



February 2022

Jefferson Transit Authority

Long Range Plan

Jefferson Transit Authority

63 4 Corners Road
Port Townsend, WA
360-385-4777

FEHR & PEERS





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Plan Objectives

- Develop policies and strategies optimize transit service over the next twenty years
- Help plan for growth in population and employment
- Identify future transit opportunities and constraints
- Develop service standards

FEHR+PEERS

WILL RICHARDS

ECONorthwest

Presentation on Long Range Plan at January 2020 Open House in Port Townsend.

Plan Overview & Executive Summary



JTA Today



JTA's Mission & Core Values



Public Input



Financial Future



Future Plans & Implementation Strategies

Jefferson Transit is planning for population and employment growth in Jefferson County over the next twenty years. This Long Range Plan helps set the stage for transit service growth to meet increasing demands for public transit in the county. This plan considers projected growth, changing technologies in public transit, and financial constraints.

This plan was developed at a unique moment in time, with federal and state goals and community input seeking to accelerate our reduction of greenhouse gas emissions at both an agency and community level. JTA would like to be a model for how rural transit agencies can help tackle the challenge of climate change. JTA acknowledges the impacts of climate change and endeavors to pursue and implement programs that reduce or mitigate climate change.

The plan begins with an overview of the existing JTA system, with a focus on routes and ridership, the fare structure, JTA's capital and personnel inventory, and the current financial conditions. After setting the stage with where JTA is today, the plan shifts to Jefferson Transit's Mission & Core Values. The Mission & Core Values guided the development of this plan.

Next, the plan focuses on the outreach process that was used to gather information, ideas, and input from both transit riders and non-riders in Jefferson County. Almost 400 responses were recorded across two open houses for this plan, representing a variety of viewpoints and stakeholders. In addition to the public, this plan gathered input from the JTA Board, JTA Staff, the Transit Advisory Group and an Agency Advisory Committee made up of neighboring transit and local agencies.

The plan then shifts to JTA's financial future and plans for tomorrow. The plan developed service standards and strategies to guide service growth over the next twenty years. Finally, the plan provides implementation strategies to work towards growth in transit service in the County.

01

Jefferson Transit's Mission & Core Values

JTA's mission and core values guided the development of this long range plan.



Jefferson Transit's mission is "To provide reliable, safe, comfortable public transportation service in Jefferson County which is cost-effective, reduces energy consumption, and contributes to the cultural, environmental, and economic betterment of the residents of Jefferson County." Along with the mission, JTA has adopted a set of Core Values.

Jefferson Transit's Core Values are the operating principles that govern how Jefferson Transit employees act towards one another, their customers, the communities they operate in, and the environment. The stewardship value below is new and will be adopted as part of this long range plan. Jefferson Transit employees and the JTA Board value:



Acknowledgment & Support

We recognize Jefferson Transit to be the product of the concerted efforts of many well-intended people. We take time to commend the accomplishments of individuals and acknowledge their contributions toward the organizational goals of the agency.



Accountability

We take responsibility to uphold the mission statement and core values of Jefferson Transit. When challenged, we display fairness, trust, and good judgment. Individually, we are sincerely interested in self-evaluation and personal growth.



Shared Responsibility

Collectively, we are responsible for the direction and image of the agency. This requires us to be flexible enough in our thinking to establish goals. We show a willingness to get involved and direct our efforts toward achieving positive outcomes and setting progressive objectives.



Communication

We express our thoughts and ideas appropriately. We are willing to listen to ideas contrary to our own. We recognize that good communication, compromise, and diversity of opinion will strengthen Jefferson Transit.



Professionalism

We take responsibility to uphold the mission statement and core values of Jefferson Transit. When challenged, we display fairness, trust, and good judgment. Individually, we are sincerely interested in self-evaluation and personal growth.



Stewardship

We will be stewards of the environment, of our customers, of the most vulnerable in our community, and of public funds. JTA will take an environmental leadership role by continuing to reduce both community emissions and JTA fleet vehicle emissions by continuing to invest in alternative fuel vehicles. We will also work to reduce our environmental impacts in ways big and small throughout our operations.

02

Why a Long Range Plan?

Growth in Jefferson County

Jefferson County is poised for growth, with a forecast population increase of about 25% between 2018 and 2038, with a corresponding increase in employment of almost 60% -Jefferson County Comprehensive Plan.

A Plan for the Future, Not Just Tomorrow

Jefferson Transit Authority (JTA) began service in 1981 and has served residents and visitors to Jefferson County ever since thanks to voter support of funding for public transit in 1980, 2000, and 2011. JTA is planning for the next twenty years of transit service, connecting people and destinations across Jefferson County and the Olympic Peninsula. This long range plan will help guide decisions on how to evolve Jefferson Transit's network as Jefferson and surrounding counties grow and change. This long range plan is built on the foundation of the following plans and feedback shown to the right.

Jefferson County
Comprehensive Plan
(December 2018)

Jefferson Transit
Authority's Transit
Development Plan

Jefferson Transit
Authority's Mission
and Core Values

City of Port Townsend
& Jefferson County's
2011 Climate Action
Plan

Long range and other planning documents from neighboring transit agencies, including Washington State Ferries, Clallam Transit, Grays Harbor Transit, Mason Transit Authority, and Kitsap Transit

Feedback and
guidance from JTA
staff, the Authority
Board, and the Transit
Advisory Group

Feedback from
community members
via a combination of
in-person and online
open houses, paper
and online surveys,
and public comment at
JTA meetings

Climate Change

The threat from Climate Change is an extinction level event for humanity and the natural world. We need long range strategies and immediate action locally to help model the change that needs to happen internationally.

According to the Jefferson County 2018 Inventory of Greenhouse Gas Emissions, Vehicle Miles Traveled (VMT) is increasing in Jefferson County, both at a total level and a per person basis. Increased VMT leads to more congestion, road wear, and greenhouse gas emissions, while decreasing pedestrian and bicyclist safety. Transit can help mitigate increases in VMT by reducing the number of trips taken by private automobile.

Growth in Jefferson County

Understanding how the County is planning for growth highlights the areas of focus for JTA to accommodate future land use change. Projected population growth highlighted in the Jefferson County Comprehensive Plan is largely concentrated in Port Townsend and its Urban Growth Area (UGA), the Port Hadlock/ Irondale UGA, and the Port Ludlow and Pleasant Harbor (Brinnon) Master Planned Resort (MPR) areas. These areas are projected to absorb 70% of the County's next twenty years of growth, with the remaining 30% scattered throughout more rural areas, as shown in **Table 1**.

Similarly, employment is currently and projected to remain concentrated in Port Townsend, UGA, and MPR areas, as shown in **Table 2**.

In addition to the growth projected in the 2018 Comprehensive Plan, Jefferson County has recently been awarded over \$20 million to construct the Port Hadlock Wastewater Sewer, which may spur higher levels of development in the area served by the new system. The system could "support affordable housing, medical facilities, higher density multifamily residences, senior housing as well as commercial and industrial development" according to the County. These uses are all highly compatible with public transit and may lead to a need for restructured service in the Port Hadlock area.

| Location | 2010 Population | Allocation Total Growth County-wide | 2010-2038 Projected Growth | 2018 Projected Population | 2018-2038 Est. Growth | 2038 Projected Population | 2010-2038 Projected Growth |
|--|-----------------|-------------------------------------|----------------------------|---------------------------|-----------------------|---------------------------|----------------------------|
| Port Townsend UGA | 9,133 | 36% | 3,366 | 9,661 | 2,814 | 12,479 | 1.13% |
| Port Hadlock/Irondale UGA | 2,580 | 19.4% | 1,814 | 3,795 | 1,516 | 5,394 | 1.48% |
| Port Ludlow MPR | 2,603 | 10.1% | 944 | 2,759 | 789 | 3,547 | 1.11% |
| Pleasant Harbor (Brinnon) MPR | -- | 4.5% | 421 | -- | 352 | 421 | 24.1% |
| UGA/MPR Subtotal | 15,296 | 70% | 6,545 | 16,215 | 5,471 | 21,841 | 1.28% |
| Rural & Resource Areas Subtotal | 14,576 | 30% | 2,804 | 15,452 | 2,445 | 17,380 | 0.63% |
| County-wide Subtotal | 29,872 | 100% | 9,349 | 31,667 | 7,816 | 39,221 | 0.98% |

Table 1

Technology

Changing technology will likely affect how JTA operates over the next twenty years, from changing fuel sources for the bus, vanpool, and operations fleets, to on-demand and phone-based dispatching of transit, and the possibility of autonomous vehicle operations. This plan acknowledges that technology changes will occur over the life of the plan.

Financial Constraints

JTA's ability to expand service over the next twenty years will largely be driven by the financial resources available to expand service. As costs to deliver JTA's current transit service are increasing faster than revenue collections, it will be important for JTA to secure additional funding sources. The financial future and funding strategies for JTA are discussed in further detail in Chapter 5.

The anticipated growth throughout Jefferson County will lead to an increased demand on the transportation network. It is crucial that JTA develops this long range plan to plan for the future, while acknowledging that growth patterns, technology, and the financial outlook of the agency will likely change over the next two decades. The outreach, priorities, and establishment of service standards in this plan are just as important to JTA's future planning efforts as the final plan and all will help JTA staff adapt to changing conditions.

| Area | Employment Share | | |
|----------------------------------|------------------|------|------|
| | 2007 | 2018 | 2038 |
| Port Townsend | 51% | 52% | 54% |
| North Peninsula | 6% | 6% | 7% |
| Mid-Peninsula | 9% | 6% | 7% |
| Port Hadlock/Irondale UGA | 9% | 8% | 9% |
| South Peninsula | 2% | 2% | 2% |
| Port Ludlow MPR | 3% | 3% | 3% |
| Rural Jefferson County | 19% | 18% | 13% |

Table 2

03

Jefferson Transit Today

How JTA Operates Now

Jefferson Transit operates a variety of fixed route, dial-a-ride, and vanpool services today.



Existing Routes & Ridership

Jefferson Transit's service area spans 259 square miles and supports County residents, tourists, and people passing through to neighboring counties. JTA provides transit in higher density areas like Port Townsend and the Tri-Area as well as providing rural connections and between regional destinations like Forks to Amanda Park and Port Townsend to Sequim, Brinnon, and Poulsbo. This transit service provides vital connections and allows riders to reduce their climate impact, lessen vehicle congestion for riders and non-riders, and provides access to destinations and opportunities for those that do not have access to a private vehicle or prefer not to drive.

Jefferson Transit currently operates Monday-Saturday and provides eight fixed transit routes in eastern Jefferson County, the route-deviated Olympic Connection in western Jefferson County, and vanpools. Additionally, JTA provides dial-a-ride paratransit door to door service within three-quarters of a mile of the fixed routes. Additionally, JTA provides one-day per week service to Kala Point, Marrowstone Island, and Cape George.

Monthly Ridership Per Route

| Route | Monthly Ridership | Weekday Frequency | Route Type | Weekday Service Hours |
|--|-------------------|--|--------------------------|-----------------------|
| 1 Brinnon/Quilcene/Tri-Area | 1,400 | 2 × AM Trips 2 × PM Trips | Rural/ Trunk Route | 6AM-8PM |
| 2 Fort Worden* | 1,800 | 60min | UGA Routes | 7AM-6:30PM |
| 3 Castle Hill Connector* | 1,600 | 60min | UGA Routes | 7:30AM-7PM |
| 4 Upper Sims Loop* | 3,500 | 30min | UGA Routes | 8AM-6:15 PM |
| 6 Tri-Area Loop | 2,600 | 60min (Combined Route A & B) | UGA Routes | 6:30AM- 7:45PM |
| 7 Poulsbo/ Port Ludlow/Tri-Area | 2,000 | 2 × AM Trips 1 × Midday Trip 2 × PM Trips | Rural/ Trunk Route | 5:45AM-8PM |
| 8 Sequim | 1,700 | 2 × AM Trips 1 × Midday Trip 2 × PM Trips | Rural/ Trunk Route | 6:15AM- 7:30PM |
| 11 Port Townsend Shuttle* | 5,900 | 30min (Combined Loop A & B) | UGA Routes | 7AM-8:15PM |
| Olympic Connection | 1,300 | 2 × AM Trips 2 × PM Trips | Rural/ Trunk Route | 7AM-9PM |
| Dial-A-Ride | 1,100 | Dial-A-Ride | On Demand | 5:55AM-8PM |

Table 3

* Port Townsend focused Route

The current system map, along with 2019 (pre-COVID) monthly ridership for each route is shown in Figure 1 and Table 3.

As shown in Table 3, the Port Townsend routes (#2 – Fort Worden, #3 – Castle Hill Connector, #4 – Upper Sims Loop, and #11 – Port Townsend Shuttle) capture most of the fixed route ridership on the Jefferson Transit system, representing about 60% of the 21,500

average monthly riders. The #6 – Tri-Area Loop has the third highest ridership (higher than Routes #2 and #3) with over 2,500 monthly riders. This ridership data demonstrates that ridership is highest in areas with higher density (Port Townsend and the Tri-Area). However, JTA serves as a vital link for rural transit riders as well as serving as the hub of the Olympic Peninsula, with connections to five other transit agencies.

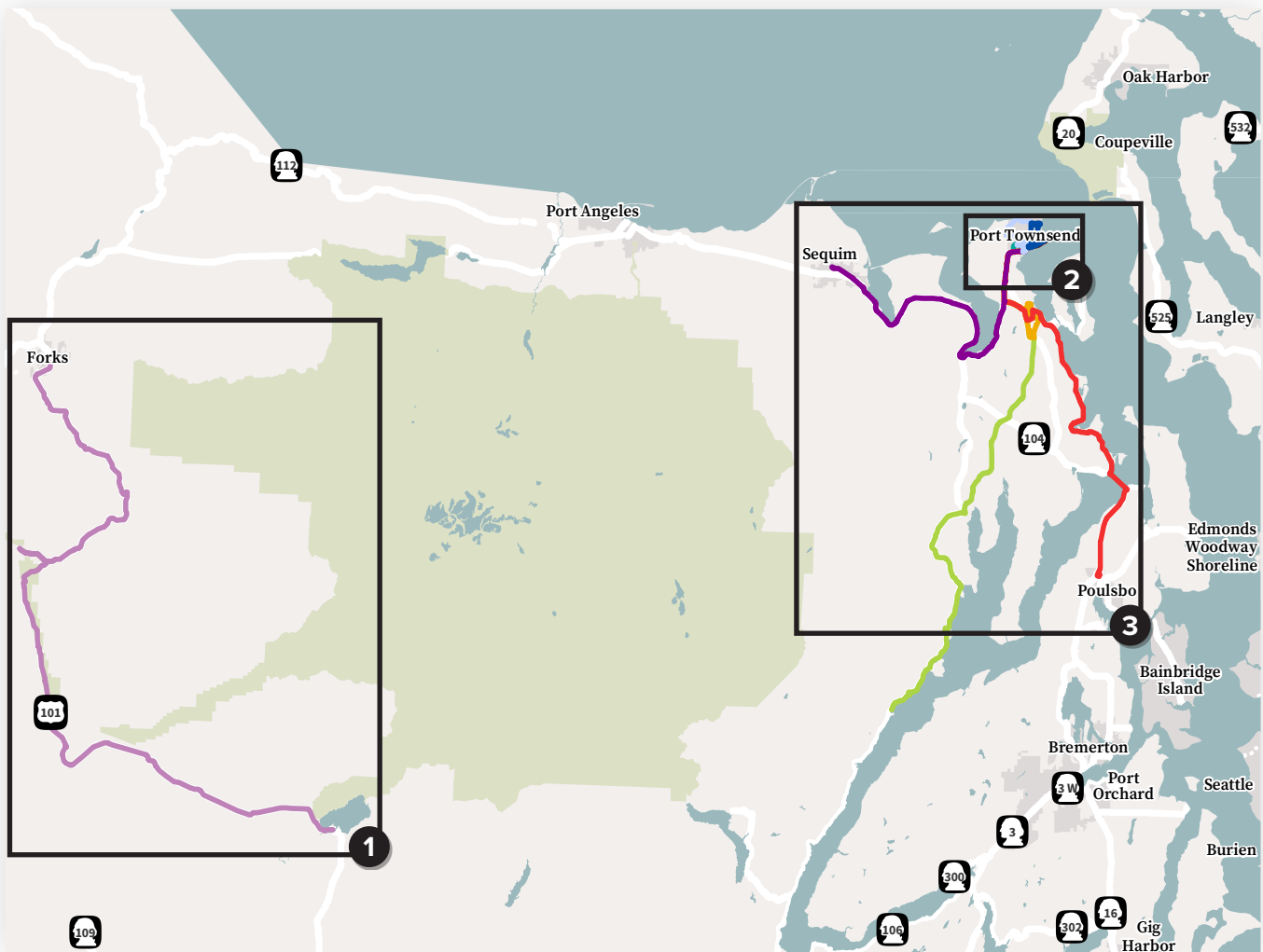


Figure 1



Figure 2

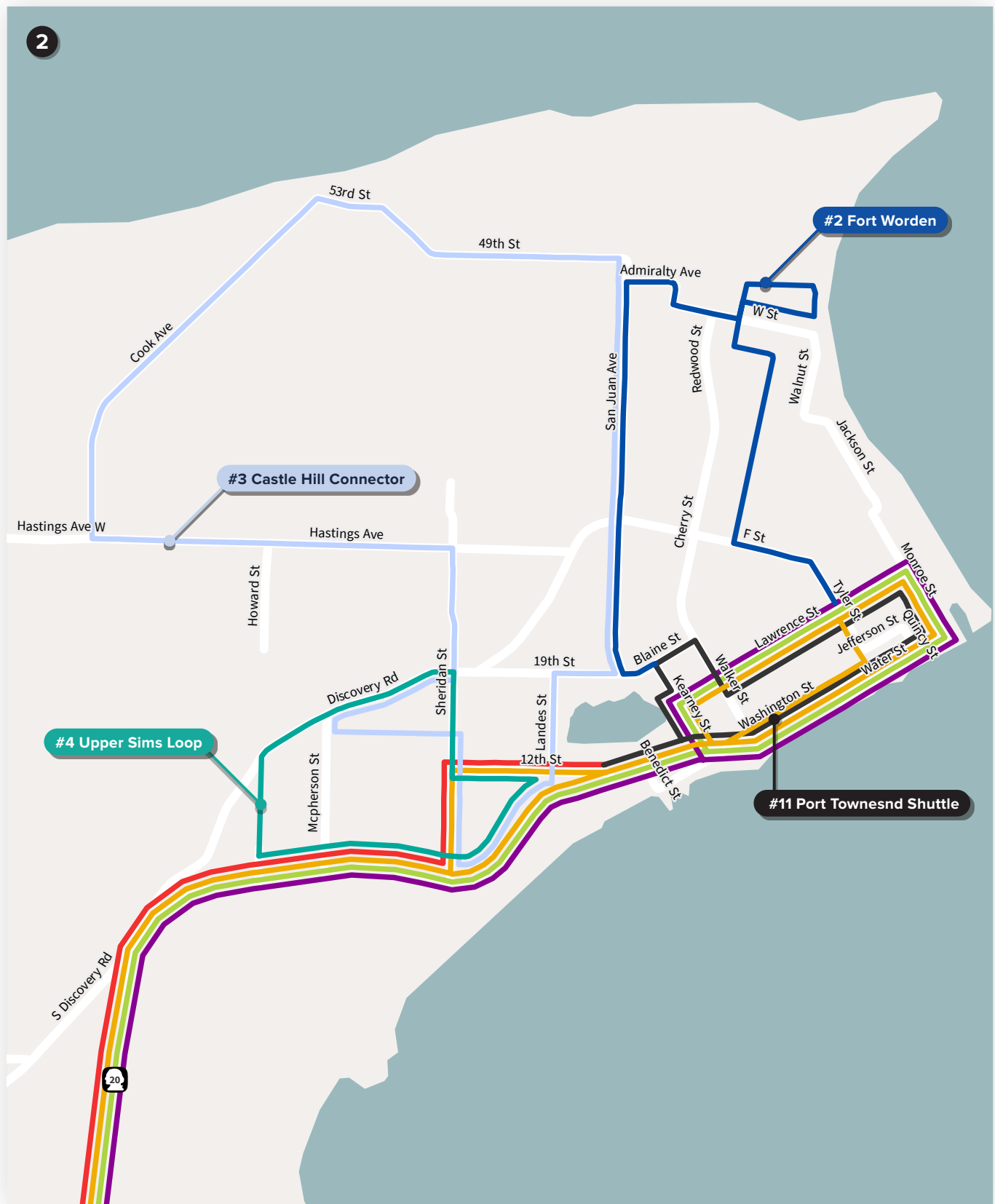


Figure 3



Figure 4

Operating data for Jefferson Transit is shown in **Table 4**, with data reflecting pre-COVID conditions in 2019.

Ridership and service was curtailed in 2020 due to COVID, and while service has been restored, ridership is expected to recover more slowly across most types of service JTA provides. Over the longer term of this plan transit usage is assumed to continue to increase above 2019 levels as growth occurs in Jefferson County and more people seek alternatives to driving private vehicles.

Fare Structure

JTA decided to provide fare free transit during COVID to limit contact between operators and the public. As of the date of this plan, JTA has continued to operate fare free, and will continue to do so for the foreseeable future unless the JTA Board changes the current policy. Fares have historically contributed a very small amount to JTA's revenue, typically in the range of 2-5% per year.

Prior to COVID, JTA fares for routes 1-11 were \$1.50 per day for unlimited rides, \$1 per day for youth (7-18 years old) and honored citizens (seniors 60+ and disabled), and free for children 6 and under. An additional \$1 was charged when boarding outside of Jefferson County. For the Olympic Connection, one-way fares were \$0.50 for adults and \$0.25 for youth and honored citizens, and free for children 6 and under. Dial-a-ride fares were \$1 each way. Jefferson Transit also offered monthly, annual, and commuter passes.



Fixed Route



Dial-A-Ride



Vanpool

Operating Data (2019)

| Metric | 2019 |
|--|---------|
| Fixed-Route (Routes 1-11) | |
| Revenue Hours | 17,176 |
| Revenue Miles | 454,661 |
| Passenger Trips | 243,643 |
| Trips per revenue hour | 14.2 |
| Route-Deviated (Olympic Connection) | |
| Revenue Hours | 4,652 |
| Revenue Miles | 143,435 |
| Passenger Trips | 15,446 |
| Trips per revenue hour | 3.3 |
| Dial-A-Ride | |
| Revenue Hours | 6,074 |
| Revenue Miles | 55,430 |
| Passenger Trips | 12,881 |
| Trips per revenue hour | 2.1 |
| Vanpools | |
| Revenue Hours | 938 |
| Revenue Miles | 39,746 |
| Passenger Trips | 5,290 |
| Trips per revenue hour | 5.6 |

Table 4

Capital and Personnel Inventory

Jefferson Transit operates with a number of capital assets, with a summary included in **Table 5**.

Jefferson Transit employed 49 people as of December 31, 2020, with a full-time equivalent staff of 44.4 staff. Of these 49 staff, 35 are represented by the Amalgamated Transit Union #587.

Existing Financial Conditions

Jefferson Transit has been successful in receiving both voter approved sales tax revenues and grant funding from various sources, including CARES Act funding to

help cover COVID related expenses. Jefferson Transit has generally operated with a small surplus each year, with projections more uncertain for 2020 due to the volatility of COVID. Jefferson Transit will need to continue to be successful in securing grant funding to maintain service at current levels.

Capital Assets by Location

| Capital Asset | Quantities/Notes |
|--|--|
| Four Corners Multi-Modal Facility | 100 space park & ride, administrative offices, maintenance and operations facility, electric vehicle chargers, and bike barn |
| Haines Place Park & Ride Lot | 259 total stalls, Transit Center, and bathrooms |
| Olympic Connection Operation Facility | Leased from the Quillayute Valley School District |

Capital Assets by Vehicle Type

| Capital Asset | Quantities/Notes |
|-----------------------------|--|
| Full Size Buses | 13 |
| Dial-a-ride vehicles | 9 |
| Vanpool vehicles | 7 |
| Other fleet vehicles | 14 (administration/ maintenance support) |

Table 5

Operating Revenues by Type (2014 - 2019)

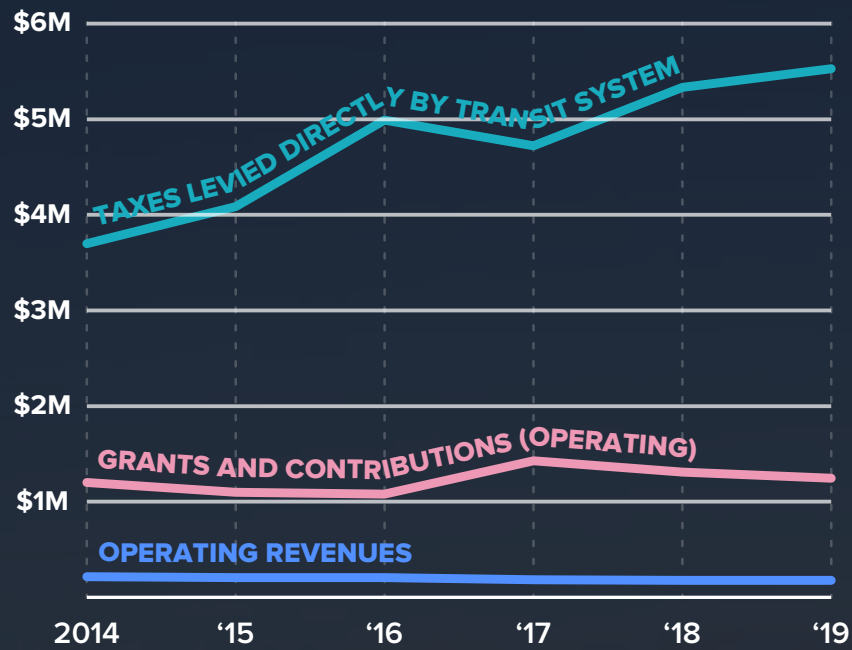
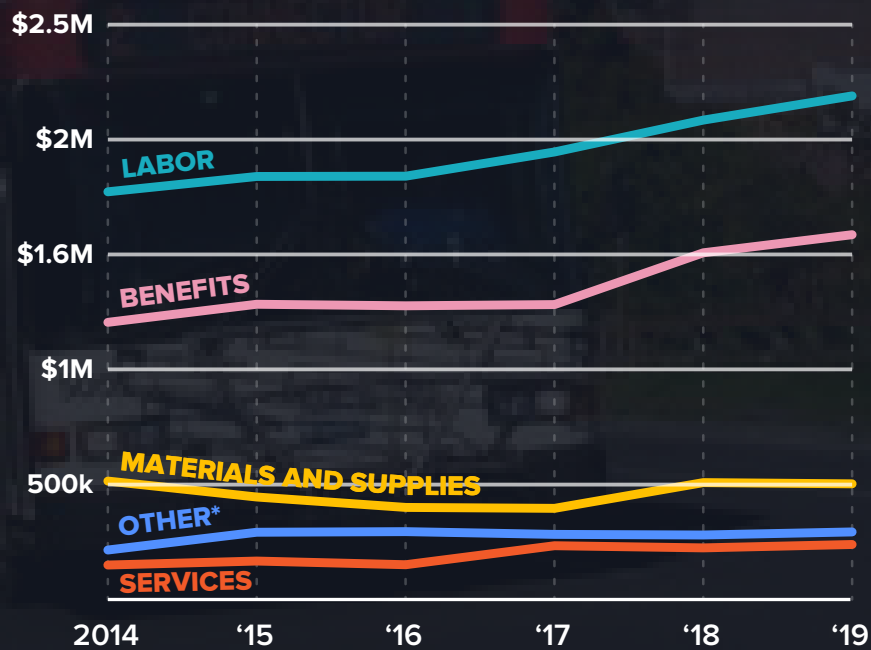


Figure 5

Operating Expenditures by Category (2014 - 2019)



* Includes utilities, insurance, and miscellaneous expenses.

Figure 6











04

What We Heard

Outreach for this plan was conducted continuously throughout the process, and included input from the public, the JTA Board, Citizen Advisory Committee (TAG), JTA Staff, and an Agency Advisory Committee consisting of neighboring transit operators and municipal staff.

Public Outreach Summary

As an integral part of developing the Long Range Plan, we asked the public what Jefferson Transit's role should be in the future, how we should prioritize competing needs for transit, and how Jefferson Transit can better serve the community. Outreach for this plan was conducted continuously throughout the process, and included input from the public, the JTA Board, Transit Advisory Group (TAG), JTA Staff, and an Agency Advisory Committee consisting of neighboring transit operators and municipal staff. A timeline of this outreach is shown below:

| | | | |
|------|-----|---|----------------------------------|
| 2019 | Nov |  | TAG Meeting 1 |
| | Dec |  | Board Meeting 1 |
| 2020 | Jan |  | Open House 1 (In-person) |
| | Feb |  | TAG Meeting 2 AAC Meeting 1 |
| | Mar |  | COVID Hiatus |
| | Apr | | |
| | May | | |
| | Jun | | |
| | Jul | | |
| | Aug | | |
| | Sep | | |
| | Oct | | |
| | Nov |  | TAG Meeting 3 |
| | Dec |  | Board Meeting 2 |
| 2021 | Jan |  | AAC Meeting 2 |
| | Feb |  | Open House 2 (Online) |
| | Mar | | |
| | Apr | | |
| | May |  | TAG Meeting 4 Board Meeting 3 |

Public Outreach Efforts



One in person and one
virtual open house



400 survey responses
across two open
houses



More than 18,000
postcards sent
to residents and
businesses



Information and
signage on busses
and at transit shelters



The public outreach was broken into two major phases, with the first Open House in January 2020 representing the first phase and the Online Open House in February-April 2021 representing the second phase. A website for this plan was available throughout the project and hosted the Online Open House.

Open House 1: January 2020

The first phase focused on learning more about what role JTA serves for residents and why and how they use Jefferson Transit. The Open House included a presentation, information stations, and a paper/online survey. In addition to almost fifty in person attendees, another 150 respondents filled out the Open House survey online or on paper, for a total of 199 responses. The online/paper surveys are shown in **Appendix A** and selected responses are shown below in **Figure 4** and **Figure 5**, with full results of the survey shown in **Appendix B**. Additionally, a summary of the in-person open house is included in **Appendix C**.

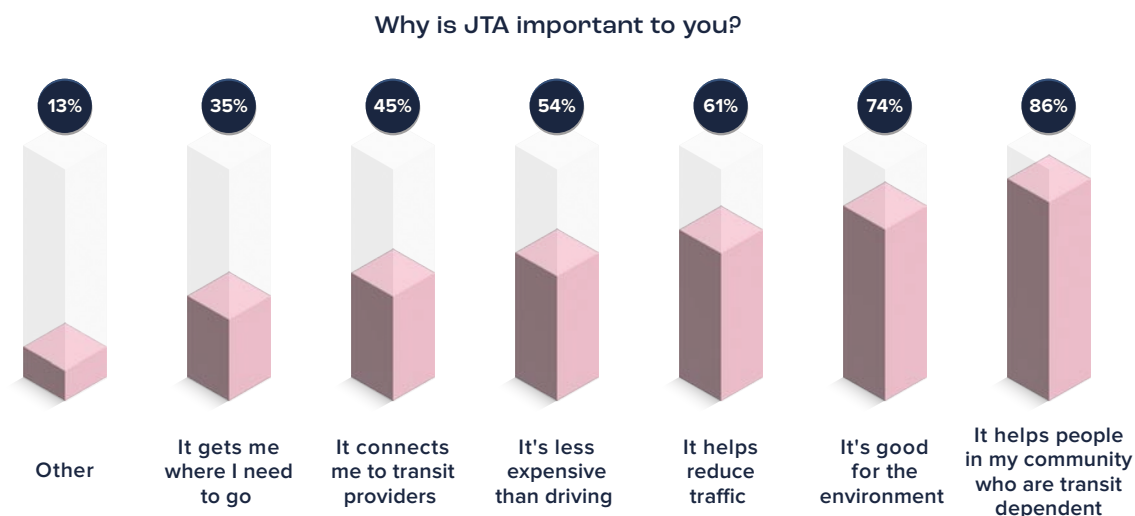


Figure 7

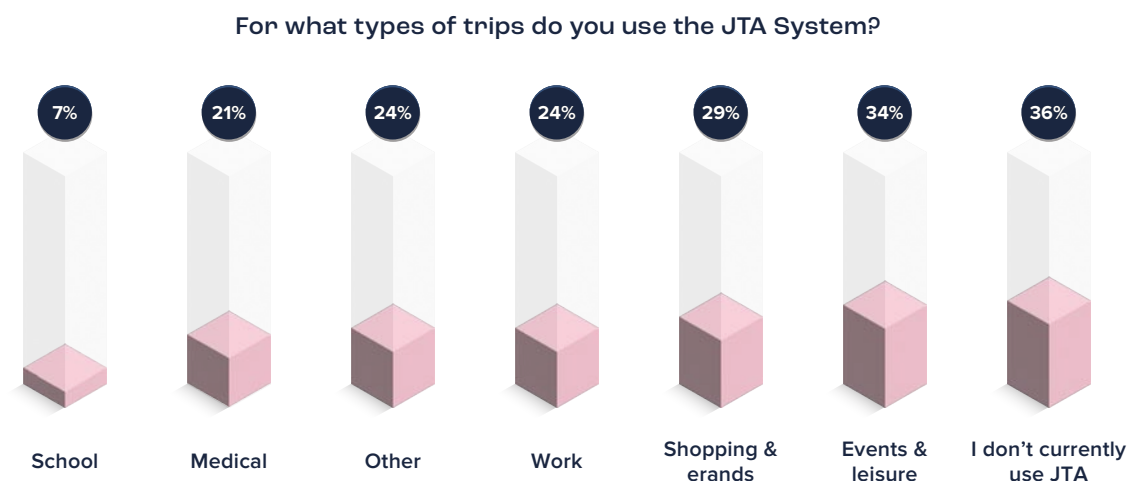


Figure 8

Open House 2 (Online): February-April 2021

Similar to the results from the first open house, respondents ranked access to transit (service to new destinations like the Kingston Ferry, later service times or Sunday Service) higher than increased frequency on existing routes.

The second phase of the public outreach was conducted virtually due to COVID, with the online survey (see **Appendix D**) available from February through April 2021. To boost awareness of the open house, over 18,000 postcards were sent out to area residents and businesses. A total of 182 survey responses were received, with full results available in **Appendix E**.

What We Heard

Jefferson County residents use transit for a variety of reasons, with a high priority for reducing greenhouse gas emissions from transportation and a focus on those who are transit dependent. There is a strong desire for expanded service.

We want to hear from you!

Jefferson Transit needs your input for our Long-Range Plan Open House. Please check out our website for a presentation and take our survey. We need your feedback so we can better meet the community's needs over the next 20 years.

<http://jeffersontransitplan.com/open-house>



Although the Long Range Plan survey is now closed, we are glad to hear from you. Please call **360-385-4777** or email custserv@jeffersontransit.com

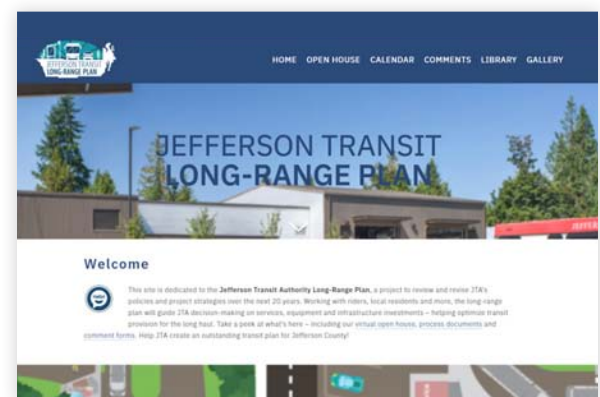
During the leadup to the online open house, two conceptual long-range service concepts and four additional near-term service concepts were developed to solicit feedback on different ways Jefferson Transit can expand service over the next twenty years.

Conceptual long-range service concepts

- » Coverage based expansion: On-demand service to targeted areas without fixed route service
- » Increased frequency in high ridership areas: Reduces wait times in high ridership areas to encourage more transit trips

Near-term service concepts

- » Kingston Express service: Provides a direct connection to the Ferries to Edmonds and Downtown Seattle from the Kingston Ferry Terminal
- » Later evening service: On-demand service provides riders to service industry employees with later travel needs
- » Sunday service: Provides on-demand service on Sundays
- » Split the Tri-Area route: Provides higher frequency for the Tri-Area but requires a transfer at the Four Corners transit hub



The open house survey solicited the community's priorities for expanding service based on reviewing the outcomes of the service concepts. The priorities as defined by the service concept outcomes were ranked in the following order by respondents:

- » **Access to Opportunities:** How many jobs and services can be reached via transit
- » **Proximity to Service:** How many people are within a walking distance of transit service
- » **Ridership:** The expected increase in Jefferson Transit riders per additional hour of transit service
- » **Rider Experience:** Walk time, wait time, and transit travel time

Climate Change Feedback

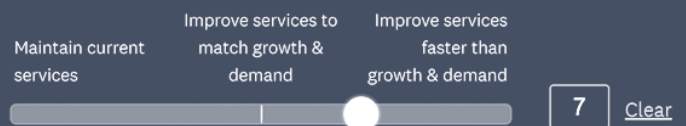
We heard a strong desire to more explicitly include information on how JTA will work to reduce greenhouse gas emissions in Jefferson County. We heard this feedback from many, including T-Lab, Local 2020, individual community members, and JTA Board members.

What We Heard

Jefferson County residents prioritize access to transit and opportunities over ridership and travel times. This indicates that Jefferson Transit should focus service expansion on serving more people over increasing frequency on existing routes.

The survey also gauged the public's support for expanding transit service by increasing the revenue for JTA over the next two decades:

Using the slider below, please indicate what level of transit service **growth** and **revenue collection** you'd support over the next twenty years to improve JTA service:



Respondents averaged 7 points on this ten point scale, demonstrating support for service growth and increased revenue.





JTA Board, Staff, Transit Advisory Group, & Agency Advisory Committee Feedback

An open dialog was maintained with the Jefferson Transit Board, Jefferson Transit Staff, Transit Advisory Group (TAG), and Agency Advisory Committee (AAC) through numerous presentations and discussions throughout the development of this plan. Results from public outreach efforts were presented and guidance on the development of this plan were provided by each group. High-level feedback is summarized below:

JTA Board

Provided input at several points throughout the creation of this plan. Prioritized and helped guide the creation of service standards and strategies. Heard a large desire for increased environmental goals as part of this plan.

JTA Staff

Provided overall guidance throughout the Long Range Plan process and shaped the service concepts. Provided information on existing conditions and financial conditions. Directed public and stakeholder outreach activities.

TAG

Provided input at several points throughout the creation of this plan. Prioritized outreach and education on transit and safety on and off the bus, as well as reduction of GHG emissions from transportation sources from JTA directly and from the community at large.

AAC

Provided input at several points throughout the creation of this plan. Prioritized high quality connections to and coordination with neighboring transit agencies. Provided input on how to align with individual agency plans.



05

Financial Future & Funding Strategies

The Need for Increased Funding

Additional Resources Needed for Increased Service

Jefferson Transit has been very successful in receiving voter approval for transit sales tax measures, with positive votes in 1980, 2000, and 2011. The voter approved sales tax measures total 0.9% (or \$0.90 on every \$100 purchase). In addition to sales tax revenue, JTA is funded with a mix of a state operating grant, local grants & contributions, fares, federal operating grants, federal capital grants, and miscellaneous other revenue. Sales tax revenue and the federal operating grant compose the majority of JTA's historic and projected revenue (per the Draft Transit Development Plan 2021-2026), with the remaining sources only accounting for about one-third or less of the total revenue.


Jefferson Transit has traditionally operated with expenses and revenue relatively balanced. This means that service currently deployed is the most service JTA can sustainably provide with current funding. As Jefferson County's population grows, sales tax revenue

growth will likely be sufficient to accommodate growth in operating costs, but without additional or increased funding sources, JTA will not be able to expand service above existing/pre-COVID levels. Further detail on Jefferson Transit's future revenue and costs are included in the following sections.

Baseline Cost Projections

Cost projections for both operational and capital expenditures were developed to assess the implications for the Long Range Plan and future service levels. Operational cost projections applied growth rates for individual expenditure items - such as wages, maintenance, professional services, and fuel expenditures - under a business as usual scenario for each program through 2040. Capital cost projections are based on Jefferson Transit' draft six-year Capital Improvement Program (CIP) only, and not extended through 2040. Projected costs over the next twenty years are reflected in the "Baseline Scenario," where current operations and levels of service are assumed to remain unchanged.

Operational cost projections assumed future annual growth rates mostly based on the expenditures for the previous 5-year period (2014-2019). However, some line items used other assumptions, to account for large differences in recent expenditures (positive and negative) that are not likely to continue over the next 20 plus years. Additionally, a minimum capital investment is required in order to replace the fleet as vehicles age out of service. Those capital costs are not included in the annual operating costs. Overall, operational costs are projected to increase by about \$16 million by 2040 with an average annual growth rate of 4.5% based on economic models that account for inflation and other rising costs. The largest share of the growth in expenditures is from fixed route and route deviated service due to assumed growth rate of wage and benefit expenditures. In 2016 Fixed Route wages and benefits totaled \$3.8 million. By 2040 wages and benefits are projected to increase to \$12.3 million, or two-thirds of all operating expenditures.



Jefferson Transit will take advantage of unprecedented federal and state funding for alternative fuel vehicles, including battery electric and other zero emissions fleet vehicles. External capital funding will be needed to install infrastructure to support a transition to zero emissions vehicles.

Baseline Revenue Projections

Jefferson Transit's sales tax revenues were projected over the planning period by modeling Jefferson Transit sales tax revenues as a function of the Jefferson County sales tax base. This allows revenue projections to make use of a forecast of the regional economy that produces estimates of growth in retail sales tax base and other variables of interest. The model estimates changes in the sales tax base, which also permits direct

estimates of revenue yield from rate changes. The method also provides confidence intervals around the point estimates of the coefficients from the models. These confidence intervals can be employed in the development of low- and high-range estimates of revenue yield.

The revenue projections estimate total operating revenue in 2040 of over \$15 million in nominal dollars. Sales tax revenues continue to

be the largest share of Jefferson Transit's revenue base. In 2019 sales tax revenues were 75 percent of total revenues. By 2040, sales tax revenues would be 76 percent of total revenues.

In 2022, JTA is assessing the costs and benefits of providing fare-free service on some routes in an effort to remove barriers and increase ridership.

The chart below shows actual (2014-2020) and forecasted (2021-2040) operating costs and revenues for Jefferson Transit. These forecasts were developed based on a financial model and show that over the next two decades, with no changes to existing service, expenses will

outpace revenue towards the end of the life of this plan. If service were expanded without a corresponding increase in revenue, the date that expenses are larger than revenues would be even sooner.

Baseline Operating Costs & Revenues

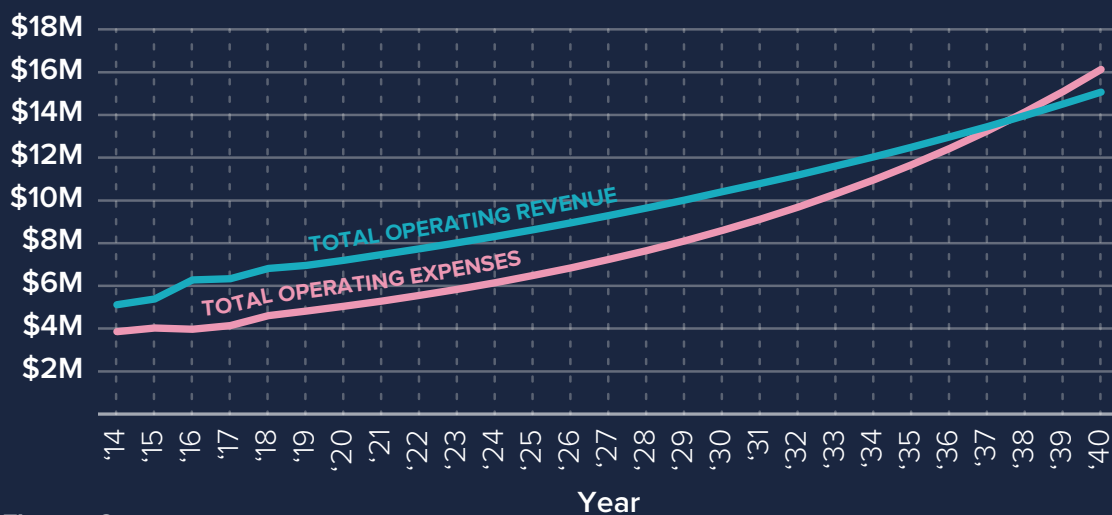


Figure 9

The draft six-year Capital Improvement Program identifies both facility improvements and vehicle replacements and upgrades that will necessitate additional capital spending beyond what has been typical over recent years. Capital needs are about \$4 million per year over the next six years. This program will

replace or expand the large bus fleet with new vehicles across JTA's range of bus and other fleet vehicle types. This capital program will require transfers from the operating budget to the capital fund and securing the necessary capital grants to support the new investment.

06

JTA Tomorrow

Service Standards and Strategies to Guide Service Growth



Service Standards and Strategies to Guide Service Growth

As part of this plan, JTA Staff, the TAG, and the JTA Board guided the development of conceptual service standards and strategies. Service standards will help JTA determine when, where, and how to expand service in a financially constrained future while remaining adaptable to evolving conditions. As shown in the previous section, JTA can only expand service in conjunction with increased funding generally supported by land use growth within the County. While there are many requests for additional service and competing needs, these service standards and strategies will provide guidance for how to expand service.

- » Increase service to match population and employment growth while also seeking additional funding to increase transit service and ridership.
- » Continue the role as a regional connector
 - » Align with neighboring transit agencies to reduce wait times within schedule constraints.
 - » Prioritize aligning connections where transfer location amenities are lower.
- » Prioritize multi-modal connections such as active transportation (trail connections, bike/walk paths such as the Olympic Discovery Trail, connections to walkable downtown Port Townsend, etcetera) and ferry service, in order to enable car free connections to recreation and tourism
- » Identify tourism-based service opportunities within federal rules regarding charter service to provide access to tourism destinations within the JTA service area. A few examples of tourism destinations include cider farms, agritourism, farm tours, local festivals, and events.
- » Focus service growth to major travel destinations, such as the hospital, libraries, grocery stores, Water Street district, parks, housing providers, and community
- » Increase ridership for the benefits it brings: less GHG emissions, less congestion, more equity. Consider switching to permanent fare free operations instead of temporary. Empower TAG to explore creative ways to increase ridership.
- » JTA will participate in land use planning processes, when appropriate, to maximize access to transit, particularly in the Tri Area.
- » JTA will seek federal and state funding for zero emission vehicles.
- » JTA will participate in statewide efforts to make rural transit more nimble and adaptable.
- » JTA will demonstrate willingness to embrace new technologies and service delivery models.

On-Demand Routes

Many transit agencies are deploying microtransit routes, which are hybrids between fixed route transit service and demand response service. These more flexible routes can receive pickup requests via smartphone app or telephone dispatch and can more effectively serve less dense areas where fixed route service would not serve a large enough ridership base. An example of an on-demand service route could include one or two vehicles providing service to Cape George and Kala Point. Riders would transfer to other buses at the Four Corners transit hub.

Prioritizing Resources

As additional resources become available through growth in Jefferson County and potentially through other state and federal funding opportunities, JTA staff will use the service standards and strategies to evaluate potential new transit service. If more than one service expansion is being evaluated simultaneously, the service standards will help JTA staff, the TAG, and the JTA Board to prioritize JTA's limited resources.

JTA's Climate Change Focus

- » JTA is one part of the County's transportation system, but will play a leading role in decreasing fleet and community emissions by increasing alternative fuel vehicles and increasing ridership.
- » JTA is committed to studying the best alternative fuel sources (including battery electric buses, hybrids, Compressed Natural Gas, Hydrogen Fuel Cell, or other sources) which balances operational needs with greenhouse gas emission reductions as fleet technology progresses.
- » JTA is making changes large and small to reduce our environmental footprint:
 - » Increasing EV charging at Park & Ride lots.
 - » Increased recycling programs.
 - » Expanding bike racks on buses to allow more active mode connections to transit.
 - » Switch to biodiesel bus fleet.
 - » For every vehicle purchased or obtained, zero emission options shall be considered and brought to the Board for discussion.
 - » No idling policy for buses on layovers.
- » JTA will participate robustly in the Climate Action Committee.
- » JTA will create and achieve bi-annual goals for climate change mitigation and adaptation through a Climate Action Plan.



07

Implementation Strategies

Steps to implement this plan



Moving forward, Jefferson Transit will continue to plan for the near term and the long term and seek to find new ways to increase transit service in Jefferson County. Here are JTA's next steps to implement this Long Range Plan:

Incorporate Service Standards and Strategies

Service standards and strategies provide JTA with the tools to objectively evaluate additions to the transit network and ensure that new service is provided in the most efficient manner while achieving the broader objectives of JTA and provide ideas on how to increase service.

Regional Coordination

JTA will continue to coordinate with regional partners to make sure that any new service integrates with neighboring agencies' short and long term plans and that connections between agencies are as seamless and comfortable as possible.

Increased Funding

JTA will consider new funding and revenue sources in order to increase transit service in Jefferson County. New funding sources may be external (such as state and federal sources) or internal (such as new revenue sources from County residents and tourists).

Update the Plan

Due to continual changes in Jefferson County, technology, and finances, this plan should be reviewed and updated on a periodic basis to help JTA respond to current and future conditions. This plan should be updated every five to seven years.

Emerging Trends and New Service Types

Transportation and transit systems may be dramatically changing over the life of this plan. New technologies have the potential to affect how JTA provides service, and will be considered in future Long Range Plan updates:

Autonomous technology

Autonomous driving technology is possible within the horizon of this plan, but likely not in the near-term future. Jefferson Transit will continue to monitor autonomous technology and consider ways this could help increase transit service.

Long-term Impacts of COVID on travel demand

COVID may permanently change how people travel to work and use transit. Some emerging trends include more work from home (either permanently or some days each week) and reticence to take public transit if private transportation is available.

Non-motorized access to transit

Many transit agencies are taking a larger role in improving access to transit facilities by partnering with local agencies to expand sidewalk and bike facility investments.

Coordination with Regional Partners

Jefferson Transit will continue to coordinate with regional partners, such as the Peninsula Regional Transportation Planning Organization, Washington State Department of Transportation, Washington State Ferries, Clallam Transit, Grays Harbor Transit, Mason Transit, and Kitsap Transit. Jefferson Transit serves as the hub of the Olympic Peninsula and connects to each of these transit systems.

Climate Change Focus

Through the strategies in the previous chapter, JTA will work to reduce the climate change impacts of our own service and the community's transportation emissions.

Appendix

A



JTA Long-Range Plan Questionnaire

Page One : Patterns & Priorities

Jefferson Transit Authority (JTA) is leading a process to review and update its long-range (comprehensive) plan, guiding investments over the next 20 years. Tell us what you think - and help plan the future of local transit!

* The zip code where I reside is: (select one)

Why is JTA important to you? (check all that apply)

- ☐ It helps reduce congestion
- ☐ It helps people in my community who are transit-dependent
- ☐ It's good for the environment
- ☐ It's less expensive than driving
- ☐ It gets me where I need to go
- ☐ It connects me to neighboring transit providers
- ☐ Other (please specify)

For what types of trips do you use the JTA system?(check all that apply)

- ☐ Work
- ☐ School
- ☐ Medical
- ☐ Shopping/ Errands
- ☐ Events/ Leisure
- ☐ I don't currently use JTA
- ☐ Other (please specify)

Which JTA routes do you use regularly/ most frequently?(check all that apply.

See JTA [system map](#) if unsure)

- ☐ Brinnon (#1)
- ☐ Fort Worden (#2)
- ☐ Castle Hill/ Cook Avenue (#3)
- ☐ Upper Sims Loop (#4)
- ☐ Tri Area Loop (#6)
- ☐ Poulsbo (#7)
- ☐ Sequim (#8)
- ☐ PT Shuttle (#11)
- ☐ Olympic Connection
- ☐ Dial-a-Ride
- ☐ None (I don't use JTA)
- ☐ Don't know

If you use JTA to connect to other transit options, which of the following do you use? (check all that apply)

- ☐ Kitsap Transit
- ☐ WSDOT Ferries
- ☐ Clallam Transit
- ☐ Grays Harbor Transit
- ☐ Island Transit
- ☐ Mason Transit
- ☐ Dungeness Line
- ☐ None (I don't use JTA to connect to other services)
- ☐ Other (please specify)

Given resource limits, JTA needs to prioritize how it provides services. Please rank the following approaches in your order of preference, where 1 = Highest, and 3 = Lowest

1
2
3



Greater coverage (Upside: Buses stop closer to your origin or destination, or more routes cover areas that currently don't have service. Downside: Buses are likely to come less often, or not operate as many hours each day or on weekends)

1
2
3



Higher frequency (Upside: Buses come more often, decreasing wait times. Downside: Buses may need to stop further from your origin or destination, or operate fewer hours each day or on weekends)

1
2
3



More hours (Upside: Buses run longer schedules on weekdays and/ or on weekends. Downside: Buses may need to stop further from your origin or destination, or arrive less frequently)

What emerging service trends should JTA address in its new long-range plan?

(check all that apply)

- ☐ Autonomous Vehicle Technology (self-driving buses)
- ☐ Battery-powered or alternative fuel buses
- ☐ Access-to-Transit (improved bike and pedestrian connections, managed park-and-rides, etc.)
- ☐ Real-time bus arrival info (via smartphone app or website)
- ☐ None of the above/ don't know
- ☐ Other (please specify)

What one change could JTA make that would make you use transit more often?

In what ways should JTA evolve to better serve you and residents of Jefferson County?



JTA Long-Range Plan Questionnaire

Page Two : About You

These last few questions help us better understand local needs and perspectives.

What is your average daily commute time? (one way, regardless of mode)

- ☐ Under 30 minutes
- ☐ 30 - 45 minutes
- ☐ 45 - 60 minutes
- ☐ 60 - 90 minutes
- ☐ 90 minutes or more
- ☐ Zero (I don't commute to work)

Including yourself, how many people live in your household?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6 or more

How many cars or trucks do you have in your household? (used for transportation)

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3 or more

Your age:

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

Your gender?

- ☐ Female
- ☐ Male
- ☐ Other (please specify)

Interested in more on JTA's long-range plan? Visit our [project website](#). Have further questions? Add your contact info and we'll get in touch!

Your first name:

Email address:

Phone number:

JTA Survey: Patterns & Priorities

Jefferson Transit Authority (JTA) is leading a process to review and update its long-range (comprehensive) plan, guiding investments over the next 20 years. Tell us what you think - and help plan the future of local transit!



Q.01 - The zip code where I reside is: (Check one)

| | | | |
|--------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> 98320 | <input type="checkbox"/> 98339 | <input type="checkbox"/> 98368 | <input type="checkbox"/> Other/ outside Jefferson County |
| <input type="checkbox"/> 98325 | <input type="checkbox"/> 98358 | <input type="checkbox"/> 98376 | |
| <input type="checkbox"/> 98331 | <input type="checkbox"/> 98365 | <input type="checkbox"/> 98382 | |

Q.02 - Why is JTA important to you? (Check all that apply)

| | |
|--|--|
| <input type="checkbox"/> It helps reduce congestion | <input type="checkbox"/> It gets me where I need to go |
| <input type="checkbox"/> It helps people who are transit-dependent | <input type="checkbox"/> It connects me to other transit providers |
| <input type="checkbox"/> It's good for the environment | <input type="checkbox"/> Other (Please specify) |
| <input type="checkbox"/> It's less expensive than driving | _____ |

Q.03 - For what types of trips do you use the JTA system? (Check all that apply)

| | |
|--|---|
| <input type="checkbox"/> Work | <input type="checkbox"/> Events/ Leisure |
| <input type="checkbox"/> School | <input type="checkbox"/> None (I don't currently use JTA) |
| <input type="checkbox"/> Medical | <input type="checkbox"/> Other (Please specify) |
| <input type="checkbox"/> Shopping/ Errands | _____ |

Q.04 - Which JTA routes do you use regularly/ most frequently? (Check all that apply)

| | |
|--|---|
| <input type="checkbox"/> Brinnon (#1) | <input type="checkbox"/> Sequim (#8) |
| <input type="checkbox"/> Fort Worden (#2) | <input type="checkbox"/> PT Shuttle (#11) |
| <input type="checkbox"/> Castle Hill/ Cook Avenue (#3) | <input type="checkbox"/> Olympic Connection |
| <input type="checkbox"/> Upper Sims Loop (#4) | <input type="checkbox"/> Dial-a-Ride |
| <input type="checkbox"/> Tri-Area Loop (#6) | <input type="checkbox"/> None (I don't use JTA) |
| <input type="checkbox"/> Poulsbo (#7) | <input type="checkbox"/> Other (Please specify) |
| | _____ |

Q.05 - If you use JTA to connect to other transit options, which of the following do you use? (Check all that apply)

| | |
|---|--|
| <input type="checkbox"/> Kitsap Transit | <input type="checkbox"/> Mason Transit |
| <input type="checkbox"/> WSDOT Ferries | <input type="checkbox"/> Dungeness Line |
| <input type="checkbox"/> Clallam Transit | <input type="checkbox"/> None (I don't use JTA to connect to other services) |
| <input type="checkbox"/> Grays Harbor Transit | <input type="checkbox"/> Other (Please specify) |
| <input type="checkbox"/> Island Transit | _____ |

Q.06 - Given resource limits, JTA needs to prioritize how it provides services. Please rank the following approaches in your order of preference, where 1 = Highest, and 3 = Lowest

| |
|---|
| <input type="checkbox"/> Greater coverage (Upside: Buses stop closer to your origin or destination, or more routes cover areas that currently don't have service. Downside: Buses are likely to come less often, or not operate as many hours each day or on weekends) |
| <input type="checkbox"/> Higher frequency (Upside: Buses come more often, decreasing wait times. Downside: Buses may need to stop further from your origin or destination, or operate fewer hours each day or on weekends) |
| <input type="checkbox"/> More hours (Upside: Buses run longer schedules on weekdays and/ or on weekends. Downside: Buses may need to stop further from your origin or destination, or arrive less frequently) |

Q.07 What emerging service trends should JTA address in its new long-range plan? (Check all that apply)

| | |
|---|---|
| <input type="checkbox"/> Autonomous Vehicle Technology (Self-driving buses) | <input type="checkbox"/> Access-to-Transit (improved bike and pedestrian connections, managed park-and-rides, etc.) |
| <input type="checkbox"/> Battery-powered or alternative fuel buses | <input type="checkbox"/> None (I don't know) |
| <input type="checkbox"/> Real-time bus arrival info (via smartphone app or website) | <input type="checkbox"/> Other (Please specify) |
| | _____ |

(Additional questions on reverse side)

Q.08 - What **one change** could JTA make that would make you use transit more often?

Q.09 - In **what ways** should JTA evolve to better serve you and residents of Jefferson County?

Q.10 - What is your average daily commute time? (One way, regardless of mode)

- ☐ Under 30 minutes
☐ 30 - 45 minutes
☐ 45 - 60 minutes

- ☐ 60 - 90 minutes
☐ 90 minutes or more
☐ Zero (I don't commute to work)

Q.11 - Including yourself, how many people live in your household?

- ☐ 1
☐ 2
☐ 3

- ☐ 4
☐ 5
☐ 6 or more

(Fold along lines to mail)

Q.12 - How many cars or trucks do you have in your household? (*Used for transportation*)

- ☐ 0
☐ 1

- ☐ 2
☐ 3 or more

Q.13 - What is your age range?

- ☐ Under 18
☐ 18-24

- ☐ 25-34
☐ 35-44

- ☐ 45-54
☐ 65+

Q.14 - What is your gender?

- ☐ Female
☐ Male

- ☐ Other (*Please specify*)



Thank you for your time and input!

Please return this survey by February 12, 2020 – and be sure to attend upcoming meetings, track progress or complete this questionnaire at:

www.jeffersontransitplan.com



(Scan with phone: jump to survey!)

(Fold along lines to mail)

JTA Long-Range Plan
Jefferson Transit Authority
634 Corners Road
Port Townsend, WA 98368

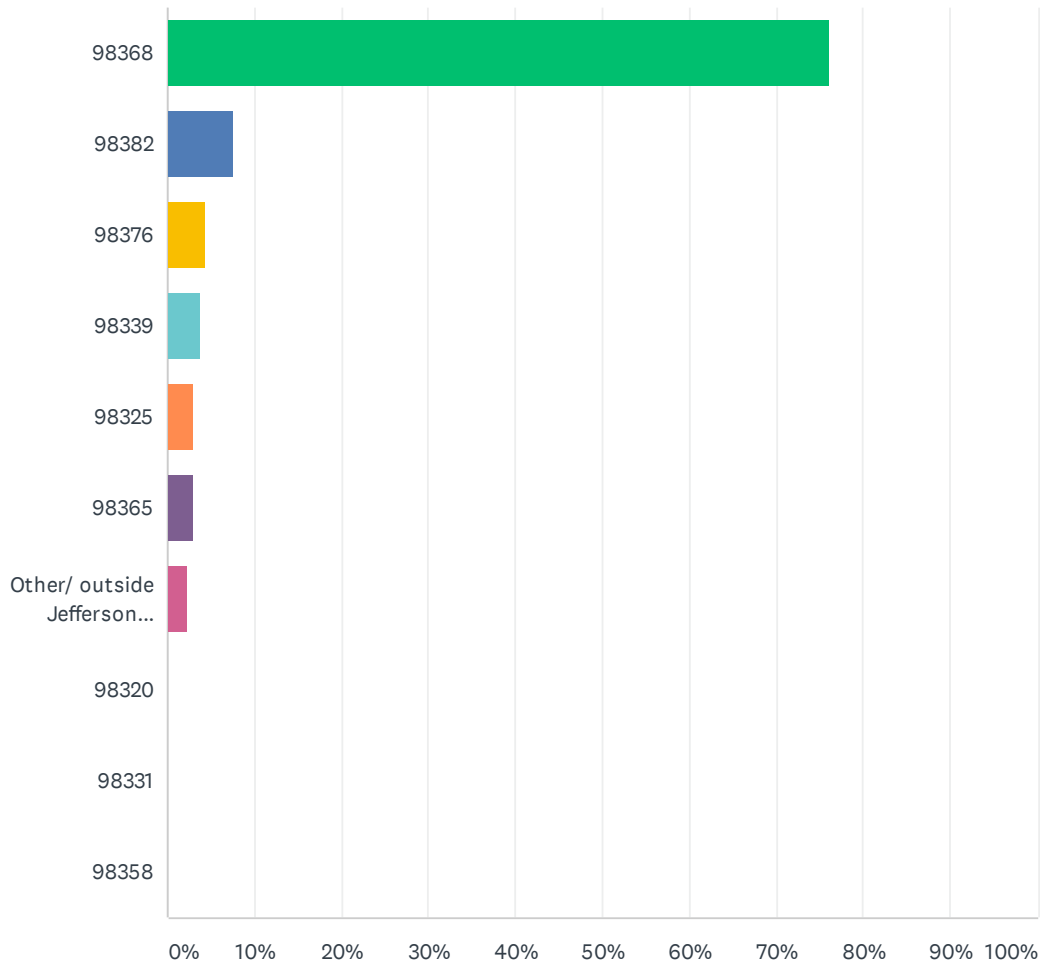
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and mail, drop
off with driver, or
at Haines Center,
440 12th Street

Appendix

B

Q1 The zip code where I reside is: (select one)

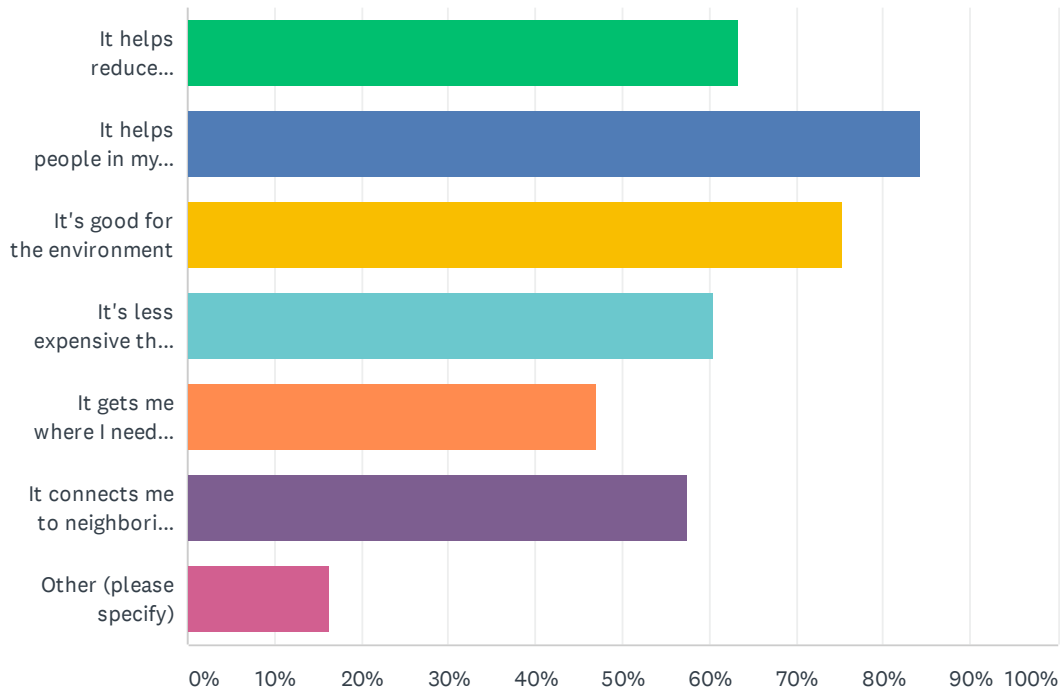
Answered: 134 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---------------------------------|-----------|-----|
| 98368 | 76.12% | 102 |
| 98382 | 7.46% | 10 |
| 98376 | 4.48% | 6 |
| 98339 | 3.73% | 5 |
| 98325 | 2.99% | 4 |
| 98365 | 2.99% | 4 |
| Other/ outside Jefferson County | 2.24% | 3 |
| 98320 | 0.00% | 0 |
| 98331 | 0.00% | 0 |
| 98358 | 0.00% | 0 |
| TOTAL | | 134 |

Q2 Why is JTA important to you? (check all that apply)

Answered: 134 Skipped: 0



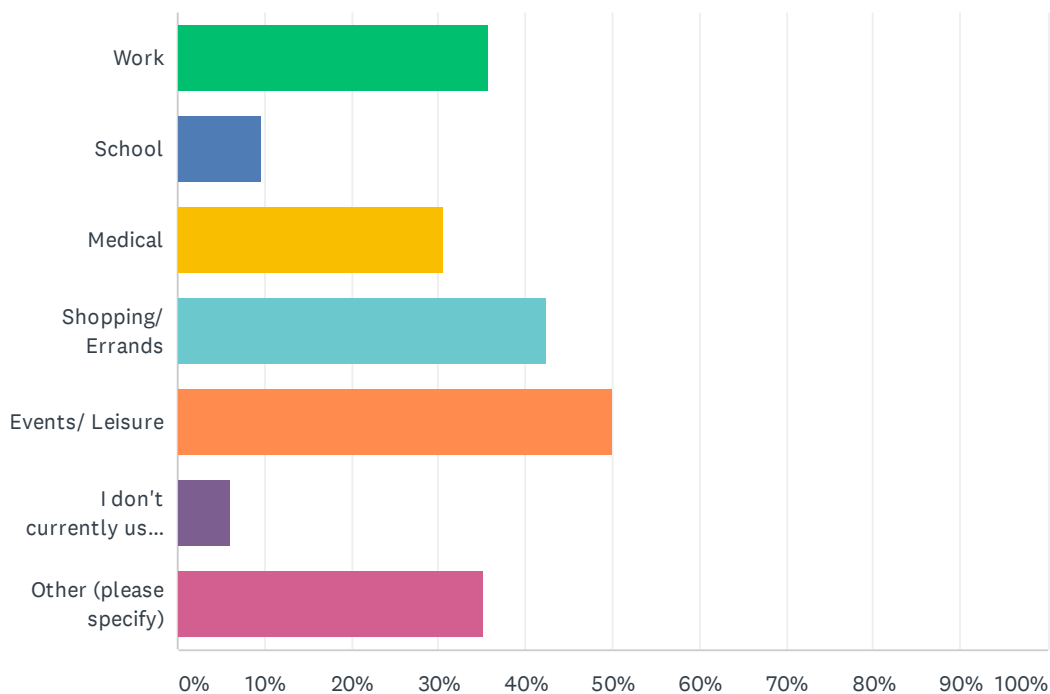
| ANSWER CHOICES | RESPONSES | |
|---|-----------|-----|
| It helps reduce congestion | 63.43% | 85 |
| It helps people in my community who are transit-dependent | 84.33% | 113 |
| It's good for the environment | 75.37% | 101 |
| It's less expensive than driving | 60.45% | 81 |
| It gets me where I need to go | 47.01% | 63 |
| It connects me to neighboring transit providers | 57.46% | 77 |
| Other (please specify) | 16.42% | 22 |
| Total Respondents: 134 | | |

JTA Long-Range Plan Questionnaire

| # | OTHER (PLEASE SPECIFY) | DATE |
|----|---|--------------------|
| 1 | Its potential to change our car-dependent society for the better | 3/11/2020 9:09 AM |
| 2 | Preschool use | 2/13/2020 10:56 AM |
| 3 | It let's me work full time without a car. I rely on it for my daily commutes and weekly errands. | 2/12/2020 11:33 PM |
| 4 | It's fun! | 2/11/2020 4:34 PM |
| 5 | vanpool services | 2/11/2020 3:17 PM |
| 6 | Vital to slow global warming and get cars off road. | 2/10/2020 2:29 PM |
| 7 | All of the above are obviously true - ask a smarter question for heavens sake!!! | 2/10/2020 2:23 PM |
| 8 | Takes my son to work and back | 2/8/2020 1:49 PM |
| 9 | It allows me to get my bicycle from PT to Hwy.101 and the Discovery Trail without having to ride the narrow, dangerous part of Hwy.20. | 2/4/2020 8:49 PM |
| 10 | As well as blind and disabled riders. | 2/2/2020 12:14 PM |
| 11 | It's there in a pinch if I need it. Also immensely helpful during events. | 2/2/2020 8:36 AM |
| 12 | Provides services for developmentally disabled folks | 1/31/2020 9:01 PM |
| 13 | it is THE key to reducing GHG significantly | 1/31/2020 3:58 PM |
| 14 | very pleased with services | 1/31/2020 3:42 PM |
| 15 | people with developmental disabilities | 1/31/2020 3:35 PM |
| 16 | dial a ride | 1/31/2020 3:22 PM |
| 17 | I would love to be able to travel outside PT without my care more easily. | 1/31/2020 3:05 PM |
| 18 | Social interactions; productivity; relaxation | 1/31/2020 2:16 PM |
| 19 | I can't drive at night. | 1/31/2020 11:28 AM |
| 20 | We are an old community and many of us better off NOT driving. And it saves carbon, fewer individual cars. | 1/31/2020 10:48 AM |
| 21 | In a miniscule town with an overtly aging population, let's transform drivers into riders. To do so, the bus MUST run on Sundays and evenings, even if limited. | 1/28/2020 6:54 PM |
| 22 | Commute, Regional Transportation, vehicle miles saved on my car, meet other professionals to perform better collaborative work, not get killed or disabled on SR20 between HWY101 to Anderson Lake Road, JTA is a little agency doing the best it can and employing good people,my loyalty keeps ridership numbers up for others to ride an occasional regional trip. | 1/28/2020 9:21 AM |

Q3 For what types of trips do you use the JTA system? (check all that apply)

Answered: 134 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---------------------------|-----------|----|
| Work | 35.82% | 48 |
| School | 9.70% | 13 |
| Medical | 30.60% | 41 |
| Shopping/ Errands | 42.54% | 57 |
| Events/ Leisure | 50.00% | 67 |
| I don't currently use JTA | 5.97% | 8 |
| Other (please specify) | 35.07% | 47 |
| Total Respondents: 134 | | |

JTA Long-Range Plan Questionnaire

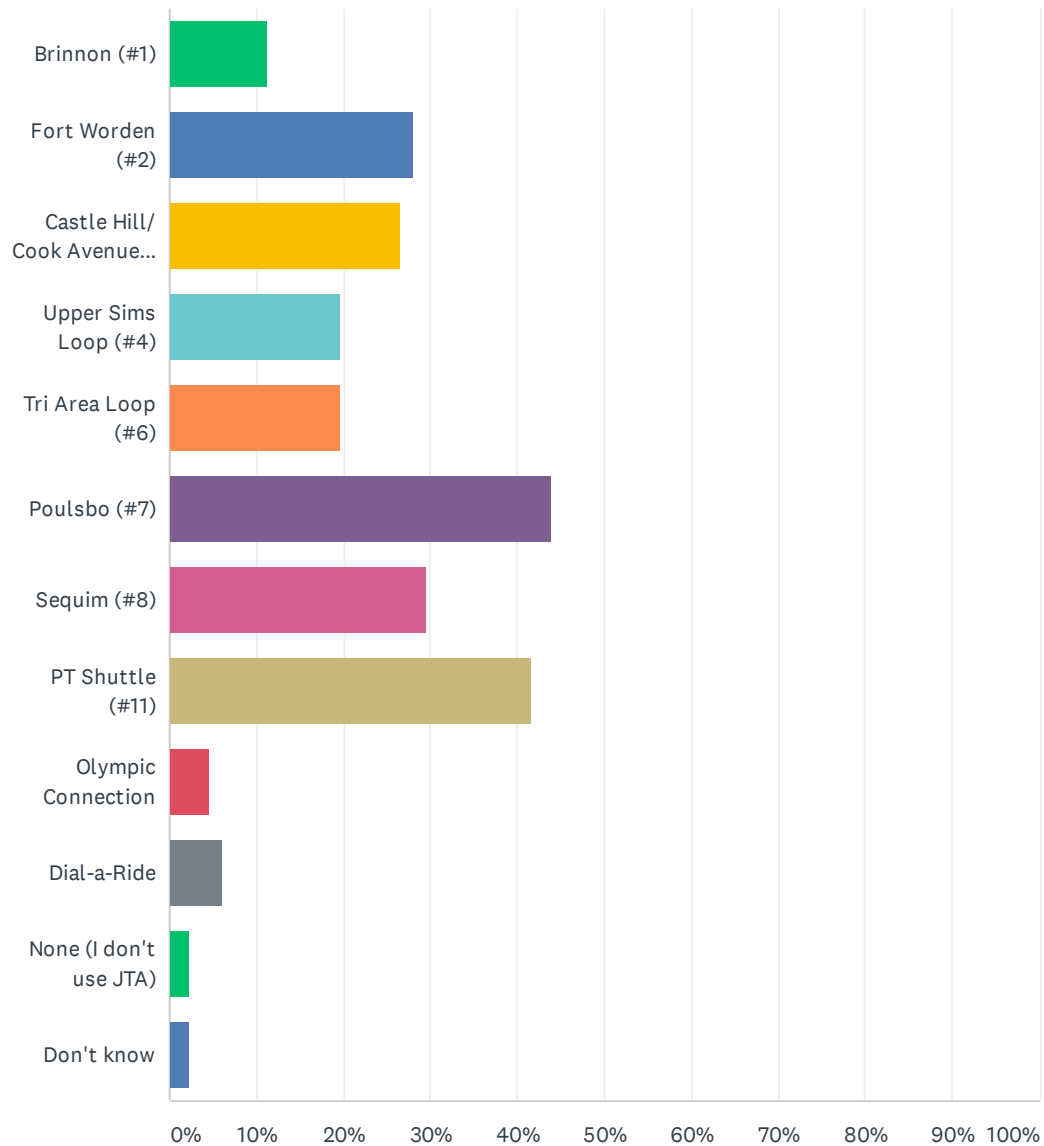
| # | OTHER (PLEASE SPECIFY) | DATE |
|----|---|--------------------|
| 1 | I used to use JTA system for connecting to the Bainbridge Island Ferry but the hours are too infrequent | 3/11/2020 9:09 AM |
| 2 | To visit family | 2/13/2020 10:47 AM |
| 3 | vanpool | 2/11/2020 11:51 AM |
| 4 | Transit to airport | 2/10/2020 2:08 PM |
| 5 | Volunteer work | 2/10/2020 10:29 AM |
| 6 | I used to use it to get into Seattle, but with the 3rd bus to the Kingston/Edmonds ferry, it is impossible | 2/5/2020 9:49 PM |
| 7 | Recreation (connecting to places to walk or ride a bike). (Around PT, and to Chiamcum or PH,, feet or bicycle are my primary transportation.) | 2/4/2020 8:49 PM |
| 8 | Seattle, Seatac, Sequim | 2/3/2020 1:17 PM |
| 9 | For travel outside our county. | 2/2/2020 12:14 PM |
| 10 | I can't get to work by bus so I had to buy a car. Still ride to Poulsbo for a Seattle junket. | 2/2/2020 10:28 AM |
| 11 | Family | 2/2/2020 9:21 AM |
| 12 | Does not run enough times to warrant using at this time | 2/2/2020 8:04 AM |
| 13 | Riding around town with granddaughter, i.e., Water Street, Goodwill, Uptown | 2/1/2020 8:14 PM |
| 14 | I would like to use for work, but there are no buses directly to uptown. | 2/1/2020 5:25 PM |
| 15 | getting to the SEATAC | 2/1/2020 12:21 PM |
| 16 | Connect to Kitsap transit | 2/1/2020 8:58 AM |
| 17 | I used to ride the bus a lot before I had a car. I got a car because the bus wasn't meeting my needs. | 2/1/2020 8:33 AM |
| 18 | Travel to airport & back for flts | 2/1/2020 7:33 AM |
| 19 | trips to day programs for DD adults | 1/31/2020 9:01 PM |
| 20 | access to/from Seatac | 1/31/2020 3:59 PM |
| 21 | barely- it's almost useless | 1/31/2020 3:58 PM |
| 22 | community meetings | 1/31/2020 3:51 PM |
| 23 | trips to Seattle for travel, medical, etc. | 1/31/2020 3:49 PM |
| 24 | again, people with development disabilities totally rely on dial a ride for regular service to get where they need to get to! | 1/31/2020 3:35 PM |
| 25 | travel to other towns/cities | 1/31/2020 3:32 PM |
| 26 | airport and kitsap and clallam connections | 1/31/2020 3:30 PM |
| 27 | Airport/Seattle | 1/31/2020 3:10 PM |
| 28 | occasionally to Seattle | 1/31/2020 3:05 PM |
| 29 | connect to ferry to get to airport | 1/31/2020 11:28 AM |
| 30 | I would use it, especially to the ferries if it were easier & more frequent. I use my electric bike around town and will eventually have to give that up and then will use busses for all of the above. | 1/31/2020 10:48 AM |
| 31 | Travel to SeaTac, Drop off vehicle at mechanic | 1/31/2020 9:47 AM |
| 32 | Seattle/airport | 1/31/2020 8:53 AM |
| 33 | to get to Poulsbo and on to Bainbridge | 1/31/2020 8:39 AM |

JTA Long-Range Plan Questionnaire

| | | |
|----|---|--------------------|
| 34 | connecting with other lines to airport | 1/31/2020 7:19 AM |
| 35 | Airport and babysitting grandkids | 1/31/2020 7:16 AM |
| 36 | Getting to airport | 1/31/2020 6:57 AM |
| 37 | If it were convenient, I'd use it to go to work | 1/31/2020 5:13 AM |
| 38 | Longer trips to SEATAC, Seattle destinations and PA | 1/31/2020 12:48 AM |
| 39 | Commuting to the ferry at Bainbridge Island | 1/30/2020 6:48 PM |
| 40 | getting to Pleasant harbor | 1/30/2020 6:25 PM |
| 41 | To get me part of the way to SEA airport, and back | 1/30/2020 5:51 PM |
| 42 | I travel from Seattle to PT semi-regularly | 1/30/2020 3:29 PM |
| 43 | Airport / Seattle connection Kingston Fast Ferry or Bainbridge | 1/30/2020 3:23 PM |
| 44 | travel, to get to ferries | 1/30/2020 11:29 AM |
| 45 | Travel (connect to SeaTac, Amtrak, Coho ferry) | 1/29/2020 2:53 PM |
| 46 | I walk/ride when possible. Our family has a car but live on the (limited) bus route on purpose. | 1/28/2020 6:54 PM |
| 47 | North Kitsap Transit>Ferry system | 1/28/2020 6:38 PM |

Q4 Which JTA routes do you use regularly/ most frequently? (check all that apply. See JTA system map if unsure)

Answered: 132 Skipped: 2

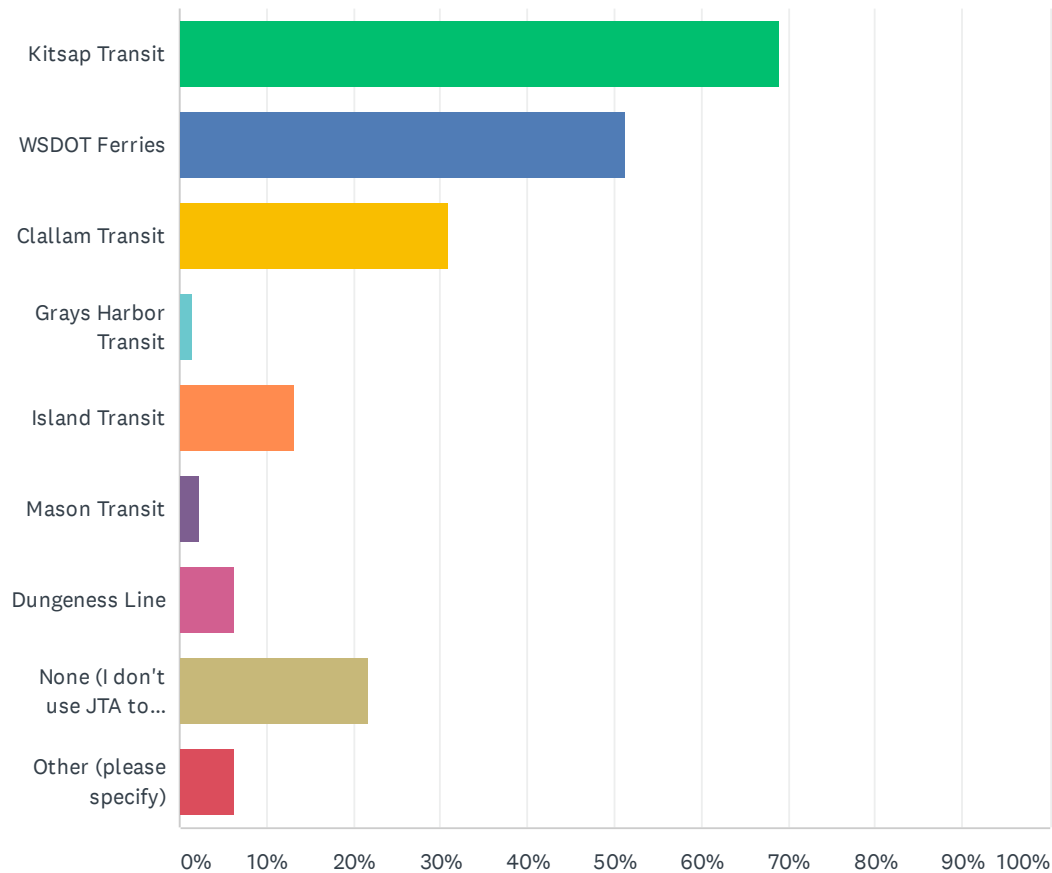


JTA Long-Range Plan Questionnaire

| ANSWER CHOICES | RESPONSES | |
|-------------------------------|-----------|----|
| Brinnon (#1) | 11.36% | 15 |
| Fort Worden (#2) | 28.03% | 37 |
| Castle Hill/ Cook Avenue (#3) | 26.52% | 35 |
| Upper Sims Loop (#4) | 19.70% | 26 |
| Tri Area Loop (#6) | 19.70% | 26 |
| Poulsbo (#7) | 43.94% | 58 |
| Sequim (#8) | 29.55% | 39 |
| PT Shuttle (#11) | 41.67% | 55 |
| Olympic Connection | 4.55% | 6 |
| Dial-a-Ride | 6.06% | 8 |
| None (I don't use JTA) | 2.27% | 3 |
| Don't know | 2.27% | 3 |
| Total Respondents: 132 | | |

Q5 If you use JTA to connect to other transit options, which of the following do you use? (check all that apply)

Answered: 129 Skipped: 5



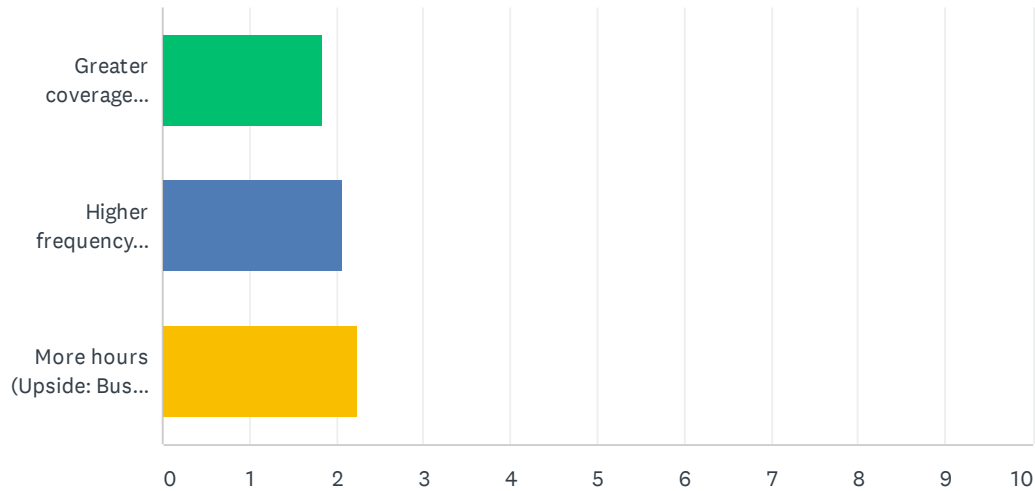
| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Kitsap Transit | 68.99% | 89 |
| WSDOT Ferries | 51.16% | 66 |
| Clallam Transit | 31.01% | 40 |
| Grays Harbor Transit | 1.55% | 2 |
| Island Transit | 13.18% | 17 |
| Mason Transit | 2.33% | 3 |
| Dungeness Line | 6.20% | 8 |
| None (I don't use JTA to connect to other services) | 21.71% | 28 |
| Other (please specify) | 6.20% | 8 |
| Total Respondents: 129 | | |

JTA Long-Range Plan Questionnaire

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|---|--------------------|
| 1 | If I could efficiently get from PT to the Anacortes ferry terminal I would use Island Transit all the time | 3/11/2020 9:09 AM |
| 2 | Blackball Ferry to Victoria. | 2/10/2020 2:29 PM |
| 3 | I intend to ride the bus system around the Olympic Peninsula, but have yet to do it! | 2/4/2020 8:49 PM |
| 4 | Seattle buses and light rail | 1/31/2020 3:27 PM |
| 5 | N/A | 1/31/2020 3:22 PM |
| 6 | If it were more often and more convenient. | 1/31/2020 10:48 AM |
| 7 | better coordination needed between Coupeville Ferry and Island Transit pick up | 1/31/2020 12:48 AM |
| 8 | I don't use Kitsap from BI to Poulsbo, Kitsap sucks with the ferries now. I've made eye contact as they leave b/c of a late-ish ferry | 1/30/2020 3:29 PM |

Q6 Given resource limits, JTA needs to prioritize how it provides services. Please rank the following approaches in your order of preference, where 1 = Highest, and 3 = Lowest

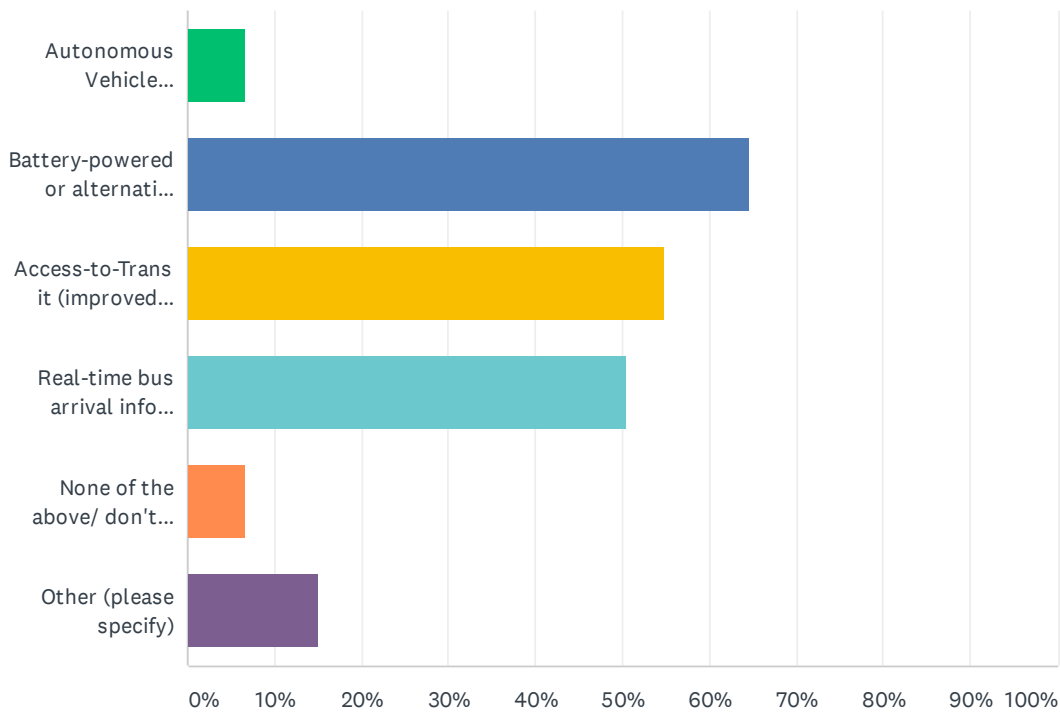
Answered: 127 Skipped: 7



| | 1 | 2 | 3 | TOTAL | SCORE |
|---|--------------|--------------|--------------|-------|-------|
| Greater coverage (Upside: Buses stop closer to your origin or destination, or more routes cover areas that currently don't have service. Downside: Buses are likely to come less often, or not operate as many hours each day or on weekends) | 30.70% 35 | 22.81% 26 | 46.49% 53 | 114 | 1.84 |
| Higher frequency (Upside: Buses come more often, decreasing wait times. Downside: Buses may need to stop further from your origin or destination, or operate fewer hours each day or on weekends) | 32.76% 38 | 41.38% 48 | 25.86% 30 | 116 | 2.07 |
| More hours (Upside: Buses run longer schedules on weekdays and/ or on weekends. Downside: Buses may need to stop further from your origin or destination, or arrive less frequently) | 44.17% 53 | 34.17% 41 | 21.67% 26 | 120 | 2.23 |

Q7 What emerging service trends should JTA address in its new long-range plan? (check all that apply)

Answered: 133 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| Autonomous Vehicle Technology (self-driving buses) | 6.77% | 9 |
| Battery-powered or alternative fuel buses | 64.66% | 86 |
| Access-to-Transit (improved bike and pedestrian connections, managed park-and-rides, etc.) | 54.89% | 73 |
| Real-time bus arrival info (via smartphone app or website) | 50.38% | 67 |
| None of the above/ don't know | 6.77% | 9 |
| Other (please specify) | 15.04% | 20 |
| Total Respondents: 133 | | |

JTA Long-Range Plan Questionnaire

| # | OTHER (PLEASE SPECIFY) | DATE |
|----|--|--------------------|
| 1 | More stops on any given route is the single most important and inexpensive improvement JTA can make. | 2/13/2020 10:56 AM |
| 2 | More south county! | 2/13/2020 9:47 AM |
| 3 | Please don't get self driving buses. They're terrifying and I like being able to say hello to the driver. | 2/12/2020 11:33 PM |
| 4 | Fare free | 2/11/2020 4:34 PM |
| 5 | Connect to the Strait Shot!!!!!! | 2/10/2020 2:23 PM |
| 6 | Enhance the #8 Sequim route by providing a bus with more seats and adding more times. Several hospital employees use this route. | 2/10/2020 1:58 PM |
| 7 | growing population on fringes of city such as Cook Avenue | 2/6/2020 8:18 AM |
| 8 | Lights on bus stops | 2/2/2020 9:21 AM |
| 9 | schedule signage at outer busstops | 2/1/2020 12:21 PM |
| 10 | USB port charger | 1/31/2020 12:29 PM |
| 11 | Free rides for youth | 1/31/2020 10:54 AM |
| 12 | The electric bus makes the most sense for reducing transit costs, and being the most responsible choice | 1/31/2020 9:50 AM |
| 13 | more accessible busses | 1/31/2020 5:23 AM |
| 14 | decreased headway intervals to encourage more local transit use for shopping | 1/31/2020 12:48 AM |
| 15 | I really like what "The Bus" transit system in Hawaii has for their tracking. A map with the last know location of the bus and a time stamp was enough to gauge the ETA | 1/30/2020 3:29 PM |
| 16 | On Board charging stations | 1/30/2020 11:23 AM |
| 17 | NOT AVT. Autonomous vehicles KILL pedestrians. A single millisecond of JTA time spent considering AVT is a waste of taxpayer funds. | 1/29/2020 2:53 PM |
| 18 | Full service everyday options. Old people need not drive, nor do imbibed people... | 1/28/2020 6:54 PM |
| 19 | An ORCA type of prepaid card | 1/28/2020 6:38 PM |
| 20 | Asset management plan: the right fit fleet to match the service, the limited Vanpool car sharing program, the inconsistent policies for onboard bicycles, alcohol, pets, strollers and other wheeled devices on buses, adequate radio coverage--future communication, drivers know their time points at each shelter with ITS, understanding the appropriate JTA role of charter opportunities for the many festivals--give the Board a resource allocation fee schedule (per mile&hour) to approve. | 1/28/2020 9:21 AM |

Q8 What one change could JTA make that would make you use transit more often?

Answered: 114 Skipped: 20

JTA Long-Range Plan Questionnaire

| # | RESPONSES | DATE |
|----|---|--------------------|
| 1 | Free, especially for kids 0-18 | 3/11/2020 9:09 AM |
| 2 | Fare free or simpler more accessible purchasing options | 3/11/2020 8:57 AM |
| 3 | I would like a better connection from the park & ride to the Poulsbo bus. I used to be able to leave downtown close to 5 & not wait half an hour. | 3/11/2020 8:55 AM |
| 4 | If buses ran both directions on a route, I could take the bus both ways instead of walking one | 3/11/2020 8:51 AM |
| 5 | Sunday connection to Kitsap | 2/15/2020 9:21 AM |
| 6 | Weekend service | 2/13/2020 6:29 PM |
| 7 | Stops closer together so I don't have to walk a mile. | 2/13/2020 10:56 AM |
| 8 | More times a day to Quilcene from PT. | 2/13/2020 10:47 AM |
| 9 | More hours available. | 2/13/2020 10:00 AM |
| 10 | Electric powered. No robots! | 2/13/2020 9:56 AM |
| 11 | More south county times. Activity bus for Quilcene. | 2/13/2020 9:47 AM |
| 12 | Mid-day bus to Brinnon. | 2/13/2020 9:39 AM |
| 13 | Would have it run a little bit different times. Like getting to PT around 8:30 am. | 2/13/2020 9:29 AM |
| 14 | Please add service on Sundays! | 2/12/2020 11:33 PM |
| 15 | Midday bus on route 1 | 2/11/2020 4:34 PM |
| 16 | I ride a vanpool to Bremerton daily. The van is a new one but the ride is painful if we hit any bumps in the road. I'm afraid to sit in the back seat because my back may get aggravated. the other 8 riders agree. We have had is checked by the mechanics; they assure us all is well. I trust them, what I want to know is if we might find a solution if the concern is moved up the chain of command. Any consideration would be greatly appreciated. Thank you. | 2/11/2020 3:17 PM |
| 17 | Early morning workday service to Bremerton. I need to be in Bremerton by 0700, willing to leave from Chimacum at 5:45. | 2/11/2020 11:51 AM |
| 18 | Increased service to Port Ludlow | 2/11/2020 10:06 AM |
| 19 | Fare free. | 2/10/2020 2:46 PM |
| 20 | Run later - would go out in evening to eat, to movies, lectures, City Council meetings. | 2/10/2020 2:29 PM |
| 21 | Connect to the Strait Shot Including Sunday!!!! | 2/10/2020 2:23 PM |
| 22 | Longer days. | 2/10/2020 2:15 PM |
| 23 | More daily trips on route #8. | 2/10/2020 2:08 PM |
| 24 | Earlier start time for the #8 bus, and a later leave time. Come earlier to Sequim and leave later from PT. | 2/10/2020 2:04 PM |
| 25 | See previous question. Also, have buses with more seats on #8 bus. More arrival/ depart times from Sequim. | 2/10/2020 1:58 PM |
| 26 | More options for service to Bainbridge ferry on Saturdays and Sundays. | 2/10/2020 10:29 AM |
| 27 | Return from Port Townsend to Sequim more in line with my work hours of 8:00 to 4:30. | 2/10/2020 10:17 AM |
| 28 | Make free | 2/9/2020 11:27 PM |
| 29 | Adjust to the multitude needs of people with Special Needs that cannot drive.. | 2/8/2020 1:49 PM |
| 30 | Provide late-night service to businesses that are open late or that need DUI alternatives (festivals, bars, wineries) | 2/7/2020 9:26 PM |
| 31 | Sunday service | 2/7/2020 2:26 PM |
| 32 | Convenient parking near bus stops | 2/6/2020 9:14 AM |

JTA Long-Range Plan Questionnaire

| | | |
|----|---|-------------------|
| 33 | Routes should circulate in both directions instead of one way | 2/6/2020 8:18 AM |
| 34 | I use transit already. | 2/6/2020 7:00 AM |
| 35 | readable schedule. More frequent shuttle downtown weekend service Sun Alternate between Fort Worden/Fir and Fort Worden/Cherry | 2/5/2020 9:49 PM |
| 36 | While I personally would like more consistently-good connections out of County: Bainbridge, Kingston, PA, Coho ferry, etc., I realize that my use is not typical. I do hear others say that the number of changes, and sometimes poor connections, deter them from using JTA to get to Bainbridge, Seattle, and other places out of Jeff. County. | 2/4/2020 8:49 PM |
| 37 | Have Uber help connect rural addresses to bus routes, why no uber in PT, could JTA do it's own version of uber in combo with the buses | 2/3/2020 1:17 PM |
| 38 | Later bus hours. | 2/2/2020 12:14 PM |
| 39 | Arrive near Chimacum HS between 8:30-845 | 2/2/2020 10:28 AM |
| 40 | Get rid of that dangerous, horrible driver that's been there for years. His name is John. His routes are consistently late, he's rude and I've seen him doze off on the 8 several times in the past. I fear for my life when I have to ride his bus! | 2/2/2020 9:21 AM |
| 41 | Lower fares but I realize that is impossible. | 2/2/2020 8:36 AM |
| 42 | More often and LATER in the day, evenings. | 2/2/2020 8:04 AM |
| 43 | Reliability. | 2/2/2020 12:18 AM |
| 44 | It would be awesome if there was a bus between PT and the Kingston ferry!! | 2/1/2020 8:14 PM |
| 45 | convenient connections btwn PT and Bainbridge Island Ferry Terminal, especially on weekends | 2/1/2020 6:46 PM |
| 46 | A direct bus from Hastings to uptown (at Howard), without having to stop at the metro center (which is not located where many locals work). I would still be walking almost 1/2 mile each way, but it would be worth it for a direct bus line to work. I hate having to drive my car every day, polluting Port Townsend's air. | 2/1/2020 5:25 PM |
| 47 | better signage at outlying busstops | 2/1/2020 12:21 PM |
| 48 | Route #11: more evening and weekend hours so I can get downtown and leave my car at home. Add bus service to downtown (evenings and weekends) for special events like PTFF and Wooden Boat Festival. | 2/1/2020 11:09 AM |
| 49 | Make connections that enable trips Bainbridge or Kingston ferries more frequent and over a longer portion of the day. | 2/1/2020 8:58 AM |
| 50 | Kingston ferry route | 2/1/2020 8:54 AM |
| 51 | Expanded routes | 2/1/2020 8:40 AM |
| 52 | Available in Kala Point | 2/1/2020 8:34 AM |
| 53 | A bus stop closer to me, that goes the correct direction. I usually take the 3 from the Sheridan Hastings stop and have to sit for 20 minutes before I get to the transit center. A route that also goes counter clockwise could be ideal. With more stops along Hastings. | 2/1/2020 8:33 AM |
| 54 | Adding one more time slot on the PT-SeaTac route to/from | 2/1/2020 7:33 AM |
| 55 | Run later. I usually don't take the bus because I wouldn't have a way home after my outing. | 2/1/2020 6:41 AM |
| 56 | Hours earlier in am | 2/1/2020 12:03 AM |
| 57 | Later hours | 1/31/2020 6:46 PM |
| 58 | The last #7 from North Viking Park&Ride to Port Townsend is kind of early in the evening. Can there be a later one. Also, can the #7 run on weekends? I can get to Port Townsend by transit but I can't get back on weekends. | 1/31/2020 5:41 PM |
| 59 | bus stop with lights on the street so it is not too dark for safety. | 1/31/2020 4:43 PM |
| 60 | Have a 4:30 pm bus #8 leaving PT | 1/31/2020 4:02 PM |

JTA Long-Range Plan Questionnaire

| | | |
|----|---|--------------------|
| 61 | They are great I would not change anything!! | 1/31/2020 4:01 PM |
| 62 | increase frequencies | 1/31/2020 3:59 PM |
| 63 | 1. direct route to Kingston/Bainbridge. 2. high frequency on PT to tri-area and back. 3. rider friendly schedule. | 1/31/2020 3:58 PM |
| 64 | move on PT-Seattle route. More hours. Sundays. | 1/31/2020 3:55 PM |
| 65 | more shuttles from park and ride to ferry and downtown and fort worden. | 1/31/2020 3:51 PM |
| 66 | An additional midday return trip from Poulsbo (currently unless one catches 10:40 ferry to bainbridge, a rider will not get home to Port Townsend until 6:12pm. Also more runs on sat & sun from and to Poulsbo.) | 1/31/2020 3:49 PM |
| 67 | nothing really, I'm very happy with our bus system | 1/31/2020 3:44 PM |
| 68 | Radio (?) operated light to let passengers know when the bus is near the stop so riders will be ready to board to cut passenger loading time. | 1/31/2020 3:37 PM |
| 69 | frequency | 1/31/2020 3:30 PM |
| 70 | N/A | 1/31/2020 3:28 PM |
| 71 | longer hours so we could get back from evening events and dinners out | 1/31/2020 3:27 PM |
| 72 | sunday local service | 1/31/2020 3:22 PM |
| 73 | Real time bus arrival and app. Hotel loop (bring visitors safely back to hotels from downtown) | 1/31/2020 3:10 PM |
| 74 | Sunday service for out of town connections | 1/31/2020 3:05 PM |
| 75 | Sundays/ more hours | 1/31/2020 2:16 PM |
| 76 | A connection to Kingston ferry. | 1/31/2020 12:29 PM |
| 77 | A straight through connection to Kingston Ferry from Port Townsend. Coordination with Kitsap county on schedule without stopping at the transit center in Poulsbo. | 1/31/2020 11:28 AM |
| 78 | More weekend hours | 1/31/2020 10:54 AM |
| 79 | More frequent and fewer transfers to Ferries | 1/31/2020 10:48 AM |
| 80 | Elimination of fares | 1/31/2020 10:34 AM |
| 81 | Sunday service so I could get to events on weekends. | 1/31/2020 9:50 AM |
| 82 | More trips for connections to SeaTac | 1/31/2020 9:47 AM |
| 83 | Work with Kitsap Transit to make it less tight getting bus connections to and from the Ferry. | 1/31/2020 8:55 AM |
| 84 | Easier transport between port townsend and seatac and higher frequency and coverage of buses in town | 1/31/2020 8:53 AM |
| 85 | A stop nearer my residence | 1/31/2020 8:39 AM |
| 86 | More frequent routes. Please. | 1/31/2020 8:00 AM |
| 87 | More buses on time over greater area. Access to the Bainbridge ferry for access to Seattle | 1/31/2020 7:40 AM |
| 88 | access to jacob miller rd | 1/31/2020 7:19 AM |
| 89 | More hours | 1/31/2020 7:16 AM |
| 90 | More trips to/from Poulsbo! Direct route to Kingston ferry, timed to meet fast passenger ferry! Ride from downtown to uptown directly for quick ride up the hill. (Currently have to go all the way to park and ride) Sunday service. | 1/31/2020 6:57 AM |
| 91 | extended service areas for para transit services | 1/31/2020 5:23 AM |
| 92 | Sunday service | 1/31/2020 5:13 AM |
| 93 | 15-minute headways | 1/31/2020 12:48 AM |
| 94 | Sunday service | 1/30/2020 11:24 PM |

JTA Long-Range Plan Questionnaire

| | | |
|-----|---|--------------------|
| 95 | regular connections to Kingston Ferry. | 1/30/2020 7:23 PM |
| 96 | Better app and guidance on extended routes | 1/30/2020 6:48 PM |
| 97 | Better connection with transit (or direct service) to Bainbridge ferry terminal | 1/30/2020 6:37 PM |
| 98 | higher frequency | 1/30/2020 6:25 PM |
| 99 | a route to and from the fairgrounds for North Beach residents to downtown | 1/30/2020 6:19 PM |
| 100 | Have more trips to Bainbridge and Kingston, and operate on Sundays | 1/30/2020 5:51 PM |
| 101 | Frequency of #7 route. OK if need to merge routes and take longer for that to happen | 1/30/2020 4:58 PM |
| 102 | Service on Sunday | 1/30/2020 4:18 PM |
| 103 | Nothing, if anything, please don't change the #7 too much. I appreciate how I can take the 9:35am Sea->BI and if I miss the 10:16am 390, I can still make it to PT in good time (just an hour and a half later). Lately I've been bicycling the 390 route for this reason, Kitsap transit allows their drivers to be COLD MoFos for a small transit system. Seattle Metro is better than them | 1/30/2020 3:29 PM |
| 104 | More connections to Seattle connections | 1/30/2020 3:23 PM |
| 105 | More coverage | 1/30/2020 3:11 PM |
| 106 | Frequency | 1/30/2020 11:51 AM |
| 107 | At least one more JT-to-KT link later in the day | 1/30/2020 11:23 AM |
| 108 | Sunday service | 1/30/2020 9:56 AM |
| 109 | Better connections to Fort Worden (evening and weekend service). | 1/29/2020 2:53 PM |
| 110 | Provide more frequent service | 1/28/2020 7:08 PM |
| 111 | Sunday and evening service. Like Japan does... | 1/28/2020 6:54 PM |
| 112 | More convenient bus schedule for work hours | 1/28/2020 6:38 PM |
| 113 | Drive on sundayss | 1/28/2020 5:47 PM |
| 114 | More comfortable leg room commuter padded high back seats with odor-free sound-reduced buses. Sitting spine skewed crunched in a seat on a vehicle moving at high speeds with no head support seems inherently dangerous. | 1/28/2020 9:21 AM |

Q9 In what ways should JTA evolve to better serve you and residents of Jefferson County?

Answered: 102 Skipped: 32

JTA Long-Range Plan Questionnaire

| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | Open some other type of business which is profitable and use the profits to subsidize the services provided. Grow food or hemp or generate solar power and sell the electricity to make \$, flip houses? With subsidizing services, fares could be free, change fleet to all electric. | 3/11/2020 9:09 AM |
| 2 | Better maps, better technology usage | 3/11/2020 8:57 AM |
| 3 | Look at smaller buses if you see that there are not enough people on the larger buses. | 3/11/2020 8:55 AM |
| 4 | Sunday service, festival service to and from park-and-ride, later hours so I could go out to dinner/movie | 3/11/2020 8:51 AM |
| 5 | Low to No - emission vehicles would be great if possible. | 2/15/2020 9:21 AM |
| 6 | Possibly smaller busses that operate more frequently?? | 2/13/2020 6:29 PM |
| 7 | Listen to people who say they want more stops on any given route, lobby the legislature if needed. | 2/13/2020 10:56 AM |
| 8 | More frequencies on weekends! | 2/13/2020 10:47 AM |
| 9 | Provide coverage (shelter) for waiting. | 2/13/2020 10:00 AM |
| 10 | More schedules. | 2/13/2020 9:56 AM |
| 11 | More south county times. Activity bus for Quilcene. | 2/13/2020 9:47 AM |
| 12 | Better customer service. | 2/13/2020 9:39 AM |
| 13 | Not sure, it does a great job for me. | 2/13/2020 9:29 AM |
| 14 | I would absolutely love if the in town buses could run later. There are a lot of people downtown who get off later in the evening, and it would be a huge convenience if the in town buses ran past their 6:00 routes, especially from downtown. I'd be happy to pay a higher bus fare for an expanded service. | 2/12/2020 11:33 PM |
| 15 | More responsive staff, better listening to caller content | 2/11/2020 4:34 PM |
| 16 | Serve food onboard. | 2/11/2020 3:17 PM |
| 17 | Fast service between Townsend, Hadlock, and Ludlow. | 2/11/2020 11:51 AM |
| 18 | Continue to analyze resources and apply to higher frequency and more hours as possible. | 2/11/2020 10:06 AM |
| 19 | Well done campaigns. Much more education, outreach to public about importance and benefits of transit. Erect more shelters. Make passengers much more comfortable. Park & Ride at 4-Corners? Inside shelter. | 2/10/2020 2:29 PM |
| 20 | Merge with Clallam Transit and let them operate the system! They are smart, progressive, and it would save a TON of money!!!! Also have more citizen involvement without having to go out to the main office! Stop the operations manager from her constantly creating a hostile work environment!! Get input from the drivers!!!! | 2/10/2020 2:23 PM |
| 21 | One bus pass for both Clallam and JTA. | 2/10/2020 2:08 PM |
| 22 | Change times to better serve this that work 10 hour shifts at the hospital and medical areas. | 2/10/2020 2:04 PM |
| 23 | Include a #8 route time for weekdays that leaves Sequim around 8:00 am and arrives in PT at 9:00 am. Do not cut the 7:52 pm route. | 2/10/2020 1:58 PM |
| 24 | Better education of populace so they start thinking of bus travel as an option (e.g., to treatments in Sequim) | 2/10/2020 10:29 AM |
| 25 | Free bus | 2/9/2020 11:27 PM |
| 26 | Be flexible! to each commuter. | 2/8/2020 1:49 PM |
| 27 | Push for transit-oriented development so service can increase in utility and ridership | 2/7/2020 9:26 PM |
| 28 | Use electric vehicles on feasible routes | 2/6/2020 9:14 AM |
| 29 | More frequent pick up/ drop offs, eco friendly buses! | 2/6/2020 7:00 AM |

JTA Long-Range Plan Questionnaire

| | | |
|----|--|-------------------|
| 30 | communicate | 2/5/2020 9:49 PM |
| 31 | Of course I want everything: greater coverage, more frequent service, better connections, but realistically am well aware that resources are limited and that we don't have a large, dense population base. I am very appreciative of the drivers and services we do have! | 2/4/2020 8:49 PM |
| 32 | Sunday service to Poulsbo and 4 corners | 2/3/2020 1:17 PM |
| 33 | I think you're doing a fabulous job ! | 2/3/2020 11:53 AM |
| 34 | Sunday buses back | 2/2/2020 12:14 PM |
| 35 | Campaign to get people on the buses. They vote to pay for it but don't ride it often eniugh. | 2/2/2020 10:28 AM |
| 36 | Eliminate some of the unnecessary administrative staff that is eating up transit funds. There is no need to have that many people working in administration. It's wasteful. Put that money into the routes so our community can be better served by it's tax dollars. | 2/2/2020 9:21 AM |
| 37 | Not sure... JTA is doing as good a job if not better than any other similar service in my experience. I always think smaller buses, coming more frequently and costing less would be a perfect world. Thank you for all that you do already. | 2/2/2020 8:36 AM |
| 38 | More frequent stops, later hours | 2/2/2020 8:04 AM |
| 39 | Longer hours and more frequency. | 2/2/2020 12:18 AM |
| 40 | You do a great job, in my opinion. I suppose there are always services you could add but I'm impressed with what you offer this community and I like your bus drivers | 2/1/2020 8:14 PM |
| 41 | better connections between population centers and other modes of transportation (other bus and ferry services) | 2/1/2020 6:46 PM |
| 42 | To make more direct lines for working folks. The only folks who can get uptown/downtown with only one bus are people who already live close to uptown/downtown. When we have to take longer routes and change buses, there isn't enough time to commute, even within our little town. If there was a location in uptown or downtown that could hold the metro center, that would make the bus more human-friendly. Keeping the fares as low as they are is a real plus, too. | 2/1/2020 5:25 PM |
| 43 | the connections to get to SEATAC need to improve | 2/1/2020 12:21 PM |
| 44 | Offer free routes around town. | 2/1/2020 8:58 AM |
| 45 | see above | 2/1/2020 8:54 AM |
| 46 | Expanded routes | 2/1/2020 8:40 AM |
| 47 | I don't care around change. Make the normal fare an even \$1 or \$2. I don't care if I have to pay more. I just don't want to carry quarters or coins around. Better yet get a digital fare option where I could pay with a card or device. | 2/1/2020 8:33 AM |
| 48 | A way to purchase passes/fare card for better pricing for regular riders. | 2/1/2020 7:33 AM |
| 49 | Run later. I usually don't take the bus because I wouldn't have a way home after my outing. I would ride all the time if I could return home on the bus until 10PM | 2/1/2020 6:41 AM |
| 50 | Dial a ride is our focus and we appreciate the flexibility shown towards the developmentally disabled community who don't always show up for scheduled trips. | 1/31/2020 9:01 PM |
| 51 | Later hours | 1/31/2020 6:46 PM |
| 52 | Power outlets? USB charging? Wifi hotspots on buses? Just some thoughts. I'm sure that this is all very expensive. | 1/31/2020 5:41 PM |
| 53 | In an aging population - more Dial a Ride vans that cover more area in the county | 1/31/2020 4:43 PM |
| 54 | increase bus frequency. The bus schedule determines my work hours and more buses would make that more flexible. | 1/31/2020 4:04 PM |
| 55 | Bigger signs on the sides of the road. | 1/31/2020 4:01 PM |
| 56 | provide better service | 1/31/2020 3:59 PM |
| 57 | partner with uber/lyft/etc. for last mile. | 1/31/2020 3:58 PM |

JTA Long-Range Plan Questionnaire

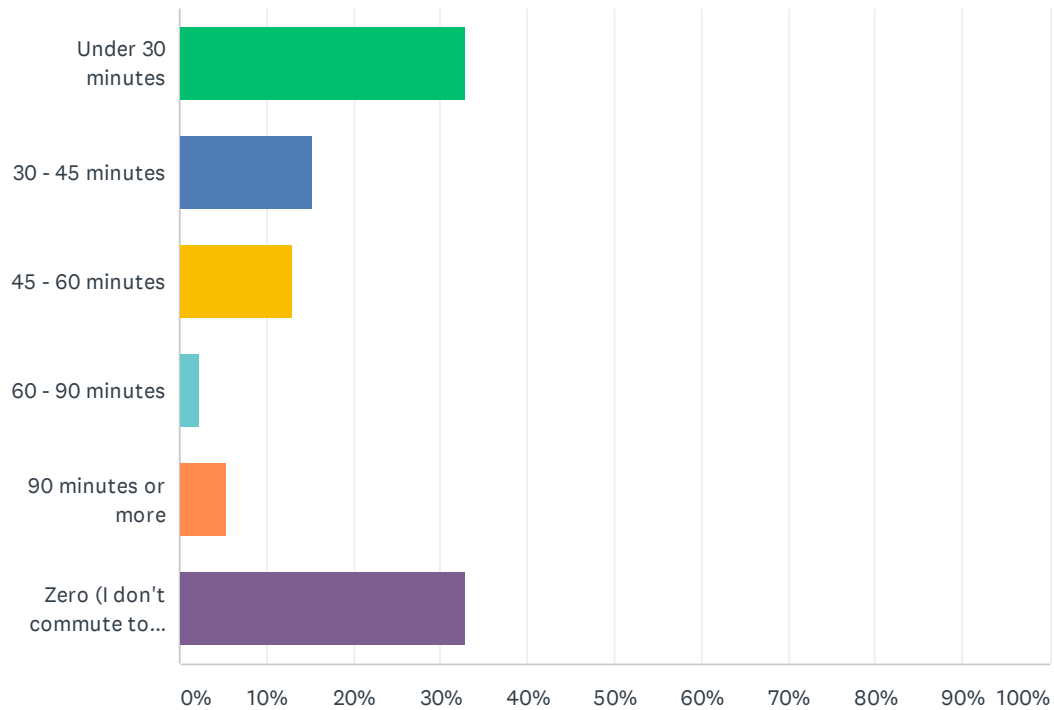
| | | |
|----|--|--------------------|
| 58 | partner with others to acquire the funds to grow our transit system to have 7 day a week and longer hours of coverage. | 1/31/2020 3:51 PM |
| 59 | solar power cells at 6 corners and Hains place. Then solar busses (elec.) | 1/31/2020 3:44 PM |
| 60 | bus stop shelter in more rural areas | 1/31/2020 3:42 PM |
| 61 | a handout newsletter periodically to keep us up on changes or someplace to put our comments and suggestions. | 1/31/2020 3:37 PM |
| 62 | airport shuttle connections made easier | 1/31/2020 3:30 PM |
| 63 | N/A | 1/31/2020 3:28 PM |
| 64 | better service during events (wonder boat festival, rhody festival, etc), including on sundays, be more flexible! | 1/31/2020 3:27 PM |
| 65 | long distance express routes to ferries and where bulk of tourists originate. | 1/31/2020 3:22 PM |
| 66 | Providing hours on weekends and holidays that help people get home safely (2am). | 1/31/2020 3:10 PM |
| 67 | Sundays/ more hours | 1/31/2020 2:16 PM |
| 68 | Go green. | 1/31/2020 12:29 PM |
| 69 | Youth should ride for free | 1/31/2020 10:54 AM |
| 70 | More frequency and broader routes | 1/31/2020 10:48 AM |
| 71 | Elimination of fares to address younger ridership who frequently do not carry change. Also later hours to accommodate service industry workers who need to get home after a shift. | 1/31/2020 10:34 AM |
| 72 | I think, given the limitations of funding, Jefferson Transit does an amazing job | 1/31/2020 9:50 AM |
| 73 | Take less circuitous routes to get where the bus is going; in some cases I walk places faster than the bus gets there. Consider common work schedules when designing schedules. If I can get to work with the bus, but there's no service by the time I'm off work, I'm pretty unlikely to find the service useful. Work with eldercare and teen programs more better help these folks understand the transit opportunities available. | 1/31/2020 8:55 AM |
| 74 | Just said it | 1/31/2020 8:53 AM |
| 75 | Better visibility (reflectors) and covered bus stops. | 1/31/2020 8:00 AM |
| 76 | Connect people to jobs in a wider area with more routes later in the day. So many jobs in Port Townsend are service jobs now. | 1/31/2020 7:40 AM |
| 77 | more coverage to get people to and from town on farther roads...we could leave our cars home! | 1/31/2020 7:19 AM |
| 78 | You're pretty darn great for my needs | 1/31/2020 7:16 AM |
| 79 | Make routes/times for convenience of riders, not drivers Stop stranding 15 people in Poulsbo for two hours "to meet the schedule" with an empty bus (#1 reason commuters to Bainbridge don't ride) Set REALISTIC schedules More midday trips to Poulsbo for medical/shopping. | 1/31/2020 6:57 AM |
| 80 | more hours | 1/31/2020 5:23 AM |
| 81 | Service that extends further into the evening. | 1/31/2020 5:13 AM |
| 82 | more connection options to Kitsap, Clallam, and Island Transit | 1/31/2020 12:48 AM |
| 83 | Express run to Kingston Ferry 7 days a week early morning and evening for commuters | 1/30/2020 7:23 PM |
| 84 | Begin Sunday service | 1/30/2020 6:48 PM |
| 85 | Routes including outdoor/hiking points of interest to reduce cars at locations | 1/30/2020 6:48 PM |
| 86 | Smartphone app for transit arrivals | 1/30/2020 6:37 PM |
| 87 | expaand service | 1/30/2020 6:25 PM |
| 88 | don't know | 1/30/2020 6:19 PM |
| 89 | Frequency and more buses | 1/30/2020 4:58 PM |

JTA Long-Range Plan Questionnaire

| | | |
|-----|--|--------------------|
| 90 | Service on Sunday | 1/30/2020 4:18 PM |
| 91 | Nothing, just keep to being human. Traffic is rising, which means that delays are inevitable, but to still see drivers wait wait on passengers, and even give people who hopefully deserve it some monetary grace is nice. | 1/30/2020 3:29 PM |
| 92 | Park and Ride for downtown and uptown | 1/30/2020 3:23 PM |
| 93 | More frequently and more areas | 1/30/2020 3:11 PM |
| 94 | Ban cars | 1/30/2020 11:51 AM |
| 95 | Not sure | 1/30/2020 9:56 AM |
| 96 | Work with county and city planners to concentrate development (land use + economic development) rather than sprawl, so that efficient transit is possible. Support economic development by providing service compatible with work schedules and hours, and working with employers to incentivize transit use. Move away from urban-scale diesel buses a.s.a.p. | 1/29/2020 2:53 PM |
| 97 | Previous question: add connecting service to challah strait shot. This question: smaller shuttles with on-demand service . | 1/29/2020 2:36 PM |
| 98 | Give us reliable and frequent service. | 1/28/2020 7:08 PM |
| 99 | Sunday and evening service. | 1/28/2020 6:54 PM |
| 100 | More convenient schedule | 1/28/2020 6:38 PM |
| 101 | Put charging Port in bus stop. Get app/ online real time text alert | 1/28/2020 5:47 PM |
| 102 | There could be a connection at 4 Corners for commuters going to Irondale/Port Hadlock. Create an 8+ hour workday for a bus commuter in and out of the Tri-Area. | 1/28/2020 9:21 AM |

Q10 What is your average daily commute time? (one way, regardless of mode)

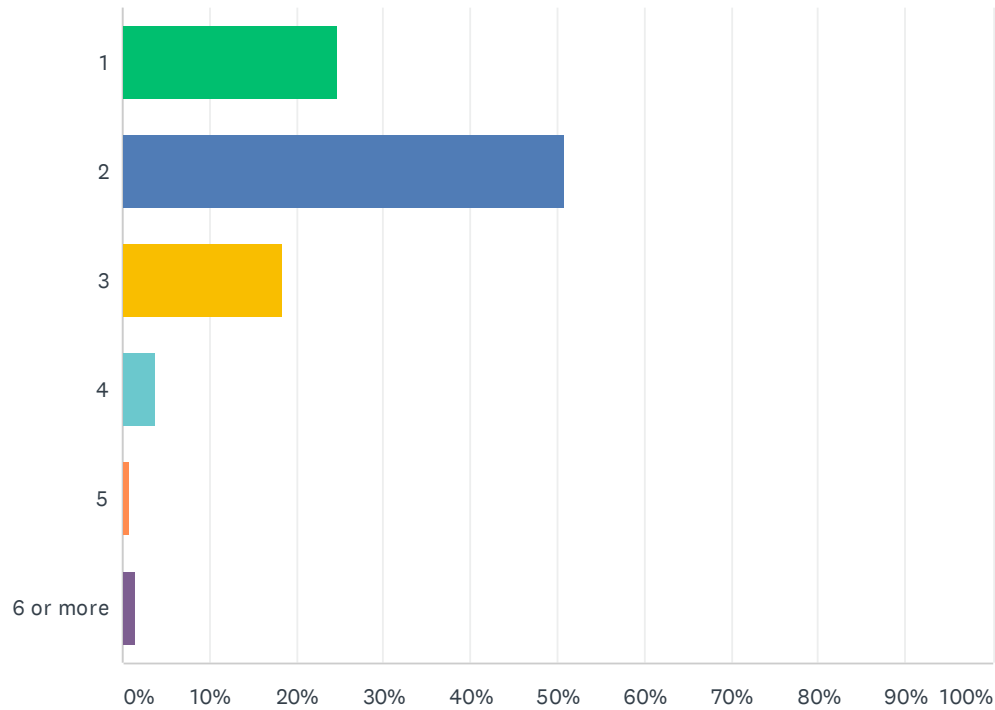
Answered: 131 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|--------------------------------|-----------|----|
| Under 30 minutes | 32.82% | 43 |
| 30 - 45 minutes | 15.27% | 20 |
| 45 - 60 minutes | 12.98% | 17 |
| 60 - 90 minutes | 2.29% | 3 |
| 90 minutes or more | 5.34% | 7 |
| Zero (I don't commute to work) | 32.82% | 43 |
| Total Respondents: 131 | | |

Q11 Including yourself, how many people live in your household?

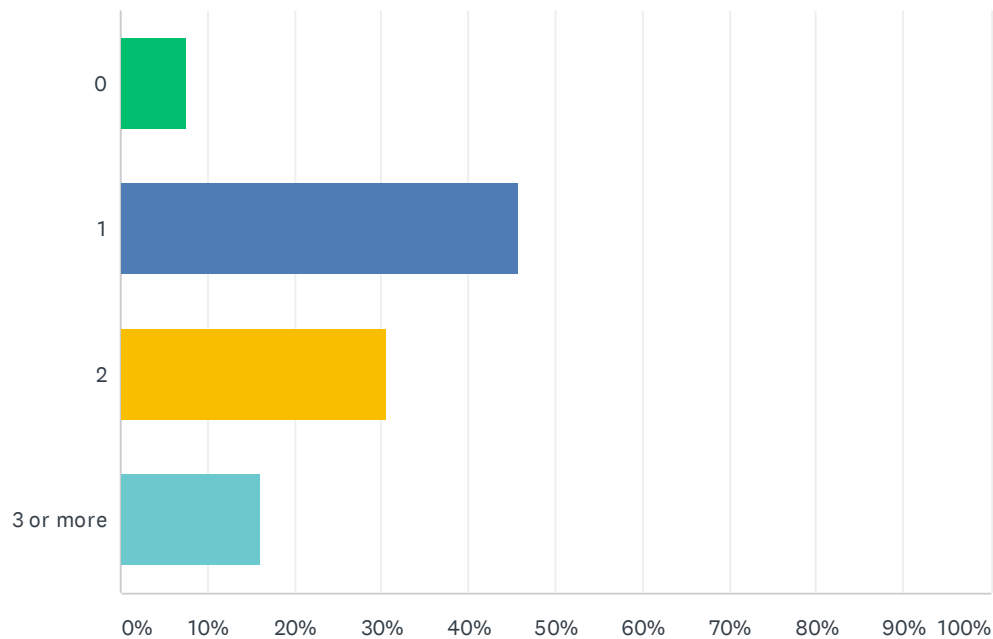
Answered: 130 Skipped: 4



| ANSWER CHOICES | | RESPONSES | |
|----------------|--|-----------|-----|
| 1 | | 24.62% | 32 |
| 2 | | 50.77% | 66 |
| 3 | | 18.46% | 24 |
| 4 | | 3.85% | 5 |
| 5 | | 0.77% | 1 |
| 6 or more | | 1.54% | 2 |
| TOTAL | | | 130 |

Q12 How many cars or trucks do you have in your household? (used for transportation)

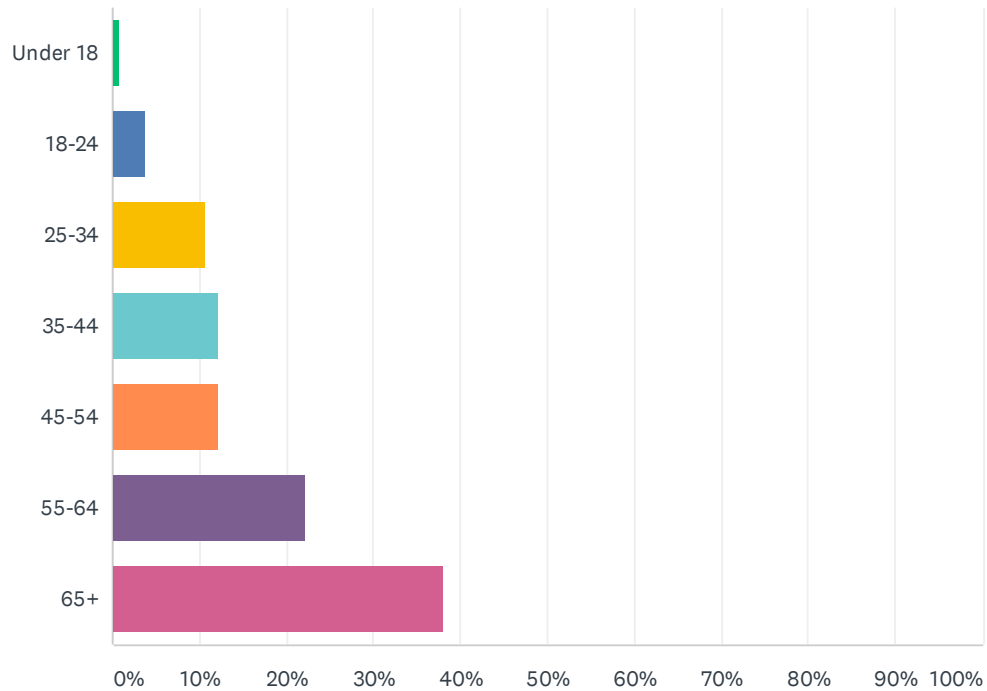
Answered: 131 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| 0 | 7.63% | 10 |
| 1 | 45.80% | 60 |
| 2 | 30.53% | 40 |
| 3 or more | 16.03% | 21 |
| TOTAL | | 131 |

Q13 Your age:

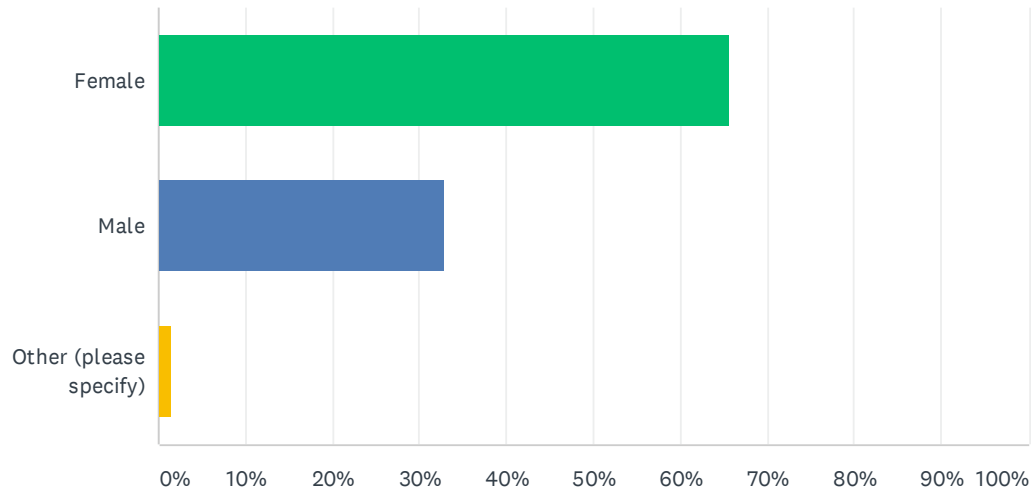
Answered: 131 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Under 18 | 0.76% | 1 |
| 18-24 | 3.82% | 5 |
| 25-34 | 10.69% | 14 |
| 35-44 | 12.21% | 16 |
| 45-54 | 12.21% | 16 |
| 55-64 | 22.14% | 29 |
| 65+ | 38.17% | 50 |
| TOTAL | | 131 |

Q14 Your gender?

Answered: 128 Skipped: 6



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----|
| Female | 65.63% | 84 |
| Male | 32.81% | 42 |
| Other (please specify) | 1.56% | 2 |
| TOTAL | | 128 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|--|------------------|
| 1 | I am taking this survey for my son, Douglas Reynolds | 2/8/2020 1:51 PM |
| 2 | . | 2/1/2020 8:41 AM |

Appendix

C

JTA Long-Range Plan

Open House 1 Results Summary



Introduction

On Wednesday, January 29, approximately 42 persons (exclusive of JTA staff and consultants) took part in the first JTA Long-Range Plan Open House, an event held from 10:30 am to 6:30 pm at the Cotton Building, 607 Water Street in Port Townsend.

Formal presentations were made at noon and 5:00 pm including question and answer periods during both presentations. Staff and consultants were available at all times during the day to listen to and answer questions from visitors.

A set of six poster-sized exhibits were provided for review and feedback, plus a large “graffiti wall” exhibit for participant engagement. Several means of written input were provided during the day, summarized here:

- 1. Display comments – Participants were encouraged to write or affix notes to display boards, including a service request map asking attendees to place a dot where they thought JTA service ought to be provided and/ or improved;
- 2. Graffiti wall – This large-scale element provided catch-all space for written suggestions and comments, as well as giving participants the means to express their preferred mix of three service variables (Coverage, Frequency, Operational Hours) by placing a dot or making a mark on a large Venn diagram;
- 3. Questionnaire – Paper copies of the Long-Range Plan questionnaire were made available for all participants. An electronic tablet was also provided for those preferring to fill out the questionnaire online.
- 4. Comment cards – Blank comment cards were provided for participants to leave general thoughts, ideas or feedback.

The following pages provide transcribed notes from items 1, 2 and 4 above, including an image of item 1 and reference to a scanned copy of item 2. Results from the questionnaire are to be presented later, under separate cover.

Display Comments

Two pre-printed displays received written comments. The first asked participants to place a dot where they thought JTA service ought to be provided and/ or improved in JTA's eastern service area with explanatory notes made directly on the map or attached using Post-It notes. The following includes all such notes, together with an image of the poster at day's end:

- *"Sunday in Port Townsend. More routes more often. Direct to walk-on ferry."*
- *"Dial-a-ride for people with developmental disabilities is critical – please keep and even expand hours and range."*
- *"More shuttles to and from Park & Ride."*
- *"Service to Kala point."*
- *"Woodland Hills Highway 19."*
- *"To downtown and ferry."*
- *"Meet the 'straight shot' at their stop!"*
- *"Connect to Clallam Straight Shot."*
- *"Direct route to Kingston."*
- *"Service to Seattle."*
- *"More service to Seattle."*
- *"DSHS building."*
- *"How many miles do our buses travel with an 'Out of Service' sign to and from?"*

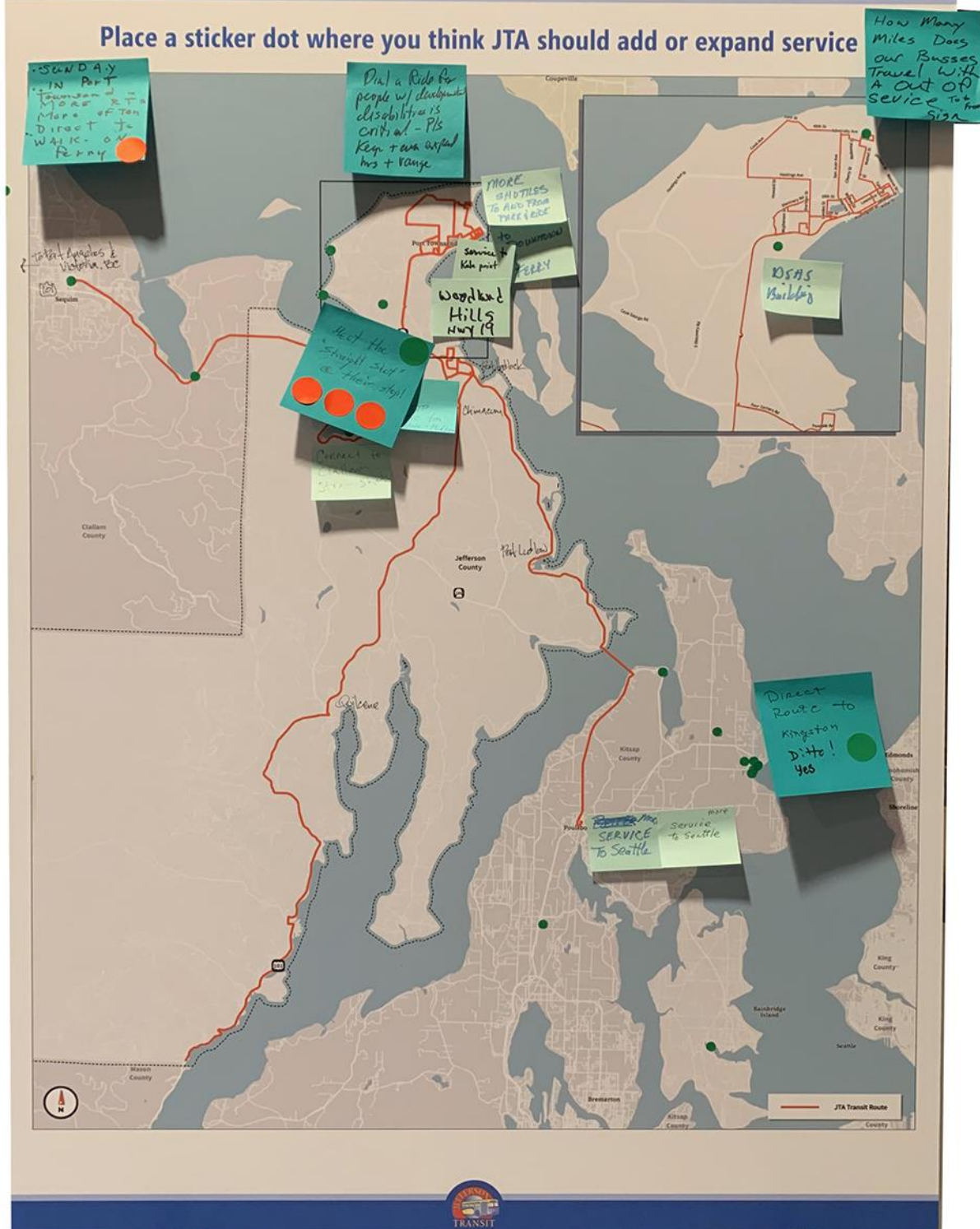
A second display posed the same question as above, focused on JTA's western service area. The following includes all such notes, together with an image of the poster at day's end:

- *"Free for seasonal users, hikers, etc.?"*
- *"Publicize multi-modal tourism opportunities. Make transit sexy!"*
- *"Publicize this opportunity."*



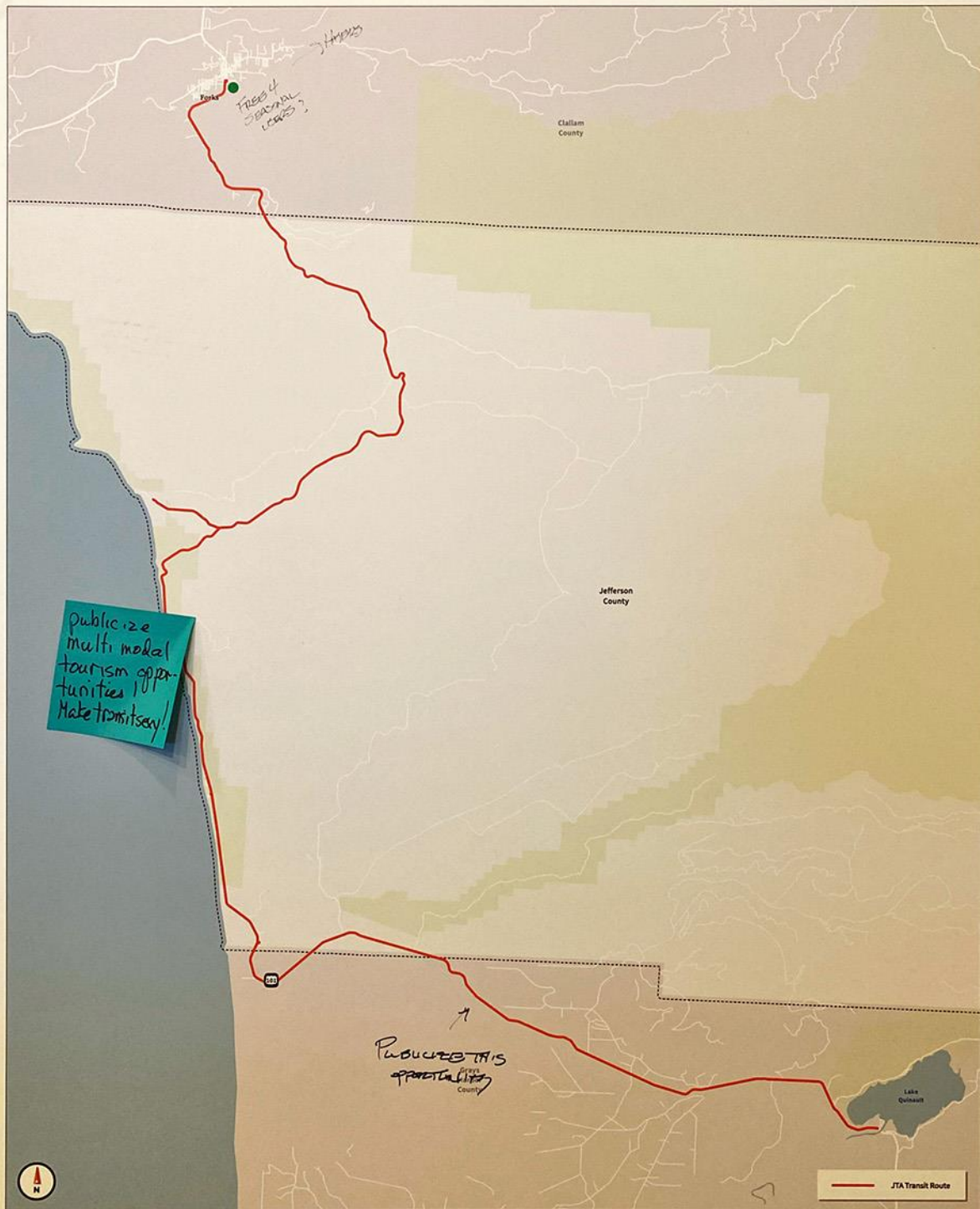
Where would you like to see service?

Place a sticker dot where you think JTA should add or expand service



Where would you like to see service?

Place a sticker dot where you think JTA should add or expand service



Graffiti Wall

As introduced on page one, this large-scale element provided catch-all space for written suggestions and comments, as well as giving participants the means to express their preferred mix of three service variables (Coverage, Frequency, Operational Hours) by placing a dot or making a mark on a large Venn diagram. Some participants misunderstood the graphic's objectives and placed multiple dots, generally intending to affirm notes left by others. For this reason, dot placements in this exercise have not been graphed or analyzed. Instead, the following file includes a scanned image of the display at day's end, with general notes and comments associated with specific dots transcribed in Acrobat format.

<Graffiti Wall scanned image>

Comment Cards

Notes provided on blank comment cards or left by participants are as follows. Other general comments sent to JTA via the project website will be documented under separate cover:

- *"I would like to see Dial-a-Ride service cover Woodland Hills."*
- *"Service and format were great – thanks. Dial-a-Ride is a really great, (and is a) critical service especially for those in our community with development disabilities. This service is critical for them to get to work and for other program/ recreation. Look at how that service could expand."*
- *"The Kitsap stop at Viking Road is exposed to the weather. Passengers need a shelter that protects them from wind and rain."*
- *"The Kitsap stop at Viking Road needs a bus shelter!"*
- *"Notes to Daniel:*
 - *Transit alerts*
 - *NextDoor.com*
 - *Collaborative next open house*
 - *Passenger miles per gallon/ emissions*
 - *Kitsap's programs*
 - *Bob Wheeler, Sarah S., Triangle"*
- *"Jefferson Transit provides me with a safe alternative to driving my car. I have a bus pass and Dial-a-Ride access due to my visual impairment. I rely on the bus to do my shopping, and to get uptown and downtown and to the library. It is a vital and important life-enriching resource for me! I appreciate that the buses give me freedom and confidence to know I can arrive at my destination on-time. I've been using the buses since 1991 when I moved here. I know all the bus drivers and they are to be applauded!"*

Nan Toby Tyrrell, Creative Arts Educator MA
360-385-6653
nantoby11@gmail.com
- *"Transit is in competition with free and ubiquitous car parking. JTA must become advocates for reducing/ eliminating the subsidy the public provides for parking through public policy mandates that create excessive car parking."*
- *Would love a survey that asks us more questions. Hope you have focus groups (as) part of this process. I think that it is very important to help our PT/Jefferson Community get educated to help*

them use transit and leave their cars parked! I am talking about having them change their live style of driving.”

Appendix

D



JTA Long-Range Plan Questionnaire

2

Page One : Introduction

Jefferson Transit Authority (JTA) is developing a 20-year Long Range Transit Plan to establish a vision for the future of transit in Jefferson County. Based on existing conditions, future projections, a prior survey and community feedback, we've developed several concepts to test various transit approaches.

This questionnaire presents each concept, seeking your input and ideas. It should take approximately 10-15 minutes to review and complete.

Your answers will help JTA develop a preferred concept for the long-term plan. We'll reach out again prior to the plan's scheduled adoption in late spring/early summer.

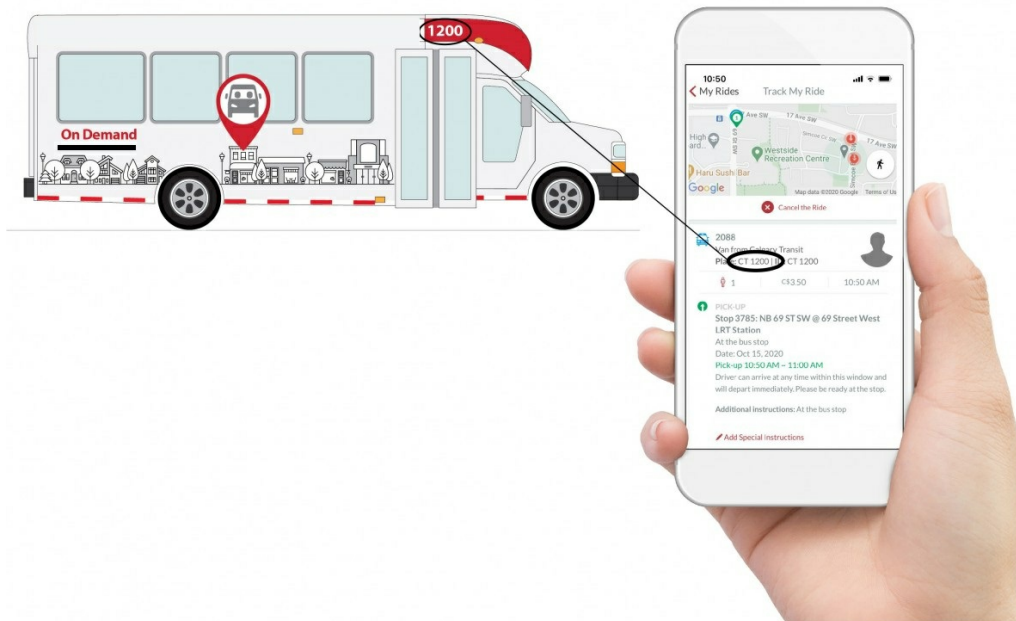
Thank you for your time and participation!

Page Two : Service Concepts

The following concepts suggest ways JTA might improve service provision, responding to shifts in travel patterns over the next twenty years. First, two **Growth Concepts** are presented for comparison. These are followed by four **Targeted Concepts** developed in response to input from the community.

Growth Concept 1 : On-demand Service

This concept proposes growth in *On-Demand Service*, an option where service is requested using a mobile app, a website, or a phone, usually involving a smaller vehicle (see example below). For JTA, this concept would benefit targeted areas that currently have no transit routes, connecting the Haines Place Park & Ride with other areas not currently served by JTA routes.



Growth Concept 2 : Higher Frequency Service

This concept proposes *increased frequency* on routes that serve higher density areas of Port Townsend, such as the Port Townsend Shuttle (Routes 11a & 11b) and the Upper Sims route (Route 4). This concept would benefit trips within Port Townsend, where ridership is highest. Riders would be able to catch a bus every fifteen minutes and be less reliant on following a bus schedule.

Targeted Concept 1 : Later Evening Service

This concept focuses on *service industry employees* and provides *On-Demand Service* from 8pm to midnight (Monday – Saturday). This would allow workers that have later schedules – such as restaurant and grocery store staff – to use transit to get home instead of driving.

Targeted Concept 2 : Sunday Service

This concept provides *On-Demand Service* in Port Townsend and Port Hadlock from 9am to 2pm. This would allow community members to take transit trips on Sunday, including to and from church.

Targeted Concept 3 : Split the Tri-Area Route

This concept would split Route 6 ("Tri-Area") to provide more frequent connections within the Tri-Area. One bus would provide a Four Corners to Tri-Area loop while another bus would connect Four Corners and the Haines Place Transit Center. This would provide more frequent service for trips within the Tri-Area, although it would require a transfer to a different bus at Four Corners.

Targeted Concept 4 : Kingston Ferry Connection

This concept would create a new route between the Haines Place Transit Center and Kingston Ferry (Monday – Saturday, one run in the morning and one in the late afternoon). This would provide more direct transit connections for those wishing to visit Seattle or Snohomish County via WSDOT or Kitsap Transit ferries.



JTA Long-Range Plan Questionnaire

2

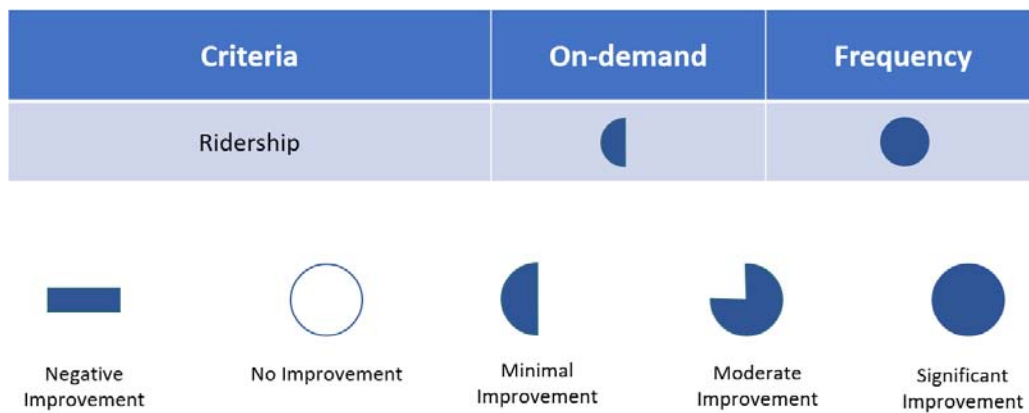
Page Three : Growth Concepts Evaluation

The following presents modeling results of our two **Growth Concepts**, highlighting key differences between them using several metrics. Check out how they performed below – we'll then ask you to rank each growth concept and add comments, helping us improve JTA's plan.

"Ridership" Metric

This modeling metric projected the number of riders per additional hour of transit service, which helps measure how productive or efficient the service concept would be.



Results: The *On-demand Service* concept showed lower ridership gains per hour than the *Higher Frequency Service* concept because the latter concept would serve an area with higher population and employment numbers.



"Access to Opportunities" Metric

This metric measured how many jobs and households would be within a reasonable travel time (via transit) from a set of origins across Jefferson County.

Results: While the two Growth Concepts performed equally well, the *On-demand Service* concept tended to increase access for new areas not previously served by transit, while the *Higher Frequency Service* concept would expand access for riders within the downtown Port Townsend area.

| Criteria | On-demand | Frequency |
|-------------------------|---|---|
| Access to opportunities |  |  |



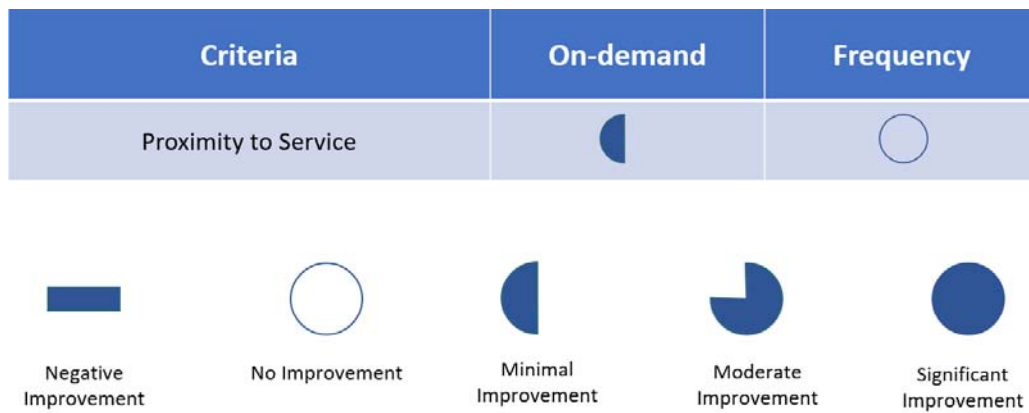
"Proximity to Service" Metric

This metric measured how many people are likely within walking distance of transit compared to the existing transit network. Besides the population and jobs near transit, this analysis focused on the percent of key demographic populations near transit, including:

- Low-income households
- Seniors (65+)
- Communities of color
- Zero-vehicle households
- Disabled populations

Here, the *On-demand Service* concept would increase proximity to service the most for all populations, seniors, and disabled populations. No significant increase in the number of people close to transit were seen in the other groups.

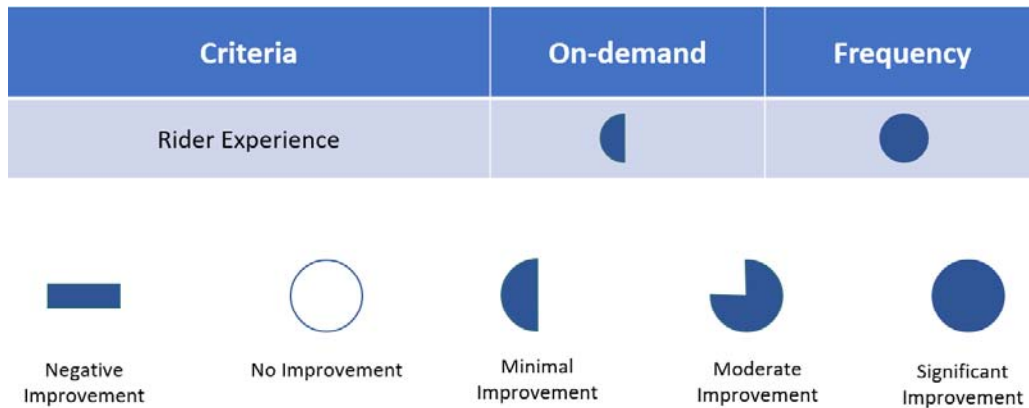
The *Higher Frequency Service* concept did not affect proximity to service because no new transit routes were projected, so there would be no change in the number of people close to transit.



"Rider Experience" Metric

This metric measured travel time via transit for a sample of origins and destinations. For travel time, we included the average time to walk, wait, and ride the bus to get from point A to B in our calculations.

Results: The *Higher Frequency Service* concept would provide shorter wait times – and therefore a better rider experience for most trips, while the *On-demand Service* concept would provide new connections in the County but no change in time for existing trips.



Please rank the four metrics we've used above in the order you consider most important, with one being most important and four being least important:

⋮

⬆

⬆

"Ridership" metric (i.e., the expected increase in Jefferson Transit riders per additional hour of transit service)

⋮

⬆

⬆

"Access to Opportunities" metric (i.e., how many jobs and services can be reached via transit)

⋮

⬆

⬆

"Proximity to Service" metric (i.e., how many people are within a walking distance of transit service)

⋮

⬆

⬆

"Rider Experience" metric (i.e., walk time, wait time, and transit travel time)

After reviewing the metrics above, please **rank our Growth Concepts** in the order you prefer, with one being your favorite and two being second favorite.



On-demand Service Concept











Higher-Frequency Service Concept

Why did you rank the metrics and growth concepts like you did?

Page Four : Targeted Service Concepts Evaluation

The table below summarizes our evaluation of the four **Targeted Service Concepts** presented on page two, including *Later Evening Service*, *Sunday Service*, *Split the Tri-Area Route*, and *Kingston Ferry Connection* concepts. Note that overall, the **Growth Concepts** presented on page two represented an increase in service hours of approximately 25% from today's service levels, while these **Targeted Service Concepts** showed a likely increase between 3% and 20%, as shown below.

| Criteria | Later Evening Service | Sunday Service | Split the Tri-Area Route | Kingston Ferry Connection |
|-----------------------------|---|---|---|---|
| % increase in service hours | 14% | 3% | 20% | 9% |
| Ridership |  |  |  |  |
| Riders per service hour |  |  |  |  |



After reviewing the above information, please **rank the Targeted Service Concepts**, advising JTA's future service priorities. As before, rank one as your top choice, and four as your least-favored choice.



Later Evening Service



Sunday Service



Split the Tri-Area Route



Kingston Ferry Connection

Why did you rank the targeted service concepts like you did?



JTA Long-Range Plan Questionnaire

2

Page Five : Priorities

This page includes questions covering additional service priorities and funding for proposed improvements.

Using the following strategies, how should JTA **prioritize future service**, where one is most important and six is least important?

1
2
3
4
5
6



Expand transit to areas not currently served by JTA

1
2
3
4
5
6



More frequent service in downtown Port Townsend

1
2
3
4
5
6



Later evening service for employees of restaurants, grocery stores, and healthcare centers

1
2
3
4
5
6



Sunday service to ensure transit is provided seven days a week

1
2
3
4
5
6



More frequent service in the Tri Area

1
2
3
4
5
6



New service to the Kingston Ferry terminal

JTA services are primarily funded through sales tax, with some support from fares, state, and federal sources. Achieving the different outcomes summarized on this survey may require additional revenues beyond just revenue growth tied to growth in population and employment.

Using the slider below, please indicate what level of transit service **growth** and **revenue collection** you'd support over the next twenty years to improve JTA service:

Maintain current services Improve services to match growth & demand Improve services faster than growth & demand





JTA Long-Range Plan Questionnaire

2

Page Six : Wrap-Up

These last few questions will help us better understand local needs and perspectives.

The zip code where I reside is: (select one)

Your gender?

- ☐ Female
- ☐ Male
- ☐ Prefer not to answer
- ☐ Prefer to self-describe (please specify)

Your age?

- ☐ Under 18
- ☐ 18-29 years
- ☐ 30-44 years
- ☐ 45-59 years
- ☐ 60 years or older
- ☐ Prefer not to answer

Do you consider yourself:

- ☐ Hispanic/Latino
- ☐ Not Hispanic/Latino
- ☐ Prefer not to answer

Which of the following racial designations best describes you? (more than one is acceptable)

- | | |
|---|---|
| <input type="checkbox"/> Asian | <input type="checkbox"/> Pacific Islander |
| <input type="checkbox"/> Black/African | <input type="checkbox"/> White/Caucasian |
| <input type="checkbox"/> Native American | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Other (please specify) | |

Before the COVID-19 epidemic, how often did you ride the bus in Jefferson County? (select one)

- ☐ Five or more times per week
- ☐ Two to four times per week
- ☐ Once per week
- ☐ A few times per month
- ☐ A few times per year
- ☐ Never

Interested in more on JTA's long-range plan? Visit our [project website](#). Have further questions? Add your contact info and we'll get in touch!

Your first name:

Email address:

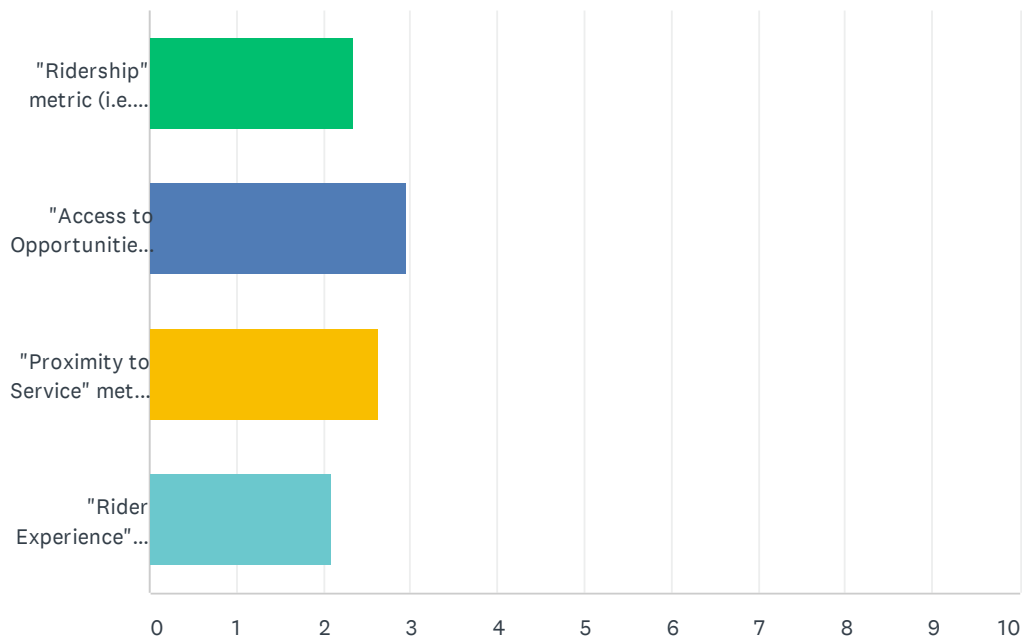
Phone number:

Appendix

E

Q1 Please rank the four metrics we've used above in the order you consider most important, with one being most important and four being least important:

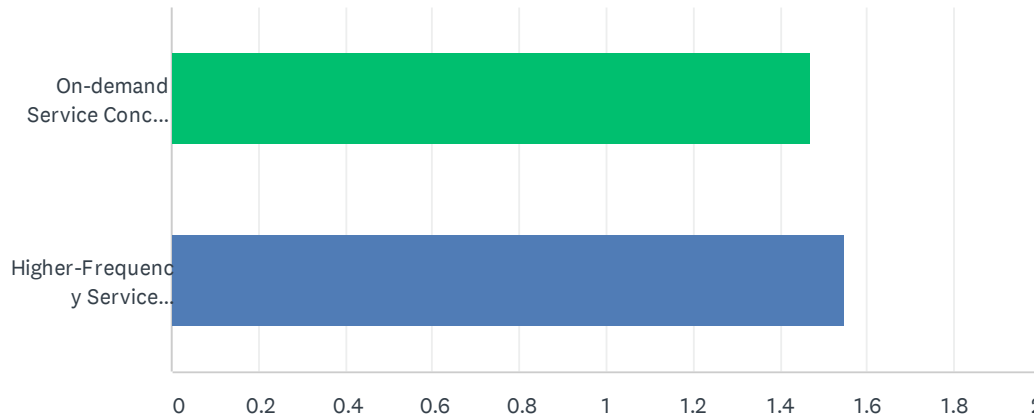
Answered: 169 Skipped: 13



| | 1 | 2 | 3 | 4 | TOTAL | SCORE |
|---|--------------|--------------|--------------|--------------|-------|-------|
| "Ridership" metric (i.e., the expected increase in Jefferson Transit riders per additional hour of transit service) | 23.60% 38 | 19.88% 32 | 23.60% 38 | 32.92% 53 | 161 | 2.34 |
| "Access to Opportunities" metric (i.e., how many jobs and services can be reached via transit) | 36.59% 60 | 32.93% 54 | 19.51% 32 | 10.98% 18 | 164 | 2.95 |
| "Proximity to Service" metric (i.e., how many people are within a walking distance of transit service) | 28.66% 47 | 23.78% 39 | 29.27% 48 | 18.29% 30 | 164 | 2.63 |
| "Rider Experience" metric (i.e., walk time, wait time, and transit travel time) | 11.98% 20 | 23.35% 39 | 26.95% 45 | 37.72% 63 | 167 | 2.10 |

Q2 After reviewing the metrics above, please rank our Growth Concepts in the order you prefer, with one being your favorite and two being second favorite.

Answered: 169 Skipped: 13



| | 1 | 2 | TOTAL | SCORE |
|----------------------------------|--------------|--------------|-------|-------|
| On-demand Service Concept | 46.91% 76 | 53.09% 86 | 162 | 1.47 |
| Higher-Frequency Service Concept | 54.55% 90 | 45.45% 75 | 165 | 1.55 |

Q3 Why did you rank the metrics and growth concepts like you did?

Answered: 136 Skipped: 46

| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | Don't use cell phone. Over 65 years old. | 4/30/2021 9:01 AM |
| 2 | most people can't wait an hour for another bus. Also important to have evening service | 4/28/2021 11:05 AM |
| 3 | If I understand correctly, on-demand might increase the number of people who can access public transit more than would the higher-frequency service concept | 4/27/2021 3:56 PM |
| 4 | using technology for efficiency! | 4/25/2021 1:06 PM |
| 5 | The metrics seem overlapping to me. I emphasized rider experience because that will influence whether more people take transit. Without more riders, none of the other improvements happen. On demand seems expensive per unit impact, and might somewhat overlap with Lyft, Uber etc. (admittedly those are more expensive, but some riders would use them anyway). | 4/24/2021 7:41 PM |
| 6 | I think expansion of access will have a greater impact | 4/24/2021 7:33 PM |
| 7 | I would like to see more routes outside of Port Townsend instead of more routes within Port Townsend | 4/24/2021 2:03 PM |
| 8 | Seniors, disabled, rural residents all have to get around too. How do they do that if they don't have a vehicle? Call Uber? That is VERY expensive if Uber is even in JC. Higher frequency is also a great idea! | 4/23/2021 11:48 AM |
| 9 | I live in Cape George, a NOOGC (naturally occurring older generation community) and as we get too old to drive it would be wonderful if we can stay in our homes due to an on-demand bus service. | 4/21/2021 8:51 PM |
| 10 | I want to see more use out of the service. Making it more useful to people to travel longer distances is more relevant to my needs. | 4/21/2021 3:59 PM |
| 11 | Because in order to be successful, JTA needs to provide services that are a reasonable substitute to private automotive trips; my rankings move JTA in that direction | 4/20/2021 9:19 PM |
| 12 | Without riders the service increases are less effective. It depends on whether it's realistic for "access to opportunities" to really increase riders and get them out of their cars. Maybe more split transit (bike/bus) options would impact this.... | 4/20/2021 7:34 PM |
| 13 | I'm chiefly interested in Transit's ability to expand it's service area in a way that increases access for folks in need who currently live nowhere near existing transit service. The "on-demand" concept seems to give these individuals a way to access transit. | 4/20/2021 3:31 PM |
| 14 | Concerns for accessibility and equity across the county come first; ease, timing, etc. are secondary. | 4/19/2021 9:38 AM |
| 15 | People take the bus if it gets them somewhere they need to go, so I think Access to Opportunities is essential in this process. No one in my neighborhood takes the bus, they are retired and not constrained by time. They need incentives. | 4/17/2021 8:42 AM |
| 16 | On-demand service is difficult to manage because of the availability of adequate numbers of vans and drivers; waits historically long | 4/17/2021 7:44 AM |
| 17 | i find it very hard to access downtown during tourist season. i would very much like to take the bus, and will give it a try. Frequent times is helpful | 4/16/2021 1:11 PM |
| 18 | We should focus on what will work best to get people out of their cars. On demand would be the best way to do that, I see buses running very empty all over town- most of the runs don't suit the population. More retirees and elderly would ride instead of driving if it met their needs and there wasn't a lot of waiting or inconvenience. We should absolutely have a devoted transit to the ferry to Seattle or Kingston, it should run at least 4 times a day, that would get cars off | 4/16/2021 12:52 PM |

JTA Long-Range Plan Questionnaire 2

the highway and reduce traffic congestion. It should be tailored for commuters but also work for the older folks who need to get to doctor's appointments in the city. A run to Bainbridge would be much better than Kingston. Thank you

| | | |
|----|--|--------------------|
| 19 | The Growth Metrics was based on costs while the On-Demand Metrics was based more on need (both personal and knowledge of current users) | 4/16/2021 9:34 AM |
| 20 | Cutting off Sunday Bus & Dial-A-Ride service made it difficult for lower income folks, seniors and disabled to get to Church. | 4/15/2021 10:35 AM |
| 21 | Sorry, I can't rank the first one since they all need to work together. The second one was easier where I rank frequency over on-demand. On demand ideally would be satisfied by something like Uber or Lyft since this would be the appropriate size vehicle and be more flexible. A bus is for more people. | 4/15/2021 9:43 AM |
| 22 | On-demand provides the highest access to transit service to the most destinations: services, retail, etc. We will be unable to walk far in a few years so frequency does not matter. Access to transit service is most important. | 4/14/2021 8:15 PM |
| 23 | Because I live off Cape George Rd., and so I have NO access to your services now. Please consider adding CGR to your routes. Otherwise, I have no place here. | 4/14/2021 10:24 AM |
| 24 | As a South County resident, I want more access to public transit. I can plan ahead and feel the opportunity to use public transit is most important | 4/14/2021 10:13 AM |
| 25 | It doesn't matter how many businesses are along the route, if a person can't safely get to a bus! | 4/13/2021 4:19 PM |
| 26 | I see a lot of large empty - or nearly empty -- buses traveling their routes. On-demand service, using smaller vehicles or outsourcing those trips to independent contractors, may increase ridership as older residents begin to venture out as the plague abates. | 4/13/2021 10:42 AM |
| 27 | I am interested in links to reach the ferries. | 4/13/2021 9:10 AM |
| 28 | Public transportation should be designed to serve the needs of the most vulnerable and least wealthy people in our communities. Frequent transportation to public services is most important. | 4/12/2021 8:07 PM |
| 29 | It seems critical to make transit accessible to as many under-served populations as possible. | 4/12/2021 3:11 PM |
| 30 | On demand allows transit for un-served areas without the commitment of a full route. It will also allow for the gathering of metrics to help develop future routes. | 4/12/2021 2:22 PM |
| 31 | Access to opportunities supports the local business community. Higher frequency is easier to achieve sooner. | 4/12/2021 10:51 AM |
| 32 | I think all are important but ridership is the highest because that's the number that usually justifies continuing or increasing funding. Access to opportunity and Proximity to service really should be linked - Opportunity is higher because reliable transportation to jobs the best way to amplify the economic benefits of spending on transit, but of course people need to be able to get to the stops in the first place. Rider experience is important but lowest of the four since getting people on transit in the first place is key. I ranked higher frequency over on-demand service because I think having something regular and reliable is more important for people who need to plan around transit schedules; also app-based services are not accessible to many people of course so it's less equitable. People are more likely to ride more often if it's a routine schedule that they can fit into their lives and count on. | 4/12/2021 10:34 AM |
| 33 | Less wait and travel time important to me. I do see benefit in on demand for many though. | 4/11/2021 4:23 PM |
| 34 | Non stop high speed ferry to Coleman dock area passengers and bicycles from May 1 to November 1 for starters. No cars just spenders on bikes. It would create a destination for techies, dovetail with bike trail and spur the new hotel/ Hastings renovation. Probably get Amazon or MSFT onboard as a retreat conference play like the Alderbrook. Or you can let it all puddle along with no money and no vision beyond tee shirts and greasy bar food | 4/11/2021 4:20 PM |
| 35 | Better service for people who already depend on the bus. | 4/11/2021 12:11 PM |
| 36 | I ranked them this way for two reasons. First, because, I think increasing opportunity to use the service is quite important and think on-demand could do that. Second, because I think it's | 4/11/2021 11:22 AM |

JTA Long-Range Plan Questionnaire 2

important for JTA to get some experience with on-demand since it is likely to become quite important in public transportation in the next 15 years or so.

| | | |
|----|---|--------------------|
| 37 | Because 'Higher Frequency' only helps those who already have more access to affordable public transit. Although important, it completely leaves those out who cannot access the bus (or access only the Castle Hill bus, which is a long route to go only a short way - if you're going to work, it makes for a long commute in a tiny town). | 4/10/2021 7:20 PM |
| 38 | Primary reason for NOT using transit is long wait times. | 4/10/2021 5:16 PM |
| 39 | I just don't think that people who choose to live at Kala Point, Cape George Colony, etc. will get out of their cars and take transit! I think people who live in Port Townsend and Port Hadlock are more likely to use transit more if service is more frequent/wait times less. | 4/10/2021 5:04 PM |
| 40 | save tax dollars stop transit | 4/10/2021 3:08 PM |
| 41 | On-demand service could be really chaotic. Drivers potentially could not get to the rider in a timely manner causing rider dissatisfaction. | 4/10/2021 12:40 PM |
| 42 | Higher frequency is more important to get people where they need to go without consulting the schedule as much. | 4/10/2021 10:45 AM |
| 43 | Focus on quality and access | 4/10/2021 10:28 AM |
| 44 | Guessing more ROI. | 4/10/2021 9:59 AM |
| 45 | Most people riding the bus in Jefferson are people without other options, disabled, low income, etc. Jefferson Transit should be focusing on that group because the rest of us are fairly well to do and don't use public transportation. In large cities public transportation is more convenient than trying to drive through bad traffic and bad parking. In Jefferson these aren't really factors. Waiting for a bus when we can drive somewhere in 5 to 10 min won't happen UNLESS we have special circumstances such as no car, too young to drive, too old to drive or disabled. | 4/10/2021 8:29 AM |
| 46 | I believe that less wait time will always increase ridership. Public transportation requires that ridership is consistent and a part in creating a high use system is the ability to increase the number of trips. | 4/10/2021 7:13 AM |
| 47 | Hard to decide, but like the on-demand concept to get riders on buses | 4/9/2021 10:04 PM |
| 48 | On demand service can be provided by commercial ride share services. | 4/9/2021 6:23 PM |
| 49 | Fare paying riders need to increase to justify increasing investment in transit. | 4/9/2021 2:52 PM |
| 50 | Interested in on demand | 4/9/2021 2:21 PM |
| 51 | I live in Kala Point where there is only service one day a week. When I can no longer drive, I cannot still live here | 4/9/2021 1:59 PM |
| 52 | Increase in transportation usage | 4/9/2021 12:07 PM |
| 53 | because I'm a senior | 4/9/2021 9:50 AM |
| 54 | I want the most people to have access to transit, to provide mobility for those without use of personal vehicles by choice or necessity. | 4/9/2021 9:02 AM |
| 55 | I currently reside in Kala Point and the nearest access point is over a mile away. I would definitely use transit services more frequently if access was easier. | 4/9/2021 7:55 AM |
| 56 | If someone is not within walking distance of a service, it is useless, so it is No. 1. Waiting for a bus for 1/2 hour can be painful and wastes a lot of time, so higher-frequency is No. 1. | 4/8/2021 4:07 PM |
| 57 | I see on-demand as being inefficient (from an energy and resource perspective), but not sure that is true. | 4/8/2021 2:20 PM |
| 58 | Higher frequency service needed. | 4/8/2021 11:23 AM |
| 59 | With an aging population, proximity to service becomes ever-increasingly important. Increased wait times between runs are less important than widening service areas and expanding service hours, which I think would both occur with on-demand service. | 4/8/2021 9:55 AM |
| 60 | There is no service to south Jefferson County, south of Hwy. 104. Many seniors, disabled, and residents have never had access to Jefferson Transit and yet pay taxes for services in | 4/8/2021 9:27 AM |

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| | | |
|----|--|-------------------|
| | Jefferson County. | |
| 61 | I live in town, often using my bike. As I age and parking becomes more challenging, I plan to bus more frequently. I don't like the wait times currently at park n ride for the downtown loop connection Ft Worden. | 4/8/2021 8:17 AM |
| 62 | On demand just doesn't seem cost effective | 4/7/2021 8:55 PM |
| 63 | Provide improved service to those already on board; expand access to those new to public transit. This is how I would prioritize investment. Support you clients then expand. | 4/7/2021 7:47 PM |
| 64 | I live out of the main ridership areas and would personally benefit from an on-demand service concept, as well as most people I know in the area. | 4/7/2021 5:38 PM |
| 65 | on demand would give jeffco transit a better idea (if they track metrics of course) as to where the need actually is | 4/7/2021 3:44 PM |
| 66 | I live in Cape George where we currently have no way to get to town services except taxi and private vehicle. Establishment of some sort of transit service would improve health, decrease use of private cars and help integrate our community with the rest of Port Townsend. | 4/7/2021 3:26 PM |
| 67 | even with the free ridership program I have not seen that many more people riding the buses | 4/7/2021 3:18 PM |
| 68 | People can adjust to a set schedule. | 4/7/2021 2:49 PM |
| 69 | I based them first on my own needs, but next on what I thought would benefit the most people. | 4/7/2021 1:45 PM |
| 70 | The easier it is to access public transit, the more likely people will use it. If someone has to walk more than 10 minutes to get to a bus and wait more than 10 minutes, they will likely drive if they have access to a car. But a lot more people might use public transit if the walk time and wait time were less | 4/7/2021 1:45 PM |
| 71 | N/A | 4/7/2021 1:41 PM |
| 72 | On-demand only serves those with access to internet -- Jefferson County is rural. Plus, it favors Port Townsend. Jefferson County is not only Port Townsend. I pay my taxes too. | 4/7/2021 10:48 AM |
| 73 | It would encourage and reward higher density development within our Urban Growth Areas consistent with GMA | 4/7/2021 10:43 AM |
| 74 | In this digital age. It is nice to have a ride based around your schedule. | 4/6/2021 10:02 PM |
| 75 | I don't really prefer any of them over the other just yet. I see benefits for all the suggested improvements. | 4/6/2021 8:28 PM |
| 76 | Because I have no access to transit from my home now, and will have access with on-demand | 4/6/2021 8:04 PM |
| 77 | Access is very important for far-flung ridership. I prefer fewer vehicles to drive those distances. Riders also need not to be stuck on transit for extended ride times. Frankly, managing packages, needing a restroom, or being tired out after work make transit riding less appealing, so I say shorten ride times. Proximity is always a moving target—people change work or residences—so creating more options and shorter rides seems like a solid long-term idea. | 4/6/2021 6:39 PM |
| 78 | I drive the 101 corridor from P.T. to Sequim. The traffic is dense. So many people commute between cities on the Peninsula. I explored transit and it was impossible and inconvenient to move between counties and arrive on work on time w/o having to start 2 hrs before arrival time. The density on the highway needs addressing- for safety and environmental reasons. | 4/6/2021 6:17 PM |
| 79 | Because it seemed you had more ridership with higher frequency service | 4/6/2021 5:52 PM |
| 80 | where is the survey? this is no survey, your survey makes no sense. You need to change your name to Port Townsend Transit because, that is all you care about. | 4/6/2021 4:24 PM |
| 81 | Since I live near bus routes the On-demand is unlikely to help me but I do think wider availability of buses is important. | 4/6/2021 3:30 PM |
| 82 | A well-designed survey question should never force the respondent to answer in a way that doesn't reflect their feelings, otherwise your data is garbage. What if I don't like either concept? Not sure there would be enough ridership for more frequent service. Not sure on demand makes sense either. Subsidize taxi instead? | 4/6/2021 1:22 PM |

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|-----|---|-------------------|
| 83 | senior, impaired walking, need kneeling access for now, use dial-a-ride sometimes ,maybe ramp later, svc access great so far | 4/6/2021 1:00 PM |
| 84 | The ridership metric incorporates bits of the other metrics (you'll get more riders/hour if people have access and that increases access to opportunities). | 4/6/2021 11:10 AM |
| 85 | My casual observation is that JT has very low ridership. If we are going to continue supporting this network, it should be used by as many people as possible, not just a way to employ drivers and bus mechanics. The folks who need the service the most for just getting around would be best served by on-demand service. | 4/6/2021 10:28 AM |
| 86 | On demand opens ridership to people with mobility issues. Higher frequency may be more convenient, but not necessarily needed. | 4/6/2021 9:35 AM |
| 87 | Tourism & jobs represent the highest numbers of people using our roads | 4/6/2021 8:19 AM |
| 88 | Dial a Ride services are needed on Sunday's more than the 9-2 proposal. Without all day service folks who cannot access the regular buses are doomed to pass up on possible paid hours of work, are prohibited from engaging in community events, can be halted in gathering with others in the community (restaurants, late services at local churches, etc.) Dial a Ride and bus service for full days on Sunday's would show that all the citizens in our community matter and are seen as equal to those that have alternate transportation. | 4/6/2021 8:17 AM |
| 89 | The On Demand seems more green friendly and efficient. | 4/6/2021 7:38 AM |
| 90 | Kala Point should have access to regular service; if that is not possible then some form of on-demand service should be provided. An aging population could really benefit from not having to use automobiles. | 4/6/2021 1:00 AM |
| 91 | less waste | 4/5/2021 10:39 PM |
| 92 | on-demand is taxi service, wasteful of fuel & transit employee time. PREDICTABLE service on needed routes should be the aim - with bicycle/ebike racks. | 4/5/2021 9:09 PM |
| 93 | predictability of higher-frequency | 4/5/2021 9:00 PM |
| 94 | Higher frequency service allows people to use the bus and know they can get back when they want to. On demand is too much like Uber and will increase road miles as there will be a round trip of the vehicle for each one way ride. This will increase our carbon emissions. | 4/5/2021 8:36 PM |
| 95 | A lot of potential riders currently don't have access to transit (too far from their residence) | 4/5/2021 7:48 PM |
| 96 | I think there should be a growth concept between strictly On-demand and High Frequency. The flexibility of On-Demand is desirable but we also need high ridership to fund the system | 4/5/2021 6:47 PM |
| 97 | Live in Port Ludlow so higher freq doesn't get me to where I need to go. I need to go to Seattle, Snohomish Co and Seatac Airport | 4/5/2021 6:12 PM |
| 98 | Because you asked about access to opportunities, which I see as getting me to Seattle. | 4/5/2021 5:52 PM |
| 99 | It is impossible to answer these questions in a meaningful way without knowing what they cost and the proposed source of those funds. If those of us who use transit services cannot pay for them in full, including all maintenance and life cycle costs, then don't spend anything. Borrowing money for services which cannot be paid back by those using those services is the path to bankruptcy. If you are seeing transit as a public service, a "gift" to the community, then you need to be sure that the local citizens support this ongoing expense. No matter how noble a community's vision, it cannot be implemented if the community is bankrupt. | 4/5/2021 5:17 PM |
| 100 | Prefer no schedule | 4/5/2021 5:00 PM |
| 101 | I believe in giving elderly, low-income, and working people the access they need to live their lives without added stress to get around. | 4/5/2021 4:08 PM |
| 102 | All of the concepts are important. Ranking them was based on current understanding of how the service is utilized. | 4/5/2021 3:56 PM |
| 103 | The bus nearest to me only comes once each hour. | 4/5/2021 3:46 PM |
| 104 | On demand should improve efficiency (fewer empty buses) and provide riders access to services (Port Hadlock shopping, Kingston ferry and commercial services in Kingston). | 4/5/2021 2:34 PM |

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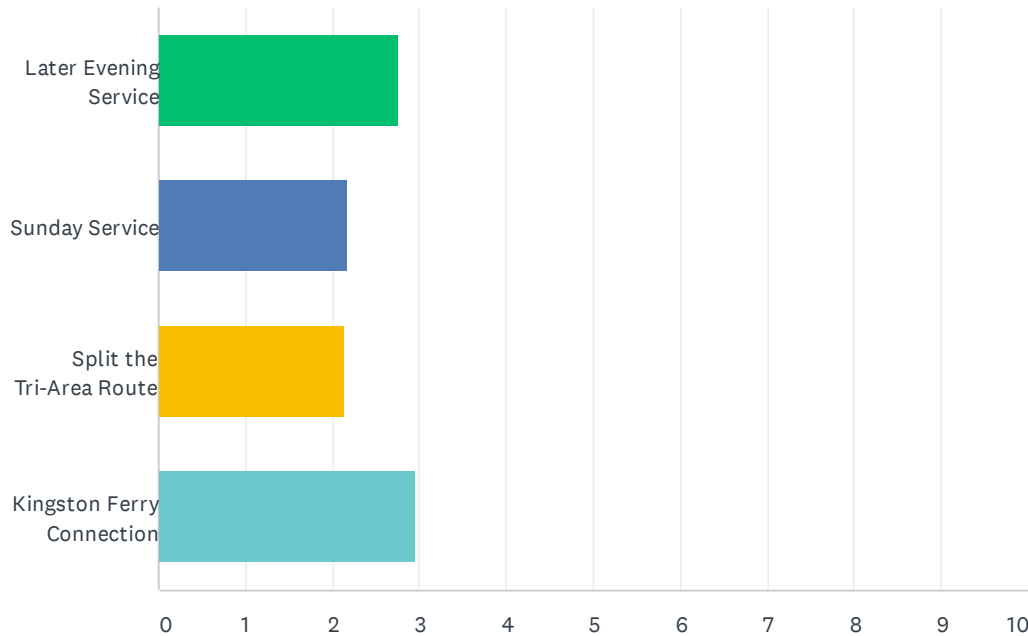
| | | |
|-----|--|--------------------|
| | Consideration should also be given to coverage of Port Ludlow area, and "on-demand" does that. | |
| 105 | later night service benefits people who want to go out to dinner or a movie, not just service workers who want to commute to work via JT | 4/5/2021 1:40 PM |
| 106 | More readily available rather than wait times between buses so riders may move on with their day quicker. | 4/5/2021 1:17 PM |
| 107 | Ridership Metric as an "expected increase" feels based on an unknown rather than the others that reflect immediate opportunity and service for those in need. | 4/5/2021 11:44 AM |
| 108 | One reason I don't ride the bus more is because of the hours - I want a higher frequency of service and I believe with more frequency we'll get more riders. | 3/26/2021 11:27 AM |
| 109 | More access and opportunities to service with on-demand options will address needs of the whole county. | 3/25/2021 4:29 PM |
| 110 | it took me an hour of waiting/riding to go from downtown to hospital | 3/25/2021 9:17 AM |
| 111 | Core model reflects other successful rural growth models. | 3/25/2021 9:16 AM |
| 112 | Ranking the metrics was difficult, I found them all to be important and my ranking somewhat arbitrary. Higher frequency of existing routes is more important to me, the closest route to me only runs once per hour. | 3/24/2021 7:10 PM |
| 113 | Higher-Frequency should create more and better opportunities for users. On-Demand would not get enough ridership from the community mentioned. | 3/24/2021 1:23 PM |
| 114 | If services are closer to the individuals needing access and those services take you closer to your job or shopping needs then more people will be able and want to use public transit. | 3/24/2021 12:05 PM |
| 115 | Increasing the service area is the preferred approach | 3/24/2021 10:15 AM |
| 116 | I live outside the downtown Port Townsend area. | 3/24/2021 9:53 AM |
| 117 | Really, this survey design is ill-conceived--quite confusing and obscures the actual priorities of the respondent | 3/24/2021 8:19 AM |
| 118 | Higher frequency provides more value to more people. But I also really want service to the Kingston Ferry--definitely more important to our household! | 3/24/2021 8:01 AM |
| 119 | I've experienced both concepts in other transit systems--on-demand seemed wasteful and cumbersome, whereas higher frequency service nurtured greater use of transit | 3/24/2021 7:22 AM |
| 120 | I live in Woodland Hills, an area unserved by transit. I would take the bus to Kingston or Winslow if one were available | 3/24/2021 4:52 AM |
| 121 | Before Covid the bus was my only source of transportation besides my bicycle. My answers reflect the challenges I experienced when there was not bus service often enough between the places I needed to go. | 3/24/2021 3:54 AM |
| 122 | Experience | 3/22/2021 9:09 AM |
| 123 | On-demand seems to offer more flexibility and to be more cost effective. | 3/19/2021 1:33 PM |
| 124 | Providing more service in under served areas is very important to me. | 3/18/2021 11:35 AM |
| 125 | The missing metric is "potential for carbon reduction." None of the choices listed above, excepting perhaps the higher frequency in traffic dense areas, will help Jefferson Transit become a leader in carbon reduction in the next 20 years. | 3/10/2021 10:46 AM |
| 126 | I'm too far to access any option by foot, and frequency will improve time required for efficient round trip outings and flexibility. | 3/7/2021 11:46 AM |
| 127 | I think an increase in regular service would be of benefit to me. | 3/7/2021 9:51 AM |
| 128 | Changes in transit services should first be looking to reduce the number of single occupancy vehicles to reduce community GHG. On demand has the potential to increase GHG. | 3/5/2021 8:45 PM |
| 129 | On demand for areas outside regular service. No need for higher frequency service | 3/4/2021 10:30 AM |

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|-----|---|-------------------|
| 130 | I think being able to use transit to and from work is very important. It saves money and helps with our carbon footprint. I think that the Higher-Frequency will also help with people getting to and from work without them arriving too early or too late. | 3/1/2021 9:14 AM |
| 131 | The metric important to me is the impact on greenhouse gases, not currently listed. I assumed that the buses would all be electric in the future, so increasing ridership would reduce greenhouse gases. But that is not necessarily true as it also depends on the vehicle miles driven that are avoided. I also think that for areas like Cape George, an on-demand organized carpool app promoted by Jefferson Transit might be the best approach. | 2/26/2021 5:30 PM |
| 132 | Invest in our economically productive core rather than encouraging unsustainable sprawl. | 2/25/2021 4:59 PM |
| 133 | Increasing ridership (not just per additional hour but more per bus on existing routes) is the metric that will influence our community carbon footprint because it will get more personal vehicles off the road. Proximity to service is related as that is what will make it more convenient for riders to use transit, but access to opportunities is also important. | 2/25/2021 1:59 PM |
| 134 | Combination of increased access for commuting workers and potential reduction of single occupancy vehicle trips | 2/25/2021 1:58 PM |
| 135 | Transit MUST be the leader in reducing GHG through massive increase in ridership | 2/24/2021 9:02 PM |
| 136 | Public transportation is a necessity for a healthy community | 2/23/2021 6:48 PM |

Q4 After reviewing the above information, please rank the Targeted Service Concepts, advising JTA's future service priorities. As before, rank one as your top choice, and four as your least-favored choice.

Answered: 167 Skipped: 15



| | 1 | 2 | 3 | 4 | TOTAL | SCORE |
|---------------------------|--------------|--------------|--------------|--------------|-------|-------|
| Later Evening Service | 26.99% 44 | 36.20% 59 | 23.31% 38 | 13.50% 22 | 163 | 2.77 |
| Sunday Service | 9.88% 16 | 27.78% 45 | 32.72% 53 | 29.63% 48 | 162 | 2.18 |
| Split the Tri-Area Route | 13.41% 22 | 22.56% 37 | 27.44% 45 | 36.59% 60 | 164 | 2.13 |
| Kingston Ferry Connection | 50.00% 83 | 13.86% 23 | 16.27% 27 | 19.88% 33 | 166 | 2.94 |

Q5 Why did you rank the targeted service concepts like you did?

Answered: 128 Skipped: 54

| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | Split Tri-area Route and Kingston Ferry Route don't apply to my situation | 4/30/2021 9:03 AM |
| 2 | transit to ferry is necessary for many travelers. Evening bus service would allow people to go to restaurants and other entertainment without bringing car | 4/28/2021 11:08 AM |
| 3 | Later evening service targets people who probably need it the most. I ranked Kingston ferry second because that would seem to serve both locals and possibly help with tourism. | 4/27/2021 3:59 PM |
| 4 | Personally I would use the Kingston Connection the most. Later evening service would encourage night life to thrive in PT. | 4/25/2021 1:07 PM |
| 5 | For our family, this is the factor that most limits us -- no transport to Seattle without a car. I realize this may not be the priority for the system as a whole. | 4/24/2021 7:44 PM |
| 6 | Having a better option than the two bus route that doesn't run much to Kingston Ferry would be transformative for me. I have to commute weekly to Edmonds/Seattle, and this is huge. Consider tourists as well in this as zero service on Sunday forced me into my car countless times, so I can only imagine true of tourists too. Then I think of workers next. I'm not well versed on needs of next two groups vs costs | 4/24/2021 7:37 PM |
| 7 | they seemed to benefit the most widespread rider groups | 4/24/2021 2:05 PM |
| 8 | According to your metric this ranking seems to impact ridership the most. | 4/23/2021 11:52 AM |
| 9 | Important to be able to get to Seattle for health care services. | 4/21/2021 8:55 PM |
| 10 | I travel more often to Seattle and therefore need regular connections for Kitsap Transit. | 4/21/2021 4:00 PM |
| 11 | Much of the private automotive travel that JTA should be aiming to eliminate the need for occurs because there is no suitable transit service. One can't return after going into PT for dinner, a movie, or an evening event. Similarly, 100s of vehicles make the ferry commute each day because the linkages to/from the commuter ferries are absent/fatally flawed. | 4/20/2021 9:24 PM |
| 12 | Commuter route is a good investment, and if riders in the county have more options perhaps it will help attract new riders. | 4/20/2021 7:36 PM |
| 13 | I feel like the "tri-area split" concept would lead to more unnecessary transfers and would simply increase service in areas that are already served. The other three options, on the other hand, would expand service areas and/or service hours, which I think is most needed. As far as "bang for buck" I believe extending hours into the later evening will benefit our local workers and businesses, as well as promoting community safety by giving bar-goers a safe alternative to driving home. | 4/20/2021 3:36 PM |
| 14 | Evening service improves access for those who work and those who do not drive after dark; splitting Tri-Area makes statistical sense; Sunday is nice, but not a need; Kingston Ferry is low priority since it's already possible to get to Bainbridge Ferry using JC Transit and Kitsap Transit. | 4/19/2021 9:40 AM |
| 15 | I care about the bus because people do rely on it, and equally, because it can reduce the carbon footprint of our region. I would like to see more visitors using it to get here, and leaving their cars in Seattle or Sequim, etc. | 4/17/2021 8:43 AM |
| 16 | More people will be served by the first three options than by the Kingston ferry connection | 4/17/2021 7:46 AM |
| 17 | I am concerned with access to Port Townsend | 4/16/2021 1:14 PM |
| 18 | Provide better service, get cars off the road. | 4/16/2021 12:53 PM |
| 19 | I feel later evening service provides the greatest need to service benefit Sunday Service likely serves the greatest range of riders Split the Tri-Area serves my area and Kingston Ferry was | 4/16/2021 9:38 AM |

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|----|---|--------------------|
| | 'what is left' | |
| 20 | Church...also Tri-Area gets more access. Notice you do not ever reference Brinnon where I live in the south county. Figure Brinnon should rank higher than the out of county Ferry. | 4/15/2021 10:39 AM |
| 21 | I'm sorry, but you did not even include the addition that is most important to me and that I tried to communicate as best as possible at the open house: Bainbridge island connection on both Saturday and Sunday morning, afternoon and evening. People want to bus to Seattle for many reasons. | 4/15/2021 9:46 AM |
| 22 | More access over a wider time period in the existing areas. | 4/14/2021 8:17 PM |
| 23 | Kingston ferry transit is a GREAT idea!! | 4/14/2021 10:27 AM |
| 24 | I ranked them according to my anticipated use. | 4/14/2021 10:17 AM |
| 25 | I want them ALL☺ but I considered where the greatest gaps exist in practical commuting to jobs and volunteering. | 4/13/2021 4:24 PM |
| 26 | I'd take a bus to the Kingston ferry and use the walk-on ferry to Seattle. Splitting the tri-area seems to be cost effective your analysis is valid. #3 and #4 are not cost-efficient. | 4/13/2021 10:46 AM |
| 27 | Because I would use a more direct ferry connection. Also, evening service is important if you go into the city and come back late. Right now you have to take a taxi or walk a long way. | 4/13/2021 9:12 AM |
| 28 | 1 - I believe more riders can be served by extending hours. 2 - access to all areas on Sunday benefits a wide range of individuals and entities. 3 - Splitting allows for more frequent stops. 4 - Until the light rail reaches Edmunds for further connections, this option seems limited to me. | 4/12/2021 2:26 PM |
| 29 | The ferry connection would be SO helpful to many people who need to access services across the water. | 4/12/2021 10:53 AM |
| 30 | Ridership was my main rank; changes that increase ridership show where the current need is most. Though it had a lower ridership impact, I ranked Sunday Service higher than Kingston Ferry Connection because people are more likely to use the former for work since many businesses, especially in the tourism industry which has lower pay and is most busy on the weekends, and tourists themselves would benefit (and people do love to complain about parking in downtown Port Townsend, so I've never understood why the downtown shuttle didn't run on Sundays). | 4/12/2021 10:39 AM |
| 31 | Seems to benefit the most riders. | 4/11/2021 4:26 PM |
| 32 | The way it is now, people who depend on the bus are stuck at home on Sunday or depend on getting a ride from someone. | 4/11/2021 12:14 PM |
| 33 | 1) Making it possible/convenient for service industry folk to use public transportation is important. 2) I have seen little evidence of a demand for the ferry connection. | 4/11/2021 11:25 AM |
| 34 | Evening rides would allow folks to attend events, such as Film Festival, Blues Festival, etc. It would allow more people to leave their cars at home to make room for tourists to park downtown and uptown - without having to build an ugly parking structure, as some want us to do. It will also help those who are working late, grocery shopping after work, going out to movies and other smaller events in PT. | 4/10/2021 7:28 PM |
| 35 | Economic possibilities for the community | 4/10/2021 5:19 PM |
| 36 | I think later evening and Sunday service is important to the most people who use or could use transit. It is crazy to me to not have bus service in Port Townsend on Sundays. | 4/10/2021 5:06 PM |
| 37 | none | 4/10/2021 3:08 PM |
| 38 | I am biased toward providing alternative transit options for service workers. That includes Sundays. I'm not sure I understand the Tri-Area route idea. I'm not sure if people would utilize the Kingston connection. If you are a walk-on, there is only one taxi service available in Edmonds. This may have changed since I tried walking -on to Edmonds. Uber was not available at the time. | 4/10/2021 12:50 PM |
| 39 | Instead of just the Kingston Ferry, please also consider service to the Bainbridge Ferry. Yes, I can go via N. Viking P&R with Kitsap Transit but why not one bus trip right to the Bainbridge Ferry? The pandemic has made work-from-home an option. We will see population increase that needs to access Seattle and the East Sound a couple of times per week. Let's make this | 4/10/2021 10:49 AM |

JTA Long-Range Plan Questionnaire 2

easy with access to the Bainbridge Ferry, or, better yet, a ferry from Port Townsend into Seattle itself.

| | | |
|----|--|--------------------|
| 40 | Access to Seattle important | 4/10/2021 10:30 AM |
| 41 | Personal relevance, Ferry connection would be hugely useful | 4/10/2021 10:00 AM |
| 42 | In my experience as a bus rider in Seattle, reduced evening service would have not given me a ride home from my evening hospital shifts. Riders who use a bus system regularly need to have a broad availability of time in their return trips to make a bus trip their regular and first option for travel. | 4/10/2021 7:17 AM |
| 43 | Love the Kingston ferry connection! Yet think Sunday service may be used more. | 4/9/2021 10:05 PM |
| 44 | Public transport between Seattle and JeffCo is currently so slow as to be unusable. | 4/9/2021 6:24 PM |
| 45 | Need direct route to Kingston for the foot or passenger ferry, to Seattle. | 4/9/2021 3:32 PM |
| 46 | Once again, increasing fare paying customers must justify increasing transit investment. | 4/9/2021 2:56 PM |
| 47 | Personal usage need | 4/9/2021 12:09 PM |
| 48 | The most benefit (in quarters) for the increase in service hours. | 4/9/2021 9:06 AM |
| 49 | Kingston ferry access is most important. | 4/9/2021 8:01 AM |
| 50 | My husband & I have family in Seattle and visit M.D. specialists frequently in Seattle. Not only would a connection to the Kingston Ferry be great for us, I wish you would consider a direct run to the Bainbridge Ferry which would more easily get us to Virginia Mason and Swedish! | 4/8/2021 4:10 PM |
| 51 | My main interest is for business travel to SEATAC. Sunday service would be helpful, as would later in the evening service from Kitsap to PT. | 4/8/2021 2:22 PM |
| 52 | The ability to provide to more runs to service-industry workers and non-driving citizens, e.g. seniors, is more important than the other options. | 4/8/2021 9:58 AM |
| 53 | Giving south Jefferson County residents better access to public transportation. A route south of 104, South Point to a Thorndyke station should be considered. | 4/8/2021 9:30 AM |
| 54 | Although the increase in cost is higher for the split service and later evening services, I think it would benefit the workers and people living in neighborhoods with lower income levels. | 4/8/2021 8:23 AM |
| 55 | Reward your clients before new customers. Support working people. Then non-working customers. | 4/7/2021 7:50 PM |
| 56 | I would have stayed out later in PT with a way to get home. The ferry accessibility works ok as is | 4/7/2021 3:45 PM |
| 57 | Tri Area service and evening service both increase safety for low income people. | 4/7/2021 3:31 PM |
| 58 | getting back and forth between PT and Tri-area is very tricky and cumbersome right now | 4/7/2021 2:50 PM |
| 59 | When covid is over people would stay out at bars and restaurants later and be able to go from downtown to their homes with ease. And I know there is a lot of drinking and driving that happens that could be helped by later hours of bus service | 4/7/2021 1:47 PM |
| 60 | .Again, my first criteria were my own needs, and secondly what I thought would benefit the most other people | 4/7/2021 1:46 PM |
| 61 | Increased ferry services would help my work commute. | 4/7/2021 1:43 PM |
| 62 | High ridership is the goal or should be. | 4/7/2021 10:51 AM |
| 63 | It is ridiculous that there is not transit to or from the county after 5. | 4/7/2021 10:49 AM |
| 64 | Most likely use. | 4/7/2021 10:45 AM |
| 65 | Having access to Seattle and SeaTac is important | 4/6/2021 10:03 PM |
| 66 | The Kingston ferry connection is the one service I can see my family using. BUT, I think serving the most people possible is important, and especially serving areas and people who have no other transportation. | 4/6/2021 8:30 PM |

JTA Long-Range Plan Questionnaire 2

| | | |
|----|--|-------------------|
| 67 | It is important to be able to get to Seattle without driving. Also, Sunday service is important for many people without cars. | 4/6/2021 8:06 PM |
| 68 | Kingston Ferry connection saves lots of individual vehicle drives. Sunday service adds a whole day of more opportunities. Later evening service can also help working people as well as people wanting to go to an arts event in early evening. Tri-area is not on my radar much. | 4/6/2021 6:45 PM |
| 69 | Personally, I would be better served with Ferry connection and Tri-area routing. | 4/6/2021 6:19 PM |
| 70 | the kingston ferry is what I would use | 4/6/2021 4:27 PM |
| 71 | Since I moved to Port Townsend I've been frustrated by not being able to use the bus on Sundays. A lot of events take place on weekends but since bus only runs on Saturday that halves the time available to attend events. Getting places in the evenings is also a problem. For example going to a play, I can get there on a bus but would have to get a cab to get home. Connecting to the Kingston Ferry would also be nice but it sounds like the plan is very limited. Another suggestion for targeted service would be to provide bus service to major events like 4th of July fireworks. | 4/6/2021 3:37 PM |
| 72 | Connectivity to Seattle is key. | 4/6/2021 1:23 PM |
| 73 | Kingston ferry would get around the Hood Canal roundabout and Hood Canal bridge probs. Later eve svc would help seniors who can't drive at night. | 4/6/2021 1:07 PM |
| 74 | We would use the Kingston Ferry service! | 4/6/2021 1:06 PM |
| 75 | I'd almost rank later evening and Sunday the same - an increase in availability when there is no service now - but Sunday also benefits service workers who had no access as well as general pop | 4/6/2021 11:12 AM |
| 76 | Kingston connection provides opportunity to use public transportation to get to Seattle, and a connection for air travel. | 4/6/2021 9:37 AM |
| 77 | Again Sunday service weighs very heavy for those who do not have access to alternate transportation | 4/6/2021 8:18 AM |
| 78 | Later evening service serves the restaurant/retail workers. Bus service to Kingston so that I don't have to pay to park or waste gas? Yay! Sunday service has always been a desire of fellow bus riders and the split route is last on the list as it makes for a shorter ride, but it's not that long now. | 4/6/2021 7:46 AM |
| 79 | Kingston ferry connection currently is awful. An important link to health care in Seattle | 4/6/2021 6:12 AM |
| 80 | 1. This would help employees get to work and home. 2. Sunday service would be most helpful. 3. The split tri-area route could include Kala Point 4. The Kingston Ferry Connection is a great idea | 4/6/2021 1:03 AM |
| 81 | common sense: by where need is greatest. Please consider a variety of vehicle sizes tailored to passenger volumes on given runs. | 4/5/2021 9:12 PM |
| 82 | process of elimination: Sunday service didn't get much response in the evaluation; connection to Kingston might contribute to turning JeffCo into more of a commuter bedroom county, which I don't support | 4/5/2021 9:02 PM |
| 83 | I actually think you should increase the frequency to Poulsbo, not Kingston. If JT connected with every ferry, then people would use it for their high road mile trips to Seattle and Seatac, knowing they could get back when they want to. I think it would be the most effective way to reduce SOV road miles. | 4/5/2021 8:38 PM |
| 84 | To get more potential riders to have access to ridership | 4/5/2021 7:49 PM |
| 85 | Both the link to the Ferry and Split Route offer improvements in service | 4/5/2021 6:49 PM |
| 86 | I need to get to ferry from Port Ludlow. I just moved here so haven't used bus yet. Would use it if it connected better to Kingston. Plan to use it more to go to PT too as I am driving far less now as aging. | 4/5/2021 6:18 PM |
| 87 | getting to Seattle is important and we need later busses from Seattle back to PT | 4/5/2021 5:53 PM |
| 88 | For my own convenience, based on how I think I would use these services. | 4/5/2021 5:19 PM |

JTA Long-Range Plan Questionnaire 2

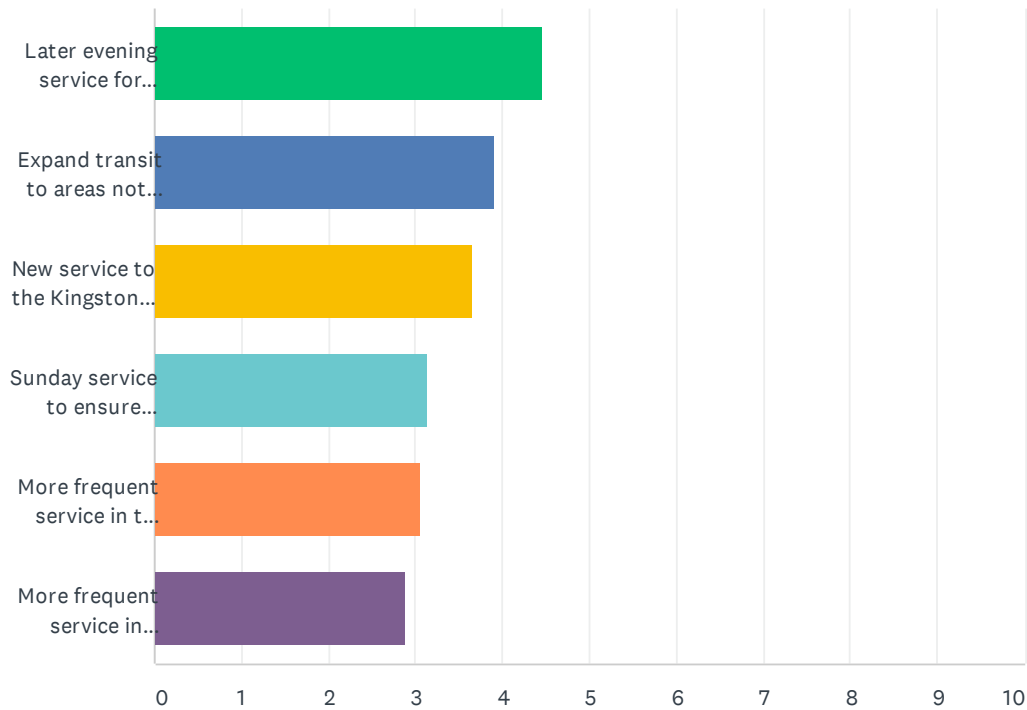
| | | |
|-----|---|--------------------|
| 89 | Want a kingston run to go see family | 4/5/2021 5:01 PM |
| 90 | The connection between Port Ludlow and the Kingston ferry is absolutely crucial to use. The growth of our Village is younger families who work/commute in/to Seattle. Ferry connection as a way of cutting the cost of commute is crucial. | 4/5/2021 4:31 PM |
| 91 | I had to work late in the evenings and on Sundays at one time and really struggled with not having access to bus service. | 4/5/2021 4:09 PM |
| 92 | These are all worthy services. Access to Seattle for medical and other reasons is vital. People working in service occupations would benefit from late night buses. Elders who no longer drive and wish to be independent may desire transportation to church. | 4/5/2021 4:04 PM |
| 93 | i have not riden the transit bus at any time this year. | 4/5/2021 3:56 PM |
| 94 | Getting to and from the ferry is more useful to me than the other targeted services. | 4/5/2021 3:48 PM |
| 95 | Access to Kingston and its ferry service is a significant plus, and incorporates service in Port Ludlow, too. | 4/5/2021 2:38 PM |
| 96 | Kingston ferry service doesn't help people get to Seattle except when it connects with the fast ferry - mainly would help commuters who want to work in Seattle. Those who want to get to Seattle outside of commuting hours would benefit more by increasing opportunities to get to the Bainbridge ferry. Later evening service benefits those who want to go out to dinner or a movie. Sunday service benefits everyone who wants or needs to do things on a weekend | 4/5/2021 1:45 PM |
| 97 | Making later work opportunities easier and restoring worship opportunities on Sundays. | 4/5/2021 1:20 PM |
| 98 | I took transit to Bainbridge for years to access Seattle. The length of time and service level was far behind in modern expectations. The Kingston Ferry Connection offers access to both Seattle and Edmonds area where a variety of transit options connect with the greater Puget Sound region. This should be priority one. Later evening service is a close second as late night workers can have that option. | 4/5/2021 11:47 AM |
| 99 | I'd love to see a Kingston Ferry connection. I would use that. Late evenings will help employees and a split tri-area route would be more frequent. | 3/26/2021 11:28 AM |
| 100 | It seemed the most appropriate to address the wide ranging needs of riders. | 3/25/2021 4:30 PM |
| 101 | it would be safer to take the bus home after restaurants and bars | 3/25/2021 9:19 AM |
| 102 | Later evening service would be beneficial for me. Kingston route would be nice, although I would not use it often. | 3/24/2021 7:12 PM |
| 103 | I know my family would use the service to Kingston. My family would also use evening services. | 3/24/2021 1:26 PM |
| 104 | To increase riders and to cut down on cars it seems the most important. | 3/24/2021 12:07 PM |
| 105 | Sunday service is essential for PT ferry users. | 3/24/2021 10:16 AM |
| 106 | (same) | 3/24/2021 9:54 AM |
| 107 | Again, hard to rank--all would be useful. Has better connections for Seattle service been considered--especially hard connection on return trip from Winslow to PT? | 3/24/2021 8:21 AM |
| 108 | The ferry connection is more valuable in our community--Port Ludlow. | 3/24/2021 8:02 AM |
| 109 | The current Bainbridge connection requires a transfer and is unpredictable, transit access to medical services in the Edmonds area as well as the new light rail terminal would be enabled. | 3/24/2021 7:28 AM |
| 110 | I mainly would love to see a bus to Kingston that I can take to the passenger ferry | 3/24/2021 4:54 AM |
| 111 | Almost everyone who works in the service industry has to work on Sunday. We desperately need bus service on Sundays. | 3/24/2021 3:54 AM |
| 112 | Experience | 3/22/2021 9:11 AM |
| 113 | I like the idea of running a "shuttle" around the Tri-Area. | 3/19/2021 1:34 PM |
| 114 | The later service hours serves employees who work in the service industries; Kingston connection gives commuters another option to get to work. | 3/18/2021 11:38 AM |

JTA Long-Range Plan Questionnaire 2

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|-----|--|--------------------|
| 115 | I did not rank any of them. They don't appear "visionary" at any level. Isn't that what Transit is trying to create: a 20 year plan and vision for Jefferson Transit's role in shaping our community? | 3/10/2021 10:47 AM |
| 116 | Ideally we should have our own ferry connection to the Seattle area (Edmonds would be my choice), but this would be our next best option! | 3/8/2021 10:41 AM |
| 117 | Ordered based on my transportation/destination priorities. | 3/7/2021 11:48 AM |
| 118 | Critical to provide increased service to the Kingston ferry with access to Seattle and Edmonds/Paine field | 3/7/2021 9:52 AM |
| 119 | Changes should focus on increasing commuter ridership from out in the county to jobs closer to PT, ie the mill, hospital, marine trades ext. | 3/5/2021 8:49 PM |
| 120 | Kingston would be a great destination to go to Edmonds, (train station) Easy access to Everett airport. Seattle for many reasons and the airport at SeaTac. No need at all to split the tri area, already has sufficient service. | 3/4/2021 10:37 AM |
| 121 | 2 and 3 are a tie | 3/4/2021 8:46 AM |
| 122 | Splitting the Tri-Area would help get more trips to that area and help with long waiting times between buses. I think this would help people in the community more. | 3/1/2021 9:16 AM |
| 123 | I think the ferry connection is likely to reduce greenhouse gas emissions the most. The later evening service may allow more working families to get by with one fewer car. Sunday service is desirable, but as noted above, a carpool app may work well for things like church services, etc. | 2/26/2021 5:34 PM |
| 124 | Evening service would support access to restaurants, movies, and events, for both patrons and employees. Huge improvement for everyone: residents and visitors, workers and audience, business and community. | 2/25/2021 5:04 PM |
| 125 | Later evening service would allow for more workers and others to use transit. Adding something like a Tri-Area shuttle would provide better connectivity with shorter wait times for Tri-Area residents. Kingston run is appealing if there is sufficient ridership to support it. Sunday service is not very helpful to increase ridership if it is only focused on church hours - the abbreviated schedule makes it not so useful for everyone else. | 2/25/2021 2:07 PM |
| 126 | Improve usefulness to commuting workers. | 2/25/2021 2:05 PM |
| 127 | To get people out of their cars, JT must target the low wage commercial core workers working hours. | 2/24/2021 9:04 PM |
| 128 | Able to reach more places other wise un able to reach | 2/23/2021 6:50 PM |

Q6 Using the following strategies, how should JTA prioritize future service, where one is most important and six is least important?

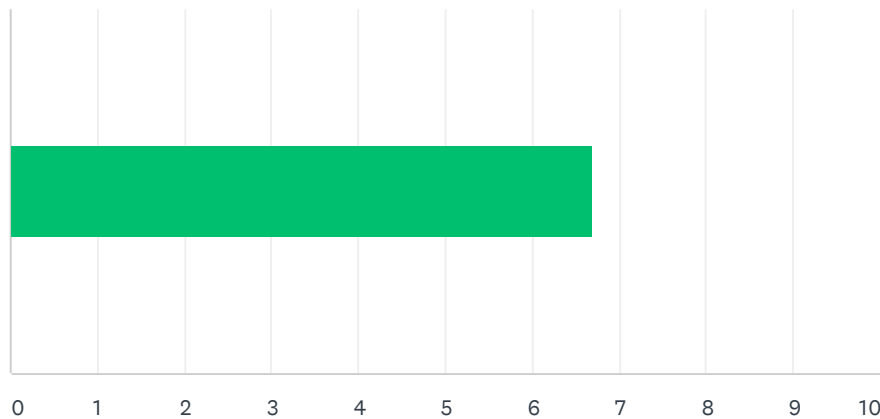
Answered: 166 Skipped: 16



| | 1 | 2 | 3 | 4 | 5 | 6 | TOTAL | SCORE |
|--|--------------|--------------|--------------|--------------|--------------|--------------|-------|-------|
| Later evening service for employees of restaurants, grocery stores, and healthcare centers | 28.30% 45 | 26.42% 42 | 22.01% 35 | 12.58% 20 | 6.92% 11 | 3.77% 6 | 159 | 4.45 |
| Expand transit to areas not currently served by JTA | 25.32% 39 | 18.18% 28 | 15.58% 24 | 18.18% 28 | 9.74% 15 | 12.99% 20 | 154 | 3.92 |
| New service to the Kingston Ferry terminal | 28.92% 48 | 14.46% 24 | 9.64% 16 | 12.65% 21 | 10.84% 18 | 23.49% 39 | 166 | 3.67 |
| Sunday service to ensure transit is provided seven days a week | 8.13% 13 | 15.63% 25 | 15.63% 25 | 24.38% 39 | 15.63% 25 | 20.63% 33 | 160 | 3.14 |
| More frequent service in the Tri Area | 3.14% 5 | 16.35% 26 | 19.50% 31 | 18.24% 29 | 28.93% 46 | 13.84% 22 | 159 | 3.05 |
| More frequent service in downtown Port Townsend | 7.59% 12 | 10.13% 16 | 18.99% 30 | 13.92% 22 | 25.95% 41 | 23.42% 37 | 158 | 2.89 |

Q7 JTA services are primarily funded through sales tax, with some support from fares, state, and federal sources. Achieving the different outcomes summarized on this survey may require additional revenues beyond just revenue growth tied to growth in population and employment. Using the slider below, please indicate what level of transit service growth and revenue collection you'd support over the next twenty years to improve JTA service:

Answered: 121 Skipped: 61



| ANSWER CHOICES | AVERAGE NUMBER | TOTAL NUMBER | RESPONSES |
|------------------------|----------------|--------------|-----------|
| | 7 | 811 | 121 |
| Total Respondents: 121 | | | |

| # | | DATE |
|----|----|--------------------|
| 1 | 5 | 4/28/2021 11:10 AM |
| 2 | 9 | 4/27/2021 4:00 PM |
| 3 | 10 | 4/25/2021 1:09 PM |
| 4 | 10 | 4/25/2021 12:17 PM |
| 5 | 10 | 4/24/2021 7:46 PM |
| 6 | 6 | 4/24/2021 7:38 PM |
| 7 | 6 | 4/24/2021 2:06 PM |
| 8 | 5 | 4/23/2021 11:54 AM |
| 9 | 8 | 4/21/2021 8:56 PM |
| 10 | 7 | 4/21/2021 4:02 PM |
| 11 | 10 | 4/20/2021 9:26 PM |
| 12 | 10 | 4/20/2021 7:37 PM |
| 13 | 10 | 4/20/2021 3:37 PM |
| 14 | 8 | 4/19/2021 3:41 PM |

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| 15 | 7 | 4/19/2021 9:42 AM |
| 16 | 8 | 4/17/2021 3:31 PM |
| 17 | 1 | 4/17/2021 3:12 PM |
| 18 | 7 | 4/17/2021 8:44 AM |
| 19 | 7 | 4/17/2021 7:47 AM |
| 20 | 8 | 4/16/2021 1:17 PM |
| 21 | 10 | 4/16/2021 12:55 PM |
| 22 | 6 | 4/16/2021 9:39 AM |
| 23 | 7 | 4/15/2021 12:44 PM |
| 24 | 7 | 4/15/2021 12:03 PM |
| 25 | 8 | 4/15/2021 10:41 AM |
| 26 | 5 | 4/14/2021 8:19 PM |
| 27 | 7 | 4/14/2021 8:00 PM |
| 28 | 5 | 4/14/2021 10:30 AM |
| 29 | 8 | 4/14/2021 10:18 AM |
| 30 | 7 | 4/13/2021 4:27 PM |
| 31 | 4 | 4/13/2021 10:47 AM |
| 32 | 10 | 4/12/2021 8:09 PM |
| 33 | 10 | 4/12/2021 3:14 PM |
| 34 | 6 | 4/12/2021 2:27 PM |
| 35 | 5 | 4/12/2021 10:54 AM |
| 36 | 6 | 4/11/2021 4:27 PM |
| 37 | 7 | 4/11/2021 12:15 PM |
| 38 | 8 | 4/11/2021 11:27 AM |
| 39 | 5 | 4/11/2021 3:46 AM |
| 40 | 7 | 4/10/2021 5:21 PM |
| 41 | 7 | 4/10/2021 5:08 PM |
| 42 | 1 | 4/10/2021 3:09 PM |
| 43 | 5 | 4/10/2021 12:53 PM |
| 44 | 9 | 4/10/2021 10:50 AM |
| 45 | 10 | 4/10/2021 10:03 AM |
| 46 | 5 | 4/10/2021 8:31 AM |
| 47 | 7 | 4/10/2021 7:19 AM |
| 48 | 6 | 4/9/2021 10:07 PM |
| 49 | 5 | 4/9/2021 2:25 PM |
| 50 | 5 | 4/9/2021 9:08 AM |
| 51 | 10 | 4/9/2021 8:03 AM |
| 52 | 7 | 4/8/2021 7:34 PM |

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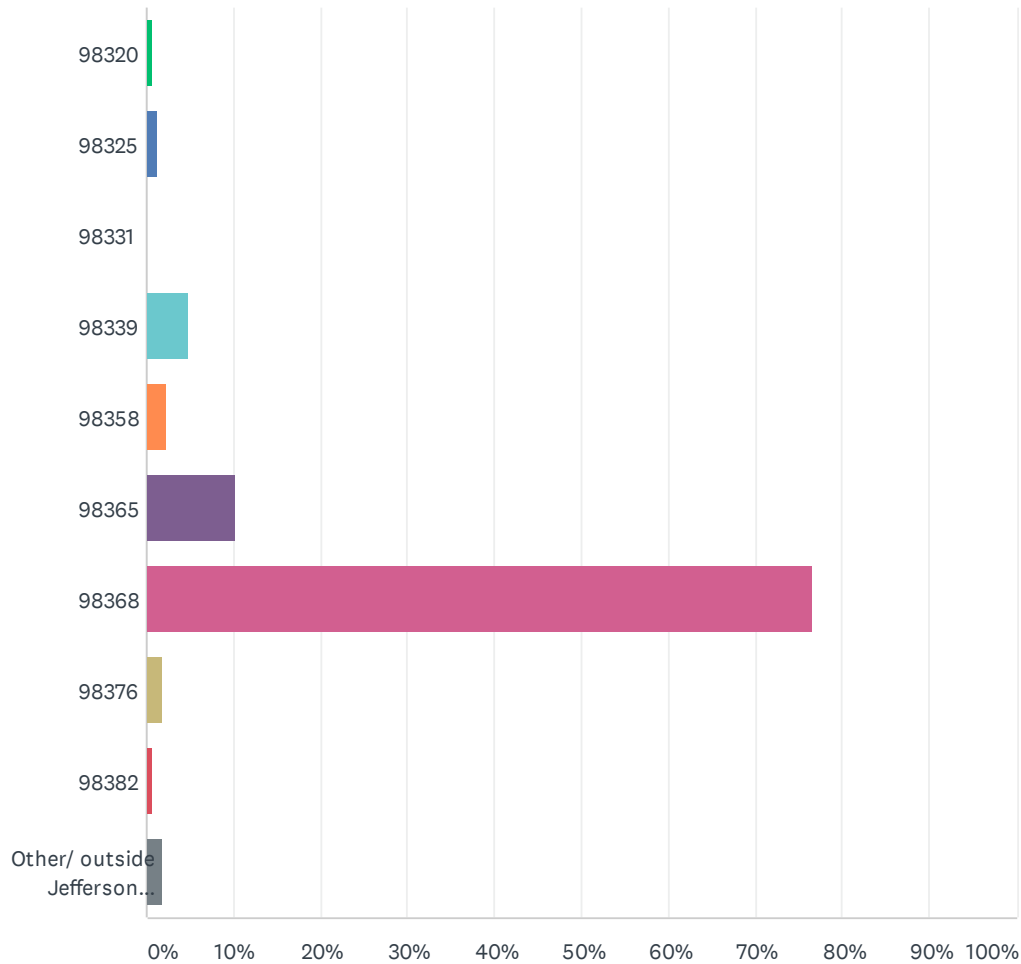
| | | |
|----|----|-------------------|
| 53 | 5 | 4/8/2021 5:04 PM |
| 54 | 7 | 4/8/2021 4:12 PM |
| 55 | 5 | 4/8/2021 2:23 PM |
| 56 | 10 | 4/8/2021 9:59 AM |
| 57 | 6 | 4/8/2021 8:25 AM |
| 58 | 7 | 4/7/2021 7:52 PM |
| 59 | 8 | 4/7/2021 5:42 PM |
| 60 | 0 | 4/7/2021 3:20 PM |
| 61 | 7 | 4/7/2021 1:48 PM |
| 62 | 6 | 4/7/2021 1:47 PM |
| 63 | 7 | 4/7/2021 1:44 PM |
| 64 | 7 | 4/7/2021 10:53 AM |
| 65 | 7 | 4/7/2021 10:48 AM |
| 66 | 6 | 4/7/2021 9:25 AM |
| 67 | 5 | 4/6/2021 10:04 PM |
| 68 | 5 | 4/6/2021 8:32 PM |
| 69 | 6 | 4/6/2021 8:09 PM |
| 70 | 7 | 4/6/2021 6:46 PM |
| 71 | 8 | 4/6/2021 6:20 PM |
| 72 | 5 | 4/6/2021 5:55 PM |
| 73 | 7 | 4/6/2021 3:39 PM |
| 74 | 5 | 4/6/2021 1:08 PM |
| 75 | 7 | 4/6/2021 1:08 PM |
| 76 | 6 | 4/6/2021 11:14 AM |
| 77 | 5 | 4/6/2021 9:39 AM |
| 78 | 9 | 4/6/2021 8:19 AM |
| 79 | 6 | 4/6/2021 7:47 AM |
| 80 | 6 | 4/6/2021 6:13 AM |
| 81 | 5 | 4/6/2021 5:54 AM |
| 82 | 5 | 4/5/2021 9:16 PM |
| 83 | 10 | 4/5/2021 8:39 PM |
| 84 | 5 | 4/5/2021 7:50 PM |
| 85 | 7 | 4/5/2021 7:14 PM |
| 86 | 6 | 4/5/2021 6:50 PM |
| 87 | 6 | 4/5/2021 6:19 PM |
| 88 | 0 | 4/5/2021 5:20 PM |
| 89 | 5 | 4/5/2021 4:31 PM |
| 90 | 6 | 4/5/2021 4:11 PM |

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|-----|----|--------------------|
| 91 | 5 | 4/5/2021 4:06 PM |
| 92 | 8 | 4/5/2021 2:40 PM |
| 93 | 6 | 4/5/2021 1:54 PM |
| 94 | 7 | 4/5/2021 1:46 PM |
| 95 | 10 | 4/5/2021 11:48 AM |
| 96 | 5 | 3/26/2021 11:30 AM |
| 97 | 6 | 3/25/2021 4:31 PM |
| 98 | 8 | 3/25/2021 9:27 AM |
| 99 | 5 | 3/24/2021 7:14 PM |
| 100 | 6 | 3/24/2021 6:50 PM |
| 101 | 5 | 3/24/2021 6:17 PM |
| 102 | 7 | 3/24/2021 1:29 PM |
| 103 | 10 | 3/24/2021 12:14 PM |
| 104 | 6 | 3/24/2021 10:18 AM |
| 105 | 6 | 3/24/2021 8:22 AM |
| 106 | 5 | 3/24/2021 8:03 AM |
| 107 | 7 | 3/24/2021 7:30 AM |
| 108 | 10 | 3/24/2021 3:55 AM |
| 109 | 6 | 3/19/2021 1:35 PM |
| 110 | 5 | 3/18/2021 11:39 AM |
| 111 | 10 | 3/8/2021 10:42 AM |
| 112 | 5 | 3/7/2021 11:50 AM |
| 113 | 7 | 3/5/2021 8:50 PM |
| 114 | 4 | 3/4/2021 10:39 AM |
| 115 | 5 | 3/4/2021 8:36 AM |
| 116 | 10 | 2/26/2021 5:36 PM |
| 117 | 8 | 2/25/2021 5:12 PM |
| 118 | 9 | 2/25/2021 2:12 PM |
| 119 | 8 | 2/25/2021 2:12 PM |
| 120 | 10 | 2/24/2021 9:06 PM |
| 121 | 5 | 2/23/2021 6:51 PM |

Q8 The zip code where I reside is: (select one)

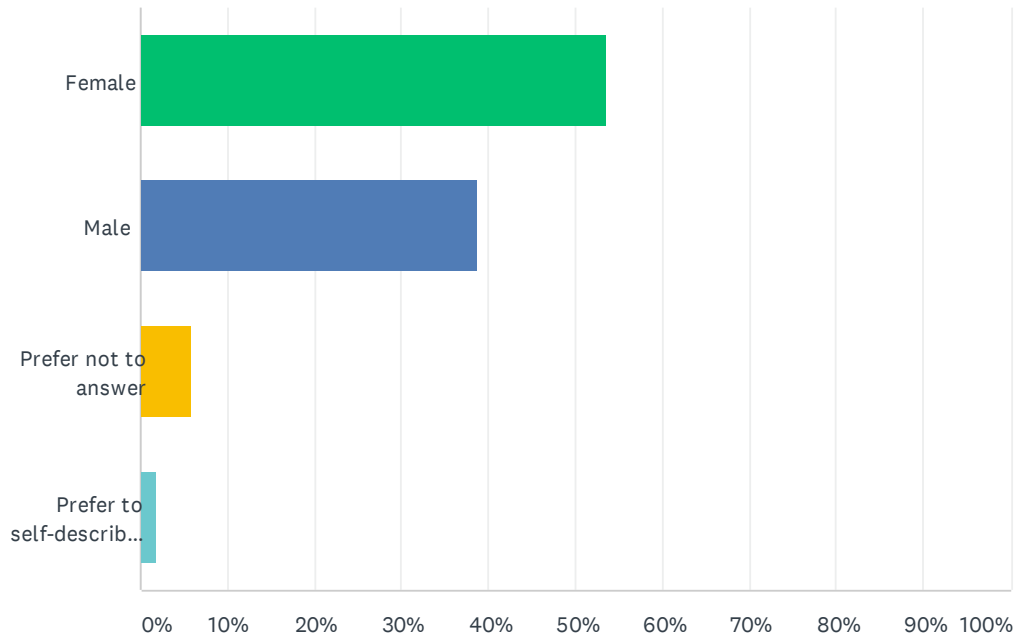
Answered: 167 Skipped: 15



| ANSWER CHOICES | RESPONSES | |
|---------------------------------|-----------|-----|
| 98320 | 0.60% | 1 |
| 98325 | 1.20% | 2 |
| 98331 | 0.00% | 0 |
| 98339 | 4.79% | 8 |
| 98358 | 2.40% | 4 |
| 98365 | 10.18% | 17 |
| 98368 | 76.65% | 128 |
| 98376 | 1.80% | 3 |
| 98382 | 0.60% | 1 |
| Other/ outside Jefferson County | 1.80% | 3 |
| TOTAL | | 167 |

Q9 Your gender?

Answered: 168 Skipped: 14

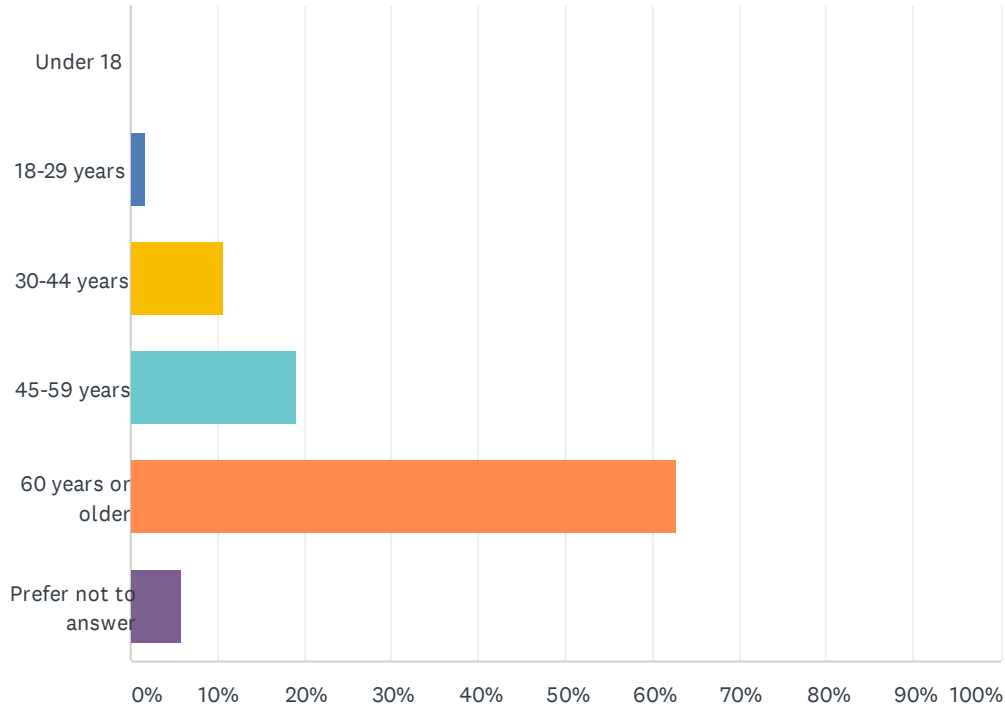


| ANSWER CHOICES | | RESPONSES | |
|--|--|-----------|-----|
| Female | | 53.57% | 90 |
| Male | | 38.69% | 65 |
| Prefer not to answer | | 5.95% | 10 |
| Prefer to self-describe (please specify) | | 1.79% | 3 |
| TOTAL | | | 168 |

| # | PREFER TO SELF-DESCRIBE (PLEASE SPECIFY) | DATE |
|---|--|-------------------|
| 1 | non-binary | 4/12/2021 8:10 PM |
| 2 | nonbinary | 4/11/2021 3:47 AM |
| 3 | Please use electric vehicles. Didn't find a place to leave this comment. | 4/10/2021 1:04 PM |

Q10 Your age?

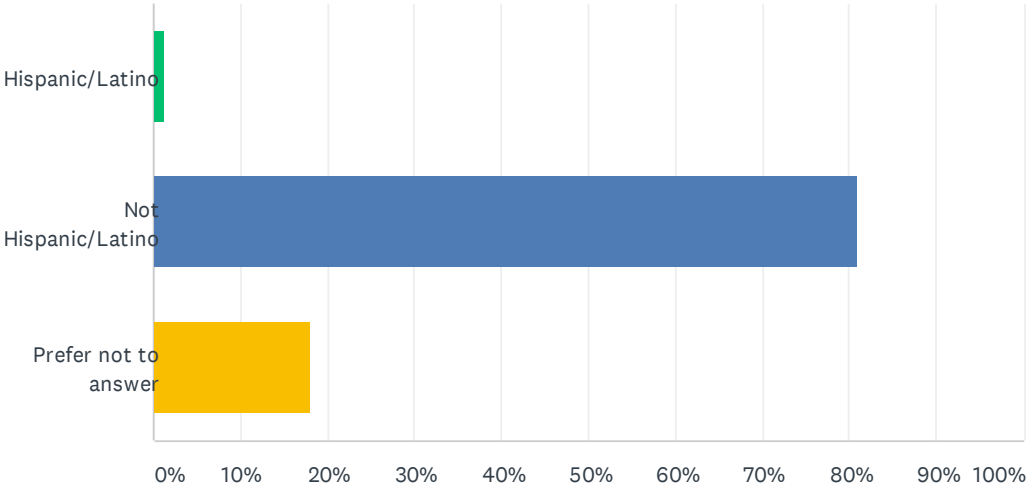
Answered: 169 Skipped: 13



| ANSWER CHOICES | RESPONSES | |
|----------------------|-----------|-----|
| Under 18 | 0.00% | 0 |
| 18-29 years | 1.78% | 3 |
| 30-44 years | 10.65% | 18 |
| 45-59 years | 18.93% | 32 |
| 60 years or older | 62.72% | 106 |
| Prefer not to answer | 5.92% | 10 |
| TOTAL | | 169 |

Q11 Do you consider yourself:

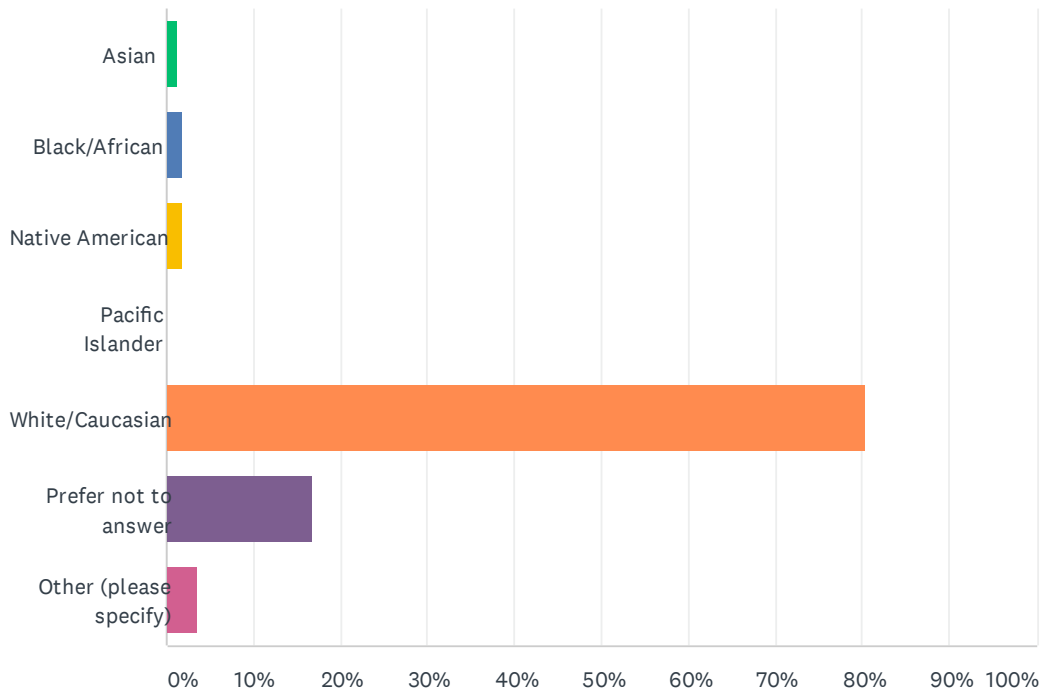
Answered: 162 Skipped: 20



| ANSWER CHOICES | RESPONSES | |
|----------------------|-----------|-----|
| Hispanic/Latino | 1.23% | 2 |
| Not Hispanic/Latino | 80.86% | 131 |
| Prefer not to answer | 17.90% | 29 |
| TOTAL | | 162 |

Q12 Which of the following racial designations best describes you? (more than one is acceptable)

Answered: 168 Skipped: 14

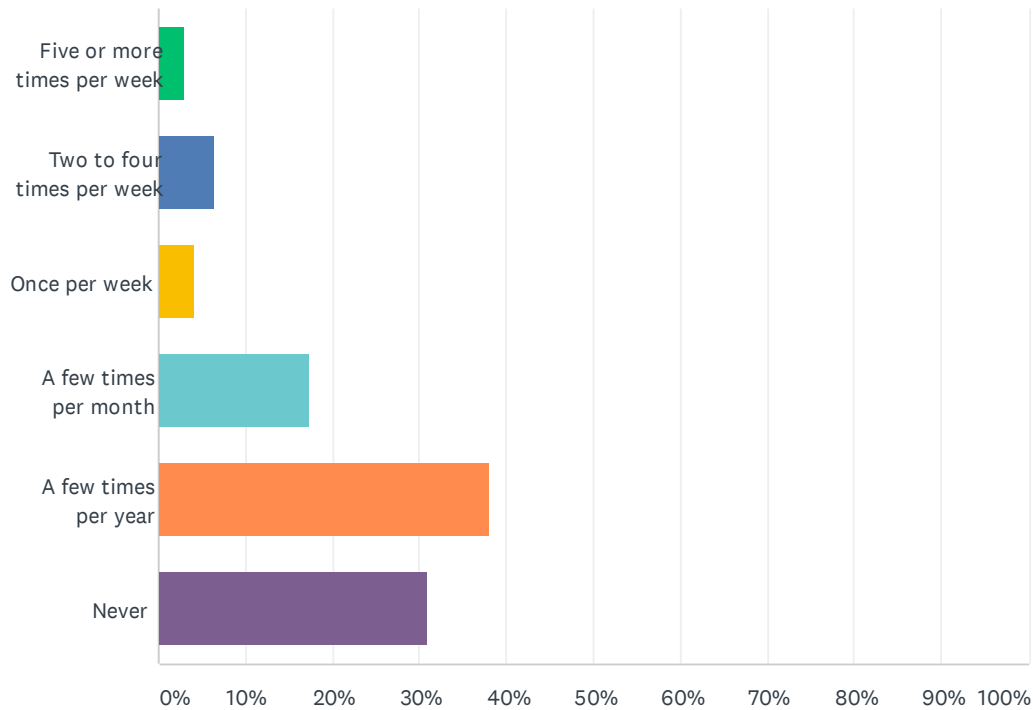


| ANSWER CHOICES | RESPONSES |
|------------------------|------------|
| Asian | 1.19% 2 |
| Black/African | 1.79% 3 |
| Native American | 1.79% 3 |
| Pacific Islander | 0.00% 0 |
| White/Caucasian | 80.36% 135 |
| Prefer not to answer | 16.67% 28 |
| Other (please specify) | 3.57% 6 |
| Total Respondents: 168 | |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|--|--------------------|
| 1 | First Nation | 4/20/2021 5:15 PM |
| 2 | latino | 4/17/2021 3:14 PM |
| 3 | Mixed-race-family | 4/15/2021 12:04 PM |
| 4 | Italian American | 4/8/2021 11:28 AM |
| 5 | I'm a resident who'd love to use public transit if it served my area on a sensible schedule. | 4/5/2021 9:21 PM |
| 6 | European | 2/23/2021 6:53 PM |

Q13 Before the COVID-19 epidemic, how often did you ride the bus in Jefferson County? (select one)

Answered: 168 Skipped: 14



| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|-----|
| Five or more times per week | 2.98% | 5 |
| Two to four times per week | 6.55% | 11 |
| Once per week | 4.17% | 7 |
| A few times per month | 17.26% | 29 |
| A few times per year | 38.10% | 64 |
| Never | 30.95% | 52 |
| TOTAL | | 168 |



Jefferson Transit Authority
Long Range Plan

Jefferson Transit Authority
63 4 Corners Road
Port Townsend, WA
360-385-4777

FEHR & PEERS

