operating Cost	\$204,265	\$213,527	\$281,591	31.9
Operating Cost/Vehicle Service Hours	\$24.04	\$24.60	\$25.23	2.6
Operating Cost/Passenger Trip	\$5.01	\$5.07	\$6.44	26.9
Farebox Revenue	\$11,262	\$13,208	\$78,815	496.7
Farebox Recovery Ratio	5.5%	6.2%	28.0%	352.5
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$1,159,242	\$1,354,435	\$1,476,949	9.0
MVET	1,187,557	1,396,195	1,476,949	5.8
Fares	165,625	181,053	246,734	36.3
Federal (Capital)	0	185,473	324,616	75.0
Federal (Operating)	0	0	0	—
Other	247,203	280,128	307,671	9.8
Total	\$2,759,627	\$3,397,284	\$3,832,919	12.8
<b>Expenses</b>				
Capital	\$184,787	\$319,700	\$458,381	43.4
Operating	2,504,222	2,423,261	2,633,783	8.7
Depreciation	249,791	263,483	201,280	(23.6)
Other	48,610	277,359	254,767	(8.1)
Total	\$2,987,410	\$3,283,803	\$3,548,211	8.1
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$70,967	\$28,719	\$448,049	1,460.1
Capital Replacement/Purchase Funds	300,000	277,359	532,126	91.9
Self Insurance Fund	0	0	0	—
Other	0	0	0	—
Total	\$370,967	\$306,078	\$980,175	220.2

# C-TRAN (Clark County)

## **Leslie R. White** **Executive Director**

P.O. Box 2529  
Vancouver, Washington 99668-2529  
(206) 696-4494

## **Background**

C-TRAN was established as the Clark County Public Transportation Benefit Area (Clark County PTBA) under RCW 36.57A in 1981 and assumed the operation of the city of Vancouver Transit System. Voters have approved a 0.3 percent sales tax. The service area is county-wide except for that part of Woodland in Clark County.

The C-TRAN Board of Directors is comprised of three Clark County Commissioners, three Vancouver City Council members, one city council member from Camas or Washougal, and one City Council member from Ridgefield, Battle Ground, Yacolt, or La Center.



## **Services**

A variety of services are provided including fixed-route, express, vanpool, and ridematching. A major emphasis is placed on the express service for commuters.

Demand-response service is provided under contract with a private operator.

## **Service Standards**

Performance of the system is evaluated on an ongoing basis. A group of ten peer systems has been identified for the purpose of comparing operating statistics, such as passengers per hour. The peer systems selected have similar operating environments to Clark County PTBA. The "benchmark" systems are consulted to determine operating trends in addition to performance comparisons, for example, to gather information on privatization efforts of peer systems. All such comparisons are made with reference to differences in system characteristics in order to prevent inaccurate performance evaluations.

## **1990 Achievements**

- Ridership increased by 16 percent.
- Commuter service element had the greatest utilization increase.
- Sunday service was introduced and proved successful.

## **1991 Objectives**

- Increase commuter services.
- Continued development of the high capacity transit program.
- Increased emphasis on integrating land use and transportation planning.

## **Community Participation**

Community involvement is fostered through public hearings, community meetings, and direct mailings. Public hearings are held to discuss proposed service changes, grant applications, and potential construction projects. Community meetings to keep citizens informed are held as necessary.

## **Passenger Service Vehicles**

Fixed-route — 65 total, age ranging from 1972 to 1984

Demand-response — 10 total, all 1986

Vanpool — 7 total, age ranging from 1982 to 1987

## **Vehicle Replacement Standards**

Fixed-route — 12 years

Demand-response — 10 years

Vanpool — 5 years

## **Facilities**

C-TRAN operates a combined administration, operations, and maintenance facility, three transit centers, a customer assistance office, and six park and ride lots.



## C-TRAN (Clark County)

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	116,610	125,364	145,000	15.7
Passenger Vehicle Service Miles	2,064,522	2,148,143	2,675,000	24.5
Unlinked Passenger Trips	2,545,636	2,614,205	3,041,000	16.3
Employees (FTEs)	120.5	126.1	146.4	16.1
Passenger Trips/Vehicle Service Hours	21.8	20.9	21.0	0.6
Passenger Trips/Vehicle Service Miles	1.2	1.2	1.1	(6.6)
Service Hours/Employee	967.7	994.2	990.4	(0.4)

<b>Demand-Response</b>				
Passenger Vehicle Service Hours	18,300	21,810	21,400	(1.9)
Passenger Vehicle Service Miles	309,820	378,638	379,000	0.1
Passenger Trips	62,456	73,016	71,000	(2.8)
Employees (FTEs)	14.1	16.8	18.5	10.1
Passenger Trips/Vehicle Service Hours	3.4	3.3	3.3	—
Passenger Trips/Vehicle Service Miles	0.2	0.2	0.2	—
Service Hours/Employee	1,297.9	1,298.2	1,156.8	(10.9)

### Financial Indicators

<b>Fixed-Route</b>				
Operating Cost	\$5,633,444	\$6,228,513	\$7,797,000	25.2
Operating Cost/Vehicle Service Hours	\$48.31	\$49.68	\$53.77	8.2
Operating Cost/Passenger Trip	\$2.21	\$2.38	\$2.56	7.6
Farebox Revenue*	\$984,962	\$1,132,992	\$1,296,000	14.4
Farebox Recovery Ratio	17.5%	18.2%	16.6%	(8.6)

\*Includes fares paid on Tri-Met service, not represented in system revenue.

<b>Demand-Response</b>				
Operating Cost	\$415,790	\$600,907	\$606,000	0.8
Operating Cost/Vehicle Service Hours	\$22.72	\$27.55	\$28.32	2.8
Operating Cost/Passenger Trip	\$6.66	\$8.23	\$8.54	3.7
Farebox Revenue	\$15,381	\$16,903	\$16,000	(5.3)
Farebox Recovery Ratio	3.7%	2.8%	2.6%	(6.1)

### System-wide

<b>Revenues</b>				
Sales Tax	\$3,286,933	\$5,209,092	\$5,968,000	14.6
MVET	3,287,881	5,034,092	5,928,000	17.8
Fares	942,406	1,097,463	1,268,000	15.5
Federal (Capital)	459,554	1,186,963	1,367,000	15.2
Federal (Operating)	442,231	0	0	—
Other	1,336,398	1,982,576	2,304,000	16.2
Total	\$9,755,403	\$14,510,186	\$16,835,000	16.0

<b>Expenses</b>				
Capital	\$754,106	\$2,191,697	\$4,898,000	123.5
Operating	6,049,234	6,829,420	8,403,000	23.0
Depreciation	1,508,270	1,324,978	1,204,000	(9.1)
Other*	1,090	57,158	225,000	293.6
Total	\$8,313,344	\$10,403,253	\$14,730,000	41.6

\*In 1990 two HCT studies were initiated.

### Fund Balances

Unrestricted Cash and Investment*	\$2,240,438	\$3,053,251	\$3,610,000	18.2
Capital Replacement/Purchase Funds	8,627,927	12,103,102	13,626,000	12.6
Self Insurance Fund	5,850,000	6,425,000	6,994,000	8.9
Other	0	0	0	—
Total	\$16,718,365	\$21,581,353	\$24,230,000	12.3

\*These funds are held to provide funding for operating expenses.

# Community Transit (Snohomish County)

## **Kenneth Graska Executive Director**

8905 Airport Road  
Everett, Washington 98204  
(206) 348-7100

## **Background**

Community Transit (CT) operates under the authority of the Snohomish County Public Transportation Benefit Area (Snohomish County PTBA) as authorized by RCW 36.57A. Established in November 1975, this was the first such authority in Washington State. Voters approved a 0.3 percent sales tax to fund implementation of public transportation service in June 1976. In 1990, a request for a 0.3 percent sales tax increase to fund system expansion was approved for a total sales tax of 0.6 percent.

The Board of Directors is comprised of two Snohomish County Council members, one City Council member each from Edmonds and Lynnwood, three members representing the City Councils of Arlington, Brier, Marysville, Mill Creek, Mukilteo, Mountlake Terrace, and Snohomish, and two members representing the City Councils of Darrington, Gold Bar, Granite Falls, Index, Lake Stevens, Stanwood, Sultan, and Woodway.

## **Services**

Community Transit offers a full range of services including fixed-route (local suburban and rural service), express commuter service, and a commuter vanpool and ridematching service. Demand-response service is provided under contract by a private nonprofit operator.

Community Transit serves the majority of Snohomish County excluding the city of Everett.

## **Service Standards**

Community Transit uses the following measures to evaluate the effectiveness and efficiency of services:

- Revenue passengers per revenue hour.
- Revenue passengers per revenue mile.
- Revenue passengers per trip.
- Farebox recovery ratio.
- Subsidy per revenue passenger.

Currently, CT is studying possible revisions to these measures. It is anticipated that revised measures would be in place by August 1991. These will include the establishment of service standards for each performance measure.

## **1990 Achievements**

- Completed a special needs assessment and demand-response service delivery study.
- Established a transportation management services division within CT.
- Expansion of the marketing program.
- Continued to meet the demands of increased ridership.

## **1991 Objectives**

- Service expansion to the elderly and disabled market.
- System market research project will be undertaken.
- Expand ridesharing services.
- Expand service to employment centers.

## **Community Participation**

Formal community participation in the development of policies and objectives includes the Citizens Advisory Committee which provides input on transit service from local community members and the Business Advisory Council which was proposed as a mechanism for coordinating public transportation strategies with private sector activities.

## **Passenger Service Vehicles**

Fixed-route — 84 total (owned), age ranging from 1959 to 1987; 79 total (leased), age ranging from 1986 to 1989

Vanpool — 14 total, age ranging from 1986 to 1989

## **Vehicle Replacement Standards**

Fixed-route — 12 years

Rehabilitated — 5 years

Body on chassis — 8 years

Vanpool — 5 years/75,000 miles

## **Facilities**

The Community Transit central operating base, including the administration, operations, and maintenance buildings is built on a 20-acre site. Transit centers are located in five locations and serve the cities of Everett and Lynnwood, Aurora Village, and both the Mukilteo and Edmonds Ferry terminals.

## Community Transit (Snohomish County)

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	163,955	167,865	187,215	11.5
Passenger Vehicle Service Miles	3,627,072	3,614,072	4,066,105	12.5
Unlinked Passenger Trips	3,679,514	3,963,742	4,004,748	1.0
Employees (FTEs)	268.4	285.6	300.3	5.0
Passenger Trips/Vehicle Service Hours	22.4	23.6	21.4	(9.4)
Passenger Trips/Vehicle Service Miles	1.0	1.1	1.0	(10.2)
Service Hours/Employee	610.9	587.7	623.4	5.1
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	17,659	17,787	22,895	28.7
Passenger Vehicle Service Miles	295,094	296,598	368,186	24.1
Passenger Trips	53,184	58,972	72,628	23.2
Employees (FTEs)	21	20	21	5.0
Passenger Trips/Vehicle Service Hours	3.0	3.3	3.2	(4.3)
Passenger Trips/Vehicle Service Miles	0.2	0.2	0.2	—
Service Hours/Employee	840.9	889.4	1,090.2	22.6
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$13,021,236	\$14,900,596	\$17,522,172	17.6
Operating Cost/Vehicle Service Hours	\$79.42	\$88.77	\$93.59	5.4
Operating Cost/Passenger Trip	\$3.54	\$3.76	\$4.38	16.4
Farebox Revenue	\$2,863,598	\$3,266,371	\$3,534,858	8.2
Farebox Recovery Ratio	22.0%	21.9%	20.2%	(8.0)
<b>Demand-Response</b>				
Operating Cost	\$537,297	\$580,823	\$677,919	16.7
Operating Cost/Vehicle Service Hours	\$30.43	\$32.65	\$29.61	(9.3)
Operating Cost/Passenger Trip	\$10.10	\$9.85	\$9.33	(5.2)
Farebox Revenue*	\$0	\$0	\$0	—
Farebox Recovery Ratio	0%	0%	0%	—
*Fares collected on fixed-route only. Demand-response is free.				
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$6,625,141	\$8,087,674	\$15,068,182	86.3
MVET	6,625,141	8,087,674	9,742,931	20.5
Fares	2,863,598	3,266,371	3,534,858	8.2
Federal (Capital)	1,315,810	1,834,000	2,018,763	10.1
Federal (Operating)	558,254	375,468	340,000	(9.4)
Other	1,155,927	1,655,621	2,032,020	22.7
Total	\$19,143,871	\$23,306,808	\$32,736,754	40.5
<b>Expenses</b>				
Capital	\$1,789,063	\$3,018,790	\$6,184,099	104.9
Operating	13,558,533	15,481,419	18,200,091	17.6
Depreciation	1,603,849	1,819,439	1,853,712	1.9
Other	110,744	737,915	750,939	1.8
Total	\$17,062,189	\$21,057,563	\$26,988,841	28.2
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$0	\$0	\$0	—
Capital Replacement/Purchase Funds	6,990,666	9,231,889	14,067,113	52.4
Self Insurance Fund	0	0	1,000,000	—
Other	2,595,728	3,862,899	5,346,412	38.4
Total	\$9,586,394	\$13,094,788	\$20,413,525	55.9

# **Cowlitz Transportation Authority (Longview/Kelso)**

## **Steve Harris Transit Superintendent**

*City of Longview  
P.O. Box 128  
Longview, Washington 98632  
(206) 577-3399*

## **Background**

Prior to 1975, public transportation in the Longview-Kelso area was provided by private operators. In 1975, the city of Longview took over the operation of the Community Urban Bus System (CUBS). In 1987, the cities of Longview and Kelso in conjunction with Cowlitz County organized the Cowlitz Transportation Authority Public Transportation Benefit Area (PTBA), authorized under RCW 36.57A, and funded by a voter approved 0.1 percent sales tax.

CUBS administration, operations, and maintenance staff are provided by the city of Longview under contract to the PTBA Board of Directors.

That board is made up of one Cowlitz County Commissioner, two Longview City Council members, and two Kelso City Council members.

## **Services**

The CUBS service area is the city limits of Longview and Kelso. Five routes, three in Longview and two in Kelso, provide service to the citizens of these two communities. The routes run Monday through Saturday. No bus service is provided on Sunday.

CUBS provides only fixed-route service. The Cowlitz Transportation Authority contracts with a private nonprofit company for demand-response service.

## **Service Standards**

No formalized standards have been established by the Board of Directors.

## **1990 Achievements**

- Five new wheelchair-lift equipped vehicles delivered.
- Added a new route in Kelso on a permanent basis.
- Planning begun for the relocation of a major transit center.

## **1991 Objectives**

- Improve services to the disabled community.
- Initiate an aggressive advertising campaign.
- System-wide route evaluation.
- Update CUBS policy manual.

## **Community Participation**

Community participation is achieved primarily through attendance at monthly meetings of the PTBA. Public hearings are held as the comprehensive plan and the transportation improvement program are developed. A task force representing the disabled community provides continual input.

## **Passenger Service Vehicles**

Fixed-route — 7 total, age ranging from 1977 to 1990

## **Vehicle Replacement Standards**

Fixed-route — 10 years/500,000 miles

## **Facilities**

CUBS' administration, operations, and maintenance functions, including two maintenance bays and eight bus storage bays, are located at the Longview City Shop.

## Cowlitz Transportation Authority (Longview/Kelso)

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	14,201	14,116	15,922	12.8
Passenger Vehicle Service Miles	191,462	192,780	218,967	13.6
Unlinked Passenger Trips	277,778	283,234	304,132	7.4
Employees (FTEs)	13	13.6	13	(4.4)
Passenger Trips/Vehicle Service Hours	19.6	20.1	19.1	(4.8)
Passenger Trips/Vehicle Service Miles	1.5	1.5	1.4	(5.5)
Service Hours/Employee	1,092.4	1,037.9	1,224.8	18.0
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	4,345	6,564	12,311	87.6
Passenger Vehicle Service Miles	16,974	12,823	6,420	(49.9)
Passenger Trips	5,279	4,132	4,275	3.5
Employees (FTEs)*	3	3	4	33.3
Passenger Trips/Vehicle Service Hours	1.2	0.6	0.3	(44.8)
Passenger Trips/Vehicle Service Miles	0.3	0.3	0.7	106.6
Service Hours/Employee	1,448.3	2,188.0	3,077.8	40.7
*Does not include volunteers.				
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$642,671	\$616,853	\$860,928	39.6
Operating Cost/Vehicle Service Hours	\$45.26	\$43.70	\$54.07	23.7
Operating Cost/Passenger Trip	\$2.31	\$2.18	\$2.83	30.0
Farebox Revenue	\$63,273	\$59,432	\$48,243	(18.8)
Farebox Recovery Ratio	9.8%	9.6%	5.6%	(41.8)
<b>Demand-Response</b>				
Operating Cost	\$42,000	\$47,145	\$51,000	8.2
Operating Cost/Vehicle Service Hours	\$9.67	\$7.18	\$4.14	(42.3)
Operating Cost/Passenger Trip	\$7.96	\$11.41	\$11.93	4.6
Farebox Revenue	\$792	\$799	\$646	(19.1)
Farebox Recovery Ratio	1.9%	1.7%	1.3%	(25.3)
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$384,807	\$540,904	\$573,778	6.1
MVET	352,000	395,307	578,404	46.3
Fares	64,065	60,231	48,889	(18.8)
Federal (Capital)	0	0	560,000	—
Federal (Operating)	0	0	0	—
Other	7,919	35,919	73,724	105.3
Total	\$808,791	\$1,032,361	\$1,834,795	77.7
<b>Expenses</b>				
Capital	\$40,024	\$5,440	\$18,871	246.9
Operating	684,671	663,998	911,928	37.3
Depreciation	49,649	46,120	31,108	(32.5)
Other	0	0	560,000	—
Total	\$774,344	\$715,558	\$1,521,907	112.7
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$1,128,749	\$1,799,832	\$1,011,679	(43.8)
Capital Replacement/Purchase Funds	0	0	0	—
Self Insurance Fund	0	0	0	—
Other	0	0	0	—
Total	\$1,128,749	\$1,799,832	\$1,011,679	(43.8)

# Everett Transit

## **Bill Link Transit Manager**

3200 Cedar Street  
Everett, Washington 98201  
(206) 259-8803

## **Background**

Everett Transit is a city owned and operated system providing service under the authority of RCW 35.92. In 1979 the voters of the city approved a 0.3 percent sales tax.

Administrative policy is set by the Mayor and the City Council. The Public Works Division manages the budget.

## **Services**

A comprehensive mix of services are provided throughout the day to include fixed-route and demand-response service. Everett Transit's highest ridership is during the midday.

## **Service Standards**

The operating indicators monitored on a regular basis are passengers per hour and mile, accidents, road calls, fuel consumption (miles per gallon), and cost per mile, hour, and trip.

## **1990 Achievements**

- Reduced Single-Occupancy Vehicle (SOV) use through new city employee rideshare program. The city is now assisting the business community in initiating the program for their employees.

## **1991 Objectives**

- Detailed evaluation of origin/destination information for residents and workers.
- Increased service to high-density employment centers during commute times.
- Reallocation of fleet to better serve more productive routes.
- Analysis of alternate types of service to better serve low-ridership areas.
- Increased marketing to all areas of the community.
- Update the long-range plan to reflect results of service analysis.
- Clarification of past performance and future service goals.
- Review potential service changes in response to ADA.
- Greater assistance to community to reduce SOV use.
- Closer coordination with Community Transit in service and facility planning.

## **Community Participation**

To obtain community input, public hearings are held during the annual grant application process.

Everett Transit works within established neighborhood groups to evaluate existing service. The public may address any concerns at city council meetings or through the city's Office of Neighborhoods.

## **Passenger Service Vehicles**

Fixed-route — 33 total, age ranging from 1973 to 1987

Demand-response — 6 total, age ranging from 1980 to 1990

## **Vehicle Replacement Standards**

Fixed-route — 12 years

Demand-response — 5 years

## **Facilities**

All Everett Transit administration, operations, and maintenance facilities are shared with the Everett City Public Works Department.

## Everett Transit

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	86,574	81,705	81,624	(0.1)
Passenger Vehicle Service Miles	1,071,845	1,054,928	1,054,703	—
Unlinked Passenger Trips	1,307,196	1,254,780	1,480,351	18.0
Employees (FTEs)	59	64	64	—
Passenger Trips/Vehicle Service Hours	15.1	15.4	18.1	18.1
Passenger Trips/Vehicle Service Miles	1.2	1.2	1.4	18.0
Service Hours/Employee	1,467.4	1,276.6	1,275.4	(0.1)
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	8,320	8,320	8,320	—
Passenger Vehicle Service Miles	99,393	93,389	97,514	4.4
Passenger Trips	37,475	36,141	34,622	(4.2)
Employees (FTEs)	6	9	9	—
Passenger Trips/Vehicle Service Hours	4.5	4.3	4.2	(4.2)
Passenger Trips/Vehicle Service Miles	0.4	0.4	0.4	—
Service Hours/Employee	1,386.7	924.4	924.4	—
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$3,814,909	\$3,730,065	\$3,771,127	1.1
Operating Cost/Vehicle Service Hours	\$44.07	\$45.65	\$46.20	1.2
Operating Cost/Passenger Trip	\$2.92	\$2.97	\$2.55	(14.3)
Farebox Revenue	\$274,038	\$281,235	\$303,654	8.0
Farebox Recovery Ratio	7.2%	7.5%	8.1%	6.8
<b>Demand-Response</b>				
Operating Cost	\$211,761	\$245,861	\$292,435	18.9
Operating Cost/Vehicle Service Hours	\$25.45	\$29.55	\$35.15	18.9
Operating Cost/Passenger Trip	\$5.65	\$6.80	\$8.45	24.2
Farebox Revenue	\$6,971	\$5,368	\$5,186	(3.4)
Farebox Recovery Ratio	3.3%	2.2%	1.8%	(18.8)
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$3,323,048	\$4,347,532	\$4,586,023	5.5
MVET	0	0	0	—
Fares	281,009	286,603	308,840	7.8
Federal (Capital)	642,840	1,106,335	672,000	(39.3)
Federal (Operating)	0	273,688	323,000	18.0
Other	6,508	3,195	5,751	80.0
Total	\$4,253,405	\$6,017,353	\$5,895,614	(2.0)
<b>Expenses</b>				
Capital	\$223,198	\$55,740	\$221,898	298.1
Operating	4,026,670	3,975,926	4,063,562	2.2
Depreciation	148,905	151,162	426,939	182.4
Other	0	0	0	—
Total	\$4,398,773	\$4,182,828	\$4,712,399	12.7
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$5,355,043	\$6,398,388	\$7,563,045	18.2
Capital Replacement/Purchase Funds	0	0	0	—
Self Insurance Fund	0	0	0	—
Other	0	0	0	—
Total	\$5,355,043	\$6,398,388	\$7,563,045	18.2

# Grays Harbor Transportation Authority

## **Dave Rostedt Manager**

3000 Bay Avenue  
Hoquiam, Washington 98550  
(206) 532-2770

## **Background**

In 1974 Grays Harbor Transportation Authority was established by the County Commissioners as a County Transportation Authority (CTA) under RCW 36.57. In November of that year, the voters of the county approved a sales tax of up to 0.3 percent. Currently this system is the only operational CTA in the state.

The Board of Directors includes three Grays Harbor County Commissioners, the Mayors of Aberdeen and Hoquiam, and one Mayor chosen to represent the communities of Westport, Montesano, Cosmopolis, Elma, Ocean Shores, McCleary, and Oakville.

## **Services**

Fixed-route and demand-response services are available county-wide. Intercity service is provided to Olympia and Centralia.

## **Service Standards**

Review of route usage is a constant, ongoing process.

## **1990 Achievements**

- Purchased lift-equipped buses.
- Increased route productivity.
- Increased demand-response service.
- Began a 6-year comprehensive plan.

## **1991 Objectives**

- Evaluate impact of more demand-response service for the disabled community.
- Complete the 6-year comprehensive plan.
- Complete construction of timed-transfer station in Hoquiam.

## **Community Participation**

Community participation is generated at Board meetings and during public hearings on the budget and federal grant applications. Community participation is a significant part of the formulation of the 6-year comprehensive plan.

## **Passenger Service Vehicles**

Fixed-route — 33 total, age ranging from 1978 to 1986

Demand-response — 12 total, age ranging from 1977 to 1989

## **Vehicle Replacement Standards**

Fixed-route — 10 years

Demand-response — 5 years

## **Facilities**

A two acre site includes the administration office, operations, maintenance shop, and covered bus parking. Timed-transfer sites are located in Aberdeen and Hoquiam.



## Grays Harbor Transportation Authority

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	81,450	83,483	85,589	2.5
Passenger Vehicle Service Miles	1,395,955	1,493,288	1,532,564	2.6
Unlinked Passenger Trips	1,053,507	1,142,156	1,256,534	10.0
Employees (FTEs)	68	68	73	7.4
Passenger Trips/Vehicle Service Hours	12.9	13.7	14.7	7.3
Passenger Trips/Vehicle Service Miles	0.8	0.8	0.8	—
Service Hours/Employee	1,197.8	1,227.7	1,172.5	(4.5)
<b>Demand-Response*</b>				
*Data included in Fixed-Route.				
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$2,678,403	\$2,849,863	\$3,192,393	12.0
Operating Cost/Vehicle Service Hours	\$32.88	\$34.14	\$37.30	9.3
Operating Cost/Passenger Trip	\$2.54	\$2.50	\$2.54	1.8
Farebox Revenue	\$220,382	\$247,151	\$243,903	(1.3)
Farebox Recovery Ratio	8.2%	8.7%	7.6%	(11.9)
<b>Demand-Response*</b>				
*Data included in Fixed-Route.				
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$1,433,869	\$1,484,966	\$1,511,687	1.8
MVET	1,370,897	1,520,897	1,484,967	(2.4)
Fares	220,382	247,151	243,903	1.3
Federal (Capital)	0	0	0	—
Federal (Operating)	0	0	0	—
Other	<u>436,961</u>	<u>493,306</u>	<u>558,182</u>	13.2
Total	\$3,462,109	\$3,746,320	\$3,798,739	1.4
<b>Expenses</b>				
Capital	\$170,776	\$233,436	\$481,454	106.3
Operating	2,678,403	2,849,863	3,192,393	12.0
Depreciation	360,757	342,129	330,477	(3.4)
Other	<u>128,672</u>	<u>171,080</u>	<u>174,840</u>	2.2
Total	\$3,338,608	\$3,596,508	\$4,179,164	16.2
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$1,291,713	\$1,551,713	\$2,103,822	35.6
Capital Replacement/Purchase Funds	3,979,500	3,479,500	3,952,436	13.6
Self Insurance Fund	75,000	77,991	86,885	11.4
Other	<u>0</u>	<u>0</u>	<u>0</u>	—
Total	\$5,346,213	\$5,109,204	\$6,143,143	20.2

# ***Intercity Transit (Thurston County)***

## **Hugh Mose General Manager**

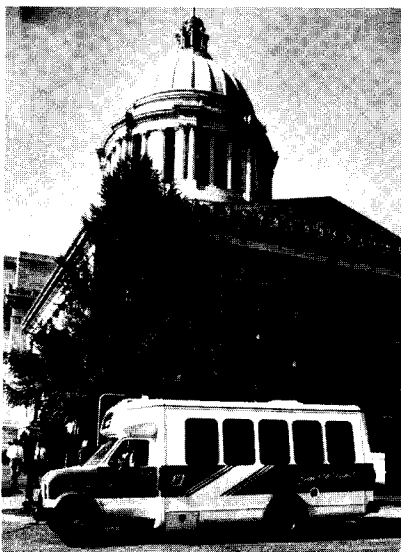
P.O. Box 659  
Olympia, Washington 98507  
(206) 786-8585

## **Background**

Since 1969, a joint powers authority, under RCW 39.34, had operated public transit in the three cities of Lacey, Olympia, and Tumwater. In 1980, local elected officials established a Public Transportation Benefit Area (PTBA), under RCW 36.57A, to oversee public transportation and expand service to the entire urban area of Thurston County. Voters approved a 0.3 percent sales tax later that year, and Intercity Transit (IT) assumed operation of local services on January 1, 1981.

The authority is made up of the following members; one Thurston County Commissioner, one Council member each from Olympia, Lacey, and Tumwater, and three citizen representatives appointed by the Authority.

The use of citizen representatives is unique in Washington State. This practice is a carryover from the original interagency agreement for public transportation, and was incorporated into state statute under 36.57A.050.



## **Services**

Intercity Transit's service includes fixed-route, capitol shuttle, demand-response, vanpool, ridematching service, and an intercounty service between Thurston and Pierce Counties.

## **Service Standards**

Twice a year, revisions to services are made based on customer and employee comments, service quality and efficiency indicators, and route-level productivity objectives. Based on performance review, routes are modified, added, or deleted.

## **1990 Achievements**

- Improved service quality.
- Broadened the range of services offered.
- Improved employee morale.
- Increased community awareness.
- Advocated pro-transit policy.

## **1991 Objectives**

- To provide a comprehensive system of rider transportation.
- To be responsive to local needs.
- To operate effective public transportation services which best use local funding resources.
- To increase ridership and improve community awareness of transit.
- To plan effectively for the future.

## **Community Participation**

The public was involved during the adoption process of both the 1991 Budget and the 1987-1991 Transit Development Plan (TDP). As part of the regular process to revise, add, or delete services, IT reviews public comments and holds a minimum of one public hearing.

An eight-member Accessible Service Advisory Committee helps resolve policy issues related to serving disabled residents and provides assistance in such areas as vehicle specifications, budget development, and the TDP's goals and policies relating to accessibility.

## **Passenger Service Vehicles**

Fixed-route — 47 total, age ranging from 1978 to 1990

Demand-response — 20 total, age ranging from 1986 to 1990

Vanpool — 13 total, age ranging from 1984 to 1990

## **Vehicle Replacement Standards**

Fixed-route — 12 years

Demand-response — 5 years

Vanpool — 5 years

## **Facilities**

The Intercity Transit administration, operations, and maintenance functions are housed in a 65,000-square foot facility. Also located on the 7-acre site is vehicle parking. Four transfer centers are located within the service area.

## Intercity Transit (Thurston County)

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	88,278	102,526	126,925	23.8
Passenger Vehicle Service Miles	1,425,497	1,583,783	1,705,070	7.7
Unlinked Passenger Trips	1,944,116	2,184,345	2,526,107	15.6
Employees (FTEs)	104	134	162	20.9
Passenger Trips/Vehicle Service Hours	22.0	21.3	19.9	(6.6)
Passenger Trips/Vehicle Service Miles	1.4	1.4	1.5	7.4
Service Hours/Employee	848.8	765.1	783.5	2.4
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	9,112	13,242	15,318	15.7
Passenger Vehicle Service Miles	76,745	171,441	192,789	12.5
Passenger Trips	26,198	46,902	53,094	13.2
Employees (FTEs)	15	17	18	5.9
Passenger Trips/Vehicle Service Hours	2.9	3.5	3.5	—
Passenger Trips/Vehicle Service Miles	0.3	0.3	0.3	—
Service Hours/Employee	607.5	778.9	851.0	9.3
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$5,132,967	\$5,844,788	\$6,472,200	10.7
Operating Cost/Vehicle Service Hours	\$58.15	\$57.01	\$50.99	(10.6)
Operating Cost/Passenger Trip	\$2.64	\$2.68	\$2.56	(4.2)
Farebox Revenue	\$338,727	\$401,435	\$465,000	15.8
Farebox Recovery Ratio	6.6%	6.9%	7.2%	4.6
<b>Demand-Response</b>				
Operating Cost	\$193,111	\$294,825	\$309,019	4.8
Operating Cost/Vehicle Service Hours	\$21.19	\$22.26	\$20.17	(9.4)
Operating Cost/Passenger Trip	\$7.37	\$6.29	\$5.82	(7.4)
Farebox Revenue*	\$6,222	\$0	\$0	—
Farebox Recovery Ratio	3.2%	0%	0%	—
*Fares collected for demand-response are included in fixed-route due to vehicle utilization practices.				
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$3,020,142	\$3,467,074	\$3,900,458	12.5
MVET	2,558,448	2,766,031	3,292,585	19.0
Fares	344,949	401,435	465,000	15.8
Federal (Capital)	36,402	0	954,211	—
Federal (Operating)	0	0	0	—
Other	495,882	877,757	726,829	(17.2)
Total	\$6,455,823	\$7,512,297	\$9,339,083	24.3
<b>Expense</b>				
Capital	\$278,380	\$575,511	\$2,033,884	253.4
Operating	5,326,078	6,139,613	6,781,219	10.5
Depreciation	1,079,725	1,153,551	1,340,877	16.2
Other	394,587	457,185	504,277	10.3
Total	\$7,078,770	\$8,325,860	\$10,660,257	28.0
<b>Fund Balance</b>				
Unrestricted Cash and Investment	\$1,874,541	\$1,729,529	\$2,824,786	63.3
Capital Replacement/Purchase Funds	1,886,493	2,343,678	2,847,955	21.5
Self Insurance Fund	0	0	0	—
Other	2,597,055	3,087,711	2,288,609	(25.9)
Total	\$6,358,089	\$7,160,918	\$7,961,350	11.2

# Island Transit (Island County)

## **Dan Snow** **Executive Director**

480 West State Highway 20  
Coupeville, Washington 98239  
(206) 678-7771

## **Background**

Island Transit was established as a Public Transportation Benefit Area under RCW 36.57A and the voters of Oak Harbor and south Whidbey Island approved a 0.3 percent sales tax in 1983. Transit service to the island residents began in 1987.

The Board of Directors is comprised of three Island County Commissioners, two Oak Harbor City Council members, and one city council member each from Coupeville and Langley.

## **Services**

Island Transit offers fixed-route, vanpool, and ridematching services and also contracts with Island County Senior Services to serve the elderly. Fixed-route service is provided to both the Keystone and Clinton ferry terminals.

## **Service Standards**

A 10-year comprehensive plan is in the final stage of development and will include a policy element with mission statement and objectives, service standards, performance standards, vehicle replacement schedule, and objectives for system improvement.

## **1990 Achievements**

- Increased commuter service to ferry terminals.
- Increased ridership on fixed-route.
- Improved passenger comfort at bus stops.
- Advocated vanpooling.

## **1991 Objectives**

- Expand opportunities for commuter service.
- Complete comprehensive plan.
- Integrate elderly and disabled service.

## **Community Participation**

A board-appointed twelve-member Citizens Advisory Committee meets regularly to review policies, accept input from the public, and advise the Board of Directors on pertinent matters.

## **Passenger Service Vehicles**

Fixed-route — 8 total, age ranging from 1962 to 1987

Vanpool — 5 total, age ranging from 1987 to 1990

## **Vehicle Replacement Standards**

Island Transit has no adopted fleet replacement standards but depreciates fixed-route vehicles over 650,000 miles and then replaces them as needed. Vanpool vehicles are replaced after 5 years of service.

## **Facilities**

The administration, operations, and maintenance functions are housed in a 6,000 square foot building located on a 2.5-acre site. Fueling is done off-site at a local supplier.

## Island Transit (Island County)

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	16,414	16,414	17,064	4.0
Passenger Vehicle Service Miles	467,048	460,570	482,000	4.7
Unlinked Passenger Trips	247,422	311,245	353,094	13.4
Employees (FTEs)	18	26	24	(7.7)
Passenger Trips/Vehicle Service Hours	15.1	19.0	20.7	9.1
Passenger Trips/Vehicle Service Miles	0.5	0.7	0.7	—
Service Hours/Employee	911.9	631.3	711.0	12.6
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	5,200	5,200	5,720	10.0
Passenger Vehicle Service Miles	53,644	57,337	60,547	5.6
Passenger Trips	18,571	20,472	17,327	(15.4)
Employees (FTEs)	4	4	3.5	(12.5)
Passenger Trips/Vehicle Service Hours	3.6	3.9	3.0	(23.1)
Passenger Trips/Vehicle Service Miles	0.3	0.4	0.3	(19.8)
Service Hours/Employee	1,300.0	1,300.0	1,634.3	25.7
<b>Financial Indicators</b>				
<b>Fixed-Route*</b>				
Operating Cost	\$816,808	\$879,684	\$923,462	5.0
Operating Cost/Vehicle Service Hours	\$49.76	\$53.59	\$54.12	1.0
Operating Cost/Passenger Trip	\$3.30	\$2.83	\$2.62	(7.5)
*It is an Island County Board policy that fares will not be charged on the fixed-route system.				
<b>Demand-Response</b>				
Operating Cost	\$82,924	\$93,382	\$110,000	17.8
Operating Cost/Vehicle Service Hours	\$15.95	\$17.96	\$19.23	7.1
Operating Cost/Passenger Trip	\$4.47	\$4.56	\$6.35	39.2
Farebox Revenue*	\$4,500	\$5,037	\$6,204	23.2
Farebox Recovery Ratio	5.4%	5.4%	5.6%	3.7
* Donations collected by contractor and credited to service.				
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$595,800	\$628,000	\$786,068	25.2
MVET	595,800	632,000	693,795	9.8
Fares	4,500	5,037	6,204	23.2
Federal (Capital)	0	0	0	—
Federal (Operating)	0	0	0	—
Other	17,771	18,874	98,023	419.4
Total	\$1,213,871	\$1,283,911	\$1,584,090	23.4
<b>Expenses</b>				
Capital	\$221,405	\$221,405	\$48,000	(78.3)
Operating	899,732	973,066	1,033,462	6.2
Depreciation	0	0	0	—
Other	118,330	109,000	109,303	0.3
Total	\$1,239,467	\$1,303,471	\$1,190,765	(8.6)
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$290,571	\$715,100	\$1,217,158	70.2
Capital Replacement/Purchase Funds	138,800	218,800	258,000	17.9
Self Insurance Fund	0	0	0	—
Other	0	0	0	—
Total	\$429,371	\$933,900	\$1,475,158	58.0

# Jefferson Transit Authority

## **Jeff Hamm Manager**

1615 West Sims Way  
Port Townsend, Washington 98368  
(206) 385-4779

## **Background**

Jefferson Transit Authority was established as a Public Transportation Benefit Area under RCW 36.57A and in November 1980 the voters approved a 0.3 percent sales tax. Jefferson Transit provides county-wide service except within the Olympic National Park.

The board of Directors is comprised of three Jefferson County Commissioners and two Port Townsend City Council members.

## **Services**

Jefferson Transit provides a variety of services which include fixed-route, route deviation, vanpool, ridematching service, regional and intercity bus interline connections, local freight, and connections with the Washington State ferries.

Demand-response service is provided under contract with a private nonprofit operator.

## **Service Standards**

All routes and transportation services are monitored and reviewed monthly. Action to replace vehicles is determined on a case by case basis with Board approval.

Jefferson Transit closely monitors all services and changes within the community, such as new housing development. Only services providing a specific transportation need are continued.

## **1990 Achievements**

- Expanded service to establish time transfers with Kitsap Transit.
- Expanded demand-response service hours.
- Developed a route evaluation plan.

## **1991 Objectives**

- Update the comprehensive transit plan.
- Update accounting program.
- Revise accident investigation procedures.

## **Community Participation**

The Citizens Advisory Committee (CAC) meets with the Board of Directors to establish yearly objectives. These groups meet quarterly to discuss the progress of objectives and new issues.

Other means to encourage community participation is by publicizing the regularly scheduled Transit Board and CAC meetings, posting onboard bus information regarding proposed actions, and by using questionnaires and surveys whenever major service changes are considered.

## **Passenger Service Vehicles**

Fixed-route — 14 total, age ranging from 1976 to 1990

Vanpool — 6 total, age ranging from 1979 to 1988

## **Vehicle Replacement Standards**

Fixed-route — 15 years

Vanpool — 5 years

## **Facilities**

Jefferson Transit is located in a 6,000-square foot building which houses administration, operations, maintenance, and the Greyhound Bus Depot.

## Jefferson Transit Authority

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	11,145	12,137	13,119	8.1
Passenger Vehicle Service Miles	309,395	329,962	349,743	6.0
Unlinked Passenger Trips	142,503	166,734	196,056	17.6
Employees (FTEs)	16	15	18	20.0
Passenger Trips/Vehicle Service Hours	12.8	13.7	14.9	8.8
Passenger Trips/Vehicle Service Miles	0.5	0.5	0.6	10.9
Service Hours/Employee	696.6	809.1	728.8	(9.9)
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	3,375	3,206	4,061	26.7
Passenger Vehicle Service Miles	31,068	30,892	47,901	55.1
Passenger Trips	10,003	10,119	11,246	11.1
Employees (FTEs)	2	2	*5	150.0
Passenger Trips/Vehicle Service Hours	3.0	3.2	2.8	(12.3)
Passenger Trips/Vehicle Service Miles	0.3	0.3	0.2	(28.3)
Service Hours/Employee	1,687.5	1,603.0	812.2	(49.3)
*1.5 FTEs Jefferson Transit staff and 3.5 contractor staff.				
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$581,426	\$605,079	\$770,089	27.3
Operating Cost/Vehicle Service Hours	\$52.17	\$49.85	\$58.70	28.1
Operating Cost/Passenger Trip	\$4.08	\$3.63	\$3.93	17.8
Farebox Revenue	\$52,960	\$60,473	\$60,322	(0.2)
Farebox Recovery Ratio	9.1%	10.0%	7.8%	(21.6)
<b>Demand-Response</b>				
Operating Cost	\$68,432	\$78,151	\$82,937	(6.1)
Operating Cost/Vehicle Service Hours	\$20.28	\$24.38	\$20.42	(16.2)
Operating Cost/Passenger Trip	\$6.84	\$7.72	\$7.37	(4.5)
Farebox Revenue	\$0	\$0	\$0	—
Farebox Recovery Ratio	0%	0%	0%	—
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$353,535	\$411,099	\$542,192	31.9
MVET	343,439	393,535	473,209	20.2
Fares	52,960	60,473	60,322	(0.2)
Federal (Capital)	191,454	23,674	114,825	385.0
Federal (Operating)	755	2,767	0	(100.0)
Other	79,418	126,463	109,134	(13.7)
Total	\$1,021,561	\$1,018,011	\$1,299,682	27.7
<b>Expenses</b>				
Capital	\$280,998	\$63,733	\$242,120	279.9
Operating	656,252	683,230	853,026	24.9
Depreciation	67,163	72,273	89,981	24.5
Other	38,885	68,730	58,815	(7.7)
Total	\$1,043,298	\$882,966	\$1,243,942	40.9
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$35,180	\$255,490	\$240,262	6.0
Capital Replacement/Purchase	386,733	434,504	524,485	20.7
Self-insurance Fund	77,278	97,122	118,403	21.9
Operating Reserve	56,524	61,382	75,189	22.5
Total	\$555,715	\$848,498	\$958,339	12.9

# Kitsap Transit

## **Dick Hayes Executive Director**

234 South Wycoff  
Bremerton, Washington 98312  
(206) 478-6230

## **Background**

Kitsap Transit is a Public Transportation Benefit Area initially established in 1982, under RCW 36.57A, to provide public transportation services in the greater Bremerton and Port Orchard areas. Kitsap Transit has since expanded through three annexations, and now covers most of central and north Kitsap County as well. Since 1982 Kitsap Transit has been imposing a 0.3 percent sales tax with voter approval.

The Kitsap Transit Board of Directors is made up of the following: three Kitsap County Commissioners, two Bremerton City Council members, and the Mayors of Bremerton, Port Orchard, Poulsbo, and Winslow.

## **Services**

Kitsap Transit offers a variety of services including full day fixed-route, worker/driver, vanpool, and ridematching.

Demand-response services are provided under contract with a private nonprofit operator.

## **Service Standards**

Routed service generally must perform at 10 passengers per hour throughout the day and 20 passengers per hour at rush hour, with the exception of the first six months of any new service.

Paratransit passenger service should operate at 3.5 passengers per hour systemwide.

Vanpools should operate at a minimum of 6 passengers per trip, while worker/driver buses can be operated with a minimum of 20 passengers per trip.

## **1990 Achievements**

- Increased ridership — 90 percent of goal achieved.
- Containment of cost per passenger — 100 percent (\$1.68/passenger) achieved.
- Decreased service interruptions — 100+ percent achieved.

## **1991 Objectives**

- Increase ridership by 15 percent.
- Establish 20 pass sales outlets.
- Revise long-range plan to include Americans with Disabilities Act requirements.
- Establish paratransit evaluation process.

## **Community Participation**

Kitsap Transit has an active Citizens Advisory Committee and utilizes workshops and public meetings throughout the county.

## **Passenger Service Vehicles**

Fixed-route — 80 total, age ranging from 1961 to 1987

Demand-response — 34 total, age ranging from 1976 to 1990

Vanpool — 29 total, age ranging from 1980 to 1990

## **Vehicle Replacement Standards**

Kitsap Transit has no adopted fleet replacement standards. The agency makes an annual assessment of each vehicle's condition and continually monitors reliability, availability and cost per mile records.

## **Facilities**

The west-central Bremerton base is the main administration, operations, and maintenance facility and is nearing completion of extensive rehabilitation.

Three transit centers are located in Bremerton and one each in Port Orchard, Poulsbo, Winslow, and Silverdale.



## Kitsap Transit

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	73,907	77,348	76,501	(1.1)
Passenger Vehicle Service Miles	1,263,313	1,298,752	1,117,782	(13.9)
Unlinked Passenger Trips	2,084,922	2,068,789	2,376,390	14.9
Employees (FTEs)	76	86	96	11.6
Passenger Trips/Vehicle Service Hours	28.2	26.7	31.1	11.6
Passenger Trips/Vehicle Service Miles	1.7	1.6	2.1	16.1
Service Hours/Employee	972.5	899.4	796.9	(11.4)
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	69,522	47,940	46,310	(3.4)
Passenger Vehicle Service Miles	1,106,660	846,027	778,542	(8.0)
Passenger Trips	348,486	329,190	323,103	(1.8)
Employees (FTEs)	35	49	65	32.7
Passenger Trips/Vehicle Service Hours	5.0	6.9	7.0	1.6
Passenger Trips/Vehicle Service Miles	0.3	0.4	0.4	—
Service Hours/Employee	1,986.3	978.4	712.5	(27.2)
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$3,771,289	\$3,643,996	\$3,994,038	9.6
Operating Cost/Vehicle Service Hours	\$51.03	\$47.11	\$52.21	10.8
Operating Cost/Passenger Trip	\$1.81	\$1.76	\$1.68	(4.6)
Farebox Revenue	\$761,045	\$722,947	\$768,913	6.4
Farebox Recovery Ratio	20.2%	19.8%	19.3%	(3.0)
<b>Demand-Response</b>				
Operating Cost	\$1,920,454	\$2,444,775	\$2,784,013	13.9
Operating Cost/Vehicle Service Hours	\$27.62	\$51.00	\$60.12	17.9
Operating Cost/Passenger Trip	\$5.51	\$7.43	\$8.62	16.0
Farebox Revenue	\$36,011	\$17,978	\$12,051	(33.0)
Farebox Recovery Ratio	1.9%	0.7%	0.4%	(42.9)
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax Revenue	\$2,788,919	\$3,189,769	\$4,093,210	28.3
MVET	3,043,408	3,151,022	3,832,042	21.6
Fares	797,056	740,925	780,964	5.4
Federal (Capital)	1,215,317	549,692	1,874,173	240.9
Federal (Operating)	0	0	0	—
Other	394,924	273,676	722,519	164.0
Total	\$8,239,624	\$7,905,084	\$11,302,908	43.0
<b>Expenses</b>				
Capital	\$1,215,317	\$1,352,693	\$3,076,760	127.5
Operating	5,691,743	6,088,771	6,778,051	11.3
Depreciation	418,793	512,191	894,165	74.6
Other	0	0	0	—
Total	\$7,325,853	\$7,953,655	\$10,748,976	35.1
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$34,056	\$109,231	\$104,588	(4.3)
Capital Replacement/Purchase Funds	0	0	0	—
Self Insurance	102,571	12,920	24,912	92.8
Other	0	0	0	—
Total	\$136,627	\$122,151	\$129,500	6.0

# Municipality of Metropolitan Seattle (Metro Transit)

## **Paul A. Toliver** **Director of Transit**

821 Second Avenue  
Seattle, Washington 98104  
(206) 684-1441

### **Background**

In the fall of 1972, King County voters authorized a Metro operated county-wide public transit system under RCW 35.58, approved a 0.3 percent sales tax, and began operation in January 1973. An additional 0.3 percent sales tax for transportation purposes was approved by the voters in the early 1980s.

The policy making body for Metro is the Metro Council. Currently, this body is made up of 44 elected and appointed officials representing the various government agencies of King County.

### **Services**

Either directly or through contracts with neighboring transit systems, private, and non-profit transportation providers, Metro's complete transportation program includes fixed-route, demand-response, vanpool, ridematching, and parking services. Metro also provides for the operation of the Seattle Monorail and the Waterfront Streetcar.

### **Service Standards**

The Transportation Service Guidelines serve as a statement for the management and improvement of the full range of system services presently offered by Metro. It explains those processes and procedures followed in the course of maintaining existing and implementing new services.

### **1990 Achievements**

- Opened the Downtown Seattle Transit Tunnel and implemented related services.

- Worked with employers to gain financial support for public transportation by providing subsidies to employees that would encourage commuters to take the bus and rideshare.
- Planned for the Americans with Disabilities Act and expanded the Reserve-a-Ride program to serve the transit dependent.
- Progress toward achieving the 25 percent operating revenue to operating expense (OR/OE) ratio by 1993 was made as Metro exceeded the 1990 23.3 percent target, by achieving an OR/OE ratio of 24.2 percent.
- Ridership increased by the following amounts:
  - Fixed-route — 4.2 percent.
  - Demand-response — 9.7 percent
  - Vanpool — 11.6 percent
  - Reserve-a-ride — 33.3 percent
  - Ridematch: new customers — 25 percent; update match — 70 percent; and ridematching calls handled — 22 percent.
- Increased transit market share in the Seattle and Bellevue Central Business Districts.

### **1991 Objectives**

- Work with the community, and environmental and business groups to develop a comprehensive transportation plan to present to the voters in 1992.
- Participate in county-wide implementation of the Growth Management Act.
- Develop and implement public transportation actions which improve environmental quality.
- Create a safe and supportive work environment by recognizing that Metro's human resources are as valuable as its capital assets.

- Maintain and improve the quality and ensure the financial integrity of Metro's public transportation system.
- Provide a basic public transportation system for the community's transit dependent population.

### **Community Participation**

The public is notified of all proposed service changes through the use of fliers on the buses, mail back prepared response forms, surveys of affected riders, and neighborhood public meetings. Information meetings, open houses at Metro facilities, and testimony at each council meeting are other means used to keep the public involved.

The public is also involved by participating on two advisory committees, the Citizens Transit Advisory Committee and the Elderly and Handicapped Transit Advisory Committee.

### **Passenger Service Vehicles**

Fixed-route — 1,166 total, age ranging from 1976 to 1990

Vanpool — 359 total, age ranging from 1985 to 1990

### **Vehicle Replacement Standards**

Fixed-route — 12 years/500,000 miles minimum

Vanpools — 5 years

### **Facilities**

Metro's administration, ridematching, and vanpool offices are located in downtown Seattle. There are currently eight operations and four maintenance bases located throughout the service area. Nine regional and community transit centers are in operation with a new one scheduled to begin in late 1991.

## Metro Transit (Seattle)

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	1,791,464	1,795,537	1,831,029	2.0
Passenger Vehicle Service Miles	27,130,077	26,938,850	30,054,460	11.6
Unlinked Passenger Trips	87,906,000	91,579,317	95,410,000	4.2
Employees (FTEs)	2,710	2,731	2,807.7	2.8
Passenger Trips/Vehicle Service Hours	49.1	51.0	52.1	2.2
Passenger Trips/Vehicle Service Miles	3.2	3.4	3.2	(6.6)
Service Hours/Employee	661.1	657.5	652.1	(0.8)
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	55,960	88,385	95,128	7.6
Passenger Vehicle Service Miles	1,206,888	587,279	1,417,158	141.3
Passenger Trips	339,256	768,171	842,915	9.7
Employees (FTEs)	31	46	54	17.4
Passenger Trips/Vehicle Service Hours	6.1	8.7	8.9	2.0
Passenger Trips/Vehicle Service Miles	0.3	1.3	0.6	(54.5)
Service Hours/Employee	1,805.2	1,921.4	1,761.6	(8.3)
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$144,537,000	\$151,703,480	\$167,119,926	10.2
Operating Cost/Vehicle Service Hours	\$80.68	\$84.49	\$91.27	8.0
Operating Cost/Passenger Trip	\$1.64	\$1.66	\$1.75	5.7
Farebox Revenue	\$32,224,000	\$38,072,000	\$35,033,000	(8.0)
Farebox Recovery Ratio	22.3%	25.1%	21.0%	(16.5)
<b>Demand-Response</b>				
Operating Cost	\$1,325,410	\$2,053,520	\$2,279,074	11.0
Operating Cost/Vehicle Service Hours	\$23.68	\$23.23	\$23.96	3.1
Operating Cost/Passenger Trip	\$3.91	\$2.67	\$2.70	1.1
Farebox Revenue	\$89,474	\$185,371	\$180,932	(2.4)
Farebox Recovery Ratio	6.8%	9.0%	7.9%	(12.1)
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$107,235,000	\$128,560,000	\$135,133,000	5.1
MVET	48,175,000	52,027,000	59,018,000	13.4
Fares	32,313,474	38,257,371	\$35,213,932	(8.0)
Federal (Capital)	72,310,521	148,558,626	53,104,000	(64.3)
Federal (Operating)	5,752,000	5,701,000	5,334,000	(6.4)
Other	<u>20,859,000</u>	<u>14,884,628</u>	<u>10,114,000</u>	(32.1)
Total	\$286,644,995	\$387,988,625	\$297,916,932	(23.2)
<b>Expenses</b>				
Capital	\$154,902,000	\$144,972,000	\$172,447,000	19.0
Operating	145,862,410	153,757,000	169,399,000	10.2
Depreciation	26,052,000	26,241,000	28,860,000	10.0
Other	<u>6,341,000</u>	<u>8,060,000</u>	<u>12,000,000</u>	48.9
Total	\$333,157,410	\$333,030,000	\$382,706,000	14.9
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$6,813,000	\$3,654,000	\$32,753,000	796.4
Capital Replacement/Purchase Funds	40,549,000	102,821,000	53,103,000	(48.4)
Self Insurance Fund	7,240,000	7,826,000	8,432,000	7.7
Other	<u>89,000</u>	<u>306,000</u>	<u>72,000</u>	(76.5)
Total	\$54,691,000	\$114,607,000	\$94,360,000	(17.7)

# Pacific Transit System

## **Dan DiGuilio Director**

216 North Second Street  
Raymond, Washington 98577  
(206) 875-9418

## **Background**

Pacific County's Public Transportation Benefit Area under RCW 36.57A was created by the County Commissioners and elected representatives of each of the county's four cities in August 1979. Voters approved a 0.3 percent sales tax in November of that year to fund the system. County-wide service began in January 1980.

The Board of Directors consists of three Pacific County Commissioners and one City Council member each from Ilwaco, Long Beach, Raymond, and South Bend.

## **Services**

Pacific Transit System provides service along five fixed-routes throughout the county. Service is also provided to Astoria, Oregon. Demand-response service is provided to residents not having easy access to fixed-route.

## **Service Standards**

All routes and services are reviewed monthly for performance levels. If services are identified which do not meet expectations, special emphasis is given in the form of marketing and promotions to increase usage. If the route or service does not improve within a 6-month period, staff recommends to the Governing Board to discontinue the service.

## **1990 Achievements**

- Completion of maintenance facility.
- Identified unmet transportation needs.
- Started work on comprehensive plan.
- Fixed-route ridership increased 12 percent and demand-response ridership increased 19 percent.

## **1991 Objectives**

- Completion of 5-year comprehensive plan.
- Implement a drug testing policy.
- Purchase one new demand-response vehicle.
- Continue to show ridership gain on both fixed-route and demand-response.

## **Community Participation**

Community participation is encouraged. All meetings of the Governing Board are open to the public and well advertised. All local papers, radio stations, and Indian Tribal Centers are notified of transit meetings and sent meeting agendas.

The Director makes presentations before local civic groups describing transit services and soliciting comments regarding possible service improvements.

## **Passenger Service Vehicles**

Fixed-route — 11 total, age ranging from 1969 to 1985

Demand-response — 5 total, age ranging from 1976 to 1991

## **Vehicle Replacement Standards**

A depreciation schedule has been established, but as a practical matter, Pacific Transit evaluates the cost of maintaining each vehicle versus the cost of replacement or rehabilitation and the amount of funds available before making equipment inventory changes.

## **Facilities**

Pacific Transit System owns two facilities. The first is a 3,700-square foot building in Raymond housing administration and operations functions with covered parking for three buses and two demand-response vehicles. The second facility, housing maintenance and operations functions, is in Seaview and is a 2.5-acre site with covered parking for 16 buses.

## Pacific Transit System

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	10,836	14,168	12,489	(11.9)
Passenger Vehicle Service Miles	294,670	313,564	311,857	(0.5)
Unlinked Passenger Trips	109,621	143,700	160,874	12.0
Employees (FTEs)	15	15	18	20.0
Passenger Trips/Vehicle Service Hours	10.1	10.1	12.9	27.0
Passenger Trips/Vehicle Service Miles	0.4	0.5	0.5	—
Service Hours/Employee	722.4	944.3	693.8	(26.5)
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	3,276	4,116	6,512	58.2
Passenger Vehicle Service Miles	106,660	58,502	114,595	95.9
Passenger Trips	22,670	16,992	20,260	19.2
Employees (FTEs)	2	2	4	100.0
Passenger Trips/Vehicle Service Hours	6.9	4.1	3.1	(24.6)
Passenger Trips/Vehicle Service Miles	0.2	0.3	0.2	(39.1)
Service Hours/Employee	1,638.0	2,058.0	1,628.0	(20.9)
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$298,439	\$384,508	\$536,149	39.4
Operating Cost/Vehicle Service Hours	\$27.54	\$27.14	\$42.93	58.2
Operating Cost/Passenger Trip	\$2.72	\$2.68	\$3.33	24.6
Farebox Revenue	\$37,884	\$41,281	\$45,793	10.9
Farebox Recovery Ratio	12.7%	10.7%	8.5%	(20.4)
<b>Demand-Response</b>				
Operating Cost*	\$160,697	\$207,043	\$288,695	39.4
Operating Cost/Vehicle Service Hours	\$49.05	\$50.30	\$44.33	(11.9)
Operating Cost/Passenger Trip	\$7.09	\$12.18	\$14.25	16.9
Farebox Revenue	\$7,255	\$5,777	\$5,660	(2.0)
Farebox Recovery Ratio	4.5%	2.8%	2.0%	(29.7)
*Estimated 35 percent of Total Operating cost.				
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$280,338	\$308,891	\$340,453	10.2
MVET	299,203	285,338	329,894	15.6
Fares	45,139	47,058	51,453	9.3
Federal (Capital)	139,840	342,797	48,462	(85.9)
Federal (Operating)	89,560	55,000	0	(100.0)
Other	22,067	655,841	150,668	(77.0)
Total	\$876,147	\$1,694,925	\$920,930	(45.7)
<b>Expenses</b>				
Capital	\$201,858	\$503,984	\$136,946	(72.8)
Operating	459,136	591,551	824,844	39.4
Depreciation	22,786	25,460	34,835	36.8
Other	56,474	25,972	0	(100.0)
Total	\$740,254	\$1,146,967	\$996,625	(13.1)
<b>Fund Balances</b>				
Unrestricted Cash & Investment	\$416,279	\$126,539	\$218,953	73.0
Capital Replacement/Purchase Funds	214,638	104,440	47,227	(54.8)
Self Insurance Fund	0	0	0	—
Other	0	0	0	—
Total	\$630,917	\$230,979	\$266,180	15.2

# Pierce Transit

## **Don Monroe** **Executive Director**

3701 96th Street, SW  
Tacoma, Washington 98405-0070  
(206) 581-8080

## **Background**

In November 1979, the voters in the urbanized areas of Pierce County approved a 0.3 percent sales tax to fund public transportation. In January 1980, the Pierce County Public Transportation Benefit Area, under RCW 36.57A and operating under the name of Pierce Transit, assumed operation of the Tacoma Transit System from the city of Tacoma. In November 1980, annexation of additional areas, including Gig Harbor and Dupont, expanded the service area to its present 275 square miles.

The Pierce Transit Board of Directors is comprised of the following: one Pierce County Council member, three Tacoma City Council members, one Puyallup City Council member and one City Council member chosen to represent the ten other cities in the service area.



## **Services**

Pierce Transit provides fixed-route, demand-response, vanpool, ridematching, and intercounty express service to Olympia and Seattle.

## **Service Standards**

Pierce Transit assesses route performance on a systematic basis. Service recommendations are developed as a direct result of productivity issues observed in performance reports. To ensure that productivity is reasonably assessed, an attempt is made to place routes in "peer" groups and make comparisons by group.

## **1990 Achievements**

- Increased bus reliability between road calls.
- Implemented Seattle Express services.
- Established a community education program.
- Expanded rideshare opportunities.
- Increased ridership on all service provided.

## **1991 Objectives**

- Maintain the current level of regular route ridership.
- Increase express service ridership and annual service hours.
- Expand ridesharing service.
- Ensure future operating funds by going to vote for additional sales tax.
- Improve accessible service.
- Sustain quality public transit service.

## **Community Participation**

Community participation has been encouraged by the Board through formal public hearings. Informal meetings are held by staff to involve business and community leaders and to solicit comments from special interest groups.

## **Passenger Service Vehicles**

Fixed-route — 169 total, age ranging from 1965 to 1990

Demand-response — 27 total, age ranging from 1981 to 1987

Vanpool — 7 total, all 1986

## **Vehicle Replacement Standards**

Fixed-route, 30 feet and less — 7 years/250,000 miles

Fixed-route, 30 feet and above — 12 years/500,000 miles

Vans, diesel-powered — 200,000 miles

Light duty, gas-powered — 15 years/150,000 miles

Light duty, diesel-powered — 15 years/200,000 miles

## **Facilities**

A new facility to serve all operations, maintenance, and administration functions was built on a 20-acre site and occupied in 1987. Three permanent and two interim transfer centers are currently in use. A customer service office is located in downtown Tacoma.

## Pierce Transit

	1988	1989	1990	'89-'90 % change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	395,730	411,311	430,413	4.6
Passenger Vehicle Service Miles	5,446,656	5,547,429	6,069,086	9.4
Unlinked Passenger Trips	10,790,162	10,283,935	10,383,804	1.0
Employees (FTEs)	381	400	424	6.0
Passenger Trips/Vehicle Service Hours	27.3	25.0	24.1	(3.5)
Passenger Trips/Vehicle Service Miles	2.0	1.9	1.7	(7.6)
Service Hours/Employee	1,038.7	1,028.3	1,015.1	(1.3)
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	58,737	67,502	88,887	31.7
Passenger Vehicle Service Miles	1,024,625	1,324,102	1,658,539	25.3
Passenger Trips	200,874	221,723	310,854	40.2
Employees (FTEs)*	33	34	40	17.6
Passenger Trips/Vehicle Service Hours	3.4	3.3	3.5	6.5
Passenger Trips/Vehicle Service Miles	0.2	0.2	0.2	—
Service Hours/Employee	1,779.9	1,985.4	2,222.2	11.9
*Actual FTEs are unavailable due to on-call status required on purchase agreements with local taxi companies.				
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$19,057,676	\$20,759,419	\$25,323,070	22.0
Operating Cost/Vehicle Service Hours	\$48.16	\$50.47	\$58.83	16.6
Operating Cost/Passenger Trip	\$1.77	\$2.02	\$2.44	20.8
Farebox Revenue	\$2,919,801	\$3,415,077	\$3,424,573	0.3
Farebox Recovery Ratio	15.3%	16.5%	13.5%	(17.8)
<b>Demand-Response</b>				
Operating Cost	\$2,388,292	\$2,785,884	\$4,554,323	63.5
Operating Cost/Vehicle Service Hours	\$40.66	\$41.27	\$51.24	24.1
Operating Cost/Passenger Trip	\$11.89	\$12.56	\$14.65	16.6
Farebox Revenue	\$108,980	\$126,302	\$315,132	149.5
Farebox Recovery Ratio	4.6%	4.5%	6.9%	52.6
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$12,264,763	\$13,513,963	\$14,350,315	6.2
MVET	10,273,528	11,385,811	13,370,440	17.4
Fares	3,028,781	3,541,379	3,739,705	5.6
Federal (Capital)	1,341,360	412,530	2,151,619	421.6
Federal (Operating)	1,590,845	1,580,958	1,566,293	(0.9)
Other	1,772,151	2,412,295	2,765,105	14.6
Total	\$30,271,428	\$32,846,936	\$37,943,477	15.5
<b>Expenses</b>				
Capital	\$1,696,060	\$2,362,336	\$6,424,024	171.9
Operating	21,445,968	23,545,303	29,877,393	26.9
Depreciation	2,717,835	2,681,694	2,732,732	1.9
Other	0	0	0	—
Total	\$25,859,863	\$28,589,333	\$39,034,149	36.5
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$3,807,138	\$4,737,123	\$0	(100.0)
Capital Purchase/Replacement	13,339,340	17,513,842	22,825,126	30.3
Self Insurance Fund	1,847,815	2,308,549	3,084,973	33.6
Other	0	0	0	—
Total	\$18,994,293	\$24,559,514	\$25,910,099	5.5

# Prosser Rural Transit (Benton County)

## **Suzy Cyphers** **Transportation Director**

1109 Meade Avenue  
Prosser, Washington 99350  
(509) 786-1707

## **Background**

Prosser Rural Transit is a city-owned and operated system authorized by RCW 35.92. Planning for development of public transportation in Prosser began in early 1974, when community leaders realized the urgent need for transportation services for the city's elderly and disabled residents. The Prosser Rural Transportation Program began operations in April 1977, as a demonstration program funded through Section 147 of the Federal Highway Act of 1973.

Local funding is provided by business and occupation tax which is matched with motor vehicle excise tax.

The Prosser City Council is the decision-making and budget-setting authority for Prosser Rural Transit.

## **Services**

Services include three scheduled routes within the Prosser city limits, demand-response, and charter service. The demand-response service, run on a special scheduling basis for community activities, operates throughout the city and into the surrounding area.

## **Service Standards**

Services are monitored for performance by the staff and each change or service addition is individually assessed.

## **1990 Achievements**

- Achieved highest ridership ever.
- Increased mobility of the transportation disadvantaged.

## **1991 Objectives**

- Encourage a coordinated approach to public transportation with the use of a volunteer program that utilizes the area's local service organizations.

## **Community Participation**

The primary source of community participation comes from the city council's review of transportation issues and budget adoption.

## **Passenger Service Vehicles**

Fixed-route — 4 total, age ranging from 1980 to 1989

## **Vehicle Replacement Standards**

Vehicles are evaluated for replacement at 100,000 miles or 5 years based upon monthly maintenance and a yearly assessment of overall performance and efficiency.

## **Facilities**

Prosser Rural Transit operates from the Prosser Senior Center. The vehicles are parked at the Prosser Police Department when not in use.



## Prosser Rural Transit (Benton County)

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	3,183	3,380	3,400	0.6
Passenger Vehicle Service Miles	33,343	37,722	63,517	68.4
Unlinked Passenger Trips	15,851	17,374	24,197	39.3
Employees (FTEs)	3	3	3	—
Passenger Trips/Vehicle Service Hours	5.0	5.1	7.1	38.5
Passenger Trips/Vehicle Service Miles	0.5	0.5	0.4	(17.3)
Service Hours/Employee	1,061.0	1,126.7	1,133.3	0.6
<b>Demand-Response*</b>				
*Data included in Fixed-Route.				
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$53,412	\$44,281	\$62,564	41.3
Operating Cost/Vehicle Service Hours	\$16.78	\$13.10	\$18.40	40.5
Operating Cost/Passenger Trip	\$3.37	\$2.55	\$2.59	1.4
Farebox Revenue	\$9,421	\$12,973	\$11,000	(15.2)
Farebox Recovery Ratio	17.6%	29.3%	17.6%	(40.0)
<b>Demand-Response*</b>				
*Data included in Fixed-Route.				
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$0	\$0	\$0	—
MVET	15,000	15,000	15,000	—
Fares	9,421	12,973	11,000	(15.2)
Federal (Capital)	44,720	0	0	—
Federal (Operating)	13,249	13,659	16,439	20.4
Other	22,025	25,978	35,803	37.8
Total	\$104,415	\$67,610	\$78,242	15.7
<b>Expenses</b>				
Capital	\$66,877	\$44,280	\$0	(100.0)
Operating	53,412	44,281	62,564	41.3
Depreciation	0	0	0	—
Other	0	0	0	—
Total	\$120,289	\$88,561	\$62,564	(29.4)
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$6,294	\$37,584	\$37,295	(0.8)
Capital Replacement/Purchase Funds	11,252	11,371	33,199	192.0
Self Insurance Fund	0	0	0	—
Other	0	0	0	—
Total	\$17,546	\$48,955	\$70,494	44.0

# ***Pullman Transit (Whitman County)***

**Jim Hudak**  
**Director of Public Works**

*Northwest 725 Guy Street  
Pullman, Washington 99163  
(509) 332-6535*

## **Background**

Pullman Transit was established in November 1978, under RCW 35.92 through a voter-approved utility tax to operate a city transit system.

Policy direction is through the Pullman City Council with assistance from a council-appointed Transit Commission. Operationally, the system is a part of the city's Public Works Department.

## **Services**

Pullman Transit provides fixed-route, demand-response, and contracted taxi service.

## **Service Standards**

Fixed-route standards are based on 65 passengers per bus hour, 25 percent farebox recovery ratio, and 30 passengers per capita rate.

The standard for demand-response service is a 95 percent on-time rate for passenger pickups.

The system-wide standard is that operating cost increases should not exceed the overall annual cost of living increases for the Pullman area.

## **1990 Achievements**

- Established methods for handling peak loads to Washington State University (WSU).
- Upgraded fleet.
- Established a transit incentive program through WSU Student Union.
- Transit development plan adopted by city council.

## **1991 Objectives**

- Meet Americans with Disabilities Act requirements.
- Monitor transit incentive program through WSU.
- Continue fleet expansion and upgrade to meet WSU transportation requirements.

## **Community Participation**

Community participation is generated through the bimonthly scheduled meetings of the Citizens Advisory Transit Commission and City Council meetings.

## **Passenger Service Standards**

Fixed-route — 11 total, age ranging from 1962 to 1987

Demand-response — 2 total, age 1987

## **Vehicle Replacement Standards**

Fixed-route — 20 years

Demand-response — 7 years

## **Facilities**

Early in 1990, a new 7,040-square foot building housing the administration and dispatch functions, employee area, and vehicle parking was opened. Vehicle maintenance is done in a 6,400-square foot facility utilized for all city vehicles.

Pullman Transit has one transfer center located on leased property in town. Included at the site is parking for four buses, passenger shelters and driver restrooms.

## Pullman Transit (Whitman County)

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	9,152	10,025	10,684	6.6
Passenger Vehicle Service Miles	129,432	141,607	142,525	0.6
Unlinked Passenger Trips	527,421	654,761	692,145	5.7
Employees (FTEs)	13	13.5	9.7	(28.1)
Passenger Trips/Vehicle Service Hours	57.6	65.3	64.8	(0.8)
Passenger Trips/Vehicle Service Miles	4.1	4.6	4.9	5.0
Service Hours/Employee	704.0	742.6	1,101.4	48.3
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	2,926	2,910	2,904	(0.2)
Passenger Vehicle Service Miles	19,016	19,520	22,579	15.7
Passenger Trips	5,050	4,973	6,039	21.4
Employees (FTEs)	3	3	1.8	(40.0)
Passenger Trips/Vehicle Service Hours	1.7	1.7	2.1	21.7
Passenger Trips/Vehicle Service Miles	0.3	0.3	0.3	5.0
Service Hours/Employee	975.3	970.0	1,613.3	66.3
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$502,000	\$584,154	\$653,654	11.9
Operating Cost/Vehicle Service Hours	\$54.85	\$58.27	\$61.18	5.0
Operating Cost/Passenger Trip	\$0.95	\$0.89	\$0.94	5.9
Farebox Revenue	\$141,583	\$176,066	\$187,302	6.4
Farebox Recovery Ratio	28.2%	30.1%	28.7%	(4.9)
<b>Demand-Response</b>				
Operating Cost	\$98,712	\$82,425	\$75,138	(8.8)
Operating Cost/Vehicle Service Hours	\$33.74	\$28.32	\$25.87	(8.7)
Operating Cost/Passenger Trip	\$19.55	\$16.57	\$12.44	(24.9)
Farebox Revenue	\$4,126	\$3,657	\$6,199	69.5
Farebox Recovery Ratio	4.2%	4.4%	8.3%	85.9
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$0	\$0	\$0	—
MVET	322,228	311,945	346,455	11.1
Fares	145,709	179,723	193,501	7.7
Federal (Capital)	0	0	0	—
Federal (Operating)	0	61,157	95,285	55.8
Other	342,818	345,528	399,981	15.8
Total	\$810,755	\$898,353	\$1,035,222	15.2
<b>Expenses</b>				
Capital	\$77,062	\$197,880	\$60,684	(69.3)
Operating	600,712	666,579	728,792	9.3
Depreciation	52,990	52,990	52,990	—
Other	75,865	212,666	0	(100.0)
Total	\$806,629	\$1,130,115	\$842,466	(25.5)
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$224,379	\$31,900	\$411,654	1,190.5
Capital Replacement/Purchase Funds	0	0	0	—
Self Insurance Fund	0	0	0	—
Other	0	0	0	—
Total	\$224,379	\$31,900	\$411,654	1,190.5

# Spokane Transit Authority

## **Allen Schweim Executive Director**

West 1230 Boone Avenue  
Spokane, Washington 99201-2686  
(509) 325-6000

## **Background**

In 1981 voters approved a 0.3 percent sales tax to support the creation of a system which would not only serve Spokane but a number of the surrounding communities. That 360-square mile area is the Spokane County Public Transportation Benefit Area (PTBA) under RCW 36.57A. The operating name of the system is Spokane Transit Authority (STA).

The Board of Directors of STA is comprised of two Spokane County Commissioners, two Spokane City Council members, one city council member each from Cheney, Airway Heights, Millwood, Medical Lake, and one alternating position between the Spokane County Commission and the Spokane City Council.

## **Services**

Spokane Transit Authority provides a combination of services including fixed-route, demand-response, vanpool, and ridematching services.

## **Service Standards**

In October 1982, the STA Governing Board adopted a series of service standards. These standards represent a comprehensive set of objective performance indicators designed to measure the effectiveness of all services.

## **1990 Achievements**

- Reduced route headways were implemented on selected routes.
- Minor schedule adjustments were made to improve operating efficiencies and provide better route coverage.
- Increased ridership, on fixed-route by 8.5 percent; 18.2 percent for demand-response; and 22.5 percent for vanpool.
- Accessible fixed-route service on six routes began in the latter part of 1990.

## **1991 Objectives**

- Provide increased service on all modes through a balance of service additions and/or reductions.
- Coordinate both fixed-route and demand-response service to provide the widest range of accessible services available.
- Review an alternative fuels program.
- Increase transit utilization through increased awareness, education, and service reliability.
- Purchase accessible buses, demand-response and vanpool vans, replacement and new equipment, and passenger amenities.

## **Community Participation**

STA maintains five standing committees and two special advisory committees to the Board of Directors. On each committee, citizen representatives are selected at large from the PTBA. Currently STA has 25 citizen members on its committees. All committees are responsible for reviewing and commenting on activities at STA.

## **Passenger Service Vehicles**

Fixed-route — 133 total, age ranging from 1973 to 1990

Demand-response — 39 total, age ranging from 1986 to 1990

Vanpool — 10 total, age ranging from 1983 to 1984

## **Vehicle Replacement Standards**

Fixed-route (35'-40') — 12 years/500,000 miles

Fixed-route (30') — 10 years/350,000 miles

Fixed-route (under 30') — 7 years/200,000 miles

Demand-response/vanpool — 4 years/100,000 miles

## **Facilities**

Since 1987 all aspects of Spokane Transit Authority, including covered parking for all agency vehicles, have been housed in a single facility on a 9.7 acre site.

Three customer information locations and 22 pass sales outlets are located throughout the service area.

Spokane Transit Authority has three transit centers with a total of 18 bus bays.

## Spokane Transit Authority

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	303,164	321,581	332,020	3.2
Passenger Vehicle Service Miles	4,218,095	4,593,978	4,711,781	2.6
Unlinked Passenger Trips	6,288,521	6,426,602	6,975,070	8.5
Employees (FTEs)	259.6	286.2	300.8	5.1
Passenger Trips/Vehicle Service Hours	20.7	20.0	21.0	5.1
Passenger Trips/Vehicle Service Miles	1.5	1.4	1.5	5.8
Service Hours/Employee	1,167.8	1,123.6	1,103.8	(1.8)
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	47,640	48,268	93,069	92.8
Passenger Vehicle Service Miles	612,361	1,029,497	1,258,987	22.3
Passenger Trips	202,498	243,037	287,319	18.2
Employees (FTEs)	38.2	48.2	56.9	18.0
Passenger Trips/Vehicle Service Hours	4.3	5.0	3.1	(38.7)
Passenger Trips/Vehicle Service Miles	0.3	0.2	0.2	(3.3)
Service Hours/Employee	1,247.1	1,001.4	1,635.7	63.3
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$14,217,662	\$16,174,248	\$18,192,554	12.5
Operating Cost/Vehicle Service Hours	\$46.90	\$50.30	\$54.79	8.9
Operating Cost/Passenger Trip	\$2.26	\$2.52	\$2.61	3.6
Farebox Revenue	\$2,637,105	\$2,690,118	\$2,976,555	10.6
Farebox Recovery Ratio	18.5%	16.6%	16.4%	(1.6)
<b>Demand-Response</b>				
Operating Cost	\$1,607,318	\$2,514,220	\$3,085,270	22.7
Operating Cost/Vehicle Service Hours	\$33.74	\$52.09	\$33.15	(36.4)
Operating Cost/Passenger Trip	\$7.94	\$10.35	\$10.74	3.8
Farebox Revenue	\$106,629	\$139,540	\$112,261	(19.5)
Farebox Recovery Ratio	6.6%	5.6%	3.6%	(34.4)
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$8,248,102	\$9,421,182	\$10,302,487	9.4
MVET	8,162,468	8,916,595	9,919,746	11.3
Fares	2,743,734	2,829,658	3,088,816	9.2
Federal (Capital)	791,686	1,865,593	4,952,941	165.5
Federal (Operating)	1,147,378	1,148,855	1,132,251	(1.4)
Other	<u>2,520,075</u>	<u>3,318,570</u>	<u>2,902,765</u>	(12.5)
Total	\$23,613,443	\$27,500,453	\$32,299,006	17.4
<b>Expenses</b>				
Capital	\$1,996,353	\$4,423,935	\$14,582,087	229.6
Operating	15,824,980	18,688,468	21,277,824	13.9
Depreciation	1,664,475	2,104,179	2,577,613	22.5
Other	<u>297,575</u>	<u>61,204</u>	<u>74,707</u>	22.1
Total	\$19,783,383	\$25,277,786	\$38,512,231	52.4
<b>Fund Balances*</b>				
Unrestricted Cash and Investment	\$352,565	\$8,990,321	\$9,083,761	1.0
Capital Replacement/Purchase Funds	9,306,576	11,411,123	12,918,305	13.2
Self Insurance Fund	3,320,381	3,320,381	3,357,000	1.1
Other	<u>17,839,574</u>	<u>12,238,923</u>	<u>7,953,455</u>	(35.0)
Total	\$30,819,096	\$35,960,748	\$33,312,521	(7.4)

\*STA has dedicated funds for a downtown transit project, local match for federal grants, and previously encumbered cash.

# **Twin Transit (Lewis County)**

## **Jim Carroll Manager**

212 Locust Street  
Centralia, Washington 98531  
(206) 330-2072

## **Background**

The Lewis Public Transportation Benefit Area (LPTBA) under RCW 36.57A, operating under the name Twin Transit, has been in operation since November 1977. In 1985, the voters passed a .1 percent sales tax to replace a household tax which had been in use since the inception of the LPTBA.

The Board of Directors is comprised of three elected officials representing Chehalis, Centralia, and Lewis County.

## **Services**

Twin Transit provides accessible fixed-route service seven days per week.

## **Service Standards**

Scheduled routes must maintain 10 passengers per vehicle hour of operation and 20 passengers per hour during peak hours. Hourly headways are maintained as a standard on all routes.

## **1990 Achievements**

- Established a demand-response service to provide basic transportation for the transportation disadvantaged.
- Worked with community groups for the social and economic development of the area.
- Supported local agencies responsible for disaster relief.

## **1991 Objectives**

- Reduce headways to 30 minutes.
- Purchase two demand-response vehicles.
- Expand fleet with the addition of two 30-foot coaches.

## **Community Participation**

System user comments and service requests from the public are the major sources of community participation. Passengers and community surveys are also used.

## **Passenger Service Vehicles**

Fixed-route — 7 total, age ranging from 1981 to 1989

## **Vehicle Replacement Standards**

Fixed-route — 20 years

## **Facilities**

Twin Transit has a single facility which includes 900-square feet of administration space, 6,800-square feet of shop space, and a parking lot. An on-street site in downtown Centralia serves as a transfer point between routes.



## Twin Transit (Lewis County)

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	12,379	11,982	12,962	8.2
Passenger Vehicle Service Miles	174,124	174,782	188,668	7.9
Unlinked Passenger Trips	180,757	187,526	191,170	1.9
Employees (FTEs)	11	11	13	18.2
Passenger Trips/Vehicle Service Hours	14.6	15.7	14.7	(5.8)
Passenger Trips/Vehicle Service Miles	1.0	1.1	1.0	(5.6)
Service Hours/Employee	1,125.4	1,089.3	997.1	(8.5)
<b>Demand-Response*</b>				
*Data included in Fixed-Route.				
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$396,166	\$426,580	\$506,534	18.7
Operating Cost/Vehicle Service Hours	\$32.00	\$35.60	\$39.08	9.8
Operating Cost/Passenger Trip	\$2.19	\$2.27	\$2.65	16.5
Farebox Revenue	\$30,860	\$33,308	\$34,844	4.6
Farebox Recovery Ratio	7.8%	7.8%	6.9%	(11.9)
<b>Demand-Response*</b>				
*Data included in Fixed-Route.				
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$321,026	\$341,592	\$384,890	12.7
MVET	348,041	346,026	341,597	(1.3)
Fares	30,860	33,308	34,844	4.6
Federal (Capital)	0	0	0	—
Federal (Operating)	0	0	0	—
Other	44,503	66,745	91,690	37.4
Total	\$744,430	\$787,671	\$853,021	8.3
<b>Expenses</b>				
Capital	\$182,000	\$269,000	\$44,000	(83.6)
Operating	396,166	426,580	506,534	18.7
Depreciation	37,308	52,321	61,873	18.3
Other	0	0	0	—
Total	\$615,474	\$747,901	\$612,407	(18.1)
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$643,464	\$637,874	\$837,608	31.3
Capital Replacement/Purchase Funds	0	0	0	—
Self Insurance Fund	85,000	150,000	250,000	66.7
Other	0	0	0	—
Total	\$728,464	\$787,874	\$1,087,608	38.0

# Valley Transit (Walla Walla County)

## **Dick Fondahn** **General Manager**

1401 West Rose Street  
Walla Walla, Washington 99362  
(509) 525-9140

## **Background**

Valley Transit was established as a Public Transportation Benefit Area (PTBA) under RCW 36.57A and in March 1980, voters in Walla Walla, College Place, and adjacent areas approved a 0.3 percent sales tax.

The Valley Transit Board of Directors is comprised of three Walla Walla City Council members, two College Place City Council members, and two Walla Walla County Commissioners.

## **Services**

Fixed-route service is provided throughout the Walla Walla and College Place service area. Valley Transit provides contracted demand-response service through a local private nonprofit agency to serve the elderly and the transportation disadvantaged.

Service between Walla Walla and Milton-Freewater is provided through an inter-governmental contract between Valley Transit and the city of Milton-Freewater, Oregon.

## **Service Standards**

For route performance, four levels of monitoring were established based on passengers per mile for winter and summer seasons.

- Above 80 percent of system average — continue monitoring.
- Seventy to 80 percent of system average — staff review for possible changes.
- Fifty to 70 percent of system average — recommendation by the staff to the Board for major revision or deletion of service.
- Below 50 percent of system average — Board must decide whether to continue service or delete based primarily on resources available.

## **1990 Achievements**

- Ridership increased while vehicle service miles and vehicle service hours decreased.
- Contracted with the city of Milton-Freewater, Oregon, to provide fixed-route service six days a week to provide access to medical facilities in Walla Walla.
- Participated with the city of Walla Walla to construct a mini park between city hall and downtown transit center.
- Added five new fixed-route vehicles, including a trolley replica, to the fleet.
- Purchased two used propane powered vans to be used by demand-response contractor.

## **1991 Objectives**

- Decrease system operating expenses.
- Maintain or increase ridership.
- Implement route adjustments to improve performance.

## **Community Participation**

Public participation is solicited at each Board of Directors Meeting. Valley Transit supports local transportation decision-making by being involved in the Chamber of Commerce and Chamber subcommittee on Transportation.

## **Passenger Service Vehicles**

Fixed-route— 15 total, age ranging from 1972 to 1990

Demand-response — 3 total, age ranging from 1984 to 1987

## **Vehicle Replacement Standards**

Vehicle replacement is on an "as needed" basis and is dependent upon funding availability and/or priorities.

## **Facilities**

Valley Transit operates and maintains its fleet from a remodeled farm equipment dealership facility. A central transit center is located in downtown Walla Walla.



## Valley Transit (Walla Walla County)

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	35,778	33,767	33,194	(1.7)
Passenger Vehicle Service Miles	474,641	442,600	440,710	(0.4)
Unlinked Passenger Trips	684,287	689,179	747,726	8.5
Employees (FTEs)	36	36	36	—
Passenger Trips/Vehicle Service Hours	19.1	20.4	22.5	10.4
Passenger Trips/Vehicle Service Miles	1.4	1.6	1.7	9.0
Service Hours/Employee	993.8	938.0	922.1	(1.7)
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	9,180	10,617	9,997	(5.8)
Passenger Vehicle Service Miles	60,333	60,531	72,321	19.5
Passenger Trips	33,682	31,996	38,698	20.9
Employees (FTEs)	5	4.5	5	11.1
Passenger Trips/Vehicle Service Hours	3.7	3.0	3.9	28.4
Passenger Trips/Vehicle Service Miles	0.6	0.5	0.5	1.2
Service Hours/Employee	1,836.0	2,359.3	1,999.4	(15.3)
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$1,339,388	\$1,264,345	\$1,338,925	5.9
Operating Cost/Vehicle Service Hours	\$37.44	\$37.44	\$40.34	7.7
Operating Cost/Passenger Trip	\$1.96	\$1.83	\$1.79	(2.4)
Farebox Revenue	\$50,764	\$58,557	\$109,720	87.4
Farebox Recovery Ratio	3.8%	4.6%	8.2%	76.9
<b>Demand-Response</b>				
Operating Cost	\$106,540	\$89,472	\$116,660	30.4
Operating Cost/Vehicle Service Hours	\$11.61	\$8.43	\$11.67	38.5
Operating Cost/Passenger Trip	\$3.16	\$2.80	\$3.01	7.8
Farebox Revenue	\$0	\$14,077	\$13,904	(1.2)
Farebox Recovery Ratio	0%	15.7%	11.9%	(24.2)
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$714,327	\$786,492	\$906,536	15.3
MVET	764,094	739,327	901,492	21.9
Fares	50,764	72,634	123,624	70.2
Federal (Capital)	0	0	0	—
Federal (Operating)	0	0	0	—
Other	168,753	98,930	123,532	24.9
Total	\$1,697,938	\$1,627,383	\$2,055,184	21.0
<b>Expenses</b>				
Capital	\$213,015	\$106,594	\$913,366	756.9
Operating Costs	1,445,928	1,353,817	1,455,585	7.5
Depreciation	158,299	166,228	202,334	21.7
Other	0	0	0	—
Total	\$1,817,242	\$1,626,639	\$2,571,285	58.1
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$180,000	\$333,605	\$550,573	65.0
Capital Replacement/Purchase Funds	1,015,830	1,108,661	605,644	(45.4)
Self Insurance Fund	0	0	0	—
Other	0	0	0	—
Total	\$1,195,830	\$1,442,266	\$1,156,217	(19.8)

# **Whatcom Transportation Authority (Whatcom County)**

## **Martin Minkoff General Manager**

2200 Nevada Street  
Bellingham, Washington 98226  
(206) 676-6843

## **Background**

Prior to 1983, transit services in Bellingham were provided by a city run system. In 1983 Whatcom County elected officials established a Public Transportation Benefit Area (PTBA) under RCW 36.57A and the voters approved a 0.3 percent sales tax. The system became known as the Whatcom Transportation Authority (WTA).

In 1989 the incorporated municipalities of Lynden and Ferndale, as well as the unincorporated region surrounding these communities were annexed into the PTBA.

The Board of Directors is comprised of the Whatcom County Executive, one Whatcom County Council member, the mayor of Bellingham, two Bellingham City Council members, and one City Council member each from Ferndale and Lynden.

## **Services**

The WTA offers a fixed-route transportation service through a contract with the city of Bellingham. Demand-response service is provided through a contract with a local private nonprofit agency.

## **Service Standards**

Service standards for WTA were developed around four major aspects — service coverage, patron convenience, fiscal condition, and passenger comfort.

## **1990 Achievements**

- Appointed first General Manager.
- Accelerated the replacement of transit vehicles.
- Participated in a demonstration project regarding brokerage transportation services for the Department of Social and Health Services.
- Adopted the 6-Year Transportation Improvement Program.

## **1991 Objectives**

- Prepare for the transition of all city of Bellingham transit personnel into the WTA.
- Addition of bicycle racks on all transit coaches.
- Continue preparing comprehensive plan for a planned 1992 adoption.
- Award bid for replacement of transit coaches.
- Continue developing plans for new WTA operations facility.

## **Community Participation**

Community representation in system decision making primarily consists of the Citizens Advisory Committee. This 16-member committee includes representatives of numerous special interest groups and geographic regions throughout the service area.

## **Passenger Service Vehicles**

Fixed-route — 27 total, age ranging from 1971 to 1980

Demand-response — 10 total, age ranging from 1989 to 1990

## **Vehicle Replacement Standards**

The entire fleet of fixed-route coaches currently exceeds the replacement standard of 12 years; therefore, the system is in the midst of a Fleet Replacement Program which will accomplish a complete replacement by 1993.

## **Facilities**

Administration, operations, and maintenance, plus covered bus storage totaling 10,000-square feet are provided under contract with the city of Bellingham. A downtown transit center provides a covered passenger waiting area with customer assistance, drivers' lunch room, and ten vehicle bays.

## Whatcom Transportation Authority (Whatcom County)

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	56,073	63,734	65,934	3.5
Passenger Vehicle Service Miles	715,254	834,315	1,001,928	20.1
Unlinked Passenger Trips	1,374,330	1,552,824	1,705,759	9.8
Employees (FTEs)	50	55	55	—
Passenger Trips/Vehicle Service Hours	24.5	24.4	25.9	6.2
Passenger Trips/Vehicle Service Miles	1.9	1.9	1.7	(8.5)
Service Hours/Employee	1,121.5	1,158.8	1,198.8	3.5
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	17,827	21,562	32,560	51.0
Passenger Vehicle Service Miles	345,949	232,204	358,427	54.4
Passenger Trips	169,806	106,524	135,424	27.1
Employees (FTEs)	39	41	45	9.8
Passenger Trips/Vehicle Service Hours	9.5	4.9	4.2	15.8
Passenger Trips/Vehicle Service Miles	0.5	0.5	0.4	17.6
Service Hours/Employee	457.1	525.9	723.6	37.6
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$2,450,734	\$2,989,670	\$3,274,572	9.5
Operating Cost/Vehicle Service Hours	\$43.71	\$46.91	\$49.66	5.9
Operating Cost/Passenger Trip	\$1.78	\$1.93	\$1.92	—
Farebox Revenue	\$263,026	\$300,793	\$335,030	11.4
Farebox Recovery Ratio	10.7%	10.1%	10.2%	1.7
<b>Demand-Response</b>				
Operating Cost	\$327,060	\$472,917	\$687,000	45.3
Operating Cost/Vehicle Service Hours	\$18.35	\$21.93	\$21.10	(3.8)
Operating Cost/Passenger Trip	\$1.93	\$4.44	\$5.07	(14.3)
Farebox Revenue*	0	0	0	—
Farebox Recovery Ratio*	0	0	0	—
*No fares are collected on the demand-response service.				
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$2,140,605	\$3,340,945	\$3,835,571	14.8
MVET	1,509,902	2,182,304	2,782,428	27.5
Fares	263,026	300,793	335,030	11.4
Federal (Capital)	70,378	287,225	217,015	(24.5)
Federal (Operating)	245,000	370,600	600,000	61.9
Other	276,109	465,654	498,759	7.1
Total	\$4,505,020	\$6,947,521	\$8,268,803	19.0
<b>Expenses</b>				
Capital	\$118,696	\$582,077	\$500,461	(14.0)
Operating	2,777,794	3,462,587	3,961,572	14.4
Depreciation	211,464	259,712	318,114	22.5
Other	2,157,383	2,142,454	2,122,500	(0.9)
Total	\$5,265,337	\$6,446,830	\$6,902,647	7.1
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$193,104	\$561,415	\$1,973,876	251.6
Capital Replacement/Purchase Funds	1,657,383	3,699,837	4,905,430	32.6
Self Insurance Fund	2,170,000	2,670,000	3,086,088	15.6
Other	0	0	1,325	—
Total	\$4,020,487	\$6,931,252	\$9,966,719	43.8

# Yakima Transit

## **Bill Schultz Transit Manager**

2301 Fruitvale  
Yakima, Washington 98902  
(509) 575-6005

## **Background**

The city of Yakima first subsidized the operation of transit service on October 3, 1966, under RCW 35.92. The city levied a household tax to provide funding and contracted with a private company to provide service. The city assumed direct operation of the system in 1978. In 1980, the voters approved a 0.3 percent sales tax to replace the household tax previously collected.

All policy direction is provided by the Yakima City Council.

## **Services**

Yakima Transit provides fixed-route services within the city limits, an area slightly over 14 square miles.

Yakima Transit contracts with several private entities including private nonprofit agencies and a local taxi, to provide demand-response service.

## **Service Standards**

Fixed-route revenues shall cover from 12 percent to 15 percent of operating cost. Routes will be subject to review and possible modification if ridership falls below 80 percent of that maintained by the entire system.

## **1990 Achievements**

- Increased ridership by 7 percent.
- Completed bus stop improvement plan.
- Completed maintenance and administration facility improvement master plan.
- Completed site selection process for downtown transit center project.

## **1991 Objectives**

- Establish downtown trolley service as a 1-year demonstration project.
- Complete final design phase of downtown transit center project.

## **Community Participation**

All Yakima Transit policy and budgetary issues are addressed by the City Council in open public meetings and hearings during review and adoption of the city's annual budget.

## **Passenger Service Vehicles**

Fixed-route — 21 total, age ranging from 1974 to 1986

## **Vehicle Replacement Standards**

Vehicle replacement is considered when the average annual operating cost begins to increase. Average annual operating cost is calculated by adding all lifetime maintenance costs to all lifetime depreciation costs and dividing by the age of the vehicle in years.

## **Facilities**

As a division of the city Public Works Department, Yakima Transit is housed at the Public Works Shop.



## Yakima Transit

	1988	1989	1990	'89-'90 % Change
<b>Operating Statistics</b>				
<b>Fixed-Route</b>				
Passenger Vehicle Service Hours	51,457	46,747	44,014	(5.8)
Passenger Vehicle Service Miles	498,217	516,851	511,929	(1.0)
Unlinked Passenger Trips	1,152,901	1,166,464	1,246,966	6.9
Employees (FTEs)	31	32	38.5	20.3
Passenger Trips/Vehicle Service Hours	22.4	25.0	28.3	13.5
Passenger Trips/Vehicle Service Miles	2.3	2.3	2.4	7.9
Service Hours/Employee	1,659.9	1,460.8	1,143.2	(21.7)
<b>Demand-Response</b>				
Passenger Vehicle Service Hours	58,924	20,324	20,457	0.7
Passenger Vehicle Service Miles	171,303	157,071	162,434	3.4
Passenger Trips	67,604	62,337	61,736	(1.0)
Employees (FTEs)*	20	17	17	—
Passenger Trips/Vehicle Service Hours	1.1	3.1	3.0	(1.6)
Passenger Trips/Vehicle Service Miles	0.4	0.4	0.4	—
Service Hours/Employee	2,946.2	1,195.5	1,203.4	0.7
*Actual FTEs are unavailable due to on-call status required in purchase agreement with local taxi company.				
<b>Financial Indicators</b>				
<b>Fixed-Route</b>				
Operating Cost	\$1,786,461	\$1,920,546	\$2,287,602	19.1
Operating Cost/Vehicle Service Hours	\$34.72	\$41.08	\$51.97	26.5
Operating Cost/Passenger Trip	\$1.55	\$1.65	\$1.83	11.4
Farebox Revenue	\$246,114	\$239,258	\$257,810	7.8
Farebox Recovery Ratio	13.8%	12.5%	11.3%	(9.5)
<b>Demand-Response</b>				
Operating Cost	\$262,266	\$274,101	\$288,142	5.1
Operating Cost/Vehicle Service Hours	\$4.45	\$13.49	\$14.09	4.4
Operating Cost/Passenger Trip	\$3.88	\$4.40	\$4.67	6.1
Farebox Revenue	\$16,597	\$12,565	\$13,646	8.6
Farebox Recovery Ratio	6.3%	4.6%	4.7%	3.3
<b>System-wide</b>				
<b>Revenues</b>				
Sales Tax	\$1,953,738	\$2,153,972	\$2,293,669	6.5
MVET	0	0	0	—
Fares	262,711	251,823	271,456	7.8
Federal (Capital)	8,178	20,196	38,776	92.9
Federal (Operating)	1,623,302	512,022	1,032,200	101.6
Other	107,615	161,710	674,939	317.4
Total	\$3,955,544	\$3,099,633	\$4,311,040	39.1
<b>Expenses</b>				
Capital	\$75,566	\$108,328	\$123,728	14.2
Operating	2,048,727	2,194,647	2,575,744	17.4
Depreciation	0	0	0	—
Other	804,213	329,124	1,950,719	492.7
Total	\$2,928,506	\$2,632,099	\$4,650,191	76.7
<b>Fund Balances</b>				
Unrestricted Cash and Investment	\$0	\$0	\$0	—
Capital Replacement/Purchase Funds	2,929,810	5,300,667	6,817,707	28.6
Self Insurance Fund	0	0	0	—
Other	0	0	0	—
Total	\$2,929,810	\$5,300,667	\$6,817,707	28.6

# High Occupancy Vehicle Transportation Programs



The 1990 legislative session provided various local option transportation revenue measures to finance High Occupancy Vehicle (HOV) transportation programs. To monitor the activities in those counties which have local option taxing available to them, RCW 81.100.050 requires that the Department of Transportation describe HOV financing actions taken by King, Pierce, and Snohomish.

## **HOV Acceleration Employee Tax and Motor Vehicle Excise Tax (MVET) Surcharge**

The two local option revenues made available to the three central Puget Sound counties for HOV Acceleration purposes under RCW 81.100 are also authorized for High Capacity Transit (HCT) purposes. If a county were to levy either the employee tax or the MVET surcharge for HOV Acceleration, that revenue would not be available to Metro for HCT projects. Under legislation passed during the 1991 session (ESHB 2151) the HCT revenue authorization was amended to allow these local options to be used to finance any HOV improvements included in the HCT System Plan submitted to the voters. Moreover, by using the revenue options under the HCT statutory authority, local officials would have more flexibility in devising an HOV financing plan than they would under the HOV Acceleration authority.

Shortly after the 1990 legislative session, elected representatives from King County, the city of Seattle, and the suburban cities in King County began meeting periodically to consider the various local transportation revenue options. This interjurisdictional effort was overseen by a group of elected officials known as the Local Option Strategies Development (LOSD) Steering Committee. The purpose of this committee was to develop a consensus on a coordinated set of strategies for implementing the local option transportation revenues.

The King County LOSD Steering Committee identified the following shortcomings in the HOV Acceleration authority which they did not find in the HCT authority:

- The HOV Acceleration statute prohibits counties from pledging the revenues from the employee tax or MVET surcharge for debt service after June 2000.
- If the employee tax is used under the counties' HOV Acceleration authority, much of the revenue will have to be lost as a result of credits to employers who implement transportation demand management (TDM) measures. In light of the 1991 enactment of SSB 1671, mandating TDM regulations and programs for major employers, this incentive approach is no longer appropriate and would simply result in much fewer revenues for HOV improvements.

## High Occupancy Vehicle Transportation Programs

- The HOV Acceleration statute mandates that counties use the local revenues generated under this authority in a specific order of priority, with the highest priority being the completion of the Interstate HOV lane system. The King County LOSD Steering Committee determined that it would be premature to commit local option funds to financing freeway HOV lanes, since it is not yet known how the following will affect the level of future federal and state funds for HOV projects:
  - reauthorization of the federal Surface Transportation Act for 1992-1996 and, subsequently 1997-2001;
  - recent federal and state clean air legislation and its impacts on programming federal and state transportation dollars; and
  - the current review and potential future revision of the state's transportation programming and prioritization policies.

In recognition of the fact that the HCT planning process for the central Puget Sound region is well underway, there is a consensus in King County that the county should defer developing an HOV Acceleration ballot measure until after the HCT System Plan goes to a vote in late 1992 or early 1993. This strategic timing approach was recently discussed by the King County LOSD Steering Committee and a consensus was reached on the basis of the following understandings.

- The Metro Planning Subcommittee and the HCT Joint Regional Policy Committee would continue to identify a series of HOV system improvement for inclusion in the HCT System and financing plan to be submitted to the voters;
- Local governments in the region would continue to pursue planning efforts to identify and program arterial HOV improvements within their respective jurisdictions, and
- WSDOT would continue to pursue planning and design work on the core freeway HOV lane system in a way to maximize the likelihood of federal funding availability.

### **Commute Trip Reduction Programs**

RCW 81.100 requires that any county adopting the HOV Acceleration employee tax also adopt goals for reducing the proportion of commuters who drive single-occupant vehicles during commute periods. In the 1991 legislative session, SSHB 1671 mandated that eight counties and the cities in those counties adopt Commute Trip Reduction (CTR) plans and ordinances designed to achieve certain minimum goals for reducing single occupant commute trips. The requirements of SSHB 1671 clearly supersede the commute trip reduction provisions of RCW 81.100.

King County and Metro have jointly initiated an effort to coordinate the development of CTR goals and plans on a regional basis.

While no specific actions were taken by Pierce County during 1990 to activate either the employee tax or the local MVET surcharge, cooperative planning efforts are underway. Most significant of these efforts is the Pierce County Transportation Plan which will address goals for reducing single occupant vehicles during commuter periods. The plan will be completed in 1992.

Snohomish County took no action under RCW 81.100 during calendar year 1990, although there were several activities related to TDM which did occur. The county adopted a \$15 increase in vehicle license fees which went into effect March 1991. Revenues from this fee increase are dedicated to the county's arterial improvement program. Included in this program will be HOV lanes on a portion of 128th/Airport Road scheduled for implementation in 1992. In addition, Snohomish County began a TDM program and an employee commuter program both geared at reducing single occupant vehicle trip making. Both of these programs were implemented in 1991.

(Information provided by King, Pierce, and Snohomish County officials.)

# Mode Split

One of the measures used in transportation planning and analysis is "mode split." Mode split is a mathematical calculation used to determine measurements of usage by transportation entities for reporting and planning purposes. The specific elements of a mode split may measure very limited data or may incorporate a more general and diverse statistical base. This measurement defines the percentage of persons using each specific type of transportation available — personal automobile, bus, vanpool, bicycle. Mode split calculations are often determined by computer modeling. The following metropolitan planning organizations have submitted mode split information to the 1990 report.

## Clark County

The transportation modeling done in Clark County is incorporated into the larger metropolitan area including Portland, Oregon. The Clark County transportation agency, C-TRAN, participates in a bi-state transportation system, and therefore work trips to the Portland Central Business District (CBD) are considered when calculations of mode split are made.

	1988 Transit Mode Split	2010 Transit Mode Split
Clark County-Wide Work Trips	2.3%	4.0%
Clark County to Portland CBD Work Trips	24.1%	47.0%

## King, Kitsap, Pierce, and Snohomish Counties

The Puget Sound Council of Governments prepared estimates and forecasts for mode split percentages for home base transit work trips.

	1980 Percent	1985 Percent	1990 Percent	2000 Percent
King	11.2	9.4	10.2	10.7
Kitsap*	16.7	16.8	15.6	14.3
Pierce	2.7	2.5	3.2	3.5
Snohomish	2.9	4.6	5.7	4.8

\* Includes auto-passenger ferry as transit.

## Other Areas

Spokane Transit and the Whatcom County Council of Governments have estimated the transit use for their respective counties as a 3 percent mode split. This estimate is based on the number of transit trips as a ratio to the number of overall trips within their urbanized areas.

Mode split analysis in urbanized areas will become more important as communities begin to address clean air initiatives.





# **Glossary of Standard Transportation Terms**

---

## **Accessibility**

The adaptation of buses and facilities for passengers in wheelchairs and passengers with other special needs.

## **Accessible**

Describes transportation facilities without barriers to prevent their use by any individual, such as a person in a wheelchair.

## **Administrative Costs**

Those operating costs not directly associated with transportation operations or maintenance functions.

## **Allocation**

A method of separating expenses and revenues attributable to different programs. Also, a method of determining the cost of shared facilities and services.

## **Alternative Fuels**

Nonstandard fuels such as methanol, ethanol, natural gas.

## **Americans with Disabilities Act of 1990 (ADA)**

Federal civil rights law which assures persons with disabilities equal opportunity to fully participate in society, are able to live independently and can be economically self-sufficient.

## **Articulated Bus**

High-capacity motorbus with two rigid sections connected by a flexible, bending middle section.

## **Base (Off-Peak) Period**

The time of day during which vehicle requirements and schedules are not influenced by peak period demands, and transit ridership is low to moderate in volume.

## **Bus**

A self-propelled (e.g., diesel, gasoline, electric, propane, or compressed natural gas), rubber-tired vehicle that is designed to operate on the street system and transport a large number of persons (15 to 80).

## **Bus Shelter**

A facility, generally located at a major loading point, which provides seating and protection from the weather for passengers waiting to board a bus.

## **Bus Stop**

A place where passengers wait to board a bus, generally designated by a bus stop sign.

## **CBD**

The Central Business District or downtown area of a city or town.

## **Capital Costs**

The cost of equipment and facilities required to support transportation systems (e.g., vehicles, radios, shelters, maintenance facilities).

## **Carpool**

A group of people who share the use and cost of automobile or light truck transportation to and from designated destinations on a regular basis (e.g., daily trips to work, see Ridesharing).

## **Charter Service**

Transportation service provided in a vehicle licensed to render that service, and engaged at a specified price for a specific period of time, usually on a reservation or contract basis.

## **Glossary of Standard Transportation Terms**

### **Commercial Driver's License (CDL)**

A driver's license required by state and federal law for operators of vehicles with a gross vehicle weight of more than 26,000 pounds, vehicles designed to carry 16 or more persons including the driver, school buses, and vehicles transporting hazardous materials.

### **Commuter Service**

Transportation provided on a regularly scheduled basis with emphasis during peak periods to serve work and school trip purposes. Characterized by large vehicles, high speeds, few stops, and long distances.

### **Deadhead Miles**

The distance a bus travels while in fixed-route operation but not available for passenger boardings. (For example, going from and returning to the garage or transfer points.)

### **Demand-Response Feeder**

Demand-response service that feeds a terminal or transfer center where connections can be made to the main system.

### **Demand-Response Service**

Transportation operation designed to carry passengers from their origins to specific destinations (generally curb-to-curb or door-to-door) on an immediate demand or advance (e.g., 24-hour) reservation basis.

### **Disability**

Any physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment.

### **Dispatch**

The relaying of service instructions to vehicle drivers, generally by means of radio communication.

### **Employees, Number of**

Total employee hours divided by 2,080 hours. (Full-Time Equivalent, FTE)

### **Express Service**

Higher speed transportation operation designed to make a limited number of stops along a given route and generally provided during peak hours by express buses (see Local Service).

### **Fare**

The designated payment for a ride on a passenger vehicle, whether cash, tokens, transfer, coupon, or pass.

### **Fare Policy**

Policies developed by the transit agency to establish and/or regulate fares.

### **Fare Structure**

The schedule of fares by type of passenger, type of service, and time of service (e.g., adults \$0.35, children \$0.25, and senior citizens \$0.10).

### **Farebox Revenue**

Any user payment for transportation service excluding charter.

### **Feeder Service**

Local neighborhood circulator transportation service which provides a high level of access and connections with major transportation service corridors.

### **Ferryboat**

A vessel for carrying passengers and/or vehicles over a body of water.

### **Fixed-Route Service**

Transportation service operated over a set route or network of routes generally on a regular schedule.

### **Fleet**

All vehicles belonging to a transit system. There are many subsets of a fleet; revenue or passenger service fleet, maintenance fleet, or non-revenue fleet.

### **Headway**

The time interval between transit vehicles moving in the same direction along a given route (e.g., 15 minutes, one hour). Headways can vary with the time or day of operation.

### **High Capacity Transportation (HCT)**

A group of transportation modes on exclusive right of way, operating in an express service or with infrequent stops and characterized by higher speeds than conventional transit or ridesharing modes. May include rail, busways, HOV lanes, park and ride lots, and HOV programs.

### **High Occupancy Vehicle (HOV)**

A vehicle carrying more than one occupant, such as bus, vanpool, and carpool.

## **Glossary of Standard Transportation Terms**

### **Hours of Regular Service**

The time of day when transit service is available to the public on weekdays, Saturdays, or Sundays.

### **Intermodal Facility**

A facility that serves the needs of more than one transportation mode or type of service.

### **Local Service**

Low-speed transportation operation designed to make frequent stops along a route, and typically provided by buses (see Express Service).

### **Maintenance Costs**

Expenses associated with passenger and service vehicles and equipment, buildings and grounds, parts and supplies, and maintenance labor expenses.

### **Maintenance Employees**

Total number of full-time equivalent (FTE) employees, including support personnel, performing services for the maintenance department.

### **Marketing**

The efforts made to attract patrons to a transportation system. Basic elements of a marketing program include: market research, pricing (fare structure, logo, and color scheme), information service (route maps and schedules), advertising, and promotional efforts.

### **Mass Transit**

The general terms used to identify bus, fixed rail, or other types of transportation service available to the general public which move relatively large numbers of people at one time (see Public Transportation).

### **Metropolitan Planning Organization (MPO)**

Designated by the state and given the authority to carry out comprehensive, coordinated transportation planning in a specified metropolitan area.

### **Mode**

The types of transportation available for use (e.g., bicycle, automobile, bus, and subway).

### **Mode Split**

The proportion of total person trips made with various kinds of modes of transportation (e.g., 50 percent auto driver, 10 percent auto passenger, 25 percent subway, and 15 percent bus).

### **Monorail**

A railway system using one rail on which a vehicle or train of cars travels.

### **Operating Costs**

The recurring costs of providing transportation service which include wages, salaries, fuel, oil, taxes, maintenance, marketing, and insurance.

### **Paratransit**

Flexible transportation services which are operated publicly or privately, are distinct from conventional fixed-route, fixed-schedule transit, and can be operated on the existing highway and street system, generally with low capacity vehicles. Examples include vanpools, jitney, shared-ride taxi, subscription bus service, and demand-responsive services.

### **Park and Ride**

A trip made by a motorist who drives an automobile to a designated parking lot at or near a transit station, parks the automobile, and then utilizes the transit system or ridesharing means to the desired destination.

### **Passenger Trip**

One person making a one-way trip origin to destination. One round trip equals two passenger trips.

### **Peak Periods**

The hours when traffic or passenger demand/activity are greatest. Generally, there is a morning and an afternoon peak, particularly during the Monday through Friday work week.

### **Peak Service**

Operation of the maximum number of vehicles during the peak period.

### **Public Transportation**

Transportation service which is available to any person upon payment of the prescribed fare, and which cannot be reserved for the private or exclusive use of one individual or group. "Public" in this sense refers to the access to, not the ownership of, the system (see Transit).

### **Public Transportation Benefit Area (PTBA)**

A municipal corporation of the state of Washington created pursuant to RCW 36.57A.

### **Revenue**

Receipts derived from the provision of transit service. Farebox revenue includes all fares, transfer charges, and zone charges paid by transit passengers. Federal subsidy includes all revenues received from federal governments for transit capital or operating expenses. Tax revenue includes all receipts earned by transit systems that are organized as independent, political subdivisions and have their own taxing authority.

## **Glossary of Standard Transportation Terms**

### **Revenue Recovery Ratio**

A percentage of total operating costs which the system plans to recover from farebox revenues.

### **Ridematching**

A carpool, vanpool, or buspool matching service. Commuters are matched with others having similar commute trip origins, destinations, and schedules.

### **Ridership**

The number of persons using a transit system to make a one-way trip (expressed as hourly, daily, monthly, or yearly ridership, see Passenger Trip).

### **Ridesharing**

Any of several transportation means, other than mass public transit, used by more than one person to make a trip (e.g., carpool, vanpool, and shared-ride taxi).

### **Route Miles**

The total number of miles included in a fixed-route transit system network.

### **Rural Area**

An area, village, town, or community that is not a part of a designated urban area. An area that has a population of less than 50,000.

### **Schedule**

A listing of every trip provided on a transit route during the hours of service, including specific stopping points or major loading areas.

### **Service Miles, Annual Vehicle**

Sum of the number of miles transit vehicles were driven in passenger service for the year, exclusive of deadhead miles. Also referred to as Annual Vehicle Revenue Miles.

### **Shared-Ride Taxi**

A demand-responsive service in which taxis carry several unrelated passengers with different origins and destinations.

### **Single-Occupancy Vehicle (SOV)**

A personal vehicle carrying only the driver.

### **Small Urban**

A geographic area with a central city that has a population between 50,000 and 200,000 people.

### **Subscription Bus**

A service in which routes and schedules are prearranged to meet the specific travel needs to riders who require the service in advance; the level of service is generally higher than that of regular passenger bus service (fewer stops, shorter travel time, and greater convenience), and the buses are usually obtained through charter or contractual arrangements.

### **Subsidized Taxi**

A service which lowers taxi fares either to the general public or to special groups (such as elderly persons). The taxi company is reimbursed the difference between the actual taxi fare and the amount of the subsidy per rider (e.g., half fare). Funds for the subsidy can come from a variety of sources including local taxes or social service agency program funds.

### **Surveys**

A means of gathering information from transit users and the general public concerning use and perceptions of public transportation.

### **Transit Development Program (TDP)**

A short-term (6-year) program which outlines the intended timetable for development of transit in a given area, and which includes a detailed program of capital equipment acquisition, system management, and operations. Also referred to as a comprehensive plan.

### **Transportation Demand Management (TDM)**

Policies, programs, and actions implemented to increase the use of High Occupancy Vehicles (public transit, carpooling, and vanpooling) and/or spread the timing of travel to less congested time periods through alternate work hour programs.

### **Transportation Improvement Program (TIP)**

A short-term (6-year) program of specific capital improvements and implementation for highway and transit in an urbanized area.

### **Transportation System Management (TSM)**

A detailed plan which outlines strategies to maximize the efficiency of existing transportation system resources and operations. TSM strategies include: improved transit operations, ridesharing, improved traffic signalization and traffic flow, and preferential HOV lanes.

## **Glossary of Standard Transportation Terms**

---

### **Transfer**

An instrument (paper, ticket, or token) issued to a passenger that allows changing from one transit vehicle to another, according to certain rules. Moving between vehicles to complete a trip.

### **Transfer Center**

A fixed transfer point fed by routes where passengers can transfer from one transit vehicle to another.

### **Transit**

Local transportation available for use by the general public and generally operated on fixed routes and fixed schedules (see Mass Transit).

### **Transit Coach**

A large (25- to 80-passenger), heavy-duty bus designed and built for stop and go intercity transit service with a long useful life.

### **Transit Dependent**

A person who because of circumstances (for example age, income, or health) cannot drive a private automobile and must rely on public transportation to travel.

### **Transit Pass**

A prepaid, nonmonetary type of fare that is generally used for a specific period of transit service.

### **Transportation Brokerage**

Coordination of transportation services in a defined area. The transportation broker often centralizes vehicle dispatch, record keeping, vehicle maintenance, etc., under contractual arrangement with agencies, municipalities, and other organizations. It is possible to serve both social service agency and general public transportation needs under the same management/operation by using the transportation broker concept.

### **Travel Demand**

The number of trips that are desired by passenger along a particular transportation route or corridor under specified conditions (e.g., particular fare structure or service level).

### **Trip, Linked Passenger**

A single trip by a passenger to get from their origin to their destination regardless of the number of different modes or vehicle changes involved.

### **Trip, Unlinked Passenger**

Any segment of a linked passenger trip that is distinctive in the use of a different mode, transit vehicle, or route.

### **Trip Purpose**

The reason for making a trip (e.g., work, school, or medical).

### **Urbanized Area**

An area having a central city and surrounding closely settled territory of 50,000 population or more, according to the most recent census.

### **User-Side Subsidy**

Sum or discount paid or applied to the rider's fare. Individuals can purchase tokens at designated sale sites and present the token to a service provider in exchange for a ride, which is worth more than the actual cost of the token.

### **Vanpool**

A prearranged ridesharing service in which a number of people (7 to 15) travel together on a regular basis in a van, particularly to and from work.

### **Vehicle Miles**

The total number of miles traveled by transit vehicles in a given period of time.

### **Worker/Driver Program**

Fleet of full-sized transit coaches operated on a subscription or commuter pool basis. Operators are employed on a part-time basis by the transit system while their full-time employment is their commuting destination.

### **Zone**

A portion of the service area specified for a particular fare charge, elimination of a fare or service level.



# Statewide Operating Statistics

Fixed-Route	Passenger Service Hours	Passenger Service Miles	Passenger Trips	Employees (FTEs)	Pass. Trip/Serv. Hours	Pass. Trip/Serv. Miles	Service Hour/Employee	Operating Cost/Hours	Operating Cost/Trips	Farebox Recovery Ratio (%)
Ben Franklin	128,798	1,784,493	2,439,729	104.6	18.9	1.4	1,231.3	\$37.59	\$1.98	7.4
Clallam	36,100	945,000	613,081	51.0	17.0	0.6	707.8	\$65.16	\$3.84	7.1
C-TRAN	145,000	2,675,000	3,041,000	146.4	21.0	1.1	990.4	\$53.77	\$2.56	16.6
Community	187,215	4,066,105	4,004,748	300.3	21.4	1.0	623.4	\$93.59	\$4.38	20.2
Cowlitz	15,922	218,967	304,132	13.0	19.1	1.4	1,224.8	\$54.07	\$2.83	5.6
Everett	81,624	1,054,703	1,480,351	64.0	18.1	1.4	1,275.4	\$46.20	\$2.55	8.1
Grays Harbor	85,589	1,532,564	1,256,534	73.0	14.7	0.8	1,172.5	\$37.30	\$2.54	7.6
Intercity	126,925	1,705,070	2,526,107	162.0	19.9	1.5	783.5	\$50.99	\$2.56	7.2
Island	17,064	482,000	353,094	24.0	20.7	0.7	711.0	\$54.12	\$2.62	—
Jefferson	13,119	349,743	196,056	18.0	14.9	0.6	728.8	\$58.70	\$3.93	7.8
Kitsap	76,501	1,117,782	2,376,390	96.0	31.1	2.1	796.9	\$52.21	\$1.68	19.3
Metro	1,831,029	30,054,460	95,410,000	2,807.7	52.1	3.2	652.1	\$91.27	\$1.75	21.0
Pacific	12,489	311,857	160,874	18.0	12.9	0.5	693.8	\$42.93	\$3.33	8.5
Pierce	430,414	6,069,086	10,383,804	424.0	24.1	1.7	1,015.1	\$58.83	\$2.44	13.5
Prosser	3,400	63,517	24,197	3.0	7.1	0.4	1,133.3	\$18.40	\$2.59	17.6
Pullman	10,684	142,525	692,145	9.7	64.8	4.9	1,101.4	\$61.18	\$0.94	28.7
Spokane	332,020	4,711,781	6,975,070	300.8	21.0	1.5	1,103.8	\$54.79	\$2.61	16.4
Twin	12,962	188,668	191,170	13.0	14.7	1.0	997.1	\$39.08	\$2.65	6.9
Valley	33,194	440,710	747,726	36.0	22.5	1.7	922.1	\$40.34	\$1.79	8.2
Whatcom	65,934	1,001,928	1,705,759	55.0	25.9	1.7	1,198.8	\$49.66	\$1.92	10.2
Yakima	<u>44,014</u>	<u>511,929</u>	<u>1,246,966</u>	<u>38.5</u>	<u>28.3</u>	<u>2.4</u>	<u>1,143.2</u>	<u>\$51.97</u>	<u>\$1.83</u>	<u>11.3</u>
Total	3,689,997	59,427,888	136,128,933	4,758.0						

Demand-Response	Passenger Service Hours	Passenger Service Miles	Passenger Trips	Employees (FTEs)	Pass. Trip/Serv. Hours	Pass. Trip/Serv. Miles	Service Hour/Employee	Operating Cost/Hours	Operating Cost/Trips	Farebox Recovery Ratio (%)
Ben Franklin	37,659	507,924	115,298	24.2	3.1	0.2	1,556.2	\$25.04	\$8.18	3.9
Clallam	11,162	168,503	43,744	7.0	3.9	0.3	1,594.6	\$25.23	\$6.44	28.0
C-TRAN	21,400	379,000	71,000	18.5	3.3	0.2	1,156.8	\$28.32	\$8.54	2.6
Community	22,895	368,186	72,628	21.0	3.2	0.2	1,090.2	\$29.61	\$9.33	—
Cowlitz	12,311	6,420	4,275	4.0	0.3	0.7	3,077.8	\$4.14	\$11.93	1.3
Everett	8,320	97,514	34,622	9.0	4.2	0.4	924.4	\$35.15	\$8.45	1.8
Grays Harbor	0	0	0	0.0	—	—	—	—	—	—
Intercity	15,318	192,789	53,094	18.0	3.5	0.3	851.0	\$20.17	\$5.82	—
Island	5,720	60,547	17,327	3.5	3.0	0.3	1,634.3	\$19.23	\$6.35	5.6
Jefferson	4,061	47,901	11,246	5.0	2.8	0.2	812.2	\$20.42	\$7.37	—
Kitsap	46,310	778,542	323,103	65.0	7.0	0.4	712.5	\$60.12	\$8.62	0.4
Metro	95,128	1,417,158	842,915	54.0	8.9	0.6	1,761.6	\$23.96	\$2.70	7.9
Pacific	6,512	114,595	20,260	4.0	3.1	0.2	1,628.0	\$44.33	\$14.25	2.0
Pierce	88,887	1,658,539	310,854	40.0	3.5	0.2	2,222.2	\$51.24	\$14.65	6.9
Prosser	0	0	0	0.0	—	—	—	—	—	—
Pullman	2,904	22,579	6,039	1.8	2.1	0.3	1,613.3	\$25.87	\$12.44	8.3
Spokane	93,069	1,258,987	287,319	56.9	3.1	0.2	1,635.7	\$33.15	\$10.74	3.6
Twin	0	0	0	0.0	—	—	—	—	—	—
Valley	9,997	72,321	38,698	5.0	3.9	0.5	1,999.4	\$11.67	\$3.01	11.9
Whatcom	32,560	358,427	135,424	45.0	4.2	0.4	723.6	\$21.10	\$5.07	—
Yakima	<u>20,457</u>	<u>162,434</u>	<u>61,736</u>	<u>17.0</u>	<u>3.0</u>	<u>0.4</u>	<u>1,203.4</u>	<u>\$14.09</u>	<u>\$4.67</u>	<u>4.7</u>
Total	534,670	7,672,366	2,449,582	398.9						



## Statewide Operating Statistics

Revenues	Sales Tax	MVET	Fares	Federal (Capital)	Federal (Operating)	Other	Total
Ben Franklin	\$3,726,148	\$4,186,876	\$394,114	\$13,519	\$0	\$419,835	\$8,740,492
Clallam	1,476,949	1,476,949	246,734	324,616	0	307,671	3,832,919
C-TRAN	5,968,000	5,928,000	1,268,000	1,367,000	0	2,304,000	16,835,000
Community	15,068,182	9,742,931	3,534,858	2,018,763	340,000	2,032,020	32,736,754
Cowlitz	573,778	578,404	48,889	560,000	0	73,724	1,834,795
Everett	4,586,023	0	308,840	672,000	323,000	5,751	5,895,614
Grays Harbor	1,511,687	1,484,967	243,903	0	0	558,182	3,798,739
Intercity	3,900,458	3,292,585	465,000	954,211	0	726,829	9,339,083
Island	786,068	693,795	6,204	0	0	98,023	1,584,090
Jefferson	542,192	473,209	60,322	114,825	0	109,134	1,299,682
Kitsap	4,093,210	3,832,042	780,964	1,874,173	0	722,519	11,302,908
Metro	135,133,000	59,018,000	35,213,932	53,104,000	5,334,000	10,114,000	297,916,932
Pacific	340,453	329,894	51,453	48,462	0	150,668	920,930
Pierce	14,350,315	13,370,440	3,739,705	2,151,619	1,566,293	2,765,105	37,943,477
Prosser	0	15,000	11,000	0	16,439	35,803	78,242
Pullman	0	346,455	193,501	0	95,285	399,981	1,035,222
Spokane	10,302,487	9,919,746	3,088,816	4,952,941	1,132,251	2,902,765	32,299,006
Twin	384,890	341,597	34,844	0	0	91,690	853,021
Valley	906,536	901,492	123,624	0	0	123,532	2,055,184
Whatcom	3,835,571	2,782,428	335,030	217,015	600,000	498,759	8,268,803
Yakima	<u>2,293,669</u>	<u>0</u>	<u>271,456</u>	<u>38,776</u>	<u>1,032,200</u>	<u>674,939</u>	<u>4,311,040</u>
Total	\$209,779,616	\$118,714,810	\$50,421,189	\$68,411,920	\$10,439,468	\$25,114,930	\$482,881,933

Expenses	Capital	Operating	Depreciation	Other	Total
Ben Franklin	\$502,550	\$5,784,535	\$1,209,189	\$820,667	\$8,316,941
Clallam	458,381	2,633,783	201,280	254,767	3,548,211
C-TRAN	4,898,000	8,403,000	1,204,000	225,000	14,730,000
Community	6,184,099	18,200,091	1,853,712	750,939	26,988,841
Cowlitz	18,871	911,928	31,108	560,000	1,521,907
Everett	221,898	4,063,562	426,939	0	4,712,399
Grays Harbor	481,454	3,192,393	330,477	174,840	4,179,164
Intercity	2,033,884	6,781,219	1,340,877	504,277	10,660,257
Island	48,000	1,033,462	0	109,303	1,190,765
Jefferson	242,120	853,026	89,981	58,815	1,243,942
Kitsap	3,076,760	6,778,051	894,165	0	10,748,976
Metro	172,447,000	169,399,000	28,860,000	12,000,000	382,706,000
Pacific	136,946	824,844	34,835	0	996,625
Pierce	6,424,024	29,877,393	2,732,732	0	39,034,149
Prosser	0	62,564	0	0	62,564
Pullman	60,684	728,792	52,990	0	842,466
Spokane	14,582,087	21,277,824	2,577,613	74,707	38,512,231
Twin	44,000	506,534	61,873	0	612,407
Valley	913,366	1,455,585	202,334	0	2,571,285
Whatcom	500,461	3,961,572	318,114	2,122,500	6,902,647
Yakima	<u>123,728</u>	<u>2,575,744</u>	<u>0</u>	<u>1,950,719</u>	<u>4,650,191</u>
Total	\$213,398,313	\$289,304,902	\$42,422,219	\$19,606,534	\$564,731,968

