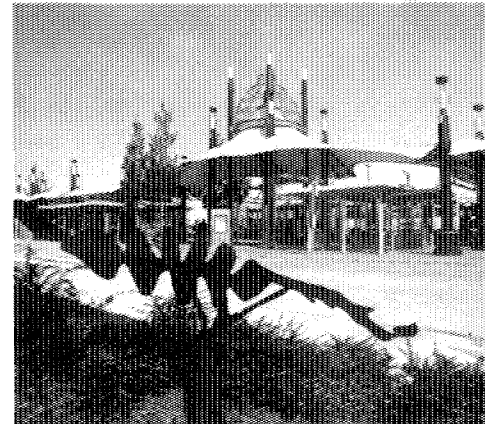
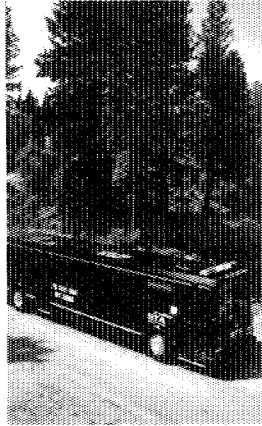


1992

# **1992 Summary**

## *Public Transportation Systems in Washington State*

*September 1993*



**Washington State  
Department of Transportation**

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# **1992 Summary**

## *Public Transportation Systems in Washington State*

*September 1993*

*This publication was prepared by the*



**Washington State  
Department of Transportation**

Transit, Research, and Intermodal Planning Division  
Public Transportation Office

*with partial financial assistance through a grant from the  
U.S. Department of Transportation, Federal Transit  
Administration, under the Federal Transit Act of 1991.*





**Washington State  
Department of Transportation**

**Sid Morrison**  
Secretary of Transportation

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

September 1, 1993

Dear Colleague:

The Washington State Department of Transportation is pleased to issue the 1992 Summary of Public Transportation Systems in Washington State. This report provides a statewide overview of transit service and performance for the years 1988 to 1992, as well as individual service descriptions and performance reports for all twenty-two of the state's operating public transit systems. Reports on Washington State Ferries, High Capacity Transit planning, and High Occupancy Vehicle facilities development are also included.

This year's report includes several new features:

- Vanpooling has expanded rapidly in recent years and is now given its own statistical section on the same level as fixed-route and demand-response modes.
- Current transportation planning is focusing increasingly on enhancing compatibility between transit modes and providers. To that end, each system's section now includes an "Intermodal Coordination" description which outlines how that agency works with other transportation modes.
- Because we now have five years of data available, a number of graphs are included in this report which show statewide transit system performance over the years 1988 to 1992.

I hope that you will find this report helpful and informative. If you would like additional copies or have questions, please contact Jim Slakey, Public Transportation Office Manager, at (206) 705-7920.

Sincerely,

  
SID MORRISON  
Secretary of Transportation





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# Introduction

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## **Purpose**

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 1992. Future reports will reflect ongoing attempts to improve the standardization of performance reporting and accounting methodologies.

## **Background**

Public transportation services in Washington State have changed over the past twenty-five years from a high degree of private sector involvement to public sector management and operation. They provide a variety of public transportation services to both urban and rural communities, and service is gradually being extended to new areas. Twenty-two systems were in operation in 1992 and several new systems are expected to be established in the near future.

## **New Systems**

In 1992 the Mason County Public Transportation Benefit Area (PTBA) became the most recent transit system to begin operations in Washington State. Skagit Transit, serving the cities of Burlington and Mount Vernon, received voter approval in November 1992 to collect a sales tax to fund a new transit system. Grant, Kittitas, Stevens, and Yakima counties all established PTBAs in early 1993 and are expected to seek voter approval of funding in 1993 or early 1994.

## **Role of Public Transportation**

Public transportation is becoming a more important issue to public policy makers. It has become an increasingly favored means by which to address both environmental and personal mobility concerns. The 1991 federal Intermodal Surface Transportation Efficiency Act (ISTEA) and state initiatives including the High Capacity Transportation Act, the Growth Management Act, and the Transportation Demand Management Act, all serve to increase the importance of public transportation.

## **ISTEA**

A significant amount of discussion and debate continues to occur concerning the implementation of the Intermodal Surface Transportation Efficiency Act (ISTEA) of 1991. Many details remain to be resolved, but one aspect of ISTEA has clearly impacted transportation funding decisions: the flexible use of federal funding. Public transportation projects are now able to compete on a more level playing field with highway-related projects. Highway funds can be transferred to public transportation projects, based upon the merits of the competing projects. Individual projects must compete against each other based upon regional and statewide criteria. In 1992, the Washington State Department of Transportation established procedures for the transfer of such funds.

## **Americans with Disabilities Act**

Local public transportation authorities have begun to implement their plans required by the Americans with Disabilities Act (ADA); this and 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 Transportation Demand Management 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.

# State Goals for Public Transportation

In 1992 the Washington State Legislature directed that the state's interest in public transportation be articulated and that the state develop a comprehensive public transportation plan to coordinate resources and programs. To achieve this mandate, a broad definition of public transportation was used to define the goals for the statewide public transportation system. These goals will be the focus of the State Public Transportation Plan.

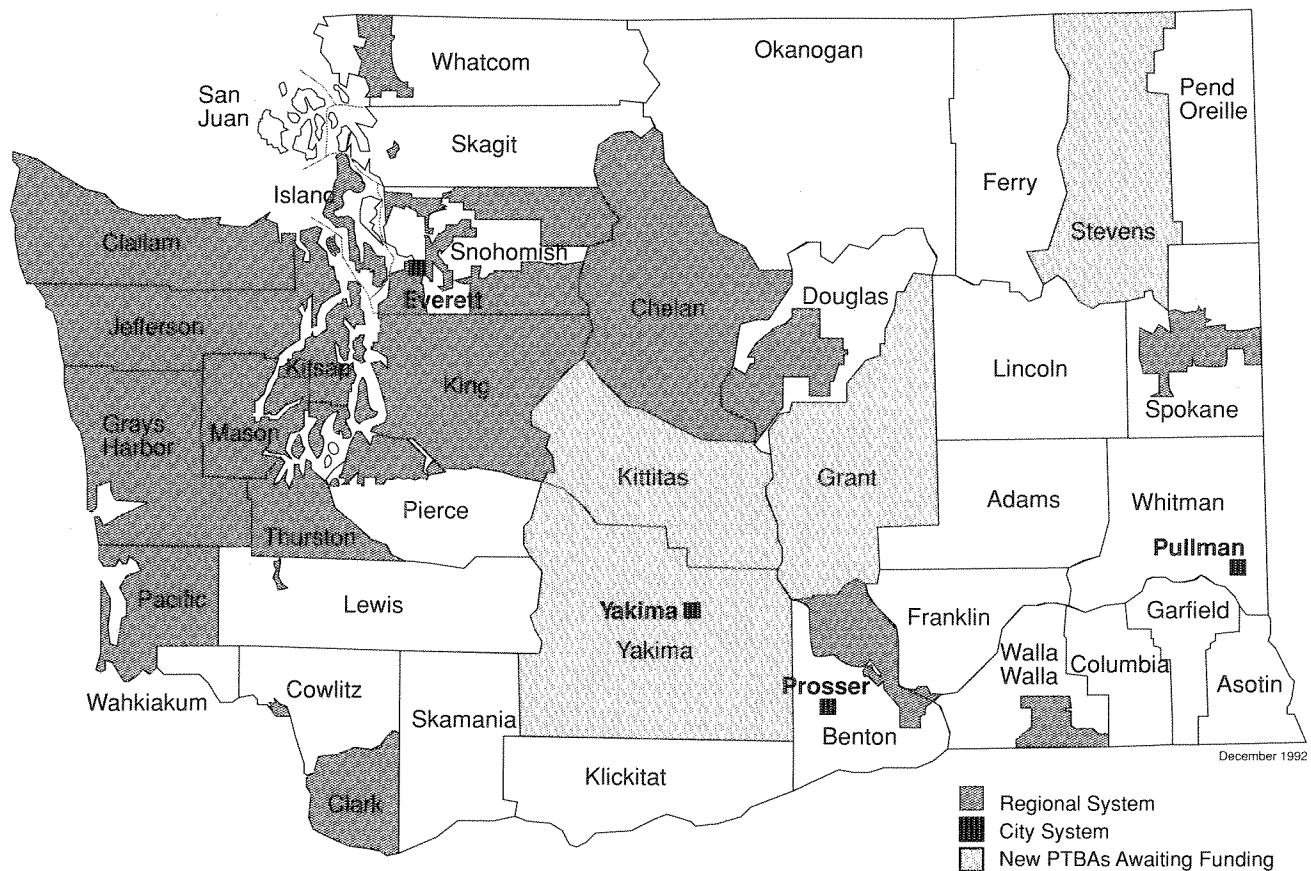
## State Definition of Public Transportation

The Public Transportation Plan defines public transportation as publicly supported system of services and

facilities that provides an alternative to the single-occupant automobile and enhances mobility, environmental quality, and appropriate land use patterns.

Such systems may include any combination of services, facilities, and infrastructure related to transit, paratransit, ridesharing, passenger rail, ferries, pupil transportation, high capacity transit, transportation demand management, commuter and air taxi, people movers, and bicycle and pedestrian programs.

Using this definition, the following state goals were developed for Washington's public transportation system of services and facilities:



### ***Personal Mobility***

- An appropriate level of safe, reliable, and convenient public transportation should be available to people regardless of their sex, age, disability, race, religion, or ethnic background.
- Public transportation should enhance the quality of life for all persons, particularly those with special needs for whom the lack of transportation would otherwise be a barrier to services and social interaction.
- There should be some form of public transportation in all communities of the state.
- Public transportation services and facilities should conform to the Americans with Disabilities Act.

### ***Working Together***

- Public transportation programs should clearly define roles, responsibilities, and authority of the involved federal, state, regional, and local governments and private sector entities.
- Public transportation planning and operations should encourage public participation.
- Public transportation should be fully integrated into local, regional, and state land use efforts to ensure coordination of resources.
- Collaborative processes should be established to determine the appropriate levels of service which are responsive to state, regional, and local needs.

### ***Finance***

- Infrastructure investment decisions should consider public transportation alternatives to determine the most appropriate mix of technology, programs, and facilities.
- Public transportation should maximize the efficient and effective use of available financial resources.
- Public transportation should be financed by a mix of federal, state, local, user, and private sector resources.
- Current financing mechanisms should be maintained.
- Incentives, including flexible funding approaches, should be provided by the state to regional, local, and private sector entities for improving public transportation.

### ***Economic Opportunity***

- Public transportation should reduce barriers to travel, enhance access to employment and commercial activities, and stimulate local economies.
- Public transportation should support rural economies by providing access to employment, commerce, and services which may be geographically isolated.

### ***Environmental Protection and Energy Conservation***

- The public transportation system should contribute to improving air and water quality, and to protecting land and other natural resources.
- Public transportation should reduce energy consumption and noise by decreasing the overall automobile/vehicle miles of travel.
- Public transportation will be sensitive to a community's sense of identity and design.

### ***Protecting Our Investments***

- Public transportation providers should continue to invest in its workforce to ensure safe, reliable, and convenient transportation.
- Public transportation should be continually evaluated to ensure that appropriate technologies and resources are used effectively.
- Public transportation should be operated and maintained to ensure the security and safety of riders, employees, and facilities.
- Public transportation should implement preventive maintenance programs to ensure safety, operational integrity, and the efficient use of funding.

# ***In This Report***



Each local public transportation authority operating in Washington State during the reporting period of calendar year 1992 is profiled in this report. 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 operating and financial information and some basic performance measures.

In addition to the individual profiles, the report includes the following sections:

- Statewide highlights and cumulative statistics.
- A section on the Washington State Ferry System.
- An update on developments in High Occupancy Vehicle (HOV), High Capacity Transit (HCT), Transportation Demand Management (TDM), and Intercity Passenger Rail programs.
- A glossary of frequently used transportation terms.
- Tables of 1992 statistics for all 22 transit systems.

## ***New Information***

This year's report includes some new information:

- A statistical section on vanpooling. This recognizes the increased importance this service has assumed at many agencies.
- Service area populations for each system from 1988 to 1992. Over the past few years several systems have expanded their service areas. This will explain some significant increases in some systems' statistics from one year to another.

## **Performance Measures**

Performance measurements reported in each system's profile are developed by using data submitted to the Washington State Department of Transportation (WSDOT). 1988 to 1991 figures consist of audited data. Because of the April 1 deadline for submitting the information, unaudited data are used for most 1992 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 city using Washington State BARS (Budget, Accounting, and Reporting System). Section 15 categories do not correspond to BARS financial codes and the methodology of collecting passenger trip statistics vary from urban to rural systems, as well.

## **Definitions**

In an attempt to report generic categories, WSDOT established standard definitions for the annual report, and requested that transit systems 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. WSDOT is currently working with the State Auditor's Office (SAO) and transit agencies to develop a new Transit BARS system, for use by all transit agencies, that would provide greater consistency with Section 15 reporting and in the information presented in this report.

## **Interpreting this Report**

The financial and performance measures shown in this report are useful in tracking a particular system from year to year. However, many of these measures cannot be used to make reliable comparisons between systems. Although WSDOT has established indicators on which systems should report, methodologies for calculating these statistics have not yet been standardized to the degree that would make comparisons between systems meaningful. Agencies may use different methods of assigning administrative and overhead costs. Those which contract services or lease equipment may have operating expenses that systems with "in-house" operations would list as capital costs. There are also many operational factors which might influence the performance of a particular system. One may provide service only to urbanized areas while another serves an entire county. One system may emphasize transportation for commuters while another may concentrate on providing service for elderly and persons with disabilities. Geographic and economic characteristics could also play a role in explaining differences in performance measurements. Some types of service may be unique to a particular agency

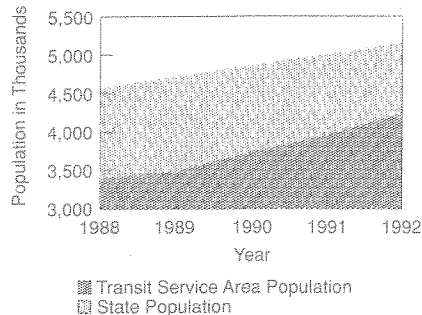
and may be difficult to report within the currently established categories. The creation of a new Transit BARS system is expected to allow for more accurate comparisons between systems in future years.

Each statistical table provides figures for the period 1988-92 and a column indicating the average annual percentage change over that period. Because such a number can be of limited utility in some situations, it is not used for all items. No percentage change is provided for the Capital and Fund Balances sections, as these categories fluctuate each year such that indicating percentage changes would provide little meaningful information. Similarly, in line items which have a zero or no information for one year or more, no percentage change is given.



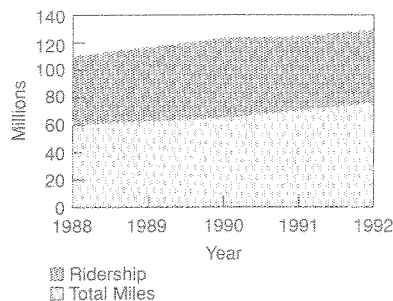
# Statewide Highlights

## State of Washington



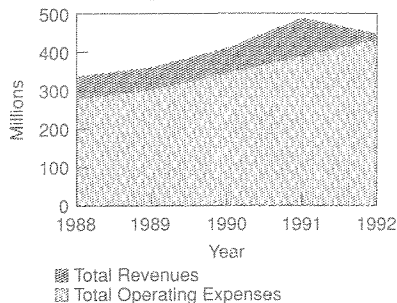
## Ridership vs. Miles

Fixed-Route and Demand-Response



## All Modes

Revenues vs. Operating Expenses



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.

## Services

- Passenger service hours increased by 4.0 percent on fixed-route service and by 14.1 percent on demand-response service.
- Passenger service miles increased by 3.9 percent on fixed-route, 9.3 percent on demand-response, and 30.4 percent on vanpools.

## Ridership

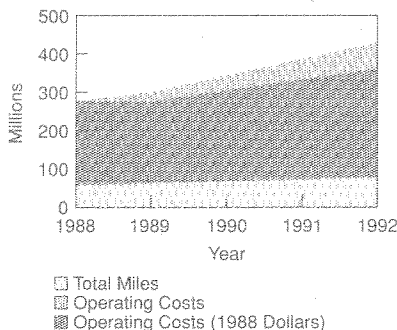
- Passengers on fixed-route service increased by 4.0 percent.
- Passengers on demand-response service decreased by 8.3 percent.
- Passengers on vanpools increased 31 Percent.

## System Expansion Efforts

- Mason Transit began operations in December 1992.
- Skagit County voters in November of 1992 approved a .2 percent sales tax to fund a transit system. The service area will consist initially of the cities of Burlington and Mount Vernon.
- Intercity Transit expanded its service area to include all of Thurston County.
- Island Transit annexed North Whidbey Island into its service area.

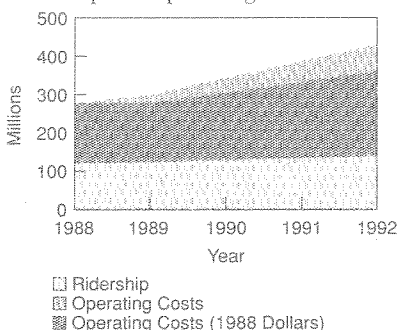
## All Modes

Miles vs. Operating Costs



## All Modes

Ridership vs. Operating Costs



## **Funding**

- Sales tax collections increased 5.3 percent, and motor vehicle excise tax increased 6.3 percent.
- Operating expenses increased by 10.8 percent which was the result of increased service hours in both fixed-route and demand-response.
- Farebox revenue increased 7.3 percent. Many systems offer reduced fares or provide fare-free service to a segment of their passengers (elderly and persons with disabilities), a segment of their service area (downtown), or a certain time of year (summer).

## **Noteworthy Developments**

- Pierce Transit, operator of the nation's largest natural gas powered mass transit fleet, installed the nation's largest compressed natural gas quick-fill station to service CNG-fueled vehicles.
- Metro Transit was named by the American Public Transit Association as the best large public transit agency in the nation.
- Pullman Transit installed the Farebox Ridership Data Collection system on all fixed-route buses in the fall of 1992.
- Four counties — Yakima, Grant, Kittitas, and Stevens — began development of public transportation authorities in 1992 and became PTBAs in early 1993.
- Valley Transit began development of a compressed natural gas fueling station with the goal of developing a fleet of CNG-powered buses.

## **Five-Year Trends (1988-92)**

- The percentage of the state's population living in areas served by transit increased from 75.8 percent to 81.6 percent.
- Vanpooling has become an increasingly important part of transit services; 255 vanpools operated by transit agencies were in operation in 1988, and 665 in 1992. Vanpool ridership has nearly doubled, from approximately 1.4 million trips in 1988 to 2.7 million in 1992.
- Demand response service has assumed greater importance as transit agencies increase service for elderly and disabled populations and comply with the requirements of the Americans with Disabilities Act.
- Two new transit systems, LINK and Mason Transit, began operations in 1991 and 1992, respectively.

## **System Totals**

Statistics for fixed-route and demand-response service in the System Totals section are broken down into "urban" and "rural" systems. Public Transportation systems are categorized in this way by the Federal Transit Administration. Urban systems are located in "urbanized areas" as defined by the U.S. Census Bureau. They are required by Section 15 of the Federal Transit Act to file an annual report on their financial and operating performance, data which also form the basis of this report. Rural systems face no such require-

ment. Urban and rural systems are also eligible for different sources of federal capital and operating assistance. In the state of Washington, transit systems are classified as follows:

### **Urban**

Ben Franklin Transit  
C-TRAN  
Community Transit  
Cowlitz Transportation Authority  
Everett Transit  
Intercity Transit  
Kitsap Transit  
Metro Transit  
Pierce Transit  
Spokane Transit Authority  
Whatcom Transportation Authority  
Yakima Transit

### **Rural**

Clallam Transit  
Grays Harbor Transportation Authority  
Island Transit  
Jefferson Transit  
LINK  
Pacific Transit  
Prosser Rural Transit  
Pullman Transit  
Twin Transit  
Valley Transit

## **Note on Graphs**

Some graphs include both actual dollar amounts as reported by transit systems, and "constant" dollars expressed in terms of their estimated 1988 value. The latter were determined by discounting actual dollars according to changes in the Consumer Price Index between 1988 and 1992.

For the years 1989 to 1992, "constant dollar" values can be determined by multiplying figures from each year by the following:

1989:	0.954
1990:	0.907
1991:	0.870
1992:	0.844

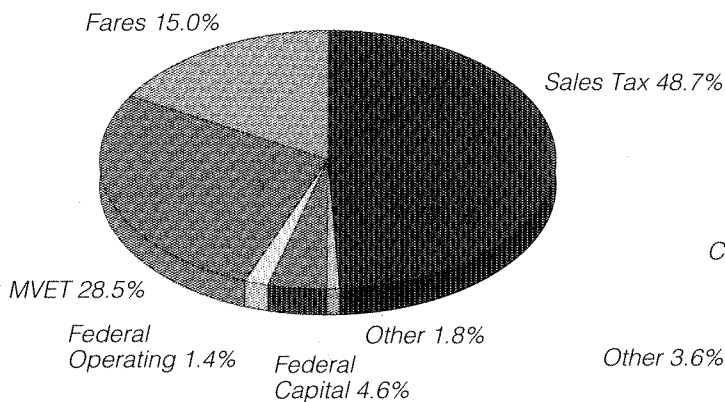
# System Totals

	1988	1989	1990	1991	1992	Average Annual % Change
<b>Operating Statistics</b>						
Transit Service Area Population	3,498,645	3,607,442	3,756,442	3,945,106	4,173,345	3.6
State Population	4,616,212	4,728,077	4,866,692	5,004,000	5,116,700	2.1
Percentage Served by Transit	75.8%	76.3%	77.2%	78.8%	81.6%	1.5
<b>Fixed-Route - Urban</b>						
Passenger Service Hours	3,310,638	3,354,608	3,482,296	3,582,543	3,686,253	2.2
Passenger Service Miles	49,451,527	50,747,777	52,752,081	55,825,628	57,288,775	2.9
Passenger Trips	105,609,700	109,867,610	115,945,984	117,429,162	120,961,387	2.7
Employees (FTEs)	4,186.5	4,325.5	4,502.1	4,647.3	4,870.1	3.0
Operating Cost	\$215,388,739	\$230,544,802	\$258,567,490	\$285,626,860	\$313,606,603	7.5
Farebox Revenues	\$42,971,131	\$48,028,318	\$53,000,396	\$62,440,595	\$66,217,378	8.5
<b>Fixed-Route - Rural</b>						
Passenger Service Hours	223,894	226,249	225,395	238,444	288,597	5.4
Passenger Service Miles	4,282,966	4,332,442	4,459,174	4,715,333	5,617,459	5.7
Passenger Trips	3,501,378	3,851,932	4,233,984	4,853,957	6,254,104	12.1
Employees (FTEs)	225.0	230.5	238.2	282.2	309.5	6.6
Operating Cost	\$8,965,999	\$9,248,228	\$10,328,527	\$11,456,605	\$14,489,842	10.1
Farebox Revenues	\$698,037	\$797,618	\$916,749	\$1,043,332	\$1,116,151	9.1
<b>Demand-Response - Urban</b>						
Passenger Service Hours	338,056	301,511	388,626	459,535	519,630	9.0
Passenger Service Miles	5,756,023	6,311,510	7,049,535	8,754,815	9,435,509	9.9
Passenger Trips	1,483,554	1,611,589	1,714,025	1,848,298	1,988,399	5.8
Employees (FTEs)	254.1	286.9	314.1	322.0	360.1	6.9
Operating Cost	\$10,699,154	\$13,179,307	\$17,049,107	\$19,900,463	\$24,583,050	16.3
Farebox Revenues	\$465,350	\$525,968	\$815,082	\$800,158	\$953,824	13.7
<b>Demand-Response - Rural</b>						
Passenger Service Hours	32,455	34,729	39,836	49,899	61,458	13.3
Passenger Service Miles	410,536	354,495	486,446	648,658	845,423	15.8
Passenger Trips	130,708	126,644	137,314	189,650	219,147	11.0
Employees (FTEs)	23.0	22.5	33.3	41.7	47.0	14.3
Operating Cost	\$721,570	\$764,000	\$955,021	\$1,354,199	\$1,796,241	19.2
Farebox Revenues	\$27,143	\$41,756	\$110,782	\$148,634	\$112,024	19.3
<b>Vanpool/Ridematching</b>						
Passenger Vehicle Service Miles	3,579,813	3,822,224	5,099,334	7,214,246	9,407,694	20.0
Unlinked Passenger Trips	1,382,054	1,521,839	1,561,122	2,074,745	2,716,624	14.4
Vanpool Fleet Size	322	330	445	473	1,029	25.2
Vans in Operation	255	278	349	523	665	19.8
Customer Matches	8,856	7,690	11,521	13,850	14,451	9.9
Employees (FTE)	29.0	32.6	34.4	44.1	55.1	13.3
Operating Cost	\$2,529,913	\$2,777,951	\$3,577,548	\$2,439,913	\$3,087,833	3.9
Farebox Revenue	\$1,917,444	\$1,673,469	\$2,009,203	\$2,583,729	\$3,503,141	13.6

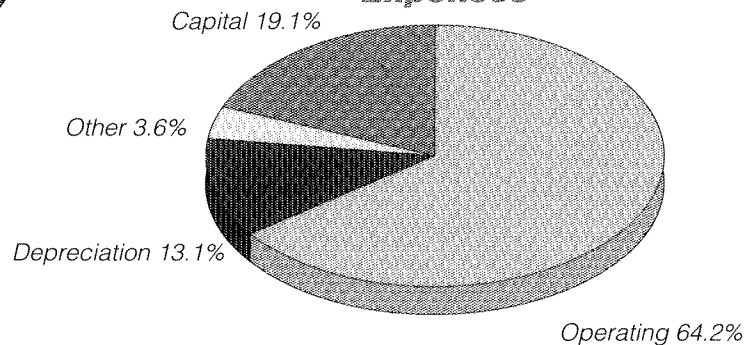
## System Totals

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$159,492,502	\$183,134,314	\$210,050,108	\$221,440,731	\$233,094,389	7.3
MVET	92,257,257	102,842,892	118,715,067	128,223,659	136,357,070	7.6
Fares	45,841,164	50,831,036	56,548,034	66,960,209	71,850,802	8.9
Federal Operating	11,462,574	10,094,574	10,497,115	9,631,288	8,776,775	-5.3
Other	26,991,867	14,868,401	19,681,376	74,086,886	6,495,235	-14.4
Total	\$336,045,364	\$361,771,217	\$415,491,700	\$500,342,773	\$456,574,271	5.8
<b>Expenses</b>						
Operating	\$238,305,375	\$246,502,060	\$279,194,145	\$307,967,236	\$341,277,486	7.3
Depreciation	37,301,563	38,538,318	42,428,007	62,554,847	69,640,375	12.9
Other	13,000,694	17,456,320	24,155,334	17,764,040	19,322,142	6.9
Total	\$288,607,632	\$302,496,698	\$345,777,486	\$388,286,123	\$430,240,003	8.1
<b>Capital</b>						
Acquisition	\$169,561,944	\$162,630,580	\$214,068,935	\$152,883,387	\$101,444,838	
LESS:						
Federal Capital	84,270,665	63,115,497	67,932,981	38,806,901	22,038,397	
Other Contributions	408,057	703,899	630,985	2,042,872	477,248	
Net Local Investment	\$84,883,222	\$98,811,184	\$145,504,969	\$112,033,614	\$78,929,193	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$25,605,793	\$37,113,662	\$67,238,928	\$68,697,664	\$60,905,375	
Capital Replacement/Purchase Funds	92,154,555	171,199,633	139,212,528	154,345,534	176,108,420	
Other Capital Funds	0	0	0	0	10,192,007	
Self Insurance Fund	20,768,045	22,887,963	25,546,380	26,463,639	34,447,562	
Other	23,177,881	19,557,015	15,735,665	24,230,971	28,775,189	
Total	\$161,706,274	\$250,758,273	\$247,733,501	\$273,737,808	\$310,428,553	

### Revenues



### Expenses



# Ben Franklin Transit

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

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

## **Background**

Ben Franklin Transit (BFT) was established as a Public Transportation Benefit Area (PTBA) under RCW 36.57A, and in May 1981 the voters of Benton and Franklin counties approved a 0.3 percent sales tax. Service began on May 10, 1982.

The BFT Board of Directors is comprised of one Benton County Commissioner, two Franklin County Commissioners, and one representative each from Kennewick, Richland, Pasco, and West Richland City Councils.

## **Services**

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

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

## **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 key 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." Corrective actions are then implemented.

### **1992 Achievements**

- Taxi-feeder service was initiated to Rancho Reata, Country Ridge Estates, and Lakeview Ranchette Estates.
- Placed eight 40-foot lift-equipped buses into service; the first lift-equipped buses in our fleet.
- The Ben Franklin Transit Americans with Disabilities Act paratransit plan was deemed to be in full compliance with regulations by the Federal Transit Administration.
- Eight new vans were added to the vanpool fleet.
- An inventory of the accessibility of each Ben Franklin Transit bus stop was completed through a planning grant from the Washington State Department of Transportation.

### **1993 Objectives**

- Keep up with Dial-A-Ride service demand.
- Serve new growth and development areas, including residential areas, new schools, and new employment and retail centers.
- Improve service efficiency.
- Study night service options and hold public hearings.
- Review fare structure.
- Design and engineering of administrations and operations building expansion.

### **Community Participation**

Community involvement occurred during the public hearings for the Six-Year Transit Development and Financial Program, the private provider review of the Transportation Improvement Program, and the update of the Americans with Disabilities Act Complementary Paratransit Plan.

### **Passenger Service Vehicles**

Fixed-route — 50 total, age ranging from 1972 to 1992

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

Vanpool — 49 total, age ranging from 1983 to 1992

### **Vehicle Replacement Standards**

Fixed-route — 15 years

Demand-response — 10 years

Vanpool — 7 years

### **Facilities**

Located on nine 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 for 237 vehicles are operated by Ben Franklin Transit.

### **Intermodal Coordination**

- Ben Franklin Transit serves the Tri-Cities Airport with 1/2-hour service on Route 120.
- Almost all schools in the Tri-City area are near a BFT fixed-route. Because of load factors exacerbated by school trip generation, overload or tripper buses have been added to selected routes.
- Greyhound interlines passengers at the Knight Street Transit Center on its inbound and outbound Seattle-Walla Walla service.

## Ben Franklin Transit

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	110,950	109,630	114,630	121,730	123,790	2.2
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	120,416	118,118	128,798	119,214	118,222	-0.4
Passenger Service Miles	1,803,023	1,825,827	1,784,493	1,879,132	1,874,353	0.8
Passenger Trips	2,075,621	2,204,808	2,439,729	2,610,443	2,750,147	5.6
Employees (FTEs)	114.0	112.0	104.6	108.0	115.0	0.2
Passenger Trips/Service Hour	17.24	18.67	18.94	21.90	23.26	6.0
Passenger Trips/Service Mile	1.15	1.21	1.37	1.39	1.47	4.8
Service Hours/Employee	1,056.3	1,054.6	1,231.3	1,103.8	1,028.0	-0.5
<b>Demand-Response</b>						
Passenger Service Hours	26,760	27,896	30,976	35,003	37,982	7.1
Passenger Service Miles	459,581	474,953	507,924	548,525	586,661	4.9
Passenger Trips	104,847	107,309	115,298	120,381	128,875	4.2
Employees (FTEs)	21.0	22.0	24.2	27.0	31.0	8.0
Passenger Trips/Service Hour	3.92	3.85	3.72	3.44	3.39	-2.9
Passenger Trips/Service Mile	0.23	0.23	0.23	0.22	0.22	-0.8
Service Hours/Employee	1,274.3	1,268.0	1,280.0	1,296.4	1,225.2	-0.8
<b>Vanpool</b>						
Passenger Service Miles	649,353	666,475	806,472	821,300	934,528	7.4
Passenger Trips	183,032	183,583	229,728	236,507	273,878	8.2
Vanpool Fleet Size	32	33	42	46	55	11.1
Vans in Operation	32	31	39	44	53	10.6
Customer Matches	--	--	--	--	--	--
Employees (FTE)	1.3	1.3	1.3	2.0	2.0	8.9
Passenger Trips/Service Miles	0.28	0.28	0.28	0.29	0.29	0.8
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$4,441,120	\$4,495,203	\$4,841,556	\$5,062,117	\$5,481,785	4.3
Operating Cost/Vehicle Service Hour	\$36.88	\$38.06	\$37.59	\$42.46	\$46.37	4.7
Operating Cost/Passenger Trip	\$2.14	\$2.04	\$1.98	\$1.94	\$1.99	-1.5
Farebox Revenues	\$334,909	\$324,337	\$357,661	\$473,366	\$488,611	7.8
Farebox Recovery Ratio (%)	7.5%	7.2%	7.4%	9.4%	8.9%	3.4
<b>Demand-Response</b>						
Operating Cost	\$700,961	\$841,535	\$942,979	\$1,093,011	\$1,313,337	12.5
Operating Cost/Vehicle Service Hour	\$26.19	\$30.17	\$30.44	\$31.23	\$34.58	5.5
Operating Cost/Passenger Trip	\$6.69	\$7.84	\$8.18	\$9.08	\$10.19	8.4
Farebox Revenues	\$32,413	\$34,455	\$36,453	\$40,635	\$60,346	13.7
Farebox Recovery Ratio (%)	4.6%	4.1%	3.9%	3.7%	4.6%	-0.1
<b>Vanpool/Ridematching</b>						
Operating Cost	\$217,657	\$211,252	\$272,303	\$278,312	\$307,628	7.0
Operating Cost/Passenger Trip	\$1.19	\$1.15	\$1.19	\$1.18	\$1.12	-1.1
Farebox Revenue	\$227,558	\$220,137	\$279,367	\$283,851	\$336,928	8.1
Farebox Recovery Ratio (%)	104.5%	104.2%	102.6%	102.0%	109.6%	1.0

## Ben Franklin Transit

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System Wide</b>						
<b>Revenues</b>						
Sales Tax	\$3,023,222	\$3,223,142	\$3,726,148	\$4,027,990	\$4,600,308	8.5
MVET	3,023,222	3,098,562	4,186,876	4,027,990	4,600,308	8.3
Fares	367,322	358,792	394,114	797,852	885,885	18.5
Federal Operating	0	0	0	0	0	--
Other	596,525	612,831	699,202	491,284	369,834	-8.2
Total	\$7,010,291	\$7,293,327	\$9,006,340	\$9,345,116	\$10,456,335	8.0
<b>Expenses</b>						
Operating	\$5,359,738	\$5,547,990	\$6,056,838	\$6,433,440	\$7,102,750	5.7
Depreciation	897,504	1,268,408	1,209,189	1,148,837	1,201,156	5.3
Other	1,030,194	1,014,715	1,092,970	865,081	977,315	-1.1
Total	\$7,287,436	\$7,831,113	\$8,358,997	\$8,447,358	\$9,281,221	4.8
<b>Capital</b>						
Acquisition	\$5,107,735	\$1,022,021	\$502,550	\$805,005	\$1,950,524	
LESS:						
Federal Capital	3,714,042	644,469	13,519	0	1,171,875	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$1,393,693	\$377,552	\$489,031	\$805,005	\$778,649	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$2,578,959	\$2,231,426	\$2,681,231	\$3,523,115	\$4,329,766	
Capital Replacement/Purchase Funds	820,607	1,139,860	1,764,868	2,655,828	3,393,540	
Self Insurance Fund	0	0	0	0	0	
Other	0	0	0	138,000	136,800	
Total	\$3,399,566	\$3,371,286	\$4,446,099	\$6,316,943	\$7,860,106	



# Clallam Transit System

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

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

## **Background**

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

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

## **Services**

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

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

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

## **Service Standards**

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

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.

### **1992 Achievements**

- Received a Section 3 grant from the Federal Transit Administration for \$4 million to construct a new administration/operations facility.
- Purchased seven used paratransit vehicles.
- Expanded paratransit service to the west end of Clallam County.
- Had no accidents in 1992, resulting in APTA awarding the Silver Award.
- Completed Comprehensive Transit Plan.

### **1993 Objectives**

- Start construction of new combined administration/operations facility
- Expand paratransit service between Forks and Port Angeles and Joyce and Port Angeles and expand hours of service in Port Angeles.
- Maintain ridership levels.
- Maintain excellent Safety Program.

### **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. CTS held public forums as it developed its 1993-1998 Comprehensive Plan.

### **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

### **Intermodal Coordination**

The Clallam Transit System provides service throughout the Clallam County service area. There are two ferry operators providing service from Port Angeles to Victoria B.C. Several CTS bus routes provide service to these terminals. Schedules are designed to facilitate transfers to and from the ferry service. The CTS central transfer center is within three blocks of the ferry terminals.

Private tour and charter operators also base their service within or near this area. CTS provides service to and from an air terminal. CTS is currently working with city, county, port, and private officials to develop an intermodal-multimodal transportation center. Such a facility would accommodate and provide access to several different types of transportation activities and services.



Authority Board Member Harry Schalaffman and General Manager Tim Fredrickson receive APTA "Silver Award" 1992 for bus safety from ATU Executive Board Officer Curtis Stacey.

## Clallam Transit System

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	54,400	55,200	57,000	58,500	60,000	2.0

### Operating Statistics

#### Fixed-Route

Passenger Service Hours	43,557	40,893	36,100	36,767	36,767	-3.5
Passenger Service Miles	1,004,358	938,947	945,590	1,025,782	993,812	-0.2
Passenger Trips	540,009	556,626	633,312	688,400	693,413	4.9
Employees (FTEs)	52.0	50.0	53.5	54.4	56.2	1.6
Passenger Trips/Service Hour	12.40	13.61	17.54	18.72	18.86	8.0
Passenger Trips/Service Mile	0.54	0.59	0.67	0.67	0.70	5.1
Service Hours/Employee	837.6	817.9	674.8	675.9	654.2	-5.0

#### Demand-Response

Passenger Service Hours	8,498	8,680	11,162	12,613	13,068	8.5
Passenger Service Miles	139,815	127,717	168,503	187,447	206,512	8.0
Passenger Trips	40,732	42,092	43,744	47,992	49,604	4.0
Employees (FTEs)	7.0	7.0	14.0	14.0	14.0	12.5
Passenger Trips/Service Hour	4.79	4.85	3.92	3.80	3.80	-4.7
Passenger Trips/Service Mile	0.29	0.33	0.26	0.26	0.24	-3.7
Service Hours/Employee	1,214.0	1,240.0	797.3	900.9	933.4	-5.5

### Financial Indicators

#### Fixed-Route

Operating Cost	\$2,299,957	\$2,209,734	\$2,352,197	\$2,715,947	\$2,924,302	5.0
Operating Cost/Vehicle Service Hour	\$52.80	\$54.04	\$65.16	\$73.87	\$79.54	8.2
Operating Cost/Passenger Trip	\$4.26	\$3.97	\$3.71	\$3.95	\$4.22	-0.2
Farebox Revenues	\$154,363	\$167,845	\$223,865	\$243,318	\$230,901	7.5
Farebox Recovery Ratio (%)	6.7%	7.6%	9.5%	9.0%	7.9%	2.9

#### Demand-Response

Operating Cost	\$204,265	\$213,527	\$281,591	\$313,623	\$353,951	11.0
Operating Cost/Vehicle Service Hour	\$24.04	\$24.60	\$25.23	\$24.87	\$27.09	2.4
Operating Cost/Passenger Trip	\$5.01	\$5.07	\$6.44	\$6.53	\$7.14	7.0
Farebox Revenues	\$11,262	\$13,208	\$78,815	\$95,366	\$91,028	27.5
Farebox Recovery Ratio (%)	5.5%	6.2%	28.0%	30.4%	25.7%	21.1

## Clallam Transit System

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$1,159,242	\$1,354,435	\$1,476,949	\$1,573,047	\$1,683,984	7.2
MVET	1,187,557	1,396,195	1,476,949	1,573,047	1,683,984	6.8
Fares	165,625	181,053	302,680	338,684	321,929	11.9
Federal Operating	0	0	0	0	0	--
Other	247,203	280,128	137,226	208,190	121,751	-12.6
Total	\$2,759,627	\$3,211,811	\$3,393,804	\$3,692,968	\$3,811,648	6.2
<b>Expenses</b>						
Operating	\$2,504,222	\$2,423,261	\$2,633,788	\$3,003,795	\$3,278,253	5.6
Depreciation	249,791	263,483	201,230	207,083	213,615	-3.2
Other	48,610	277,359	0	0	0	--
Total	\$2,802,623	\$2,964,103	\$2,835,018	\$3,210,878	\$3,491,868	4.5
<b>Capital</b>						
Acquisition	\$184,727	\$319,700	\$458,381	\$217,462	\$754,694	
LESS:						
Federal Capital	0	185,473	324,616	140,000	388,298	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$184,727	\$134,227	\$133,765	\$77,462	\$366,396	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$70,967	\$28,719	\$571,098	\$910,747	\$661,065	
Capital Replacement/Purchase Funds	300,000	277,359	532,126	775,510	1,277,239	
Self Insurance Fund	0	0	28,207	90,560	155,623	
Other	0	0	0	0	0	
Total	\$370,967	\$306,078	\$1,131,431	\$1,776,817	\$2,093,927	

# **C-TRAN**

## **(Clark County)**

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

*PO Box 2529  
Vancouver, Washington  
98668-2529  
(206) 696-4494*

### **Background**

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

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

## **Services**

A variety of services are provided including fixed-route, express, and vanpool. A major emphasis is placed on the express service for commuters. Demand-response service is provided under contract with a private operator.

## **Service Standards**

A Transit Development Plan (TDP) for the period 1992-1997, 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.

## **1992 Achievements**

- Facilitated Transportation Demand Management activities; became first county area to pass TDM ordinances in all jurisdictions.
- Increased participation in comprehensive land-use planning, including efforts under the Growth Management Act.
- Implemented Americans with Disabilities Act Paratransit Service Plan.

## **1993 Objectives**

- Increase commuter services.
- Complete Preliminary Alternatives Analysis Study (High Capacity Transit); apply for Alternatives Analysis funding.
- Continue lead role in county's Transportation Demand Management program development and implementation.
- Continue emphasis on integrating land use and transportation planning.

## **Community Participation**

Community involvement is fostered through public hearings, community meetings, customer comments, and direct mailings. Public hearings are held to discuss proposed service changes, grant applications, ADA Paratransit Plan updates, and potential construction projects.

Community meetings to maintain a two-way information exchange are held as necessary. Two citizen committees are currently participating in the High Capacity Transit planning process. Public comment is also invited at monthly meetings of the Special Services Advisory Committee and the Board of Directors.

## **Passenger Service Vehicles**

Fixed-route — 81 total, age ranging from 1972 to 1990. Twenty are equipped with wheelchair lifts; none equipped with bicycle racks.

Demand-response — 13 total, age ranging from 1986 and 1991. All are equipped with wheelchair lifts.

Vanpool — 7 total, age ranging from 1982 to 1989. None are equipped with wheelchair lifts. Three vanpools were in operation during 1992.

## **Vehicle Replacement Standards**

Fixed-route — 10 to 17 years

Demand-response — 5 years

Vanpool — 5 years

## **Facilities**

- Three transfer centers
- 153 bus shelters.
- Seven park-and-ride lots with 924 parking spaces. Four park-and-ride lots are equipped with shelters; none are equipped with bike racks.

## **Intermodal Coordination**

C-Tran's fixed-route commuter service connects directly to Tri-Met's MAX light rail system at the Gateway Transit Center in Portland, Oregon. C-TRAN does not provide airport shuttle service or school transportation.

## C-TRAN (Clark County)

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	214,400	220,300	228,600	250,200	257,400	3.7
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Vehicle Service Hours	116,610	125,364	146,333	145,618	145,285	4.2
Passenger Vehicle Service Miles	2,064,522	2,148,143	2,669,568	2,546,895	2,607,475	4.5
Unlinked Passenger Trips	2,545,636	2,614,205	3,040,925	3,420,935	3,488,266	6.2
Employees (FTEs)	120.5	126.1	146.4	149.9	159.3	5.5
Passenger Trips/Vehicle Service Hour	21.83	20.85	20.78	23.49	24.01	2.0
Passenger Trips/Vehicle Service Mile	1.23	1.22	1.14	1.34	1.34	1.7
Service Hours/Employee	967.7	994.2	999.5	971.4	912.0	-1.1
<b>Demand-Response</b>						
Passenger Vehicle Service Hours	18,300	21,810	21,357	24,803	24,249	5.4
Passenger Vehicle Service Miles	309,820	378,638	387,316	448,889	427,791	6.0
Unlinked Passenger Trips	62,456	73,016	70,894	78,641	75,910	3.7
Employees (FTEs)	14.1	16.8	18.5	21.2	22.4	8.9
Passenger Trips/Vehicle Service Hour	3.41	3.35	3.32	3.17	3.13	-1.7
Passenger Trips/Vehicle Service Mile	0.20	0.19	0.18	0.18	0.18	-2.6
Service Hours/Employee	1,297.9	1,298.2	1,154.4	1,170.0	1,082.5	-3.6
<b>Vanpool</b>						
Passenger Vehicle Service Miles	840	7,872	21,047	52,672	44,993	34.7
Unlinked Passenger Trips	504	3,682	8,822	21,610	13,592	27.1
Fleet Size	2	8	8	8	7	15.2
Vans in Operation	1	1	2	3	3	20.0
Employees (FTEs)	0.1	0.1	0.1	0.1	0.4	37.5
Passenger Trips/Vehicle Services Miles	0.60	0.47	0.42	0.41	0.30	-13.5
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$5,633,444	\$6,228,513	\$7,797,141	\$8,873,182	\$9,928,198	11.2
Operating Cost/Vehicle Service Hours	\$48.31	\$49.68	\$53.28	\$60.93	\$68.34	7.1
Operating Cost/Passenger Trip	\$2.21	\$2.38	\$2.56	\$2.59	\$2.85	5.0
Farebox Revenue	\$984,962	\$1,132,992	\$1,296,405	\$1,417,979	\$1,468,390	7.7
Farebox Recovery Ratio (%)	17.5%	18.2%	16.6%	16.0%	14.8%	-3.2
<b>Demand Response</b>						
Operating Cost	\$415,790	\$600,907	\$605,496	\$727,524	\$858,484	13.8
Operating Cost/Vehicle Service Hours	\$22.72	\$27.55	\$28.35	\$29.33	\$35.40	8.8
Operating Cost/Passenger Trip	\$6.66	\$8.23	\$8.54	\$9.25	\$11.31	10.6
Farebox Revenue	\$15,381	\$16,903	\$15,963	\$17,782	\$15,900	0.6
Farebox Recovery Ratio (%)	3.7%	2.8%	2.6%	2.4%	1.9%	-13.7
<b>Vanpool/Ridesharing</b>						
Operating Cost	\$1,090	\$25,728	\$22,199	\$23,946	\$33,253	30.3
Operating Cost/Passenger Trip	\$2.16	\$6.99	\$2.52	\$1.11	\$2.45	1.9
Farebox Revenue	\$602	\$7,872	\$14,074	\$26,580	\$18,331	26.3
Farebox Recovery Ratio (%)	55.2%	30.6%	63.4%	111.0%	55.1%	-

## C-TRAN (Clark County)

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$3,286,933	\$5,209,092	\$5,967,650	\$6,237,253	\$7,076,717	13.6
MVET	3,287,881	5,034,092	5,928,257	6,246,647	6,862,717	13.1
Fares	1,000,945	1,157,767	1,326,442	1,462,341	1,502,621	7.8
Federal Operating	442,231	0	0	0	0	--
Other	1,336,398	1,982,576	2,303,385	2,181,848	2,439,079	10.8
Total	\$9,354,388	\$13,383,527	\$15,525,734	\$16,128,089	\$17,881,134	11.8
<b>Expenses</b>						
Operating	\$6,050,324	\$6,855,148	\$8,424,836	\$9,624,652	\$10,819,935	11.4
Depreciation	1,508,270	1,324,978	1,203,838	1,577,051	1,610,811	1.4
Other	0	20,712	201,378	342,935	652,221	--
Total	\$7,558,594	\$8,200,838	\$9,830,052	\$11,544,638	\$13,082,967	11.0
<b>Capital</b>						
Acquisition	\$754,106	\$2,191,697	\$4,898,064	\$1,750,540	\$620,978	
LESS:						
Federal Capital	455,314	1,175,542	1,364,345	630,939	105,351	
Other Contributions	4,240	11,421	440	8,210	(570)	
Net Local Investment	\$294,552	\$1,004,734	\$3,533,279	\$1,111,391	\$516,197	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$2,240,438	\$3,053,251	\$4,948,349	\$8,899,438	\$11,772,025	
Capital Replacement/Purchase Funds	8,627,927	12,103,102	12,288,000	14,191,000	15,833,300	
Self Insurance Fund	5,850,000	6,425,000	6,994,000	7,496,000	7,880,000	
Other	0	0	0	0	0	
Total	\$16,718,365	\$21,581,353	\$24,230,349	\$30,586,438	\$35,485,325	





# 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 initially approved a 0.3 percent sales tax. In 1990, an additional 0.3 percent was approved to fund service expansion, bringing the total sales tax to 0.6 percent.

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

## **Services**

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

## **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)

## **1992 Achievements**

- Enhanced role in comprehensive land-use planning
- Expansion of Paratransit services
- Boeing Mitigation program
- South County Route Network Analysis
- System HOV Study
- Expansion of vanpooling and ridematching services

## **1993 Objectives**

- Continued service expansion to the elderly and disabled market.
- Expand and promote ridesharing alternatives.
- Increase efficiency and effectiveness of local service routes.
- 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. Public hearings are held to gain input prior to service policy changes.

## **Passenger Service Vehicles**

Fixed-route — 174 (owned), age ranging from 1959 to 1991. Community Transit or its contractor operates an additional 10 vehicles (not CT owned).

## **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 operations and maintenance buildings, is built on a 20-acre site. Community Transit's Administrative offices are located in Lynnwood. Transit centers served by CT are located in Everett, Lynnwood, Aurora Village, and at both the Mukilteo and Edmonds Ferry terminals. A new facility is presently under construction in Smokey Point.

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

## Community Transit (Snohomish County)

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	274,700	288,700	302,010	318,280	324,820	3.3
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	163,955	167,865	187,215	209,415	213,659	5.3
Passenger Service Miles	3,627,072	3,614,072	4,066,105	4,730,405	4,677,591	5.1
Passenger Trips	3,679,514	3,963,742	4,004,748	4,713,148	4,776,039	5.2
Employees (FTEs)	268.4	285.6	300.3	404.1	368.9	6.2
Passenger Trips/Service Hour	22.44	23.61	21.39	22.51	22.35	-0.1
Passenger Trips/Service Mile	1.01	1.10	0.98	1.00	1.02	0.1
Service Hours/Employee	610.9	587.8	623.4	518.2	579.2	-1.1
<b>Demand-Response</b>						
Passenger Service Hours	17,659	17,787	22,895	25,491	38,475	17.0
Passenger Service Miles	295,094	296,598	368,186	377,955	514,407	11.8
Passenger Trips	53,184	58,972	72,628	79,305	103,439	13.7
Employees (FTEs)	21.0	20.0	21.0	21.0	30.0	8.0
Passenger Trips/Service Hour	3.01	3.32	3.17	3.11	2.69	-2.1
Passenger Trips/Service Mile	0.18	0.20	0.20	0.21	0.20	2.1
Service Hours/Employee	840.9	889.4	1,090.2	1,213.9	1,282.5	8.3
<b>Vanpool/Ridematching</b>						
Passenger Vehicle Service Miles	--	--	212,337	428,206	631,003	--
Unlinked Passenger Trips	--	--	61,317	1123,674	178,409	--
Vanpool Fleet Size	--	--	25	48	72	--
Vans in Operation	--	--	23	45	63	--
Customer Matches	--	--	1,159	1,301	2,316	--
Employees (FTE)	--	--	1.5	1.5	1.6	--
Passenger Trips/Service Mile	--	--	0.29	0.29	0.28	--
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$13,021,236	\$14,900,596	\$17,522,172	\$16,263,659	\$17,594,319	5.8
Operating Cost/Vehicle Service Hour	\$79.42	\$88.77	\$93.59	\$77.66	\$82.35	0.7
Operating Cost/Passenger Trip	\$3.54	\$3.76	\$4.38	\$3.45	\$3.68	0.8
Farebox Revenues	\$2,863,598	\$3,266,371	\$3,534,858	\$4,322,093	\$4,560,858	9.2
Farebox Recovery Ratio (%)	22.0%	21.9%	20.2%	26.6%	25.9%	3.4
<b>Demand-Response</b>						
Operating Cost	\$537,297	\$580,823	\$677,919	\$1,059,760	\$1,784,930	26.9
Operating Cost/Vehicle Service Hour	\$30.43	\$32.65	\$29.61	\$41.57	\$46.39	8.8
Operating Cost/Passenger Trip	\$10.10	\$9.85	\$9.33	\$13.36	\$17.26	11.9
Farebox Revenues	\$0	\$0	\$0	8,478	\$10,294	--
Farebox Recovery Ratio (%)	0.0%	0.0%	0.0%	0.8%	0.6%	--
<b>Vanpool/Ridematching</b>						
Operating Cost	--	--	\$134,452	\$310,371	\$411,380	--
Operating Cost/Passenger Trip	--	--	\$2.19	\$2.51	\$2.31	--
Farebox Revenue	--	--	89,247	153,933	246,152	--
Farebox Recovery Ratio (%)	--	--	66.4%	49.6%	59.8%	--

## Community Transit (Snohomish County)

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$6,625,141	\$8,087,674	\$15,068,182	\$18,340,683	\$19,363,544	18.9
MVET	6,625,141	8,087,674	9,742,931	10,954,680	11,724,929	10.8
Fares	2,863,598	3,266,371	3,624,105	4,484,504	4,817,304	10.3
Federal Operating	558,254	375,468	340,000	340,000	1,306,000	25.6
Other	1,155,927	1,655,621	2,032,020	2,488,537	2,740,985	15.7
Total	\$17,828,061	\$21,472,808	\$30,807,238	\$36,608,404	\$39,952,762	15.1
<b>Expenses</b>						
Operating	\$13,558,533	\$15,481,419	\$18,334,543	\$17,633,790	\$19,790,629	7.3
Depreciation	1,603,849	1,819,439	1,853,712	2,651,763	3,181,198	14.2
Other	110,744	737,915	750,939	577,041	777,260	22.6
Total	\$15,273,126	\$18,038,773	\$20,939,194	\$20,862,594	\$23,749,087	8.6
<b>Capital</b>						
Acquisition	\$1,789,063	\$3,018,790	\$6,184,099	\$8,412,767	\$3,332,743	
LESS:						
Federal Capital	1,385,246	1,901,558	2,018,763	6,378,105	456,118	
Other Contributions	403,817	692,478	630,545	2,034,662	455,956	
Net Local Investment	\$0	\$424,754	\$3,534,791	\$0	\$2,420,669	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$0	\$0	\$0	\$0	\$124,613	
Capital Replacement/Purchase Funds	6,990,666	9,231,889	14,067,113	8,983,490	32,449,335	
Other Capital Funds	0	0	0	0	10,192,007	
Self Insurance Fund	0	0	1,000,000	0	0	
Other	2,595,728	3,862,999	5,346,412	3,433,648	9,677,483	
Total	\$9,586,394	\$13,094,888	\$20,413,525	\$12,417,138	\$52,443,438	



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

## **Steve Harris Transit Superintendent**

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

## **Background**

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

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

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

## **Services**

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

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

## **Service Standards**

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

## **1992 Achievements**

- Implementation of ADA Plan.
- Provided disabled transportation on all fixed-routes.
- New Kelso Route 21 made permanent.
- Site analysis and environmental assessment report for transit transfer station.
- Submitted grant application to purchase two lift-equipped vans.
- Submitted ADA paratransit plan to federal agency by due date.
- Retrofitted 1986 Gillig with wheelchair lift.

## **1993 Objectives**

- Continue to provide disabled transportation door-to-door and curb-to-curb.
- To implement an aggressive Disabled Access Program.
- To place lift-equipped vans into service.
- To submit grant application for property acquisition and construction of transfer facility.
- To conduct preliminary construction design of transfer facility.
- 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 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

Demand-response — CUBS contracts with a private nonprofit company to provide three lift-equipped vans, none of which have bicycle racks. The vans range in age from 1987 to 1991.

## **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.

## **Intermodal Coordination**

CUBS does not provide door-to-door service to the airport or rail service. However, two routes are within one block of rail service. Routes are also designed to include local elementary and secondary schools.

## Cowlitz Transportation Authority (Longview/Kelso)

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	40,440	41,590	41,840	43,530	43,920	1.6

### Operating Statistics

#### Fixed-Route

Passenger Service Hours	14,201	14,116	15,922	17,692	17,766	4.5
Passenger Service Miles	191,462	192,780	218,967	241,681	247,973	5.2
Passenger Trips	277,778	283,234	304,132	342,565	342,602	4.2
Employees (FTEs)	13.0	13.6	13.0	13.0	13.0	0.0
Passenger Trips/Service Hour	19.56	20.06	19.10	19.36	19.28	-0.3
Passenger Trips/Service Mile	1.45	1.47	1.39	1.42	1.38	-1.0
Service Hours/Employee	1,092.4	1,037.9	1,224.8	1,360.9	1,366.6	4.5

#### Demand-Response

Passenger Service Hours	4,345	6,564	6,420	6,588	8,820	13.7
Passenger Service Miles	16,974	12,823	12,311	11,508	37,291	22.3
Passenger Trips	5,279	4,132	4,275	11,095	13,899	22.3
Employees (FTEs)*	3.0	3.0	3.0	4.0	4.0	5.9
Passenger Trips/Service Hour	1.21	0.63	0.67	1.68	1.58	6.3
Passenger Trips/Service Mile	0.31	0.32	0.35	0.96	0.37	2.7
Service Hours/Employee	1,448.3	2,188.0	2,140.0	1,647.0	2,205.0	7.9

\* Does not include volunteers

### Financial Indicators

#### Fixed-Route

Operating Cost	\$642,671	\$616,853	\$860,928	\$850,556	\$892,701	6.5
Operating Cost/Vehicle Service Hour	\$45.26	\$43.70	\$54.07	\$48.08	\$50.25	2.1
Operating Cost/Passenger Trip	\$2.31	\$2.18	\$2.83	\$2.48	\$2.61	2.4
Farebox Revenues**	\$63,273	\$59,432	\$48,243	\$55,391	\$53,706	-3.4
Farebox Recovery Ratio (%)	9.8%	9.6%	5.6%	6.5%	6.0%	-10.2

#### Demand-Response

Operating Cost	\$42,000	\$47,145	\$51,000	\$63,900	\$166,753	33.6
Operating Cost/Vehicle Service Hour	\$9.67	\$7.18	\$7.94	\$9.70	\$18.91	17.3
Operating Cost/Passenger Trip	\$7.96	\$11.41	\$11.93	\$5.76	\$12.00	8.2
Farebox Revenues**	\$792	\$799	\$646	\$1,480	\$2,148	23.1
Farebox Recovery Ratio (%)	1.9%	1.7%	1.3%	2.3%	1.3%	-7.1

## Cowlitz Transportation Authority (Longview/Kelso)

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$384,807	\$540,904	\$573,778	\$583,853	\$593,865	7.8
MVET	352,000	395,307	578,404	698,778	647,853	11.1
Fares**	64,065	60,231	48,889	56,871	55,854	-2.9
Federal Operating	0	0	0	0	0	--
Other	7,919	35,919	73,724	106,275	92,356	26.7
Total	\$808,791	\$1,032,361	\$1,274,795	\$1,445,777	\$1,389,928	9.8
<b>Expenses</b>						
Operating	\$684,671	\$663,998	\$911,928	\$914,456	\$1,059,454	8.9
Depreciation	49,649	46,120	31,108	30,326	25,660	-13.1
Other	0	0	0	663	0	--
Total	\$734,320	\$710,118	\$943,036	\$945,445	\$1,085,114	7.9
<b>Capital</b>						
Acquisition	\$40,024	\$5,440	\$578,871	\$14,705	\$50,399	
LESS:						
Federal Capital	0	0	560,000	11,764	40,319	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$40,024	\$5,440	\$18,871	\$2,941	\$10,080	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$1,128,749	\$1,799,832	\$1,011,679	\$1,509,070	\$1,664,456	
Capital Replacement/Purchase Funds	0	0	0	0	0	
Self Insurance Fund	0	0	0	0	0	
Other	0	0	0	0	0	
Total	\$1,128,749	\$1,799,832	\$1,011,679	\$1,509,070	\$1,664,456	

\*\* CUBS offered fare-free service in July 1989 and July-September 1990-92.





# Everett Transit

## **Bill Link Transit Manager**

3225 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. Transit staff manage the budget.

## **Services**

Everett Transit provides both fixed-route and demand-response services. The service boundary is the City of Everett Urban Service Area which includes the City of Everett and portions of Mukilteo and Snohomish County. Everett Transit's fixed-route peak service is during the afternoon hours.

## **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.

## **1992 Achievements**

- Performed a comprehensive bus stop survey which included the assessment of safety and accessibility features. Initiated a bus stop improvement program.
- Continued fleet replacement and expansion to meet the city's transportation needs.
- Completed an Origin and Destination survey on the fixed-routes.
- Developed the American With Disabilities Act Service Plan.
- Established eligibility criteria for demand-response services.
- Participated in the city's implementation of the Growth Management Act.

## **1993 Objectives**

- Move to new transit operations center.
- Work cooperatively with Everett's business community, in their efforts to satisfy Commute Trip Reduction (CTR) legislation requirements, to determine how best to serve the commute needs of their employees.
- Update transit comprehensive plan to comply with the Growth Management Act.
- Increase involvement in community outreach programs which promote public transportation ridership.
- Expand demand response service hours to match the fixed-route service hours.

## **Community Participation**

Everett Transit provides public participation opportunities throughout the year. The development of the Six Year Transportation Improvement Program (TIP) includes community participation through the Traffic Advisory Committee (TAC) and the City of Everett Planning Commission. A Paratransit Advisory Committee has formed in order to better address the Americans with Disabilities Act (ADA) requirements. The committee focuses on mobility options for residents of the city. During the annual grant application process, Everett Transit holds public hearings to obtain community input on proposed projects. Everett Transit also works with established neighborhood groups to evaluate existing service. Individuals may at any time address public transportation concerns at city council meetings.

## **Passenger Service Vehicles**

Fixed-route — 39 total, age ranging from 1973 to 1992

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 and operations facilities are located at the Everett Transit Operations Center. The maintenance facility is shared with the City of Everett Public Works Department. A customer information center is located in downtown Everett.

## Everett Transit

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	60,920	64,170	69,961	72,480	75,840	4.3
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	81,618	81,788	81,624	83,070	86,364	1.1
Passenger Service Miles	1,071,845	1,055,571	1,056,390	1,119,655	1,109,652	0.7
Passenger Trips	1,307,196	1,254,780	1,480,351	1,775,577	1,839,419	7.0
Employees (FTEs)	59.0	64.0	64.0	62.0	67.0	2.5
Passenger Trips/Service Hour	16.02	15.34	18.14	21.37	21.30	5.7
Passenger Trips/Service Mile	1.22	1.19	1.40	1.59	1.66	6.2
Service Hours/Employee	1,383.4	1,277.9	1,275.4	1,339.8	1,289.0	-1.4
<b>Demand-Response</b>						
Passenger Service Hours	9,230	8,586	10,377	11,861	13,428	7.8
Passenger Service Miles	99,393	105,220	97,514	134,658	135,828	6.4
Passenger Trips	37,475	38,669	34,622	40,291	40,969	1.8
Employees (FTEs)	6.0	9.0	9.0	9.0	11.0	11.4
Passenger Trips/Service Hour	4.06	4.50	3.34	3.40	3.05	-5.5
Passenger Trips/Service Mile	0.38	0.37	0.36	0.30	0.30	-4.4
Service Hours/Employee	1,538.3	954.0	1,153.0	1,317.9	1,220.7	-5.1
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$3,603,148	\$3,696,682	\$3,985,347	\$4,420,662	\$5,114,971	7.2
Operating Cost/Vehicle Service Hour	\$44.15	\$45.20	\$48.83	\$53.22	\$59.23	6.0
Operating Cost/Passenger Trip	\$2.76	\$2.95	\$2.69	\$2.49	\$2.78	0.2
Farebox Revenues	\$268,558	\$272,479	\$297,976	\$319,959	\$347,819	5.3
Farebox Recovery Ratio (%)	7.5%	7.4%	7.5%	7.2%	6.8%	-1.8
<b>Demand-Response</b>						
Operating Cost	\$211,761	\$259,495	\$309,871	\$502,387	\$760,245	26.8
Operating Cost/Vehicle Service Hour	\$22.94	\$30.22	\$29.86	\$42.36	\$56.62	18.5
Operating Cost/Passenger Trip	\$5.65	\$6.71	\$8.95	\$12.47	\$18.56	24.7
Farebox Revenues	\$5,480	\$5,561	\$5,678	\$7,728	\$9,175	11.0
Farebox Recovery Ratio (%)	2.6%	2.1%	1.8%	1.5%	1.2%	-14.8

## Everett Transit

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$3,323,048	\$4,347,532	\$4,586,023	\$4,472,334	\$5,162,889	8.4
MVET	—	—	—	—	—	—
Fares	274,038	278,040	303,654	327,687	356,994	5.4
Federal Operating	0	273,688	380,647	323,575	245,489	20.1
Other	649,348	831,490	578,208	703,664	302,990	-11.3
Total	\$4,246,434	\$5,730,750	\$5,848,532	\$5,827,260	\$6,068,362	6.6
<b>Expenses</b>						
Operating	\$3,814,909	\$3,956,177	\$4,295,218	\$4,923,049	\$5,875,216	9.0
Depreciation	148,905	152,162	426,939	484,912	510,807	21.0
Other	74,293	2,274	0	0	0	—
Total	\$4,038,107	\$4,110,613	\$4,722,157	\$5,407,961	\$6,386,023	9.5
<b>Capital</b>						
Acquisition	\$223,198	\$55,740	\$221,898	\$2,435,902	\$1,639,540	
LESS:						
Federal Capital	47,368	44,748	195,716	70,247	568,127	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$175,830	\$10,992	\$26,182	\$2,365,655	\$1,071,413	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$3,404,069	\$6,331,096	\$7,563,045	\$6,376,145	\$5,901,915	
Capital Replacement/Purchase Funds	0	0	0	0	0	
Self Insurance Fund	0	0	0	0	0	
Other	0	0	0	0	0	
Total	\$3,404,069	\$6,331,096	\$7,563,045	\$6,376,145	\$5,901,915	

# Grays Harbor Transportation Authority

## **Dave Rostedt Manager**

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

## **Background**

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

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

## **Services**

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

## **Service Standards**

Review of route usage is a constant, ongoing process.

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

## **1992 Achievements**

- New lift-equipped vans placed into service.
- ADA plan adopted and in compliance.
- Awarded grant to update Transit Development Plan and ADA Plan.
- Purchased property for downtown Montesano Station.
- Paratransit operates daily.
- Call-a-Lift system for fixed-route service established.

## **1993 Objectives**

- Obtain ISTEA funding for Montesano Station construction.
- Continue driver training with emphasis on paratransit sensitivity.
- Improve services to persons with disabilities.
- Certify paratransit riders according to ADA eligibility.

## **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 update and the ADA Paratransit 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

Number with wheelchair lifts — 10

Number with bicycle racks — 3

Demand-response — 16 total, age ranging from 1977 to 1992

Number with wheelchair lifts — 7

Vanpool — 0

## **Vehicle Replacement Standards**

Grays Harbor Transit has no adopted fleet replacement standards. A vehicle is constantly maintained and monitored for reliability and safety.

## **Facilities**

Transfer Centers — 2

Number of locations with covered bus shelters — 90

Park-and-Ride lots — 1

- Location — Westport

- Capacity — 20 spaces

## **Intermodal Coordination**

Bus connections provided on both sides of small, private, passenger-only ferry, which operates during the summer months between Westport and Ocean Shores.

School transportation — fixed-route services are designed to meet travel needs of many urban and rural school districts in this 2,000 square mile county.

## Grays Harbor Transportation Authority

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	63,305	63,922	64,175	65,100	65,400	0.7
<b>Operating Statistics</b>						
<b>Fixed-Route*</b>						
Passenger Service Hours	81,450	83,483	85,589	88,289	90,749	2.2
Passenger Service Miles	1,395,955	1,493,288	1,532,564	1,594,118	1,566,369	2.2
Passenger Trips	1,053,507	1,142,156	1,256,534	1,305,736	1,343,708	4.8
Employees (FTEs)	68.0	68.0	73.0	73.0	73.0	1.4
Passenger Trips/Service Hour	12.93	13.68	14.68	14.79	14.81	2.6
Passenger Trips/Service Mile	0.75	0.76	0.82	0.82	0.86	2.6
Service Hours/Employee	1,197.8	1,227.7	1,172.5	1,209.4	1,243.1	0.7
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$2,678,403	\$2,849,863	\$3,192,393	\$3,356,328	\$3,507,269	5.3
Operating Cost/Vehicle Service Hour	\$32.88	\$34.14	\$37.30	\$38.02	\$38.65	3.2
Operating Cost/Passenger Trip	\$2.54	\$2.50	\$2.54	\$2.57	\$2.61	0.5
Farebox Revenues	\$220,382	\$247,151	\$243,903	\$272,878	\$278,339	4.6
Farebox Recovery Ratio (%)	8.2%	8.7%	7.6%	8.1%	7.9%	-0.7
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$1,433,869	\$1,484,966	\$1,511,687	\$1,586,400	\$1,594,835	2.1
MVET	1,370,897	1,520,897	1,484,967	1,551,687	1,664,588	3.9
Fares	220,382	247,151	243,903	272,878	278,339	4.6
Federal Operating	0	0	0	0	0	--
Other	436,961	493,306	558,182	383,005	216,307	-10.6
Total	\$3,462,109	\$3,746,320	\$3,798,739	\$3,793,970	\$3,754,069	1.6
<b>Expenses</b>						
Operating	\$2,678,403	\$2,849,863	\$3,192,393	\$3,356,328	\$3,507,269	5.3
Depreciation	360,757	342,129	330,477	330,477	459,558	5.4
Other	128,672	171,080	174,840	174,863	187,496	7.0
Total	\$3,167,832	\$3,363,072	\$3,697,710	\$3,861,668	\$4,154,323	5.4
<b>Capital</b>						
Acquisition	\$170,776	\$233,436	\$481,454	\$2,233,202	\$229,420	
LESS:						
Federal Capital	0	0	0	1,170,000	0	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$170,776	\$233,436	\$481,454	\$1,063,202	\$229,420	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$1,291,713	\$1,551,713	\$2,103,822	\$1,670,000	\$1,670,000	
Capital Replacement/Purchase Funds	3,979,500	3,479,500	3,952,436	3,169,000	2,869,000	
Self Insurance Fund	75,000	77,991	86,885	93,340	98,268	
Other	0	0	0	0	0	
Total	\$5,346,213	\$5,109,204	\$6,143,143	\$4,932,340	\$4,637,268	

\*Demand-Response data are included in Fixed-Route.

# ***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. In May 1992, rural Thurston County voters approved a ballot measure that expanded public transportation to the entire county.

The Authority is made up of the following members; one Thurston County Commissioner; one Council member each from Olympia, Lacey, Tumwater, and Yelm; one member chosen from the councils of Tenino, Rainier, and Bucoda; 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.

## **Services**

Intercity Transit operates a range of services which includes fixed-route buses, shuttles connecting state facilities, dial-a-ride vans for seniors and individuals with disabilities as well as the general public, 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.

## **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.

### **1992 Achievements**

- Expanded PTBA to include all of Thurston County.
- Phase I of Dial-a-Lift expansion was implemented to improve service to persons with disabilities.
- Intercity Transit designated as lead agency for Commute Trip Reduction (CTR) planning. CTR Plan drafted and adopted by local jurisdictions.
- Regional Policy Committee established for high capacity transit planning.
- New fare structure developed and implemented to keep pace with inflation.
- Preferred site for Lacey Transit Center identified.

### **1993 Objectives**

- Begin construction of the Downtown Olympia Transit Center.
- Implement phase II of the Dial-a-Lift expansion.
- Complete evaluation of urban area services and implement changes.
- Expand service to south Thurston County.
- Purchase site for Lacey Transit Center.
- Update Transit Development Plan.

### **Community Participation**

The public was involved during the adoption process of the 1992 budget. A community involvement campaign was integral to the PTBA expansion, and a citizen's committee assisted in the site selection process for the Lacey Transit Center. As part of the regular process to revise, add, or delete services, IT solicits and reviews public comments and holds at least one public hearing.

### **Passenger Service Vehicles**

Fixed-route — 47 total, age ranging from 1978 to 1990. Four vehicles equipped with bicycle racks, 41 equipped with wheelchair lifts.

Demand-response — 23 total, age ranging from 1988 to 1992. All vehicles are lift- or ramp-equipped, but none have bike racks.

Vanpool — 35 total, age ranging from 1988 to 1992. One vehicle is lift-equipped.

### **Vehicle Replacement Standards**

Fixed-route — 12 years

Demand-response — 5 years

Vanpool — 5 years

### **Facilities**

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 transit centers are located within the service area.

Fifty-two of Intercity Transit's bus stop locations have covered bus shelters.

There are currently seven park and ride lots in Thurston County with 438 vehicle spaces. Two of the lots have shelters, but none have bicycle racks.

### **Intermodal Coordination**

Intercity Transit serves Centennial Station, the Amtrak depot, with demand-response vehicles. Planning is underway to determine how best to meet new demand for public transportation to serve the Olympia airport. On one fixed route, IT operates a pass program with a local high school and also gears mid-afternoon service to provide transportation for a middle school.



## Intercity Transit (Thurston County)

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	98,700	102,500	106,960	106,320	174,300	12.8
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	88,278	102,526	126,925	148,565	146,730	9.5
Passenger Service Miles	1,425,497	1,583,783	1,705,070	1,950,016	1,999,915	6.6
Passenger Trips	1,944,116	2,184,345	2,526,107	2,830,879	2,655,597	5.9
Employees (FTEs)	104.0	134.0	152.0	156.0	167.0	8.8
Passenger Trips/Service Hour	22.02	21.31	19.90	19.05	18.10	-3.9
Passenger Trips/Service Mile	1.36	1.38	1.48	1.45	1.33	-0.5
Service Hours/Employee	848.8	765.1	835.0	952.3	878.6	0.7
<b>Demand-Response</b>						
Passenger Service Hours	9,112	13,242	15,318	24,637	25,937	19.1
Passenger Service Miles	76,745	171,441	192,789	307,716	324,169	23.1
Passenger Trips	26,198	46,902	53,094	77,999	82,875	19.7
Employees (FTEs)	15.0	17.0	18.0	24.0	25.0	10.1
Passenger Trips/Service Hour	2.88	3.54	3.47	3.17	3.20	2.0
Passenger Trips/Service Mile	0.34	0.27	0.28	0.25	0.26	-6.1
Service Hours/Employee	607.5	778.9	851.0	1,026.5	1,037.5	10.0
<b>Vanpool/Ridematching</b>						
Passenger Vehicle Service Miles	--	--	155,544	283,395	362,070	--
Unlinked Passenger Trips	--	--	40,424	71,856	93,930	--
Vanpool Fleet Size	9	9	16	21	35	--
Vans in Operation	7	7	9	17	16	--
Customer Matches	--	--	--	--	--	--
Employees (FTE)	0	0	0	1	1	--
Passenger Trips/Service Mile	--	--	0.26	0.26	0.26	--
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$4,939,422	\$5,844,788	\$6,472,180	\$7,276,340	\$8,090,372	9.7
Operating Cost/Vehicle Service Hour	\$55.95	\$57.01	\$50.99	\$48.98	\$55.14	-0.3
Operating Cost/Passenger Trip	\$2.54	\$2.68	\$2.56	\$2.57	\$3.05	3.8
Farebox Revenues	\$338,727	\$401,435	\$464,623	\$647,000	\$790,187	17.1
Farebox Recovery Ratio (%)	6.9%	6.9%	7.2%	8.9%	9.8%	7.4
<b>Demand-Response</b>						
Operating Cost	\$193,545	\$269,243	\$309,019	\$698,460	\$948,001	31.2
Operating Cost/Vehicle Service Hour	\$21.24	\$20.33	\$20.17	\$28.35	\$36.55	12.1
Operating Cost/Passenger Trip	\$7.39	\$5.74	\$5.82	\$8.95	\$11.44	10.3
Farebox Revenues *	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	--
Farebox Recovery Ratio (%)	--	--	--	--	--	--
<b>Vanpool/Ridematching</b>						
Operating Cost **	\$59,089	\$43,196	\$36,362	\$77,003	\$100,094	13.0
Operating Cost/Passenger Trip	--	--	\$0.90	\$1.07	\$1.07	35.1
Farebox Revenue	\$43,411	\$47,587	\$49,938	\$94,292	\$124,025	22.4
Farebox Recovery Ratio (%)	73.5%	110.2%	137.3%	122.5%	123.9%	8.9

## Intercity Transit (Thurston County)

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$3,020,142	\$3,574,136	\$3,900,458	\$4,341,912	\$5,069,275	10.3
MVET	2,558,448	2,894,262	3,292,585	3,421,545	3,997,787	8.9
Fares	382,138	449,022	514,561	741,292	914,212	17.7
Federal Operating	0	0	0	0	0	--
Other	495,882	877,757	732,306	1,157,301	1,235,464	16.4
Total	\$6,456,610	\$7,795,177	\$8,439,910	\$9,662,050	\$11,216,738	10.9
<b>Expenses</b>						
Operating	\$5,192,056	\$6,157,227	\$6,817,561	\$8,051,803	\$9,138,467	11.2
Depreciation	1,079,725	1,153,551	1,340,877	1,406,188	1,440,179	5.6
Other	2,054	18,195	94,757	54,716	27,658	10.6
Total	\$6,273,835	\$7,328,973	\$8,253,195	\$9,512,707	\$10,606,304	10.3
<b>Capital</b>						
Acquisition	\$335,108	\$575,511	\$2,033,884	\$845,190	\$1,180,559	
LESS:						
Federal Capital	36,402	0	954,211	141,408	285,355	
Other Contributions	0	0	0	0	21,862	
Net Local Investment	\$298,706	\$575,511	\$1,079,673	\$703,782	\$873,342	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$1,894,868	\$1,927,443	\$2,674,313	\$2,499,605	\$2,395,644	
Capital Replacement/Purchase Funds	1,886,493	2,343,678	2,847,955	3,319,054	2,769,317	
Self Insurance Fund	0	0	0	0	0	
Other	2,597,055	3,087,711	2,288,609	2,702,172	4,047,730	
Total	\$6,378,416	\$7,358,832	\$7,810,877	\$8,520,831	\$9,212,691	

\* Fares collected for demand response are included in fixed-route due to vehicle utilization practices

\*\*Vanpool/Ridematching Operating Cost does not include capital costs or depreciation

# ***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 northernmost precincts on Whidbey Island, originally not included in the PTBA, voted in September 1992 to annex into the PTBA. Paratransit service to North Whidbey began on December 1, 1992, and fixed-route began on March 22, 1993.

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

## **Services**

Island Transit offers fixed-route service, demand-response, vanpool, and ridematching

## **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.

### **1992 Achievements**

- Annexation of North Whidbey into the PTBA.
- Implementation of all Complementary Paratransit Services.
- Purchased three additional vehicles for commuter service.
- Purchased five vehicles for paratransit service.
- Increased ridership on fixed-route.
- Facility improvements.
- Improved passenger comfort at bus stops

### **1993 Objectives**

- Purchase one vehicle for commuter service.
- Purchase two vehicles for paratransit service.
- Expand opportunities for commuter service.
- Coordinate with Washington State Ferries to improve Keystone/Port Townsend bus and ferry connections.
- Improve passenger comfort at bus stops.
- Identify park-and-ride lots for North Whidbey.
- Coordinate with Washington State Parks to address safety concerns at Deception Pass State Park.
- Identify site location for Main Transit Transfer Station.
- Facility improvements.
- Bring accounting services in-house.
- Installation of bike racks at park-and-ride lots.

### **Community Participation**

A board-appointed 12-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 — 12 total, age ranging from 1962 to 1993; nine with wheelchair lifts; no bike racks on vehicles at this time.

Demand-response — 7 total, age ranging from 1985 to 1992; all are wheelchair accessible.

Vanpool — 9 total, age ranging from 1987 to 1992.

### **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.

Covered Bus Stops — 10

Park-and-Ride Lots — 6 lots with 395 vehicle spaces; 5 have bus shelters.

### **Intermodal Coordination**

Coordinate with the Washington State Ferries System for transit/ferry connections for the Mukilteo/Clinnton boats, and the Keystone/Port Townsend boats.

## Island Transit (Island County)

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	33,150	34,330	36,750	39,640	41,304	4.4
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	16,414	16,414	17,858	17,858	17,858	1.7
Passenger Service Miles	467,048	460,570	484,000	484,726	484,837	0.7
Passenger Trips	247,422	311,245	353,094	418,270	503,127	13.9
Employees (FTEs)	18.0	26.0	24.0	24.0	24.0	5.2
Passenger Trips/Service Hour	15.07	18.96	19.77	23.42	28.17	12.4
Passenger Trips/Service Mile	0.53	0.68	0.73	0.86	1.04	13.2
Service Hours/Employee	911.9	631.3	744.1	744.1	744.1	-4.4
<b>Demand-Response</b>						
Passenger Service Hours	5,200	5,200	5,200	5,720	5,039	-0.6
Passenger Service Miles	53,644	57,333	60,547	48,881	60,155	2.3
Passenger Trips	18,571	20,472	17,327	14,744	14,091	-5.3
Employees (FTEs)	4.0	4.0	3.5	3.5	4.2	1.0
Passenger Trips/Service Hour	3.57	3.94	3.33	2.58	2.80	-4.8
Passenger Trips/Service Mile	0.35	0.36	0.29	0.30	0.23	-7.3
Service Hours/Employee	1,300.0	1,300.0	1,485.7	1,634.3	1,199.8	-1.4
<b>Vanpool/Ridematching</b>						
Passenger Vehicle Service Miles	20,000	60,000	79,200	133,600	170,000	32.4
Unlinked Passenger Trips	8,224	17,390	25,270	43,270	46,070	27.0
Vanpool Fleet Size	2	3	5	7	9	26.9
Vans in Operation	3	3	5	7	7	16.0
Customer Matches	0	0	25	70	70	--
Employees (FTE)	0.5	0.5	0.5	0.5	0.5	--
Passenger Trips/Service Mile	0.41	0.29	0.32	0.32	0.27	-8.7
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$816,808	\$879,684	\$923,462	\$1,160,255	\$1,290,814	9.3
Operating Cost/Vehicle Service Hour	\$49.76	\$53.59	\$51.71	\$64.97	\$72.28	7.7
Operating Cost/Passenger Trip	\$3.30	\$2.83	\$2.62	\$2.77	\$2.57	-5.2
Farebox Revenues	\$0	\$0	\$0	\$0	\$0	--
Farebox Recovery Ratio (%)	--	--	--	--	--	--
<b>Demand-Response</b>						
Operating Cost	\$82,924	\$93,382	\$110,000	\$110,000	\$104,744	4.4
Operating Cost/Vehicle Service Hour	\$15.95	\$17.96	\$21.15	\$19.23	\$20.79	5.1
Operating Cost/Passenger Trip	\$4.47	\$4.56	\$6.35	\$7.46	\$7.43	9.8
Farebox Revenues	\$4,500	\$5,037	\$6,204	\$5,829	\$1,214	-14.4
Farebox Recovery Ratio (%)	5.4%	5.4%	5.6%	5.3%	1.2%	-18.6
<b>Vanpool/Ridematching</b>						
Operating Cost	--	--	\$34,803	\$52,569	\$58,003	39.9
Operating Cost/Passenger Trip	--	--	\$1.38	\$1.21	\$1.26	32.7
Farebox Revenue	\$10,383	\$15,956	\$24,811	\$46,424	\$52,378	28.0
Farebox Recovery Ratio (%)	--	--	71.3%	88.3%	90.3%	36.1

## Island Transit (Island County)

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$595,800	\$628,000	\$786,068	\$823,837	\$888,545	7.9
MVET	595,800	632,000	693,795	891,774	705,009	3.1
Fares	14,883	20,993	31,015	52,253	53,592	22.4
Federal Operating	0	0	0	0	0	--
Other	17,771	17,771	98,023	93,632	310,576	54.4
Total	\$1,224,254	\$1,298,764	\$1,608,901	\$1,861,496	\$1,957,722	9.2
<b>Expenses</b>						
Operating	\$899,732	\$973,066	\$1,033,462	\$1,270,255	\$1,395,558	8.9
Depreciation	0	0	0	241,500	180,000	--
Other	118,330	109,000	109,303	109,000	0	--
Total	\$1,018,062	\$1,082,066	\$1,142,765	\$1,620,755	\$1,575,558	8.7
<b>Capital</b>						
Acquisition	\$221,405	\$221,405	\$48,000	\$48,242	\$421,042	
LESS:						
Federal Capital	0	0	0	0	0	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$221,405	\$221,405	\$48,000	\$48,242	\$421,042	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$290,571	\$715,100	\$1,217,158	\$1,759,572	\$1,265,895	
Capital Replacement/Purchase Funds	138,800	218,800	258,000	539,500	640,300	
Self Insurance Fund	0	0	0	0	0	
Other	0	0	0	0	0	
Total	\$429,371	\$933,900	\$1,475,158	\$2,299,072	\$1,906,195	

# Jefferson Transit Authority

## **Jeff Hamm General Manager**

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

## **Background**

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

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

## **Services**

Jefferson Transit provides a variety of services which includes 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 non-profit operator.

## **Service Standards**

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

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.

### **1992 Achievements**

- Completed update of Comprehensive Plan.
- Submitted ADA Paratransit Plan and implemented certification of ADA paratransit eligibility.
- Initiated community van program in south Jefferson County.
- Completed evaluation of paratransit service.
- Completed wheelchair retrofits of two buses.
- Awarded bid for acquisition of 30-foot bus.
- Completed select cost reduction measures.

### **1993 Objectives**

- Review on-street stop signage and recommend improvements.
- Update ADA Paratransit Plan.
- Complete Revenue Forecast Model Development.
- Update *Driver's Manual* and *Procedures Handbook*.
- Develop *Accounting Procedures Handbook*.
- Evaluate and alter paratransit fares.
- Prepare for in-house provision of paratransit service.
- Acquire two vanpool replacement vehicles.
- Seek funding and acquire three paratransit vehicles.
- Award bid for intercity bus.
- Develop and promote regional recreation connection.

### **Community Participation**

Jefferson Transit has an active Citizens' Advisory Committee (CAC) that meets regularly to discuss policy and make recommendations. The CAC also meets with the Board of Directors each year to develop objectives for the system for the coming year.

Board of Directors and CAC meetings are publicized and community participation is encouraged. Presentations on new project or policy proposals are regularly made to community groups. Questionnaires and notices posted on buses and at transit shelters are also used to solicit information on service performance and/or proposed actions.

### **Passenger Service Vehicles**

Fixed-route — 14 total, age ranging from 1976 to 1991; 12 with bike racks.

Vanpool — 7 total, age ranging from 1983 to 1991.

### **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.

Transfer Centers — 1

Covered Bus Shelters — 12

Park-and-Ride Lots — 2 with 55 vehicle spaces

### **Intermodal Coordination**

Jefferson Transit provides local connecting service to the Port Townsend/Keystone Ferry Terminal seven days a week. Connections with county transit service are available six days a week.

Regular fixed-route service is coordinated to provide service to Port Townsend High School, intermediate, and elementary; Chimacum High School and elementary; and Quilcene High School. Jefferson Transit also contracts with the Brinnon School District to transport secondary students to nearby Quilcene High School.

Jefferson Transit is 100 percent bicycle accessible on a year-round basis.



## Jefferson Transit Authority

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	18,600	19,200	20,000	21,600	22,500	3.8
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	11,145	12,137	13,119	14,088	13,472	3.6
Passenger Service Miles	309,395	329,962	349,743	375,019	370,553	3.5
Passenger Trips	142,503	149,365	174,932	177,696	177,062	4.2
Employees (FTEs)	16.0	15.0	18.0	19.5	20.1	4.6
Passenger Trips/Service Hour	12.79	12.31	13.33	12.61	13.14	0.6
Passenger Trips/Service Mile	0.46	0.45	0.50	0.47	0.48	0.7
Service Hours/Employee	696.6	809.1	728.8	722.5	670.2	-0.7
<b>Demand-Response</b>						
Passenger Service Hours	3,375	3,206	4,061	5,068	4,988	7.8
Passenger Service Miles	31,068	30,892	47,901	67,807	72,823	16.7
Passenger Trips	10,003	10,119	11,246	13,362	12,429	4.2
Employees (FTEs)	2.0	2.0	5.0	5.0	5.0	15.8
Passenger Trips/Service Hour	2.96	3.16	2.77	2.64	2.49	-3.4
Passenger Trips/Service Mile	0.32	0.33	0.23	0.20	0.17	-12.1
Service Hours/Employee	1,687.5	1,603.0	812.2	1,013.6	997.6	-11.3
<b>Vanpool/Ridematching</b>						
Passenger Vehicle Service Miles	74,229	65,441	81,804	88,691	92,108	4.4
Unlinked Passenger Trips	22,781	20,166	21,269	23,553	26,092	2.9
Vanpool Fleet Size	6	6	6	7	7	3.1
Vans in Operation	5	4	5	5	6	4.0
Customer Matches	42	47	57	62	68	9.4
Employees (FTE)	0.7	0.7	0.7	0.9	0.9	5.1
Passenger Trips/Service Mile	0.31	0.31	0.26	0.27	0.28	-1.7
<b>Financial Indicators</b>						
<b>Fixed Route</b>						
Operating Cost	\$581,426	\$605,079	\$762,649	\$828,287	\$892,474	8.5
Operating Cost/Vehicle Service Hour	\$52.17	\$49.85	\$58.13	\$58.79	\$66.25	4.9
Operating Cost/Passenger Trip	\$4.08	\$4.05	\$4.36	\$4.66	\$5.04	4.3
Farebox Revenues	\$52,960	\$60,437	\$60,322	\$57,848	\$69,336	5.4
Farebox Recovery Ratio (%)	9.1%	10.0%	7.9%	7.0%	7.8%	-3.2
<b>Demand-Response</b>						
Operating Cost	\$68,432	\$78,151	\$82,937	\$125,583	\$156,412	17.2
Operating Cost/Vehicle Service Hour	\$20.28	\$24.38	\$20.42	\$24.78	\$31.36	9.1
Operating Cost/Passenger Trip	\$6.84	\$7.72	\$7.37	\$9.40	\$12.58	13.1
Farebox Revenues	\$0	\$0	\$0	\$0	\$0	--
Farebox Recovery Ratio (%)	0.0%	0.0%	0.0%	0.0%	0.0%	--
<b>Vanpool/Ridematching</b>						
Operating Cost	\$32,521	\$33,478	\$40,569	\$49,641	\$48,115	7.6
Operating Cost/Passenger Trip	\$1.43	\$1.66	\$1.91	\$2.11	\$1.84	4.7
Farebox Revenue	\$20,486	\$19,634	\$21,024	\$22,774	\$31,900	9.9
Farebox Recovery Ratio (%)	63.0%	58.6%	51.8%	45.9%	66.3%	1.2

## Jefferson Transit Authority

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$353,535	\$411,099	\$542,192	\$621,344	\$581,076	9.1
MVET	343,439	393,535	473,209	558,857	636,948	12.2
Fares	73,446	80,071	81,346	80,622	101,236	6.7
Federal Operating	755	2,767	0	28,221	8,408	19.1
Other	58,932	106,829	88,110	110,724	106,006	10.0
Total	\$830,107	\$994,301	\$1,184,857	\$1,399,768	\$1,433,674	10.3
<b>Expenses</b>						
Operating	\$682,379	\$716,708	\$886,155	\$1,003,511	\$1,097,001	9.5
Depreciation	67,163	72,273	89,981	111,496	138,071	14.8
Other	6,364	35,252	25,686	97,409	171,406	49.1
Total	\$755,906	\$824,233	\$1,001,822	\$1,212,416	\$1,406,478	12.5
<b>Capital</b>						
Acquisition	\$280,998	\$63,733	\$242,120	\$281,673	\$136,289	
LESS:						
Federal Capital	191,454	23,674	114,825	7,456	43,230	
Other Contributions	0	0	0	0		
Net Local Investment	\$89,544	\$40,059	\$127,295	\$274,217	\$93,059	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$35,180	\$255,490	\$240,262	\$247,733	\$239,720	
Capital Replacement/Purchase Funds	386,733	434,504	524,485	617,985	807,749	
Self Insurance Fund	77,278	97,122	118,403	28,468	31,908	
Other	56,524	61,382	75,189	91,059	92,929	
Total	\$555,715	\$848,498	\$958,339	\$985,245	\$1,172,306	

# Kitsap Transit

**Dick Hayes**  
**Executive Director**

234 South Wycoff  
Bremerton, Washington 98312  
(206) 479-6962

## **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.

## **Services**

Kitsap Transit offers a variety of services including full-day fixed-route, rush-hour express, commuter service, paratransit, worker/driver, vanpool, and ridematching.

Demand-response services are provided in part under contract with a private operator with Kitsap Transit staff carrying out dispatch, eligibility screening and maintenance, and the contractor responsible for driver operations.

## **Service Standards**

Trunk route service 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 passenger feeder service operating at 8 passengers per hour. Demand-responsive paratransit service in urban areas must perform at 6 passengers per hour, while demand-responsive paratransit service in semi-urban and rural areas must perform at 3 to 4 passengers per hour. Rideshare and all rush hour service must operate at 75 percent of capacity. Service can be initiated for an estimated 50 percent of capacity, but should reach 75 percent within six months.

### **1992 Achievements**

- Increased ridership 3.2 percent over 1991.
- Decreased service interruptions — 100 percent delivered on time.
- Implemented state-of-the-art paratransit dispatch software and received a national award for “best implementation of software” as a result.
- National Safety Award from APTA.
- Kitsap Transit TDM efforts responsible for full passage of county TDM plan within two weeks of deadlines in state legislation.
- Installed and tested a transit signal preemption system.

### **1993 Objectives**

- Ballot measure for additional sales tax (May 1993).
- Integrate transit-routed and paratransit services where effective.
- Plan and manage Transportation Demand Management (TDM) activities for Kitsap County as mandated by HB 1671.

### **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** — 53 total, age ranging from 1971 to 1991

- Bicycle Rack Equipped — 7\*
- Wheelchair Lift-Equipped — 28

**Demand-response** — 35 total, age ranging from 1976 to 1991

- Bicycle Rack Equipped — 0
- Wheelchair Lift-Equipped — 34

**Vanpool** — 42 total, age ranging from 1980 to 1992

- Wheelchair Lift-Equipped — 1

**Worker/Driver\*\*** — 55 total, age ranging from 1971 to 1974

- Bicycle Rack Equipped — 2
- Wheelchair Lift-Equipped — 0

\*An ISTEA grant has been received to equip the remainder of this fleet.

\*\*Vanpool and W/D vehicles will be bicycle rack equipped as riders request, again, with the ISTEA funds.

### **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 to update this replacement plan. Please note that the system uses a larger number (55) of used (1971-1974) suburban coaches in good condition for its Worker/Driver program, a service which requires only one round-trip per day and is an ideal use for this used, but good quality equipment.

### **Facilities**

The 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.

Fourteen park-and-ride lots have capacity for 1,164 vehicles, 203 bike racks, and 5 bus shelters.

Kitsap Transit has received an additional ISTEA (enhancement) grant for bike racks and lockers at transfer centers and park-and-ride lots and expects to be able to place several hundred spaces worth of racks and lockers into service throughout Kitsap County by early summer of 1993.

### **Intermodal Coordination**

Kitsap Transit coordinates extensively with Washington State Ferries and with Horluck Transportation Company, a small, private passenger-ferry program operating between Bremerton and two points in the Port Orchard area.

Kitsap Transit provides service, particularly at rush hour, to all WSF terminals in Kitsap County. One of the major focuses of Kitsap Transit's 6-year plan, which would require a proposed additional sales tax, is an increase in service to ferry terminals with a goal of meeting every ferry during normal working hours.

Kitsap Transit provides four special routes, developed with the Bremerton School District, open to school children and the general public.

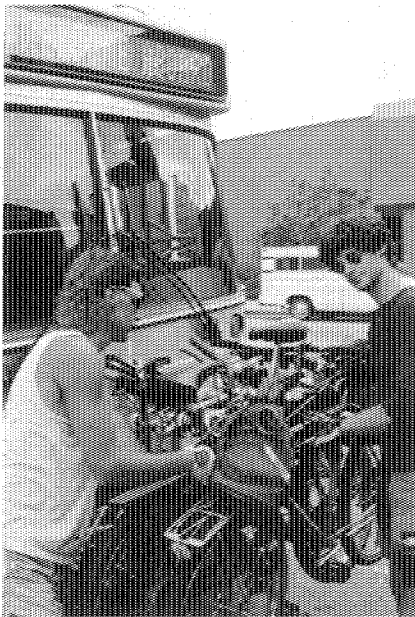
## Kitsap Transit

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	131,210	134,300	150,560	158,760	166,110	4.7
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	73,907	77,348	76,501	93,148	102,293	6.7
Passenger Service Miles	1,263,313	1,298,752	1,117,782	1,477,938	1,735,223	6.8
Passenger Trips	2,084,922	2,068,789	2,376,390	2,871,381	2,865,755	6.4
Employees (FTEs)	76.0	86.0	96.0	131.0	142.0	12.4
Passenger Trips/Service Hour	28.21	26.75	31.06	30.83	28.02	-0.1
Passenger Trips/Service Mile	1.65	1.59	2.13	1.94	1.65	0.0
Service Hours/Employee	972.5	899.4	796.9	711.1	720.4	-6.1
<b>Demand-Response</b>						
Passenger Service Hours	69,522	47,970	46,310	53,052	66,684	-1.0
Passenger Service Miles	1,106,660	846,027	778,542	906,806	916,868	-4.2
Passenger Trips	348,486	329,190	323,103	323,835	316,094	-2.0
Employees (FTEs)	35.0	49.0	65.0	57.0	57.2	8.4
Passenger Trips/Service Hour	5.01	6.86	6.98	6.10	4.74	-0.9
Passenger Trips/Service Mile	0.31	0.39	0.42	0.36	0.34	1.6
Service Hours/Employee	1,986.3	979.0	712.5	930.7	1,165.8	-14.2
<b>Vanpool/Ridematching</b>						
Passenger Vehicle Service Miles	--	--	--	336,849	427,726	--
Unlinked Passenger Trips	--	--	--	92,424	117,716	--
Vanpool Fleet Size	--	--	--	42	45	--
Vans in Operation	--	--	--	37	39	--
Customer Matches	--	--	--	204	193	--
Employees (FTE)	--	--	--	1.0	1.0	--
Passenger Trips/Service Mile	--	--	--	0.27	0.28	--
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$3,771,289	\$3,643,996	\$3,994,038	\$4,917,075	\$5,823,443	9.3
Operating Cost/Vehicle Service Hour	\$51.03	\$47.11	\$52.21	\$52.79	\$56.93	2.3
Operating Cost/Passenger Trip	\$1.81	\$1.76	\$1.68	\$1.71	\$2.03	2.5
Farebox Revenues	\$761,045	\$722,947	\$768,913	\$839,822	\$1,213,336	10.5
Farebox Recovery Ratio (%)	20.2%	19.8%	19.3%	17.1%	20.8%	0.7
<b>Demand-Response</b>						
Operating Cost	\$1,920,454	\$2,444,775	\$2,784,013	\$3,342,520	\$3,657,656	12.3
Operating Cost/Vehicle Service Hour	\$27.62	\$50.96	\$60.12	\$63.00	\$54.85	10.6
Operating Cost/Passenger Trip	\$5.51	\$7.43	\$8.62	\$10.32	\$11.57	13.9
Farebox Revenues	\$36,011	\$17,978	\$12,051	\$8,665	\$11,453	-28.5
Farebox Recovery Ratio (%)	1.9%	0.7%	0.4%	0.3%	0.3%	-43.2
<b>Vanpool/Ridematching</b>						
Operating Cost	--	--	--	\$186,634	\$266,014	--
Operating Cost/Passenger Trip	--	--	--	\$2.02	\$2.26	--
Farebox Revenue	--	--	--	\$53,630	\$82,782	--
Farebox Recovery Ratio (%)	--	--	--	28.7%	31.1%	--

# Kitsap Transit

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$2,788,919	\$3,189,769	\$4,093,210	\$4,274,293	\$4,670,606	9.9
MVET	3,043,408	3,151,022	3,832,042	4,080,366	4,699,063	8.8
Fares	797,056	740,925	780,964	902,117	1,307,571	11.3
Federal Operating	0	0	0	0	0	-0.2
Other	394,924	273,676	722,519	268,576	391,675	9.1
Total	\$7,024,307	\$7,355,392	\$9,428,735	\$9,525,352	\$11,068,915	
<b>Expenses</b>						
Operating	\$5,691,743	\$6,088,771	\$6,778,051	\$8,446,229	\$9,747,113	11.0
Depreciation	418,793	512,191	894,165	842,655	1,153,237	19.2
Other	0	0	0	111,927	65,157	36.8
Total	\$6,110,536	\$6,600,962	\$7,672,216	\$9,400,811	\$10,965,507	11.9
<b>Capital</b>						
Acquisition	\$1,215,317	\$1,352,693	\$3,076,760	\$3,359,947	\$538,746	
LESS:						
Federal Capital	1,215,317	549,692	1,874,173	1,940,632	65,441	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$0	\$803,001	\$1,202,587	\$1,419,315	\$473,305	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$34,056	\$109,231	\$104,588	\$498,012	\$588,611	
Capital Replacement/Purchase Funds	0	0	0	0	0	
Self Insurance Fund	102,571	12,920	24,912	55,126	129,000	
Other	0	0	0	0	0	
Total	\$136,627	\$122,151	\$129,500	\$553,138	\$717,611	

# Link (Chelan — Douglas Counties)



## **Ken Hamm** **General Manager**

2700 Euclid Avenue  
PO Box 3244  
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 began 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.

## **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, Lake Wenatchee, Leavenworth, Malaga, Manson, Monitor, Peshastin, Plain, Rock Island, Waterville, and Wenatchee. Both the paratransit and point deviation services are provided under contract by a private nonprofit operator. A ridesharing and commuter vanpool program was introduced in 1992.

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. Service recommendations and improvements are analyzed for productivity and incorporate land use and level of service standards.

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

The commuter vanpool services are reviewed monthly for boardings and miles.

### **1992 Achievements**

- American with Disabilities Act plan submitted and approved. Consumer advisory committee established.
- One millionth rider celebration, 11 months after service began and four years sooner than projected.
- Levels of fixed-routed service increased by 15 percent.
- Implemented innovative pilot program for bicycle racks on buses.
- Established joint public/private project to provide service to the Mission Ridge Ski Area.
- Seven additional buses purchased and 15 coach operators trained and certified.
- Development of a multimodal plan in partnership with public and private entities. Federal and state funding earmarked to construct a transportation complex in Wenatchee that will serve North Central Washington for transit, rail, pedestrian/bicycle, and air.
- Participation in the development of a 3-county Regional Transportation Planning Organization.
- Service center and maintenance facility expanded to accommodate increase in staffing and bus fleet.
- Rideshare and vanpool program established. A fleet of seven vans acquired.
- Awarded state ISTEA Enhancement Funds for bicycle racks and bike storage lockers. National APTA marketing award (first place) for special events.

### **1993 Objectives**

- Plan and begin development of a permanent operating/service center.
- Complete environmental assessment of multimodal transportation complex in Wenatchee and continue negotiations with private sector partners.
- Continue coordination with local jurisdictions on growth management and concurrency planning issues.
- Update comprehensive transit plan and formalize system performance standards.
- Increase community transit plan and formalize system performance standards.
- Coordinate with local jurisdictions for "transit friendly" projects including the development of local park-and-ride lot facilities and installation of 14 bus shelters.

### **Community Participation**

Link's Citizens' Advisory Committee (CAC) 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 — 15 total, 12 one year old, 3 five months old; 6 equipped with bicycle racks; all equipped with wheelchair lifts.

Demand-response — 4 total, all one year old.

Vanpool — 7 total, 5 eight months old, 2 three years old, 2 equipped with wheelchair lifts.

### **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.

Demand-response — 5 years

Vanpool — 15 passenger and 8 passenger vans, 5 years

### **Facilities**

Link operations and administrative offices are housed in temporary facilities 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.

### **Intermodal Coordination**

Currently, passenger rail service schedule is limited and does not operate within transit service hours. Service to the regional hub airport is expected within three years. There is service, however, near three existing municipal town airports.

During 1992 a bike rack demonstration program was implemented on three fixed-routes. With the overwhelming success of a program, an inter-community bike rack service will be implemented on six routes in 1993.



## Link (Chelan — Douglas Counties)

	1991	1992
Service Area Population	75,080	76,800
<b>Operating Statistics</b>		
<b>Fixed-Route</b>		
Passenger Service Hours	1,737	42,201
Passenger Service Miles	27,040	912,532
Passenger Trips	48,683	1,133,148
Employees (FTEs)	36.0	57.3
Passenger Trips/Service Hour	28.03	26.85
Passenger Trips/Service Mile	1.80	1.24
Service Hours/Employee	48.3	736.5
<b>Demand-Response</b>		
Passenger Service Hours	7,108	18,782
Passenger Service Miles	122,990	258,454
Passenger Trips	43,062	64,706
Employees (FTEs)	7.0	11.5
Passenger Trips/Service Hour	6.06	3.45
Passenger Trips/Service Mile	0.35	0.25
Service Hours/Employee	1,015.4	1,633.2
<b>Vanpool/Ridematching</b>		
Passenger Vehicle Service Miles		24,085
Unlinked Passenger Trips		--
Vanpool Fleet Size		7
Vans in Operation		4
Customer Matches		--
Employees (FTE)		0.3
Passenger Trips/Service Mile		
<b>Financial Indicators</b>		
<b>Fixed-Route</b>		
Operating Cost	\$69,480	\$2,251,769
Operating Cost/Vehicle Service Hour	\$40.00	\$53.36
Operating Cost/Passenger Trip	\$1.43	\$1.99
Farebox Revenues	\$0	\$0
Farebox Recovery Ratio (%)	0.0%	0.0%
<b>Demand-Response</b>		
Operating Cost	\$251,717	\$573,508
Operating Cost/Vehicle Service Hour	\$35.41	\$30.53
Operating Cost/Passenger Trip	\$5.85	\$8.86
Farebox Revenues	\$13,750	\$0
Farebox Recovery Ratio (%)	5.5%	0.0%
<b>Vanpool/Ridematching</b>		
Operating Cost		\$8,055
Operating Cost/Passenger Trip		--
Farebox Revenue		7,660
Farebox Recovery Ratio (%)		95.1%

## Link (Chelan — Douglas Counties)

	1991	1992
<b>System-Wide</b>		
<b>Revenues</b>		
Sales Tax	\$3,233,098	\$3,645,515
MVET	2,140,627	2,716,736
Fares	13,750	7,660
Federal Operating	0	0
Other	95,391	70,418
Total	\$5,482,866	\$6,440,329
<b>Expenses</b>		
Operating	\$321,197	\$2,833,332
Depreciation	0	220,355
Other	0	545,528
Total	\$321,197	\$3,599,215
<b>Capital</b>		
Acquisition	\$2,695,324	\$1,385,750
LESS:		
Federal Capital	0	0
Other Contributions	0	0
Net Local Investment	\$2,695,324	\$1,385,750
<b>Fund Balances</b>		
Unrestricted Cash and Investments	\$1,912,204	\$610,111
Capital Replacement/Purchase Funds	0	220,355
Self Insurance Fund	0	0
Other	0	1,423,750
Total	\$1,912,204	\$2,254,216

# 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.

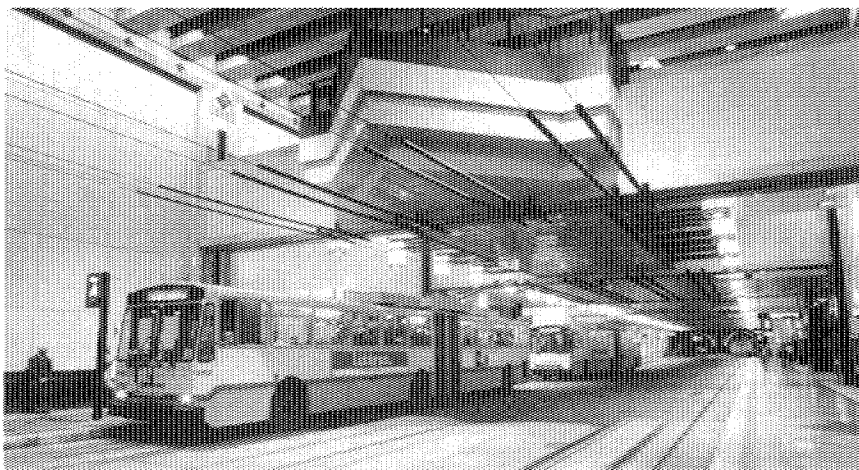
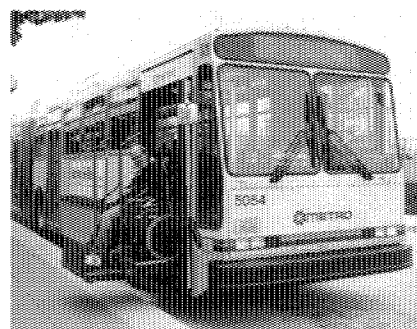
In November 1992, voters approved a plan to merge King County and Metro into a new county government. On January 1, 1994, Metro (water and transit) will become one new department, the Metropolitan Service Department, under the King County government and will remain as such for two years. During that period, Metro and King County will determine a new regional government shape.

## **Services**

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

## **Service Standards**

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



## **1992 Achievements**

- Regional Transit Project (RTP) Draft Plan adopted.
- Northgate Transit Center opened.
- Commute Trip Reduction Implementation underway.
- Performance appraisal system adopted and implemented.
- Continued successful U-Pass Program.
- Radio upgrade on schedule.
- Successful completion of Transit Fare Review.
- Vanpool fleet expanded.
- Received the National Coleman award for our safety record.
- Metro named "Best Transit Agency in Nation" by APTA.
- Busways on I-90 completed.
- Began implementation of the Long Range Information System Plan adopted in 1991.

## **1993 Objectives**

- Be responsive to community and customer needs.
- Ensure financial integrity of the public transportation programs.
- Be recognized by Metro employees and the community as an outstanding place to work for all people.
- Develop a long-range service and capital comprehensive plan that is integrated with the Regional Transit Project.
- Be actively involved in transition planning; develop relationships and communicate with the new legislative and administrative structure.
- Preserve environmental quality through actions supporting clean air, clean water, noise reduction, and regional mobility.

## **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 — 1,210 total; average age 9.2 years; 997 ADA accessible; 30 with bicycle racks

Demand-response — 50 total; average age 5.1 years; all wheelchair accessible; 23 ADA accessible

Vanpool — 709 total, average age 2.5 years; 7 ADA accessible

## **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 seven operations, eight vehicle maintenance, and four facilities maintenance bases located throughout the service area.

Transit Centers — Ten regional and community transit centers are in operation.

Number of Locations with Covered Bus Shelters — 1,200

Park-and-Ride Lots — 42 with 13,500 vehicle spaces

## **Intermodal Coordination**

### **Coordination with rail or ferry service**

Metro coordinates with WSDOT on the provision of combined bus/ferry service to Vashon Island. Fares, schedules, and terminals are coordinated to maximize ridership. Two Metro bus routes stop directly in front of the Colman Dock Ferry Terminal in downtown Seattle, and all downtown bus routes are within a 10-minute walk of the terminal.

### **Provision/frequency of service to airports**

Metro provides frequent service to Seattle-Tacoma International Airport from downtown Seattle and the Eastside. Downtown Seattle service operates at least every 30 minutes seven days a week, and Eastside service operates every 30 minutes during the daytime on weekdays and hourly at other times. Buses load and unload at the baggage pickup level at the airport.

### **School transportation**

Contracted school service — The Seattle School District contracts with Metro for the transportation of approximately 10,000 students per day on limited-stop tripper service.

Fixed-route service — An unknown number of additional student commutes are served by various fixed-route services.

## Metro Transit (Seattle)

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	1,413,900	1,446,000	1,507,319	1,542,300	1,564,500	2.0
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	1,845,229	1,824,110	1,846,597	1,866,434	1,962,262	1.3
Passenger Service Miles	27,126,571	27,536,276	27,838,982	28,894,739	30,453,221	2.3
Passenger Trips	72,089,003	75,863,882	78,952,324	78,435,837	81,586,260	2.5
Employees (FTEs)	2,710.0	2,731.0	2,807.7	2,779.2	2,973.0	1.9
Passenger Trips/Service Hour	39.07	41.59	42.76	42.02	41.58	1.2
Passenger Trips/Service Mile	2.66	2.76	2.84	2.71	2.68	0.2
Service Hours/Employee	680.9	667.9	657.7	671.6	660.0	-0.6
<b>Demand-Response*</b>						
Passenger Service Hours	--	--	--	--	--	--
Passenger Service Miles	1,237,518	1,282,936	1,266,566	1,683,877	1,904,547	9.0
Passenger Trips	204,847	319,778	244,778	299,418	352,467	10.4
Employees (FTEs)	8.8	9.9	11.5	4.2	3.8	-13.1
Passenger Trips/Service Hour	--	--	--	--	--	--
Passenger Trips/Service Mile	0.17	0.25	0.19	0.18	0.19	2.0
Service Hours/Employee	--	--	--	--	--	--
<b>Vanpool/Ridematching</b>						
Passenger Vehicle Service Miles	2,709,298	2,901,683	3,583,936	4,715,555	6,046,050	16.7
Unlinked Passenger Trips	1,121,970	1,250,976	1,120,618	1,354,019	1,753,986	9.6
Vanpool Fleet Size	254	254	330	436	709	22.9
Vans in Operation	196	222	248	316	409	15.3
Customer Matches	8,813	7,643	10,280	11,775	10,804	4.0
Employees (FTE)	25.8	29.4	29.0	35.0	44.4	11.4
Passenger Trips/Service Mile	0.41	0.43	0.31	0.29	0.29	-7.1
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$141,868,903	\$149,267,460	\$163,682,026	\$184,344,271	\$204,045,054	7.4
Operating Cost/Vehicle Service Hour	\$76.88	\$81.83	\$88.64	\$98.77	\$103.98	6.0
Operating Cost/Passenger Trip	\$1.97	\$1.97	\$2.07	\$2.35	\$2.50	4.9
Farebox Revenues	\$31,308,933	\$35,228,136	\$39,237,749	\$46,051,628	\$48,464,103	8.6
Farebox Recovery Ratio (%)	22.1%	23.6%	24.0%	25.0%	23.8%	1.4
<b>Demand-Response</b>						
Operating Cost	\$1,839,332	\$2,088,074	\$2,754,076	\$2,911,154	\$3,278,731	11.2
Operating Cost/Vehicle Service Hour	--	--	--	--	--	--
Operating Cost/Passenger Trip	\$8.98	\$6.53	\$11.25	\$9.72	\$9.30	0.7
Farebox Revenues	\$143,067	\$171,865	\$303,252	\$351,372	\$379,196	17.5
Farebox Recovery Ratio (%)	7.8%	8.2%	11.0%	12.1%	11.6%	7.5
<b>Vanpool/Ridematching**</b>						
Operating Cost	\$897,655	\$1,307,091	\$1,332,000	\$1,497,000	\$868,000	-5.9
Operating Cost/Passenger Trip	\$80	\$83	\$1.19	\$1.01	\$0.88	-12.5
Farebox Revenue	\$1,582,000	\$1,336,000	\$1,495,000	\$1,849,000	\$2,324,000	8.6
Farebox Recovery Ratio (%)	176.2%	128.8%	112.2%	123.5%	124.4%	16.7

## Metro Transit (Seattle)

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$107,235,000	\$120,856,000	\$135,133,000	\$136,522,021	\$140,247,211	5.2
MVET	48,175,000	52,057,000	59,018,000	62,199,000	66,528,480	6.4
Fares	33,034,000	36,736,001	41,036,001	48,252,000	51,167,299	8.6
Federal Operating	5,752,000	5,701,000	5,334,000	5,276,000	5,179,000	-2.1
Other***	16,672,000	516,000	4,111,000	57,893,000	(6,758,000)	-32.3
Total	\$210,868,000	\$215,866,001	\$244,632,001	\$310,142,021	\$256,363,990	3.7
<b>Expenses</b>						
Operating	\$143,708,235	\$151,356,434	\$166,436,102	\$187,255,425	\$207,323,785	7.4
Depreciation	26,052,000	26,241,000	28,860,000	46,308,000	51,907,000	14.4
Other	8,363,765	12,290,566	16,474,143	12,393,161	15,198,629	10.6
Total	\$178,124,000	\$189,888,000	\$211,770,245	\$245,956,586	\$274,429,414	8.8
<b>Capital</b>						
Acquisition	\$154,612,000	\$144,972,000	\$172,447,000	\$107,259,507	\$57,937,865	
LESS:						
Federal Capital	74,829,000	55,662,000	53,104,000	20,402,000	8,587,000	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$79,783,000	\$89,310,000	\$119,343,000	\$86,857,507	\$49,350,865	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$6,813,000	\$3,654,000	\$32,753,000	\$33,160,000	\$17,440,000	
Capital Replacement/Purchase Funds	40,549,000	102,821,000	53,103,000	72,041,000	76,396,000	
Self Insurance Fund	7,240,000	7,826,000	8,432,000	8,972,000	5,505,000	
Other	89,000	306,000	72,000	1,917,000	128,000	
Total	\$54,691,000	\$114,607,000	\$94,360,000	\$116,090,000	\$99,469,000	

\*Metro's demand-response service is provided by private contractors, and is based on trips made, not on an hourly rate.

\*\* Vanpool operating costs include 45 percent of administrative costs and do not include capital costs.

\*\*\* 1991 other revenues reflect one-time fleet financing arrangement.



# Pacific Transit System

## **Dan DiGuilio Director**

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

## **Background**

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

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

## **Services**

Pacific Transit System provides service along five fixed-routes throughout the county. Service is also provided to Astoria, Oregon, 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.

## **1992 Achievements**

- Completed Six-Year Comprehensive Transportation Plan Update.
- Began to implement Americans with Disabilities Act Accessibility Plan.
- Purchased one new lift-equipped 35-passenger standard transit coach.
- Increased total ridership 3 percent over 1991.

## **1993 Objectives**

- Update Six-Year Comprehensive Plan.
- Purchase one new lift-equipped paratransit vehicle.
- Conduct levy seeking to support sales tax for transit from .3 percent to .6 percent.
- Continue to show ridership gain on both fixed-route and demand-response service.

## **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 — 12 total, age ranging from 1982 to 1992; 6 lift-equipped  
Demand-response — 6 total, age ranging from 1976 to 1991; all lift-equipped

## **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 also has 14 passenger shelters and one park-and-ride lot with 12 stalls.

## **Intermodal Coordination**

Pacific Transit System provides school transportation in a number of areas. Fixed-route services are available to all area schools. Two routes are specifically designed to facilitate school commutes. Schedule #10 provides fixed-route services between Raymond, South Bend, and Willapa Valley high schools. Pacific Transit System also contracts with Grays Harbor Transit to provide pupil transportation to the North River School District. Direct service is also offered from the Raymond/South Bend area and Grays Harbor College.



## Pacific Transit System

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	17,600	17,700	18,100	19,200	19,400	2.0
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	10,836	14,168	12,489	13,722	15,834	7.5
Passenger Service Miles	294,670	313,564	311,857	345,113	374,083	4.8
Passenger Trips	109,621	143,700	160,874	183,278	184,193	9.5
Employees (FTEs)	8.0	8.0	8.0	8.0	8.0	0.0
Passenger Trips/Service Hour	10.12	10.14	12.88	13.36	11.63	2.6
Passenger Trips/Service Mile	0.37	0.46	0.52	0.53	0.49	5.1
Service Hours/Employee	1,354.4	1,771.0	1,561.1	1,715.3	1,979.3	8.3
<b>Demand-Response</b>						
Passenger Service Hours	3,276	4,116	6,512	8,168	8,646	17.5
Passenger Service Miles	106,660	58,502	114,595	127,200	144,520	6.9
Passenger Trips	22,670	16,992	20,260	26,096	29,512	5.9
Employees (FTEs)	2.0	2.0	4.0	4.0	4.0	12.5
Passenger Trips/Service Hour	6.92	4.13	3.11	3.19	3.41	-16.9
Passenger Trips/Service Mile	0.21	0.29	0.18	0.21	0.20	-0.8
Service Hours/Employee	1,638.0	2,058.0	1,628.0	2,042.0	2,161.5	5.5
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$298,439	\$384,508	\$536,149	\$585,995	\$599,444	12.5
Operating Cost/Vehicle Service Hour	\$27.54	\$27.14	\$42.93	\$42.70	\$37.86	5.8
Operating Cost/Passenger Trip	\$2.72	\$2.68	\$3.33	\$3.20	\$3.25	3.5
Farebox Revenues	\$37,884	\$41,281	\$45,793	\$39,547	\$55,920	8.2
Farebox Recovery Ratio (%)	12.7%	10.7%	8.5%	6.7%	9.3%	-7.0
<b>Demand-Response</b>						
Operating Cost	\$160,697	\$207,043	\$288,695	\$315,535	\$322,778	12.5
Operating Cost/Vehicle Service Hour	\$49.05	\$50.30	\$44.33	\$38.63	\$37.33	-5.3
Operating Cost/Passenger Trip	\$7.09	\$12.18	\$14.25	\$12.09	\$10.94	6.8
Farebox Revenues	\$7,255	\$5,777	\$5,660	\$21,296	\$5,530	-3.8
Farebox Recovery Ratio (%)	4.5%	2.8%	2.0%	6.7%	1.7%	-15.8

## Pacific Transit System

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$280,338	\$308,891	\$340,453	\$368,659	\$400,506	7.1
MVET	299,203	285,338	329,894	394,452	408,660	6.4
Fares	45,139	47,058	51,453	60,843	73,743	10.3
Federal Operating	89,560	55,000	0	0	0	--
Other	22,067	655,841	150,668	44,023	32,557	1.2
Total	\$736,307	\$1,352,128	\$872,468	\$867,977	\$915,466	3.8
<b>Expenses</b>						
Operating	\$459,136	\$591,551	\$824,844	\$901,530	\$922,222	12.5
Depreciation	22,786	25,460	34,835	17,614	35,272	9.2
Other	56,474	25,972	0	22,231	0	--
Total	\$538,396	\$642,983	\$859,679	\$941,375	\$957,494	10.6
<b>Capital</b>						
Acquisition	\$201,858	\$503,984	\$136,946	\$49,240	\$200,549	
LESS:						
Federal Capital	139,840	342,797	48,462	33,553	156,148	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$62,018	\$161,187	\$88,484	\$15,687	\$44,401	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$416,279	\$126,539	\$218,953	\$241,947	\$238,354	
Capital Replacement/Purchase Funds	214,638	104,440	47,227	0	32,733	
Self Insurance Fund	0	0	0	0	0	
Other	0	0	0	0	0	
Total	\$630,917	\$230,979	\$266,180	\$241,947	\$271,087	

# 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.

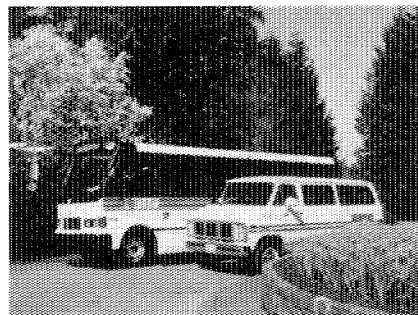
The Pierce Transit Board of Directors is comprised of two Pierce County Council members, three Tacoma City Council members, one Puyallup City Council member and one City Council member chosen to represent the ten other cities in the service area.

## **Services**

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

## **Service Standards**

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



## **1992 Achievements**

- Completed the Pierce Transit System Plan to Year 2020.
- Increased service area boundary to include Orting, Gig Harbor peninsula in its entirety, mid-county area (Graham/Spanaway/Fredrickson), and military bases.
- Installed the nation's largest compressed natural gas quick-fill station to service CNG-fueled vehicles.
- Provided 100 percent wheelchair lift-equipped coaches on local routes.
- Expanded the vanpool program with an addition of 25 vehicles, three of which are lift-equipped.
- Tripled 1991 ridematch requests.
- Provided customer education training at 55 events for a total 2,508 attendees.
- Completed the Lakewood Mall Transit Center, North Purdy Park-and-Ride Lot expansion, and Pt. Defiance Intermodal facility.

## **1993 Objectives**

- Completion of Commerce Connections turnaround facility in Tacoma's CBD.
- Relocate THE BUS SHOP to Commerce Street.
- Completion of final design phase of Tacoma Dome/Amtrak Station.
- Break ground on transit centers/park-and-ride lots serving southeast Tacoma, Bonney Lake, South Hill/Puyallup.
- Increase ridership.
- Anticipate doubling 1992 ridematch requests.
- Provide bicycle storage facilities at all major transit centers.

## **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 was conducted in 1992 and will continue in 1993, to inform the public about the regional transit project and service expansion options.

## **Passenger Service Vehicles**

Fixed-route — 145 total, age ranging from 1984 to 1992; all lift-equipped

Demand-response — 35 total, age ranging from 1984 to 1989; all lift-equipped

Vanpool — 62, age ranging 1986 to 1992; 3 lift-equipped

## **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**

Pierce Transit operates through seven transit centers: Lakewood Mall, Puyallup, Southeast Tacoma, Tacoma Community College, Tacoma Mall, Parkland, and Market Street. In addition, there are 170 covered bus shelters along fixed-routes. Thirteen park-and-ride lots are located: North Purdy, Narrows, North Gig Harbor, South Hill (Puyallup), Roy "Y," Center Street, South Tacoma West, South Tacoma East I and II, Olympic Village (Gig Harbor), North Bonney Lake, South Bonney Lake, SR 512 (Lakewood), and the Tacoma Dome Lots G and I-705.

## **Intermodal Coordination**

Pierce Transit supports intermodal coordination through adopted policies which emphasize access between modes to encourage the use of alternatives to single occupant vehicles. These policies include coordination of service and schedules with operators of other modes including ferries and trains. Aggressive promotion of improved bicycle and pedestrian access to transit facilities improves passenger access from nonmotorized modes.

In recent years, the best examples of these policies at work is found in schedule coordination with the Washington State Ferries at Point Defiance (north Tacoma), construction of a joint use passenger terminal at Point Defiance, installation of bicycle storage facilities at some major transit facilities, and the "Bikes on Buses" program. Pierce Transit is also working closely with local jurisdictions to ensure proper pedestrian access to new developments becomes a condition for issuing zoning variances and building permits.

## Pierce Transit

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	450,800	461,700	472,870	486,320	575,730	5.1
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	395,730	411,311	430,413	444,074	423,724	1.3
Passenger Service Miles	5,446,656	5,547,429	6,069,086	6,603,169	6,035,042	2.0
Passenger Trips	10,790,162	10,283,935	10,383,804	9,619,935	9,930,749	-1.7
Employees (FTEs)*	381.0	400.0	424.0	426.0	438.0	2.8
Passenger Trips/Service Hour	27.27	25.00	24.13	21.66	23.44	-3.2
Passenger Trips/Service Mile	1.98	1.85	1.71	1.46	1.65	-3.9
Service Hours/Employee	1,038.7	1,028.3	1,015.1	1,042.4	967.4	-1.4
<b>Demand-Response</b>						
Passenger Service Hours	58,737	67,502	88,887	116,523	125,131	14.5
Passenger Service Miles	1,024,625	1,324,102	1,658,539	2,363,929	2,377,948	15.5
Passenger Trips	200,874	221,723	310,854	365,328	371,014	11.6
Employees (FTEs)*	33.0	34.0	40.0	42.0	54.0	10.3
Passenger Trips/Service Hour	3.42	3.28	3.50	3.14	2.97	-2.8
Passenger Trips/Service Mile	0.20	0.17	0.19	0.15	0.16	-4.6
Service Hours/Employee	1,779.9	1,985.4	2,222.2	2,774.4	2,317.2	4.8
<b>Vanpool/Ridematching</b>						
Passenger Vehicle Service Miles	51,600	61,468	81,000	250,250	526,012	48.9
Unlinked Passenger Trips	20,898	25,908	31,750	79,250	158,176	43.4
Vanpool Fleet Size	7	7	13	42	62	42.0
Vans in Operation	6	6	11	35	45	37.9
Customer Matches	--	--	--	438	1,000	--
Employees (FTE)	0.2	0.2	0.9	1.7	3.0	46.7
Passenger Trips/Service Mile	0.41	0.42	0.39	0.32	0.30	-5.7
* Does not include purchased transportation FTEs.						
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$19,033,943	\$20,733,579	\$25,323,070	\$28,640,550	\$28,615,271	7.8
Operating Cost/Vehicle Service Hour	\$48.10	\$50.41	\$58.83	\$64.49	\$67.53	6.7
Operating Cost/Passenger Trip	\$1.76	\$2.02	\$2.44	\$2.98	\$2.88	9.3
Farebox Revenues	\$2,900,881	\$3,390,020	\$3,424,573	\$4,341,998	\$4,487,793	8.6
Farebox Recovery Ratio (%)	15.2%	16.4%	13.5%	15.2%	15.7%	0.6
<b>Demand-Response</b>						
Operating Cost	\$2,388,292	\$2,785,884	\$4,554,323	\$5,080,651	\$6,556,352	19.5
Operating Cost/Vehicle Service Hour	\$40.66	\$41.27	\$51.24	\$43.60	\$52.40	5.1
Operating Cost/Passenger Trip	\$11.89	\$12.56	\$14.65	\$13.91	\$17.67	8.2
Farebox Revenues	\$108,980	\$126,302	\$315,132	\$306,944	\$337,647	19.1
Farebox Recovery Ratio (%)	4.6%	4.5%	6.9%	6.0%	5.1%	2.2
<b>Vanpool/Ridematching</b>						
Operating Cost	--	--	--	--	\$205,086	--
Operating Cost/Passenger Trip	--	--	--	--	0.39	--
Farebox Revenue	--	--	--	--	\$197,867	--
Farebox Recovery Ratio (%)	--	--	--	--	96.5%	--

# Pierce Transit

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$12,264,763	\$13,513,963	\$14,250,315	\$15,084,023	\$16,074,309	5.4
MVET	10,273,528	11,385,811	13,370,440	13,952,963	14,236,916	6.3
Fares	3,009,861	3,516,322	3,739,705	4,648,942	5,023,307	10.2
Federal Operating	1,590,845	1,580,958	1,566,293	1,549,320	0	--
Other	1,791,071	2,437,352	2,806,238	2,835,756	1,992,063	1.7
Total	\$28,930,068	\$32,434,406	\$35,732,991	\$38,071,004	\$37,326,595	4.9
<b>Expenses</b>						
Operating	\$21,422,235	\$23,519,463	\$29,877,393	\$33,721,201	\$35,376,709	9.7
Depreciation	2,717,835	2,681,694	2,738,732	3,466,293	3,238,565	3.5
Other	23,733	25,840	69,099	232,672	219,472	34.3
Total	\$24,163,803	\$26,226,997	\$32,685,224	\$37,420,166	\$38,834,746	9.2
<b>Capital</b>						
Acquisition	\$1,696,060	\$2,362,336	\$6,534,582	\$14,642,297	\$24,758,179	
LESS:						
Federal Capital	1,341,360	412,530	2,151,619	5,573,352	7,839,329	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$354,700	\$1,949,806	\$4,382,963	\$9,068,945	\$16,918,850	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$3,807,138	\$4,737,123	\$0	\$1,601,363	\$254,452	
Capital Replacement/Purchase Funds	13,339,340	17,513,842	22,825,126	15,032,679	5,281,748	
Self Insurance Fund	1,847,815	2,308,549	3,084,973	3,812,528	4,641,978	
Other	0	0	0	0	113,653	
Total	\$18,994,293	\$24,559,514	\$25,910,099	\$20,446,570	\$10,291,831	



# **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.

## **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.

## **1992 Achievements**

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

## **1993 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	1992	Average Annual % Change
Service Area Population	3,990	4,010	4,476	4,470	4,485	2.3
<b>Operating Statistics</b>						
<b>Fixed-Route*</b>						
Passenger Service Hours	3,183	3,380	3,400	4,160	6,345	15.4
Passenger Service Miles	33,343	37,722	63,517	43,825	41,993	3.9
Passenger Trips	15,851	17,374	24,197	25,880	26,374	9.6
Employees (FTEs)	3.0	3.0	3.0	4.0	4.0	5.9
Passenger Trips/Service Hour	4.98	5.14	7.12	6.22	4.16	-3.0
Passenger Trips/Service Mile	0.48	0.46	0.38	0.59	0.63	6.0
Service Hours/Employee	1,061.0	1,126.7	1,133.3	1,040.0	1,586.3	8.8
<b>Vanpool/Ridematching</b>						
Passenger Vehicle Service Miles	--	--	--	18,200	18,200	--
Unlinked Passenger Trips	--	--	--	6,188	6,240	--
Vanpool Fleet Size	--	--	--	2	2	--
Vans in Operation	--	--	--	2	2	--
Employees (FTE)	--	--	--	--	--	--
Passenger Trips/Service Mile	--	--	--	0.34	0.34	--
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$53,412	\$44,281	\$62,564	\$68,678	\$86,490	10.5
Operating Cost/Vehicle Service Hour	\$16.78	\$13.10	\$18.40	\$16.51	\$13.63	-4.0
Operating Cost/Passenger Trip	\$3.37	\$2.55	\$2.59	\$2.65	\$3.28	-0.6
Farebox Revenues	\$9,241	\$12,973	\$11,000	\$26,514	\$27,452	20.9
Farebox Recovery Ratio (%)	17.3%	29.3%	17.6%	38.6%	31.7%	10.7
<b>Vanpool/Ridematching</b>						
Operating Cost	--	--	--	\$7,544	\$11,305	--
Operating Cost/Passenger Trip	--	--	--	\$1.22	\$1.81	--
Farebox Revenue	--	--	--	\$9,815	\$11,631	--
Farebox Recovery Ratio (%)	--	--	--	130.1%	102.9%	--

## Prosser Rural Transit (Benton County)

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Local Tax*	\$15,000	\$15,000	\$15,000	\$24,137	\$33,937	18.4
MVET	15,000	15,000	15,000	15,000	42,137	26.6
Fares	9,241	12,973	11,000	26,514	27,452	20.9
Federal Operating	13,249	13,659	16,439	0	0	-30.6
Other	7,025	10,978	20,803	2,464	1,346	-13.3
Total	\$59,515	\$67,610	\$78,242	\$68,115	\$104,872	12.0
<b>Expenses</b>						
Operating	\$53,412	\$44,281	\$62,564	\$68,678	\$86,490	10.5
Depreciation	0	0	0	0	0	--
Other	0	0	0	0	0	--
Total	\$53,412	\$44,281	\$62,564	\$68,678	\$86,490	10.5
<b>Capital</b>						
Acquisition	\$66,877	\$44,280	\$0	\$0	\$0	
LESS:						
Federal Capital	44,720	0	0	0	0	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$22,157	\$44,280	\$0	\$0	\$0	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$6,294	\$37,584	\$37,295	\$15,410	\$33,709	
Capital Replacement/Purchase Funds	11,252	11,371	33,199	55,774	55,982	
Self Insurance Fund	0	0	0	0	0	
Other	0	0	0	0	0	
Total	\$17,546	\$48,955	\$70,494	\$71,184	\$89,691	

\*Demand-Response data are included in Fixed-Route.



# ***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.

## ***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.

## ***1992 Achievements***

- Entered into second year of prepaid fare agreement with WSU. All students, faculty, and staff are eligible to ride all routes free upon presentation of valid WSU identification.
- Fixed-route ridership for the year totaled 1,066,871, first-time ridership exceeded 1,000,000.
- Ridership per service hour of fixed-route increased approximately 9 percent to 83.6 trips per hour.
- Demand-response per service hour ridership increased 14 percent to 2.44 trips per service hour.
- Farebox recovery ratio remained over 30 percent (31.3 percent).
- ADA plan implemented without serious problems.
- Installed the FAREBOX ridership data collection system on all fixed-route buses in Fall of 1992.

## ***1993 Objectives***

- Solidify long-term arrangement with WSU on prepaid fare program.
- Strengthen long-range financial plan.
- Program needed administration facility expansion.

## ***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 — 12 total, age ranging from 1962 to 1992; 5 lift-equipped  
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.

## ***Intermodal Coordination***

Pullman Transit has an agreement to provide supplemental transit services for the local school district.

## Pullman Transit (Whitman County)

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	22,230	22,270	23,478	23,090	23,190	0.8
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	9,152	10,025	10,684	11,842	12,758	6.6
Passenger Service Miles	129,432	141,607	142,525	150,682	151,345	3.1
Passenger Trips	527,421	654,761	692,145	912,165	1,066,871	14.0
Employees (FTEs)	13.0	13.5	9.7	11.3	14.9	3.0
Passenger Trips/Service Hour	57.63	65.31	64.78	77.03	83.62	7.5
Passenger Trips/Service Mile	4.07	4.62	4.86	6.05	7.05	11.2
Service Hours/Employee	704.0	742.6	1,101.4	1,048.0	856.2	3.4
<b>Demand-Response</b>						
Passenger Service Hours	2,926	2,910	2,904	3,287	3,326	2.6
Passenger Service Miles	19,016	19,520	22,579	25,163	26,042	6.3
Passenger Trips	5,050	4,973	6,039	7,032	8,104	9.8
Employees (FTEs)	3.0	3.0	1.8	3.3	3.3	2.1
Passenger Trips/Service Hour	1.73	1.71	2.08	2.14	2.44	7.0
Passenger Trips/Service Mile	0.27	0.25	0.27	0.28	0.31	3.3
Service Hours/Employee	975.3	970.0	1,613.3	996.1	1,007.9	0.6
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$502,000	\$584,154	\$653,654	\$738,977	\$819,178	9.6
Operating Cost/Vehicle Service Hour	\$54.85	\$58.27	\$61.18	\$62.40	\$64.21	3.1
Operating Cost/Passenger Trip	\$0.95	\$0.89	\$0.94	\$0.81	\$0.77	-4.2
Farebox Revenues	\$141,583	\$176,066	\$187,302	\$229,733	\$256,501	11.6
Farebox Recovery Ratio (%)	28.2%	30.1%	28.7%	31.1%	31.3%	2.1
<b>Demand-Response</b>						
Operating Cost	\$98,712	\$82,425	\$75,138	\$112,041	\$133,816	7.0
Operating Cost/Vehicle Service Hour	\$33.74	\$28.32	\$25.87	\$34.09	\$40.23	4.0
Operating Cost/Passenger Trip	\$19.55	\$16.57	\$12.44	\$15.93	\$16.51	-3.7
Farebox Revenues	\$4,126	\$3,657	\$6,199	\$9,543	\$10,251	18.1
Farebox Recovery Ratio (%)	4.2%	4.4%	8.3%	8.5%	7.7%	10.5

## Pullman Transit (Whitman County)

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Utility Tax*	\$324,945	\$345,528	\$355,842	\$367,861	\$365,880	2.3
MVET	322,228	311,945	346,455	369,176	377,861	3.2
Fares	145,709	179,723	193,501	239,276	266,752	11.8
Federal Operating	0	61,157	95,285	0	37,500	19.3
Other	17,873	0	44,139	45,016	32,464	10.5
Total	\$810,755	\$898,353	\$1,035,222	\$1,021,329	\$1,080,457	5.6
<b>Expenses</b>						
Operating	\$600,712	\$666,579	\$728,792	\$851,018	\$952,994	9.3
Depreciation	52,990	52,990	52,990	69,861	61,313	2.9
Other	75,865	212,666	0	0	0	--
Total	\$729,567	\$932,235	\$781,782	\$920,879	\$1,014,307	6.5
<b>Capital</b>						
Acquisition	\$77,062	\$197,880	\$60,684	\$340,101	\$252,286	
LESS:						
Federal Capital	0	0	0	272,081	184,092	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$77,062	\$197,880	\$60,684	\$68,020	\$68,194	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$224,379	\$31,900	\$411,654	\$487,113	\$423,800	
Capital Replacement/Purchase Funds	0	0	216,000	276,187	337,500	
Self Insurance Fund	0	0	0	0	0	
Other	0	0	0	0	0	
Total	\$224,379	\$31,900	\$627,654	\$763,300	\$761,300	

\* As a city system, Pullman Transit levies a 2% 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.



## **Services**

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

## **Service Standards**

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

## **1992 Achievements**

- Placed 11 passenger shelters in service.
- Began pilot bicycle locker program.
- Purchased ten 40-foot replacement buses.
- Began Long-Range Comprehensive Plan Update with extensive community participation process.
- Began construction of a downtown transit center to be completed in September 1994.
- Expanded use of rideshare fleet by 70 percent.



- Utilized a paratransit computer-aided scheduling and dispatching system to achieve system efficiencies.
- Implemented the Americans with Disabilities Act (ADA) Paratransit Plan.
- Increased boardings utilizing lifts on fixed-route service by 100 percent.
- Implemented accessible fixed-route service on four routes (current total, 18 routes), making over 50 percent of STA's routes accessible.
- Achieved ridership increases on demand-response service of 14.3 percent and vanpool service of 41.2 percent.
- Provided additional fixed-route service on selected routes for customer convenience.

### **1993 Objectives**

- Continue the system ridership growth trends from late 1992 and achieve an increase of least 3 percent in 1993.
- Seek capital funding sources to maximize opportunities under ISTEA.
- Complete a Long-Range Comprehensive Plan update for system direction to balance community growth with transit capacity.
- Provide local coordination and assistance for area programs addressing Commute Trip Reduction (CTR) regulations.
- Continue phased construction of a downtown transit center (The Plaza) for passenger convenience to address local priorities.
- Improve passenger amenities through increased development of shelters, kiosks, and bicycle facilities.
- Construct two park-and-ride lots replacing temporary facilities.

### **Community Participation**

STA maintains four standing committees and two advisory committees to the Board of Directors. On each committee, citizen representatives are selected at large from the Public Transportation Benefit Area (PTBA). Currently STA has 24 citizen members on its committees. All committees are responsible for reviewing and commenting on activities at STA.

Community participation is encouraged through the use of surveys, public hearings, community meetings, and direct mailings. Public hearings are held on all required projects or actions, and in particular, those having a direct impact on passenger facilities and services. STA maintains participation opportunities at public meetings and provides regular passenger information dissemination.

### **Passenger Service Vehicles**

Fixed-route — 144 total, age ranging from 1973 to 1992; 53 lift-equipped

Demand-response — 47 total, age ranging from 1986 to 1991; all lift-equipped

Vanpool — 19 total, age ranging from 1983 to 1992; 1 lift-equipped

### **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 18 buses and 10 paratransit vans.

Three customer information locations, 54 pass sales, and 100 schedule outlets are located throughout the service area.

Spokane Transit Authority has three transit centers with a total of 18 bus bays; 74 shelters; and 12 park-and-ride lots with 2,048 vehicle spaces. Eight locations have passenger shelters, bicycle racks at two, lockers at three.

### **Intermodal Coordination**

- STA provides service to the Amtrak Station during STA service hours.
- No ferry or airport service is provided by STA. Current airport service is provided by the private sector.
- STA does not provide contracted school service. Scheduled service is provided to numerous educational facilities along STA routes.
- An intermodal facility project is underway in Spokane to coordinate rail, intercity bus, taxi, and public transportation. All modes will connect at one centrally located facility.



## Spokane Transit Authority

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	319,800	323,300	331,630	323,030	334,170	0.9
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	303,164	321,581	332,020	339,595	345,550	2.6
Passenger Service Miles	4,218,095	4,593,978	4,711,781	4,818,123	4,890,104	2.9
Passenger Trips	6,288,521	6,426,602	6,962,742	7,272,314	7,040,072	2.2
Employees (FTEs)	259.6	286.2	300.8	311.8	320.6	4.1
Passenger Trips/Service Hour	20.74	19.98	20.97	21.41	20.37	-0.4
Passenger Trips/Service Mile	1.49	1.40	1.48	1.51	1.44	-0.7
Service Hours/Employee	1,167.8	1,123.6	1,103.8	1,089.1	1,077.8	-1.6
<b>Demand-Response</b>						
Passenger Service Hours	47,640	48,268	93,069	104,452	117,235	16.9
Passenger Service Miles	612,361	1,029,497	1,258,987	1,405,891	1,574,482	16.4
Passenger Trips	202,498	243,037	287,319	285,372	326,212	9.2
Employees (FTEs)	38.2	48.2	56.9	58.6	66.2	10.4
Passenger Trips/Service Hour	4.25	5.04	3.09	2.73	2.78	-8.2
Passenger Trips/Service Mile	0.33	0.24	0.23	0.20	0.21	-10.2
Service Hours/Employee	1,247.1	1,001.4	1,635.7	1,782.5	1,770.9	7.0
<b>Vanpool/Ridematching</b>						
Passenger Vehicle Service Miles	74,829	63,475	90,219	116,590	162,320	17.2
Unlinked Passenger Trips	25,149	23,816	30,746	44,004	62,127	19.9
Vanpool Fleet Size	10	10	10	14	19	14.3
Vans in Operation	5	4	7	12	18	28.3
Employees (FTE)	1.0	1.0	1.0	1.0	0.9	-2.0
Passenger Trips/Service Mile	0.34	0.38	0.34	0.38	0.38	2.6
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$14,196,368	\$16,173,533	\$18,192,545	\$18,238,888	\$20,040,879	6.7
Operating Cost/Vehicle Service Hour	\$46.83	\$50.29	\$54.79	\$53.71	\$58.00	4.2
Operating Cost/Passenger Trip	\$2.26	\$2.52	\$2.61	\$2.51	\$2.85	4.6
Farebox Revenues*	\$2,637,105	\$2,690,118	\$2,976,555	\$3,358,250	\$3,655,423	6.6
Farebox Recovery Ratio (%)	18.6%	16.6%	16.4%	18.4%	18.2%	-0.4
<b>Demand-Response</b>						
Operating Cost	\$1,860,396	\$2,514,408	\$3,085,269	\$3,293,680	\$3,927,350	14.1
Operating Cost/Vehicle Service Hour	\$39.05	\$52.09	\$33.15	\$31.53	\$33.50	-2.9
Operating Cost/Passenger Trip	\$9.19	\$10.35	\$10.74	\$11.54	\$12.04	5.3
Farebox Revenues*	\$106,629	\$139,540	\$112,261	\$43,293	\$111,220	0.9
Farebox Recovery Ratio (%)	5.7%	5.5%	3.6%	1.3%	2.8%	-15.2
<b>Vanpool/Ridematching</b>						
Operating Cost	\$65,791	\$61,731	\$74,717	\$79,732	\$102,271	9.5
Operating Cost/Passenger Trip	\$2.62	\$2.59	\$2.43	\$1.81	\$1.65	-8.8
Farebox Revenue	\$33,004	\$26,283	\$35,742	\$43,430	\$69,487	17.5
Farebox Recovery Ratio (%)	50.2%	42.6%	47.8%	54.5%	67.9%	6.7

## Spokane Transit Authority

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$8,248,102	\$9,421,182	\$10,302,487	\$10,958,409	\$12,284,642	7.9
MVET	8,162,468	8,916,595	9,919,746	10,663,956	10,282,451	4.4
Fares	2,776,738	2,855,941	3,124,558	3,444,973	3,836,130	6.6
Federal Operating	1,147,378	1,148,855	1,132,251	1,112,811	1,107,307	-0.7
Other	2,487,071	3,292,287	2,867,023	2,622,234	2,176,004	-2.3
Total	\$22,821,757	\$25,634,860	\$27,346,065	\$28,802,383	\$29,686,534	5.1
<b>Expenses</b>						
Operating	\$16,122,555	\$18,749,672	\$21,352,531	\$21,612,300	\$24,070,500	7.8
Depreciation	1,664,475	2,104,179	2,577,613	3,050,058	3,428,394	13.8
Other	0	0	0	0	0	--
Total	\$17,787,030	\$20,853,851	\$23,930,144	\$24,662,358	\$27,498,894	8.5
<b>Capital</b>						
Acquisition	\$1,996,353	\$4,423,935	\$14,582,087	\$4,907,597	\$3,630,895	
LESS:						
Federal Capital	791,686	1,865,593	4,952,941	2,035,364	2,147,714	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$1,204,667	\$2,558,342	\$9,629,146	\$2,872,233	\$1,483,181	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$352,565	\$8,990,321	\$9,083,761	(\$181,759)	\$4,371,072	
Capital Replacement/Purchase Funds	9,306,576	11,411,123	12,918,305	15,828,868	18,812,257	
Self Insurance Fund**	3,320,381	3,320,381	3,357,000	5,357,000	5,357,000	
Other***	17,839,574	12,238,923	7,953,455	15,942,592	13,018,344	
Total	\$30,819,096	\$35,960,748	\$33,312,521	\$36,946,701	\$41,558,673	

\* A fare increase was enacted in July 1991 for both fixed-route and demand-response service. A significant decrease in demand-response revenue resulted from a one-time change in accounting procedure, deferring token revenue from point of sale to point of redemption.

\*\* The self-insurance fund was increased to fund pending underground storage tank insurance regulations.

\*\*\* Includes cash restrictions for liabilities, local match for federal capital grants, downtown transit project, and alternative fuels land/equipment/facilities.

# ***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.

## **Services**

Twin Transit provides accessible fixed-route service and paratransit 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 the local Centralia route, half-hour headways on intercity routes.

## **1992 Achievements**

- Reduced headways to 30 minutes.
- Inaugurated paratransit service in September 1992.
- Expanded fleet with the addition of two 15-foot accessible mini-buses.

## **1993 Objectives**

- Continue expansion of paratransit services through 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

Paratransit — 2 total, purchased in 1992

## **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	1992	Average Annual % Change
Service Area Population	18,100	18,160	18,100	18,770	19,000	1.0
<b>Operating Statistics</b>						
<b>Fixed-Route*</b>						
Passenger Service Hours	12,379	11,982	12,962	16,372	18,562	8.6
Passenger Service Miles	174,124	174,782	188,668	206,754	245,019	7.2
Passenger Trips	180,757	187,526	191,170	215,551	231,758	5.1
Employees (FTEs)	11.0	11.0	13.0	14.0	15.0	6.3
Passenger Trips/Service Hour	14.60	15.65	14.75	13.17	12.49	-3.0
Passenger Trips/Service Mile	1.04	1.07	1.01	1.04	0.95	-1.8
Service Hours/Employee	1,125.4	1,089.3	997.1	1,169.4	1,237.5	2.0
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$396,166	\$426,580	\$506,534	\$538,104	\$605,760	8.5
Operating Cost/Vehicle Service Hour	\$32.00	\$35.60	\$39.08	\$32.87	\$32.63	0.4
Operating Cost/Passenger Trip	\$2.19	\$2.27	\$2.65	\$2.50	\$2.61	3.5
Farebox Revenues	\$30,860	\$33,308	\$34,844	\$39,030	\$45,691	8.1
Farebox Recovery Ratio (%)	7.8%	7.8%	6.9%	7.3%	7.5%	-0.7
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$321,026	\$341,592	\$384,890	\$362,985	\$392,137	3.9
MVET	348,041	346,026	341,597	485,959	312,985	-1.9
Fares	30,860	33,308	34,844	39,030	45,691	8.1
Federal Operating	0	0	0	0	0	--
Other	44,503	66,745	91,690	109,112	73,261	7.5
Total	\$744,430	\$787,671	\$853,021	\$997,086	\$824,074	1.9
<b>Expenses</b>						
Operating	\$396,166	\$426,580	\$506,534	\$538,104	\$605,760	8.5
Depreciation	37,308	52,321	61,873	71,038	93,853	17.9
Other	0	0	0	0	0	--
Total	\$433,474	\$478,901	\$568,407	\$609,142	\$699,613	9.5
<b>Capital</b>						
Acquisition	\$182,000	\$269,000	\$44,000	\$445,412	\$149,584	
LESS:						
Federal Capital	0	0	0	0	0	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$182,000	\$269,000	\$44,000	\$445,412	\$149,584	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$643,464	\$637,874	\$837,608	\$864,843	\$962,533	
Capital Replacement/Purchase Funds	0	0	0	0	0	
Self Insurance Fund	85,000	150,000	250,000	250,000	250,000	
Other	0	0	0	0	0	
Total	\$728,464	\$787,874	\$1,087,608	\$1,114,843	\$1,212,533	

\*Demand-Response data are included in Fixed-Route.

# Valley Transit (Walla Walla County)

## **Dick Fondahn**

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

## **Background**

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

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

## **Services**

Fixed-route service is provided throughout the Walla Walla and College Place area. Valley Transit provides a door-to-door van service (Dial-A-Ride) for those unable to ride a fixed-route bus through a contract with The Walla Walla Senior Citizen Center.

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.

### **1992 Achievements**

- Total system ridership increased 3.3 percent and ridership on the contracted route to Milton-Freewater (Oregon) increased 17.9 percent.
- One used 40-foot bus was purchased from Ben-Franklin Transit to give us additional capacity during the afternoon peak ridership period.
- Valley Transit contracted with the Benton-Franklin Regional Council to be included as a participant to the Regional Transportation Planning Organization (RTPO).
- Four trolley stops were built along Main Street to tie in with a downtown redevelopment project in the central business district.
- Valley Transit provided transportation to 18 community special events in the Walla Walla Valley.
- Sixty-five schedule information signs were placed at bus stops throughout the community.

### **1993 Objectives**

- Hold system operating costs to inflation.
- Increase ridership in adult and senior categories by 2 percent.
- Order two natural gas-powered trolley buses for fixed-route service.
- Install a compressed natural gas refueling station.

### **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, the Downtown Foundation Circulation and Parking Committee, the Benion, Franklin, and Walla Walla Counties Good Roads and Transportation Association, the Regional Transportation Planning Organization, and the Walla Walla County ISTEIA Steering Committee.

### **Passenger Service Vehicles**

Fixed-route — 17 total, age ranging from 1972 to 1990. Average age: 12.9 years.

Demand-response — 4 total, age ranging from 1984 to 1990. Average age: 6.7 years.

### **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	1992	Average Annual % Change
Service Area Population	41,340	41,770	42,030	43,550	43,600	1.1
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	35,778	33,767	33,194	33,609	34,051	-1.0
Passenger Service Miles	474,641	442,000	440,710	462,274	476,916	0.1
Passenger Trips	684,287	689,179	747,726	878,298	894,450	5.4
Employees (FTEs)	36.0	36.0	36.0	38.0	37.0	0.5
Passenger Trips/Service Hour	19.13	20.41	22.53	26.13	26.27	6.2
Passenger Trips/Service Mile	1.44	1.56	1.70	1.90	1.88	5.1
Service Hours/Employee	993.8	938.0	922.1	884.4	920.3	-1.6
<b>Demand-Response</b>						
Passenger Service Hours	9,180	10,617	9,997	7,935	7,609	-3.5
Passenger Service Miles	60,333	60,531	72,321	69,170	76,917	4.9
Passenger Trips	33,682	31,996	38,698	37,362	40,701	3.8
Employees (FTEs)	5.0	4.5	5.0	4.9	5.0	0.0
Passenger Trips/Service Hour	3.67	3.01	3.87	4.71	5.35	8.2
Passenger Trips/Service Mile	0.56	0.53	0.54	0.54	0.53	-1.1
Service Hours/Employee	1,836.0	2,359.3	1,999.4	1,619.4	1,521.8	-3.4
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$1,339,388	\$1,264,345	\$1,338,925	\$1,394,554	\$1,512,342	2.5
Operating Cost/Vehicle Service Hour	\$37.44	\$37.44	\$40.34	\$41.49	\$44.41	3.5
Operating Cost/Passenger Trip	\$1.96	\$1.83	\$1.79	\$1.59	\$1.69	-3.0
Farebox Revenues	\$50,764	\$58,557	\$109,720	\$134,464	\$152,011	20.0
Farebox Recovery Ratio (%)	3.8%	4.6%	8.2%	9.6%	10.1%	17.2
<b>Demand-Response</b>						
Operating Cost	\$106,540	\$89,472	\$116,660	\$125,700	\$151,032	7.5
Operating Cost/Vehicle Service Hour	\$11.61	\$8.43	\$11.67	\$15.84	\$19.85	12.2
Operating Cost/Passenger Trip	\$3.16	\$2.80	\$3.01	\$3.36	\$3.71	3.4
Farebox Revenues	\$0	\$14,077	\$13,904	\$2,850	\$4,001	11.5
Farebox Recovery Ratio (%)	0.0%	15.7%	11.9%	2.3%	2.6%	-

## Valley Transit (Walla Walla County)

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$714,327	\$786,492	\$906,536	\$903,567	\$949,145	5.5
MVET	764,094	739,327	901,492	891,567	904,578	3.3
Fares	50,764	72,634	123,624	137,314	156,012	19.5
Federal Operating	0	0	0	1,361	3,071	--
Other	168,753	93,930	123,532	138,963	92,108	-12.4
Total	\$1,697,938	\$1,692,383	\$2,055,184	\$2,072,772	\$2,104,914	4.2
<b>Expenses</b>						
Operating	\$1,445,928	\$1,353,817	\$1,455,585	\$1,520,254	\$1,607,667	2.2
Depreciation	158,299	166,228	202,334	191,771	158,216	-0.0
Other	0	0	0	0	0	--
Total	\$1,604,227	\$1,520,045	\$1,657,919	\$1,712,025	\$1,765,883	2.0
<b>Capital</b>						
Acquisition	\$213,015	\$106,594	\$913,366	\$42,215	\$75,331	
LESS:						
Federal Capital	0	0	0	0	0	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$213,015	\$106,594	\$913,366	\$42,215	\$75,331	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$180,000	\$333,605	\$550,573	\$530,449	\$459,794	
Capital Replacement/Purchase Funds	1,015,830	1,108,661	605,644	1,084,154	1,458,744	
Self Insurance Fund	0	0	0	0	0	
Other	0	0	0	6,500	136,500	
Total	\$1,195,830	\$1,442,266	\$1,156,217	\$1,621,103	\$2,055,038	



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

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**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.

## **Services**

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

## **Service Standards**

Service standards for WTA were updated as a part of the WTA's Public Transportation Planning process. Standards were developed for both fixed-route and specialized transportation services for persons with disabilities and seniors. Standards for specialized transportation services are being further refined and developed in 1993.

WTA service standards were developed around the following aspects: service coverage, service duration, service type, service frequency, specialized transportation, service effectiveness, and passenger convenience.

## **1992 Achievements**

- Provision of safe, reliable, and cost-effective public transportation.
- 1993-1998 Comprehensive Public Transportation Plan was developed and adopted by the Board of Directors.
- 1992-1996 Americans with Disabilities Act Paratransit Plan was developed, adopted, and implementation begun.
- Continued development and refinement of administrative, financial, and human resource systems.
- Initiated fleet replacement program (30 accessible fixed-route

coaches).

- Reinstated bus rodeo.
- Increased efforts towards service promotion, public information, and marketing and began efforts to develop a long-term marketing plan.
- Lummi Indian Reservation and the Marietta area voted to annex into the PTBA.

### **1993 Objectives**

- Maintain system quality and increase ridership.
- Implement 1993-1998 Comprehensive Public Transportation Plan including: modifications and development of new service; implement facilities plan for administration/operations, transfer facilities, park-and-ride facilities, enhancements to Bellingham Transit Terminal, and public transportation improvements at Western Washington University; rideshare programs.
- Continue implementation of accessible services and efforts to meet the spirit and requirements of the Americans with Disabilities Act.
- Award bid for fleet replacement and prepare for implementation of mainline accessible fleet.
- Complete and implement interim and long-range service promotion and public information plan.
- Continue efforts to refine and further develop: administrative support, financial, and human resource systems.
- Increase joint planning and interactions with Whatcom County, member cities, and the private sector to include: Growth Management Act; Commute Trip Reduction and increase access by public transportation, etc.
- Refine and improve public involvement processes.

### **Community Participation**

Community participation in system decision making consists of: the Citizens' Advisory Committee, Americans with Disabilities Act Technical Advisory Committee, public forums and hearings, and citizen communication at WTA Board of Directors' meetings. For development of the 1993-1998 Comprehensive Plan the WTA appointed a time-limited Citizens Planning Committee and a Technical Advisory Committee made up of representatives from local and state government. In addition 14 community workshops, two public forums, a public hearing, market research telephone survey, and key leader interviews were held.

### **Passenger Service Vehicles**

Fixed-route — 27 total, age ranging from 1971 to 1980; all have bicycle racks

Demand-response — 20 total, age ranging from 1989 to 1992; all lift-equipped

### **Vehicle Replacement Standards**

The WTA currently does not have vehicle replacement standards. An objective identified in the Public Transportation Plan was to develop a Vehicle Replacement Plan which would include as a preliminary step the development of vehicle replacement standards.

### **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.

### **Intermodal Coordination**

Rail Service — WTA is working closely with the Port of Bellingham and other local interests in the re-establishment of Amtrak service to Bellingham.

Ferry Service — WTA currently provides hourly service to the Bellingham Cruise Terminal which serves the Alaska Ferry. In addition, WTA provides express service between the Bellingham Cruise Terminal, Bellingham Transit Terminal, and the Bellingham Airport during the peak ferry travel season.

Airport — WTA provides hourly service to Bellingham International Airport.

School Transportation — WTA has increased interaction, promotion of services to students and staff, planning, and opportunities for service for middle and high schools, community and technical colleges, and Western Washington University. The WTA Public Transportation Plan calls for service improvements to many of the local schools.

## Whatcom Transportation Authority (Whatcom County)

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	60,640	88,080	91,110	95,480	98,380	8.7
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	56,073	63,734	65,934	65,800	66,036	3.1
Passenger Service Miles	715,254	834,315	1,001,928	1,000,978	1,019,582	6.7
Passenger Trips	1,374,330	1,552,824	2,227,766	2,151,821	2,135,032	8.1
Employees (FTEs)	50.0	55.0	55.0	65.0	65.0	5.2
Passenger Trips/Service Hour	24.51	24.36	33.79	32.70	32.33	5.3
Passenger Trips/Service Mile	1.92	1.86	2.22	2.15	2.09	1.7
Service Hours/Employee	1,121.5	1,158.8	1,198.8	1,012.3	1,015.9	-1.9
<b>Demand-Response</b>						
Passenger Service Hours	17,827	21,562	32,560	36,464	40,793	15.4
Passenger Service Miles	345,949	232,204	358,427	399,678	457,483	6.2
Passenger Trips	169,806	106,524	135,424	105,127	108,814	-9.7
Employees (FTEs)	39.0	41.0	30.0	37.0	39.5	0.3
Passenger Trips/Service Hour	9.53	4.94	4.16	2.88	2.67	-28.4
Passenger Trips/Service Mile	0.49	0.46	0.38	0.26	0.24	-13.8
Service Hours/Employee	457.1	525.9	1,085.3	985.5	1,032.7	14.1
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$2,450,734	\$2,989,670	\$3,608,885	\$3,989,536	\$4,762,428	13.0
Operating Cost/Vehicle Service Hour	\$43.71	\$46.91	\$54.73	\$60.63	\$72.12	10.2
Operating Cost/Passenger Trip	\$1.78	\$1.93	\$1.62	\$1.85	\$2.23	4.8
Farebox Revenues	\$263,026	\$300,793	\$335,030	\$352,037	\$387,935	7.6
Farebox Recovery Ratio (%)	10.7%	10.1%	9.3%	8.8%	8.1%	-5.5
<b>Demand-Response</b>						
Operating Cost	\$327,060	\$472,917	\$687,000	\$794,354	\$955,362	19.4
Operating Cost/Vehicle Service Hour	\$18.35	\$21.93	\$21.10	\$21.78	\$23.42	4.8
Operating Cost/Passenger Trip	\$1.93	\$4.44	\$5.07	\$7.56	\$8.78	24.7
Farebox Revenues	\$0	\$0	\$0	\$0	\$0	--
Farebox Recovery Ratio (%)	0.0%	0.0%	0.0%	0.0%	0.0%	--

# Whatcom Transportation Authority (Whatcom County)

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$2,140,605	\$3,340,945	\$3,835,571	\$4,290,990	\$4,646,825	13.7
MVET	1,509,902	2,182,304	2,782,428	3,105,588	3,323,080	14.1
Fares	263,026	300,793	335,030	352,037	387,935	7.6
Federal Operating	245,000	370,000	600,000	0	0	--
Other	276,109	465,654	768,439	862,423	186,800	-3.5
Total	\$4,434,642	\$6,659,696	\$8,321,468	\$8,611,038	\$8,544,640	11.2
<b>Expenses</b>						
Operating	\$2,777,794	\$3,462,587	\$4,295,885	\$4,783,890	\$5,717,790	14.0
Depreciation	211,464	259,712	318,114	347,924	383,115	11.3
Other	2,157,383	2,142,454	3,211,500	1,932,341	0	--
Total	\$5,146,641	\$5,864,753	\$7,825,499	\$7,064,155	\$6,100,905	3.0
<b>Capital</b>						
Acquisition	\$118,696	\$582,077	\$500,461	\$591,629	\$722,932	
LESS:						
Federal Capital	70,738	287,225	217,015	0	0	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$47,958	\$294,852	\$283,446	\$591,629	\$722,932	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$193,104	\$561,415	\$230,539	\$2,172,657	\$5,497,840	
Capital Replacement/Purchase Funds	1,657,383	3,699,837	6,411,337	10,226,784	9,503,852	
Self Insurance Fund	2,170,000	2,670,000	3,170,000	308,617	206,778	
Other	0	0	0	0	0	
Total	\$4,020,487	\$6,931,252	\$9,811,876	\$12,708,058		
\$15,208,470						



# 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.

## 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 non-profit 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.

## 1992 Achievements

- Free downtown trolley ridership exceeded 243,000 boardings.
- Completed ADA certification of all demand-response consumers.
- Installation of hearing impaired phone device for reservation service.
- Ninety-five percent completion of relocation and land acquisition for transfer center.
- Completed operator training — emphasis on assisting disabled persons.
- Fully participated in discussions for formation of a county-wide PTBA.
- Completed relocation and land acquisition for shop improvements.
- Refurbishment of four 1974 GMC coaches.

## 1993 Objectives

- Complete transit element of Metropolitan Yakima Comprehensive Plan.
- Complete a consultant assisted Six-Year TDF Program.
- Full participation in the formation of county-wide PTBA.
- Completion and full operation of the downtown transfer center.
- Completion of public works shop improvements for transit.
- The construction of three bus turnouts with shelters.
- Installation of bicycle racks on some coaches.

## Community Participation

Significant policy and budgetary issues are addressed in open meetings or during public hearings held by the council. The public may address their concerns directly to the council during any regularly scheduled business meeting. Council business meetings are broadcasted live on community

access television, and later rebroadcasted. Public comment on specific transit issues is solicited during review and adoption of the city's annual budget. An at-large advisory committee participates in the annual update of the ADA Plan. Further opportunities for participation are provided by the Conference of Governments in adopting regional plans and capital improvement programs.

## Passenger Service Vehicles

Fixed-route — 29 total, age ranging from 1974 to 1991; 8 lift-equipped  
Demand Response Contracted Service; 11 taxis, 8 lift-equipped vans, age ranging from 1981 to 1990.

## 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.

## Intermodal Coordination

Yakima Transit provides hourly service to the airport on two fixed-routes. Several fixed-routes also accommodate elementary and secondary school commuters.

## Yakima Transit

	1988	1989	1990	1991	1992	Average Annual % Change
Service Area Population	49,470	50,610	54,843	57,676	58,706	3.4
<b>Operating Statistics</b>						
<b>Fixed-Route</b>						
Passenger Service Hours	51,457	46,747	44,014	49,918	58,362	2.8
Passenger Service Miles	498,217	516,851	511,929	562,897	638,644	5.1
Passenger Trips	1,152,901	1,166,464	1,246,966	1,384,327	1,551,449	6.1
Employees (FTEs)	31.0	32.0	38.3	41.3	41.3	5.6
Passenger Trips/Service Hour	22.41	24.95	28.33	27.73	26.58	3.2
Passenger Trips/Service Mile	2.31	2.26	2.44	2.46	2.43	1.0
Service Hours/Employee	1,659.9	1,460.8	1,149.2	1,210.1	1,414.8	-3.6
<b>Demand-Response</b>						
Passenger Service Hours	58,924	20,324	20,457	20,661	20,896	-26.9
Passenger Service Miles	171,303	157,071	162,434	165,383	178,034	0.8
Passenger Trips	67,604	62,337	61,736	61,506	67,831	0.1
Employees (FTEs)	20.0	17.0	17.0	17.0	16.0	-4.6
Passenger Trips/Service Hour	1.15	3.07	3.02	2.98	3.25	15.6
Passenger Trips/Service Mile	0.39	0.40	0.38	0.37	0.38	-0.7
Service Hours/Employee	2,946.2	1,195.5	1,203.4	1,215.4	1,306.0	-20.9
<b>Financial Indicators</b>						
<b>Fixed-Route</b>						
Operating Cost	\$1,786,461	\$1,920,546	\$2,287,602	\$2,750,024	\$3,217,182	12.9
Operating Cost/Vehicle Service Hour	\$34.72	\$41.08	\$51.97	\$55.09	\$55.12	8.6
Operating Cost/Passenger Trip	\$1.55	\$1.65	\$1.83	\$1.99	\$2.07	5.8
Farebox Revenues	\$246,114	\$239,258	\$257,810	\$261,072	\$299,217	4.1
Farebox Recovery Ratio (%)	13.8%	12.5%	11.3%	9.5%	9.3%	-8.0
<b>Demand-Response</b>						
Operating Cost	\$262,266	\$274,101	\$288,142	\$333,062	\$375,849	7.4
Operating Cost/Vehicle Service Hour	\$4.45	\$13.49	\$14.09	\$16.12	\$17.99	20.5
Operating Cost/Passenger Trip	\$3.88	\$4.40	\$4.67	\$5.42	\$5.54	7.0
Farebox Revenues	\$16,597	\$12,565	\$13,646	\$13,781	\$16,445	-0.2
Farebox Recovery Ratio (%)	6.3%	4.6%	4.7%	4.1%	4.4%	-8.1

# Yakima Transit

	1988	1989	1990	1991	1992	Average Annual % Change
<b>System-Wide</b>						
<b>Revenues</b>						
Sales Tax	\$1,953,738	\$2,153,972	\$2,293,669	\$2,442,035	\$2,768,638	7.0
MVET	0	0	0	0	0	--
Fares	262,711	251,823	271,456	274,853	315,662	3.8
Federal Operating	1,623,302	512,022	1,032,200	1,000,000	890,000	-14.5
Other	107,605	161,710	674,939	1,245,468	269,191	6.6
Total	\$3,947,356	\$3,079,527	\$4,272,264	\$4,962,356	\$4,243,491	1.4
<b>Expenses</b>						
Operating	\$2,048,727	\$2,194,647	\$2,575,744	\$3,083,086	\$3,593,031	11.4
Depreciation	0	0	0	0	0	--
Other	804,213	329,124	1,950,719	850,000	500,000	-6.9
Total	\$2,852,940	\$2,523,771	\$4,526,463	\$3,933,086	\$4,093,031	6.9
<b>Capital</b>						
Acquisition	\$75,566	\$108,328	\$123,728	\$1,505,430	\$1,476,533	
LESS:						
Federal Capital	8,178	20,196	38,776	0	0	
Other Contributions	0	0	0	0	0	
Net Local Investment	\$67,388	\$88,132	\$84,952	\$1,505,430	\$1,476,533	
<b>Fund Balances</b>						
Unrestricted Cash and Investments	\$0	\$0	\$0	\$0	\$0	
Capital Replacement/Purchase Funds	2,929,810	5,300,667	6,817,707	5,548,721	3,969,469	
Self Insurance Fund	0	0	0	0	0	
Other	0	0	0	0	0	
Total	\$2,929,810	\$5,300,667	\$6,817,707	\$5,548,721	\$3,969,469	



# High Occupancy Vehicle/High Capacity Transit 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. 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.

## **HOV Facility Status**

At present there are 74 lane-miles of freeway High Occupancy Vehicle (HOV) lanes open to carpools, vanpools and buses in the Puget Sound region. Constructing these lanes cost approximately \$276 million. WSDOT has another 77 lane-miles currently under construction on regional freeways; representing about \$375 million of work in progress. Most of these HOV lanes will be completed and open to traffic within the next two years. An additional 87 HOV lane-miles are currently under design. Construction funding has

been secured for only 18 of these lane-miles. The WSDOT freeway HOV core lane program calls for construction of another 65 lane-miles to complete the core freeway system. The total amount of unfunded lane construction in the WSDOT program is currently estimated at \$1.3 billion.

In addition to the 300-mile core system, VISION 2020 calls for nearly 180 additional freeway lane-miles to complete the regional freeway HOV lanes system. Costs associated with completing the VISION 2020 freeway system — as well as costs of HOV improvements on arterials and other system supporting facilities such as freeway-to-freeway connections, direct access ramps and new park and ride lots — are in addition to the unfunded estimate shown above.

The HOV lanes that have been built or are under construction have been financed predominately with federal funds, almost 90%. With the new Intermodal Surface Transportation Efficiency Act (ISTEA) it is clear that the ability to finance major projects primarily with federal funds is no longer possible. Where under previous federal Surface Transportation acts the State could focus the federal funding on major projects in specific regions, ISTEA spreads federal funding around the State such that full funding of a major project in a particular area would limit the ability to support other local projects with federal funds. Consequently, funding for completion of the HOV system will need to rely more on state revenue sources than might have been the case in the past.

## **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). The legislation requires that a minimum of two contiguous counties participate to form an RTA. On May 28, 1993 the Joint Regional Policy Committee adopted the Regional Transit System Plan as the high capacity plan for the Puget Sound Region. Within the 45-day statutory limit all three county councils voted to participate in the plan, thereby establishing the basis for creating a Regional Transit Authority (RTA). The RTA is proceeding with revisions to the plan, developing the system financing plan and preparing a ballot measure which would seek voter authorization to implement the transit system plan and its financing strategy.

## **Commute Trip Reduction Programs**

RCW 70.94, 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 minimum goals for reducing single occupant vehicle commute trips. 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.

The majority of cities in the affected areas have now passed state-mandated commute trip reduction ordinances. Initial training of employee transportation coordinators and program reviewers has been completed.

RCW 70.94 has been augmented by some recent legislative initiatives

which will support commute trip reduction programs:

- ESHB 1085 allows institutions of higher education to assess student and employee transportation fees to be used to provide incentives to reduce single occupant vehicle travel and promote ridesharing alternatives.
- ESHB 2067, passed in 1993, creates a funding source for state agency trip reduction programs and authorizes the use of state-owned or leased vehicles for state-sponsored commuter ridesharing programs. The bill also permits state agencies to provide financial incentives that encourage employees to commute by modes other than single occupant vehicle.
- SSB 5876, passed in 1993, eliminates the sunset on sales, use, and Motor Vehicle Excise Tax exemptions for ridesharing vehicles and broadens the definition of ridesharing vehicles to include vehicles that carry at least five persons.

### **Multimodal Transportation**

SHB 2036 establishes a 21-member Multimodal Transportation Programs and Projects Selection Committee. Comprised of elected officials and staff from cities and counties, the committee will be responsible for selecting, on a competitive basis, programs and projects to be funded by the Public Transportation Systems Account (PTSA), Central Puget Sound Public Transportation Account (CPSPTA), the High Capacity Transportation Fund, and the ISTEA Surface Transportation Program's Statewide Competitive Fund.

Criteria for the various funding sources are established by the legislature, the committee, and/or federal guidelines. Projects must address local, regional and state transportation plans. Other criteria to be considered include issues related to Growth Management Act, Commute Trip Reduction Act, federal and state air quality requirements, Americans with Disabilities Act, and other state or federal issues.

### **Intercity Passenger Rail**

As the nation's highways and air space have experienced increased congestion, passenger rail is once again being seen as an important intercity transportation option. Recent initiatives at the federal and state levels have helped increase the likelihood that passenger rail will become an important transportation mode in the future.

The Pacific Northwest High Speed Rail Corridor was designated in October 1992 as one of five corridors nationally under the Intermodal Surface Transportation Efficiency Act. Because of this, WSDOT will receive \$500,000 for 1993-94 for improving grade crossings within the corridor.

The Washington State Legislature authorized \$40 million for the 1993-95 biennium to improve passenger rail service in the state. This has allowed the Washington State Department of Transportation to undertake a number of activities intended to stimulate expansion and enhancement of passenger rail in the state.

WSDOT sponsored the Swedish X-2000 train demonstration within the Pacific Northwest High Speed Corridor in July 1993, and is working

to establish a fourth daily round trip on Amtrak between Seattle and Portland as soon as January 1994. WSDOT has contracted with Burlington Northern to upgrade grade crossing and warning systems between Sumner, WA and Vancouver, WA. This will allow for higher train speeds and for the grade crossing warning system to distinguish between slow-moving freight and high-speed passenger trains.

WSDOT expects to restore Amtrak rail service in the Seattle-Vancouver B.C. corridor by October 1, 1994. A maximum one-way run time of 3 hours and 55 minutes between Seattle and Vancouver, BC is necessary for Amtrak to operate the service. This will require substantial investment in rail infrastructure, easing of speed restrictions in cities along the corridor, and changes in Customs procedures that would allow Canada Customs and Immigration and US Immigration to carry out their responsibilities in the Vancouver station; in the past the train would be stopped for 30 to 45 minutes at the border.

A critical component of the Rail Passenger Program is the conversion of existing train depots into true multimodal centers that would allow transfers between various types of transportation. WSDOT is providing financial assistance for development of such facilities in Vancouver, Kelso, Centralia, Olympia, Tacoma, Seattle, Edmonds, Everett, Mt. Vernon, Bellingham, Wenatchee, Ephrata, Spokane, and Pasco.

# 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 23 auto-passenger ferries and three passenger-only vessels. Twenty terminals are located in eight counties and British Columbia.

## 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 our customers. 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.

## 1992 Achievements

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

- Two more Issaquah-class vessels have been expanded from 100-car to 130-car carrying capacity for a total of four.
- Opened Seattle terminal south access for the 1992 summer season.
- Re-engined passenger-only vessel Tyee.
- Instituted system-wide diversity training program.

## 1993 Objectives

- Expand ridesharing service.
- Finalize bid package for the Jumbo-class auto/passenger ferry construction program.
- Continue to work with local and regional governments in defining ferry system level of service.
- Implement Level of Service standards as part of Growth Management Act responsibilities.
- Continue to 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.

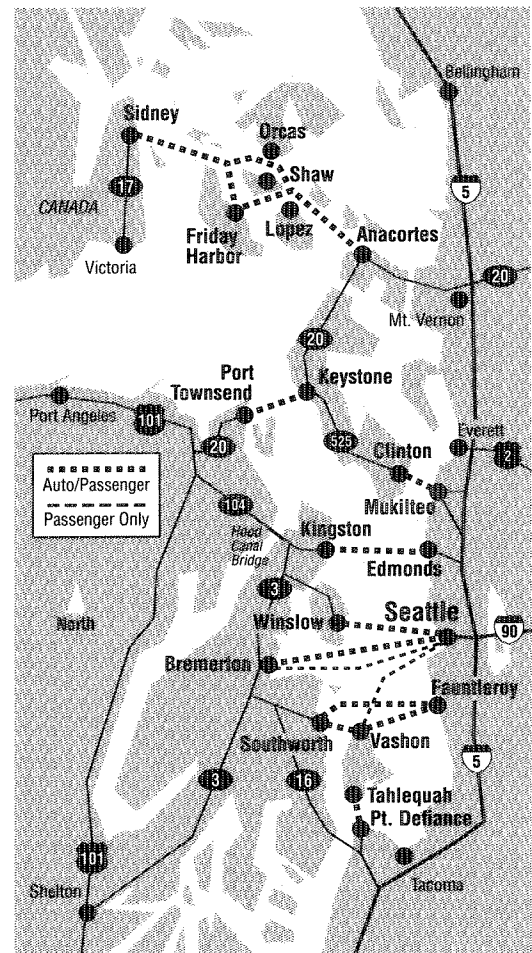
## Community Participation

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 com-

mittee, 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.

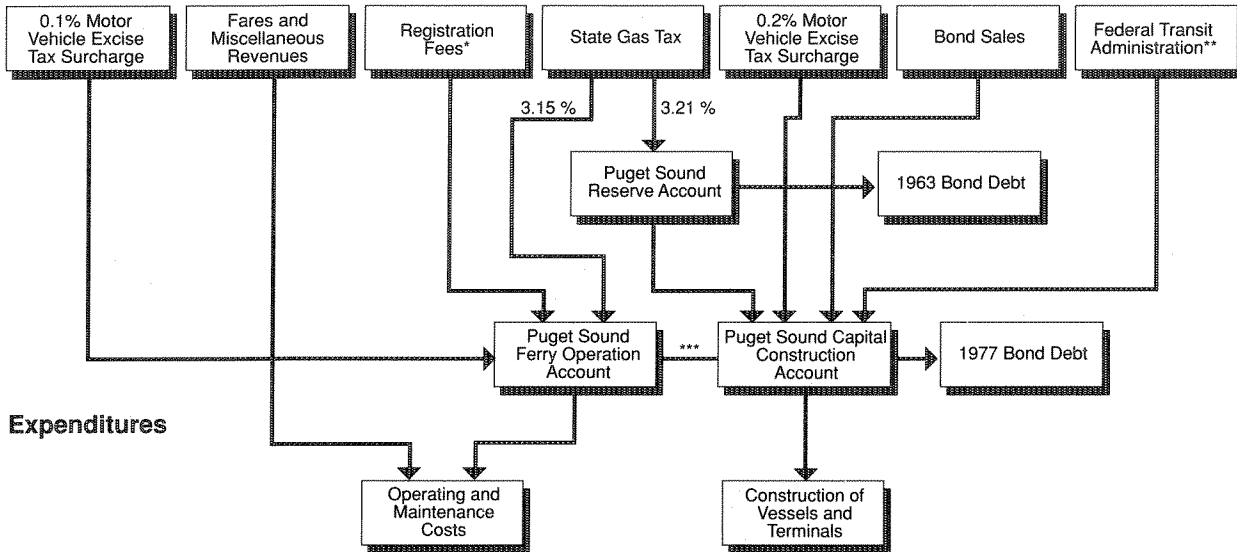
## Facilities

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



## 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	Yes	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	4	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	4	3	Yes	Yes	Yes

## Washington State Ferries

### 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		1980		328	78	16	130	1,200	10
Cathlamet		1981		328	78	16	130	1,200	10
Chelan	Issaquah	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	1994	310	73	13	100	1,140	11
Quinalt	Steel Electric	1927	1958/1987	256	73	12	75	665	8
Ilahee		1927	1958/1987	256	73	12	75	665	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	655	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	--	250	4
Kalama		1989		112	25	25	--	250	3
Skagit		1969		112	25	25	--	250	3

### Route Lengths and Crossing Times\*

Route	Approximate Nautical Miles	Statute Miles	Crossing Times 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	29.9	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	FY 1992
<b>Operating Statistics</b>					
Passenger Service Hours	100,841	103,870	110,960	120,104	120,736
Passenger Miles	772,988	774,704	773,741	881,983	886,621
Passenger Trips	10,842,332	11,233,615	12,043,780	12,494,484	13,211,974
Vehicles Transported	8,301,189	8,692,099	9,113,347	9,680,131	9,975,293
Employees (FTEs)	1,208.6	1,222.4	1,272.5	1,280.3	1,280.3
Passenger Trips/Service Hour	107.52	108.15	108.54	104.03	109.43
Passenger Trips/Service Mile	14.03	14.50	15.57	14.17	14.90
Service Hours/Employee	83.4	85.0	87.2	93.8	94.3
<b>Financial Indicators</b>					
Operating Cost	\$73,715,170	\$77,819,199	\$85,308,308	\$92,854,313	\$96,848,733
Operating Cost/Vehicle Service Hour	\$731.00	\$749.20	\$768.82	\$773.12	\$802.15
Operating Cost/Passenger Trip	\$6.80	\$6.93	\$7.08	\$7.43	\$7.33
Farebox Revenues	55,014,606	57,104,958	62,114,755	64,072,700	67,149,844
Farebox Recovery Ratio (%)	74.6%	73.4%	72.8%	69.0%	69.3%
<b>System-Wide</b>					
<b>Revenues</b>					
Motor Fuel Tax	\$12,660,584	\$13,100,912	\$13,752,798	\$13,806,959	\$14,117,239
MVET	8,461,652	11,130,189	16,132,210	17,580,066	19,112,234
Motor Vehicle Registration Fees	3,953,000	4,443,396	4,427,338	5,164,925	5,050,191
Fares	55,014,606	57,104,958	62,114,755	64,072,700	67,149,844
Concessions	1,932,040	2,338,752	2,549,170	2,387,805	2,387,805
Interest	0	1,708,848	3,071,472	3,778,139	908,266
Other	10,280,123	116,007	658,789	689,339	407,855
LESS: Carry Forward	(18,586,835)	(12,123,863)	(17,398,224)	(14,625,620)	(11,549,358)
Total	\$73,715,170	\$77,819,199	\$85,308,308	\$92,854,313	\$97,584,076
<b>Expenses</b>					
Operating	\$73,715,170	\$77,819,199	\$85,308,308	\$92,854,313	\$96,848,733
Depreciation	10,909,115	11,250,797	11,878,975	12,418,763	23,170,253
Other	935,950	427,033	(517,418)	387,775	(192,099)
Total	\$85,560,235	\$89,497,029	\$96,669,865	\$105,660,851	\$119,826,887
<b>Capital</b>					
Expenditure	\$35,869,100	\$34,638,015	\$29,972,509	\$64,110,871	\$42,667,205
Revenues: Federal Capital	364,000	3,880,042	0	1,170,128	2,060,319
Interest Income	745,270	629,256	853,176	688,227	908,266
State Gas Tax	12,901,738	13,350,454	14,014,756	14,069,949	14,447,281
MVET	26,213,301	28,628,851	32,655,588	35,212,504	38,265,673
Cash Carry Forward*	11,277,837	0	4,838,000	0	0
Total Capital Revenues	\$51,502,146	\$46,488,603	\$52,361,520	\$51,140,808	\$55,681,539

\* Carry Forward is to each biennium (1987-89, 1989-91, and 1991-93)

Source: Section 15 Reports, 1988-92, and Washington State Ferries

# ***Glossary of Standard Transportation Terms***

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## ***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.

### **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 — 1992

1992 Fixed-Route	Service Area Population	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
Ben Franklin Transit	123,790	118,222	1,874,353	2,750,147	115.0	1.47	1,028.0	\$46.37	\$1.99	8.9%
Clallam Transit	60,000	36,767	993,812	693,413	56.2	0.70	654.2	79.54	4.22	7.9%
C-TRAN	257,400	145,285	2,607,475	3,488,266	159.3	1.34	912.0	68.34	2.85	14.8%
Community Transit	324,820	213,659	4,677,591	4,776,039	368.9	1.02	579.2	82.35	3.68	25.9%
CUBS	43,920	17,766	247,973	342,602	13.0	1.38	1,366.6	50.25	2.61	6.0%
Everett Transit	75,840	86,364	1,109,652	1,839,419	67.0	1.66	1,289.0	59.23	2.78	6.8%
Grays Harbor	65,400	90,749	1,566,369	1,343,708	73.0	0.86	1,243.1	38.65	2.61	7.9%
Intercity Transit	174,300	146,730	1,999,915	2,655,597	167.0	1.33	878.6	55.14	3.05	9.8%
Island Transit	41,304	17,858	484,837	503,127	24.0	1.04	744.1	72.28	2.57	0.0%
Jefferson Transit	22,500	13,472	370,553	177,062	20.1	0.48	670.2	66.25	5.04	7.8%
Kitsap Transit	166,110	102,293	1,735,223	2,865,755	142.0	1.65	720.4	56.93	2.03	20.8%
LINK	76,800	42,201	912,532	1,133,148	57.3	1.24	736.5	53.36	1.99	0.0%
METRO	1,564,500	1,962,262	30,453,221	81,586,260	2,973.0	2.68	660.0	103.98	2.50	23.8%
Pacific	19,400	15,834	374,083	184,193	8.0	0.49	1,979.3	37.86	3.25	9.3%
Pierce Transit	575,730	423,724	6,035,042	9,930,749	438.0	1.65	967.4	67.53	2.88	15.7%
Prosser Rural Transit	4,485	6,345	41,993	26,374	4.0	0.63	1,586.3	13.63	3.28	31.7%
Pullman Transit	23,190	12,758	151,345	1,066,871	14.9	7.05	856.2	64.21	0.77	31.3%
Spokane Transit	334,170	345,550	4,890,104	7,040,072	320.6	1.44	1,077.8	58.00	2.85	18.2%
Twin Transit	19,000	18,562	245,019	231,758	15.0	0.95	1,237.5	32.63	2.61	7.5%
Valley Transit	43,600	34,051	476,916	894,450	37.0	1.88	920.3	44.41	1.69	10.1%
Whatcom Transit	98,380	66,036	1,019,582	2,135,032	65.0	2.09	1,015.9	72.12	2.23	8.1%
Yakima Transit	58,706	58,362	638,644	1,551,449	41.3	2.43	1,414.8	55.12	2.07	9.3%
Totals	4,173,345	3,974,850	62,906,234	127,215,491	5,179.6					

1992 Demand-Response	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
Ben Franklin Transit	37,982	586,661	128,875	31.0	0.22	1,225.2	\$34.58	\$10.19	4.6%
Clallam Transit	13,068	206,512	49,604	14.0	0.24	933.4	27.09	7.14	25.7%
C-TRAN	24,249	427,791	75,910	22.4	0.18	1,082.5	35.40	11.31	1.9%
Community Transit	38,475	514,407	103,439	30.0	0.20	1,282.5	46.39	17.26	0.6%
CUBS	8,820	37,291	13,899	4.0	0.37	2,205.0	18.91	12.00	1.3%
Everett Transit	13,428	135,828	40,969	11.0	0.30	1,220.7	56.62	18.56	1.2%
Grays Harbor	--	--	--	--	--	--	--	--	--
Intercity Transit	25,937	324,169	82,875	25.0	0.26	1,037.5	36.55	11.44	0.0%
Island Transit	5,039	60,155	14,091	4.2	0.23	1,199.8	20.79	7.43	1.2%
Jefferson Transit	4,988	72,823	12,429	5.0	0.17	997.6	31.36	12.58	0.0%
Kitsap Transit	66,684	916,868	316,094	57.2	0.34	1,165.8	54.85	11.57	0.3%
LINK	18,782	258,454	64,706	11.5	0.25	1,633.2	30.53	8.86	0.0%
METRO	--	1,904,547	352,467	3.8	0.19	--	--	9.30	11.6%
Pacific	8,646	144,520	29,512	4.0	0.20	2,161.5	37.33	10.94	1.7%
Pierce Transit	125,131	2,377,948	371,014	54.0	0.16	2,317.2	52.40	17.67	5.1%
Prosser Rural Transit	--	--	--	--	--	--	--	--	--
Pullman Transit	3,326	26,042	8,104	3.3	0.31	1,007.9	40.23	16.51	7.7%
Spokane Transit	117,235	1,574,482	326,212	66.2	0.21	1,770.9	33.50	12.04	2.8%
Twin Transit	--	--	--	--	--	--	--	--	--
Valley Transit	7,609	76,917	40,701	5.0	0.53	1,521.8	19.85	3.71	2.6%
Whatcom Transit	40,793	457,483	108,814	39.5	0.24	1,032.7	23.42	8.78	0.0%
Yakima Transit	20,896	178,034	67,831	16.0	0.38	1,306.0	17.99	5.54	4.4%
Totals	581,088	10,280,932	2,207,546	407.1					

## Statewide Operating Statistics

1992 Vanpool	Passenger Service Miles	Passenger Trips	Vanpool Fleet Size	Vans in Operation	Customer Matches	Employees (FTE)	Passenger Trips/ Service Mile
Ben Franklin Transit	934,528	273,878	55	53	--	2.0	0.29
C-TRAN	44,993	13,592	7	3	--	0.3	0.30
Community Transit	631,003	178,409	72	63	2,316	1.6	0.28
Intercity Transit	362,070	93,930	35	16	--	1.0	0.26
Island Transit	170,000	46,070	9	7	70	0.5	0.27
Jefferson Transit	92,108	26,092	7	6	68	0.9	0.28
Kitsap Transit	427,726	117,716	45	39	193	1.0	0.28
LINK	24,085	--	7	4	--	0.3	--
Metro Transit	6,046,050	1,753,986	709	409	10,804	44.4	0.29
Pierce Transit	526,012	158,176	62	45	1,000	3.0	0.30
Prosser Rural Transit	18,200	6,240	2	2	--	--	0.34
Spokane Transit	<u>162,320</u>	<u>62,127</u>	<u>19</u>	<u>18</u>	<u>--</u>	<u>0.9</u>	<u>0.38</u>
Totals	9,439,095	2,730,216	1,029	665	14,451	55.4	

# Statewide Financial Summary

1992 Revenues	Sales/ Local Tax	MVET	Fares- Fixed-Route	Fares- Demand Response	Fares - Vanpool	Federal (capital)	Federal - Operating	Other
Ben Franklin Transit	\$4,600,308	\$4,600,308	\$488,611	\$60,346	\$336,928	\$1,171,875	--	\$369,834
Clallam Transit	1,683,984	1,683,984	230,901	91,028	--	388,298	--	121,751
C-TRAN	7,076,717	6,862,717	1,468,390	15,900	18,331	105,351	--	2,439,079
Community Transit	19,363,544	11,724,929	4,560,858	10,294	246,152	456,118	\$1,306,000	2,740,985
CUBS	593,865	647,853	53,706	2,148	--	40,319	--	92,356
Everett Transit	5,162,889	--	347,819	9,175	--	568,127	245,489	302,990
Grays Harbor	1,594,835	1,664,588	278,339	--	--	--	--	216,307
Intercity Transit	5,069,275	3,997,787	790,187	--	124,025	285,355	--	1,235,464
Island Transit	888,545	705,009	--	1,214	52,378	--	--	310,576
Jefferson Transit	581,076	636,948	69,336	--	31,900	43,230	8,408	106,006
Kitsap Transit	4,670,606	4,699,063	1,213,336	11,453	82,782	65,441	--	391,675
LINK	3,645,515	2,716,736	--	--	7,660	--	--	70,418
METRO	140,247,211	66,528,480	48,464,103	379,196	2,324,000	8,587,000	5,179,000	(6,758,000)
Pacific	400,506	408,660	55,920	5,530	--	156,148	--	32,557
Pierce Transit	16,074,309	14,236,916	4,487,793	337,647	197,867	7,839,329	--	1,992,063
Prosser Rural Transit	33,937	42,137	27,452	--	11,631	--	--	1,346
Pullman Transit	365,880	377,861	256,501	10,251	--	184,092	37,500	32,464
Spokane Transit	12,284,642	10,282,451	3,655,423	111,220	69,487	2,147,714	1,107,307	2,176,004
Twin Transit	392,137	312,985	45,691	--	--	--	--	73,261
Valley Transit	949,145	904,578	152,011	4,001	--	--	3,071	92,108
Whatcom Transit	4,646,825	3,323,080	387,935	--	--	--	--	186,800
Yakima Transit	<u>2,768,638</u>	--	<u>299,217</u>	<u>16,445</u>	--	--	<u>890,000</u>	<u>269,191</u>
Totals	\$233,094,389	\$136,357,070	\$67,333,529	\$1,065,848	\$3,503,141	\$22,038,397	\$8,776,775	\$6,495,235

1992 Expenses	Capital	Depreciation	Fixed-Route	Demand- Response	Vanpool	Other
Ben Franklin Transit	\$1,950,524	\$1,201,156	\$5,481,785	\$1,313,337	\$307,628	\$977,315
Clallam Transit	754,694	213,615	2,924,302	353,951	--	--
C-TRAN	620,978	1,610,811	9,928,198	858,484	33,253	652,221
Community Transit	3,332,743	3,181,198	17,594,319	1,784,930	411,380	777,260
CUBS	50,399	25,660	892,701	166,753	--	--
Everett Transit	1,639,540	510,807	5,114,971	760,245	--	--
Grays Harbor	229,420	459,558	3,507,269	--	--	187,496
Intercity Transit	1,180,559	1,440,179	8,090,372	948,001	100,094	27,658
Island Transit	421,042	180,000	1,290,814	104,744	58,003	--
Jefferson Transit	136,289	138,071	892,474	156,412	48,115	171,406
Kitsap Transit	538,746	1,153,237	5,823,443	3,657,656	266,014	65,157
LINK	1,385,750	220,355	2,251,769	573,508	8,055	545,528
METRO	57,937,865	51,907,000	204,045,054	3,278,731	1,536,629	15,198,629
Pacific	200,549	35,272	599,444	322,778	--	--
Pierce Transit	24,758,179	3,238,565	28,615,271	6,556,352	205,086	219,472
Prosser Rural Transit	--	--	86,490	--	11,305	--
Pullman Transit	252,286	61,313	819,178	133,816	--	--
Spokane Transit	3,630,895	3,428,394	20,040,879	3,927,350	102,271	--
Twin Transit	149,584	93,853	605,760	--	--	--
Valley Transit	75,331	158,216	1,512,342	151,032	--	--
Whatcom Transit	722,932	383,115	4,762,428	955,362	--	--
Yakima Transit	<u>1,476,533</u>	--	<u>3,217,182</u>	<u>375,849</u>	--	<u>500,000</u>
Totals	101,444,838	69,640,375	328,096,445	26,379,291	3,087,833	19,322,142

