

Pierce Transit

Community Transportation Advisory Group



Pierce Transit Training Center
Rainier Conference Room
Thursday, May 28, 2015 at 5:30 pm

AGENDA

PRELIMINARIES **10 minutes**

1. Call to Order & Roll Call – Chair Penny Grellier
2. Introductions – All
3. Approval of Minutes for April 23, 2015 – All
4. CTAG Members and Staff Report on Activities – All

PUBLIC COMMENT (if needed; 5 minutes each) **as needed**

DISCUSSION ITEMS **90 minutes**

1. Open Public Meetings Act – Deanne Jacobson (20 minutes)
2. SHUTTLE service – Tim Renfro and Ron Mackenzie (30 minutes)
3. Strategic Plan –Van Sawin (20 minutes)
BDO update– Ryan Wheaton (10 minutes)
 - a. NE Tacoma Demonstration
 - b. Feeder Service Project
4. CTAG Operating Procedures (10 minutes)

PIERCE TRANSIT NEWS AND ANNOUNCEMENTS **10 minutes**

1. Monthly Ridership

ADJOURNMENT

Who is eligible for ADA SHUTTLE service?

Under the ADA transit providers have the responsibility to make their services and facilities accessible. The expectation of the ADA is that most services provided for individuals with disabilities will be provided by regularly accessible transit service. ADA SHUTTLE (paratransit) service is defined as a “safety net” for those individuals with conditions that prevent regular system use, not just make more it difficult. Specific ADA eligibility guidelines define eligibility as appropriate for individuals with disabilities that prevent one or more of the following;

- Inability to board, ride or disembark (including system navigation) from any regularly accessible vehicle, even with the assistance of the lift and other commonly available help, or
- Inability to travel on a route at the time of needed travel because the system lacks required accommodations, or
- The individual has a condition (physical or cognitive disability) which prevents her/him from getting to or from bus boarding locations when traveling within the service area.

What is the eligibility process?

- You must submit an application.
- The Eligibility department may fax questions to the applicant’s treatment provider to further clarify the functional capabilities (the application includes a release of information) and/or-
- The applicant may be required to come in person for a functional assessment.
- Assessments can be physical or cognitive, or both, depending upon the application.
- Once the decision is made a decision letter is mailed to the applicant.
- For individuals found not eligible or conditionally eligible, they have 60 days to request an appeal.

What is the functional assessment process?

- Pierce Transit has physical/occupational therapists under contract who conduct assessments of a person’s ability to walk or travel in the community.
- For people with cognitive conditions contractors conduct standardized testing based on the type of condition that is being assessed.
- The Community Assessment of Travel Skills involves taking a bus trip accompanied by an evaluator.
- Pierce Transit has functional testing for individuals who require power mobility devices to assess the applicant’s ability to board and disembark the bus and travel with their device.

When required; functional assessment(s) must be completed. Failure to do so will result in an incomplete eligibility process. There is no cost to the applicant for the assessments and Pierce Transit provides free transportation to the appointment when needed.

STRATEGIC PLAN 2015-2020



EXECUTIVE SUMMARY



The 2015-2020 Strategic Plan is an update to the 2014-2016 plan and differs in scope and time frame. Pierce Transit, like Pierce County's economy, is growing once again. Pierce Transit's Executive Team realized that the plan needed to be updated in light of this and other factors and they began gathering input in late 2014. On February 2, 2015 the Board of Commissioners met with staff to review suggested changes to the current plan. Based on their guidance and input from the Community Transportation Advisory Group and staff, Pierce Transit developed a new six-year strategic plan. This plan reflects the change in our circumstances and the new vision of where we want the Agency to be.

The Strategic Plan aligns Pierce Transit's mission, vision and goals with the Pierce Transit Board of Commissioners' strategic direction. It ensures we have a common framework to guide us. This is a living document with specific targets to achieve, yet it also gives leaders the flexibility to develop work plans and adjust to external factors and stakeholders' needs. The Strategic Plan is designed to address these needs and factors. It is also integrated with our Long Range Transit Plan Destination 2040, which has a larger scope. Pierce Transit will update this strategic plan periodically as needed. We will also measure our success in achieving the plan's goals, objectives, and targets, reporting on progress made towards achieving the goals.



MISSION

Pierce Transit improves people's quality of life by providing safe, reliable, innovative and useful transportation services that are locally based and regionally connected.

VISION

We cultivate a culture of mutual trust and respect with the community and our employees.

ORGANIZATIONAL VALUES

Pierce Transit adopted organizational values that represent the foundational principles behind Pierce Transit's Strategic Plan. The Agency is committed to a culture of service where the following three values guide decisions and actions:

- **Integrity**...we do what is right, legally and ethically
- **Accountability**...we are responsible stewards of public resources
- **Teamwork**...we all make it happen

GOAL ONE

Service Excellence

DEFINITION: Service excellence is executing in an efficient and effective manner, combining leadership, teamwork and problem solving with a focus on delivering safe, courteous and reliable service to our customers.

Pierce Transit is committed to achieving service excellence in the way the Agency performs its work and delivers transit service. Pierce Transit will be an agency where both employee and customer safety is understood and accepted to be the first priority in all decision-making from the CEO to each front line employee.

OBJECTIVES:

- Improve and maintain safe, courteous, and reliable service to our customers.
- Increase service excellence by supporting and completing Lean Six Sigma projects.



ANNUAL TARGETS:

Improvement in each of the following performance measures.

Pierce Transit will provide safe transit service in the following ways:

- Maintain a preventable accident rate not to exceed 0.8 preventable accidents per 100,000 service miles on PT Fixed Route Service.
- Achieve no more than two transit operator safety related complaints per 100,000 service miles per year on PT Fixed Route Service by December 31, 2020.
- Decrease the number of new or reopened employee on-the-job injury claims filed per year by 10% by December 31, 2020 from 2012 levels.

Pierce Transit will provide courteous transit service in the following ways:

- Decrease transit operator customer relations related complaints on PT Fixed Route Service from 6.06 per 100,000 service miles per year (2013 level) to 5.45 by December 31, 2020.
- Maintain a 90% on-time performance for completed interior bus detailing every 28 – 33 days on our bus fleet.
- Achieve and maintain a 95% on-time performance for completed exterior bus wash on our bus fleet each service day during October through June, and three days per week during July through September, during operable bus wash conditions by December 31, 2020.

Pierce Transit will provide reliable transit service in the following ways:

- Increase the miles traveled between road failures on PT Fixed Route Service from 3,900 miles to 4,875 by December 31, 2020 (as reported to NTD).
- Reduce the average paid sick leave hours per Agency employee per calendar year from 66.8 hours (2012 level) to 60.1 hours by December 31, 2020.

GOAL TWO

Financial Stability

DEFINITION: An organization achieves financial stability when it is able to provide a consistent level of service over time. Financial stability is accomplished by balancing financial resources and service needs over time, while addressing short-term variables in order to make necessary modifications that will resolve long-term concerns. Maintaining short and long-term financial stability continues to be a high priority for the Agency. As such, cost control and service planning that aids ridership is critical. The following performance standards strategically aid in achieving this goal.



OBJECTIVES:

- Focus on planning and delivery of productive service.
- Control costs.
- Support and utilize Lean Six Sigma methodology, in order to reduce costs per passenger and increase our farebox recovery.



ANNUAL TARGETS:

Improvement in each of the following performance areas:

PERFORMANCE STANDARD TARGET	2014 PERFORMANCE	2015 BUDGET	2016 PROJECTION
Annual Boardings*			
Fixed Route	10,231,241**	10,505,983	10,611,043
Vanpool	906,686**	950,000	959,500
SHUTTLE	372,631**	378,603	382,389
Cost per Passenger			
Fixed Route	\$5.46**	\$6.09	N/A***
Vanpool	\$4.76**	\$5.17	N/A***
SHUTTLE	\$47.11**	\$52.99	N/A***
Farebox Recovery			
Fixed Route	15.9%**	13.9%	N/A***
Vanpool	72.2%**	63.8%	N/A***
SHUTTLE	1.3%**	1.6%	N/A***
Annual Workers Compensation			
Cost per Employee	\$2,339	\$2,269	\$2,201

*2015 Budget Base; projecting a 1% growth in boardings each year

**Unaudited numbers

*** Available in DEC 2015



GOAL THREE

Community Engagement

DEFINITION: Pierce Transit maximizes opportunities to (a) increase awareness of Pierce Transit’s value to the community; (b) build trust through frequent dissemination of transparent and accurate information; (c) ensure active participation from a supportive network of stakeholders.

During the Great Recession, Pierce Transit made major cuts in service, and in doing so, lost a great deal of satisfaction and trust with the customers and communities it serves. With the stabilization of the economy the Agency is beginning to see minor increases in revenues, which allows for growth in service.

Pierce Transit is an integral part of the broader economic stability of the region and often the only transportation option for many individuals. The Agency must focus on earning the satisfaction and trust of its customers and communities it serves.

OBJECTIVES:

- Increase the community’s awareness of Pierce Transit’s value to the community.
- Build trust through frequent dissemination of transparent and accurate Agency information.
- Ensure active participation from a supportive network of stakeholders.



Short Term Targets:

- Develop and implement a social media strategy, including an Agency policy.
- Develop and implement a public relations campaign that focuses on two different stakeholder groups; customers and the community.
- Engage in at least 10 community events for educational purposes.
- Implement quarterly reports of the Agency's finances and ridership, which will be distributed on the fleet and selected locations in the PTBA.



Long Term Targets:

- Receive a 70% overall satisfaction rating from customers by the next Customer Satisfaction Survey.
- Receive a 70% overall satisfaction from the community by the next Community Attitudes Survey.
- Maintain a 95% Customer Safety rating by the next Customer Satisfaction Survey.

GOAL FOUR

Innovative Solutions

DEFINITION: Pierce Transit will develop transportation services with community involvement, and tailored to meet the diverse needs of our residents. The Agency will maintain a highly efficient network of routes, while developing coverage service for low-density communities.

In order to support our vibrant community, Pierce Transit will partner with a wide variety of

organizations, both private and public. This can come in many forms since our customers come from various diverse communities. Because our customers have different needs, we need to innovate and work with those communities to develop tailored transportation solutions. The following objectives and targets will meet those needs and support our vision for where Pierce Transit is going.



OBJECTIVES:

- Partner with other organizations to develop innovative solutions to meet their diverse needs.
- Develop interagency partnerships.
- Explore ways to serve areas within Pierce County that are currently underserved or that have no service.
- Address transportation issues using innovative policies or plans.

ANNUAL TARGETS:

- Develop new performance metric(s) for demonstration projects.
- Implement one demonstration project.
- Participate in providing service to at least 3 community events of regional significance.
- Support the promotion of alternative modes such as vanpool, carpool, bicycling, walking, and other types of active transportation; see Sustainability Goal #6.
- Explore crash avoidance technology on buses in 2015.



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TO DOWNTOWN

PIERCE
TRANSIT

WARNING
LIFT IS IN
OPERATION

KNEELING

GOAL FIVE Economic Development



DEFINITION: Pierce Transit will support the growth of a strong local and regional economy with high-quality transportation options that connect people, jobs, education, and services.

The success of Pierce Transit and the local economy are directly related. A diverse and sustainable economy depends on useful public transportation. Conversely, the growth of safe, courteous, and reliable service is most likely in communities with strong economic development. Pierce Transit is committed to support local and regional development by increasing useful transit options in areas of economic activity.

To reach annual goals, the Agency has identified key drivers that connect people with jobs, education, training, and commerce. By improving local and regional mobility, Pierce Transit will build on the 238 valuable community and business partnerships that have been established in recent years. Specifically, direct engagement with employers, schools, and community organizations, will be expanded to find effective solutions to diverse transportation needs.

ANNUAL TARGETS:



EDUCATION

By the end of fourth quarter 2015, establish partnerships with at least two local educational or vocational training organizations.





OBJECTIVES:

- Enhance access to key educational and training programs.
- Establish transit options aligned with regional development.
- Collaborate with employers to increase use of Pierce Transit services.



RECRUITMENT

By the end of fourth quarter 2015, in conjunction with local economic development organizations, plan transportation options for at least one business recruitment.



PARTNERSHIPS

By the end of fourth quarter 2015, increase community and business partnerships at least 5%.

GOAL SIX


Sustainability

DEFINITION: Sustainability encompasses preserving the environment, being socially responsible and maintaining economic vitality with an overall contribution to quality of life.

Pierce Transit has a long-standing commitment to environmentally friendly sustainable efforts as documented by Executive Order 1 issued on April 14, 2008. Our core purpose of providing public transportation options to move people helps protect the environment by providing alternatives to single occupant vehicle travel, reducing the number of vehicle miles traveled (VMT), and by encouraging compact urban development at regional centers consistent with the Washington Growth Management Act.

Executive Order 1 directs that sustainable business practices and strategies be integrated throughout the organization over time including operations, planning, and construction. Sustainability efforts are intertwined with many of the other goals and objectives in this Plan. Financial stability, community engagement and an engaged work force, are all goals which at varying levels can be influenced by the Agency's commitment to sustainability. Including sustainability as a goal in our Strategic Plan formalizes this commitment and focuses the Agency's efforts on this priority.

ANNUAL TARGETS:



By the end of the second quarter 2015, establish an interdepartmental team of employees to guide development of a sustainability plan and approach.

By the end of the third quarter implement a training component to be included in new employee onboarding to introduce Pierce Transit's sustainability efforts and methods.

OBJECTIVES:

- Promote environmental stewardship by conserving natural resources.
- Integrate sustainability into decision-making processes.
- Educate employees and the community to raise awareness of sustainability and support Pierce Transit's efforts.
- Use Lean program and principles to improve Agency indicators.
- Become a signatory to the American Public Transportation Association (APTA) Sustainability Commitment. Identify level of commitment the Agency wishes to achieve.



By the end of 2016 publish Pierce Transit's first Sustainability Plan which establishes guidelines for future sustainability goals and describes outreach programs for employees and the community.

- By the end of the third quarter 2015, establish baseline measurements for the indicators required by APTA Sustainability Commitment:
 - a. Water usage
 - b. Criteria air pollutants
 - c. Greenhouse Gas (GHG) emissions and GHG savings
 - d. Energy use (electricity, fuel)
 - e. Recycling levels/waste
 - f. Operating expense per unlinked passenger trip and vehicle revenue mile
 - g. Unlinked passenger trips per capita in service area of operation
 - h. VMT per capital in service area of operation

GOAL SEVEN

Engaged Workforce



DEFINITION:

An “engaged employee” is one who is enthusiastic about his or her work. The engaged employee takes positive action to further the organization’s reputation and interests. Collectively, an engaged workforce can lead to the Agency’s sustained success far into the future.

Pierce Transit’s leadership is committed to engaging all employees. Through strategies for recruiting and retaining talented individuals we will ensure that our workforce reflects the populations we serve and meet or exceed our Equal Employment Opportunity policy and plan expectations.

OBJECTIVES:

- Listen to our employees and respond: supported by targets 1-3 below.
- Raise employee awareness towards inclusiveness and equality: supported by targets 4-5.
- Provide meaningful opportunities for employees to get involved in reaching our strategic priorities: supported by targets 6-8.

1

Conduct an employee engagement survey by May 1, 2015.

2

Communicate results and form task forces to implement suggestions that are in line with Agency priorities by June 30, 2015.

3

Offer relevant training opportunities open to all. Ongoing.

4

Utilize the new Performance Management System to transparently display leadership’s commitment to diversity, safety and the sustained success of Pierce Transit. Leaders answer these questions: where do I fit in the strategic plan? How do I best support the success of my team(s)? By August 1, 2015.

5

Seek out opportunities to get involved with our community in ways that help educate the public and also highlight Pierce Transit as an employer of choice. Ongoing.

ANNUAL TARGETS:



6

Seek employee collaboration on cost reduction, service improvements, and problem solving. One way to accomplish this target could be using Lean Principles, which we offer in-house. Ongoing.

7

Over half of the employees at Pierce Transit are actively involved in the Wellness program, by 2017. An approach would be to hold "Transit Olympics" during the summer of 2017.

8

Focus leadership's attention to internal outreach efforts to maintain strong communication channels that are open and fluid. Major topics - for example, innovative services being developed - would be shared with internal staff prior to or at the same time as it is shared with outside sources, whenever possible. Ongoing.

CONCLUSION

Pierce Transit's Strategic Plan is a framework for improving the Agency. The Board of Commissioners and staff are committed to achieving service excellence and financial stability. Providing innovative solutions, while maintaining a high degree of organizational and operational efficiency remains a priority. If we are successful in achieving these goals, customer and community satisfaction will improve and ridership will increase.

The Strategic Plan is a living, dynamic document which will likely evolve during the next six years as the operating environment changes and funding increases. The goals identified in the Strategic Plan may remain static while the methods to achieve each goal may shift with the development of each annual budget.



“Riding Pierce Transit helps me plan my day intentionally. I’ve never spent my time more wisely.”



“Pierce Transit is a smart low cost way to travel that is good for the environment and for the community.”



“I love to come visit my honey. Each SHUTTLE trip is great!”



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If you have questions about Pierce Transit's Strategic Plan, contact Van Sawin, Business Development Officer at 253.983.2721.



Background

Service in NE Tacoma has traditionally been low performing. Route 61, which included direct service to downtown Tacoma, operated between \$10.19 and \$13.20 per passenger over its final five years (2007-2011). At the October 2011 service change, Route 61 was replaced by Route 62. To date, Route 62 has an average cost per passer over \$35, and all other performance metrics have also dropped.

NE Tacoma no longer has a direct connection to downtown Tacoma. Instead, commuting to or from downtown requires a transfer and takes over an hour to complete. Aside from ease of use issues, performance is also hampered by the fact that revenue hours for Route 62 vehicles only constitute 55% of hours dedicated to the route compared to an 88% system average. Bus size, route geography, and distance from base all contribute to this issue.

Project

The 2014-2016 Pierce Transit Strategic Plan identified Route 62 (NE Tacoma) as not meeting performance standards. Therefore, the Pierce Transit staff were directed to work with key stakeholders to design service that meets the unique needs of the community.

Service Options

	FW TC	10 th / Comm TC	Local Trips	Service Span	Service Freq	Service Days	Fare	Service Hrs (est.)	Cost (est.)	Cost/Daily Local Trip
Previous (Route 61)	0	27	27	700a-1000a; 200p-700p	60 min	M-F	\$ 2.00	7,275	\$ 1,076,700	\$ 152.79
Current (Route 62)	0	0	6	500a-800a; 400p-700p	60 min	M-F	\$ 2.00	1,816	\$ 268,768	\$ 171.63
New (Partnership)	20	6	20	530a-830a; 400p-700p	30 min 60 min	M-F	\$ 2.75 \$ 2.00	3,057	\$ 426,698	\$ 81.74

Solution

Working with a NE Tacoma Community Investment Team (CIT), Pierce Transit staff reviewed multiple options for a NE Tacoma demonstration project. With the aforementioned concerns in mind, a two-part solution is proposed:

- (1) Create a partnership with King County Metro (Metro), wherein Metro's Route 903 extends into NE Tacoma on contract basis
- (2) Eliminate Route 62 local service and replace with a peak-hour express route to and from downtown Tacoma

Benefits

- The size of this demonstration project allows for growth in an area with wide-ranging transit needs
- Partnership with Metro increases transit efficiency in NE Tacoma
- NE Tacoma riders will be provided more transit options
 - Local trips increase from six to 20 per weekday
 - Direct connection to Federal Way Transit Center
 - Return of direct service to downtown Tacoma
- Addition of express service significantly decreases commute time to and from downtown Tacoma

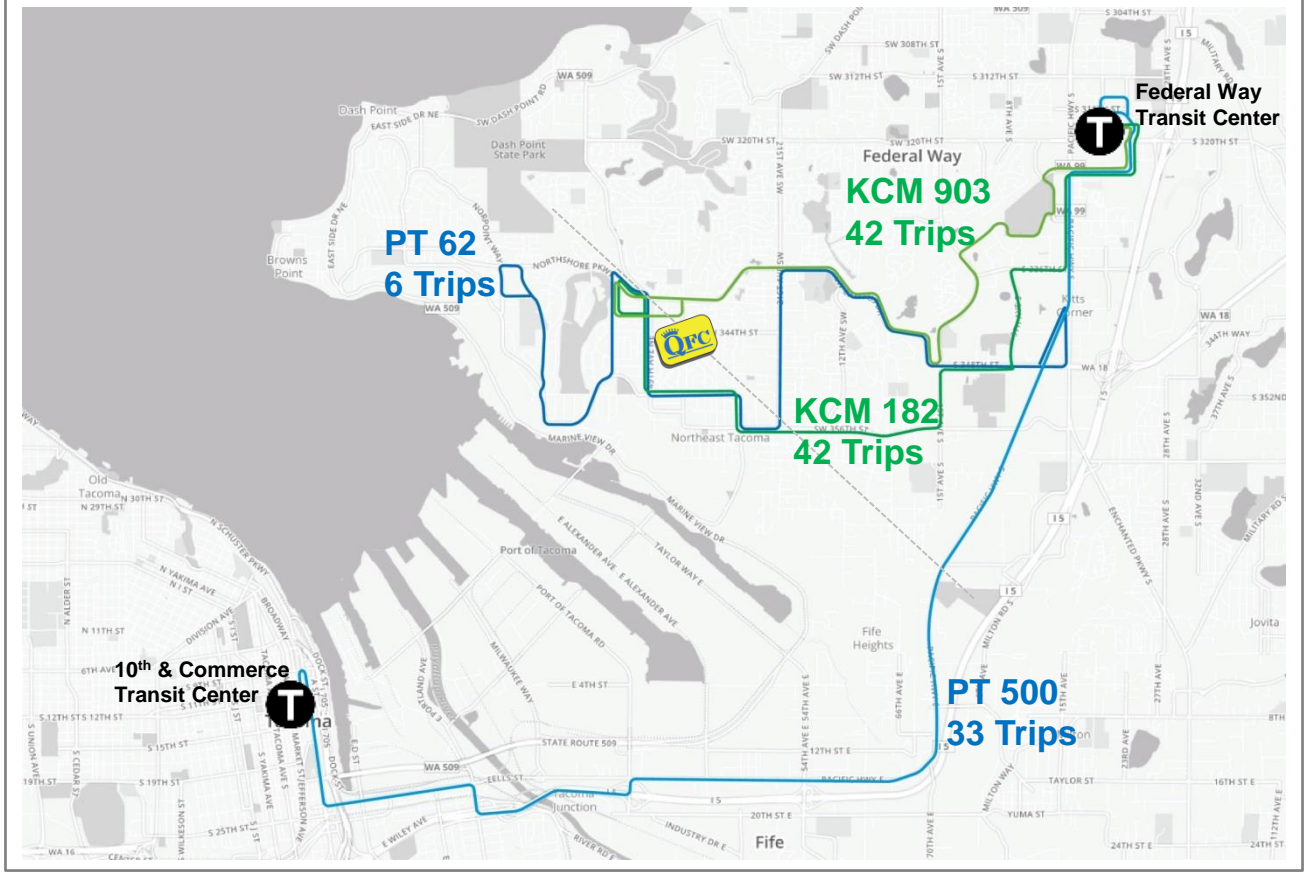
Concerns

- Local service provided by Metro comes with higher fare for riders (\$2.75 on Metro vs. \$2.00 on Pierce Transit)
- Strong collaboration between agencies is required to maintain paratransit continuity
- NE Tacoma routes have a history of low performance by Pierce Transit standards

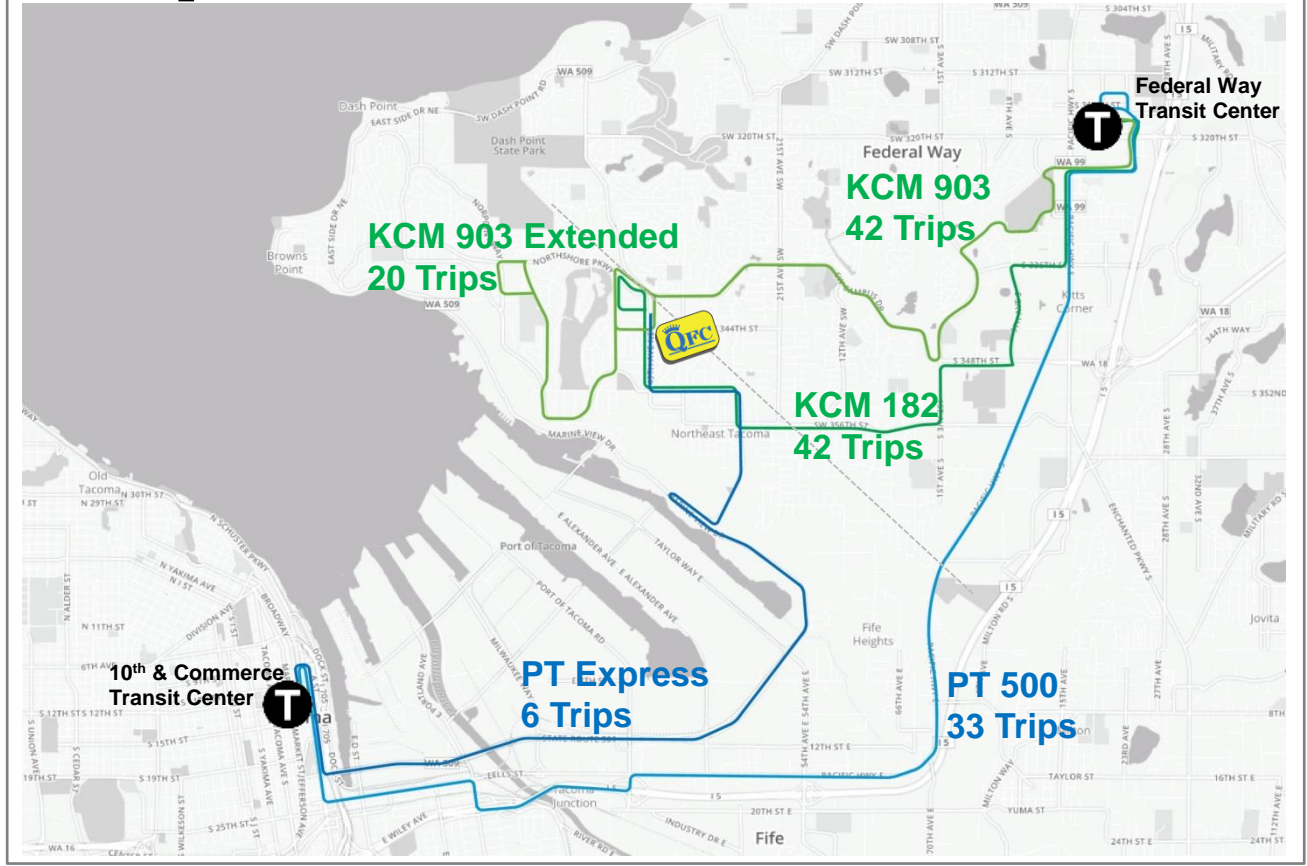
Timeline

If approved, the NE Tacoma demonstration project would begin at the September 27, 2015 service change. It is projected to run a full year, ending by September 26, 2016. Between potential Board approval and service initiation, Pierce Transit staff will work with CIT members to identify outreach opportunities targeting the NE Tacoma community. Specific focus will be placed on ORCA card use and instructing new riders on transfer procedures between Pierce Transit and Metro.

Current Service in NE Tacoma



Proposed Service in NE Tacoma



OPERATING GUIDELINES

CTAG will conduct its business in accordance with Washington State's Open Public Meetings Act, RCW 42.30 and Public Disclosure Laws RCW 42.56. CTAG will select one of its members to serve as the CTAG chair ("chair") for a term not to exceed one year, and a limit of no more than two consecutive terms. Pierce Transit staff will be assigned to record meeting minutes and report them to the board. The members of CTAG will serve in a voluntary role and without salary. Upon request, CTAG members may be provided ORCA passes to enable active participation in CTAG proceedings and projects. Travel by volunteer members is otherwise not reimbursed according to Pierce Transit policy. ~~As its first order of business, CTAG will adopt operating procedures to carry out its purpose under this charter, which at a minimum will address:~~

- ~~• The frequency of meetings (monthly, quarterly, etc.);~~
- ~~• The process and timing for selecting the CTAG chair, who will serve as the spokesperson for the CTAG; and~~

Frequency of Meetings.

CTAG meetings will take place at 5:30 p.m. on the fourth Thursday of each month. The regular meeting location is the Rainier Room of the Pierce Transit Training Center.

CTAG Officers.

Officers will consist of a Chair and Vice Chair. The process for choosing officers shall consist of nomination in January (either self-nomination or nomination by others), and affirmation by majority vote in January.

Officers will serve a term of one year and may serve up to three terms in the same office. If a CTAG member completes an officer vacancy during the year, it shall not be considered against the two term limitation.

Officers may be removed prior to the end of term by majority vote of the CTAG members. If an officer resigns, or is removed prior to the end of the term, a replacement will be nominated and affirmed by majority vote. Such replacement will serve until the end of the regular term.

Charter Review.

The completion of a charter review will take place at least once every three years. To facilitate this process, Pierce Transit staff will prepare and present to the CTAG a proposed set of operating procedures for consideration and approval at the first meeting of the group.

Attendance, removal and resignation of members.

Attendance.

Members are encouraged to contact the staff liaison prior to a meeting when they are unable to attend, to ensure the CAC will have a quorum.

A CTAG member who is absent more than twenty-five percent of the regular monthly committee meetings during a twelve month period will be removed from the committee. If staff needs to change the meeting date, and a member is unable to make the new date due to a conflict in their schedule, it will not be considered an absence. The CTAG liaison will track attendance.

~~Recommendations to remove a CTAG member removal shall be made upon motion and approval by a quorum of CTAG members, or by the CEO with notice to the CTAG chair.~~ Pierce Transit staff will track attendance and send notification of CTAG's or the CEO's intent to recommend removal to the respective member. The notice will include the date the matter is scheduled to appear on the CTAG agenda. Members whose positions are being considered for removal will have a reasonable opportunity to respond during the discussion of the motion by CTAG. The failure to appear at the meeting during which the agenda item is discussed will be deemed a forfeiture of the member's position on the CTAG. Any recommendation for removal must be approved by the Board before taking effect.

A member who resigns his or her position prior to the expiration of a term shall notify the CTAG chair and the staff liaison in writing at least two weeks prior to the member's intended resignation date. The resigning member shall return any Pierce Transit property, including any ORCA card which might have been issued, to the staff liaison not later than the intended resignation date. The staff liaison will notify the Pierce Transit CEO and the chair of the Pierce Transit Board of the member's resignation and staff shall record the resignation in the minutes of the CTAG.

Quorum

One more than half of the current CTAG members constitutes a quorum.

CTAG liaison team (Pierce Transit staff).

The Pierce Transit CEO shall appoint Pierce Transit staff to serve as the CTAG liaison team ("liaison team"). The liaison team shall consist of 1) a staff liaison(s) to guide and serve as a resource for the CTAG, and 2) administrative support staff to acquire meeting facilities and equipment, record, transcribe, and distribute minutes and other materials, including the agenda. Other duties of the liaison team include preparation of agenda forms and attachments to communicate CTAG issues and recommendations to the Pierce Transit board of commissioners. When requested, and for new members, the liaison team will provide information and orientation to CTAG members in specific areas including, but not limited to, defined responsibilities and legal requirements, nomenclature, history, mission, vision, services, policies, budget, strategic communications plans, transit development plans, partnerships, and community outreach practices.

Dissolution.

The board shall have the sole power to dissolve the CTAG, to appoint or remove members, and may exercise its power to dissolve, appoint and remove at any time and for any reason.

Monthly Ridership and Service Productivity Report (Motor Bus)

March 2015

Route Performance Summary

		Current Year Ridership	Previous Year Ridership	Percent Change	Pass/ Svc Hour	Pass/ Rev Mile	Cost Recvry	Net Cost/ Pass	Scheduled Monthly Trips	Pass/ Rev Hour
PT Local Routes										
1	6th Ave/Pacific Ave	150,499	161,427	-6.8%	28.08	2.80	16.1%	\$4.44	2,848	30.61
2	S. 19th/Bridgeport	64,569	73,559	-12.2%	24.77	2.51	14.2%	\$5.15	2,201	27.51
3	Lakewood - Tacoma	49,061	56,560	-13.3%	24.53	2.67	14.0%	\$5.20	1,740	27.93
10	Pearl St.	14,605	16,877	-13.5%	26.02	2.36	14.9%	\$4.86	1,021	28.63
11	Pt. Defiance	9,121	10,432	-12.6%	17.29	1.72	9.9%	\$7.74	667	19.39
13	N. 30th St.	3,850	3,948	-2.5%	15.97	1.38	9.1%	\$8.45	534	16.89
14	Proctor District	4,647	4,889	-4.9%	12.55	1.45	7.2%	\$10.98	574	13.56
16	UPS - TCC	13,381	15,469	-13.5%	24.06	2.30	13.8%	\$5.32	828	25.85
28	S. 12th Ave.	14,475	16,068	-9.9%	24.86	2.78	14.2%	\$5.13	1,073	27.55
41	Portland Ave.	22,590	25,610	-11.8%	24.66	2.67	14.1%	\$5.17	1,210	28.56
42	McKinley Ave.	9,910	11,537	-14.1%	20.98	2.45	12.0%	\$6.23	737	25.06
45	Parkland	10,799	11,916	-9.4%	20.66	2.10	11.8%	\$6.34	640	23.99
48	Sheridan-M St.	24,777	28,308	-12.5%	21.32	1.97	12.2%	\$6.12	1,260	23.25
51	Union Ave.	13,904	13,969	-0.5%	17.66	1.54	10.1%	\$7.56	773	18.33
52	TCC-Mall	22,915	25,932	-11.6%	29.98	3.37	17.2%	\$4.10	1,414	32.55
53	University Place	26,786	27,991	-4.3%	21.55	2.14	12.3%	\$6.04	786	24.01
54	38th St.	15,484	17,811	-13.1%	24.72	2.55	14.1%	\$5.16	1,249	27.88
55	Parkland-Mall	23,940	25,182	-4.9%	30.39	2.46	17.4%	\$4.04	1,437	31.42
56	56th St.	7,402	9,512	-22.2%	20.38	2.08	11.7%	\$6.44	696	21.43
57	Tacoma Mall	30,185	30,813	-2.0%	25.26	3.15	14.5%	\$5.03	1,330	28.78
62	Northeast Tacoma	558	606	-7.8%	3.56	0.45	2.0%	\$40.89	132	6.51
100	Gig Harbor	9,614	10,075	-4.6%	12.34	0.81	7.1%	\$11.18	694	14.19
101	Gig Harbor Trolley	-	-						-	
202	72nd St.	30,123	35,221	-14.5%	28.43	2.94	16.3%	\$4.37	1,504	29.60
204	Lakewood-PkInd	25,622	29,428	-12.9%	31.13	3.26	17.8%	\$3.92	1,476	33.02
206	Madigan	19,636	23,980	-18.1%	19.51	1.78	11.2%	\$6.76	1,204	20.87
212	Steilacoom	18,269	20,672	-11.6%	21.31	2.67	12.2%	\$6.12	1,326	22.33
214	Washington	16,843	20,428	-17.6%	16.07	1.40	9.2%	\$8.39	1,330	16.77
300	S. Tacoma Way	19,955	23,491	-15.1%	20.75	1.86	11.9%	\$6.31	1,333	21.19
400	Puyallup-Dwtn Tacoma	15,018	15,587	-3.6%	15.04	1.26	8.6%	\$9.03	1,012	17.98
402	Meridian	21,778	24,884	-12.5%	14.67	1.46	8.4%	\$9.27	807	16.78
409	Puyallup/Sumner	4,767	5,533	-13.8%	11.40	0.84	6.5%	\$12.18	720	12.49
410	112th St.	15,745	18,159	-13.3%	19.72	1.58	11.3%	\$6.68	1,188	20.46
425	Puyallup Connector DEMO	2,541	-		3.34	0.40	1.9%	\$43.56	926	3.64
495	So Hill Mall - Puyallup Stn	6,197	5,483	13.0%	42.36	10.91	24.2%	\$2.66	176	74.46
497	Lakeland Hills	4,269	4,495	-5.0%	13.27	2.60	7.6%	\$10.34	308	25.76
500	Federal Way	28,907	30,606	-5.6%	24.82	2.41	14.2%	\$5.13	978	29.45
501	Milton/Federal Way	12,122	10,889	11.3%	12.45	1.06	7.1%	\$11.08	753	14.60
503	Fife/Puyallup Connector DEMO	-	625	-100.0%					-	
504	Milton-Edgewood DEMO	-	333	-100.0%					-	
Total Local		784,864	868,304	-9.6%	22.17	2.18	12.7%	\$5.85	38,885	24.60

Scheduled

PT Express Routes:		Current Year Ridership	Previous Year Ridership	Percent Change	Pass/ Svc Hour	Pass/ Trip	Farebox Recvry	Net Cost/ Pass	Monthly Trips	Pass/ Rev Hour
102	Gig Harbor-Tacoma	3,860	3,825	0.9%	10.82	19.49	6.2%	\$12.88	198	17.87
475	Univ Place - Olympia DEMO	-	149	-100.0%					-	
485	Olympia - Puyallup DEMO	-	851	-100.0%					-	
Total Pierce Express		3,860	4,825	-20.0%	10.82	19.49	6.2%	\$12.88	198	17.87

Scheduled

Special Event Services - PT		0	0						0	
Total Pierce Transit (NTD)		788,723	873,129	-9.7%	22.06		12.6%	\$5.88	39,083	24.55

Scheduled

Scheduled

ST Routes		Current Year Ridership	Previous Year Ridership	Percent Change	Pass/ Svc Hour	Pass/ Trip	Farebox Recvry	Net Cost/ Pass	Scheduled Monthly Trips	Pass/ Rev Hour
560	Bellevue/WestSea/SeaTac	46,121	48,036	-4.0%	13.90	25.65			1,798	New 09/28/13
566	Auburn/Kent/Overlake	36,462	33,609	8.5%	14.17	29.08			1,254	New 06/09/13
567	Kent/Overlake	12,419	11,060		14.32	35.28			352	New 06/09/13
574	Pierce/SeaTac	67,329	63,999	5.2%	18.28	30.26			2,225	
577	FedWay/Seattle	40,407	39,176	3.1%	25.49	38.93			1,038	
578	Puyallup/FedWay/Seattle	49,875	46,316	7.7%	19.06	35.27			1,414	
586	Tacoma/U District	13,016	12,554	3.7%	13.33	31.14			418	
590	Tacoma/Seattle	66,466	66,157	0.5%	16.44	35.54			1,870	
592	Lakewood/Seattle	20,961	16,110	30.1%	12.19	50.15			418	
592 Ext	Lkwd/Dupont/Oly	2,266	1,782	27.2%	10.49	8.58			264	New 09/29/13
594	Lkwd/Tacoma/TDS/Sea	63,315	57,261	10.6%	15.84	31.01			2,042	
595	Gig Harbor/Seattle	8,578	8,822	-2.8%	13.47	38.99			220	
596	Bonney Lake/Sumner	10,809	9,255	16.8%	37.31	30.71			352	
Extra/594		274	-		4.48	18.27				
Spec/400		2,401	1,698	41.4%	34.33	28.58				
Other Special		-	-							
Bus Bridge		2,157	2,797	-22.9%	9.14	32.68				
Total Sound Transit		442,856	418,632	5.8%	16.47	32.02			13,665	Scheduled
Total PT and ST		1,231,579	1,291,761	-4.7%	19.66				39,083	

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