



2024

Annual Sustainability Report & Roadmap

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About the Report

The Annual Sustainability Report serves as a look back at the year's accomplishments, offering a comprehensive overview of our progress on the goals and tactics outlined in the previous year's Roadmap.

This report includes status updates on key tactics, measuring our achievements and identifying areas for improvement. By highlighting both completed and ongoing efforts, the report provides insight into the impact of our sustainability initiatives and our commitment to continuous growth.

Each Annual Report reflects our agency's dedication to transparency, celebrating successes and guiding adjustments to meet evolving sustainability goals.





SUSTAINABILITY TEAM EDUCATING EMPLOYEES ABOUT PROPER WASTE SORTING AT STAFF EVENTS

A New Sustainability Program

The Sustainability Program at Community Transit serves as a conduit for education, initiatives, and efforts across the agency that align with our vision of integrating sustainability into everything that we do.

The Sustainability Program provides the following functions:

- Reporting
- Certifications
- Initiatives
- Engagement & Education

DEVELOPMENT OF THE

Sustainability Action Plan

- Map out a five-year commitment with goals, tactics, and strategy implications.
- Solidification of the path through agency-wide feedback sessions.
- Incorporation diverse employee perspectives to shape the plan collaboratively.





First Annual Safety Report

The first annual Workers' Compensation and Occupational Safety Report focused on reviewing historical trends and identifying areas for strategic investment to reduce employee exposure to occupational hazards, injuries and workers' compensation costs.



Job Clarity, Equity & Growth

The Employee Engagement department has established consistent job descriptions and job ladders to enhance clarity, transparency, and alignment across the organization. These tools provide a roadmap for career growth by defining advancement criteria. Regular equity reviews ensure fair compensation, addressing any disparities among current staff and new hires. Together, these efforts foster a fair and inclusive workplace culture.





Greener Transit. Brighter Future.



Planet

1

Transitioning to Zero Emissions Fleet
Community Transit created an FTA-compliant "Fleet Transition Plan" to reach a zero-emissions bus fleet by 2044. This year, the agency received its first two zero-emissions buses—a Battery Electric and a Fuel Cell Electric—and began testing. These buses will soon enter revenue service, offering data and training for staff.

2

R99 Renewable Diesel Fuel Swap
CT transitioned its bus fleet to R-99 renewable diesel, a cleaner, renewable alternative to fossil-based diesel.

Estimated Annual Savings: **\$240,000** in fuel costs & **64%** of wells to wheels greenhouse gas emissions starting in 2025!

Swift Station Upgrades

1

Materials Reuse at Swift Stations
The Swift Program installed new windscreens at select Swift Blue and Green Line stations, reusing existing glass.

- Enhances security and weather protection
- Lowers costs and environmental impact

2

Digital Signage at Swift Stations
Our new Swift stations integrate digital kiosks and overhead digital signs.

- Enables flexible information delivery
- Reduces long-term labor and paper waste as Swift network grows



Supporting Our Community



Prosperity



In September 2024, Community Transit, alongside regional partners and the Federal Transit Administration, pledged its support for the Equity in Infrastructure Project to enhance opportunities for Historically Underutilized Businesses through increased contracts.

Expanding Our Workforce

In 2024, Community Transit has welcomed 171 new employees, enhancing our ability to deliver more frequent and reliable service for our customers. This growth supports our expanding service within Snohomish County, including the successful launch of the Swift Orange Line, bringing improved transit access and convenience to our communities.





Annual Roadmap

The Annual Sustainability Action Plan Roadmap serves as a look ahead to our commitments and projects for the coming year. It defines tactics to achieve our outlined goals, as well as cost and time implications of those tactics.

Also detailed in the Roadmap are key performance indicators (KPIs) that will be used to measure the success of the tactic; the status of each tactic will be reflected in our Annual Report. Some projects will span over the course of multiple years, and some are more finite items.

Each year, a new Annual Roadmap will be created in conjunction with the Annual Sustainability Report and will reflect what will take place in the coming year based on current agency conditions.

2025

2025 Actions



People

Nurture the internal sustainability culture

Tactics	KPI	Timeframe	Investment (\$-\$\$\$\$)
Integrate the agency sustainability key strategic priority as part of employee Core Points.	Complete/Incomplete	2025	\$
Host events, educational sessions, and bring sustainability into conversations.	1 event per quarter	2025-2030	\$
Integrate sustainability into all Community Transit events <ul style="list-style-type: none"> • Create a cheat sheet about how to run events sustainably • Develop tools and resources for event organizers • Increase collaborative work between the Sustainability Program and Light Duty Program • Develop Safety Plans for events 	Complete/Incomplete	2025-2030	\$

Increase employee retention

Tactics	KPI	Timeframe	Investment (\$-\$\$\$\$)
Outline actions to respond to 2024 Employee Engagement Survey results.	Complete/Incomplete	2025	N/A
Support Worker's Compensation Light Duty Program <ul style="list-style-type: none"> • Dashboard of Light Duty opportunities • Develop forms to submit for Light Duty opportunities • Determine strategy to document job hazard analysis for the job duties 	Percentage of hours used versus available (Target: 80%, Current: ~40%)	2025-2028	\$
Explore ways to increase employee benefits <ul style="list-style-type: none"> • Capture current benefit structure and enrollment • Assess current benefits <ul style="list-style-type: none"> ◦ Investigate opportunities to improve benefits ◦ Lifestyle spending accounts ◦ EV charging for employees ◦ Childcare/Eldercare ◦ Employee support for emergency housing ◦ Enhance the Employee Engagement Experience 	Complete/Incomplete	2025-2030	\$\$\$\$
Standardize onboarding process for all employees <ul style="list-style-type: none"> • Create plan for coordinating efforts around standardizing the onboarding process • Continue drafting Standard Operating Procedures around employee onboarding 	Complete/Incomplete	2025-2030	\$\$\$

Investment Key: \$ (\$1-\$10,000); \$\$ (\$10,000-\$25,000); \$\$\$ (\$25,000-\$100,000); \$\$\$\$ (\$100,000 and up)

Improve access and accessibility for employees and customers

Tactics	KPI	Timeframe	Investment (\$-\$\$\$\$)
<p>Simplify fares and increase access to reduced fare options</p> <ul style="list-style-type: none"> Eliminate commuter fare Lower fares for income-eligible customers to match regional practices Increase opportunities for fare payment options <ul style="list-style-type: none"> Enable credit card payment and other mobile wallet options Accept annual subsidized pass Increase authentication options for income-eligible customers 	Complete/Incomplete	2025-2030	\$\$\$\$
<p>Improve equitable access to information</p> <ul style="list-style-type: none"> Provide digital on-board signage on Swift buses Enable audio announcements at Swift Stations Make Sustainability Action Plan an accessible document Meet regulations for publicly accessible documents on webpage Explore and identify additional opportunities for equitable access to technology and information 	Complete/Incomplete	2025-2030	\$\$\$\$

Increase external awareness of sustainability efforts

Tactics	KPI	Timeframe	Investment (\$-\$\$\$\$)
Continually update the sustainability page of the Community Transit website	Complete/Incomplete	2025-2030	N/A
Introduce Annual Sustainability Report	Complete/Incomplete	2025	\$
<p>Optimize the lost and found process</p> <ul style="list-style-type: none"> Implement customer-paid shipping return option 	Complete/Incomplete	2025	\$
Install bike rack demo station at Lynnwood Transit Center.	Complete/Incomplete	2025	\$
Engage in community and regional events and set an appropriate key performance indicator for each routine event type.	Complete/Incomplete	2025-2030	\$

2025 Actions



Develop greenhouse gas inventory to inform ongoing emissions reduction efforts

Tactics	KPI	Timeframe	Investment (\$-\$\$\$\$)
Create greenhouse gas inventory and emissions rate for agency buildings	Complete/Incomplete	2025-2026	N/A
<p>Reduce vehicle greenhouse gas emissions impacts where possible.</p> <ul style="list-style-type: none"> Determine baseline and measures for minimizing diesel/gasoline fuel consumption as service grows. Replace internal combustion Vanpool vehicles with hybrids &/or zero emissions vehicles Train all Coach Operators and Vehicle Maintenance employees on Zero Emissions bus technology for operation of Zero Emissions fleet Operate Zero Emissions Battery-Electric & Hydrogen Fuel Cell side-by-side bus pilot to build additional capacity within our workforce in service to the fleet transition 	<ul style="list-style-type: none"> Baseline & Measures defined in 2025 Complete/Incomplete Complete/Incomplete 25k combined (Battery - Electric & Hydrogen Fuel Cell bus) miles driven in 2025 	2025-2030	<p>N/A</p> <p>\$\$\$\$</p> <p>\$\$</p> <p>N/A</p>

Reduce solid waste generation through prevention and diversion

Tactics	KPI	Timeframe	Investment (\$-\$\$\$\$)
<p>Develop methodology to measure waste and create a goal for waste diversion and reduction.</p> <ul style="list-style-type: none"> Complete waste audit of Community Transit facilities to determine waste recoverable rate. 	% Recoverable rate per building & % Target	2025	N/A
<p>Create and execute an overhauled waste program to increase waste diversion rate.</p> <ul style="list-style-type: none"> Calculate total cost of ownership for new waste program. Shift workstation waste systems and practices. Create centralized waste bins. Implement commercial composting program. Develop educational resources around waste sorting and diversion. Evaluate and implement alternatives to paper towels 	Waste Program Plan Complete/Incomplete	2025-2026	\$\$\$\$

Reduce water consumption and promote stormwater stewardship

Tactics	KPI	Timeframe	Investment (\$-\$\$\$\$)
Conduct a Salmon-Safe Certification feasibility study for bases in 2025.	Feasibility Study Complete/Incomplete & Decision made on full certification	2025	\$\$\$

Update and expand design standards for agency capital projects

Tactics	KPI	Timeframe	Investment (\$-\$\$\$)
Create product standards for Community Transit spaces for consistency of materials and design.	Complete/Incomplete	2025-2030	N/A
Reduce impacts of construction of facilities <ul style="list-style-type: none"> Determine path to LEED certification for CT facilities. 	Decision made (Complete/Incomplete)	2025-2030	N/A
Conduct a sustainability multi-step review of projects in design.	Complete/Incomplete	2025-2030	N/A

2025 Actions



Improve community resilience through continuity of operations and emergency management efforts

Tactics	KPI	Timeframe	Investment (\$-\$\$\$\$)
Revitalize Emergency Operations and Business Continuity processes	Complete/Incomplete	2025	\$

Prioritize procurement of sustainable goods and services

Tactics	KPI	Timeframe	Investment (\$-\$\$\$\$)
<p>Review vendor contracts and realign with agency sustainability commitments</p> <ul style="list-style-type: none"> • Custodial • Landscape <ul style="list-style-type: none"> ◦ Integrated Pest Management practices 	Complete/Incomplete	2025	\$\$\$
<p>Develop a Small Business Program to include regional economic development</p> <ul style="list-style-type: none"> • Create a Small Business Policy • Engage local jurisdictions to partner as part of the Program • Increase percentage of work performed by small and disadvantaged businesses with a special focus on Snohomish County • Create quarterly financial forecast to get real-time information for future decision-making • Create strategy to augment agency revenue through grant-funds 	<ul style="list-style-type: none"> • Small Business Policy advanced to Board Adoption level • At least 2 jurisdictions engaged in discussion • 5% of dollars spent with SBE/DBE • Complete/Incomplete • Executive Leadership Team Approval 	2025-2030	\$\$\$\$

Attract and retain customers through increasing access to frequent and reliable service

Tactics	KPI	Timeframe	Investment (\$-\$\$\$\$)
Improve stop site infrastructure to increase customer accessibility, safety and comfort.	20 stops completed per year	2025-2030	\$\$\$\$
<p>Increase service near populations with a high transit propensity.</p> <ul style="list-style-type: none"> • Increase fixed route service by approximately 30k revenue hours. • Determine baseline and measures for achieving increased service to populations with high transit propensity. 	<ul style="list-style-type: none"> • Increase service by 30k revenue hours • Baseline and measures defined 	2025-2030	\$\$\$\$
Launch and evaluate success of Innovative Service pilots for Arlington, Darrington, and Lake Stevens to provide added mobility options and connectivity to transit.	Complete/Incomplete	2025-2026	\$\$\$\$