



Existing Transportation Providers

INTRODUCTION

Chapter V provides an overview of the various transportation providers in the region. Not all providers reviewed here are “transit” agencies in the traditional sense of the word. Rather, the various agencies and organizations represent myriad nonprofit, for-profit, private, and public agencies which provide passenger transportation. The “providers” presented in the following section were used when coordination strategies were developed throughout this project. This information is critical in determining what transportation resources exist in the region.

PUBLIC TRANSIT PROVIDERS

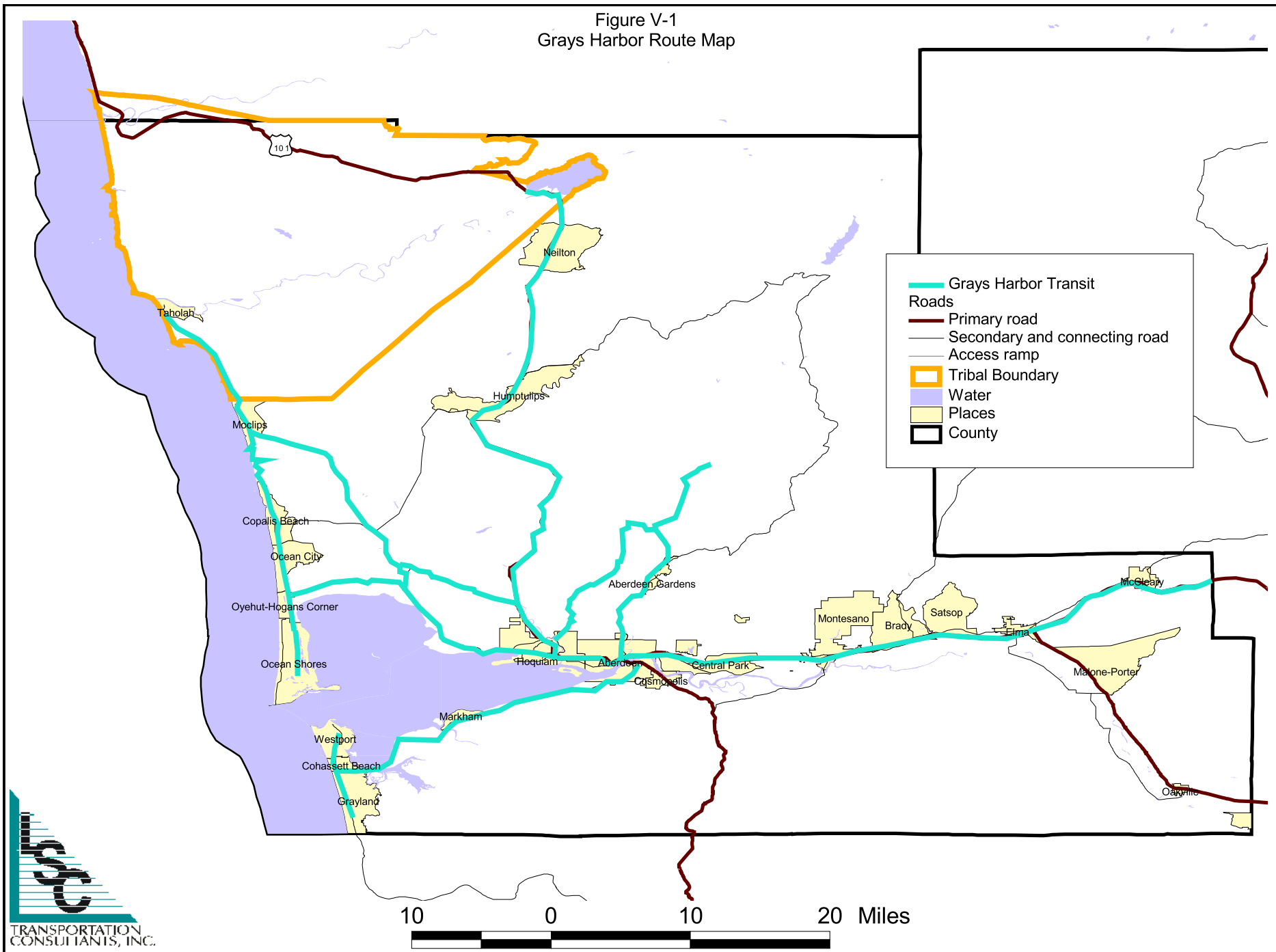
Grays Harbor Transit

Grays Harbor Transit provides fixed-route, demand-response, and vanpool transportation services within Grays Harbor County, with connections outside the county. The following section details the services, trips, and costs of the transit system. They provide daily service from 4:50 a.m. to 10:15 p.m. on weekdays and from 7:45 a.m. to 8:30 p.m. on weekends. The transit system operates in two fare zones, with one being Grays Harbor County and the other being McCleary and Olympia. The base fares are \$.50 for one zone and \$.25 for seniors and the disabled. Punch passes and monthly passes are also available. The base fare for zone two is \$1.50, and \$2.00 for travel in both zones. Grays Harbor Transit currently has 54 full-time drivers and 10 part-time drivers.

Service Area

Figure V-1 presents the service area for Grays Harbor Transit. The transit system consists of 13 routes which serve the communities within Grays Harbor County and link to McCleary and Oakville. The transit system’s route service is mainly in the communities of Hoquiam, Aberdeen, Ocean Shores, and along State Route (SR) 109.

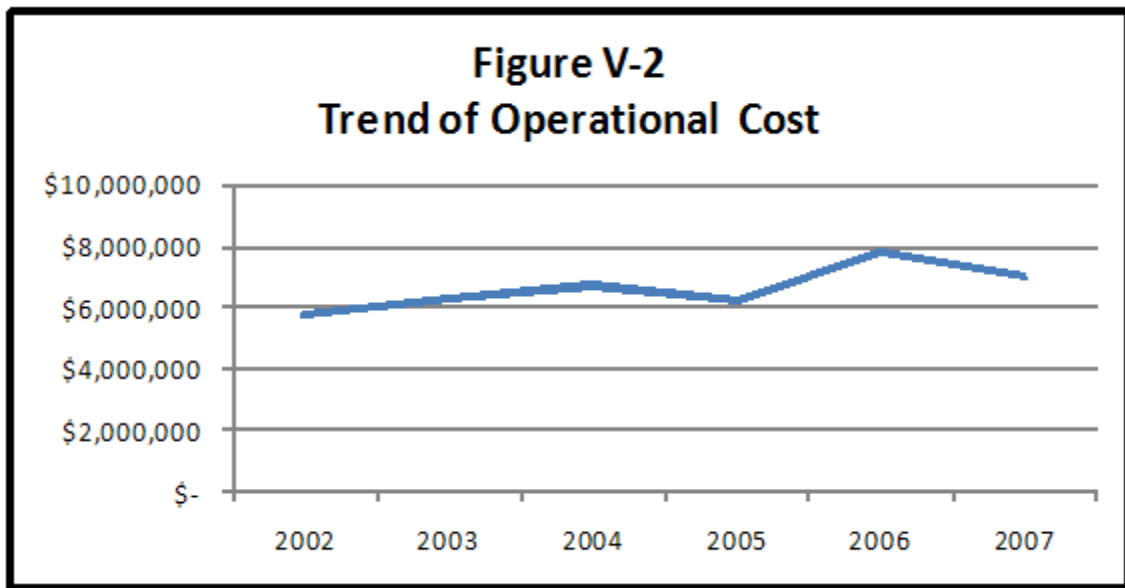
Figure V-1
Grays Harbor Route Map



Routes 50 and 60 provide fixed-route service to and from the Quinault Indian Reservation (QIR). Route 50 serves Taholah at 7:45 a.m. and 4:50 p.m. on weekdays. Route 60 provides transit service to Amanda Park six times a day between 6:05 a.m. and 6:55 p.m.

Current Operating Costs and Revenue

Note that Grays Harbor Transit did not provide detailed information on their costs and revenues. Grays Harbor Transit's operating cost was \$7.07 million in 2007. Figure V-2 presents the trend of total operating cost for Grays Harbor Transit. Their fully allocated cost is \$70.10 per service-hour and the marginal cost is \$60.78. The information on fully allocated and marginal cost were provided by the staff at Grays Harbor Transit.



Fleet and Facility Information

Grays Harbor Transit has a current fleet of 55 vehicles. Table V-1 presents a detailed list of the existing fleet. The transit system has two stations as the major connection points for the system, with one in downtown Aberdeen and the other in downtown Hoquiam.

Table V-1 Grays Harbor Transit Vehicle Fleet							
Make	Model	Seating	Year	Replacement Year	Wheelchair Tie-down	Condition	Unit
Gillig	Phantom	38	1991		Yes	N/A	10
Gillig	Phantom	43	1988		Yes	N/A	4
Gillig	Phantom	29	2000	2014	Yes	N/A	2
Gillig		29	2002	2016	Yes	N/A	5
New Flyer		35	2003	2017	Yes	N/A	4
Gillig		35	2006	2020	Yes	N/A	3
Ford	El Dorado Van	10	1992		Yes	N/A	1
Ford	El Dorado Van	12	1994		Yes	N/A	4
Ford	El Dorado Van	21	1997		Yes	N/A	2
Ford	El Dorado Van	21	1999		Yes	N/A	2
Ford	El Dorado Van	15	2001		Yes	N/A	3
Ford	El Dorado Van	15	2002	2009	Yes	N/A	2
Ford	El Dorado Van	14	2004	2011	Yes	N/A	3
Ford	El Dorado Van	18	2005	2012	Yes	N/A	2
Ford	El Dorado Van	15	2007	2014	Yes	N/A	3
Ford	Econoline	15	2006	2013	Yes	N/A	5
Source: Grays Harbor Transit, 2007.							

Ridership

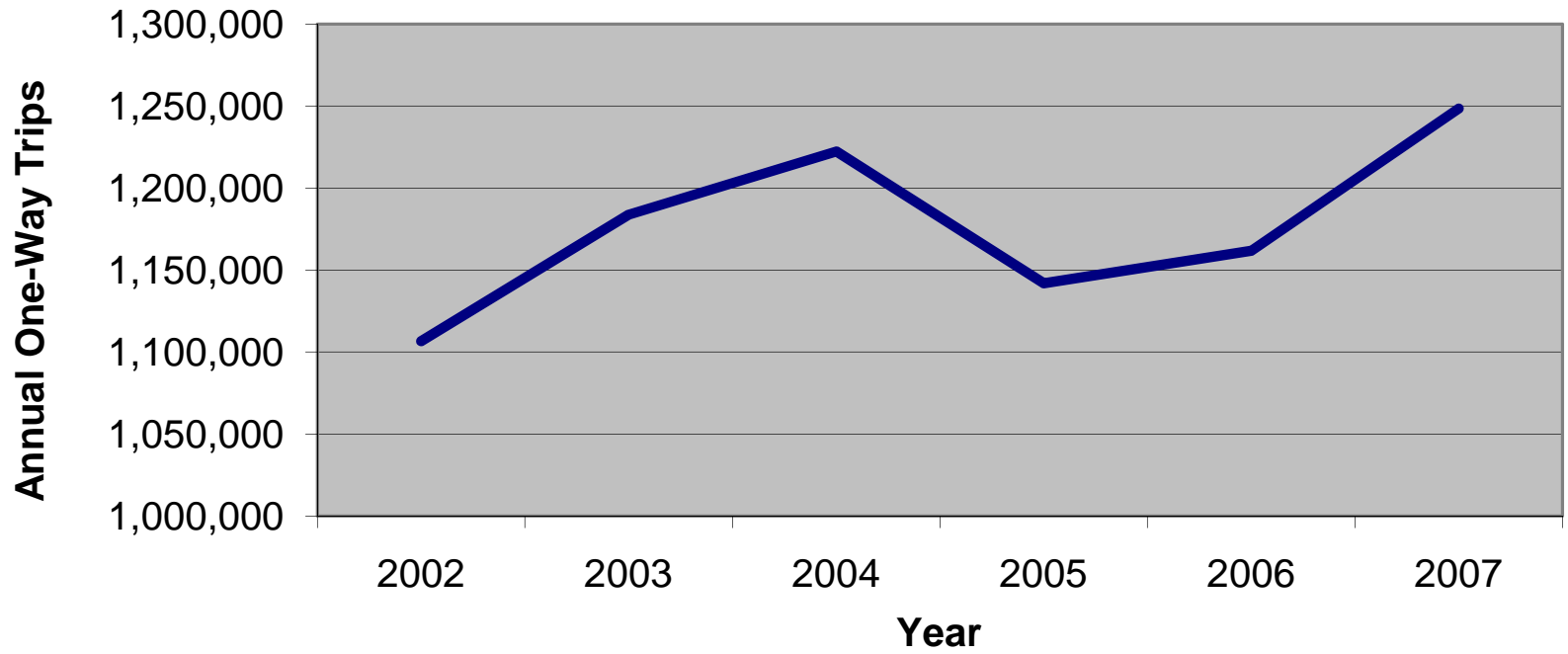
Figure V-3 presents the ridership trend for Grays Harbor Transit. Ridership increased between 2002 and 2004, and experienced a significant decline in 2005. Since then, the ridership has surpassed 2004's 1.2 million trips to 1.25 million trips in 2007.

Performance Measures

The key performance measures for Grays Harbor Transit are:

- Annual cost: \$7.07 million
- Cost per hour: \$70.10
- Cost per passenger-trip: \$5.67
- Cost per mile: \$4.20
- Passenger-trips per hour: 12.4
- Passenger-trips per mile: 0.74

**Figure V-3
Grays Harbor Transit Ridership (2002-2007)**



Jefferson Transit Authority

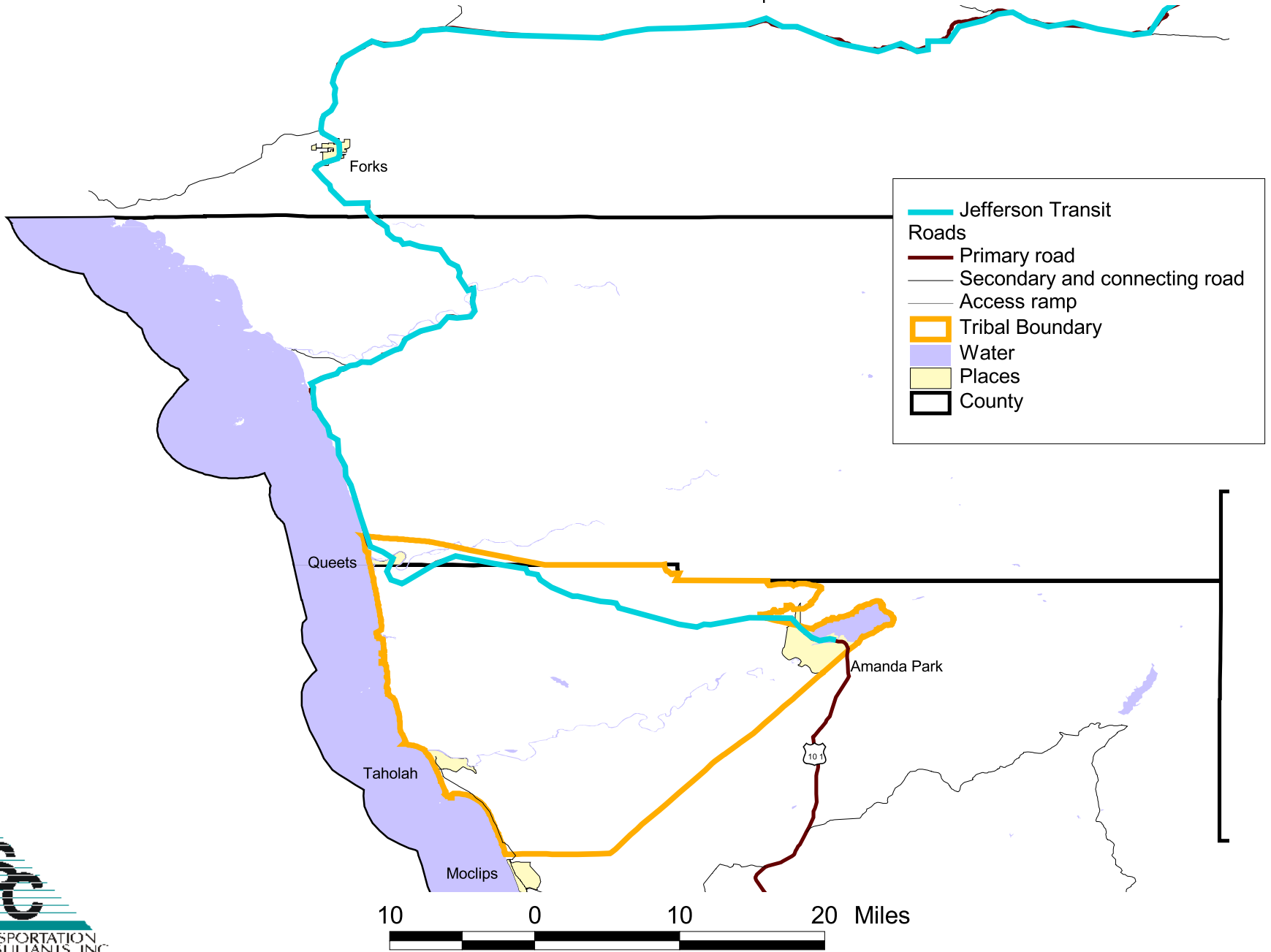
Jefferson Transit Authority provides fixed-route, deviated-route, demand-response, and vanpool transportation services within Jefferson County. The following section details the services, trips, and costs of Jefferson Transit. They provide transit service from 7:00 a.m. to 8:55 p.m. Monday through Saturday. The base fare or reduced fare provides a day pass which is good on all Jefferson Transit routes, as there are no zone fares. The base fare is \$.50, and the reduced fare is \$.25 for seniors and students under 18 years of age. The base monthly pass is \$15, and the reduced monthly pass is \$7. There is also a college pass for \$30 for three months.

Note that information in the following section is just for Jefferson Transit west route service that links to QIR. This west route is the service that the Tribe is partially funding in the amount of \$26,000 per biennium. There are currently three part-time drivers operating the west route service. There is no fare for tribal members to use this service.

Service Area

Jefferson Transit serves the communities of Lower Hoh, Kalaloch, and Queets with the bulk of the service provided in Port Townsend. As presented in Figure V-4, the west route links the communities of Queets and Amanda Park to Port Angeles and Port Townsend.

Figure V-4
Jefferson West Route Map



Current Operating Costs and Revenues

Table V-2 presents an itemized list of the 2007 operating costs, capital costs, and revenue for the Jefferson Transit west route. The operating cost was \$324,770 in 2007. The highest operating costs were labor at \$147,422 and maintenance at \$39,286. On the revenue side, the largest amount of funding came from Federal Transit Administration (FTA) grants at \$132,936. The second highest funding was from the State of Washington at \$124,711.

Table V-2	
Jefferson Transit Authority	
Operating Cost and Revenues (2007)	
Line Item	Amount
Labor	\$147,422
Administration	\$50,485
Office Overhead	\$15,782
Material and Supplies	\$ -
Utilities	\$3,624
Insurance/Licenses/Taxes	\$16,135
Maintenance	\$39,286
Fuel/Lubricants/Tires	\$34,203
Other	\$ -
Service Contacts	\$17,833
Total Operating Admin Cost	\$324,770
Capital Costs	
Vehicles	\$27,619
Facilities	\$1,190
Equipment	\$ -
Total Capital Outlay	\$28,809
Sources of Revenue	Amount
Fares/Donations	\$29,255
Title III	\$ -
Grants (FTA)	\$132,936
Local Funds	\$37,868
Contract Services	\$ -
State	\$124,711
In-Kind	\$ -
Total Revenues	\$324,770
<i>Source: Jefferson Transit Authority, 2008.</i>	

Fleet Information

Jefferson Transit currently uses two vehicles to operate the west route. Table V-3 presents details on the current fleet.

Table V-3 Jefferson Transit Vehicle Fleet							
Make	Model	Seating	Year	Replacement Year	Wheelchair Tie-down	Condition	Unit
Ford	El Dorado E-450	18	2003	2010	yes	good	2
Ford	El Dorado E-450	18	2002	2009	yes	good	1

Source: Jefferson Transit Authority, 2007.

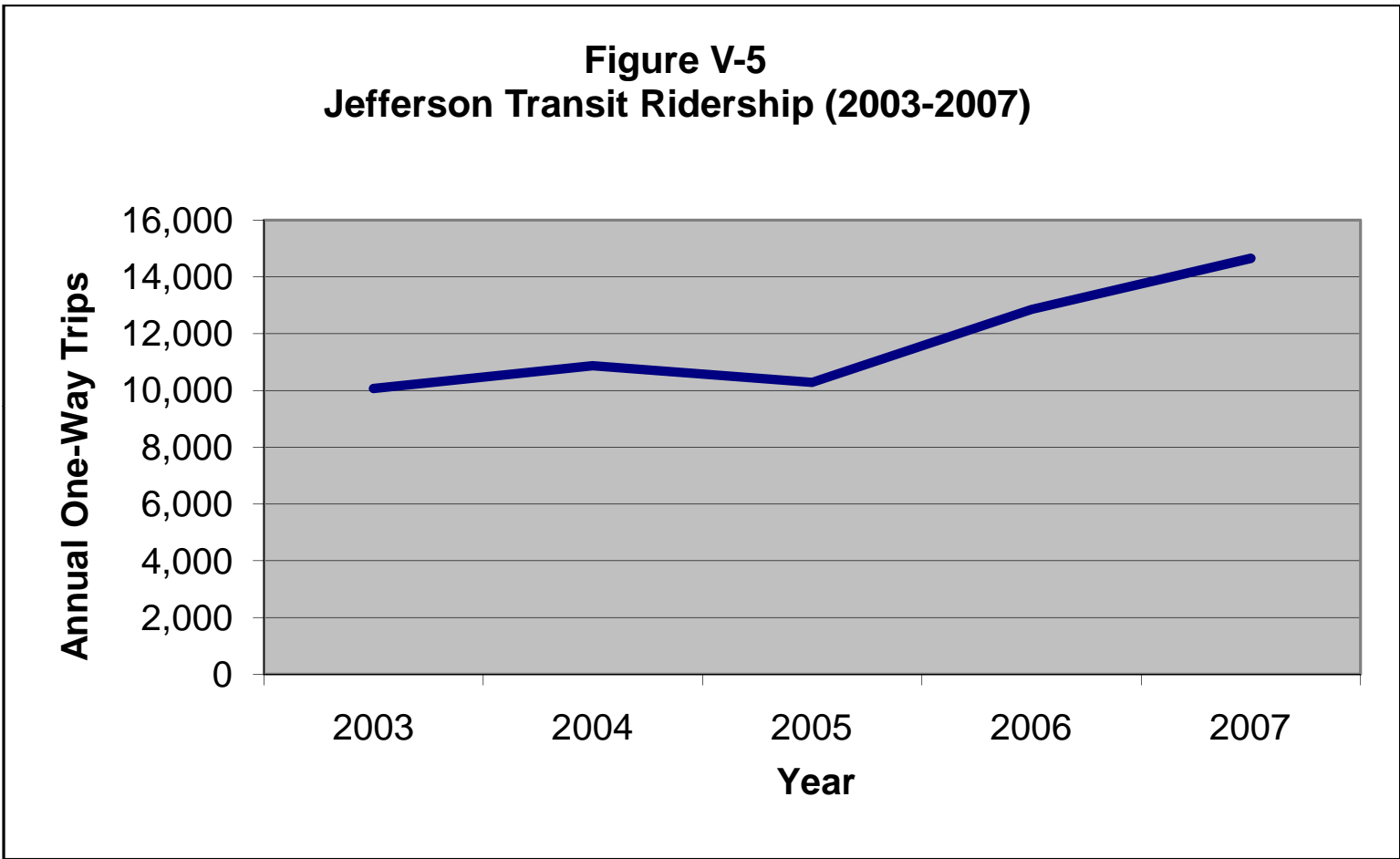
Ridership

Figure V-5 presents the ridership trends for the Jefferson Transit west route. Ridership increased 45 percent between 2003 and 2007 on the west route.

Performance Measures

The key performance measures for the Jefferson Transit west route are:

- Annual cost: \$324,770
- Cost per hour: \$99.87
- Cost per passenger-trip: \$22.16
- Cost per mile: \$2.39
- Passenger-trips per hour: 4.5
- Passenger-trips per mile: 0.11



HUMAN SERVICE PROVIDERS

During the initial “kick-off” meeting, the participants identified other potential existing transportation resources by the human service providers in and around the QIR. Limited information is available on these human service providers. Human service providers are programs that provide a social service to a population (such as frailty due to age, blindness, or paralysis). These agencies can be part of government, nonprofit, or for-profit programs.

Mobility Transport, Inc.

Mobility Transport, Inc. provides non-emergency medical transportation to the elderly and disabled from 6:00 a.m. to 10:00 p.m. Monday through Saturday. Most of their trips are to and from medical facilities in Pierce and King Counties. The agency also provides trips in Thurston, Mason, Grays Harbor, Pacific, and Lewis Counties. There are restrictions and limitations on the type and purpose of trips that can be provided, based on the restrictions for Medicaid funding.

Table V-4 presents the fleet used by Mobility Transport, Inc to provide transportation services.

Make	Model	Seating	Year	Replacement Year	Wheelchair Tie-down	Condition	Unit
Ford	F-250	5	2007		Yes	Excellent	2
GMC	3500	5	1999	2008	Yes	Fair	2
GMC	3500	7	2008	2018	Yes	Excellent	1
Ford	Cutaway	12	1998	2009	Yes	Good	2
Chev	Uplander	7	2006	2016	No	Excellent	1
Scion	X-loon	5	2008	2013	No	Excellent	1
Ford	Sedan	6	2001	2008	No	Fair	2
Ford	F-350	5	1996	2009	Yes	Good	1
<i>Source: Mobility Transport, Inc., 2008.</i>							

Table V-5 presents the 2007 operating costs and revenue for Mobility Transport, Inc. The total operating cost was \$492,000, of which \$165,000 was for labor costs

and \$156,000 was for fuel, lubricant, and tire costs. Capital expenses were \$16,000. The total revenue for 2007 was \$504,000 from Medicaid funding.

Table V-5	
Mobility Transport, Inc. Operating Cost and Revenues (2007)	
Line Item	Amount
Labor	\$165,000
Administration	\$69,000
Office Overhead	\$ -
Material and Supplies	\$ -
Utilities	\$ -
Insurance/Licenses/Taxes	\$49,000
Maintenance	\$53,000
Fuel/Lubricants/Tires	\$156,000
Other	\$ -
Service Contacts	\$ -
Total Operating Admin Cost	\$492,000
Capital Costs	
Vehicles	\$ -
Facilities	\$16,000
Equipment	\$ -
Total Capital Outlay	\$16,000
Sources of Revenue	Amount
Fares/Donations	\$ -
Medicaid	\$504,000
Grants (FTA)	\$ -
Local Funds	\$ -
Contract Services	\$ -
State	\$ -
In-Kind	\$ -
Total Revenues	\$504,000
<i>Source: Mobility Transport, Inc., 2008.</i>	

Mobility Transport, Inc. does not coordinate with other programs and services at this time. They have stated that they are in negotiation with other agencies to provide transportation services to other human service programs. Mobility Transport, Inc. has indicated they have no interest in contracting with another agency or paying another agency to provide transportation for their clients.

Coastal Community Action Program

The Coastal Community Action Program (CCAP) provides transportation to low-income individuals for the purpose of education, job training, and employment. CCAP operates daily with variable hours, depending on when the client needs transportation. They provide service in Grays Harbor and Pacific Counties. There are restrictions and limitations on the type and purpose of trips that can be provided, based on the restrictions from the Job Access Reverse Commute (JARC) funding.

The agency uses four 2005 Ford 350 vans with a 9- to 12-seating capacity. Only one van has wheelchair tie-downs. The vans are currently in good working condition, but three of the vans will need to be replaced in the next six years.

At this time, CCAP has two full-time drivers and three part-time drivers.

Since CCAP has only been in operation for eight months, detailed information on their costs and productivity is limited at this time. CCAP did operate a similar service over two years ago, but ran out of funding.

CCAP stated that they do coordinate at this time, but did not state which agencies they work with. CCAP also stated that they are interested in providing transportation services to other agencies.

Based on information from the *2007 Human Services Transportation Coordination Plan* prepared by the Southwest Washington Regional Transportation Planning Organization, CCAP also provides other transportation services. Demand-response service is provided for seniors and cancer patients from 7:30 a.m. to 5:30 p.m. on weekdays, with an estimated 500 trips provided per year. The program relies on volunteers to use their personal vehicles to transport the clients. In 2007, there were 20 volunteer drivers available to serve Grays Harbor and Pacific Counties.

Catholic Community Services

Catholic Community Services (CCS) provides demand-response service for seniors in Grays Harbor and Pacific Counties. The transportation is provided by 10 volunteer drivers who use their own vehicles. One of the main purposes of this program is to provide non-emergency medical trips to Olympia, Tacoma, Portland, and Seattle.

Temporary Assistance for Needy Families (TANF)

TANF is a tribal program on the QIR. TANF has one 15-passenger van and one Jeep they use to provide transportation services to clients that receive TANF funding. The trips are mainly for transportation to training, employment, and educational facilities. At this time, TANF did not provide any detailed information on their services.

Paratransit Service

Paratransit Service is the regional Medicaid transportation broker for Grays Harbor County. This agency uses several transportation providers to book medical trips. In 2007, Paratransit Service did not contract with Grays Harbor Transit for transportation services as they have done in the past. About half of the Medicaid trips originate in Aberdeen, while 16 percent of the trips are from Hoquiam. Based on the *2007 Human Services Transportation Coordination Plan*, one-third of the trips are for out-of-county destinations (such as Olympia, Tacoma, Portland, and Seattle).

Other Agencies

There are other tribal programs that provide limited transportation services to their clients. Tribal Community Health from the Roger Saux Health Clinic provides transportation for tribal members for non-emergency medical trips to Olympia, Tacoma, Portland, and Seattle. The Quinault Beach Resort and Casino provides transportation to and from other regional hotels to the casino. Head Start provides transportation services to students enrolled in their program.

SUMMARY

Many agencies in the region (on and off the QIR) provide limited transportation services to their clients, with the clients having to travel long distances to access services. The Reservation receives peak-hour service from the two public transportation providers. The Reservation has service gaps during midday and for long distance employment and medical trips. Coordination among the agencies is possible if the agencies are willing to work with each other.