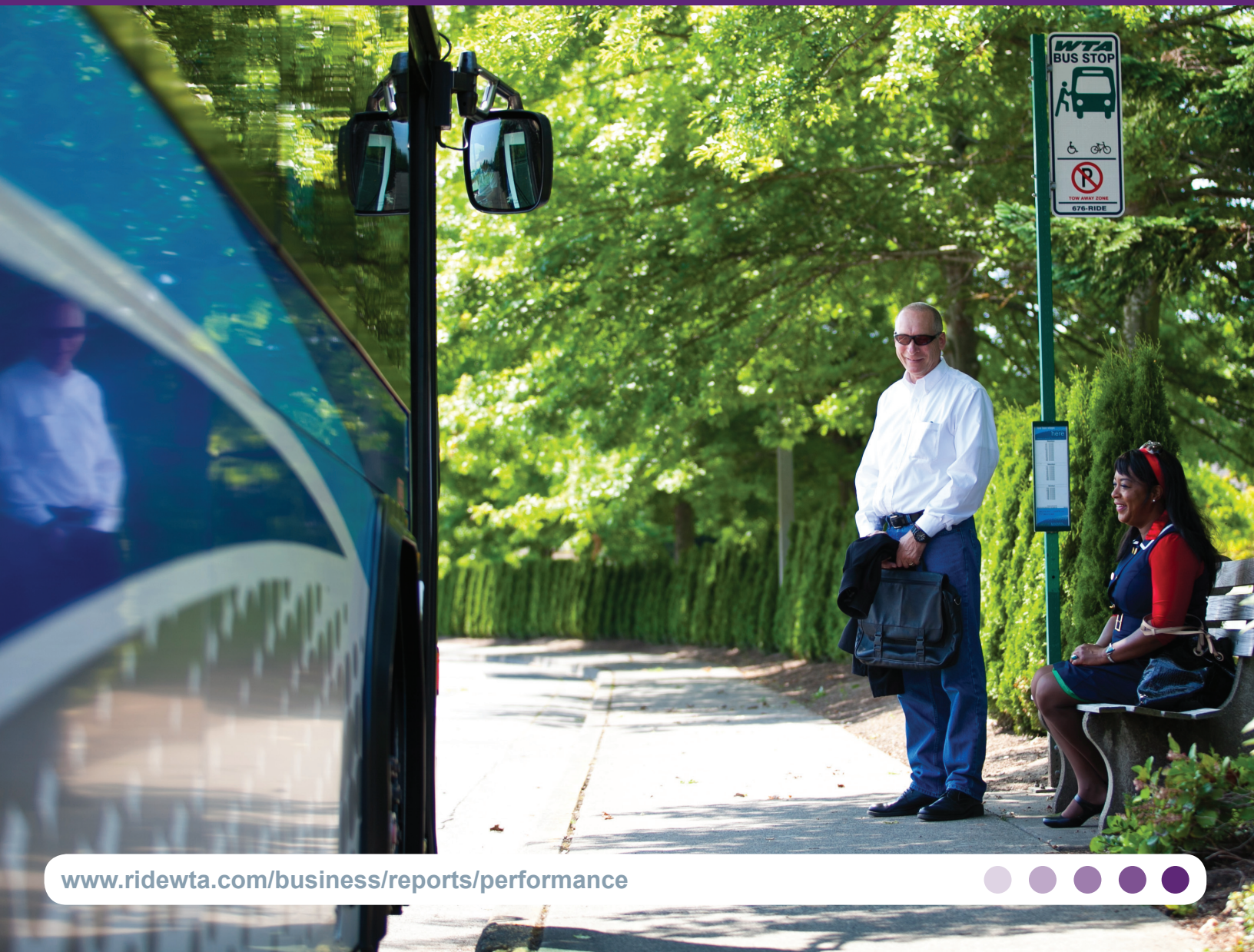


# Whatcom Transportation Authority

## Service Performance Report

# 2015



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# Overview

Whatcom Transportation Authority (WTA) provides public transportation services throughout Whatcom County. Our services include fixed route, paratransit, zone service and a vanpool program.





WTA's fixed route service features 30 bus routes, including four high-frequency corridors within Bellingham. Service is offered seven days a week, with more limited service on Saturdays and Sundays.

Paratransit service provides curb-to-curb mini-bus service for people whose disability prevents them from riding fixed route buses.

Zone service provides limited transit service to rural areas of Whatcom County. Service is only available to each zone on certain days of the week and anyone within the designated area can request a ride.

The vanpool program allows groups of commuters to "lease" a WTA van on a regular, ongoing basis. Fares are based on the number of daily round-trip miles and cover all expenses, including fuel, insurance, maintenance, etc.

The table below shows the 2015 totals for each type of service WTA offers.

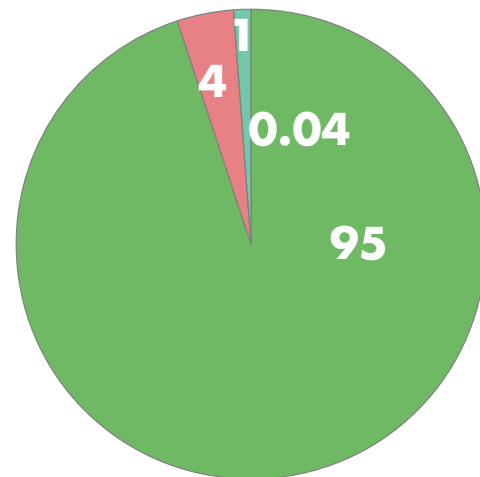
2015	Fixed Route	Paratransit	Zone	Vanpool
				
Boardings	4,934,429	202,490	1,985	61,921
Revenue Hours	131,391	61,631	1,202	9,207
Revenue Miles	1,826,686	834,928	29,440	509,939
Passenger Miles	14,388,850	1,196,742	40,777	2,515,277
Boardings per Hour	37.6	3.3	1.7	6.7
Passenger Miles per Hour	109.5	19.4	33.9	273.2
Passenger Miles per Boarding	2.9	5.9	20.5	40.6

# Percentage of Total

## Boardings

A boarding is counted each time a passenger steps onto a fixed route, paratransit, vanpool or zone service vehicle. Fixed route service represents 95% of all boardings.

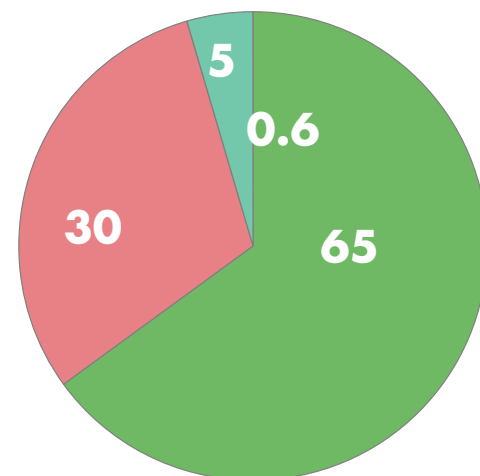
2015



Boardings

## Revenue Hours

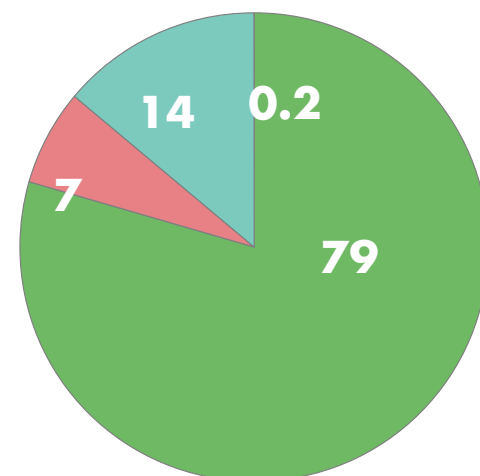
Revenue hours are number of hours the bus is in service, including layover time. Paratransit accounts for 4% of all boardings, yet it provides 30% of all revenue hours.



Revenue Hours

## Passenger Miles

Passenger Miles is the distance ridden by passengers. For example, ten passengers riding for two miles equals 20 passenger miles. Although vanpool makes up only 1% of all boardings, it equals 14% of all passenger miles.



Passenger Miles

### % of total





# Boardings Comparison

## 2015 vs. 2014

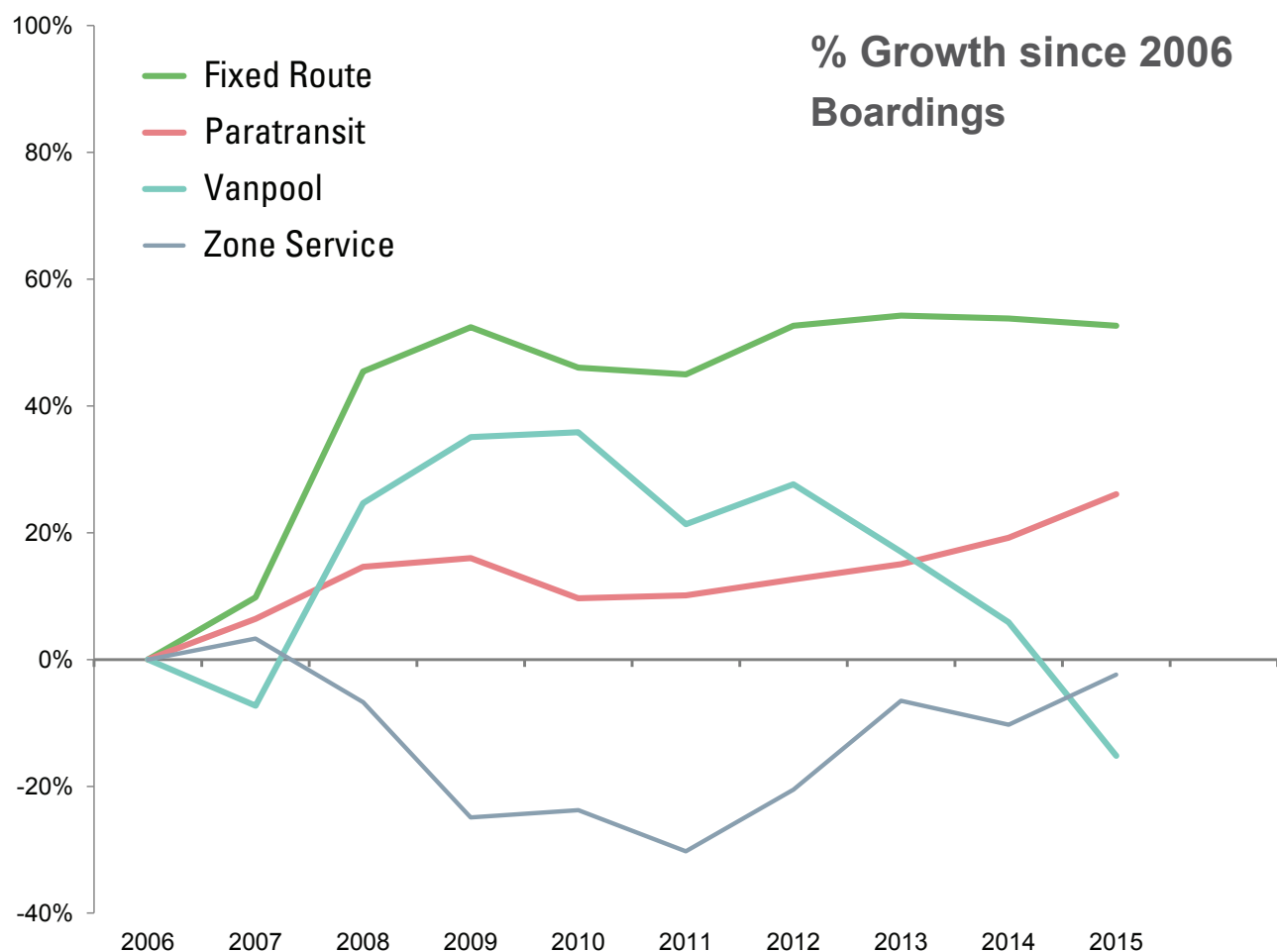
Fixed Route boardings were slightly down (-0.8%) while Vanpool boardings were down -20%. Both Paratransit and Zone service had increases in boardings with increases of 6% and 9% respectively.

	2015	2014	Diff.
Fixed Route	<b>4,934,429</b>	4,972,217	-0.8%
Paratransit	<b>202,490</b>	191,487	6%
Vanpool	<b>61,921</b>	77,324	-20%
Zone Service	<b>1,985</b>	1,824	9%

## 10-Year Growth

Of the four types of service, fixed route has seen the largest percentage increase in boardings compared to 2006. The graph below shows the growth in boardings since 2006.

	2015	2006	Diff.
Fixed Route	<b>4,934,429</b>	3,232,652	53%
Paratransit	<b>202,490</b>	160,623	26%
Vanpool	<b>61,921</b>	73,024	-15%
Zone Service	<b>1,985</b>	1,446	37%



# Fixed Route Overview

Fixed routes provide service to designated bus stops using large transit buses. WTA offers 30 fixed routes. Service is offered seven days a week, with more limited service on Saturdays and Sundays.

In 2015, there were 37,788 fewer boardings than 2014.

The data for passenger miles is collected by surveyors through a random sampling of all trips.

In 2015, passenger miles were down -18% most likely due to a higher number of short distance routes that were randomly selected. This measurement can vary widely from year to year.

	2015	2014	Diff.
Boardings	<b>4,934,429</b>	4,972,217	-0.8%
Revenue Hours	<b>131,391</b>	129,869	1.2%
Revenue Miles	<b>1,827,236</b>	1,788,497	2%
Passenger Miles	<b>14,388,850</b>	17,592,201	-18%
Boardings per Hour	<b>37.5</b>	38.3	-2%
Pass. Mi. per Hour	<b>109.5</b>	135.5	-19%
Pass. Mi. per Boarding	<b>2.9</b>	3.5	-17%

**-0.8%**

decrease in  
**boardings**  
from 2014.

**37.5**

**boardings**  
per hour in  
2015.

**2.9**

**pax. miles per**  
**boardings in**  
2015.



# Fixed Route History

In 2002, voters approved a WTA sales tax increase of 0.6 percent which offset lost revenue from Motor Vehicle Excise taxes.

In 2005, WTA introduced major changes to its service, including the introduction of high frequency corridors (Go Lines) and expanded service to a number of areas.

In 2007, Western Washington University (WWU) and WTA entered into an agreement for a universal bus pass for students.

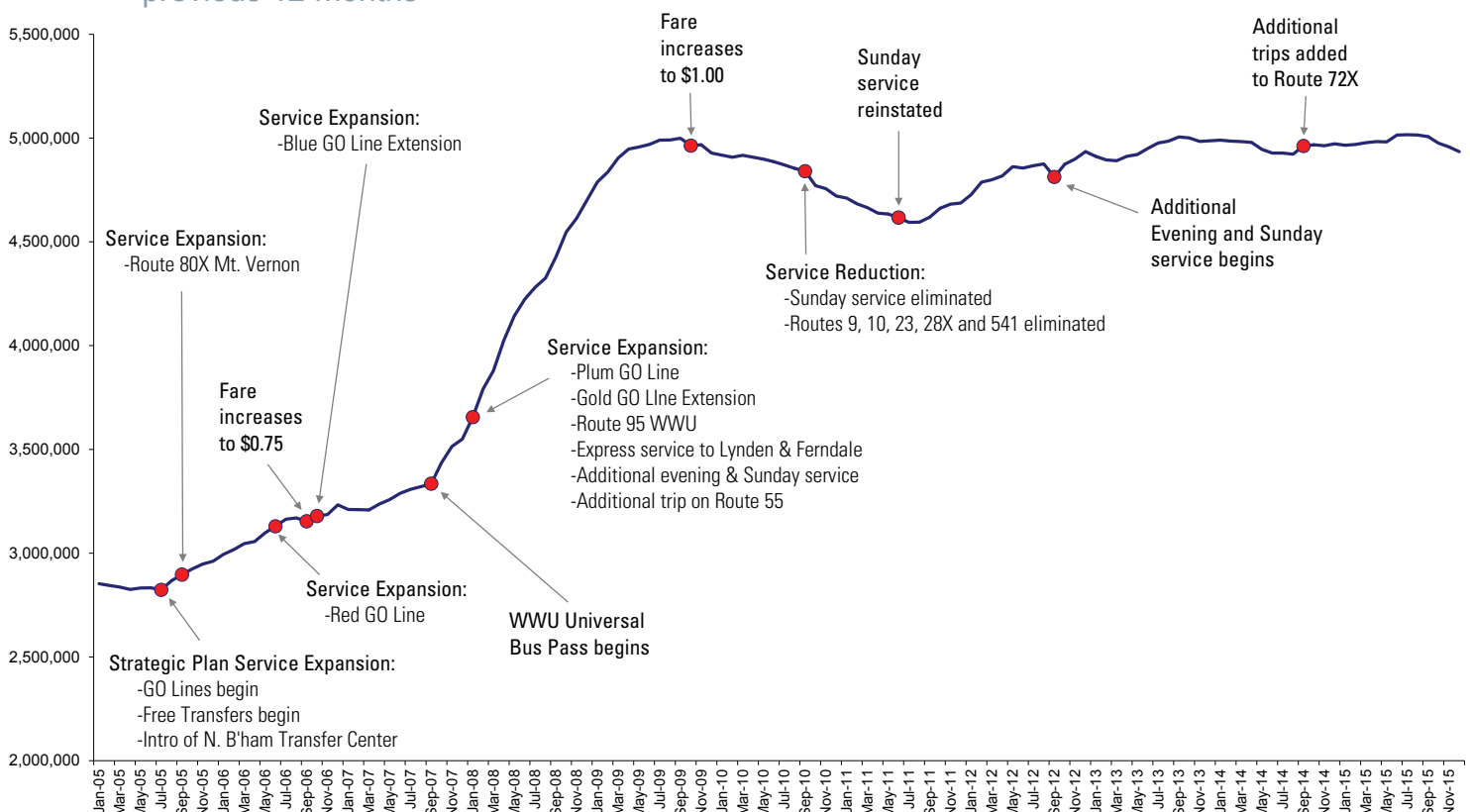
In 2008, WTA expanded service by 10%. This included creation of a new GO Line, extension of an existing GO Line, and additional service to WWU, Blaine, Birch Bay, Lynden and Ferndale.

In 2010, a 14% service cut was necessitated by reduced revenues due to the recession. Approximately half of that was restored less than a year later due to funding from Bellingham's Transportation Benefit District.

On the graph below, each data point represents the total boardings for the previous 12 months.

## Boardings (2005-2015)

data points equal the sum of previous 12 months

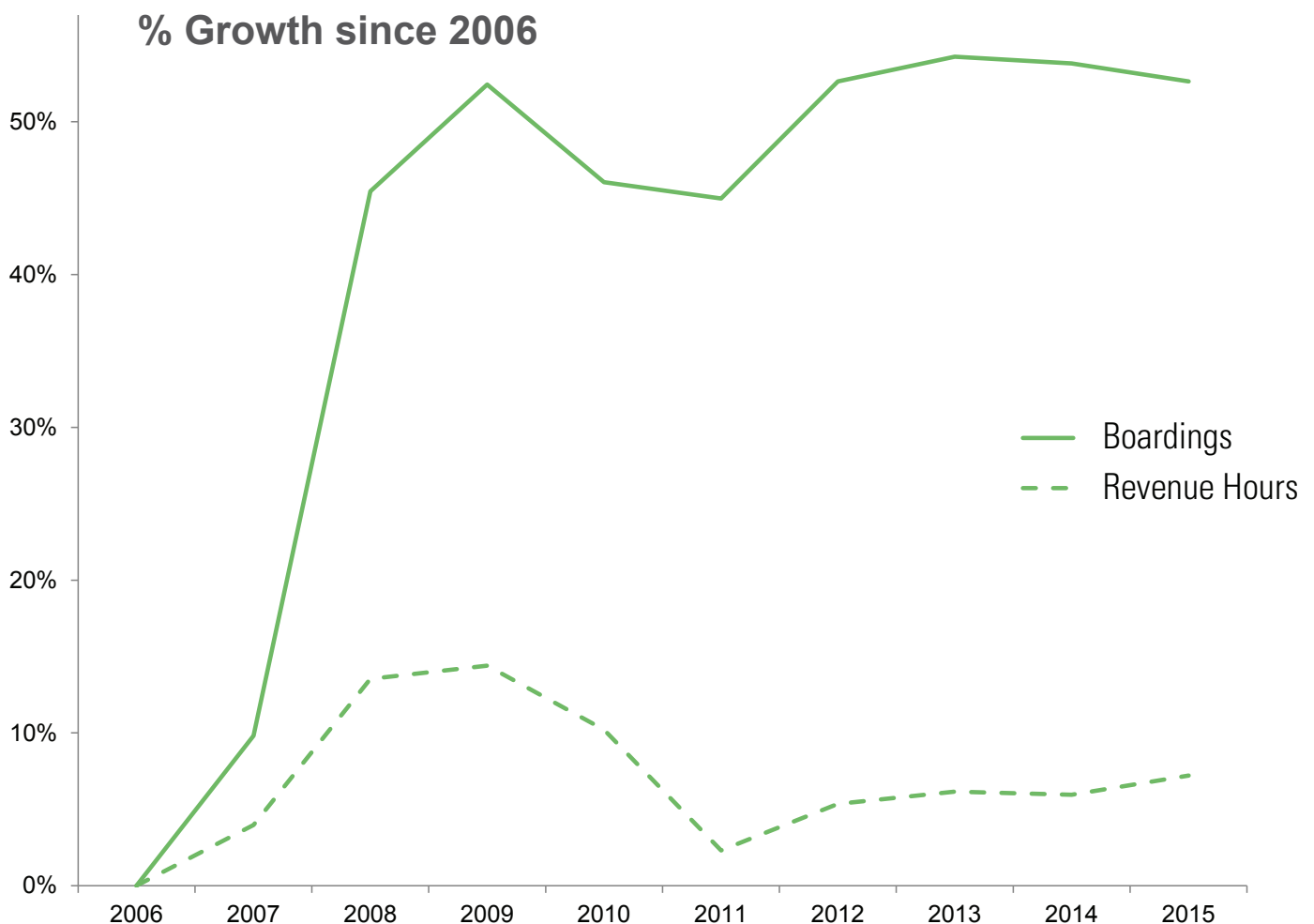


# Fixed Route Growth

## 10-Year Growth

In September of 2007, WTA introduced the universal bus pass program for WWU students. Every WWU student registered for six or more credits is assessed a quarterly transportation fee of \$25.00. The fee covers a WTA bus pass and a WWU-operated late night shuttle service.

	2015	2006	Diff.
Boardings	<b>4,934,429</b>	3,232,652	53%
Rev. Hours	<b>131,391</b>	122,560	7%





# Fixed Route Productivity

Productivity is monitored for each route, as well as the system as a whole, in two ways: boardings per revenue hour and passenger miles per hour.

Boardings per revenue hour is a good measure of how efficient a route is in urban areas. Passenger miles per hour is an important measurement for routes that travel through rural areas. Rural routes have passengers traveling long distances and fewer passengers getting on and off.

Below is a route productivity matrix which evaluates each route by both standards.

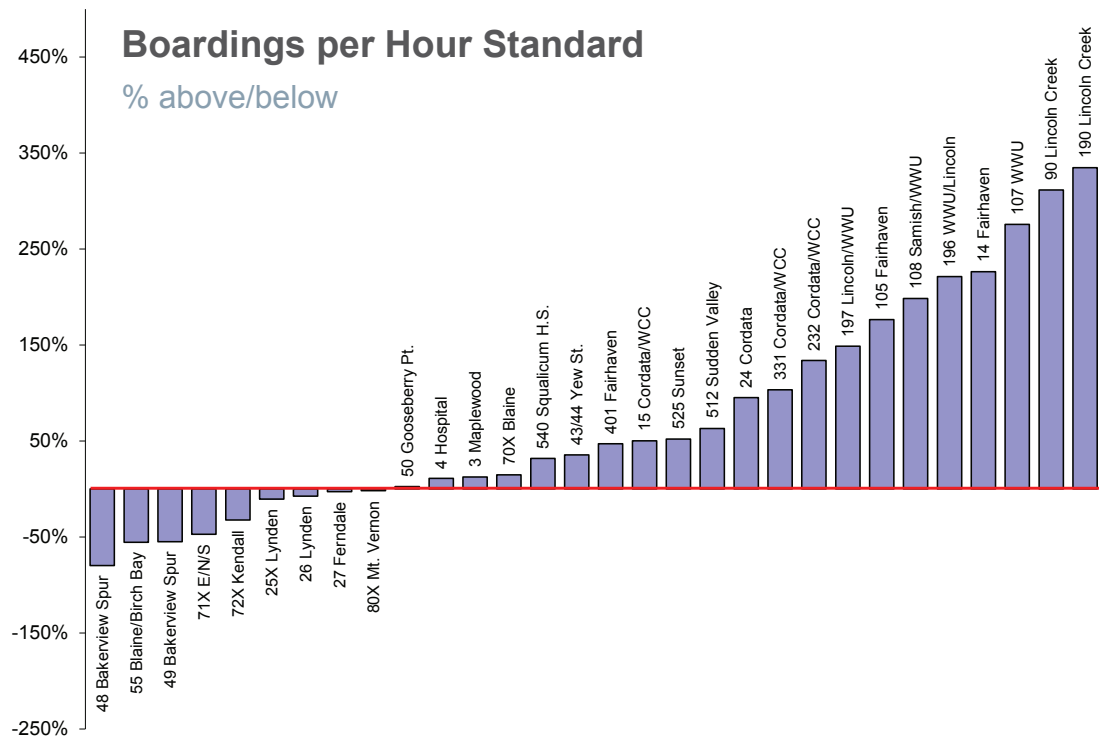
As stated in the 2005 Strategic Plan, a route is considered failing if it is below both 50% of average boardings per revenue hour *and* 75% of average passenger miles per revenue hour for a given year. The routes in the black box are those routes that are considered failing.

Routes displayed in the grey boxes are considered on the "watch list". A route is on the watch list if it is below both 75% of average boardings per revenue hour *and* 100% of average passenger miles per revenue hour.

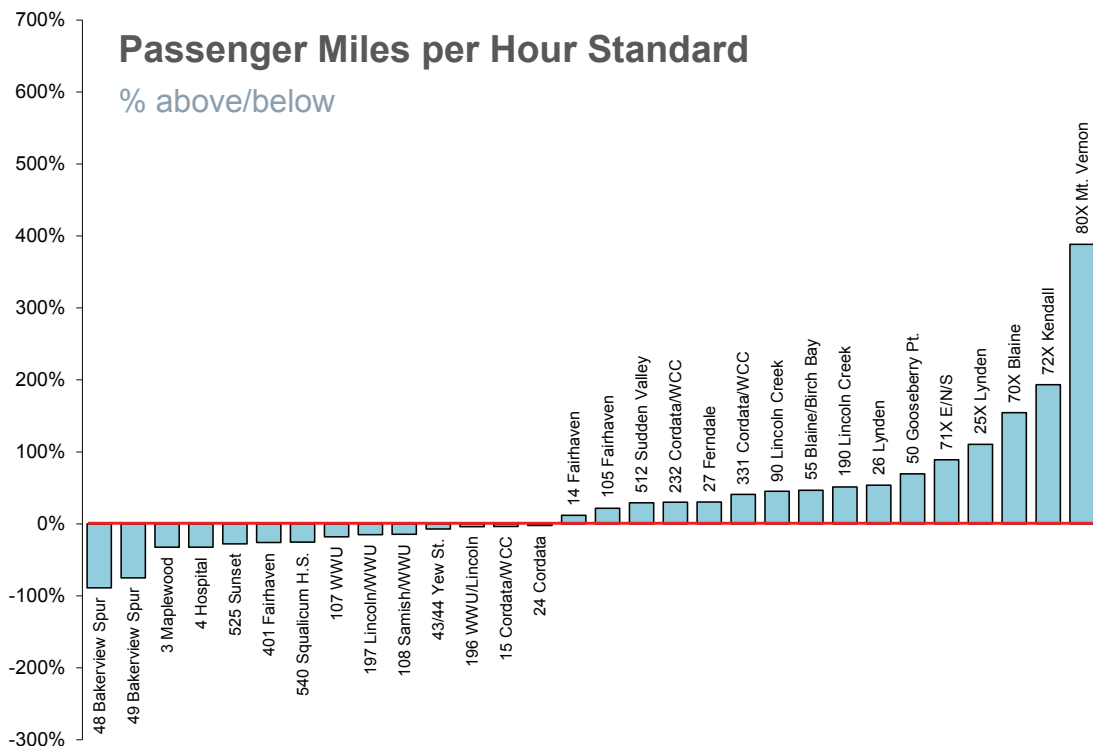
		Boardings per Hour		
% of System Average		Less than 50% (0-18.7)	Between 50-74% (18.8-28.1)	75% & Above (28.2+)
Passenger Miles per Hour	100% & Above (109.5+)	<b>25X</b> Lynden <b>26</b> Lynden <b>55</b> Blaine/Birch Bay <b>71X</b> E/N/S <b>72X</b> Kendall <b>80X</b> Mt. Vernon	<b>50</b> Gooseberry <b>70X</b> Blaine	<b>90</b> WWU <b>190</b> Lincoln Creek <b>331</b> Cordata/WCC
	Between 75-99% (82.1-109.4)	<b>27</b> Ferndale	<b>NONE</b>	<b>14</b> Fairhaven <b>105</b> Fairhaven <b>232</b> Cordata/WCC <b>512</b> Sudden Valley
	Less than 75% (0-82.0)	<b>48 Bakerview Spur</b> <b>49 Bakerview Spur</b>	<b>3</b> Maplewood/Cordata <b>4</b> Hospital/Cordata <b>43/44</b> Yew St <b>401</b> Fairhaven <b>540</b> Squalicum H.S.	<b>15</b> Cordata/WCC <b>24</b> Cordata <b>107</b> WWU/Samish <b>108</b> Samish/WWU <b>196</b> WWU/Lincoln <b>197</b> Lincoln/WWU <b>525</b> Sunset

# Productivity Standards

The service standard for boardings per hour is at least **50%** of the system average of **37.6**.

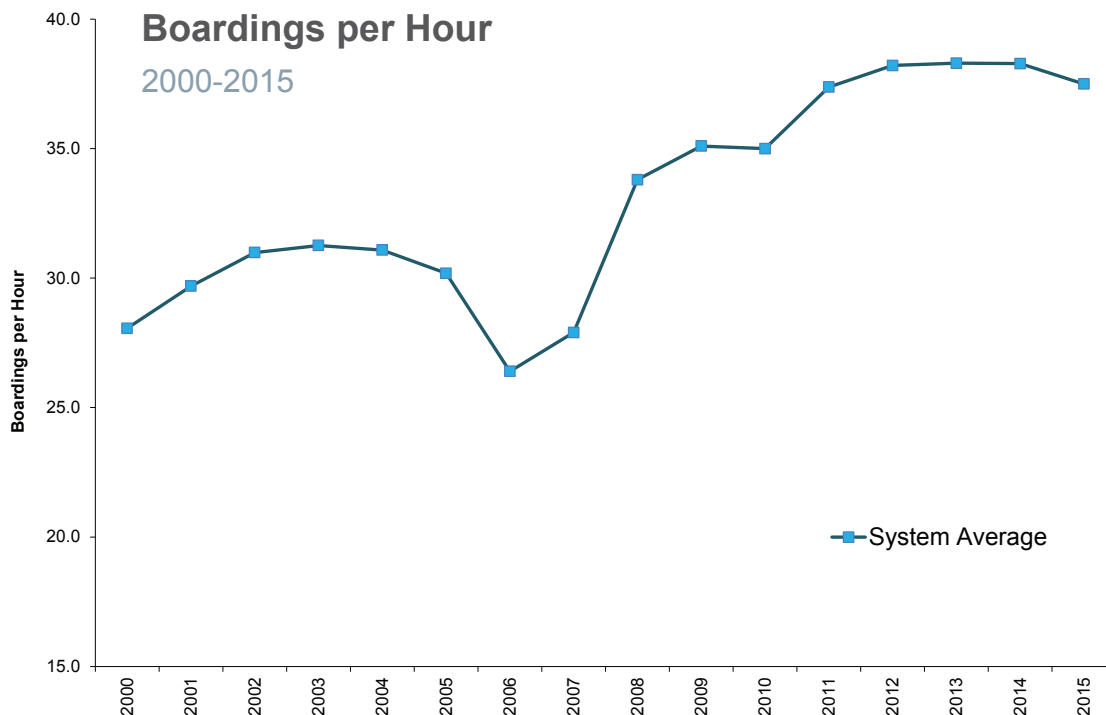


The service standard for passenger miles per hour is at least **75%** of the system average of **109.5**.

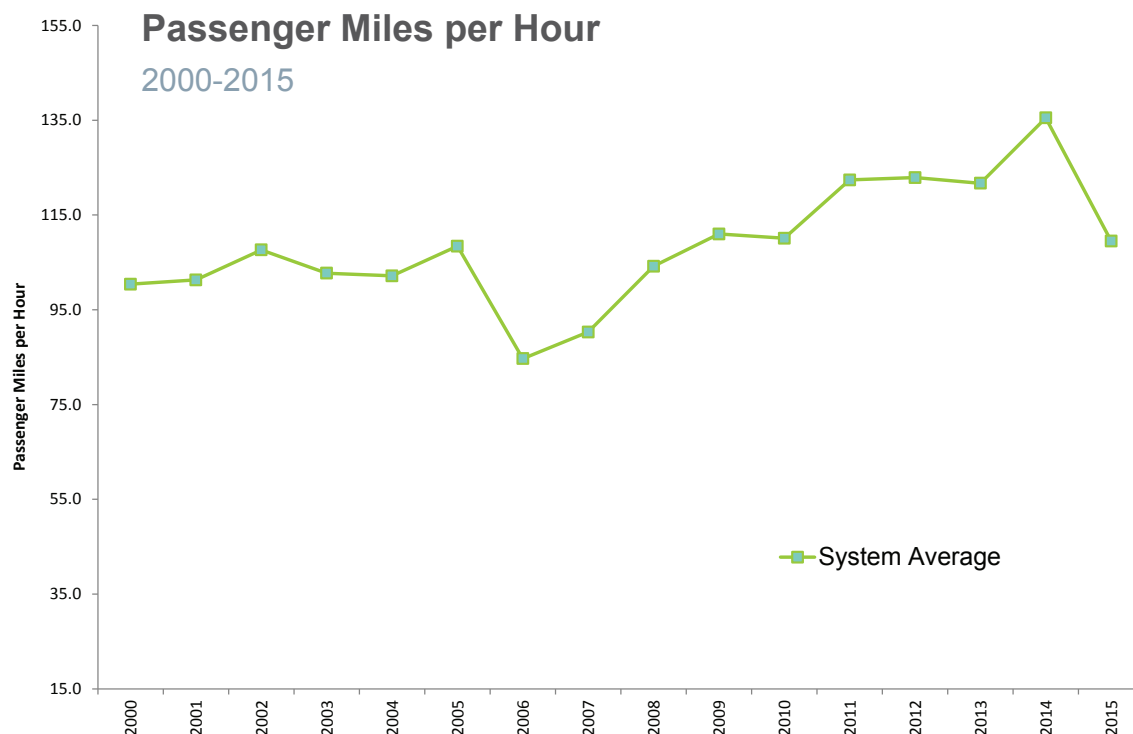


# Productivity History

In 2015, the fixed route system average was **37.6** boardings per hour



In 2015, the fixed route system average was **109.5** passenger miles per hour.



# Fixed Route Fares

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The fixed route cash fare is \$1.00 per ride. WTA offers reduced cost bus passes for seniors (65 and older) and people with disabilities. Those who qualify for reduced fare also receive a 50% cash fare discount.

The student bus pass is for students age 8 through college. Every WWU student registered for six or more credits is assessed a quarterly transportation fee of \$25.00. The fee covers a WTA bus pass and a WWU-operated late night shuttle service.

## Fares

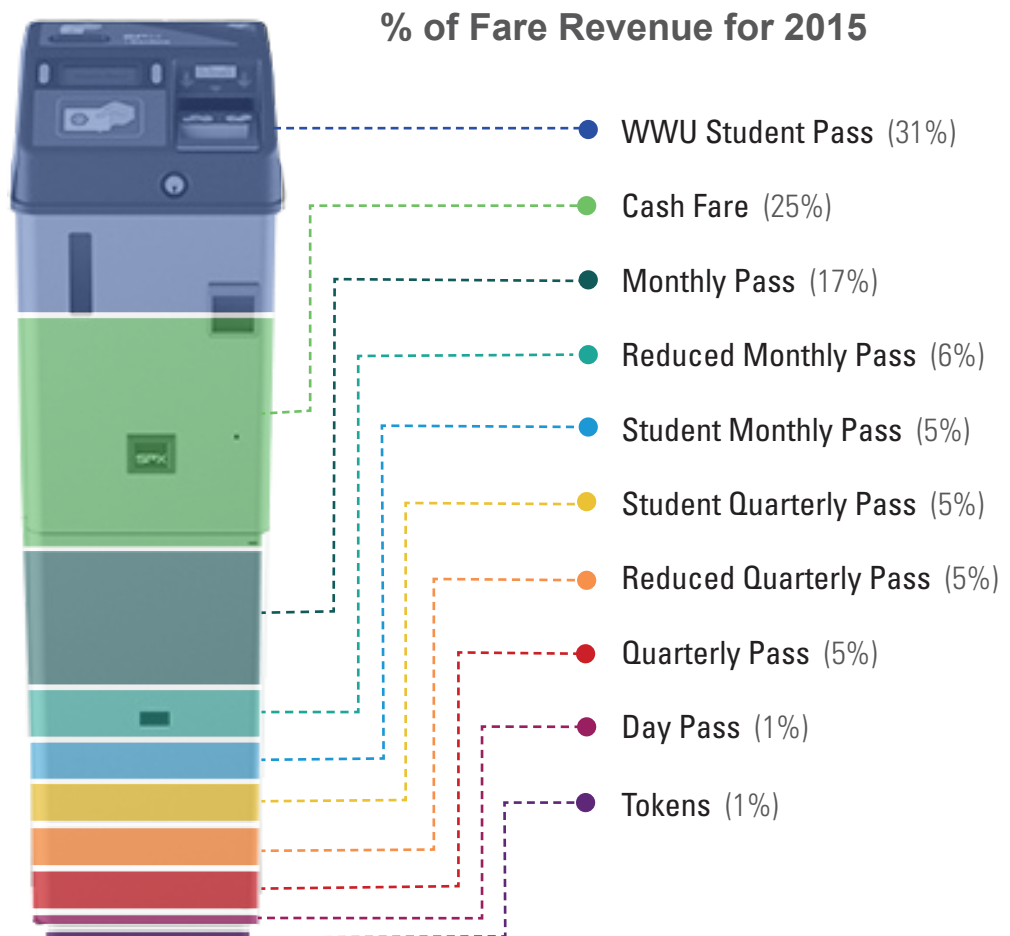
Single Ride	\$1
Reduced Fare Single Ride	\$0.50
Ages under 8 and 75+	Free
Day Pass	\$3
Skagit/Whatcom Day Pass	\$6
Monthly Pass	\$25
Quarterly Pass	\$70
Reduced Monthly Pass	\$13
Reduced Quarterly Pass	\$35
Student Monthly Pass	\$15
Student Quarterly Pass	\$40
WWU Pass	*
County Connector 31-day Pass	\$50
County Connector 31-day Pass - (Student & Reduced)	\$25

\* Every WWU student registered for six or more credits is assessed a quarterly transportation fee of \$25.00. The fee covers a WTA bus pass and a WWU-operated late night shuttle service.



# Revenue by Fare Type

	2015	2014	Diff.
Cash Fare	<b>\$624,511</b>	\$677,780	-8%
WWU Student Pass	<b>\$793,531</b>	\$790,172	0%
Monthly Pass	<b>\$433,125</b>	\$452,450	-4%
Quarterly Pass	<b>\$128,210</b>	\$101,715	26%
Annual Pass	<b>n/a</b>	\$104,920	n/a
Student Monthly Pass	<b>\$121,755</b>	\$140,550	-13%
Student Quarterly Pass	<b>\$126,320</b>	\$139,760	-10%
Reduced Monthly Pass	<b>\$139,594</b>	\$140,907	-1%
Reduced Quarterly Pass	<b>\$114,415</b>	\$112,490	2%
Tokens	<b>\$23,540</b>	\$33,270	-29%
Day Pass	<b>\$32,052</b>	n/a	n/a
<b>Total</b>	<b>\$2,537,052</b>	\$2,694,014	-6%





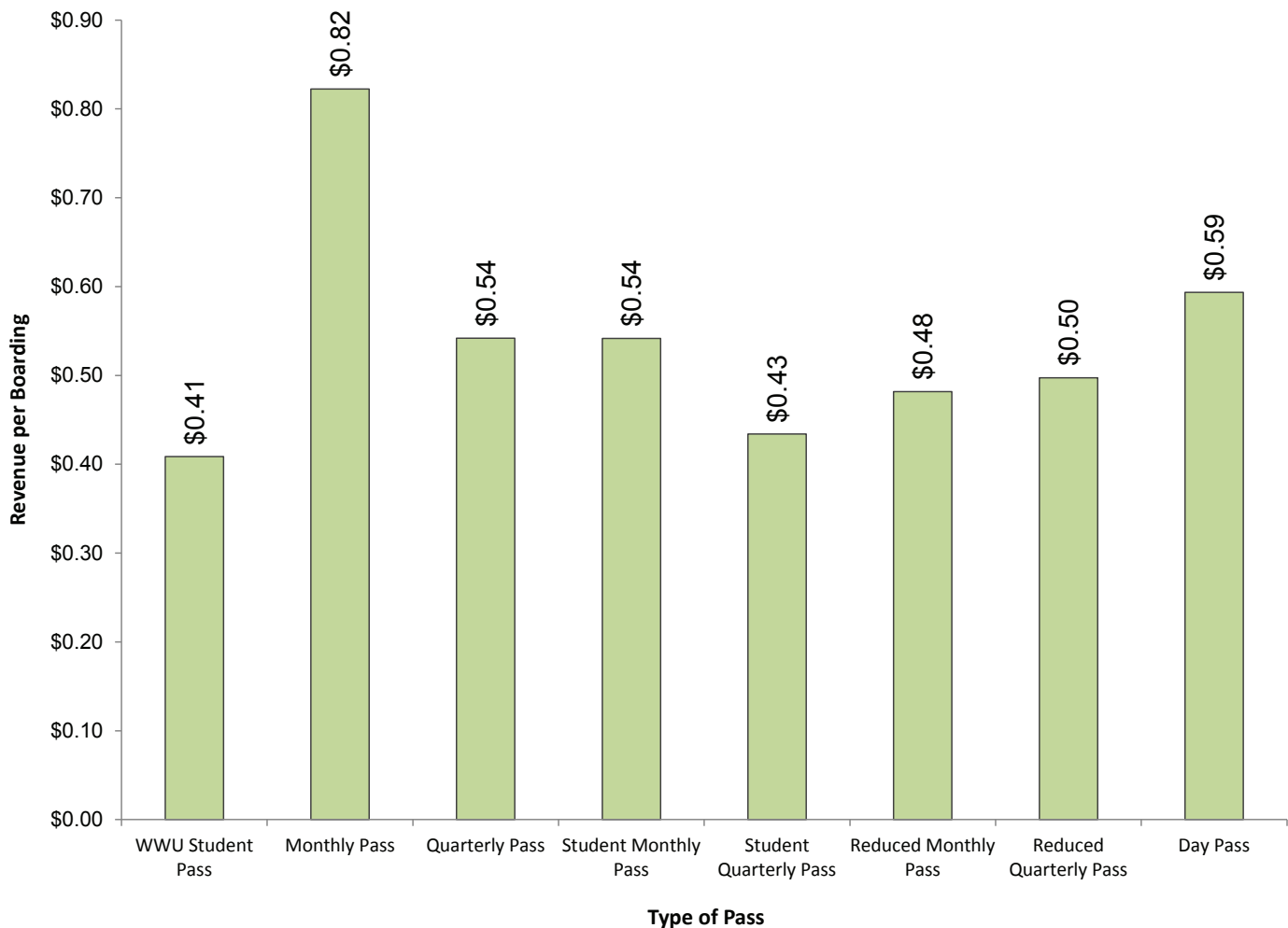
# Revenue per Boarding

The graph below shows how much revenue is collected per boarding for each type of pass. The more times a person uses their pass, the cheaper each ride becomes.



## Revenue per Boarding by Pass Type

2015

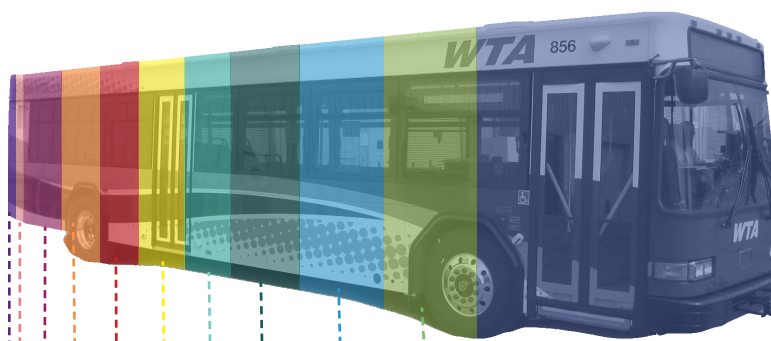


# Boardings by Fare Type

	2015	2014	Diff.
Cash Fare	<b>559,293</b>	617,511	-9%
Reduced Cash Fare	<b>49,596</b>	46,938	6%
Short Fare/Pass Override	<b>45,636</b>	62,665	-27%
WWU Student Pass	<b>1,941,688</b>	1,951,982	-1%
Monthly Pass	<b>526,629</b>	566,844	-7%
Quarterly Pass	<b>236,577</b>	227,062	4%
Annual Pass	<b>n/a</b>	40,593	n/a
Reduced Monthly Pass	<b>289,797</b>	310,385	-7%
Reduced Quarterly Pass	<b>230,049</b>	228,151	1%
Student Monthly Pass	<b>224,819</b>	275,688	-18%
Student Quarterly Pass	<b>291,041</b>	303,772	-4%
Free Rides*	<b>457,111</b>	302,745	51%
Day Pass	<b>54,016</b>	n/a	n/a
Tokens	<b>22,515</b>	31,656	-29%
Other	<b>5,662</b>	6,225	-9%
<b>Total</b>	<b>4,934,429</b>	4,972,217	-0.8%

The number of free rides increased by 51%. Free Fare Week returned in 2015 resulting in 60,000 additional free rides. WTA distributes free ride passes to approved social and health agencies. In mid-2014 we changed from giving away single ride passes to day passes. This change accounts for just over half of the increase in free rides.

\* Free Rides includes Free Fare Days, riders <8 & >75, Free Day Passes, Guided Ride Passes and Free on Fixed Route Passes for paratransit eligible riders.



**% of Boardings by Fare Type**  
2015

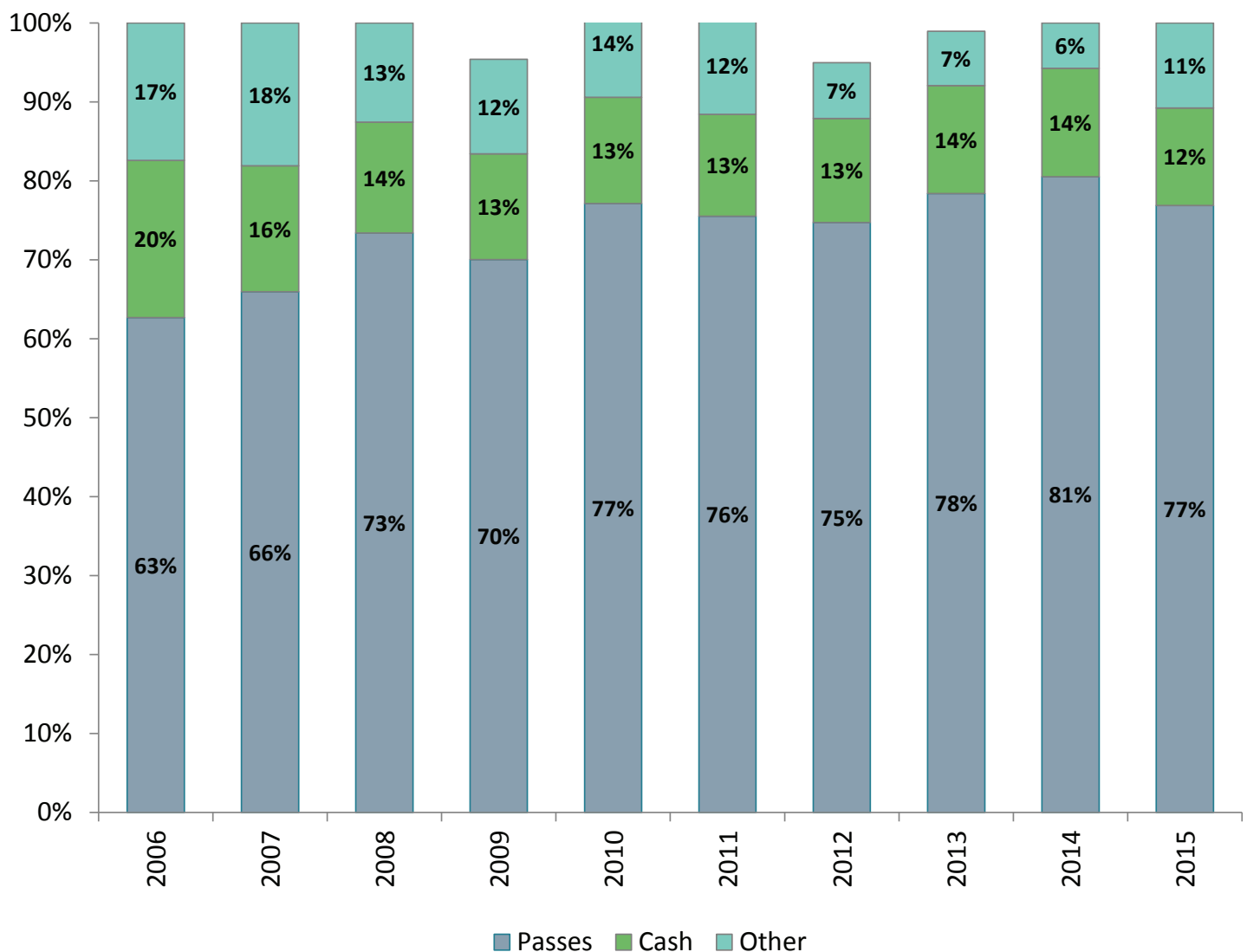
- WWU Student Pass (39%)
- Cash Fare (12%)
- Monthly Pass (11%)
- Free (9%)
- Student Quarterly Pass (6%)
- Reduced Monthly Pass (6%)
- Reduced Quarterly Pass (5%)
- Quarterly Pass (5%)
- Student Monthly Pass (5%)
- Day Pass (1%)
- Other (1%)

# Cash vs Passes

The graph below shows the percentage of total boardings for passes, cash and all other boardings. The 'other' category includes tokens and free rides.

## Boardings by Fare Type

(2006-2015)

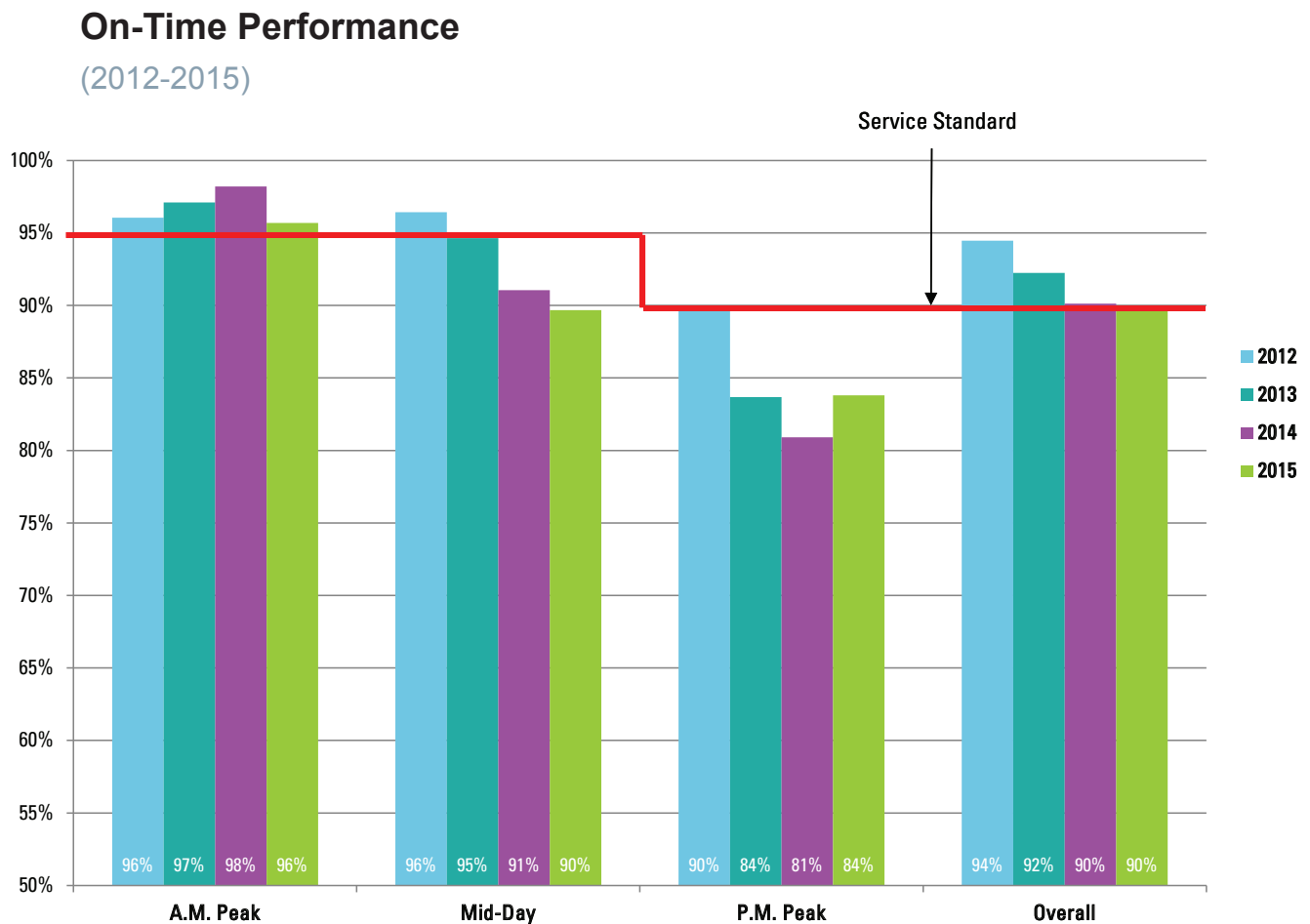


# On-Time Performance

Fixed route service standards for on-time performance were created in the 2005 Strategic Service Plan. The minimum standard for PM Peak trips (3 to 6 pm) is 90% on time. The minimum standard for AM Peak (7 to 10 am) and Non-Peak is 95% on time.

To be considered on time a bus must arrive at Bellingham Station or Cordata Station within five minutes of its scheduled arrival. Individual routes failing these standards are regularly re-viewed.

The graph below shows combined on-time performance data for Bellingham Station and Cordata Station.



# Boardings by Route

Boardings	2015	2014	Diff.
3 Maplewood	76,324	75,256	1%
4 Hospital	76,179	75,148	1%
14 Fairhaven	442,406	447,040	-1%
15 Cordata/WCC	218,958	223,301	-2%
24 Cordata	57,353	59,058	-3%
25X Lynden	10,975	13,191	-17%
26 Lynden	65,736	70,548	-7%
27 Ferndale	90,750	97,160	-7%
43/44 Yew St.	69,351	61,597	13%
48 Bakerview Spur	1,572	873	80%
49 Bakerview Spur	9,135	8,596	6%
50 Gooseberry Pt.	67,203	73,648	-9%
55 Blaine/Birch Bay	25,453	25,315	1%
70X Blaine	49,353	52,678	-6%
71X E/N/S	27,523	29,431	-6%
72X Kendall	59,648	57,519	4%
80X Mt. Vernon	41,465	50,418	-18%
90 Lincoln Creek	239,245	236,917	1%
105 Fairhaven	330,701	336,192	-2%
107 WWU	215,050	216,742	-1%
108 Samish/WWU	99,071	103,539	-4%
190 Lincoln Creek	400,550	399,071	0%
196 WWU/Lincoln	100,495	106,242	-5%
197 Lincoln/WWU	37,320	38,517	-3%
232 Cordata/WCC	585,423	561,529	4%
331 Cordata/WCC	691,644	712,731	-3%
401 Fairhaven	218,787	210,713	4%
512 Sudden Valley	114,569	118,223	-3%
525 Sunset	123,906	123,943	0%
540 Squalicum H.S.	88,139	88,418	0%
WWU Shuttles	300,145	298,663	0%
<b>Total</b>	<b>4,934,429</b>	<b>4,972,217</b>	<b>-0.8%</b>



# Revenue Hours by Route

Revenue Hours	2015	2014	Diff.
3 Maplewood	3,612	3,609	0%
4 Hospital	3,650	3,647	0%
14 Fairhaven	7,210	7,190	0%
15 Cordata/WCC	7,754	7,598	2%
24 Cordata	1,563	1,562	0%
25X Lynden	653	650	0%
26 Lynden	3,780	3,778	0%
27 Ferndale	4,969	5,083	-2%
43/44 Yew St.	2,721	2,717	0%
48 Bakerview Spur	414	413	0%
49 Bakerview Spur	1,079	952	13%
50 Gooseberry Pt.	3,488	3,485	0%
55 Blaine/Birch Bay	3,050	3,028	1%
70X Blaine	2,287	2,241	2%
71X E/N/S	2,775	2,752	1%
72X Kendall	4,693	3,790	24%
80X Mt. Vernon	2,246	2,194	2%
90 Lincoln Creek	3,093	3,131	-1%
105 Fairhaven	6,361	6,358	0%
107 WWU	3,046	3,039	0%
108 Samish/WWU	1,766	1,764	0%
190 Lincoln Creek	4,901	4,890	0%
196 WWU/Lincoln	1,664	1,704	-2%
197 Lincoln/WWU	798	799	0%
232 Cordata/WCC	13,313	12,757	4%
331 Cordata/WCC	18,101	17,929	1%
401 Fairhaven	7,915	7,937	0%
512 Sudden Valley	3,737	3,734	0%
525 Sunset	4,334	4,323	0%
540 Squalicum H.S.	3,557	3,554	0%
WWU Shuttles	2,903	3,260	-11%
<b>Total</b>	<b>131,391</b>	<b>129,869</b>	<b>1.2%</b>

# Paratransit Overview

As required by the Americans with Disabilities Act of 1990 (ADA), WTA provides paratransit service within 0.75 miles of all fixed routes. Paratransit provides curb-to-curb minibuss service for people whose disability prevents them from riding fixed route buses. You must qualify and be approved to ride.

There were 2,761 individual riders in 2015, 74 less than 2014, and on average they took 5 more trips per year.



	2015	2014	Diff.
Boardings	<b>202,490</b>	191,487	6%
Revenue Hours	<b>61,631</b>	59,551	3%
Revenue Miles	<b>834,928</b>	813,181	3%
Passenger Miles	<b>1,196,742</b>	1,108,273	8%
Boardings per Hour	<b>3.3</b>	3.2	3%
Pax Miles per Hour	<b>19.4</b>	18.6	4%
Pax Mi. per Boarding	<b>5.9</b>	5.8	2%

**6%**

increase in  
**boardings**  
from 2014.

**2,080**

additional  
**revenue hours**  
in 2015.

**3.3**

**boardings per  
hour** in 2015.



## 10-Year Growth

Sunday paratransit service was eliminated September 19, 2010 and restored June 12, 2011 which accounts for the dip in ridership and revenue hours.

	2015	2006	Diff.
Boardings	<b>202,490</b>	159,263	27%
Rev. Hours	<b>61,631</b>	50,414	22%



# Zone Service Overview

Zone service provides residents of rural Whatcom County with limited service to Cordata Station and Bellingham Station. There are no eligibility requirements; the service is available to everyone. Service to each zone is only offered on one or two days per week.



	2015	2014	Diff.
Boardings	<b>1,985</b>	1,824	<b>9%</b>
Revenue Hours	<b>1,202</b>	1,106	<b>9%</b>
Revenue Miles	<b>29,440</b>	27,015	<b>9%</b>
Passenger Miles	<b>40,777</b>	36,840	<b>11%</b>
Boardings per Hour	<b>1.7</b>	1.7	<b>0%</b>
Pax Miles per Hour	<b>33.9</b>	33.3	<b>2%</b>
Pax Mi. per Boarding	<b>21</b>	20	<b>1%</b>

**9%**

increase in  
boardings  
from 2014.

**21**

passenger  
miles per  
boarding in  
2015.

**1.7**

boardings per  
hour in 2015.

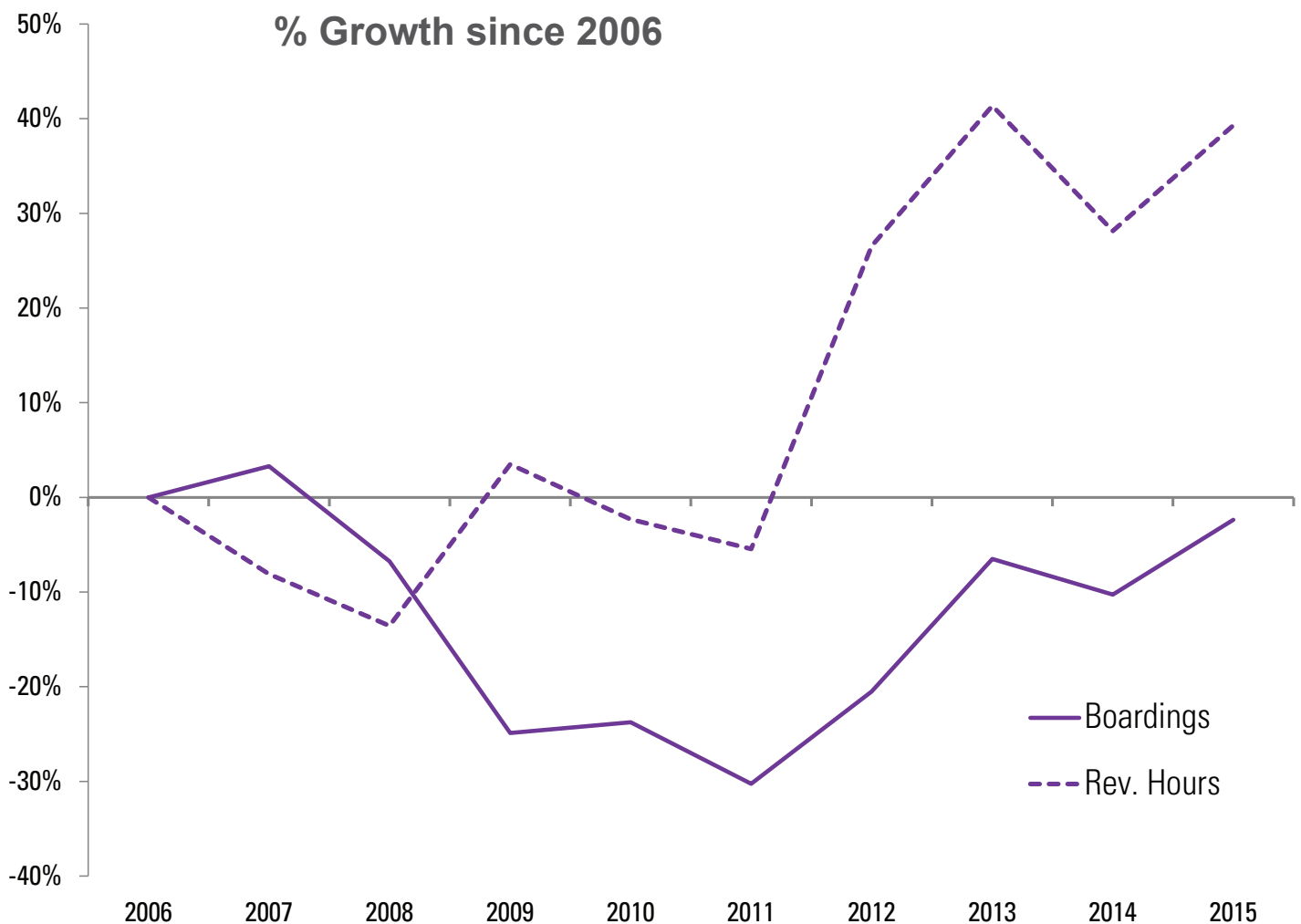


# Zone Service Growth

## 10-Year Growth

The average distance of a zone service ride in 2015 was 21 miles.

	2015	2006	Diff.
Boardings	<b>1,985</b>	2033	-2%
Rev. Hours	<b>1,202</b>	863	39%





# Vanpool Overview

WTA manages a fleet of passenger vans for vanpooling. These vans are leased to commuter groups who pay a fare based on monthly travel distance and the number of passengers. Fares cover all fuel, maintenance, insurance and vehicle costs.

WTA provides support services for vanpool group formation, vehicle maintenance and driver orientation.



	2015	2014	Diff.
Boardings	<b>61,921</b>	77,324	-20%
Revenue Hours	<b>9,207</b>	11,089	-17%
Revenue Miles	<b>509,939</b>	613,789	-17%
Passenger Miles	<b>2,515,277</b>	3,270,066	-23%
Boardings per Hour	<b>6.7</b>	7.0	-4%
Pax Miles per Hour	<b>273</b>	295	-7%
Pax Mi. per Boarding	<b>40.6</b>	42.3	-4%

**-20%**

decrease in  
**boardings**  
from 2014.

**40.6**

passenger miles  
per boarding in  
2015.

**273**

passenger  
miles per  
hour in 2015.



## 10-Year Growth

The average vanpool commute was 82 miles round-trip in 2015. From January 2015 to December 2015 the number of vans in service dropped from 31 to 25. There were 4 vans discontinued due to layoffs.

	2015	2006	Diff.
Boardings	<b>61,921</b>	73,024	-15%
Rev. Hours	<b>9,207</b>	8,448	9%
Pax Mi. per Boarding	<b>41</b>	38	7%
Vans in Service (average)	<b>27</b>	21	29%

## % Growth since 2006

