

PIERCE TRANSIT BOARD MEETING

Training Center, Rainier Room

May 13, 2013

Regular Meeting - 4:00 p.m.

Note: A Special Board Meeting/Study Session will be held at 3:00 PM

AGENDA

pages

CALL TO ORDER

ROLL CALL

1-14 **APPROVAL OF MINUTES** **February 11, 2013**
15-18 **March 11, 2013**

APPROVAL OF VOUCHERS

PUBLIC COMMENT

PUBLIC HEARING

19-52 **Proposed Services Changes Effective September 29, 2013**

Kelly Hayden
Service Planning Manager

ACTION AGENDA

53 **1. Appointment of Executive Assistant of CEO/Clerk of the Board**

Lynne Griffith
CEO

54-55 **2. Modification of Classification System**

Alberto Lara
Vice President of Administration

INFORMATIONAL BOARD ITEM

Sound Transit Update

Commissioner Strickland

STAFF/POLICY DISCUSSIONS

Financial Update
Monthly Financial & Performance Dashboard

Wayne Fanshier
Vice President of Finance

ADJOURNMENT

**PIERCE TRANSIT
BOARD OF COMMISSIONERS
MINUTES
February 11, 2013**

CALL TO ORDER

Chair Strickland called the meeting to order at 4:05 p.m.

Commissioners present:

Marilyn Strickland, Chair of the Board, Tacoma Mayor
Rick Talbert, Vice Chair of the Board, Pierce County Councilmember
Don Anderson, Lakewood Deputy Mayor
Glenn Hull, Fife Mayor Pro Tem (*representing Fife/Edgewood/Milton*)
Kent Keel, University Place Councilmember (*4:12 pm*)
Pat McCarthy, Pierce County Executive
Steve Vermillion, Puyallup Councilmember
Lauren Walker, Tacoma Councilmember
Derek Young, Gig Harbor Councilmember (*4:36 pm*)
(*representing Auburn/Gig Harbor/Fircrest/Pacific/Ruston/Steilacoom*)
Don McKnight, President/Business Agent, ATU Local 758

Staff present:

Lynne Griffith, CEO
Wayne Fanshier, VP Finance
Alberto Lara, VP Administration
Doug Middleton, VP Operations
Lars Erickson, Public Relations Officer
JoAnn Artis, Transportation Manager Service Support
Terry Artz, Risk Manager
Kristine Dupille, HR Manager
Dan Dzyacky, Sr. Manager Transportation
Lani Fowlkes, Vanpool Assistant Manager
Scott Gaines, Transit Operator Assistant Manager
Marvino Gilliam, Safety & Service Quality Administrator
Kelly Hayden, Service Planning Manager
Jerry Heath, Transit Operator Assistant Manager
Kelly Johnston, Organizational Development Manager
Tina Lee, Capital Planning Manager
Keith Messner, Information Technology Manager
Heidi Neideigh, Acting Executive Project Manager
Tony Oliver, Security Sergeant
Jay Peterson, Sr. Manager Development
Cathie Reid, Budget Assistant Manager
Mike Severino, Bus Safety and Training Supervisor
Bill Spies, Maintenance Manager
Kathy Sullivant, Finance Manager
Hazel Whitish, Transit Operator Assistant Manager
Dena Withrow, Transportation Manager - Transit Operators
Monica Adams, Bus Stop Program Planner II
Ed Alberto, Sr. Systems Analyst
Deborah Brown, Service Supervisor
Dayna Cady, Payroll Specialist

Andee Handeland, Labor Relations Officer
John Harkins, Security Specialist
Karen Henderson, Business Relations Coordinator
Sandy Johnson, Sr. Planner
Adrienne McNeilly, Payroll Specialist
Peter Pryszyk, Sr. Systems Analyst
Janine Robinson, Sr. Capital Planner
Monnett Ross, Sr. Executive Assistant
Elvy Sablan, Security Specialist
Lind Simonsen, Public Relations Coordinator
Amanda Smith, Administrative Specialist II
Ashley Smith, Project Controls Assistant
Peter Stackpole, Principal Planner
Zack Willhoite, Network Admin Specialist
Barbara Schatz, Acting Clerk of the Board

Others present:

Ron Arney, Citizen	Anderella Helga, Citizen	Raul Silva, General Manager
John Barnes, Citizen	Kenneth Hill, Citizen	First Transit
Bruce Beechum, Citizen	Vince Hort, Citizen	Briahna Taylor, Gordon
Frederick Berry, Citizen	Sara Howe, Citizen	Thomas Honeywell
Mike Bordett, Citizen	William Kiley, Citizen	Marvin Till, Citizen
Vickie Bostick, Citizen	Randy King, Citizen	Dan Voss, Citizen
Laurel Carter, Citizen	Brian LaChapelle, Citizen	Robert Wardell, Citizen
Brian Cartwright, Citizen	Crestina Macez, Citizen	Kurt Weed, Citizen
Tammie Cox, Citizen	Linda Marcomb, Citizen	Teresa Weed, Citizen
Michael Dean, Citizen	Sam McBeetz, Citizen	Richard Wheat, Citizen
Marty DeLauries, Citizen	Cameron McElroy, Citizen	Tom Wolfendale,
Allen Douglass, Citizen	Christina McElroy, Citizen	Legal Counsel
Betsy Elgar, Citizen	Roy McGee, Citizen	Renee Workman, Citizen
Shane Elinger, Citizen	Ken Paulson, Citizen	Alfred Yeile, Citizen
Ron Gaily, Citizen	William Poole, Citizen	Dan Young, Citizen
Bill Giddings, Citizen	Tom Piek, Citizen	
Valerie Gow,	Al Ralston, Gordon	
Recording Secretary	Thomas Honeywell	

APPROVAL OF VOUCHERS

Vouchers audited and certified by the auditing officer as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090, have been recorded on a listing that was made available to the Board on February 8, 2013. Commissioners Talbert and Anderson **moved** and seconded to approve the vouchers subject to proper audit.

Those vouchers included in the listing are further described as follows:

Operating Fund #10
Self-Insurance Fund #40
Capital Fund #90

Voucher numbers were 328240 through 328674 and wire numbers were 1078 through 1090 for a total of \$4,828,224.40. Motion **carried**.

APPROVAL OF MINUTES

Commissioners Hull and Vermillion **moved** and seconded to approve the December 10, 2012, and January 14, 2013, regular Board meeting minutes as presented by staff. Motion **carried**.

PUBLIC COMMENT - GENERAL

Chair Strickland invited public comments.

Betsy Polly Elgar asked about what is going on in Pierce County. She commented that only a few employees have the appropriate moral character and it's why she recommends background checks. She remembers providing her background information and a day of taking care of all passengers' free rights. She remembers a homeless teen living in bushes in front of the Department of Health on Pacific Avenue who asked for a free ride. Some bus drivers do not have a heart for students, the poor, the homeless, disabled US military and veterans, low income seniors, and the rich. Some of the bus drivers are not trained to smile and greet. Some of her comments are being shared to other bus drivers and to some bad passengers. She remembers when their salaries included Medicare and Medicaid, Regence, Group Health, and dental coverage. Those that heard her speech will never forget her when she said that money is guaranteed to the states that require a state match. Legislation in Olympia, Washington stole her public funds that were supposed to be here since September 2012. When it comes to personal injuries, some passengers are troublemakers. Many passengers that are not U.S. citizens don't know about social services block grants, to which they are entitled. She believes bus service should be restored on weekends and that American people should be encouraged to obey the 10 commandments of God and serve their lord first. They need to meet their special needs and have time with their family, which is why she couldn't give the correct amount of social service block grant because she doesn't believe in the increase of fare for vanpool users. The Dash buses in Olympia are free rides and most of the buses in King County are brand new. If the agency wants to know about social services block grants she directed inquiries to Grace D. Wood.

Anderella Helga said she feels sorry for all employers because of transportation issues. Bus drivers maybe scared about losing their jobs and they do not know what their future will be. Some bus drivers are helpful and some are not. She is concerned for their families as well as for the public because they often express frustration to passengers. She would like the agency to move forward and keep the people here. Additionally, management employees should step back from receiving an increase in their paychecks. Many of the drivers and the employers did not receive any increases in salaries for the last several years. They are living with the same amount for the last several years. Sometimes, the CEO should step back and not accept an increase each year.

Tammie Lynn Cox, 6615 - 150th ST SW, #127, Lakewood, said she wasn't going to be hard on the Board as she was planning to be because she just learned about some new information that she will address later. Some of the drivers on some of the buses need to calm down in terms of their attitudes, as she has been having her head chewed off lately by bus drivers. She went about throwing a bottle on the floor away that was half-filled with soda, which had traveled along the back to the front of the bus. She inadvertently stepped over the yellow line to throw the bottle away and the bus driver told her that she needed to take her foot off the yellow line and back up. Later, when she reboarded the bus, she didn't say anything to the driver because she was afraid the driver would make nasty comments to her. She's unsure if the driver was just nervous about her job.

Robert Wardell, 3815 North Pearl, Tacoma, asked why the agency couldn't consider pursuing fundraising to keep transit service so that people like him can travel on transit.

Crestina Macez, Executive Director, Tacoma Amputee Support Group, commented that her concern is not only for herself but for others as well. She will be seeking employment since she completed a master's degree in organizational leadership. She relies on Pierce Transit for transportation to and from her job. When she begins employment, she may have to adjust her timeframe to Pierce Transit's timeframe because of the reduction in service. It's difficult for her because she is a below-the-knee amputee and she does not travel easily. When it's raining, cold, or sleek outside, she doesn't do well, particularly if it's icy or snowy. She is concerned about other amputees or those that are disabled within her community. She would like the Board to attend and meet with the community at different churches and within the community to contribute to more discussions. She was one of the agency's ambassadors and completed the agency's training. She welcomed the Board to attend an amputee meeting to learn about the group. Many people in the community are worried. She asked the Board what they are willing to do as a Board to meet the group more than halfway. It appears the Board has set its agenda. At every meeting last year, it appeared the Board had its mind made up and that there was no room for change.

William Kiley, 4420 N 8th ST, Tacoma, said he's been a citizen of Tacoma for 47 years and used to pay transit tax through his electric bill. He didn't need transit then but needs transit today. He is ashamed to admit that he was one of the voters that voted against the first sales tax measure. It's obvious that too many did as well, and that the Board's hands are obviously tied. He is hopeful that something changes to make it possible to restore the system that was provided to the community. He thanked the Board for the prior system. The Board will not be viewed as the 'good guys'. It's not the fault of the Board, but of the citizens that were offered the service only to indicate they didn't want the service. The Board will do the best it can for as many people as possible. He asked the Board to reduce the impacts to minorities and the disadvantaged. He thanked the Board for providing the system.

Ken Paulson, Tacoma, said he's lived in Pierce County for 57 years and remembers as a junior high school student that the bus system for Tacoma schools was a City of Tacoma bus that picked him up several blocks away from his home. Somewhere along the way, the Tacoma School District Board of Directors privatized the bus system. He recently completed some research and found that there is an entire industry of companies handling government bus service. Many major cities provide this type of service at different levels. If it happened to Pierce Transit, it would likely create a private sector bus service. Another level provides only management oversight. The service can be at any designated level. If the Tacoma School Board believed it was wise to privatize bus service, he questioned why the agency hasn't considered a similar option, as well as seeking a proposal since there is an entire private industry. One company has 14,000 employees, which is 20 times larger than Pierce Transit. That company must have some knowledge on how to run a bus service. He asked the Board to consider an option at any level to gain a better understanding. The more the Board engages in options, it's likely Pierce Transit can find some savings. He has testified before the Board since last August and the 54% is now down to 20%. Pierce Transit could exist if the Board took proper actions to determine if such a proposition is possible. Without knowing the alternatives, the Board is leaving that option off the table and rejecting it.

Sarah Edith Howe commented on the lack of accessible materials for those with sight impairments.

Chair Strickland closed the General public comment period of the meeting at 4:26 p.m.

PRESENTATION

Legislative Update ~ Justin Leighton stated that Al Ralston and Briahna Taylor of Gordon Thomas Honeywell (*Pierce Transit's lobbyist firm*) were working on legislation which would allow the Pierce Transit Board to use its existing sales tax authority in a portion of the district, rather than the entire district. It does not mandate it, nor immediately put it on the ballot. If the enabling legislation were to pass, the Pierce Transit Board would still need to decide the zone boundaries, the amount of sales tax authority to be utilized, and timing for placement on the ballot. The legislation does not detract from a long-term solution of going out to the ballot district wide, but instead offers a short-term solution that utilizes the existing taxing authority. This is the most viable proposal that is politically feasible in Olympia, which can provide some short-term and immediate assistance in mitigating the forthcoming cuts.

Operator of the Month of December – Julius Pacheco ~ Transit Operator Assistant Manager Hazel Whitish presented Julius Pacheco with December's Operator of the Month Award. Julius has been with Pierce Transit since February of 2003. He has over 50 compliments and zero complaints. Each one of these compliments says he is friendly and kind. His customer service record is exemplary. Julius spends most of his driving time on the East side, and has quite a following of happy customers. He is our New York accent Operator, with the unforgettable laugh.

ELECTION OF OFFICERS

Chair Strickland nominated Commissioner Talbert to serve as Vice Chair for the coming year. Nomination **passed**. Vice Chair Talbert nominated Chair Strickland to serve as Chair for the coming year. By acclamation, the nominations **passed**.

PUBLIC HEARING – Title VI

Proposed changes in the Pierce Transit Title VI Policies on Major Service Change, Disparate Impact, and Disproportionate Burden. Sr. Capital Planner Janine Robinson presented the proposed changes to Pierce Transit's Title VI policies. New policies on Major Service Change, Disparate Impact, and Disproportionate Burden are required by the Federal Transit Administration.

Chair Strickland opened the public hearing at 5:42 p.m.

PUBLIC TESTIMONY

Anderella Helga said the proposal is unfair. Ending bus service will leave people stranded. The suggestion of passengers finding other options is not possible for many. For instance, she has no family locally and lives by herself. Her neighbors and friends are not responsible for driving her to places. She's unhappy that the routes are cut off or time of service reduced. The phone message is the same and not reflective of the new policy, as it indicates that customers must find their own transportation or seek support from neighbors. Either way, passengers are stranded as happened before. She questioned how the agency can make its own decision and why the agency used Denver and Los Angeles as the basis of the proposal when both areas have different populations. The proposal makes it more unattractive to use the bus. The agency is cutting miles and hours of service impacting those with jobs. Most people cannot choose the time they need transportation. Many people have disabilities. She has a disability and has experienced discrimination by the agency. There are so many other factors, such as a social life

and hobbies. She questioned the basis for the calculations within the proposal. The proposal will not enable her to volunteer in Federal Way because she has no way to return home.

It was clarified that the question before the public is whether the proposal for 41% is based on whether 10% is a good definition of what disparity means or whether 5% should be the definition.

Tammie Lynn Cox, 6615 - 150th ST SW, #127, Lakewood, commented that 12.4% is too low because when she rides the bus, she sees many passengers in wheelchairs and many others with disabilities who are not able to walk very well. There are also those who are able to walk. It appears to be closer to 50%.

Chair Strickland clarified that the map represents where people live rather than where they catch the bus.

Robert Wardell 3815 North Pearl, Tacoma, said his main concern is for seniors and people with disabilities.

Richard Wheat, 6601 S 8th ST, said he lives in the Steilacoom/Woodbrook area. Most people know him as “bear.” If the agency cuts weekend service regardless of percentages, many people will lose their jobs and lose the ability to travel on weekends to visit Tacoma or Lakewood to do their shopping. Many people attend Sunday church services and need transit service. He understands that Fort Lewis and McChord are increasing the population by 10,000 personnel. Approximately 35% to 45% of those personnel have no transportation and must depend on Pierce Transit. He’s lived in Pierce County and the state for nearly 27 years and his main transportation to his jobs and to other places is transit service. Approximately six weeks ago, his wife started shuttle service to travel to early doctor appointments for physical and mental therapy. If the Board decides to cut weekend services, he asked why the cut couldn’t be to the Sunday schedule, as it would help many people to have transportation to jobs and other locations.

Sara Howe, 812 Columbia AVE, Fircrest, said she represents the Washington Council of the Blind and the Environmental Access Committee. There have been many concerns about transportation issues, and as a result, the Environmental Access Committee has formed a subcommittee on transportation. She asked to serve on the committee because of her concerns. She represents the State of Washington as the Pierce County representative and is very concerned because the proposal affects people who are visually impaired. Visually impaired people represent a mix of individuals with different levels of capability and disability. The visually impaired focus on the things that can be done. Most understand they cannot drive. Many are concerned that there was insufficient communication. She spoke to many people who did not understand that Proposition 1 would affect the ability for the disabled to be independent. Many only knew that the opposing factors complained because of the increase in taxes. Many people have jobs and they can’t drive. They have to take care of children, their parents, or travel to doctor appointments. The Council is very concerned and the committee is taking a personal interest in the matter. She plans to speak to many more people in the future. She offered to provide her email address and phone number to the agency.

Allen Douglas said it sound like the FTA plan is pretty good for the disabled and others to ride the bus. His wife passed away on September 30, the day Pierce Transit eliminated bus service on weekends and during the evening. He also received an email that within the next two to three years, the nation will be facing the largest economic recession ever experienced. Gas prices will be 6.2% or higher increasing to 15% to 20% by 2018. The value of the US dollar has dropped. Many businesses are also closing. Many businesses have closed in University Place and in Tacoma. In order to maintain a strong economy, it’s important to retain weekend bus service. Bus drivers have shared that there are more passengers on weekends than during the week. Bus drivers are concerned because they took a cut in

their pay raise and if they lose their jobs, they are cut totally. The agency should analyze all routes and based on the current percentage of users, the agency should provide services to citizens that really need the service.

Chair Strickland closed the Pierce Transit Title VI Policies on Major Service Change, Disparate Impact, and Disproportionate Burden public hearing at 5:57 p.m.

PUBLIC HEARING – Vanpool

2013 Vanpool Fare Revision, Toll Recovery and Service Area Change Proposal ~ Vanpool Assistant Manager Lani Fowlkes presented three proposed changes in Pierce Transit's current Vanpool Program. There are currently 346 vans in the fleet (*308 serving groups, 5 State funded JBLM vans to be issued, 30 spares and 3 reserves*). The fare change will affect all 308 groups. Toll recovery will impact the 69 vanpools crossing the Narrows Bridge daily, and the service area change will impact 78 vanpool groups with origins and destinations completely outside of the PTBA. The PTIC boundary moves and increased costs to the Agency are the driving factors in these requests.

Chair Strickland opened the public hearing at 6:09 p.m.

PUBLIC TESTIMONY

Brain Cartwright, 4704 - 20th AVE NW, Gig Harbor, reported he is the primary vanpool driver and bookkeeper for Vanpool #7171, which has operated for 10 years. He spends much time collecting information from fellow passengers with five of the eight passengers attending the public hearing. The vanpool is important to each vanpool member. Mr. Cartwright referred to a set of minutes provided to the agency and noted that one of the issues that has been studied is the coverage of the vanpool of over 1.2 million miles with an average of seven passengers over the last 10 years. Some of the changes since he wrote the minutes on January 29, include the statement that the Board has made a decision and that there will be no exceptions. That led to his negative reaction because when someone tells him he can't do something, he wants them to step up to the plate and be a solution provider and not just a dictator. For many who do not live in Gig Harbor but believe it's a very happy and quiet little community - it's not. He contacted the Gig Harbor Police Department about parking the van at the station. The van wasn't allowed to park where 12 other Pierce Transit vans were parked at the Fire Department parking lot in Gig Harbor. He attempted to find another location and eventually parked the van at his home. It is .7 miles outside the Public Transportation Benefit Area (PTBA). He is a resident and taxpayer of Pierce County. He pays sales taxes in Gig Harbor. Most county residents shop in Gig Harbor. He asked the Gig Harbor City Administrator to allow parking of the van at the City and was denied. He asked the Board for help and will submit additional written comments.

Kenneth Hill, 313 Orting AVE NW, Orting, took exception to being told that's it not fair because he lives outside an arbitrary line that somebody drew called the PTBA. He pays an RTA tax in Orting, and he and others shop at South Hill and pay sales tax. He reviewed the 2011 financial statements and noted Pierce Transit receives funds from the federal government. He also pays federal taxes and that should count for something. He's unsure if the agency receives any funds from the state in terms of transportation tax or sales tax on gasoline. The agency should be receiving some funds from the state. He questioned why buses and vanpools are required to pay the toll across the bridge. Additionally, Orting previously had bus service. However, that service ended in spring 2000. Residents continued to pay the tax. It appears that a majority of the residents in Orting are not receiving the benefits of the transit system but have been paying for it for 12 years. That's not fair either. Another reference is that other transit systems do not allow people outside of the system to use the vanpool. One county

mentioned was Kitsap County, which provides transit service to the entire county. There are 17 vanpool providers in the state with only two agencies not providing vanpool to residents living outside the PTBA.

Marvin Till, 23511 - 119th ST CT E, Buckley, reported he has been a vanpool driver for 13 years. He drives a 2006 van and has never had any problems with the vehicle. When he signed up for vanpool service in 2000, there were no boundaries at that time. He currently parks the van in Bonnie Lake. He asked the Board to expand the boundary to enable vanpool drivers to park vans in safe areas.

Shane Elinger, 617 - 9th ST NW, Puyallup, said he is the primary driver and bookkeeper for his vanpool. He travels from downtown Puyallup to the Puget Sound Naval Shipyard in Bremerton averaging 80 roundtrip miles. More options should be considered for the fare increase. He questioned whether the proposal to increase the fare covers partial or full operating costs. One option is having the primary driver pay to help alleviate some of the fare increase. He personally wouldn't mind paying even though his employer subsidizes his fare. The toll paid to cross the Narrows Bridge is fair. He asked staff to consider some options for those vans affected by the PTBA and work with vanpools on the mileage from the starting point to the PTBA. Those vans that have been in operation for 10 years or longer should be grandfathered.

Mike Burdett, 824 - 7th Lane, Fox Island, said there are no individuals within his vanpool who reside within the PTBA. The most important issue is where the van picks up passengers and where the van travels. His vanpool follows Highway 16 across the bridge and to I-405 for a 38-mile trip with the last five miles on I-405 in Renton. Approximately 80% to 90% of the travel time is within the PTBA. Where the van is parked at night is important in terms of ensuring the van is parked in a secure place. One individual lives within 400 feet of the PTBA, but is still considered outside the PTBA. It's dependent upon where the van picks up passenger. Mr. Burdett said he lives on Fox Island and many residents did not have an option to vote on the sales tax measure. He was able to vote on the first measure but not the second measure. He questioned why his ability to vote changed. Bus service used to be provided on Fox Island. The vanpool is very important to residents because it's one of the few services available and it provides great, affordable service. He personally has no issues with the rate increase or paying the toll for the bridge. He would like the program to be equitable in terms of vanpools paying the bridge toll. Regular buses should have to pay a surcharge. Overall, he and the other passengers enjoy the vanpool.

Teresa Weed, 11302 - 193rd AVE E, Bonney Lake, said her vanpool has been together since 1999. The vanpool is located approximately one to two miles outside the proposed boundary. One option is to drive the van and park it within a designated spot and rising earlier in the morning to pick up the van to avoid impacting other passengers. The issue is ridiculous when everyone is a taxpayer. Everyone that she personally knows supported the agency's proposition and everyone wanted it to pass. She hasn't met anyone that didn't vote for the measure. Another option could include adding a subsidy to vans located outside the PTBA. The members of her vanpool are willing to pay more to retain the van. Another option is grandfathering those vans that have been established for many years. The proposal will likely impact 78 vans and 800 people. She believes the proposal is retaliation because some city mayors pulled back transit service. Vanpool riders played no role in that action or were not aware that it was underway until another vanpool group shared information. It's clear that the boundaries as identified were designed to remove the five cities. Vanpool groups operate separately than bus service and should be handled that way, as well. Ms. Weed said she's the primary driver and the bookkeeper of the van. The vanpool has weathered births, deaths, marriages, one divorce, and all passengers know one another. The group is very close and the van's motto is "what goes on in the van stays in the van."

Vanpool members do not want the service eliminated as everyone enjoys the commute and would like Pierce Transit to stick to promoting green practices.

Chair Strickland responded to the assertion of retaliation. Officials who represent some citizens in the audience opted to withdraw from the system. The Commission's job is ensuring that as many people receive service as possible. The implication that anything retaliatory occurs is simply not true.

Marty DeLauries, 12221 - 190th AVE CT E, Bonney Lake, said he's a member of Ms. Weed's vanpool. He echoed similar comments except for the retaliatory comments. He's been a van rider for 17 years and appreciates the service provided by the program. Another consideration is the impact of the program because it removes vehicles from the street and reduces the use of gasoline as well as pollution. Those factors are a big impact. The program is a bonus for riders. The Board should consider the impact of the program to Orting and Bonney Lake in terms reducing the number of vehicles in areas experiencing congestion.

Robert Wardell, 3815 North Pearl, Tacoma, said he would like to learn about the vanpool program because if he needs to travel to Fort Lewis or McChord Air Force Base, it requires an early trip and there are no early buses to the bases.

Michael Dean, 12575 - 164th AVE KPN, Gig Harbor, said he has issues with the third part of the proposal of using the PTBA as the determining factor on whether a vanpool remains in operation or not. He speaks for everyone in his vanpool commuting from the Key Peninsula to Puget Sound Naval Shipyard. The proposal will place the entire commute outside the service boundary. Vanpool passengers would be willing to pay more if there was an option provided to the vanpool to support operations 100% rather than receiving a subsidy for the vanpool. Vanpool passengers would be willing to consider that option; however, no one has been offered that option at this point in the discussion. He asked the Board to discuss offering that option to the vanpool group. There are some discussions between Pierce Transit and Kitsap Transit about offering the vanpool an opportunity to have a Kitsap Transit van. He asked the Board to support the proposal with Kitsap Transit during discussions. The vanpool group would consider that helpful as well. There is no other mass transit in his area because Kitsap Transit does not offer that service and the bus service on the Key Peninsula was eliminated in October 2011. If the vanpools are eliminated from that area, there will be no mass transit service whatsoever. The Puget Sound Naval Shipyard is one of the few major users of the Pierce Transit vanpool system that rely heavily on the system to reduce traffic and to help employees. Between what they are willing to do and what the riders are willing to do, he would like to see the option of keeping the service intact even if it is outside the service boundary as proposed.

Frederick Berry, 3420 - 63rd AVE NW, Gig Harbor, reported he has been the bookkeeper and primary vanpool driver for the last seven years. He also works at Puget Sound Naval Shipyard. He knew nothing about the proposal until he received a call and some emails about the proposal. Most of the issues have been addressed by previous speakers. He is located approximately 1.7 miles outside the boundary. If the agency requires the van to be parked within the boundary, he will have to find a place to park. He did some preliminary investigation on potential sites to park and identified five locations that are open 24 hours a day in Gig Harbor. Of the five responses, four of which are written, the answer was no. The Board is leaving vanpool's very little options. It's a great system and it seems the Board is undermining it for a line drawn on a piece of paper. He obtained a police report from Gig Harbor on 144 car prowls or break-ins during 2012. He asked the Board to look at the proposal realistically and don't forget to use common sense because it's a great system and everyone benefits from it.

Randy King, Superintendent, Mount Rainier National Park, spoke both as an employer and as a van rider from Eatonville. His vanpool is one that has been identified as located outside of the service area. Mount Rainier currently has 23 van riders in the two vans serving the park. The vans are used to transport employees from the Eatonville and Graham areas to Longmire, which is a year-round operational center at Mount Rainier. The park has had a van or shuttle service for approximately 35 years. At one point, bus service was provided. For some time, the park also used government vans during the day for work purposes. However, the park no longer has the authority to use those vans. Several years ago, the park learned that it would be able to utilize the vanpool program to meet the needs of employees as well as for the park. Some of the reasons why the park established a shuttle system in the 1970s still exist today in dealing with congestion at Longmire. During the summer months, parking is a premium at Longmire. Any way to reduce congestion and parking at the park are important because the problems continue today. The vanpool program helps with employee recruitment and retention. There are few housing options in the rural area between the park entrance and Eatonville. Most employees tend to live further away. It's also a safety issue because there are fewer vehicles on the road. The vanpool program also reduces the carbon footprint, which is important to the park because it sets a good example not only for employees but also to the public in terms of utilization of mass transit. It's a long-term goal of the park to have a robust transit system that serves the public in the park during the summer. He realizes the difficulty of building and supporting transit systems and appreciates the Board's struggles. Most of the points have been covered as most employees live and shop in Pierce County and contribute to the system. The park generates over \$35 million in business funding, which also benefits the county in the form of 500 direct jobs. Of the options and alternatives discussed that are the most practical, it's consideration of a full fare cost and what it might entail to determine if riders can support that option. He encouraged that opportunity, grandfathering existing vanpools, or achieving alignment of the service area through attrition over time. He's appreciative of the Board's dilemma in doing its job and trying to serve the county.

Tom Piek, 9823 - 157th ST E, Puyallup, thanked the Board and Commissioner Talbert for speaking to him earlier in the day. His first comment is that the proposal would have been awesome to learn about *prior to the public hearing*. He had asked the question of, "Why the proposal?" All he heard was that there was a proposal. Staff provided a brief explanation that the proposal addresses the issue of service equity of \$1M between bus and shuttle customers outside the new PTBA. Those customers are now without public transportation. He understands the issue surrounding bus and shuttle service. Another statement that was shared is that Pierce Transit buses and shuttles do not serve areas outside the new PTBA, which he believes is not a true statement because there is some service outside the area. He has driven the vanpool for the last five years originating from South Hill in Puyallup to Renton. Only three of the 13 passengers live within the boundary. He lives two blocks outside of the boundary. He would have liked to address that particular issue with Commissioner Talbert in terms of understanding the nature of how the boundary was defined. A year ago, the boundary was defined and now a year later vanpool participants are asked to accept the boundary without having had the opportunity to provide any input into the establishment of the boundaries. According to written information, the boundary was supposed to be determined by voting precincts or school district boundaries. However, the map showing his residence reflects that the boundary doesn't align with the voter precinct/school district based on his review of the map. It's unclear if he is located outside the boundary area and should have voted on Prop 1. He did vote in favor of the proposition. The argument of service equity between vanpools and bus and shuttle service is more like a comparison between apples and oranges. The vanpools are meeting a specific need for people who need the service from those areas. Most passengers have lived within the boundary for many years and it moved beyond their control. He does not expect the boundary to be redrawn unless someone addresses his concerns.

Ron Arney, 4509 - 224th ST CT E, Spanaway, said he is the driver and the bookkeeper for Vanpool #7978. Up until six months ago, a bus ran past his house. He feels that residents living in rural Pierce County never had an opportunity to provide input when the boundaries were drawn. The agency essentially took away service. He parks the van at Boeing Frederickson, with is two miles outside the PTBA within a guarded and secure facility. He can't believe that the agency is taking that away from him. Secondly, his vanpool is to Renton and there is no parking availability at the Renton Boeing facility. Eliminating vanpool service will only add more congestion and more cars to the freeway at both ends. He asked the Board to consider the impacts to everyone's life.

Dan Voss, 23533 SE 473rd ST, Enumclaw, reported he is the primary driver and bookkeeper for a vanpool from Bonney Lake to Boeing in Renton. Several vans make the same commute from Tacoma, and Puyallup. At any one time, there are over two dozen vans in the Boeing Renton parking lot from Pierce Transit. He thanked taxpayers for helping him pay for his drive to work. He believes that vanpools should pay for themselves and tolls should be paid by passengers and not taxpayers. In terms of the service area, if the vans are not subsidized, it shouldn't matter where the vanpool originates. His fellow vanpoolers believe government organizations should facilitate the operation of vanpools but not subsidize them. Any subsidization of transit should be left to the bus routes where it's needed. As a business model, Pierce Transit is using the wrong model and it should be more similar to Metro. In the Metro system, van and administrative costs are paid by the passengers. Pierce Transit doesn't use that model. His van pays approximately \$750 a month to Pierce Transit. Metro receives approximately \$950 for the same size van, daily trip, and number of passengers. Pierce Transit is assisting Boeing workers in traveling to jobs on someone's tax money. He doesn't believe the van issue will be settled anytime soon as the issue has been ongoing for many years. It probably will continue for the next several years. His Pierce Transit Vanpool originates from Bonney Lake in an area Pierce Transit is considering to terminate for vanpool service. His riders voted to transfer to a King County Metro vanpool to ensure transportation to their jobs. It will cost more, but there is no uncertainty and controversy and there is a van available to passengers.

Brian LaChapelle, 23611 - 108th ST CT E, Buckley, reported he has been a part-time vanpool passenger since 2000 and travels 60 miles roundtrip in a 15-passenger van. He learned that he also lives outside the boundary. Riding the van removes cars from the road and there is the safety factor for passengers. He doesn't believe it's fair to pick out certain people who live outside an arbitrary line. One time when a backup driver drove the van and it was parked on the other side of the boundary line, it was vandalized. He doesn't see any advantage to the proposal. Additionally, it's important to maximize the efficiency of vans by using 15-passenger vans. There could be some maintenance savings by obtaining vouchers for oil change services at local shops rather than driving the van to Pierce Transit in Lakewood.

William Cook, Gig Harbor, said he is a vanpool backup driver. He has no problem with a fare increase because he lives in Gig Harbor and has no problem with paying for the bridge toll. However, he does have a problem with the boundaries. He lives two miles outside the boundary and even as a backup driver, he cannot park the van at his house. There is no assistance from Pierce Transit to locate an area for parking the van. Drivers are not allowed to park vans at the park and ride lots. In Gig Harbor, there is no facility open 24 hours with the exception of one gas station that already allows two vans to park. If the purpose of the fares and paying the bridge tolls is to even the equity of the vans with buses and shuttles then the equity issue is null and void. He asked the Board to reconsider the no exceptions clause.

Allen Douglas, University Place, said the remarks concerning vanpools could entail a remarkable recovery of how it may be possible for the agency to save costs. He often sees vans picking up

employees. Vanpools are cheaper in terms of gas usage than a bus. Previously, when traveling between Pierce County and Kitsap County, a bus traveled to Port Orchard with service to residents to Kitsap County who transferred to other buses to other places. He believes that because of today's economy, it's important to ensure no further decline.

Roy McGee commented that his belief is if Pierce Transit is to serve Pierce County, it shouldn't matter where it originates and it shouldn't be a draw off taxpayers. The cost of vanpools should break even.

Don Yang said that for the 10 years he lived in Tacoma, he participated in a vanpool. During the last 10 years living in Gig Harbor, he's been involved in driving the van for the last five years. When the van began operating in Gig Harbor, he parked the van within the boundary but was asked to move the van because of vandalism. The van is now parked at his home, which is outside the area, but it's much safer and there is less chance of vandalism. He loves the vanpool program because it's a great program and he's benefitted from it greatly.

Bill Giddings said he's never had a need for vanpool service but pointed out that of all the services under discussion, the vanpool program is the only one where the participants have indicated they are eager to pay for the entire cost of the service. Making that impossible for them because of the boundary issue makes no sense. If the service goes through Pierce County, it is removing other vehicles off the road and residents are benefitting from it. He asked the Board not to cut service to vanpool participants.

Chair Strickland closed the Vanpool Fare Revision, Toll Recovery and Service Area Change Proposal public hearing at 6:55 p.m.

ACTION AGENDA

1. Commissioners Walker and Vermillion **moved** and seconded to approve Resolution 13-003, **Authorizing Approval of Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy.** Motion **carried**.
2. Commissioners Keel and Young **moved** and seconded to approve Resolution 13-004, **Authorizing Approval of a Revised Service Reduction Plan - Reducing Transit Service by Approximately 28 Percent No Later than September 29, 2013 (Option Two).**

CEO Lynne Griffith provided a brief overview of the goal to achieve 300,000 service hours. Staff considered both revenues and expenses. Two positive outcomes include the recent resolution of federal revenue for the provision of alternative fuel tax credit of \$700,000, and two grants the agency received for state of good repair for additional revenue totaling \$6.2 million that can be added as service.

In terms of savings, staff spent time reviewing the next 10 years of capital expenses. Two areas of opportunity are presented with the first extending the useful life of buses from 14 to 16 years equating to a savings of \$9.5 million. The second proposal eliminates the capital maintenance facility project of an automotive facility. Based on projected reductions, the agency believes current capacity of the facility will suffice for the immediate future, but may require a review in future years. That would release \$10 million for total savings in capital expenses of \$19.5 million.

Service Planning Manager Kelly Hayden presented two options for consideration with both containing 300,000 hours of service. One option is providing service through the week with no Saturday or Sunday service based on the large decline in ridership. Approximately 25,000 additional hours would increase the frequencies of service as well as span of service and close midday gaps proposed for the previous weekday option.

The second option is adding the 25,000 hours into weekend limited services with 25 routes providing service on Saturday and 15 routes providing service on Sunday. Additionally, holiday service is not recommended because it is under-utilized to afford more service on the weekends.

Chair Strickland opened the public hearing at 7:26 p.m.

PUBLIC TESTIMONY

Bruce Beecham, 1916 - 106th ST S Tacoma, said he's been a long-time Pierce Transit bus rider. He asked the Board not to eliminate Saturday or Sunday service as he does his grocery shopping on Saturdays and not on Sunday because buses only run until 5 p.m. where he lives. He urged the Board to retain weekend service.

John Barnes, 5422 - 21st AVE CT NE, Tacoma, commented said he's unsure why the agency is eliminating his bus service in northeast Tacoma with a population of 20,000 people. Based on City data, his area has a ridership of 400 individuals. There would be more passengers if service was provided. Most of the passengers either are handicapped mentally or physically or are low-income residents. The people that society and the agency are most concerned about are the ones that the Board is hurting the most. He would really like Route 61 reinstated. It's a 30-minute drive to Tacoma. Pierce Transit provided Route 62, which is from the police substation in northeast Tacoma to Federal Way with a transfer from Federal Way through Fife, and into Tacoma taking 90 minutes. His daughter works in University Place, which is a three-hour ride in each direction. He asked the Board to reconsider those route cuts.

Laurel Carter, 3813 - 112th ST E, Tacoma, said she's been using bus service since high school and lives in the Midland area. She questioned the location of her area on the proposed service map. She asked whether her area will be cut from service. She referred to emergency savings and indicated that staff would likely give themselves raises but not to the drivers. She asked the Board to stop asking passengers to sacrifice because the Board is not practicing good stewardship over the money that has been provided to the agency. She only has \$27, which is all she can afford. She can't afford to buy food for her family. She said she will talk to Commissioners after the meeting about obtaining more money, but on her terms. She and her husband work part-time hours. His employment is considered a random seasonal job and she works three times a week in downtown Puyallup. If the Board elects to approve the cuts, she asked how they expect her to travel to her work. When she attends meetings, others support a raise in bus passes. She said she can barely afford any increase and is struggling between car insurance and an old college loan, and she can't afford to pay utilities. Remember, it's by the people, for the people, and of the people, not by the business, for the business, or of the business – hello? Don't even consider raising the bus passes as she can barely afford food. She asked the Board to walk in her shoes for a change, as she's very upset. She referred to Dave Ramsey's UTube videos and asked the agency to apply it to the business factor. She will talk to the Board after the meeting and urged Commissioners to talk to her.

Robert Wardell, 3815 North Pearl, Tacoma said many people know him through Facebook and Twitter. If the Board cuts Saturday and Sunday service, he would be unable to attend Sunday service or attend movies or sports events on Friday nights from 6 p.m. to 8 p.m.

William Kiley, 4420 N 8th ST, Tacoma, said he's been a citizen of Tacoma for 49 years. He referred to some previous negative comments after his prior testimony. The work of staff is far more complex that

most of the public can appreciate. From all the work that has been completed and although he is sad that he is losing much of his service, he is very pleased to see the sincerity and efforts by the agency.

Anderella Helga agreed more with the second option and expressed dislike of the first option. Eliminating weekend service will result in many people losing their jobs. There will be an increase in crime with an increased risk of rapes and gang activity. Businesses will lose money as well. People on weekends tend to go to the movies and restaurants. They will no longer have that option. Many people who have no insurance and no money purchase cars and drive drunk because there is no public transportation. She asked who will be the taxpayer for those instances, as taxpayers must pay those emergency room bills. Another issue is access on the shuttle. She's been told she has no disability and was cut from service leading to the loss of her ability to volunteer in Federal Way. She commented on the impacts to her life and the issues associated with cars and pollution. She urged the agency to save the buses because a healthy community generates jobs.

Roy McGee said he's lived in Tacoma since 1998 and has been a transit user since 2000. He's met many people who rely on public transportation and there are many who work on weekends. Riders need the second option implemented so that people can keep their jobs and attend church.

Allen Douglas expressed support for the second option because it affords transportation to church on Sunday mornings. He thanked a bus driver who has done a wonderful job on Route 52. The route receives more riders on Sundays than during the week. Many kindergarten students use transit with as many as 25 boarding a bus at one time. He asked if the agency is going to strand those children if weekend service is eliminated. Route 52 also serves employees from Tacoma Mall. The driver does a wonderful job. He urged the Board to retain the routes because of good ridership on buses.

Service Planning Manager Kelly Hayden addressed the Commission's questions on nonproductive routes.

Chair Strickland reviewed service hours provided by the agency. In 2010, the agency provided 622 service hours. Today, Pierce Transit offers 417 service hours. The new option provides 300,000 service hours, which is an increase from the original proposal of 197,000 service hours. The reality is service cuts because of the loss of sales tax revenue and the failure of Proposition 1.

Chair Strickland closed the Revised Service Reduction Plan public hearing at 7:45 p.m.

Motion **carried**.

ADJOURNMENT

Commissioners Keel and McCarthy **moved** and seconded to adjourn the meeting. Motion **carried**. Chair Strickland adjourned the meeting at 7:48 p.m.

Barbara B. Schatz, CMC
Acting Clerk of the Board

Marilyn Strickland, Chair
Board of Commissioners

**PIERCE TRANSIT
BOARD OF COMMISSIONERS
MINUTES
March 11, 2013**

CALL TO ORDER

Chair Strickland called the meeting to order at 4:00 p.m.

Commissioners present:

Marilyn Strickland, Chair of the Board, Tacoma Mayor
Rick Talbert, Vice Chair of the Board, Pierce County Councilmember
Don Anderson, Lakewood Deputy Mayor
Glenn Hull, Fife Mayor Pro Tem (*representing Fife/Edgewood/Milton*)
Kent Keel, University Place Councilmember
Pat McCarthy, Pierce County Executive
Steve Vermillion, Puyallup Councilmember
Lauren Walker, Tacoma Councilmember
Derek Young, Gig Harbor Councilmember
(*representing Auburn/Gig Harbor/Fircrest/Pacific/Ruston/Steilacoom*)
Don McKnight, President/Business Agent, ATU Local 758

Staff present:

Lynne Griffith, CEO
Wayne Fanshier, VP Finance
Alberto Lara, VP Administration
Doug Middleton, VP Operations
Lars Erickson, Public Relations Officer
Terry Artz, Risk Manager
Carlos Davis, Fleet Maintenance Manager
Dan Dzyacky, Sr. Manager Transportation
Lani Fowlkes, Vanpool Assistant Manager
Marvino Gilliam, Safety & Service Quality Administrator
Kelly Hayden, Service Planning Manager
Kelly Johnston, Org. Development Manager
Keith Messner, Information Technology Manager
Jay Peterson, Sr. Manager Development
Cathie Reid, Budget Assistant Manager
Robin Sopher, Purchasing Supervisor
Van Sawin, Fleet Manager
Bill Spies, Sr. Manager Maintenance
Kathy Sullivant, Finance Manager
Ellen Cintron, Vanpool Coordinator
Andee Handeland, Labor Relations Officer
Rob Harrington, Business Analyst
Justin Leighton, Government Relations Officer
Carol Mitchell, HR Program Manager
Peter Pryszyk, Sr. Systems Analyst
Janine Robinson, Sr. Capital Planner
Monnett Ross, Sr. Executive Assistant
Lind Simonsen, Public Relations Coordinator
Amanda Smith, Administrative Specialist II

Peter Stackpole, Principal Planner
Sharon Stockwell, Business Relations Coordinator
Ashley Smith, Acting Clerk of the Board

Others present:

Paul Bala, CTAG Member
Ken Gibson, CTAG Member
Karen Hausrath, CTAG Member
Ken Paulson, Citizen
Tom Peek, Citizen
Al Ralston, Gordon Thomas Honeywell
Raul Silva, General Manager First Transit
Randy Stearns, CTAG member
Briahna Taylor, Gordon Thomas Honeywell
Tom Wolfendale, Legal Counsel

APPROVAL OF VOUCHERS

Vouchers audited and certified by the auditing officer as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090, have been recorded on a listing that was made available to the Board on March 6, 2013. Commissioners McCarthy and Anderson **moved** and seconded to approve the vouchers subject to proper audit.

Those vouchers included in the listing are further described as follows:

Operating Fund #10
Self-Insurance Fund #40
Capital Fund #90

Voucher numbers were 328675 through 329143 and wire numbers were 1091 through 1102 for a total of \$8,587,159.21. Motion **carried**.

PUBLIC COMMENT

Ken Paulson ~ He said he saw in the newspaper that Pierce Transit was trying to get legislation passed that creates a different taxing district. Pierce County and Tacoma should not lead the way with the highest sales tax on motor vehicles in the state. Seattle and Bellevue, they should go first. Car dealers will be affected, unless consumers change their location of purchase. Pierce Transit should get advice from other transit businesses that are more efficient. They may have ideas on how to save money.

PRESENTATION

CTAG Member Introductions ~ Community Transportation Advisory Board (CTAG) Liaison Lind Simonson presented the nine-member CTAG. CTAG is an advisory body that provides feedback and suggests improvements on plans, policies, and services offered by Pierce Transit. They will provide input to the Board of Commissioners on local public transportation issues such as: service changes, Title VI requirements, strategic plans, the budget, fare structures, transit amenities, and other issues. CTAG members:

1. **Dennis Townsend** – Chair, Spanaway, Engineer and Planner, Century Link
2. **Penny Grellier** – Vice Chair, Tacoma, Transportation Program Manager, Catholic Community Services
3. **Paul Bala** – University Place, retired Aeronautical Engineer

4. **Ken Gibson** – Tacoma, Executive Director, TACID (*Tacoma Area Center for Individuals with Disabilities*)
5. **Karen Hausrath** – Tacoma, Retired, Pierce County Long-Term Care Ombudsman
6. **Bridgett Johnson** – Pierce College South Hill (*student*), Certified Nurse Assistant
7. **Chris Karnes** – Tacoma, Data Analyst, Public Transit Advocate
8. **Randall Stearnes** – Fircrest, Community Relations Officer, Tacoma Public Utilities
9. **Sheryl Tate** – Tacoma, Retail Skills Instructor, Tacoma Goodwill Industries

Pierce Transit Staff Liaison Team support members:

- **Terence Artz** – Risk Manager
- **Amanda Smith** – Administrative Specialist
- **Lind Simonsen** – Community Relations

The CTAG meets on the 3rd Thursday of every month in the Rainier Conference Room, 5:30 to 7:30 p.m. The meetings are open to the public and include a forum for community comment.

PUBLIC HEARING ~ Surplus Property

Proposed Sale of Surplus Property. Fleet Manager Van Sawin shared a list of 32 vans and 22 buses that are ready to be declared surplus and moved to auction. They are at the end of their useful life; or are no longer needed due to the upcoming service cuts.

There was no public comment.

ACTION AGENDA

1. Commissioners Talbert and Keel **moved** and seconded to approve Resolution 13-009; **Authorizing the Vanpool Fare Change Effective May 1, 2013.** Motion **carried**.
2. Commissioners Talbert and Vermillion **moved** and seconded to approve Resolution 13-010; **Authorizing Toll Recovery Effective May 1, 2013.** Motion **carried**.
3. Commissioners Talbert and Walker **moved** and seconded to approve Resolution 13-011; **Authorizing a Vanpool Service Area Change Effective July 1, 2013.**

Commissioners Keel and Talbert **moved** and seconded to amend the motion to **“Require all vanpools to have an origin or destination inside the Pierce Transit’s PTBA. Grandparent existing vanpools outside the service area and require them to pay 100 percent of the direct operation expenses. Upon full depreciation of each individual van if funding to purchase a new van is not available, discontinue that particular vanpool.”** Discussion ensued on the motion, after which Commissioner Keel decided to withdraw the phrase **“Upon full depreciation of each individual van if funding to purchase a new van is not available, discontinue that particular vanpool”** from his amendment.

PUBLIC COMMENT on the amendment

Tom Peek ~ He asked the Pierce Transit staff to communicate better with the vanpool users. He had concerns that this amendment makes it so when his van dies, his vanpool dies. But, do vanpools inside the boundary die? He asked for equitable treatment for all. The boundary revision never considered vanpools. Consider fixing that boundary issue.

Randy Stearns ~ He commended the Board for their appropriate discussion. He appreciates the Pierce Transit Vanpool staff. He reminded the Board that Pierce Transit is responsible in Pierce County to implement the Commute Trip Reduction law. That means the County, not just the Pierce Transit service area.

There being no further comment, Chair Strickland restated the Motion to amend as **“Require all vanpools to have an origin or destination inside the Pierce Transit’s PTBA. Grandparent existing vanpools outside the service area and require them to pay 100 percent of the direct operation expenses.”** Commissioner Keel requested the word ‘new’ be added so that the amendment reads **“Require all new vanpools to have an origin or destination inside the Pierce Transit’s PTBA. Grandparent existing vanpools outside the service area and require them to pay 100 percent of the direct operation expenses.”**

Upon roll call vote, the amendment failed 4-5.

Commissioners Young and McCarthy **moved** and seconded to table the Vanpool service area change issue. Motion **carried**.

Chair Strickland said she had to leave at this time and turned the meeting over to Vice Chair Talbert.

4. Commissioners McCarthy and Vermillion **moved** and seconded to approve Resolution 13-005; **Declaring Surplus of Twenty-two (22) New Flyer Buses and Thirty-two (32) Ford E450 Eldorado Aerotech Vans and Authorizing Sale thereof.** . Motion **carried**.
5. Commissioners McCarthy and Walker **moved** and seconded to approve Resolution 13-006; **Authorizing to Purchase Local Area Network Equipment (LAN) and a Blade Enclosure with 8 Blade Servers from Century Link using State Contract T06-MST-642.** Motion **carried**.
6. Commissioners McCarthy and Talbert **moved** and seconded to approve Resolution 13-007; **Authorizing Purchase of Replacement Radio Communications Equipment from Washington State WSCA Contract No. 02702.** Motion **carried**.
7. Commissioners McCarthy and Vermillion **moved** and seconded to approve Resolution 13-008; **Authorizing Approval of Title VI Service Equity Analysis.** Motion **carried**.

STAFF/POLICY DISCUSSIONS

Financial Update ~ Vice President of Finance Wayne Fanshier said the sales tax collections for December 2012 were 10 percent **above** December 2011. This includes the Public Transportation Improvement Conference (*PTIC*) boundary adjustment.

Legislative Update ~ Al Ralston and Briahna Taylor, lobbyists from Gordon Thomas Honeywell, informed the Board about the status of various bills before the House and Senate.

ADJOURNMENT

Commissioners Hull and McCarthy **moved** and seconded to adjourn the meeting. Motion **carried**.

Vice Chair Talbert adjourned the meeting at 6:08 p.m.

Barbara B. Schatz, CMC
Acting Clerk of the Board

Marilyn Strickland, Chair
Board of Commissioners

Service Reduction Plan to be implemented by September 29, 2013

300,000 Service Hours – Weekday, limited Saturday and Sunday; service eliminated on or around some holidays.



Route	Weekly Trips: Mon - Sun		Route Modification Details
	Current Service	Reduction Plan	
Route 1 6 TH Ave-Pacific Ave	Weekday – 475 Saturday – 84 Sunday – 52	Weekday – 445 Saturday – 39 Sunday – 35	<ul style="list-style-type: none"> • Weekday – Span of service will shift slightly. Frequency of service will remain unchanged in the peak with service operating from TCC to SR7 & 8th Ave (Walmart). • Midday service will operate every 20 minutes from TCC to Parkland Transit Center and every 40 minutes from Parkland Transit Center to SR7 & 8th Ave (Walmart). • Saturday – Span of service 6:45AM – 7:30PM. Service will operate every 30 min. between TCC and Parkland Transit Center in both directions; 60 min. Parkland Transit Center to Walmart (SR7 & 8th Ave) • Sunday – Span of service 8AM - 6:45PM. Service will operate every 30 min. between TCC and Parkland Transit Center in both directions; 60min. Parkland Transit Center to Walmart (SR7 & 8th Ave)
Route 2 S. 19 th St-Bridgeport	Weekday – 410 Saturday – 62 Sunday – 43	Weekday – 360 Saturday – 23 Sunday – 18	<ul style="list-style-type: none"> • Weekday – Service will end at approx. 10:30PM (currently 11:15PM). • Peak and midday service frequency remain unchanged (20 min. peak – 30min. midday). • Saturday – Span of service 7:00AM – 7:00PM. Service will operate every 60 min. in both directions. • Sunday – Span of service 9:15AM – 6:00PM. Service will operate every 60 min. in both directions.
Route 3 Lakewood-Tacoma	Weekday – 315 Saturday – 60 Sunday – 43	Weekday – 335 Saturday – 23 Sunday – 18	<ul style="list-style-type: none"> • Weekday – Peak frequency will increase from 30 minute to 20 minute. Midday service frequency will remain unchanged (30 min.). • Service will end at approx. 9:30PM (currently 10:15PM). • Saturday – Span of service 7:00AM – 6:45PM. Service will operate every 60 min. in both directions. • Sunday – Span of service 9:15AM – 6:00PM. Service will operate every 60 min. in both directions.
Route 10 Pearl Street	Weekday – 210 Saturday – 22 Sunday – 17	Weekday – 200 Saturday – 17 Sunday – 14	<ul style="list-style-type: none"> • Weekday – Span of service will remain unchanged. • Frequency of service will remain unchanged (30 min. peak – 60 min. midday). • Saturday – Span of service 8:00AM- 6:15PM. Service will operate every 75 min. in both directions. • Sunday – Span of service 8:30AM – 5:00PM. Service will operate every 75 min. in both directions.
Route 11 Point Defiance	Weekday – 140 Saturday – 17 Sunday – 16	Weekday – 110 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> • Weekday – Span of service will be reduced. Service will start at 6:30AM and ends at 7:15PM. • Peak service will remain unchanged (60 min.); Midday service will operate every 90 min. (currently 60 min.). • Saturday – No Service. • Sunday – No Service.
Route 13 N. 30 th Street	Weekday – 130 Saturday – 9 Sunday – 0	Weekday – 90 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> • Weekday – Span of service will slightly increase ending at 7:00PM (currently 6:15 PM). • Peak service frequency will remain unchanged (60 min.). • <u>Midday service is eliminated</u> (currently 60 min.). • Saturday – No Service. • Sunday – No Service.
Route 14 Proctor District	Weekday – 130 Saturday – 8 Sunday – 0	Weekday – 80 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> • Weekday – Span of service will remain unchanged. Peak service frequency will remain unchanged (60 min.) • <u>Midday service is eliminated</u> (currently 60 min.). • Saturday – No Service. • Sunday – No Service.
Route 16 TCC-Downtown	Weekday – 150 Saturday – 24 Sunday – 17	Weekday – 140 Saturday – 16 Sunday – 13	<ul style="list-style-type: none"> • Weekday – Span of service will be reduced. Service will end at 7:15PM (currently 8:30PM). Peak and midday service frequency remain unchanged (60 min.). • Saturday – Span of service 8:30AM – 6:15PM. Service will operate every 75 min. in both directions. • Sunday – Span of service 9:00AM – 5:00PM. Service will operate every 75 min. in both directions.

Route	Weekly Trips: Mon - Sun		Route Modification Details
	Current Service	Reduction Plan	
Route 28 S.12 th St- Downtown	Weekday – 215 Saturday – 27 Sunday – 17	Weekday – 205 Saturday – 16 Sunday – 0	<ul style="list-style-type: none">• Weekday – Span of service will be reduced. Service will end at 8:00PM (currently 8:30PM).• Frequency of service will remain unchanged (30 min. peak – 60 min. midday).• Saturday – Span of service 7:30AM – 7:00PM. Service will operate every 60 min. in both directions.• Sunday – No Service.
Route 41 Portland Ave	Weekday – 235 Saturday – 28 Sunday – 18	Weekday – 210 Saturday – 18 Sunday – 18	<ul style="list-style-type: none">• Weekday – Span of service will be reduced. Service will begin at 5:45AM (currently 5:00AM).• Peak service routing will remain unchanged; Midday: No service between Tacoma Dome Station and 10th & Commerce.• Peak and midday service frequency remain unchanged (30 min. peak – 60 min. midday).• Saturday – Span of service 7:30AM – 6:30PM. Service will operate every 75 min. in both directions. No service between the Tacoma Dome Station and 10th & Commerce.• Sunday – Span of service 8:45AM – 5:30PM. Service will operate every 60 min. in both directions. No service between the Tacoma Dome Station and 10th & Commerce.
Route 42 McKinley Ave	Weekday – 140 Saturday – 25 Sunday – 18	Weekday – 140 Saturday – 16 Sunday – 0	<ul style="list-style-type: none">• Weekday – Span of service will remain unchanged. Service will begin at 5:45AM (currently 6:00AM); and end at 7:30PM (currently 8:00PM).• Peak service routing will remain unchanged; Midday: No service between Tacoma Dome Station and 10th & Commerce.• Peak and midday service frequency will remain unchanged (60 min. peak and midday).• Saturday – Span of service 6:45AM – 6:30PM. Service will operate every 60 min. in both directions in the AM & PM. <u>There is no midday service.</u>• Sunday – No Service.
Route 45 Yakima Ave- Parkland	Weekday – 140 Saturday – 17 Sunday – 0	Weekday – 140 Saturday – 0 Sunday – 0	<ul style="list-style-type: none">• Weekday – Service will remain unchanged.• Saturday – No Service.• Sunday – No Service.
Route 48 Sheridan-M Street	Weekday – 250 Saturday – 26 Sunday – 18	Weekday – 215 Saturday – 16 Sunday – 13	<ul style="list-style-type: none">• Weekday – Span of service will be reduced. Service will end at 9:00PM (currently 9:45PM).• Frequency of service will remain unchanged (30 min. peak – 60 min. midday)• Saturday – Span of service 7:30AM – 7:30PM. Service will operate every 90 min. in both directions.• Sunday – Span of service 8:30AM – 5:30PM. Service will operate every 90 min. in both directions.
Route 51 Union Ave- Lakewood	Weekday – 140 Saturday – 18 Sunday – 18	Weekday – 105 Saturday – 0 Sunday – 0	<ul style="list-style-type: none">• Weekday – Span of service will remain unchanged.• Peak service frequency will remain unchanged (60 min.); midday service will be every 120 min. (currently 60 min.)• Saturday – No Service.• Sunday – No Service.
Route 52 TCC-Tacoma Mall	Weekday – 280 Saturday – 40 Sunday – 15	Weekday – 275 Saturday – 14 Sunday – 10	<ul style="list-style-type: none">• Weekday - Span of service will be modified and start at 5:45AM (currently 6:15 AM) and end at 8:30PM (currently 9:00PM).• Frequency of service will remain unchanged (30 min. all day; 60 min. at night).• Saturday – Span of service 8:15AM – 6:30PM. Service will operate every 60 min. in both directions in the AM & PM.• <u>There is no midday service.</u>• Sunday – Span of service 8:15AM - 6:00PM. Service will operate every 120 min. in both directions.
Route 53 University Place	Weekay – 145 Saturday – 17 Sunday – 16	Weekday – 135 Saturday – 12 Sunday – 0	<ul style="list-style-type: none">• Weekday – Span of service will be reduced. Service will end at 7:30PM (currently 8:30PM).• Frequency of service will remain unchanged (60 min. all day).• Saturday – Span of service 8:30AM – 5:30PM. Service will operate every 90 min. in both directions.• Sunday – No Service.
Route 54 38 th St	Weekday – 255 Saturday – 17 Sunday – 16	Weekday – 190 Saturday – 21 Sunday – 0	<ul style="list-style-type: none">• Weekday – Span of service will be reduced. Service will end at 7:30PM (currently 8:30PM).• Peak frequency of service remains unchanged (30 min.); midday service will operate every 60 min. (currently 30 min.)• Saturday – Span of service 7:30AM – 6:00PM. Service will operate every 60 min. in both directions.• Sunday – No Service.
Route 55 Tacoma Mall- Parkland	Weekday – 275 Saturday – 41 Sunday – 17	Weekday – 280 Saturday – 21 Sunday – 10	<ul style="list-style-type: none">• Weekday – Span of service will be modified and start at 5:45AM (currently 6:15AM); end of service unchanged (9:00PM). Peak and midday service frequency remains unchanged (30 min.); evening service will operate every 60 min.• Saturday – Span of service 7:30AM – 6:00PM. Service will operate every 60 min. in both directions.• Sunday – Span of service 8:45AM – 5:30PM. Service will operate every 120 min. in both direction

Route	Weekly Trips: Mon - Sun		Route Modification Details
	Current Service	Reduction Plan	
Route 56 56 th Street	Weekday – 130 Saturday – 24 Sunday – 18	Weekday – 135 Saturday – 16 Sunday – 0	<ul style="list-style-type: none"> • Weekday – Span of service will be modified, start time remains unchanged (6:15AM); service will end at 7:30PM (currently 7:00PM). • Frequency of service remains unchanged (60 min. all day). • Saturday – Span of service 9:15AM – 5:00PM. Service will operate every 60 min. in both directions • Sunday – No Service.
Route 57 Tacoma Mall-Downtown	Weekday – 275 Saturday – 22 Sunday – 16	Weekday – 135 Saturday – 17 Sunday – 0	<ul style="list-style-type: none"> • Weekday – Span of service will be modified, start at 6:15AM (currently 5:45AM) and end at 7:45PM (currently 9:15PM). • Frequency will be reduced to 60 min. all day (currently 30 min. all day). • Saturday – Span of service 8:00AM – 6:30PM. Service will operate every 75 min. in both directions. • Sunday – No Service.
Route 62 Northeast Tacoma	Weekday – 30 Saturday – 0 Sunday – 0	Weekday – 0 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> • Service is eliminated.
Route 100 Gig Harbor	Weekday – 135 Saturday – 16 Sunday – 17	Weekday – 75 Saturday – 11 Sunday – 12	<ul style="list-style-type: none"> • Weekday – Span of service will be modified, start at 6:30AM (currently 6:45AM); service will end at 7:30PM (currently 8:30PM). • Peak frequency of service will remain unchanged (60 min.); midday service will operate every 120 minutes (currently 60 min.) • Saturday – Span of service 7:45AM – 6:30PM. Service will operate every 95 min. in both directions. Service will not operate between Borgen & 51st and Purdy P&R. • Sunday – Span of service 9:15AM – 5:30PM. Service will operate approx. every 95 min. in both directions. Service will not operate between Borgen & 51st and Purdy P&R.
Route 102 Gig Harbor-Tacoma Express	Weekday – 45 Saturday – 0 Sunday – 0	Weekday – 45 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> • Weekday – Service will be remain unchanged 4 morning trips; 5 afternoon trips. • Saturday – No Service. • Sunday – No Service.
Route 202 72 nd Street	Weekday – 295 Saturday – 41 Sunday – 16	Weekday – 255 Saturday – 23 Sunday – 16	<ul style="list-style-type: none"> • Weekday – Span of service will be modified, start at 5:30AM (currently 6:00AM); service will end at 8:15PM (currently 9:15PM). • Peak frequency of service will remain unchanged (30 min.); midday service will operate every 35 min. (currently 30 min.) • Saturday – Span of service 7:30AM – 6:45PM. Service will operate every 60 min. in both directions. • Sunday – Span of service 9:15AM – 5:00PM. Service will operate every 60 min. in both directions.
Route 204 Lakewood-Parkland	Weekday – 290 Saturday – 42 Sunday – 16	Weekday – 275 Saturday – 22 Sunday – 16	<ul style="list-style-type: none"> • Weekday – Span of service will be modified, start at 5:15AM (currently 6:15AM) and end at 9:00PM (currently 9:00PM). • Frequency will remain unchanged (30 min. all day). • Saturday – Span of service 8:00AM – 6:45PM. Service will operate every 60 min. in both directions. • Sunday – Span of service 9:15AM – 5:00PM. Service will operate every 60 min. in both directions.
Route 206 Pacific Hwy/Tillicum/Madigan	Weekday – 235 Saturday – 41 Sunday – 18	Weekday – 145 Saturday – 14 Sunday – 17	<ul style="list-style-type: none"> • Weekday – Span of service will be modified, start at 5:30AM (currently 5:30AM) and end at 7:45PM (currently 9:00PM). • Frequency will be modified to 60 min. all day (currently Peak - 30 min.; Midday - 45 min.) • Saturday – Span of service 8:45AM – 5:00PM. Service will operate every 75 min. in both directions. • Sunday – Span of service 9:00AM – 5:15PM. Service will operate every 60 min. in both directions.
Route 212 Lakewood-Steilacoom	Weekday – 270 Saturday – 25 Sunday – 18	Weekday – 200 Saturday – 20 Sunday – 17	<ul style="list-style-type: none"> • Weekday – Span of service will be modified, start at 5:15AM (currently 5:30AM) and end at 7:00PM (currently 8:30PM). 5 trips to operate to Steilacoom • Peak frequency of service will remain unchanged (30 min.); midday service will operate every 60 min. (currently 30 min.) • Saturday – Span of service 8:45AM – 6:15PM. Service will operate every 60 min. in both directions. 2 trips will operate to Steilacoom. • Sunday – Span of service 9:15AM – 5:30PM. Service will operate every 60 min. in both directions. No trips to Steilacoom.
Route 214 Washington-Pierce College	Weekday – 270 Saturday – 25 Sunday – 17	Weekday – 170 Saturday – 20 Sunday – 0	<ul style="list-style-type: none"> • Weekday – Span of service will be modified, start at 5:45AM (currently 6:15AM) and end at 7:15PM (currently 8:45PM). Peak frequency of service will remain unchanged (30 min.); midday service will operate every 75 min. (currently 30 min.) Not all trips operate to the V.A. Hospital. • Saturday – Span of service 9:00AM – 6:45PM. Service will operate every 60 min. in both directions. • Sunday – No Service.

Route	Weekly Trips: Mon - Sun		Route Modification Details
	Current Service	Reduction Plan	
Route 300 South Tacoma Way	Weekday – 275 Saturday – 27 Sunday – 16	Weekday – 130 Saturday – 19 Sunday – 0	<ul style="list-style-type: none"> Weekday – Span of service will be modified, start at 6:15AM (currently 5:45AM) and end at 7:15PM (currently 9:00PM). Frequency will be modified to 60 min. all day (currently 30 min. all day). 6 trips operate to McChord Commissary. Saturday – Span of service 7:30AM – 6:45PM. Service will operate every 75 min. in both directions. Sunday – No Service.
Route 400 Puyallup-Tacoma	Weekday – 250 Saturday – 0 Sunday – 0	Weekday – 165 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> Weekday – Span of service will be modified, start at 4:45AM (currently 4:45AM) and end at 7:15PM (currently 9:00PM). Peak frequency of service will remain unchanged (30 min.); Route will be extended to serve Pierce College Puyallup (replacing Route 410 service) Midday service will operate every 90 min. (currently 60 min.) and midday service will not operate between 10th & Commerce and Tacoma Dome Station.
Route 402 Meridian	Weekday – 145 Saturday – 22 Sunday – 18	Weekday – 135 Saturday – 15 Sunday – 11	<ul style="list-style-type: none"> Weekday – Span of service will be modified, start at 5:45AM (currently 5:15AM) and end at 7:45PM (currently 9:00PM). Frequency will remain unchanged (60 min. all day). Peak service routing will remain unchanged; Midday service will operate every hour from 171st & Meridian to Meridian and Emerald (Milton Way) and every two hours to Federal Way Transit Center. Saturday – Span of service 8:15AM – 715PM. Service will operate every 90 min. in both directions. Service will operate between South Hill Mall TC and Meridian at Emerald only. No service to Federal Way TC. Sunday – Span of service 9:00AM – 5:15PM. Service will operate every 90 min. in both directions. Service will operate between South Hill Mall TC and Meridian at Emerald only. No service to Federal Way TC.
Route 409 Puyallup- 72 nd Street TC	Weekday – 145 Saturday – 18 Sunday – 17	Weekday – 125 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> Weekday – Span of service will be modified, start at 5:30AM (currently 5:45AM) and end at 6:45PM (currently 8:00PM). Peak frequency of service remains unchanged (60 min.); midday service will operate every 75 min. (currently 60 min.) Saturday & Sunday – No Service.
Route 410 112 th Street	Weekday – 220 Saturday – 38 Sunday – 18	Weekday – 200 Saturday – 21 Sunday – 17	<ul style="list-style-type: none"> Weekday – Span of service will be modified, start at 5:45AM (currently 6:15AM) and end at 9:00PM (currently 9:00PM). Frequency will remain unchanged; Peak 30 min. – Midday 60 min. Pierce College service will be operated by the Route 400. Saturday – Span of service 8:30AM – 6:45PM. Service will operate every 60 min. in both directions. Sunday – Span of service 9:15AM – 5:30PM. Service will operate every 60 min. in both directions.
Route 495 S. Hill Mall-Puyallup	Weekday – 35 Saturday – 0 Sunday – 0	Weekday – 35 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> Service will remain unchanged, afternoon trips only.
Route 497 Lakeland Hills	Weekday – 70 Saturday – 0 Sunday – 0	Weekday – 70 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> Service will remain unchanged 7 morning trips; 7 afternoon trips.
Route 500 Federal Way-Tacoma	Weekday – 165 Saturday – 30 Sunday – 28	Weekday – 220 Saturday – 20 Sunday – 16	<ul style="list-style-type: none"> Weekday – Span of service will be modified, start at 5:30AM (currently 5:45AM) and end at 9:30PM (currently 10:30PM). Peak frequency will be every 30 min. (currently 60 min.); midday will be every 60 min. (currently 60 min.) Saturday – Span of service 7:00AM – 7:00PM. Service will operate every 75 min. in both directions. Service operates to the 348th Ave. Park & Ride only. No service to Federal Way TC Sunday – Span of service 8:45AM – 6:30PM. Service will operate every 75 min. in both directions. Service operates to 348th Ave. Park & Ride only. No service to Federal Way TC.
Route 501 Milton-Tacoma	Weekday – 150 Saturday – 12 Sunday – 10	Weekday – 80 Saturday – 0 Sunday – 0	<ul style="list-style-type: none"> Weekday – Span of service will be modified, start at 6:15AM (currently 6:00AM) and end at 7:15PM (currently 9:00PM). Service will be Peak only, 8 morning trips; 8 afternoon trips. Service will operate from the Tacoma Dome Station to Meridian and Emerald St. in Milton. Service to Federal Way will be via the 402-Meridian. Saturday & Sunday – No Service.

Public Feedback Summary

Proposed September Service Reduction



Outreach Overview

Since announcing a 28% reduction in service by September 29, 2013, Pierce Transit staff began outreach activities to educate community members on proposed service reductions and collect their feedback in response to the proposal. We used a variety of media to reach out to our riders and other community members:

1. Posters and brochures on our bus and SHUTTLE vehicles
2. Onboard scrolling messages and audio messages in English and Spanish
3. Online advertisements (Total circulation: 25,000)
4. Print advertisements in 6 publication (Total circulation: 737,541)
5. Mass postcard mailing to residents near major routes
6. Postcard mailing to registered SHUTTLE passengers
7. On-street signage at 36 boarding locations
8. In-person outreach at transit centers
9. Website postings on piercettransit.org, including route-specific details
10. Advertising shelter displays along major arterials
11. Social media messaging
12. Posters distributed at senior centers and other locations in the community
13. "Pierce Transit Going Forward" article in *The Bus Stops Here*
14. Message in February *Service Change Rider Alert*
15. Presentations at various meetings, upon request

We invited customers to talk to us about what their needs are based on the proposed reductions, how service reductions will impact them, and what recommendations they have for improving the proposed reduction plan.

Additionally, we used this opportunity to survey community members about what is most important to them moving forward. We invited feedback about what we should do to improve our customers' experiences and foster more credibility and trust.

Pierce Transit collected feedback in a number of ways:

1. **Community Information Meeting:** Speaking directly with community members and collecting their feedback via comment card at nine Community Information Meetings between March 6 and April 9, 2013.
2. **Web/Email:** Set up an online web feedback form for customers to submit comments electronically, as they perused proposed reductions by route. Service Planning Manager Kelly Hayden received these comments (via email address Planning2013@piercettransit.org) and directly responded.
3. **Mail/Phone/Email:** Collected comment submission by mail, phone, and email.
4. **Facebook:** Emphasized individual route reductions on Facebook and collected posted comments by route.
5. **Survey:** Set up online survey to extract both quantitative and qualitative data related to customer experience and service improvement focuses as the Agency moves forward.

All collected feedback is included in this Summary.

Summary of Feedback

Feedback Channels

A total of 391 comments were collected. Community Information Meetings, Web/Email, Mail/Phone/Email, and Facebook feedback accounted for 23% of all feedback collected. The survey accounted for 77% of qualitative feedback.

Community Information Meeting	26
Gig Harbor - 3/20/13	1
Lakewood - 3/6/13	7
Northeast Tacoma - 3/13/13	0
Parkland – 3/18/13	2
Puyallup - 3/19/13	0
Puyallup - 3/26/13	9
University Place - 4/9/13	3
Tacoma Meeting - 3/7/13 (day)	4
Tacoma Meeting - 3/7/13 (evening)	0
Web/Email	30
Mail/Phone	11
Facebook	21
Online Survey Comments*	303

**Survey comments were in response to an open-ended question, "What can Pierce Transit do to increase customer confidence that Pierce Transit is providing the best service it can with the resources it has?"*

Demographic

According to survey-respondent submissions, approximately 70% of commenters currently use Pierce Transit Services. Of those, 50% start their travels in Tacoma, 12% in Puyallup, 9% in Lakewood, 9% in Parkland/Spanaway, 5% from Gig Harbor, and 4% from University Place. The remaining 11% hails in small percentages from Federal Way, Auburn, Fife/Edgewood, and Unincorporated Pierce County.

Feedback Themes

In reviewing the 391 comments received, five high-level themes arose and feedback has been organized to reflect each theme.

% of Feedback	Theme	Description	Comment #
32%	Service Planning	Feedback related to route specific proposed service reduction plans, weekend and holiday service, scheduling needs, etc.	1 - 124
23%	Communication	Feedback pertaining to a need for increased public relations, information sharing, community outreach, etc.	125 - 216
19%	General	Feedback covering a broad-spectrum	217 - 290
9%	Structure	Feedback aimed at Pierce Transit's internal structure, processes, etc.	291 - 324
9%	Funding	Feedback relating to revenue, funding options, budget, etc.	325 - 359
8%	Customer Service	Feedback regarding service reliability, fares, customer interactions, etc.	360 - 391

Subsequent pages provide actual comments organized by theme.

Service Planning Feedback

1. If you cut service on weekend for church shopping other things bad. Do for people have a job on weekday dumping things have school some play sports and other college other feed homeless in Tacoma when Christmas program could jobs ftlseelater work at others place people all diffrent abilities work with other volunteers at school is there from used more thank you very much opeful hopeful from you soon hurt people used transits thank you hurt us. Used bus service hopeful someday find more money thank you maybe. Other bus service likes thank you it is dumping see late Robert m wardellgby sees
2. Thank you very much for considering weekend service, especially for young people that work weekends. I will be working for the temp services and buses are my only transportation. I love Pierce Transit better than Metro. My concern is, once my bus arrives downtown from any area, will I be able to get home or will I have to walk to the Northend. Luckily I live a few blocks from the park. My other concern is, How will I be able to do grocery shopping, docter/dentist visits, errands, chuch? What if my 83 year old Dad lands up in the hospital. How am I going to visit him, etc. Bus lines end early and no buses on weekends. It's hard to watch our special bus service to grow over the last 40 years and then fall so far back to square one. Lakewood used to have 1 bus. My job search and my life are limited to bus service. I may need to buy a car. Thank you!
3. Rte 402 - As a lifetime resident of Pierce county and Puyallup for the last 42 years, and a regular rider of PT the last 11 years, I have one question and one correction to ask/make. First, just what will be the weekend service hours for the 402 and 409 bus routes and what % of the total weekend service hours will Puyallup receive? Next, as a correction. AS a fair employee, and as of Sept 30th 2012, the Puyallup Fair is called the Washington State Fair. AS the fair has already spent money on advertizing the name change, please have the courtesy to do the same. Thank you.
4. Rte 402 - Caller is upset with the proposed change to the Route 402. She takes the bus every day and is dependent on it. She wants it to be left alone.
5. Ride Routes 2, 3, 10, and 11. To me it will be very hard to see my mom when she lives near Point Defiance Zoo.
6. Regarding proposal on Route 214, 3, 206, and 202: 1. We need VA later for AA on Tuesdays and Saturdays. 2. We need to get to VA on Sunday for church services. 3. Route 214 needs to run later on weekdays.
7. It is nice to know you kept some weekend service. Please keep Thanksgiving Day service, as this is the most important holiday for people to get to events and family gatherings.
8. Rt 2 - Please keep Sunday Service to at least 7 PM after September reductions. My wife and I need this to get to our church services on Bridgeport.
9. I live in the Pt. Defiance area and it's hard enough to get around with the present schedule. I have to work on weekends. The 10 & 11 don't start early enough on the weekends much less cut one out and restrict the other. This just sucks.
10. Regarding Routes 10, 1, 204, 206, 212, 300, 410 and 3: Have longer hours and a little later for people that work at night. Need longer hours to catch bus. Route 402 needs to serve Puyallup Fair and 10 and 11 needs to serve Taste of Tacoma.
11. Over one million people converge on the city of Puyallup for 17 days each September, and that concentrated volume of visitors can be daunting to already-congested streets/freeways in the region. Puyallup sees a great deal of traffic on any day of the week, and any month of the year. But during the 17-day Washington State Fair, it becomes gridlock. The only way to lessen the traffic to the Washington State Fair is to offer a viable transportation option that can transport large numbers of people efficiently. We are aware of the budget cuts that Pierce Transit is facing, but request that you initiate the reductions starting on October 1t, after the Washington State Fair has completed its September 6-22 runb. Pierce Transit has been the best option to keep worker and guest vehicles in parking lots away from Fair congestion, lightening the streets and freeways leading to the Fair. With the loss two years ago of the Pierce Transit "Fair Express" service to the largest single event in the state, the city of Puyallup was strongly impacted. We had averaged over 99,000 riders who had taken this special bus service to either work at or to attend the Fair. More drivers were forces onto roads fighting for

parking spaces, backing up traffic for cars and buses. It was not just guests that were disappointed with this change. Many of our 7,500 employees, and countless vendors rely on Pierce Transit to get them to work in a timely fashion. With reduced Pierce Transit Service starting in September, many employees will not be able to work as they will not have bus service, or can only get to work, but are stranded for a return home. For many, that means they can't work and will lose income they rely on each year. Please reconsider starting the reduced service AFTER the Washington State Fair. It would ease traffic congestion for our guests, and mean jobs for many of our 7,500 employees. We appreciate your efforts so that our riders and our guests will have the opportunity to enjoy a positive experience in getting to the Washington State Fair.

12. Please keep 409 on weekends. I need to get to church.
13. Because of your stupidity on Sat I may get laid off, loss my job. Don't mess with the 410, 1, 402, 400 now or future. Don't raise bus passes \$27.00. Dave Ramsey Plan.
14. Rt 409 - Get Saturday and Sunday service NOW.
15. I would like Route 500 to go up to 13th instead of 9th St. so that people can connect with Route 28.
16. Would like weekend 409 service. Uses it to get to work on weekends generally 10:30 AM - 4 PM both Saturday and Sunday.
17. Rt 409 need to keep Saturday and Sunday service. Rt 402 needs to run later. Puyallup needs downtown service on weekends.
18. Please make sure 410 and 55 connect at Parkland. Thanks.
19. Need this bus (rt 410) for work. Early at 6:30 from Graham to the South Hill Mall and last bus from the mall at 7:15PM. Also the 410 bus to 112th and Cannon weekdays and weekends where I work.
20. RE: Earlier trip on Route 410 for September I would like to see an earlier bus to south hill mall transit center, I would catch it on 112th and close to Canyon and then take the 400 down to the train station, right now I have to drive to park n ride to catch the 400 down to train station, I do this every weekday, it would be nice not to have to drive to the park n ride, just catch it in front of my apartment house, but I need to get the 400 at the 6:17 departure time at the mall. Thanks
21. I'm interested in any programs our company can do for our transit customers. We're a big retail shop that due to the changes in Sept. our customer will be greatly affected by the new transit changes. (stop/line#500 runs thru pacific hwy. in fife)If someone can email me about some ideas it will be greatly appreciated.
22. Customer is disabled and rides Routes 55 & 410 to get to work at Toy 'R Us. Customer said with the proposed reductions, the 55 will not run late enough and will make very difficult for him to get to and from work. Customer wants PT to please consider employees who work at malls or work odd hours and weekends, specifically, South Hill Mall, Tacoma Mall, and Lakewood Towncenter, as bus service is vital for them to keep their jobs. Customer also suggests not cutting weekend service---instead have at least limited service hours.
23. Rt 212: Pleased to have trips added on Saturday. We will be able to go shopping on Saturday now instead of having to take vacation during the week. Also, what you have listed here will fit our schedule better during the week as you show the first trip leaving Steilacoom at 6:42 am and arriving at the Lakewood Towne Center at 7:08 am. My wife needs to be at work at around 7:00 am and this time will work for that. My schedule is more flexible, but this works for me as well. My wife is a SPED teacher with Clover Park School District and works at Alfaretta House. Alfaretta House is located behind Park Lodge Elementary in Lakewood and there is a stop right in front of that school.
24. I read your invitation to meet with the community regarding some forthcoming changes you are planning. You are recommending the elimination of some routes in order to save your scarce resources. But, I feel that reducing your service is not wise. Rather, since I have observed for many years that your buses always run at less than half of its capacity, I suggest

to leave the routes as they are and reduce the size of your buses to more economical and logical method of transportation. Those routes with little riders can very easily convert to small buses, thus continuing your service to those areas where the citizens need public transportation.

25. bus 402 How early will bus stop at commons mall in the Mornings on the weekdays? Will bus run as late as is currently on the weekdays? What does time table look like? Will there be another Bus service in the area ? I really depend on the bus for transportation durring the work week hope that will provide a good service...
26. Are there plans to have timed Metro connections at the 348th P&R for passengers needing to get between Federal Way TC and Tac Dome/10th & Commerce on the Weekends?
27. I live in Gig Harbor and utilize the bus to get to my medical and dental appointments in Tacoma and Seattle. Even though sometimes it takes me four buses and three hours to get to or to return home from Seattle, I am happy to have this service because it is the only way I can get my medical care. For these trips, I utilize 595 and the 594 series as well as 100, 102 and 2, depending on the hour. Then in Seattle I take the 3 or 4 downtown. I notice that it is the young, the elderly, the disabled (often both physically and mentally) and the non-wealthy who are my fellow bus riders in non-commute hours. I fit a couple of these categories myself. Please do not penalize these groups by cutting service. Already the Gig Harbor 100 bus runs only every hour and if you increase that time I cannot imagine having a trip lasting an additional hour to get to my appointments. And, as you may know, medical appointments are not made just at the patients' convenience. Thank you very much for your attention.;
28. I would like to see an earlier bus to south hill mall transit center, I would catch it on 112th and close to Canyon and then take the 400 down to the train station, right now I have to drive to park n ride to catch the 400 down to train station, I do this every weekday, it would be nice not to have to drive to the park n ride, just catch it in front of my apartment house, but I need to get the 400 at the 6:17 departure time at the mall.
29. Hello to all office people! I have been a loyal customer of yours for many years. You need to keep the buses running now and not make changes. It does not help all the people for routes 1, 204, 400, 402 and 410.
30. The 400 route needs to stay. You need to get a separate bus for Pierce College and keep it running as it for my son.
31. Pierce Transit has abandoned the north end of Tacoma after 7PM. The north end residents have paid taxes for a number of years and deserve better service than they are getting. </p> You were offered funding last year and you refused it because you would have to share it. The route 51 should go back into Allenmore because there are a number of elderly who need to get to and from the hospital and they have to cross the street now to do so.
32. Look at going out for another ballot. there are people with disabilities and people need to get to work, school, and Olympia. People need to socialize, meet a friend, etc. We need transit to do this easily and safely. Please run Route 300 later in the evening on weekdays. Specifically, look into Friday night service for people going to activities and social gatherings. Please see if you can add service based on what the customer wants and please find a way to put service back---raise fares to put some more service on the street. I ride the 10, 16, and 41 and you need to expand evening service span---how will people get home at night otherwise? Please also expand Sat/Sun service. It is need earlier and later. We need it an hour earlier and an hour later to mirror the hours of the YMCA./
33. Increase weekday service to 8:30 PM instead of 6:30 PM on Route 16. It needs to connect to Route 52 at TCC.
34. I wish you weren't cutting the 501 to all those places of businesses on Weyerhauser way, because your forcing people to buy cars, really folks who cannot afford to buy cars. Please reconsider leaving the Weyerhauser route on the 501 please come this September! Lot of folks will loose their jobs! Happy Earth day to all! Thank you Pierce Transit!
35. Personally, on the weekends, I think it would be better to run route 500 to the Federal Way TC every 90 minutes than to run it to 348 st every 75. This route has high ridership in large part because of it's connection to King County, and if that is cut, I don't think its weekend ridership will be all that significant.

36. I am a bit confused about Route 400 about its Pierce College Puyallup scheduling. Maybe a (sample) timetable would help clarify, but the impression I'm getting is:
 - * Rush Hour: 10th & Commerce, Tac Dome, Puyallup Sounder, South Hill Mall
 - * Mid-Day: Tac Dome, Puyallup Sounder, South Hill Mall, Pierce College (using current 410 routing)
37. You had better not catch the 62 unless you live along the route, or can catch a metro route on the way back. It runs to NE Tacoma in the afternoon, and back to S Federal Way to catch the 500 in the morning, so you could end up stranded in NE Tacoma overnight.
38. At least routes 52, 53, 54, 55, 56 & 57 out of Commerce transfer area is unaffected. I take these routes whenever going to the Tacoma Mall. Or anywhere in between.
39. The only way up to the Enchanted Park is #402, serving Puyallup's South Hill Mall.
40. Why does this route (497) exist? Couldn't you just time route 400 to meet the Sounder train?
41. Route 13...not facilitating a diverse neighborhood
42. Todays highlight..MOAR CUTS1!! Rt. 13 and 14 are flat worthless routes anyway might as well get a first student contract and save money on for other routes sheesh....
43. Rt 10 - the sheer concentration of both homes and businesses along Pearl makes public transit access mandatory to move more people with far fewer cars.
44. Rt 10 - Ouch. I use this route to get to and from work.
45. Rt 54 - with other routes to 72nd and Portland cut back, it seems those trying to commute to their jobs...the working poor...always...the working poor..are hit hardest. We love the Intr. District; alongside S. Tac. Wy, it is the soul of the city. Access continues to decline...
46. I dont like this one as bus 11 goes to my house now not having it run will suck
47. Customer surveyed 128 passengers and asked them what routes were important to them for their traveling needs. Staff member Tina Lee broke down the petition and routes listed and ranked them based on how many passengers listed a particular route as being needed. Based on customer petition, the top 10 routes needed (beginning with highest ranked) are 3, 2, 48, 206, 1, 53, 214, 51, 202, 212.
48. Get more buses out to the puyallup region. A lot of kids don't have licenses and have work in tacoma, parents can't always drop their kids on time.
49. NEED to keep weekend service...you will lose so much if you don't
50. Provide more service to routes that are most frequently used, or relied on in low-income communities. I would like to see that routes covering pacific avenue, McKinley, and Portland Avenue are not cut more than they already have been. I also wish the bus to stay as timely as it is now :).
51. By continuing to provide service regardless of the day of week it is. Too many people depend on the buses to get to work or school.
52. all of the above and run on the holidays
53. Stop cutting back the routes. The 501 for example used to leave every half hour. Now it is every hour and the fares have gone up..

54. Not cancel weekend routes. Some of us work on the weekends and will have no way to get to work.
55. Start telling us everything and not need to know stuff and maybe u all can help other out by make that we do feel safe and keep rideing the bus not go nowhere cause I work overnight and have to wait until 730a to go home on weekends that suck
56. You need to fix schedule bus on the pland your trip are different then you new hours today I wait 45 minutes on the bus stop because plan trip said bus was ongoint to arrive 6:50 and bus run every hrs two 54 bus when by I was still waiting for bus 56
57. Keep every half an hour service.
58. Bring back bus plus and restore all shuttle services and have reasonable bus schedules!!!
59. health care shift workers often start at 0700. please consider a #13 schedule that would get us to work on time. as it is , it is necessary to take two buses to get from the north end to tacoma general hospital (one of the largest employers in pierce county)
60. Make the Shuttle Bus more convenient in terms of schedule. e.g. I have a list of errands, none of which take more than 15 minutes. I would like to do them without spending the entire day waiting for the Shuttle between tasks.
61. If necessary, curtail mid-day frequency and provide more peak hour service. Once an hour frequency during 9-5 worker commute hours is useless.
62. do better job in dispatching, sometimes I notice one person on shuttle and knowingly others waiting going in same direction part way and you could utilize Shuttls use better. I used to be a dispatcher for an inportant department of the City of Tacoma and see you could change your ways and save. I worked in this capacity for 30 years and have had some insight to the problem.
63. Frequent service
64. make service work with each other--have all buses meet at the transit center/park and ride all leave at the same time so connections can be made.
65. longer hours and more bus
66. Run a bus down into Steilacoom on a regular schedule whether it be a small van. Please.
67. Reassess routes and timing to enable fewer buses to better serve areas and customers (several routes go through North Tacoma within minutes and blocks of each other - they should be spread out, and connect better with the Vashon ferry.) Show where the revenue comes from and where it goes. Describe ways PT is saving money by cutting management and other costs. Make buses more fuel efficient.
68. Listen to the riders need. I live in NE Tacoma, and all we asked for during this last round of cutbacks was 2 busses to take us into town during morning rush hour, and 2 busses to bring us back. Instead PT put Route 62 together which no one rides and takes 1 hour to get into Tacoma - ridiculous!
69. Provide bus and shuttle service to Dupont and immediate
70. quit cancelling routes, if necessary use small buses for some routes and tacoma bus service sucks because there is not alot to choose from , get some new people with ideas to get funding!!!!

71. Quit changing service so people can depend upon service. Cut frequency in some areas so other areas at least have some service (Lower Browns Point, for example) . Have the mall contribute to more frequent bus service or cut that service frequency. Install cameras on buses for security if not already there.
72. Increase routes that are overcrowded!
73. Maybe see what the customer would like to do with the services like one thing is reducing the amount of runs but still keep the runs. Going from 1/2 hour between buses to an hour or from every hour to every 2 on the smaller runs. that way people would still have the bus but still having the reductions.
74. Do NOT eliminate bus service in Steilacoom on the weekends! Isolating for people that depend on it for their livelihood!!! Some especially those disabled cant walk to Pierce College or Farwest Drive to catch the bus!!!
75. need to cater for the riding public that has NO other option for transportation.
76. bring back route 61
77. Respect the needs of low income riders, and those who have to rely on bus service for work/school.
78. Have more bus stops, operate to unincorporated parts of pierce county and operate until 1 am in the morning.
79. Keep as many main routes as funds allow. Instead of running every 1/2 hour, run once an hour.
80. Keep service going on weekends just raise the price during off hours..
81. Improve connectivity between ferries arriving at (and departing from) Pt. Defiance and the #11 (and, for those who ride it, the #10) bus.
82. Having better bus service and more frequently.
83. Extend to later hours, earlier hours along main lines.
84. Reallocate the resources to connect East Pierce County with Tacoma!!!
85. Let's start with providing service in the outlying areas. If we're are going to pay the taxes, we should get the service. Otherwise, keep your taxes in Tacoma, since it appears that's what we have now is Tacoma Transit.
86. Provide us with service closer to home without having to walk quite a distance to the nearest bus stop.
87. Rethink the timing of the routes. For example, there are four (four!) buses that can get me from my home to downtown Tacoma or vice versa. All four of them come within a 20-minute window... meaning that I often am waiting 40+ minutes downtown after my commute from Seattle. The longest part of my commute is not getting from Seattle to Tacoma... it's getting from downtown to the Proctor District, which is frankly absurd.
88. Adj the size of the bus to the number of people on the route, even if it means changing buses in mid day after the morning commute.
89. Get a person somewhere under an hour not the 3 hours now most times is the norm
90. Return Service to 224th in Spanaway. There is nothing out here for kids or people. We all must drive to schools, work and Shopping. We need bus service back. We all voted yes because use(use to) the bus. Those that don't vote NO. Raise the fares, but bring back our BUSES

91. Make the need changes to bus routes and times, get them working and then stop making such drastic route changes... let things stabilize, so we can count on the buses being there in a month, six months, and a year. Thank you :)
92. I know you're doing the best you can. That's not the problem. The problem is that Transit can no longer operate with a schedule that works for me. I would have to be an hour early for work and stay an hour late. That's too much time.
93. I'd like weekends some way daily in case I need to get to clinic by Tac. General. for Group Health walk-in clinic. I am thankful I can shop some by have buses to Lakewood for food, cannot carry much. Senior needing to be able to ride more as I age or to save money. I cannot get home at night from my job on 112th church job, so I am forced to use Aurora gas hog (8-9 miles to gal). Wednesday nights and Sunday nights leaving PT Lkwd like 9 pm or 9:30pm. Love fact I still have some bus privilege during wkdays. I know PT is good and tax voted down is what is hamstringing the best Transit Co. ever. Hoping to see it reversed and really allowed to build as it used to build because the gas is hard to afford. I would like something on weekends so we can go to restaurant or shopping...or for a walk in Lakewood or Ft. Steilacoom area.
94. improve sept. weekend route 1 from parkland to walmart 60.min. will not work there will be a lot of drop off only buses.
95. STOP REDUCING 409 HOURS AND DISTANCES; NO SHUTTLE SERVICE TO ROGERS HIGH SCHOOL AND SPECIAL OLYMPIC ITEMS THERE IS HORRIBLE!
96. why is there no 1am-4am time spot? Bar closing time is 2am, this 1-4am period would reduce drunk driving and provide a great introduction to public transit for those who normally drive during the day but would like to get out and enjoy the city's late night opportunities.
97. Increase frequency of trips to where I need to go for work.
98. Stop cutting services and find ways to restore the services lost to Key Peninsula and other areas. Working folks as well as seniors and disabled persons depend on you to get them there.
99. By restoring route 402A to south hill via 187th and meridian that bus use to help me a lot by having a bus stop right near my gated neighborhood. And have a lighted bus shelter at all the bus stops to keep the bus riders dry during the bad weather.
100. Serve all areas that pay.
101. If the bus company cannot provide options for people to be able to commute on their schedules and be comfortable, then less people will take the bus. I know a lot of people now that would rather drive than stand on the bus. Or be able to get home faster than wait for a bus that only comes once an hour.
102. Focus on frequent service where there is high ridership. Where there is not high ridership, consider combining routes to give higher frequency. Route 1 has taught us that riders will grow to rely on more frequent service, even if they have to walk a little more. Also, engage riders in a plan to restore and grow service in the long term. Thanks.
103. Cut underused routes. Improve commuter routes. Limit weekday and weekend routes with little use. Raise fares if needed. Function efficiently with basic service before. Asking for more.
104. Scale resources to where they are needed most. For example, a 60 passenger bus with only 10 riders on average is a waste of resources. Instead, use an appropriately sized van and equip it with the needed amenities for handicap access, bike rack, etc. Use a full size bus to go directly to large employers like Boeing Kenworth, Microsoft, etc. Based on the number of vanpools, I am sure that Bonney Lake and Puyallup would fill up a bus on the 5am and 6am (work start time) routes to Boeing Renton plant. Just have the bus at one of the Park & Ride locations in the morning and have a designated pickup point at the employer. Boeing is very pro mass transit. They would very likely be open to parking on Boeing property for scheduled arrivals and departures.

105. I live in an area of NE Tacoma where Pierce Transit pulled service some years ago and then reduced service further several years after that. Before that, I relied on public transit to commute to my job in downtown Tacoma 4-5 days a week. Now, I would need to drive 5 miles in the opposite direction to catch a bus and then walk 3 miles to my office because that area is not served either. I will continue to oppose any tax to fund Pierce Transit because Pierce Transit does not serve my community AND does not intend to do so in the future. No taxation without transportation!
106. Restore service to NE Tacoma
107. Try not to decrease services vital to those who need the service for important appointments in the community.
108. Fit the schedules and needs of the working poor so they have options and support in the form of reliable transportation.
109. Check all routes to see if you really need to run that route if no passengers are on it or very few.
110. Do not cut the bus route times. People need to get to work or school and without it running on specific times (mornings or late nights) people will have to quit their jobs.
111. Keep the later buses available, I along with some of the people enjoying special olympics sports need the bus available, because we don't use the shuttle services like the rest of my special olympics group does.
112. I do not like the cuts i need the bus running often so i do not get stuck anywhere or having to walk home.
113. increase routes
114. Reinstate Olympia Express service
115. Park And Ride When The Washington Fair is going on
116. we should keep the #10 running so people can get back and forth to where they are goin that live in the ruston/Tacoma area, you remove them, and you lose fare and rides from that area
117. My daughter and I both take Rt 402 to our physician and counselor in Federal Way near St. Francis. We go several times a year to these appointments. Please keep service to Federal Way from Edgewood on the 402 at least hourly if you can. There is no place that is very safe to go and wait on Highway 99 if the buses are so far apart. I also shop at The Commons since it is the closest mall to Edgewood on the bus line. Please do not strand us in Edgewood where there is little shopping and few professional services. Thank you for listening!
118. My name Jim Manning, I am 53 y/o and have been living with Cerebral Palsy since birth. I started using the Shuttle Services in 1980 as a way get around in my community. I currently live in an Assisted Living because my parents have passed away that used to provide the primary care I needed. I use the Shuttle to get to and from my many Dr. appointments. This is crucial to meet my ongoing health needs. I have many psychosocial needs that are met by having the independence of using the Shuttle Service. I attend church regularly on Saturday evenings and have attended this for the last 2 years. I go to bible study every other week. It is crucial that I continue to attend my church to lift my spirits and give me purpose in life through Christ. I also use the shuttle to do all of my grocery shopping and to volunteer. Yes I volunteer, even as a disabled member of this society I still try and give back. The Shuttle allows me my independence. The only independence I have left. I have very few family members left and this would create a huge burden on them to try and take me to the places I have relied on for so many years going by the Shuttle. I solely depend on the Shuttle Service for my independence I can't express this enough. The shuttle also provides me with safety as a vulnerable adult it's very easy to be taken advantage of. Again I can't express to you the extreme dependence I have on the Shuttle Services to continue to allow me to thrive and be active in life. The shuttle is all I have and have used my entire life. Please don't allow cuts to service as this would take everything I have away from me. I would be willing to pay rate increases as much as \$2.00 more if it meant the services would still be

available like they are now. Please, please, please save the Shuttle Services for me and others like me that depend on the shuttle for the only independence we have left in life.

119. Is it possible that you will restart a bus route to the Port of Tacoma/tide flats now that the 11th street bridge is open again. I live in Purdy and would love to take the bus to the port again.
120. I'm worried about route 501, my partner will literally loose her job if you cut the route to just Emerald st in Milton. She works at Xerox and most of the people there don't make much money so they cannot afford to buy a car. Just like we cannot. Xerox, World Vision, Weyerhaeuser, Devry University.... You are making them loose their jobs. Carpooling isn't an option, believe me it's been already tried before. Can't you just leave the time slots exactly the same please! Seriously people will loose their jobs especially at Xerox if you cut the Weyerhaeuser back part of the route! Please listen to your public! Thanks for reading!
121. 402 and 410 and even go back to connecting the 402 to the number one in Spanaway, can make a bus connection better to Sumner Industrial Area, they are tons of companies hiring they're but we need the bus to take us there. Thanks. -N
122. I'm appalled at the timing of proposal to raise the salaries of top range employees. At a time when; when the cutback of services availed customers the only means to get to their jobs, groceries; or other required destinations. Maybe instead you could look at restructuring these same positions; maybe apply a "Lean Event". Lean is now the game that your customers applying in their lifestyles; I'm tired of the greedy. Let those "Valued employees" looking for those wages that they so desire in other municipalities go get them. A lot of qualified people are available for those vacancies who will do the job for less.
123. This letter is in response to the cuts proposed for Pierce Transit in September 2013. I have some specific suggestions that I would like you to consider as alternatives to the cuts presented at the recent community information meetings. I attended the evening meeting on March 7 and spoke with many of the staff present. I am also a daily transit rider.
124. I believe the priority should be to preserve service for those who do not have alternative transportation. That way, no one will lose their job or their ability to conduct routine life tasks due to cuts. My suggestions are based on this priority. By working with Sound Transit, we can eliminate duplicative transit service and save service for those without alternatives.

1) Eliminate duplication of service in the Pacific/Commerce corridor. Sound Transit provides Link service between Tacoma Dome Station (TDS), 25th Street, and Downtown. Currently, Routes 1, 41, 42, 53, 400, 500, and 501 travel this same corridor. Planned September cuts only reduce duplicative service by a couple routes on weekends, ending the routes at TDS. Running buses alongside the Link adds unnecessary pollution and costs money; it also increases traffic downtown rather than reducing it. By terminating these routes at 25th or TDS, Pierce Transit can save money **without eliminating service for those who have no alternative**. If operators need breaks, they can take them at TDS instead of downtown. Route 1 can be broken back into Routes 25 and 46. Link expansion can lead to further savings in the future by ending bus service at each Link terminus.

2) Eliminate duplication of service from Tacoma to Seattle. Sound Transit (ST) provides Sounder service between TDS and Seattle. It also provides 5-minute peak bus service between TDS and Seattle. Almost all Route 590 trips duplicate Sounder service. Route 590 can be eliminated or greatly reduced **without eliminating service for those who have no alternative**. Pierce County officials need to demand that Sound Transit spend our money here, not just on getting people to and from Seattle. Additional Sounder service is already scheduled and funded. By reallocating ST's spending, we can preserve service for those in Pierce County who don't have alternatives. In ST's initial plan, Parkland Transit Center was on the map; it has never been served by ST. If Route 1 were funded by money currently going to 590 buses, we could put a huge dent in the cuts to other routes. In the last few years, ST has eliminated Pierce County routes due to low ridership. This will not happen if it funds a high-ridership route already in use.

3) Eliminate Pierce County funding of service for Seattle residents. Under “subarea equity,” ST taxes raised in Pierce County pay for 100% of Routes 590/594. Seattle pays nothing, even though Route 594 provides reverse commute service for Seattle residents. Cuts to 594 could be achieved by deadheading early-morning buses that don’t serve Pierce County residents back down the freeway instead of running them all the way through downtown Seattle. Alternatively, Seattle could chip in for this service. Similarly, Seattle pays nothing for King Street Station and Sounder trips serving Seattle residents. Obtaining some Seattle funding for this station and service is only fair, especially in light of the current crisis. This would free up even more money for funding a route here.

Please consider these suggestions as an alternative to slashing Pierce Transit bus service. Let me know if you have any questions about any of these ideas. I would love to have a conversation with you about them.

Communications Feedback

125. PT needed to better communicate and get the Prop 1 message out. This is a vital service and needed messaging about how quickly people can lose their ability to drive. Please bring another ballot to increase funding for Pierce Transit. Consider establishing circulating loops from Tacoma Dome to major parking areas for people who do not drive. Provide service to all Metro Parks. If buses accessible by a 10-15 minute walk, people will ride it. It needs to be accessible.
126. This state's voters claim to care about people. Maybe if somehow information about some of the people who ride the bus could be advertised; the voters may actually show some compassion. Many people I have observed on the bus are working people. Airports and hospitals are open 24 hours and many students go to school and some work during the day.
127. Sell the system via advertisements, leaflets and brochures to get the general public excited about public transport. Use humor to show the negative is behind not using and finding a sustainable public transit system.
128. Use volunteers to bolster understanding/save costs wherever possible.
129. Communicate clearly and respond directly to concerns voiced by its riders.
130. Listen to the people and their needs. In the past I have had the assumption from PT that you were most concerned about working people. Being 67 and unable to drive that bothers me alot as I know I am not the only one who depends on PT as their only means of transportation.
131. Listen, and not just at voting time for funding.
132. Hold meetings which allow for rider input. Let people tell you what they think and don't just hand out leaflets.
133. Simplify presentation of expenses for the public by showing % of dollars spent on actual transport, administrative expenses, etc.
134. Have more transparency of meetings, e.g., have minutes or note available online.
135. Continue to show the efforts that have been made in making concessions in spending/concessions that employees have made that enable PT to have as a reliable service as possible
136. Communicate that you are continuing to look at ways to innovate your service in multiple facets. Also, show/report on the progress of these initiatives.Communicate more with your low-income riders!!
137. Somehow educate non-bus riders about the need and importance of mass transit. I now carpool because my route pick up times changed. I miss the bus; I am lucky to have an alternative. Not everyone does.
138. Regular TNT stories about the benefits from personal accounts. Professional assessment of effect on region from reducing access to employees, and comparison to cities that grew or became more attractive through improved transit opportunities. Make it clear there is no "savings" when a city has the reputation of a "third world country."
139. communicate and involve public. Show that PT is using resources correctly, elimated un needed admin staff. research what worked well in the past and flesh that out, brain storm with public suggestions etc. Either more town meetings or written in (mail or email).
140. PT CAN USE QUESTIONNAIRES LIKE THIS ONE TO GET CONSENSUS FROM ITS RIDERS, KEEP US INFORMED, AND LISTEN TO AND ACT ON OUR NEEDS. ALL CIVILIZED COUNTRIES REQUIRE RELIABLE PUBLIC TRANSIT. THANKS
141. I am convinced and have been for a long time. Other people must be voting "against" additional funding for Transit, I think, for two reasons: they don't want to pay extra and they don't use the bus. (The "what's in it for me" crowd.) So, maybe you should do what Planned Parenthood did. They proved that cutting family planning services State-wide would cost \$4 mil. more than the current services.. Do a global study and show what reducing transit service will cost the

taxpayers (in dollars): unemployment/welfare/medicaid connected costs because people can't get to work and lose their jobs, air quality related ER admissions/medical costs, road repair costs for more cars, economic costs of bus driver job losses & less gas purchased by Transit, costs of traffic congestion, costs of extra congestion during fairs (Puyallup, Taste of Tacoma, etc.), new business & new residents lost because the transit service is below-par. If it hits voters in the pocketbook, they will change their votes.

142. Communicate

143. CLEAR, CONCISE INFORMATION

144. You might try listening to the tax payers for a change, a 50% increase forever for a temporary problem just does not make it. Threats and cutting service does not work either. Pierce Transit needs new leadership and a new Board. I used to be proud of the system, but you have lost your way do to poor leadership.

145. Continue to advertise the efforts PT and others are making to maintain/expand services.

146. e-mail/mail full disclosure of budget and expenditures.

147. Can you get positive stories in the newspapers?

148. promote what is available

149. Ensure that PT financing/accounting data are publicly available and expenditures are maintained at U&C levels to placate those who claim PT is wasteful/mismanaged.

150. PSA's on radio and television-30 second pics and stories on how transit is changing people's lives. I ride on Sundays in Gig Harbor with a little old man who visits his wife in an Adult Family Home. I was so happy to hear transit got grants to maybe keep Sunday service going. I was worried about him. The bus is a community-one day when I thought I had my change in my pocket and didn't, three people gave me change for my fare. The drivers are so important to the safety and well-being of so many folks who use transit as a safety net. I appreciate having your services!!

151. be publicly open about how it's cutting various costs which don't include cutting bus service.

152. Let them know that this is only a temporary setback; that brighter days are ahead.

153. transparency

154. When Prop 1 didn't pass it tells me that there is a large disconnect from "who likes the bus" to "who doesn't". There needs to be a better understanding of why public transit provides infrastructure to help boost local economy & that could get more votes for bus funding. Also, it's tough to raise salaries in the public eye & have to report that to voters. People already think the gov't isn't spending its revenue wisely, and it will be harder to get people to vote on more bus funding if voters hear about increased salaries.

155. Continue to be transparent about upcoming changes, and offer more service.

156. Wrong question. The better and more positive question is: "What can PT do to instill greater public confidence that we will always be the significant player in Pierce County mass transit?" Move the conversation away from the resources issue. We already know that. Keep the faith. --RTO 2642

157. Don't try to scare us ever again the way you did before the last vote

158. If there are other sources of funding, find a way to use them efficiently. Investigate the accusations brought up by the "No on Prop 1" groups and see if there is actually waste that could be trimmed in other areas WITHOUT punishing the riders! Act with integrity.
159. Being completely honest and open about expenses and detailing the real reasons for the financial shortfall.
160. You're already doing a great job communicating with us via e-mail and community public forums! Keep it up! I'm SO SORRY people voted against you again last time!!!
161. When we voters hear of "give aways" and capitulations to city councils - a problem particularly with Sound Transit, we get pretty perturbed. It bleeds over.
162. Keep communicating.
163. Continue to be honest and truthful in what goes on at pierce transit.
164. Tell us what results of the survey are and what happens/changes because of it. Post results at bus stops/bus
165. Make business decisions more visible to the community; establish a listserv for communicating transportation issues in partnership with the other transit agencies. Pierce Transit does not operate in a vacuum. We need to hear about the whole picture.
166. In my opinion, engaging the entire community in transit education, would help PT establish a more broad based patronage. As a professional, who had to learn the transit system because of disability, I am a minority on PT buses. Even St. Joseph Hospital pays for their own shuttle instead of partnering with PT. I don't see the community behind PT, when it could be a supportive partnership.
167. Communication is the key to understanding
168. I actually think for the educated you are doing well. The communications may be difficult to understand for those are less educated, less knowledgeable about funding climates, and less caring about anything that isn't about meeting their needs.
169. more honest, reality, specific, etc details sent to all rider & non rider of shuttle, bus in all route area, with all drivers of shuttle & bus, with all disable agencies. etc's
170. public announcements
171. Become more transparent to allow the public to see all monies coming in to Pierce Transit and how every dollar is used.
172. Increase communication with the community to prove you are doing the best possible within the current situation.
173. Use public service announcements , the media to explain what is the situation. Encourage the news reports to do in depth reporting on the issue Get PT management to ride the bus 1 day a week and let the public know about it.
174. You are transparent, do audits, provide information to the public, ask what is needed and show how you are delivering it, report results of everything, get your unions on board and say they need to be part of being the best transit system.....or the system will die and the employees with it.
175. Communication
176. Educate people about the benefits of riding buses. Cars are simply not sustainable.

177. More news coverage on TV, radio and the newspaper. Perhaps this way all the voters that voted against Prop 1 will be better informed why we need a reliable bus service. There is a perception that the Pierce Transit is top heavy with high-paid administrators, and that's where a lot of the funds are going.
178. Communicate effectively with all parties that have a stake in reliable public transportation that meets the needs of those users within the service district.
179. Do some PR around your concern for your constituency. Also, focus on being more reliable and consistent with the services you do offer.
180. good luck, the stigma of riding a bus is hard to overcome. maybe regular reports on the degree that these "priorities" are being met. but I don't want you to waste money on commercials which cause increased fares.
181. easy to understand and frequently released budget statements
182. Show cuts in management, office spending, etc.
183. Lay out how PT expenses (wages, maintenance, costs) compare to other nearby and similar transit systems
184. Demonstrate its fiscal responsibility by sharing data with the public re: cost cutting measures. Comparing service hours/costs/revenue between PT and other transit agencies serving similar communities.
185. communicate with riders via internet more frequently. Invite riders to be active proponents of increased and stable transit funding. Run it like a campaign.
186. communicating with riders and community while getting restoring, expanding services. Thank you for asking
187. Ongoing regular communications with the public
188. Communicate what is available to the populace. I would probably use public transport if I knew more about it.
189. Provide easy documentation that money is spent effectively and not wasted. That is why people are reluctant to pay out as they assume there is waste.
190. provide access to reports regularly online and via mail as needed showing how ALL monies are spent. If online, make it easy to get to and easy to understand.
191. Spoke person can give riders a message on the bus or popular bus stops. Assure the people that PT has the best interest for the people it serves and make it easier for the people's voices to be heard. Email surveys are great for feedback. Maybe have volunteers survey the people at popular bus stops or even on the bus and drop it off at the next bus stop. Have the volunteers help in taking the survey, for it to be a bit faster to complete. Choose questions carefully.
192. More outreach to schools, senior centers, hospitals, disability agencies support groups, churches, to educate people on bus programs, services, etc. Create lasting partnerships with these groups so that you know what the needs are, especially for our elderly and disabled population
193. Better analysis before announcements. Weekend service is greatly appreciated but way it was done hurt your credibility
194. Show it as a pillar in the community and keep it relevant by engaging the public with all the great things about it and how it will be better in the future. As it is now, Pierce Transit is just another public agency failure and the community just focuses on the negative since it is easier. Cities are not viable without a decent transit system and the community needs to buy into a positive message from Pierce Transit and be shown its deep connections in the community...even telling the history of Pierce Transit from inception to present might help people feel more connected to the service. Or telling people the why's behind the decisions or what it is like to ride the bus every day or who the riders are and how it benefits their

lives. Pierce Transit needs a really slick and well-designed marketing campaign that tells a great story that makes people want to support it---then maintained by consistently telling a positive story and showcasing the connection to the community over and over and over. There is so much more to Pierce Transit than losing at the ballot and slashing service.

195. have suveryys like this one
196. keep public relations with commuters on what is continuing to go on and have continued input.
197. Bus service is a love it or leave it service. The people who have voted the bonds down are not the ones who use the service. It would help if there was a media campaign blitz explaining the benefits of public transportation before a vote. I do not believe that Pierce Transit is using all the tools it can to increase the public awareness.
198. This is a tough question. So many things have just not been addressed, even before the recent budget shortfalls. many riders, myself included, just feel that between Sound transit and Pierce transit we are not getting all we'd hoped to get. Better communication and a real openness to listening would be a great start.
199. Be transparent about the politics at play.
200. With all the negative comments over the last couple of years, it will take a long time to overcome. Look for third-party endorsers to help you tell your story.1. The public meetings are good.2. Small newspaper ads to explain service
201. clear and honest communication with no political hype; knowledge-sharing drivers
202. Continue communications through the media, meetings and material made available in the service area. Be as open as possible to the public.
203. publish on line the costs of labor, management and operating
204. Keep communicating and providing information on actual costs for services.
205. Communiication on why there are limits and how this is being addressed.
206. stop complaining about your lack of funds and positively promote the services you do offer.
207. Stay active in the community. Inform voters of the needs of transit users. Encourage employers to give transit incentives like ORCA fare cards for employees who use the bus to access work. Also consider expanding advertizement space in and on bus coaches to generate money from private businesses who rent the space.
208. Regularly provide statistics on route performance; focus services on heavily used urban routes; show efforts to reduce the use of expensive paratransit services when other providers or routed service is available
209. Provide questions like these that keep us informed that you are trying to fight for us like me who are disabled and in a power chair and NEED you.
210. Be honest with the public.
211. Show it can live with a budget
212. Let the public know that you are doing the best you can with the funding that you have. And you are looking for ways to keep service as it it.
213. Become a transparent agency. Let the public have their full regarding their concerns at the beginning of a public meeting instead of the last few minutes of a meeting

- 214. explain the funds..what comes from where...the importance of the sales tax income...specifics
- 215. Keep up the good work - get a handle on the public perception of Pierce Transit.
- 216. post latest news on the website

General Feedback

217. I am not able to attend the public hearing that you are holding but I do not think that it is right that you cut service. Some older people and people in wheelchairs and walkers do not have another way to get around. Some people that work do not have a car to get home or any other way to get home. Please think about this BIG problem.
218. I think there should be a way to solve the problem since most of the bus patrons depend on the transit service to get to work and shops. It'd be unreasonable to for poor patrons to suffer for some unreasonable politics.
219. Concerned that Tacoma Amputees will not be able to attend support meetings. They will need help from Travel Trainers, as currently clients take both SHUTTLE and bus and some could be coming from outside the PTBA.
220. Last Saturday 3/26/13 I went to State Representative Public Hearing. It has been twice. They are not my State Representatives. I don't think they have to know our budget any (???) about transportation. Please train employees their way here in Pierce County. I do think you needed to hire somebody who are residents here in Pierce County because they are familiar. No (???) immigrants are support of all entitlement (???)
221. Past 2:00 PM Route 1 must be careful especially the traffic lights. Train them to drive the speed limit back and forth to Spanaway and back to Commerce ST & TCC. Last March 7, 2013 University of WA stole my passport (???) open my luggage.
222. I am unable to come to your meetings, as much as I would like to, because of your prior trip reductions. I am unable to attend any of the functions that my church has in the evenings because of the prior trip reductions. I now must leave anywhere I am at 6:00 p.m. I was apprehensive about the proposition passing because the majority of people living in Puyallup and Pierce County have probably never even ridden on public transportation and those of us that must are unable to pay an increase in property taxes, even if we did own property. I think that it is a shame that people have such little empathy today that they are unable to put their selves in a position of having to rely on some other mode of transportation beside that of their automobiles. I have been relying on the bus system since 1998, and I feel very fortunate that such transportation is available. You have some very thoughtful and helpful people in your company. I now must depend on your Shuttle system and am more than thankful for that. You put out a map showing your new routes, but unfortunately I can not see well enough to see if I will still have your wonderful service. I am labeled "housebound" and pray that I will still be able to use your transportation. Instead of cutting a public transportation system that needs more routes, buses and drivers I wish that the "public" would think, for one minute, about those of us that must rely on such transportation. Perhaps then they would have been willing to reach a little deeper in to their pocketbooks and they would have voted yes on Proposition 1. I know that it is too late now, but what this city, county, state, etc. needs is someone to think of someone other than themselves for a change. Thank you for the services that I have been getting. I hope that I am able to continue to be in your proposed system. I am very grateful for all that you have done to get me where I need to be.
223. I appreciate the announcements on board about the service changes meetings.
224. That is funny since Gig harbor overwhelmingly voting against the transit initiative, seems they should be on the #1 chopping block right beside Puyallup.
225. This is going to screw over so many people who have jobs and/or are currently seeking employment.
226. People who voted no on prop 1 are very selfless and 3/10's isn't very much. Now its going to be very hard for people who depends on the bus and now there going to be a lot of people on the road who don't have the things you need to drive.
227. Sad for all the people who depend on Pierce Transit.
228. I have nothing to good to say. Just stop cutting service
229. I really love these routes highlights posts. Keep 'em coming! And keep the buses coming!

230. All I got to say is messed up...
231. Bad news.
232. We realize that. That isn't the point. This is hurting everyone in Tacoma, whether they know it or not. It isn't business or tourist friendly. People will lose their jobs and freedom. I can see many wanting to move somewhere they have freedom of transportation.
233. they need a lot of help
234. Maintaining current routes
235. Return the service the way that it was. And get new people to do your budget correctly so this won't happen again
236. I think you're doing a good job at this.
237. I think those of us that have been long time customers understand that you are doing all you can with what you have . . . it's those other numbskull non-customers that don't seem to understand why additional funding is necessary!
238. nobody believes you are providing the best service I have taken pierce transit since I was 15 now 53 you guys have really let us {bus riders } down you are making it so nobody can get to work I work 7 days a week. GET
239. MORE SPONSERS !
240. keep the buses in use
241. I think pt has totally lost customer confidence, and i feel what pt is doing is going to backfire in your face and your ridership is going to totally go away.
242. I am sorry but I don't know. I believe that is the case but I don't know how to convince others.
243. I think you are doing everything that you can.
244. check you spelling of "Convenient" in this survey. It was incorrectly spelled as "Convienent".
245. I think you are doing the best you can with what you have already.
246. Bring more bus service and have the best, so everybody wants to ride
247. ?
248. Satisfactory as is
249. I think you are providing the best service you can with the very limited funds you are getting. We need to get you better funding, so you can provide more extensive service.
250. look for viable solutions
251. County taxpayers MUST support public transportation bonds
252. Pierce Transit is terribly underfunded and is not providing a level of service that makes riding the bus a viable option.

253. ?????

254. Hard to tell -- how could people NOT have voted for last PT bond issue? So sorry it didn't pass.

255. I ride the shuttle because I am disabled and unable to write the regular buses. I am very grateful for the shuttle service and I prayed that it continues to meet my and others' needs.

256. Stop the death spiral. The more you cut service, the less people can depend on you, and the fewer the riders. A transit service that can't get me where I need to go, when I need to go, is useless.

257. I sincerely wish that I knew. It is so very sad that we the voters do not embrace a vital and robust mass transit system which truly benefits everyone

258. Stop lying, provide all the facts with the budget, and get your fuel station fixed, so that you can stop wasting money by sending buses up to Seattle to refuel.

259. Never lost confidence in PT.

260. Please spell correctly on these surveys [e.g., "convenient" (twice), "accessible"]

261. Keep up the great work. Your doing great!

262. I believe PT is doing the best they can right now, but I think some word that PT is working towards getting more/sustainable funding would increase confidence that you're working on long-term solutions instead of only working on the problem at-hand.

263. I feel that it is providing the best service it can, my confidence is high in that. But I don't use the bus because the schedule doesn't extend late enough and it takes too many transfers to get to my work place.

264. try to do the best that can

265. just keep the way it is

266. You didn't mention shuttle, which I rely on to get to and from dialysis. This saves my life. Is there some reason you only said 'bus service?'

267. re-sharpen the pencil and return some or as much service as possible

268. I still drive, but there will come a day. We just settled in an apt and we will, on occasion, use the bus now.

269. I know this has nothing to do with bus service . . . however, I heard last week that PT plans on cutting some of the vanpools currently running. ARE YOU KIDDING ME!?!?!? You want to put MORE people back on the road? Raise the rates on the vanpools as well as the buses. GOOD LUCK!

270. Not ask for more funding all the time. Make do with what you have. Make routes more convenient.

271. I don't know.

272. Visiting friends and appointments in Tacoma & Lakewood.

273. Nothing.

274. Stop cancelling service routes. For people who do not drive, this is devastating.

275. Continue to provide service. So many low income/ minimum wage families depend on transit service to get to and from work. These people are the backbone of our community.
276. More buses
277. I think you are doing the best you can.
278. PIERCE TRANSIT IS DOING A GREAT JOB, I THINK. KEEP UP THE GOOD WORK. THE ORCA CARD IS GREAT!!!
279. Stop cutting back service
280. Keep using transit don't give up on it its good for the environment
281. Not sure
282. not sure
283. Can't think of anything that would not cost more money. Just keep doing what you are doing. Maybe have drivers reassure us that #12 is true.
284. More efficient service with available funds.
285. Do whats right for the families that can't speak for themselves or have limited options in their lives..it is Public Transportation....
286. Don't know at this time
287. bonney lake
288. Stop stabbing their employees in the back.
289. Not cutting service at all!
290. stop eliminating service

Structure Feedback

291. 8 miles walk every morning because Pierce Transit cut services, we don't do what we say we are to going to such as restore the natural gas fueling station. We fuel up buses that just dead head to places and we are wasting it. Whenever caller contacts us with an inquiry of where his bus is we always give him a lame excuse. Caller feels like Pierce Transit is trying to tell the public that it is the public's fault service hours are getting reduced because we voted No for Prop 1 but in fact Pierce Transit should have had the money to continue service in the first place. Why is it that certain people get pay raises while the service is being reduced. That makes no sense at all. Pierce Transit has shot themselves in the foot and now the public is paying for it.
292. Although I don't ride the bus, I voted in favor of the tax increase for continued bus service for environmental reasons as well as for the people that depend on busses. But now that there is a plan to poll only the areas that voted favorably on the last ballot, I wonder if I made the right choice. I constantly see full-sized busses with 0 to 5 passengers, at most times of day. Why hasn't there been trend to buying smaller vehicles for low ridership routes and low volume times of day? Surely there are more cost efficient choices available that are just as environment friendly as the BIG CNG busses.
293. 1. Serve God and know the 10 commandments of God first. 2. Hire volunteer conductors and have them with a cupboard to count how many people ride every route. The volunteer gets \$50 for 100 hours. Especially people with disabilities who (...???) able-bodies to work. 3. Students who are US citizens show student "id's" and get free rides. 4. Riches, US Veterans show special military ID and retired military ID get free rides. 5. Consider US citizens with no income (...???) homeless ride free. 6. (...???) have metal detector in every public transportation. 7. Employers have to respect all holidays no service on holidays. 8. Employers must train bus drivers to let all passengers sit down first before proceeding (...???) 9. Underage group of students must be accompanied with supervision of adults. 10. Ban (...???) cameras on public transportation. 11. Ban loud voices. Bus drivers have the right to tell them in a nice way. 12. Prohibit religion attires.
294. Pierce Transit needs to provide continuing training for drivers. The main focus should be on security, safety, and great quality of service.
295. lay off managers the top teir on the org chart is crazy
296. watch that the top management don't get paid in excess.
297. not sure HAVE SOUND TRANSIT TAKE OVER WHAT PIERCE TRANSIT CAN'T AFFORD
298. Negotiate more favorable/flexible terms with organized labor force.
299. re-negotiate labor contracts to reflect resource constraints
300. To spend the money in PT budget wisely. Cap supervisor salaries. I don't think supervisors should have a six figure salary.
301. 1. Serve God all know the 10 commandments of God first. 2. Hire volunteer conductors have with him and her with a chip board to count how many people ride every routes. The volunteers get \$50 annually for 100 hours especially people with disabilities who are unable to walk. 3. Students who are US citizens should get free ride. 4. The riches, US military and retired military get to ride free. 5. (???) US Citizens with no income or homeless get free ride. 6. For security and protection to have metal detectors in every public transportation bus. 7. Employers have to respect all holidays no service on holidays. 8. Employers must train bus drivers to let all passengers sit down first before (???) accelerating. 9. All under ages students must be accompanied with supervision of adult. 11. Ban loud voices bus drivers have the right to tell them in a nice way. 12. When some people eat and drink consistency but not everyone will eat on the bus. 13. When passengers sit inappropriate, bus drivers have the right to tell them in a nice way. 14. Eliminate routes on Saturday and Sunday to encourage (???) time for family.

302. Reassess the competency of people in leadership positions and replace as necessary. Do not hold the public hostage in attempts to raise additional revenue when existing funds are not being utilized efficiently. Do not make it impossible for those of us who depend on bus service to get to our jobs, appointments, etc. as is currently the case. The last round of cuts in service has added an hour to my daily commute which was already long enough!
303. Get your financial house in order. You have never explained to the public why large, but not gigantic, revenue cuts have so devastated your ability to provide service. And please, get rid of all those useless transit police who stand around doing nothing.
304. Privatize the system so it doesn't have to rely on taxes to operate.
305. An audit that shows exactly where money goes
306. The focus needs to be on your passengers and their needs. It's customer service. It appears to me that Pierce Transit officials forget the primary purpose of the transit system. There remains a lot of excess expense in overhead at Pierce Transit. That money should be diverted to buses on the road.
307. Reduce the size of the board. Contract out minor maintenance.
308. would sound transit fill in any routes like they did around June 11 2011. The explosion and in came sound transit buses for different routes. Thank You Sound Transit and Pierce Transit
309. Clean up inappropriate spending at the executive level and admitting the inappropriate conduct that has occurred and created the public's animosity toward PT.
310. The bus system seemed to work well a few years ago. I hear of costly changes made internally that are fine if there is a surplus budget, but not in a cut back period. Spend the money on direct bus service.
311. I live in an area that left Pierce Transit service, in part because we paid for years but never received decent bus service. I live near King County and have always envied the service they provided, even to outlying areas. I would support bus service that supported me.
312. Keep the budgeting transparent. There is a perception that Pierce Transit is top heavy. I don't believe that myself, but I hear it from others.
313. lower wages. You spend too much on drivers!!!!
314. Assure that pay and benefits are the minimum necessary to assure quality transportation.
315. More drivers, fewer high paid execs
316. Fire more managers and hire more drivers
317. Think we're over-going it on the safety police part of it. Upper management take a pay cut.
318. Require decision-makers to ride the bus--at least once a week--so they experience what daily riders, who are dependent on the bus, experience.
319. If those at the very top at Pierce Transit are willing to take pay cuts, customers might actually feel that Pierce Transit is doing all it can do.
320. Fire the "suits".

321. Treat employees well and cut middle management.
322. Get rid of the current CEO! She is hurting the company, the workers and the current loyal ridership of Pierce Transit who depend on this busline as their lifeline!
323. I'm appalled at the timing of proposal to raise the salaries of top range employees. At a time when; when the cutback of services availed customers the only means to get to their jobs, groceries; or other required destinations. Maybe instead you could look at restructuring these same positions; maybe apply a "Lean Event". Lean is now the game that your customers applying in their lifestyles; I'm tired of the greedy. Let those "Valued employees" looking for those wages that they so desire in other municipalities go get them. A lot of qualified people are available for those vacancies who will do the job for less.
324. I think you should look at getting rid of some top end management that isn't needed and put those funds back into transit. I also think stroller areas are important because, it limits the space wheelchairs have to get on buses. We only have two spots to choose from while they have about 30 seats.

Funding Feedback

325. I heard on the radio this morning (1/15/13) about PT cutting some of its bus service. I used to ride/drive a vanpool from NW Tacoma to Renton and Everett. My question is this: Why not raise the bus fares and vanpool fares for all riders? Why penalize those that might actually need to ride a bus because it's their only way to get around? That doesn't seem fair. I am currently driving a carpool to/from work and I voted NO on that proposition because I happen to think that the people that ride buses should pay for it -- not those of us that don't. When I ride PT or Metro (or any other bus), I expect to pay for it. If you have more questions, please call me. Otherwise, a response by e-mail would be good. Thanks for your time!
326. I just spent 2 months in Tucson Az and the transit there charges each way. Why not do that and not get people fired for not being able to get to work after cutting the bus that takes them to work? That will also raise the Unemployment rate and cost tax payers even more! Not like you care you don't make more money by improving things! Good luck USA!!!
327. I hope this is not too late. I have a problem with any agency partially funded by the government. It seems like the only thing they can think of is to raise taxes. Why not increase the fares for people who use the service. I know that their response is that people who ride the bus cant afford a increase. A lot of people who ride the bus can well afford a increase in fares. What you fail to realize is that there are many more people who dont ride the bus that cannot afford the tax increases you are proposing. Of what I am reading in your e-mail is that you are trying to run this through without a vote of the people. The people voted this down the last two times but now they dont have a say in the matter. Sounds like a typical government move. I guess what the people vote on and pass dont mean a thing as long as the agency gets their money cause they cant manage what they have.
328. Customer is upset that service is being further reduced in September 2013. Customer states that he and others will not be willing to pay for reduced service unless fares are lower. Customer suggests lowering fares to accommodate customers who will be impacted.
329. We keep hearing about the cuts to service and appeals to the legislature for additional funding options but nothing is said about increasing fares. The people using Pierce Transit should be paying more. I am tired of hearing about the elderly, disabled and low income as rationale for low fares. If it is the difference between getting to a job on the weekend or not, the higher fare shouldn't be an obstacle. Raise all fares to \$2.00 with no exceptions or discounts. That would generate over \$9,000,000 a year in additional revenue. What could you do with that? Quit coming after people that drive to fund transit. There are a lot of elderly, disabled and low income that can't use the service that have to drive. They don't need to pay more for their car tabs. As the economy improves you will see more sales tax revenue. In the interim you just need to make cuts or raise fares.
330. I looked at your current rates , with gas approaching \$4-\$5 per gallon they are criminally low. Raise to \$5 and \$2 youth and disabled and you would not have to reduce service. Taxpayers already pay more than what is reasonable. Also the shuttle service is pathetic. I have not seen more than one passenger on a shuttle bus, to church, to shopping at Costco, and one driver walking the halls at allenmore calling for a passenger. There must be a better way - taxi voucher, a van instead of a 40 passenger bus, contract it out! I am for more basic bus service. The frills are not sustainable. You say multiple drivers are quitting weekly, job opportunities show only one opening - for a supervisor? Now you will have to cut back on your weekend service or the voters will think you did not need more taxes afterall. Remember the most important thing is to increase the fares, think Narrows Bridge - if they would have set the fare at \$5 originally they would have looked like a genius by avoiding twice annual rate increases and getting themselves into financial distress. God bless and good luck on your planning.
331. To help out with new revenue/cost savings... 1. Make bus fare \$1.25 for everyone and eliminate the youth fare. 2. Eliminate transfers 3. Charge \$0.50 for each copy of schedule books.
332. Consider social service block grants but first serve Pierce County. 2. Welfare to work initiative funds for long-term public assistance recipients after reaching their time limits on public assistance. 3. Age 67 years old must retire. 4. Must have friendly greeter bus drivers. 5. Must hire bus drivers and employers background checks including drug and alcohol tests. 6.

Must have unselfish employers. 7. Must understand the economy and necessity. 8. Consistency social service block grants encouraging discount on ORCA without paying \$1 for free meals and paperless all day.

333. I read that they were eliminating Pierce Transit vanpools and I would like to support them by social service block grants, Medicare, and Medicaid. They may be used for disabled and senior citizens to go to church on the weekdays. The 40 vanpools of Pierce Transit may be used for students who go to PLU and UW Tacoma who have disabilities.
334. Our suggestion is to simply charge those who need later and weekend buses much more. We would have to pay cabs or friends to transport us, anyway, so we'd gladly pay premium fares at later hours, etc. These changes to the bus schedules have already resulted in hardship for our family, and the imminent additional changes may be life altering. My 58 yo co-mortgagee and housemate does not own nor drive an automobile. He works a 12pm to 10pm shift at Manorcare (18 years) with no option for a shift change. My auto is nearly 30 yo, and at 70 yo I'm unable to drive out at night to pick him up. We are Tacoma home owners, who pay our taxes and vote responsibly. These changes have meant that my housemate often has to walk home after his tiring work shift from orchard and 56th street to Mckinley and 38th area, and with the new changes "often" will become, mostly "always." If my housemate can't get to and from work, we are ruined, and will end up possibly losing our home and each other. Isn't there some way???? We will pay more.....
335. I was just wondering how my assessed property values went down \$50,00 and yet my property taxes went up \$400 for 2013? If pierce county transit didn't get any of the extra tax revenue just who is? I am also curious how your service, after the service cut, compares to 5 and 10 years ago verses total wages and salaries. Will service now be more, less or about the same? And will wages / salaries be more, less or about the same? I have been operating my business since 1982 and am frustrated that even though the sales tax rate I collect from my customers has increased about 2% in that time frame, it is still not enough. Is it possible that Pierce Transit wages have gone up at an unsustainable rate? I ask this because I, and many I know, have actually had to live on less income in spite of the fact that we must now pay much more tax. Perhaps there are very bright and qualified people who would be happy to work for Pierce Transit for significantly less than you are currently paying. If dropping wages isn't an option, perhaps we should let Pierce Transit fail like 90% of my competition has in the last 30 years. I understand there may be no easy answers, but I know of several business owners who have, out of frustration, thrown in the towel and moved to more business friendly states.
336. Open and transparent meetings and policy making. Pay increases for Sr Executives tied to performance. If service decreases then so should their pay, according to the percentage that service is decreased. Need to provide more and better service. I would like to see a 5 yr, 10 yr and 20 yr plan for funding and expansion. I need to have transit that I can depend on.
337. Pierce Transit was in the Top 50 in the country for Best Service. Seattle Metro was Ranked 6th. We need to get that back. Get another Vote. I believe it was only a 1/2 cent tax increase. We need to get the news out and have another Vote.
338. Come up with options for funding that don't involve taxing non-transit users. People who don't ride the bus don't CARE. Honestly, I'm not sure the bigwigs at PT care about how this detrimentally impacts so many. I am not sure what they can do to increase my confidence other than finding a way to restore transit. This leaves me (and a lot of others) struggling. It likely means when the service is reduced that I will no longer be a customer.
339. Tell Olympia that it's time for a better funding mechanism
340. none. You need to get more funding for the busses. If it's not provided, You might as well cut out the service all together.
341. spend more money on buses and not communication changes
342. THEY CAN TRY TO FIND OTHER FUNDING SOURCES, SUCH AS ADVERTISING BANNERS ON THE BUSES, AND OTHER PRIVATE FUNDING SOURCES TO BRING IN NEW REVENUE STREAMS TO KEEP THE TRANSIT SERVICE!!
343. An efficient transit system is important to Pierce County. Please seek other funding sources so service can be restored to 30 minute times, instead of an hour. It is very vital to continue Shuttle service for elderly and disabled people.

344. get grant
345. Find funding source that's not a regressive tax a la sales tax. Me, I'm buying a scooter and will then only be using PT buses in the future when the weather sucks.
346. Find ways to fund service other than the sales tax.
347. manage your money better. Visability at to how the money is being spent.
348. Not an easy answer, I hope PT can ask the voters again, but with a limit on the increase in tax.
349. Limit sales tax increases to keep a total under 10%.
350. Be smart about how to ask for more funds, when to ask for more funds, and knowing when to sunset the need for more funds.
351. Evaluate all expenditures to make sure that you are getting the best return on the funds available.
352. Vigorously persue reliable, sufficient funding sources to provide excellent transit system.
353. Ensure stable reliable funding that serves the needs of those within the service district.
354. Get other sources of funding so your not dependent on sales tax!
355. Stop trying to get voters to get more money - do it yourself. Be smarter with marketing & cut salaries of those managing as they are obviously not doing very well.
356. At this point, not much, I'm afraid. Increased fares are a necessary evil in lieu of the recent tax increase failure, but many of us cannot afford increased vanpool rates.
357. The next time it comes up for a vote don't ask for the moon. Just try to keep what we have and maybe a little bit more...
358. Cut out the parts of the county that voted no on Prop. 1.
359. Please, please advocate for alternative taxing schemes, so your revenue gets away from sales tax.

Customer Service Feedback

360. Drivers need to be friendly. They need to enforce the rules you have. I get really tired of all the foul language by the younger generation. Also drivers need to pay more attention to headphones. Need to keep the volume down so others can't hear whatever is being played. Pierce Transit needs to keep passengers better informed at transit stations and park and rides when busses don't come, are late, etc. I don't see many supervisors out there. Passengers need to be informed when busses are not on time. Not everyone has a cell/smart phone they can download your app on.
361. being on time
362. Lower the monthly bus passes for the low-income!!
363. Send out or somehow give out free tickets for people to try the service Pierce Transit has to offer.
364. make sure everybody PAYS, no matter what race or how drunk they are. FULL FARE FOR EVERYBODY!!!!!! Then NO NEW TAXES!!!!!!!!!!
365. Customer Service Appreciation Events!
366. Make it more reliable & trustworthy.
367. Fulfill the needs of its passengers.
368. I wish I knew. Buses getting run down. Biggest complaint SUPER LOUD PA systems on some buses. WHY!!!!
369. Stop punishing the riders that need the service. Cutting the needed services and blaming others while showing up with new buses and other internal issues coming out publicly as well as no plans for funding issues shows how money is not being managed properly. Stop blaming the voters for transit's lack of planning. There should have been a dozen back up plans in place. Stop trying ridiculous things like taking needed seating out of the bus to cater to selfish people who can't figure out how to think of others and close their strollers.
370. ensure adequate seating
371. Accessibility is an ongoing issue- both getting a seat on the bus, and getting aboard. And there is a serious need for bus shelters and benches for us disabled customers...
372. Friendly and knowledgeable drivers! Offer free days?
373. continue services at today's level and focus on riders and drivers and not middle management.
374. On-time bus service. Quit having these buses run late.
375. Offer realistic shuttle scheduling with same day requests for emergent needs
376. I have contacted Pierce Transit several times well before the cutbacks in their funding. I have asked why it would take me 2-3 buses and about 2-3 hours to go 15 miles. I received no response. I was a loyal Metro and Sounder rider for a decade and when I changed jobs I assumed that Pierce Transit was run as well as Metro and Sound Transit. I was very wrong. I had nothing but trouble with buses being late and therefore missing my connection and having to wait in the cold with really no shelter. Then there were the snow storm when they did not put chains on their tires and the buses slid sideways on the road and they cancelled several bus routes leaving me stranded and having to walk home about 5 miles in the snow and ice. Then they kept cutting back service in Sumner and when the smaller towns had had enough they kicked them out...leaving tons of people stranded (especially seniors and the disabled). At this point it would take some pretty amazing

feats for me to gain any confidence in their service and, basically, I cannot use them as they pulled out all of our bus stops. I am so disappointed in them and their service.

- 377. Actions speak louder than words. Be a good provider of transit service and don't give anyone anything to complain about.
- 378. Provide reliable consistent transportation that connect to need routes
- 379. Maintaining a reliable schedule with minimal outages.
- 380. Stop giving free rides when random riders cannot pay and also make social service bus tickets only available on a registered orca card.
- 381. realize how important you are to us riders & make a stand. Most of us have no other options for getting to work or shopping. You have already curtailed my leisure activities and eliminated my ability to get to church.
- 382. Reliable service and being on time. Keep providing needed service across the Narrows Bridge.
- 383. Make sure arrives on time, hard to make connections if bus is early or late!
- 384. making sure we all have seats on the bus. too many have to stand. some people take two seats and refuse to move unless forced. if drivers could help with that. telling people they must make room.
- 385. Responding to customer emails and answering the increasing frustrations of Sound Transit riders, particularly the 586.
- 386. Dont cut service. You want ridership keep the current service you have. Less cars on the road is a good thing. Don't punish us for not managing your service properly.
- 387. Please make your riders needs a first priority instead of PT convenience
- 388. deny service to those who are obviously intoxicated, inebriated, unsanitary or otherwise troublesome
- 389. Be on time
- 390. lower the fare to one price and keep it that way and have lots of nice drivers
- 391. More reliable service

FACT SHEET

TITLE: Appointment of Executive Assistant to CEO/Clerk of the Board

DIVISION: Executive

ORIGINATOR: Lynne Griffith, CEO

PRECEDING ACTION: N/A

COORDINATING DEPARTMENT: N/A

APPROVED FOR SUBMITTAL:

Vice President

APPROVED FOR AGENDA:

Chief Executive Officer

Legal Counsel

ATTACHMENTS:

None

BUDGET INFORMATION

2013 Budget Amount
N/A

Required Expenditure
N/A

Impact
N/A

Explanation: This position is budgeted.

BACKGROUND: A motion and approval is requested of the Board of Commissioners to formally appoint Deanne Jacobson to serve as the Executive Assistant to CEO/Clerk of the Board.

Pursuant to 2.20.010 of the Pierce Transit Washington Code, the voting members of the Board of Commissioners and the Chief Executive Officer shall appoint a Clerk of the Board who shall have such power and perform such duties as prescribed by law, or action of the Board.

ALTERNATIVES: None

RECOMMENDATION: Approve Deanne Jacobson to serve as the Executive Assistant to CEO/Clerk of the Board.

FACT SHEET

TITLE: Authority to Add and Delete Non-Bargaining Unit Classifications to the Current Classification Plan

DIVISION: Human Resources

ORIGINATOR: Alberto Lara, VP Administration

PRECEDING ACTION: N/A

COORDINATING DEPARTMENT: Human Resources

APPROVED FOR SUBMITTAL:

Vice President

APPROVED FOR AGENDA:

Chief Executive Officer

Legal Counsel

ATTACHMENTS: Resolution

BUDGET INFORMATION

2013 Budget Amount
N/A

Required Expenditure
N/A

Impact
N/A

Explanation: There is no budgetary impact in changing the Classification Plan.

BACKGROUND: Pierce Transit Board of Commissioners (*Board*) has directed that an overall reduction of Pierce Transit (*Agency*) personnel must accompany a reduction in service due to the economic conditions facing the Agency. According to the Agency Personnel Rules, the Board retains the authority to add or delete classifications to the existing Classification Plan.

The existing Classification Plan contains 92 classifications that are not part of any bargaining unit at Pierce Transit. Agency executive staff are requesting the authority to eliminate 28 classifications and create 21 new classifications. A listing of eliminated classifications as well as new classifications is attached hereto as Exhibit A.

ALTERNATIVES: Do not adopt the Resolution, in which case the restructure of the organization would advance with existing titles potentially creating a confusing and distracting scenario for employees and outside parties.

RECOMMENDATION: Adopt Resolution No. 13-015, authorizing the Deletion and Addition of Non-Bargaining Unit Classifications to the existing Classification Plan as set forth in Exhibit A.

RESOLUTION NO. 13-015

A RESOLUTION of the Board of Commissioners of Pierce Transit
Authorizing the Deletion and Addition of Non-Bargaining Unit
Classifications to the Existing Classification Plan

WHEREAS, the Vice President of Administration has prepared a proposed listing of non-bargaining unit classifications for deletion and addition to the existing plan, attached hereto as Exhibit A, recommending that the total number of non-bargaining unit classifications be reduced from 92 to 85; and

WHEREAS, the Board of Commissioners has reviewed the proposed list; and

WHEREAS, the Board of Commissioners is aware that such changes are needed as a reorganization of Pierce Transit gets under way; and

WHEREAS, the existing classification plan will be implemented in the new Pierce Transit reorganization with no impact to the budget;

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

Section 1. The proposed non-bargaining unit classification plan, attached hereto as Exhibit A, is adopted with a total of 85 classifications.

ADOPTED by the Board of Commissioners of Pierce Transit at a regular meeting thereof held on the 13th day of May, 2013.

Marilyn Strickland, Chairman
Board of Commissioners

ATTEST:

Deanne Jacobson, CMC
Clerk of the Board