

PIERCE TRANSIT is dedicated to providing our community with safe, reliable and innovative public transportation options. In 2018 we continued that commitment with several new initiatives, many of which are outlined in this report. Customers are responding, and ridership is up. It has been our pleasure helping our neighbors get to their jobs, classes, appointments, social events and other important destinations this year.

Meet Some of Our Customers!



KOMISI PETELO – The Humanitarian Bus Rider

Not having a car doesn't stop Tacoma Community College student Komisi Petelo from getting around. "I'm constantly busing to different places in Tacoma and Lakewood," he says. "Although riding the bus does save me a lot of money, it also helps me see what's going on around town." When riding the bus, Komisi enjoys opportunities to meet bus riders and drivers from all walks of life and learn about various cultures. "Everybody has a story," he says. "What interests me are the intriguing conversations with different types of people." When not conversing on the bus, Komisi likes to look out at what's along his route – maybe a new restaurant or a resource that could help someone, such as a community center. Komisi is a natural humanitarian. When he spots someone in distress, he approaches and asks how they are doing, and how he can help. As a frequent bus rider, he can also help people navigate the transit system with ease. "If someone is in need," says Komisi, "I can tell them where to find resources, which bus to take to get there, and when the last run is."

Pierce Transit is now partnering with TCC and several other schools to put a bus pass in the hands of every eligible student. As a result, more students like Komisi can get to class and around the community.



GERALD COZAD – Bringing Joy to the World, One SHUTTLE Trip at a Time.

Pierce Transit SHUTTLE rider Gerald Cozad's happiness is infectious. A self-described "Happiness Coach," Gerald describes how riding SHUTTLE has given him the freedom to do things he used to do before an eyesight issue resulted in him not being able to use the bus. "SHUTTLE helps people who can't live fully without it," he says, describing how he uses the service to attend meetings, go to church and visit with a group of former Federal Way High School classmates over breakfast each month. He also enjoys bringing happiness to people along the way. "My personal mission is to bring happiness, joy, freedom and light to the world," he says, ending his conversations with, "Have a Happy Always!" After a nearly 30-year career at Boeing, Gerald wanted to remain active and is able to use SHUTTLE to do just that. It also helps him get out and connect with people to make their lives brighter.

"I have met some very interesting people on SHUTTLE," he says.

"I like it when people light up, and when their day is improved, it's infectious! Have a Happy Always!"



ED BOLIBOL – What's to Love about Vanpooling? Plenty!

Just ask Ed Bolibol, who has ridden a Pierce Transit vanpool since 2002. Ed says he creates memories on the van every day, citing the comradery and rich conversations between he and his fellow vanpoolers. As Ed puts it, "In my many years of vanpooling, thirty-three vanpoolers have come and gone, and I've enjoyed every single person that I've had in the vanpool." Ed also notes the financial savings (he estimates he's saved \$5,000+ in fuel alone) and says his fellow vanpoolers love the freedom to just ride and let others drive while reading a book, getting on their personal devices or getting a little needed rest after a long day. He also likes how vanpooling reduces the number of vehicles on the road and the related emissions. Bottom line, what would Ed like others to know about vanpooling?

"Personally, I feel that vanpooling is a stress-free environment, a great way to get to/from work daily."

RideBRT

BUS RAPID TRANSIT TACOMA TO SPANAWAY



transportation solution that combines the speed of light rail with the flexibility and affordability of a rapid bus system. BRT incorporates state-of-the-art technologies and amenities and has proven to be a popular mode of travel wherever one is built. The corridor is currently served by Route 1, which has the highest ridership of any Pierce Transit route. In 2017, the BRT portion of the Route 1 saw more than 1 million boardings, accounting for 12 percent of Pierce Transit's total ridership. **By 2040, we project 1.8 million annual boardings along the BRT route.**

Pierce Transit believes in the economic future of Pierce County. The BRT will help spur investment along its route through infrastructure upgrades, better access to jobs, and excellent transit service to six state-recognized Opportunity Zones located along the corridor.



CARING FOR THE ENVIRONMENT

Pierce Transit has a long history of providing environmentally-friendly public transportation.

In the 1980s we were one of the nation's first transit agencies to run most of our buses on clean, compressed natural gas. In 2018, we took another step forward with the introduction of the South Sound's first all-electric, quiet, zero-emission buses. Carbon-free commuting at its finest!

This year, Pierce Transit's Green Team, which oversees the agency's commitment to environmentally-friendly policies, implemented an idling-reduction policy for all vehicles driven onto Pierce Transit's base. The team also showcased the agency's electric vehicles and green practices at the South Sound Sustainability Expo and at Steilacoom's National Drive Electric Week celebration.



PIERCE TRANSIT IS SOUTH SOUND PROUD!

Every few years Pierce Transit decorates one of its buses with a South Sound-specific theme. That vehicle is used in regular service, and also in some local parades and celebrations. This year, our newly-decorated bus shows Pierce Transit standing in solidarity with our neighbors to declare we are **"South Sound Proud!"**



PIERCE TRANSIT PARTNERS WITH LYFT



Pierce Transit recently kicked off an innovative, grant-funded pilot project to give people in areas with limited transit service **better access to public transportation**. Partnering with rideshare company Lyft, we are providing free, grant-funded rides within specific zones to select Pierce Transit bus routes and other transit locations. We are also providing students at Pierce College Puyallup a ride home to selected locations after transit services have ended for the evening.

Learn more at PierceTransit.org/limited-access-connections.

SPRUNGING UP!

Over the past year Pierce Transit conducted much-needed renovations and improvements at the Tacoma Dome Station, the SR-512 Park & Ride/Transit Center, the Tacoma Mall Transit Center, and the Tacoma Community College Park & Ride/Transit Center. Projects included refurbished shelters, upgraded lighting, painting, new seating, repaved surfaces, repaired concrete, and restriped lots and parking stalls. It is very important to us that we restore these facilities to a condition that reflects well on our community. All of these projects are complete, with the exception of Tacoma Dome Station, which will wrap up in early 2019.



MEET ONE OF PIERCE TRANSIT'S FINEST

"My job satisfaction comes from moving people to work or home. I've known some of my passengers for years and they appreciate the work I do as well."

These words come from Eddie Harris, a 15-year Pierce Transit bus operator who was selected as our April 2018 "Operator of the Month." We asked Eddie a few questions about his job and why he enjoys it:

What special things stand out about being a Pierce Transit bus operator?

When asked this question, Eddie talked about feeling valued and how an agency senior executive recently rode his bus and publicly recognized him for his good work. "Once the bus was loaded, the executive walked mid-way down the coach and told everyone on board that I had been selected as Operator of the Month." Eddie also mentioned how he enjoys getting to know his passengers, noting, "Over the course of a career transporting passengers, we get to see kids grow up from the stroller to an iPhone and ear buds."

What else do you like about your job?

"I look at my job like this. I have a corner office with a window view! The mission is the same. We move people, helping others get from here to there."

REMEMBER TO VOTE



Elections are held in February, April, August, and November.

Find out how to register to vote, where to drop off your ballot, or how to change your address at piercecoutelections.org or by contacting Pierce County Elections:

- 2501 S. 35th St. Suite C, Tacoma, WA 98404-7410
- 253.798.VOTE (8683)
- Follow on Twitter for updates! @PierceCountyAud



WE'RE HIRING! If you're interested in working at Pierce Transit, visit PierceTransit.org/Careers.

2018 BOARD OF COMMISSIONERS



MESSAGE FROM BOARD CHAIR Nancy Henderson

Represents Auburn, Fircrest, Gig Harbor, Pacific, Ruston & Steilacoom

Pierce Transit is governed by a nine-member Board of Commissioners made up of elected officials representing thirteen cities and towns, Pierce County, and one non-voting union representative (vacant). Board meetings are held the second Monday of each month at 4 p.m. and are open to the public.



The availability of safe, reliable, economical transportation is essential for quality of life. Public transit benefits everyone. Taking the bus reduces road congestion and pollution, promotes a healthier lifestyle, reduces expenses associated with private car ownership, improves social connections, and allows for productive use of time en route. For many, public transit is a lifeline, giving everyone the opportunity to go almost anywhere. Pierce Transit creates a transportation web that connects our communities and the people within it. The agency is committed to carefully balancing community needs with available resources to provide the best possible public transportation system.



DON ANDERSON
Mayor of Lakewood



BRUCE DAMMEIER
Pierce County Executive



DARYL EIDINGER
VICE CHAIR
Mayor of Edgewood
Represents Fife,
Milton & Edgewood



ROBIN FARRIS
Puyallup City Council



KENT KEEL
Mayor of
University Place



RYAN MELLO
Tacoma City Council



RICK TALBERT
Pierce County Council



VICTORIA WOODARDS
Mayor of
Tacoma



DEAR COMMUNITY MEMBER,

As Pierce Transit's Chief Executive Officer, I am pleased to present to you our agency's 2018 Report to the Community. In it you will find information about Pierce Transit's services, updates on some of our biggest projects, and a look ahead.

Pierce Transit increased bus service by 16 percent between 2015 and 2017, and ridership has risen as well. While the agency's current budget does not allow for adding more bus service in the foreseeable future, we are exploring new transportation options that will benefit the people of our community as it continues to grow. You will find information about some of those creative solutions in this report, including our planned Bus Rapid Transit line along Pacific Avenue/SR-7 and our partnership with rideshare company Lyft.

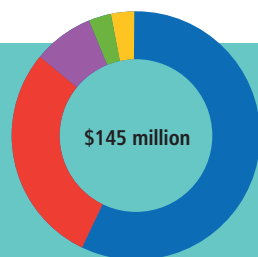
Pierce Transit's focus is on moving people safely and comfortably to places they want to go. Our employees are dedicated to that work, as well as to supporting our community throughout the year by participating in local charitable organizations and causes. As you will see in this report, in big and small ways Pierce Transit is "South Sound Proud!"

We hope you will join us for a ride soon on your local bus, or explore one of our many vanpooling options. When you do, we'll be here to serve you. Thank you for supporting your local transit agency.

Sue Dreier
Pierce Transit CEO

HOW IS YOUR LOCAL TRANSIT AGENCY FUNDED?

Pierce Transit is funded primarily by a 0.6 percent sales tax, with some funds coming from other sources, such as federal grants. The agency operates debt-free, and for the past 34 years Pierce Transit has received a Certificate of Achievement from the Government Finance Officers Association of the U.S. and Canada, which is the highest form of recognition in governmental accounting and financial reporting.



2017 OPERATING REVENUE
Sales Tax – 57%
Regional Partnership – 29%
Fares – 8%
Grants – 3%
Miscellaneous – 3%

GET TEXT UPDATES, OTHER NEWS

Pierce Transit offers email and text message updates about route changes (by route), general service changes, major initiatives, job opportunities and more.

To sign up visit PierceTransit.org/StayConnected and enter your smart phone number (for route updates) or email (for other types of information).

