

2022-2027

TRANSIT DEVELOPMENT PLAN

and

2021 Annual Report



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



Date of Public Hearing:

August 16, 2022

Adopted: August 16, 2022

Prepared by Mason Transit Authority Staff

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Plan Adoption, Public Hearing and Distribution

Plan Adoption

Mason Transit Authority (MTA) Board of Directors adopted the 2022 Transit Development Plan on August 16, 2022

Public Participation Process

Public Comment Period: August 12, 2022 – August 16, 2022
Comments Submitted to: MTA@masontransit.org
Mason Transit Authority
Amy Asher, General Manager
790 E Johns Prairie Rd
Shelton, WA 98584

Public Hearing: Mason Transit Authority held one public hearing on the Transit Development Plan on August 16, 2022 at 4:00 pm at the Transit-Community Center, 601 W Franklin Ave, Shelton WA 98584. The public hearing was held in conjunction with the Board’s regularly scheduled meeting.

Notice Posted to Website: MTA posted a notice of the hearing on the Transit Development Plan to its website at www.masontransit.org on August 8, 2022.

Notice Published in Local Paper: The Shelton Journal published a notice of the hearing on the Transit Development Plan on August 11, 2022.

Requests for Paper or Digital Copies: MTA allowed the public to request a paper or digital copy of the Transit Development Plan on and after August 12, 2022 by emailing MTA@masontransit.org. or by calling (360) 426-9434.

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

Plan Distribution

On August 19, 2022, Mason Transit Authority distributed the adopted Transit Development Plan to:

- PTDPlans@wsdot.wa.gov
- The agency’s assigned WSDOT Community Liaison.

- The Transportation Improvement Board via:
 - Vaughn Nelson, Finance Manager at vaughnn@tib.wa.gov
 - Chris Workman, Engineering Manager at chrisw@tib.wa.gov
- All cities, counties and regional transportation planning organizations within which Mason Transit Authority operates.

Description of Service Area, Operations and Facilities

Service Area

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

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

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

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

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

Operations

At time of publication of the Transit Development Plan, MTA is running reduced service due to COVID-19. Days of operations are Monday – Saturday.

MTA provides services consisting of local and regional deviated fixed routes, Worker/Driver commuter service to Puget Sound Naval Shipyard (PSNS) and public commuter services on high demand regional routes, and Demand Response (general dial-a-ride). Vanpools and volunteers using private cars under the Volunteer Driver Program were eliminated in 2021. Demand for vanpools dwindled during the pandemic and volunteer drivers were difficult to find in order to sustain the program.

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

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

Map 1 – Service Area

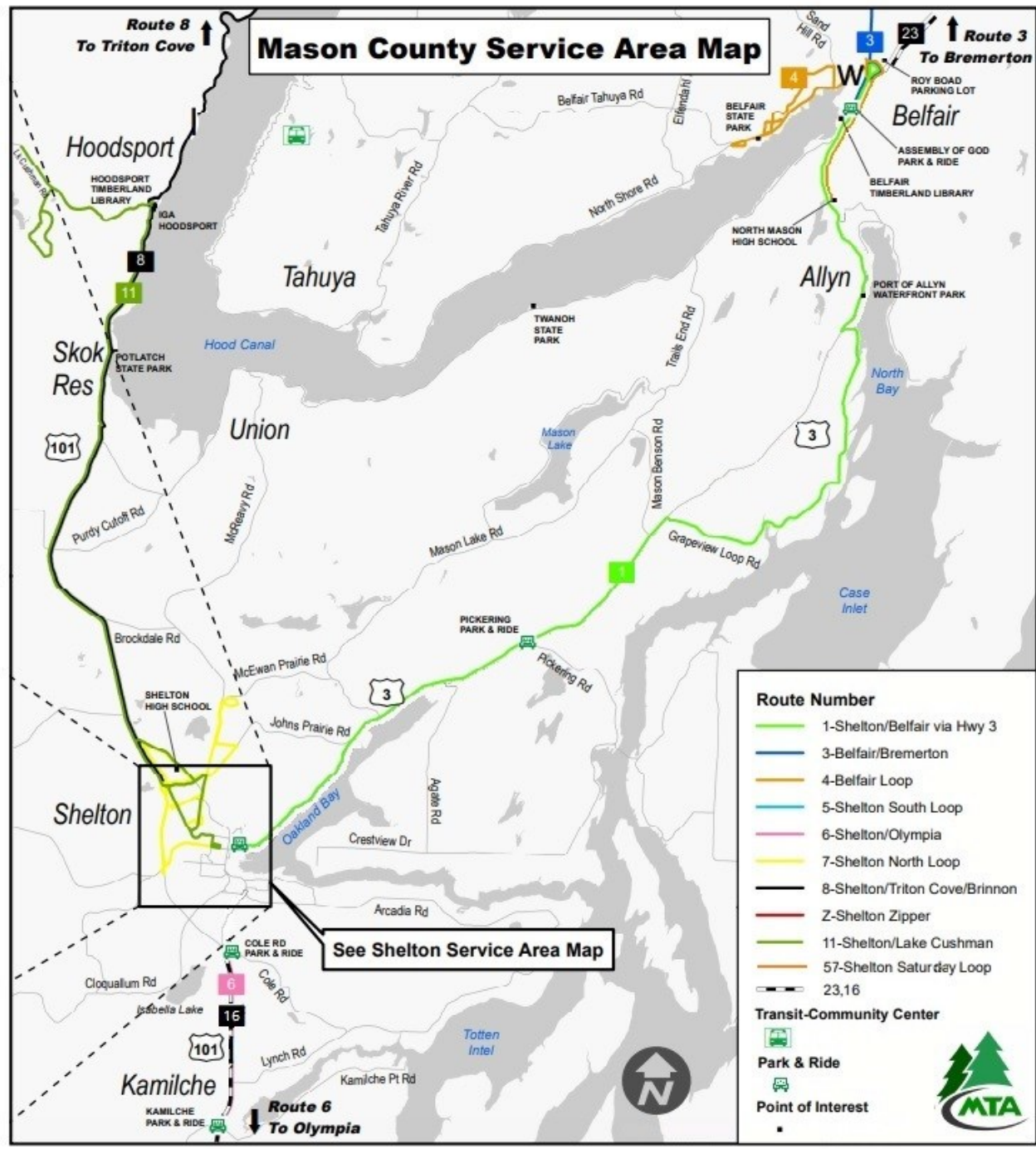




Table 1 – 2022 Fares*

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

*Fares in the table are reported as of the date of publication. The Mason Transit Authority Board is reviewing its fare structure and fares are subject to change.

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

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

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

Facilities

MTA operations, maintenance and administrative facilities are located at 790 E. Johns Prairie Road in Shelton, Washington. In early 2022, MTA completed the construction of a park and ride and facility in Belfair. The lot contains 100 parking stalls and a building consisting of MTA office space, a meeting room, bathrooms, a kitchen, breakroom and future customer service area. The park and ride is located off the roundabout, also constructed by MTA, at 25250 NE SR 3, in Belfair.

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

Park and Ride Lots

MTA supports a network of Park and Ride facilities that are located throughout Mason County. Approximately 330 parking spaces are provided at five facilities owned and operated by Washington State Department of Transportation, Mason County, Mason Transit, and the City of Shelton. While MTA manages and provides routine light maintenance to these locations, the agency does not own the properties, except for Belfair.

In November of 2015, MTA was formally awarded funding through the Washington State Regional Mobility Grant Program and the Connecting Washington Transit Project List for a major retrofit and improvement project of current Park and Ride lots located within Mason County. The project added upgrades to existing locations including enhanced security, lighting, paving and electric car charging stations at high use lots. The project also included the construction of one new park and ride facility in North Mason County and one within the city limits of Shelton. The Shelton-Matlock Park & Ride was slated for improvements only but has been relocated due to the Coffee Creek Fish Passage project. The funding provided over nine million dollars and included local matching funds from MTA. In April of 2016, MTA selected SCJ Alliance of Lacey, Washington, to guide the project through to completion. The project was completed in early 2022.



MTA's Belfair Park and Ride, 2022.

State and Agency Goals, Objectives, and Strategies

From 2022-2027, Mason Transit Authority will focus on the five agency goals in Table 2 below. The table shows how MTA's local priorities align with state goals established in the Washington State Transportation Plan.

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

The state's six policy goals are:

- **Economic Vitality:** To promote and develop transportation systems that stimulate, support, and enhance the movement of people and goods to ensure a prosperous economy.
- **Preservation:** To maintain, preserve, and extend the life and utility of prior investments in transportation systems and services.
- **Safety:** To provide for and improve the safety and security of transportation customers and the transportation system.
- **Mobility:** To improve the predictable movement of goods and people throughout Washington State.

- Environment: To enhance Washington’s quality of life through transportation investments that promote energy conservation, enhance healthy communities, and protect the environment.
- Stewardship: To continuously improve the quality, effectiveness, and efficiency of the transportation system.

Table 2: 2022 – 2027 Goals, Objectives, and Strategies, and Alignment with State Goals

Goals, Objectives and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Goal I: Provide a safe and secure transit system for the agency and the public.						
Objective 1.1 - Emphasize safety of MTA riders, citizens and employees in all aspects of MTA operations.						
L&I inspection of T-CC, JP and Belfair facilities.			X		X	
Review WSTIP's Best Practices in the area of safety.			X			
Update Safety Manual and include an emergency safety plan.			X	X		X
Replace vehicles to comply with State of Good Repair goals.		X	X			X
Objective 1.2 - Ensure training for a safe and secure experience for all and to eliminate preventable accidents.						
Quarterly Driver training and refresher training as required.		X	X			
Ensure L&I safety compliance through training.			X			
Objective 1.3 - Proactive approach to safety throughout the agency to increase and improve security throughout the service area.						
Change from flag stops to fixed stops in urban area of Shelton.			X	X		X
Objective 1.4 - Enforce transit rules and establish consistency of service to riders in a safe, accessible manner.						
Adjust for any mandates to COVID-19.			X	X		X

Goal 2: Effective Transportation Services						
Objective 2.1 - Creating a positive transportation experience within all modes of MTA services that is reliable, accessible, equitable, safe, secure and comfortable for all users.						
Plan for restoring to full services (Pre-COVID) and adjust where needed to improve service.		X				X
Continue to provide timely, accurate, and clear service updates to the public.			X	X		
Objective 2.2 - Establish a culture of customer service and deliver services that are responsive to community needs.						
Benchmark route performance and discontinue or adjust low performing routes.						X
Objective 2.3 - Strive to look for ways to improve service through a variety of tools including outreach, community meetings, service review and passenger amenities.						
Review Dial-a-Ride services and hours to ensure efficiency and availability of resources.				X		X
Conduct outreach for all service changes.	X					X
Improve passenger amenities by providing apps and on-line scheduling and bus stop amenities.			X	X		X
Objective 2.4 - Seek new opportunities to enhance the riders' experience through better route planning and additional services when feasible.						
Seek pilot route opportunities to reach more riders.	X					X
Explore on-demand service in Shelton and Belfair.	X	X		X		X
Hoodsport and Allyn Transit park and ride planning.	X			X		
Goal 3: Financial Stewardship						
Objective 3.1 - Operate an efficient, cost-effective system.						
Continually review funding opportunities to leverage local resources.						X
Continue to plan for future capital needs by maintaining a reserve.						
Objective 3.2 - Maintain internal controls and compliance over public resources.						
Plan for GASB changes on leases and other regulations.						X
Continue to support staff training in their field to maintain compliance with required regulations.						X
Continued work in public records management.						X

Goal 4: Community Partnerships and Transportation Choices.						
Objective 4.1 - Cultivate partnerships throughout the community.						
Participate in outside committees, regional planning organizations and boards.	X					X
Continue to work with PR firm to promote MTA services to the community.	X					X
Continue to coordinate with local jurisdictions on planning and construction projects.	X	X	X			X
Participate in community events.	X			X	X	
Participate in mentorship programs at local schools and colleges.	X					X
Objective 4.2 - Provide transportation choices and support travel that uses less energy, produces fewer pollutants and reduces greenhouse gases in the region.						
Develop a fleet transition plan to prepare for alternatively fueled vehicles.	X	X			X	X
Support efforts to mitigate traffic congestion throughout the region.	X		X	X	X	X
Support groups like the PRTPO as well as partnering with other entities to help mitigate traffic. This includes using MTA's park & ride project for transit rider option to single occupant travel.	X		X	X	X	
Goal 5: Workplace Culture of Excellence						
Objective 5.1 - Provide an atmosphere where employees are valued and respected.						
Enhance meaningful employee recognition.						X
Ensure policies are up-to-date and current through a regular review cycle.						X
Objective 5.2 - Develop and empower employees.						
Promote skills and job knowledge through webinars, conferences and training.		X	X			X
Objective 5.3- Be an employer of choice in Mason County.						
Continue the Employee Engagement Committee for seeking opportunities to improve the work environment.		X				X
Continue to use Paylocity to communicate agency-wide announcements.						X
Board participation through designated committees.	X					X
Continue to provide opportunities for staff participation through designated committees.	X					X

Local Performance Measures and Targets

MTA uses various tools to measure performance by looking for key issues and opportunities that may impact the goals of the Agency. Performance indicators may relate to such things as funding, demographic changes, ridership decline or employee shortage. Measuring performance allows the agency leadership team to look for ways to minimize the impact of shortfalls and strategize ways to meet the strategic goals and objectives.

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

Table 3: 2022 – 2027 Performance Measurements and Targets

Performance Measure	Target
Technology Amenities	Provide apps and icons on the MTA website for customers to schedule
Passenger Amenities	Install lighting in all shelters. Finalize bus stop improvement plan and install fixed stops in City of Shelton.
Collisions	Collisions per 100,000 revenue miles less than or equal to 1.
Alternative Fuels	Convert 10% of fleet to a green, environmentally friendly alternative by 2025.
Transit Productivity	Benchmark of 8 passengers per service hour; 39,000 rides per month.
Vehicle State of Good Repair	Maintain 80% of the rolling stock within a state of good repair.
Service Hours	To maintain levels of service hours at 1,300 per week.

Plan Consistency

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

Within Mason County, the Mason County Comprehensive Plan is used to coordinate consistency. MTA participates in the planning process and submits

information to the Plan as required. Staff remain engaged with planning staff and local committees to maintain coordination.

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

MTA continues its own strategic planning process by identifying goals, objectives and work plans. Annually, the work plan is reviewed to develop projects adhering to local, state and federal guidelines, implementing effective/efficient service planning changes, fleet replacement standards, facility upgrade and modernization planning and implementation, policy development and modification, and procedural standards.

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

Planned Capital Expenses

The table below reflects planned capital expenses for 2022-2027. Details of expenses are outlined in the Multi-Year Financial Plan section. MTA will begin a zero emission fleet transition plan in 2022 and anticipates incorporating zero emission vehicles into the fleet beginning with the 2025 vehicle replacements. Once the fleet transition plan helps identify future vehicle needs, MTA will begin looking at it's administration and operations buildings at John's Prairie to plan for replacement or a reconfiguration of the space to accommodate potential new fueling or charging of vehicles.

An effort to eliminate flag stops within the city limits of Shelton began in 2021 and continues in 2022. Future bus stop improvements will be further refined as we continue planning with the City to determine appropriate stop amenities according to ridership demand and adjacent road and pedestrian networks.

Table 4 – Planned Capital Expenses

Year Received/Expensed	Type	Preservation/Replacement (quantity)	Expansion/Improvement (quantity)
Vehicles			
2022	35' Coaches	1	
2023	35' Coaches	5	
2023	Light-Duty Cutaways	6	
2025	Medium Duty Buses	2	
2025	Light-Duty Cutaways	5	
2026	Light-Duty Cutaways	9	
2026	35' Coaches	3	
Equipment			
2022	Tire Equipment		1
2022	IT Equipment	1	
2022	Security Updates	1	1
2022	Bus Wash		1
2023	Bus Lift	1	
Facilities and Infrastructure			
2022	TCC Customer Service Remodel	1	
2022	Park and Ride Development		1
2022	Bus Stop Pull Out		1
2023	Pavement Preservation	1	
2024	Alternative Fueling Station	1	1
2024	Bus Stop Creation/Improvements	5	15
2024	Allyn Park & Ride		1
2024	Hoodsport Park & ride		1
2025	Bus Stop Improvements	3	
2025	Administration Building Upgrade or Replacement Planning/Design	1	
2026	Bus Stop Improvements	3	
2026	Administration Building Upgrade or Replacement Construction	1	1
2027	Satellite Maintenance Shop		1
2027	Bus Stop Improvements	3	

Planned Operating Changes

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

Table 5 outlines Mason Transit’s planned operating changes for 2023-2028.

Table 5 – Planned Operating Changes

Year	Type	Reduction	Expansion/Improvement
2022	Continue to add service to return to pre-covid service levels as new drivers are hired.		X
2022	Adjust routes to better serve the passengers as ridership patterns change. Work with PSNS to encourage ridership.		X
2023	Continue to add service to return to pre-covid service levels as new drivers are hired.		X
2023	Adjust routes to serve new housing developments.		X
2023	Continue Mobility Management/Travel Training.		X
2024	Conduct Transit Service Analysis to determine new service needs.		X
2025	Adjust service based on analysis.		X
2026	Adjust routes as needed.		X

Multiyear Financial Plan

Capital Improvements:

- ❖ The Park and Ride Development Project, including construction of the North Mason Base, is expected to be completed in the 2021-2023 Biennium.
- ❖ Future vehicle replacements are expected to be funded at 80% federal or state grants with a 20% match from local sales tax funding. Vehicle costs include the recent state contract increase of over 50% for cutaways and 11% for coaches. Vehicle costs beyond 2022 include a 2% per year annual increase to estimate year of expenditure amounts.
- ❖ Feasibility studies are to be conducted for the Allyn and Hoodspout park and ride facilities as well as the administration and operations building at John’s Prairie, and satellite maintenance facility station in Belfair.

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

Table 6 – Capital Improvement Program

Capital Expenditure	2022	2023	2024	2025	2026	2027
Cutaways		1,194,125		1,076,200	1,924,920	
Coaches		2,959,088		700,000	2,935,857	
IT Equipment	80,200					
Tire Service Equipment	90,000					
TCC Customer Service Remodel	100,000					
Bus Wash	45,000					
Bus Stop Improvements	100,000	50,000	250,000	30,000	30,000	30,000
Security Updates	156,000					
Bus Lifts		45,000				
Pavement Preservation JP		120,000				
Alternative Fueling Infrastructure			1,200,000			
Allyn Transit Center Capital Planning			50,000			
Hoodspport Transit Center Capital Planning			50,000			
Park & Ride Development	10,522,500					
Satellite Maintenance Shop						1,000,000
Administration building upgrade or replacement				200,000	4,302,000	
Total Capital Expenditures	\$ 12,444,312	\$ 4,368,213	\$ 1,550,000	\$ 2,006,200	\$9,192,777	\$ 1,030,000
Capital Revenue		2023	2024	2025	2026	2027
Federal Competitive	388,711	3,189,845		860,960	3,888,622	800,000
State Grants	10,027,698		1,240,000	560,000		
Local Funds	2,027,903	1,178,368	310,000	585,240	1,864,155	230,000
Total Revenue	\$ 12,444,312	\$ 4,368,213	\$ 1,550,000	\$ 2,006,200	\$9,162,777	\$ 1,030,000

Operating Financial Assumptions through 2027

- ❖ Local Sales Tax – Sales tax revenues continue higher up 6% over 2021 through May 2022. Years 2023 – 2027 are projected at a 3% growth rate year over year with the anticipation of a recession.
- ❖ Operating Grants – Utilization of Sales Tax Equalization dollars (Rural Mobility Formula Funds) for 2022-2023 have been applied to the operating grants to offset match requirements. A conservative estimate of future Sales Tax Equalization funds for 2023-2024 and beyond is applied with a 4% growth rate projected year over year.
- ❖ Fare Revenue – Fare revenue forecasts have been adjusted to recent ridership trends. MTA is partnering with PSNS on a campaign to encourage the use of the Worker Driver program for shipyard workers.
- ❖ Salaries and Benefits – The salary and benefit budget was set to account for capacity for contract negotiations with both Drivers and Maintenance bargaining units. In 2022 MTA continues to strive to bring back the pre-pandemic number of drivers.

Table 7 – Operating Financial Plan

Operating Revenues	2022 Budgeted	2023 Projected	2024 Projected	2025 Projected	2026 Projected	2027 Projected
Sales Tax	5,620,000	5,788,600	5,962,258	6,141,126	6,325,360	6,515,121
Fare Revenue	148,500	115,000	117,300	119,646	122,039	124,480
State Operating Grants	1,903,120	2,882,599	2,997,903	3,117,819	3,242,532	3,372,233
Federal Operating Grants	1,465,028	1,494,328	1,554,101	1,616,265	1,680,916	1,748,152
Other	139,270	203,412	208,878	214,495	220,267	226,199
Transfers from Reserves	-					
Total Operating Revenues	9,275,918	10,483,939	10,840,440	11,209,351	11,591,114	11,986,185
Annual % Change		13%	3%	3%	3%	3%
Operating and Maintenance Expenses	2022	2023	2024	2025	2026	2027
Fixed Route Preservation and Maintenance	4,652,884	4,849,268	5,053,776	5,260,971	5,480,459	5,709,633
Demand Response (DAR) Preservation and Maintenance	3,831,786	3,993,515	4,161,933	4,332,564	4,513,320	4,702,051
Worker/Driver Preservation and Maintenance	638,631	665,586	693,656	722,094	752,220	783,675
Total Operating Expenses	9,123,301	9,508,368	9,909,365	10,315,629	10,745,999	11,195,359
Profit (Loss)	152,617.00	975,571	931,075	893,722	845,115	790,826

Projects of Regional Significance

Mason Transit Authority completed its project of regional significance in 2022 with the construction of a series of park and rides throughout Mason County. The next significant work for MTA will begin with movement toward low and no emission vehicles in its fleet. In 2022, MTA was awarded funds to implement a Fleet Transition Plan that will evaluate the current available zero emission and clean fuel technology, estimate MTA's carbon reduction over time, create a resiliency plan, identify infrastructure requirements, utility and fueling needs, coordination with other entities, funding strategies and partnerships, and workforce training needs to begin incorporating zero emission vehicles into

the fleet. The plan will be a first step in moving toward cleaner alternatives at MTA and our rural region.

Agency History, Organizational Structure, and Outreach Coordination

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

The proposition imposing a sales and use tax of two-tenths of one percent (0.2%) to fund public transportation was also passed in 1991, creating a prepaid fare system service. In the aftermath of Initiative 695 and the elimination of Motor Vehicle Excise Tax that was available to transits, the voters were asked to approve an additional four-tenths of one percent increase (0.4%) in 1999. The first attempt failed but was successful when County residents responded with an approval of the additional sales tax increase on September 18, 2001. This raised the taxing base to six-tenths of one percent (0.6%) or \$.06 on every \$10 of retail sales, effective January 1, 2002. MTA then began to charge a fare, but only for routes going out-of-county.

Board of Directors:

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

- Three (3) elected members representing Mason County Commissioners;
- One (1) elected member representing the City of Shelton Council;
- Five (5) members who shall be elected officials selected by the Mason County Commissioners with the goal of seeking equal voting representation among the County Commissioner Districts. The recommendation was approved by

Mason County and the City of Shelton pursuant to Resolutions Nos. 71-17 and 1112-1217, respectively; and

- In accordance with revisions made to RCW 36.57A.050, there shall be one (1) non-voting labor representative recommended by the labor organization representing the public transportation employees.

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

- Sandy Tarzwell, Shelton School District (Chair)
- John Campbell, North Mason School District (Vice Chair)
- Randy Neatherlin, Mason County Commissioner
- Kevin Shutty, Mason County Commissioner
- Sharon Trask, Mason County Commissioner
- Eric Onisko, Mayor and City of Shelton Council
- Wes Martin, Grapeview School District
- Cyndy Brehmeyer, Mary M. Knight School District
- John Sheridan, Port of Allyn
- Zachary Collins, Bargaining Unit Representative (non-voting)

Citizen Adviser to the Board:

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

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

- John Piety

Public Outreach:

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

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

The public outreach program includes:

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

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

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

Email: mta@masontransit.org

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

TTY/TTD: 711 or 800-833-6388

Website: www.masontransit.org

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

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