

Whatcom Transportation Authority  
**Service Performance Report**  
**2022**



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For all of 2022, WTA operated service at pre-pandemic levels. Here are some important things to note about the year:

- Fixed route ridership for 2022 was 65% of the total for 2019
- To qualify for funding from Move Ahead Washington, WTA changed the age for youth ride free from 17 & under to 18 & under
- In 2022, Fixed Route had 18.5 boardings per hour compared to a high of 38.3 boardings per hour in 2014
- The highest ridership route was Route 331 with 493,133 boardings
- Free fares as a percentage of all boardings are higher than in 2019 due to the Youth Ride Free program
- WTA is working on metrics that assess Access to Opportunities
- Paratransit boardings are 14% below 2012
- Vanpool boardings increased 26% in 2022 compared to 2021
- The Lynden Hop on-demand service had 2.4 boardings per hour in 2022, the same level as paratransit service



# Overview

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

WTA's fixed route service features 28 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.

WTA introduced a new on-demand van service in Lynden on June 13, 2021 called the Lynden Hop. Riders can hail a ride anywhere in Lynden and can expect their van to arrive approximately 15 minutes after they make their request.

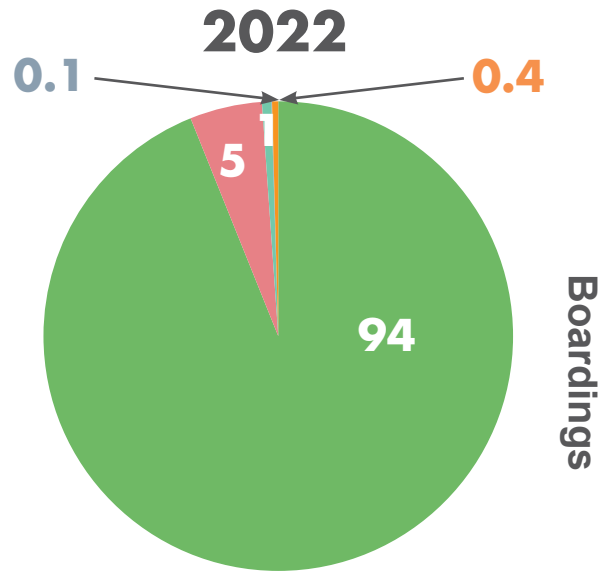
The table below shows the 2021 totals for each type of service WTA offers.

<b>2022</b>	<b>Fixed Route</b>	<b>Paratransit</b>	<b>Zone</b>	<b>Vanpool</b>	<b>Hop</b>
					
Boardings	<b>2,913,033</b>	<b>154,428</b>	<b>1,419</b>	<b>19,991</b>	<b>13,109</b>
Revenue Hours	<b>157,245</b>	<b>63,062</b>	<b>642</b>	<b>2,145</b>	<b>5,484</b>
Revenue Miles	<b>2,133,859</b>	<b>799,266</b>	<b>15,838</b>	<b>115,097</b>	<b>56,942</b>
Passenger Miles	<b>8,485,521</b>	<b>764,763</b>	<b>21,827</b>	<b>682,081</b>	<b>40,169</b>
Boardings per Hour	<b>18.5</b>	<b>2.4</b>	<b>2.2</b>	<b>9.3</b>	<b>2.4</b>
Passenger Miles per Hour	<b>53.9</b>	<b>12.1</b>	<b>34.0</b>	<b>318.0</b>	<b>7.3</b>
Passenger Miles per Boarding	<b>2.9</b>	<b>5.0</b>	<b>15.4</b>	<b>34.1</b>	<b>3.1</b>

# Percentage of Total

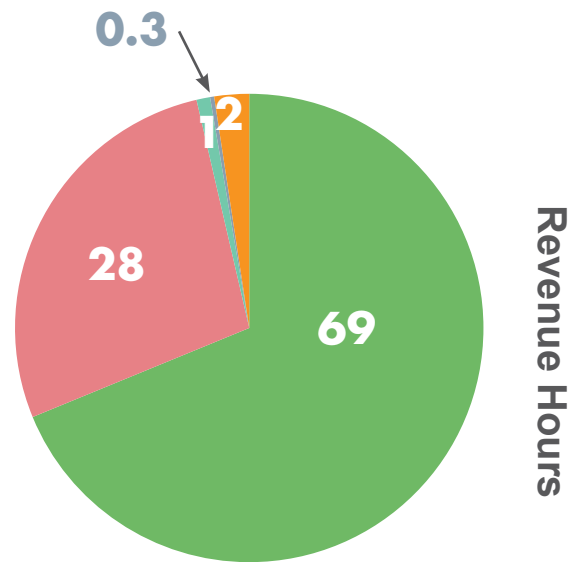
## Boardings

A boarding is counted each time a passenger steps onto a fixed route, paratransit, vanpool or zone service vehicle. Fixed route service represents 94% of all boardings.



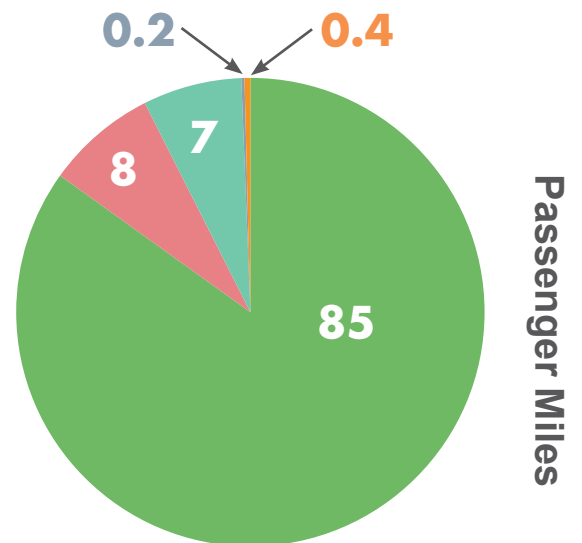
## Revenue Hours

Revenue hours are number of hours the bus is in service, including layover time. Paratransit accounts for 5% of all boardings, yet it constitutes 28% of all 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 7% of all passenger miles.



### % of total

- Fixed Route
- Paratransit
- Vanpool
- Zone Service
- Hop Service

# Boardings Comparison

## 2022 vs. 2021

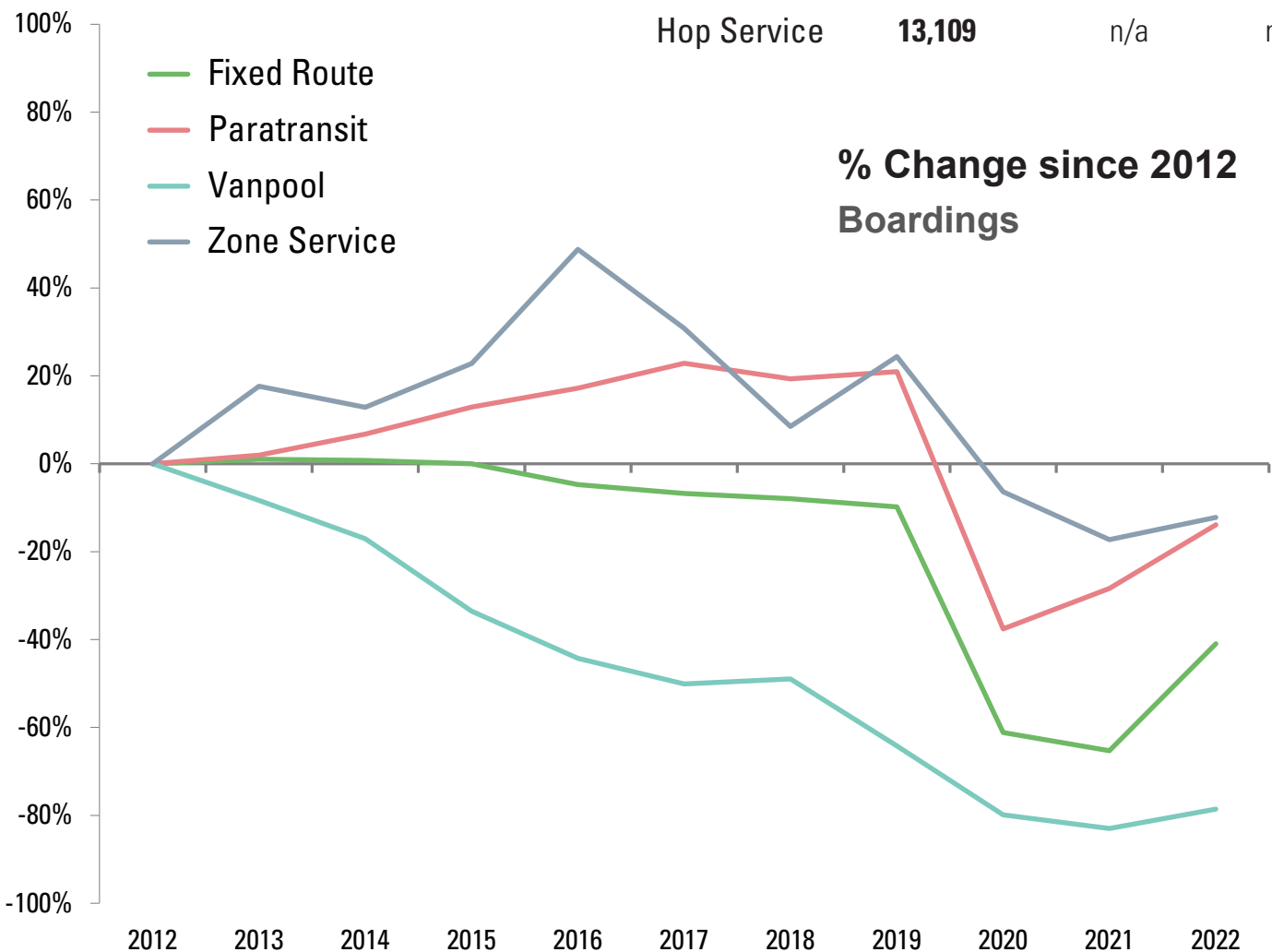
Fixed Route increased in boardings by 70%, Paratransit increased 20%, Vanpool increased by 26% and Zone Service decreased by 6%. The Hop Service began July 13, 2021 so has not have a full year to year comparison.

	2022	2021	Diff.
Fixed Route	<b>2,913,033</b>	1,714,220	70%
Paratransit	<b>154,415</b>	128,441	20%
Vanpool	<b>19,991</b>	15,874	26%
Zone Service	<b>1,419</b>	1,337	6%
Hop Service	<b>13,109</b>	4,530	189%

## 10-Year Change

The graph below shows the change in boardings since 2012.

	2022	2012	Diff.
Fixed Route	<b>2,913,033</b>	4,934,530	-41%
Paratransit	<b>154,415</b>	179,344	-14%
Vanpool	<b>19,991</b>	93,204	-79%
Zone Service	<b>1,419</b>	1,616	-12%
Hop Service	<b>13,109</b>	n/a	n/a



# Fixed Route Overview

Fixed routes provide service to designated bus stops using large transit buses. WTA offers 28 fixed routes. Service is offered seven days a week, with more limited service on Saturdays and Sundays.

In 2022, there were about 1.2 million more boardings than 2021. The 2022 boardings are 65% of those in 2019.

In 2022, service was restored to pre-pandemic levels which created an 11% increase in revenue hours.

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

	2022	2021	Diff.
Boardings	<b>2,913,033</b>	1,714,220	70%
Revenue Hours	<b>157,245</b>	142,059	11%
Revenue Miles	<b>2,133,859</b>	1,933,706	10%
Passenger Miles	<b>8,485,521</b>	5,417,600	57%
Boardings per Hour	<b>18.5</b>	12.1	53%
Pass. Mi. per Hour	<b>53.9</b>	38.1	41%
Pass. Mi. per Boarding	<b>2.9</b>	3.2	-9%



# Fixed Route History

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 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.

In 2017, WTA implemented two service changes that increased service by 13%. This

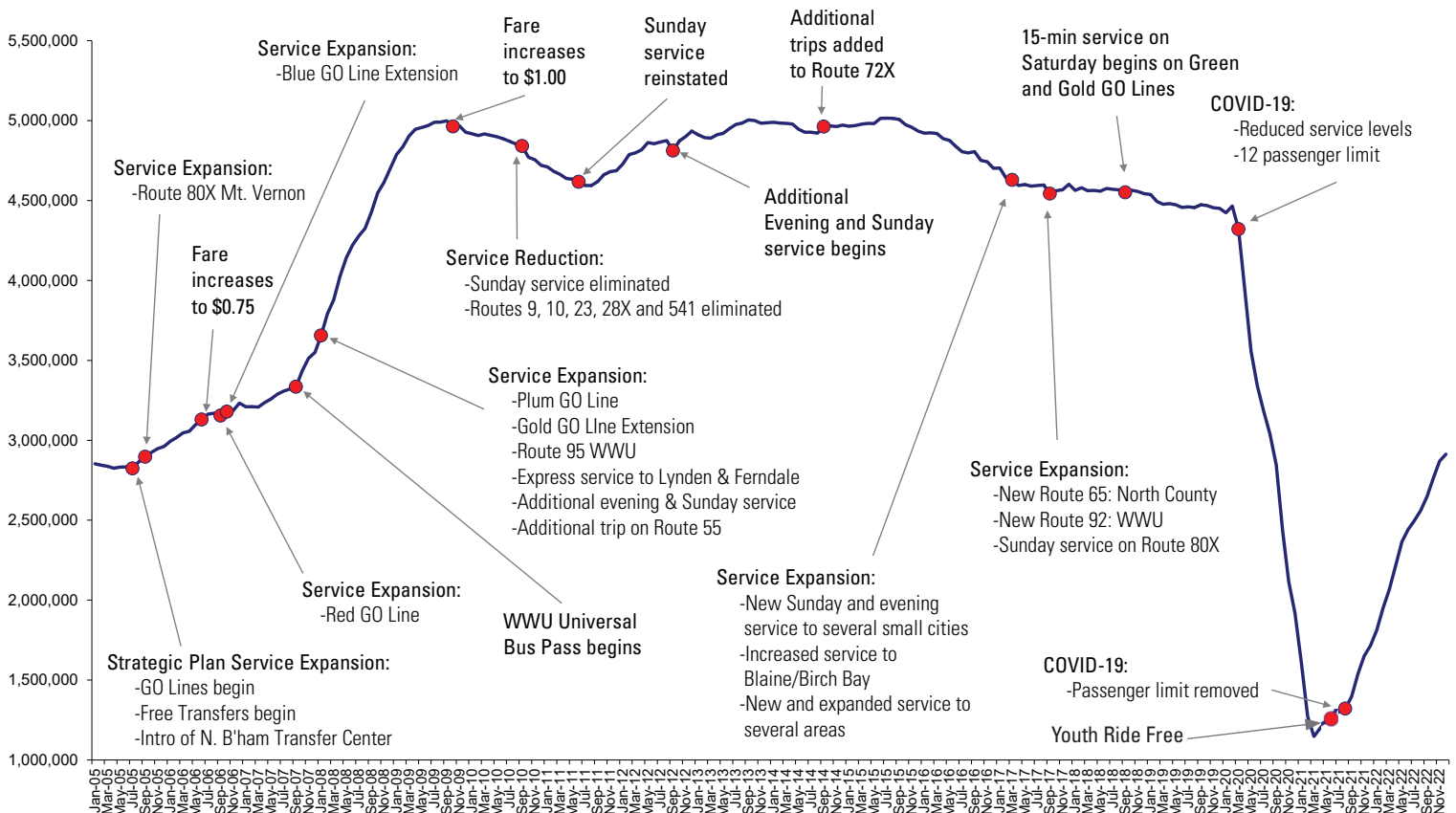
included new Sunday and evening service to Lynden, Ferndale, Lummi Nation/Gooseberry Point, and Sudden Valley. WTA also increased service to Blaine/Birch Bay and WWU as well as added Sunday service to Mt. Vernon.

In 2020, WTA reduced bus service by 30% at the end of March to address the decrease in demand as well as to match employee availability due to Covid-19. In June 2021, WTA restored service levels and in July 2021 WTA implemented our Youth Ride Free program.

The graph below shows a rolling 12 month total boardings with major milestones since 2005.

## Boardings (2005-2022)

data points equal the sum of previous 12 months





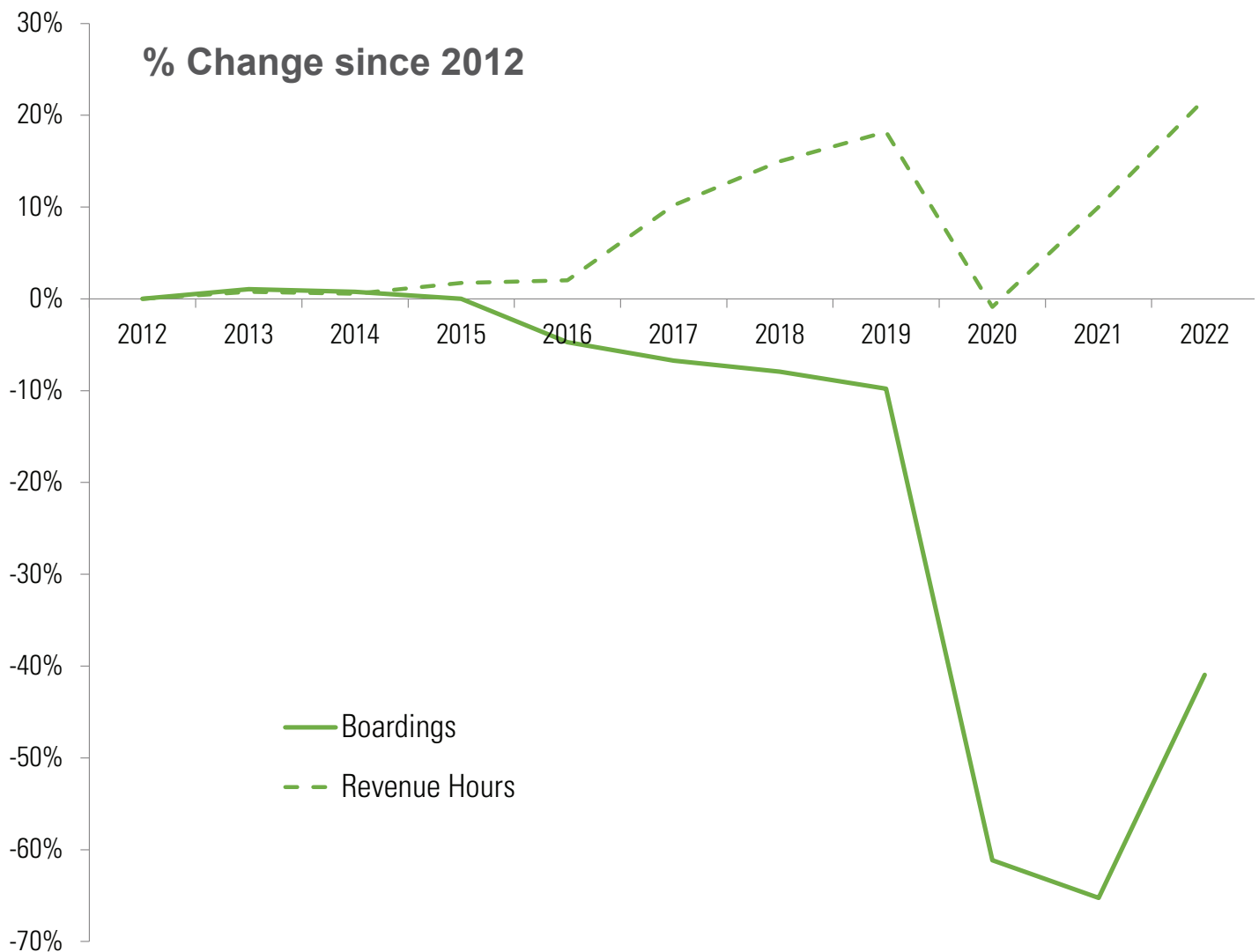
# Fixed Route Change

## 10-Year Change

For all of 2022, WTA operated service at pre-pandemic levels.

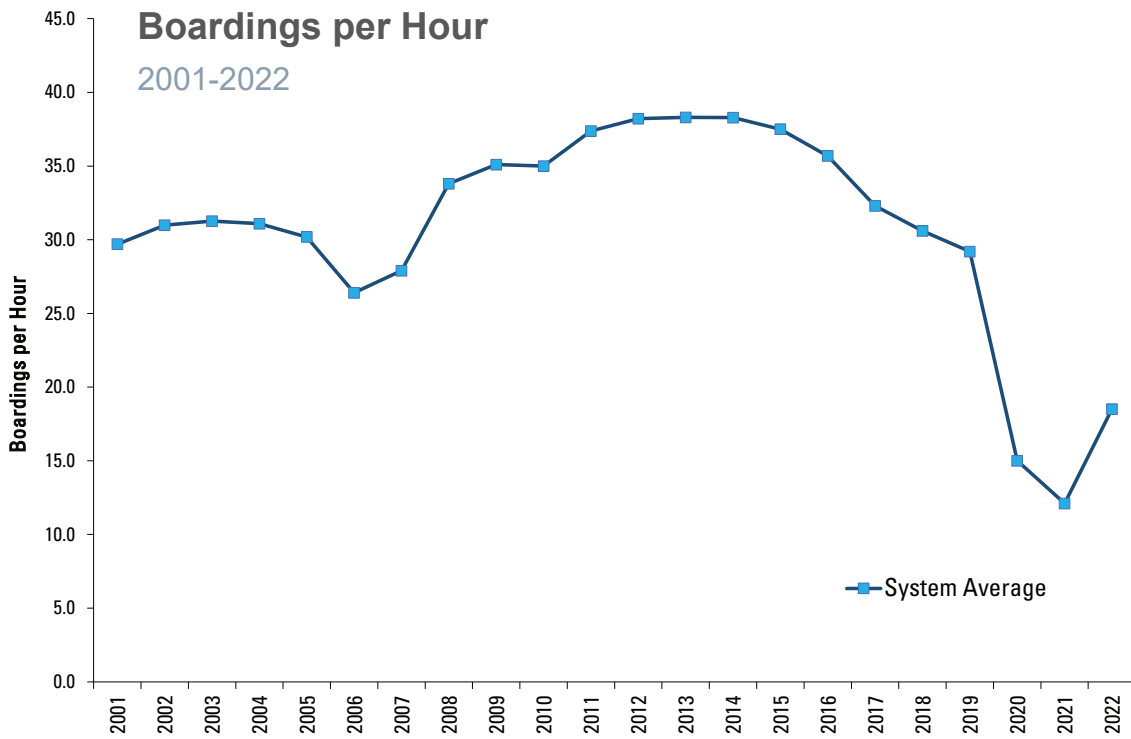
	2022	2012	Diff.
Boardings	<b>2,913,033</b>	4,934,530	-41%
Rev. Hours	<b>157,245</b>	129,135	22%

In July 2021, WTA introduced our Youth Ride Free program which allowed those 17 and under to ride for free. Then in September 2022, WTA changed the age for youth ride free from 17 & under to 18 & under to qualify for funding from Move Ahead Washington.

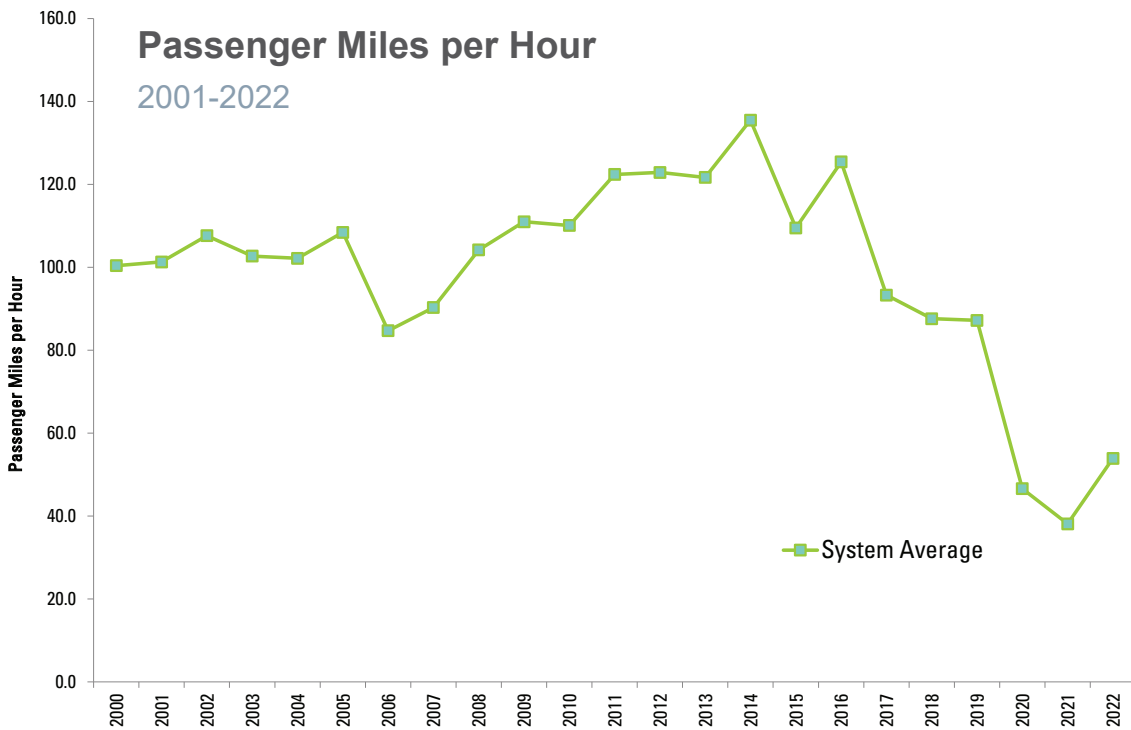


# Productivity History

In 2022, the fixed route system average was **18.5** boardings per hour.



In 2022, the fixed route system average was **53.9** passenger miles per hour.



# Boardings per Revenue Hour by Route

Boardings per Hour	2022	2021	Diff.
1 Fairhaven	16.9	13.0	30%
3 Airport/Cordata	10.7	7.3	46%
4 Hospital/Cordata	8.4	5.5	52%
14 Fairhaven	34.2	16.1	112%
15 Cordata/WCC	16.9	13.1	30%
24 Cordata	12.3	11.9	3%
26 Lynden	7.8	6.1	29%
27 Ferndale	10.5	7.3	43%
29 Cordata/Kline	9.5	6.5	46%
48 Bakerview Spur	4.4	2.4	83%
49 Bakerview Spur	5.7	5.5	4%
50 Gooseberry Pt	9.9	7.2	37%
71X Everson/Nooksack/Sumas	4.4	3.3	33%
72X Kendall	4.9	4.7	3%
75 Birch Bay/Blaine	4.4	3.8	16%
80X Mt. Vernon	7.5	6.5	17%
105 Fairhaven	29.3	13.9	110%
107 WWU	45.6	20.5	123%
108 Samish/WWU	31.5	18.0	75%
190 Lincoln Creek	32.7	15.6	109%
196 WWU/Lincoln	34.9	19.8	76%
197 Lincoln/WWU	37.1	19.3	92%
232 Cordata/WCC	18.9	14.3	33%
331 Cordata/WCC	22.7	16.5	38%
512 Sudden Valley	15.5	11.0	41%
525 Barkley	13.6	9.4	45%
533 Yew St	13.8	10.4	33%
540 Sunset	12.6	7.8	60%
WWU Shuttles	40.9	54.4	-25%
<b>Total</b>	<b>18.5</b>	<b>12.0</b>	<b>54%</b>

# Boardings by Route

Boardings by Route	2022	2021	Diff.
1 Fairhaven	<b>122,139</b>	81,606	50%
3 Airport/Cordata	<b>58,609</b>	37,875	55%
4 Hospital/Cordata	<b>45,318</b>	28,492	59%
14 Fairhaven	<b>249,025</b>	114,719	117%
15 Cordata/WCC	<b>121,333</b>	90,104	35%
24 Cordata	<b>41,876</b>	39,517	6%
26 Lynden	<b>56,218</b>	35,074	60%
27 Ferndale	<b>66,777</b>	42,236	58%
29 Cordata/Kline	<b>17,509</b>	6,608	165%
48 Bakerview Spur	<b>1,998</b>	937	113%
49 Bakerview Spur	<b>6,918</b>	5,264	31%
50 Gooseberry Pt	<b>48,500</b>	32,877	48%
71X Everson/Nooksack/Sumas	<b>11,785</b>	7,344	60%
72X Kendall	<b>24,737</b>	21,602	15%
75 Birch Bay/Blaine	<b>30,462</b>	19,683	55%
80X Mt. Vernon	<b>20,786</b>	14,868	40%
105 Fairhaven	<b>186,774</b>	86,880	115%
107 WWU	<b>81,859</b>	34,442	138%
108 Samish/WWU	<b>92,021</b>	41,595	121%
190 Lincoln Creek	<b>247,937</b>	117,072	112%
196 WWU/Lincoln	<b>94,129</b>	50,008	88%
197 Lincoln/WWU	<b>100,592</b>	50,916	98%
232 Cordata/WCC	<b>285,824</b>	201,761	42%
331 Cordata/WCC	<b>493,133</b>	358,238	38%
512 Sudden Valley	<b>82,276</b>	58,087	42%
525 Barkley	<b>61,232</b>	39,238	56%
533 Yew St	<b>36,601</b>	25,955	41%
540 Sunset	<b>56,649</b>	33,004	72%
WWU Shuttles	<b>170,016</b>	30,489	458%
<b>Total</b>	<b>2,913,033</b>	1,706,491	71%

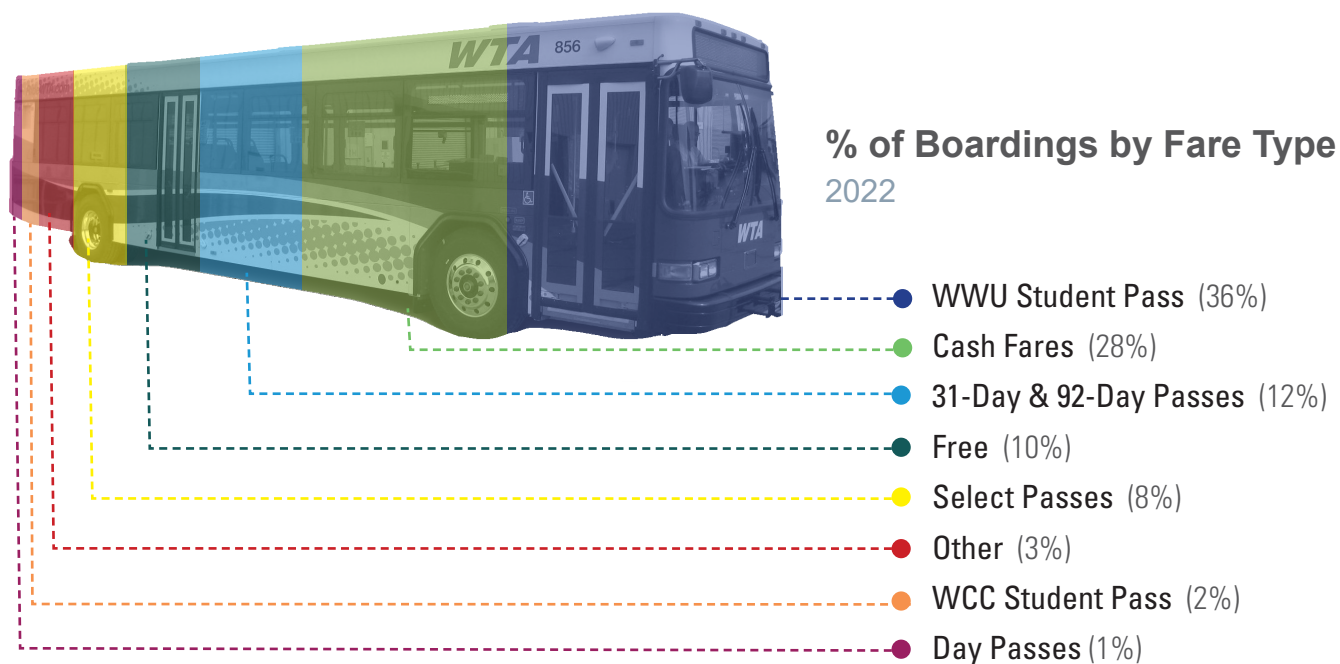
# Revenue Hours by Route

<b>Rev. Hours by Route</b>	<b>2022</b>	<b>2021</b>	<b>Diff.</b>
1 Fairhaven	<b>7,211</b>	6,265	15%
3 Airport/Cordata	<b>5,477</b>	5,168	6%
4 Hospital/Cordata	<b>5,374</b>	5,135	5%
14 Fairhaven	<b>7,283</b>	7,113	2%
15 Cordata/WCC	<b>7,172</b>	6,902	4%
24 Cordata	<b>3,405</b>	3,311	3%
26 Lynden	<b>7,178</b>	5,757	25%
27 Ferndale	<b>6,367</b>	5,772	10%
29 Cordata/Kline	<b>1,837</b>	1,015	81%
48 Bakerview Spur	<b>457</b>	391	17%
49 Bakerview Spur	<b>1,213</b>	958	27%
50 Gooseberry Pt	<b>4,896</b>	4,546	8%
71X Everson/Nooksack/Sumas	<b>2,693</b>	2,233	21%
72X Kendall	<b>5,092</b>	4,569	11%
75 Birch Bay/Blaine	<b>6,865</b>	5,154	33%
80X Mt. Vernon	<b>2,755</b>	2,299	20%
105 Fairhaven	<b>6,384</b>	6,233	2%
107 WWU	<b>1,796</b>	1,683	7%
108 Samish/WWU	<b>2,925</b>	2,315	26%
190 Lincoln Creek	<b>7,578</b>	7,492	1%
196 WWU/Lincoln	<b>2,693</b>	2,525	7%
197 Lincoln/WWU	<b>2,712</b>	2,636	3%
232 Cordata/WCC	<b>15,086</b>	14,126	7%
331 Cordata/WCC	<b>21,691</b>	21,740	0%
512 Sudden Valley	<b>5,295</b>	5,269	0%
525 Barkley	<b>4,495</b>	4,178	8%
533 Yew St	<b>2,651</b>	2,501	6%
540 Sunset	<b>4,512</b>	4,213	7%
WWU Shuttles	<b>4,154</b>	561	641%
<b>Total</b>	<b>157,246</b>	142,060	11%

# Boardings by Fare Type

	2022	2019	Diff.
WWU Student Pass	<b>818,094</b>	1,845,677	-56%
Cash Fare	<b>808,672</b>	623,910	30%
Free *	<b>517,997</b>	357,408	45%
31-day Pass	<b>275,346</b>	494,186	-44%
Select 31-day Pass	<b>150,372</b>	229,338	-34%
Select 92-day Pass	<b>77,194</b>	157,809	-51%
92-day Pass	<b>74,670</b>	114,206	-35%
WCC Student Pass	<b>63,924</b>	257,733	-75%
Stored Value	<b>51,842</b>	n/a	n/a
Day Passes	<b>38,624</b>	191,560	-80%
11 for \$10 Ticket	<b>22,555</b>	n/a	n/a
County Connector Passes	<b>13,402</b>	32,080	-58%
Other	<b>341</b>	8,825	-96%
<b>Total</b>	<b>2,913,033</b>	4,312,732	-32%

\*WWU & WCC students 18 & under account for 42% of the free category

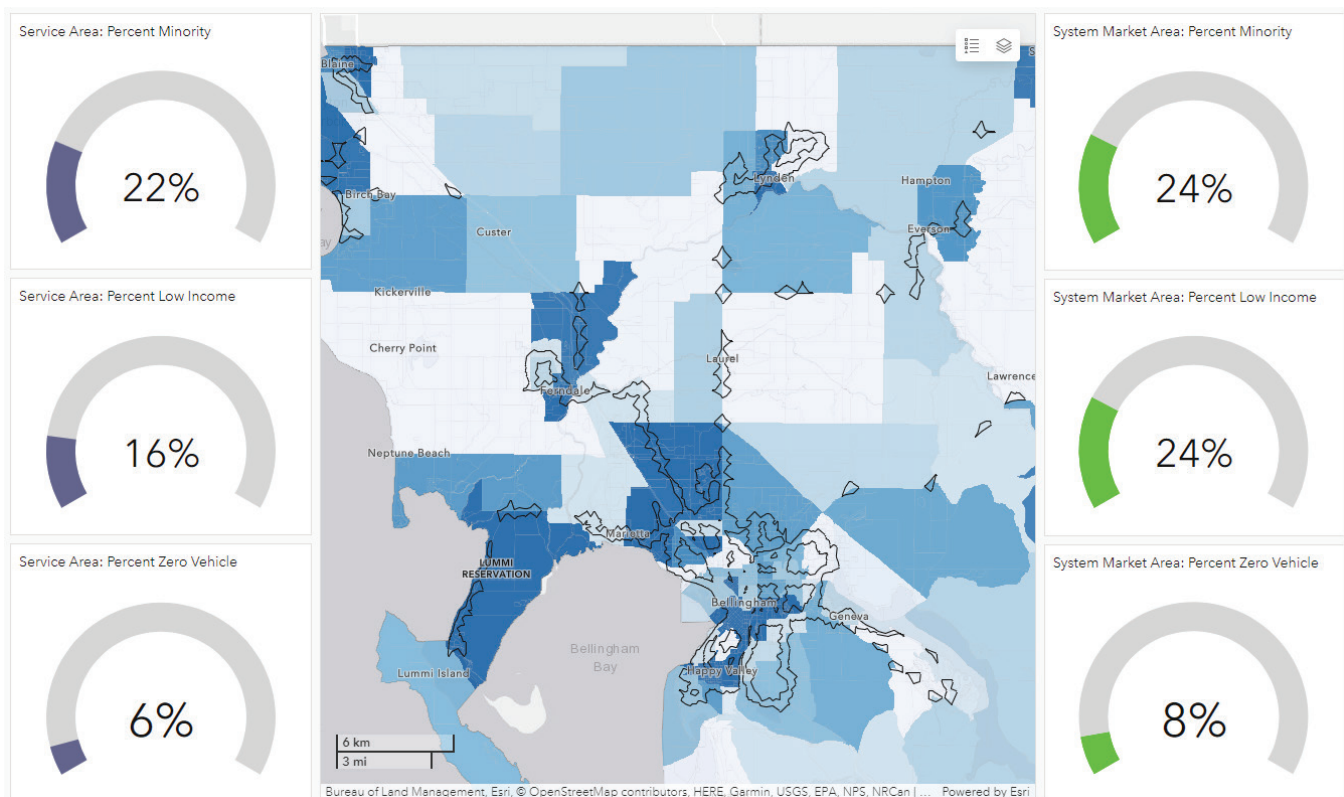


# Priority Populations

WTA's Long Range Transit Plan, WTA 2040, called for a transition in how WTA evaluates our transit services. Previously, service has been predominately evaluated using efficiency and performance metrics, such as boardings per hour and on-time performance. While those metrics are still important in our evaluation, WTA's updated evaluation standards will emphasize the importance of equity and providing reliable services to those who need it the most.

The primary changes include the introduction of two new Service Standards which evaluate WTA services with consideration of our Priority Population groups and Access to Opportunity.

As defined in WTA 2040, priority populations include minority populations, low-income households, and households with no access to a vehicle. The senior populations and individuals living with a disability are also included in the Priority Populations but are not assessed in this evaluation due to their reliance on specialized transportation services.



# Access to Opportunity

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Access to Opportunity is a term WTA uses to measure our transit services' ability to connect riders and potential riders with the vast number of opportunities around us. WTA embraces the need to connect community members to opportunities to achieve social, economic, and environmental prosperity at an individual and community level. The table below shows how many of each destination type are served by WTA fixed routes compared to how many are in our entire service area.

	<b>Service Area</b>	<b>System Market Area</b>	<b>%</b>
Total Jobs	<b>97,774</b>	60,625	62%
Childcare Facilities	<b>38</b>	32	84%
Colleges & Universities	<b>4</b>	4	100%
Grocery Stores	<b>36</b>	23	88%
Libraries	<b>14</b>	11	79%
Medical Services	<b>13</b>	13	100%
Schools	<b>72</b>	45	63%
Senior Centers	<b>4</b>	4	100%
Shopping Centers	<b>15</b>	14	93%
Social Services	<b>15</b>	14	93%

**Service Area** = WTA's public transportation benefit area (PTBA)

**System Market Area** = The area that is 0.25 miles walking distance from all WTA bus stops



# Paratransit Overview

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



	2022	2021	Diff.
Boardings	<b>154,428</b>	128,441	20%
Revenue Hours	<b>63,062</b>	55,579	13%
Revenue Miles	<b>799,266</b>	683,021	17%
Passenger Miles	<b>764,763</b>	605,444	26%
Boardings per Hour	<b>2.4</b>	2.3	6%
Pax Miles per Hour	<b>12.1</b>	10.9	11%
Pax Mi. per Boarding	<b>5.0</b>	4.7	5%

**20%**  
increase in boardings from 2021.

**13%**  
increase in revenue hours from 2021.

**2.4**  
boardings per hour in 2022.



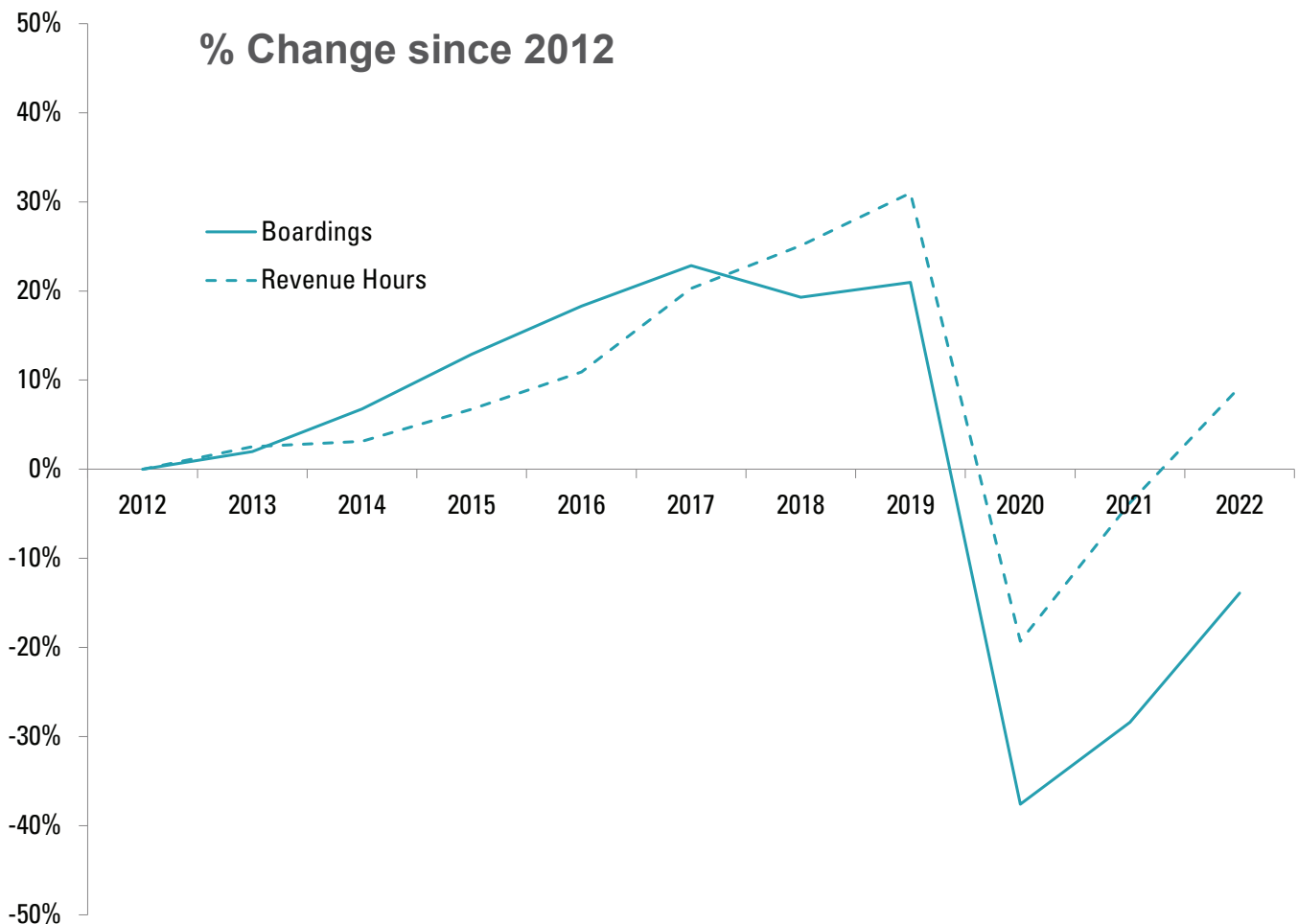
# Paratransit Change

## 10-Year Change

The growth in revenue hours in 2017 is due to paratransit service being made available outside the City of Bellingham on March 17, 2017. Lynden, Ferndale, Gooseberry Pt and Sudden Valley now have paratransit service seven days a week.

For 2022, Paratransit ridership was at 71% of 2019 total boardings.

	2022	2012	Diff.
Boardings	<b>154,428</b>	179,344	-14%
Rev. Hours	<b>63,062</b>	57,746	9%



# 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.



	2022	2021	Diff.
Boardings	<b>1,419</b>	1,337	6%
Revenue Hours	<b>642</b>	568	13%
Revenue Miles	<b>15,838</b>	13,986	13%
Passenger Miles	<b>21,827</b>	18,533	18%
Boardings per Hour	<b>2.2</b>	2.4	-6%
Pax Miles per Hour	<b>34.0</b>	32.6	4%
Pax Mi. per Boarding	<b>15.4</b>	13.9	11%

**6%**  
increase in boardings from 2021.

**15.4**  
passenger miles per boarding in 2022.

**2.4**  
boardings per hour in 2021.



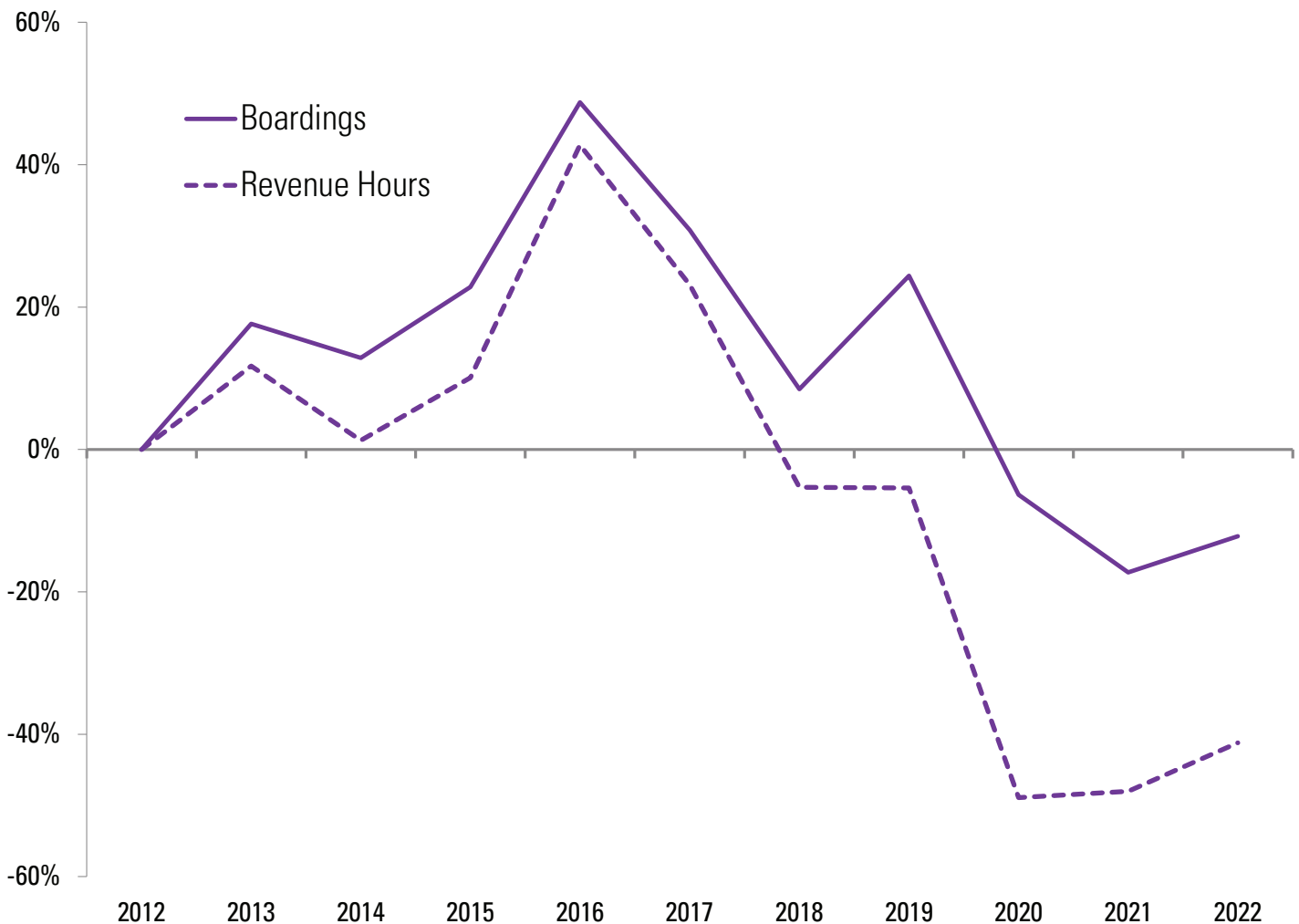
# Zone Service Change

## 10-Year Change

The average distance of a zone service ride in 2022 was 15.4 miles. Boardings are highly variable year to year on Zone Service and are heavily influenced by a small number of riders who ride frequently.

	2022	2012	Diff.
Boardings	<b>1,419</b>	1,616	-12%
Rev. Hours	<b>642</b>	1,092	-41%

### % Change since 2012



# 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. Boardings have increased by 26% and are at 60% of 2019 total ridership.



	2022	2021	Diff.
Boardings	<b>19,991</b>	15,874	26%
Revenue Hours	<b>2,145</b>	2,204	-3%
Revenue Miles	<b>115,097</b>	119,984	-4%
Passenger Miles	<b>682,081</b>	561,894	21%
Boardings per Hour	<b>9.3</b>	7.2	29%
Pax Miles per Hour	<b>318.0</b>	255	25%
Pax Mi. per Boarding	<b>34.1</b>	35.4	-4%



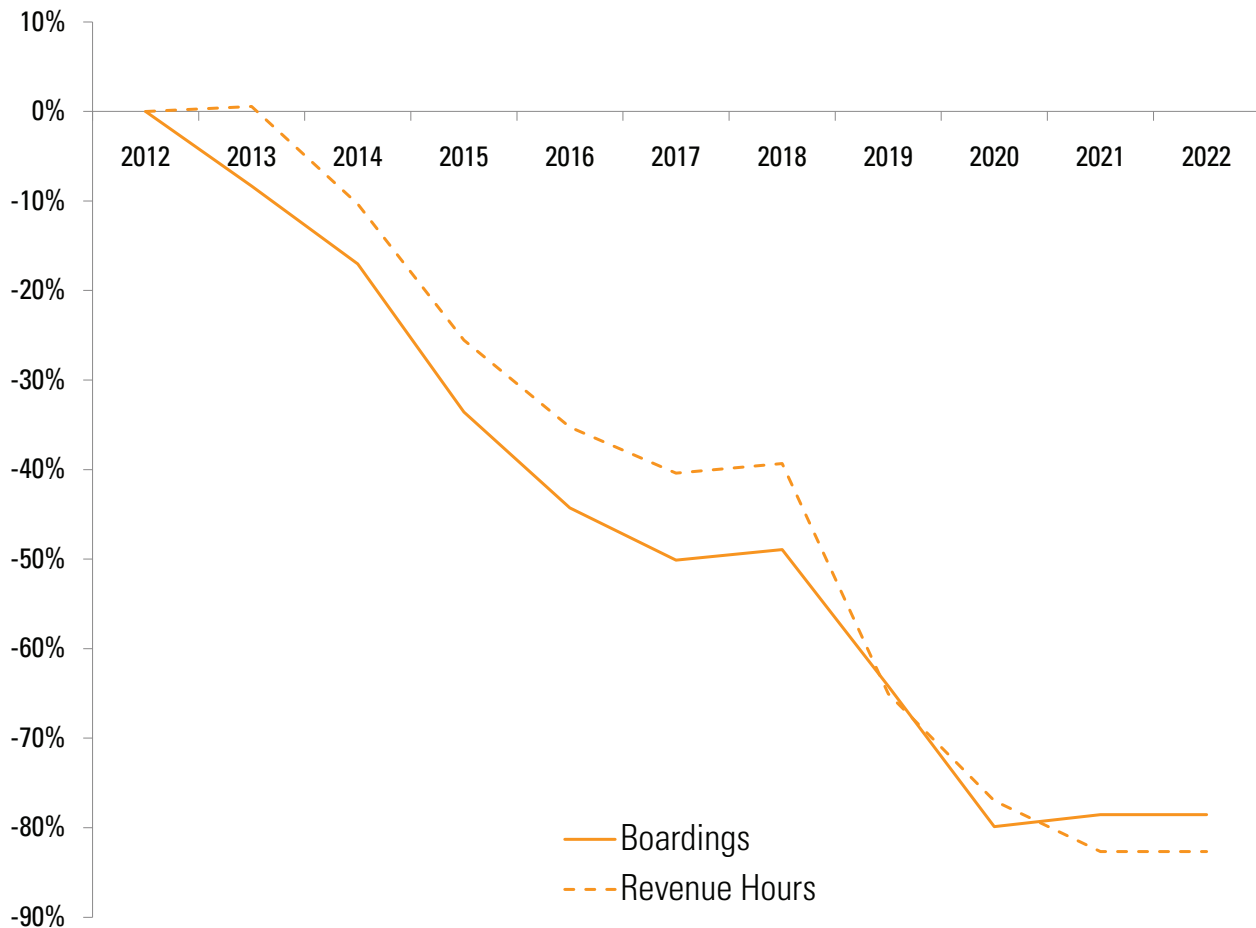
# Vanpool Change

## 10-Year Change

The average vanpool commute was 68 miles round-trip in 2022.

	2022	2012	Diff.
Boardings	<b>19,991</b>	93,204	-79%
Rev. Hours	<b>2,145</b>	12,367	-83%
Pax Mi. per Boarding	<b>34.1</b>	43.9	-22%
Vans in Service (average)	<b>8</b>	32	-75%

## % Change since 2012



# Hop Service Overview

WTA introduced a new on-demand van service in Lynden on June 13, 2021 called the Lynden Hop. Riders can hail a ride anywhere in Lynden and can expect their van to arrive approximately 15 minutes after they make their request.

The service is wheelchair accessible and open to everyone. Riders can catch the Lynden Hop from 7:15 am to 7:30 pm on Mondays through Fridays, and 8 am to 5:30 pm on Saturdays and Sundays.

The Lynden Hop is a two-year pilot project. Eighty percent of the cost of the first year to operate it came from a Federal Transit Administration “Integrated Mobility Innovations (IMI)” Grant.



	2022	2021	Diff.
Boardings	<b>13,109</b>	4,530	189%
Revenue Hours	<b>5,484</b>	2,730	101%
Revenue Miles	<b>56,942</b>	20,219	182%
Passenger Miles	<b>40,169</b>	12,154	230%
Boardings per Hour	<b>2.4</b>	1.7	44%
Pax Miles per Hour	<b>7.3</b>	4.5	65%
Pax Mi. per Boarding	<b>3.1</b>	2.7	14%

