

Performance Report

August 2011 • Issue 12

INTERcity
TRANSIT



Twice a year, Intercity Transit prepares a Performance Report for the community it serves. The report includes a number of objective and subjective measures we use to track our performance.

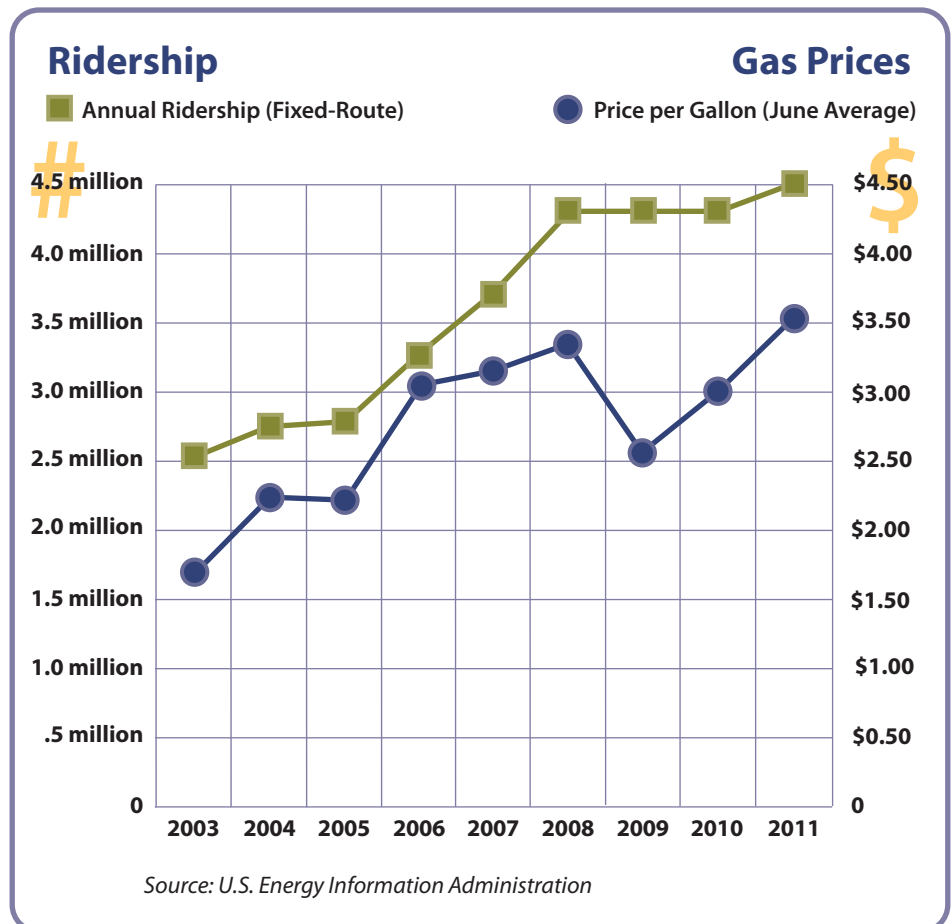
“We believe members of our community are entitled to know how we are performing, and sharing our performance results keeps them informed about what is involved in delivering quality transportation services,” states Mike Harbour, Intercity Transit General Manager.

The report is viewed by community leaders, elected officials and transportation planners, and also by members of the Intercity Transit Authority, Citizen Advisory Committee, and employees. “Our intent is to maintain a strong sense of accountability to the public and to each other while continually striving to maintain – if not improve – the quality of our services,” states Harbour.

Ridership Remains High as Gas Prices Dip

Driving less and switching to riding public transportation is the fastest way for individuals to cut monthly and yearly transportation costs without sacrificing their freedom and mobility. And once people try public transportation, most stick with it, even when gas prices edge downward. Despite the dip in gas prices since the highs of 2008, Intercity Transit’s fixed-route bus ridership stayed steady at about 4.3 million boardings per year, 2008 to 2010. In the same period, the average per-gallon price of gasoline dipped from \$3.39 in 2008 to \$3.00 in 2010. Overall, Intercity Transit ridership has grown significantly with a 50-percent increase in fixed-route ridership since 2005.

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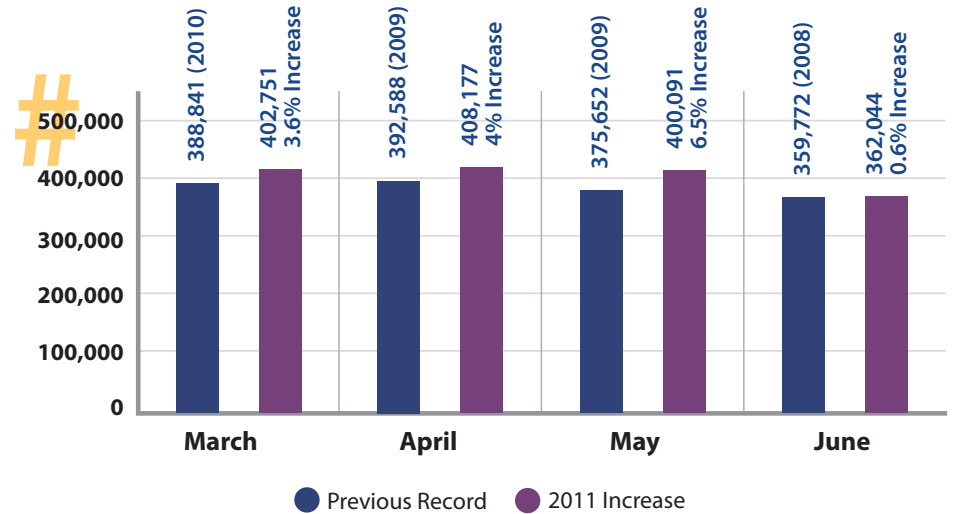


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Intercity Transit is not alone among transit systems showing strong ridership. Nationwide, ridership on public transportation, over the past four years, has ranged from 10.3 billion to 10.6 billion per year. The amount of money one saves by using public transportation is significant: on average \$9,968 a year or \$831 per month (based on gasoline prices as reported by AAA on 7/14/11).

New Ridership Records Witnessed in First Half of 2011

Ridership is strong so far this year on Intercity Transit buses. In fact, it surpassed previous records in four of the first six months of 2011.



Hybrid Buses Deliver Fuel Economy



Intercity Transit's new hybrid diesel-electric buses live up to expectations when it comes to fuel economy. The fleet of six new coaches, on the street since September 2010, average 6.29 miles per gallon, a 34-percent gain in fuel economy over similarly sized, diesel coaches.

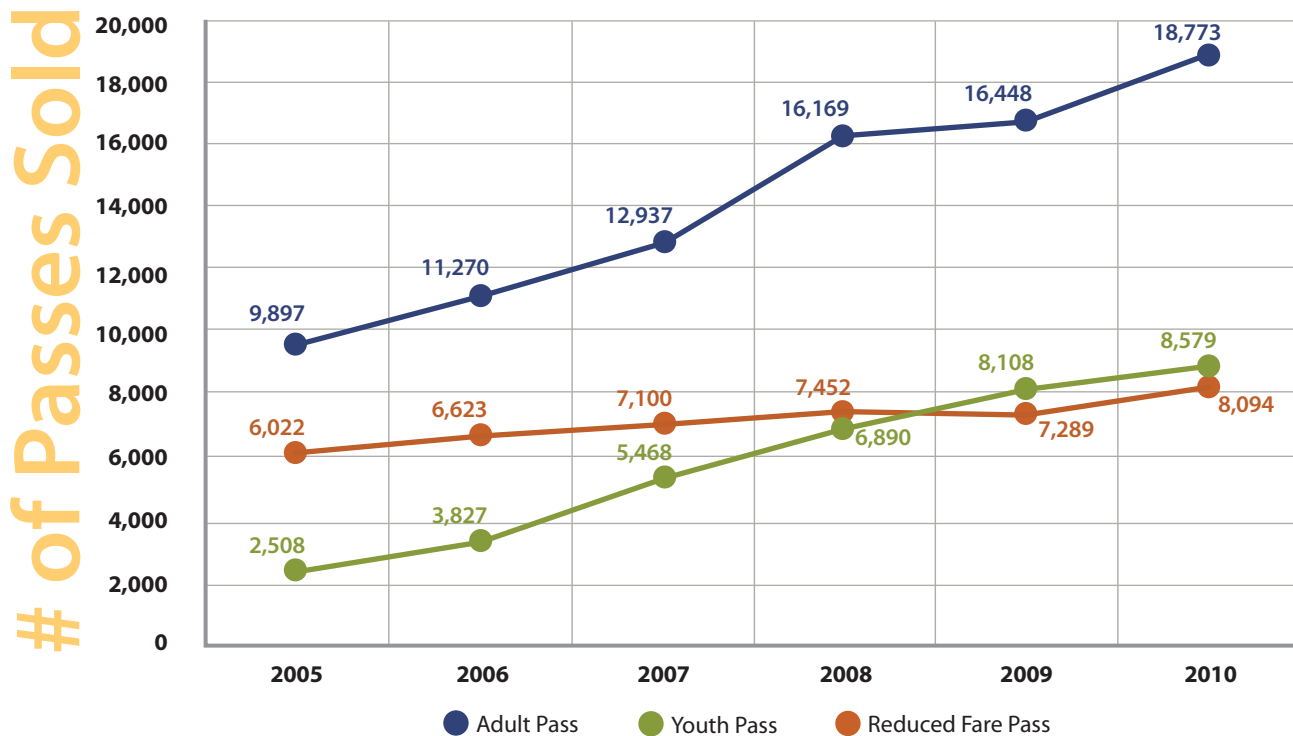
Hybrid diesel-electric buses operate on a combination of electricity, biodiesel, and the cleanest ultra-low sulfur diesel.

Intercity Transit expects delivery of seven more hybrid diesel-electric buses next year and is seeking grant funding for seven additional buses for delivery in 2013 or 2014. These will replace aging buses in Intercity Transit's existing fleet.

Hybrid buses increase fuel economy by 34%.

Pass Sales Continue Upward Trend

Transit pass sales jumped dramatically over the past several years. Since 2005, adult monthly pass sales increased by 89 percent and reduced fare pass sales (for seniors and people with disabilities) increased by 34 percent. Youth monthly pass sales jumped by 242 percent between 2005 and 2010.



2010 Dial-A-Lift Numbers:

- Vehicles traveled more than 885,000 miles.
- Each vehicle carried about 2.23 riders per hour when it was in service.
- Staff answered more than 74,000 calls.
- Staff processed 328 applications from customers seeking Dial-A-Lift eligibility.

Dial-A-Lift Update

Dial-A-Lift provides door-to-door transportation service for people with disabilities that prevent them from using regular fixed-route buses. We provide this service in areas where and when regular Intercity Transit buses operate. Trips can be for any purpose, and individuals must be certified to use the service.

This Federally required service is well-used, having provided more than 147,000 rides to 2,400 clients in 2010.

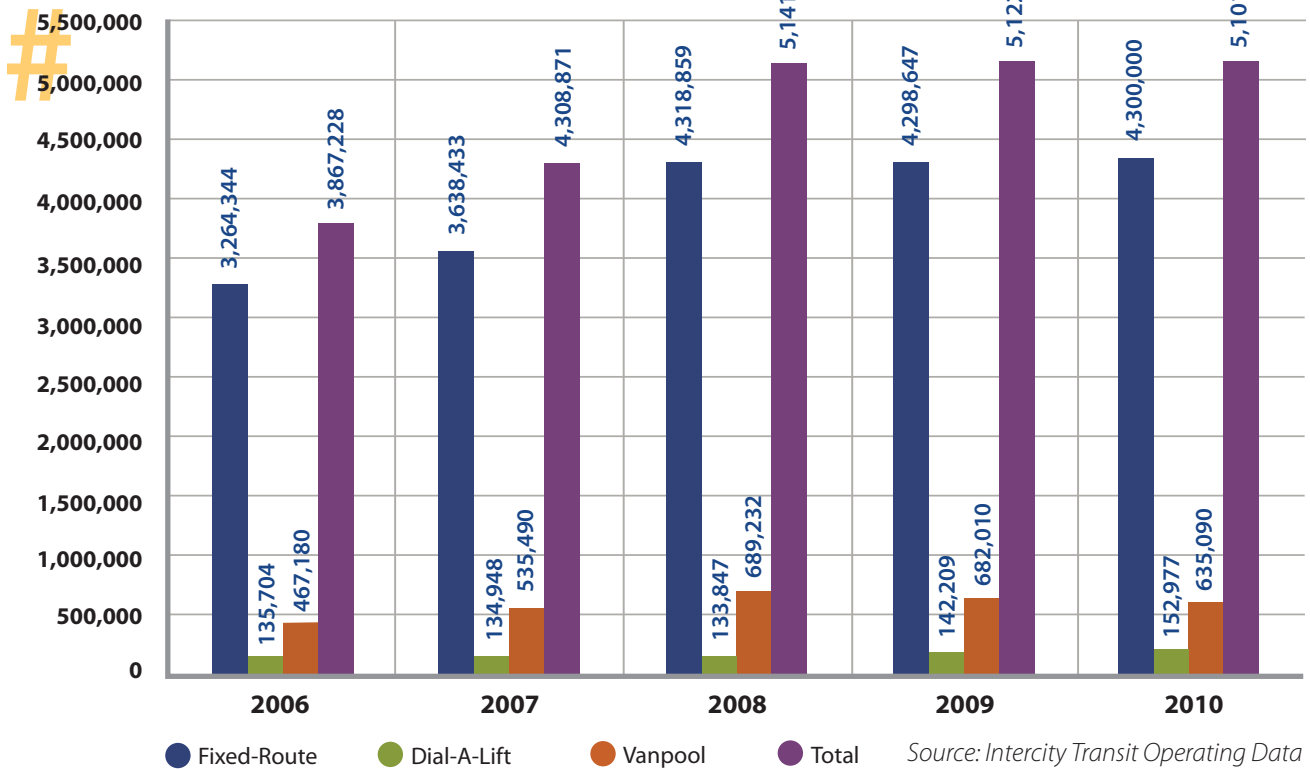
Service Efficiency

Boardings Per Year

For the third year in a row, Intercity Transit's 2010 total ridership topped 5.1 million passenger trips. Ridership in 2011 is strong so far. In fact, fixed-route transit use set new ridership records in March, April, May, and June of this year.

Dial-A-Lift use was also strong over the past two years. Vanpool ridership dropped due to the significant job losses during this recession.

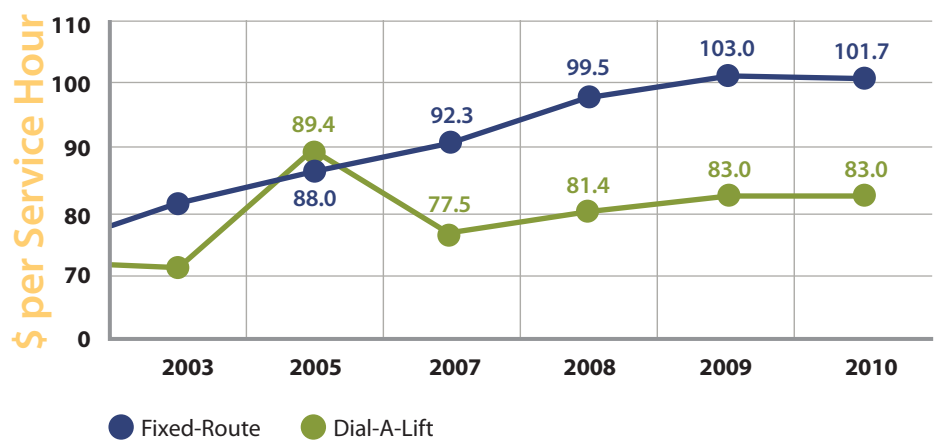
Boardings per year is the total number of times people board buses, vanpools, and Dial-A-Lift per year.



Cost Per Service Hour

The fixed-route cost per service hour decreased 1.2 percent in 2010 as compared to 2009, while Dial-A-Lift costs remained the same.

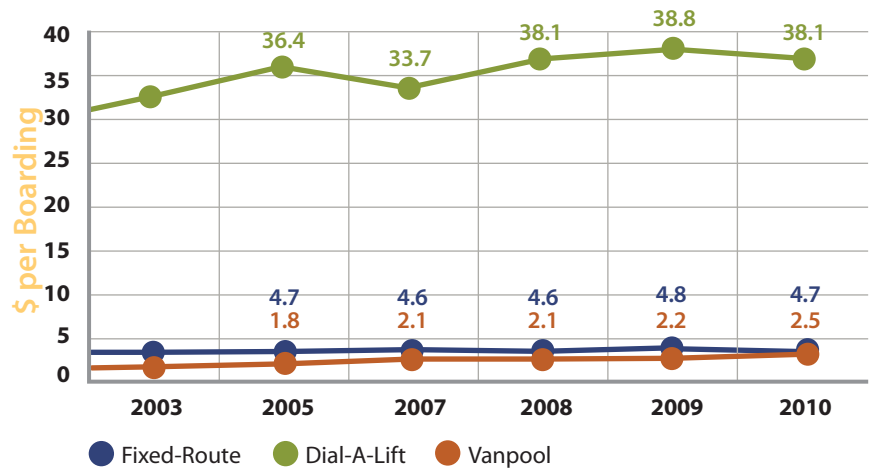
Cost per service hour is the total cost of operating the service divided by the total number of hours vehicles are in service.



Cost Per Boarding

The cost per boarding on fixed-route transit service last year was \$4.70; it decreased 2.1 percent in 2010 as compared to 2009. The cost per boarding for Dial-A-Lift was \$38.10 last year; it decreased 1.9 percent as compared to 2009. Vanpool cost per boarding was \$2.50 in 2010, an increase of 13.1 percent

Cost per boarding is a measure of service cost-effectiveness. It is the total cost of operating the service divided by the number of passenger boardings.

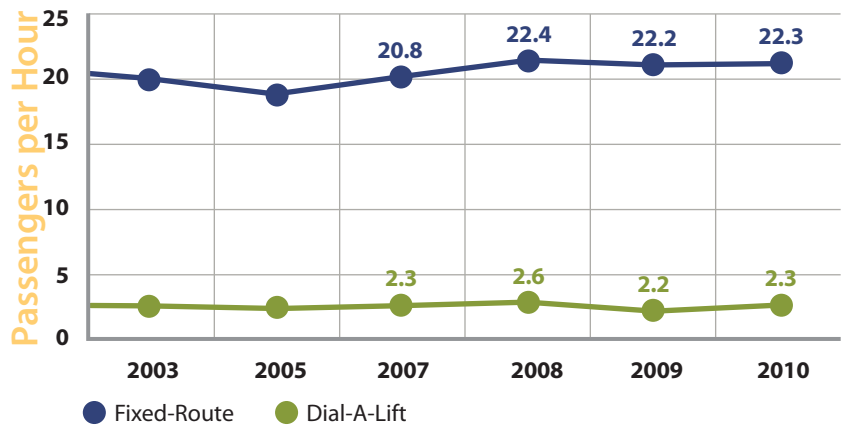


Source: Intercity Transit Operating Data

Boardings Per Hour

Intercity Transit measures its productivity by the number of passengers carried per hour of service. Productivity increased slightly in 2010 to 2.3 boardings per hour for Dial-A-Lift and 22.3 boardings per hour for fixed-route bus service.

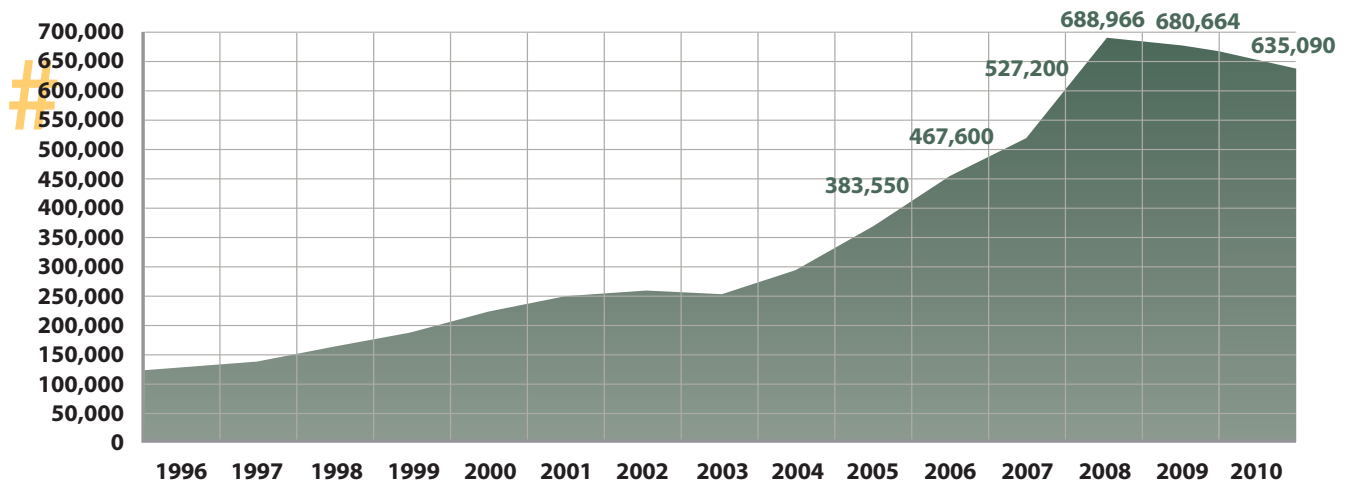
Boardings per hour is the number of times people board buses per hour. It is measured by dividing the total number of boardings by the total number of hours vehicles are in service.



Source: Intercity Transit Operating Data

Vanpool Passengers

Vanpool ridership decreased in the past three years, due largely to employment loss. However, in the first six months of 2011, the program grew with a 9-percent increase in the number of vanpool groups and 301 new vanpool customers.



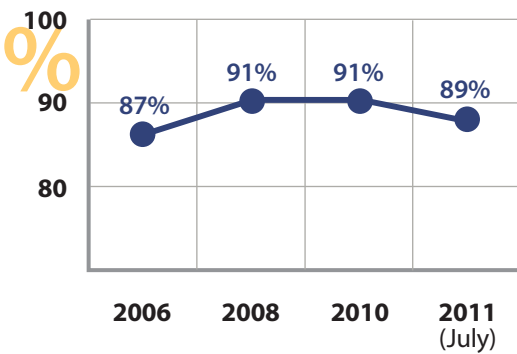
Source: Intercity Transit Operating Data

Customer Satisfaction

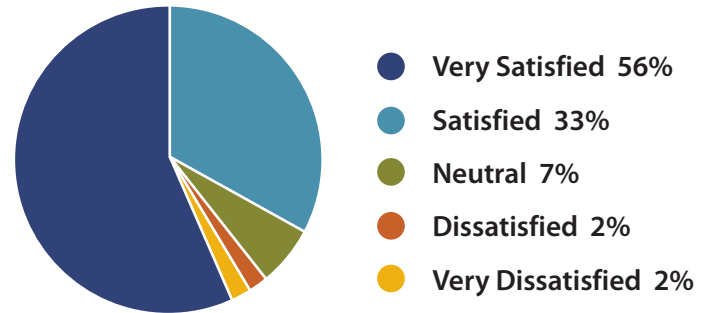
Overall Satisfaction

Customers continue to express a high level of satisfaction with Intercity Transit fixed-route service. The most recent rider survey, conducted in July 2011, indicates 93 percent would recommend Intercity Transit to others, and 89 percent are “satisfied” or “very satisfied” with the service.

Percent rated “satisfied” or “very satisfied” with transit service.



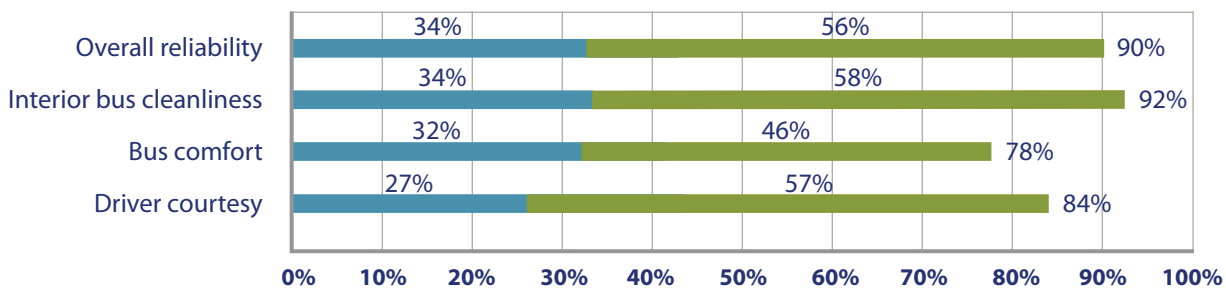
Current transit rider satisfaction levels.



Source: July 2011 Intercity Transit Onboard Survey

Reliability, Cleanliness, Comfort and Courtesy

Service reliability, cleanliness and comfort of buses, and driver courtesy continue to receive high marks from transit customers. This chart shows the percent of bus riders who rated each item as either “satisfied” or “very satisfied.”



Percent rated “satisfied” or “very satisfied” with each item.

■ Satisfied ■ Very Satisfied

Source: July 2011 Intercity Transit Onboard Survey

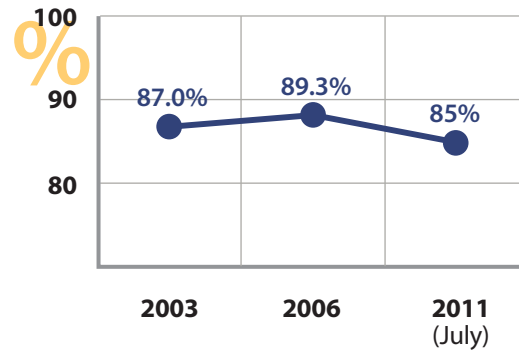
Safety and Security

Our customers continue to show a high level of satisfaction with the safety and security of transit service and facilities. Security measures include cameras on all buses, security guards and cameras at primary transit centers, improved lighting at some bus stops, and the improved Martin Way Park and Ride lot.

85 percent of riders indicate they feel “very satisfied” or “satisfied” with their safety while using Intercity Transit.

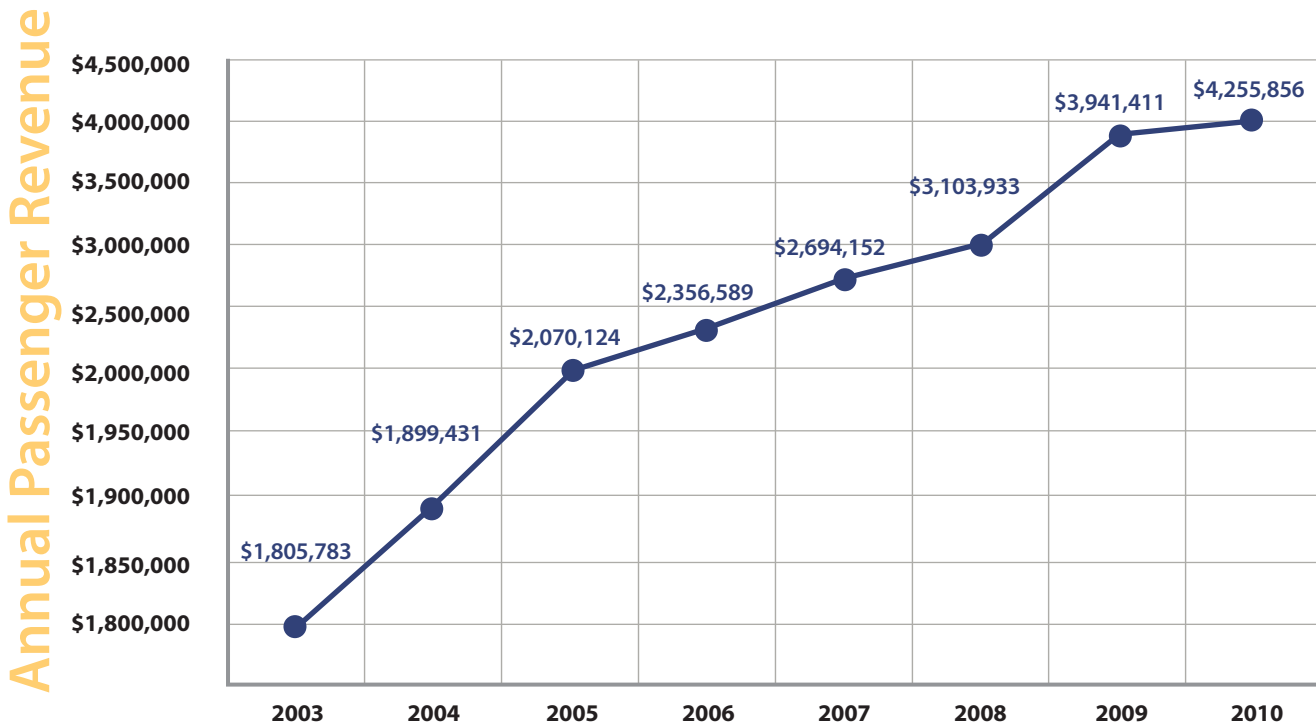
Source: July 2011 Intercity Transit Onboard Survey

Percent rated “satisfied” or “very satisfied” with their safety while using Intercity Transit.



Farebox Income Helps Operating Revenue

Intercity Transit’s single largest source of funding comes from a portion of the local sales tax. In August of 2010, voters approved a 0.2-percent increase in the retail sales tax, bringing the total amount for transit to eight tenths of one percent. Other local revenue comes from rider fares. Passenger revenue has increased dramatically in the past eight years.



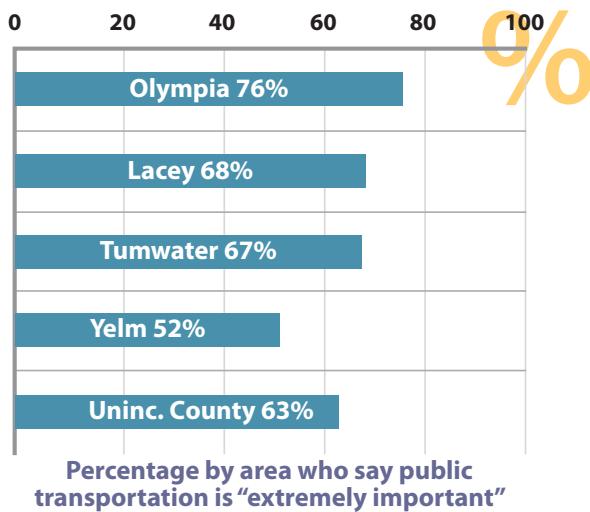
Source: Intercity Transit Operating Data

Public Holds High Opinion of Intercity Transit

Earlier this year, Intercity Transit conducted an opinion survey of all households in our service area. We distributed questionnaires through the May 2011 issue of our newsletter, *Interchange*, and also made it available online. Survey topics included public transportation's importance to the community, how well Intercity Transit spends tax dollars, and ratings of service quality. More than 1,400 people completed surveys. Below are two key findings.

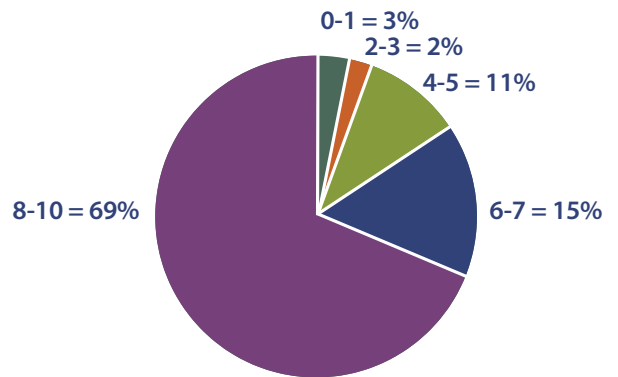
How important is public transportation to the community?

71 percent of respondents see public transportation as extremely important to the community, with Olympia, Lacey, Tumwater, Yelm and Unincorporated residents in agreement.



How well do you believe Intercity Transit does spending tax dollars?

69 percent of respondents provided a very positive rating of Intercity Transit's financial performance (a rating of 8, 9 or 10 on a scale from 1 to 10).



Comments or Questions

This Performance Report is distributed to area elected officials, policymakers, transportation planners, and the news media. It is available to other transit stakeholders upon request.

Intercity Transit values the involvement and input of the public. Please send your comments or questions to:

Tell Us
Intercity Transit
P.O. Box 659
Olympia, WA 98507

You also can reach us by email or phone at tellus@intercitytransit.com or at our business office, 360-786-8585.

Please keep this report for future reference. This report is also available online.



We're going your way.

www.intercitytransit.com