

Virtual Meeting Participation Information:
Dial: 1-253-215-8782 Meeting ID No. 82010752486
Webinar link: <https://us02web.zoom.us/j/82010752486>

Physical Meeting Location:
Pierce Transit Training Center
3720 96th ST SW
Lakewood, WA 98499

Call to Order

Roll Call

Flag Salute and Land Acknowledgement

Public Hearing

1. Declaring the Surplus of Three (3) 2018 ARBOC Spirit of America Trolleys Marah Harris
Fleet Manager

Special Business

1. FS 2026-001, A Resolution of the Board of Commissioners of Pierce Transit Declaring Declaring Three (3) 2018 ARBOC Trolleys as Described in Exhibit A as Surplus Property and Authorizing the Donation of one (1) Trolley to Bates Technical College Foundation and Authorizing the Public Sale of the Remaining two (2) Trolleys in Accordance with Pierce Transit's Policies and Procedures

Presentations

1. Honoring Ben Paschal for Operator of the Month for December 2025 Katharine Hawkins
Asst. Transportation Mgr.
2. Overview of 2026 Federal Priorities Curt Kohlwes
Government Relations Admn.
&
Jen Covino
Covino, Smith & Simon

Public Comment

Those wishing to provide comment will be given up to three minutes to comment on transit-related matters regardless of whether it is an agenda item or not. The Chair, at his or her discretion, may reduce the comment time to allow sufficient time for the Board to conduct business.

*To request to speak virtually during public comment, please press the Raise Hand button near the bottom of your Zoom window or press *9 on your phone. If speaking in person, please sign in at the table at the back of the room. Your name or the last four digits of your phone number will be called out when it is your turn to speak. Written comments may also be emailed to Djacobson@piercetransit.org.*

Consent Agenda

(Items listed below were distributed to commissioners in advance for reading and study and are enacted with one motion. Item(s) may be moved to the Action Agenda at the request of a commissioner.)

1. Approval of Vouchers: December 1-31, 2025
2. Approval of Minutes: December 8, 2025, regular board meeting

Action Agenda

1. FS 2026-002, Authority to Amend the 2026 Budget to Add "Transit Center Real Time Arrival Signage" to the Capital Portfolio, and Authorize the Chief Executive Officer to Execute the Associated Contracts and Amendments in Support of the FIFA World Cup Customer Experience Program
Tina Lee
Planning Manager
&
Silas Reed
Senior Planner
2. FS 2026-003, Authorize the Chief Executive Office to Execute an Amendment to Sole Source Contract No. 1336 with Swiftly to Provide Real-Time Bus Location Services
Dezra Nauls
Customer Experience Mgr.
3. FS 2026-004, A Resolution of the Board of Commissioners of Pierce Transit Electing Primary and Alternate Transit Representatives to the Puget Sound Regional Council Transportation Policy Board (TPB) for Calendar Year 2026
Chair Walker

Staff Updates

1. CEO's Report
Mike Griffus
Chief Executive Officer
2. 2024 All Modes Ridership Report
Andrew Arnes
Service Planning Asst. Mgr.

Informational Items

1. Chair Report
Chair Walker
2. Sound Transit Update
Commissioner Mello
3. Puget Sound Regional Council Transportation Policy Board Update
Chair Walker
&
Commissioner Fagundes
4. Committee Chair Reports – no reports
5. Commissioners' Comments

Executive Session – None scheduled

Adjournment

Handouts: N/A

Pierce Transit does not discriminate on the basis of disability in any of its programs, activities, or services. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Pierce Transit should contact the Clerk's Office at 253.581.8066, or Clerks@piercetransit.org as soon as possible but no later than the Thursday preceding the Board meeting.



**PIERCE TRANSIT
NOTICE OF PUBLIC HEARING
FOR THE PROPOSED SALE OR DONATION OF SURPLUS PROPERTY**

A public hearing will be held as part of the Board of Commissioners regular board meeting on Monday, January 12, 2026. The meeting begins at 4:00 p.m. and members of the public may attend the meeting in person or virtually through Zoom.

The purpose of the public hearing is to allow public comment on the proposal to declare three trolley vehicles surplus and to dispose of said property by public sale or donation. A full description of the property to be disposed of will be published in the January 12, 2026, board meeting agenda packet, which will be posted to the agency's website after January 7, 2026.

Details on how to attend this hearing in person or virtually can be found on the January 12, 2026, regular board meeting agenda by visiting <https://piercetransit.org/board-of-commissioners/#board-meetings> after January 7, 2026.

Those wishing to submit written comments may do so by emailing Djacobson@piercetransit.org, or by submitting written comments to Deanne Jacobson, Pierce Transit Clerk of the Board, 3701 96th Street SW, Lakewood, WA 98499. Written comments will be received up to 12:00 p.m. on January 12, 2026, and will be forwarded to the Pierce Transit Board. The Board is expected to consider adoption of the surplus property at their January 12, 2026, regular board meeting.

Pierce Transit does not discriminate on the basis of disability in any of its programs, activities, or services. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Pierce Transit should contact the Clerk's Office at 253.581.8066, or Clerks@piercetransit.org as soon as possible but no later than the Thursday preceding the board meeting.

Dated this 23rd day of December 2025.

Deanne Jacobson, Clerk of the Board

Published in the Tacoma Daily Index and Tacoma News Tribune on Wednesday, December 31, 2025.



Public Hearing



Marah Harris – Fleet Manager

Surplus of Trolley Vehicles



**2018 ARBOC
Spirit of America
Trolley (3)**

Vehicle Specs

- Low Floor Trolley
- 30 ft in length
- Diesel Fueled
- Cummins 6.7 ISB Engine



Pierce Transit & Bates Technical College Partnership

Marah Harris – Fleet Manager

Acting with Intention



Building Future Talent in Transit Maintenance

- Actively engaging students
- Aligning job classifications with entry-level skill sets
- Defining clear pathways from education to employment
- Bates Technical Advisory Board Presence

Resource Sharing Success

Surplus Equipment

Donated engines and transmissions modernize Bates training

Curriculum Support

Support for curriculum development to address skill gaps in apprenticeships

Shared Learning Initiatives



**Work-Based
Learning
Participation**

**Structured Job
Shadowing
Opportunities**

**Recruitment
Education**

Looking Ahead

1

Facilities
Maintenance
Pathway

2

Ongoing Workforce
Needs Evaluations

3

Sustainable
Investment in Future
Technicians

Thank you!

Recommendation: Staff ask that you approve the resolution declaring the three ARBOC Trolleys as surplus property, authorize the donation of one trolley to Bates Technical College Foundation, and authorize the public sale of the remaining two trolleys

TITLE: A Resolution of the Board of Commissioners of Pierce Transit Declaring the Surplus of Three (3) 2018 ARBOC Spirit of America Trolleys and Authorizing the Donation of one (1) Trolley Vehicle to Bates Technical College Foundation and Authorizing the Sale of the Remaining two (2) Trolleys

DIVISION: Maintenance

SUBMITTED BY: Marah Harris, Fleet Manager

RELATED ACTION: N/A

ATTACHMENTS: Proposed Resolution
Exhibit A, list of vehicles

RELATION TO STRATEGIC PLAN: N/A

BUDGET INFORMATION: N/A

BACKGROUND:

Staff requests that the Board of Commissioners declare three (3) 2018 ARBOC Spirit of America trolleys as surplus and authorize their sale or donation. While these vehicles have not reached the end of their useful life, they are no longer suitable for Pierce Transit's current or anticipated service needs.

As part of this action, staff has determined that one of the trolleys is appropriate for donation to Bates Technical College through the Bates Technical College Foundation.

Pierce Transit continues to strengthen its workforce development partnership with Bates Technical College, with a focus on recruitment, training pathway development, and work-based learning opportunities. This collaboration supports long-term talent development for both the Vehicle Maintenance and Facilities Maintenance departments.

STAFF RECOMMENDATION:

Staff recommends approving Resolution No. 2026-001, declaring three (3) 2018 ARBOC Trolleys as described in Exhibit A as surplus property and authorizing the donation of one (1) trolley to Bates Technical College Foundation and authorizing the public sale of the remaining two (2) trolleys in accordance with Pierce Transit's policies and procedures.

ALTERNATIVES:

Do not authorize the surplus of three (3) trolley vehicles or the donation or sale of said vehicles. This would result in the assets remaining unused and would not support the workforce development partnership with Bates Technical College Foundation and the agency's efforts in developing a pipeline of skilled talent in the Vehicle Maintenance and Facilities Maintenance departments.

PROPOSED MOTION:

Approve Resolution No. 2026-001, a Resolution of the Board of Commissioners of Pierce Transit declaring three (3) 2018 ARBOC Trolleys as described in Exhibit A as surplus property and authorizing the donation of one (1) trolley to Bates Technical College Foundation and authorizing the public sale of the remaining two (2) trolleys in accordance with Pierce Transit's policies and procedures.

RESOLUTION NO. 2026-001

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Declaring the Surplus of Three (3) 2018 ARBOC
2 Spirit of America Trolleys and Authorizing the Donation of one (1) Trolley Vehicle to Bates Technical College
3 Foundation and Authorizing the Public Sale of the Remaining two (2) Trolleys
4
5

6 WHEREAS, staff requests that the Board of Commissioners declare three (3) 2018 ARBOC Spirit of
7 America trolleys as surplus property and authorize the sale or donation of vehicles; and

8 WHEREAS, the three (3) 2018 ARBOC Spirit of America trolleys are no longer suitable for Pierce
9 Transit’s current or anticipated service needs; and

10 WHEREAS, Pierce Transit desires to donate one (1) trolley to Bates Technical College Foundation to
11 strengthen its workforce development partnership with the college, with a focus on recruitment, training
12 pathway development, and work-based learning opportunities; and

13 WHEREAS, this collaboration supports long-term talent development for both the Vehicle
14 Maintenance and Facilities Maintenance departments; and

15 WHEREAS, the Board of Commissioners of Pierce Transit finds it in the best interest of Pierce Transit to
16 declare the three (3) ARBOC Spirit of America trolleys surplus property and authorize the donation of one
17 trolley vehicle and the public sale of two (2) trolleys.

18 NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

19 Section 1. The three (3) ARBOC Spirit of America trolleys are hereby declared surplus property.

20 Section 2. One (1) of the three ARBOC Spirit of America trolleys is hereby donated to the Bates
21 Technical College Foundation.

22 Section 3. The remaining two (2) trolleys are hereby authorized for public sale in accordance with
23 Pierce Transit’s policies and procedures.

24 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
25 the 12th day of January 2026.
26

27 PIERCE TRANSIT

28
29 _____
30 Kristina Walker, Chair
31 Board of Commissioners

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ATTEST/AUTHENTICATED

Deanne Jacobson, CMC
Clerk of the Board

Pierce Transit Equipment to be Surplused

Exhibit A

VEHICLE #	Year	Make	Model	VIN #	Lic #	LTD Miles
333	2019	ARBOC	Spirit of America	4UZAEJFD2KCLM1421	C7482C	4887
334	2019	ARBOC	Spirit of America	4UZAEJFD4KCLM1422	C7481C	4165
335	2019	ARBOC	Spirit of America	4UZAEJFD5KCKC4198	C7483C	3681

Auction Details

Auction Location: www.publicsurplus.com

Auction Date: January 16, 2026

Auction Length: 10-Days

Vehicle Inquiries:

Ricardo Covarrubias: rcovarrubias@piercetransit.org



**Pierce
Transit**

**Operator of the Month
December 2025**

524

Pierce Transit

WASHINGTON
C4313C

Ben Paschal

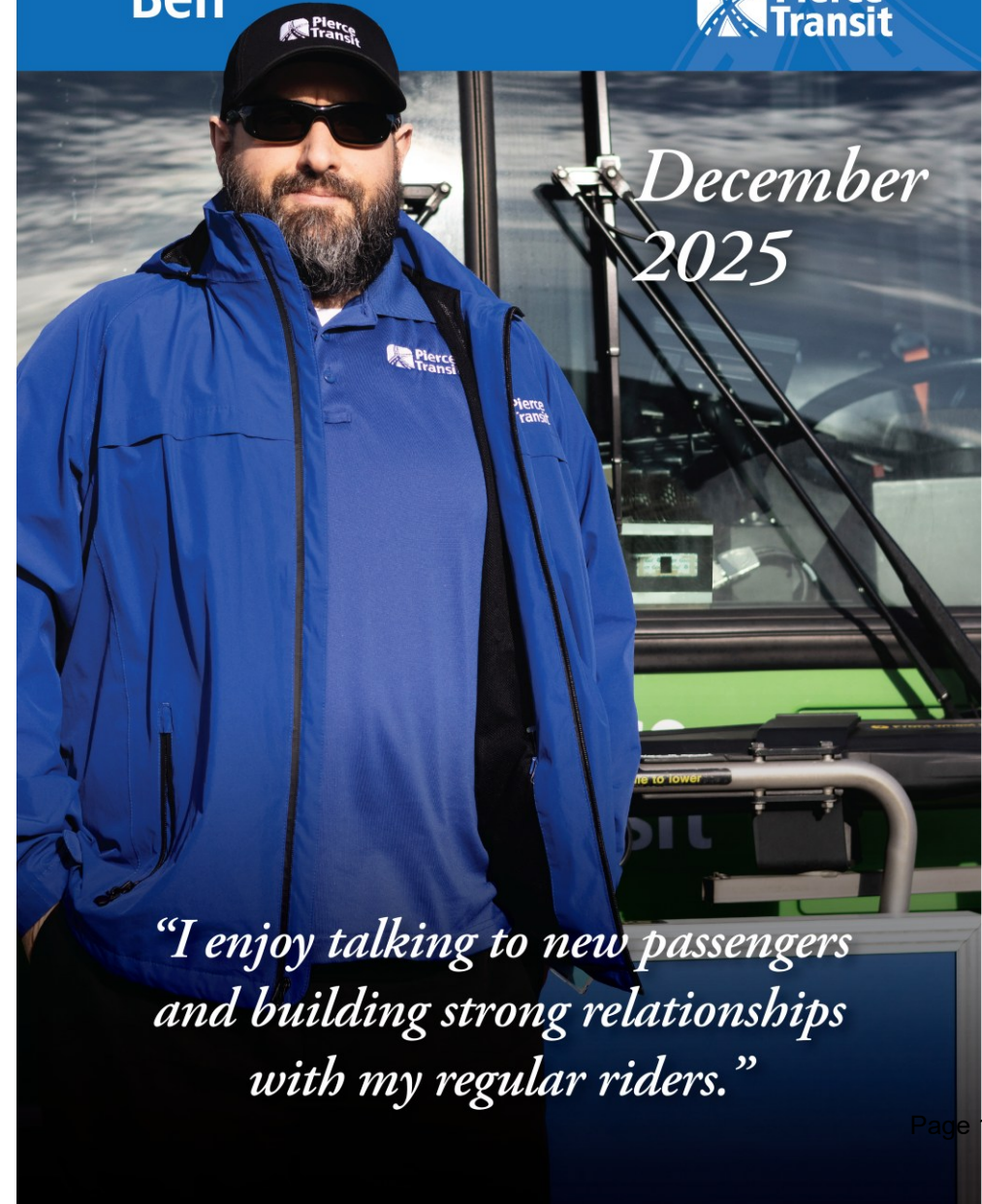
December 2025

- Operator since 2017
- Customer Service Oriented
- True Professional

Meet one of Pierce Transit's finest drivers.

TRANSIT OPERATOR OF THE MONTH

Ben



*December
2025*

*“I enjoy talking to new passengers
and building strong relationships
with my regular riders.”*



Pierce Transit 2026 Federal Agenda

Surface Transportation Reauthorization

- Maintain the 80/20 historic split from the Highway Trust Fund and the Mass Transit Account to support public transportation, while addressing long-term solvency by increasing and indexing the federal gas tax and incorporating solutions for electric vehicles (EVs)
- Utilize FY 2026 funding levels of the *Infrastructure Investment and Jobs Act* (IIJA) as the baseline for transit funding in the next reauthorization
- Support continued federal investment in the Bus and Bus Facilities/Low or No Emissions Program (Sec. 5339) with a baseline of at least \$2 billion to support the modernization of the agency's fleet and facilities, including CNG buses.
- Streamline the federal grant application process and eliminate or reform the spare ratio requirement
- Help improve the U.S. domestic bus manufacturing market by reforming the bus procurement process, providing tax incentives, and supporting workforce training

Local Projects

- Continue advancing projects to completion with previously awarded federal grant agreements
- Regional & Local Bus Maintenance Facility Expansion:
 - Sound Transit and Pierce Transit are partnering on an expansion of maintenance facilities at the Lakewood base for servicing double-deck and 60ft articulated ST express buses. While Sound Transit currently operates double-deck buses in King and Snohomish County, it is unable to operate them in Pierce County due to the current Pierce Transit facility's lack of infrastructure to accommodate them. Seeking federal funding for the design/construction of a West Base maintenance expansion to ensure the vibrancy and sustainability of the ST express fleet, create added capacity, and replace aging infrastructure.

Project Permitting

- Improve Federal Transit Administration's (FTA) environmental review and project permitting process by:
 - Enabling transit agencies to utilize the same real estate negotiation process that is currently used by the Federal Highway Administration for property acquisitions for highway projects
 - Expanding list of Categorical Exclusions (CEs) for simple, minimal projects such as bus stop replacements or additions along existing routes of service
 - Empowering FTA to have full oversight of Build America, Buy America (BABA) waiver requests to reduce costs and timelines

PIERCE TRANSIT
Board Payments Over \$50,000
Payments From: Dec 1, 2025 to Dec 31, 2025
Cash and Investment Balance: \$264,329,473.96

Payment Numbers CK 00387247 through CK 00387433
Wire Numbers EFT 00022047 through EFT 00022342
Total \$8,382,016.46

Payments in Excess of \$50,000 are as follows:

Operating Fund

	Check	Vendor	Item/Service	Amount
CHK	00387248	UNIVERSAL PROTECTION SERVICE L	Security Svcs Oct 2025	237,673.15
CHK	00387337	CITY OF LAKEWOOD	Policing Svcs 11/25	63,216.44
CHK	00387362	US BANK NA	Fuel VP 11/02-12/01/25	54,381.59
CHK	00387367	ATU LOCAL 758 CORP	Union dues PP26 2025	61,213.08
CHK	00387387	PIERCE COUNTY	Policing Svcs 11/25	122,512.99
CHK	00387425	PIERCE COUNTY	Radio System Access Fees 2025	128,827.44
EFT	00022081	PETROCARD INC	Diesel Usage	67,041.25
EFT	00022088	CENTRALSQUARE TECHNOLOGIES LLC	Software Subscription FE 12/31/25-12/30/25	146,392.98
EFT	00022097	VIA TRANSPORTATION INC	Runner Svc Gig Harbor 10/25	303,099.12
EFT	00022099	DOBBS HEAVY DUTY HOLDINGS LLC	Misc Bus parts inventory	58,162.04
EFT	00022117	FIRST TRANSIT INC	ADA Paratransit Svc 11/25	1,045,793.95
EFT	00022142	PETROCARD INC	Diesel Usage	100,522.44
EFT	00022163	UNITED ENERGY TRADING LLC	CNG Supply 11/25	82,428.00
EFT	00022175	AWC EMPLOYEE BENEFIT TRUST	Benefit Premiums 12.25	1,502,809.55
EFT	00022176	ICMA RETIREMENT	Deferred Comp PP25 2025	331,494.43
EFT	00022180	US BANK CORPORATE PAYMENT SYST	P-card small operating supplies	91,675.92
EFT	00022188	BRIDGESTONE AMERICA	Tire Miles 11/25	82,059.00
EFT	00022213	PARAMETRIX ENGINEERING	Assess Fac Cond 10/04-10/31/25	62,544.55
EFT	00022292	TRAPEZE SOFTWARE GROUP INC	Support EAM FA 2026	149,012.65
EFT	00022294	VIA TRANSPORTATION INC	Runner Svc Gig Harbor 11/25	260,043.32
EFT	00022297	ICMA RETIREMENT	Deferred Comp PP26 2025	319,594.54
EFT	00022317	LAKEVIEW LIGHT & POWER CO	Power 11/04-12/04/25	52,237.64
EFT	00022324	PETROCARD INC	Diesel Usage	150,064.40
Payments for Fund 1 Total				5,472,800.47

Capital Fund

	Check	Vendor	Item/Service	Amount
EFT	00022157	TALAKAI CONSTRUCTION LLC	Bus Stop Repl 11/24/25	68,706.14
EFT	00022180	US BANK CORPORATE PAYMENT SYST	P-card small operating supplies	1,010.69
EFT	00022190	CENTENNIAL CONTRACTORS ENTERPR	ADA Comp SR7 11/21/25	538,382.00
EFT	00022213	PARAMETRIX ENGINEERING	Prof Svc SpanTC 10/04-10/31/25	57,648.40
EFT	00022254	BUD CLARY CHEVROLET CADILLAC I	2025 Chevy Express Van 7800 and 7801	106,538.00
Payments for Fund 9 Total				772,285.23
Total Payments in Excess of \$50,000.00				6,245,085.70

Pierce Transit
Payment Certification for Dec 31, 2025
Payments Dec 1, 2025 to Dec 31, 2025

Payment Numbers CK 00387247 through CK 00387433
Wire Numbers EFT 00022047 through EFT 00022342

Check	Check Date	Vendor Name	Amount	
CHK	00387247	12/04/2025	AAA FIRE PROTECTION INC	509.21
CHK	00387248	12/04/2025	UNIVERSAL PROTECTION SERVICE L	237,673.15
CHK	00387249	12/04/2025	AM SIGNAL LLC	2,021.44
CHK	00387250	12/04/2025	AT&T	11,347.53
CHK	00387251	12/04/2025	BUILDERS EXCHANGE OF WASHINGTO	66.06
CHK	00387252	12/04/2025	CAMPBELL UNDERGROUND LLC	3,310.00
CHK	00387253	12/04/2025	CITY OF GIG HARBOR	1,179.34
CHK	00387254	12/04/2025	CITY OF TACOMA	468.00
CHK	00387255	12/04/2025	COMCAST HOLDINGS CORPORATION	182.74
CHK	00387256	12/04/2025	COMCAST HOLDINGS CORPORATION	174.37
CHK	00387257	12/04/2025	DAVID BROOMFIELD	60.09
CHK	00387258	12/04/2025	DM RECYCLING CO INC	3,323.46
CHK	00387259	12/04/2025	ENERGY SYSTEMS MANAGEMENT/TRS	3,586.14
CHK	00387260	12/04/2025	FASTENAL COMPANY	287.03
CHK	00387261	12/04/2025	HAROLD LEMAY ENTERPRISES	8,642.69
CHK	00387262	12/04/2025	HOME DEPOT USA INC	23.53
CHK	00387263	12/04/2025	SADLER ENTERPRISES INC	38.83
CHK	00387264	12/04/2025	KIMBERLY SCHULTZ	13.12
CHK	00387265	12/04/2025	KITE REALTY GROUP LP	1,037.15
CHK	00387266	12/04/2025	MATERIALS TESTING & CONSULTING	2,856.00
CHK	00387267	12/04/2025	MULTICARE HEALTH SYSTEM	11,411.81
CHK	00387268	12/04/2025	NELSON TRUCK EQUIPMENT CO INC	4,145.09
CHK	00387269	12/04/2025	OCCUPATIONAL HEALTH CENTERS OF	400.50
CHK	00387270	12/04/2025	PIERCE COUNTY	6,805.62
CHK	00387271	12/04/2025	LEPS-PSS PLLC	800.00
CHK	00387272	12/04/2025	PUGET SOUND ENERGY	9,378.08
CHK	00387273	12/04/2025	QUADIENT LEASING USA INC	1,304.91
CHK	00387274	12/04/2025	SWC ENTERPRISES LLC	304.82
CHK	00387275	12/04/2025	SOUND PUBLISHING	106.86
CHK	00387276	12/04/2025	THE UNIVERSITY OF ARIZONA GLOB	605.00
CHK	00387277	12/04/2025	WALTER E NELSON CO	2,940.29
CHK	00387278	12/04/2025	WB SPRAGUE CO INC	908.33
CHK	00387279	12/04/2025	WURTH USA INC	378.74
CHK	00387280	12/11/2025	AUTOZONE INC	2,196.50
CHK	00387281	12/11/2025	AMERICAN PUBLIC WORKS ASSOCIAT	270.00
CHK	00387282	12/11/2025	APEX ENGINEERING LLC	514.50
CHK	00387283	12/11/2025	AT&T	18,292.80
CHK	00387284	12/11/2025	AT&T	18,627.12
CHK	00387285	12/11/2025	AT&T	18,876.90
CHK	00387286	12/11/2025	AT&T	33.17
CHK	00387287	12/11/2025	ATU LOCAL 758 CORP	2,177.25
CHK	00387288	12/11/2025	QWEST CORPORATION	86.85
CHK	00387289	12/11/2025	QWEST CORPORATION	101.26
CHK	00387290	12/11/2025	CITY OF TACOMA	208.45
CHK	00387291	12/11/2025	COLONIAL SUPPLEMENTAL LIFE	2,566.86
CHK	00387292	12/11/2025	COMCAST HOLDINGS CORPORATION	177.68
CHK	00387293	12/11/2025	COMCAST HOLDINGS CORPORATION	467.99

CHK	00387294	12/11/2025	COMCAST HOLDINGS CORPORATION	165.68
CHK	00387295	12/11/2025	COMMITTEE ON POLITICAL EDUCATI	766.34
CHK	00387296	12/11/2025	COPIERS NORTHWEST INC	1,066.98
CHK	00387297	12/11/2025	SIMON AND COMPANY INC	3,750.00
CHK	00387298	12/11/2025	DS SERVICES OF AMERICA INC	105.93
CHK	00387299	12/11/2025	ENERGY SYSTEMS MANAGEMENT/TRS	2,359.19
CHK	00387300	12/11/2025	FORMFOX INC.	100.00
CHK	00387301	12/11/2025	FRUITLAND MUTUAL WATER COMPANY	142.51
CHK	00387302	12/11/2025	GILCHRIST CHEVROLET BUICK GMC	407.10
CHK	00387303	12/11/2025	HOME DEPOT USA INC	565.98
CHK	00387304	12/11/2025	IAM & AW	841.00
CHK	00387305	12/11/2025	INTERNAL REVENUE SERVICE	220.00
CHK	00387306	12/11/2025	INTERWEST METALS INC	8.81
CHK	00387307	12/11/2025	IOPREDICT INC	756.00
CHK	00387308	12/11/2025	KIRK'S AUTOMOTIVE INC	2,600.56
CHK	00387309	12/11/2025	TITUS WILL INVESTMENTS LLC	876.35
CHK	00387310	12/11/2025	LANGUAGE LINE SERVICES	16.92
CHK	00387311	12/11/2025	SYNCHRONY BANK	542.91
CHK	00387312	12/11/2025	MICHAEL G MALAIER	2,297.08
CHK	00387313	12/11/2025	MOTION & FLOW CONTROL PRODUCTS	7,133.15
CHK	00387314	12/11/2025	NH DEPT OF H&HS	419.50
CHK	00387315	12/11/2025	NORTHWEST IAM BENEFIT TRUST	2,093.52
CHK	00387316	12/11/2025	O'REILLY AUTO ENTERPRISES LLC	431.09
CHK	00387317	12/11/2025	ODP BUSINESS SOLUTIONS LLC	226.48
CHK	00387318	12/11/2025	WASHINGTON STATE SCHOOL FOR TH	35.63
CHK	00387319	12/11/2025	OLYMPIC SPORTS & SPINE PLLC	744.00
CHK	00387320	12/11/2025	PENINSULA LIGHT COMPANY	290.78
CHK	00387321	12/11/2025	PIERCE COUNTY RECYCLING LLC	53.66
CHK	00387322	12/11/2025	PUGET SOUND ENERGY	43,721.23
CHK	00387323	12/11/2025	SENTINEL TECHNOLOGIES INC	8,700.19
CHK	00387324	12/11/2025	OD SNIDER & SON INC	4,380.57
CHK	00387325	12/11/2025	SSMC CASE MANAGEMENT	507.00
CHK	00387326	12/11/2025	DON SMALL & SONS DIST CO	1,731.46
CHK	00387327	12/11/2025	TK ELEVATOR CORPORATION	825.75
CHK	00387328	12/11/2025	TOOLE DESIGN GROUP LLC	999.00
CHK	00387329	12/11/2025	UNITED WAY OF PIERCE COUNTY	1,037.51
CHK	00387330	12/11/2025	UNIVOX MEDIA LLC	9,700.00
CHK	00387331	12/11/2025	VERIZON WIRELESS	2,263.03
CHK	00387332	12/11/2025	WA ST DEPT OF SOCIAL & HEALTH	934.39
CHK	00387333	12/11/2025	WB SPRAGUE CO INC	385.35
CHK	00387334	12/11/2025	WESCO EQUIPMENT	5,422.56
CHK	00387335	12/18/2025	QWEST CORPORATION	913.86
CHK	00387336	12/18/2025	QWEST CORPORATION	4,265.44
CHK	00387337	12/18/2025	CITY OF LAKEWOOD	63,216.44
CHK	00387338	12/18/2025	CITY OF PUYALLUP	37,118.61
CHK	00387339	12/18/2025	CITY OF TACOMA	6,128.82
CHK	00387340	12/18/2025	CITY OF TACOMA	1,989.00
CHK	00387341	12/18/2025	COMCAST HOLDINGS CORPORATION	357.32
CHK	00387342	12/18/2025	COMCAST HOLDINGS CORPORATION	211.32
CHK	00387343	12/18/2025	COMCAST HOLDINGS CORPORATION	219.63
CHK	00387344	12/18/2025	COMCAST HOLDINGS CORPORATION	8,820.34
CHK	00387345	12/18/2025	DISH NETWORK LLC	126.15
CHK	00387346	12/18/2025	INDIAN HEAD INDUSTRIES INC	5,250.00
CHK	00387347	12/18/2025	LAKWOOD WATER DISTRICT	4,217.38
CHK	00387348	12/18/2025	SYNCHRONY BANK	124.98
CHK	00387349	12/18/2025	METRO GLASS CO INC	3,207.99

CHK	00387350	12/18/2025	SIT TOOL CO INC	56.80
CHK	00387351	12/18/2025	MULTICARE HEALTH SYSTEM	15,986.42
CHK	00387352	12/18/2025	NELSON TRUCK EQUIPMENT CO INC	315.99
CHK	00387353	12/18/2025	OCCUPATIONAL HEALTH CENTERS OF	667.50
CHK	00387354	12/18/2025	OLYMPIC SPORTS & SPINE PLLC	372.00
CHK	00387355	12/18/2025	PIERCE COUNTY	46,605.00
CHK	00387356	12/18/2025	ROBERT HUNTLEY	38.31
CHK	00387357	12/18/2025	SENTINEL TECHNOLOGIES INC	8,700.19
CHK	00387358	12/18/2025	T-MOBILE	470.67
CHK	00387359	12/18/2025	TERMINIX INTERNATIONAL COMPANY	165.56
CHK	00387360	12/18/2025	TERMINIX INTERNATIONAL COMPANY	158.15
CHK	00387361	12/18/2025	TRUVIEW BSI LLC	503.10
CHK	00387362	12/18/2025	US BANK NA	54,381.59
CHK	00387363	12/18/2025	WESTERN GOVERNORS UNIVERSITY	1,745.84
CHK	00387364	12/18/2025	WURTH USA INC	378.74
CHK	00387365	12/24/2025	ALTRO USA INC	156.94
CHK	00387366	12/24/2025	AT&T	94.12
CHK	00387367	12/24/2025	ATU LOCAL 758 CORP	61,213.08
CHK	00387368	12/24/2025	CHERRY D GILBERT	3,303.00
CHK	00387369	12/24/2025	CITY OF FEDERAL WAY	34,650.00
CHK	00387370	12/24/2025	CITY OF PUYALLUP	558.44
CHK	00387371	12/24/2025	CITY OF TACOMA	9,207.06
CHK	00387372	12/24/2025	CITY OF TACOMA	3,802.50
CHK	00387373	12/24/2025	COMCAST HOLDINGS CORPORATION	177.74
CHK	00387374	12/24/2025	ENERGY SYSTEMS MANAGEMENT/TRS	7,164.89
CHK	00387375	12/24/2025	MARIA ERIKA VILLASENOR DIAMA	4,000.00
CHK	00387376	12/24/2025	FIRST RESPONDER OUTFITTERS INC	2,479.82
CHK	00387377	12/24/2025	GILCHRIST CHEVROLET BUICK GMC	230.20
CHK	00387378	12/24/2025	INTERNAL REVENUE SERVICE	220.00
CHK	00387379	12/24/2025	IOPREDICT INC	1,000.00
CHK	00387380	12/24/2025	MICHAEL G MALAIER	2,297.08
CHK	00387381	12/24/2025	NH DEPT OF H&HS	419.50
CHK	00387382	12/24/2025	OCCUPATIONAL HEALTH CENTERS OF	133.50
CHK	00387383	12/24/2025	ODP BUSINESS SOLUTIONS LLC	3,523.20
CHK	00387384	12/24/2025	OFFICE OF MINORITY & WOMEN'S B	5,152.72
CHK	00387385	12/24/2025	WASHINGTON STATE SCHOOL FOR TH	51.79
CHK	00387386	12/24/2025	PENINSULA LIGHT COMPANY	107.22
CHK	00387387	12/24/2025	PIERCE COUNTY	122,512.99
CHK	00387388	12/24/2025	LEPS-PSS PLLC	800.00
CHK	00387389	12/24/2025	PUGET SOUND ENERGY	532.30
CHK	00387390	12/24/2025	QUADIENT INC	917.44
CHK	00387391	12/24/2025	SCA PACIFIC INC	555.30
CHK	00387392	12/24/2025	OD SNIDER & SON INC	11,662.88
CHK	00387393	12/24/2025	SOLUTIONS NORTHWEST INC	6,666.48
CHK	00387394	12/24/2025	TACOMA MALL PARTNERSHIP	5,599.65
CHK	00387395	12/24/2025	TOKEN TRANSIT INC	9,480.00
CHK	00387396	12/24/2025	UNITED WAY OF PIERCE COUNTY	1,037.51
CHK	00387397	12/24/2025	VERIZON WIRELESS	1,162.08
CHK	00387398	12/24/2025	VERIZON WIRELESS	591.61
CHK	00387399	12/24/2025	VERIZON WIRELESS	550.72
CHK	00387400	12/24/2025	VERIZON WIRELESS	561.31
CHK	00387401	12/24/2025	VERIZON WIRELESS	851.67
CHK	00387402	12/24/2025	VERIZON WIRELESS	586.42
CHK	00387403	12/24/2025	VERIZON WIRELESS	561.31
CHK	00387404	12/24/2025	VERIZON WIRELESS	581.66
CHK	00387405	12/24/2025	VERIZON WIRELESS	561.31

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CHK	00387407	12/24/2025	VERIZON WIRELESS	1,499.63
CHK	00387408	12/24/2025	VERIZON WIRELESS	561.18
CHK	00387409	12/24/2025	VERIZON WIRELESS	527.94
CHK	00387410	12/24/2025	VERIZON WIRELESS	4,512.94
CHK	00387411	12/24/2025	VERIZON WIRELESS	235.86
CHK	00387412	12/24/2025	WA ST DEPT OF SOCIAL & HEALTH	924.98
CHK	00387413	12/24/2025	WB SPRAGUE CO INC	1,101.01
CHK	00387414	12/31/2025	BUNCE RENTALS INC	116.64
CHK	00387415	12/31/2025	CITY OF TACOMA	283.70
CHK	00387416	12/31/2025	FEDERAL EXPRESS CORPORATION	9.59
CHK	00387417	12/31/2025	FIRST RESPONDER OUTFITTERS INC	1,469.49
CHK	00387418	12/31/2025	GLEN JOHNSON	36.32
CHK	00387419	12/31/2025	KITE REALTY GROUP LP	1,037.15
CHK	00387420	12/31/2025	MYRA RAE BRYANT GOLDEN	2,997.00
CHK	00387421	12/31/2025	OCCUPATIONAL HEALTH CENTERS OF	372.00
CHK	00387422	12/31/2025	OLYMPIC INDUSTRIAL SUPPLY LLC	831.68
CHK	00387423	12/31/2025	OLYMPIC SPORTS & SPINE PLLC	372.00
CHK	00387424	12/31/2025	PARKLAND LIGHT & WATER CO	284.39
CHK	00387425	12/31/2025	PIERCE COUNTY	128,827.44
CHK	00387426	12/31/2025	PUGET SOUND ENERGY	11,304.10
CHK	00387427	12/31/2025	ROBIN LUCAS	1,500.00
CHK	00387428	12/31/2025	TERRACE MCCLURE	22.86
CHK	00387429	12/31/2025	THOMAS ADAMS	15.40
CHK	00387430	12/31/2025	TK ELEVATOR CORPORATION	825.75
CHK	00387431	12/31/2025	TOKEN TRANSIT INC	2,179.98
CHK	00387432	12/31/2025	TOOLE DESIGN GROUP LLC	3,122.13
CHK	00387433	12/31/2025	WA ST DEPT OF LABOR & INDUSTRI	914.00
EFT	00022047	12/01/2025	TRAVIS LOSS	442.00
EFT	00022048	12/04/2025	ABA CLEANING SERVICES LLC	32,000.00
EFT	00022049	12/04/2025	AIRGAS INC	332.06
EFT	00022050	12/04/2025	ALLIED BODY WORKS INC	17,554.34
EFT	00022051	12/04/2025	AMAZON CAPITAL SERVICES INC	5,386.27
EFT	00022052	12/04/2025	CONTINENTAL BATTERY COMPANY	397.28
EFT	00022053	12/04/2025	BEN'S CLEANER SALES INC	2,384.41
EFT	00022054	12/04/2025	CIVICPLUS LLC	19,439.00
EFT	00022055	12/04/2025	CONFLICT MANAGEMENT STRATEGIES	595.00
EFT	00022056	12/04/2025	CUMMINS INC	24,425.61
EFT	00022057	12/04/2025	CUSTOM EDGE INC	674.91
EFT	00022058	12/04/2025	DAVID EVANS AND ASSOCIATES INC	29,141.27
EFT	00022059	12/04/2025	DKS ASSOCIATES	1,199.22
EFT	00022060	12/04/2025	GORDON TRUCK CENTERS INC	7,729.98
EFT	00022061	12/04/2025	GALLS LLC	9,975.86
EFT	00022062	12/04/2025	SPX CORPORATION	400.79
EFT	00022063	12/04/2025	GILLIG LLC	21,175.93
EFT	00022064	12/04/2025	GRAINGER	2,601.13
EFT	00022065	12/04/2025	HUITT-ZOLLARS INC	20,814.81
EFT	00022066	12/04/2025	MOTION INDUSTRIES, INC.	145.37
EFT	00022067	12/04/2025	JEFFREY W DYKES	165.00
EFT	00022068	12/04/2025	TYCO FIRE & SECURITY (US) MANA	9,098.53
EFT	00022069	12/04/2025	KARESSA BOWMAN	43.00
EFT	00022070	12/04/2025	LANGUAGE TESTING INTERNATIONAL	189.00
EFT	00022071	12/04/2025	MALLORY SAFETY & SUPPLY LLC	1,234.24
EFT	00022072	12/04/2025	MICHAEL GRIFFUS	68.88
EFT	00022073	12/04/2025	DB PRINTING LLC	8,283.92
EFT	00022074	12/04/2025	MOHAWK MFG & SUPPLY	1,956.18

EFT	00022075	12/04/2025	MUNCIE RECLAMATION & SUPPLY CO	2,127.79
EFT	00022076	12/04/2025	NAVIA BENEFIT SOLUTIONS	1,320.10
EFT	00022077	12/04/2025	NEOPART TRANSIT LLC	1,839.85
EFT	00022078	12/04/2025	NORMED INC	589.72
EFT	00022079	12/04/2025	OLYMPIC HOLDINGS STG LLC	667.01
EFT	00022080	12/04/2025	AMERIDIAN INDUSTRIES LLC	294.40
EFT	00022081	12/04/2025	PETROCARD INC	67,041.25
EFT	00022082	12/04/2025	PURCELL TIRE & RUBBER COMPANY	1,664.39
EFT	00022083	12/04/2025	ROMAINE ELECTRIC CORP	37.50
EFT	00022084	12/04/2025	STANDARD PARTS CORP	1,601.37
EFT	00022085	12/04/2025	STAPLES INC	3,086.73
EFT	00022086	12/04/2025	SM STEMPER ARCHITECTS PLLC	6,162.30
EFT	00022087	12/04/2025	SUMMIT LAW GROUP PLLC	24,381.53
EFT	00022088	12/04/2025	CENTRALSQUARE TECHNOLOGIES LLC	146,392.98
EFT	00022089	12/04/2025	SUSAN TORRES	43.00
EFT	00022090	12/04/2025	UNIVERSAL AUTO GROUP 1	2,299.63
EFT	00022091	12/04/2025	TACOMA SCREW PRODUCTS INC	163.21
EFT	00022092	12/04/2025	TERRYBERRY COMPANY LLC	396.36
EFT	00022093	12/04/2025	THE WW WILLIAMS COMPANY LLC	23,130.01
EFT	00022094	12/04/2025	THE AFTERMARKET PARTS CO LLC	40,678.66
EFT	00022095	12/04/2025	UNITED PARCEL SERVICE INC	3.06
EFT	00022096	12/04/2025	UNITED RENTALS (NORTH AMERICA)	728.86
EFT	00022097	12/04/2025	VIA TRANSPORTATION INC	303,099.12
EFT	00022098	12/04/2025	WESMAR COMPANY INC	2,419.07
EFT	00022099	12/04/2025	DOBBS HEAVY DUTY HOLDINGS LLC	58,162.04
EFT	00022100	12/04/2025	WHELEN ENGINEERING CO INC	290.66
EFT	00022101	12/04/2025	WORLDPAC INC	2,053.13
EFT	00022102	12/11/2025	ALL STARZ STAFFING AND CONSULT	1,236.96
EFT	00022103	12/11/2025	ALLIED BODY WORKS INC	554.90
EFT	00022104	12/11/2025	AMAZON CAPITAL SERVICES INC	7,038.60
EFT	00022105	12/11/2025	CONTINENTAL BATTERY COMPANY	2,312.28
EFT	00022106	12/11/2025	BEN'S CLEANER SALES INC	1,148.74
EFT	00022107	12/11/2025	CDW GOVERNMENT INC	6,382.19
EFT	00022108	12/11/2025	CHEVRON PRODUCTS CO	26,252.46
EFT	00022109	12/11/2025	CINTAS CORPORATION NO 2	11,553.08
EFT	00022110	12/11/2025	COGENT COMMUNICATIONS INC	3,850.41
EFT	00022111	12/11/2025	CONVERGINT TECHNOLOGIES LLC	6,460.20
EFT	00022112	12/11/2025	CUMMINS INC	28,437.80
EFT	00022113	12/11/2025	CURT KOHLWES	152.74
EFT	00022114	12/11/2025	CYBERSOURCE CORPORATION	306.71
EFT	00022115	12/11/2025	DENOVO VENTURES LLC	1,063.96
EFT	00022116	12/11/2025	TRUCKPRO HOLDING CORPORTATION	988.96
EFT	00022117	12/11/2025	FIRST TRANSIT INC	1,045,793.95
EFT	00022118	12/11/2025	FIVE9 INC	6,420.28
EFT	00022119	12/11/2025	GALLUP INC	1,651.50
EFT	00022120	12/11/2025	GENES TOWING CORP	11,611.63
EFT	00022121	12/11/2025	SPX CORPORATION	7,203.20
EFT	00022122	12/11/2025	GILLIG LLC	25,918.79
EFT	00022123	12/11/2025	GORDON THOMAS HONEYWELL	6,850.00
EFT	00022124	12/11/2025	GRAINGER	3,747.21
EFT	00022125	12/11/2025	MOTION INDUSTRIES, INC.	2,994.67
EFT	00022126	12/11/2025	JAJ ENTERPRISES LLC	2,170.07
EFT	00022127	12/11/2025	K & L GATES	2,257.30
EFT	00022128	12/11/2025	KERSTIN AHREND-RENZ	78.17
EFT	00022129	12/11/2025	LARSCO INC	589.52
EFT	00022130	12/11/2025	LARSEN SIGN COMPANY	396.36

EFT	00022131	12/11/2025	LOOMIS ARMORED US LLC	1,502.62
EFT	00022132	12/11/2025	MALLORY SAFETY & SUPPLY LLC	4,417.22
EFT	00022133	12/11/2025	MCMASTER-CARR SUPPLY	353.23
EFT	00022134	12/11/2025	MICHAEL GRIFFUS	65.38
EFT	00022135	12/11/2025	DB PRINTING LLC	521.17
EFT	00022136	12/11/2025	MUNCIE RECLAMATION & SUPPLY CO	4,260.22
EFT	00022137	12/11/2025	NEOPART TRANSIT LLC	12,673.76
EFT	00022138	12/11/2025	BEN-KO-MATIC CO	313.71
EFT	00022139	12/11/2025	PACIFICA LAW GROUP LLP	14,576.40
EFT	00022140	12/11/2025	EDM TECHNOLOGY INC	22,460.40
EFT	00022141	12/11/2025	PEAK INDUSTRIAL INC	1,694.23
EFT	00022142	12/11/2025	PETROCARD INC	100,522.44
EFT	00022143	12/11/2025	REXEL USA INC	793.46
EFT	00022144	12/11/2025	QUADIENT FINANCE USA INC	164.80
EFT	00022145	12/11/2025	ROMAINE ELECTRIC CORP	259.46
EFT	00022146	12/11/2025	RANGER PUBLISHING CO INC	2,080.00
EFT	00022147	12/11/2025	SHUMAN LLC	165.00
EFT	00022148	12/11/2025	SCHETKY NORTHWEST SALES INC	107.45
EFT	00022149	12/11/2025	SOUND TRANSIT	39,230.56
EFT	00022150	12/11/2025	SOUND TRANSIT SMART CARD CENTR	6,632.84
EFT	00022151	12/11/2025	STANDARD PARTS CORP	291.42
EFT	00022152	12/11/2025	STAPLES INC	2,292.49
EFT	00022153	12/11/2025	TACOMA COMMUNITY COLLEGE	5,818.53
EFT	00022154	12/11/2025	SOUND PUBLISHING	225.03
EFT	00022155	12/11/2025	UNIVERSAL AUTO GROUP 1	364.66
EFT	00022156	12/11/2025	TACOMA SCREW PRODUCTS INC	1,530.69
EFT	00022157	12/11/2025	TALAKAI CONSTRUCTION LLC	68,706.14
EFT	00022158	12/11/2025	TERRYBERRY COMPANY LLC	159.33
EFT	00022159	12/11/2025	TITUS-WILL FORD SALES INC	3,636.27
EFT	00022160	12/11/2025	THE AFTERMARKET PARTS CO LLC	14,865.95
EFT	00022161	12/11/2025	TWO BUSY TO COOK CATERING LLC	1,308.32
EFT	00022162	12/11/2025	ULINE INC	80.45
EFT	00022163	12/11/2025	UNITED ENERGY TRADING LLC	82,428.00
EFT	00022164	12/11/2025	UNITED PARCEL SERVICE INC	3.06
EFT	00022165	12/11/2025	UNITED RENTALS (NORTH AMERICA)	2,851.59
EFT	00022166	12/11/2025	UNITED SITE SERVICES OF NEVADA	1,105.50
EFT	00022167	12/11/2025	WAXIE SANITARY SUPPLY	1,012.57
EFT	00022168	12/11/2025	DOBBS HEAVY DUTY HOLDINGS LLC	30,932.99
EFT	00022169	12/11/2025	WOFSCO INC	72.99
EFT	00022170	12/11/2025	ASSOCIATED PETROLEUM	2,906.75
EFT	00022171	12/11/2025	WORLDPAC INC	1,630.25
EFT	00022172	12/11/2025	WASHINGTON STATE TRANSIT ASSOC	1,184.40
EFT	00022173	12/11/2025	XEROX CORPORATION	250.82
EFT	00022174	12/11/2025	ZONAR SYSTEMS INC	9,325.91
EFT	00022175	12/12/2025	AWC EMPLOYEE BENEFIT TRUST	1,502,809.55
EFT	00022176	12/12/2025	ICMA RETIREMENT	331,494.43
EFT	00022177	12/12/2025	NAVIA BENEFIT SOLUTIONS	18,334.35
EFT	00022178	12/12/2025	TACOMA EMPLOYEES RETIREMENT SY	20,359.15
EFT	00022179	12/12/2025	WA ST CHILD SUPPORT REGISTRY	5,965.63
EFT	00022180	12/15/2025	US BANK CORPORATE PAYMENT SYST	92,686.61
EFT	00022181	12/18/2025	AMERICAN CUSTODIAN INC	27,058.00
EFT	00022182	12/18/2025	ALL STARZ STAFFING AND CONSULT	1,271.66
EFT	00022183	12/18/2025	AMAZON CAPITAL SERVICES INC	4,136.27
EFT	00022184	12/18/2025	ANIXTER INC	4,215.38
EFT	00022185	12/18/2025	CONTINENTAL BATTERY COMPANY	232.81
EFT	00022186	12/18/2025	BRAUN CORPORATION	133.33

EFT	00022187	12/18/2025	BRAVO ENVIRONMENTAL NW INC	12,433.99
EFT	00022188	12/18/2025	BRIDGESTONE AMERICA	82,059.00
EFT	00022189	12/18/2025	CASCADE FRICTION MATERIALS	28,263.80
EFT	00022190	12/18/2025	CENTENNIAL CONTRACTORS ENTERPR	538,382.00
EFT	00022191	12/18/2025	CINTAS CORPORATION NO 2	2,532.82
EFT	00022192	12/18/2025	CLEVER DEVICES LTD	22,566.10
EFT	00022193	12/18/2025	CUMMINS INC	8,616.98
EFT	00022194	12/18/2025	DRUG FREE BUSINESS	7,184.00
EFT	00022195	12/18/2025	EASTER SEALS WASHINGTON	2,817.00
EFT	00022196	12/18/2025	ECOLUBE RECOVERY LLC	246.40
EFT	00022197	12/18/2025	FIRST TRANSIT INC	9,348.54
EFT	00022198	12/18/2025	GALLS LLC	29,743.41
EFT	00022199	12/18/2025	GENES TOWING CORP	4,990.52
EFT	00022200	12/18/2025	GILLIG LLC	28,305.30
EFT	00022201	12/18/2025	GRAINGER	11,922.25
EFT	00022202	12/18/2025	MARK HOLMES	1,054.32
EFT	00022203	12/18/2025	MOTION INDUSTRIES, INC.	1,187.50
EFT	00022204	12/18/2025	INFOJINI INC	8,134.50
EFT	00022205	12/18/2025	JULIE CLAPHAM	43.98
EFT	00022206	12/18/2025	K & L GATES	59.15
EFT	00022207	12/18/2025	LEVEL 3 FINANCING INC	4,386.52
EFT	00022208	12/18/2025	LUMINATOR TECHNOLOGY GROUP GLO	12,540.39
EFT	00022209	12/18/2025	MALLORY SAFETY & SUPPLY LLC	402.97
EFT	00022210	12/18/2025	MCMASTER-CARR SUPPLY	121.27
EFT	00022211	12/18/2025	MOHAWK MFG & SUPPLY	211.89
EFT	00022212	12/18/2025	NEOPART TRANSIT LLC	20,679.41
EFT	00022213	12/18/2025	PARAMETRIX ENGINEERING	120,192.95
EFT	00022214	12/18/2025	PETROCARD INC	37,444.26
EFT	00022215	12/18/2025	REXEL USA INC	22.29
EFT	00022216	12/18/2025	PRINT NW	1,360.24
EFT	00022217	12/18/2025	PURCELL TIRE & RUBBER COMPANY	990.07
EFT	00022218	12/18/2025	QUALITY PRESS	1,420.23
EFT	00022219	12/18/2025	ROMAINE ELECTRIC CORP	634.77
EFT	00022220	12/18/2025	SOUND TRANSIT SMART CARD CENTR	9,201.78
EFT	00022221	12/18/2025	STANDARD PARTS CORP	156.58
EFT	00022222	12/18/2025	STAPLES INC	1,403.80
EFT	00022223	12/18/2025	STELLAR INDUSTRIAL SUPPLY INC	385.00
EFT	00022224	12/18/2025	STERICYCLE INC	65.75
EFT	00022225	12/18/2025	STEVE ADAMS	165.39
EFT	00022226	12/18/2025	UNIVERSAL AUTO GROUP 1	752.42
EFT	00022227	12/18/2025	TACOMA SCREW PRODUCTS INC	1,622.67
EFT	00022228	12/18/2025	GETTING PERSONAL IMPRINTING	3,153.41
EFT	00022229	12/18/2025	TESSCO INCORPORATED	412.48
EFT	00022230	12/18/2025	THE WW WILLIAMS COMPANY LLC	14,443.75
EFT	00022231	12/18/2025	TITUS-WILL FORD SALES INC	94.20
EFT	00022232	12/18/2025	THE AFTERMARKET PARTS CO LLC	4,773.37
EFT	00022233	12/18/2025	QUEBEC INC	605.55
EFT	00022234	12/18/2025	UNITED PARCEL SERVICE INC	74.18
EFT	00022235	12/18/2025	UNITED SITE SERVICES OF NEVADA	219.28
EFT	00022236	12/18/2025	VIA TRANSPORTATION INC	4,775.12
EFT	00022237	12/18/2025	WA ST AUDITOR'S OFFICE	1,167.60
EFT	00022238	12/18/2025	WEST PIERCE FIRE & RESCUE	20,989.54
EFT	00022239	12/18/2025	DOBBS HEAVY DUTY HOLDINGS LLC	3,852.56
EFT	00022240	12/18/2025	WHITNEY PARK	301.00
EFT	00022241	12/18/2025	WOFSCO INC	96.34
EFT	00022242	12/18/2025	WORLDPAC INC	1,448.83

EFT	00022243	12/18/2025	WASHINGTON STATE TRANSIT ASSOC	165.30
EFT	00022244	12/18/2025	XEROX CORPORATION	3,458.89
EFT	00022245	12/18/2025	XPO LOGISTICS FREIGHT INC	506.93
EFT	00022246	12/18/2025	WA ST DEPT OF REVENUE	7,071.95
EFT	00022247	12/19/2025	ICMA RETIREMENT	444.48
EFT	00022248	12/24/2025	ALL STARZ STAFFING AND CONSULT	1,271.66
EFT	00022249	12/24/2025	AMAZON CAPITAL SERVICES INC	3,951.82
EFT	00022250	12/24/2025	ANGI ENERGY SYSTEMS	843.69
EFT	00022251	12/24/2025	ATWORK! COMMERCIAL ENTERPRISES	17,513.69
EFT	00022252	12/24/2025	BRAVO ENVIRONMENTAL NW INC	14,903.24
EFT	00022253	12/24/2025	PRECARE INC	877.35
EFT	00022254	12/24/2025	BUD CLARY CHEVROLET CADILLAC I	106,538.00
EFT	00022255	12/24/2025	CABBROS CLEANING SERVICE LLC	17,256.89
EFT	00022256	12/24/2025	CASCADE FRICTION MATERIALS	865.38
EFT	00022257	12/24/2025	CENTRAL PUGET SOUND REGIONAL T	20,050.25
EFT	00022258	12/24/2025	CINTAS CORPORATION NO 2	646.07
EFT	00022259	12/24/2025	CUMMINS INC	2,071.32
EFT	00022260	12/24/2025	DAWNE SHOTSMAN	43.00
EFT	00022261	12/24/2025	DELL MARKETING LP	33,466.39
EFT	00022262	12/24/2025	TRUCKPRO HOLDING CORPORTATION	524.31
EFT	00022263	12/24/2025	FIVE9 INC	5,728.71
EFT	00022264	12/24/2025	GEIGER BROS	1,138.99
EFT	00022265	12/24/2025	GENES TOWING CORP	3,966.83
EFT	00022266	12/24/2025	GILLIG LLC	11,675.11
EFT	00022267	12/24/2025	GRAINGER	2,704.55
EFT	00022268	12/24/2025	HUITT-ZOLLARS INC	4,644.20
EFT	00022269	12/24/2025	MOTION INDUSTRIES, INC.	1,867.83
EFT	00022270	12/24/2025	LUMINATOR TECHNOLOGY GROUP GLO	8,554.77
EFT	00022271	12/24/2025	MCGUIRE BEARING CO	189.81
EFT	00022272	12/24/2025	MCMASTER-CARR SUPPLY	122.89
EFT	00022273	12/24/2025	MOHAWK MFG & SUPPLY	1,160.42
EFT	00022274	12/24/2025	MUNCIE RECLAMATION & SUPPLY CO	5,193.80
EFT	00022275	12/24/2025	NEOPART TRANSIT LLC	1,149.44
EFT	00022276	12/24/2025	OUTFITTER SATELLITE INC	104.10
EFT	00022277	12/24/2025	PACIFIC FITNESS PRODUCTS	1,167.06
EFT	00022278	12/24/2025	PACIFICA LAW GROUP LLP	3,646.60
EFT	00022279	12/24/2025	REXEL USA INC	44.01
EFT	00022280	12/24/2025	PURCELL TIRE & RUBBER COMPANY	2,345.69
EFT	00022281	12/24/2025	QUALITY BUSINESS SYSTEMS INC	210.28
EFT	00022282	12/24/2025	ROMAINE ELECTRIC CORP	111.00
EFT	00022283	12/24/2025	SHI INTERNATIONAL CORP	73.99
EFT	00022284	12/24/2025	SIR SPEEDY	825.75
EFT	00022285	12/24/2025	STANDARD PARTS CORP	393.21
EFT	00022286	12/24/2025	STAPLES INC	69.22
EFT	00022287	12/24/2025	TACOMA SCREW PRODUCTS INC	3,154.78
EFT	00022288	12/24/2025	GETTING PERSONAL IMPRINTING	5,456.46
EFT	00022289	12/24/2025	TESSCO INCORPORATED	332.33
EFT	00022290	12/24/2025	TITUS-WILL FORD SALES INC	333.58
EFT	00022291	12/24/2025	THE AFTERMARKET PARTS CO LLC	29,928.81
EFT	00022292	12/24/2025	TRAPEZE SOFTWARE GROUP INC	149,012.65
EFT	00022293	12/24/2025	TRISTAR CLAIMS MANAGEMENT SERV	15,383.33
EFT	00022294	12/24/2025	VIA TRANSPORTATION INC	260,043.32
EFT	00022295	12/24/2025	WORLDPAC INC	550.78
EFT	00022296	12/24/2025	ZAYO GROUP HOLDINGS INC	2,094.65
EFT	00022297	12/24/2025	ICMA RETIREMENT	319,594.54
EFT	00022298	12/24/2025	NAVIA BENEFIT SOLUTIONS	17,942.05

EFT	00022299	12/24/2025	TACOMA EMPLOYEES RETIREMENT SY	20,287.53
EFT	00022300	12/24/2025	WA ST CHILD SUPPORT REGISTRY	5,686.63
EFT	00022301	12/31/2025	ABA CLEANING SERVICES LLC	32,000.00
EFT	00022302	12/31/2025	ALL STARZ STAFFING AND CONSULT	2,113.93
EFT	00022303	12/31/2025	AMAZON CAPITAL SERVICES INC	2,750.67
EFT	00022304	12/31/2025	CINTAS CORPORATION NO 2	826.77
EFT	00022305	12/31/2025	CIVICPLUS LLC	1,979.79
EFT	00022306	12/31/2025	CONVERGINT TECHNOLOGIES LLC	5,379.31
EFT	00022307	12/31/2025	CUMMINS INC	10,939.36
EFT	00022308	12/31/2025	CUSTOM EDGE INC	9,651.91
EFT	00022309	12/31/2025	ECOLUBE RECOVERY LLC	331.60
EFT	00022310	12/31/2025	GENES TOWING CORP	4,111.05
EFT	00022311	12/31/2025	SPX CORPORATION	462.24
EFT	00022312	12/31/2025	GILLIG LLC	19,665.70
EFT	00022313	12/31/2025	GRAINGER	2,129.41
EFT	00022314	12/31/2025	GROENEVELD LUBRICATION SOLUTIO	40.49
EFT	00022315	12/31/2025	RONALD E JENSEN & JAMES W JENS	21,317.91
EFT	00022316	12/31/2025	JESSICA SHERBINOW	100.00
EFT	00022317	12/31/2025	LAKEVIEW LIGHT & POWER CO	52,237.64
EFT	00022318	12/31/2025	LARSEN SIGN COMPANY	1,189.08
EFT	00022319	12/31/2025	LEILA MCQUADE	140.00
EFT	00022320	12/31/2025	MALLORY SAFETY & SUPPLY LLC	99.09
EFT	00022321	12/31/2025	MOHAWK MFG & SUPPLY	401.80
EFT	00022322	12/31/2025	MUNCIE RECLAMATION & SUPPLY CO	423.93
EFT	00022323	12/31/2025	NEOPART TRANSIT LLC	22,149.39
EFT	00022324	12/31/2025	PETROCARD INC	150,064.40
EFT	00022325	12/31/2025	PRINT NW	1,127.38
EFT	00022326	12/31/2025	PURCELL TIRE & RUBBER COMPANY	392.00
EFT	00022327	12/31/2025	ROMAINE ELECTRIC CORP	3,168.91
EFT	00022328	12/31/2025	SHAWN PERRY	761.80
EFT	00022329	12/31/2025	STANDARD PARTS CORP	30.19
EFT	00022330	12/31/2025	STEVE BOHRER	154.13
EFT	00022331	12/31/2025	SUMMIT LAW GROUP PLLC	6,856.50
EFT	00022332	12/31/2025	UNIVERSAL AUTO GROUP 1	539.42
EFT	00022333	12/31/2025	TACOMA SCREW PRODUCTS INC	235.21
EFT	00022334	12/31/2025	TERRYBERRY COMPANY LLC	383.81
EFT	00022335	12/31/2025	THE WW WILLIAMS COMPANY LLC	5,984.86
EFT	00022336	12/31/2025	THE AFTERMARKET PARTS CO LLC	9,772.61
EFT	00022337	12/31/2025	TRAVIS LOSS	371.60
EFT	00022338	12/31/2025	UNITED PARCEL SERVICE INC	44.60
EFT	00022339	12/31/2025	DOBBS HEAVY DUTY HOLDINGS LLC	13,159.03
EFT	00022340	12/31/2025	WHELEN ENGINEERING CO INC	581.33
EFT	00022341	12/31/2025	WORLD PAC INC	44.14
EFT	00022342	12/31/2025	ZUMAR INDUSTRIES INC	232.25
Total Payments				<u>8,382,016.46</u>

**PIERCE TRANSIT
BOARD OF COMMISSIONERS
REGULAR BOARD MEETING MINUTES**

December 8, 2025

CALL TO ORDER

Chair Whalen called the regular board meeting to order at 4:05 p.m.

ROLL CALL

Commissioners present:

Rosie Ayala, Vice Chair, Pierce County Council
Olgy Diaz, City of Tacoma Councilmember
Doug Fagundes, City of Fife Councilmember
(representing Fife/Milton/Edgewood/Pacific/Auburn/Ruston/Steilacoom)
John Hines, City of Tacoma Councilmember *(arrived at 4:59 p.m.)*
Jim Kastama, City of Puyallup Mayor *(Mayor of the City of Puyallup)*
Shannon Reynolds, City of Fircrest Mayor *(representing Fircrest, University Place, and Gig Harbor)*
Kristina Walker, City of Tacoma Councilmember
Jason Whalen, Chair, City of Lakewood Mayor

Commissioners excused:

John Hoheusle, President of ATU 758
Ryan Mello, Pierce County Executive

Staff present:

Mike Griffus Chief Executive Officer
Deanne Jacobson, Clerk of the Board
Mona Sullivan, Deputy Clerk of the Board
Abe Weill, K&L Gates Counsel

LAND ACKNOWLEDGMENT AND FLAG SALUTE

Chair Whalen led attendees in the land acknowledgment, followed by the flag salute. He attended the meeting virtually from Oahu, HI, and gave tribute to a memorial he attended honoring those lost at Pearl Harbor during World War II.

OPENING REMARKS AND HOUSEKEEPING ITEMS

Chair Whalen welcomed board members, staff, and citizens to the meeting and provided attendees with instructions for meeting participation.

PRESENTATIONS

1. Honoring Elizabeth Collins for Operator of the Month for November 2025

Assistant Transportation Manager Scott Gaines honored Elizabeth Collins for being selected Operator of the Month for (*Commissioner Walker arrived at 4:08 p.m.*) He reported that Ms. Collins always goes the extra mile in serving her customers and fellow co-workers. She assists operators with the shift bidding process and participates on the Wellness Committee. She became a member of the Million Miler Club in 2021 and has well over a million miles accident free.

Ms. Collins expressed her thanks and gratitude, noting that it was an honor to receive the award.

On behalf of the Board, Chair Whalen congratulated Ms. Collins for her accomplishment and for her service to the community.

PUBLIC COMMENT

After providing instructions for participation, Chair Whalen opened the public comment period and the following individual(s) provided comment:

- Tre Parish, resident of Northeast Tacoma, advocated for bus service from Northeast Tacoma to any place in Tacoma. He talked about the challenges of traveling to Tacoma without bus service and advocated for the Route 63 to return. He also expressed that Runner service (*Vice Chair Ayala arrived at approximately 4:12 p.m.*) has not been a good alternative.

CONSENT AGENDA

(Items listed below were distributed to Commissioners in advance for reading and study and are enacted with one motion. Item(s) may be moved to the Action Agenda at the request of a commissioner.)

Commissioners Walker and Ayala **moved** and seconded to approve the consent agenda as presented.

Motion **carried**, 7-0.

1. Approval of Vouchers, November 1-30, 2025
Operating Fund #10
Self-Insurance Fund #40
Capital Fund #90
Payment Nos. 387085 through 387246
Wire Nos. 21765 through 22046
Total \$7,268,125.05
2. Approval of Minutes: November 10, 2025, regular meeting
3. FS 2025-040, Approved Resolution No. 2025-016, adopting the 2026 State Legislative Priorities in the same form as presented in Exhibit A.

4. FS 2025-041, Authorized the Chief Executive Officer to enter into and execute sole source contract No. E2307 with Power Test, LLC, to purchase a transmission dyno for a total contract spending authority of \$478,800.

ACTION AGENDA

1. **FS 2025-042, A Resolution of the Board of Commissioners of Pierce Transit Adopting the Annual Budget for Fiscal Year 2026**

Chief Financial Officer Chris Schuler presented on the item and provided a summary of information that was provided at the November 9, 2025, board meeting, which included a review of the operating revenue and expenditures and the capital budget, estimated fare revenue, including ORCA Business account revenue.

He reviewed the proposed 2026 wage adjustments for each labor group at the agency, noting that they are in alignment with union contracts, and the increase for non-represented employees still falls behind the CPI rate since 2021.

Mr. Schuler responded to general questions.

Commissioners Reynolds and Kastama **moved** and seconded to approve Resolution No. 2025-017, adopting the Annual Budget for Fiscal Year 2026 with attendant wage adjustments and approval of 967 positions as presented therein.

Motion **carried**, 7-0.

2. **FS 2025-043, Authority to Increase Contract No. 1430 with Via Mobility, LLC, to Provide Continued Multi-Year ADA Paratransit Scheduling and Dispatching Software Services**

Specialized Transportation Manager Cherry Thomas presented on the item and advised that staff has implemented the software system and is ready to operationalize the software for multiple years. She advised that there are additional software options available that can be added at a later time such as same day service, Microtransit, and ORCA payment.

Commissioners Ayala and Fagundes **moved** and seconded to authorize the Chief Executive Officer to enter into and execute an amendment increasing the contract authority amount with Via Mobility, LLC, Contract No. 1430, to provide continued multi-year ADA paratransit scheduling and dispatching software services for a new contract spending authority amount of \$1,146,185.

Motion **carried**, 7-0.

3. Election of Chair and/or Vice Chair Positions

Chair Whalen expressed that since he did not run for re-election for Lakewood City Council, the December 8, 2025, board meeting would be his last meeting and the

Board will need to fill the chair position, pursuant to Pierce Transit Bylaws Section 2.04.010.

Prior to the Board conducting the election process to fill the Chair position, Vice Chair Ayala confirmed that she was unable to fulfill the role of Chair and she declined assuming the role of the Chair.

Vice Chair Ayala nominated Commissioner Walker to the Chair position.

No other nominations were made and Commissioner Walker confirmed acceptance of the nomination.

Commissioners Ayala and Kastama **moved** and seconded to close nominations.

Motion **carried**, 7-0.

Being that no other nominations were made, Commissioner Walker was elected to the Chair position, and she assumed the role of Chair for the remainder of the meeting.

STAFF UPDATES

1. CEO's Report

CEO Mike Griffus reported on the following:

- Announced that the agency was awarded a \$6.7 million Low-No Grant to purchase six new CNG buses. These buses will replace aging hybrid diesel buses that are at the end of their useful life.
- Reported that Pierce Transit employees raised \$35,000 for the 2025 United Way campaign.
- Updated the Board on service enhancements to the Stream Community Line/Route 1 corridor, which included new shelters. The agency is working on installing benches and trash cans in this corridor. He also reported that this line will be extended to the Commerce station.
- Advised that the Board will receive an update on the agency's planning efforts for the FIFA World Cup that will be coming to the region in the summer 2026.
- He concluded his comments by thanking staff for their hard work and dedication for the 2025 year and wished everyone a happy holiday season.

INFORMATIONAL BOARD ITEMS

1. Chair's Report

Chair Walker reported on the following:

- The December 18, 2025, Service Delivery and Capital Committee meeting has been cancelled. The next meeting is scheduled for February 20, 2026.

2. Sound Transit Update

Chair Walker reported on the following:

- The Federal Way Link extension opening ceremony that was held on December 6 was a success and talked about the benefits this service will bring to the community.

3. Puget Sound Regional Council Transportation Policy Board (TPB) Update

Commissioner Walker reported on the following:

- The TPB is currently taking public comment on the Regional Transportation Plan (RTP).

4. Committee Chair Reports

No reports.

5. Commissioners' Comments

Commissioner Whalen was honored for his service on the Pierce Transit Board and for his strong support of transit.

Commissioner Whalen expressed his gratitude for serving on the Board, noting that he learned a lot about transit. He also thanked staff for their help and professionalism.

CEO Griffus thanked Commissioner Whalen for his support and guidance over the years and for helping to advance transit in the community. He advised that Pierce Transit will present him with a small token for his service.

EXECUTIVE SESSION

At 4:47 p.m., Chair Walker recessed the meeting into executive session until approximately 5:07 p.m. for purposes of reviewing the performance of a public employee, pursuant to RCW 42.30.110(1)(g). She advised that *(at approximately 4:59 p.m. Commissioner Hines arrived.)* the Board is expected to take formal action when they return to open session. *[The extension was announced to attendees.]*

At 5:07 p.m., the executive session was extended to 5:20 p.m. *[The extension was announced to attendees.]*

At 5:20 p.m., the executive session was extended until 5:40 p.m. *[The extension was announced to attendees.]*

RECONVENE

At 5:50 p.m. Chair Walker reconvened the meeting back to open session.

OTHER BUSINESS

Commissioners discussed the CEO’s accomplishments and strengths, highlighting that he is a good ambassador for transit and has also navigated the agency through various challenges.

Commissioners Hines and Fagundes **moved** and seconded to adopt the CEO’s 2024-2025 Composite Evaluation in accordance with the discussion of the CEO’s performance which was held in Executive Session, to increase the CEO’s salary by three percent, and direct staff to amend the CEO’s employment contract accordingly.

Motion **carried**, 7-0.

ADJOURNMENT

Seeing no further business, the meeting was adjourned at 5:58 p.m.

Deanne Jacobson
Clerk of the Board

Kristina Walker, Chair
Board of Commissioners

January 12, 2026

World Cup Planning



Priorities



Local Riders

Maintain local service for riders' daily needs.

Pierce County Fan Zone

Dedicated service providing direct connection from Tacoma Dome Station to Signature World Cup Events.

Regional Access

Support Sound Transit's Express Connections to Seattle events with extra trips.

Key Pierce County Dates

EVENT	DATE	TIME	DAY OF WEEK
FIFA – Belgium vs. Egypt	June 15	12 pm	Monday
FIFA – USA vs. Australia	June 19	12 pm	Friday
FIFA – Qatar vs. UEFA Winner	June 24	12 pm	Wednesday
FIFA – Egypt vs. Iran	June 26	8 pm	Friday
FIFA – TBD	July 1	1 pm	Wednesday
FIFA – TBD	July 6	5 pm	Monday
FIFA Bronze Match	July 18	2 pm	Saturday
FIFA Gold Match	July 19	12 pm	Sunday

Potential Puyallup Tribe of Indians Partnership Service: **World Cup Coastal Protocol, World Cup Powwow & World Stick Game Tournament**

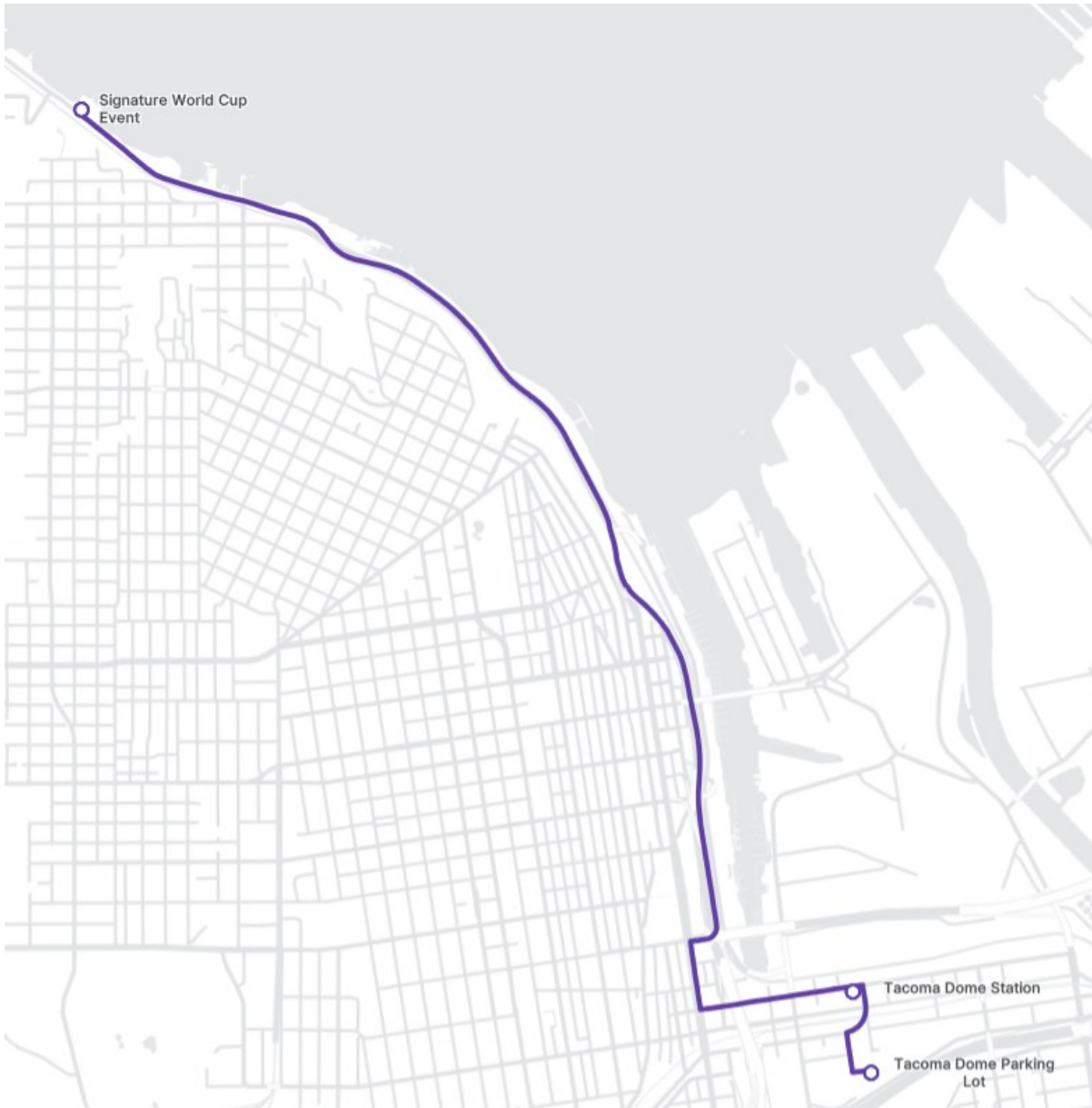
TDS to Signature World Cup Events

- 11 Events
- 5 Hour Span
- 15-Minute Frequency
- 3 Vehicles



Potential Service, Pending Activation

- 11 Events
- 5 Hour Span
- 15-Minute Frequency
- 5 Cutaways



WSDOT FIFA Grant Update

• Enhanced services, Runner	\$ 63,585
• Enhancing customer experience	
○ Cleanliness, Maintenance	31,060
○ Cleanliness, Facilities	44,000
○ Communications, Outreach & Engagement	189,875
○ Swiftly Real Time Service Disruption Module	96,812
○ Wayfinding, Connectpoint Real Time Arrival	490,000
• <u>Safety & Security, Field Supervisors</u>	<u>23,500</u>
• Total Award	\$938,832

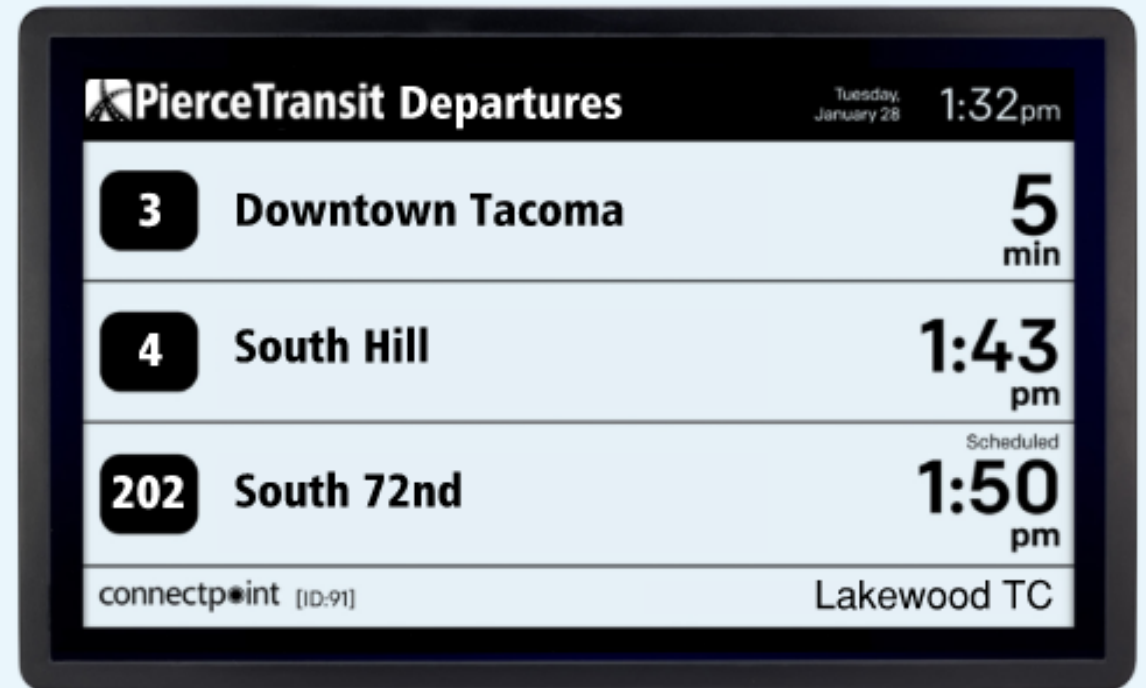


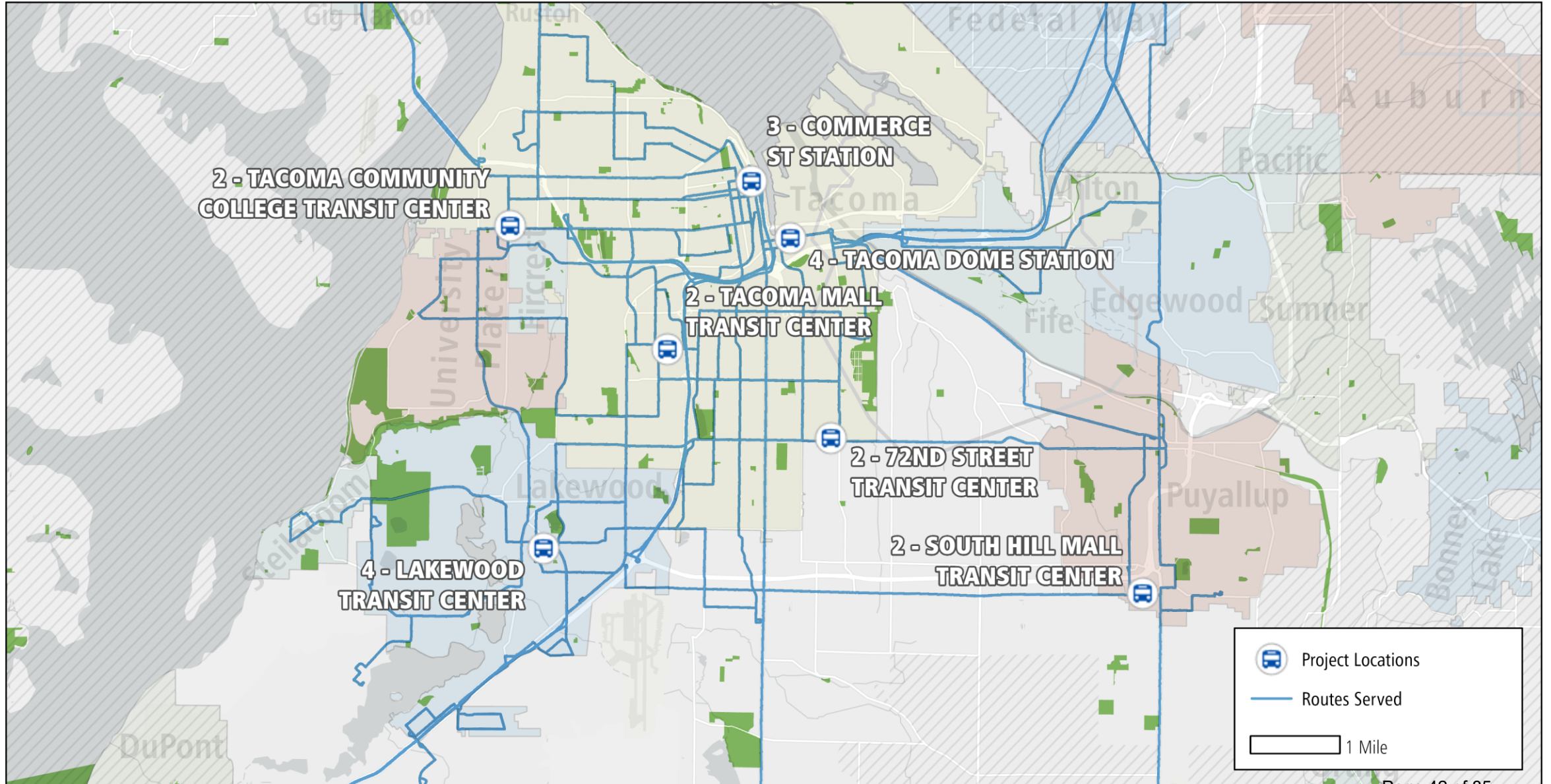
Transit Center Real-Time Arrival Signs

FIFA World Cup Customer Experience Program

Just in Time

- Regionally consistent real-time information
- 19 signs at 7 transit centers
- Fully grant funded





Next Steps

- Pending Signature World Cup Events announcement, participate in planning.
- Biweekly internal Pierce Transit team coordination.
- Participate at KCM / ST Workshop on services, February 3, 2025.
- Request Board of Commission authorization for CEO to execute contracts and amendments in support of the FIFA World Cup Customer Experience Program, not to exceed \$938,832.00 in total.

TITLE: Authority to Amend the 2026 Budget to Add “Transit Center Real Time Arrival Signage” to the Capital Portfolio, and Authorize the Chief Executive Officer to Execute the Associated Contracts and Amendments in Support of the FIFA World Cup Customer Experience Program

DIVISION: Planning & Community Development

SUBMITTED BY: Tina Lee, Planning Manager

RELATED ACTION: N/A

ATTACHMENTS: Real Time Signage Project Map

RELATION TO STRATEGIC PLAN: Customer

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number:

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Local Amount	\$ 0	This program will be 100% funded by the WSDOT FIFA Coordination Grant.
Grant/Other Amounts	\$ 938,832	
Total Expenditure	\$ 938,832	

BACKGROUND:

Twelve transit agencies across the state, including Pierce Transit, have been awarded Washington state grant funds to provide enhancements to services such as additional customer communications, safety and security, and passenger amenities to support transportation during the upcoming 2026 FIFA World Cup. Through this formula grant, Pierce Transit was awarded \$938,832 for the following Customer Experience program:

Washington State Department of Transportation World Cup Formula Grant

Enhanced Services	Cost
Enhancing on-demand services	
Temporary expansion/enhancement of on-demand services - Runner	\$ 63,585
Subtotal–Enhanced Services	\$ 63,585
Enhanced Customer Experience	Cost

FACT SHEET
PAGE 2

Cleanliness

Maintenance: Increase cleaning and seat replacements in vehicles pulled into service from reserve fleet	\$	31,060
Facilities: Increase cleaning at the Tacoma Dome Station and transit centers on weekends	\$	44,000

Rider communications

Rider communications	\$	189,875
Real Time Service Disruption Module, Implementation + 1st Year of Service	\$	96,812

Wayfinding

Transit Center Real Time Arrival Signage (ConnectPoint)	\$	490,000
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Safety and security

Field Supervisors & Security coordination	\$	23,500
Subtotal—Enhanced Customer Experience	\$	875,247

Customer Experience Program Total	\$	938,832
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Transit Center Real Time Arrival Signage Project

The Transit Center Real Time Arrival Signage project included in the Customer Experience program aims to purchase and install up to 19 “station-style” 32-inch ConnectPoint real-time information signs and equipment to enhance wayfinding for Pierce Transit riders at seven (7) transit centers prior to the 2026 FIFA World Cup event. The project will provide real-time bus arrival information to improve riders’ ability to plan their trips and anticipate delays. Each sign will include a 1-year software subscription and be managed through the same system as the 13-inch Stream Community Line bus stop real time arrival signs. The vendor was selected by King County Metro through a competitive procurement process that allowed other agencies to utilize the terms of the contract sometimes referred to as a “piggyback” clause. The 32-inch signs in this project are used by King County Metro at RapidRide stops and are anticipated to be used by Intercity Transit at transit centers, which will improve consistency and ease-of-use across the region. The project will reduce uncertainty and perceived wait times at transit centers and reduce the volume of schedule-related inquiries to customer service staff both during the 2026 FIFA World Cup event and into the future. It will also reduce barriers by providing this real-time information to riders at transit centers who do not have smartphones or cell phones.

The following transit centers and sign quantities were selected based on existing ridership as well as transit connectivity to areas that will experience travel demand as part of the 2026 FIFA World Cup:

Location	Number of Signs
72 nd Street Transit Center	2
Commerce Street Station	3
Lakewood Transit Center	4
South Hill Mall Transit Center	2
Tacoma Community College Transit Center	2
Tacoma Dome Station	4
Tacoma Mall Transit Center	2
Total	19

The Transit Center Real Time Arrival Signage project includes purchase of the signs and associated equipment from ConnectPoint, as well as labor for installation, electrical connections, and permitting.

STAFF RECOMMENDATION:

Authorize adding the Transit Center Real Time Arrival Signage Project to the 2026 Capital Budget and authorize the Chief Executive Officer to execute the associated contracts and amendments in support of the FIFA World Cup Customer Experience Program. This would allow staff to meet timelines for ordering and installing equipment, contracting services, and implementing improvements in advance of the 2026 FIFA World Cup.

ALTERNATIVES:

Do not authorize adding the Transit Center Real Time Arrival Signage Project to the 2026 Capital Budget and authorize the Chief Executive Officer to execute the associated contracts and amendments for FIFA World Cup Customer Experience Program. This would require elements of the Customer Experience Program to individually seek Board authorization and could delay implementation of some program elements risking state grant funds.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to amend the 2026 Budget to add "Transit Center Real Time Arrival Signage" to the 2026 Capital Budget and authorize the Chief Executive Officer to execute the associated contracts and amendments in support of the FIFA World Cup Customer Experience Program.

Commented [LS2]: motion must include legal vendor name, total authorized amount based on Connectpoint proposal, and contract number. This FS is not near ready for Board

TITLE: Authorize the Chief Executive Office to Execute an Amendment to Sole Source Contract No. 1336 with Swiftly to Provide Real-Time Bus Location Services

DIVISION: Finance

SUBMITTED BY: Brent Campbell, IT Assistant Manager

RELATED ACTION:

FS 2024-052, Authorize the Chief Executive Officer to Execute an Amendment to Sole Source Contract No. 1336 with Swiftly to Provide Real-time Bus Location Services.

FS 2023-050, Authority to Execute an Amendment for Real Time Bus Location Services approved in November 2023.

FS 2021-066, Authority to Execute an Amendment for Real Time Bus Location Services approved in November 2021.

FS 2018-090, Authority to Award a Three-Year Sole Source Contract with Swiftly to Provide GPS Playback Module, On-Time Performance Module, Vehicle Speed Module, and Runtime Module approved in November 2018.

ATTACHMENTS: N/A

RELATION TO STRATEGIC PLAN: Customer

BUDGET INFORMATION

Is it Budgeted? Yes / No

Project Name or Number: Cost Center 262 – IT Dept

Operating Budget

Capital Budget

FUNDING SOURCE:		EXPLANATION:
Previous Authorization	\$ 1,234,586.53	This request is for five additional years of Swiftly software services, adding 75 support vehicles to the system, and adding a disruption management (detours) module to Swiftly.
This Increase Request	\$ 2,162,727.22	
Revised Total	\$ 3,397,313.75	

BACKGROUND:

Pierce Transit has utilized the Swiftly system since 2018. Swiftly enables our service supervisors to efficiently troubleshoot route issues by providing accurate vehicle location data and a user-friendly interface that highlights routes experiencing service disruptions. The system also offers an intuitive GPS playback feature to support operational reviews and investigations. In addition, swiftly improves the accuracy of our on-time performance metrics by integrating real-time GPS data—updated every five seconds—with data generated directly from the buses.

Current System:

Swiftly is currently licensed for 175 Vehicles (Pierce Transit Fixed Route Vehicles). Our current swiftly contract expired on December 18, 2025.

This contract amendment:

- Extends the current Swiftly system agreement for an additional five years, through December 2030.
- Adds 75 support vehicles to the system, allowing service supervisors to view relief vehicles, supervisor vehicles, and select maintenance vehicles on a single screen—streamlining field operations and improving both safety and efficiency.
- Implements Swiftly's new Disruption Management Module, which automatically transmits detour information to mobile trip-planning applications—such as the Transit App—providing riders with real-time updates. This feature will be especially valuable during the FIFA World Cup, ensuring timely and accurate customer communication.

STAFF RECOMMENDATION:

Staff recommends approval of the proposed modification to Contract #1336, which extends Swiftly user services for an additional five years, adds 75 maintenance vehicles to the system, and incorporates the Disruption Management Module.

ALTERNATIVES:

- **Do not renew Swiftly.** This option is not recommended, as it would negatively impact the accuracy of our on-time performance metrics and eliminate a critical tool that service supervisors rely on to perform their duties effectively.
- **Renew Swiftly in its current form with no enhancements** (five-year commitment; \$1,390,419.15; savings of \$772,308.07). While cost-saving, this option would forgo the Disruption Management Module and the associated opportunity to significantly improve real-time communication with our customers.

PROPOSED MOTION:

Move to: Authorize the Chief Executive Officer to execute an amendment to increase contract authority amount and contract period with Swiftly, LLC, Sole Source Contract No. 1336, to provide real-time bus location services in the amount of \$2,162,727.22 for a new not to exceed contract authority amount of \$3,397,313.75.

TITLE: Electing Primary and Alternate Transit Representatives to the Puget Sound Regional Council Transportation Policy Board (TPB) for Calendar Year 2026

DIVISION: Executive

SUBMITTED BY: Deanne Jacobson, Clerk of the Board

RELATED ACTION: N/A

ATTACHMENTS: Proposed Resolution

RELATION TO STRATEGIC PLAN: N/A

BUDGET INFORMATION: N/A

BACKGROUND:

Each year, the Pierce Transit Board of Commissioners elects a primary and alternate representative to serve on the Puget Sound Regional Council Transportation Policy Board to represent all transit interests and providers within the county. The term of these appointments shall be from January 1, 2026, through December 31, 2026.

The representatives for the 2025 calendar year were Doug Fagundes – primary; John Hines – alternate member.

As information, the TPB advises the Executive Board of the Puget Sound Regional Council on transportation issues pursuant to federal and state legislation and appropriate related concerns of jurisdictions, citizens, and other interests. Transit-related work of the TPB includes, but is not limited to:

- Updating Regional Transportation Plans;
- Recommending Executive Board action on federal transportation funds;
- Reviewing and commenting on annual transit coordination reports and other transit-related documents that are presented to the TPB; and
- Discussing and making recommendations on emerging transportation issues.

The TPB meets the second Thursday of each month from 9:30 – 11:30 a.m. at the Puget Sound Regional Council office located at 1011 Western Ave., 5th Floor, Seattle. The next meeting is Thursday, February 12, 2026.

Nomination and Election Process

1. Chair opens the floor to receive nominations from members for Primary Representative.
2. After all nominations have been made, the Chair seeks a motion and second to close nominations.
3. The Chair should call for the vote on each nominee in the order in which they were nominated.
4. The first nominee to receive a majority vote is elected.
5. Repeat process for Alternate Representative if needed.

STAFF RECOMMENDATION: N/A

ALTERNATIVES: N/A

PROPOSED MOTION:

Move to: Approve Resolution No. 2026-002, electing Commissioner _____ to serve as the primary transit representative, and Commissioner _____ to serve as the alternate transit representative for the Puget Sound Regional Council Transportation Policy Board for calendar year 2026.

RESOLUTION NO. 2026-002

1 A RESOLUTION of the Board of Commissioners of Pierce Transit Electing Primary and Alternate Transit
2 Representatives to the Puget Sound Regional Council Transportation Policy Board for Calendar Year 2026
3

4 WHEREAS, the Puget Sound Regional Council (PSRC) has multiple committees including the
5 Transportation Policy Board (TPB); and

6 WHEREAS, pursuant to PSRC policy, Pierce Transit is the largest transit agency in Pierce County and
7 serves as the appointing authority for the transit TPB representative; and

8 WHEREAS, the Pierce Transit Board of Commissioners shall appoint a primary representative and an
9 alternate to the TPB; and

10 WHEREAS, the appointed representatives shall represent all transit interests and providers within the
11 county; and

12 NOW THEREFORE, BE IT RESOLVED by the Board of Commissioners of Pierce Transit as follows:

13 Section 1. The Board of Commissioners authorizes the appointment of _____ to serve as the
14 primary Pierce County transit representative to the Puget Sound Regional Council Transportation Policy
15 Board; and _____ to serve as the alternate Pierce County transit representative to the Puget Sound
16 Regional Council Transportation Policy Board for calendar year 2026, or until a successor is elected.

17 ADOPTED by the Board of Commissioners of Pierce Transit at their regular meeting thereof held on
18 the 12th day of January 2026.

19 PIERCE TRANSIT

20
21 _____
22 Kristina Walker, Chair
23 Board of Commissioners
24
25

26 ATTEST/AUTHENTICATED

27
28 _____
29 Deanne Jacobson, CMC
30 Clerk of the Board

2024

All Modes Performance & Ridership Report



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EXECUTIVE SUMMARY

In 2024, Pierce Transit continued its trajectory of local bus system recovery and strategic reinvestment, building on progress from prior years. Total local bus boardings reached 6,769,493, reflecting an 11% increase from 2023 and signaling sustained ridership recovery across the system. Key service metrics also improved, with system productivity rising to 1.499 passengers per revenue mile and 15.12 passengers per service hour.

Major milestones this year included the launch of the Stream Community Line on Pacific Avenue/SR-7 and a series of targeted service enhancements aligned with the Board-adopted Bus System Recovery Plan. Phases 1 and 2 of the plan were largely implemented by the end of 2024, delivering increased frequency on high-ridership routes, retiring underperforming services, and expanding Pierce Transit Runner to fill coverage gaps.

Ridership gains were also bolstered by the continued success of the Youth Ride Free program, which saw boardings by youth 18 and younger grow by 25% over the prior year, reaching more than 1 million annual boardings. This increase reflects improved transit access for youth and was made possible through funding from Washington's Climate Commitment Act (CCA) and the Move Ahead Washington transportation investment package.

In 2025, Pierce Transit will adopt new local bus classifications for the first time in over two decades. These updated classifications are informed by regional land use density and will guide future planning, service standards, and productivity evaluations.

While 2024 marked substantial operational gains, ongoing staffing and budget limitations continued to constrain further expansion. On-time performance reached 83.6%, just below the agency's 85% target, and customer satisfaction results were mixed, particularly regarding bus frequency and travel time. Despite these challenges, the agency made tangible progress on key capital projects, including shelter replacements, bus stop amenity upgrades, and accessibility initiatives like the Commerce Street Station Braille Sign pilot project.

Looking ahead, Pierce Transit remains committed to implementing its Destination 2045 Long-Range Plan, advancing high-frequency transit corridors, zero-emission fleet goals, and system-wide service improvements. With a clear vision and community-informed direction, Pierce Transit continues to adapt and evolve to meet the region's mobility needs.

LOCAL BUS SYSTEM PERFORMANCE OVERVIEW

The overall performance of fixed-route service involves multiple factors. These include total ridership, route and trip productivity, operating cost, customer experience and satisfaction, service reliability, and the alignment of system amenities with established standards.

Local Bus Service Metrics & 2024 Results

Ridership

Ridership is calculated using automatic passenger counters (APCs) onboard buses which measure the number of boardings at each stop. These calculations are then rolled up to demonstrate overall boardings for a route, particular trip, or bus stop. Boardings are regularly monitored to gauge growth across routes and areas. 2024 Local Bus boardings are shown below.

Total Boardings	% Change From Prior Year
6,769,493	+11%

Productivity

Pierce Transit measures fixed-route productivity using passengers per revenue mile and passengers per service hour. These metrics assess route ridership efficiency:

- Passengers per revenue mile reflects route utilization during revenue service, excluding deadhead miles.
- Passengers per service hour measures ridership while in service, including deadheads and layovers.

A route with high passengers per mile but low passengers per hour may indicate scheduling or routing inefficiencies. The 2024 average for these key metrics is shown below.

For trip-level productivity, the following metrics are used:

- Passengers per drive mile
- Passengers per drive hour

Drive hours and miles are custom metrics used exclusively for trip-level analysis in the Local Bus Performance Report. They capture only the time and distance directly associated with operating a single trip, excluding layover and recovery periods, and are not appropriate for systemwide performance evaluation. In contrast, service hours and revenue miles are used for systemwide performance and broader reporting contexts, as they encompass additional aspects of service delivery such as layover, recovery, and time in revenue service.

2024 Average Passengers Per Revenue Mile	2024 Average Passengers Per Service Hour
1.499	15.12

Cost

Monitoring costs per Local Bus passenger boarding allows Pierce Transit administrators to see how cost-effective Local Bus service year-over-year is, as well as in comparison to other services offered by the agency. Reviewing the net cost per Local Bus passenger boarding shows the cost per passenger, minus any farebox revenue collected. A comparison of 2023 and 2024 costs are shown below.

2023 Cost Per Local Bus Passenger	2024 Cost Per Local Bus Passenger	2023 Net Cost Per Local Bus Passenger	2024 Net Cost Per Local Bus Passenger
\$12.51	\$13.39	\$11.80	\$12.70

Customer Satisfaction

Fixed-route customer satisfaction is measured through ongoing feedback received from customers and a biennial customer survey. Customer feedback is logged, addressed, and used to inform service decisions. The survey assesses passenger satisfaction with bus frequency, on-time performance, travel time, and transfer wait times. While the survey includes non-riders, fixed-route analysis focuses on feedback from current passengers.

The elements of the survey that are regularly monitored in terms of Local Bus customer satisfaction are listed below along with 2024 results:

Question	2024 Total Satisfied	2024 Total Dissatisfied	2022 Total Satisfied
Passenger Satisfaction with Frequency of Bus Service	32%	45%	34%
Passenger Satisfaction with On-Time Performance of Bus Service	52%	22%	52%
Passenger Satisfaction with The Amount of Time It Takes to Get Places	39%	33%	48%
Passenger Satisfaction with Transfer Wait Time	28%	37%	33%

2024 Customer Feedback Received & Response Metrics

86 Comments Regarding Routes	31 Comments Regarding Bus Stops	2.6 Average Days to Respond	6.7 Average Days to Complete
------------------------------	---------------------------------	-----------------------------	------------------------------

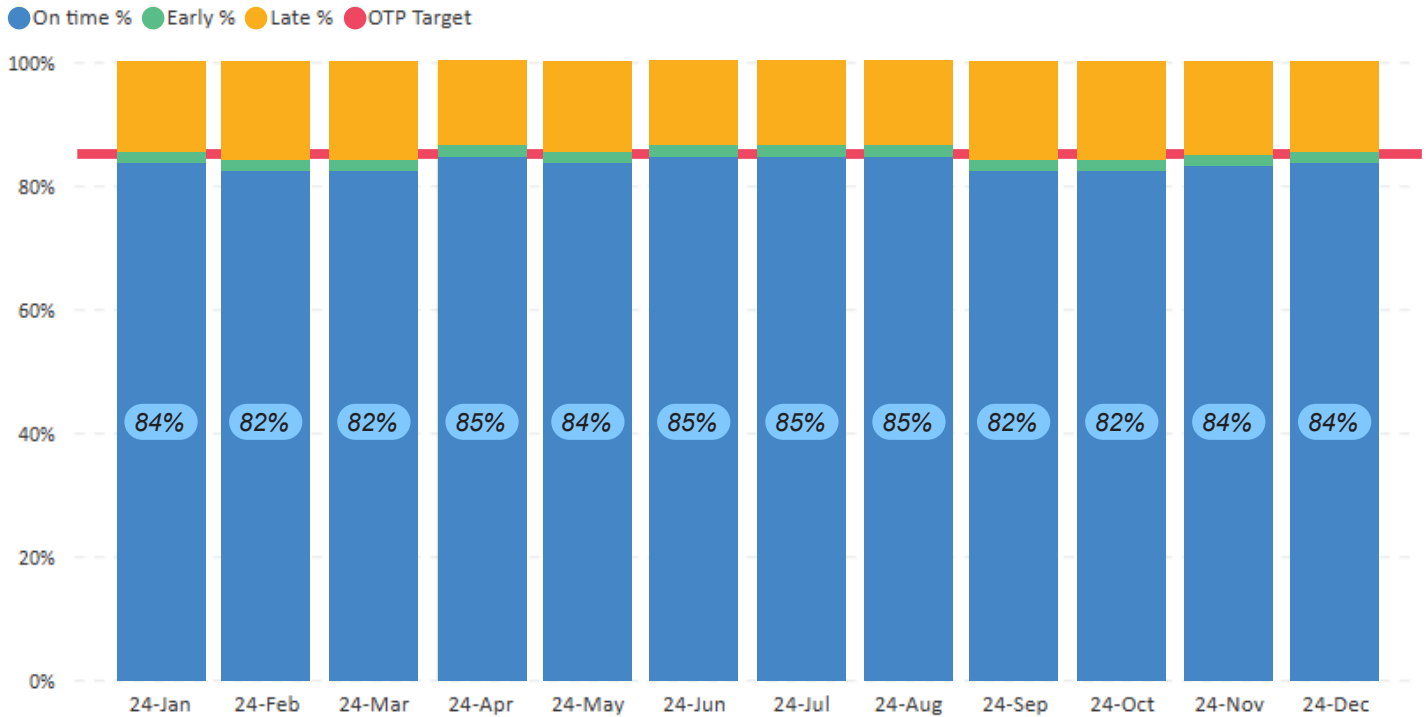
Actions taken to address customer comments are detailed under the Customer Comments & Actions Taken section below.

Reliability

Fixed-route reliability at Pierce Transit is measured by on-time performance, which tracks bus arrivals at designated timepoints using onboard technology. A bus is considered "on time" if it arrives up to one minute early or within five minutes late.

On Time Performance Target	2024 Overall On Time Performance Average
85%	83.6%

Official Monthly On-Time Performance (OTP)



Bus Stop Amenities

Bus stop amenities include shelters, benches, and trash cans. Standards for these amenities are set forth in the agency’s Bus Stop Manual. To ensure that the agency’s limited resources are used to benefit the greatest number of passengers, ridership thresholds exist for the placement of shelters and trash cans. The percentage of amenities in compliance with those ridership thresholds at bus stops is monitored using average weekday boardings over the past three full years. Pierce Transit has a goal of 90% compliance with standards.

2024 Shelter Compliance Percentage	2024 Trash Can Compliance Percentage	Goal
59%	68%	90%

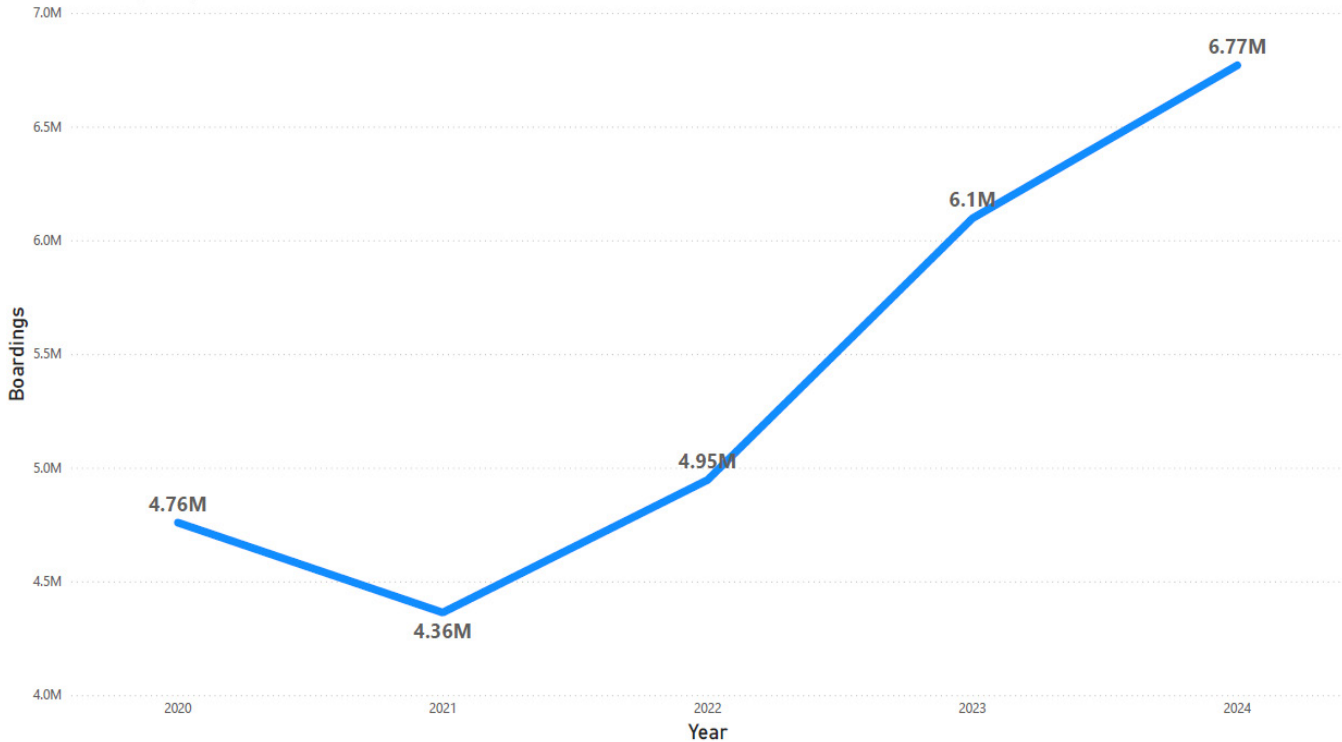
2024 Bench Compliance Percentage	Goal
50%	100%

Annual Ridership Trends

Systemwide Ridership by Year

Following the COVID-19 Pandemic in 2020, Pierce Transit saw a substantial dip in ridership (56.8% decrease in Local Bus boardings from 2019 to 2020). Over the past 5 years, Pierce Transit has steadily improved Local Bus boardings year over year, returning to 80.81% of the Local Bus boardings in 2024 compared to 2019. Overall, 2024 saw Pierce Transit provide 6,769,493 passenger boardings, the highest since 2019.

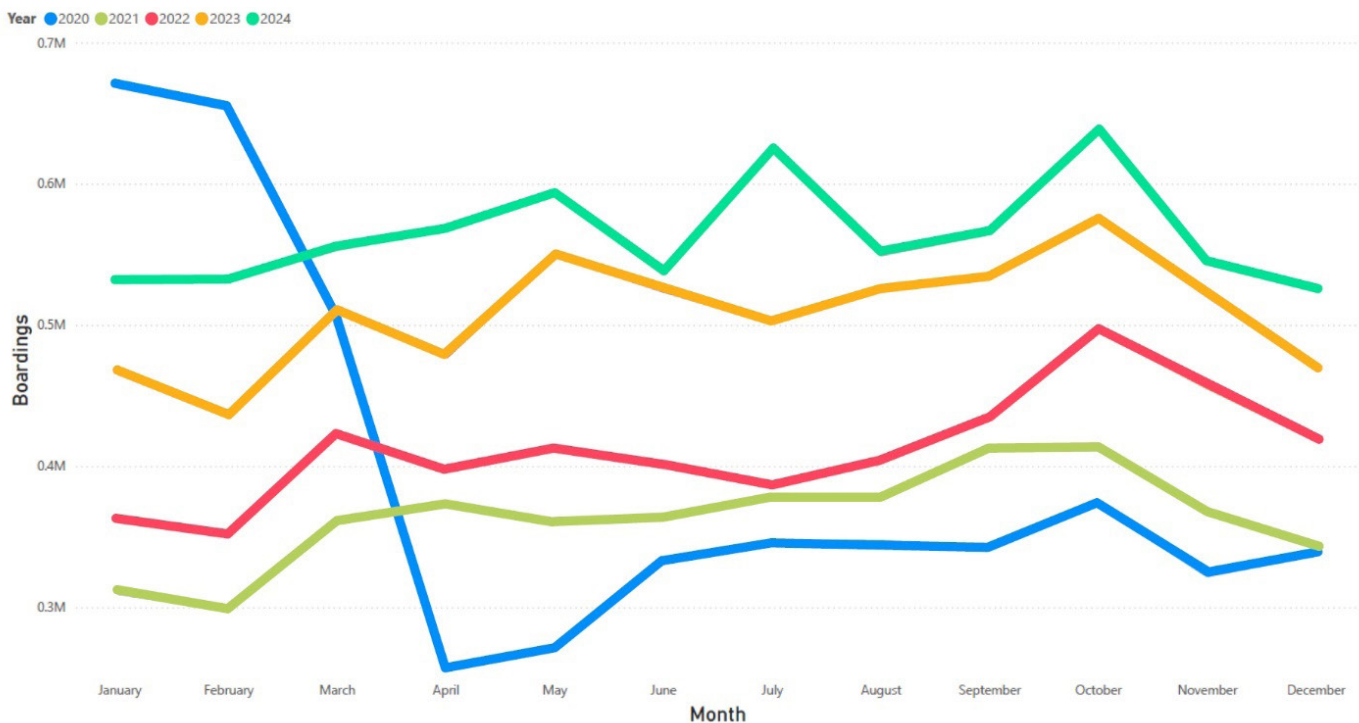
Ridership by Year (in Millions)



Monthly Ridership by Year

Pierce Transit has experienced relatively consistent seasonal patterns in ridership over the past several years, typically seeing an uptick during the warmer months. As shown in the graph below, Local Bus boardings dropped sharply following the onset of the COVID-19 pandemic but have steadily increased since then. Notably, every month has shown year-over-year growth in boardings since April 2020.

Monthly Pierce Transit Boardings by Year

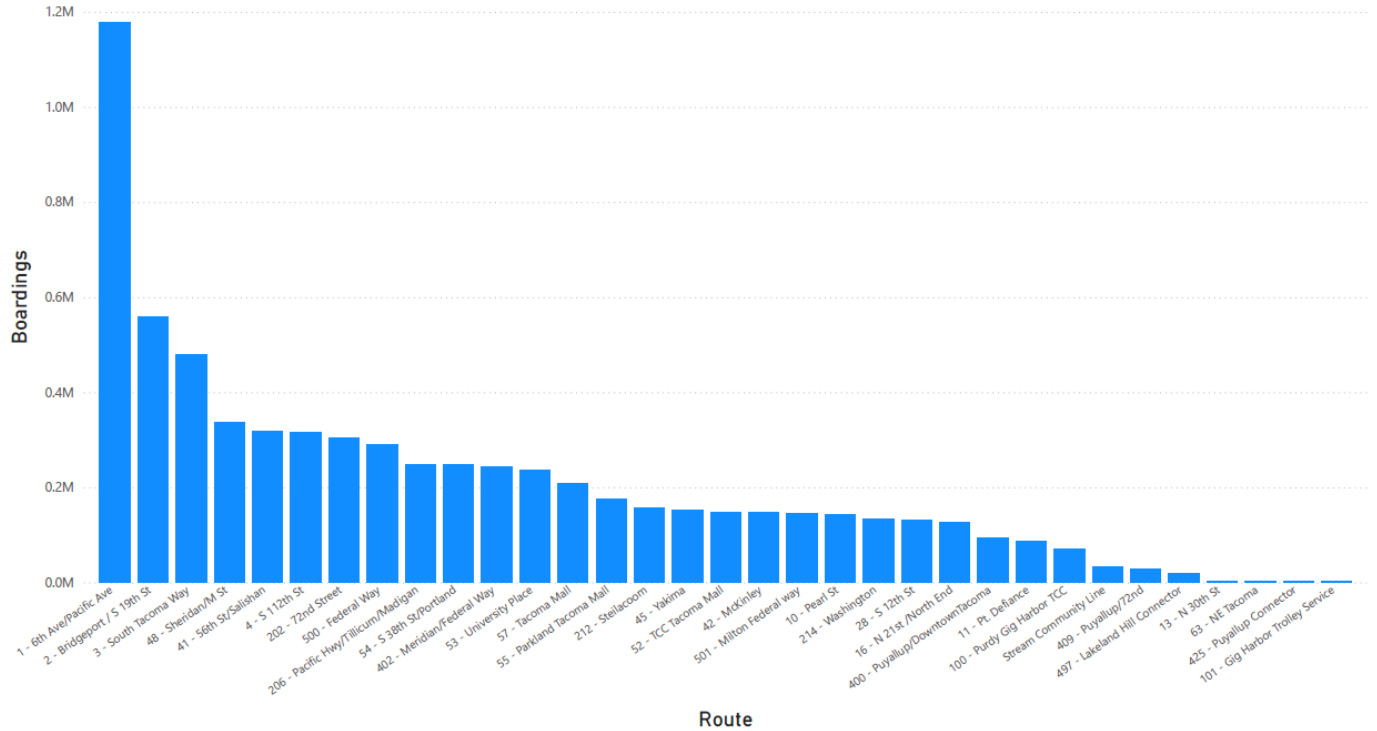


Route-Specific Performance

Top Performing Routes

The graph below displays total boardings for each route in 2024. Route 1 served the highest number of riders by a substantial margin, 110% more than the next highest, Route 2. Note that Routes 13, 63, and 425 were retired after March 2024, so their boarding totals reflect only part of the year. Additionally, Route 101 was a seasonal service that operated from June 30 to August 25, 2024.

Boardings by Route

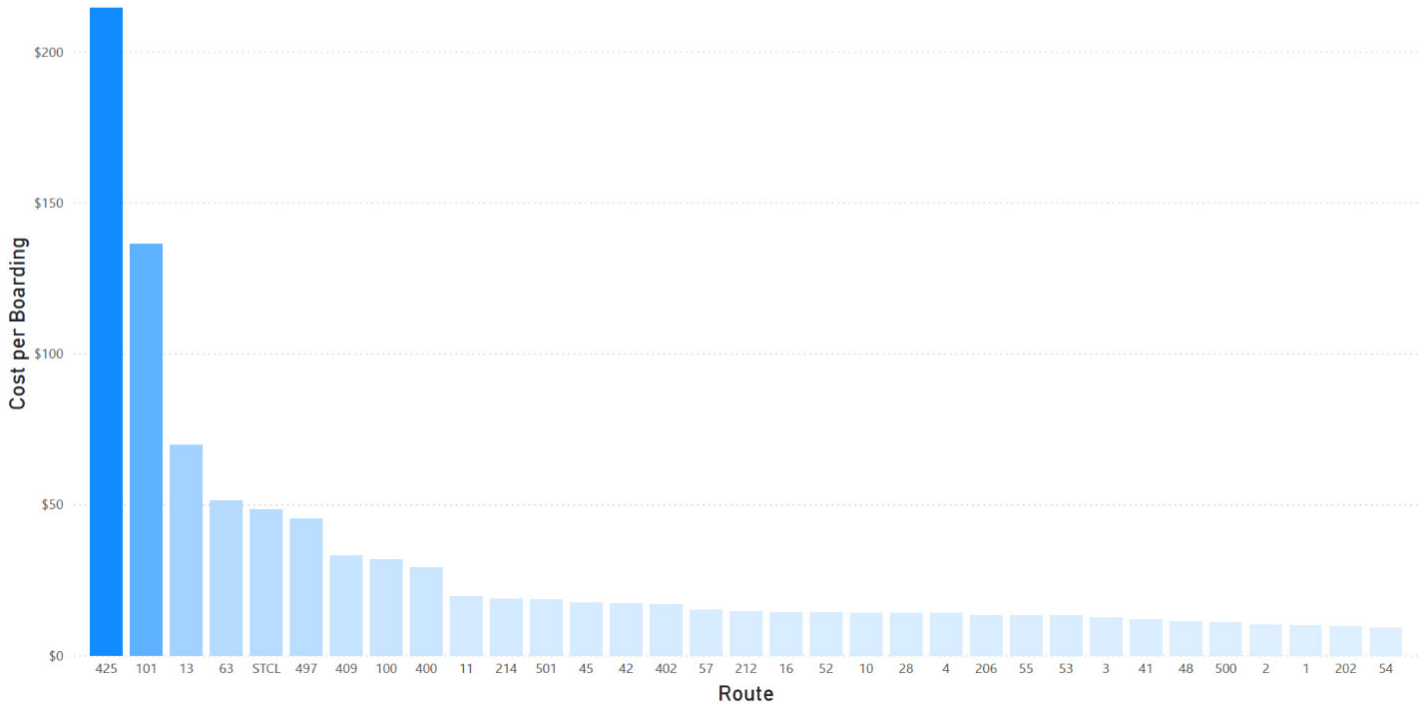


Cost per Boarding

Cost per Boarding is calculated using a uniform cost per service hour across all routes. This approach assumes that deadhead, layover, recovery, and revenue hours incur similar costs regardless of the route. As a result, routes with higher boardings per service hour tend to have lower costs per boarding, and vice versa. Among the routes with the highest costs per boarding were Routes 13, 63, and 425, all of which have since been discontinued. Route 101, a seasonal trolley, also fell into this category. In contrast, top-performing routes in this metric included Routes 54, 202, 1, and 2. The system-wide average Cost per Boarding is approximately \$13.39, while some of the least efficient routes exceeded \$50 per boarding.

Cost per Boarding by Route

Sum of Cost per Boarding \$9.18 \$214.40



Key Service Enhancements

March 2024

In December 2023, Pierce Transit’s Board of Commissioners adopted a Bus Service Recovery Plan to strategically recover service across the system as staffing becomes available. The first phase of the plan was implemented with the March 2024 service change with the launch of the Stream Community Line enhanced bus service on SR-7/Pacific Avenue. Due to low performance, Routes 425, 63, 13, and a portion of Route 409 were retired, and Pierce Transit Runner, the agency’s on-demand transit service, was expanded to provide service to affected riders.

September 2024

As part of the September 2024 service change, 22 trips were added to Route 3 in alignment with phase two of the Bus Service Recovery Plan, increasing weekday frequency to every 15 minutes for most of the schedule. In response to customer feedback, Routes 11, 16, and 202 received timetable adjustments to better align with school bell schedules, and two additional trips were added to Route 100 to better accommodate commuters. Most routes experienced minor timetable adjustments to improve on-time performance. Noting ongoing concerns about transit center connections, particularly at Tacoma Community College, Pierce Transit analyzed connections and adjusted Routes 2 and 3 to improve transfers.

UPDATED SERVICE STANDARDS & ROUTE CLASSIFICATIONS

In 2025, Pierce Transit will adopt new route classifications, outlined in Appendix A of the Destination 2045 Long-Range Plan. In addition to route classifications, the appendix also details density and street considerations for transit, maximum passenger loads by vehicle type, recommended transit supportive improvements, route design, passenger facilities, and how service changes are developed.

New Route Classifications and Methodology

Route classifications are based on a density analysis. For each route, the number of jobs, students, and residents within a quarter-mile buffer was calculated using data from the 2020 Census and data.wa.gov. The total area of the buffer, in square miles, was also determined. Route density was then calculated by dividing the number of activity units (jobs, residents, and students) by the total buffer area, resulting in activity units per square mile. Routes were compared both to each other and to the overall PTBA to establish appropriate density thresholds for each classification. The previous classifications, unchanged for over 20 years, no longer reflected the region’s current density.

The following table outlines the new classifications, density thresholds, corresponding service targets, and bus stop spacing. While full alignment with these targets is currently constrained by available resources, they will serve as a guiding framework for future service adjustments.

Frequency Targets				
Route Type	Density Served (Residential, Jobs, and Students)	Peak/Midday	Evening/Weekend	Bus Stop Spacing
Stream (HCT)	<8,000 per square mile	10-20 minutes	15-30 minutes	½ mile
Core	<8,000 per square mile	15-30 minutes	30-60 minutes	1/8 to ¼ mile
Urban	6,000 per square mile – 8,000 per square mile	30-60 minutes	30-60 minutes	1/8 to ¼ mile
Connector	>6,000 per square mile	30-60 minutes	60 minutes	1/8 to ¼ mile
Express	Variable	Variable	Variable	Variable

Route classifications play a key role in service planning and productivity evaluations. As mentioned above, the targets associated with each classification provide a framework for distributing service hours across the system. Additionally, routes are grouped by classification for productivity analysis. This approach ensures that routes operating in similar environments—such as Connector routes in less dense areas—are evaluated separately from those in higher-density areas, like Core routes, leading to more accurate comparisons.

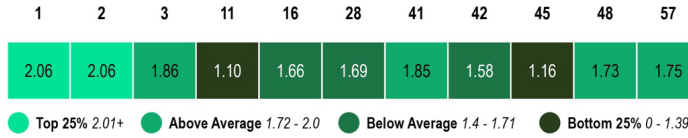
Productivity Measures by Route Classification

Using data from the prior year, Pierce Transit establishes new productivity benchmarks for routes each year, categorized by classification. Routes are ranked into four performance tiers — “Bottom 25%,” “Below Average,” “Above Average,” and “Top 25%” — based on yearly averages for passengers per revenue mile and service hour. This benchmarking approach represents a shift from the prior method, which relied on largely static benchmarks that had remained mostly unchanged since 2003.

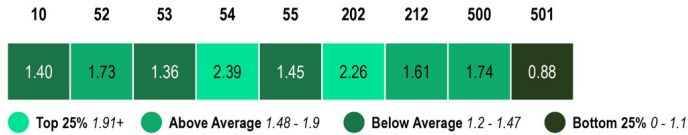
2024 Route Productivity Results with New Benchmarks

Passengers Per Revenue Mile

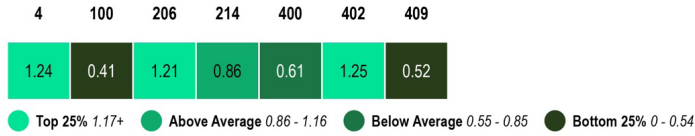
Core Routes



Urban Routes

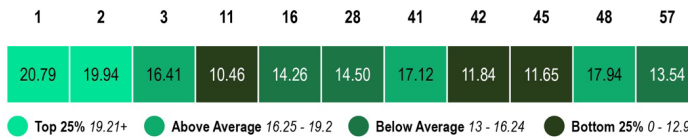


Connector Routes

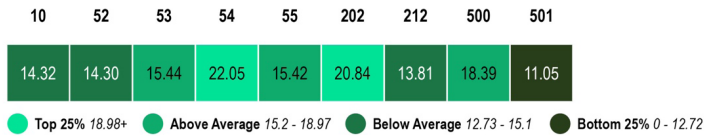


Passengers Per Service Hour

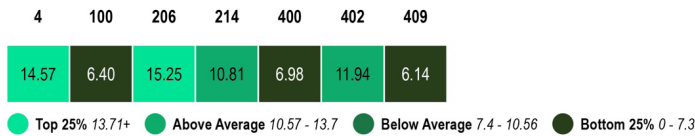
Core Routes



Urban Routes



Connector Routes



Productivity Benchmarks Percentage Change (2022 to 2023)

Boarding per Revenue Mile

	Bottom 25%	% Change	Below Average	% Change	Above Average	% Change	Top 25%	% Change
Core	0 - 1.39	32%	1.4 - 1.71	32%	1.72 - 2.0	37%	2.01+	31%
Urban	0 - 1.1	32%	1.2 - 1.47	32%	1.48 - 1.90	29%	1.91+	27%
Connector	0 - 0.54	20%	0.55 - 0.85	20%	0.86 - 1.16	41%	1.17+	38%

Boarding per Service Hour

	Bottom 25%	% Change	Below Average	% Change	Above Average	% Change	Top 25%	% Change
Core	0 - 12.9	30%	13 - 16.24	30%	16.25 - 19.2	38%	19.21+	31%
Urban	0 - 12.72	39%	12.73 - 15.1	39%	15.2 - 18.97	33%	18.98+	32%
Connector	0 - 7.3	21%	7.4 - 10.56	21%	10.57 - 13.7	36%	13.71+	36%

CUSTOMER COMMENTS & ACTIONS TAKEN

In 2024, Pierce Transit received 117 customer comments regarding fixed-route service, including 86 related to routes and schedules and 31 concerning bus stops. Below are the top five routes with the most customer feedback, along with a summary of the concerns raised and the actions taken in response.

Route	Comment Count	Synopsis	Actions Taken
11	15	Comments primarily address the March 2024 service change and school schedules, highlighting requests for earlier weekday and late weekend trips, increased frequency, adjustments for SAMI/Mason Middle School, and better T-Line alignment.	Trips added to support SAMI schedule. Exploring staggering 11 & 16 schedules to provide improved frequency to North Tacoma.
1	8	Requests for better alignment with Hunt Middle School schedule, frequency, connection to TDS, and more time to connect to other routes at TCC and bus stops.	Added mid-day 15-minute frequency to address overcrowding and improve connection opportunities with other routes.
497	8	Relate primarily to the March 2024 service change and alignment with Sounder Schedule.	Reverted to pre-March 2024 schedule to improve alignment with Sounder schedule.
402	6	Requests to deviate route to Walker High School & extend the span of service.	Span to be extended in accordance with System Recovery Plan. Proposed route deviation flagged for future consideration and ridership monitoring.
100	6	Requests for more frequency & better connections between other routes and the 100 at TCC.	Added a morning and evening trip to support commuters. Investigating common connections between Route 100 and other routes at TCC for potential adjustments.

Of the remaining comments received pertaining to routes and schedules, common themes included:

- Connection times at transit centers (8 comments),
- New routes, both in and out of the service area (14 comments),
- Requests for increased span and frequency (8 comments),
- And reinstatement of routes retired in March of 2024 or earlier (4 comments).

With limited resources, the Bus System Recovery Plan remains key in allocating service and is regularly communicated to customers requesting new or expanded services. Customers were also invited to participate in the creation of the agency's new Long-Range Plan, Destination 2045, and help guide the allocation of new services should funding become available.

Bus Stop Comments

Below is an overview of the 31 comments received related to bus stops in 2024.

Comment Type	Number of Comments	
Stop Add	10	7 requests for shelters at bus stops. 7 complaints regarding public safety issues at bus stops asking to remove an amenity or the stop. 4 general safety complaints about where the stop is located.
Stop Improvement	11	
Stop Move	2	
Stop Remove	4	
Stop/Shelter/Sign Location	4	

Requests for new stops, amenities, and public safety concerns were key themes. New stop requests are assessed based on spacing guidelines for each route classification (typically 1/8 to 1/2 mile apart). Likewise, amenities are installed according to ridership thresholds outlined in the agency’s Bus Stop Manual (8+ weekday boardings for a shelter, 5+ for a trash can). Safety concerns regarding stop placement are reviewed in coordination with the agency’s Safety Team.

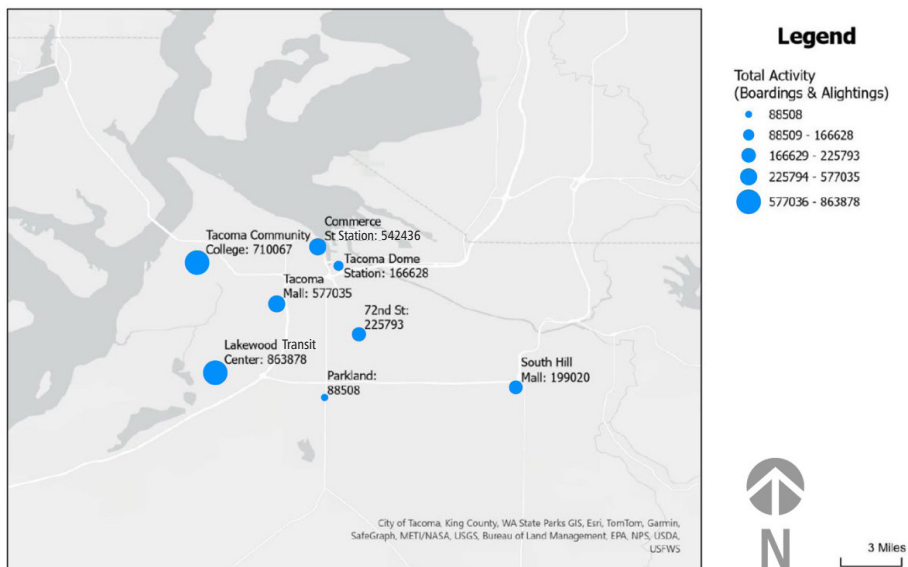
Pierce Transit recently improved its process for addressing public safety concerns at stops. This includes emphasis patrols, historical reviews, safety evaluations, and, when necessary, the temporary removal of amenities contributing to safety issues. In 2024, four shelters were removed based on a recommendation from the Public Safety Chief and are now being relocated to qualifying stops. Next year, the Service Planning Team will assess conditions at the affected stops and reinstall shelters if improvements are observed.

PASSENGER FACILITIES PERFORMANCE

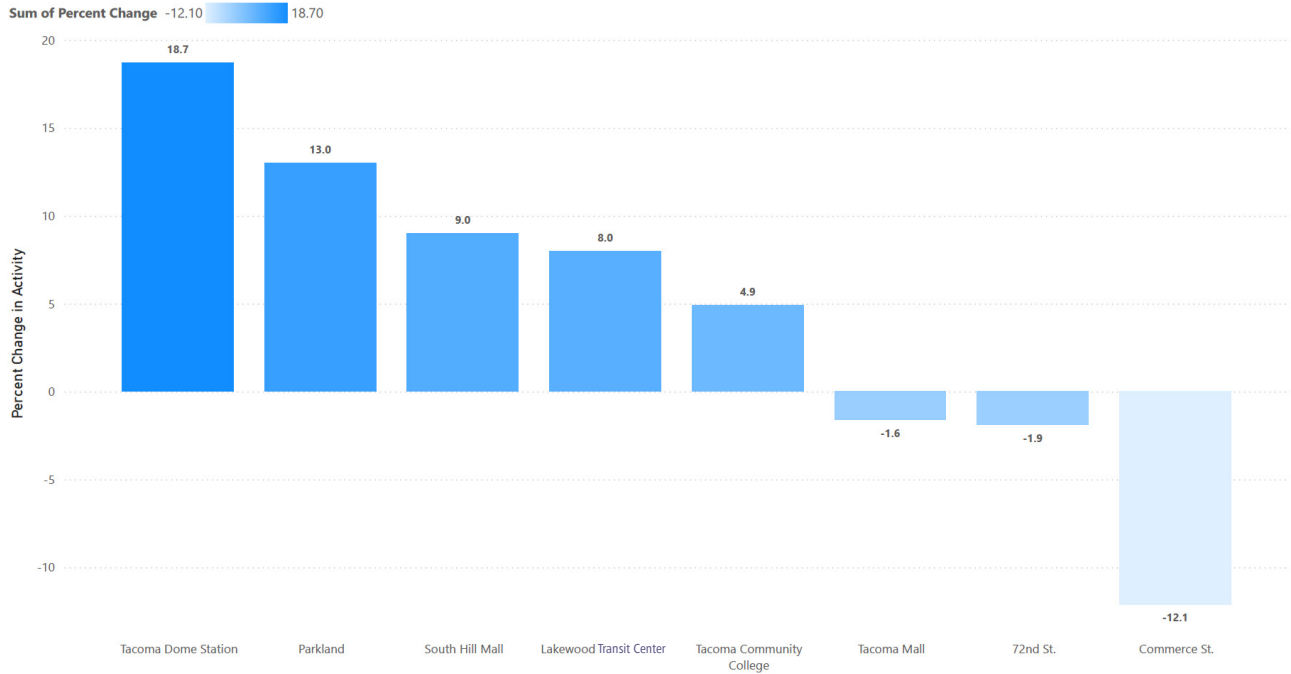
Transit Center Utilization

As of 2024, Pierce Transit operates eight active transit centers, all of which are shown below. The most heavily utilized, based on total unadjusted activity, is Lakewood Transit Center. This high usage can be attributed to several factors: many trips entering and leaving the center, relatively high population and job density in the surrounding area, the presence of multiple Sound Transit Express routes, and the absence of other major transit centers nearby.

2024 Total Unadjusted Activity by Transit Center



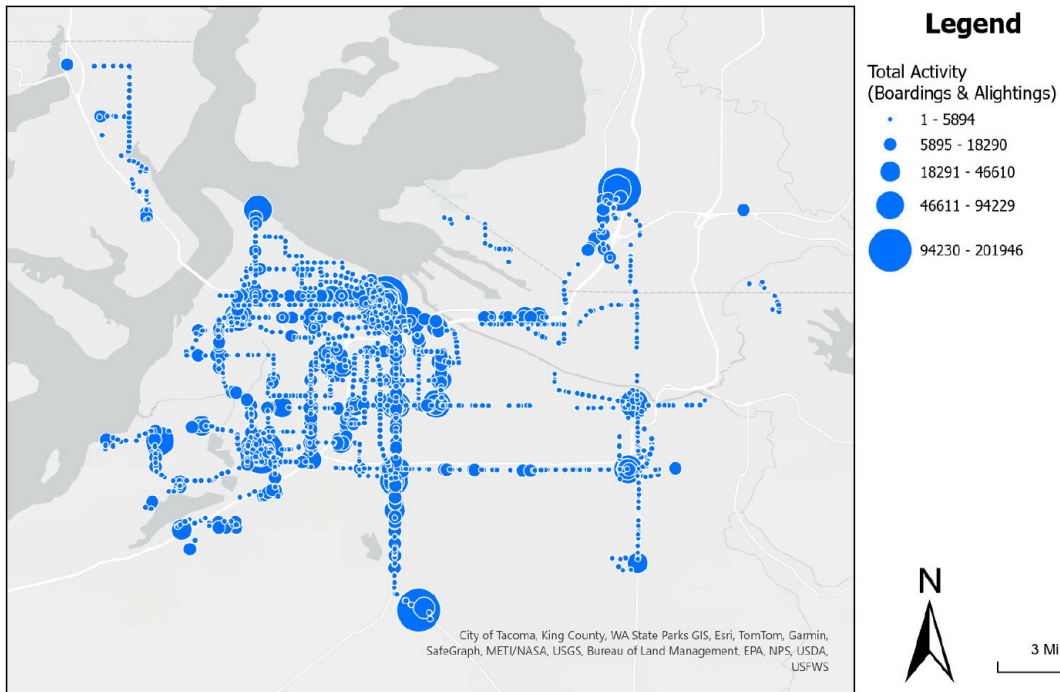
Percent Change in Activity From 2023 to 2024



Bus Stop Utilization

As shown below, several geographic areas had stops with high total unadjusted activity, many of which are located near or within transit centers. Stops situated at the beginning or end of routes also tended to experience elevated activity. The downtown Tacoma area had the largest concentration of high-activity stops, but significant activity was also observed in Fife, Lakewood, Federal Way, Spanaway, and Parkland.

2024 Total Unadjusted Activity by Bus Stop



PASSENGER AMENITY IMPROVEMENTS

Bus Stop Improvements

Amenity Balancing Project

Pierce Transit's [Amenity Balancing Project](#), developed in 2024 and launching in 2025, will relocate bus stop amenities to better match current ridership patterns. This multi-year effort will prioritize high-use stops, moving shelters to those with at least eight weekday boardings and trash cans to those with five or more. Shelter moves are dependent on funding. The goal is to improve comfort and accessibility by using resources where they're needed most.

Key benefits include:

- Shelter coverage for 600,000+ additional boardings, including 2,000 wheelchair boardings
- More shelters at schools and underserved areas
- Improved accessibility at upgraded stops

Shelter Replacement Project

Pierce Transit's Board of Commissioners approved a project to replace all bus shelters in the service area with a new black design featuring smaller, more durable, and cost-effective glass panels resistant to vandalism. Where possible, solar lighting has been added for improved safety and comfort. These upgrades enhance maintenance efficiency, customer experience, and overall bus stop appearance. So far, 93 of Pierce Transit's shelters have been or are in the process of being replaced. \$3.5M in federal grants will support ongoing replacements, including the replacement of special shelter types in business districts, for a consistent and clean system-wide look. Accessibility upgrades will also be implemented at various bus stops where needed, pending funding.

Bench At Every Stop

Pierce Transit is working toward a goal of providing a bench at every bus stop to improve comfort and accessibility for riders. Whether a bench can be installed depends on several factors, such as funding for a concrete pad, available space, and local jurisdiction requirements. In 2024, 48 new benches were added across the system. Of those, 12 were installed as part of external right-of-way (ROW) projects, while the rest were made possible through permits allowing bench placement on wider sidewalks.

Accessibility Enhancements

Braille Signage Pilot

In 2024, Pierce Transit launched an accessible bus stop pilot project, installing tactile raised lettering and braille bus stop signs along Commerce Street. The goal is to make it easier for all riders to navigate and use the system. With the pilot signs now in place, the agency is gathering feedback, adjusting as needed, and exploring funding opportunities to expand the program.

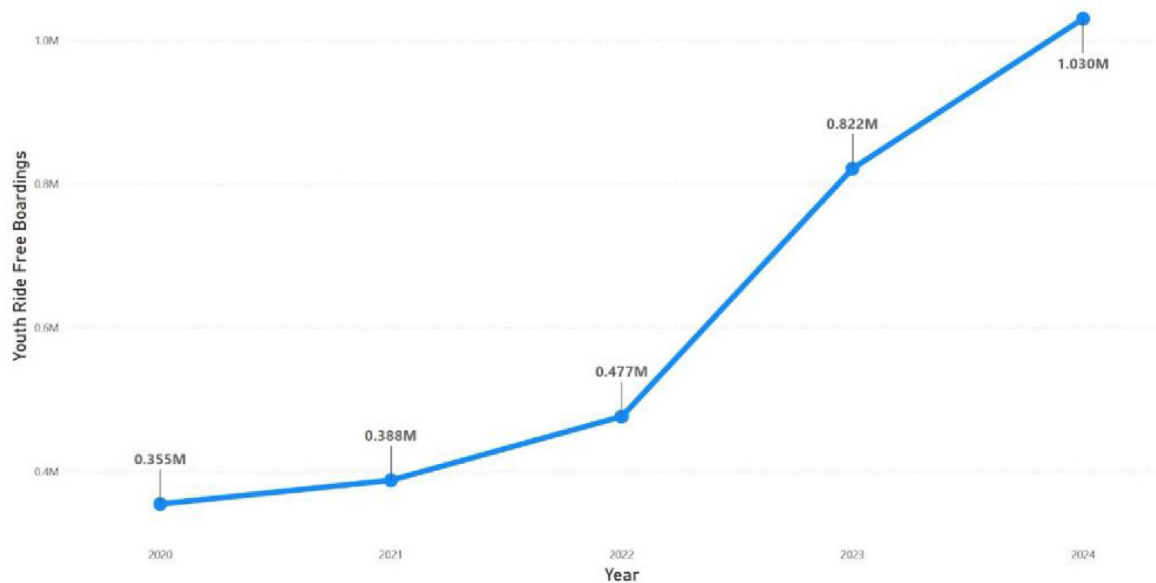
LOCAL BUS FINANCIAL PERFORMANCE

Fare Revenue Trends

2024 Local Bus Summary

Pierce Transit's Local Bus passenger fare revenue has remained relatively stable over the past five years, with moderate fluctuations and early signs of post-pandemic recovery. Fare revenues are primarily generated through Day Passes, Farebox Cash Sales, Monthly Passes, ORCA E-Purse transactions, ORCA Business and Institutional Pass Programs, and Youth Passes. The implementation of the Zero Youth Fare policy in September 2022 significantly increased youth ridership while reducing fare contributions from that demographic. In 2024, the average fare per local bus boarding decreased slightly to \$0.69, down from \$0.70 in 2023, reflecting the growing share of boardings from fare-free or discounted programs.

Youth Ride Free Boardings by Year (in Millions)



Youth Fare Free Boardings

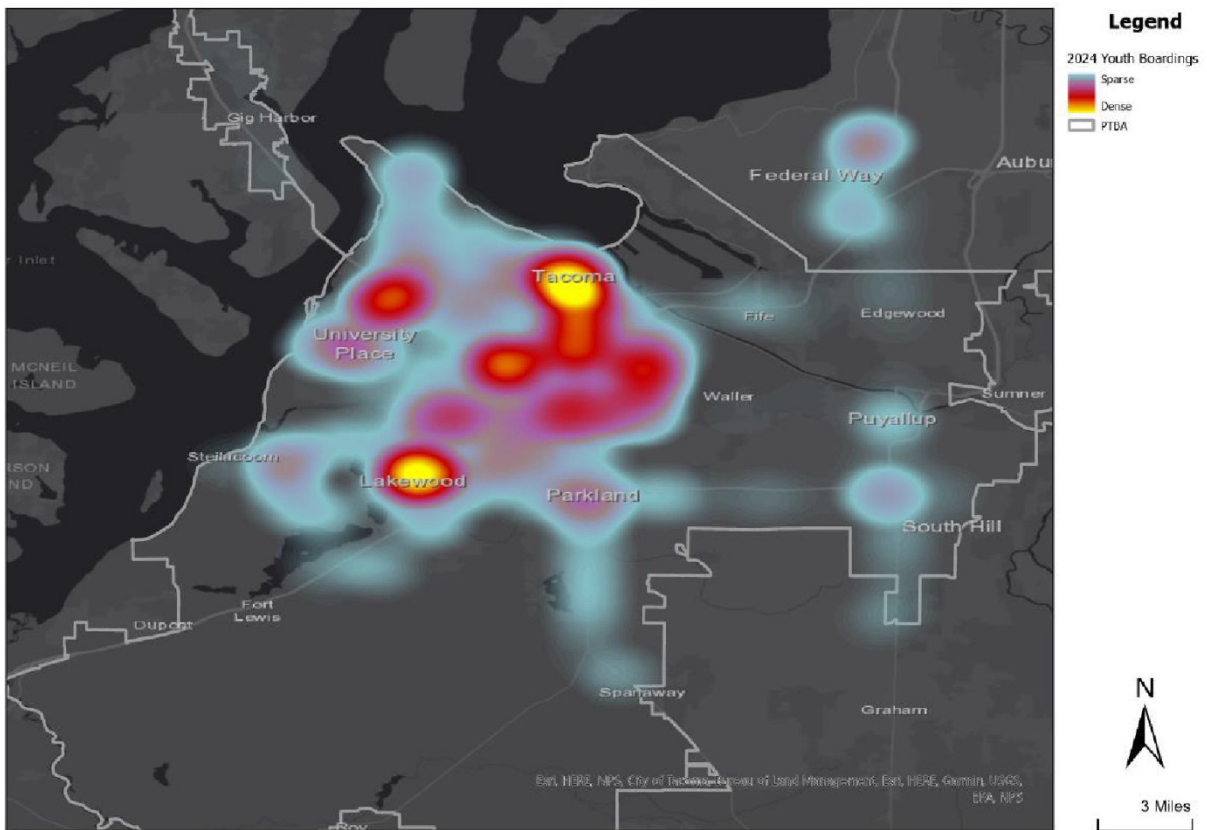
Youth boardings continued to rise significantly in 2024 as a result of the Zero Youth Fare policy implemented in September 2022. Total boardings by youth 18 and younger reached 1.03 million in 2024, up from 822,000 in 2023 representing a 25% year-over-year increase. Since 2020, Youth Ride Free boardings have nearly tripled, reflecting a growing reliance on transit by younger riders and increased awareness of fare-free eligibility.

This increase in youth ridership has contributed positively to overall system utilization and access, especially in areas surrounding key transit hubs such as Commerce Street Station in Downtown Tacoma, Tacoma Community College, Tacoma Mall Transit Center, and Lakewood Transit Center, which consistently ranked among the top youth boarding locations in both 2023 and 2024.

While youth boardings do not contribute to fare revenue due to their fare-free status, their rapid growth has influenced the overall average fare per boarding and is one factor in the decrease from \$0.70 in 2023 to \$0.69 in 2024. These shifts reinforce the need to monitor changes in ridership demographics as part of long-term financial planning and fare policy evaluation.

Pierce Transit's participation in the Youth Ride Free program is made possible through funding from Washington's Climate Commitment Act (CCA) and the Move Ahead Washington transportation investment package. These funding sources are critical in supporting fare-free access for youth while enabling the agency to maintain service levels and continue expanding mobility options across the region.

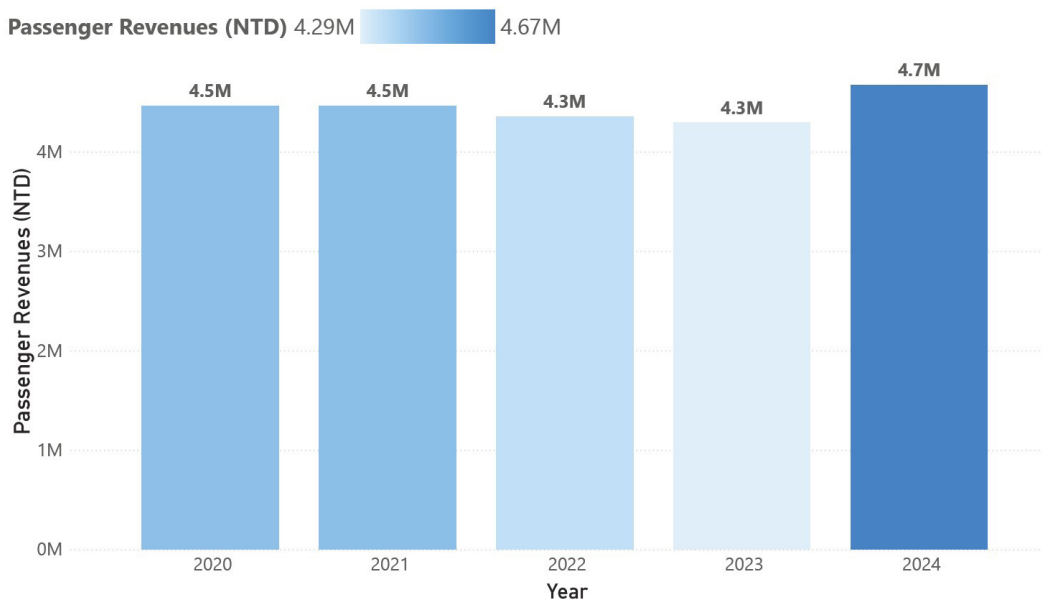
2024 Youth Ride Free Boarding Locations



2020–2024 Overall Local Bus Comparison

From 2020 to 2024, Local Bus fare revenue remained relatively stable, averaging just over \$4 million annually. Despite the onset of COVID-19 in 2020, fare revenue held at \$4.4 million and remained steady in 2021. Slight decreases followed in 2022 and 2023, with revenues of \$4.3 million each year. In 2024, fare revenue rose to \$4.7 million, a 8.8% increase over 2023, reflecting ongoing ridership recovery and incremental growth. Looking ahead, 2025 revenue is projected to increase another 6% to approximately \$4.9 million, driven by restored service hours, improved customer experience initiatives, and continued growth in pass and fare media transactions.

Local Bus Revenue by Year



FUTURE SERVICE PLANNING

Bus System Recovery Plan

Pierce Transit's Bus System Recovery Plan, adopted in late 2023 to restore service following pandemic-era reductions, outlines a phased strategy to increase frequency, extend service spans, and reinstate trips on high-ridership routes. As of early 2025, the agency has completed Phase 1 and is nearing completion of Phase 2. Key milestones include the launch of the Stream Community Line and Gig Harbor Runner, the discontinuation of underperforming routes, and significant progress toward 15-minute weekday service on Routes 1 and 3. Route 3 is currently 84% complete for its targeted weekday frequency, while Route 1 has reached 87%, despite not being part of the formal recovery phases. Progress beyond these early phases has stalled due to ongoing budget and staffing constraints. Without sufficient operating resources, additional service enhancements identified in Phases 3 through 6 of the plan, including expanded evening service, more frequent weekend routes, and higher frequencies on Route 2, are pending.

To fully implement the System Recovery Plan, Pierce Transit would require approximately 83,000 additional service hours, a nearly 18% increase over current Local Bus service levels. Future progress is contingent on resolving staffing shortfalls and securing sustainable funding.

Destination 2045 Long-Range Plan

Pierce Transit's Destination 2045 Long-Range Plan outlines a 20+ year roadmap for how transit services will evolve to meet the changing needs of the South Puget Sound region. Grounded in community input and regional planning priorities, the plan focuses on expanding transit options, enhancing speed and reliability, and preparing for future challenges such as regional growth.

Key strategies in Destination 2045 include the development of a high-frequency transit network, increased span and frequency on key routes, and the transition to a zero-emissions bus fleet. The plan emphasizes aligning service with anticipated population and employment growth, especially in areas with high transit propensity.

As a guiding document, Destination 2045 establishes a long-term vision that informs Pierce Transit's annual planning and budgeting processes, while ensuring the agency remains resilient, sustainable, and responsive to the needs of current and future riders.

APPENDICES

Detailed Route by Route Performance

Route	Classification	Service Hours	Trips	Cost per Boarding	Boardings	Boardings per Revenue Mile	Boardings per Service Hour	Estimated Operating Cost*
1	Core	56,600.21	30,759	\$9.74	1,176,812.86	2.06	20.79	\$11,457,013.73
2	Core	28,041.41	22,939	\$10.15	559,112.25	2.06	19.94	\$5,676,143.07
3	Core	29,223.90	23,089	\$12.33	479,596.91	1.86	16.41	\$5,915,501.22
4	Connector	21,599.73	18,739	\$13.89	314,722.89	1.24	14.57	\$4,372,218.23
10	Urban	9,956.76	17,387	\$14.14	142,579.91	1.40	14.32	\$2,015,448.35
11	Core	8,372.93	10,082	\$19.36	87,564.60	1.10	10.46	\$1,694,848.04
13	Retired	550.39	511	\$69.57	1,601.33	0.56	2.91	\$111,409.85
16	Core	8,887.47	10,807	\$14.19	126,754.54	1.66	14.26	\$1,799,001.14
28	Core	9,030.69	16,023	\$13.96	130,940.66	1.69	14.50	\$1,827,991.49
41	Core	18,586.37	17,750	\$11.82	318,283.28	1.85	17.12	\$3,762,252.08
42	Core	12,444.95	17,010	\$17.09	147,374.37	1.58	11.84	\$2,519,107.36
45	Core	13,017.63	16,285	\$17.38	151,623.23	1.16	11.65	\$2,635,028.87
48	Core	18,758.11	18,068	\$11.29	336,435.08	1.73	17.94	\$3,797,017.12
52	Urban	10,352.38	17,867	\$14.15	148,066.42	1.73	14.30	\$2,095,528.45
53	Urban	15,354.50	17,055	\$13.11	237,040.46	1.36	15.44	\$3,108,057.18
54	Urban	11,190.16	17,352	\$9.18	246,701.09	2.39	22.05	\$2,265,111.95
55	Urban	11,401.55	17,941	\$13.13	175,828.61	1.45	15.42	\$2,307,902.05
57	Core	15,381.25	16,708	\$14.95	208,254.64	1.75	13.54	\$3,113,471.85
63	Retired	294.40	256	\$51.15	1,165.00	0.41	3.96	\$59,592.44
100	Connector	10,957.13	9,303	\$31.63	70,130.58	0.41	6.40	\$2,217,941.41
101	Seasonal	119.70	234	\$136.12	178.00	0.12	1.49	\$24,229.67
202	Urban	14,634.11	19,719	\$9.71	304,916.05	2.26	20.84	\$2,962,237.45
206	Connector	16,283.50	20,547	\$13.27	248,342.16	1.21	15.25	\$3,296,105.26
212	Urban	11,414.26	17,522	\$14.66	157,655.51	1.61	13.82	\$2,310,474.43
214	Connector	12,391.56	17,491	\$18.73	133,947.20	0.86	10.81	\$2,508,299.85
400	Connector	13,283.70	12,122	\$29.00	92,728.18	0.61	6.98	\$2,688,885.91
402	Connector	20,307.26	10,370	\$16.96	242,403.63	1.25	11.94	\$4,110,594.65
409	Connector	4,664.37	8,760	\$32.99	28,619.67	0.52	6.14	\$944,162.59
425	Retired	982.94	897	\$214.40	928.00	0.14	0.94	\$198,967.71
497	Express	4,261.60	4,551	\$45.13	19,115.31	0.80	4.49	\$862,633.04
500	Urban	15,728.02	13,548	\$11.01	289,219.38	1.74	18.39	\$3,183,664.91
501	Urban	13,025.76	10,535	\$18.32	143,935.20	0.88	11.05	\$2,636,674.52
STCL	High Capacity	8,032.88	6,518	\$48.38	33,609.14	0.37	4.18	\$1,626,015.70

*Note that the Estimated Operating Cost assumes average operating costs, which does not necessarily reflect the actual costs to operate the route.

Historical Ridership Comparison

Route	2021 Boardings	2022 Boardings	2023 Boardings	2024 Boardings
1	817,500.27	824,624.80	989,533.31	1,176,812.86
2	397,286.08	425,312.20	502,923.89	559,112.25
3	285,429.60	325,332.11	391,655.09	479,596.91
4	182,848.92	227,056.43	274,627.51	314,722.89
10	89,226.97	108,037.35	125,914.58	142,579.91
11	72,872.22	79,515.70	97,222.11	87,564.60
13	6,864.32	9,463.08	8,392.01	1,601.33
16	104,515.93	107,222.77	137,702.13	126,754.54
28	78,411.76	108,930.43	134,026.69	130,940.66
41	185,066.33	234,666.15	302,600.71	318,283.28
42	85,322.98	106,856.25	137,424.05	147,374.37
45	84,933.11	117,200.11	134,060.06	151,623.23
48	186,916.31	232,319.53	303,003.97	336,435.08
52	100,294.10	122,126.90	142,556.74	148,066.42
53	120,652.11	142,265.02	208,116.85	237,040.46
54	143,421.23	177,751.67	229,989.74	246,701.09
55	110,859.82	126,157.95	151,588.22	175,828.61
57	154,170.62	182,265.77	232,682.87	208,254.64
63	2,199.00	2,013.00	2,690.21	1,165.00
100	49,726.58	63,260.81	68,270.26	70,130.58
101	7,630.00		409.26	178.00
202	157,686.61	206,617.07	264,327.46	304,916.05
206	152,541.66	184,768.28	234,712.86	248,342.16
212	77,610.95	102,854.37	144,176.71	157,655.51
214	74,095.83	89,748.07	127,070.93	133,947.20
400	62,941.99	78,854.39	83,096.41	92,728.18
402	140,420.48	163,083.38	200,813.28	242,403.63
409	18,810.67	21,466.31	25,719.00	28,619.67
425	3,605.00	2,245.00	4,320.67	928.00
497	16,730.30	19,745.66	21,895.85	19,115.31
500	280,816.98	244,835.76	279,869.84	289,219.38
501	86,768.44	106,054.03	126,950.40	143,935.20
STCL				33,609.14

RIDESHARE PERFORMANCE OVERVIEW

Pierce Transit's Rideshare program (formerly known as vanpool) is the twelfth largest in the nation and the third largest in Washington State. We are proud to have the highest boardings per vehicle in the state, reflecting both the efficiency and popularity of the service. The program currently supports over 222 active Rideshare groups, serves more than 1,000 participants across eight Western Washington counties, and partners with 122 worksites throughout the region to provide sustainable commuting options.

Among our business partners are several of the region's largest employers, who operate a significant share of active Rideshare groups:

Top Participating Employers

- Boeing – 69 groups
- Puget Sound Naval Shipyard – 22 groups
- Transportation Security Administration (TSA) – 21 groups
- Joint Base Lewis-McChord (JBLM) – 19 groups

In addition to this broad reach, the program is built on long-term commitment: over thirty Rideshare groups have been operating continuously for more than 20 years, highlighting the program's stability, reliability, and value to the communities it serves.

Program performance is evaluated using multiple indicators, including passenger boardings, cost efficiency, environmental and congestion benefits, support for modern commuting, grant investments, and customer feedback. Together, these measures provide a comprehensive view of Rideshare's effectiveness, helping Pierce Transit track progress, identify opportunities for improvement, and demonstrate the program's value to participants, employers, and the broader community.

RIDERSHIP

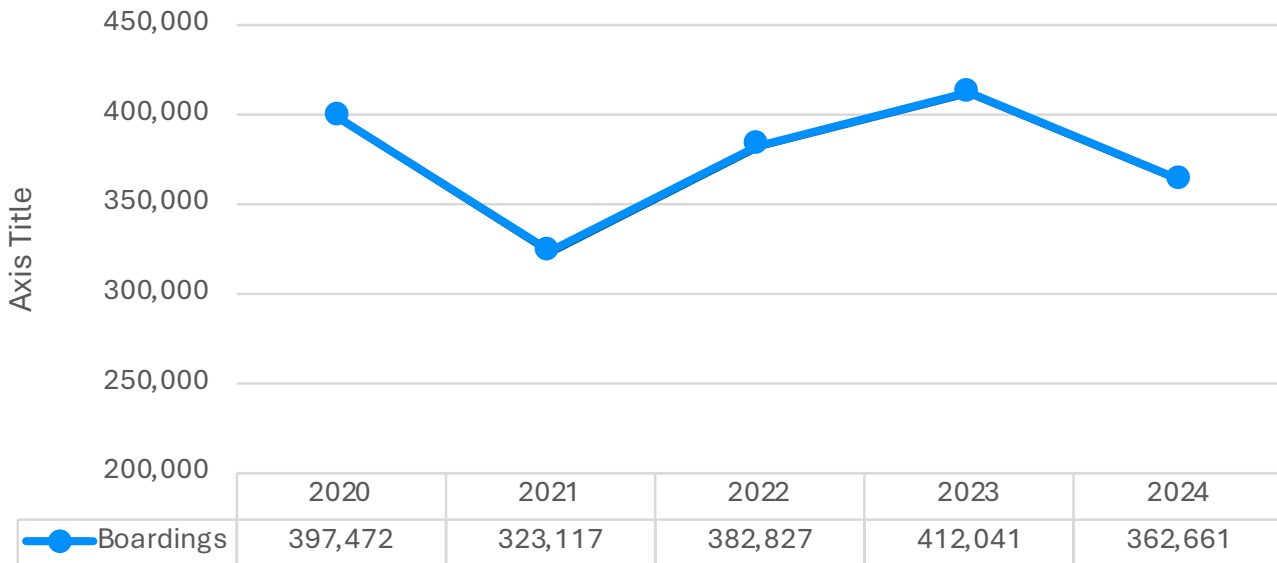
2024 Rideshare Ridership

In 2024, Pierce Transit Rideshare provided 362,661 boardings, an 11.98% decrease from 2023. The Boeing strike from September to November likely contributed to this decline, as Boeing represents 39% of Rideshare groups. Ridership is calculated using monthly ridership and mileage reports submitted by approved bookkeepers for each group, who track both inbound and outbound trips.

Rideshare Ridership by Year

Rideshare boardings dropped sharply following the onset of the COVID-19 pandemic but have steadily increased since. For context, boardings declined 46% from 2019 to 2020. Rideshare sold more than 100 of our vehicles during COVID-19 reducing our fleet.

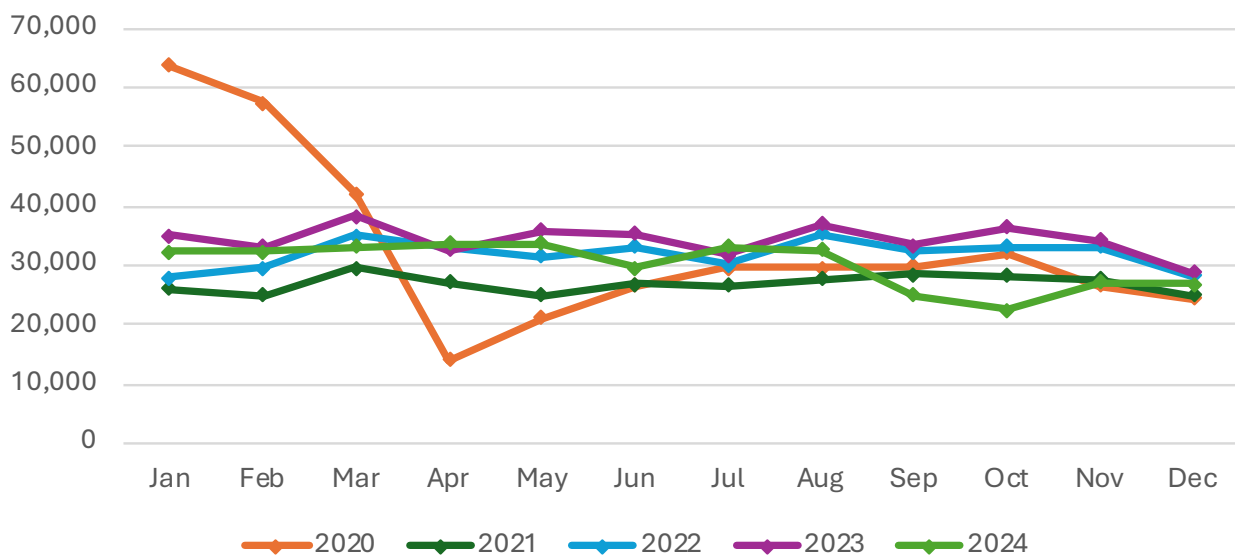
Annual Rideshare Boardings by Year



Monthly Ridership by Year

The monthly graph highlights recurring seasonal patterns. Boardings typically dip in December due to plant shut-downs at Boeing, Kenworth, and the Puget Sound Naval Shipyard. In 2024, September–November also saw lower ridership because of the Boeing strike.

Monthly Rideshare Boardings by Year



FINANCIAL PERFORMANCE AND STRATEGIC INVESTMENTS

Operating Cost

Monitoring costs per Rideshare passenger boarding allows Pierce Transit administrators to evaluate the cost-effectiveness of the service year-over-year, as well as in comparison to other agency services. Reviewing the net cost per passenger, which subtracts passenger fare recovery revenue from total costs, provides additional insight into operational efficiency. A comparison of 2023 and 2024 costs is shown below:

Year	Cost Per Rideshare Passenger	Net Cost Per Rideshare Passenger
2023	\$10.98	\$7.10
2024	\$13.34	\$9.10

Fare Revenue Trends

Rideshare passenger fare revenue has remained relatively stable over the past five years, averaging just over \$1.5 million annually, with moderate fluctuations and early signs of post-pandemic recovery. In 2022, the fare model was simplified from over 400 options to just six, improving ease of use for riders, reducing administrative complexity, and making fare information more transparent for new participants. Revenue is generated through both monthly and daily fares, and Free Youth Fares are also provided. The slight decrease in 2024 was likely influenced by the Boeing strike from September to November.

Year	Revenue
2020	\$1,750,544
2021	\$1,321,152
2022	\$1,535,720
2023	\$1,599,237
2024	\$1,534,391

Daily Round-Trip Fares:

- <50 miles: \$100/month
- 51–75 miles: \$125/month
- 76–100 miles: \$150/month
- 101–125 miles: \$175/month
- 126–150 miles: \$200/month
- 151+ miles: \$225/month

Daily One-Way Fares:

- <100 miles: \$7.50
- 100+ miles: \$10

Investing Through Grants

To support the ongoing success and modernization of the Rideshare program, Pierce Transit has strategically leveraged grant funding. In 2025, the agency was awarded a WSDOT Public Transit Rideshare Grant to fund initiatives through the 2025-2027 biennium. This includes \$37,500 for outreach and new rider incentives, as well as \$839,584 to replace 18 aging rideshare vehicles. These investments help maintain a modern, safe, and sustainable fleet while enhancing program value, reducing congestion, and supporting flexible commuting options for participants.

ENVIRONMENTAL & MODERN COMMUTING BENEFITS

Pierce Transit Rideshare provides significant environmental and congestion relief benefits to Pierce County and the broader region. Based on 2024 ridership levels, the program helped reduce thousands of single-occupancy vehicle trips each week. This translates into millions of vehicle miles traveled (VMT) avoided annually, easing roadway congestion, reducing demand for commuter parking, and lowering greenhouse gas emissions.

Estimated Benefits of 2024 Rideshare Service:

- Reduction of just over 11 million vehicle miles annually compared to if the same trips were made by single-occupancy vehicles.
- Avoidance of roughly 4,500 metric tons of carbon dioxide (CO₂) emissions.
- Support for regional climate goals, air quality improvement, and reduced traffic congestion.

Adapting to Modern Commuting Needs

Pierce Transit is modernizing its fleet and leveraging technology to align with sustainability goals and changing commuter preferences:

Fleet Options:

- Traditional: 7-passenger vans, 12-passenger vans, 15-passenger vans
- New Additions: Tesla Model Ys (electric vehicles), Chevy Traverses (mid-size SUVs), Ford Explorers (spacious and versatile)

Note: The introduction of electric vehicles (Tesla Model Ys) in the fleet is expected to further reduce CO₂ emissions for trips previously made by gasoline-powered vans, amplifying the program's environmental benefits.

Technology & Tools for Flexibility:

Pierce Transit has partnered with RidePro (Trapeze) and adopted digital tools to enhance the rider experience and streamline operations:

- Improved Invoicing & AutoPay: Ensures timely fare payments with minimal staff follow-up.
- Daily Rider Reservation: Supports part-time commuting and helps fill empty seats.
- RidePro Mobile App: Provides easy trip management and access for riders.

These enhancements demonstrate Pierce Transit's commitment to providing flexible, comfortable, and environmentally responsible transportation options. By combining an updated fleet with modern technology, the Rideshare program continues to meet the evolving needs of commuters while advancing regional sustainability and operational efficiency.

CUSTOMER COMMENTS & ACTIONS TAKEN

In 2024, Pierce Transit Rideshare received 58 customer comments regarding the operation of rideshare vehicles by volunteer drivers. All comments are followed up within 48 hours, and appropriate actions are taken to address concerns.

Comment Type	Number of Comments
Aggressive/Erratic Driving	20
Careless Driving	16
Cell Phone Use	1
Fares	1
Merging/Lane Change	1
Not Following Rules/Procedures/Policy	2
Other	4
Safety Concern – Other	2
Speed	8
Traffic Laws Disobeyed	2
Unsafe Following Distance	1
Grand Total	58

SPECIALIZED TRANSPORTATION PERFORMANCE OVERVIEW

The ADA eligibility process remained robust and efficient, with 99% of ADA applications processed within 21 days, and 2,777 new certifications issued. Travel Training (TT) continued to expand, with 69 unduplicated riders trained, including an increase in group sessions for seniors and individuals with disabilities.

Within the team, we also completed key accessibility initiatives, including launching the accessible bus stop signage project, a new operating system for Operations, and Eligibility and revamping the ADA SHUTTLE application.

Pierce Transit's Specialized Transportation programs provide mobility options for individuals with disabilities and seniors who are unable to use fixed-route bus service. Services include:

- SHUTTLE ADA Paratransit
- ADA Paratransit Eligibility Certification and Appeals
- Travel Training

These programs are federally mandated under the ADA and supported through FTA Section 5310, local funds, and state grants.

ADA Eligibility

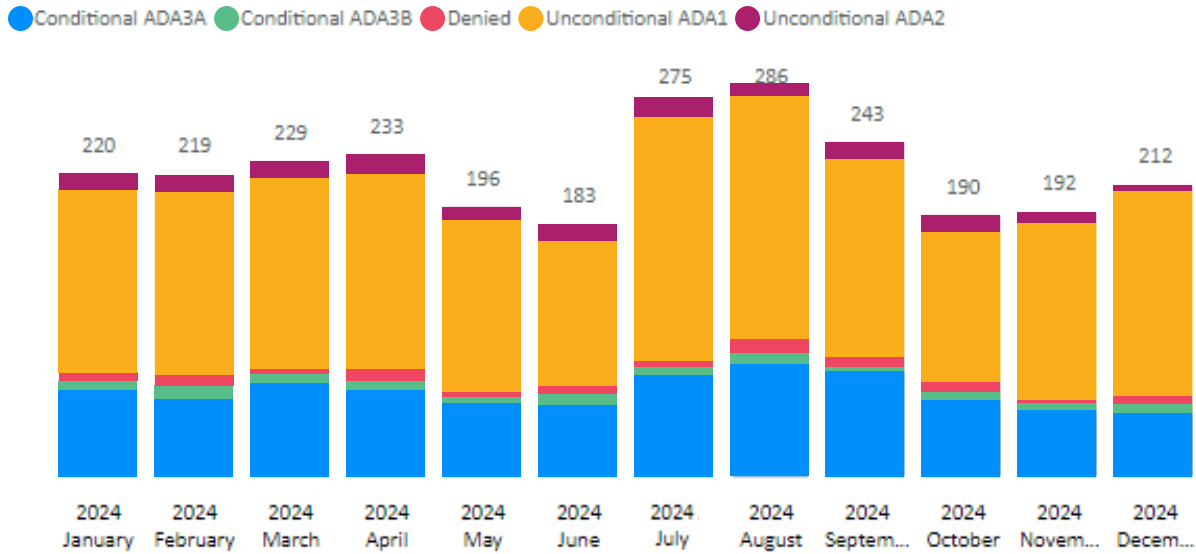
ADA Eligibility determines who qualifies for SHUTTLE under federal regulations. Eligibility is based on functional limitations that prevent the use of fixed-route service. ADA Eligibility staff consists of 1 ADA Eligibility Assistant Manager, 2 ADA Analysts, and 1 ADA Eligibility Assistant.

Throughout the year, Pierce Transit's ADA Eligibility staff actively partnered with community organizations that serve seniors and individuals with disabilities to increase awareness of accessible transportation options. These outreach efforts included sharing information about Pierce Transit services, accessibility features, and the benefits of using public transit, as well as educating individuals about the paratransit eligibility process.

In addition to direct outreach, ADA Eligibility staff participated in more than 134 workgroup meetings with partnering agencies across Pierce County. These meetings provided valuable opportunities to strengthen partnerships, share updates on Pierce Transit services, and ensure community stakeholders are well-informed about the ADA eligibility process and how to support their clients in accessing transit services.

Metrics	Outcome
ADA Determinations	2,777
Denials	86
ADA Appeals	10
ADA Applications Received Not Processed	320
% of determinations made within 21 days	99%
Non-ADA Applications (Skilled Nursing Facility)	3,896

SHUTTLE ADA Eligibility Decisions



Improvements:

- Introduced online ADA and non-ADA application
- Revised ADA SHUTTLE application
- Launched new ADA Eligibility operating system
- Expanded eligibility outreach tools, brochures and PowerPoint/presentation
- Participated in over 130 workgroup meetings, outreach and education presentations

ADA Assessments

In 2024, Pierce Transit continued its commitment to ensuring equitable access to transportation by conducting comprehensive ADA eligibility assessments for individuals applying for SHUTTLE paratransit services. A total of 528 in-person assessments were scheduled during the year, with 124 instances of no-shows, representing a no-show rate of approximately 24%.

Pierce Transit utilizes five assessment types to evaluate an applicant’s ability to safely and independently use the fixed route system. These assessments are designed to simulate real-life transit conditions and are an essential component in determining ADA paratransit eligibility.

2024 Assessments Scheduled	Outcome
Physical/Functional/Cognitive	247
Cognitive – Mini Mental Status Exam	50
Power Mobility Device (PMD) Assessment	93
Functional Assessment of Cognitive Transit Skills (FACTS)	63
Community Assessment of Travel Skills (CATS)	75
Total Assessments for 2024:	528
Total Assessment No-Shows for 2024:	124

Travel Training

The Travel Training program helps seniors and individuals with disabilities learn to independently use Pierce Transit’s fixed-route bus system. Training is offered one-on-one or in groups and includes route planning, boarding, fare payment, safety skills, and more.

Pierce Transit’s Travel Training program continues to play a critical role in promoting independence and mobility for seniors and individuals with disabilities by offering personalized, hands-on education on how to effectively use fixed-route transit services. In 2024, the agency significantly updated the Travel Training brochure to better align with the program’s mission and to communicate the services available more clearly.

The revised brochure features dedicated panels that reinforce the message: “Transit is for everyone.” This messaging is designed to challenge misconceptions about public transportation use and encourage broader community participation. The brochure now includes detailed descriptions of the program’s four core components:

- Individual Travel Training
- Group Travel Training
- Group Orientation and Education Outreach
- Power Mobility Device Assessment and Training

These enhancements support the agency’s ongoing efforts to raise awareness, expand outreach, and ensure that all community members feel confident and welcome using Pierce Transit’s services.

In addition to improving rider confidence and mobility, the Travel Training program provides a measurable financial benefit. Riders who successfully transition from using SHUTTLE (paratransit) services to full or partial use of the fixed-route system contribute to significant cost savings. In 2024:

- Average cost per SHUTTLE (paratransit) boarding: \$63.93
- Average cost per fixed-route boarding: \$13.39
- Cost difference per trip: \$50.54

These savings highlight the value of continued investment in travel training initiatives, both for enhancing rider independence and for supporting the agency’s long-term financial sustainability.

2024 Statistics

Metrics	Outcome
One-on-One Individual Trainings	239
Group Training	7
Presentations	67

Key Outcomes:

- Launched new Travel Training operating system
- Revised Travel Training Brochure
- Program included outreach to rural areas and transition-age students ages 18-21

Accessibility Projects

In Fall 2024, Pierce Transit launched a pilot program introducing accessible bus stop signage at Commerce Street Station in downtown Tacoma. These signs feature Braille and raised lettering, enabling blind, low vision, and

Deafblind riders to navigate the system more independently. Pierce Transit is currently the only local agency in the region to implement this type of signage at fixed-route bus stops.

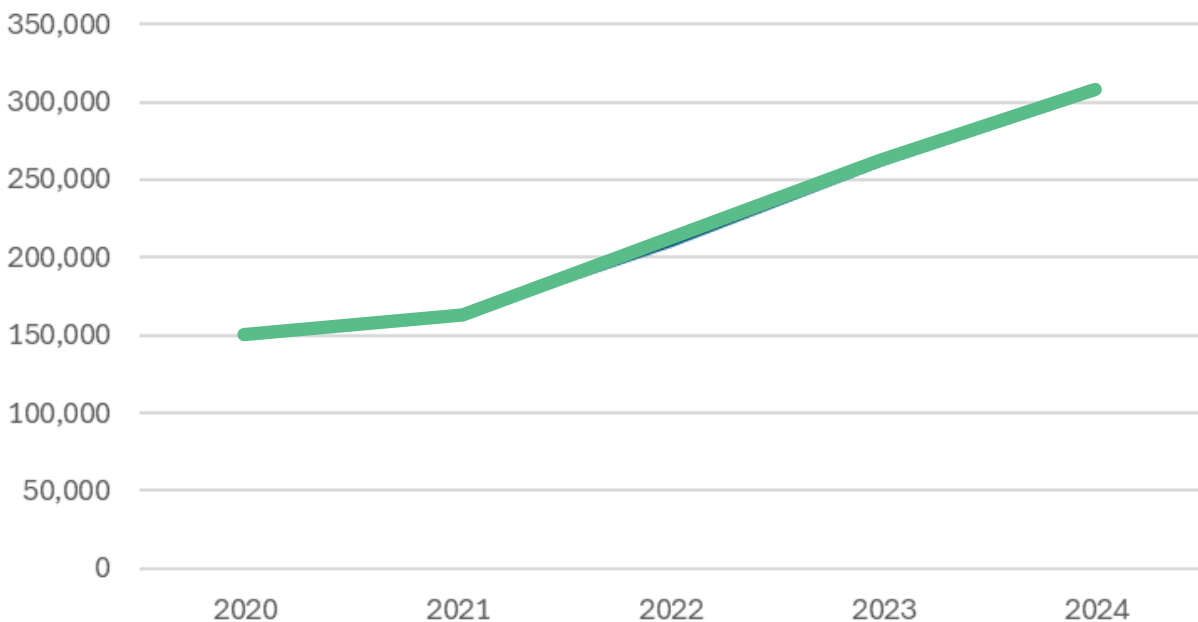
Seven accessible signs were installed as part of the pilot, serving multiple routes within the station. A workgroup of subject matter experts (SMEs), including accessibility advocates, orientation and mobility specialists, and community partners, provided valuable input on the signage design and broader accessibility needs. Their feedback helped guide improvements in wayfinding, highlighted the importance of regional consistency in signage standards, and underscored the need for Operator training on how to assist Blind and Deafblind riders.

Feedback is being collected through rider surveys, social media outreach, and engagement with disability advocacy organizations. Early responses indicate the signage is enhancing rider confidence and independence. The pilot will continue to be evaluated through late 2025, with a focus on usability, accessibility impact, and potential for systemwide expansion.

To support future phases of the project, the agency will also research grant opportunities aimed at improving accessibility and equity in public transportation. This initiative aligns with Pierce Transit's strategic goals to enhance the customer experience, promote independence, and ensure a more inclusive transit system for all.

SHUTTLE PERFORMANCE OVERVIEW

Ridership has continued to grow steadily over the past five years at a rate of 106%.



Between 2023 and 2024 alone trips increased by 45,410 reaching 308,021.

2024 Total Boardings	% Change from Prior Year
308,021	+17%

Trip productivity level in 2024

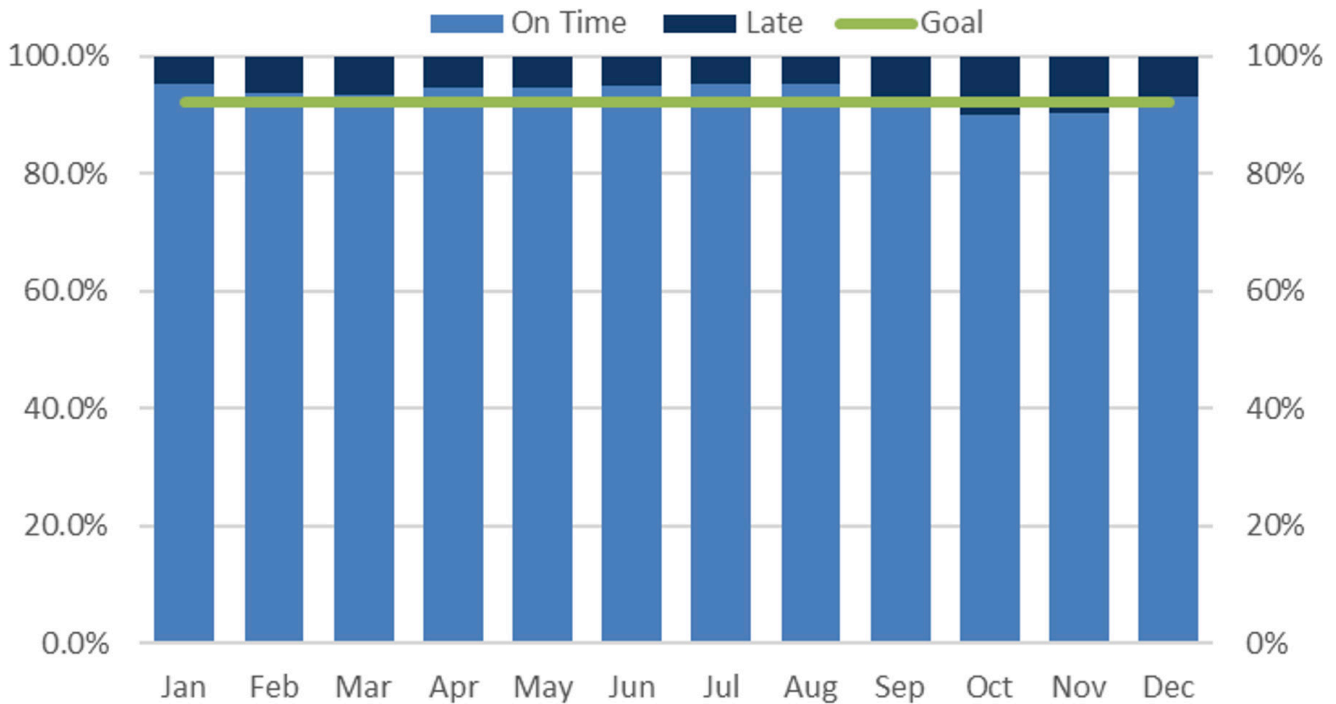
2024 Average Passengers Per Revenue Mile	2024 Average Passengers Per Service Hour
0.14	1.59

2024 Cost Per Passenger Boarding	% Change From Prior Year
\$63.93	-2.35%

Reliability

SHUTTLE reliability is measured by on time performance, Shuttles arrive within a 30 minute window beginning at the pick-up time communicated to the caller at the time of reservation. A Shuttle is considered on time if it arrives within this window, or by the arrival time requested by the caller. On time performance took a substantial dip during the first few months of the new software implementation in Specialized Transportation.

2024 Monthly On Time Performance



Reliability continues in customer service as it applies to queue wait times for the Specialized Transportation call center. The goal is a 30 seconds or less wait time, 95% or all calls answered in 3 minutes or less, 99% of all calls answered in 5 minutes or less and a 5% abandoned rate.

2024 Call Center Metrics

GOALS		<0:00:30	5%	95%	99%
Month	Calls Received	Queue Wait Time	Calls Abandoned	Calls ≤3 min	Calls ≤5 min
Jan	18,746	2.00	13.3%	78.5%	86.7%
Feb	18,753	1.23	8.1%	85.8%	92.8%
Mar	19,001	1.39	9.7%	84.3%	92.0%
Apr	18,058	1.37	10.0%	83.6%	91.9%
May	18,586	1.47	10.4%	82.6%	91.8%
Jun	16,740	0.90	5.9%	90.0%	95.6%
Jul	18,405	0.98	7.5%	88.6%	94.7%
Aug	18,301	0.85	6.0%	91.3%	96.1%
Sep	18,932	0.87	6.5%	90.0%	96.0%
Oct	22,114	1.67	11.0%	89.0%	93.0%
Nov	18,769	2.64	12.0%	76.0%	84.0%
Dec	16,859	0.95	4.6%	91.0%	96.0%

RUNNER PERFORMANCE OVERVIEW

JBLM not included

The performance of Pierce Transit’s microtransit service, Runner, is evaluated using metrics focused on gauging customer experience, efficiency, and overall cost.

Wait Times

Average passenger wait times are a key performance metric used to evaluate how the Runner program compares to both:

- Other services operated by Pierce Transit
- Performance across different Runner zones

The agency has established a goal of maintaining average wait times at 25 minutes or less. This target is consistent with industry standards and aligns with wait times experienced on most fixed-route bus services.

Tracking wait times helps identify operational strengths and areas needing improvement, ensuring the program continues to provide a reliable and responsive service experience for passengers.

2024 Average Wait Times

Gig Harbor	10 Minutes
Puyallup	23 Minutes
Ruston	20 Minutes
Spanaway	27 Minutes
Tideflats	22 Minutes

Available Seats

To assess how effectively the Runner service is meeting demand, we monitor the percentage of available and unavailable seats per day. Seat availability is calculated using the following formula:

$$\text{Seat Availability (\%)} = (\text{Number of ride requests met with a ride proposal}) / (\text{Total ride requests})$$

The Runner program has a target of 95% seat availability, which aligns with standard benchmarks in the microtransit industry. Achieving this level indicates that the service is operating both effectively and efficiently, ensuring most passengers are matched with a ride.

However, due to current budget constraints, we have been unable to meet the 95% goal. These limitations have affected our ability to fully align service capacity with passenger demand, and seat availability is below the desired threshold.

2024 Average Seat Availability

Gig Harbor	87%
Puyallup	85%
Ruston	81%
Spanaway	81%
Tideflats	85%

Operating Costs

The overall operating cost of the Runner service is closely monitored to ensure the long-term viability of this microtransit operation. Since the service is contracted, there are no capital costs associated with vehicle ownership or infrastructure, allowing the agency to focus solely on operating expenses.

Understanding and controlling these costs is essential, as they directly influence the number of vehicles the agency can afford to deploy — both currently and in future service expansions. Cost-efficiency is a key factor in determining how sustainably the service can continue to meet rider demand while staying within budget constraints.

Direct Costs Paid to Via

Gig Harbor	\$278,005
Puyallup	\$444,887
Ruston	\$64,909
Spanaway	\$745,352
Tideflats	\$763,987

In 2024, the Runner service provided transportation to 50,482 passengers. Based on total operating expenses, this equated to an average cost of \$45 per trip. This figure helps the agency evaluate the cost-effectiveness of the service and guides decisions related to funding, resource allocation, and future service planning.

Customer Satisfaction

Customer comments related to the Runner service are regularly tracked and analyzed to help assess the overall stability and performance of the program. These insights play a critical role in identifying where Pierce Transit should focus its time, resources, and operational improvements.

By monitoring customer feedback, staff can respond more effectively to rider concerns, shifting resources to address the most pressing issues and enhancing service quality in areas that matter most to passengers.

Since 2024 marked the first year of Via operating the Runner service, key performance indicators (KPIs) were not initially included in the contract. Customer feedback has been received both directly by Via and by Pierce Transit; however, there is currently no system in place to consolidate this information. We are actively exploring ways to streamline and integrate feedback moving forward.

In general, riders consistently rate their Runner rides highly, with the post-ride survey in the Via app averaging 5 out of 5 stars. Most of the complaints we received in 2024 were related to limited seat availability. Ridership grew significantly—from approximately 13,000 rides in 2023 to over 50,000 in 2024—outpacing the capacity supported by our dedicated Runner budget.

We are currently developing options for riders to provide direct feedback to Pierce Transit while using the Runner service. This feedback will include ratings specifically related to safety and the level of customer service provided by their driver.