



Kitsap Transit 
Connecting Communities

2018 ANNUAL REPORT





TO THE KITSAP COMMUNITY

We at Kitsap Transit have been busy over the past few years expanding bus service and modernizing our fleet, transit centers and communications. In addition, we started and are continuing to build out a cross-sound passenger-only ferry system between Kitsap County and Seattle.

In 2018 Kitsap Transit recorded more than 3.8 million rides across a multi-modal system of routed buses, passenger-only ferries, ACCESS and Dial-A-Ride shuttles, vanpools, and Worker/Driver buses for the Puget Sound Naval Shipyard. In the pages that follow, we highlight some of our accomplishments and offer snapshots of our agency's operations and budget.

We could not have achieved all of this without the support of our voters, passengers and employees. Our mission is to provide safe, reliable and efficient transportation choices that enhance the quality of life in Kitsap County. We take pride in delivering on this promise daily but also in being receptive to customer concerns. Let us know how we're doing.

Sincerely,

John W. Clauson
Executive Director, Kitsap Transit



Pictured (from left to right): Becky Erickson, Greg Wheeler, Jay Rosapepe, Edward Wolfe, Charlotte Garrido, Robert Gelder, Leslie Daugs, Kol Medina, Robert Putaansuu, Mark Fuller.

OUR TRANSIT BOARD

Kitsap Transit's 10-member Board is comprised of nine elected officials and a non-voting member who represents the agency's labor unions, as required by state law. The nine elected members are the three Kitsap County commissioners; Bremerton's mayor; a member of the Bremerton City Council; an elected official from each of the smaller cities (Bainbridge Island, Port Orchard and Poulsbo); and an at-large member chosen on a rotating basis from one of the smaller cities.

The Transit Board sets the agency's goals, policies and priorities. Among its duties, the Board reviews and approves operational and capital budgets; changes in fares; regulatory documents such as the Transit Development Plan; and large contracts for equipment, supplies and services.

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County Population 147,152

1983

Kitsap Transit starts service in Poulsbo and Port Orchard; it buys out private Bremerton bus operator.



1988-1990

Construction of Charleston bus base in Bremerton.

Service area expands to Bainbridge Island, parts of Poulsbo, South Kitsap area and northeast Kitsap County.

County Population 189,731

1990s

Paratransit operations brought in-house and named *ACCESS*.

1999

Washington voters approve I-695; Kitsap Transit loses 43 percent of its funding.

Kitsap Transit ridership hits a record high of about 5.6 million riders.

County Population 231,969

2000

New Bremerton Transportation Center opens.



2004

Administration moves to Harborside Building in downtown Bremerton.

County Population 251,133

2013

Kitsap Transit rebrands and unveils an orange wayfinder logo.



2016

Voters approve adding 3/10 of 1 percent to sales tax for passenger ferries to Seattle from Bremerton, Kingston and Southworth.



2016

North Viking Transit Center opens in Poulsbo.



2018

Groundbreaking on Wheaton Way Transit Center. Land bought for new Silverdale Transit Center.



County Population 270,100

OUR HISTORY

1920s-1982 Private companies provide transit services in Kitsap County.

1982 A public vote creates Kitsap Transit. Richard Hayes is hired as its first Executive Director.

1983 Bus service starts in Poulsbo and Port Orchard. The agency sets up administrative offices in a row of five houses in Bremerton.

1984 Kitsap Transit opens first transfer center on Wheaton Way in Bremerton. The agency carries nearly 1.5 million passengers.

1988 Bainbridge Island and part of Poulsbo annex into the transit service area.

1989 First cooperative Park & Ride lot developed. West Bremerton Transfer Center opens. South Kitsap annexes into the transit service area.

1991 Charleston Base completed. Kitsap Transit carries nearly 3.2 million riders.

1992 Buses start using the Opticom traffic system. Portions of *ACCESS* service are brought in-house.

1993 Voters approve sales tax increase from 3/10 to 5/10 of one percent. Submarine Base Bangor annexes into service area.

1995 *ACCESS* operators become agency employees. Bike racks installed on all buses.

1998 Kitsap Transit becomes a countywide agency.

1999 Bainbridge Island Bike Barn opens. George's Corner Park & Ride opens. Kitsap Transit ridership hits a record high of about 5.6 million riders. Washington voters approve I-695, causing Kitsap Transit to lose 43 percent of its funding.

2000 Kitsap Transit cuts bus service and raises fares. Bremerton Transportation Center opens. Kitsap Transit carries about 3.8 million riders.

2001 Voters approve raising sales tax to replace most of the funds lost from passage of I-695. Fares are lowered.

2002 Kitsap Transit begins restoring transit service and carries about 4.6 million riders.

2003 Agency buys Horluck Transportation foot ferry operations and facilities for service between Bremerton and Port Orchard.

2004 Kitsap Transit's main offices move from Charleston Boulevard to new Harborside Building in downtown Bremerton.

2007 National recession causes a plunge in sales tax revenue, forcing Kitsap Transit to cut service.

2008 Kitsap Transit carries nearly 5.4 million riders, including a new dial-a-ride service on Bainbridge Island called BI Ride. Faced with continued declines in sales tax revenue, Kitsap Transit eliminates Sunday service, hikes fares and lays off employees.

2011 Worker/Driver fleet replaced. Kitsap Transit's ridership falls to 3.9 million.

2012 Richard Hayes, Kitsap Transit's first executive director, retires. The Board appoints John Clauson as the agency's next executive director. Mission statement revised.

2013 Agency rebrands and introduces a new logo – the orange wayfinder. Scientists study wake wash from Kitsap Transit's Rich Passage 1 passenger-only ferry to look for any discernible impact on beaches.

2014 Kitsap Transit adds its first propane vehicles to the fleet and re-launches BI Ride as it operates today.

2015 Board establishes a fuel-stabilization reserve. Agency launches a dial-a-ride service in South Kitsap called SK Ride.

2016 Kitsap Transit acquires foot-ferry dock in Annapolis from Port of Bremerton. Voters approve an additional sales tax of 3/10 of one percent for passenger-only ferry service to downtown Seattle from Bremerton, Kingston and Southworth. North Viking Transit Center in Poulsbo opens.

2017 Agency introduces a dial-a-ride service in North Kitsap called Kingston Ride. Passenger-only ferry service launched between Bremerton and Seattle, offering a crossing time of 30 minutes.

2018 Kitsap Transit acquires M/V *Finest* from New York and refurbishes it for Kingston-Seattle passenger-only ferry service, which launches in November. First electric bus put into service. Agency introduces DoubleMap, a service offering the public real-time locations and arrival times of Kitsap Transit buses and ferries.

OUR SERVICES



ROUTED BUS SERVICE

Kitsap Transit routed buses serve Bainbridge Island, Poulsbo, Kingston, Suquamish, Silverdale, Bremerton and Port Orchard. They travel a set schedule and route at regular intervals Monday through Saturday. Routed buses connect to each other, foot ferries and fast ferries so passengers can make connections from one community to another. In 2018, Kitsap Transit operated 39 different routed service routes.



FOOT FERRY

Kitsap Transit operates a foot ferry between downtown Bremerton and downtown Port Orchard, every half-hour, six days a week. Commuter foot ferry service also operates between downtown Bremerton and Annapolis on the weekdays.



FAST FERRY

Kitsap Transit operates cross-sound passenger-only ferries from Bremerton and Kingston to downtown Seattle five days a week, with additional sailings on Saturdays from May through September. The crossing time is approximately 30 minutes for the Bremerton route and 40 minutes for the Kingston route. A third route from Southworth to downtown Seattle is in development.



ACCESS

ACCESS service provides curb-to-curb transportation to the elderly and disabled who are unable to use the fixed route transit system. Clients travel to medical appointments, shopping, friends or any other destination within Kitsap County. The program averaged more than 900 boardings a day in 2018.



WORKER/DRIVER

Worker/Driver buses are driven by full-time employees (worker) of military facilities who are also part-time employees of Kitsap Transit (driver). Buses operate like large carpools. The driver boards his or her bus near home in the morning and travels to work, picking up co-workers along the way. After work, the driver hops back in the bus with their co-workers and drops them off on the drive home. In 2018, Kitsap Transit marked the 75th year of the Worker/Driver program and operated 35 Worker/Driver routes.



DIAL-A-RIDE

Dial-A-Ride is a call-in-advance bus service that operates in specific areas of the county where commuter bus service may be available, but mid-day service is not. Dial-A-Ride service is offered throughout Bainbridge Island, in the South Kitsap area and in the Kingston area.



VANPOOL

A vanpool is a group of commuters traveling to and from work together in a Kitsap Transit-provided van. Riders share a similar starting location and employer destination. Riders can find an existing vanpool that works for them or become a driver and start a new vanpool route.



SCOOT

Smart Commuter Option of Today (SCOOT) is a car-share program that encourages commuters who work in targeted areas in Kitsap County to use alternatives to driving to work alone. It offers transit users access to a vehicle for running errands or appointments.



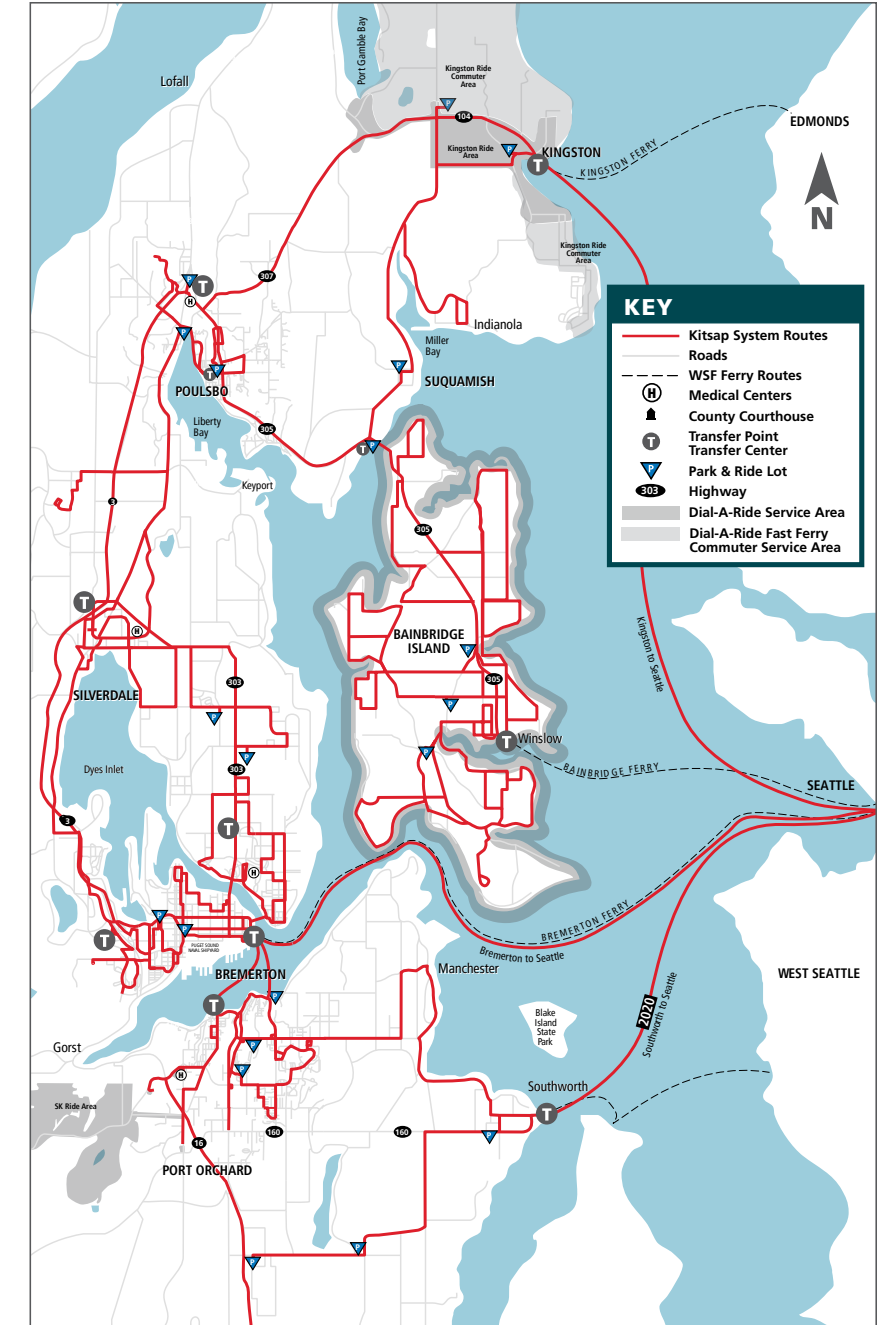
VANLINK

VanLink is a hybrid ACCESS program that provides a Kitsap Transit van to social service agencies that have a large number of ACCESS-eligible clients. This allows these agencies more flexibility and control over their clients' transportation. In 2018, 18 agencies operated 34 vans throughout Kitsap County.



PARK & RIDE LOTS

We operate a network of Park & Ride lots in Kitsap County. Parking in the lots is free, unless otherwise noted, and is intended for day use. We encourage the use of these lots to reduce traffic congestion around ferry terminals and major employment centers.



Kitsap Transit Current Service Area – June 2019



2018 HIGHLIGHTS

REAL-TIME SERVICE INFORMATION

In 2018 Kitsap Transit began providing real-time location and arrival information of its buses and ferries to the public through DoubleMap. Riders can access this information either through a web browser or a mobile app.

The public has responded enthusiastically to DoubleMap. The app plays a critical role during extreme weather events: Even if buses deviate from their published schedule because of road conditions, riders can see where Kitsap Transit buses are in real time on a map and plan their travel accordingly.



ENVIRONMENTAL SUSTAINABILITY

In 2018, Kitsap Transit expanded its fleet of propane-fueled buses, put its first all-electric bus into operation, and oversaw construction of Waterman, its first hybrid-electric ferry.

In September Kitsap Transit's Charleston Base in Bremerton and North Viking Base in Poulsbo were registered to International Standards Organization (ISO) 14001:2015 for environmental management systems. The certification is for public transit vehicle staging, fueling, lubrication, washing, maintenance, dispatch and administration support activities. Only a handful of transits on the West Coast are certified to this standard.

Since 2013, Kitsap Transit has decreased its carbon-dioxide footprint by more than 375 metric tons – equivalent to taking 82 cars off the road per year - and slashed its volume of solid-waste output by half.



KINGSTON FAST FERRY LAUNCHED

In November Kitsap Transit launched fast-ferry service on the Kingston/Seattle route, the second of three cross-sound passenger-only ferry routes approved by Kitsap County voters in 2016. Regular passenger service began on Nov. 26, 2018, aboard the 350-passenger *Finest*. Kitsap Transit spent more than \$7.5 million to acquire and refurbish *Finest* and highlighted its transformation in a short documentary.

Supporting the new ferry service were three new bus services – #302 from Suquamish, #307 from Poulsbo, and Kingston Ride Fast Ferry Commuter serving the greater Kingston area. To give the community a chance to sample the new services, Kitsap Transit did not collect fares on them in 2018. The Kingston Fast Ferry service carried just over 12,400 riders in its first full month.



COMPREHENSIVE ROUTE ANALYSIS

In December the Board adopted a final plan to expand and improve bus service in Kitsap County after a comprehensive analysis and public outreach process that began in the spring of 2017 and continued into 2018.

The plan provides more frequent and longer hours of service on weekdays and Saturdays as well as service every 30 minutes on "trunk" routes throughout Kitsap County. The realigned route network serves more potential riders, offers more direct routes, and is more efficient by reducing the use of loops.

KINGSTON FAST FERRY GRAND OPENING

November 19, 2018: More than 200 people attended the celebration and heard from Gov. Jay Inslee, U.S. Rep. Derek Kilmer, and Kitsap County Commissioner Robert Gelder. After touring MV Finest, invited guests enjoyed a brief sailing.

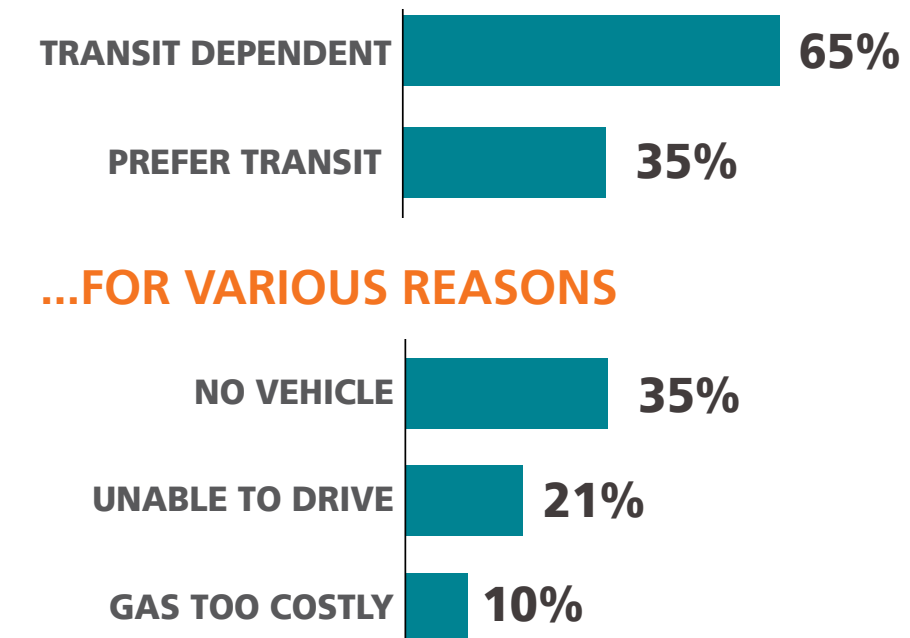


RIDERSHIP SURVEY

Kitsap Transit conducted an on-board survey of riders in October 2015 and received 1,439 responses from across the service area. As a group, respondents were more racially diverse than Kitsap County as a whole. More than 40 percent of respondents were low income (\$30,000 or lower), with only 11 percent stating they made more than \$80,000 a year.

The majority of riders are transit dependent. Many don't have access to a car or are unable to drive. Riders who commute to work are Kitsap Transit's core market. Low-income riders are more likely to ride for reasons other than a work commute.

TWO-THIRDS DEPEND ON TRANSIT...

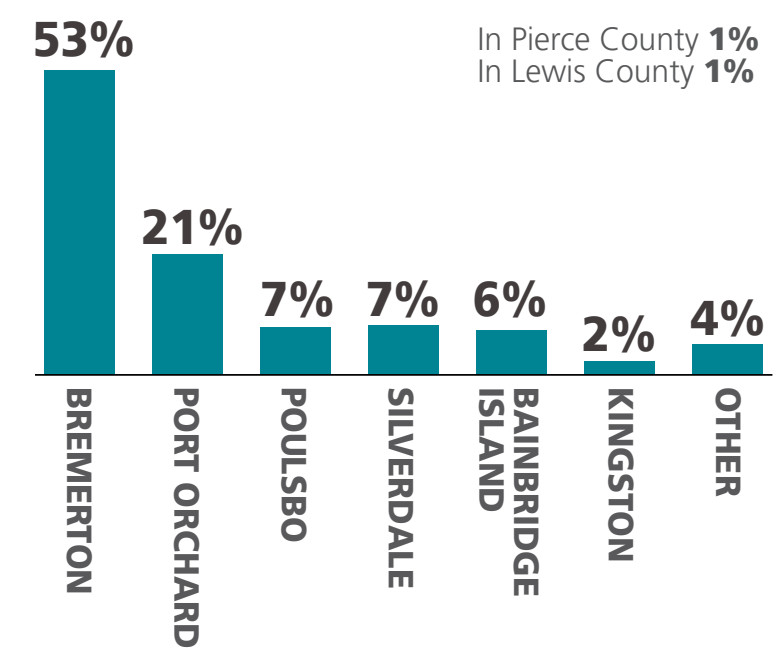


WORKER/DRIVER 75TH ANNIVERSARY

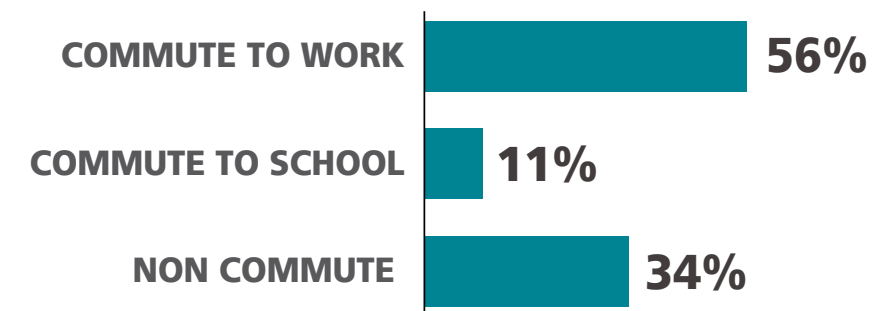
September 13, 2018: Rick Tift, executive director of the Puget Sound Naval Shipyard, and Bremerton Mayor Greg Wheeler spoke to the vital role of Worker/Driver. The program began in 1943 during World War II when PSNS had to move thousands of workers in and out securely by bus.



RIDERSHIP BY LOCATION IN KITSAP COUNTY



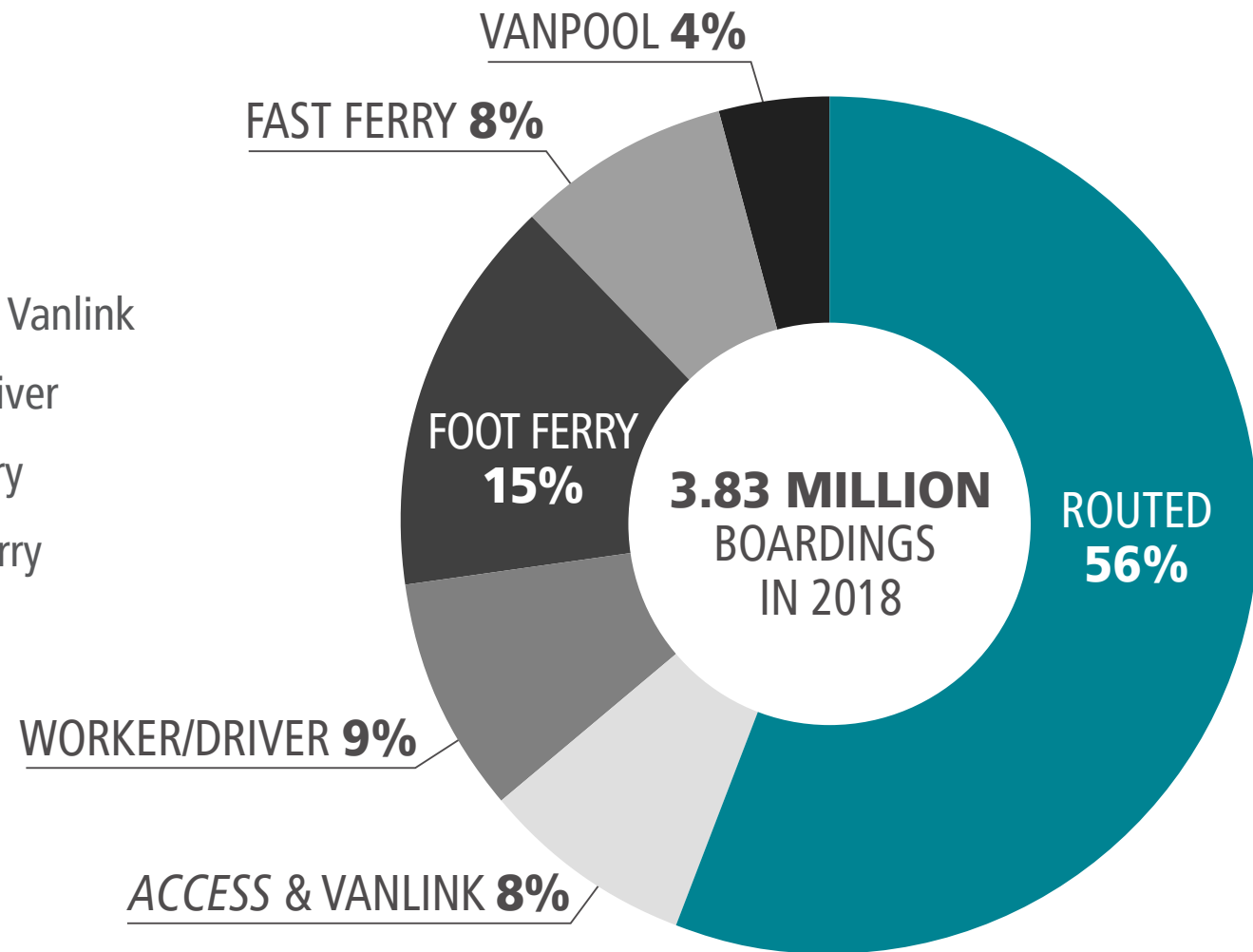
PRIMARY PURPOSE OF TRIP



RIDERSHIP

BY SERVICE & CHANGE FROM 2017

- ↑ 1% in Routed
- ↑ 4% in ACCESS & Vanlink
- ↓ 8% in Worker/Driver
- ↑ 13% in Foot Ferry
- ↑ 153% in Fast Ferry
- ↓ 8% in Vanpool



EMPLOYEES

AS OF DECEMBER 31, 2018

407 EMPLOYEES (352.6 FULL-TIME EQUIVALENTS)



Note: Fleet and Facilities Maintenance includes marine mechanics. Administrative support includes staff from customer service, service planning and capital development. Figures above count full and part-time employees. On a full-time equivalent (FTE) basis, there were 247.5 FTEs in service delivery, 59.5 FTEs in fleet and facilities maintenance and 45.6 FTEs in administrative support.

FLEET SNAPSHOT 2018

ON LAND

ROUTED

TOTAL 76

40' Buses



35' Buses



29' Buses



26' & 27' Buses



WORKER/DRIVER

TOTAL 42

40' Buses



ACCESS & VANLINK

TOTAL 132

26' & 27' Buses



22' to 24' Buses



18' to 20' Vans



15'-17' Vans



VANPOOL VANS

TOTAL 113

18' to 20' Vans



15' to 17' Vans



SCOOT VEHICLES

TOTAL 8

14' cars



MAINTENANCE SUPPORT

TOTAL 7 VEHICLES



STAFF SUPPORT & DRIVER RELIEF VEHICLES

TOTAL 61 VEHICLES



FLEET SNAPSHOT 2018

ON WATER

LOCAL FOOT FERRIES

TOTAL 2

Carlisle II – 59'



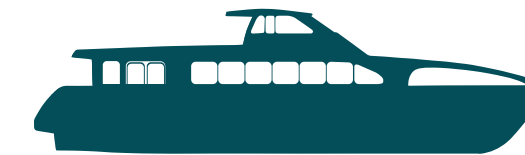
Admiral Pete – 65'



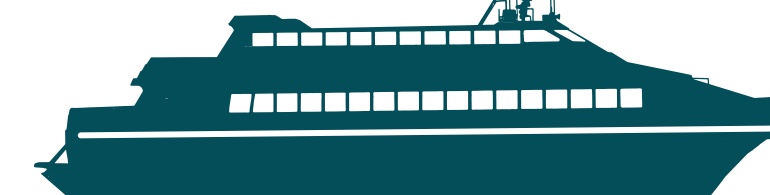
FAST FERRIES

TOTAL 2

Rich Passage 1 – 72'

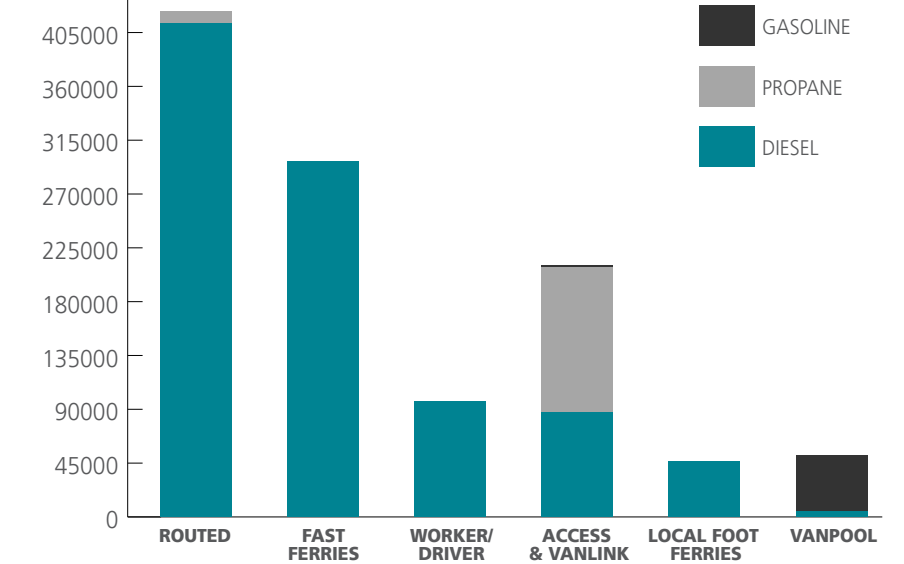


Finest – 114'



FUEL CONSUMPTION

(in gallons)



FLEET FACTS

Over the last five years Kitsap Transit has replaced older diesel ACCESS buses with propane-powered ones. In 2018 alone, switching to propane saved the agency more than \$204,000 because the cost of propane is at least half the cost of diesel. Within the next two years, all ACCESS buses will run on propane.





ROUTED BUSES
2,361,399 Miles
WORKER/DRIVER
379,787 Miles



ACCESS & VANLINK
1,594,545 Miles

MILES TRAVELED IN 2018



FAST FERRIES
72,827 Miles
LOCAL FOOT FERRIES
45,222 Miles



VANPOOL
741,977 Miles

PERFORMANCE INDICATORS

Each of Kitsap Transit's services is designed to operate at high efficiency. Below are some commonly used metrics to gauge performance.

PASSENGERS PER HOUR, 2018

SERVICE TYPE	ROUTED	WORKER/ DRIVER	ACCESS & VANLINK	VANPOOL	FOOT FERRY	FAST FERRY
Weekdays	21.2	22.4	3.4	6.5	95.2	104.6
Saturdays	15.7	n/a	3.2	n/a	47.1	58.5

In 2017 the average passengers per hour in Washington State for small urban transits was 20.2 for fixed-route bus service and 2.8 for demand-response bus service (similar to ACCESS & VanLink).

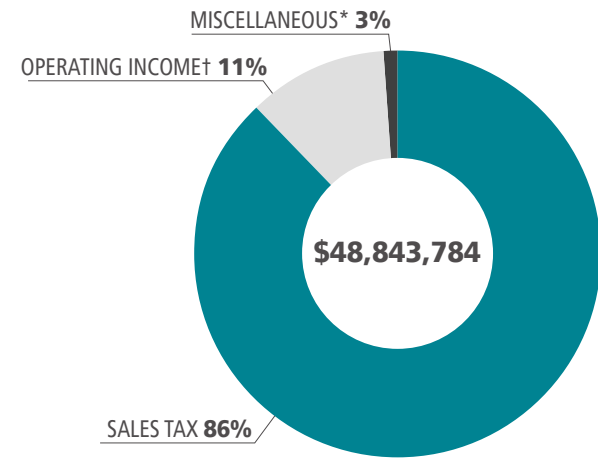
FAREBOX RECOVERY, 2018

SERVICE TYPE	ROUTED	WORKER/ DRIVER	ACCESS & VANLINK	VANPOOL	FOOT FERRY	FAST FERRY
Fare Per Passenger*	\$1.17	\$4.14	\$1.01	\$2.72	\$1.15	\$3.99
Subsidy Per Passenger	\$8.16	\$4.51	\$48.98	\$2.22	\$3.29	\$12.15
Farebox Recovery Percentage	12.6%	47.9%	2.0%	55.1%	25.8%	24.7%

* One-way full fare in 2018 was \$2 on Routed Services; \$3 on Worker/Driver; \$2 on ACCESS (+\$1 in outlying areas); \$2 on local foot ferry; full fare on fast ferry was \$10 westbound and \$2 eastbound, resulting in an average of \$6. Vanpool varies depending on roundtrip miles, van size and number of participants.

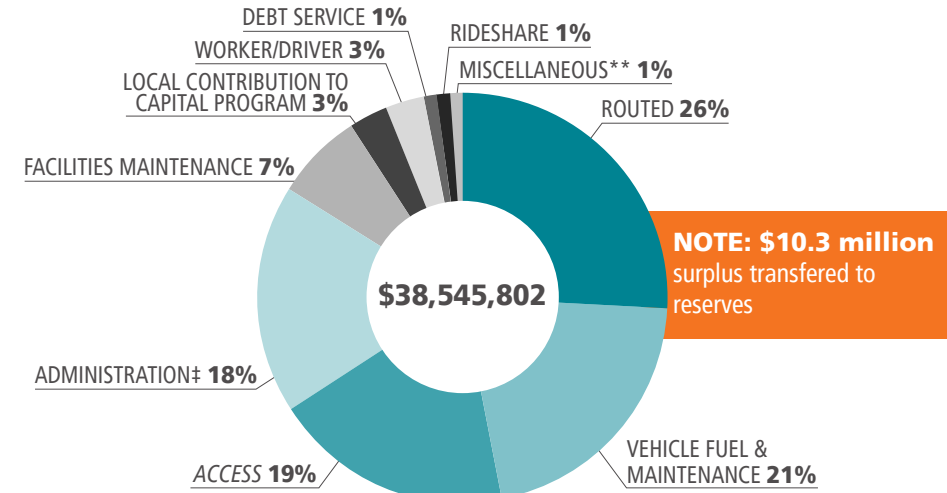
TRANSIT OPERATING FUND

REVENUE



*Interest income, operating grants
†Fares, lease income, parking fees, advertising

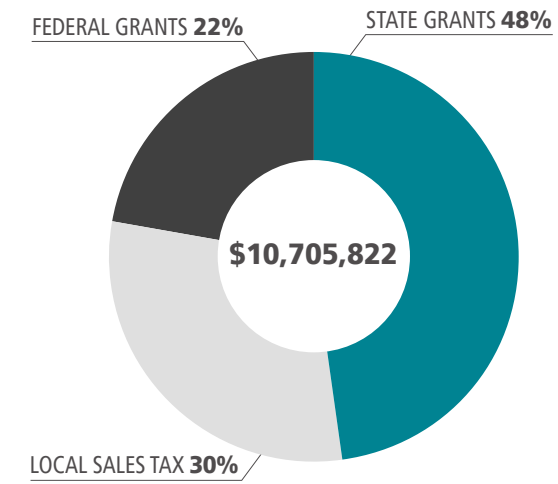
EXPENSE



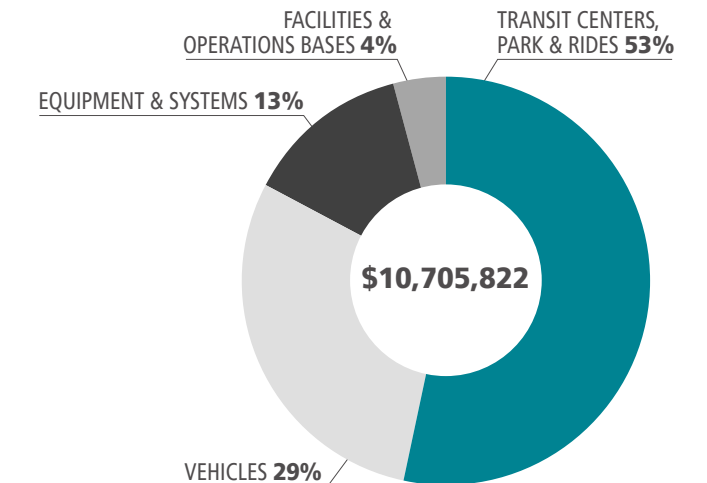
**Sales tax collection fee, miscellaneous expenses
‡General Administration, Service Development, Customer Service, Capital/Long-Range Planning

TRANSIT CAPITAL FUND

REVENUE

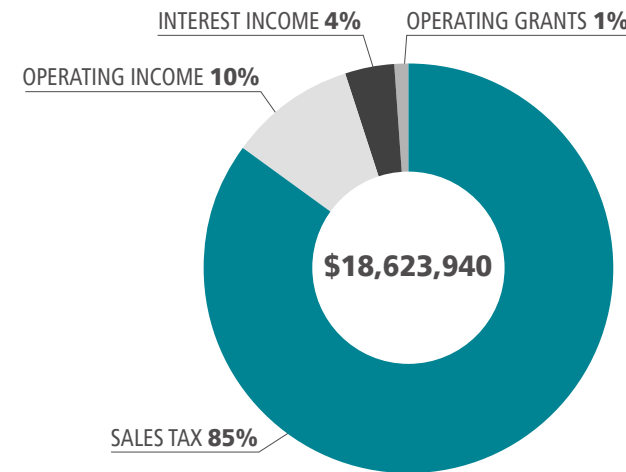


EXPENSE

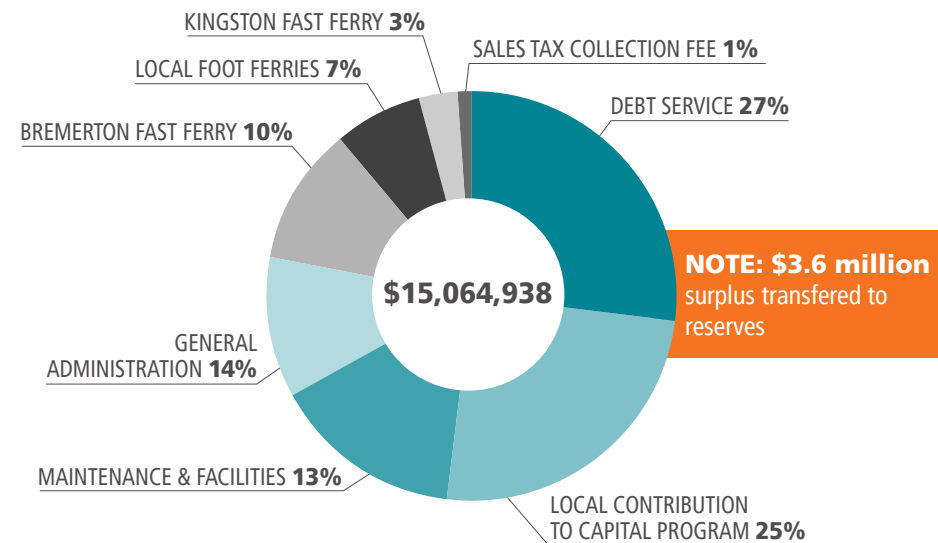


FERRY OPERATING FUND

REVENUE

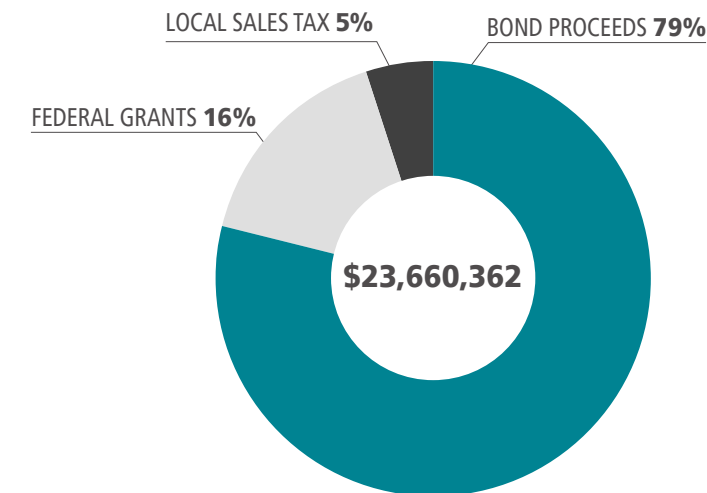


EXPENSE

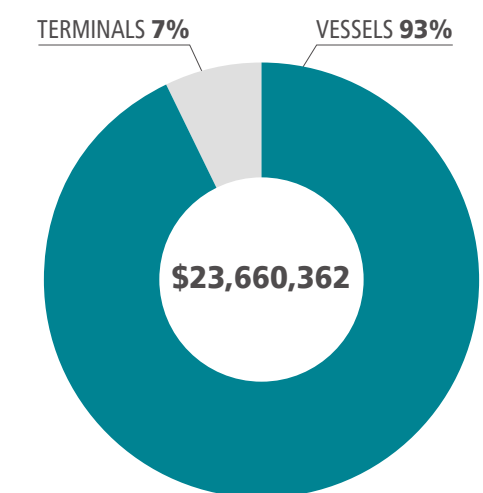


FERRY CAPITAL FUND

REVENUE



EXPENSE



DRIVER RECOGNITION

Every year Kitsap Transit selects one Routed operator and one ACCESS operator as its Driver of the Year based on exemplary safety and attendance records. Customer service performance, teamwork, recognition from fellow employees and efforts to go beyond the call of duty are also considered.

The Driver of the Year recognition comes with a \$100 gift card and a designated parking spot for 12 months. Kitsap Transit's 2018 Driver of the Year was selected from Drivers of the Month awardees from December 2017 to November 2018. Congratulations to all of our Drivers of the Month!

DRIVERS OF THE MONTH

ROUTED SERVICE	ACCESS SERVICE
Dec. 2017 – Mike Riley	Dec. 2017 – Robert Pilon
Jan. 2018 – Kevin Kuhnhehn	Jan. 2018 – Damien Sabado
Feb. – Scott McIntosh	Feb. – Sara Brees
Mar. – Cory Stevens	Mar. – Roy Runyon
Apr. – Doug Bauer	Apr. – Scott Kelley
May. – Mimi Taylor	May. – Jon Orr
Jun. – Teri Chaussee	Jun. – Mike Nokleby
Jul. – Becky Bowen	Jul. – Elaine Clifford
Aug. – Gary Grace	Aug. – Lisa Bradshaw
Sept. – Jeff Cushnyr	Sept. – Clay Coffman
Oct. – Marvin Jackson	Oct. – Robert Floyd
Nov. – Mike Silverwood	Nov. – David Burch

SIGNIFICANT SAFETY AWARDS

Kitsap Transit staff are awarded Significant Safety Awards for exemplary service above and beyond their job duties. The following staff received Significant Safety Awards in 2018.

Jeff Cushnyr – Routed Operator

Jeff was operating Route 20—Navy Yard City when a woman on the bus slumped over and stopped breathing. Her face started to turn purple. Jeff pulled up to the intersection and turned on his 4-way emergency flashers. He and a passenger started performing CPR on the woman until paramedics arrived. The woman lived through this life-threatening experience thanks in no small part to the quick actions of Jeff and the passenger.

NATIONAL ROADEO AWARDS

Robert Floyd – ACCESS Operator

ACCESS Operator Robert Floyd placed second out of 66 participants in the 2018 National Rodeo in Pittsburgh, Pa., on June 10. It was Floyd's fourth consecutive year in the national competition's "body on chassis" category. Rankings are based on performance in four areas: a written test, pre-trip inspection, wheelchair securement and an obstacle course.

Floyd has been Driver of the Month seven times and won Driver of the Year in 2014.



Routed Driver of the Year 2018 - Doug Bauer

Routed operator since 1992. He has won Driver of the Month eight times and Driver of the Year in 2002.



ACCESS Driver of the Year 2018 - Clay Coffman

ACCESS operator since 2004. He has won Driver of the Month six times.



LOOKING AHEAD

Kitsap Transit is planning for the future as Kitsap County's population grows. By all accounts, traffic congestion in urban areas is getting worse, highlighting the need to reduce trips by single-occupancy vehicles and promote transit, ferries and vanpools.

TRANSIT

In East Bremerton, a new Wheaton Way Transit Center is slated to open in late 2019, along with a Park & Ride with approximately 160 stalls, including charging stations for electric vehicles.

Designs are coming together for a new Silverdale Transit Center near Ridgetop Boulevard and State Highway 303. Construction is scheduled to begin in 2021.

Kitsap Transit's future buses will sport a white-and-teal paint scheme, departing from the teal livery on our existing buses. The new design maintains the orange streak and "Connecting Communities" tagline along the top of the vehicle. The public welcomed a similar design on our new fast ferries; carrying it over to our buses reinforces the idea that Kitsap Transit's system is designed to provide reliable connections between its buses and ferries.

Kitsap Transit plans to acquire its second electric bus in the near future, but the biggest obstacle to electrifying the fleet is infrastructure. A study will be commissioned to identify what infrastructure would be required to support an electric bus fleet.

With existing facilities reaching capacity, the agency also will commission site-selection studies for a new bus base and additional park & ride lots.

FERRIES

Kitsap Transit plans to extend the Annapolis dock into deeper water in order to accommodate larger vessels. The upgrade also will ensure the dock meets the accessibility standards of the Americans with Disabilities Act.

In addition to taking delivery of M/V Waterman and two Rich Passage-class vessels (Reliance and Lady Swift) in 2019, Kitsap Transit has ordered two bow-loaders to support fast-ferry service in Kingston and Southworth. The agency is working on launching the Southworth/Seattle fast-ferry route in 2020.



Wheaton Way Transit Center
Opening in 2019



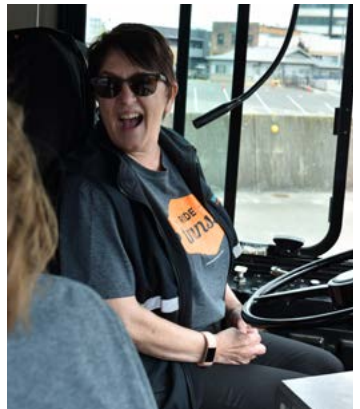
New paint scheme on new buses
Beginning in 2019



M/V Waterman
Launching in 2019



Silverdale Transit Center
Preliminary Concept



Ride Transit Campaign
Kitsap Transit employees wear t-shirts to celebrate Ride Transit Month, an annual ridership campaign organized by Transportation Choices Coalition and supported by transit agencies statewide.



CONNECTING COMMUNITIES

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