

Whatcom Transportation Authority 2021 ANNUAL BUDGET

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Whatcom Transportation Authority (WTA)
2021 Annual Budget
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General Manager's Budget Message

Although 2021 presents unprecedented challenges due to the COVID pandemic, WTA has both the capacity and the resolve to respond to the needs of our community. WTA will remain dedicated to our primary mission: to provide safe, reliable, efficient and friendly service to our community in the coming year.

Our 2021 budget will allow us to:

- Fully restore fixed route service when public health conditions allow
- Complete the development of WTA's first "Transit Master Plan". This work will provide the framework to develop our services over the next 20 years.
- Promote "Bus Tracker" WTA's real-time bus arrival information system.
- Implement automated "Call Ahead" notification for our paratransit riders.
- Continue enhancement of our "Touch Pass" smart card fare system.
- Conduct a "Mobility on Demand" demonstration project in the City of Lynden
- Introduce WTA's first two all-electric buses.
- Continue our commitment to maintaining vehicles and facilities in a state of good repair.

We look forward to another year of service to our community.

Peter L. Stark

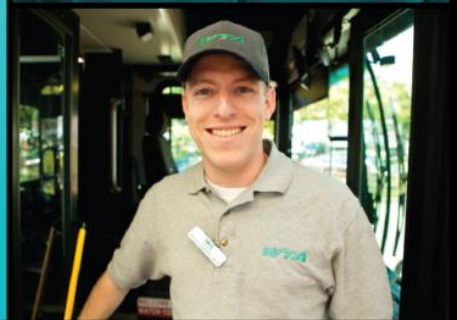
General Manager





At WTA, our mission is to enhance our community by:

- Delivering safe, reliable, efficient and friendly service.
- Offering environmentally sound transportation choices.
- Providing leadership in creating innovative transportation solutions.
- Partnering with our community to improve transportation systems.



Vision for Whatcom Transportation Authority

Our vision for WTA in 2020 is...

...to be a vital and permanent element of Whatcom County's transportation infrastructure.

This means WTA will:

- Provide public transportation services that best meet the community's mobility needs.
- Contribute to the economic vitality of the County.
- Make capital investments that enhance efficiency and prevent future problems.
- Provide a practical alternative to single occupancy vehicles.

...to maintain our commitment to service excellence.

This means WTA will:

- Respond to our customers' needs.
- Strive to achieve the highest level of customer service, efficiency and reliability.
- Attract, hire and retain employees who reflect our community and agency values.
- Maintain strong fiscal controls.

...to be a leader in an integrated regional transportation system that supports vibrant, livable communities.

This means WTA will work with others to:

- Build and maintain effective partnerships.
- Integrate transportation, land-use and growth management goals.
- Increase access to jobs, education and other community resources.

...to apply the relevant innovations in public transportation services to local and regional needs.

This means WTA will:

- Apply proven technology solutions to improve customer experience.
- Demonstrate environmental leadership.
- Coordinate with other providers and organizations to maximize use of limited resources.

Overall Economic Outlook

WTA begins 2021 with healthy cash balances and a projection of stable but lower revenues than in prior years. The effect of the COVID-19 pandemic is felt in Whatcom County with unemployment for October at 6.3%, sales tax revenues below 2019 receipts and suppressed retail trade with the Canadian border closed since early March.

Construction and infrastructure investments in the county are growing; fueled by low borrowing interest rates and levy funded projects with local educational institutions. This activity will assist in raising 2021 sales tax receipts up to prior year levels.

Home sales are active with less than 1-month inventory of homes in the county. Median prices are increasing along with cash offers. Low interest rates are encouraging borrowing and home construction.

WTA is positioned well to weather the effects of the pandemic. The agency has reduced service in response to demand while retaining most of our employees and continuing to provide benefits.

Service, Routes and Ridership

The Planning Division will continue its work in 2021 to support service models needed to address changes in demand, social distancing and Operator availability related to the COVID pandemic. One service change will be introduced to respond to the construction of a new street in the Cordata neighborhood.

The pandemic brought about a severe ridership decline in 2020, which will likely carry over into at least a few months of 2021. Ridership stabilized at around 30% of normal ridership in the fall of 2020. Students, faculty and staff at Western Washington University, who normally constitute 40% of WTA's ridership, will not be returning to campus until at least the Spring term. For the entire year, it is unlikely that ridership will rebound to normal levels given the impact of the pandemic on the economy, work environments, perceptions of safety and other factors which drive longer-term shifts in demand.

Paratransit is likewise impacted by the pandemic and has stabilized at around 50% of normal ridership. The vanpool program was overseeing 8 out of 10 vanpools in the fall of 2020. Staff is anticipating the return of one additional vanpool group in 2021.

WTA continues work on WTA 2040, a long-range plan designed to set a 20-year framework of service based on a robust community engagement process. The project will provide goals and actions around fixed route, paratransit and other service, fleet and infrastructure, and funding. The planning team has adjusted provide virtual public engagement opportunities,

including an online survey, video meetings of the Transit Advisory Group and other stakeholders, and a website. Work on initial phases are complete, and the next phase will be the development of service scenarios. The project is on-track to be completed in the Fall of 2021.

Revenue

The 2021 sales tax revenue budget equals the 2019 actual sales tax receipts. This budget considers the trend for sales tax receipts in 2020 and the effects of the COVID-19 pandemic. Receipts began a slow upward trend in August although expected 2020 revenues are below 2019 actuals. Construction and infrastructure investments by local educational institutions is on the rise which should boost sales tax revenue through 2021.

Fare revenue remains unpredictable as WTA plans to resume fare collection during the second quarter of 2021. Ridership is approximately 77% of normal on fixed route and 50% on paratransit with service at 83% of normal due to the pandemic. With the university and most schools continuing remote learning through the winter, riders by students is virtually non-existent. We expect ridership to slowly increase during the year as our community emerges from the pandemic and a vaccine is widely introduced. WTA anticipates 2021 fare revenue to be 60-70% lower than the 2020 budget.

As part of their recent Continuing Resolution, Congress reauthorized the FAST Act for the entire 2021 Fiscal Year. WTA's full 2021 FTA formula appropriation is secure, and that the two primary competitive grant programs will continue at or above current levels.

The ruling of I-976 as unconstitutional preserves approximately \$1,000,000 in annual revenue used to support paratransit service and travel training on fixed route service. WTA will receive the full amount of funding in 2021 and plans to continue the same level of service.

The WTA Board approved fare changes in December 2019 allowing youth under the age of 17 or enrolled in high school to ride the bus for free. Other rates have small increases that will be enacted sometime during 2021. We continue to review the vanpool and bulk pass programs with recommendations to the board this year.

Personnel

WTA's contract with the Amalgamated Transit Union Local 843, representing most of our employees, expires in 2021. Negotiations will begin mid-year for a new three (3) year contract. Represented employees will receive a 3.25% Cost of Living Adjustment (COLA) in 2021; while non-represented employees receive a 3% increase.

The following new positions are included in the 2021 budget:

- 1 Facilities Technician
- 6 Transit Operators

Capital and Infrastructure

The following projects are included in the 2021 budget:

- Complete the Ferndale LED Lighting Retrofit
- Launch the Mobility on Demand service within Lynden
- Receive 2 electric buses and install charging equipment
- Complete Smart Bus project – computer aided dispatch, real time passenger information, and automatic stop announcements
- Improve ADA access at various bus stops and replace various bus shelters
- Replace end of life technology equipment
- Begin Maintenance, Operations and Administration base remodel
- Design and begin construction on Midway lot building
- Receive 8 replacement diesel buses
- Receive 14 replacement Paratransit buses
- Finalize property purchase

Cash

WTA's undesignated cash balance at January 1, 2021 is estimated at \$17,092,000.

Undesignated cash supports the daily operations of WTA and is projected to decrease to \$12,358,000 by the end of 2021 as we continue to support new technology needs, address space constraints, hire and train employees, and meet the agency's daily operating needs.

Total internally designated reserves are estimated \$16,085,000, as of January 1, 2021, a decrease of \$2,626,000. These funds are required by policy to maintain the operating reserve, provide WTA's share of federally funded revenue vehicles and meet the increased capital needs of the agency.

Conclusion

WTA's financial position is positive heading into 2021 due to prior conservative financial planning, reduced service and lower expenditures. The agency's response to the pandemic has been careful and measured to support the transit demands of the community. We look forward to continuing delivering safe, reliable, efficient, and friendly service to Whatcom County.

Whatcom Transportation Authority Revenue and Expenditures

	2021 Budget	2020 Forecast	2020 Budget	2019 Actuals
Revenues				
Fixed Route Revenue	\$ 635,457	\$ 656,348	\$ 2,625,471	\$ 2,473,937
Paratransit Revenue	50,151	17,382	111,350	100,486
Vanpool Revenue	72,492	56,338	118,900	110,283
Total Operating Revenues	758,100	730,068	2,855,721	2,684,706
Sales Tax Income	29,611,528	27,279,014	30,893,068	29,611,528
Operating Grants	1,308,770	10,140,565	1,394,288	1,054,876
Investment Income	236,000	465,000	461,764	650,114
Other Revenue	148,292	170,000	170,000	358,363
Total Revenues	32,062,690	38,784,647	35,774,841	34,359,587
Expenses				
Wages & Salaries	20,109,553	18,425,700	19,636,832	18,342,920
Employee Benefits	9,118,374	8,533,435	9,593,405	6,990,114
Outside Services	2,267,634	1,406,661	2,578,331	1,710,101
Supplies & Materials	2,796,411	2,621,192	2,745,617	2,207,655
Fuel	916,391	660,679	1,431,770	1,257,044
Utilities	443,193	384,719	435,722	382,212
Insurance & Claims	631,693	741,723	741,723	621,906
Education, Meetings & Travel	206,319	67,005	328,350	246,174
General Expense	290,107	446,379	240,505	209,241
Total Operating Expenses	36,779,675	33,287,493	37,732,255	31,967,367
Net Operating (Loss)/Income	(4,716,985)	5,497,154	(1,957,414)	2,392,220
Capital Expenditures	13,834,079	2,385,094	9,923,470	8,643,631
Grants & Contributions	8,903,491	1,385,900	5,059,580	3,981,364
Net Capital Expense	4,930,588	999,194	4,863,890	4,662,267
Net (Loss)/Income	\$ (9,647,573)	\$ 4,497,960	\$ (6,821,304)	\$ (2,270,047)



FTE Staffing by Department

	2020 Budget	2021 Budget	2021 vs. 2020
General Manager	1.00	1.00	0.00
Executive Assistant II	1.00	1.00	0.00
Executive Administration	2.00	2.00	0.00
Community Relations & Marketing	1.00	1.00	0.00
Human Resources Director	1.00	1.00	0.00
Human Resources Analyst	1.00	1.00	0.00
Human Resources Coordinator	1.00	1.00	0.00
Department Assistant	1.00	1.00	0.00
Human Resources	4.00	4.00	0.00
Operations Director	1.00	1.00	0.00
Operations Manager	0.00	1.00	1.00
Operations / Field Supervisors	8.00	8.00	0.00
Dispatch Supervisor	1.00	1.00	0.00
Safety & Training Supervisor	1.00	1.00	0.00
Executive Assistant I	1.00	1.00	0.00
Department Assistant I	1.00	1.00	0.00
Transit Administration	13.00	14.00	1.00
Dispatch Manager	1.00	0.00	-1.00
Dispatchers	6.00	6.00	0.00
Training Coordinator	1.00	1.00	0.00
Trainer	2.00	2.00	0.00
Trainees	3.00	3.00	0.00
Lead Customer Service Rep	0.33	0.33	0.00
Fixed Route Customer Service Reps	3.00	3.00	0.00
Fixed Route Transit Operators	126.00	128.00	2.00
Terminal Expeditors	4.00	4.00	0.00
Fixed Route Operations	146.33	147.33	1.00
Paratransit Manager	1.00	1.00	0.00
Mobility Coordinator	1.00	1.00	0.00
Travel Trainer	1.00	1.00	0.00
Paratransit Dispatchers	6.00	6.00	0.00
Paratransit Dispatch Coordinator	1.00	1.00	0.00
Lead Customer Service Rep	0.67	0.67	0.00
Paratransit Customer Service Reps	4.00	4.00	0.00
Paratransit Transit Operators	43.00	43.00	0.00
Mobility Transit Operators	0.00	4.00	4.00
Paratransit Operations	57.67	61.67	4.00
Finance Director	1.00	1.00	0.00
Procurement & Contracts Manager	1.00	1.00	0.00
Finance	2.00	2.00	0.00
Accounting Manager	1.00	1.00	0.00
Payroll Specialist	1.00	1.00	0.00
Accounting Technicians (I & II)	2.00	2.00	0.00
Accounting	4.00	4.00	0.00
Revenue Manager	1.00	1.00	0.00

FTE Staffing by Department, continued

	2020 Budget	2021 Budget	2021 vs. 2020
IT Director	1.00	1.00	0.00
IT Systems Technician	1.00	0.00	-1.00
IT Systems Administrator	1.00	2.00	1.00
IT Applications Administrator	3.00	3.00	0.00
Department Assistant	1.00	1.00	0.00
Information Technology	7.00	7.00	0.00
Planning Director	1.00	1.00	0.00
Transit Planners	2.00	2.00	0.00
Transit Planning Coordinator	0.70	0.70	0.00
Department Assistant	1.00	1.00	0.00
Planning	4.70	4.70	0.00
Vanpool & Rideshare	0.30	0.30	0.00
Fleet and Facilities Director	0.50	0.50	0.00
Fleet Maintenance Manager	1.00	1.00	0.00
Administrative Supervisor	0.35	0.35	0.00
Department Assistant	1.00	1.00	0.00
Lead Fleet Maintenance Technicians	2.00	2.00	0.00
Fleet Maintenance Technicians	13.00	13.00	0.00
Lead Fleet Electronics Technician	1.00	1.00	0.00
Fleet Electronics Technician	1.00	1.00	0.00
Fleet Maintenance	19.85	19.85	0.00
Service Section Supervisor	0.33	0.33	0.00
Lead Hostler	1.00	1.00	0.00
Hostlers	5.00	5.00	0.00
Vehicle Servicing	6.33	6.33	0.00
Administrative Supervisor	0.35	0.35	0.00
Lead Storekeeper	1.00	1.00	0.00
Storekeeper	2.00	2.00	0.00
Warehouse	3.35	3.35	0.00
Service Section Supervisor	0.33	0.33	0.00
Lead Routes Technician	1.00	1.00	0.00
Routes Technician	2.00	2.00	0.00
Facilities Maintenance Worker	0.50	0.50	0.00
Routes Maintenance	3.83	3.83	0.00
Fleet and Facilities Director	0.50	0.50	0.00
Service Section Supervisor	0.34	0.34	0.00
Administrative Supervisor	0.30	0.30	0.00
Facilities Maintenance Worker	0.50	0.50	0.00
Facilities Technicians	2.00	3.00	1.00
Facilities Maintenance	3.64	4.64	1.00
Total FTEs	280.00	287.00	7.00

Capital Projects and Grant Revenues

Carryover Projects	2021 Budget	Grants	Local Funds
Ferndale Station LED Lighting Retrofit	\$ 53,000	\$ -	\$ 53,000
Routes Truck	82,700	-	82,700
Mobility on Demand Grant Software	99,364	79,491	19,873
Mobility on Demand Grant Vans	180,000	144,000	36,000
Smart Bus Project	346,000	-	346,000
Electric Bus Charging Facilities	477,000	377,575	99,425
9 Paratransit Buses	1,200,000	1,020,000	180,000
Property Purchase	1,370,000	-	1,370,000
2 Electric Buses	2,416,015	1,912,425	503,590
Total Carryover Projects	6,224,079	3,533,491	2,690,588
2021 Projects	2021 Budget	Grants	Local Funds
Data Backup System Replacement	40,000	-	40,000
Bus Shelter Replacements	94,000	-	94,000
Facilities Infrastructure	150,000	-	150,000
Reburbish 6 Diesel Buses	160,000	-	160,000
IT Cluster Replacement	200,000	-	200,000
MOAB Phase 2 Remodel	366,000	-	366,000
Receive 12 Paratransit Buses	1,800,000	1,530,000	270,000
Receive 8 Diesel Buses	4,800,000	3,840,000	960,000
Total 2021 Projects	7,610,000	5,370,000	2,240,000
Total carryover and new projects	\$ 13,834,079	\$ 8,903,491	\$ 4,930,588



Department/Division Descriptions

The Operations Division is responsible for delivering safe, reliable, efficient, and friendly transportation services to our passengers. Fixed Route operates our regularly scheduled transit service as outlined in the Transit Guide. Paratransit provides complementary scheduled transportation services for passengers who are unable to fully access Fixed Route.

Dispatchers support Operations by performing primary communication, coordination, and organizational duties required to deliver transportation service daily. Dispatchers schedule and coordinate rides while supporting Operators on the radio and mobile data tablets. Dispatchers are the first point of contact in an emergency.

Customer Service Representatives book rides, sell passes, and provide information to the public.

Expeditors ensure the safe and efficient operation of activities at the transit stations.

The Training Department creates, evaluates, and updates WTA training programs. They provide refresher, remedial, and other required trainings to new and experienced Operators and staff.

The Mobility Department processes paratransit passenger initial eligibility and recertification procedures. Staff analyzes locations for vehicle access and safety concerns, educates passengers via one on one and group travel training, and participates in local committees related to ADA and senior services.

Operations Management ensures compliance with WTA policies, the American with Disabilities Act, and the labor contract with the Amalgamated Transit Union. Operator and staff support are their primary focus. They oversee data systems, auxiliary purchased service, and Information Technology integration. They provide field support, accident management, and address passenger-related concerns.

Fleet and Facilities Division

The Fleet and Facilities Division oversees Fleet Maintenance, Fleet Service, Route Maintenance, Facilities Maintenance and the Warehouse.

The Fleet Maintenance and Service Departments ensure WTA vehicles and equipment are safe and maintained in a state of good repair. Other responsibilities include the effective management of vehicle specification, purchase, acceptance, inspection, modification, appearance, fueling, detailing and washing.

Route Maintenance ensures fixed route bus stops and amenities are safe and clean. They also install, repair and maintain bus stops, shelters, route signage and information strips.

Facilities Maintenance ensures that the Maintenance, Operations and Administrative Base and four transit stations are maintained and in a state of good repair. They also manage facility modifications, renovations and property purchases.

The Warehouse Department orders, stocks and maintains parts and materials inventory required to maintain and repair vehicles and facilities, and supply all other departments.

Finance Division

The Finance Division is responsible for budget preparation and monitoring, financial analysis, accounting and financial reporting, internal control oversight, and Agency compliance with local, state and Federal regulatory requirements. The division participates in strategic planning and promotes long-term fiscal stability.

The Accounting Department is responsible for all financial reporting, grant accounting, cash management, payroll, accounts payable, accounts receivable, fixed asset accounting, and agency archives. The department also manages most federal and state reporting, financial audits, National Transit Database (NTD) reporting, and Federal Transportation Administration (FTA) triennial reviews.

The Revenue Department manages the fare systems, social service agency sales, and retail vendor sales, pass inventory, the coordination of fare system functions, and oversees cash handling.

Procurement responsibilities include managing competitive solicitations, vendor contract management, coordinating the Disadvantaged Business Enterprise (DBE) program, and equipment surplus and disposal programs.

Information Technology Division

The Information Technology (IT) Division provides leadership and customer service in support of WTA's use of technology to solve business needs. IT does this through innovation, strategic planning and partnering with stakeholders.

IT manages the WTA portfolio of technology systems and services including:

- Data and voice communications
- Enterprise computing
- Enterprise applications
- Department application support
- User computing
- Facilities technology
- Fleet technology
- Public information services
- IT service delivery

The Intelligent Transportation Systems (ITS) department includes the implementation and maintenance of transit technology systems. These include vehicle location tracking, video surveillance, transit operator workforce management and next bus arrival systems.

Planning Division

The Planning Division manages long and short-range planning, service planning and performance evaluation for the Fixed Route and Vanpool programs and supports Paratransit Operations. Key responsibilities include:

- Preparation and update of WTA's long- and short-range plans
- Vanpool Program management
- Customer Information including the Transit Guide, website and other resources
- Liaison to the City and County planning departments, Western Washington University, Washington State Department of Transportation (WSDOT) and other organizations with an interest in transportation-related planning
- Planning and conducting public forums and meetings to gather public and customer input
- Implementation of annual programs related to core functions including the Social and Day Pass Program and Van Grant Program
- Oversight of fare policy changes
- Tracking, analysis and reporting of data related to system performance
- Special transit planning studies
- Ensure service compliance with State and Federal agency regulations, including Title VI of The Civil Rights Act
- Liaison to local jurisdictions and private entities planning significant development and construction projects

The Human Resources Department manages and administers employment programs including:

- Compliance with labor laws and regulations
- A competitive and equitable compensation system
- Employee health benefit programs
- Fit for Work program (including drug and alcohol testing)
- Family and Medical Leave Act (FMLA) administration
- Employee relations
- Staff training and development
- Workers' Compensation
- Equal Employment Opportunity
- Employee performance reviews

Human Resources participates in strategic planning, administers and negotiates the labor contract, and promotes employee morale and recognition.

Community Relations and Marketing

Community Relations and Marketing plans and implements programs to increase ridership and promote WTA throughout the community. This includes:

- Advertising and promotion
- Smart Trips advertising and promotion
- Managing the transit advertising program
- Citizen Advisory Committee coordination
- Collaboration with community partners
- Community outreach and events
- Writing grant proposals
- Proactive media relations



Executive Administration

The General Manager (GM) is the primary liaison with WTA's Board of Directors and our community. The GM represents WTA to employees, passengers, customers, community leaders, and the public and welcomes input from all groups.

The GM provides strategic direction for the agency and leads the Executive Team. The General Manager bears ultimate responsibility for all WTA activities.



Cash Reserves

WTA maintains cash reserves to protect its ability to provide public transit service. Reserves ensure that the agency can withstand economic disruptions, unanticipated expenditure demands, capital requirements, and meet other non-recurring needs.

Each reserve account has a minimum balance and a recommended balance. The reserve accounts meet all recommended balances specified in the Reserve Policy.

Reserve account balances may change only with Board of Directors approval. Recommended 2020 reserve balance changes are summarized below:

Cash Reserves			
(in thousands)			
	2021	2020	
Reserve	Recommended Reserves	Current Reserves	Increase (Decrease)
Operating	9,200	9,300	(100)
Capital	4,600	4,700	(100)
Fleet	3,400	3,300	100
	\$17,200	\$17,300	(\$100)

Operating Reserve

The Operating Reserve accumulates funds to protect against unforeseen operating demands. It is calculated as 25% of the current year's budgeted operating expenditures.

Operating Reserve	2021	2020
Expenditures	\$36,797	\$37,182
Reserve Rate	25%	25%
Calculated Reserve	\$9,199	\$9,296
Recommended Reserve	\$9,200	\$9,300

Capital Reserve

The Capital Reserve ensures that capital assets (excluding fleet) can be replaced or acquired as needed. These long-term assets include building components, equipment, non-revenue vehicles, software, and technology. The minimum capital reserve is the next 2 years of WTA's required local share of identified projects, or \$4,600,000.

Fleet Replacement/Expansion Reserve

The Fleet Replacement/Expansion Reserve ensures that WTA can pay to replace revenue vehicles to maintain a state of good repair or expand the fleet as needed in the future. WTA develops the cost to replace the entire fleet over its established useful life. The reserve balance is funded proportionally each year to accumulate the full replacement cost of the vehicle by the year of replacement for Fixed Route, Paratransit and Vanpool revenue vehicles. The local match is approximately 20% of the vehicle cost.

Vehicles purchased via the Fleet Reserve are generally procured on 12-16 (Fixed Route) and 6 (Paratransit and vans) year cycles. Actual life is dependent on mileage, equipment condition, and federal grant requirements. The recommended Fleet Reserve for 2021 is \$3,400,000.

Designated Cash Reserves Summary

Designated cash reserves will decrease to \$11,344,000 in January 2022, a reduction of \$4,741,000 primarily due to the purchase of replacement buses to maintain our required State of Good Repair, the receipt and deployment of two electric buses and various projects to improve our service to the community.



PERFORMANCE DATA BY MODE

	2021 Budget	2020 Budget	2020 Projected	2021 vs. 2020
Fixed Route				
Boardings	2,156,072	4,696,800	1,924,346	-54.09%
Total Revenue Hours	135,954	156,593	127,778	-13.18%
Total Revenue Miles	1,853,386	2,185,248	1,735,018	-15.19%
Boardings Per Hour	15.86	29.99	15.06	-47.12%
Pax Miles per Hour	47.58	64.5	38.78	-26.24%
Pax Miles Per Boarding	3.00	2.15	2.58	39.53%
Paratransit				
Boardings	147,306	217,057	114,789	-32.13%
Total Revenue Hours	54,574	82,482	47,229	-33.84%
Total Revenue Miles	696,348	952,815	590,603	-26.92%
Boardings Per Hour	2.67	2.87	2.36	-7.01%
Pax Miles per Hour	15.15	15.12	11.80	0.21%
Pax Miles Per Boarding	5.71	5.27	4.97	8.38%
Vanpool				
Boardings	20,657	37,866	19,134	-45.45%
Total Revenue Hours	2,956	6,637	2,880	-55.46%
Total Revenue Miles	162,431	359,660	158,646	-54.84%
Boardings Per Hour	6.987	5.710	6.645	22.37%
Pax Miles Per Boarding	7.86	9.50	8.29	-17.21%

*Zone service provides limited transit service to rural areas of Whatcom County





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