



# **Comprehensive Service Analysis: Final Report**

**Mason Transit Authority**

**December 2018**



## Table of Contents

	Page
<b>Executive Summary.....</b>	<b>ES-1</b>
<b>1 Introduction .....</b>	<b>1-1</b>
Report Organization.....	1-2
<b>2 Plan Review .....</b>	<b>2-1</b>
Plans Reviewed & Summary.....	2-1
Key Findings.....	2-1
<b>3 Market Analysis .....</b>	<b>3-1</b>
Key Findings.....	3-1
Population and Employment Density.....	3-2
Major Activity Centers.....	3-7
Demographic Characteristics.....	3-8
Transit Propensity Index.....	3-14
Travel Patterns.....	3-15
<b>4 System Analysis.....</b>	<b>4-1</b>
Key Findings.....	4-1
System Overview.....	4-2
Current Conditions.....	4-6
Historical Performance.....	4-19
Financial Performance .....	4-22
Park-and-Ride Usage.....	4-23
Transfer Analysis.....	4-24
<b>5 Route Profiles.....</b>	<b>5-1</b>
Introduction.....	5-1
Key Findings.....	5-1
Route 1 Belfair .....	5-2
Route 1X Belfair.....	5-7
Route 2 Twin Totems & Belfair.....	5-10
Route 3 Bremerton.....	5-13
Route 3X Bremerton.....	5-16
Route 4 Belfair Loop.....	5-19
Route 5 Shelton South Loop.....	5-21
Route 6 Olympia.....	5-23
Route 6X Olympia.....	5-27
Route 7 Shelton North Loop.....	5-30
Route 8 Triton Cove.....	5-32
Route 9 Shelton Central Loop.....	5-35
Route 11 Lake Cushman.....	5-37
<b>6 Rider Survey Findings .....</b>	<b>6-1</b>
Key Findings.....	6-1
Survey Methods.....	6-1
Survey Results.....	6-3
<b>7 Public Input Summary.....</b>	<b>7-1</b>
Key Findings.....	7-1
Phase I Outreach.....	7-2
Phase II Outreach.....	7-20
<b>8 Preferred Alternative.....</b>	<b>8-1</b>
Best Practices for Route Design.....	8-1

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Public Outreach Priorities.....	8-2
MTA Initial Preferred Alternative Summary.....	8-3
Route Descriptions.....	8-10
Unfunded Improvements.....	8-12

**Appendix A: Route Profile Scorecards**

**Appendix B: Rider Survey Instruments**

**Appendix C: Rider Survey Open Ended Responses**

**Appendix D: Phase I Outreach Survey Open Ended Responses**

**Appendix E: Service Scenarios**

**Appendix F: Phase II Outreach Survey Open Ended Responses**

## Table of Figures

	Page
Figure 2-1 PRTPO Transit Revenue & Cost, 20-Year Period .....	2-2
Figure 2-2 City of Shelton Urban Growth Area.....	2-4
Figure 3-1 Population Density in Mason County.....	3-3
Figure 3-2 Worker Home Locations in Mason County.....	3-4
Figure 3-3 Job Locations in Mason County.....	3-5
Figure 3-4 Inter-County Commuting Patterns.....	3-6
Figure 3-5 Major Activity Centers near MTA Routes.....	3-7
Figure 3-6 Demographic Overview .....	3-8
Figure 3-7 Density of Low-Income Households in Mason County .....	3-9
Figure 3-8 Density of People with Disabilities in Mason County.....	3-10
Figure 3-9 Density of People under the Age of 18 in Mason County .....	3-11
Figure 3-10 Density of People over Age 65 in Mason County.....	3-12
Figure 3-11 Density of Households without Access to a Vehicle in Mason County.....	3-13
Figure 3-12 Transit Propensity Index for Mason County.....	3-14
Figure 3-13 Intra-County Travel Patterns.....	3-16
Figure 3-14 Intra-Zonal Travel Patterns.....	3-17
Figure 3-15 Inter-County Travel Patterns.....	3-18
Figure 4-1 Mason Transit Authority System Map .....	4-3
Figure 4-2 LINK Service Zones Map.....	4-4
Figure 4-3 Route Types and Descriptions.....	4-5
Figure 4-4 Frequency and Span Summary.....	4-6
Figure 4-5 Average Weekday Ridership by Route – Fixed Routes.....	4-8
Figure 4-6 Annual Ridership by Route – LINK Routes.....	4-8
Figure 4-7 MTA System Fixed-Route Ridership, Average Daily Boardings by Stop.....	4-9
Figure 4-8 Shelton Fixed-Route Ridership, Average Daily Boardings by Stop .....	4-10
Figure 4-9 Belfair Fixed-Route Ridership, Average Daily Boardings by Stop .....	4-11
Figure 4-10 Route Productivity (Boardings per Service Hour).....	4-12
Figure 4-11 Express Route Productivity (Boardings per Trip).....	4-12
Figure 4-12 On-Time Performance by Route.....	4-13
Figure 4-13 Ridership by Stop Type.....	4-14
Figure 4-14 Annual Dial-A-Ride and LINK Travel (Mason County).....	4-16

Figure 4-15	Annual Dial-A-Ride and LINK Travel (Shelton Area).....	4-17
Figure 4-16	Annual LINK Ridership by Time of Day.....	4-18
Figure 4-17	Annual Ridership by Service Type.....	4-19
Figure 4-18	Annual Productivity by Service Type.....	4-20
Figure 4-19	Annual Service Hours by Type.....	4-20
Figure 4-20	Historical Monthly Fixed Route Ridership.....	4-21
Figure 4-21	Mason Transit Revenue Comparison.....	4-22
Figure 4-22	Mason Transit Park-and-Ride Lot Usage.....	4-23
Figure 4-23	Mason Transit Transfer Rates.....	4-24
Figure 4-24	Average Weekday Fixed-Route Transfers.....	4-25
Figure 5-1	Route 1/1X Outbound, Route 3/3X Outbound, and Bremerton Ferry Departure Connections .....	5-4
Figure 5-2	Bremerton Ferry Arrival, Route 3/3X Inbound, and Route 1/1X Inbound Connections .....	5-4
Figure 5-3	Route 1 to Shelton - Weekday Ridership.....	5-5
Figure 5-4	Route 1 to Belfair - Weekday Ridership.....	5-6
Figure 5-5	Route 1X to Shelton – Weekday Ridership.....	5-8
Figure 5-6	Route 1X to Belfair – Weekday Ridership.....	5-9
Figure 5-7	Route 2 to Twin Totems and Shelton – Weekday Ridership.....	5-11
Figure 5-8	Route 2 to Twin Totems and Belfair – Weekday Ridership.....	5-12
Figure 5-9	Route 3 to Belfair – Weekday Ridership.....	5-14
Figure 5-10	Route 3 to Bremerton – Weekday Ridership.....	5-15
Figure 5-11	Route 3X to Belfair – Weekday Ridership.....	5-17
Figure 5-12	Route 3X to Bremerton – Weekday Ridership.....	5-18
Figure 5-13	Route 4 Belfair Loop – Weekday Ridership.....	5-20
Figure 5-14	Route 5 Shelton South Loop – Weekday Ridership.....	5-22
Figure 5-15	Route 6 to Shelton – Weekday Ridership.....	5-25
Figure 5-16	Route 6 to Olympia – Weekday Ridership.....	5-26
Figure 5-17	Route 6X to Shelton – Weekday Ridership.....	5-28
Figure 5-18	Route 6X to Olympia – Weekday Ridership.....	5-29
Figure 5-19	Route 7 Shelton North Loop – Weekday Ridership.....	5-31
Figure 5-20	Route 8 to Shelton – Weekday Ridership.....	5-33
Figure 5-21	Route 8 to Triton Cove – Weekday Ridership.....	5-34
Figure 5-22	Route 9 Shelton Central Loop – Weekday Ridership.....	5-36
Figure 5-23	Route 11 to Shelton – Weekday Ridership.....	5-38
Figure 5-24	Route 11 to Lake Cushman – Weekday Ridership.....	5-39
Figure 6-1	Number of Surveys Completed by Type.....	6-2
Figure 6-2	Surveys Collected by Route.....	6-2
Figure 6-3	Trip Types.....	6-3
Figure 6-4	Home-Based Trip Purpose.....	6-4
Figure 6-5	Travel Mode to Access Bus.....	6-4
Figure 6-6	Travel Mode after Departing Bus.....	6-5
Figure 6-7	Walking Time to Bus Stop.....	6-5
Figure 6-8	Trip Planning Methods.....	6-6
Figure 6-9	Riders with Smartphone Access.....	6-6



Figure 6-10	Rider Travel Alternatives.....	6-7
Figure 6-11	Length of Time Riding MTA Services.....	6-7
Figure 6-12	Frequency of MTA Ridership .....	6-8
Figure 6-13	Frequency of MTA Ridership by Household Income.....	6-9
Figure 6-14	Frequency of MTA Ridership by Household Vehicle Ownership.....	6-9
Figure 6-15	How Rider Learned of MTA Service.....	6-10
Figure 6-16	Rider Improvements Desired.....	6-10
Figure 6-17	Open-Ended Comments.....	6-11
Figure 6-18	Rider Gender.....	6-12
Figure 6-19	Rider Age.....	6-12
Figure 6-20	Rider Disability Status.....	6-13
Figure 6-21	Rider Household Access to a Vehicle.....	6-13
Figure 6-22	Rider Household Size.....	6-14
Figure 6-23	Rider Household Income .....	6-14
Figure 6-24	Rider Race/Ethnicity.....	6-15
Figure 6-25	Rider Language.....	6-15
Figure 6-26	Rider Employment Status.....	6-16
Figure 7-1	MTA Survey Invitation Tweet.....	7-2
Figure 7-2	Phase I Outreach Open House at Transit-Community Center.....	7-3
Figure 7-3	Frequent and Occasional Riders - What is the purpose of your trips on MTA? (n=56 each).....	7-4
Figure 7-4	Frequent and Occasional Riders - What types of MTA service do you use? (n=56 each).....	7-4
Figure 7-5	Frequent and Occasional Riders - When you plan for a bus trip or check a bus schedule, which do you use most often? (n=56 each).....	7-5
Figure 7-6	Frequent and Occasional Riders - How long have you been riding MTA? (n=56 and 55, respectively).....	7-5
Figure 7-7	Frequent and Occasional Riders - What are the main reasons you use MTA instead of a different means of transportation? (n=52 and 56, respectively).....	7-6
Figure 7-8	Frequent Riders - which service improvements are most important to you? (n=56)	7-7
Figure 7-9	Occasional Riders - I would ride transit more if... (n=57).....	7-8
Figure 7-10	Non-Riders - I would ride transit if... (n=39).....	7-9
Figure 7-11	Work and Residence Status (n=169).....	7-9
Figure 7-12	Where do you work or study within Mason County? (n=50).....	7-10
Figure 7-13	Where do you work or study outside of Mason County? (n=53).....	7-10
Figure 7-14	Number of vehicles in household.....	7-11
Figure 7-15	What is your primary mode of transportation? (n=168).....	7-11
Figure 7-16	How often do you ride MTA? (n=170).....	7-12
Figure 7-17	Open-ended comments (n=70).....	7-13
Figure 7-18	Respondent Gender (n=151).....	7-14
Figure 7-19	Respondent Age (n=151).....	7-14
Figure 7-20	Respondent Race/Ethnicity (n=145).....	7-15
Figure 7-21	Respondent Primary Language (n=152).....	7-15
Figure 7-22	Respondent Household Size (n=150).....	7-16
Figure 7-23	Respondent Household Income (n=136).....	7-16

Figure 7-24	Responses to the Interactive Display Board.....	7-18
Figure 7-25	Phase I Themes from Written and Verbal Comments.....	7-18
Figure 7-26	Phase II Outreach Open House at Transit-Community Center.....	7-21
Figure 7-27	Service Improvement Priorities (n = 54).....	7-21
Figure 7-28	Support for Scenario 1 (n = 19).....	7-22
Figure 7-29	Open-Ended Comments for Scenario 1.....	7-22
Figure 7-30	Support for Scenario 1 by Route.....	7-23
Figure 7-31	Support for Scenario 2 (n = 17).....	7-26
Figure 7-32	Open-Ended Comments for Scenario 2.....	7-26
Figure 7-33	Support for Scenario 2 by Route.....	7-27
Figure 7-34	Support for Scenario 3 (n = 38).....	7-30
Figure 7-35	Open-Ended Comments for Scenario 3.....	7-30
Figure 7-36	Support for Scenario 3 by Route.....	7-32
Figure 7-37	Frequency of MTA Use (n = 70).....	7-35
Figure 7-38	Gender of Respondents (n = 70).....	7-35
Figure 7-39	Age of Respondents (n = 70).....	7-36
Figure 7-40	Race or Ethnicity of Respondents (n = 68).....	7-36
Figure 7-41	Primary Language of Respondent (n = 68).....	7-37
Figure 7-42	Household Size of Respondents (n = 66).....	7-37
Figure 7-43	Number of Cars in Household of Respondents (n = 68).....	7-38
Figure 7-44	Household Income of Respondents (n = 63).....	7-38
Figure 7-45	Phase II Themes from Written and Verbal Comments.....	7-40
Figure 8-1	MTA Preferred Alternative.....	8-4
Figure 8-2	MTA Preferred Alternative: Shelton.....	8-5
Figure 8-3	MTA Preferred Alternative: Belfair.....	8-6
Figure 8-4	MTA Preferred Alternative: Olympia.....	8-7
Figure 8-5	Preferred Alternative Service Summary.....	8-9
Figure 8-6	LINK Zones and Pilot Shorecrest/Timberlakes Service.....	8-12

# EXECUTIVE SUMMARY

## INTRODUCTION

This report presents the final element of Mason Transit Authority's (MTA) Comprehensive Service Analysis. The purpose of this report is to summarize the background conditions in which MTA operates, provide a comprehensive evaluation of existing service characteristics and system performance, and make recommendations for the future. The planning process included examining the existing market and operating conditions, engaging in public outreach, developing and refining alternative service scenarios, and recommending service and alignment changes for MTA.

## Project Goals

Specific goals and objectives established at the outset of the Comprehensive Service Analysis are summarized as follows:

- **Provide the most efficient, economical service to the most riders possible.** Seek balance between serving people and efficiency, given a fixed amount of funding. Make sure to use the public dollars in the best way and serve the most people.
- **Determine the best way to serve rural areas and new markets.** Determine the best way to serve people in rural areas and provide service to new areas in an efficient way, including right-sizing service and improving travel in all directions where possible. Evaluate the success of existing dial-a-ride and zone services, as well as the potential for non-traditional service models including subsidized Transportation Network Company (TNC) services (Uber, Lyft, etc.) or other on-demand models to meet demand in the region's rural areas in a more effective and efficient manner.
- **Make routes more direct and make sure travel times are competitive.** Evaluate ways to provide service in a way that is more competitive with automotive travel times.
- **Improve frequency on key routes.** Try to achieve 30-minute service frequency where appropriate.
- **Support formalized bus stops.** The route alignments designed as part of this study will help establish bus stops and eliminate flag stops within city limits.
- **Ensure productivity and efficiency of volunteer driver and Link services.** Ensure efficiency in scheduling and routing.
- **Increase ridership through proven strategies.** Determine ways to increase ridership by building on past successes and strategies that have worked in other systems.
- **Make schedules and routes less complicated for current and new riders.** Ensure schedules and routes are easy for the public to understand.

- **Educate the public about the transit system and alleviate fears of riding the bus.** Strive to have specific, driven messages that make it clear why people should care about transit. Public outreach should emphasize gathering non-rider public input and learning their reasons for not riding transit.

## STATE OF THE SYSTEM

The Comprehensive Service Analysis contains a comprehensive evaluation of the MTA system and operating context. The system and operating evaluation includes:

- A review of the existing planning documents, rider and community surveys, and development trends.
- A market analysis assessing the existing conditions and future projections for population density, employment density, and transit propensity.
- A trend analysis evaluating the evolving ridership, revenue, and operating expense trends for MTA between 2014 and 2017.
- A system analysis examining existing ridership activity, route productivity, and on-time performance. Figure ES-1 shows existing fixed-route ridership for the MTA system.
- A rider survey analysis looking at how riders use the system and what they would like to see for the future of MTA service.

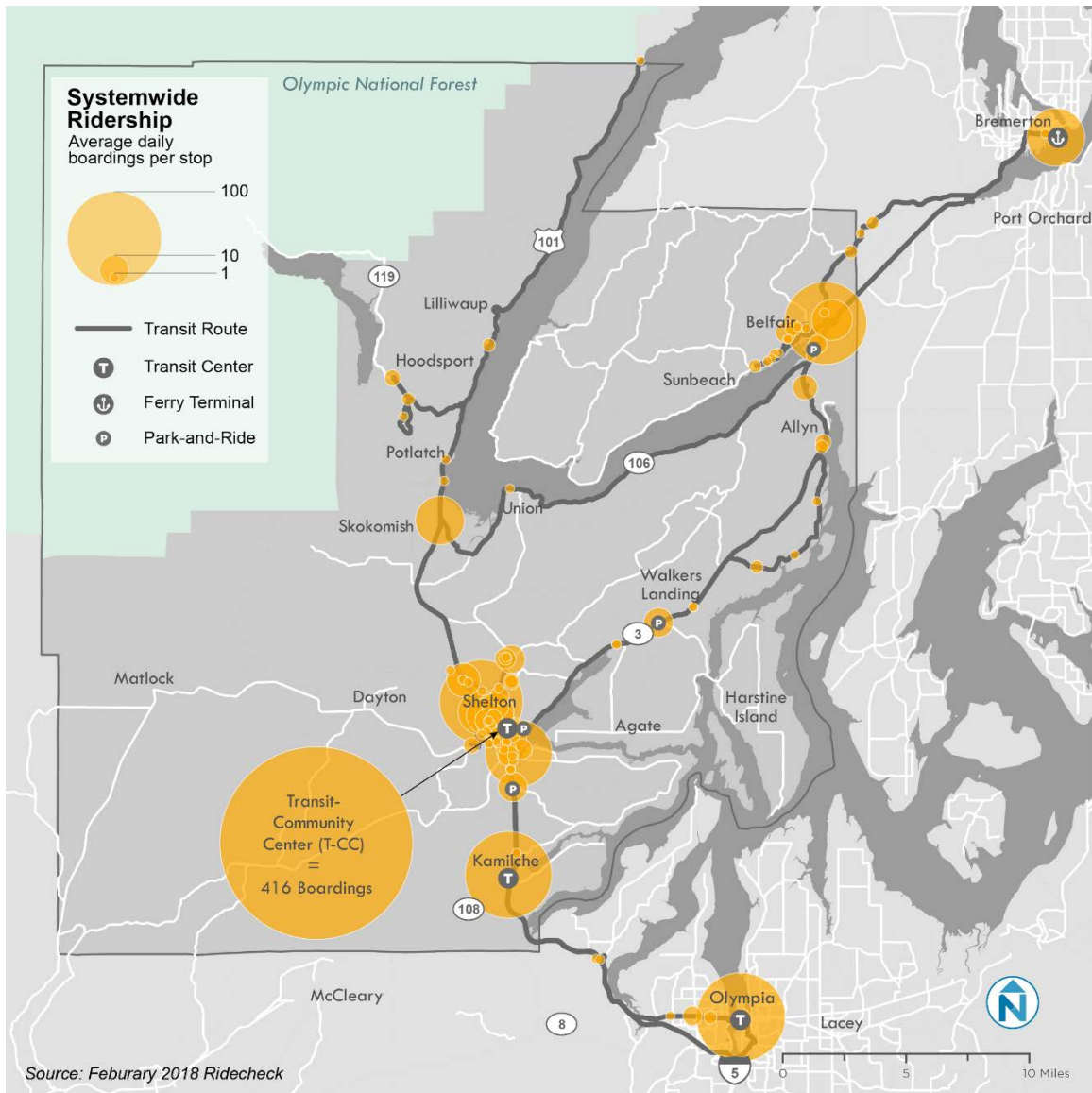
## Key Findings

Key findings from the existing conditions analysis include the following:

- 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.
- 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.
- 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.
- Ridership has declined by 5 % between 2014 and 2017 despite an increase in service hours of 15 %.
- 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.
- More frequent service and improved weekend service were the most requested system improvements. Fixed-route riders, specifically, often requested Sunday service.



Figure ES-1 Systemwide Ridership



## PUBLIC OUTREACH

Public outreach for the MTA Comprehensive Service Analysis occurred over two distinct phases:

- **Phase I** occurred during April and May 2018 and utilized an online survey to identify priorities and trade-offs for transit service improvements.
- **Phase II** occurred during September and October 2018 and utilized an online survey to gather feedback on three service scenarios and the future of MTA service. This phase was used to gauge perceptions of proposed service changes, and input was used to develop the Preferred Alternative.

Feedback received from the public included the following takeaways:

- Increased span, frequency, and weekend service are top rider priorities
- Riders are most satisfied with trip planning tools, reliability, and areas served
- Non-riders would be more likely to use transit if it came more often, ran later in the day, operated on Sunday, or took them where they wanted to go
- Support for better weekend service, later weekday service, and improved frequency on weekdays

Figure ES-2 Phase I Public Outreach Interactive Board



## MTA PREFERRED ALTERNATIVE SUMMARY

After hearing from residents through public meetings, conversations about the system, and online surveys, the service planning team developed a Preferred Alternative to best meet the needs of the community. The Preferred Alternative is fiscally constrained and designed for implementation within existing resources.

The Preferred Alternative makes modest changes to bus routing and aims primarily to improve Saturday service, improve service frequency, increase span of service, and provide consistent service all day (Figure ES-3 to Figure ES-6). Key themes include the following:

- **Improved Saturday service.** Span of service on Saturday more closely matches weekday service on fixed-route and Timberlakes/Shorecrest/Harstine Island LINK service.
- **Longer weekday span of service.** Offers later evening service between Bremerton and Belfair, as well as Shelton and Olympia on Routes 3 and 6. Earlier morning service in Belfair is offered on Route 4.
- **Provide 30-minute service or better all day between T-CC and Walmart.** Routes 5, 7, and 9 would combine to depart from T-CC every 30 minutes or better for passengers to reach Walmart and other important destinations.
- **More frequent service throughout Mason County.** This includes consistent service all day in Belfair and Olympia on Route 3, Route 4, and Route 6; 30-minute service on Route 9 with service from T-CC, Mason General Hospital, Olympic College, Walmart, and Gateway Center; an additional trip to Lake Cushman in the afternoon on Route 11; and an additional morning trip on Timberlakes/Shorecrest/Harstine Island LINK service.
- **Simpler local service in Belfair and Shelton** on Routes 4, 5, 7, and 9.
- **Simplified service from Shelton to Twin Totems and Hoodspoint** by operating shared alignments on Route 8 and Route 11 through Shelton.
- **Replace underutilized service with Dial-a-Ride.** Route 2, Arcadia LINK, and Lake Limerick/Mason Lake LINK service would be replaced with Dial-a-Ride service.

Figure ES-7 provides a route-level summary of changes proposed as part of the Preferred Alternative. Implementation is anticipated to begin in Summer 2019 and occur over several phases.

Figure ES-3 MTA Preferred Alternative

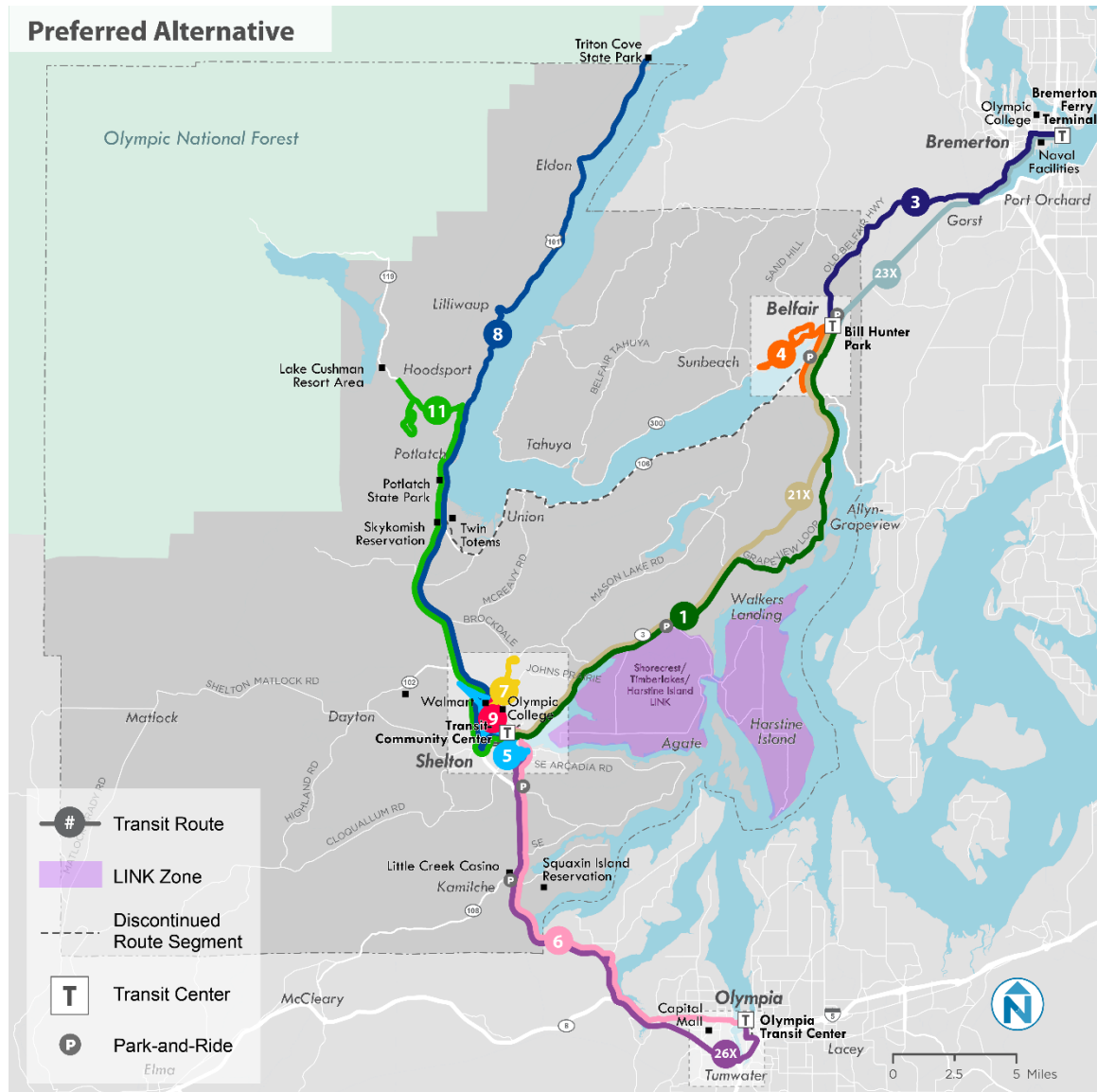




Figure ES-4 MTA Preferred Alternative: Shelton

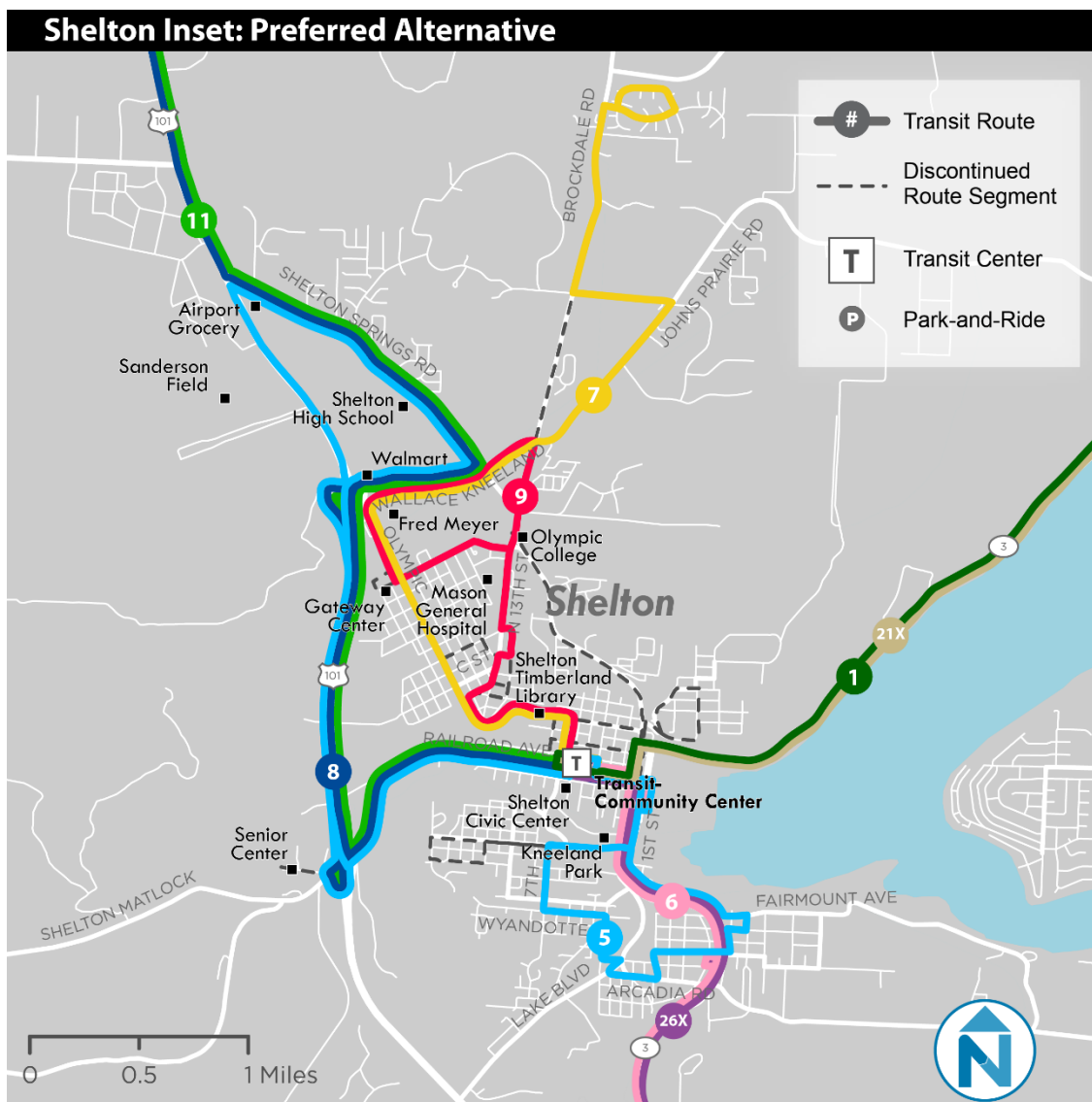


Figure ES-5 MTA Preferred Alternative: Belfair

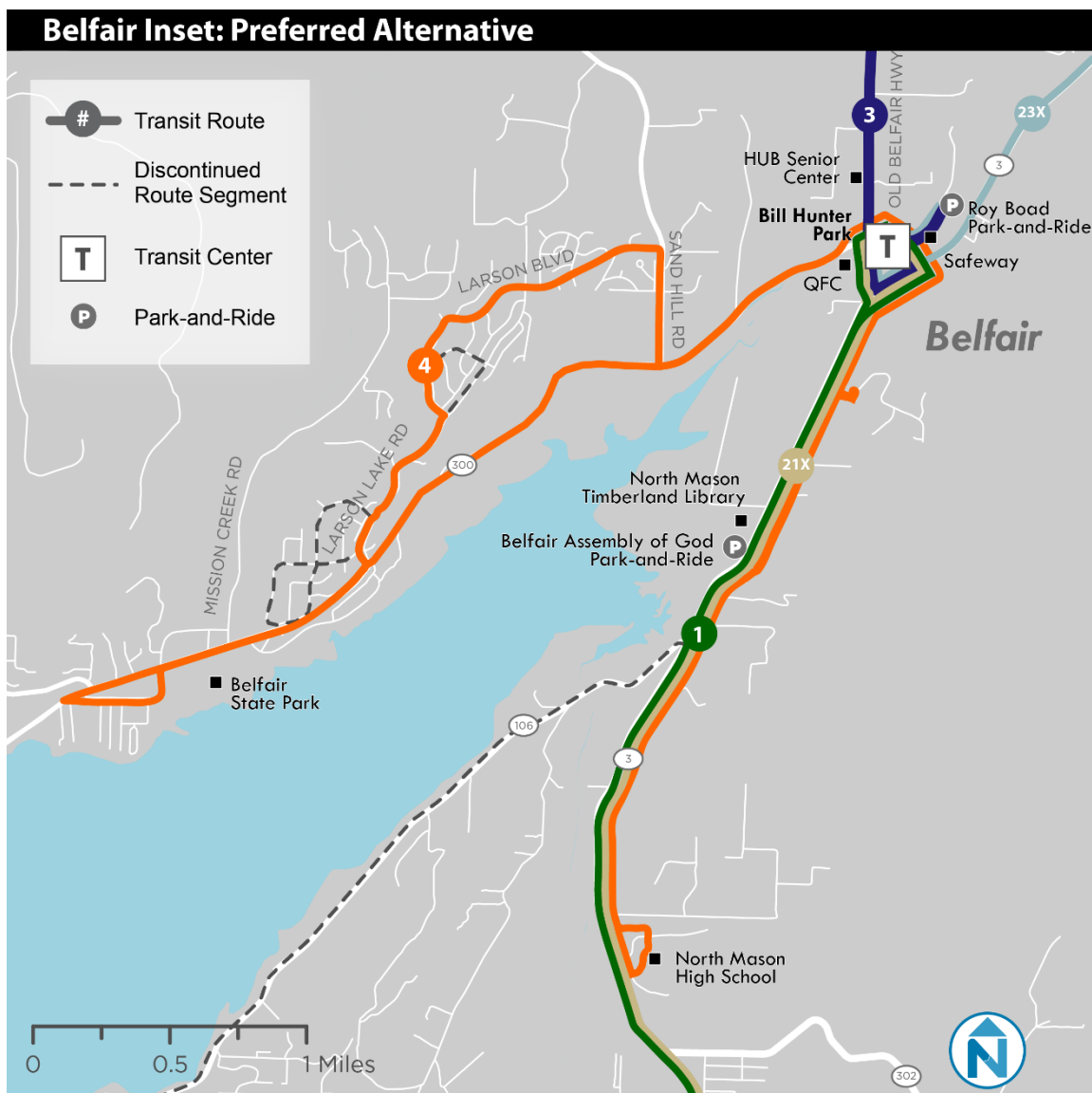


Figure ES-6 MTA Preferred Alternative: Olympia



Figure ES-7 Preferred Alternative Service Summary

Route	Service Summary	Frequency: Proposed Peak	Frequency: Proposed Midday	Frequency: Proposed Evening	Frequency: Proposed Saturday	Service Span: Preferred Alternative
1	Service would be coordinated with Route 3 and Route 21X to meet Bremerton ferry times. Additional trips would be provided on Saturday.	80	-	80	5 Round-Trips	8:00 AM - 8:00 PM (M-Sat)
2	Existing service would be replaced with Dial-a-Ride.	-	-	-	-	-
3	Service would be provided all day on Saturday to more closely match weekday schedules. An additional midday trip would be offered to meet the 1:30 PM ferry departure. Service would be coordinated with Route 23X to extend span of service in the morning and evening.	60-80	80	80	80	5:30 AM - 7:30 PM (M-F) 8:00 AM - 7:30 PM (Sat)
4	Service would begin at 7:00 AM to align with North Mason High School start time.	60	60	-	60	7:00 AM - 6:00 PM (M-F) 8:00 AM - 6:00 PM (Sat)
5	Service would run hourly from South Shelton to Airport Grocery via Railroad Ave and US-101 with stops at T-CC and Walmart.	60	60	60	60	7:00 AM - 8:00 PM (M-F) 8:30 AM - 8:00 PM (Sat)
6	Service would be provided consistently every 60 minutes on weekdays and Saturday and coordinated with Route 26X to offer 30-minute service during peak periods. Additional weekday evening service would be added.	60	60	60	60	5:30 AM - 9:30 PM (M-F) 8:30 AM - 8:30 PM (Sat)
7	Service would be modified to provide consistent two-way service to Walmart, Olympic College, and Oak Park Way. Service would be provided consistently every 60 minutes on weekdays and Saturday.	60	60	60	60	6:30 AM - 8:30 PM (M-F) 8:30 AM - 8:30 PM (Sat)
8	Service in Shelton would be modified to coordinate with Route 11; otherwise no change from existing service.	2 Round-Trips			2 Round-Trips	2 Round-Trips (M-Sat)
9	Service would be offered every 30 minutes to serve Mason General Hospital, Olympic College, Walmart, and Gateway Center.	30	30	30	30	7:00 AM - 8:00 PM (M-F) 8:30 AM - 8:00 PM (Sat)
11	Service in Shelton would be modified to coordinate with Route 11 and an additional afternoon trip would be added.	4 Round-Trips			4 Round-Trips	4 Round-Trips (M-Sat)
21X	Peak-only service would be designed to coordinate with Route 3 to provide connections to the ferry in Bremerton.	4 trips NB; 4 trips SB	-	-	-	5:30 AM - 11:30 AM (M-F) 2:30 PM - 7:00 PM (M-F)



**COMPREHENSIVE SERVICE ANALYSIS | EXECUTIVE SUMMARY**  
Mason Transit Authority

Route	Service Summary	Frequency: Proposed Peak	Frequency: Proposed Midday	Frequency: Proposed Evening	Frequency: Proposed Saturday	Service Span: Preferred Alternative
23X	Peak-only service would be designed to coordinate with PSNS shift times and add a new later evening connection from Bremerton to Belfair to meet the 7:45 PM ferry arrival.	2 trips NB; 2 trips SB	-	-	-	4:10 AM - 5:10 AM (M-F) 7:10 PM - 8:25 PM (M-F)
26X	Peak-only service designed to coordinate with state worker shift times and offset with Route 6 to offer 30-minute service from Shelton to Olympia during peak periods.	4 trips NB; 4 trips SB	-	-	-	6:00 AM - 9:00 AM (M-F) 4:00 PM - 7:00 PM (M-F)
LINK – ARC	Existing service would be replaced with Dial-a-Ride.	-	-	-	-	-
LINK - LAKES	Existing service would be replaced with Dial-a-Ride.	-	-	-	-	-
LINK - HATS	Would operate daily along a specified alignment and deviate to pick up call-in passengers. One additional trip would be added in the morning, and Saturday service would match weekdays.	4 trips			4 trips	4 trips (M-Sat)

# 1 INTRODUCTION

This report presents the final element of Mason Transit Authority's (MTA) Comprehensive Service Analysis. The purpose of this report is to summarize the background conditions in which MTA operates, provide a comprehensive evaluation of existing service characteristics and system performance, and make recommendations for the future. The planning process included examining the existing market and operating conditions, engaging in public outreach, developing and refining alternative service scenarios, and recommending service and alignment changes for MTA.

## Project Goals

The overall purpose of the study is to evaluate the current condition of MTA's transit service and to develop recommendations to ensure MTA is able to deliver the most effective transit service. Specific goals and objectives established at the outset of the Comprehensive Service Analysis are summarized as follows:

- **Provide the most efficient, economical service to the most riders possible.** Seek balance between serving people and efficiency, given a fixed amount of funding. Make sure to use the public dollars in the best way and serve the most people.
- **Determine the best way to serve rural areas and new markets.** Determine the best way to serve people in rural areas and provide service to new areas in an efficient way, including right-sizing service and improving travel in all directions where possible. Evaluate the success of existing dial-a-ride and zone services, as well as the potential for non-traditional service models including subsidized Transportation Network Company (TNC) services (Uber, Lyft, etc.) or other on-demand models to meet demand in the region's rural areas in a more effective and efficient manner.
- **Make routes more direct and make sure travel times are competitive.** Evaluate ways to provide service in a way that is more competitive with automotive travel times.
- **Improve frequency on key routes.** Try to achieve 30-minute service frequency where appropriate.
- **Support implementation of formalized bus stops.** The route alignments designed as part of this study will help establish bus stops and eliminate flag stops within city limits.
- **Ensure productivity and efficiency of volunteer driver and LINK services.** Ensure efficiency in scheduling and routing.
- **Increase ridership through proven strategies.** Determine ways to increase ridership by building on past successes and strategies that have worked in other systems.
- **Make schedules and routes less complicated for current and new riders.** Ensure schedules and routes are easy for the public to understand.

- **Educate the public about the transit system and alleviate fears of riding the bus.** Strive to have specific, driven messages that make it clear why people should care about transit. Public outreach should emphasize gathering non-rider public input and learning their reasons for not riding transit.

## REPORT ORGANIZATION

This report consists of an Executive Summary, Introduction and nine 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, including 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.
- **Chapter 7** summarizes the service scenario development process and presents the three service scenarios that represent different principles of route planning and areas of emphasis.
- **Chapter 8** summarizes the two phases of outreach where the public could voice opinions about service changes, share concerns, and provide feedback.
- **Chapter 9** presents the fiscally-constrained Preferred Alternative, which includes recommended changes in service and alignment for individual routes, as well as unfunded priorities.
- **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.
- **Appendix D** includes verbatim comments received from the Phase I Outreach Survey.
- **Appendix E** includes verbatim comments received from the Phase II Outreach 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 Hoodspport.



## 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:

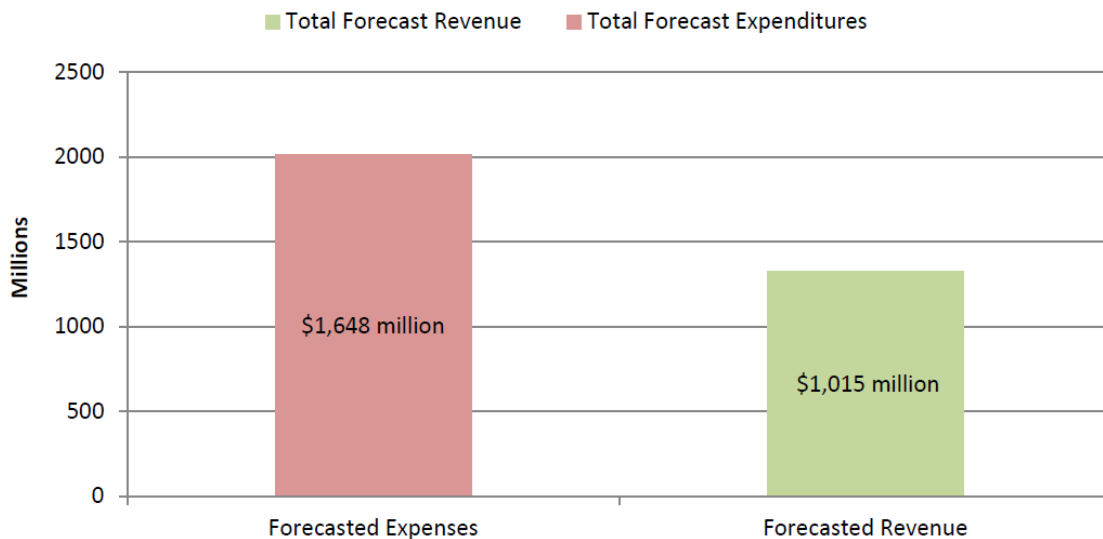
- Maintain existing systems and services
- Support public transit
- Foster active transportation
- Provide a safe and reliable regional road system

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 Hoodport 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.

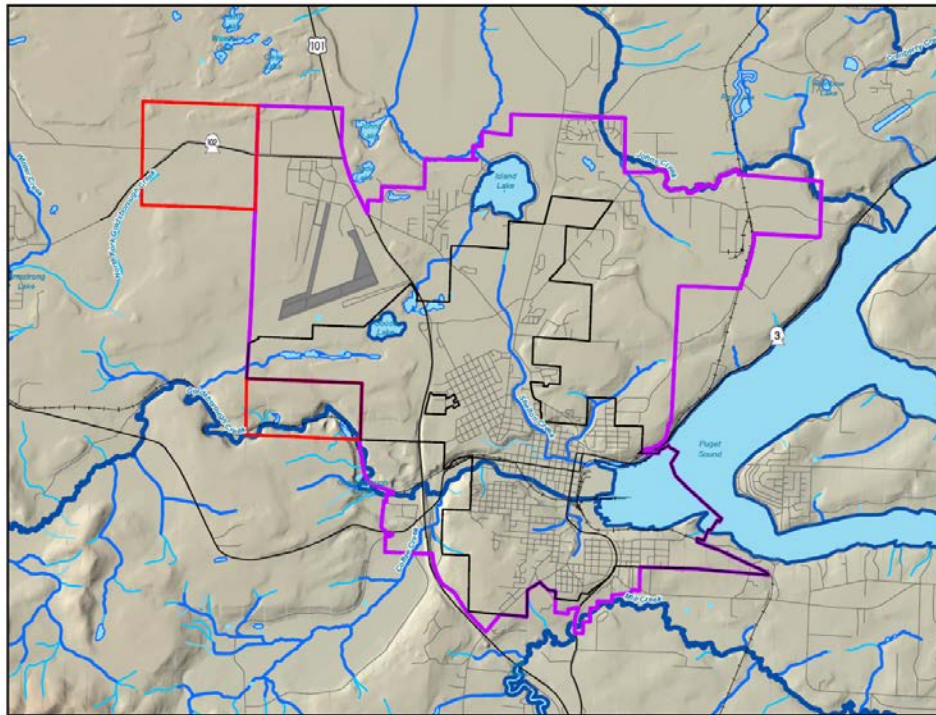
## **City of Shelton Comprehensive Plan**

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 facilities in Allyn (to begin in 2020) and for a small transit center in Hoodspoint (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<sup>1</sup> 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.

---

<sup>1</sup> American Community Survey 2012-2016 five-year averages.



Figure 3-1 Population Density in Mason County

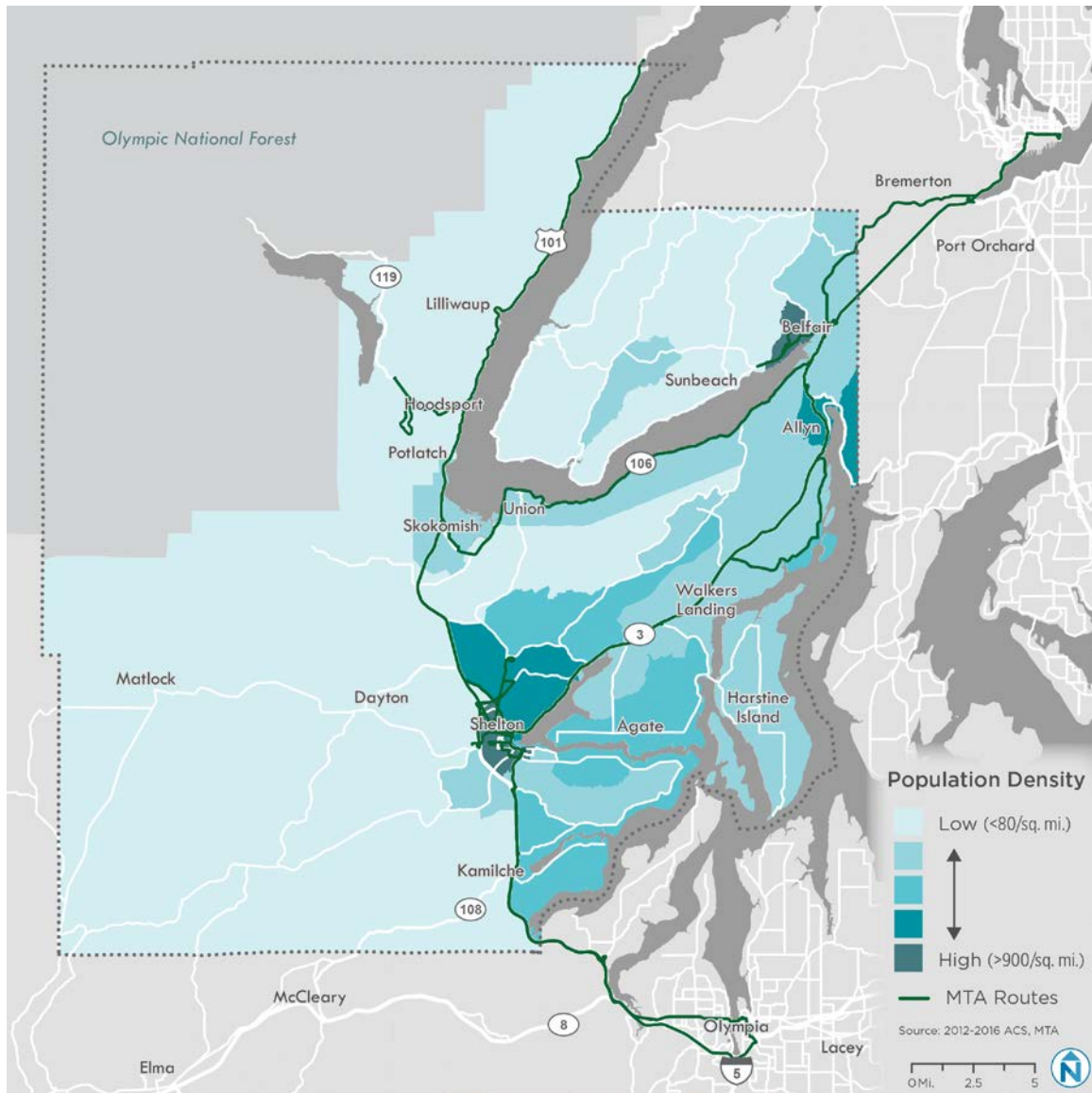
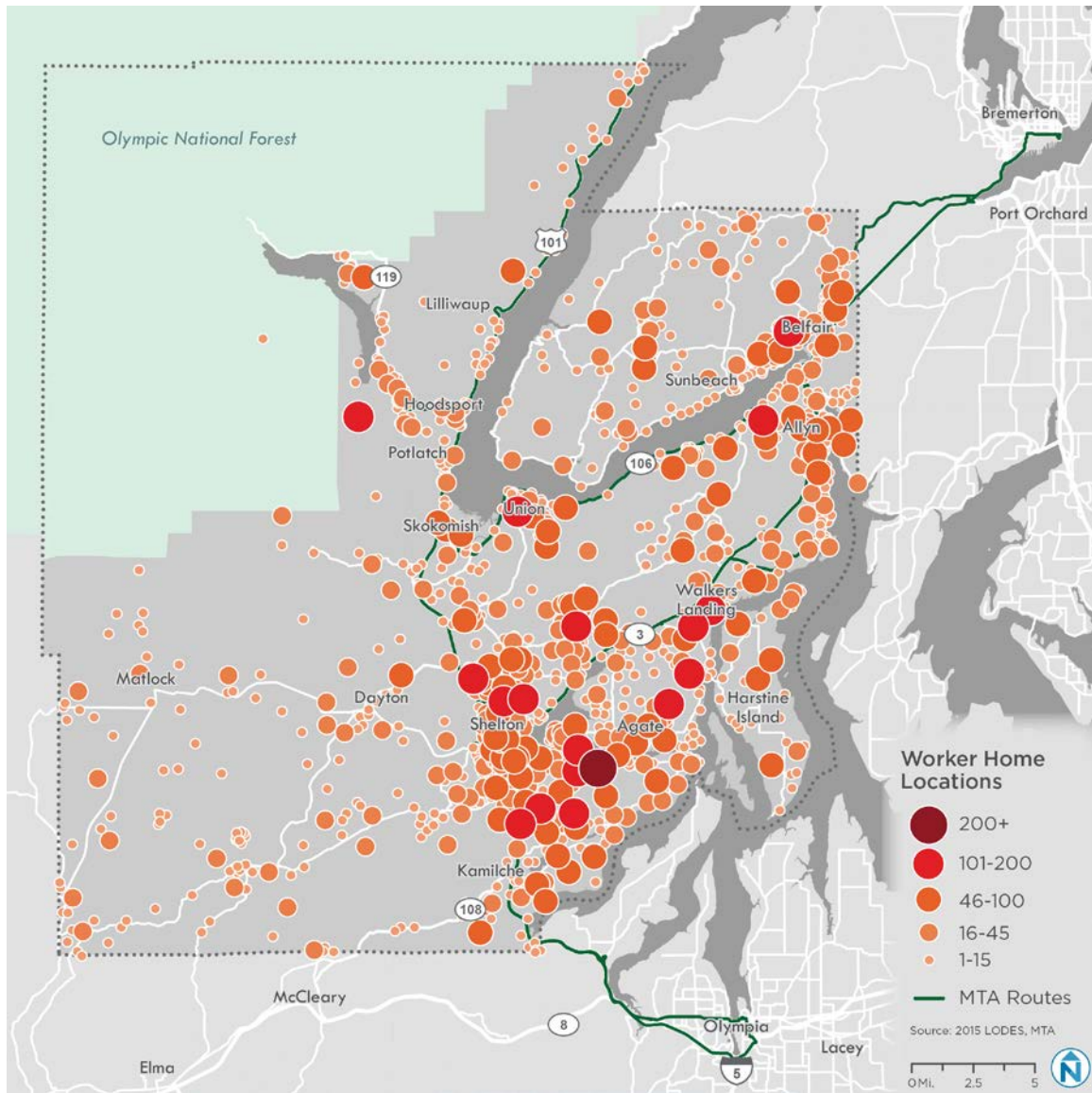




Figure 3-2 Worker Home Locations in Mason County



## 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

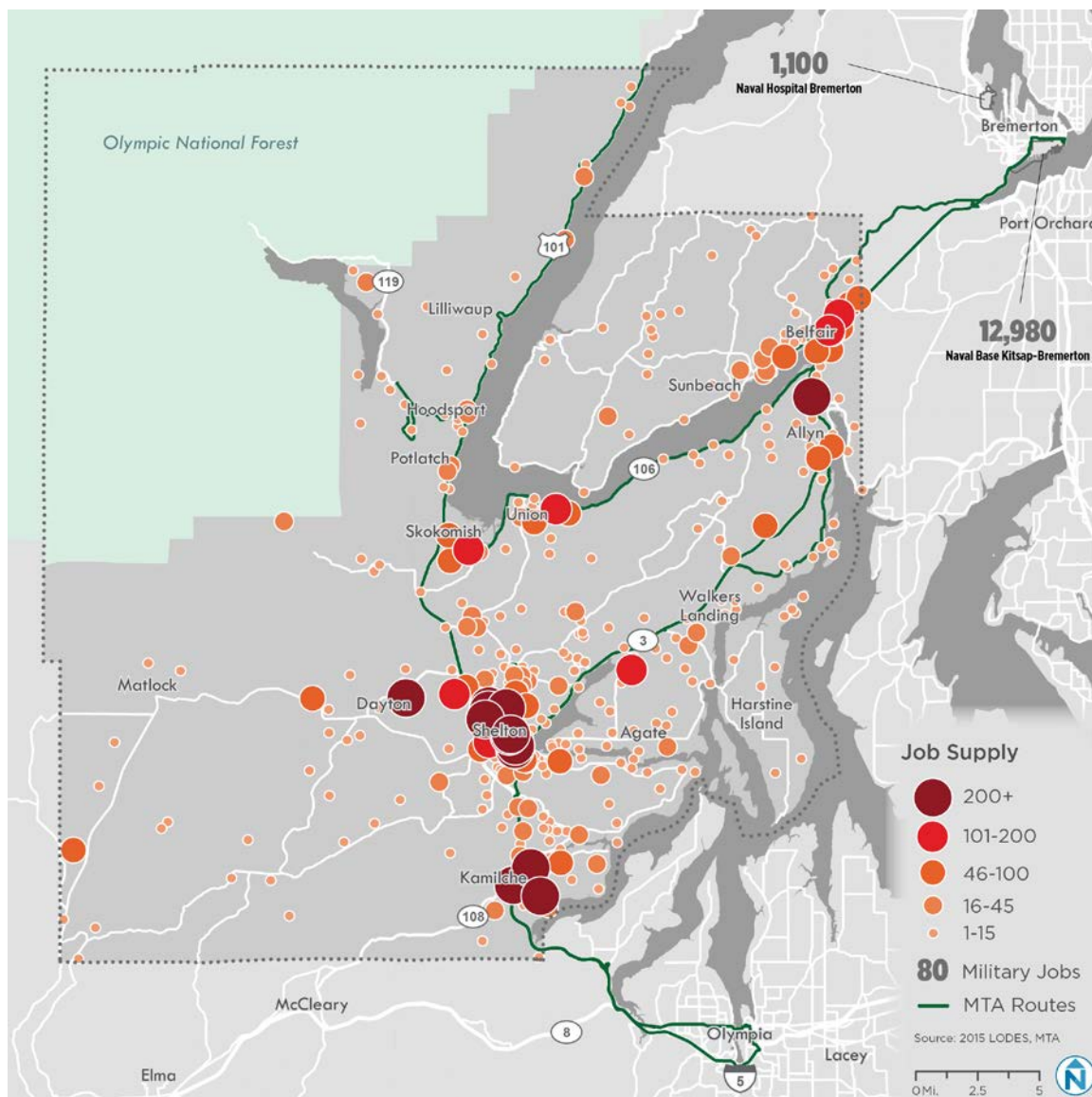
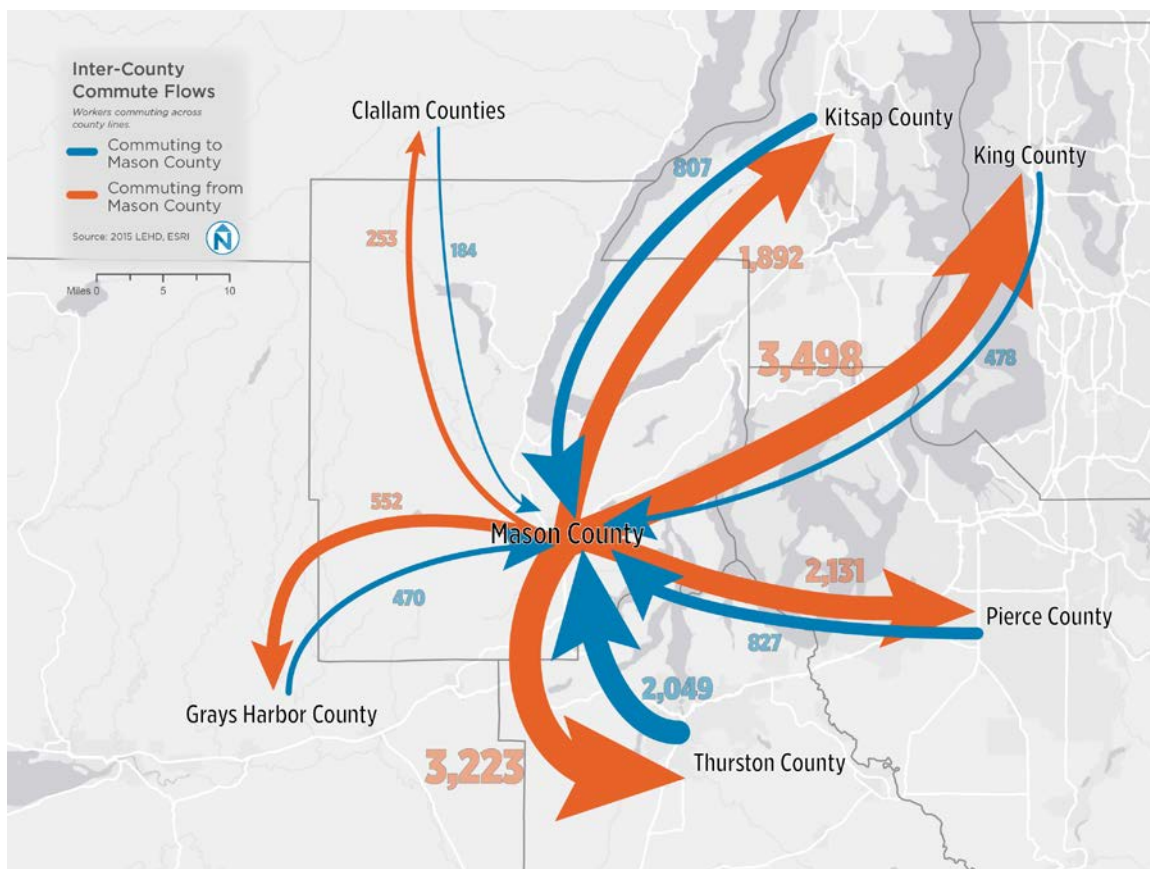


Figure 3-3 also shows major centers of military employment, which are generally not included in LEHD Origin-Destination Employment Statistics (LODES) data but are nonetheless important trip generators.<sup>2</sup> MTA service currently extends out of Mason County and into downtown Bremerton, partly to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

<sup>2</sup> Military employment figures from Washington State Department of Transportation 2016 Commute Trip Reduction Employer Survey Reports.

Figure 3-4 Inter-County Commuting Patterns

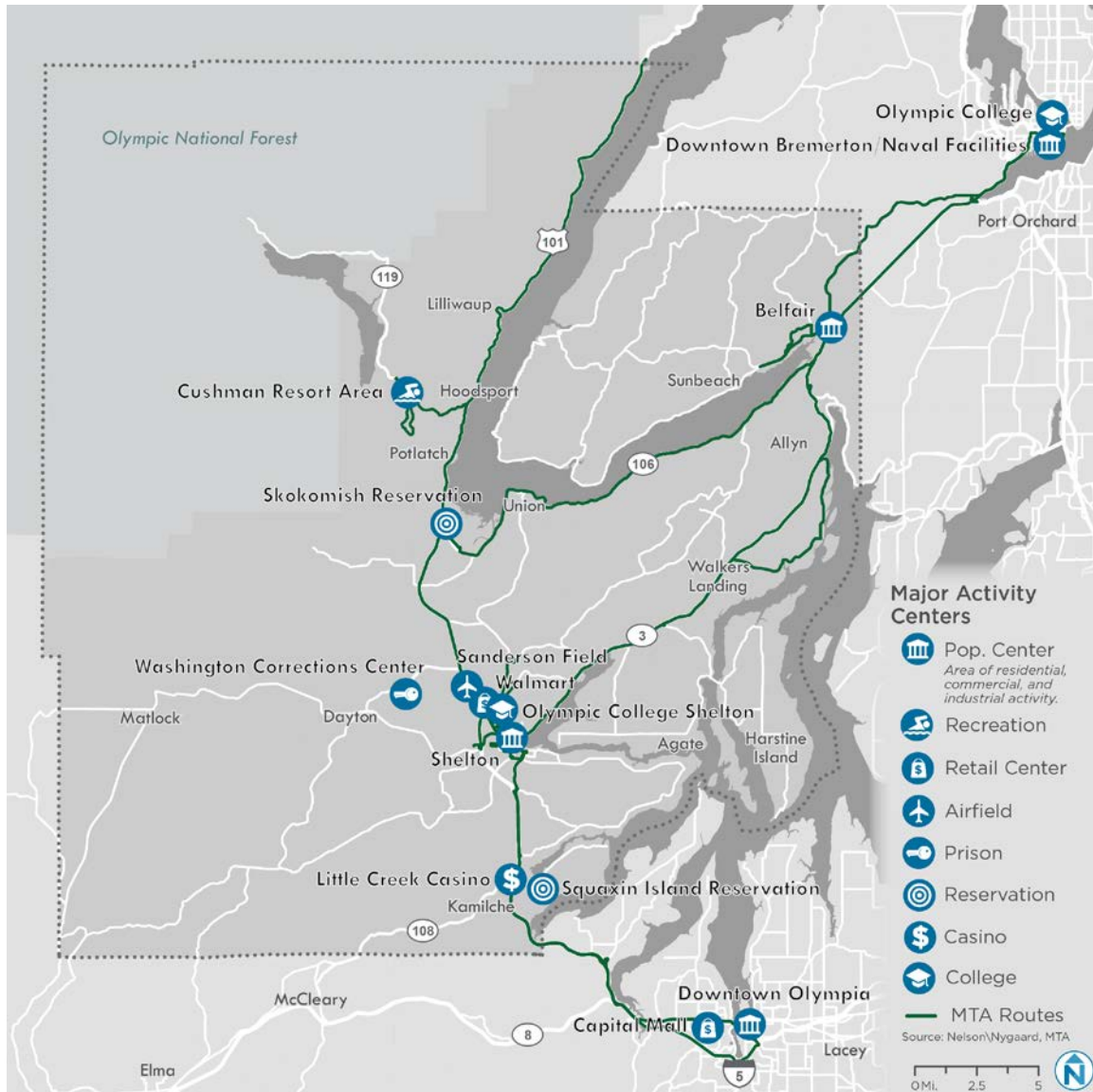




## MAJOR ACTIVITY CENTERS

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.<sup>3</sup> 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.

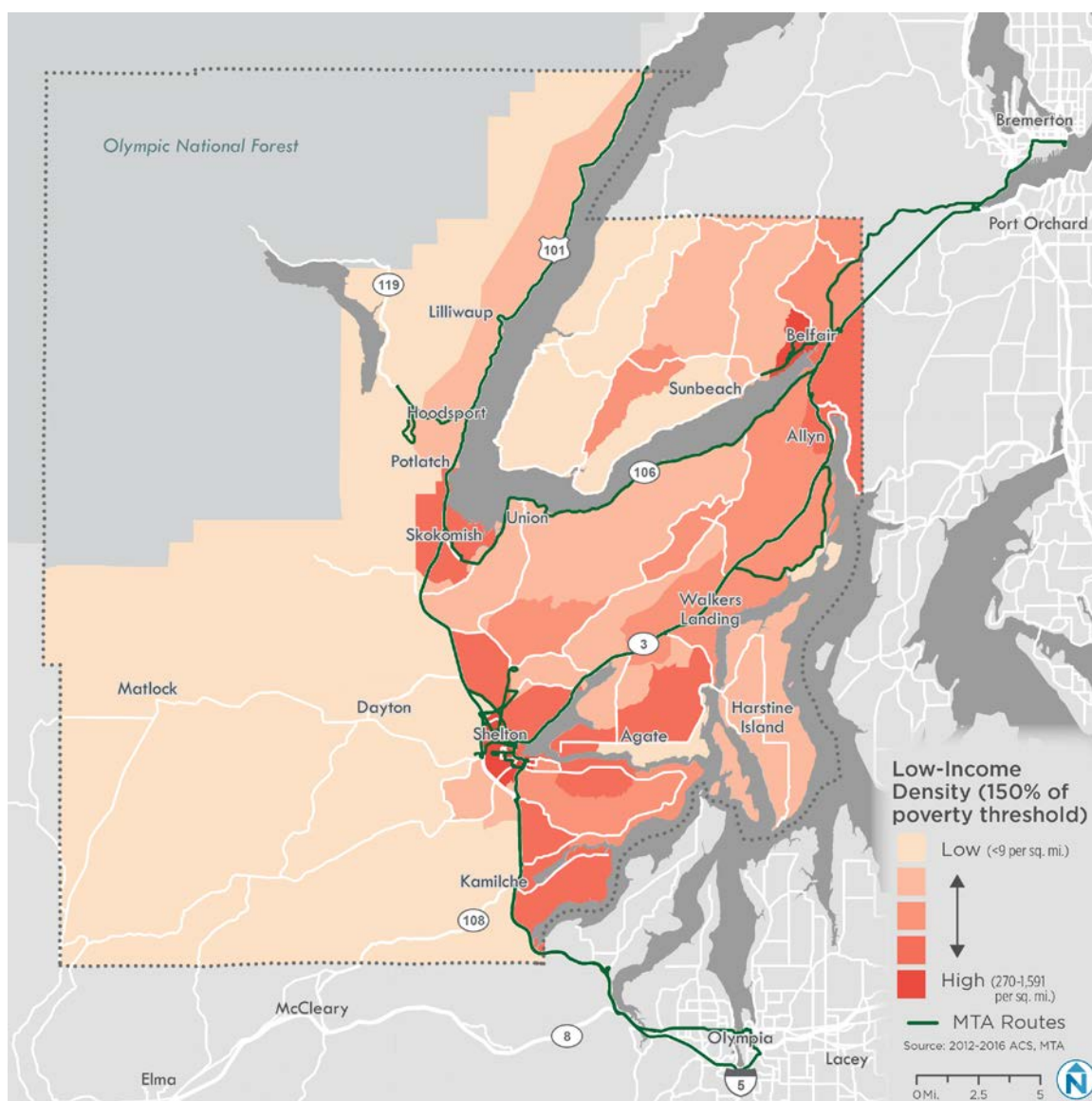
\*Imputed from Table S2301. \*\*Figure is only for population for whom poverty status can be determined.

<sup>3</sup> 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.<sup>4</sup> 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

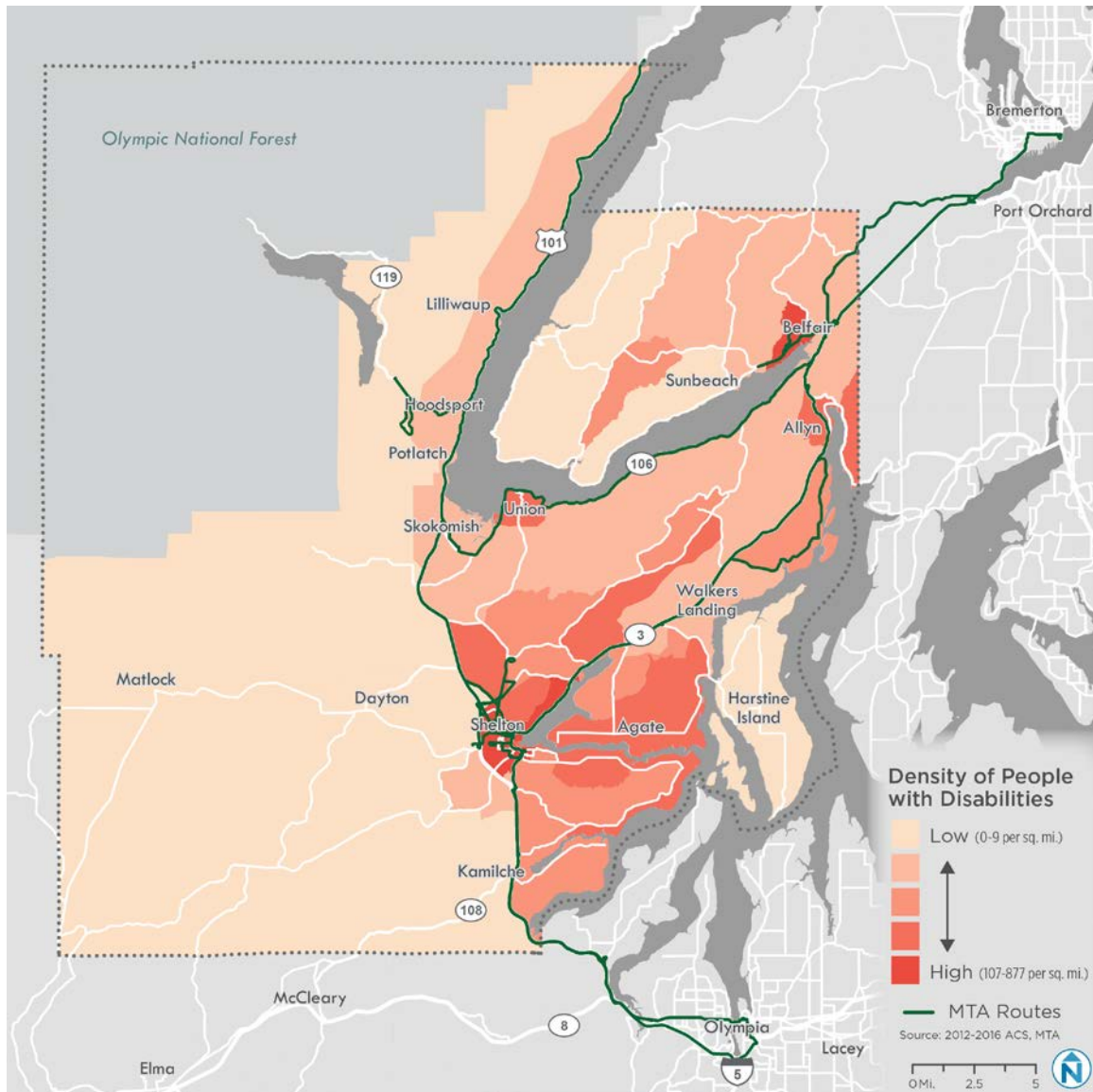


<sup>4</sup> The poverty threshold varies depending on household size and composition. For a four-person family with two children, the threshold is \$24,858. 150% of this threshold is \$37,287. U.S. Census Bureau. 2018. "Poverty Thresholds." <https://www2.census.gov/programs-surveys/cps/tables/time-series/historical-poverty-thresholds/thresh17.xls>

## 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

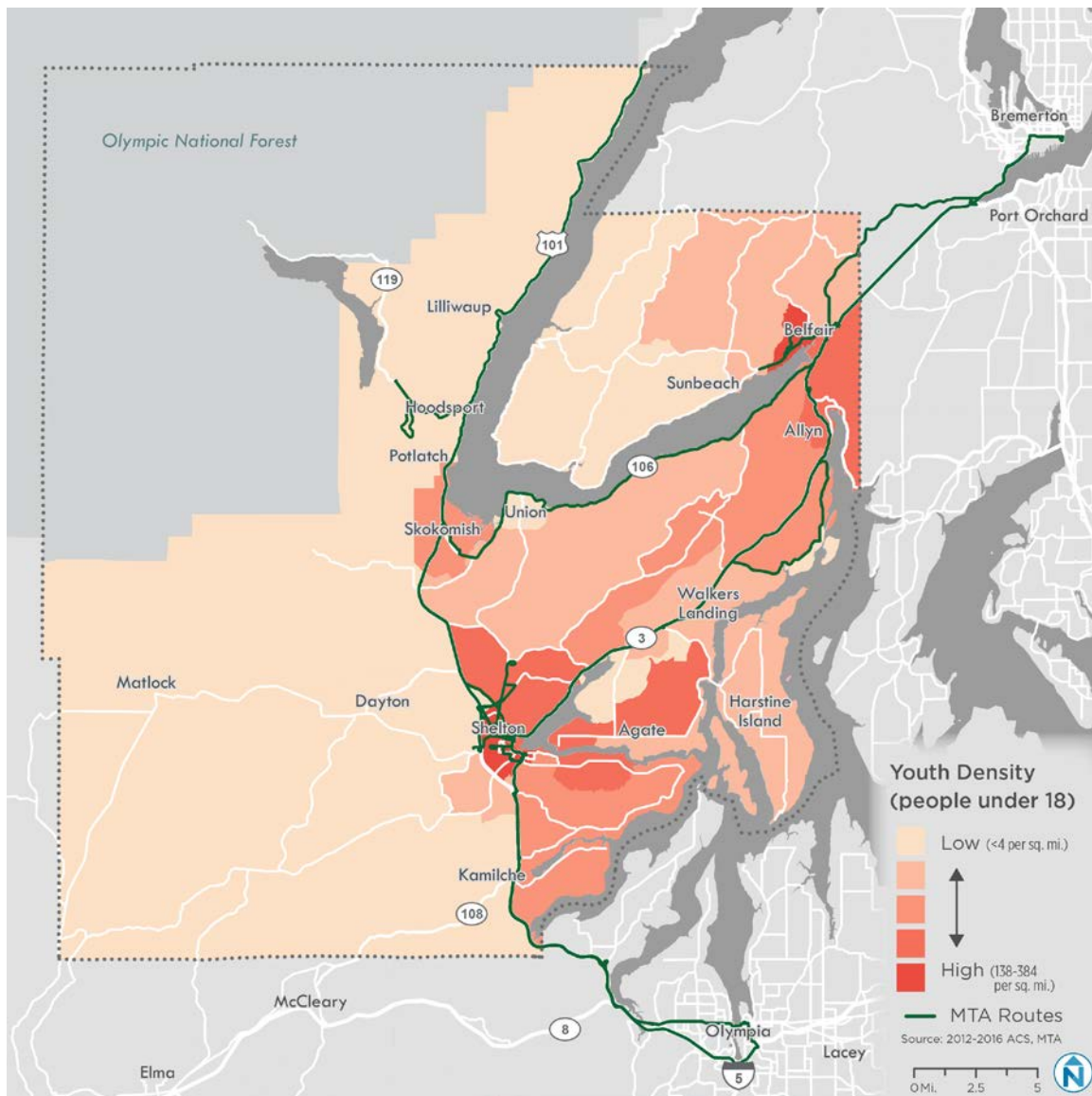




## Youth Under 18

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.

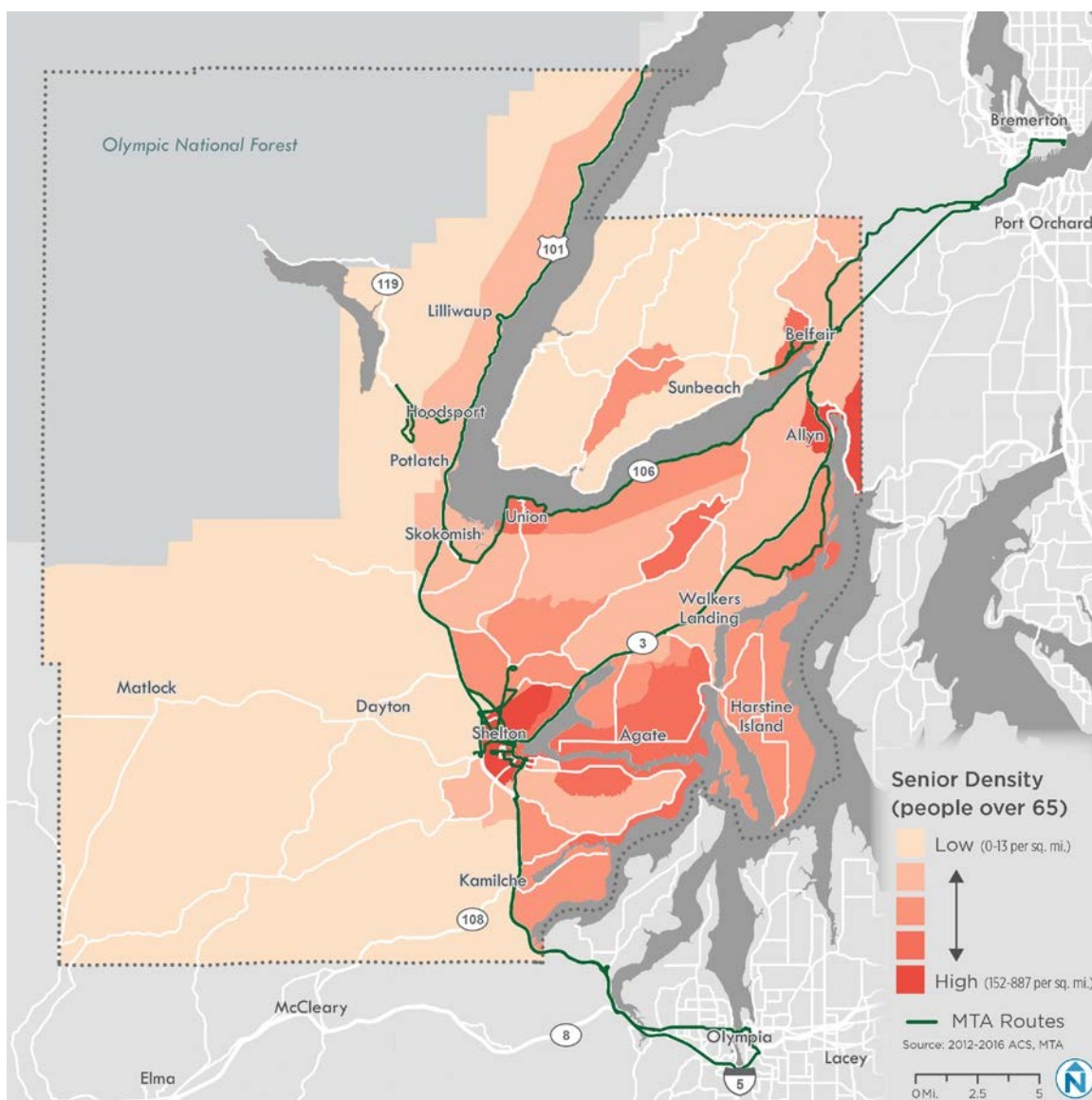
Figure 3-9 Density of People under the Age of 18 in Mason County



## 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.

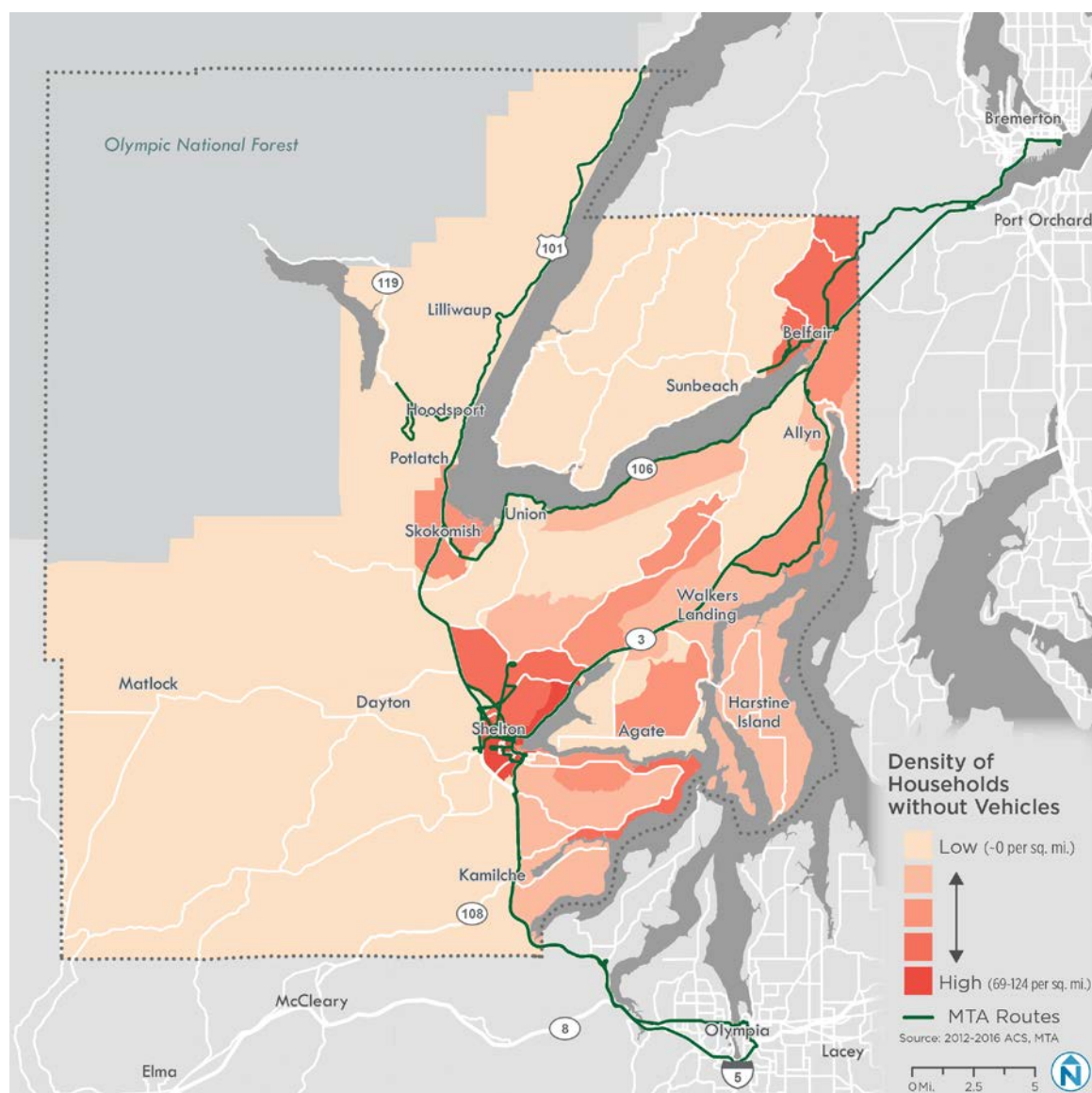
Figure 3-10 Density of People over Age 65 in Mason County



## 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



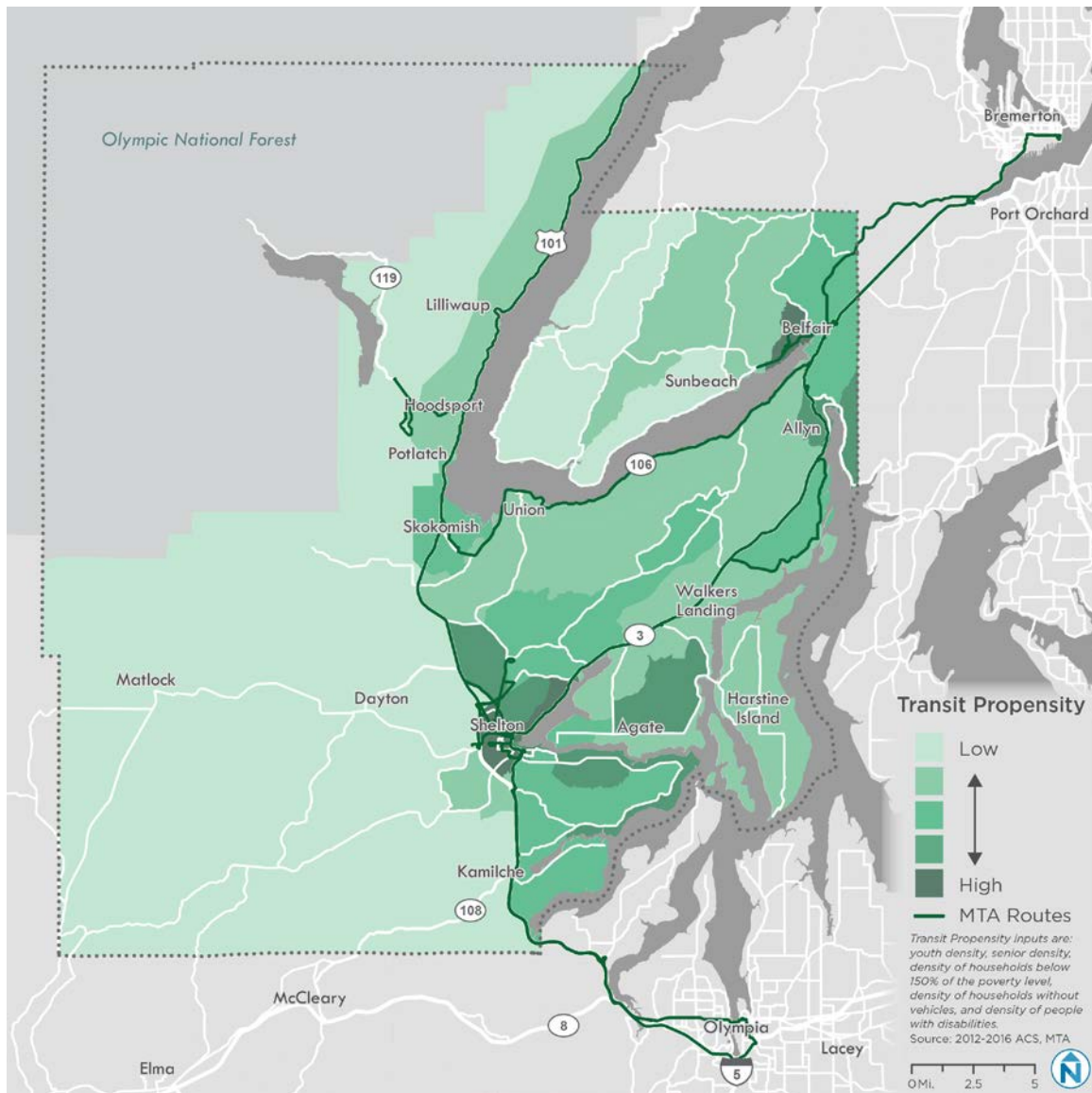


## TRANSIT PROPENSITY INDEX

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.

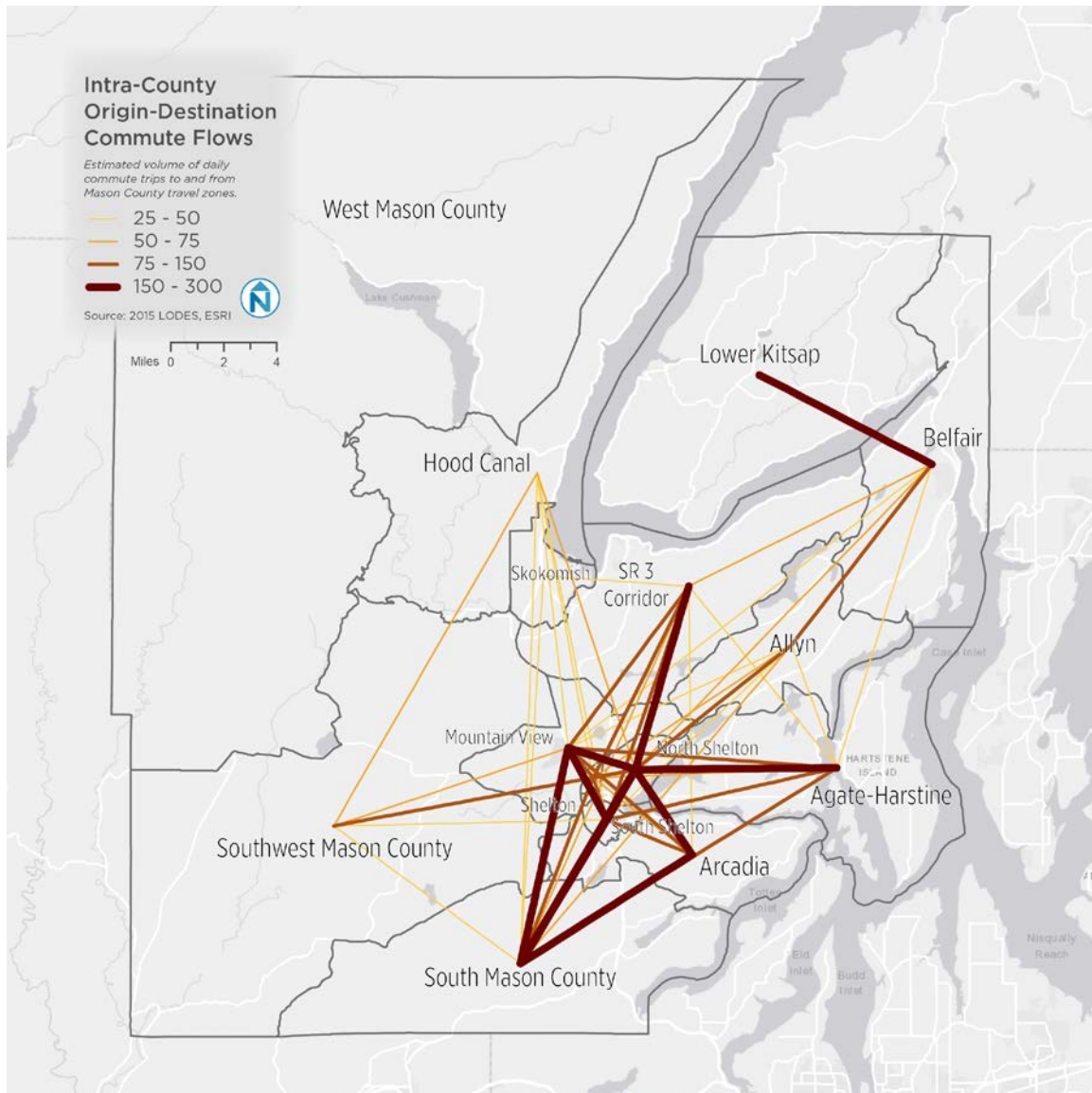
Mapping travel patterns into and out of Mason County tells a different story (Figure 3-14). The greatest quantities of commute travel occur to downtown Olympia, Thurston County outside of the Olympia area, North Kitsap County, Port Orchard, and King County outside of Seattle. A surprisingly small number 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.<sup>5</sup> 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



<sup>5</sup> 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

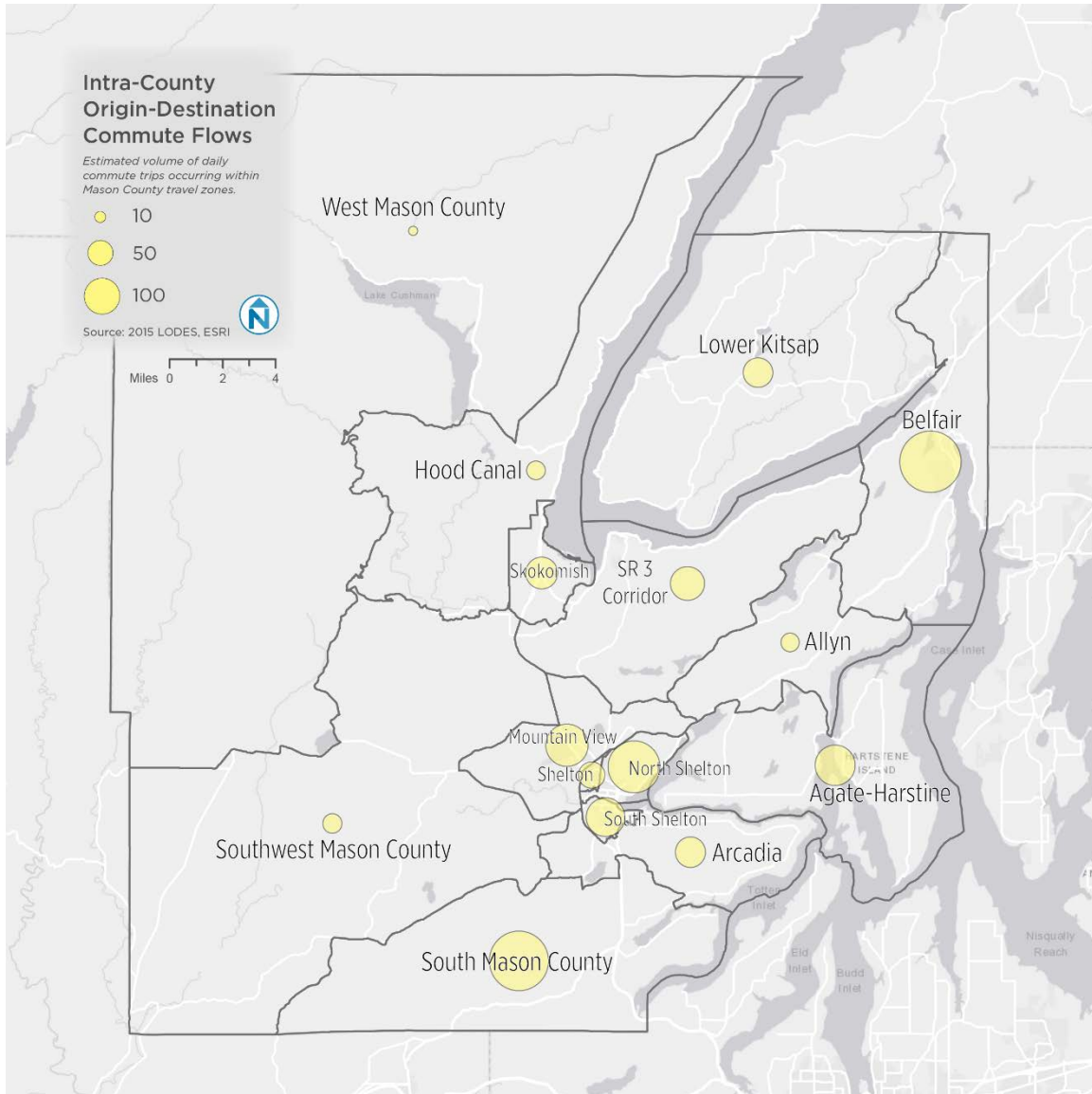
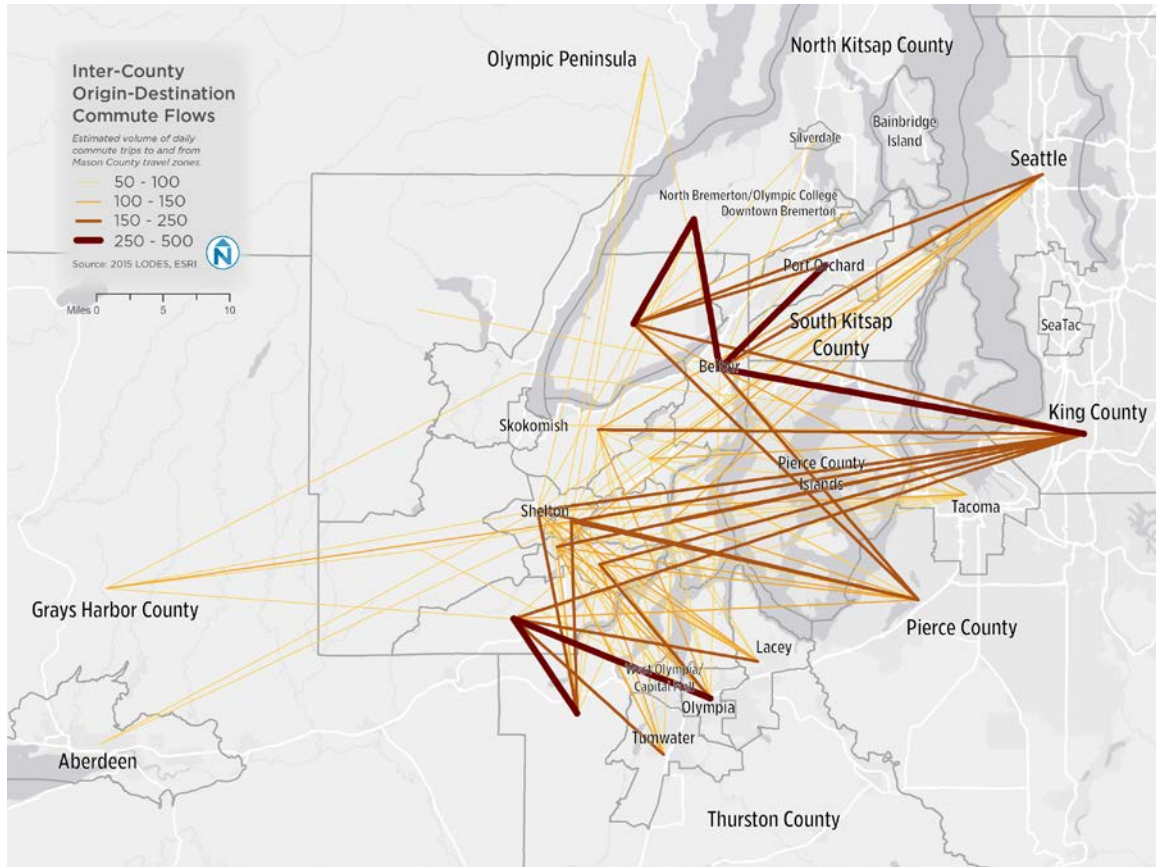




Figure 3-15 Inter-County Travel Patterns



## 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.

## Mason Transit Authority

Figure 4-1 Mason Transit Authority System Map

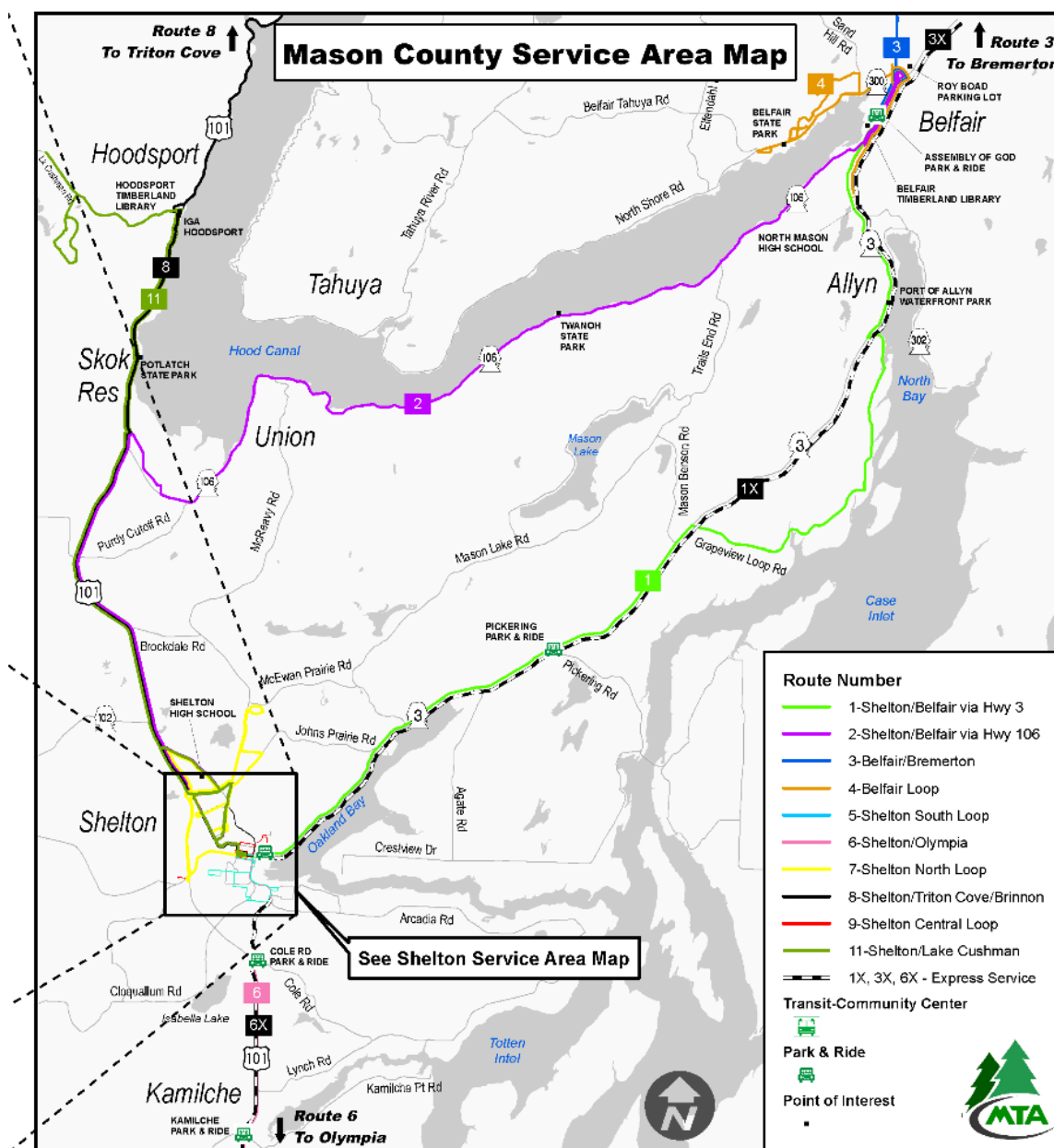
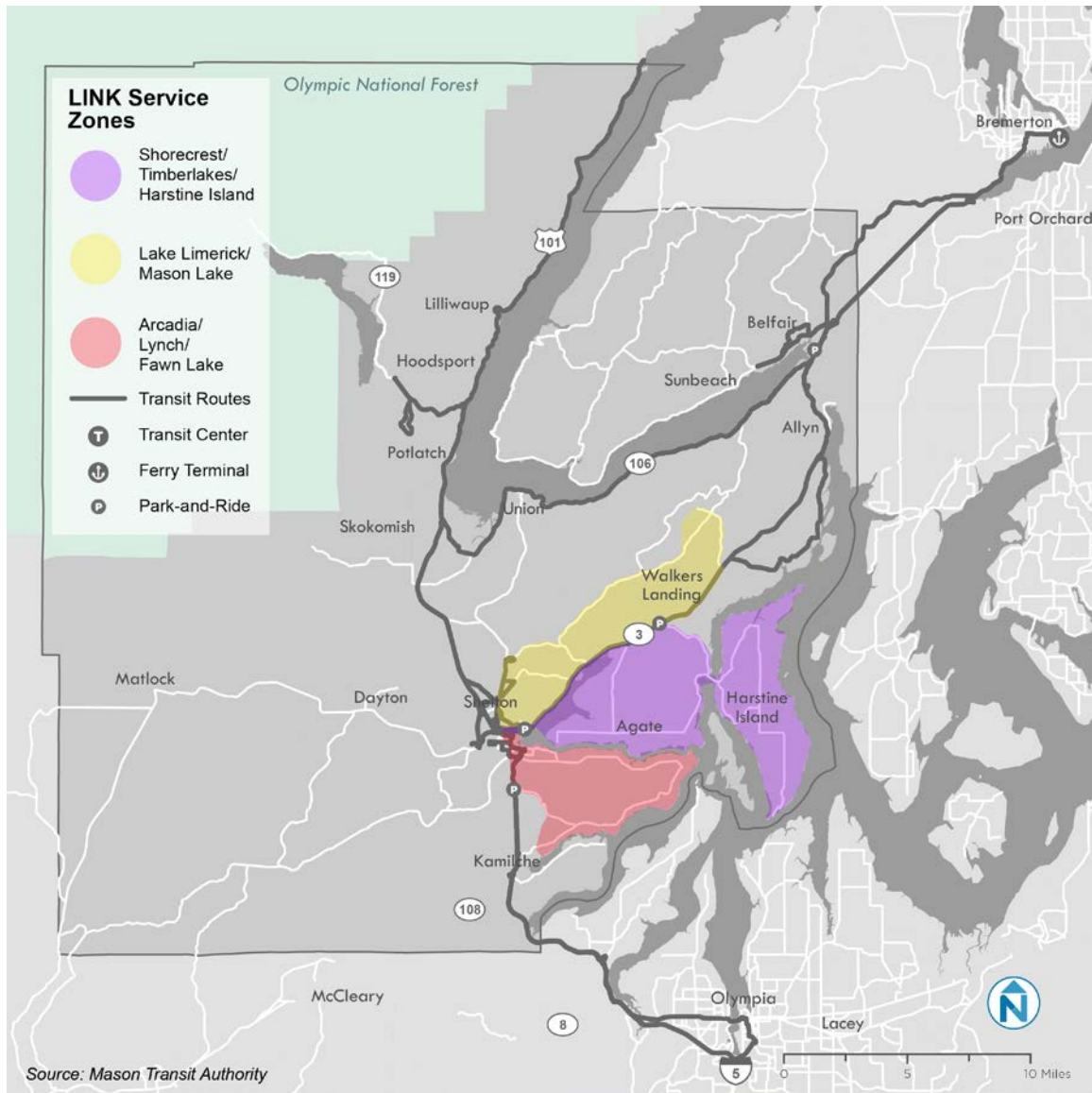


Figure 4-2 LINK Service Zones Map



**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

**Figure 4-3 Route Types and Descriptions**

Service Type	Route	Description	Major Destinations Served
<b>Local Routes</b>	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, Hoodspport
<b>Express Routes</b>	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
<b>Dial-A-Ride</b>	DAR	Demand Response	All of Mason County except within LINK service area
<b>LINK</b>	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<sup>1</sup>. 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 p.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

<sup>1</sup> 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.

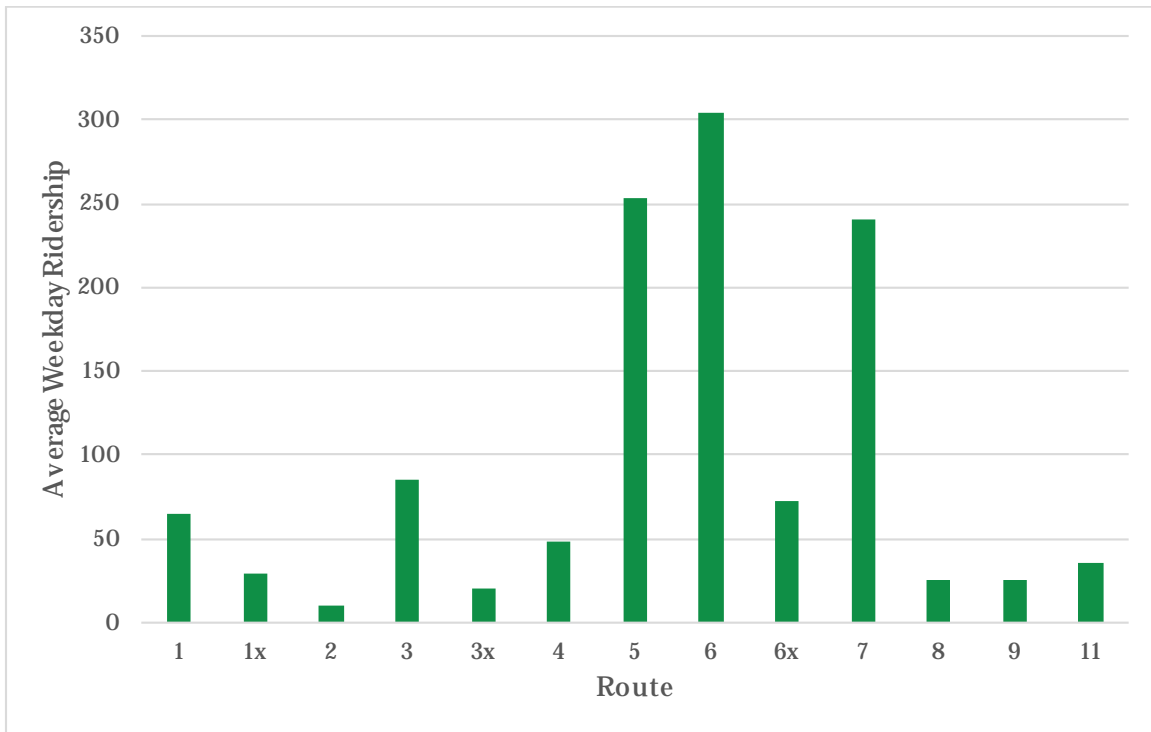
Figure 4-7 shows a system map of weekday boardings by stop on fixed-route services. MTA averages more than 1,200 boardings each weekday. The highest ridership stops are at Transit-Community Center, Olympia Transit Center, and Kamilche Transit Center. These three stops combined represent 49% of total 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<sup>2</sup> 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.

---

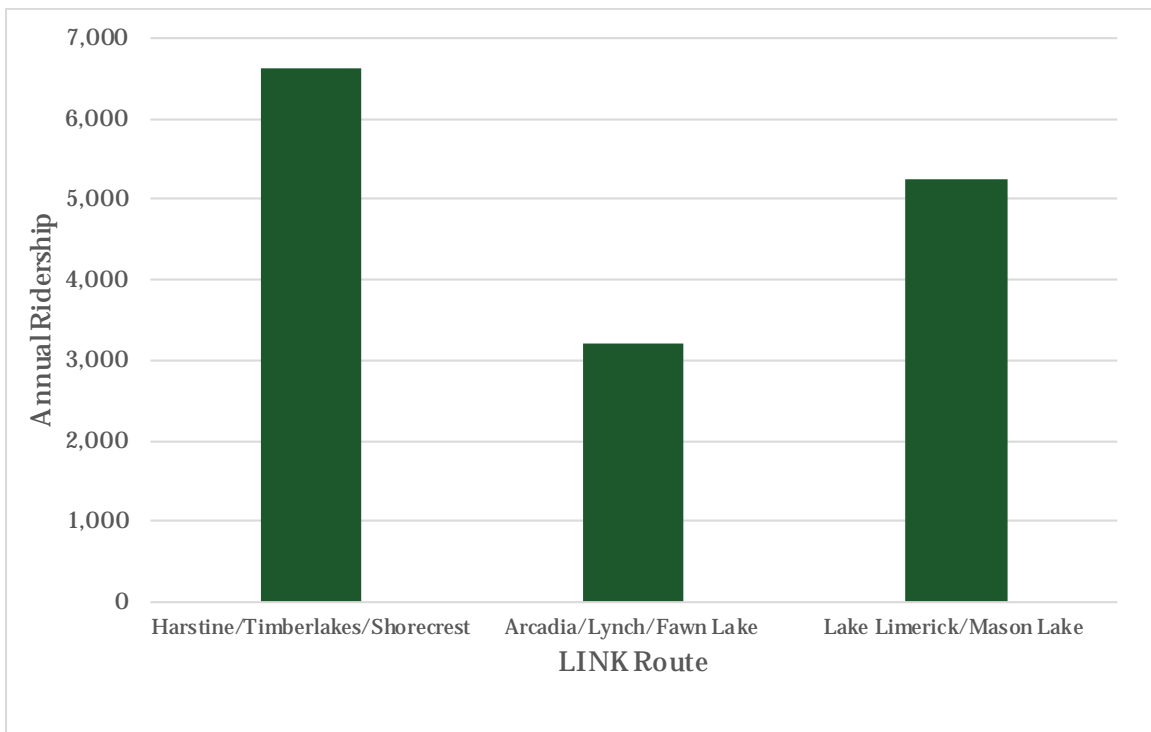
<sup>2</sup> Service hours are calculated using route schedules and do not include deadhead and layover time

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



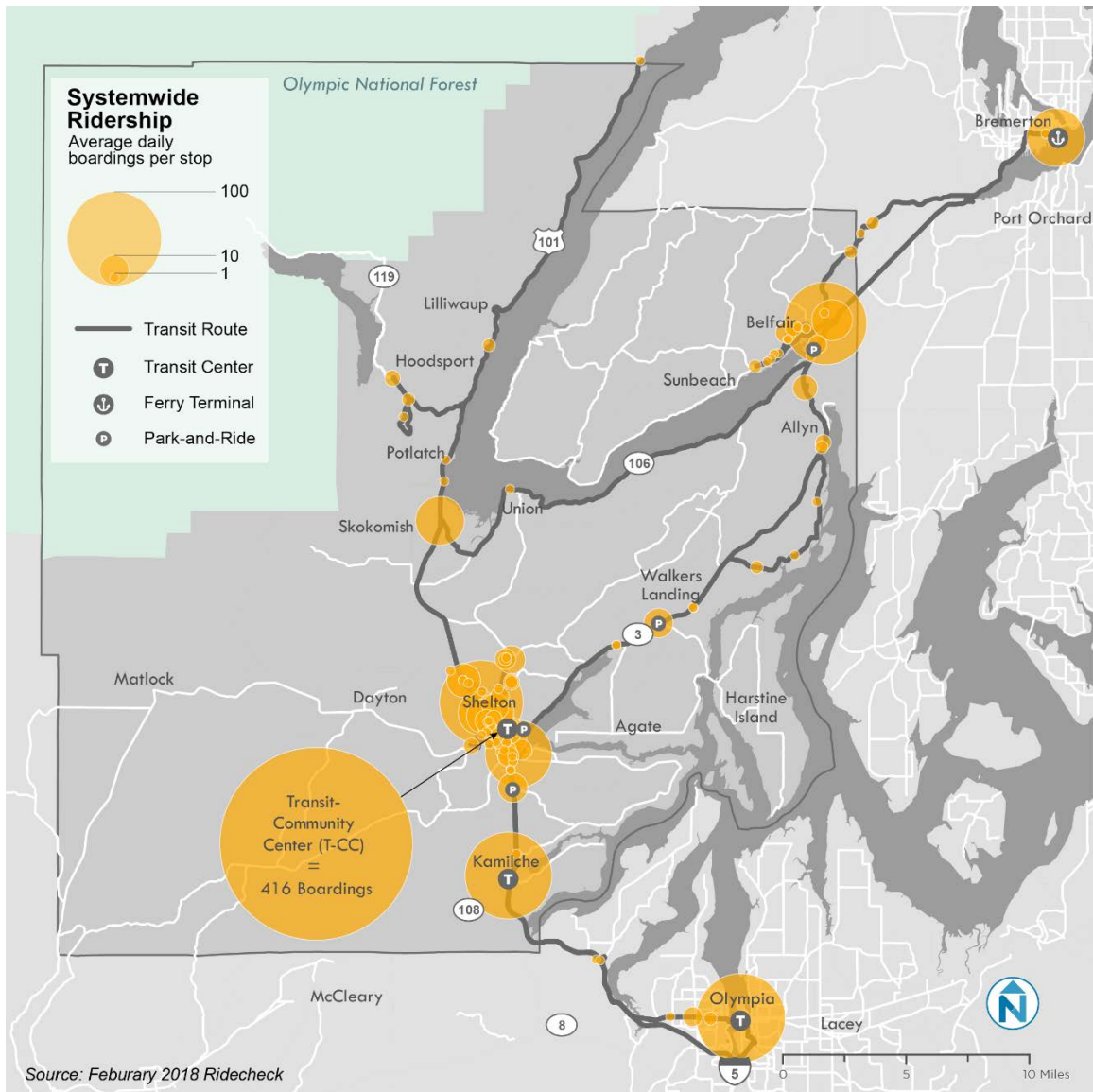
Source: Mason Transit February 2018 Ridecheck

Figure 4-6 Annual Ridership by Route – LINK Routes



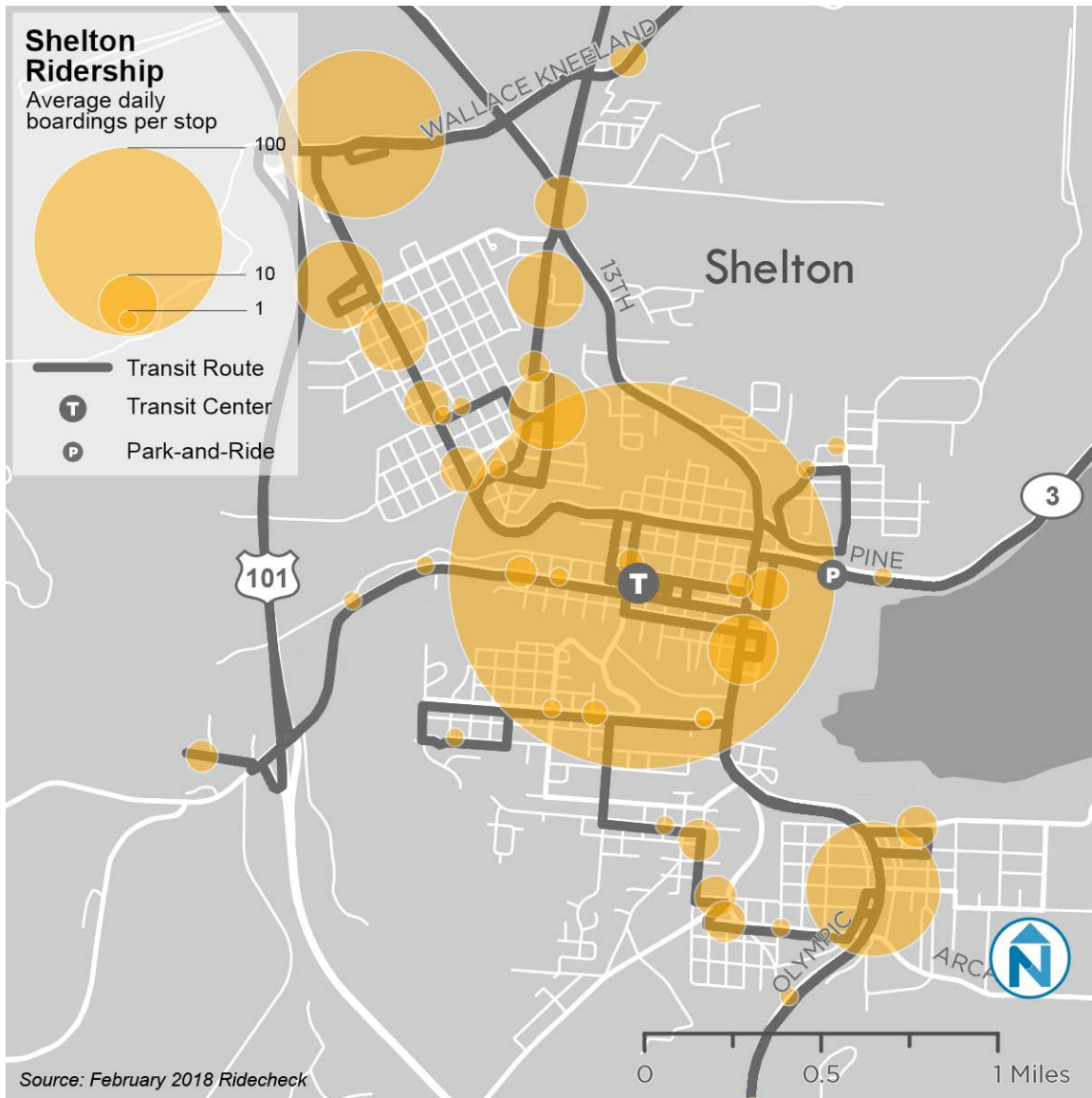
Source: Mason Transit, April 1, 2017-March 31, 2018

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



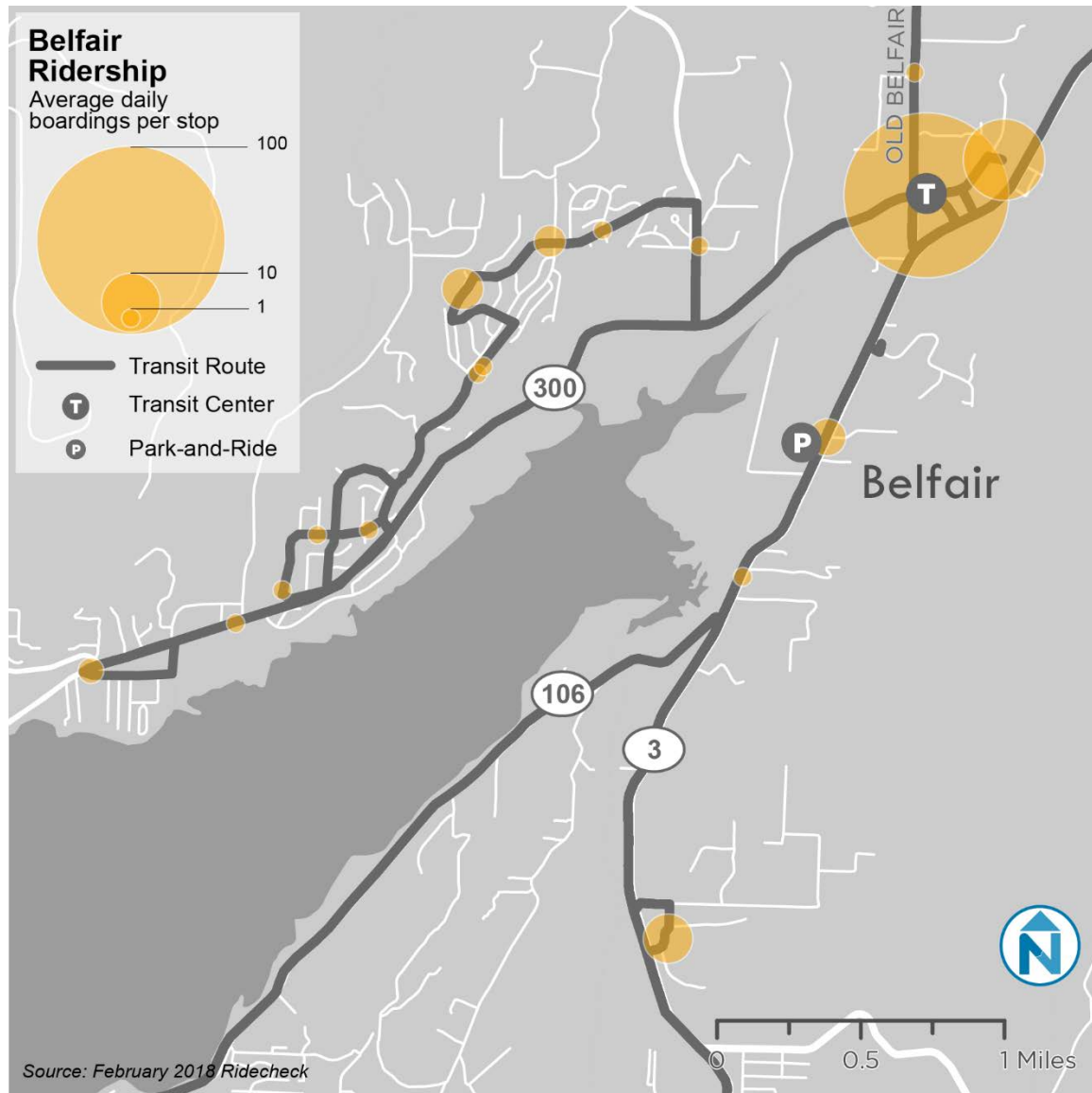
Source: Mason Transit Ridecheck February 2018

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



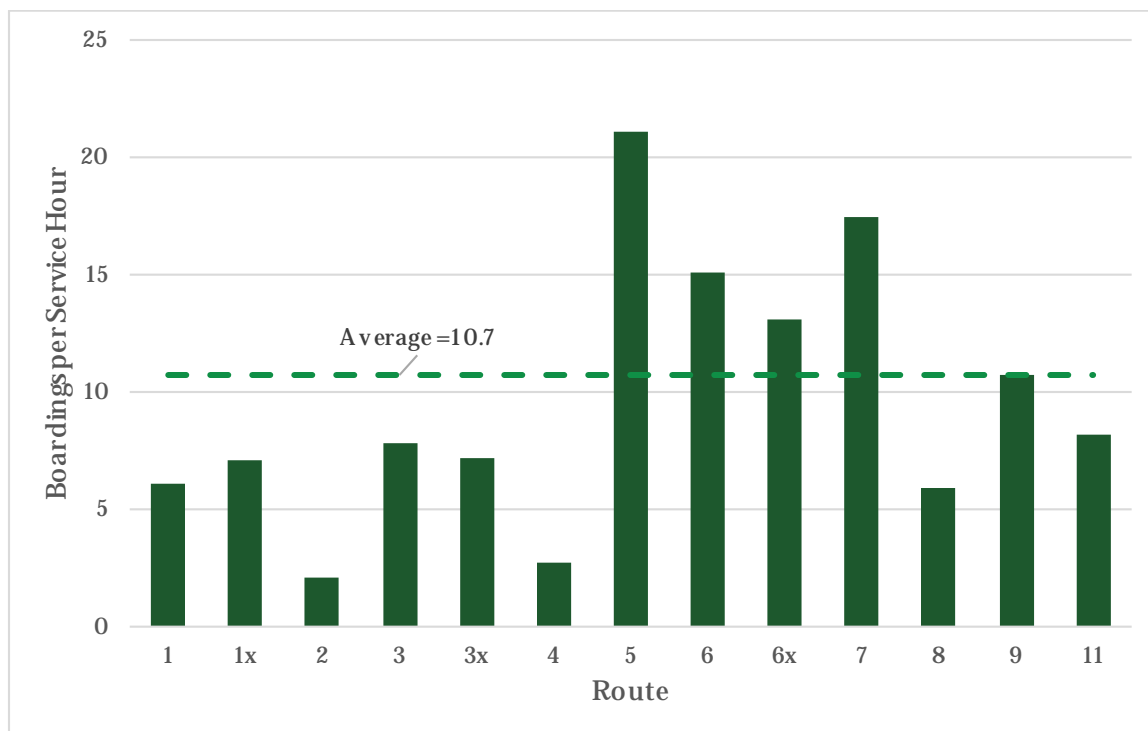
Source: Mason Transit Authority Ridecheck February 2018

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



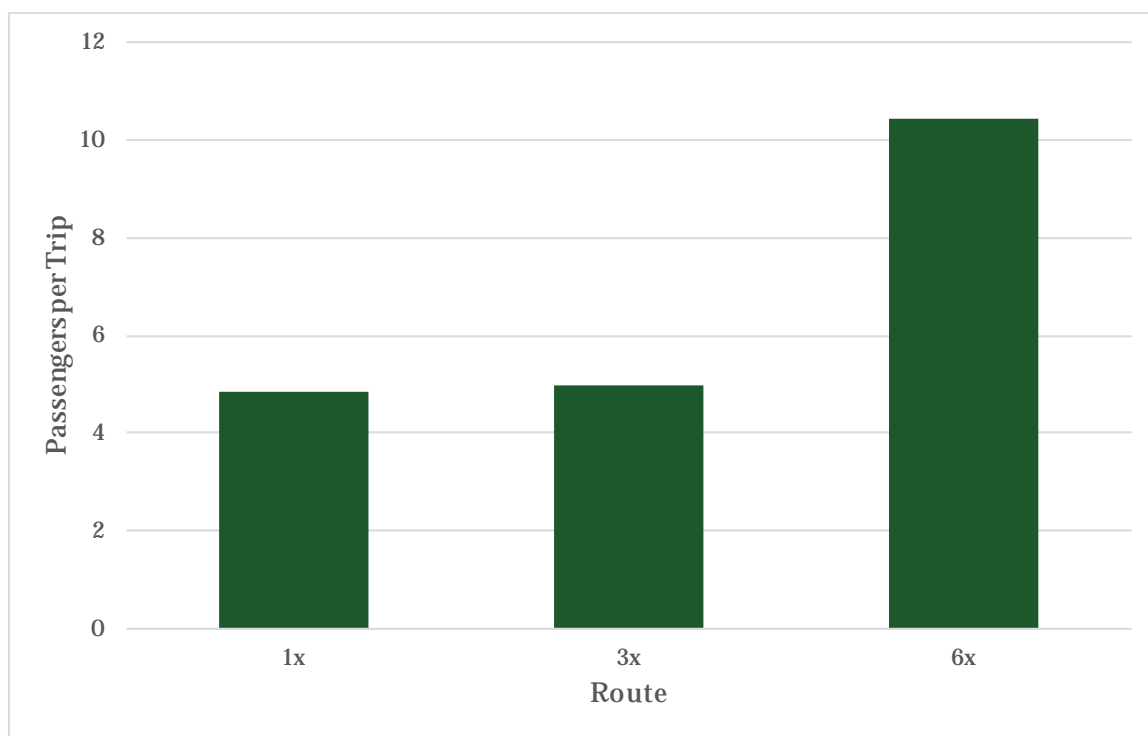
Source: Mason Transit Authority Ridecheck February 2018

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



Source: Mason Transit February 2018 Ridecheck

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

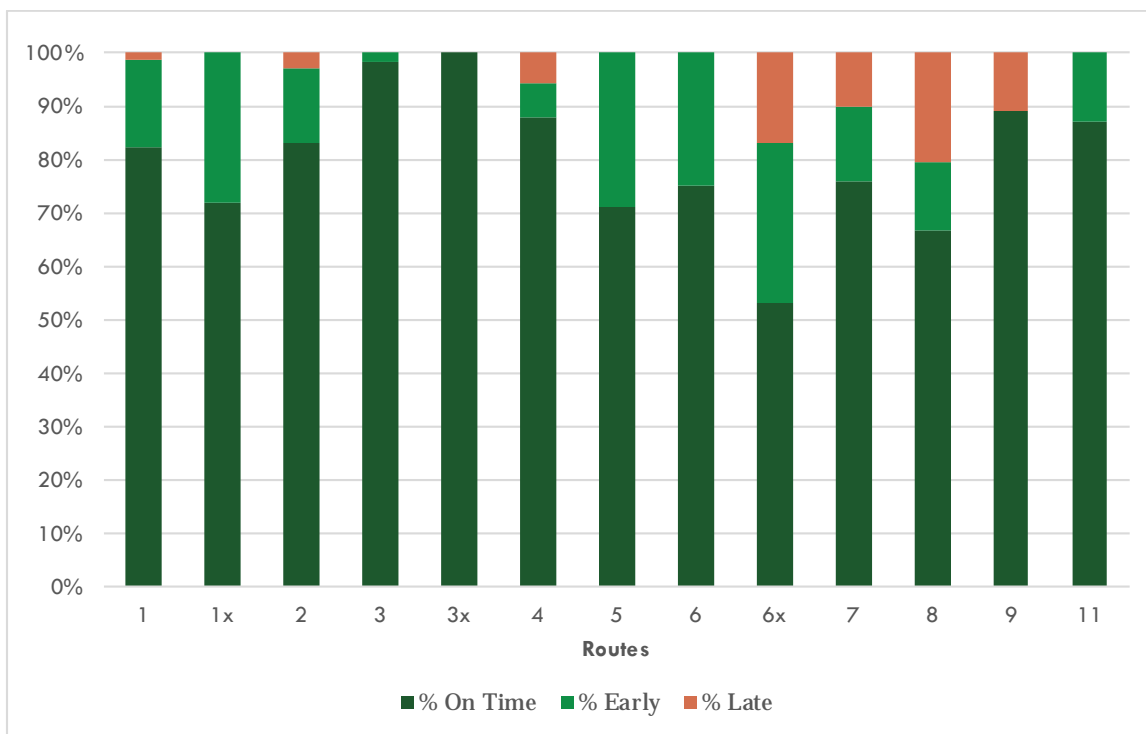


Source: Mason Transit February 2018 Ridecheck

## 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

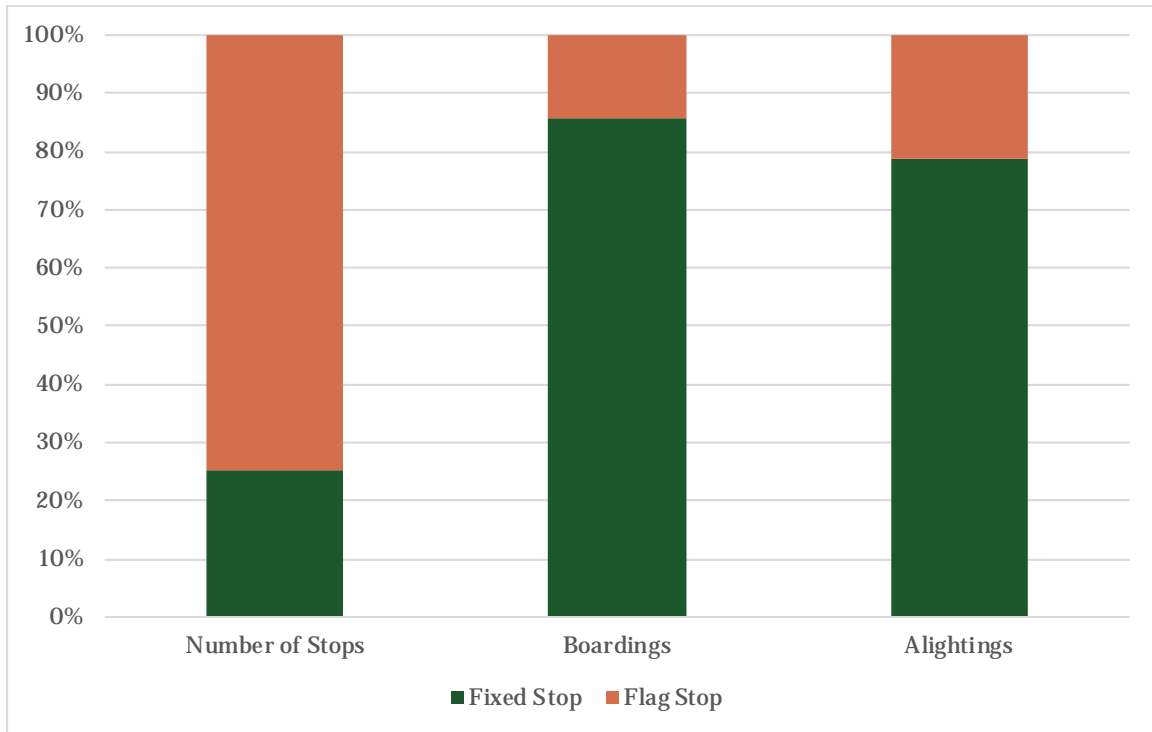


## Flag Stop vs. Fixed Stop

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)

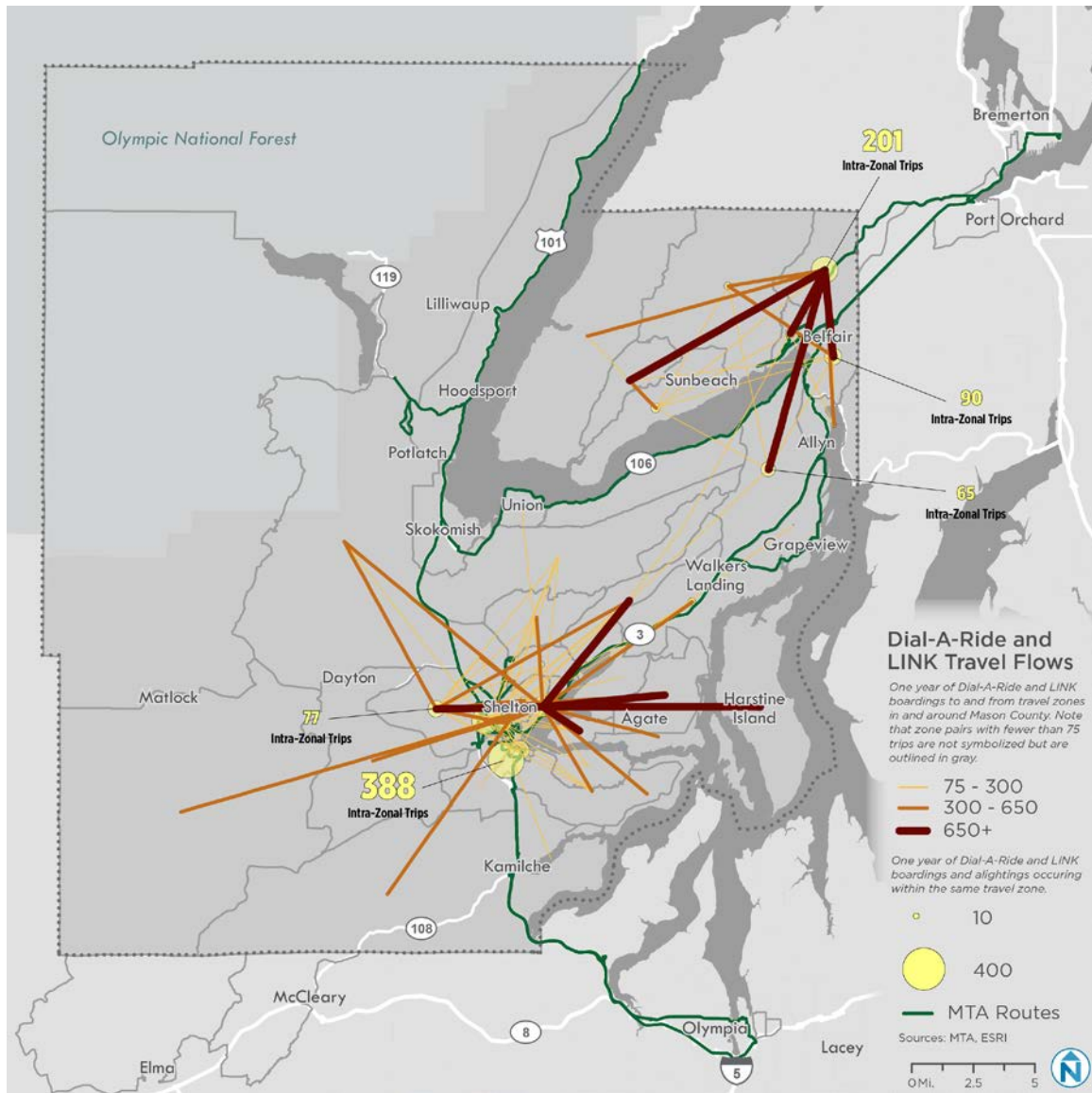


Figure 4-15 shows the Shelton area travel zones, highlighting the large amount of travel heading to and from the zone that encompasses Downtown Shelton and the area around SR 3, heading northeast out of town. By far the most intra-zonal trips occur in southern Shelton.

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

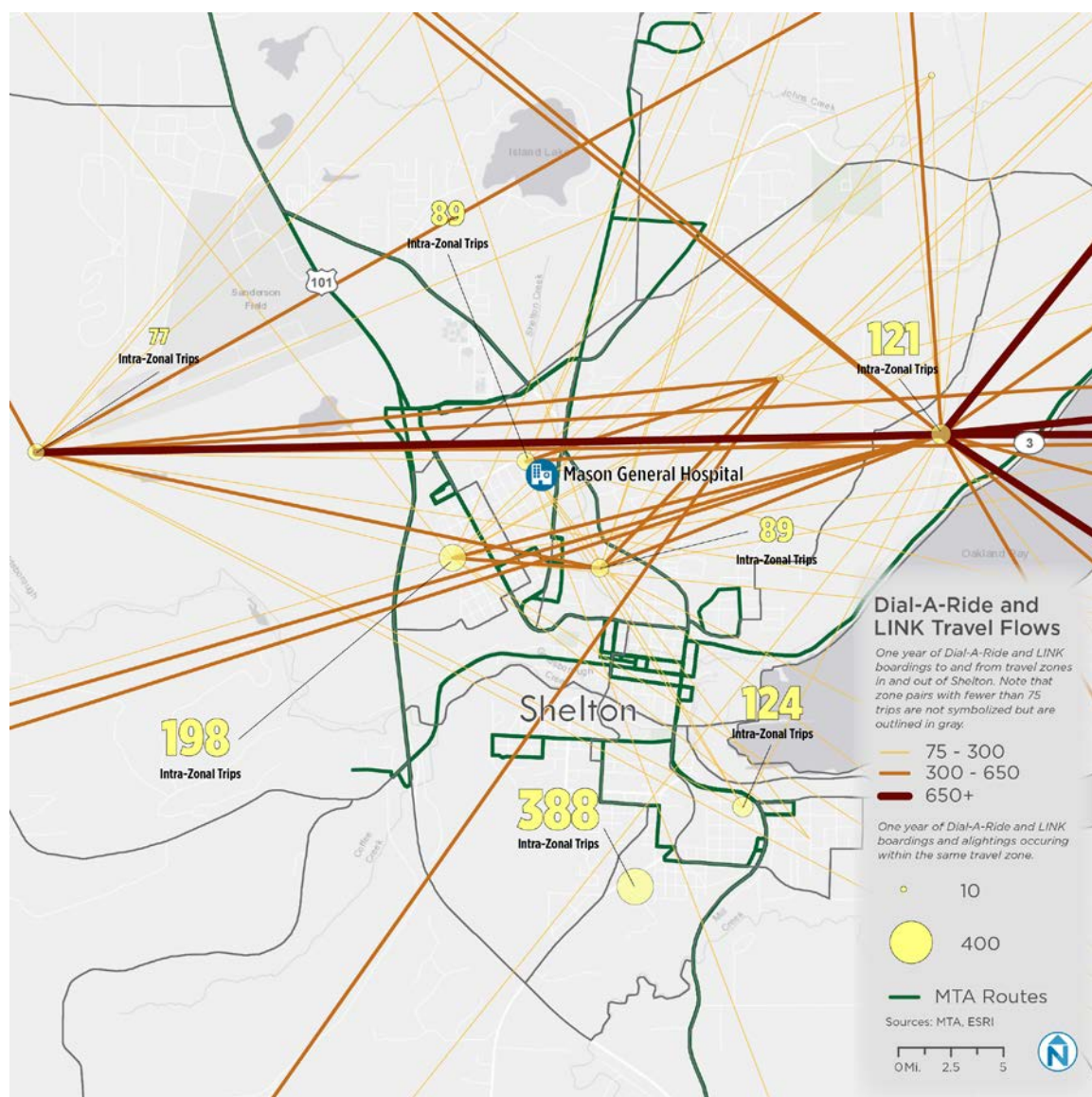
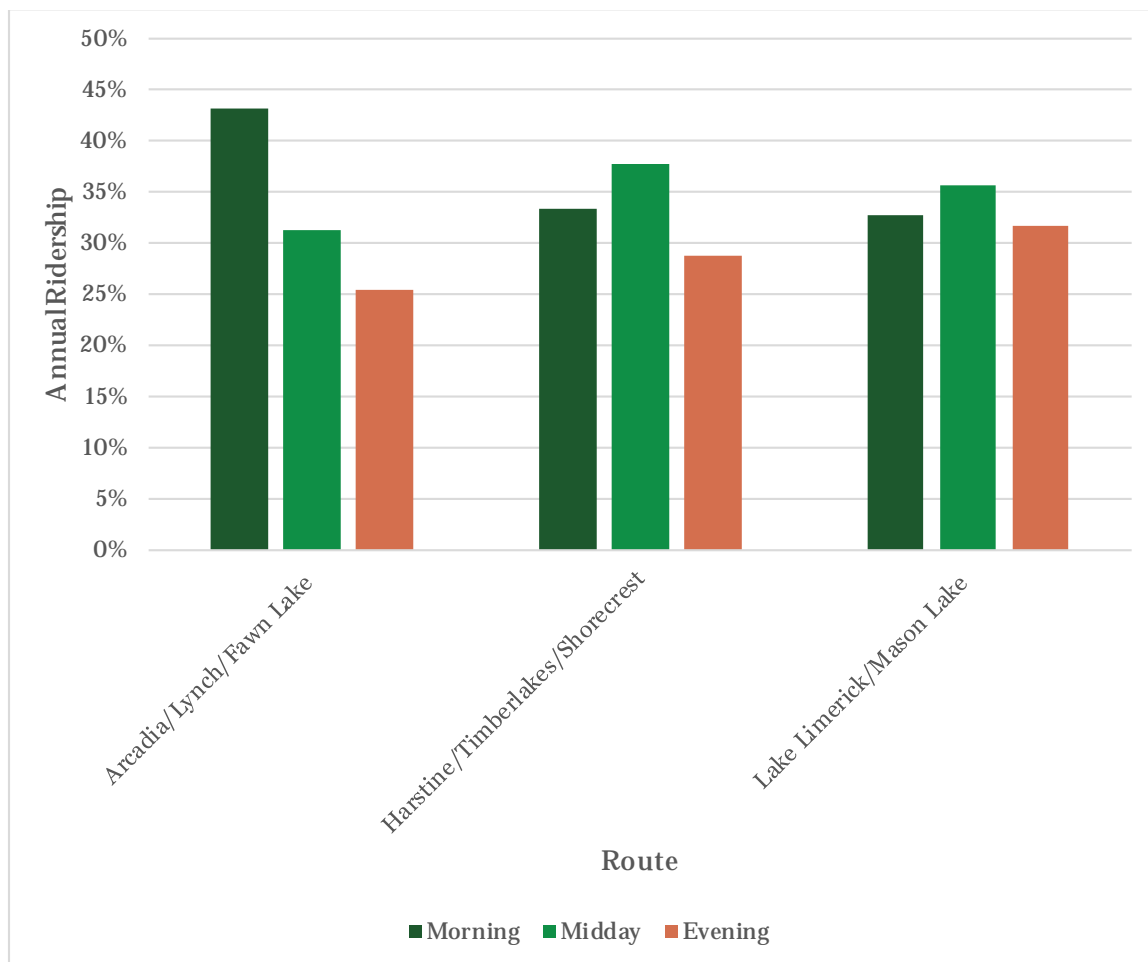


Figure 4-16 shows annual LINK ridership by route and time of day—each route makes one loop trip each weekday morning, midday, and evening. The chart shows the percentage of trips made on morning, midday, and evening trips for each service. The three LINK routes have different patterns of daily ridership 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

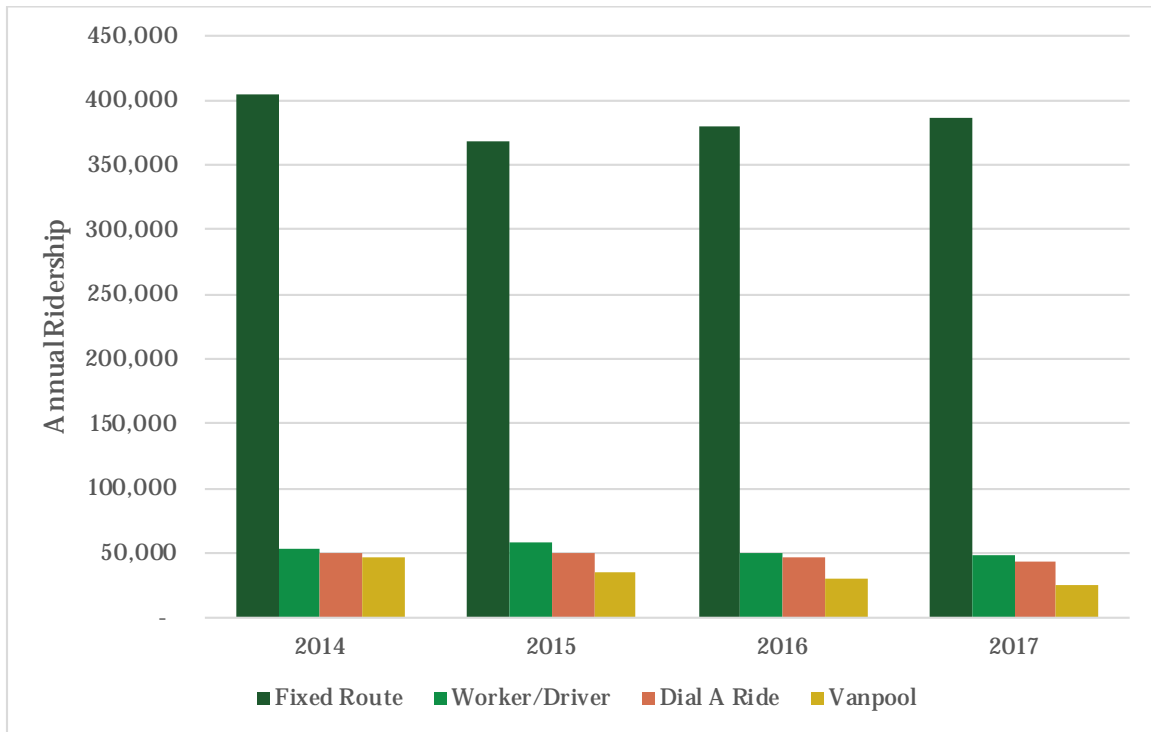
## HISTORICAL PERFORMANCE

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.

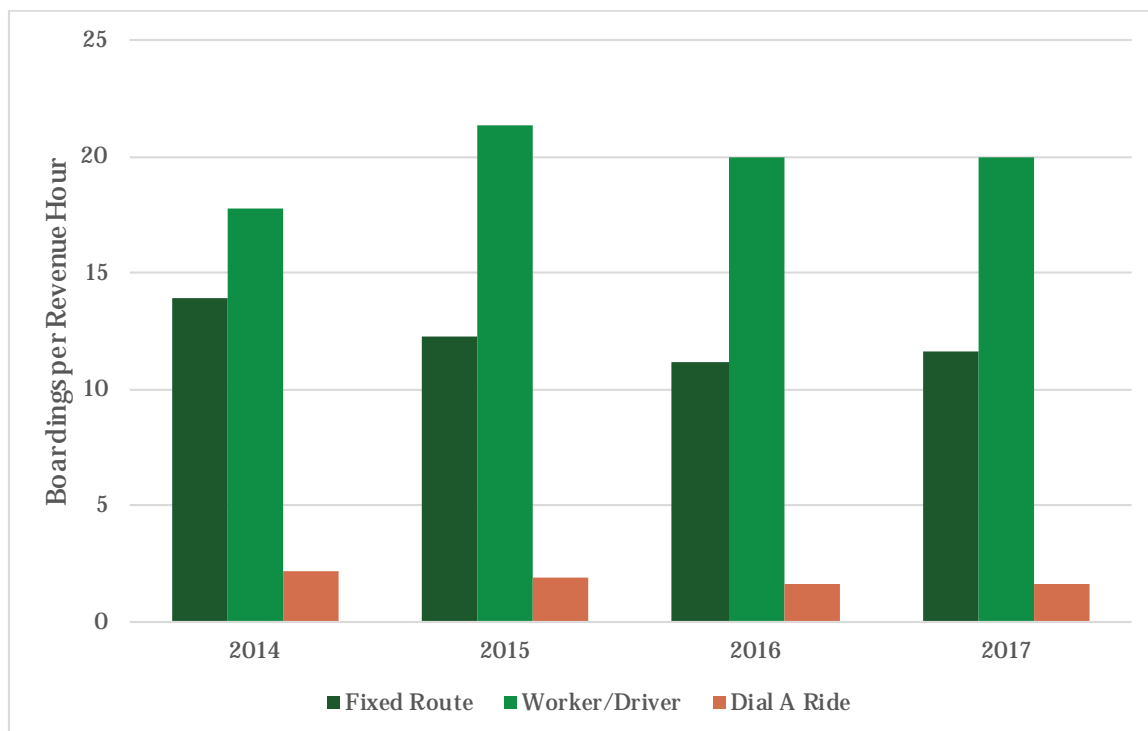
Figure 4-17 Annual Ridership by Service Type



Source: Mason Transit Farebox Data 2014-2017

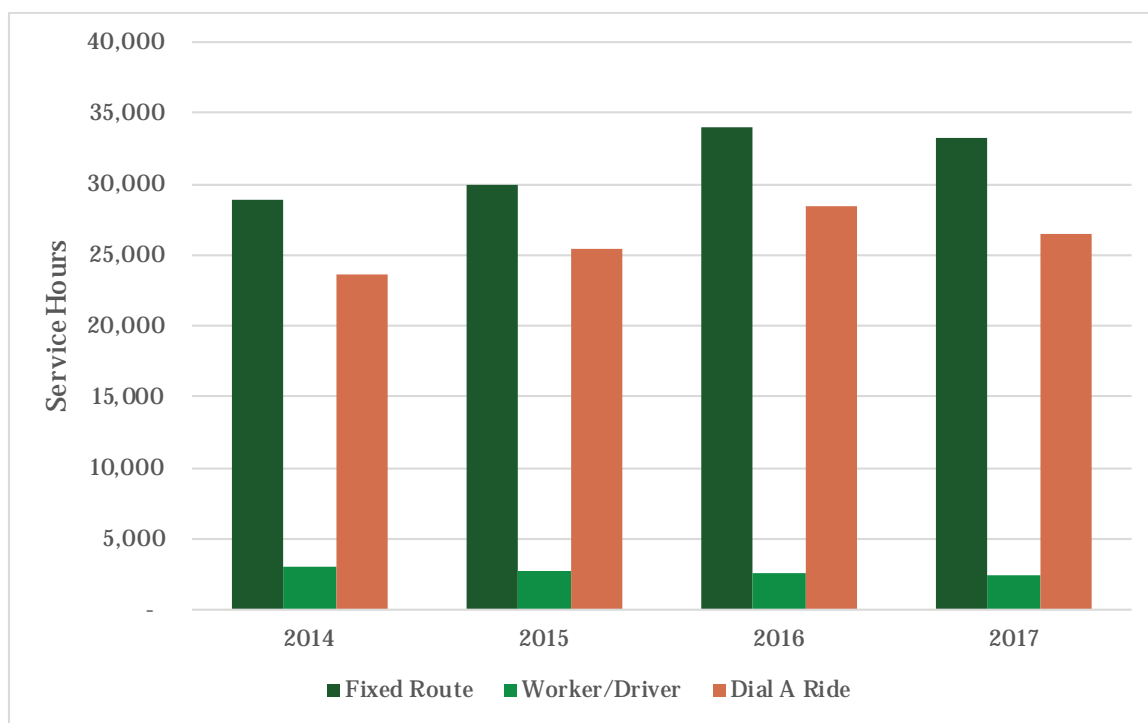


Figure 4-18 Annual Productivity by Service Type



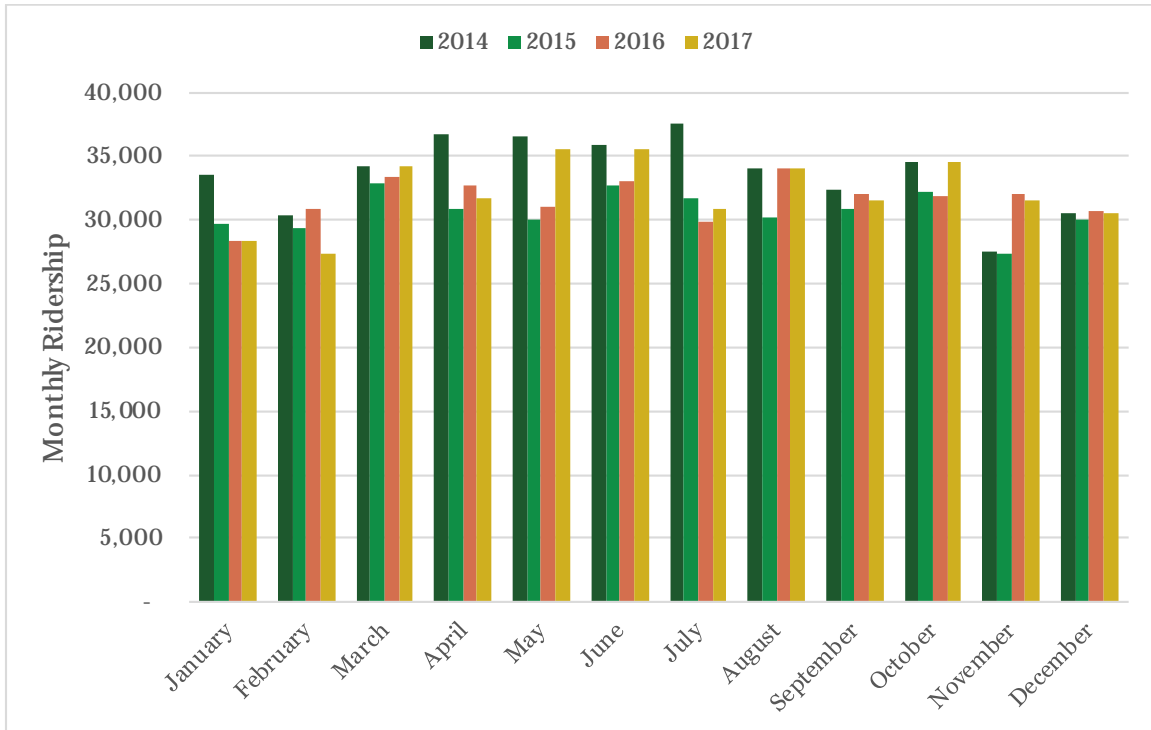
Source: Mason Transit Farebox Data 2014-2017

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



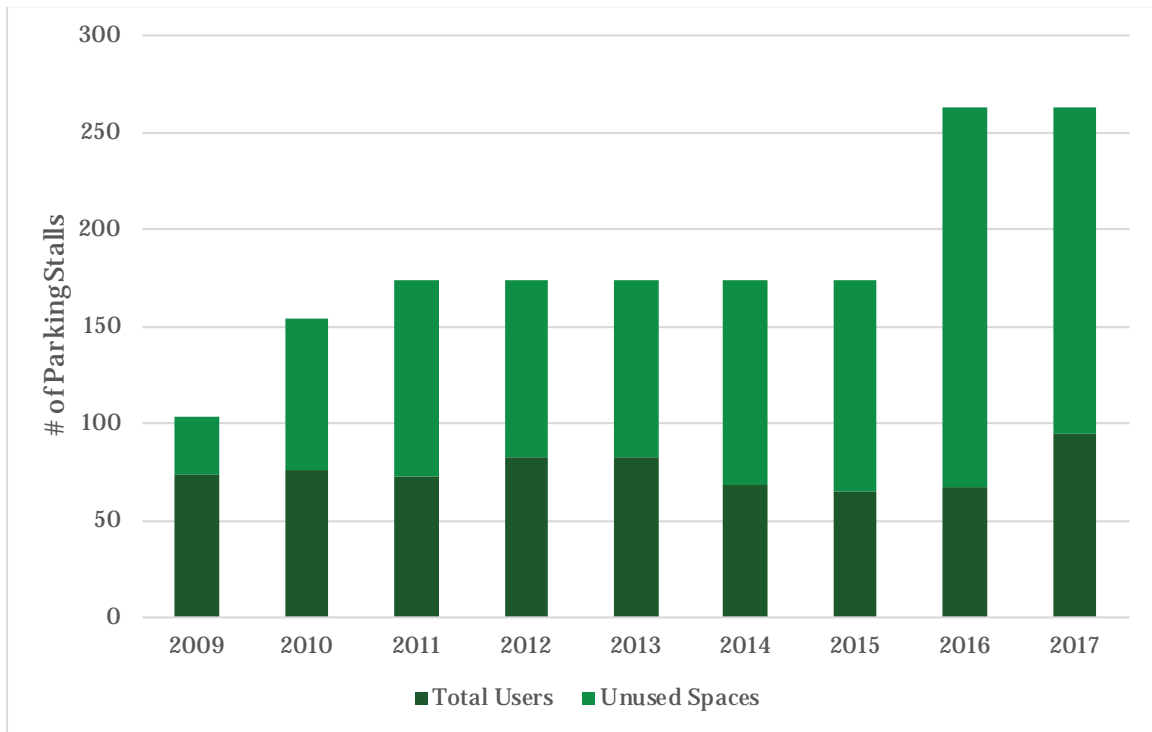
Source: Mason Transit Annual Budgets 2012-2018

## 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

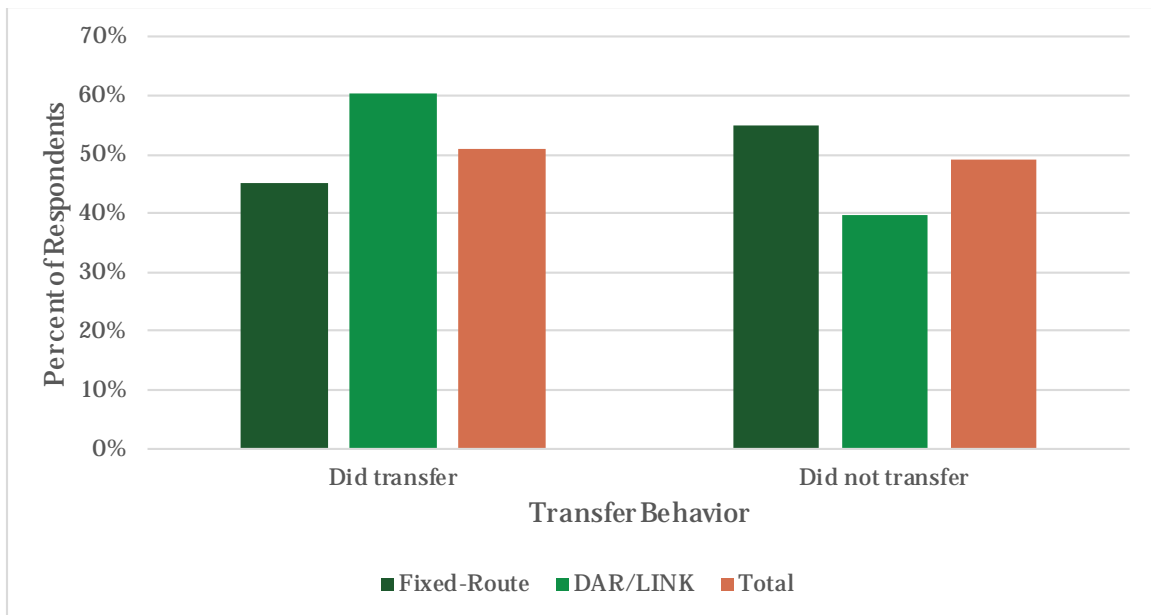


Source: Mason Transit Annual Budgets 2012-2018

## TRANSFER ANALYSIS

Figure 4-23 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.



**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

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 route provides transfer opportunities at Bill Hunter Park to Route 3/3x and in downtown Shelton to local Shelton routes and Route 6/6X.

### Major Destinations

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

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	

### 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.

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

**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 AM (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 PM	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)
--	4:40 AM (X)	5:10 AM (X)	5:10 AM (X)	5:50 AM (X)
--	6:15 AM	6:50 AM	6:50 AM	7:43 AM
7:00 AM	7:20 AM	7:55 AM	8:05 AM	8:58 AM
8:35 AM	8:40 AM	9:15 AM	--	--
9:35 AM	9:40 AM	10:15 AM	10:30 AM	11:23 AM
11:00 AM	11:10 AM (X)	11:40 AM (X)	11:45 AM (X)	12:25 PM (X)
12:10 PM	12:20 PM	12:55 PM	1:05 PM	1:58 PM
1:20 PM	--	--	--	--
2:30 PM	2:40 PM	3:15 PM	3:25 PM	4:18 PM
3:50 PM	4:00 PM	4:50 PM	5:00 PM	5:58 PM
5:15 PM	5:30 PM	6:05 PM	6:05 PM (X)	6:45 PM (X)
6:30 PM	6:45 PM	7:20 PM	7:20 PM	8:13 PM
7:45 PM	--	--	--	--



Figure 5-3 Route 1 to Shelton - Weekday Ridership

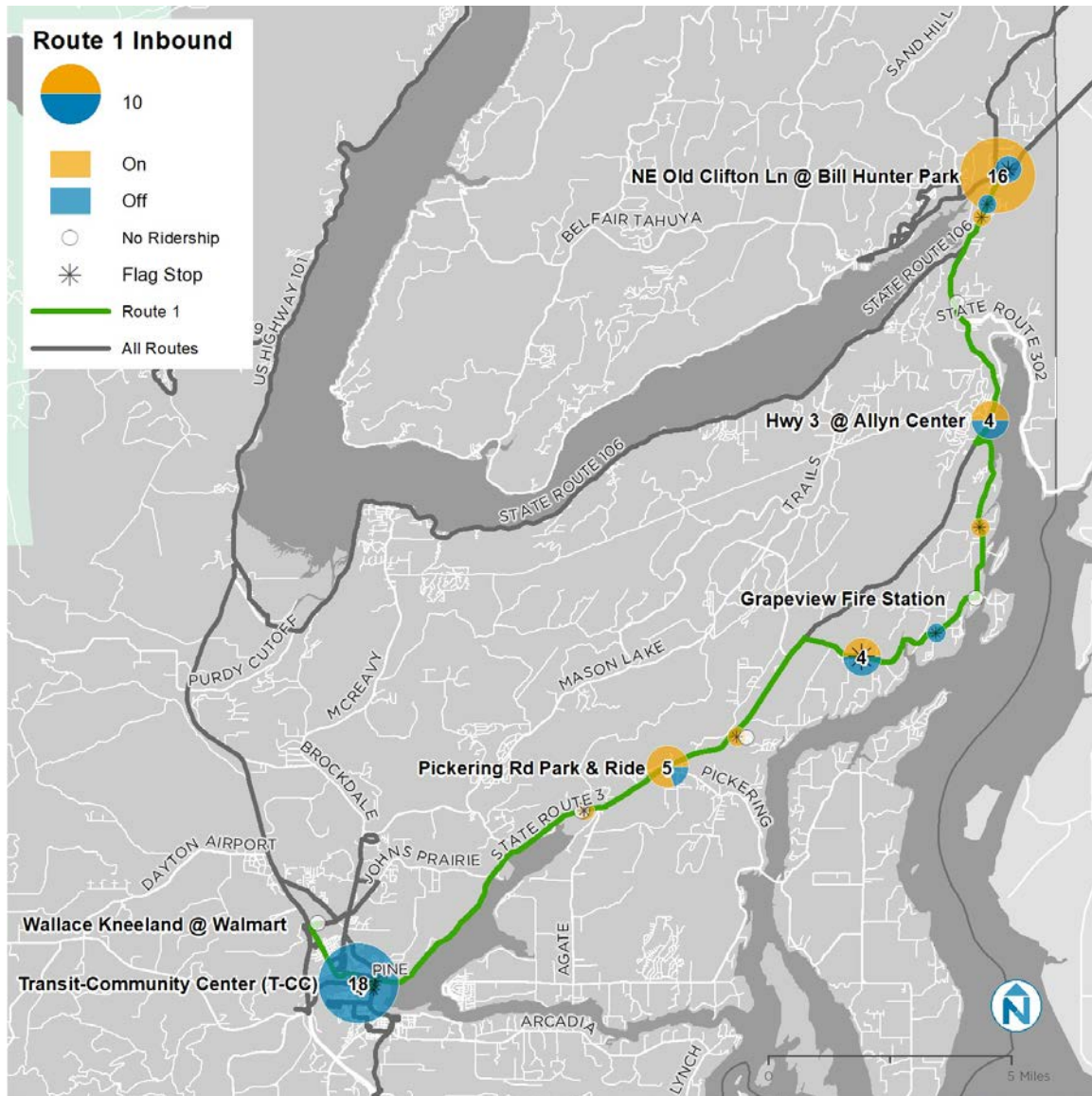
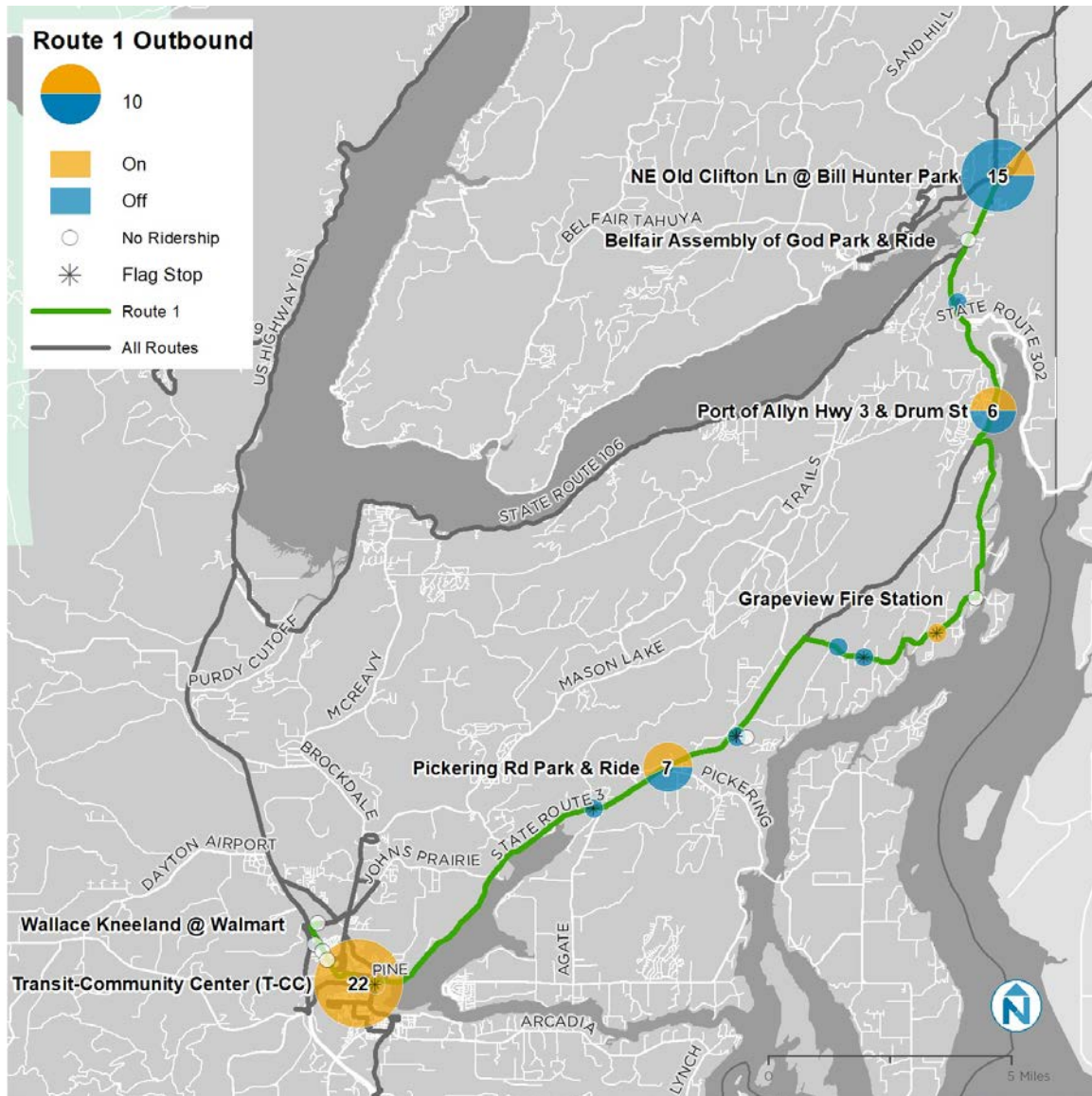


Figure 5-4 Route 1 to Belfair - Weekday Ridership



## 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.

### Major Destinations

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

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		

### 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

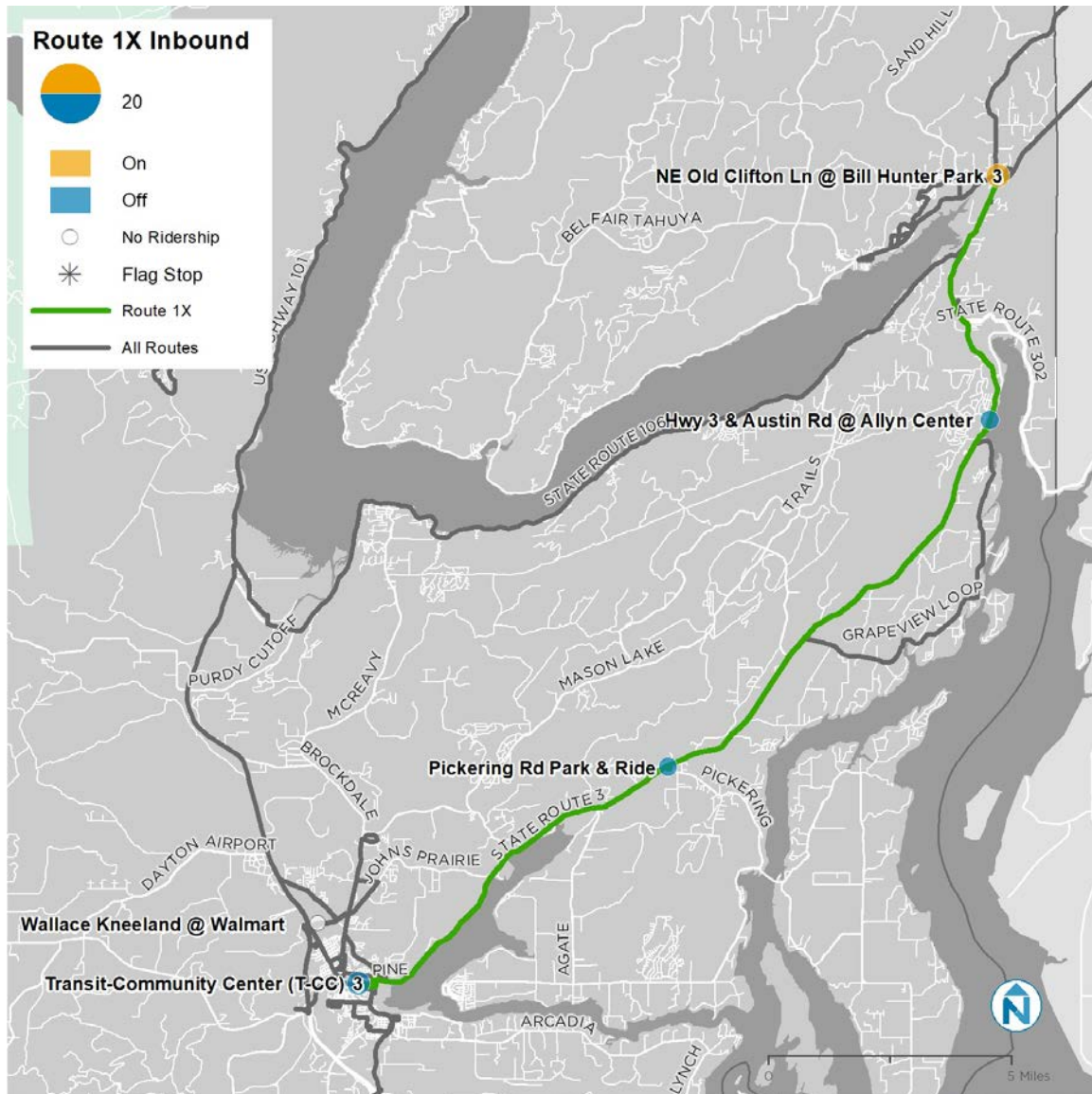
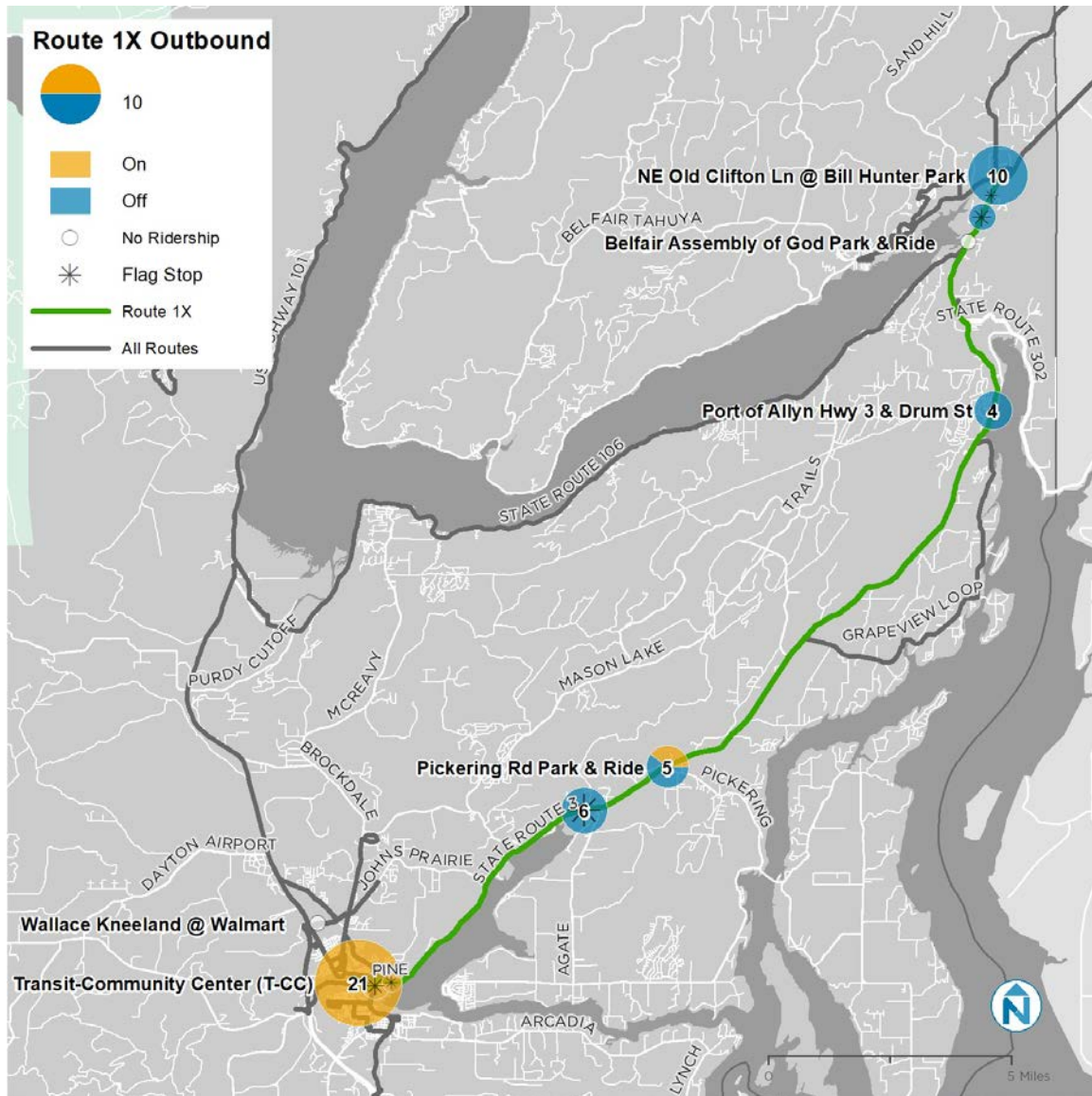




Figure 5-6 Route 1X to Belfair – Weekday Ridership



## ROUTE 2 TWIN TOTEMS & BELFAIR

Route 2 travels from downtown Shelton to downtown Belfair via N 13<sup>th</sup> 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.

### Major Destinations

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

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	

### 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

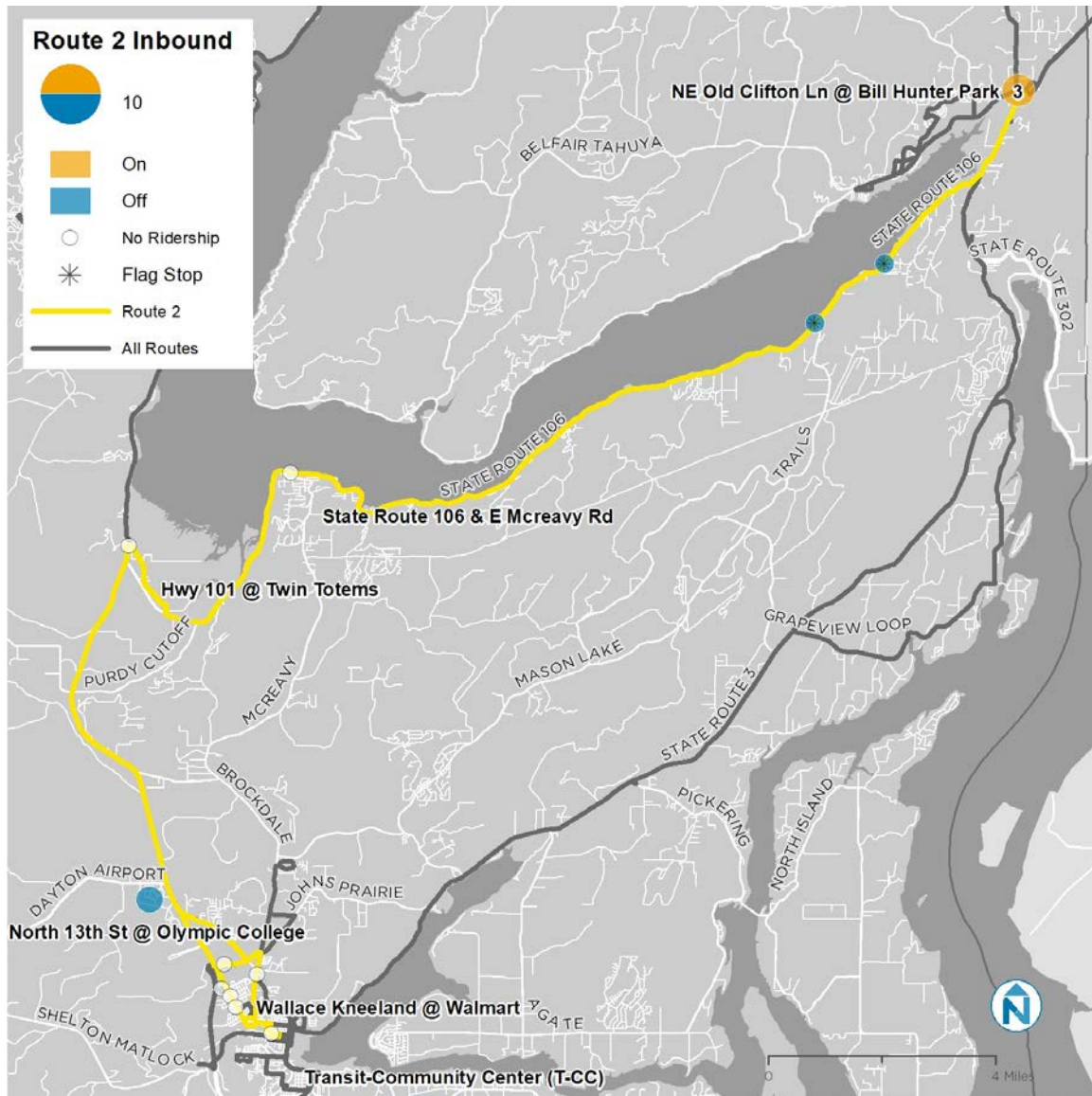
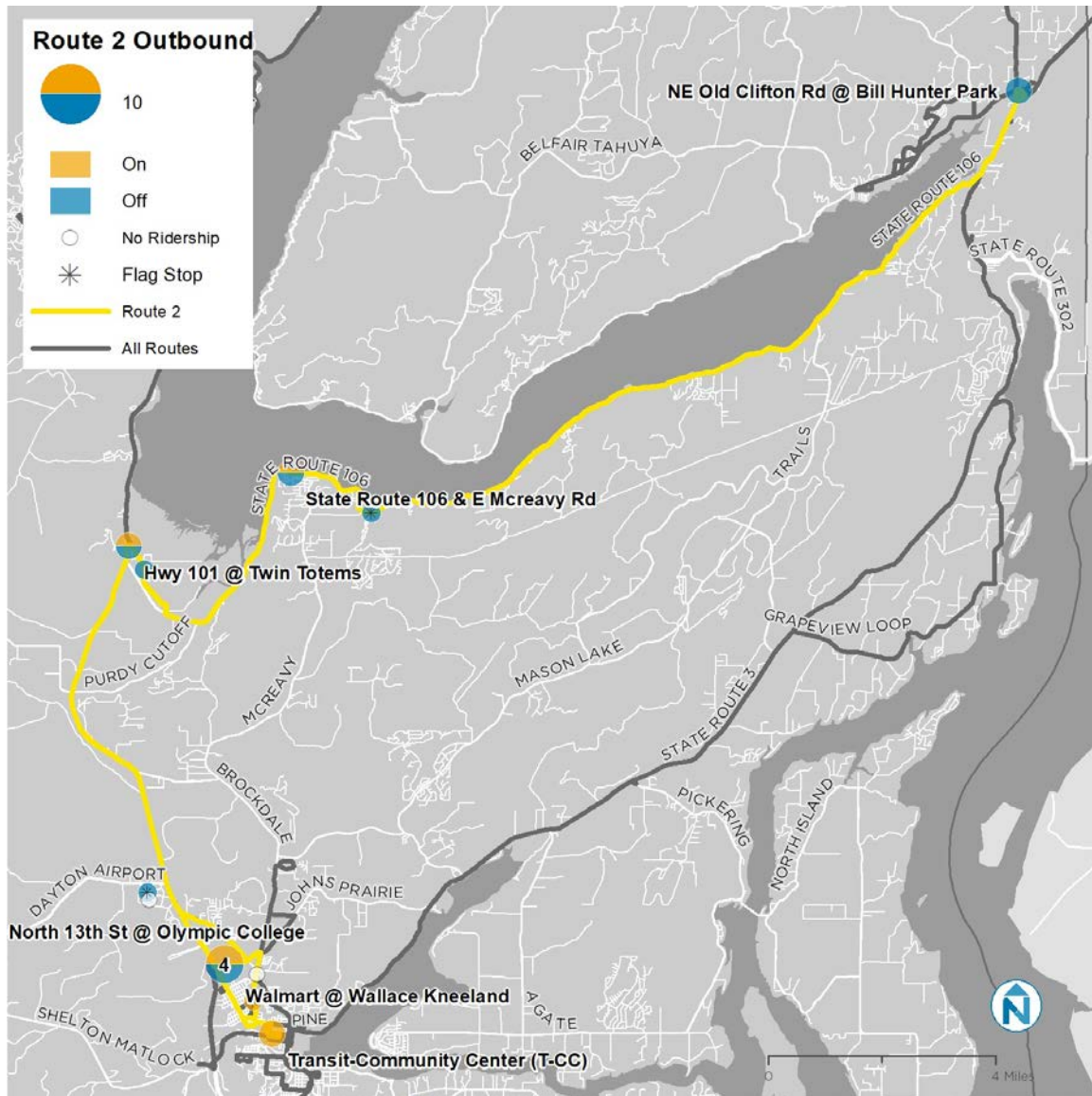


Figure 5-8 Route 2 to Twin Totems and Belfair – Weekday Ridership



## 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.

### 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 lay over at the ferry terminal could be an undue burden and may deter some travelers from choosing to take MTA. For inbound trips, Figure 5-2 shows the scheduled transfer times between

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	

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

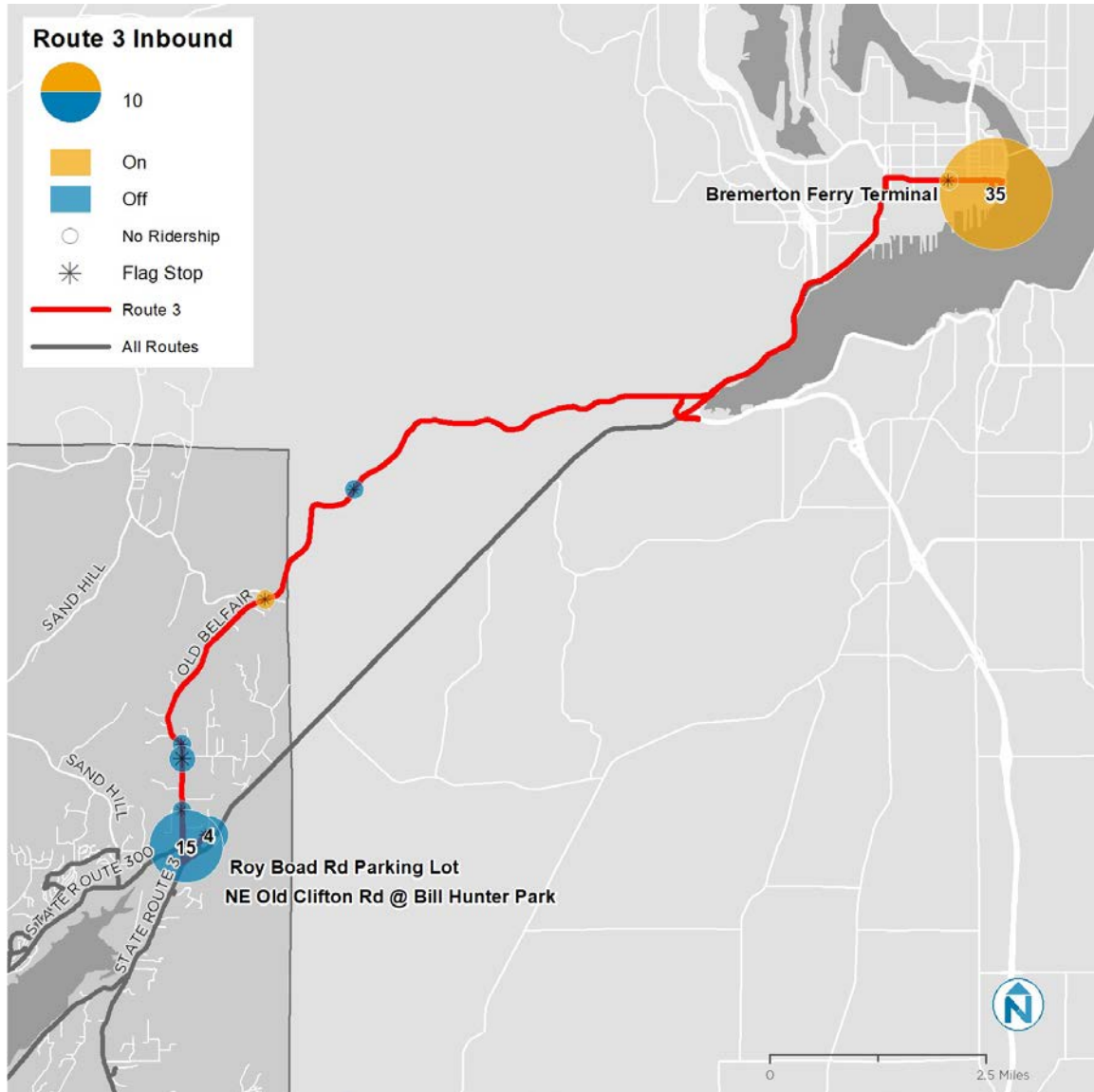
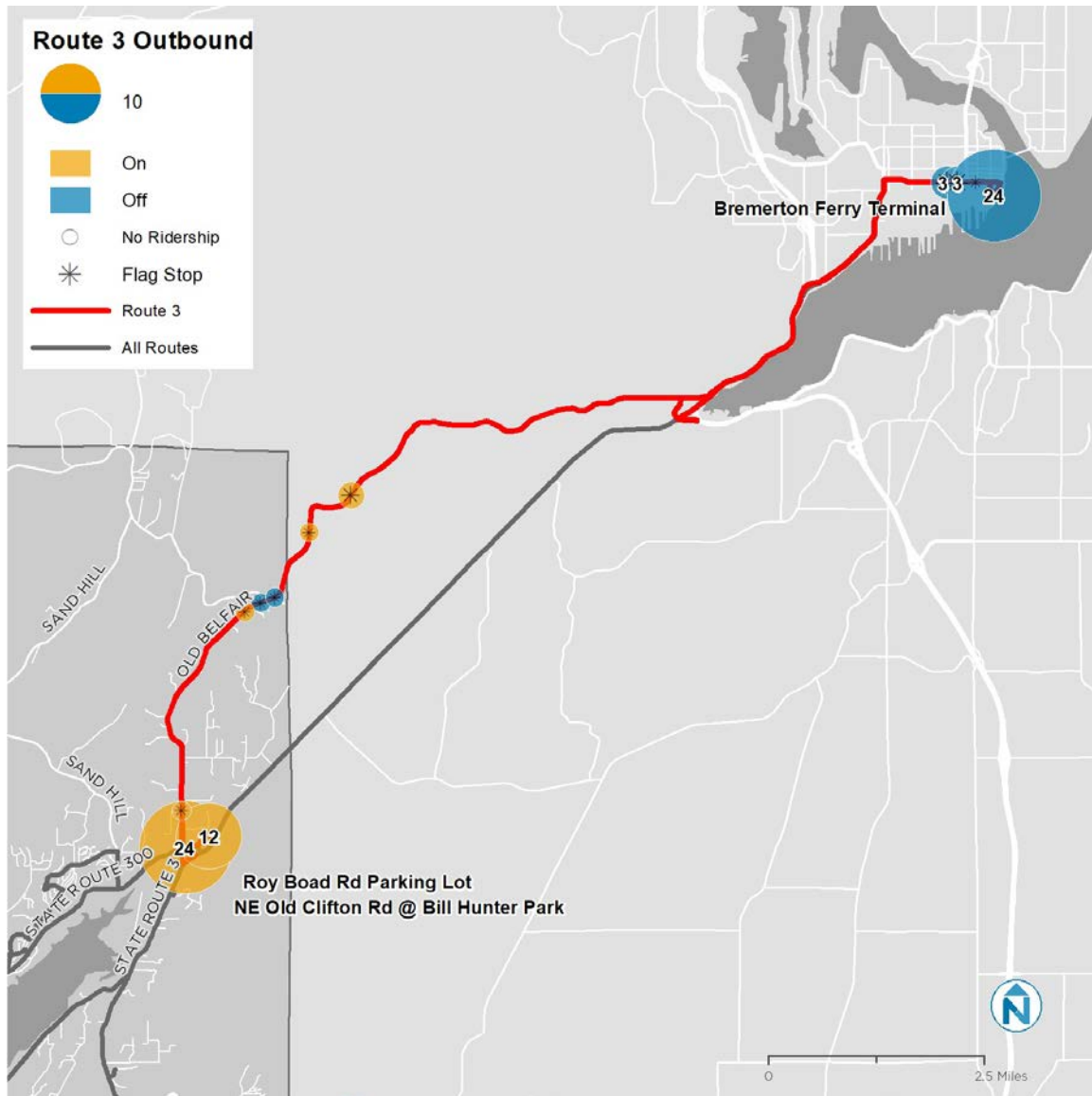


Figure 5-10 Route 3 to Bremerton – Weekday Ridership





## 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.

### Major Destinations

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

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		

### Ridership

Route 3X 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

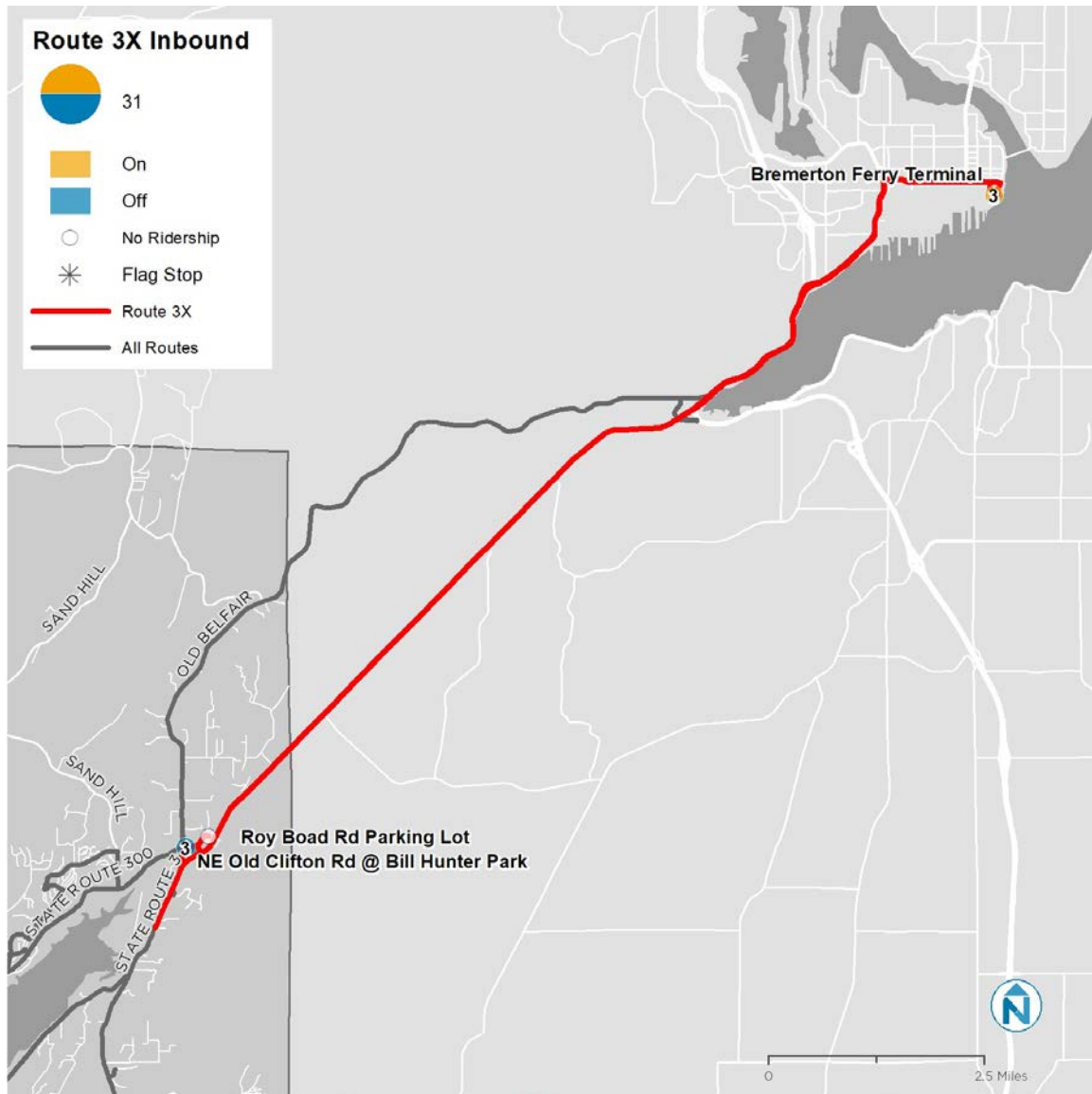
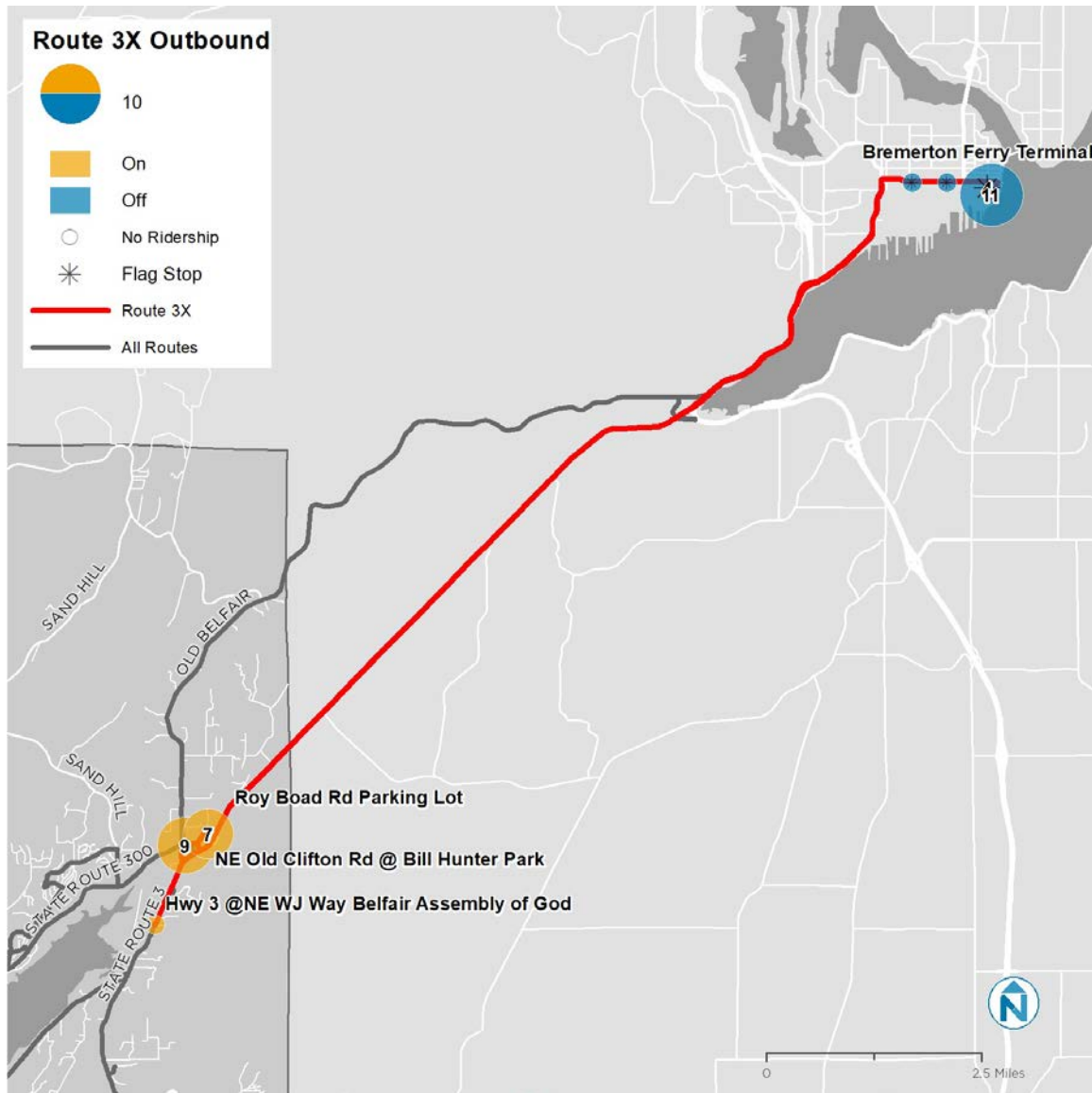


Figure 5-12 Route 3X to Bremerton – Weekday Ridership



## 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.

### 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

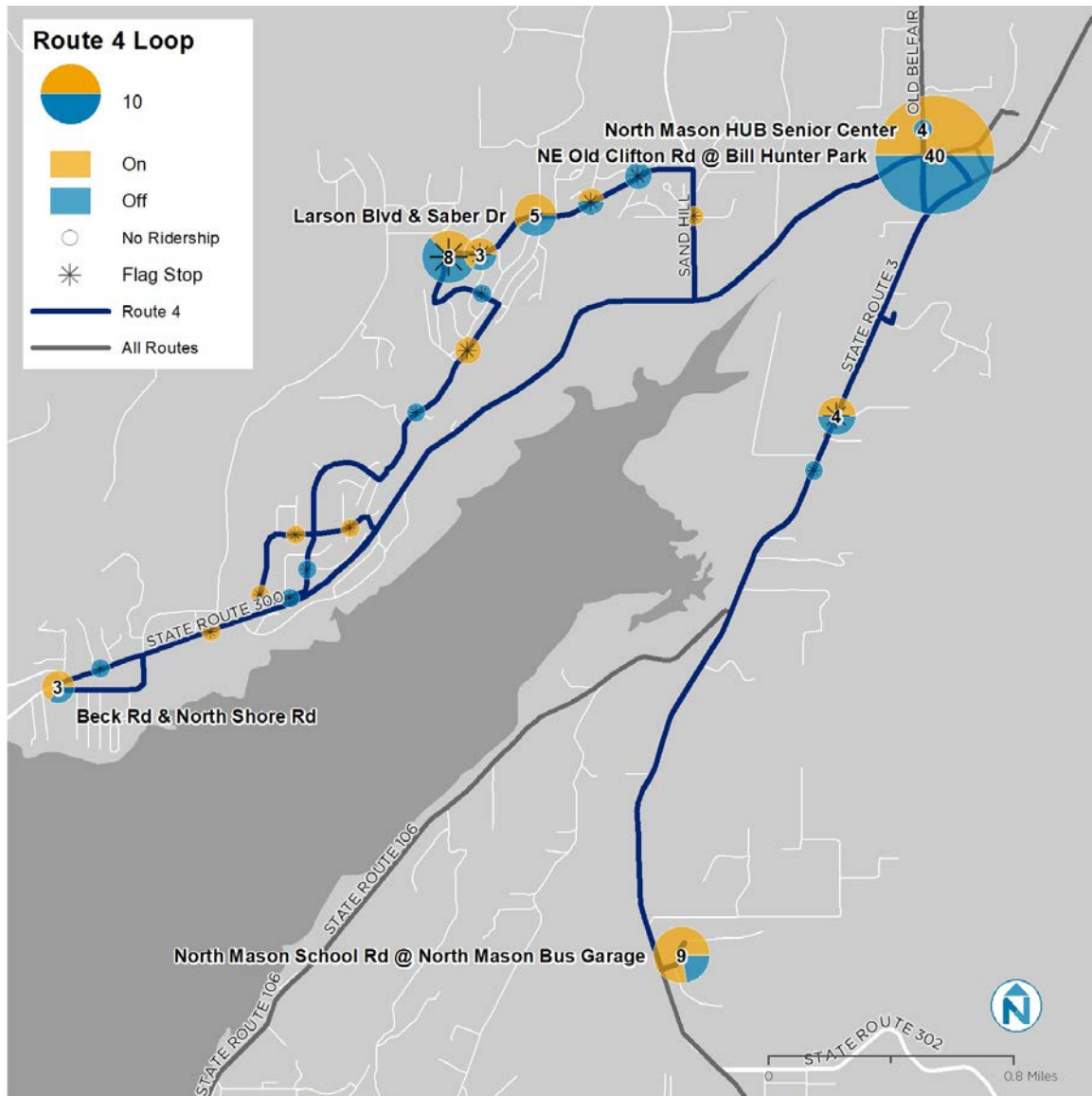
Route 4 could use improvement in on-time performance. Seventy-five percent of time points are reached on time, while 13% are early and 11% are late. Notably, 25% of the time, the bus arrived late for the second visit to Bill Hunter Park. The 3:15 p.m. trip averages 10 minutes behind schedule.

### 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.

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	

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 1<sup>st</sup> Street, Olympic Highway, Arcadia Avenue, Turner Avenue, Wallace Kneeland Boulevard, and 13<sup>th</sup> Street. This route provides hourly service throughout the day. It provides access to a number of shopping, education, and employment destinations in Shelton.

### 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

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	

### 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 16<sup>th</sup> & 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 lightings. This route has the greatest number of flag stops in the MTA system. A significant number of flag stops occur along Arcadia Avenue, 2<sup>nd</sup> 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.

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, 2<sup>nd</sup> Street, and Wyandotte Avenue on the south end of the route, and between downtown Shelton and Olympic College.

**Route 5 Loop**

- 10 (Ridership count)
- On (Yellow)
- Off (Blue)
- No Ridership (White)
- Flag Stop (Star)
- Route 5 (Thick line)
- All Routes (Thin line)

Map labels include: Wallace Kneeland @ Walmart, North 13th St @ Olympic College, Olympic Hwy N @ Gateway Center, Transit Community Center - (T-CC), PINE, 16th & Harvard, Cascade Ave & Olyn Hwy S, SHELTON MATLOCK, 101 HIGHWAY 101, RAILROAD, and US HIGHWAY 101.

Map features include:
 

- Stops with ridership counts: 53, 31, 12, 11, 9, 8, 7, 5, 4, 3, 177, 4, 3, 7, 9, 4, 3, 7, 3, 10, 35, 3, 3.
- Flag stops marked with stars.
- Route 5 highlighted in thick brown lines.
- Other routes shown in thin grey lines.
- Geographic features like the RAILROAD and US HIGHWAY 101.
- Scale bar: 0 to 0.6 Miles.
- North arrow.



## 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.

### 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

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	

### 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

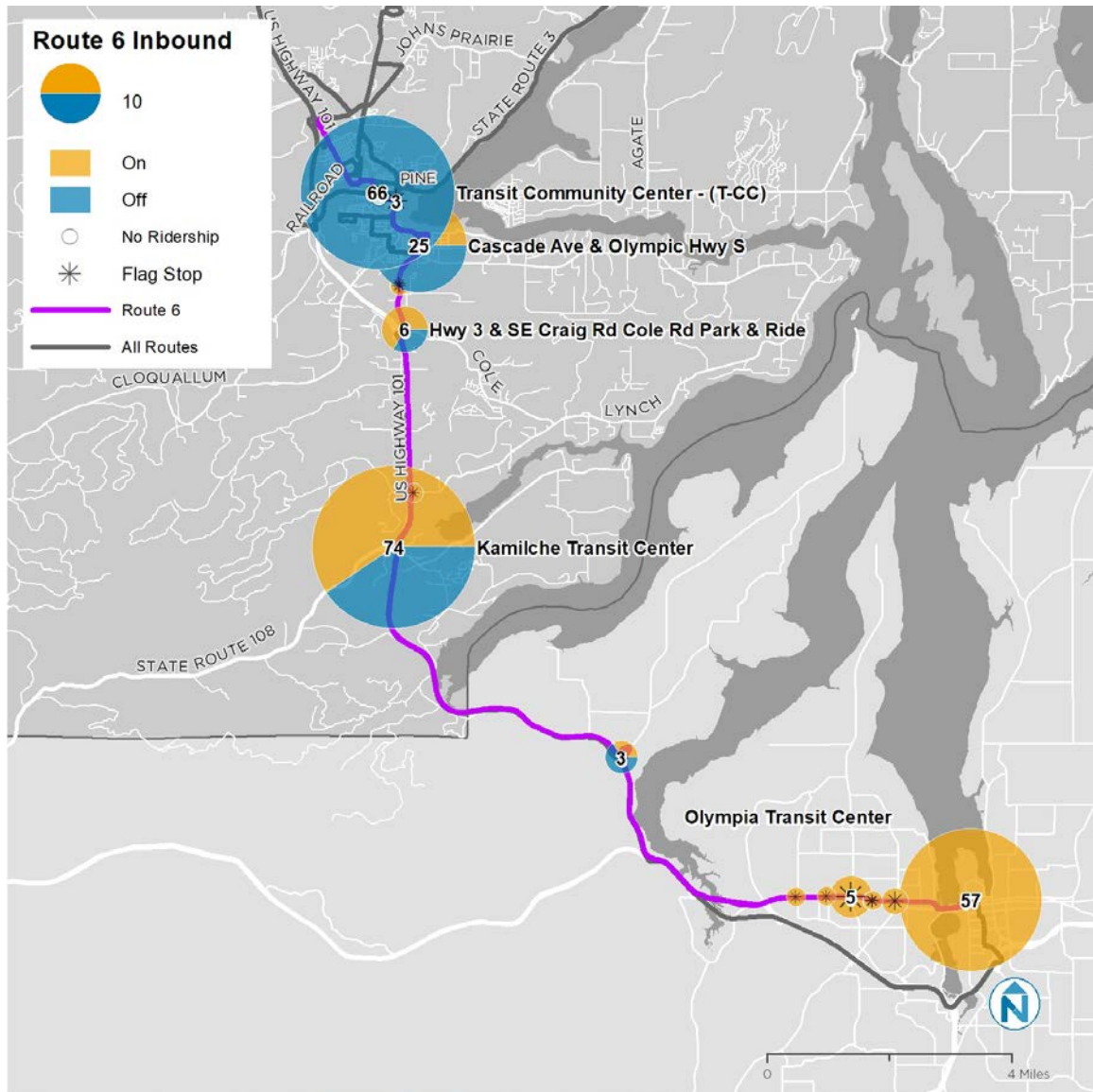
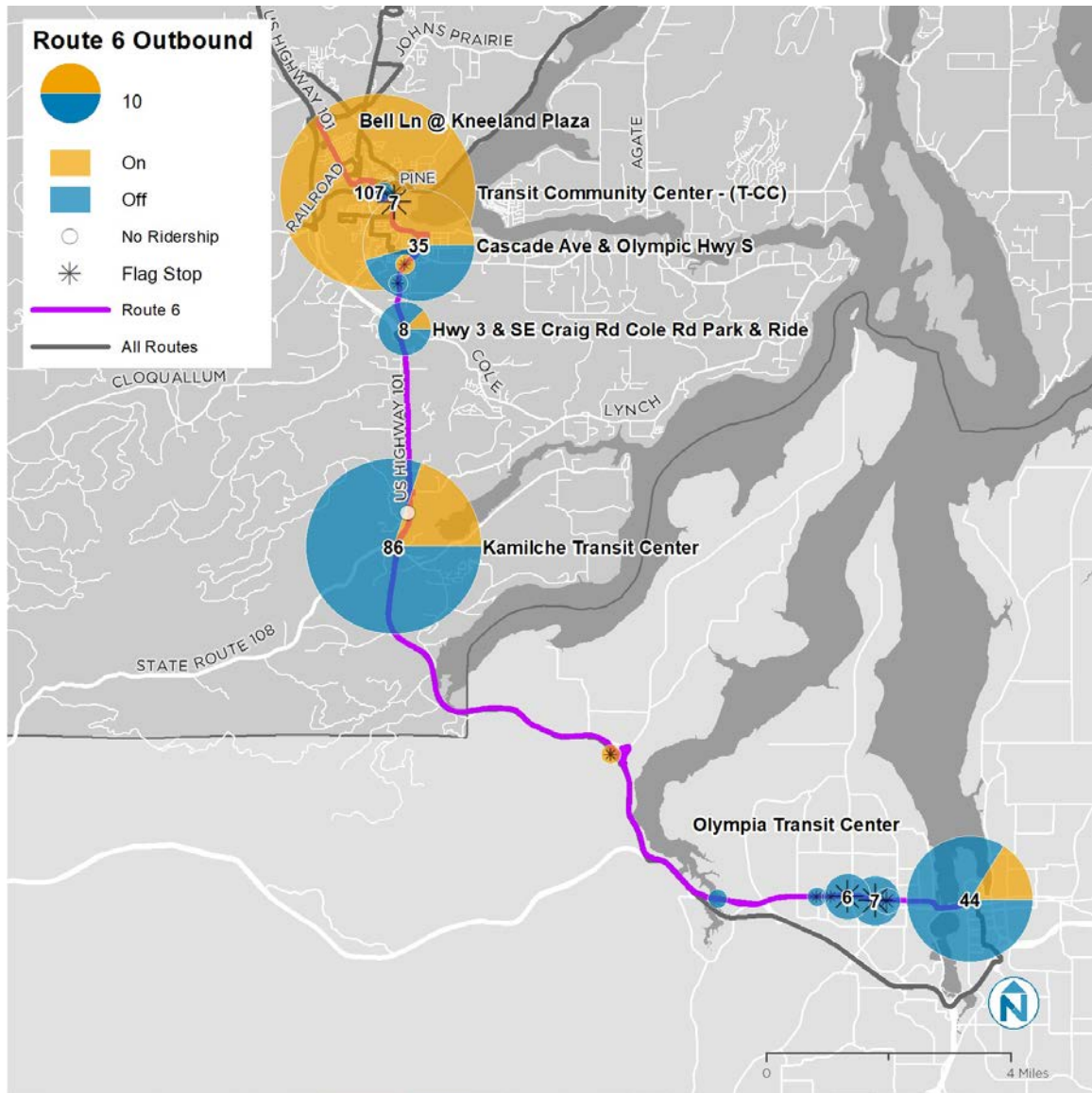


Figure 5-16 Route 6 to Olympia – Weekday Ridership



## 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.

### 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.

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		

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

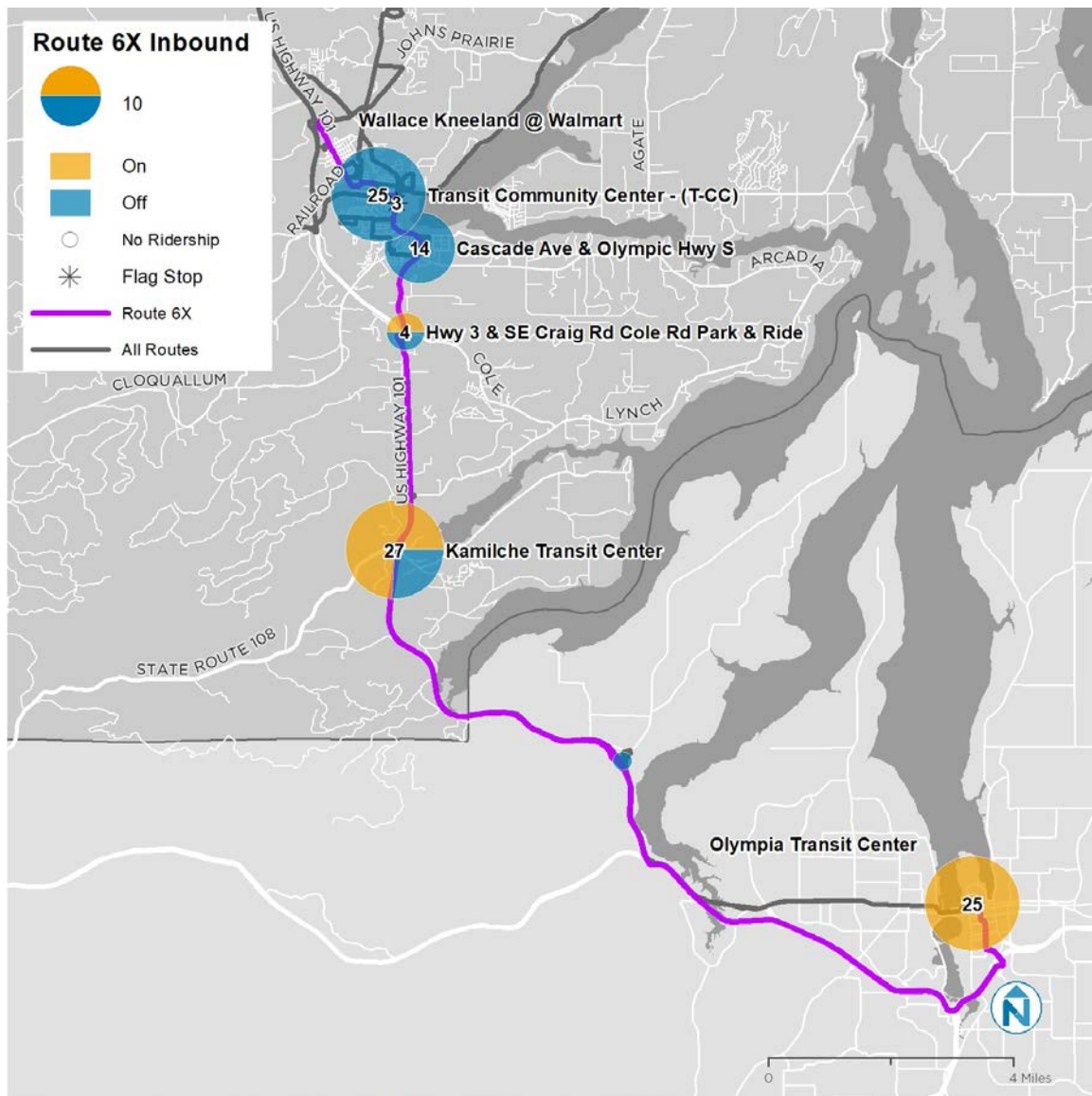
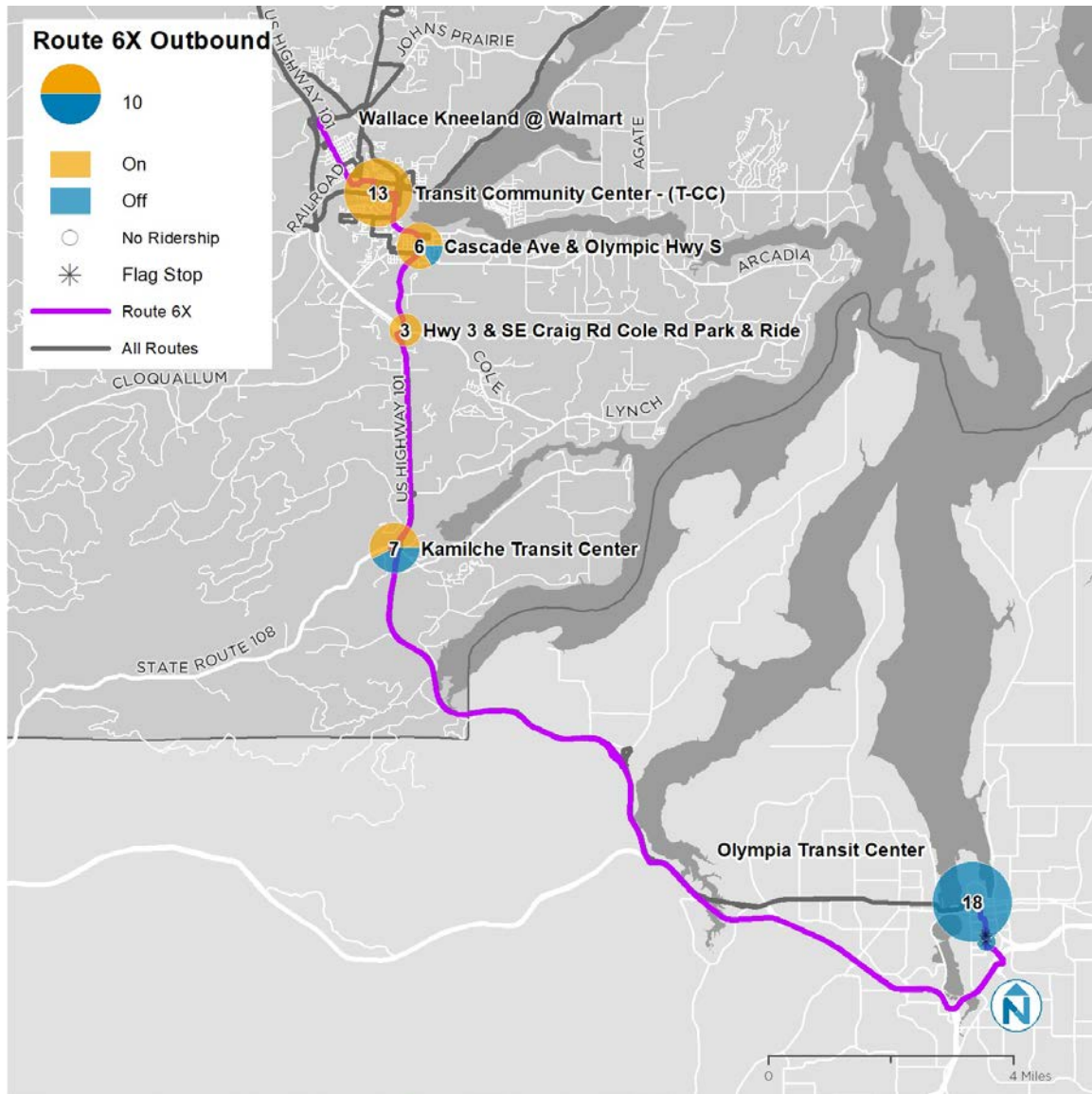




Figure 5-18 Route 6X to Olympia – Weekday Ridership



## ROUTE 7 SHELTON NORTH LOOP

Route 7 travels in a series of loops around north Shelton via Railroad Ave, US 101, Shelton Springs Rd, 13<sup>th</sup> 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.

### 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

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	

### 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 13<sup>th</sup> 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

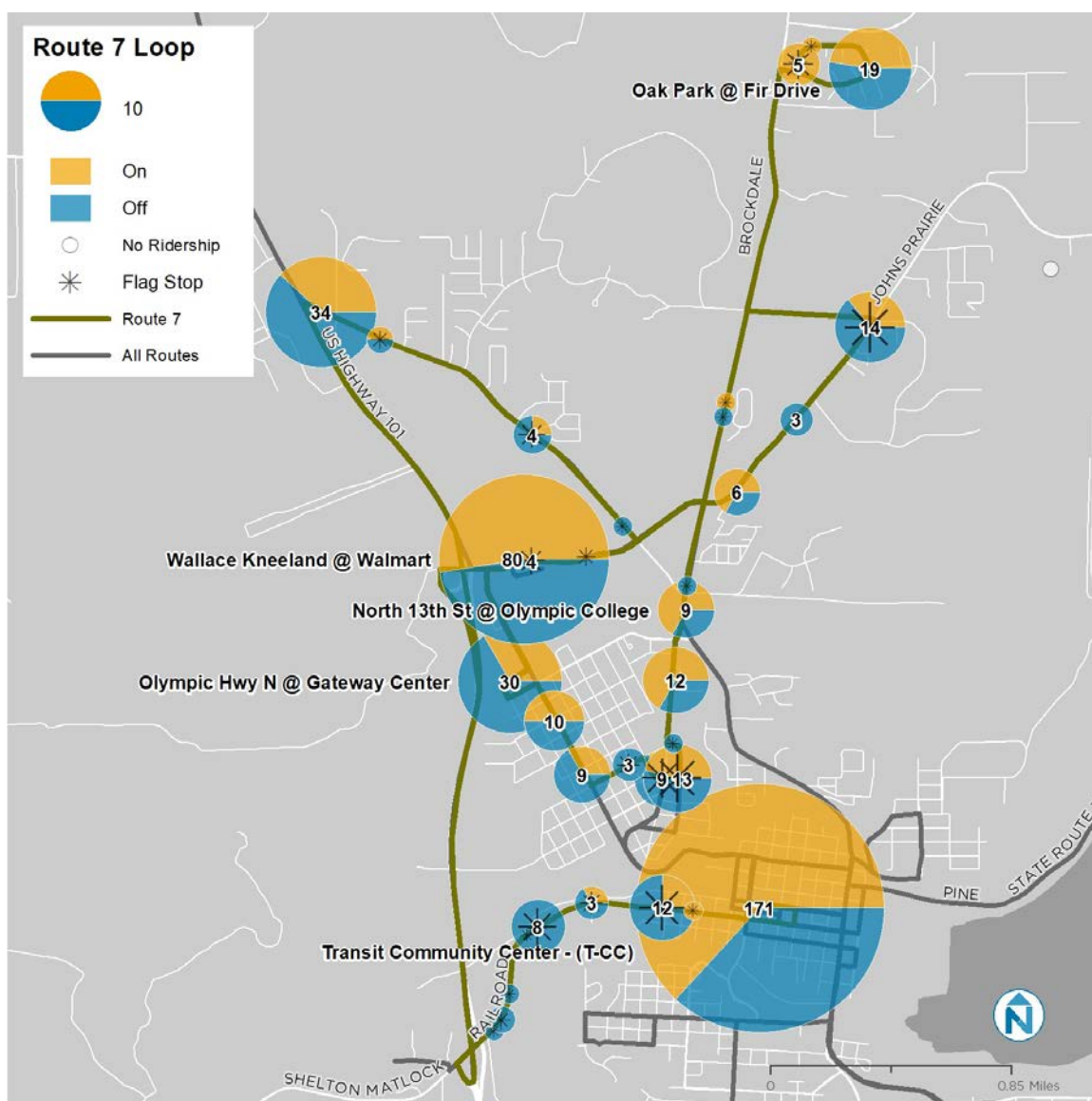
Like most of the Shelton loop routes, Route 7 runs mostly on time (76%) but has rates of early and late time point arrivals that leave room for improvement. Buses arrive early at Gateway Center 33% of the time and then arrive at Olympic College late 20% of the time. Because these are high ridership portions 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 13<sup>th</sup> 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.

### Major Destinations

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

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	

### 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

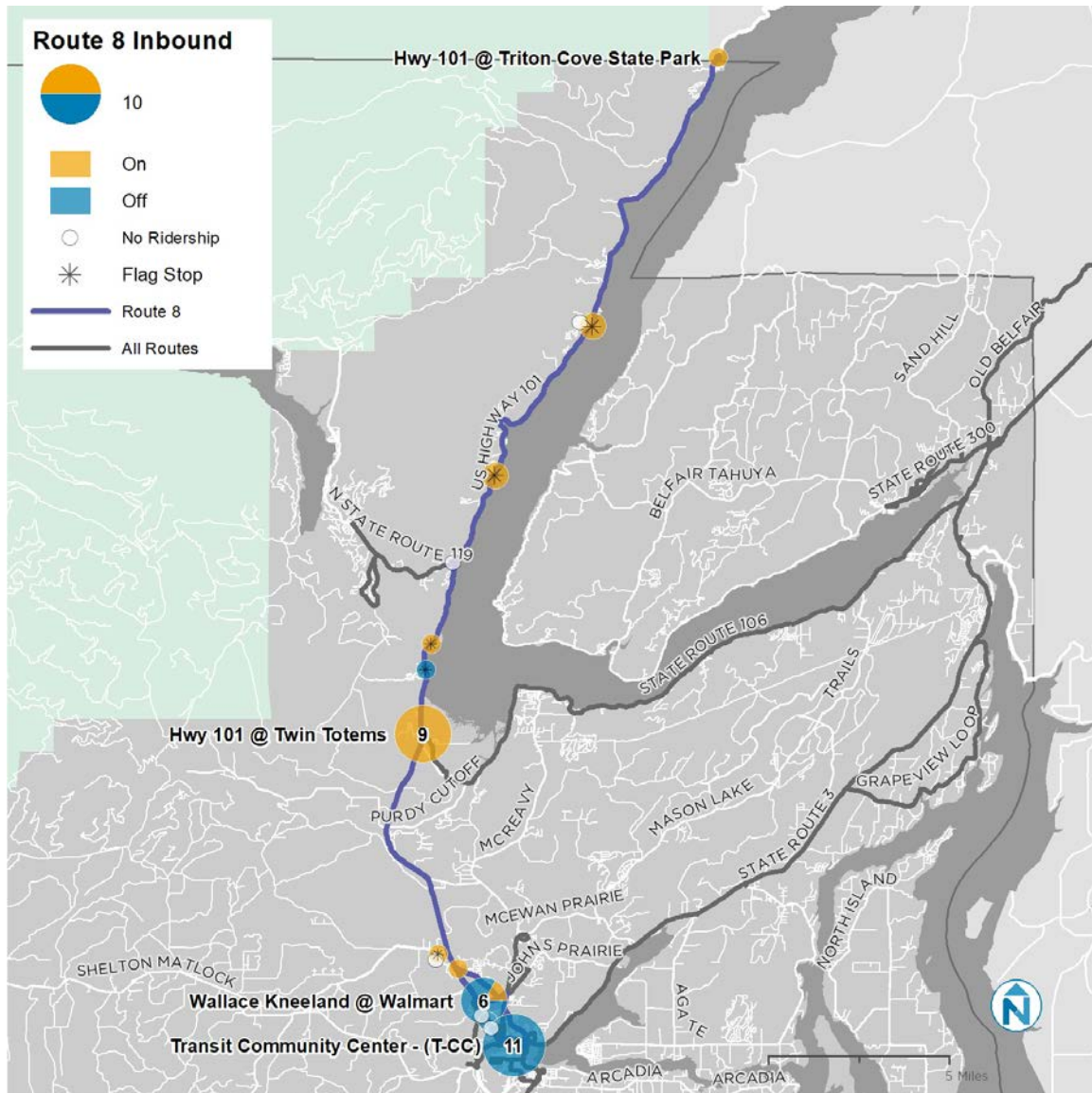
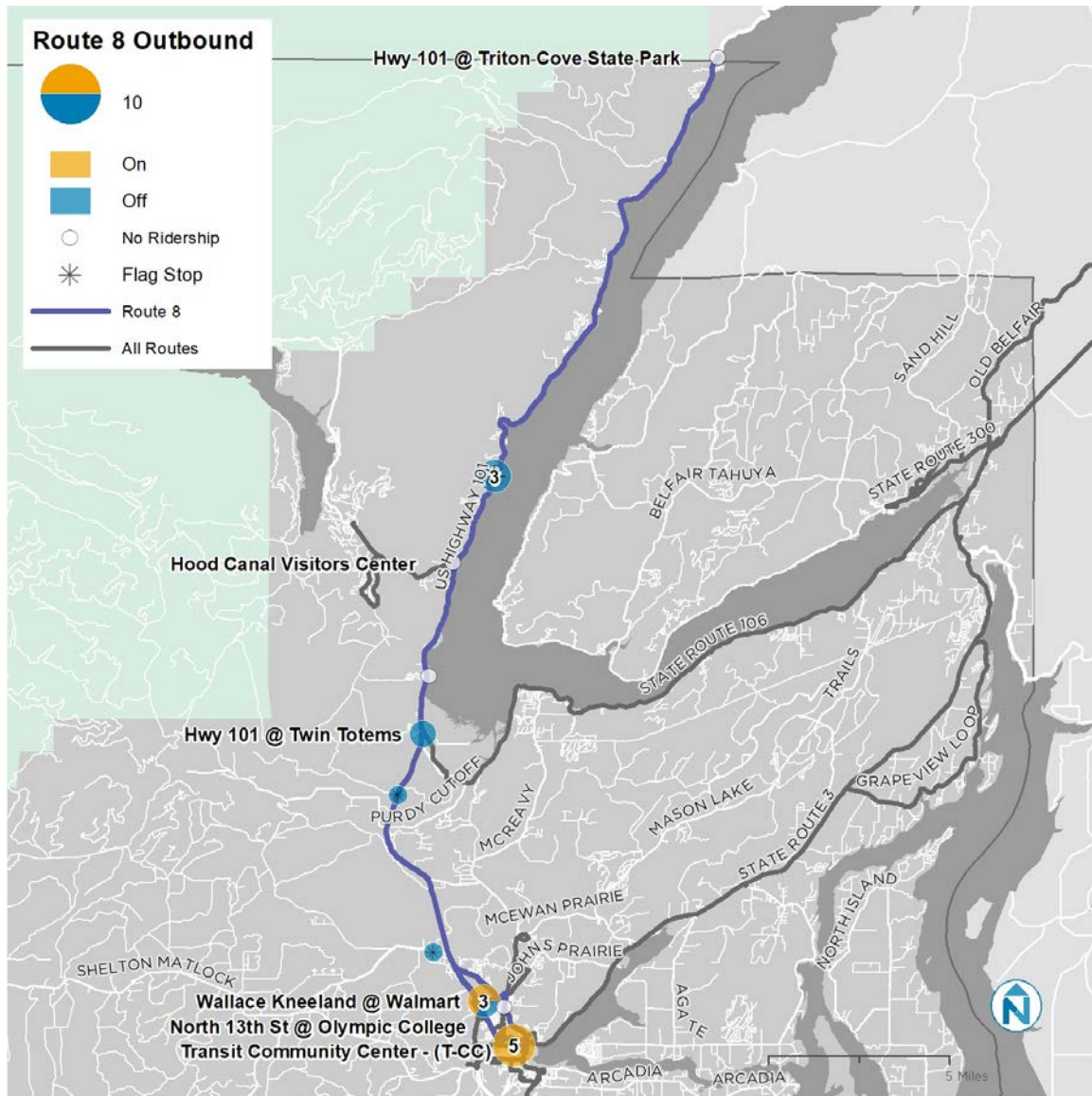




Figure 5-21 Route 8 to Triton Cove – Weekday Ridership





## ROUTE 9 SHELTON CENTRAL LOOP

Route 9 travels in a series of loops around downtown Shelton via Railroad Ave, Birch St, 13<sup>th</sup> 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.

### Major Destinations

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

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		

### 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.

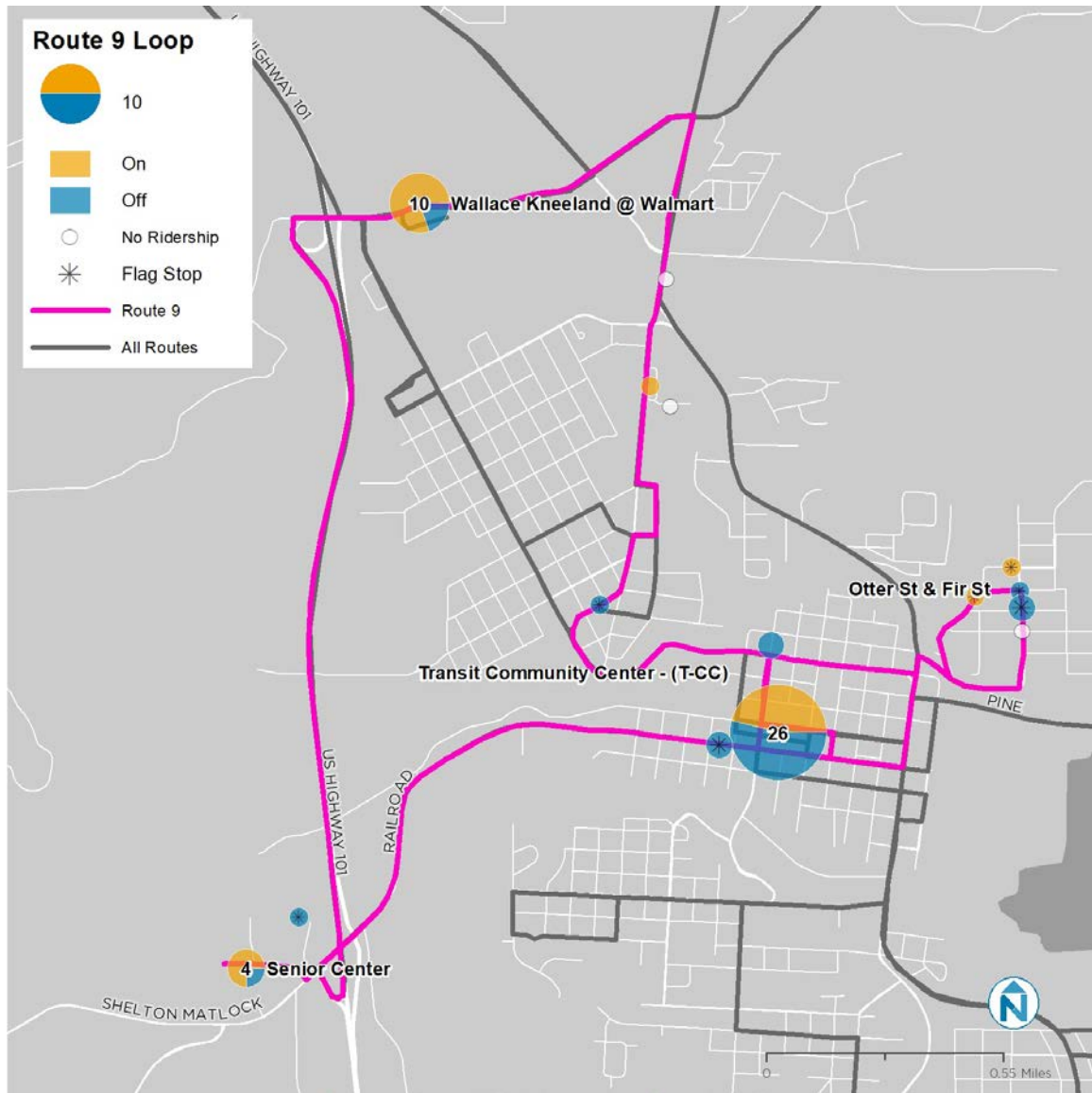
### Schedule Adherence

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.

### Major Destinations

- Transit-Community Center
- Walmart
- Twin Totems
- Hoodspport
- 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 Hoodspport 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.

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

Figure 5-23 Route 11 to Shelton – Weekday Ridership

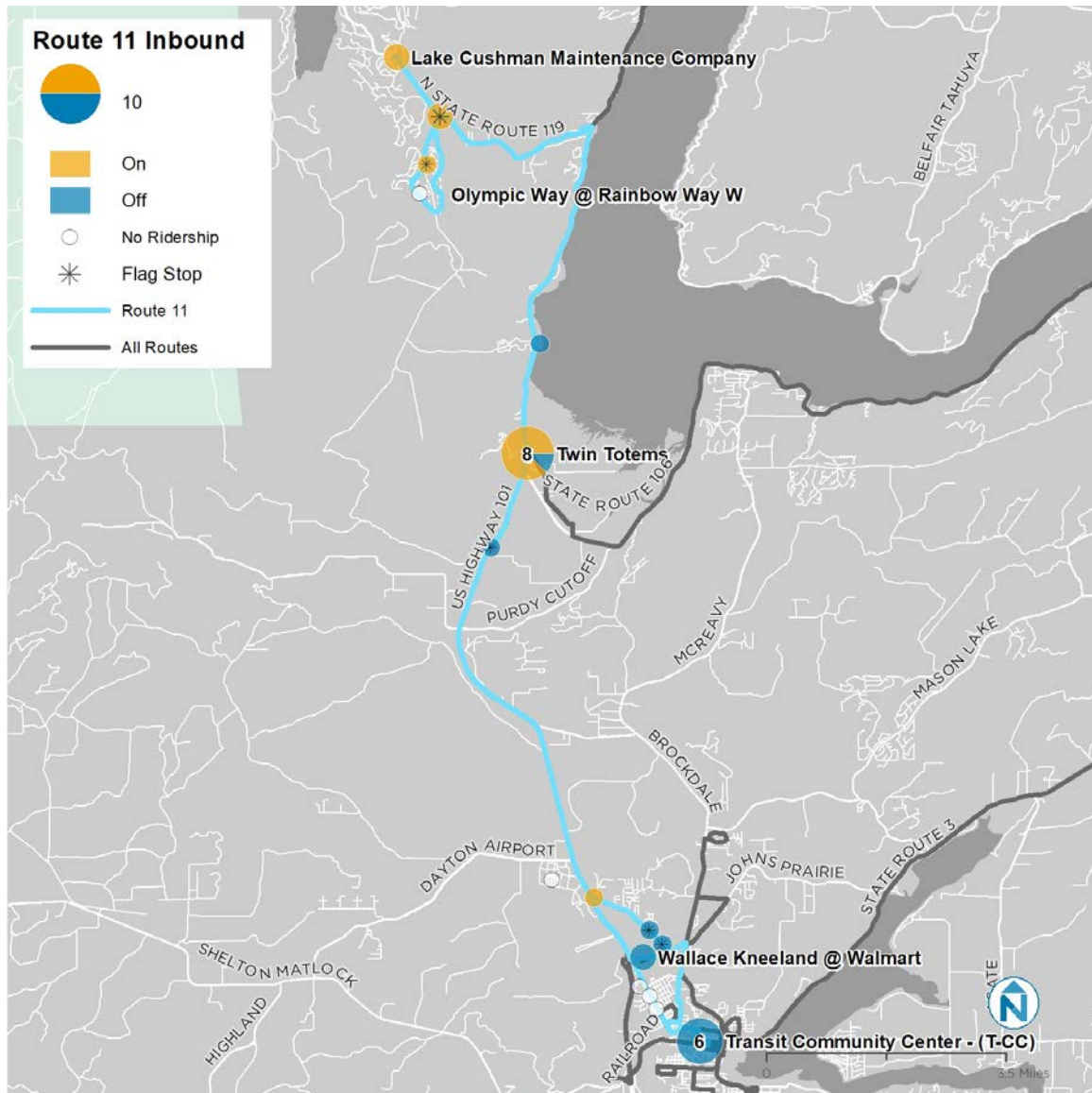
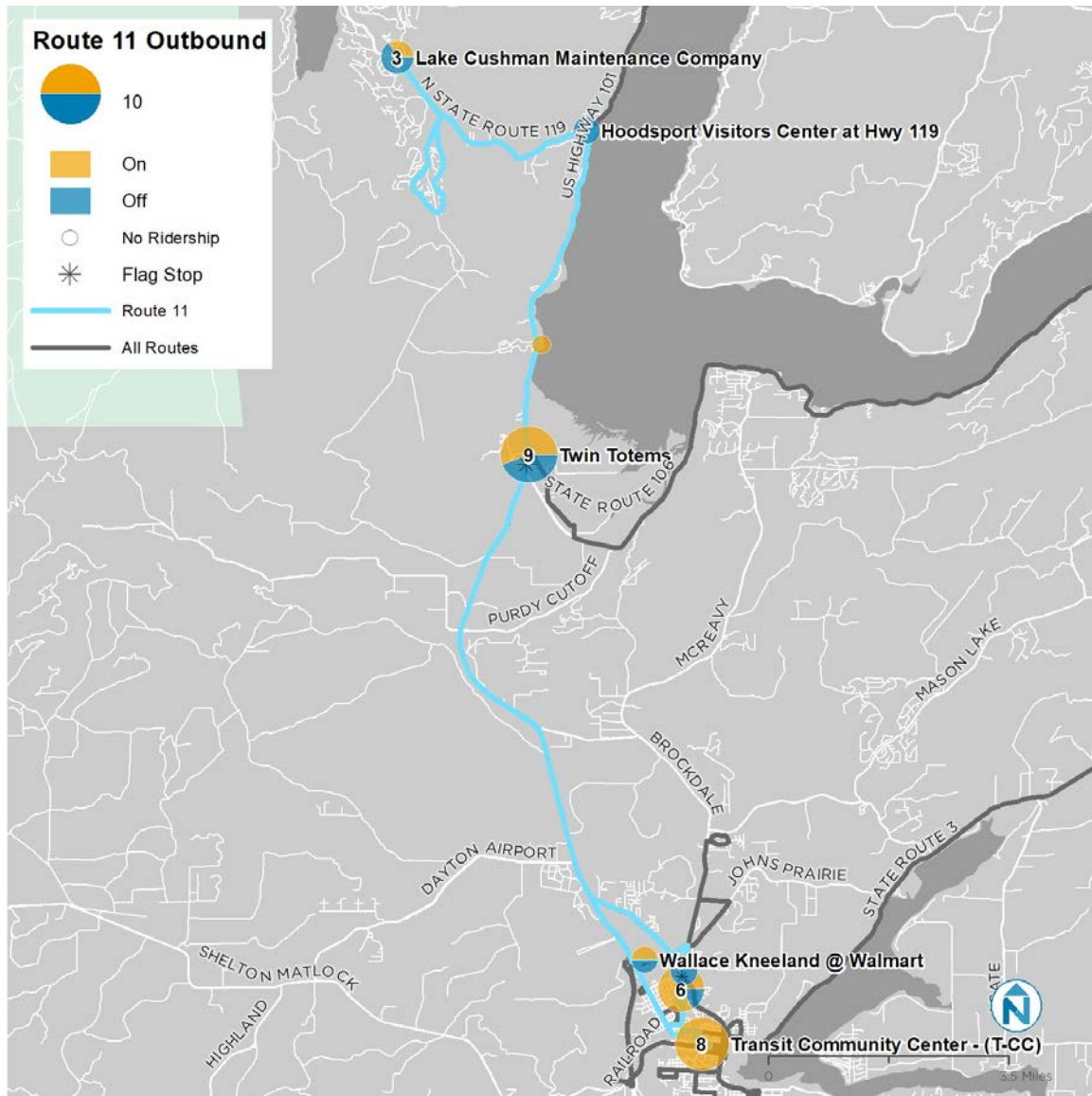


Figure 5-24 Route 11 to Lake Cushman – Weekday Ridership



## 6 RIDER 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

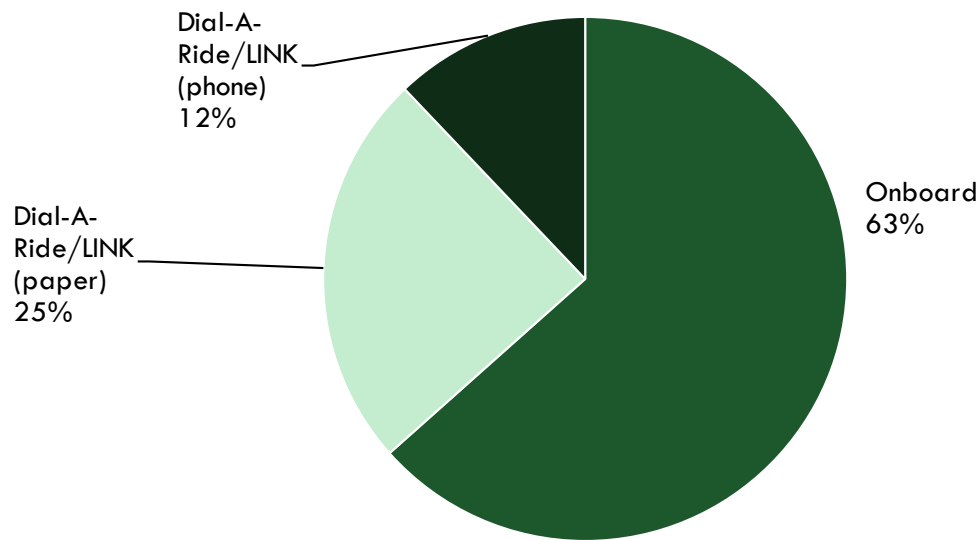
- Most riders use MTA services for round trips.
- Many MTA riders live in low-income and/or carless households.
- Most riders walk or use transit to get to and from MTA services.
- Roughly half of MTA riders have access to a smartphone, and most learned of MTA from friends and family.
- The vast majority 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.

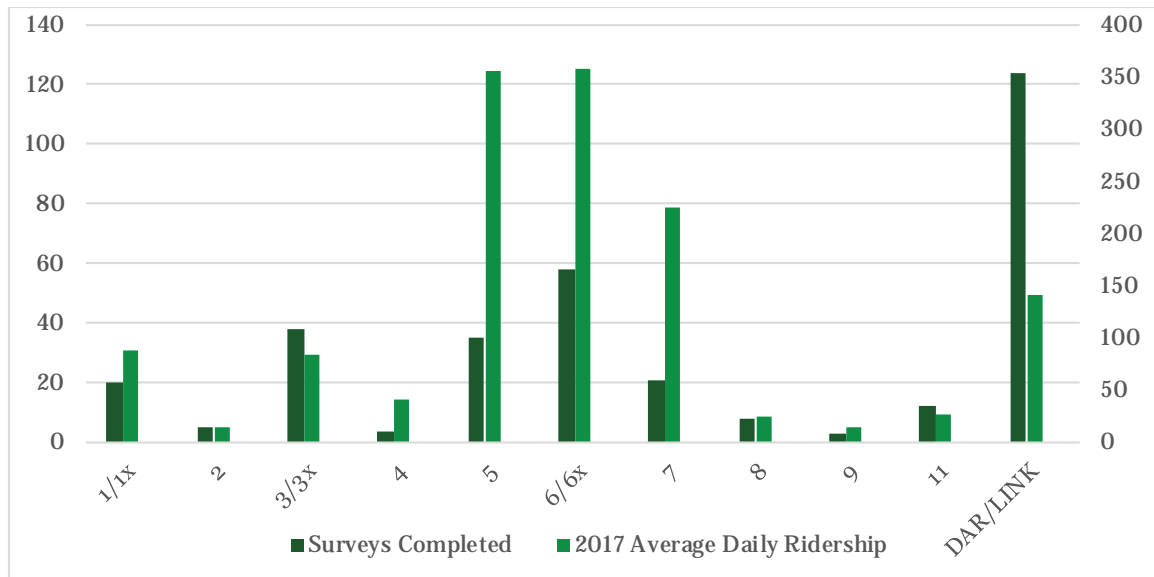


**Figure 6-1**    Number of Surveys Completed by Type



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



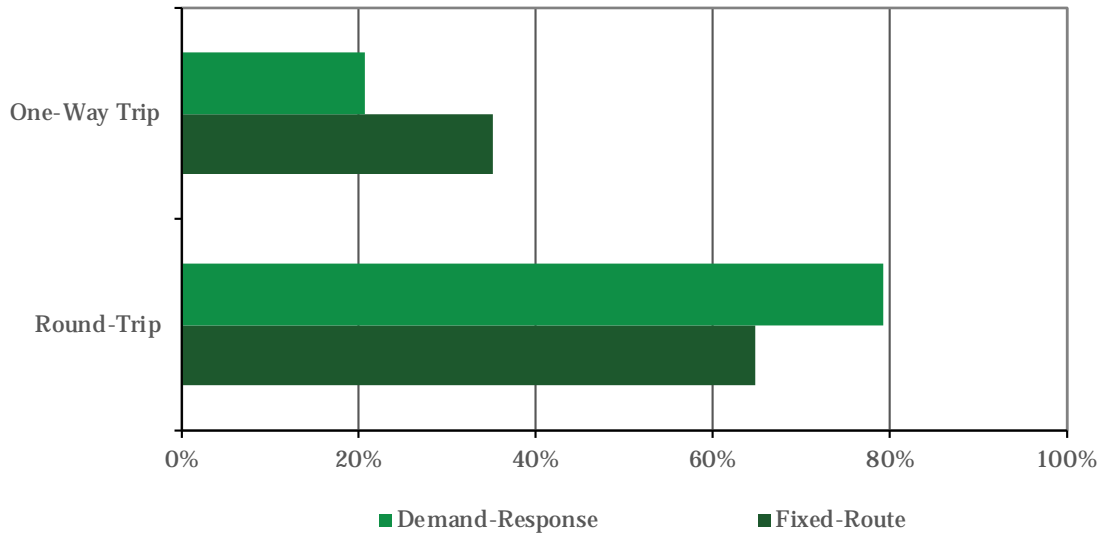
## SURVEY RESULTS

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

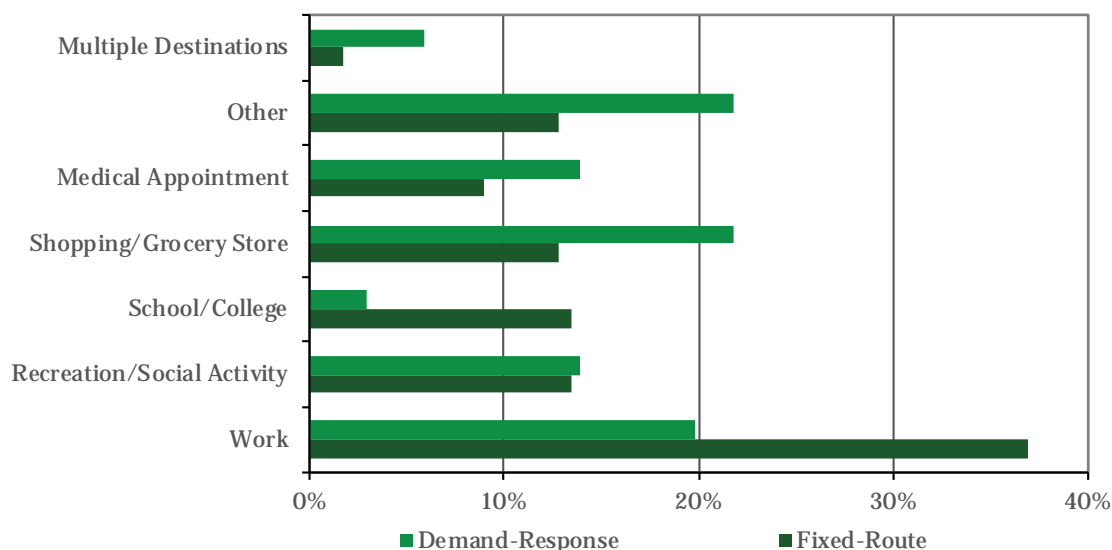
By and large, riders on both MTA's demand-response and fixed-route services were most often taking round trips. Demand-response riders were more likely than fixed-route riders to be taking a round trip (Figure 6-3).

Figure 6-3 Trip Types



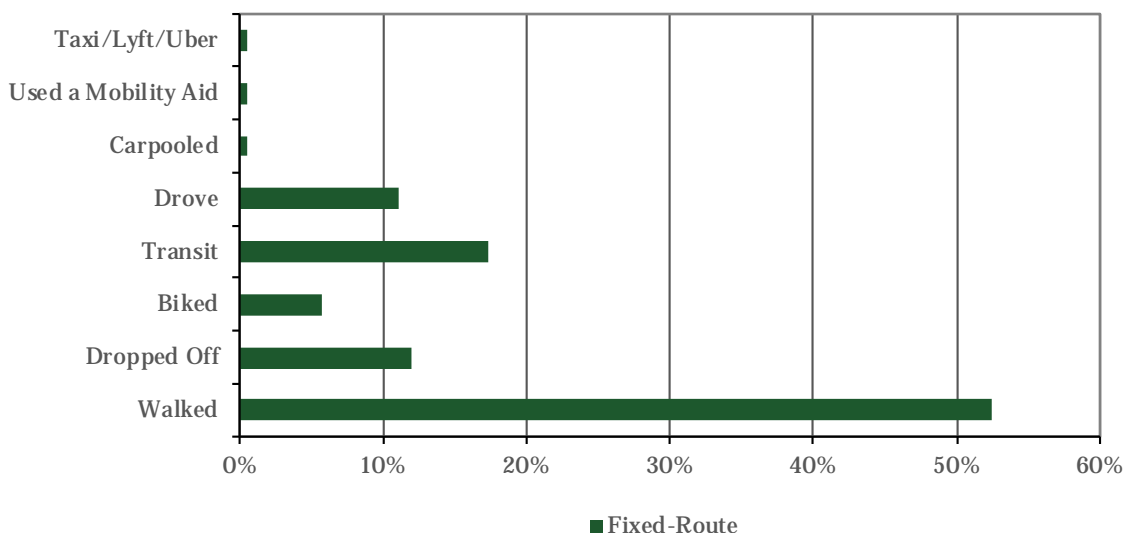
A breakdown of all home-based trip purposes reveals different patterns between demand-response and fixed-route riders. Work is the dominant destination for fixed-route riders, while demand-response rider trips were distributed relatively evenly across work, recreation, shopping, and medical appointment 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.

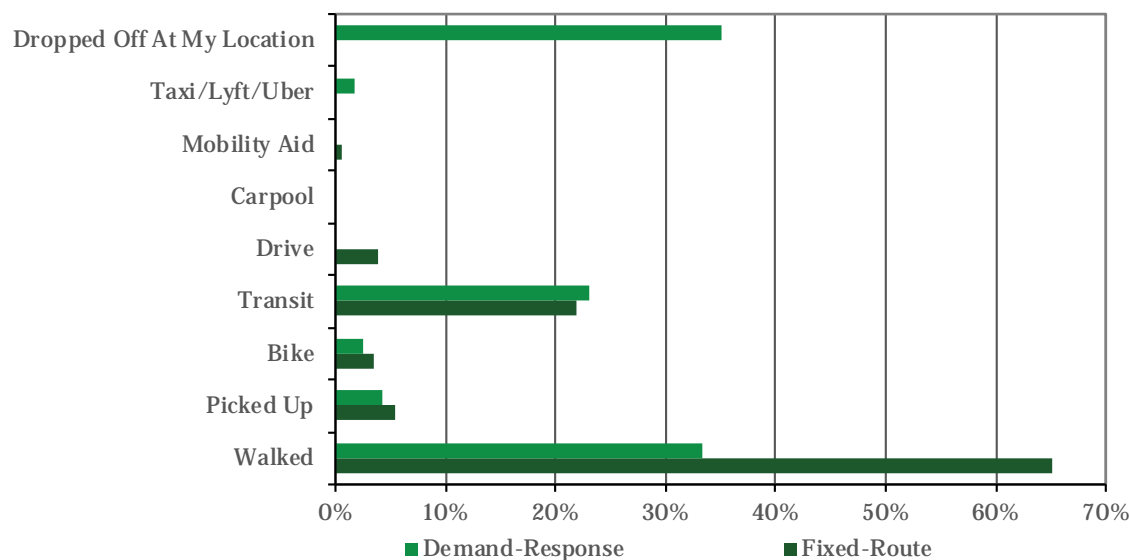
**Figure 6-5 Travel Mode to Access Bus**



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-

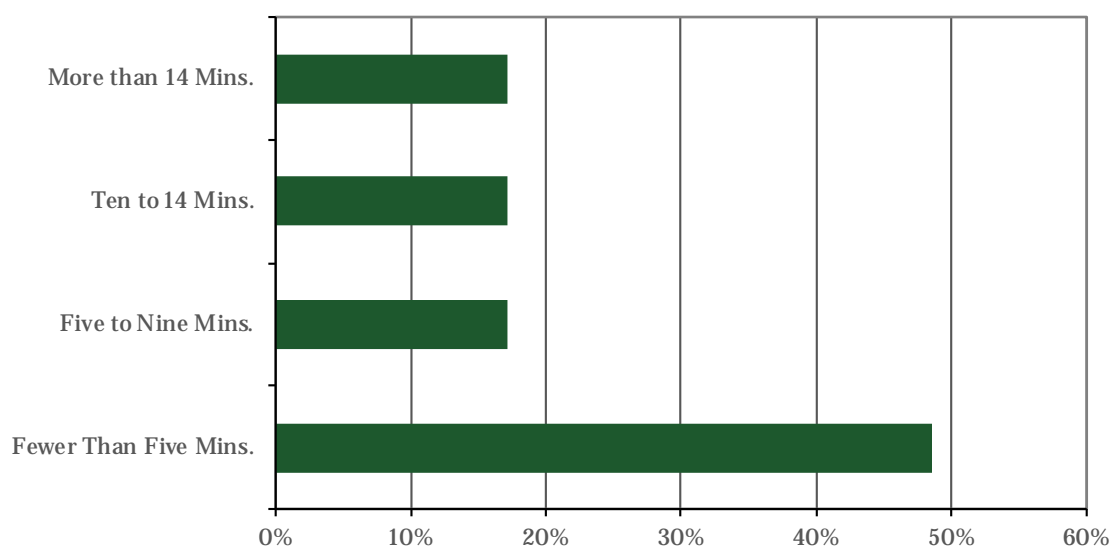
response riders reported taking another transit trip (either ferry, train, or bus) to their final destination.

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

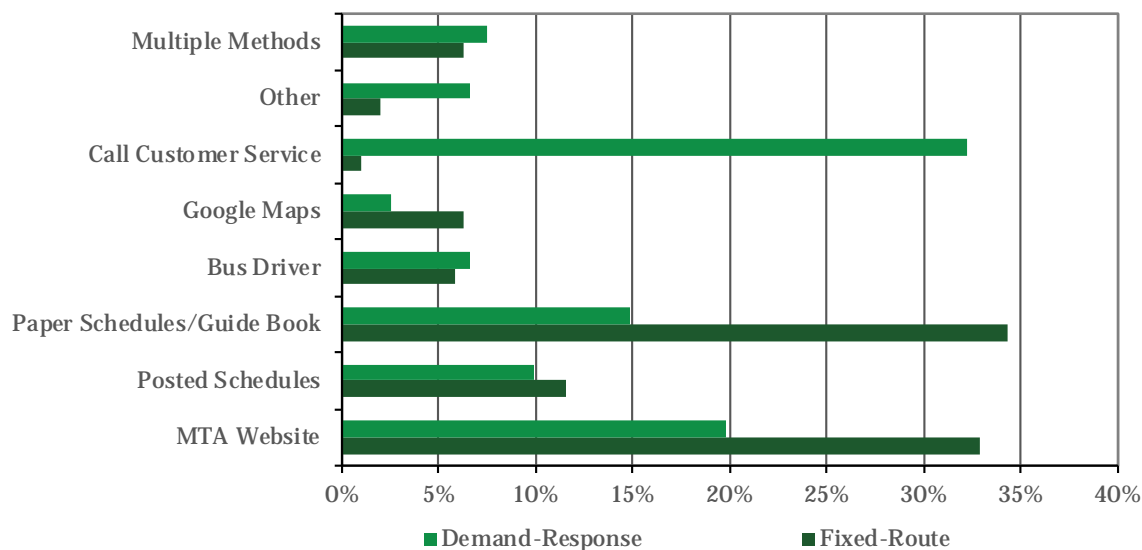


There are apparent differences in how riders access information to plan their transit trips. Fixed-route riders are about as likely to use the MTA website as paper schedules/guide book, while demand-response users were more likely to call MTA directly to plan their trip.<sup>1</sup> This is likely due

<sup>1</sup> 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.'

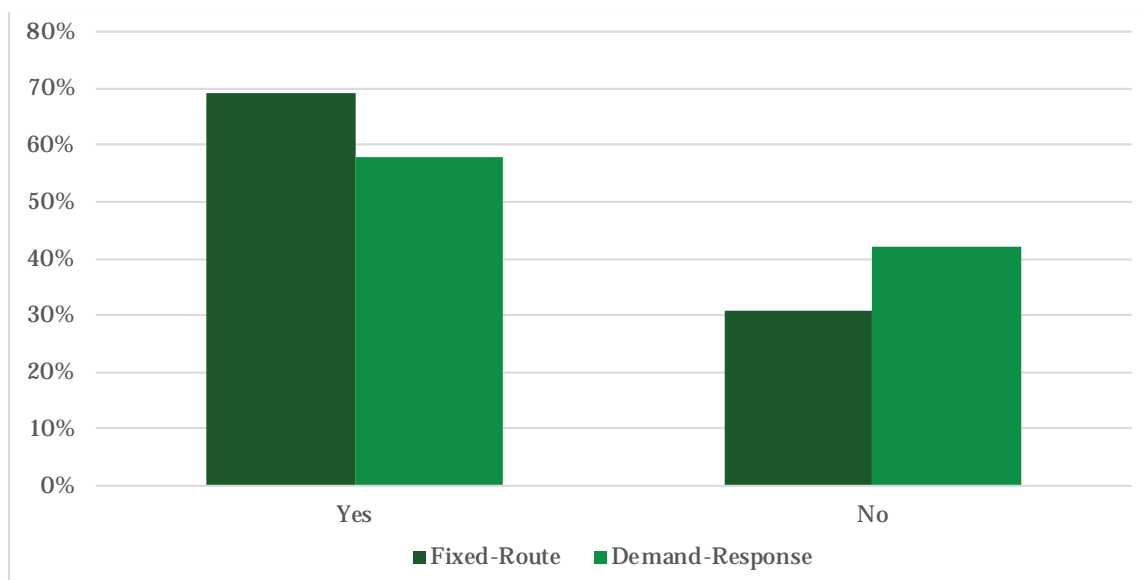
to the differences in service type, as demand-response riders *must* call to receive service. Other respondents reported asking their neighbors and staff at the Transit-Community Center.

Figure 6-8 Trip Planning Methods



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).

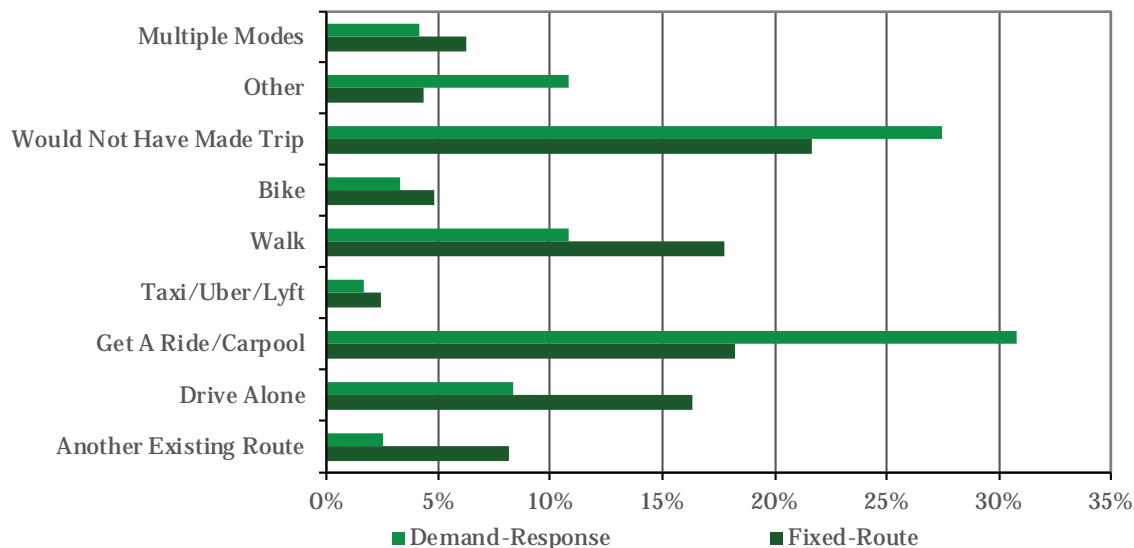
Figure 6-9 Riders with Smartphone Access



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.

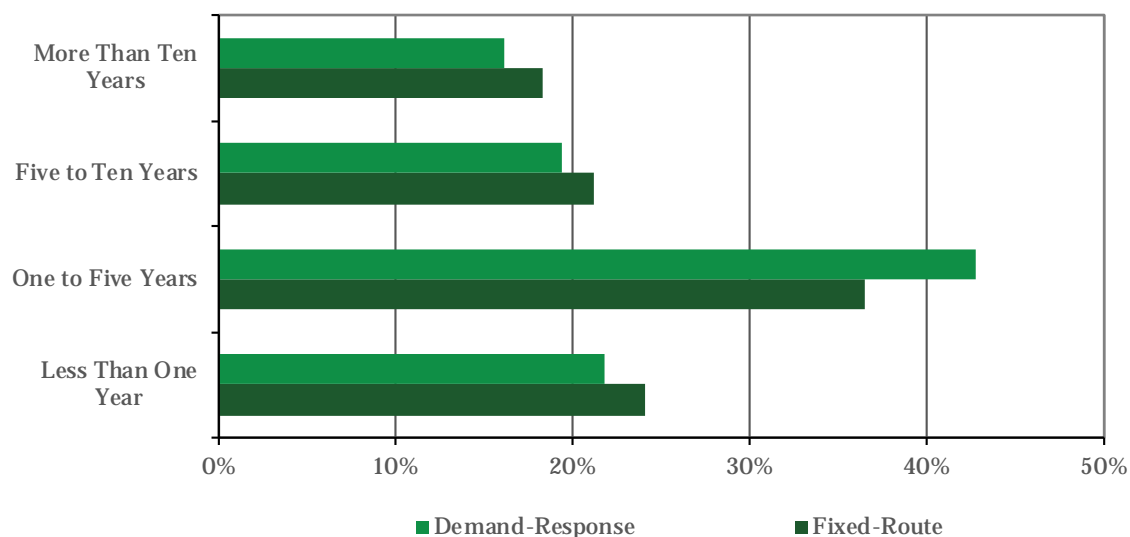
Five respondents reported that they would hitchhike if there was no MTA route available, and one noted that they would not have a job without MTA's service.

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.

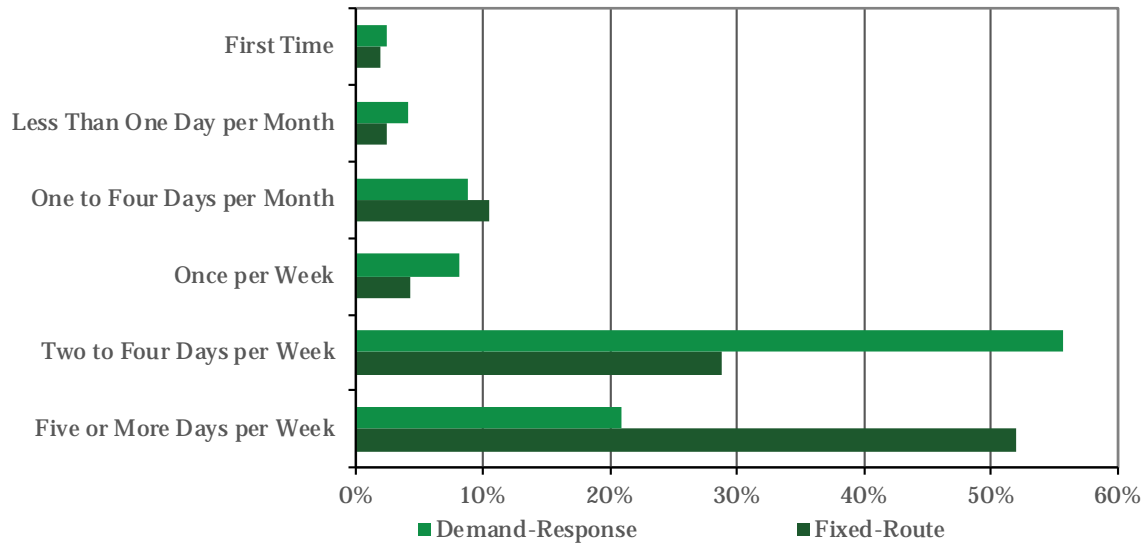
Figure 6-11 Length of Time Riding MTA Services



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.

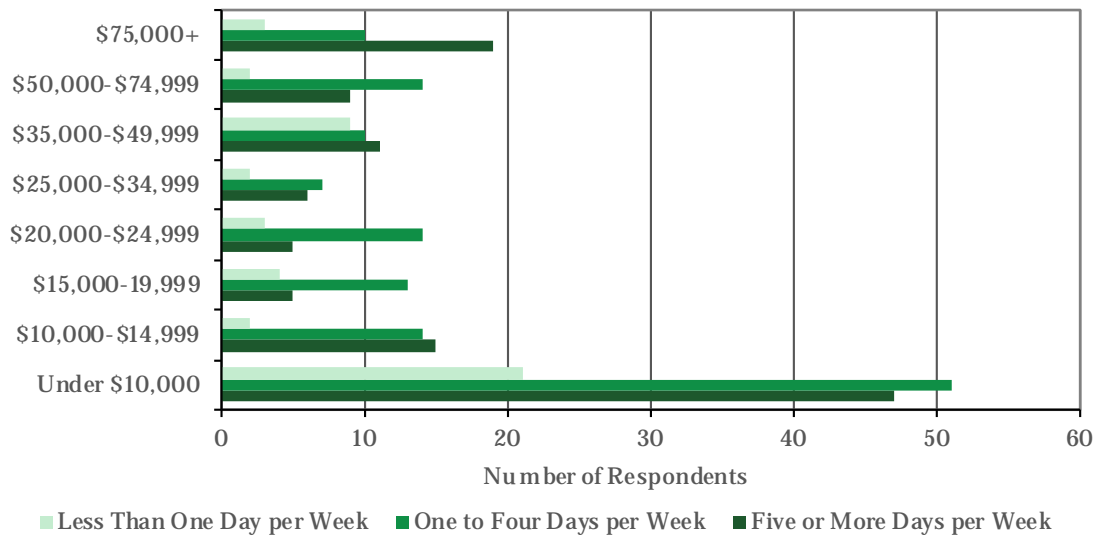


**Figure 6-12 Frequency of MTA Ridership**

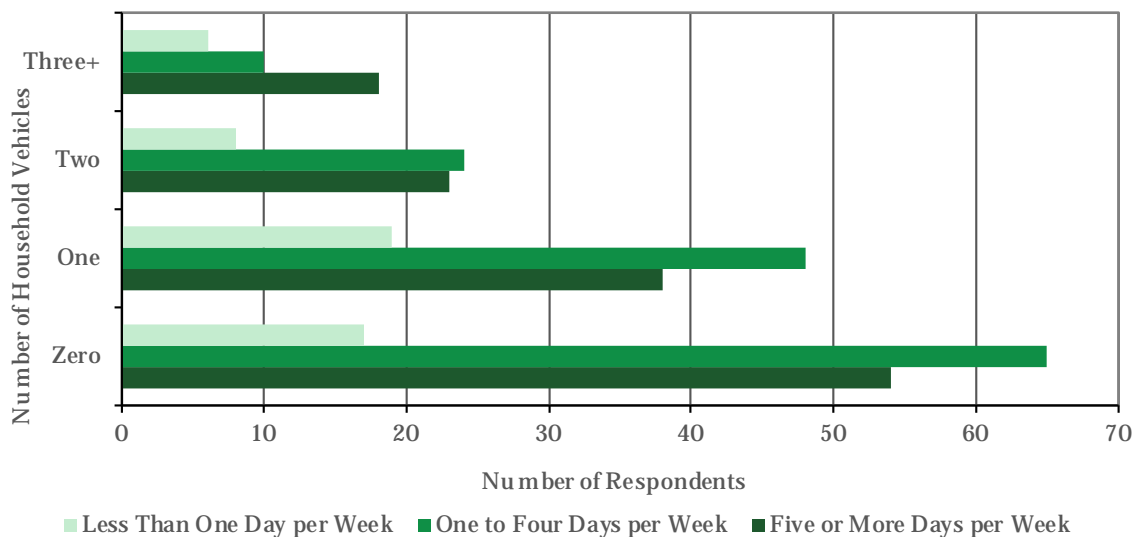


Cross-tabulating income and household vehicle ownership with frequency of ridership reveals a pattern that is crucial to understanding MTA's frequent rider demographics. Most of the respondents that reported riding MTA services two or more days per week are from lower-income households with zero or one 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**

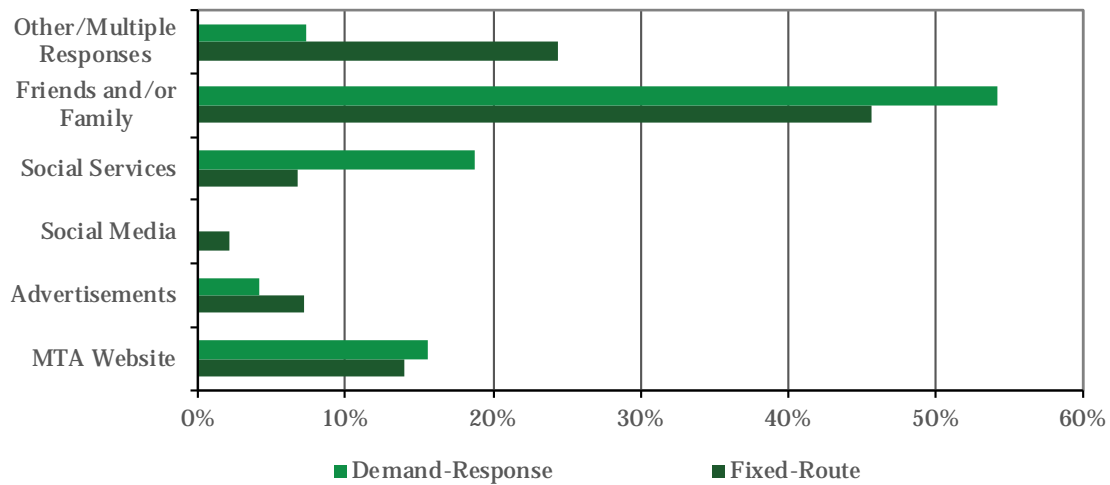


## Customer Opinion

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.

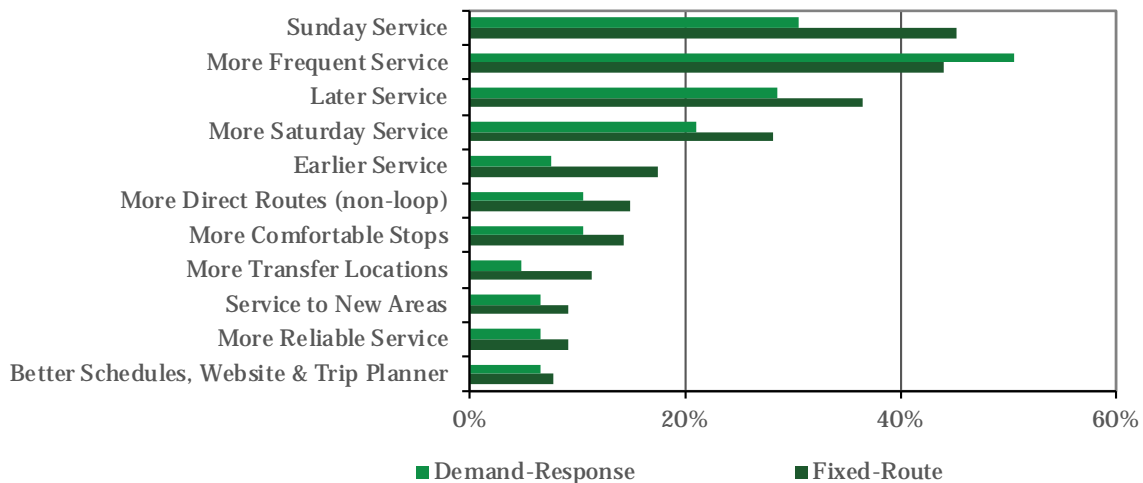
The vast majority of riders that reported learning of MTA from 'other' sources responded that they had seen the vehicles driving around town; in this respect, MTA's vehicles may be its best form of advertising. Three riders learned of MTA from their work at Puget Sound Naval Shipyard, and others were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

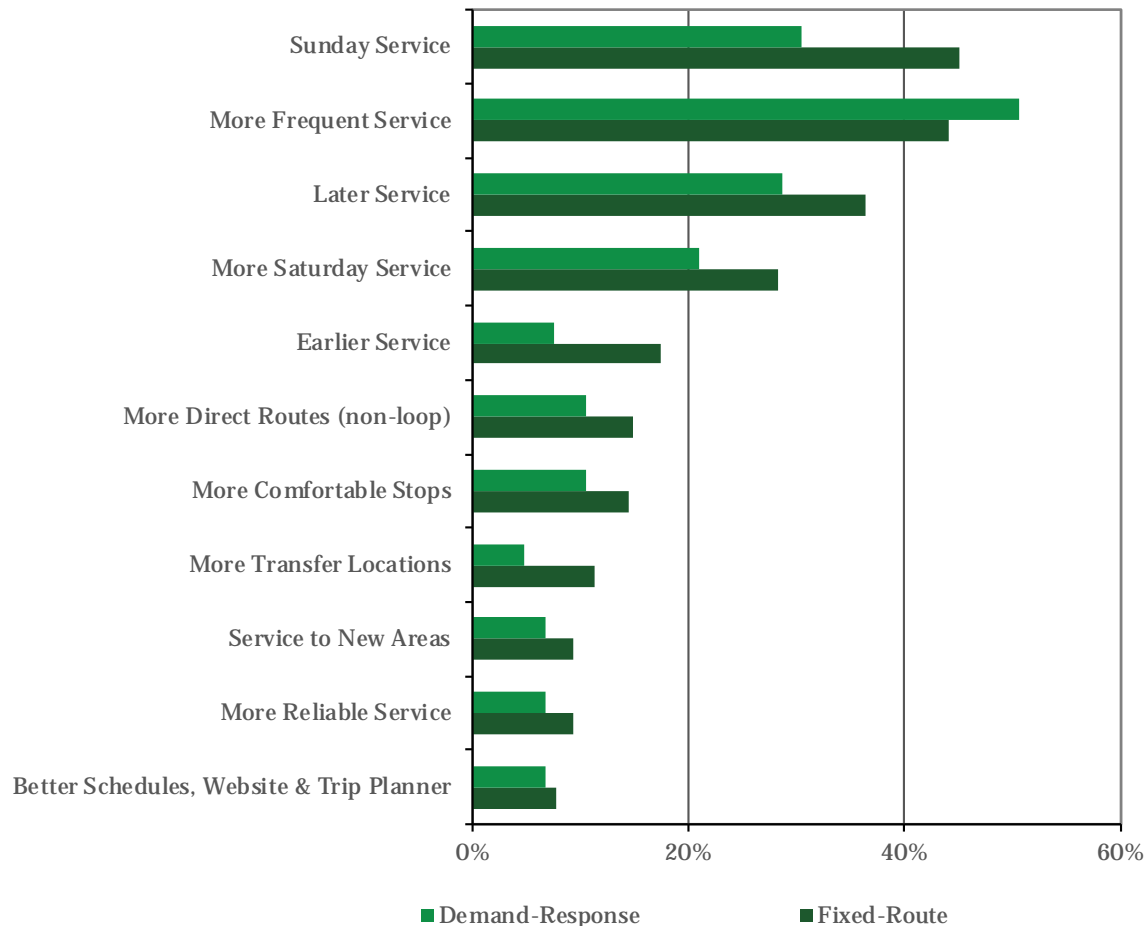


In the open-response portion of the survey, riders were provided with an area in which they could make comments. These results were coded into categories representing the most common responses. Verbatim open response comments are included in Appendix C.

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.

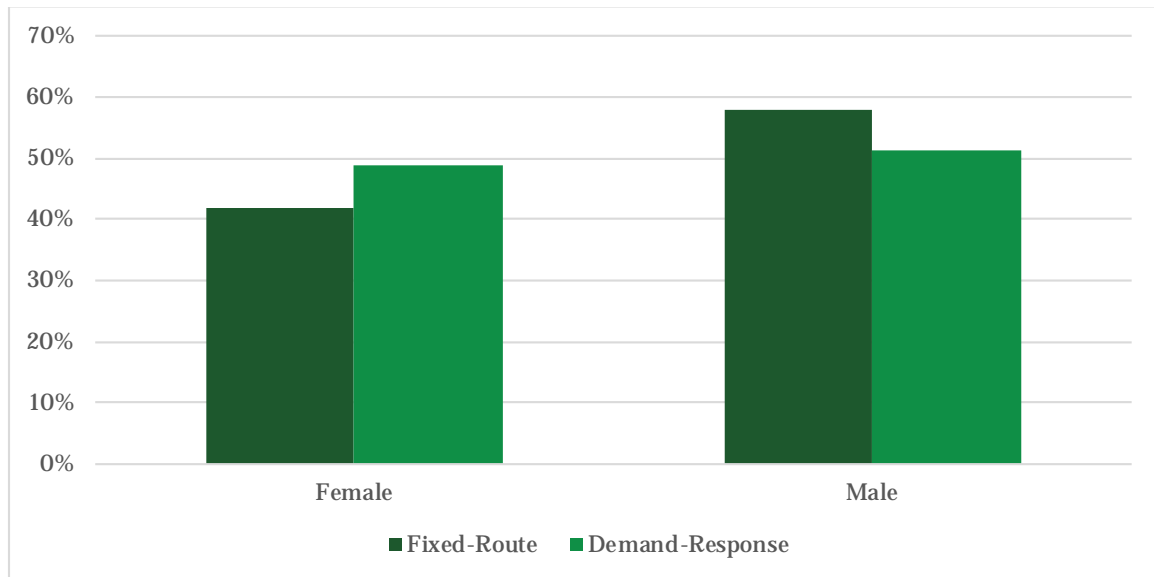
Figure 6-17 Open-Ended Comments



## Demographics

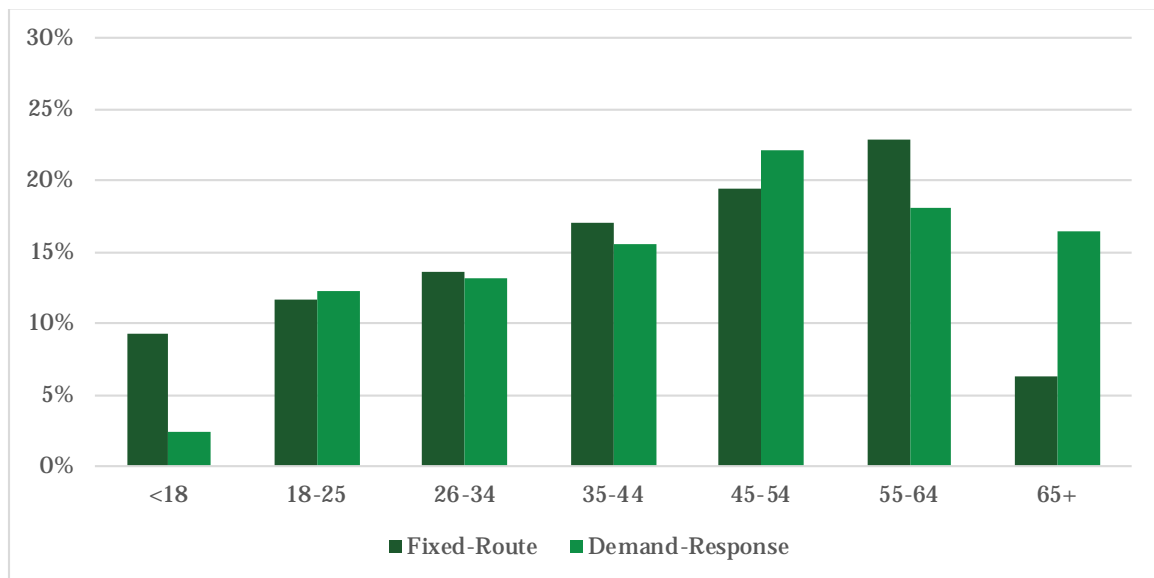
Ridership is split relatively evenly among male and female riders, with slightly more men reporting using the service (Figure 6-18).

Figure 6-18 Rider Gender



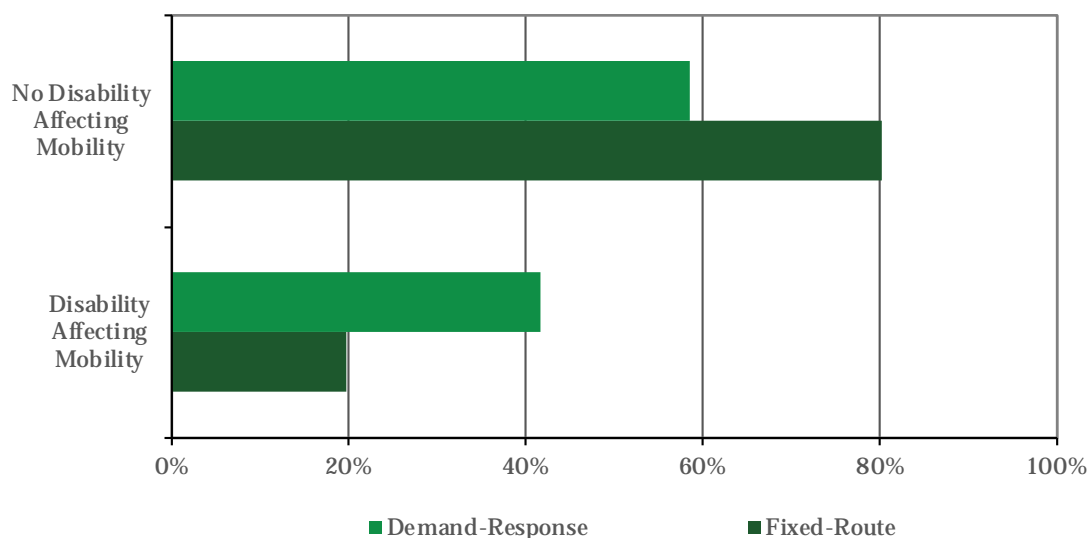
Rider ages were distributed in relatively similar fashions across demand-response and fixed-route riders surveyed, with the exceptions being in youth and senior riders (Figure 6-19). Youth were less likely to be riding demand-response services, while seniors were more likely to be riding demand-response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

Figure 6-19 Rider Age



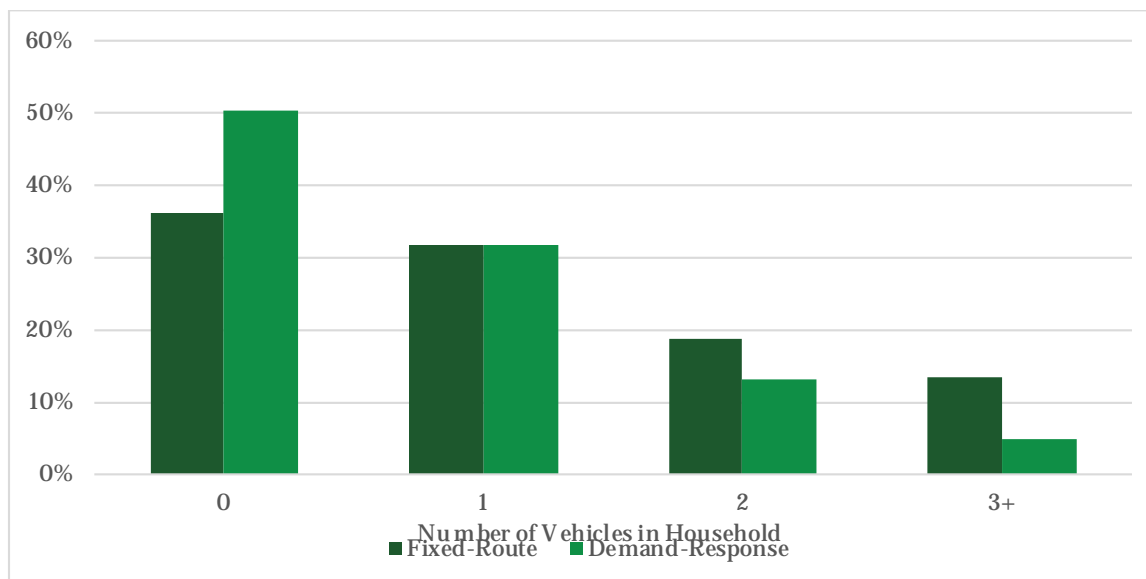
Riders using demand-response services were more likely to have a disability affecting their mobility than were riders on fixed-route services. This is not an unusual demographic pattern on demand-response transit services (Figure 6-20).

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.

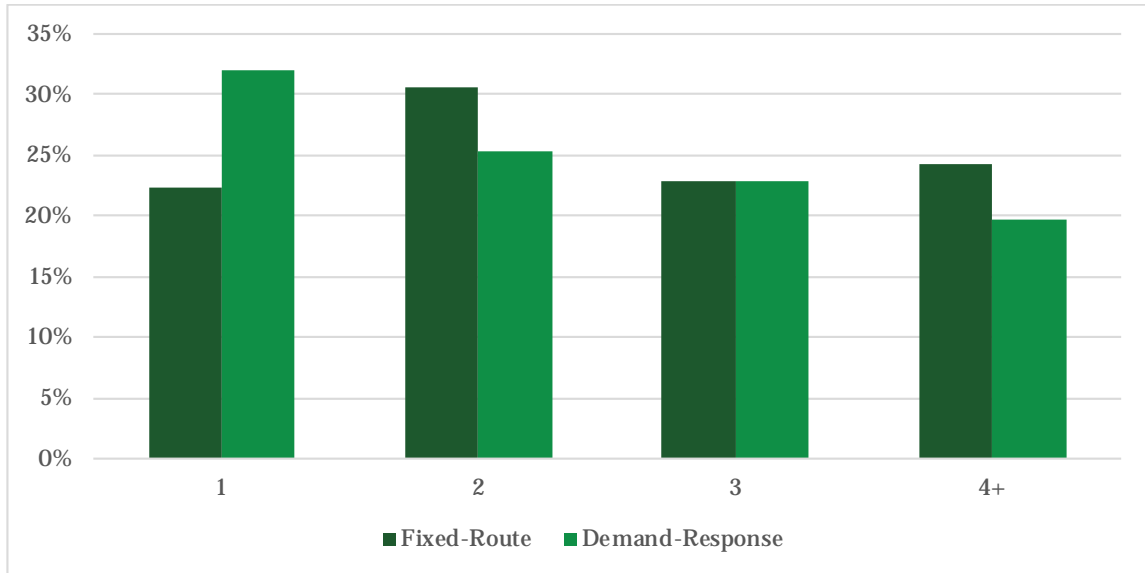
Figure 6-21 Rider Household Access to a Vehicle



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).

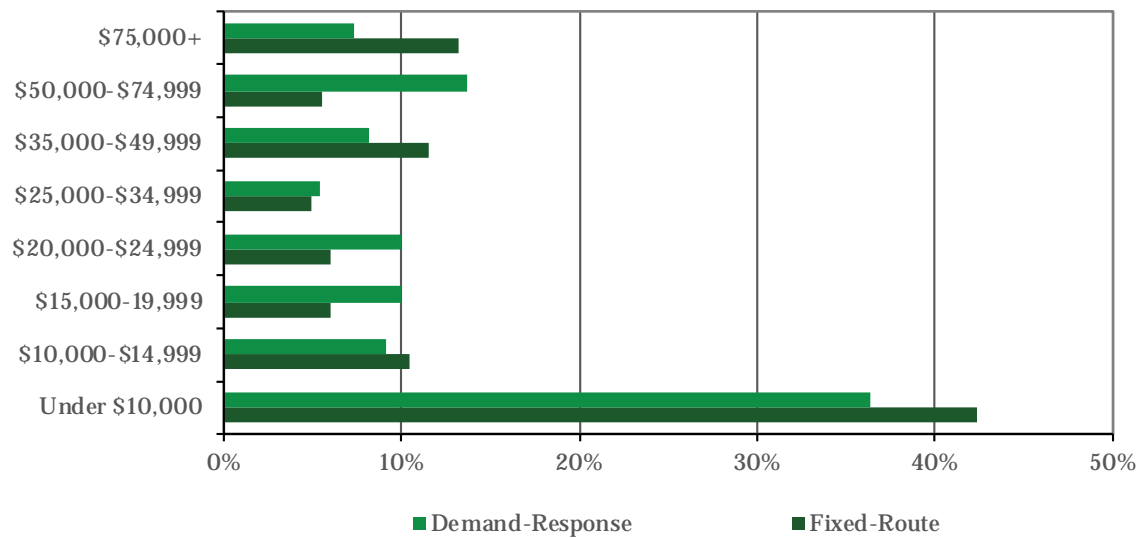


Figure 6-22 Rider Household Size



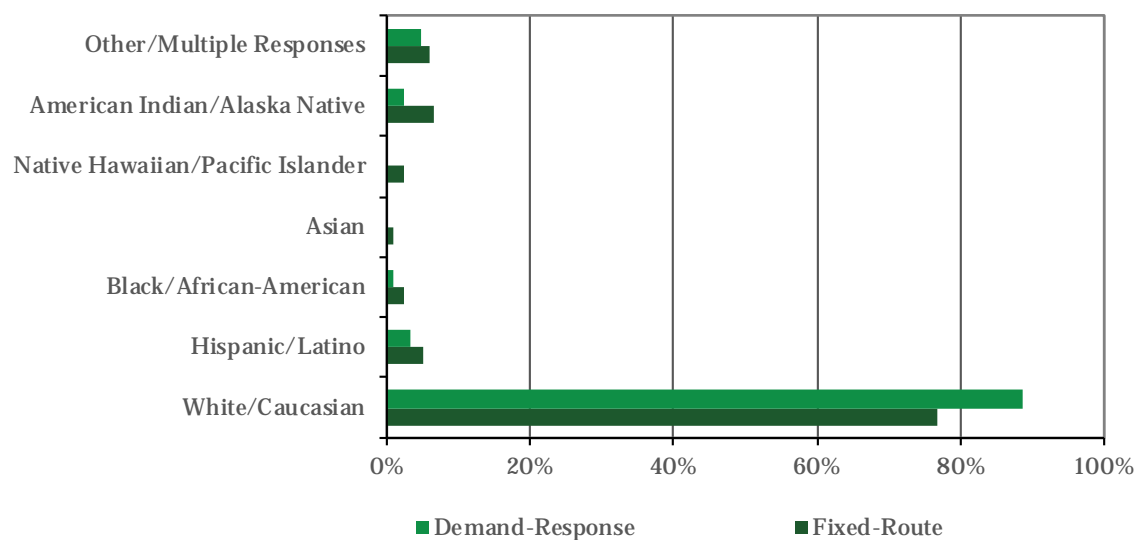
Overall, the vast majority of riders on both demand-response and fixed-route services reported earning less than \$10,000 each year (Figure 6-23). The distribution of rider household incomes across other groups was relatively consistent. Low rider incomes, combined with high rates of carless households, 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



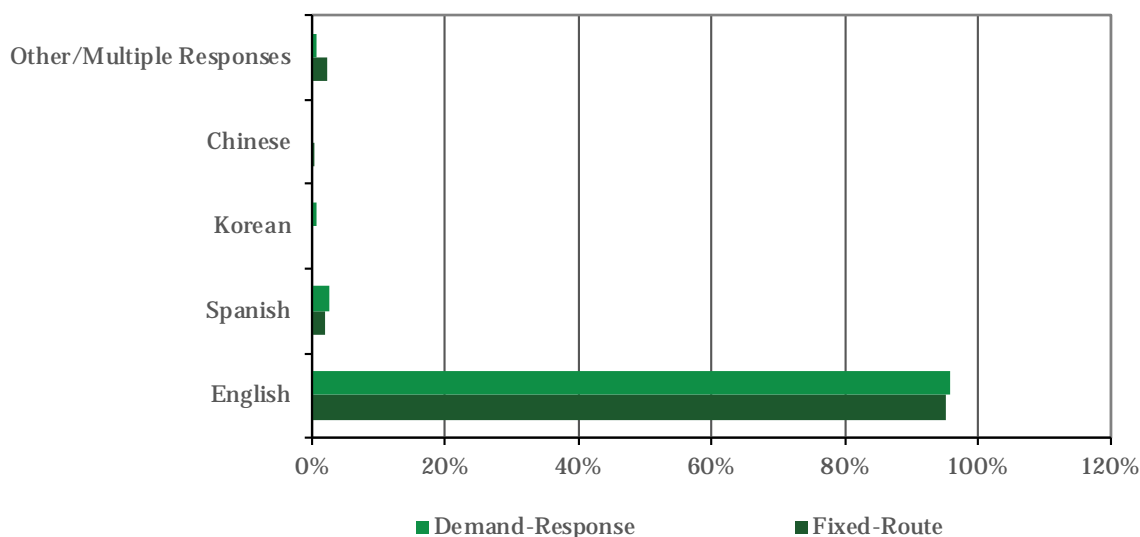
Rider race and ethnicity on both demand-response and fixed-route services is largely white, with small proportions of minority riders (Figure 6-24). In this respect, ridership generally mirrors the demographics of the Mason County population at large.

Figure 6-24 Rider Race/Ethnicity



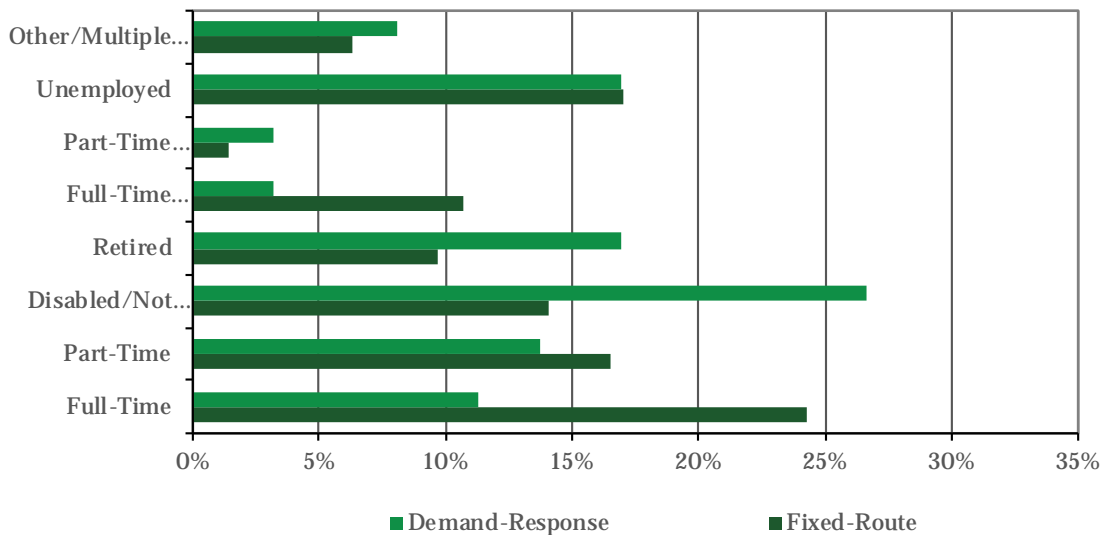
English is the dominant language of MTA riders (Figure 6-25). A few riders reported speaking Chinese, Korean, and Spanish, and six survey respondents reported speaking other or multiple languages.

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



## 7 PUBLIC INPUT SUMMARY

Public outreach for the MTA Comprehensive Service Analysis occurred over two distinct phases:

- **Phase I** occurred during April and May 2018 and utilized an online survey to identify priorities and trade-offs for transit service improvements. Open-ended comments for Phase I outreach are shown in Appendix D.
- **Phase II** occurred during September and October 2018 and utilized an online survey to gather feedback on three service scenarios and the future of MTA service. This phase was used to gauge perceptions of proposed service changes, and input was used to develop the Preferred Alternative. Details about the service scenarios can be found in Appendix E. Open-ended comments for Phase II outreach are shown in Appendix F.

The two phases of outreach each incorporated two in-person public outreach events in Shelton and Belfair. Attendees were encouraged to ask questions about proposed service changes, voice concerns, and were directed to provide feedback using the online survey tools.

### KEY FINDINGS

#### Phase I

- The most requested service improvement was greater frequency; frequent riders requested later service.
- Respondents who never ride MTA reported being most likely to ride if the bus took them where they wanted to go.
- A number of respondents requested MTA service in areas where it is currently provided, suggesting an opportunity to improve service marketing.
- All rider types were most likely to report riding MTA because it saves them money.
- All rider types were most likely to plan trips and check bus schedules on the MTA website.
- Respondents were complimentary of MTA when given an open response opportunity.
- Survey respondents were primarily rare users or have never used MTA services.
- Survey respondents were skewed towards an older, whiter, and wealthier demographic.
- Frequent riders were different from occasional users in that they were more likely to ride MTA because they can't afford to drive and/or because they don't have a driver's license.

#### Phase II

- Respondents were most interested in seeing Sunday service, later weekday service, and increased frequency on weekdays.

- For all the scenarios, respondents were pleased with the increases in frequency, later service, and better connections with the ferry and State worker schedule. Many respondents were very interested in the idea of Sunday service in Scenario 3.
- A few respondents expressed concerns about reduced service, such as on the Route 2, Route 8, and Route 11, and the stop locations on some route re-alignments.

## PHASE I OUTREACH

This section summarizes the findings from MTA's April/May public input survey and public meetings. The survey provided Mason County residents the opportunity to provide feedback on MTA services and convey their vision for the agency's future. The survey was able to capture feedback from non-riders as well as current MTA customers. Results from the public survey informed the service concepts for the MTA Comprehensive Service Analysis.

The survey was hosted online and was open for responses from April 19 to May 17, 2018. There were a total of 172 responses (an average of seven per day). The survey link was sent to all Mason County residents via a physical postcard and was also messaged to residents at public open houses held in May, via social media (Figure 7-1), and through e-mail. Although the vast majority of responses were returned electronically, approximately seven surveys were filled out on paper at public open houses (Figure 7-2).

Figure 7-1 MTA Survey Invitation Tweet



Figure 7-2 Phase I Outreach Open House at Transit-Community Center



## Survey Results

### Rider Types and Behaviors

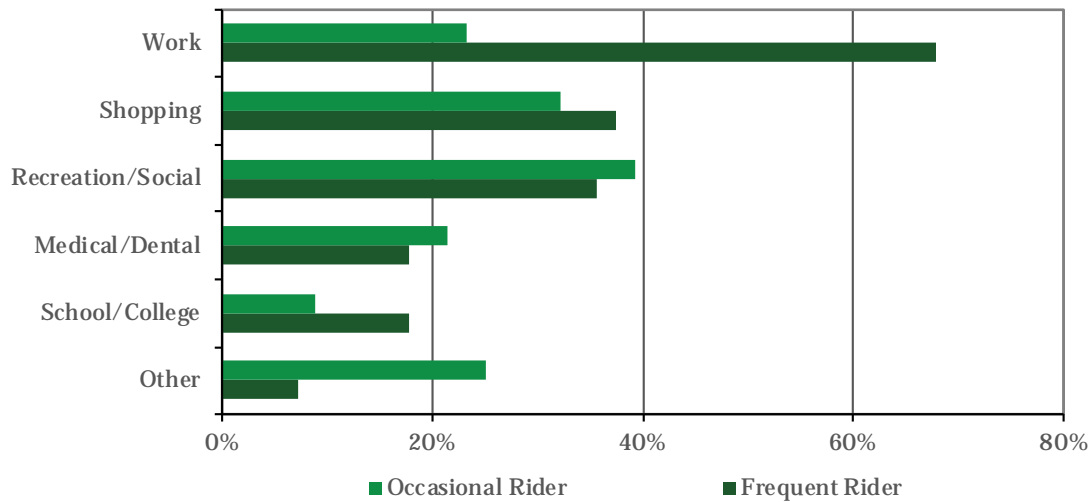
Survey respondents were subset into groups of frequent (ride two or more days per week) and occasional (ride less than once per week) riders, and those who never ride. Each subset of respondents was asked questions about their travel behaviors and about what might encourage them to ride transit more often (or at all).

### Frequent and Occasional Riders

Frequent riders' primary trip purpose on MTA was for work, which was different from occasional riders, who made MTA trips more recreation/social and shopping purposes. Frequent riders also made trips for shopping and recreation/social activities. The only statistically significant differences in travel patterns between the two rider categories were for work trips (Figure 7-3). Trips categorized as 'Other' were described by respondents as being to other transportation modes, for sleeping, and to visit family.

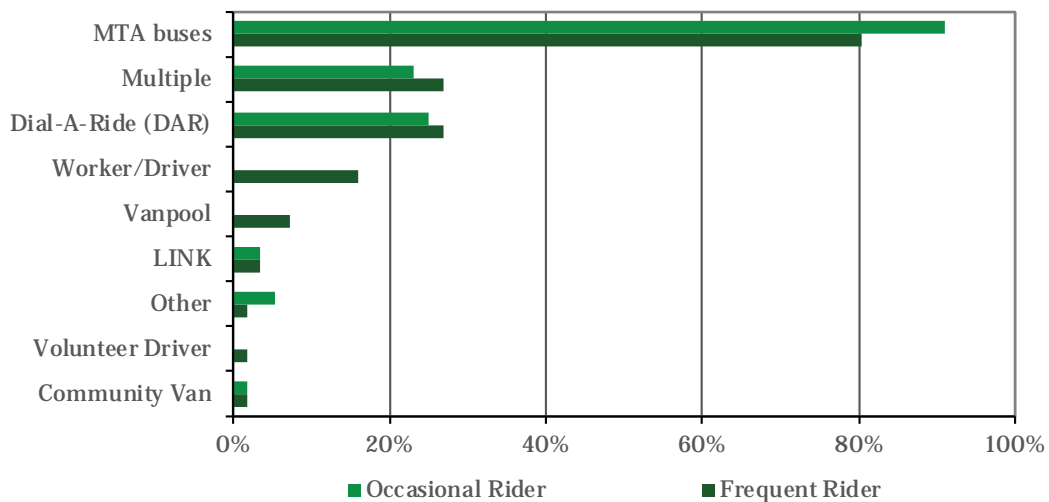


Figure 7-3 Frequent and Occasional Riders - What is the purpose of your trips on MTA? (n=56 each)



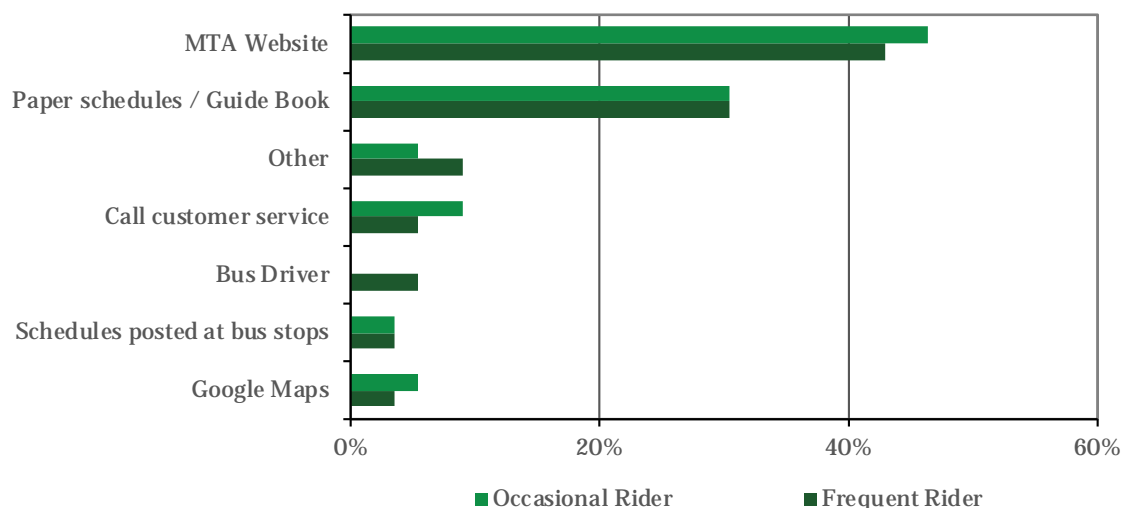
Both frequent and occasional riders showed similar patterns to one another in terms of the types of MTA service they used, with the exception of trip-making on Worker/Driver and Vanpool services, and as volunteer drivers (Figure 7-4). There were no occasional riders that reported using these three service types. For both rider types, more than 80% of respondents reported using MTA buses. Approximately 25% of both rider types used DAR and/or multiple MTA services.

Figure 7-4 Frequent and Occasional Riders - What types of MTA service do you use? (n=56 each)



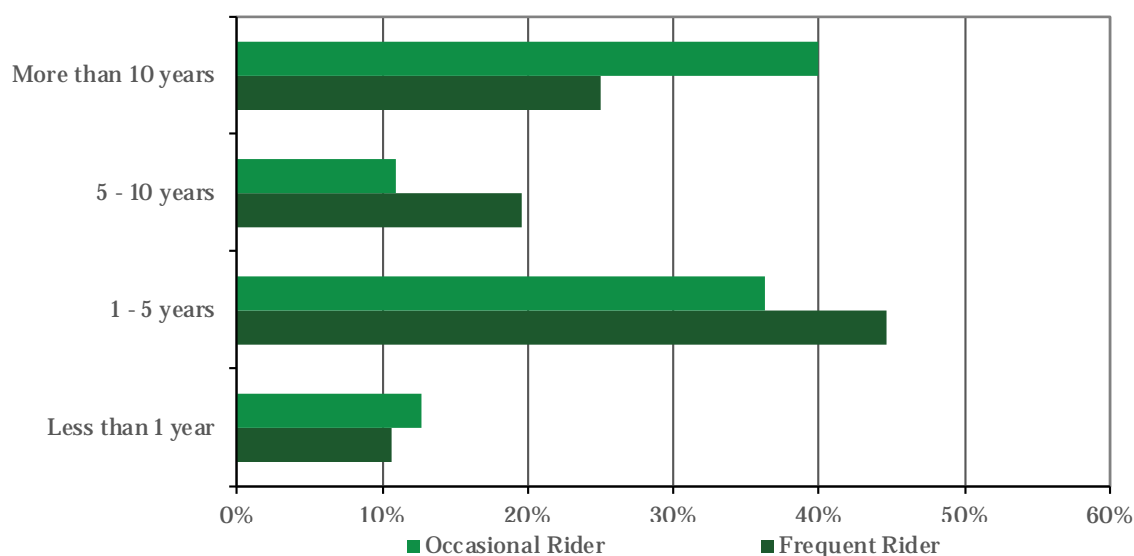
As with service types used, there were no significant differences in trip planning behaviors between frequent and occasional riders, with the exception of asking a bus driver, which was reported by three frequent riders (Figure 7-5). For both rider types, the MTA website and paper schedules/guide books were far and away the most popular ways to plan trips and/or check bus schedules.

**Figure 7-5** Frequent and Occasional Riders - When you plan for a bus trip or check a bus schedule, which do you use most often? (n=56 each)



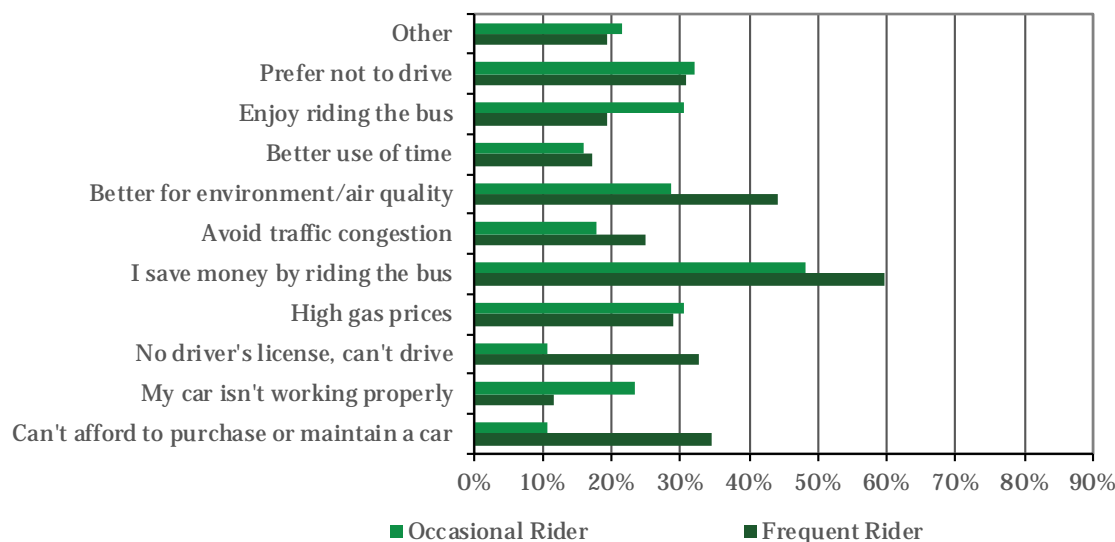
Only a small portion of occasional rider and frequent rider respondents had been riding MTA for less than a year and—notably—five to ten years (Figure 7-6). Most respondents reported riding MTA for one to five years or more than ten years, with no significant difference between frequent and occasional rider responses in these categories.

**Figure 7-6** Frequent and Occasional Riders - How long have you been riding MTA? (n=56 and 55, respectively)



Respondents were asked about their primary reasons for using MTA instead of other transportation options. In most response categories, occasional and frequent riders did not respond in significantly different proportions (Figure 7-7). However, frequent riders were more likely than occasional riders to take transit because they cannot afford to purchase or maintain a car and because they do not have a driver's license. Both categories of respondents were most likely to report that they rode MTA because they saved money.

Figure 7-7 Frequent and Occasional Riders - What are the main reasons you use MTA instead of a different means of transportation? (n=52 and 56, respectively)

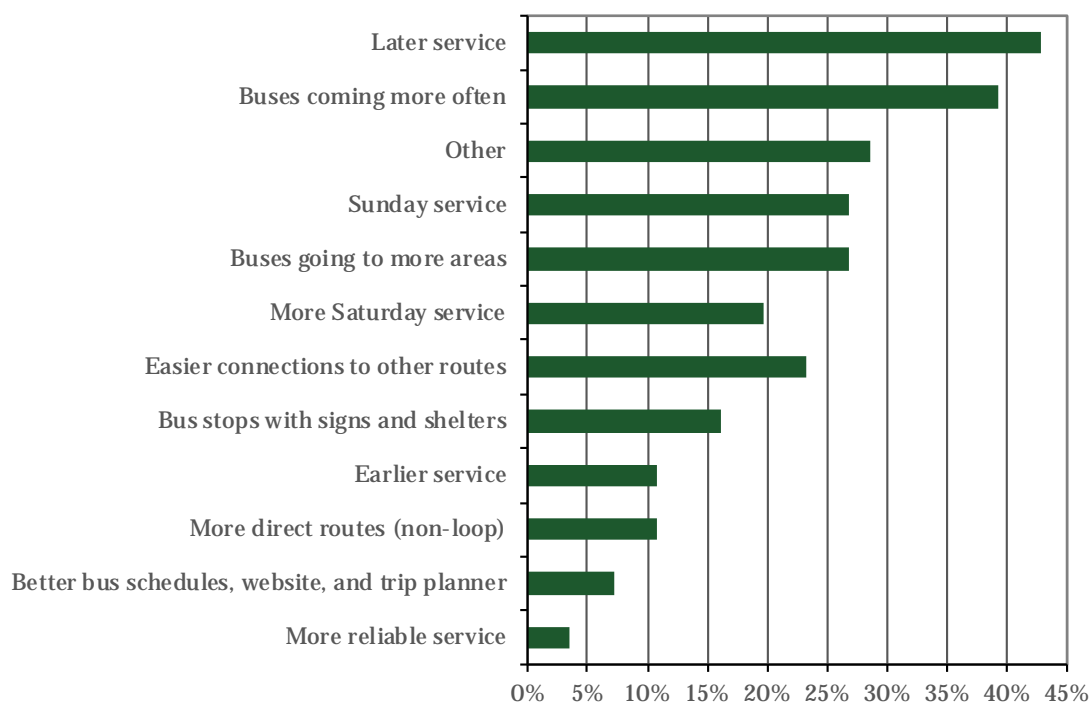


Among frequent riders, the most important reported service improvements were later service and more frequent service, followed by Sunday service and buses going to more areas (Figure 7-8). The least important service improvements were reported as more reliable service and better bus schedules, website, and trip planner.

When respondents asked for buses going to more areas, they specifically requested service to Elma, the west shore of Hood Canal, Lake Cushman, Lynch Cove, areas around Shelton, Steamboat Island, and Tahuya.

A large number of frequent riders (29%) included responses that were categorized as 'Other'. These comments were complaints about the cleanliness and comfort of MTA vehicles, requests for additional bike racks, requests for larger buses on routes to Bremerton, and concerns about confusion when scheduling DAR trips. One respondent described how they were sometimes confused about whether or not a DAR vehicle or bus would be picking them up.

**Figure 7-8** Frequent Riders - which service improvements are most important to you? (n=56)

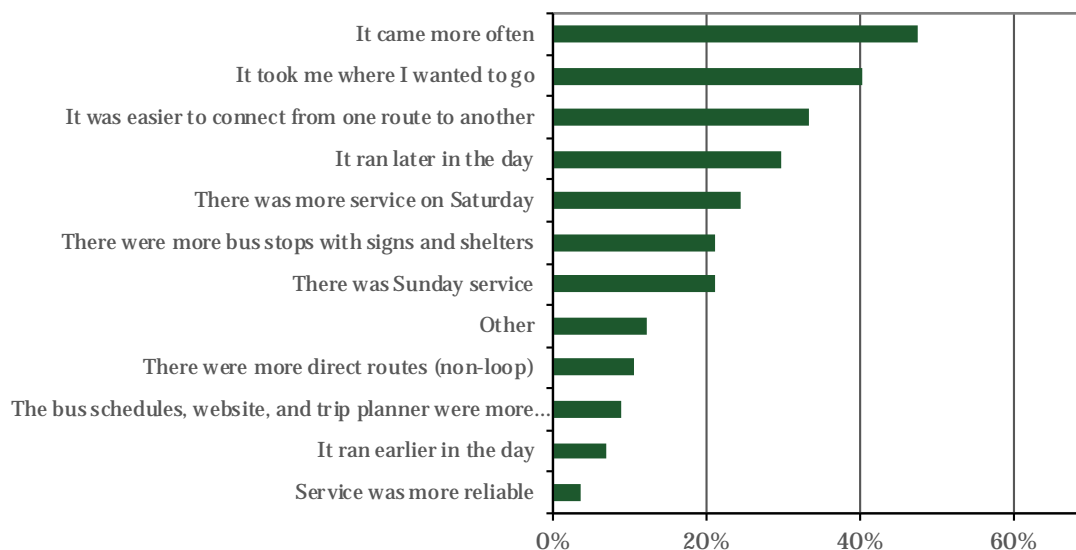


Occasional riders reported that they would use transit more if vehicles arrived more often, took them where they wanted to go, and had simpler transfers (Figure 7-9). The least common reasons that occasional riders would ride transit more often were if service was more reliable, the buses ran earlier in the day, and if the schedules, website, and trip planner were more accessible.

When riders answered that they would ride transit if it took them where they wanted to go, they reported these places as the Lynch and Cole Road park-and-rides, the Bremerton Ferry Terminal, Fawn Lake, Hammersly, Lake Cushman, various Olympia locations, Silverdale, South Puget Sound Community College, Tacoma Medical Center, Union, and others. It is worth noting that MTA already serves some of these locations, which means that improved marketing of existing service may better inform some occasional riders and encourage them to ride more often. Changes to existing service, such as trip timing that more closely matches demand, may also be prudent.

'Other' responses included requests for bike racks and bike infrastructure, more comfortable seating, and questions about STARPass (the Intercity Transit free pass program for government workers) usage on MTA, amongst other things. The STARPass program partially reimburses riders who use MTA for commute trips by providing a voucher for an MTA monthly pass.

Figure 7-9 Occasional Riders - I would ride transit more if... (n=57)



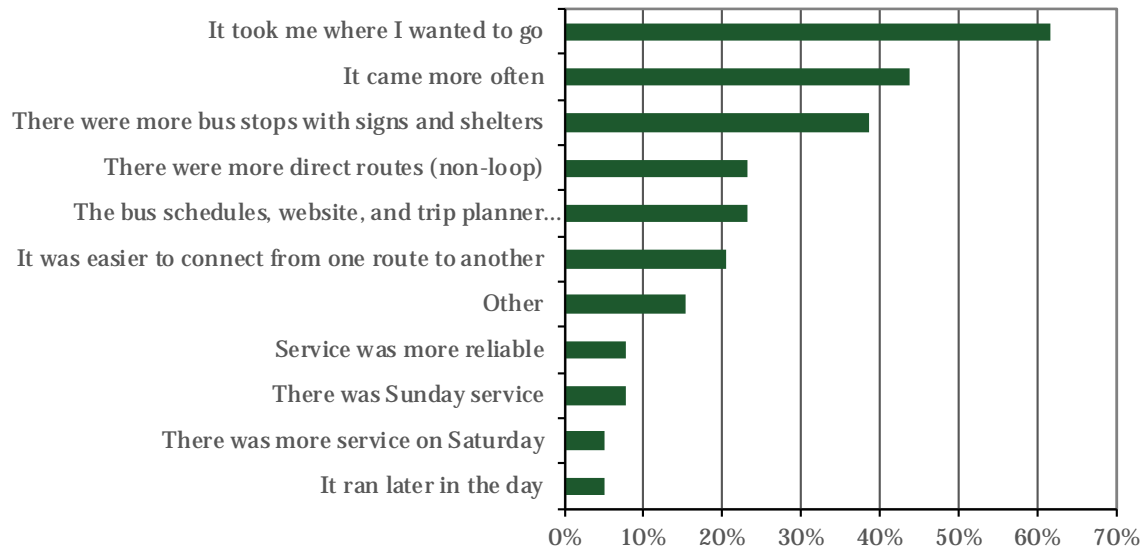
### Non-Riders

Respondents who said they never ride MTA reported that they would be more likely to ride transit if it took them where they wanted to go, came more often, and/or there were more bus stops with signs and shelters (Figure 7-10). The fact that nearly 40% of non-riders selected 'more bus stops with signs and shelters' suggests that adding more formalized bus stops may be a good way to market the system and advertise where service is available. The reasons non-riders were least likely to report as encouraging them to ride transit were if it ran earlier in the day (zero respondents selected this option), later in the day, or if there was Sunday or Saturday service.

Those respondents who indicated that they would ride transit if it took them where they wanted to go identified these places as Belfair, the Bremerton Ferry Terminal, east of Oakland Bay, Olympia, Phillips Lake, Shelton, Shorecrest, Tahuya, Tumwater, Trident Cove, and other locations. Respondents also requested connections to Jefferson and Kitsap Transit routes. Again, it should be noted that some respondents requested service to areas that *are* currently served by MTA; this may represent an opportunity for MTA to better inform non-riders and encourage them to try transit. These responses could also be understood as a chance to better match MTA service with community demand.

Responses categorized as 'Other' were a compliment about the free fare, a complaint about the free fare, a request for more rider instructions on the MTA website, a complaint about rude drivers, and other responses.

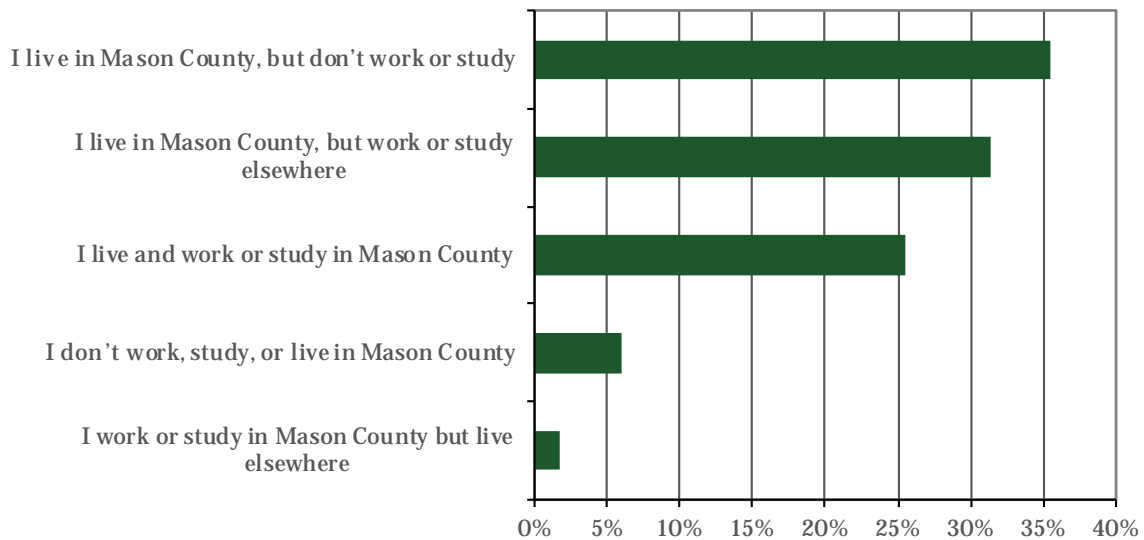
Figure 7-10 Non-Riders - I would ride transit if... (n=39)



### Travel Behavior

This survey asked a number of questions about where respondents live and work. The majority of respondents reported living in Mason County, with only 8% of respondents reporting living outside the county. The split between Mason County residents that worked inside and outside of the county was roughly 50/50 (Figure 7-11).

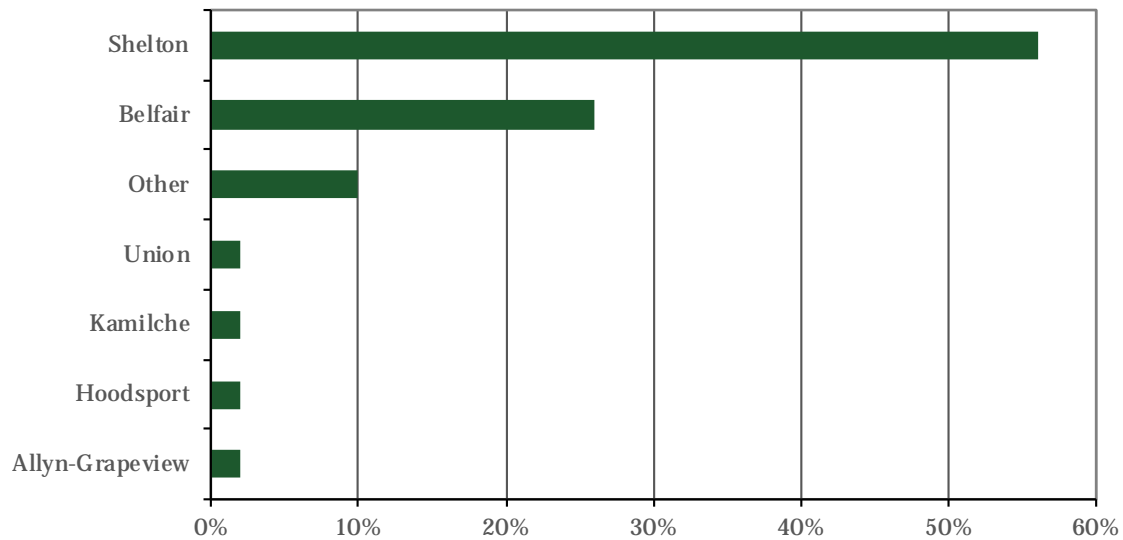
Figure 7-11 Work and Residence Status (n=169)





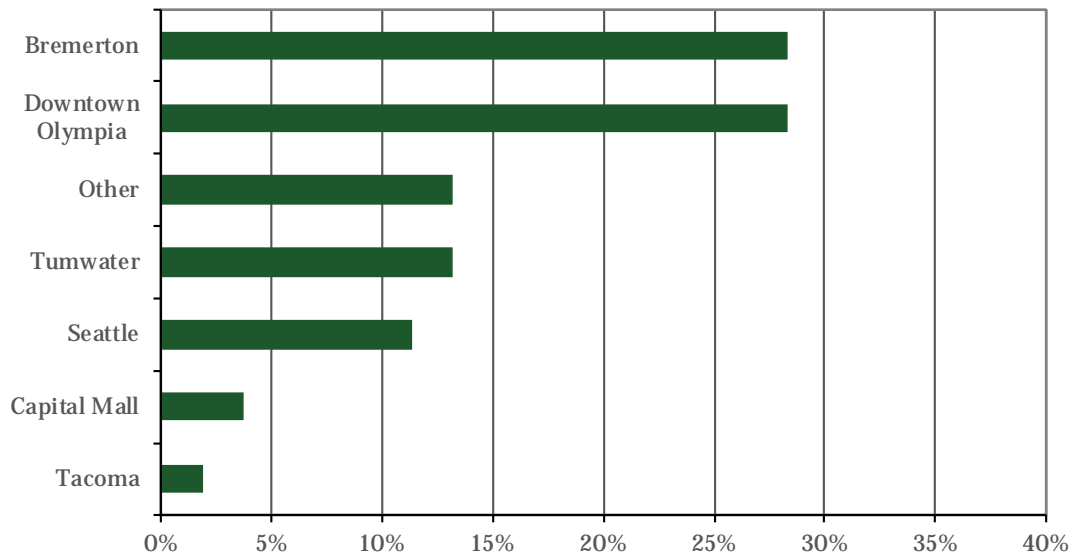
Among the respondents who worked or studied in Mason County, the majority (56%, Figure 7-12) reported Shelton as their work/study location. Belfair and 'Other/Multiple Locations' also scored highly.

Figure 7-12 Where do you work or study within Mason County? (n=50)



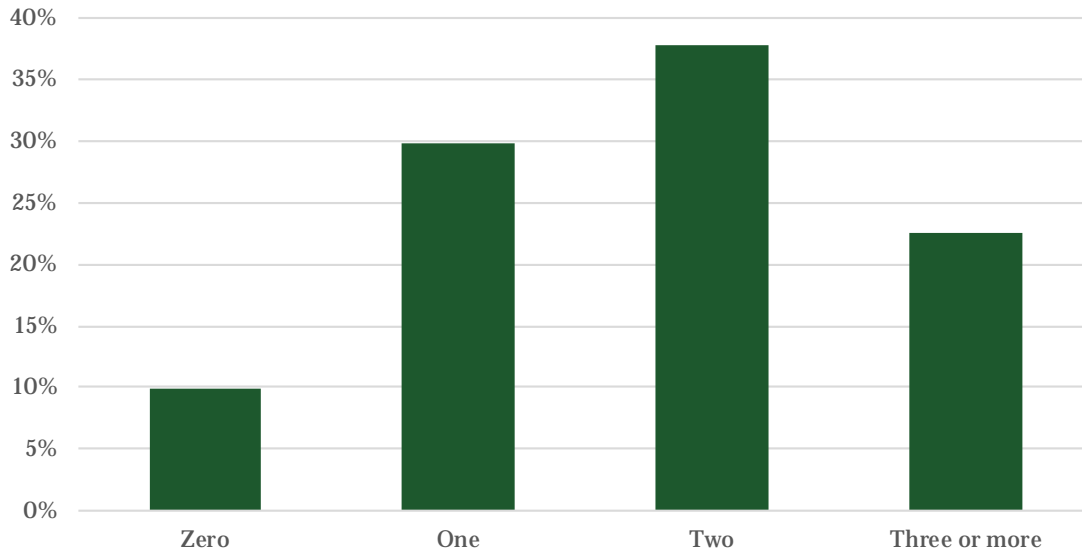
For those respondents who worked or studied outside Mason County, the majority reported Bremerton and Downtown Olympia as their work locations (Figure 7-13). Just over 10% reported working in Seattle. 'Other' responses included people with multiple worksites, Elma, and South Puget Sound Community College in Olympia.

Figure 7-13 Where do you work or study outside of Mason County? (n=53)



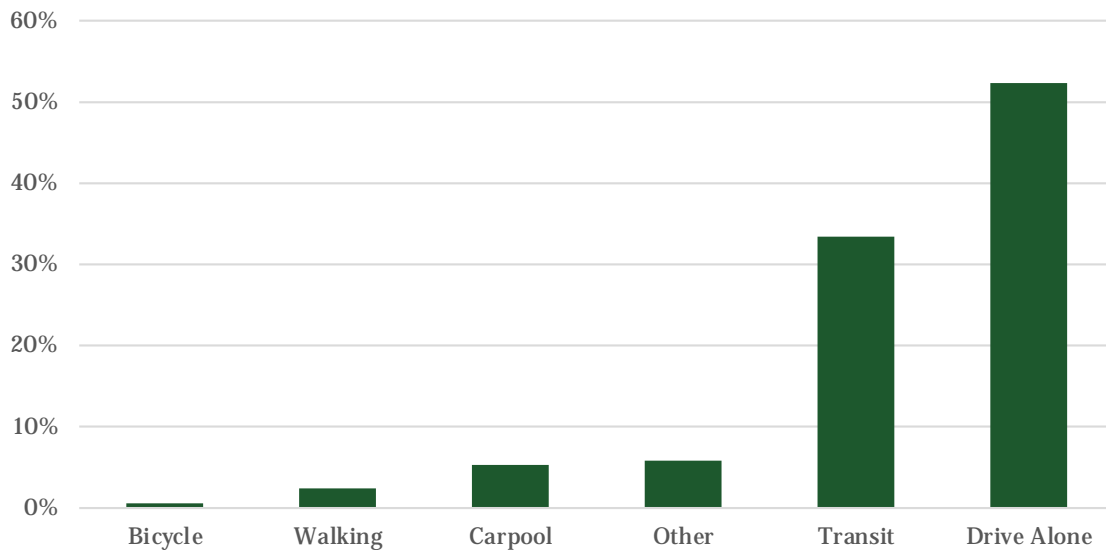
Approximately 10% of respondents reported not having access to a household vehicle, and nearly 25% reported having access to three or more vehicles. Most households, however, had one or two vehicles (30% and 38%, respectively, Figure 7-14).

Figure 7-14 Number of vehicles in household



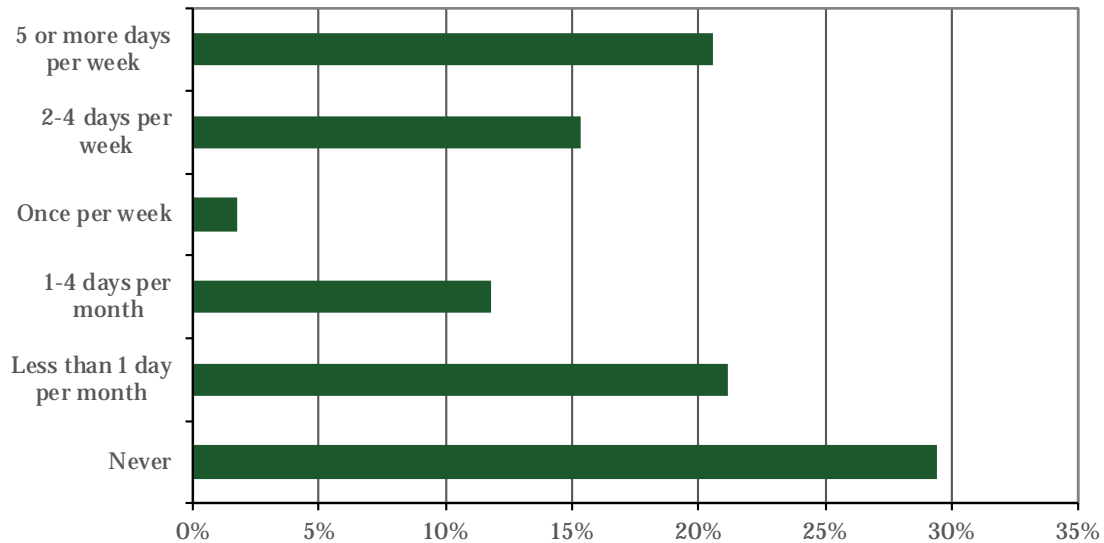
Respondents overwhelmingly chose 'Drive Alone' as their primary mode of transportation (Figure 7-15). That being said, 33% of those who answered the survey used transit as their primary mode of transportation and small portions of respondents selected 'Other', carpool, walking, or biking.

Figure 7-15 What is your primary mode of transportation? (n=168)



Many respondents (29%) reported that they never ride MTA (Figure 7-16). The high number of responses by people who don't regularly ride transit correlates with the high percentage of respondents that reported driving alone as their primary mode of transportation (Figure 7-15). Overall, survey respondents tended to be either people who rode transit very frequently or not often at all. Those who reported riding once per week were a very small percentage of respondents.

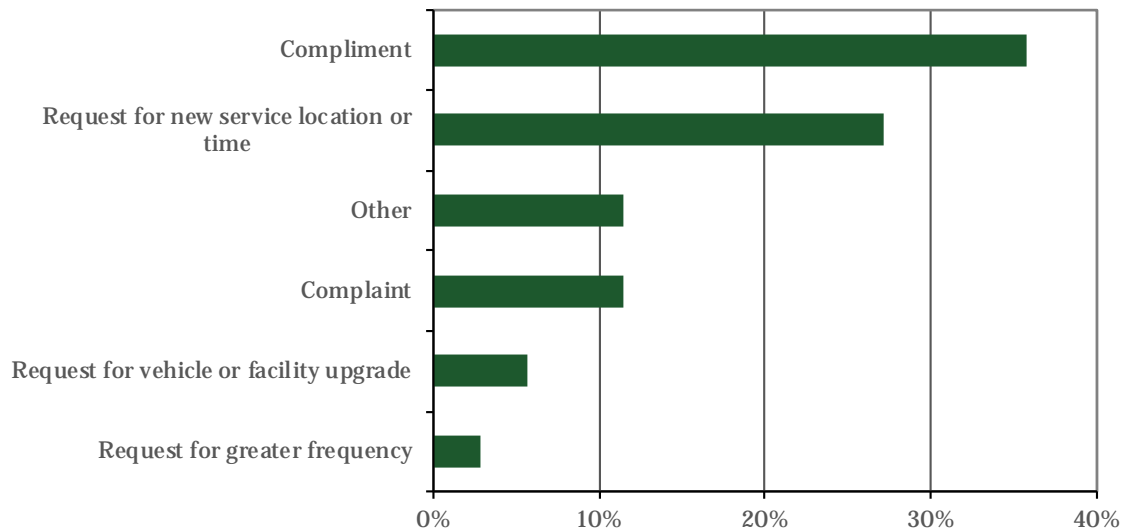
Figure 7-16 How often do you ride MTA? (n=170)



## Open-Ended Comments

As was the case with the earlier on-board survey conducted as a part of this Comprehensive Survey Analysis, respondents were largely complimentary when filling out the open-ended comment field (Figure 7-17). A number of comments also included specific requests for new service areas or trip times, and a little more than 25% of respondents either wrote 'no comments', were incomprehensible, or fell into the 'other' category. Eight respondents took the open-response field as an opportunity to complain about MTA service.

Figure 7-17 Open-ended comments (n=70)



Sample comments are included below, and all public comments are included in the Appendix:

*"Late night service would be a huge improvement, especially between Olympia and Shelton on Saturday nights..."*

*"A big bus is needed on the 05:30 Bremerton run"*

*"You need a bus route that goes to elma so people don't have to wait 3 hours going to Olympia then to elma. It would be way more convenient to just go straight to elma."*

*"It would be very helpful if Route 1's Belfair to Shelton run stopped at the North Mason Library bus stop or the Belfair Assembly of God Park & Ride bus stop on weekdays in the 5PM hour and in the 7PM hour."*

*"Drivers are very friendly and courteous."*

*"Please keep MTA fare free. You're doing a great job, thank you."*

*"Signed up for phone texting alerts, but don't hardly get any, always have to go to Twitter for service disruptions which uses up my phone data."*

*"The bus doesn't give kids enough time at the Boys & Girls Club. I came outside with all my stuff and the bus had just started driving and would not stop for me."*

*"The connections from Belfair to Bremerton are so limited as to be useless to many students of OC, particularly the Running Start students..."*

## Respondent Demographics

By and large, respondents were over 55, white, English-speakers living in households earning more than \$50,000 per year.

Among the 172 total respondents, approximately 150 answered demographic questions. Slightly more respondents were female (Figure 7-18), and most respondents were above age 45 (Figure 7-19). Only seven respondents were below the age of 18.

Figure 7-18 Respondent Gender (n=151)

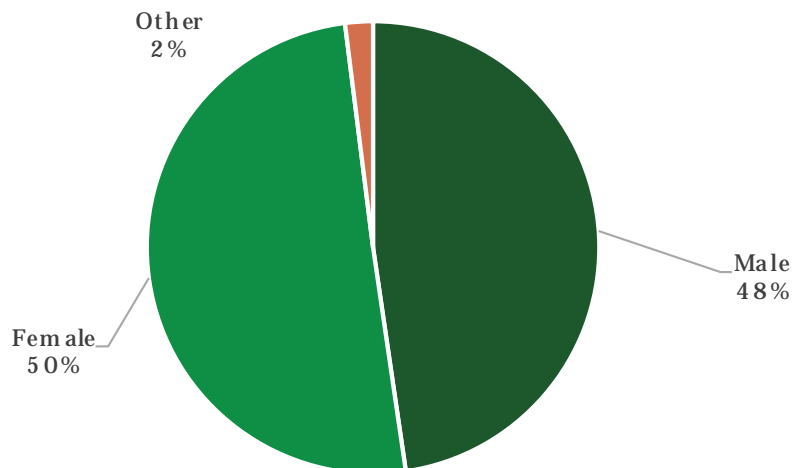
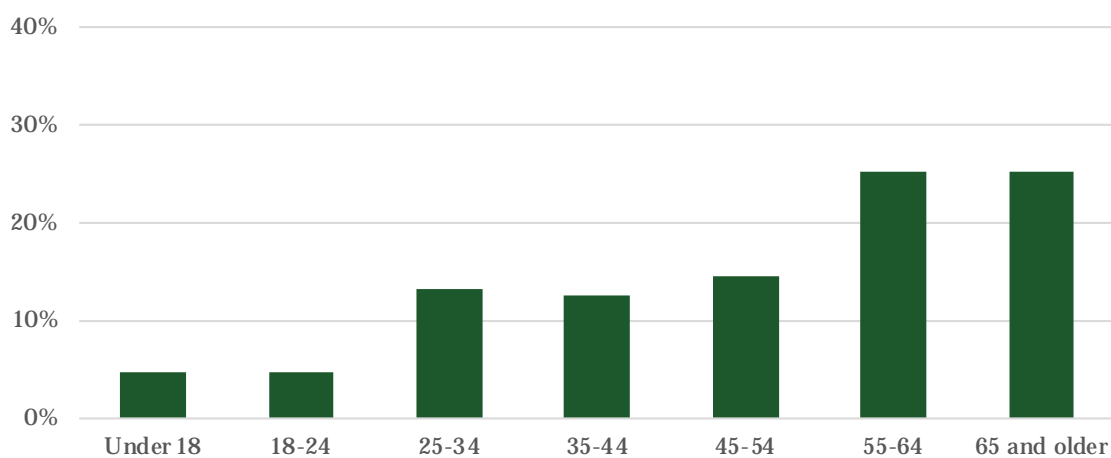


Figure 7-19 Respondent Age (n=151)



The vast majority (79%, Figure 7-20) of respondents were white; less than 5% each were Black/African American, American Indian/Alaska Native, Asian, or Native Hawaiian/Pacific Islander. Amongst the 145 respondents that reported their race, 12% identified as 'other' or provided multiple race/ethnicities. Nearly all respondents reported English as their primary language (Figure 7-21).

Figure 7-20 Respondent Race/Ethnicity (n=145)

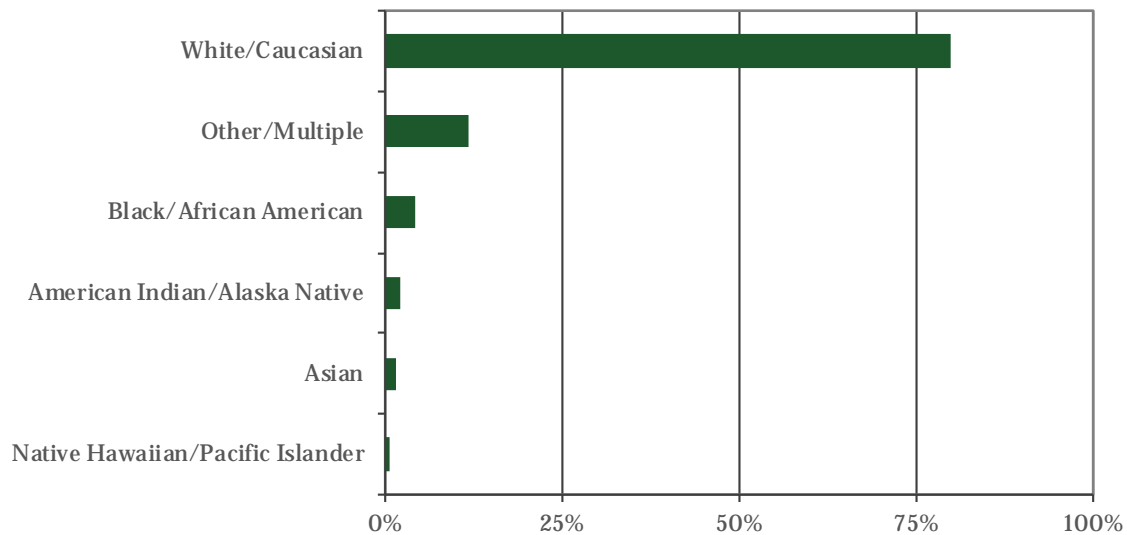
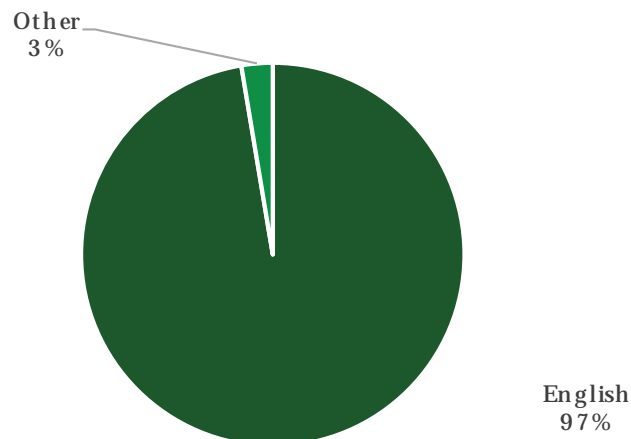


Figure 7-21 Respondent Primary Language (n=152)





Respondent household size was varied. Approximately 22% of respondents reported living alone, 39% with one other person, and 39% with three or more people (Figure 7-22).

The largest portion of respondents (30%) reported living in households earning more than \$75,000, which is significantly higher than the Mason County median household income of \$51,764.<sup>1</sup> About 15% of respondents reported living in households earning under \$15,000 per year (Figure 7-23).

The high proportion of respondents that reported living in households earning \$75,000 or more is likely due in some part to a strong response rate from workers at the Puget Sound Naval Shipyard and other high-wage Bremerton-area workplaces. Eight of 18 respondents that reported living in households earning \$75,000 or more reported working in Bremerton.

Figure 7-22 Respondent Household Size (n=150)

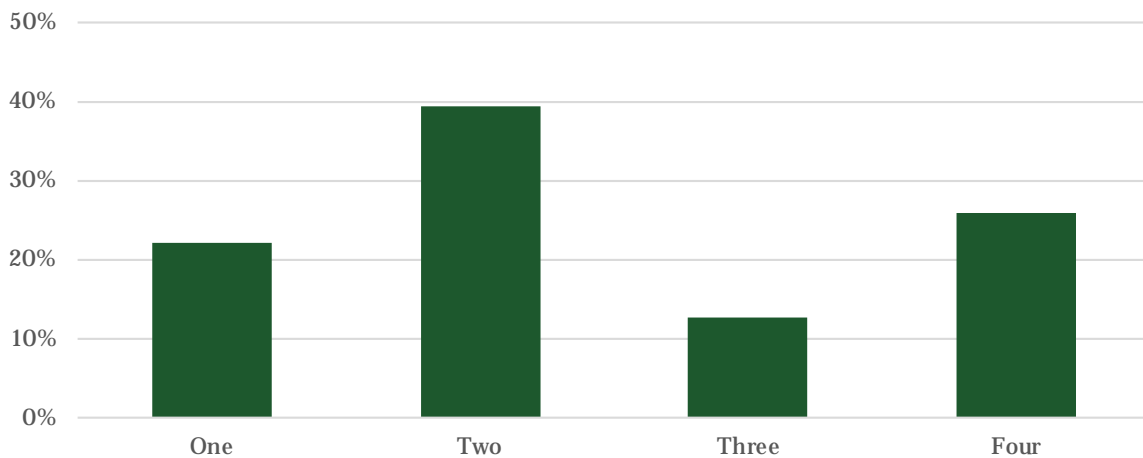
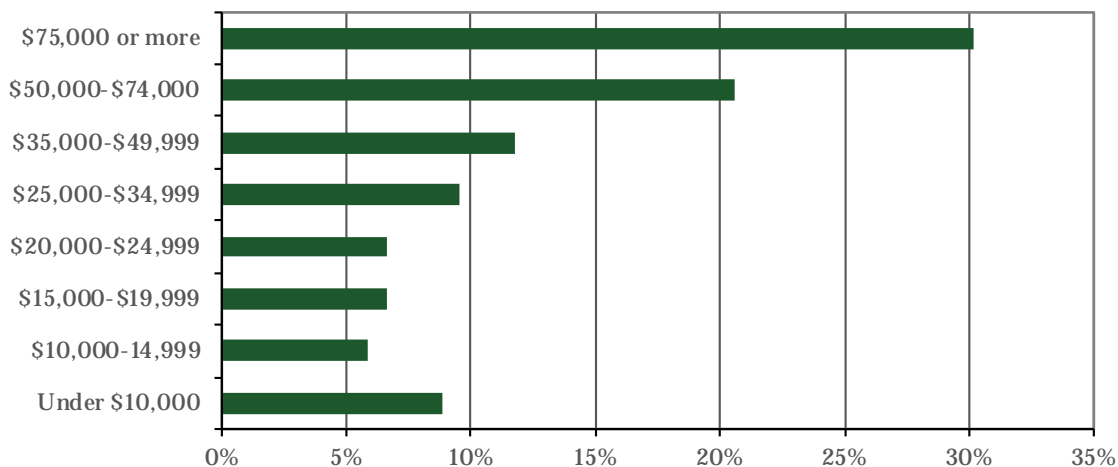


Figure 7-23 Respondent Household Income (n=136)



<sup>1</sup> American Community Survey 5-year estimates, 2016. Table B19013. Margin of error of +/- \$2,240.

## Open House Feedback

### Overview

MTA hosted two community open houses to share information about existing conditions and gather input as part of their comprehensive service analysis as part of the first phase of outreach. A survey was also available in both print and online forms. MTA notified people about the two open houses via a postcard to Mason County residents, social media posts, website updates, display ads, an email to the MTA email list, press releases, and a radio show appearance.

### Attendance

Open House 1: May 8, 2018, 5:30 - 7:30 p.m., Transit-Community Center in Shelton

- 23 sign-ins
- Approximately 25 total attendees

Open House 2: May 9, 2018, 5:30 – 7:30 p.m., North Mason Timberland Library in Belfair

- 9 sign-ins
- Approximately 10 total attendees

### Materials and Set-up

Written materials included seven display boards, printed surveys, an online survey, and printed postcards with the online survey link. The printed surveys were entered online manually so they could be tracked together with online survey responses.

The display boards covered the following topics:

1. Welcome station
2. Project schedule
3. Existing bus service
4. Current ridership
5. Where service is needed (transit propensity index)
6. Dial-A-Ride and LINK travel flows
7. Interactive board – participants placed three green dot stickers on reasons why they would ride transit more often. This was also a question on the online survey.

### Feedback and Comments

Open house attendees provided feedback and comments through conversations with staff, comment forms (at the Belfair open house), participating in the interactive display board activity, and filling out written and electronic surveys.

Major recurring themes from open house attendees focused on increased frequency of service; later and earlier service; Sunday service; specific route improvements to Routes 5, 6, and 11; increased outreach; reliability of service; and accessibility. The tables below show the number of comments received on various topics, and major recurring themes are summarized in more detail in Figure 7-24 and Figure 7-25, as well as in the remainder of this section.

**Figure 7-24 Responses to the Interactive Display Board**

"I would ride transit more often if..."	Number of Dots
It came more often	9
It ran later in the day	9
There was Sunday service	8
It took me where I want to go	5
It was easier to connect between routes	4
Schedules, website and trip planner were more accessible	4
Other	4
There were more direct routes	3
There was more service on Saturday	2
Service was more reliable	2
More stops had signs and shelters	2
It ran earlier in the day	0
<b>Total responses</b>	<b>52</b>
<b>Approximate number of respondents</b>	<b>17</b>

**Figure 7-25 Phase I Themes from Written and Verbal Comments**

Themes	Number of Comments
Routes 6 and 6X improvements	7
Outreach to riders	5
Dial-A-Ride and LINK reliability	4
Availability of passes	4
Accessibility of buses and website	4
Increased frequency of service	4
Route 5 improvements	3
Route 11 improvements	3
Service to new areas	2
Increase connections to other transit services	2
Express service improvements	2
Later service	2
Earlier service	2
Winter weather service impacts	2

### **Frequency of Service**

- Open house attendees requested more frequent service for specific routes and on-demand services:
  - Local Route 6 and Route 11 frequency around evening commuting hours.
  - Dial-A-Ride frequency.
  - LINK frequency, especially on Saturday.
- Increased frequency was requested around school and commuting hours.

### **Earlier and Later Service**

- Attendees expressed great interest service running earlier in the morning and later into the evening to accommodate a wider range of commuting hours.
- Wider ranges of service may make it easier for commuters transferring between transit varieties or traveling outside of Mason County.
- Later service was also requested for social periods, including Saturday evenings for attending events in Olympia.

### **Route Improvements**

- Route 5:
  - Attendees suggested splitting the route into two routes or combining it with Route 7.
  - Signage improvements on loops could improve the clarity of routes.
- Routes 6 and 6X:
  - Schedule updates to reflect slower driving in winter weather may improve timeliness.
  - Improved differentiation between the express and local versions of the route may help avoid confusion.
  - Reducing stops on the express route may improve the speed of the express route.
- Route 11
  - Suggested increased frequency around commuting hours on week days.
  - One attendee expressed interest in a Saturday route between Lake Cushman to Belfair.
- LINK service
  - Attendees suggested reformatting Agate schedules to accommodate Saturday and mid-morning trips.
  - One comment noted high costs for medical ride options.

### **Increased Outreach**

- Attendees suggesting getting feedback from riders both before and after schedule and route changes to better understand needs and impacts.
- For the comprehensive service analysis, asking more riders questions regarding their commuting hours and connections may improve any recommended service changes.
- Community education on how to ride the bus may be helpful to non-riders.
- Community Youth Services may be an important group for future MTA outreach.

### **Reliability of Service**

- Attendees noted concerns with current service reliability:
  - Dial-A-Ride services are not always reliable.
  - A gate LINK sometimes arrives too late on Saturdays to for riders to make connections to other routes.
  - Route 6X sometimes arrives late to Olympia.

### **Accessibility of Buses and Information**

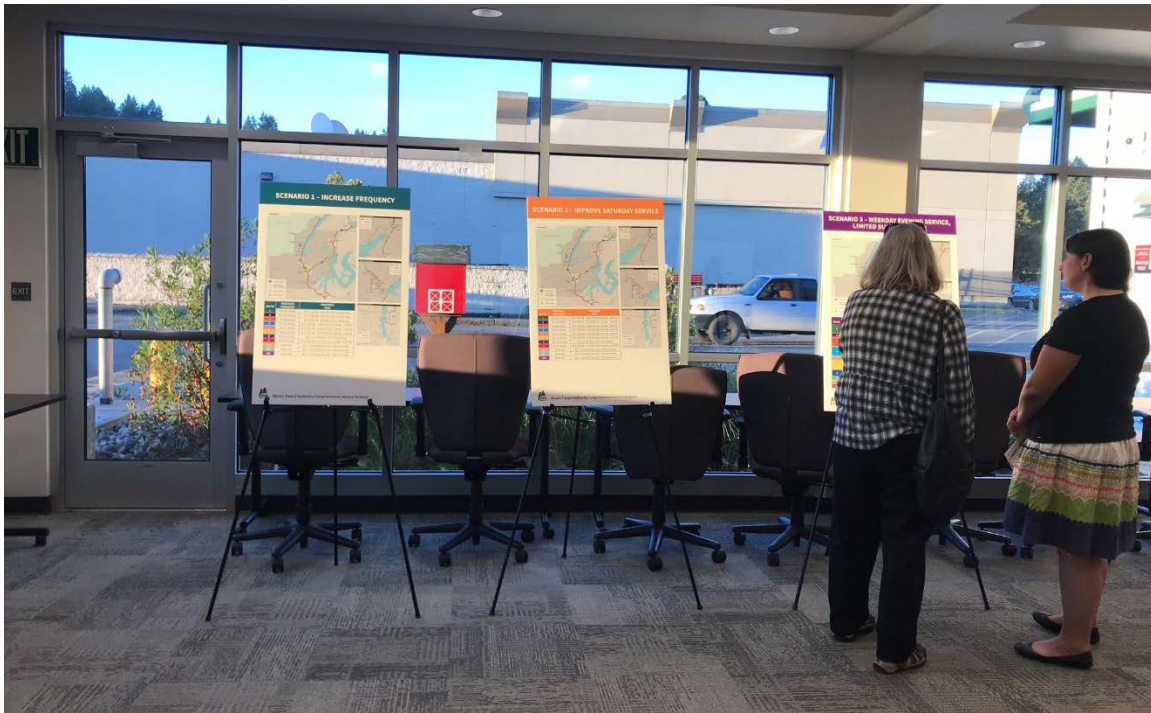
- Boarding by wheelchair:
  - Attendees noted smaller buses are challenging to board by wheelchair.
  - Buses on Routes 5 and 7 turning left onto 12<sup>th</sup> St from Saratoga Springs have a hard time making the turn, and therefore sometimes stop too far from the curb to deploy wheelchair ramps.
- Accessibility of information:
  - One rider asked if the MTA website is ADA accessible because they were not able to access the website.
  - Obtaining a bus pass can be challenging for some riders because the bus pass office is closed midday and it can take time for the pass to arrive by mail.
  - Olympia Transit Center sometimes runs out of reduced fare tickets, making transfers to MTA difficult.

## **PHASE II OUTREACH**

This section summarizes the findings from MTA's September/October public input survey and in-person outreach. The survey provided Mason County residents the opportunity to provide feedback on three service scenarios and share their suggestions for future MTA service. Details about the service scenarios can be found in Appendix E. Results from the public survey informed the proposed Preferred Alternative for the MTA Comprehensive Service Analysis.

Survey respondents were presented with details of three distinct service scenarios and were given the option to provide feedback about the scenarios as a whole and individual routes. The survey was available online and was open for responses from September 10 to October 22, 2018. There were a total of 100 responses, and overall open-ended comments are found at the end of this memorandum. The survey link was sent to all Mason County residents via a physical postcard and was also messaged to residents at public open houses (Figure 7-26) held in September on social media and e-mail.

Figure 7-26 Phase II Outreach Open House at Transit-Community Center

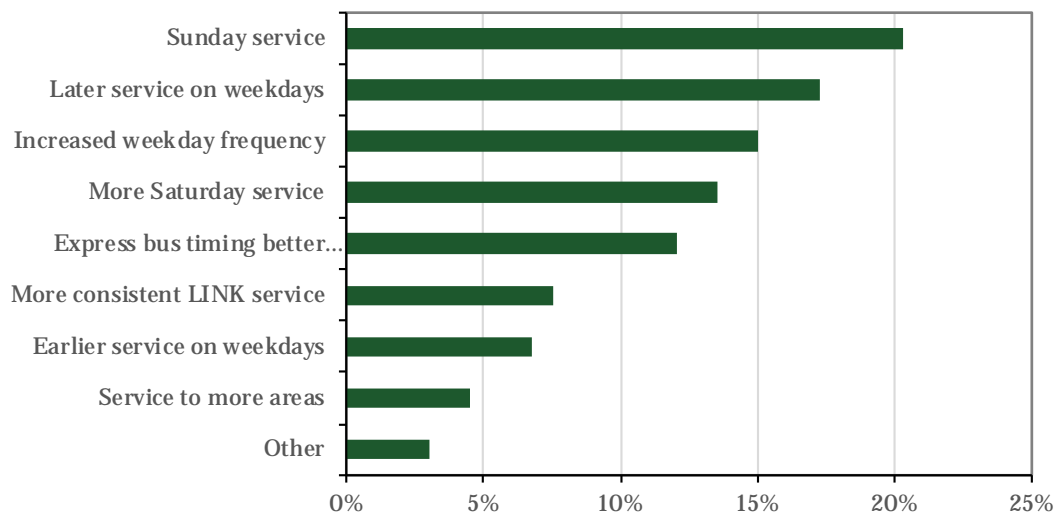


## Survey Results

### Service Improvement Priorities

When asked what type of service improvements they were most important to them, survey respondents replied that they were most interested in Sunday service, followed by later service on weekdays and more frequency on the weekdays. Additional Saturday service and more trips to meet ferry and State Worker shift schedules were also prioritized by a number of respondents.

Figure 7-27 Service Improvement Priorities (n = 54)



## Scenario 1

Of those who chose to comment on Scenario 1, support was strong, with a large majority approving of the proposed changes. People were generally pleased with the increased frequency of many of the routes and additional trips to Bremerton. A number of respondents commented on their interest in later weekday and more weekend service.

Figure 7-28 Support for Scenario 1 (n = 19)

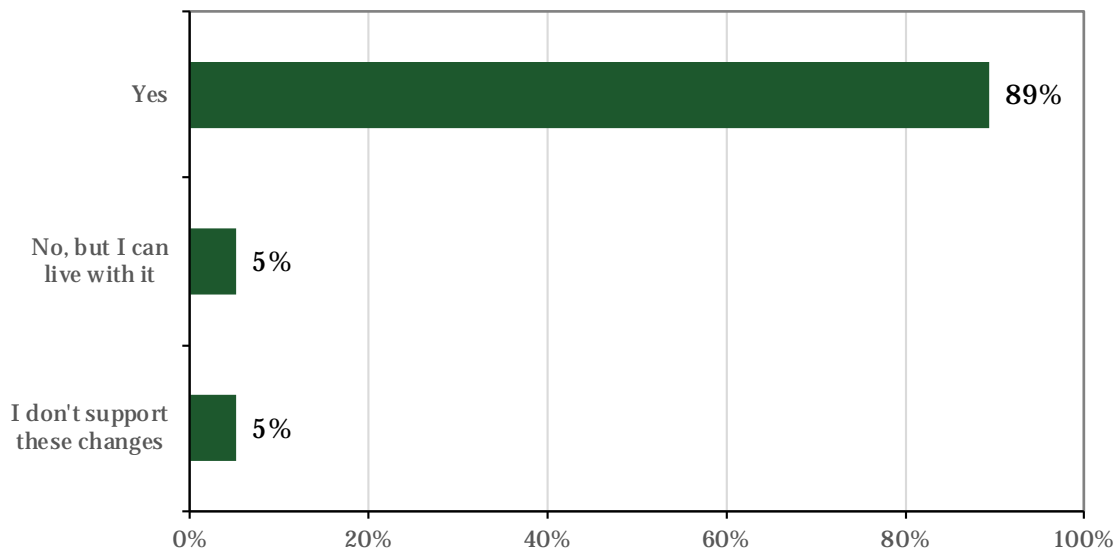


Figure 7-29 Open-Ended Comments for Scenario 1

Open-Ended Comments	Topic
Having routes come by every 30 minutes is a huge improvement. Instead of taking service away from some routes in order to improve others, why not look at ways to increase funding for Mason Transit. This way many of these good ideas can be implemented without taking away from others. If you really want to increase ridership, that's the way to do it.	Frequency, funding
Would everyone be able to ride the new express routes, or only some people (like with the worker driver routes)? I like keeping it so that everyone can ride the express routes.	
It's very helpful to coordinate with Bremerton ferry and add an additional trip!	Ferry schedules
combining route 8 and 11 will not work	Reduced service
In a perfect world, there would be 30-minute service on every route, right? We would appreciate more service on weekdays and Saturdays--especially on Routes 7 and 9 as well as coordinating with ferries and Intercity Transit.	Frequency, ferry schedules
I'm most interested in: - Consistent service all day in Shelton, Belfair, and Olympia on Route 1, Route 3, and Route 6 - Meets ferry schedules by adding one additional midday roundtrip on Route 1 and Route 3 - Coordinated intercity service. Align schedules on new Route 21X, 23X, and 26X with Kitsap Fast Ferry, WSF, Puget Sound Naval Shipyard shift times, and state worker shift times	Frequency, ferry schedules, express service
My kids like the increased frequency of the #7 and the consistency of the #6.	Frequency



**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Open-Ended Comments	Topic
I prefer option 3, but these changes would also be helpful.	General
I like that another midday run for Route 3 is added, I will get home from appointments in Bremerton. Instead of getting home to Shelton at 4:30pm, it will be at least an hour sooner.	Ferry schedules
I think routes should run a little later for all the people that work retail which is usually a 12-9 shift	Later service
I like the additional trip to Bremerton to meet the 1:30 ferry.	Ferry schedules
I like the increased frequency	Frequency
I think all scenarios, but especially this one concentrate too much on Shelton. I would like to see the increase in Belfair to Bremerton ferry schedule, but also look into Belfair to Kingston (or Belfair to Poulsbo fast link to Kingston ferry). It would open up career possibilities for people willing to commute to North King / Snohomish counties.	Service to new areas

### Support by Route

When asked about individual routes, people were mostly supportive of all of the proposed routes or were not affected by the changes. Open-ended comments for each route followed the sentiments of the overall comments for Scenario 1.

Figure 7-30 Support for Scenario 1 by Route

	Yes	No	No opinion or it doesn't affect me
Route 1	5	0	1
Route 3	6	0	0
Route 4	4	0	3
Route 5	2	0	2
Route 6	3	0	2
Route 7	4	0	2
Route 8	2	1	2
Route 9	4	0	2
Route 21X	3	0	3
Route 23X	4	0	1
Route 26X	3	0	3
<b>Total Comments</b>	<b>40</b>	<b>1</b>	<b>20</b>

### **Scenario 1: Individual Route Comments**

#### **Route 1**

No Comments

#### **Route 3**

Open-Ended Comments	Topic
Thank you for adding another midday run from the Bremerton Ferries.	Ferry schedules

#### **Route 4**

No Comments

#### **Route 5**

Open-Ended Comments	Topic
Improving frequency of route 5 is great. This is the route I ride most often. I'd like to see it start earlier in the morning & keep going later into the night. Not cutting it back.	Frequency
Route 5 is a 30-minute must, all day.	Frequency

#### **Route 6**

Open-Ended Comments	Topic
I'd like to see route 6 run later into the night.	Frequency
Definitely, Route 6 needs increased service.	Frequency

#### **Route 7**

Open-Ended Comments	Topic
Route 7 is another 30-minute, all-day must. The streamlined route will help people get to and from town and still be able to do something else in a day. Seriously!	Frequency

#### **Route 8**

Open-Ended Comments	Topic
Primarily concerned about connecting to Port Angeles, especially during winter with only 2 Coho ferry trips to and from Victoria a day.	Expanded service
I'm sure additional service to these areas would be helpful. I don't know how people can rely on public transit there, otherwise.	Expanded service

#### **Route 9**

Open-Ended Comments	Topic
It just makes sense to streamline this loop, rather than tagging it onto Route 7. Like I said above, 30-minute, all-day service allows people to get to and from town and have time to do other things in a day.	Reduced service, Frequency

#### **Route 21X**

Open-Ended Comments	Topic
As long as everyone can ride these new express routes, they sound good.	General approval

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

**Route 23X**

Open-Ended Comments	Topic
As long as everyone can ride these new express routes, they sound good.	General approval
I'm concerned that this is a pilot to see if you can eliminate Route 3. As someone who doesn't drive, but commutes to Seattle daily from Old Belfair Valley Road, I depend on Route 3.	Reduced service

**Route 26X**

Open-Ended Comments	Topic
As long as everyone can ride these new express routes, they sound good.	General approval
I'm concerned that this is a pilot to see if you can eliminate Route 3. As someone who doesn't drive, but commutes to Seattle daily from Old Belfair Valley Road, I depend on Route 3.	Reduced service

## Scenario 2

Of those who chose to comment on Scenario 2, support was strong, with a large majority approving of the proposed changes. When asked about their opinions on specific routes, responses were favorable toward the increased frequency and widened span, along with the better connections to the ferry. People also expressed a need for better LINK services and better weekend service.

Figure 7-31 Support for Scenario 2 (n = 17)

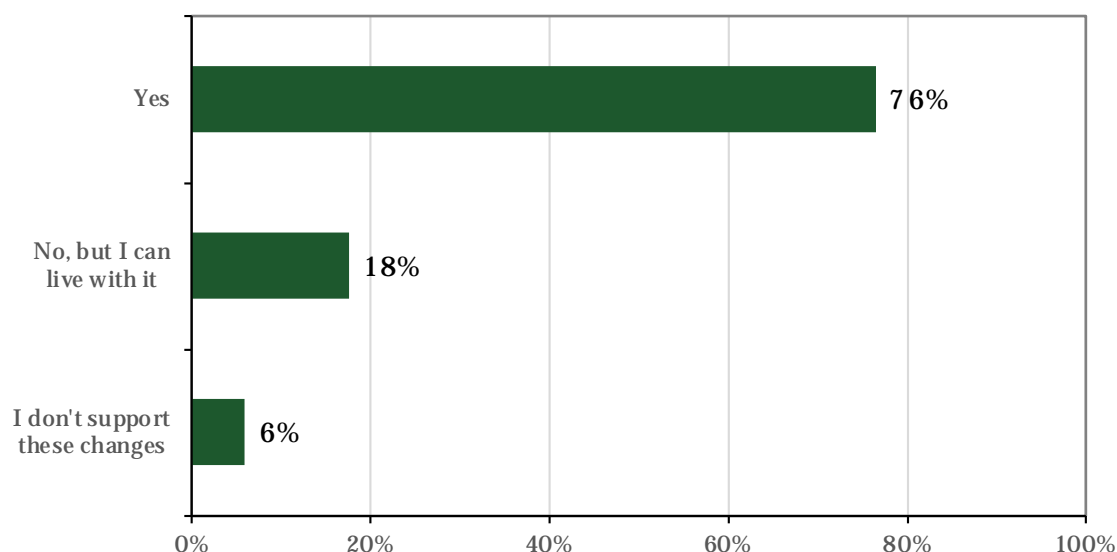


Figure 7-32 Open-Ended Comments for Scenario 2

Open-Ended Comments	Topic
Increasing span & frequency on Saturdays is definitely a plus.  Instead of taking service away from some routes in order to improve others, why not look at ways to increase funding for Mason Transit. This way many of these good ideas can be implemented without taking away from others. If you really want to increase ridership, that's the way to do it.	Span, Frequency, Funding
Route #9 is perfect! I'm visually impaired, & live at C St. & 13th in Shelton. Crossing Olympic Hwy N at C St for #7 is hazardous, as well as walking uneven streets in the dark.  I love the 15 minute time frame.  QUESTIONS: Will there be a bus stop in front of Fred Meyer for return trip? What does "In combination with #5 & #7 mean?  I connect with #1 to Pickering on Thursday mornings to go to work. Looks like that stays the same.	Stop locations, Frequency
All 3 scenarios eliminate route #2 which is the only bus I NEED (I LIVE ON STATE ROUTE 106) Please do not take the bus away, maybe you could have it on Sat, there are more riders on that day. I have to go shopping in Belfair 2-3 times a week and that would be a lot of dial-a-ride appointments.	Reduced service

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

I would like to see the number of trips to Triton Cove increase to serve residents along the Hood Canal.	Increased service
15 min service is a great plan, but sunday and late nifht should be added as well. Please keep busses free	Frequency, span
Improved service to Walmart would be helpful.	Frequency
I like the expansion of Service on Saturday for Route 3. It provides more options for getting into Bremerton.	Ferry schedules
I like the change to Route 5. But I would really like it, if it would also swing down to the Cole Road P&R! :)	Routing
What happened to improved Saturday linked services? I would like to have fixed services on Arcadia Road	LINK

### Support by Route

Overall, the respondents showed support for the proposed routes in Scenario 2. Respondent comments were mostly related to a desire to see an expanded span on Route 5 and 6.

Figure 7-33 Support for Scenario 2 by Route

	Yes	No	No opinion or it doesn't affect me
Route 1	3	0	2
Route 3	3	0	2
Route 4	2	0	2
Route 5	0	0	1
Route 6	2	0	1
Route 7	1	0	3
Route 8	2	1	3
Route 9	2	0	3
Route 21X	0	0	4
Route 23X	0	0	4
Route 26X	2	0	2
<b>Total Comments</b>	<b>15</b>	<b>1</b>	<b>27</b>

## **Scenario 2: Individual Route Comments**

### **Route 1**

No Comments.

### **Route 3**

No Comments.

### **Route 4**

No Comments

### **Route 5**

Open-Ended Comments	Topic
I'd like to see improved frequency & span of service for route 5. This is the route I ride most often. I'd like to see it start earlier in the morning & keep going later into the night. Not cutting it back.	Frequency
Difficult for me to cross Olympic Hwy N at C St.	Stop location
I like the change to Route 5. But I would really like it, if it would also swing down to the Cole Road P&R! :)	Stop location
Can you have route 5 going down on Arcadia Road as a fixed route?	Stop location

### **Route 6**

Open-Ended Comments	Topic
This looks pretty good, but I'd also like to see the route 6 run later into the night. Olympia has all of the night life in this region.	Later service
Later service to Olympia on weekdays and Saturday would really be appreciated for those of us who travel to Seattle by bus. As it is we need to leave Seattle in the early afternoon to be sure we will not miss the last bus from Olympia to Shelton. Even a smaller bus on the late runs would work!	Later service, Saturday service

### **Route 7**

Open-Ended Comments	Topic
Again, I would have to cross Olympic Hwy N @ C St.	Stop location

### **Route 8**

Open-Ended Comments	Topic
Any increase in daily trips of Route 8 would be appreciated.	Increased service

### **Route 9**

No Comments.

### **Route 21X**

Open-Ended Comments	Topic
As long as everyone can ride these new express routes, they sound good.	General approval

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

**Route 23X**

Open-Ended Comments	Topic
As long as everyone can ride these new express routes, they sound good.	General approval

**Route 26X**

Open-Ended Comments	Topic
As long as everyone can ride these new express routes, they sound good.	General approval



### Scenario 3

Like the other two scenarios, opinions were generally favorable for Scenario 3. Of the three scenarios, Scenario 3 received the most interest for reviewing in more detail and leaving comments. Many of the comments showed excitement about the potential for Sunday service, later weekday service, better coordination with the ferry schedule, and connections to Agate and Harstine Island. Some comments address the need for Route 6 Sunday service and regular service to specific areas around the county.

Figure 7-34 Support for Scenario 3 (n = 38)

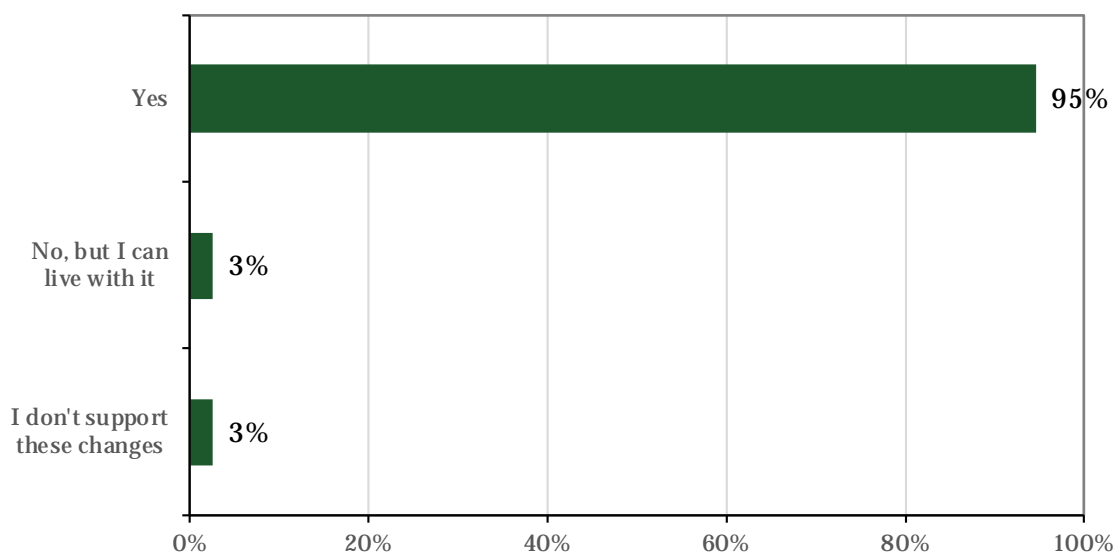


Figure 7-35 Open-Ended Comments for Scenario 3

Open-Ended Comments	
Sunday service is a no-brainer. The ability to travel on Sunday is just as important as on Saturday. This would reduce the need to rely on a car on Sunday.	Sunday service
In our 24/7/365 economy Sunday service is a necessary evil.	Sunday service
I would like to see the later service, especially the Olympia one. Because students, like me, that commute to and from spscc would benefit because some classes go until 9:30.	Later service
Providing more night service is definitely a big help. It would also be helpful to increase frequency on the most popular routes. Instead of taking service away from some routes in order to improve others, why not look at ways to increase funding for Mason Transit. This way many of these good ideas can be implemented without taking away from others. If you really want to increase ridership, that's the way to do it.	Later service, funding
Include Rt 3 runs to/from Bremerton ferry.	Ferry schedules
I would like to see more coordination with time schedules from Bremerton to Belfair routes on Weekends.	Ferry schedules
Interested in faster travel to Agate	LINK

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Yes I have a comment: THANK YOU!!!!!! Like the later weekdays and really likes the Sunday service.	Later service, Sunday service
For the Harstine Island/Agate bus, instead of having 3 scheduled trips a day, maybe link this bus to the Pickering buses and have more frequency of the route.	LINK
do not want to reduce or lose service to airport grocery	Reduced service
I like option of earlier service from neighborhood into Belfair. Important to connect with Brem ferries and afternoon return from ferry terminal.	Earlier service
All three changes call for eliminating Route 2, service along Highway 106. NO NO NO NO. This is bad policy. The reason this route is underutilized is it is not frequent enough, nor convenient; it is a "whistle stop" route. I have been passed by, on this route. Rather than taking away our service altogether, you should be improving it.	Reduced service
Please consider a modified route 6 for Sunday that would include at least 4 trips from Shelton to Little Creek. I am convinced it would be a frequently used and greatly appreciated route.	Sunday service
I live on Harstine Island. And just the thought of more times to leave home and more times to come back home. Makes me feel like I just might get a Christmas gift from y'all MTA.	LINK
Sunday service would be a wonderful addition!	Sunday service
Just happy to hear about more bus service for Agate and Harstine Island. I live on Harstine Island and it sounds like heaven to me.	LINK
I think it might better meet the needs of my family members.	General approval
Expanding Saturday hours is likely to increase ridership and convenience. Also, I think including Sunday would increase ridership, community flexibility (and therefore happiness) and bring community members onto public transit who normally wouldn't use it (i.e. Seahawks fans). I think Scenario 3 would be perceived as a combination "public outreach" campaign and a money-maker for MTA. Win-win!	Saturday service, Sunday service
As a college student at SPSU, having a route 6 service until 10:30 would be such a blessing right now even because I have evening classes that go until 9:20 and need an affordable way to get there and back.	Later service
I ride Olympia route 13 from LNI to the Olympia Transit Center, then transfer to MTA route 6. I find that these routes don't sync well, and I often have to wait close to an hour for the next route 6 bus back to Shelton. Consider adding an additional bus during peak hours or timing the departures better.	Frequency
I want kids from North Mason High School to be able to catch a ride home after sports practice. Too many kids are isolated out here. If there is a better scenario than what I picked that's fine, I just want to make sure that kids can participate in after school activities and then get home. Many parents commute a long distance and can't get to school on time but others are too poor to be able to afford transportation. Can you drop kids off at the Lakeland Village exit that's before the Port stop. Thank you for your work on this project.	Stop location
Since I mostly use MTA to reach Bremerton Ferry, I LIKE that this would allow me to stay in Seattle later into the day.	Ferry schedules
Thank you for offering Sunday schedules.	Sunday service
Route 8 should be regular trips of 4 or more as far as Holiday Beach	Increased service

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

1.) Would there be Dial-A-Ride service on Sundays? 2.) Would I be able to use Dial-A-Ride to addresses on HWY 3 between Shelton and Allyn? 3.) I love the idea of Sunday service, even if it is limited. But I will not be able to access it without Dial-A-Ride or a change in the Route 5 service to include the Cole Road P&R.	DAR, Sunday service
Why no Sunday service to Oly? Would half days be possible?	Sunday service

### Support by Route

Respondents generally favored the proposed routes, or were indifferent to the changes. The comments on the individual routes showed approval of the coordination with the ferry schedule and a desire for Sunday service on Route 6. One respondent expressed concerns about the loss of service along SR 106 through the removal of the Route 2.

Figure 7-36 Support for Scenario 3 by Route

	Yes	No	No opinion or it doesn't affect me
Route 1	5	0	7
Route 3	4	0	6
Route 4	2	1	11
Route 5	3	0	8
Route 6	5	0	5
Route 7	4	0	10
Route 8	3	0	11
Route 9	2	0	12
Route 21X	2	0	12
Route 23X	4	0	9
Route 26X	6	0	7
<b>Total Comments</b>	<b>40</b>	<b>1</b>	<b>98</b>

### **Scenario 3: Individual Route Comments**

#### **Route 1**

Open-Ended Comments	Topic
Do NOT take away service along hwy 106.	Reduced service
I need service to addresses off of HWY 3 between Shelton and Allyn that I have been told Dial-A-Ride does not serve. Anyway to fix this?	Expanded service

#### **Route 3**

Open-Ended Comments	Topic
Do NOT take away service along hwy 106.	Reduced service
Only because of Belfair inset for school kids.	General approval
I really like the addition of the later bus to meet the 7:55 ferry in Bremerton. Occasionally I have to work late and it's really hard to get home once the Mason Transit bus stops running.	Ferry schedules

#### **Route 4**

No comments.

#### **Route 5**

Open-Ended Comments	Topic
This is pretty good. I would also like to see route 5 come twice an hour.	Frequency
If the route 5 could swing down to the Cole Rd P&R on the new Sunday service I would be able to use it. As it is, with no route 6 on Sunday, I would still have no Sunday service.	Stop locations, Sunday service

#### **Route 6**

Open-Ended Comments	Topic
I think the later service is a good idea for people attending college in Olympia and commute from Shelton, because after a long day of classes the last thing you wanna do is drive home in the cold dark. Or get stuck in Olympia overnight.	Later service
Need sunday coverage	Sunday service
If the route 5 could swing down to the Cole Rd P&R on the new Sunday service I would be able to use it. As it is, with no route 6 on Sunday, I would still have no Sunday service.	Stop locations, Sunday service
Not all users are state workers. In this 24/7 economy some of us have to work Sundays too.	Sunday service

#### **Route 7**

No comments.

#### **Route 8**

No comments.

#### **Route 9**

No comments.

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

**Route 11**

No comments.

**Route 13X**

Open-Ended Comments	Topic
As long as everyone can ride these new express routes, they sound good.	General approval
Again, as somebody that depends on Route 3 to get around, I'm concerned that this is a test to eventually remove Route 3. Please don't do that.	Reduced service

**Route 26X**

Open-Ended Comments	Topic
As long as everyone can ride these new express routes, they sound good.	General approval
If people are riding this to work it should cost more.	Other
What are the times for the 4 runs, I work 7:00 am - 3:30 M-F and need to catch a second bus to Tumwater, WA from Intercity transit Olympia	Express schedule

## Respondent Profile

Survey respondents were asked a number of questions about their frequency of use of MTA service, demographic characteristics, and household characteristics.

The majority of respondents (83%) ride MTA at least once a month, with 44% riding multiple times a week (Figure 7-37). A significant majority were also female, over the age of 35, white, and speak English as their primary language (Figure 7-38 to Figure 7-41). Most respondents live in multi-member households with access to multiple vehicles (Figure 7-42 and Figure 7-43). Nearly half of survey respondents earn a household income of over \$50,000 (Figure 7-44).

Figure 7-37 Frequency of MTA Use (n = 70)

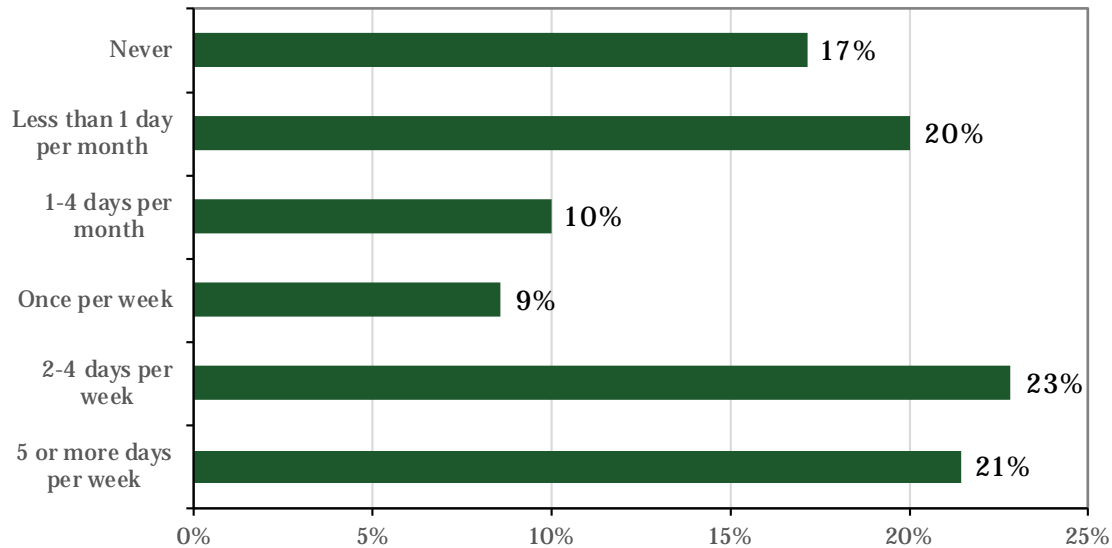
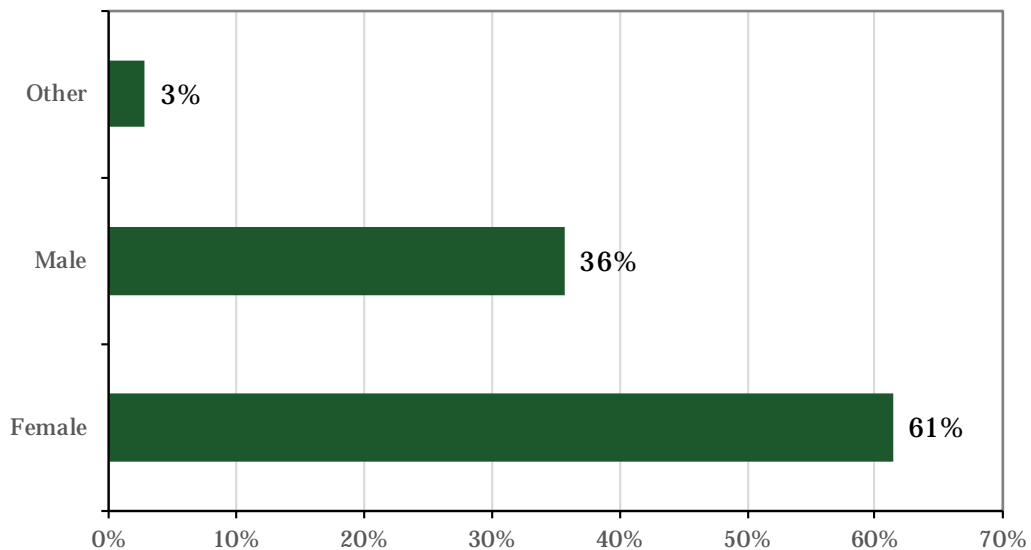
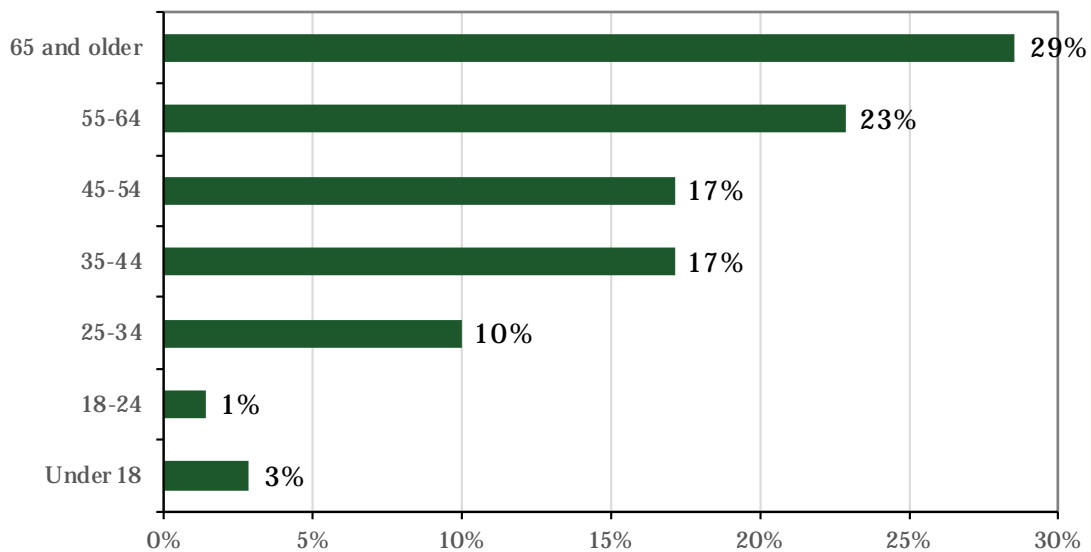


Figure 7-38 Gender of Respondents (n = 70)



**Figure 7-39 Age of Respondents (n = 70)**



**Figure 7-40 Race or Ethnicity of Respondents (n = 68)**

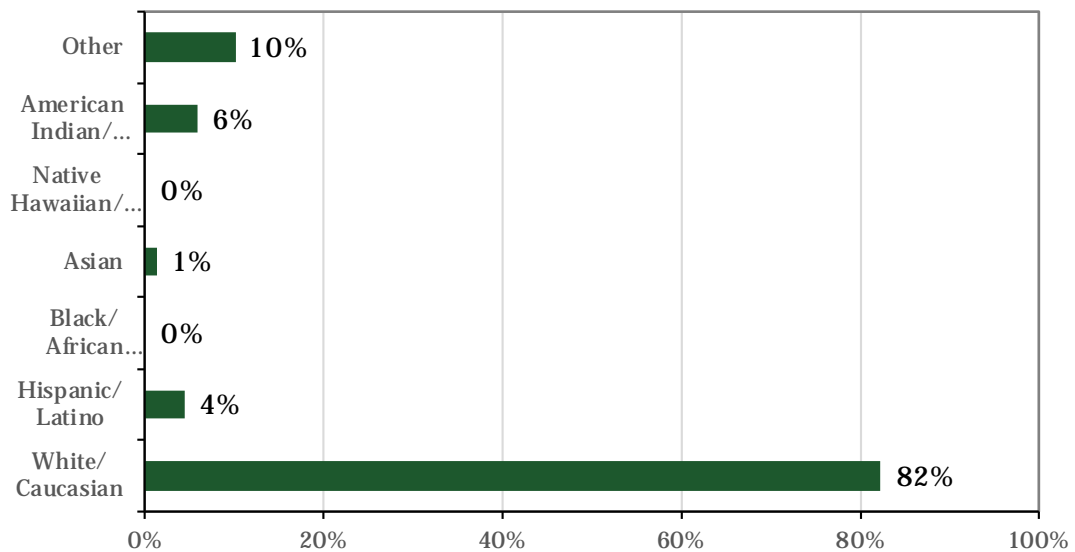




Figure 7-41 Primary Language of Respondent (n = 68)

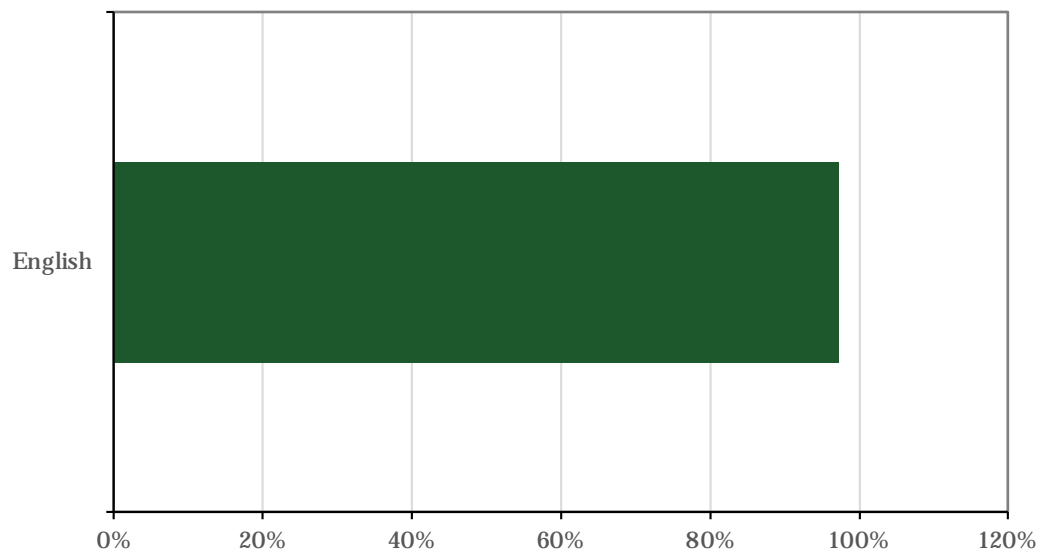
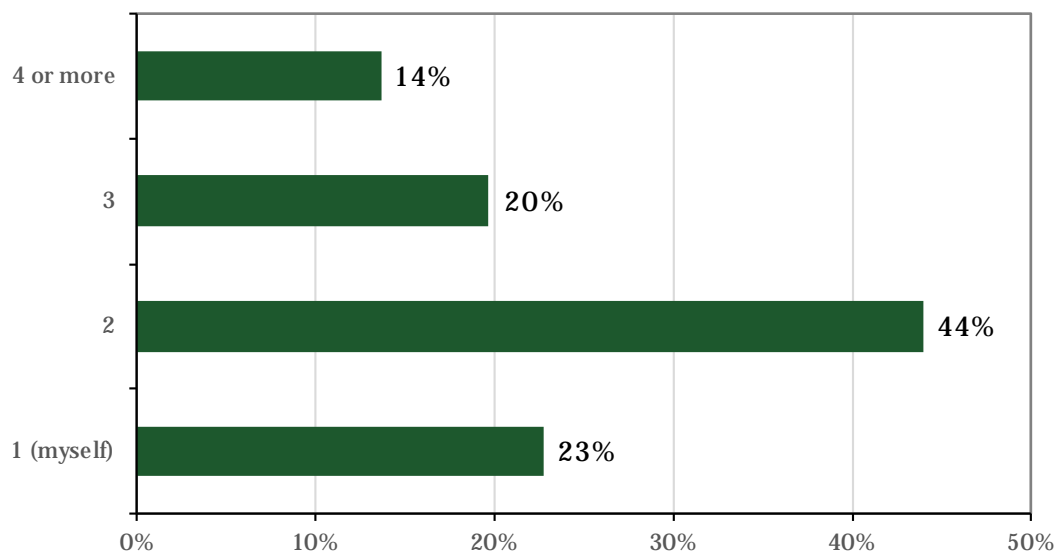
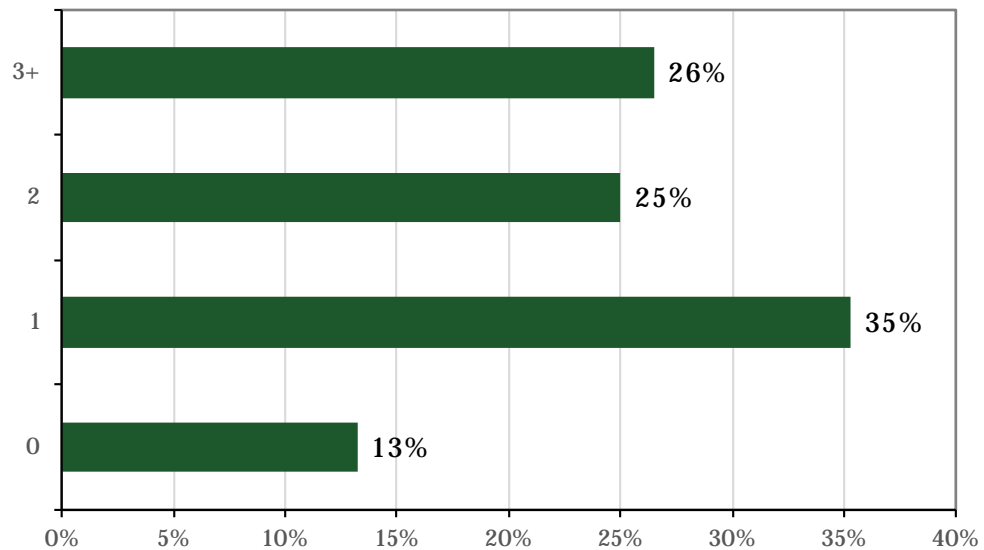


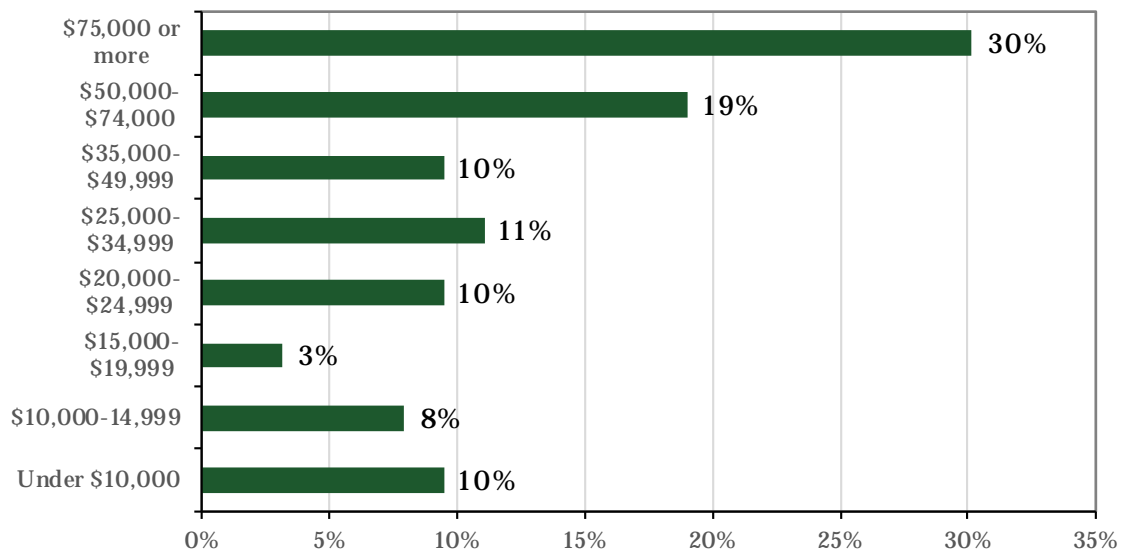
Figure 7-42 Household Size of Respondents (n = 66)



**Figure 7-43** Number of Cars in Household of Respondents (n = 68)



**Figure 7-44** Household Income of Respondents (n = 63)



## **Open House Feedback**

### **Overview**

Mason Transit Authority (MTA) hosted two community open houses to share information about transit solution options to improve existing service and gather input on those options as part of their comprehensive service analysis. A survey was available in both print and online forms. These open houses were held as part of the second phase of outreach for the comprehensive service analysis. MTA held their previous round of outreach in spring 2018 on existing transit service and conditions.

MTA notified people about the two open houses via a postcard to Mason County residents, social media posts, website updates, display ads, and a radio show appearance.

### **Attendance**

*Open House 1:* Sep. 24, 2018, 5:30 - 7:30 p.m., North Mason Timberland Library in Belfair

- 1 sign-in
- 2 total attendees

*Open House 2:* Sep. 25, 2018, 5:30 – 7:30 p.m., Transit-Community Center in Shelton

- 11 sign-ins
- Approximately 17 total attendees

### **Materials and Set-up**

Written materials included seven display boards, printed surveys, an online survey, and printed postcards with the online survey link were set up around the room. The printed surveys were entered online manually so they could be tracked together with online survey responses.

The display boards covered the following topics:

8. Welcome station
9. Project schedule
10. Existing bus service
11. Comparison of potential transit scenarios
12. Scenario 1 – increase frequency
13. Scenario 2 – improve Saturday service
14. Scenario 3 – weekday evening service, limited Sunday service

### **Feedback and Comments**

Open house attendees provided feedback and comments through conversations with staff, comment forms, and filling out written and electronic surveys (to be summarized in survey responses separate from this open house summary).

Major recurring themes from open house attendees focused on increased frequency of service; a preference for Scenario 2; Sunday service; and improved service to areas outside of Mason

County. The table below shows the number of comments received on major recurring themes, which are summarized in more detail in Figure 7-45 and the remainder of this section.

Figure 7-45 Phase II Themes from Written and Verbal Comments

Themes	Number of Comments
Increased frequency of service to/from:	4
• Olympia	2
• Bremerton	1
• Shelton	1
• Hoodspport	2
Preference for Scenario 2	3
Sunday service	1
Service around Mason Lake	1
Coordination with Kitsap Transit	1
Service to Tacoma and Gig Harbor	1
Holiday shopping service	1

### **Frequency of Service**

Open house attendees requested more frequent service for cities:

- Service to Hoodspport for appointments and shopping.
- Service to and from Lake Cushman and Olympia around commuting hours.
- Service to and from Tacoma and Gig Harbor for medical appointments, shopping, and events.

### **Preference for Scenario 2**

Attendees expressed interest in Scenario 2 most frequently, citing the following reasons:

- Has the most check-marks on the Potential Transit Scenarios board.
- Potential increased service frequency between Shelton and Lake Cushman.
- Potential increased service frequency between Shelton and Olympia.
- Potential increased frequency to and from Hoodspport.

### **Service to locations outside Mason County**

Some attendees requested increased service to locations outside of Mason County. Some noted more coordination with Kitsap Transit and Intercity Transit would help make it easier to travel to destinations like Tacoma and Olympic College.

### **Sunday Service**

Attendees expressed interest in limited Sunday service, particularly Dial-A-Ride. Some attendees noted this would allow them to attend events on Sundays by taking transit.

### **Service around Mason Lake**

One attendee noted a strong preference to have fixed-route service around Mason Lake.

## 8 PREFERRED ALTERNATIVE

Short-term recommendations for MTA were developed using public input, market conditions, and existing ridership patterns. Initially, three scenarios were developed that represent different principles of route planning and areas of emphasis. Following a public outreach and comment period, a fiscally constrained Preferred Alternative was developed to address operational issues, future growth, industry standard best practices for route design, and meet established project goals.

### BEST PRACTICES FOR ROUTE DESIGN

While it is unlikely that a single service type will meet the competing mobility needs of all transit users in Mason County, there are certain best practices that can be applied to nearly all transit services to improve the overall passenger experience.

- **Service should be simple:** First and foremost, service should be designed so that it is easy to use and intuitive to understand. This applies not only to the routing and scheduling of service, but also to the information presented to customers at the stop and on passenger information materials.
- **Routes should operate along a direct path:** The fewer directional changes a route makes, the easier it is to understand. Conversely, circuitous alignments are disorienting and difficult to remember. Routes should not deviate from the most direct alignment unless there is a compelling reason, such as to provide service to a major ridership generator. In such cases, the benefits of operating the route off of the main route must be weighed against the inconvenience caused to passengers already on board.
- **Route deviations should be minimized:** As described above, service should be as direct as possible. Consistent with this idea, the use of route deviations—traveling off the most direct route—should be minimized. However, there are instances when deviating service from the most direct route is appropriate—for example, to provide service to major shopping centers, employment sites, schools, and medical centers. In these cases, the benefits of the deviation must be weighed against the inconvenience caused to passengers already on board. Route deviations should be implemented only if:
  - The deviation will result in an increase in overall route productivity.
  - The number of new passengers that will be served is equal to or greater than 25% of the number of passengers who would be inconvenienced by the additional travel time on any particular deviated trip.

In most cases, route deviations should be provided on an all-day basis. Exceptions are during times when the sites that the route deviations service have no activity—for example, route deviations to major employment centers with shift workers may not need to serve those locations between shift changes.

- **Major routes should operate along arterials:** Key corridor and mainline routes should operate on major roadways and avoid deviations to provide local circulation. Riders and potential transit users typically have a general knowledge of an area's arterial road system and use that knowledge for geographic points of reference. The operation of bus service along arterials makes transit service faster and easier for riders to understand and use.
- **Routes should be symmetrical:** Routes should operate along the same alignment in both directions to make it easy for riders to know how to get back to where they came from. In cases where such operation is not possible due to one-way streets or turn restrictions, routes should be designed so that the opposite directions parallel each other as closely as possible.
- **Service design should maximize service:** The distance and travel time of a route determine how efficiently a bus can operate. Service should be designed to maximize the time a vehicle is in service and minimize the amount of time it is out-of-service. Since the length of the route and the time it takes to make each trip impacts how long of a layover is required at each end and how many buses are needed to provide the service, it is often more efficient to extend a route to pickup a few more passengers and limit the amount of layover time.

These best practices offer a foundation for the improvement of transit service throughout Mason County

## PUBLIC OUTREACH PRIORITIES

MTA's Comprehensive Service Analysis seeks to guide the improvement of service over the next several years to better serve existing and potential riders, new developments, and essential services in the community. Three scenarios were developed in early 2018 to help visualize ways to improve the system and presented to the public for feedback. Details about the service scenarios can be found in Appendix E.

Feedback received from the public included the following takeaways:

- Increased span, frequency, and weekend service are top rider priorities
- Riders are most satisfied with trip planning tools, reliability, and areas served
- Non-riders would be more likely to use transit if it came more often, ran later in the day, operated on Sunday, or took them where they wanted to go
- Support for better weekend service, later weekday service, and improved frequency on weekdays

After hearing from residents through public meetings, conversations about the system, and online surveys, the service planning team developed a Preferred Alternative to best meet the needs of the community. The Preferred Alternative is fiscally constrained and designed for implementation within existing resources.



## MTA PREFERRED ALTERNATIVE SUMMARY

The Preferred Alternative makes modest changes to bus routing and aims primarily to improve Saturday service, improve service frequency, increase span of service, and provide consistent service all day. Key themes include the following:

- **Improved Saturday service.** Span of service on Saturday more closely matches weekday service on fixed-route and Timberlakes/Shorecrest/Harstine Island LINK service.
- **Longer weekday span of service.** Offers later evening service between Bremerton and Belfair, as well as Shelton and Olympia on Routes 3 and 6. Earlier morning service in Belfair is offered on Route 4.
- **More frequent service throughout Mason County.** This includes consistent service all day in Belfair and Olympia on Route 3, Route 4, and Route 6; 30-minute service on Route 9 with service from T-CC, Mason General Hospital, Olympic College, Walmart, and Gateway Center; an additional trip to Lake Cushman in the afternoon on Route 11; and an additional morning trip on Timberlakes/Shorecrest/ Harstine Island LINK service.
- **Provide 30-minute service or better all day between T-CC and Walmart.** Routes 5, 7, and 9 would combine to depart from T-CC every 30 minutes or better for passengers to reach Walmart and other important destinations.
- **Simpler local service in Belfair and Shelton** on streamlined alignments for Routes 4, 5, 7, and 9.
- **Simplified service from Shelton to Twin Totems and Hoodspoint** by operating shared alignments on Route 8 and Route 11 through Shelton.
- **Replace underutilized service with Dial-a-Ride.** Route 2, Arcadia LINK, and Lake Limerick/Mason Lake LINK service would be replaced with Dial-a-Ride service.

Figure 8-1 through Figure 8-5 provide a system map and summary of service proposed as part of the Preferred Alternative. Implementation is anticipated to begin in Summer 2019 and occur over several phases.

**Figure 8-1 MTA Preferred Alternative**

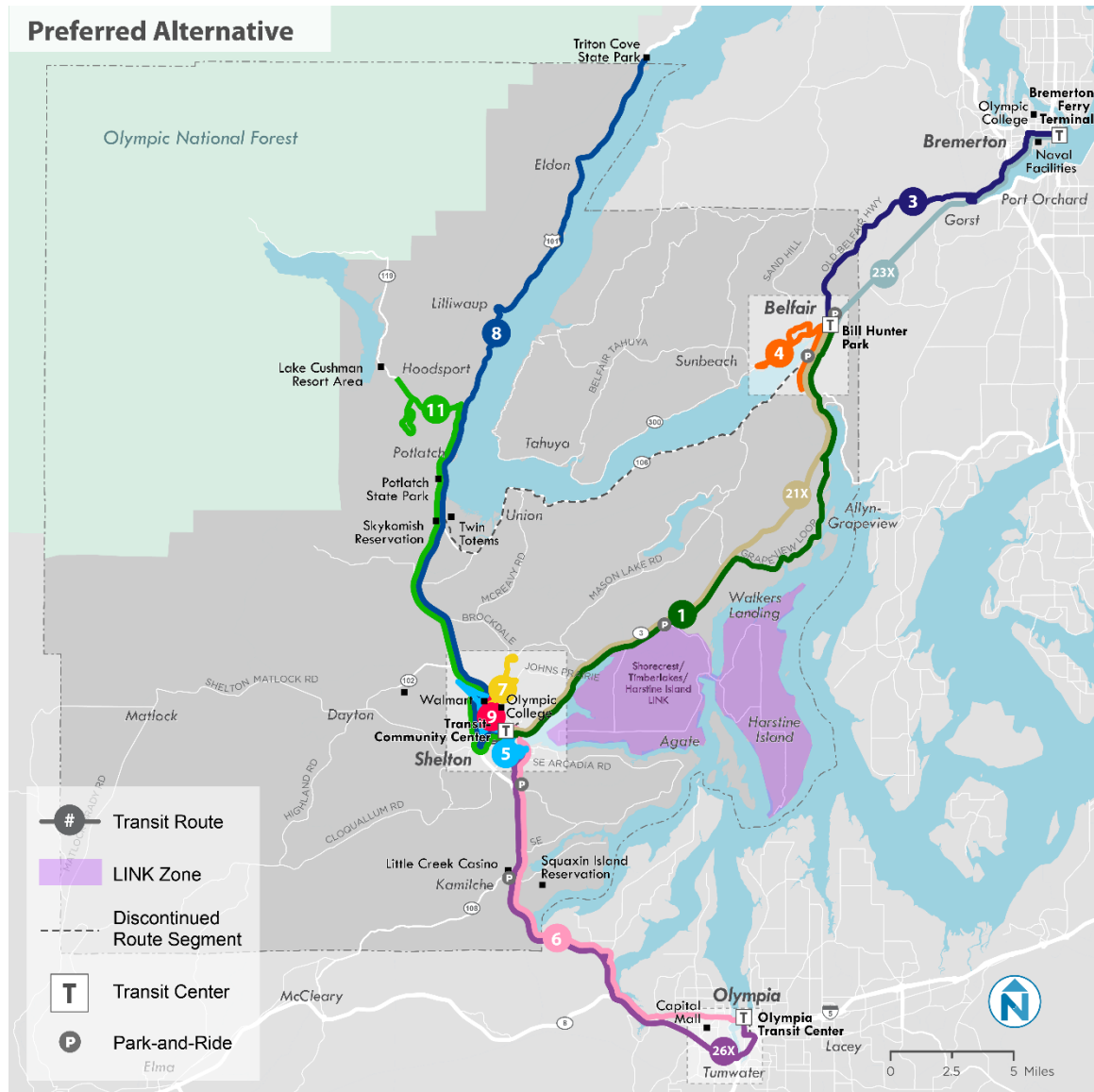


Figure 8-2 MTA Preferred Alternative: Shelton

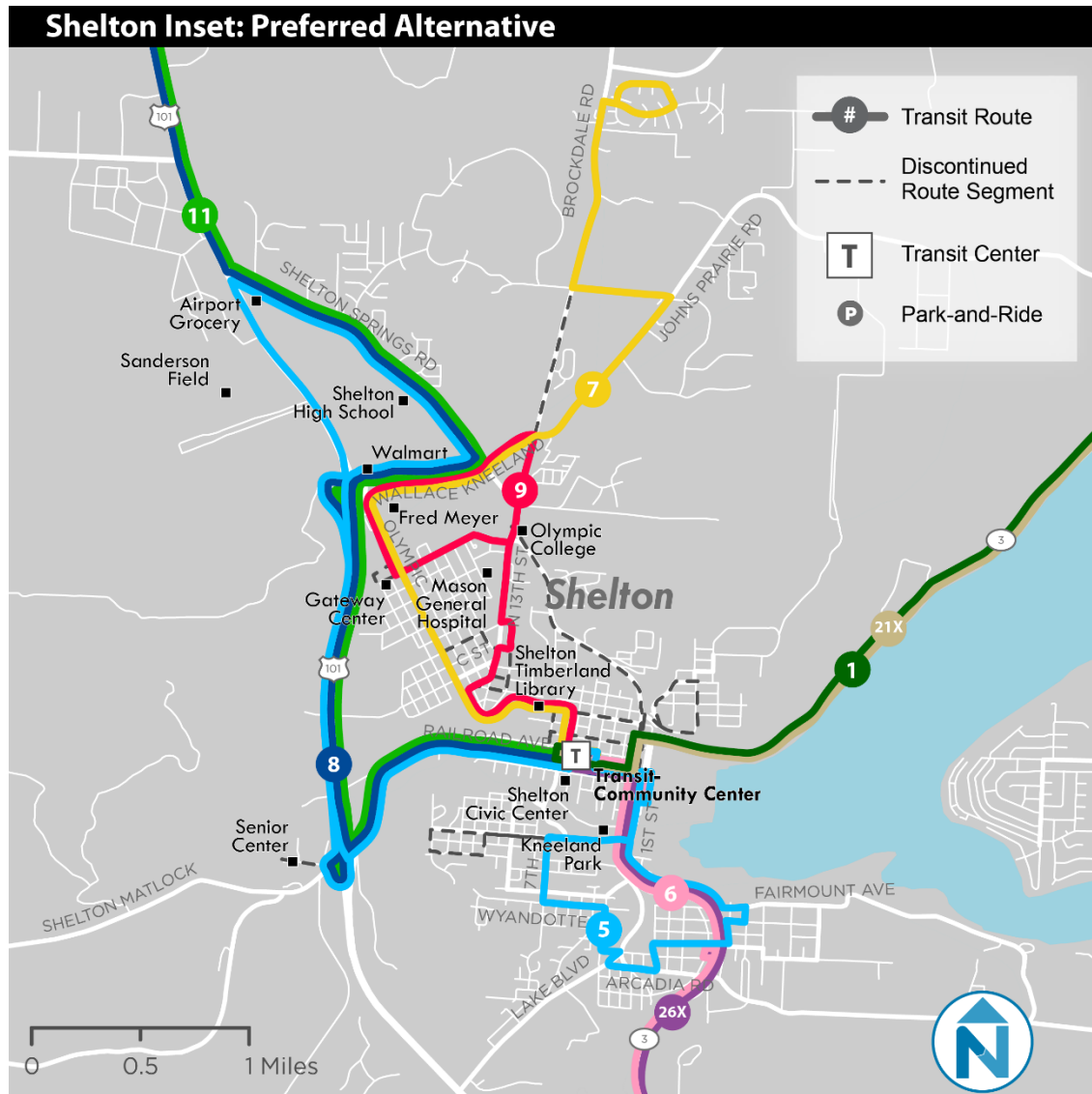


Figure 8-3 MTA Preferred Alternative: Belfair

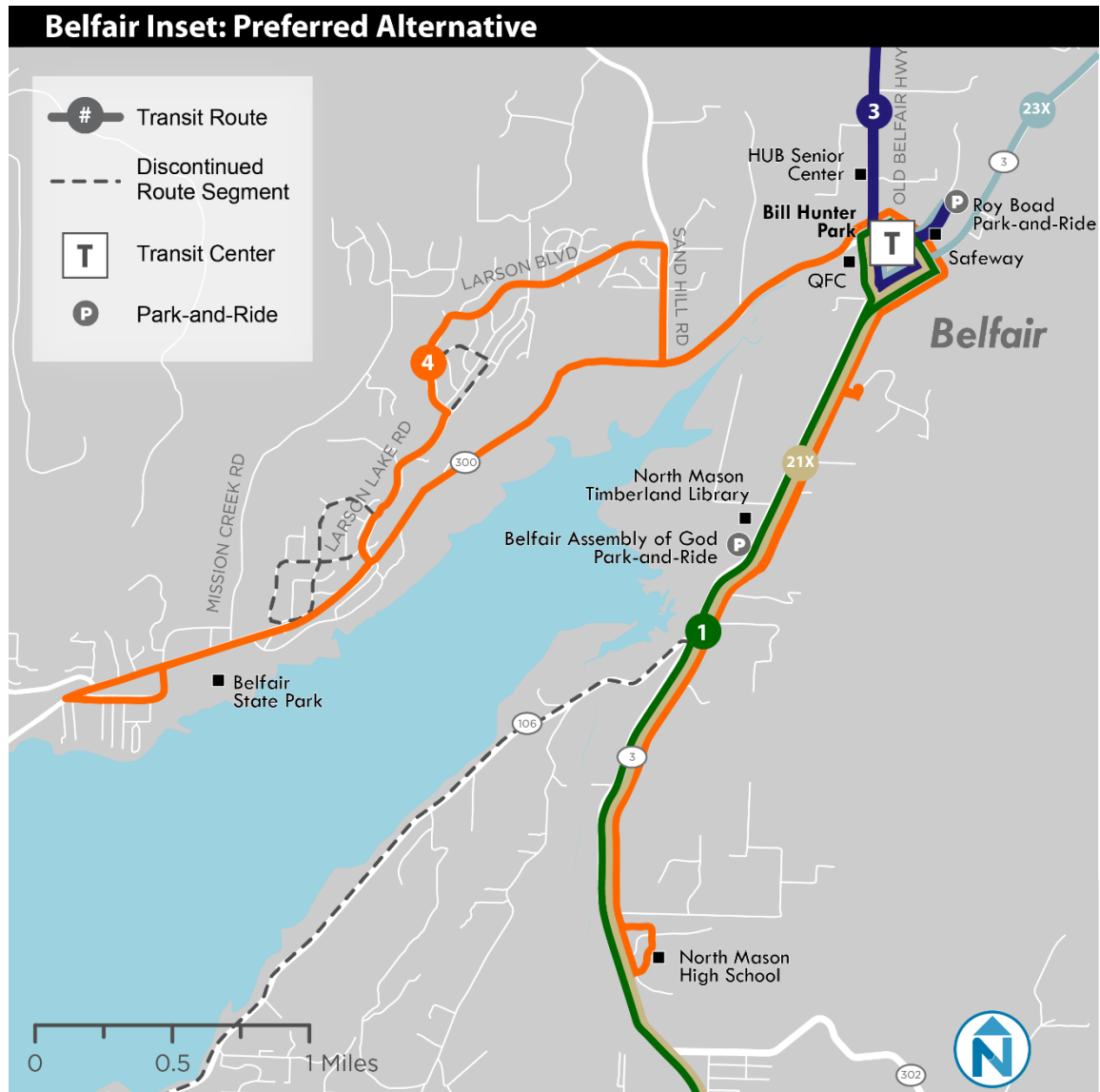


Figure 8-4 MTA Preferred Alternative: Olympia





**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Figure 8-5 Preferred Alternative Service Summary

Route	Service Summary	Frequency: Proposed Peak	Frequency: Proposed Midday	Frequency: Proposed Evening	Frequency: Proposed Saturday	Service Span: Preferred Alternative
1	Service would be coordinated with Route 3 and Route 21X to meet Bremerton ferry times. Additional trips would be provided on Saturday.	80	-	80	5 Round-Trips	8:00 AM - 8:00 PM (M-Sat)
2	Existing service would be replaced with Dial-a-Ride.	-	-	-	-	-
3	Service would be provided all day on Saturday to more closely match weekday schedules. An additional midday trip would be offered to meet the 1:30 PM ferry departure. Service would be coordinated with Route 23X to extend span of service in the morning and evening.	60-80	80	80	80	5:30 AM - 7:30 PM (M-F) 8:00 AM - 7:30 PM (Sat)
4	Service would begin at 7:00 AM to align with North Mason High School start time.	60	60	-	60	7:00 AM - 6:00 PM (M-F) 8:00 AM - 6:00 PM (Sat)
5	Service would run hourly from South Shelton to Airport Grocery via Railroad Ave and US-101 with stops at T-CC and Walmart.	60	60	60	60	7:00 AM - 8:00 PM (M-F) 8:30 AM - 8:00 PM (Sat)
6	Service would be provided consistently every 60 minutes on weekdays and Saturday and coordinated with Route 26X to offer 30-minute service during peak periods. Additional weekday evening service would be added.	60	60	60	60	5:30 AM - 9:30 PM (M-F) 8:30 AM - 8:30 PM (Sat)
7	Service would be modified to provide consistent two-way service to Walmart, Olympic College, and Oak Park Way. Service would be provided consistently every 60 minutes on weekdays and Saturday.	60	60	60	60	6:30 AM - 8:30 PM (M-F) 8:30 AM - 8:30 PM (Sat)
8	Service in Shelton would be modified to coordinate with Route 11; otherwise no change from existing service.	2 Round-Trips			2 Round-Trips	2 Round-Trips (M-Sat)
9	Service would be offered every 30 minutes to serve Mason General Hospital, Olympic College, Walmart, and Gateway Center.	30	30	30	30	7:00 AM - 8:00 PM (M-F) 8:30 AM - 8:00 PM (Sat)
11	Service in Shelton would be modified to coordinate with Route 11 and an additional afternoon trip would be added.	4 Round-Trips			4 Round-Trips	4 Round-Trips (M-Sat)
21X	Peak-only service would be designed to coordinate with Route 3 to provide connections to the ferry in Bremerton.	4 trips NB; 4 trips SB	-	-	-	5:30 AM - 11:30 AM (M-F) 2:30 PM - 7:00 PM (M-F)
23X	Peak-only service would be designed to coordinate with PSNS shift times and add a new later evening connection from Bremerton to Belfair to meet the 7:45 PM ferry arrival.	2 trips NB; 2 trips SB	-	-	-	4:10 AM - 5:10 AM (M-F) 7:10 PM - 8:25 PM (M-F)



**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Route	Service Summary	Frequency: Proposed Peak	Frequency: Proposed Midday	Frequency: Proposed Evening	Frequency: Proposed Saturday	Service Span: Preferred Alternative
26X	Peak-only service designed to coordinate with state worker shift times and offset with Route 6 to offer 30-minute service from Shelton to Olympia during peak periods.	4 trips NB; 4 trips SB	-	-	-	6:00 AM - 9:00 AM (M-F) 4:00 PM - 7:00 PM (M-F)
LINK – ARC	Existing service would be replaced with Dial-a-Ride.	-	-	-	-	-
LINK - LAKES	Existing service would be replaced with Dial-a-Ride.	-	-	-	-	-
LINK - HATS	Would operate daily along a specified alignment and deviate to pick up call-in passengers. One additional trip would be added in the morning, and Saturday service would match weekdays.	4 trips			4 trips	4 trips (M-Sat)

## ROUTE DESCRIPTIONS

### Route 1 and 21X

Route 1 would operate the same schedule on weekdays and Saturdays to improve consistency of service. Existing Route 1X would now be named Route 21X to eliminate confusion and streamline express service. All trips operated on Route 1 and 21X would connect with Route 3 to provide opportunities for passengers to travel to Bremerton.

### Route 3 and 23X

Strong travel demand patterns exist between eastern Mason County and Bremerton, indicating a potential for growth on Route 3 service. As such, Route 3 would have an extra trip added during the midday time period to meet the 1:30 p.m. ferry arrival and allowing for consistent, all-day service to meet all ferry trips. Existing Route 3X would now be named 23X to reduce confusion for customers. Route 23X would offer later evening service than exists today to meet the 7:45 p.m. ferry arrival. On Routes 3 and 23X, adding a timepoint at State & Burwell in Bremerton is recommended to better serve Puget Sound Naval Shipyard (PSNS) workers.

### Route 2

Due to low ridership, Route 2 would be replaced with Dial-a-Ride service.

### Route 4

Service would begin earlier in the day to meet the North Mason High School start time and provide additional options for commuters. Additionally, frequency would be improved to offer hourly service all day and be more attractive for customers. Saturday service would be improved to operate every 60 minutes from 8 a.m. to 6 p.m.

### Route 5

Route 5 would run hourly from South Shelton to Airport Grocery via Railroad Ave and US-101 with stops at T-CC and Walmart. The existing 16<sup>th</sup> & Harvard deviation in South Shelton would be eliminated due to low ridership and to reduce travel times for other riders. The schedule on Route 5 would be offset with Route 7 and Route 9 to provide frequent service between T-CC and Walmart. Some confusion will remain related to the directionality of service for riders boarding at T-CC, so extra care should be taken to ensure buses display the correct destination (i.e., Airport Grocery versus South Shelton).

### Route 6 and 26X

Along with service in Shelton, the strongest current ridership and growth potential in the MTA system exists for trips to Olympia. As such, service on Route 6 would be provided consistently every 60 minutes all day. Existing Route 6X would be renamed Route 26X, and schedules would be coordinated to provide 30-minute service during morning and afternoon peak periods to better serve state workers and other riders. One additional round-trip would also be provided in the evenings on Route 6, in keeping with priorities expressed by the public during the outreach process.

### **Route 7**

Route 7 would be modified to provide consistent two-way service to Walmart, Olympic College, and Oak Park Way. Service would be provided consistently every 60 minutes on weekdays and Saturday. Additionally, Route 7 service would be coordinated with Routes 5 and 9 to allow riders to travel between T-CC and Walmart every 30 minutes all day.

### **Route 8**

Route 8 would be modified to travel via Railroad Ave, US-101, Wallace Kneeland, and Shelton Springs Road before continuing north to provide streamlined and complementary service with Route 11 to Twin Totems and Hoodsport. In addition to changes proposed on Route 5, this route would provide another option for riders on Railroad Avenue and in the vicinity of Airport Grocery. Additionally, some level of joint marketing of Route 8 and Route 11 should be considered to help educate customers about the ability to travel from Shelton to Twin Totems and Hoodsport.

### **Route 9**

Route 9 would operate every 30 minutes Monday to Saturday, with service to Mason General Hospital, Olympic College, Walmart, and Gateway Center. The schedule would be offset with Route 5 and Route 7 to provide frequent service between T-CC and Walmart. It is anticipated that increased frequency in Shelton will help improve ridership.

### **Route 11**

As with Route 8, Route 11 would be modified to travel via Railroad Ave, US-101, Wallace Kneeland, and Shelton Springs Road before continuing north. Route 11 would have one additional trip in the afternoon to Lake Cushman departing the T-CC around 4:30 p.m. It is suggested that some level of joint marketing of Route 8 and Route 11 be offered to help educate customers about the ability to travel from Shelton to Twin Totems and Hoodsport.

### **LINK Service**

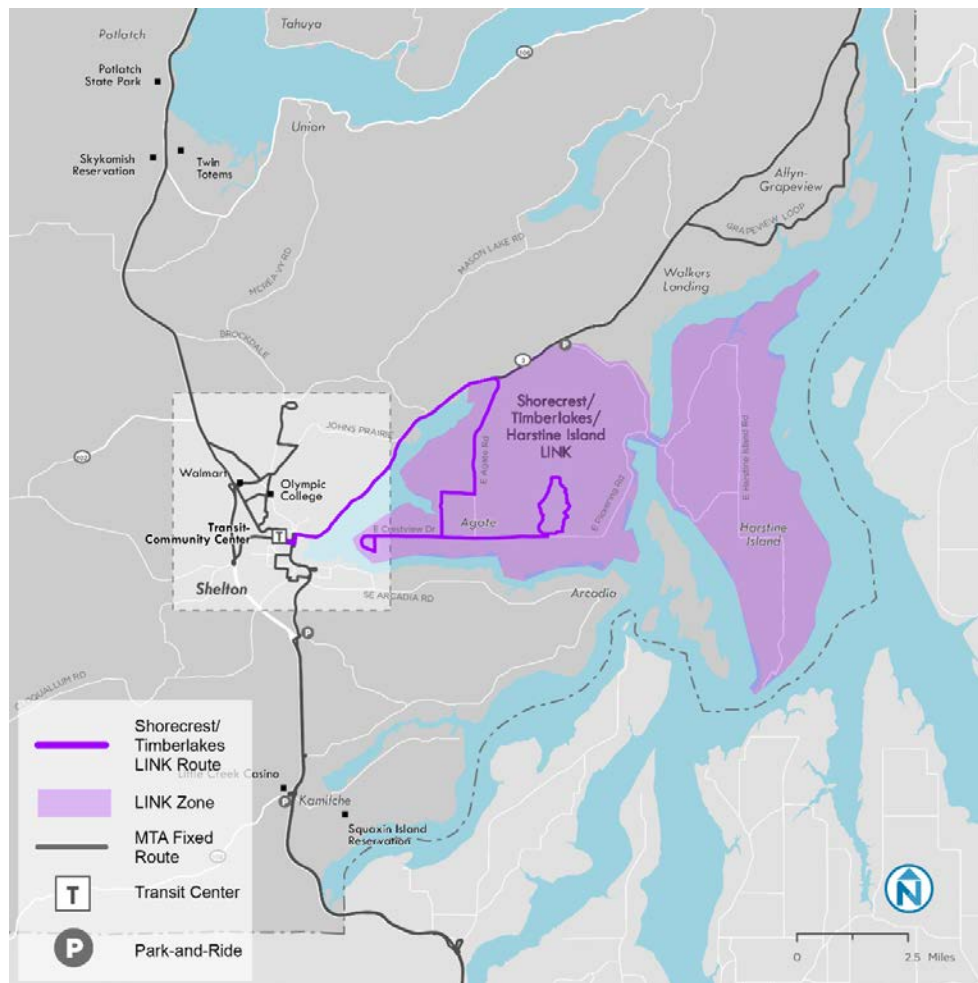
Due to low levels of demand, Arcadia and Lake Limerick/Mason Lake LINK service would be reverted to Dial-a-Ride. However, since existing Shorecrest/Timberlakes/Harstine Island LINK service performs well, this route would remain in service as a LINK to encourage additional ridership growth and evaluate the potential for conversion to regular fixed-route service in the future. An additional trip would be added on this route at 9:30 a.m.

## UNFUNDED IMPROVEMENTS


As part of the comprehensive analysis planning process, a number of desirable service improvements were identified that could not be achieved within the existing budget. Over the next few years, MTA should continue to evaluate available funding and pursue partnerships to advance implementation of these improvements. Suggested improvements include the following:

- Sunday service on select routes
- Additional Route 1 service to match Route 3 schedule
- Extended span of service where warranted, including later service to Olympia
- Expanded availability of 30-minute service throughout Shelton
- A more formal fixed-route option in the Shorecrest and Timberlakes areas of the Agate Peninsula. A map of how this service could operate is provided in Figure 8-6.
- More formalized bus stop locations, including stop signs, benches, and shelters. These stops can provide people with a safe space to wait for the bus, educate existing and potential customers about the availability of transit service, and reduce the number of flag stops in the system.

Figure 8-6 LINK Zones and Pilot Shorecrest/Timberlakes Service

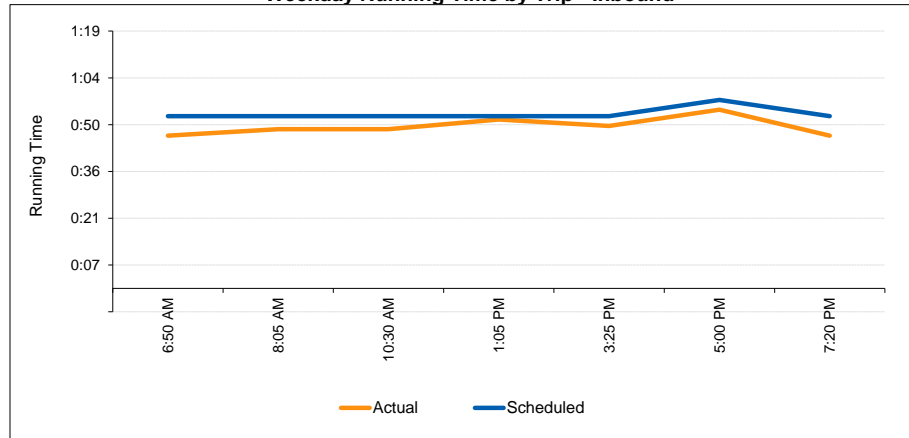


# Appendix A      Route Profile Scorecards

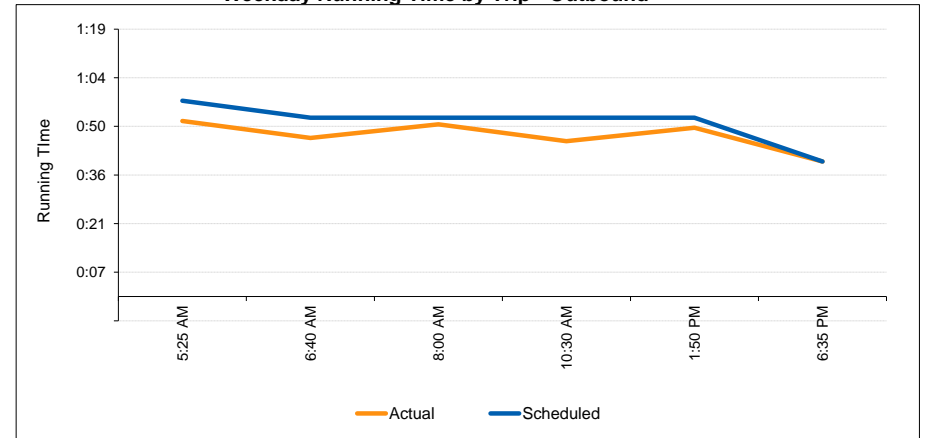
Route 1 Weekday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
<b>Total</b>		65	63	11.4	5.7
Inbound		31	38	6.3	4.9
Outbound		34	25	5.2	6.6
<b>By Segment</b>					
1	NE Old Clifton Ln @ Bill Hunter Park to Hwy 3 @ Allyn Center	23	22	2.5	9.2
2	Hwy 3 @ Allyn Center to Grapeview Fire Station	3	2	1.9	1.6
3	Grapeview Fire Station to Pickering Rd Park & Ride	9	9	3.2	2.8
4	Pickering Rd Park & Ride to Transit-Community Center (T-CC)	30	11	3.8	7.8
5	Transit-Community Center (T-CC) to Wallace Kneeland @ Walmart	0	19	0.1	0
<b>By Time Period</b>					
Early AM		4	4	1.0	4.1
AM		16	11	3.5	4.5
Midday		25	21	3.5	7.1
PM		12	16	1.9	6.5
Eve		8	11	1.6	5.2

Route Operations Summary					
On-Time Performance			On-Board Load		
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
82%	16%	1%	25	Flag Stop 67020	I
71%	26%	3%	25	Flag Stop 67020	I
94%	6%	0%	24	Flag Stop 89051	O
85%	8%	8%			
77%	23%	0%			
62%	38%	0%			
100%	0%	0%			
100%	0%	0%			
			4	Pickering Rd Park & Ride	O
			9	Port of Allyn Hwy 3 & Drum St	O
			11	Pickering Rd Park & Ride	O
			12	NE Old Clifton Ln @ Bill Hunter Park	I
			5	Pickering Rd Park & Ride	I

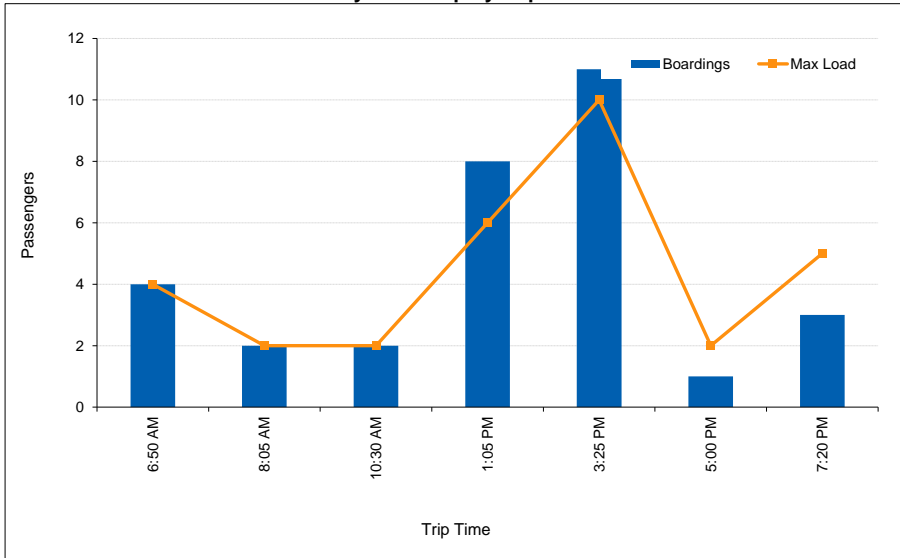
Weekday Running Time by Trip - Inbound



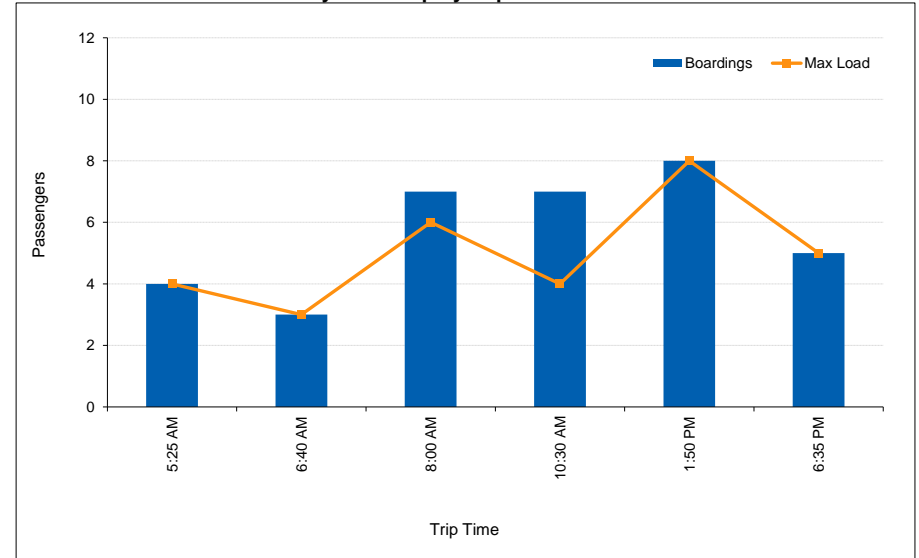
Weekday Running Time by Trip - Outbound



Weekday Ridership by Trip - Inbound



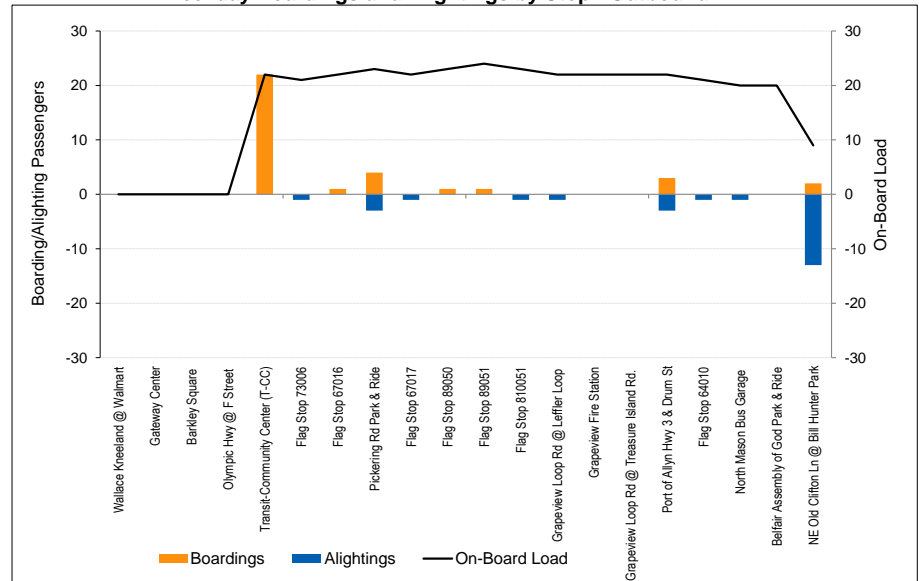
Weekday Ridership by Trip - Outbound




Weekday Boardings and Alightings by Stop - Inbound



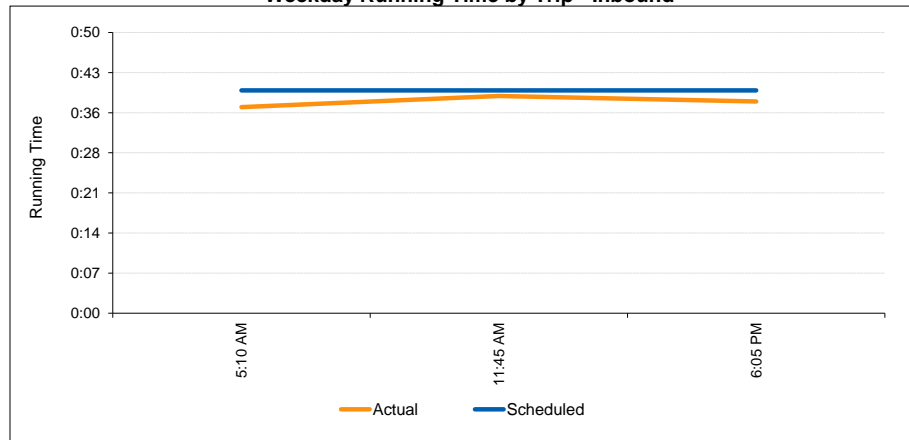
Weekday Boardings and Alightings by Stop - Outbound



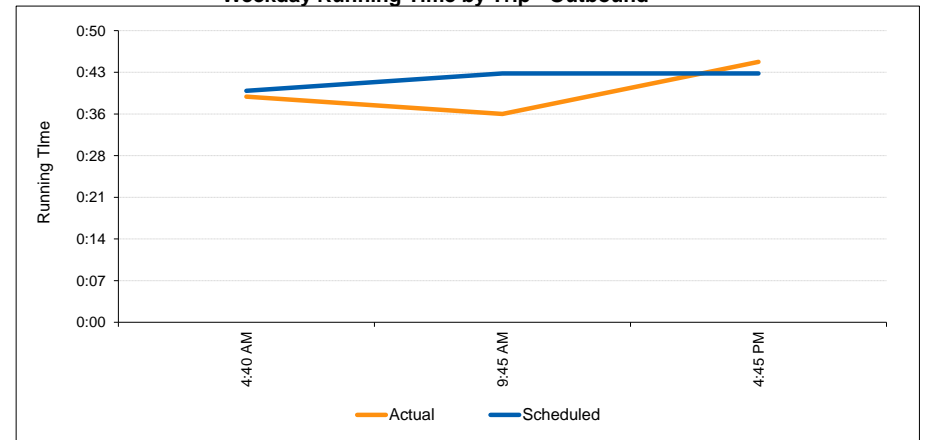


Route 1X Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	<b>Total</b>	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
	<b>By Segment</b>										
1	NE Old Clifton Ln @ Bill Hunter Park to Belfair Assembly of God Park & Ride	3	10	1.1	2.8	100%	0%	0%			
2	Belfair Assembly of God Park & Ride to Hwy 3 and Austin Rd @ Allyn Center	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%			
	<b>By Time Period</b>										
	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

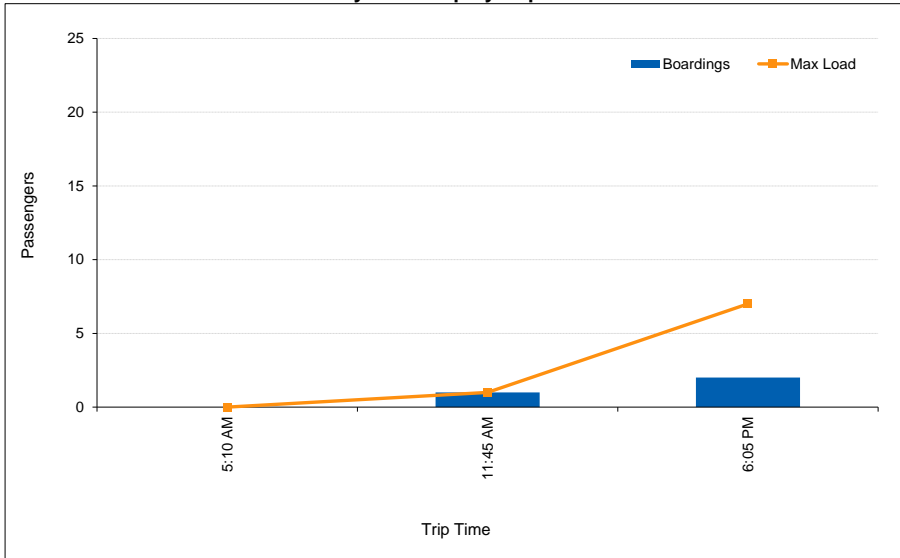
Weekday Running Time by Trip - Inbound



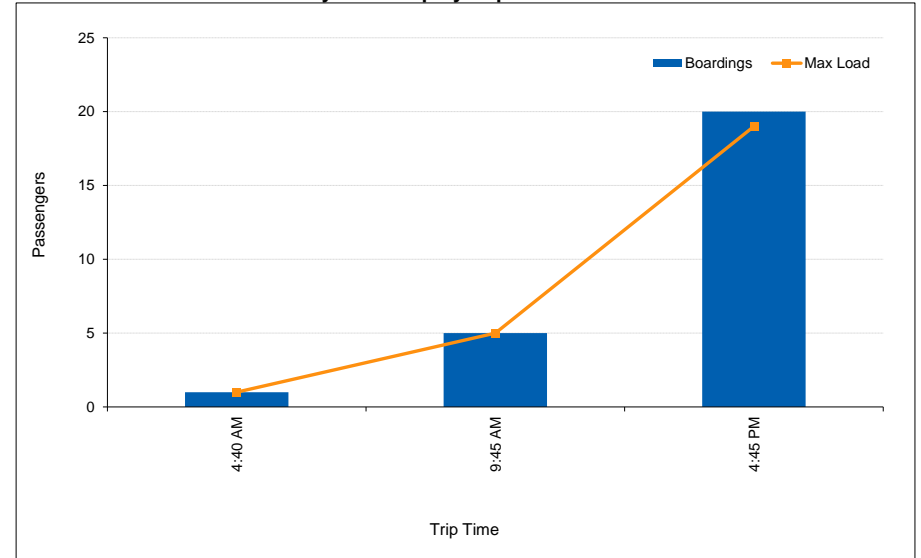
Weekday Running Time by Trip - Outbound



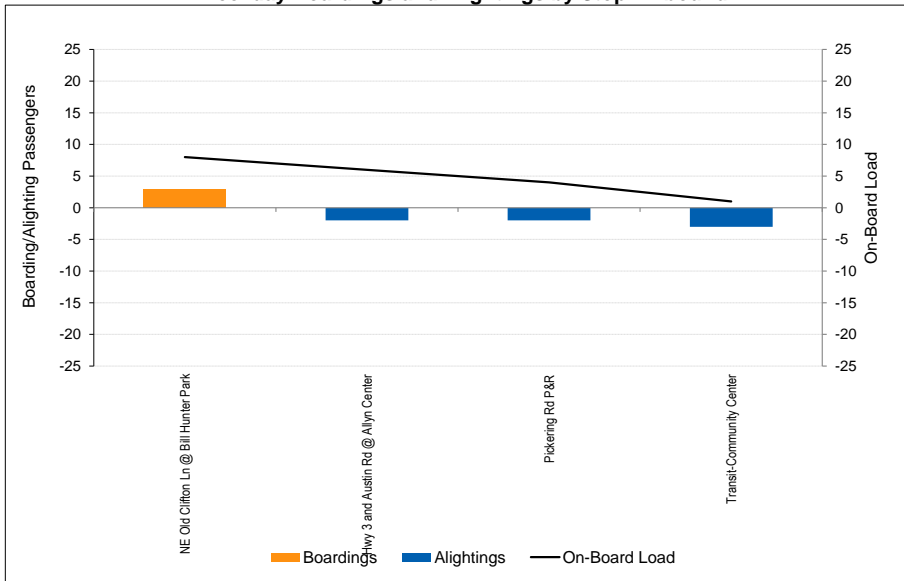
Weekday Ridership by Trip - Inbound



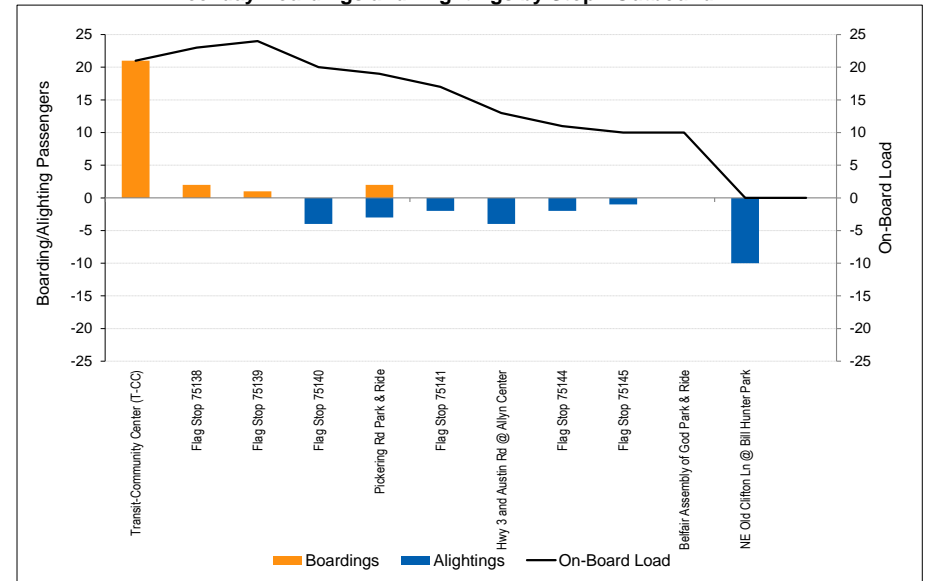
Weekday Ridership by Trip - Outbound




Weekday Boardings and Alightings by Stop - Inbound

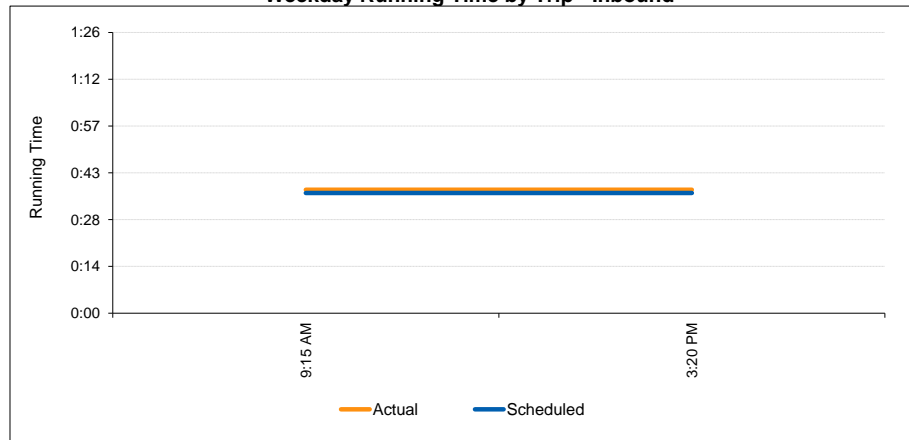


Weekday Boardings and Alightings by Stop - Outbound

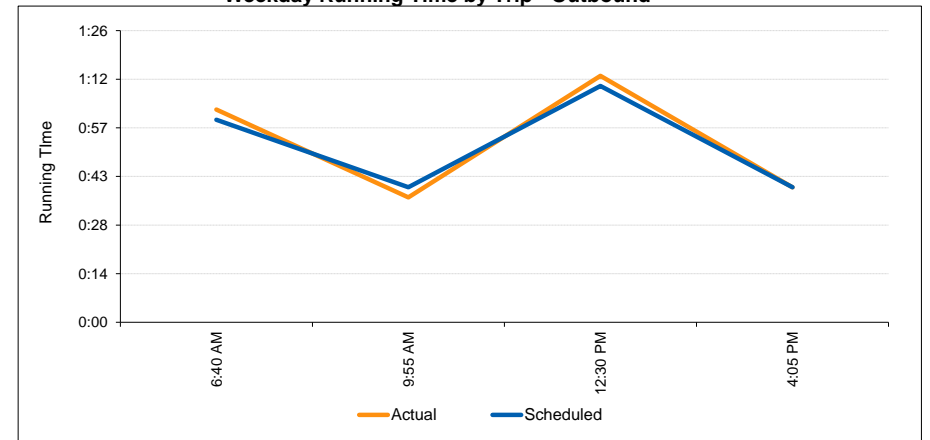


Route 2 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
Total	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 Mccreavy Rd	4	5	3.0	1.3	83%	17%	0%			
2	State Route 106 & E Mccreavy 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

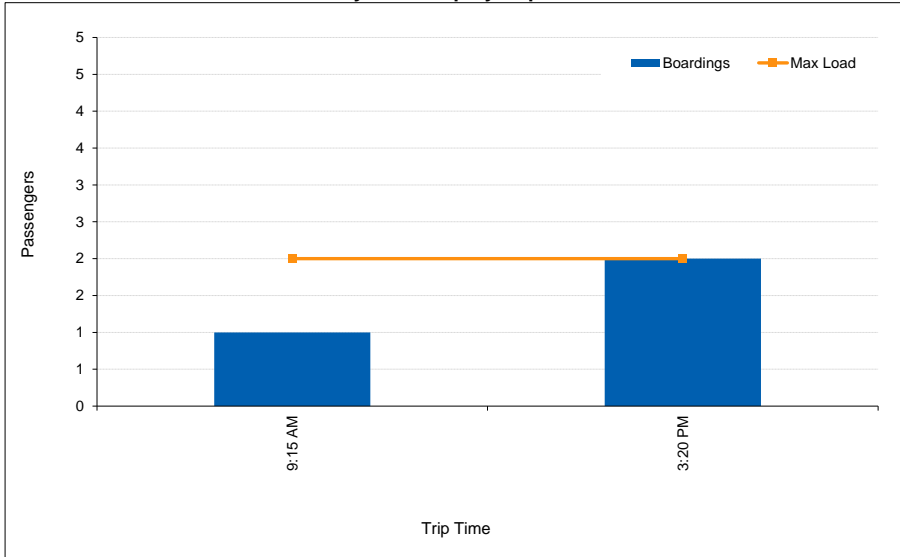
Weekday Running Time by Trip - Inbound



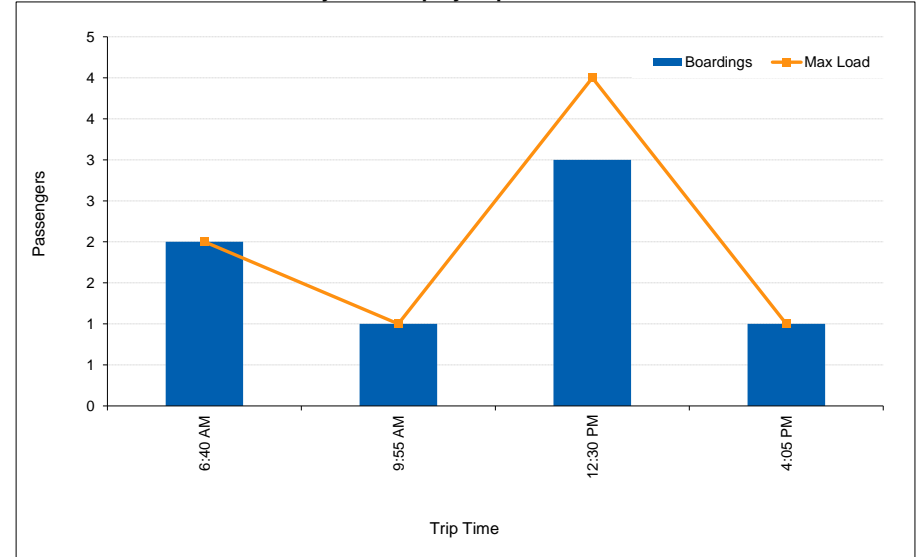
Weekday Running Time by Trip - Outbound



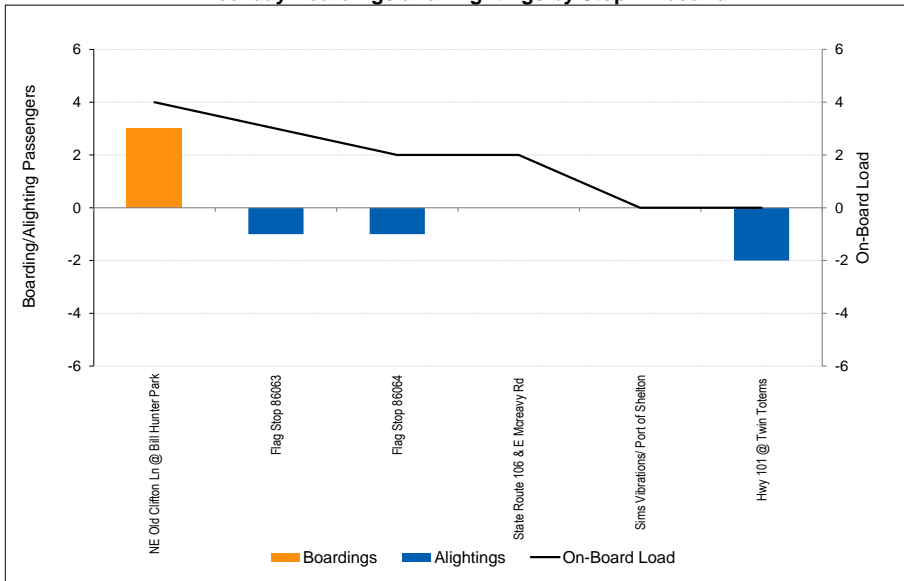
Weekday Ridership by Trip - Inbound



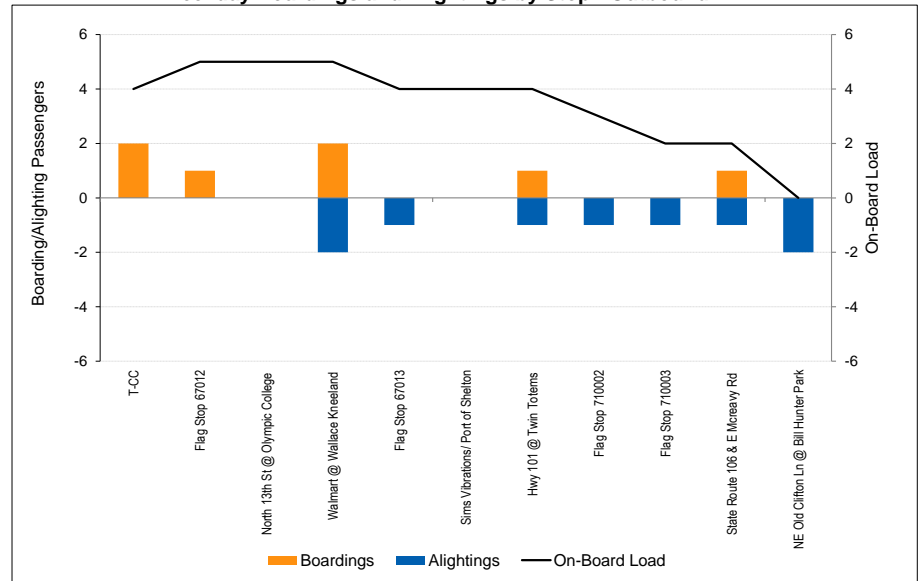
Weekday Ridership by Trip - Outbound




Weekday Boardings and Alightings by Stop - Inbound

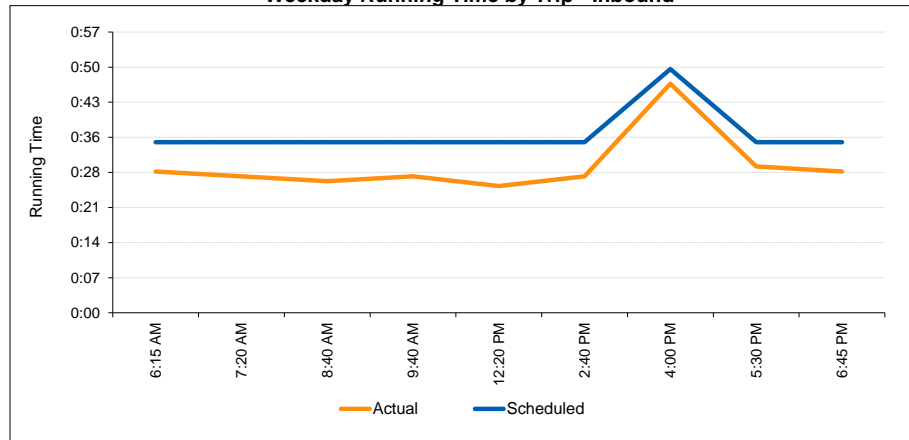


Weekday Boardings and Alightings by Stop - Outbound

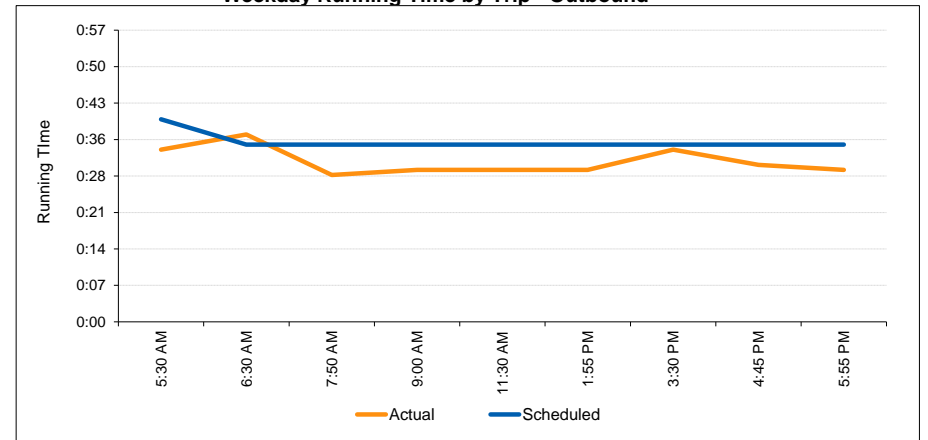


Route 3 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
Total		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

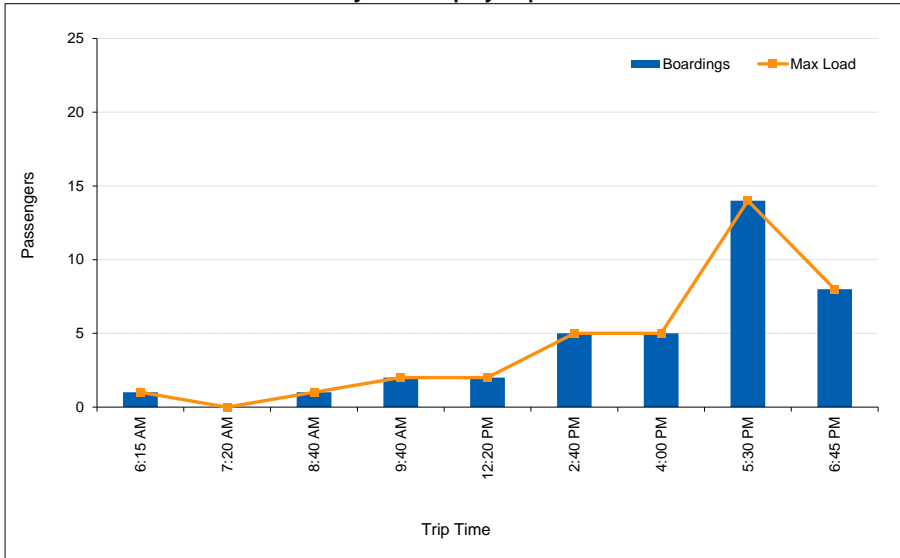
Weekday Running Time by Trip - Inbound



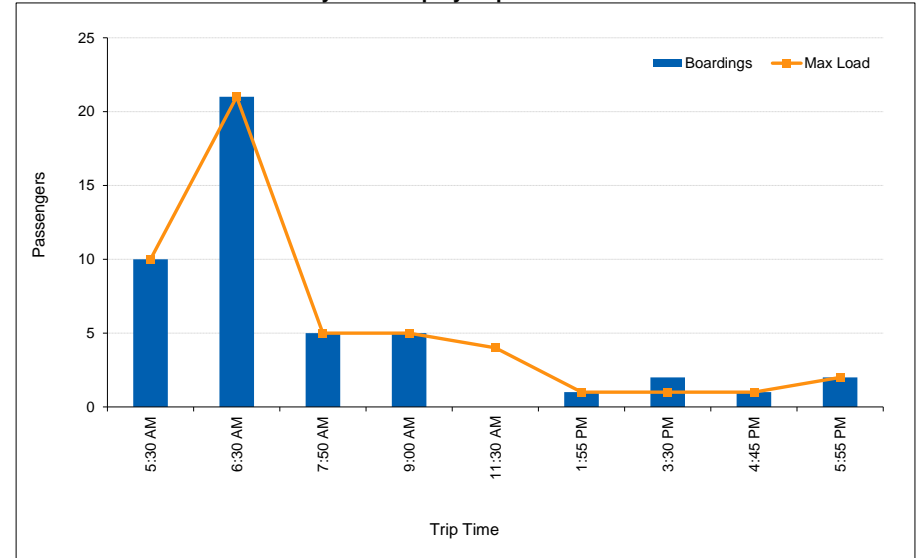
Weekday Running Time by Trip - Outbound



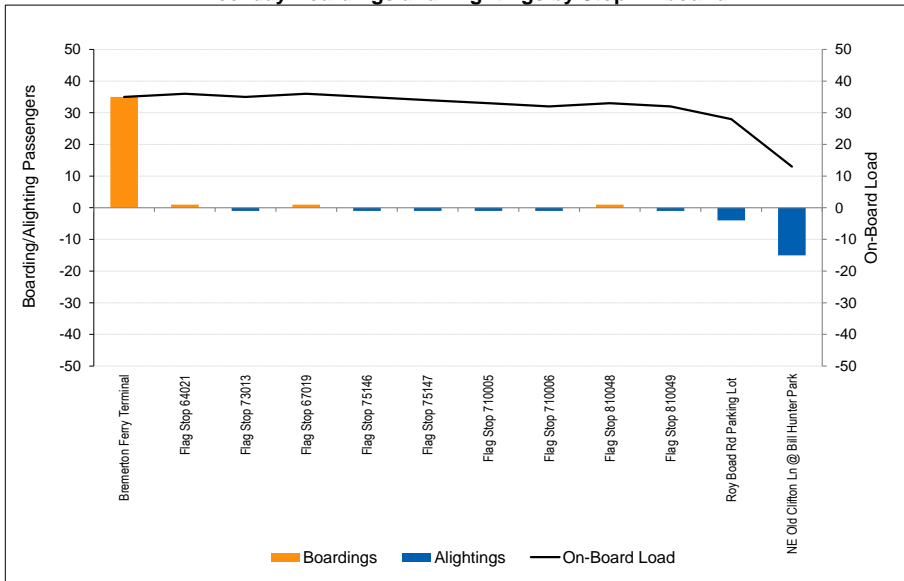
Weekday Ridership by Trip - Inbound



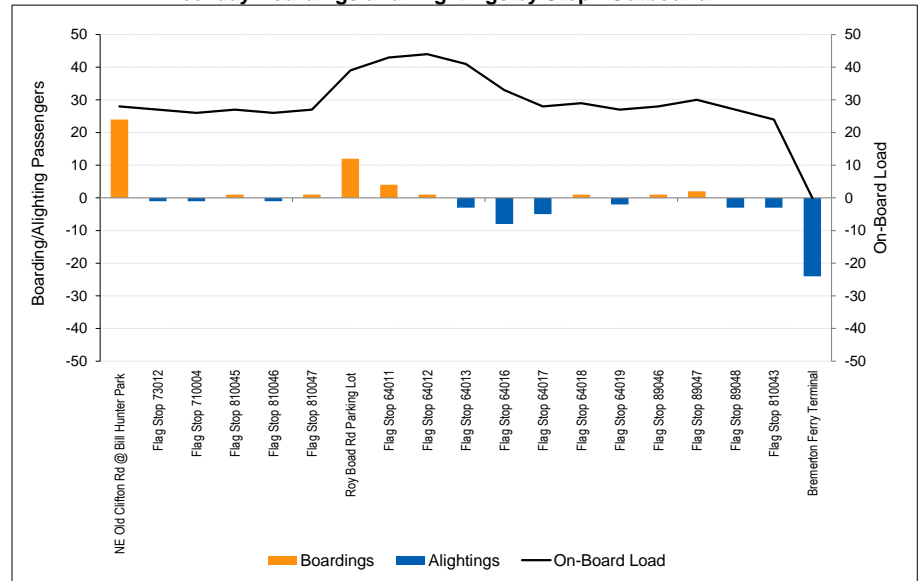
Weekday Ridership by Trip - Outbound




Weekday Boardings and Alightings by Stop - Inbound



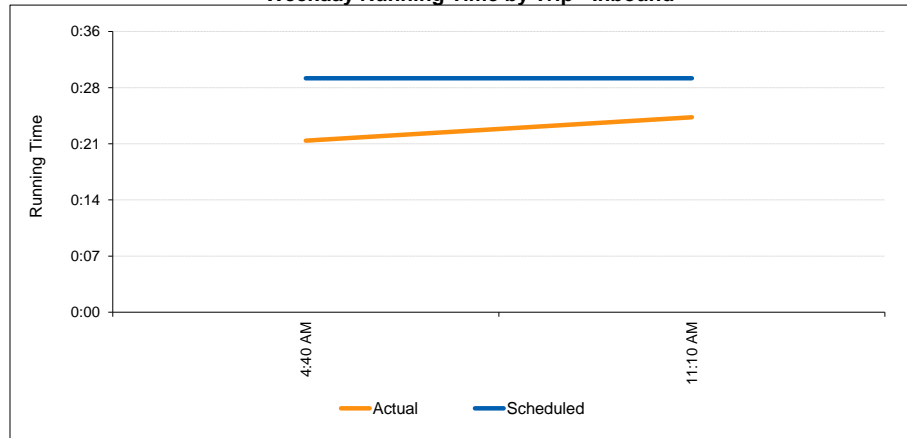
Weekday Boardings and Alightings by Stop - Outbound



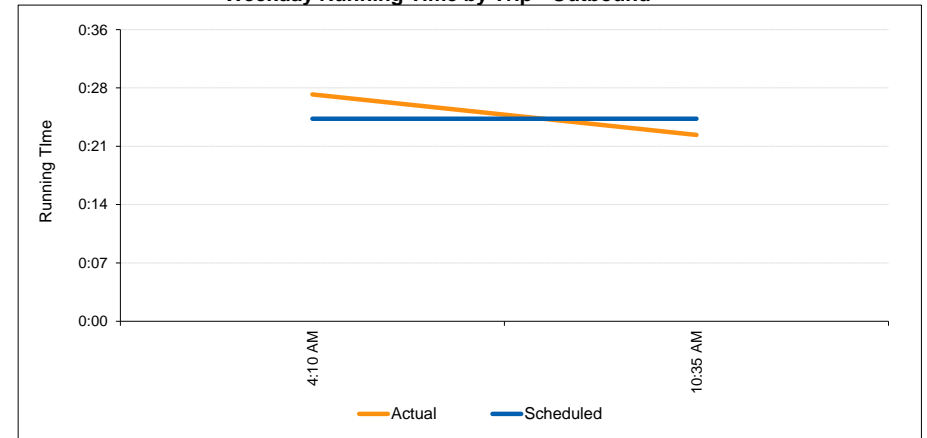
Route 3X Weekday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
<b>Total</b>		20	20	2.8	7.1
Inbound		3	3	2.0	1.5
Outbound		17	17	0.8	20.4
<b>By Segment</b>					
1	Bremerton Ferry Terminal to Roy Boad Rd Parking Lot	10	17	0.8	12.8
2	Roy Boad Rd Parking Lot to NE Old Clifton Rd @ Bill Hunter Park	9	0	0.9	10.0
3	NE Old Clifton Rd @ Bill Hunter Park to Hwy 3 @NE WJ Way Belfair As	1	3	0.1	10.0
<b>By Time Period</b>					
Early AM		13	13	0.9	14.2
Midday		7	7	1.9	3.7

Route Operations Summary					
On-Time Performance			On-Board Load		
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
100%	0%	0%	17	Roy Boad Rd Parking Lot	O
100%	0%	0%	3	Bremerton Ferry Terminal	I
100%	0%	0%	17	Roy Boad Rd Parking Lot	O
100%	0%	0%			
100%	0%	0%			
100%	0%	0%			
			12	Roy Boad Rd Parking Lot	O
			5	NE Old Clifton Rd @ Bill Hunter Park	O

Weekday Running Time by Trip - Inbound

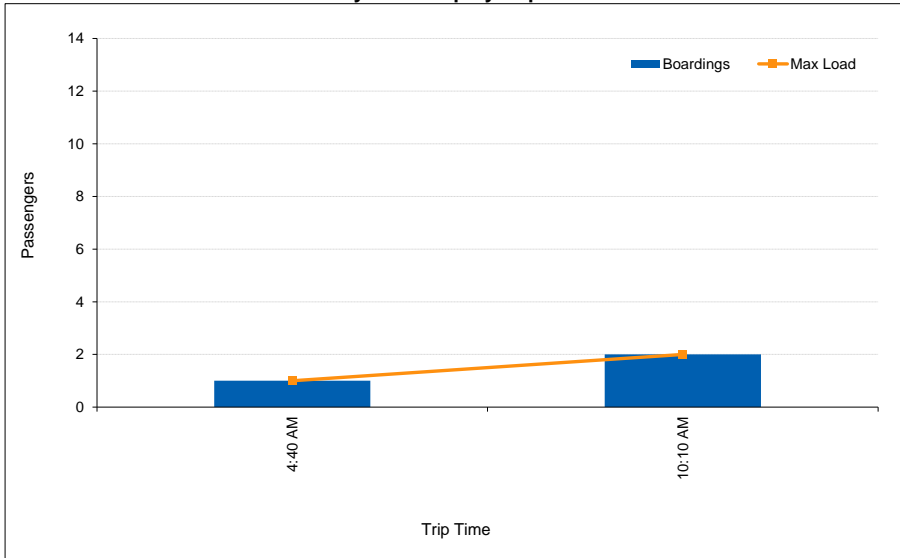


Weekday Running Time by Trip - Outbound

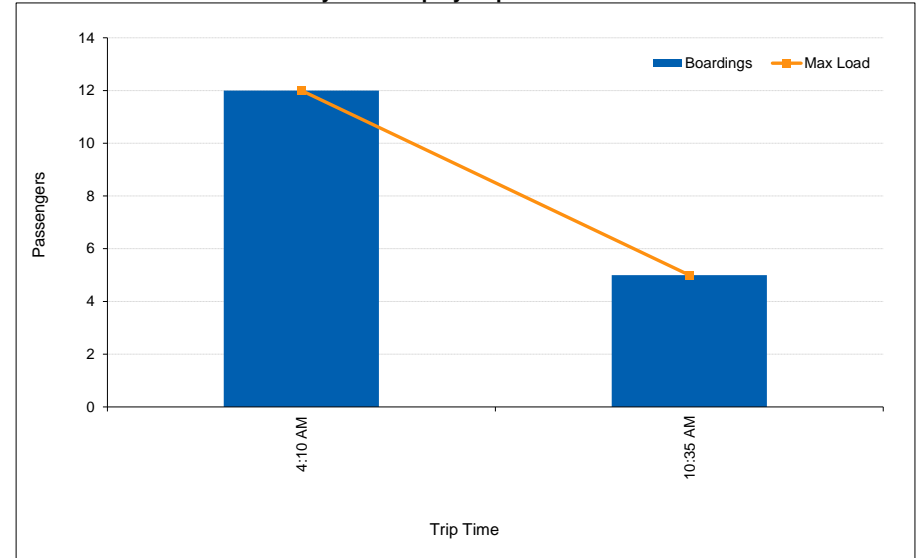




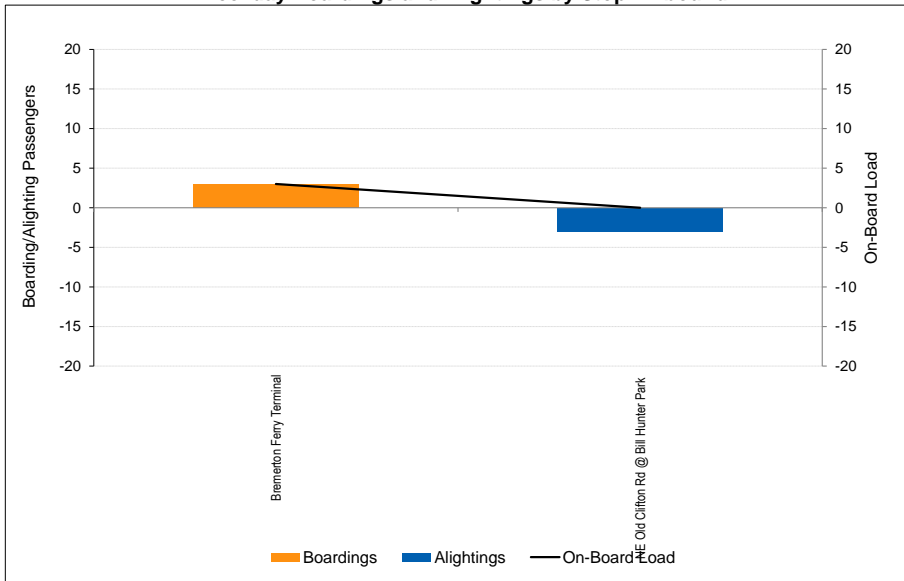
Weekday Ridership by Trip - Inbound



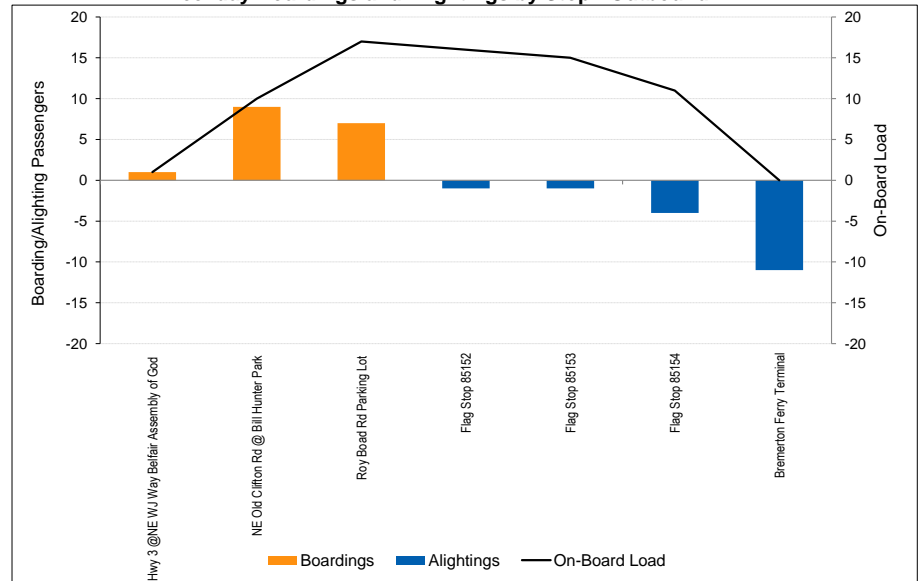
Weekday Ridership by Trip - Outbound




Weekday Boardings and Alightings by Stop - Inbound

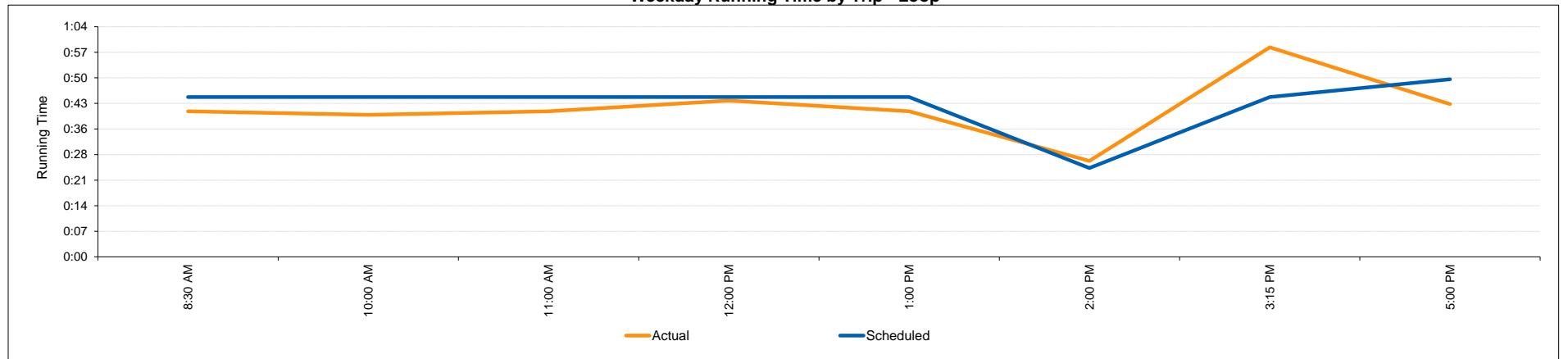


Weekday Boardings and Alightings by Stop - Outbound

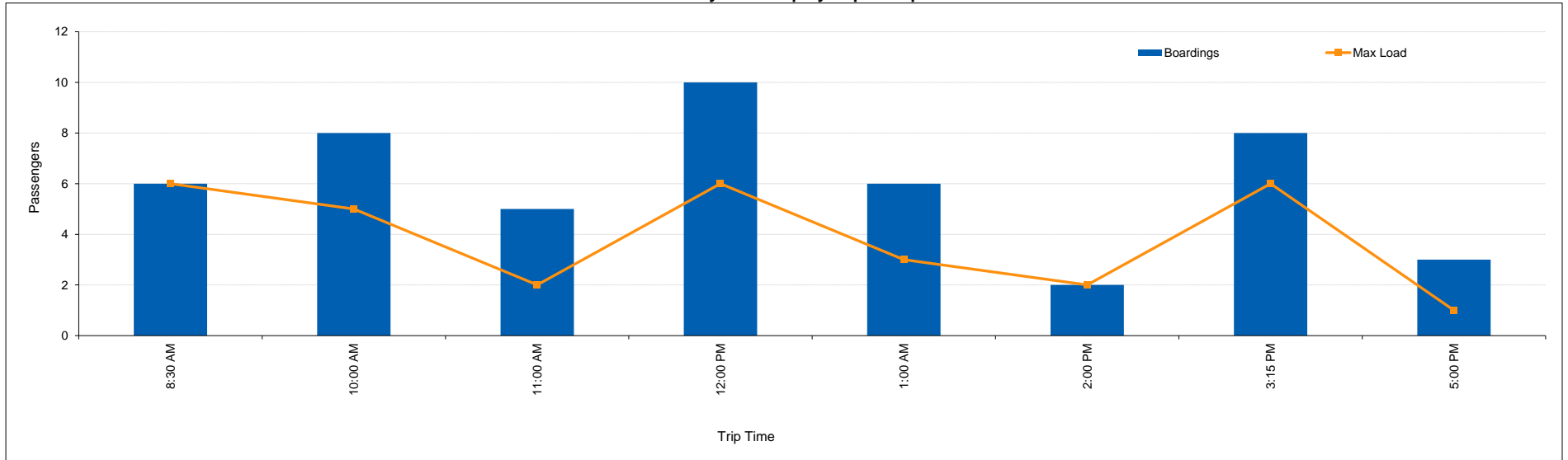


Route 4 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
Total		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

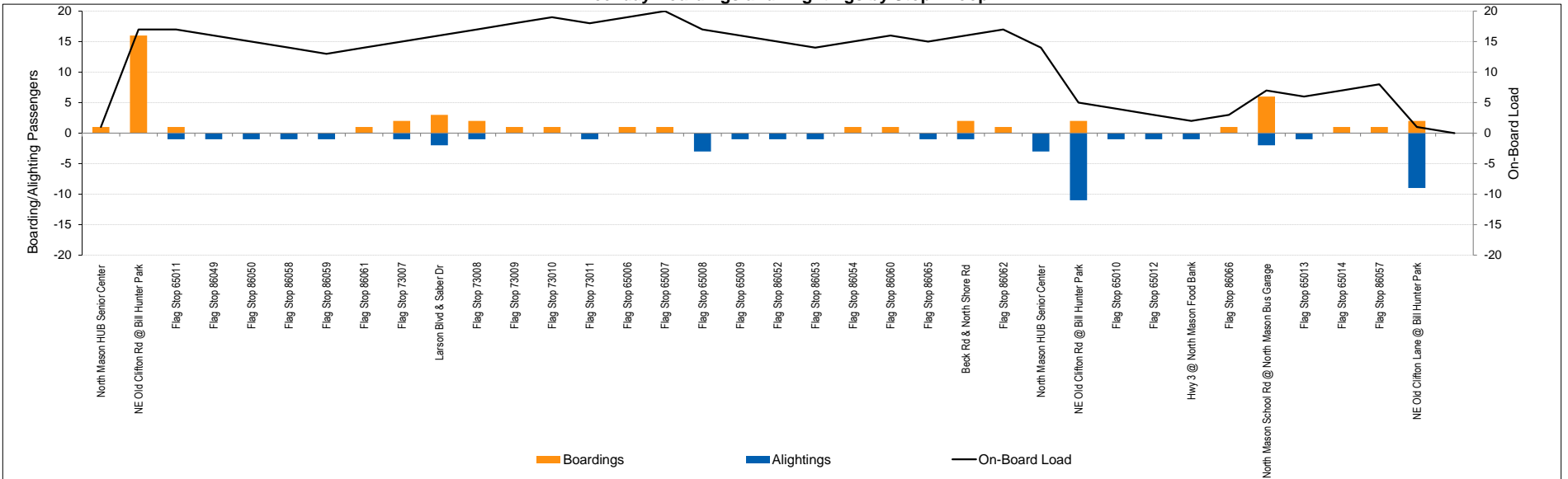
Weekday Running Time by Trip - Loop




Weekday Ridership by Trip - Loop

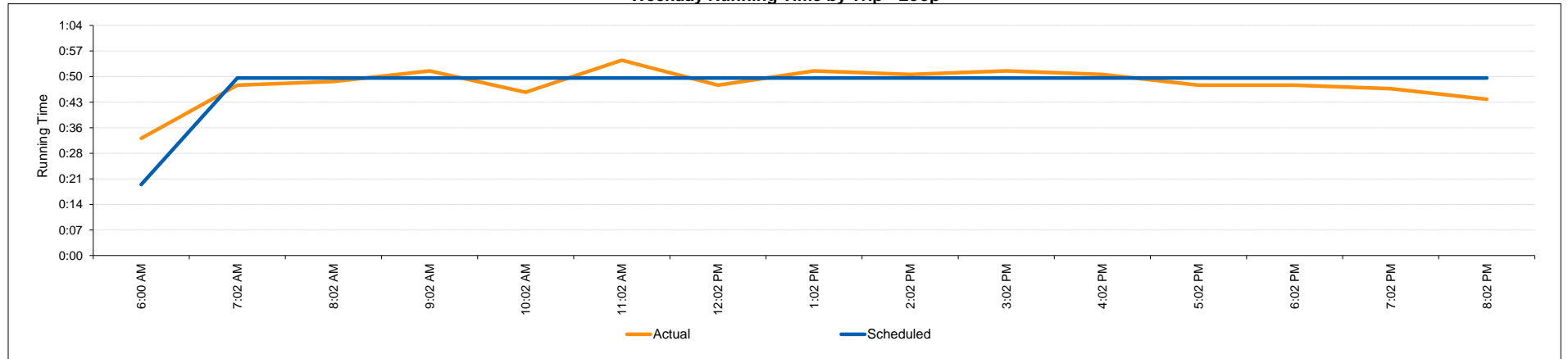


Weekday Boardings and Alightings by Stop - Loop

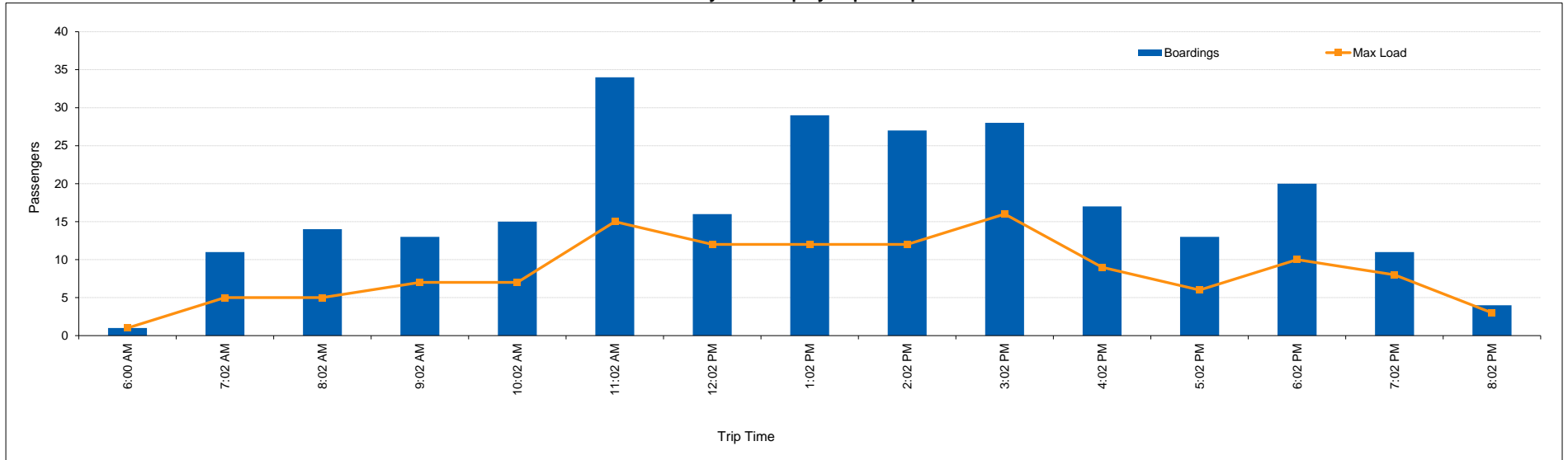


Route 5 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
		253	244	12.0	21.1	71%	29%	0%	85	Flag Stop 62068	L
		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-CC)	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

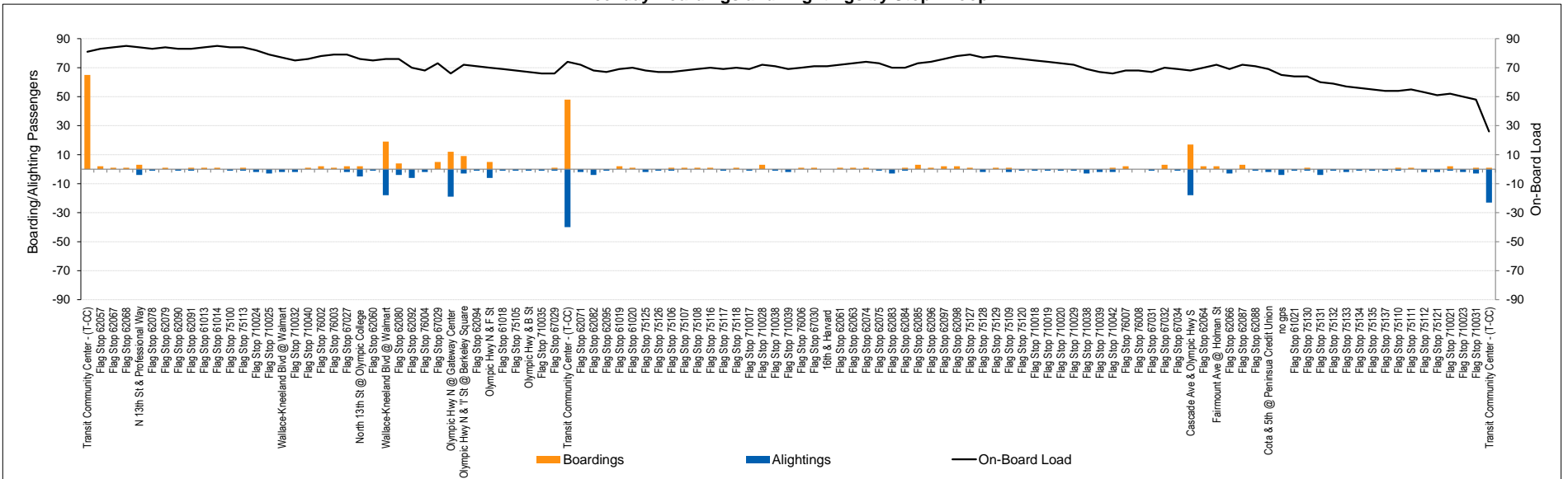
Weekday Running Time by Trip - Loop




Weekday Ridership by Trip - Loop

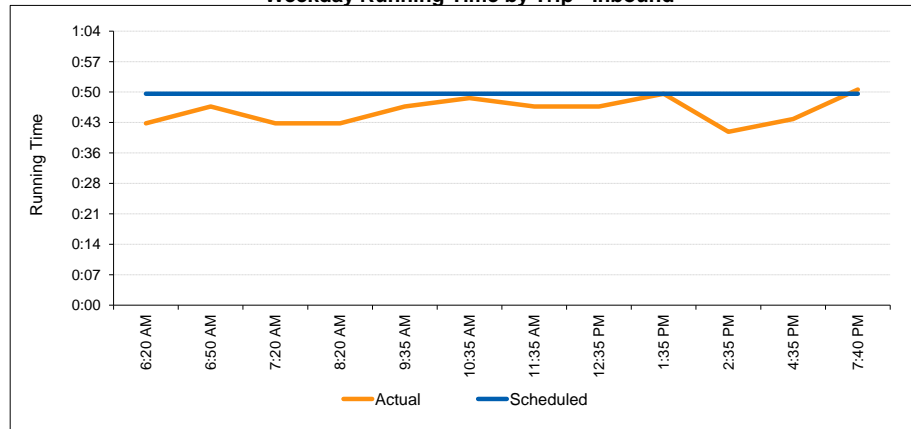


Weekday Boardings and Alightings by Stop - Loop

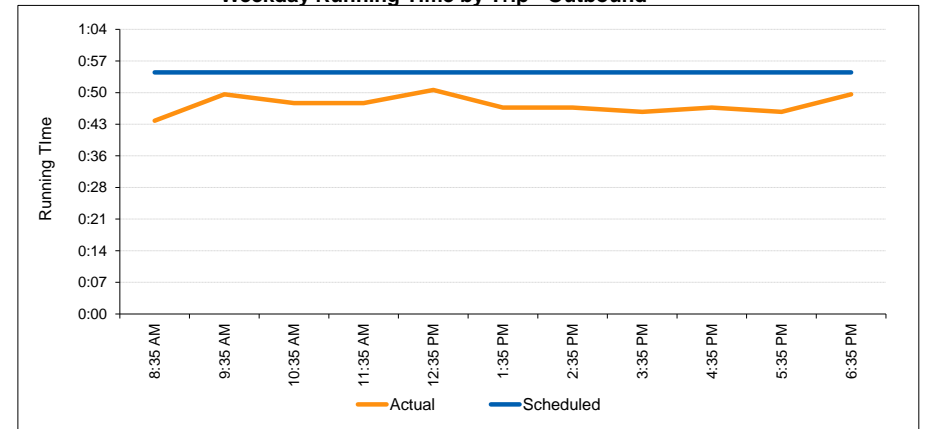


Route 6 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
<b>Total</b>		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
<b>By Segment</b>											
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 Hwy S		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%			
<b>By Time Period</b>											
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

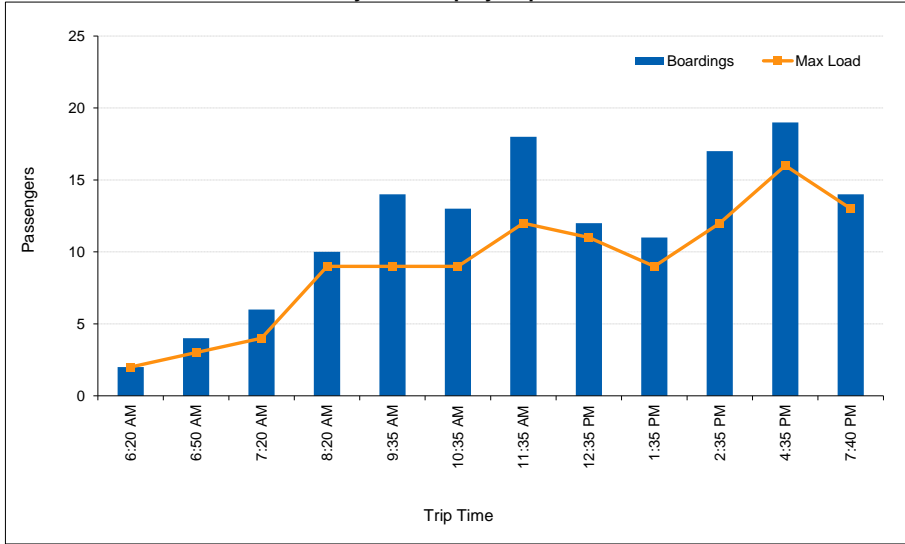
Weekday Running Time by Trip - Inbound



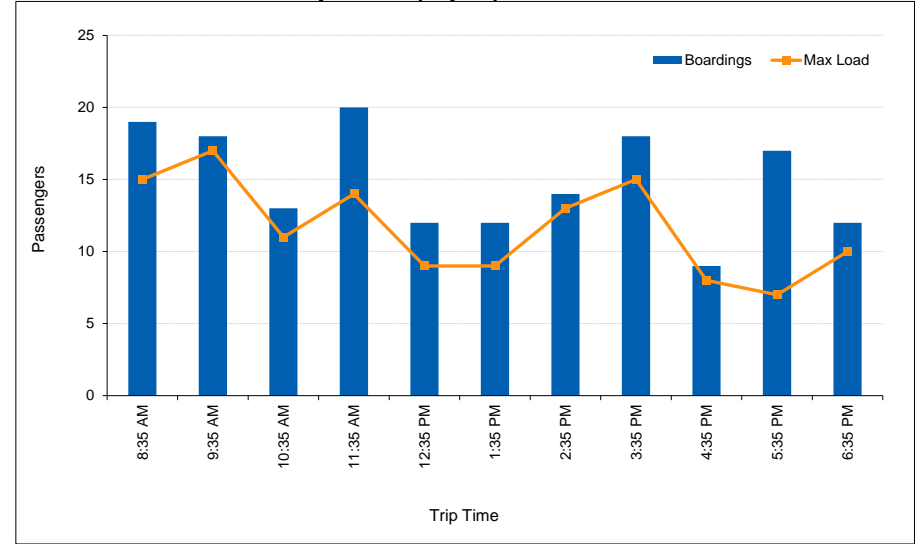
Weekday Running Time by Trip - Outbound



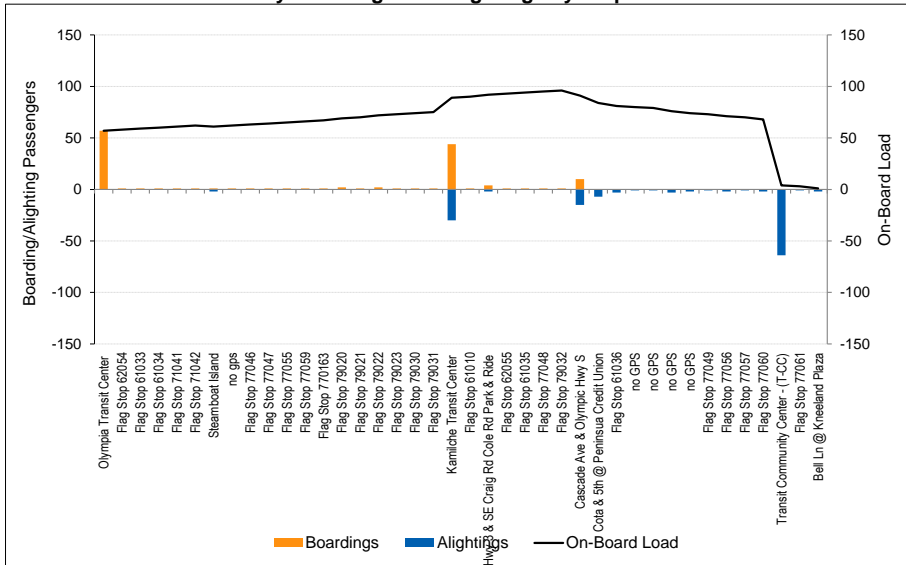
Weekday Ridership by Trip - Inbound



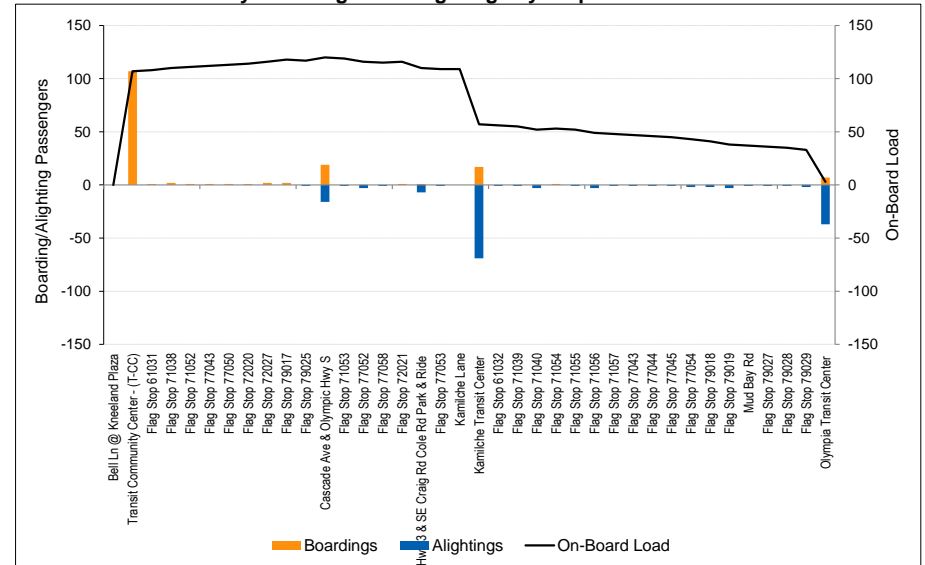
Weekday Ridership by Trip - Outbound




Weekday Boardings and Alightings by Stop - Inbound



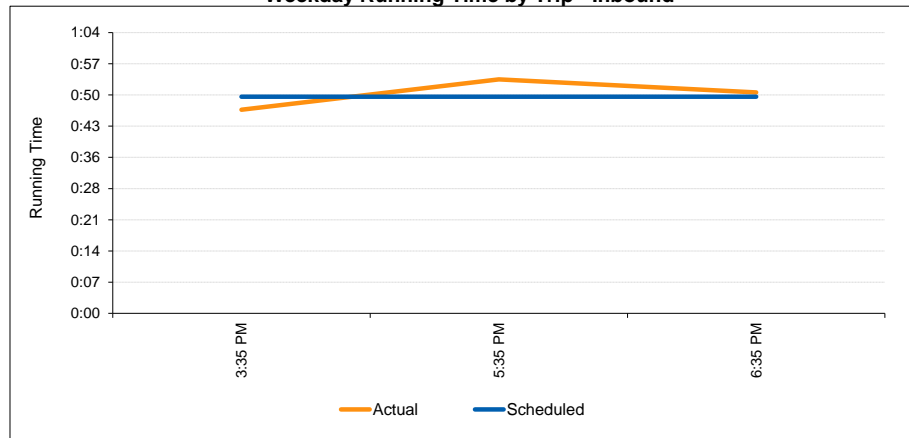
Weekday Boardings and Alightings by Stop - Outbound



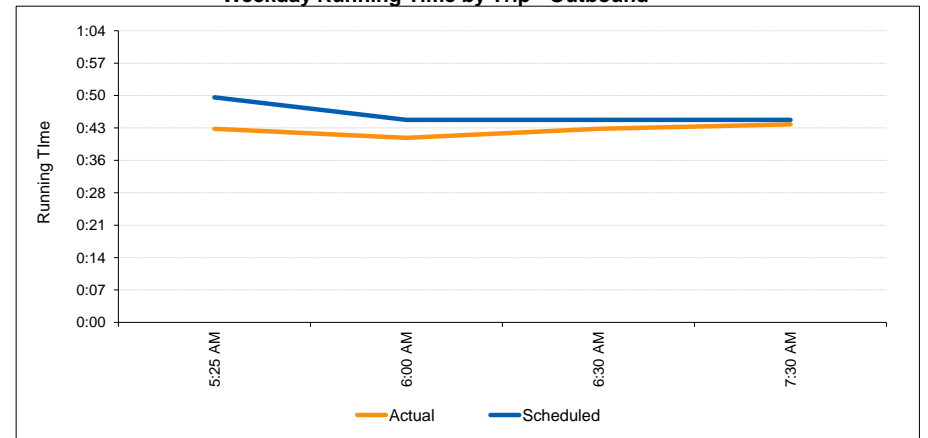


Route 6X Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
<b>Total</b>		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
<b>By Segment</b>											
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 Hwy S	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%			
<b>By Time Period</b>											
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

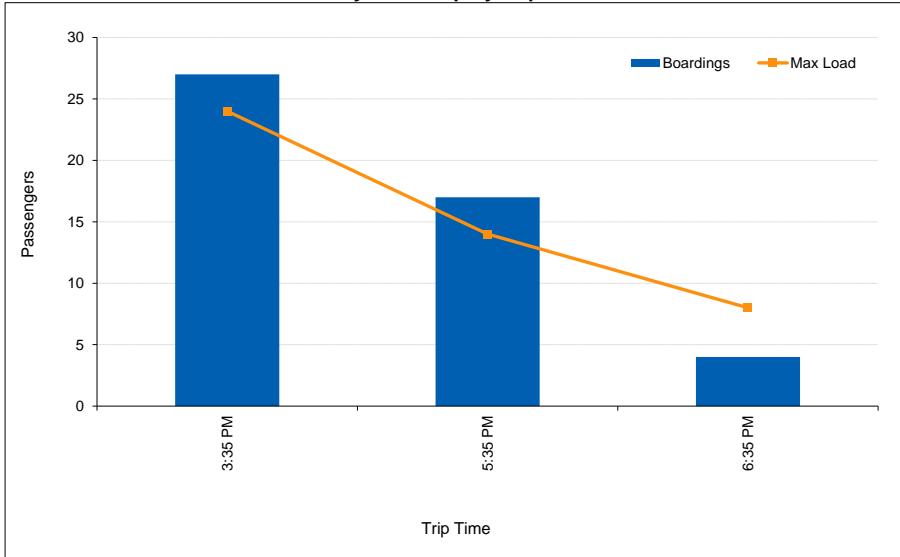
Weekday Running Time by Trip - Inbound



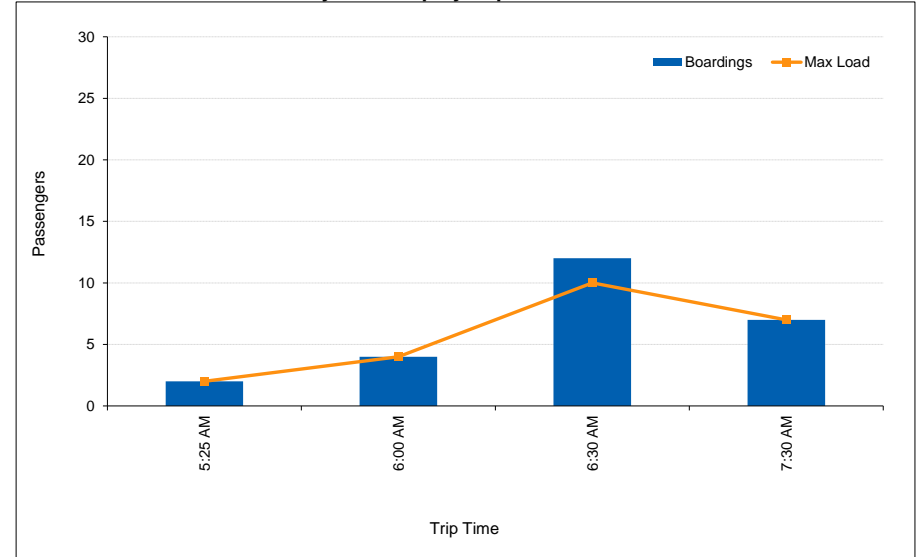
Weekday Running Time by Trip - Outbound



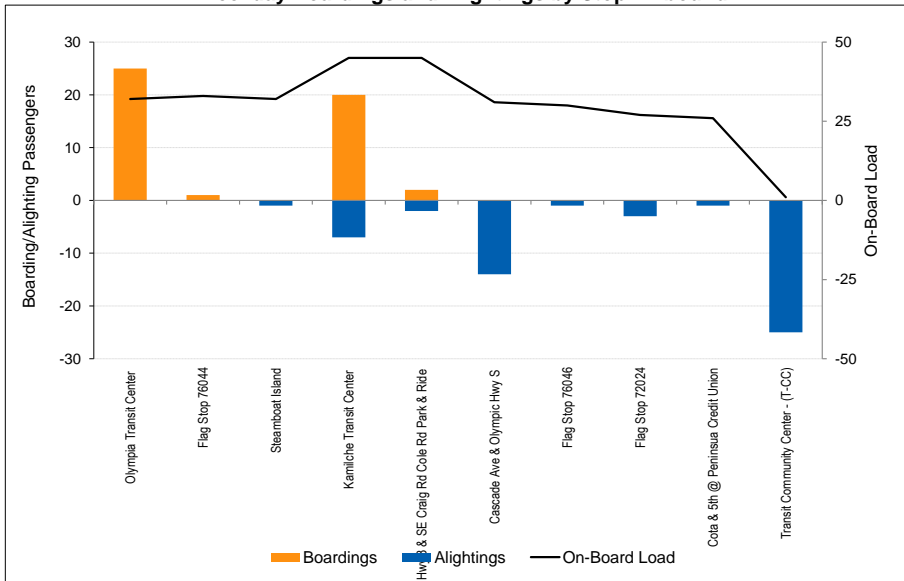
Weekday Ridership by Trip - Inbound



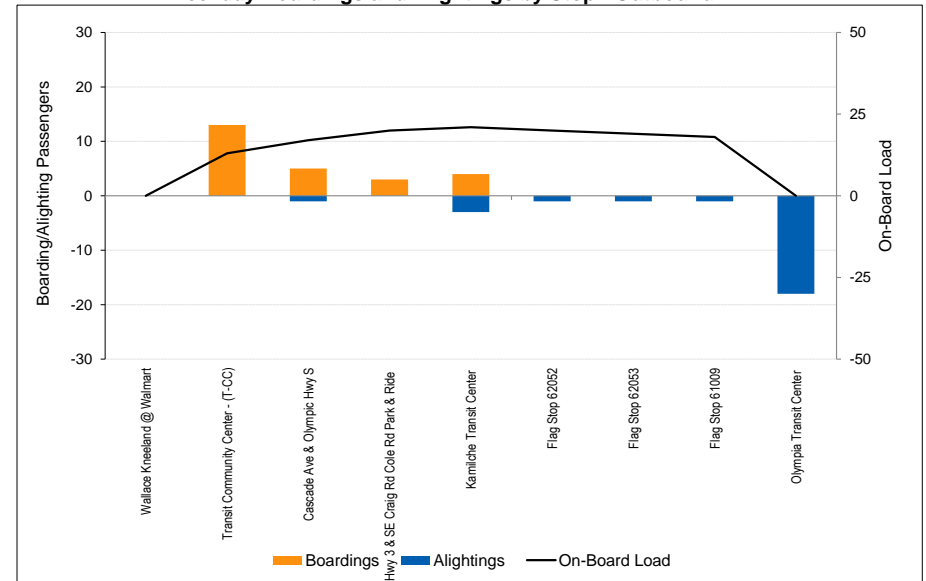
Weekday Ridership by Trip - Outbound




Weekday Boardings and Alightings by Stop - Inbound

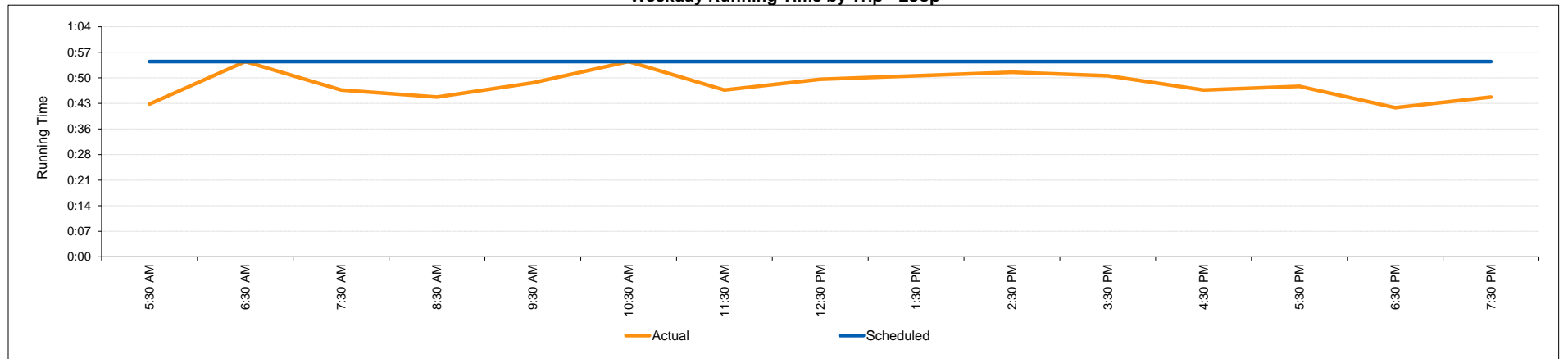


Weekday Boardings and Alightings by Stop - Outbound

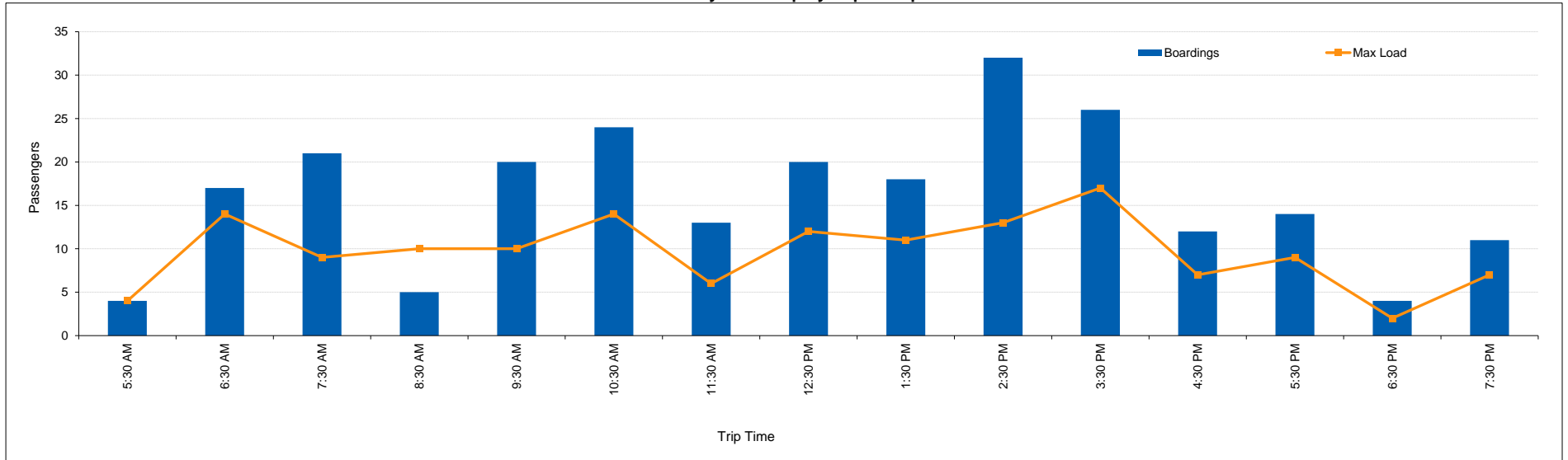


Route 7 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
Total		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 Center	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

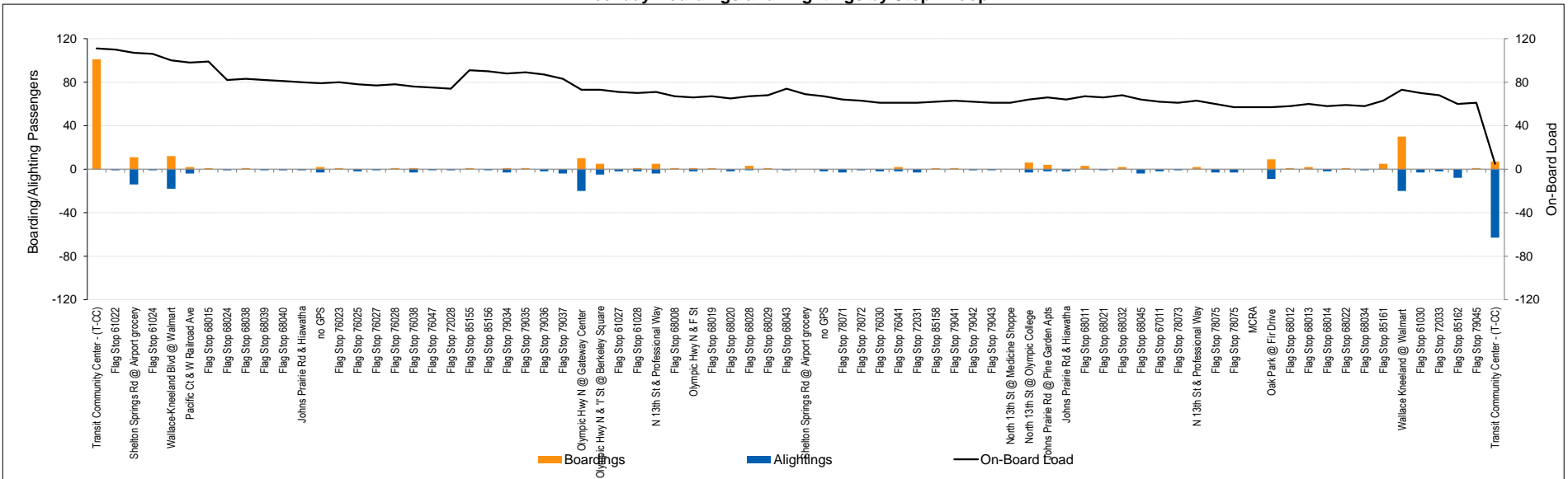
Weekday Running Time by Trip - Loop




Weekday Ridership by Trip - Loop

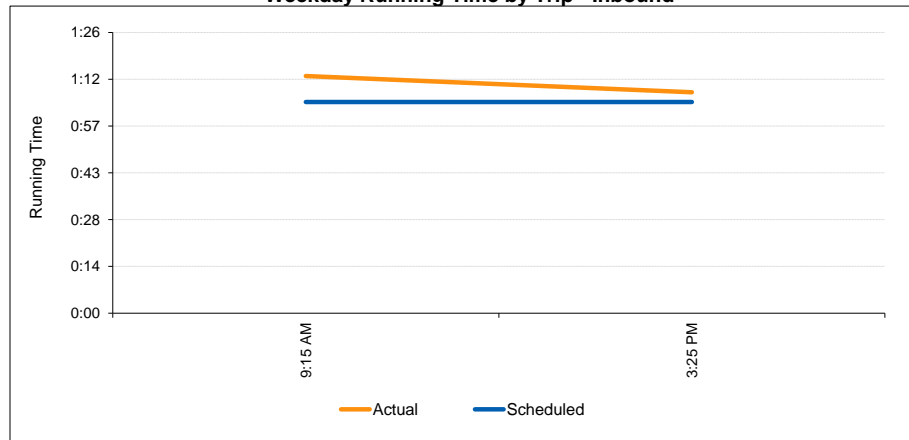


Weekday Boardings and Alightings by Stop - Loop

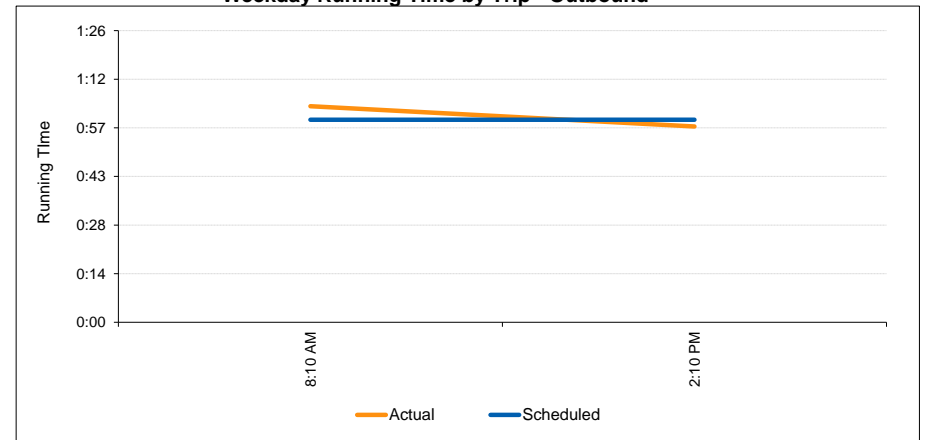


Route 8 Weekday		Route Productivity Summary				Route Operations Summary															
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load												
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	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 Canal											6	4	1.0	6.0	100%	0%	0%			
2	Lake Cushman Rd @ Hood Canal Visitors Center to Hwy 101 @ Twin Totems											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										

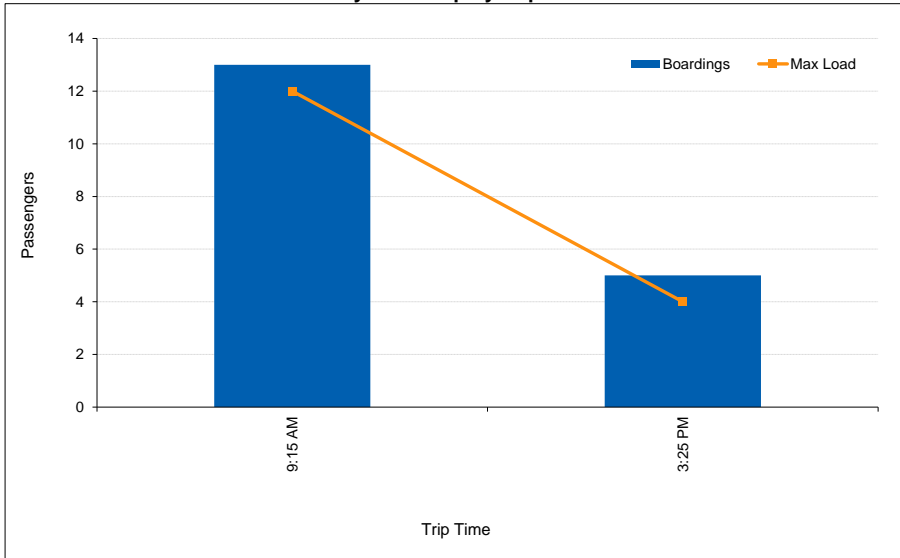
Weekday Running Time by Trip - Inbound



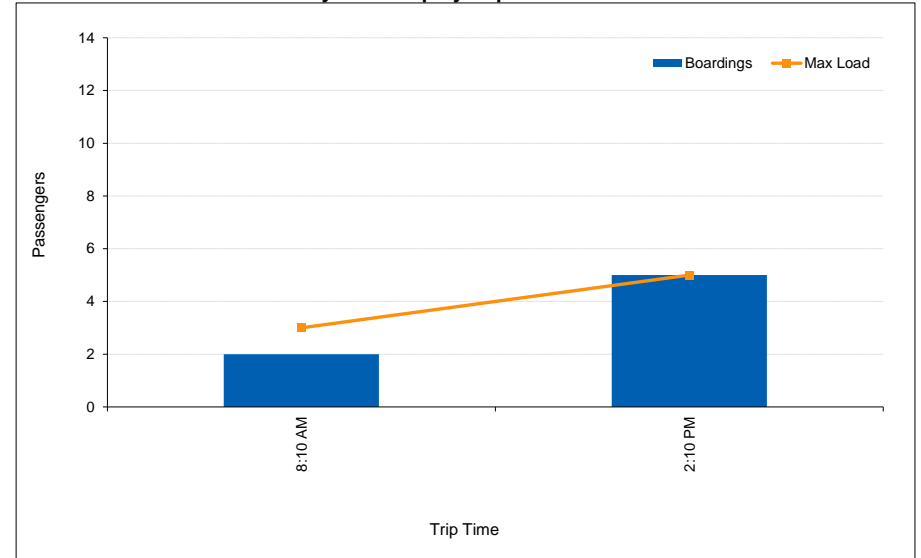
Weekday Running Time by Trip - Outbound



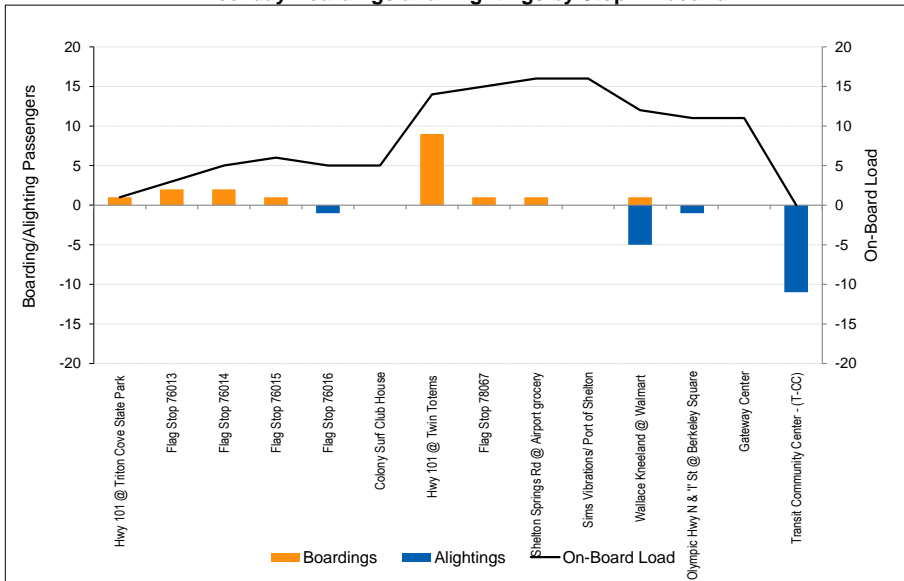
Weekday Ridership by Trip - Inbound



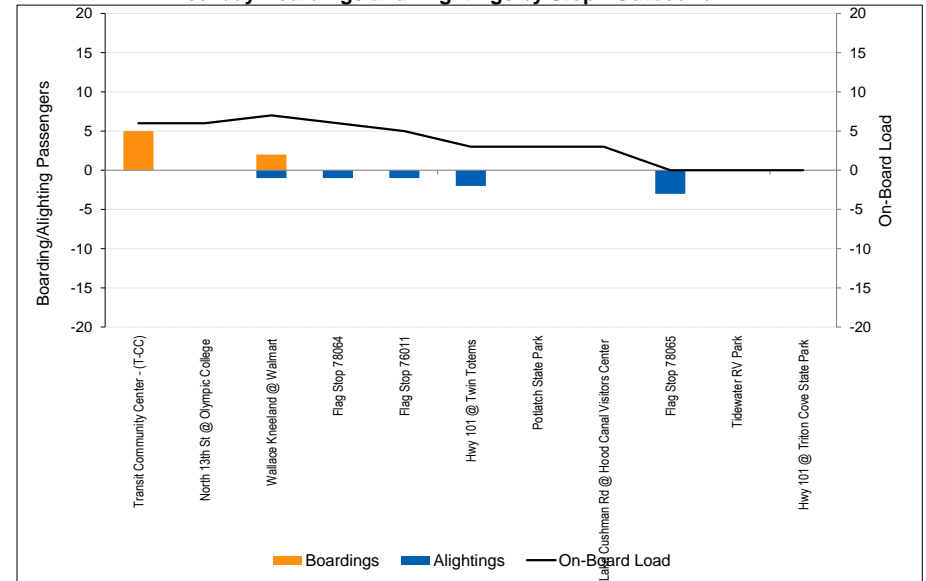
Weekday Ridership by Trip - Outbound




Weekday Boardings and Alightings by Stop - Inbound

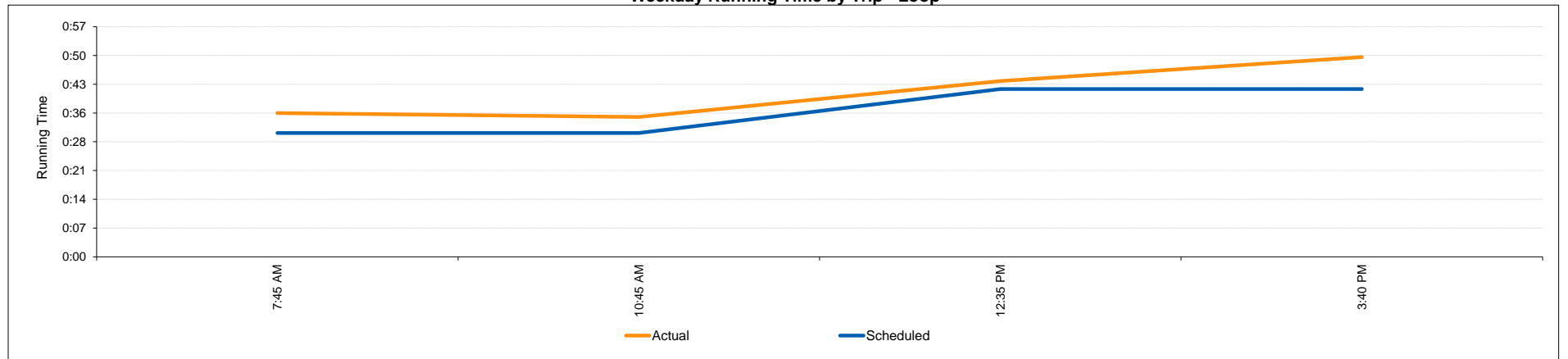


Weekday Boardings and Alightings by Stop - Outbound

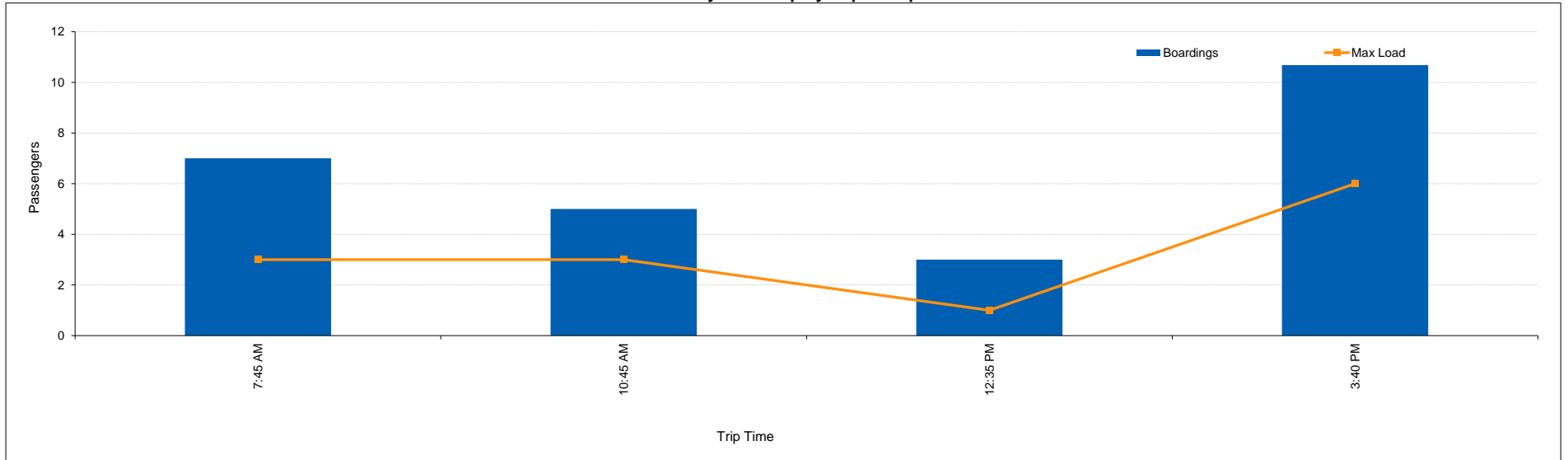


Route 9 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
Total		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

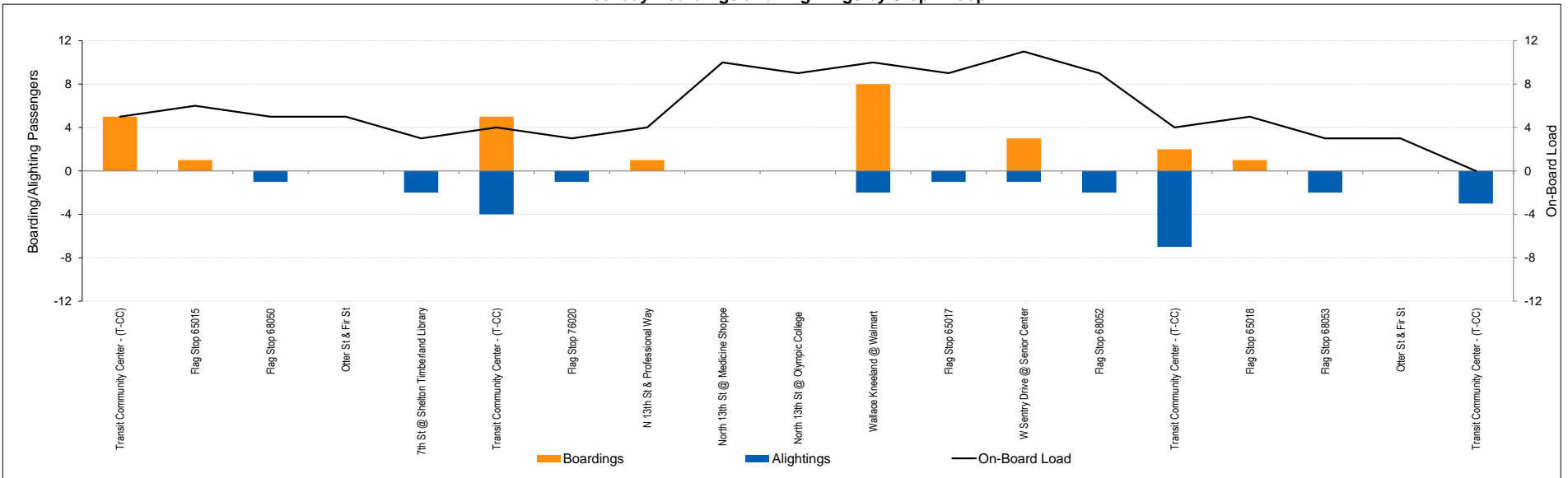
Weekday Running Time by Trip - Loop




Weekday Ridership by Trip - Loop



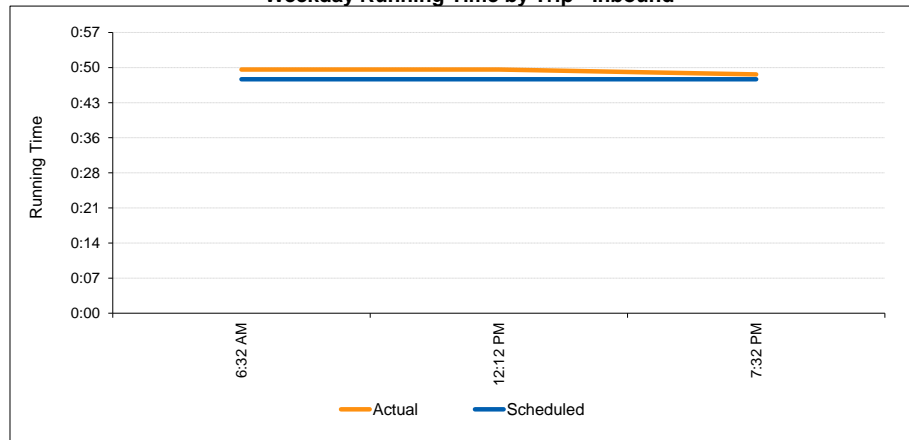
Weekday Boardings and Alightings by Stop - Loop



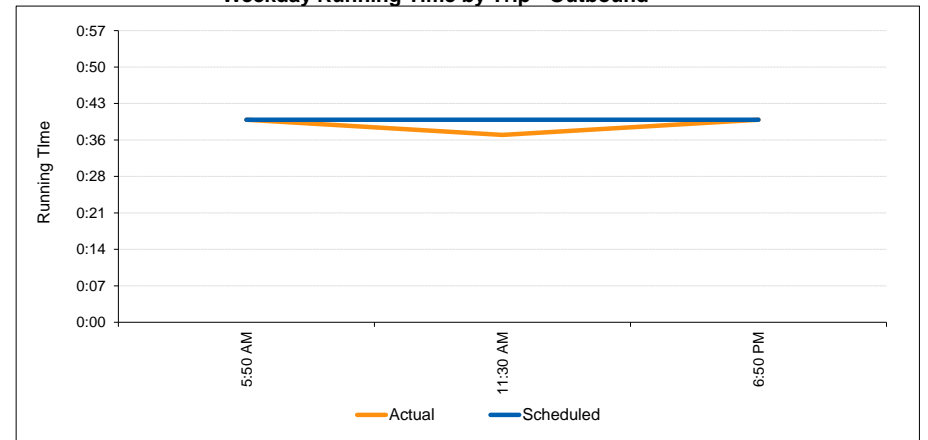


Route 11 Weekday		Route Productivity Summary				Route Operations Summary					
		Activity		Service Hours	Productivity	On-Time Performance			On-Board Load		
		Boardings	Alightings	Service Hours	Boardings per Service Hour	% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	Direction
	Total	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 Hoodspport Visitors Center at Hwy 1	1	2	1.2	0.9	100%	0%	0%			
3	Hoodspport 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

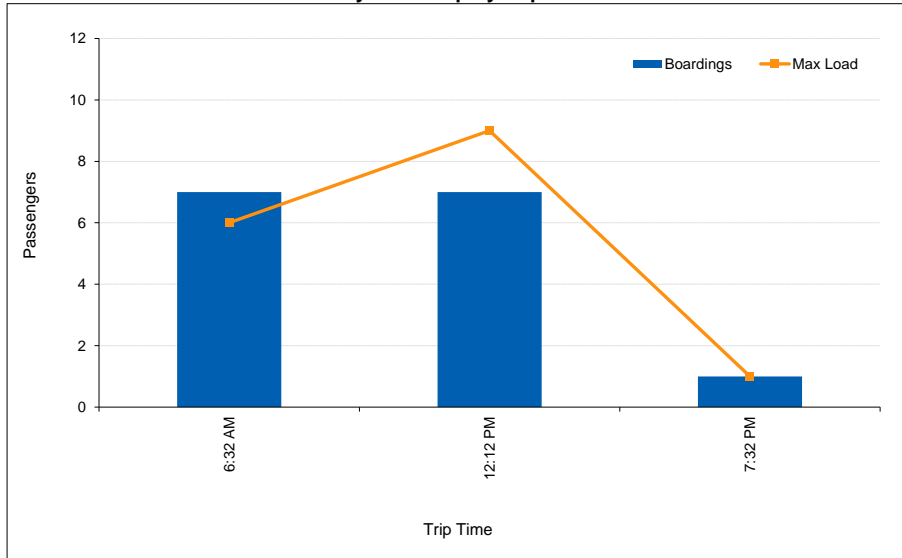
Weekday Running Time by Trip - Inbound



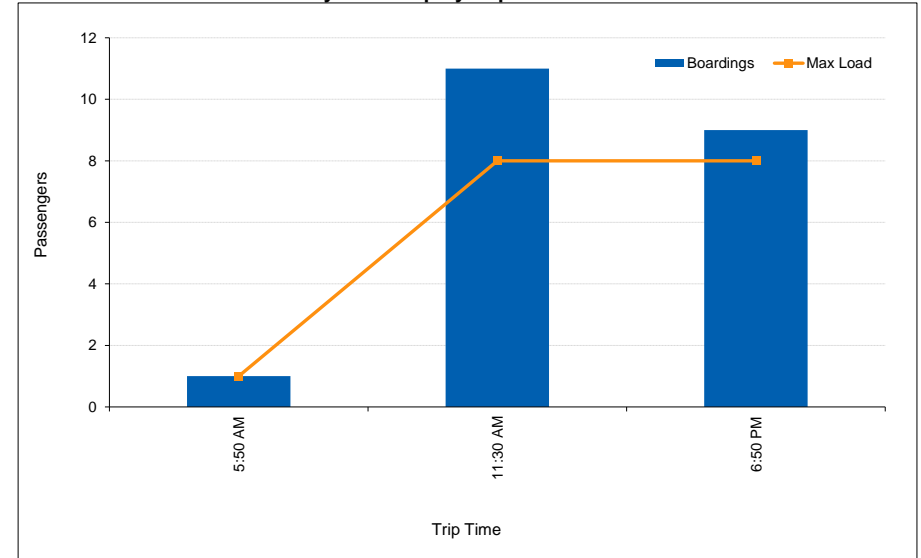
Weekday Running Time by Trip - Outbound



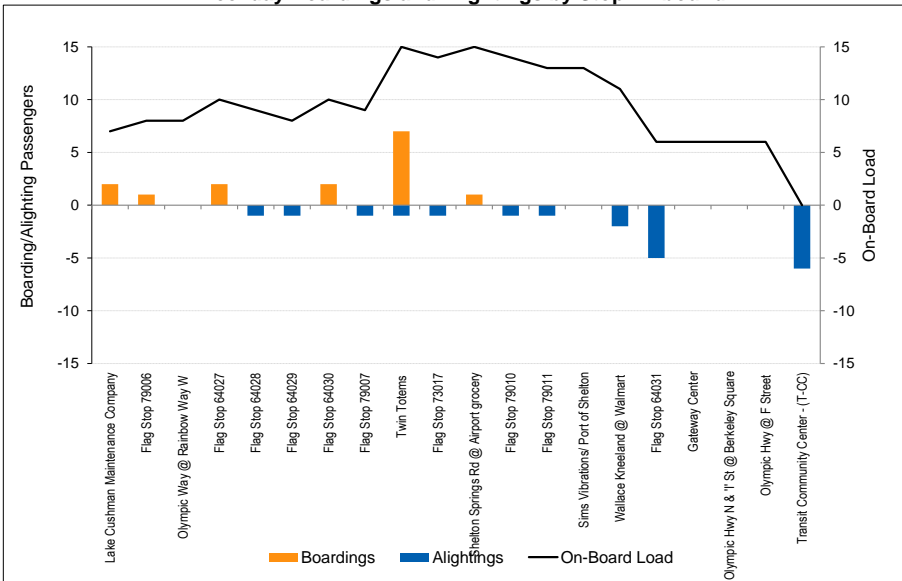
Weekday Ridership by Trip - Inbound



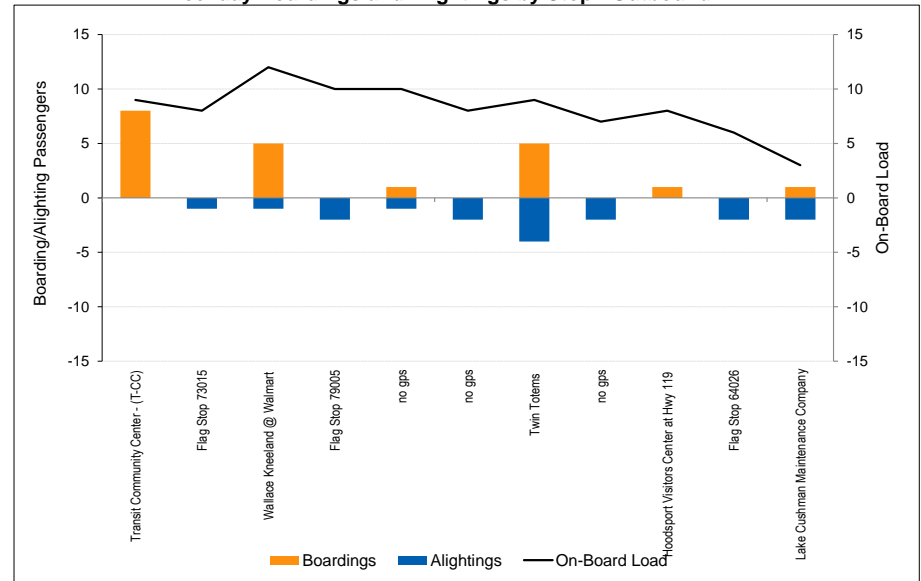
Weekday Ridership by Trip - Outbound



Weekday Boardings and Alightings by Stop - Inbound



Weekday Boardings and Alightings by Stop - Outbound



# **Appendix B      Rider 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](http://www.surveymonkey.com/r/MasonTransit). Thank you for helping to improve Mason Transit Authority!

Mire el reverso  
para encuesta  
en español

<p><b>1. Which MTA service are you currently riding? check one</b> <input type="checkbox"/> 1 Dial-A-Ride (DAR) <input type="checkbox"/> 2 LINK</p> <p><b>2. Which transit routes did you (or will you) ride to complete your trip? circle all that apply</b></p> <table border="1"><tr><td>1</td><td>1X</td><td>2</td><td>3</td><td>3X</td><td>4</td><td>5</td><td>6</td><td>6X</td><td>7</td><td>8</td><td>9</td><td>11</td></tr><tr><td>Intercity Transit</td><td></td><td>Kitsap Transit</td><td></td><td></td><td>Jefferson Transit</td><td></td><td></td><td>W.S. Ferries</td><td></td><td></td><td>Other</td><td></td></tr></table> <p><b>3. Where did you just come FROM? check one</b> ✓ <input type="checkbox"/> 1 Home <input type="checkbox"/> 5 Shopping/grocery store <input type="checkbox"/> 2 Work <input type="checkbox"/> 6 Medical appointment <input type="checkbox"/> 3 Recreation/Social Activity <input type="checkbox"/> 7 Other _____ <input type="checkbox"/> 4 School/College</p> <p><b>4. Where are you going TO now? (final destination of your trip) check one</b> ✓ <input type="checkbox"/> 1 Home <input type="checkbox"/> 5 Shopping/grocery store <input type="checkbox"/> 2 Work <input type="checkbox"/> 6 Medical appointment <input type="checkbox"/> 3 Recreation/Social Activity <input type="checkbox"/> 7 Other _____ <input type="checkbox"/> 4 School/College</p> <p><b>5. How will you get to your final destination from THIS ride? check one</b> ✓ <input type="checkbox"/> 1 Walk (circle number of minutes) → <table border="1"><tr><td>&lt;5</td><td>5-9</td><td>10-14</td><td>15+</td></tr></table> <input type="checkbox"/> 2 Picked up by someone <input type="checkbox"/> 5 Ride in carpool/vanpool <input type="checkbox"/> 3 Ride a bicycle <input type="checkbox"/> 6 Use a mobility aid (e.g. wheelchair) <input type="checkbox"/> 4 Ride another bus/ferry/train <input type="checkbox"/> 7 Taxi/Lyft/Uber <input type="checkbox"/> 5 Drive my car <input type="checkbox"/> 8 Dropped off at my location</p> <p><b>6. Are you making a round trip on the service today?</b> <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><b>7. When you plan a bus trip or check a bus schedule, which do you use most often? check one</b> ✓ <input type="checkbox"/> 1 MTA Website <input type="checkbox"/> 4 Bus Driver <input type="checkbox"/> 2 Schedules posted at bus stops <input type="checkbox"/> 5 Google Maps <input type="checkbox"/> 3 Paper schedules/Guide Book <input type="checkbox"/> 6 Other _____</p> <p><b>8. Do you have access to a smartphone?</b> <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p> <p><b>9. If DAR/Link service didn't exist, how would you have made this trip? check one</b> ✓ <input type="checkbox"/> 1 Another existing route <input type="checkbox"/> 5 Walk <input type="checkbox"/> 2 Drive alone <input type="checkbox"/> 6 Bike <input type="checkbox"/> 3 Get a ride/carpool <input type="checkbox"/> 7 Would not have made this trip <input type="checkbox"/> 4 Taxi/Lyft/Uber <input type="checkbox"/> 8 Other _____</p> <p><b>10. How long have you been riding Mason Transit Authority (MTA)? check one</b> ✓ <input type="checkbox"/> 1 Less than 1 year <input type="checkbox"/> 3 5-10 years <input type="checkbox"/> 2 1 to 5 years <input type="checkbox"/> 4 More than 10 years</p> <p><b>11. How often do you ride Mason Transit Authority (MTA)? check one</b> ✓ <input type="checkbox"/> 1 5 or more days per week <input type="checkbox"/> 4 1 to 4 days per month <input type="checkbox"/> 2 2 to 4 days per week <input type="checkbox"/> 5 Less than 1 day per month <input type="checkbox"/> 3 Once per week <input type="checkbox"/> 6 First time</p> <p><b>12. Do you have a disability that affects your mobility? check one</b> ✓ <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>	1	1X	2	3	3X	4	5	6	6X	7	8	9	11	Intercity Transit		Kitsap Transit			Jefferson Transit			W.S. Ferries			Other		<5	5-9	10-14	15+	<p><b>13. What is your gender?</b> <input type="checkbox"/> 1 Female <input type="checkbox"/> 2 Male</p> <p><b>14. What is your age? circle one</b> <table border="1"><tr><td>&lt;18</td><td>18-25</td><td>26-34</td><td>35-44</td><td>45-54</td><td>55-64</td><td>65 +</td></tr></table></p> <p><b>15. How many cars are in your household? circle one</b> <table border="1"><tr><td>0</td><td>1</td><td>2</td><td>3 or more</td></tr></table></p> <p><b>16. How many people (total) are in your household? circle one</b> <table border="1"><tr><td>1</td><td>2</td><td>3</td><td>4 or more</td></tr></table></p> <p><b>17. What is your total household income (before taxes)? check one</b> ✓ <input type="checkbox"/> 1 Under \$10,000 <input type="checkbox"/> 4 \$20,000-\$24,999 <input type="checkbox"/> 7 \$50,000-\$74,999 <input type="checkbox"/> 2 \$10,000-\$14,999 <input type="checkbox"/> 5 \$25,000-\$34,999 <input type="checkbox"/> 8 \$75,000 or more <input type="checkbox"/> 3 \$15,000-\$19,999 <input type="checkbox"/> 6 \$35,000-\$49,999</p> <p><b>18. Which best describes your racial or ethnic background? check one or more</b> ✓ <input type="checkbox"/> 1 White/Caucasian <input type="checkbox"/> 5 Native Hawaiian/Pacific Islander <input type="checkbox"/> 2 Hispanic/Latino <input type="checkbox"/> 6 American Indian/Alaska Native <input type="checkbox"/> 3 Black/African American <input type="checkbox"/> 7 Other _____ <input type="checkbox"/> 4 Asian</p> <p><b>19. What is your primary language? check one</b> ✓ <input type="checkbox"/> 1 English <input type="checkbox"/> 4 Tagalog <input type="checkbox"/> 7 French <input type="checkbox"/> 2 Spanish <input type="checkbox"/> 5 German <input type="checkbox"/> 8 Other _____ <input type="checkbox"/> 3 Korean <input type="checkbox"/> 6 Chinese</p> <p><b>20. Are you? check one</b> ✓ <input type="checkbox"/> 1 Employed full-time <input type="checkbox"/> 5 Student full-time <input type="checkbox"/> 2 Employed part-time <input type="checkbox"/> 6 Student part-time <input type="checkbox"/> 3 Disabled/not working <input type="checkbox"/> 7 Unemployed <input type="checkbox"/> 4 Retired <input type="checkbox"/> 8 Other _____</p> <p><b>21. Listed below are potential improvements to MTA service. Please select the three improvements that are most important to you. check three</b> ✓ <input type="checkbox"/> 1 More frequent bus service <input type="checkbox"/> 7 More reliable service <input type="checkbox"/> 2 Earlier bus service <input type="checkbox"/> 8 More service on Saturdays <input type="checkbox"/> 3 Later bus service <input type="checkbox"/> 9 More direct routes (non-loop) <input type="checkbox"/> 4 More transfer locations between routes <input type="checkbox"/> 10 Service to new areas (Where? _____) <input type="checkbox"/> 5 Sunday service <input type="checkbox"/> 11 More comfortable bus stops <input type="checkbox"/> 6 Better bus schedules, website, and trip planner</p> <p><b>22. How did you hear about MTA? check one or more</b> ✓ <input type="checkbox"/> 1 MTA Website <input type="checkbox"/> 4 Social services <input type="checkbox"/> 2 Advertisements (radio, newspaper) <input type="checkbox"/> 5 Friends and/or family <input type="checkbox"/> 3 Social media (Facebook, Twitter, etc) <input type="checkbox"/> 6 Other _____</p> <p><b>23. Are there any other comments you would like to make?</b> _____ _____ _____ _____ _____</p>	<18	18-25	26-34	35-44	45-54	55-64	65 +	0	1	2	3 or more	1	2	3	4 or more
1	1X	2	3	3X	4	5	6	6X	7	8	9	11																																		
Intercity Transit		Kitsap Transit			Jefferson Transit			W.S. Ferries			Other																																			
<5	5-9	10-14	15+																																											
<18	18-25	26-34	35-44	45-54	55-64	65 +																																								
0	1	2	3 or more																																											
1	2	3	4 or more																																											

790 East Johns Prairie Rd, Shelton, WA 98584



See the  
other side  
for English

**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

<p>1. Which bus route are you currently riding? <i>circle one</i></p> <table border="1"><tr><td>1</td><td>1X</td><td>2</td><td>3</td><td>3X</td><td>4</td><td>5</td><td>6</td><td>6X</td><td>7</td><td>8</td><td>9</td><td>11</td></tr></table> <p>2. Which transit routes did you (or will you) ride to complete your trip? <i>circle all that apply</i></p> <table border="1"><tr><td>1</td><td>1X</td><td>2</td><td>3</td><td>3X</td><td>4</td><td>5</td><td>6</td><td>6X</td><td>7</td><td>8</td><td>9</td><td>11</td></tr><tr><td colspan="2">Intercity Transit</td><td colspan="2">Kitsap Transit</td><td colspan="2">Jefferson Transit</td><td colspan="2">W.S. Ferries</td><td colspan="5">Other _____</td></tr></table> <p>3. Where did you just come FROM? <i>check one</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 Home</td><td><input type="checkbox"/>5 Shopping/grocery store</td></tr><tr><td><input type="checkbox"/>2 Work</td><td><input type="checkbox"/>6 Medical appointment</td></tr><tr><td><input type="checkbox"/>3 Recreation/Social Activity</td><td><input type="checkbox"/>7 Other _____</td></tr><tr><td><input type="checkbox"/>4 School/College</td><td></td></tr></table> <p>4. How did you get from there to THIS bus? <i>check one</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 Walked (circle number of minutes) → <table border="1"><tr><td>&lt;5</td><td>5-9</td><td>10-14</td><td>15+</td></tr></table></td><td><input type="checkbox"/>6 Rode in carpool/vanpool</td></tr><tr><td><input type="checkbox"/>2 Dropped off by someone</td><td><input type="checkbox"/>7 Used a mobility aid (e.g. wheelchair)</td></tr><tr><td><input type="checkbox"/>3 Rode a bicycle</td><td><input type="checkbox"/>8 Taxi/Lyft/Uber</td></tr><tr><td><input type="checkbox"/>4 Rode another bus/ferry/train</td><td></td></tr><tr><td><input type="checkbox"/>5 Drove my car</td><td></td></tr></table> <p>5. Where are you going TO now? (final destination of your trip) <i>check one</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 Home</td><td><input type="checkbox"/>5 Shopping/grocery store</td></tr><tr><td><input type="checkbox"/>2 Work</td><td><input type="checkbox"/>6 Medical appointment</td></tr><tr><td><input type="checkbox"/>3 Recreation/Social Activity</td><td><input type="checkbox"/>7 Other _____</td></tr><tr><td><input type="checkbox"/>4 School/College</td><td></td></tr></table> <p>6. How will you get there from THIS bus? <i>check one</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 Walk (circle number of minutes) → <table border="1"><tr><td>&lt;5</td><td>5-9</td><td>10-14</td><td>15+</td></tr></table></td><td><input type="checkbox"/>6 Ride in carpool/vanpool</td></tr><tr><td><input type="checkbox"/>2 Picked up by someone</td><td><input type="checkbox"/>7 Use a mobility aid (e.g. wheelchair)</td></tr><tr><td><input type="checkbox"/>3 Ride a bicycle</td><td><input type="checkbox"/>8 Taxi/Lyft/Uber</td></tr><tr><td><input type="checkbox"/>4 Ride another bus/ferry/train</td><td></td></tr><tr><td><input type="checkbox"/>5 Drive my car</td><td></td></tr></table> <p>7. Are you making a round trip on the bus today?</p> <p><input type="checkbox"/>1 Yes <input type="checkbox"/>2 No</p> <p>8. When you plan a bus trip or check a bus schedule, which do you use most often? <i>check one</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 MTA Website</td><td><input type="checkbox"/>4 Bus Driver</td></tr><tr><td><input type="checkbox"/>2 Schedules posted at bus stops</td><td><input type="checkbox"/>5 Google Maps</td></tr><tr><td><input type="checkbox"/>3 Paper schedules/Guide Book</td><td><input type="checkbox"/>6 Other _____</td></tr></table> <p>9. Do you have access to a smartphone?</p> <p><input type="checkbox"/>1 Yes <input type="checkbox"/>2 No</p> <p>10. If this route didn't exist, how would you have made this trip? <i>check one</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 Another existing route</td><td><input type="checkbox"/>5 Walk</td></tr><tr><td><input type="checkbox"/>2 Drive alone</td><td><input type="checkbox"/>6 Bike</td></tr><tr><td><input type="checkbox"/>3 Get a ride/carpool</td><td><input type="checkbox"/>7 Would not have made this trip</td></tr><tr><td><input type="checkbox"/>4 Taxi/Lyft/Uber</td><td><input type="checkbox"/>8 Other _____</td></tr></table> <p>11. How long have you been riding Mason Transit Authority (MTA)? <i>check one</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 Less than 1 year</td><td><input type="checkbox"/>3 5-10 years</td></tr><tr><td><input type="checkbox"/>2 1 to 5 years</td><td><input type="checkbox"/>4 More than 10 years</td></tr></table> <p>12. How often do you ride Mason Transit Authority (MTA)? <i>check one</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 5 or more days per week</td><td><input type="checkbox"/>4 1 to 4 days per month</td></tr><tr><td><input type="checkbox"/>2 2 to 4 days per week</td><td><input type="checkbox"/>5 Less than 1 day per month</td></tr><tr><td><input type="checkbox"/>3 Once per week</td><td><input type="checkbox"/>6 First time</td></tr></table>	1	1X	2	3	3X	4	5	6	6X	7	8	9	11	1	1X	2	3	3X	4	5	6	6X	7	8	9	11	Intercity Transit		Kitsap Transit		Jefferson Transit		W.S. Ferries		Other _____					<input type="checkbox"/> 1 Home	<input type="checkbox"/> 5 Shopping/grocery store	<input type="checkbox"/> 2 Work	<input type="checkbox"/> 6 Medical appointment	<input type="checkbox"/> 3 Recreation/Social Activity	<input type="checkbox"/> 7 Other _____	<input type="checkbox"/> 4 School/College		<input type="checkbox"/> 1 Walked (circle number of minutes) → <table border="1"><tr><td>&lt;5</td><td>5-9</td><td>10-14</td><td>15+</td></tr></table>	<5	5-9	10-14	15+	<input type="checkbox"/> 6 Rode in carpool/vanpool	<input type="checkbox"/> 2 Dropped off by someone	<input type="checkbox"/> 7 Used a mobility aid (e.g. wheelchair)	<input type="checkbox"/> 3 Rode a bicycle	<input type="checkbox"/> 8 Taxi/Lyft/Uber	<input type="checkbox"/> 4 Rode another bus/ferry/train		<input type="checkbox"/> 5 Drove my car		<input type="checkbox"/> 1 Home	<input type="checkbox"/> 5 Shopping/grocery store	<input type="checkbox"/> 2 Work	<input type="checkbox"/> 6 Medical appointment	<input type="checkbox"/> 3 Recreation/Social Activity	<input type="checkbox"/> 7 Other _____	<input type="checkbox"/> 4 School/College		<input type="checkbox"/> 1 Walk (circle number of minutes) → <table border="1"><tr><td>&lt;5</td><td>5-9</td><td>10-14</td><td>15+</td></tr></table>	<5	5-9	10-14	15+	<input type="checkbox"/> 6 Ride in carpool/vanpool	<input type="checkbox"/> 2 Picked up by someone	<input type="checkbox"/> 7 Use a mobility aid (e.g. wheelchair)	<input type="checkbox"/> 3 Ride a bicycle	<input type="checkbox"/> 8 Taxi/Lyft/Uber	<input type="checkbox"/> 4 Ride another bus/ferry/train		<input type="checkbox"/> 5 Drive my car		<input type="checkbox"/> 1 MTA Website	<input type="checkbox"/> 4 Bus Driver	<input type="checkbox"/> 2 Schedules posted at bus stops	<input type="checkbox"/> 5 Google Maps	<input type="checkbox"/> 3 Paper schedules/Guide Book	<input type="checkbox"/> 6 Other _____	<input type="checkbox"/> 1 Another existing route	<input type="checkbox"/> 5 Walk	<input type="checkbox"/> 2 Drive alone	<input type="checkbox"/> 6 Bike	<input type="checkbox"/> 3 Get a ride/carpool	<input type="checkbox"/> 7 Would not have made this trip	<input type="checkbox"/> 4 Taxi/Lyft/Uber	<input type="checkbox"/> 8 Other _____	<input type="checkbox"/> 1 Less than 1 year	<input type="checkbox"/> 3 5-10 years	<input type="checkbox"/> 2 1 to 5 years	<input type="checkbox"/> 4 More than 10 years	<input type="checkbox"/> 1 5 or more days per week	<input type="checkbox"/> 4 1 to 4 days per month	<input type="checkbox"/> 2 2 to 4 days per week	<input type="checkbox"/> 5 Less than 1 day per month	<input type="checkbox"/> 3 Once per week	<input type="checkbox"/> 6 First time	<p>13. Do you have a disability that affects your mobility? <i>check one</i> ✓</p> <p><input type="checkbox"/>1 Yes <input type="checkbox"/>2 No</p> <p>14. What is your gender?</p> <p><input type="checkbox"/>1 Female <input type="checkbox"/>2 Male</p> <p>15. What is your age? <i>circle one</i></p> <table border="1"><tr><td>&lt;18</td><td>18-25</td><td>26-34</td><td>35-44</td><td>45-54</td><td>55-64</td><td>65 +</td></tr></table> <p>16. How many cars are in your household? <i>circle one</i></p> <table border="1"><tr><td>0</td><td>1</td><td>2</td><td>3 or more</td></tr></table> <p>17. How many people (total) are in your household? <i>circle one</i></p> <table border="1"><tr><td>1</td><td>2</td><td>3</td><td>4 or more</td></tr></table> <p>18. What is your total household income (before taxes)? <i>check one</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 Under \$10,000</td><td><input type="checkbox"/>4 \$20,000-\$24,999</td><td><input type="checkbox"/>7 \$50,000-\$74,999</td></tr><tr><td><input type="checkbox"/>2 \$10,000-\$14,999</td><td><input type="checkbox"/>5 \$25,000-\$34,999</td><td><input type="checkbox"/>8 \$75,000 or more</td></tr><tr><td><input type="checkbox"/>3 \$15,000-\$19,999</td><td><input type="checkbox"/>6 \$35,000-\$49,999</td><td></td></tr></table> <p>19. Which best describes your racial or ethnic background? <i>check one or more</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 White/Caucasian</td><td><input type="checkbox"/>5 Native Hawaiian/Pacific Islander</td></tr><tr><td><input type="checkbox"/>2 Hispanic/Latino</td><td><input type="checkbox"/>6 American Indian/Alaska Native</td></tr><tr><td><input type="checkbox"/>3 Black/African American</td><td><input type="checkbox"/>7 Other _____</td></tr><tr><td><input type="checkbox"/>4 Asian</td><td></td></tr></table> <p>20. What is your primary language? <i>check one</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 English</td><td><input type="checkbox"/>4 Tagalog</td><td><input type="checkbox"/>7 French</td></tr><tr><td><input type="checkbox"/>2 Spanish</td><td><input type="checkbox"/>5 German</td><td><input type="checkbox"/>8 Other _____</td></tr><tr><td><input type="checkbox"/>3 Korean</td><td><input type="checkbox"/>6 Chinese</td><td></td></tr></table> <p>21. Are you? <i>check one</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 Employed full-time</td><td><input type="checkbox"/>5 Student full-time</td></tr><tr><td><input type="checkbox"/>2 Employed part-time</td><td><input type="checkbox"/>6 Student part-time</td></tr><tr><td><input type="checkbox"/>3 Disabled/not working</td><td><input type="checkbox"/>7 Unemployed</td></tr><tr><td><input type="checkbox"/>4 Retired</td><td><input type="checkbox"/>8 Other _____</td></tr></table> <p>22. Listed below are potential improvements to MTA service. Please select the three improvements that are most important to you. <i>check three</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 More frequent bus service</td><td><input type="checkbox"/>7 More reliable service</td></tr><tr><td><input type="checkbox"/>2 Earlier bus service</td><td><input type="checkbox"/>8 More service on Saturdays</td></tr><tr><td><input type="checkbox"/>3 Later bus service</td><td><input type="checkbox"/>9 More direct routes (non-loop)</td></tr><tr><td><input type="checkbox"/>4 More transfer locations between routes</td><td><input type="checkbox"/>10 Service to new areas (Where?: _____)</td></tr><tr><td><input type="checkbox"/>5 Sunday service</td><td><input type="checkbox"/>11 More comfortable bus stops</td></tr><tr><td><input type="checkbox"/>6 Better bus schedules, website, and trip planner</td><td></td></tr></table> <p>23. How did you hear about MTA? <i>check one or more</i> ✓</p> <table border="0"><tr><td><input type="checkbox"/>1 MTA Website</td><td><input type="checkbox"/>4 Social services</td></tr><tr><td><input type="checkbox"/>2 Advertisements (radio, newspaper)</td><td><input type="checkbox"/>5 Friends and/or family</td></tr><tr><td><input type="checkbox"/>3 Social media (Facebook, Twitter, etc)</td><td><input type="checkbox"/>6 Other _____</td></tr></table> <p>24. Are there any other comments you would like to make?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<18	18-25	26-34	35-44	45-54	55-64	65 +	0	1	2	3 or more	1	2	3	4 or more	<input type="checkbox"/> 1 Under \$10,000	<input type="checkbox"/> 4 \$20,000-\$24,999	<input type="checkbox"/> 7 \$50,000-\$74,999	<input type="checkbox"/> 2 \$10,000-\$14,999	<input type="checkbox"/> 5 \$25,000-\$34,999	<input type="checkbox"/> 8 \$75,000 or more	<input type="checkbox"/> 3 \$15,000-\$19,999	<input type="checkbox"/> 6 \$35,000-\$49,999		<input type="checkbox"/> 1 White/Caucasian	<input type="checkbox"/> 5 Native Hawaiian/Pacific Islander	<input type="checkbox"/> 2 Hispanic/Latino	<input type="checkbox"/> 6 American Indian/Alaska Native	<input type="checkbox"/> 3 Black/African American	<input type="checkbox"/> 7 Other _____	<input type="checkbox"/> 4 Asian		<input type="checkbox"/> 1 English	<input type="checkbox"/> 4 Tagalog	<input type="checkbox"/> 7 French	<input type="checkbox"/> 2 Spanish	<input type="checkbox"/> 5 German	<input type="checkbox"/> 8 Other _____	<input type="checkbox"/> 3 Korean	<input type="checkbox"/> 6 Chinese		<input type="checkbox"/> 1 Employed full-time	<input type="checkbox"/> 5 Student full-time	<input type="checkbox"/> 2 Employed part-time	<input type="checkbox"/> 6 Student part-time	<input type="checkbox"/> 3 Disabled/not working	<input type="checkbox"/> 7 Unemployed	<input type="checkbox"/> 4 Retired	<input type="checkbox"/> 8 Other _____	<input type="checkbox"/> 1 More frequent bus service	<input type="checkbox"/> 7 More reliable service	<input type="checkbox"/> 2 Earlier bus service	<input type="checkbox"/> 8 More service on Saturdays	<input type="checkbox"/> 3 Later bus service	<input type="checkbox"/> 9 More direct routes (non-loop)	<input type="checkbox"/> 4 More transfer locations between routes	<input type="checkbox"/> 10 Service to new areas (Where?: _____)	<input type="checkbox"/> 5 Sunday service	<input type="checkbox"/> 11 More comfortable bus stops	<input type="checkbox"/> 6 Better bus schedules, website, and trip planner		<input type="checkbox"/> 1 MTA Website	<input type="checkbox"/> 4 Social services	<input type="checkbox"/> 2 Advertisements (radio, newspaper)	<input type="checkbox"/> 5 Friends and/or family	<input type="checkbox"/> 3 Social media (Facebook, Twitter, etc)	<input type="checkbox"/> 6 Other _____
1	1X	2	3	3X	4	5	6	6X	7	8	9	11																																																																																																																																																																			
1	1X	2	3	3X	4	5	6	6X	7	8	9	11																																																																																																																																																																			
Intercity Transit		Kitsap Transit		Jefferson Transit		W.S. Ferries		Other _____																																																																																																																																																																							
<input type="checkbox"/> 1 Home	<input type="checkbox"/> 5 Shopping/grocery store																																																																																																																																																																														
<input type="checkbox"/> 2 Work	<input type="checkbox"/> 6 Medical appointment																																																																																																																																																																														
<input type="checkbox"/> 3 Recreation/Social Activity	<input type="checkbox"/> 7 Other _____																																																																																																																																																																														
<input type="checkbox"/> 4 School/College																																																																																																																																																																															
<input type="checkbox"/> 1 Walked (circle number of minutes) → <table border="1"><tr><td>&lt;5</td><td>5-9</td><td>10-14</td><td>15+</td></tr></table>	<5	5-9	10-14	15+	<input type="checkbox"/> 6 Rode in carpool/vanpool																																																																																																																																																																										
<5	5-9	10-14	15+																																																																																																																																																																												
<input type="checkbox"/> 2 Dropped off by someone	<input type="checkbox"/> 7 Used a mobility aid (e.g. wheelchair)																																																																																																																																																																														
<input type="checkbox"/> 3 Rode a bicycle	<input type="checkbox"/> 8 Taxi/Lyft/Uber																																																																																																																																																																														
<input type="checkbox"/> 4 Rode another bus/ferry/train																																																																																																																																																																															
<input type="checkbox"/> 5 Drove my car																																																																																																																																																																															
<input type="checkbox"/> 1 Home	<input type="checkbox"/> 5 Shopping/grocery store																																																																																																																																																																														
<input type="checkbox"/> 2 Work	<input type="checkbox"/> 6 Medical appointment																																																																																																																																																																														
<input type="checkbox"/> 3 Recreation/Social Activity	<input type="checkbox"/> 7 Other _____																																																																																																																																																																														
<input type="checkbox"/> 4 School/College																																																																																																																																																																															
<input type="checkbox"/> 1 Walk (circle number of minutes) → <table border="1"><tr><td>&lt;5</td><td>5-9</td><td>10-14</td><td>15+</td></tr></table>	<5	5-9	10-14	15+	<input type="checkbox"/> 6 Ride in carpool/vanpool																																																																																																																																																																										
<5	5-9	10-14	15+																																																																																																																																																																												
<input type="checkbox"/> 2 Picked up by someone	<input type="checkbox"/> 7 Use a mobility aid (e.g. wheelchair)																																																																																																																																																																														
<input type="checkbox"/> 3 Ride a bicycle	<input type="checkbox"/> 8 Taxi/Lyft/Uber																																																																																																																																																																														
<input type="checkbox"/> 4 Ride another bus/ferry/train																																																																																																																																																																															
<input type="checkbox"/> 5 Drive my car																																																																																																																																																																															
<input type="checkbox"/> 1 MTA Website	<input type="checkbox"/> 4 Bus Driver																																																																																																																																																																														
<input type="checkbox"/> 2 Schedules posted at bus stops	<input type="checkbox"/> 5 Google Maps																																																																																																																																																																														
<input type="checkbox"/> 3 Paper schedules/Guide Book	<input type="checkbox"/> 6 Other _____																																																																																																																																																																														
<input type="checkbox"/> 1 Another existing route	<input type="checkbox"/> 5 Walk																																																																																																																																																																														
<input type="checkbox"/> 2 Drive alone	<input type="checkbox"/> 6 Bike																																																																																																																																																																														
<input type="checkbox"/> 3 Get a ride/carpool	<input type="checkbox"/> 7 Would not have made this trip																																																																																																																																																																														
<input type="checkbox"/> 4 Taxi/Lyft/Uber	<input type="checkbox"/> 8 Other _____																																																																																																																																																																														
<input type="checkbox"/> 1 Less than 1 year	<input type="checkbox"/> 3 5-10 years																																																																																																																																																																														
<input type="checkbox"/> 2 1 to 5 years	<input type="checkbox"/> 4 More than 10 years																																																																																																																																																																														
<input type="checkbox"/> 1 5 or more days per week	<input type="checkbox"/> 4 1 to 4 days per month																																																																																																																																																																														
<input type="checkbox"/> 2 2 to 4 days per week	<input type="checkbox"/> 5 Less than 1 day per month																																																																																																																																																																														
<input type="checkbox"/> 3 Once per week	<input type="checkbox"/> 6 First time																																																																																																																																																																														
<18	18-25	26-34	35-44	45-54	55-64	65 +																																																																																																																																																																									
0	1	2	3 or more																																																																																																																																																																												
1	2	3	4 or more																																																																																																																																																																												
<input type="checkbox"/> 1 Under \$10,000	<input type="checkbox"/> 4 \$20,000-\$24,999	<input type="checkbox"/> 7 \$50,000-\$74,999																																																																																																																																																																													
<input type="checkbox"/> 2 \$10,000-\$14,999	<input type="checkbox"/> 5 \$25,000-\$34,999	<input type="checkbox"/> 8 \$75,000 or more																																																																																																																																																																													
<input type="checkbox"/> 3 \$15,000-\$19,999	<input type="checkbox"/> 6 \$35,000-\$49,999																																																																																																																																																																														
<input type="checkbox"/> 1 White/Caucasian	<input type="checkbox"/> 5 Native Hawaiian/Pacific Islander																																																																																																																																																																														
<input type="checkbox"/> 2 Hispanic/Latino	<input type="checkbox"/> 6 American Indian/Alaska Native																																																																																																																																																																														
<input type="checkbox"/> 3 Black/African American	<input type="checkbox"/> 7 Other _____																																																																																																																																																																														
<input type="checkbox"/> 4 Asian																																																																																																																																																																															
<input type="checkbox"/> 1 English	<input type="checkbox"/> 4 Tagalog	<input type="checkbox"/> 7 French																																																																																																																																																																													
<input type="checkbox"/> 2 Spanish	<input type="checkbox"/> 5 German	<input type="checkbox"/> 8 Other _____																																																																																																																																																																													
<input type="checkbox"/> 3 Korean	<input type="checkbox"/> 6 Chinese																																																																																																																																																																														
<input type="checkbox"/> 1 Employed full-time	<input type="checkbox"/> 5 Student full-time																																																																																																																																																																														
<input type="checkbox"/> 2 Employed part-time	<input type="checkbox"/> 6 Student part-time																																																																																																																																																																														
<input type="checkbox"/> 3 Disabled/not working	<input type="checkbox"/> 7 Unemployed																																																																																																																																																																														
<input type="checkbox"/> 4 Retired	<input type="checkbox"/> 8 Other _____																																																																																																																																																																														
<input type="checkbox"/> 1 More frequent bus service	<input type="checkbox"/> 7 More reliable service																																																																																																																																																																														
<input type="checkbox"/> 2 Earlier bus service	<input type="checkbox"/> 8 More service on Saturdays																																																																																																																																																																														
<input type="checkbox"/> 3 Later bus service	<input type="checkbox"/> 9 More direct routes (non-loop)																																																																																																																																																																														
<input type="checkbox"/> 4 More transfer locations between routes	<input type="checkbox"/> 10 Service to new areas (Where?: _____)																																																																																																																																																																														
<input type="checkbox"/> 5 Sunday service	<input type="checkbox"/> 11 More comfortable bus stops																																																																																																																																																																														
<input type="checkbox"/> 6 Better bus schedules, website, and trip planner																																																																																																																																																																															
<input type="checkbox"/> 1 MTA Website	<input type="checkbox"/> 4 Social services																																																																																																																																																																														
<input type="checkbox"/> 2 Advertisements (radio, newspaper)	<input type="checkbox"/> 5 Friends and/or family																																																																																																																																																																														
<input type="checkbox"/> 3 Social media (Facebook, Twitter, etc)	<input type="checkbox"/> 6 Other _____																																																																																																																																																																														

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

<p>1. ¿En cuál ruta de autobús está viajando actualmente? <i>circule uno</i></p> <table border="1"> <tr> <td>1</td><td>1X</td><td>2</td><td>3</td><td>3X</td><td>4</td><td>5</td><td>6</td><td>6X</td><td>7</td><td>8</td><td>9</td><td>11</td> </tr> </table> <p>2. ¿Cuáles rutas de transporte público montó (o va a montar) para completar su viaje? <i>Circule todos los que apliquen</i></p> <table border="1"> <tr> <td>1</td><td>1X</td><td>2</td><td>3</td><td>3X</td><td>4</td><td>5</td><td>6</td><td>6X</td><td>7</td><td>8</td><td>9</td><td>11</td> </tr> <tr> <td colspan="2">Intercity Transit</td> <td colspan="2">Kitsap Transit</td> <td colspan="2">Jefferson Transit</td> <td colspan="2">W.S. Ferries</td> <td colspan="5">Otro _____</td> </tr> </table> <p>3. ¿De dónde VIENE? <i>Elija uno</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 Casa</td> <td><input type="checkbox"/>5 Compras/ Supermercado</td> </tr> <tr> <td><input type="checkbox"/>2 Trabajo</td> <td><input type="checkbox"/>6 Cita médica</td> </tr> <tr> <td><input type="checkbox"/>3 Recreación/Actividad social</td> <td><input type="checkbox"/>7 Otro _____</td> </tr> <tr> <td><input type="checkbox"/>4 Escuela/Colegio</td> <td></td> </tr> </table> <p>4. ¿Cómo llegó desde allí a <b>ESTE</b> autobús? <i>Elija uno</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 En pie (circule número de minutos) →</td> <td><input type="checkbox"/>5 Viaje en vehículo compartido</td> </tr> <tr> <td><input type="checkbox"/>2 Conducido por alguien</td> <td><input type="checkbox"/>6 Utilicé ayuda de movilidad</td> </tr> <tr> <td><input type="checkbox"/>3 Por bicicleta</td> <td><input type="checkbox"/>7 Taxi/Lyft/Uber</td> </tr> <tr> <td><input type="checkbox"/>4 Viaje en otro autobús/ tren</td> <td></td> </tr> <tr> <td><input type="checkbox"/>5 Manejé mi automóvil</td> <td></td> </tr> </table> <p>5. ¿Para dónde <b>VAAIR</b> ahora? <i>(último destino de su viaje) elija uno</i></p> <table border="0"> <tr> <td><input type="checkbox"/>1 Casa</td> <td><input type="checkbox"/>5 Compras/ Supermercado</td> </tr> <tr> <td><input type="checkbox"/>2 Trabajo</td> <td><input type="checkbox"/>6 Cita médica</td> </tr> <tr> <td><input type="checkbox"/>3 Recreación/Actividad social</td> <td><input type="checkbox"/>7 Otro _____</td> </tr> <tr> <td><input type="checkbox"/>4 Escuela/Colegio</td> <td></td> </tr> </table> <p>6. ¿Cómo llegará a su destino <b>DESDE</b> este autobús? <i>elija uno</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 En pie (circule número de minutos) →</td> <td><input type="checkbox"/>5 Viajaré en vehículo compartida</td> </tr> <tr> <td><input type="checkbox"/>2 Conducido por alguien</td> <td><input type="checkbox"/>6 Utilizaré ayuda de movilidad</td> </tr> <tr> <td><input type="checkbox"/>3 Por bicicleta</td> <td><input type="checkbox"/>7 Taxi/Lyft/Uber</td> </tr> <tr> <td><input type="checkbox"/>4 Viaje en otro autobús/ tren</td> <td></td> </tr> <tr> <td><input type="checkbox"/>5 Manejaré mi automóvil</td> <td></td> </tr> </table> <p>7. ¿Va a viajar de ida y vuelta en el autobús hoy?</p> <p><input type="checkbox"/>1 Sí <input type="checkbox"/>2 No</p> <p>8. Cuando planea un viaje de autobús o revisa un horario de autobús, ¿cuál usa más frecuentemente? <i>elija uno</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 Página de web de MTA</td> <td><input type="checkbox"/>4 Conductor de autobús</td> </tr> <tr> <td><input type="checkbox"/>2 Horarios publicados en las paradas de autobús</td> <td><input type="checkbox"/>5 Aplicación de Google Maps</td> </tr> <tr> <td><input type="checkbox"/>3 Horarios de papel</td> <td><input type="checkbox"/>6 Otro _____</td> </tr> </table> <p>9. ¿Tiene acceso a un teléfono inteligente?</p> <p><input type="checkbox"/>1 Sí <input type="checkbox"/>2 No</p> <p>10. ¿Si esta ruta no existiera, como haría este viaje? <i>elija uno</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 Otra ruta existente</td> <td><input type="checkbox"/>5 En pie</td> </tr> <tr> <td><input type="checkbox"/>2 Manejar solo</td> <td><input type="checkbox"/>6 En bicicleta</td> </tr> <tr> <td><input type="checkbox"/>3 Obtener un paseo/ montar transporte compartido</td> <td><input type="checkbox"/>7 No haría este viaje</td> </tr> <tr> <td><input type="checkbox"/>4 Taxi/Lyft/Uber</td> <td><input type="checkbox"/>8 Otro _____</td> </tr> </table> <p>11. ¿Por cuánto tiempo ha estado viajando en traspotación de Mason Transit Authority (MTA)? <i>elija uno</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 Menos de un año</td> <td><input type="checkbox"/>3 5 a 10 años</td> </tr> <tr> <td><input type="checkbox"/>2 1 a 5 años</td> <td><input type="checkbox"/>4 Más de 10 años</td> </tr> </table> <p>12. ¿Con que frecuencia viaja en MTA? <i>elija uno</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 5 o más días por semana</td> <td><input type="checkbox"/>4 1 a 4 días por mes</td> </tr> <tr> <td><input type="checkbox"/>2 2 a 4 días por semana</td> <td><input type="checkbox"/>5 Menos de un día por mes</td> </tr> <tr> <td><input type="checkbox"/>3 Un día por semana</td> <td><input type="checkbox"/>6 Es mi primera vez</td> </tr> </table>	1	1X	2	3	3X	4	5	6	6X	7	8	9	11	1	1X	2	3	3X	4	5	6	6X	7	8	9	11	Intercity Transit		Kitsap Transit		Jefferson Transit		W.S. Ferries		Otro _____					<input type="checkbox"/> 1 Casa	<input type="checkbox"/> 5 Compras/ Supermercado	<input type="checkbox"/> 2 Trabajo	<input type="checkbox"/> 6 Cita médica	<input type="checkbox"/> 3 Recreación/Actividad social	<input type="checkbox"/> 7 Otro _____	<input type="checkbox"/> 4 Escuela/Colegio		<input type="checkbox"/> 1 En pie (circule número de minutos) →	<input type="checkbox"/> 5 Viaje en vehículo compartido	<input type="checkbox"/> 2 Conducido por alguien	<input type="checkbox"/> 6 Utilicé ayuda de movilidad	<input type="checkbox"/> 3 Por bicicleta	<input type="checkbox"/> 7 Taxi/Lyft/Uber	<input type="checkbox"/> 4 Viaje en otro autobús/ tren		<input type="checkbox"/> 5 Manejé mi automóvil		<input type="checkbox"/> 1 Casa	<input type="checkbox"/> 5 Compras/ Supermercado	<input type="checkbox"/> 2 Trabajo	<input type="checkbox"/> 6 Cita médica	<input type="checkbox"/> 3 Recreación/Actividad social	<input type="checkbox"/> 7 Otro _____	<input type="checkbox"/> 4 Escuela/Colegio		<input type="checkbox"/> 1 En pie (circule número de minutos) →	<input type="checkbox"/> 5 Viajaré en vehículo compartida	<input type="checkbox"/> 2 Conducido por alguien	<input type="checkbox"/> 6 Utilizaré ayuda de movilidad	<input type="checkbox"/> 3 Por bicicleta	<input type="checkbox"/> 7 Taxi/Lyft/Uber	<input type="checkbox"/> 4 Viaje en otro autobús/ tren		<input type="checkbox"/> 5 Manejaré mi automóvil		<input type="checkbox"/> 1 Página de web de MTA	<input type="checkbox"/> 4 Conductor de autobús	<input type="checkbox"/> 2 Horarios publicados en las paradas de autobús	<input type="checkbox"/> 5 Aplicación de Google Maps	<input type="checkbox"/> 3 Horarios de papel	<input type="checkbox"/> 6 Otro _____	<input type="checkbox"/> 1 Otra ruta existente	<input type="checkbox"/> 5 En pie	<input type="checkbox"/> 2 Manejar solo	<input type="checkbox"/> 6 En bicicleta	<input type="checkbox"/> 3 Obtener un paseo/ montar transporte compartido	<input type="checkbox"/> 7 No haría este viaje	<input type="checkbox"/> 4 Taxi/Lyft/Uber	<input type="checkbox"/> 8 Otro _____	<input type="checkbox"/> 1 Menos de un año	<input type="checkbox"/> 3 5 a 10 años	<input type="checkbox"/> 2 1 a 5 años	<input type="checkbox"/> 4 Más de 10 años	<input type="checkbox"/> 1 5 o más días por semana	<input type="checkbox"/> 4 1 a 4 días por mes	<input type="checkbox"/> 2 2 a 4 días por semana	<input type="checkbox"/> 5 Menos de un día por mes	<input type="checkbox"/> 3 Un día por semana	<input type="checkbox"/> 6 Es mi primera vez	<p>13. ¿Tiene una discapacidad que afecte su movilidad? <i>elija uno</i> ✓</p> <p><input type="checkbox"/>1 Sí <input type="checkbox"/>2 No</p> <p>14. ¿Cuántos años tiene?</p> <p><input type="checkbox"/>1 Femenino <input type="checkbox"/>2 Masculino</p> <p>15. ¿Cuál es su edad? <i>circule uno</i></p> <table border="1"> <tr> <td>&lt;18</td><td>18-25</td><td>26-34</td><td>35-44</td><td>45-54</td><td>55-64</td><td>65 +</td> </tr> </table> <p>16. ¿Cuántos automóviles hay en su hogar? <i>circule uno</i></p> <table border="1"> <tr> <td>0</td><td>1</td><td>2</td><td>3 o mas</td> </tr> </table> <p>17. ¿Cuántas personas en total viven en su hogar? <i>circule uno</i></p> <table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4 o mas</td> </tr> </table> <p>18. ¿Cuál es el ingreso total de su hogar? (antes de impuestos) <i>elija uno</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 Menos de \$10,000</td> <td><input type="checkbox"/>4 \$20,000-\$24,999</td> <td><input type="checkbox"/>7 \$50,000-\$74,999</td> </tr> <tr> <td><input type="checkbox"/>2 \$10,000-\$14,999</td> <td><input type="checkbox"/>5 \$25,000-\$34,999</td> <td><input type="checkbox"/>8 \$75,000 o mas</td> </tr> <tr> <td><input type="checkbox"/>3 \$15,000-\$19,999</td> <td><input type="checkbox"/>6 \$35,000-\$49,999</td> <td></td> </tr> </table> <p>19. ¿Cuál mejor describe su origen racial o étnico? <i>elija uno o mas</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 Caucásico/Blanco</td> <td><input type="checkbox"/>5 Nativo hawaiano/ Isleño pacífico</td> </tr> <tr> <td><input type="checkbox"/>2 Hispano/Latino</td> <td><input type="checkbox"/>6 Indio Americano/ Nativo de Alaska</td> </tr> <tr> <td><input type="checkbox"/>3 Afroamericano</td> <td><input type="checkbox"/>7 Otro _____</td> </tr> <tr> <td><input type="checkbox"/>4 Asiático</td> <td></td> </tr> </table> <p>20. ¿Cuál es su lenguaje primario? <i>elija uno</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 Inglés</td> <td><input type="checkbox"/>4 Tágalo</td> <td><input type="checkbox"/>7 Francés</td> </tr> <tr> <td><input type="checkbox"/>2 Español</td> <td><input type="checkbox"/>5 Alemán</td> <td><input type="checkbox"/>8 Otro _____</td> </tr> <tr> <td><input type="checkbox"/>3 Coreano</td> <td><input type="checkbox"/>6 Chino</td> <td></td> </tr> </table> <p>21. ¿Está? <i>elija uno</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 Empleado a tiempo completo</td> <td><input type="checkbox"/>5 Estudiante a tiempo completo</td> </tr> <tr> <td><input type="checkbox"/>2 Empleado a tiempo parcial</td> <td><input type="checkbox"/>6 Estudiante a tiempo parcial</td> </tr> <tr> <td><input type="checkbox"/>3 Discapacitado/ no estoy trabajando</td> <td><input type="checkbox"/>7 Desempleado</td> </tr> <tr> <td><input type="checkbox"/>4 Retirado</td> <td><input type="checkbox"/>8 Otro _____</td> </tr> </table> <p>22. A continuación, se listan unas mejoras potenciales para el servicio MTA. Por favor <b>elijas</b> las tres mejoras más importantes para usted. <i>elijas tres</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 Servicio de autobús más frecuente</td> <td><input type="checkbox"/>7 Servicio más confiable</td> </tr> <tr> <td><input type="checkbox"/>2 Servicio de autobús más temprano</td> <td><input type="checkbox"/>8 Más servicio durante los sábados</td> </tr> <tr> <td><input type="checkbox"/>3 Servicio de autobús más tarde</td> <td><input type="checkbox"/>9 Rutas más directas (sin vueltas)</td> </tr> <tr> <td><input type="checkbox"/>4 Mas ubicaciones de transferencia entre las rutas</td> <td><input type="checkbox"/>10 Servicio a nuevas áreas (¿Adónde? : _____)</td> </tr> <tr> <td><input type="checkbox"/>5 Servicio de domingo</td> <td><input type="checkbox"/>11 Paradas más cómodas</td> </tr> <tr> <td><input type="checkbox"/>6 Mejor horarios de autobús, página web, y planeador de viaje</td> <td></td> </tr> </table> <p>23. ¿Cómo se enteró de MTA? <i>elija uno</i> ✓</p> <table border="0"> <tr> <td><input type="checkbox"/>1 Página web de MTA</td> <td><input type="checkbox"/>4 Servicios sociales</td> </tr> <tr> <td><input type="checkbox"/>2 Anuncios (radio, periódico)</td> <td><input type="checkbox"/>5 Amistades y/o miembros de familia</td> </tr> <tr> <td><input type="checkbox"/>3 Redes sociales (Facebook, Twitter, etc)</td> <td><input type="checkbox"/>6 Otro _____</td> </tr> </table> <p>24. ¿Hay otros comentarios que desearía compartir?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<18	18-25	26-34	35-44	45-54	55-64	65 +	0	1	2	3 o mas	1	2	3	4 o mas	<input type="checkbox"/> 1 Menos de \$10,000	<input type="checkbox"/> 4 \$20,000-\$24,999	<input type="checkbox"/> 7 \$50,000-\$74,999	<input type="checkbox"/> 2 \$10,000-\$14,999	<input type="checkbox"/> 5 \$25,000-\$34,999	<input type="checkbox"/> 8 \$75,000 o mas	<input type="checkbox"/> 3 \$15,000-\$19,999	<input type="checkbox"/> 6 \$35,000-\$49,999		<input type="checkbox"/> 1 Caucásico/Blanco	<input type="checkbox"/> 5 Nativo hawaiano/ Isleño pacífico	<input type="checkbox"/> 2 Hispano/Latino	<input type="checkbox"/> 6 Indio Americano/ Nativo de Alaska	<input type="checkbox"/> 3 Afroamericano	<input type="checkbox"/> 7 Otro _____	<input type="checkbox"/> 4 Asiático		<input type="checkbox"/> 1 Inglés	<input type="checkbox"/> 4 Tágalo	<input type="checkbox"/> 7 Francés	<input type="checkbox"/> 2 Español	<input type="checkbox"/> 5 Alemán	<input type="checkbox"/> 8 Otro _____	<input type="checkbox"/> 3 Coreano	<input type="checkbox"/> 6 Chino		<input type="checkbox"/> 1 Empleado a tiempo completo	<input type="checkbox"/> 5 Estudiante a tiempo completo	<input type="checkbox"/> 2 Empleado a tiempo parcial	<input type="checkbox"/> 6 Estudiante a tiempo parcial	<input type="checkbox"/> 3 Discapacitado/ no estoy trabajando	<input type="checkbox"/> 7 Desempleado	<input type="checkbox"/> 4 Retirado	<input type="checkbox"/> 8 Otro _____	<input type="checkbox"/> 1 Servicio de autobús más frecuente	<input type="checkbox"/> 7 Servicio más confiable	<input type="checkbox"/> 2 Servicio de autobús más temprano	<input type="checkbox"/> 8 Más servicio durante los sábados	<input type="checkbox"/> 3 Servicio de autobús más tarde	<input type="checkbox"/> 9 Rutas más directas (sin vueltas)	<input type="checkbox"/> 4 Mas ubicaciones de transferencia entre las rutas	<input type="checkbox"/> 10 Servicio a nuevas áreas (¿Adónde? : _____)	<input type="checkbox"/> 5 Servicio de domingo	<input type="checkbox"/> 11 Paradas más cómodas	<input type="checkbox"/> 6 Mejor horarios de autobús, página web, y planeador de viaje		<input type="checkbox"/> 1 Página web de MTA	<input type="checkbox"/> 4 Servicios sociales	<input type="checkbox"/> 2 Anuncios (radio, periódico)	<input type="checkbox"/> 5 Amistades y/o miembros de familia	<input type="checkbox"/> 3 Redes sociales (Facebook, Twitter, etc)	<input type="checkbox"/> 6 Otro _____
1	1X	2	3	3X	4	5	6	6X	7	8	9	11																																																																																																																																																											
1	1X	2	3	3X	4	5	6	6X	7	8	9	11																																																																																																																																																											
Intercity Transit		Kitsap Transit		Jefferson Transit		W.S. Ferries		Otro _____																																																																																																																																																															
<input type="checkbox"/> 1 Casa	<input type="checkbox"/> 5 Compras/ Supermercado																																																																																																																																																																						
<input type="checkbox"/> 2 Trabajo	<input type="checkbox"/> 6 Cita médica																																																																																																																																																																						
<input type="checkbox"/> 3 Recreación/Actividad social	<input type="checkbox"/> 7 Otro _____																																																																																																																																																																						
<input type="checkbox"/> 4 Escuela/Colegio																																																																																																																																																																							
<input type="checkbox"/> 1 En pie (circule número de minutos) →	<input type="checkbox"/> 5 Viaje en vehículo compartido																																																																																																																																																																						
<input type="checkbox"/> 2 Conducido por alguien	<input type="checkbox"/> 6 Utilicé ayuda de movilidad																																																																																																																																																																						
<input type="checkbox"/> 3 Por bicicleta	<input type="checkbox"/> 7 Taxi/Lyft/Uber																																																																																																																																																																						
<input type="checkbox"/> 4 Viaje en otro autobús/ tren																																																																																																																																																																							
<input type="checkbox"/> 5 Manejé mi automóvil																																																																																																																																																																							
<input type="checkbox"/> 1 Casa	<input type="checkbox"/> 5 Compras/ Supermercado																																																																																																																																																																						
<input type="checkbox"/> 2 Trabajo	<input type="checkbox"/> 6 Cita médica																																																																																																																																																																						
<input type="checkbox"/> 3 Recreación/Actividad social	<input type="checkbox"/> 7 Otro _____																																																																																																																																																																						
<input type="checkbox"/> 4 Escuela/Colegio																																																																																																																																																																							
<input type="checkbox"/> 1 En pie (circule número de minutos) →	<input type="checkbox"/> 5 Viajaré en vehículo compartida																																																																																																																																																																						
<input type="checkbox"/> 2 Conducido por alguien	<input type="checkbox"/> 6 Utilizaré ayuda de movilidad																																																																																																																																																																						
<input type="checkbox"/> 3 Por bicicleta	<input type="checkbox"/> 7 Taxi/Lyft/Uber																																																																																																																																																																						
<input type="checkbox"/> 4 Viaje en otro autobús/ tren																																																																																																																																																																							
<input type="checkbox"/> 5 Manejaré mi automóvil																																																																																																																																																																							
<input type="checkbox"/> 1 Página de web de MTA	<input type="checkbox"/> 4 Conductor de autobús																																																																																																																																																																						
<input type="checkbox"/> 2 Horarios publicados en las paradas de autobús	<input type="checkbox"/> 5 Aplicación de Google Maps																																																																																																																																																																						
<input type="checkbox"/> 3 Horarios de papel	<input type="checkbox"/> 6 Otro _____																																																																																																																																																																						
<input type="checkbox"/> 1 Otra ruta existente	<input type="checkbox"/> 5 En pie																																																																																																																																																																						
<input type="checkbox"/> 2 Manejar solo	<input type="checkbox"/> 6 En bicicleta																																																																																																																																																																						
<input type="checkbox"/> 3 Obtener un paseo/ montar transporte compartido	<input type="checkbox"/> 7 No haría este viaje																																																																																																																																																																						
<input type="checkbox"/> 4 Taxi/Lyft/Uber	<input type="checkbox"/> 8 Otro _____																																																																																																																																																																						
<input type="checkbox"/> 1 Menos de un año	<input type="checkbox"/> 3 5 a 10 años																																																																																																																																																																						
<input type="checkbox"/> 2 1 a 5 años	<input type="checkbox"/> 4 Más de 10 años																																																																																																																																																																						
<input type="checkbox"/> 1 5 o más días por semana	<input type="checkbox"/> 4 1 a 4 días por mes																																																																																																																																																																						
<input type="checkbox"/> 2 2 a 4 días por semana	<input type="checkbox"/> 5 Menos de un día por mes																																																																																																																																																																						
<input type="checkbox"/> 3 Un día por semana	<input type="checkbox"/> 6 Es mi primera vez																																																																																																																																																																						
<18	18-25	26-34	35-44	45-54	55-64	65 +																																																																																																																																																																	
0	1	2	3 o mas																																																																																																																																																																				
1	2	3	4 o mas																																																																																																																																																																				
<input type="checkbox"/> 1 Menos de \$10,000	<input type="checkbox"/> 4 \$20,000-\$24,999	<input type="checkbox"/> 7 \$50,000-\$74,999																																																																																																																																																																					
<input type="checkbox"/> 2 \$10,000-\$14,999	<input type="checkbox"/> 5 \$25,000-\$34,999	<input type="checkbox"/> 8 \$75,000 o mas																																																																																																																																																																					
<input type="checkbox"/> 3 \$15,000-\$19,999	<input type="checkbox"/> 6 \$35,000-\$49,999																																																																																																																																																																						
<input type="checkbox"/> 1 Caucásico/Blanco	<input type="checkbox"/> 5 Nativo hawaiano/ Isleño pacífico																																																																																																																																																																						
<input type="checkbox"/> 2 Hispano/Latino	<input type="checkbox"/> 6 Indio Americano/ Nativo de Alaska																																																																																																																																																																						
<input type="checkbox"/> 3 Afroamericano	<input type="checkbox"/> 7 Otro _____																																																																																																																																																																						
<input type="checkbox"/> 4 Asiático																																																																																																																																																																							
<input type="checkbox"/> 1 Inglés	<input type="checkbox"/> 4 Tágalo	<input type="checkbox"/> 7 Francés																																																																																																																																																																					
<input type="checkbox"/> 2 Español	<input type="checkbox"/> 5 Alemán	<input type="checkbox"/> 8 Otro _____																																																																																																																																																																					
<input type="checkbox"/> 3 Coreano	<input type="checkbox"/> 6 Chino																																																																																																																																																																						
<input type="checkbox"/> 1 Empleado a tiempo completo	<input type="checkbox"/> 5 Estudiante a tiempo completo																																																																																																																																																																						
<input type="checkbox"/> 2 Empleado a tiempo parcial	<input type="checkbox"/> 6 Estudiante a tiempo parcial																																																																																																																																																																						
<input type="checkbox"/> 3 Discapacitado/ no estoy trabajando	<input type="checkbox"/> 7 Desempleado																																																																																																																																																																						
<input type="checkbox"/> 4 Retirado	<input type="checkbox"/> 8 Otro _____																																																																																																																																																																						
<input type="checkbox"/> 1 Servicio de autobús más frecuente	<input type="checkbox"/> 7 Servicio más confiable																																																																																																																																																																						
<input type="checkbox"/> 2 Servicio de autobús más temprano	<input type="checkbox"/> 8 Más servicio durante los sábados																																																																																																																																																																						
<input type="checkbox"/> 3 Servicio de autobús más tarde	<input type="checkbox"/> 9 Rutas más directas (sin vueltas)																																																																																																																																																																						
<input type="checkbox"/> 4 Mas ubicaciones de transferencia entre las rutas	<input type="checkbox"/> 10 Servicio a nuevas áreas (¿Adónde? : _____)																																																																																																																																																																						
<input type="checkbox"/> 5 Servicio de domingo	<input type="checkbox"/> 11 Paradas más cómodas																																																																																																																																																																						
<input type="checkbox"/> 6 Mejor horarios de autobús, página web, y planeador de viaje																																																																																																																																																																							
<input type="checkbox"/> 1 Página web de MTA	<input type="checkbox"/> 4 Servicios sociales																																																																																																																																																																						
<input type="checkbox"/> 2 Anuncios (radio, periódico)	<input type="checkbox"/> 5 Amistades y/o miembros de familia																																																																																																																																																																						
<input type="checkbox"/> 3 Redes sociales (Facebook, Twitter, etc)	<input type="checkbox"/> 6 Otro _____																																																																																																																																																																						

¡Gracias! Apreciamos sus comentarios.

# **Appendix C      Rider Survey Open-Ended Responses**



**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

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

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

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 bus 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 every day 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

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Responses	Comment Categories
Helpful Drivers 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 than 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 supper [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 make it easier to take classes	Specific Route Improvement
Listen to your passengers	Other
Love it! Saves mileage on my personal vehicle.	Compliment

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

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 within 1-15 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 too crowded 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

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

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. Greatworkers.	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 driver thinks it is safe. The school bus uses it as a safe stop.	Specific Route Improvement

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

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 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

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

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

# **Appendix D      Phase I Outreach Survey Open-Ended Responses**



**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
1.) Fare-free bus service is a brilliant concept and encourages us to make the right travel choice. But the routes have great spans where no flag stops are allowed. This defeats some of that brilliance. 2.) People on the Tahuya peninsula call dial-a-ride every day, because there is no scheduled service anywhere except at Belfair. One morning and one evening bus to Tahuya as part of the Belfair loop route would alleviate much of those extraneous dial-a-rides and improve life for the thousands who live there.	Compliment, Request for new service location or time
A big bus is needed on the 05:30 Bremerton run	Request for vehicle or facility upgrade
About 5 years ago I lost my driving license and still had to get to work and started taking the Bus. I found it much better than driving. I can drive now but rather take the Bus into Olympia.	Compliment
After years of paying for a shuttle van to SeaTac, we are pleasantly surprised at the ease of riding on MTA to Bremerton, and then taking the ferry and light rail in Seattle to SeaTac. Please continue to connect to the ferry.	Compliment
Although I currently use the service rarely, I will be retiring soon, and once I am no longer commuting to Gig Harbor, I plan to take the bus more often.	Other
Although this transportation is currently paid for through sales tax, might it be necessary to think about the need to charge fares in the future?	Other
Always clean, friendly, on time, and I've always felt safe. Thank you for taking such good care of Mason County. I hope this initiative allows you to expand services and keep doing what you do best.	Compliment
appreciate reaching out for public opinion- thank you	Compliment
Daily round trip tickets available in paper form	Other
Disabilities services. Please. Sight	Request for vehicle or facility upgrade
do the buses come all the way out to where i live? (on Wilchar Blvd, near boat landing for Phillips Lake	Request for new service location or time
Drivers are very friendly and courteous which cannot be said for many other systems(?) I have used.	Compliment
Drivers are very friendly and helpful.	Compliment
Getting to Airport, Blacklake, Olympia is horrible..any improvement on public transportation would be a blessing	Request for new service location or time
Good job	Compliment
Great to have free service with in County! Sunday service for church and engagement in regional weekend activities is needed. Higher visibility to regional transit collaborations are needed - or if none exist - need to collaborate!	Compliment, Request for new service location or time
Hi Mason transit hi there intercity transit in olympia it is so yes	None/incomprehensible
I always supported MT in the past but, it has been a turn off to see how you bite/reject the hand that feeds you	Complaint

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
I appreciate that the service is available but I don't feel comfortable riding the regular MTA routes. I hope that when I can no longer drive myself that the transit system is still providing service in our county.	Compliment, Other
I appreciate the friendly, helpful attitude of (at least) most of the drivers.	Compliment
I appreciate the services provided.	Compliment
I have to supply cars to children because of conflict in schedule differences. This cost me a lot in insurance and of course the purchase of vehicles	Other
I have two teenagers going to OC in Bremerton. The connections from Belfair to Bremerton are so limited as to be useless to many students of OC, particularly the Running Start students, yet most North Mason Running Start students attend OC-Bremerton. We also house two 'homeless' teens who are eager to work, but have very little opportunity because of the lack of bus routes in North Mason.	Request for new service location or time
I love the bus service, I just wish I could actually use it more often, but can't because of the lack of extended hours of operation and lack of service on weekends for dial a ride route. Very frustrating. As well as lack of bike route leading to town from outer areas... really frustrating and limiting.	Compliment, Request for new service location or time
I rely on the flag stops to get picked up and dropped off. Please don't reduce flag stop service.	Request for new service location or time
I think MTA does a fine job in providing transportation locally as well as to Olympia and Bremerton. The fares are affordable. The drivers are professional, but also kind.	Compliment
I was involved in a bus accident the last time I rode with MTA. My mother-in-law was in in one less than a month before that. You need to focus on safety!	Complaint
I would appreciate a bus stop on Hwy 3 at Krabbenhoft along with an online schedule listing estimated times for arrival at this stop.	Request for new service location or time
In the last year or so, the front of our house has become a bus stop. Out of no where, we started to notice random people standing outside our home or a bus letting people off in front of our mailbox (also where we get in and out of our car). We can keep an eye on things when we are home, but we are not always able to monitor the additional traffic. We have school aged children who like to play outside. I no longer consider our yard a safe place for them to play. One of my children spends half of the school day at home, due to an anxiety disorder. The presence of strangers outside has not helped curb his fears about our home being a safe place. It would be great to assess who lives in a residence, request approval, offer bus passes, a stipend or lock for garbage/recycling, etc., before designating bus stops in front of homes. When we take the bus, we walk to the stop by the old Red Apple, a clearly marked bus stop. Please consider marking bus stops and speaking to homeowners about providing service at their property. Thanks. P.S. We live at 903 Ellinor Ave.	Complaint
It would be very helpful if Route 1's Belfair to Shelton run stopped at the North Mason Library bus stop or the Belfair Assembly of God Park & Ride bus stop on weekdays in the 5PM hour and in the 7PM hour.	Request for new service location or time
it would be cool to have a route 1 or 2 times daily to aberdeen or ocean shores during summer months for like \$3 dollars each way	Request for new service location or time

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
Its great to have free service in the county and to the casino! Please keep this. Thanks for drivers that support riders who need extra information and help. I have seen drivers really be kind to people riding after release from WCC and have no orientation of where they are going.	Compliment
Keep up your work expand your service more folks are coming to live in this county lets get them in the bus, bikes and bike lanes. Gas prices rising!	Compliment
Late night service would be a huge improvement, especially between Olympia and Shelton on Saturday nights. Shelton doesn't have significant live music or social opportunities at night, Olympia does. Thank you! Also, please keep MTA fare-free. This is what makes it possible for me to ride MTA on a regular basis. I intend to use Link and DAR in the future.	Request for new service location or time
More Timberlake service	Request for new service location or time
MTA Options (i.e. dial a ride, vol medical, rideshare) not available to me when needed	Request for new service location or time
MTA should service the county better and not so much out of county bus service. When the time comes to ask the county resident's for a tax increase MTA will need our support.	Other
N/A	None/incomprehensible
No	None/incomprehensible
no	None/incomprehensible
No	None/incomprehensible
No	None/incomprehensible
No fares	Other
No thanks	None/incomprehensible
On 12th St by hospital Route 7 comes on 50 min after the hour. Route 5 comes 17 min later. I have teenagers if buses come at 30 min between each other they would not be at school 30 min early. getting in trouble @ school. Buses used to turn on street before Saratoga Springs. Shelton closed buses off that street due to road problems. Large buses has problems picking up clients with electric wheelchairs (hard to board).	Request for greater frequency
Please don't let the Dial-A-Ride leave without waiting 5 min.	Complaint
Please keep MTA fare free. You're doing a great job, thank you.	Compliment
Please research and implement more bike racks for buses!	Request for vehicle or facility upgrade
Sell t-shirts and hats that say 'I ride MTA!' and make it fashionable to take the bus! Keep up the good work on keeping the buses clean, inside and out. Have a free floating monitor who rides the buses to assist drivers with everything from rowdy riders and curtailing foul language and assist in loading people with wheelchairs, walkers and baby carriages. These monitors can also help with questions like what time?..., how do I? ... Will we get to Shelton in time to?... New drivers should be encouraged to ride with long time drivers several times before going out on their own. Mason County Drivers are some of the best in	Compliment, Other

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
the state. This coming from someone who has 'taken the bus' for close to 60 years in Washington state and often rides through the 4 counties between Shelton and King County. We need buses to run on time, but we also need to keep the unique friendly service that Mason County drivers have developed. They are the heart of the system.	
signed up for phone texting alerts, but don't get hardly any, always have to go to twitter for service disruptions which uses up my phone data	Complaint
So often the buses are running with no one or one person only. How is that cost or environmentally effective and now you want to add more routes.	Other
Southshore direct to a Kitsap Co or Ferry Terminal would be great.	Request for new service location or time
Stops at lake limerick please	Request for new service location or time
Thank you for the good job you are doing, your center & community outreach. We do need to connect to Olympia with more stops, especially the good connection stop in Capitol Mall.	Compliment, Request for new service location or time
Thank You for YOUR Service!	Compliment
thank you very much for making this effort to upgrade the current great service, fix the link service first!!	Compliment
Thanks for everything you do to help mitigate climate change by being a public transportation option. I hope for more for all of our sakes!	Compliment
The bus doesn't give kids enough time at the boys and girls club. I came outside with all my stuff and the bus had just started driving and would not stop for me.	Complaint
The bus drivers should be more polite and respectful of riders. Many of them are rude.	Complaint
The buses are comfortable, but some spots are way too tight for anyone of average size.	Complaint
The transit community center is great!	Compliment
Tried long ago to arrange outings using public transit but it would take all day and have to start very early and end very late for any trip and then theres the issue of getting out of Mason county. The car is the only practical means of going to anywhere from where we live. Sad	Request for greater frequency
We are new in the area and rode MTA to ferry from QFC - could have used an acceptable place to leave the car when traveling on MTA to ferry/Seattle.	Request for vehicle or facility upgrade
We need better roads for the buses to drive on	Other
Yes i would like service in my area we only have the one car and teenagers and myself would like to have another alerntative for transportation	Request for new service location or time
Yes. I will discuss these with someone at MTA directly	None/incomprehensible
You need a bus route that goes to elma so people don't have to wait 3 hours going to Olympia then to elma. It would be way more convenient to just go straight to elma.	Request for new service location or time

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
You need to have a Sunday Air Port Grocery to Cole Rd loop, to help locals get to Church, shopping, and movies / parks.	Request for new service location or time
You provide quality service.	Compliment
Your service and maintenance are top notch. Your administration is friendly and helpful. Thank you.	Compliment

# **Appendix E      Service Scenarios**

Convenient and cost-effective transit service requires an appropriate balance of coverage, frequency, and service span. Prior to developing any recommendations, this study assessed existing ridership patterns, on-time performance, travel patterns, and demographic data. Public meetings and an online survey indicated that improving service frequency, increasing weekend service, later weekday service, Sunday service were desired by most riders and non-riders.

As a result of these efforts, three preliminary scenarios to improve MTA service were developed that do not require additional operating costs and that each emphasize unique improvements and route planning principles:

- **Scenario 1** increases the frequency of bus service in Shelton and Belfair and simplifies intercity services to Olympia, Twin Totems, Hoodspoint, and Bremerton.
- **Scenario 2** improves Saturday service and makes changes to routing in Shelton and Belfair.
- **Scenario 3** improves weekday evening service, adds limited Sunday service, and makes changes to routing in Shelton and Belfair.

## SCENARIO 1

Scenario 1 aims primarily to improve frequency of the most popular routes, as well as making changes to bus routing in Shelton and Belfair. It modifies nine routes, eliminates one, and leaves two unchanged.

This proposed changes in this scenario included:

- Provide 30-minute service all day in all areas of Shelton on revised Route 5, 7, and 9, resulting in service every 30 minutes or better between T-CC and Wallace Kneeland
- Consistent service all day in Shelton, Belfair, and Olympia on Route 1, Route 3, and Route 6
- Meets ferry schedules by adding one additional midday round trip on Route 1 and Route 3
- Coordinated intercity service. Align schedules on new Route 21X, 23X, and 26X with Kitsap Fast Ferry, WSF, Puget Sound Naval Shipyard shift times, and state worker shift times
- Simpler local service in Belfair and Shelton on Route 4, Route 5, Route 7, and Route 9
- Standardized and simplified service from Shelton to Twin Totems and Hoodspoint by combining Route 8 and Route 11
- Eliminate service that is underutilized
- Route 1X: Eliminate first trip
- Route 2: Eliminate and replace with Dial-a-Ride or Link service
- Route 5: Eliminate first and last trips

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Figure 1 Scenario 1 System Map

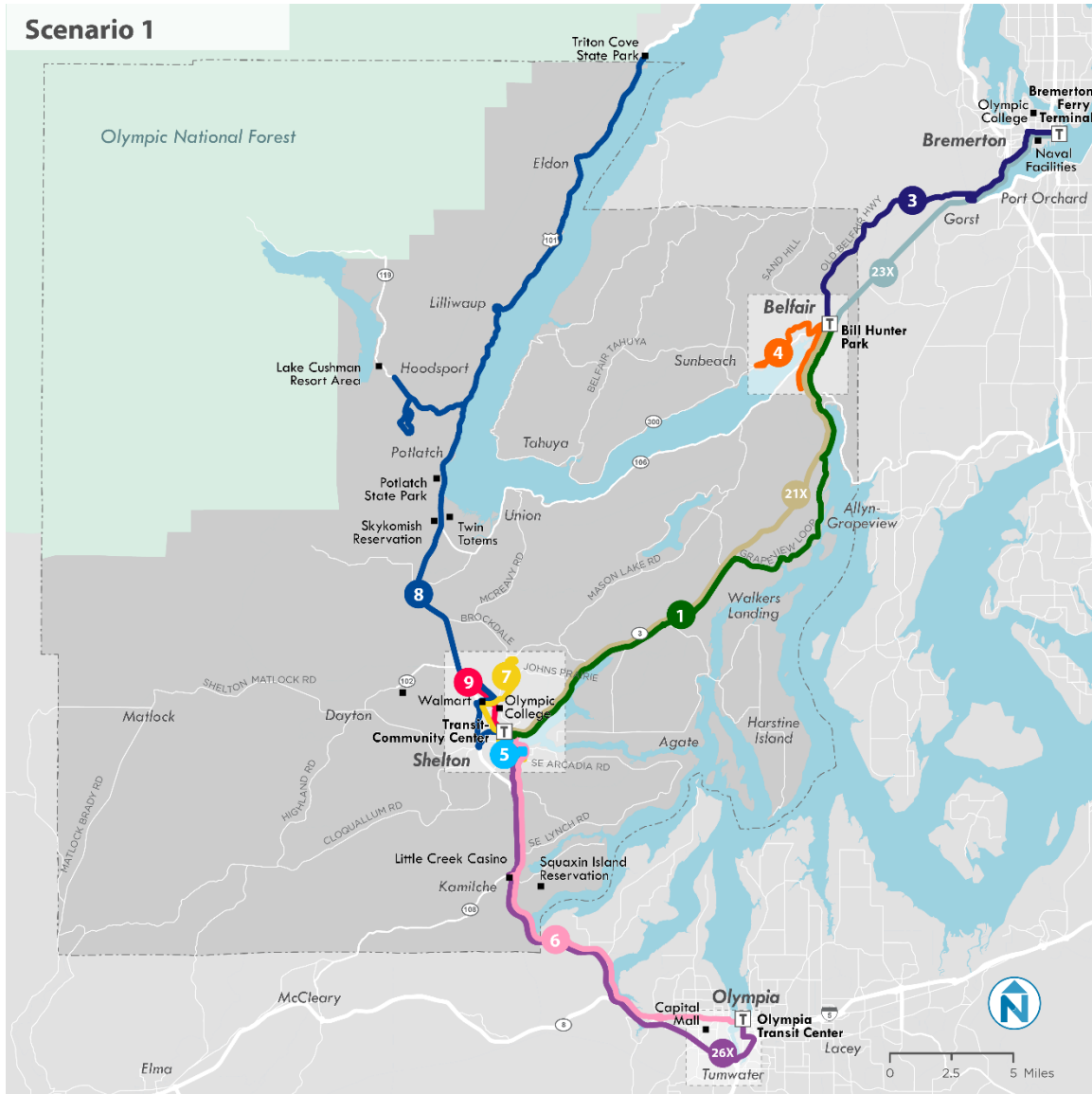




Figure 2 Scenario 1 Shelton Inset



Figure 3 Scenario 1 Belfair Inset

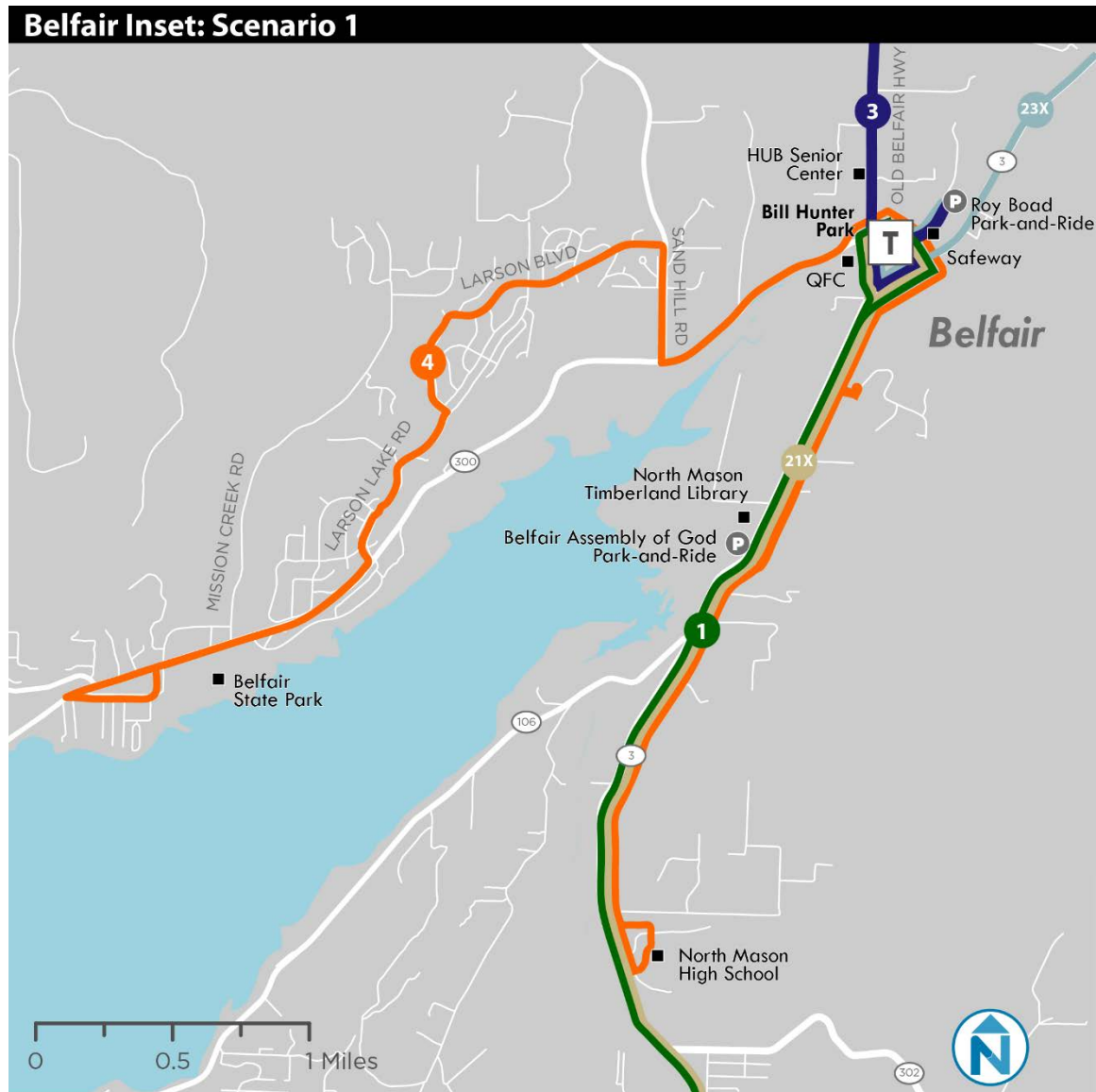
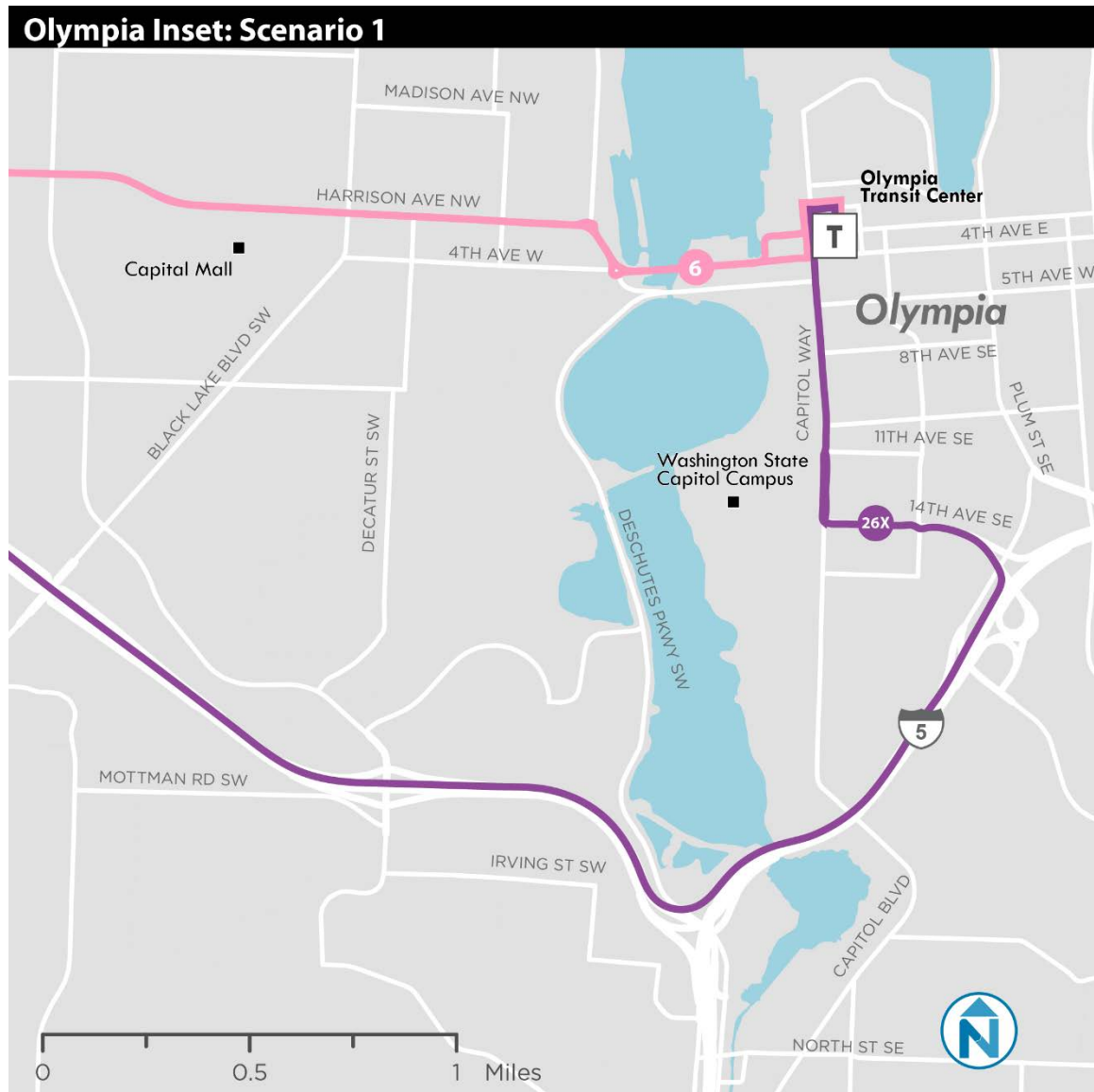


Figure 4 Scenario 1 Olympia Inset



## SCENARIO 2

Scenario 2 improves span of service on Saturday, as well as making changes to bus routing in Shelton and Belfair. It modifies nine routes, eliminates one, and leaves two unchanged.

The proposed changes in this scenario included:

- Improved Saturday service. Span of service on Saturday will more closely match weekday service on fixed-route and LINK routes.
- Provide 15-minute service all day between T-CC and Walmart. Routes 5, 7, and 9 would combine to depart from T-CC every 15 minutes. South Shelton would have service every 60 minutes; Airport Grocery and Shelton High School would be served by Route 8 only.
- Improve Saturday LINK service. The same number of LINK trips would be offered on weekdays and Saturdays.
- Coordinated intercity service. Aligns schedules on new Route 21X, 23X, and 26X with Kitsap Fast Ferry, WSF, Puget Sound Naval Shipyard shift times, and state worker shift times.
- Simpler local service in Belfair and Shelton on Route 4, Route 5, Route 7, and Route 9.
- Add earlier service on Route 4 to coordinate with North Mason High School bell times.
- Standardize and simplify service from Shelton to Twin Totems and Hoodsport by combining Route 8 and Route 11. This provides one additional roundtrip to both Lake Cushman and Triton Cove and allows for 6:00 PM departure from T-CC to Lake Cushman.
- Eliminate service that is underutilized
- Route 1X: Eliminate first trip
- Route 2: Eliminate and replace with Dial-a-Ride service
- Route 5: Eliminate first and last trips

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Figure 5 Scenario 2 System Map

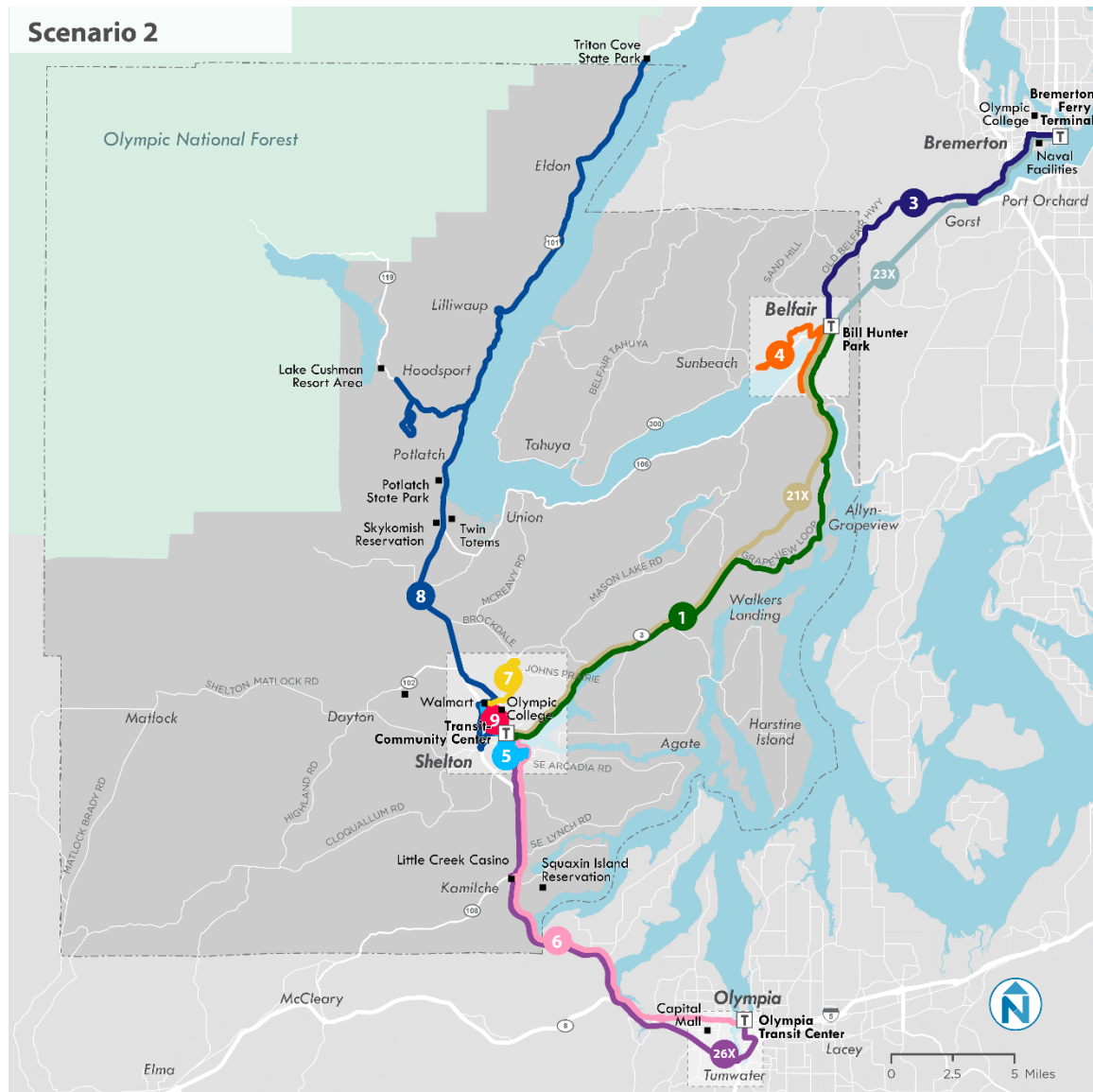


Figure 6 Scenario 2 Shelton Inset





Figure 7 Scenario 2 Belfair Inset

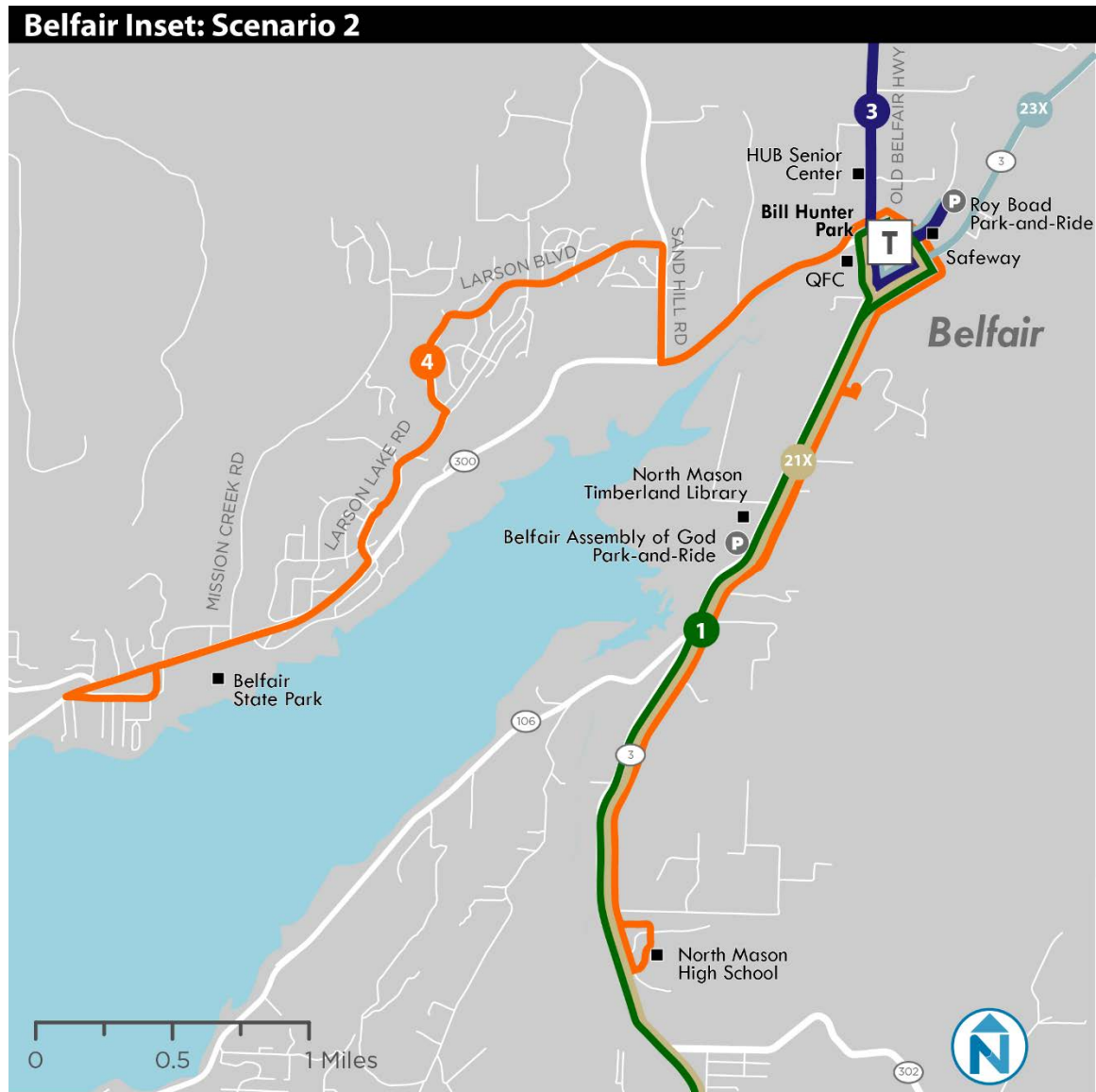
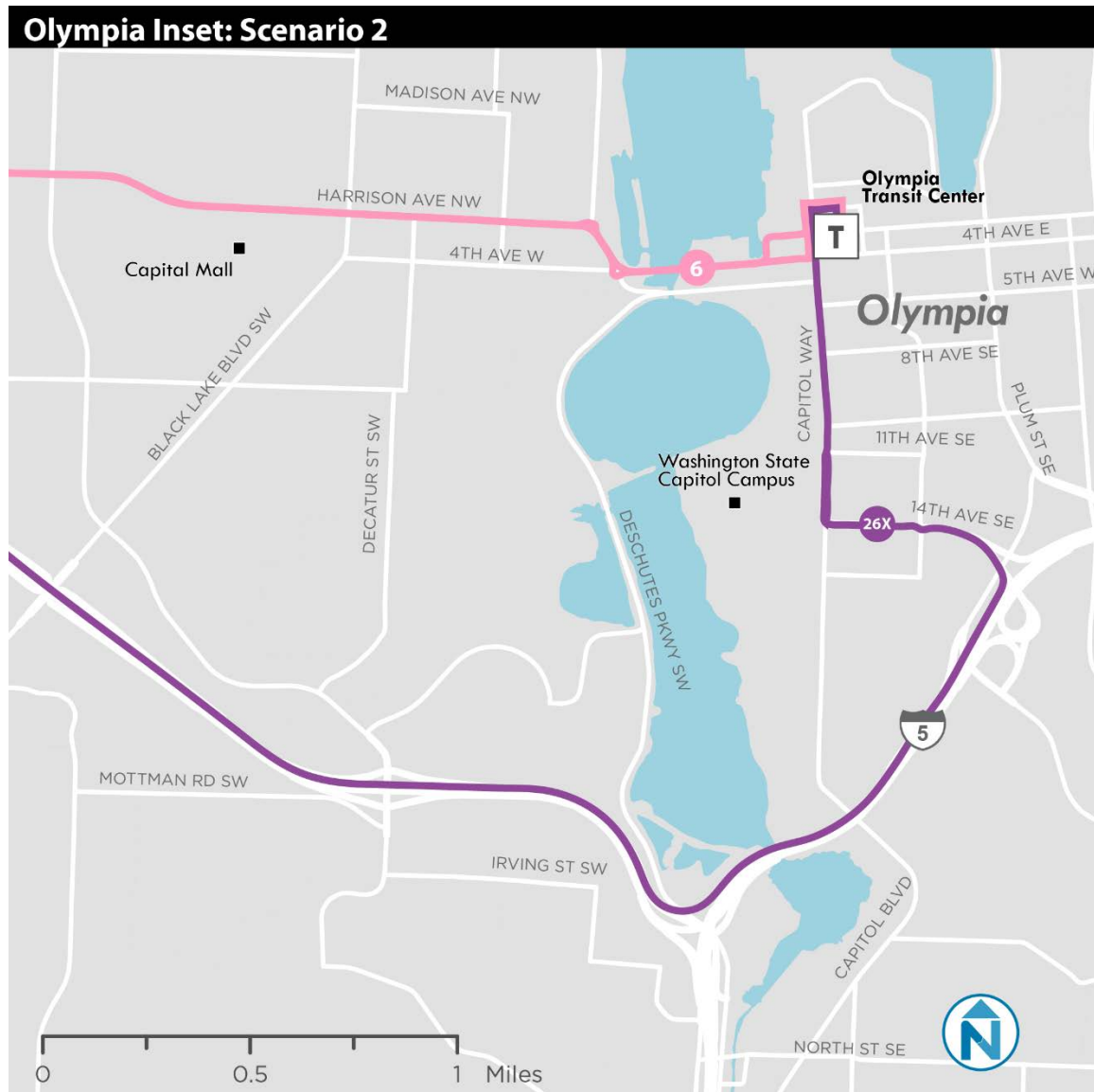


Figure 8 Scenario 2 Olympia Inset





## SCENARIO 3

Scenario 3 provides later weekday evening service, offers limited service on Sundays, and makes changes to bus routing in Shelton and Belfair. It modifies six routes, eliminates one, and leaves four unchanged.

The proposed changes in this scenario included:

- Improved weekday evening service. Offers later evening service (until 10 pm) in Shelton, Belfair, and between Shelton and Olympia, and earlier morning service in Belfair on Routes 4, 5, and 7.
- Offers Sunday service. Adds Sunday span of service similar to Saturday level of service for local Routes 1, 4, 5, and 7.
- Provides 30-minute service all day between T-CC and Walmart. Routes 5 and 7 would combine to depart from T-CC every 30 minutes. South Shelton would have service every 60 minutes; Airport Grocery and Shelton High School would only be served by Routes 8 and 11.
- Coordinated intercity service. Aligns schedules on new Route 13X and 26X with WSDOT Ferry, Puget Sound Naval Shipyard shift times, and state worker shift times. Does not line up with Kitsap Fast Ferry schedules, which are alternated with WSDOT ferry schedule.
- New peak express service between Shelton and Bremerton. Provides peak-direction express service between Shelton and Bremerton during most popular times on new Route 13X.
- Consistent service all day in Shelton, Belfair, and Olympia on Route 1, Route 3, Route 4, and Route 6.
- Meets ferry schedules by adding two additional roundtrips on Route 1 and Route 3.
- Simpler local service in Belfair and Shelton with adjustments to routing on Route 4, Route 5, and Route 7.
- Simpler intercity service. Provides consistent hourly service all day from Shelton to Olympia (Route 6), simplifying the network and providing more trips for flag stop riders.
- Aligns service with seasonal demand. Route 8 to Triton Cove is offered during peak summer months only.
- Faster travel to Agate and Harstine Island. LINK service to Harstine Island and Agate would be provided by two vehicles, shortening travel times for riders.
- Eliminate service that is underutilized.
- Route 2: Eliminate and replace with Dial-a-Ride service
- Route 9: Eliminate and replace with Route 7

Figure 9 Scenario 2 System Map

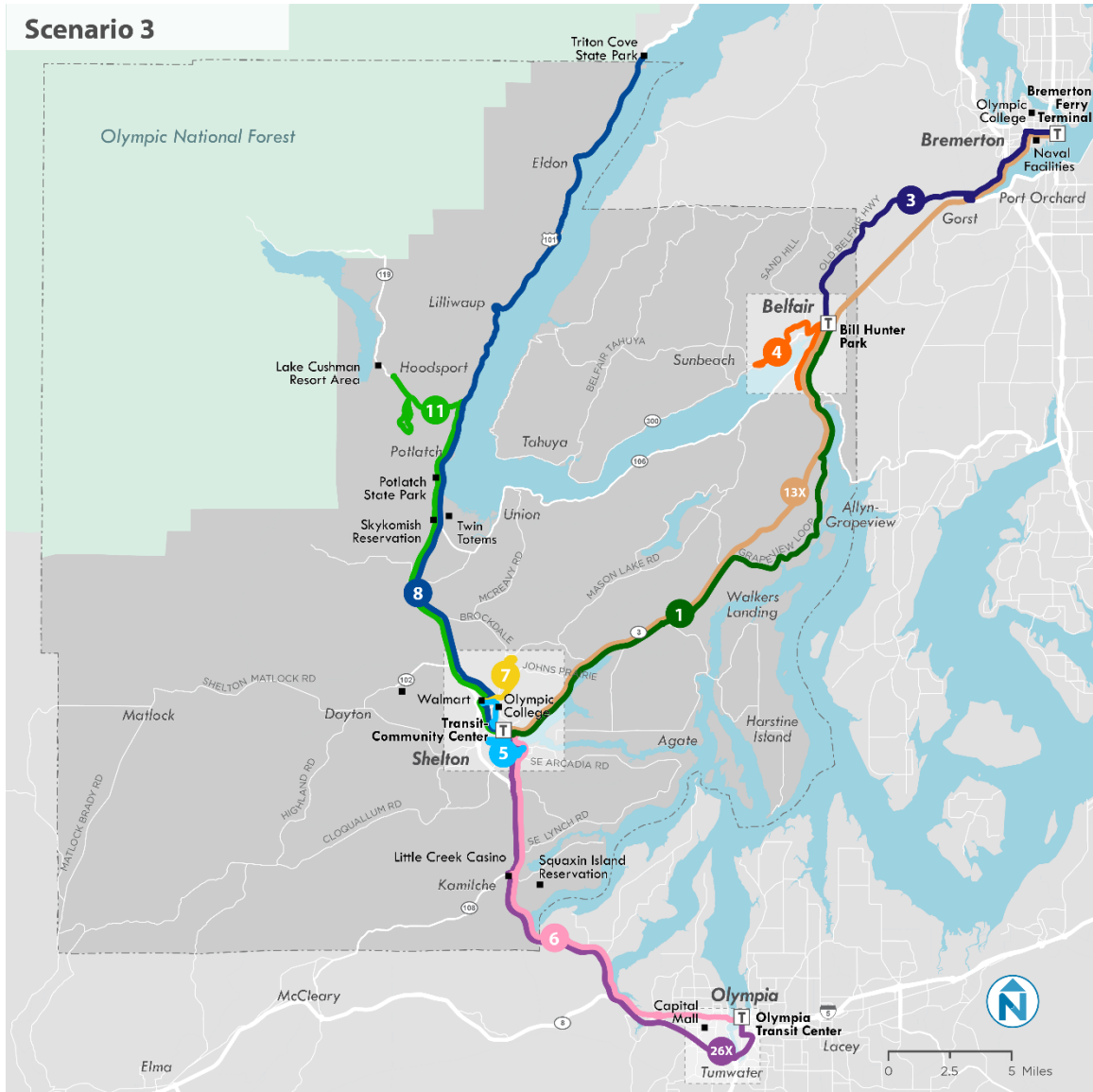


Figure 10 Scenario 3 Shelton Inset

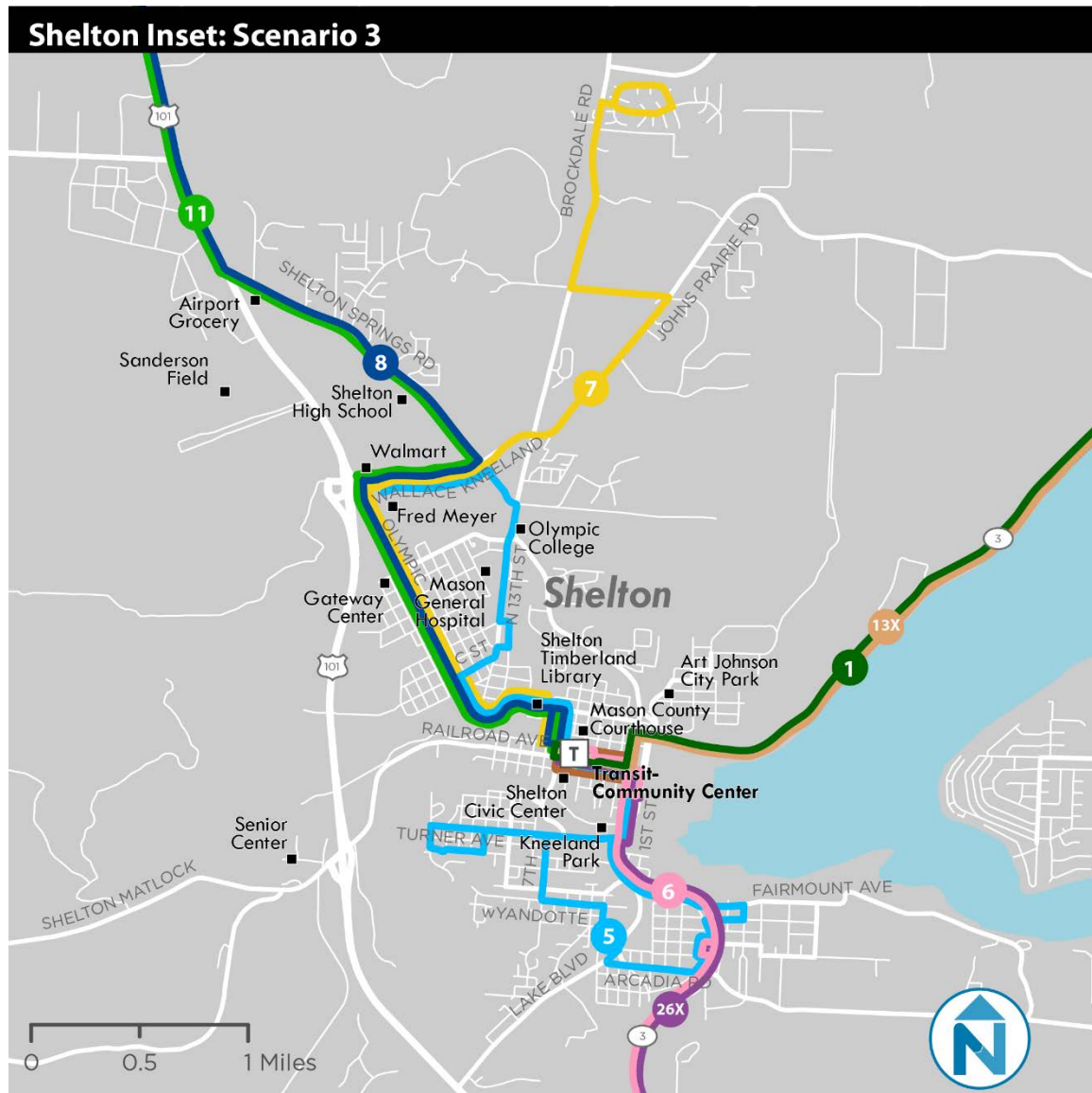


Figure 11 Scenario 3 Belfair Inset

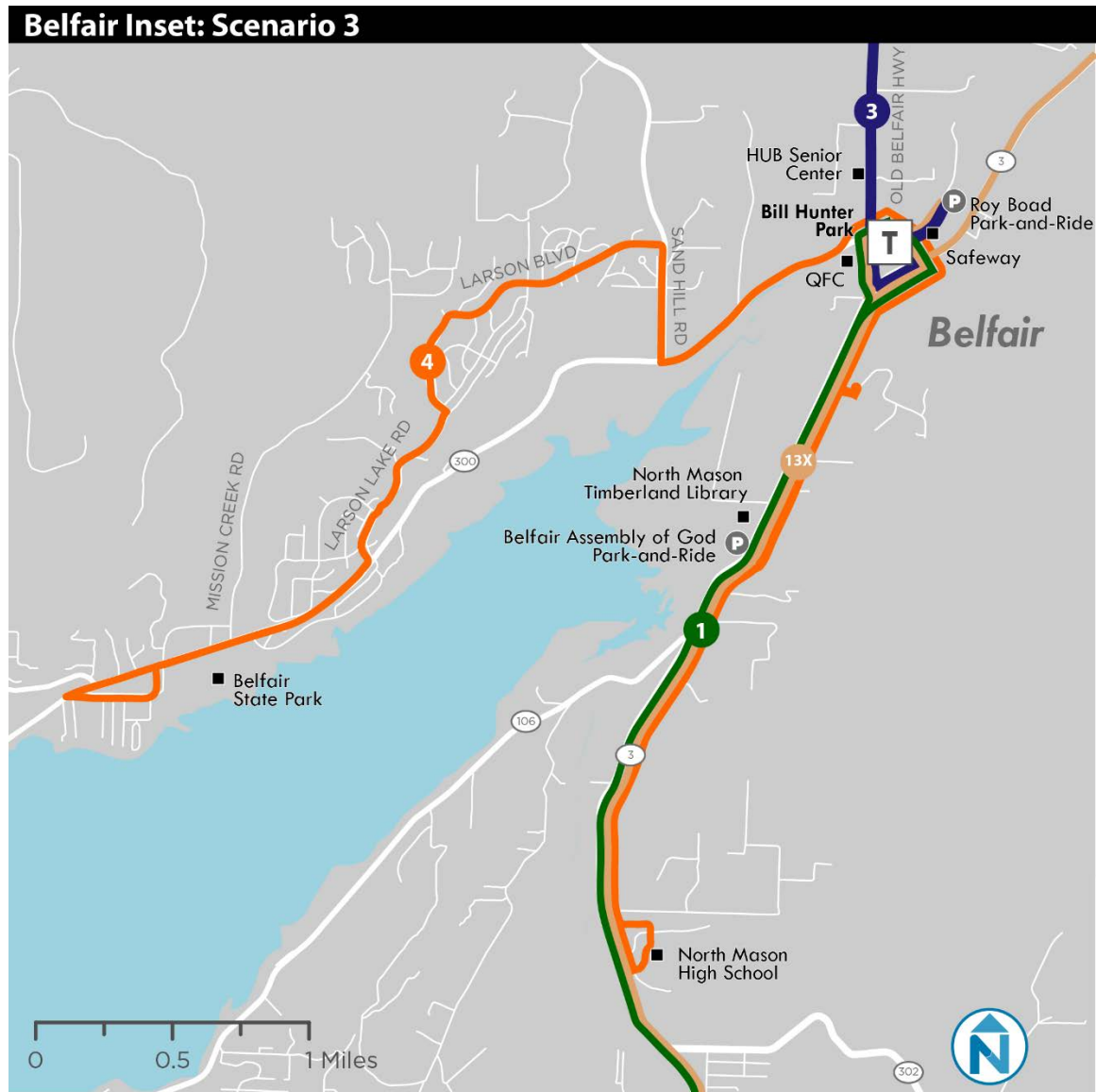
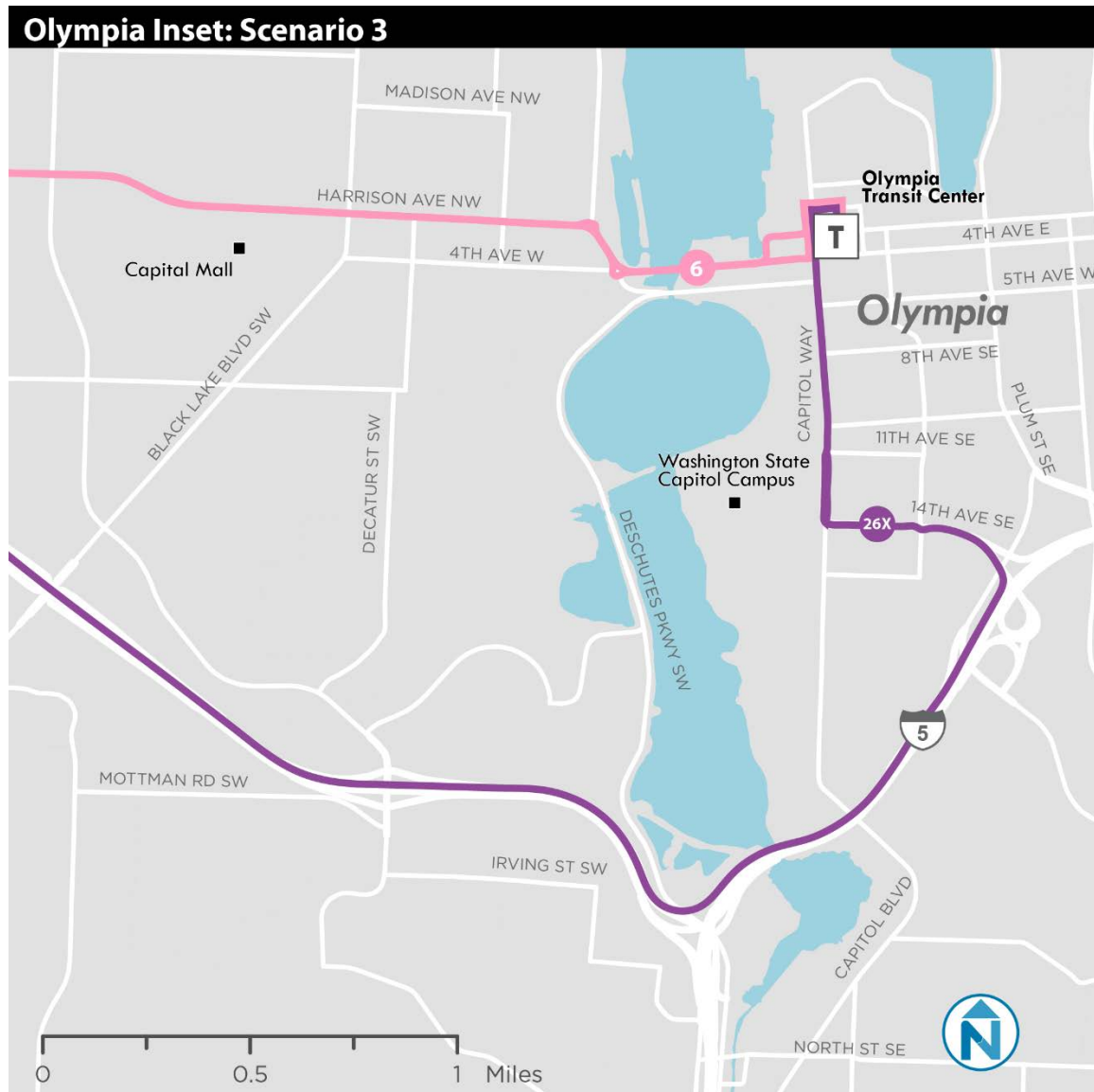


Figure 12 Scenario 3 Olympia Inset



# **Appendix F      Phase II Outreach Survey Open-Ended Responses**

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
<p>I would like the transit center to be more favorable to the homeless and mentally challenged patrons that use your services. It would be much appreciated if the staff and drivers were trained in ways to help those who need you the most, verses the bully mentality that seems to enjoy '86'ing people from riding the bus for periods of time! Deborah Gibson is a prime example of this abuse, She is currently acquiring an Attorney to sue and obtain justice. As far as the Schedule, a Sunday bus route would be greatly appreciated, available anyone wanting to go to Church. Thank you for asking.</p> <p>I would like Someone to contact me regarding Debra Gibson. I hope it is not too late, i just saw your page or i would have gone to the September meetings. My name is Sharon Sears i am a freestyle advocate for the poor and my boss is Jesus Christ, He Cares and therefore i do also. Thank-you!</p>	Other, Sunday service
I use the route 2 bus along 106 to get to belfair and then connect with bus belfair to bremerton to ferry and on to the airport. How often I use the buses is about 6 times a year. Dial a ride may not be available and then I have no transportation to get to or from airport. Please keep route 2.	Ferry schedules
I work with people who struggle trying to get from Shelton to belfair and then back again. It is an all day affair to travel those few miles and back again. Also Sunday service would help people get to work and other essential errands.	Frequency, Sunday service
<p>I would ride more if dial-a-ride were more reliable and/or there was an actual bus route to us. Dial-a-ride running really late has made me late to appointments.</p> <p>Also, husband would be more likely to take bus to work if dial-a-ride ran earlier.</p>	DAR
Sunday service to Olympia is important too! Making service available for Seahawks games would be awesome if you manage it right.	Sunday service
Your drivers are outstanding. Online scheduling will simplify and reduce errors in scheduling. Thanks for all your services. Please make route charts accessible to people in wheel chairs (and short people).	Drivers, Other, Accessibility
Thank you for providing Mason Transit as a fare free system. Mason Transit is better than the other rural transit systems I've used, such as Kitsap Transit.	General approval
Appreciate the bus service.	General approval
<p>I absolutely LOVE MTA drivers -- they are the BEST! They are consistently : KIND - HELPFUL - FRIENDLY - CHEERFUL - CARING - &amp; often times, HUMOROUS! I always feel: SAFE - COMFORTABLE - WELL CARED FOR when on MTA buses. I can't believe that there is no charge-per-ride for this wonderful service, tho I am very grateful for that. I LOVE the MTA!</p> <p>&amp; I'm so sorry that I missed the 9/25 open house.</p>	Drivers
Sunday service is important for jobs, family & religious engagement	Sunday service
Interested in service to Olympia area. Also interested in accommodation for elderly disabled riders.	Increased service, accessibility
Yeah, don't let convicted felons and weirdos ride the busses.	Other
I am getting older and will soon have to stop driving and ride the bus. It need it available seven days a week.	Sunday service
My driver was polite and helpful.	Drivers



**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
buy hybrid and/or electric	Other
I appreciate the service you provide and that you get many of my students and their families safely to appointments and activities.	General approval
This is a complicated issue and I appreciate MTA's efforts to find good solutions and get feedback from users of the transit system.	General approval
You are solving a route problem by eliminating it, rather than improving it. Shame.	Reduced service
<p>I live at Lake Limerick on St. Andrews drive. I have said the elimination of the mid afternoon link has been an awful thing to balance. Doctors, shopping lunch out has had to be scheduled in the morning, or I have to find a kind person to take me and my manual chair in their car home. Try it sometime. You won't like the results.</p> <p>Seeing the possibility of Sunday service has me so excited. However, if it is like Saturday, I will have no way home, being in a manual wheelchair. I shall stick to my Wednesday morning Bible study as I know I can get there an hour early and leave forty five minutes after the study is over (transit picks me up 8:15 and we leave the church at 12:15. Think about that for a moment.</p> <p>So which of the three should I choose? I have no idea. In my ideal world the mid-afternoon link would be restored to Lake Limerick. In my ideal world I would be able to go to: church, Oyster Fest, The Timberland parade, Christmas parade and singing in the evening, plus concerts at the high school, civic groups, special speakers at the Library, in other words, enjoy my community like any other person.</p> <p>In my ideal world the transit driver who knows the roads far better than your software and would be allowed to make choices as to when /who to pick up and let off. The further out of town folks would be updated where the bus was to pick them up as the driver would alert the base.</p> <p>Seeing over and over again in the grants, are tied to serving person's with disabilities and seniors, that MTA cut back (evening service), then cut back mid-afternoon service), I just do not know what to think. We the community have very little input to help Management, The Board of Directors, see things from our point of view. The "us" who have disabilities and are seniors who like shopping, going out to eat, going to concerts, and seeing the very grants that are to help us be more independent cut back and back to not serving "us" equally, gets one very discouraged.</p> <p>Plus your Board meetings and transit service NEVER jell, thus you have little input how to actually serve your community as we can't attend your meetings. Try making transit around when you have meetings. You have latitude when you can leave your jobs. We do not. The bus has a schedule.</p> <p>Ending positively, I thank Mason transit for administering the Area Agency on Aging grant to take us seniors to doctors' appointments. I am able to make out of town appointments with Specialists for my Orphan disorders.</p> <p>Thank you for considering my comments entered into your record.</p>	LINK, Sunday service, Accessibility



**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
Sincerely,  Becky Frankeberger 1271 East St. Andrews Drive N Shelton, WA 98584  Phone: 360 426 8389	
I work at the shipyard and live in union. I am interested in transportation from Union to the shipyard and back.	Other
Thanks for asking our opinion	General approval
Thank you for asking riders what we want and need. Most of all, we need Mason Transit to remain affordable for taxpayers and free for riders. Streamlining routes may offset some of the cost of adding service.	General approval
Please keep route #2 at least on Sat.	Reduced service
If the service was better at Mason Lake I would ride the bus at least 3 times a week, but without that I have to drive	Expanded service
Recently moved to Mason county, commute to Bremerton ferry terminal. Haven't used bus service yet but hope to.	Ferry schedules
Please keep the 6:15 am express to olympia drop off on Jefferson by NRB on Capital Campus. I am stat worker at wsdot. Work at 7 am to 330 pm. Star pass rider need to keep schedule like it is. 600 am is okay too from KTP. Locked bike lockers at KTP would be awesome...like Intercity has at Oly transit center. Then I could ride bike to not and back home. Thanks for all you do and for the opportunity to have a say. I appreciate that. I appreciate MTA.	State worker schedules, general approval
I would like a regular route to pass by my apartment again	Other
I have heard rumors about a possible round about option for access to the new terminal being built outside of Belfair on HWY 3. I believe this is a great mistake and will not only add to the traffic problem in the area but will get someone killed due to the constant back up in the area heading into Belfair especially during the afternoon commute. I am greatly disturbed and concerned about this option and feel that a stoplight would be the best fit in the area. Yes it is likely to slow traffic in the area when needing to stop main traffic however it is much safer and more practical given the location. I do hope this concern is taken seriously and that I am not wasting my time. Thank you.	Other
what about north shore communities tahuya etc  they are in need of service	Expanded service
Thank you for the important services that you provide for all people in Mason County. Primarily, our two kids, 12 and 14, use the #6 and #7, but also Dial-a-ride. I, mom, would be willing to pay for the Dial-a-ride trips. Thanks again from the Marbet Family.	General approval, DAR
What about a route that hooks up with Sound Transitor Pierce Transit. There are probably more people that work in Tacoma and Seattle than work in Olympia. I do not ride the bus because it does not go anywhere I want to go that isn't easier with a car.	Expanded service

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
It is important to help lower income/retired/seniors and handicapped individuals have good access to public transportation to include the Ferry systems. Thanks	Accessibility
need more bus services from Shelton to Belfair out to agate loop without dial a ride because its a pain to set it up. and come out more times a day and maybe some sunday service Olympia can do it so can shelton	Expanded service, Sunday service
More frequent routes to walmart, including on saturday, a later service, in the evening. and an addition of sunday route would help so much	Frequency, Saturday service, later service, Sunday service
A more frequent route along #7 would be awesome also a later time would be helpful for those of us who work until 10 or later. A sunday route to walmart and back would be amazing. But what ever you do please dont start charging for the bus. Free bus fair is a wonderful thing and makes using public transportation a great thing. Those of us who are low income appreciate the service very very much	Frequency, Sunday service
Do not build the Park and Ride on Log Jam Road until they fix the traffic problem in Belfair. This is a majority opinion in Belfair and Mason County. Please listen to the people of Belfair.	Other
I know I'm not the only one that would appreciate later service to Olympia, a lot people commute to spscc that I see on the bus to and from Olympia.	Later service
Like the increased ferry times. Think Sunday Seahawk schedule is good idea.	Ferry schedule
PLEASE provide better safety training for your drivers. Two members of my family were involved in separate bus accidents this year, and the incidents were only a few weeks apart.	Other
I don't like paying for these services that's what I like about the rural areas but if we must have something please make sure it includes school kids. When my kids were in school and I called to check on a ride for my child after school I was all but laughed at, yes seriously! no service existed! But we had buses in Shelton that we were paying for in Allyn, kind of burns me up! I would never vote yes for your services because they have not been there for my family! Your schedules are hard to read and understand too.	Other, Accessibility
I'm mainly interested in Routes 6 and 26x, state worker with schedule 6:30 - 4:00. Mainly use MTA for times when carpool doesn't work out, or need to stay late in Olympia, and carpool can go home on time. Express service is preferred, but current schedule usually works for me. Looks like there are not major changes to these routes.	State worker schedules
I appreciate the service you provide !	General approval
I love Mason Transit because of your drivers! I have never had a driver's license and thus taken buses my whole life. For several years recently I was commuting to Seattle via bus on average at least once a week. So I have had a chance to compare the transit services of our local counties. Each has their pros and cons. But there is no doubt that the Mason Transit drivers are by far the most personable and caring of their riders. I don't know how you find them all, but they are the BEST!	Drivers
Have the 4 state worker times been set yet. I need to leave Shelton earlier enough to get to Tumwater by Intercity Transit by 7:00 so I have to take two busses, Shelton and Olympia. In evening I get off at 3:30 so I need to also ride	State worker schedules

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
two busses Olympia and back to Shelton, so hourly would be appreciated leaving from Olympia Transit. I ride the 5:30 am and 4:30 pm busses now back to Shelton and this is a perfect transportation need and resolution.	
More link services on Arcadia Road	LINK
Open-Ended Comments	Topic
<p>I would like the transit center to be more favorable to the homeless and mentally challenged patrons that use your services. It would be much appreciated if the staff and drivers were trained in ways to help those who need you the most, verses the bully mentality that seems to enjoy '86'ing people from riding the bus for periods of time! Deborah Gibson is a prime example of this abuse, She is currently acquiring an Attorney to sue and obtain justice. As far as the Schedule, a Sunday bus route would be greatly appreciated, available anyone wanting to go to Church. Thank you for asking.</p> <p>I would like Someone to contact me regarding Debra Gibson. I hope it is not too late, i just saw your page or i would have gone to the September meetings. My name is Sharon Sears and my phone number is 360-349-5721 i am a freestyle advocate for the poor and my boss is Jesus Christ, He Cares and therefore i do also. Thank-you!</p>	Other, Sunday service
I use the route 2 bus along 106 to get to belfair and then connect with bus belfair to bremerton to ferry and on to the airport. How often I use the buses is about 6 times a year. Dial a ride may not be available and then I have no transportation to get to or from airport. Please keep route 2.	Ferry schedules
I work with people who struggle trying to get from Shelton to belfair and then back again. It is an all day affair to travel those few miles and back again. Also Sunday service would help people get to work and other essential errands.	Frequency, Sunday service
<p>I would ride more if dial-a-ride were more reliable and/or there was an actual bus route to us. Dial-a-ride running really late has made me late to appointments.</p> <p>Also, husband would be more likely to take bus to work if dual-a-ride ran earlier.</p>	DAR
Sunday service to Olympia is important too! Making service available for Seahawks games would be awesome if you manage it right.	Sunday service
Your drivers are outstanding. Online scheduling will simplify and reduce errors in scheduling. Thanks for all your services. Please make route charts accessible to people in wheel chairs (and short people).	Drivers, Other, Accessibility
Thank you for providing Mason Transit as a fare free system. Mason Transit is better than the other rural transit systems I've used, such as Kitsap Transit.	General approval
Appreciate the bus service.	General approval
<p>I absolutely LOVE MTA drivers -- they are the BEST! They are consistently : KIND - HELPFUL - FRIENDLY - CHEERFUL - CARING - &amp; often times, HUMOROUS! I always feel: SAFE - COMFORTABLE - WELL CARED FOR when on MTA buses. I can't believe that there is no charge-per-ride for this wonderful service, tho I am very grateful for that. I LOVE the MTA!</p> <p>&amp; I'm so sorry that I missed the 9/25 open house.</p>	Drivers
Sunday service is important for jobs, family & religious engagement	Sunday service

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
Interested in service to Olympia area. Also interested in accommodation for elderly disabled riders.	Increased service, accessibility
Yeah, don't let convicted felons and weirdos ride the busses.	Other
I am getting older and will soon have to stop driving and ride the bus. It need it available seven days a week.	Sunday service
My driver was polite and helpful.	Drivers
buy hybrid and/or electric	Other
I appreciate the service you provide and that you get many of my students and their families safely to appointments and activities.	General approval
This is a complicated issue and I appreciate MTA's efforts to find good solutions and get feedback from users of the transit system.	General approval
You are solving a route problem by eliminating it, rather than improving it. Shame.	Reduced service
<p>I live at Lake Limerick on St. Andrews drive. I have said the elimination of the mid afternoon link has been an awful thing to balance. Doctors, shopping lunch out has had to be scheduled in the morning, or I have to find a kind person to take me and my manual chair in their car home. Try it sometime. You won't like the results.</p> <p>Seeing the possibility of Sunday service has me so excited. However, if it is like Saturday, I will have no way home, being in a manual wheelchair. I shall stick to my Wednesday morning Bible study as I know I can get there an hour early and leave forty five minutes after the study is over (transit picks me up 8:15 and we leave the church at 12:15. Think about that for a moment.</p> <p>So which of the three should I choose? I have no idea. In my ideal world the mid-afternoon link would be restored to Lake Limerick. In my ideal world I would be able to go to: church, Oyster Fest, The Timberland parade, Christmas parade and singing in the evening, plus concerts at the high school, civic groups, special speakers at the Library, in other words, enjoy my community like any other person.</p> <p>In my ideal world the transit driver who knows the roads far better than your software and would be allowed to make choices as to when /who to pick up and let off. The further out of town folks would be updated where the bus was to pick them up as the driver would alert the base.</p> <p>Seeing over and over again in the grants, are tied to serving person's with disabilities and seniors, that MTA cut back (evening service), then cut back mid-afternoon service), I just do not know what to think. We the community have very little input to help Management, The Board of Directors, see things from our point of view. The "us" who have disabilities and are seniors who like shopping, going out to eat, going to concerts, and seeing the very grants that are to help us be more independent cut back and back to not serving "us" equally, gets one very discouraged.</p> <p>Plus your Board meetings and transit service NEVER jell, thus you have little input how to actually serve your community as we can't attend your meetings.</p>	LINK, Sunday service, Accessibility

**COMPREHENSIVE SERVICE ANALYSIS | FINAL REPORT [DRAFT]**  
Mason Transit Authority

Comment	Categories
<p>Try making transit around when you have meetings. You have latitude when you can leave your jobs. We do not. The bus has a schedule.</p> <p>Ending positively, I thank Mason transit for administering the Area Agency on Aging grant to take us seniors to doctors' appointments. I am able to make out of town appointments with Specialists for my Orphan disorders.</p> <p>Thank you for considering my comments entered into your record.</p> <p>Sincerely,</p> <p>Becky Frankeberger 1271 East St. Andrews Drive N Shelton, WA 98584</p> <p>Phone: 360 426 8389</p>	
I work at the shipyard and live in union. I am interested in transportation from Union to the shipyard and back.	Other
Thanks for asking our opinion	General approval
Thank you for asking riders what we want and need. Most of all, we need Mason Transit to remain affordable for taxpayers and free for riders. Streamlining routes may offset some of the cost of adding service.	General approval
Please keep route #2 at least on Sat.	Reduced service