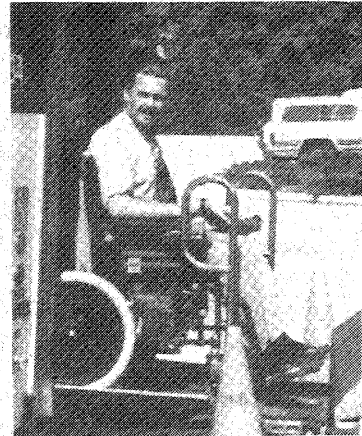


1991

1991 Summary

Public Transportation Systems in Washington State

September 1992



**Washington State
Department of Transportation**

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This publication was prepared by the



**Washington State
Department of Transportation**

Transit, Research, and Intermodal Planning Division
Public Transportation Office

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**Washington State
Department of Transportation**

Duane Berentson
Secretary of Transportation

Transportation Building
P.O. Box 47300
Olympia, WA 98504-7300

September 1, 1992

Dear Colleague:

The Washington State Department of Transportation is pleased to issue the 1991 Summary of Public Transportation Systems in Washington State. This report provides a statewide overview of transit service and performance for the years 1988 to 1991, as well as individual service descriptions and performance reports for all 22 of the state's operating public transit systems. Reports on High Occupancy Vehicle programs and public transportation mode splits in the state's largest metropolitan areas have also been included.

Changes from last year's report include the following:

- For the first time, information on the Washington State Ferry System has been included. However, because its services and performance indicators are substantially different from those of public transit systems, its data are not included in the statewide summary sections.
- Metro Transit amended its ridership figures - for all four years under review - to reflect actual trips taken based on automatic passenger counter data, rather than estimates based on the farebox-transfer rate formula. Consequently, total passenger trips reported in the Metro section and in the statewide summary are approximately 15 million lower for each year than in previous years' reports. Metro is reviewing its transfer rate formula and unlinked trips may be revised in future editions of this publication. Metro's figures in this report were obtained from the agency's Federal Transit Administration Section 15 reports.
- By agreement with the transit systems, the financial section has been modified slightly. Capital expenditures and revenues have been placed in a new "capital" category in order to be consistent with generally accepted accounting principles and to clarify further the distinction between operating and capital expenditures.

I hope that you will find this report helpful and informative. If you would like additional copies or have any questions, please contact Jim Slakey, Public Transportation Office Manager, at (206) 753-2931.

Sincerely,

DUANE BERENTSON
Secretary of Transportation

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Introduction

Local transportation services in Washington State have changed over the past 25 years from a high degree of private sector involvement to public sector management and operations. Twenty-three systems have been established and they provide a variety of public transportation services to both urban and rural communities. In 1991 the Mason County Public Transportation Benefit Area became the most recent to receive voter approval to establish a dedicated sales tax supporting a transit system. Skagit County will seek voter approval of a sales tax in November 1992. Grant and Kittitas Counties have active citizens groups also pursuing the establishment of public transportation services in their areas.

Public transportation is becoming a more important issue to public policy makers. In 1990, the Washington State Legislature directed that an independent study be done to address the "... organization, efficiency, effectiveness, and funding ..." of public transportation authorities in the state. The first of two stages was presented to the Legislature in January 1992. It reported that the state's local transportation authorities generally work well, and are well-managed and adequately funded. The study also concluded that recent initiatives would create challenges for the public transportation industry. These include the federal Intermodal Surface Transportation Efficiency Act (ISTEA), the Americans with Disabilities Act (ADA), and the Clean Air Act. State legislation expected to affect transit includes the High Capacity Transportation (HCT) Act, the Growth Management Acts, and the Transportation Demand Management (TDM) Act.

A significant amount of discussion and debate is occurring concerning the implementation of ISTEA. Many details remain to be resolved, but one aspect of ISTEA will clearly impact future transportation funding

decisions: the flexible use of federal funding. Public transportation projects will now be able to compete on a level playing field with highway-related projects. Individual projects must compete against each other based upon regional and statewide criteria. Public transportation and highway funds can be transferred from one type of project to another, based upon the merits of the competing projects. Implementation of this and other elements of ISTEA will begin once the issues are clarified.

Local public transportation authorities have begun to implement their ADA plans; future statistical reports will reflect impacts of the ADA regulations. Local authorities are now actively participating in the development of regional transportation plans, and a number of local systems have become lead agencies in implementing TDM programs in their communities. These initiatives, in concert with locally-developed policies and goals, will define the agenda for public transportation authorities over the next several years.

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 the 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 through 1991. 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 profiles are provided for each



System Profile Statistics

local public transportation authority operating in Washington State during the reporting period of calendar year 1991. Each profile consists of two parts. The first contains basic information about the history of the authority; the services it provides; its achievements, goals, and service standards; and its facilities and vehicle fleet. The second part contains basic operating and financial information and some fundamental performance measures. In addition to the individual profiles, a statewide highlights section is also provided. A section on the Washington State Ferry System has been added this year, although its statistics are not included in the statewide summary. Information is also provided regarding high occupancy vehicle programs as well as on transit mode splits in the state's most heavily urbanized areas.

Performance measurements reported in each system's profile are developed by using data submitted to the Washington State Department of Transportation (WSDOT). Because of the deadline for submitting the information, unaudited data is used for most 1991 figures. Urbanized transportation systems are required by the federal government to prepare annual reports under Section 15 of the Federal Transit 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 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.

The financial and performance measures shown in this report are useful in tracking a particular system from year to year. However, these measures cannot necessarily be used in drawing meaningful conclusions when comparing systems. 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. Some types of service may also be unique to a particular agency and may be difficult to report within the currently established categories.

Notes to Reader: Percentage changes may sometimes be indicated even when, due to rounding, numbers may show no apparent change.

Figures relating to Capital activities have been moved from the Revenues and Expenses sections and placed in their own section. The change was made, after consultation with representatives from the local transit agencies, in order to be consistent with generally accepted accounting principles and to prevent any appearance that an agency is paying for an asset both when it is purchased and as it is depreciated over the term of its useful life.

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.

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.

Statewide Service Area Population

3,946,090

Services

- Passenger service hours increased by 3 percent approximately.
- Passenger service miles increased by 5.7 percent.

Ridership

- Passengers on fixed-route service increased by 1.7 percent.
- Passengers on demand-response service increased by 10.1 percent.
- The Americans with Disabilities Act of 1990 will increase demand-response services statewide, and will increase accessibility requirements for fixed-route transit service.

System Expansion Efforts

- LINK, a new public transportation system in Chelan and Douglas Counties, began operations in December 1991.
- A proposal for a Skagit County public transportation system will be presented to voters in November of 1992.

Funding

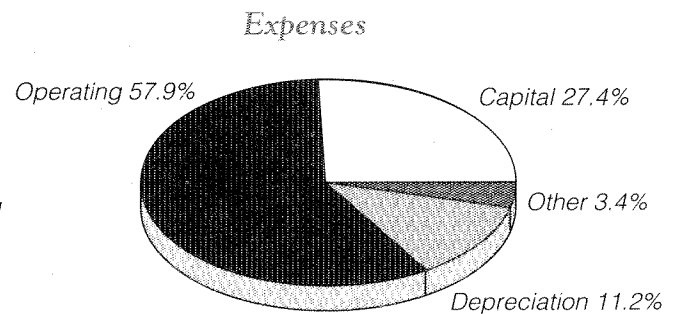
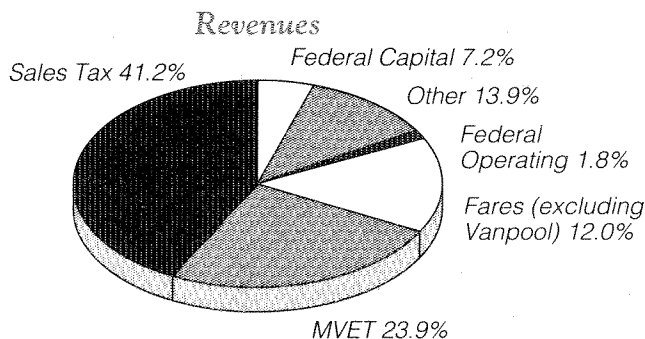
- Sales tax collections increased 5.4 percent, and motor vehicle excise tax increased 8.0 percent.
- Total system revenues increased 20.5 percent.
- Expenses for public transit increased by 14.5 percent.
- Operating expenses increased by 12.6 percent which was the result of increased service hours in both fixed-route and demand-response.
- Farebox revenue increased 17.8 percent. Many systems offer reduced fares or provide fare-free service to a segment of their passengers (elderly and persons with disabilities), in a segment of their service area (downtown), or during a certain time of year (summer).

Noteworthy Developments

- Pierce Transit became operator of the nation's largest natural gas powered mass transit fleet, with 36 Compressed Natural Gas (CNG) powered buses in operation.
- Metro and Community Transit joined with the University of Washington to create the U-PASS program, which provides low-cost transit passes and other transportation services to students, faculty, and staff.
- Pullman Transit established a prepaid fare system at Washington State University which offers free service to students, faculty, and staff.

Statewide Summary

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	3,534,532	3,580,857	3,718,218	3,830,063	3.0
Passenger Vehicle Service Miles	53,734,493	55,080,219	57,601,079	60,873,680	5.7
Unlinked Passenger Trips	109,111,078	113,719,542	120,179,968	122,272,753	1.7
Employees (FTEs)	4,418.5	4,563.0	4,750.3	4,914.4	3.5
Demand-Response					
Passenger Vehicle Service Hours	370,511	336,240	428,462	517,898	20.9
Passenger Vehicle Service Miles	6,166,559	6,666,005	7,535,981	9,443,384	25.3
Passenger Trips	1,614,262	1,738,233	1,851,339	2,037,948	10.1
Employees (FTEs)	277.1	309.4	347.4	413.5	11.5
System-wide					
Revenues					
Sales Tax	\$159,492,502	\$183,134,314	\$210,050,108	\$221,440,731	5.4
MVET	92,257,257	102,842,892	118,715,067	128,223,659	8.0
Fares (Fixed and Demand-Response)	44,130,838	49,325,763	54,753,761	64,485,926	17.8
Federal Operating	11,462,574	10,094,574	10,497,115	9,631,288	(8.2)
Other	<u>27,119,591</u>	<u>15,029,801</u>	<u>19,872,227</u>	<u>74,797,758</u>	276.4
Total	\$334,462,762	\$360,427,344	\$413,888,278	\$498,579,362	20.5
Expenses					
Operating (Fixed and Demand-Response)	\$235,494,127	\$253,610,324	\$286,727,460	\$322,909,879	12.6
Depreciation	37,368,440	38,582,598	42,428,007	62,554,847	47.4
Other	<u>13,440,520</u>	<u>17,713,988</u>	<u>24,432,217</u>	<u>19,223,417</u>	(21.3)
Total	\$286,303,087	\$309,906,910	\$353,587,684	\$404,688,143	14.5
Capital					
Acquisition	\$169,561,944	\$162,630,580	\$214,068,935	\$153,030,831	(28.5)
LESS: Federal Capital	84,201,229	63,047,939	67,932,981	38,806,901	(42.9)
Other Contributions	<u>4,240</u>	<u>11,421</u>	<u>440</u>	<u>8,210</u>	1,765.9
Net Local Investment	\$85,356,475	\$99,571,220	\$146,135,514	\$114,215,720	(21.8)
Fund Balances					
Unrestricted Cash and Investments	\$25,605,793	\$37,113,662	\$67,238,928	\$78,240,194	16.4
Capital Replacement/Purchase Funds	92,154,555	171,199,633	139,212,528	178,949,410	28.5
Self Insurance Fund	20,768,045	22,887,963	26,546,380	26,463,639	(0.3)
Other	<u>23,177,881</u>	<u>19,557,015</u>	<u>15,735,665</u>	<u>24,230,971</u>	54.0
Total	\$161,706,274	\$250,758,273	\$248,733,501	\$307,884,214	23.8



Ben Franklin Transit

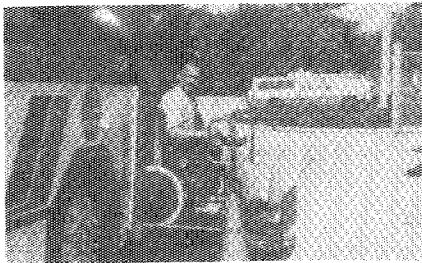
John G. Olson
General Manager

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.



1991 Service Area Population

121,730

Ridesharing/ Ridematching Services (1991)

Vanpool Fleet Size	48
Vans in Operation	42
Passenger Trips	236,507
Total Vehicle Miles	821,300
Carpool Referrals	580
Confirmed Matches	91

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.

Routes are grouped by category, i.e., residential/feeder, intercity/arterial, commuter, school trippers, and special. Those routes falling below 35 percent of the average boardings per revenue hour for their category are placed on "probation."

1991 Achievements

- Expanded transit center parking capacity.
- Promoted greater use of park and ride program.
- Completed Complementary Paratransit plan required by the Americans with Disabilities Act.
- Taxi feeder service was initiated to the Desert Plateau area of Pasco and to the Canyon Lakes area of Kennewick.
- Three new dial-a-ride vehicles added.
- Twelve new vanpools acquired.
- Eight 40-foot lift-equipped buses were ordered, the first such vehicles in the fleet.

1992 Objectives

- Improvement in system efficiencies.
- Development of strategies to address the increase in demand-response service requests.
- Compliance with ADA.
- Service to remote residential areas.

Community Participation

Six public hearings were held on the Americans with Disabilities Act Complementary Paratransit Plan. Twenty-two individuals representing various disabilities and organizations worked with Ben Franklin Transit staff in the development of that plan. Further community involvement occurred during the public hearings for the Six-Year Transit Development and Financial Program, and the private provider review of the Transportation Improvement Program and the Six-Year Transit Development and Financial Program.

Passenger Service Vehicles

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

Demand-response — 26 total, age ranging from 1983 to 1991

Vanpool — 46 total, age ranging from 1983 to 1991

Vehicle Replacement Standards

Fixed-route — 15 years

Demand-response — 10 years

Vanpool — 7 years

Facilities

Located on 8.5 acres and occupied in October 1986, the BFT facility includes a 8,500-square foot administration/operations building, a 21,500-square foot maintenance building, and a 2,100-square foot bus washing building. Four transit centers which include park and ride lots are operated by Ben Franklin Transit.

Ben Franklin Transit

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	120,416	118,118	128,798	119,214	(7.4)
Passenger Vehicle Service Miles	1,803,023	1,825,827	1,784,493	1,879,132	5.3
Unlinked Passenger Trips	2,075,621	2,204,808	2,439,729	2,610,443	7.0
Employees (FTEs)	114.0	112.0	104.6	108.0	3.3
Passenger Trips/Vehicle Service Hour	17.24	18.67	18.94	21.90	15.6
Passenger Trips/Vehicle Service Mile	1.15	1.21	1.37	1.39	1.6
Service Hours/Employee	1,056.3	1,054.6	1,231.3	1,103.8	(10.4)
Demand-Response					
Passenger Vehicle Service Hours	26,760	27,896	30,976	35,003	13.0
Passenger Vehicle Service Miles	459,581	474,953	507,924	548,525	8.0
Passenger Trips	104,847	107,309	115,298	120,381	4.4
Employees (FTEs)	21.0	22.0	24.2	27.0	11.6
Passenger Trips/Vehicle Service Hour	3.92	3.85	3.72	3.44	(7.6)
Passenger Trips/Vehicle Service Mile	0.23	0.23	0.23	0.22	(3.3)
Service Hours/Employee	1,274.3	1,268.0	1,280.0	1,296.4	1.3
Financial Indicators					
Fixed-Route					
Operating Cost	\$4,441,120	\$4,495,203	\$4,841,556	\$5,062,117	4.6
Operating Cost/Vehicle Service Hour	\$36.88	\$38.06	\$37.59	\$42.46	13.0
Operating Cost/Passenger Trip	\$2.14	\$2.04	\$1.98	\$1.94	(2.1)
Farebox Revenues	\$334,909	\$324,337	\$357,661	\$473,366	32.4
Farebox Recovery Ratio	7.5%	7.2%	7.4%	9.4%	26.6
Demand-Response					
Operating Cost	\$700,961	\$841,535	\$942,979	\$1,093,011	15.9
Operating Cost/Vehicle Service Hour	\$26.19	\$30.17	\$30.44	\$31.23	2.6
Operating Cost/Passenger Trip	\$6.69	\$7.84	\$8.18	\$9.08	11.0
Farebox Revenues	\$32,413	\$34,455	\$36,453	\$40,635	11.5
Farebox Recovery Ratio	4.6%	4.1%	3.9%	3.7%	(3.8)
System-wide					
Revenues					
Sales Tax	\$3,023,222	\$3,223,142	\$3,726,148	\$4,027,990	8.1
MVET	3,023,222	3,098,562	4,186,876	4,027,990	(3.8)
Fares (Fixed and Demand-Response)	367,322	358,792	394,114	514,001	30.4
Federal Operating	0	0	0	0	—
Other	596,525	612,831	699,202	775,135	10.9
Total	\$7,010,291	\$7,293,327	\$9,006,340	\$9,345,116	3.8
Expenses					
Operating (Fixed and Demand-Response)	\$5,142,081	\$5,336,738	\$5,784,535	\$6,155,128	6.4
Depreciation	897,504	1,268,408	1,209,189	1,148,837	(5.0)
Other	1,030,194	1,014,715	1,092,970	1,143,393	4.6
Total	\$7,069,779	\$7,619,861	\$8,086,694	\$8,447,358	4.5
Capital					
Acquisition	\$5,107,735	\$1,022,021	\$502,550	\$805,005	60.2
LESS: Federal Capital	3,714,042	644,469	13,519	0	(100.0)
Other Contributions	0	0	0	0	—
Net Local Investment	\$1,393,693	\$377,552	\$489,031	\$805,005	64.6
Fund Balances					
Unrestricted Cash and Investments	\$2,578,959	\$2,231,426	\$2,681,231	\$4,217,473	57.3
Capital Replacement/Purchase Funds	820,607	1,139,860	\$1,764,868	1,749,598	(0.9)
Self Insurance Fund	0	0	0	0	—
Other	0	0	0	138,000	—
Total	\$3,399,566	\$3,371,286	\$4,446,099	\$6,105,071	37.3

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.

1991 Service Area Population

58,500

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.

If an indicator falls below 50 percent of the average in three categories, a route will receive remedial attention and may be eliminated.

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.

1991 Achievements

- Ridership increased by 9 percent.
- Placed major emphasis on passenger sensitivity.
- Minimized the total per passenger cost on the fixed-route service.
- Operating revenue increased 13 percent.
- Expanded organizational safety program.
- Developed a plan for a new operating base.

1992 Objectives

- Improve financial base.
- Improve community awareness of available services.
- Improve management information system.
- Comply with Americans with Disabilities Act.

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 — 30 total, age ranging from 1965 to 1991.

Vehicle Replacement Standards

Fixed-route — 12 to 20 years

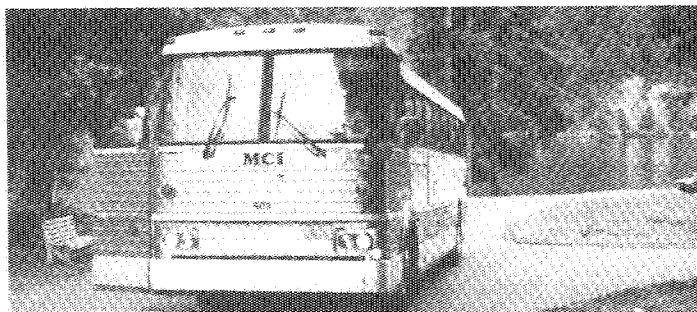
Demand-response — 10 years

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.

A small vehicle storage and light maintenance facility is also provided in Forks and leased from the Quillayute Valley School District.



Clallam Transit System

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	43,557	40,893	36,100	36,627	1.5
Passenger Vehicle Service Miles	1,004,358	938,947	945,590	1,023,652	8.3
Unlinked Passenger Trips	540,009	556,626	633,312	688,400	8.7
Employees (FTEs)	52.0	50.0	53.5	54.4	1.7
Passenger Trips/Vehicle Service Hour	12.40	13.61	17.54	18.79	7.1
Passenger Trips/Vehicle Service Mile	0.54	0.59	0.67	0.67	0.4
Service Hours/Employee	837.6	817.9	674.8	673.3	(0.2)
Demand-Response					
Passenger Vehicle Service Hours	8,498	8,680	11,162	12,613	13.0
Passenger Vehicle Service Miles	139,815	127,717	168,503	187,447	11.2
Passenger Trips	40,732	42,092	43,744	47,992	9.7
Employees (FTEs)	7.0	7.0	14.0	14.0	0.0
Passenger Trips/Vehicle Service Hour	4.79	4.85	3.92	3.80	(2.9)
Passenger Trips/Vehicle Service Mile	0.29	0.33	0.26	0.26	(1.4)
Service Hours/Employee	1,214.0	1,240.0	797.3	900.9	13.0
Financial Indicators					
Fixed-Route					
Operating Cost	\$2,299,957	\$2,209,734	\$2,352,197	\$2,715,947	15.5
Operating Cost/Vehicle Service Hour	\$52.80	\$54.04	\$65.16	\$74.15	13.8
Operating Cost/Passenger Trip	\$4.26	\$3.97	\$3.71	\$3.95	6.2
Farebox Revenues	\$154,363	\$167,845	\$223,865	\$243,318	8.7
Farebox Recovery Ratio	6.7%	7.6%	9.5%	9.0%	(5.9)
Demand-Response					
Operating Cost	\$204,265	\$213,527	\$281,591	\$313,623	11.4
Operating Cost/Vehicle Service Hour	\$24.04	\$24.60	\$25.23	\$24.87	(1.4)
Operating Cost/Passenger Trip	\$5.01	\$5.07	\$6.44	\$6.53	1.5
Farebox Revenues	\$11,262	\$13,208	\$78,815	\$95,366	21.0
Farebox Recovery Ratio	5.5%	6.2%	28.0%	30.4%	8.6
System-wide					
Revenues					
Sales Tax	\$1,159,242	\$1,354,435	\$1,476,949	\$1,573,047	6.5
MVET	1,187,557	1,396,195	1,476,949	1,573,047	6.5
Fares (Fixed and Demand-Response)	165,625	181,053	302,680	338,684	11.9
Federal Operating	0	0	0	0	—
Other	247,203	280,128	137,226	208,190	51.7
Total	\$2,759,627	\$3,211,811	\$3,393,804	\$3,692,968	8.8
Expenses					
Operating (Fixed and Demand-Response)	\$2,504,222	\$2,423,261	\$2,633,788	\$3,029,570	15.0
Depreciation	249,791	263,483	201,230	207,083	2.9
Other	48,610	277,359	0	0	—
Total	\$2,802,623	\$2,964,103	\$2,835,018	\$3,236,653	14.2
Capital					
Acquisition	\$184,727	\$319,700	\$458,381	\$217,462	(52.6)
LESS: Federal Capital	0	185,473	324,616	140,000	(56.9)
Other Contributions	0	0	0	0	—
Net Local Investment	\$184,727	\$134,227	\$133,765	\$77,462	(42.1)
Fund Balances					
Unrestricted Cash and Investments	\$70,967	\$28,719	\$571,098	\$883,485	54.7
Capital Replacement/Purchase Funds	300,000	277,359	532,126	775,510	45.7
Self Insurance Fund	0	0	28,207	90,560	221.1
Other	0	0	0	0	—
Total	\$370,967	\$306,078	\$1,131,431	\$1,749,555	54.6

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.

1991 Service Area Population

250,200

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.

Ridesharing/ Ridematching Services (1991)

Vanpool Fleet Size	7 vehicles
Vans in Operation	3 vehicles
Passenger Trips	21,610
Vehicle Miles	55,106

Service Standards

A Transit Development Plan (TDP) for the period 1992 through 1997 was drafted in 1991. The TDP includes financial, utilization, and service objectives that are intended to serve as guidelines for the ongoing monitoring of C-TRAN's implementation of the TDP. System performance will be evaluated each year as part of the annual TDP update.

1991 Achievements

- Ridership increased by 13 percent.
- Commuter service element had the greatest utilization increase.
- Accessible service was introduced on 33 percent of the fixed-route system.

1992 Objectives

- Increase commuter services.
- Continued development of the high capacity transit program.
- Increased emphasis on integrating land use and transportation planning.
- Facilitate development of Transportation Demand Management (TDM) strategies.

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. Public comment is also invited at monthly meetings of the Board of Directors.

Passenger Service Vehicles

Fixed-route — 84 total, age ranging from 1972 to 1990.

Demand-response — 12 total, from 1986 and 1991.

Vanpool — 7 total, age ranging from 1982 to 1989.

Vehicle Replacement Standards

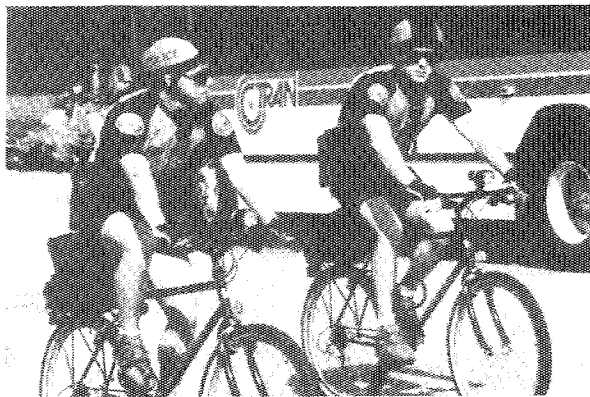
Fixed-route — 10 to 17 years

Demand-response — 5 years

Vanpool — 5 years

Facilities

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



C-TRAN (Clark County)

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	116,610	125,364	146,333	145,618	(0.5)
Passenger Vehicle Service Miles	2,064,522	2,148,143	2,669,568	2,546,895	(4.6)
Unlinked Passenger Trips	2,545,636	2,614,205	3,040,925	3,420,935	12.5
Employees (FTEs)	120.5	126.1	146.4	149.9	2.4
Passenger Trips/Vehicle Service Hour	21.83	20.85	20.78	23.49	13.0
Passenger Trips/Vehicle Service Mile	1.23	1.22	1.14	1.34	17.9
Service Hours/Employee	967.7	994.2	999.5	971.4	(2.8)
Note: In 1991 C-TRAN reclassified layover time as non-revenue hours. Total platform hours increased 4.5 percent compared to 1990.					
Demand-Response					
Passenger Vehicle Service Hours	18,300	21,810	21,357	24,803	16.1
Passenger Vehicle Service Miles	309,820	378,638	387,316	448,889	15.9
Passenger Trips	62,456	73,016	70,894	78,641	10.9
Employees (FTEs)	14.1	16.8	18.5	21.2	14.6
Passenger Trips/Vehicle Service Hour	3.41	3.35	3.32	3.17	(4.5)
Passenger Trips/Vehicle Service Mile	0.20	0.19	0.18	0.18	(4.3)
Service Hours/Employee	1,297.9	1,298.2	1,154.4	1,170.0	1.3
Financial Indicators					
Fixed-Route					
Operating Cost	\$5,633,444	\$6,228,513	\$7,797,141	\$8,873,182	13.8
Operating Cost/Vehicle Service Hour	\$48.31	\$49.68	\$53.28	\$60.93	14.4
Operating Cost/Passenger Trip	\$2.21	\$2.38	\$2.56	\$2.59	1.2
Farebox Revenues	\$984,962	\$1,132,992	\$1,296,405	\$1,417,979	9.4
Farebox Recovery Ratio	17.5%	18.2%	16.6%	16.0%	(3.9)
Demand-Response					
Operating Cost	\$415,790	\$600,907	\$605,496	\$727,524	20.2
Operating Cost/Vehicle Service Hour	\$22.72	\$27.55	\$28.35	\$29.33	3.5
Operating Cost/Passenger Trip	\$6.66	\$8.23	\$8.54	\$9.25	8.3
Farebox Revenues	\$15,381	\$16,903	\$15,963	\$17,782	11.4
Farebox Recovery Ratio	3.7%	2.8%	2.6%	2.4%	(7.3)
System-wide					
Revenues					
Sales Tax	\$3,286,933	\$5,209,092	\$5,967,650	\$6,237,253	4.5
MVET	3,287,881	5,034,092	5,928,257	6,246,647	5.4
Fares (Fixed and Demand-Response)	1,000,343	1,149,895	1,312,368	1,435,761	9.4
Federal Operating	442,231	0	0	0	—
Other	<u>1,336,398</u>	<u>1,982,576</u>	<u>2,303,385</u>	<u>2,181,848</u>	(5.3)
Total	\$9,353,786	\$13,375,655	\$15,511,660	\$16,101,509	3.8
Expenses					
Operating (Fixed and Demand-Response)	\$6,049,234	\$6,829,420	\$8,402,637	\$9,600,706	14.3
Depreciation	1,508,270	1,324,978	1,203,838	1,577,051	31.0
Other	<u>1,090</u>	<u>57,158</u>	<u>200,419</u>	<u>342,935</u>	71.1
Total	\$7,558,594	\$8,211,556	\$9,806,894	\$11,520,692	17.5
Capital					
Acquisition	\$754,106	\$2,191,697	\$4,898,064	\$1,750,540	(64.3)
LESS: Federal Capital	455,314	1,175,542	1,364,345	630,939	(53.8)
Other Contributions	<u>4,240</u>	<u>11,421</u>	<u>440</u>	<u>8,210</u>	1765.9
Net Local Investment	\$294,552	\$1,004,734	\$3,533,279	\$1,111,391	(68.5)
Fund Balances					
Unrestricted Cash and Investments	\$2,240,438	\$3,053,251	\$4,948,349	\$8,899,438	79.8
Capital Replacement/Purchase Funds	8,627,927	12,103,102	12,288,000	14,191,000	15.5
Self Insurance Fund	5,850,000	6,425,000	6,994,000	7,496,000	7.2
Other	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	—
Total	\$16,718,365	\$21,581,353	\$24,230,349	\$30,586,438	26.2

Community Transit (Snohomish County)

Kenneth Graska
Executive Director

1113 164th St. SW, Suite 200
Lynnwood, Washington 98037
(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.

1991 Service Area Population

318,280

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.

Ridesharing/ Ridematching Services

Vanpool Fleet Size	45
Vans in Operation	41
Passenger Trips	60,412
Total Vehicle Miles	381,445
Matches	988

Service Standards

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

- Passengers per revenue hour.
- Cost per passenger.
- Passengers per trip.
- Farebox recovery ratio.
- Peak load (commuter routes).

1991 Achievements

- Enhanced role in comprehensive land-use planning.
- Prepared ADA paratransit plan.
- Initiation of U-PASS program with the University of Washington.
- Completion of SR-99 HOV study.

1992 Objectives

- Service expansion to the elderly and disabled market.
- Increase of quality of customer information.
- Expand and promote ridesharing alternatives.

- Ensure compliance with government regulations.

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 — 45 total, age ranging from 1986 to 1989

Vehicle Replacement Standards

Decisions on replacement are made based on vehicle performance and the cost of rehabilitation compared to replacement. No vehicles are replaced prior to the useful life prescribed by the Federal Transit Administration.

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 operates 32 park and ride lots with a total of 3,820 parking spaces.

Community Transit (Snohomish County)

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	163,955	167,865	187,215	209,415	11.9
Passenger Vehicle Service Miles	3,627,072	3,614,072	4,066,105	4,730,405	16.3
Unlinked Passenger Trips	3,679,514	3,963,742	4,004,748	4,713,148	17.7
Employees (FTEs)	268.4	285.6	300.3	386.0	28.5
Passenger Trips/Vehicle Service Hour	22.4	23.61	21.39	22.51	5.2
Passenger Trips/Vehicle Service Mile	1.01	1.10	0.98	1.00	1.2
Service Hours/Employee	610.9	587.8	623.4	542.5	(13.0)
Demand-Response					
Passenger Vehicle Service Hours	17,659	17,787	22,895	25,491	11.3
Passenger Vehicle Service Miles	295,094	296,598	368,186	377,955	2.7
Passenger Trips	53,184	58,972	72,628	79,305	9.2
Employees (FTEs)	21.0	20.0	21.0	21.0	0.0
Passenger Trips/Vehicle Service Hour	3.01	3.32	3.17	3.11	(1.9)
Passenger Trips/Vehicle Service Mile	0.18	0.20	0.20	0.21	6.4
Service Hours/Employee	840.9	889.4	1,090.2	1,213.9	11.3
Financial Indicators					
Fixed-Route					
Operating Cost	\$12,971,685	\$14,774,056	\$17,349,477	\$21,022,247	21.2
Operating Cost/Vehicle Service Hour	\$79.12	\$88.01	\$92.67	\$100.39	8.3
Operating Cost/Passenger Trip	\$3.53	\$3.73	\$4.33	\$4.46	3.0
Farebox Revenues	\$2,832,775	\$3,198,475	\$3,445,611	\$4,322,093	25.4
Farebox Recovery Ratio	21.8%	21.6%	19.9%	20.6%	3.5
Demand-Response					
Operating Cost	\$537,297	\$580,823	\$677,919	\$1,059,760	56.3
Operating Cost/Vehicle Service Hour	\$30.43	\$32.65	\$29.61	\$41.57	40.4
Operating Cost/Passenger Trip	\$10.10	\$9.85	\$9.33	\$13.36	43.2
Farebox Revenues	\$0	\$0	\$0	\$8,478	—
Farebox Recovery Ratio	0.0%	0.0%	0.0%	0.8%	—
System-wide					
Revenues					
Sales Tax	\$6,625,141	\$8,087,674	\$15,068,182	\$18,340,683	21.7
MVET	6,625,141	8,087,674	9,742,931	10,954,680	12.4
Fares (Fixed and Demand-Response)	2,832,775	3,198,475	3,445,611	4,330,571	25.7
Federal Operating	558,254	375,468	340,000	340,000	0.0
Other	1,186,750	1,723,517	2,121,267	2,642,470	24.6
Total	\$17,828,061	\$21,472,808	\$30,717,991	\$36,608,404	19.2
Expenses					
Operating (Fixed and Demand-Response)	\$13,508,982	\$15,354,879	\$18,027,396	\$22,082,007	22.5
Depreciation	1,603,849	1,819,439	1,853,712	2,651,763	43.1
Other	160,295	864,455	923,634	1,125,860	21.9
Total	\$15,273,126	\$18,038,773	\$20,804,742	\$25,859,630	24.3
Capital					
Acquisition	\$1,789,063	\$3,018,790	\$6,184,099	\$8,412,767	36.0
LESS: Federal Capital	1,315,810	1,834,000	2,018,763	6,378,105	215.9
Other Contributions	0	0	0	0	—
Net Local Investment	\$473,253	\$1,184,790	\$4,165,336	\$2,034,662	(51.2)
Fund Balances					
Unrestricted Cash and Investments	\$0	\$0	\$0	\$8,983,490	—
Capital Replacement/Purchase Funds	6,990,666	9,231,889	14,067,113	34,483,883	145.1
Self Insurance Fund	0	0	1,000,000	0	(100.0)
Other	2,595,728	3,862,999	5,346,412	3,433,648	(35.8)
Total	\$9,586,394	\$13,094,888	\$20,413,525	\$46,901,021	129.8

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.

1991 Service Area Population

43,530

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

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

1991 Achievements

- Preparation of ADA plan prior to implementation in 1992.
- Provide disabled transportation on four of five fixed-routes.
- New Kelso Route 21 made permanent.

1992 Objectives

- Continue to provide disabled transportation door-to-door and curb-to-curb.
- To implement an aggressive Disabled Access Program.
- To replace one bus using an 80 percent federal grant with the balance coming from Equipment Reserve Fund.

- To conduct a site analysis and environmental assessment report for a transit station.
- To prepare a grant application to purchase two lift-equipped vans.
- Analyze survey results regarding PTBA expansion and implement new routes if conclusions are favorable.
- To continue driver training with emphasis on sensitivity, safety, and public relations.
- To submit ADA paratransit plan to federal agency by due date.
- To retrofit 1986 Gillig with wheelchair lift.
- To update Transportation Development Plan.

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	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	14,201	14,116	15,922	17,692	11.1
Passenger Vehicle Service Miles	191,462	192,780	218,967	241,681	10.4
Unlinked Passenger Trips	277,778	283,234	304,132	342,565	12.6
Employees (FTEs)	13.0	13.6	13.0	13.0	0.0
Passenger Trips/Vehicle Service Hour	19.56	20.06	19.10	19.36	1.4
Passenger Trips/Vehicle Service Mile	1.45	1.47	1.39	1.42	2.1
Service Hours/Employee	1,092.4	1,037.9	1,224.8	1,360.9	11.1
Demand-Response					
Passenger Vehicle Service Hours	4,345	6,564	6,420	6,588	2.6
Passenger Vehicle Service Miles	16,974	12,823	12,311	11,508	(6.5)
Passenger Trips	5,279	4,132	4,275	11,095	159.5
Employees (FTEs)	3.0	3.0	3.0	4.0	33.3
Passenger Trips/Vehicle Service Hour	1.21	0.63	0.67	1.68	152.9
Passenger Trips/Vehicle Service Mile	0.31	0.32	0.35	0.96	177.6
Service Hours/Employee	1,448.3	2,188.0	2,140.0	1,647.0	(23.0)
Financial Indicators					
Fixed-Route					
Operating Cost	\$642,671	\$616,853	\$860,928	\$850,556	(1.2)
Operating Cost/Vehicle Service Hour	\$45.26	\$43.70	\$54.07	\$48.08	(11.1)
Operating Cost/Passenger Trip	\$2.31	\$2.18	\$2.83	\$2.48	(12.3)
Farebox Revenues*	\$63,273	\$59,432	\$48,243	\$55,391	14.8
Farebox Recovery Ratio	9.8%	9.6%	5.6%	6.5%	16.2
Demand-Response					
Operating Cost	\$42,000	\$47,145	\$51,000	\$63,900	25.3
Operating Cost/Vehicle Service Hour	\$9.67	\$7.18	\$7.94	\$9.70	22.1
Operating Cost/Passenger Trip	\$7.96	\$11.41	\$11.93	\$5.76	(51.7)
Farebox Revenues	\$792	\$799	\$646	\$1,480	129.1
Farebox Recovery Ratio	1.9%	1.7%	1.3%	2.3%	82.9
System-wide					
Revenues					
Sales Tax	\$384,807	\$540,904	\$573,778	\$583,853	1.8
MVET	352,000	395,307	578,404	698,778	20.8
Fares (Fixed and Demand-Response)	64,065	60,231	48,889	56,871	16.3
Federal Operating	0	0	0	0	—
Other	7,919	35,919	73,724	106,275	44.2
Total	\$808,791	\$1,032,361	\$1,274,795	\$1,445,777	13.4
Expenses					
Operating (Fixed and Demand-Response)	\$684,671	\$663,998	\$911,928	\$914,456	0.3
Depreciation	49,649	46,120	31,108	30,326	(2.5)
Other	0	0	0	663	—
Total	\$734,320	\$710,118	\$943,036	\$945,445	0.3
Capital					
Acquisition	\$40,024	\$5,440	\$578,871	\$14,705	(97.5)
LESS: Federal Capital	0	0	560,000	11,764	(97.9)
Other Contributions	0	0	0	0	—
Net Local Investment	\$40,024	\$5,440	\$18,871	\$2,941	(84.4)
Fund Balances					
Unrestricted Cash and Investments	\$1,128,749	\$1,799,832	\$1,011,679	\$1,509,070	49.2
Capital Replacement/Purchase Funds	0	0	0	0	—
Self Insurance Fund	0	0	0	0	—
Other	0	0	0	0	—
Total	\$1,128,749	\$1,799,832	\$1,011,679	\$1,509,070	49.2

*CUBS offered fare-free service in July 1989, July – September 1990, and July – September 1991.

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.

1991 Service Area Population

72,480

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.

1991 Achievements

- Increased service to high-density employment centers during commute times.
- Assisted community in the reduction of SOV use.
- Expanded city employee rideshare program.
- Improved demand-response service.

1992 Objectives

- Participate in the city's implementation of the Growth Management Act.
- Reallocation of fleet to better serve more productive routes.
- Increased marketing to all areas of the community.
- Clarification of past performance and future service goals.
- Fleet replacement and expansion to meet the city's transportation needs.
- Begin implementation of Americans with Disabilities Act requirements.
- Locate to new transit facilities.
- Continued 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 — 8 total, age ranging from 1980 to 1991

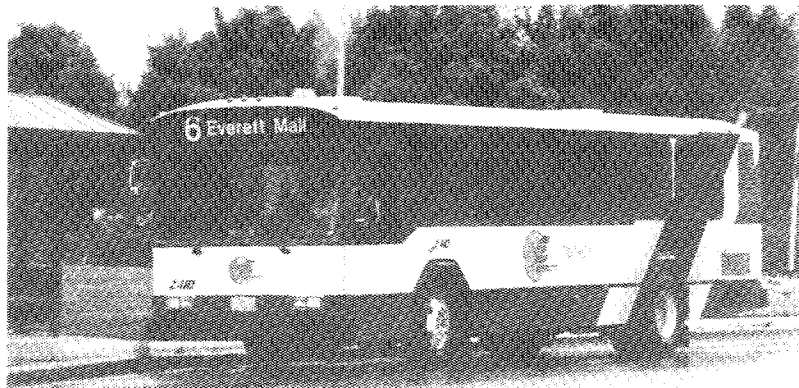
Vehicle Replacement Standards

Fixed-route — 12 years/500,000 miles

Demand-response — 5 years

Facilities

All Everett Transit administration, operations, and maintenance facilities are shared with the Everett City Public Works Department. Everett Transit recently purchased property for a new headquarters, scheduled to open in late 1992.



Everett Transit

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	81,618	81,788	81,624	83,070	1.8
Passenger Vehicle Service Miles	1,071,845	1,055,571	1,056,390	1,119,655	6.0
Unlinked Passenger Trips	1,307,196	1,254,780	1,480,351	1,775,577	19.9
Employees (FTEs)	59.0	64.0	64.0	62.0	(3.1)
Passenger Trips/Vehicle Service Hour	16.02	15.34	18.14	21.37	17.9
Passenger Trips/Vehicle Service Mile	1.22	1.19	1.40	1.59	13.2
Service Hours/Employee	1,383.4	1,277.9	1,275.4	1,339.8	5.1
Demand-Response					
Passenger Vehicle Service Hours	9,230	8,586	10,377	11,861	14.3
Passenger Vehicle Service Miles	99,393	105,220	97,514	134,658	38.1
Passenger Trips	37,475	38,669	34,622	40,291	16.4
Employees (FTEs)	6.0	9.0	9.0	9.0	0.0
Passenger Trips/Vehicle Service Hour	4.06	4.50	3.34	3.40	1.8
Passenger Trips/Vehicle Service Mile	0.38	0.37	0.36	0.30	(15.7)
Service Hours/Employee	1,538.3	954.0	1,153.0	1,317.9	14.3
Financial Indicators					
Fixed-Route					
Operating Cost	\$3,603,148	\$3,730,065	\$3,985,347	\$4,420,662	10.9
Operating Cost/Vehicle Service Hour	\$44.15	\$45.61	\$48.83	\$53.22	9.0
Operating Cost/Passenger Trip	\$2.76	\$2.97	\$2.69	\$2.49	(7.5)
Farebox Revenues	\$268,558	\$272,479	\$297,976	\$319,959	7.4
Farebox Recovery Ratio	7.5%	7.3%	7.5%	7.2%	(3.2)
Demand-Response					
Operating Cost	\$211,761	\$259,495	\$309,871	\$502,387	62.1
Operating Cost/Vehicle Service Hour	\$22.94	\$30.22	\$29.86	\$42.36	41.8
Operating Cost/Passenger Trip	\$5.65	\$6.71	\$8.95	\$12.47	39.3
Farebox Revenues	\$5,480	\$5,561	\$5,678	\$7,728	36.1
Farebox Recovery Ratio	2.6%	2.1%	1.8%	1.5%	(16.1)
System-wide					
Revenues					
Sales Tax	\$3,323,048	\$4,347,532	\$4,586,023	\$4,472,334	(2.5)
MVET	0	0	0	0	—
Fares (Fixed and Demand-Response)	274,038	278,040	303,654	327,687	7.9
Federal Operating	0	273,688	380,647	323,575	(15.0)
Other	649,348	831,490	578,208	703,664	21.7
Total	\$4,246,434	\$5,730,750	\$5,848,532	\$5,827,260	(0.4)
Expenses					
Operating (Fixed and Demand-Response)	\$3,814,909	\$3,989,560	\$4,295,218	\$4,923,049	14.6
Depreciation	148,905	152,162	426,939	484,912	13.6
Other	74,293	2,274	0	0	—
Total	\$4,038,107	\$4,143,996	\$4,722,157	\$5,407,961	14.5
Capital					
Acquisition	\$223,198	\$55,740	\$221,898	\$2,435,902	997.8
LESS: Federal Capital	47,368	44,748	195,716	70,247	(64.1)
Other Contributions	0	0	0	0	—
Net Local Investment	\$175,830	\$10,992	\$26,182	\$2,365,655	8,935.4
Fund Balances					
Unrestricted Cash and Investments	\$3,404,069	\$6,331,096	\$7,563,045	\$6,376,145	(15.7)
Capital Replacement/Purchase Funds	0	0	0	0	—
Self Insurance Fund	0	0	0	0	—
Other	0	0	0	0	—
Total	\$3,404,069	\$6,331,096	\$7,563,045	\$6,376,145	(15.7)

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.

1991 Service Area Population

65,100

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.

Routes showing increased usage are targeted for future service increase; routes losing riders are subject to adjustment.

1991 Achievements

- New lift-equipped vehicles placed into service.
- ADA plan completed.
- Six-year Transit Development Plan completed.
- Downtown Hoquiam Station completed.

1992 Objectives

- Evaluate impact of more demand-response service for the disabled community.
- Expand Paratransit service to seven days per week.
- Certify Paratransit riders according to ADA eligibility.
- Purchase new lift-equipped vans.
- Establish Dial-A-Lift system for fixed-route service.
- Select site and begin construction of Ocean Shores station.

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.

A Transit Rider Advisory Committee was created in 1991, and meets at least quarterly.

Passenger Service Vehicles

Fixed-route — 33 total, age ranging from 1978 to 1991

Demand-response — 12 total, age ranging from 1977 to 1991

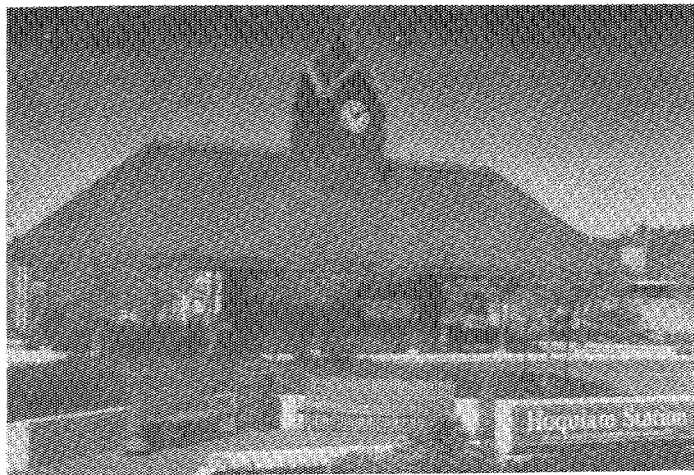
Vehicle Replacement Standards

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	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	81,450	83,483	85,589	88,289	3.2
Passenger Vehicle Service Miles	1,395,955	1,493,288	1,532,564	1,594,118	4.0
Unlinked Passenger Trips	1,053,507	1,142,156	1,256,534	1,305,736	3.9
Employees (FTEs)	68.0	68.0	73.0	73.0	0.0
Passenger Trips/Vehicle Service Hour	12.93	13.68	14.68	14.79	0.7
Passenger Trips/Vehicle Service Mile	0.75	0.76	0.82	0.82	(0.1)
Service Hours/Employee	1,197.8	1,227.7	1,172.5	1,209.4	3.2
Demand-Response					
Data included in Fixed-Route					
Financial Indicators					
Fixed-Route					
Operating Cost	\$2,678,403	\$2,849,863	\$3,192,393	\$3,356,328	5.1
Operating Cost/Vehicle Service Hour	\$32.88	\$34.14	\$37.30	\$38.02	1.9
Operating Cost/Passenger Trip	\$2.54	\$2.50	\$2.54	\$2.57	1.2
Farebox Revenues	\$220,382	\$247,151	\$243,903	\$272,878	11.9
Farebox Recovery Ratio	8.2%	8.7%	7.6%	8.1%	6.4
Demand-Response					
Data included in Fixed-Route					
System-wide					
Revenues					
Sales Tax	\$1,433,869	\$1,484,966	\$1,511,687	\$1,586,400	4.9
MVET	1,370,897	1,520,897	1,484,967	1,551,687	4.5
Fares (Fixed and Demand-Response)	220,382	247,151	243,903	272,878	11.9
Federal Operating	0	0	0	0	—
Other	436,961	493,306	558,182	383,005	(31.4)
Total	\$3,462,109	\$3,746,320	\$3,798,739	\$3,793,970	(0.1)
Expenses					
Operating (Fixed and Demand-Response)	\$2,678,403	\$2,849,863	\$3,192,393	\$3,356,328	5.1
Depreciation	360,757	342,129	330,477	330,477	0.0
Other	128,672	171,080	174,840	174,863	0.0
Total	\$3,167,832	\$3,363,072	\$3,697,710	\$3,861,668	4.4
Capital					
Acquisition	\$170,776	\$233,436	\$481,454	\$2,233,202	363.8
LESS: Federal Capital	0	0	0	1,170,000	—
Other Contributions	0	0	0	0	—
Net Local Investment	\$170,776	\$233,436	\$481,454	\$1,063,202	120.8
Fund Balances					
Unrestricted Cash and Investments	\$1,291,713	\$1,551,713	\$2,103,822	\$1,670,000	(20.6)
Capital Replacement/Purchase Funds	3,979,500	3,479,500	3,952,436	3,169,000	(19.8)
Self Insurance Fund	75,000	77,991	86,885	93,340	7.4
Other	0	0	0	0	—
Total	\$5,346,213	\$5,109,204	\$6,143,143	\$4,932,340	(19.7)

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 carry-over from the original interagency agreement for public transportation, and was incorporated into state statute under 36.57A.050.

1991 Service Area Population

106,320



Services

Intercity Transit operates a range of services which includes conventional fixed-route buses, shuttles connecting state facilities, dial-a-ride vans for seniors and individuals with disabilities as well as the general public, a fleet of commuter vanpools, and intercounty service between Thurston and Pierce Counties. In addition, Intercity Transit facilitates alternatives to the Single Occupant Vehicle by offering ridematching services, coordinating Transportation Demand Management activities, and encouraging local jurisdictions and developers to include transit-supportive elements in land use planning and facility layout/design.

Ridesharing/ Ridematching Services

Vanpool Fleet Size	21
Vans in Operation	18
Passenger Trips	71,856
Vehicle Miles	283,395

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.

1991 Achievements

- Increased ridership 13 percent over 1990.
- Adopted 1992-97 Transit Development Plan.
- Completed design of Downtown Olympia Transit Center.
- Expanded shuttle services to the state capitol.

1992 Objectives

- Improve services to persons with disabilities.
- Expand PTBA to include all of Thurston County.

- Take leadership in mobility management, including commute trip reduction planning.
- Start high capacity transit planning for Thurston County.
- Adjust fares to reflect inflation.
- Begin construction of the downtown Olympia Transit Center.

Community Participation

The public was involved during the adoption process of both the 1991 Budget and the 1992-1997 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 — 21 total, age ranging from 1985 to 1991

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	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	88,278	102,526	126,925	145,935	15.0
Passenger Vehicle Service Miles	1,425,497	1,583,783	1,705,070	1,950,016	14.4
Unlinked Passenger Trips	1,944,116	2,184,345	2,526,107	2,818,089	11.6
Employees (FTEs)	104.0	134.0	152.0	157.0	3.3
Passenger Trips/Vehicle Service Hour	22.02	21.31	19.90	19.31	(3.0)
Passenger Trips/Vehicle Service Mile	1.36	1.38	1.48	1.45	(2.5)
Service Hours/Employee	848.8	765.1	835.0	929.5	11.3
Demand-Response					
Passenger Vehicle Service Hours	9,112	13,242	15,318	33,101	116.1
Passenger Vehicle Service Miles	76,745	171,441	192,789	347,627	80.3
Passenger Trips	26,198	46,902	53,094	77,999	46.9
Employees (FTEs)	15.0	17.0	18.0	24.0	33.3
Passenger Trips/Vehicle Service Hour	2.88	3.54	3.47	2.36	(32.0)
Passenger Trips/Vehicle Service Mile	0.34	0.27	0.28	0.22	(18.5)
Service Hours/Employee	607.5	778.9	851.0	1,379.2	62.1
Financial Indicators					
Fixed-Route					
Operating Cost	\$4,939,422	\$5,844,788	\$6,472,180	\$6,931,144	7.1
Operating Cost/Vehicle Service Hour	\$55.95	\$57.01	\$50.99	\$47.49	(6.9)
Operating Cost/Passenger Trip	\$2.54	\$2.68	\$2.56	\$2.46	(4.0)
Farebox Revenues	\$338,727	\$401,435	\$464,623	\$646,998	39.3
Farebox Recovery Ratio	6.9%	6.9%	7.2%	9.3%	30.0
Demand-Response					
Operating Cost ¹	\$193,545	\$269,243	\$309,019	\$1,043,655	237.7
Operating Cost/Vehicle Service Hour	\$21.24	\$20.33	\$20.17	\$31.53	56.3
Operating Cost/Passenger Trip	\$7.39	\$5.74	\$5.82	\$13.38	129.9
Farebox Revenues ²	\$0	\$0	\$0	\$0	—
Farebox Recovery Ratio	0.0%	0.0%	0.0%	0.0%	—
System-wide					
Revenues					
Sales Tax	\$3,020,142	\$3,574,136	\$3,900,458	\$4,341,912	11.3
MVET	2,558,448	2,894,262	3,292,585	3,421,545	3.9
Fares (Fixed and Demand-Response)	338,727	401,435	464,623	646,998	39.3
Federal Operating	0	0	0	0	—
Other	539,293	925,344	777,144	1,141,050	46.8
Total	\$6,456,610	\$7,795,177	\$8,434,810	\$9,551,505	13.2
Expenses					
Operating (Fixed and Demand-Response)	\$5,132,967	\$6,114,031	\$6,781,199	\$7,974,799	17.6
Depreciation	1,079,725	1,153,551	1,340,877	1,406,188	4.9
Other	61,143	61,391	84,628	131,709	55.6
Total	\$6,273,835	\$7,328,973	\$8,206,704	\$9,512,696	15.9
Capital					
Acquisition	\$335,108	\$575,511	\$2,033,884	\$992,634	(51.2)
LESS: Federal Capital	36,402	0	954,211	141,408	(85.2)
Other Contributions	0	0	0	0	—
Net Local Investment	\$298,706	\$575,511	\$1,079,673	\$851,226	(21.2)
Fund Balances					
Unrestricted Cash and Investments	\$1,894,868	\$1,927,443	\$2,674,313	\$2,485,662	(7.1)
Capital Replacement/Purchase Funds	1,886,493	2,343,678	2,847,955	3,319,054	16.5
Self Insurance Fund	0	0	0	0	—
Other	2,597,055	3,087,711	2,288,609	2,702,172	18.1
Total	\$6,378,416	\$7,358,832	\$7,810,877	\$8,506,888	8.9

¹Years prior to 1991 did not reflect full program costs.

²Demand-Response fares are included in fixed-route due to vehicle utilization practices.

Island Transit (Island County)

Martha Rose
Executive Director

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

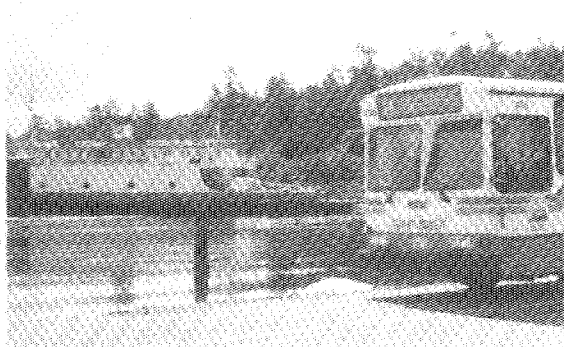
Background

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.

1991 Service Area Population

39,640



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.

Ridesharing/ Ridematching Services

Vanpool Fleet Size	9
Vans in Operation	7
Passenger Trips	50,000
Vehicle Miles	187,200
Customer Matches	70

Service Standards

Efficiency, rider comfort, and fare-free service are high priorities of the board and staff of Island Transit. The performance of the system is evaluated on an ongoing basis. Several performance standard indicators are used to

measure the system through a monthly Operations Report, and include ridership, cost per rider, and cost per service mile.

Connections with the Clinton and Keystone ferries are also used as indicators to measure system demands.

Ridership during peak and non-peak

hours is used as an indicator for increasing or decreasing service to meet ferry passengers.

The Board of Island Transit is currently in the process of setting policy standards for a vehicle replacement schedule and depreciation reserve.

1991 Achievements

- Increased commuter service to ferry terminals.

- Increased ridership on fixed-route.
- Improved passenger comfort at bus stops.
- Added two vanpools.
- Adopted a 10-year comprehensive plan.

1992 Objectives

- Purchase additional vehicles for commuter, paratransit, and vanpool service.
- Expand opportunities for commuter service.
- Implement paratransit service.
- Annex north Whidbey Island into PTBA.

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 — 9 total, age ranging from 1987 to 1991

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	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	16,414	16,414	17,064	17,064	—
Passenger Vehicle Service Miles	467,048	460,570	482,000	482,726	0.2
Unlinked Passenger Trips	247,422	311,245	353,094	418,270	18.5
Employees (FTEs)	18.0	26.0	24.0	24.0	—
Passenger Trips/Vehicle Service Hour	15.07	18.96	20.69	24.51	18.5
Passenger Trips/Vehicle Service Mile	0.53	0.68	0.73	0.87	18.3
Service Hours/Employee	911.9	631.3	711.0	711.0	—
Demand-Response					
Passenger Vehicle Service Hours	5,200	5,200	5,200	5,720	10.0
Passenger Vehicle Service Miles	53,644	57,333	60,547	48,881	(19.3)
Passenger Trips	18,571	20,472	17,327	14,744	(14.9)
Employees (FTEs)	4.0	4.0	3.5	3.5	—
Passenger Trips/Vehicle Service Hour	3.57	3.94	3.33	2.58	(22.6)
Passenger Trips/Vehicle Service Mile	0.35	0.36	0.29	0.30	5.4
Service Hours/Employee	1,300.0	1,300.0	1,485.7	1,634.3	10.0
Financial Indicators					
Fixed-Route					
Operating Cost	\$816,808	\$879,684	\$923,462	\$1,336,842	44.8
Operating Cost/Vehicle Service Hour	\$49.76	\$53.59	\$54.12	\$78.34	44.8
Operating Cost/Passenger Trip	\$3.30	\$2.83	\$2.62	\$3.20	22.2
Farebox Revenues	\$0	\$0	\$0	\$0	—
Farebox Recovery Ratio	0.0%	0.0%	0.0%	0.0%	—
Demand-Response					
Operating Cost	\$82,924	\$93,382	\$110,000	\$110,000	—
Operating Cost/Vehicle Service Hour	\$15.95	\$17.96	\$21.15	\$19.23	(9.1)
Operating Cost/Passenger Trip	\$4.47	\$4.56	\$6.35	\$7.46	17.5
Farebox Revenues	\$4,500	\$5,037	\$6,204	\$5,829	(6.0)
Farebox Recovery Ratio	5.4%	5.4%	5.6%	5.3%	(6.0)
System-wide					
Revenues					
Sales Tax	\$595,800	\$628,000	\$786,068	\$823,837	4.8
MVET	595,800	632,000	693,795	891,774	28.5
Fares (Fixed and Demand-Response)	4,500	5,037	6,204	5,829	(6.0)
Federal Operating	0	0	0	0	—
Other	17,771	17,771	98,023	93,632	(4.5)
Total	\$1,213,871	\$1,282,808	\$1,584,090	\$1,815,072	14.6
Expenses					
Operating (Fixed and Demand-Response)	\$899,732	\$973,066	\$1,033,462	\$1,446,842	40.0
Depreciation	0	0	0	241,500	—
Other	118,330	109,000	109,303	109,000	(0.3)
Total	\$1,018,062	\$1,082,066	\$1,142,765	\$1,797,342	57.3
Capital					
Acquisition	\$221,405	\$221,405	\$48,000	\$48,242	0.5
LESS: Federal Capital	0	0	0	0	—
Other Contributions	0	0	0	0	—
Net Local Investment	\$221,405	\$221,405	\$48,000	\$48,242	0.5
Fund Balances					
Unrestricted Cash and Investments	\$290,571	\$715,100	\$1,217,158	\$1,759,572	44.6
Capital Replacement/Purchase Funds	138,800	218,800	258,000	539,500	109.1
Self Insurance Fund	0	0	0	0	—
Other	0	0	0	0	—
Total	\$429,371	\$933,900	\$1,475,158	\$2,299,072	55.9

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.

1991 Service Area Population

21,600

Services

Jefferson Transit provides a variety of services which include fixed-route, route deviation, vanpool, ride-matching 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.

Ridesharing/ Ridematching Services

Vanpool Fleet Size	6
Vans in Operation	4
Passenger Trips	23, 730
Vehicle Miles	89,896
New Customer Matches	180

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.

New service requests and changes within the community, such as new housing developments, are assessed regularly. Service additions are planned and initiated for a trial period. The productivity of new service must be commensurate with system averages.

1991 Achievements

- Commenced update of Comprehensive Plan.
- Reorganized maintenance and operations functions.
- Expanded Sunday service in Port Townsend.
- Expanded demand-response hours of operation.
- Installed new radio system.
- Implemented facility security plan.
- Acquired property for future facility expansion.

1992 Objectives

- Complete and submit ADA Paratransit Plan.
- Complete update of comprehensive plan.
- Evaluate paratransit service.
- Investigate community van concept in south Jefferson County.
- Expand driver training and safety program.
- Complete wheelchair retrofit program.
- Acquire lift-equipped bus.
- Conclude new collective bargaining agreement.

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 — 13 total, age ranging from 1976 to 1990

Vanpool — 6 total, age ranging from 1979 to 1990

Vehicle Replacement Standards

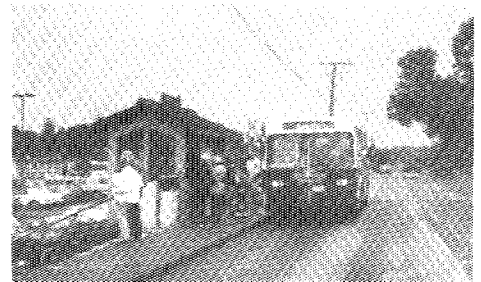
Jefferson Transit has no formally adopted criteria, but has established a Capital Replacement Fund which captures the replacement cost for vehicles on the following schedule:

Fixed-route — 15 years

Vanpool — 7 years

Facilities

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



Jefferson Transit Authority

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	11,145	12,137	13,119	14,088	7.4
Passenger Vehicle Service Miles	309,395	329,962	349,743	375,019	7.2
Unlinked Passenger Trips	142,503	149,365	174,932	177,696	1.6
Employees (FTEs)	16.0	15.0	18.0	19.5	8.3
Passenger Trips/Vehicle Service Hour	12.79	12.31	13.33	12.61	(5.4)
Passenger Trips/Vehicle Service Mile	0.46	0.45	0.50	0.47	(5.3)
Service Hours/Employee	696.6	809.1	728.8	722.5	(0.9)
Demand-Response					
Passenger Vehicle Service Hours	3,375	3,206	4,061	5,068	24.8
Passenger Vehicle Service Miles	31,068	30,892	47,901	67,807	41.6
Passenger Trips	10,003	10,119	11,246	13,362	18.8
Employees (FTEs)	2.0	2.0	5.0	5.0	—
Passenger Trips/Vehicle Service Hour	2.96	3.16	2.77	2.64	(4.8)
Passenger Trips/Vehicle Service Mile	0.32	0.33	0.23	0.20	(16.1)
Service Hours/Employee	1,687.5	1,603.0	812.2	1,013.6	24.8
Financial Indicators					
Fixed-Route					
Operating Cost	\$581,426	\$605,079	\$762,649	\$828,287	8.6
Operating Cost/Vehicle Service Hour	\$52.17	\$49.85	\$58.13	\$58.79	1.1
Operating Cost/Passenger Trip	\$4.08	\$4.05	\$4.36	\$4.66	6.9
Farebox Revenues	\$52,960	\$60,437	\$60,322	\$57,848	(4.1)
Farebox Recovery Ratio	9.1%	10.0%	7.9%	7.0%	(11.7)
Demand-Response					
Operating Cost	\$68,432	\$78,151	\$82,937	\$125,583	51.4
Operating Cost/Vehicle Service Hour	\$20.28	\$24.38	\$20.42	\$24.78	21.3
Operating Cost/Passenger Trip	\$6.84	\$7.72	\$7.37	\$9.40	27.4
Farebox Revenues	\$0	\$0	\$0	\$0	—
Farebox Recovery Ratio	0.0%	0.0%	0.0%	0.0%	—
System-wide					
Revenues					
Sales Tax	\$353,535	\$411,099	\$542,192	\$621,344	14.6
MVET	343,439	393,535	473,209	558,857	18.1
Fares (Fixed and Demand-Response)	52,960	60,437	60,322	57,848	(4.1)
Federal Operating	755	2,767	0	28,221	—
Other	79,418	126,463	109,134	133,498	22.3
Total	\$830,107	\$994,301	\$1,184,857	\$1,399,768	18.1
Expenses					
Operating (Fixed and Demand-Response)	\$649,858	\$683,230	\$845,586	\$953,870	12.8
Depreciation	67,163	72,273	89,981	111,496	23.9
Other	38,885	68,730	66,255	147,050	121.9
Total	\$755,906	\$824,233	\$1,001,822	\$1,212,416	21.0
Capital					
Acquisition	\$280,998	\$63,733	\$242,120	\$281,673	16.3
LESS: Federal Capital	191,454	23,674	114,825	7,456	(93.5)
Other Contributions	0	0	0	0	—
Net Local Investment	\$89,544	\$40,059	\$127,295	\$274,217	115.4
Fund Balances					
Unrestricted Cash and Investments	\$35,180	\$255,490	\$240,262	\$247,733	3.1
Capital Replacement/Purchase Funds	386,733	434,504	524,485	617,985	17.8
Self Insurance Fund	77,278	97,122	118,403	28,468	(76.0)
Other	56,524	61,382	75,189	91,059	21.1
Total	\$555,715	\$848,498	\$958,339	\$985,245	2.8

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 Bainbridge Island.



1991 Service Area Population

158,760

Services

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

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

Service Standards

Routed service generally must perform at 20 passengers per hour with 1-hour headways. Regular routes, including small city routes, must perform at 15 passengers per hour, with the exception of the first six months of any new service. Route deviation should perform at 10 passengers per hour, with paratransit feeder service operating at 8 passengers per hour.

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

Vanpools and rush-hour service operate at a minimum of 50 percent of capacity, but should reach 75 percent within six months.

1991 Achievements

- Increased ridership 18 percent over 1990.
- Containment of cost per passenger — 100 percent (\$2.02/passenger) achieved.
- Decreased service interruptions — really 100 percent on-time delivery.
- Completion of extensive rehabilitation of main maintenance base.

1992 Objectives

- Integrate transit and paratransit service where effective.

- Implement additional worker/driver and vanpool service and a fare subsidy program with Keyport.
- Plan and manage Transportation Demand Management (TDM) activities mandated by HB 1671 for Kitsap County.

Community Participation

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

Kitsap Transit also formed a Transportation Issues For the Elderly and Disabled Work Group to assess needs and requirements and to help plan for implementation of service improvements.

Passenger Service Vehicles

Fixed-route — 50 total, age ranging from 1971 to 1991

Demand-response — 38 total, age ranging from 1976 to 1990

Vanpool — 36 total, age ranging from 1986 to 1991

Worker/Driver — 53 total, age ranging from 1973 to 1975

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 recently rehabilitated west-central Bremerton base is the main administration, operations, and maintenance facility.

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

Kitsap Transit

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route*					
Passenger Vehicle Service Hours	73,907	77,348	87,822	105,788	20.5
Passenger Vehicle Service Miles	1,263,313	1,298,752	1,509,606	1,814,787	20.2
Unlinked Passenger Trips	2,084,922	2,068,789	2,376,390	2,873,805	20.9
Employees (FTEs)	76.0	86.0	96.0	123.0	28.1
Passenger Trips/Vehicle Service Hour	28.21	26.75	27.06	27.17	(0.4)
Passenger Trips/Vehicle Service Mile	1.65	1.59	1.57	1.58	(0.6)
Service Hours/Employee	972.5	899.4	914.8	860.1	(6.0)
Demand-Response					
Passenger Vehicle Service Hours	69,522	47,970	46,310	53,052	14.6
Passenger Vehicle Service Miles	1,106,660	846,027	778,542	906,806	16.5
Passenger Trips	348,486	329,190	323,103	323,835	0.2
Employees (FTEs)	35.0	49.0	65.0	57.0	(12.3)
Passenger Trips/Vehicle Service Hour	5.01	6.86	6.98	6.10	(12.5)
Passenger Trips/Vehicle Service Mile	0.31	0.39	0.42	0.36	(14.0)
Service Hours/Employee	1,986.3	979.0	712.5	930.7	30.6
Financial Indicators					
Fixed-Route*					
Operating Cost	\$3,771,289	\$3,643,996	\$3,994,038	\$4,980,420	24.7
Operating Cost/Vehicle Service Hour	\$51.03	\$47.11	\$45.48	\$47.08	3.5
Operating Cost/Passenger Trip	\$1.81	\$1.76	\$1.68	\$1.73	3.1
Farebox Revenues	\$761,045	\$722,947	\$768,913	\$893,452	16.2
Farebox Recovery Ratio	20.2%	19.8%	19.3%	17.9%	(6.8)
Demand-Response					
Operating Cost	\$1,920,454	\$2,444,775	\$2,784,013	\$2,915,775	4.7
Operating Cost/Vehicle Service Hour	\$27.62	\$50.96	\$60.12	\$54.96	(8.6)
Operating Cost/Passenger Trip	\$5.51	\$7.43	\$8.62	\$9.00	4.5
Farebox Revenues	\$36,011	\$17,978	\$12,051	\$8,665	(28.1)
Farebox Recovery Ratio	1.9%	0.7%	0.4%	0.3%	(31.3)
System-wide					
Revenues					
Sales Tax	\$2,788,919	\$3,189,769	\$4,093,210	\$4,274,293	4.4
MVET	3,043,408	3,151,022	3,832,042	4,080,366	6.5
Fares	797,056	740,925	780,964	902,117	15.5
Federal Operating	0	0	0	0	—
Other	394,924	273,676	722,519	491,711	(31.9)
Total	\$7,024,307	\$7,355,392	\$9,428,735	\$9,748,487	3.4
Expenses					
Operating (Fixed and Demand-Response)	\$5,691,743	\$6,088,771	\$6,778,051	\$7,896,195	16.5
Depreciation	418,793	512,191	894,165	842,655	(5.8)
Other	0	0	0	537,785	—
Total	\$6,110,536	\$6,600,962	\$7,672,216	\$9,276,635	20.9
Capital					
Acquisition	\$1,215,317	\$1,352,693	\$3,076,760	\$3,359,947	9.2
LESS: Federal Capital	1,215,317	549,692	1,874,173	1,940,632	3.5
Other Contributions	0	0	0	0	—
Net Local Investment	\$0	\$803,001	\$1,202,587	\$1,419,315	18.0
Fund Balances					
Unrestricted Cash and Investments	\$34,056	\$109,231	\$104,588	\$498,012	376.2
Capital Replacement/Purchase Funds	0	0	0	0	—
Self Insurance Fund	102,571	12,920	24,912	55,126	121.3
Other	0	0	0	0	—
Total	\$136,627	\$122,151	\$129,500	\$553,138	327.1

*Figures for Fixed-Route include data for worker/driver buses and vanpools.

Link (Chelan — Douglas Counties)

Ken Hamm
General Manager

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Wenatchee, Washington 98807
(509) 662-1155

Background

Link operates under the authority of the Chelan-Douglas County Public Transportation Benefit Area as established under the RCW 36.57A. The PTBA was established in November 1989 and in September 1990, voters in the PTBA approved a 0.4 percent sales tax that included the provision that the fixed-route system would not charge a passenger fare for service.

During 1991, the PTBA funded a local paratransit provider for senior and disabled persons transportation services. Link's fixed-route service, however, did not start until December 16, 1991.

Link's board of directors consists of two Chelan and two Douglas County Commissioners, and one City Commissioner or Council representative each from Wenatchee, East Wenatchee, Waterville, Rock Island, Cashmere, Leavenworth, Entiat, and Chelan.

1991 Service Area Population

75,080

Services

Link offers fixed-route, paratransit, and point deviation services in the bi-county area of Chelan and Douglas Counties, including the towns of Cashmere, Chelan, Dryden, East Wenatchee, Entiat, Leavenworth, Malaga, Manson, Monitor, Peshastin, Rock Island, Waterville, and Wenatchee. Both the paratransit and point deviation services are provided under contract by a private nonprofit operator.

Given the rural nature of the bi-county area, Link provides services to the more populated areas of Chelan and Douglas Counties.

Service Standards

All routes and services will be reviewed monthly for performance levels of boardings, service miles, and hours. Currently, service evaluation is divided into the categories of urban and rural routes.

For paratransit and point deviation service, qualitative standards and provisions for quality control are included as contractual conditions agreed to by the service provider.

1991 Achievements

- Management, administrative, operations, and maintenance staff hired.
- Transportation Service Plan updated, base line service levels identified, and fixed-routes established and promoted.
- 12 buses purchased and 25 coach operators trained.
- Bus stops and signage established in 75 percent of service area.
- Coordination of transit planning activities established with local jurisdictions.
- Operations/Service Center and temporary on-street Transfer Center established in Wenatchee.
- Personnel and administrative policies and goals established.
- 1992 budget adopted.

1992 Objectives

- Plan and develop operating/service center base.
- Plan and develop off-street transfer center in Wenatchee and place bus shelters throughout service area.
- Increase system service levels.
- Complete American With Disabilities Act requirements and establish consumer advisory group.

- Develop community outreach programs for elementary/secondary schools, senior, and disabled citizens, and for the Hispanic community.
- Improve management information systems.
- Implement a commuter rideshare program (a fare structure will be proposed).

Community Participation

Link's citizens advisory committee and board of directors meet on a monthly basis. The meeting notices are publicized and the public is invited to attend. The advisory committee meetings are rotated from town to town and members represent geographic regions or towns and special interest groups from the service areas.

Passenger Service Vehicles

Fixed-route — 12 total, all are new in 1991

Demand-response — contracted service

Vehicle Replacement Standards

Fixed-route — full sized buses, 12 years

Link expects to accumulate adequate reserves over a 12-year depreciation period for replacement vehicles.

Facilities

Link operations and administrative offices are housed in mobile homes located on six acres of leased property. The maintenance facility is located in a leased warehouse space that is adjacent to the property. Occupancy of the property began August 1991. Link has the option to develop the property over the next five years.

Link (Chelan — Douglas Counties)

1991

Operating Statistics

Fixed-Route (December 16-31, 1991)

Passenger Vehicle Service Hours	1,737
Passenger Vehicle Service Miles	27,040
Unlinked Passenger Trips	48,683
Employees (FTEs)	36.0
Passenger Trips/Vehicle Service Hour	28.03
Passenger Trips/Vehicle Service Mile	1.80
Service Hours/Employee	48.3

Demand-Response

Passenger Vehicle Service Hours	7,108
Passenger Vehicle Service Miles	122,990
Passenger Trips	43,062
Employees (FTEs)	7.0
Passenger Trips/Vehicle Service Hour	6.06
Passenger Trips/Vehicle Service Mile	0.35
Service Hours/Employee	1,015.4

Financial Indicators

Fixed-Route (December 16-31, 1991)

Operating Cost	\$69,480
Operating Cost/Vehicle Service Hour	\$40.00
Operating Cost/Passenger Trip	\$1.43
Farebox Revenues	\$0
Farebox Recovery Ratio	0.0%

Demand-Response

Operating Cost	\$251,717
Operating Cost/Vehicle Service Hour	\$35.41
Operating Cost/Passenger Trip	\$5.85
Farebox Revenues	\$13,750
Farebox Recovery Ratio	5.5%

System-wide

Revenues

Sales Tax	\$3,233,098
MVET	2,140,627
Fares (Fixed and Demand-Response)	13,750
Federal Operating	0
Other	95,391
Total	\$5,482,866

Expenses

Operating (Fixed and Demand-Response)	\$321,197
Depreciation	0
Other	0
Total	\$321,197

Capital

Acquisition	\$2,695,324
LESS: Federal Capital	0
Other Contributions	0
Net Local Investment	\$2,695,324

Fund Balances

Unrestricted Cash and Investments	\$1,912,204
Capital Replacement/Purchase Funds	0
Self Insurance Fund	0
Other	0
Total	\$1,912,204

Municipality of Metropolitan Seattle (Metro Transit)

Paul A. Toliver
Director of Transit

821 Second Avenue
Seattle, Washington 98104-1598
(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 1980.

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.

1991 Service Area Population

1,542,300

Services

Either directly or through contracts with neighboring transit systems, private, and non-profit transportation providers, Metro's complete transpor-

tation program includes fixed-route, demand-response, vanpool, ride-matching, 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.

1991 Achievements

- Expanded bus service more than any year in last 10 years. Added 78,000 hours in South King County and University District.
- Adopted the Americans with Disabilities Act's *Supplemental Services Program*.
- Opened North Operating Base; completed dual-power (tunnel) bus procurement.
- Implemented U-Pass Program, increasing University of Washington ridership by

35 percent.

- Assisted King County in policy development for linkages of transit service levels and land use densities.
- Implemented fare increase; revenues increased 18 percent.
- Completed a three-county survey for incorporation in the development of the regional transportation plan.
- Provided employee training on cultural diversity.
- Provided national leadership in the Trolley Bus Task Force to promote clean air benefits of electric vehicles.
- Completed storm-water management plans for park-and-ride lots and bases.
- Increased vanpool program by 26 percent.
- Implemented foot and bike patrols in downtown Seattle.

1992 Objectives

- Work with community, environmental, and business groups to develop a comprehensive public transportation plan.
- Participate in implementation of the Growth Management Act by working to develop and implement linkages between land-use and transportation plans.
- Develop and implement public transportation actions that improve environmental quality.
- Create a safe and supportive work environment promoting a multi-cultural work force and respond to all employees in a fair, consistent, and respectful manner.
- Maintain and improve 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/Handicapped Transit Advisory Committee.

Passenger Service Vehicles

Fixed-route — 1,226 total, age ranging from 1976 to 1990

Vanpool — 436 total, age ranging from 1986 to 1991

Vehicle Replacement Standards

40-foot motor bus — 14 years/
800,000 miles

60-foot motor bus — 16 years/
800,000 miles

40-foot/60-foot trolley — 18 years

Dual Power Bus — 18 years

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 mid-1992.

Ridesharing/ Ridematching Services (1991)

Vanpool Fleet Size	433
Vans in Operation	360
Passenger Trips	1,812,525
Vehicle Miles	4,908,403
Carpool Referrals	9,247

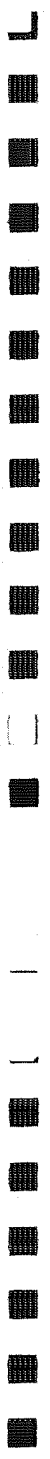


Metro Transit (Seattle)

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	1,845,229	1,824,110	1,846,597	1,866,434	1.1
Passenger Vehicle Service Miles	27,126,571	27,536,276	27,838,982	28,894,739	3.8
Unlinked Passenger Trips	72,089,003	75,863,882	78,952,324	78,435,837	(0.7)
Employees (FTEs)	2,710.0	2,731.0	2,807.7	2,779.2	(1.0)
Passenger Trips/Vehicle Service Hour	39.07	41.59	42.76	42.02	(1.7)
Passenger Trips/Vehicle Service Mile	2.66	2.76	2.84	2.71	(4.3)
Service Hours/Employee	680.9	667.9	657.7	671.6	2.1
Demand-Response¹					
Passenger Vehicle Service Hours	N/A	N/A	N/A	N/A	—
Passenger Vehicle Service Miles	1,237,518	1,282,936	1,266,566	1,683,877	32.9
Passenger Trips	204,847	319,778	244,778	299,418	22.3
Employees (FTEs)	26.0	29.0	35.0	54.0	54.3
Passenger Trips/Vehicle Service Hour	N/A	N/A	N/A	N/A	—
Passenger Trips/Vehicle Service Mile	0.17	0.25	0.19	0.18	(8.0)
Service Hours/Employee	N/A	N/A	N/A	N/A	—
Financial Indicators					
Fixed-Route					
Operating Cost	\$141,868,903	\$149,267,460	\$163,682,026	\$184,344,271	12.6
Operating Cost/Vehicle Service Hour	\$76.88	\$81.83	\$88.64	\$98.77	11.4
Operating Cost/Passenger Trip	\$1.97	\$1.97	\$2.07	\$2.35	13.4
Farebox Revenues	\$31,175,160	\$35,067,365	\$38,948,609	\$45,718,933	17.4
Farebox Recovery Ratio	22.0%	23.5%	23.8%	24.8%	4.2
Demand-Response					
Operating Cost	\$1,839,332	\$2,088,074	\$2,754,076	\$2,911,154	5.7
Operating Cost/Vehicle Service Hour	N/A	N/A	N/A	N/A	—
Operating Cost/Passenger Trip	\$8.98	\$6.53	\$11.25	\$9.72	(13.6)
Farebox Revenues	\$276,840	\$332,635	\$592,391	\$684,067	15.5
Farebox Recovery Ratio	15.1%	15.9%	21.5%	23.5%	9.2
System-wide					
Revenues					
Sales Tax	\$107,235,000	\$120,856,000	\$135,133,000	\$136,522,021	1.0
MVET	48,175,000	52,057,000	59,018,000	62,199,000	5.4
Fares (Fixed and Demand-Response)	31,452,000	35,400,000	39,541,000	46,403,000	17.4
Federal Operating	5,752,000	5,701,000	5,334,000	5,276,000	(1.1)
Other ²	16,672,000	516,000	4,111,000	57,893,000	1,308.2
Total	\$209,286,000	\$214,530,000	\$243,137,000	\$308,293,021	26.8
Expenses					
Operating (Fixed and Demand-Response)	\$143,708,235	\$151,356,434	\$166,436,102	\$187,255,425	12.5
Depreciation	26,052,000	26,241,000	28,860,000	46,308,000	60.5
Other	8,363,765	12,290,566	16,474,143	12,393,161	(24.8)
Total	\$178,124,000	\$189,888,000	\$211,770,245	\$245,956,586	16.1
Capital					
Acquisition	\$154,612,000	\$144,972,000	\$172,447,000	\$107,259,507	(37.8)
LESS: Federal Capital	74,829,000	55,662,000	53,104,000	20,402,000	(61.6)
Other Contributions	0	0	0	0	—
Net Local Investment	\$79,783,000	\$89,310,000	\$119,343,000	\$86,857,507	(27.2)
Fund Balances					
Unrestricted Cash and Investments	\$6,813,000	\$3,654,000	\$32,753,000	\$33,160,000	1.2
Capital Replacement/Purchase Funds	40,549,000	102,821,000	53,103,000	72,041,000	35.7
Self Insurance Fund	7,240,000	7,826,000	8,432,000	8,972,000	6.4
Other	89,000	306,000	72,000	1,917,000	2,562.5
Total	\$54,691,000	\$114,607,000	\$94,360,000	\$116,090,000	23.0

¹Metro's demand-response service is provided by private contractors. Reimbursement is based on passenger trips.

²1991 Revenue reflects one time proceeds of \$40 million from a fleet financing agreement.



Pacific Transit System

Dan DiGuilio
Director

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(206) 875-9418

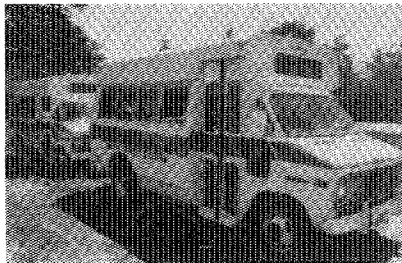
Background

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.

1991 Service Area Population

19,200



Services

Pacific Transit System provides service along five fixed-routes throughout the county. Service is also provided to Astoria, Oregon, and to Aberdeen in Grays Harbor County. Demand-response service is provided to disabled persons and to residents not having easy access to fixed-route services.

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.

1991 Achievements

- Completed Comprehensive Transportation Plan.
- Implemented a drug testing policy.
- Purchased one new demand-response vehicle.
- Fixed-route ridership increased 14 percent and demand-response increased 25 percent.

1992 Objectives

- Update Six-Year Comprehensive Transportation Plan.
- Complete and begin to implement Americans with Disabilities Act Accessibility Plan.
- Purchase one new lift-equipped 40-passenger standard transit coach.
- 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	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	10,836	14,168	12,489	13,722	9.9
Passenger Vehicle Service Miles	294,670	313,564	311,857	345,113	10.7
Unlinked Passenger Trips	109,621	143,700	160,874	183,278	13.9
Employees (FTEs)	15.0	15.0	18.0	18.0	0.0
Passenger Trips/Vehicle Service Hour	10.12	10.14	12.88	13.36	3.7
Passenger Trips/Vehicle Service Mile	0.37	0.46	0.52	0.53	2.9
Service Hours/Employee	722.4	944.5	693.8	762.3	9.9
Demand-Response					
Passenger Vehicle Service Hours	3,276	4,116	6,512	8,168	25.4
Passenger Vehicle Service Miles	106,660	58,502	114,595	127,200	11.0
Passenger Trips	22,670	16,992	20,260	26,096	28.8
Employees (FTEs)	2.0	2.0	4.0	4.0	0.0
Passenger Trips/Vehicle Service Hour	6.92	4.13	3.11	3.19	2.7
Passenger Trips/Vehicle Service Mile	0.21	0.29	0.18	0.21	16.0
Service Hours/Employee	1,638.0	2,058.0	1,628.0	2,042.0	25.4
Financial Indicators					
Fixed-Route					
Operating Cost	\$298,439	\$384,508	\$536,149	\$585,995	9.3
Operating Cost/Vehicle Service Hour	\$27.54	\$27.14	\$42.93	\$42.70	(0.5)
Operating Cost/Passenger Trip	\$2.72	\$2.68	\$3.33	\$3.20	(4.1)
Farebox Revenues	\$37,884	\$41,281	\$45,793	\$39,547	(13.6)
Farebox Recovery Ratio	12.7%	10.7%	8.5%	6.7%	(21.0)
Demand-Response					
Operating Cost	\$160,697	\$207,043	\$288,695	\$315,535	9.3
Operating Cost/Vehicle Service Hour	\$49.05	\$50.30	\$44.33	\$38.63	(12.9)
Operating Cost/Passenger Trip	\$7.09	\$12.18	\$14.25	\$12.09	(15.1)
Farebox Revenues	\$7,255	\$5,777	\$5,660	\$21,296	276.3
Farebox Recovery Ratio	4.5%	2.8%	2.0%	6.7%	244.2
System-wide					
Revenues					
Sales Tax	\$280,338	\$308,891	\$340,453	\$368,659	8.3
MVET	299,203	285,338	329,894	394,452	19.6
Fares (Fixed and Demand-Response)	45,139	47,058	51,453	60,843	18.2
Federal Operating	89,560	55,000	0	0	—
Other	22,067	655,841	150,668	44,023	(70.8)
Total	\$736,307	\$1,352,128	\$872,468	\$867,977	(0.5)
Expenses					
Operating (Fixed and Demand-Response)	\$459,136	\$591,551	\$824,844	\$901,530	9.3
Depreciation	22,786	25,460	34,835	17,614	(49.4)
Other	56,474	25,972	0	22,231	—
Total	\$538,396	\$642,983	\$859,679	\$941,375	9.5
Capital					
Acquisition	\$201,858	\$503,984	\$136,946	\$49,240	(64.0)
LESS: Federal Capital	139,840	342,797	48,462	33,553	(30.8)
Other Contributions	0	0	0	0	—
Net Local Investment	\$62,018	\$161,187	\$88,484	\$15,687	(82.3)
Fund Balances					
Unrestricted Cash and Investments	\$416,279	\$126,539	\$218,953	\$241,947	10.5
Capital Replacement/Purchase Funds	214,638	104,440	47,227	0	(100.0)
Self Insurance Fund	0	0	0	0	—
Other	0	0	0	0	—
Total	\$630,917	\$230,979	\$266,180	\$241,947	(9.1)

Pierce Transit

Don Monroe
Executive Director

3701 96th Street, SW
Tacoma, Washington 98499-0070
(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 two Pierce County Council members, 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.

1991 Service Area Population

486,320

Services

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

Ridesharing/ Ridematching Services

Vanpool Fleet Size	42
Vans in Operation	35
Passenger Trips	79,250
Vehicle Miles	250,250
Customer Matches	438

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.

1991 Achievements

- Became operator of the nation's largest natural gas powered mass transit fleet, with 36 natural gas powered buses in operation.
- Removed over 500 cars from I-5 each day by providing direct commuter bus service to downtown Seattle and Olympia.
- Increased ridership on all services provided. There were over 10.5 million boardings on fixed-route service in 1991.
- Broke ground on two new transit centers, Pt. Defiance Intermodal Terminal and Lakewood Mall, and Commerce Connections, a bus turnaround facility that will enhance transit operations and passenger amenities in downtown Tacoma.

1992 Objectives

- Install the nation's largest compressed natural gas quick-fill fuel station to service our natural gas fueled vehicles.
- Selective service expansion on Seattle Express and Lakewood routes, plus increase service for the disabled by 11 percent, and expand the vanpool program with the addition of 25 vehicles.
- Develop programs to exceed the requirements of the Americans with Disabilities Act, Clean Air Act, and Transportation Demand Management Act.
- Complete the Lakewood Mall Transit Center and Pt. Defiance Intermodal Terminal, Commerce Connections turnaround facility and North Purdy park-and-ride lot expansion.

- Position the agency to participate in the recently passed RTA legislation.

Community Participation

The public is notified of proposed service improvements through printed customer materials, community meetings, public hearings, advertising, media relations, and a telephone hotline number. Ad hoc advisory committees are often formed to invite input on particularly sensitive issues. Extensive community outreach is being conducted in 1992 to inform the public about the three-county Regional Transit Project and seek direction for Pierce Transit's participation.

Passenger Service Vehicles

Fixed-route — 205 total, age ranging from 1965 to 1991

Demand-response — 25 total, age ranging from 1981 to 1989

Vanpool — 42, age ranging 1986 to 1991

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	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	395,730	411,311	430,413	444,074	3.2
Passenger Vehicle Service Miles	5,446,656	5,547,429	6,069,086	6,603,169	8.8
Unlinked Passenger Trips	10,790,162	10,283,935	10,383,804	9,619,935	(7.4)
Employees (FTEs)	381.0	400.0	424.0	426.0	0.5
Passenger Trips/Vehicle Service Hour	27.27	25.00	24.13	21.66	(10.2)
Passenger Trips/Vehicle Service Mile	1.98	1.85	1.71	1.46	(14.8)
Service Hours/Employee	1,038.7	1,028.3	1,015.1	1,042.4	2.7
Demand-Response					
Passenger Vehicle Service Hours	58,737	67,502	88,887	116,523	31.1
Passenger Vehicle Service Miles	1,024,625	1,324,102	1,658,539	2,363,929	42.5
Passenger Trips	200,874	221,723	310,854	365,328	17.5
Employees (FTEs)	33.0	34.0	40.0	42.0	5.0
Passenger Trips/Vehicle Service Hour	3.42	3.28	3.50	3.14	(10.3)
Passenger Trips/Vehicle Service Mile	0.20	0.17	0.19	0.15	(17.5)
Service Hours/Employee	1,779.9	1,985.4	2,222.2	2,774.4	24.8
Financial Indicators					
Fixed-Route					
Operating Cost	\$19,033,943	\$20,733,579	\$25,323,070	\$28,640,550	13.1
Operating Cost/Vehicle Service Hour	\$48.10	\$50.41	\$58.83	\$64.49	9.6
Operating Cost/Passenger Trip	\$1.76	\$2.02	\$2.44	\$2.98	22.1
Farebox Revenues	\$2,900,881	\$3,390,020	\$3,424,573	\$4,341,998	26.8
Farebox Recovery Ratio	15.2%	16.4%	13.5%	15.2%	12.1
Demand-Response					
Operating Cost	\$2,388,292	\$2,785,884	\$4,554,323	\$5,080,651	11.6
Operating Cost/Vehicle Service Hour	\$40.66	\$41.27	\$51.24	\$43.60	(14.9)
Operating Cost/Passenger Trip	\$11.89	\$12.56	\$14.65	\$13.91	(5.1)
Farebox Revenues	\$108,980	\$126,302	\$315,132	\$306,944	(2.6)
Farebox Recovery Ratio	4.6%	4.5%	6.9%	6.0%	(12.7)
System-wide					
Revenues					
Sales Tax	\$12,264,763	\$13,513,963	\$14,250,315	\$15,084,023	5.9
MVET	10,273,528	11,385,811	13,370,440	13,952,963	4.4
Fares (Fixed and Demand-Response)	3,009,861	3,516,322	3,739,705	4,648,942	24.3
Federal Operating	1,590,845	1,580,958	1,556,293	1,549,320	(1.1)
Other	<u>1,791,071</u>	<u>2,437,352</u>	<u>2,806,238</u>	<u>2,835,756</u>	1.1
Total	\$28,930,068	\$32,434,406	\$35,732,991	\$38,071,004	6.5
Expenses					
Operating (Fixed and Demand-Response)	\$21,422,235	\$23,519,463	\$29,877,393	\$33,721,201	12.9
Depreciation	2,717,835	2,681,694	2,738,732	3,466,293	26.6
Other	<u>23,733</u>	<u>25,840</u>	<u>69,099</u>	<u>232,672</u>	236.7
Total	\$24,163,803	\$26,226,997	\$32,685,224	\$37,420,166	14.5
Capital					
Acquisition	\$1,696,060	\$2,362,336	\$6,534,582	\$14,642,297	124.1
LESS: Federal Capital	1,341,360	412,530	2,151,619	5,573,352	159.0
Other Contributions	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	—
Net Local Investment	\$354,700	\$1,949,806	\$4,382,963	\$9,068,945	106.9
Fund Balances					
Unrestricted Cash and Investments	\$3,807,138	\$4,737,123	\$0	\$1,601,363	—
Capital Replacement/Purchase Funds	13,339,340	17,513,842	22,825,126	15,032,679	(34.1)
Self Insurance Fund	1,847,815	2,308,549	3,084,973	3,812,528	23.6
Other	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	—
Total	\$18,994,293	\$24,559,514	\$25,910,099	\$20,446,570	(21.1)

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 a business and occupation tax which is matched with motor vehicle excise tax, and by a transit household tax introduced in 1991.

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

1991 Service Area Population

4,470

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.

1991 Achievements

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

1992 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	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	3,183	3,380	3,400	4,160	22.4
Passenger Vehicle Service Miles	33,343	37,722	63,517	43,825	(31.0)
Unlinked Passenger Trips	15,851	17,374	24,197	25,880	7.0
Employees (FTEs)	3.0	3.0	3.0	4.0	33.3
Passenger Trips/Vehicle Service Hour	4.98	5.14	7.12	6.22	(12.6)
Passenger Trips/Vehicle Service Mile	0.48	0.46	0.38	0.59	55.0
Service Hours/Employee	1,061.0	1,126.7	1,133.3	1,040.0	(8.2)
Demand-Response					
Data included in Fixed-Route					
Financial Indicators					
Fixed-Route					
Operating Cost	\$53,412	\$44,281	\$62,564	\$68,678	9.8
Operating Cost/Vehicle Service Hour	\$16.78	\$13.10	\$18.40	\$16.51	(10.3)
Operating Cost/Passenger Trip	\$3.37	\$2.55	\$2.59	\$2.65	2.6
Farebox Revenues	\$9,241	\$12,973	\$11,000	\$26,514	141.0
Farebox Recovery Ratio	17.3%	29.3%	17.6%	38.6%	119.6
Demand-Response					
Data included in Fixed-Route					
System-wide					
Revenues					
B&O/Household Taxes*	\$15,000	\$15,000	\$15,000	\$24,137	60.9
MVET	15,000	15,000	15,000	15,000	0.0
Fares (Fixed and Demand-Response)	9,241	12,973	11,000	26,514	141.0
Federal Operating	13,249	13,659	16,439	0	(100.0)
Other	<u>7,025</u>	<u>10,978</u>	<u>20,803</u>	<u>2,464</u>	(88.2)
Total	\$59,515	\$67,610	\$78,242	\$68,115	(12.9)
Expenses					
Operating (Fixed and Demand-Response)	\$53,412	\$44,281	\$62,564	\$68,678	9.8
Depreciation	66,877	44,280	0	0	—
Other	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	—
Total	\$120,289	\$88,561	\$62,564	\$68,678	9.8
Capital					
Acquisition	\$66,877	\$44,280	\$0	\$0	—
LESS: Federal Capital	44,720	0	0	0	—
Other Contributions	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	—
Net Local Investment	\$22,157	\$44,280	\$0	\$0	—
Fund Balances					
Unrestricted Cash and Investments	\$6,294	\$37,584	\$37,295	\$15,410	(58.7)
Capital Replacement/Purchase Funds	11,252	11,371	33,199	55,774	68.0
Self Insurance Fund	0	0	0	0	—
Other	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	—
Total	\$17,546	\$48,955	\$70,494	\$71,184	1.0

* Household tax collected beginning in 1991.

Pullman Transit (Whitman County)

Jim Hudak
Director of Public Works

*Southeast 325 Paradise
Pullman, Washington 99163
(509) 334-4555*

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.

1991 Service Area Population

23,090

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.

1991 Achievements

- Developed an agreement with WSU for prepayment of fares for all WSU students, faculty, and staff. All students, faculty, and staff are eligible to ride fixed-route and dial-a-ride upon presentation of valid WSU identification.
- Fixed-route ridership increased by 220,000 trips or 32 percent.
- Operating cost per passenger declined by 14 percent to \$0.81 per passenger.
- Obtained ICC approval for charter service to Moscow, Idaho.
- Increased service hours by over 10 percent.
- Maintained farebox recovery ratio of over 25 percent (31.1 percent).

1992 Objectives

- Implement ADA requirements.
- Firm up long-range financial plan.
- Continue fleet expansion and upgrade through grant assistance.
- Refine prepaid fare program with WSU.

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 1991

Demand-response — 2 total, age 1987

Vehicle Replacement Standards

Fixed-route — 20 years

Demand-response — 7 years

Facilities

A 7,040-square foot building houses the administration and dispatch functions, employee area, and vehicle parking. 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 rest rooms.

Pullman Transit (Whitman County)

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	9,152	10,025	10,684	11,842	10.8
Passenger Vehicle Service Miles	129,432	141,607	142,525	150,682	5.7
Unlinked Passenger Trips	527,421	654,761	692,145	912,165	31.8
Employees (FTEs)	13.0	13.5	9.7	11.3	16.5
Passenger Trips/Vehicle Service Hour	57.63	65.31	64.78	77.03	18.9
Passenger Trips/Vehicle Service Mile	4.07	4.62	4.86	6.05	24.7
Service Hours/Employee	704.0	742.6	1,101.4	1,048.0	(4.9)
Demand-Response					
Passenger Vehicle Service Hours	2,926	2,910	2,904	3,287	13.2
Passenger Vehicle Service Miles	19,016	19,520	22,579	25,163	11.4
Passenger Trips	5,050	4,973	6,039	7,032	16.4
Employees (FTEs)	3.0	3.0	1.8	3.3	83.3
Passenger Trips/Vehicle Service Hour	1.73	1.71	2.08	2.14	2.9
Passenger Trips/Vehicle Service Mile	0.27	0.25	0.27	0.28	4.5
Service Hours/Employee	975.3	970.0	1,613.3	996.1	(38.3)
Financial Indicators					
Fixed-Route					
Operating Cost	\$502,000	\$584,154	\$653,654	\$738,977	13.1
Operating Cost/Vehicle Service Hour	\$54.85	\$58.27	\$61.18	\$62.40	2.0
Operating Cost/Passenger Trip	\$0.95	\$0.89	\$0.94	\$0.81	(14.2)
Farebox Revenues	\$141,583	\$176,066	\$187,302	\$229,733	22.7
Farebox Recovery Ratio	28.2%	30.1%	28.7%	31.1%	8.5
Demand-Response					
Operating Cost	\$98,712	\$82,425	\$75,138	\$112,041	49.1
Operating Cost/Vehicle Service Hour	\$33.74	\$28.32	\$25.87	\$34.09	31.7
Operating Cost/Passenger Trip	\$19.55	\$16.57	\$12.44	\$15.93	28.1
Farebox Revenues	\$4,126	\$3,657	\$6,199	\$9,543	53.9
Farebox Recovery Ratio	4.2%	4.4%	8.3%	8.5%	3.2
System-wide					
Revenues					
Utility Tax*	\$324,945	\$345,528	\$355,842	\$367,861	3.4
MVET	322,228	311,945	346,455	369,176	6.6
Fares (Fixed and Demand-Response)	145,709	179,723	193,501	239,276	23.7
Federal Operating	0	61,157	95,285	0	(100.0)
Other	17,873	0	44,139	45,016	2.0
Total	\$810,755	\$898,353	\$1,035,222	\$1,021,329	(1.3)
Expenses					
Operating (Fixed and Demand-Response)	\$600,712	\$666,579	\$728,792	\$851,018	16.8
Depreciation	52,990	52,990	52,990	69,861	31.8
Other	75,865	212,666	0	0	—
Total	\$729,567	\$932,235	\$781,782	\$920,879	17.8
Capital					
Acquisition	\$77,062	\$197,880	\$60,684	\$340,101	460.4
LESS: Federal Capital	0	0	0	272,081	—
Other Contributions	0	0	0	0	—
Net Local Investment	\$77,062	\$197,880	\$60,684	\$68,020	12.1
Fund Balances					
Unrestricted Cash and Investments	\$224,379	\$31,900	\$411,654	\$393,000	(4.5)
Capital Replacement/Purchase Funds	0	0	216,000	285,900	32.4
Self Insurance Fund	0	0	0	0	—
Other	0	0	0	0	—
Total	\$224,379	\$31,900	\$627,654	\$678,900	8.2

*As a city system, Pullman Transit levies a 2 percent utility tax in lieu of a sales tax.

Spokane Transit Authority

Allen Schweim
Executive Director

1230 West 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 371-square mile area is the Spokane County Public Transportation Benefit Area (PTBA) chartered 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.

1991 Service Area Population

323,030

Services

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

Ridesharing/ Ridematching Services (1991)

Vanpool Fleet Size	13
Vans in Operation	12
Passenger Trips	44,004
Total Vehicle Miles	116,590
New Matches	77
Updated Matches	95

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.

Standards for paratransit service were adopted in 1990, and are in compliance with the current Americans with Disabilities Act.

1991 Achievements

- Implemented accessible fixed-route service on 10 routes (current total, 14 routes).
- Achieved ridership increases on fixed-route service of 4.4 percent and vanpool service of 30 percent.
- Conducted extensive community participation process to adjust paratransit service in accordance with ADA regulations.
- Opened a service and garaging facility in the Spokane Valley to improve operational efficiencies.
- Received an American Public Transit Association (APTA) safety award for operations.
- Provided additional fixed-route service on selected routes for customer convenience.

1992 Objectives

- Implement ADA Plan including intergovernmental accessibility coordination and a public outreach program.
- Complete an Alternative Fuel Study for facility and vehicle decisions for future operations.
- Complete an updated long range comprehensive (20-year) plan for system direction to balance community growth with transit needs.
- Provide transit as a development and infrastructure consideration in all projects and programs to address community needs.
- Provide local coordination and service for area programs addressing Transportation Demand Management (TDM).
- Develop a downtown transit facility for passenger convenience with increased service to address local priorities.

Community Participation

STA maintains six standing committees and one special advisory committee to the Board of Directors. Each committee has citizen representatives selected at large from the PTBA. Currently STA has 25 citizen members on its committees. Committees are responsible for reviewing and commenting on activities at STA.

Passenger Service Vehicles

Fixed-route — 144 total, age ranging from 1973 to 1991

Demand-response — 47 total, age ranging from 1986 to 1991

Vanpool — 13 total, age ranging from 1983 to 1991

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.

A second service and garaging facility opened in 1991, and is located in the Spokane Valley with space for 10 buses and 10 paratransit vans.

Three customer information locations, 54 pass sales, and 98 schedule outlets are located throughout the service area.

Spokane Transit Authority has three transit centers with a total of 18 bus bays; 58 shelters; and 12 park and ride lots with 2,048 vehicle spaces.

Spokane Transit Authority

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	303,164	321,581	332,020	339,595	2.3
Passenger Vehicle Service Miles	4,218,095	4,593,978	4,711,781	4,818,123	2.3
Unlinked Passenger Trips	6,288,521	6,426,602	6,962,742	7,272,314	4.4
Employees (FTEs)	259.6	286.2	300.8	311.8	3.7
Passenger Trips/Vehicle Service Hour	20.74	19.98	20.97	21.41	2.1
Passenger Trips/Vehicle Service Mile	1.49	1.40	1.48	1.51	2.1
Service Hours/Employee	1,167.8	1,123.6	1,103.8	1,089.1	(1.3)
Demand-Response					
Passenger Vehicle Service Hours	47,640	48,268	93,069	104,452	12.2
Passenger Vehicle Service Miles	612,361	1,029,497	1,258,987	1,405,891	11.7
Passenger Trips	202,498	243,037	287,319	285,372	(0.7)
Employees (FTEs)	38.2	48.2	56.9	58.6	3.0
Passenger Trips/Vehicle Service Hour	4.25	5.04	3.09	2.73	(11.5)
Passenger Trips/Vehicle Service Mile	0.33	0.24	0.23	0.20	(11.1)
Service Hours/Employee	1,247.1	1,001.4	1,635.7	1,782.5	9.0
Financial Indicators					
Fixed-Route					
Operating Cost	\$14,217,662	\$16,174,248	\$18,192,554	\$18,238,862	0.3
Operating Cost/Vehicle Service Hour	\$46.90	\$50.30	\$54.79	\$53.71	(2.0)
Operating Cost/Passenger Trip	\$2.26	\$2.52	\$2.61	\$2.51	(4.0)
Farebox Revenues	\$2,637,105	\$2,690,118	\$2,976,555	\$3,358,250	12.8
Farebox Recovery Ratio	18.5%	16.6%	16.4%	18.4%	12.5
Demand-Response					
Operating Cost	\$1,607,318	\$2,514,220	\$3,085,270	\$3,293,684	6.8
Operating Cost/Vehicle Service Hour	\$33.74	\$52.09	\$33.15	\$31.53	(4.9)
Operating Cost/Passenger Trip	\$7.94	\$10.35	\$10.74	\$11.54	7.5
Farebox Revenues*	\$106,629	\$139,540	\$112,261	\$43,293	(61.4)
Farebox Recovery Ratio	6.6%	5.6%	3.6%	1.3%	(63.9)
System-wide					
Revenues					
Sales Tax	\$8,248,102	\$9,421,182	\$10,302,487	\$10,958,409	6.4
MVET	8,162,468	8,916,595	9,919,746	10,663,956	7.5
Fares (Fixed and Demand-Response)	2,743,734	2,829,658	3,088,816	3,401,543	10.1
Federal Operating	1,147,378	1,148,855	1,132,251	1,112,811	(1.7)
Other	<u>2,520,075</u>	<u>3,318,570</u>	<u>2,902,765</u>	<u>2,665,664</u>	(8.2)
Total	\$22,821,757	\$25,634,860	\$27,346,065	\$28,802,383	5.3
Expenses					
Operating (fixed and demand-response)	\$15,824,980	\$18,688,468	\$21,277,824	\$21,532,546	1.2
Depreciation	1,664,475	2,104,179	2,577,613	3,050,058	18.3
Other	<u>297,575</u>	<u>61,204</u>	<u>74,707</u>	<u>79,754</u>	6.8
Total	\$17,787,030	\$20,853,851	\$23,930,144	\$24,662,358	3.1
Capital					
Acquisition	\$1,996,353	\$4,423,935	\$14,582,087	\$4,907,597	(66.3)
LESS: Federal Capital	791,686	1,865,593	4,952,941	2,035,364	(58.9)
Other Contributions	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	—
Net Local Investment	\$1,204,667	\$2,558,342	\$9,629,146	\$2,872,233	(70.2)
Fund Balances					
Unrestricted Cash and Investments	\$352,565	\$8,990,321	\$9,083,761	(\$181,759)	(102.0)
Capital Replacement/Purchase Funds	9,306,576	11,411,123	12,918,305	15,828,868	22.5
Self Insurance Fund	3,320,381	3,320,381	3,357,000	5,357,000	59.6
Other	<u>17,839,574</u>	<u>12,238,923</u>	<u>7,953,455</u>	<u>15,942,592</u>	100.4
Total	\$30,819,096	\$35,960,748	\$33,312,521	\$36,946,701	10.9

*A significant decrease in demand-response revenue in 1991 resulted from a one-time change in accounting procedure, deferring token revenue from point of sale to point of redemption.

Twin Transit (Lewis County)

Jim Carroll
Manager

212 East 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.

1991 Service Area Population

18,770

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.

1991 Achievements

- Reduced headways to 30 minutes.
- Purchased two demand-response vehicles.
- Expanded fleet with the addition of two 30-foot coaches.



1992 Objectives

- Meet ADA requirements for public transit by establishing a route deviation system on established routes augmented by demand-response vehicles.
- Improve accessible service by site improvements for coach lift operations.
- Sustain timely and quality public transit service.
- Improve community awareness of public transit services.

Community Participation

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

Passenger Service Vehicles

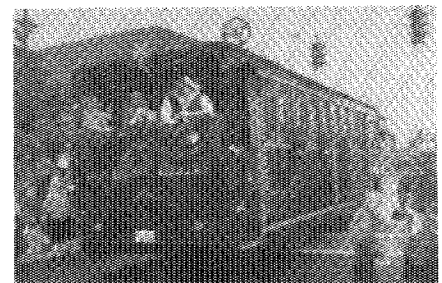
Fixed-route — 9 total, age ranging from 1981 to 1991

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 5,600 square feet of bus storage space. 1.5 acres of adjoining property has been acquired. An on-street site in downtown Centralia serves as a transfer point between routes.



Twin Transit (Lewis County)

	1988	1989	1990	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	12,379	11,982	12,962	16,372	26.3
Passenger Vehicle Service Miles	174,124	174,782	188,668	206,754	9.6
Unlinked Passenger Trips	180,757	187,526	191,170	215,551	12.8
Employees (FTEs)	11.0	11.0	13.0	14.0	7.7
Passenger Trips/Vehicle Service Hour	14.60	15.65	14.75	13.17	(10.7)
Passenger Trips/Vehicle Service Mile	1.04	1.07	1.01	1.04	2.9
Service Hours/Employee	1,125.4	1,089.3	997.1	1,169.4	17.3
Demand-Response					
Data included in Fixed-Route					
Financial Indicators					
Fixed-Route					
Operating Cost	\$396,166	\$426,580	\$506,534	\$538,104	6.2
Operating Cost/Vehicle Service Hour	\$32.00	\$35.60	\$39.08	\$32.87	(15.9)
Operating Cost/Passenger Trip	\$2.19	\$2.27	\$2.65	\$2.50	(5.8)
Farebox Revenues	\$30,860	\$33,308	\$34,844	\$38,609	10.8
Farebox Recovery Ratio	7.8%	7.8%	6.9%	7.2%	4.3
Demand-Response					
Data included in Fixed-Route					
System-wide					
Revenues					
Sales Tax	\$321,026	\$341,592	\$384,890	\$362,985	(5.7)
MVET	348,041	346,026	341,597	485,959	42.3
Fares (Fixed and Demand-Response)	30,860	33,308	34,844	38,609	10.8
Federal Operating	0	0	0	0	—
Other	44,503	66,745	91,690	109,112	19.0
Total	\$744,430	\$787,671	\$853,021	\$996,665	16.8
Expenses					
Operating (Fixed and Demand-Response)	\$396,166	\$426,580	\$506,534	\$538,104	6.2
Depreciation	37,308	52,321	61,873	71,038	14.8
Other	0	0	0	0	—
Total	\$433,474	\$478,901	\$568,407	\$609,142	7.2
Capital					
Acquisition	\$182,000	\$269,000	\$44,000	\$445,412	912.3
LESS: Federal Capital	0	0	0	0	—
Other Contributions	0	0	0	0	—
Net Local Investment	\$182,000	\$269,000	\$44,000	\$445,412	912.3
Fund Balances					
Unrestricted Cash and Investments	\$643,464	\$637,874	\$837,608	\$864,843	3.3
Capital Replacement/Purchase Funds	0	0	0	0	—
Self Insurance Fund	85,000	150,000	250,000	250,000	—
Other	0	0	0	0	—
Total	\$728,464	\$787,874	\$1,087,608	\$1,114,843	2.5

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.

1991 Service Area Population

42,550

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.

1991 Achievements

- Increased frequency of trips between Walla Walla and Milton-Freewater, Oregon, from three trips per day to five.
- Re-powered half of the buses with more economical Caterpillar engines. Work was accomplished in-house.
- Received the Walla Walla 2020 Architectural Award for participation at Crawford Park at our transfer center.

1992 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	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	35,778	33,767	33,194	33,609	1.3
Passenger Vehicle Service Miles	474,641	442,000	440,710	462,274	4.9
Unlinked Passenger Trips	684,287	689,179	747,726	878,298	17.5
Employees (FTEs)	36.0	36.0	36.0	38.0	5.6
Passenger Trips/Vehicle Service Hour	19.13	20.41	22.53	26.13	16.0
Passenger Trips/Vehicle Service Mile	1.44	1.56	1.70	1.90	12.0
Service Hours/Employee	993.8	938.0	922.1	884.4	(4.1)
Demand-Response					
Passenger Vehicle Service Hours	9,180	10,617	9,997	7,935	(20.6)
Passenger Vehicle Service Miles	60,333	60,531	72,321	69,170	(4.4)
Passenger Trips	33,682	31,996	38,698	37,362	(3.5)
Employees (FTEs)	5.0	4.5	5.0	4.9	(2.0)
Passenger Trips/Vehicle Service Hour	3.67	3.01	3.87	4.71	21.6
Passenger Trips/Vehicle Service Mile	0.56	0.53	0.54	0.54	0.9
Service Hours/Employee	1,836.0	2,359.3	1,999.4	1,619.4	(19.0)
Financial Indicators					
Fixed-Route					
Operating Cost	\$1,339,388	\$1,264,345	\$1,338,925	\$1,394,554	4.2
Operating Cost/Vehicle Service Hour	\$37.44	\$37.44	\$40.34	\$41.49	2.9
Operating Cost/Passenger Trip	\$1.96	\$1.83	\$1.79	\$1.59	(11.3)
Farebox Revenues	\$50,764	\$58,557	\$109,720	\$134,464	22.6
Farebox Recovery Ratio	3.8%	4.6%	8.2%	9.6%	17.7
Demand-Response					
Operating Cost	\$106,540	\$89,472	\$116,660	\$125,700	7.7
Operating Cost/Vehicle Service Hour	\$11.61	\$8.43	\$11.67	\$15.84	35.7
Operating Cost/Passenger Trip	\$3.16	\$2.80	\$3.01	\$3.36	11.6
Farebox Revenues	\$0	\$14,077	\$13,904	\$2,850	(79.5)
Farebox Recovery Ratio	0.0%	15.7%	11.9%	2.3%	(81.0)
System-wide					
Revenues					
Sales Tax	\$714,327	\$786,492	\$906,536	\$903,567	(0.3)
MVET	764,094	739,327	901,492	891,567	(1.1)
Fares (Fixed and Demand-Response)	50,764	72,634	123,624	137,314	11.1
Federal Operating	0	0	0	1,361	—
Other	168,753	93,930	123,532	138,963	12.5
Total	\$1,697,938	\$1,692,383	\$2,055,184	\$2,072,772	0.9
Expenses					
Operating (Fixed and Demand-Response)	\$1,445,928	\$1,353,817	\$1,455,585	\$1,520,254	4.4
Depreciation	158,299	166,228	202,334	191,771	(5.2)
Other	0	0	0	0	—
Total	\$1,604,227	\$1,520,045	\$1,657,919	\$1,712,025	3.3
Capital					
Acquisition	\$213,015	\$106,594	\$913,366	\$42,215	(95.4)
LESS: Federal Capital	0	0	0	0	—
Other Contributions	0	0	0	0	—
Net Local Investment	\$213,015	\$106,594	\$913,366	\$42,215	(95.4)
Fund Balances					
Unrestricted Cash and Investments	\$180,000	\$333,605	\$550,573	\$530,449	(3.7)
Capital Replacement/Purchase Funds	1,015,830	1,108,661	605,644	1,084,154	79.0
Self Insurance Fund	0	0	0	0	—
Other	0	0	0	6,500	—
Total	\$1,195,830	\$1,442,266	\$1,156,217	\$1,621,103	40.2

Whatcom Transportation Authority (Whatcom County)

Martin Minkoff
General Manager

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

Background

The Whatcom Public Transportation Benefit Area (PTBA) includes the cities of Bellingham, Lynden, and Ferndale, as well as the unincorporated region surrounding these communities. WTA services are funded in part by a 0.3 percent sales tax levied within the PTBA.

On January 1, 1992, the WTA made the transition from contracting with city of Bellingham for fixed-route transit services to direct operation. On that date, all city of Bellingham Transit Department employees joined the WTA staff.

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, one Ferndale City Council member, and one Lynden City Council member.

1991 Service Area Population

95,480

Services

The WTA provides the region with quality fixed-route and demand responsive transportation. Fixed-route services, on 21 routes, are directly operated by the WTA. Specialized transportation services are provided by the WTA through a contract with the Whatcom County Council on Aging.

Service Standards

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

1991 Achievements

- Provision of safe, reliable, and cost-effective public transportation service.
- Completion of the Employee Transition from the city of Bellingham to the WTA.
- Completion of the Americans with Disabilities Act (ADA) Implementation Plan.

1992 Objectives

- Award contract for new buses and prepare for 1993 introduction to service.

- Begin implementation of Americans with Disabilities Act (ADA) Plan.
- Update comprehensive public Transportation Development Plan.
- Participation with area jurisdictions in their growth management efforts.

Community Participation

Community representation in system decision making consists primarily of the Citizens Advisory Committee. This 16-member committee includes representatives of numerous special interest groups and geographic regions throughout the service area. Advisory committees also exist for the WTA Comprehensive Plan Update and ADA Planning.

Passenger Service Vehicles

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

Demand-response — 20 total, age ranging from 1989 to 1992

Vehicle Replacement Standards

The entire fleet of WTA fixed-route coaches exceeds the general recognized standard of 12-year useful life. The WTA is currently in the midst of a Fleet Replacement Program for fixed-route and paratransit vehicles.

Facilities

Administration, operations, and vehicle storage is housed in the WTA's Nevada Street facility, adjacent to city of Bellingham contract maintenance operations. 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	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	56,073	63,734	65,934	65,800	(0.2)
Passenger Vehicle Service Miles	715,254	834,315	1,001,928	1,000,978	(0.1)
Unlinked Passenger Trips	1,374,330	1,552,824	2,227,766	2,151,821	(3.4)
Employees (FTEs)	50.0	55.0	55.0	65.0	18.2
Passenger Trips/Vehicle Service Hour	24.51	24.36	33.79	32.70	(3.2)
Passenger Trips/Vehicle Service Mile	1.92	1.86	2.22	2.15	(3.3)
Service Hours/Employee	1,121.5	1,158.8	1,198.8	1,012.3	(15.6)
Demand-Response					
Passenger Vehicle Service Hours	17,827	21,562	32,560	36,464	12.0
Passenger Vehicle Service Miles	345,949	232,204	358,427	399,678	11.5
Passenger Trips	169,806	106,524	135,424	105,127	(22.4)
Employees (FTEs)	39.0	41.0	30.0	37.0	23.3
Passenger Trips/Vehicle Service Hour	9.53	4.94	4.16	2.88	(30.7)
Passenger Trips/Vehicle Service Mile	0.49	0.46	0.38	0.26	(30.4)
Service Hours/Employee	457.1	525.9	1,085.3	985.5	(9.2)
Financial Indicators					
Fixed-Route					
Operating Cost	\$2,450,734	\$2,989,670	\$3,608,885	\$3,989,536	10.5
Operating Cost/Vehicle Service Hour	\$43.71	\$46.91	\$54.73	\$60.63	10.8
Operating Cost/Passenger Trip	\$1.78	\$1.93	\$1.62	\$1.85	14.4
Farebox Revenues	\$263,026	\$300,793	\$335,030	\$352,037	5.1
Farebox Recovery Ratio	10.7%	10.1%	9.3%	8.8%	(4.9)
Demand-Response					
Operating Cost	\$327,060	\$472,917	\$687,000	\$794,354	15.6
Operating Cost/Vehicle Service Hour	\$18.35	\$21.93	\$21.10	\$21.78	3.2
Operating Cost/Passenger Trip	\$1.93	\$4.44	\$5.07	\$7.56	48.9
Farebox Revenues	\$0	\$0	\$0	\$0	—
Farebox Recovery Ratio	0.0%	0.0%	0.0%	0.0%	—
System-wide					
Revenues					
Sales Tax	\$2,140,605	\$3,340,945	\$3,835,571	\$4,290,990	11.9
MVET	1,509,902	2,182,304	2,782,428	3,105,588	11.6
Fares (Fixed and Demand-Response)	263,026	300,793	335,030	352,037	5.1
Federal Operating	245,000	370,000	600,000	0	(100.0)
Other	<u>276,109</u>	<u>465,654</u>	<u>768,439</u>	<u>862,423</u>	12.2
Total	\$4,434,642	\$6,659,696	\$8,321,468	\$8,611,038	3.5
Expenses					
Operating (Fixed and Demand-Response)	\$2,777,794	\$3,462,587	\$4,295,885	\$4,783,890	11.4
Depreciation	211,464	259,712	318,114	347,924	9.4
Other	<u>2,157,383</u>	<u>2,142,454</u>	<u>3,211,500</u>	<u>1,932,341</u>	(39.8)
Total	\$5,146,641	\$5,864,753	\$7,825,499	\$7,064,155	(9.7)
Capital					
Acquisition	\$118,696	\$582,077	\$500,461	\$591,629	18.2
LESS: Federal Capital	70,738	287,225	217,015	0	(100.0)
Other Contributions	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	—
Net Local Investment	\$47,958	\$294,852	\$283,446	\$591,629	108.7
Fund Balances					
Unrestricted Cash and Investments	\$193,104	\$561,415	\$230,539	\$2,172,657	842.4
Capital Replacement/Purchase Funds	1,657,383	3,699,837	6,411,337	10,226,784	59.5
Self Insurance Fund	2,170,000	2,670,000	3,170,000	308,617	(90.3)
Other	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	—
Total	\$4,020,487	\$6,931,252	\$9,811,876	\$12,708,058	29.5

Yakima Transit

Bill Schultz
Transit Manager

2301 Fruitvale Blvd.
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 1970. 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.

1991 Service Area Population

57,660

Services

Yakima Transit provides fixed-route services within the city limits, an area of approximately 17 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 75 percent of that maintained by the entire system.

1991 Achievements

- Established free downtown bus service using four fully accessible motorized turn-of-the-century replica trolleys.
- Increased fixed-route ridership by 10 percent.
- Initiated land purchases for a downtown transit transfer site.
- Purchased four fully accessible coaches for fleet replacement.
- Route Supervisor position filled for operator and field support.

1992 Objectives

- Complete ADA certification of all demand-response consumers.
- Complete passenger sensitivity training with emphasis on assisting those passengers who are disabled.
- Complete final design and land acquisition for downtown transit transfer site.
- Complete land acquisition for transit improvements at the Public Works Shops Complex.
- Complete final design of transit improvements at the Public Works Shops complex.
- Complete transit element of the Metropolitan Yakima Comprehensive Plan.

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 — 24 total, age ranging from 1974 to 1991

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	1991	'90-'91 % Change
Operating Statistics					
Fixed-Route					
Passenger Vehicle Service Hours	51,457	46,747	44,014	49,918	13.4
Passenger Vehicle Service Miles	498,217	516,851	511,929	562,897	10.0
Unlinked Passenger Trips	1,152,901	1,166,464	1,246,966	1,384,327	11.0
Employees (FTEs)	31.0	32.0	38.3	41.3	7.7
Passenger Trips/Vehicle Service Hour	22.41	24.95	28.33	27.73	(2.1)
Passenger Trips/Vehicle Service Mile	2.31	2.26	2.44	2.46	1.0
Service Hours/Employee	1,659.9	1,460.8	1,149.2	1,210.1	5.3
Demand-Response					
Passenger Vehicle Service Hours	58,924	20,324	20,457	20,661	1.0
Passenger Vehicle Service Miles	171,303	157,071	162,434	165,383	1.8
Passenger Trips	67,604	62,337	61,736	61,506	(0.4)
Employees (FTEs)	20.0	17.0	17.0	17.0	—
Passenger Trips/Vehicle Service Hour	1.15	3.07	3.02	2.98	(1.4)
Passenger Trips/Vehicle Service Mile	0.39	0.40	0.38	0.37	(2.1)
Service Hours/Employee	2,946.2	1,195.5	1,203.4	1,215.4	1.0
Financial Indicators					
Fixed-Route					
Operating Cost	\$1,786,461	\$1,920,546	\$2,287,602	\$2,750,024	20.2
Operating Cost/Vehicle Service Hour	\$34.72	\$41.08	\$51.97	\$55.09	6.0
Operating Cost/Passenger Trip	\$1.55	\$1.65	\$1.83	\$1.99	8.3
Farebox Revenues	\$246,114	\$239,258	\$257,810	\$261,072	1.3
Farebox Recovery Ratio	13.8%	12.5%	11.3%	9.5%	(15.8)
Demand-Response					
Operating Cost	\$262,266	\$274,101	\$288,142	\$333,062	15.6
Operating Cost/Vehicle Service Hour	\$4.45	\$13.49	\$14.09	\$16.12	14.4
Operating Cost/Passenger Trip	\$3.88	\$4.40	\$4.67	\$5.42	16.0
Farebox Revenues	\$16,597	\$12,565	\$13,646	\$13,781	1.0
Farebox Recovery Ratio	6.3%	4.6%	4.7%	4.1%	(12.6)
Systemwide					
Revenues					
Sales Tax	\$1,953,738	\$2,153,972	\$2,293,669	\$2,442,035	6.5
MVET	0	0	0	0	—
Fares (Fixed and Demand-Response)	262,711	251,823	271,456	274,853	1.3
Federal Operating	1,623,302	512,022	1,032,200	1,000,000	(3.1)
Other	<u>107,605</u>	<u>161,710</u>	<u>674,939</u>	<u>1,245,468</u>	84.5
Total	\$3,947,356	\$3,079,527	\$4,272,264	\$4,962,356	16.2
Expenses					
Operating (Fixed and Demand-Response)	\$2,048,727	\$2,194,647	\$2,575,744	\$3,083,086	19.7
Depreciation	0	0	0	0	—
Other	<u>804,213</u>	<u>329,124</u>	<u>1,950,719</u>	<u>850,000</u>	(56.4)
Total	\$2,852,940	\$2,523,771	\$4,526,463	\$3,933,086	(13.1)
Capital					
Acquisition	\$75,566	\$108,328	\$123,728	\$1,505,430	1,116.7
LESS: Federal Capital	8,178	20,196	38,776	0	(100.0)
Other Contributions	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	—
Net Local Investment	\$67,388	\$88,132	\$84,952	\$1,505,430	1,672.1
Fund Balances					
Unrestricted Cash and Investments	\$0	\$0	\$0	\$0	—
Capital Replacement/Purchase Funds	2,929,810	5,300,667	6,817,707	5,548,721	(18.6)
Self Insurance Fund	0	0	0	0	—
Other	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	—
Total	\$2,929,810	\$5,300,667	\$6,817,707	\$5,548,721	(18.6)

High Occupancy Vehicle Transportation Programs



Local Option Taxes for HOV Facility Development

1990 legislation provided various local option transportation revenue measures to finance High Occupancy Vehicle (HOV) transportation programs. King, Pierce, and Snohomish Counties were given local option taxing authority. RCW 81.100.050 requires that the Department of Transportation describe HOV financing actions taken by those counties.

The two local option taxes, made available under RCW 81.100 to the three Central Puget Sound counties for accelerated development of HOV facilities, are also authorized for High Capacity Transit (HCT) purposes. They consist of an Employee Tax of up to \$2/employee per month, and a surcharge of up to 15% on the state Motor Vehicle Excise Tax. To date, none of the three counties has imposed these taxes.

If a county were to levy either the employee tax or the MVET surcharge for HOV facility development, that revenue would not be available to Metro for HCT projects. Under legislation passed in 1991 (ESHB 2151) the HCT revenue authorization was amended to allow these local option tax revenues to be used to finance any HOV improvements included in the HCT system plan submitted to the voters. The HCT statutory authority gives local officials more flexibility in devising an HOV financing plan than was available previously.

Shortly after the 1990 legislative session, elected representatives from King County, the city of Seattle, and the suburban cities of King County began periodic meetings to consider 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 local option transportation revenues.

The King County LOSD Steering Committee identified the following shortcomings in RCW 81.100:

- Counties are prohibited from pledging revenues from the employee tax of MVET surcharge for debt service beyond June 2000.
- Employers who implement commute trip reduction programs for their employees are exempted from the Employee Tax. The passage of SSB 1671 in 1991 will require employers of 100 or more in the state's eight largest counties to implement such programs. This will reduce the potential revenue from this source.
- RCW 81.100 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 policies will affect the level of future federal and state funds for HOV projects:
 - The federal Intermodal Surface Transportation Efficiency Act of 1991;
 - Recent federal and state clean air legislation and its impacts on programming federal state transportation funding; and
 - The current review and potential future revision of the state's transportation policy planning.

High Occupancy Vehicle Transportation Programs

Commute Trip Reduction Programs

SSHB 1671, passed in 1991, mandates that the state's eight largest counties and the cities in those counties adopt Commute Trip Reduction (CTR) plans and ordinances designed to make employers achieve certain minimum goals for reducing single occupant vehicle commute trips. These requirements supersede the commute trip reduction provisions of RCW 81.100.

A Commute Trip Reduction Task Force, created by SSHB 1671, was formed in 1991 to establish guidelines

for implementation of commute trip reduction plans in these counties.

Although neither King nor Pierce Counties has enacted the employee tax or the local MVET surcharge, both have taken an active role in the development of commute trip reduction goals under SSHB 1671. Pierce County also completed the Pierce County Transportation Plan in June 1992, one component of which addresses reduction of single occupant vehicle use during peak commute periods and places high priority on HOV lane development.

Snohomish County took no action under RCW 81.100 during 1991,

although several activities related to commute trip reduction did occur. The county-adopted \$15 increase in vehicle license fees went into effect in March 1991. Revenues from this fee increase are dedicated to the county's arterial improvement program. Included in this program will be an experiment in HOV lanes on a portion of 128th/Airport Road scheduled for completion in 1992. In addition, Snohomish County and the city of Everett began employee commute trip reduction programs geared toward reducing single occupant vehicle trip making.

Regional Transit Authority

The 1992 Legislature enacted ESHB 2610, which empowers local governments in King, Pierce, and Snohomish counties to create a Regional Transit Authority (RTA). A minimum of two contiguous counties must participate to form an RTA. The legislation requires that the HCT System Plan (including a financial plan) be completed by September 1, 1992 and before an RTA can be formed. It also postpones the earliest date when the RTA may seek voter approval on the plan and tax levy to July 1, 1993.



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, surveys, or census data.

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, par-

ticipates 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 Regional Council prepared estimates and forecasts for mode split percentages for home base

transit work trips. 1990 figures are from Census "Journey to Work" data.

	1980 Percent	1985 Percent	1990 Percent	2000 Percent
King	11.2	9.4	8.8	10.7
Kitsap*	16.7	16.8	8.8	14.3
Pierce	2.7	2.5	2.0	3.5
Snohomish	2.9	4.6	3.3	4.8

* Includes auto-passenger ferry as transit.

Other Areas

1990 Census Journey to Work data indicate 3 percent of work trips are made by transit in Spokane County.

The Whatcom Transportation Authority estimates that 1.2 percent of trips to work and school in Whatcom County are made by transit.

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



Washington State Ferries

Background

Washington State Ferries began in 1951 as the Washington Toll Bridge Authority, taking over the operation of the privately-run Puget Sound Navigation Company. In 1977 the ferry system became the Marine Division of the Washington State Department of Transportation.

Services

WSF operates 25 vessels over 10 routes, serving both commuters and recreational travelers. These include 22 auto-passenger ferries and three passenger-only vessels. Twenty terminals are located in eight counties and British Columbia. (see tables)

Service Standards

The Washington State Ferry System is in the process of developing formalized level of service standards to measure passenger and vehicle congestion on its vessels. The measurement criteria will focus on magnitude of delay experienced by passengers. The ferry system currently recovers approximately 70 percent of its operating costs through farebox revenues.

Vessel Development Standards

The large auto/passenger ferries are scheduled for major refurbishment every 25 years of service. It is expected that a minor refurbishment will occur every seven years. An auto/passenger vessel that is refurbished on this schedule would be expected to be in service at least 40 years. Passenger-only vessels have an anticipated useful life of ten years.

1991 Achievements

- Developed a new tariff structure which greatly enhances the internal consistency and rationale of the schedule of charges. The first phase will take effect September 1992.

- Two Issaquah-class vessels have been expanded from 100-car to 130-car carrying capacity.
- Opened Seattle terminal south access for the 1992 summer season.
- Ridership on Seattle-Vashon passenger ferry route has experienced a steady increase since opening in April 1990.
- Instituted system-wide diversity training program.

1992 Objectives

- Expand ridesharing service.
- Complete design package for a Jumbo-class auto/passenger ferry construction program.
- Initiate a comprehensive Cross-Sound Investment Program of state, regional, and local cooperative long-range plans for future Marine capital investments.
- Implement Level of Service standards as part of Growth Management Act responsibilities.
- Review success of new tariff structure for future implementation.
- Continue vessel refurbishment program with the renovation of the M.V. Tillikum.
- Improve work environment for employees and customer services for patrons.

Community Participation

Prior to enacting changes in ferry service or charges, the ferry system is required to consult with affected ferry users. It may conduct public hearings in affected local communities, review proposals

with the affected local ferry advisory committee, or conduct a survey of affected ferry users. Each terminal area is represented by a Ferry Advisory Committee consisting of three to five members each, with at least one being a representative of an established ferry-user group or of frequent ferry users.

Facilities

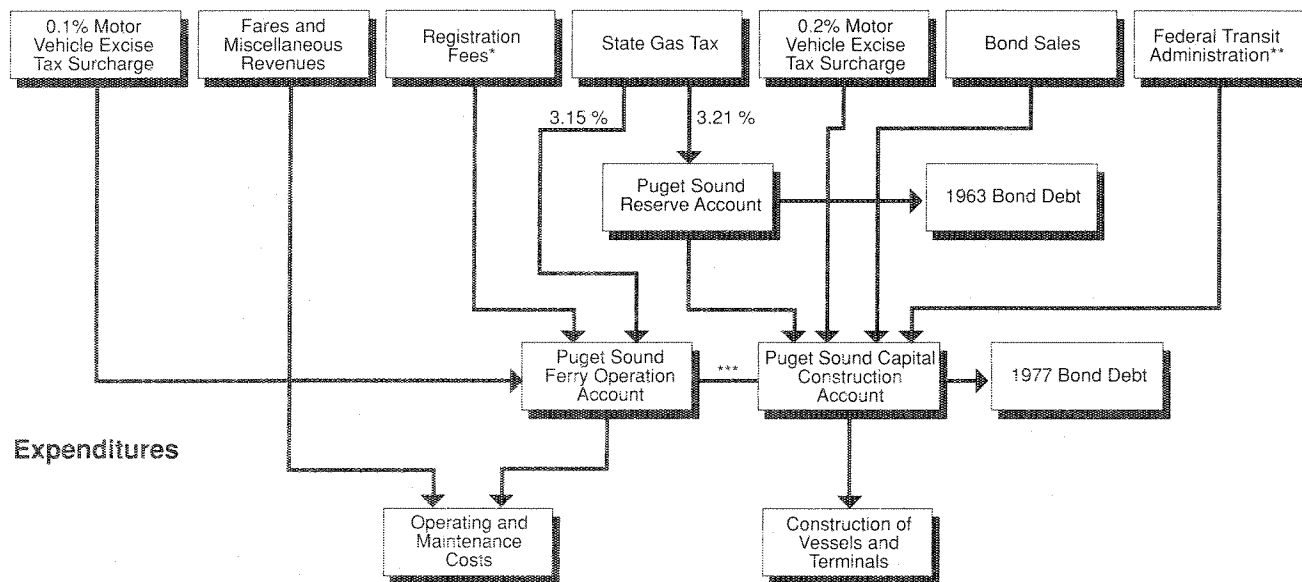
In addition to its 20 terminals, WSF operates a maintenance facility at Eagle Harbor.

Route Map



Revenue Sources/Flow of Funds*

Revenue Sources



* 27.37% of \$7.40 of new car and \$3.40 of old car registration fees

** FTA is part of the U.S. Department of Transportation

*** Receipts from Bond Sales and FTA cannot be transferred as tax support for operations

Terminal Facilities*

Location	Owned By WSF	Transfer Spans			Vehicle Holding Area Capacity	No. of Toll Booth		Public Overhead Loading	Waiting Room	Transit Connection
		Primary	No. of Lanes	Tie Up		Veh.	Ped.			
Anacortes	No	2	2-2	2	500	4	1	Yes	Yes	No
Bremerton	Yes	2	2-2	0	100	2	3	Yes	Yes	Yes
Clinton	Yes	2	2-2	2	90	2	0	No	Yes	Yes
Edmonds	Partial	1	2	0	270	3	0	No	Yes	Yes
Fauntleroy	Yes	1	2	0	100	1	1	No	Yes	Yes
Friday Harbor	Yes	1	2	1	130	1	1	No	Yes	No
Keystone	No	1	2	1	115	1	0	No	Yes	Yes
Kingston	No	2	2-2	1	250	3	0	No	Yes	Yes
Lopez	Yes	1	1	0	93	1	0	No	Yes	No
Mukilteo	No	1	2	0	80	2	0	No	Yes	Yes
Orcas	Yes	1	1	0	146	1	0	No	Yes	No
Point Defiance	No	1	1	0	44	1	0	No	Yes	Yes
Port Townsend	Yes	1	2	1	125	1	0	No	Yes	Yes
Seattle	Yes	2	2-2	1	260	3	3	Yes	Yes	Yes
Shaw	Yes	1	1	0	0	1	0	No	No	No
Sidney, BC	No	1	2	0	100	1	0	No	Yes	Yes
Southworth	Yes	1	2	0	85	1	0	No	Yes	Yes
Tahlequah	Yes	1	1	0	12	0	0	No	No	Yes
Vashon	Yes	2	2-2	1	100	0	0	No	Yes	Yes
Winslow	Yes	2	2-2	1	260	3	3	Yes	Yes	Yes

Vessel Specifications*

Name	Class	Year Built	Year Refurbished	Length (In feet)	Beam (In feet)	Speed (In knots)	Auto Capacity	Passenger Capacity	Crew Size
Spokane	Jumbo	1972		440	87	18	206	2,000	14
Walla Walla		1972		440	87	18	206	2,000	14
Hyak	Super	1967		382	73	17	160	2,500	13
Kaleetan		1967		382	73	17	160	2,500	13
Yakima		1967		382	73	17	160	2,500	13
Elwha		1967	1991	382	73	17	160	2,500	13
Issaquah	Expanded Issaquah	1979		328	78	16	130	1,200	10
Kittitas		1980		328	78	16	130	1,200	10
Kitsap	Issaquah	1980		328	78	16	100	1,200	10
Cathlamet		1981		328	78	16	100	1,200	10
Chelan		1981		328	78	16	100	1,200	10
Sealth		1982		328	78	16	100	1,200	10
Evergreen St.	Evergreen St.	1954	1988	310	73	13	100	1,000	11
Klahowya		1958	1989	310	73	13	100	1,140	11
Tillikum		1959		310	73	13	100	1,140	11
Quinault	Steel Electric	1927	1958/1987	256	73	12	75	665	8
Ilahee		1927	1958/1987	256	73	12	75	800	8
Nisqually		1927	1958/1987	256	73	12	75	668	8
Klickitat		1927	1958/1981	256	73	12	75	800	8
Olympic	Other	1938		207	62	11	55	605	8
Rhododendron		1947	1991	225	63	12	65	546	8
Hiyu		1967		150	63	10	40	200	4
Tyee	Passenger-Only	1985		86	31	25	N/A	250	4
Kalama		1989		112	25	25	N/A	250	3
Skagit		1969		112	25	25	N/A	250	3

Route Lengths and Crossing Times*

Route	Approximate Nautical Miles	Statute Miles	Crossing Time at 16 Knots
Point Defiance-Tahlequah	1.5	1.7	5 min.
Fauntleroy-Vashon	2.8	3.2	10 min.
Fauntleroy-Southworth via Vashon	4.4	5.1	16 min.
Fauntleroy-Southworth (direct)	4.1	4.7	15 min.
Vashon-Southworth	1.6	1.8	6 min.
Seattle-Vashon	8.5	9.8	25 min.
Seattle-Bremerton	13.5	15.5	50 min.
Seattle-Winslow	7.5	8.6	28 min.
Edmonds-Kingston	4.5	5.2	16 min.
Mukilteo-Clinton	2.3	2.6	8 min.
Port Townsend-Keystone	4.3	4.9	16 min.
Anacortes-Lopez	9.4	10.8	35 min.
Anacortes-Orcas	12.4	14.3	46 min.
Anacortes-Friday Harbor via Lopez using Upright Channel-	15.8	18.2	1 hr.
Anacortes-Friday Harbor via Lopez, Shaw, and Orcas using Wasp Pass	19.3	22.2	1 hr. 12 min.
Anacortes-Sidney, B.C., via Orcas	31.9	36.7	2 hr.
Anacortes-Sidney, B.C., via Lopez and Friday Harbor using Upright Channel	34.7	39.9	2 hr. 10 min.
Anacortes-Sidney, B.C., via Lopez, Orcas, and Friday Harbor using Wasp Pass	38.2	44.0	2 hr. 23 min.

* Source: Washington State Ferries Two-Year Operations Report 1989/91 Biennium, March 1992.

Washington State Ferries

	FY 1988	FY 1989	FY 1990	FY 1991
Operating Statistics				
Passenger Service Hours	100,841	103,870	110,960	120,104
Passenger Miles	772,988	774,704	773,741	881,983
Passenger Trips	10,842,332	11,233,615	12,043,780	12,494,484
Vehicles Transported*	8,301,189	8,692,099	9,113,347	9,680,131
Employees (FTEs)	1,208.6	1,222.4	1,272.5	1,280.3
Passenger Trips/Service Hour	107.52	108.15	108.54	104.03
Passenger Trips/Service Mile	14.03	14.50	15.57	14.17
Service Hours/Employee	83.4	85.0	87.2	93.8
*Calendar-year figures.				
Financial Indicators				
Operating Cost	\$73,715,170	\$77,819,199	\$85,308,308	\$92,854,313
Operating Cost/Vehicle Service Hour	\$731.00	\$749.20	\$768.82	\$773.12
Operating Cost/Passenger Trip	\$6.80	\$6.93	\$7.08	\$7.43
Farebox Revenues	55,014,606	57,104,958	62,114,755	64,072,700
Farebox Recovery Ratio (%)	74.6%	73.4%	72.8%	69.0%
System-wide				
Revenues				
Motor Fuel Tax	\$12,660,584	\$13,100,912	\$13,752,798	\$13,806,959
MVET	8,461,652	11,130,189	16,132,210	17,580,066
Motor Vehicle Registration Fees	3,953,000	4,443,396	4,427,338	5,164,925
Fares	55,014,606	57,104,958	62,114,755	64,072,700
Concessions	1,932,040	2,338,752	2,549,170	2,387,805
Interest	0	1,708,848	3,071,472	3,778,139
Other	10,280,123	116,007	658,789	689,339
LESS: Carry-Forward	(18,586,835)	(12,123,863)	(17,398,224)	(14,625,620)
Total	\$73,715,170	\$77,819,199	\$85,308,308	\$92,854,313
Expenses				
Operating	\$73,715,170	\$77,819,199	\$85,308,308	\$92,854,313
Depreciation	10,909,115	11,250,797	11,878,975	12,418,763
Other	<u>935,950</u>	<u>427,033</u>	<u>(517,418)</u>	<u>387,775</u>
Total	\$85,560,235	\$89,497,029	\$96,669,865	\$105,660,851
Capital				
Expenditures	35,869,100	34,638,015	29,972,509	\$64,110,871
Revenues: Federal Capital	364,000	3,880,042	0	1,170,128
Interest Income	745,270	629,256	853,176	688,227
State Gas Tax	12,901,738	13,350,454	14,014,756	14,069,949
MVET	26,213,301	28,628,851	32,655,588	35,212,504
Cash Carry-Forward	<u>11,277,837</u>	<u>0</u>	<u>4,838,000</u>	<u>0</u>
Total Capital Revenues	51,502,146	46,488,603	52,361,520	51,140,808

Notes: Carry forward is to the start of each biennium.
Fiscal year is July 1 to June 30.

Source: Section 15 Reports, 1988-91

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

	Passenger Service Hours	Passenger Service Miles	Passenger Trips	Employees (FTEs)	Passenger Trips/Serv. Mile	Service Hours/ Employee	Operating Cost/ Hour	Operating Cost/ Trip	Farebox Recovery Ratio (%)
Fixed-Route									
Ben Franklin	119,214	1,879,132	2,610,443	108.0	1.39	1,103.8	\$42.46	\$1.94	9.4
Clallam	36,627	1,023,652	688,400	54.4	.67	673.3	\$74.15	\$3.95	9.0
C-TRAN	145,618	2,546,895	3,420,935	149.9	1.34	971.4	\$60.93	\$2.59	16.0
Community	209,415	4,730,405	4,713,148	386.0	1.00	542.5	\$100.39	\$4.46	20.6
CUBS	17,692	241,681	342,565	13.0	1.42	1,360.9	\$48.08	\$2.48	6.5
Everett	83,070	1,119,655	1,775,577	62.0	1.59	1,339.8	\$53.22	\$2.49	7.2
Grays Harbor	88,289	1,594,118	1,305,736	73.0	0.82	1,209.4	\$38.02	\$2.57	8.1
Intercity	145,935	1,950,016	2,818,089	157.0	1.45	929.5	\$47.49	\$2.46	9.3
Island	17,064	482,726	418,270	24.0	0.87	711.0	\$78.34	\$3.20	—
Jefferson	14,088	375,019	177,696	19.5	0.47	722.5	\$58.79	\$4.66	7.0
Kitsap	105,788	1,814,787	2,873,805	123.0	1.58	860.1	\$47.08	\$1.73	17.9
LINK	1,737	27,040	48,683	36.0	1.80	48.3	\$40.00	\$1.43	—
Metro	1,866,434	28,894,739	78,435,837	2,779.2	2.71	671.6	\$98.77	\$2.35	24.8
Pacific	13,722	345,113	183,278	18.0	0.53	762.3	\$42.70	\$3.20	6.7
Pierce	444,074	6,603,169	9,619,935	426.0	1.46	1,042.4	\$64.49	\$2.98	15.2
Prosser	4,160	43,825	25,880	4.0	0.59	1,040.0	\$16.51	\$2.65	38.6
Pullman	11,842	150,682	912,165	11.3	6.05	1,048.0	\$62.40	\$0.81	31.1
Spokane	339,595	4,818,123	7,272,314	311.8	1.51	1,089.1	\$53.71	\$2.51	18.4
Twin	16,372	206,754	215,551	14.0	1.04	1,169.4	\$32.87	\$2.50	7.2
Valley	33,609	462,274	878,298	38.0	1.90	884.4	\$41.49	\$1.59	9.6
Whatcom	65,800	1,000,978	2,151,821	65.0	2.15	1,012.3	\$60.63	\$1.85	8.8
Yakima	49,918	562,897	1,384,327	41.3	2.46	1,210.1	\$55.09	\$1.99	9.5
Totals	3,830,063	60,873,680	122,272,753	4,914.4					

	Passenger Service Hours	Passenger Service Miles	Passenger Trips	Employees (FTEs)	Passenger Trips/Serv. Mile	Service Hours/ Employee	Operating Cost/ Hour	Operating Cost/ Trip	Farebox Recovery Ratio (%)
Demand-Response									
Ben Franklin	35,003	548,525	120,381	27.0	0.22	1,296.4	\$31.23	\$9.08	3.7
Clallam	12,613	187,447	47,992	14.0	0.26	900.9	\$24.87	\$6.53	30.4
C-TRAN	24,803	448,889	78,641	21.2	0.18	1,170.0	\$29.33	\$9.25	2.4
Community	25,491	377,955	79,305	21.0	0.21	1,213.9	\$41.57	\$13.36	0.8
CUBS	6,588	11,508	11,095	4.0	0.96	1,647.0	\$9.70	\$5.76	2.3
Everett	11,861	134,658	40,291	9.0	0.30	1,317.9	\$42.36	\$12.47	1.5
Grays Harbor	0	0	0	0.0	—	—	—	—	—
Intercity	33,101	347,627	77,999	24.0	0.22	1,379.2	\$31.53	\$13.38	—
Island	5,720	48,881	14,744	3.5	0.30	1,634.3	\$19.23	\$7.46	5.3
Jefferson	5,068	67,807	13,362	5.0	0.20	1,013.6	\$24.78	\$9.40	—
Kitsap	53,052	906,806	323,835	57.0	0.36	930.7	\$54.96	\$9.00	0.3
LINK	7,108	122,990	43,062	7.0	0.35	1,015.4	\$35.41	\$5.85	5.5
Metro	—	1,683,877	299,418	54.0	0.18	—	—	\$9.72	23.5
Pacific	8,168	127,200	26,096	4.0	0.21	2,042.0	\$38.63	\$12.09	6.7
Pierce	116,523	2,363,929	365,328	42.0	0.15	2,774.4	\$43.60	\$13.91	6.0
Prosser	0	0	0	0.0	—	—	—	—	—
Pullman	3,287	25,163	7,032	3.3	0.28	996.1	\$34.09	\$15.93	8.5
Spokane	104,452	1,405,891	285,372	58.6	0.20	1,782.5	\$31.53	\$11.54	1.3
Twin	0	0	0	0.0	—	—	—	—	—
Valley	7,935	69,170	37,362	4.9	0.54	1,619.4	\$15.84	\$3.36	2.3
Whatcom	36,464	399,678	105,127	37.0	0.26	985.5	\$21.78	\$7.56	—
Yakima	20,661	165,383	61,506	17.0	0.37	1,215.4	\$16.12	\$5.42	4.1
Totals	517,898	9,443,384	2,037,948	413.5					

Statewide Financial Summary

Revenues	Sales/ Local Tax	MVET	Fares - Fixed-Route	Fares - Demand Response	Federal (capital)	Federal (operating)	Other	Total
Ben Franklin	\$4,027,990	\$4,027,990	\$473,366	\$40,635	\$0	\$0	\$775,135	\$9,345,116
Clallam	1,573,047	1,573,047	243,318	95,366	140,000	0	208,190	3,832,968
C-TRAN	6,237,253	6,246,647	1,417,979	17,782	630,939	0	2,181,848	16,732,448
Community	18,340,683	10,954,680	4,322,093	8,478	6,378,105	340,000	2,642,470	42,986,509
CUBS	583,853	698,778	55,391	1,480	11,764	0	106,275	1,457,541
Everett	4,472,334	0	319,959	7,728	70,247	323,575	703,664	5,520,330
Grays Harbor	1,586,400	1,551,687	272,878	0	1,170,000	0	383,005	4,963,970
Intercity	4,341,912	3,421,545	646,998	0	141,408	0	1,141,050	9,692,913
Island	823,837	891,774	0	5,829	0	0	93,632	1,815,447
Jefferson	621,344	558,857	57,848	0	7,456	28,221	133,498	1,407,224
Kitsap	4,274,293	4,080,366	893,452	8,665	1,940,632	0	491,711	11,689,119
LINK	3,233,098	2,140,627	0	13,750	0	0	95,391	5,482,866
Metro	136,522,021	62,199,000	45,718,933	684,067	20,402,000	5,276,000	57,893,000	328,695,021
Pacific	368,659	394,452	39,547	21,296	33,553	0	44,023	901,530
Pierce	15,084,023	13,952,963	4,341,998	306,944	5,573,352	1,549,320	2,835,756	43,644,356
Prosser	24,137	15,000	26,514	0	0	0	2,464	68,115
Pullman	367,861	369,176	229,733	9,543	272,081	0	45,016	1,293,410
Spokane	10,958,409	10,663,956	3,358,250	43,293	2,035,364	1,112,811	2,665,664	30,837,747
Twin	362,985	485,959	38,609	N/A	0	0	109,112	996,665
Valley	903,567	891,567	134,464	2,850	0	1,361	138,963	2,072,772
Whatcom	4,290,990	3,105,588	352,037	0	0	0	862,423	8,611,038
Yakima	<u>2,442,035</u>	<u>0</u>	<u>261,072</u>	<u>13,781</u>	<u>0</u>	<u>1,000,000</u>	<u>1,245,468</u>	<u>4,962,356</u>
Totals	\$221,440,731	\$128,223,659	\$63,204,439	\$1,281,487	\$38,806,901	\$9,631,288	\$74,797,758	\$532,386,263

Expenses	Capital	Depreciation	Fixed-Route	Demand- Response	Other	Total
Ben Franklin	\$805,005	\$1,148,837	\$5,062,117	\$1,093,011	\$1,143,393	\$9,252,363
Clallam	217,462	207,083	2,715,947	313,623	0	3,454,115
C-TRAN	1,750,540	1,577,051	8,873,182	727,524	342,935	13,271,232
Community	8,412,767	2,651,763	21,022,247	1,059,760	1,125,860	34,272,397
CUBS	14,705	30,326	850,556	63,900	663	960,150
Everett	2,435,902	484,912	4,420,662	502,387	0	7,843,863
Grays Harbor	2,233,202	330,477	3,356,328	0	174,863	6,094,870
Intercity	992,634	1,406,188	6,931,144	1,043,655	131,709	10,505,330
Island	48,242	241,500	1,336,842	110,000	109,000	1,845,584
Jefferson	281,673	111,496	828,287	125,583	147,050	1,494,089
Kitsap	3,359,947	842,655	4,980,420	2,915,775	537,785	12,636,582
LINK	2,695,324	0	69,480	251,717	0	3,016,521
Metro	107,259,507	46,308,000	184,344,271	2,911,154	12,393,161	353,216,093
Pacific	49,240	17,614	585,995	315,535	22,231	990,615
Pierce	14,642,297	3,466,293	28,640,550	5,080,651	232,672	52,062,463
Prosser	0	0	68,678	0	0	68,678
Pullman	340,101	69,861	738,977	112,041	0	1,260,980
Spokane	4,907,597	3,050,058	18,238,862	3,293,684	79,754	29,569,955
Twin	445,412	71,038	538,104	0	0	1,054,554
Valley	42,215	191,771	1,394,554	125,700	0	1,754,240
Whatcom	591,629	347,924	3,989,536	794,354	1,932,341	7,655,784
Yakima	<u>1,505,430</u>	<u>0</u>	<u>2,750,024</u>	<u>333,062</u>	<u>850,000</u>	<u>5,438,516</u>
Totals	\$153,030,831	\$62,554,847	\$301,736,763	\$21,173,116	\$19,223,417	\$557,718,974

