

Pierce Transit Bus System Recovery Plan Final Report

December 2023

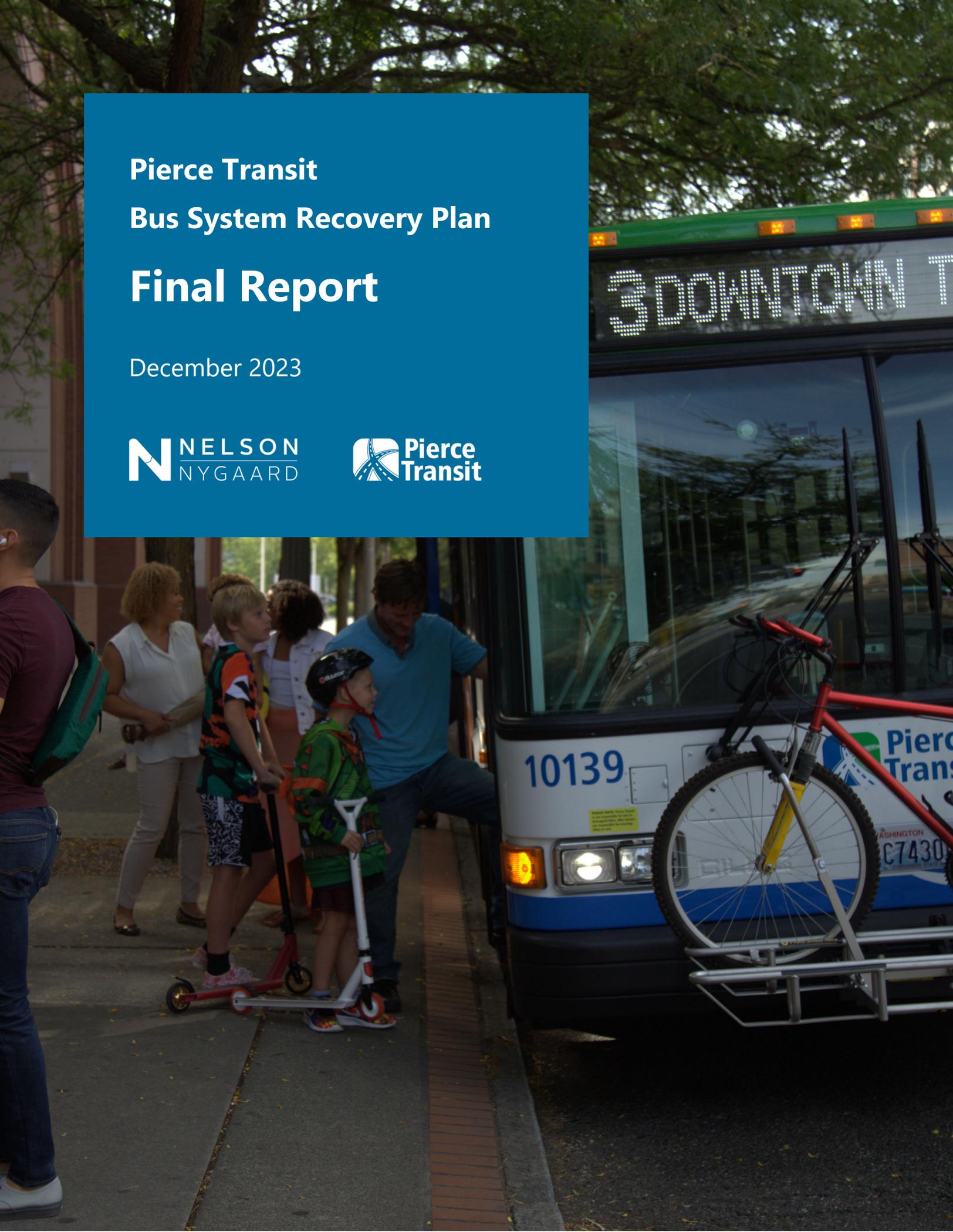


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1 INTRODUCTION

PROJECT OVERVIEW

Like nearly every transit agency across the country, Pierce Transit has been greatly impacted by the lingering effects of the COVID-19 pandemic in terms of transit ridership, workforce capacity, and service availability. Transit ridership nationwide initially fell to 20% of pre-COVID-19 pandemic levels as stay-at-home orders took effect and remote or hybrid work policies expanded. During this time, workers with the option to stay home typically did so, while transit continued to be used by essential workers, often without remote work options, and by transit dependent riders who lack other transportation alternatives. As of March 2023, three years after the initial impacts of the COVID-19 pandemic were felt, transit ridership across the country has recovered to about 70% of 2019 levels.¹

As the public health emergency dissipates, Pierce Transit has been unable to fully restore service due to a lack of operators and mechanics. This has impacted both regularly scheduled service as well as contracted express service with Sound Transit. At this time, only about 80% of pre-COVID-19 trips are operating, with resultant limitations on span of service and frequency.

This recovery plan uses overall travel patterns data, existing service performance and ridership data, as well as input from current transit riders and community members, to establish specific, implementable improvements to build service back to 2019 levels. This Bus System Recovery Plan builds upon the service restoration plan included in Pierce Transit's 2017 Transit Development Plan and provides Pierce Transit with the opportunity to reevaluate investments in response to changing travel patterns and ridership trends. This enables Pierce Transit to not just restore service but prioritize service restoration where it will be most impactful for the community.

¹ APTA Public Transportation Ridership Update, March 2023. <https://www.apta.com/wp-content/uploads/APTA-POLICY-BRIEF-Transit-Ridership-03.06.2023.pdf>

As the final deliverable of the Pierce Transit Bus System Recovery Plan, this report assesses existing Pierce Transit service and the environment in which it operates, identifies priority service improvements that align with community needs, creates a phased implementation plan to build back to pre-pandemic service levels as resources allow, and additional recommendations to support implementation and alignment with Pierce Transit's Destination 2040 Long Range Plan Update of 2020.

REPORT ORGANIZATION

In addition to this introduction, this Final Report includes six chapters, as follows:

- **Chapter 2 Transit Demand Analysis** – Includes an overall evaluation of the market for transit and demand for service within the Pierce Transit service area. It also includes an evaluation of regional travel patterns using mobile device location data.
- **Chapter 3 Fixed Route Evaluation** – Summarizes the overall performance and service characteristics of Pierce Transit routes, including strengths and opportunities for improvement.
- **Chapter 4 Phase I Public Involvement** – Summarizes the opportunities for public involvement during the first phase of the project, including key findings from engagement events and activities.
- **Chapter 5 Service Scenarios and Phase II Public Involvement** – Includes a summary of the preliminary service scenarios developed in response to the existing service evaluation and Phase I public involvement. This chapter also summarizes the activities and findings from Phase II public involvement.
- **Chapter 6 Preferred Alternative** – Includes a detailed description of the Preferred Alternative for the Bus System Recovery Plan that incorporates Phase II public involvement and the preliminary service scenarios.
- **Chapter 7 Supporting Recommendations** – Provides a discussion on several supporting recommendations and processes necessary for implementing the Preferred Alternative, including potential updates to Pierce Transit's Destination 2040 Long Range Plan Update .

2 TRANSIT DEMAND ANALYSIS

This Transit Demand Analysis is divided into two primary sections, the Market Analysis and the Regional Travel Demand Analysis.

The Market Analysis presents demographic characteristics associated with the market for transit ridership in the Pierce Transit service area. The purpose of this analysis is twofold: (1) to identify gaps in transit service in areas with high demand and (2) identify growing population centers and areas with high transit propensity, or populations that are likely to use transit, that are in need of transit services. The definition and methodology for transit propensity is discussed in more detail later in this chapter.

The Regional Travel Demand Analysis uses mobile device location data to identify key travel pattern trends within the Pierce Transit service area and the greater Puget Sound Region. This evaluation includes current travel patterns as well as shifts in travel before and after the COVID-19 pandemic to reflect the current market for transportation.

KEY FINDINGS

- The highest levels of demand are in the more densely populated areas, which include **Downtown Tacoma, North Slope, South Tacoma, Lakewood, South Hill, Spanaway, and Puyallup.**
- The areas with the highest propensity for transit include **Downtown Tacoma, West End Tacoma, the Lincoln International District, Parkland, South Hill, Puyallup, and the Southeast area of Lakewood.**
- **Areas of high need are served by transit.** The Transit Propensity Index and priority populations map (Figure 2-10) identifies areas of high need with multiple variables. These areas within the Pierce Transit service area are generally served by one or more routes.

MARKET ANALYSIS

The Market Analysis evaluates several factors related to transit demand and transit propensity. Several indicators provide the basis for an aggregated assessment as a Transit Demand Index (TDI) or Transit Propensity Index (TPI). The TDI represents general demand for transit, based on composite population and employment densities, while the TPI assesses relative densities of specific demographic characteristics associated with transit ridership and transit dependency, which, in turn, highlights the potential for transit use and areas that are more likely to rely on transit.

Figure 2-1 lists each indicator included in this analysis, and whether the data are linked to the place of residence or place of work, the unit of measure, the data source, and the geographic level of the analysis.

Figure 2-1 Market Analysis Indicators

Indicator	By place of	Unit	Source	Geography	TPI/TDI
Population	Residence	People per Acre	2021 ACS ¹	Block Group	TDI
Employment	Work	Jobs per Acre	2019 LEHD ²	Block Group	TDI
Low-Income	Residence	People earning less than 100% of the federal poverty level per square mile	2021 ACS	Block Group	TPI
People with Disabilities	Residence	People with disabilities per square mile	2021 ACS	Block Group	TPI
Rental Units	Residence	Rental units per square mile	2021 ACS	Block Group	TPI
Zero-Vehicle Households	Residence	Households without access to a vehicle per square mile	2021 ACS	Block Group	TPI
Foreign Born	Residence	People per Acre	2021 ACS	Block Group	TDI

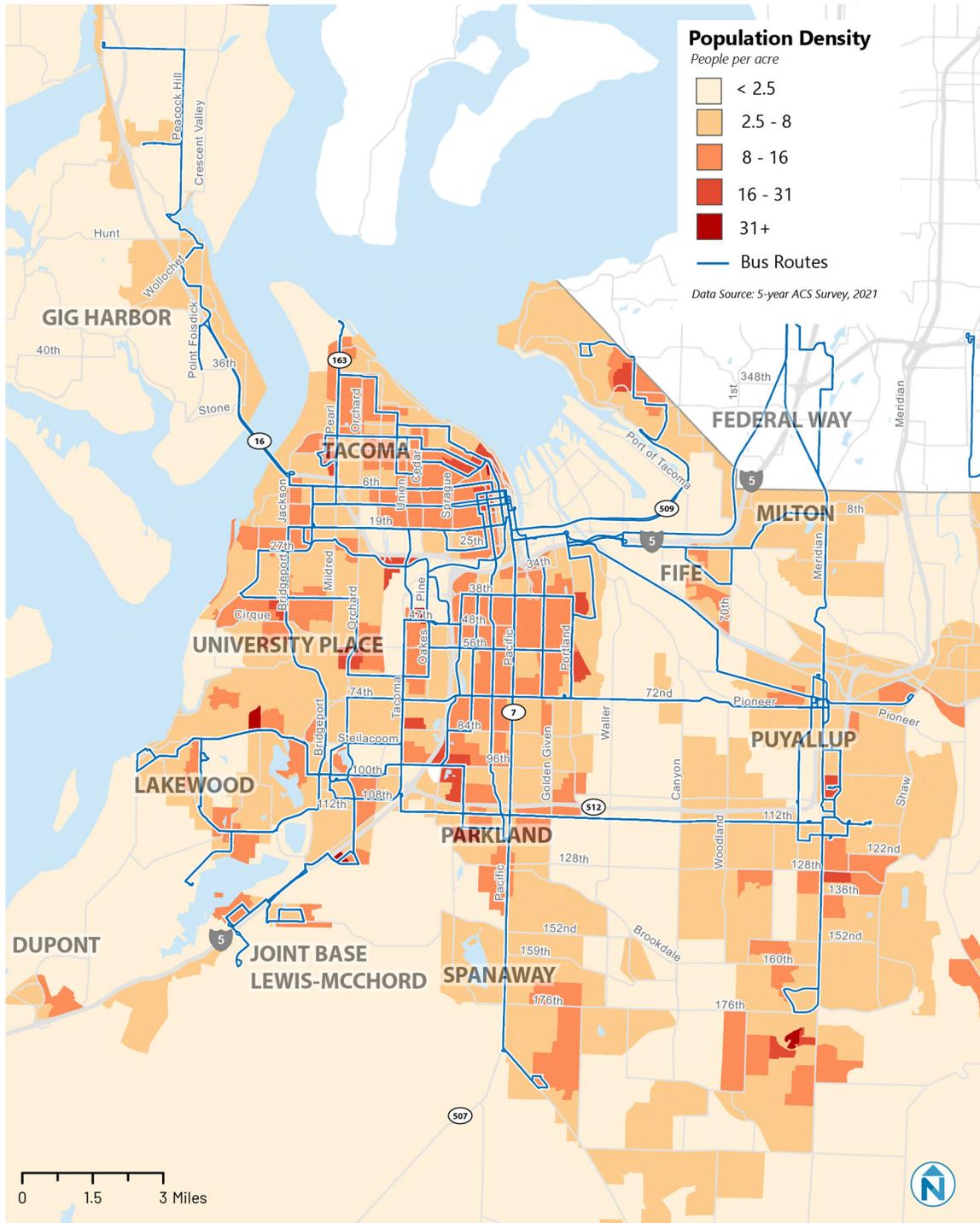
Population

Population density is a key determinant of transit demand. Population density within the Pierce Transit service area is shown in Figure 2-2. Higher density residential areas have more people within walking distance of streets that buses can operate along, including sidewalks and the related pedestrian infrastructure conducive to transit usage. Therefore, these areas are more likely to support frequent service than lower density areas. In the Pierce Transit service area, the highest population density areas, with over eight or more people per acre, can be found in Downtown Tacoma, Central Tacoma surrounding 6th Avenue, and pockets of Fircrest and South Tacoma.

Additionally, the following areas have moderately high population density:

- **Stadium District** near North Tacoma Avenue and Schuster Parkway.
- **Western Parkland** south of 74th Street.
- **University Place** and neighborhoods to the north and east.

Figure 2-2 Population Density within Pierce Transit Service Area



Employment

Employment density is another indicator of potential transit demand. Areas with a higher density of jobs are more popular destinations and generally have a higher demand for transit trips. Employment density, shown in Figure 2-3 is primarily clustered around downtown Tacoma and a few other key locations like:

- **St. Joseph's Medical Center** near Downtown Tacoma.
- **Central Tacoma** near Walmart, Target, and Costco.
- **Good Samaritan Hospital** in Puyallup.
- **Joint Base Lewis-McChord (JBLM)**.
- **South Hill Mall area** of Puyallup.

Transit Demand Index (TDI)

Population and employment density provide an indicator of potential transit demand, but when the two are combined and considered together, the demand in many areas will be notably higher than when looking at each factor alone. This also captures areas with a mix of uses (residential, job centers, commercial areas) that can generate particularly high transit ridership.

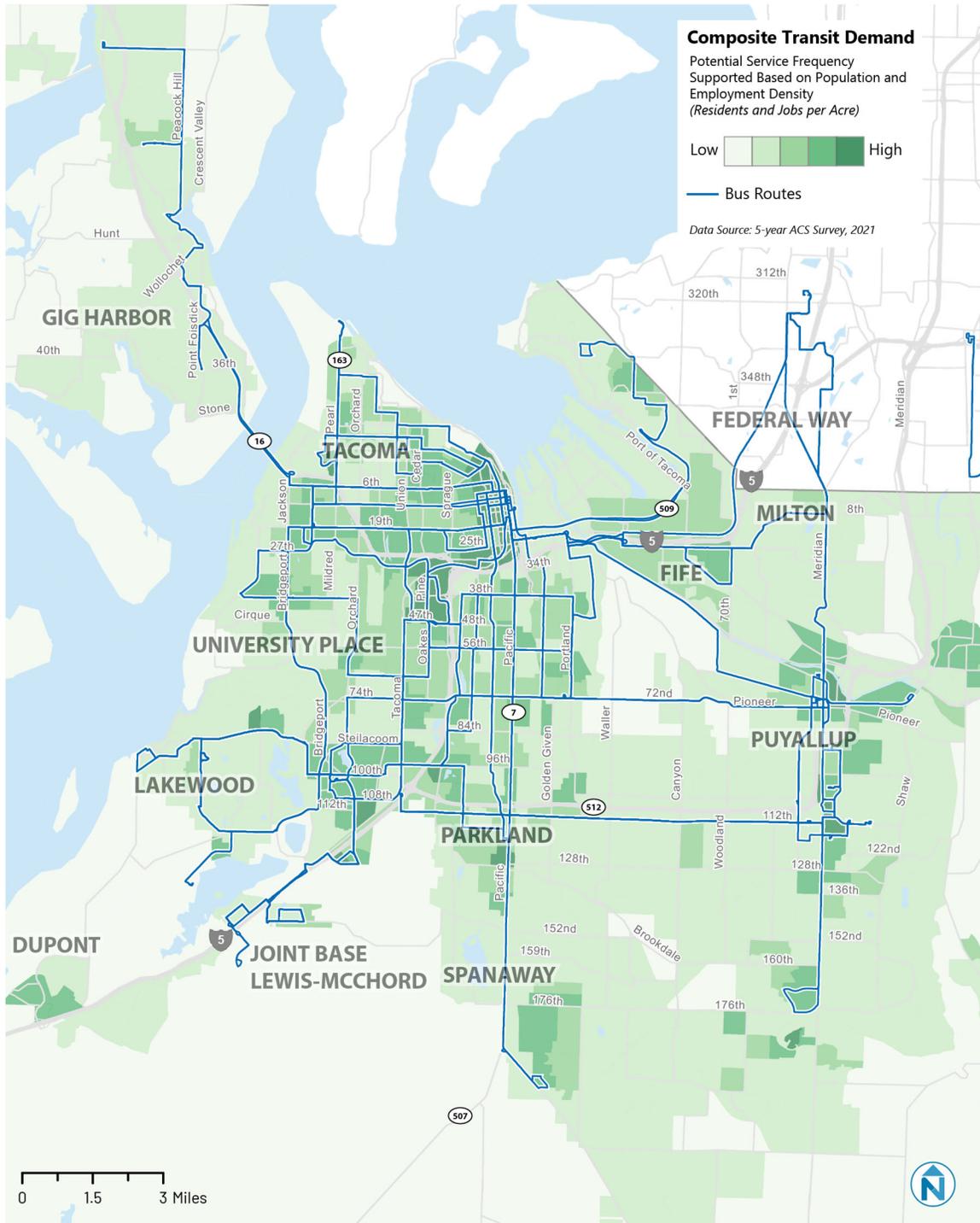
When population and employment-based demand are considered together, the underlying demand for transit is very high near downtown Tacoma, and generally declines moving away from the downtown core or Central Business District, with some exceptions.

The highest levels of potential transit demand are in the most densely populated areas, which include:

- **Downtown Tacoma.**
- **North Slope** north of Division Avenue.
- **South Tacoma** around the Tacoma Mall.
- **Lakewood** between Steilacoom Boulevard and Interstate Highway 5.
- **South Hill** around the South Hill Mall in Puyallup.
- **Spanaway** between 176th Street and Mountain Highway E/State Route 7.
- **Puyallup** between 15th Street and 7th Avenue.

Pierce Transit provides service in all of these areas as shown in Figure 2-4.

Figure 2-4 Transit Demand Index within Pierce Transit Service Area

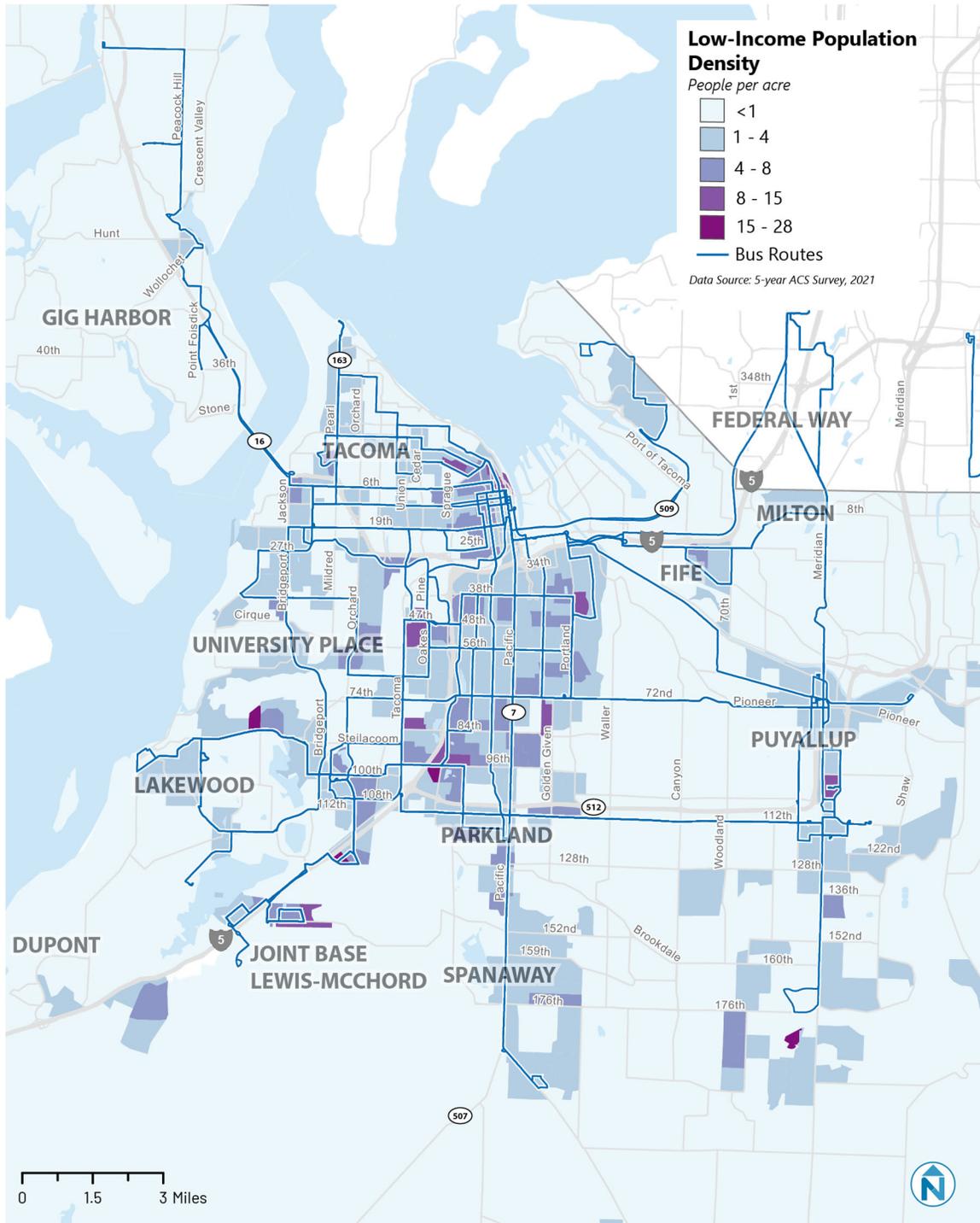


Low Income Population

From 2021 American Community Survey (ACS) data, people earning less than 200% of the federal poverty level were considered low income populations. Pierce Transit's Title VI policy refers to low income populations as under 100% of the federal poverty level, meaning the definition used in this evaluation is inclusive of more individuals than the agency's Title VI definition. However, this analysis is not intended to set the stage for a Title VI analysis. Instead, it seeks to identify where there are high concentrations of people who are likely to rely on transit services. Expanding the low income definition to include those under 200% of the federal poverty level more accurately reflects this dynamic, rather than focusing only on the lowest income populations. Individuals who are part of the category are generally more likely to depend on transit. Low-income populations, shown in Figure 2-5 are dispersed throughout Pierce County in a few key clusters including:

- **Stadium District** north of I Street.
- **South Tacoma and the South End** between S 56th Street and Center Street.
- **City of Lakewood** between Interstate Highway 5 and S Tacoma Way.

Figure 2-5 Low Income Population Density within Pierce Transit Service Area

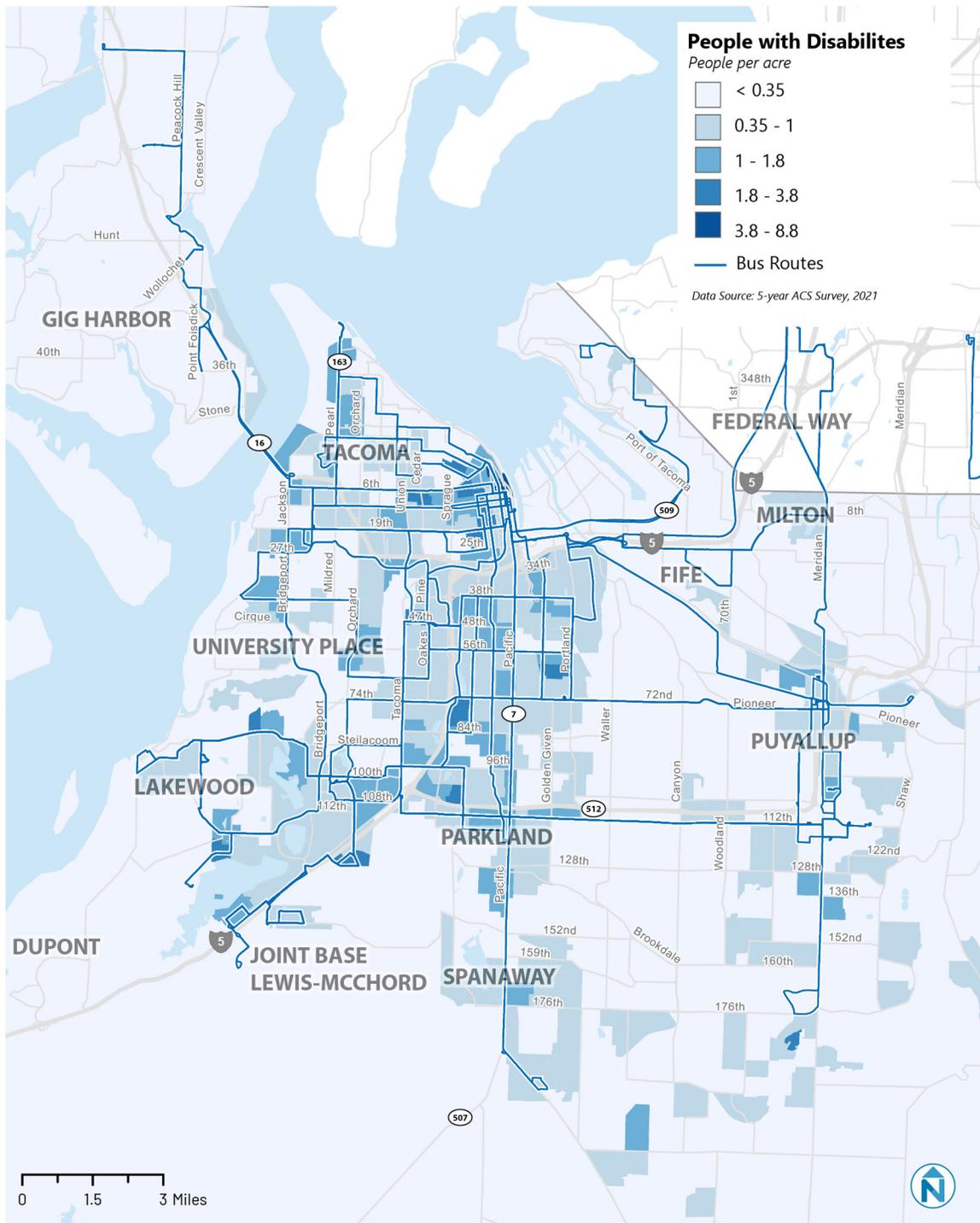


People with Disabilities

People with disabilities are another group that often cannot drive and thereby are more likely to depend on transit. The largest concentration of people with disabilities is throughout central Tacoma. The four notable concentrations of over two people per acre as shown in Figure 2-6, including:

- **Downtown Tacoma.**
- **Hilltop** neighborhood in Central Tacoma.
- **Eastside** neighborhoods between E 72nd Street and E 64th Street.
- **Lakewood** around Bridgeport Way W and San Francisco Avenue SW.

Figure 2-6 People with Disabilities Density within Pierce Transit Service Area

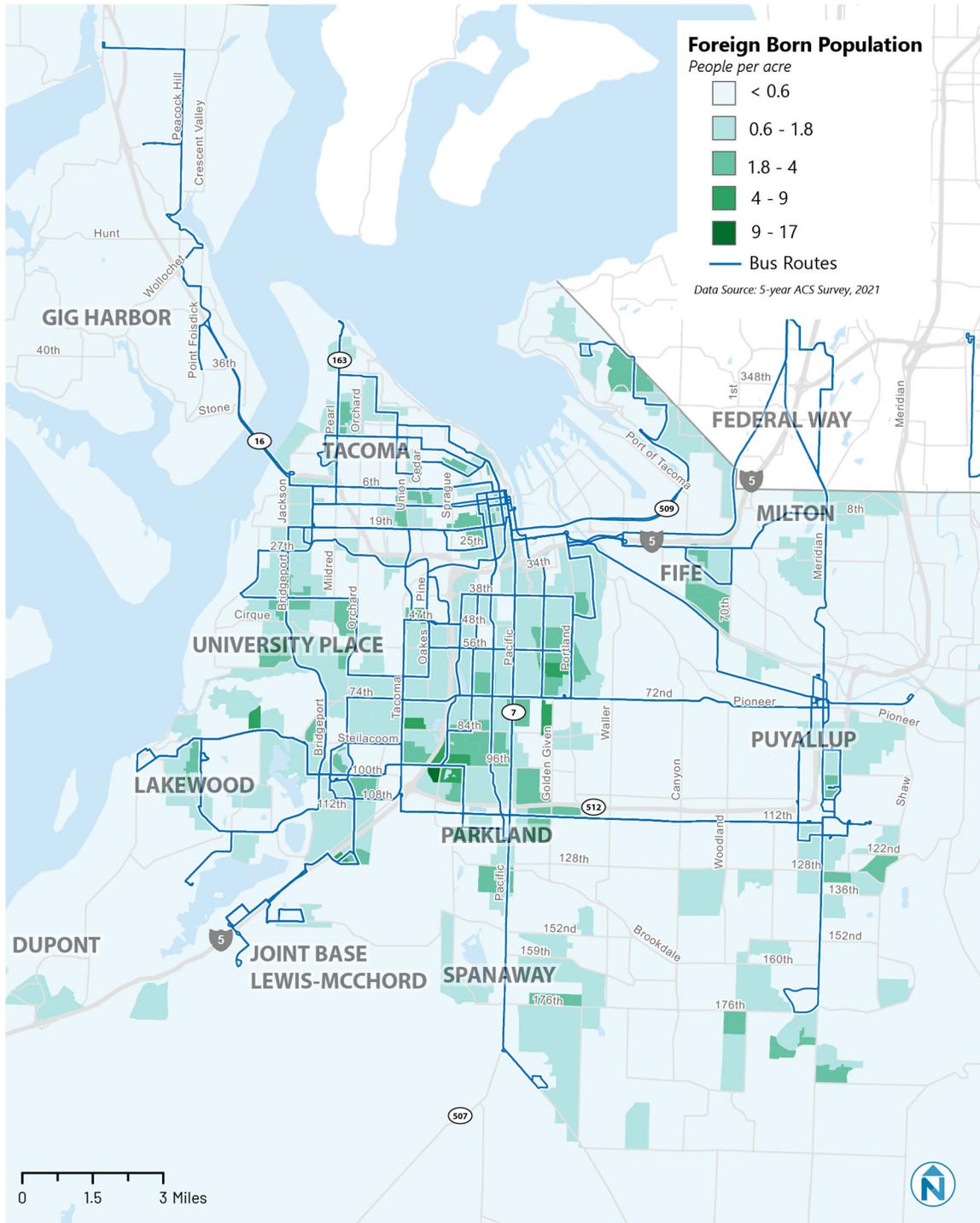


Foreign Born Population

Historically, immigrants tend to settle in large urban areas with developed or robust mass transit systems. Pierce County has a fair distribution of immigrant population as shown in Figure 2-7. Areas with 4-17 foreign-born people per acre are:

- **University Place** between 56th Street W and State Highway 16.
- **Northeast Tacoma** near Northpoint Way NE.
- **Western Parkland** between Interstate Highway 5 and State Route 7.
- **South Hill** (Puyallup) between 128th Street and 43rd Avenue.

Figure 2-7 Foreign Born Population Density within Pierce Transit Service Area

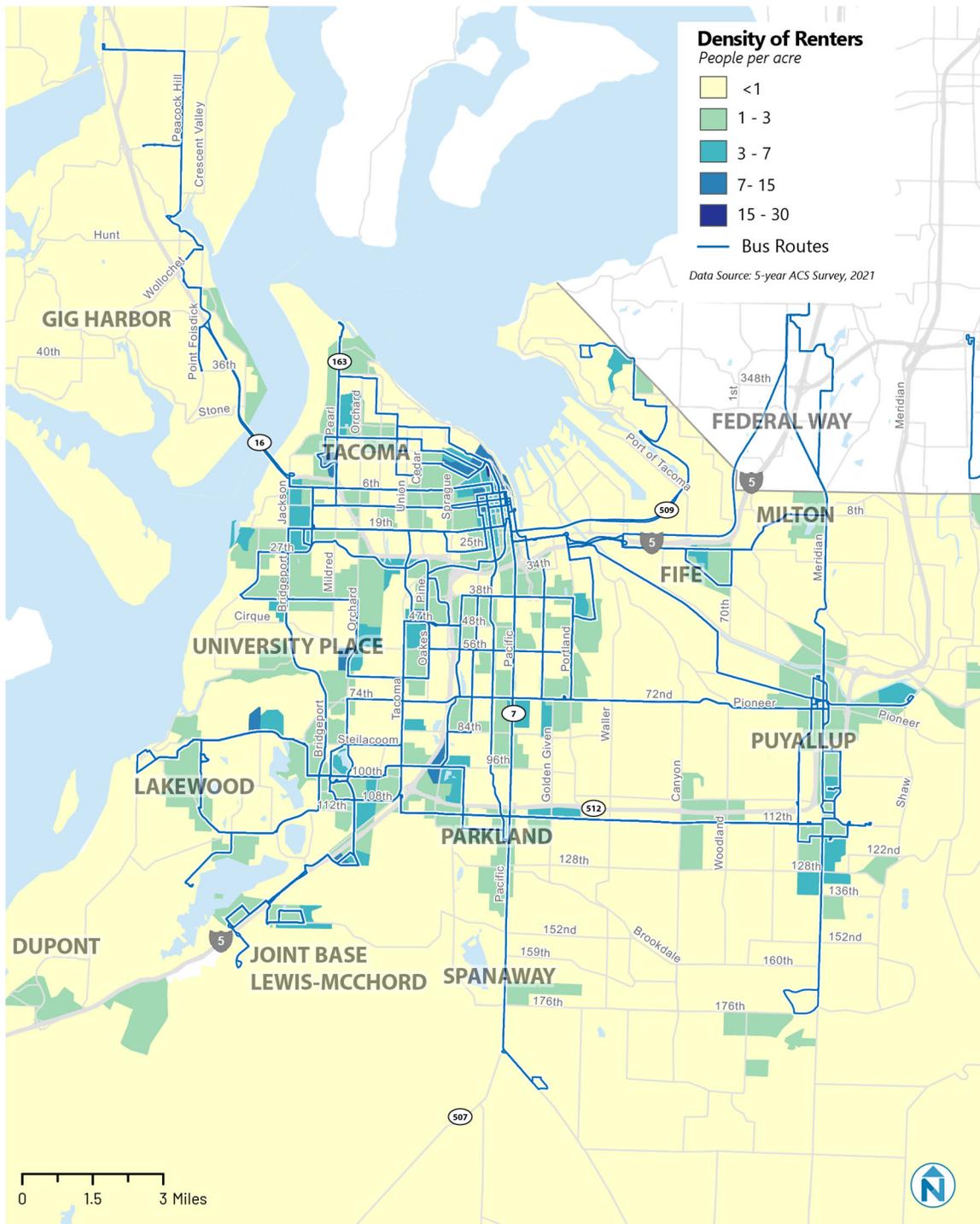


Rental Units

There is also a relationship between rental units (e.g., apartments) and transit ridership, with higher concentrations of renters correlating with higher transit ridership and related demand. The highest concentrations of renters, shown in Figure 2-8, correspond to large apartment complexes and other multifamily residential areas that are distributed throughout the Pierce Transit service area including:

- **Downtown Tacoma.**
- **James Center North Area** near Tacoma Community College.
- **Western Parkland** near Interstate Highway-5.
- **East of Clover Park** around Bridgeport Way SW.
- **South Hill** (Puyallup) around Meridian Avenue.

Figure 2-8 Rental Housing Density within Pierce Transit Service Area

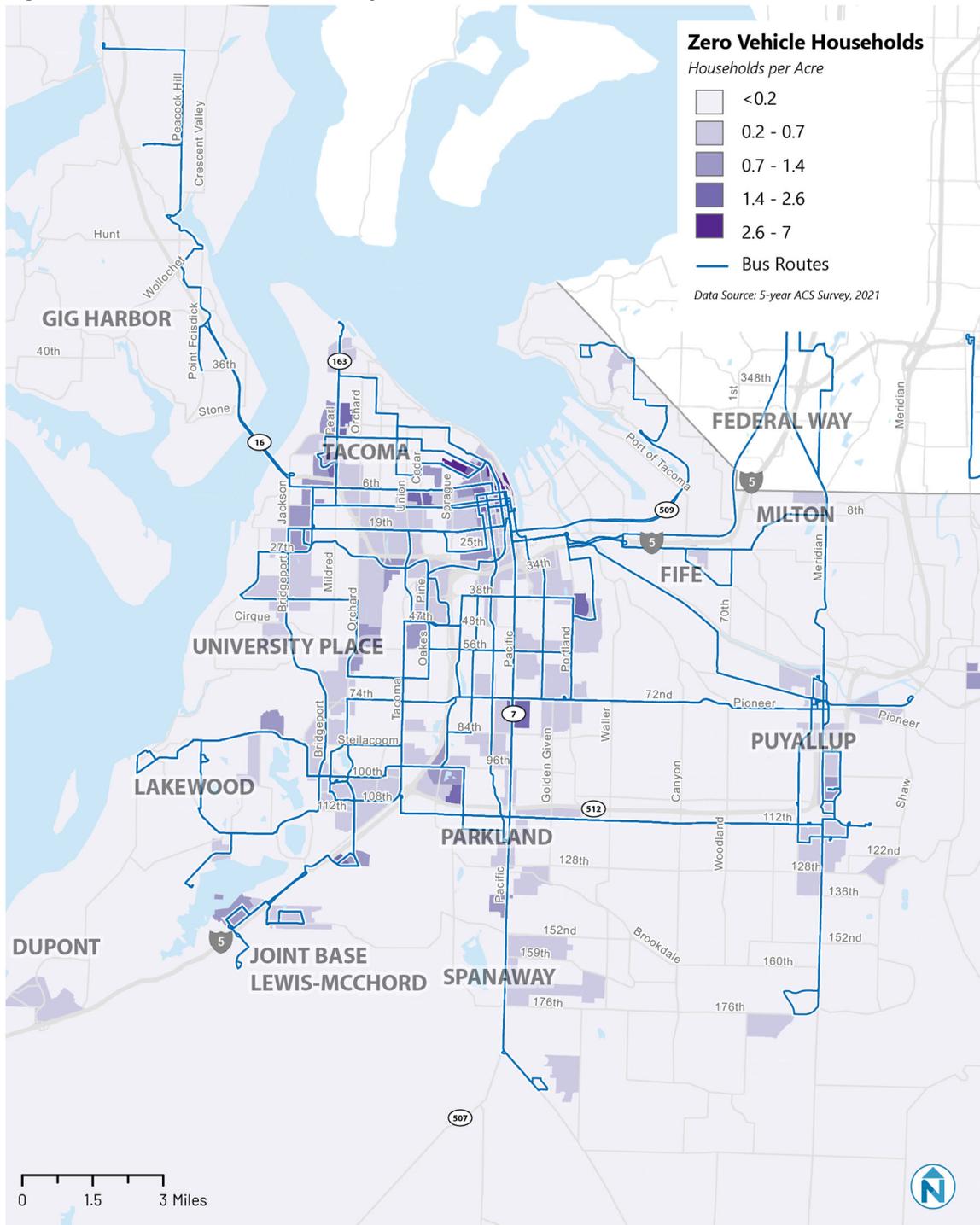


Zero Vehicle Households

A majority of households across Pierce County have access to a motor vehicle. However, some areas, particularly in Downtown Tacoma and the areas north of University Place have a moderate density of households that do not have access to a motor vehicle as shown in Figure 2-9. The areas with highest density of zero-vehicle households include:

- Neighborhoods around the Stadium District in Tacoma next to Wright Park in Tacoma.
- West End Tacoma between N 17th Street and N 26th Street.
- Communities west of Parkland near Interstate Highway-5 have a moderately high density of zero-vehicle households.

Figure 2-9 Zero Car Household Density within Pierce Transit Service Area

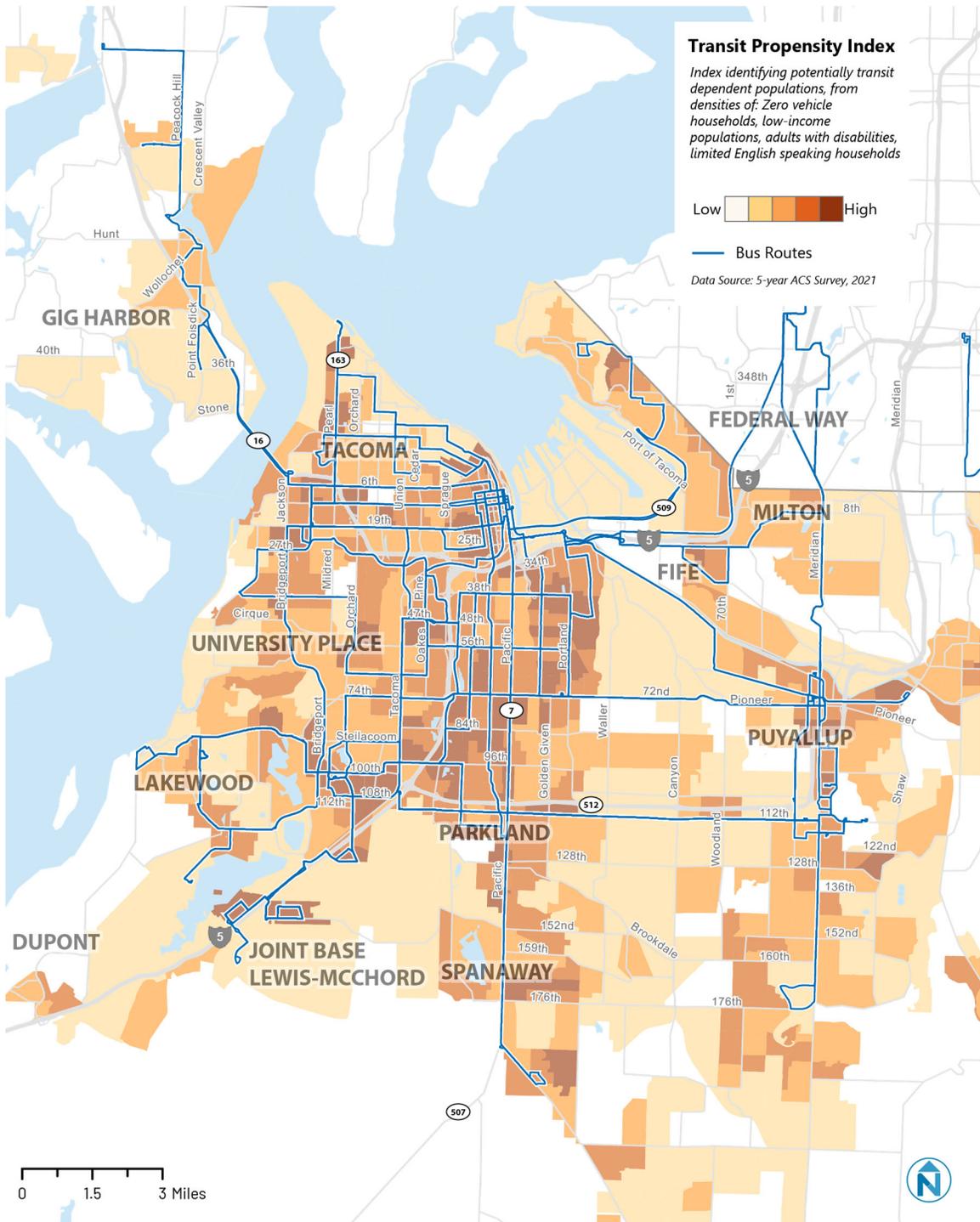


Transit Propensity Index (TPI)

For the purposes of this analysis, propensity to take transit is based on the density of three combined indicators: People with disabilities, people with low-incomes (less than 200% of the federal poverty level) and zero-vehicle households. The transit propensity index is developed by taking the relative densities for each of these three indicators and assigning each block group a score. These scores then yield a single index that weights each of these four indicators evenly. Based on this index, as shown in Figure 2-10, the areas where the population may have a larger need for transit are clustered in seven general places:

- **Downtown Tacoma** is served by many routes and includes pockets of high transit propensity areas between State Route-16 and Tacoma Avenue. These neighborhoods have commercial areas and moderately dense residential areas including North Slope and Stadium District.
- **West End Tacoma:** West end neighborhoods around State Route-163 and State Route-16.
- **Lincoln International District** between Interstate Highway-5 and State Route-7. This area is close to downtown Tacoma and centered on S 38th Street and N Yakima Avenue, the Lincoln International District is home to Tacoma's Vietnamese businesses and community.
- **Parkland** between 112th Street and State Route-7 has a moderately high transit propensity throughout, with pockets of high propensity between Interstate Highway-5 and Pacific Avenue.
- **South Hill and Puyallup** There are rural communities between 43rd Avenue SW and 15th Avenue SE found around State Route-161 that have moderate to high transit propensity.
- **Southeast of Lakewood near Interstate Highway-5** between Pacific Highway and 100th Street also shows higher TPI scores.

Figure 2-10 Transit Propensity Index (TPI) within Pierce Transit Service Area



Priority Population

For the purposes of this analysis and to match previous planning efforts by Pierce Transit, a priority population analysis was also performed. The priority population analysis combines several weighted factors (shown in Figure 2-11).

Figure 2-11 Equity Index Priority Populations and Weight Factors

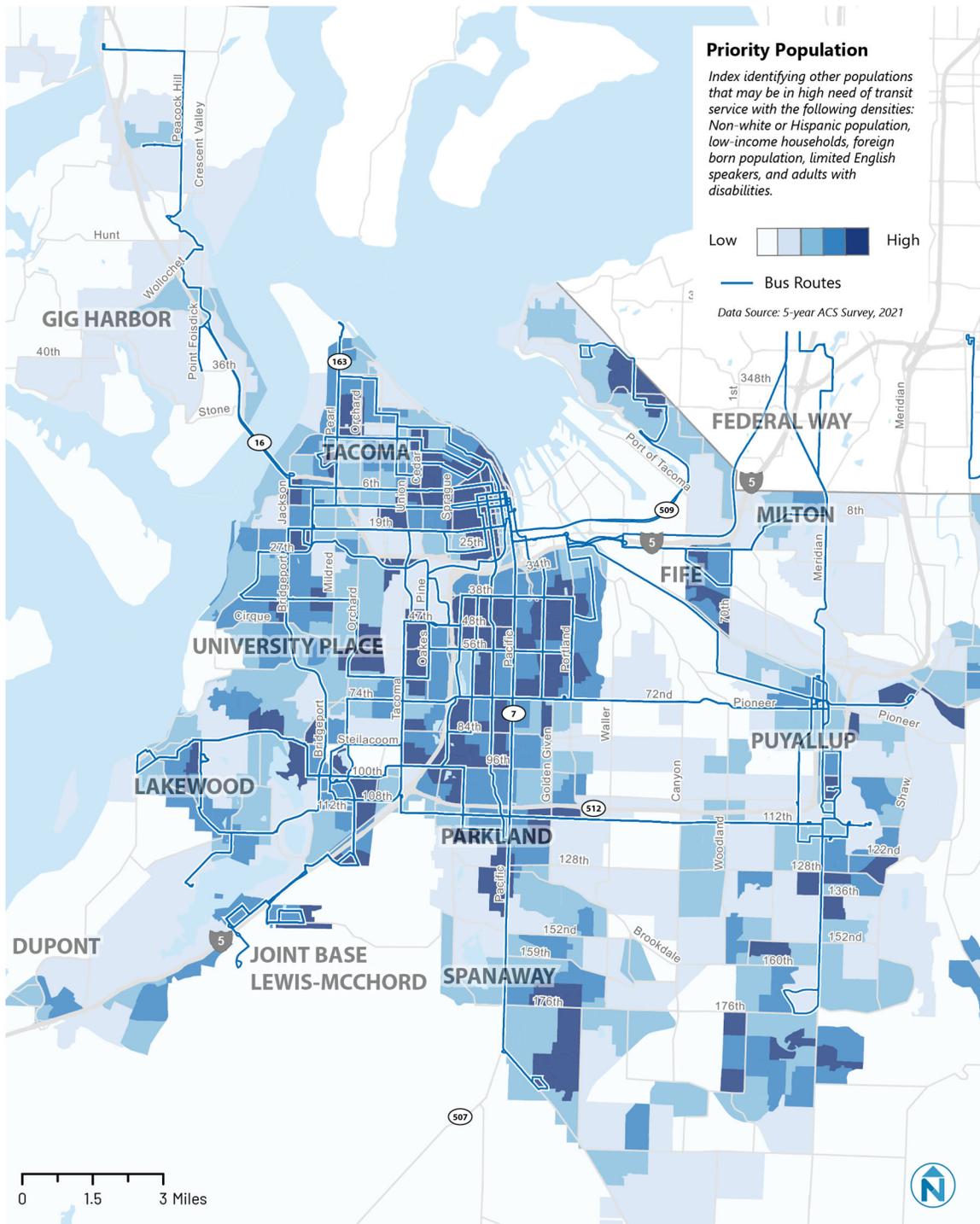
Priority Population	Weight
Non-white or Hispanic	40%
Low-income households (below 200% of the federal poverty level)	30%
Foreign-born population	10%
Limited English-speaking households	10%
Population living with disabilities, aged 20-64	10%

This effort differs from the transit propensity analysis by weighting the identified factors differently to identify other populations that may be in high need of transit service and to more closely align with equity considerations conducted by the City of Tacoma and other regional partners. This methodology was used for past Stream Bus Rapid Transit identification studies.

The relative scores of the composite equity index figures are shown in Figure 2-12. Areas with high densities of priority populations include:

- **Downtown Tacoma** and other central neighborhoods like Hilltop and Stadium District, and Central Tacoma.
- **South Tacoma and South End Tacoma** generally between S Tacoma Way, Interstate Highway-5, Portland Avenue, and 112th Street S.
- **Northeast Tacoma** adjacent to Federal Way.
- **Fife** residential areas between Interstate Highway-5 and State Route 167.
- **The Meridian Avenue Corridor** between Puyallup and South Hill.
- **Lakewood and Steilacoom** areas near Joint Base Lewis-McChord.

Figure 2-12 Priority Population within Pierce Transit Service Area



REGIONAL TRAVEL DEMAND ANALYSIS

Travel Patterns

To determine travel patterns within Pierce County, an origin-destination analysis was completed to understand where people are traveling to and from at different times of the day and week. This evaluation uses anonymized mobile device location data, made available through the enterprise data platform Replica, to determine specific travel volumes and travel patterns throughout Pierce County. The data aggregates individual trip origins and destinations at the U.S. Census Block Group level, allowing for large scale evaluations across Pierce County or more refined evaluations for individual Block Groups. These data reflect travel patterns from fall of 2022, which represents the most up to date, reliable timeframe for travel pattern data available.

The most common destinations within this time period are shown below in Figure 2-13 and include:

- Tacoma Dome Station.
- Lakewood Towne Center.
- Tacoma Mall.
- South Hill Mall

Two examples of travel patterns ending at a key regional destination (South Hill Mall) and beginning from a high priority population neighborhood (Salishan in Tacoma's east end) are shown in Figure 2-14 and Figure 2-15, respectively.

- In the case of South Hill Mall, most trips ending at this location are not coming from Tacoma, instead they are more commonly beginning in adjacent communities in South Hill, Puyallup, and Graham.
- Trips originating in Salishan are commonly traveling into downtown Tacoma, Tacoma Mall, and Lakewood. These trip patterns are generally served by Routes 41 and 54.

Both of these evaluations are indicative of potential shifts in travel demand and where transit investments may be made more effective to directly align with shifting travel patterns.

This data set has been aggregated and developed into an accessible dashboard available for continued use.² Any number of origins and destinations may be explored through this dashboard to identify travel patterns within the region.

² The accessible dashboard developed to assess origins and destinations is available here: <https://public.tableau.com/app/profile/meng.gao1596/viz/shared/9THSC2H7X>

Figure 2-13 Most Popular Travel Destinations: Fall 2022

Destination Map

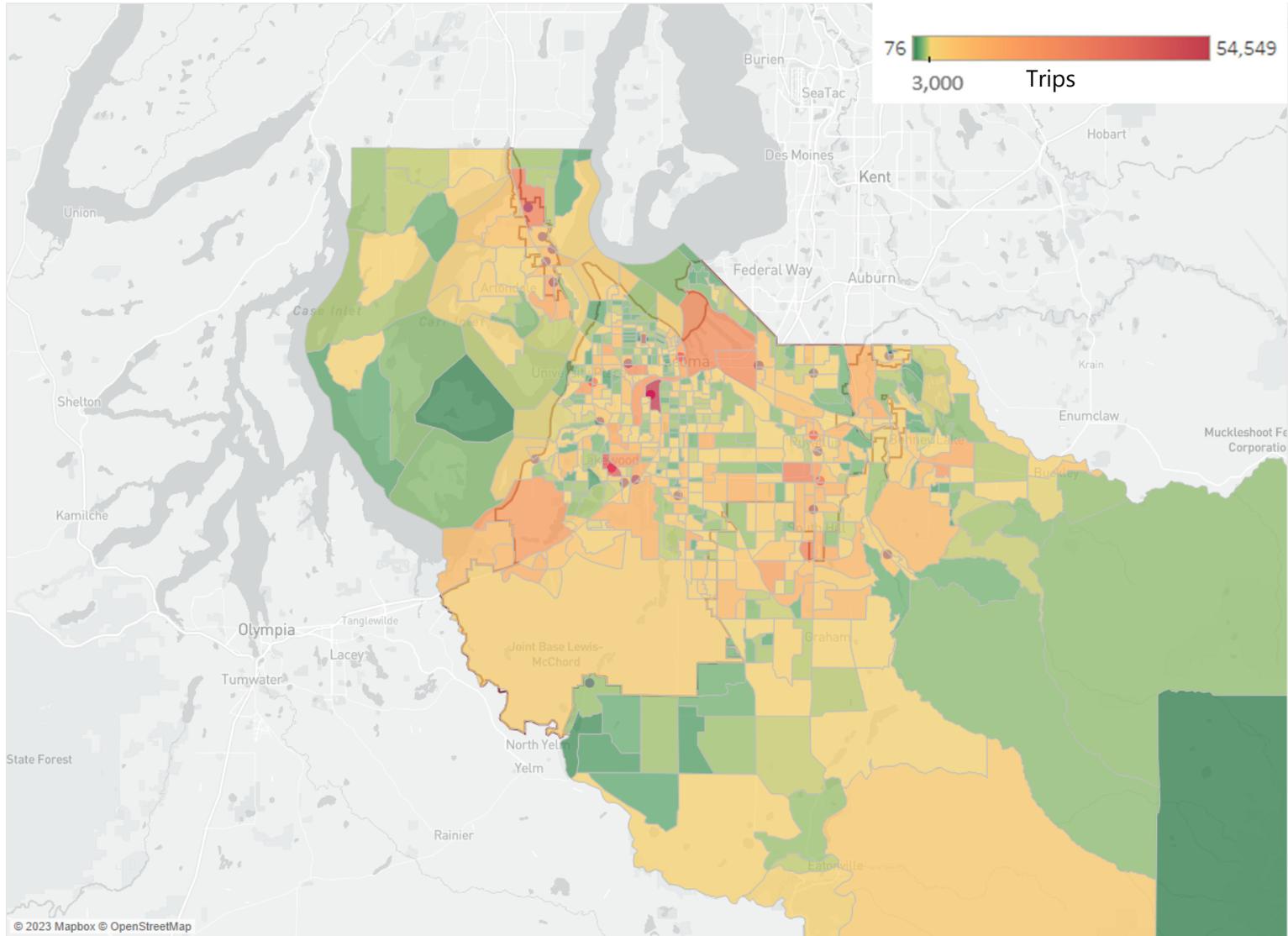


Figure 2-14 Common Origins for Trips Ending at South Hill Mall in Puyallup

Origin Map

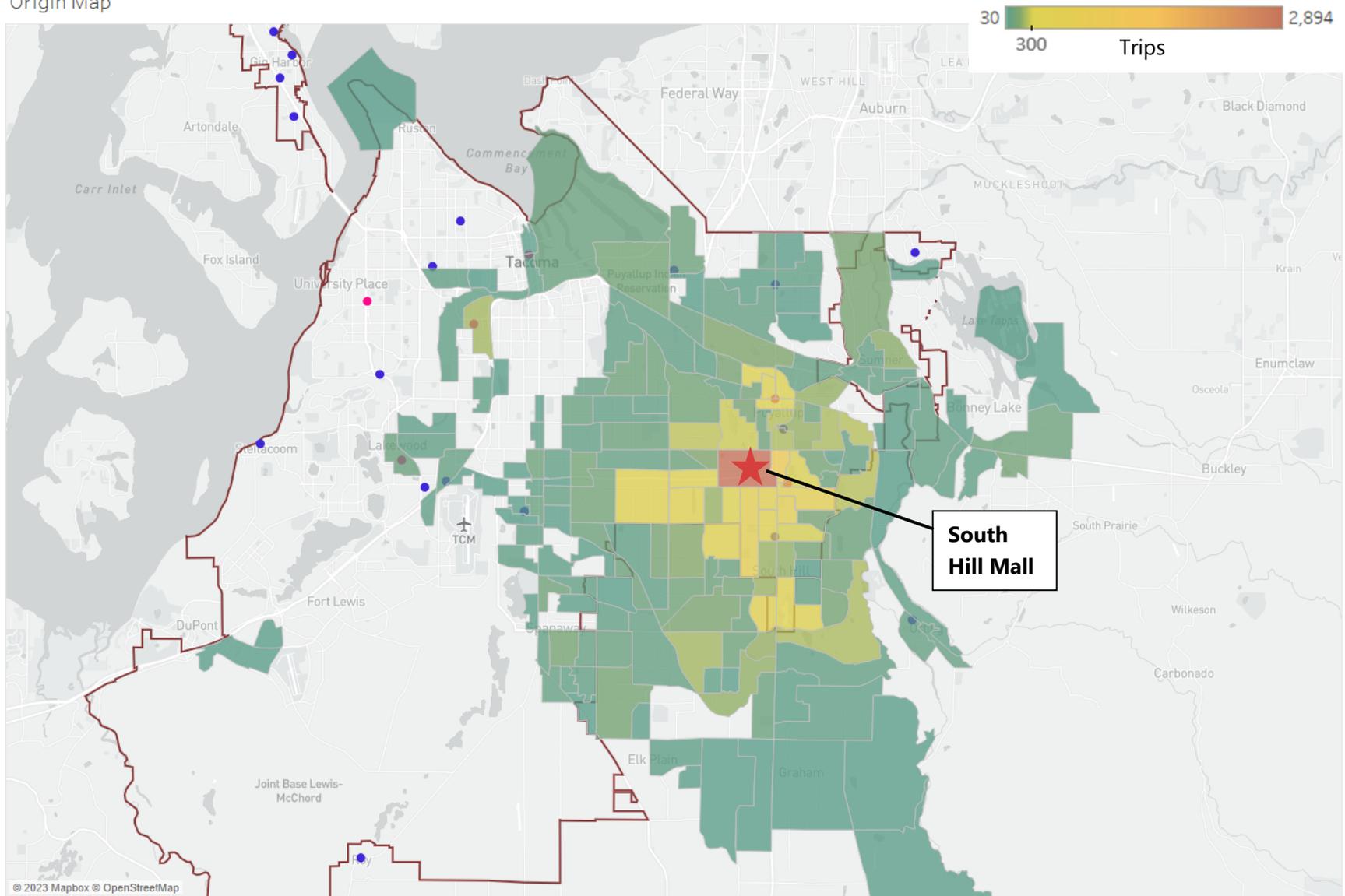
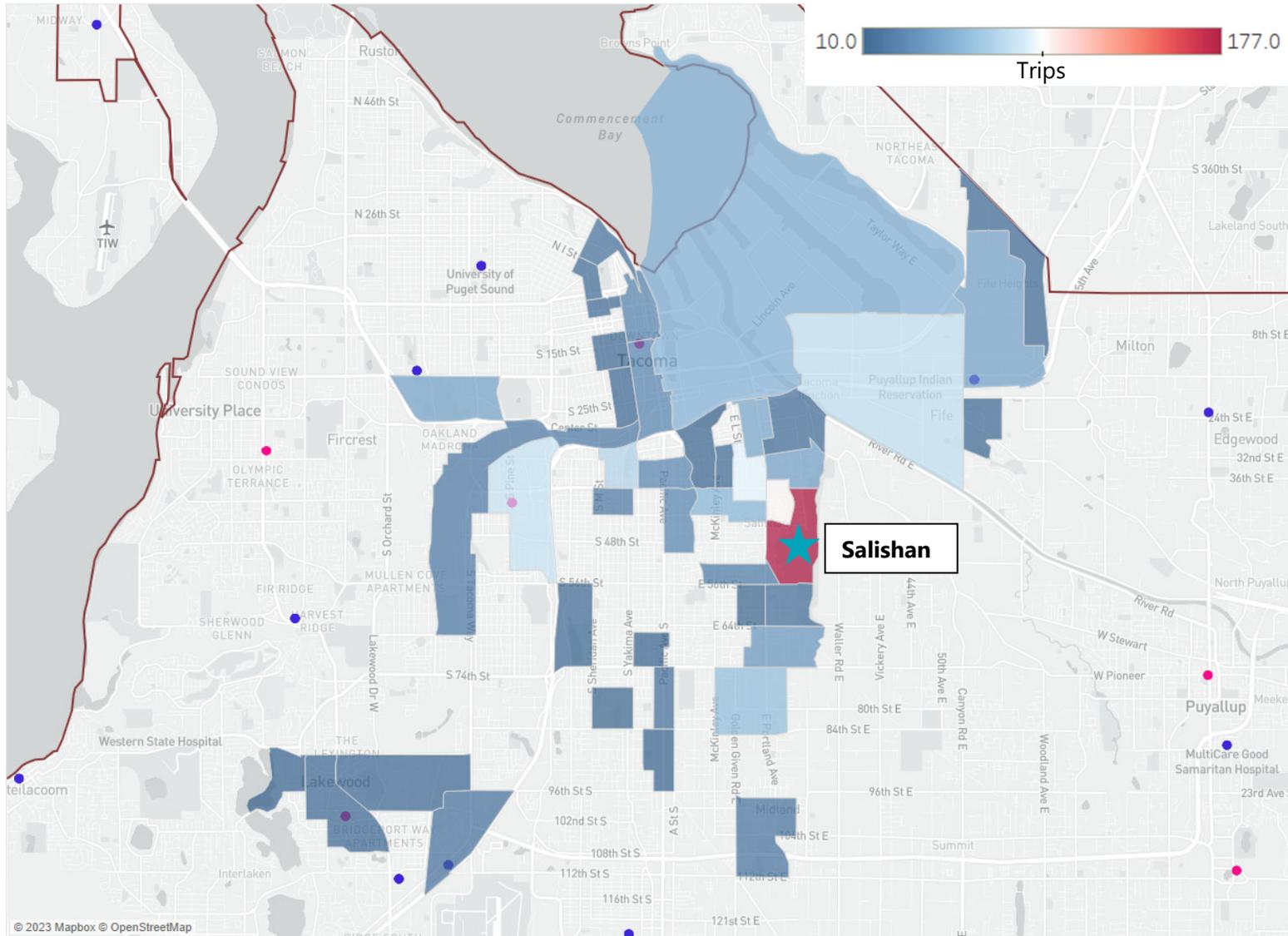


Figure 2-15 Common Destinations for Trips Beginning in the Salishan Neighborhood (Tacoma)

Destination Map



Mode Split

Trips completed by private automobile is the largest modal split in the Pierce Transit service area, followed by walking, bicycling, and other modes, which includes transit. Mode split data are available in the dashboard and can be filtered by trip type, demographics, trip distance, and time of day.

Trip Length

More than 50% of trips in the Pierce Transit service area are less than five miles, and the remaining are over five miles. Short trip lengths are an opportunity for residents and employees to utilize transit, active transportation, and other non-automobile (driving) modes. More trip length data are visualized in the dashboard and can be filtered by trip type, demographics, trip distance, and time of day.

3 FIXED ROUTE EVALUATION

INTRODUCTION

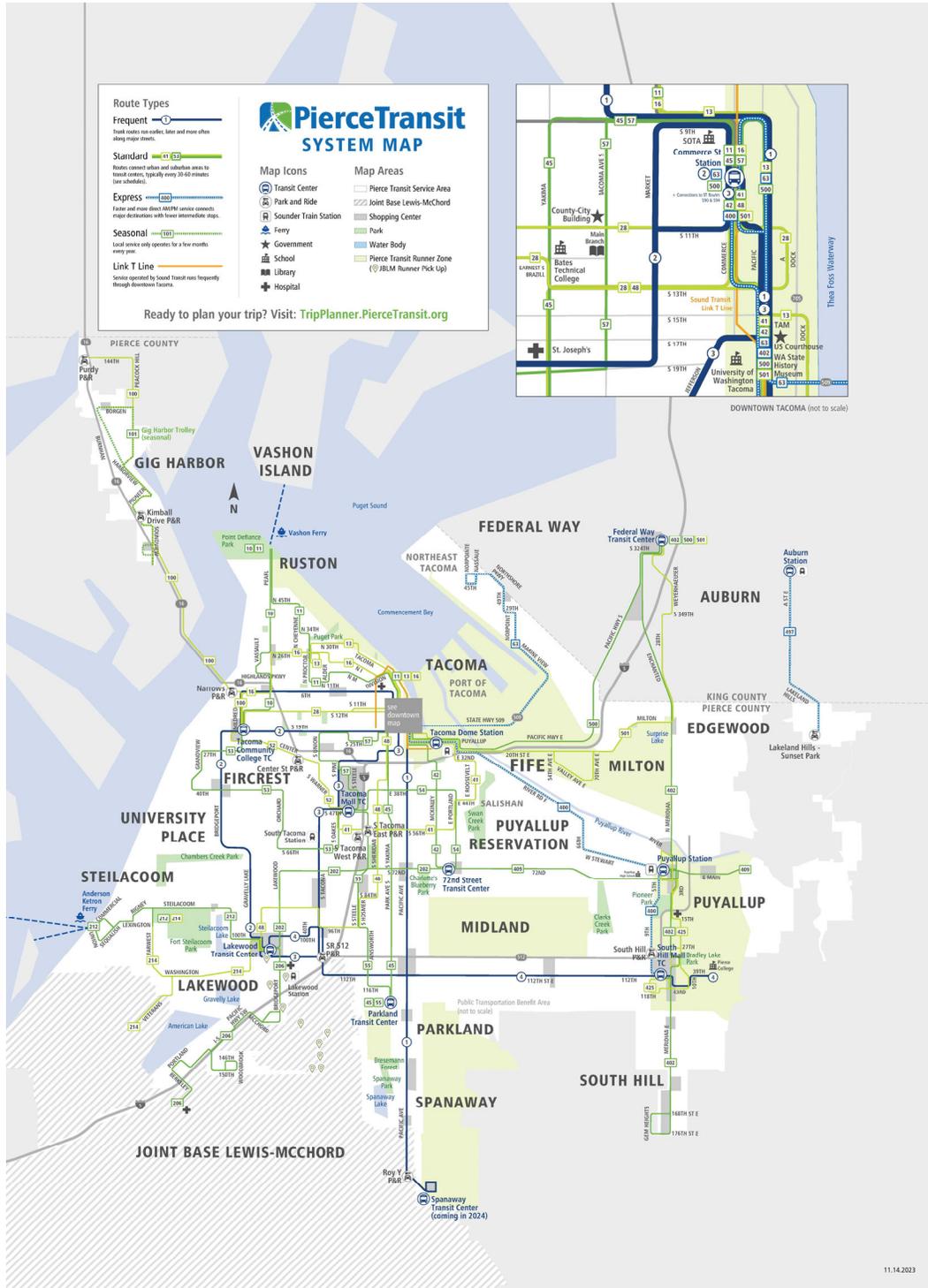
The Pierce Transit service area extends to most of the urbanized areas in Pierce County, centering in Tacoma though serving many smaller communities and municipalities as well. As of summer 2023, Pierce Transit operates a network of 32 routes, four Pierce Transit Runner on-demand microtransit zones, and SHUTTLE on-demand paratransit service (i.e., “dial a ride”). Pierce Transit’s fixed routes are comprised of local and express service, providing transfer opportunities at transit centers or Park-and-Ride lots throughout the service area.

The COVID-19 pandemic and its effects on travel impacted Pierce Transit significantly in terms of ridership decline and has been slow to recover. Operator retention and staff shortages have impacted Pierce Transit’s ability to offer a full schedule and has led to reduced service span, the times of day in which routes operate, and frequency, how often buses are scheduled to arrive, (aka “headways”) on many routes. The purpose of this chapter is to understand where and when transit service is offered and provide necessary data to make decisions about future service.

Pierce Transit’s current network is shown in Figure 3-1.

SYSTEM OVERVIEW

Figure 3-1 Summer 2023 Pierce Transit System Map



Span of Service

Pierce Transit operates fixed route bus service seven days a week. All 32 routes operate on weekdays, 27 routes operate on Saturdays and Sundays. Weekday service is generally more frequent, with most routes operating every 30 minutes, while more routes operate hourly on Saturdays and Sundays. Routes operated on weekends also have different schedules on Saturday and Sunday. Sunday routes typically begin service later in the day and end service earlier than on Saturday.

Figure 3-2, Figure 3-3, and Figure 3-4 display summer 2023 service span and frequency for all fixed bus routes in the Pierce Transit system on weekdays, Saturdays, and Sundays.

Figure 3-2 Existing Weekday Spans of Service and Frequencies by Route

Current Weekday Service

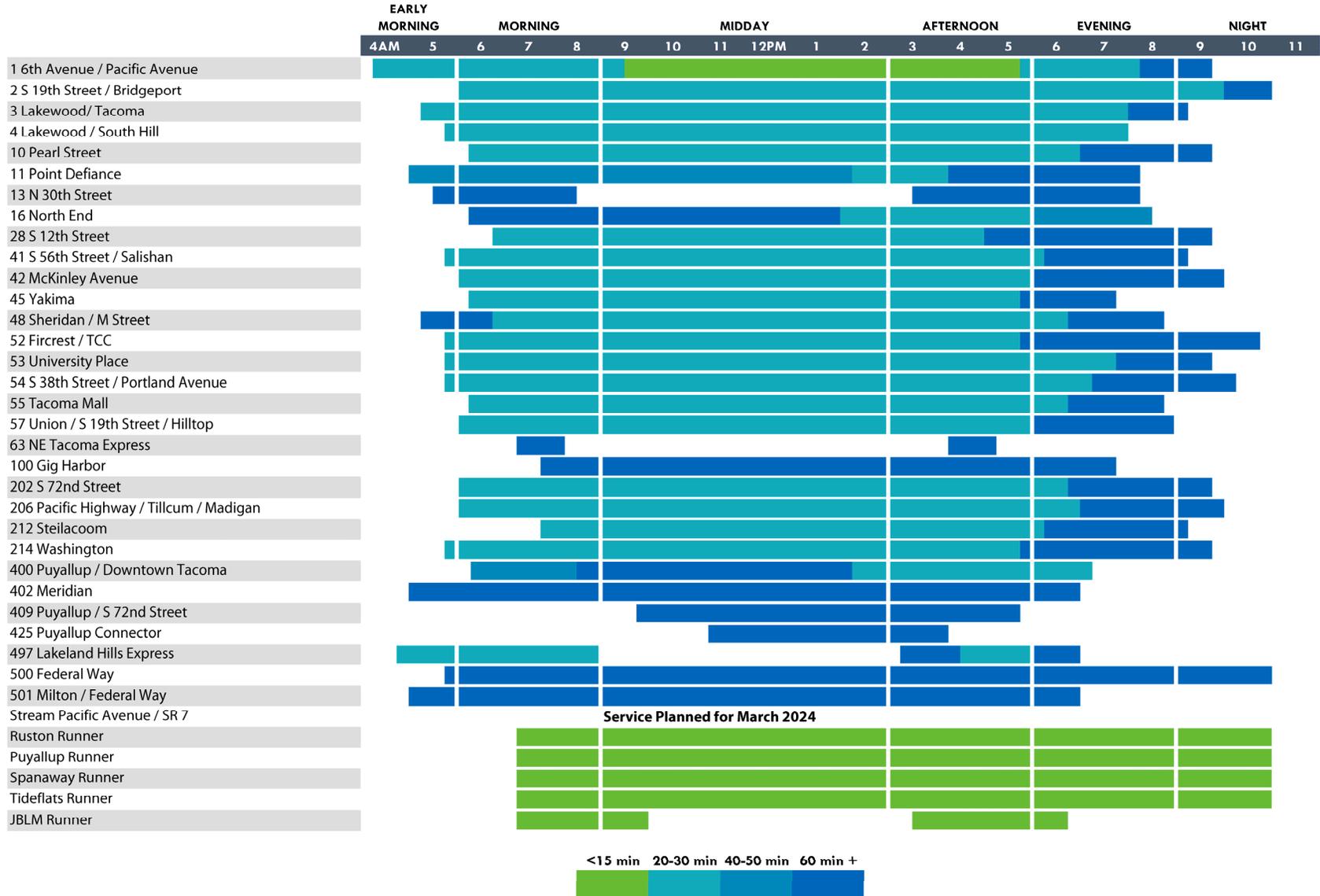


Figure 3-3 Existing Saturday Spans of Service and Frequency by Route

Current Saturday Service

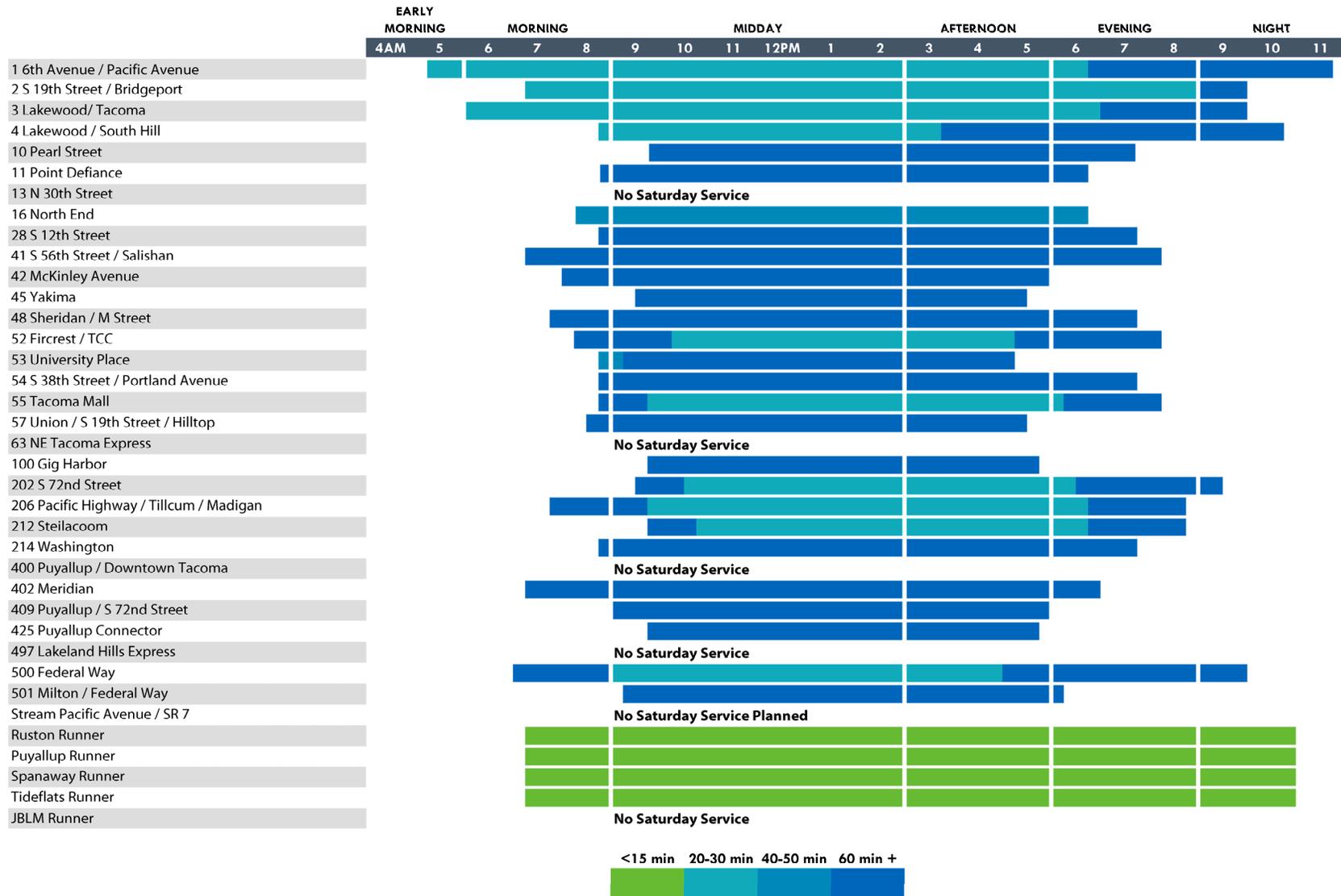
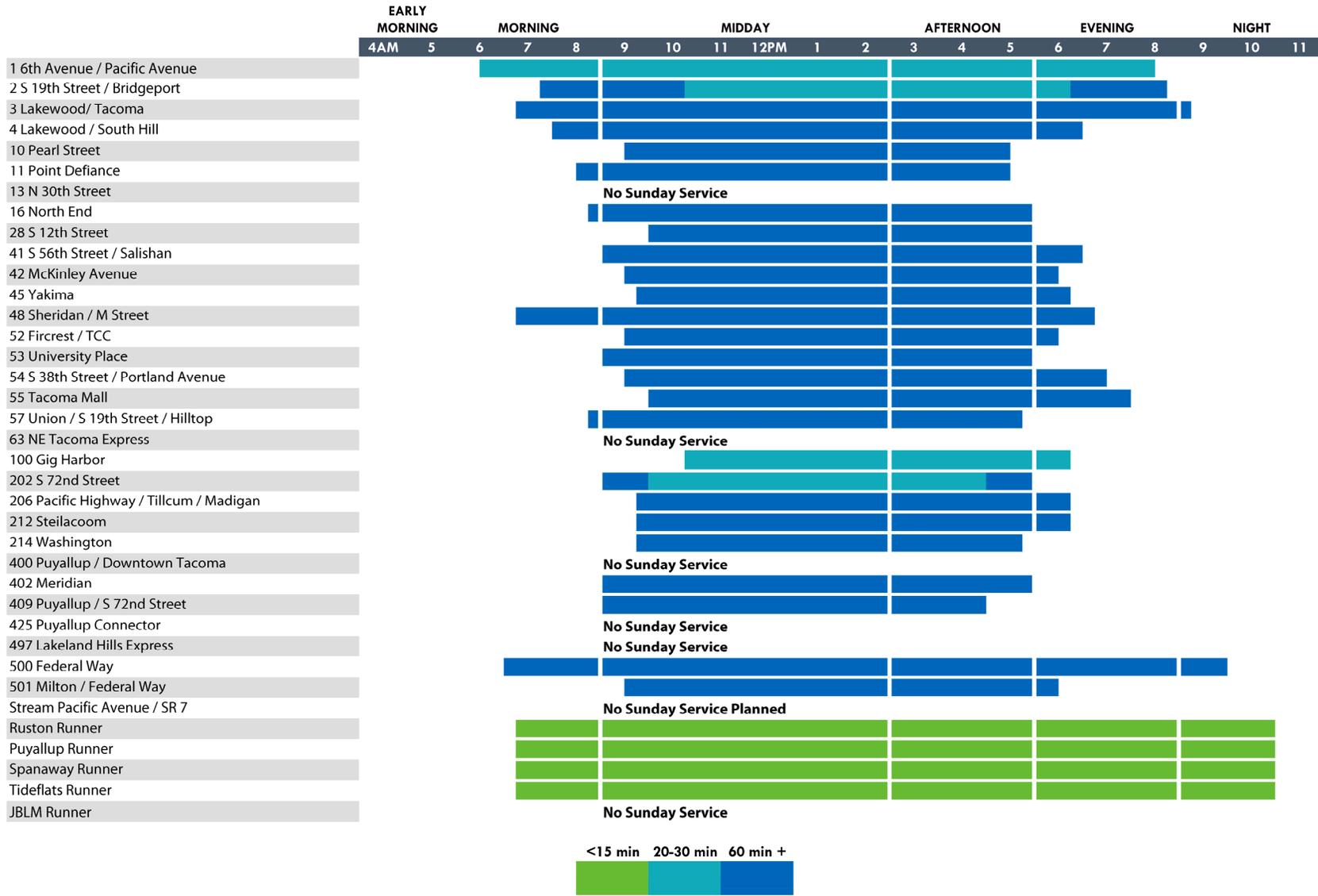


Figure 3-4 Existing Sunday Spans of Service and Frequency by Route

Current Sunday Service



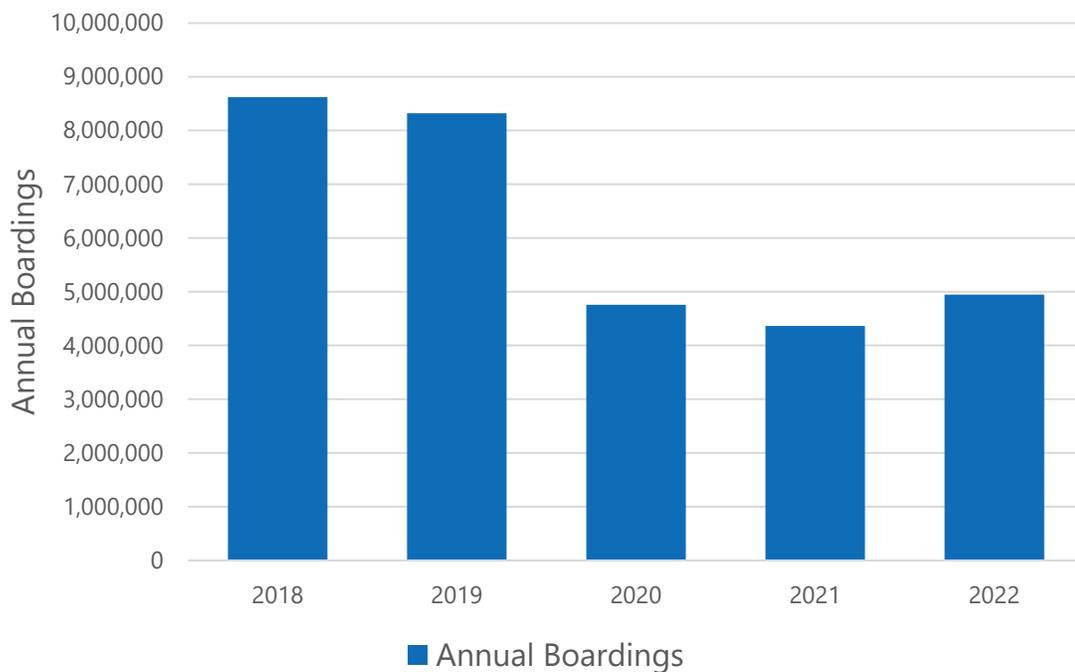
Systemwide Ridership

The highest ridership areas in Pierce Transit’s network are predominantly at transit centers where passengers may be transferring between routes or transferring to regional express bus and commuter rail services, as provided by Sound Transit. Like many other mass transit systems, Pierce Transit experienced a precipitous decline in ridership in March 2020 following the worldwide COVID-19 pandemic declaration. Ridership has recovered slightly but still remains notably below pre-pandemic levels, with 2022 ridership at approximately 59% of 2019 levels. Ridership in 2023 has continued to grow over 2022 levels, but it is still far from 2019 levels. It should be noted that as of November 2023, Pierce Transit is only operating about 80% of its pre-pandemic service.

A systemwide ridership dashboard has been created that allows for systemwide and route-by-route data visualization.³

Figure 3-5 visualizes annual ridership from 2018 to 2022.

Figure 3-5 Annual Fixed Route Ridership: 2018-2022



Source: Pierce Transit, 2023

³ The ridership dashboard created for this effort is available here: <https://public.tableau.com/app/profile/meng.gao1596/viz/PierceCountyRidershipDashboard/RidershipDashboard>

Routes 1, 2, 3, 4, 41, 48 and 500 are the highest ridership routes in the Pierce Transit network. Trunk Routes 1, 2, 3, and 4 link Pierce Transit's largest transit centers and operate with weekday frequencies of 30 minutes or better. Route 1 connects via the Tacoma Community College Transit Center, Downtown Tacoma, and Walmart on State Route 7/Mountain Highway and the Roy "Y" Park-and-Ride. Route 2 links the Lakewood Transit Center, Tacoma Community College Transit Center, and Downtown Tacoma. Route 3 links Downtown Tacoma, Tacoma Mall, and the Lakewood Transit Center. Route 4 operates between Lakewood Transit Center and the South Hill Mall Transit Center.

Figure 3-6 shows every Pierce Transit route ranked by total ridership over a six-year period between 2017 and 2022, including the six-year average ranking. Routes 1, 2, and 3 consistently ranked in the top three highest ridership routes in the system. Routes 500, 4, and 48 were also consistently ranked as high ridership routes. Route 41 has steadily increased its rank over this time period moving from the tenth ranked route in 2017 to the fifth ranked route in 2022.

Over this period, several routes were removed due to low ridership, including Routes 14, 15, 51, 56, 101, 102, and 300. As of 2022, Routes 13, 63, and 425 rank among the lowest ridership routes in the system and have been consistently toward the bottom since 2017. All three routes have been previously flagged by Pierce Transit as continuously unproductive routes that may be recommended for elimination.

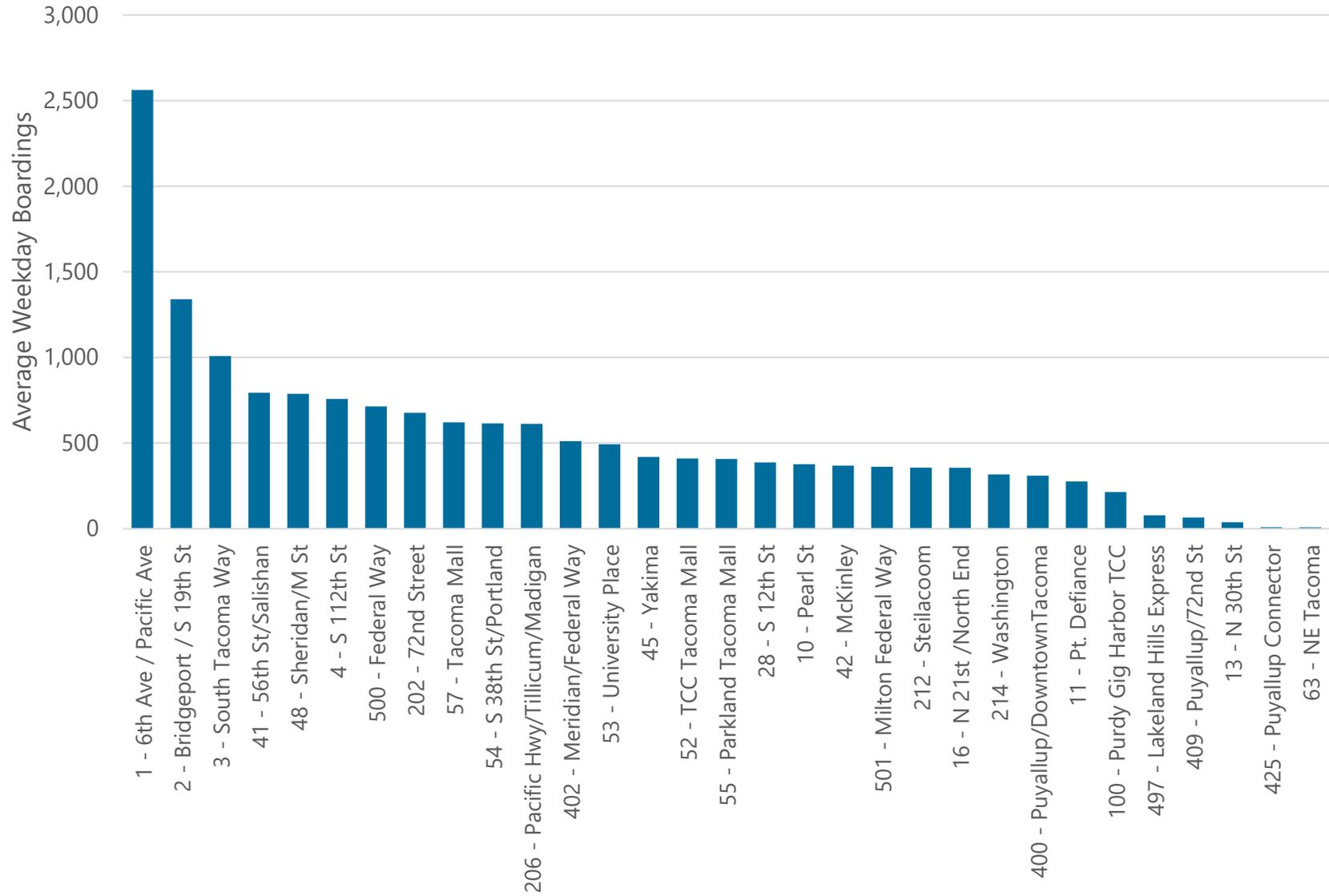
Most routes have between 300 and 700 daily weekday riders. Several, such as Routes 13, 63, 409, 425, and 497 have very few riders.

Figure 3-7 visualizes 2022 average weekday boardings by route. Figure 3-8 and Figure 3-9 present average 2022 Saturday and Sunday ridership.

Figure 3-6 Pierce Transit Routes Ranked by Ridership (2017 – 2022)

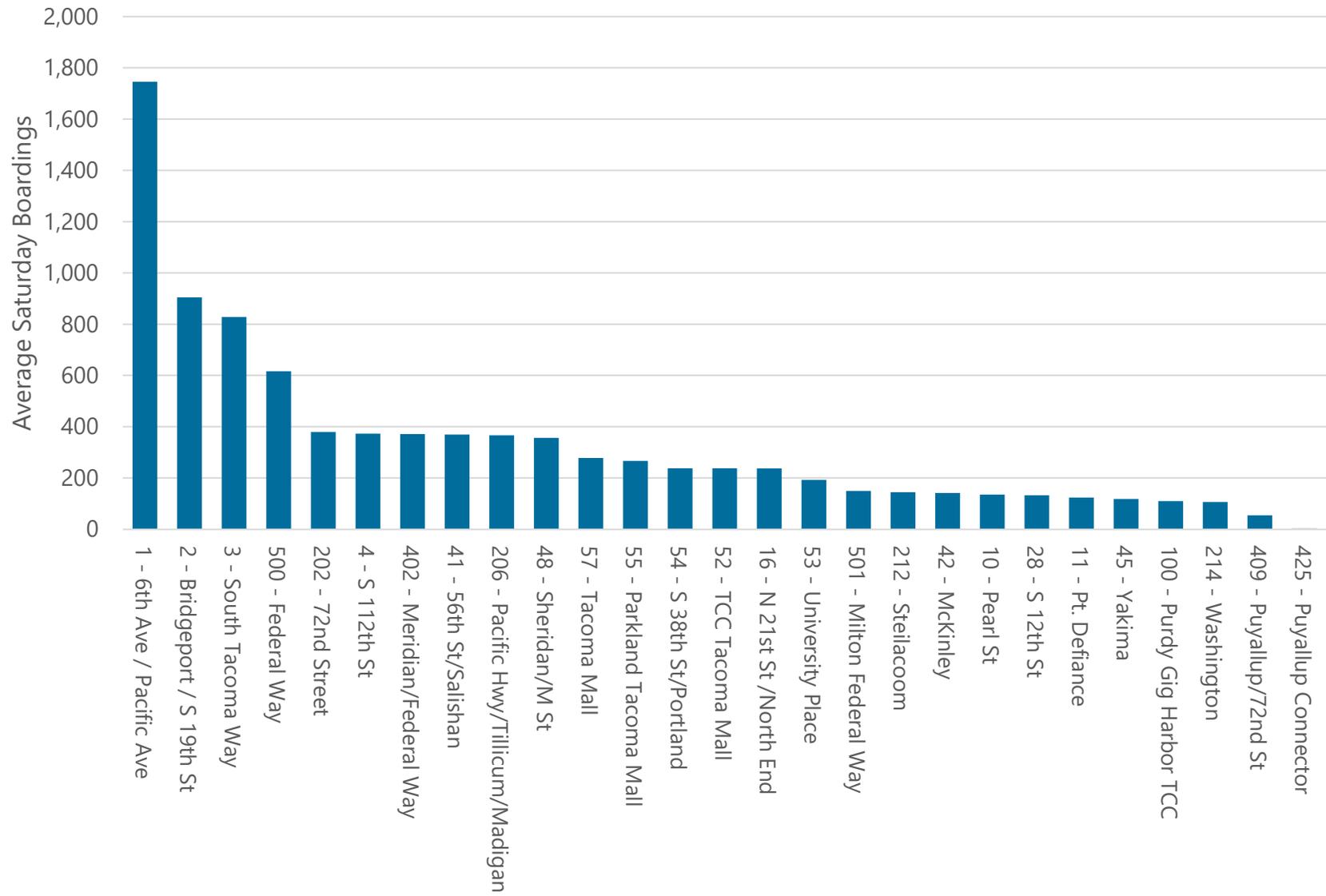
Route	2017 Rank	2018 Rank	2019 Rank	2020 Rank	2021 Rank	2022 Rank	Six-Year Average
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
500	5	5	5	4	4	4	5
4	4	4	4	5	7	7	5
48	6	6	6	6	5	6	6
41	10	8	7	9	6	5	8
202	7	9	9	8	8	8	8
402	9	7	8	7	12	12	9
57	8	10	10	11	9	10	10
206	11	11	11	10	10	9	10
54	15	13	12	12	11	11	12
53	12	12	13	13	13	13	13
55	13	14	15	16	14	14	14
52	14	16	14	14	16	15	15
16	17	15	16	15	15	19	16
10	18	19	19	20	17	18	19
212	16	17	17	18	22	22	19
45	22	18	18	21	20	16	19
42	21	21	20	19	19	20	20
28	20	20	21	22	21	17	20
501	25	25	25	17	18	21	22
214	19	22	22	23	23	23	22
11	23	23	23	25	24	24	24
400	24	24	24	24	25	25	24
100	26	26	26	26	26	26	26
497	27	27	27	27	28	28	27
409	28	28	28	28	27	27	28
13	30	29	29	29	30	29	29
102	31	30	30	30	--	--	30
425	33	31	31	31	31	30	31
101	34	32	32	--	29	--	32
300	29	35	--	--	--	--	32
63	37	33	33	32	32	31	33
51	32	35	--	--	--	--	34
56	35	35	--	--	--	--	35
15	38	34	34	--	--	--	35
14	36	35	--	--	--	--	36

Figure 3-7 2022 Average Weekday Boardings for Pierce Transit Routes



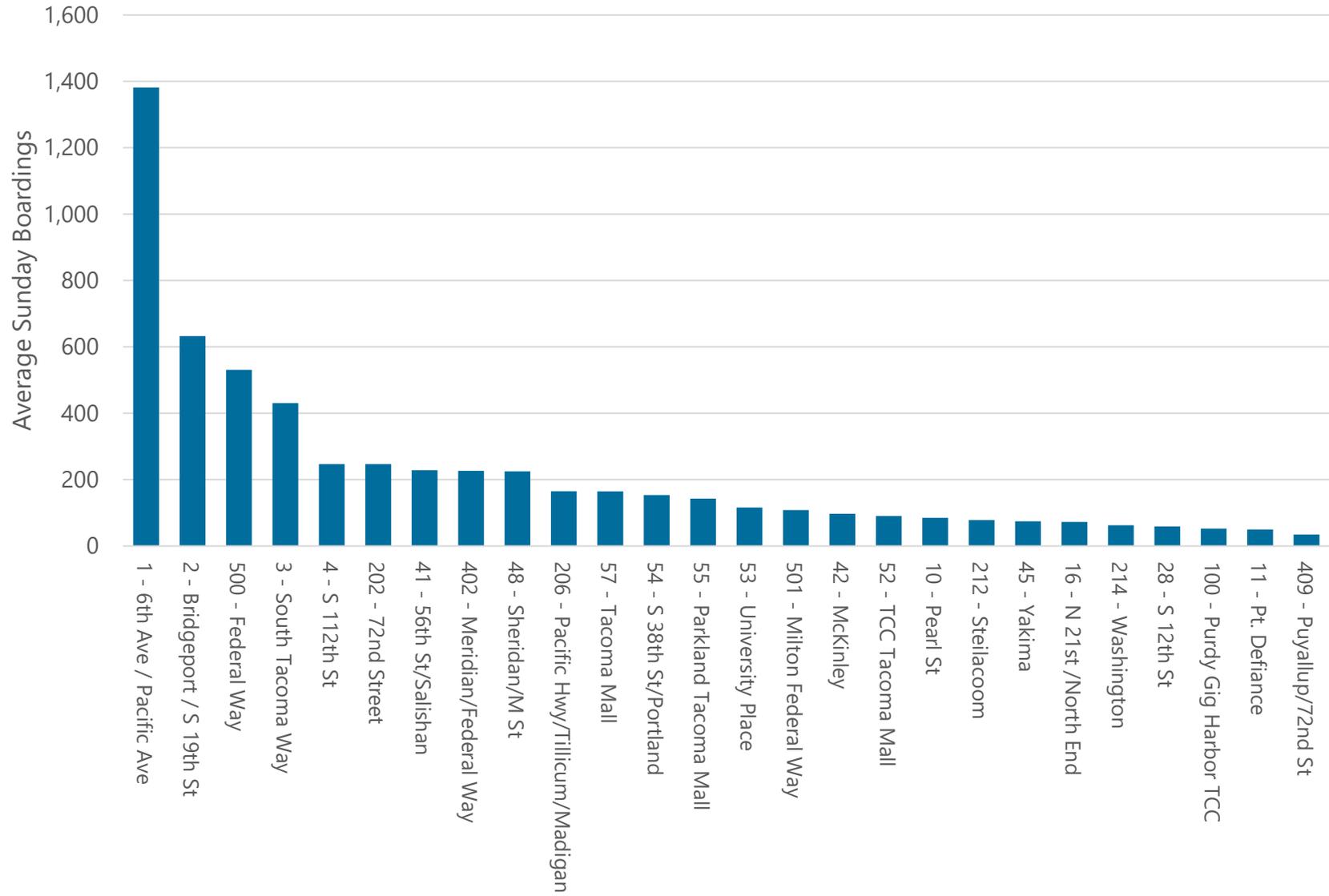
Source: Pierce Transit, 2023

Figure 3-8 2022 Average Saturday Boardings for Pierce Transit Routes



Source: Pierce Transit, 2023

Figure 3-9 2022 Average Sunday Boardings for Pierce Transit Routes

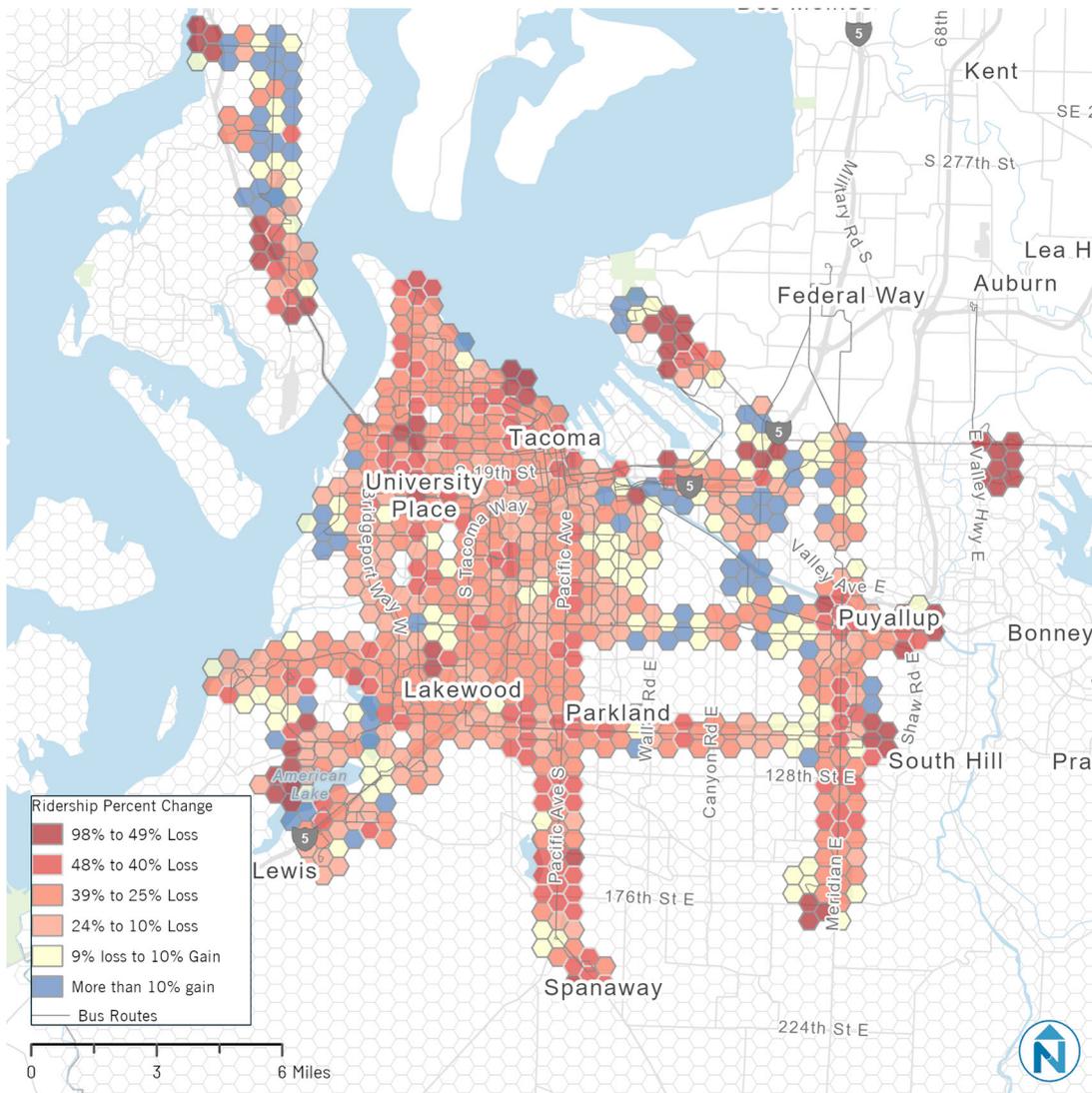


Source: Pierce Transit, 2023

2019 to 2022 Fixed Route Ridership Comparison

Ridership percent change by area from 2019 to 2022 is displayed in Figure 3-10. Because some services have been added, removed, or altered since 2019, this map displays overall boarding activity for multiple bus stops aggregated into geographic hexagons. This shows how general trends in transit ridership by geographic area have shifted between 2019 and 2022, not for specific bus stops or bus routes. Most of the Pierce Transit service area lost significant ridership from 2019 to 2022 as a result of the COVID-19 pandemic and its aftereffects. Almost all areas showing a ridership gain were in low-ridership areas, which a single new rider could cause percentages to increase. The largest ridership decreases were observed in downtown and northeast Tacoma near Federal Way (within King County).

Figure 3-10 Ridership Percent Change, 2019 to 2022



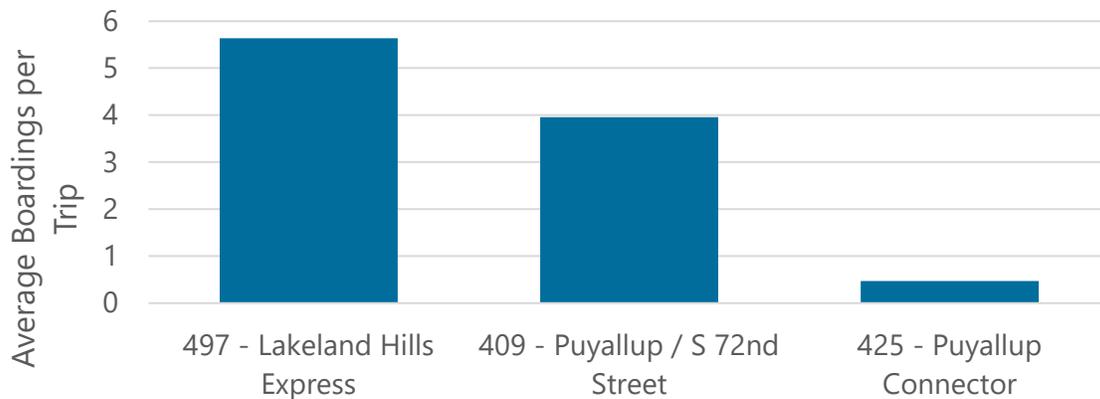
Productivity

Productivity is measured differently depending on the type of service. Local routes are typically measured in boardings per revenue hour, while express and limited run routes are typically measured in boardings per trip. Revenue hours are defined as the total number of hours in which a route is actively in service, and the number of hours spent in layover during operator breaks. Both measures serve as a way to evaluate the efficiency of bus service in terms of how many passengers are served in a given unit of service.

Figure 3-11 displays route productivity for express and limited routes in average boardings per trip. Figure 3-12, Figure 3-13, and Figure 3-14 displays route level productivity for local routes on weekdays, Saturdays and Sundays

For the productivity evaluation, January-June 2023 data were used to understand the most productive services in the current network. The 497, 409, and 425 are limited-service routes that only operate a few trips per day. All three routes generally operate with low productivity, averaging just six or fewer passengers per trip. The 497 has the highest productivity of the express services just below six passengers per trip. Route 425 on average serves less than one person per trip.

Figure 3-11 January-June 2023 Limited-Service Route Productivity

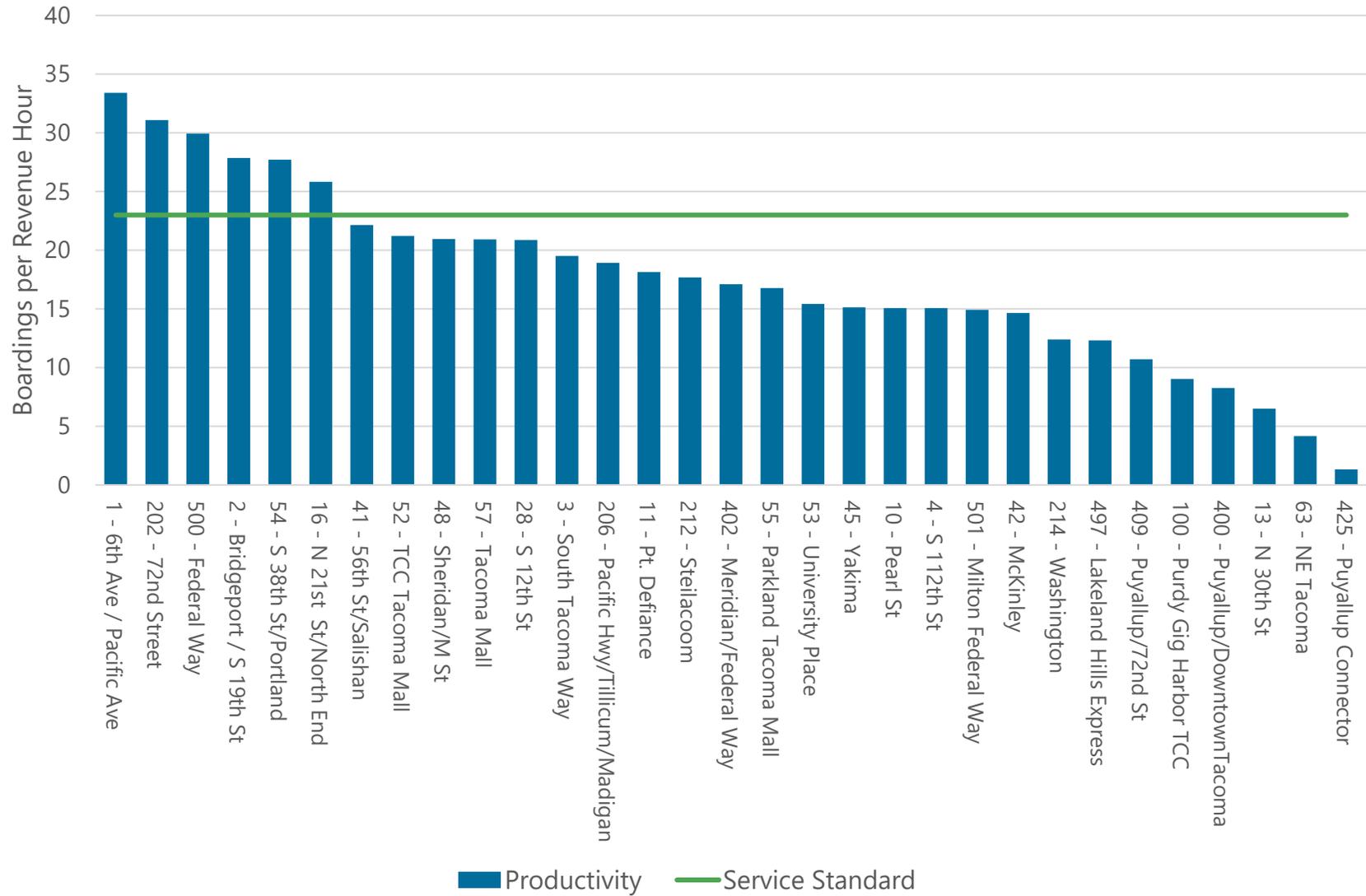


Source: Pierce Transit, 2023

Six local routes on weekdays perform over Pierce Transit’s service standard of 23 boardings per revenue hour. The remaining routes underperform to this standard. Routes below 10 boardings per revenue hour like the 214, 497, 409, 100, 63, and 425 are routes that operate significantly below service standards.

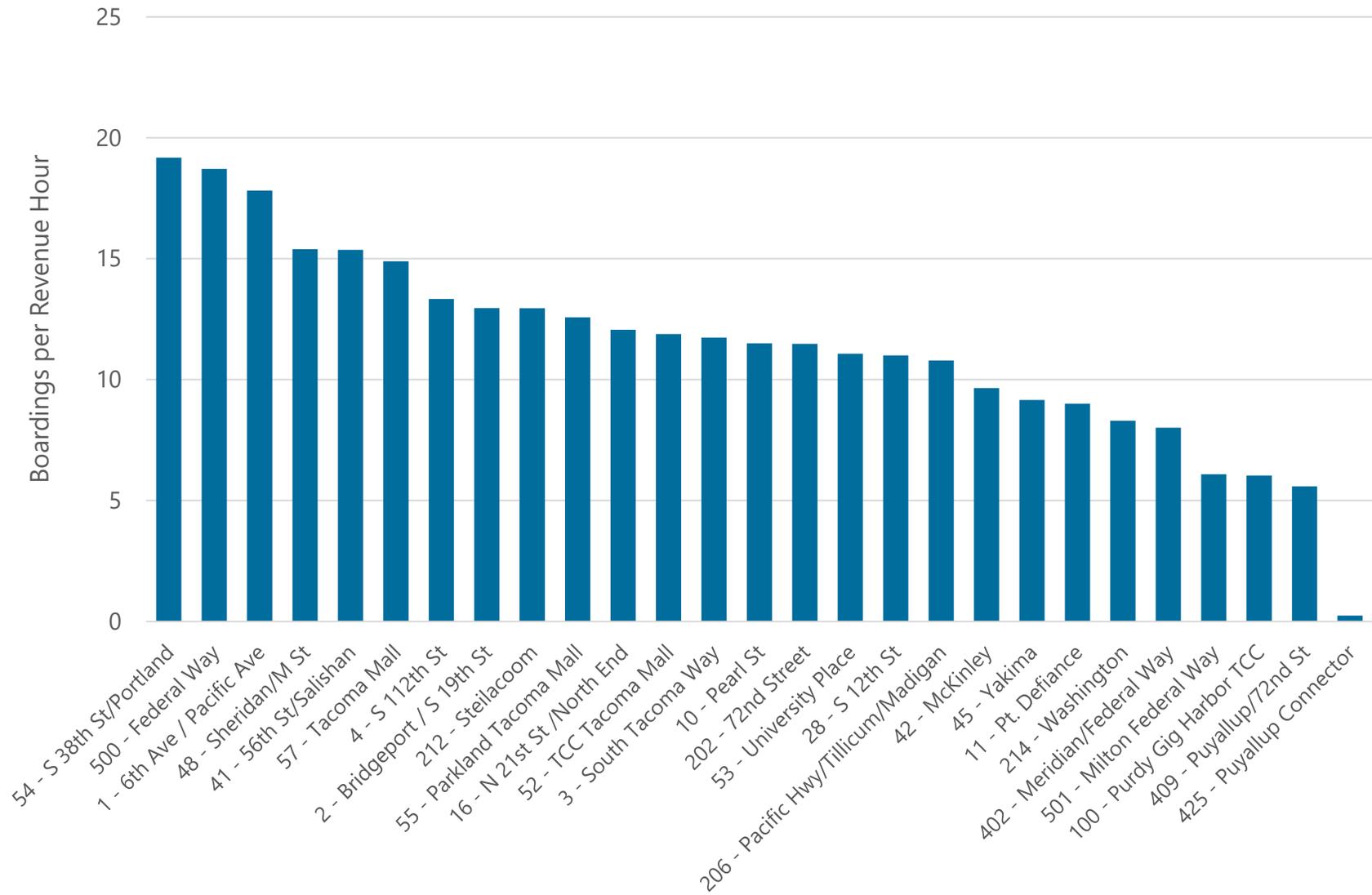
On weekends, route productivity is lower across the board. On Saturdays, the most productive route is Route 54 and on Sundays it is Route 500. Both of these routes operate hourly on Saturday and Sunday, respectively. Figure 3-13 and Figure 3-14 detail route level productivity on Saturday and Sunday.

Figure 3-12 January-June 2023 Average Weekday Productivity for Pierce Transit Routes



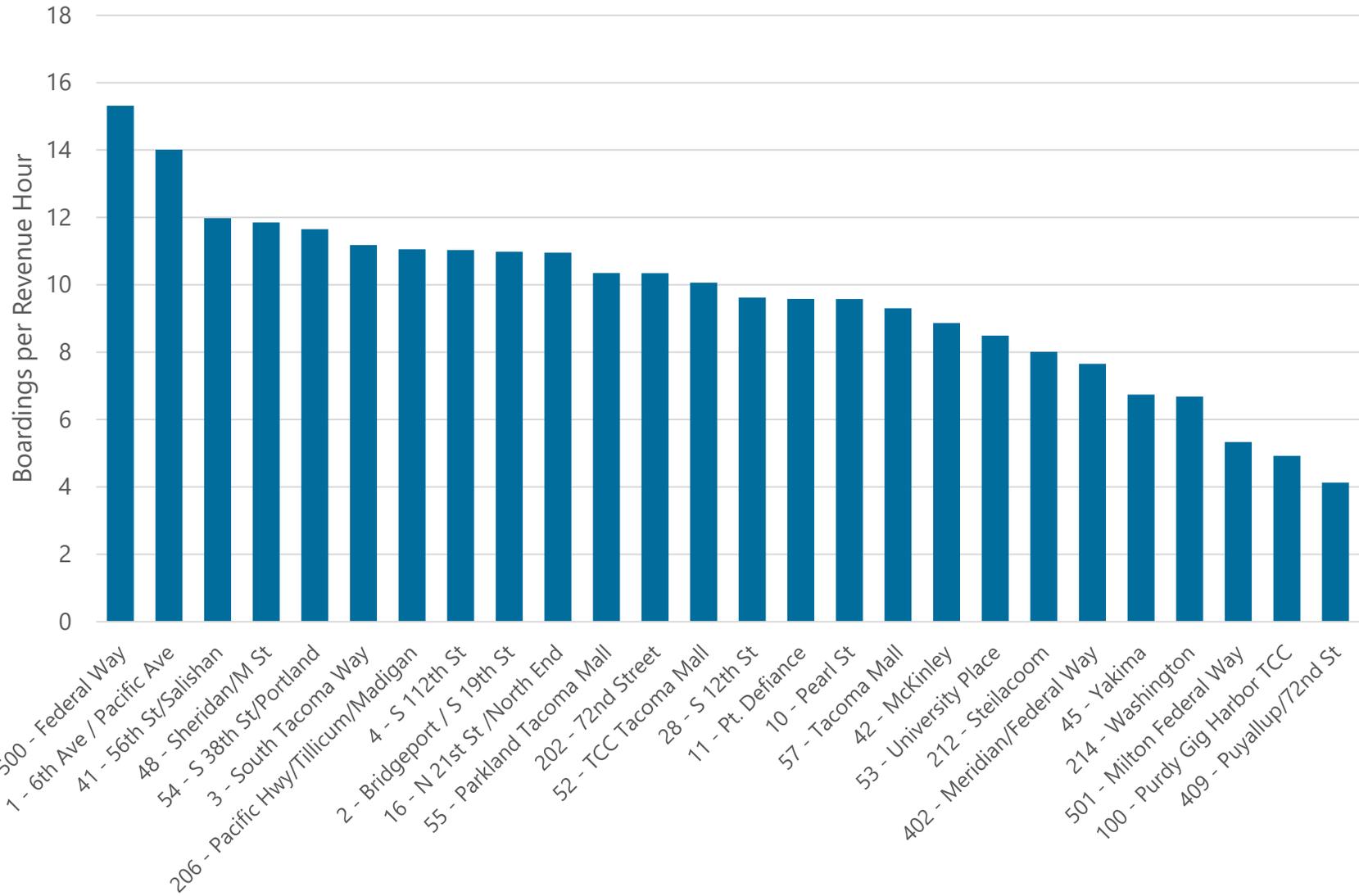
Source: Pierce Transit, 2023

Figure 3-13 January-June 2023 Average Saturday Productivity for Pierce Transit Routes



Source: Pierce Transit, 2023

Figure 3-14 January-June 2023 Average Sunday Productivity for Pierce Transit Routes



Source: Pierce Transit, 2023

On-Time Performance

On-time performance (OTP) is measured by comparing the timepoint of the schedule with the actual time the bus departs from a specific location. A bus is considered on-time if it departs up zero minutes before and four minutes after the scheduled time. In January 2022 Pierce Transit implemented the zero minutes early rule to improve the rider experience. Buses that depart earlier or later than that window are not considered on time. During the fall of 2022, on-time performance systemwide averaged 65% on weekdays, 70% on Saturdays, and 70% on Sundays. Pierce Transit's service standard for OTP is >85%.

From fall 2022 data, only Route 52 met the service standard on weekdays of >85% and all other routes underperformed. The lowest OTP on weekdays is with route 497 at 46%. Route 1, which is the highest ridership and most productive route in the network, is on-time only 57% of the time on weekdays. Low OTP can reduce reliability of a route and disrupt passenger travel. This could discourage potential riders from choosing transit. Pierce Transit is completing a comprehensive schedule review to address the on-time performance which can be managed with schedule updates in the March 2024 service change.

Figure 3-15 On-Time Performance by Route

Route	On-Time Performance			Route	On-Time Performance Rate		
	Weekday	Saturday	Sunday		Weekday	Saturday	Sunday
1	57.3%	60.1%	60.4%	55	70.9%	71.2%	66.0%
2	64.8%	71.7%	73.0%	57	74.1%	73.6%	78.7%
3	66.7%	67.8%	68.1%	63	69.2%	-	-
4	78.9%	74.3%	71.1%	100	75.5%	75.4%	73.6%
10	84.0%	74.9%	65.3%	202	79.6%	69.4%	75.9%
11	48.9%	60.8%	63.9%	206	71.0%	71.4%	59.3%
13	70.1%	-	-	212	73.5%	73.7%	84.3%
16	63.2%	74.0%	74.0%	214	71.4%	69.1%	84.2%
28	77.2%	75.4%	77.2%	400	64.4%	-	-
41	72.0%	79.0%	67.3%	402	55.4%	55.1%	49.9%
42	69.3%	75.1%	71.8%	409	65.5%	65.2%	71.5%
45	72.8%	65.7%	62.7%	425	68.1%	46.6%	-
48	70.0%	68.3%	65.4%	497	46.0%	-	-
52	85.2%	88.3%	78.0%	500	70.2%	71.7%	70.9%
53	74.4%	79.7%	75.2%	501	71.2%	80.5%	70.5%
54	84.1%	86.8%	84.9%				

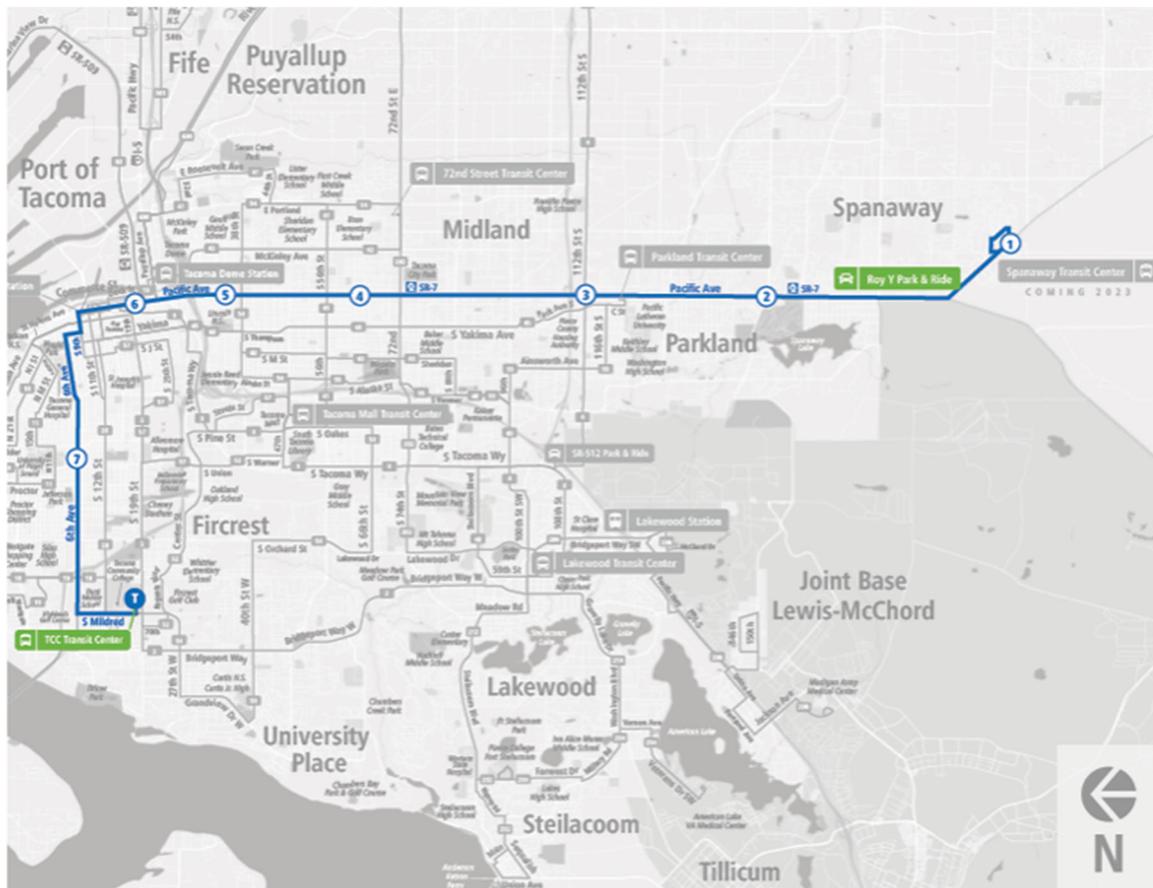
Source: Pierce Transit, 2022

Route Profiles

Route 1 6th Avenue/Pacific Avenue

Route 1 is a frequent route that serves Downtown Tacoma, Tacoma, Fircrest, Midland, Parkland, and Spanaway. Major destinations served include the Tacoma Community College (TCC) Transit Center, downtown Tacoma, Parkland Transit Center, and Roy "Y" Park-and-Ride.

Figure 3-16 Route 1 – 6th Avenue/Pacific Avenue Map



Route Overview

Route 1 operates frequently at 15-minute headways throughout most of the day on weekdays, from 4:15 a.m. to 11:40 p.m. on weekdays. Route 1 also averages 33.4 boardings per hour, the highest productivity of any Pierce Transit route. Figure 3-17 outlines the route’s operating statistics from fall of 2022.

Figure 3-17 Route 1 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	15	60	20-30	30-60
Service Span	4:15 a.m. – 11:40 p.m.		4:50 a.m. – 1:11 a.m.	6:30 a.m. – 9:50 p.m.
Average Daily Boardings	3,766		2,151	1,797
Boardings per Revenue Hour	33.4		18.3	18.2
On-Time Performance	57%		60%	60%

Source: Fall 2022 Service Data

Ridership Activity

Route 1 is the highest ridership and most productive route operated by Pierce Transit. Productivity is high both west of downtown and south of downtown, with the 6th Avenue segment being the most productive. Ridership on Pacific Avenue/State Route 7 is heaviest at major cross streets, generally every half mile. Ridership maps can be found in Appendix A of this report.

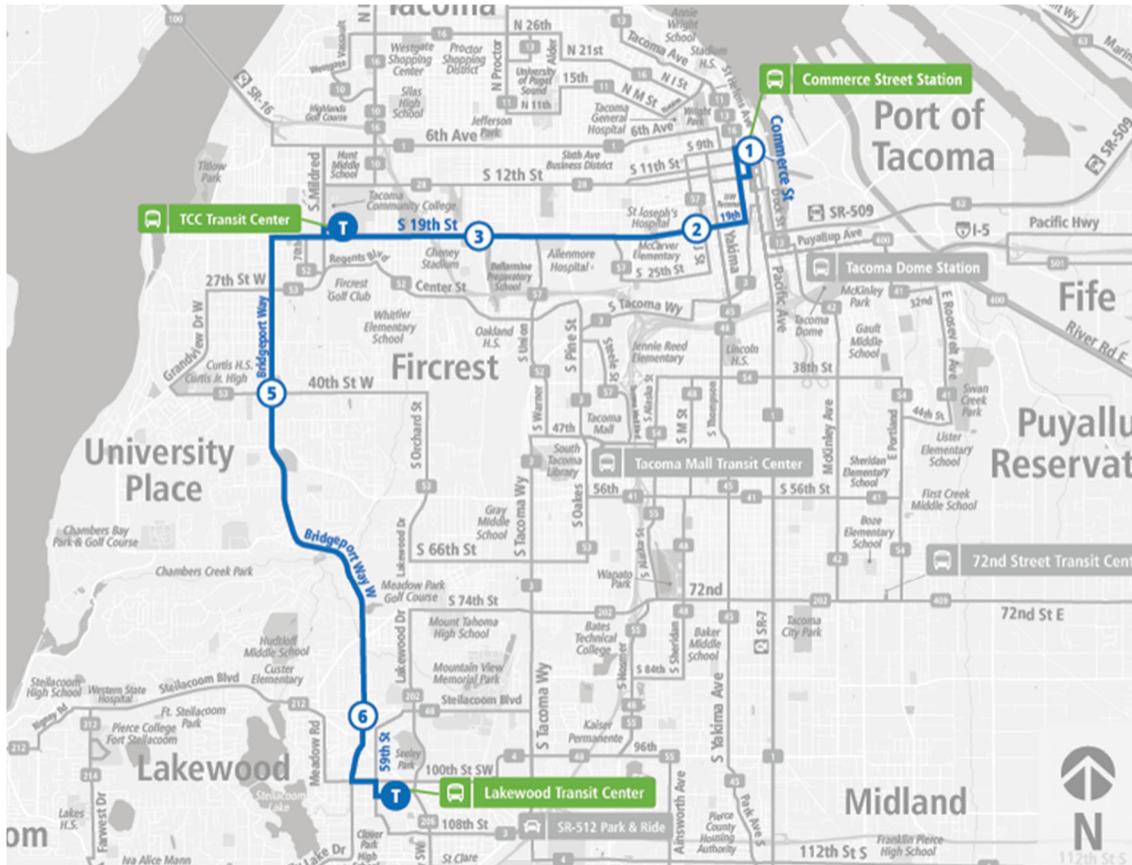
Route 1 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ Route 1 is the most productive route in the Pierce Transit Network. ▪ There is strong boarding activity along most segments of the route. ▪ Route 1 serves large destinations like Tacoma Community College and Downtown Tacoma. ▪ Connects both western and southern Tacoma together, through downtown. 	<ul style="list-style-type: none"> ▪ High productivity indicates there may be demand for more frequent service, seven days per week. ▪ On-time performance lags on weekdays, only 57% of scheduled departures are on-time. ▪ Investigate speed and reliability treatments to improve on-time performance.

Route 2 S 19th Street/Bridgeport

Route 2 serves Lakewood, University Place, Fircrest, and Central Tacoma. Major destinations served include Tacoma Community College, downtown Tacoma, Allenmore Hospital, Foss High School, and the School of the Arts. It also serves the TCC Transit and Lakewood Transit Centers.

Figure 3-18 Route 2 S 19th Street/Bridgeport Map



Route Overview

Route 2 runs at half-hour frequencies for most of the day during weekdays and throughout the day on the weekends. Route 2 connects Downtown Tacoma to the Lakewood Transit Center and has a weekday productivity of 27.9 boardings per revenue hour. This service is very productive and connects both residential and commercial areas. Further route statistics are available in Figure 3-19.

Figure 3-19 Route 2 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	30-60	30-60
Service Span	5:54 a.m. – 11:39 p.m.		6:45 a.m. – 11:07 p.m.	6:30 a.m. – 9:39 p.m.
Average Daily Boardings	2,036		1,147	792
Boardings per Revenue Hour	27.9		16.1	13.8
On-Time Performance	65%		72%	73%

Source: Fall 2022 Service Data

Ridership Activity

Route 2’s highest ridership stops are at the Lakewood Transit Center, TCC Transit Center and downtown Tacoma. Other high ridership stops include the three Fred Meyer stores (i.e., two in Tacoma and one in University Place), Walmart on Bridgeport Way W, 40th Street & Bridgeport Way Safeway, and S. 19th Street/70th Avenue W stops. Trip level data show the last three Sunday Route 2 trips have the highest ridership, suggesting latent demand for later evening Sunday service. Prior to the COVID-19 pandemic, Route 2 used to operate every 15 minutes, as it is a primary connector of three major transit centers. Ridership maps can be found in Appendix A of this report.

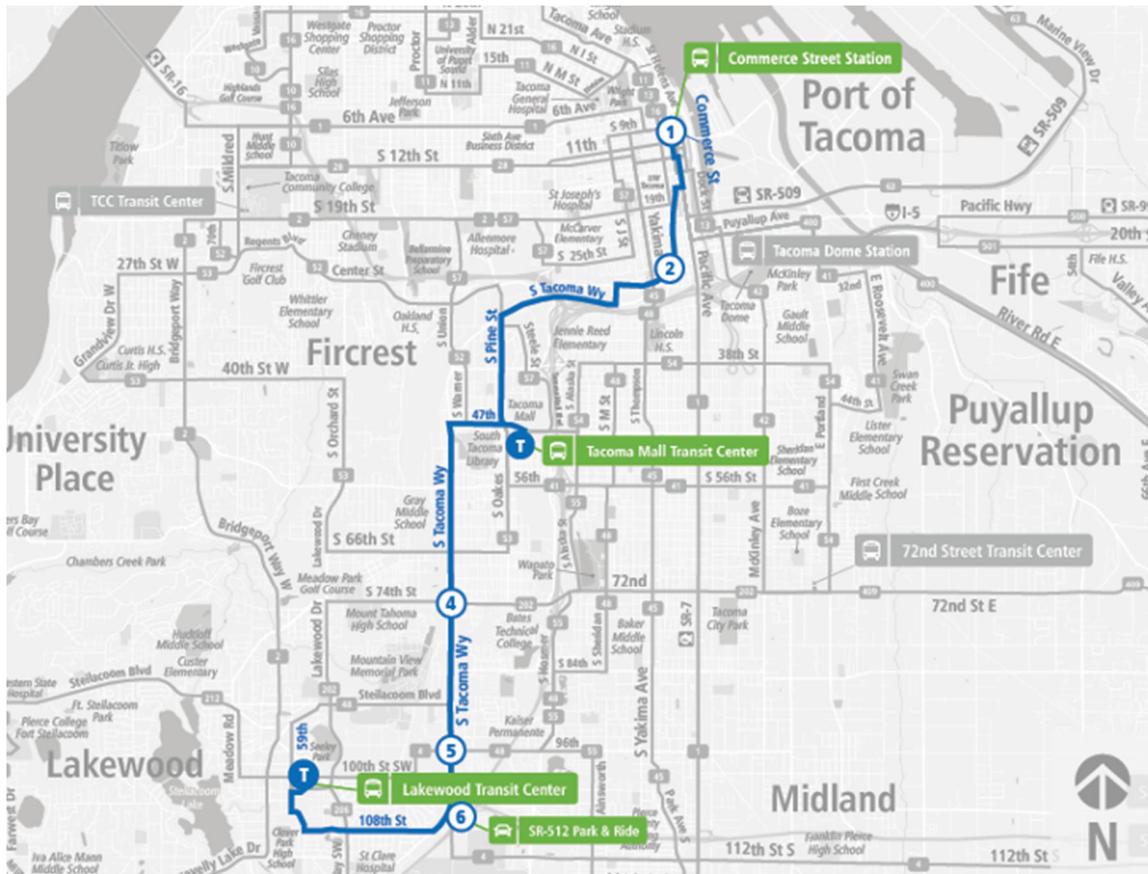
Route 2 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ Route 2 is highly productive with on average 27.9 passenger boardings per revenue hour on weekdays. ▪ This route is anchored by three major destinations, including TCC Transit Center, Lakewood Transit Center, and Downtown Tacoma. 	<ul style="list-style-type: none"> ▪ High productivity indicates there may be demand for more frequent service, seven days per week.

Route 3 Lakewood/Tacoma

Route 3 is a frequent route that serves Lakewood, South Tacoma, and Downtown Tacoma. Major destinations served include Downtown Tacoma, Tacoma Mall, South Tacoma Library, and Tacoma School of the Arts. It also serves the South Tacoma Station and State Route 512 Park-and-Ride at S. Tacoma Way in Lakewood.

Figure 3-20 Route 3 Lakewood/Tacoma Map



Route Overview

Route 3 connects large transit centers that result in high productivity service. On average during the weekday, there are 19.5 boardings per revenue hour. Similar to Routes 1 and 2, Route 3 suffers from lower on-time performance during the weekdays and weekend.

Figure 3-21 Route 3 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	30-60	60
Service Span	5:22 a.m. – 10:11 p.m.		6:00 a.m. – 10:55 p.m.	7:01 a.m. – 10:54 p.m.
Average Daily Boardings	1,409		1,002	569
Boardings per Revenue Hour	19.5		14.1	14.8
On-Time Performance	67%		68%	68%

Source: Fall 2022 Service Data

Ridership Activity

Route 3’s highest ridership stops are in downtown Tacoma, Tacoma Mall Transit Center and Lakewood Transit Center. South Tacoma Way between Tacoma Mall and downtown Tacoma is the one segment of the route where ridership is not strong. Prior to the pandemic, Route 3 used to operate every 15 minutes, as it is a primary connector of three major transit centers. Ridership maps can be found in Appendix A of this report.

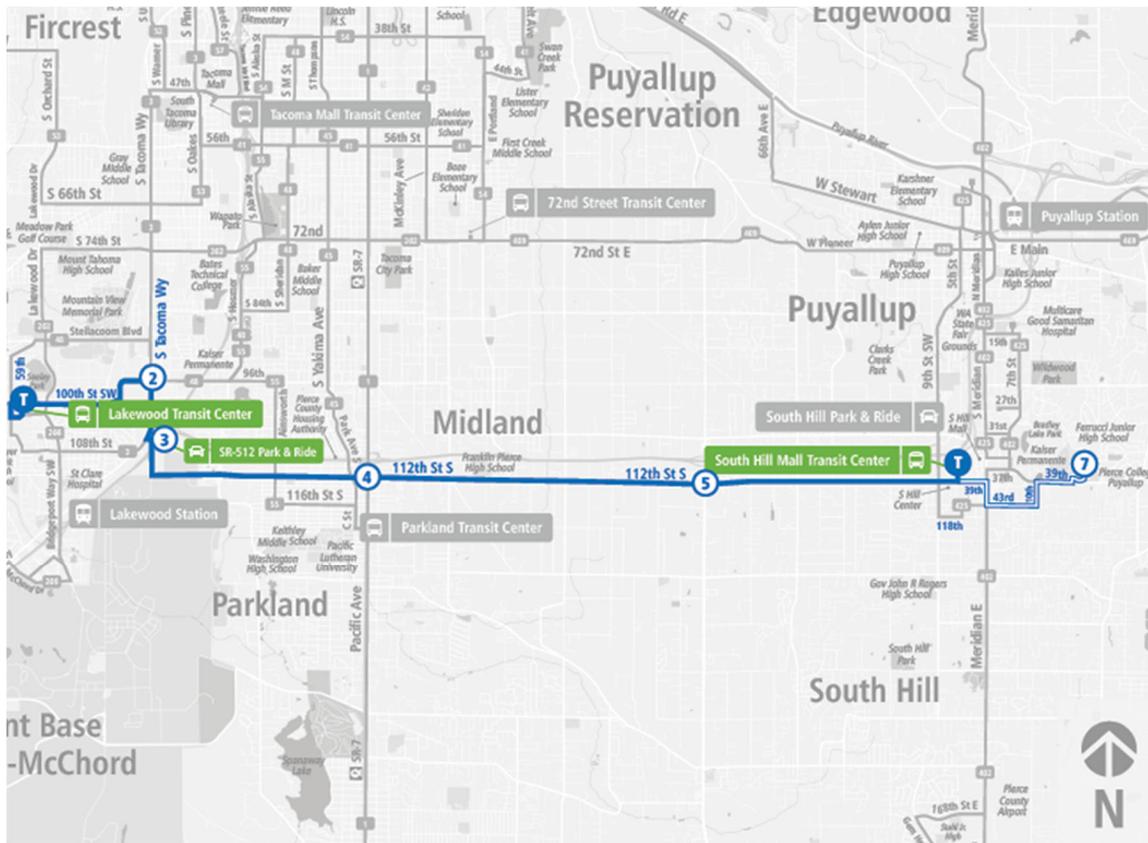
Route 3 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> This route provides connectivity to several transit facilities including the Lakewood Transit Center, Tacoma Mall, and Commerce Street in Downtown Tacoma. 	<ul style="list-style-type: none"> Investigating speed and reliability treatments to improve OTP can allow for better route performance on weekdays and weekends. Productivity and transfer connections suggest there may be demand for more frequent service, seven days per week.

Route 4 Lakewood/South Hill

Route 4 serves Lakewood, Parkland, Midland, and Puyallup. Major destinations served include Lakewood Town Center, Franklin Pierce High School, South Hill Mall, and Pierce College – Puyallup.

Figure 3-22 Route 4 Lakewood/South Hill Map



Route Overview

Route 4 is one of Pierce Transit’s higher ridership routes, but it has lower than average productivity. Its on-time performance is slightly higher than average.

Figure 3-23 Route 4 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	30-60	60
Service Span	5:45 a.m. – 8:50 p.m.		7:45 a.m. – 11:25 p.m.	8:05 a.m. – 7:53 p.m.
Average Daily Boardings	1,046		511	340
Boardings per Revenue Hour	15.1		15.5	15.4
On-Time Performance	79%		74%	71%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Ridership is higher between Pacific Avenue/State Route 7 and Lakewood than between Pacific Avenue and South Hill. The Pierce College service is less productive than the remainder for the route.

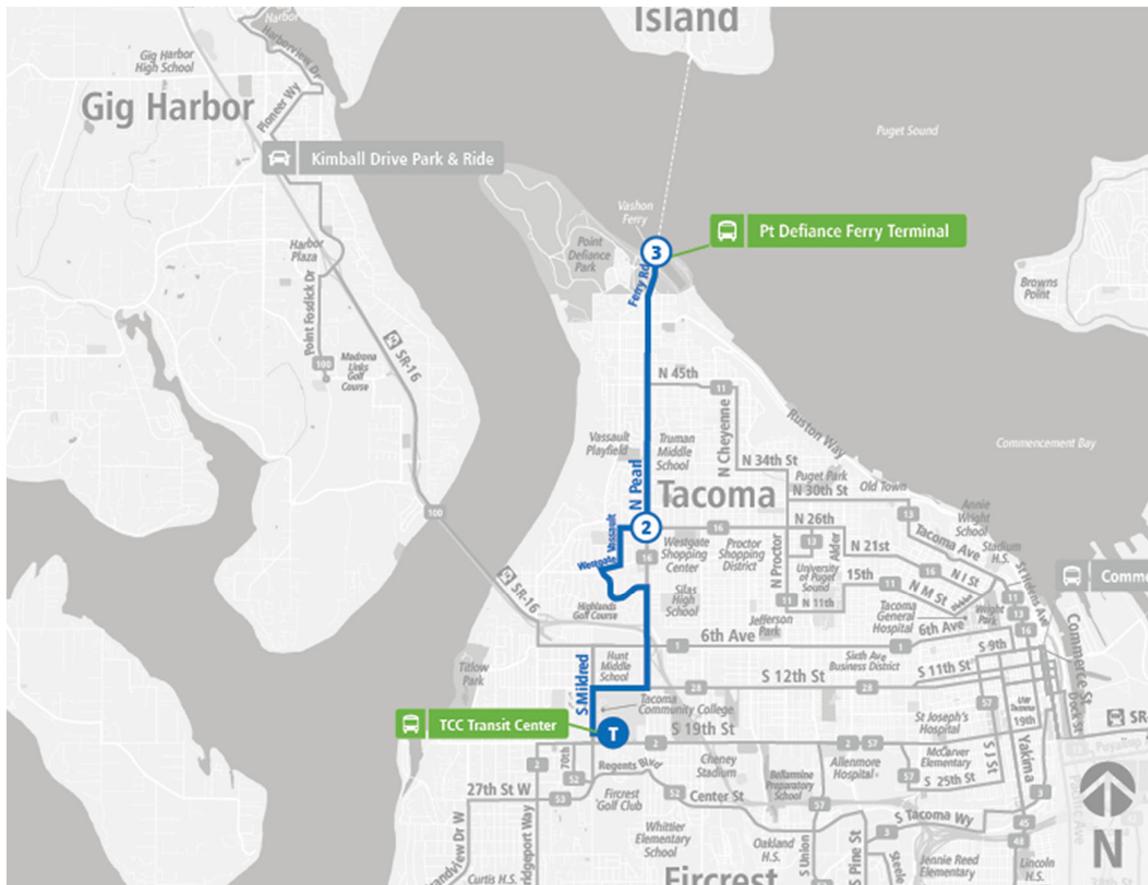
Route 4 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ This route provides a regional connection between South Hill and Lakewood, connecting to Pierce Transit’s highest ridership routes (Routes 1, 2, and 3). ▪ Route 4 has better on-time performance than other routes. 	<ul style="list-style-type: none"> ▪ Route 4 operates until almost 11 p.m. on Saturdays, but only until 8 p.m. on weekdays. Adding weekday evening service is a priority.

Route 10 Pearl Street

Route 10 is a local route that serves the West and North Ends of Tacoma and Ruston. Major destinations served include Tacoma Community College, and the Science and Math Institute (SAMI) campus in Point Defiance Park.

Figure 3-24 Route 10 Pearl Street Map



Source: Pierce Transit Route Maps

Route Overview

Route 10 operates between Point Defiance Ferry Terminal and Tacoma Community College every 30 minutes during peak periods on weekdays and 60 minutes at all other times, including weekends. This route has better than average on-time performance and carries more than 15 passengers per revenue hour. Further route statistics are presented in Figure 3-25.

Figure 3-25 Route 10 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	60	60
Service Span	5:20 a.m. – 10:05 p.m.		9:15 a.m. – 8:08 p.m.	9:30 a.m. – 6:15 p.m.
Average Daily Boardings	503		183	134
Boardings per Revenue Hour	15.1		15.2	12.6
On-Time Performance	84%		75%	65%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Ridership activity for Route 10 is predominantly oriented to the TCC Transit Center. The TCC Transit Center is the highest ridership stop and has connections to many other destinations served by Pierce Transit. Most stops generate less than 10 passengers per weekday.

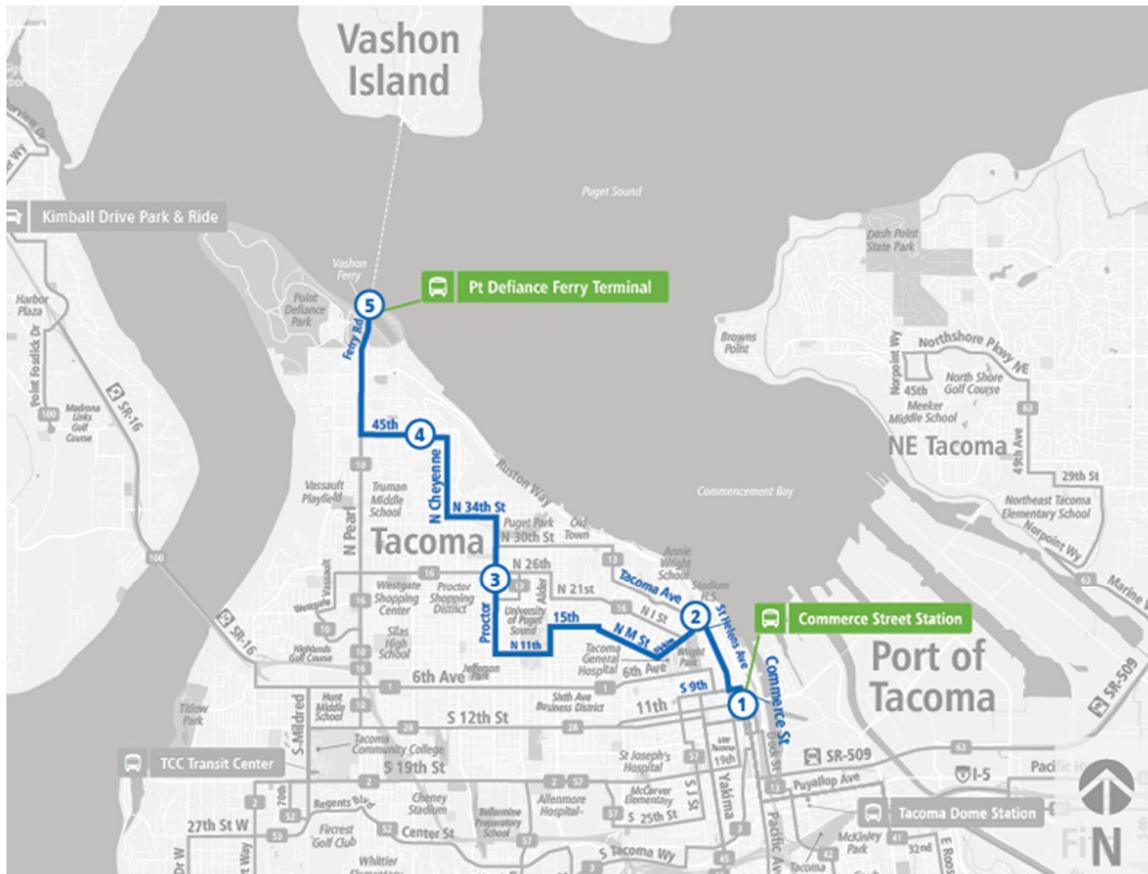
Route 10 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ This route provides a critical connection between the Point Defiance Ferry Terminal (to Vashon Island) and TCC Transit Center to allow for transfers to other routes. ▪ On-time performance is better than most other Pierce Transit routes. 	<ul style="list-style-type: none"> ▪ This is a coverage route that performs as such.

Route 11 Point Defiance

Route 11 is a local route that serves Downtown Tacoma, the North End and Ruston. Major destinations served include Tacoma General Hospital, University of Puget Sound, the Point Defiance Ferry Terminal, Stadium High School, and the Science and Math Institute. Route 11 interlines with Route 41 on most weekday trips.

Figure 3-26 Route 11 Point Defiance Map



Route Overview

Route 11 connects the Point Defiance ferry terminal and Downtown Tacoma. The route operates every 30 minutes during peak hours on weekdays and 60 minutes during all other times, including weekends. Trips operate on-time only 49% of the time, indicating reliability problems. Other Route 11 operating statistics are presented in Figure 3-27.

Figure 3-27 Route 11 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	60	60
Service Span	5:05 a.m. – 8:45 p.m.		7:55 a.m. – 7:11 p.m.	8:30 a.m. – 6:20 p.m.
Average Daily Boardings	428		180	99
Boardings per Revenue Hour	18.1		12.8	10.4
On-Time Performance	49%		61%	64%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Ridership activity is evenly low, with few high ridership stops. The Proctor District, Stadium High, Point Defiance Park, and downtown Tacoma are the highest ridership areas.

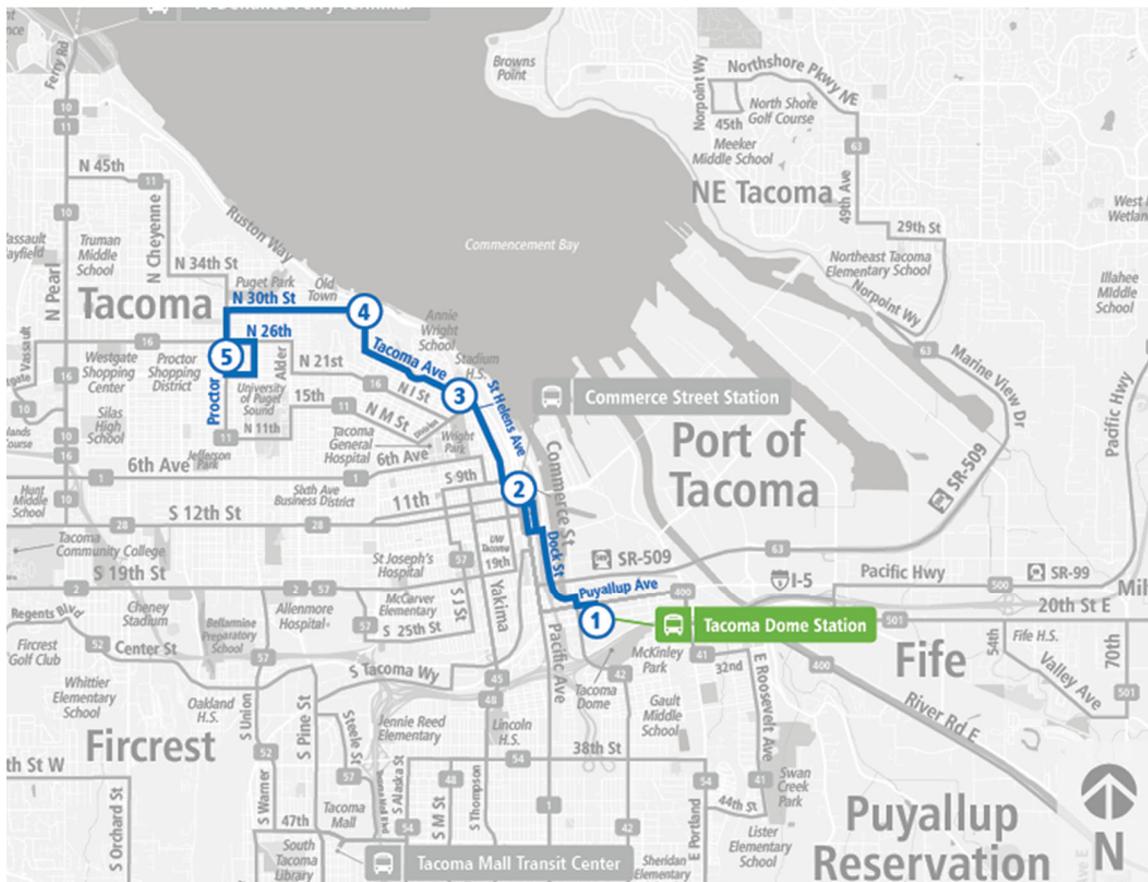
Route 11 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ This route connects the Point Defiance Ferry Terminal (to Vashon Island) and Downtown Tacoma. ▪ Weekday productivity is above average. 	<ul style="list-style-type: none"> ▪ This is a coverage route that performs as such. ▪ Investigate opportunities to improve on-time performance.

Route 13 N 30th Street

Route 13 is a local route that serves Downtown Tacoma and the Proctor District. Destinations served include the University of Washington–Tacoma campus, Stadium High School, the School for the Arts, and Tacoma Dome Station. Route 13 operates four trips into downtown in the morning and four trips out of downtown in the afternoon. Its target market is commuters and students.

Figure 3-28 Route 13 N 30th Street Map



Route Overview

Route 13 is one of the lowest ridership routes operated by Pierce Transit. It is one of the least productive routes, carrying less than five passengers per trip. Route 13 does not operate on weekends. Most of the route is served by other Pierce Transit routes, with the exception of Old Tacoma. Route statistics are presented in Figure 3-29.

Figure 3-29 Route 13 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	60	-	No Service	No Service
Service Span	5:32 a.m. – 8:52 a.m. 3:13 p.m. – 6:36 p.m.			
Average Daily Boardings	38			
Boardings per Revenue Hour	6.5			
On-Time Performance	70%			

Source: Fall 2022 Service Data

Weekday Ridership Activity

Tacoma Dome is the highest ridership stop, with about one third of riders having an origin or destination there. Most other stops have two or less riders.

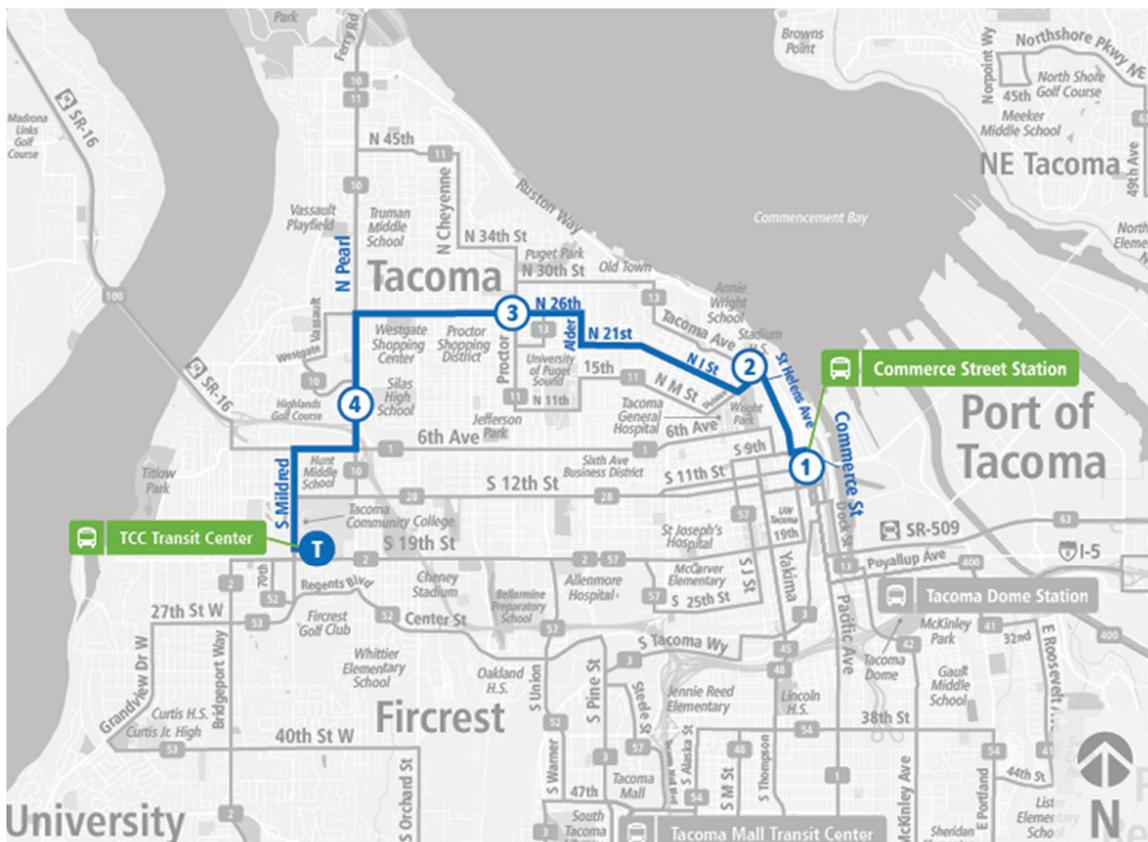
Route 13 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> This route provides a direct weekday connection from the Tacoma Dome Station to the Proctor District and north Tacoma. 	<ul style="list-style-type: none"> This is consistently one of the lowest ridership routes operated by Pierce Transit. The commuter market does not appear to be big enough to support this route. Route 13 duplicates service near routes 16 and 11 serving some of the same areas.

Route 16 North End

Route 16 is a local route that serves Downtown Tacoma, the North End and Southwest Tacoma. Major destinations served include Westgate Shopping Center, Tacoma Community College, Stadium and Silas High Schools, and the School for the Arts. It also serves the TCC Transit Center and Narrows Park-and-Ride. Route 16 interlines with Route 48 on all weekday trips.

Figure 3-30 Route 16 North End Map



Route Overview

Route 16 connects Downtown Tacoma and the TCC Transit Center every 60 minutes and averages 582 passengers each weekday. On-time performance is average for Pierce Transit at 63% during the weekdays but is largely productive on weekdays, carrying 26 passengers per revenue hour. Further route statistics are presented in Figure 3-31.

Figure 3-31 Route 16 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	60	60	45	60
Service Span	5:57 a.m. – 9:03 p.m.		8:15 a.m. – 7:27 p.m.	8:45 a.m. – 7:06 p.m.
Average Daily Boardings	582		287	130
Boardings per Revenue Hour	25.8		14.3	11.0
On-Time Performance	63%		74%	74%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 16 has two high ridership anchors – at TCC Transit Center and in downtown Tacoma. Stadium High, the Procter District, and N 26th Street at N Pearl Street are all higher ridership stops.

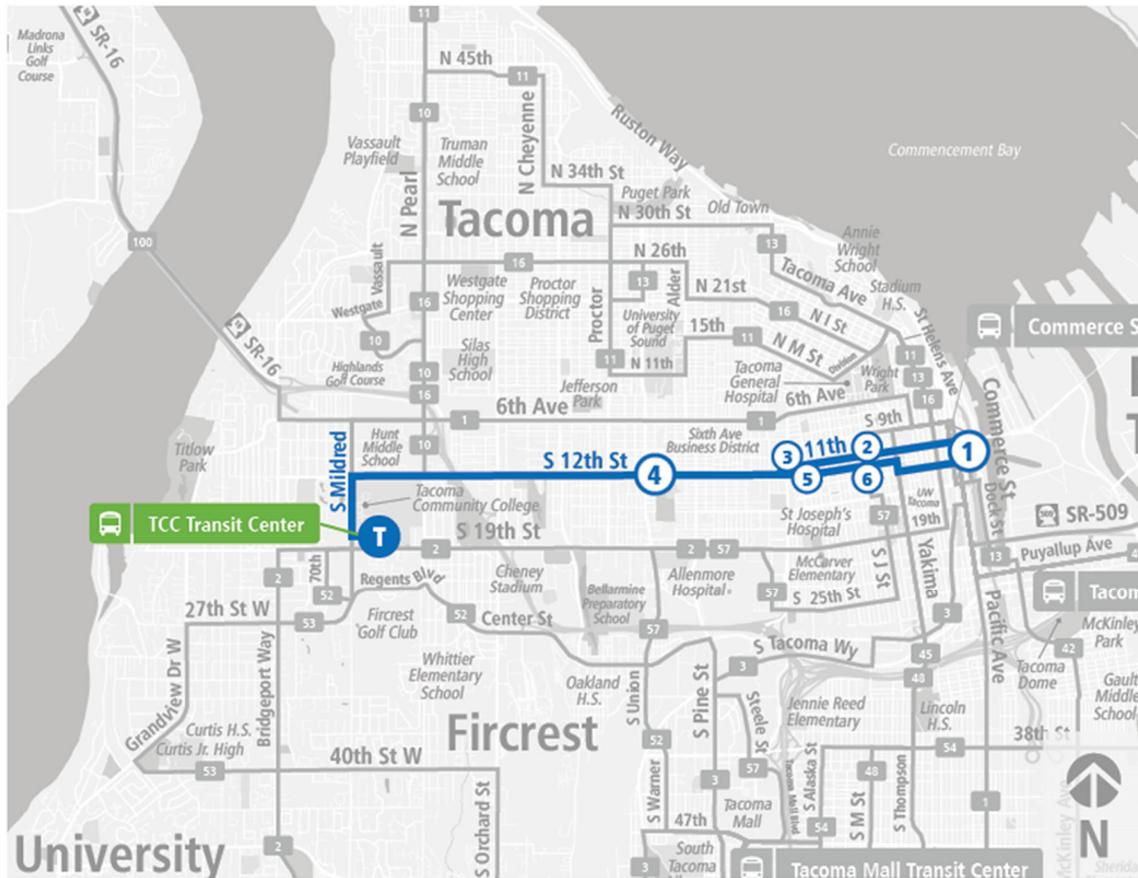
Route 16 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> With two strong route anchors (Downtown Tacoma and the TCC Transit Center), ridership on weekdays is strong. 	<ul style="list-style-type: none"> Route 16 productivity on weekdays suggests additional frequency could be supported.

Route 28 S 12th Street

Route 28 is a local route that serves Downtown and Central Tacoma. Major destinations served include Franklin Park, Tacoma Community College (TCC) and Bates Technical College, Pierce County’s County-City Building. It also serves the TCC Transit Center.

Figure 3-32 Route 28 S 12th Street Map



Route Overview

Route 28 operates every 30 minutes for most of the weekday and 60 minutes at all other times, including weekends. This route has better OTP than most other routes, nearly 77% on weekdays and weekends. Further route statistics are presented in Figure 3-33.

Figure 3-33 Route 28 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	60	60
Service Span	6:40 a.m. – 10:01 p.m.		8:20 a.m. – 8:05 p.m.	10:06 a.m. – 6:26 p.m.
Average Daily Boardings	551		165	94
Boardings per Revenue Hour	20.8		13.7	14.1
On-Time Performance	77%		77%	75%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 28 has two high ridership anchors – at TCC Transit Center and in downtown Tacoma. The highest ridership area is between Hilltop and downtown Tacoma. Other than the TCC Transit Center, most stops west of MLK Jr, Way have less than 10 riders per day.

Route 28 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ Route 28 maintains higher OTP than other routes. ▪ This route has above average weekday productivity. 	<ul style="list-style-type: none"> ▪ This route provides coverage like service to ensure access throughout the service area and performs as such.

Figure 3-35 Route 41 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	60	60
Service Span	5:15 a.m. – 9:55 p.m.		6:15 a.m. – 8:55 p.m.	8:09 a.m. – 7:40 p.m.
Average Daily Boardings	1,185		489	343
Boardings per Revenue Hour	22.1		20.5	18.1
On-Time Performance	72%		79%	67%

Source: Fall 2022 Service Data

Weekday Ridership Activity

The highest ridership stops are at Tacoma Dome and Tacoma Mall Transit Center. Other high ridership stops are at the Emerald Queen Casino (Tacoma location), downtown Tacoma, and on 56th Street. Route 41 serves several high-need neighborhoods and allows for good connections to both downtown Tacoma and Tacoma Mall as well as regional connections at Tacoma Dome Station.

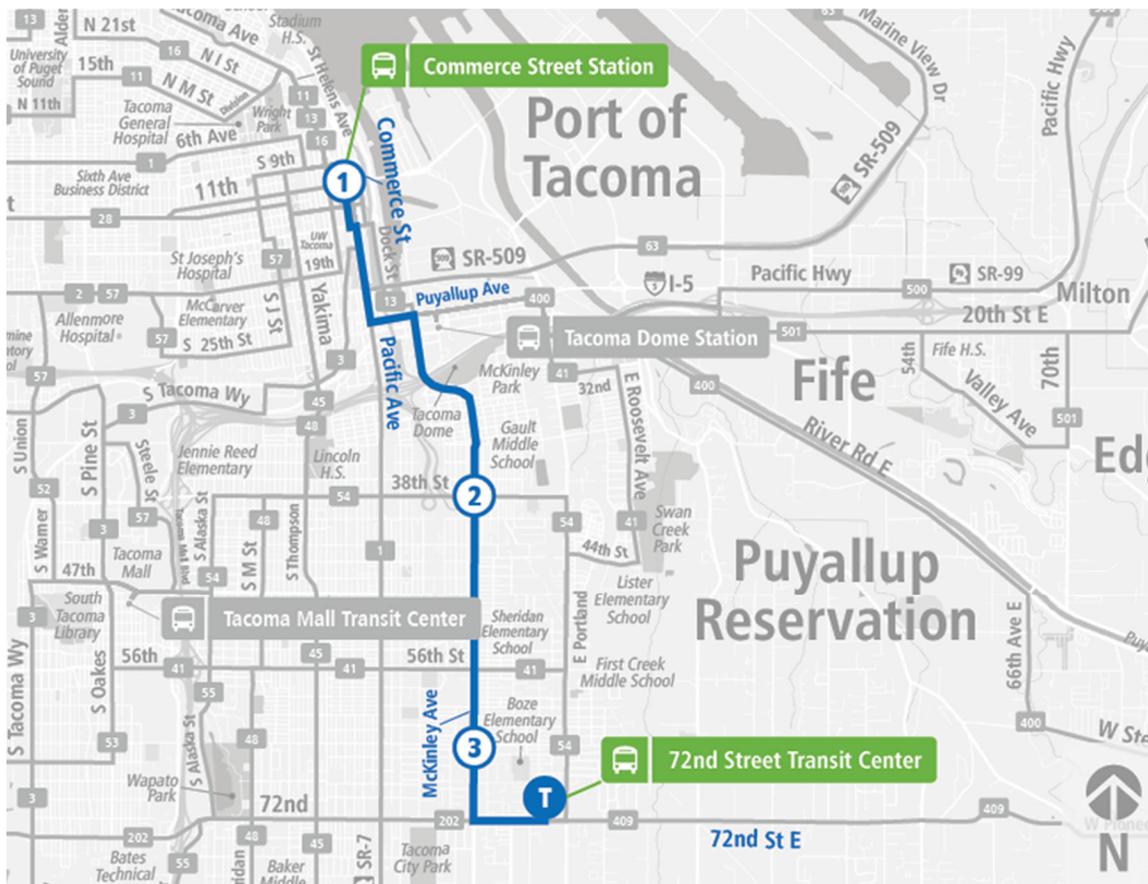
Route 41 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ This is a strong route with good destinations along the entire route. ▪ It has above average productivity seven days a week. 	<ul style="list-style-type: none"> ▪ Saturday productivity suggests that additional frequencies can be supported. ▪ Later evening service is a need, given the neighborhoods being served.

Route 42 McKinley Avenue

Route 42 is a local route that serves Downtown Tacoma and Eastside. Major destinations served include McKinley Park, University of Washington – Tacoma campus, and the School for the Arts. It also serves the 72nd Street Transit Center.

Figure 3-36 Route 42 McKinley Avenue Map



Route Overview

Route 42 operates at 30-minute frequencies throughout most of the weekday and 60 minutes at all other times, including weekends. This route serves the 72nd Street Transit Center and has an average daily weekday boardings of 560. Other route statistics are available in Figure 3-37.

Figure 3-37 Route 42 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	60	60
Service Span	5:09 a.m. – 10:04 p.m.		7:55 a.m. – 6:31 p.m.	8:55 a.m. – 6:50 p.m.
Average Daily Boardings	560		182	154
Boardings per Revenue Hour	14.6		12.1	13.7
On-Time Performance	69%		75%	72%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 42 ridership patterns indicate most passengers utilize the route to travel into and out of Downtown Tacoma. Other high ridership stops include the stops closest to Tacoma Dome Station and the 72nd Street Transit Center and along McKinley Avenue. Route productivity is average at best.

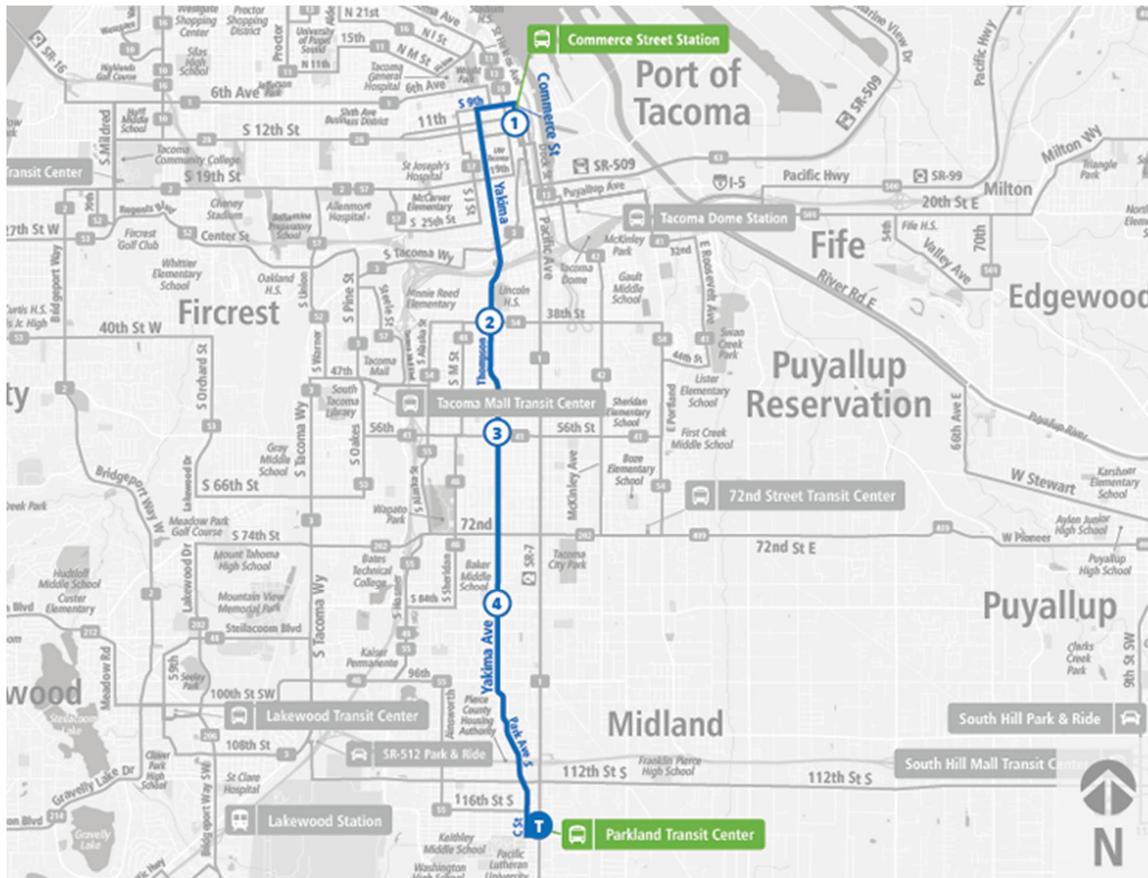
Route 42 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ Route 42 has two strong route ends, and routing is direct. 	<ul style="list-style-type: none"> ▪ The McKinley corridor does not generate as much ridership as some adjacent corridors. ▪ This is a coverage route that performs as such.

Route 45 Yakima

Route 45 is a local route that serves Downtown Tacoma, South End, and Parkland. Major destinations served include McKinley Park, St. Joseph Medical Center, Bates Technical College, Fern Hill Elementary School, Whitman Elementary School, Baker Middle School, Lincoln High School, and the School for the Arts. It also serves the Parkland Transit Center.

Figure 3-38 Route 45 Yakima Map



Route Overview

Route 45 connects Downtown Tacoma to the Parkland Transit Center every 30 minutes during most times on weekdays and every 60 minutes at all other times. Most boardings throughout the week are during weekdays, with approximately 563 boardings per day. Saturday and Sunday average boarding values are 130 and 113 respectively. Other route statistics are presented in Figure 3-39.

Figure 3-39 Route 45 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	60	60
Service Span	5:05 a.m. – 9:55 p.m.		9:15 a.m. – 6:09 p.m.	9:15 a.m. – 6:13 p.m.
Average Daily Boardings	563		130	113
Boardings per Revenue Hour	15.1		10.0	8.5
On-Time Performance	73%		66%	63%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 45’s biggest ridership generator is downtown Tacoma. Other high ridership stops are the major cross streets with Yakima Avenue where other Pierce Transit routes stop, such as E 56th Street or 38th Street.

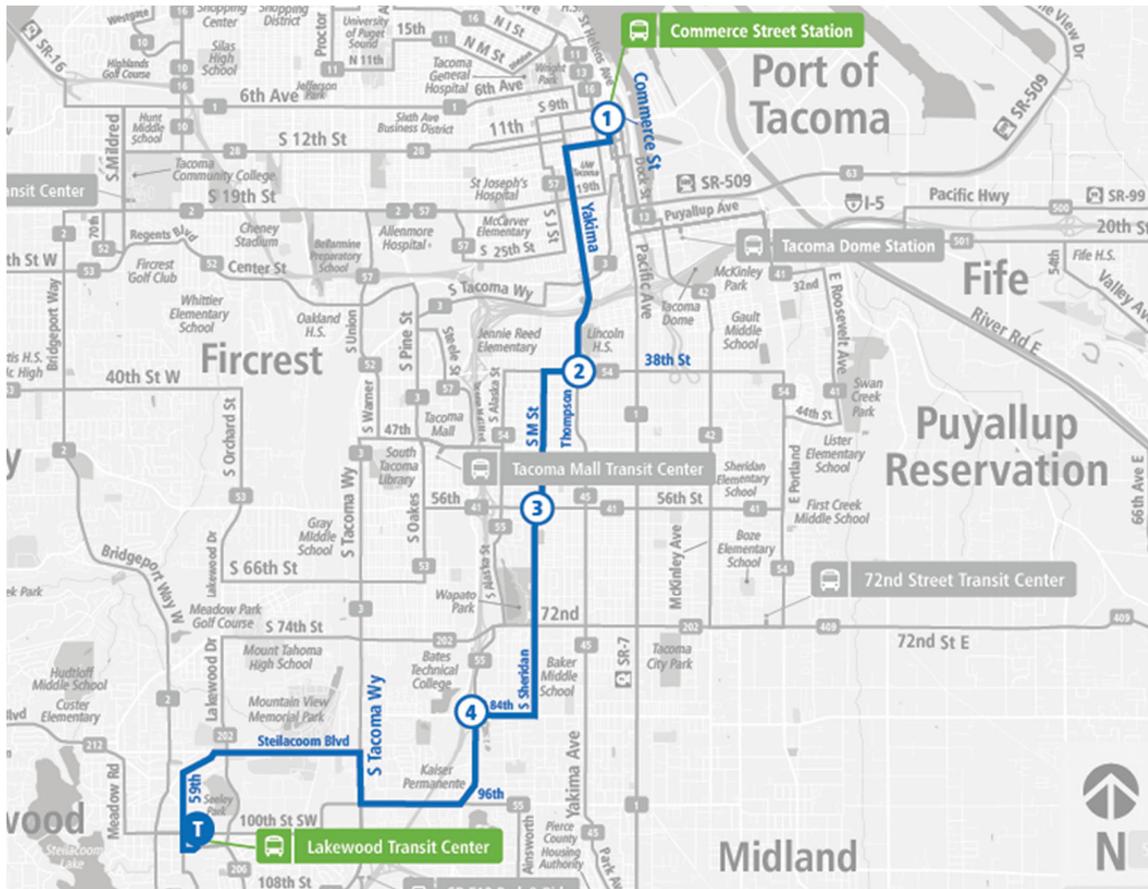
Route 45 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> On-time performance is better than the system average. 	<ul style="list-style-type: none"> This is a coverage route that performs as such. Weekend span ends early. However, ridership on the last trips is low. Routes 45 and 48 duplicate each other on Yakima Avenue. On weekdays, buses travel southbound from Commerce Station back to back – instead of being spaced evenly to give the corridor more frequency.

Route 48 Sheridan/M Street

Route 48 is a local route that serves Downtown Tacoma and Eastside. Major destinations served include St. Joseph Medical Center, Wapato Lake Park, Clover Park Technical College, Mountainview Memorial Park, Lakewood Towne Center, Lincoln High School, and the School for the Arts. This route interlines with Route 16 on most weekday trips.

Figure 3-40 Route 48 Sheridan/M Street Map



Route Overview

Route 48 connects Downtown Tacoma to the Lakewood Transit Center every 30 minutes during most times on weekdays and 60 minutes at all other times including weekends. On-time performance is higher than the system average and productivity is 21 passengers per revenue hour on weekdays. Further route statistics are displayed in Figure 3-41.

Figure 3-41 Route 48 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	60	60
Service Span	5:15 a.m. – 9:27 p.m.		7:50 a.m. – 8:32 p.m.	7:09 a.m. – 7:48 p.m.
Average Daily Boardings	1,189		458	333
Boardings per Revenue Hour	20.9		19.1	15.4
On-Time Performance	70%		68%	65%

Source: Fall 2022 Service Data

Weekday Ridership Activity

The biggest destination for Route 48 is Downtown Tacoma, followed by the Lakewood Transit Center. Ridership on 96th Street S is also strong. Productivity is better than average seven days a week.

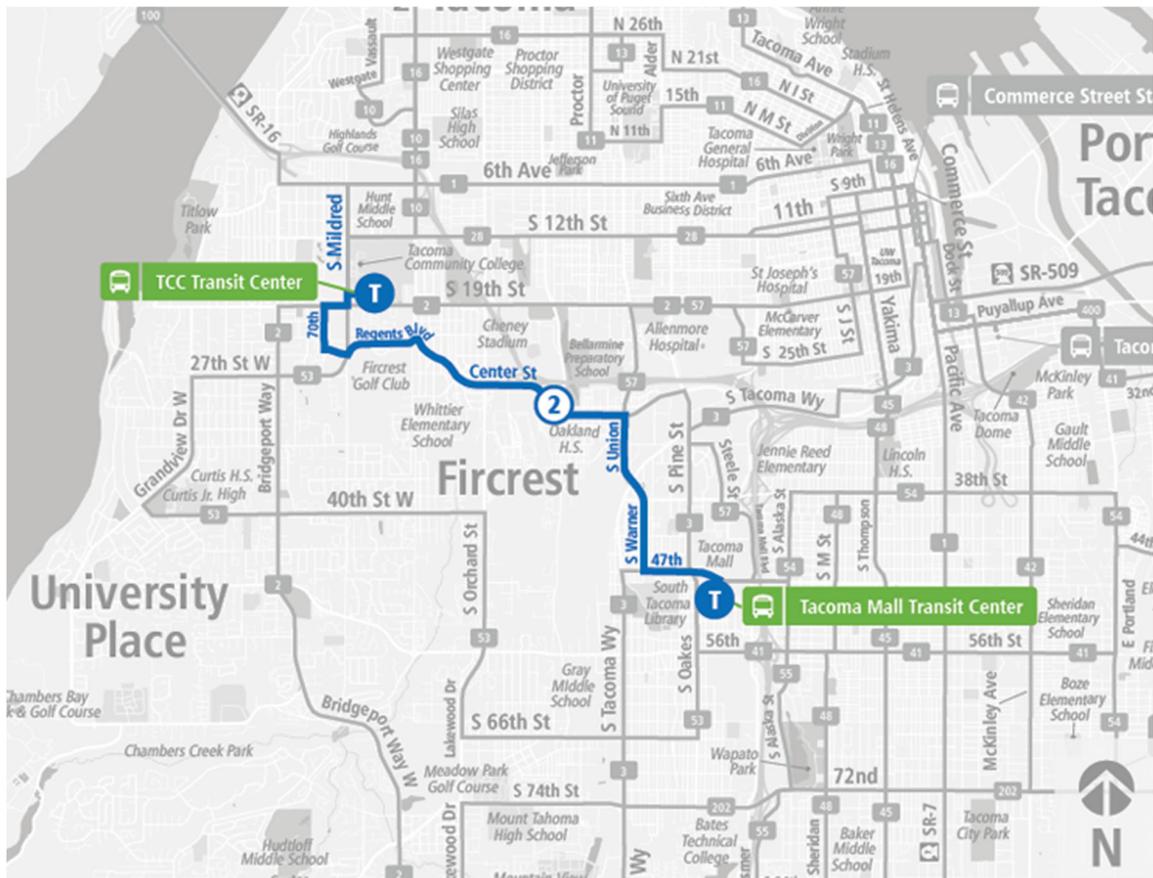
Route 48 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> Higher than average productivity on a route with two strong route ends. 	<ul style="list-style-type: none"> High productivity indicates there may be demand for more frequent service, seven days per week. Routes 45 and 48 duplicate each other on Yakima Avenue. On weekdays, buses travel southbound from Commerce Station back to back – instead of being spaced evenly to give the corridor more frequency.

Route 52 Fircrest/Tacoma Community College

Route 52 is a local route that serves Fircrest and South Tacoma. Major destinations served include Tacoma Community College and Tacoma Mall. It also serves the TCC Transit Center and Center Street Park-and-Ride.

Figure 3-42 Route 52 Fircrest/Tacoma Community College Map



Route Overview

Route 52 connects the TCC Transit Center to the Tacoma Mall Transit Center every 30 minutes during most times on weekdays and every 60 minutes at all other times including weekends. 85% OTP during the weekdays is notably higher than the network average. Other route statistics are presented in Figure 3-43.

Figure 3-43 Route 52 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	30-60	60
Service Span	5:45 a.m. – 10:03 p.m.		8:15 a.m. – 8:33 p.m.	9:35 a.m. – 7:28 p.m.
Average Daily Boardings	564		303	148
Boardings per Revenue Hour	21.2		14.7	15.4
On-Time Performance	85%		88%	78%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 52 has average or just above productivity. The two transit centers at the termini both have high ridership, while many of the in-between stops do not. This pattern suggests many passengers using Route 52 to travel end to end.

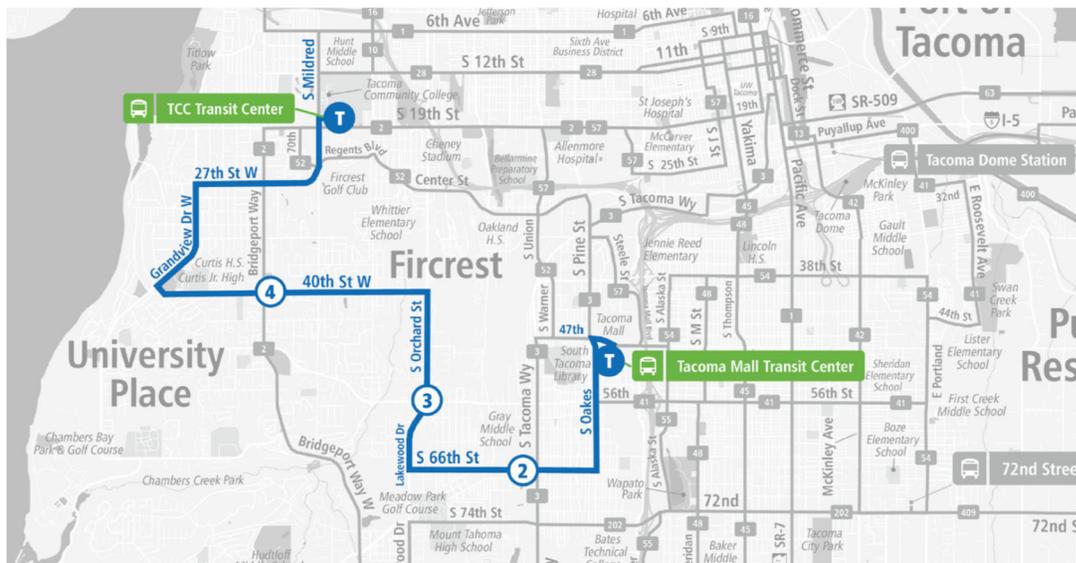
Route 52 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ On-time performance is higher than the system-wide average of 65%. ▪ Strong ridership at the endpoints. 	<ul style="list-style-type: none"> ▪ On Saturdays, the last trip is one of the highest ridership trips – potentially suggesting latent demand for later evening service.

Route 53 University Place

Route 53 is a local route that serves University Place and South Tacoma. Major destinations served include Green First Village, Manitou Park, STAR Center, and Tacoma Mall. This route interlines with route 55 on most weekday trips.

Figure 3-44 Route 53 University Place Map



Route Overview

Route 53 connects the Tacoma Mall Transit Center and the TCC Transit Center every 30 minutes on weekdays for most of the day and 60 minutes at all other times including weekends. Weekday OTP is higher than system average at 74%. Further route details are provided in Figure 3-45.

Figure 3-45 Route 53 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	60	60
Service Span	5:50 a.m. – 10:44 p.m.		8:25 a.m. – 6:00 p.m.	8:16 a.m. – 6:54 p.m.
Average Daily Boardings	849		251	179
Boardings per Revenue Hour	15.4		14.7	11.6
On-Time Performance	74%		80%	75%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 53 is a coverage route that connects University Place to the Tacoma Mall and TCC Transit Centers. Those two transit centers are the highest ridership stops. Other high ridership stops include Bergerson Terrace on S Orchard Street and the stops by Bridgeport Way W. Route 53 has average productivity seven days a week.

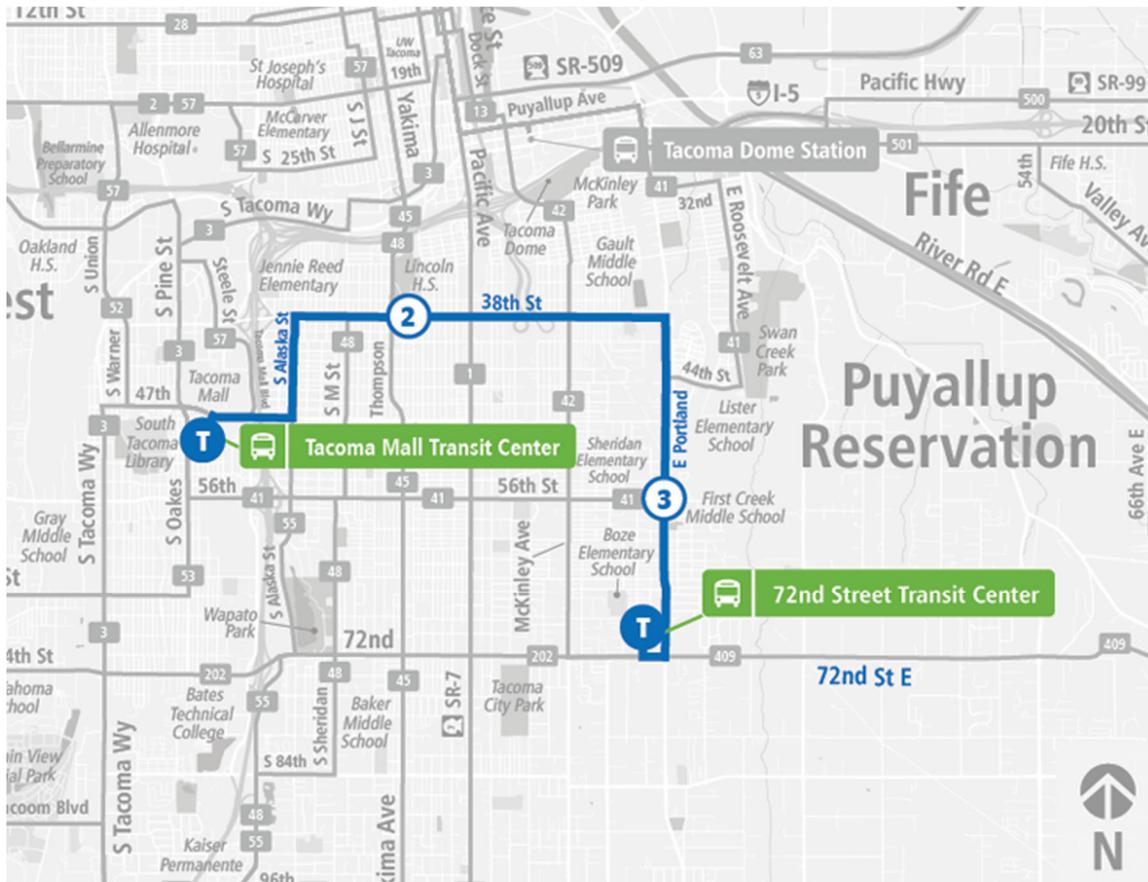
Route 53 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> On-time performance is higher than the system-wide average of 65%. 	<ul style="list-style-type: none"> Route 53’s performance is consistent with a coverage route. Service ends early on Saturdays.

Route 54 S 38th Street/Portland Avenue

Route 54 is a local route that serves South Tacoma and its Eastside neighborhoods. Major destinations served include Tacoma Mall, Eastside Community Center, and Lincoln High School.

Figure 3-46 Route 54 S 38th Street/Portland Avenue Map



Route Overview

Route 54 connects the 72nd Street Transit Center to the Tacoma Mall Transit Center every 30 minutes on weekdays for most of the day and 60 minutes at all other times, including weekends. Weekday OTP is one of the best in the Pierce Transit network at 84% on weekdays. This route is also highly productive on weekdays with 28 passengers per revenue hour. Further route statistics are presented in Figure 3-47.

Figure 3-47 Route 54 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	60	60
Service Span	5:45 a.m. – 10:34 p.m.		8:45 a.m. – 8:38 p.m.	9:17 a.m. – 7:57 p.m.
Average Daily Boardings	969		302	248
Boardings per Revenue Hour	27.7		25.1	18.3
On-Time Performance	84%		87%	85%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 54 has multiple high ridership stops, including the Tacoma Mall Transit Center, the 72nd Street Transit Center, as well as Lincoln High School. Productivity is amongst the best of all routes seven days a week. Route 54 has high ridership despite duplicating other Pierce Transit routes.

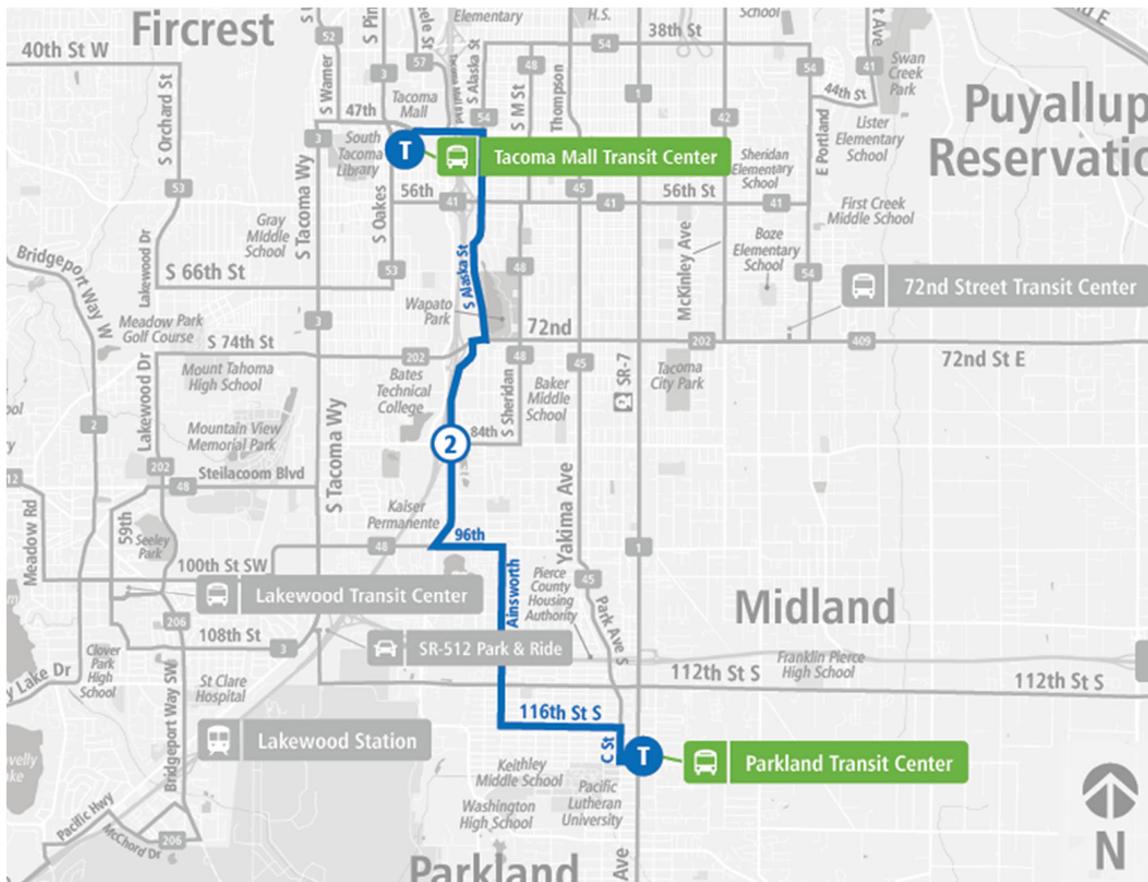
Route 54 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ On-time performance is higher than the system-wide average of 65%. ▪ Route is notably productive on weekdays and Saturday. 	<ul style="list-style-type: none"> ▪ Route 54 duplicates many other routes, but still has high ridership. High productivity on Saturday indicates there may be demand for more frequent service.

Route 55 Tacoma Mall

Route 55 is a local route that serves South Tacoma and Parkland. Major destinations served include Tacoma Mall, Wapato Lake Park, shopping along Hosmer Street, Pacific Lutheran University, and the Garfield Business District. This route also services the South Tacoma West, Southeast and Southwest Park-and-Rides, the Parkland Transit Center.

Figure 3-48 Route 55 Tacoma Mall Map



Route Overview

Route 55 connects the Parkland Transit Center to the Tacoma Mall Transit Center every 30 minutes on weekdays for most of the day and 60 minutes at all other times including weekends. There are 556 average boardings and 17 boardings per revenue hour on weekdays. Further route statistics are presented in Figure 3-49.

Figure 3-49 Route 55 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	30-60	60
Service Span	5:52 a.m. – 10:47 p.m.		8:10 a.m. – 8:41 p.m.	8:25 a.m. – 8:20 p.m.
Average Daily Boardings	556		346	207
Boardings per Revenue Hour	16.7		15.6	13.5
On-Time Performance	71%		71%	66%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 55’s highest ridership stops are at the Tacoma Mall Transit Center and Parkland Transit Center. Additional high ridership areas are by 96th Street S and 72nd Street S.

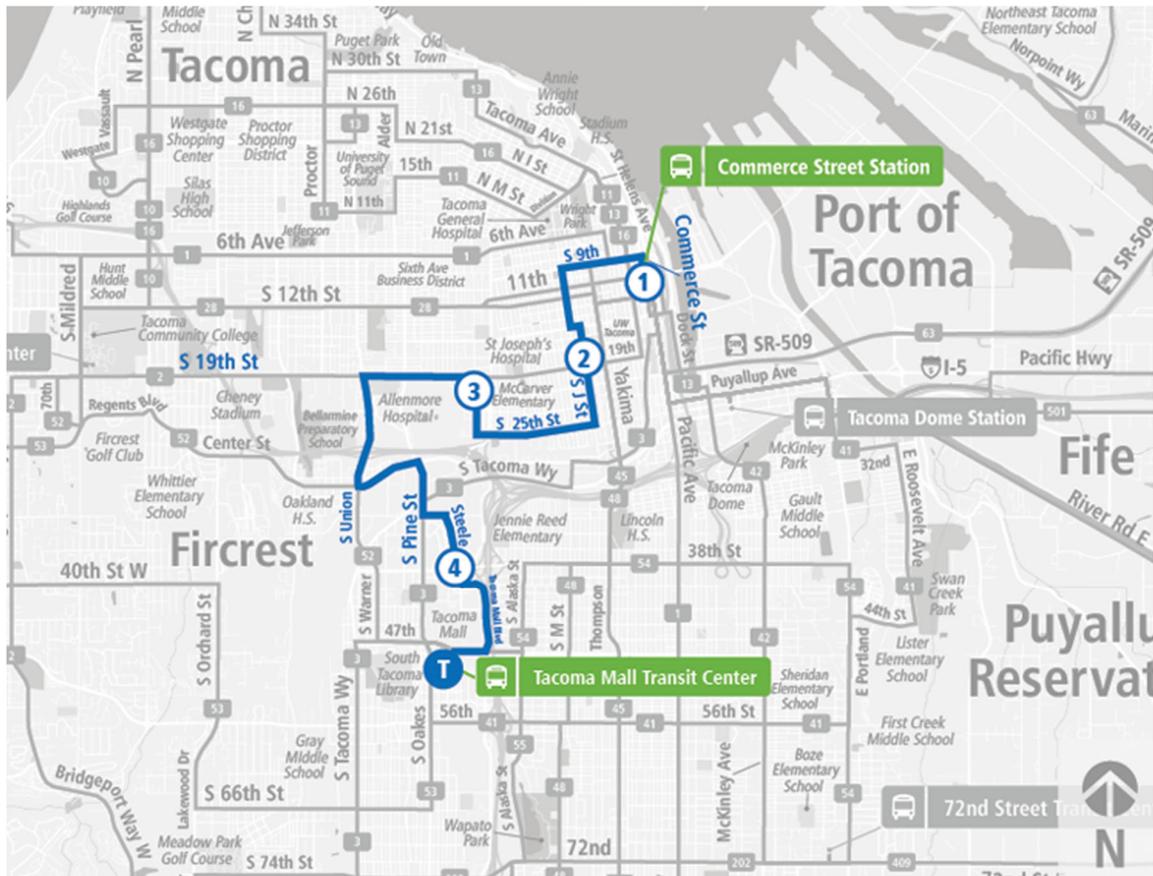
Route 55 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> On-time performance is higher than the system-wide average of 65%. 	<ul style="list-style-type: none"> Route 55’s performance is consistent with a coverage route.

Route 57 Union/S 19th Street/Hilltop

Route 57 is a local route that serves Downtown and Central Tacoma. Major destinations served include St. Joseph Medical Center, Allenmore Hospital, Lincoln Plaza Shopping Center, and Tacoma Mall. It has recently had minor route adjustments as a result of the Tacoma Link Extension (i.e., Hilltop T Line Extension) which opened in September 2023. Note the map below is the route before the September 2023 route adjustment and start of the Tacoma Link extension service.

Figure 3-50 Route 57 Union/S 19th Street/Hilltop Map



Route Overview

Route 57 connects Downtown Tacoma to the Tacoma Mall Transit Center every 30 minutes on weekdays for most of the day and 60 minutes at all other times including weekends. This route carries almost 1,000 passengers each weekday and has higher productivity on both weekdays and Saturday. Other route statistics are summarized in Figure 3-51.

Figure 3-51 Route 57 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	60	60
Service Span	6:05 a.m. – 10:15 p.m.		8:15 a.m. – 7:58 p.m.	8:43 a.m. – 7:13 p.m.
Average Daily Boardings	957		382	250
Boardings per Revenue Hour	20.9		20.6	13.0
On-Time Performance	74%		74%	79%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 57’s highest ridership stops are in downtown Tacoma, Tacoma Mall Transit Center, and by the Walmart on S Union Avenue. Many other stops along the route have more than 20 daily riders – it is strong in both directions. Saturday productivity is excellent too.

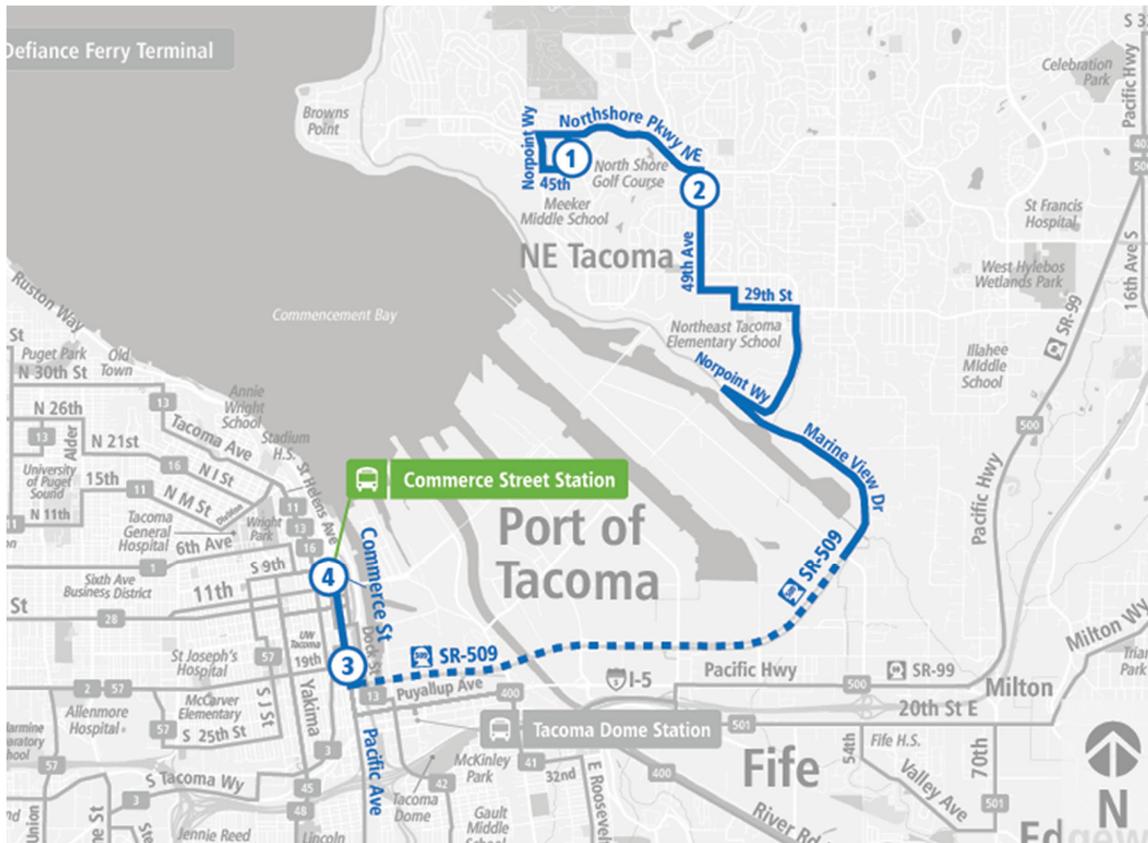
Route 57 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ On-time performance is higher than the system-wide average of 65%. ▪ Route is notably productive on weekdays and Saturday. 	<ul style="list-style-type: none"> ▪ Saturday productivity and ridership are very good, suggesting additional frequency is warranted. ▪ Saturday evening service ends at about 7:30 p.m.. The ridership pattern suggests later evening service is warranted.

Route 63 NE Tacoma Express

Route 63 is an express route that serves Downtown Tacoma and Northeast Tacoma. Major destinations served include the University of Washington-Tacoma campus, and Crescent Heights Park. This route connects with King County Metro Route 903 to the Federal Way Transit Center.

Figure 3-52 Route 63 NE Tacoma Express Map



Route Overview

Route 63 runs two trips in the morning from Northeast Tacoma to downtown Tacoma. There are also two afternoon return trips. Ridership of the route is low, on average only transporting 11 people per day. Further route statistics are available in Figure 3-53.

Figure 3-53 Route 63 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	60	-	No Service	No Service
Service Span	7:08 a.m. – 8:39 a.m. 4:10 p.m. – 5:50 p.m.			
Average Daily Boardings	11			
On-Time Performance	69%			

Source: Fall 2022 Service Data

Weekday Ridership Activity

This is a route designed to bring commuters and students into downtown Tacoma. There are no high ridership stops. This is consistently one of the lowest ridership routes operated by Pierce Transit.

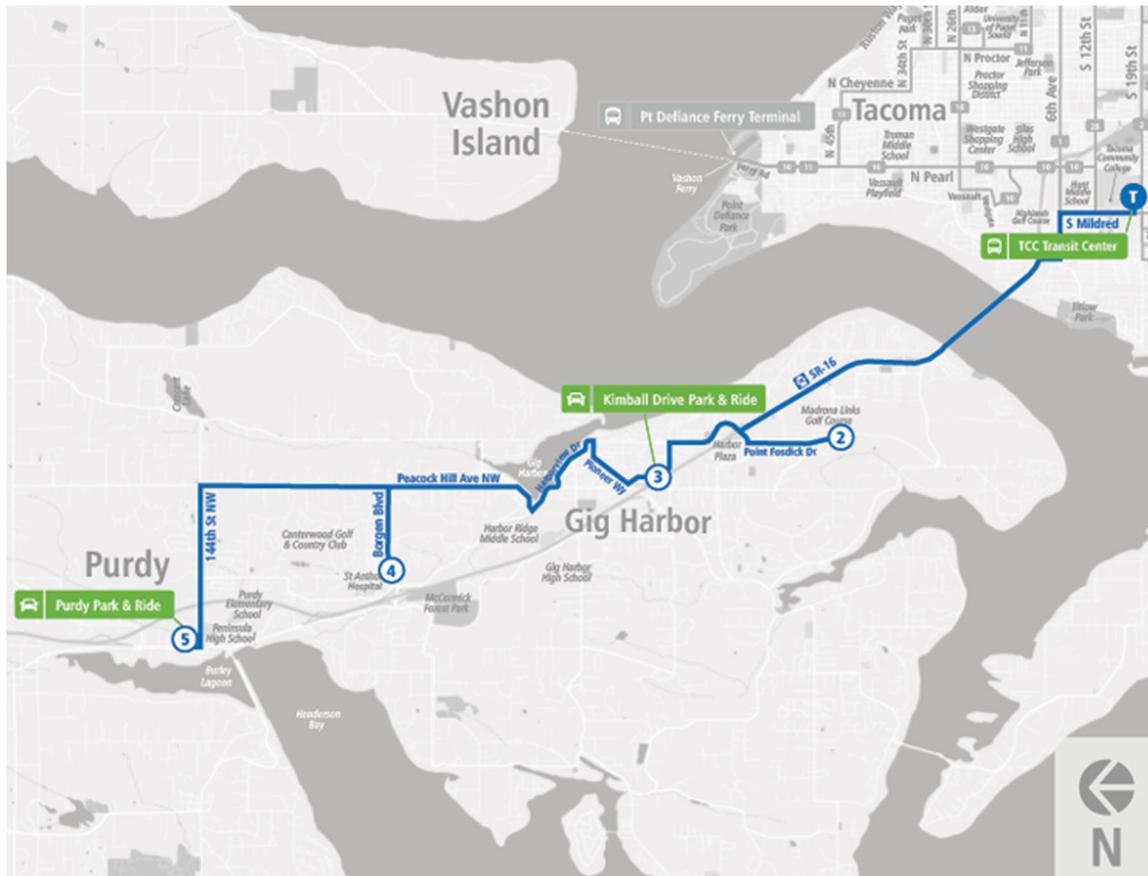
Route 63 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> Provides direct access to Downtown for Northeast Tacoma residents. 	<ul style="list-style-type: none"> Route 63 carries so little ridership, it could be replaced by on-demand service.

Route 100 Gig Harbor

Route 100 is a local route that serves Downtown Gig Harbor and the Peninsula area with connections to Tacoma and Fircrest. Major destinations served include Tacoma Community College, Gig Harbor Uptown and Downtown, and Peninsula High School. This route also serves the TCC Transit Center, and the Kimball Drive, Narrows, and Purdy Park-and-Rides.

Figure 3-54 Route 100 Gig Harbor Map



Route Overview

Route 100 connects the Purdy Park-and-Ride to the TCC Transit Center every 60 minutes at all times and every day of the week. This route has 274 average daily boardings on weekdays which translates to approximately nine boardings per revenue hour. More route statistics are presented in Figure 3-55.

Figure 3-55 Route 100 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	60	60	60	60
Service Span	6:45 a.m. – 8:34 p.m.		9:44 a.m. – 6:37 p.m.	9:45 a.m. – 7:36 p.m.
Average Daily Boardings	274		122	80
Boardings per Revenue Hour	9.0		6.4	5.3
On-Time Performance	76%		75%	73%

Source: Fall 2022 Service Data

Weekday Ridership Activity

This route primarily serves Gig Harbor residents commuting across the Tacoma Narrows Bridge, into and out of Tacoma. The route includes long stretches of freeway operation along State Route 16 which reduces productivity. The ridership pattern suggests that both regional trips to TCC Transit Center as well as trips within the peninsula are carried by Route 100. The trip level data show that on weekdays the 6:45 a.m. southbound departure is the highest ridership trip, strongly suggesting that earlier service is warranted.

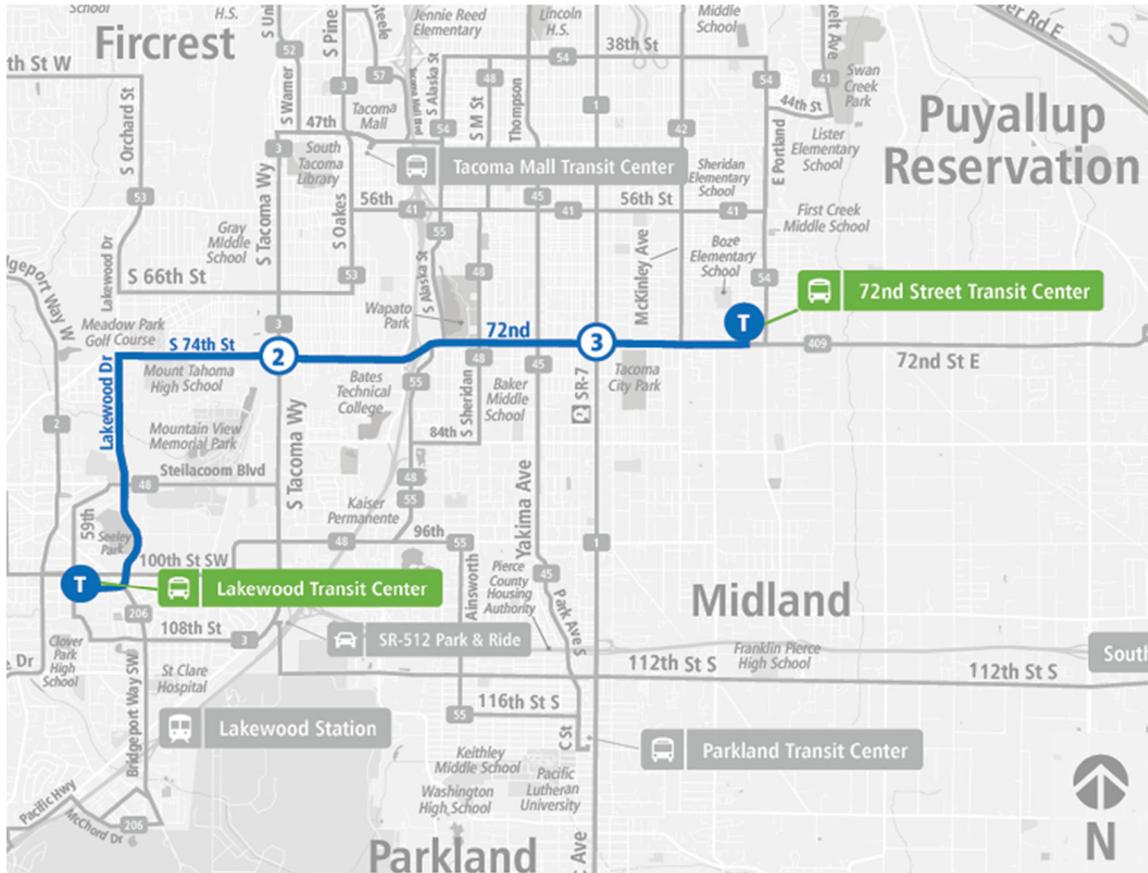
Route 100 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> Provides direct access to TTC Transit Center for Gig Harbor residents. 	<ul style="list-style-type: none"> Operate an earlier trip on weekdays to better serve the existing travel market. Route 100 is one of the lower productivity routes. The land uses that Route 100 serves are challenging for fixed-route bus service, given a strongly auto-oriented environment that include narrow, curvilinear streets and steep grades. Weekend span of service is very limited.

Route 202 S 72nd Street

Route 202 is a local route that serves Lakewood and South Tacoma. Major destinations served include Lakewood Towne Center, Seeley Lake Park, Wapato Lake Park, 72nd Street Transit Center and Mount Tahoma High School. This route interlines with Route 409 on some weekday trips.

Figure 3-56 Route 202 S 72nd Street Map



Route Overview

Route 202 connects Lakewood Transit Center and the 72nd Street Transit Center every 30 minutes during most times on weekdays. Frequencies on weekends range from 30 to 60 minutes depending on the time of day. 31 passengers per revenue hour on weekdays make this route very productive. This route also has higher OTP than many other routes in the Pierce Transit network. Further route statistics can be found in Figure 3-57.

Figure 3-57 Route 202 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	30-60	30-60
Service Span	6:00 a.m. – 10:18 p.m.		8:45 a.m. – 9:58 p.m.	8:20 a.m. – 9:18 p.m.
Average Daily Boardings	1,182		495	340
Boardings per Revenue Hour	31.1		14.9	13.3
On-Time Performance	80%		69%	76%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 202’s highest ridership stops are the two transit centers at the route ends: Lakewood Transit Center and 72nd Street Transit Center. Other high ridership areas include the Pacific Avenue stops and the stop by Alaska Street. Mount Tahoma High School is another high-ridership destination on this route. Weekday productivity is excellent.

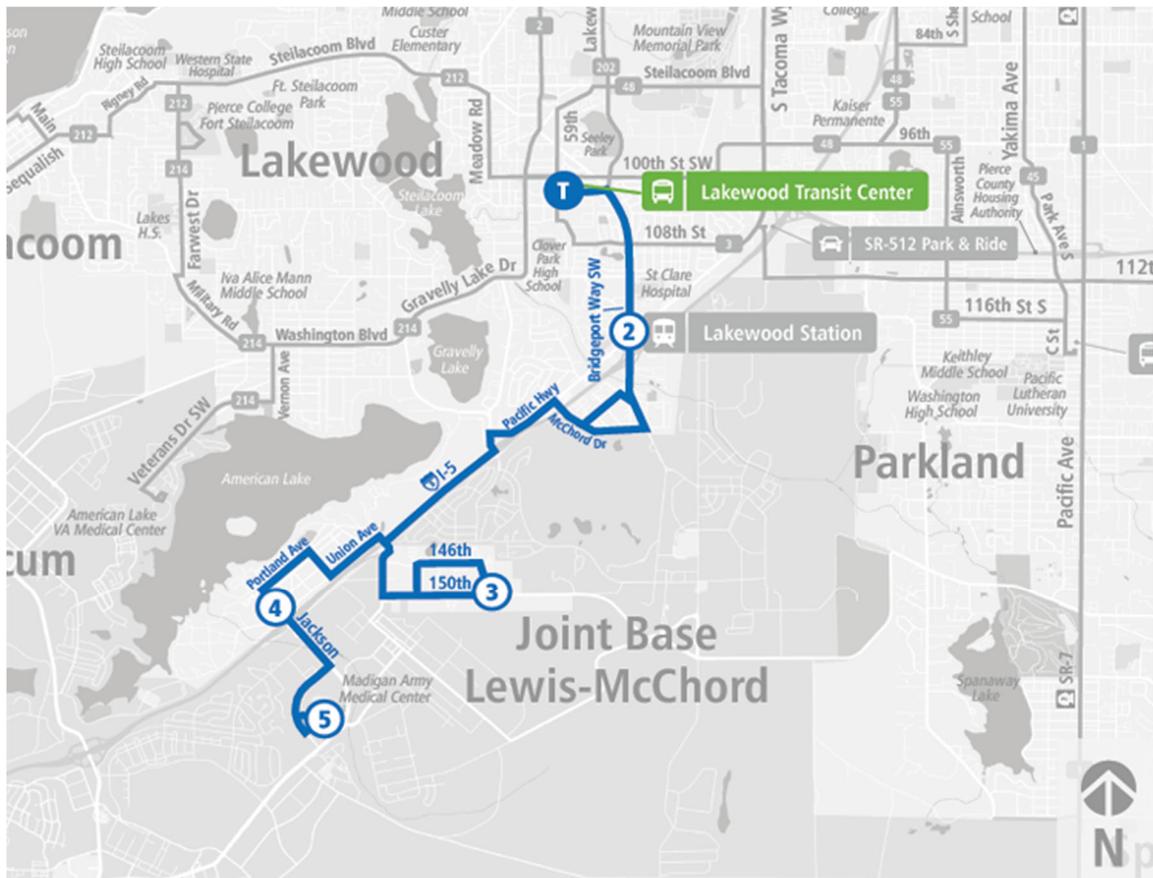
Route 202 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ Strong productivity during the weekday. ▪ One of a few routes on weekends operating at 30 minute frequencies. 	<ul style="list-style-type: none"> ▪ Weekend start of service times may be too late to capture potential demand.

Route 206 Pacific Highway/Tillicum/Madigan

Route 206 is a local route that serves Lakewood, Tillicum, and Joint Base Lewis-McChord. Major destinations served include Lakewood Towne Center, St. Clare Hospital, and Madigan Army Medical Center.

Figure 3-58 Route 206 Pacific Highway/Tillicum/Madigan Map



Route Overview

This route primarily serves destinations accessing Joint Base Lewis-McChord (JBLM) with frequencies of 30 minutes during most of the day on weekdays and 60 minutes at other times. Weekend frequencies range from 30-60 minutes depending on the time of day. This route is fairly productive on weekdays and Saturdays with 19 and 15 passengers per revenue hour respectively. Route 206 is circuitous and the travel times from Madigan Hospital are long. This route does, however, serve multiple hard-to-reach pockets of high-need areas. Other route statistics are summarized in Figure 3-59.

Figure 3-59 Route 206 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	30-60	30-60
Service Span	5:13 a.m. – 10:21 p.m.		7:20 a.m. – 9:14 p.m.	7:31 a.m. – 7:08 p.m.
Average Daily Boardings	939		500	266
Boardings per Revenue Hour	18.9		14.6	12.3
On-Time Performance	71%		71%	59%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Ridership patterns show the predominant travel is from the neighborhoods along Interstate Highway-5 to areas further north and connections at the Lakewood Transit Center. While Madagan Hospital is a destination, its activity is about one-fifth as strong as Lakewood. Ridership in the neighborhoods south of Interstate Highway-5 is strong. Delays in getting through the JBLM security gates impact travel times and ridership as well.

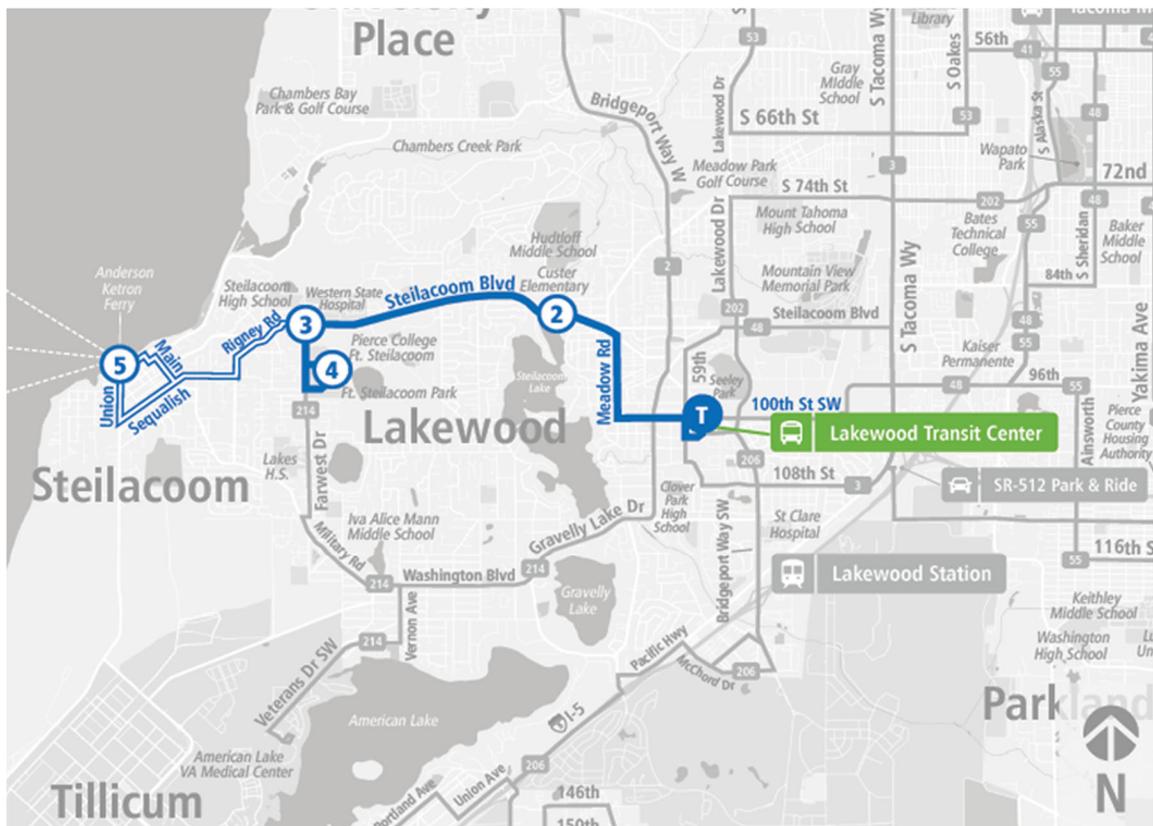
Route 206 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ Strong ridership during the weekday. ▪ One of a few routes on weekends operating at 30-minute frequencies. 	<ul style="list-style-type: none"> ▪ On-time performance is on Sundays is below average. ▪ Route 206 is circuitous, but it serves hard to reach areas that have good ridership.

Route 212 Steilacoom

Route 212 is a local route that serves Lakewood and Steilacoom. Major destinations served include Pierce College – Steilacoom, Lakewood Towne Center, Fort Steilacoom Park, and Western State Hospital. This route also serves the Steilacoom Ferry Terminal, which provides connections to Anderson and Ketron Islands. The Steilacoom extension is only served by select trips on weekdays and Saturdays and not at all on Sundays.

Figure 3-60 Route 212 Steilacoom Map



Route Overview

Route 212 operates every 30 minutes at most times during the weekday and 60 minutes at other times. On Saturdays, the route operates every 30-60 minutes and on Sundays it operates every 60 minutes. 74% OTP is higher than system average on weekdays and Saturdays, and 84% on Sunday is one of the best OTPs in the Pierce Transit network. Other route statistics are available in Figure 3-61.

Figure 3-61 Route 212 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	30-60	60
Service Span	5:30 a.m. – 10:02 p.m.		9:20 a.m. – 9:32 p.m.	9:05 a.m. – 6:59 p.m.
Average Daily Boardings	590		217	114
Boardings per Revenue Hour	17.7		13.6	10.7
On-Time Performance	74%		74%	84%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Ridership activity centers on this route are Lakewood Transit Center, Pierce College, and the intersection of Steilacoom Boulevard SW and Hipkins Road SW. Pierce College has about one-third the ridership level of the Lakewood Transit Center and makes a good route terminus for most trips.

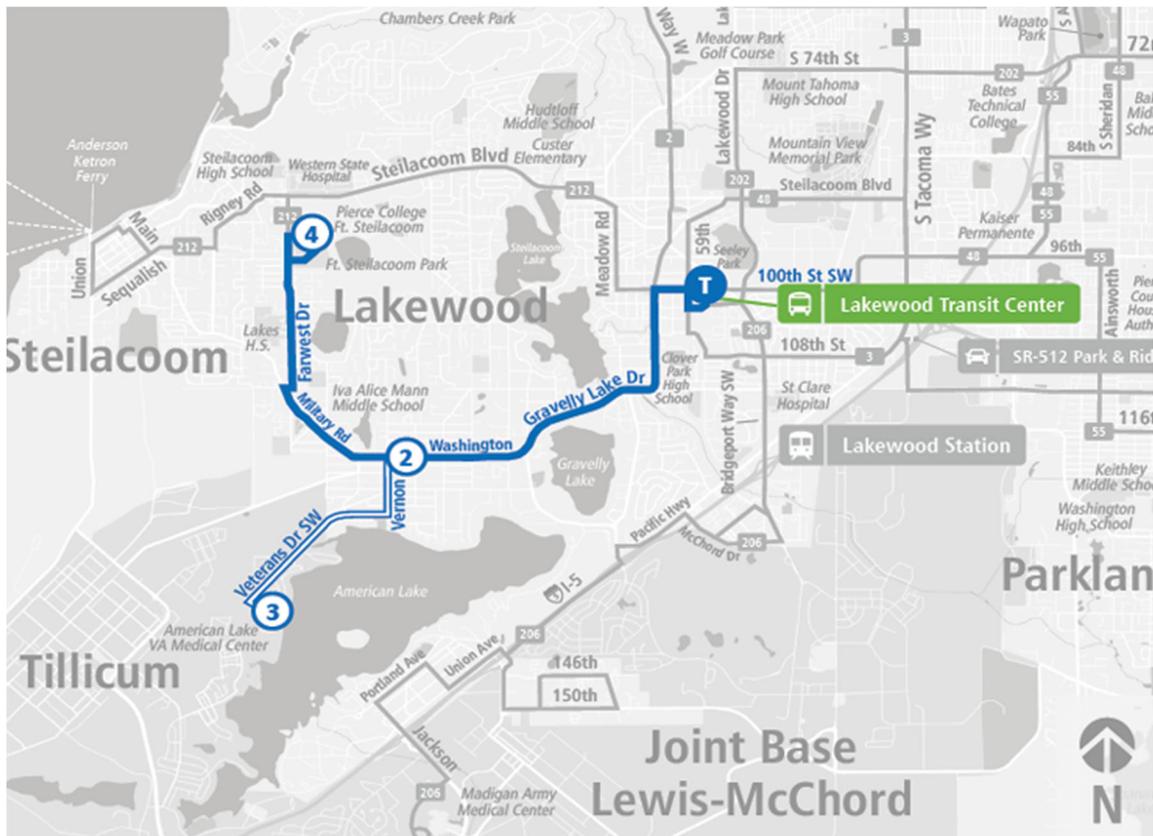
Route 212 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ OTP on Sundays is far above the network average. 	<ul style="list-style-type: none"> ▪ Route 212 is a coverage route and its performance reflects that. ▪ Having every second or third trip extend to Steilacoom is confusing for potential patrons. Saturday service to Steilacoom is too infrequent to truly be useful.

Route 214 Washington

Route 214 is a local route that serves Lakewood and Steilacoom. Major destinations served include Pierce College Steilacoom, Fort Steilacoom Park, Lakewood Towne Center, V.A. Hospital, and Lakes and Clover Park High Schools.

Figure 3-62 Route 214 Washington Map



Route Overview

Route 214 serves the Lakewood Transit Center, Pierce College, and VA Hospital every 30 minutes during most of the day on weekdays and 60 minutes at all other times including weekends. This route is most productive on Sunday, with 18 passengers per revenue hour compared to 12 during the weekdays and on Saturday. Route 214 serves the VA Hospital in the westbound direction only on weekends. More route statistics are provided in Figure 3-63.

Figure 3-63 Route 214 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	60	60
Service Span	5:16 a.m. – 10:32 p.m.		8:20 a.m. – 8:37 p.m.	9:20 a.m. – 6:37 p.m.
Average Daily Boardings	508		153	180
Boardings per Revenue Hour	12.4		12.1	18.0
On-Time Performance	71%		69%	84%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 214 is a coverage route that connects the Lakewood Transit Center to Pierce College and the VA Hospital. Other than the Lakewood Transit Center, there are few high ridership stops other than Pierce College. VA Hospital ridership is low. On weekends, the hospital only generates one or two riders.

Route 214 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ OTP is higher than network average. 	<ul style="list-style-type: none"> ▪ Route 214 is a coverage route. ▪ Weekend service patterns could be confusing for customers due to the one-way service to the VA Hospital.

Figure 3-65.

Figure 3-65 Route 400 Operating Statistics

	Weekdays		Saturday	Sunday
	Base	Evening		
Headway (Minutes)	30	60	No Service	No Service
Service Span	4:43 a.m. – 8:53 p.m.			
Average Daily Boardings	333			
Boardings per Revenue Hour	8.3			
On-Time Performance	64%			

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 400 carries commuters from South Hill and Puyallup into downtown Tacoma during rush hour. Reverse commute activity from Tacoma to Puyallup and South Hill is also present. Overall, due to long stretches of route where stops are not possible (on River Road), Route 400 overall has lower ridership levels. The highest ridership stops are at South Hill Transit Center, Puyallup Station, Tacoma Dome, and in downtown Tacoma.

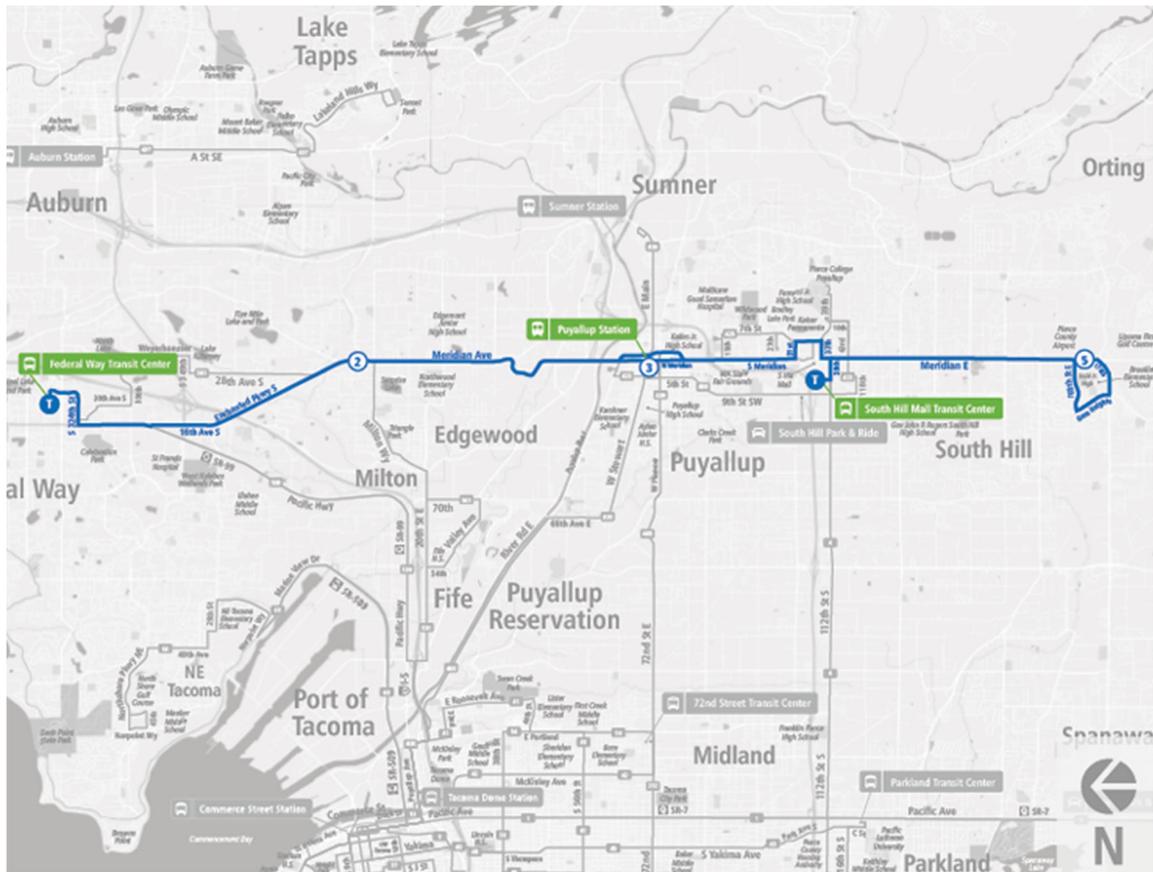
Route 400 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ Service span captures early morning and late evening ridership activity. 	<ul style="list-style-type: none"> ▪ Lower than average ridership. ▪ No weekend service.

Route 402 Meridian

Route 402 is a local route that serves South Hill, Federal Way, Milton, and Puyallup. Major destinations served include the Commons at Federal Way, Wild Waves Theme Park, the Washington State Fair Grounds, South Hill Mall, and the Pierce County Airport (Thun Field). This route also serves the Federal Way Transit Center and Puyallup Sounder Station.

Figure 3-66 Route 402 Meridian Map



Route Overview

Route 402 serves the Federal Way Transit Center and South Hill Transit Center in South Hill hourly on weekdays and weekends. Route 402 has lower than average on-time performance. Other route statistics are presented in Figure 3-67.

Figure 3-67 Route 402 Operating Statistics

	Weekdays	Saturday	Sunday
Headway (Minutes)	60	60	60
Service Span	5:00 a.m. – 8:48 p.m.	7:10 a.m. – 8:35 p.m.	9:05 a.m. – 7:26 p.m.
Average Daily Boardings	744	431	279
Boardings per Revenue Hour	17.1	9.5	9.1
On-Time Performance	55%	55%	50%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 402 serves multiple markets, with South Hill Transit Center and Puyallup Station both having strong ridership activity in the north and southbound directions. The Federal Way Transit Center and the South Hill Transit Center are the highest ridership stops. Most stops have less than 10 riders. The stops in King County, on average, have higher ridership than along the rest of the route. Stop spacing between South Hill and Puyallup is closer than most suburban areas and could be contributing to the unreliable service.

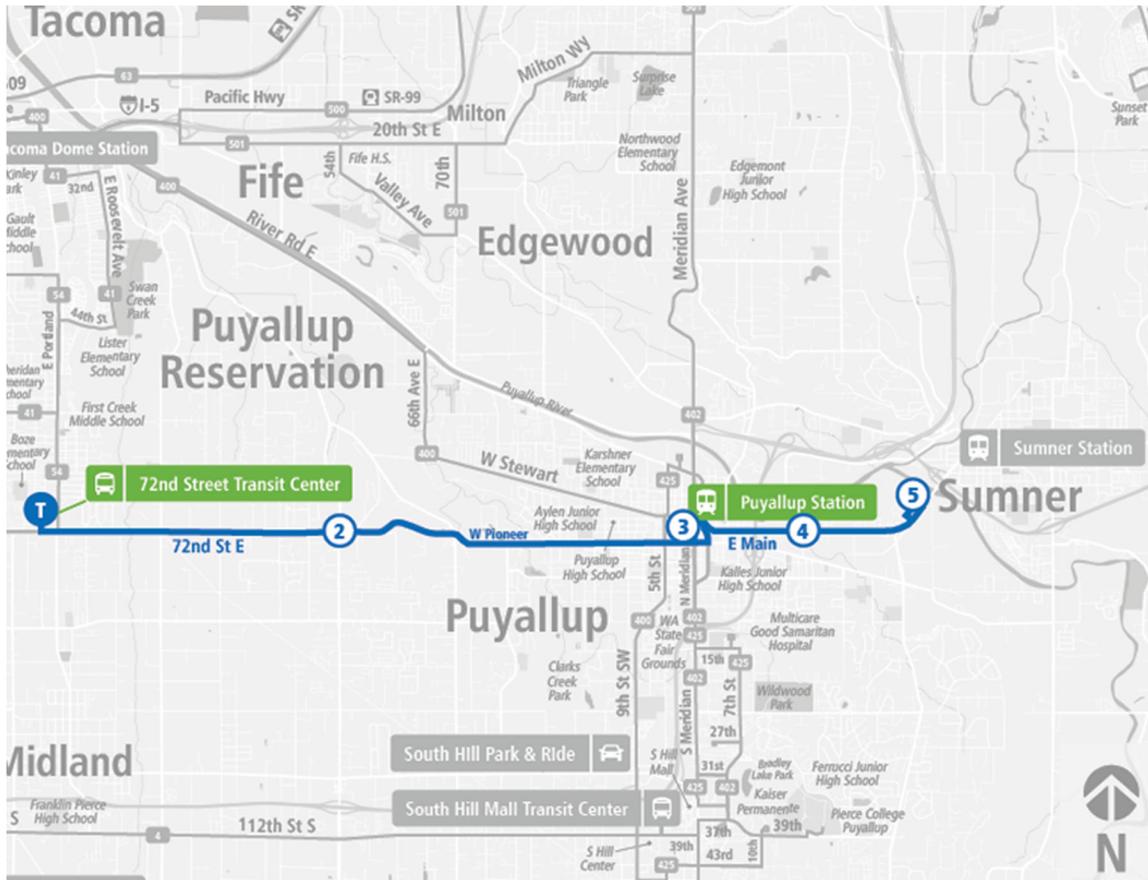
Route 402 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> Service span captures early morning and late evening ridership activity. 	<ul style="list-style-type: none"> Hourly service limits ridership potential. OTP is far below the Pierce Transit average.

Route 409 Puyallup/S 72nd Street

Route 409 is a local route that serves South Tacoma and Puyallup. Major destinations served include downtown Puyallup, Clarks Creek Park and Puyallup Senior High School. This route also served the 72nd Street Transit Center and Puyallup Station, with connections to the Sounder. This route interlines with Route 202 on most weekday trips.

Figure 3-68 Route 409 Puyallup/S 72nd Street Map



Route Overview

Route 409 runs between the 72nd Street Transit Center and 29th Street NE/5th Avenue NE every 60 minutes on weekdays. Service also operates every 60 minutes on weekends, however, the route terminates at Puyallup Station, it does not operate between the Puyallup Station and 29th Street NE/5th Avenue NE on weekend days. This route has a particularly low productivity on weekends, between 5-7 passengers per revenue hour. OTP for Route 409 is close to the Pierce Transit network average of 65% on weekdays. Other route statistics are available in Figure 3-69.

Figure 3-69 Route 409 Operating Statistics

	Weekdays	Saturday	Sunday
Headway (Minutes)	60	60	60
Service Span	9:20 a.m. – 6:16 p.m.	9:07 a.m. – 6:25 p.m.	9:05 a.m. – 7:05 p.m.
Average Daily Boardings	105	61	41
Boardings per Revenue Hour	6.4	5.6	4.1
On-Time Performance	66%	65%	72%

*Trip data was only available for all days, not segmented by day of week.

Source: Fall 2022 Service Data

Weekday Ridership Activity

Ridership activity is highest at the 72nd Street Transit Center and Puyallup Station. No other stops have higher than six weekday passengers. This is one of Pierce Transit’s lower ridership routes.

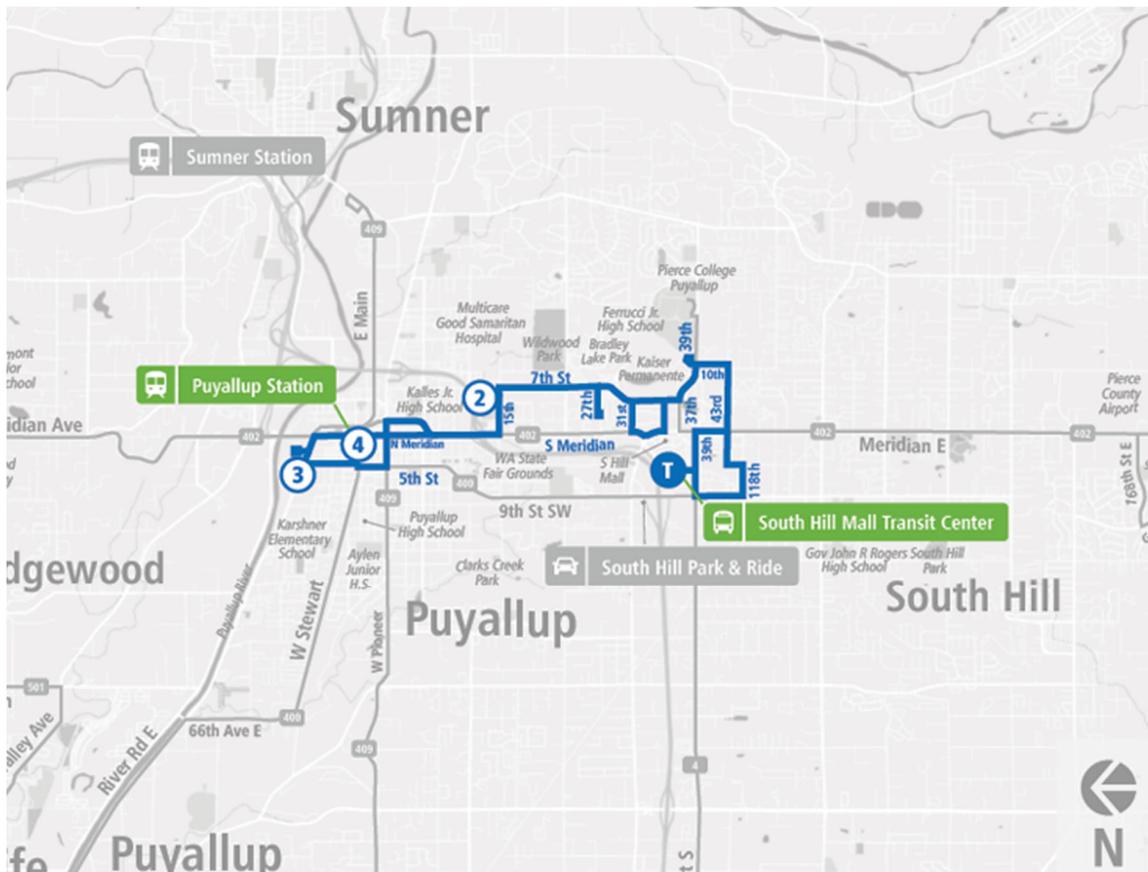
Route 409 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> Connects two transit centers with transfer opportunities. 	<ul style="list-style-type: none"> Hourly service limits ridership potential. Service start times at after 9 a.m. and before 6 p.m. severely limits weekday trip purposes. The current Route 409 schedule is configured for social service users, not people wishing to go to work.

Route 425 Puyallup Connector

Route 425 is a local route that serves Puyallup. Major destinations served include the Hi Ho One Stop Shopping Center, the Washington State Fairgrounds, MultiCare Good Samaritan Hospital, and South Hill Mall.

Figure 3-70 Route 425 Puyallup Connector Map



Route Overview

Route 425 connects the South Hill Transit Center with Puyallup Station every 60 minutes Monday-Saturday with no service on Sunday. This route suffers from low productivity with one passenger per revenue on average for both weekdays and Saturdays. Other route statistics are presented in Figure 3-71.

Figure 3-71 Route 425 Operating Statistics

	Weekdays	Saturday	Sunday
Headway (Minutes)	60	60	No Service
Service Span	11:19 a.m. – 5:18 p.m.	9:15 a.m. – 6:21 p.m.	
Average Daily Boardings	14	5	
Boardings per Trip*	.78	.24	
On-Time Performance	68%	47%	

*Trip data was only available for all days, not segmented by day of week.

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 425 has some of the lowest ridership of any Pierce Transit routes. It does not have any high-ridership stops. The most active stop, with only seven boardings, is the South Hill Transit Center. Route 425’s ridership is insufficient to support fixed-route service.

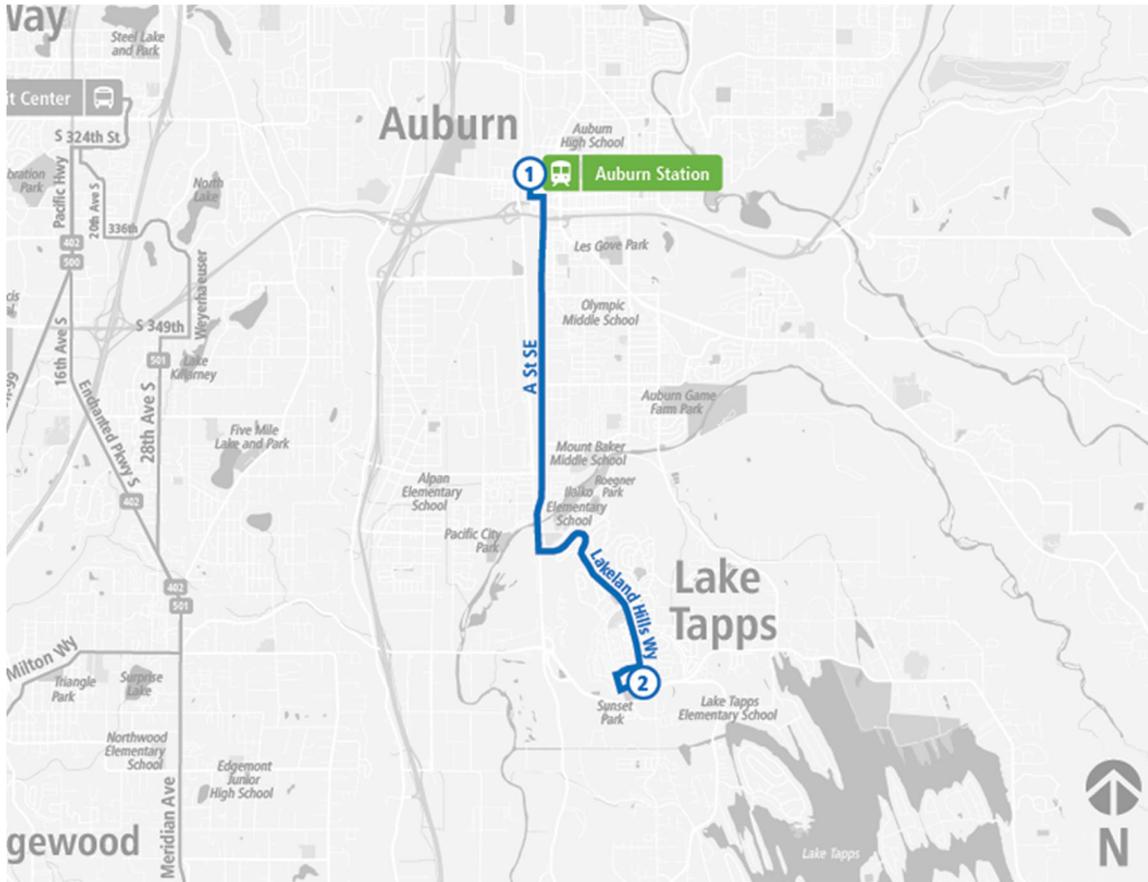
Route 425 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> Connects communities within Puyallup and South Hill and provides connections to transfer to regional and other local services. 	<ul style="list-style-type: none"> One of the least productive, lowest ridership routes Pierce Transit operates. The service span is designed for social service purposes, not any other trip type, such as school or work. This area could transition to a Runner zone to provide more convenient transit and save operating dollars on fixed-route transit.

Route 497 Lakeland Hills Express

Route 497 is an express route that serves Auburn and Lakeland Hills. Major destinations include Auburn Station, with timed connections to the Sounder commuter rail service. This route is funded through a partnership with King County Metro and the City of Auburn. Through the partnership, the partners fund 2/3 of the cost to operate this service.

Figure 3-72 Route 497 Lakeland Hills Express Map



Route Overview

Route 497 connects Auburn Station to Auburn’s Lakeland Hills area about every 60 minutes on weekdays and no service on weekends. This route’s service span captures a.m. and p.m. commute times to provide connections to regional travel at Auburn Station. Trips hold, or wait, to provide a connection from Sounder commuter rail service to the Lakeland Hills neighborhood. On-time performance is far below system average. Less than 50% of trips operate on time, causing the service to not run reliably. Other route statistics are provided in Figure 3-73.

Figure 3-73 Route 497 Operating Statistics

	Weekdays	Saturday	Sunday
Headway (Minutes)	60	No Service	No Service
Service Span	4:49 a.m. – 8:08 a.m. 3:08 p.m. – 7:22 p.m.		
Average Daily Boardings	99		
Boardings per Trip	5.6		
On-Time Performance	46%		

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 497 is designed to carry residents to Auburn Sounder Station, and the ridership pattern reflects that design. Route 497 is timed to meet Sounder trains. From a ridership perspective, commuter service has been slower to recover from the effects of the pandemic, and this is manifested in Route 497’s ridership pattern.

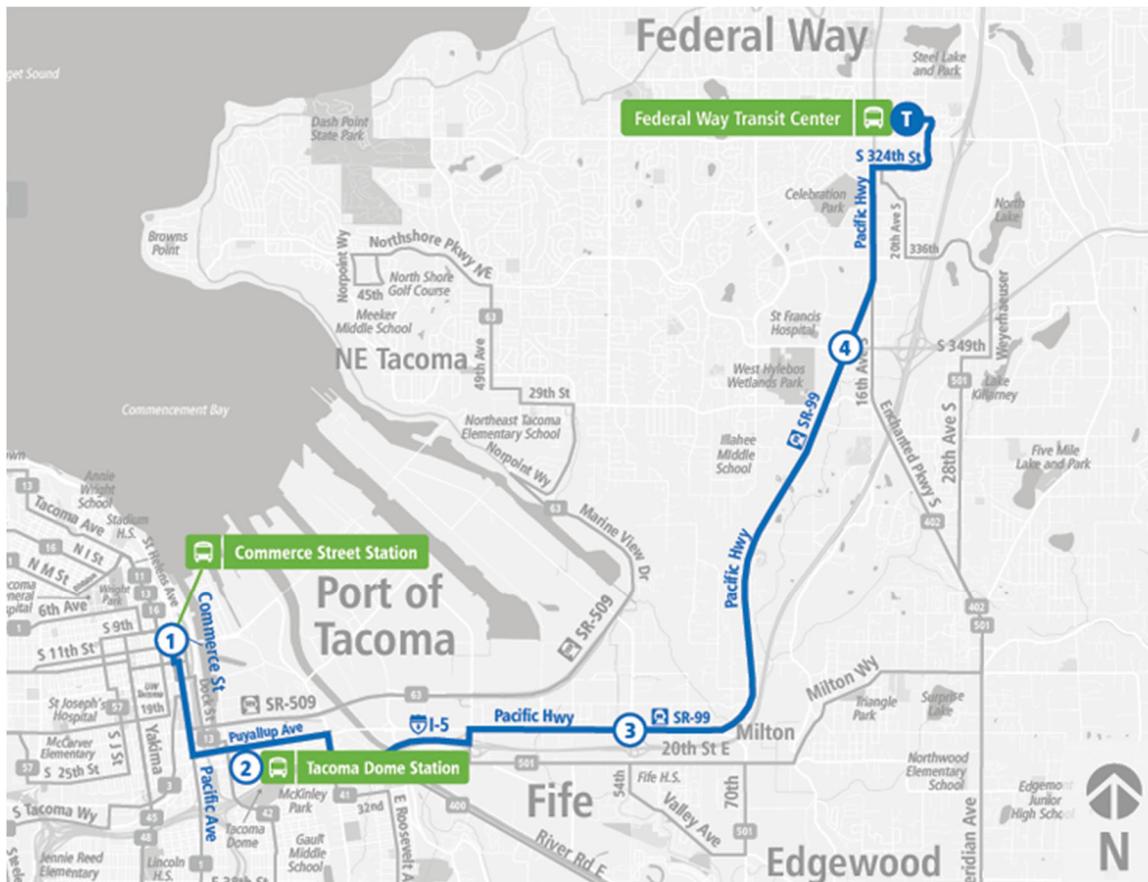
Route 497 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ Connects Lakeland Hills to regional transit services in Auburn during commute times. ▪ Service is partially funded by regional partners King County Metro and City of Auburn. 	<ul style="list-style-type: none"> ▪ Ridership opportunities are dependent on the recovery of regional commuter service.

Route 500 Federal Way

Route 500 is a local route that serves Federal Way and Downtown Tacoma. Major destinations served include Federal Way Center and University of Washington – Tacoma campus. This route also serves Tacoma Dome Station.

Figure 3-74 Route 500 Federal Way Map



Route Overview

Route 500 connects Downtown Tacoma to the Tacoma Dome Station and Federal Way Transit Center hourly on weekdays, between 30-60 minutes on Saturday, and hourly on Sunday. On weekdays, there is a bus approximately every 30 minutes between Federal Way and downtown Tacoma between both Routes 500 and 501. Weekday productivity is high at 30 boardings per revenue hour and OTP is better than the network average. Other route statistics are presented in Figure 3-75.

Figure 3-75 Route 500 Operating Statistics

	Weekdays	Saturday	Sunday
Headway (Minutes)	60	30-60	60
Service Span	5:05 a.m. – 11:37 p.m.	6:55 a.m. – 10:36 p.m.	6:55 a.m. – 10:46 p.m.
Average Daily Boardings	1,055	759	595
Boardings per Revenue Hour	29.9	17.0	17.3
On-Time Performance	70%	72%	71%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 500 has three clusters of high ridership, including between downtown Tacoma and Tacoma Dome, on Pacific Avenue north of Fife, and in Federal Way. Throughout the day, Route 500 carries good rider loads in both directions. Productivity is correspondingly high, particularly on weekdays, which suggests the need for more than hourly service.

Route 500 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> High route productivity, indicative of a well-utilized and valuable service. 	<ul style="list-style-type: none"> High productivity indicates there may be demand for more frequent service, seven days per week.

Route 501 Milton/Federal Way

Route 501 is a local route that serves Federal Way, Lakeland South, Edgewood, Fife, and Downtown Tacoma. Notable destinations served include University of Washington – Tacoma campus and Surprise Lake Square. This route also serves the Federal Way Transit Center and Tacoma Dome Station.

Figure 3-76 Route 501 Milton/Federal Way Map



Route Overview

Route 501 connects Downtown Tacoma to the Federal Way Transit Center via Edgewood on Valley Avenue. This route runs hourly all days of the week and boarding activity is strongest is on weekdays while passengers may use the route to commute to work and connect to other transit services. On weekdays, there is a bus approximately every 30 minutes between Federal Way and downtown Tacoma between both Routes 500 and 501. Route statistics are presented in Figure 3-77.

Figure 3-77 Route 501 Operating Statistics

	Weekdays	Saturday	Sunday
Headway (Minutes)	60	60	60
Service Span	5:05 a.m. – 8:24 p.m.	8:10 a.m. – 7:55 p.m.	9:10 a.m. – 7:08 p.m.
Average Daily Boardings	509	179	157
Boardings per Revenue Hour	14.9	7.3	7.2
On-Time Performance	71%	81%	71%

Source: Fall 2022 Service Data

Weekday Ridership Activity

Route 501 connects Downtown Tacoma to the Federal Way Transit Center similar to route 500, but serves the City of Milton south of Interstate Highway-5. Ridership and productivity on Route 501 is lower than Route 500. Downtown Tacoma and the Federal Way Transit Center are the highest ridership stops. The segments serving the former Weyerhouser headquarters average less than two passengers per stop.

Route 501 Strengths and Opportunities

Route Strengths	Route Opportunities
<ul style="list-style-type: none"> ▪ Weekday span captures both a.m. and p.m. commute periods. 	<ul style="list-style-type: none"> ▪ This route is fairly duplicative of Route 500, with Route 500 carrying more passengers. ▪ Route 501 has lower than average weekend productivity.

4 PHASE I PUBLIC INVOLVEMENT

Public involvement was a key component of the Pierce Transit Recovery Plan. Outreach activities were conducted throughout the project, with efforts concentrated into two phases. Phase I was focused on understanding the community's general service recovery needs and was conducted from August 1, 2023, through September 3, 2023.

DESIGN YOUR TRANSIT SYSTEM

In this online survey, participants were given a budget and asked how they would spend that budget to rebuild the bus system as the agency recovers from the impacts of the COVID-19 pandemic. The survey was designed so that respondents were forced to make tradeoffs in terms of improvement prioritization. Just like a real transit system, there was not enough budget available to do everything, so respondents were asked to choose a selection of improvements that were most impactful for them.

The survey was designed to solicit feedback from participants that would allow the project team to better understand how recovery investments should be prioritized. Specific improvements that survey respondents could choose from include:

- Later evening/earlier morning service.
- Restore Saturday service.
- Improve peak period frequent service on high ridership routes.
- Improve off-peak period frequent service on high ridership routes.
- Improve peak period frequent service on other routes.
- Improve off-peak period frequent service on other routes.
- Restore previously reduced service.
- Improve timed transfers.
- Align service with Sound Transit stations.
- Improve service speed and reliability.
- Add infrastructure improvements on high ridership routes.

- Expand Runner on-demand microtransit service.

An example of the survey instrument is shown in Figure 4-1.

Figure 4-1 Design Your Transit System Survey Interface Example



Survey Findings

The Design Your Transit System survey collected 797 unique responses from community members. An additional 50 responses were received from Pierce Transit operators using internal paper copies of the survey. According to staff, this was one of the highest Pierce Transit survey response rates in recent memory. Figure 4-2 shows how frequently respondents selected each of the 12 improvements. The most commonly selected improvements were later evening or earlier morning service (65%), restoring Saturday service (58%), restoring previously reduced service (55%), improving timed transfers (52%), an improving peak frequency on high ridership routes (51%). These findings were used to develop two preliminary service scenarios that each featured a unique combination of these improvements, discussed in more detail in Chapter 5.

Figure 4-2 Design Your Transit System Survey Results



Engagement Notification

During August through early September, the Pierce Transit Communications team deployed a series of internal and external notifications to let the public know about the Bus System Recovery Plan. During this phase, the notifications were focused on sharing information with the public about the project and the Design Your Transit System Survey. Figure 4-3 provides detailed information about the notification schedule to the public about Phase I outreach.

Figure 4-3 Phase I Public Involvement Engagement Opportunities and Notifications

Date	Audience	Platform	Reach	Topics
August 1, 2023	Pierce Transit Employees	Quarterly employee meeting	~900 invited employees	Project info
August 2, 2023	General public	News release to local and regional media	<i>Data unavailable</i>	Design Your Transit System Survey
August 2, 2023	Transit riders	Scrolling signs at transit centers	<i>Data unavailable</i>	Design Your Transit System Survey
August 3, 2023	Elected Officials	Email Distribution List	~150 recipients	Design Your Transit System Survey
August 3, 2023	Transit Riders	Text Alert	~24K subscribers	Design Your Transit System Survey
1st week of August, 2023	General Public and Transit Riders	GovDelivery	~7,500 subscribers	Design Your Transit System Survey
August, 2023	Pierce Transit Employees	Key Messages	29 employees	Project info
September 1, 2023	Pierce Transit Board Members	Monthly Board Memo	<i>Data unavailable</i> ⁴	Project info
Early September, 2023	General Public	Pierce Transit Website	244 (August 1- September 6) 740 (September 1-30)	Event details, project info
1st week of September, 2023	Pierce Transit Employees	Internal Talking Points	29 employees	Design Your Transit System Survey, event details

⁴ The monthly Pierce Transit Board of Commissioners meetings are broadcast live via Zoom but staff did not record the number of public or outside participants at each meeting.

Date	Audience	Platform	Reach	Topics
1st week of September, 2023	General Public and Transit Riders	GovDelivery	~7,500 subscribers	Event details

5 SERVICE SCENARIOS AND PHASE II PUBLIC INVOLVEMENT

SCENARIO DEVELOPMENT

Building upon the existing conditions evaluation, market analysis, *Design Your Transit System* survey findings, and input from Pierce Transit staff, two preliminary service scenarios were developed that each build back to pre-pandemic service levels through unique approaches:

- **Scenario 1: Focus on Evening and Weekend Service** – Prioritizes improving weekend service and later evening service on most routes in the system, rather than focusing on the highest ridership routes.
- **Scenario 2: Focus on Frequency** – Seeks to invest in a robust network of high frequency routes operating every 15-minutes on weekdays. Service span improvements are also included on the highest ridership routes.

Scenario 1: Focus on Evenings and Weekends

This scenario dedicates resources to increasing the span of service for nearly all routes in the Pierce Transit system. Service would be extended later into the evening on both weekdays and weekends and would begin earlier on weekends. These improvements would result in all routes operating, at a minimum, to the following standard:

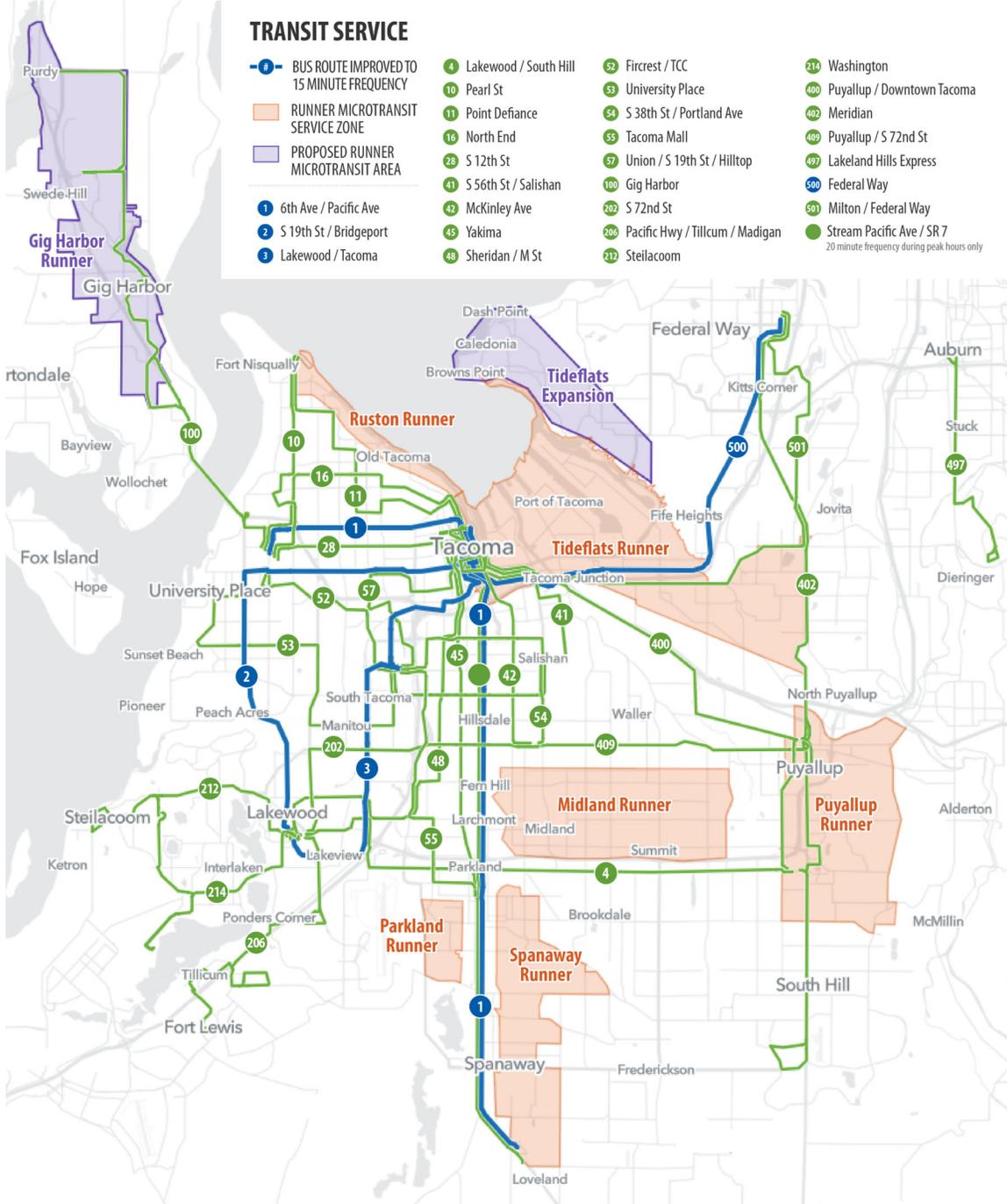
- Weekdays: 6:00 a.m. – 10:00 p.m.
- Saturdays: 7:00 a.m. – 10:00 p.m.
- Sundays: 8:00 a.m. – 8:00 p.m.

In addition to extending the amount of time buses are serving the area, Routes 1, 2, and 3 would be improved to a 15-minute frequency. Weekday frequency and service span by route are shown in Figure 5-2.

Routes 13, 63, 425, and a 2.2-mile portion of 409 east of Puyallup Station would be removed and replaced with an expanded Ruston Runner, expanded Tideflats Runner, and the new

Puyallup Runner on-demand microtransit service option, respectively. These services are shown in Figure 5-1.

Figure 5-1 Scenario 1: Focus on Evenings and Weekends System Map



Scenario 2: Focus on Frequency

This scenario dedicates resources to increasing Routes 1, 2, 3, 41, 48, 54, and 500 to a 15-minute frequency. Service span on these seven routes would also be extended later into the evening. All other routes would remain unchanged in frequency and service span.

These seven routes are some of the highest ridership and most productive routes in the Pierce Transit network, making them key candidates for improvements to frequency. These high frequency routes are shown in blue in Figure 5-3.

Additionally, Route 425 and a portion of Route 409 east of Puyallup Station would be removed and replaced with a new on-demand Puyallup Runner microtransit service option.

Figure 5-3 Scenario 2: Focus on Frequency System Map

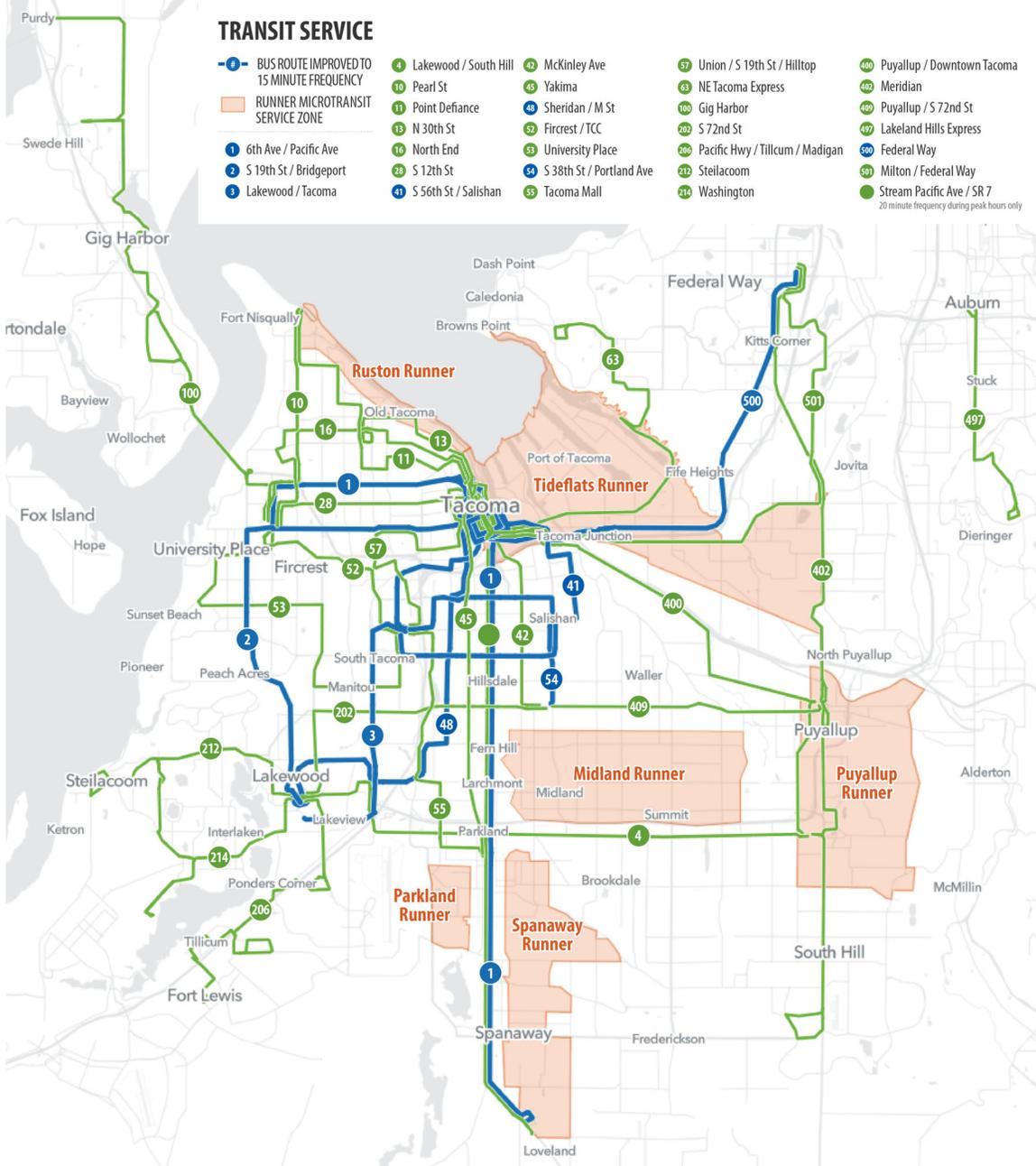
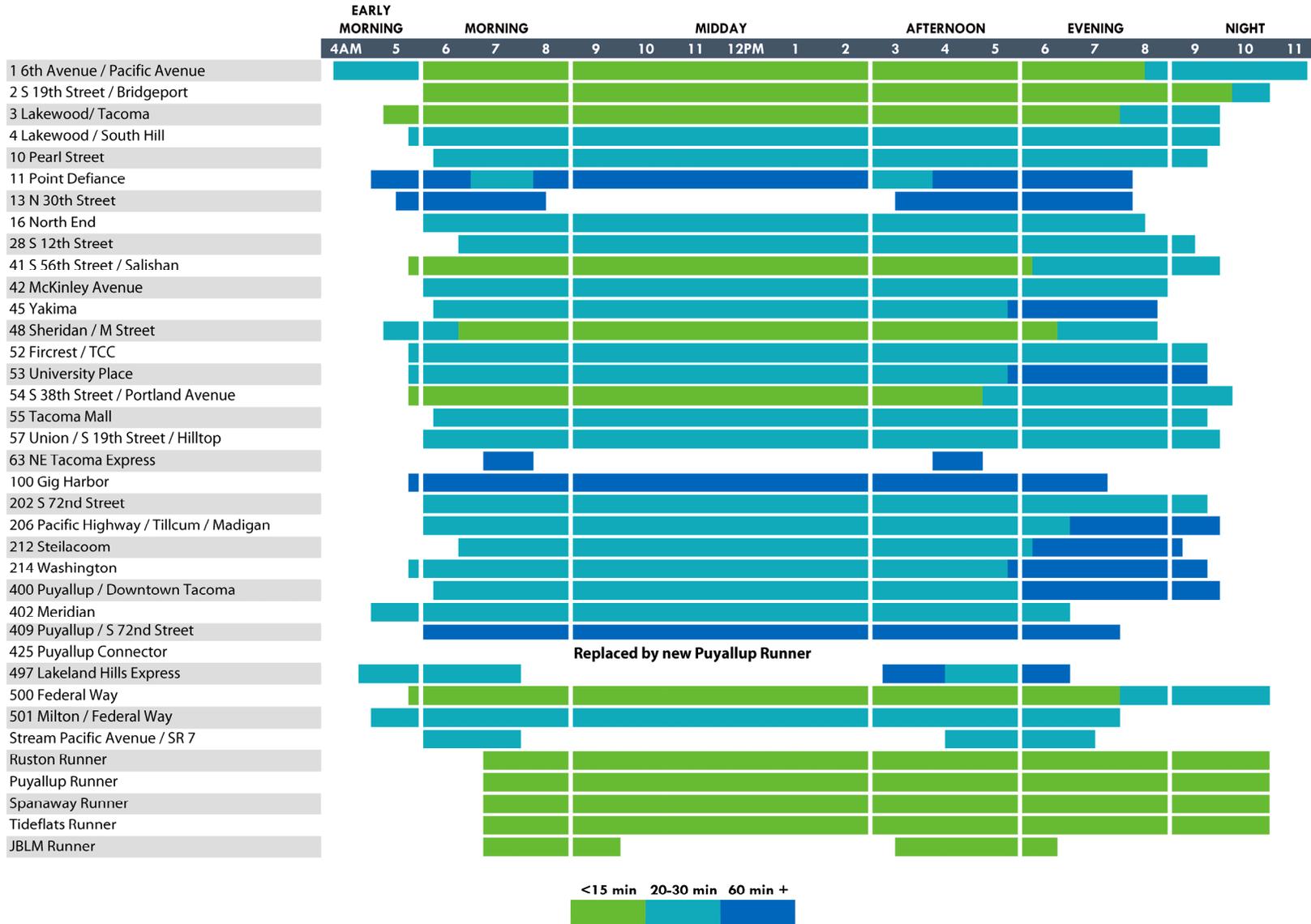


Figure 5-4 Scenario 2: Focus on Frequency Service Weekday Service Span and Frequency

Weekday Service



PHASE II PUBLIC INVOLVEMENT

Phase II of public involvement for the Pierce Transit Recovery Plan placed more refined scenarios front of the public to focus on service improvements highlighted in Phase I. In addition, a second survey was developed with these two scenarios. The objective of the second survey was to gather additional input from the public about the specific elements that should be prioritized from these two scenarios. This input was used to develop the final recommendations. The survey was launched September 22, 2023 and closed October 27, 2023.

Scenario Survey Results

For each of the two preliminary service scenarios, respondents were asked to rank the specific improvements included in each scenario in order of most important to least important. The average ranking was then identified from all survey responses and used to generate a prioritization score, with the higher score representing the most important priority improvement. These results are shown in Figure 5-5 for Scenario 1 and Figure 5-6 for Scenario 2.

In both scenarios, higher frequency service on the highest ridership routes and more routes operating every 30 minutes emerged as the top two priorities, followed by later evening service. Improved transfer timing and investments in Runner service ranked relatively low in both scenarios. This suggests that restoring service frequency is a top priority for the community, even in scenarios in which service frequency is not the primary focus.

When asked to identify their preference between Scenario 1 and Scenario 2, 60% of respondents chose Scenario 1 – Focus on Weekend and Evenings, while 40% chose Scenario 2 – Focus on Frequency (Figure 5-7). This suggests that while improving service frequency is the top priority among respondents for both scenarios, there is still a strong preference to incorporate later evening service and improved weekend service across more routes in the Pierce Transit's system.

Open-ended responses from this survey are included in Appendix A of this report.

Figure 5-5 Scenario 1 – Focus on Evenings and Weekends Priorities

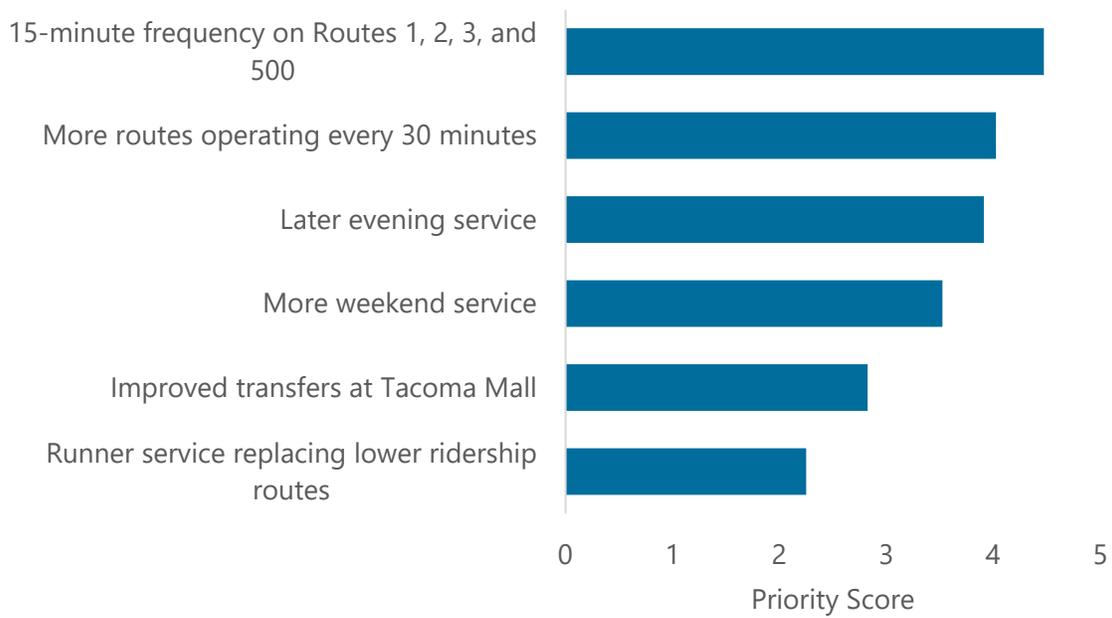


Figure 5-6 Scenario 2 – Focus on Frequency Priorities

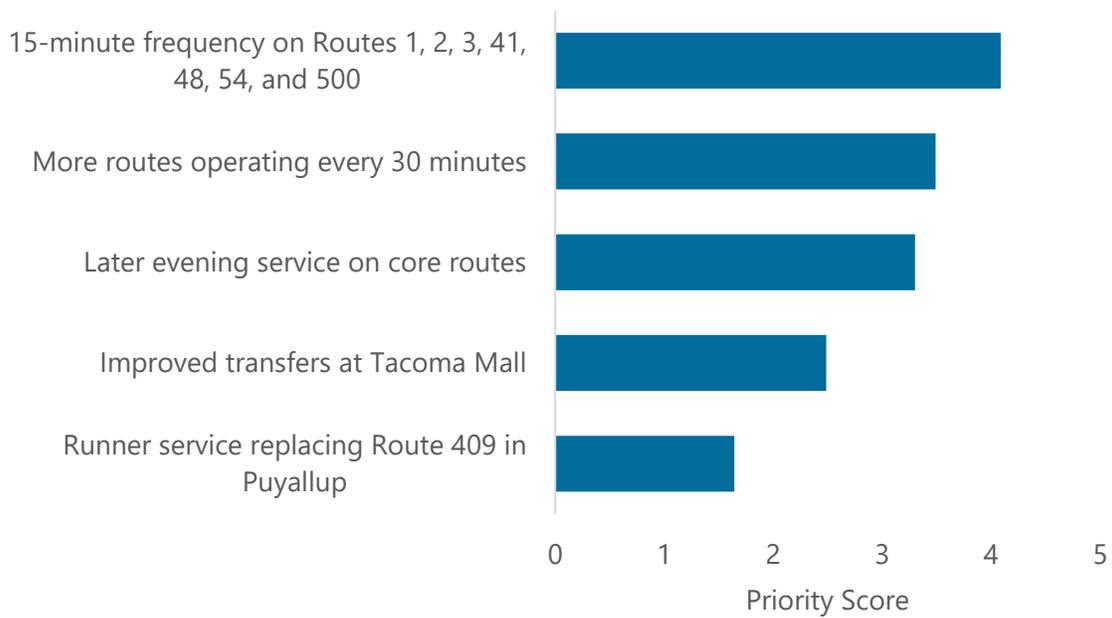
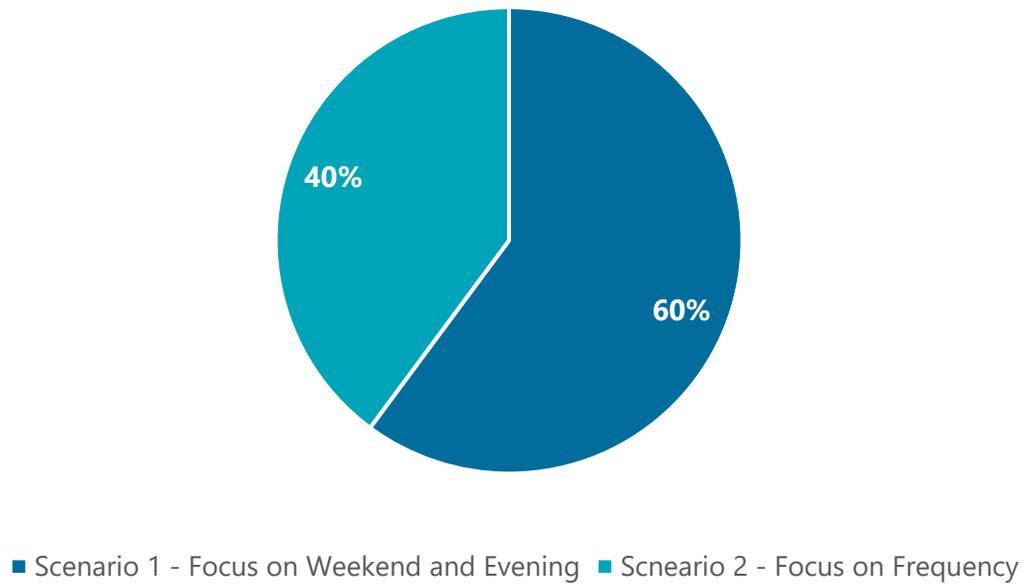


Figure 5-7 Survey Respondents' Preference – Scenario 1 vs. Scenario 2



Virtual Town Halls

Two virtual town halls were held as part of the planning effort. The first virtual town hall took place on September 27 from 12-1 PM and was attended by 14 members of the public. The second took place on October 5 from 5-6 PM and was attended by 21 community members. Both outreach events were presented via Zoom Webinar. The project team provided a brief presentation and slide show. After the presentation, participants were invited to submit questions through the Q&A chat in the webinar. At the completion of the webinar participants were encouraged to visit the website to learn more and to complete the survey. Live Spanish Interpretation was provided during both Town Halls. The webinars were recorded and the links to those recordings are available on the project [website](#).

In-Person Open Houses

The project team coordinated and hosted two in-person open houses. The first open house took place on September 23, at the Puyallup Public Library from 11PM – 1PM and was attended by eight community members. The second open house took place at the Asia Pacific Community Center in Tacoma on October 3, from 5PM to 7PM and was attended by seven community members.

The open house events featured a set of eight poster boards that provided detailed information about the project background, process, and the two refined scenarios. The public

was invited to have direct conversations and ask questions about the scenarios with Pierce Transit staff and the project consultants. Attendees were encouraged to complete the survey during the open house and were also provided with general comment cards to give any additional feedback beyond what was covered in the survey. Refreshments were provided.

Transit Center Drop-In Sessions

Pierce Transit outreach staff attended two Transit Center Drop-In sessions. The first one was at the Tacoma Mall Transit Center on September 27 and the second was at the Lakewood Transit Center on October 4. Staff went to the Transit Centers equipped with information about the Bus System Recovery Plan and talked directly with riders about the plan, answered questions, and provided information about how to engage with the project. Staff had tablets that enabled riders to take the survey while they waited for their bus and QR codes that riders could use to take the survey later. Pierce Transit Staff engaged with approximately ~70 members of the public during these two events.

Additional Tabling and Outreach

The Pierce Transit outreach team staff several general outreach events throughout the year. From August 1 through October 5, Pierce transit staff were briefed with talking points about the Bus System Recovery Plan at the beginning of each month. During this time frame, Pierce Transit staff attended 23 tabling events and spoke with ~1,000 people during this time. Information about the Bus System Recovery Plan was provided upon request at each of these tabling events. This included general project information, upcoming engagement events, and information about how to take each of the surveys.

Pierce Transit staff also attended four stakeholder group meetings during the months of September and October to share information and updates on the Bus System Recovery Plan with existing stakeholder groups.

Engagement Notifications

Date	Audience	Platform	Reach	Topics
Mid-late September	General Public	Social Media Posts	~110,000 views between Reddit, Twitter, Facebook, LinkedIn, and Instagram posts	Scenario Survey, event details, project info
September 19, 2023	Transit riders	Scrolling signs at transit centers	<i>Data unavailable</i>	Project info
September 19, 2023	General Public	Monitor at TDS	<i>Data unavailable</i>	Project info

Date	Audience	Platform	Reach	Topics
September 20, 2023	General Public	News release to local and regional media partners	<i>Data unavailable</i>	Project info, event details
September 20, 2023	Disability community, limited English community, and human service organizations	News release shared by outreach team to specific contacts	~1000 recipients	Project info, event details
September 21, 2023	Transit Riders	Text Alert	~24K subscribers	Event details
September 21, 2023	General Public	Email	~7,500 subscribers	Event details
September 21, 2023	General Public	GovDelivery	~5K subscribers	Event details, Scenario Survey
September 21, 2023	Community leaders and elected officials	GovDelivery	~150 recipients	Project info
September 22, 2023	Pierce Transit Employees	Weekly CEO email	~900 employees	Project info
October 1, 2023	Pierce Transit Employees	Key Messages	29 employees	Event details, Scenario Survey, project info
October 1, 2023	Pierce Transit Board Members	Monthly Board Memo	<i>Data unavailable</i> ⁵	Project info
Late October, 2023	Transit riders	Text Alert	~24K subscribers	Scenario Survey

⁵ The monthly Pierce Transit Board of Commissioners meetings are broadcast live via Zoom but staff did not record the number of public or outside participants at each meeting.

6 PREFERRED ALTERNATIVE

Recommendations for the Pierce Transit Bus System Recovery Plan were developed using public input, market conditions, and existing ridership patterns. Initially, two preliminary service scenarios were developed that represent different principles of route planning and areas of emphasis, as discussed in Chapter 5 of this report. Following a public outreach and comment period, a Preferred Alternative was developed to align with identified community priorities and prioritizes service restoration where demand is highest.

KEY ATTRIBUTES OF THE PREFERRED ALTERNATIVE

The Preferred Alternative provides a roadmap for a phased implementation of improvements to help Pierce Transit recover from the impacts of the COVID-19 pandemic as operating and maintenance (i.e., Journey Level Mechanics) staff availability allow. ***The Preferred Alternative directly responds to the public's top priorities.*** Specific improvements included in the Preferred Alternative include:

- Stream Pacific Avenue/State Route 7 High Capacity Transit (HCT) service.
- Remove and replace low performing services with Runner service, including Routes 13, 63, 425, and 409 east of Puyallup Station.
- Improve service frequency to every 15 minutes on the highest ridership routes, including Routes 1, 2, and 3.
- Provide later evening service, until 10:00 pm on weekdays and Saturdays and 8:00 pm on Sundays for all high-frequency and core routes. Core routes are defined as those with the highest ridership, productivity, and service to high need areas (equity) considerations. They are Routes 4, 41, 48, 52, 54, 57, 202, 206, 402, and 500.
- Improve service frequency to every 30 minutes on weekdays and Saturdays for all core routes.

The complete Preferred Alternative map is shown in Figure 6-1 and the service span and frequency for each route on weekdays, Saturdays, and Sundays is shown in Figure 6-2, Figure 6-3, and Figure 6-4, respectively. Specific phasing of improvements and route level service change details are discussed later in this chapter.

Figure 6-1 Preferred Alternative System Map

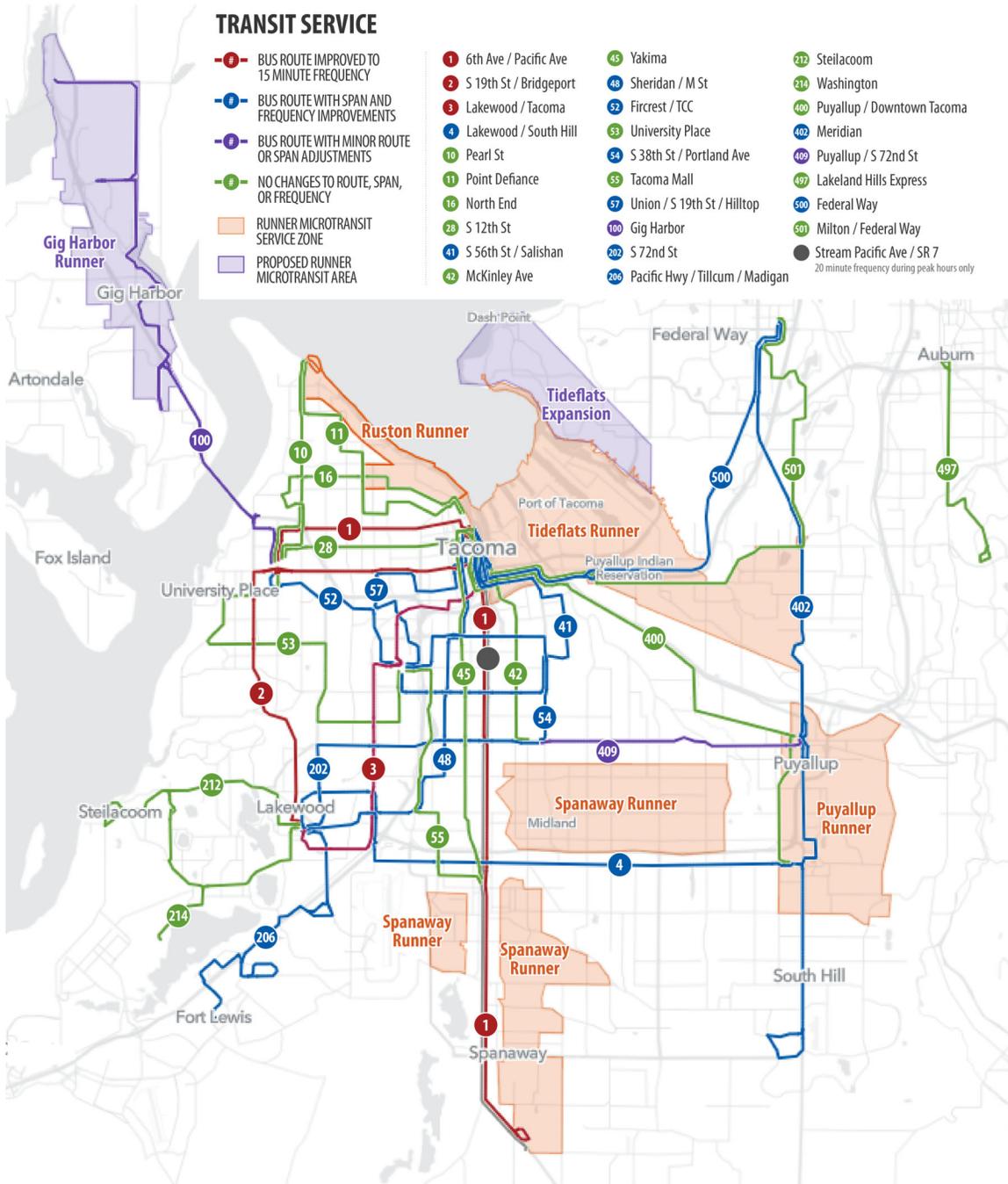


Figure 6-2 Preferred Alternative Weekday Service Span and Frequency

Preferred Alternative Weekday Service

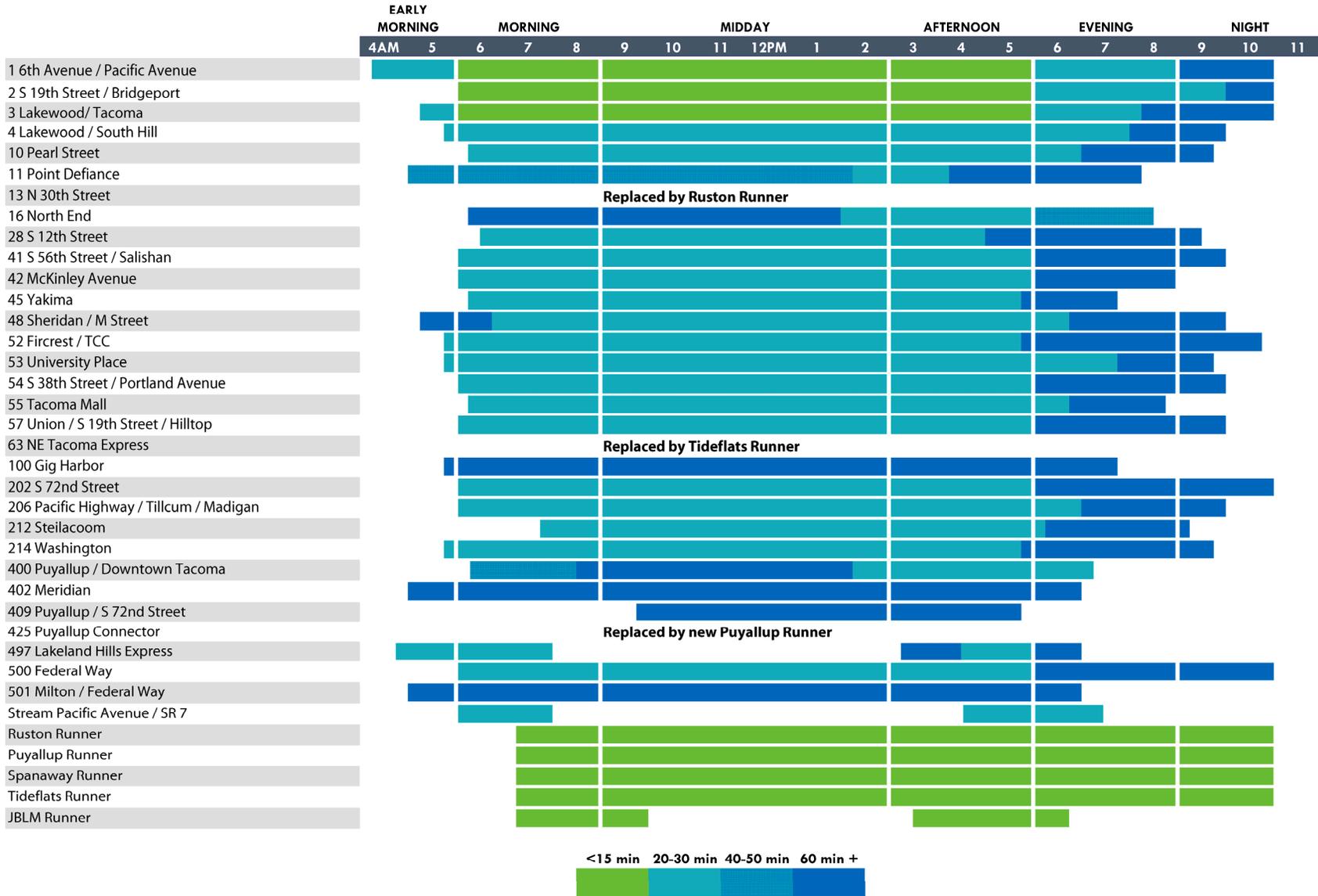


Figure 6-3 Preferred Alternative Saturday Service Span and Frequency

Preferred Alternative Saturday Service

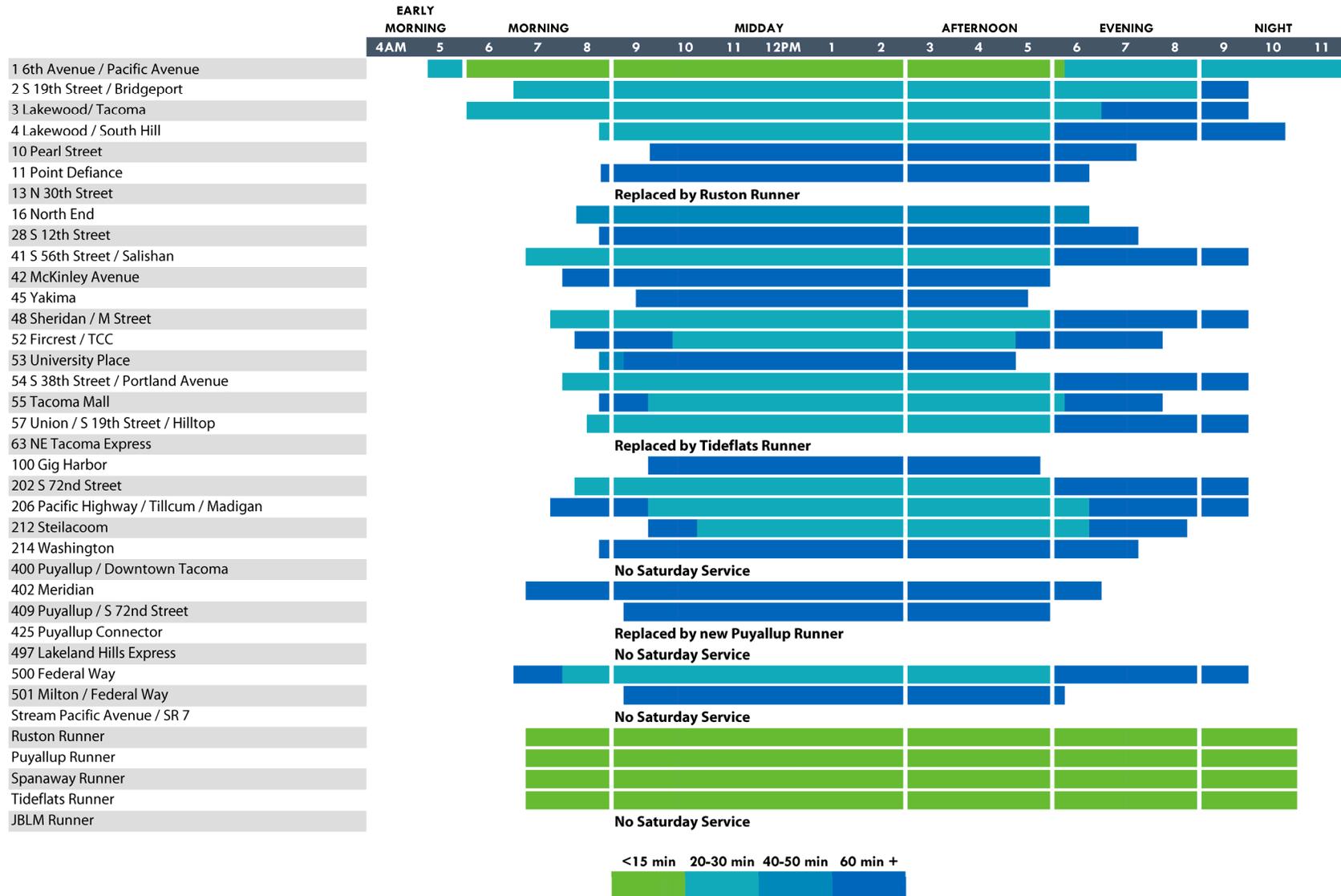
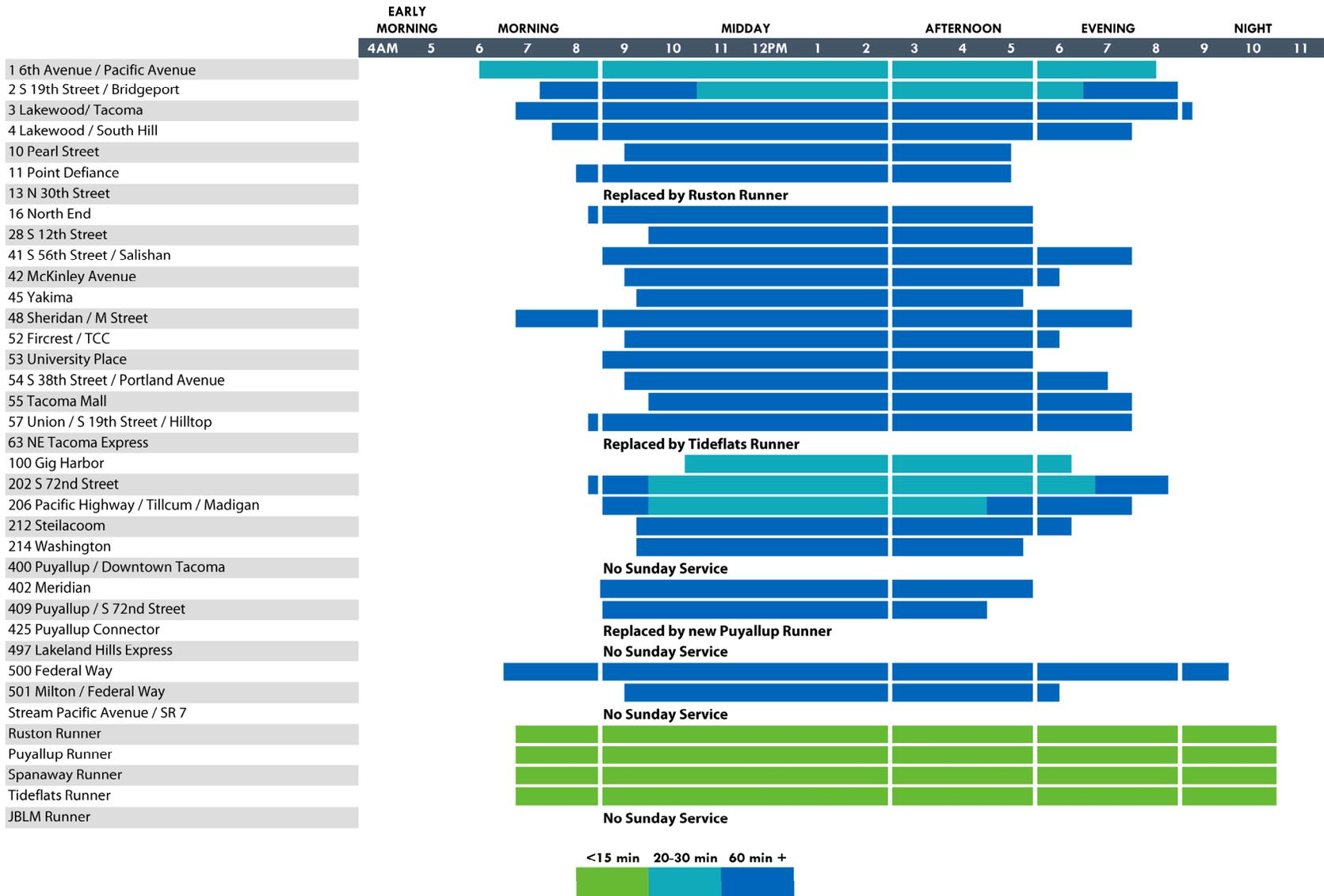


Figure 6-4 Preferred Alternative Sunday Service Span and Frequency

Preferred Alternative Sunday Service



Phased Implementation

Pierce Transit cannot implement any of the recommendations without additional bus operators and mechanics. Hiring and training the ~50 bus operators necessary to implement the Preferred Alternative in one year is unrealistic. Therefore, a phased implementation plan is proposed. If additional operators are available, elements in later phases can be moved up to an earlier phase.

Improvements are intended to be phased in over time as the Pierce Transit workforce continues to grow. Each phase is anticipated to require between 6 – 9 additional operators and approximately 12,000 – 15,000 additional annual service hours to implement. Due to the inherent uncertainty surrounding hiring and workforce retention in the transit industry, these phases are not tied to specific timelines, such as the scheduled Service Changes in March and September of each year, and are instead dependent on Pierce Transit maintaining a sufficiently large workforce to effectively provide the service. The improvements included in each phase are as follows:

Phase 1

Phase 1 would be targeted for implementation in March 2024 and includes the currently planned Stream Pacific Avenue/State Route 7 HCT service operating between downtown Tacoma and Spanaway. This phase also removes unproductive services and replaces them with new or expanded Runner services that are better aligned with observed demand in those areas and allows additional resources to be reallocated toward higher priority investments. Implementing this phase would require 7-9 additional operators and 12,900 additional service hours, as shown in Figure 6-5.

Phase 1 improvements include:

- Implement Stream Pacific Avenue/State Route 7 HCT service.
- Remove Route 425 and shorten Route 409 east of Puyallup Station and replace with a new Puyallup Runner service.
- Remove Route 63 and replace with an expanded Tideflats Runner service.
- Remove Route 13 and replace with an expanded Ruston Runner service.
- Introduce a new Gig Harbor Runner service.

Figure 6-5 Phase 1 Resource Requirements

	Phase 1	Cumulative
Service Hours	12,900	12,900
Operators	7-9	9

Phase 2

Phase 2 would begin to build out Pierce Transit’s network of frequent transit routes, beginning with frequency improvements to Route 3. Route 3 travels through several high need areas in south Tacoma and Lakewood and provides direct connections to transfer opportunities at Tacoma Mall. Prioritizing high frequency service to Tacoma Mall not only improves Route 3 but makes all other routes serving Tacoma Mall more attractive to connecting riders by reducing potential wait times and improving transfer opportunities. Phase 2 improvements would require an additional 7-9 operators and 14,900 annual service hours, as shown in Figure 6-6.

Phase 2 improvements include:

- Improve weekday frequency on Route 3 to every 15 minutes.

Figure 6-6 Phase 2 Resource Requirements

	Phase 1	Cumulative
Service Hours	14,900	27,800
Operators	7-9	18

Phase 3

Phase 3 would complete the Pierce Transit Frequent transit network by improving service frequency on Route 2. Route 2 provides service to high need areas in Lakewood and University Place, and Central Tacoma. The route also serves Tacoma Community College, improving transfer opportunities for other routes serving the area and creating a robust network effect in tandem with high frequency service also provided by Routes 1 and 3. This phase would require 6-8 additional operators and 13,000 annual service hours, as shown in Figure 6-7.

Phase 3 improvements include:

- Improve weekday frequency on Route 2 to every 15 minutes.

Figure 6-7 Phase 3 Resource Requirements

	Phase 1	Cumulative
Service Hours	13,000	40,800
Operators	6-8	26

Phase 4

Phase 4 directly responds to the top priorities identified during public involvement to provide later evening service. This phase would focus on the Frequent route network as well as Core routes, which are comprised of the non-frequent routes with the highest ridership, productivity, and equity coverage. These specific routes are listed below. Phase 4 would improve service span for all Frequent and Core routes to operate until 10:00 pm on weekdays and Saturdays and until 8:00 pm on Sunday. This phase would require 6-8 additional operators and 12,400 annual service hours, as shown in Figure 6-8.

Phase 4 improvements include:

- Improve service span of Frequent and Core routes to operate up to 10:00 pm on weekdays and Saturdays and until 8:00 pm on Sundays.
 - Frequent Routes: 1, 2, and 3.
 - Core Routes: 4, 41, 48, 52, 54, 57, 202, 206, 402, and 500.

Figure 6-8 Phase 4 Resource Requirements

	Phase 1	Cumulative
Service Hours	12,400	53,200
Operators	6-8	34

Phase 5

Phase 5 includes several more targeted improvements focused on eastern Pierce County and Gig Harbor. Specifically, this phase would improve frequency of Route 402, the primary route serving east Pierce County and the city of Puyallup, to operate every 30 minutes on weekdays and Saturdays and would add earlier morning service on Route 100, operating between Gig Harbor and Tacoma Community College, to better align with observed early morning demand for the service. This phase would require 6-8 additional operators and 12,600 annual service hours, as shown in Figure 6-9.

Improvements in Phase 5 include:

- Improve frequency of Route 402 to operate every 30 minutes on weekdays and Saturdays.
- Operate Route 100 one hour earlier on weekdays.

Figure 6-9 Phase 5 Resource Requirements

	Phase 1	Cumulative
Service Hours	12,600	65,800
Operators	6-8	42

Phase 6

Phase 6 is the final implementation phase for the Preferred Alternative and would create a strong network of Core routes that operate every 30 minutes on weekdays and Saturdays. This further improves the network benefits associated with the Frequent route network by reducing wait times and improving transfer opportunities throughout the Pierce Transit system. This phase would require 6-8 additional operators and 11,400 annual service hours, as shown in Figure 6-10.

Phase 6 improvements include:

- Improve Core routes frequencies so to operate every 30 minutes on weekdays and Saturdays.
 - Core Routes: 4, 41, 48, 52, 54, 57, 202, 206, 402, and 500.

Figure 6-10 Phase 6 Resource Requirements

	Phase 1	Cumulative
Service Hours	11,400	77,200
Operators	6-8	50

ROUTE LEVEL CHANGES

Service changes in the Preferred Alternative are primarily related to service span and frequency with the vast majority of routes maintaining their existing alignment. Several low performing routes would be removed and replaced with Runner service.

Routes with No Changes

Thirteen Pierce Transit routes did not generate recommendations for routing, frequency, or service span changes during the service planning and evaluation process. These routes will remain unchanged throughout the phased Preferred Alternative implementation process.

Routes with no recommended changes in the Preferred Alternative include:

- Route 10
- Route 11
- Route 16
- Route 28
- Route 42
- Route 45
- Route 53
- Route 55
- Route 212
- Route 214
- Route 400
- Route 497
- Route 501

New Routes and Services

Three new services have been identified in the Preferred Alternative, including one new Enhanced Bus Service and two new Runner services.

Stream Pacific Avenue/State Route 7 Service

A Stream Pacific Avenue/State Route-7 service has been planned to supplement the existing Route 1 service operating along Pacific Avenue and State Route 7 between Tacoma Dome and Spanaway, shortening travel times between major destinations. This new high-capacity transit route would operate every 20 minutes on weekdays during the peak periods between 6:00 am – 8:00 am and between 4:00 pm – 7:00 pm. This service is planned for Phase 1 of the Preferred Alternative in March 2024.

Puyallup Runner

The Puyallup Runner is an on-demand service that is launched on November 14, 2023 . This service would operate daily between 7:00 am – 10:00 pm. This service would operate similarly to existing Runner services. The Puyallup service area would be generally bound by 9th Street SW, The Puyallup River, Shaw Road E, and 128th Street S. This service would be used to replace removed service currently provided by Routes 409 and 425.

Gig Harbor Runner

The Gig Harbor Runner is a new on-demand service that is included in Phase 1 of the Preferred Alternative in March 2024. This service would operate daily between 7:00 am – 10:00 pm. This service would operate similarly to existing Runner services. The Gig Harbor Runner service area would be limited to the city limits of Gig Harbor. This extension would align with service currently provided by Route 100 to ensure additional coverage and local circulation.

Routes Eliminated

Three routes were identified to be eliminated and replaced with new or expanded Runner service during Phase 1 of the Preferred Alternative, planned for March 2024.

Route 13: N 30th Street

Route 13 is one of the lowest ridership routes operated by Pierce Transit. It is one of the least productive routes, and it carries less than five passengers per trip. Most of the route is served by other Pierce Transit routes, with the exception of Old Town Tacoma. In Phase 1 of the Preferred Alternative, this route would be removed and replaced with an expanded Ruston Runner service. All areas currently served by Route 13 would continue to have service provided by adjacent fixed-routes or the expanded Runner service.

Route 63: NE Tacoma Express

Route 63 is an express service that runs two trips in the morning from Northeast Tacoma to downtown Tacoma. There are also two afternoon return trips. Ridership of the route is low, on average only transporting 11 passengers per day. In Phase 1 of the Preferred Alternative, this route would be removed and replaced with an expanded Tideflats Runner service. All areas currently served by Route 63 would continue to have service through the expanded Runner service. This presumes that a vehicle larger than a minivan is available to provide Runner service.

Route 425: Puyallup Connector

Route 425 connects the South Hill Transit Center with Puyallup Station every 60 minutes Monday through Saturday with no service on Sunday. This route suffers from low productivity with one passenger per revenue trip on average for both weekdays and Saturdays. In Phase 1 of the Preferred Alternative, this route would be removed and replaced with the new Puyallup Runner service. All areas currently served by Route 425 would continue to have service through the expanded Runner service.

Routes and Services with Alignment Changes

One route was identified for an alignment change in the Preferred Alternative. This change is planned for Phase 1 in March 2024.

Route 409: Puyallup – S 72nd Street

Route 409 runs between the 72nd Street Transit Center and 29th Street NE/5th Avenue NE every 60 minutes on weekdays and both weekend days. This route has a particularly low productivity on weekends, between 5-7 passengers per revenue hour. Ridership on the eastern portion of the route, between Puyallup Station and Sumner Station is particularly low, averaging 14 daily boardings. This segment also does not operate on weekends. Removing this portion of the route's alignment would provide additional flexibility in route scheduling and allow additional resources to be reallocated for improvements, such as operating Route 409 earlier and later. All areas currently served by Route 409 would continue to be served by the revised Route 409 alignment or the new Puyallup Runner service.

Ruston Runner

The Ruston Runner is an existing on-demand service provided by Pierce Transit. In Phase 1 of the Preferred Alternative scheduled for March 2024, this zone would be expanded to reach N I Street, N 21st Street, Proctor Avenue, and N 30th Street. This expansion allows the Ruston Runner service to cover all areas currently served by Route 13.

Tideflats Runner

The Tideflats Runner is an existing on-demand service provided by Pierce Transit. In Phase 1 of the Preferred Alternative scheduled for March 2024, the Tideflats Runner zone would be expanded further into Northeast Tacoma up to the border with Federal Way. This expansion allows the Tideflats Runner to serve all areas currently served by Route 63.

Routes with Frequency or Span Changes

The following routes will see improved service frequency or extended service span in the Preferred Alternative. No route restructuring is planned for these routes.

Route 2: S 19th Street – Bridgeport

- **Phase 3** – Service frequency on Route 2 would improve to operate every 15 minutes on weekdays.

Route 3: Lakewood – Tacoma

- **Phase 2** – Service frequency on Route 3 would improve to operate every 15 minutes on weekdays.

Route 4: Lakewood – South Hill

- **Phase 4** – Service span on Route 4 would be improved to operate until 10:00 pm on weekdays and until 8:00 pm on Sundays.
- **Phase 6** – Service frequency on Route 4 would improve to operate every 30 minutes on weekdays and Saturdays.

Route 41: S 56th Street – Salishan

- **Phase 4** – Service span on Route 41 would be improved to operate until 10:00 pm on weekdays and Saturdays and until 8:00 pm on Sundays.
- **Phase 6** – Service frequency on Route 41 would improve to operate every 30 minutes on Saturdays.

Route 48: Sheridan – M Street

- **Phase 4** – Service span on Route 48 would be improved to operate until 10:00 pm on Saturdays.
- **Phase 6** – Service frequency on Route 48 would improve to operate every 30 minutes consistently throughout the day on Saturdays.

Route 52: Fircrest – TCC

- **Phase 4** – Service span on Route 52 would be improved to operate until 10:00 pm on Saturdays and until 8:00 pm on Sundays.
- **Phase 6** – Service frequency on Route 52 would improve to operate every 30 minutes consistently throughout the day on weekdays and Saturdays.

Route 54: S 38th Street – Portland Avenue

- **Phase 4** – Service span on Route 54 would be improved to operate until 10:00 pm on Saturdays.
- **Phase 6** – Service frequency on Route 54 would improve to operate every 30 minutes on Saturdays.

Route 57: Union – S 19th Street – Hilltop

- **Phase 4** – Service span on Route 57 would be improved to operate until 10:00 pm on Saturdays and until 8:00 pm on Sundays.
- **Phase 6** – Service frequency on Route 57 would improve to operate every 30 minutes on Saturdays.

Route 100: Gig Harbor

- **Phase 5** – Route 100 would operate one hour earlier in the morning on weekdays to better align with observed demand for earlier morning service.

Route 202: S 72nd Street

- **Phase 4** – Service span on Route 202 would be improved to operate until 10:00 pm on weekdays and Saturdays.

Route 206: Pacific Highway / Tillicum / Madigan

- **Phase 4** – Service span on Route 206 would be improved to operate until 10:00 pm on Saturdays and until 8:00 pm on Sundays.

Route 402: Meridian

- **Phase 4** – Service span on Route 402 would be improved to operate until 10:00 pm on weekdays and Saturdays and until 8:00 pm on Sundays.
- **Phase 5** – Service frequency is improved to operate every 30 minutes on weekdays and Saturdays.

Route 500: Federal Way

- **Phase 6** – Service frequency on Route 500 would improve to operate every 30 minutes on weekdays.

7 SUPPORTING RECOMMENDATIONS

LONG RANGE EQUITY EVALUATION

In recent years, the topic of transportation equity has been discussed more frequently and with increasing levels of importance. At its core, transportation equity seeks to prioritize resources to those that need it most. Not only did this project work to define what equity means for Pierce Transit in terms of recovery to pre-pandemic service levels, but it also takes the next step in reevaluating the agency’s Destination 2040 Long Range Plan to more clearly show where high-equity areas are, how they were defined, and how they could be used in service planning and implementation.

Equity Index

This Bus System Recovery Plan uses a data-driven approach to consider the locational and access needs of priority populations within the Pierce Transit PTBA using an equity index that was initially developed through a collaboration between agency staff and local and regional stakeholders during the Stream System Expansion Study completed in March 2023. This equity index is evaluated at the U.S. Census Block Group level and applies weights to specific priority populations, as shown in Figure 7-1, to develop a composite density for priority groups.

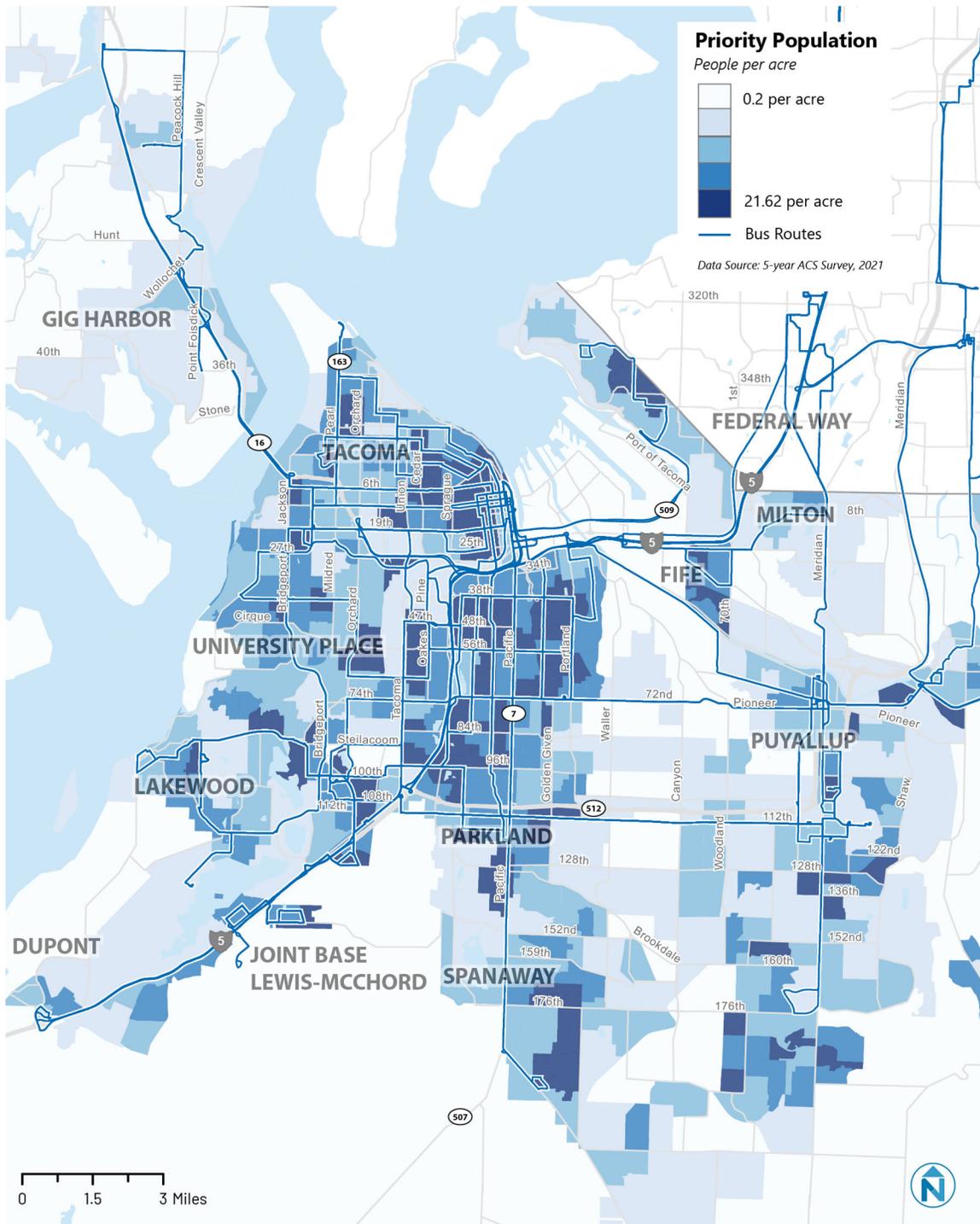
Figure 7-1 Equity Index Priority Populations and Weight Factors

Priority Population	Weight
Non-white or Hispanic	40%
Low-income households (below 200% of the federal poverty level)	30%
Foreign-born population	10%
Limited English-speaking households	10%
Population living with disabilities, aged 20-64	10%

The relative densities of the composite equity index figures are shown in Figure 7-2. Areas with high densities of priority populations include:

- **Downtown Tacoma** and other central neighborhoods like Hilltop and Stadium District, and Central Tacoma.
- **South Tacoma and South End Tacoma** generally between S Tacoma Way, Interstate Highway-5, Portland Avenue, and 112th Street S.
- **Northeast Tacoma** adjacent to Federal Way.
- **Fife** residential areas between Interstate Highway-5 and State Route 167.
- **The Meridian Avenue Corridor** between Puyallup and South Hill.
- **Lakewood and Steilacoom** areas near Joint Base Lewis-McChord.

Figure 7-2 Pierce Transit Priority Population Densities



Destination 2040 Evaluation

Pierce Transit first published the Destination 2040 Long Range Plan in 2016 to create a comprehensive guiding document for the Agency's vision for providing dependable, safe, efficient, and fully integrated public transportation services throughout the South Sound Region. This document was later updated in 2020 to reflect changes within the community and to update and refocus its goals and objectives, including identifying the highest ridership corridors for consideration as future Bus Rapid Transit.

Equity Considerations within Destination 2040

Destination 2040 establishes a framework for equity in terms of the distribution of service and the resulting benefits to people that differ in their need for, and ability to access, mobility. These include, race, income, education, and fluency in English. Through this lens, the Long Range Plan is intended to guide opportunities to improve geographic proximity and accessibility to disadvantaged populations, through:

- Distribution of service hours on existing routes
- Distribution of service hours in new routes
- Service quality (e.g., frequency, speed, reliability, safety, comfort)
- Distribution of new/improved passenger facilities (e.g., bus stops, transit stations, parking)
- Parking facility supply, location, regulation, price and design
- Planning and design of transportation facilities
- Allocation of new buses by route and area served
- Investments in pedestrian paths and bicycle trails
- Public transportation fares

After identifying what equity may look like, the plan further evaluates whether specific strategies and actions included in the Long Range Plan have equity related benefits. This evaluation includes equity as one of six total evaluation criteria, also considering increased mobility, transit friendly land uses, increased interconnectivity, greater efficiency, and lower emissions. Of the fourteen actions identified in Destination 2040, three were determined to have associated equity benefits, including:

- Shorter headways on weekends
- Earlier and later service on weekends
- Routes extended to bring service to new areas

Destination 2040 Updates

The long range improvements identified in Destination 2040 Update of 2020 are generally widespread across the existing PTBA and do not include a prioritization framework. While this approach is useful for generally identifying the future direction of Pierce Transit, it can be expanded upon to develop a specific prioritization framework that incorporates equity as one of the core metrics. Equity focused prioritization should incorporate the priority populations identified in the equity index and score improvements based on their relative improvements to areas with high concentrations of priority populations. This may be one of several criteria for prioritization but will advance the agency's goals of prioritizing equity in the decision making process and prioritization of improvements.

APPENDIX A – VERBATIM SURVEY RESPONSES

Why did you select this scenario? – Scenario 1
Increased safety due to later running buses. These Improvements would facilitate getting out more for events or activities.
OFTEN, NEED TO TAKE CARE OF CHORES THEN.
For people who work
I don't use transit to commute.
Sometimes I would like to take the bus to a place where I would need a later route; the store, music venue/hangout. Plus be able to take a bus more frequently on weekends on key routes.
Expanding evening and weekend times gives greater scheduling flexibility for people with full time jobs
See earlier comment.
I work late and on weekends.
Closest fit
Easier to travel back and forth to church.
The improved Saturday hours
A lot of Tacoma businesses would benefit from better evening and weekend service
It applies to me more
I sometimes use the bus on weekends and the poor frequency is a problem, especially with transferring to the express bus to Seattle.
Living on South Hill, improve 402 frequency/span would be a game changer compared to current frequency/span
I believe this will allow transit to be more accessible to those travelling in later hours or on weekends, meanwhile weekday riders will still have relatively strong transit service.
Starbucks has employees that work weekend in Kent having more access to public transportation in the south is key to their schedules.
There should be more routes on weekends and evenings
What works best for my day-to-day needs
More helpful to all in my opinion, everyone doesn't work 9-5 shifts

Why did you select this scenario? – Scenario 1
Honestly, it's a hard decision I'd like more frequency as well as running later especially in Puyallup
Personally, I would benefit from scenario two but the number of neighborhoods that people can't get too or from on pierce transit during nights and weekends is completely unacceptable. It feels like poor people are penned into their own areas at night.
Folks who work in the service industry and focus on customers work later, work weekends and on holidays. Those folks are generally from more vulnerable populations and in more need of later and weekend service than "commuters" they serve the commuters and need to be prioritized.
I want to be able to use the bus as a primary form of transportation, while not being bogged down by the limitations of an improperly delegated bus system.
I could do things more on the weekends and evenings
More coverage is more important than wait times. Helping people get to jobs is number one.
I want to travel more frequently in the evening
I take the bus in the evening
I take 52. I am unable to go to church due to infrequent times on nights and weekends
It gives me more travel options and fixes all the issues I am facing
Makes the most sense.
I work weekends
I work early on weekends
That scenario feels more targeted in its widening of service.
I work in the evenings and weekends
I use the bus both for commuting and errands/fun. Scenario 1 seems more aligned with my needs though neither scenario is perfect.
I the bus more on weekends than weekdays.
Work
I often want to take a bus somewhere during evening or weekend
I chose this scenario because I think it's very important for people to have access to public transportation. Many people still work on the weekends and/or get off of work in the evening, so they should be able to have available transportation when they need it.
Line 1 from Spanaway to downtown Tacoma can easily take an hour due to how many people are getting on and the kind of people getting on too. There's a big homeless population and sometimes they hold up buses for 5+ minutes.
I've gotten stranded downtown Tacoma at night having to walk because there is no bus service back to my apartment
My work schedule on weekends
Makes commuting to work by bus more reliable when working evenings and weekends, allowing for a more flexible schedule. Also good for traveling anywhere in town on any day.

Why did you select this scenario? – Scenario 1
I need better public transportation experience during non-business hours.
There's a food bank open on Sundays in Parkland.
It has the best widespread change
I currently have to wait until the weekend to run my errands since service cuts off too early in the evenings for me to be able to do them after I get off from work in the afternoon.
Weekend will allow more riders to use the buses and help with people using buses in the evenings
Classes at TCC end 9/9:30 would like bus options especially #100
Because it's hectic to try to get home when last bus leaves Tacoma St 7:15
I would utilize buses more if they ran more frequently at night on weekends
I work weekends sometimes late and it would help me get home.
It has the greatest impact on my coworkers and I who utilize the bus on weekends and the evenings. We don't have to miss work to catch final buses or leave for work hours early on a Sunday when there are limited trips.
Scenario 1 seems most appropriate to my needs.
More people need to have rides home from work during later evening and weekends spending money on Uber and Lyft's are too expensive for these times
Need better service nights and weekends
I like the idea of more evening and weekends service, but I also like improving frequency
I need to travel for work
I work on the weekends, and this would help me get home after my evening shifts
Works 4 me
Buses are useless if you can't use it to get home in the evenings. Not everyone works 9-5 M-F
People work late and on weekends. We need to be able to get to and from work.
I selected this because currently there is NO service on weekend or evenings where I need to go
It's got everything scenario two has plus more
My bus 11 only runs till 7 pm. My class ends at 8 pm so I either have to walk or bike after my class from downtown. I don't have a car nor money.
I use route 10 for shopping. I do not have a car.
I often work weekends and Ubers get expensive
My wife works the weekends, and she doesn't have transportation home after work at a certain time
I work weekends.
I'm often having to leave up to three hours or more before my 10pm shift starts so I can catch the last of each route I need to get there.
Scenario 1 because it affects me the most

Why did you select this scenario? – Scenario 1
If there are more trips later and on the weekend, then I would feel more comfortable taking trips later and on the weekend.
I work nights
I use the bus route 1 regularly especially at nights and weekends
More availability for people who work different shifts or have other needs. Plus, access for people after concerts would bring more money in for the state
I'd like to be able to take the bus for social / non-necessity trips. Right now, the service is only good during standard working hours.
I run errands later in the evening
I work on weekends and often find myself taking much longer to get home due to transfer times and time waiting for the 1.
Because the current situation of not having 400 weekend service is not ok
It affords me a better opportunity to open my availability for better hours at my jobs on weekends. And prevents me being stranded at night
Meets more needs
Because I work later in the evenings and there's no buses in the evenings.
Scenario 1 has a focus on evening and weekends, which is what I think the PT system needs overall.
Make it possible for more people to use it.
later services will leave fewer people stranded and using rideshare after you shut down.
To get more people to and from jobs with shifts on evenings and weekends.
Prioritize evening service
Increased service all days of the week for when I work weekends and when other people have events on the weekend that like to use transit from the Tacoma dome.
The most important routes are all slated to become frequent 15-minute service. Scenario 2 puts too much weight on frequent routes and not enough on coverage. Scenario balances the two competing priorities best.
This scenario represents the best positive outcome for the specific bus routes which pertain to my needs.
better coverage of the county is important, and service all day every day is absolute baseline for a proper transit system. However, both scenarios are heavily flawed, and Pierce Transit really needs to seek out more funding and eliminate inefficiencies (such as permanently cutting route 102 and using the funding for additional service) in order to be successful.
Span of service is more important than having 15-minute frequency because while frequency makes it easier to get places, span makes the difference of whether it's possible to go there at all.
Runner service!
Runner service to where I live (currently hourly service)
Providing service during all hours when people who don't or cannot drive need transportation is important.

Why did you select this scenario? – Scenario 1
Because sometimes I get off late and have to walk because there's no bus late at night
Offers more options from and to Gig Harbor area.
More buses operating on the weekends
Evening and late-night service gets me closer to not needing a personal vehicle

Why did you select this scenario? – Scenario 2
Transferring to catch another bus; not having to wait 15/30 minutes for connecting bus.
I would prefer both.
Best of the bad
One trip per hour is total bullshit along a major route.
My concerns about impacts to route 13; however, I support more evening and weekend service too :)
Frequency helps me and my family take the bus. Nothing worse than wasting the day waiting around for a bus.
I use the bus most during the work week and would benefit from more frequent trips during the week
If a route is infrequent, only the desperate, for whom wasted time is either not a factor or they have no choice, will take transit.
Frequent arrivals make transit easier to use and plan around.
in addition to previous answers related to housing, more frequent service greatly improves the convenience and dependability making it more likely people will choose transit for their trips
I work an 8-5 so being able to have rides where I wait less would be nice
Frequency is everything for folks w/o other means of transportation.
Most likely to attract more riders.
I think frequency is more important for supporting the existing riders and in the future as businesses continue to open after covid we can expand service later into the night. Would still be fine with scenario 1 though.
Frequency is important because it makes daily life and planning easier and more convenient.
We need both but frequency has a higher priority
More frequent service
Scenario 2 seems to have a wider focus on the whole system, every day of the week which is more what I believe is needed.
Convenient
The wait times during peak periods for Rt. 100 are too long.
We need more frequently for every 15 minutes not just Pierce county's but other Counties as well like Kent C next and exe too

Why did you select this scenario? – Scenario 2
Because More Frequent Service And Also Willing The Route 102 To Be Restored Again
Improvements to evening and weekend service, as well as frequency all need to be made. However, on the times that bus routes are running, they are terribly infrequent, leaving a bad taste in the mouth's of all transit riders, especially ones from King County. All routes need to be more frequent. Additionally, Option 2 has the least amount of proposed runner service. The less runner services, the better. Seriously, that's such a big punch in the face to those who choose to ride transit. Pierce Transit doesn't exactly make a good case for people to use it.
Because for me, travel on the weekends and evenings is for fun but I need to get to my job every day
Based on prior comment, you're stressing out the driver. Take care of your employees. The public ultimately suffers.
Waiting times between buses has kept me from using transit
Helps frequency on more routes
Save the 13 and 63!
This option helps maintain routed service and offers a good balance between frequency and span of service.
It allows for smaller turn around times for travel.
An hour between services is a long time if you miss a bus
Overall basic ridership needs
Scenario 2 offers 15 minute options of both the 3 and the 41
The core trunk routes have a very respectable geographic coverage by themselves, and they do extraordinary work in moving large amounts of Tacoma-Pierce County residents to places they generally need to get to. With additional dollars in the future, then we can expand coverage.
Hourly service just doesn't cut it at night. It's useless. More frequency, later at night, on more days of the week, on fewer routes is a much better alternative.
Pierce Transit Route 1 And Pierce Transit Route 2 And Pierce Transit Route 3 Including The 48 And The 500 Running Every 15 Minutes Is A Good Idea Along With Other Bus Routes Running Every 30 Minutes. It Is More Convenient. But, If I Want To Add This Information, I Don't Want Pierce Transit Route 1 To Be The Only Number One Route, Pierce Transit Route 2 Is Also A Priority So It Should Stay Running Late, For Example, Pierce Transit Route Two Leaves Lakewood Transit Center Around 11:15 PM Or 11:45 PM.
Because I live in Woodbrook on the 206 route.
no win scenario here. I want both of these things
Both have certain improvements, surprisingly the coordination of routes at the mall when frequency is less ranks high with me.
Needs improvement due to overcrowding of bus and handicap not able to get on.
Need more options for getting home
its so hard to get to places in a timely manner when your bus only comes once an hour so your either super early or late
It meets my needs.

Why did you select this scenario? – Scenario 2
I don't normally use PT during the weekends
I ride the 1 and it's LATE everyday. Every direction.
I like to go where I'm going quickly.
I rely on route #13 (when it does run) and have not had much success using the runner program. Its also vital that the entire county have access to our treasured waterfront. I would actually like to see a route that runs along the waterfront from NE Tacoma to TDS all the way around Point Defiance, and back! This infrequent, one way only service, and lack of outreach, is probably why so few use it. You can't really go anywhere and back unless you are inbound very early am and outbound early PM. We know habits have changed, poll people and see they are more likely to use this during evenings/weekends
Frequency is important so catching bus to Seattle from Federal Way transit will be easier
In case if under staffing
It better serves the routes I am concerned about and use myself.
I just want to use the bus more and having to wait 20 mins there and back makes it a lot harder to do so.
More runs regardless of time of day or night
Because many people work on weekends and later evening.
I ride the #1 mainly during the week and it's always really full. When there's a missed trip or a delay, it impacts a lot of folks.
My need to rely on a trip to get to work and back home at a decent hour.
More bus routes more frequently.
It's cold wet and lost transfers when miss trip alerts
I use transit for work and at anytime I can be called in, the quicker I can get to work the better.
I many times cancelled my trips due to having to wait 30mins for a next bus when I missed the current bus.
I don't travel evenings or weekends
Later buses
Because I'm tired of waiting an hour for the bus
given the overcrowding on busses especially the 214 because of more highschooler ridership, more and frequent busses are needed
Improves safety so people are not chasing after buses. If next is 15 mins away.
I need transportation during weekdays
To expedite weekday travel
We need to add more routes and not removing them.
Workday commuters need more options for arrival and departure from work to actually be willing to use bus services
More attractive to potential transit users

Why did you select this scenario? – Scenario 2
Keeps Route 13
We need better daytime service for citizens in Gig Harbor
I'm tired of waiting a minimum of 15 minutes between every bus and I'm tired of bussing taking literally 5-6 times longer than driving.
There is less emphasis on Runner service. Neither scenario looks to provide much benefit for the routes I use primarily (10 and 28).
More opportunities to improve routes instead of euthanizing them
I originally would've picked Scenario 1 for it's overall increase in service and I still do appreciate the runner as a way to leverage maximum service on high level rides. But it's my understanding Scenario 2 is better for people that are already using the system, where redevelopment and added density will take place. I worry about weekend service in this scenario but think the benefits out weigh that for Tacoma/PC.
More day options to get to/from work
We have decent service on weekday evenings, and Saturday service is decent. Sunday service sucks however, but we need more service on weekdays for most routes.
stop deleting routes
I don't want to see the 13, 63, 409 die. Runners don't make sense in urban areas.
the easier it is for people to use public transport, the more we will use it
Because more frequency also improves the other stuff from scenario 1 and allows people to more willingly use pierce transit
More frequent service

Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.
I would like for the #3 to run south later. I recently got stuck in downtown Tacoma when returning from appointments in Seattle. There was a security issue on the ST bus and I missed the last SB #3 connection. Ended up taking #1 and walking to Tacoma Mall area. I'm female, 65 years old, can't afford taxis, friends were unavailable. Scary.
Higher frequency and improved transfers between Pierce and Kitsap counties. Especially to Southworth and Bremerton ferries.
The runner for Rt 13? Really? How about running the 11 earlier so we can get downtown and TDS
I ride the 13 several times a week, but I understand wanting to replace it with a runner. However, I'd need more details about that to understand how I feel/if I'd support it.
we need public restrooms
I think more weekend service for key routes such as #1; and later evening service also for #1. Possibly others.
More frequent busses would help people like me ride more often and provide more flexibility with my day. I would prefer 15 minute frequency on all routes

<p>Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.</p>
<p>Looking at your budget, runner is between \$50-\$80 per boarding. That is an incredibly bad use of transit funds. We should be focusing on a fast, frequent (<15 minutes) grid of buses that are competitive with driving.</p>
<p>Current weekend and evening schedules make it very difficult to manage errands and such when you have a full time job during the day.</p>
<p>restoring 15-minute frequency on route 1 is extremely important for housing development along the 6th Ave corridor because is linked to a parking quantity reduction in the TMC</p>
<p>BRT 1 to Tacoma Dome Station.</p>
<p>Would like to see Runner service in Gig Harbor</p>
<p>I would love to see more frequent service across the city. I think that this is not the time to de-prioritize busses with the shuttle service and instead should focus on increasing coverage at evenings and weekends to make riding public transit more attractive to folks.</p>
<p>Frequency is important, because if you miss one bus or it is too full, you do not need to wait nearly as long for the next one. That in turn makes transfers less important. I also have not used the runner and would prefer the bus.</p>
<p>I have an old friend who works at SeaTac Airport and takes the 574 home to the Stadium District. I'm glad the new T Line is finished so he can safely get home. Unless of course he's working on Sunday night. Maybe extending night service for the 1 bus or adding Runner to hilltop?</p>
<p>More service is needed with less lag time, e.g., 15 - 30 minutes service and more late evening service.</p>
<p>It made sense</p>
<p>Work scheduled around how bus runs. Able to work more nights and weekends</p>
<p>I believe that putting runner service in place for the parts of the day that the listed routes don't operate would be good. However, the first bit of the proposal made it sound like the plan was to eliminate those routes which I don't believe to be good. The 13 and 63 especially, running only peak hours, offer a much more accessible and reliable service than runner. Runner is an incredible tool but not everyone has phone access to make it accessible for all. I agree with runner expansion but not peak service limited area route elimination</p>
<p>The Sunday routes are very inconvenient. I leave my home at 9:10 on the 16 transfer to the 1 and go downtown to board the 500 in which I arrive at church at about 10:30 or later , but If I miss that bus the next bus leaves at 11:10 the church service begins at 11:45. With that route I arrive from church between 4 and 4:45</p>
<p>I would ride more often but if I took transit, it would be a TWO hour commute vs 15-20 minutes in my car.</p>
<p>I Would Like The Route 102 To Be Restored Back To Service</p>
<p>Reduced service on weekends and no evening service severely reduces the job possibilities for people that rely on public transit.</p>

<p>Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.</p>
<p>All transit needs to be frequent and reliable. If you take low ridership routes and make them even worse or non-existent, you are helping NOBODY. Let's take 409 for example, this is the closest bus route to my home, this would be a very good option for me to get to the Sounder station. Do you want to know why I choose to walk A MILE to the other closest bus stop instead of going to the 409? Because I have no idea when it's coming, it's never on time, they only run ONE bus, and I would have to wait IN THE DIRT. The fact Pierce Transit would have the audacity to suggest making this route EVEN WORSE blows my mind. If Pierce Transit is not capable of running good enough transit for all of its citizens, Pierce Transit is not doing good enough.</p>
<p>I am hoping that when replacing lower frequency routes with runner services that there is an information campaign to make sure those riders (and any potential riders) are aware of their options:)</p>
<p>Totally agree with the 15 minute service, especially on these routes. Not only for passengers, but also the drivers. You're stressing them out. Maybe that's the reason you're always hiring and don't have the drivers to expand service. I always believed that if you don't take care of the employees, especially in public service, than the public suffers. I have noticed a big increase in unruly passenger behavior. Need to fix that too.</p>
<p>Higher frequency and larger time period coverage would be great to increase ridership. Eventually would be nice to have the Puyallup routes back though (if this scenario were to be put in place), improved frequency might help increase ridership on them</p>
<p>I believe route 63 should be retained if possible. It could use lower capacity bus (like the ones currently used on route 425), and run with additional weekday frequency</p>
<p>You need density, density, density. Not much else matters</p>
<p>runner is not a good replacement for fixed routes not everyone has a phone or can afford one. It's also kind of a monopoly competing with Uber, Lyft, etc.</p>
<p>It's not a good idea to replace routed service with microtransit. It's understandable that Pierce Transit is working with the limited workforce that they have, but replacing bus service with Runners is a terrible idea.</p>
<p>I chose the order based on the need to work later hours. The safety of frequency. The expansion of where I can help my clients. And encourage more senior ridership.</p>
<p>No preference.</p>
<p>Lay8er weekend service for the 214 would be extremely helpful to those working weekends.</p>
<p>Service hours, particularly at non standard (weekday 9-5) times are an equity issue in too many neighborhoods of Tacoma. This will allow more people to participate in employment within the transit network.</p>
<p>Routes traveling to Tacoma Dome Station need to be prioritized further with later service. The same routes need their schedules adjusted to dovetail with the S-Line service from Sound Transit. There aren't SO many Sounder trains to preclude the Rts 13, 41, 42, 500, 501 from arriving after the scheduled time for the S-Line arrival in either direction (but especially the southbound train)</p>
<p>I use the transit system to commute to and from work. More frequent buses will allow me to arrive at my destination closer to when I need to be there.</p>
<p>We need better connections on the weekend especially Sundays</p>
<p>I have ridden on King County Metro and this more akin to their set up, with the busiest routes in mind.</p>
<p>Lots of us in Pierce County would like to see Seahawks and Kraken games, but they let out so late that it is impossible to get home from the game to catch a bus home!</p>

<p>Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.</p>
<p>More weekend and evening service is a must, too many times it takes upwards of 3 hours to try to get home because of connection times</p>
<p>You'll need the 1 to get here on time if you want anything to run every 15 minutes. Traffic is not that bad.</p>
<p>Earlier busses on the weekend would be great so I can get to work on time.</p>
<p>I would like to see later service on weekends to facilitate replacement of drinking and driving, particularly with routes into surrounding areas of Tacoma. Even sporadic (hourly) routes later into the night would give people the option.</p>
<p>From where I live in South Tacoma, it is very difficult to get to the Tacoma Dome Station for my commute to Seattle for school. I end up driving to TDS because the 41 is so infrequent and slow (50 minutes to get to TDS), and the 3 is a 15-minute walk, yet still only runs every 30 minutes during the evenings and weekends. If I miss a 3, I am out of luck. If the 3 ran more frequently, I could ditch my car and take it to Tacoma Dome Station, not having to worry if I walked down and missed one, thus delaying my entire commute.</p>
<p>I support 15-minute frequencies for core trunk routes. This is the right path forward. Please focus on frequencies over coverage.</p>
<p>Light rail to Federal Way is opening in a few years, so I like that Route 500 is frequent in this scenario to connect Fife and Tacoma with the all day frequency of regional light rail service. This will help me bypass traffic when Sounder Commuter Rail isn't running and traffic congestion makes the 590/594 really inconvenient and uncomfortable take. I place a high priority on Routes 1, 2, and 3 being frequent service the entire day. These are routes that many riders have relied on for decades and they are all being considered for BRT conversion at some point. One thing I think is missing from this concept is the use of 20 minute headways, versus 15 minute. In a heartbeat, I would gladly exchange 15 minute service for part of the day for reliable all-day 20 minute service all days of the week. I would prefer fewer options for frequent evening service versus many redundant options at hourly service, which is generally unusable unless you're desperate. Not many people are going to wait an hour for a bus late at night during the winter in the rain. I would rather walk a few blocks further both from an origin and destination stop to a bus route I know is more frequent and will help me get where I am going. I work from home nowadays so I do not have a set commute schedule, but I would like to use transit for discretionary trips to restaurants, shopping, and parks, so for me I want the service to be frequent later in the day and frequent on weekends also later in the day. I almost never rely on transit service earlier than Noon, but frequently need it after 9pm.</p>
<p>Smooth/more coordinated transfers at the Mall is critical. The Runner program could be the key to unlocking routes that are plagued by low ridership - in part because of their frequency or inability to meet the needs of that area. **In the Scenario 1 service map, I see that #13/#63 of the proposed Runner solutions are only shown on weekdays. What becomes of weekend? As it is 'on demand', why wouldn't it be available 'as needed' versus just not available? I see that as an issue. I live in NE Tacoma.</p>

Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.

For Starters, Pierce Transit Route 1, Pierce Transit Route 2, And Pierce Transit Route 3 Running Every 15 Minutes Has Always Been A Good Idea But If I Remember Correctly Because Of The Compress Natural Gas Fire, Pierce Transit Route 1 And Pierce Transit Route 2 Runs Every 20 Minutes, Pierce Transit Route 3 Runs Every 30 Minutes However, Regarding More Bus Routes Running Every 30 Minutes, This Actually Does Include Pierce Transit Route 11 And Pierce Transit Route 16, With The Return Of Pierce Transit Route 51, Pierce Transit Route 409? Please Do Not Remove That Bus Route And Replace It With The Van, I Don't Have A Cell Phone And I Plan Not To Get One Due To The Fact I'm Not Making Enough And I Cannot Access The Internet On The Phone So I Am Lucky I'm Giving You Guys This Input, Pierce Transit Route 409? Please Return That Bus Running Every 30 Minutes, If That Idea Does Not Work, Then Expand Pierce Transit Route 202 To Head Off To The Puyallup Train Station, Please, Do Not Use The Runners. Pierce Transit Route 13? Okay Long Story Short, I Work For Tacoma School District As A Substitute And Currently Speaking I Am Working For Mason Middle School, Located On Proctor, Currently Speaking Pierce Transit Route 11 And Pierce Transit Route 16 Run Every Hour And Pierce Transit Route 13 As She Does Run On Peak Hours So, I Actually Do Want Pierce Transit 13, Not Only I Don't Want Pierce Transit To Be Used As A Runner Van But, I Guess You Could Make Pierce Transit Route 13 Run Every Hour, Monday Through Friday, Not On Weekends.

I use 425 and 409 a lot. Could help with late nights and also working on Weekends.

It's hard to answer this survey. What routes are covered under "more routes operating every 30 min" what are "improved transfers at Tacoma mall" is that timing, location, safety? If I'm supposed to download the service map for those details please state it in the selection. I am on a phone so downloading isn't that accessible.

Keep Spanaway runner but please look into a different way of operating it. The phone application currently in use is always crashing causing people to lose a ride, their position in the queue, or waiting 3+ hours just to finally find out the service has been down and may/will be down for a duration of time. The drivers cannot do anything without first having to call their dispatchers and the dispatchers take too long to reply or sometimes might not reply at all. They cannot group rides together either without having to call the dispatch making ride-share extremely difficult and most times impossible.

Routes such as #16 need more frequency. Route #100, smaller bus coming back, for other routes also?

I hope to see an improvement on the highest ridership bus-routes, as I now try to avoid those routes because of how occupied those buses can be. I like the idea also more frequency on the weekends and evenings (especially the evening for routes 402 & 400) because that would personally help me arrive at work (but I do not know if this will improve ridership much).

We personally ride Routes 1 & 3. On weekday rush hours really do need 15 minutes apart, to improve the overcrowding of the buses. In which causes at times, problems due to bus to full to accept handicap people and they have to wait for another bus and hope it is not too full to board.

I'm a 50+ disabled student, parent, and employee with cognitive and physical impairments and chronic health conditions.

route 13 used to travels up the giant hill in the North End during regular business hours and I would like a plan that restores that route or addresses the problem of getting up the giant hill. The runners along Ruston Way don't help. None of the other bus routes go up the N 30th St hill

I don't frequent Tacoma Mall nor have I used the Runner Service yet. But everything else sounds great. Would also like to see a transit center in Bethel and the return of the 402 to Spanaway Walmart. Thank you.

Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.
More frequency is needed for some type & it would be much more helpful if weekend routes started earlier than 9:30 in my area.
I would love to see later services added on more routes, it's really helpful with people commuting to and from work
Service on the 402 all the way to 224. It's a long stretch to catch the bus at 176th Maybe service in the morning and one later. Or another runner service to the area on Median. Maybe once you have the mountain highway transit center it can connect to other buses. Maybe more service on 402, now is every hour, even 35 minutes would be appreciated. Also, have the bus 1 enter Parkland transit center to connect with buses #55 an #45. We are riders coming from the south on #1 miss the transfer buses due to the lights not turning fast enough. And we have to wait more than 30 minutes another.
will route 11 be included in the 30 minute frequency routes? If not it should be.
Easier medical access.
I would want weekend service on the 400 route, actually.
Later route times are most needed
I use the number 3 multiple times a week and it often comes quite late. Sometimes it doesn't show up at all.
I'd like to see extended weekend and evening services, especially on route 400, which doesn't operate on weekends.
When travel from Seattle to Puyallup to visit friends I would do this on the weekend
The offers offered have nothing to do with what I asked for
On bus 3 leave down town to the Tacoma Mall. Would it be possible for the bus to go 38th St. Instead take a left on Pine ST. The reason for this change is for the people to make it Northwest Integrated Health. The bus then go up to Pine St and take a left to go to the Mall.
I am busy so being able to get somewhere more quickly is important.
I use the 425 in Puyallup very frequently to get home from work. This has helped tremendously the last year and I will continue to use it if I can.
Weekend and night service are essential for people who rely on the bus to get to work/home
I need weekend service for sounder train and light rail and buses. I need later service on all the above. Without more service later and weekends I cannot get everywhere I need to go.
I choose #1 because the only way to commute from school to work is on the bus. I am a college student and spending \$20 on a Lyft everyday isn't the best ideal way to live. Weekends tend to be busier which means later hours for people who are working late shifts. More people would feel safe going on a bus rather than taking a Lyft or having to walk far distances
Please increase route 11 to every 30 min and run until late evening.
Many of us work weekends & are bus-dependent
My main concern is route 206 being included in the increase frequency and extending running time as an important resource for the low income residents.

Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.
My first concern is running routes more often. Both the 16 and the 11 routes that I could use to get to work run too infrequently for me to rely on them, especially because they are often early or late. If the bus runs once an hour and it might be ten minutes earlier than posted, I can't use it.
For people who work weekends it can be very difficult to get to work now.
It's needed! Bring back gig harbor 102!!!
A lot of people work on weekends these days, so more weekend service will help many people.
I chose the things in order of what pertains to me and route. I work at Walmart in Spanaway and it is hard when the bus doesn't show up or I have to get off at a specific time to catch the bus home.
Family members without cars unable to get to jobs at certain hours& days
The issue of dropped trips needs to be addressed, since there have been days when route 2, etc. have had several trips dropped.
It would be nice to have one late night bus. Even the Tline. Just one more trip at 1am to get everyone home.
I think frequent routes running longer spans is vital for workers trying to get to work on time and back home at a decent hour.
Oh this was hard! It almost felt like the Price is Right 🎡. Or like I can have my cake and eat it too but I just can't eat all of it! 😊 But I so appreciate that you're trying to make it better for us and hopefully for the drivers too.
Miss trip transfers should be accepted, I lose my transfer when there is a miss trip
Want to attend evening events, but can't now (or have to drive) because bus home doesn't run after 8, at best.
Please don't eliminate route 425, I have a walker and use that route four 90%of my transportation needs.
Later evening services are the highest priority to me, I would love to be able to take the bus AND train more often without having to catch random transfers because there's no connection.
1 and 16
For me. I use transit as a primary means of travel. I have had to use other transportation when transit was not available.
From an equity prospective (a large proportioned of riders) it would be great to offer later bus service especially for route 41. Hopefully this can happen for the community. Not sure how the county executive feels, but I may write a letter as well. Thank you for the opportunity to share.
Unfortunately you leave out 100 to and from Gig Harbor-TCC! It's a real problem. Connection times at TCC are very poor.
As someone who has no choice but to work two jobs to just afford rent on my own a later service on weekends would allow me more hours at both jobs. With the price of things now affording anything other than the bus fare is unfeasible this is my and many others only lifeline
PLEASE make the 500 and 1 more frequent I am disabled and there's never room for a walker or service animal from crowding
More later evening because some people work later.

<p>Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.</p>
<p>People still have to go to work or do chores on weekends and that can be very difficult, with existing weekend service (specifically Sunday)</p>
<p>It makes sense to improve frequency to 15minutes on the highest ridership routes. I sometimes use the 3 and occasionally the 500, so it would be a real help for a frequency increase. More routes operating every 30 minutes and more weekend service (e.g., some bus routes stop running at 6PM, so extending it later - until 8pm; or some bus routes stop running at 8PM, so extending it later - until 10pm) would be helpful. While I am more of an evening person and I'd like later evening service, I have been on buses where I am one of only a few people that are riding on the route, so I am unsure of whether later evening service would make that much of difference in terms of ridership usage. Do not transfer at Tacoma Mall or use Runner service, so these are not high priorities.</p>
<p>Please don't cancel 63. Times it runs (very minimal) reason low ridership!</p>
<p>Many riders work outside of the weekday, day-shift hours. Repeatedly PT staff hear that people could take the bus to work, but not back home again after their shifts. Thus, I am hoping to see more later-night service and more weekend service.</p>
<p>I am filling out this survey from the perspective of mitigating youth violence. From community outreach, we've found that youth who have better access to public transit (especially at night/weekends) are less likely to be in potentially violent situations.</p>
<p>I prioritized that more routes operate every 30 minutes because I currently cannot take the bus to and from work because of the infrequency of the bus at night. The 16 can take me directly from my house to Tacoma General (which provides me a free bus pass), but, like many employees at the hospital, I work 12 hour shifts, and I get out at 730pm. The 16 route is a couple blocks from the hospital, and the bus leaves at 7:33, which I would likely miss most every shift. The next bus is at 8:33. After 12 hours of work, and often another 12 hour shift in the morning, I usually choose to drive rather than wait. The 1 route would get me to pearl street, but is a 25 minute walk to my house from there. In addition to the timing of the 16, I've found so many buses to be running late when I've waited, so maybe more routes would make it more predictable? or at least mean I could rest assured at least another bus is coming soon-ish.</p>
<p>Runner doesn't really work well right now. Disappointed to lose route 13.</p>
<p>We need more buses and more frequency in Gig Harbor. We need local trams in Gig Harbor</p>
<p>Glad serious discussion happening with 500 running every 15 mins. Trunk routes except route 4 should all run every 15. The rest should mostly be every 1/2 hr, except the lowest performing routes. Mostly hourly for those. The worst of the lowest performing should become micro transit or Runner or whatever you're calling it. Scheduling software should prioritize transfers at transit centers and at major intersecting points along the route.</p>
<p>It currently takes me an hour and a half to bus from Steilacoom to Clover Park Technical College. This is a 15 minute car ride. I just want to be able to get to and from school in a reasonable amount of time.</p>
<p>Y'all are doing great!. Thank you for this opportunity!.</p>
<p>I feel like the buses should run a little later on weekends because a lot of people go to church and stuff and after church they have to catch a bus and go straight home or whatever because the buses shut down</p>

<p>Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.</p>
<p>The root in the accuser everybody's ages and they don't let nobody ride if they don't have enough bus fare, which I don't think he's really fair and they gave really rude comments and disrespectful names church people they see recently are all the time, and the bus stinks and they don't let the windows be open or sometimes I don't even let you try to talk or they try to act as other your parent, even though you don't know the mania</p>
<p>Runner is a poor substitute for routed service. I use the Ruston Runner once a week. I have been stranded several times after waiting for an hour with no pickup. The driver sometimes has to come all the way from Fife. I think subsidizing Uber or Lyft service would be more effective than expanding the Runner program.</p>
<p>We need to sit down and look at the current system and look for areas to improve rather than going straight to euthanizing routes</p>
<p>1. Frequent on all main lines makes the most sense to me for consistent and encouraged use. 2. People move and work weekends. It'll be a huge improvement for all. 3. Service workers, nightlife tough to utilize transit for these uses. Especially in growing districts like STW and 6th Ave. 4. The Mall as a place of investment for car prioritized development I do not agree with but it's central location is undeniable. More a comment on current and short range land use than transit. It's important but more Transit oriented development is taking place around it. Than directly near it. Runner seems like a good place to save money to utilize elsewhere like in NE Tacoma. 5. The Mall as a place of investment</p>
<p>I think that runner service is a terrible idea, and that routed buses, while not as fancy, have much higher capacity than Runners, and can deliver much better service for the same investment. I think that seeking additional funding to retain these routed buses (as well as restore them to all-day, all-week service) should also be an important priority.</p>
<p>1. Fixed routes should not be replaced with Runners. 2. With how many routes have low frequency and short spans, improving those routes should come first instead of focusing resources on a handful of routes. 3. Improved transfers can be a resource-neutral change, so I don't see the need to have it in the priority ranking.</p>
<p>We cannot rely on the Runner service to replace most routes. On Demand transit is a decent idea but it will NOT work.</p>
<p>Do not delete any routes.</p>
<p>I don't think replacing the 13, 63, 409 makes sense when we should be adding more fixed routes not removing them.</p>
<p>Since you refuse to restore the 56 bus despite the numbers of people who live west of Bridgeport on 56th/Cirque, give us some option for public transit!</p>
<p>Improved connections to route 53 at TCC at night</p>
<p>I think runner service would work well where I live.</p>
<p>Runner service makes sense where I live!</p>
<p>I would like more frequency for route 402 as it feels like waiting 1-2 hours for a bus ride feels a bit much for anyone. 30 minutes is far more manageable</p>

Please share any other comments or questions you have about the proposed improvements of Scenario 1, including why you prioritized improvements in the order you chose.
Low ridership routes need a full span of service, even if at a lower frequency. (The website still says that 409 connects with the Puyallup Sounder - which hasn't been true for a few years due to the shortened service span). Runner in place of low ridership routes is an excellent option - as long as SHUTTLE service is available based on the Runner and not just FIXED ROUTES. If SHUTTLE is based strictly on the FIXED ROUTES, this is a non-starter in my opinion. (Possibly should consider using a smaller vehicle to run the fixed route on any or all low ridership routes as an alternative to the Runner - either all day or during low usage hours.)
Bus routes starting before 6am on weekdays like the 52!
I prioritized choices 1, 2 and 3 because I work at the Tacoma Mall and I want to have reliable transportation to and from work. If Pierce Transit busses weren't a reliable way for me to go to work, I would probably have to quit my job because I can't drive, so that is to say Pierce Transit is very important to me.
From Gig Harbor I currently can't get into Tacoma downtown earlier than 11:00 a.m. Having hourly running routes limits opportunities. Especially getting back from the Tacoma area. Multiple route buses have run late so missing the connection meant waiting an additional hour at TCC TC. Can not return from Tacoma for evening meetings and gatherings with the current schedule
Cheaper or free fares would be the most important improvement for me

Please share any other comments or questions you have about the proposed improvements of Scenario 2, including why you prioritized improvements in the order you chose.
#3 is my mainstay.
I live in Gig Harbor, so most of this scenario does not apply to me.
we need public restrooms
For myself, later evening service on core routes, 15-minute frequency on Route 1,2. More routes operating every 30 minutes in high demand routes.
15 minute frequency on all routes is ideal, but the routes noted do nothing for me personally. Hopefully more with 15 min frequency will catch on and spread to other routes
The more routes with usable (<15 minute) service, the better. That should be the highest priority.
Again, because residential parking quantities are linked to transit frequency, more routes with 15-minute service will make it possible to develop more units of housing near all of those routes. 15-min service on as many routes as possible should be the most important priority.
Changing transit patterns over the last few decades make it odd that nearly every route needs to go through downtown first. I'd love to see more direct routes to and from the Tacoma mall/Lakewood mall area to the other parts of the city. Also I'm just a poor college student and just want more frequent bus service please 🙏. Objectively think the 15 minute times are amazing but hope the north end routes (16/11) Get additional service too
Frequency is important. Would the 41/48 also affect the 11/16? I ride those multiple times daily. Later evening services are also important. I work within the theatre districts, and while I can to the performances, I can not get home easily.
Overall I find scenario 2 to be preferable to scenario 1.

<p>Please share any other comments or questions you have about the proposed improvements of Scenario 2, including why you prioritized improvements in the order you chose.</p>
<p>No transit route should ever run less than every 30 minutes. Pierce Transit needs to make every route (including 409) that runs less frequently than 30 minutes run at 30-minute headways. After that, Pierce Transit must improve service even more to 15 minutes on the majority of city routes. Runner services are a disgrace to transit users and in NO WAY are an improvement.</p>
<p>I am hoping that when replacing routes with runner services there is an information campaign to let those riders and any potential riders know about the change and their options:)</p>
<p>Same as scenario #1.... (Totally agree with the 15 minute service, especially on these routes. Not only for passengers, but also the drivers. You're stressing them out. Maybe that's the reason you're always hiring and don't have the drivers to expand service. I always believed that if you don't take care of the employees, especially in public service, than the public suffers. I have noticed a big increase in unruly passenger behavior. Need to fix that too.)</p>
<p>Density, density, density. Pretty much all that matters</p>
<p>Runner should not be replacing the 409 East End since that area has lots of business and residential housing. We need more fixed route service NOT less. The 425 does make sense though to become runner as it is not a very good route and serves little purpose for most people.</p>
<p>We primarily use Puyallup routes.</p>
<p>Routes serving Tacoma Dome Station need to prioritize later service and dovetailing with the S-Line service from Sound Transit. There aren't so many Sounder trains to preclude Rts 13, 41, 42, 400, 500, 501 from arriving after the trains deboard.</p>
<p>I use the 41 along with the other buses listed; besides the 54, all of those buses can get absurdly busy from students, more frequent service and later times for work would be amazing for my funds.</p>
<p>I think the busses should be on time</p>
<p>It would be great if the 41 ran every 15 minutes, but I would recommend a 41 EXPRESS during peak transit hours that leads straight to Tacoma Dome Station from the Tacoma Transit Center. 50 minutes to travel is too slow to be a reliable option for me right now.</p>
<p>I support this option.</p>

Please share any other comments or questions you have about the proposed improvements of Scenario 2, including why you prioritized improvements in the order you chose.

I put later evening service on core routes as the top improvement in this scenario because it is the most important to me and will contribute to me using the service since it is WHEN I can use the service. I work from home so I am generally at home at least until Noon, but as the day continues, I would like access to frequent service options until at least 10pm so that it is possible to walk out my front door, walk a few blocks to catch a bus to go to a restaurant, do some shopping, or visit a friend or the waterfront and have a way back that doesn't have me waiting a half hour or more for a bus or cost me an arm and a leg with a rideshare app. I like this scenario more than the span option because the span option, while providing later service for more routes, yields service that is sometimes once an hour. And I just won't use that level of service anymore if it is later at night. I'll just walk or ride a bike or I won't make the trip. This service configuration is nicer for anyone near Pacific Avenue, because there are multiple options for travel in more than one direction with frequent service. This should help to build ridership demand for the BRT corridor when that is able to restart development. I still think this service plan focuses too much on 15 minute service, when really reliable 20 minute headways could give the community a lot more frequent service span and still be substantially more usable than 30 minute service. I am concerned that trying to add this much 15 minute service to the network on so many new routes that have never really had it is going to expose operating issues that might lead to bus bunching, which is a colossal waste of service hours and an incredible impact to riders who need solid reliability in the schedule versus 15 minute service that has one coach running early and the next one running late. I am also concerned that if the emphasis is frequent weekday service that Pierce Transit will run into a problem of having to spend more money on bus coaches for peak capacity versus using the fleet that they already have. Also, with wild shifts in the sales tax revenue collections I've found that frequent service from Pierce Transit is almost always a temporary condition. There's always some crisis that makes it necessary to cut service, so I would prefer a realistic scenario with a stable level of service. Please consider a variant of Scenario 2 that tests out 20 minute service and later more frequent service on select routes seven days a week. Frequent weekend service on targeted routes is cheap, because it's only one or two days of the week versus five days a week. Make sure that you have enough capacity for your midday peak to stay on schedule, but other than that, extend frequent service significantly later into the night.

Pierce Transit Route 500 Running Every 15 Minutes? Along With Pierce Transit Route 48? I Actually Like The Idea But There Is A Problem, Like I Said Before, I Work For Tacoma School District As A Substitute So, I Know This Might Be A Long Stretch But I Cannot Make Any Connections From One Bus To Another Due To The Fact It Is Actually A Hit Or Miss So, Can You Reroute Pierce Transit Route 41 To Serve The 72nd St. Transit Center? And If This Idea Does Not Work, Try To Come Up With A New Bus Route Going From Downtown Tacoma, To The 72nd St. Transit Center? There Is A Reason, Lister Elementary School In Roosevelt's Elementary School, Pierce Transit Route 41 Actually Does Go By That Area But I'm Trying To Avoid Taking Three Buses Due To The Fact I Live In Lakewood. And Speaking Of Elementary Schools, Regarding Pierce Transit Route 16, There Is One Elementary School I Cannot Reach, Jefferson Elementary School. Apparently You Rearrange Pierce Transit Route 16. Pierce Transit Route 54? I Actually Don't Take That Route But It Does Go By Blix Elementary School And First Creek Middle School But I Never Sub At Those Schools, Before.

Need a route on Canyon Road from 72nd street to 176th street every 30 minutes.

425 and 409 used all the time for work. Really rely on those routes.

<p>Please share any other comments or questions you have about the proposed improvements of Scenario 2, including why you prioritized improvements in the order you chose.</p>
<p>Same feedback as the first question. What is "improved transfers"? How is this option much different from the first one? Many of the choices are the same except for like... 2? I don't understand how the differences are that drastic that we can't make them both happen... that's unclear here. (Feedback of the first question: It's hard to answer this survey. What routes are covered under "more routes operating every 30 min" what are "improved transfers at Tacoma mall" is that timing, location, safety? If I'm supposed to download the service map for those details please state it in the selection. I am on a phone so downloading isn't that accessible.)</p>
<p>Please hire more runner drivers. Spanaway runners are often caught up in hour-long trips because of having to go to Puyallup. It can easily be 30 minutes each way from Spanaway to Puyallup.</p>
<p>It would be really nice if route 16 and 11 were restored to every 30 or 45 minutes. The 16 already runs every 45 minutes on Saturdays.</p>
<p>Please read comment in scenario 1 (We personally ride Routes 1 & 3. On weekday rush hours really do need 15 minutes apart, to improve the overcrowding of the buses. In which causes at times, problems due to bus to full to accept handicap people and they have to wait for another bus and hope it is not too full to board.)</p>
<p>none of this helps me if route 13 doesn't operate with more frequency</p>
<p>I primarily use the 1 and the 4 to get to work. A security camera at the Roy Y would be much appreciated, again thank you.</p>
<p>Lack of frequency & later evening service runs really hamper my ability to get errands done when & as quickly as I'd like to.</p>
<p>I use the number three and sometimes have to leave work early in the evenings to catch the final bus home. If it operated more frequently and longer into the evening it would not be as much of a stressor.</p>
<p>Nothing for what I asked</p>
<p>Half an hour is too long to wait for a busy man like me.</p>
<p>Increased frequency of these routes would be helpful</p>
<p>1&2 would help me</p>
<p>Please increase route 11 to every 30 min till late evening. ALSO. Please make us feel safe in the bus. I don't want to get a shot in the bus and die... just like it happened at white center. Maybe we can install those gun dictator in the bus?</p>
<p>Less time having to wait at dangerous bus stops at night if buses ran more frequently</p>
<p>This plan looks less helpful to me. I don't commute through a transfer center so what matters most to my ability to use transit is frequent service and extended hours on all routes, not just high capacity ones.</p>
<p>Bring back outlying bus 102!!!</p>
<p>Some people work late shifts, so more later evening service will help many people.</p>
<p>For both scenarios, please have drivers focus on leaving their stations on time and keeping on schedule, to many times with specific drivers I miss the last bus because the bus I transfer from isn't on time and I miss my connection. Especially bad when it's the last bus of the evening leaving me stranded.</p>
<p>Sometimes my mom uses the other routes and would like the 15 minutes intervals.</p>

Please share any other comments or questions you have about the proposed improvements of Scenario 2, including why you prioritized improvements in the order you chose.
I don't travel to Puyallup often but it's frustrating when buses in Tacoma miss trips due to lack of drivers. Maybe frequent trips will help mediate potential missed trips.
These are both very good scenarios but scenario 2 is better because there are more frequent route options.
Too many miss trips transfers lost we need more frequent services especially in the winter.
I don't like any scenario that doesn't include resuming 400 weekend service. It is wild that I can't get between Tacoma and Puyallup on the weekend.
This is good but not as good as scenario 1.
hourly routes discourage ridership and make it more complicated to ride with having different Frequencies and waits that long
I would prioritize more routes operating every 30 minutes over 15-minute frequency on the 7 routes listed. Later evening service is desired, especially on the weekends. Do not transfer at Tacoma Mall or use the Runner service, so I do not prioritize these improvements.
15-minute service would be terrific on PT's most popular routes, as listed. 30-minute service is much better than 60-minute service on other routes.
I'm looking at being able to commute by bus, which is currently not possible due to the infrequency of my route (16). Other routes I could still take from Tacoma General after 730pm get me to pearl street and still require a 25 minute walk to home (often in the dark).
I don't like this scenario. Don't do this.
I use the 48
1. Seems like the best use of capital. Invest in the lines that are most used especially those added in this scenario which I understand rank 4.5.6. 2. Service industry and nightlife as well as connecting neighborhoods. 3. More frequent across the board the better. 4. Previous comment about Mall as a car prioritized space in the short term. I appreciate investment in timed transfers as a way of connect some of the N-S and W-E lines. 5. Runner can save money on low utilized routes/suburban car focused areas.
This would be great to have some 15-minute corridors, but cutting out service in favor of runners is inefficient and ineffective. I think that in order to succeed, pierce transit needs a lot more funding for transit.
We need 15 minute service on the Super Routes. The 41, 48, and 54 also need more service. The 500 should get half hourly frequencies.
Do not delete Route 409.
The 409 should continue to serve East Puyallup as there are multiple businesses, large housing developments.
Prefer scenario 1
Again - the Runner service or a smaller bus for low ridership routes is a great option - as long as SHUTTLE routes are based on all vehicles that travel that route - not just the standard large fixed-route buses. Higher frequency should be based on how often the bus runs at capacity. If that is often, more frequent than 15 minutes might be justified for those core routes - at least during peak hours.
Same responses as scenario #1. Also have family in Puyallup so more options getting there are desired.

Please share any other comments or questions you have about the proposed improvements of Scenario 2, including why you prioritized improvements in the order you chose.

Lowering the cost to ride would be amazing

APPENDIX B – IMPLEMENTATION STRATEGY AND PHASED APPROACH

2023 Bus System Recovery & Restoration Plan - Implementation Strategy and Phased Approach

• Based on public feedback, system completeness, ridership, connections, and equity, a prioritized implementation list was developed.



Priority/Phase	Recommendation by Fixed Route(s)	Service Hours Impact (+/-)	Mode	Calculations/Projections*	Net New Operators	Net Annual Operating Cost Estimate**	Notes
1	New Pacific Avenue/SR 7 Enhanced Bus (skip stop overlay, weekdays a.m./p.m. peak service only). Route 409: Shorten by ~2.2 miles to terminate at Puyallup Sounder Station; Weekday span extended from 6:00 am to 7:00 pm.	12,500	Fixed Route	Increase of 8-9 Operators	7.9	\$2,698,750	Entire Phase 1 package of improvements to be implemented with March 2024 Service Change. Puyallup Runner starts November 14, 2023. Route 409 span is improved, in order to be more useful to or align with typical 8:00 am to 5:00 pm or 9:00 am to 6:00 pm work hours or shifts. Service Hour cost savings will be used to fund expanded or new Runner zones.
1	Discontinue Route 13 due to low ridership or productivity.	(400)	Fixed Route		0.3	\$86,360	
1	Discontinue Route 63 due to low ridership or productivity.	(900)	Fixed Route		(0.6)	(\$194,310)	
1	Discontinue Route 425 due to low ridership or productivity.	(600)	Fixed Route		(0.4)	(\$129,540)	
1	Discontinue Route 425 due to low ridership or productivity.	(2,700)	Fixed Route		(1.7)	(\$582,930)	
Total Phase 1 Fixed-Route Service Hours and Operators		8,700			6	\$1,878,330	
1	Recommendation for Runner Microtransit Zones						Note this is contracted service with Via.
1	Additional Ruston Runner zone (replacing Fixed Route 13).		Runner		1.4	\$144,000	Original zone was WSDOT Regional Mobility Grant funded. Expansion zone to be funded through savings in Service Hours under Phase 1. WSDOT Regional Mobility Grant funded. To be funded through savings in Service Hours under Phase 1.
1	Additional Tideflats Runner zone (replacing Fixed Routes 13 and 63).		Runner		3.2	\$321,000	
1	New Puyallup Runner zone (replacing Fixed Routes 409 [2.2-mile section] and 425).		Runner		4.4	\$448,000	
1	Proposed Gig Harbor Runner zone (additional or supplemental Route 100 option).		Runner		3.5	\$355,000	
Total Phase 1 Runner Service Hour and Cost Estimates (Net Change/Delta: Current to Future)		4,200			13	\$1,268,000	
Grand Total - Phase 1		12,900				\$3,146,330	
2	Route 3: 15-minute weekday service. (Note that increased span is introduced in Phase 4.)	14,900	Fixed Route	Increase of 7-9 Operators	10	\$3,216,910	
3	Route 2: 15-minute weekday service. (Note that increased span is introduced in Phase 4.)	13,000	Fixed Route	Increase of 6-8 Operators	9	\$2,891,200	
4	Three Frequent and ten Core Routes span improved to 10:00 pm weekdays, 10:00 pm Saturdays, and 8:00 pm Sundays. Frequent Routes 1, 2, and 3 would operate until at least 11:00 pm weekdays.	12,400	Fixed Route	Increase of 6-8 Operators	8	\$2,757,760	Three Frequent routes: 1, 2, 3; Ten Core routes: 4, 41, 48, 52, 54, 57, 202, 206, 402, 500
5	Route 402: Improve frequencies to 30-minute weekday and Saturday service.	12,000	Fixed Route	Increase of 6-8 Operators	7.6	\$2,748,000	
5	Route 100: Operate one weekday trip earlier, starting at 5:45 am.	600	Fixed Route		0.4	\$137,400	
Total Phase 5		12,600			8	\$2,885,400	
6	All Core Routes improve to 30-minute headways on weekdays and Saturdays.	11,400	Fixed Route	Increase of 6-8 Operators	8	\$2,610,600	Ten Core routes: 4, 41, 48, 52, 54, 57, 202, 206, 402, 500
Grand Totals		77,200			49	\$14,897,600	
Reallocation to Runner		4,200			13	\$1,268,000	

*Operator costs are estimated using 1,580 hours per Operator per year. PT currently calculates 1,600 hours/Operator, so we are slightly more conservative in our assumptions or calculations.

Post-COVID-19, many transit systems are using much lower Service Hours per Operator calculations; between 1,250-1,300 hours/Operator is common. If this lower number were used, even more net Operators would be necessary.

**Assumes budgeted Operating Cost per Hour for PT Fixed Route of \$215.90 in 2024. Then inflated by 3% in 2025 (to \$222.40) and 2026 (to \$229.00).