

Pierce Transit's service area covers 414 square miles.

**Pierce Transit:** nearly 1,000 dedicated individuals committed to moving Pierce County forward. Public transportation offers a safe, reliable, and low-cost transportation choice. Over 50,000 boardings occur on Pierce Transit every weekday, helping people get to work, the doctor's office, or shopping. We work to be there for every trip. **In 2008**, while you experienced record high gas prices, we saw historic increases in bus ridership. And even though gas prices settled down, people are sticking with Pierce Transit. **Today**, we're working to ensure Pierce Transit continues to provide efficient, innovative, and green services. During these tough economic times, when we're forced to make difficult decisions about service delivery, your voice becomes especially important. We will listen carefully. You and your neighbors deserve to have viable transportation choices.



**December of 2008** will long be remembered for one of the most severe winter storms to hit Puget Sound. Hundreds of Pierce Transit employees worked long days and nights, braving the elements to make sure Pierce County residents had transportation when the snow and ice hit the ground.



**And then came the rains of January.** In addition to regular service, Pierce Transit evacuated resident group homes near the Puyallup River.

**Transit is teamwork. Especially in times of need.**

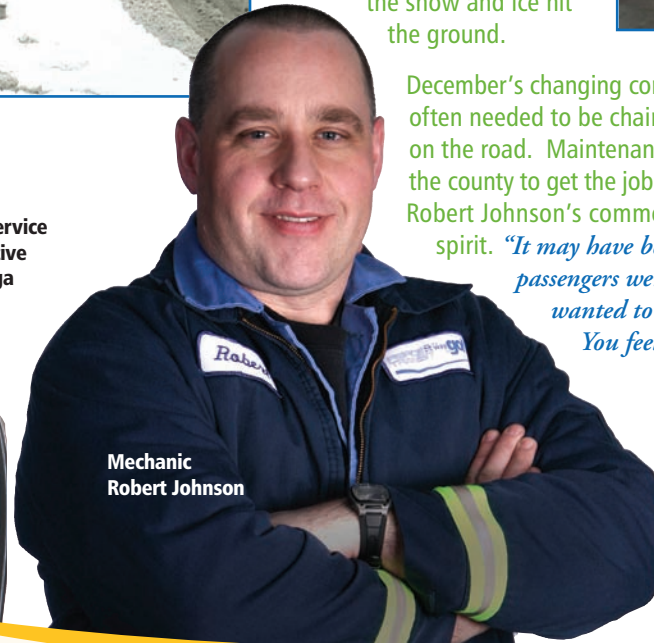


Our Transit Operators take pride in providing safe and reliable service. But don't take our word for it. Here's a compliment Antonio recently received: *"The operator provided exceptional service. He handled the snow very well. I would ride confidently with this operator at any time, in any weather."* But Operators do more than drive. They are customer relations experts, and in times of need, first responders.

Every day, Customer Service Representatives introduce hundreds of new customers to Pierce Transit. They explain the options and details that make transit easy. During the recent winter storms, Pierce Transit Customer Service Representatives pulled almost quadruple duty, answering nearly 9,000 calls per week, up from an average of 2,400. *Ileana Ortega helps customers improve their commute in both English and Spanish!*



Customer Service Representative Ileana Ortega

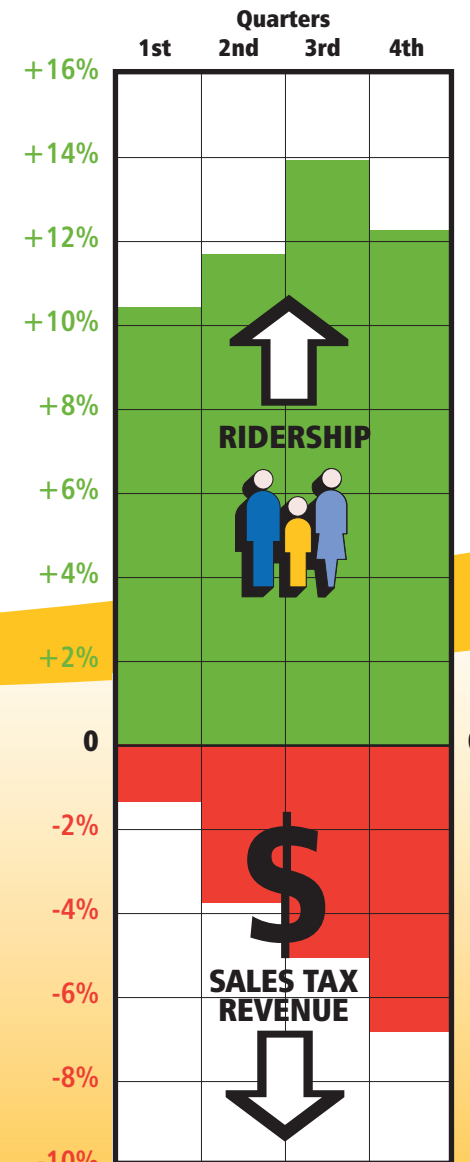


Mechanic Robert Johnson

December's changing conditions meant that buses often needed to be chained while they were out on the road. Maintenance crews spread out through the county to get the job done. Journey Level Mechanic Robert Johnson's comment typifies the Pierce Transit spirit. *"It may have been cold and wet, but the passengers were relying on us. We just wanted to get them on their way. You feel good about it."*



**2008 Ridership & Revenue Trends**  
Even as ridership grew, tax revenue declined.



Cumulative quarterly totals, unaudited.

**2008 ridership was 16,300,000. Up 1,800,000 from 2007.**

**52 Local & Express Bus Routes**

- 14,900,000 boardings
- 48,400 average rides per weekday
- 23 boardings for every hour of service

**SHUTTLE is for customers unable to use regular bus service due to disabilities**

- 452,000 trips
- 7,968 eligible riders

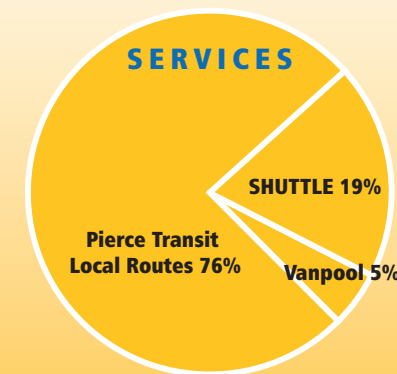
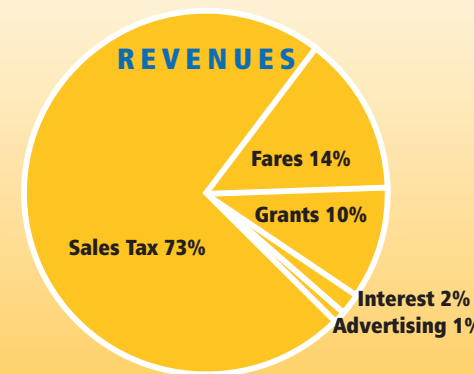
**290 Vanpools travel throughout Puget Sound**

- 853,000 vanpool trips
- 3,200 average rides per weekday

**Bus PLUS provides transportation in low population areas of our service area**

- 124,208 boardings
- 486 average rides per weekday

**Pierce Transit's funding and how it was spent\***



The voter-approved Sales Tax for Transit is .06%, which equates to 6¢ on a \$10 purchase. \*Unaudited actuals. Excludes Sound Transit services. PT operates eight express routes for Sound Transit.



Your safety and security are our top priorities. 78 of our Transit Operators have driven over 15 years without an accident. The record? 36 years and still rolling!



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piercetransit.org



# Pierce Transit's 2008 REPORT TO THE COMMUNITY



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## 2008: Responding to the Public's Needs in Times of High Gas Prices, Record Snow, and Reduced Incomes...

### What a year it has been!

Pierce Transit is a recognized leader in public transportation and is committed to results. Emphasizing innovation, good stewardship of public dollars, and a desire to move from good to great, we provide effective services that respond to change and growth. We appear to be making headway because 2008 bus ridership increased 13.1%.

Our first priority is to maintain service on the street. This is a tough assignment because sales tax revenues, our primary source of funding, fell sharply and quickly last year. In fact, 2008 sales tax revenues were \$10 million less than budgeted. We will not, however, sacrifice the quality of our service or compromise the security of our riders. We are taking tangible steps to make Pierce Transit a safer, more attractive system that will attract new riders. We remain committed to a greener future.

If you haven't already done so, please give Pierce Transit a try in 2009. Most new riders are pleasantly surprised with the cleanliness of our buses and the helpfulness of our Transit Operators. While the issues we face are difficult, I see a promising future for Pierce Transit.

Chief Executive Officer  
Lynne M. Griffith

#### A Board Guides Our Actions

A nine-member Board of Commissioners oversees the Agency. The Board is made up of elected officials representing Pierce County, Tacoma, Lakewood, Puyallup, University Place, and the small cities and towns of our service area.

#### PIERCE TRANSIT 2009 BOARD OF COMMISSIONERS



Chairman  
Dave Enslow  
Small Cities and Towns



Vice Chairman  
Mike Lonergan  
Tacoma City Council



Commissioner  
Bill Baarsma  
Mayor City of Tacoma



Commissioner  
Tim Farrell  
Pierce County Council



Commissioner  
Gerald Gehring  
Cities of Puyallup/UP



Commissioner  
Terry Lee  
Pierce County Council



Commissioner  
Pat McCarthy  
Pierce County Executive



Commissioner  
Rick Talbert  
Tacoma City Council



Commissioner  
Claudia Thomas  
Lakewood City Council

## 2008: A Year of Growth and Concern

Pierce Transit enjoyed substantial ridership increases on most of its 52 bus routes. The economic recession resulted in less tax and investment revenues that help fund us. But statistics are simply numbers. Please read those details inside. Here's a story about an individual that shows what we're really all about. It's what we do thousands of times every day.



While some see a person in a wheelchair, this mother of five describes herself as an independent, confident, and happy person. Disabled with polio, spina bifida, and scoliosis since infancy, Debbie Wooten Williams has lost the ability to walk fully in the last couple of years. She is often dependent on others for transportation.

Debbie wanted her independence back. She called Pierce Transit and worked closely with a Travel Trainer. She learned that Transit Operators were happy to assist. "They taught me how to navigate the system, and how to use my wheelchair on a regular bus, with ease."

*"I never felt so safe. I knew that people cared."*

"It was refreshing to be in that place again, knowing I am in control and have the freedom to do what I want to do," said Debbie.

Debbie Wooten Williams

