Comprehensive Service Analysis: Existing Conditions Report

Mason Transit Authority

April 2018

NELSON
NYGAARD

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1 INTRODUCTION

INTRODUCTION

This report presents a snapshot of existing conditions in the Mason Transit Authority's (MTA) service area in 2018. Its purpose is threefold: (1) to summarize the background conditions in which MTA operates; (2) to evaluate existing service characteristics and system performance in a comprehensive manner; and (3) to investigate the current and potential markets for transit service in Mason County.

The County is projected to continue to grow, making meaningful mobility options for Mason County residents and employers a short- and long-term priority. This report is the foundation for a comprehensive review of MTA service that will inform development of service scenarios and additional recommendations. The process will result in a strategic approach for future services.

REPORT ORGANIZATION

This report consists of an Introduction, and five additional chapters:

- **Chapter 2** reviews a variety of local planning efforts and surveys related to transit in Mason County.
- **Chapter 3** evaluates the market for transit services within Mason County and between Mason County and surrounding areas.
- **Chapter 4** summarizes systemwide performance and trends of MTA fixed-route, Dial-a-Ride, and LINK services.
- **Chapter 5** assesses efficiency and on-time performance of each of the routed buses in the MTA system, and includes ridership maps.
- **Chapter 6** presents findings from the survey of riders on fixed-route, Dial-a-Ride, and LINK services conducted in February and March 2018.
- **Appendix A** includes route summary tables and charts to supplement route profiles included in Chapter 5.
- **Appendix B** provides the on-board survey instruments.
- **Appendix C** includes verbatim rider comments received from the on-board survey.

2 PLAN REVIEW

PLANS REVIEWED & SUMMARY

This plan review examines transportation and related land use plans and reports involving Mason Transit Authority's (MTA) service area. The documents reviewed here include:

- Peninsula Regional Transportation Planning Organization (RTPO) **Transportation Plan 2035** (2015)
- Mason Transit Authority **2016-2021 Transit Development Plan** (2016)
- City of Shelton **Comprehensive Plan** (2017)
- Mason County **Comprehensive Plan** (2017)
  - **Economic Development Element**
  - **Land Use Element**
  - **Transportation Element**
- Mason Transit Authority **2018 Annual Budget** (2017)
- Mason Transit Authority **2018-2023 Transportation Improvement Plan** (2017)

KEY FINDINGS

Among the plans reviewed, certain themes and consistent policy points emerged. The most salient of these are:

- Projected financial contributions from state and federal sources are limited, meaning the sustainability of MTA service will depend on successful budgeting in a constrained fiscal environment.
- Mason County and Washington State continue to support managed growth by encouraging development in areas with fixed-route transit service.
- Mason County and the peninsula region are strongly supportive of public transit and make provisions in countywide and regional plans to encourage development of transit-supportive infrastructure.
- MTA is currently planning for and executing major upgrades, such as installation of Automatic Vehicle Locator (AVL)/Automatic Passenger Counter (APC) systems and replacement of multiple large vehicles.
- MTA's capital facilities are maturing, and planning is moving forward for a bus washing facility, additional park-and-rides, and additional bus facilities in Allyn and Hoodsport.

Peninsula RTPO Regional Transportation Plan 2035

The Peninsula Regional Transportation Planning Organization (PRTPO) is a voluntary planning association of cities, counties, towns, tribes, ports, and transit agencies that works together to coordinate rural and urban planning on the Olympic and Kitsap peninsulas. Their long-term regional transportation plan looks to 2035, crafting a vision for regional planning and guiding future decision making. The plan's visions are to:

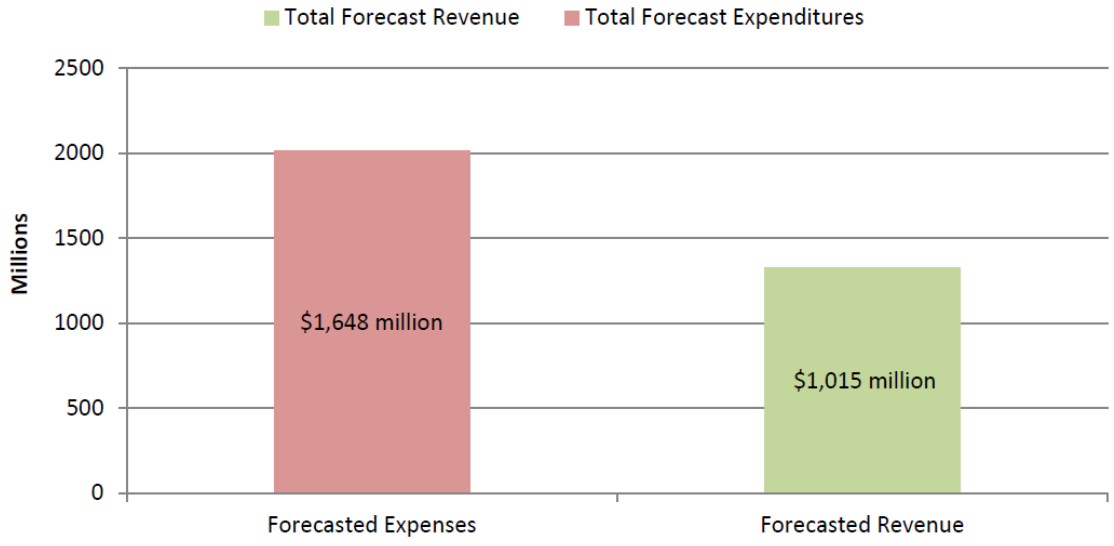
- Maintain existing systems and services
- Support public transit
- Foster active transportation
- Provide a safe and reliable regional road system

The plan addresses a number of issues of significant importance to MTA operations and service. One of the plan's high-level goals is to "move toward integrated multimodal transportation system that increases travel options, reducing the need to drive alone"; within this goal is an explicit policy to develop transit centers. MTA is slated to begin planning for transit facilities in Allyn and Hoodsport in 2020-2021. This long-range plan also supports the region's promotion of mixed-use and transit-oriented development (TOD), as well as construction of future park-and-rides throughout the region.

The plan identifies major challenges for the peninsula region, including:

- Without intervention, projected revenues will not cover expenses in the future for peninsula transit agencies (see Figure 2-1).
- Congestion on State Road 3 (SR 3) in Belfair presents mobility challenges for the region.
- The region's Human Services Transportation Plan identifies a need for more transit service coverage, a greater service span, more intensive land uses near transit, and better pedestrian infrastructure connecting people to downtown areas.

Figure 2-1 PRTPO Transit Revenue & Cost, 20-Year Period



Source: PRTPO RTP 2035, p. 51.

Mason Transit Authority 2016-2021 Transit Development Plan

MTA's 2016-2021 Transit Development Plan (TDP) is a concise document that outlines and projects the future of the authority's assets, service characteristics, budgeting, and action strategies. Important takeaways from the TDP are:

- An ongoing conversion of diesel vehicles to alternative fuels.
- The upgrade of existing park-and-ride facilities and construction of new lots in Belfair and on the Pear Orchard site in Shelton.
- Eventual introduction of AVL and APC technology.

Ridership projections in the TDP predict 9% total growth (approx. 50,000 rides per year) from 2015 to 2021. The plan is generally supportive of TOD policies in other local and regional planning, zoning, and land use documents.

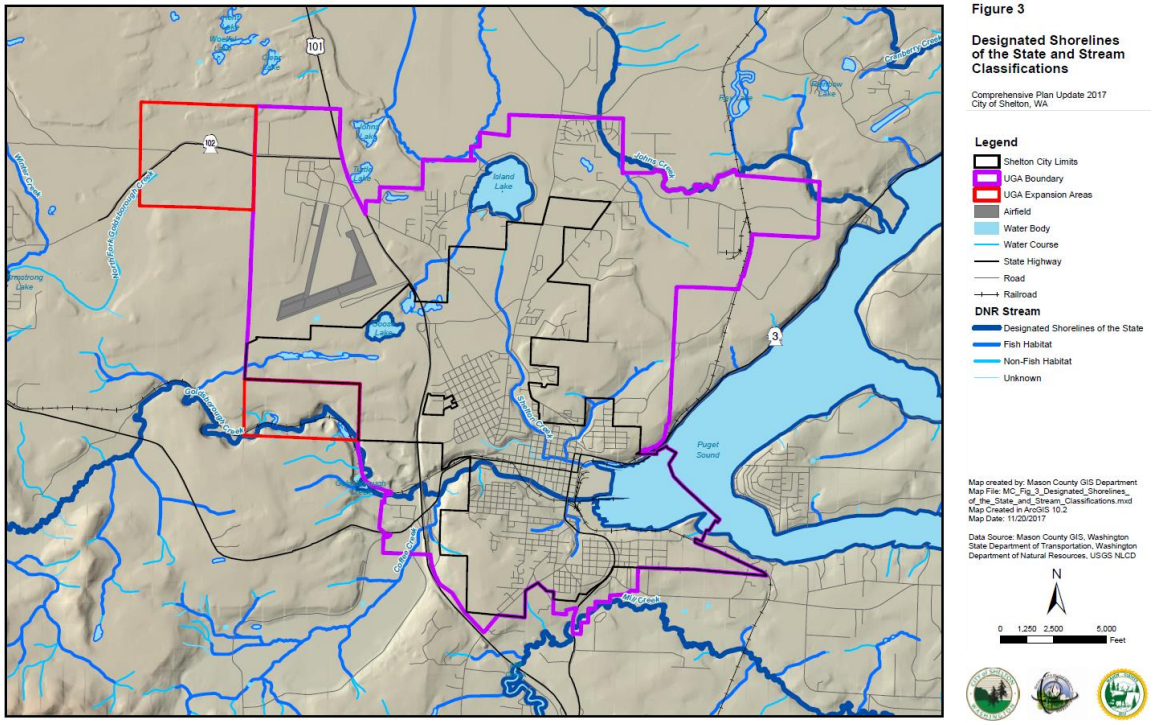
City of Shelton Comprehensive Plan

As the only incorporated city in Mason County, Shelton plays an important role in MTA's service and ridership planning. The city's comprehensive plan complies with Washington State Growth Management Act requirements, and coordinates transportation and land use goals to achieve managed, sustainable growth patterns in the City of Shelton Urban Growth Area (UGA; shown in Figure 2-2). Key components of the comprehensive plan are:

- Provisions to encourage more intensive land uses near transit.
- Plans to incorporate pedestrian infrastructure to connect people to downtown.
- General support for siting of transit facilities in Shelton.
- Coordination with MTA to maintain acceptable levels of service and to plan and build primary transit corridors.
- Goals for any new subdivisions to be close to transit and to incorporate transit facilities in their site design.

The Shelton Comprehensive Plan also identifies the importance of the recently-created Shelton Transportation Benefit District, which was established to produce additional marginal tax revenues in support of transportation projects in the City of Shelton.

Figure 2-2 City of Shelton Urban Growth Area



Source: City of Shelton Comprehensive Plan, p. X-16.

Mason County Comprehensive Plan

The comprehensive plan for all of Mason County is well-coordinated with the PRTPO's RTP and local planning efforts and is highly relevant to MTA's future service and operations plans. The three primary elements reviewed here are the Economic Development Element, Land Use Element, and Transportation Element.

Economic Development Element

Mason County has identified development of transportation infrastructure as a key element of their economic development strategy, as effective multimodal transportation can support industries related to outdoor recreation, which is the economic sector in Mason County with the greatest growth potential. Increasing the number of recreational cyclists in Mason County is another relevant goal of this element, as any on-street bike infrastructure will need to be planned with MTA's fixed-route service in mind.

The Economic Development Element also identifies the stretch of SR 3 between Shelton and Bremerton as an important corridor for regional economic growth. Reducing commuter travel times on this roadway is a goal that is also explicitly identified in the PRTPO's RTP, and one in which MTA plays an important role.

Land Use Element

Over the next 20 years, Mason County's population is expected to grow by 34%, or 21,480 residents. The county seeks to manage this growth and protect valuable natural resources from urban sprawl by concentrating growth into UGAs and areas with better access to transit. Key land use concerns for the county include management of stormwater runoff and other development-

related waterway impacts, as clean water is a major driver of local shellfish farming and tourism economic sectors.

Transportation Plan

The Mason County Transportation Plan, which also serves as the Transportation Element for the countywide comprehensive plan, is consistent and coordinated with other regional and local plans, and with the Washington State Growth Management Act (GMA). The transportation plan calls out the need to coordinate development with provision of public transit and seeks to concentrate development in urban growth areas with higher levels of public transit access.

Mason Transit Authority 2018 Annual Budget

MTA's 2018 budget is a concise document outlining the goals for the agency, current budgeting, and projections for future fiscal behavior. MTA's 2018 budget goals are to:

- Maintain a four-month operating reserve fund
- Focus on long-term sustainability within current funding limits
- Grow reserves for future capital projects and vehicle replacement
- Ensure fiscal responsibility
- Review current service levels and community needs

The budget expects operating expenses to increase approximately 7%, along with increasing maintenance and repair costs associated with an aging vehicle fleet. In terms of revenues and cost savings, the Transit-Community Center has matured and is seeing increased income from both tenants and event rentals. MTA also expects to employ approximately 4.5 fewer full-time equivalents in 2018, reducing labor costs.

Major operational changes are expected in 2018, as computer-aided dispatch, AVLs, automatic stop annunciators, mobile data terminals, APCs, and other technological amenities are implemented.

Mason Transit Authority 2018-2023 Transportation Improvement Program

The six-year Transportation Improvement Program (TIP) identifies a number of important projects planned for by MTA. Chief among these are the 2018 replacement of one 35' coach, the 2020 replacement of one 30' coach, and 2021 replacement of two 35' coaches. Capital facilities plans in the TIP include improvements to MTA operations buildings, the implementation of ADA accessibility at facilities, and a bus washing facility at MTA's main base. The TIP also includes planning for additional transit facilitiesin Allyn (to begin in 2020) and for a small transit center in Hoodsport (to begin in 2021).

3 MARKET ANALYSIS

This chapter explores the geographic distribution of factors that help predict current and potential transit demand in Mason County. This information is crucial in understanding where existing and potential markets for transit ridership are located. The market analysis is also integral in understanding how transit can better serve current community members, as well as support future development.

The market analysis is composed of four primary components:

- **Population and Employment Density:** A critical mass of people and jobs within walking distance of transit service is the most important factor influencing transit ridership. This section presents both population and employment density, as well as spatial distribution of workers' homes.
- **Major Activity Centers:** Many transit trips start and end at activity centers such as employment hubs, downtown areas, and shopping centers. This section maps the key activity centers in Mason County.
- **Demographic Characteristics:** Some demographic groups—teenagers, older adults, people with low-incomes, people without access to cars, and people with disabilities—are more likely to use transit than other groups. This section shows which parts of Mason County have higher concentrations of these populations.
- **Transit Propensity Index:** A Transit Propensity Index combines demographic characteristics into a composite score that helps to identify parts of Mason County with the greatest need for transit service.
- **Travel Patterns:** Workers' home and job location data is used to estimate daily travel flows to and from areas within and outside Mason County. Showing these travel patterns helps identify areas of regular travel demand.

KEY FINDINGS

- Employment in Mason County is highly concentrated in the more urban areas of Allyn-Belfair, Kamilche, and Shelton. Residences follow this pattern, although they are slightly more dispersed.
- In general, western Mason County is very rural and contains low densities of both jobs and residences.
- Demographic groups that are more likely to use transit are concentrated in denser areas of Mason County, such as Allyn, Belfair, and Shelton.
- Much of the work travel that occurs inside Mason County is to and from the urban areas of Belfair and Shelton.

- Work travel to and from Mason County is focused on the Olympia area, parts of King County outside of Seattle, and the Kitsap Peninsula.

POPULATION AND EMPLOYMENT DENSITY

Population and employment density are two of the most important factors influencing transit ridership. Areas with higher densities of residents and jobs within walking distance of transit support more productive transit service.

This section shows population and employment density at the Census block group level using American Community Survey (ACS) data drawn from the 2012 to 2016 five-year averages, as well as Longitudinal Employer-Household Dynamics (LEHD) data from 2015.

Population

Mason County is primarily rural, with a population density of 67 people per square mile[1] countywide (Figure 3-1). That density varies dramatically, however—from approximately zero people per square mile in and near the Olympic National Forest to more than 4,000 people per square mile in parts of Shelton. The major population centers in Mason County are:

- Allyn
- Belfair
- Shelton

Figure 3-2 shows that significant concentrations of working residents are located along Mason County waterways and major roads, as well as on the Arcadia peninsula south and east of Shelton. Workers' home locations are important to understand, as they are more likely to make regular trips to and from their home than people without jobs.

[1] American Community Survey 2012-2016 five-year averages.

Figure 3-1 Population Density in Mason County

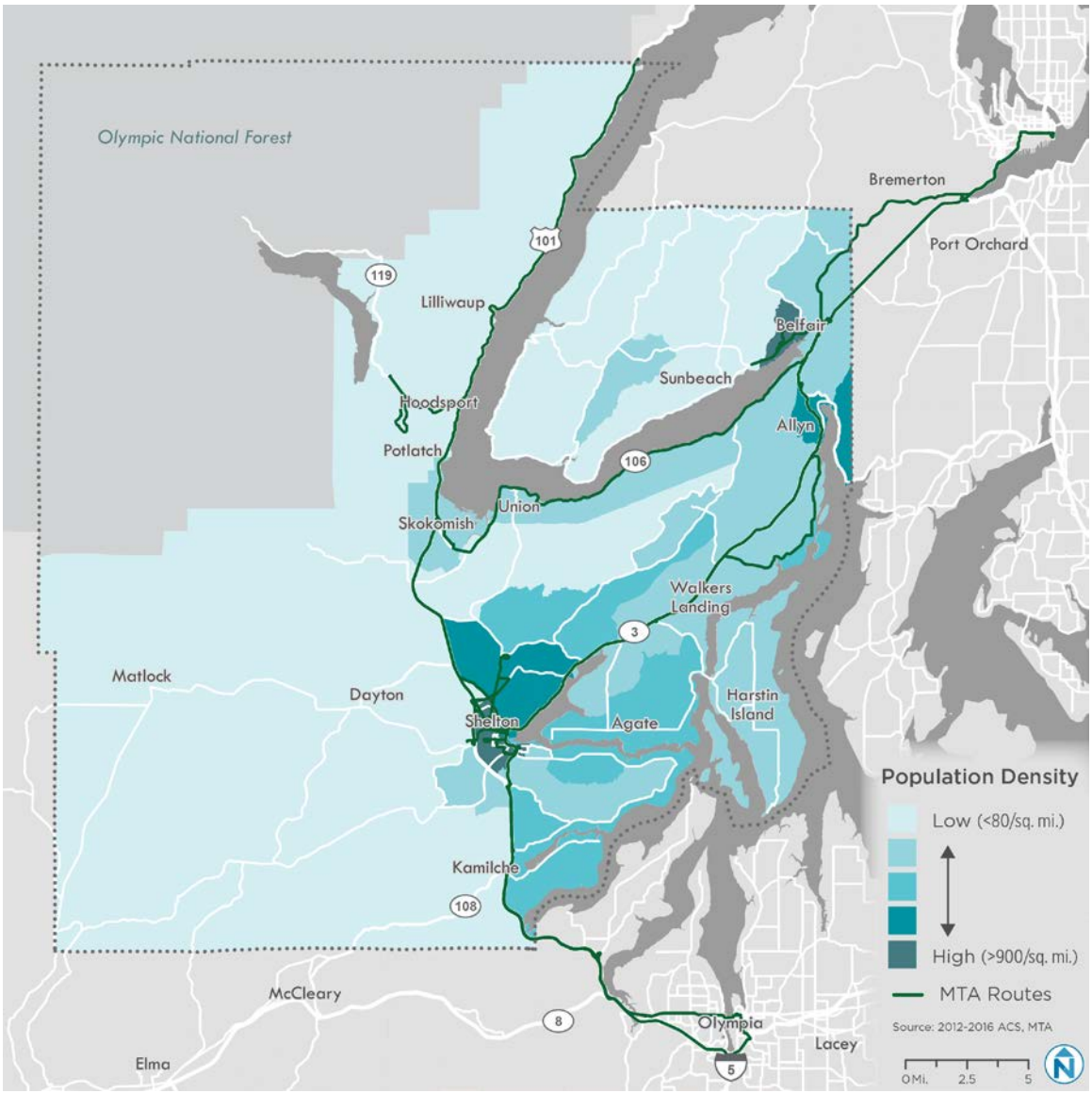
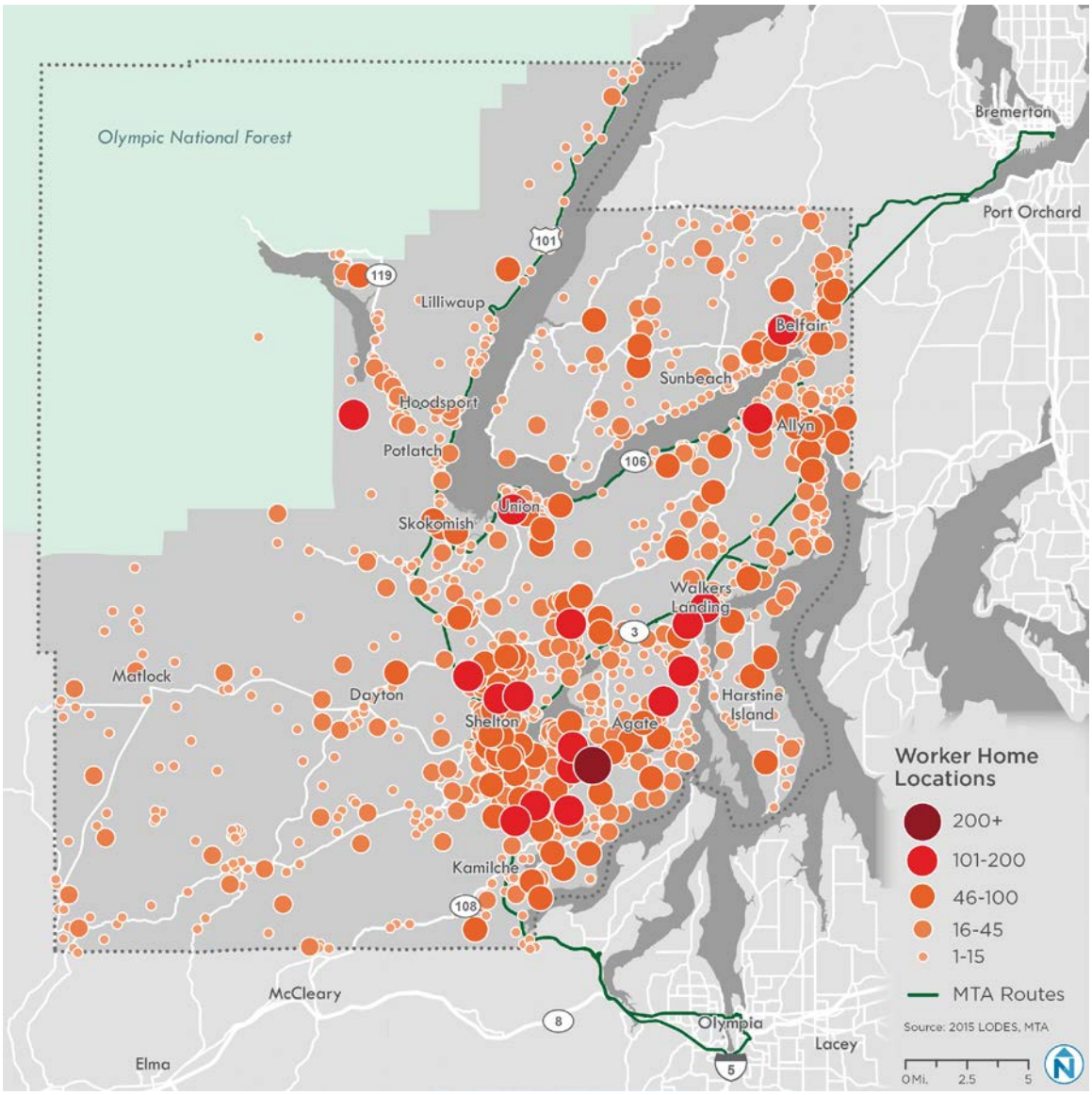


Figure 3-2 Worker Home Locations in Mason County



Employment

The location of jobs in Mason County is more heavily concentrated than homes. The vast majority of jobs are located in the more urban portions of the County, including:

- Allyn
- Belfair
- Dayton
- Kamilche
- Shelton
- Skokomish
- Union

Figure 3-3 Job Locations in Mason County

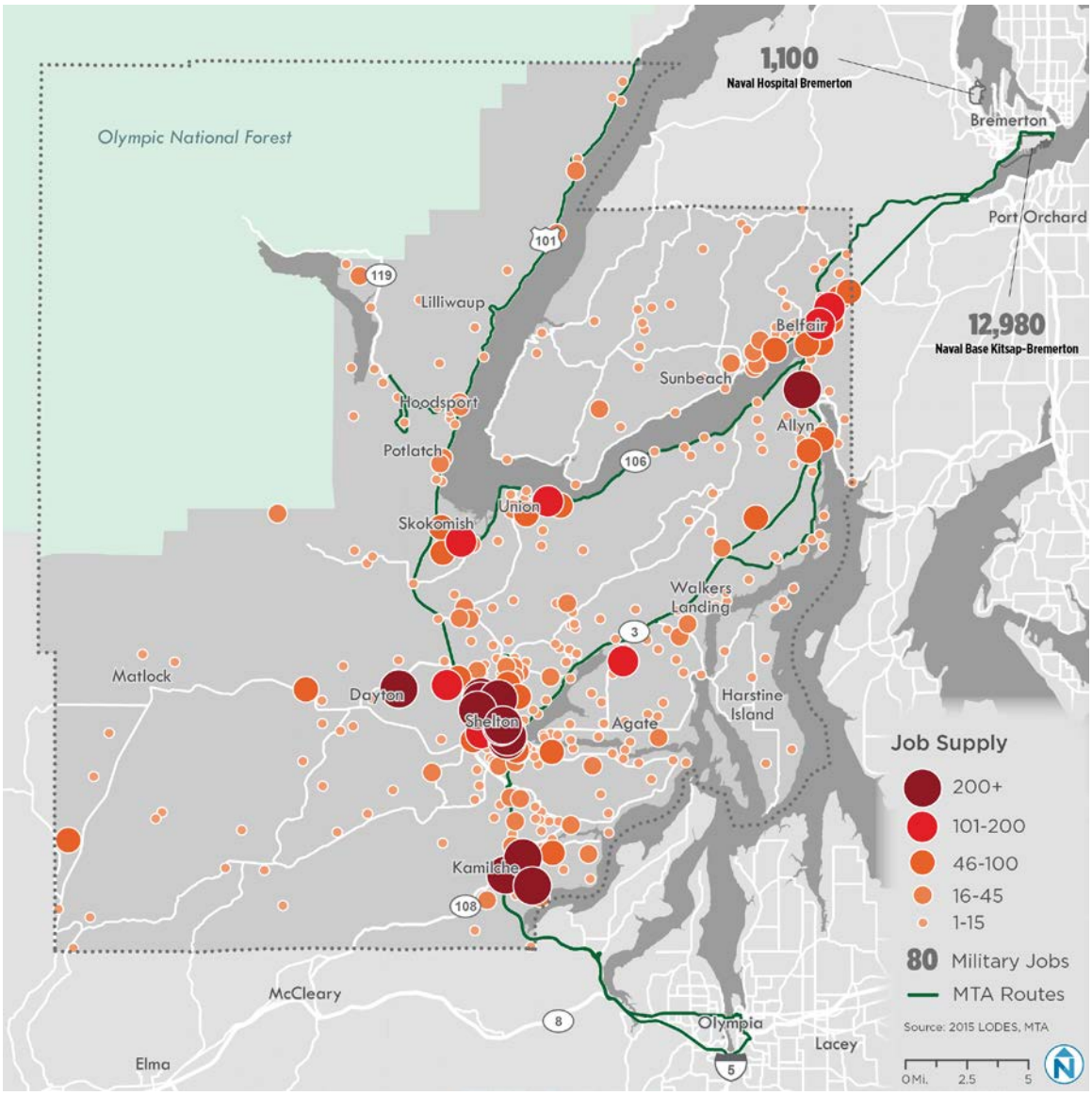
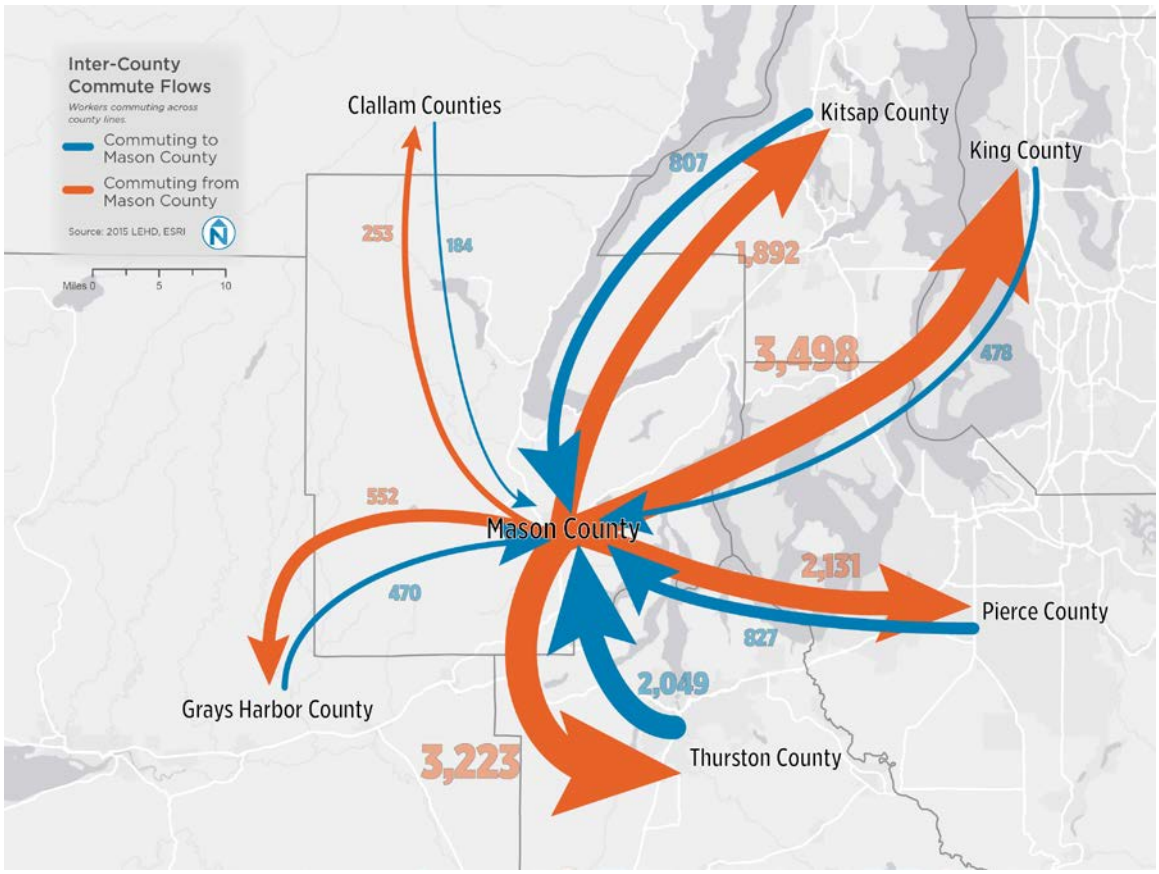


Figure 3-3 also shows major centers of military employment, which are generally not included in LEHD Origin-Destination Employment Statistics (LODES) data but are nonetheless important trip generators.[2] MTA service currently extends out of Mason County and into downtown Bremerton, partly to serve employees of and visitors to these military installations.

Over 12,000 Mason County residents work outside of the County, and approximately 6,000 employees work inside Mason County but live in another county. This means that a significant amount of travel is generated by people entering and leaving Mason County on a regular basis. Figure 3-4 shows these commute patterns at a high level, indicating the volumes of work travel via the thickness of the arrow (a thicker arrow represents more commutes).

[2] Military employment figures from Washington State Department of Transportation 2016 Commute Trip Reduction Employer Survey Reports.

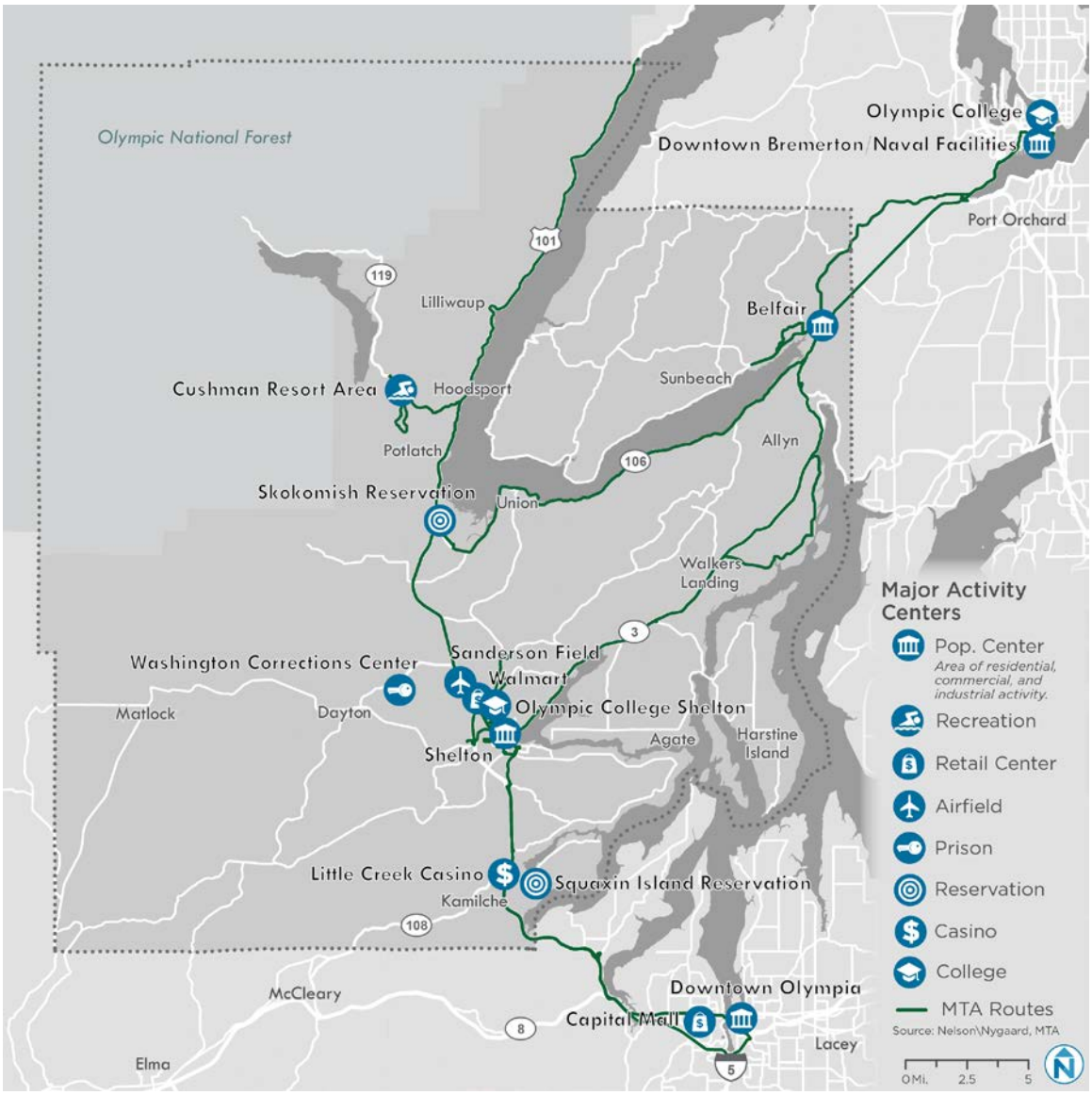
Figure 3-4 Inter-County Commuting Patterns



MAJOR ACTIVITY CENTERS

A large percentage of transit trips start and end at activity centers. Activity centers in Mason County include hubs of employment, urban areas, educational institutions, shopping centers, and places of recreation (Figure 3-5).

Figure 3-5 Major Activity Centers near MTA Routes



DEMOGRAPHIC CHARACTERISTICS

This analysis maps five different demographics that are typically associated with transit ridership: households with low incomes, people with disabilities, youth (under age 18), seniors (over age 65), and zero-vehicle households. Demographic data used in this analysis are from the 2012-2016 ACS five-year averages.[3] The following subsections include more detailed interpretations of each indicator's role in influencing MTA's ridership.

Overview

When compared to Washington State as a whole, Mason County is generally home to higher concentrations of demographics that are more likely to use transit. Mason County has a greater percentage of low-income residents, people with disabilities, and seniors. Mason County's rural nature, however, means that households are more likely to have access to vehicles than elsewhere in Washington. The County is also home to a lower concentration of youth than Washington State at large.

In addition, Mason County is less ethnically diverse than Washington State; there is a smaller percentage of households with limited English proficiency. Taking Spanish as an example language, Figure 3-6 shows that there is a smaller percentage of Spanish-speaking households in the County than the State as a whole. The poverty and unemployment rates in Mason County are higher than those in Washington State at large.

Figure 3-6 Demographic Overview

Demographic	Mason County		Washington State	
	Number	Percent	Number	Percent
Population	61,060	n/a	7,073,146	n/a
Households	22,454	n/a	2,696,606	n/a
Low-Income Residents**	10,136	17%	883,256	12.7%
People with Disabilities	12,678	21.2%	889,964	12.8%
Youth (Under 18)	8,732	14.3%	1,159,995	16.4%
Seniors (Over 65)	12,883	21.1%	990,240	14%
Zero-Vehicle Households	900	4%	188,807	7%
Households Speaking Limited English	491	2.2%	104,404	3.9%
Households Using Spanish at Home	1,320	5.9%	202,678	7.5%
Unemployment Rate	2,741*	10.8%	246,555*	6.8%

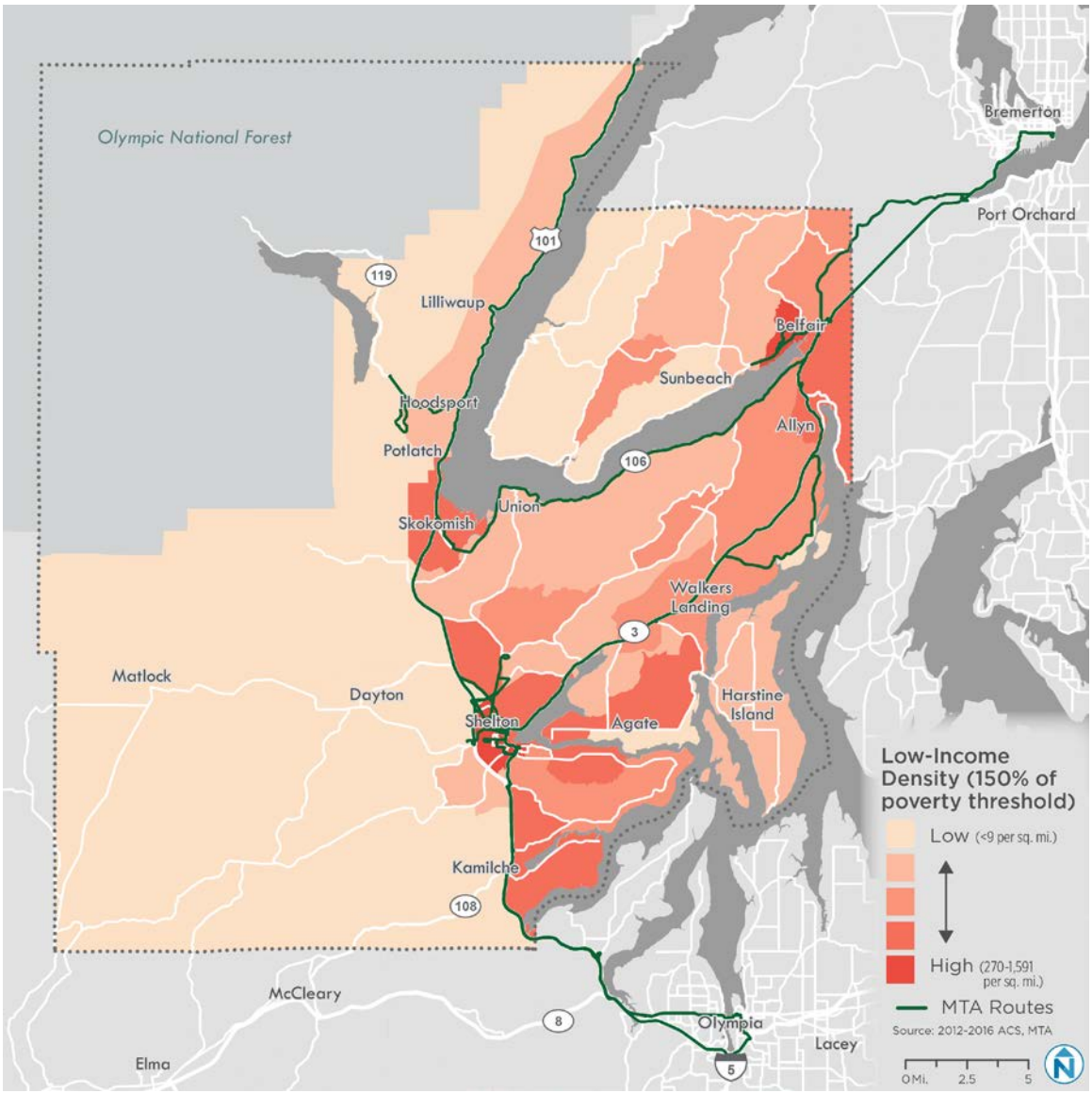
Source: American Community Survey Five-Year Estimates, 2012-2016. Tables DP05, B10063, S1710, S1810, S0101, B08201, S1602, and S2301.
*Imputed from TableS2301. **Figure is only for population for whom poverty status can be determined.

[3] It is important to understand that in many parts of Mason County, the sample size collected for the ACS is very small, making the resultant estimates rough and—in many cases—unreliable. ACS data collected in rural parts of Mason County should be interpreted with caution.

Low-Income Populations

For this analysis, households are considered low-income if they earn below 150% of the federal poverty threshold.[4] Figure 3-7 shows the density of low-income households in Mason County. The Agate, Allyn, Belfair, Shelton, Skokomish Reservation, and Squaxin Island Reservation/Kamilche areas of Mason County all show higher densities of low-income households, while Grapeview, Lower Agate, and much of western Mason County show lower densities of low-income households. The low density of low-income households west of Shelton is largely due to the rural nature (and corresponding low population densities) of this part of Mason County.

Figure 3-7 Density of Low-Income Households in Mason County

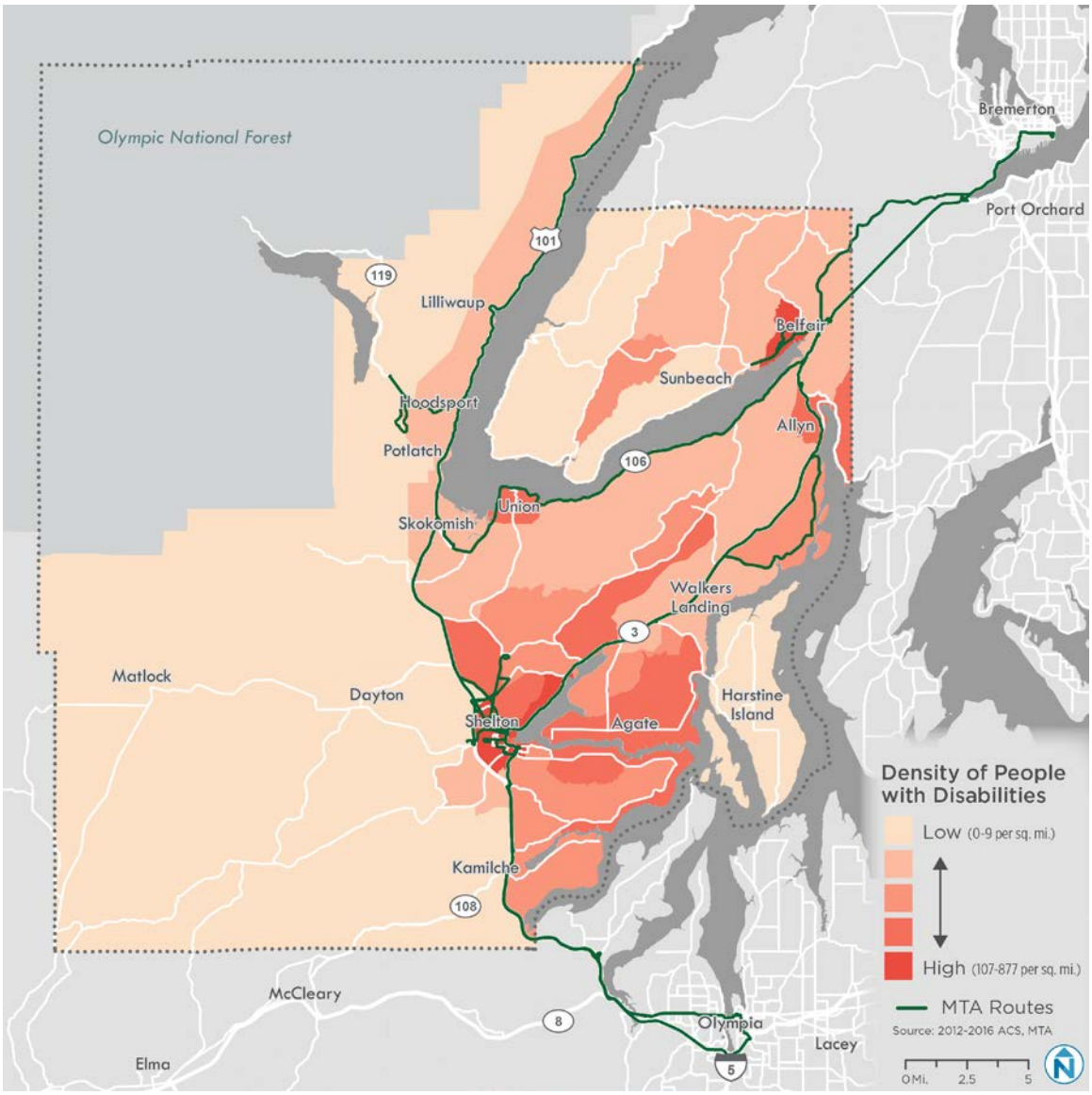


[4] The poverty threshold varies depending on household size and composition. For a four-person family with two children, the threshold is $24,858. 150% of this threshold is $37,287. U.S. Census Bureau. 2018. "Poverty Thresholds." <https://www2.census.gov/programs-surveys/cps/tables/time-series/historical-poverty-thresholds/thresh17.xls>

People with Disabilities

The highest densities of people with disabilities occur in Belfair and Shelton, with additional high concentrations in the Agate, Allyn, Union, and Kamilche/Squaxin Island Reservation areas. Many of the low densities shown in Figure 3-8 are influenced by the overall low population density in these areas.

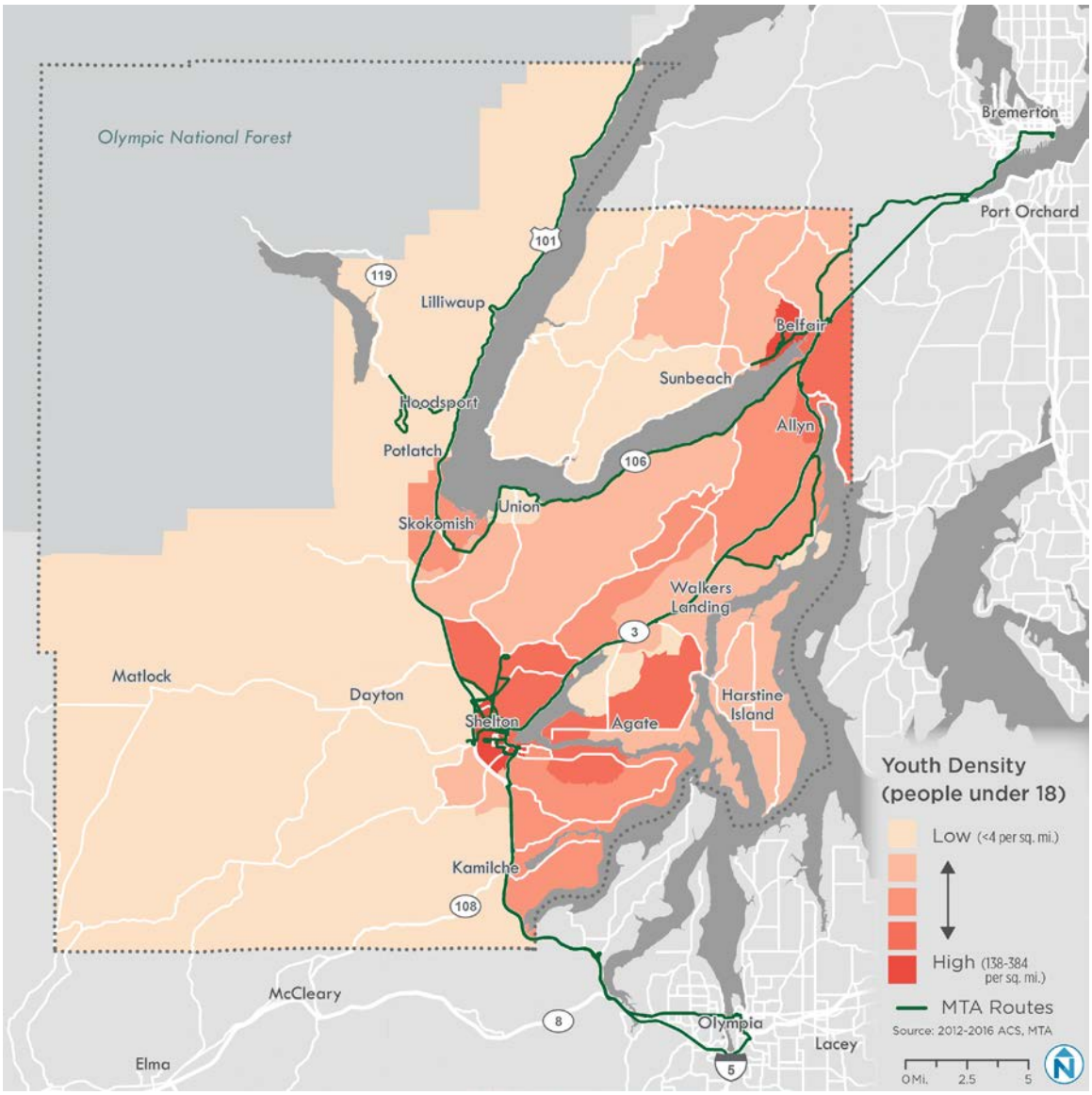
Figure 3-8 Density of People with Disabilities in Mason County



Youth Under 18

People under the age of 18 are generally more likely to ride transit than the general population. The highest youth densities in Mason County occur in the Agate, Belfair, and Shelton areas, and the lowest densities of youth occur in western Mason County (Figure 3-9). This is largely due to the low population density in these areas.

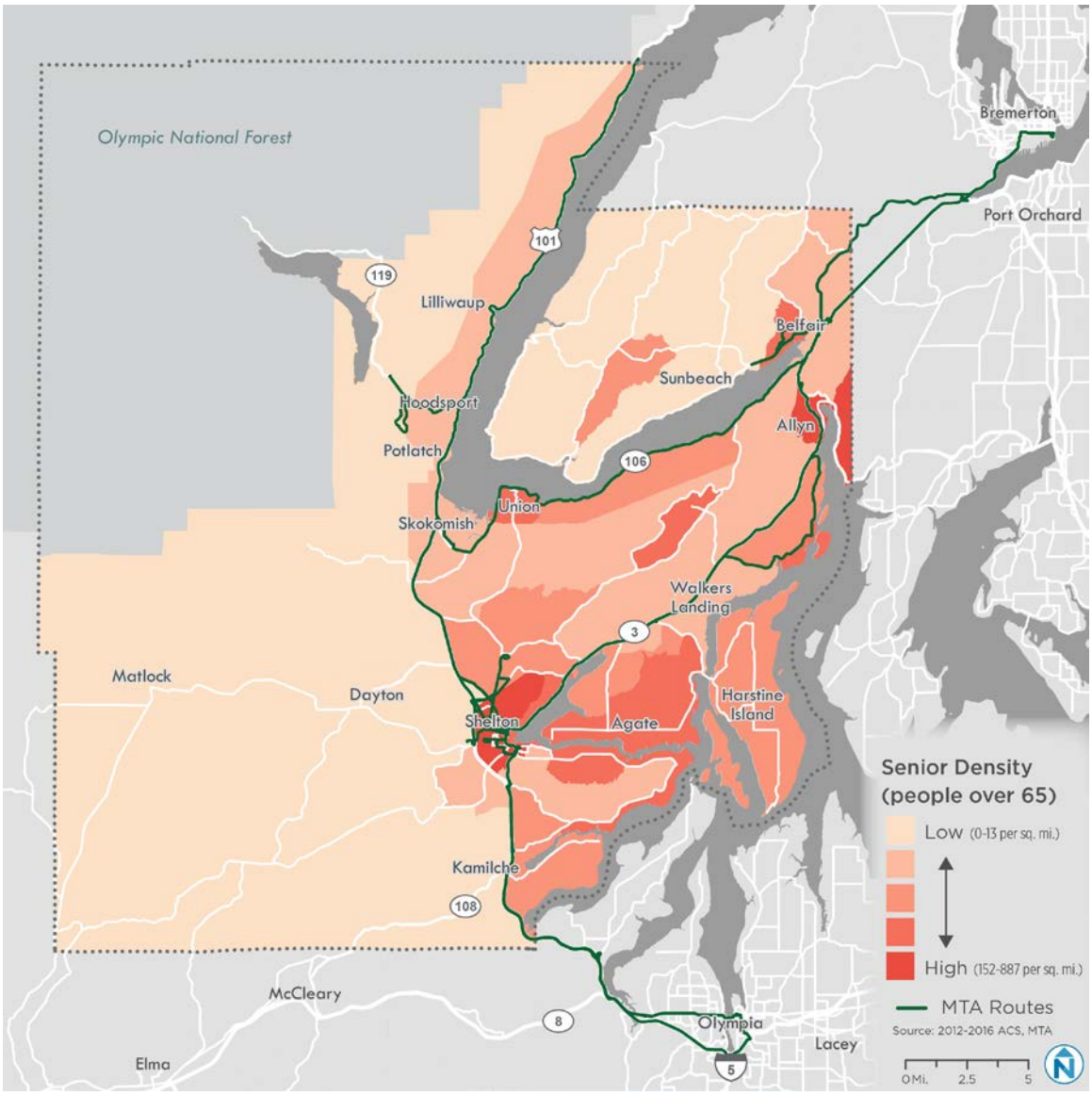
Figure 3-9 Density of People under the Age of 18 in Mason County



Seniors 65 and Over

People over the age of 65 are also frequent users of transit services. The density of seniors is highest in the Agate, Allyn, Belfair, Shelton, and Union areas, with somewhat dense populations surrounding these areas (Figure 3-10). As with most demographics shown in this report, the density of seniors is low in western Mason County.

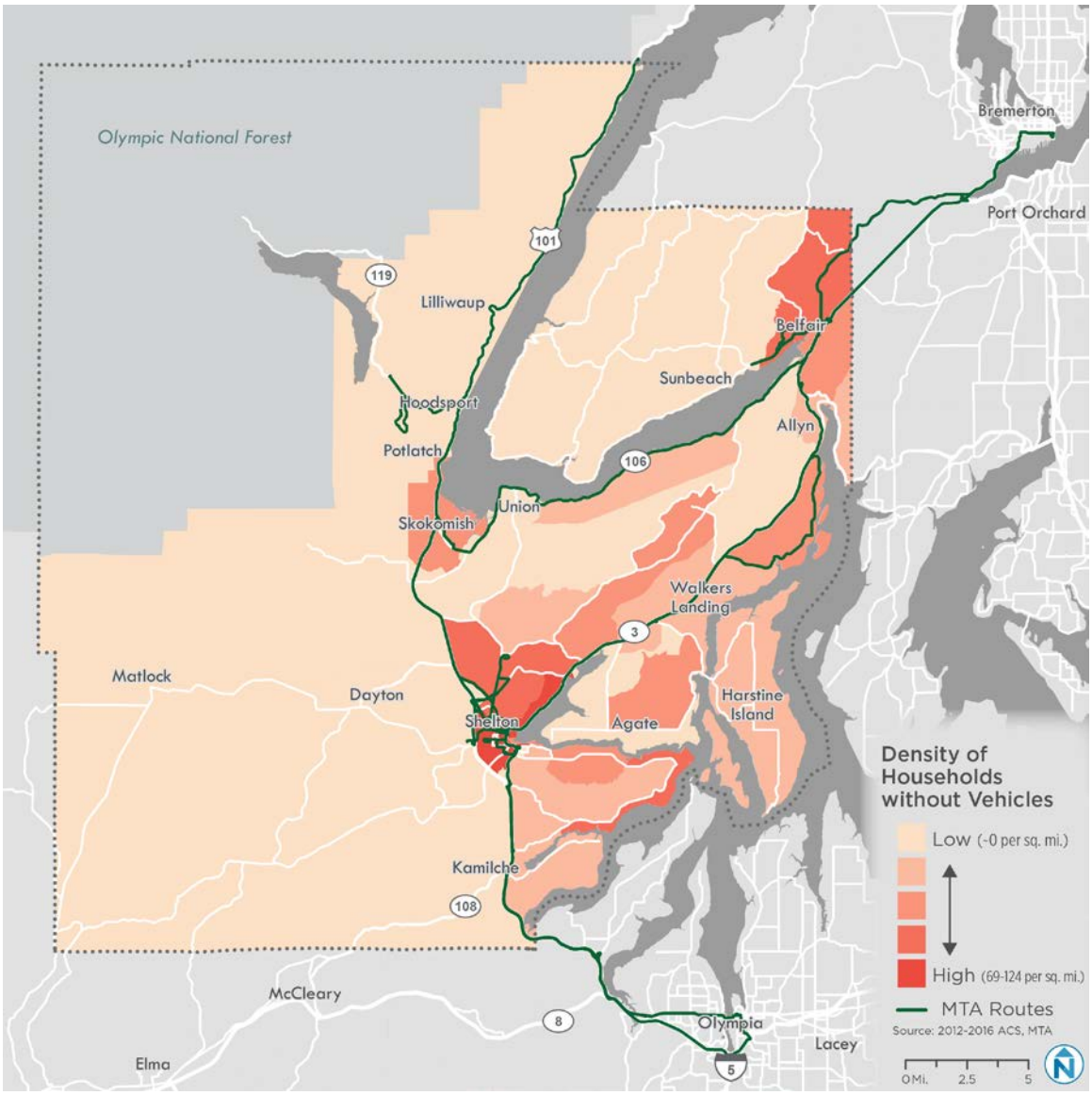
Figure 3-10 Density of People over Age 65 in Mason County



Zero-Vehicle Households

Households without access to a vehicle are more likely to include transit riders than households that have access to one or more vehicles. The highest densities of households without vehicle access are in the more urbanized areas of Mason County, such as Belfair and Shelton (Figure 3-11). The southern and eastern coast of the Arcadia peninsula also has a relatively high density of households without access to a vehicle. Areas along the Hood Canal, on the lower Kitsap Peninsula, and scattered elsewhere in Mason County had nearly zero households without access to a vehicle.

Figure 3-11 Density of Households without Access to a Vehicle in Mason County

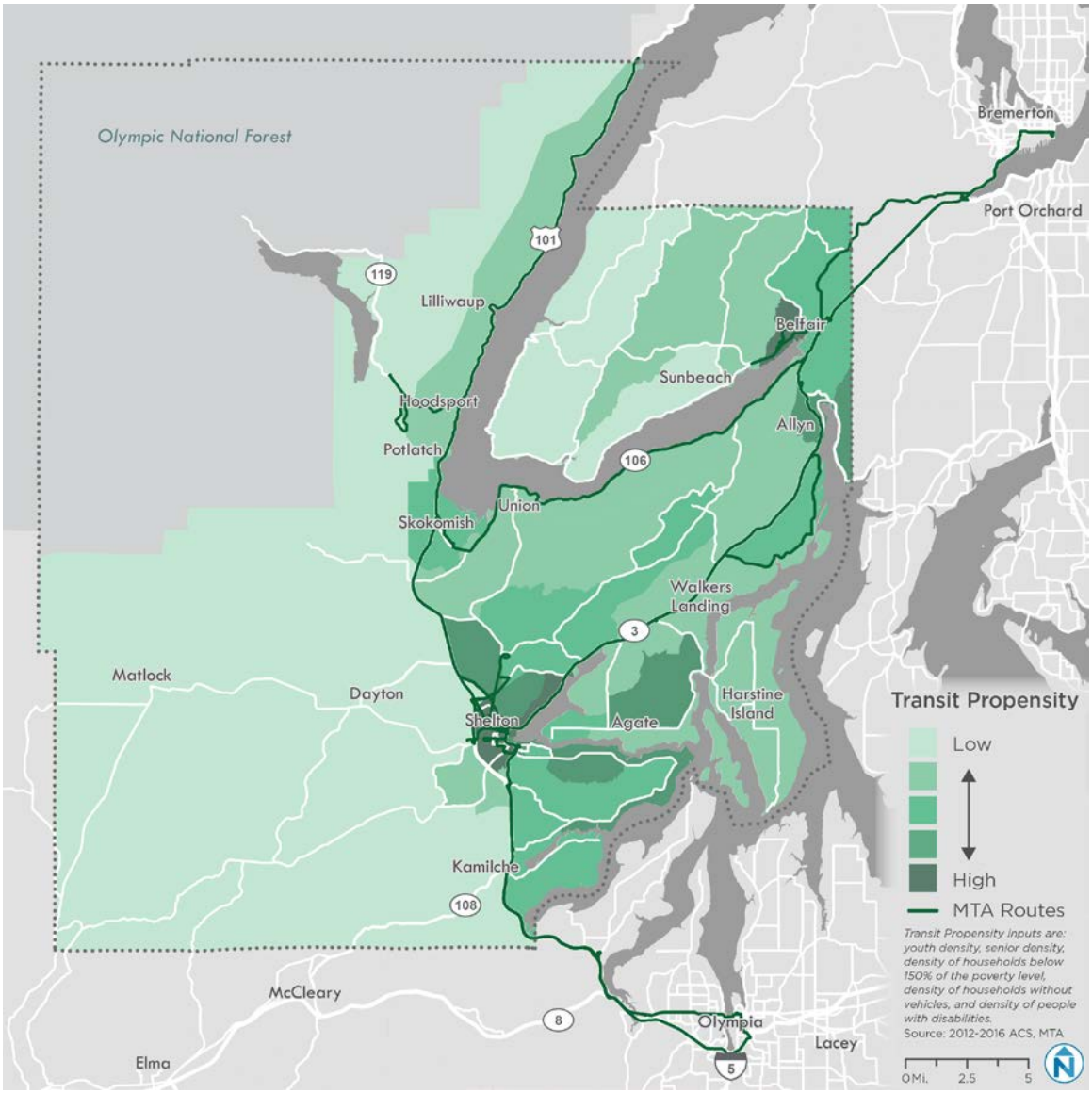


TRANSIT PROPENSITY INDEX

This Transit Propensity Index (TPI) combines the five demographics shown above into a single indicator of transit needs. A higher TPI score indicates an area with greater need for transit service, and a lower score indicates an area that has less need.

The TPI output in Figure 3-12 shows that the more urbanized areas of Allyn, Belfair, and Shelton have the greatest need for transit, along with portions of the Agate area and Arcadia peninsula. The areas with the lowest TPI score are the lower Kitsap Peninsula (south and west of Sunbeach) and western Mason County.

Figure 3-12 Transit Propensity Index for Mason County



TRAVEL PATTERNS

Because Mason County is located between two relatively large areas of population and employment (Bremerton to the northeast and Olympia to the southeast), many residents travel out of the County for work. Mason Transit routes extend to the Bremerton and Olympia areas to serve these travel needs.

This section of the market analysis uses 2015 LODES data to illustrate these travel patterns, showing travel flows occurring both within and into/out of Mason County.

Figure 3-13 shows travel patterns occurring within Mason County. Predictably, the highest volumes of travel start and end in the parts of Mason County with the greatest density of jobs. Very little work travel occurs in the western portion of Mason County, and it is notable that travel between the Lower Kitsap and Belfair zones is relatively sizable. The five travel zone pairs shown in Figure 3-13 with the greatest estimated volume of daily commutes are:

- Belfair (intra-zonal)
- South Mason County (intra-zonal)
- Arcadia & Shelton
- South Shelton & Shelton
- Agate-Harstine & Shelton

Although MTA does provide service in many of these areas, Agate-Harstine is not currently served by any MTA route. Arcadia and South Mason County only receive MTA service on the US 101 corridor.

Figure 3-14 shows commutes that occur within a travel analysis zone (for example, someone both lives and works in Skokomish). The Belfair zone is home to the greatest number of workers both living and working in the same area, at 300 jobs. Predictably, the fewest intra-zonal commutes are in West and Southwest Mason County, as there are few workers living in these areas.

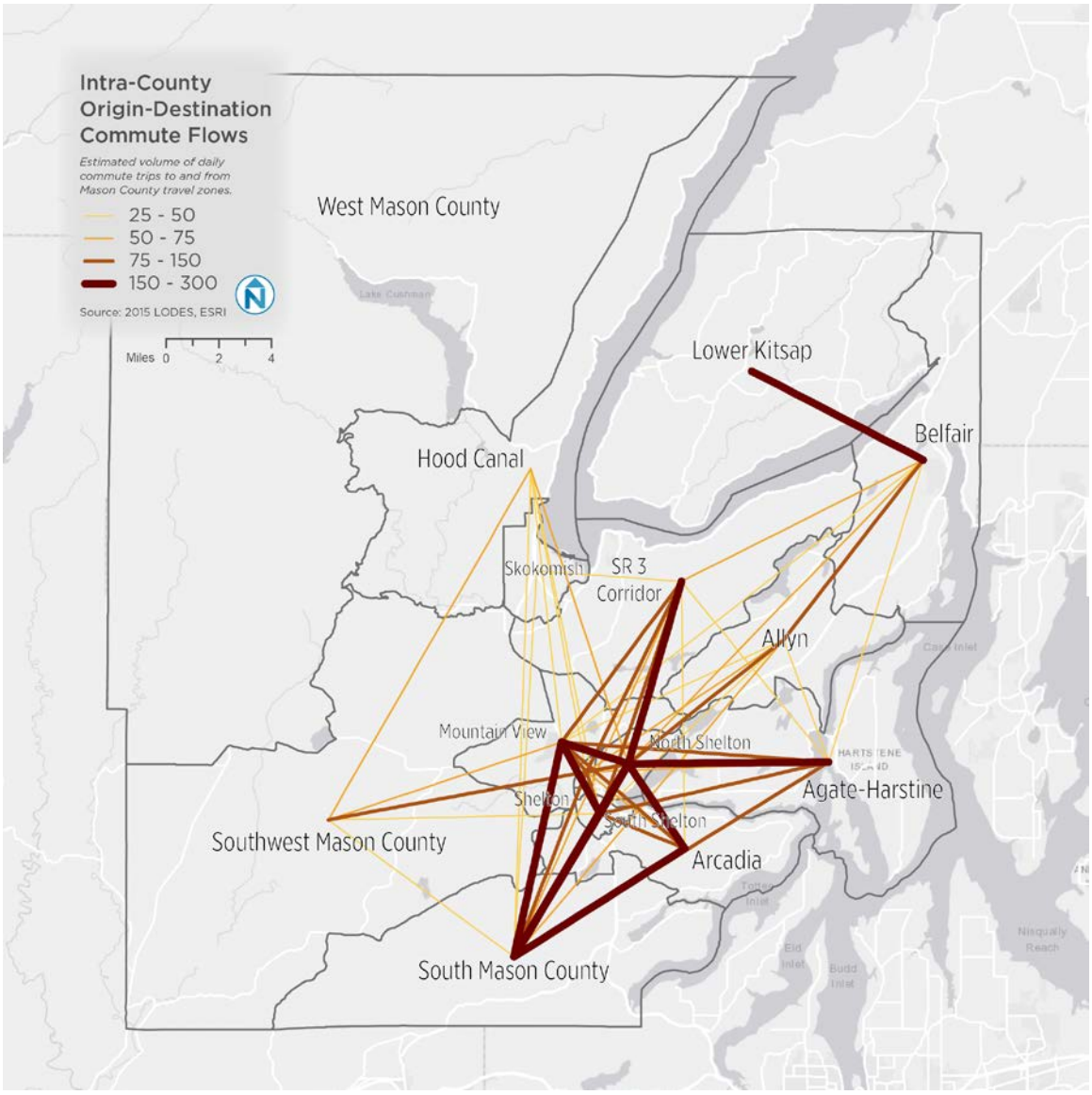
Mapping travel patterns into and out of Mason County tells a different story (Figure 3-14). The greatest quantities of commute travel occur to downtown Olympia, Thurston County outside of the Olympia area, North Kitsap County, Port Orchard, and King County outside of Seattle. A surprisingly small number of trips occurs between Seattle and Mason County, as well as to and from the Pierce County Islands. The travel zone pairs shown on this map with the greatest volumes of travel are:

- Belfair & North Kitsap County
- Belfair & King County
- South Mason County & Thurston County
- Lower Kitsap & North Kitsap County
- South Mason County & Olympia

Of these top five pairs, only the Lower Kitsap travel zone of Mason County does not have MTA service. The other Mason County travel zones do have some MTA service, although it may be limited (for example, the South Mason County zone is served by MTA only on the Highway 101 corridor. A commute to King County is a relatively long distance, and requires either traveling over the Tacoma Narrows or a ferryboat trip across the Puget Sound.

It is important to note that military employment, such as the jobs at Naval Base Kitsap-Bremerton and Naval Hospital Bremerton (shown in Figure 3-3) are generally not included in LODES data, and are therefore not represented in Figure 3-15.[5] It is likely that a good deal more travel is occurring into and out of the Bremerton area than is shown in Figure 3-15. Likewise, commutes to Joint Base Lewis-McChord in Pierce County, and the Bangor Trident Base in North Kitsap County, are underrepresented. These military facilities are probably considerable trip generators for Mason County residents, given that they fall well within the commute time range that allows for trips to King County and Seattle, which are trips many Mason County workers are already making.

Figure 3-13 Intra-County Travel Patterns



[5] Graham, Kutzbach & McKenzie. 2014. "Design Comparison of LODES and ACS Commuting Data Products." Center for Economic Studies, U.S. Census Bureau. p. 3. <https://www2.census.gov/ces/wp/2014/CES-WP-14-38.pdf>

Figure 3-14 Intra-Zonal Travel Patterns

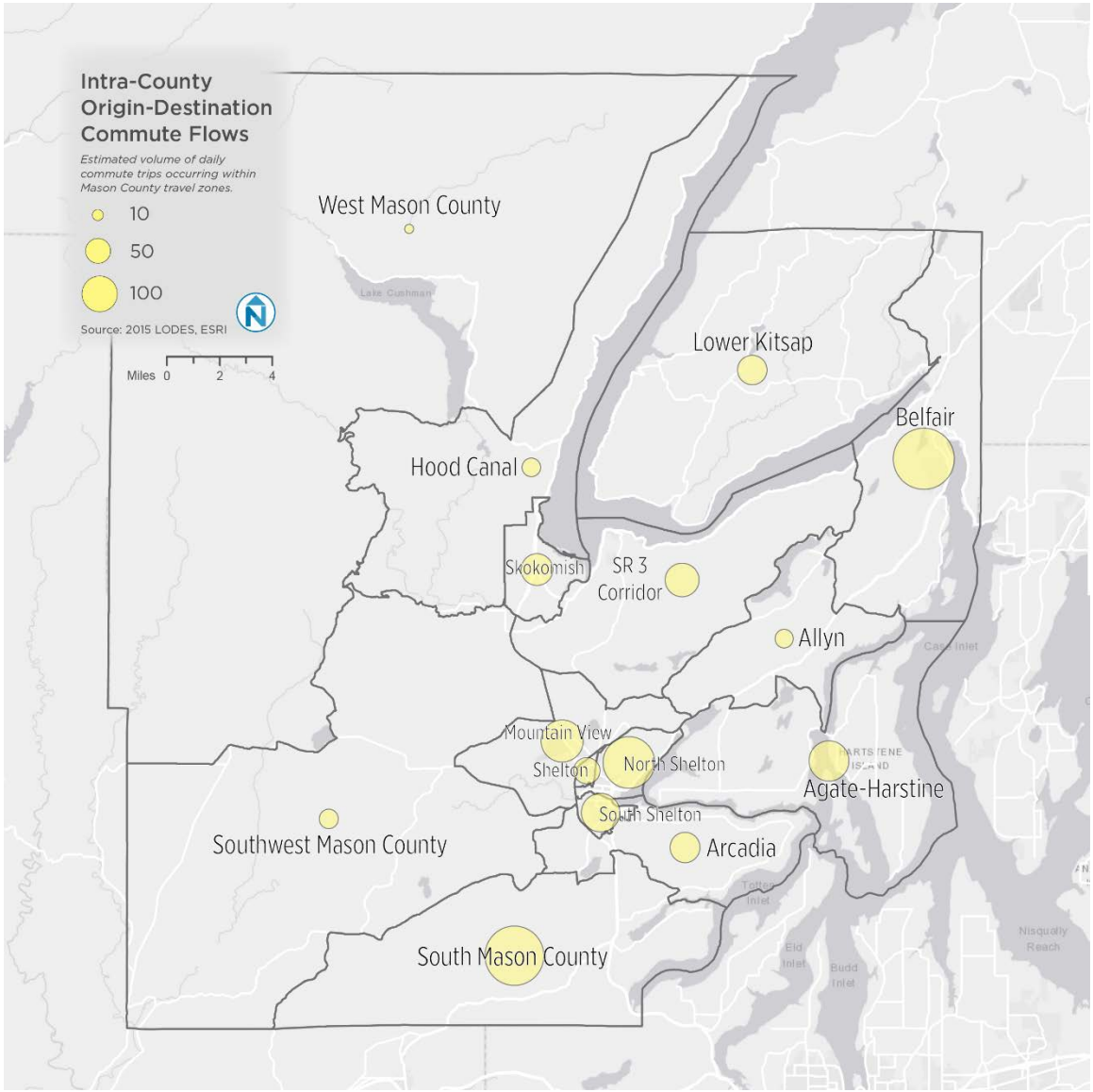
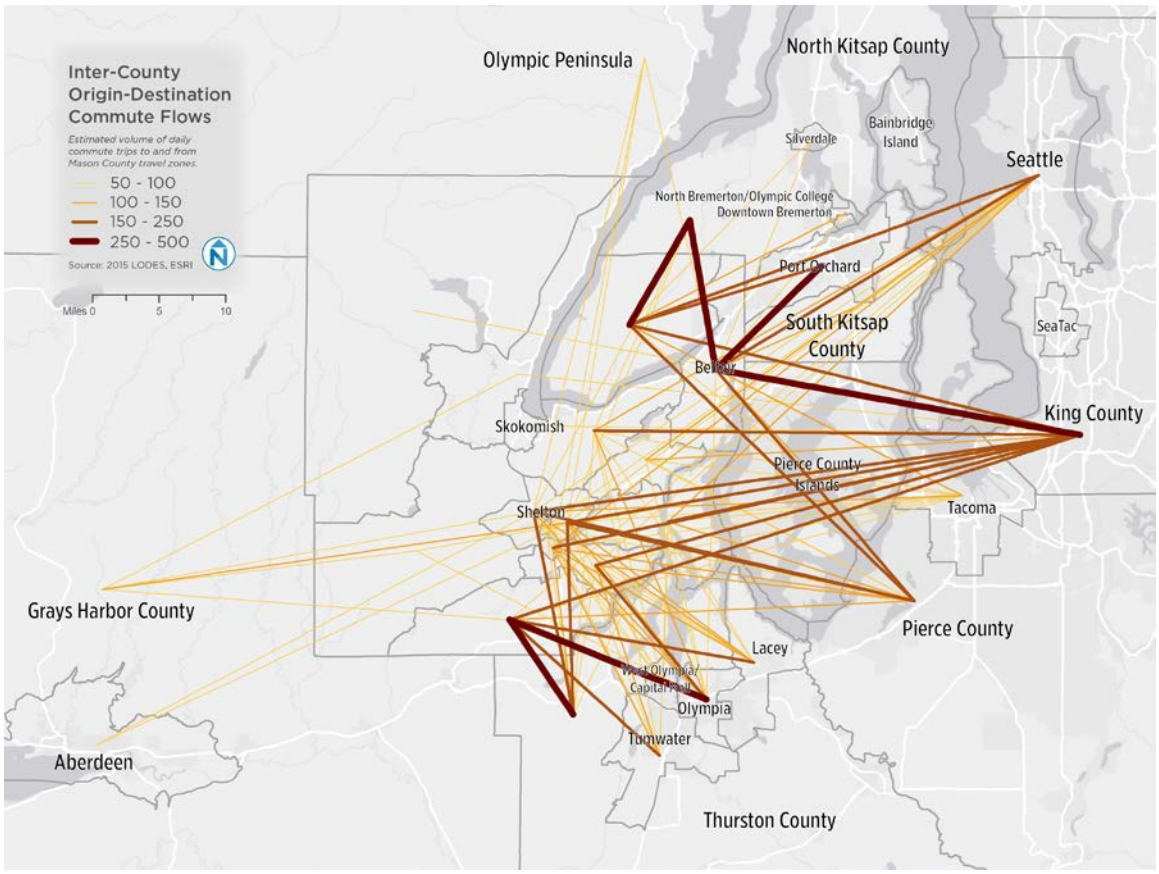


Figure 3-15 Inter-County Travel Patterns



4 SYSTEM ANALYSIS

This chapter analyzes the performance of MTA services to help understand how passengers use the system. Specific areas of focus include ridership, productivity, and on-time performance. Detailed information on stop level ridership and transfer patterns are available from a ridecheck and survey conducted in February and March 2018. A summary of historical service trends is included to provide greater context for the MTA system. The system analysis is important to help identify how transit is used and prepare for potential improvements to the overall network.

The system analysis is composed of five primary components:

- **Current Performance:** Route performance varies significantly among MTA services. This section presents a detailed look at route level ridership, productivity, and on-time performance.
- **Historical Performance:** Service performance has declined over the past few years. This section analyzes the scale of the change among different service types.
- **Park-and-Ride Usage:** MTA operates routes that serve park-and-ride lots throughout the service area. This section analyzes the growth of park-and-ride lots and usage patterns over time.
- **Financial Performance:** MTA revenue has increased over the past few years. This section provides a brief overview of the scale of revenue growth and the different components driving the change.
- **Transfer Patterns:** Transfer patterns help generate a greater understanding of how passengers are using the MTA route network. This section analyzes the results of a passenger transfer survey conducted in February 2018.

KEY FINDINGS

- Ridership activity is concentrated among a small number of services. Routes 5, 6, and 7 together account for 65% of all weekday boardings for MTA.
- Transfer centers account for a significant percentage of stop level ridership. The Transit-Community Center in Shelton, Olympia Transit Center, and Kamilche Transit Center represent 49% of all stop level passenger boardings.
- Ridership has declined by 5% between 2014 and 2017 despite an increase in service hours of 15%.
- MTA revenue increased 25% between 2012 and 2018 due to a recovery in sales tax revenue and increases in Federal and State funding.
- Park-and-ride capacity increased from 104 spaces to 263 spaces between 2009 and 2017—a growth of 153%. However, usage has increased by only 28%, from 74 to 95 daily users during the same period.

- Transfers between transit routes are relatively common among MTA passengers. Based on a survey conducted in February and March 2018, 51% of all riders transfer to another route as part of their travel. Dial-a-Ride and LINK passengers are more likely to transfer compared to fixed-route riders.

SYSTEM OVERVIEW

MTA operates local and express service throughout Mason County and to surrounding communities. Bus services operated by MTA vary based on route design, function, span of service (hours of operation), and headway (time between buses). MTA service is classified into the following groups:

- **Local routes** provide local service within Mason County and to surrounding communities. All local routes operate under a deviated fixed-route model, which allows the driver to detour for passengers that request the service in advance. Passengers requesting a trip deviation must call ahead at least two hours in advance. Local routes also allow passengers to flag the bus at unmarked stops for boarding or alighting. Local routes provide somewhat frequent service on weekdays with some night and Saturday service. No service is offered on Sunday or major holidays.
- **Express routes** connect transit centers or park-and-ride lots with major transit destinations in Bremerton and Olympia, offering travel times comparable to automobiles. Express services are only offered on weekdays.
- **Dial-A-Ride & LINK Service** are demand-response services designed to serve trips within Mason County.

Figure 4-1 shows the existing MTA system map. MTA operates nine fixed routes that run on weekdays and six fixed routes that run on Saturdays. Figure 4-2 illustrates the three LINK demand-response service areas. Figure 4-3 lists MTA routes along with their service type and a description of major destinations served.

Figure 4-1 Mason Transit Authority System Map

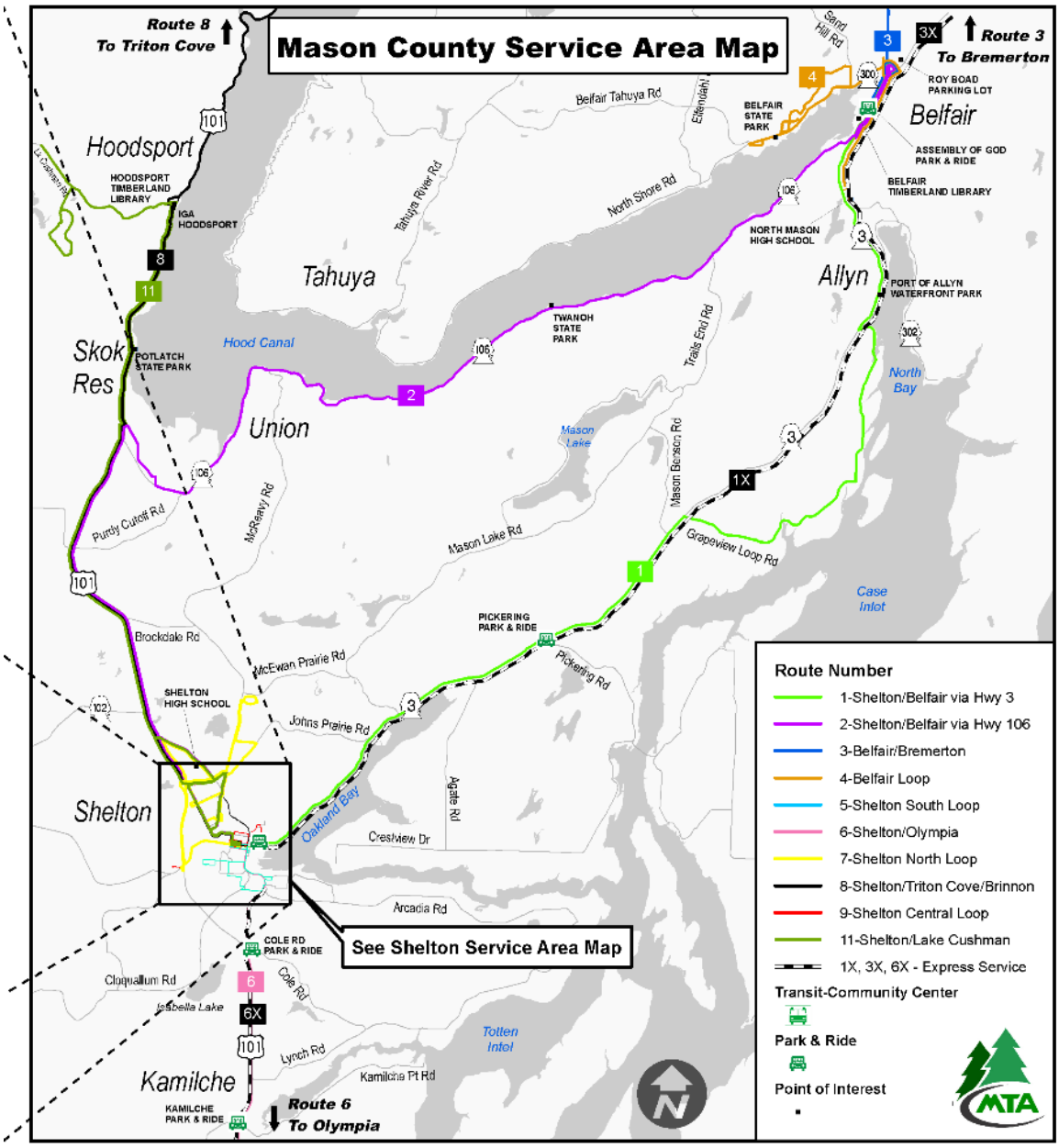
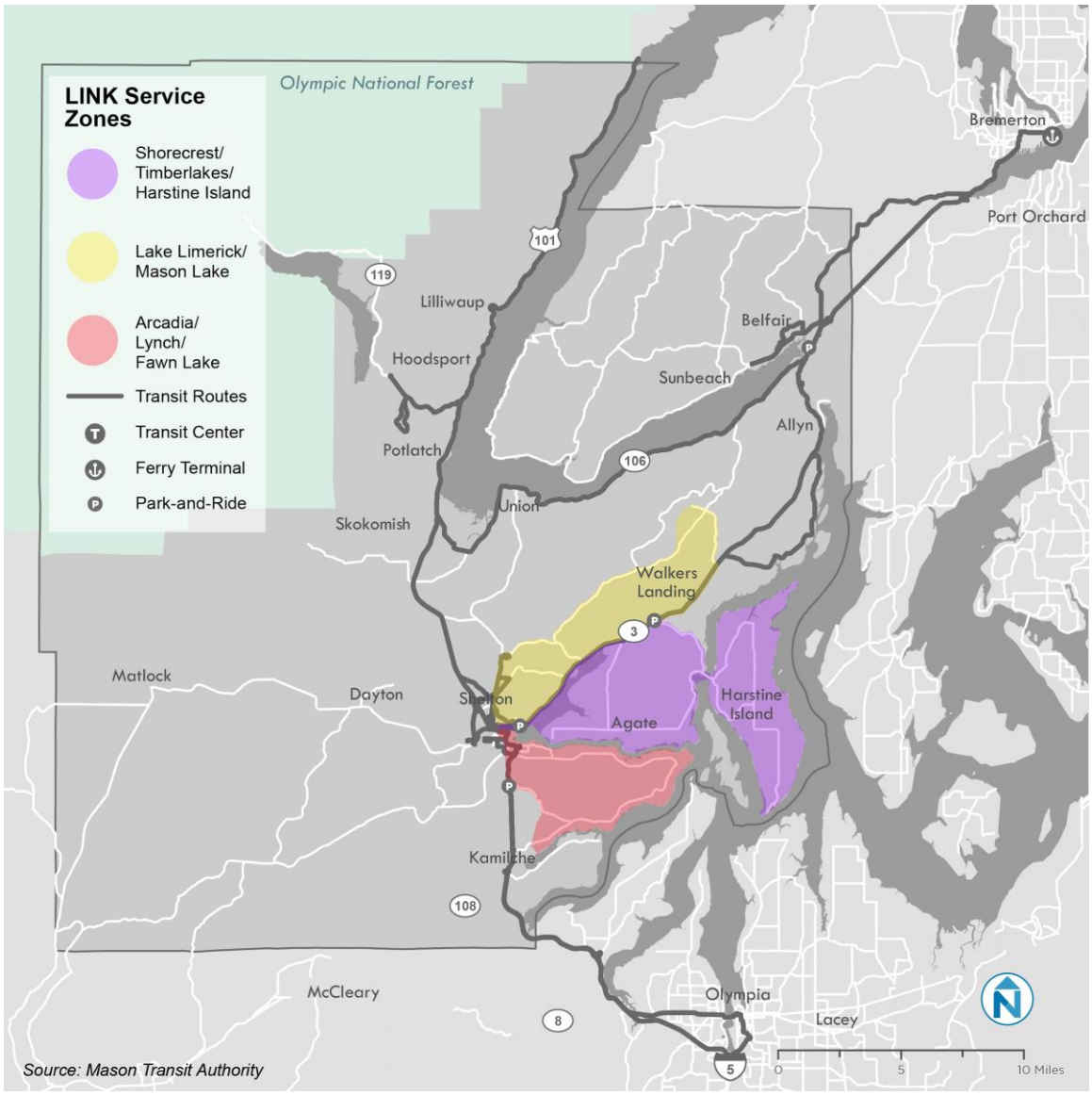


Figure 4-2 LINK Service Zones Map



Source: Mason Transit Authority

Figure 4-3 Route Types and Descriptions

Service Type	Route	Description	Major Destinations Served
Local Routes	1	Shelton/Belfair via Highway 3	Transit-Community Center, downtown Belfair, Bill Hunter Park
	2	Shelton/Belfair via Highway 106	Transit-Community Center, Olympic College, Shelton Walmart
	3	Belfair/Bremerton	Bremerton Ferry Terminal, Bill Hunter Park
	4	Belfair Loop	Bill Hunter Park, Belfair State Park, Timberland Library
	5	Shelton South Loop	Transit-Community Center, Olympic College, Mason General Hospital
	6	Shelton to Olympia	Transit-Community Center, Gateway Center, Kamilche Transit Center
	7	Shelton North Loop	Transit-Community Center, Shelton High School, Shelton Walmart
	8	Shelton/Triton Cove-Brinnon	Transit-Community Center, Shelton Walmart, Twin Totems
	9	Shelton Central Loop	Transit-Community Center, Senior Center, Shelton Walmart
	11	Shelton to Lake Cushman	Transit-Community Center, Twin Totems, Hoodsport
Express Routes	1X	Shelton/Belfair Express	Transit-Community Center, downtown Belfair, Bill Hunter Park
	3X	Belfair/Bremerton Express	Bremerton Ferry Terminal, Bill Hunter Park
	6X	Shelton to Olympia Express	Transit-Community Center, Olympia Transit Center, Kamilche Transit Center
Dial-A-Ride	DAR	Demand Response	All of Mason County except within LINK service area
LINK	ARC	Demand Response	Arcadia, Lynch Road, Totten Shores, and Fawn Lake neighborhoods
	LAKES	Demand Response	Lake Limerick and Mason Lake neighborhoods
	HATS	Demand Response	Shorecrest, Timberlakes, Harstine Island, and Pickering neighborhoods

CURRENT CONDITIONS

The following tables and charts present span, frequency, and current operating statistics for MTA routes. Boarding and productivity statistics are based on ridecheck data collected in February 2018[1]. Figure 4-4 summarizes frequency and span information based on MTA schedules.

Figure 4-4 Frequency and Span Summary

Service Type	Route Number	Weekday Span	Weekday Frequency	Saturday Span	Saturday Frequency
Local Routes	1	5:25 a.m.-7:20 p.m.	6 trips NB 7 trips SB	6:35 a.m.-7:20 p.m.	3 trips NB 3 trips SB
	2	6:40 a.m.-4:05 p.m.	4 trips NB 2 trips SB	6:40 a.m.-3:20 p.m.	2 trips NB 2 trips SB
	3	5:30 a.m.-6:45 p.m.	60-80	7:30 a.m.-6:45 p.m.	4 trips NB 4 trips SB
	4	8:30 a.m.-5:00 p.m.	60	8:30 a.m.-3:15 p.m.	4 trips
	5	6:00 a.m.-8:02 p.m.	60	8:02 a.m.-8:02 p.m.	60
	6	6:20 a.m.-7:40 p.m.	30-60	7:30 a.m.-7:40 p.m.	120
	7	5:30 a.m.-7:30 p.m.	60	8:30 a.m.-7:30 a.m.	60-120
	8	8:10 a.m.-3:25 p.m.	2 trips NB 2 trips SB	7:00 a.m.-6:40 p.m.	2 trips NB 2 trips SB
	9	7:40 a.m.-3:40 p.m.	4 trips	-	-
	11	5:50 a.m.-4:22 p.m.	3 trips NB 3 trips SB	7:50 a.m.-3:40 p.m.	3 trips NB 3 trips SB
Express Routes	1X	4:40 a.m.-6:05 a.m.	3 trips NB 3 trips SB	-	-
	3X	4:10 a.m.-11:10 a.m.	2 trips NB 2 trips SB	-	-
	6X	3:35 p.m.-6:35 p.m. NB 5:25 a.m.-7:30 a.m. SB	3 trips NB 4 trips SB	-	-
LINK	ARC	9:45 a.m.-4:15 p.m.	3 trips	9:35 a.m.-1:35 p.m.	2 trips
	LAKES	7:45 a.m.-5:45 p.m.	3 trips	9:45 a.m.-2:30 p.m.	2 trips
	HATS	6:20 a.m.-5:25 p.m.	3 trips	10:20 a.m.-4:50 p.m.	2 trips

[1] Additional information about the ridecheck data collection effort is available in Chapter 5.

Current Ridership and Productivity

Figure 4-5 shows the average daily ridership for each route. Routes 5, 6, and 7 are the highest ridership services. Collectively, these three routes represent 65% of total weekday ridership.

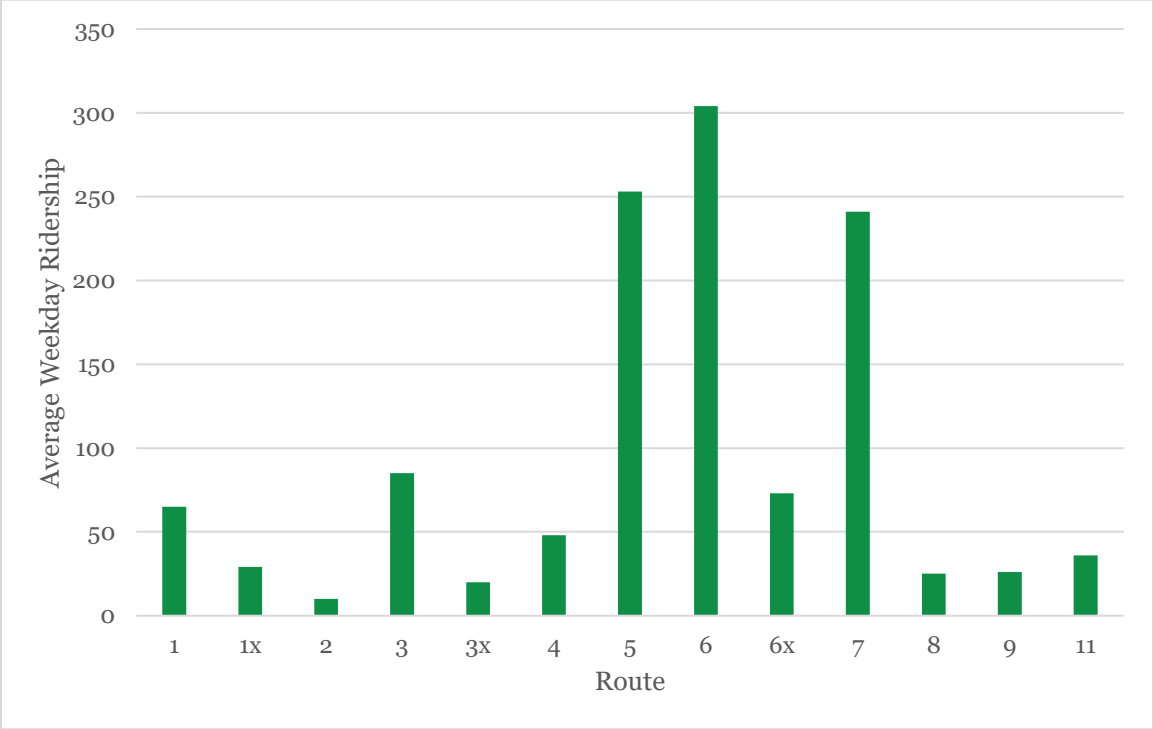
Figure 4-6 shows the total annual ridership for LINK services. The Harstine-Timberlakes-Shorecrest route has the highest overall ridership, with a total of 6,620 riders per year. The Lake Limerick-Mason Lake route has the second highest ridership, carrying over 5,000 passengers per year. Arcadia-Lynch-Fawn Lake serves the fewest riders, with approximately 3,000 passengers per year. These figures include both passengers who schedule a ride in advance and passengers boarding or alighting LINK routes at flag stops. Service does not operate if passengers have not called ahead of time, which can lead to confusion for riders that expect to flag down LINK service.

Figure 4-7 shows a system map of weekday boardings by stop on fixed-route services. MTA averages more than 1,200 boardings each weekday. The highest ridership stops are at Transit-Community Center, Olympia Transit Center, and Kamilche Transit Center. These three stops combined represent 49% of total system ridership. The Transit-Community Center alone averages 416 daily boardings, which is 34% of all MTA ridership. Within Shelton, ridership is also high at Walmart, Olympic College, and Gateway Center. Figure 4-8 focuses on ridership in Shelton. Similarly, ridership activity in Belfair is overwhelmingly concentrated at just one stop—Bill Hunter Park in the center of the community. This stop is served by six routes and is the main transfer point for Belfair transit riders. The map in Figure 4-9 shows passenger activity by stop in Belfair.

Figure 4-10 and Figure 4-11 show productivity for local and express routes, respectively. Productivity is shown as the average weekday boardings per service hour[2] for each route. Express route productivity is calculated as the average weekday boardings per trip. Route 5 is the most productive route, with more than 20 passengers per service hour. The average route productivity among local routes is much lower, at 10.7 passengers per service hour. Only four routes exceed the average productivity—Routes 5, 6, 6X, and 7. Express routes carry on average between 5 and 10 passengers per trip.

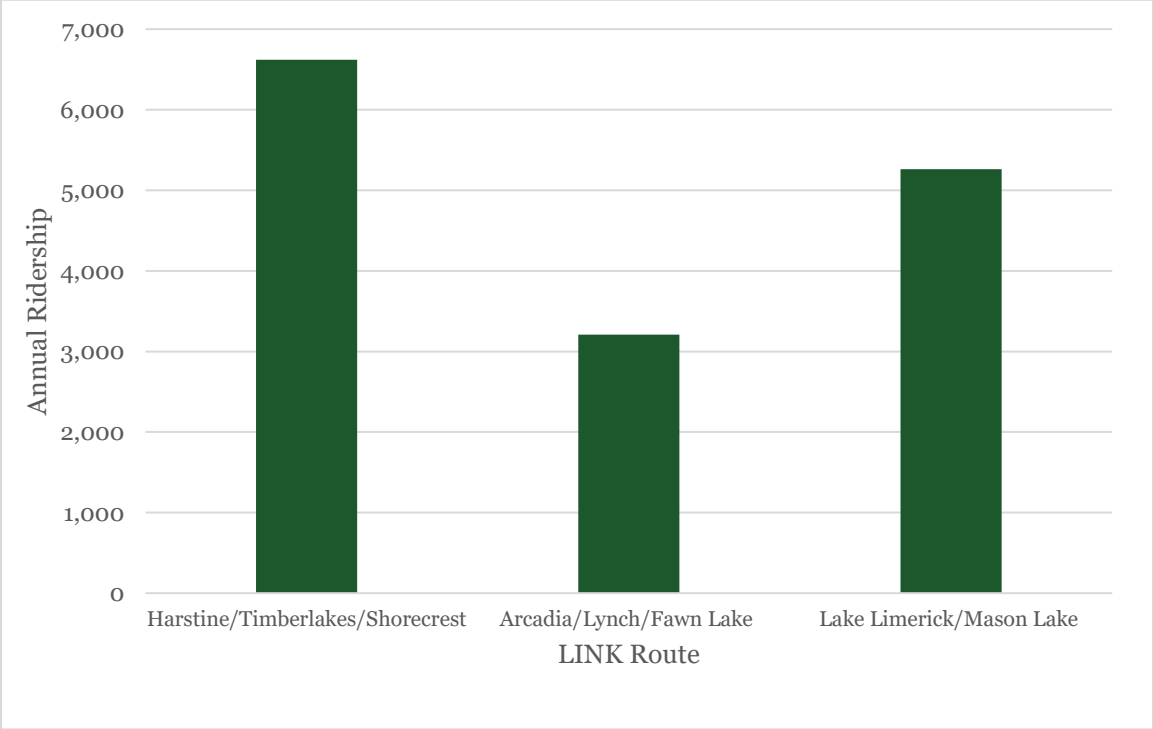
[2] Service hours are calculated using route schedules and do not include deadhead and layover time

Figure 4-5 Average Weekday Ridership by Route – Fixed Routes



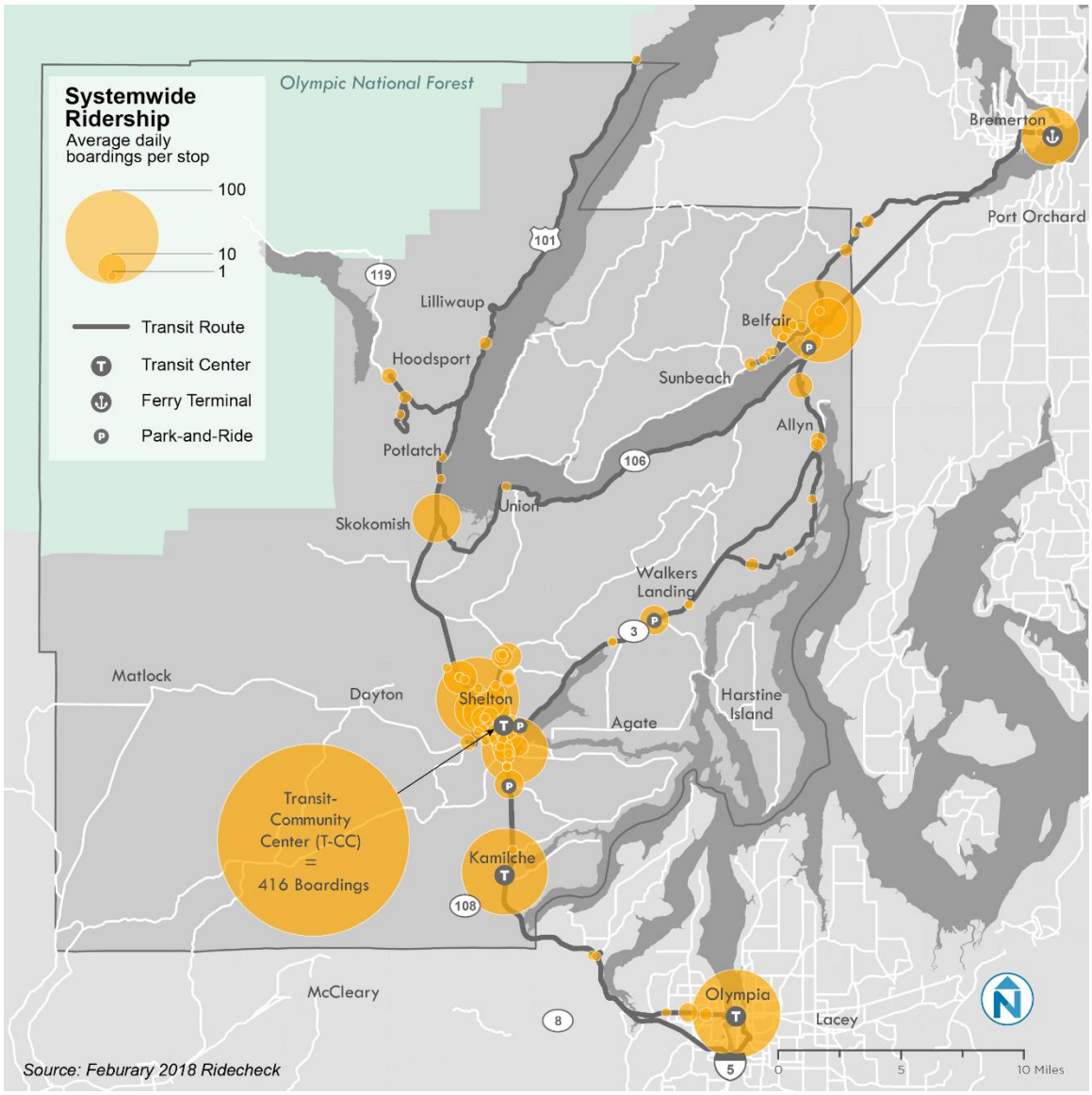
Source: Mason Transit February 2018 Ridecheck

Figure 4-6 Annual Ridership by Route – LINK Routes



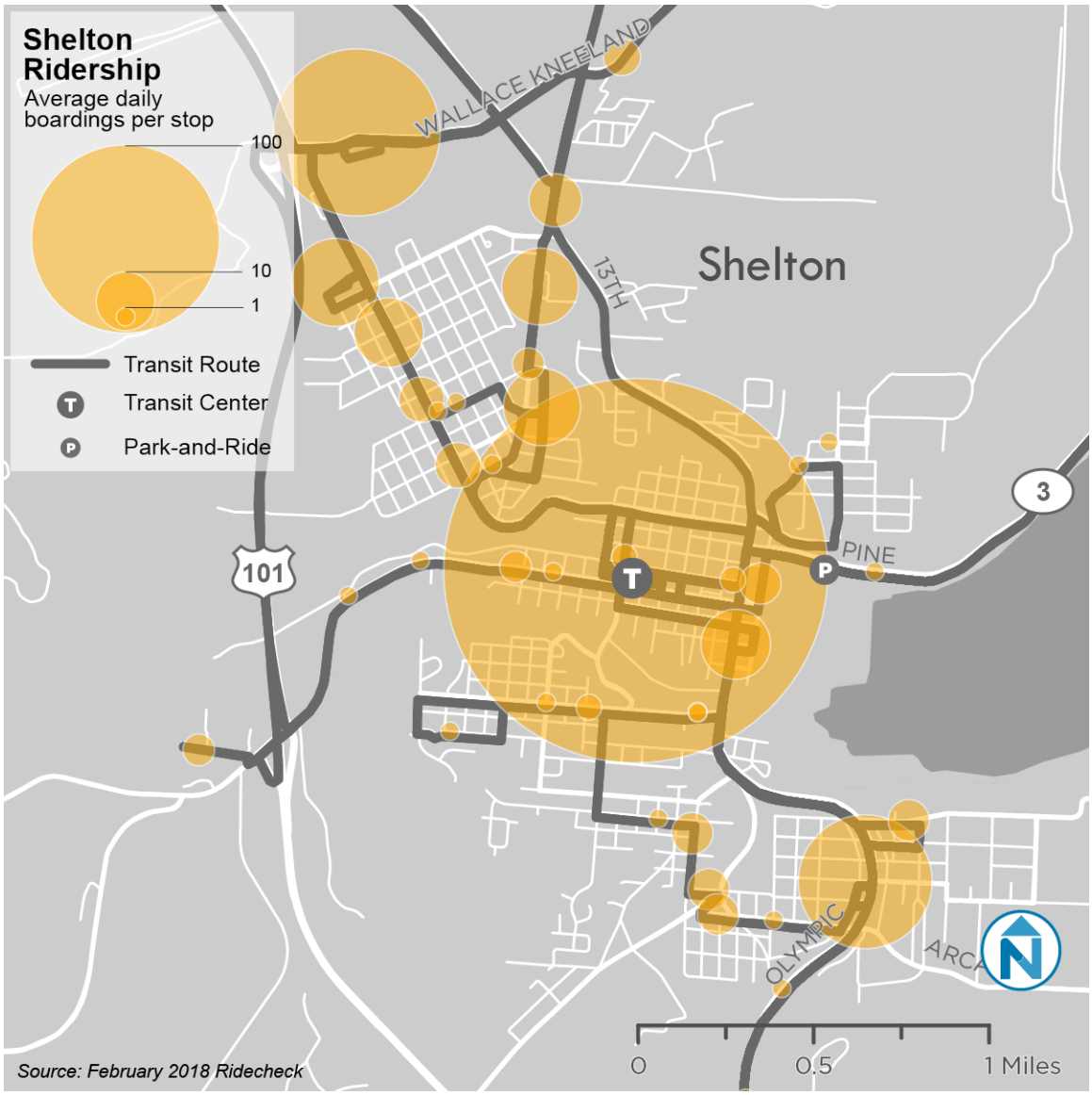
Source: Mason Transit, April 1, 2017-March 31, 2018

Figure 4-7 MTA System Fixed-Route Ridership, Average Daily Boardings by Stop



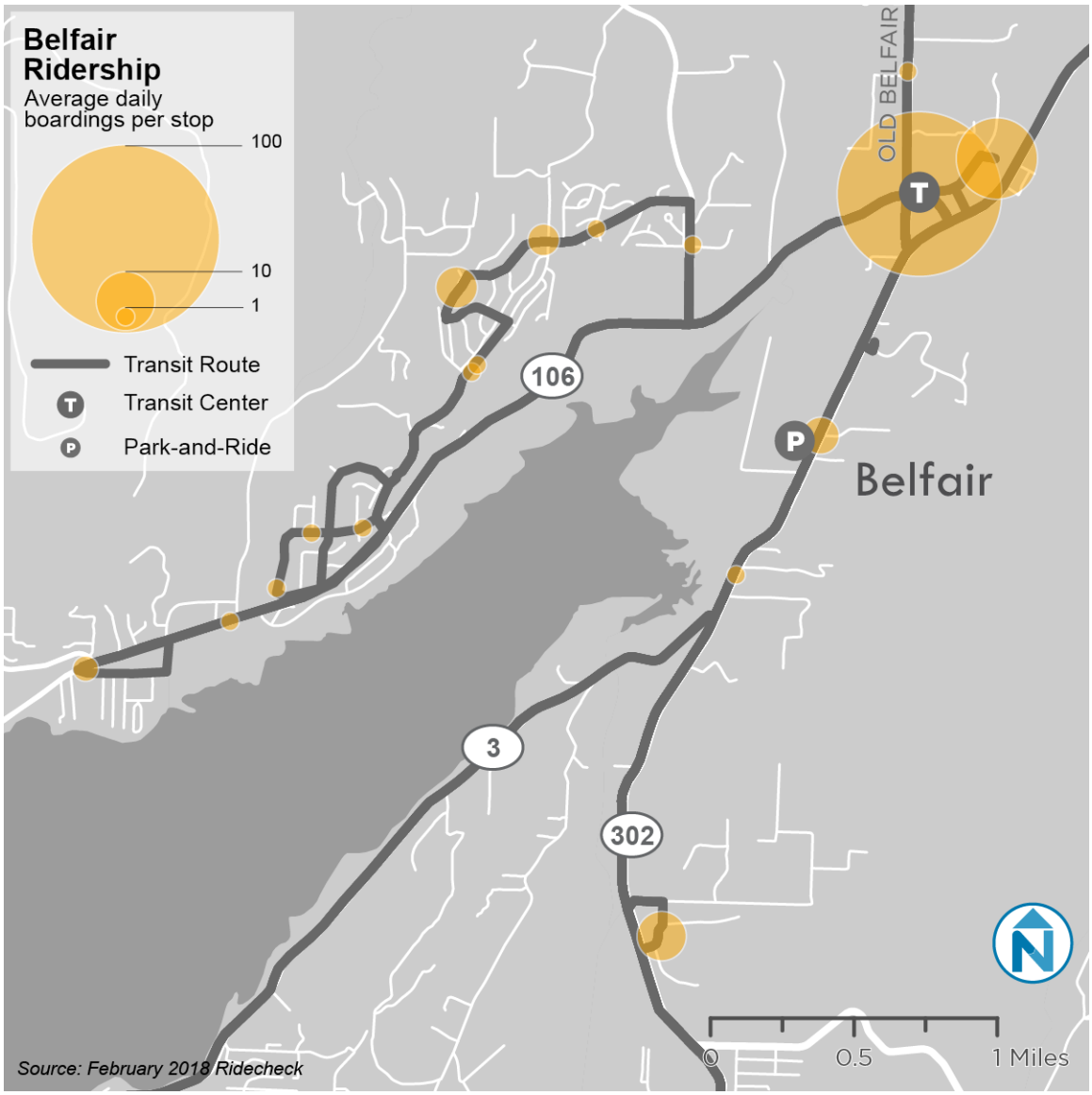
Source: Mason Transit Ridecheck February 2018

Figure 4-8 Shelton Fixed-Route Ridership, Average Daily Boardings by Stop



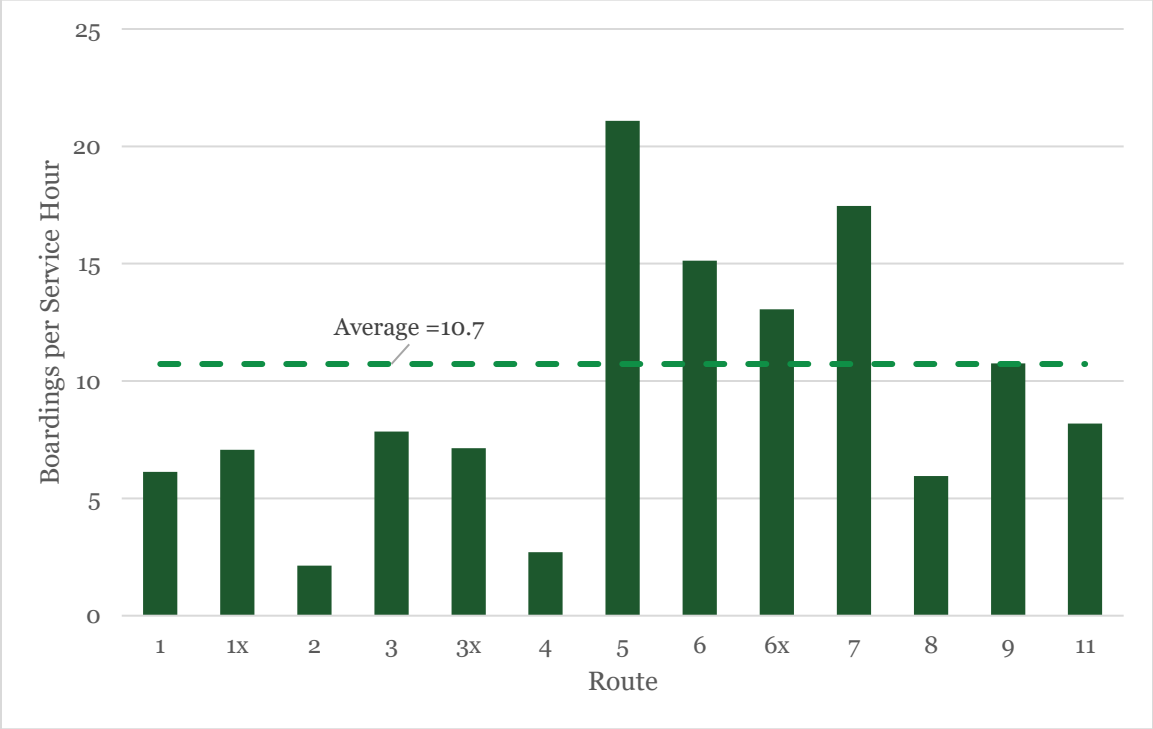
Source: Mason Transit Authority Ridecheck February 2018

Figure 4-9 Belfair Fixed-Route Ridership, Average Daily Boardings by Stop



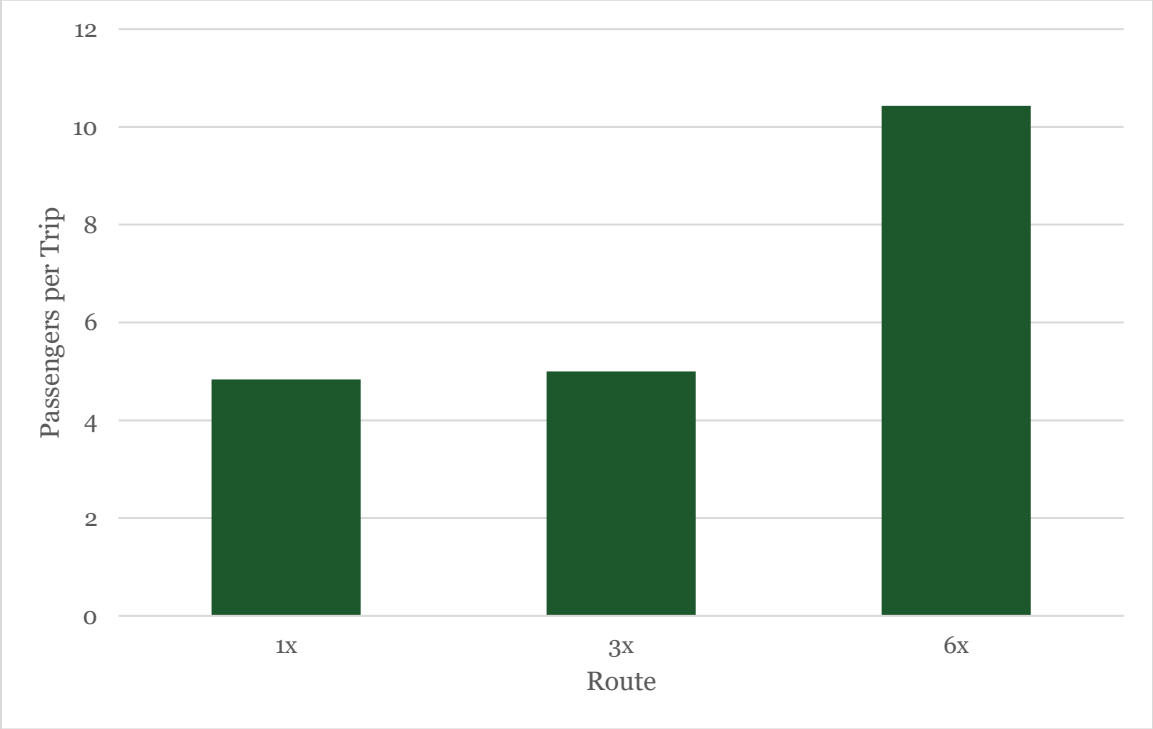
Source: Mason Transit Authority Ridecheck February 2018

Figure 4-10 Route Productivity (Boardings per Service Hour)



Source: Mason Transit February 2018 Ridecheck

Figure 4-11 Express Route Productivity (Boardings per Trip)

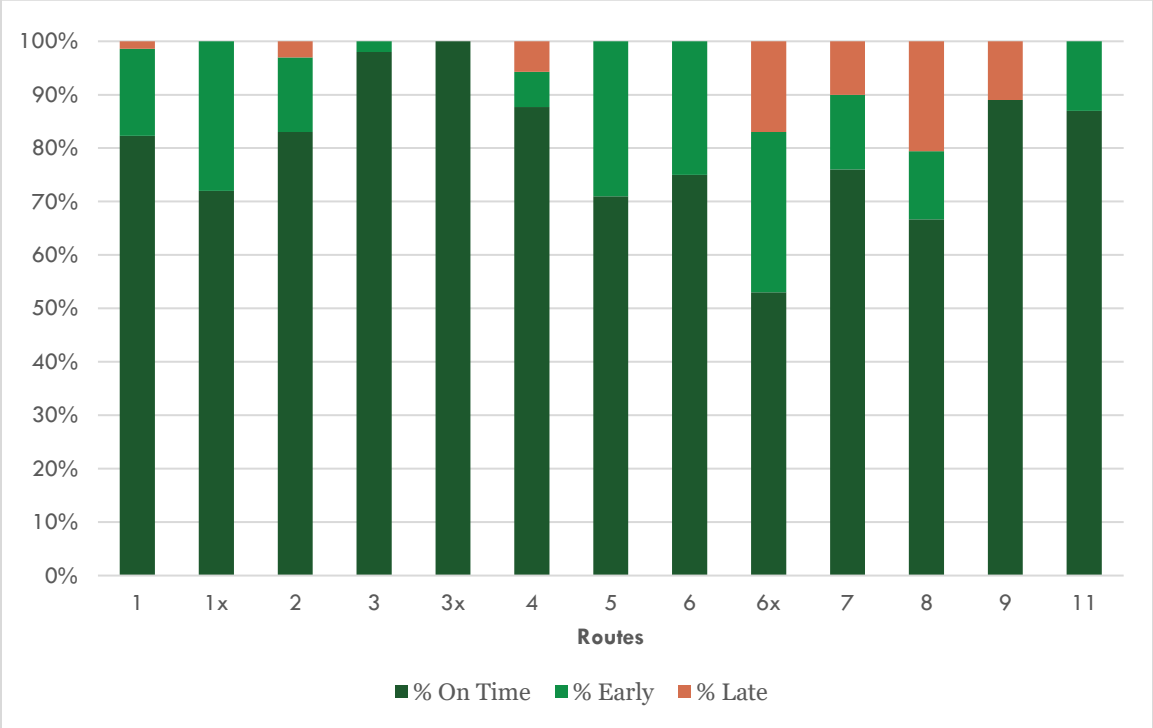


Source: Mason Transit February 2018 Ridecheck

On-Time Performance

Figure 4-12 shows average on-time performance by route. The systemwide average for on-time arrivals is 77 percent. Routes 3X, 3, and 9 have the highest percentage of on-time arrivals. Route 8 has the highest incidence of late arrivals, while Route 6X has the lowest overall rate of on-time arrivals due to a combination of early and late arrivals.

Figure 4-12 On-Time Performance by Route



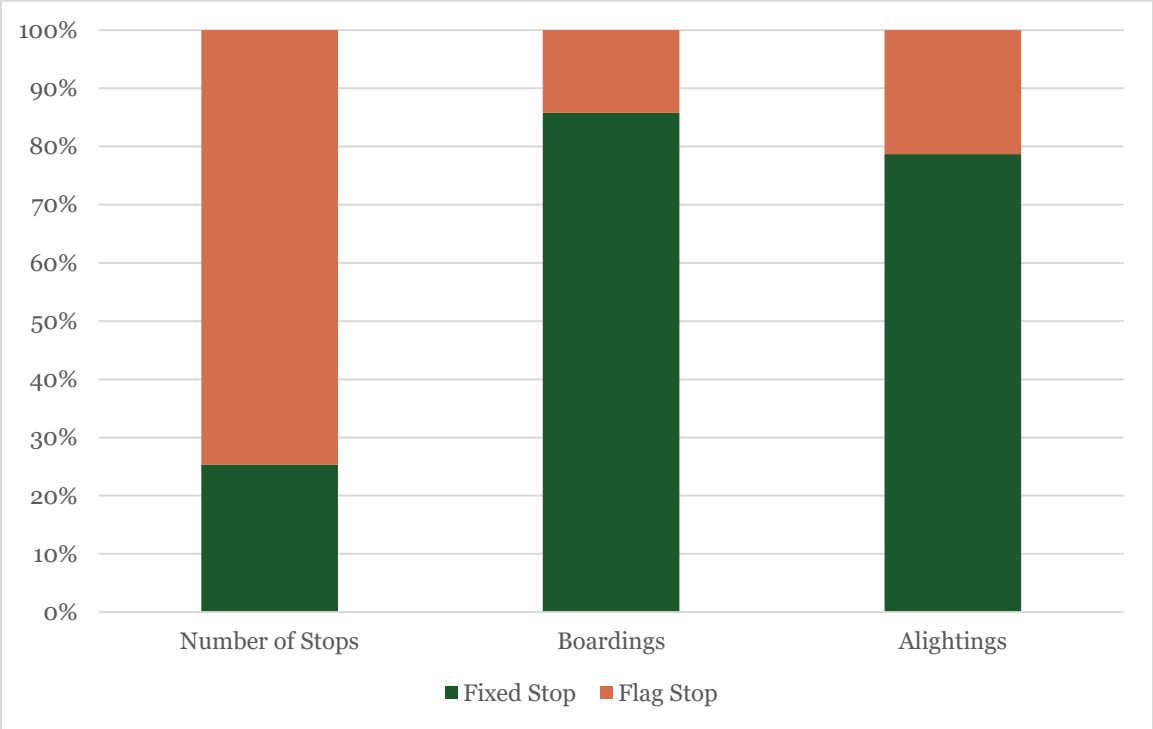
Source: Mason Transit February 2018 Ridecheck

Flag Stop vs. Fixed Stop

The majority of stops MTA serves are flag stops, where passengers can request to be picked up or dropped off without designated facilities. During the February 2018 ridecheck, passenger boarding or alighting activity was recorded at 194 flag stops. This is significantly higher than the 66 fixed stops served by MTA.

Despite the large number of flag stops, 86% of boardings take place at fixed stops, with the remaining 14% of passenger pick-ups taking place at flag stops. Passenger drop-offs are slightly more common at flag stops, where they make up 21% of all alightings.

Figure 4-13 Ridership by Stop Type



Source: Mason Transit February 2018 Ridecheck

Dial-A-Ride and LINK Ridership Patterns

Figure 4-14 illustrates annual demand-response ridership patterns on MTA Dial-A-Ride and LINK services, based on total ridership from March 2017 to February 2018. These ridership figures include scheduled rides only; passengers boarding or alighting at flag stops are not included.

The highest travel patterns can be seen in and around Shelton and Belfair, with significant flows to Harstine Island, the Agate area, and the Sunbeach area. The origin-destination travel pairs with the most trips are:

- Belfair and Tahuya/Maggie Lake
- Belfair and western Belfair
- Belfair and Allyn
- Belfair and southern Belfair
- Shelton and Harstine Island
- Shelton and Agate
- Shelton and western Agate
- Shelton and western Shelton
- Shelton and Lake Limerick

Travel to the west coast of the Hood Canal and northwest Mason County is much less frequent on demand-response services.

The total number of annual trips that both began and ended within travel zones are indicated by proportional yellow circles. The Allyn, Belfair, and Shelton areas have the highest numbers of internal trips.

Figure 4-14 Annual Dial-A-Ride and LINK Travel (Mason County)

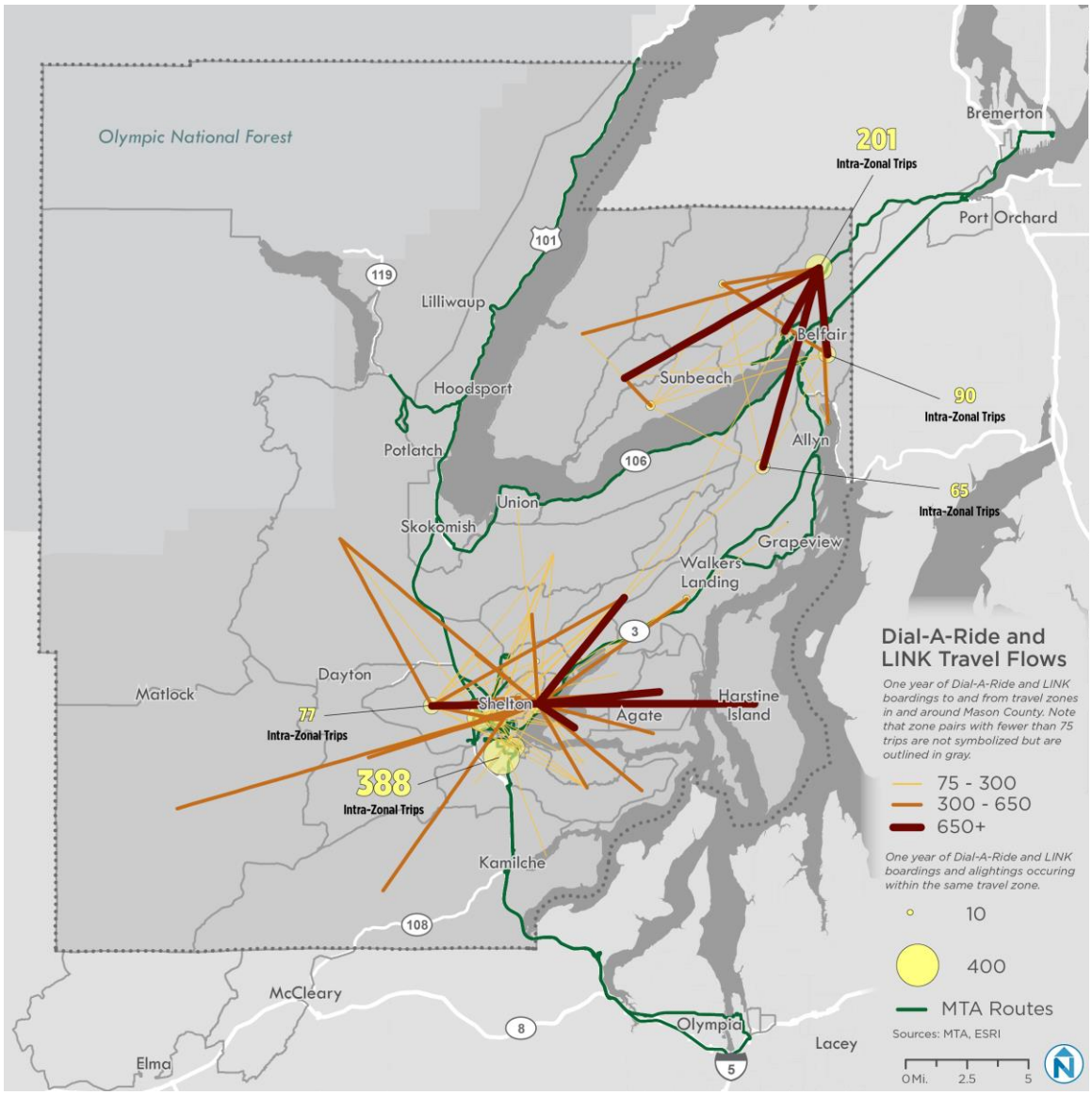


Figure 4-15 shows the Shelton area travel zones, highlighting the large amount of travel heading to and from the zone that encompasses Downtown Shelton and the area around SR 3, heading northeast out of town. By far the most intra-zonal trips occur in southern Shelton.

Figure 4-15 Annual Dial-A-Ride and LINK Travel (Shelton Area)

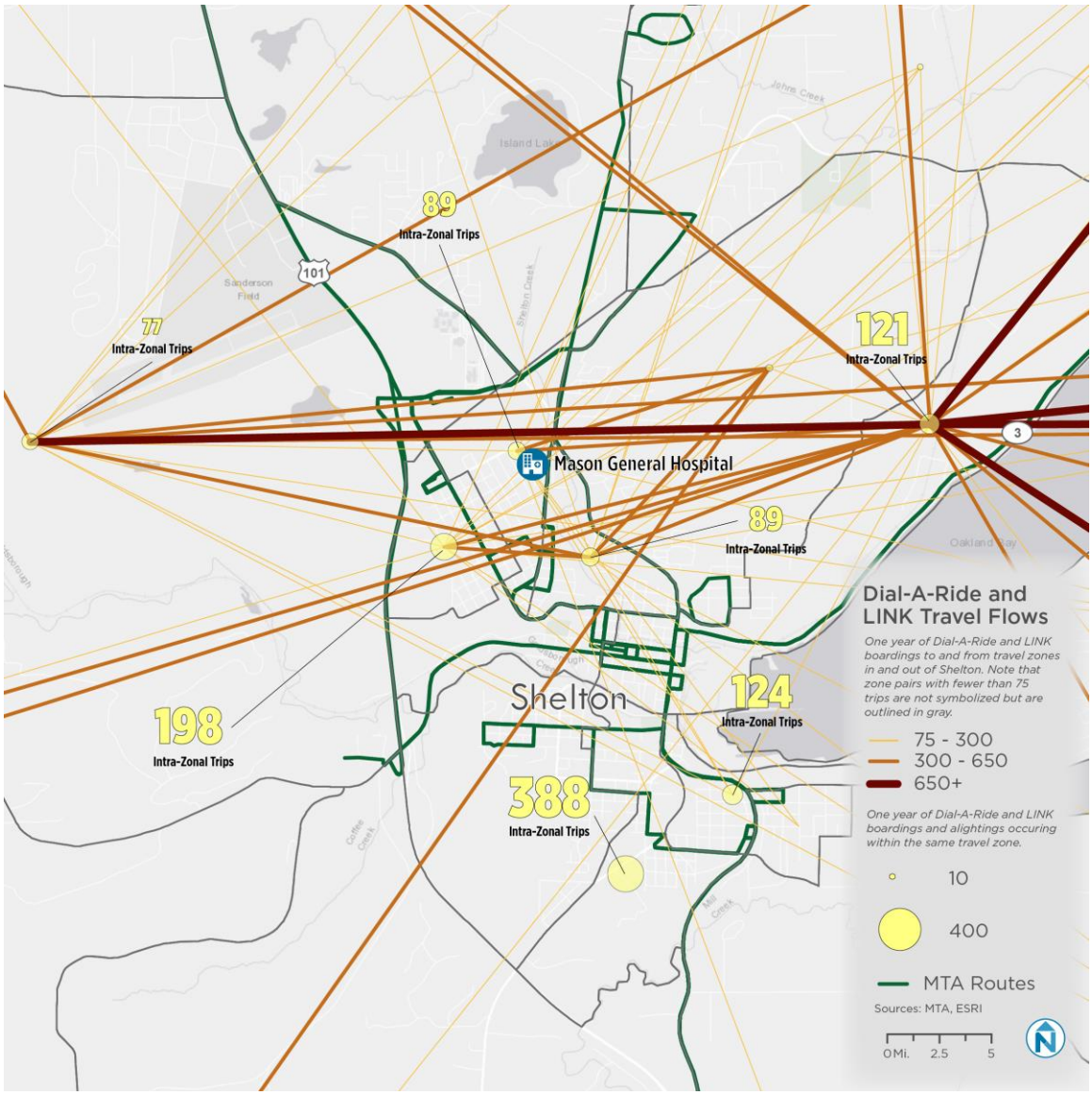
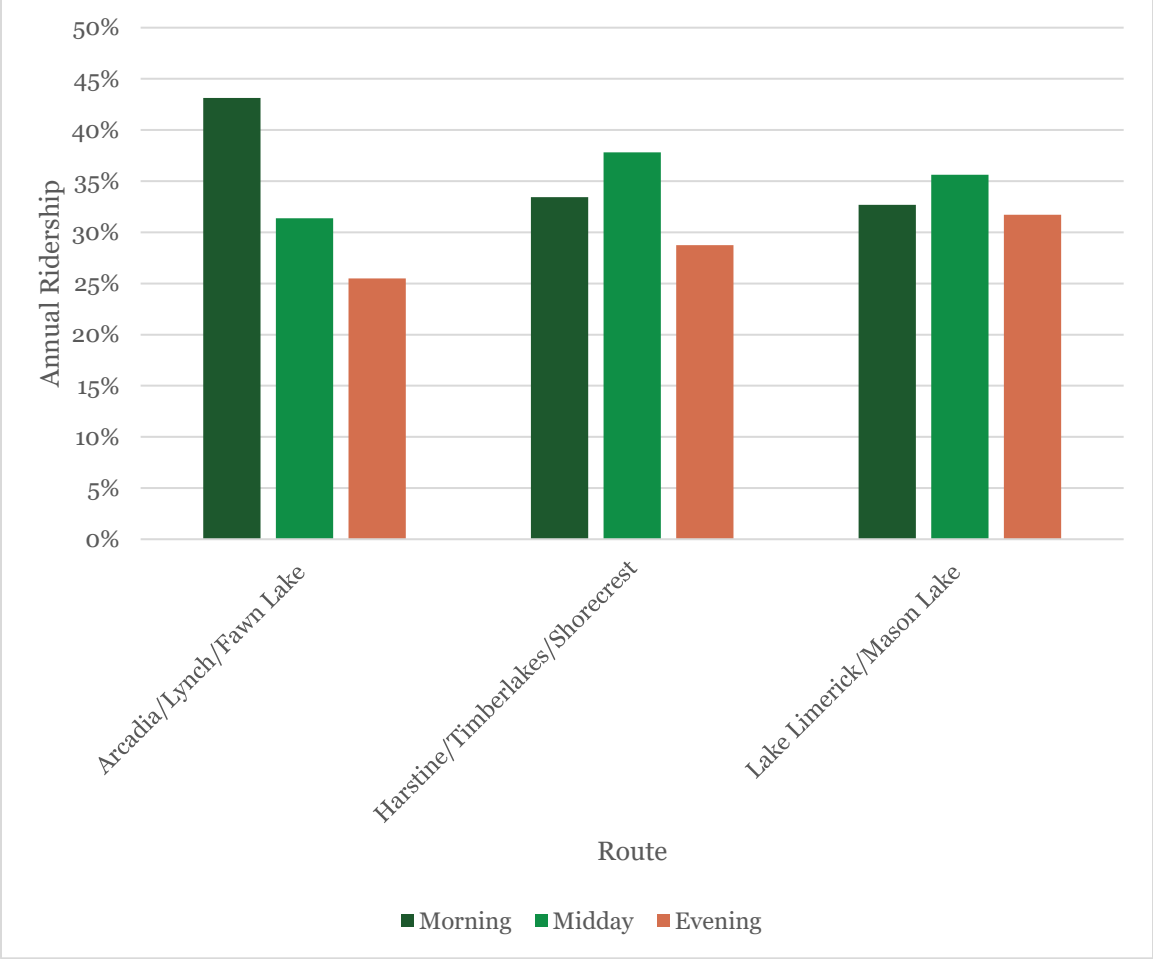


Figure 4-16 shows annual LINK ridership by route and time of day—each route makes one loop trip each weekday morning, midday, and evening. The chart shows the percentage of trips made on morning, midday, and evening trips for each service. The three LINK routes have different patterns of daily ridership from one another. The Harstine-Timberlakes-Shorecrest route and Lake Limerick-Mason Lake routes have higher ridership during midday trips, while the Arcadia-Lynch-Fawn Lake route has the highest ridership in the morning. MTA staff report that the majority of riders on these routes are making a round-trip.

Figure 4-16 Annual LINK Ridership by Time of Day



Source: Mason Transit DAR Manifest Records March 2017-February 2018

HISTORICAL PERFORMANCE

Ridership and productivity trends show a steady decline across service types for MTA. Between 2014 and 2017, ridership on fixed-route services dropped 5%, but service hours increased by 15%. This resulted in an overall 17% decrease in productivity for fixed-route services. The same trend is apparent for Dial-A-Ride, where ridership declined 13% while service hours increased by 12%, resulting in a productivity decline of 22%.

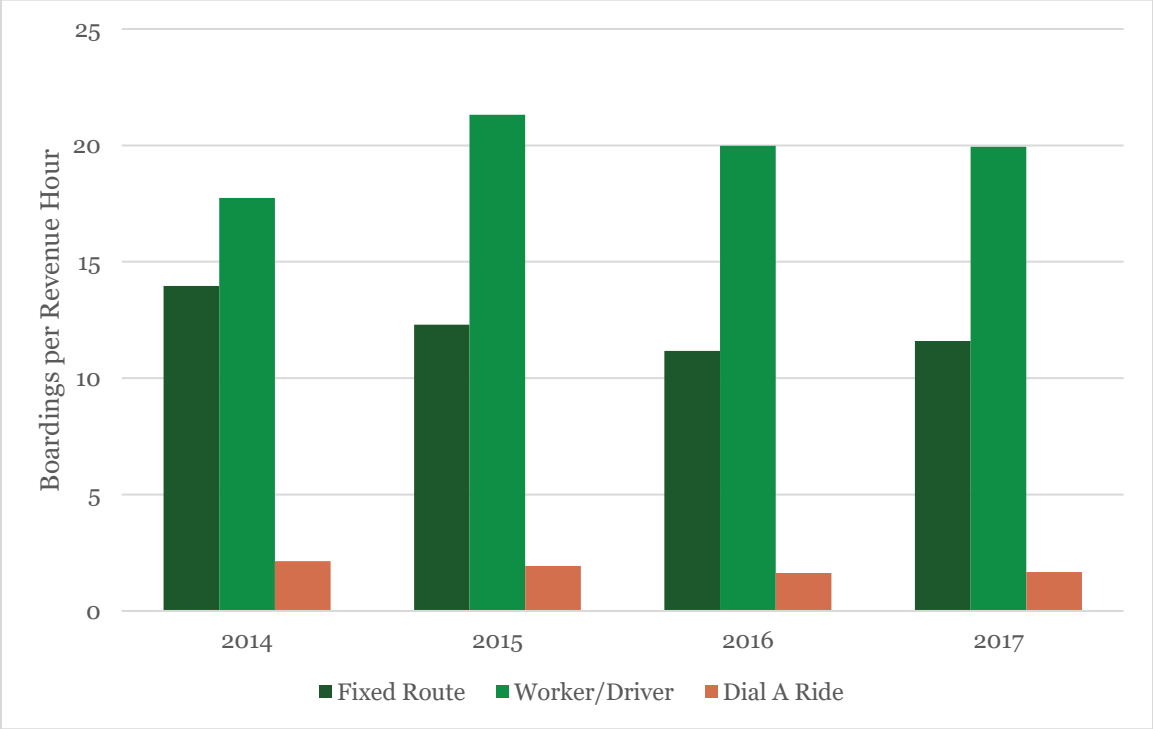
Figure 4-17 illustrates the change in ridership between 2014 and 2017 by service type. Figure 4-18 shows the change in productivity by service type during the same period.

Historical monthly ridership trends show that there is not a significant change in boardings across the year. Figure 4-20 shows total monthly ridership for fixed route services operated by MTA. There are small declines in ridership in the winter months, but otherwise demand is consistent throughout the year.

Figure 4-17 Annual Ridership by Service Type

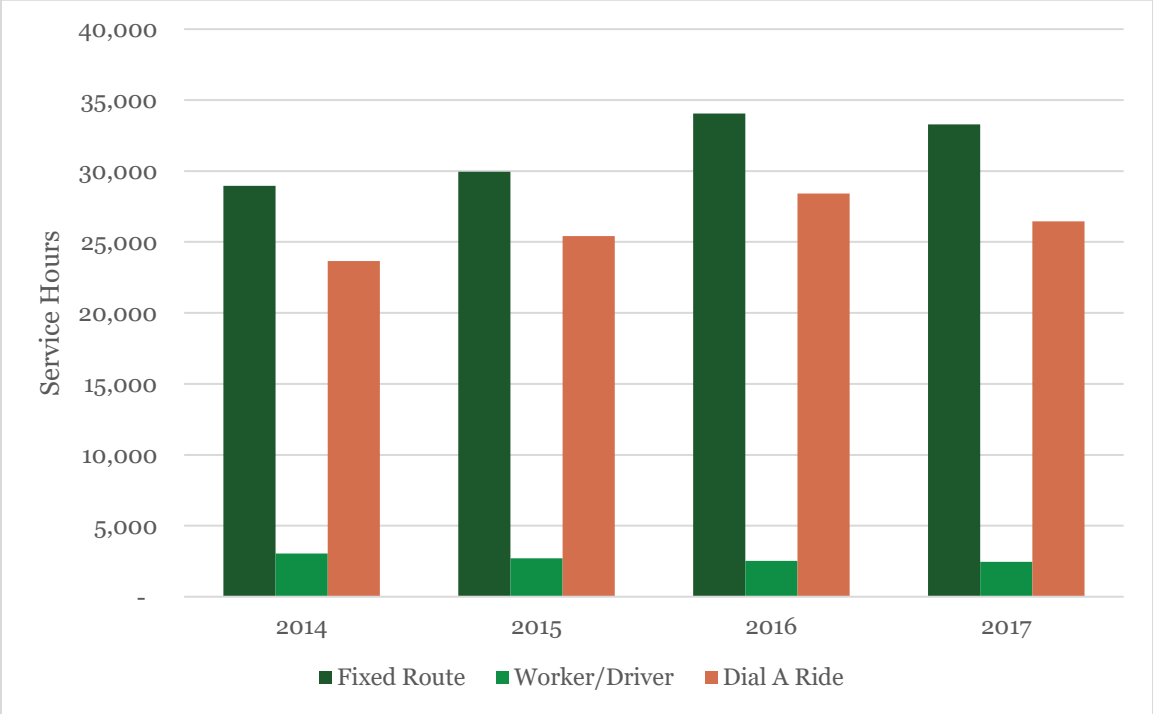
Source: Mason Transit Farebox Data 2014-2017

Figure 4-18 Annual Productivity by Service Type



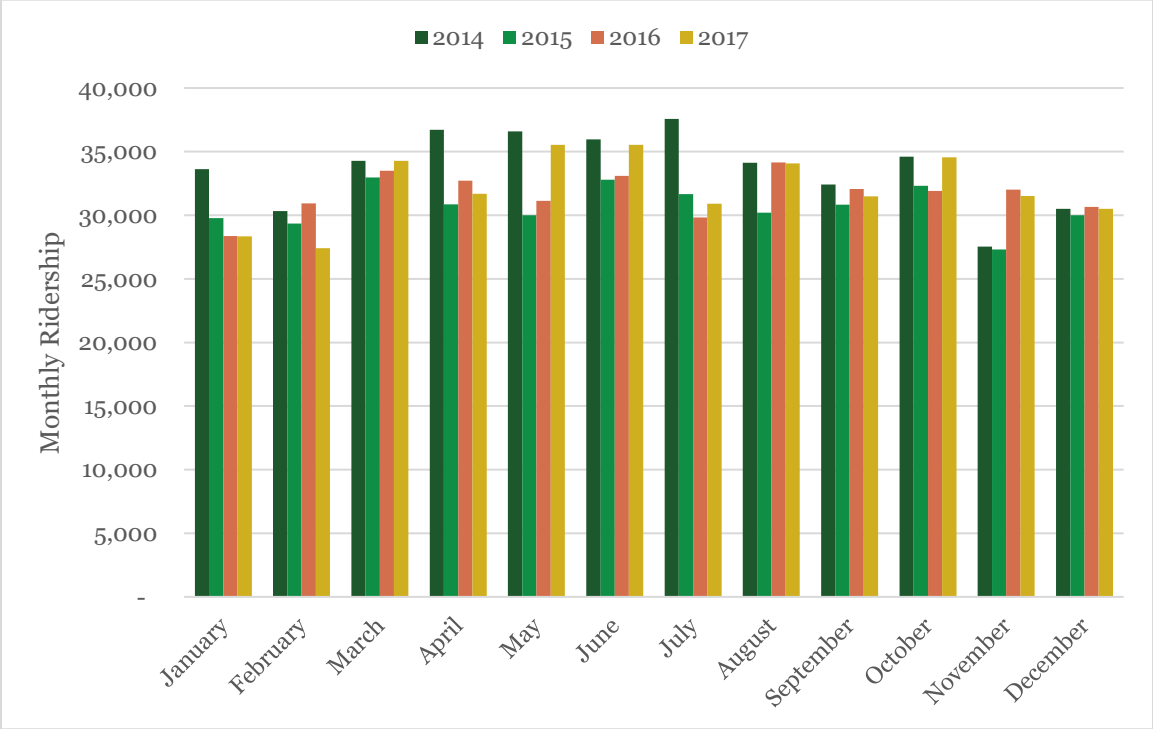
Source: Mason Transit Farebox Data 2014-2017

Figure 4-19 Annual Service Hours by Type



Source: Mason Transit Farebox Data 2014-2017

Figure 4-20 Historical Monthly Fixed Route Ridership



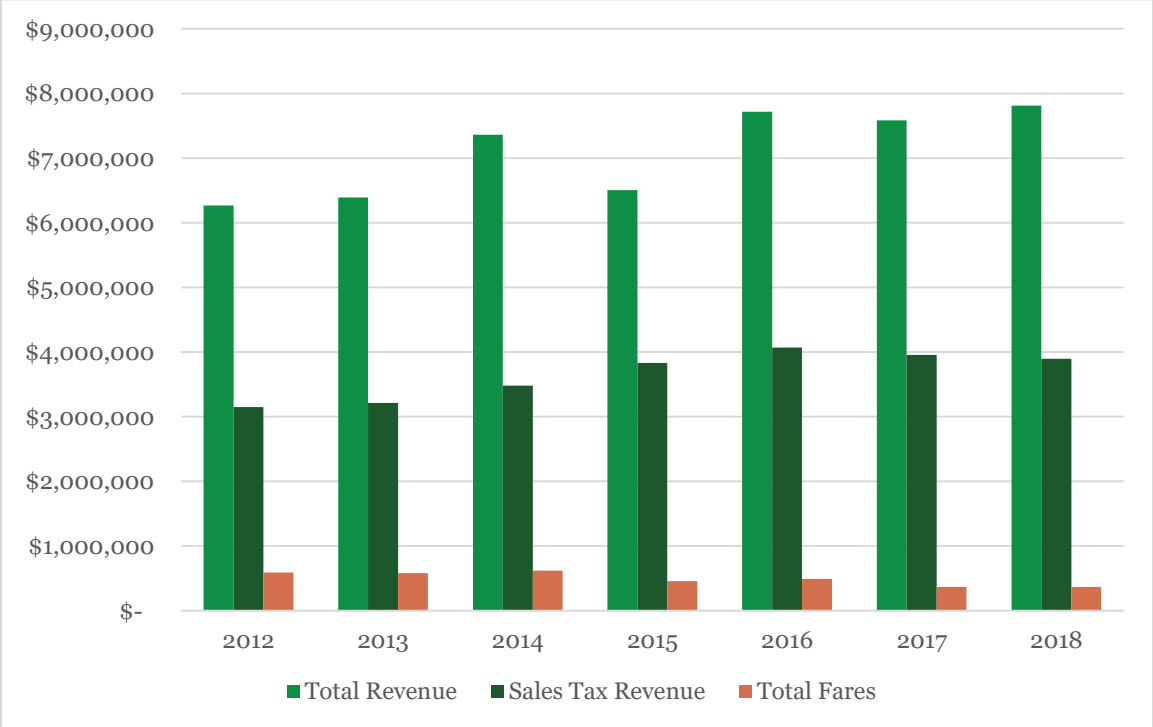
Source: Mason Transit Farebox Data 2014-2017

FINANCIAL PERFORMANCE

MTA has seen a steady increase in available resources over the past six years as the economy continues to recover from the Great Recession. Between 2012 and 2018, total revenue for MTA increased by 25%, from $6.3 million per year to $7.8 million per year. Local sales tax revenue consistently represents about half of the funding for MTA.

Total fare revenue does not make up a large part of the overall budget for MTA, as most services do not charge passengers. Only trips that leave Mason County, vanpools, and special contract services generate fare revenue. As a percentage of total revenue, fares went from 9% in 2012 to 5% in 2018. Remaining revenue comes from a combination of federal and state grants.

Figure 4-21 Mason Transit Revenue Comparison



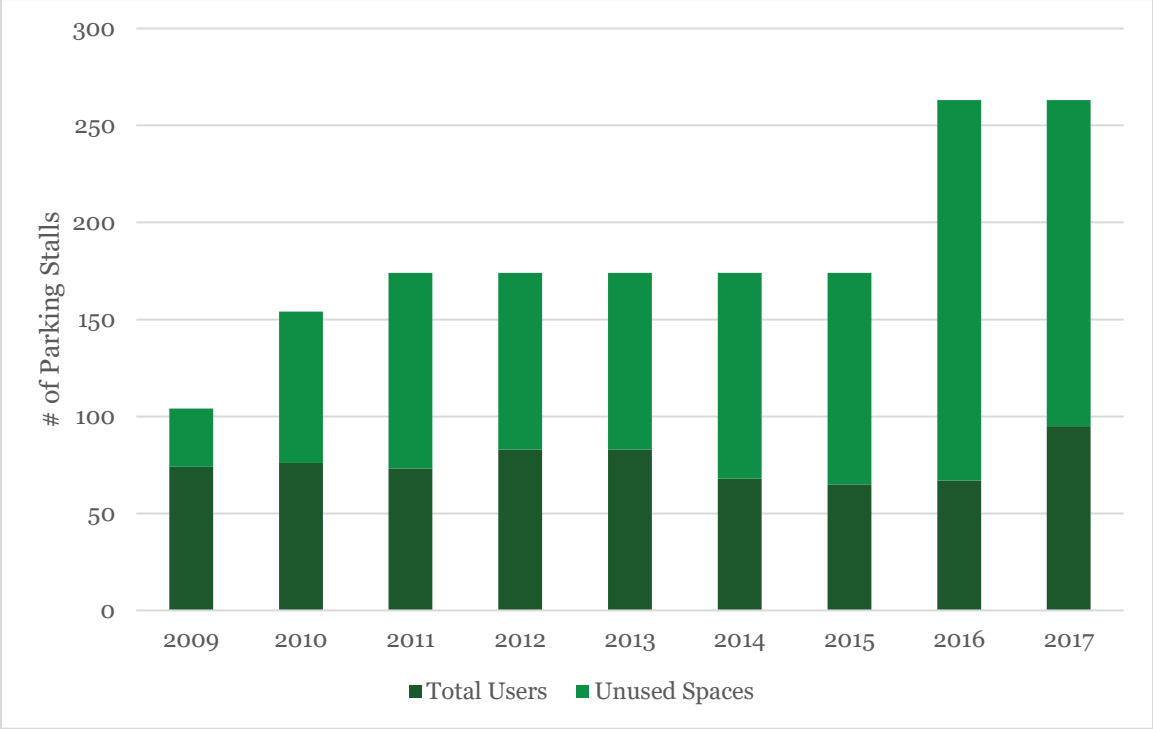
Source: Mason Transit Annual Budgets 2012-2018

PARK-AND-RIDE USAGE

MTA serves seven different park-and-ride lots in their service area, containing a total of 263 stalls. Park-and-ride usage surveys are conducted during the first or second week of each month, as required by the Washington State Department of Transportation (WSDOT).

Figure 4-22 shows the trend in park-and-ride lot usage from 2009 and 2017. Since 2009, MTA has increased the number of available park-and-ride lots from four lots and 104 stalls in 2009 to 263 stalls and seven lots currently—an increase of 153%. However, usage during the same time period has increased from 74 daily users to 95 daily users, which represents only a 28% increase. Due to the rapid expansion of parking stalls and the slower growth in actual usage, unused spots increased by 460% during this period. In 2009, only 30 parking stalls sat unused on a typical weekday. In 2017, the number of unused parking stalls has increased to 168. MTA has an opportunity to make service more attractive to riders and help fill the excess capacity at park-and-ride lots.

Figure 4-22 Mason Transit Park-and-Ride Lot Usage

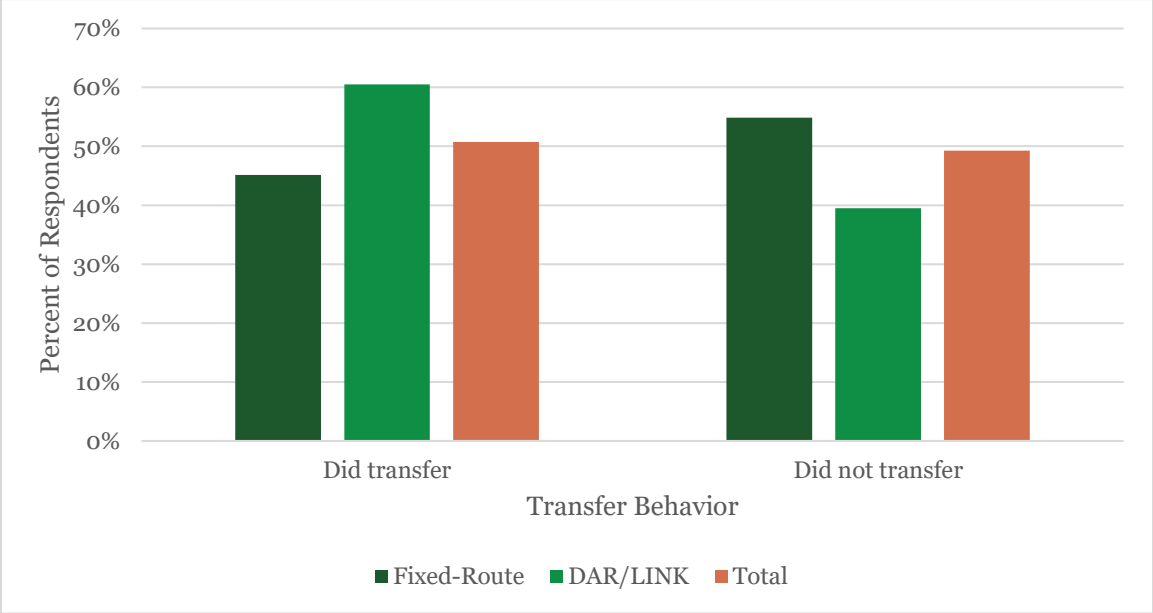


Source: Mason Transit Annual Budgets 2012-2018

TRANSFER ANALYSIS

Figure 4-23**Error! Reference source not found.** shows transfer trends in the MTA system for fixed-route, LINK, and Dial-a-Ride services. Transfer data is derived from responses to the on-board survey conducted in February and March 2018. A total of 341 valid surveys were received—217 from fixed-route passengers and 124 from DAR/LINK passengers. Dial-a-Ride and LINK passengers have a higher transfer rate at 60%, compared to fixed-route riders who transfer on just 45% of trips. Overall, MTA has a 51% transfer rate.

Figure 4-23 Mason Transit Transfer Rates



Source: Mason Transit On Board Survey, February-March 2018

Figure 4-24 shows the average weekday transfers between MTA routes and other MTA routes, Intercity Transit, Washington State Ferries, or Kitsap Transit. The highest transfer activity on MTA fixed routes occurs between the following pairs:

- Route 6 and Intercity Transit
- Route 1 and Route 3
- Dial-a-Ride and Route 6 or 6X
- Route 5 and Route 6
- LINK and Route 1
- LINK and Route 5 or 7
- Dial-a-Ride and Intercity Transit
- Route 3 and Kitsap Transit

The prevalence for transfers between MTA, Kitsap Transit, and Intercity Transit shows strong demand for out of county travel. Similarly, transfers from Route 1 to Route 3 are likely passengers bound for Kitsap Transit or Washington State Ferry services in Bremerton. Transfers to Shelton Loop Routes 5 and 7 are also common.

Figure 4-24 Average Weekday Fixed-Route Transfers

	Route 1	Route 1X	Route 2	Route 3	Route 3X	Route 4	Route 5	Route 6	Route 6X	Route 7	Route 8	Route 9	Route 11	Intercity Transit	Kitsap Transit	WS Ferries	METRO	Uber	Route 5 or 7	Total
Route 1			2	10	1		3	2		2				1	2	1				**24**
Route 1X				1	2				1	2										**6**
Route 2				3										1		1				**5**
Route 3					1	1				1					8	3	1	1		**16**
Route 3X																				**0**
Route 4															1					**1**
Route 5								9	1	4	1	2		2						**19**
Route 6									1	3		3		15						**22**
Route 6X										1	1		1	2						**5**
Route 7														1						**1**
Route 8													1							**1**
Route 9													2							**2**
Route 11																				**0**
DAR	9*	1	1	5*		1	3	11*		6				9	1	5			3	**54**
LINK	3*						3	4*		2		1		1					7	**20**
Total	**12**	**1**	**3**	**19**	**4**	**2**	**9**	**26**	**3**	**21**	**2**	**6**	**4**	**32**	**12**	**10**	**1**	**1**	**10**	**178**

*Note: DAR and LINK passengers noted they would be riding either the regular or express of these routes.

5 ROUTE PROFILES

INTRODUCTION

The following route profiles present a picture of transit ridership, productivity, and on-time performance on MTA routes. The profiles are comprised of data gathered from a system ridecheck in February 2018. The ridecheck occurred over a three-day period and sampled 100% of MTA trips. This data was analyzed to help understand ridership by stop and trip, as well as evaluating individual route performance. On-time performance was measured by hand during the ridecheck; arrival and departure times were recorded for each time point and compared to the scheduled arrival time. Each record was classified as one of the following categories:

- **Early:** One minute or earlier than the scheduled departure time.
- **Late:** More than five minutes later than the scheduled departure time.
- **On-Time:** All other records. Buses arriving at the final time point on their route ahead of schedule were classified as on-time.

In addition to recorded time points, ridership was recorded each time a passenger boarded or alighted a vehicle at a bus stop, deviation, or flag stop. MTA allows flag stops on its system, where passengers may flag down a bus traveling on the route at locations where it is safe for the bus to pull over and for the passenger to board. Flag stop locations and boardings/alightings were recorded using handheld GPS devices, and these locations are included in the ridership maps. It should be noted that the ridership counts were recorded in February and may not provide a full reflection of yearly ridership, including trips associated with summer recreational travel. Route productivity was measured as passenger boardings per service hour. Service hours are defined as the total number of hours the buses are scheduled to operate for each route or segment of the route. They are calculated using route schedules and do not include deadhead and layover time. Route-by-route scorecards (by segment and trip), detailed notes, and methodology can be found in Appendix A.

KEY FINDINGS

- Highest ridership and productivity routes include Route 5 Shelton South Loop, Route 6/6X Olympia, and Route 7 Shelton North Loop.
- Lowest ridership and productivity routes include Route 2, Route 8, and Route 11, which service major recreational destinations that may attract more ridership at certain times of year.
- A number of routes have parallel alignments through downtown Shelton, which may lead to overserving some areas while underserving others.
- Many loop routes experience low on-time performance at time points and could benefit from a streamlining of their schedules to better meet the needs of riders.

ROUTE 1 BELFAIR

Route 1 travels from downtown Shelton to downtown Belfair along Railroad Ave, Front Street, Grapeview Loop Road, and SR 3. The route runs every 70-90 minutes in the morning, including complementary express service. Service in the afternoon is less frequent, with trips running about every 1-2.5 hours in both directions. The routes provides transfer opportunities at Bill Hunter Park to Route 3/3x and in downtown Shelton to local Shelton routes and Route 6/6X.

Route Characteristics		
Weekday		
Start Time		5:25 AM
End Time		7:20 PM
Weekday Boardings		65
Service Hours		10.6
Boardings per Service Hour		6.1
Peak Headway (mins)		75
Off-Peak Headway (mins)		55-140
Schedule Adherence	On Time	82%
	Early	16%
	Late	1%
Saturday		
Start Time		6:35 AM
End Time		7:20 PM
Daily Trips		3 IB/OB

Major Destinations

- Transit-Community Center
- Pear Orchard Park-and-Ride
- Pickering Road Park-and-Ride
- Grapeview
- Port of Allyn
- Downtown Belfair
- Bill Hunter Park

Ridership

Route 1 has relatively low productivity compared to other MTA routes, with 6.1 boardings per service hour. The route has the most boardings and alightings in the segments between Bill Hunter Park and SR 3 at Allyn Center, and between Pickering Road Park-and-Ride and the Transit-Community Center. The route has the strongest ridership in the midday hours, with 7.1 boardings per hour. Inbound, there are a fair number of flag stop riders at points along Grapeview Loop Road, while there were zero riders boarding or alighting at the Grapeview Fire Station time point.

Schedule Adherence

Route 1 has relatively high on-time performance compared to other MTA routes, with 82% of trips arriving to stops on time. The route tends to run early more often than it runs late, with 16% of trips arriving early to their time points and 1% arriving late. The majority of early arrivals occur on inbound trips, particularly at Grapeview Fire Station and Pickering Road Park-and-Ride.

Summary

Route 1 is the primary link between Shelton and Belfair. It is often interlined with Route 3 to the Bremerton Ferry Terminal and is scheduled to line up with arriving and departing ferries. The majority of riders are onboard for the entirety of the route and a few riders appear to connect through Belfair to Bremerton.

Figure 5-1 and Figure 5-2 show the scheduled layover at Bill Hunter Park in Belfair and at the Bremerton Ferry Terminal for transfers from the Route 1/1X, 3/3X, and Bremerton Ferry. Running times on Route 1 are faster than scheduled in both directions, and excess layover time in both directions could be a deterrent to some travelers to the Bremerton Ferry. The route could benefit from schedule adjustments to allow for faster transfers.

The route has low productivity for being a key route, especially in the mornings. Productivity is highest in the afternoon, indicating that riders may be using the route in only one direction. High productivity trips have a number of flag stops along the route and should be kept non-express trips to meet the needs of current riders. The introduction of Kitsap Fast Ferry Service may create more demand for transit connections to Bremerton and future schedules consider aligning with departure and arrival times.

Figure 5-1 Route 1/1X Outbound, Route 3/3X Outbound, and Bremerton Ferry Departure Connections

Route 1/1X Outbound Departure Time (Shelton)	Route 1/1X Outbound Arrival Time (Belfair)	Route 3/3X Outbound Departure Time (Belfair)	Route 3/3X Outbound Arrival Time (Bremerton)	Bremerton Ferry Departure Time
--	--	4:10 AM (X)	4:35 AM (X)	4:50 AM
4:40 AM (X)	5:20 AM (X)	5:30 AM	6:10 AM	6:20 AM
5:30 AM	6:23 AM	6:30 AM	7:05 AM	7:20 AM
6:40 AM	7:33 AM	7:50 AM	8:25 AM	8:45 AM
8:00 AM	8:53 AM	9:00 AM	9:35 AM	9:50 AM
9:45 AM (X)	10:28 AM (X)	10:35 AM (X)	11:00 PM (X)	11:10 AM
10:30 AM	11:23 AM	11:30 AM	12:05 PM	12:20 PM
--	--	--	--	1:30 PM
--	--	1:55 PM	2:30 PM	3:00 PM
1:50 PM	2:43 PM	3:25 PM	4:00 AM	4:15 PM
--	--	4:45 PM	5:20 PM	5:30 PM
4:45 PM (X)	5:28 PM (X)	5:55 PM	6:30 PM	6:40 PM
6:35 PM	7:15 PM	--	--	7:55 PM

Figure 5-2 Bremerton Ferry Arrival, Route 3/3X Inbound, and Route 1/1X Inbound Connections

Bremerton Ferry Arrival Times	Route 3/3X Inbound Departure Time (Bremerton)	Route 3/3X Inbound Arrival Time (Belfair)	Route 1/1X Inbound Departure Time (Belfair)	Route 1/1X Inbound Arrival Time (Shelton)
6:00 AM	6:15 AM	6:50 AM	6:50 AM	7:43 AM
7:35 AM	7:20 AM	7:55 AM	8:05 AM	8:58 AM
8:35 AM	8:40 AM	9:15 AM	--	--
10:00 AM	9:40 AM	10:15 AM	10:30 AM	11:23 AM
11:10 AM	11:10 AM (X)	11:40 AM (X)	11:45 AM (X)	12:25 PM (X)
12:20 PM	12:20 PM	12:55 PM	1:05 PM	1:58 PM
1:30 PM	--	--	--	--
2:50 PM	2:40 PM	3:15 PM	3:25 PM	4:18 PM
4:15 PM	4:00 PM	4:50 PM	5:00 PM	5:58 PM
5:30 PM	5:30 PM	6:05 PM	6:05 PM (X)	6:45 PM (X)
6:45 PM	6:45 PM	7:20 PM	7:20 PM	8:13 PM

Figure 5-3 Route 1 to Shelton - Weekday Ridership

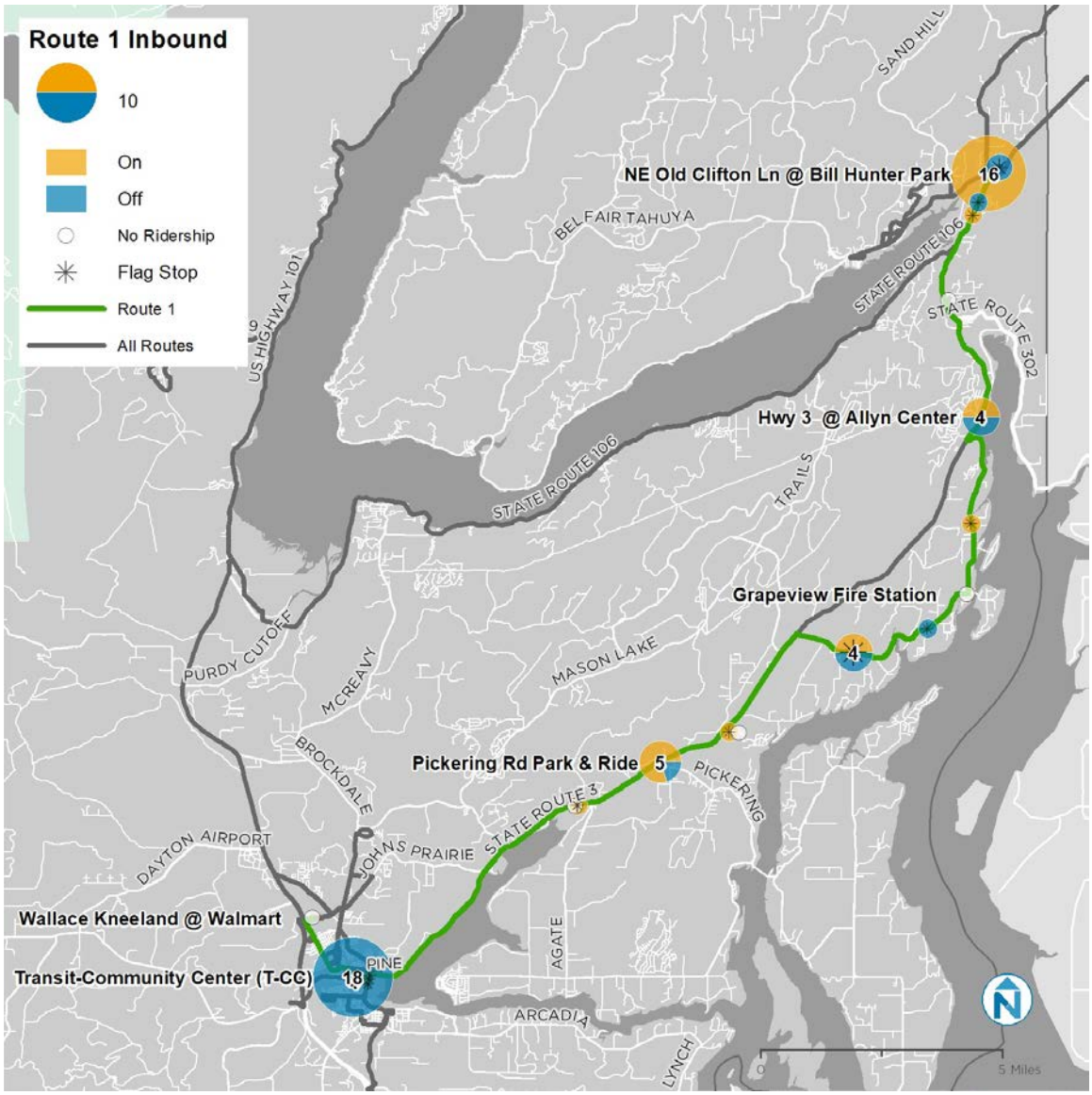
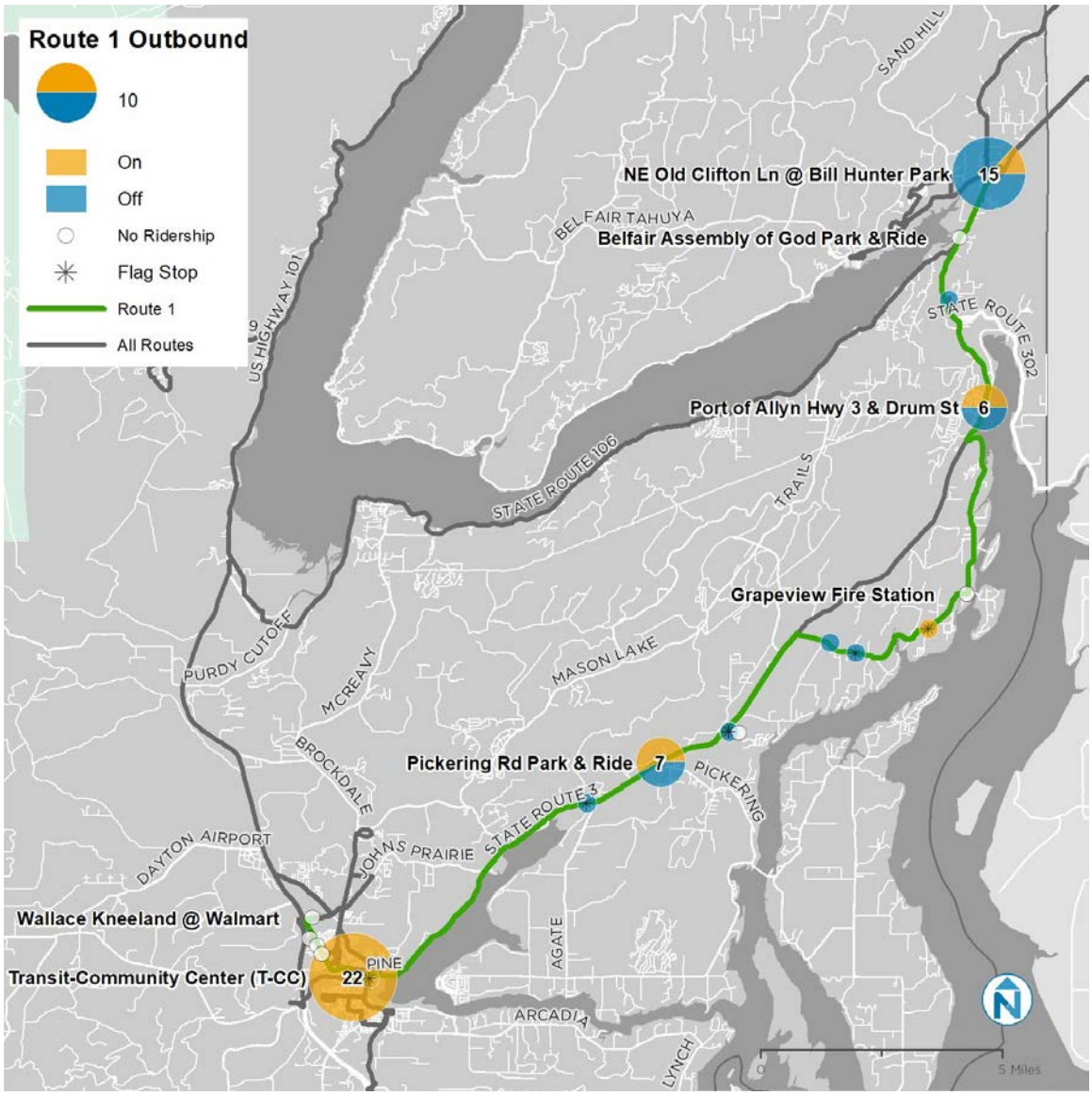


Figure 5-4 Route 1 to Belfair - Weekday Ridership



ROUTE 1X BELFAIR

Route 1X travels express from downtown Shelton to downtown Belfair along Railroad Avenue, Front Street, and SR 3. This route shortcuts the Route 1 alignment by bypassing Grapeview Loop Road and continuing along SR 3. This express route runs three trips in each direction, with one morning, one afternoon, and one evening trip. Like the complementary Route 1, this route provides transfer opportunities to Route 3/3X to Bremerton Ferry Terminal, local Shelton routes, and Route 6/6X to Olympia Transit Center.

Route Characteristics		
Weekday		
Start Time		4:40 AM
End Time		6:05 PM
Weekday Boardings		29
Service Hours		4.1
Boardings per Service Hour		7.1
Daily Trips Inbound		3
Daily Trips Outbound		3
Schedule Adherence	On Time	82%
	Early	18%
	Late	0%
No Saturday Service		

Major Destinations

- Transit-Community Center
- Pear Orchard Park-and-Ride
- Pickering Road Park-and-Ride
- Port of Allyn
- Downtown Belfair
- Bill Hunter Park

Ridership

Route 1X has low productivity, with 7.1 boardings per service hour. The most activity occurs between Bill Hunter Park and Allyn Center, and between Pickering Road Park-and-Ride and Transit-Community Center. The PM trips are significantly more productive, with 27.9 boardings per service hour, while the 4:40 AM trip only has 1 passenger. While flag stops are not allowed on express routes, a total of six flag stops were recorded on the outbound trips.

Schedule Adherence

Route 1X has reliable on-time performance, arriving at 82% of time points on schedule. Inbound trips tend to run on time, while outbound trips have higher rates of early arrival to time points. Most of the early arrivals come from the 4:40 AM trip, which hits three out of five time points ahead of schedule.

Summary

Route 1X provides an express alternative from Shelton to Belfair that takes a more direct route than Route 1 and is intended to run without flag stops. This route has slightly higher productivity than the non-express Route 1. There is an imbalance of passengers traveling inbound compared to outbound, indicating that express service is not serving the needs of riders in both directions. Early morning trips also have the lowest productivity, indicating that the current timing of the route may not be serving the needs of riders who are trying to make the earliest Bremerton Ferry through Belfair. There may also be opportunities to add additional trips and coordinate schedules with Kitsap Transit Fast Ferry service to Seattle.

Figure 5-5 Route 1X to Shelton – Weekday Ridership

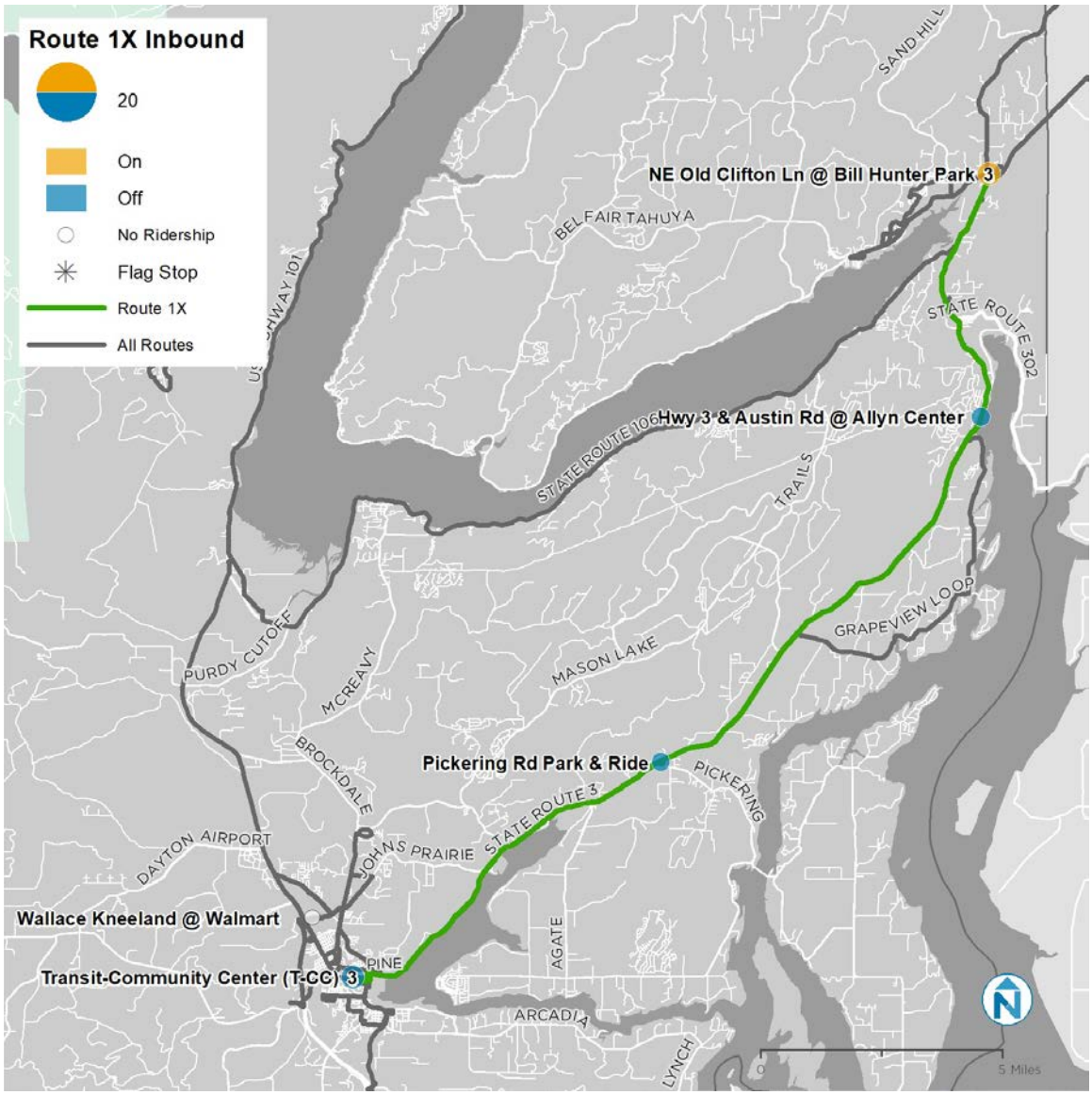
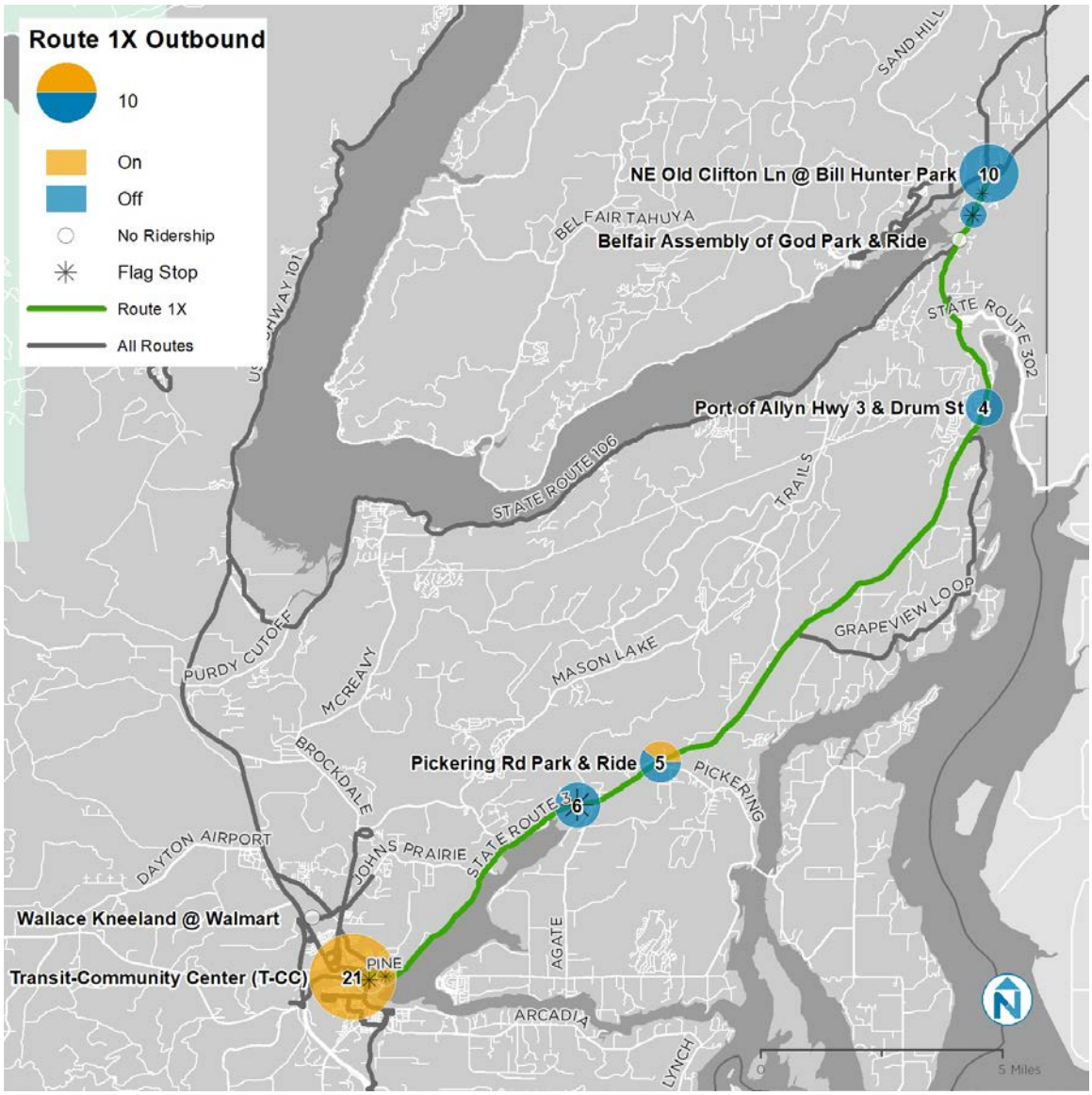


Figure 5-6 Route 1X to Belfair – Weekday Ridership



ROUTE 2 TWIN TOTEMS & BELFAIR

Route 2 travels from downtown Shelton to downtown Belfair via N 13th Street, Wallace Kneeland Boulevard, US 101, and SR 106. The route runs two trips in both directions between Belfair and Twin Totems in the late morning and late afternoon. Additionally, the route provides an alternative alignment between Shelton and Belfair via SR 106 and runs outbound only, once in the morning and once in the afternoon. This route provides access and transfer opportunities for residents and workers along SR 106 in Belfair and Shelton.

Route Characteristics		
Weekday		
Start Time		6:40 AM
End Time		4:05 PM
Weekday Boardings		10
Service Hours		4.7
Boardings per Service Hour		2.1
Daily Trips Inbound		2
Daily Trips Outbound		4
Schedule Adherence	On Time	83%
	Early	14%
	Late	3%
Saturday		
Start Time		6:40 AM
End Time		3:20 PM
Daily Trips		2 IB/OB

Major Destinations

- Transit-Community Center
- Olympic College
- Walmart
- Twin Totems
- Union
- Twanoh State Park
- Bill Hunter Park

Ridership

Route 2 has the lowest productivity of all MTA routes, with 2.1 boardings per service hour. Of the four outbound trips, the one with the highest ridership was the 12:30 PM trip out of the Transit-Community Center to Bill Hunter Park, which had a max load of 4 passengers. Both inbound trips have two boardings. This route travels along US 101 and SR 106, which may have more travel demand during peak tourist seasons.

Schedule Adherence

Route 2's on-time performance is in line with other routes, with buses arriving at their time points on time 83% of the time. Fourteen percent of stops are early, and 3% arrive late. Trips run early in both directions, mostly between Bill Hunter Park and Walmart. The 12:30 PM outbound trip arrives at two out of six time points early, despite being the highest ridership trip of the day.

Summary

Route 2 provides a connection between Twin Totems and Belfair via SR 106 and an outbound alternative connection between Shelton and Belfair. The route has limited service, offering two trips per day to Belfair and four trips per day to Shelton. This route has the lowest productivity in the system, which indicates that the current schedule or routing is not sufficiently serving that corridor's travelers. Monthly ridership statistics from 2017 indicate that ridership on Route 2 is highest between May and August. Seasonable scheduling could eliminate some of the underutilized service hours in off-peak seasons.

Figure 5-7 Route 2 to Twin Totems and Shelton – Weekday Ridership

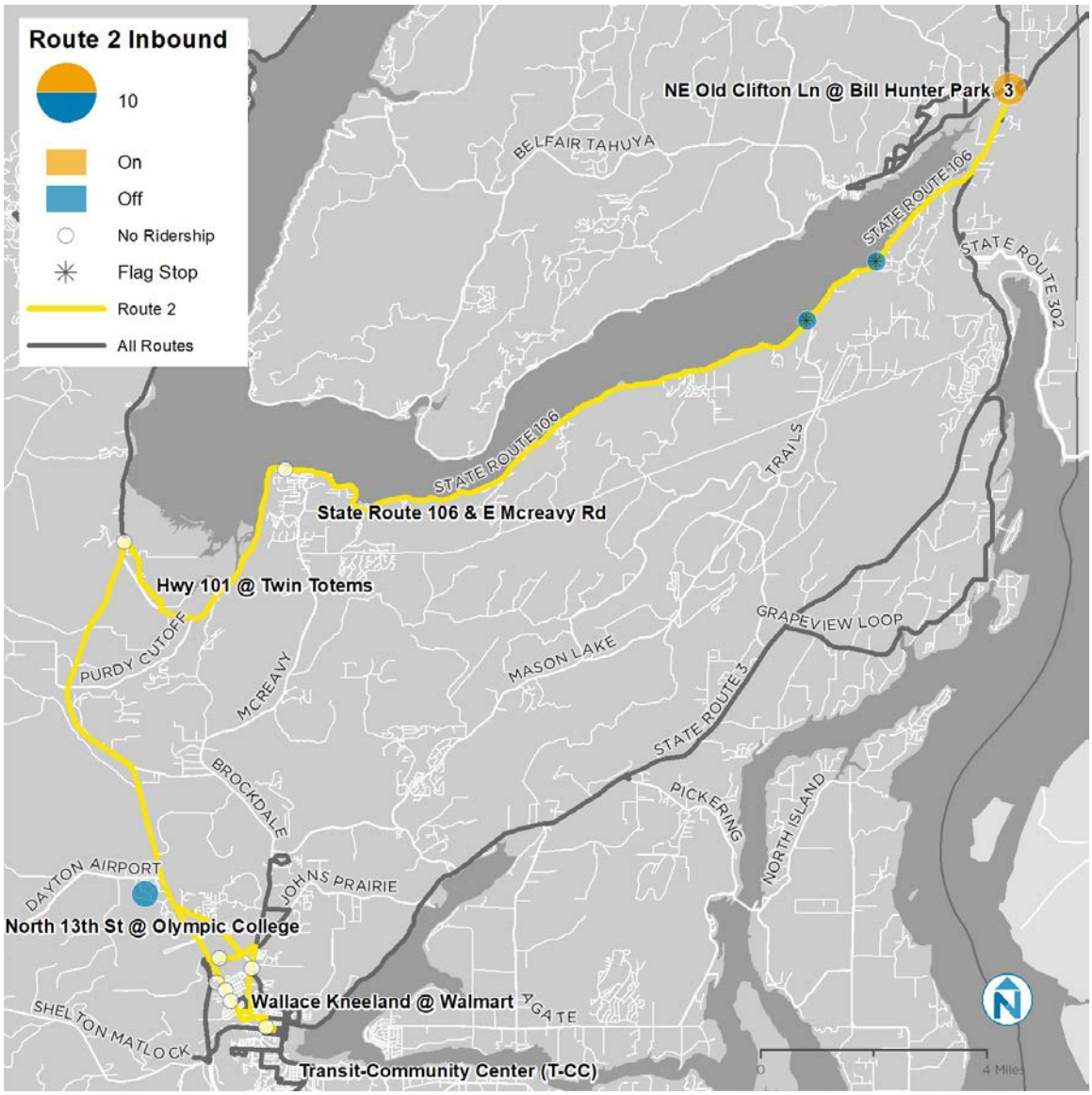
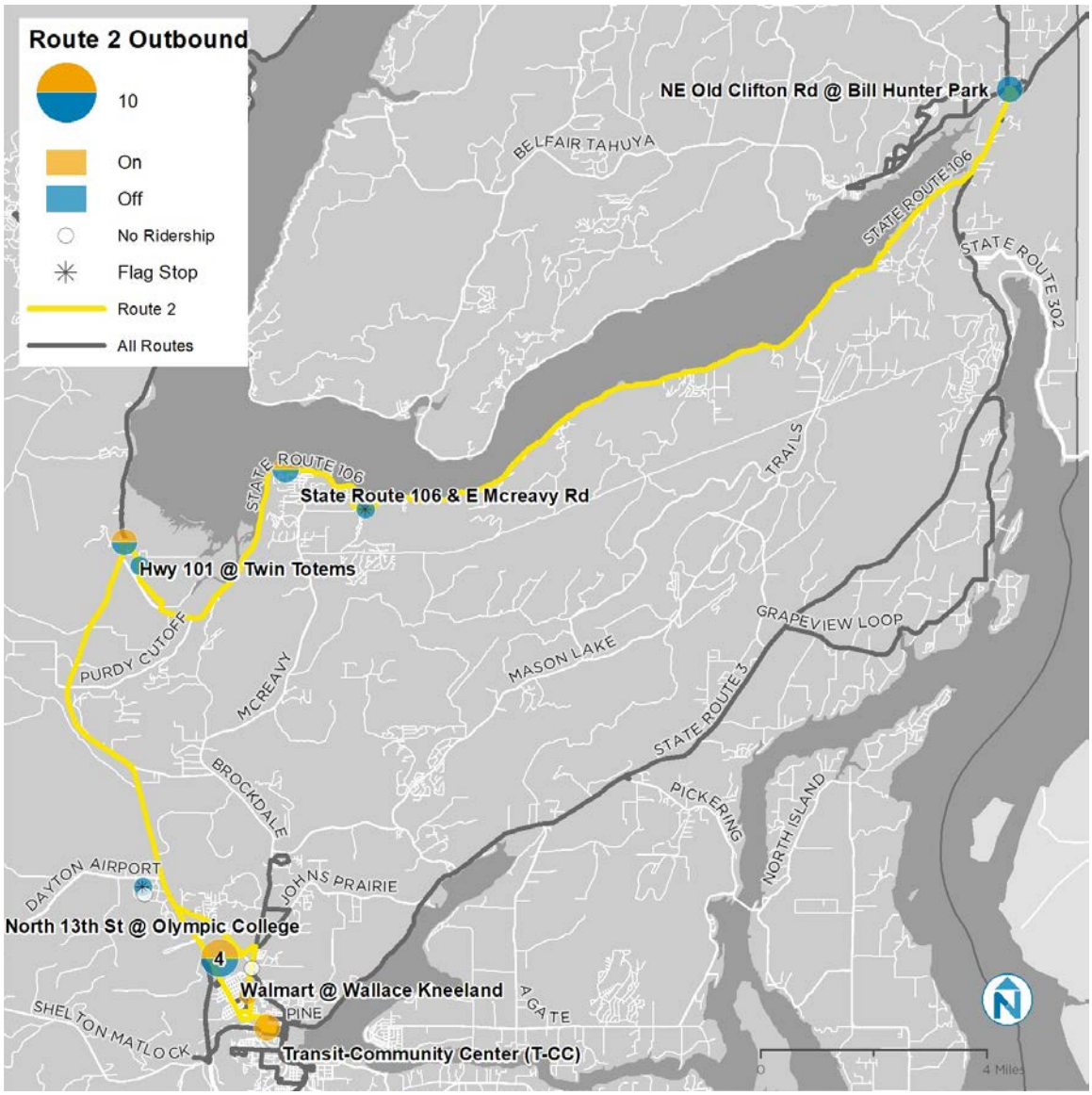


Figure 5-8 Route 2 to Twin Totems and Belfair – Weekday Ridership



ROUTE 3 BREMERTON

Route 3 travels from downtown Belfair to the Bremerton Ferry Terminal via SR 3, Old Belfair Highway, Pacific Avenue, and Burwell Street. This route runs every 60-80 minutes throughout the day, including its complementary express service, Route 3X. The schedule is matched with the Washington State Ferry schedule, allowing for intermodal transfers. Along with a direct connection to Bremerton Ferry Terminal, the route provides transfer opportunities to Kitsap Transit, as well as transfers to Route 1/1X in Belfair. It is one of the few routes in the MTA system that requires a fare for trips starting or ending outside of Mason County.

Route Characteristics		
Weekday		
Start Time		5:30 AM
End Time		6:45 PM
Weekday Boardings		85
Service Hours		10.8
Boardings per Service Hour		7.8
Peak Headway (mins)		60-80
Off-Peak Headway (mins)		90-150
Schedule Adherence	On Time	98%
	Early	2%
	Late	0%
Saturday		
Start Time		7:30 AM
End Time		6:45 PM
Daily Trips		4 IB/OB

Major Destinations

- Bill Hunter Park
- Old Belfair Highway
- Sinclair Plaza
- Bremerton Ferry Terminal

Ridership

Route 3 has relatively low productivity, with 7.8 boardings per service hour. The highest productivity occurs during the Early AM and AM time periods, with high volumes of passengers destined for the Bremerton Ferry Terminal. In addition, the PM and evening trips are highly utilized by returning ferry commuters. On PM inbound trips, a significant number of passengers stay on board the bus as it interlines with Route 1.

Schedule Adherence

Route 3 has excellent on-time performance, with 98% of trips arriving at their scheduled time points on time. Nearly all trips arrive at their final time point ahead of schedule, indicating that there may be excess slack, and the schedule could be tightened at the front end of the trip.

Summary

The primary purpose of Route 3 is to connect MTA riders with the Bremerton Ferry Terminal through connections in downtown Belfair. Unlike the Route 1/1x, this route is most productive in the early morning time period, indicating that the majority of early morning travelers are not transferring from Shelton or along SR 3. On-time performance is some of the highest in the system, showing that the scheduling is appropriate to travel time. As seen in Figure 5-1, Route 3 trips are scheduled to arrive at the Bremerton Ferry Terminal with time to spare before ferry departure. On some trips, the layover time can be upwards of 30 minutes. For travelers who need to get from Shelton to the Bremerton Ferry, combined transit travel time, layover at Belfair, and layover at the ferry terminal could be an undue burden and may deter to some travelers from choosing to take MTA. For inbound trips, Figure 5-2 shows the scheduled transfer times between

the Bremerton Ferry, Route 3/3X, and Route 1/1X. The inbound times have less layover time built in, which should be mirrored in outbound trips to benefit commuters. Currently, the 4:00 PM departure from Bremerton Ferry Terminal does not align with the 4:15 PM ferry arrival. This may be missing early returning commuters from Seattle. There may also be opportunities to add additional trips and coordinate schedules with Kitsap Transit Fast Ferry service to Seattle.

Figure 5-9 Route 3 to Belfair – Weekday Ridership

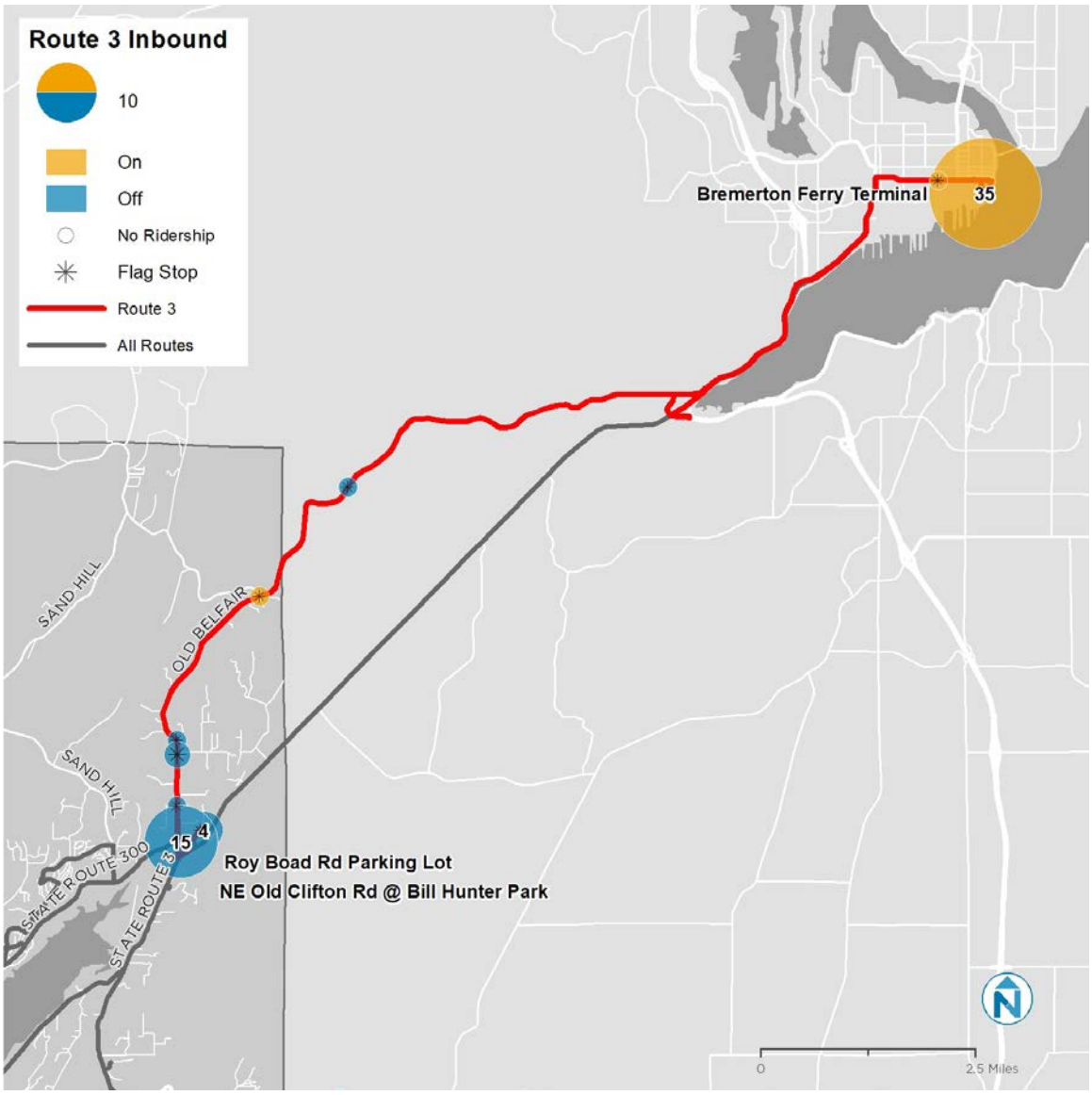
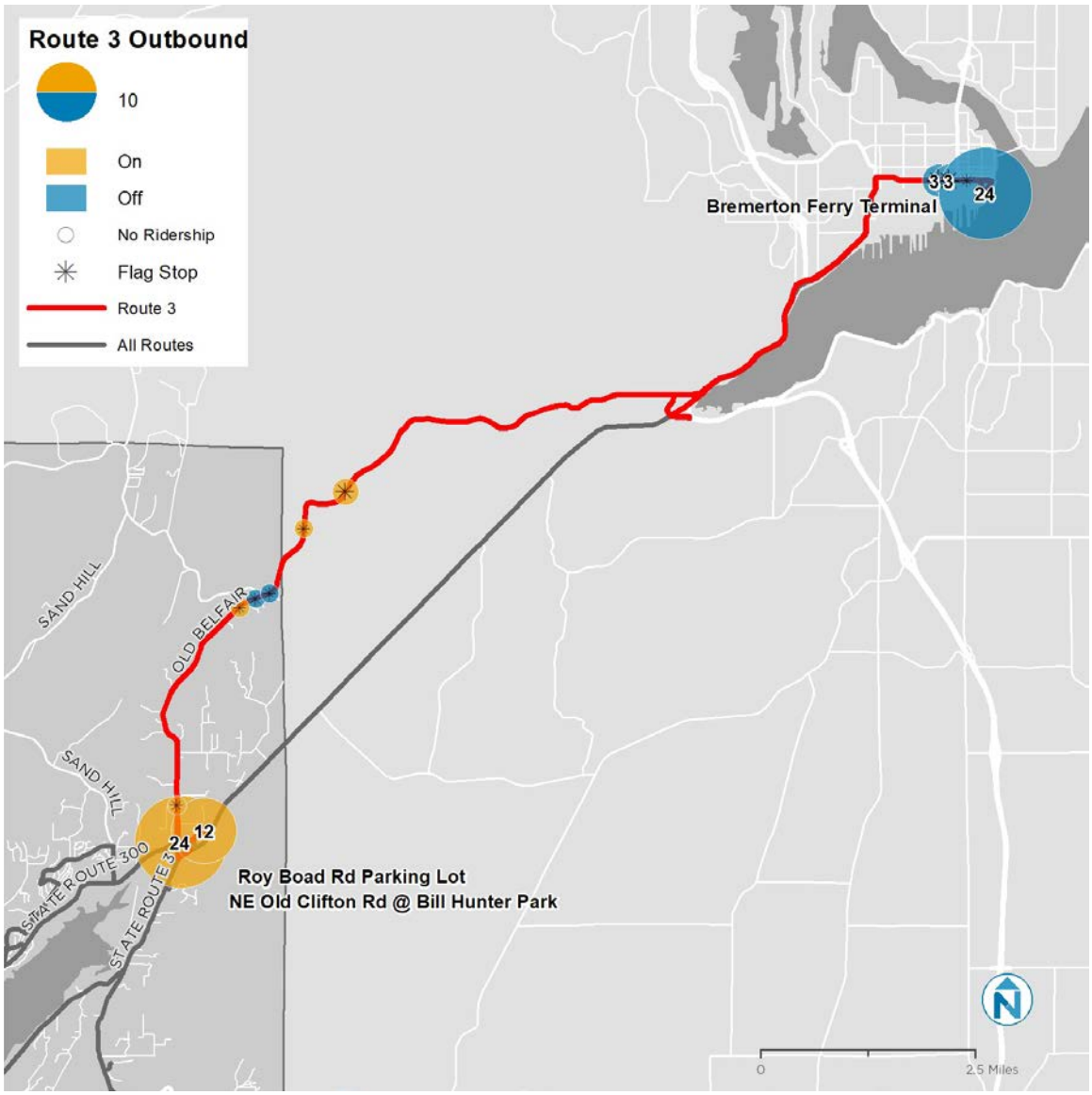


Figure 5-10 Route 3 to Bremerton – Weekday Ridership



ROUTE 3X BREMERTON

Route 3 travels express from downtown Belfair to the Bremerton Ferry Terminal via SR 3, Pacific Ave, and Burwell Street. The route shortcuts the Route 3 route by staying directly on SR 3, as opposed to traveling down Old Belfair Highway. This express route runs two trips in each direction, once in the early morning and once in the late morning. There are no express routes in the afternoon or evening. Like the complementary Route 3, the route provides transfer opportunities to the Washington State Ferry, Kitsap Transit, and Shelton-bound MTA routes. It is one of the few routes in the MTA system that requires a fare for trips starting or ending outside of Mason County.

Route Characteristics		
Weekday		
Start Time		4:10 AM
End Time		11:10 AM
Weekday Boardings		20
Service Hours		2.8
Boardings per Service Hour		7.1
Daily Trips IB		2
Daily Trips OB		2
Schedule Adherence	On Time	100%
	Early	0%
	Late	0%
No Saturday Service		

Major Destinations

- Belfair Assembly of God Park-and-Ride
- Bill Hunter Park
- Bremerton Ferry Terminal

Ridership

Route 3Xs has similar overall productivity to Route 3, with 7.1 boardings per hour. Outbound trips to Bremerton Ferry Terminal have high productivity with 20.4 boardings per service hour, while inbound trips average 1.5 boardings per service hour. The highest ridership occurs between Bremerton Ferry Terminal and Roy Boad Road Parking Lot, particularly on the 4:10 AM trip connecting to the Bremerton Ferry.

Schedule Adherence

Route 3X has 100% on-time performance. For outbound trips, buses average about a 3-minute early arrival to the final time point at Bremerton Ferry Terminal, which is classified as “on time” for this analysis but adds additional layover time for riders transferring to the ferry. Inbound, buses arrive 5-8 minutes early to Bill Hunter Park.

Summary

Route 3X provides a direct route from Belfair to Bremerton, supplying a more direct route than Route 3 and not intended to provide flag stops. There are only two trips in each direction on weekdays only. The route is the most productive in the early morning, similar to the Route 3, and significantly less productive midday. This suggests that the market for express service is primarily commuter trips, and that an afternoon or evening express trip might be more beneficial to riders. There may also be opportunities to add additional trips and coordinate schedules with Kitsap Transit Fast Ferry service to Seattle.

Figure 5-11 Route 3X to Belfair – Weekday Ridership

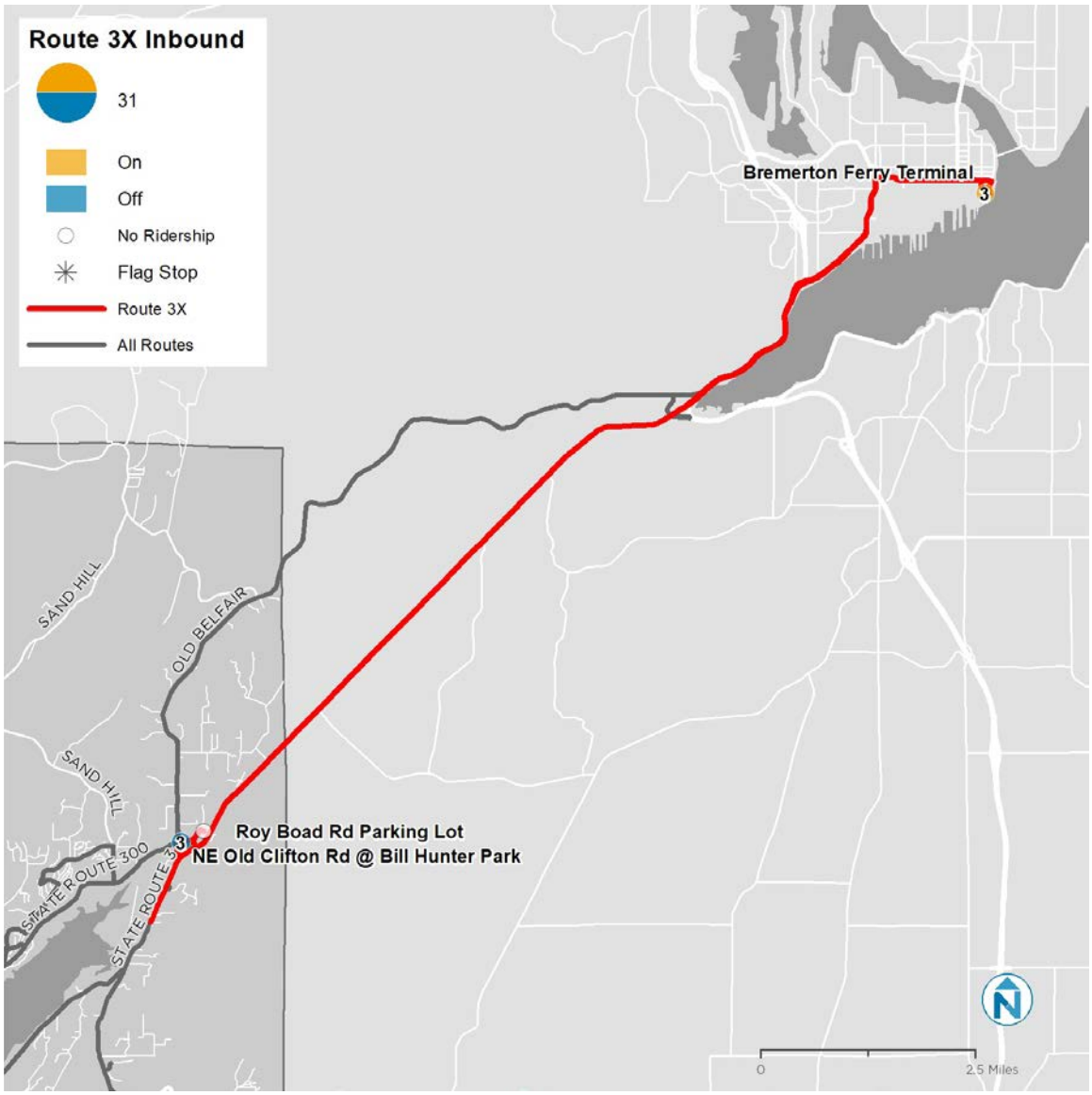
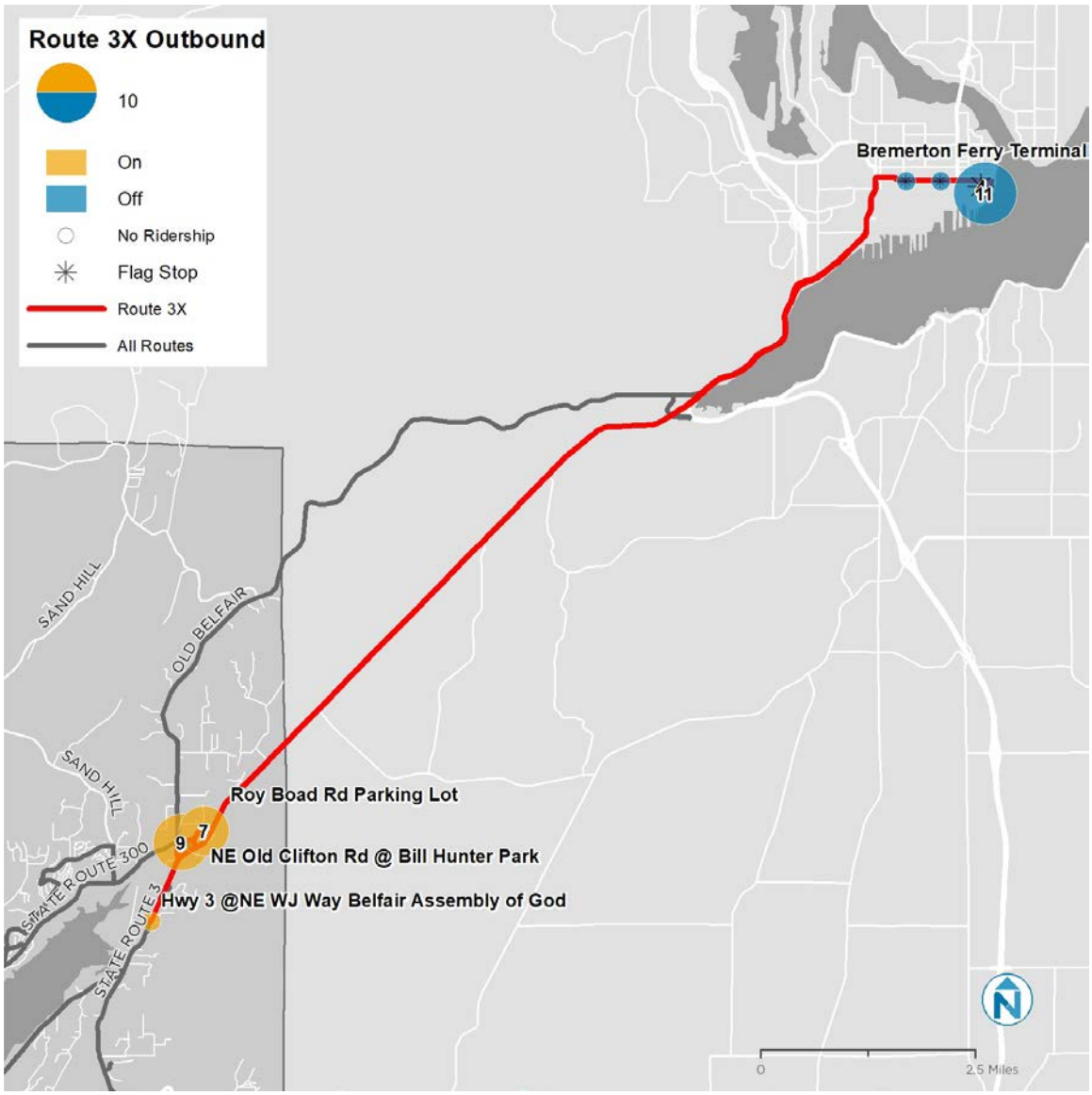


Figure 5-12 Route 3X to Bremerton – Weekday Ridership



ROUTE 4 BELFAIR LOOP

Route 4 travels in a series of loops around Belfair via SR 3, SR 300, Sand Hill Road, Larson Blvd, and Larson Lake Road. This route runs nearly every hour from midmorning to early evening. It provides the only system access to Western Belfair. The route provides transfer opportunities to riders travelling to Bremerton on Route 3/3X or Shelton on Route 1/1X.

Route Characteristics		
Weekday		
Start Time		8:30 AM
End Time		5:00 PM
Weekday Boardings		48
Service Hours		17.8
Boardings per Service Hour		2.7
Peak Headway (mins)		90-105
Off-Peak Headway (mins)		60
Schedule Adherence	On Time	75%
	Early	13%
	Late	11%
Saturday		
Start Time		8:30 AM
End Time		3:15 PM
Daily Trips		4

Major Destinations

- Bill Hunter Park
- Belfair State Park
- Post Office
- Timberland Library
- North Mason Bus Garage

Ridership

Route 4 has the lowest productivity of loop routes, with 2.7 boardings per service hour. The most productive segment of the route is between Bill Hunter Park and Larson Boulevard & Saber Drive, with 21.4 boardings per service hour. The route is scheduled to stop at Bill Hunter Park and North Mason HUB Senior Center twice along the route. The second visit to both stops appears to have low productivity, with many riders waiting to alight at North Mason Bus Garage.

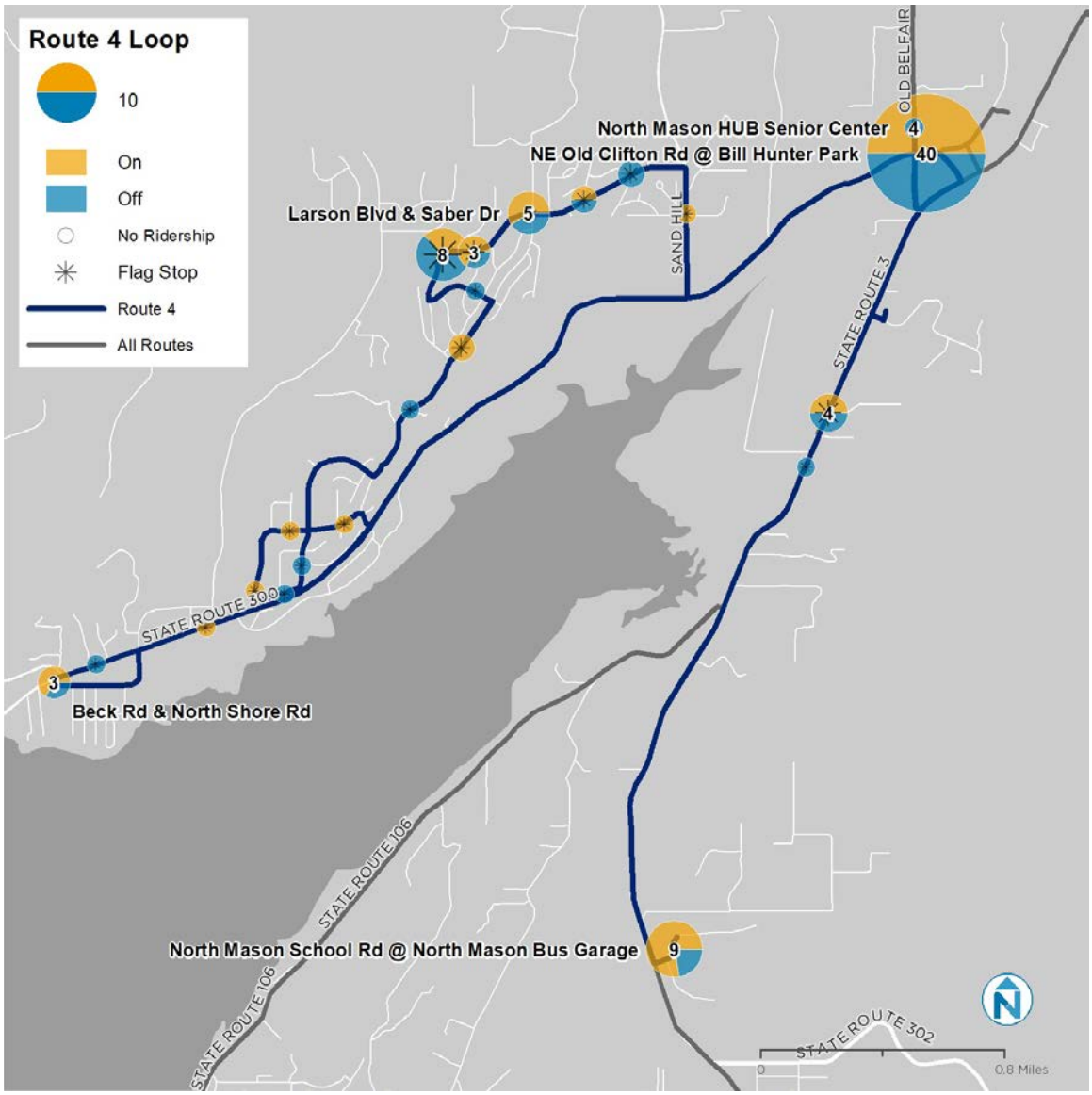
Schedule Adherence

Route 4 could use improvement in on-time performance. Seventy-five percent of time points are reached on time, while 13% are early and 11% are late. Notably, 25% of the time, the bus arrived late for the second visit to Bill Hunter Park. The 3:15 p.m. trip averages 10 minutes behind schedule.

Summary

Route 4 provides hourly service to Belfair neighborhoods through a series of loops. The route has the second lowest productivity in the system, indicating that current route design could be improved to better serve Belfair transit riders. A restructuring of alignment with increased focus on the higher productivity areas of Belfair—such as between Bill Hunter Park and Larson Boulevard & Saber Drive—could help improve the productivity and on-time performance of this route. Adjustments to Route 4's alignment to simplify the route pattern will have the added benefit of making this route easier for riders to understand.

Figure 5-13 Route 4 Belfair Loop – Weekday Ridership



ROUTE 5 SHELTON SOUTH LOOP

Route 5 travels in a series of loops around south Shelton via 1st Street, Olympic Highway, Arcadia Avenue, Turner Avenue, Wallace Kneeland Boulevard, and 13th Street. This route provides hourly service throughout the day. It provides access to a number of shopping, education, and employment destinations in Shelton.

Route Characteristics		
Weekday		
Start Time		6:00 AM
End Time		8:02 AM
Weekday Boardings		253
Service Hours		12
Boardings per Service Hour		21.1
Peak Headway (mins)		60
Off-Peak Headway (mins)		60
Schedule Adherence	On Time	71%
	Early	29%
	Late	0%
Saturday		
Start Time		8:02 AM
End Time		8:02 PM
Headway (mins)		60

Major Destinations

- Transit-Community Center
- Olympic College
- Mason General Hospital
- Wallace Kneeland
- Gateway Center
- Kneeland Park
- Turner Ave
- Shelton Outfitters
- Crossroads Housing
- Shelton School District Office
- Shelton Civic Center/City Hall

Ridership

Route 5 has the second highest ridership in the MTA system, and with 21.1 boardings per service hour, it has some of the highest productivity as well. The highest productivity occurs between the Transit-Community Center and 16th & Harvard, followed by the segment between the Transit-Community Center and Olympic College. The highest boarding occurs at the Transit-Community Center at both occasions the route stops there. In addition to time points, the Walmart on Wallace Kneeland Boulevard is a common stop for trips, particularly in the midday and afternoon time periods, with a total of 19 boardings and 18 alightings. This route has the greatest number of flag stops in the MTA system. A significant number of flag stops occur along Arcadia Avenue, 2nd Street, and Wyandotte Avenue, potentially indicating a need for a formalized stop along that portion of the route.

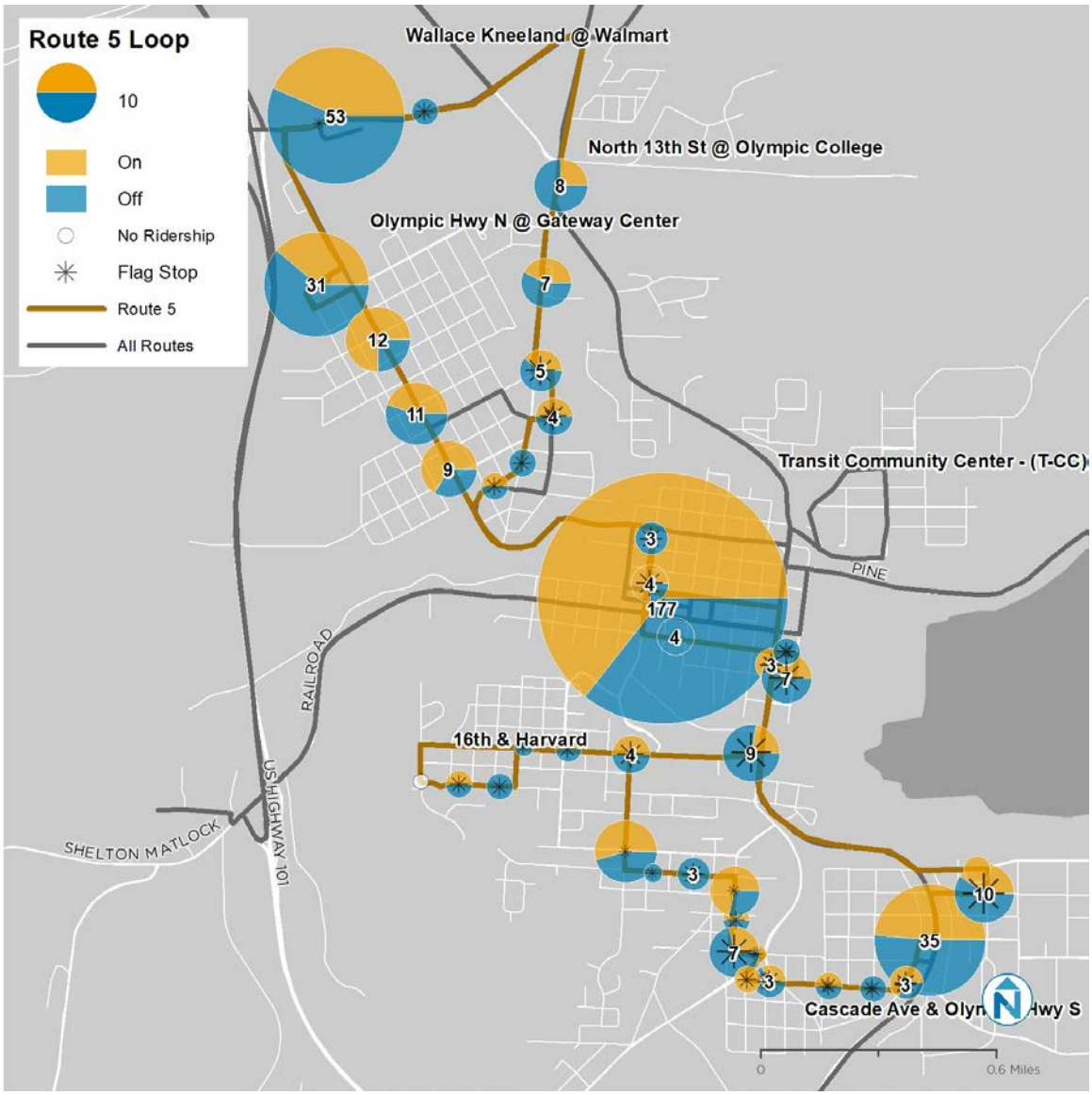
Schedule Adherence

Similar to Route 4, Route 5 has a relatively low on-time performance, with only 71% of time point stops arriving on time. Twenty-nine percent of the time, buses arrive to the time points ahead of schedule, particularly at the beginning of the loop. The bus arrives at Olympic College early 71% of the time and the first stop at the Transit-Community Center 100% of the time.

Summary

This route has the highest ridership and is the most productive in the MTA system, indicating it is serving the needs of downtown Shelton riders. Providing more frequent service and bi-directional travel on this route would benefit a large proportion of MTA's riders. Route 5 shares many stops with other Shelton routes, providing an opportunity to leverage these as transfer points or to streamline service to reduce duplication. Walmart is the second highest ridership stop on the loop (shown in Figure 5-12 with 53 total average weekday boardings and alightings); it is also a key time point for several MTA routes. Finally, there are several clusters of flag stops that indicate a need for a formalized bus stop, including along Arcadia Avenue, 2nd Street, and Wyandotte Avenue on the south end of the route, and between downtown Shelton and Olympic College.

Figure 5-14 Route 5 Shelton South Loop – Weekday Ridership



ROUTE 6 OLYMPIA

Route 6 travels from downtown Shelton to Olympia Transit Center via US 101, Mud Bay Road, and Harrison Avenue. This route runs every hour in both directions throughout the day, with 30 minute peak service inbound in the morning. Frequent outbound morning service is exclusively on the route's complementary express service, Route 6X. The route provides opportunities to transfer to Intercity Transit, along with MTA routes in southern and downtown Shelton. It is one of the few routes in the MTA system that requires a fare for trips starting or ending outside of Mason County.

Route Characteristics		
Weekday		
Start Time		6:20 AM
End Time		7:40 PM
Weekday Boardings		304
Service Hours		20.1
Boardings per Service Hour		15.1
Peak Headway (mins)		30
Off-Peak Headway (mins)		60
Schedule Adherence	On Time	75%
	Early	25%
	Late	0%
Saturday		
Start Time		7:30 AM
End Time		7:40 PM
Headway (mins)		120

Major Destinations

- Transit-Community Center
- Gateway Center
- Cole Road Park-and-Ride
- Kamilche Transit Center
- Steamboat Island
- Westside of Olympia
- Capital Mall
- Olympia Transit Center

Ridership

Route 6 is the highest-ridership route in the MTA system. Despite the relatively long travel distances to Olympia, boardings per service hour are some of the highest in the system. The segment between Olympia Transit Center and Kamilche Transit Center has the highest number of boardings and alightings, followed by the segment from Cascade Avenue & Olympic Highway South to Transit-Community Center. Ridership is highest at the transfer points—Transit-Community Center, Kamilche Transit Center, and Olympia Transit Center.

There are a number of flag stops that occur along Harrison Avenue in Olympia, particularly near Capital Mall. The route has the highest ridership in the midday and afternoon time periods and highest productivity in the PM time periods. Peak AM demand is mostly met by Route 6X trips.

Schedule Adherence

Route 6 averages on-time arrival at time points 75% of the time. The remaining 25% of the time, the bus stops at time points ahead of schedule. Fifty-seven percent of stops at Cole Road Park-and-Ride were early.

Summary

As the highest ridership route, the Route 6 serves the travel market between Shelton and Olympia Transit Center well. Running times are consistently shorter than scheduled, indicating that the schedule for this route can be updated. Productivity is highest in the midday, PM, and evening time periods. The high productivity occurring between Kamilche and Olympia indicates that there is high demand for travel along US 101 and Harrison Avenue, particularly to Capital Mall. Capital Mall is a frequently-used stop that may benefit from becoming a formalized time point, and it offers transfer opportunities to several Intercity Transit routes.

Productivity is at its lowest on both the Route 6 and Route 6X in the mornings, indicating that the route is not serving the needs of travelers along the corridor during this time period. There is high ridership on the earliest outbound Route 6 trip at 8:35 AM which may warrant a need to convert an earlier morning trip to non-express. Because the express trips skip Harrison Ave and do not allow flag stops, these trips may not be best serving the needs of early morning riders.

Figure 5-15 Route 6 to Shelton – Weekday Ridership

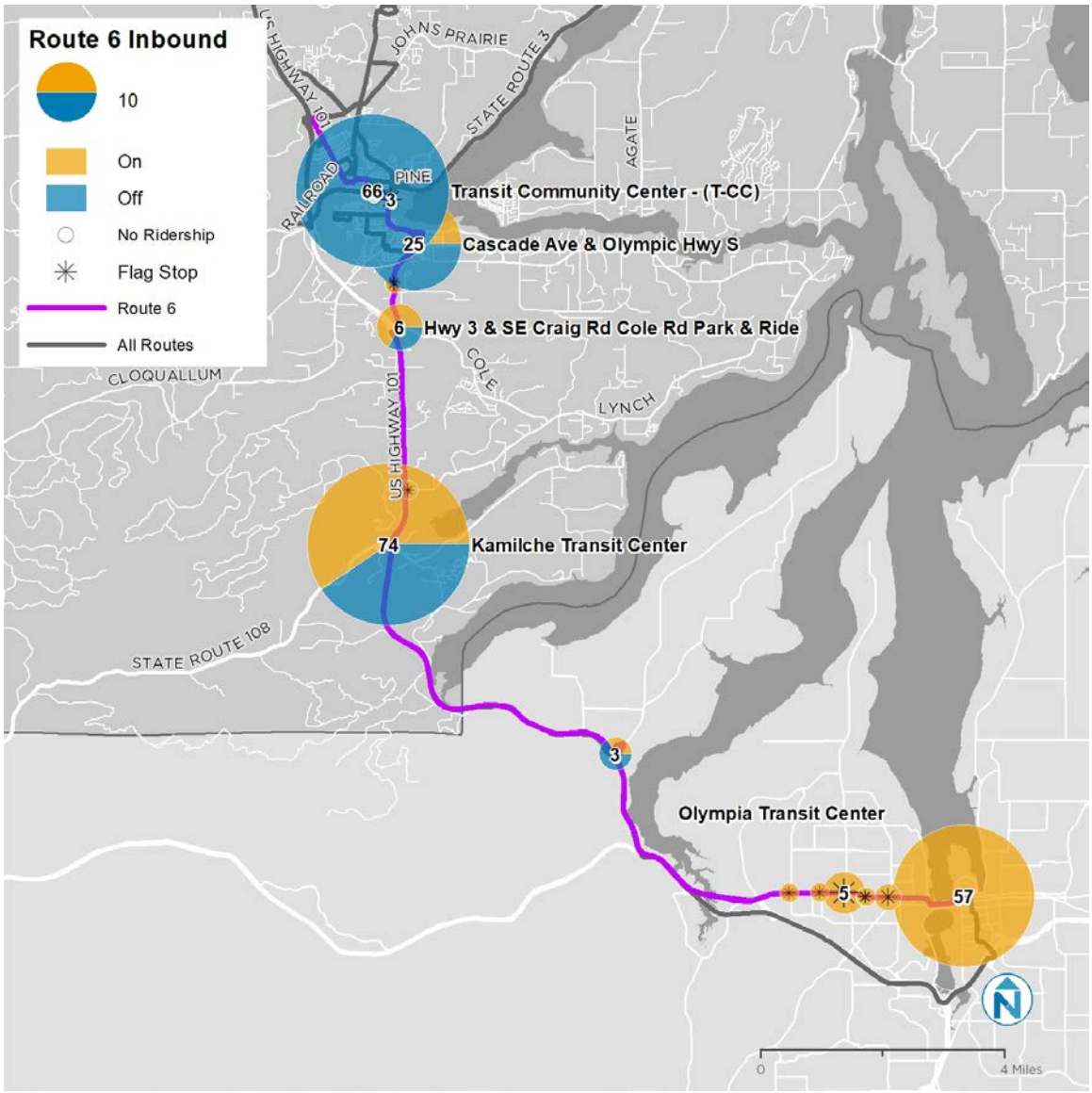
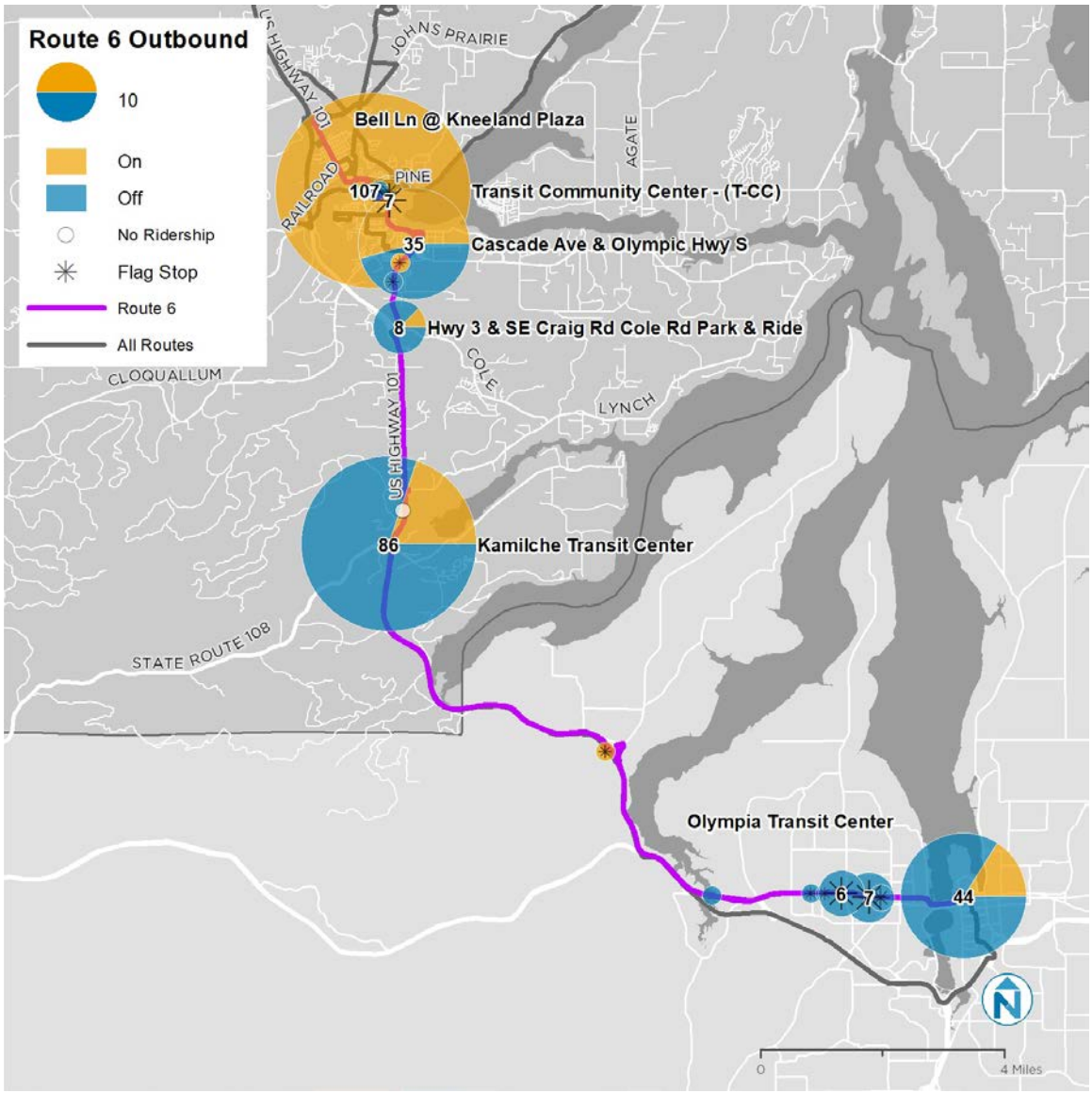


Figure 5-16 Route 6 to Olympia – Weekday Ridership



ROUTE 6X OLYMPIA

Route 6X travels express from downtown Shelton to Olympia Transit Center via US 101. This express route runs four trips inbound during mornings and three trips outbound in the late afternoon and early evening. The express route bypasses the Route 6 alignment on Harrison Avenue by continuing along US 101 and north to Olympia Transit Center. It is one of the few routes in the MTA system that requires a fare for trips starting or ending outside of Mason County.

Route Characteristics		
Weekday		
Start Time		5:25 AM
End Time		6:35 PM
Weekday Boardings		73
Service Hours		5.6
Boardings per Service Hour		13.1
Daily Trips Inbound		4
Daily Trips Outbound		3
Schedule Adherence	On Time	53%
	Early	30%
	Late	17%
No Saturday Service		

Major Destinations

- Transit-Community Center
- Kamilche Transit Center
- Olympia Transit Center

Ridership

Similar to Route 6, Route 6X has relatively high productivity despite the travel distance from Shelton to Olympia. Inbound trips have higher ridership, with boardings distributed evenly between morning, afternoon, and evening trips. The most boardings and alightings occur between Olympia Transit Center and Kamilche Transit Center. Although flag stops are not allowed on express routes, six flag stops were recorded between inbound and outbound trips.

Schedule Adherence

Route 6X runs at 53% on time, with a significant portion of trips arriving to their time points early. Notably, buses arrive to Cascade Avenue & Olympic Hwy ahead of schedule 43% of the time and late 29% of the time. The portion of the route between Olympia Transit Center and Cascade Ave & Olympic Highway has high rates of late arrivals, accounting for the 33% of late schedule adherence.

Summary

Like its non-express counterpart, the Route 6X has some of the highest ridership in the system, providing connections between Shelton and Olympia. Productivity is highest on PM inbound trips. Like the Route 6, ridership is lowest in the Early AM and AM time periods, indicating that the current schedule of express and non-express trips may not be serving the needs of current travelers along this corridor. The alignment of the express route bypasses Harrison Ave and in turn does not serve the Capital Mall area. This alignment may be limiting to many travelers looking to access destinations around Capital Mall. Converting one or two early morning express trips to a non-express Route 6 could allow for more flexibility, which would allow people to access Capital Mall or transfer to Intercity Transit without having to go to downtown Olympia. On-time performance is the lowest in the system, indicating that the schedule could be reworked to rebalance early and late arrivals.

Figure 5-17 Route 6X to Shelton – Weekday Ridership

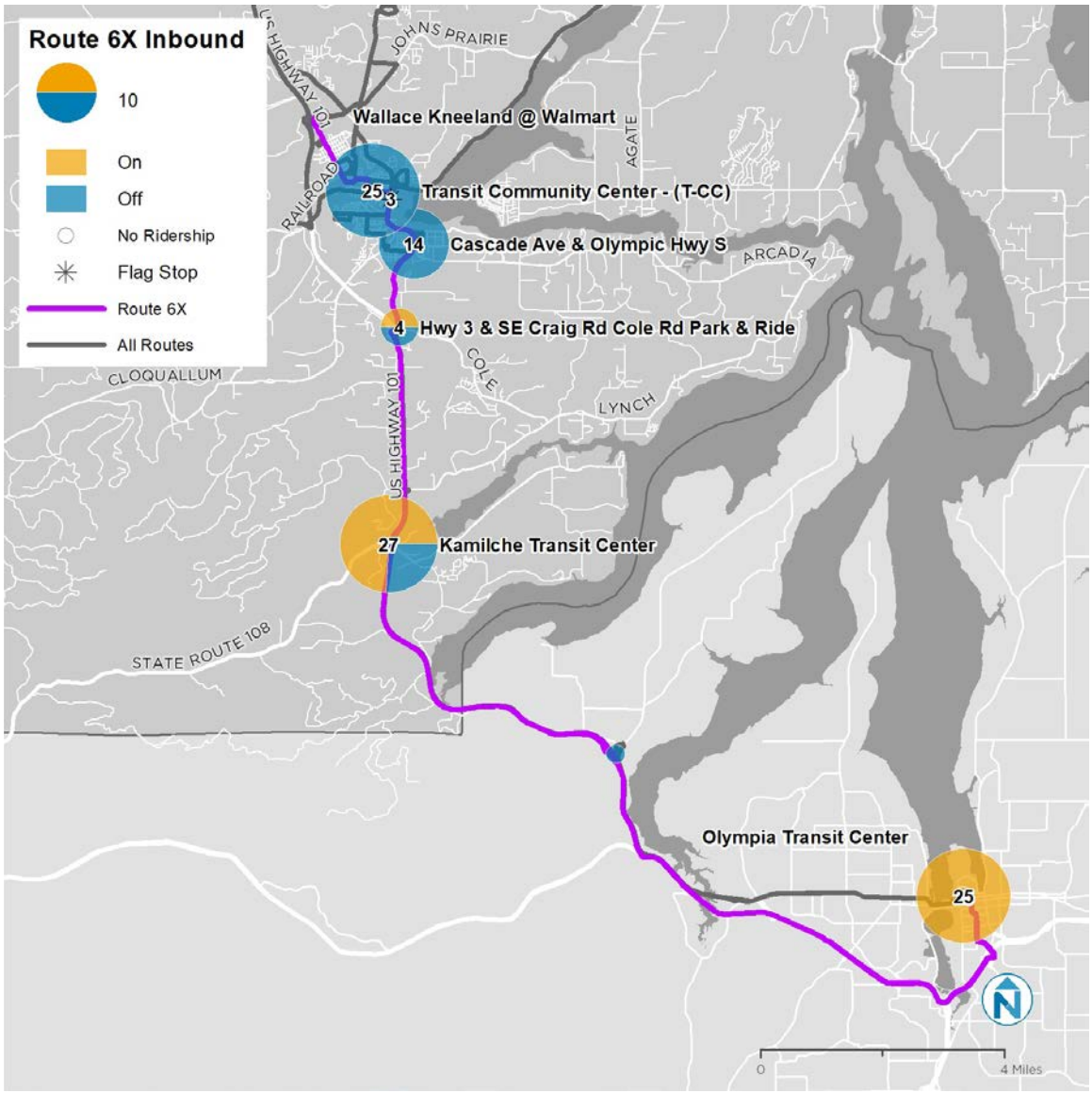
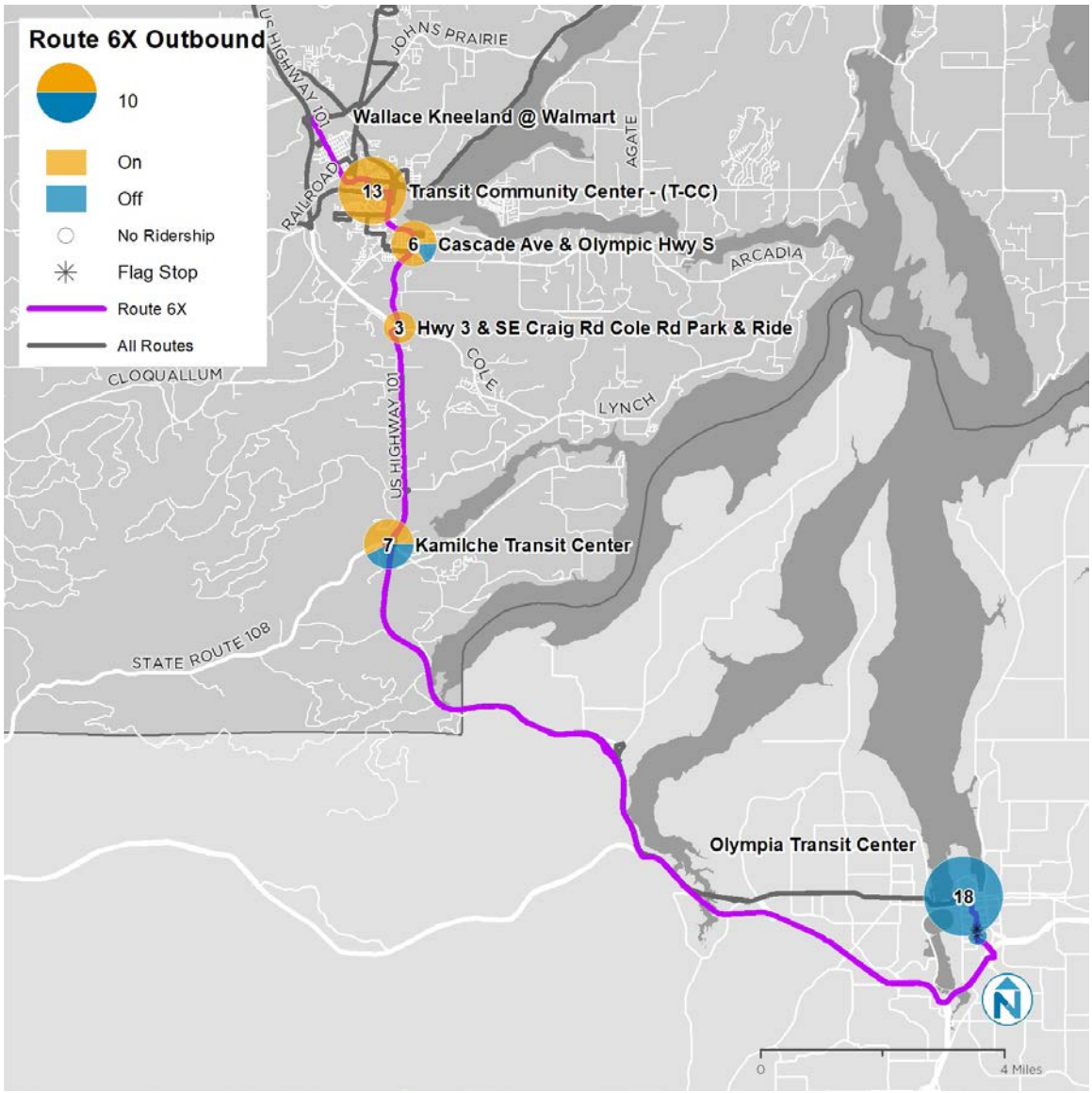


Figure 5-18 Route 6X to Olympia – Weekday Ridership



ROUTE 7 SHELTON NORTH LOOP

Route 7 travels in a series of loops around north Shelton via Railroad Ave, US 101, Shelton Springs Rd, 13th Street, Brockdale Road, Oak Park Way, Batstone Cutoff, Johns Prairie Road, Wallace Kneeland Boulevard, and Olympic Highway. This route runs every hour throughout the day, providing access to residential, commercial, educational, and recreational destinations throughout North Shelton.

Route Characteristics		
Weekday		
Start Time		5:30 AM
End Time		7:30 PM
Weekday Boardings		241
Service Hours		13.8
Boardings per Service Hour		17.5
Peak Headway (mins)		60
Off-Peak Headway (mins)		60
Schedule Adherence	On Time	76%
	Early	14%
	Late	10%
Saturday		
Start Time		8:30 AM
End Time		7:30 PM
Headway (mins)		60-120

Major Destinations

- Transit-Community Center
- Airport Grocery
- Shelton High School
- Oakland Bay Junior High School
- Gateway Center
- Olympic College
- Johns Prairie Road
- Oak Park
- Walmart

Ridership

Route 7 is another urban loop route in the MTA system that performs well. The highest productivity segment of the route is between Transit-Community Center and Gateway Center, followed by Gateway Center to Olympic College. Even though the route stops at Walmart later in the alignment, it was commonly flagged after the route departs the Transit-Community Center and the Airport Grocery on Shelton Springs Road. Twenty one flag stops occurred around 13th Avenue and King Street, indicating a high demand area in need of a potential formalized stop. The highest ridership occurs in the midday time period, with 127 boardings and 129 alightings.

Schedule Adherence

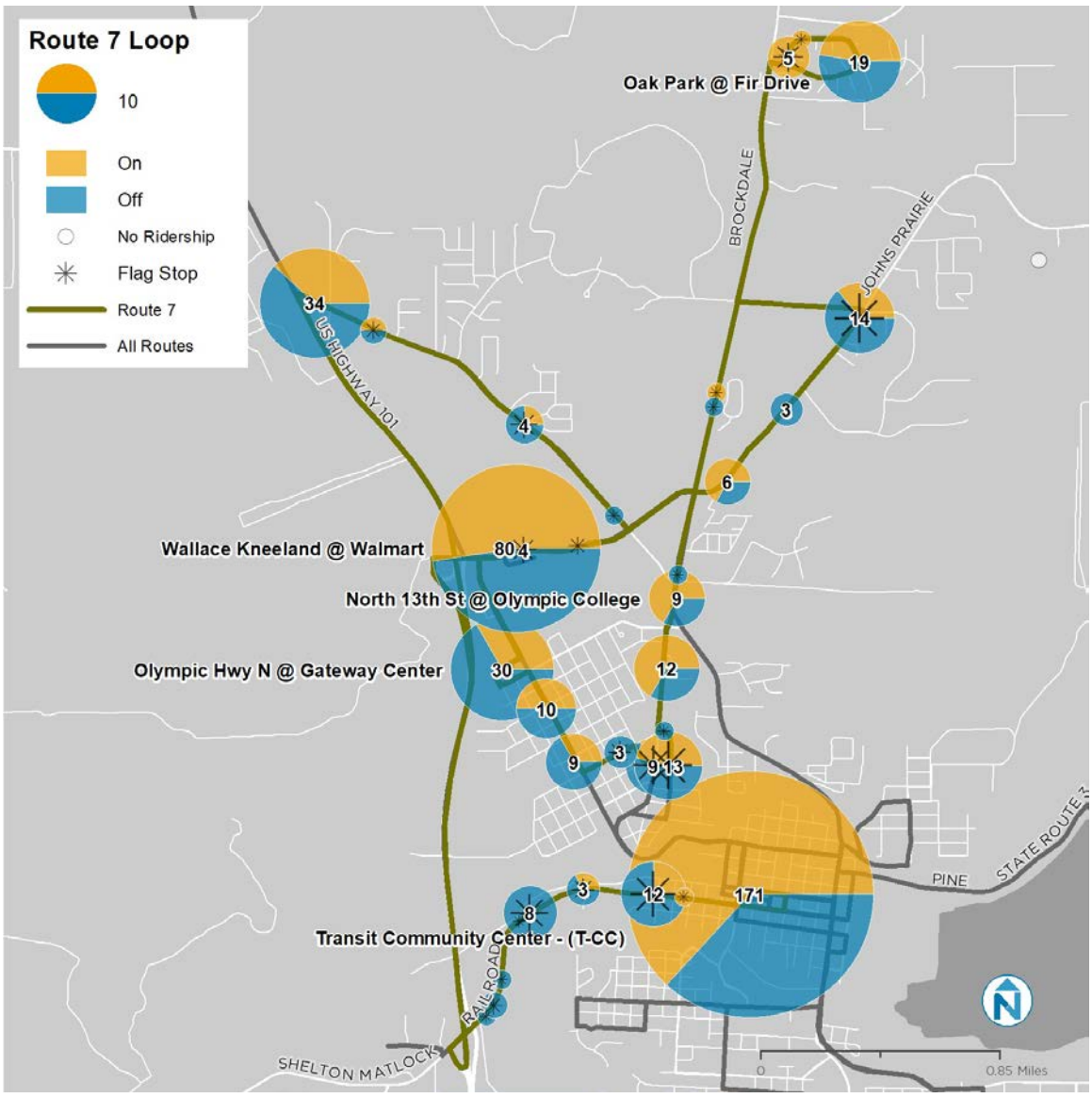
Like most of the Shelton loop routes, Route 7 runs mostly on time (76%) but has rates of early and late time point arrivals that leave room for improvement. Buses arrive early at Gateway Center 33% of the time and then arrive at Olympic College late 20% of the time. Because these are high ridership portions of the route, better schedule alignment could help accommodate the number of boardings and alightings, which may be contributing to the late arrival to Olympic College and throughout the route. There are a significant number of flag stops occurring along this route, which may also contribute to the flux in on-time performance.

Summary

Like Route 5, this loop route performs well, indicating that there is demand for transit circulation around Shelton. While this route does not have any repeat time points along its alignment, the

complicated crisscrossing pattern is likely confusing for potential riders. A simpler alignment would make it easier for riders to understand and help address on-time performance issues. There is demand for a direct connection between the Transit-Community Center and Walmart, which could be met through a restructuring of this route or better coordination with the other Shelton routes. High volumes of flag stops around 13th Avenue and King Street indicate a high demand area in need of a potential formalized stop.

Figure 5-19 Route 7 Shelton North Loop – Weekday Ridership



ROUTE 8 TRITON COVE

Route 8 runs from downtown Shelton to Triton Cove State Park via US 101. This route runs two trips daily in each direction, in the late morning and late afternoon. The route provides access to Twin Totems and Triton Cove State Park across the county boundary into Jefferson County, as well as connections to Jefferson Transit. It is one of the few routes in the MTA system that requires a fare for trips starting or ending outside of Mason County.

Route Characteristics		
Weekday		
Start Time		8:10 AM
End Time		3:25 PM
Weekday Boardings		25
Service Hours		4.2
Boardings per Service Hour		6.0
Daily Trips Inbound		2
Daily Trips Outbound		2
Schedule Adherence	On Time	67%
	Early	13%
	Late	21%
Saturday		
Start Time		7:00 AM
End Time		6:40 PM
Daily Trips		2 IB / 2 OB

Major Destinations

- Transit-Community Center
- Olympic College
- Walmart
- Twin Totems
- Hoodsport
- Lilliwaup
- Eldon
- Triton Cove State Park

Ridership

Route 8 has relatively low productivity, particularly at the northern reach of the route toward Triton Cove State Park. The highest productivity segments are between Olympic College and the Transit-Community Center, followed by between Twin Totems and Walmart on Wallace Kneeland Boulevard. These segments are served by a number of other routes, including Route 11 and Route 2, which share the southern portion of US 101.

Schedule Adherence

Route 8 arrives to time points on time 67% of the time, with the majority of other trips arriving late. Inbound trips had the lowest on-time performance—particularly in the 9:15 a.m. trip. Both the 8:10 a.m. and 2:10 a.m. outbound trip ran approximately nine minutes late to time points toward the end of the alignment, yet arrived to Triton Cove State Park only a few minutes late or even early, indicating a need for retiming of the schedule.

Summary

Route 8 provides limited access between Shelton and Triton Cove State Park at the northwestern corner of the County along US 101. The route only runs two trips in each direction and has relatively low productivity on all trips, particularly outbound trips. Route 8 and Route 11 provide complementary service between Shelton and Hoodsport; however, both routes have fairly low ridership.

The most productive segments of the route are the portions that overlap with additional routes, including Route 11, Route 2, and the Shelton loops. High productivity segments between Olympic College and the Transit-Community Center as well as Twin Totems and Walmart show that the timing of this route is supplementing more local service to these destinations. Low ridership along the rest of the route could indicate that the timing is not serving the needs of travelers along the northern corridor. Additionally, because travel outside of the county requires fare payment, this could be a deterrent to some travelers looking to access Triton Cove. The schedule could benefit from restructuring to remove excess slack in outbound trips.

Figure 5-20 Route 8 to Shelton – Weekday Ridership

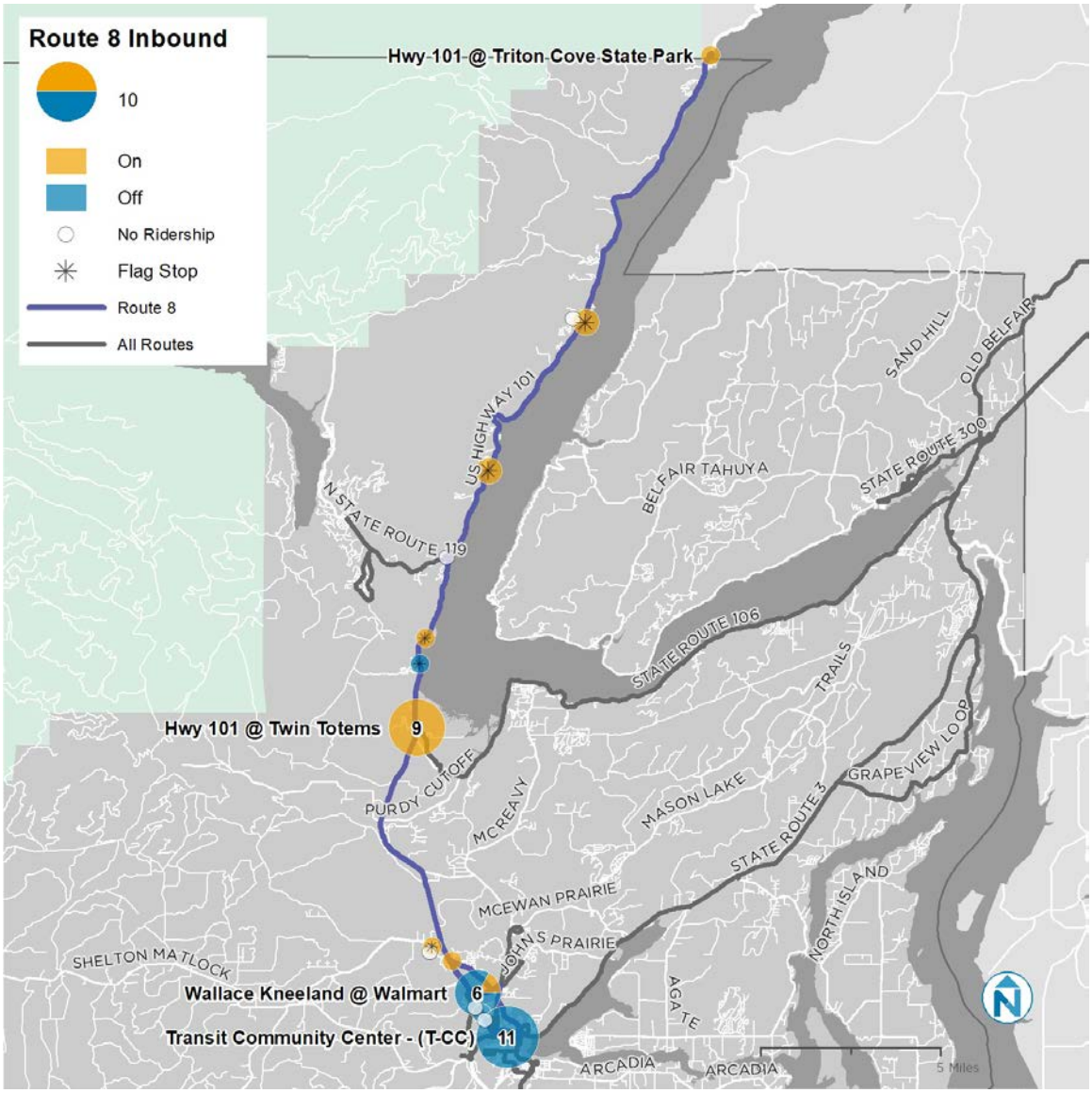
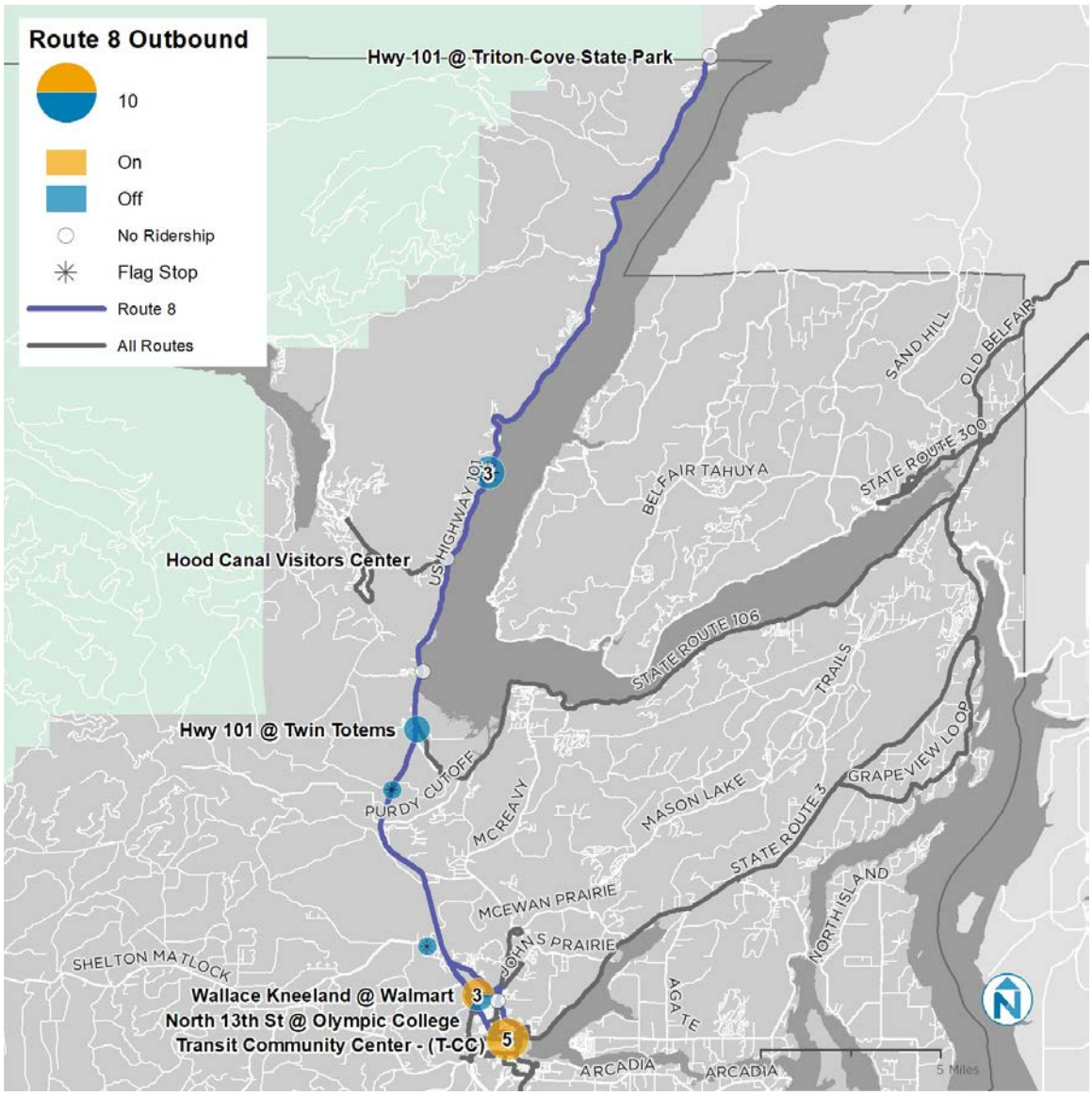


Figure 5-21 Route 8 to Triton Cove – Weekday Ridership



ROUTE 9 SHELTON CENTRAL LOOP

Route 9 travels in a series of loops around downtown Shelton via Railroad Ave, Birch St, 13th Street, Wallace Kneeland Boulevard, and US 101. The route runs four trips daily and provides access to residential, commercial, and recreational destinations in central Shelton.

Route Characteristics		
Weekday		
Start Time		7:45 AM
End Time		3:40 PM
Weekday Boardings		26
Service Hours		2.4
Boardings per Service Hour		10.7
Daily Trips		4
Schedule Adherence	On Time	89%
	Early	0%
	Late	11%
No Saturday Service		

Major Destinations

- Transit-Community Center
- Capitol Hill
- Art Johnson Park
- Walmart
- Senior Center
- Olympic College

Ridership

Route 9 has the lowest ridership of all the loop routes. The most productive time period is the afternoon hours, with 15.7 boardings per service hour. The route travels from Transit-Community Center to Otter Street & Fir Street and back twice to complete its alignment. The first visit to these two time points is less productive than the latter, with only three boardings or alightings occurring in the first instance. The route could be simplified to improve productivity while still meeting the needs of the riders.

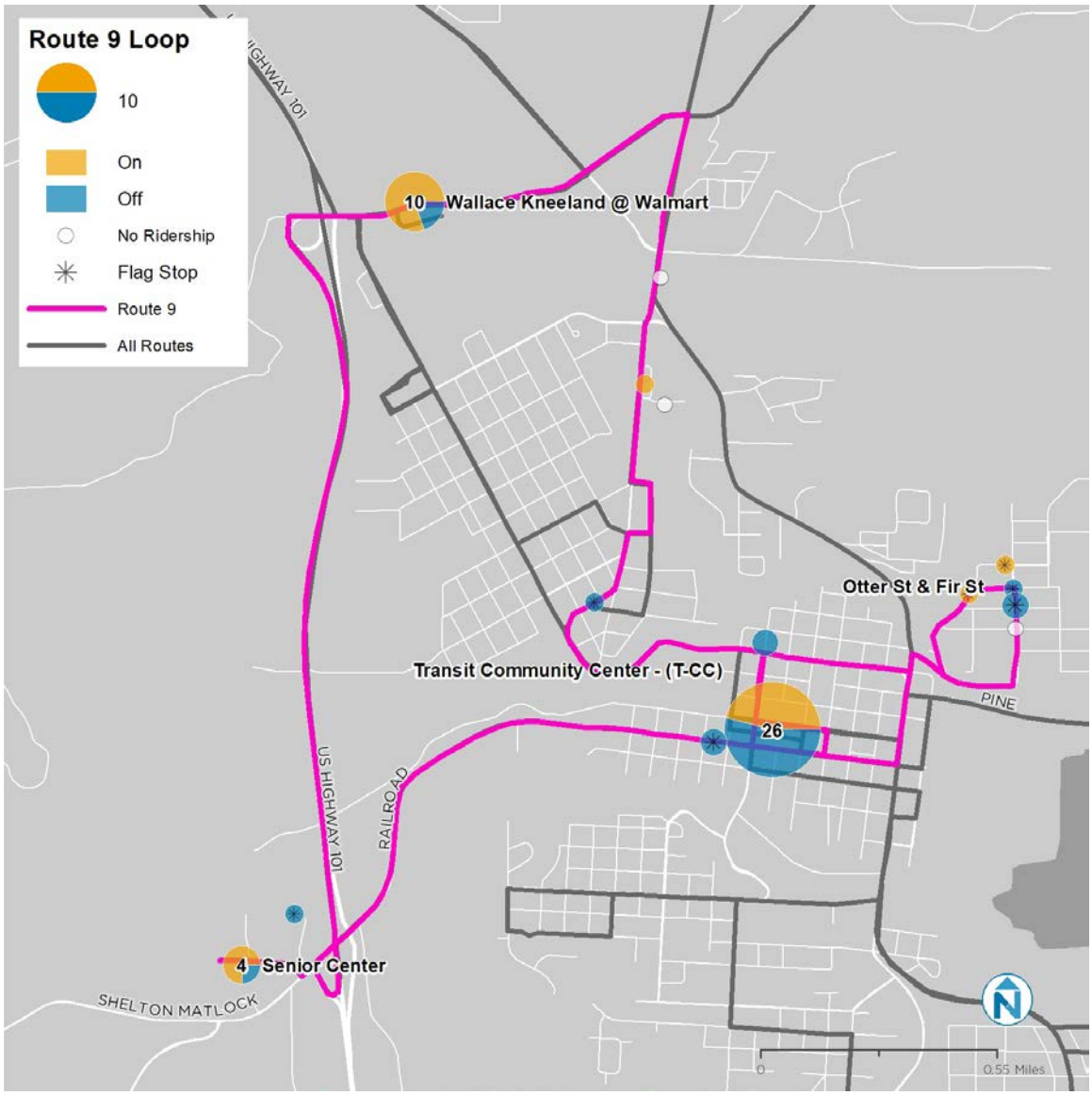
Schedule Adherence

Route 9 performs well in terms of on-time performance, with 89% of trips arriving to time points on time. The second loop of Transit-Community Center to Otter St & Fir Street had approximately 11% late arrivals to time points.

Summary

Route 9 provides service to destinations around central Shelton and has the lowest ridership of the loop routes. There is opportunity to realign this route with higher demand destinations and potentially reallocate service hours to better-performing services. The route deviates from the Transit-Community Center to Otter St & Fir St twice during its route, neither of which attract much ridership. There is opportunity to make this route more attractive to passengers by eliminating these deviations.

Figure 5-22 Route 9 Shelton Central Loop – Weekday Ridership



ROUTE 11 LAKE CUSHMAN

Route 11 travels from downtown Shelton to Lake Cushman Maintenance Office via US 101 and State Route 119. The route runs three times daily, with one morning, one afternoon, and one evening trip in each direction. This is the only route that provides access to the residential, commercial, and recreational destinations along State Route 119.

Route Characteristics		
Weekday		
Start Time		5:50 AM
End Time		4:22 PM
Weekday Boardings		36
Service Hours		4.4
Boardings per Service Hour		8.2
Daily Trips		3 IB / 3 OB
Schedule Adherence	On Time	87%
	Early	13%
	Late	0%
Saturday		
Start Time		7:50 AM
End Time		3:40 AM
Daily Trips		3

Major Destinations

- Transit-Community Center
- Walmart
- Twin Totems
- Hoodsport
- Lake Cushman Maintenance Office
- Olympic Way & Rainbow Way

Ridership

Route 11 has relatively low productivity, with 8.2 boardings per service hour. The route shares the majority of its alignment along US 101 with Route 8, but service splits to serve Lake Cushman while Route 8 continues to Triton Cove. The two routes have complementary time points and do not have much scheduling overlap. The highest ridership segments of the route overlap with both Route 8 and Route 2. Its exclusive portion along Highway 119 to Lake Cushman provides service for an average of five daily riders.

Schedule Adherence

Route 11 has relatively good on-time performance, with trips arriving to time points on schedule 87% of the time. Inbound trips have higher rates of early arrival, primarily at Twin Totems and Walmart on Wallace Kneeland Boulevard.

Summary

Route 11 provides sole access to the Lake Cushman area along SR 119, providing three trips per day in each direction. Of the two routes that run towards Hoodsport along State Route 106—the other being Route 8—this one is more productive. The highest productivity segment is between Lake Cushman Maintenance Company and Olympic Way, indicating that there is a demand for trips down SR 119. There is overlap at the beginning of the route that aligns with other local Shelton routes, indicating that demand could be absorbed by other routes. There is also opportunity to operate bi-directionally within Shelton. More direct service to Lake Cushman could also reduce service hours and benefit riders by shortening travel times.

Figure 5-23 Route 11 to Shelton – Weekday Ridership

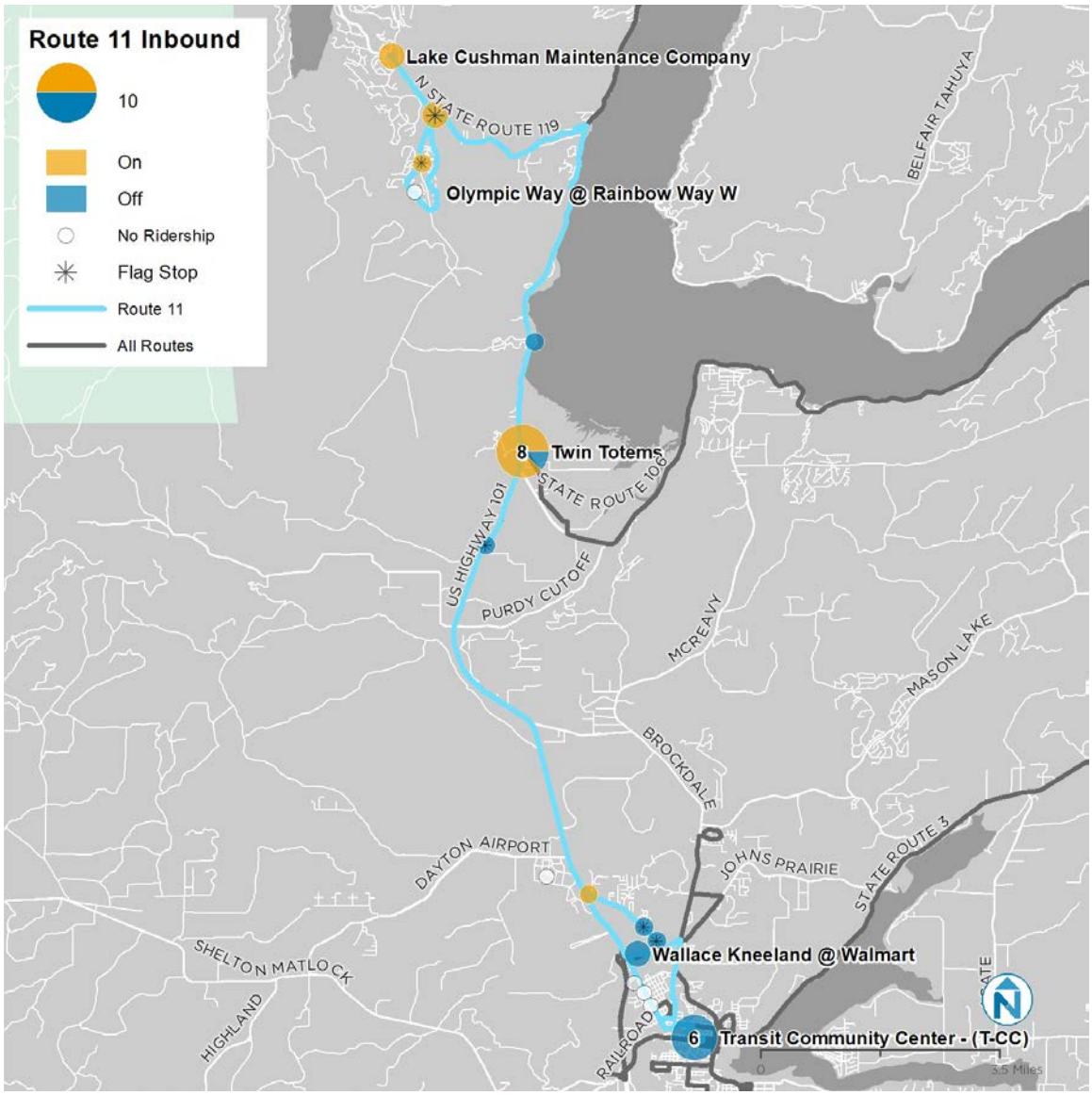
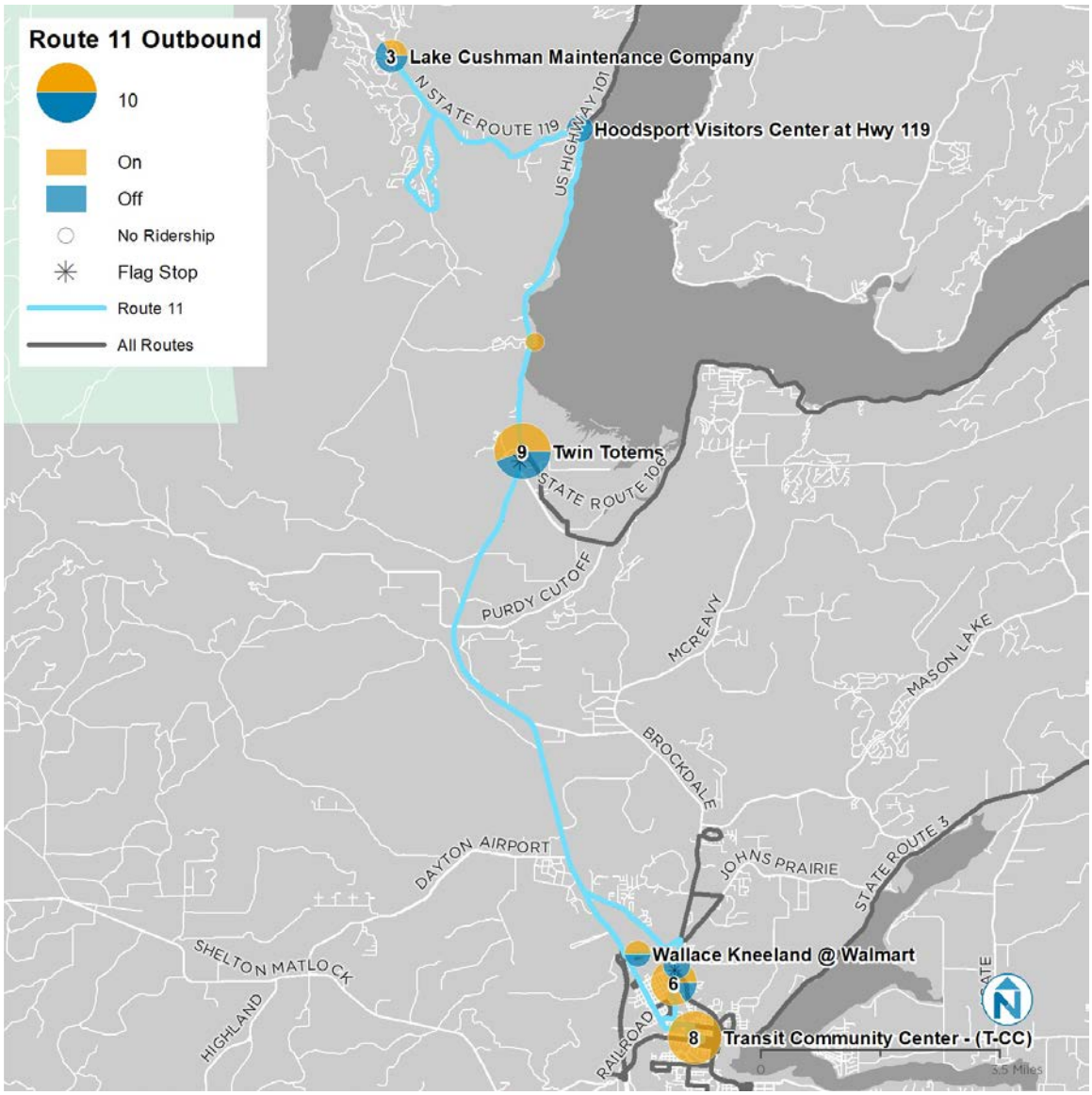


Figure 5-24 Route 11 to Lake Cushman – Weekday Ridership



6 SURVEY FINDINGS

In February and March 2018, paper and phone surveys were conducted among MTA riders on fixed-route, Dial-A-Ride (DAR), and LINK demand-response services. This chapter analyzes the survey results, first by identifying the key findings from survey, then describing survey methods and a detailed breakdown of rider travel profiles, opinions, and demographics. Open-ended responses from the survey are available in Appendix C.

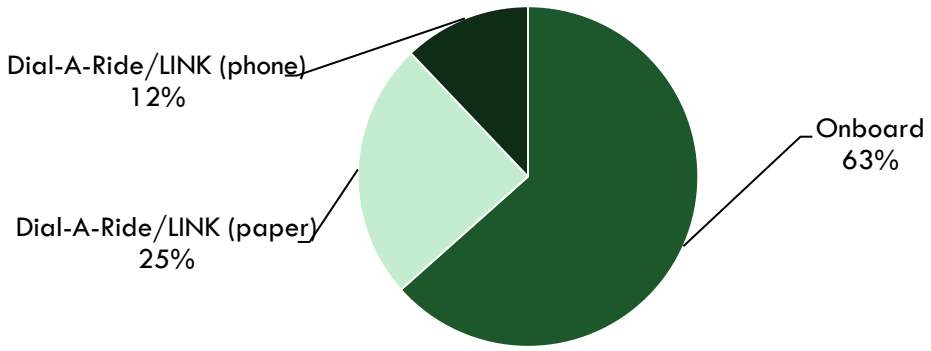
KEY FINDINGS

- Most riders use MTA services for round trips.
- Many MTA riders live in low-income and/or carless households.
- Most riders walk or use transit to get to and from MTA services.
- Roughly half of MTA riders have access to a smartphone, and most learned of MTA from friends and family.
- The vast majority of MTA riders use the service two or more days per week.
- More frequent service and improved weekend service were the most requested system improvements. Fixed-route riders, specifically, often requested Sunday service.
- MTA riders have generally been using the service for over one year.
- Approximately 25% of MTA riders are employed full-time.
- Riders have positive things to say about MTA drivers and are appreciative of the service.
- The most common specific route improvement request was a larger vehicle on Route 3.

SURVEY METHODS

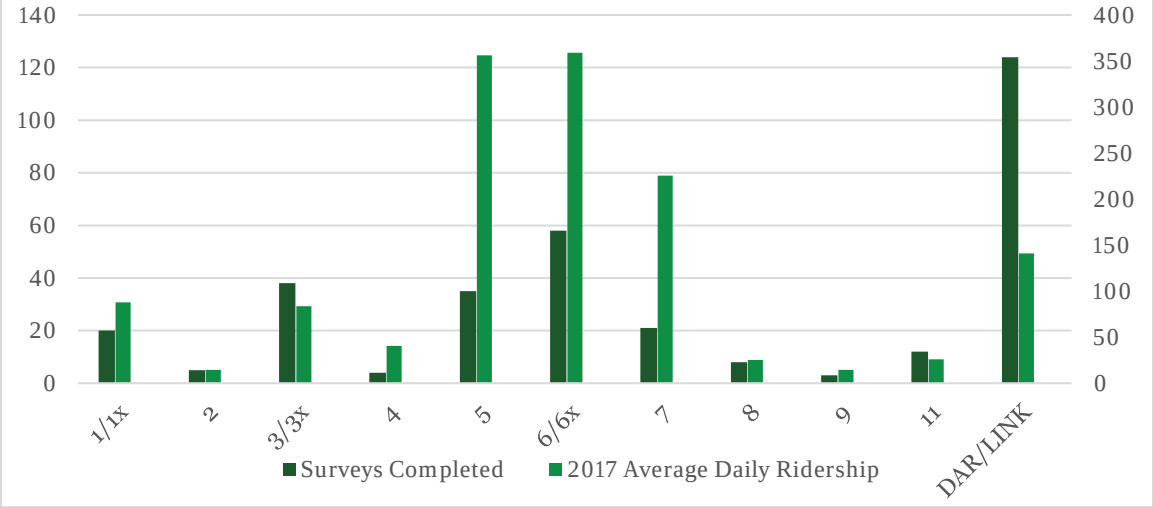
Surveys were conducted via three methods: fixed-route on-board paper surveys, demand-response on-board paper surveys, and demand-response phone surveys. Phone surveys were conducted by MTA dispatch operators, who entered responses into an online form during the call. All fixed-route surveys were distributed as paper copies for riders on MTA buses. Among demand-response surveys, 67% were conducted on board with paper handouts, and 33% were conducted via telephone. Although all paper surveys were also offered in Spanish translation, only four fixed-route and three demand-response surveys were completed in Spanish. Overall, 328 valid surveys were collected—204 on fixed-route services and 124 on demand-response services.

Figure 6-1 Number of Surveys Completed by Type



Overall, the highest volume of surveys were collected on DAR/LINK and Routes 3/3x, 5, and 6/6x. Figure 6-2 shows the number of surveys collected on each route, as well as average daily ridership (2017). Route 11 has the greatest ratio of surveys completed to estimated average unique weekday riders, followed by routes 3/3x, 2, and 8.

Figure 6-2 Surveys Collected by Route



Margins of Error

This survey analysis uses error bars on many graphs to show the margin of error in responses. Because the survey represents only a sample of all MTA riders, these margins of error help us understand when response proportions can safely be interpreted as different from one another. Instead of looking just at the height or length of a bar in a chart, we look at the area in between the ends of the black error bar, which tells us the range of values in which we could expect the true value to fall. In this report, we can be 95% confident that the true proportions fall within the range of the error bar.

SURVEY RESULTS

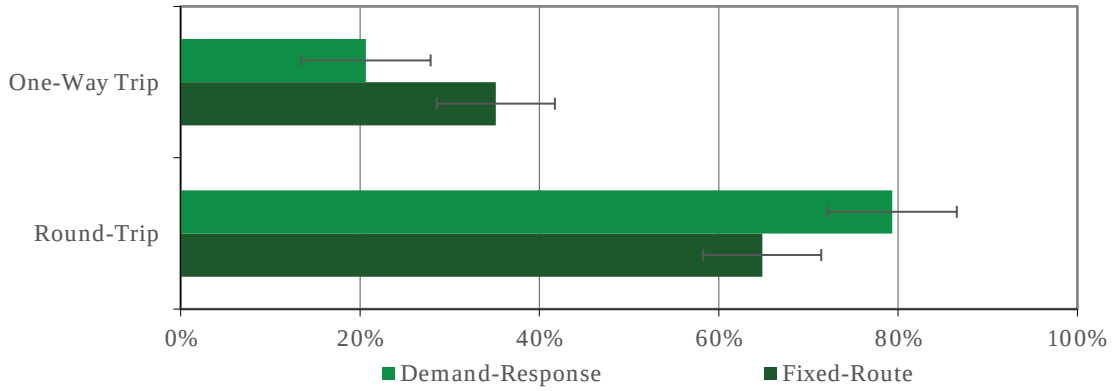
The majority of the questions asked on both demand-response and fixed-route surveys were identical. For those questions that were the same, the results following have been cross-tabulated

by rider type into demand-response and fixed-route categories. Because some respondents did not complete every question on the survey, the sum total of responses for each question varies.

Rider Profile

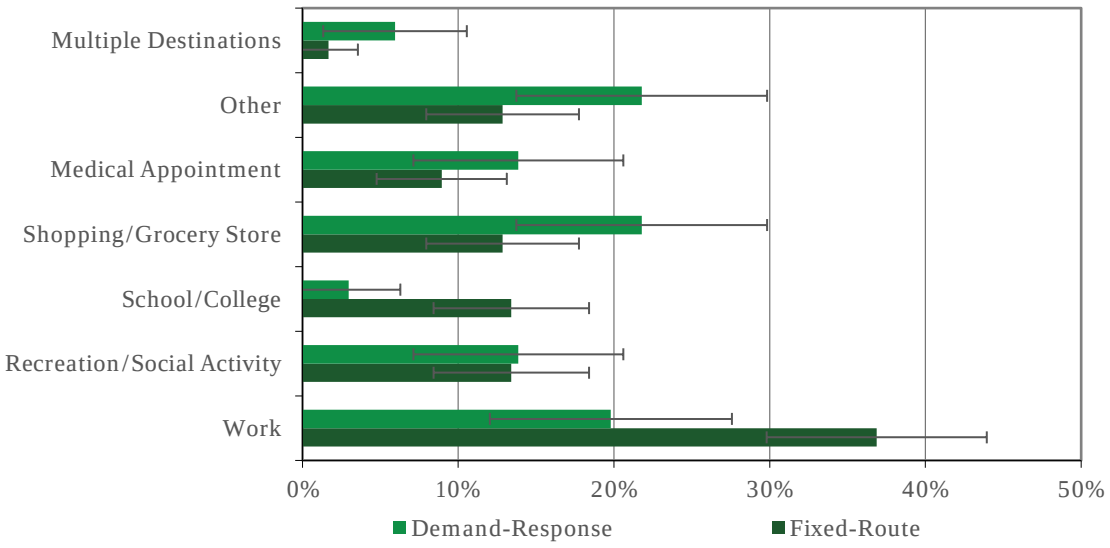
By and large, riders on both MTA's demand-response and fixed-route services were most often taking round trips. Demand-response riders were more likely than fixed-route riders to be taking a round trip (Figure 6-3).

Figure 6-3 Trip Types



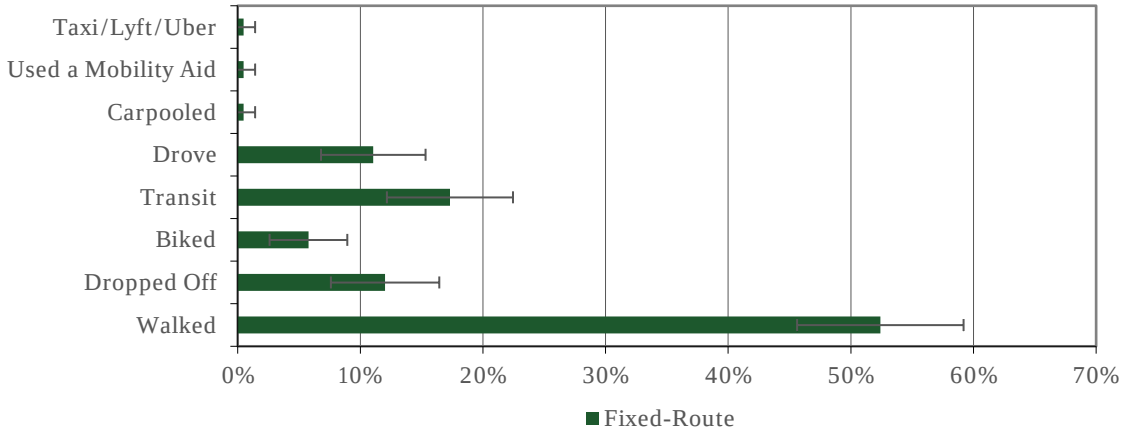
A breakdown of all home-based trip purposes reveals different patterns between demand-response and fixed-route riders. Work is the dominant destination for fixed-route riders, while demand-response rider trips were distributed relatively evenly across work, recreation, shopping, and medical appointment categories. A large number of demand-response riders also reported traveling to 'other' locations, which included court, casinos, Walmart, and the food bank. The casino referenced by three riders is presumably the Little Creek Casino Resort in Kamilche. Fixed-route riders making home-based trips primarily reported the casino as their destination when marking 'other', while also recording the food bank and an auto shop as destinations.

Figure 6-4 Home-Based Trip Purpose



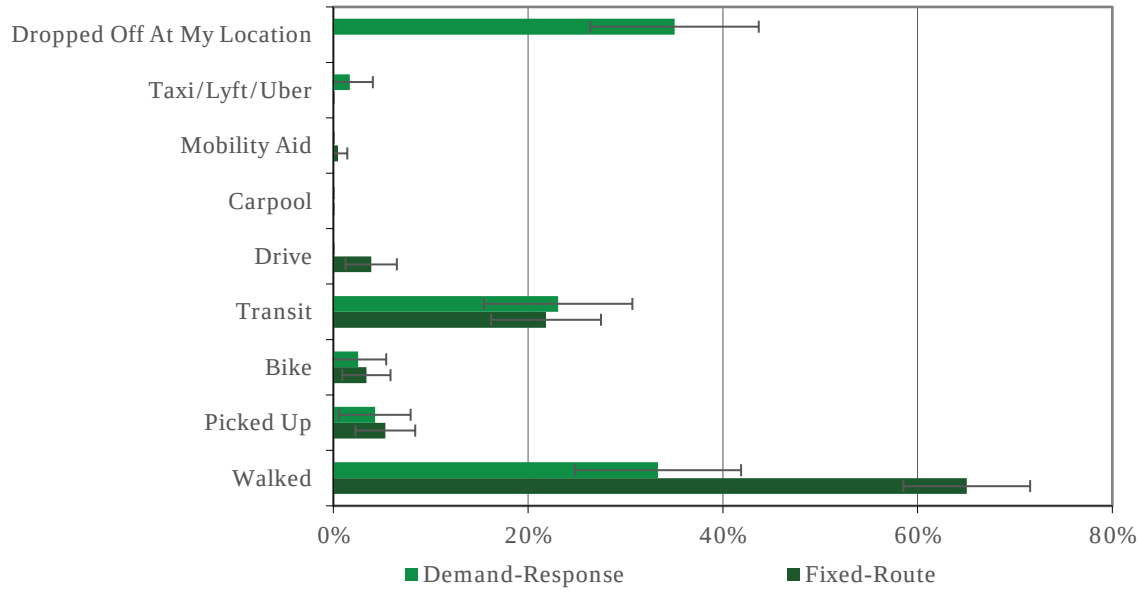
Because demand-response riders are generally picked up at their doorstep, they were not surveyed on their mode of access to their pickup location. Fixed-route riders, however, overwhelmingly reported walking to the bus. Other types of transit (including bus, ferry, or train) were the second most common mode of access to transit, followed by driving or being dropped off (Figure 6-5 Travel Mode to Access Bus). Carpooling, use of mobility aids, and taxi/Lyft/Uber were not reported as popular means by which riders accessed bus stops.

Figure 6-5 Travel Mode to Access Bus



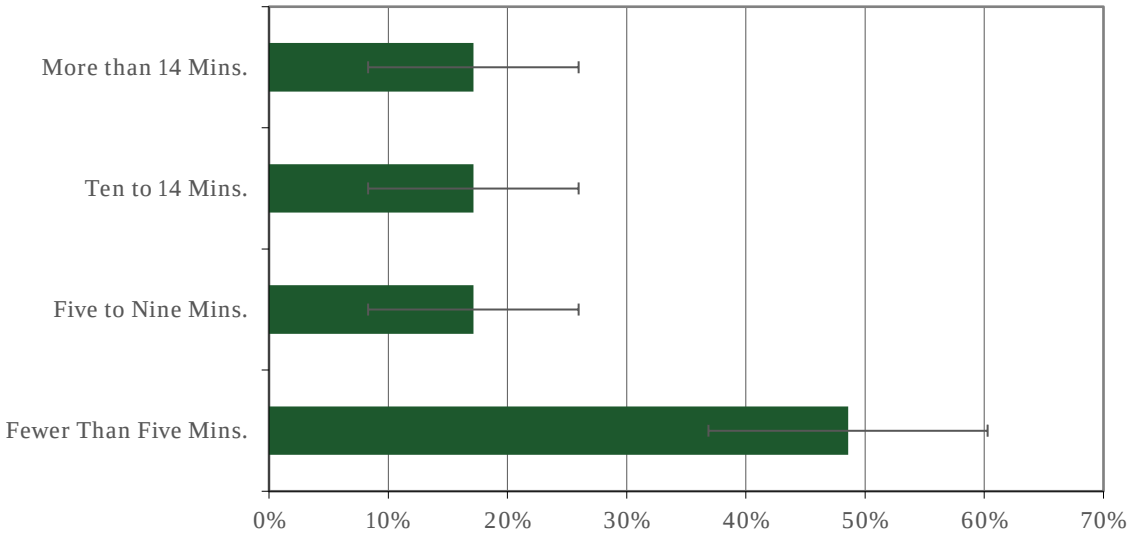
The vast majority of fixed-route respondents reported walking to their final destination, as did 33% of demand-response survey respondents. Only demand-response passengers were offered the choice of 'dropped off at my location.' More than 20% of both fixed-route and demand-response riders reported taking another transit trip (either ferry, train, or bus) to their final destination.

Figure 6-6 Travel Mode after Departing Bus



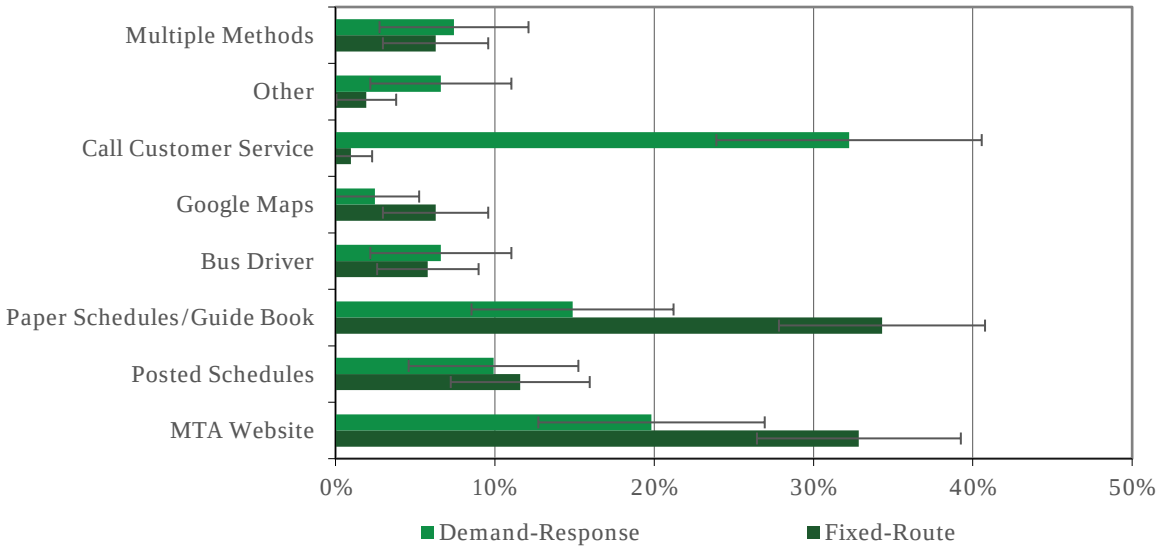
Among the 109 respondents that reported walking to the bus, 70 reported how long they walked for. Approximately 50% of these riders walked for fewer than five minutes (Figure 6-7).

Figure 6-7 Walking Time to Bus Stop



There are apparent differences in how riders access information to plan their transit trips. Fixed-route riders are about as likely to use the MTA website as paper schedules/guide book, while demand-response users were more likely to call MTA directly to plan their trip.[1] This is likely due to the differences in service type, as demand-response riders *must* call to receive service. Other respondents reported asking their neighbors and staff at the Transit-Community Center.

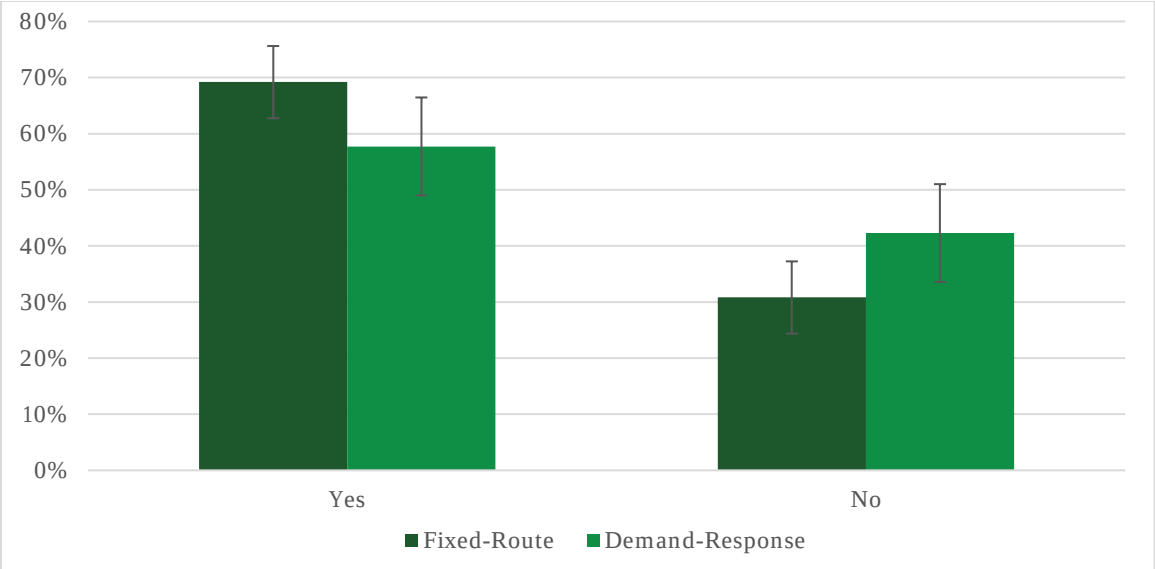
Figure 6-8 Trip Planning Methods



[1] Fixed-route surveys did not include the option 'call customer service' for this question. Some fixed-route riders, however, included calling as an 'other' open-response answer. These answers were coded as 'call customer service.'

Fixed-route riders were more likely than not to have access to a smartphone, but demand-response riders are split nearly 50/50, with and without access to a smartphone (Figure 6-9).

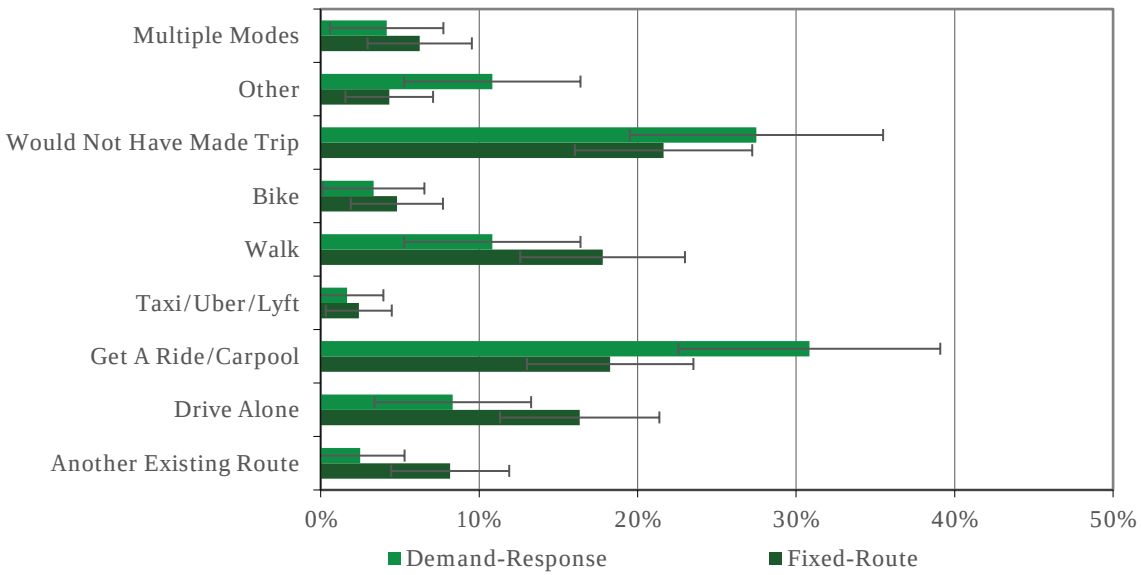
Figure 6-9 Riders with Smartphone Access



When asked what alternative travel arrangements they would have made if the MTA route they were riding on did not exist, demand-response riders largely answered that they would not have made the trip or they would have gotten a ride/carpooled to their destination (Figure 6-10). Fixed-route riders also reported they wouldn't have made the trip or would have carpooled/gotten a ride, but also reported that they would have walked or driven alone.

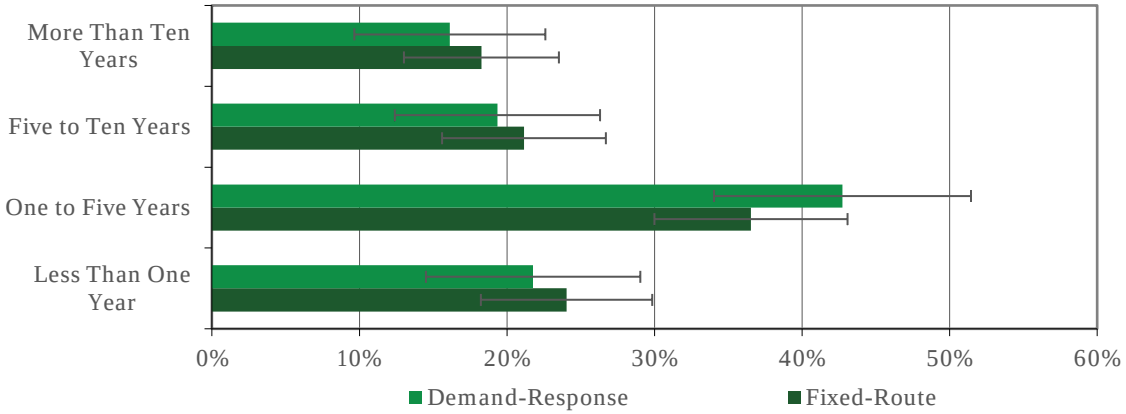
Five respondents reported that they would hitchhike if there was no MTA route available, and one noted that they would not have a job without MTA's service.

Figure 6-10 Rider Travel Alternatives



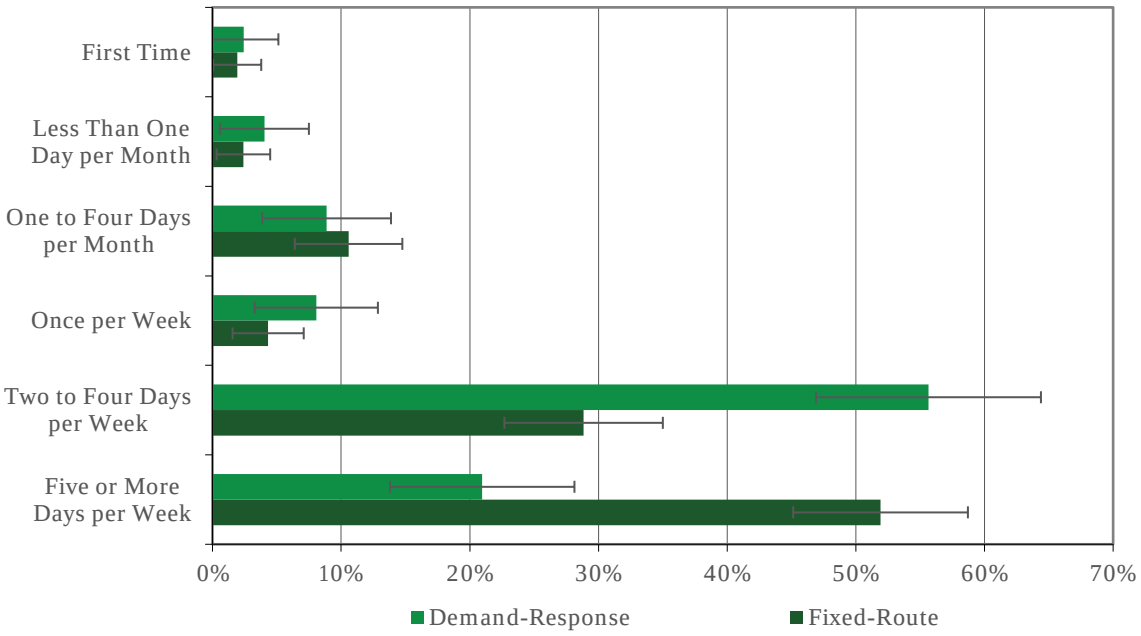
MTA riders on both demand-response and fixed-route vehicles have generally been riding between one and five years, with approximately 20% of each type also falling within the other three categories shown in Figure 6-11. These survey results represent a ridership with considerably long tenure.

Figure 6-11 Length of Time Riding MTA Services



The vast majority of demand-response riders reported using MTA services two to four days each week. More than 50% of fixed-route riders are daily riders, taking the bus five or more days per week (Figure 6-12). Although a number of respondents reported riding the bus less frequently, these numbers were significantly less relative to those riding more than two days per week.

Figure 6-12 Frequency of MTA Ridership



Cross-tabulating income and household vehicle ownership with frequency of ridership reveals a pattern that is crucial to understanding MTA's frequent rider demographics. Most of the respondents that reported riding MTA services two or more days per week are from lower-income households with zero or one vehicles (Figure 6-13 and Figure 6-14). Many of these riders may be riding MTA because another household member uses the one vehicle available for commuting, or because there are no cars available in their household. Frequency of ridership correlates the most closely with vehicle ownership (Figure 6-14).

Figure 6-13 Frequency of MTA Ridership by Household Income

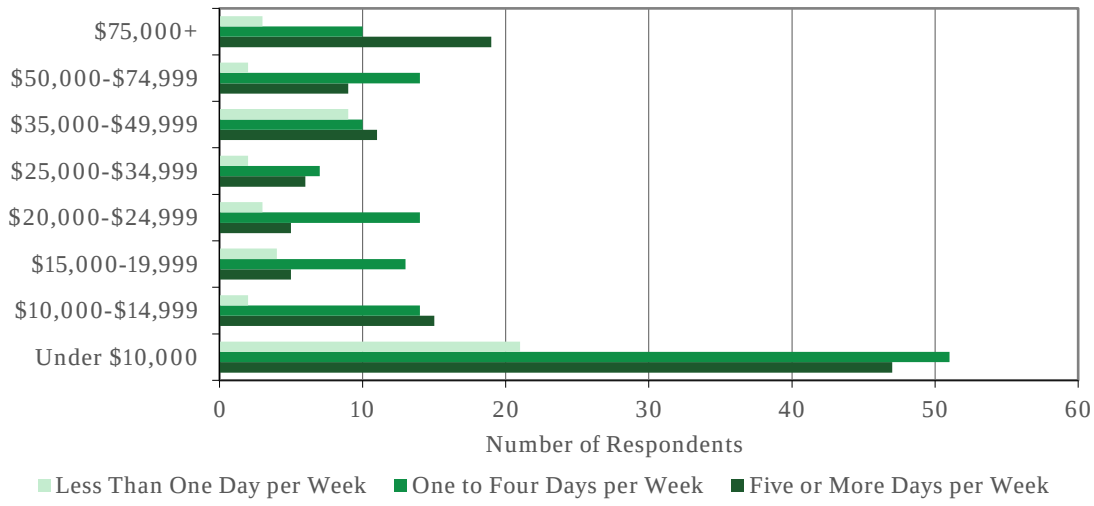
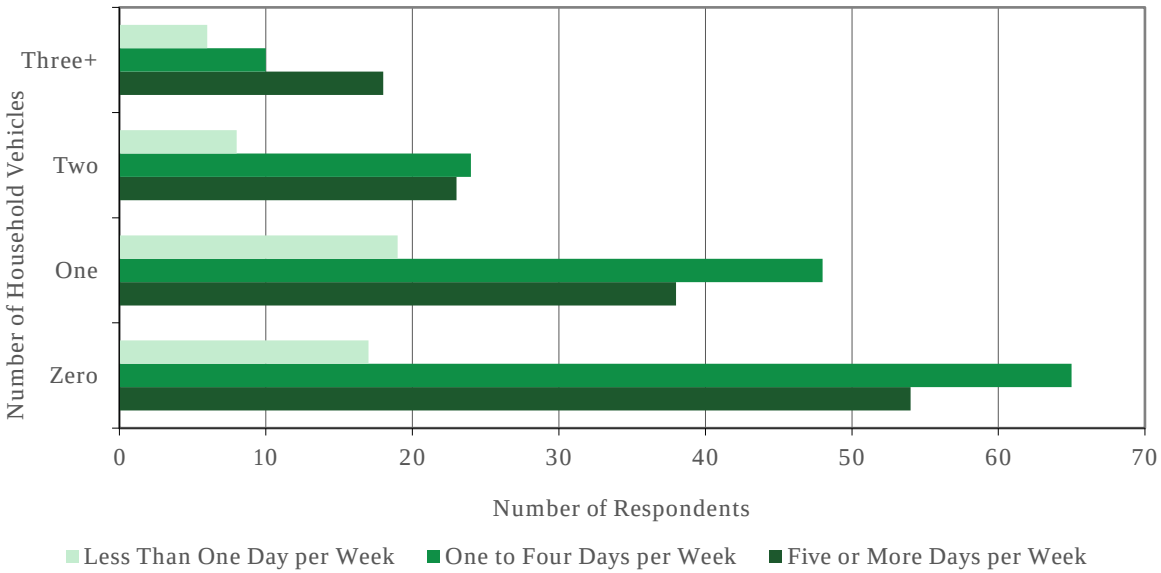


Figure 6-14 Frequency of MTA Ridership by Household Vehicle Ownership

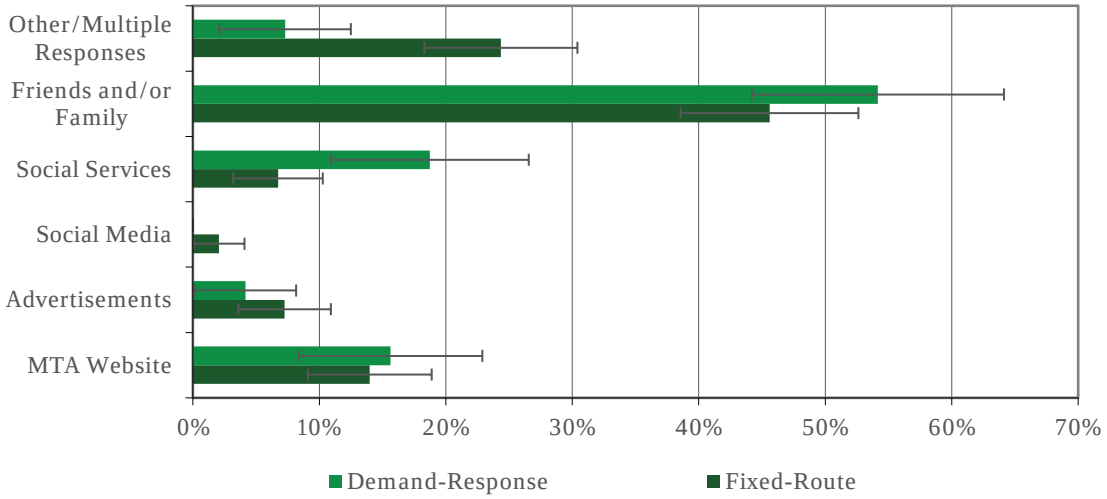


Customer Opinion

Most riders were made aware of MTA services through friends and family (Figure 6-15). Demand-response riders also reported being made aware of MTA via social services and the agency's website, while fixed-route riders often learned of MTA through other sources or the MTA website.

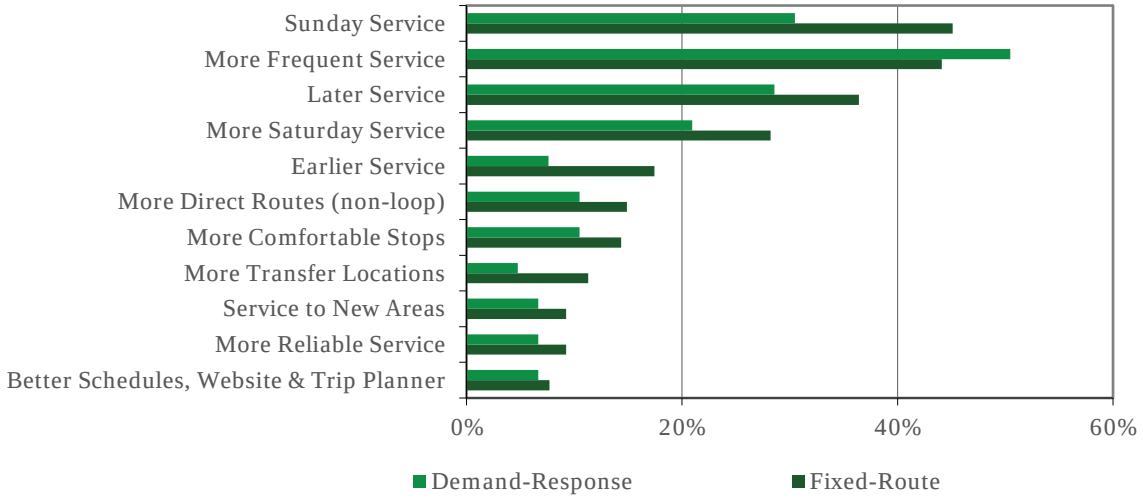
The vast majority of riders that reported learning of MTA from 'other' sources responded that they had seen the vehicles driving around town; in this respect, MTA's vehicles may be its best form of advertising. Three riders learned of MTA from their work at Puget Sound Naval Shipyard, and others were told by nurses and/or people at school.

Figure 6-15 How Rider Learned of MTA Service



When provided with a multiple-choice set of answers regarding what they wanted to see improved on the MTA, riders on both demand-response and fixed-route service were most likely to have selected more Saturday service, Sunday service, later service, and more frequent service (Figure 6-16). Fixed-route riders requested earlier service more often than demand-response riders.

Figure 6-16 Rider Improvements Desired

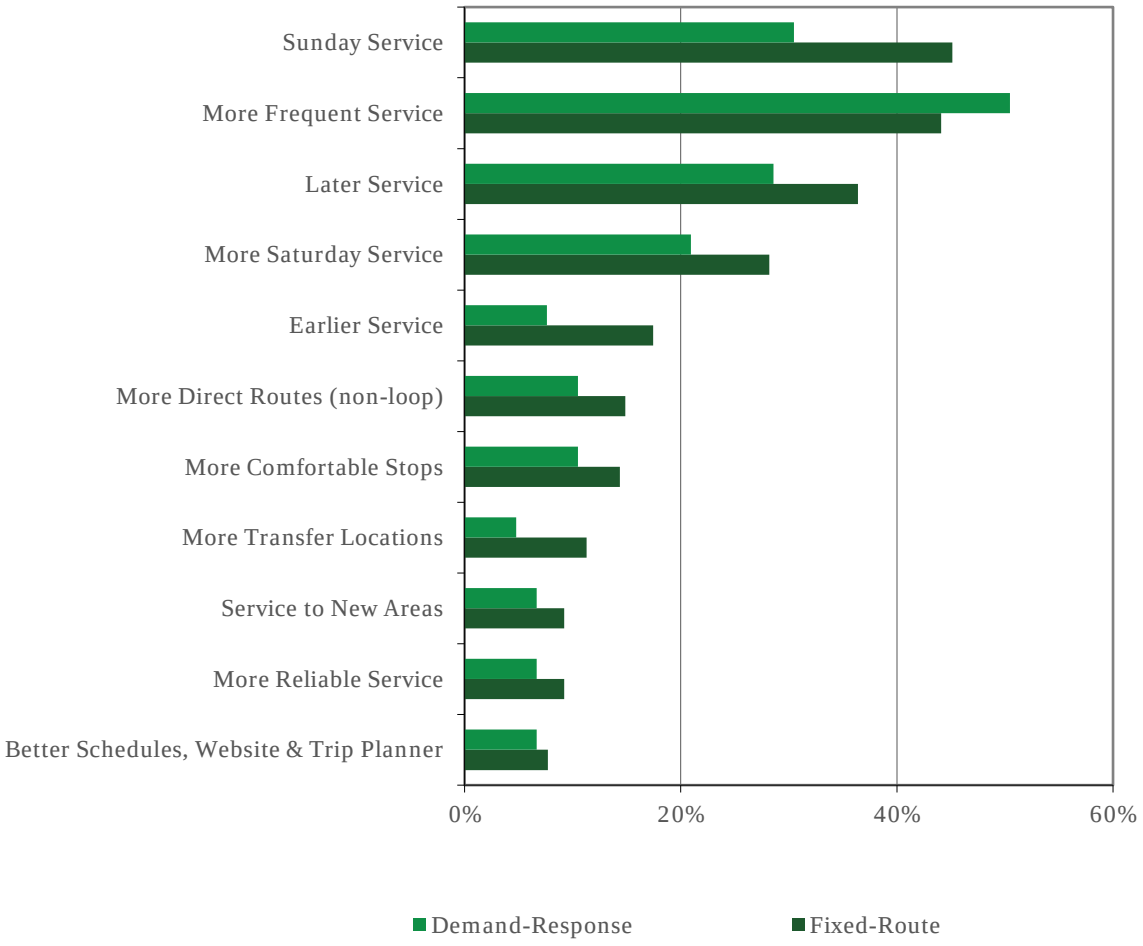


In the open-response portion of the survey, riders were provided with an area in which they could make comments. These results were coded into categories representing the most common responses. Verbatim open response comments are included in Appendix C.

Most riders chose to use the comment space to compliment MTA drivers or service (Figure 6-17). By and large, they praised the kindness of the drivers, the dependability of the service, and the mobility it provides. Comments such as "You are a great bus service, thank you very much for your service" were not unusual.

Some riders chose to make specific recommendations for routes, request additional service, or complain about drivers. By far the most common specific route recommendation was for a larger vehicle on Route 3, so currently-standing passengers can sit. Some of the service requests included "Earlier stops at Steamboat Island" (Route 6) and "Better spacing of arrivals of Routes 5 and 7." A number of riders requested better MTA service integration with the Bremerton-Seattle ferry.

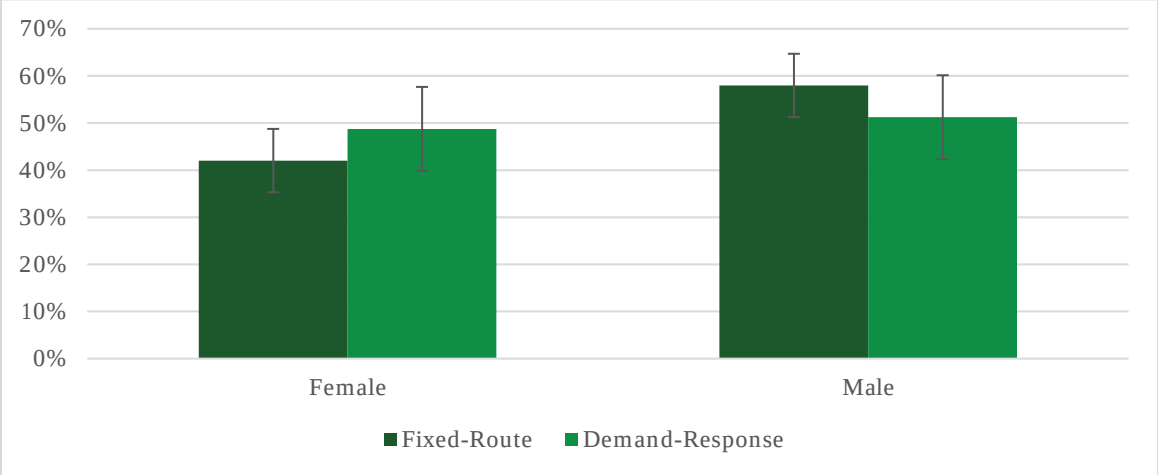
Figure 6-17 Open-Ended Comments



Demographics

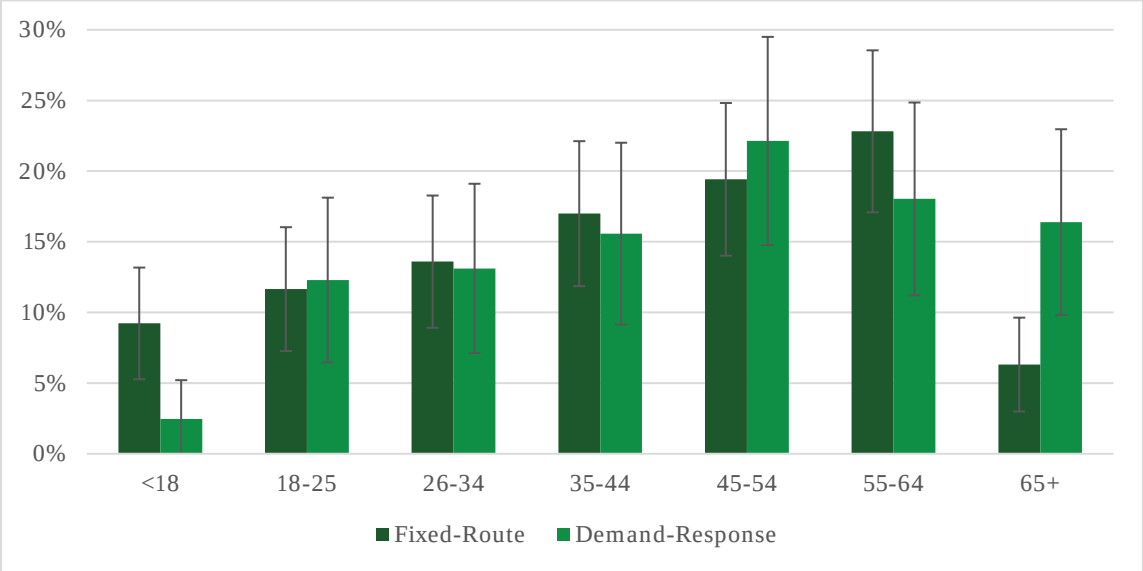
Ridership is split relatively evenly among male and female riders, with slightly more men reporting using the service (Figure 6-18).

Figure 6-18 Rider Gender



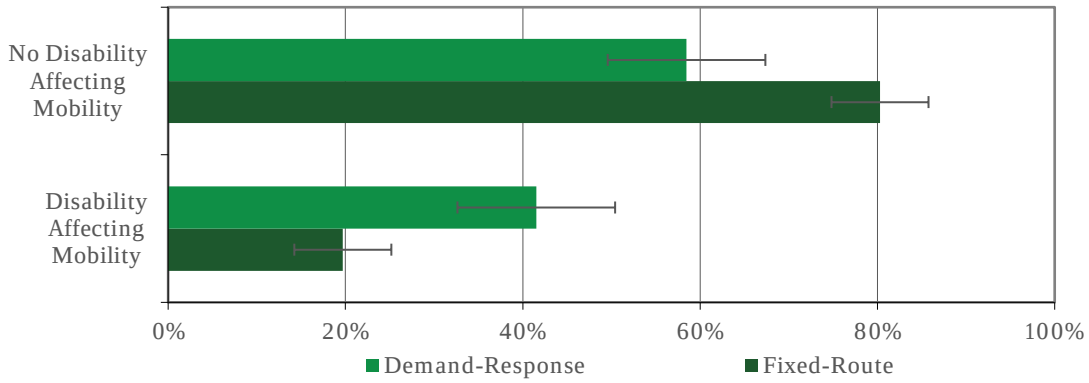
Rider ages were distributed in relatively similar fashions across demand-response and fixed-route riders surveyed, with the exceptions being in youth and senior riders (Figure 6-19). Youth were less likely to be riding demand-response services, while seniors were more likely to be riding demand-response vehicles. Across both service types, many riders reported being in the 45 to 64 age group.

Figure 6-19 Rider Age



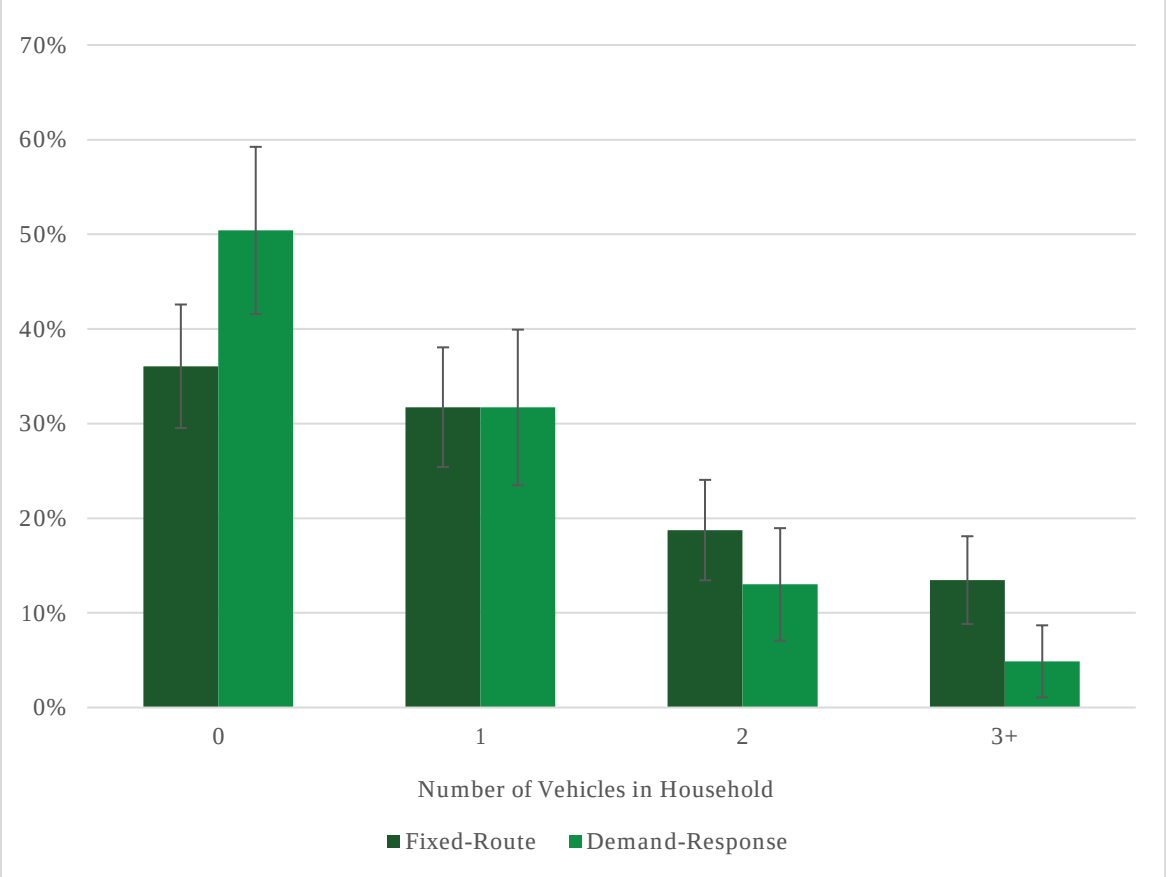
Riders using demand-response services were more likely to have a disability affecting their mobility than were riders on fixed-route services. This is not an unusual demographic pattern on demand-response transit services (Figure 6-20).

Figure 6-20 Rider Disability Status



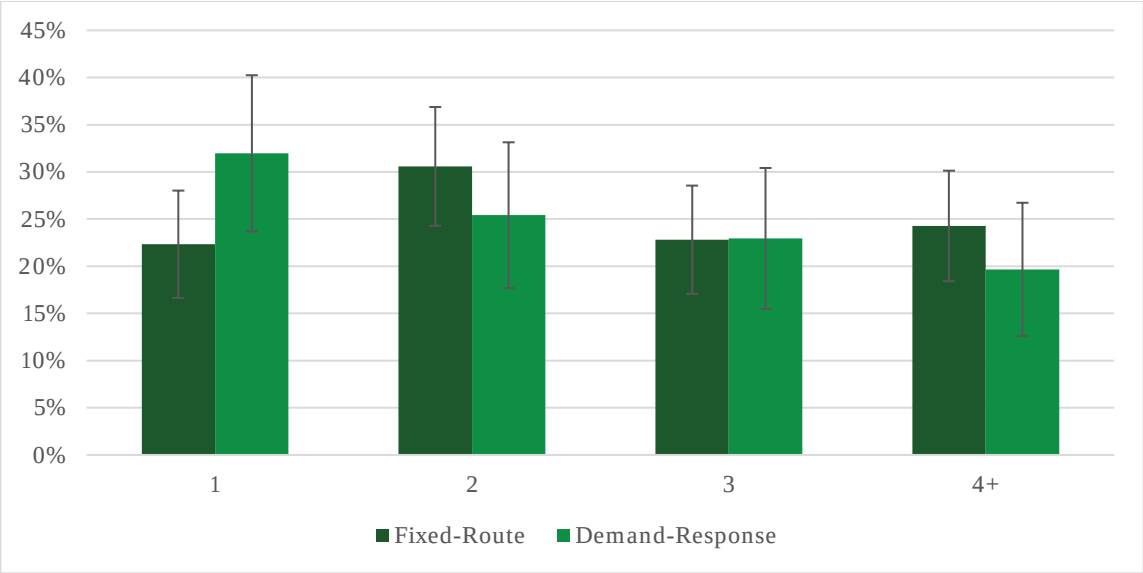
Most respondents in both rider categories reported living in a household with no automobile access. This was more so the case for demand-response riders (Figure 6-21). Three- (or more-) car households were unusual in both groups.

Figure 6-21 Rider Household Access to a Vehicle



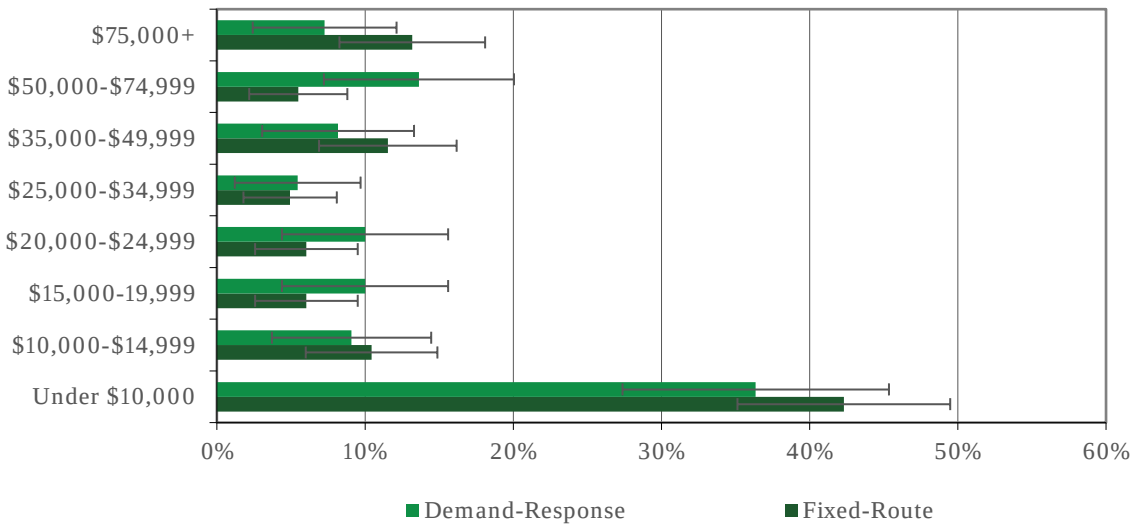
Demand-response riders were the most likely to report living alone (in a one-person household). Likewise, fixed-route riders were mostly likely to live in two-person households (Figure 6-22).

Figure 6-22 Rider Household Size



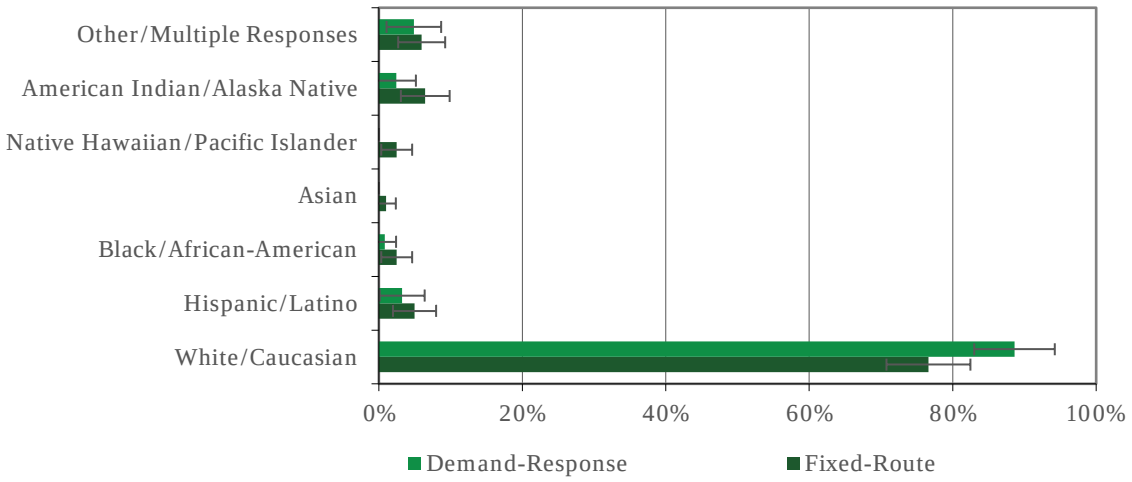
Overall, the vast majority of riders on both demand-response and fixed-route services reported earning less than $10,000 each year (Figure 6-23). The distribution of rider household incomes across other groups was relatively consistent. Low rider incomes, combined with high rates of carless households, suggest that MTA's service fills an important mobility gap for some of Mason County's most disadvantaged residents.

Figure 6-23 Rider Household Income



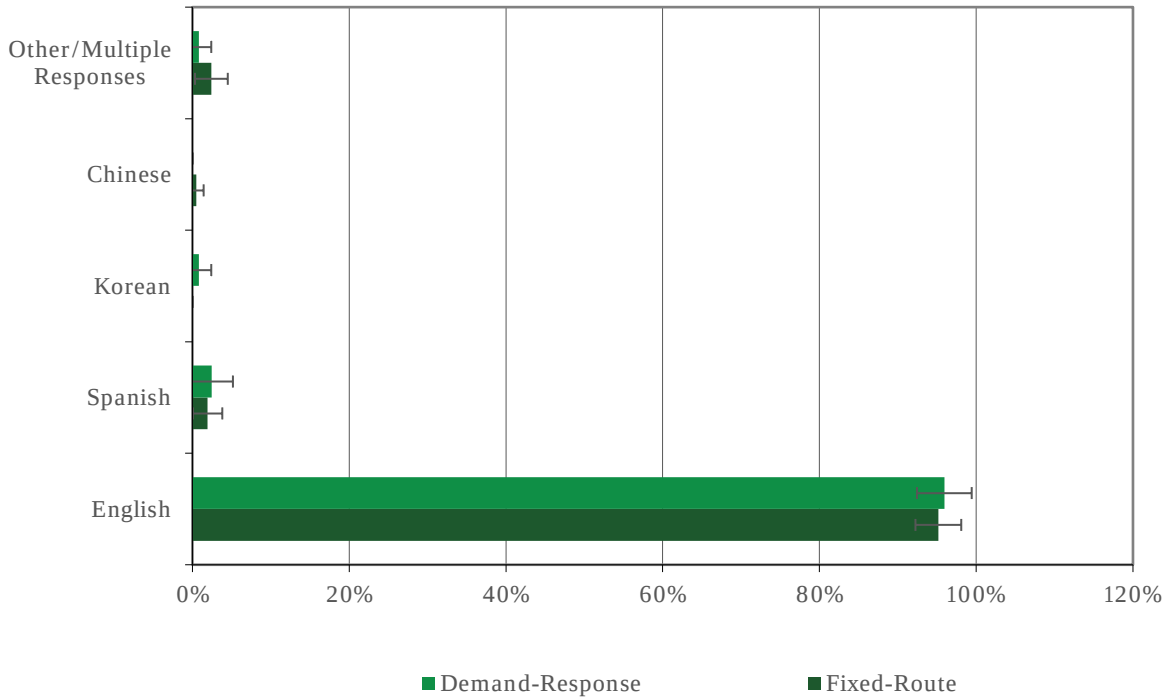
Rider race and ethnicity on both demand-response and fixed-route services is largely white, with small proportions of minority riders (Figure 6-24). In this respect, ridership generally mirrors the demographics of the Mason County population at large.

Figure 6-24 Rider Race/Ethnicity



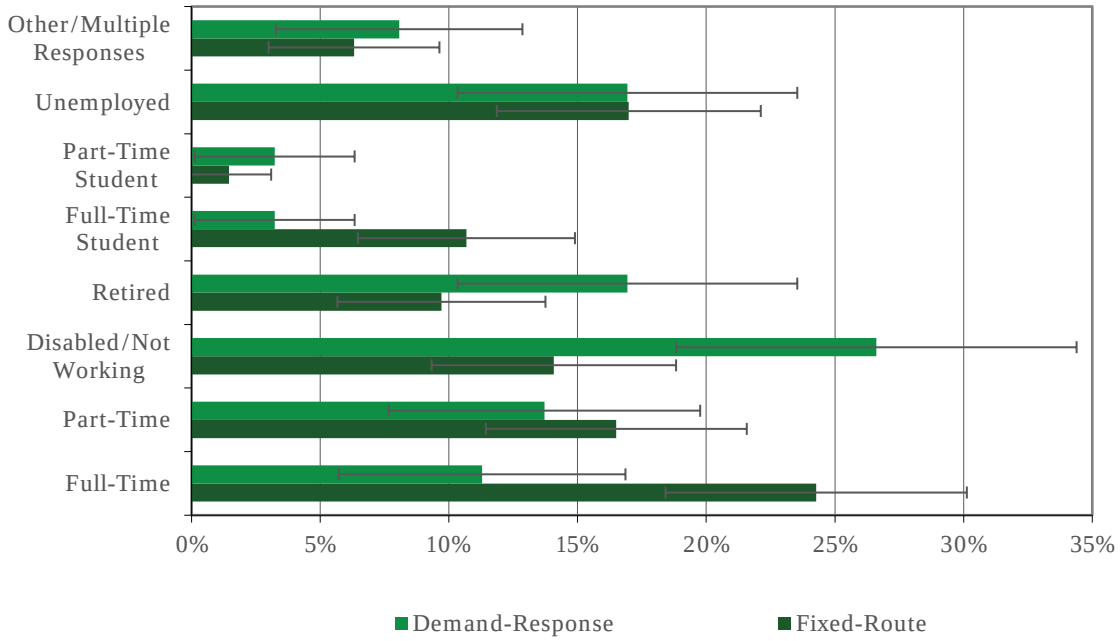
English is the dominant language of MTA riders (Figure 6-25). A few riders reported speaking Chinese, Korean, and Spanish, and six survey respondents reported speaking other or multiple languages.

Figure 6-25 Rider Language



Fixed-route riders primarily reported being employed full-time, although a good deal of respondents also identified as part-time workers, unemployed, or disabled/not working. Demand-response riders primarily identified as disabled/not working, although retired and unemployed were the second and third most common responses (Figure 6-26). Fixed-route riders were more likely than demand-response riders to be employed or in school full-time.

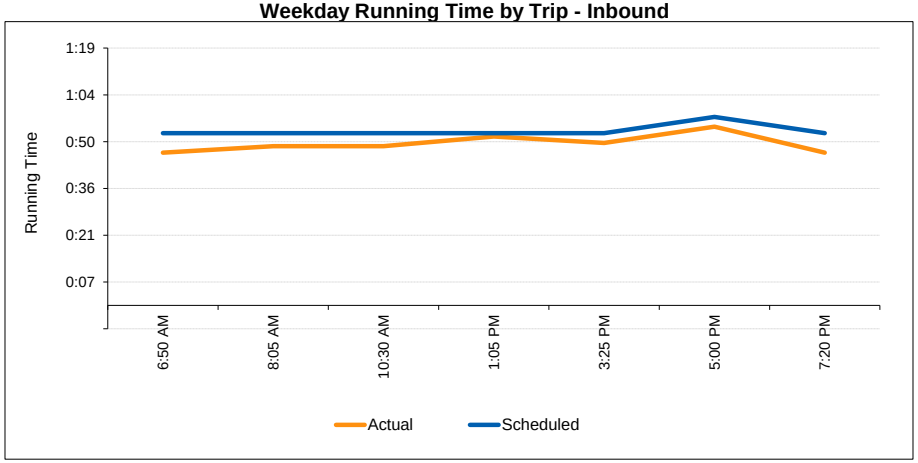
Figure 6-26 Rider Employment Status



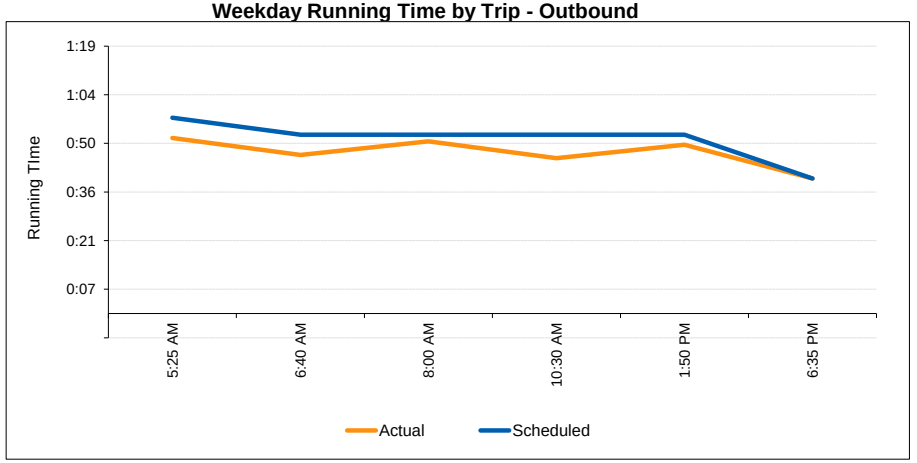
Appendix A Route Profile Scorecards

Route 1 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	65	63	11.4	5.7	82%	16%	1%	25	Flag Stop 67020	I
	Inbound	31	38	6.3	4.9	71%	26%	3%	25	Flag Stop 67020	I
	Outbound	34	25	5.2	6.6	94%	6%	0%	24	Flag Stop 89051	O
	By Segment										
1	NE Old Clifton Ln @ Bill Hunter Park to Hwy 3 @ Allyn Center	23	22	2.5	9.2	85%	8%	8%			
2	Hwy 3 @ Allyn Center to Grapeview Fire Station	3	2	1.9	1.6	77%	23%	0%			
3	Grapeview Fire Station to Pickering Rd Park & Ride	9	9	3.2	2.8	62%	38%	0%			
4	Pickering Rd Park & Ride to Transit-Community Center (T-CC)	30	11	3.8	7.8	100%	0%	0%			
5	Transit-Community Center (T-CC) to Wallace Kneeland @ Walmart	0	19	0.1	0	100%	0%	0%			
	By Time Period										
	Early AM	4	4	1.0	4.1				4	Pickering Rd Park & Ride	O
	AM	16	11	3.5	4.5				9	Port of Allyn Hwy 3 & Drum St	O
	Midday	25	21	3.5	7.1				11	Pickering Rd Park & Ride	O
	PM	12	16	1.9	6.5				12	NE Old Clifton Ln @ Bill Hunter Park	I
	Eve	8	11	1.6	5.2				5	Pickering Rd Park & Ride	I

Weekday Running Time by Trip - Inbound



Weekday Running Time by Trip - Outbound



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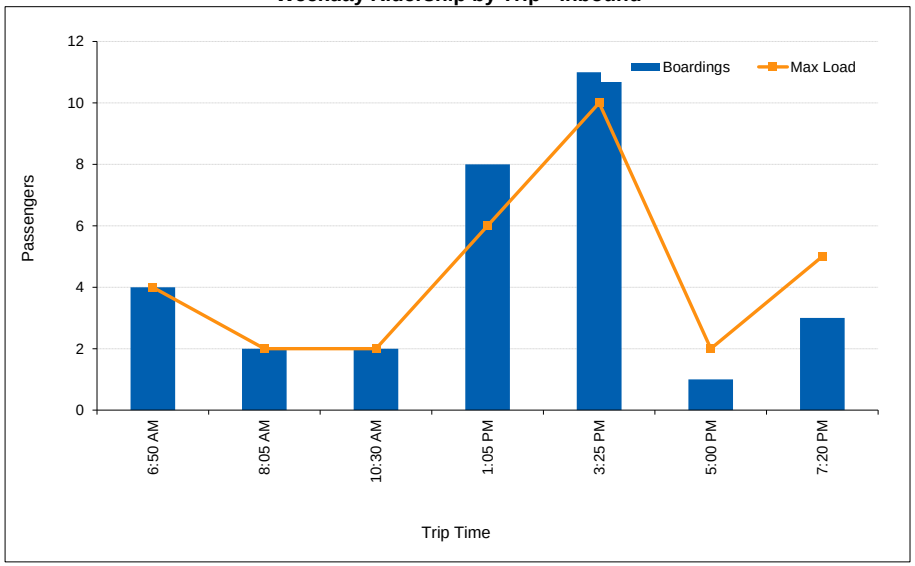
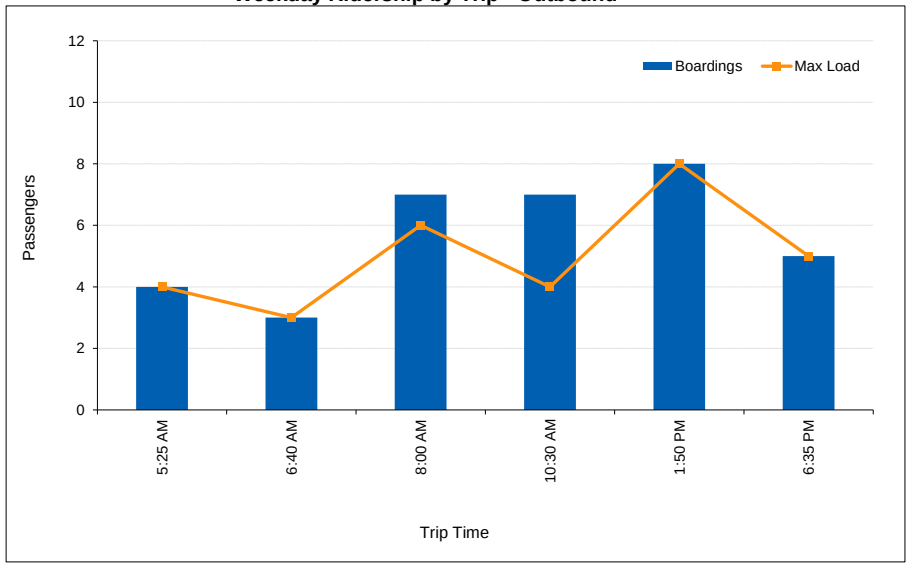
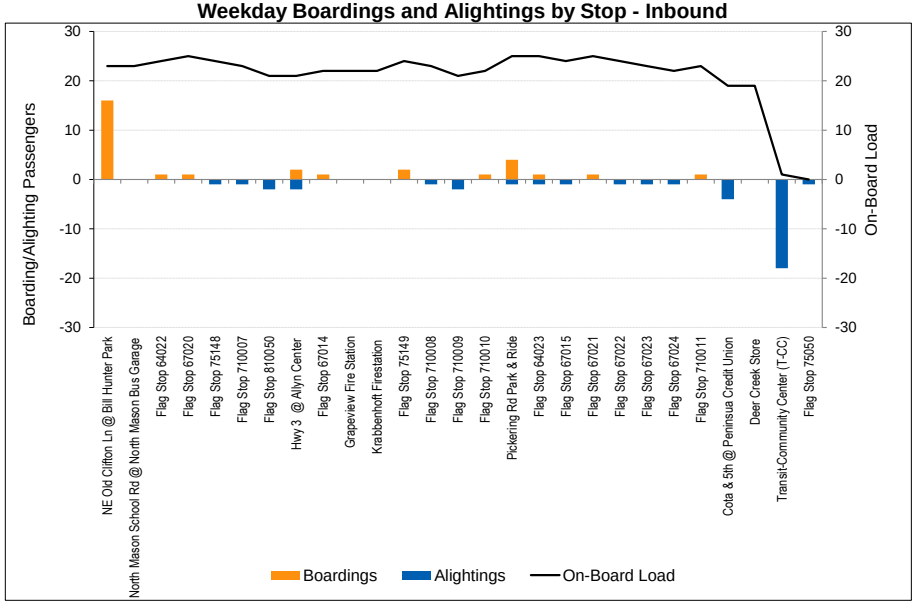
Weekday Ridership by Trip - Inbound



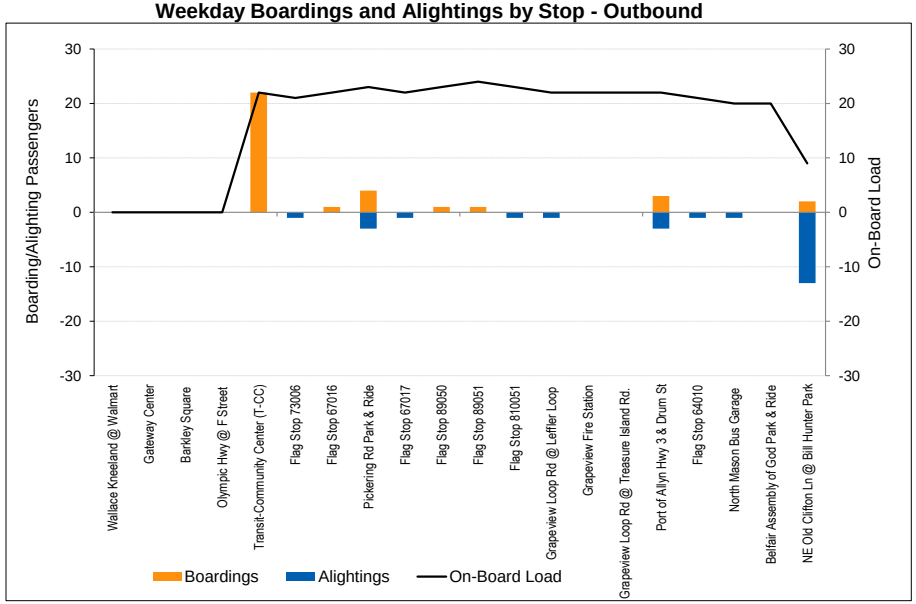
Weekday Ridership by Trip - Outbound



Weekday Boardings and Alightings by Stop - Inbound



Weekday Boardings and Alightings by Stop - Outbound



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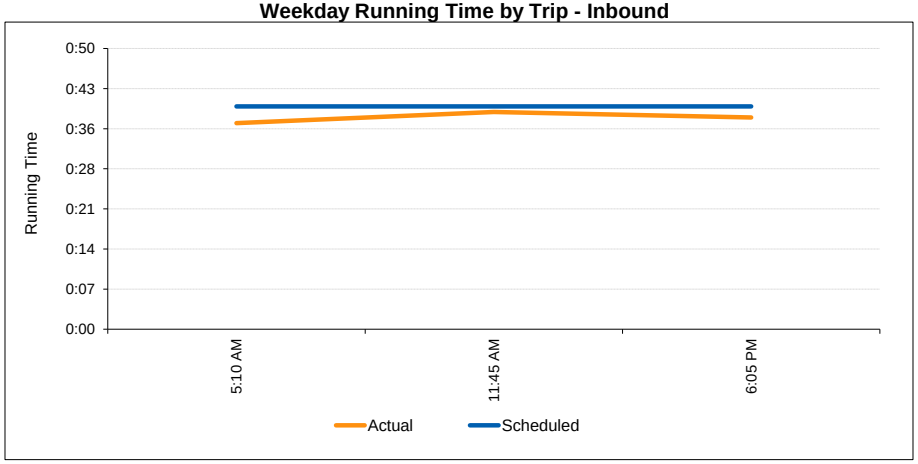
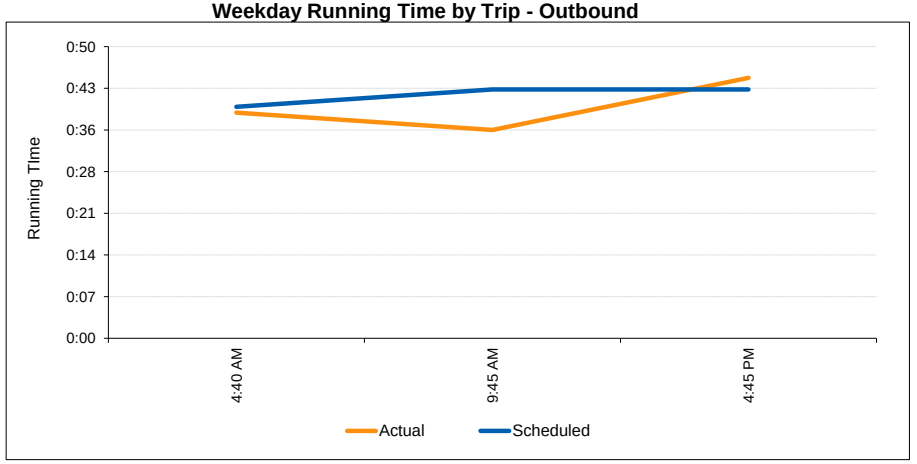
Route 1X Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	29	33	4.1	7.1	82%	18%	0%	24	Flag Stop 75139	O
	Inbound	3	7	2.0	1.5	100%	0%	0%	8	NE Old Clifton Ln @ Bill Hunter Park	I
	Outbound	26	26	2.1	12.4	64%	36%	0%	24	Flag Stop 75139	O
	By Segment										
1	NE Old Clifton Ln @ Bill Hunter Park to Belfair Assembly of God Park & F	3	10	1.1	2.8	100%	0%	0%			
2	Belfair Assembly of God Park & Ride to Hwy 3 and Austin Rd @ Allyn Ce	0	7	0.1	0	75%	25%	0%			
3	Hwy 3 and Austin Rd @ Allyn Center to Pickering Rd P&R	2	7	1.4	1.4	83%	17%	0%			
4	Pickering Rd P&R to Transit-Community Center	24	9	1.5	16.0	75%	25%	0%			
	By Time Period										
	Early AM	1	1	1.3	0.8				1	Pickering Rd Park & Ride	O
	Midday	6	6	1.4	4.3				5	Transit-Community Center (T-CC)	O
	PM	20	20	0.7	27.9				19	Flag Stop 75139	O
	Eve	2	6	0.7	3.0				7	NE Old Clifton Ln @ Bill Hunter Park	I

Weekday Running Time by Trip - Inbound

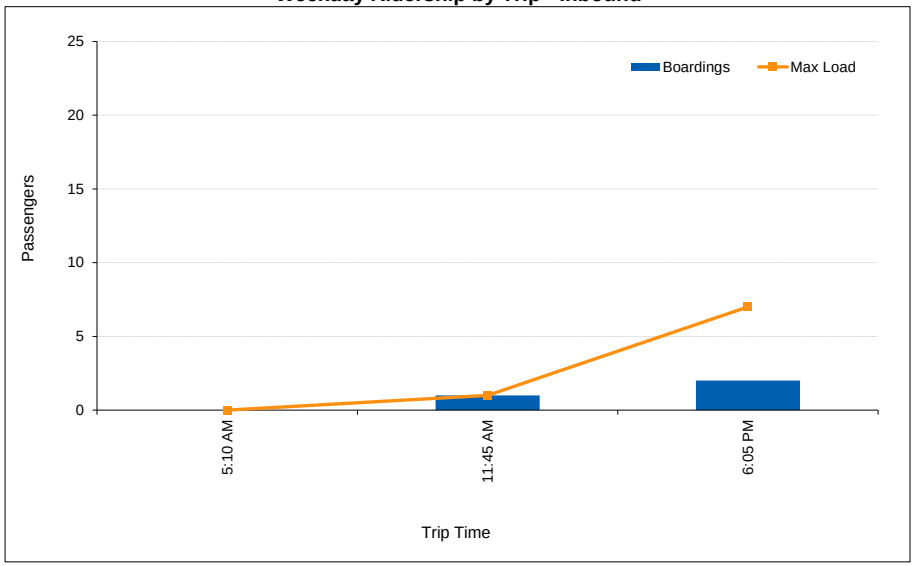


Weekday Running Time by Trip - Outbound

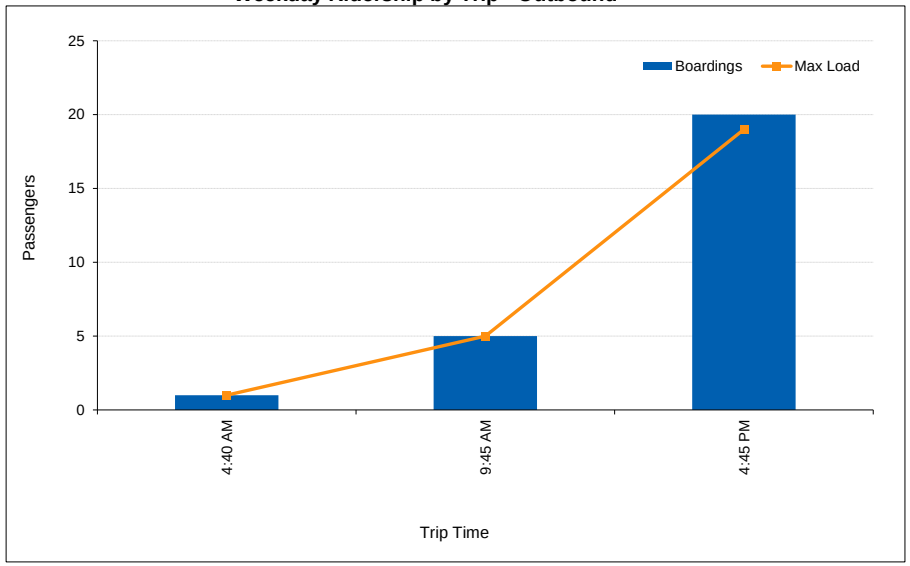


NELSON NYGAARD

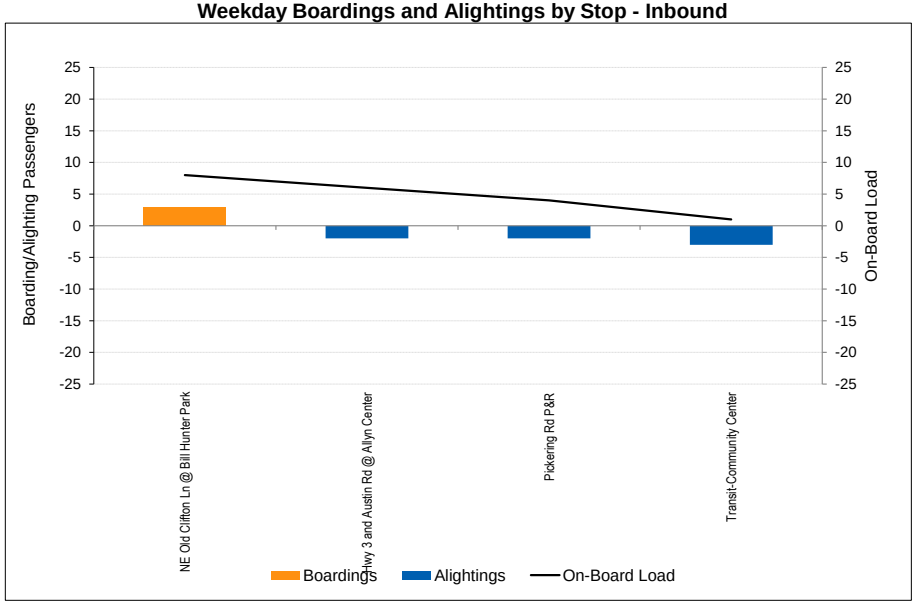
Weekday Ridership by Trip - Inbound



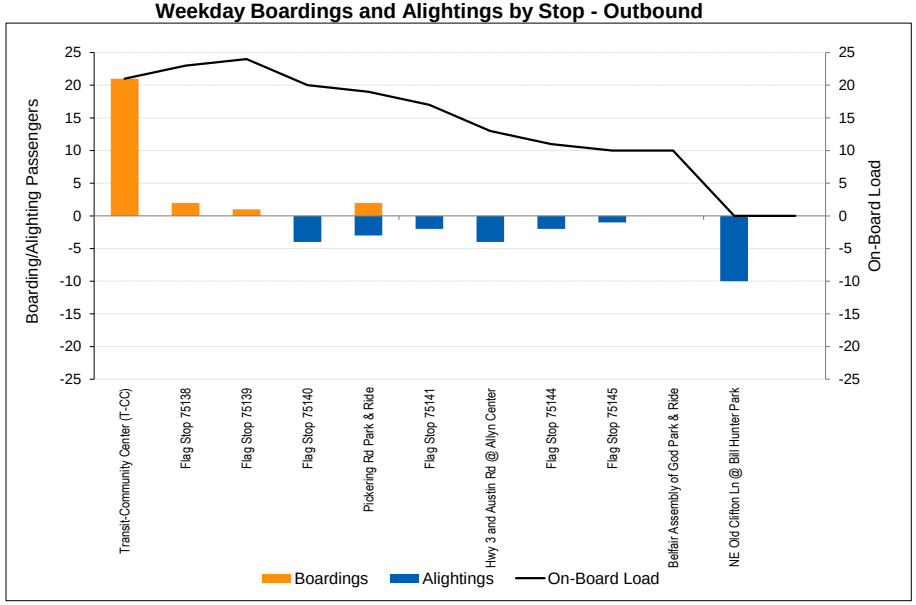
Weekday Ridership by Trip - Outbound



Weekday Boardings and Alightings by Stop - Inbound



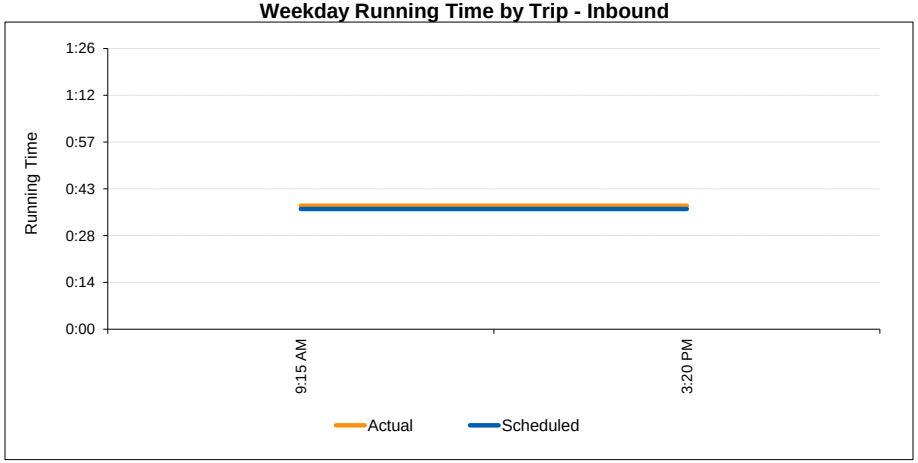
Weekday Boardings and Alightings by Stop - Outbound



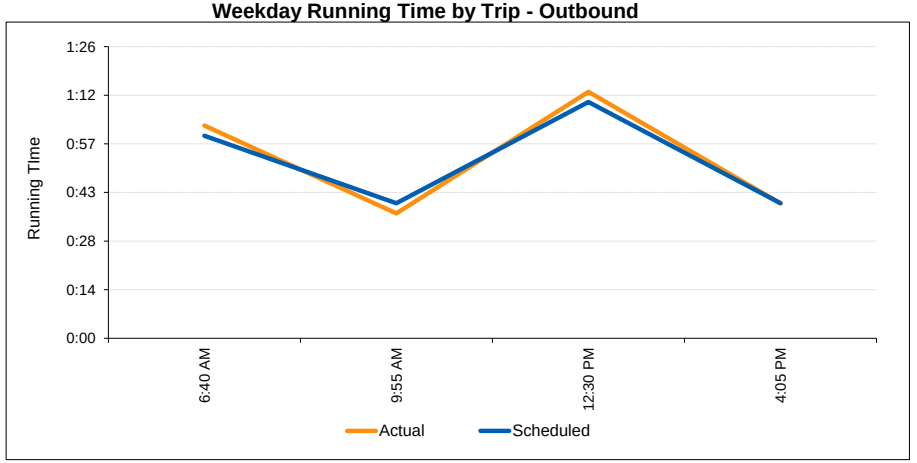
NELSON NYGAARD

Route 2 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	10	13	4.7	2.1	83%	14%	3%	5	Flag Stop 67012	O
	Inbound	3	4	1.2	2.4	83%	17%	0%	4	NE Old Clifton Ln @ Bill Hunter Park	I
	Outbound	7	9	3.5	2.0	83%	11%	6%	5	Flag Stop 67012	O
	By Segment										
1	NE Old Clifton Ln @ Bill Hunter Park to State Route 106 & E Mcreavy Rd	4	5	3.0	1.3	83%	17%	0%			
2	State Route 106 & E Mcreavy Rd to Hwy 101 @ Twin Totems	1	3	0.9	1.2	67%	17%	17%			
3	Hwy 101 @ Twin Totems to Walmart @ Wallace Kneeland	2	5	0.6	3.2	75%	25%	0%			
4	Walmart @ Wallace Kneeland to North 13th St @ Olympic College	0	0	0.1	0	100%	0%	0%			
5	North 13th St @ Olympic College to T-CC	3	0	0.1	22.5	100%	0%	0%			
	By Time Period										
	AM	2	2	1.0	2.0				2	Flag Stop 67012	O
	Midday	5	8	2.5	2.0				4	Walmart @ Wallace Kneeland	O
	PM	3	3	1.3	2.3				2	NE Old Clifton Ln @ Bill Hunter Park	I

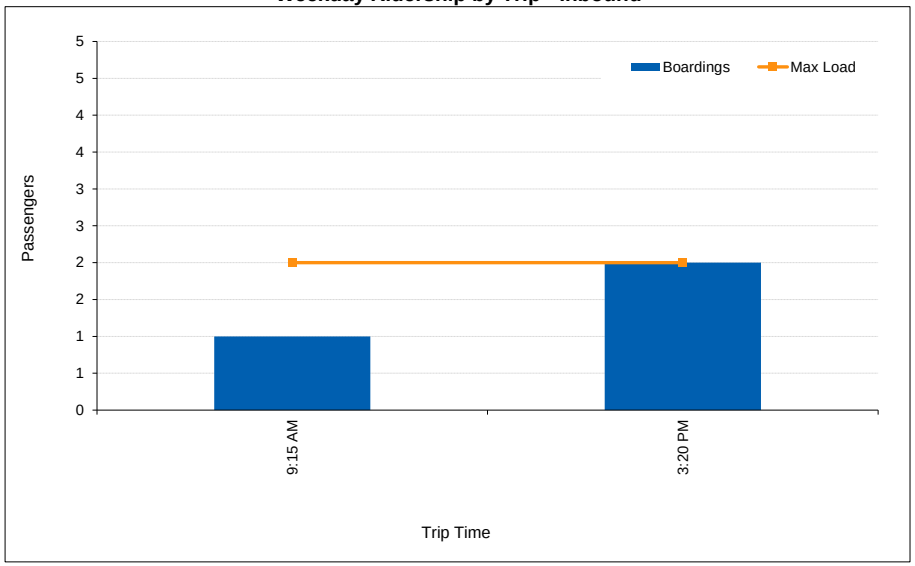
Weekday Running Time by Trip - Inbound



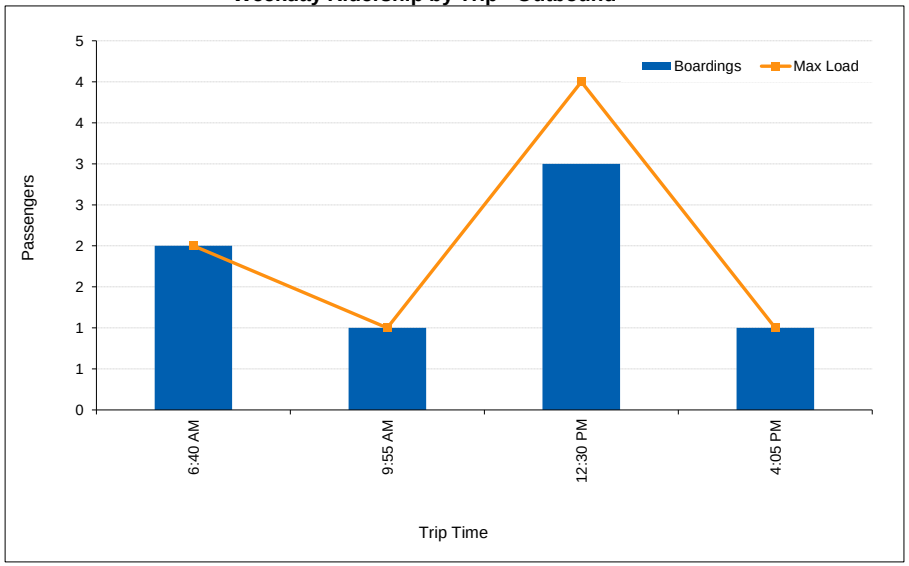
Weekday Running Time by Trip - Outbound



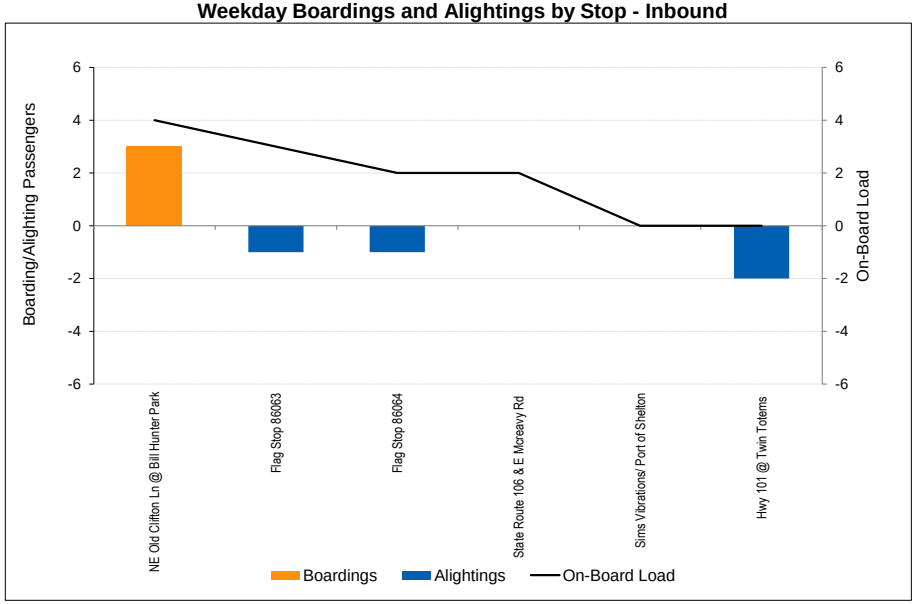
Weekday Ridership by Trip - Inbound



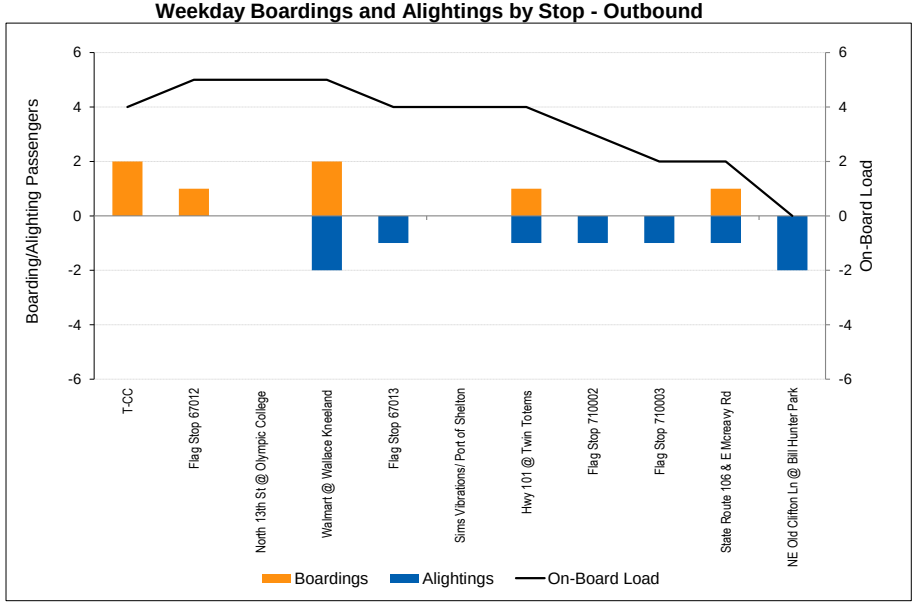
Weekday Ridership by Trip - Outbound



Weekday Boardings and Alightings by Stop - Inbound



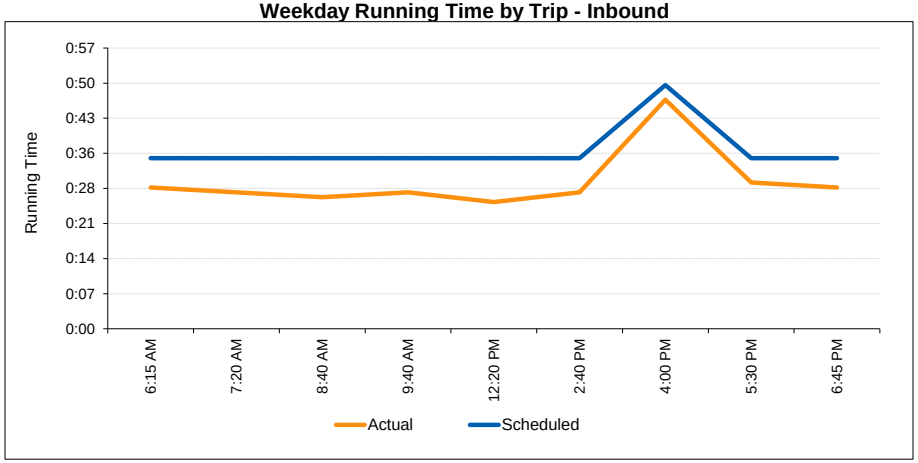
Weekday Boardings and Alightings by Stop - Outbound



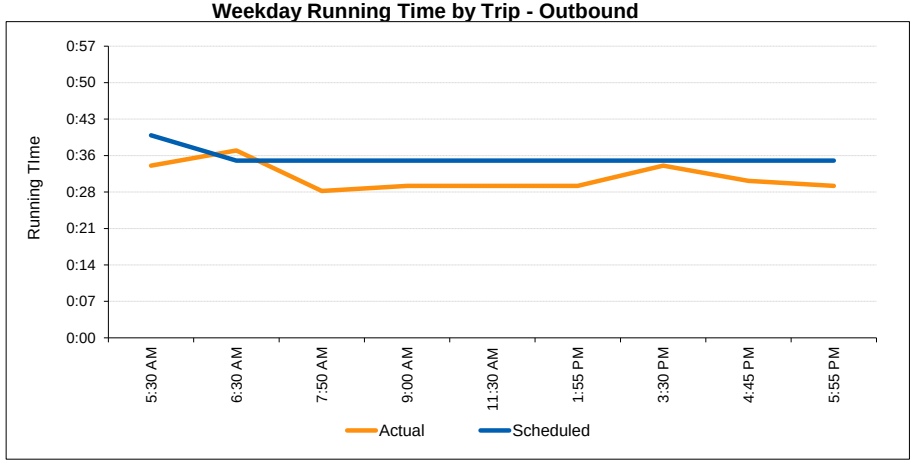
NELSON NYGAARD

Route 3 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	85	76	10.8	7.8	98%	2%	0%	44	Flag Stop 64012	O
	Inbound	38	25	5.5	6.9	100%	0%	0%	36	Flag Stop 64021	I
	Outbound	47	51	5.3	8.8	95%	5%	0%	44	Flag Stop 64012	O
	By Segment										
1	Bremerton Ferry Terminal to Roy Boad Rd Parking Lot	59	54	5.3	11.2	100%	0%	0%			
2	Roy Boad Rd Parking Lot to NE Old Clifton Ln @ Bill Hunter Park	26	22	5.5	4.7	100%	0%	0%			
	By Time Period										
	Early AM	10	10	0.7	15.0				10	Flag Stop 89047	O
	AM	28	27	2.9	9.6				26	Flag Stop 64012	O
	Midday	15	17	3.5	4.3				9	Flag Stop 67019	I
	PM	22	15	2.6	8.5				18	Bremerton Ferry Terminal	I
	Eve	10	7	1.2	8.6				8	Bremerton Ferry Terminal	I

Weekday Running Time by Trip - Inbound



Weekday Running Time by Trip - Outbound



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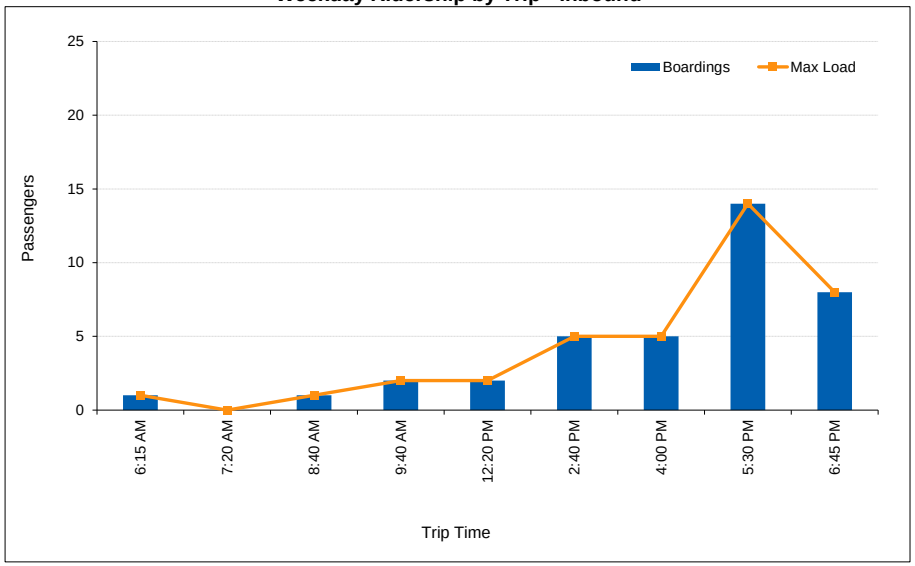
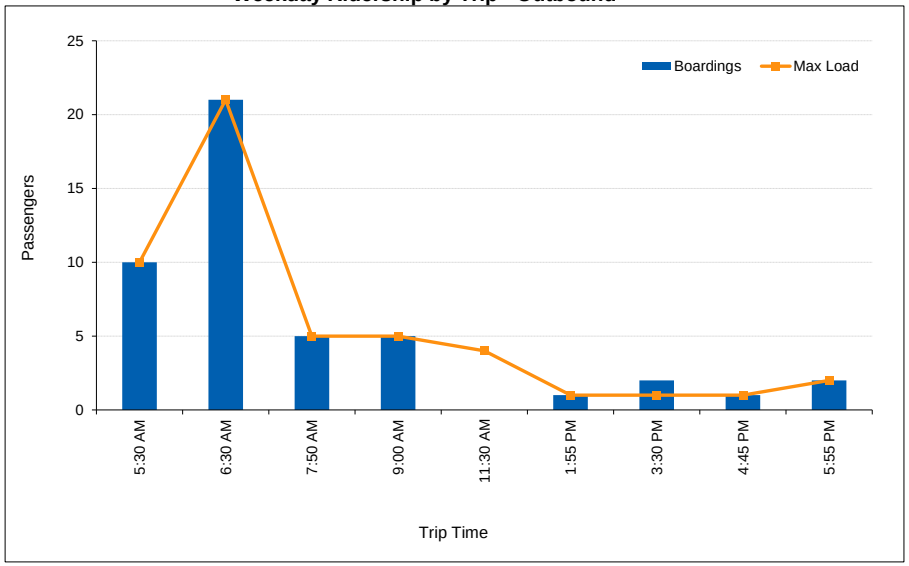
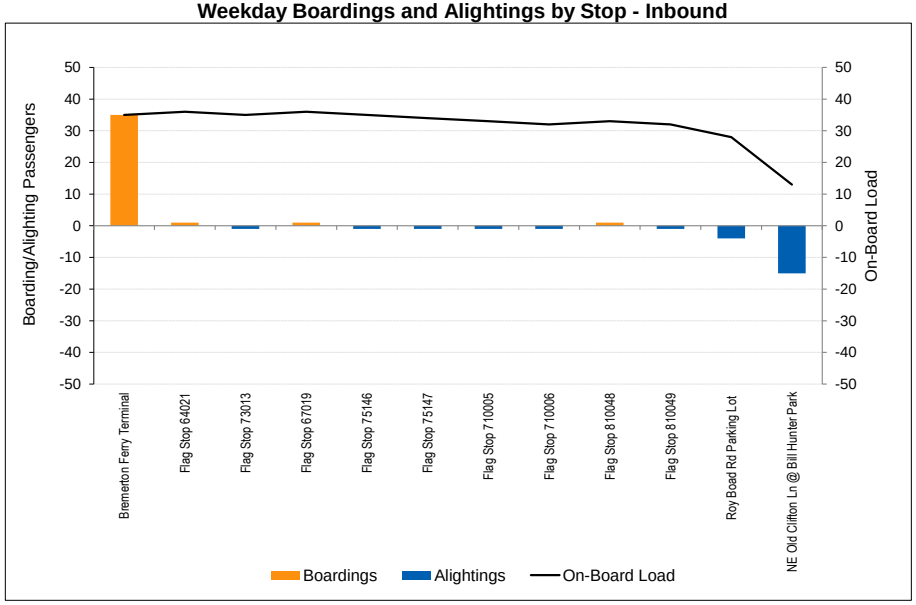
Weekday Ridership by Trip - Inbound



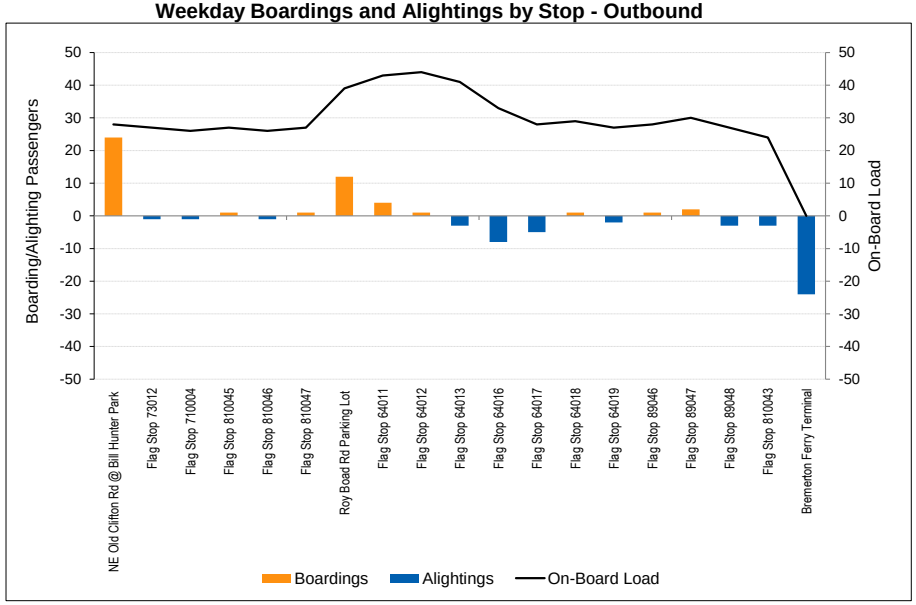
Weekday Ridership by Trip - Outbound



Weekday Boardings and Alightings by Stop - Inbound



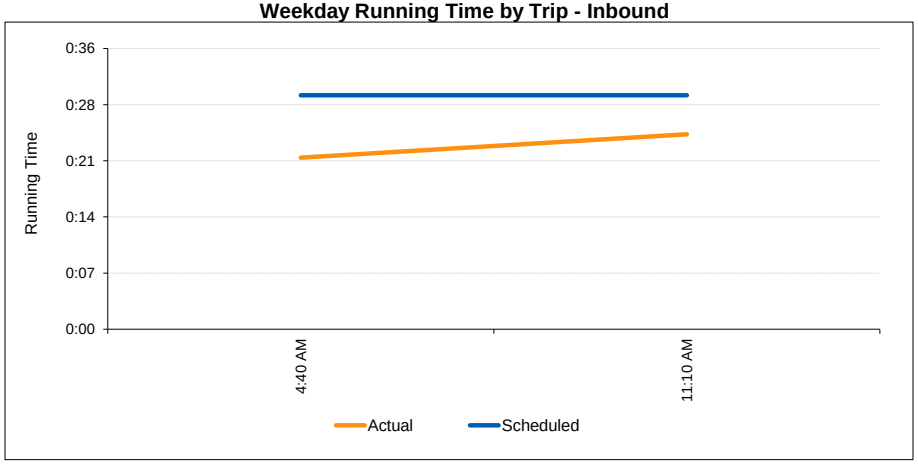
Weekday Boardings and Alightings by Stop - Outbound



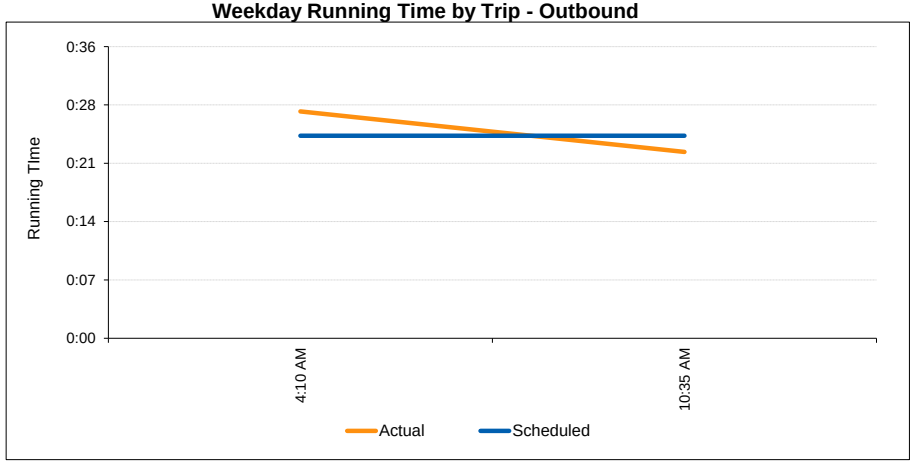
NELSON NYGAARD

Route 3X Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	20	20	2.8	7.1	100%	0%	0%	17	Roy Boad Rd Parking Lot	O
	Inbound	3	3	2.0	1.5	100%	0%	0%	3	Bremerton Ferry Terminal	I
	Outbound	17	17	0.8	20.4	100%	0%	0%	17	Roy Boad Rd Parking Lot	O
	By Segment										
1	Bremerton Ferry Terminal to Roy Boad Rd Parking Lot	10	17	0.8	12.8	100%	0%	0%			
2	Roy Boad Rd Parking Lot to NE Old Clifton Rd @ Bill Hunter Park	9	0	0.9	10.0	100%	0%	0%			
3	NE Old Clifton Rd @ Bill Hunter Park to Hwy 3 @NE WJ Way Belfair As	1	3	0.1	10.0	100%	0%	0%			
	By Time Period										
	Early AM	13	13	0.9	14.2				12	Roy Boad Rd Parking Lot	O
	Midday	7	7	1.9	3.7				5	NE Old Clifton Rd @ Bill Hunter Park	O

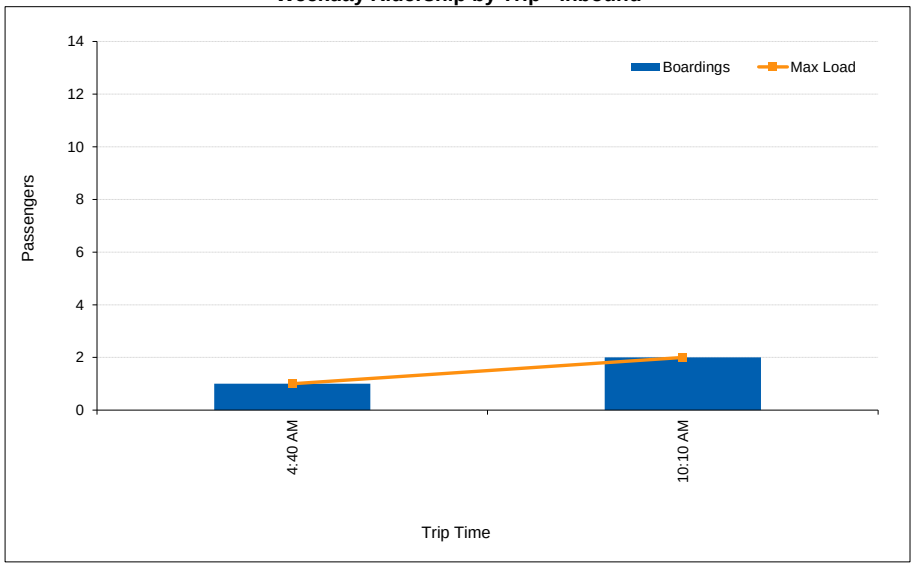
Weekday Running Time by Trip - Inbound



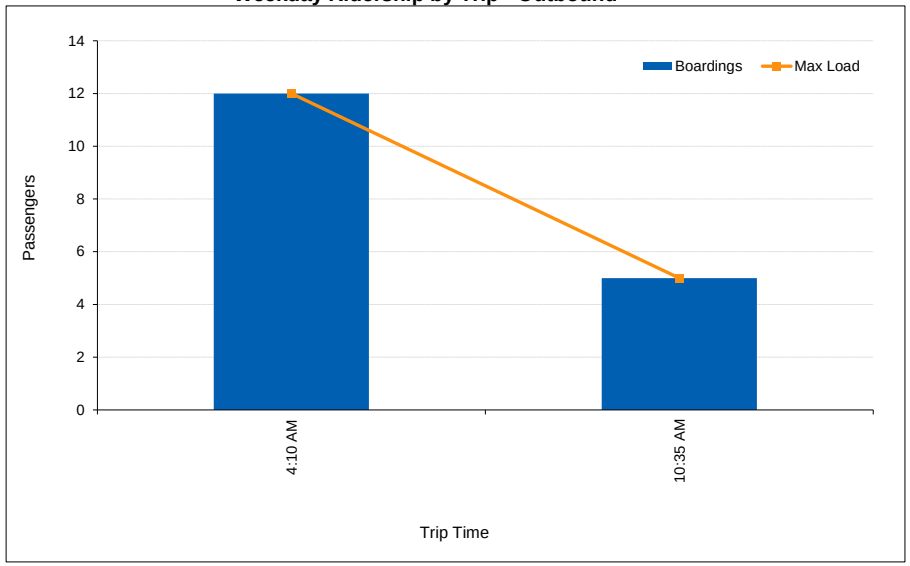
Weekday Running Time by Trip - Outbound



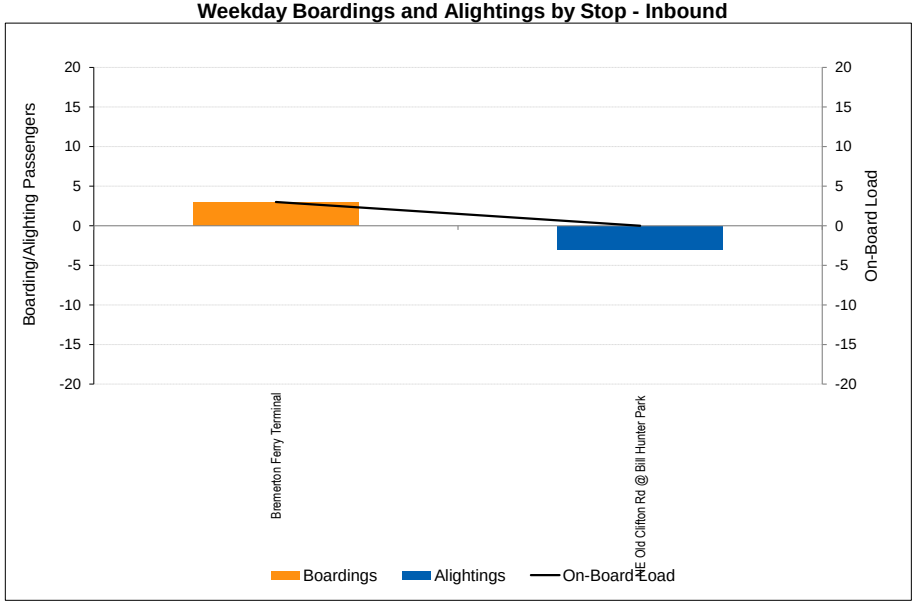
Weekday Ridership by Trip - Inbound



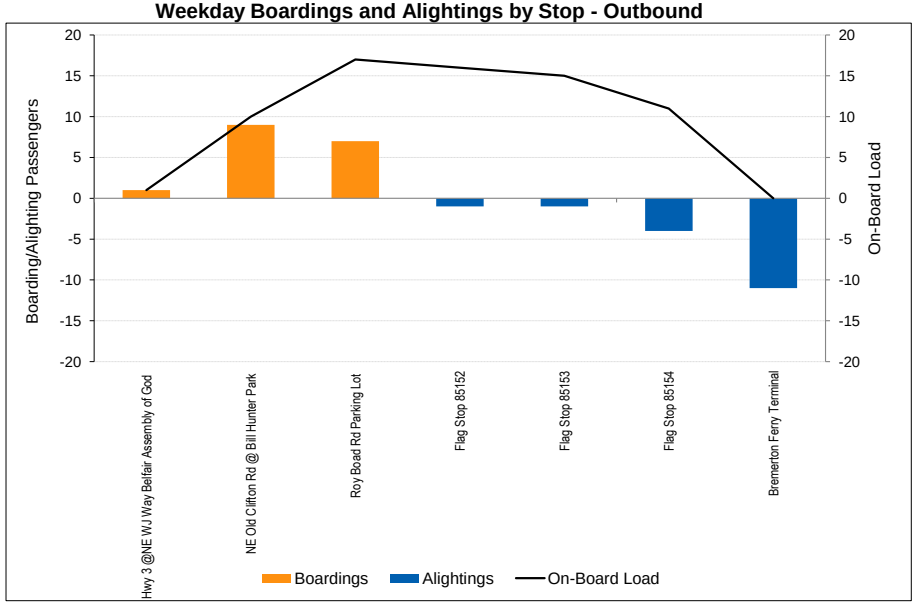
Weekday Ridership by Trip - Outbound



Weekday Boardings and Alightings by Stop - Inbound



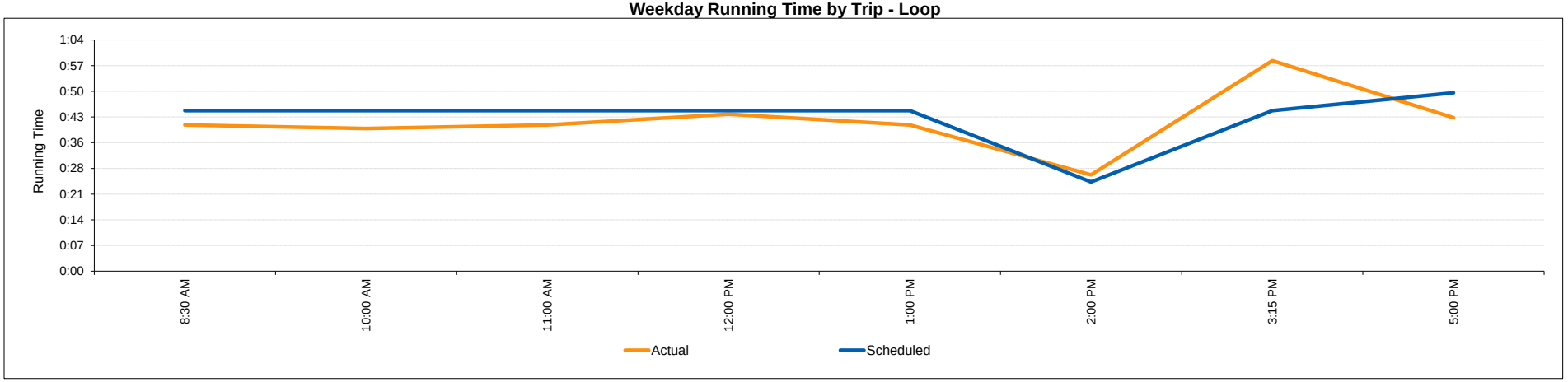
Weekday Boardings and Alightings by Stop - Outbound



NELSON NYGAARD

Route 4 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	48	47	17.8	2.7	75%	13%	11%	20	Flag Stop 65007	L
	Loop	48	47	17.8	2.7	75%	13%	11%	20	Flag Stop 65007	L
	By Segment										
1	North Mason HUB Senior Center to NE Old Clifton Rd @ Bill Hunter Par	1	0	0.1	8.6	63%	38%	0%			
2	NE Old Clifton Rd @ Bill Hunter Park to Larson Blvd & Saber Dr	20	6	0.9	21.4	75%	13%	13%			
3	Larson Blvd & Saber Dr to Beck Rd & North Shore Rd	11	11	1.2	8.9	88%	0%	13%			
4	Beck Rd & North Shore Rd to North Mason HUB Senior Center	3	1	0.9	3.2	88%	0%	13%			
5	North Mason HUB Senior Center to NE Old Clifton Rd @ Bill Hunter Par	0	3	0.1	0	75%	0%	25%			
6	NE Old Clifton Rd @ Bill Hunter Park to North Mason School Rd @ Nort	3	14	1.2	2.6	29%	57%	14%			
7	North Mason School Rd @ North Mason Bus Garage to NE Old Clifton L	10	12	1.3	8.0	86%	0%	14%			
	By Time Period										
	AM	12	12	13.5	0.9				7	Beck Rd & North Shore Rd	L
	Midday	25	24	2.7	9.4				11	NE Old Clifton Rd @ Bill Hunter Park	L
	PM	11	11	1.6	6.9				7	Flag Stop 73010	L

Weekday Running Time by Trip - Loop



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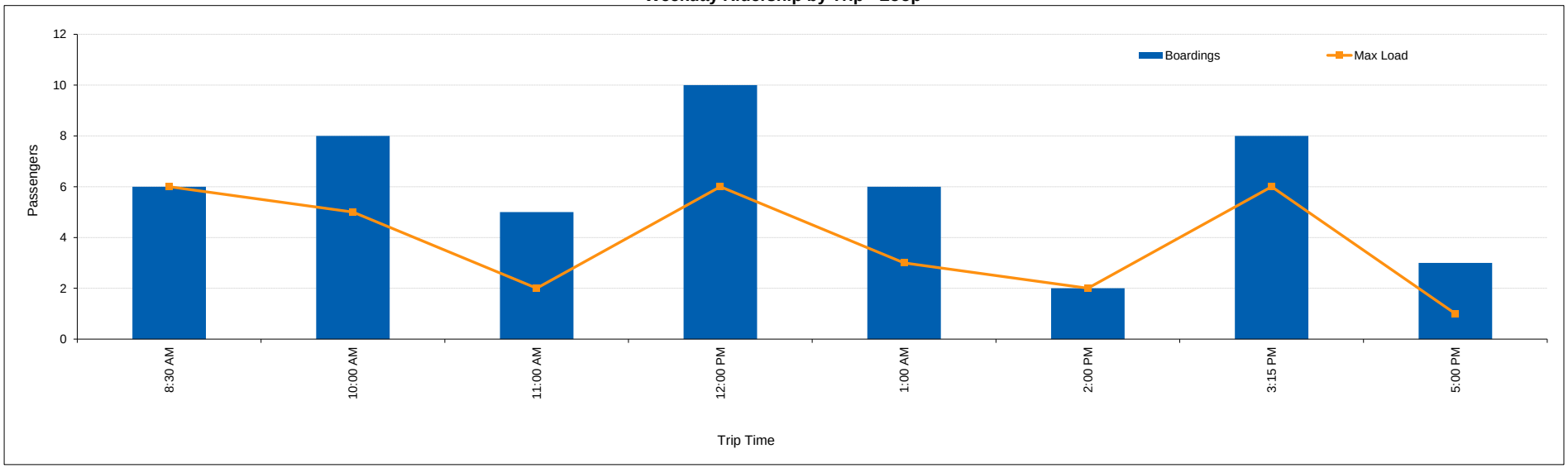
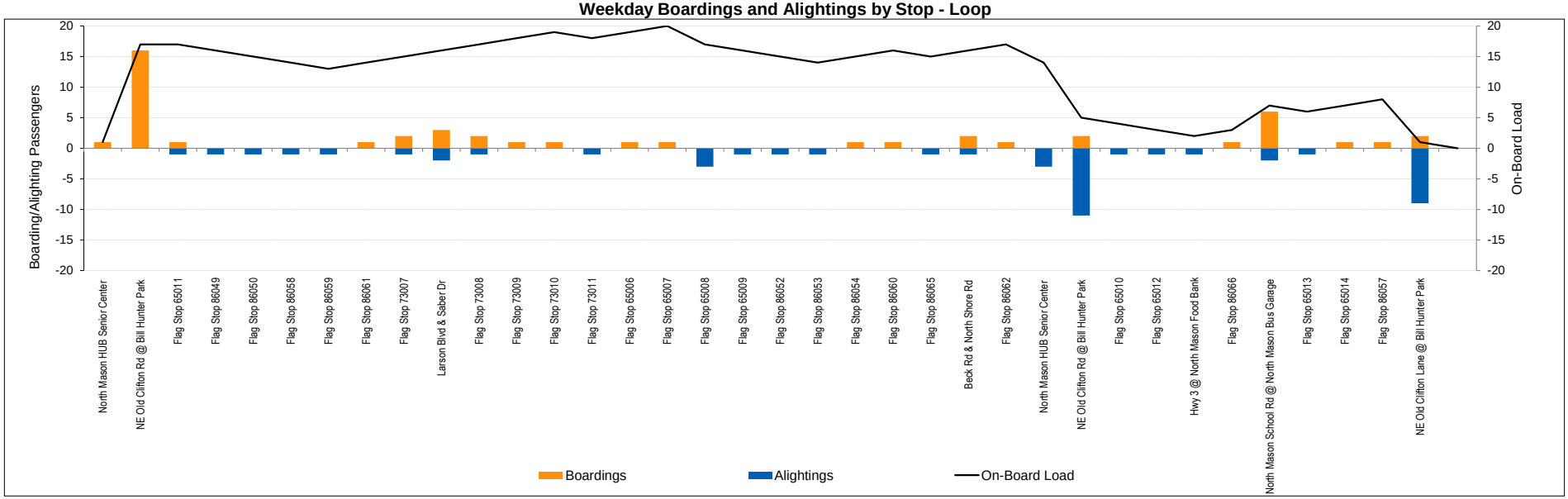
Weekday Ridership by Trip - Loop

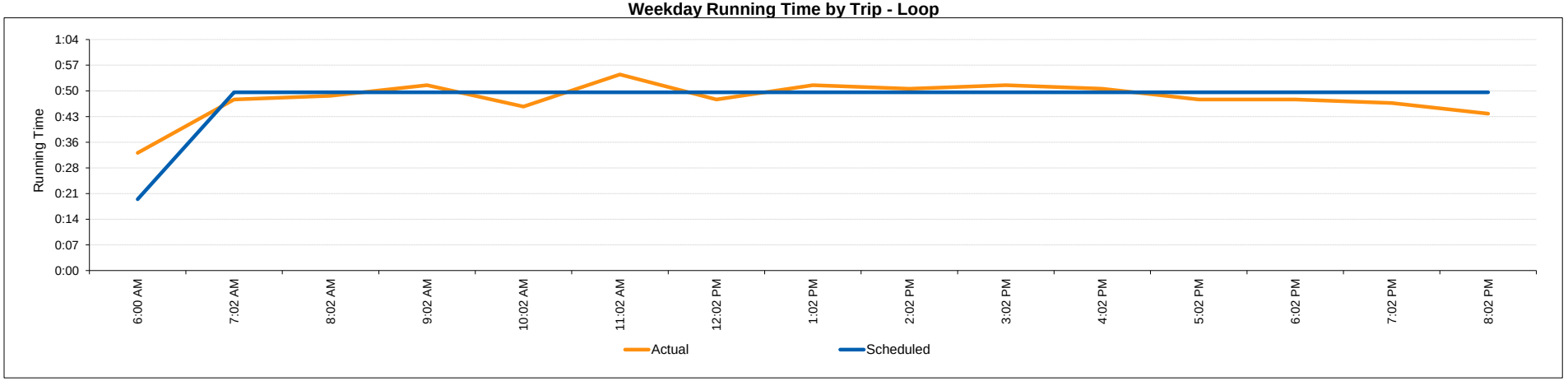


Weekday Boardings and Alightings by Stop - Loop

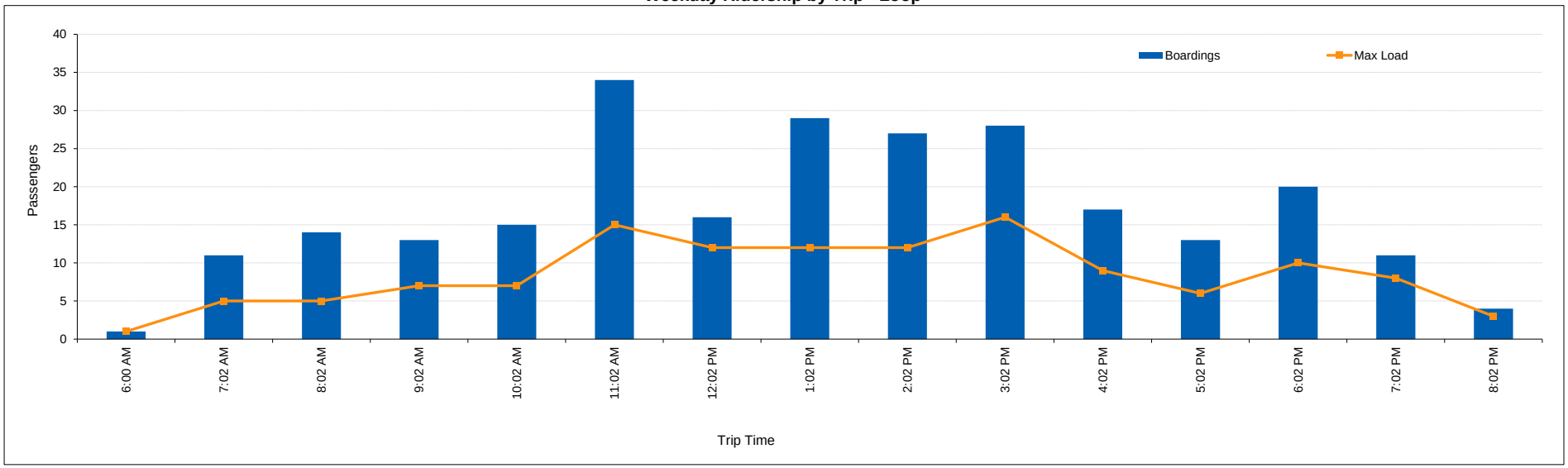


Route 5 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	253	244	12.0	21.1	71%	29%	0%	85	Flag Stop 62068	L
	Loop	253	244	12.0	21.1	71%	29%	0%	85	Flag Stop 62068	L
	By Segment										
1	Transit Community Center - (T-CC) to North 13th St @ Olympic College	83	20	2.1	39.5	29%	71%	0%			
2	North 13th St @ Olympic College to Olympic Hwy N @ Gateway Center	30	36	1.4	21.4	71%	29%	0%			
3	Olympic Hwy N @ Gateway Center to Transit Community Center - (T-C	27	34	2.1	12.9	0%	100%	0%			
4	Transit Community Center - (T-CC) to 16th & Harvard	61	56	1.5	40.7	93%	7%	0%			
5	16th & Harvard to Cascade Ave & Olympic Hwy S	21	23	1.8	12.0	100%	0%	0%			
6	Cascade Ave & Olympic Hwy S to Transit Community Center - (T-CC)	31	74	3.2	9.8	100%	0%	0%			
	By Time Period										
	AM	26	21	2.0	13.0				10	Cascade Ave & Olympic Hwy S	L
	Midday	118	115	4.2	28.3				41	Flag Stop 62068	L
	PM	58	52	2.5	23.2				27	Transit Community Center - (T-CC)	L
	Eve	35	35	2.5	14.0				21	Flag Stop 710028	L
	Night	16	21	0.8	19				12	Transit Community Center - (T-CC)	L

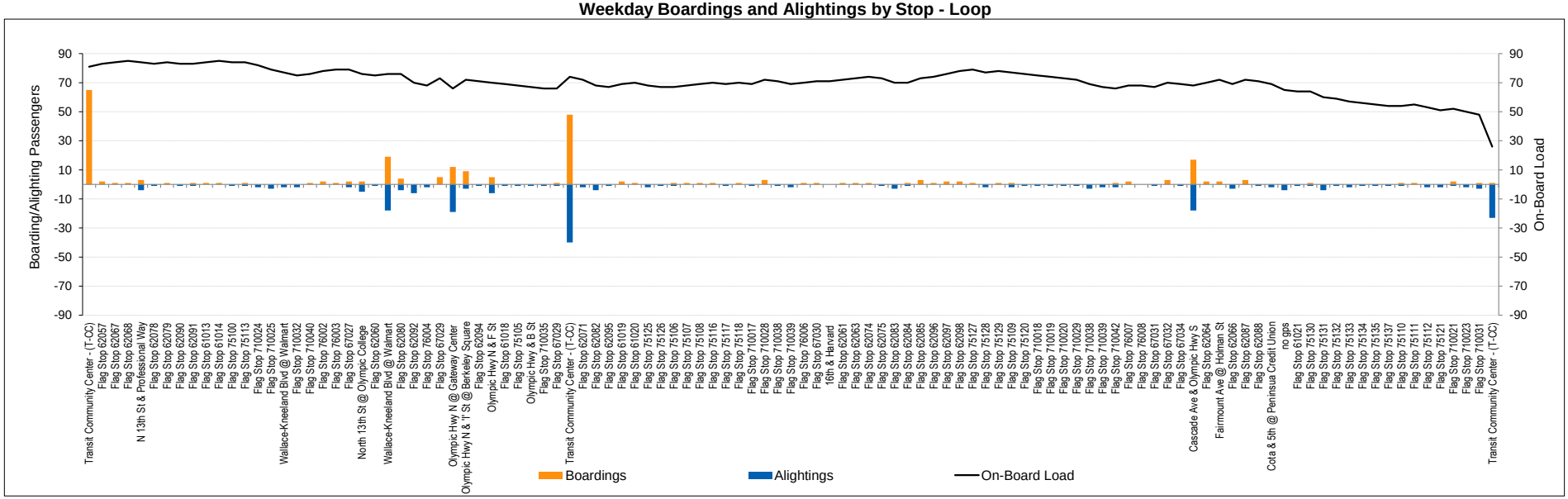
Weekday Running Time by Trip - Loop



Weekday Ridership by Trip - Loop

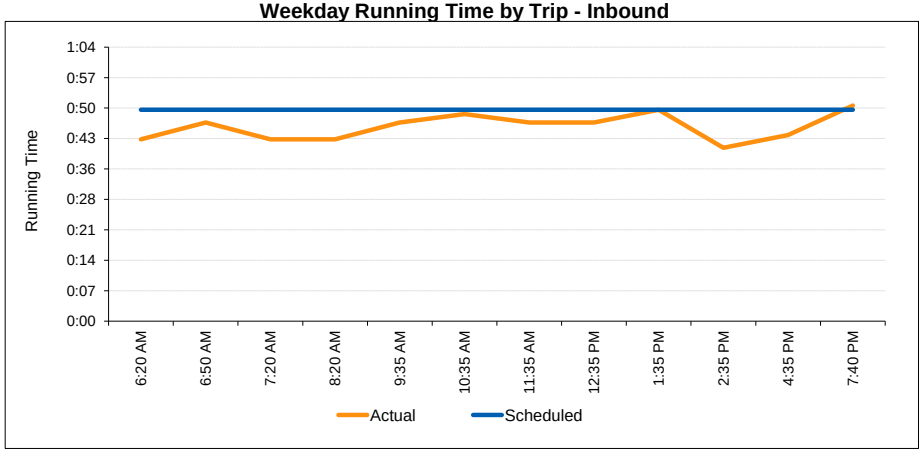


Weekday Boardings and Alightings by Stop - Loop

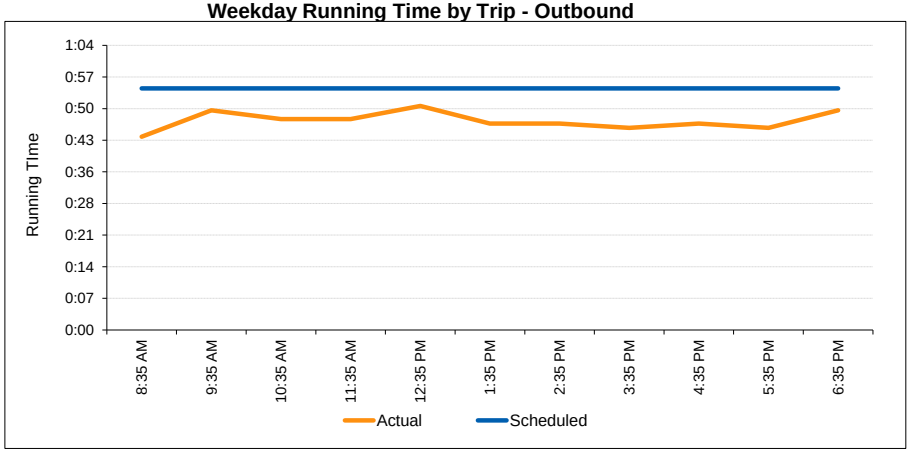


Route 6 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	304	300	20.1	15.1	75%	25%	0%	120	Cascade Ave & Olympic Hwy S	O
	Inbound	140	139	10.0	14.0	77%	23%	0%	96	Flag Stop 79032	I
	Outbound	164	161	10.1	16.3	73%	27%	0%	120	Cascade Ave & Olympic Hwy S	O
	By Segment										
1	Olympia Transit Center to Kamilche Transit Center	102	133	11.4	8.9	78%	22%	0%			
2	Kamilche Transit Center to Hwy 3 & SE Craig Rd Cole Rd Park & Ride	46	38	3.2	14.2	43%	57%	0%			
3	Hwy 3 & SE Craig Rd Cole Rd Park & Ride to Cascade Ave & Olympic H	28	23	1.7	16.3	74%	26%	0%			
4	Cascade Ave & Olympic Hwy S to Transit Community Center - (T-CC)	128	39	3.6	35.2	91%	9%	0%			
5	Transit Community Center - (T-CC) to Bell Ln @ Kneeland Plaza	0	67	0.1	0	83%	17%	0%			
	By Time Period										
	AM	22	22	3.3	6.6				14	Flag Stop 62055	I
	Midday	162	161	9.7	16.8				74	Cascade Ave & Olympic Hwy S	O
	PM	77	81	4.4	17.4				33	Flag Stop 72020	O
	Eve	43	36	2.7	16.1				16	Flag Stop 72027	O

Weekday Running Time by Trip - Inbound



Weekday Running Time by Trip - Outbound



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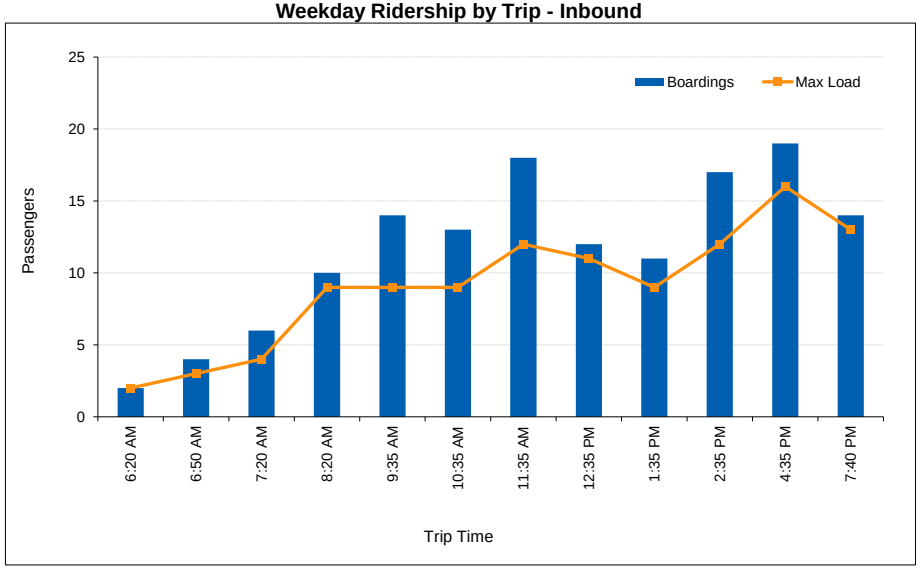
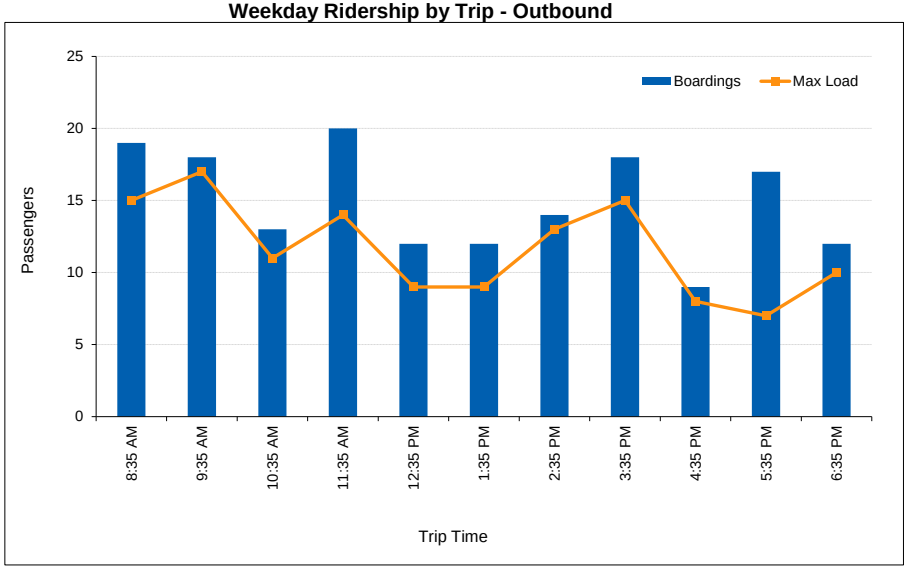
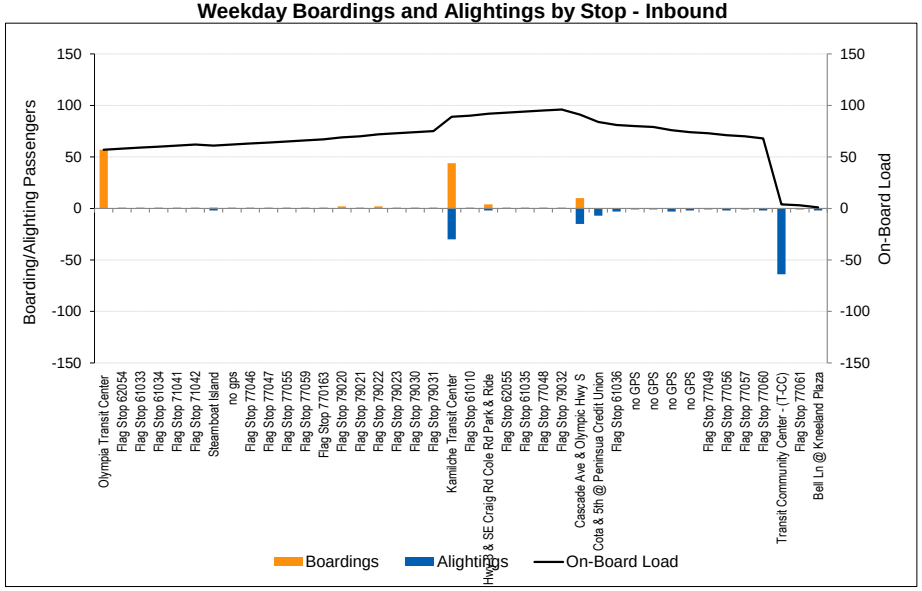
Weekday Ridership by Trip - Inbound



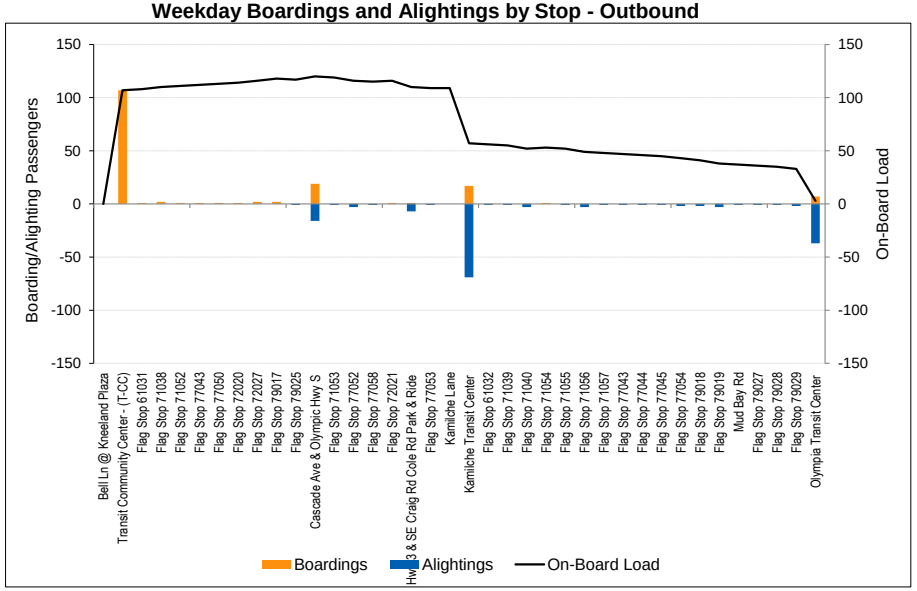
Weekday Ridership by Trip - Outbound



Weekday Boardings and Alightings by Stop - Inbound

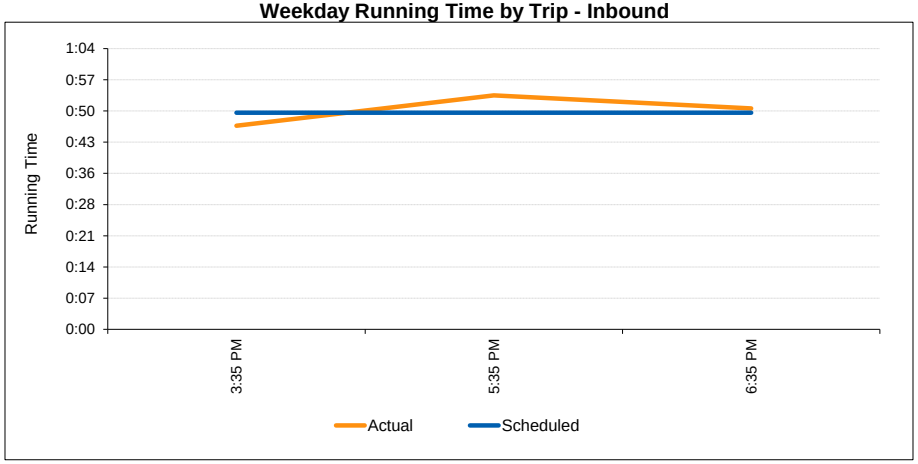


Weekday Boardings and Alightings by Stop - Outbound

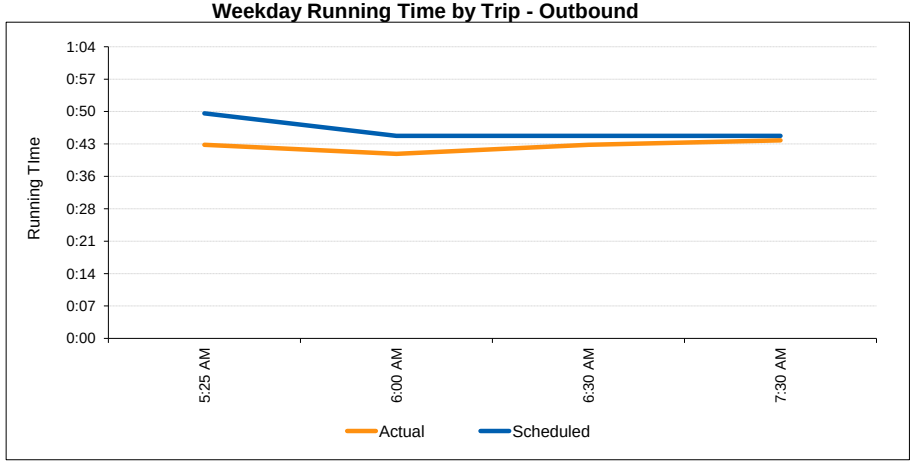


Route 6X Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	73	79	5.6	13.1	53%	30%	17%	45	Kamilche Transit Center	I
	Inbound	48	54	2.5	19.2	40%	27%	33%	45	Kamilche Transit Center	I
	Outbound	25	25	3.1	8.1	67%	33%	0%	21	Kamilche Transit Center	O
	By Segment										
1	Olympia Transit Center to Kamilche Transit Center	30	25	3.1	9.6	57%	29%	14%			
2	Kamilche Transit Center to Hwy 3 & SE Craig Rd Cole Rd Park & Ride	23	7	0.8	28.2	43%	29%	29%			
3	Hwy 3 & SE Craig Rd Cole Rd Park & Ride to Cascade Ave & Olympic H	7	3	0.5	13.1	29%	43%	29%			
4	Cascade Ave & Olympic Hwy S to Transit Community Center - (T-CC)	13	19	1.0	12.6	86%	14%	0%			
5	Transit Community Center - (T-CC) to Wallace Kneeland @ Walmart	0	25	0.1	0	75%	25%	0%			
	By Time Period										
	Early AM	2	2	0.8	2.4				2	Cascade Ave & Olympic Hwy S	O
	AM	23	23	2.3	10.2				19	Kamilche Transit Center	O
	PM	27	26	0.8	32.4				24	Hwy 3 & SE Craig Rd Cole Rd Park & Ride	I
	Eve	21	28	1.7	12.6				22	Kamilche Transit Center	I

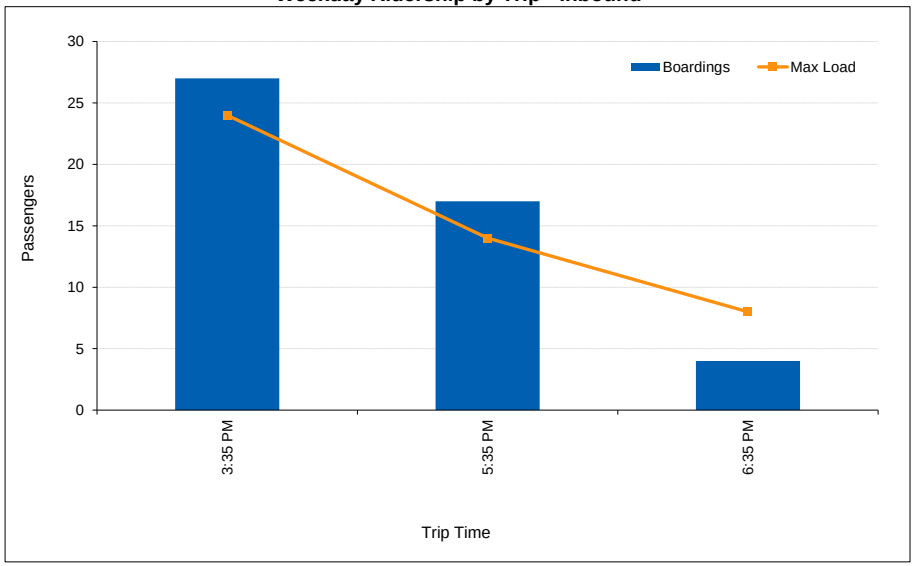
Weekday Running Time by Trip - Inbound



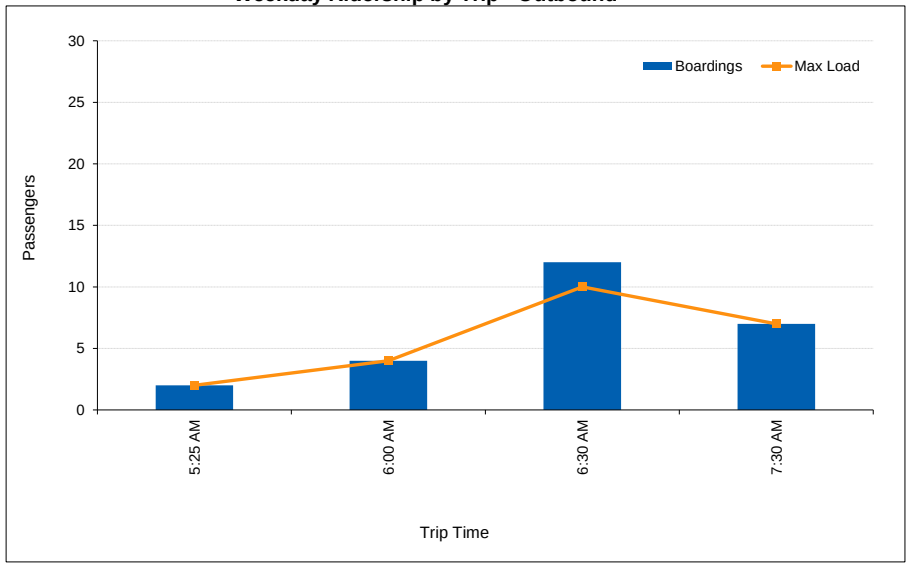
Weekday Running Time by Trip - Outbound



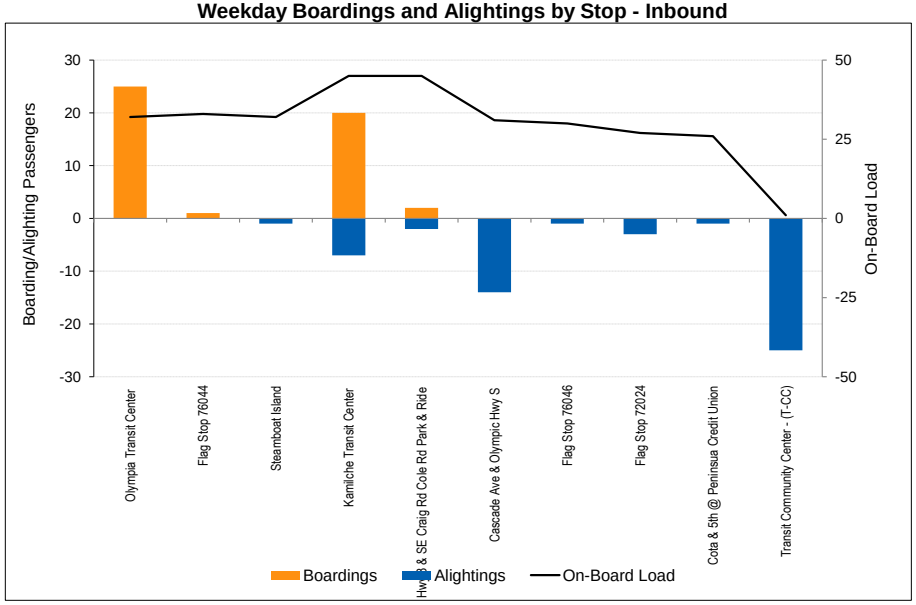
Weekday Ridership by Trip - Inbound



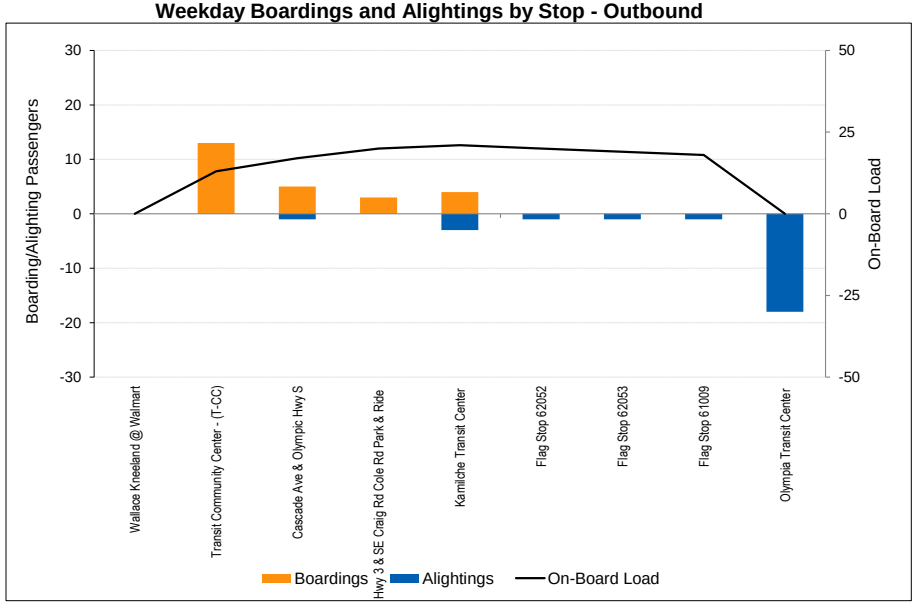
Weekday Ridership by Trip - Outbound



Weekday Boardings and Alightings by Stop - Inbound



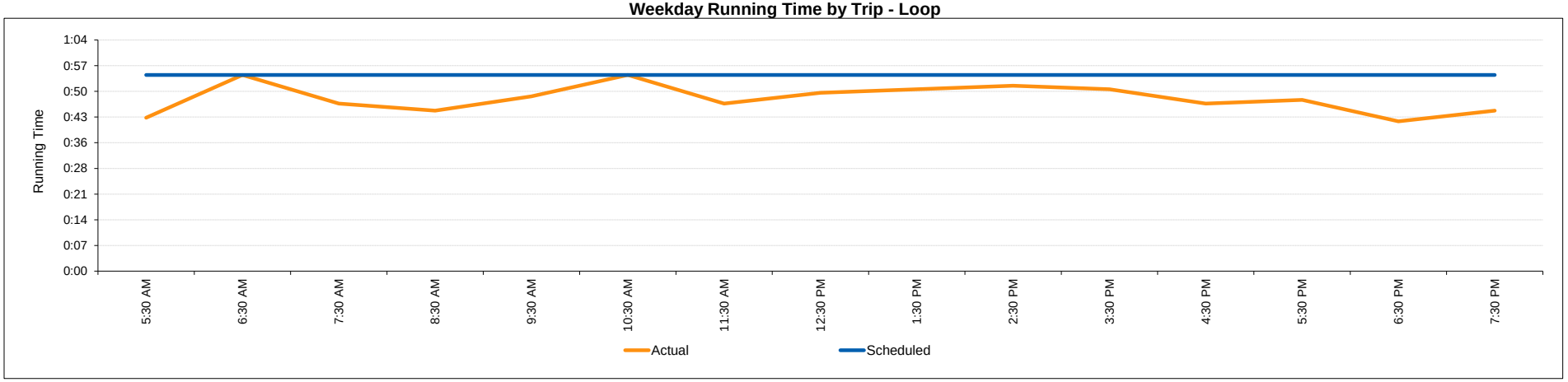
Weekday Boardings and Alightings by Stop - Outbound



NELSON NYGAARD

Route 7 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	241	246	13.8	17.5	76%	14%	10%	111	Transit Community Center - (T-CC)	L
	Loop	241	246	13.8	17.5	76%	14%	10%	111	Transit Community Center - (T-CC)	L
	By Segment										
1	Transit Community Center - (T-CC) to Olympic Hwy N @ Gateway Cente	136	63	4.3	32.0	60%	33%	7%			
2	Olympic Hwy N @ Gateway Center to North 13th St @ Olympic College	32	54	1.3	25.6	80%	0%	20%			
3	North 13th St @ Olympic College to Oak Park @ Fir Drive	17	21	2.0	8.5	67%	20%	13%			
4	Oak Park @ Fir Drive to Wallace Kneeland @ Walmart	18	12	1.8	10.3	67%	20%	13%			
5	Wallace Kneeland @ Walmart to Transit Community Center - (T-CC)	38	96	4.5	8.4	100%	0%	0%			
	By Time Period										
	Early AM	4	4	0.9	4.4				4	Shelton Springs Rd @ Airport grocery	L
	AM	43	43	2.8	15.6				24	Flag Stop 85161	L
	Midday	127	129	5.5	23.1				56	Transit Community Center - (T-CC)	L
	PM	52	55	2.8	18.9				32	Transit Community Center - (T-CC)	L
	Eve	15	15	1.8	8.2				9	Transit Community Center - (T-CC)	L

Weekday Running Time by Trip - Loop



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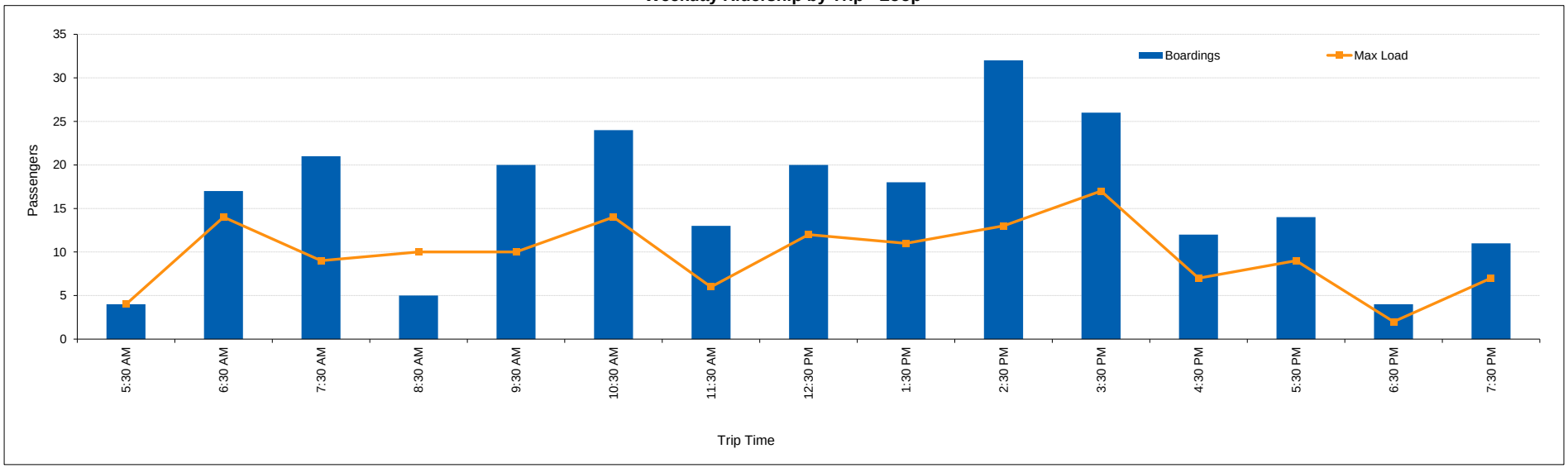
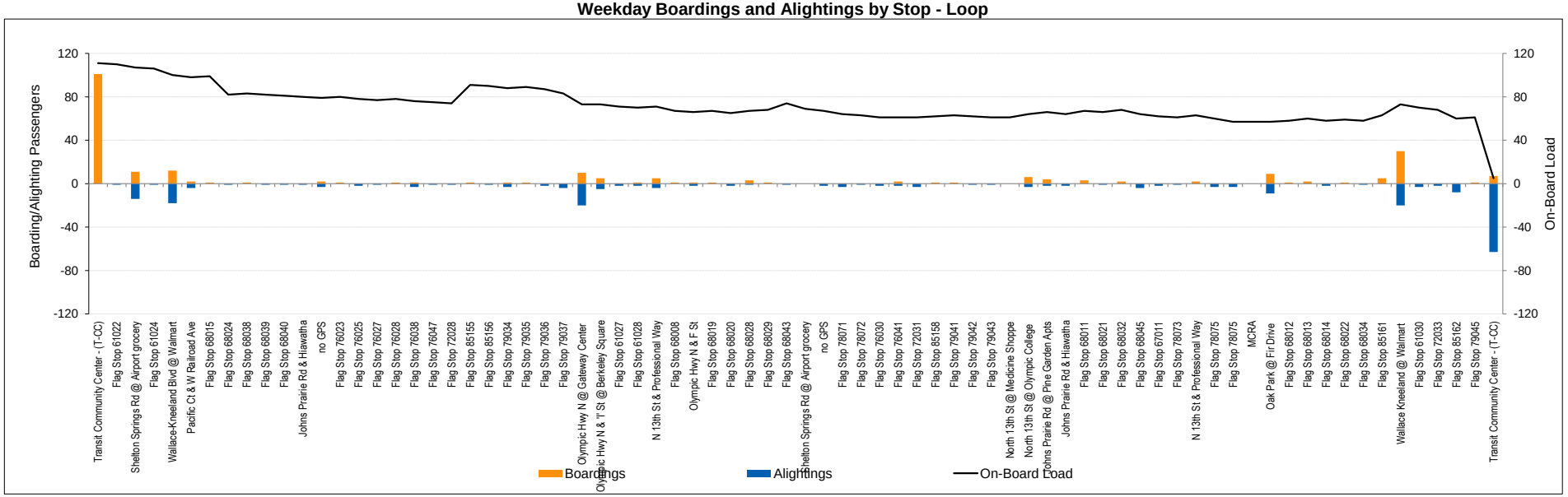
Weekday Ridership by Trip - Loop



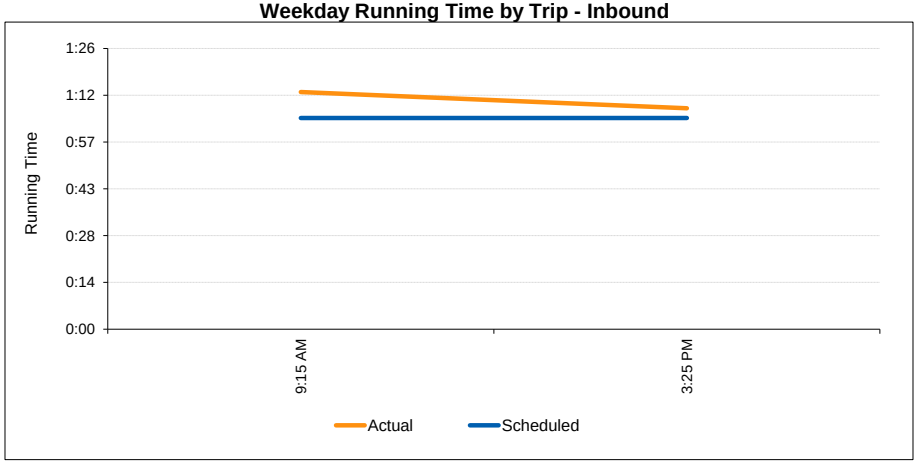
Weekday Boardings and Alightings by Stop - Loop



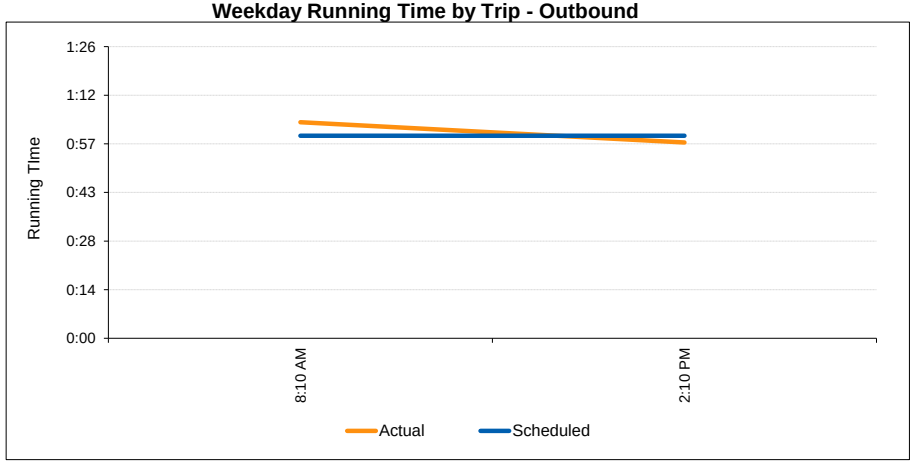
NELSON NYGAARD

Route 8 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	25	26	4.2	6.0	67%	13%	21%	16	Shelton Springs Rd @ Airport grocery	I
	Inbound	18	18	2.2	8.3	50%	25%	25%	16	Shelton Springs Rd @ Airport grocery	I
	Outbound	7	8	2.0	3.5	83%	0%	17%	7	Wallace Kneeland @ Walmart	O
	By Segment										
1	Hwy 101 @ Triton Cove State Park to Lake Cushman Rd @ Hood Cana	6	4	1.0	6.0	100%	0%	0%			
2	Lake Cushman Rd @ Hood Canal Visitors Center to Hwy 101 @ Twin T	0	2	1.7	0	25%	50%	25%			
3	Hwy 101 @ Twin Totems to Wallace Kneeland @ Walmart	13	3	0.9	13.9	50%	0%	50%			
4	Wallace Kneeland @ Walmart to North 13th St @ Olympic College	1	6	0.4	2.5	100%	0%	0%			
5	North 13th St @ Olympic College to Transit Community Center - (T-CC)	5	11	0.2	30.0	75%	0%	25%			
	By Time Period										
	AM	2	3	1.0	2.0				3	Transit Community Center - (T-CC)	O
	Midday	18	18	2.1	8.6				12	Hwy 101 @ Twin Totems	I
	PM	5	5	1.1	4.6				4	Shelton Springs Rd @ Airport grocery	I

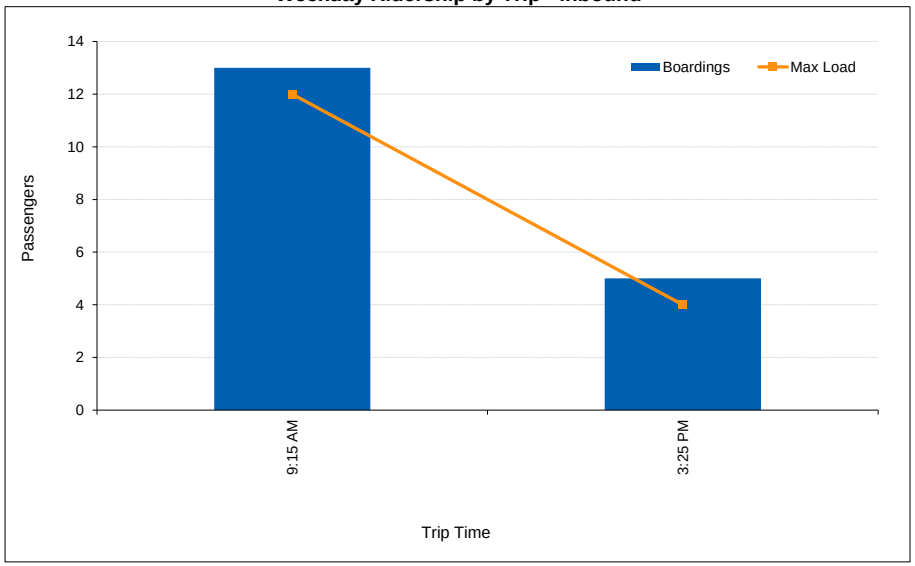
Weekday Running Time by Trip - Inbound



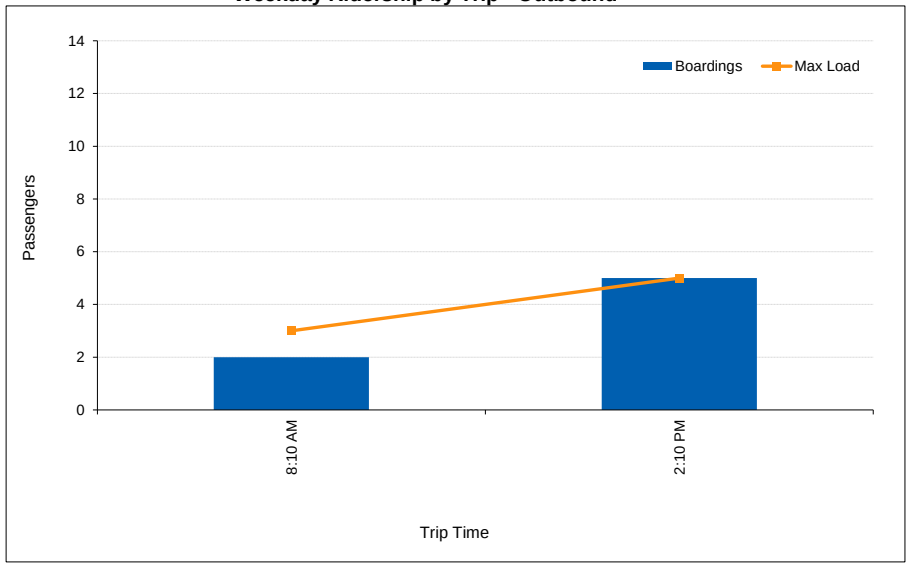
Weekday Running Time by Trip - Outbound



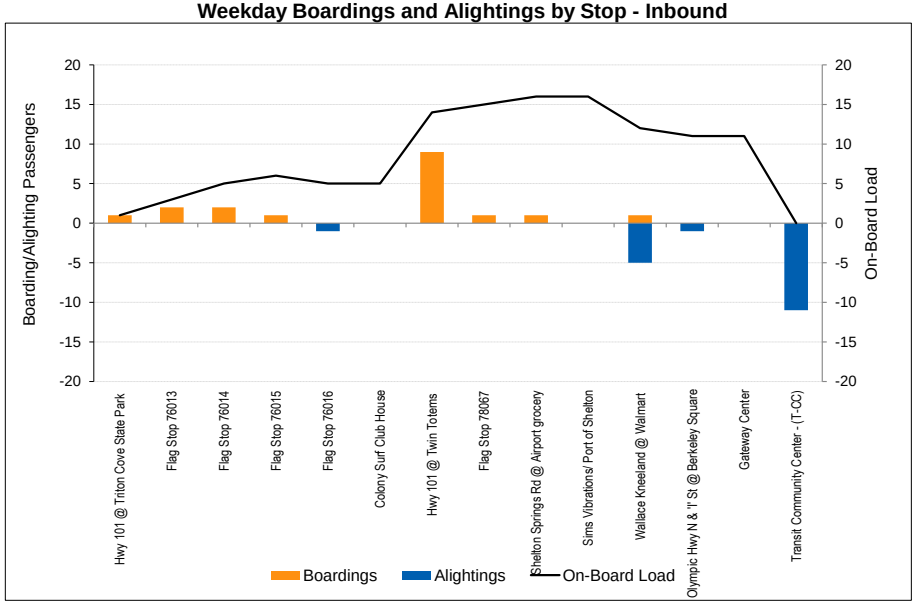
Weekday Ridership by Trip - Inbound



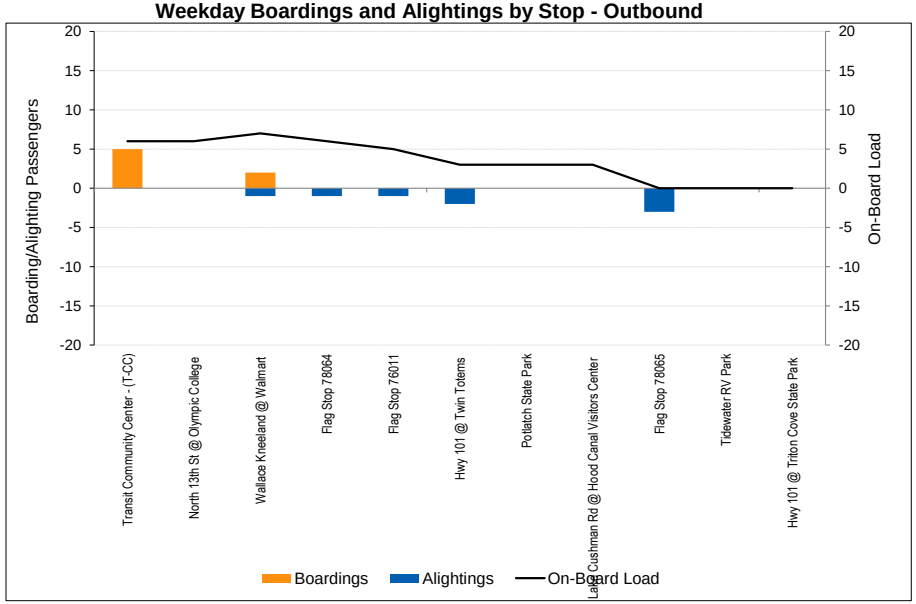
Weekday Ridership by Trip - Outbound



Weekday Boardings and Alightings by Stop - Inbound



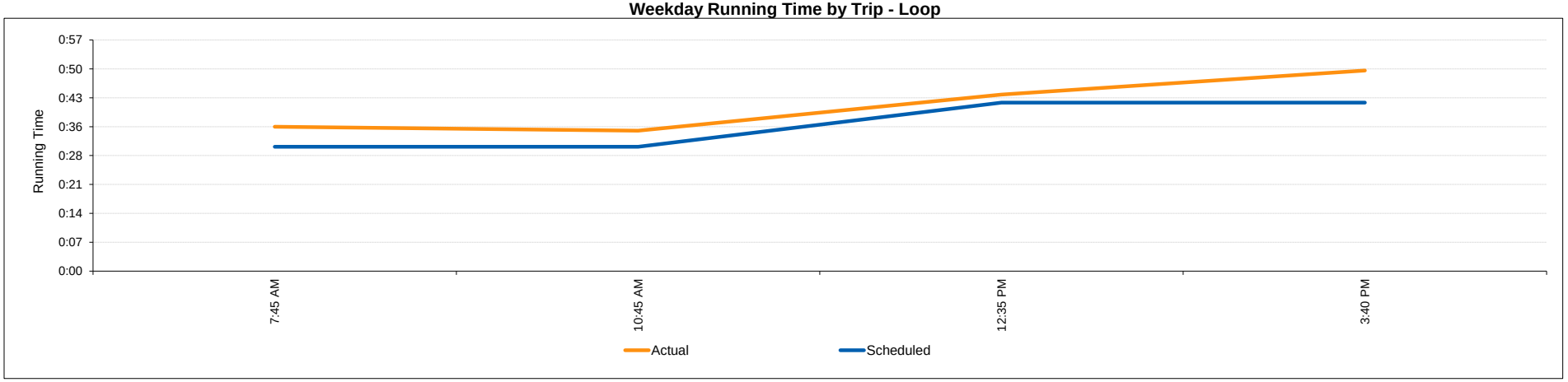
Weekday Boardings and Alightings by Stop - Outbound



NELSON NYGAARD

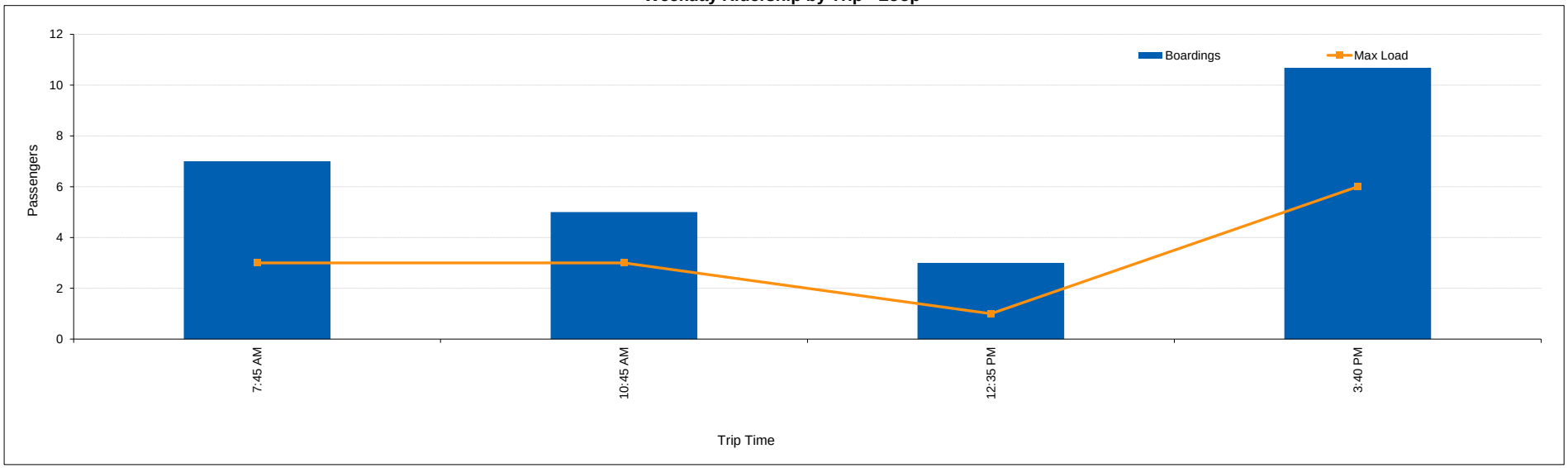
Route 9 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	26	26	2.4	10.7	89%	0%	11%	11	W Sentry Drive @ Senior Center	L
	Loop	26	26	2.4	10.7	89%	0%	11%	11	W Sentry Drive @ Senior Center	L
	By Segment										
1	Transit Community Center - (T-CC) to Otter St & Fir St	6	1	0.4	15.0	100%	0%	0%			
2	Otter St & Fir St to Transit Community Center - (T-CC)	0	2	0.3	0	100%	0%	0%			
3	Transit Community Center - (T-CC) to Wallace Kneeland @ Walmart	6	5	0.5	12.9	100%	0%	0%			
4	Wallace Kneeland @ Walmart to W Sentry Drive @ Senior Center	8	3	0.5	17.1	100%	0%	0%			
5	W Sentry Drive @ Senior Center to Transit Community Center - (T-CC)	3	3	0.4	7.5	75%	0%	25%			
6	Transit Community Center - (T-CC) to Otter St & Fir St	3	9	0.2	15.0	50%	0%	50%			
7	Otter St & Fir St to Transit Community Center - (T-CC)	0	3	0.2	0	50%	0%	50%			
	By Time Period										
	AM	7	7	0.5	13.5				3	North 13th St @ Medicine Shoppe	L
	Midday	8	8	1.2	6.6				4	Flag Stop 65015	L
	PM	11	11	0.7	15.7				6	W Sentry Drive @ Senior Center	L

Weekday Running Time by Trip - Loop

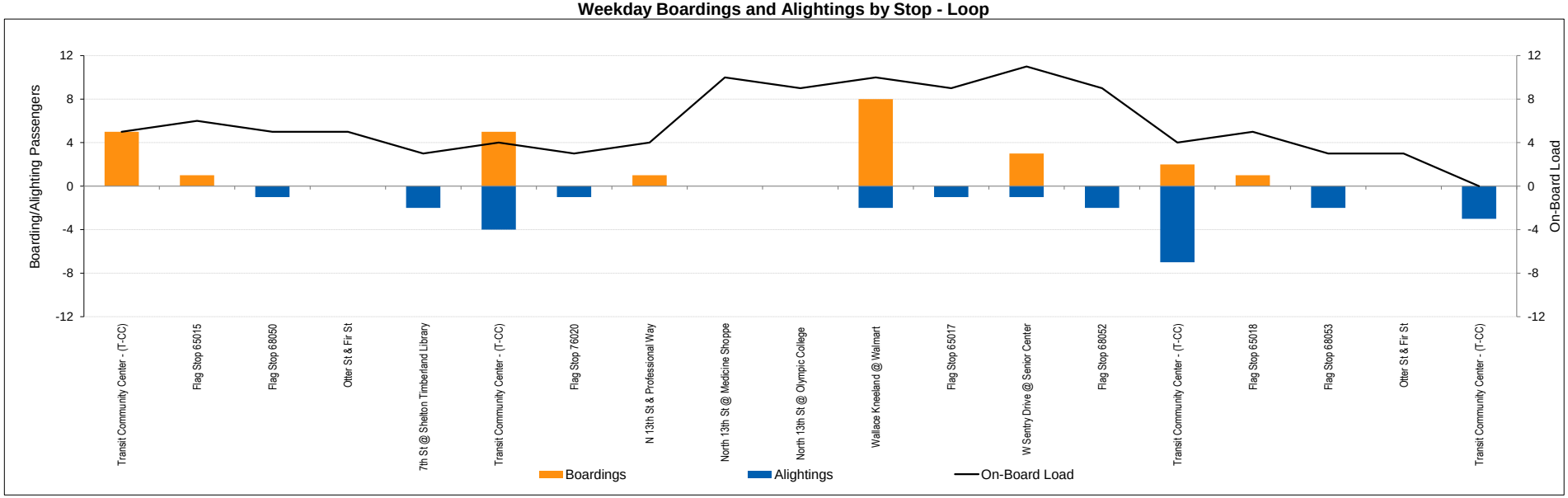


NELSON NYGAARD

Weekday Ridership by Trip - Loop



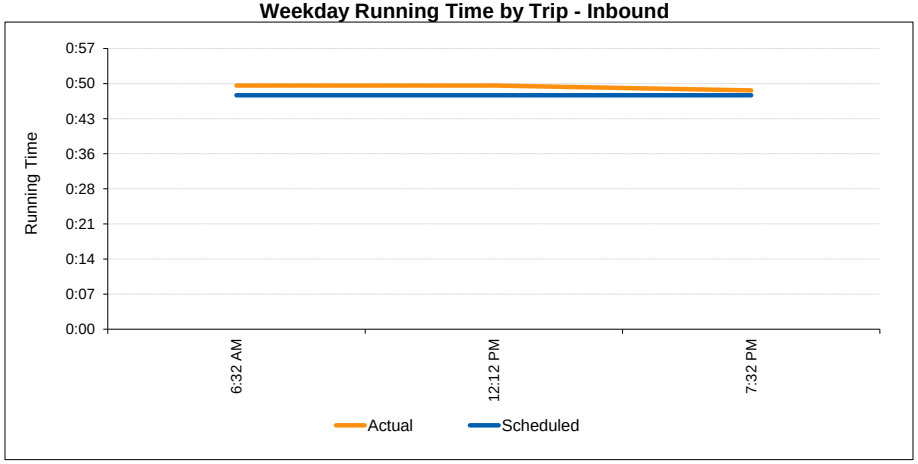
Weekday Boardings and Alightings by Stop - Loop



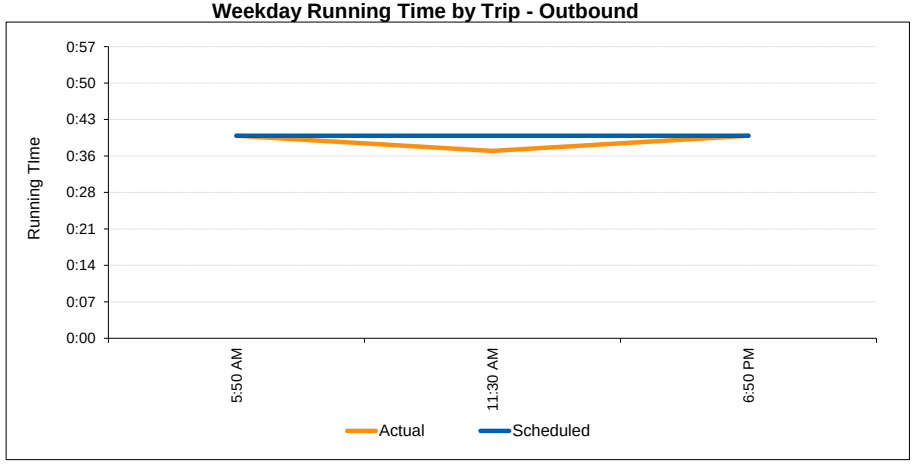
NELSON NYGAARD

Route 11 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	36	39	4.4	8.2	87%	13%	0%	15	Twin Totems	I
	Inbound	15	20	2.4	6.3	80%	20%	0%	15	Twin Totems	I
	Outbound	21	19	2.0	10.5	93%	7%	0%	12	Wallace Kneeland @ Walmart	O
	By Segment										
1	Lake Cushman Maintenance Company to Olympic Way @ Rainbow Way	4	4	0.2	16.0	100%	0%	0%			
2	Olympic Way @ Rainbow Way W to Hoodsport Visitors Center at Hwy 1	1	2	1.2	0.9	100%	0%	0%			
3	Hoodsport Visitors Center at Hwy 119 to Twin Totems	9	9	0.9	10.0	67%	33%	0%			
4	Twin Totems to Wallace Kneeland @ Walmart	14	10	1.5	9.7	67%	33%	0%			
5	Wallace Kneeland @ Walmart to Transit Community Center - (T-CC)	8	14	0.6	12.3	100%	0%	0%			
	By Time Period										
	AM	8	8	1.5	5.5				6	Shelton Springs Rd @ Airport grocery	I
	Midday	18	20	1.5	12.3				9	Twin Totems	I
	Eve	10	11	1.5	6.8				8	Wallace Kneeland @ Walmart	O

Weekday Running Time by Trip - Inbound

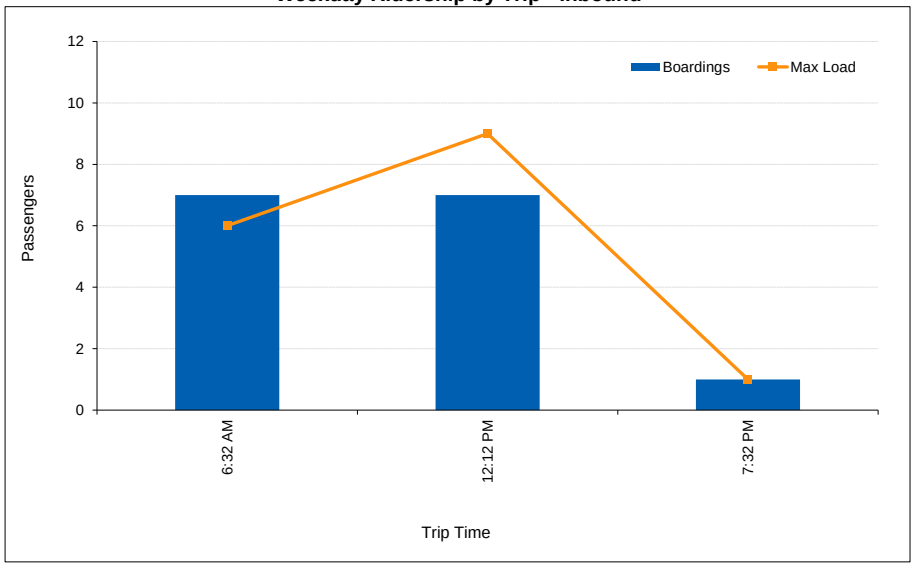


Weekday Running Time by Trip - Outbound

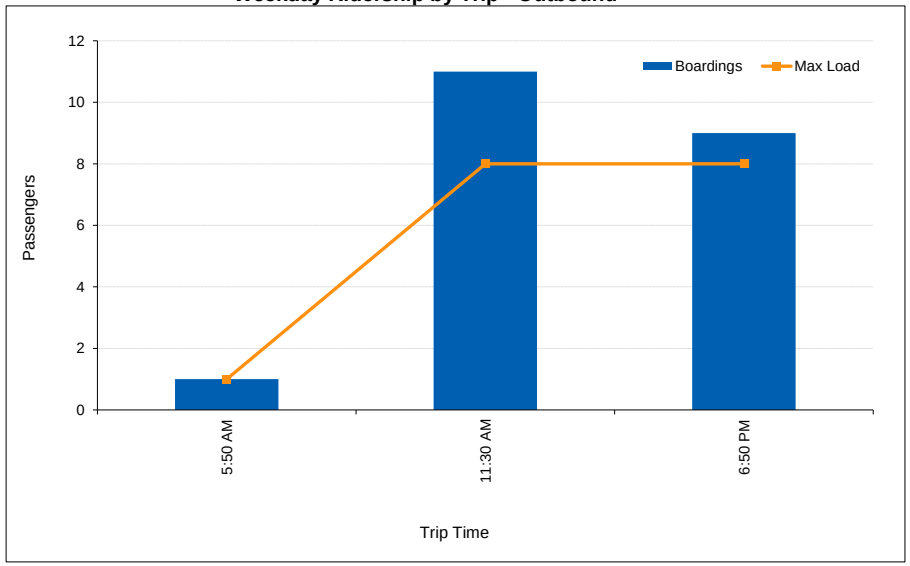


NELSON NYGAARD

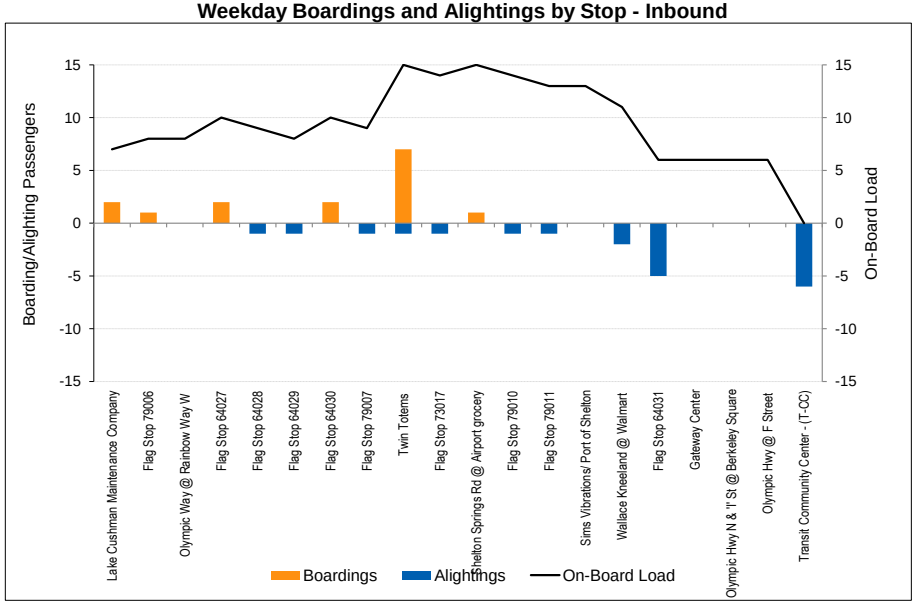
Weekday Ridership by Trip - Inbound



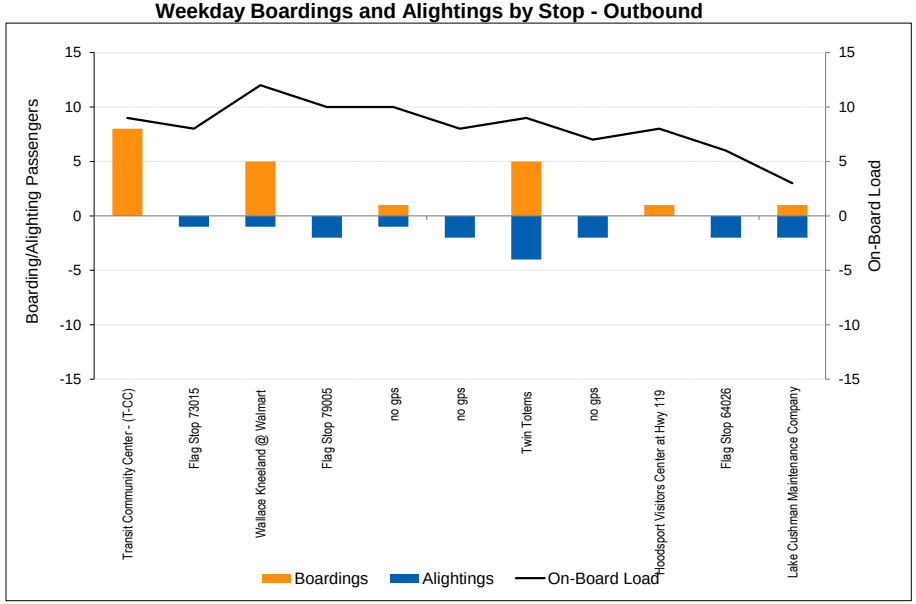
Weekday Ridership by Trip - Outbound



Weekday Boardings and Alightings by Stop - Inbound



Weekday Boardings and Alightings by Stop - Outbound



NELSON NYGAARD

Appendix B Survey Instruments

DAR/LINK RIDER SURVEY

Please tell us about the trip you are currently taking, and return this survey to the driver when complete. If you have already filled out a survey, please DO NOT fill out another one. You can also take this survey at www.surveymonkey.com/r/MasonTransit. Thank you for helping to improve Mason Transit Authority!

Mire el reverso para encuesta en español

1. Which MTA service are you currently riding? *check one*
☐1 Dial-A-Ride (DAR) ☐2 LINK

2. Which transit routes did you (or will you) ride to complete your trip? *circle all that apply*

1	1X	2	3	3X	4	5	6	6X	7	8	9	11

Intercity Transit | Kitsap Transit | Jefferson Transit | W.S. Ferries | Other _____

3. Where did you just come FROM? *check one* √
☐1 Home ☐5 Shopping/grocery store
☐2 Work ☐6 Medical appointment
☐3 Recreation/Social Activity ☐7 Other _____
☐4 School/College

4. Where are you going TO now? (final destination of your trip) *check one* √
☐1 Home ☐5 Shopping/grocery store
☐2 Work ☐6 Medical appointment
☐3 Recreation/Social Activity ☐7 Other _____
☐4 School/College

5. How will you get to your final destination from THIS ride? *check one* √
☐1 Walk (circle number of minutes) → <5 | 5-9 | 10-14 | 15+
☐2 Picked up by someone ☐6 Ride in carpool/vanpool
☐3 Ride a bicycle ☐7 Use a mobility aid (e.g. wheelchair)
☐4 Ride another bus/ferry/train ☐8 Taxi/Lyft/Uber
☐5 Drive my car ☐9 Dropped off at my location

6. Are you making a round trip on the service today?
☐1 Yes ☐2 No

7. When you plan a bus trip or check a bus schedule, which do you use most often? *check one* √
☐1 MTA Website ☐4 Bus Driver
☐2 Schedules posted at bus stops ☐5 Google Maps
☐3 Paper schedules/Guide Book ☐8 Other _____

8. Do you have access to a smartphone?
☐1 Yes ☐2 No

9. If DAR/Link service didn't exist, how would you have made this trip? *check one* √
☐1 Another existing route ☐5 Walk
☐2 Drive alone ☐6 Bike
☐3 Get a ride/carpool ☐7 Would not have made this trip
☐4 Taxi/Lyft/Uber ☐9 Other _____

10. How long have you been riding Mason Transit Authority (MTA)? *check one* √
☐1 Less than 1 year ☐3 5-10 years
☐2 1 to 5 years ☐4 More than 10 years

11. How often do you ride Mason Transit Authority (MTA)? *check one* √
☐1 5 or more days per week ☐4 1 to 4 days per month
☐2 2 to 4 days per week ☐5 Less than 1 day per month
☐3 Once per week ☐6 First time

12. Do you have a disability that affects your mobility? *check one* √
☐1 Yes ☐2 No

13. What is your gender?
☐1 Female ☐2 Male

14. What is your age? *circle one*

<18	18-25	26-34	35-44	45-54	55-64	65 +

15. How many cars are in your household? *circle one*

0	1	2	3 or more

16. How many people (total) are in your household? *circle one*

1	2	3	4 or more

17. What is your total household income (before taxes)? *check one* √
☐1 Under $10,000 ☐4 $20,000-$24,999 ☐7 $50,000-$74,999
☐2 $10,000-$14,999 ☐5 $25,000-$34,999 ☐8 $75,000 or more
☐3 $15,000-$19,999 ☐6 $35,000-$49,999

18. Which best describes your racial or ethnic background? *check one or more* √
☐1 White/Caucasian ☐5 Native Hawaiian/Pacific Islander
☐2 Hispanic/Latino ☐6 American Indian/Alaska Native
☐3 Black/African American ☐7 Other _____
☐4 Asian

19. What is your primary language? *check one* √
☐1 English ☐4 Tagalog ☐7 French
☐2 Spanish ☐5 German ☐8 Other _____
☐3 Korean ☐6 Chinese

20. Are you? *check one* √
☐1 Employed full-time ☐5 Student full-time
☐2 Employed part-time ☐6 Student part-time
☐3 Disabled/not working ☐7 Unemployed
☐4 Retired ☐8 Other _____

21. Listed below are potential improvements to MTA service. Please select the three improvements that are most important to you. *check three* √
☐1 More frequent bus service ☐7 More reliable service
☐2 Earlier bus service ☐8 More service on Saturdays
☐3 Later bus service ☐9 More direct routes (non-loop)
☐4 More transfer locations between routes ☐10 Service to new areas (Where?:_____)
☐5 Sunday service ☐11 More comfortable bus stops
☐6 Better bus schedules, website, and trip planner

22. How did you hear about MTA? *check one or more* √
☐1 MTA Website ☐4 Social services
☐2 Advertisements (radio, newspaper) ☐5 Friends and/or family
☐3 Social media (Facebook, Twitter, etc) ☐8 Other _____

23. Are there any other comments you would like to make?
_____
_____
_____
_____
_____

790 East Johns Prairie Rd, Shelton, WA 98584

DAR/LINK ENCUESTA DE PASAJERO

Por favor cuéntenos sobre este viaje que está montando actualmente, y regrese esta encuesta al conductor. Si ya llenó una encuesta, por favor NO LLENE OTRA. Tambien se puede tomar esta encuesta por la red a www.surveymonkey.com/r/MasonTransit. ¡Gracias por ayudar a mejorar Mason Transit Authority!

See the other side for English

1. ¿En cuál servicio está viajando actualmente? *circule uno*

☐1 Dial-A-Ride (DAR) ☐2 LINK

2. ¿Cuáles rutas de transporte publico montó (o va a montar) para completar su viaje? *Circule todos los que apliquen*

1	1X	2	3	3X	4	5	6	6X	7	8	9	11
Intercity Transit		Kitsap Transit		Jefferson Transit			W.S. Ferries			Otro _____		

3. ¿De dónde VIENE? *Elija uno* √

☐1 Casa ☐5 Compras/ Supermercado
☐2 Trabajo ☐6 Cita médica
☐3 Recreación/Actividad social ☐7 Otro _____
☐4 Escuela/Colegio

4. ¿Para dónde VA A IR ahora? *(último destino de su viaje) elija uno*

☐1 Casa ☐5 Compras/ Supermercado
☐2 Trabajo ☐6 Cita médica
☐3 Recreación/Actividad social ☐7 Otro _____
☐4 Escuela/Colegio

5. ¿Cómo llegará a su destino DESDE este autobús? *elija uno* √

☐1 En pie (circule número de minutos) → | <5 | 5-9 | 10-14 | 15+ |
☐2 Conducido por alguien ☐6 Viajaré en vehículo compartida
☐3 Por bicicleta ☐7 Utilizaré ayuda de movilidad
☐4 Viajé en otro autobús/ tren ☐8 Taxi/Lyft/Uber
☐5 Manejaré mi automóvil ww ☐9 Conducido a la puerta

7. ¿Va a viajar de ida y vuelta en el autobús hoy?

☐1 Sí ☐2 No

8. Cuándo planea un viaje de autobús o revisa un horario de autobús, ¿cuál usa más frecuentemente? *elija uno* √

☐1 Página de web de MTA ☐4 Conductor de autobús
☐2 Horarios publicados en las paradas de autobús ☐5 Aplicación de Google Maps
☐3 Horarios de papel ☐6 Otro _____

9. ¿Tiene acceso a un teléfono inteligente?

☐1 Sí ☐2 No

10. ¿Si DAR/LINK no existiera, como haría este viaje? *elija uno* √

☐1 Otra ruta existente ☐5 En pie
☐2 Manejar solo ☐6 En bicicleta
☐3 Obtener un paseo/ montar transporte compartido ☐7 No haría este viaje
☐4 Taxi/Lyft/Uber ☐8 Otro_____

11. ¿Por cuánto tiempo ha estado viajando en trasportación de Mason Transit Authority (MTA)? *elija uno* √

☐1 Menos de un año ☐3 5 a 10 años
☐2 1 a 5 años ☐4 Más de 10 años

12. ¿Con que frecuencia viaja en MTA? *elija uno* √

☐1 5 o más días por semana ☐4 1 a 4 días por mes
☐2 2 a 4 días por semana ☐5 Menos de un día por mes
☐3 Un día por semana ☐6 Es mi primera vez

13. ¿Tiene una discapacidad que afecte su movilidad? *elija uno* √

☐1 Sí ☐2 No

14. ¿Cuántos años tiene?

☐1 Femenino ☐2 Masculino

15. ¿Cuál es su edad? *circule uno*

<18	18-25	26-34	35-44	45-54	55-64	65 +

16. ¿Cuántos automóviles hay en su hogar? *circule uno*

0	1	2	3 o mas

17. ¿Cuántas personas en total viven en su hogar? *circule uno*

1	2	3	4 o mas

18. ¿Cuál es el ingreso total de su hogar? (antes de impuestos) *elija uno* √

☐1 Menos de $10,000 ☐4 $20,000-$24,999 ☐7 $50,000-$74,999
☐2 $10,000-$14,999 ☐5 $25,000-$34,999 ☐8 $75,000 o mas
☐3 $15,000-$19,999 ☐6 $35,000-$49,999

19. ¿Cuál mejor descrita su origen racial o étnico? *elija uno o mas* √

☐1 Caucásico/Blanco ☐5 Nativo hawaiano/ Isleño pacífico
☐2 Hispano/Latino ☐6 Indio Americano/ Nativo de Alaska
☐3 Afrocamericano ☐7 Otro _____
☐4 Asiático

20. ¿Cuál es su lenguaje primario? *elija uno* √

☐1 Inglés ☐4 Tágalo ☐7 Francés
☐2 Español ☐5 Alemán ☐8 Otro_____
☐3 Coreano ☐6 Chino

21. ¿Está? *elija uno* √

☐1 Empleado a tiempo completo ☐5 Estudiante a tiempo completo
☐2 Empleado a tiempo parcial ☐6 Estudiante a tiempo parcial
☐3 Descapacitado/ no estoy trabajando ☐7 Desempleado
☐4 Retirado ☐8 Otro _____

22. A continuación, se listan unas mejoras potenciales para el servicio MTA. Por favor elija las tres mejoras más importantes para usted. *elija trés* √

☐1 Servicio de autobús más frecuente ☐7 Servicio más confiable
☐2 Servicio de autobús más temprano ☐8 Más servicio durante los sábados
☐3 Servicio de autobús más tarde ☐9 Rutas más directas (sin vueltas)
☐4 Mas ubicaciones de transferencia entre las rutas ☐10 Servicio a nuevas áreas (¿Adonde? :_____)
☐5 Servicio de domingo ☐11 Paradas más cómodas
☐6 Mejor horarios de autobús, página web, y planeador de viaje

23. ¿Cómo se enteró de MTA? *elija uno* √

☐1 Página web de MTA ☐4 Servicios sociales
☐2 Anuncios (radio, periódico) ☐5 Amistades y/o miembros de familia
☐3 Redes sociales (Facebook, Twitter,etc) ☐6 Otro_____

24. ¿Hay otros comentarios que desearía compartir?

_____
_____
_____
_____
_____

790 East Johns Prairie Rd, Shelton, WA 98584

ON BOARD RIDER SURVEY

Please tell us about the trip you are currently taking, and return this survey to the surveyor when complete. If you have already filled out a survey, please DO NOT fill out another one. Thank you for helping to improve Mason Transit Authority!

Mire el reverso para encuesta en español

1. Which bus route are you currently riding? *circle one*

1	1X	2	3	3X	4	5	6	6X	7	8	9	11

2. Which transit routes did you (or will you) ride to complete your trip? *circle all that apply*

1	1X	2	3	3X	4	5	6	6X	7	8	9	11

Intercity Transit	Kitsap Transit	Jefferson Transit	W.S. Ferries	Other _____

3. Where did you just come FROM? *check one* √

- ☐1 Home
- ☐2 Work
- ☐3 Recreation/Social Activity
- ☐4 School/College
- ☐5 Shopping/grocery store
- ☐6 Medical appointment
- ☐7 Other _____

4. How did you get from there to THIS bus? *check one* √

- ☐1 Walked(circle number of minutes)→ <5 | 5-9 | 10-14 | 15+
- ☐2 Dropped off by someone
- ☐3 Rode a bicycle
- ☐4 Rode another bus/ferry/train
- ☐5 Drove my car
- ☐6 Rode in carpool/vanpool
- ☐7 Used a mobility aid (e.g. wheelchair)
- ☐8 Taxi/Lyft/Uber

5. Where are you going TO now? (final destination of your trip) *check one* √

- ☐1 Home
- ☐2 Work
- ☐3 Recreation/Social Activity
- ☐4 School/College
- ☐5 Shopping/grocery store
- ☐6 Medical appointment
- ☐7 Other _____

6. How will you get there from THIS bus? *check one* √

- ☐1 Walk (circle number of minutes) → <5 | 5-9 | 10-14 | 15+
- ☐2 Picked up by someone
- ☐3 Ride a bicycle
- ☐4 Ride another bus/ferry/train
- ☐5 Drive my car
- ☐6 Ride in carpool/vanpool
- ☐7 Use a mobility aid (e.g. wheelchair)
- ☐8 Taxi/Lyft/Uber

7. Are you making a round trip on the bus today?

- ☐1 Yes
- ☐2 No

8. When you plan a bus trip or check a bus schedule, which do you use most often? *check one* √

- ☐1 MTA Website
- ☐2 Schedules posted at bus stops
- ☐3 Paper schedules/Guide Book
- ☐4 Bus Driver
- ☐5 Google Maps
- ☐6 Other _____

9. Do you have access to a smartphone?

- ☐1 Yes
- ☐2 No

10. If this route didn't exist, how would you have made this trip? *check one* √

- ☐1 Another existing route
- ☐2 Drive alone
- ☐3 Get a ride/carpool
- ☐4 Taxi/Lyft/Uber
- ☐5 Walk
- ☐6 Bike
- ☐7 Would not have made this trip
- ☐8 Other _____

11. How long have you been riding Mason Transit Authority (MTA)? *check one* √

- ☐1 Less than 1 year
- ☐2 1 to 5 years
- ☐3 5-10 years
- ☐4 More than 10 years

12. How often do you ride Mason Transit Authority (MTA)? *check one* √

- ☐1 5 or more days per week
- ☐2 2 to 4 days per week
- ☐3 Once per week
- ☐4 1 to 4 days per month
- ☐5 Less than 1 day per month
- ☐6 First time

13. Do you have a disability that affects your mobility? *check one* √

- ☐1 Yes
- ☐2 No

14. What is your gender?

- ☐1 Female
- ☐2 Male

15. What is your age? *circle one*

<18	18-25	26-34	35-44	45-54	55-64	65 +

16. How many cars are in your household? *circle one*

0	1	2	3 or more

17. How many people (total) are in your household? *circle one*

1	2	3	4 or more

18. What is your total household income (before taxes)? *check one* √

- ☐1 Under $10,000
- ☐2 $10,000-$14,999
- ☐3 $15,000-$19,999
- ☐4 $20,000-$24,999
- ☐5 $25,000-$34,999
- ☐6 $35,000-$49,999
- ☐7 $50,000-$74,999
- ☐8 $75,000 or more

19. Which best describes your racial or ethnic background? *check one or more* √

- ☐1 White/Caucasian
- ☐2 Hispanic/Latino
- ☐3 Black/African American
- ☐4 Asian
- ☐5 Native Hawaiian/Pacific Islander
- ☐6 American Indian/Alaska Native
- ☐7 Other _____

20. What is your primary language? *check one* √

- ☐1 English
- ☐2 Spanish
- ☐3 Korean
- ☐4 Tagalog
- ☐5 German
- ☐6 Chinese
- ☐7 French
- ☐8 Other _____

21. Are you? *check one* √

- ☐1 Employed full-time
- ☐2 Employed part-time
- ☐3 Disabled/not working
- ☐4 Retired
- ☐5 Student full-time
- ☐6 Student part-time
- ☐7 Unemployed
- ☐8 Other _____

22. Listed below are potential improvements to MTA service. Please select the three improvements that are most important to you. *check three* √

- ☐1 More frequent bus service
- ☐2 Earlier bus service
- ☐3 Later bus service
- ☐4 More transfer locations between routes
- ☐5 Sunday service
- ☐6 Better bus schedules, website, and trip planner
- ☐7 More reliable service
- ☐8 More service on Saturdays
- ☐9 More direct routes (non-loop)
- ☐10 Service to new areas (Where?:_____)
- ☐11 More comfortable bus stops

23. How did you hear about MTA? *check one or more* √

- ☐1 MTA Website
- ☐2 Advertisements (radio, newspaper)
- ☐3 Social media (Facebook, Twitter, etc)
- ☐4 Social services
- ☐5 Friends and/or family
- ☐6 Other _____

24. Are there any other comments you would like to make?

_____

_____

_____

_____

_____

Thank you! We appreciate your feedback!

ENCUESTA DE PASAJERO A BORDO

Por favor cuéntenos sobre este viaje que está montando actualmente, y regrese esta encuesta a un empleado después de completarla. Si ya llenó una encuesta, por favor NO LLENE OTRA. ¡Gracias por ayudar a mejorar Mason Transit Authority!

See the other side for English

1. ¿En cuál ruta de autobús está viajando actualmente? *circule uno*

1	1X	2	3	3X	4	5	6	6X	7	8	9	11

2. ¿Cuáles rutas de transporte publico montó (o va a montar) para completar su viaje? *Circule todos los que apliquen*

1	1X	2	3	3X	4	5	6	6X	7	8	9	11

Intercity Transit	Kitsap Transit	Jefferson Transit	W.S. Ferries	Otro _____

3. ¿De dónde VIENE? *Elija uno* √

- ☐1 Casa
- ☐2 Trabajo
- ☐3 Recreación/Actividad social
- ☐4 Escuela/Colegio
- ☐5 Compras/ Supermercado
- ☐6 Cita médica
- ☐7 Otro _____

4. ¿Cómo llegó desde allí a ESTE autobús? *Elija uno* √

- ☐1 En pie (circule número de minutos) → <5 | 5-9 | 10-14 | 15+
- ☐2 Conducido por alguien
- ☐3 Por bicicleta
- ☐4 Viajé en otro autobús/ tren
- ☐5 Manejé mi automóvil
- ☐6 Viajé en vehículo compartido
- ☐7 Utilicé ayuda de movilidad
- ☐8 Taxi/Lyft/Uber

5. ¿Para dónde VA A IR ahora? *(último destino de su viaje) elija uno*

- ☐1 Casa
- ☐2 Trabajo
- ☐3 Recreación/Actividad social
- ☐4 Escuela/Colegio
- ☐5 Compras/ Supermercado
- ☐6 Cita médica
- ☐7 Otro _____

6. ¿Cómo llegará a su destino DESDE este autobús? *elija uno* √

- ☐1 En pie (circule número de minutos) → <5 | 5-9 | 10-14 | 15+
- ☐2 Conducido por alguien
- ☐3 Por bicicleta
- ☐4 Viajé en otro autobús/ tren
- ☐5 Manejaré mi automóvil
- ☐6 Viajaré en vehículo compartida
- ☐7 Utilizaré ayuda de movilidad
- ☐8 Taxi/Lyft/Uber

7. ¿Va a viajar de ida y vuelta en el autobús hoy?

- ☐1 Sí
- ☐2 No

8. Cuándo planea un viaje de autobús o revisa un horario de autobús, ¿cuál usa más frecuentemente? *elija uno* √

- ☐1 Página de web de MTA
- ☐2 Horarios publicados en las paradas de autobús
- ☐3 Horarios de papel
- ☐4 Conductor de autobús
- ☐5 Aplicación de Google Maps
- ☐6 Otro _____

9. ¿Tiene acceso a un teléfono inteligente?

- ☐1 Sí
- ☐2 No

10. ¿Si esta ruta no existiera, como haría este viaje? *elija uno*√

- ☐1 Otra ruta existente
- ☐2 Manejar solo
- ☐3 Obtener un paseo/ montar transporte compartido
- ☐4 Taxi/Lyft/Uber
- ☐5 En pie
- ☐6 En bicicleta
- ☐7 No haría este viaje
- ☐8 Otro_____

11. ¿Por cuánto tiempo ha estado viajando en trasportación de Mason Transit Authority (MTA)? *elija uno*√

- ☐1 Menos de un año
- ☐2 1 a 5 años
- ☐3 5 a 10 años
- ☐4 Más de 10 años

12. ¿Con que frecuencia viaja en MTA? *elija uno*√

- ☐1 5 o más días por semana
- ☐2 2 a 4 días por semana
- ☐3 Un día por semana
- ☐4 1 a 4 días por mes
- ☐5 Menos de un día por mes
- ☐6 Es mi primera vez

13. ¿Tiene una discapacidad que afecte su movilidad? *elija uno* √

- ☐1 Sí
- ☐2 No

14. ¿Cuántos años tiene?

- ☐1 Femenino
- ☐2 Masculino

15. ¿Cuál es su edad? *circule uno*

<18	18-25	26-34	35-44	45-54	55-64	65 +

16. ¿Cuántos automóviles hay en su hogar? *circule uno*

0	1	2	3 o mas

17. ¿Cuántas personas en total viven en su hogar? *circule uno*

1	2	3	4 o mas

18. ¿Cuál es el ingreso total de su hogar? (antes de impuestos) *elija uno* √

- ☐1 Menos de $10,000
- ☐2 $10,000-$14,999
- ☐3 $15,000-$19,999
- ☐4 $20,000-$24,999
- ☐5 $25,000-$34,999
- ☐6 $35,000-$49,999
- ☐7 $50,000-$74,999
- ☐8 $75,000 o mas

19. ¿Cuál mejor descrita su origen racial o étnico? *elija uno o mas*√

- ☐1 Caucásico/Blanco
- ☐2 Hispano/Latino
- ☐3 Afroamericano
- ☐4 Asiático
- ☐5 Nativo hawaiano/ Isleño pacífico
- ☐6 Indio Americano/ Nativo de Alaska
- ☐7 Otro _____

20. ¿Cuál es su lenguaje primario? *elija uno*√

- ☐1 Inglés
- ☐2 Español
- ☐3 Coreano
- ☐4 Tágalo
- ☐5 Alemán
- ☐6 Chino
- ☐7 Francés
- ☐8 Otro_____

21. ¿Está? *elija uno* √

- ☐1 Empleado a tiempo completo
- ☐2 Empleado a tiempo parcial
- ☐3 Descapacitado/ no estoy trabajando
- ☐4 Retirado
- ☐5 Estudiante a tiempo completo
- ☐6 Estudiante a tiempo parcial
- ☐7 Desempleado
- ☐8 Otro _____

22. A continuación, se listan unas mejoras potenciales para el servicio MTA. Por favor elija las tres mejoras más importantes para usted. *elija trés*√

- ☐1 Servicio de autobús más frecuente
- ☐2 Servicio de autobús más temprano
- ☐3 Servicio de autobús más tarde
- ☐4 Mas ubicaciones de transferencia entre las rutas
- ☐5 Servicio de domingo
- ☐6 Mejor horarios de autobús, página web, y planeador de viaje
- ☐7 Servicio más confiable
- ☐8 Más servicio durante los sábados
- ☐9 Rutas más directas (sin vueltas)
- ☐10 Servicio a nuevas áreas (¿Adonde? :_____)
- ☐11 Paradas más cómodas

23. ¿Cómo se enteró de MTA? *elija uno* √

- ☐1 Página web de MTA
- ☐2 Anuncios (radio, periódico)
- ☐3 Redes sociales (Facebook, Twitter,etc)
- ☐4 Servicios sociales
- ☐5 Amistades y/o miembros de familia
- ☐6 Otro_____

24. ¿Hay otros comentarios que desearía compartir?

_____

_____

_____

_____

_____

¡Gracias! Apreciamos sus comentarios.

Appendix C Open-Ended Survey Responses

Responses	Comment Categories
Pleasantly courteous	Compliment
(written near question 21) "It's fine"	Other
smiley face	Compliment
5:30 pm departure from Bremerton ferry should utilize a coach bus not a smaller 14-16 passenger. Regularly have at least that mean. Would like 5:30am to leave 5:25 from Belfair	Larger Vehicle Needed, Specific Route Improvement
99% of the bus drivers are awesome but more buses would be great instead of every hour.	Compliment, More Fixed-Route Service
A route to Olympia that does not stop at the casino would be appreciated.	Specific Route Improvement
Ability to schedule DAR service more than 3 at a time. I really enjoy the bus drivers (DAR); they do a great job and make my trips go smoothly.	Compliment, DAR/Link Service Improvement
Add Sunday service!!!! :)	More Fixed-Route Service
Another worker driver bus for PSNS. The bus stop behind Safeway could use it own bus for the worker driver program for PSNS.	Other
Appreciate the Service!	Compliment
Beside no bus on Sunday, MTA has a great structure.	Compliment, More Fixed-Route Service
Best drivers - always friendly & courteous	Compliment
Better general info about ride availability	Other
Better services from employees. Need customer service training. SHOULD NEVER LEAVE ANYBODY BEHIND - ASK FOR CUSTOMER INPUT OFTEN	Driver Complaint
Better spacing of arrivals of routes 5 and 7 come hourly would like to be every 30 mins.	More Fixed-Route Service
Bigger Bus	Larger Vehicle Needed
Bigger bus on route 3 to Bremerton 6:30 AM run 5 standing	Larger Vehicle Needed, Specific Route Improvement
Bigger Bus please	Larger Vehicle Needed
Bus driver are very thoughtful and riding the bus help me discover part of the town I never learned about.	Compliment
Bus is unrelise	Other
Change our Lake Limrike time back to 2:30 to go home.	Specific Route Improvement
College student I wish that they would be there on time it says. Also I wish the busy drivers were nicer toward passengers	More Fixed-Route Service, Driver Complaint
Designated bus stops. No more stop at every block	Other
Dial a Ride is amazing	Compliment
Dial A ride should be more flexible to people _ _ _ _ _ and not make it a route bus that stops and pick up people.	DAR/Link Service Improvement
Driver really are helpful	Compliment

Responses	Comment Categories
Drivers are all very nice and helpful	Compliment
Drivers are courteous	Compliment
Drivers most often very friendly helpful	Compliment
Earlier stops at Steamboat Island	More Fixed-Route Service
Employees at MTA are very nice. No surly drivers at MTA!	Compliment
Every single transit driver is fantastic. As are dispatchers!	Compliment
For improvements on but stops, need is not necessarily comfort just safer (lighted)	Other
Full sized backup buses	Larger Vehicle Needed
Get larger busses. The Largest busses though have UN padded seats they are not comfortable!	Larger Vehicle Needed, Other, Specific Route Improvement
Give us a bigger bus coming from the ferry to Belfair at 5:30 PM	Better Ferry Service, Larger Vehicle Needed
Glad Brian is off Route 8. And thanks for being there.	Driver Complaint, Compliment
Glad they have an early route to Bremerton. Because I start at 5:20 AM	Compliment
GO ON TIME NOT AT NIGHT	Other
Good	Compliment
Good drivers so far	Compliment
Good service drivers and customer service still would like to see a link route to lost lake start lake due to hard getting a ride in to town and a lot of people live in these areas that ride a lot.	Compliment, New Service Area
Good Service for me	Compliment
Great commute! Very affordable and I appreciate the service. I use it every day to commute - I don't think I could drive myself everyday if I didn't have the bus service available - thank you!	Compliment
Great friendly service!	Compliment
Great Service. Juan Bus 6 driver takes time to help get riders where they need to go.	Compliment
Great website! Easy to use	Compliment
Great Work	Compliment
Happy 25th Anniversary!	Other
Happy that I got on bus zero money 5¢ bus driver let me slide on the rest	Other
Happy with my driver!	Compliment
Have routes in town run both directions like 5 south run backwards	More Fixed-Route Service, Specific Route Improvement
He feels the lake Limerick route should still be 4 times a day.	More Fixed-Route Service

Responses	Comment Categories
Helpful Divers clean buses, morning and evening service and service on Sunday	Compliment, More Fixed-Route Service
I am very thankful for this service. Keep up the good work	Compliment
I appreciate all the transportation service especially dial-a-ride	Compliment
I don't know what I would do without you!	Compliment
I don't like the large new bus schedules in the shelters. They are too high to see. Better to use only those schedules that [?] that stop rather that the whole routes. Could put route numbers at the shelters that serve only that location. Like Olympia does on theirs.	Other
I don't want Patsy to stop being my driver. (Laura Wilson) I am very happy with the service except the long link ride.	Compliment, DAR/Link Service Improvement
I love MTA. Sunday Routes would be amazing!	Compliment, More Fixed-Route Service
I Love that the bus here is still Free	Compliment
I love the bus!	Compliment
I really appreciate the Dial-A-Ride; It has helped me get to work while I'm having car troubles.	Compliment
I really enjoy Mason County Transit you guys are very helpful and so polite thank you other counties could use a class taught by you thank you keep doing awesome	Compliment
I really enjoy MTA	Compliment
I think the transit's great & friendly drivers also. Thanks for your services	Compliment
I thought you was going to ask me, what I ate for suppur [sic] last night	Other
I use the Shorecrest link. The drivers are really wonderful on all times.	Compliment
If there were more buses = more work = more money	More Fixed-Route Service
It is a good thing to have	Compliment
It would be helpful that the MTA office was open later than 5pm.	Other
It would be helpful to have a route 16 after the last 2 routes out of Shelton 1X Belfair 455 - Bill Hunter 1- Belfair 635 connection to 16	Specific Route Improvement
It would be nice to have limited bus for Sunday and Saturdays for the routes	More Fixed-Route Service
Juan, Kim, Shelly are great	Compliment
Just need more service to Hoodsport and back	More Fixed-Route Service Other
Larger buses on routes 16:10 and 17:30. Comfy seating.	Specific Route Improvement, Larger Vehicle Needed
Later bus route for 6 would kame it easier to take classes	Specific Route Improvement
Listen to your passengers	Other
Love it! Saves mileage on my personal vehicle.	Compliment

Responses	Comment Categories
Love the convenience	Compliment
Love the service!!	Compliment
Many drivers are rude and refuse to stop at designated bus stops even during normal routes (not express) and have even let people high on drugs harass other riders	Driver Complaint
May god bless you	Compliment
More buses	More Fixed-Route Service
More buses to Lake Cushman	More Fixed-Route Service
More local community routes with frequent service - i.e.: local communities within1-15 miles of Shelton (Totten Shores & other such developments)	More Fixed-Route Service
More local services.	More Fixed-Route Service
More routes from 3-6 otherwise I love the service.	
More service on Harstine Rd	More Fixed-Route Service
More stops at Walmart	More Fixed-Route Service
Morning Route 8 to crowed for small bus	Specific Route Improvement, Larger Vehicle Needed
Most all drivers are friendly and helpful. I only experienced one driver being a little rude with myself and others. My car broke down so I haven't rode much to know. Thankful for the service.	Compliment
MTA cut back buses on my link route and now I'm losing hours at work	DAR/Link Service Improvement
MTA give good service.	Compliment
MTA is a fantastic service. I cannot say enough about much appreciated what you do for the community. All of the drivers are so friendly and helpful Thank you so much!	Compliment
MTA is a great help to communities	Compliment
MTA is greatly appreciated	Compliment
MTA is inconsistent with showing up in the window. Sometimes it is in the beginning of the window and sometimes it is at the end of the window. Would like a call for a more accurate ETA. If we are going to be late or early please call me.	DAR/Link Service Improvement
MTA staff are great wouldn't change a thing thank you.	Compliment
Need a bigger buses 5 people standing.	Larger Vehicle Needed
Need a stop on the south end of Allyn	New Service Area
Need better service at Taylor Town	More Fixed-Route Service
Need later buses and more frequent arrival and drop-offs also Sunday needs to be added I have lost 3 jobs due to not having a ride on Sunday to work.	More Fixed-Route Service
No complaints. Excellent service	Compliment
No good bus system over all	Compliment

Responses	Comment Categories
No smoking at stops.	Other
Opened a family business in Shelton in 92 which MTA inspired due to their exceptional service that Shelton MTA offered for elders.	Compliment
Pissed at people complaining about empty buses.	Other
Please keep fares low for seniors	Other
Please keep the flag stops. With the ability to get the bus at my flag stop I would have to drive.	Other
Reliable service I would like a larger bus small but being used to often	Other, Larger Vehicle Needed
rider alerts for MTA meetings, proposed route changes bus times that meet Thurston county transit connections	Other
Route 3 5:30 AM bus needs to leave Bill Hunter Park by 5:25. Almost missing ferry in morning.	Specific Route Improvement, Better Ferry Service
Route 3 6:30 Belfair to Bremerton needs a large bus every day for shipyard workers 5 people standing.	Larger Vehicle Needed, Specific Route Improvement
Route 3 need a big bus again. Too many people standing.	Larger Vehicle Needed, Specific Route Improvement
Route 3 needs a bigger bus M-F AM	Larger Vehicle Needed, Specific Route Improvement
Route 3 needs a larger bus to hold passengers	Larger Vehicle Needed, Specific Route Improvement, Larger Vehicle Needed
Route 3 Please have the morning buses leave Bill Hunter Park at least 5 mins earlier (5:25 instead of 5:30) Shipyard traffic is insane in the mornings and you are losing riders who are stressed by getting to the 6:20 am ferry it is loading . Please don't stress us 5 minutes will do it. Also why does the Route 3 always get the small bus? It is a long way to stand up	Specific Route Improvement, Better Ferry Service
Route 4 needs later runs in afternoon to meet up with this route also if one in morning that gets to the 5:30 or 3 run would be good. People missing ferry because Route 3 bus needs to be 5 mins earlier.	Specific Route Improvement, Better Ferry Service
Service for the fast ferry.	Better Ferry Service
She really enjoys the Dial-A-Ride. Great workers.	Compliment
Shelly, Kim, Pricilla, John, Mike, Ray, Juan. Amazing drivers who always smile and keep us going. So helpful and kind. Thank you Fix route 6 @ 5:35PM to OLY.	Compliment, Specific Route Improvement
Some drivers are great, one is real A-hole I hope he retires very soon!	Compliment, Driver Complaint
Some drivers are just rude to everyone.	Driver Complaint
Some drivers are not friendly/and "evil-eye" you. Intimidating & scary.	Driver Complaint
Some drivers don't want to stop at Minard Rd on return trip from Bremerton. Please allow them to stop if the drive thinks it is safe. The school bus uses it as a safe stop.	Specific Route Improvement

Responses	Comment Categories
Sunday service would be nice	More Fixed-Route Service
Sunday Services to/from Churches - Shelton/Belfair	More Fixed-Route Service
Thank You	Compliment
Thank you!	Compliment
The 5 and 7 need to be 30 mins apart on Oly Hwy N to Downtown. I have to wait 5 mins or can walk to downtown faster , but don't want to need a Sun WalMart - Hillcrest 1 or 2 hour Rt 9 AM to 7 PM	Specific Route Improvement
The 6 has had unreliable service; mostly in January	Specific Route Improvement
The bus was very punctual	Compliment
The drivers are awesome.	Compliment
The drivers are very friendly and helpful. I don't know what I would do without them.	Compliment
The drivers are very helpful and friendly. They love our service.	Compliment
The most consistent thing about many of the drivers is their being rude, unaccommodating, bending the rules of their job and lack of concern for rider safety	Driver Complaint
There are a lot of veterans in this area and more frequent stops and times would help.	More Fixed-Route Service
There are some driver who are not sociable or nice to patrons so group all the time	Driver Complaint
There needs to be more routes to twin totems throughout out the day and later service there at the end of the night.	More Fixed-Route Service
This bus is way too small.	Larger Vehicle Needed
This is a wonderful service, wouldn't be able to get around if it wasn't for dial a ride and mason transit drivers are very nice and professional	Compliment
Ty for being There for me	Compliment
Used to commute From Lacey For 6 years work at Little Creek thank you Val Peter Sam	Compliment
Very polite and fast service, thank you!	Compliment
We need a full size bus for route 3 rush hour	Larger Vehicle Needed
We need a larger bus. We used to have the big bus now it is small and we all don't fit. Its cramped and terrible	Larger Vehicle Needed
What happened to the bus stop at the end of Cushman Lake where the Indaris have their campsites	Specific Route Improvement
Would love 1 later evening bus. Excellent customer service :)	More Fixed-Route Service, Compliment
Y'all do good	Compliment
Yes my name is Dean Cooper and I have to walk 5 miles to my home cause the supervisor that came out said bus can't make it down my road, the road is good drivers never had problems before, one driver complained and now they won't go down my road, it's too hard for me to get home	DAR/Link Service Improvement

Responses	Comment Categories
YES, Thank you.	Compliment
You all rock	Compliment
You are a great bus service. Thank you very much for your service.	Compliment
You have a business with good people friendly drivers. Keep it up!	Compliment Specific Route Improvement
You need the larger Bus on route 3 during rush hours and schedule with ferry schedule.	Larger Vehicle Needed, Better Ferry Service