

2021-2026

TRANSIT DEVELOPMENT PLAN

and

2020 Annual Report

**Mason Transit Authority
790 E Johns Prairie Rd
Shelton, WA 98584**



Date of Public Hearings:

July 29, 2021 and August 9, 2021

Adopted: August 17, 2021

Prepared by Mason Transit Authority Staff

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Plan Adoption, Public Hearing and Distribution

Plan Adoption

Mason Transit Authority (MTA) Board of Directors adopted the 2021 Transit Development Plan on August 17, 2021

Public Participation Process

Public Comment Period: July 14, 2021 - August 11, 2021
Comments Submitted to: MTA@masontransit.org
Mason Transit Authority
Amy Asher, General Manager
790 E Johns Prairie Rd
Shelton, WA 98584

Public Hearing: Mason Transit Authority held two public hearings on the Transit Development Plan on July 29, 2020 at 5:30 pm at the Port of Allyn 18560 E State Route 3, Allyn, WA 98524 and August 9, 2020 at 5:30 pm at the Transit-Community Center, 601 W Franklin Ave, Shelton, WA 98584.

Notice Posted to Website: MTA posted a notice of the hearing on the Transit Development Plan to its website at www.masontransit.org on July 12, 2021.

Notice Published in Local Paper: The Shelton Journal published a notice of the hearing on the Transit Development Plan on July 22, 2021.

Requests for Paper or Digital Copies: MTA allowed the public to request a paper or digital copy of the Transit Development Plan on and after July 16, 2021 by emailing MTA@masontransit.org. or by calling (360) 426-9434.

Available to the Public for Review: MTA allow the public to view a copy of the draft Transit Development Plan at the Mason Transit Authority Business Office, 790 E Johns Prairie Rd, Shelton, WA 98584 and at the Transit-Community Center, 601 W Franklin Ave, Shelton, WA 98584.

Plan Distribution

On August 18, 2021, Mason Transit Authority distributed the adopted Transit Development Plan to:

- PTDPlans@wsdot.wa.gov
- The agency's assigned WSDOT Community Liaison.
- The Transportation Improvement Board via:
 - Vaughn Nelson, Finance Manager at vaughnn@tib.wa.gov

- Chris Workman, Engineering Manager at chrisw@tib.wa.gov
- All cities, counties and regional transportation planning organizations within which Mason Transit Authority operates.

Description of Service Area, Operations and Facilities

Service Area

Mason Transit Authority serves the general public throughout Mason County and provides regional connections with other transits and modes of transportation.

Regional connections with other transit systems occur Monday through Saturday with Intercity Transit, Sound Transit and Grays Harbor Transit in Olympia; Kitsap Transit and the Washington State Ferry system in Bremerton; and Jefferson Transit at Triton Cove State Park. Regional connection with Squaxin Transit occurs Monday through Friday at the Squaxin Island Tribe Park and Ride Facility near the intersection of SR-101 and SR-108.

The majority of MTA's connecting services are at transfer facilities located near services that allow connections to other ground transportation including Washington State Ferries in Bremerton and Greyhound and Amtrak in Olympia.

Service is available to persons traveling to and from area schools including Olympic College, South Puget Sound Community College, Evergreen State College, and Grays Harbor College by using MTA to transfer to Intercity, Grays Harbor and Kitsap Transit systems at respective transit centers.

Route schedules and maps can be found on MTA's website at <http://www.masontransit.org/>

Operations

At time of publication of the Transit Development Plan, MTA was running reduced service due to COVID-19. Days of operations were Monday – Saturday. Beginning July 7, 2021 MTA resumed services back to Triton Cove State Park to meet Jefferson Transit and provide continued service thru Mason County from Jefferson County.

MTA provides services consisting of local and regional deviated fixed routes, Worker/Driver commuter service to Puget Sound Naval Shipyard (PSNS) and public commuter services on high demand regional routes, Demand Response (general dial-a-ride), Vanpools and volunteers using private cars under the Volunteer Driver Program that serves those over the age of 60 needing out-of-county services.

MTA is currently operating on a reduced service level due to the low ridership with COVID-19, our current hours of operation of the transportation service are 4:00 a.m. to 8:30 p.m., Monday through Friday, and 6:00 a.m. to 7:30 p.m. on Saturday. There is no service on Sunday, and either no service or reduced service on observed holidays. MTA operates ten (10) Fixed Routes on weekdays and five (5) routes on Saturdays that allow deviated service to persons traveling off designated routes. Dial-A-Ride service operates in rural areas where there is no fixed route service or where deviations are not possible as well as in populated areas of Mason County for people who have difficulty using the routed service. All Dial-A-Ride service is open to the general public. Riders using Dial-A-Ride can make a trip request from two (2) weeks prior to the preferred pick-up time but may request a ride at any time if there is availability. All vehicles in MTA scheduled service are equipped with bike racks and are accessible to persons with disabilities.

MTA coordinates all service requests with other local and regional area transportation providers. Squaxin Transit coordinates local service with MTA regional service at Kamaliche. MTA partners with local and regional human and social services providers so that the best service possible is provided throughout the region on a regular basis.

MTA administers a Volunteer Driver Program (VDP) that is possible through partnership with the Lewis, Mason and Thurston County Area Agency on Aging and funding from the Federal Older Americans Act and the Washington State Senior Citizens Act, as well as donations from recipients. The VDP provides essential transportation for seniors (60+) who are unable to drive or use public transit to their out-of-county medical appointments and other essential services. To provide this service, MTA utilizes volunteers that donate their time and drive their own vehicles. In 2019, the Volunteer Driver Program served 138 clients and covered 1,020 rides, 42,792 miles and 1,701 volunteer hours.

At MTA's April 20, 2021 Authority Board meeting, the vanpool program was terminated due to consistent reduction in number of vanpools and impacts by COVID-19. MTA provided information of other transit agencies that had viable vanpool programs to the two remaining vanpool participants. The vanpool vehicles were going to reach their four-year useful life benchmark in May, 2021. The Authority Board determined that for financial and risk purposes, it was best to terminate the program as there were only two van pools in operation.

Map 1 – Service Area

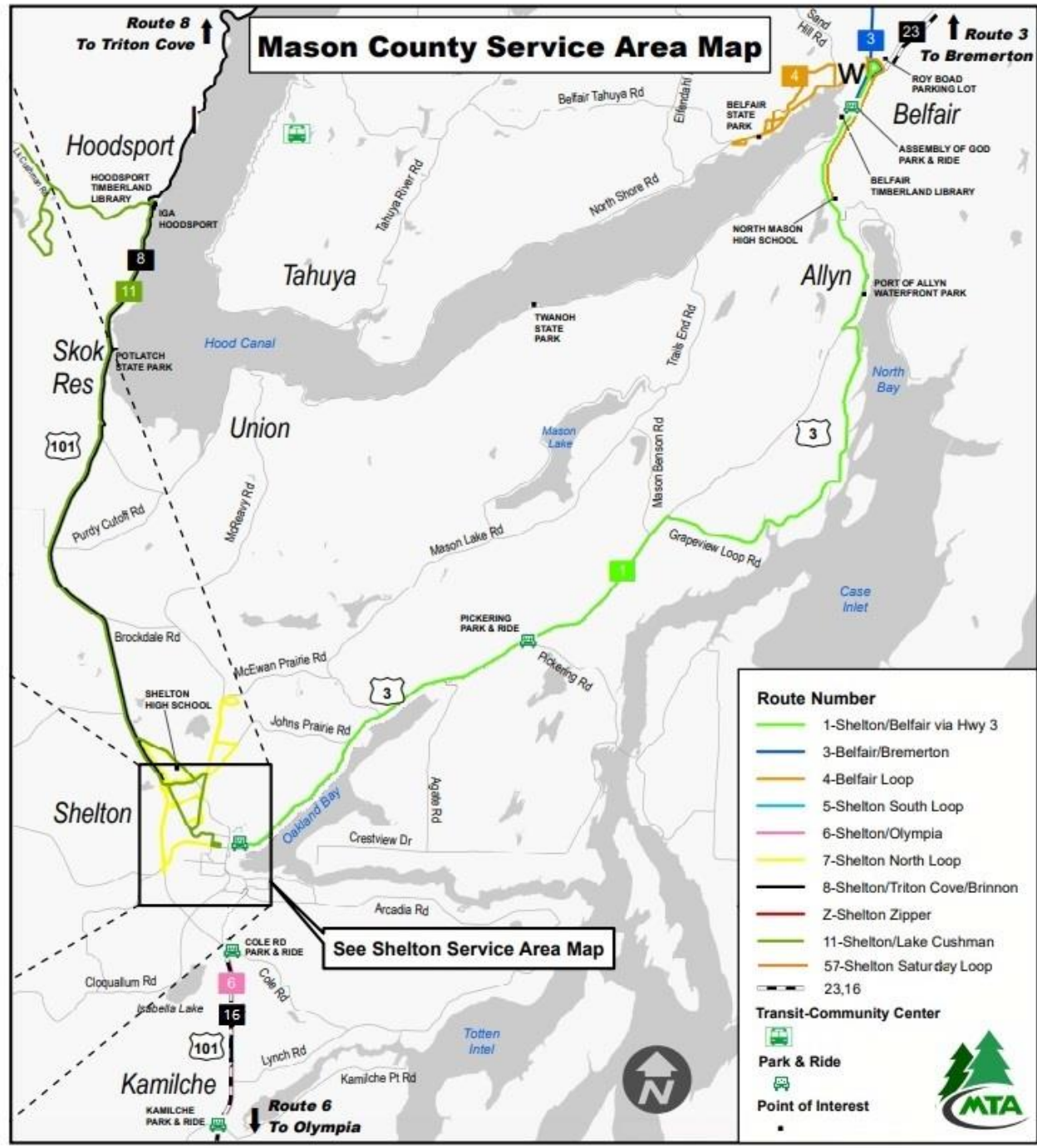




Table 1 - Fares

<i>Travel within Mason County and Active Military</i>	<i>Fare Free</i>
Out of County Travel:	
Cash Fares	
Adults and Youth (one way)	\$1.50
Seniors and Persons with Disabilities	\$.50
Transportation Incentive Program (PSNS)	\$ 2.50
Children under six	No Charge
Monthly Pass	
Adults	\$ 30.00
Seniors and Persons with Disabilities	\$ 10.00
Youth (ages 6-17 years)	\$ 18.00
Summer Youth Adventure Pass	\$ 20.00
Transportation Incentive Program (PSNS)	\$110.00

To qualify for reduced fare due to a disability, riders are required to show a Regional Reduced Fare Permit (RRFP) card. RRFP eligibility is based on age, disability or possession of a Medicare card. Personal care attendants ride free when accompanying a person with a RRFP.

Transportation Incentive Program (TIP) passes are available for Worker/Driver routes to and from Puget Sound Naval Shipyard for day shift employees. Routes originate in Belfair and Shelton. Active-duty military personnel with current military ID are not charged fare if ID is shown.

In July 2018, MTA began recognizing the STAR pass for State of Washington employees living in Mason County that work in Thurston County. STAR pass holders are not charged a fare and MTA is compensated through funds provided in the Transportation budget.

Facilities

MTA operations, maintenance and administrative facilities are located at 790 E. Johns Prairie Road in Shelton, Washington. A rented satellite operations facility is located at 23780 NE State Hwy 3 in Belfair, Washington. MTA also leases space at the Glacier West Boat, RV & Self Storage commercial storage facility on SR 106 in Belfair to park two coaches and five cutaway vans used to provide services in the northern part of Mason County.

MTA owns the Transit-Community Center, formerly the Shelton Armory, located at 601 W. Franklin St. in Shelton, Washington. The facility was renovated with additional new construction transforming the original armory built in the 1950s to a modern, ADA accessible and LEED Silver Certified Transit-Community Center (T-CC).

A seven-acre parcel was purchased north of Belfair for a Park and Ride lot. The lot will contain 100 parking stalls and a building consisting of MTA office space, a meeting room, bathrooms, a kitchen, breakroom and future customer service area. The Park and Ride is slated to open by the end of 2021 with the building to open in early 2022.

Park and Ride Lots

MTA supports a network of Park and Ride facilities that are located throughout Mason County. At time of publication, 255 parking spaces are provided at facilities owned and operated by Washington State Department of Transportation, Mason County and the City of Shelton. While MTA manages and provides routine light maintenance to these locations, the agency does not own the properties. On average, 22% of the Park and Ride lot capacity is occupied on any given weekday.

In November of 2015, MTA was formally awarded funding through the Washington State Regional Mobility Grant Program and the Connecting Washington Transit Project List for a major retrofit and improvement project of current Park and Ride lots located within Mason County. The project will add needed upgrades to existing locations including enhanced security, lighting, paving and electric car charging stations at high use lots. The project also includes the construction of one new Park and Ride facility in North Mason County and one within the city limits of Shelton. The Shelton-Matlock Park & Ride was slated for improvements only but has been relocated due to the Coffee Creek Fish Passage project. The funding provides over nine million dollars and includes local matching funds from MTA. The state funding is apportioned over the current and next biennium budget periods. In April of 2016, MTA selected SCJ Alliance of Lacey, Washington, to guide the project through to completion. MTA expects completion of the project in 2021.

State and Agency Goals, Objectives and Strategies

From 2021-2026, Mason Transit Authority will focus on the five key priorities in Table 2 below. The table shows how MTA's local priorities align with state goals established in the Washington State Transportation Plan.

Through its mission, Mason Transit Authority strives to provide transportation choices that connect people, jobs and community; increasing the quality of life in Mason County. To that end, MTA's proposed project and action strategies line up with the mission statement and the state's public transportation objectives.

The state’s six policy goals are:

- **Economic Vitality:** To promote and develop transportation systems that stimulate, support, and enhance the movement of people and goods to ensure a prosperous economy.
- **Preservation:** To maintain, preserve, and extend the life and utility of prior investments in transportation systems and services.
- **Safety:** To provide for and improve the safety and security of transportation customers and the transportation system.
- **Mobility:** To improve the predictable movement of goods and people throughout Washington State.
- **Environment:** To enhance Washington’s quality of life through transportation investments that promote energy conservation, enhance healthy communities, and protect the environment.
- **Stewardship:** To continuously improve the quality, effectiveness, and efficiency of the transportation system.

Table 2: 2021 – 2026 Goals, Objectives, and Strategies, and Alignment with State Goal

Goals, Objectives and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Goal I: Safe and Secure						
Objective 1.1 - Emphasize safety of MTA riders, citizens and employees in all aspects of MTA operations						
Strategic Work Plan 1.1.1 L&I inspection of T-CC and JP facilities.			X		X	
Strategic Work Plan 1.1.2 Review WSTIP's Best Practices in the area of safety.			X			
Strategic Work Plan 1.1.3 Update Safety Manual and include an emergency safety plan.			X	X		X

Goals, Objectives and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Objective 1.2 - Ensure training for a safe and secure experience for all and to eliminate preventable accidents						
Strategic Work Plan 1.2.1 Quarterly Driver training and refresher training as required		X	X			
Objective 1.3 - Proactive approach to safety throughout the agency to increase and improve security throughout the service area						
Strategic Work Plan 1.3.1 Change from flag stops to fixed stops in urban area of Shelton			X	X		X
Strategic Work Plan 1.3.2 Roof replacement for the Radich Building			X	X		X
Objective 1.4 - Enforce transit rules and establish consistency of service to riders in a safe, accessible manner						
Strategic Work Plan 1.4.1 Adjust for any mandates to COVID-19.			X	X		X
Goal 2: Effective Transportation Services						
Objective 2.1 - Creating a positive transportation experience within all modes of MTA services that is reliable, accessible, equitable, safe, secure and comfortable for all users						
Strategic Work Plan 2.1.1 Plan for restoring to full services (Pre-COVID) and adjust where needed to improve service.						X
Objective 2.2 - Establish a culture of customer service and deliver services that are responsive to community needs.						
Strategic Work Plan 2.2.1 Benchmark route performance and discontinue or adjust low performing routes.						X

Goals, Objectives and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Objective 2.3 - Strive to look for ways to improve service through a variety of tools including outreach, community meetings, service review and passenger amenities						
Strategic Work Plan 2.3.1 Review Dial-a-Ride services and hours to ensure efficiency and availability of resources.				X		X
Strategic Work Plan 2.3.2 Conduct outreach for all service changes and new park & ride openings.	X					X
Strategic Work Plan 2.3.3 Improve passenger amenities by providing apps and on-line scheduling.			X	X		X
Objective 2.4 - Seek new opportunities to enhance the riders' experience through better route planning and additional services when feasible						
Strategic Work Plan 2.4.1 Seek pilot route opportunities to reach more riders.	X					X
Strategic Work Plan 2.4.2 Explore on-demand service in Shelton and Belfair.		X		X		X
Strategic Work Plan 2.4.3 Waysign at T-CC for displaying estimated time of arrivals for fixed route.		X				
Goal 3: Financial Stewardship						
Objective 3.1 - Operate an efficient, cost-effective system						
Strategic Work Plan 3.1.1 Hire an Accounting Coordinator with high level accounting skills.						X
Strategic Work Plan 3.1.2 Review moving to cloud-based accounting software.						X

Goals, Objectives and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Objective 3.2 - Maintain internal controls and compliance over public resources						
Strategic Work Plan 3.2.1 Plan for GASB changes on leases and other regulations						X
Strategic Work Plan 3.2.2 Continued work in records management.		X				X
Objective 3.3 - Provide current, accurate and transparent financial data						
Strategic Work Plan 3.3.1 Provide accurate, timely financial reports to the Board and the public						X
Objective 3.4 - Strive for a 5-year sustainability plan						
Strategic Work Plan 3.4.1 Review 5-year sustainability plan and adjust as needed.						X
Strategic Work Plan 3.4.2 Plan financially for future service changes or increases.						X
Objective 3.5 - Plan for future operational and capital needs through maintaining financial reserves						
Strategic Work Plan 3.5.1		X				X
Objective 3.6 - Proficiency in regulatory requirements through continuing education						
Strategic Work Plan 3.6.1						X
Objective 3.7 - Manage key financial indicators						
Strategic Work Plan 3.7.1 Identify needed financial policies or manual to outline financial objectives						X

Goals, Objectives and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Goal 4: Community Partnerships						
Objective 4.1 - Cultivate partnerships throughout the community						
Strategic Work Plan 4.1.1 Participate in community events as available.		X		X		X
Strategic Work Plan 4.1.2 Work with PR firm to promote MTA services to the community.						X
Objective 4.2 - Participate in outside committees, regional planning organizations and boards						
Strategic Work Plan 4.2.1 Promote partnerships with city, county and other entities by serving on committees, boards, supporting projects and communication.						X
Strategic Work Plan 4.2.2 Review and renew leases for T-CC and Johns Prairie tenants						X
Objective 4.3 - Participate in mentorship programs at local schools and colleges						
Strategic Work Plan 4.3.1.	X	X				
Objective 4.4 - Exemplify exceptional customer service that goes above and beyond						
Strategic Work Plan 4.4.1 Continue delivery assistance for Meals on Wheels and Commodity Boxes for senior centers.		X		X		X
Strategic Work Plan 4.4.2 Transporting clients in cooperation with hospital and health department				X		
Objective 4.5 - Provide transportation choices and support travel that uses less energy, produces fewer pollutants and reduces greenhouse gases in the region						
Strategic Work Plan 4.5.1					X	

Goals, Objectives and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Objective 4.6 - Support efforts to mitigate traffic congestion throughout the region						
Strategic Work Plan 4.6.1 Continue park and ride projects (through 2023).	X		X	X	X	
Strategic Work Plan 4.6.2 Conduct Community Conversations to solicit input regarding MTA service.				X		X
Objective 4.7 - Cooperative relationships with T-CC tenants and events						
Strategic Work Plan 4.7.1	X					X
Goal 5: Workplace Culture of Excellence						
Objective 5.1 - Provide an atmosphere where employees are valued and respected						
Strategic Work Plan 5.1.1 Continue the Employee Engagement Committee for seeking opportunities to improve the work environment.		X				X
Strategic Work Plan 5.1.2 Remodel T-CC Customer Service Office for space improvement (grant funding dependent)						X
Objective 5.2 - Develop and empower employees						
Strategic Work Plan 5.2.1 Promote skills and job knowledge through webinars, conferences and training.		X	X			X
Objective 5.3 - Support the philosophy of team culture						
Strategic Work Plan 5.3.1 Encourage Castlight challenges.		X		X		X
Strategic Work Plan 5.3.2 Continue reviewing policies.						X

Goals, Objectives and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Objective 5.4 - Promote healthy dialogue on important issues						
Strategic Work Plan 5.4.1 Launch Communication Flow Plan.		X				X
Strategic Work Plan 5.4.2 Create Uniform Committee to select new uniform items.		X				X
Objective 5.5 - Encourage an active and engaged environment including Board of Directors						
Strategic Work Plan 5.5.1 Create committee for Belfair office furnishings.						X
Strategic Work Plan 5.5.2 Board participation through designated committees.	X	X	X	X		X
Objective 5.6 - Be an employer of choice in Mason County						
Strategic Work Plan 5.6.1 Continue the Employee Engagement Committee for seeking opportunities to improve the work environment.		X				X
Strategic Work Plan 5.6.2 Coordinate events with Employee Morale Committee.						X
Objective 5.7 – Focus recruitments in accordance with EEO Plan goals						
Strategic Work Plan 5.7.1 Strive to meet goals and objectives of EEO Program to broaden employment opportunities for all protected classes.						X

Local Performance Measures and Targets

MTA uses various tools to measure performance by looking for key issues and opportunities that may impact the goals of the Agency. Performance indicators may

relate to such things as funding, demographic changes, ridership decline or employee shortage. Measuring performance allows the agency leadership team to look for ways to minimize the impact of shortfalls and strategize ways to meet the strategic goals and objectives.

Transit Asset Management plan is used as a method to maintain and guide decisions on the agency’s assets, most importantly, rolling stock.

Table 3: 2021 – 2026 Performance Measurements and Targets

Performance Measure	Target
Technology Amenities	Provide apps and icons on the MTA website for customers to schedule
Passenger Amenities	Install lighting in all shelters. Construct or improve park and ride lots throughout Mason County to create convenient, safe locations for riders to park that will then increase ridership.
Collisions	Collisions per 100,00 revenue miles less than or equal to 1.
Alternative Fuels	Convert 10% of fleet to green, environmentally friendly alternative by 2025.
Transit Productivity	Benchmark of 8 passengers per service hour; 39,000 rides per month.
Vehicle State of Good Repair	Maintain 80% of the rolling stock within a state of good repair.
Service Hours	To maintain current levels of service hours at 1,300 per week.

Plan Consistency

Mason Transit Authority is a voting member of the Peninsula Regional Transportation Planning Organization (PRTPO) and participates in the planning of regional project, policies and program decisions. Information regarding MTA is submitted to the PRTPO’s Coordinated Public Transit-Human Services Transportation Plan to align the with region’s goals. Projects are submitted to the Regional Transportation Improvement Program for inclusion in the State Transportation Improvement program.

Within Mason County, the Mason County Comprehensive Plan is used to coordinate consistency. MTA submits information to the Plan as required.

Throughout the region, MTA coordinates with other connecting transit agencies in Jefferson, Kitsap and Thurston counties, as well as efforts to align with the ferry systems, Amtrak and Greyhound.

MTA continues its own strategic planning process by identifying goals, objectives and work plans. Annually, the work plan is reviewed to develop projects adhering to local, state and federal guidelines, implementing effective/efficient service

planning changes, fleet replacement standards, facility upgrade and modernization planning and implementation, policy development and modification, and procedural standards.

MTA incorporates the Transportation System Policy Goals throughout all strategies. These goals as addressed in RCW 14.04.280 include preservation, safety, mobility, environment, and stewardship.

Planned Capital Expenses

The table below reflects planned capital expenses for 2021-2026.

Table 4 – Planned Capital Expenses

Year Received/Expensed	Type	Preservation/Replacement (quantity)	Expansion/Improvement (quantity)
2021	35' Coaches	2	
2022	35' Coach	1	
2022	Light-duty Cutaways	6	
2025	Light-duty Cutaways	5	
2026	35' Coaches	3	
Equipment			
2021	Scissor lift for T-CC		1
2021	Generator to power Johns Prairie	1	
2022	Generator to power T-CC		1
Facilities and Infrastructure			
2021	North Mason Base		1
2021	Park and Ride Development		1
2022	Radich building roof repair	1	
2023	Administration building upgrade or replacement		1
2023	Allyn Park & Ride		1
2023	Hoodsport Park & ride		1
2024	Bus Wash		1
2024	Satellite Maintenance Shop		1

Planned Operating Changes

At the time of preparing MTA’s Transit Development Plan, the agency is operating with reduced service due to the loss of riders during COVID-19. Service will gradually return as the region rebounds from COVID related closures.

Table 5 outlines Mason Transit’s planned operating changes for 2021-2026.

Table 5 – Planned Operating Changes

Year	Type	Reduction	Expansion/Improvement
2021	Adjust route to serve new park & ride facility openings		X
2021	Add back routes as ridership increases		X
2022	Adjust routes to better serve the passengers		X
2022	Adjust routes to service new ferry times		X
2023	Adjust routes to serve new housing developments		X
2025	Conduct an assessment of current service and adjust as needed		X
2025	Conduct Transit Service Analysis		X
2026	Adjust routes as needed		X

Multiyear Financial Plan

Capital Improvement:

- ❖ The Park and Ride Development Project, including construction of the North Mason Base, is expected to be completed in the 2021-2023 Biennium.
- ❖ Additional vehicle replacements are expected to be funded at 80% with a 20% match from local funds.
- ❖ Feasibility studies are to be conducted for the Allyn and Hoodsport park and ride facilities as well as the bus wash, administration building, and satellite maintenance facility stations.

Facility improvements, preservation and expansion that extend the life of the building according to MTA's capitalization standards are expected to be funded by grants with local funds used as match. Building repairs or replacement to such equipment will be funded by reserves and appropriated through the capital budget presented annually.

Table 6 – Capital Purchases

Capital Expenditure	2021	2022	2023	2024	2025	2026
Cutaways		721,000				
Coaches	1,027,000	513,300		1,570,000		1,540,054
Scissor Lift	15,000					
Generators	100,000	100,000				
North Mason Base	1,750,000					
Radich Roof Repair		35,000				
Allyn Park & Ride			50,000			
Hoodsport Park & Ride			50,000			
Bus Washer				40,000		
Park & Ride Development	1,992,612					
Satellite Maintenance Shop					1,500,000	
Administration building upgrade or replacement					2,500,000	
Total Capital Expenditures	4,884,612	1,369,300	100,000	1,610,000	4,000,000	1,540,054
Capital Revenue	2021	2022	2023	2024	2025	2026
Federal Competitive	901,600	490,640	2,080,000	1,200,000	432,000	1,232,044
State Grants	2,994,090	576,800		32,000		
Local Funds	988,922	301,860	520,000	308,000	108,000	308,010
Total Revenue	4,884,612	1,369,300	2,600,000	1,540,000	540,000	1,540,054

Operating Financial Assumptions through 2026

- ❖ Local Sales Tax –Sales tax revenues have been higher than expected during COVID in 2020 and 2021. The 2022 projected amount reflects a 20% increase over the 2021 adopted budget estimates to account for the higher actual return. Years 2022 – 2026 are projected at a 3% growth rate year over year.
- ❖ Operating Grants – Utilization of Sales Tax Equalization dollars (Rural Mobility Formula Funds) for 2021-2022 have been applied to the operating grants to offset match requirements. A conservative estimate of future Sales Tax Equalization funds for 2023 and beyond is applied with a 4% growth rate projected year over year.
- ❖ Fares – Assumed 2% growth beginning in 2022.

- ❖ Worker Driver/Vanpool revenue shows a decrease in 2022 with the vanpool program eliminated in 2021, in addition the Worker Driver program is experiencing less ridership with changing work structures at the shipyard. Salaries and Benefits – The salary and benefit budget was significantly lower compared to recent years due to a reduction in budgeted drivers in 2021 due to reduced service levels. In 2022 MTA is planning to bring the back the pre-pandemic number of drivers. Early quotes for healthcare benefits for 2022 have been quoted with an increase in medical coverage between 4 and 9%. The factor for 2023 and beyond is a 4% increase in cost to salaries and benefits.

Projects of Regional Significance

Mason Transit Authority has one major project of regional significance. In 2014, MTA was awarded funds to construct new park & ride lots and upgrade existing lots with security enhancements, passenger amenities and increased stalls.

Agency History, Organizational Structure, Accomplishments, Outlook and Outreach Coordination

Mason County Public Transportation Benefit Area, doing business as Mason Transit Authority (MTA), is a Public Transportation Benefit Area (PTBA), authorized in Chapter 36.57A RCW. Located in Mason County, Washington, the Mason County voters approved the PTBA in November 1991 and began public transportation service in December 1992. The service area includes all of Mason County, if road access is available, with connections to adjacent counties.

The proposition imposing a sales and use tax of two-tenths of one percent (0.2%) to fund public transportation was also passed in 1991, creating a prepaid fare system service. In the aftermath of Initiative 695 and the elimination of Motor Vehicle Excise Tax that was available to transits, the voters were asked to approve an additional four-tenths of one percent increase (0.4%) in 1999. The first attempt failed but was successful when County residents responded with an approval of the additional sales tax increase on

September 18, 2001. This raised the taxing base to six-tenths of one percent (0.6%) or \$.06 on every \$10 of retail sales, effective January 1, 2002. MTA then began to charge a fare, but only for routes going out-of-county.

Board of Directors:

The Mason County Public Transportation Benefit Authority Board of Directors is composed of ten members as follows:

- Three (3) elected members representing Mason County Commissioners;
- One (1) elected member representing the City of Shelton Council;
- Five (5) members who shall be elected officials selected by the Mason County Commissioners with the goal of seeking equal voting representation among the County Commissioner Districts. The recommendation was approved by Mason County and the City of Shelton pursuant to Resolutions Nos. 71-17 and 1112-1217, respectively; and
- In accordance with revisions made to RCW 36.57A.050, there shall be one (1) non-voting labor representative recommended by the labor organization representing the public transportation employees.

Mason County Public Transportation Benefit Authority (MTA) Board Members at time of publication are:

- Sharon Trask, Mason County Commissioner (Chair)
- Sandy Tarzwell, Shelton School District (Vice Chair)
- Randy Neatherlin, Mason County Commissioner
- Kevin Shutty, Mason County Commissioner
- Kevin Dorcy, Mayor and City of Shelton Council
- John Campbell, North Mason School District
- Wes Martin, Grapeview School District
- Cyndy Brehmeyer, Mary M. Knight School District
- Matt Jewett, Southside School District
- Greg Heidel, Bargaining Unit Representative

Citizen Adviser to the Board:

Effective January 1, 2019, there may be one (1) non-voting representative of the public residing in Mason County, Washington, as a citizen adviser to the Board. The citizen adviser to the Board shall serve for a period of one year (unless extended by motion by the Authority Board).

At the time of publication of the Transit Development Plan, the position of the Citizen Adviser to the Board was filled by:

- John Piety

Public Outreach:

MTA staff is committed to public engagement and transparency through robust public interaction that informs, involves, and empowers people and communities. Staff participate in several opportunities to promote and educate citizens through the following methods:

- Public meetings
- Media – outreach
- Radio spots
- Community events and meetings
- Presentations
- Website improvements

The public outreach program includes:

- Developing an awareness of MTA services with non-riders through presentations, media and community events.
- Engaging riders and the general public by soliciting feedback through active seeking of information by face-to-face interaction and surveys.
- Seeking opportunities to increase ridership amongst riders of choice.
- Visiting businesses to discover way to assist their employees with transportation, either by using, fixed-route or Dial-a-Ride.
- Promoting positive public image in the community and build relationships throughout.
- Public Hearings for service changes, Transit Development Plan (TDP), fare changes, and other topics that impact citizens.

There are comment cards on MTA vehicles to be filled out and submitted as a method to communicate compliments, complaints or other information a rider wants staff to be aware. Management or designated staff responds to the individual comment cards as appropriate.

Citizens may contact MTA through customer service or to an individual by the following methods:

Email: mta@masontransit.org

Phone: 360-427-5033 or 360-426-9434 or 800-374-3747

TTY/TTD: 711 or 800-833-6388

Website: www.masontransit.org

Individual staff members may be contacted through using the website or phone to locate email addresses or phone extensions.

For ADA needs, citizens may use the website or call customer service for assistance.

2020 Accomplishments:

The following chart lists major accomplishments by MTA during 2020.

Table 9 – 2020 Accomplishments

2020 Accomplishments toward State Goal Areas	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Administration						
Procurement training for public works projects						X
Increased reserves for future financial needs		X		X		X
Managed many different mandates, regulations and acts due to COVID-19		X	X	X	X	
Prepared policy review schedule; reviewed current policies; updated 20 policies			X			X
Prepared 4 new policies – 2 due to COVID-19	X		X			X
Reorganized facilities to streamline administration						X
Purchased and installed firewalls at all location to begin network reconfiguration			X			X
Setup Wi-Fi for the public to use at the T-CC						X
Continued design for shared drive and continued work in records management			X			X
Finished the migration of server to our new VRTX, decommissioned old server						X

	State Goal Areas					
2020 Accomplishments toward State Goal Areas	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Surplused the majority of decommissioned equipment						X
Setup interpretation services	X		X			X
Setup IT in new Belfair location			X			X
Outreach						
Two Radio Spots	X					X
12-weekly Ads			X			
Donated one DAR vehicle to Mason County QRT	X		X			
Participation of outside committees: WSTIP, WSTA, EDC, TIP-CAP, Diesel Advisory Committee; PRTPO and TAC; Opioid Stakeholder Group	X	X	X	X	X	X
Public Hearings for TDP, Service changes and Budget				X		X
Meals on Wheels and Commodity Box delivery	X		X			
Conducted tour groups at MTA, prior to COVID-19	X					X
Spearheaded Driver Appreciation day in 2020						X
T-CC						
Accommodated move of Operations Supervisors and Comm Center; beginning move of Admin			X	X		X
T-CC Parking Lot completed		X	X		X	X
Repainted inside of the gym and LEED building stairs		X				
Shampooed all carpets		X				

2020 Accomplishments toward State Goal Areas	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Maintenance, inspections and test completed in various areas		X				
Streamlined and standardized leases and Use Agreements	X	X				X
COVID-19 related assistance in several areas, developed reopening plan			X			
Developed and maintaining a sanitizing schedule for high touch areas			X			
Operations						
Driver Training and Refresher Training			X	X		X
Completed CAD/AVL/GPS Installation			X	X		X
Purchase high visibility rain jackets						
Operations Supervisors moved to T-CC			X			X
Review DAR services and hours for efficiency and availability	X			X		X
Expand Zipper route hours	X			X		X
Review the Comprehensive Service Review to incorporate suggestions	X			X		X
Installed Kiosk at T-CC for passenger information			X			X
Managed several service changes and driver shake-ups due to COVID-19	X		X			X
Social distancing measures throughout facilities and vehicles			X			
Provided PPE for employees and customers for COVID-19 protection			X		X	X
Provided drivers for the Volunteer Driver Program	X		X	X		
Managed constant changes to service and driver shortage	X		X	X		
Created an Emergency Alert Text message for MTA employees	X		X	X		

2020 Accomplishments toward State Goal Areas	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Installed a solar light at Triton Cove bus stop			X			
Completed review/update of Inclement Weather Plan			X		X	X
Created a COVID-19 coordinator/driver position to help implement mandates			X	X		
Facilitated training with Fire Dept & Gillig on the new Hybrid electrical systems			X			
Partnered w/local police agencies to use MTA facilities/buses for training			X	X		
Installed a bus shelter on Grapeview Loop and Washington DOC.			X	X		X
Participated in the Great Washington ShakeOut/Earthquake drill			X	X		
Maintenance						
State of Good Repair at target with incoming vehicles	X	X	X	X	X	X
Bus replacement builds for 9 cutaways, 4 coaches and one mini cutaway		X	X			
Incorporated first two hybrid vehicles into fleet					X	
Rebranded Fleet	X					
Continuous efforts to maintain and preserve transit-owned facilities		X	X			X
Revamped daily bus and shelter cleaning schedules to combat COVID-19			X			
Review of electric impact of electric vehicle charging of buses					X	
Belfair office move to temporary mobile structure at Roy Boad			X			X
Applied for vehicle grant to replace end of life vehicles	X	X	X	X	X	X
Ongoing safety initiatives including new eye wash stations			X			

	State Goal Areas					
2020 Accomplishments toward State Goal Areas	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Bus improvements including installation of remanufactured engines and transmissions	X		X			X
Placed curbs in parking area next to the building at Johns Prairie			X			
Major Projects						
Bus Technology - tablets, CAD/AVL, new scheduling software, passenger counting all installed. Working on voice enunciation and customer apps		X	X	X		
Park & Ride Development - continued with new construction of park & ride lots and retrofitting, upgrading existing lots	X	X	X	X		X