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<th>Description</th>
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<td>ATL</td>
<td>Atlanta-Region Transit Link Authority</td>
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<td>Georgia Transit Association</td>
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<td>GTFS</td>
<td>General Transit Feed Specification</td>
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<td>Housing and Urban Development</td>
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<td>LEP</td>
<td>Limited English Proficiency</td>
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<td>Metropolitan Planning Organization</td>
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<td>Technical Advisory Committee</td>
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<td>TNC</td>
<td>Transportation Network Company</td>
</tr>
<tr>
<td>TSPLOST</td>
<td>Transportation Special Purpose Local Option Sales Tax</td>
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1.0 Introduction

The Georgia Department of Transportation (GDOT) is developing a Statewide Transit Plan (SWTRP) to document a vision for future transit investment and identify needs and opportunities through 2050. Public and stakeholder engagement is a core component of the SWTRP development.

The Stakeholder and Public Engagement Program provided an opportunity for GDOT’s many constituents to participate in the SWTRP planning process. These constituents included: the general public, affected public agencies, representatives from public transportation agencies, private providers of transportation (including intercity bus operators and employer-based commuting programs), representatives of users of public transportation, representatives of the disabled, and other interested parties. Throughout the SWTRP planning process, GDOT conducted an extensive stakeholder and public engagement program, with the goal of:

- Highlighting GDOT’s transit program and other available public transportation services within the state;
- Educating the public and stakeholders on the study process and findings; and
- Creating opportunities for meaningful engagement and feedback on goals and priorities for statewide transit investment through 2050.

The purpose of this document is to provide a summary of public and stakeholder activities throughout the SWTRP planning process. The following public involvement activities were conducted or are planned for the project, and are addressed in this document:

- Early Engagement;
- Statewide Steering Committee;
- Technical Advisory Committee;
- Stakeholder Interviews;
- Public Survey;
- Project Collateral;
- Open Houses;
- Statewide Meetings;
- Project Video; and
- Online Presence, including project website and social media.
2.0 Early Engagement

Early engagement with stakeholders took place via a presentation during the GDOT Transit Subrecipient Workshop in Macon on July 17, 2018. Additionally, three open house sessions and an introductory session with a presentation were held with project stakeholders during the December 2018 Georgia Transit Association (GTA) conference in Jekyll Island. Input received during the early engagement activities directly informed the scope of work, structure, format, and schedule for the SWTRP.

The work session at GTA consisted of approximately 30 participants, with a presentation that included an overview of the SWTRP, information on other statewide transportation planning studies, an overview of transit in Georgia, legislative update, schedule, and next steps. The presentation involved an interactive polling activity which asked participants their opinion on the current and future state of transit, challenges to transit, and their priorities for goals and strategies related to transit.

Figure 1 is a wordcloud of how participants view the current state of transit in Georgia. Inadequate funding and fragmented service were two of the most common themes. When asked about the future of transit in Georgia, participants responded with a vision for a well funded, integrated, and connected transit network throughout the state.

The full PowerPoint presentation and results from interactive polling is provided in Appendix A.
3.0 Stakeholder Engagement

Stakeholder engagement was structured by grouping stakeholders into two committees that helped to inform and guide the plan development:

- The Statewide Steering Committee (SSC) consisted of decision-makers representing organizations with a stake in transit and a statewide purview.
- The Technical Advisory Committee (TAC) consisted of transit providers and agencies with a direct role in delivering or planning for transit at the local and regional level.

3.1 Statewide Steering Committee

The SSC assisted in the development of a statewide transit vision and served as a decision-making body to ensure the successful delivery of the SWTRP. It consisted of representatives from key GDOT offices, as well as other partner organizations with a statewide perspective and interest in transit planning. A full list of SSC members and organizations is provided in Appendix B.

The SSC met three times during the course of the project. Throughout the duration of the project, the role of the SSC was to review and monitor strategic direction and policy guidance with the project team. SSC meeting agendas, sign-in sheets, presentations, handouts, and summaries are provided in Appendix C.

3.1.1 SSC Meeting #1

The first SSC meeting was held on May 2, 2019, at GDOT Offices in Atlanta. A web-conferencing option was provided via WebEx for those that were unable to attend in person.

The meeting objective was to introduce SSC members to the project, present findings on existing transit conditions in Georgia, and brainstorm a vision and goals to guide the development of the SWTRP. The first portion of the meeting included a presentation, with interactive polling, to allow the audience the opportunity to contribute their thoughts on key items.
The second portion of the meeting included a breakout session in which participants were divided into three groups. Group moderators worked with participants to develop a SWTRP vision statement based on emerging themes from the interactive polling exercise. Participants were then asked to develop goals and objectives to support their vision.

The following draft vision statement was developed based on input received during the work session.

*Improve the quality of life and economic opportunities for all Georgians by supporting an innovative, connected, reliable, and accessible multimodal public transportation network.*

The vision statement synthesized critical information provided by SSC members. Corresponding goals and objectives brainstormed during the breakout session can be found in Appendix C.

During the SSC meeting, GDOT also solicited input on the Technical Advisory Committee members, and the committee structure was updated based on feedback during and after the work session.

### 3.1.2 SSC Meeting #2

The second SSC meeting was held on October 18, 2019. A web-conferencing option was provided via WebEx for those that were unable to attend in person. The meeting objective was to provide a progress update on the plan, including public and stakeholder engagement activities and ongoing technical reports, and to solicit input from the SSC to help guide the Investment Strategies Report.
The first portion of the meeting included a presentation by the project team. Technical updates to the Needs Assessment Report and Performance Measures Report were presented, followed by an overview of ideas and concepts to be considered for investment strategies.

The second portion of the meeting involved interactive polling and discussion regarding transit investment strategies. SSC members were asked questions about how they would allocate $100 among Service Enhancement, Service Expansion, and Administrative Tools and Guidance Strategies. As a large group, SSC members discussed the pros and cons associated with investment strategies. They then discussed how they would allocate resources among different potential funding investment scenarios.

Key takeaways and results from the exercise included:

- SSC members generally supported investments that provided the opportunity for transit expansion in Georgia;
- When asked to allocate funding for transit enhancements, SSC members selected on-time performance (36%) as the highest allocation for investment; followed by connections/transfers to additional providers (23%);
- When asked to allocate funding for service expansion; members selected increased transit coverage by expanding service areas (33%); followed by expanding service hours to existing systems (25%); and
- When funding for administrative tools and guidance strategies, members equally selected marketing and public engagement support (27%) and planning and cross-jurisdictional coordination support (27%).

The SSC members were notified of upcoming activities and had an opportunity to ask questions and provide additional comments at the end of the presentation.

3.1.3 SSC Meeting #3

The third and final SSC Meeting was held on May 8, 2020. This meeting was combined with the members from the Technical Advisory Committee. During this meeting, the Project Team discussed the Plan progress and the Plan Strategies. The members of the SSC and TAC were asked to assist the project team in the upcoming public comment period in soliciting residents in their perspective areas to visit our virtual open house. The members of the SSC and TAC were lastly asked to review the Draft SWTRP and provide any comments they had within two weeks of the meeting. Due to the COVID-19 pandemic, this meeting was held virtually through Zoom.
3.2 Technical Advisory Committee

The Technical Advisory Committee included transit providers and agencies with a role in transit at the local and regional level. This comprised of all public transit providers in Georgia, regional commission and metropolitan planning organization (MPO) representatives, the Atlanta-region Transit Link Authority (ATL), education and healthcare providers, agencies representing disadvantaged populations, and other entities with a direct interest in transit. The role of the TAC was to:

- Provide insight into the daily challenges, needs, and trends related to transit service in Georgia;
- Inform strategies of the SWTRP; and
- Provide insights on planning and prioritization efforts at the local and regional levels.

The full TAC committee met three times during the course of the project and had a more technical focus than the SSC. Additionally, TAC subgroups have met throughout the duration of the project, as discussed in Section 3.2.3, and many TAC members collaborated directly with the project team. Two additional full TAC meetings are anticipated, including one virtual session tentatively scheduled for the week of November 18, 2019, and another for early 2020.

A full list of TAC members and organizations is provided in Appendix B. TAC meeting agendas, sign-in sheets, presentation with polling results, handouts, and summaries are provided in Appendix D.

3.2.1 TAC Meeting #1

The first TAC meeting was held on June 25, 2019, via WebEx. The objective of the meeting was to:

- Introduce the TAC members to the project;
- Review and collect input on the Vision, Goals, and Objectives;
- Solicit information on locally developed plans and upcoming projects; and
- Request support in upcoming statewide public engagement efforts.

After the meeting, TAC members were provided a document covering the Vision, Goals, and Objectives that came out of the first SSC meeting, a comprehensive list of all SWTRP stakeholder agencies, and a media kit with instructions for sharing information about the public survey with their community.

3.2.2 TAC Meeting #2

The second TAC meeting was held on November 22, 2019 and included a progress update on the plan, including public and stakeholder engagement activities, performance measure development, and the needs assessment findings, and draft strategies. Input was solicited from the TAC to guide the SWTRP strategies and funding scenarios.

3.2.3 TAC Meeting #3

The third, and final, SSC Meeting was held on May 8, 2020. This meeting was combined with the members from the Technical Advisory Committee. For more information regarding this meeting, please visit Section 3.1.3.
3.2.4 TAC Subgroups

During the early stages of TAC engagement, subgroups were developed to allow for more focused conversations around particular interest areas. The following TAC subgroups were formed, and met or coordinated with the project team at various stages throughout the course of the project:

- **Equity and Community Advisory** (met 9/23/19)
- **Counties without Transit** (met 9/24/19)
- **Rural Providers** (met 8/28/19)
- **Urban Providers** (met 8/28/19)
- **Technology** (met 9/24/19)
- **Regional Commissions and MPOs** (met 8/28/19)
- **Health, Education, Industry, and Other Agencies** (individual calls or meetings throughout the duration of the project)

3.2.4.1 Equity and Community Advisory

The Equity and Community Advisory TAC subgroup meeting was held on September 23, 2019, at the GDOT Offices in Atlanta. Eight (8) participants from six (6) community groups were present.

The meeting began with an overview of the SWTRP, including goals and objectives, public engagement and outreach, and technical documentation in progress. The presentation was followed by an open discussion on topics related to transit needs and opportunities for their respective communities.

Several key strategies that emerged from the discussion are noted below:

- Equity groups should be involved early in the transit planning process.

3.2.4.2 Counties without Transit

The Counties without Transit TAC subgroup was held on September 24, 2019, at the Macon Terminal Station, with an option to join remotely via WebEx. The meeting provided an opportunity for communities that are not currently served by public transit to participate in the SWTRP and inform GDOT of their transit needs, issues, and potential opportunities. Eleven (11) counties or regional commissions were represented during this meeting.

Participants were provided information about the SWTRP and the various transit service models throughout the state. The discussion that ensued included participants’ interest in transit, past and ongoing transit conversations with local leaders and decisionmakers, data needs to help support local transit initiatives, and coordinated transportation service in areas without transit.
From the discussion, several strategies emerged for inclusion in the final SWTRP. These included:

- SWTRP strategies should be tiered to ensure factors that face rural counties are considered;
- SWTRP quantifying needs by county would be a helpful tool to present to elected officials as they consider transit; and
- Creating connections between land use and transportation plans – roadway/sidewalk planning, comprehensive plans, and transit plans – is critical.

3.2.4.3 Rural Providers

The Rural Provider TAC subgroup was held on August 28, 2019, from 3:30 PM to 4:30 PM during the GDOT Subrecipient Workshop at Tift College. Eighteen (18) participants representing fifteen (15) organizations were present. The goal of the meeting was to stimulate conversion regarding rural transit (5311 program) and incorporate the participating agencies’ needs and ideas into the SWTRP.

Participants were asked about the challenges, needs, and opportunities of their communities. Additionally, they were asked about desired outcomes of the SWTRP. Desired outcomes included:

- Increased funding – increased amount of funding and diversify the sources of funding;
- Changing the two-county Transportation Special Purpose Local Option Sales Tax (TSPLOST) rule;
- Mandating transit planning as a requirement for state road funding; and
- Providing guidance for regional transit planning.
3.2.4.4 Urban Providers

The Urban Provider TAC subgroup was held on August 28, 2019, during the GDOT Subrecipient Workshop at Tift College. Fifteen (15) participants representing fourteen (14) organizations were present. The goal of the meeting was to stimulate conversation regarding urban transit (5307 program) service outside metro-Atlanta and incorporate the participating agencies’ needs and ideas into the SWTRP.

Participants were asked about the challenges, needs, and opportunities of their communities. Some solutions discussed as strategies to the SWTRP included:

- Creating partnerships between transit providers and other entities, such as medical facilities for scheduling and funding, other transit providers and government entities for asset sharing, and chambers of commerce;
- Reducing the administrative burden on transit providers by centralizing these tasks regionally;
- Highlighting transit success stories;
- Using parking garage fees and local business marketing on vehicles as a funding source for transit programs;
- Educating local leaders on the benefits and range of transit service and inviting leaders to use transit; and
- Adding more buses to meet demand.

3.2.4.5 Technology

The Technology TAC subgroup met on September 24, 2019, at the Macon Terminal Station. Thirty-one (31) participants representing twenty-six (26) organizations were present. Organizations represented included local governments, regional and transit planning agencies, and industry groups.

The meeting began with a presentation regarding the Macon-Bibb Electric Bus project – a pioneer project between the Macon Transit Authority, GDOT, the Macon Area MPO (MATS), and Georgia Power to implement an electric bus system in the city. Representatives from each organization discussed their experiences and lessons learned.

The presentation was followed by a discussion on general challenges that agencies face that could be improved with technology. This included the use of smartphone apps for demand-response systems modeled after ride-hailing services, traffic signalization that prioritizes buses, general transit feed specification (GTFS) data for trip planning, microtransit feasibility studies in Gwinnett and Macon-Bibb Counties, and transportation network companies (TNCs).

From the discussion, several strategies emerged for inclusion in the final SWTRP. These included:

- Development of a statewide transit application;
- Guidance for how to start up a small urban transit system that possibly does not include a fixed route system;
- Resources for electric vehicle deployment; and
- Resources on transit signal priority deployments.
3.2.4.6 Regional Commissions and MPOs

The Regional Commission/MPO TAC subgroup was held on August 28, 2019, during the GDOT Subrecipient Workshop at Tift College. The purpose of the meeting was to stimulate a conversation among regional entities and incorporate the participating agencies' needs and ideas into the SWTRP. Thirty (30) participants representing twenty-seven (27) organizations were present.

The discussion was centered around identifying local challenges and needs in offering transit service, as well as looking for opportunities for current and future coordination. Several key strategies that emerged from the discussion are noted below:

- Need for better connections to employers, major hubs, and other trip generators. In general, the need for better coordination between transit and land use/economic development;
- Counties need support with resources; particularly, administrative aspects can be burdensome;
- Better coordination is needed across municipalities and counties, and regionally;
- Education is needed to inform the public of available service, and elected officials of the benefits of transit;
- Need for better data, data security, and reliable on-time service information; and
- GDOT can assist new agencies in: identifying partners, public outreach and engaging new riders, assessing new technology, improving customer relationships, new apps and data analysis, coordinating with departments, long-range planning, better connecting with LEP communities.
3.2.5 Transit Provider Questionnaire

GDOT sought input from transit providers through a questionnaire targeted for those currently receiving Federal Transit Administration (FTA) Section 5307 and/or 5311 funds. In addition to the questionnaire, rural providers were asked to provide a sample of recent trip data from the QRyde routing and dispatch system. Questionnaires were collected between July 18 and August 9, 2019.

The goal of the questionnaire was to collect information to better understand the opportunities, challenges, and needs of public transit providers throughout the state and incorporate these findings into the SWTRP. The QRyde trip data was used to assess travel patterns, trip trends, and potential transit needs. A total of forty-four (44) questionnaires were completed.

Key takeaways from the questionnaire are summarized below:

- The most commonly cited state of good repair needs was the purchase of new vehicles, followed by regular maintenance schedules and more highly trained mechanics.
- The most commonly cited service, coverage, and capacity needs was additional service hours, followed by additional geographic service area coverage, additional service capacity, and new/modified routes for additional destinations.

A full list of questions and responses for the transit provider questionnaire are provided in Appendix E.

3.3 Stakeholder Interviews

In addition to SSC and TAC group meetings, fifteen (15) one-on-one and small group interviews were conducted for selected transit operators and transit stakeholder groups across the state. Questions were designed to gather additional insights to answers previously provided in the submission of the Transit Provider Questionnaire (when available) or through research conducted during the Existing Conditions Future Trends Report – Part I.

A preliminary list of stakeholders for one-on-one interviews was identified in the Stakeholder and Public Engagement Plan and refined based on Transit Provider Questionnaire responses and SSC and TAC input. The list of interviewees and dates of interviews are provided in Table 1. Notes from each of the Stakeholder Interviews are provided in Appendix F.

The structure of the interviews was informal, allowing interviewees the opportunity to volunteer topics and expand on ideas. Open-ended questions provided guidance in the discussion.

Common themes from stakeholder interviews to date are summarized below:

- Request for GDOT to put together information on Best Management Practices and transit success stories.
- Operators would like to be more connected to other providers to help facilitate statewide conversations regarding transit.
• Transit providers that have formed partnerships have found it to be helpful. Coordinated transit in rural areas, with operations provided by the regional commission have been helpful in that communities with limited resources are freed from the burden of managing a system. A state mediator to help facilitate memoranda of understanding between counties would be helpful.

• Marketing transit and educating the public regarding options, as well as informing elected officials of the benefits of transit is critical. This has helped counties that did not have transit establish new service.

• Some operators face challenges with insurance not allowing them to travel outside their county.

Notes from each of the Stakeholder Interviews are provided in Appendix F.

Table 1: Stakeholder Interview Schedule

<table>
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<tr>
<th>Interviewee/Organization</th>
<th>Meeting Type</th>
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<td>Corey Hull, JD Dillard</td>
<td>Conference Call</td>
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<td>Philippa Moss</td>
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<td>James Thomas, Michael</td>
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<td>Greenwald</td>
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<td>Butch McCuffie</td>
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<td>James T. Peoples, Dr.</td>
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<td>Perry McMillon</td>
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<td>Georgia Department of Community Health, Georgia Department of Human Services</td>
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<td>Craig Ross</td>
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<td>Larry Hanson, Kathleen Bowen</td>
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<td>Ryan Arnold</td>
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<td>Jordan Hall</td>
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<td>Statewide Independent Living Council of Georgia (SILCGA)</td>
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<td>Commissioner Chris Nunn</td>
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<td>Commissioner Pat Wilson</td>
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<td>Stephen Abernathy</td>
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4.0 Public Engagement

The public engagement activities were designed to inform and solicit input from transit and non-transit riders across the state.

4.1 Public Survey

GDOT sought input from the general public across the state through a two-month-long public survey campaign. The public survey had two forms: online and paper. The online survey was made available via SurveyMonkey at www.gatransitsurvey.org, while paper surveys were distributed to rural transit agencies for dissemination on vehicles. Surveys were collected between June 18 and August 16, 2019.

Detailed information on public survey methodology and results are provided in Appendix G.

4.1.1 Survey Distribution

4.1.1.1 Online Survey

The online survey launched on June 18, 2019. Survey promotion included distribution via email, newsletters, traditional media outlets, and social media (Facebook, Instagram, and Twitter).

SSC members and TAC members were notified of the survey being available online. A media packet was shared which included PDF flyers and posters, advertising image files suited for social media or email, and talking points. Stakeholders were asked to use these items to promote the survey on their social media channels, website, email distribution lists.

In coordination with GDOT Communications, the SWTRP team created social media posts on Facebook, Instagram, and Twitter. In addition to regular posts, the visibility of the survey was boosted through targeted Facebook ad purchases. The Facebook ad purchases were re-evaluated at regular intervals based on survey response rates.

4.1.1.1.1 Social Media Ad Purchases

Two Facebook ad purchases were made, as described below, and ran throughout the duration of the survey period.

- **Ad Purchase #1 (Statewide):** All areas outside of Metro Atlanta
- **Ad Purchase #2 (Targeted):** Areas without transit

To help ensure that the responses were geographically distributed throughout the state, responses were analyzed as they came in. The geographic areas of the ad purchases were modified twice during the course of the survey, and areas with high response rates were excluded from subsequent purchases. This helped to concentrate advertising efforts in underrepresented areas of the state, encouraging additional survey participation in these areas.

4.1.2 Survey Translation

The public survey was translated into four languages: Spanish, Mandarin Chinese, Korean, and Vietnamese. The languages were determined based on the findings of the GDOT Title VI program for Limited English Proficiency and strategies of the TAC. The translated versions of the survey were made available via the main SurveyMonkey link.
Organizations identified as having key relationships in the community were asked for assistance in distributing information on the survey and SWTRP to LEP communities to ensure the voices of all Georgians were heard. No surveys were completed in any of the foreign languages. Two surveys were begun in Spanish; however, neither were completed.

4.1.2.1 Paper Survey

Paper surveys were sent to rural transit agencies on July 19, 2019, along with the same media packet that was shared with SSC and TAC members and hard copies of flyers. Transit agencies were requested to place surveys and flyers aboard buses, in transit centers, and other highly visible areas. The number of paper surveys provided to each agency was based on the monthly ridership counts from the National Transit Database (NTD).

The paper survey is shown in Figure 8. The paper surveys were self-sealing, with postage paid for via a GDOT business reply mail account, so that participants would be able to seal and drop their completed surveys in the mail without any postage or charge.
4.1.3 Survey Responses

Throughout the duration of the survey, 2,971 surveys were completed. Of these, 2,410 (81%) were completed via the online survey link, and 561 (19%) were completed via a paper survey. 40% of responses were received from outside of the metropolitan Atlanta counties, while 60% were from within the 13-county metro Atlanta region. 51% identified as infrequent and/or non-riders of transit.

Key highlights of the survey responses include:

- Outside of Metro Atlanta, 42.4% of respondents are “interested in using transit, but it’s not convenient or available in their area,” or they need to learn more;
- Improving access to employment and educational opportunities was identified as the most important reason to provide transit service outside of Metro Atlanta;
- “Ensuring transit is safe” was identified as the most important consideration for transit improvements; and
- Real-time arrival information via a smartphone app, website, or text was desirable and important.

4.2 Project Collateral

Project collateral was created in the form of fact sheets, brochures, project boards, and more. A fact sheet for the SWTRP was produced at the start of the project, containing information on the purpose of the study, background information on transit in Georgia, project schedule, project outreach tactics. This has been made available at public outreach events and is available online at the SWTRP project website.

A public information brochure (see Figure 9) was produced with the executive summary content from the Existing Conditions Report. This was shared at public outreach events, including the 2019 GDOT subrecipient workshop and statewide meetings.

Figure 9: Public Information Brochure

4.3 Virtual Open House

In response to social distancing guidelines in the wake of the COVID-19 pandemic, the open house for the SWTRP was conducted through a virtual open house experience. The website was designed to provide viewers with a similar experience to an in-person open house through the use of highly graphical narratives, a project video, and an opportunity to provide comment. The site was viewable for both desktop and mobile users and offered the ability for translation of information on the site into over fifty different languages.
The online open house was made available from July 1st through July 30th, 2020, on the project website and highlighted on GDOT main page. During the month that the virtual open house was accessible to the public, the website received 1,203 unique visitors from across the state.

4.3.1 Open House Advertising

In coordination with the GDOT Office of Communications, the SWTRP virtual open house was advertised via social media messaging, press releases, and email communications sent to addresses collected during the project. Additionally, media kits containing sample social media messaging, advertising graphics, and copy of the project video was supplied to members of the SCC and TAC to disseminate information to a broad and diverse audience.

Key results of these efforts include:

- Delivery of 812 email messages to those who previously opted in for project updates during the SWTRP Survey, resulting in 908 message openings and 142 visits to the SWTRP project site
- 3 social media advertisements across GDOT owned properties (i.e., Facebook, Twitter, etc.), reaching 4,344 people through social media impressions
- 7 media placements in various online and print publications across Georgia, including areas such as Augusta, Albany, and Rome

4.3.2 Virtual Open House Comments

During the thirty-day virtual open house period, the project team received sixty public comments. None of the comments received necessitated changes to the document.

Forty-three of the sixty comments were received from members of the public who noted that they reside in the ATL area. Eleven of the comments were from outside of the ATL area, and six comment providers did not designate the county in which they reside. One comment was not complete. Overall, the comments were mostly supportive of expanding mass transit in many parts of the state. A few comments received expressed the desire for GDOT to further study the expansion of heavy rail around the Metro Atlanta area. A few noteworthy comments receive are included below.

- “I am completely in favor of expanding rural transit throughout the state. It is a necessary service that provides not only a social and health benefit to riders (taking them for errands, as well as to clinics or doctors) but it also provides an economic benefit to our communities.”
- “The Statewide Transit Plan rightfully recommends increasing capacity of transit service statewide. Transit needs to provide more frequent service, expanded service hours, and service to more destinations.”
- “Statewide guidance in planning at a regional level will greatly improve service delivery and add value to the under-served areas across the state.”
- “The need for public transportation in the rural areas of our state are dire. There is an immediate need for those who are incapable of transporting themselves, either due to physical limitations or due to their financial situations, to medical appointments and other necessary destinations. There is also a great need as we advance to a more green and eco-friendly society for public transport systems to be in place throughout our state, not just in our major metropolitan areas. With advancements in public transportation and our digital infrastructure, Rural Georgia can keep up with our urban areas.”
4.4 Statewide Meetings

The goal of the statewide meetings is to inform and coordinate with interested industry professionals, elected officials, and members of the public. The project team participated in seven statewide meetings: 2018 Georgia Transit Association Annual Conference, the GDOT Subrecipient Workshop, the Georgia Association of Metropolitan Planning Organizations, Georgia Association of Regional Commissions, Metro Atlanta Transit Operating Group and the 2019 Georgia Planning Association (GPA) Fall Conference, 2019 Georgia presented at the 2020 Georgia Institute of Transportation Engineers.

4.4.1 GDOT Transit Subrecipient Workshop

The GDOT Transit Subrecipient Workshop was held August 27th and 28th, 2019 at State Offices South - Tift College in Forsyth, GA. The primary goal of the workshop was to assist subrecipients receiving FTA funds to ensure compliance with regulations, policies, and processes. Because all of Georgia’s transit providers are part of the SWTRP TAC, it also presented an opportunity to provide project updates and have TAC Subgroup breakout sessions for Urban, Rural, and Regional Commission/MPO groups. The outcomes of these breakouts are discussed in Section 3.2.3.

The project team also utilized the workshop as an opportunity to conduct on-camera interviews with providers in attendance; capturing individual thoughts and visions of transit in Georgia through the year 2050. The interviews will be included in a project video which is further discussed in Section 4.5.

4.4.2 Georgia Planning Association

The project team presented a session on October 3, 2019, at the GPA conference at the Classic Center in Athens, GA. Approximately thirty-five (35) people were in attendance.

The session included a project update with information on existing conditions, identified needs and gaps, and outcome-based performance measures collected. The audience was given opportunities to ask questions and provide input.

4.5 Project Video

An informational video was created as part of the project process that was used to share information with elected officials, leadership, and the general public on the development and outcomes of the SWTRP.
The video provided background information on the SWTRP, b-roll footage and stock photos of local transit properties and landmarks across the state, and includes interviews with everyday users of transit, as well as stakeholders.

The video was available on the virtual open house website and remains available to the public via the project website and through the social media channels of GDOT and other partner organizations.

4.6 Online Presence

4.6.1 Project Website

A webpage (www.dot.ga.gov/IS/Transit/TransitPlan), housed on the GDOT website, has been created and is updated in coordination with the GDOT Office of Communications. The website is the primary source of online information related to the project. It houses project displays and handouts, collateral materials, meeting notifications, draft and final documents, and project contact information. It also linked to the public survey and the virtual open house site during the respective public outreach efforts.

4.6.2 Social Media

Social media was used as a tool for dissemination of the online survey, and to solicit input from a diverse audience, as discussed in Section 4.1.1.1.1. The project team crafted posts for GDOT’s existing social media channels on Facebook, Twitter, and Instagram. Social media posts employed the hashtag (#iam2050) to promote the SWTRP, and stakeholders and the general public were encouraged to do the same when engaging with the project online.

Additionally, social media was utilized in the marketing and communication of the virtual open house, as discussed in Section 4.3. Posts were designed for GDOT’s existing social media channels, as well as used by organizations participating in the plan’s development as members of the SWTRP SSC and TAC committees. A summary of these efforts is discussed in Section 4.3.1.
Appendix A: Early Engagement Results
GDOT Statewide Transit Plan

Kaycee Mertz & Brian Smart
GTA Conference
December 7, 2018
1. Overview
2. Study Background
3. Transit in Georgia
4. Legislative Update
5. Schedule
6. Next Steps
Live Polling - Mentimeter

1. Go to www.menti.com
2. Type in code
3. Participate in live questions
4. Add email address at the end of polling for results summary
What type of organization do you represent?

- Consulting Firm: 10%
- Vendor Organization: 8%
- Regional Commission: 8%
- MPO: 8%
- State agency: 26%
- Transit agency (public): 18%
- Private transit provider: 5%
- City government: 5%
- County government: 15%
- Other: 3%
What types of transit service does your organization provide?

- Fixed Guideway: 4
- Demand-Responsive: 18
- Fixed Route (non Fixed Guideway): 5
- Human Services: 9
- Other: 9
Statewide Transit Plan
Overview
What is the Statewide Transit Plan?

- Document a vision for future transit investment
- Chart a path for potential expansion opportunities through 2050
- Establish clear & understandable performance metrics
- Measure the effectiveness of recommendations & implementation strategies.
Why do we need a Statewide Transit Plan?

- Comply with USDOT regulations 49 USC 5304(f): long-range statewide transportation plan
- Development & implementation of a multimodal transportation system, including transit
- Enables the Department to implement a more efficient & effective transit program (funding to subrecipients)
- Integrate transit elements into the larger multimodal & intermodal transportation network
Focus Areas

Evaluate Service Gaps
Make the Case for Transit Investment
Cohesive Statewide Vision

Future Focused
Robust Public and Agency Engagement
Coordination with Other Statewide Plans
Intercity Transit
Statewide Transit Plan
Study Background
Other Studies to Consider

- Statewide Transportation Plan/Strategic Transportation Plan
- State Rail Plan
- Local and Regional Plans
- GDOT/Georgia Tech Economic Impact Study
- GDOT Transit Asset Management Plan
- State Management Plan
Other Studies to Consider

• What local plans do you have that should feed into the Statewide Transit Plan?
Statewide Transit Plan
Transit in Georgia
Transit in Georgia

159 Counties:
- 124 with transit service
- 35 without transit service
How would you describe the current state of transit in Georgia in three words?

- underfunded
- fragmented
- disconnected
What do you see as the biggest obstacles to transit in Georgia?

- Perception: 18
- Qualified Workforce: 9
- Delivering New Projects: 8
- Compliance: 7
- Operations and Maintenance: 12
- Other: 6
Statewide Transit Plan
Legislative Update
Legislative Update
House Transit Governance and Funding Commission

Established by House Bill 848 during the 2017 Legislative Session

Collaboration between GDOT, Department of Community Health, and Department of Human Services

Evaluating Georgia’s transit needs and the state’s role in planning and execution

Multiple ex-officio members

New ATL transit governing body

Improving transit planning, management, and funding in rural Georgia
Legislative Update
Potential Governance Concepts

• Rural State Transit Authority to oversee:
  o Policy/compliance
  o Statewide planning
  o Funding allocations

• Regional Mobility Zones for:
  o Regional planning coordination
  o Contract and service delivery administration

• Rural Transit Coordination Council: would oversee the new authority and have representatives from GDOT, DHS, DCH

• Annual planning process:

  Local Participation → Regional Planning → State Planning → State Funding Allocation
Legislative Update
Funding Discussions

If all of Georgia’s rural counties and non-ATL metro areas pass a 1% TSPLOST, it would yield $706M annually*

Tax credits for employer provided transit benefits to new employees (transit passes, shuttle service)

Direct transit assistance for the unemployed

*Source: Deloitte Development, LLC
Statewide Transit Plan
Next Steps
Study Process

1. Scoping + Project Management Plan
2. Vision + Goals
3. Collect and Review Relevant Plans + Data
4. Develop Outcome-Based Performance Measures
5. Document Existing Conditions + Future Trends
6. Investment Strategies and Funding Scenarios
7. Final Statewide Transit Plan

Stakeholder and Public Engagement
Stakeholder and Public Engagement Program

Statewide Steering Committee (SSC)
- MPO's
- Regional Commissions
- Transit Agencies
- Colleges
- Local Governments
- Partner Planning Agencies

Public Engagement
- Flyers
- Fact Sheets
- Surveys / Questionnaires
- Comment cards

Targeted Outreach
- EJ / LEP Communities
- Aging populations
- Groups with interests in ADA compliant access to transit

Stakeholder Interviews
List of stakeholders determined by the SSC

Public Information Open Houses (PIOH)
- Solicit input from public on draft SWTRP
Discussion

- Can we count on your support to help distribute information to your riders?
- Who would you recommend for stakeholder interviews?
In three words, how do you envision transit in 2050?
You have 100 points. Prioritize Georgia's strategic goals as applicable to transit.

- Improve access and mobility: 24%
- Improve reliability: 18%
- Support economic development: 16%
- Reduce congestion: 14%
- Improve environment: 10%
- Improve safety: 10%
- Maintain a state of good repair (SOGR): 7%
- Support freight movement: 2%
On a scale of 0-10, how important are the following criteria in developing a strategy to improve transit service?

- Service Reliability: 7.8
- Connectivity Among Transit Systems: 7.8
- Access to Employment and Education: 8.4
- Access to Healthcare: 7.3
- Asset Management: 5.5
- Equity: 5.9
- Address Coverage Gaps: 4.9
- Environmental Sustainability Measures: 5.5
Statewide Transit Plan Schedule
Schedule

- Visioning
- Kickoff for Stakeholder + Public Outreach
- Stakeholder Identification

Dec 2018

Jan - Feb 2019

Mar - May 2019

Jun - Dec 2019

Jan - May 2020

- Stakeholder Interviews
- Draft Plan for Review
- Existing Conditions Report
- Final Statewide Transit Plan
Contact Information

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Statewide Transit Plan Questions?
Appendix B: SSC and TAC Membership
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<td>Brooks County</td>
<td>James Maxwell</td>
<td>Chair</td>
<td>(229)263-5561</td>
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<td>Catoosa County</td>
<td>Marie Barbee</td>
<td>Trans-Aid Interim Director</td>
<td>(706)937-8627</td>
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<td>City of Social Circle</td>
<td>Jenny Watt</td>
<td>Coordinator for IT, Marketing and Transportation</td>
<td>(770)464-6923</td>
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<td>Coastal Regional Commission</td>
<td>Donald Masisak</td>
<td>Transportation Director</td>
<td>(912)437-0830</td>
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<td>Dade County</td>
<td>Annette Cash</td>
<td>Director of Transportation</td>
<td>(423)322-1475</td>
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<td>Dooly County</td>
<td>Terrell Hudson</td>
<td>Chairman</td>
<td>(478)244-4861</td>
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<td>Forsyth County</td>
<td>Avery Gravitt</td>
<td>Director, Fleet Services</td>
<td>(781)256-2606</td>
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<td>Jackson County</td>
<td>Misty Burns</td>
<td>Transit Director</td>
<td>(706)367-5288</td>
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<td>Nancy Blount</td>
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<td>Randy Allison</td>
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<td>David Carmichael</td>
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<td>(770)443-7550</td>
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<td>Pierce County</td>
<td>Jason Rubenbauer</td>
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<td>Wanda Henry</td>
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<td>Joseph Williams</td>
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<td>Taliaferro County</td>
<td>Willie Blockum, Jr.</td>
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<td>Michael Stephenson</td>
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<td>Eric Mosley</td>
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<td>(706)888-1610</td>
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<td>Patricia Allen</td>
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<td>Wayne County</td>
<td>Carolyn Cooper</td>
<td>Transit Supervisor</td>
<td>(914)427-5914</td>
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<td>Athens Transit System</td>
<td>Butch McDuffie</td>
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<td>(706)613-3913</td>
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<td>Bartow Transit</td>
<td>Weldon Dudley</td>
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<td>(770)387-5165</td>
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<td>Aidan Quirke</td>
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<td>(912)629-3933</td>
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<td>Cherokee Area Transportation System</td>
<td>Greg Powell</td>
<td>Director of Operations</td>
<td>(770)345-1800</td>
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<td>CobbLinc</td>
<td>Andrea Foard</td>
<td>Transit Division Manager</td>
<td>(770)427-4444</td>
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<td>Gwinnett County</td>
<td>Karen Winger</td>
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<td>(770)822-7400</td>
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<td>Hall Area Transit</td>
<td>Phillipa Moss</td>
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<td>(770)503-3340</td>
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<td>Macon-Bibb County Transit Authority</td>
<td>William Brown</td>
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<td>(478)621-7118</td>
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<td>Rome Transit Department</td>
<td>Kathy Shealy</td>
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<td>(706)236-4523</td>
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<td>ITN Lanier</td>
<td>Dana Chapman</td>
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<td>(678)696-0360</td>
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<td>RMS, Inc</td>
<td>Michael Erwin</td>
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<td>Rick Jones</td>
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<td>Greater Dalton MPO</td>
<td>Jacob Bearden</td>
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<td>Jeff Ricketson</td>
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<td>(912)408-2033</td>
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<td>Warner Robbins MPO/ Warner Robbins Area Transportation Study (WRATS)</td>
<td>Jessica Bird</td>
<td>Transportation Planner</td>
<td>(478)302-5505</td>
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<td>Central Savannah River Area Regional Commission</td>
<td>Andy Crosson</td>
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<td>Georgia Mountains Regional Commission</td>
<td>Heather Feldman</td>
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<td>Heart of Georgia Altamaha Regional Commission</td>
<td>Brett Manning</td>
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<td>(478)374-4771</td>
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<td>Middle Georgia Regional Commission</td>
<td>Laura Mathis</td>
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<td>Berrien County</td>
<td>Brenda Ferrell</td>
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<td>Sherrie Leverett</td>
<td>Finance Director</td>
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<td>Bob Thomas</td>
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<td>Molly Stevenson</td>
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<td>Lumpkin County</td>
<td>Tedi Boling</td>
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<td>(706)482-2551</td>
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<td>County/MPO/Study</td>
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<td>Paulding County</td>
<td>Scott Greene</td>
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<td>Shane Thompson</td>
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<tr>
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<td>Kayla Schaaf</td>
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<tr>
<td>Xpress (GRTA/SRTA/ATL)</td>
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<td>Greyhound Lines, Inc.</td>
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<td>Cartersville-Bartow County MPO (CBMPO)</td>
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<td>Hinesville Area MPO/ Liberty Consolidated Planning Commission</td>
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<td>Macon-Bibb County Planning &amp; Zoning</td>
<td>Michael Greenwald</td>
<td>Planning Director</td>
<td>(478)338-9472</td>
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<td>Madison-Athens-Clarke-Oconee</td>
<td>Cherie Varnum</td>
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<td>(706)613-3515</td>
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<td>Rome-Floyd County MPO</td>
<td>Kayla Schaal</td>
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<td>Valdosta-Lowndes MPO</td>
<td>JD Dillard</td>
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<td>Georgia Mountains Regional Commission</td>
<td>Adam Hazell</td>
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<td>James Pope</td>
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<td>(912)367-3648</td>
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<td>Northwest Georgia Regional Commission</td>
<td>Julianne Meadows</td>
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<td>River Valley Regional Commission</td>
<td>Jarrod McCarthy</td>
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<td>Three Rivers Regional Commission</td>
<td>Pavielle Ludlow</td>
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<td>(678)692-0510</td>
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<td>The ATL</td>
<td>Jonathan Ravenelle</td>
<td>Transit Funding Director</td>
<td>404.893.3010</td>
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<td>Department of Behavioral Health &amp;</td>
<td>Michael Link</td>
<td>Community Relations Director</td>
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<td>Community Transportation Association of</td>
<td>Chris Zeilinger</td>
<td>Assistant Director</td>
<td>(202)250-4108</td>
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<td>Bacon County</td>
<td>Danny Saturday</td>
<td>General Manager (MIDS)</td>
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<td>Carlos Tobar</td>
<td>County Manager</td>
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<td>Ben Hill County</td>
<td>Donna Prather</td>
<td>Clerk</td>
<td>(229)426-5100</td>
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<td>Brooks County</td>
<td>Jessica McKinney</td>
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<td>Jason Warren</td>
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<td>(706)937-8627</td>
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<td>Geoff Morton</td>
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<td>Crisp County</td>
<td>Christy Bozeman</td>
<td>Economic Development Coordinator</td>
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<td>Dade County</td>
<td>Jessica Robey</td>
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<td>Dawson County</td>
<td>Lee Adkins</td>
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<td>Jeff Bridges</td>
<td>Public Works Director</td>
<td>(706)367-5288</td>
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<td>Mike Fletcher</td>
<td>Lowndes County Engineer</td>
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<td>Pierce County</td>
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<td>District 4 Commissioner</td>
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<td>Dispatcher</td>
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<td>Richmond County</td>
<td>Carla Delaney</td>
<td>Deputy Director Planning City of Augusta</td>
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<td>Troup County</td>
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<tr>
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<td>Xpress (GRTA/SRTA/ATL)</td>
<td>Lori Sand</td>
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<td>Greyhound Lines, Inc.</td>
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<td>Three Rivers Regional Commission</td>
<td>Pavielle Ludlow</td>
<td>Transit Program Manager</td>
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<td>Turner County</td>
<td>Joseph Saxton</td>
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<td>Groome Transportation</td>
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<td>LogistiCare Solutions, LLC</td>
<td>Garrett Henry</td>
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<td>Brunswick Area Transportation Study (BATS)</td>
<td>Pamela Thompson</td>
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Appendix C: SSC Meeting Summaries
GDOT Statewide Transit Plan

MEETING GROUP: Statewide Steering Committee Meeting #1

PROJECT CODE: SWTRP

DATE & TIME: May 2, 2019 10:00 AM – 12:00 PM
LOCATION: One Georgia Center (GDOT)
ATTENDEES: Carol Comer (GDOT), Mike Lankford (GDOT), Leigh Ann Trainer (GDOT), Kaycee Mertz (GDOT), Ryan Walker (GDOT), Ashley Finch (GDOT), Paul Tanner (GDOT), Albert Shelby (GDOT), John Hibbard (GDOT), Scott Higley (GDOT), Victoria Coulter (GDOT), Aviance Webb (FTA), Kyle Hood (Georgia Department of Community Affairs), Curtis Koleber (GTA), James Peoples (Georgia Department of Community Health), Larry Hanson (Georgia Municipal Association), Kathleen Bowen (ACCG), Sam Baker (GAMPO), Tamara Christion (FHA), Perry McMillon (Georgia Department of Human Services), Suzanne Angell (Georgia Association of Regional Commissions), Kelly Gwin (GDOT), Dontrey Garnett (GDOT), Peggy Hackett (Georgia Department of Human Services), Doug Chamblin (GDOT), Barbara Reddick (Georgia Association of Regional Commissions), Freida Black (GDOT), Gina Trimarco (TranSystems), JD Dillard (Georgia Association of Regional Commissions), Andrew Parker (TranSysytems), Brian Smart (AECOM), Ansley Grantham (AECOM), Anna Shoji (AECOM), Daniel Walls (AECOM), JaQuitta Williams (AECOM), Will Butler (AECOM), Caleb Stubbs (AECOM), Ryan Walker (GDOT), Kaycee Mertz (GDOT), Leigh Ann Trainer (GDOT)

1. Welcome and Introductions
   a. Introduction of Project Team and Committee members.

2. Safety Moment
   a. According to APTA, a person can reduce his/her per-mile risk of being in a crash by 90% traveling by public transportation instead of automobile.

3. Project Introduction
   a. Brian Smart presented slides 8-13. Key discussion items included the following:
      i. Overview of Statewide Transit Plan (SWTRP) included information on what the project is and why GDOT is completing this project.
      ii. The Project Team will be focusing on seven key focus areas and will use other studies to guide the plan.
   b. The following question (Q) and answer (A) were made:
      i. Q: If the SSTP and SWTP are multimodal, why is there a need for another plan?
      ii. A: The SWTRP will be more specific and technical. This plan is a way to organize our needs and chart a path for the future.

4. Stakeholder Roles and Responsibilities
   a. Kaycee Mertz presented slides 14-15. Key discussion items included the following:
i. The Stakeholder Steering Committee (SSC) and the Technical Advisory Committee (TAC) will each meet three times throughout the duration of the project.

ii. The SSC will assist in the development of a statewide transit vision, provide a statewide perspective and serve as a decision-making body for the project, and will review and monitor strategic direction and policy guidance of the project.

iii. A list of perspective TAC members was included in the attached. SSC members were asked to review and send any additional member recommendations.

b. The following questions (Q) and answers (A) were made:
   i. Q: In regard to the stakeholders list, why are Amtrak and Greyhound missing?
   ii. A: They are included in the TAC under intercity transit.

5. **Existing Conditions Analysis**
   a. Daniel Walls presented slides 16-33. Key discussion items included the following:
      i. The Project Team is currently analyzing the existing transit conditions throughout the state.
      ii. Out of the 159 counties in Georgia, 35 counties are currently without public transit service.
      iii. Georgia has 81 rural transit providers and 17 urban transit providers.
      iv. Certain socioeconomic factors are known to be associated with an individual’s likelihood of using or relying on transit. Federal and state planning requirements also require transit planners to consider the impacts of transit service to vulnerable or disadvantaged populations.
      v. Trends, Opportunities and Challenges will be investigated further in the planning process. A few things the project team has identified so far include:
         1. Georgia’s Elderly population is growing. Rural areas increasingly have higher share of elderly populations.
         2. Trending Urban: Georgia has an increasingly elderly rural population. Urban areas are growing more than twice as fast as rural areas.
         3. Technology: Ride-hailing platforms growing in popularity, microtransit opportunities, connected vehicle technology deployments can enhance transit service.
         4. Performance-based planning: potential to measure and track new performance metrics.

6. **Vision Setting Activity**
   a. Kaycee presented slides 35-43. Key discussion items included the following:
      i. SSC members were asked to describe existing transit in Georgia, what they see as the biggest obstacle to transit, and how they see it in the future. Results from the word cloud and multiple-choice activities are provided in the PDF attachment.
      ii. SSC members were split into three breakout groups, and asked to create draft vision statements to share with the committee.

7. **Goals and Objectives Setting Activity**
   a. Brian presented on slides 44-48. Key discussion items included the following:
i. SSC members created draft supporting goals and objectives and shared with the committee.

8. Schedule and Next Steps
   a. Brian presented slides 49-53. Key discussion items included the following:
      i. The schedule of the project was shared with the group, as well as the stakeholder and public engagement efforts that are currently planned.
      ii. SSC members were requested to review the TAC membership and provide any additions by May 17, 2019.
      iii. GDOT will follow-up with SSC for assistance distributing public survey. The public survey will be open June 1 – June 30, 2019.
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Networking ................................................................. 9:30 AM
Welcome and Introductions ............................................. 10:00 AM
Safety Moment .................................................................. 10:10 AM

Part I
a. Project Introduction ..................................................... 10:15 AM
b. Stakeholder Roles and Responsibilities ......................... 10:20 AM
c. Existing Conditions Analysis ........................................ 10:25 AM

-------- 5 Min Break -------- 10:45 AM

Part II
a. Vision Setting Activity .................................................. 10:50 AM
b. Goals and Objectives Setting Activity ............................. 11:20 AM

Part III
a. Schedule and Next Steps .............................................. 11:55 AM
Welcome to the Statewide Steering Committee (SSC) Work Session!

Today’s session will be interactive. Please take a moment to prepare your smartphone or device:

1. Go to menti.com
2. Type in code
3. Participate in live questions during the workshop
4. Add e-mail address at the end of polling for results summary

Thank you for your participation!
GDOT Statewide Transit Plan
Statewide Steering Committee Work Session
May 2, 2019
Agenda

Welcome and Introductions

Safety Moment

Part I
• Project Introduction
• Stakeholder Roles and Responsibilities
• Existing Conditions Analysis

Part II
• Vision Setting Activity
• Goals and Objectives Setting Activity

Part III
• Schedule and Next Steps
Statewide Transit Plan
Safety Moment
Live polling - Mentimeter

1. Go to menti.com
2. Type in code
3. Participate in live questions
4. Add e-mail address at the end of polling for results summary
According to APTA, a person can reduce his/her per-mile risk of being in a crash by ___% traveling by public transportation instead of by automobile.
Statewide Transit Plan
Introduction of Project
Overview - What?

- Document a vision for future transit investment
- Identify transit needs and opportunities through 2050
- Establish clear & understandable performance metrics
- Measure the effectiveness of recommendations & implementation strategies
Overview - Why?

- Support GDOT's multimodal SSTP/SWTP
- Develop & implement a multimodal transportation system that expands the reach of transit
- Support efficient & effective transit program
- Optimize multimodal transportation network
Focus Areas

- Evaluate Service Gaps
- Make the Case for Transit Investment
- Cohesive Statewide Vision
- Future Focused
- Robust Public and Agency Engagement
- Coordination with Other Statewide Plans
- Intercity Transit
Study Process

- Collect and Review Relevant Plans + Data
- Final Statewide Transit Plan
- Develop Vision and Outcome-Based Performance Measures
- Investment Strategies and Funding Scenarios
- Document Existing Conditions + Future Trends
- Needs Assessment
- Public and Stakeholder Engagement
Study Background - Other Studies to Consider

- 2040 Statewide Transportation Plan/Strategic Transportation Plan
- State Rail Plan
- Local and Regional Plans
- GDOT/Georgia Tech Economic Impact Study
- GDOT Transit Asset Management Plan
- Transit System Plans
Roles and Responsibilities
Stakeholder Steering Committee

SSC Membership:
- ACCG
- DCA
- DCH
- DHS
- FHWA
- FTA
- GAMPO
- GARC
- GDEcD
- GDOT
- GMA
- GTA

The SSC will meet three times throughout the duration of the project to:

- Assist in the development of a statewide transit vision
- Provide a statewide perspective and serve as a decision-making body for the project
- Review and monitor strategic direction and policy guidance of the project
Roles and Responsibilities
Technical Advisory Committee

TAC Membership:
- All GA Transit Providers (Urban, Rural, Intercity, and NEMT providers)
- Regional Commissions & MPOs
- Agency Officials (VA, DBHDD, ADA Coordinator)
- Education, Workforce, and Economic Development Stakeholders
- SRTA/GRTA, MARTA, & the ATL

The TAC will meet three times throughout the duration of the project to:
- Provide insight to the daily challenges and needs as it relates to transit service in Georgia
- Inform the recommendations of the SWTRP

Input will also be solicited from additional stakeholders, public interest organizations, and advocacy groups
Statewide Transit Plan
Transit in Georgia
Transit in Georgia

159 Counties:
- 124 with public transit service
- 35 without public transit service
Importance of Transit Investment in Georgia

Transit investment can
- Improve access to healthcare and social services
- Improve access to education and employment opportunities
- Lower congestion costs and improve air quality
- Attract new employers and strengthen regional economic competitiveness

Georgia’s elderly population is projected to increase 175% by 2050, passing 4.2 million statewide

Source: Governor’s Office of Planning and Budget

Statewide, annual congestion costs are estimated at more than $4.1 billion

Source: TTI & INRIX

Over a 20-year period, every $1 billion invested results in $3.7 billion in additional gross domestic product

Source: APTA - Economic Impact of Public Transportation Investment
Statewide Transit Plan
Existing Conditions
## Existing Conditions Analysis

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<td>State and local plan review</td>
<td>GDOT, Regional Commissions, MPOs, counties, transit providers</td>
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<td>Population trends and impacts to transit</td>
<td>GDOT, National Transit Database, US Census Bureau, and Governor’s Office of Planning and Budget, Georgia Tech</td>
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<td>Socioeconomic data</td>
<td>American Community Survey</td>
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<td>Travel demand, trip types, travel patterns</td>
<td>GDOT Travel Demand Model, Georgia Tech, Transit providers</td>
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<td>National Transit Database, GDOT</td>
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<td>Transit coverage</td>
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<td>Emerging technologies</td>
<td>GDOT, FTA, numerous ITS sources</td>
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</table>
Existing Conditions

- Georgia currently has **81 Rural transit providers** and **17 Urban transit providers**
- In FY 2017, Georgia’s transit agencies provided over **148 million passenger trips**
- Outside metro-Atlanta, 79.8 percent of the population and 71.8 percent of the state is served by public transit.
- Since 2015, Georgia’s Rural transit trips have declined by 3.1 percent. Nationally, Rural transit trips have declined by 2.6 percent.

**Georgia Growth Since 2010**

- Rural Areas with Transit: 3.30%
- Urban Areas with Transit: 7.60%
- Areas without Transit: 3%

**Project 2050 Population Growth**

- Rural Areas with Transit: 47%
- Urban Areas with Transit: 54%
- Areas without Transit: 45%

Sources: GDOT, NTD, US Census, and Governor’s Office of Planning and Budget
Existing Conditions - Socioeconomic Review

2017 Socioeconomic Conditions

Source: 2013-2017 American Community Survey 5-Year Estimates
Socioeconomic Analysis

Low-Income Populations

- 16.9% of Georgians live below the poverty line and are categorized as low-income

- Georgia’s median household income is $52,977

- Low-income populations primarily located in the southern half of the state, in regions:
  - River Valley
  - Southwest Georgia
  - Southern Georgia
  - Heart of Georgia Altamaha
  - Central Savannah River Area

Source: 2013-2015 American Community Survey 5-year Estimates, Georgia Department of Transportation
Zero-Car Households

- 6.7% of Georgians live in zero-car households

- Higher share of zero-car households located in central and southern Georgia, primarily in the following regions:
  - Three Rivers
  - River Valley
  - Southwest Georgia
  - Southern Georgia
  - Heart of Georgia Altamaha
  - Central Savannah River Area
  - Atlanta

Source: 2013-2017 American Community Survey 5-year Estimates, Georgia Department of Transportation
Elderly Populations

- 18.3% of Georgians are age 60 and up
- Elderly individuals comprise significantly larger share of the population in rural areas
Existing Conditions - Transit Service

Passenger Trips Outside of the Atlanta Area – 11.9 million in 2017

- Small Urban, 4,401,735
- Rural, 1,617,511
- Large Urban, 5,883,853

- Northwest Georgia, 262,208
- Georgia Mountains, 78,447
- Northeast Georgia, 72,744
- Three Rivers, 129,984
- Middle Georgia, 60,601
- Central Savannah River Area, 196,001
- River Valley, 131,980
- Heart of Georgia / Altamaha, 76,667
- Coastal, 131,308
- Southern Georgia, 125,799
- Southwest Georgia, 351,572

Sources: GDOT & 2017 National Transit Database
Existing Conditions - Transit Service

Sample of 2015 Rural Trips by Purpose

- Healthcare, 39.6%
- Personal/Social, 28.1%
- Senior and Social Services, 10.8%
- Childcare, 3.0%
- Other, 4.7%
- Employment, 12.5%
- Education/Job Training, 1.3%

Source: GDOT 2015
Travel Demand

Statewide County-to-County Home Based Work Trips - 2015

- Estimated 4.2 million daily HBW trips statewide, more than 35% cross county lines

- Travel not confined to jurisdictional boundaries

- Most Rural transit systems provide service across county lines where needed
Travel Demand

Statewide County-to-County Home Based Work Trips – 2050

- Estimated 5.4 million daily HBW trips statewide, more than 33% will cross county lines

- Additional trips around Gilmer, Troup, Liberty, Dougherty, and Clarke counties

- Continued increases in travel around employment centers
Planning Document Review

Common themes found in GDOT plans, transit development plans, long range transportation plans, and comprehensive plans for counties throughout Georgia:

- Connecting to jobs and healthcare
- Coordinating regionally for greater connectivity
- Enhancing awareness of existing transit service
- Improving access and mobility for elderly and underserved populations
- Exploring new sources to meet funding needs
- Coordinating land use, future development, and transportation
- Exploring opportunities to partner with private companies (e.g. ride-hailing services)
- Supporting commuter or intercity transit service to meet demand
- Expanding local bus or rail service to meet demand
- Promoting safe pedestrian and bike access at bus stops and facilities
Trends, Opportunities & Challenges

Georgia is Urbanizing: As communities grow, new challenges and opportunities arise

- Urban areas growing more than twice as fast as Rural areas
- New travel patterns and longer transit trips
- As communities grow, Rural and Small Urban transit funding eligibility may be jeopardized
  - Operators will face new federal requirements and will need additional local matching funds
  - SWTRP will help estimate added local costs and support continued Rural service during transition
Trends, Opportunities & Challenges

**Technology:** Rapid advances in technology are changing the face of transportation in Georgia

- Ride-hailing platforms growing in popularity but available in few rural areas
  - Need for parallel solution in Rural areas

- Microtransit opportunities
  - Gwinnett pilot; Hall County feasibility study
  - Employer shuttles and private circulators

- Connected vehicle technology deployments can enhance transit service
  - Signal priority and real-time trip scheduling
  - Interoperability needed

- GTFS and data management

72.6% of Georgians own a smartphone

Source: American Community Survey

Enjoy the ride!

microtransitapp.com

Gwinnett Microtransit app
**Performance-Based Planning:** Performance-driven, outcome-based approach to transportation planning required by USDOT

- “Big Data” availability through new technologies
- Potential to measure and track new performance metrics
- Data driven decision making
Questions and Refreshment Break
Statewide Transit Plan
Vision and Goalsetting Activity
How would you describe transit in Georgia?
How would you describe transit in Georgia?

(Results from December 2018 GTA Session)
What do you see as the biggest obstacle to transit in Georgia?

- Operations and Maintenance: 11
- Delivering New Projects: 6
- Qualified Workforce: 1
- Compliance: 1
- Perception: 5
- Other: 2
What do you see as the biggest obstacles to transit in Georgia?

- Perception: 18
- Compliance: 9
- Qualified Workforce: 7
- Delivering New Projects: 8
- Operations and Maintenance: 12
- Other: 6

(Results from December 2018 GTA Session)
How do you envision transit in 2050?
How do you envision transit in 2050?

(Results from December 2018 GTA Session)
**Vision, Goals, Objectives Hierarchy**

**Vision**: long-term, desired state

**Goals**: desired outcome

**Objectives**: specific targets within goal
Activity - Transit Plan Vision Setting

GDOT Vision Statement

“Boost Georgia’s competitiveness via leadership in transportation.”

On the worksheet provided: Develop a vision statement for the Statewide Transit Plan based on emerging themes in the word cloud activity.
Group Activity
Developing Supporting Goals and Objectives
Developing Supporting Goals and Objectives

A goal is a statement that describes a desired end state, providing focus to what is important to a community and serves as a basis for developing more detailed objectives.

An objective is a specific measurable statement that supports achievement of a goal. A good objective will include a performance measure that can be tracked and used to assess investment or policy alternatives.

“SMART” Objectives:
- Specific
- Measurable
- Agreed
- Realistic
- Time-Bound

Example
Goal: Improve Transit Safety for passengers through reduction in preventable transit accidents.
Objective: Decrease preventable transit accidents by 3% over the next 10 years.
National Goals

- Safety
- Infrastructure Condition
- Congestion Reduction
- System Reliability
- Freight Movement and Economic Vitality
- Environmental Sustainability
- Reduced Project Delivery Delays

Source: USDOT
Statewide Goals

Goals outlined in the GDOT Statewide Strategic Transportation Plan:

- Improve Safety
- Maintain and Preserve System
- Improve Reliability
- Relieve Congestion
- Improve Freight Movement and Economic Development
- Improve the Environment
Group Activity
Developing Supporting Goals and Objectives

Step 1: Utilizing the vision statement identified in the earlier activity, write at least three goal statements specifically for the SWTRP.

Step 2: Develop objectives for the goals
- Outcome objective (qualitative) – reflects concerns of the public, customers, or stakeholders
- Output objective (quantitative) – reflects quantity of activities that affect outcomes

Example
Goal: Improve transit safety for passengers and operators.
Objective: Decrease preventable transit accidents by 3% over the next 10 years.

“SMART” Objectives:
- Specific
- Measurable
- Agreed
- Realistic
- Time-Bound
Statewide Transit Plan
Project Schedule & Next Steps
Stakeholder and Public Engagement Program

Public Engagement

- Project website
- Flyers
- Fact sheets
- Surveys / questionnaires
- Comment cards

Targeted Outreach

- EJ / LEP Communities
- Aging populations
- Advocacy groups
- Non-profit organizations

Public Information Open Houses

- Will seek input on plan recommendations
- Will hold three public meetings across the State
**SSC Next Steps**

**To-Do:**
- SSC to review TAC membership and provide any additions by May 17, 2019
- GDOT will follow-up with SSC for assistance distributing public survey
- Public Survey to be open June 1 – June 30, 2019

**Upcoming Meetings**
- **Late Summer 2019**
  - Public and stakeholder engagement
  - Transit needs assessment
  - Early recommendations
  - Investment and funding scenarios
- **Winter 2019**
  - Public and stakeholder engagement
  - Draft SWTRP recommendations
Statewide Transit Plan Questions?
## RURAL TRANSIT PROVIDERS

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# Georgia Statewide Transit Plan

## April 2019

### Draft Technical Advisory Committee List

## URBAN TRANSIT PROVIDERS

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# Georgia Department of Transportation
# Georgia Statewide Transit Plan

## Draft Technical Advisory Committee List

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## PUBLIC INTEREST AND ADVOCACY ORGANIZATIONS

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The purpose of the Statewide Transit Plan (SWTRP) is to document a vision for future transit investment and chart a path for potential expansion opportunities through 2050. It will employ outcome based performance planning to establish clear and understandable performance metrics which can be used to evaluate future scenarios and measure the effectiveness of recommendations and implementation strategies.

Stakeholder organizations and the public are invited to provide input on needs and contribute to the development and evaluation of proposed recommendations. Public comments can be submitted via the contact information provided on the back of this page. Public opinion surveys will be made available on the project website. Public Information Open Houses (PIOHs) will be held at various locations across the state to gather input on draft recommendations. GDOT will also engage advocacy and interest groups, industry professionals, major employers, and educational and health institutions.

### PROJECT SCHEDULE

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<th>Jan 2019</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
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There are 159 Counties in Georgia:

- 124 counties have transit service
- 35 counties do not have transit service

Kaycee Mertz, AICP
Rail and Transit Planning Manager
GDOT Division of Intermodal
600 West Peachtree Street
Atlanta, GA 30308
transitplan@dot.ga.gov

http://www.dot.ga.gov/InvestSmart/Transit/Pages/TransitPlan.aspx
Office of Intermodal
Statewide Transit Plan
Statewide Steering Committee
Work Session #1

Group Activity Worksheet
Transit Plan Vision Setting

*Develop a vision statement for the Statewide Transit Plan based on emerging themes in the word cloud activity.*

**Keywords from word cloud:** _______________________________________

________________________________________

**Vision Statement #1:** ____________________________________________

________________________________________

________________________________________

**Vision Statement #2:** ____________________________________________

________________________________________

________________________________________

**Vision Statement #3:** ____________________________________________

________________________________________

________________________________________
Step 1: Utilizing the vision statement identified in the earlier activity, write at least three goal statements specifically for the SWTRP

Step 2: Develop objectives for the goals
  • Outcome objective (qualitative) – reflects concerns of the public, customers, or stakeholders
  • Output objective (quantitative) – reflects quantity of activities that affect outcomes

Goal #1: ____________________________________________________________

Objective 1.A: ____________________________________________________

Objective 1.B: ____________________________________________________

Goal #2: __________________________________________________________

Objective 2.A: ____________________________________________________

Objective 2.B: ____________________________________________________

Goal #3: __________________________________________________________

Objective 3.A: ____________________________________________________

Objective 3.B: ____________________________________________________
Please submit your comments to transitplan@dot.ga.gov or at:
Kaycee Mertz, AICP
GDOT Division of Intermodal
600 West Peachtree Street • Atlanta, GA 30308
1. Welcome and Introductions
   a. Introduction of Project Team and Committee members.

2. Plan Progress Update
   a. Kaycee Mertz presented slides 1-25. Key discussion items included the following:
      i. Overview of Statewide Transit Plan (SWTRP) included information on what the project is and why GDOT is completing this project.
      ii. The Project Team will be focusing on six key focus areas and will use other studies to guide the plan.
      iii. The vision statement is “Improve the quality of life and economic opportunities for all Georgians by supporting an innovative, connected, reliable, and accessible multimodal public transportation network.”
      iv. The goals include:
         1. Provide a safe and sustainable transit network
         2. Optimize public transit programs to best meet public transit systems’ and travelers’ needs
         3. Ensure public transit coverage across the state to support mobility and access for all
         4. Connect rural transit to regional and urban centers
         5. Leverage technology and innovation to support public transit ridership and performance measures
      v. The next steps in the study process are investment strategies & funding scenarios and the final statewide transit plan, in addition to continuous public and stakeholder engagement.
      vi. Public engagement included a public survey with almost 3,000 survey responses. Survey highlights include:
1. Outside of Metro Atlanta, 42.4% of respondents are “interested in using transit, but it's not convenient or available in their area, or they need to learn more.”

2. Improving access to employment and educational opportunities was identified as the most important reason to provide transit service outside of Metro Atlanta.

3. “Ensuring transit is safe” was identified as the most important consideration for Transit improvements.

4. Real-time arrival information via a smartphone app, website, or text was seen as desirable and important.

vii. The transit provider questionnaire highlights include:

1. State of Good Repair Needs
   a. Purchase of new vehicles
   b. Regular maintenance schedules
   c. More highly trained mechanics

2. Technologies Providers are considering
   a. Wi-Fi on vehicles or at stops
   b. Partnerships with ride-hailing, scooter, and/or bike-share companies
   c. Smartphone app/website for transit passes or booking a trip

viii. Community and Stakeholder Feedback consists of:

1. Service hours and schedules do not support all job roles; impacting workforce access and economic development
2. Ride-hailing companies do not currently service all geographies
3. Rider experience and information improvements, such as transit availability, trip planning, and shared fare structure are desired
4. Opportunities exist to improve service delivery and rider experience for disabled and transit-dependent populations

b. The following question (Q) and answer (A) were made:

i. Q: What was the target number for survey responses.
   A: Our public involvement person said 1,200 responses would be a statistically significant sample size.

ii. Q: Can we get a list of all of the counties that did not respond?
   A: Yes, we will send out a report of the survey results to all of our stakeholders.

iii. Q: Was there any correlation between lack of responses and the counties without transit?
   A: We did get some responses from some counties without transit, but there is a correlation between lack of responses and the counties without transit.

iv. Q: How do you reconcile the ride-hailing company service and shared mobility devices disparity knowing that some places have banned them. Will there be some consideration for places that do not have them?
   A: All of those mobility options are serving different needs. Some of the ride-hailing services can get people to a regional transit stop to connect to the regional transit system. The scooters and bike provide more of the first/last mile connection. People either do not know what is available in their county or they want more service than what is available today.
Maybe we can make our regional or rural public transit more user-friendly or more like ride-hailing services by ordering rides through an app. There are examples of these services being tested in the country, and those could be used as best practices for consideration in Georgia.

3. Needs Assessment
   a. Brian Smart presented slides 24-32. Key discussion items included the following:
      i. The needs assessment will document local, regional, and statewide public transit needs and estimate cost and recommend strategies to meet needs.
      ii. The needs assessment includes a quantitative and geographic need methodology.
      iii. The locally identified needs are:
          1. Connecting to jobs and healthcare
          2. Coordinating regionally for greater connectivity
          3. Enhancing awareness of existing transit service
          4. Improving access and mobility for elderly and underserved populations
          5. Exploring new sources to meet funding needs
          6. Coordinating land use, future development, and transportation
          7. Exploring opportunities to partner with private companies (e.g., ride-hailing services)
          8. Supporting commuter or intercity transit service to meet demand
          9. Expanding local bus or rail service to meet demand
         10. Promoting safe pedestrian at bus stops and facilities
      iv. The provider indicated challenges are:
          1. Attracting and retaining talent
          2. Providing more frequent, extended, or higher capacity service
          3. Manage and adjust fleets
          4. Public awareness and local support for transit investment

4. Performance Measures
   a. Brian presented slides 33-35. Key discussion items included the following:
      i. The performance measures goals include:
          1. Provide a safe and sustainable public transit network
          2. Leverage technology and innovation to support public transit ridership and performance
          3. Optimize public transit programs to best meet public transit system’ and travelers’ needs
   b. The handouts included a list of the performance measures developed by the project team based on the input from the first SSC meeting. The handout also included aspirational performance measures that will be included in the report, but not measured at this time.

5. Investment Strategies
   a. Keli Kemp presented slides 36-46. Key discussion items included the following:
      i. Investment Strategies consist of:
          1. Administrative Tools and Guidance
             a. Administrative guidance and best practices materials
b. Marketing and public engagement support
c. Planning and cross-jurisdictional coordination support
d. Training, education, and networking for the transit workforce
e. Data development and management

2. Transit Service Expansion Strategies
   a. Add capacity to existing systems
   b. Expand service hours to existing systems
   c. Implement transit services in areas currently without transit

3. Transit Service Enhancement Strategies
   a. On-time performance improvements
   b. Connections/transfers to additional providers
   c. Ease of usability and rider education
   d. Safety technologies or enhancements
   e. Rider experience improvements (amenities)

b. SSC members were asked to answer a series of questions; those questions and their responses are listed below:
   i. If provided $100, how would you allocate funds among the following service enhancements?
      1. On-time performance improvements, 36%
      2. Connections/transfers to additional providers, 23%
      3. Ease of usability and rider education, 21%
      4. Rider experience improvements (amenities)
      5. Other, 5% - Expansion of service, and personal safety in transit amenities

   ii. If provided $100, how would you allocate funds among the following service expansion strategies?
      1. Increase transit coverage by expanding service areas, 33%
      2. Expand service hours to existing systems, 25%
      3. Add capacity to existing systems, 21%
      4. Increase transit coverage via new systems, 20%
      5. Other, 2% - Increasing frequencies

   iii. If provided $100, how would you allocate funds among the following Administrative tools and guidance strategies?
      1. Marketing and public engagement support, 27%
      2. Planning and cross-jurisdictional coordination support, 27%
      3. Training, education, and networking for the transit workforce, 26%
      4. Data development and management, 14%
      5. Administrative guidance and best practices materials, 6%
      6. Other, 0%

   iv. If provided $100, how would you allocate funds among the following (by 10% increments)?
      1. Transit Service Expansion, 41%
      2. Transit Enhancements, 31%
      3. Administrative Tools and Guidance, 28%

   v. If provided $500, how would you allocate funds among the following (by 10% increments)?
      1. Transit Service Expansion, 47%
      2. Transit Enhancements, 28%
3. Administrative Tools and Guidance, 26%
c. The following question (Q) and answer (A) were made:
i. Q: Are you doing this same exercise with the TAC? Because we are more focused on the user experience, and theirs is more focused on provider experience.
   A: Yes. They may also have a broader standpoint of other agencies and statewide planning efforts.

6. Schedule and Next Steps
   a. Brian presented on slide 47. Key discussion items included the following:
      i. The next steps in the study process are investment strategies & funding scenarios and the final statewide transit plan, in addition to continuous public and stakeholder engagement.

7. Questions
   a. Brian presented slide 48 with contact information. Key discussion items included the following:
      i. Kaycee encouraged attendees to look at the performance measures in the folders.
      ii. Another web meeting with the TAC will be held next month.
   b. The following question (Q) and answer (A) were made:
      i. Q: Are the ATL and the Statewide Transit Plan looking at the same performance measures?
         A: No. We are looking at different things. Our scope is different from the ATL. The ATL is looking at the 13-county region and developing a project list for that area to feed into the funding and regional planning process. Our mission is to identify needs at a statewide level. We are coordinating on a regular basis.
      ii. Q: Are there other statewide transit plans?
         A: Yes. There are many other states with statewide transit plans. Those plans were our starting point for best practices, as well as additional guidance for performance measures.
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**SIGN-IN SHEET**

9:30 AM-12:00 PM  October 18, 2019

Location: DOT HQ Room 403-404

Statewide Transit Plan Stakeholder Steering Committee Meeting

General Consulting Services, Statewide Office of Intermodal

[DOT logo]
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**Task Order #4**
Office of Intermodal
Statewide Transit Plan

Statewide Steering Committee
Work Session #2

AGENDA

October 18, 2019
9:30 AM – 12:00 PM

1. Welcome and Introductions......................................................... Kaycee Mertz
2. Plan Progress Update...............................................................Brian Smart
3. Needs Assessment.................................................................Brian Smart/Sinan Sinhaory
4. Performance Measures...........................................................Brian Smart/Ansley Grantham
   ------Break------
5. Investment Strategies ......................................................... Keli Kemp
6. Schedule and Next Steps....................................................... Brian Smart
7. Questions

Next Meeting: Early 2020 (Location TBD)
GDOT Statewide Transit Plan

Statewide Steering Committee Meeting

October 18, 2019
Agenda

- Plan Progress Update
- Public and Stakeholder Engagement
- Transit Needs Assessment
- Performance Measures
- Investment Strategies
- Upcoming Activities
- Q&A
**GDOT Statewide Transit Plan**

**What:**
- Identify needs and opportunities
- Incorporate local and MPO plans
- Recommend implementation strategies to address unmet needs

**Why:**
- Support GDOT’s multimodal SWTP/SSTP
- Ensure an efficient and effective Transit Program
- Ensure all Georgians have access to public transit
- Optimize Georgia’s multimodal network

**Focus Areas:**
- Evaluate Service Coverage
- Future Focused and Innovative
- Quantify Unmet Needs
- Coordination with Other Statewide and Local Plans
- Robust Public and Agency Engagement
- Intercity Transit
Project Team

- Statewide Steering Committee
- Technical Advisory Committee
- Public Stakeholders
Statewide Steering Committee (SSC)

The SSC consists of agencies that have a stake in transit and have a statewide purview. The SSC’s role is to:

- Assist in the development of a statewide transit vision
- Provide a statewide perspective
- Review and monitor strategic direction of the project

SSC Membership:
- ACCG
- DCA
- DCH
- DHS
- FHWA
- FTA
- GAMPO
- GARC
- GDEcD
- GDOT
- GMA
- GTA
Technical Advisory Committee (TAC)

TAC Membership:
- Public Transit Providers (Urban, Rural, Intercity)
- Regional Commissions
- MPOs and the ATL
- The VA, DBHDD, ADA Coordinator
- Education, Workforce, and Economic Development Stakeholders

The TAC consists of transit providers and agencies that have a direct role in delivering or planning for transit at the local and regional level. The TAC’s role is to:

- Provide insight to the daily challenges, needs and trends as it relates to transit service in Georgia
- Inform the recommendations of the SWTRP
- Provide insights on planning and prioritization efforts at the local and regional levels

Input has also been solicited from additional stakeholders, public interest organizations, and advocacy groups
Project Update
Vision Statement

“Improve the quality of life and economic opportunities for all Georgians by supporting an innovative, connected, reliable, and accessible multimodal public transportation network.”
Goals

Provide a safe and sustainable transit network

Connect rural transit to regional and urban centers

Optimize public transit programs to best meet public transit systems’ and travelers’ needs

Leverage technology and innovation to support public transit ridership and performance measures

Ensure public transit coverage across the state to support mobility and access for all
Public and Stakeholder Engagement
Public Engagement Activities

Public Surveys & Website
- Project website
- Social media
- Media kits
- Flyers
- Fact sheets
- Statewide surveys

Targeted Outreach
- Subject based focus groups
- Stakeholder interviews
- EJ / LEP communities
- Aging populations
- Advocacy groups
- Non-profit organizations
- Transit-related association groups

Public Information Open Houses
- Will seek input on plan recommendations
- Will hold three public meetings across the State
Public Survey
June 18 - August 16

Objectives:
- Needs and priorities of public transit users
- Rider experiences
- Issues and barriers to using public transit

Methods:
- Paper survey
- Online survey
  - Available in 4 different languages
- Targeted outreach
  - Social media advertising & partnerships
  - Traditional media coverage
  - Partnered with local advocacy groups
  - Media kits

Responses:
- 2,971 completed surveys
- 126 counties
- Collected 800+ emails for project updates

Help GDOT plan for the future of transit in Georgia.

Your input is needed!
www.GDOTtransitsurvey.org

#iam2050
Public Survey - Web Version

- Targeted Facebook ads
- 92,818 people reached
- Media kit for SSC & TAC
- Press release
- Partner communication assistance
Public Survey - Paper Version

- Printed and shipped to all Rural Providers outside ATL
- Posters and flyers
- Prepaid return postage
Public Survey Responses

Survey Respondent Make-Up:

- Over 2,900 responses from across Georgia participated online and through paper surveys.
- The highest number of responses was from the ages of 25-34 (24.9%), 35-44 second (19.6%), 45-54 third (17.2%), and 65 or older cohort in fourth (16.3%).
- 51% of respondents identified as Infrequent and/or Non-riders, capturing the voices of current and prospective riders.
- 55% of respondents learned of the survey from GDOT and coordinating partners via social media.
Public Survey Responses

Survey Highlights:

Outside of Metro Atlanta, 42.4% of respondents are “interested in using transit but it’s not convenient or available in their area, or they need to learn more”

Improving access to employment and educational opportunities was identified as the most important reason to provide transit service outside of Metro Atlanta

“Ensuring transit is safe” was identified as the most important consideration for Transit improvements

Real time arrival information via a smartphone app, website, or text was seen as desirable and important
Transit Provider Questionnaire

Objectives:
- Identify needs at the local provider level
- Identify destinations or routes in high demand
- Identify travel needs that cross jurisdictional boundaries
- Identify issues and challenges to providing public transit
- Identify local or regional planning efforts
- Provide local transit trip data

Initial Highlights:
Top 3: State of Good Repair Needs
- Purchase of new vehicles
- Regular maintenance schedules
- More highly trained mechanics

Top 3: Technologies Providers are Considering
- Wi-Fi on vehicles or at stops
- Partnerships with ride-hailing, scooter, and/or bike share companies
- Smartphone app/website for transit passes or booking a trip
Transit Provider Questionnaire Highlights

Personnel Needs
- Pay
- Time
- Qualified
- Personnel
- Driver
- Challenges
- Benefits
- Area

Service Needs
- Service
- Additional
- Need
- Current
- Future
- Demand
- Staff

Operational Needs
- Hire
- More
- Cost
- Vehicle
- County
- State
- Future
- Current
- Future
- Demand
- Transfers
- Travel
- Budget
- Contracts
Outreach Activities to Date

Statewide Steering Committee (SSC)
Kick-Off and Visioning Session: May

Technical Advisory Committee (TAC)
Virtual Meeting and Follow-up: June
Provider Questionnaire: July
Interviews: August - September
Focus Groups: August - September
  ✓ Rural Providers
  ✓ Urban Providers
  ✓ Regional Transit Planning
  ✓ Technology
  ✓ Counties Not Served by Transit
  ✓ Transit Equity and Community Advisory Group

Other Activities
Public Survey
Project Website and Social Media
ATL/ARC Transit Operators Group
GTA 2018 – Project Introduction
GPA 2019 – Project Update
GAMPO 2018 & 2019 - Project Update

Upcoming
GARC 2019 – Project Update
GTA 2019 – Draft Recommendations
Public Meetings, early 2020
Community and Stakeholder Feedback

01. Service hours and schedules do not support all job roles; impacting workforce access and economic development.

02. Opportunities exist to improve service delivery and rider experience for disabled and transit dependent populations.

03. Rider experience and information improvements, such as transit availability, trip planning, and shared fare structure are desired.

04. Ride-hailing companies do not currently service all geographies.
Transit System Profiles

5311 AGENCY NAME
Secondary (if it applies)

SERVICE CHARACTERISTICS
- Service Area
- Service Area Size (sq mi)
- Service Type
- Advance Notice Needed

OPERATING TIME
- Days Per Week
- Service Hours

Service Area Population
- Population
- Population Density (per sq mi)
- Median Household Income
- Median Age
- Minority
- Below Poverty Level
- Without Vehicle Access
- Household Smartphone Access

Funding
- % Federal
- % State
- % Local
- Fares and Other

OPERATIONS / RIDERSHIP
- Annual Trips
- Cost per Trip
- Cost per Mile
- Revenue Vehicle Miles
- # Vehicles
- Trips Per Capita
- Hours Per Capita
Work in Progress

✓ Interviews and Best Management Practices
✓ Share public survey results
✓ Transit Profile Sheets
✓ Outcome-based Performance Measures
✓ Needs Assessment
✓ Investment Strategies
✓ Draft SWTRP Report
✓ Public Open Houses
Transit Needs Assessment
Needs Assessment

Objectives:
- Document local, regional, and statewide public transit needs
- Estimate cost and recommend strategies to meet needs

Inputs:
- Local plans and TDPs
- Public survey
- Provider questionnaire
- Stakeholder interviews
- TAC focus groups
- Transit Cooperative Research Program (TCRP) Report 161: need and demand forecasting methodology (ACS data)

Outputs:
- Locally identified needs
- Areas of highest transit demand
- Identified work, education, health centers
- Quantified regional and statewide needs
Needs Assessment Quantitative Methodology
Transit Cooperative Research Program Report 161: Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation

Mobility Gap Method
- Mobility gap defined as the number of trips not taken (per household per day) due to lack of access to a personal vehicle
- Difference in number of trips taken by zero-car households as compared to single car households
- Daily Need (trips) = Number of Households having No Car x Mobility Gap
- Provides high-end need estimate

General Public Transit Program Demand Method
- Estimated demand for rural public transit service
- Demand (trips) = (2.20 × Population age 60+) + (5.21 × Mobility Limited Population age 18 to 64) + (1.52 × Residents of Households having No Vehicle)
- Provides low-end need estimate
Trip Needs Example

County Profile
- Annual Trips Provided (2017): 27,035
- Population: 113,941
- Growth Rate (through 2050): 39.6%

Estimated Needs
- Current Trip Need
  - Low: 28,294
  - High: 76,549
- Capital Needs
  - Low: $53,871
  - High: $484,842
- Annual Operating Need
  - Low: $490,907
  - High: $859,075
- 2050 Trip Need
  - Low: 39,488
  - High: 106,832
Geographic Need Methodology

- Uses socioeconomic factors and Census data to identify transit-dependent and higher transit propensity populations at the census tract level.

- Socioeconomic factors considered include:
  o Individuals residing in zero-vehicle households
  o Individuals at or below the poverty line (low-income)
  o Minority populations
  o Individuals with limited English proficiency (LEP population)
  o Individuals with disabilities
  o Seniors (60 years or older)
  o Youth (ages 15 to 19)

- Transit propensity and transit dependent populations are summed by census tract to show areas of highest need
Common needs and themes found in statewide plans, transit development plans, MPO long range transportation plans, regional commission plans, and county comprehensive plans throughout Georgia:

- Connecting to jobs and healthcare
- Coordinating regionally for greater connectivity
- Enhancing awareness of existing transit service
- Improving access and mobility for elderly and underserved populations
- Exploring new sources to meet funding needs

- Coordinating land use, future development, and transportation
- Exploring opportunities to partner with private companies (e.g. ride-hailing services)
- Supporting commuter or intercity transit service to meet demand
- Expanding local bus or rail service to meet demand
- Promoting safe pedestrian and bike access at bus stops and facilities
Needs Assessment
Provider Indicated Challenges

Attracting & Retaining Talent
“Recruiting personnel with transit expertise is difficult due to limits on ability to pay market wages needed to attract qualified candidates.”

Manage & Adjust Fleets
“We need to right-size our vehicles. Currently, we use just two models of cut-a-way vehicles. We need to incorporate a few larger buses, trolleys and some smaller vehicles...”

Providing More Frequent, Extended, or Higher Capacity Service
“Increasing demand, frequency, coverage or service area expansion, will require dedicated operating funds at a level to cover cost of providing any additional service.”

Public Awareness and Local Support for Transit Investment
“We simply need the political support to move forward with adding more routes, buses and coverage area.”
Performance Measures
Goals

Provide a safe and sustainable transit network

Connect rural transit to regional and urban centers

Optimize public transit programs to best meet public transit systems’ and travelers’ needs

Leverage technology and innovation to support public transit ridership and performance measures

Ensure public transit coverage across the state to support mobility and access for all
Performance Measures Goals

**Provide a safe & sustainable public transit network**

**Objective**
Reduce transit-related safety incidents and injuries

**Measurement**
Number of injuries involving transit vehicles per 100,000 transit vehicle miles

**Source**
National Transit Database

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**Leverage technology & innovation to support public transit ridership & performance**

**Objective**
Increase awareness and visibility of public transit services available

**Measurement**
Percentage of operators with an app

**Source**
Transit Operator

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**Optimize public transit programs to best meet public transit systems’ & travelers’ needs**

**Objective**
Support and maintain regional operations and assets to deliver transit efficiently

**Measurement**
Number of counties part of a regional or multi-county system

**Source**
Transit Operator
Investment Strategies
Investment Strategies Report Outline

- Investments in Locally Identified Needs
- Administrative Tools and Guidance
- Transit Service Enhancement Strategies
- Transit Service Expansion Strategies
- Universe of Funding Sources
- Investment Scenarios

Potential Funding Sources

- Federal
- State
- Private
- Regional/Local
Investment Strategies

- Transit Enhancements
- Transit Expansion
- Administrative Tools and Guidance
Service Enhancements

Example Strategies

- On-time performance improvements
- Connections/transfers to additional providers
- Ease of usability and rider education
- Safety technologies or enhancements
- Rider experience improvements (amenities)
If provided $100, how would you allocate funds among the following Service Enhancements?

- 36% On-time performance improvements
- 23% Connections/transfers to additional providers
- 21% Ease of usability and rider education
- 15% Rider experience improvements (amenities)
- 5% Other
Service Expansion

Example Strategies

- Add capacity to existing systems
- Expand service hours to existing systems
- Implement transit service in areas currently without transit
  - New systems, or
  - Expand service areas of existing systems
If provided $100, how would you allocate funds among the following Service Expansion Strategies?

- Increase transit coverage by expanding service areas: 33%
- Expand service hours to existing systems: 25%
- Add capacity to existing systems: 21%
- Increase transit coverage via new systems: 20%
- Other: 2%
Administrative Tools and Guidance

Example Strategies

- Administrative guidance and best practices materials
- Marketing and public engagement support
- Planning and cross jurisdictional coordination support
- Training, education, and networking for the transit workforce
- Data development and management
If provided $100, how would you allocate funds among the following Administrative tools and guidance strategies?

- Marketing and public engagement support: 27%
- Planning and cross jurisdictional coordination support: 27%
- Training, education, and networking for the transit workforce: 26%
- Data development and management: 14%
- Administrative guidance and best practices materials: 6%
- Other: 0%
If provided $100, how would you allocate funds among the following (by 10% increments)?

- 41% Transit Service Expansion
- 31% Transit Enhancements
- 28% Administrative Tools and Guidance
If provided $500, how would you allocate funds among the following (by 10% increments)?

- **47%** Transit Service Expansion
- **28%** Transit Enhancements
- **26%** Administrative Tools and Guidance
Contact

Email: transitplan@dot.ga.gov

Web: http://www.dot.ga.gov/IS/Transit/TransitPlan
## Outcome-Based Performance Measures

<table>
<thead>
<tr>
<th>Performance Measures</th>
<th>Provide a safe and sustainable public transit network</th>
<th>Optimize public transit programs to best meet public transit systems' and travelers' needs</th>
<th>Ensure public transit coverage across the state to support mobility and access for all</th>
<th>Connect rural transit to regional and urban centers</th>
<th>Leverage technology &amp; innovation to support public transit ridership and performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of counties served by transit</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
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<tr>
<td>Percent of population served; percent of elderly &amp; disabled population served</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Number &amp; percent of regional or multicounty system assets</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
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<tr>
<td>Number &amp; percent of counties served by regional/multicounty systems; DHS coordinated systems</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Number &amp; percent of trips served by regional/multicounty systems; DHS coordinated systems</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Number of Rural transit providers that cross county lines</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Number of multimodal transit centers</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Number of park and ride lots and total capacity (parking spaces)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Number/percent of intercity bus stops with local transit service</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
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<tr>
<td>Number of managed lane miles and dedicated transit facility miles</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
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<tr>
<td>Number of transit providers that are low/no emission or renewable fuel vehicles</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td></td>
</tr>
<tr>
<td>Injuries &amp; fatalities per 100,000 transit vehicle revenue miles</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td></td>
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<tr>
<td>Number of counties with TDPs, and number updated within the past 5 years</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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</tr>
<tr>
<td>Number/percent of agencies with GTFS data and/or providing data to Google Maps</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Number/percent of agencies with website, and smartphone app</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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</tr>
<tr>
<td>Per capita expenditures on transit operations</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Number of revenue service hours</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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</tr>
<tr>
<td>Trips per service hour</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Aspirational Performance Measures</td>
<td>Data Sources</td>
<td>Next Steps (if applicable)</td>
<td></td>
<td></td>
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<td>--------------------------------------------------------------------------------------------------</td>
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<tr>
<td>Rolling Stock: the percentage of revenue vehicles within an asset class that have either met or exceeded their ULB</td>
<td>In-House Data (transit operator) TAM Plan</td>
<td>Coordinate with all Georgia providers to consolidate TAM Plan data</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Equipment: (non-revenue) service vehicles: the percentage of those vehicles that have either met or exceeded their ULB</td>
<td>In-House Data (transit operator) TAM Plan</td>
<td>Coordinate with all Georgia providers to consolidate TAM Plan data</td>
<td></td>
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</tr>
<tr>
<td>Facilities: the percentage of facilities within an asset class that are rated below condition 3.0 on the Transit Economic Requirements Model (TERM) scale</td>
<td>In-House Data (transit operator) TAM Plan</td>
<td>Coordinate with all Georgia providers to consolidate TAM Plan data</td>
<td></td>
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<tr>
<td>Infrastructure technology that improves pedestrian safety at transit stops/stations</td>
<td>Transit Operators, GDOT Traffic Operations (state routes), City/County Public Works (off-system)</td>
<td>Work with local transportation agencies to encourage and track pedestrian infrastructure improvements</td>
<td></td>
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<tr>
<td>Jobs within 1/2 mile of transit (urban only)</td>
<td>GIS Data, Employment data</td>
<td>Data sharing collaboration with Georgia Department of Labor</td>
<td></td>
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<tr>
<td>Number of agencies that have at least one spare and/or a plan to continue service via leases, borrowing, or other means.</td>
<td>In-House Data (transit operator)</td>
<td>Work with providers to monitor spare ratios</td>
<td></td>
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<tr>
<td>Number of deadhead hours</td>
<td>In-House Data (transit operator), NTD</td>
<td>Implement technology and processes with rural providers to track deadhead hours</td>
<td></td>
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<tr>
<td>Number of incidents of vandalism to system assets</td>
<td>In-House Data</td>
<td>Work with providers to monitor and prevent vandalism</td>
<td></td>
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<tr>
<td>Number of intersections enabled with transit signal priority (TSP)</td>
<td>GDOT Traffic Operations (state routes), local transit operators, local signal operators</td>
<td>Coordinate with local signal owners/operators to identify intersections equipped with TSP technology; Contact transit agencies to compile transit vehicles with TSP on-board units (OBUs)</td>
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<tr>
<td>Number of partnerships with employers, education providers</td>
<td>In-house (transit operator)</td>
<td>Collaborate with providers to monitor partnerships</td>
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<tr>
<td>Number of transit agency-private partnerships to fill service gaps</td>
<td>In-House Data (transit operator)</td>
<td>Collaborate with providers to monitor partnerships</td>
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<tr>
<td>On-time performance for demand-response service. Calculation: (Number of service stops within designated service window) / (Total number of service stops)</td>
<td>QRyde or other routing and dispatching software</td>
<td>Facilitate driver training to accurately log pick-up and drop-off times</td>
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<tr>
<td>Percent of bus/roadway centerline miles with telecommunications enabling connectivity (DSRC, cellular and/or fiber)</td>
<td>Bus route GIS layer w/ GDOT Traffic Operations (state routes), City/County Public Works (off-system)</td>
<td>Inter-agency coordination to compile data sets</td>
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<tr>
<td>Percent of transit agencies that have emergency preparedness plans</td>
<td>Agency Websites, In-House Data (transit operator)</td>
<td>Work with providers to compile existing plans</td>
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<tr>
<td>Percentage of transit providers with social media presence to engage with riders</td>
<td>Social Media</td>
<td>Monitor transit agencies active on social media platforms</td>
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<tr>
<td>Population within 1/2 mile of transit (urban only)</td>
<td>GTFS/GIS Data, Census data</td>
<td>Compile shapefile of all transit routes and stops</td>
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<tr>
<td>Number of Rural trips for employment, education, and shopping/retail</td>
<td>QRyde</td>
<td>Work with rural providers to accurately monitor trip purposes</td>
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</table>
The purpose of GDOT's Statewide Transit Plan (SWTRP) is to coordinate with local governments, MPOs, and transit providers to quantify public transit needs and document strategies to ensure all Georgians have access to public transit. The SWTRP will incorporate existing local & regional transit plans and will support GDOT's multimodal long range planning efforts. GDOT will use clear and understandable metrics to evaluate implementation strategies.

Outreach
Stakeholder organizations and the public are invited to provide input on needs and contribute to the development and evaluation of proposed recommendations. Public comments can be submitted via the contact information provided on the back of this page. Public opinion surveys will be made available on the project website. Public Information Open Houses (PIOHs) will be held at various locations across the state to gather input on draft recommendations. GDOT will also engage advocacy and interest groups, industry professionals, major employers, and educational and health institutions.

### PROJECT SCHEDULE

<table>
<thead>
<tr>
<th>Stage</th>
<th>Jan 2019</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
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<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan 2020</th>
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<tbody>
<tr>
<td>Stakeholder and Public Engagement</td>
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<tr>
<td>Existing Conditions and Future Trends</td>
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<td>Outcome-Based Performance Measures</td>
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<td>Needs and Recommendations</td>
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<tr>
<td>Investment Strategies</td>
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<tr>
<td>Draft and Final SWTRP</td>
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</tbody>
</table>
There are 159 Counties in Georgia:

- 123 counties have transit service
- 36 counties do not have transit service

Kaycee Mertz, AICP
Rail and Transit Planning Manager
GDOT Division of Intermodal
600 West Peachtree Street
Atlanta, GA 30308
transitplan@dot.ga.gov

http://www.dot.ga.gov/InvestSmart/Transit/Pages/TransitPlan.aspx
Please submit your comments to transitplan@dot.ga.gov or at:
Kaycee Mertz, AICP
GDOT Division of Intermodal
600 West Peachtree Street • Atlanta, GA 30308
1. Welcome
   a. Introduction of Project Team members. Overview of use of Teams during meeting.

2. Part I
   a. Plan Progress Update
      i. The Project Team has competed many deliverables over the last few months including the Existing Conditions and Future Trends (Part I, II, & III), Performance Measures Technical Report, Public & Stakeholder Involvement Summary, Needs Assessment, and Recommendations and Funding Scenarios Report.
ii. Project Team provided a brief highlight of each deliverable.

b. Plan Recommendations
i. This report discusses recommendations and implementation costs for Transit Service Enhancements, Transit Service Expansion, and Administrative Tools and Guidance as well as a summary of available funding sources. The report also includes what is achievable at various funding levels (low, mid, high).

ii. Does the plan include a recommendation to consolidate administration of Human Services Transportation, currently managed separately in DCH, DHS, and GDOT?
No. this project does not look at governance or administrative structural changes. Those things have been looked at by legislature. This plan is a needs assessment, and what needs to take place and what cost would it take to ensure better coverage.

3. Part II
a. Public Comment Period
i. GDOT will host a virtual open house on the Project Website from July 1 – July 30. Members of the public will be able to view multiple informational boards and fact sheets and provide formal comments.

ii. Solicit assistance from SSC and TAC members to share information about the virtual open house via their followers on social media.

b. Project Video
i. The Project Video is nearly complete and will also be available on the Project Website and through GDOT social media channels.

4. Part III
a. Schedule and Next Steps
i. Project Team will send TAC and SSC members a follow-up e-mail with a link to view all of the SWTRP documents that have been completed up to now.

ii. Project Team requests that you review the documents, including the Draft SWTRP, and provide comments within two weeks.

iii. After the 30-day public comment period is complete, the Project Team will finalize and release the Final SWTRP.

b. Questions
i. Q: Will there be any intention/effort be made to link this to the relevant parts of the upcoming Statewide Rail Transit Plan Update?
A: Yes. GDOT staff overlap between these plans and share information between these groups. Information about transit access to intercity rail will be a common point of collaboration between the programs.

ii. Q: What would the proposed timeframe be for regional transit plan development where no regional plan or system yet?
A: It depends on the region. We have spoken with one regional commission about starting service this fiscal year that does not currently have regional service. It could be beneficial to still do a regional transit
plan. It could help supplement single county TDP’s and learn how traveler’s cross county lines. This could start anytime, and GDOT is here to support this effort. We have a lot of data regarding trip and need analysis that can be a starting point for regional TDPs, by bringing in data that has already been assembled.

iii. Q: Does the recommendation for AVL and APC equipment include replacing existing defective equipment?
A: This is for systems that do not have the technology in place at all. We were not made aware of defective equipment; if this exists, please let us know and we can adjust our estimation accordingly.

iv. Q: Will the plan include recommendations for transit agencies in their TDPs, and regional planning organizations to improve connectivity with intercity bus providers, and encourage colocation of services? While transfers are not ideal, intercity bus providers can cross transit authority boundaries and provide individuals with connections on a regional basis.
A: We do have a recommendation to better connect local transit with inner city stops. We highlight Macon of a success story that recently moved their greyhound stop from a location that was not transit accessible to the Macon Terminal building, which is a hub for their local transit routes. This is a great benefit for transit and Greyhound users in the area.

v. Q: How do these efforts reconcile/coordinate with the findings/suggestions of GA House Subcommittee on Transit Finance? Obviously, Intermodal staff is aware of this, and I’m sure it had bearing on the development of the plan.
A: Our plan is more of an objective needs assessment; we do not look at recommendations5 for new funding sources or changing the way funds are collected. That is not within the limits of GDOT to recommend. We have participated and are aware of the House Commission on Transit and their findings. We think some of the recommendations they have looked at have natural similarities to our recommendations (cross county travel, regional coordination). We would like to see more collaboration on the regional level, which has been a key recommendation from the House Commission.

5. Other
GDOT Statewide Transit Plan

Technical Advisory Committee
Statewide Steering Committee
May 8, 2020
How to Participate

Please note that all participant lines will be muted for the first portion of today’s meeting, however, you may submit questions or comments through the Q&A features at the bottom of your screen.

To share comments and questions for today’s panelists, please use the Q&A feature
Agenda

• Project Team Introductions
• Plan Update
• Review of the SWTRP Technical Reports and Findings
• Draft SWTRP Review Process
• Schedule and Next Steps
• Q&A
Study Process

1. Collect & Review Relevant Plans & Data
2. Develop Vision & Outcome-Based Performance Measures
3. Document Existing Conditions & Future Trends
4. Needs Assessment
5. Recommendations & Funding Scenarios
6. Final Statewide Transit Plan

Denotes majority completion
Project Team

- Statewide Steering Committee
- Technical Advisory Committee
- Public Stakeholders
**Project Team**

**Project Leadership**

- Leigh Ann Trainer  
  Transit Program Manager

- Kaycey Mertz  
  Rail and Transit Planning Manager

- Brian Smart  
  SWTRP Project Team Project Manager

- Daniel Walls  
  SWTRP Project Team Deputy Project Manager

**Project Staff**

- Ryan Walker
- Jennifer Zhan
- Keli Kemp
- Brittni Russaw
- Sinan Sinharoy
- Ryan Ellis
- Anna Shoji
- Maria Jones
- Will Butler
- JaQuitta Williams
- Leslie Langley
- Ansley Grantham
- Ryan Ellis
- Caleb Stubbs
- Anna Shoji
- Keli Kemp
- Brian Smart
- Daniel Walls
- Kaycey Mertz
- Leigh Ann Trainer

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*Images and text are placeholders for actual content.*
Plan Update
**GDOT Statewide Transit Plan**

**What:**
- Identify needs and opportunities
- Incorporate local and MPO plans
- Recommend implementation strategies to address unmet needs

**Why:**
- Support GDOT’s multimodal SWTP/SSTP
- Ensure an efficient and effective Transit Program
- Ensure all Georgians have access to public transit
- Optimize Georgia’s multimodal network

**Focus Areas:**
- Evaluate Service Coverage
- Future Focused and Innovative
- Quantify Unmet Needs
- Coordination with Other Statewide and Local Plans
- Robust Public and Agency Engagement
- Intercity Transit
Goals & Vision Statement

Ensure public transit coverage across the state to support mobility and access for all

Provide a safe and sustainable transit network

Optimize public transit programs to best meet public transit systems’ and travelers’ needs

Connect rural transit to regional and urban centers

Leverage technology and innovation to support public transit ridership and performance measures

“Improve the quality of life and economic opportunities for all Georgians by supporting an innovative, connected, reliable, and accessible multimodal public transportation network.”
Transit System Profiles

Transit system profiles were developed to raise public awareness of available transit services. An interactive state map located on GDOT’s transit website hosts the profile sheets: [http://www.dot.ga.gov/IS/Transit/TransitPlan](http://www.dot.ga.gov/IS/Transit/TransitPlan)
Existing Conditions and Future Trends
Analysis
Part I – State Transit Profile
Public Transit in Georgia

- 123 counties out of 159 have public transit service today
- 144.7 million passenger trips provided in FY 2017 across all transit modes
  - Rural systems provided nearly 1.8 million
- Rural demand-response service is available in 95 counties and 6 cities
  - 80 rural providers operate across the state
  - 72 providers serve single counties
  - 5 providers are regional systems serving multiple counties and cities, some with shared assets
  - 3 municipal systems
  - Provider fleets range from 1 to 76 vehicles

Sources: GDOT, National Transit Database (2017)
Demographic Trends

- By 2050, the state is expected to grow to over 14.7 million people.
- Georgia’s population aged 60 and older is expected to more than double, from 2.0 million in 2017 to 4.21 million in 2050.
- Georgia’s rural population is projected to grow by 30% and the urban population is projected to grow by 50% by 2050.
- Since 2010, areas of Georgia served by public transit experienced greater population and employment growth than areas without public transit.
Existing Conditions - Socioeconomic Analysis

Source: 2013-2017 American Community Survey 5-Year Estimates
Existing Conditions and Future Trends Analysis
Part II – Best Practices
Cost Effective Service
• Wayne County Transit (WCT) – high trip volume, employer and community organization partnerships

Private Sector Coordination
• Coastal Regional Commission - Jekyll Island Employer Shuttle

Regional Coordination
• Five multi-county rural systems in GA

Educational Coordination
• Athens Transit, Hall Area Transit, and MTA higher ed partners

Marketing Programs
• Tift Lift branding – 35% ridership increase after marketing

Intercity Bus Coordination
• Macon Terminal Station - MTA and Greyhound co-locating

Fare-Free Transit for Youth and Seniors
• Athens Transit System
Existing Conditions and Future Trends Analysis – Part III
Rural Transit Trip Data Analysis
Trip data for 45 participating providers analyzed with provider-specific profiles developed. Each profile includes:

- Summary of key statistics
- Chart of top origin/destination locations
- Heat map of origins/destinations
- Point map of destinations outside the provider’s service area
- Pie chart of trips by funding source
- Content describing data analysis and local data trends
General Trends:

- Trips outside the service area were more common in counties without towns large enough to have specialized services.
- Destinations outside the service area tended to be for specialized medical and community services in neighboring population centers that may not have been available locally.
- Commonly occurring destinations outside relatively low-population service areas were behavioral health centers, dialysis/renal clinics, eye care, orthopedics, and physical rehabilitation centers.
Performance Measures Technical Report
Performance Measures

Injuries and Fatalities Per 100,000 Miles
In 2017, there were 0.3344 injuries or fatalities for every 100,000 transit vehicle revenue miles traveled. Of those, 0.33 were injuries and 0.0044 were fatalities.

Transit Development Plans Updated Within 5 Years
48 counties (30.2%) have a Transit Development Plan (TDP) updated within the past 5 years, while 72 counties (45.9%) have a TDP.

Agencies with GTFS Data and/or Provided Data to Third-party Platforms
4 agencies (5.4%) currently have General Transit Feed Specification (GTFS) data and/or provide that data to third-party platforms.

Agencies with Website and/or Smartphone App
87 agencies (94.6%) have a website, and four (4.4%) have an app.

Per Capita Transit Operating Expenditures
The statewide average per capita expenditure on transit is $64.99.

Revenue Service Hours
The total number of revenue service hours in 2017 was 5,613,221.

Trips Per Service Hour
The average number of trips per (revenue) service hour is 25.8.

Revenue Vehicles Meeting or Exceeding ULB
12.4% of revenue vehicles (rolling stock) have either met or exceeded their useful life benchmark (ULB).

Non-Revenue Vehicles Meeting or Exceeding ULB
42.6% of non-revenue service vehicles (equipment) have met or exceeded their useful life benchmark (ULB).

Facilities Rated Below Condition 3.0 on TERM Scale
8.4% of facilities are rated below condition 3.0 on the Transit Economic Requirements Model (TERM) scale.
Performance Measures - Continued

- **Counties Served by Transit**: 77.4% of Georgia’s 159 counties are served by transit.
- **Population Served by Transit**: 88.5% of Georgia’s population is served by transit, including 67.1% of the elderly population and 86.4% of the disabled population.
- **Rural Regional or Multi-County Systems**: 23.9% of the population is served by rural regional or multi-county systems annually. 176 assets (33%) are part of such systems.
- **DHS Coordinated Systems**: 49.0% are served by public transit and DHS coordinated systems, which provide 1,376,703 (76.6%) trips.
- **Rural Providers Crossing County Lines**: 68 rural transit providers cross service area boundaries.

- **Number of Multimodal Transit Centers**: 57 multimodal centers in Georgia.
- **Park and Ride Lots and Capacity**: There is a total capacity of 37,833 parking spaces in 150 park and ride lots in Georgia.
- **InterCity Stations Served by Local Transit**: 7 of the 27 (26.9%) intercity bus stops are co-located with local fixed-route bus transit. 17 intercity stations are served by rural demand response transit.
- **Managed Lane and Dedicated Transit Facility Miles**: Georgia’s transportation network includes 68.7 miles of managed lanes where transit buses operate, 48 miles of MARTA rail, and one mile of bus only lanes, for a total of 115.7 miles.
- **No Emission or Renewable Fuel Vehicle Fleet**: No transit vehicles are currently no emission or utilize renewable fuel; however, several agencies throughout the state have active procurement underway for electric buses.
Public & Stakeholder Involvement Summary
Stakeholder Engagement

Stakeholder engagement was structured by grouping stakeholders into two committees that helped to inform and guide the plan development:

- The **Statewide Steering Committee (SSC)** consisted of decision-makers representing organizations with a stake in transit and a statewide purview.

- The **Technical Advisory Committee (TAC)** consisted of transit providers and agencies with a direct role in delivering or planning for transit at the local and regional level.

SSC Membership
- ACCG
- DCA
- DCH
- DHS
- FHWA
- FTA
- GAMPO
- GARC
- GDEcD
- GDOT
- GMA
- GTA

TAC Membership
- Public Transit Providers (Urban, Rural, Intercity)
- Regional Commissions
- MPOs and the ATL
- The VA, DBHDD, ADA Coordinator
- Education, Workforce, and Economic Development Stakeholders
- Public Interest Groups/advocacy groups
TAC - Focus Groups

Rural Providers (8/28/19)
Urban Providers (8/28/19)
Regional Commissions and MPOs (8/28/19)
Equity and Community Advisory (9/23/19)
Counties without Transit (9/24/19)
Technology (9/24/19)
Health, Education, Industry, and Other Agencies
(individual calls and meetings throughout the duration of the project)
Public Survey

Collected Feedback

“\text{I think that it’s important to improve transit in all areas. It’s an important way to get around.}.”
- Respondent from Chattooga County

“My county transit service has been most beneficial to me and enables my continued independence.”
- Respondent from Columbia County

“\text{Public transit is crucial for rural counties where local citizens without transportation must rely on public transit for access to food, medicine, and doctor’s appointments.}”
- Respondent from Twiggs County

“I believe improving public transit is essential in improving the lives of people everywhere, especially those living in poverty.”
- Respondent from Bulloch County

Survey Highlights

- 58% of demand-response riders responded that they are weekly users.
- 44% of riders would have to stay home or rely on a family member for a ride if transit was not available.
- 42% of all respondents statewide are interested in using public transit.
- 71% of statewide respondents take transit to avoid traffic or parking.
- Improving mobility was the most important reason to provide transit for users outside of metro Atlanta.
- Reducing traffic congestion and improving air quality was the most important reason to provide transit for metro Atlanta respondents.
- 42% of respondents identified real-time arrival info at stops and via a smartphone app as the most important technology need.
Transit Provider Questionnaire

Objectives:
• Identify needs at the local provider level
• Identify destinations or routes in high demand
• Identify travel needs that cross jurisdictional boundaries
• Identify issues and challenges to providing public transit
• Identify local or regional planning efforts
• Provide local transit trip data

Highlights:
Top 3: State of Good Repair Needs
• Purchase of new vehicles
• Regular maintenance schedules
• More highly trained mechanics

Top 3: Technologies Providers are Considering
• Wi-Fi on vehicles or at stops
• Partnerships with ride-hailing, scooter, and/or bike share companies
• Smartphone app/website for transit passes or booking a trip
Additional Engagement Activities

**GAMPO Project Introduction**
September 2018
Project introduction and opportunity for ideas from Georgia Association of Metropolitan Planning Organizations (GAMPO).

**Project Introduction at Georgia Transit Association (GTA) Conference**
December 2018
Project introduction and opportunity for input from GTA.

**Project Website and Social Media**
January 2019 - Present
Project information and updates available on Facebook, Twitter, Instagram, and GDOT website.

**ATL/ARC Transit Operators Group**
June 2019
Project update and opportunity for feedback from ATL/ARC Transit Operators Group.

**Stakeholder Interviews**
August - October 2019
One-on-one and small group interviews with seventeen transit operators and transit stakeholder organizations throughout the state.

**GARC Project Update**
September and November 2019
Project update and opportunity for feedback from Georgia Association of Regional Commissions (GARC).

**Georgia Planning Association Project Update**
October 2019
Project introduction and opportunity for feedback from GPA.

**GAMPO Project Update**
November 2019
Project update and opportunity for feedback from GAMPO.

**GTA Project Update**
December 2019
Project update and opportunity for further input from GTA.
Transit Needs Assessment Technical Report
**Objectives:**

- Document local, regional, and statewide public transit needs
- Estimate cost and recommend strategies to meet needs

**Inputs:**

- Local plans and TDPs
- Public survey
- Provider questionnaire
- Stakeholder interviews
- TAC focus groups
- Transit Cooperative Research Program (TCRP) Report 161: need and demand forecasting methodology (ACS data)

**Outputs:**

- Locally identified needs
- Areas of highest transit demand
- Identified work, education, health centers
- Quantified regional and statewide needs
Defining the Transit Need:

- Review of locally prepared planning documents
- Transit Provider Questionnaire
- TAC Subgroup Meetings and Stakeholder Interviews
- Quantitative assessments and geographic need analysis
- Public Survey

- 200+ Locally-developed plans were reviewed
- 92 Transit Provider Questionnaires distributed to all 92 providers throughout the state
- 6 TAC subgroup meetings conducted
- 16 Stakeholder interviews conducted
- 2,971 Georgia residents representing all regions of the state provided input via public survey

Quantitative assessments of rural transit trip needs via Transit Cooperative Research Program Methodology
Planning document review, transit provider questionnaire, TAC subgroups and interviews, and the public survey all helped identify the following needs:

- Cross-jurisdictional service
- Reliable funding sources
- Qualified personnel (drivers, mechanics)
- Public perception and awareness of transit service
- Additional service coverage (hours, geography)
- Improving the user experience (better real-time information, immediate booking, easy fare payment, trip planning)

**Community-Identified Needs**

**From Public Survey:**

- “I need transit to get to my doctor’s appointments. I don’t drive, so this is my only way to get around.”
- “Our communities need reliable and usable alternative methods of travel so that people are not stranded when unexpected weather or personal events happen.”
- “There is a need for more buses and drivers in my area, and connecting in to neighboring cities and town.”

**From Transit Providers:**

- **Attracting & Retaining Talent**
  “Recruiting personnel with transit expertise is difficult due to limits on ability to pay market wages needed to attract qualified candidates.”

- **Providing More Frequent, Extended, or Higher Capacity Service**
  “Increasing demand, frequency, coverage or service area operating expansion, will require dedicated funds at a level to cover cost of providing any additional service.”

- **Manage & Adjust Fleets**
  “We need to right-size our vehicles. Currently, we use just two models of cut-a-way vehicles. We need to incorporate a few larger buses, trolleys and some smaller vehicles...”

- **Public Awareness and Local Support for Transit Investment**
  “We simply need the political support to move forward with adding more routes, buses and coverage area.”
Rural Trip Needs Quantitative Assessment

Mobility Gap Method – Higher Range Estimate

- Mobility gap defined as the difference in number of trips taken by zero-vehicle households as compared to single vehicle households. Trips described as HST may be included in this estimate.
- Annual Need (trips) = Number of Zero-vehicle Households × Mobility Gap (1.3) × 300 days × Transit Share (20%)

Non-Program Demand Method – Lower Range Estimate

- Calculates estimated trip demand for rural public transit service.
- Non-Program Demand (trips per year) = (2.20 × Population Age 60+) + (5.21 × Mobility Limited Population age 18-64) + (1.52 × Residents of Household Having No Vehicle)

TCRP Report 161 is the most commonly used need estimation methodology among Georgia’s rural transit providers.
### Summary of Annual Rural Trip Needs by Region

<table>
<thead>
<tr>
<th>Region</th>
<th>Rural Trips Provided Current</th>
<th>Estimated Lower Range Trip Need Current</th>
<th>2050</th>
<th>Estimated Higher Range Trip Need Current</th>
<th>2050</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atlanta Regional Commission*</td>
<td>128,299</td>
<td>190,806</td>
<td>415,686</td>
<td>225,192</td>
<td>390,671</td>
</tr>
<tr>
<td>Central Savannah River Area</td>
<td>222,441</td>
<td>159,607</td>
<td>197,353</td>
<td>545,612</td>
<td>545,954</td>
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<tr>
<td>Coastal Regional Commission</td>
<td>131,308</td>
<td>292,577</td>
<td>485,166</td>
<td>523,150</td>
<td>686,866</td>
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<td>Georgia Mountains</td>
<td>103,409</td>
<td>330,412</td>
<td>503,992</td>
<td>523,213</td>
<td>711,691</td>
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<td>Heart of Georgia Altamaha</td>
<td>76,667</td>
<td>295,504</td>
<td>356,463</td>
<td>871,318</td>
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<td>Middle Georgia</td>
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<td>189,271</td>
<td>225,446</td>
<td>420,227</td>
<td>398,689</td>
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<td>Northeast Georgia</td>
<td>72,744</td>
<td>308,231</td>
<td>597,992</td>
<td>541,508</td>
<td>819,939</td>
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<tr>
<td>Northwest Georgia</td>
<td>262,208</td>
<td>453,290</td>
<td>658,098</td>
<td>729,374</td>
<td>926,106</td>
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<tr>
<td>River Valley</td>
<td>131,980</td>
<td>181,794</td>
<td>193,793</td>
<td>631,443</td>
<td>535,381</td>
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<tr>
<td>Southern Georgia</td>
<td>125,799</td>
<td>345,334</td>
<td>431,093</td>
<td>993,899</td>
<td>1,034,863</td>
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<td>Southwest Georgia</td>
<td>351,572</td>
<td>260,495</td>
<td>300,104</td>
<td>827,461</td>
<td>751,008</td>
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<tr>
<td>Three Rivers</td>
<td>129,984</td>
<td>334,441</td>
<td>494,641</td>
<td>803,332</td>
<td>942,346</td>
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<tr>
<td>Statewide Total</td>
<td>1,797,212</td>
<td>3,341,761</td>
<td>4,859,827</td>
<td>7,635,729</td>
<td>8,613,553</td>
</tr>
</tbody>
</table>

*Current statewide unmet trip need ranges from 1.5M – 5.8M

*Includes rural areas of counties with existing transit service and counties without public transit service. 2050 estimates do not consider anticipated urbanization. GDOT is conducting additional research on urbanization patterns and their anticipated impact on transit programs.
<table>
<thead>
<tr>
<th>Region</th>
<th>Operating and Capital Funding</th>
<th>Lower Range Operating and Capital Needs</th>
<th>Higher Range Operating and Capital Needs</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Current</td>
<td>2050</td>
<td>Current</td>
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<tr>
<td>Atlanta Regional Commission*</td>
<td>$2,754,126</td>
<td>$8,129,889</td>
<td>$4,919,374</td>
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<tr>
<td>Central Savannah River Area</td>
<td>$3,983,050</td>
<td>$8,831,247</td>
<td>$9,063,088</td>
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<tr>
<td>Coastal Regional Commission</td>
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<td>$15,925,823</td>
<td>$17,022,848</td>
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<td>Georgia Mountains</td>
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<td>$10,763,829</td>
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<tr>
<td>Heart of Georgia Altamaha</td>
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<td>Middle Georgia</td>
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<td>$10,538,413</td>
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<td>Northwest Georgia</td>
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<td>$12,643,259</td>
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<td>River Valley</td>
<td>$4,146,434</td>
<td>$5,292,003</td>
<td>$14,527,854</td>
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<tr>
<td>Southern Georgia</td>
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<td>$12,346,964</td>
<td>$23,839,169</td>
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<tr>
<td>Southwest Georgia</td>
<td>$8,014,332</td>
<td>$7,305,680</td>
<td>$17,119,787</td>
</tr>
<tr>
<td>Three Rivers</td>
<td>$2,267,811</td>
<td>$9,247,196</td>
<td>$12,952,507</td>
</tr>
<tr>
<td>Statewide Total</td>
<td>$42,443,248</td>
<td>$110,054,653</td>
<td>$158,842,877</td>
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</table>

Current statewide unmet funding need ranges from $31.7M - $116.4M

*Includes rural areas of counties with existing transit service and counties without public transit service. 2050 estimates do not consider anticipated urbanization. GDOT is conducting additional research on urbanization patterns and their anticipated impact on transit programs.
Geographic Need Methodology

- Shows areas of highest transit need based on demographics of transit dependent and higher transit propensity populations. Factors include:
  - Zero-vehicle households
  - Low-income
  - Minority
  - LEP population
  - Disabled
  - Seniors (60 years or older)
  - Youth (ages 15 to 19)

- Need by census tract overlaid with activity centers (hospitals, schools, major employers)

- Similar methodology used in eight of Georgia’s TDPs
Summary of Urban Transit Needs

- Needs outside the ATL identified in TDPs, feasibility studies, and other locally developed planning documents.

- Atlanta region needs include projects in ATL Regional Transit Plan (ARTP) and Transit Asset Management (TAM) Plans.
Recommendations and Funding Scenarios Report
Recommendations Process

Existing Conditions Review
- Statewide Plans
- TDPs
- MPO Long Range Plans
- Comp Plans

Stakeholder Input Needs Identification
- SSC/TAC
- Public Survey
- Transit Provider Questionnaire
- TAC Focus Groups
- Quantitative Analysis
- Performance Measures

Guided by:
- SCC
- TAC

Recommendations and Funding Scenarios Report
Recommendations

• Three different high level categories:
  o Transit Service Enhancements
  o Transit Service Expansion
  o Administrative Tools and Guidance

• Overlapping and complimentary

• Each category is broken down into multiple recommendations applicable to rural systems, urban systems, both classifications of systems, or areas without transit
Recommendations - Transit Service Expansion

**New Service**
- Ensure rural service coverage for rural areas of the 37 counties without local public transit: $10.7M + $31.2M / yr
- Launch new urban systems and routes to unserved areas: $28.2M / yr
- Provide commuter transit service to meet workforce needs outside of metro Atlanta: $57.8M + $67.9M / yr

**Expanded Capacity**
- Expand hours to better align with workforce needs: $11.5M / yr
- Expand capacity of existing rural systems to serve unmet trip needs: $13.4M + $85M / yr
- Add capacity to existing urban systems and improve service frequency where needed: $37.7M / yr
- Implement other locally identified projects: $1.1B / yr

**Regional Collaboration**
- Regionalize Transit Service: N/A
- Expand transit service to intercity bus and passenger rail stations: N/A

Legend:
- Green: Rural Systems
- Yellow: Urban Systems
- Red: Both Classifications of System
Recommendations – Transit Service Enhancements

**Efficiency and Reliability Improvements**
- Maintain State-of-Good-Repair statewide: $307M / yr
- Implement zero-emission transit vehicles: N/A
- Deploy mobile fare payment options and unify fares among providers: $780K / yr
- Optimize routing of fixed-route service: N/A
- Implement regional shared fleet and dispatching services: $1.5M / sys

**Transit Vehicle Technologies**
- Implement Automatic Vehicle Locator systems and Automatic Passenger Counter systems: $316K / yr
- Implement fleet-wide on-board security features, including cameras: $281K / yr
- Leverage signal technology to improve transit operations: $135K / yr

**Enhanced Rider Experience**
- Implement statewide trip planning app and website: $2.1M
- Improve first-and-last mile connectivity: $750K / yr
- Enhance transit stops with amenities and ensure ADA compliance: $1.3M / yr

**Rural Systems**
- Implement zero-emission transit vehicles: N/A
- Deploy mobile fare payment options and unify fares among providers: N/A
- Optimize routing of fixed-route service: N/A
- Implement regional shared fleet and dispatching services: $1.5M / sys

**Urban Systems**
- Implement zero-emission transit vehicles: N/A
- Deploy mobile fare payment options and unify fares among providers: N/A
- Optimize routing of fixed-route service: N/A
- Implement regional shared fleet and dispatching services: $1.5M / sys

**Both Classifications of System**
- Implement zero-emission transit vehicles: N/A
- Deploy mobile fare payment options and unify fares among providers: N/A
- Optimize routing of fixed-route service: N/A
- Implement regional shared fleet and dispatching services: $1.5M / sys
**Recommendations – Administrative Tools and Guidance**

**Planning Support**
- Develop Transit Development Plan guidance and regional TDPs: $795K / yr
- Develop fleet right-sizing guidance: $36K
- Enhanced guidance for new transit service: $90K / yr
- Develop guidance for urbanizing systems: $75K
- Enhance support for pursuing competitive grants: $60K

**Transit Program Delivery Support**
- Enhance grant administration and reimbursement guidance: $45K
- Develop transit technologies guidance and enhance coordination: $240K / yr
- Develop fare policy toolkit: $45K
- Provide marketing support and toolkit: $103K / yr
- Support General Transit Feed Specification data development: $50K / yr
- Support National Transit Database data development: $30K / yr

**Transit Workforce Development**
- Enhance bus driver and mechanic training programs: $161K / yr
- Implement best practices for scheduling, dispatching, and assets management technologies: N/A

**New Programs**
- Implement state-level mobility management program: $1.2M / yr
- Launch regional mechanic and driver sharing program: $385K / yr

Legend:
- Rural Systems
- Urban Systems
- Both Classifications of System
# Annual Approximate Cost to Implement

<table>
<thead>
<tr>
<th>Recommendation Category</th>
<th>Statewide</th>
<th>Outside the ATL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Tools &amp; Guidance</td>
<td>$3.3M</td>
<td>$3.3M</td>
</tr>
<tr>
<td>Service Expansion - Rural</td>
<td>$172.7M</td>
<td>$172.7M</td>
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<tr>
<td>Service Expansion - Urban</td>
<td>$1B</td>
<td>$242.8M</td>
</tr>
<tr>
<td>Service Enhancement - Rural</td>
<td>$23.9M</td>
<td>$23.6M</td>
</tr>
<tr>
<td>Service Enhancement - Urban</td>
<td>$491.6M</td>
<td>$65.8M</td>
</tr>
<tr>
<td>Total</td>
<td>$1.7B</td>
<td>$508.2M</td>
</tr>
</tbody>
</table>
Economic Impacts

Every $1 invested in public transportation generates $4 in economic return.

Every $1 billion invested in public transportation supports and creates more than 50,000 jobs.

Every $10 million in capital/operating investment in public transportation yields $31 million in increased business sales.

Baseline Transit Funding Today: $1.05 billion ($111 million outside ATL Region)

Benefits of Transit Investment

<table>
<thead>
<tr>
<th>Additional Investment Needed</th>
<th>Economic Return</th>
<th>Number of Jobs Generated</th>
<th>Increased Business Sales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Transit Investment</td>
<td>$508.2 million</td>
<td>$2.0 billion</td>
<td>$1.6 billion</td>
</tr>
<tr>
<td>(Outside ATL Region)</td>
<td>$6.8 billion</td>
<td>84,707 jobs</td>
<td>$5.3 billion</td>
</tr>
</tbody>
</table>

+ $1.7 billion Annual Investment
Near Term Recommendations

Administrative Tools and Guidance:
- Implement State-Level Mobility Management Program
- Develop Transit Development Plan (TDP) Guidance and Regional TDPs
- Support General Transit Feed Specification (GTFS) Data Development

Service Expansion:
- Expand Hours to Better Align with Workforce Needs
- Expand Rural Service to the 37 Counties without Local Public Transit, with emphasis on regional expansion, starting with regions where local planning and support exists
- Launch Urban Service for Cities without Service, starting with cities where local planning and support exists
- Expand Capacity of Existing Rural Systems to Serve Unmet Trip Needs

Service Enhancement:
- Implement Automatic Vehicle Locators (AVL) and Automatic Passenger Counter (APC) Systems
- Implement Statewide Trip Planning App and Website
- Enhance Transit Stops with Amenities and Ensure ADA Compliance

Annual Cost to Implement
- Full cost of $171.6M
  - Includes full rural and urban geographic expansion and full rural capacity expansion
- Initial cost of $28.3M
  - Rural expansion includes SGRC
  - Urban expansion includes Brunswick and Valdosta
## Near Term Recommendations

<table>
<thead>
<tr>
<th>Recommendations</th>
<th>Performance Measures</th>
<th>Population Served</th>
<th>Regional Systems</th>
<th>Data Coordinated Systems</th>
<th>Service Crossing County Lines</th>
<th>Intercity Stations Serviced</th>
<th>Reducing roadway And Futility</th>
<th>Five-year TDP Updates</th>
<th>GIS Data Publishing</th>
<th>Website and Apps</th>
<th>Revenue Service Hours</th>
<th>Trip plan Service Hour</th>
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</thead>
<tbody>
<tr>
<td>Implement State-Level Mobility Management Program</td>
<td>✓</td>
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<tr>
<td>Develop Transit Development Plan Guidance and Regional TDPs</td>
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<td>Support GTFS Data Development</td>
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<td>Expand Hours to Better Align with Workforce Needs</td>
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<td>✓ ✓</td>
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<tr>
<td>Provide Rural Service to the 37 Counties without Local Public Transit</td>
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<td>✓ ✓</td>
<td>✓</td>
<td></td>
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</tr>
<tr>
<td>Launch New Urban Service for Cities without Service</td>
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<td>✓</td>
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</tr>
<tr>
<td>Expand Capacity of Existing Rural Systems to Serve Unmet Trip Needs</td>
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<tr>
<td>Implement AVL and APC Systems</td>
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<td></td>
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</tr>
<tr>
<td>Implement Statewide Trip Planning App and Website</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td>✓ ✓</td>
<td>✓ ✓</td>
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<td></td>
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</tr>
<tr>
<td>Enhance Transit Stops with Amenities and Ensure ADA Compliance</td>
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<td></td>
<td></td>
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<td></td>
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<td>✓</td>
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</tbody>
</table>
SWTRP Review
Review period: May 11 – May 22, 2020

All SWTRP technical reports and Draft SWTRP will be transmitted via email following this meeting.

Please provide comments on the plan and supporting technical reports through the survey link:

- https://www.surveymonkey.com/r/SWTRPreview
In light of the impact that COVID-19 has had on transit operators nationwide and across Georgia, GDOT is evaluating additional Transit Recommendations for the SWTRP to ensure the health and safety of transit operators and riders.

Please visit: https://www.surveymonkey.com/r/SWTRPreview
Schedule and Next Steps
Virtual Public Open House

- May 26 – June 26, 2020
- Accessible through Project Website: [http://www.dot.ga.gov/InvestSmart/Transit/Pages/TransitPlan.aspx](http://www.dot.ga.gov/InvestSmart/Transit/Pages/TransitPlan.aspx)
- Display boards, project video, technical reports and final SWTRP will be available
- Collect public comments and questions via online environment
To share comments and questions for today’s panelists, please use the chat or Q&A feature located at the bottom of your screen.

If you would like to ask question by phone, please use the raise hand feature and the host will unmute your line.
GDOT Statewide Transit Plan

Thank you for participation!

Contact:
Email: transitplan@dot.ga.gov

Web: http://www.dot.ga.gov/IS/Transit/TransitPlan
AGENDA

May 8, 2020
10:00 AM – 11:30 AM

1. Welcome
   a. Project Team Introductions.................................................. Kaycee Mertz

2. Part I
   a. Plan Progress Update......................................................... Brian Smart
   b. Plan Recommendations.......................................................... Daniel Walls

3. Part II
   a. Public Comment Period ..................................................... Kaycee Mertz
   b. Project Video........................................................................ Kaycee Mertz

4. Part III
   a. Schedule and Next Steps....................................................... Brian Smart
   b. Questions............................................................................. Kaycee Mertz
Appendix D: TAC Meeting Summaries
1. Welcome and Introductions
   a. Kaycee Mertz welcomed everyone to the meeting and provided instructional information on using WebEx chat and polling features.
   b. Brian Smart outlined the agenda for the meeting and introduced the Project Team and Committee members.

2. Project Introduction
   a. GDOT is leading the efforts on the plan with AECOM as a project team consultant. The Technical Advisory Committee (TAC), Statewide Steering Committee (SSC), and public stakeholders provide an important role in the planning process.
   b. To better understand who is in attendance, 3 poll questions were completed.
      i. Question 1: What type of organization do you represent?
         1. Metropolitan Planning Organization (10 participants)
         2. Regional Commission (11 participants)
         3. Public Transit Provider (8 participants)
         4. Third Party / Private Transit Provider (3 participants)
         5. Local Government (14 participants)
         6. Non-Profit (2 participants)
         7. Other (9 participants)
         8. No answer (19 participants)
      ii. Question 2: In which region of the State do you work?
          1. Northwest Georgia Regional Commission (6 participants)
2. Georgia Mountains Regional Commission (5 participants)
3. Atlanta Regional Commission (14 participants)
4. Three Rivers Regional Commission (1 participants)
5. Northeast Georgia Regional Commission (5 participants)
6. River Valley Regional Commission (6 participants)
7. Middle Georgia Regional Commission (3 participants)
8. Central Savannah River Area Regional Commission (4 participants)
9. Southwest Georgia Regional Commission (1 participants)
10. Southern Georgia Regional Commission (6 participants)
11. Heart of Georgia Altamaha Regional Commission (1 participants)
12. Coastal Regional Commission (6 participants)

iii. Question 3: What is the name of the Organization you represent?
1. Gainesville-Hall MPO, GDOT, Pierce County, Greyhound Lines, Inc., Logisticare, CORE MPO, Thomas County Area Transit, Putnam County, Gwinnett County Transit, Catoosa County Transit, METRA Transit System, Technical College System of Georgia, Atlanta Regional Commission, City of Americus, Southern Georgia Regional Commission, MIDS Transportation Inc, Cook County Board of Commissioners, Southeastern Stages, City of Social Circle, Cherokee County CATS, Macon County Board of Commissioners, Middle Georgia Regional Commission, Dade County Transit, Coastal Regional Commission, Athens-Clarke County Transit, Southeastrans, Inc., River Valley Regional Commission, Dawson County Transit, Chatham Area Transit, Georgia Mountains Regional Commission, Crisp County Board of Commissioners, Coastal Regional Commission, MACORTS, Georgia Tech CEE, Community Transportation Association of America, Coastal Pines Technical College, Central Savannah River Area Regional Commission, Lowndes County Board of Commissioners, Heart of Georgia Altamaha Regional Commission, Northwest Georgia Regional Commission, Three Rivers Regional Commission, Coastal Regional MPO, ATL Transit Authority, Habersham County, Jackson County Transit, Bartow County Transit, Dade County Transit, Macon Area Transportation MPO, Wayne County Transit, Lincoln County Board of Commissioners, Hinesville Area MPO, Augusta Regional Transportation (ARTS) MPO, Rome Transit Department, Rome-Floyd MPO

3. Introduction of the Project
   a. Through this plan, GDOT would like to identify and quantify the needs for public transit across the state, and create an implementation plan so that all Georgians have access to public transit.
   b. Part of GDOT’s early literature review included over 100 transit planning documents, however the state does not have one single plan that has all of the gaps filled in and articulates a single vision for how to invest in transit moving forward. The Statewide Transit Plan (SWTRP) will articulate that single vision, and fill in gaps where plans do not currently exist. It will support the federal and state planning requirements and GDOT’s Statewide Transportation Plan (SWTP)/Statewide Strategic Plan (SSTP).
c. The SWTRP study process has many components that continue to be influenced by each other. At this time, we are wrapping up documenting existing conditions and future trends analyses. The final SWTRP will include outcome-based performance measures and outline investment strategies and funding scenarios.

d. GDOT is considering other studies such as the 2040 Statewide Transportation Plan, Strategic Transportation Plan, State Rail Plan, Local and Regional Plans, GDOT Public Transportation Agency Safety Plan/Transit Asset Management Plan, and Transit System Plans in the development of the SWTRP.

e. If any TAC members are aware of recently completed or soon-to-be completed plans, please let Kaycee Mertz know so that they can be reviewed as part of the SWTRP.

4. Stakeholder Roles and Responsibilities

a. The TAC includes all public transit providers across the state. The SSC is comprised of state agencies and other groups that have a statewide purview. The SSC met once in May to help develop the SWTRP vision statement, goals, and objectives. They will also help review and monitor the strategic direction of the project.

5. Project Vision and Goals

a. During its first meeting, the SSC completed an exercise to develop a vision statement and corresponding goals and objectives.

b. A vision is a long-term, desired state that is summarized in one statement. Goals and objectives fall under this vision and include a desired outcome and specific, measurable targets within the goal. GDOT is seeking input regarding these objectives from the TAC for certain data that allows further development of measurable targets.

c. TAC members were presented with word clouds from the SSC meeting, where they were asked, “How would you describe transit in Georgia?” as well as “How do you envision transit in 2050?”. The word clouds provided a basis for the vision statement that was created from SSC work session.

d. The vision statement that was developed during the SSC meeting was: “Improve the quality of life and economic opportunities for all Georgians by supporting an innovative, connected, reliable and accessible multimodal public transportation network.”

e. Below are the 5 goals developed from SSC Meeting:
   i. Provide a safe and sustainable transit network.
   ii. Optimize public transit programs to best meet public transit systems’ and travelers’ needs
   iii. Ensure public transit coverage across the state to support mobility and access for all.
   iv. Connect rural transit to regional and urban centers.
   v. Leverage technology and innovation to support public transit ridership and performance measures.

f. TAC attendees provided feedback regarding goals, and anything they felt was missing. Comments provided via chat box regarding goals included:
   i. Objective three should include economic development.
   ii. Add “serving full demand.” This is important in rural areas.
   iii. Add something about access to medical facilities.
   iv. Check FDOT’s performance measures.
v. Consider mentioning equity.
vi. Ensure effective communication about programs and their accessibility.
vii. Add outcome-oriented goals such as improved health status, job placement, retention, and improved safety.
viii. Connect urban centers to urban centers such as Atlanta to Athens, Atlanta to Macon to Savannah, etc.

6. Existing Conditions Analysis
   a. Daniel Walls presented existing and future transit conditions in Georgia.
   b. There are approximately 145 million passenger trips across all transit modes in Georgia annually. 36 counties in Georgia do not currently have public transit, and the SWTRP will address the unmet needs in these areas.
   c. A key objective of this plan is to make the case for investment in transit. As Georgia grows, it is expected transit will play an important role. Of particular note is the rapidly growing elderly population, which is expected to grow by 175% by 2050.
   d. The planning document review has included over 200 local and statewide plans. There have been similar recurring themes across the state including connecting to jobs and healthcare, coordinating regionally for greater connectivity, enhancing awareness of existing transit service, improving access and mobility for elderly and underserved populations, expanding local bus or rail service to meet demand, promoting safe pedestrian and bike access.
   e. Review of key highlights that have been found via the existing conditions analysis included:
      i. Almost 80 percent of the population and 72 percent of the geographic area is currently served by public transit. Economically speaking, rural areas with transit are doing better than rural areas without transit.
      ii. Almost 12 million passenger trips were taken outside of the Atlanta area in 2017. Southwest Georgia Transit System provided the most rural trips in Georgia in 2017. Middle Georgia had the least number of trips in 2017. There are a significant number of trips in each regional commission and is critical to everyone across the state.
      iii. Athens had the most unlinked passenger trips for Small Urban Systems. Excluding MARTA, Chatham provided the unlinked passenger trips in large urban areas. These providers operate various modes across different geographies.
      iv. Looking at rural trip purposes, it is obvious that rural transit is important to get people to employment, healthcare, participate in the economy, and be social in the community.
   f. The project team considered the impacts of transit service based on certain socioeconomic conditions including low-income, zero-car, and elderly populations. These factors are strong indicators of the need for public transit. Highlights of socioeconomic analysis include:
      i. Approximately 17% of Georgians live below the poverty line.
      ii. About 7% of Georgians live in zero-car households.
      iii. Approximately 18% of Georgians are age 60 and older.
   g. GDOT’s travel demand model shows 2015 and 2050 county-to-county home-based work trips. In 2015, there were an estimated 4.2 million daily home-based work trips statewide, and more than 35 percent are crossing county lines to get to work and back home. Travel patterns are not typically constrained by jurisdictional boundaries.
h. Georgia has many trends and opportunities. The state is urbanizing as communities continue to grow. This creates an opportunity to leverage private sector and employment participation, as some rural and urban areas of the state have already begun for workforce connections. There are many opportunities to allow technology to improve transit services, including ride-hailing platforms, microtransit opportunities, and collected vehicle technology deployments. Technology deployment will need statewide support that is operable at state, local and county roads and across jurisdictions. The state needs to be flexible and adaptable to new technology.

i. With new data, we have the potential to track performance-based planning.

7. Public and Stakeholder Engagement
   a. GDOT is soliciting the help of the public to gather information about transit throughout the project and will be reaching out to them through various modes.
   b. Our project website is continuously updated. The flyers and fact sheets are available on the website.
   c. The public survey has launched online (www.GDOTTransitSurvey.org) and has been promoted through GDOT’s social media. The help of the TAC members will be instrumental in promoting the online survey as well as the distribution of paper copies of the survey to ensure all riders across the state are reached.
   d. TAC members will receive the media kit with items to use on their social media and to send through their distribution lists.
   e. There will be an electronic questionnaire for transit providers in July 2019. GDOT requests that only 1 response per agency be completed. This questionnaire is an opportunity for the transit providers to identify top needs and destinations and routes in areas that are in high-demand. More information regarding the questionnaire will be sent out electronically to TAC members within the next few weeks.
   f. There will be three PIOH’s during the Fall and Winter 2019 across the state. During these PIOH events, GDOT will seek input on draft recommendations and findings.

8. Schedule and Next Steps
   a. The draft SWTRP is expected to be completed in December 2019, and the final plan will be completed by March 2020.
   b. We will have a discussion session regarding the content of the draft SWTRP at GTA in December 2019 to review the plan and collect feedback.
   c. TAC Next Steps include helping promote the public survey and completing transit provider questionnaire once it is available.
   d. The TAC will plan to meet again in Summer 2019 and Winter 2019.
   e. In the future, The TAC may be broken down into smaller group meetings to foster more personal conversations and dig into issues pertaining to certain types of transit.

9. General Questions and Discussion
   Q: Will this plan’s framework and vision be in support of the HB 511 bill that may be debated in the next legislation session? Rural and small urban transit funding needs to be identified at the state level.
   A: Our goal is to document the need for transit and potential strategies to meet those needs. We are documenting needs so that anyone who is making
decisions at the local, regional, or state level will have a starting point to understand the needs of the state. GDOT’s role is not to propose or advocate for any particular legislation.

Q: What is GTFS?
A: General Transit Feed Specification. This is a type of geographic information systems (GIS) file that includes routing and scheduling data and can be used to build trip planning websites and applications.

Q: Will the survey be translated into any other languages? Hindi speaking community is growing in Central Georgia.
A: Yes, the project team can translate the survey into multiple languages, upon request. Some languages that we have received requests so far include Spanish, Vietnamese, and Korean. We will accommodate translation of project collateral material throughout the project. If anyone else has a particular language in their community that would be helpful to translate, please let us know.

Q: Is client data from the Transportation Request Information Processing Service (TRIP$) system available to determine where Department of Human Service (DHS) clients live?
A: DHS is a member of our Statewide Steering Committee (SSC), and we are working closely with them on this project. This is an item we will look into, thank you for the suggestion. Related, GDOT’s 5311-dispatch system used by rural providers will be leveraged to document and evaluate trip patterns. There is likely some overlap between these two datasets.

Q: Will the slide deck and media kit be available?
A: Yes, they will be sent out in a follow-up e-mail after the meeting.

Q: One of the barriers to providing transit is that vehicles are full due to medical services. Will that be addressed?
A: Yes, GDOT will identify capacity constraints and operational issues like this and will document them in the needs section of the plan.

Q: [In reference to total unlinked passenger trips slide] The university transit should be its own category of trips.
A: The referenced slide displayed public transit trips as reported in the National Transit Database (NTD). Adding university system trips to this tally results in more than 150 million trips per year. The SWTRP will document these systems and the importance of university systems in Georgia. If you have any specific information about a university transit service in your community that you would like reflected in the SWTRP, please let us know.

Q: Please provide the media kit to the Georgia Transit Association (GTA).
A: GTA has a representative on the Steering Committee, who has received the media kit. We will also update our contact list to reflect recent changes in GTA leadership.

Q: Please address affordable transit options for low- or fixed-income households.
A: One of the things we have talked about with the SSC is how transit can lower personal transportation costs because it is more affordable than car travel. We will talk with transit providers on the TAC about their fare structures and how to meet the needs of low- or fixed-income households.

Q: Areas outside urban areas need transit to support employment needs to address deficiencies identified.
A: We agree this is an important issue and we are looking at workforce transit needs in rural parts of the state. The socioeconomic maps presented today show that rural counties without public transit service tend to also have greater poverty rates. From an economic perspective, the counties that have transit are doing better in terms of growth and employment. The Steering Committee also identified the need to connect people with employment and education opportunities, which has been incorporated into the vision statement and Goal #3.

Q: Are all vehicles provided by GDOT wheelchair accessible?
A: Yes.

Q: Please provide the vision, goals, and objectives as a stand-alone document.
A: This will be sent out in a follow-up email.

Q: Is Q-Ryde a member of the TAC?
A: They are not specifically part of the Technical Advisory Committee, but we are working with them to develop trip reports for rural providers.

Q: Has GDOT reached out to rural counties without public transportation?
A: That is a critical subgroup of our TAC that we will engage further. Our priority is to document transit-related needs and to ensure that transit is accessible to all Georgians. We will be having more in-depth conversations with these counties to see if 1.) there is support for transit at the local level and 2.) how GDOT can support local implementation of a transit system. If you have suggestions on who we should talk to in the County to tell the story of transit, please let us know.

Q: Can you share the organizations that are on the SSC and TAC?
A: Yes, we will send a list of organizations on the committees.

Q: Can you please send a list of counties that do not have transit?
A: Yes, we will send a list.
Q: Please note many counties have or are in the process of completing their transit plans, which are independent of the transit agency or MPO plans.
A: Yes, certainly. We have compiled more than 150 plans from across the state from local governments, MPOs, regional commissions, transit agencies, and others. If there is something, in particular, you want to ensure we’ve captured, please let us know. We will also ask a question about plans and projects in the transit provider questionnaire.

Q: Middle Ga, Hall County, and Athens offered to host public meetings and events.
A: Thank you!

Q: Many of the barriers to public transit are related to operating hours in addition to routes and service area.
A: Thank you for bringing this up. We agree, and the SWTRP will document both temporal and geographic needs.

Q: Public meetings should be reachable by public transit at a time when participants can get there.
A: We agree, thank you for mentioning this. We’ll do everything possible to make in-person public meetings convenient and accessible, and will use technology for virtual participation when appropriate.

Q: We should ensure data interoperability among multiple transit providers. The presentation pointed out the growth in longer trips crossing jurisdictions, which may involve multiple transit agencies.
A: This is a fantastic point. Thanks for the comment.

Q: Include coordinated carpool programs and ridesharing programs.
A: We will certainly document these types of programs in the SWTRP, along with employer-sponsored transportation, and other innovative ways of delivering transit.

Q: Outside the greater Atlanta area, the counties with more low-income and zero-car households also seem to include counties without transit service.
A: Yes, we have also noted that socioeconomic trend. We think those trends point to a need for public transit service. From an economic perspective, the counties that have transit are doing better in terms of growth and employment. The Steering Committee also identified the need to connect all Georgians with employment and education opportunities, which has been incorporated into the vision statement and Goal #3.

Q: The State School Board Association released a study on barriers to student success and identified transportation as a significant barrier.
A: Thank you for sharing this, we’ll look for this study and may reach out to you directly for more information.
The following are comments provided in the chat box regarding the vision and goals.

1) Ensure effective communication about programs and their accessibility.
   a. We also heard from the Steering Committee that public information and perception were important factors to consider. We agree that statewide there should be more information sharing about public transit services. One of our deliverables will be a set of transit system profile, an easy to read guide for the general public. If you have other ideas about how to use marketing tools or other communication tools to better inform the public, please reach out.

2) Equity should be a major consideration for the goals.
   a. We’ve used the phrase “for all Georgians” in the vision statement to capture both all geographic areas of the state as well as all potential transit users. Goal #3 also emphasizes mobility and access for all, including underserved and rural communities, and elderly and disabled populations. Please reach out if you have more ideas for incorporating equity, and thanks for bringing this up.

   a. Thanks for sharing this resource, we’ll check it out.
4) Include access to medical facilities.
   a. Yes, we agree this is vitally important. An objective under Goal #3 is to “Ensure access to healthcare, human services, and quality-of-life trips for all, including elderly and disabled populations.”

5) Add “serving full demand” to the goals, especially important in rural areas.
   a. Thank you for this comment. We think this is also related to optimizing service hours and meeting scheduling and capacity needs for demand-response systems. These are objectives under Goal #3, you'll see them in the document we send out after the meeting. Let us know if you think of other ways to incorporate “serving full demand.”

6) Include economic development in the objectives.
   a. Thank you, we agree. We’ve used the phrase “ensure economic opportunity.” Let us know if you think of other ways to incorporate economic development.

7) Please connect urban to urban centers (Atlanta to Macon, Macon to Savannah).
   a. This comment was in response to Goal #4: “Connect rural transit to regional and urban centers.” Our study will evaluate opportunities to better connect urban to rural as well as urban to urban parts of the state. Thank you for this input.

8) Should there be some outcome-oriented goals, such as improved health status, job placement/retention, improved safety, and other outcomes?
   a. Yes. Under Goal #3, access to jobs, healthcare centers, etc. are included and are measurable objectives. Safety is under Goal #1 and could be measured using similar metrics to those required by the Public Transportation Agency Safety Plan (PTASP). We plan to use feedback from this group to identify ways to measure the SWTRP's objectives. If you think of additional measurable objectives or data sources, please let us know.

10. Actions Items
   a. GDOT and Project Team to provide the following items to TAC Members:
      i. Vision, Goals and Objectives document
      ii. List of counties that do not have transit
      iii. Contact list
      iv. Slide deck
      v. media kit
# Office of Intermodal
General Consulting Services, Statewide

Statewide Transit Plan TAC Meeting

Location: AECOM

June 25, 2019
10:00 AM – 12:00 PM

## SIGN-IN SHEET

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<thead>
<tr>
<th>Initial</th>
<th>Name</th>
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Appendix E: Transit Provider Questionnaire Summary
Page 1

Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Wanda Henry
Name of organization: Rabun Transit
Email: whenry@rabuncounty.ga.gov
Phone: 7067823853

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 48 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

3

Q7 Please describe the most common reasons for trip denials.

The schedule is so full at the beginning of each month and we cannot do additional trips.
Please upload the trip denial log if available.  
Respondent skipped this question.

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  
A senior can come to the center on certain days of each week or a client can set up grocery visits, dialysis, etc for each week.

Q11 What estimated percentage of trips are repeat subscription trips?  
5%

Q12 What estimated percentage of riders use repeat subscription trips?  
2%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

- Website with static service information: Currently have in place
- Smartphone app/website platform to purchase a transit pass or schedule demand-response trips: Not in place and not considering for future
- Addition of security cameras to buses and/or transit centers: Not in place and not considering for future
- Hybrid, electric, or alternatively fueled vehicles: Not in place and not considering for future
- Partnerships with ride-hailing, scooter, and/or bike-share companies: Not in place and not considering for future
- Unified fare system across transit systems: Not in place and not considering for future
- Transit Asset Management software: Not in place but considering for future
- Call-ahead notification for demand-response trips: Not in place and not considering for future

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question.

Page 7: Existing Conditions
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  
Respondent skipped this question

Q19 If yes, please describe identified needs.  
Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  
Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  
Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  
Respondent skipped this question

Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding? No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding? No

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making. Transit Asset Management Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available. Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available. Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents? Preventative maintenance training for drivers.

Q31 Has your agency identified funding for any of these priorities? Please describe. No

Q32 If you would like to add any additional notes about your priority projects, please do so here. No

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply. No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them. Respondent skipped this question
Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?
Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?
Stephens and Habersham counties, Gainesville, GA

Q37 Does your organization track and utilize any of the following performance categories?
- Asset management (i.e. % of useful life remaining on revenue vehicles)
- Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?
to help us know when to ask for new vehicles.
to improve service to our customers.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>8am-5pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>8am-5pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8am-5pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>8am-5pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8am-5pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>none</td>
</tr>
<tr>
<td>Sunday</td>
<td>none</td>
</tr>
</tbody>
</table>

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.
Cash

Q41 Is your fare payment method coordinated to use across more than one transit system?
No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.
Local general funding,
Contract revenue from qualified human service organizations
Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

no

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

Deanna(T&T) Inc, through DHR.
The revenue is used to provide rides for seniors of the county.

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

Word of mouth

On-board seat drops/flyers,

Website

Q48 Has your organization pursued regional or multi-county transit service?

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

No

Q51 If yes, please describe what you have explored, including any successes and challenges.

Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

no
Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Surrounding areas provide better pay than us.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need: preventative maintenance for drivers

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Customer service</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Minimal challenge</td>
</tr>
</tbody>
</table>

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

The reimbursement process has become overwhelmingly hard and time consuming with payments coming several months after submission.
Q58 Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets: Minimal challenge
- Informing customers of existing service (schedule, fare collection, etc.): Minimal challenge
- Ensuring fare affordability: Minimal challenge
- Initiating or promoting employer transit benefit programs: Not a challenge
- Public perception of transit: Minimal challenge
- Public support for transit investment: Minimal challenge
- Identifying potential riders or transit need in the community: Minimal challenge
- Competition from other transportation providers (e.g. Uber/Lyft): Not a challenge
- Delivering new projects: Minimal challenge
- Providing more frequent or higher capacity service: Minimal challenge
- Securing local operational funding: Not a challenge
- Securing local capital funding: Not a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

We have received positive results from our questionnaires on service.

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

no

Q62 Please provide any additional comments/questions not addressed above.

no
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Nancy J M Livingston
Name of organization: Telfair County Board of Commis
Email: telfairco@gmail.com
Phone: 2298685688

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

- Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

- Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

- No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

- None

Q7 Please describe the most common reasons for trip denials.

- Scheduling, most times
Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
No

Q10 Describe the subscription service that your agency offers.  
Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips?  
Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips?  
Respondent skipped this question

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

- Website with static service information  
  Not in place and not considering for future
- Smartphone app/website platform to purchase a transit pass or schedule demand-response trips  
  Not in place and not considering for future
- Addition of security cameras to buses and/or transit centers  
  Not in place and not considering for future
- Hybrid, electric, or alternatively fueled vehicles  
  Not in place and not considering for future
- Partnerships with ride-hailing, scooter, and/or bike-share companies  
  Not in place and not considering for future
- Unified fare system across transit systems  
  Not in place and not considering for future
- Transit Asset Management software  
  Not in place and not considering for future
- Call-ahead notification for demand-response trips  
  Currently have in place

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
No

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
No
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q19 If yes, please describe identified needs.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q24 What is the annual Human Service Transportation ridership of your organization?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?</td>
<td>No</td>
</tr>
</tbody>
</table>
Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

Local Comprehensive Plan

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.

http://www.hogarc.org/publications

Q29 Please upload the plans specified above, if not publicly available.

Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Priority #1  Economic Development
Priority #2  Infrastructure
Priority #3  Resource Management

Q31 Has your agency identified funding for any of these priorities? Please describe.

Economic Development - Budget monies for Dev Authority and Contract w/Chamber for Hotel/Motel Tax; Road improvement through budget, SPOST, TIA and LMIG; Resource Management - provided for in budget

Q32 If you would like to add any additional notes about your priority projects, please do so here.

Respondent skipped this question

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.

No
Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Respondent skipped this question

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?

Ridership (i.e. daily passenger trips)

Q38 If yes, how does your agency use this data?

Has not been in-place long enough to do an analysis.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

- Monday: 8AM-5PM
- Tuesday: 8AM-5PM
- Wednesday: 8AM-5PM
- Thursday: 8AM-5PM
- Friday: 8AM-5PM
- Saturday: none
- Sunday: none

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

Cash

Q41 Is your fare payment method coordinated to use across more than one transit system?

No
Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

| Local general funding, TIA for Capital & Operations |

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

N/A

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

N/A

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

| Word of mouth, On-board seat drops/flyers, Flyers/posters at bus stops/facilities, Partnerships with other entities (i.e. medical, schools, local government), Advertisements |

Q48 Has your organization pursued regional or multi-county transit service?

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

Already provide coordinated HST service
Q51 If yes, please describe what you have explored, including any successes and challenges. Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

None

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Use TPO

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Regular maintenance schedules
- Baseline condition inspections

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need N/A
#2 Need N/A
#3 Need N/A

Page 18: Challenges and Opportunities
Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Not a challenge</td>
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<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Not a challenge</td>
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<tr>
<td>Facility maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Customer service</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Not a challenge</td>
</tr>
</tbody>
</table>

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

None

Q58 Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Not a challenge</td>
</tr>
</tbody>
</table>

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

None
<table>
<thead>
<tr>
<th>Question</th>
<th>Text</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q60</strong></td>
<td>Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q61</strong></td>
<td>Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q62</strong></td>
<td>Please provide any additional comments/questions not addressed above.</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Kristy Johnson
Name of organization: Cherokee County CATS
Email: kjjohnson@cherokeega.com
Phone: 7703456238

Q2 What type(s) of transit service does your organization offer? Select all that apply.
- Demand-response/Dial-a-Ride
- Local Fixed-Route Bus Service with Complementary Paratransit

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
Within a week

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.
20-25
**Q7** Please describe the most common reasons for trip denials.

Outside of the county, outside of hours of operation or date is filled up

**Q8** Please upload the trip denial log if available.  
Respondent skipped this question

---

**Page 4: Existing Conditions**

**Q9** Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

---

**Page 5: Existing Conditions**

**Q10** Describe the subscription service that your agency offers.

We allow riders to book trips for a month so they do not have to continue to call and book. They can renew their subscriptions for the next month easily.

**Q11** What estimated percentage of trips are repeat subscription trips?

50%

**Q12** What estimated percentage of riders use repeat subscription trips?

70%

---

**Page 6: Existing Conditions**

**Q13** What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology or Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Not in place but considering for future</td>
</tr>
</tbody>
</table>
Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Telematics being considered and implemented in October 2019

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  Yes

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.

2

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

Walmart, YMCA, Target

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  Yes

Q19 If yes, please describe identified needs.

In woodstock near highway 92

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  Within 24 hours
Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

<table>
<thead>
<tr>
<th>Technology</th>
<th>Status</th>
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<tbody>
<tr>
<td>Website with static service information</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule dial-a-ride/paratransit trip</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit stops/stations</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Automatic passenger counters</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Automatic stop announcements</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Real-time arrival information at transit stops, via a smartphone app, website or text message</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Wi-Fi at transit stops or on transit vehicles</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Traffic signal priority</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for paratransit trips</td>
<td>Not in place but considering for future</td>
</tr>
</tbody>
</table>

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Respondent skipped this question

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?

Yes

Page 10: Existing Conditions

Q24 What is the annual Human Service Transportation ridership of your organization?

40884

Page 11: Existing Conditions

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?

No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?

Yes
Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven't missed anything, please tell us if your agency uses any of the following to help guide decision making.

Transit Asset Management Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available. Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available. Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Priority #1 Telematics
Priority #2 Fare Technology
Priority #3 GTFS

Q31 Has your agency identified funding for any of these priorities? Please describe. Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here. Respondent skipped this question

Q33 Are you aware of any identified service needs within your system? Select all that apply. Yes, need for additional service hours

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

To increase Demand Response hours

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs? No
Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?  
Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?  
- Ridership (i.e. daily passenger trips)  
- Asset management (i.e. % of useful life remaining on revenue vehicles)  
- Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?  
To see where we need to improve our transportation service

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).  

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Tuesday</td>
<td>7am-5pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>7am-5pm</td>
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<tr>
<td>Thursday</td>
<td>7am-5pm</td>
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<tr>
<td>Friday</td>
<td>7am-5pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>N/A</td>
</tr>
<tr>
<td>Sunday</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.  
- Cash,  
- Other (please specify): Check or Payment over the phone with Credit Card

Q41 Is your fare payment method coordinated to use across more than one transit system?  
No
**GDOT Transit Provider Questionnaire**

**Q42** In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.  
- Local general funding,  
- Advertisement revenues,  
- Contract revenue from qualified human service organizations

**Q43** If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.  
Respondent skipped this question

**Q44** If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.  
Respondent skipped this question

**Q45** Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?  
No

**Q46** If yes, please describe.  
Respondent skipped this question

### Page 16: Existing Conditions

**Q47** How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.  
- Word of mouth,  
- On-board seat drops/flyers,  
- Flyers/posters at bus stops/facilities,  
- Website,  
- Social media

**Q48** Has your organization pursued regional or multi-county transit service?  
No

**Q49** If yes, please describe what you have pursued, including any successes and challenges.  
Respondent skipped this question

**Q50** Has your organization pursued coordinated Human Service Transit (HST) service?  
Already provide coordinated HST service

**Q51** If yes, please describe what you have explored, including any successes and challenges.  
Respondent skipped this question
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Operational funding is needed for more buses and drivers.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Operating funds to compete with salary demands.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Regular maintenance schedules
Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need: Customer Service & passenger training
#2 Need: Federal/State compliance training
#3 Need: Grant training

Q56 Rate your administrative challenges to operating a transit service.

Communicating service alerts or changes to public: Somewhat a challenge
Fare pass sales and/or farebox collection: More challenging
Workforce – attracting, training, and/or retaining qualified personnel: More challenging
State/Federal reporting compliance: Very challenging
Day-to-day record keeping/data collection: Very challenging
Vehicle maintenance: Minimal challenge
Facility maintenance: Minimal challenge
Procurement process: Very challenging
Funding and reimbursement process: Very challenging
Customer service: Most challenging
Ability to implement new technologies: Very challenging
Q57 If there are other administrative challenges not listed in the previous question, please describe them here.  

Respondent skipped this question

Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets
Very challenging

Informing customers of existing service (schedule, fare collection, etc.)
Somewhat a challenge

Ensuring fare affordability
Somewhat a challenge

Initiating or promoting employer transit benefit programs
Very challenging

Public perception of transit
Most challenging

Public support for transit investment
Very challenging

Identifying potential riders or transit need in the community
Very challenging

Competition from other transportation providers (e.g. Uber/Lyft)
Minimal challenge

Delivering new projects
Very challenging

Providing more frequent or higher capacity service
Very challenging

Securing local operational funding
Very challenging

Securing local capital funding
Very challenging

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.  

Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.  

Respondent skipped this question

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.  

Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.  

Respondent skipped this question
**Q1** Please provide the following information about your agency.

- **Name of contact person completing questionnaire**: Rosa L. Evans
- **Name of organization**:METRA Transit System
- **Email**: rosaevans@columbusga.org
- **Phone**: 706-225-4581

**Q2** What type(s) of transit service does your organization offer? Select all that apply.

- Local Fixed-Route Bus Service with Complementary Paratransit

**Q3** Does your organization receive Section 5311 Rural Transit Formula Grant funding?

- **No**

**Q4** How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

- **Respondent skipped this question**

**Q5** GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

- **Respondent skipped this question**

**Q6** How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

- **Respondent skipped this question**

**Q7** Please describe the most common reasons for trip denials.

- **Respondent skipped this question**
Q8 Please upload the trip denial log if available. Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Subscription service is public transportation service provided on a recurring or repeated basis. Respondent skipped this question

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers. Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips? Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips? Respondent skipped this question

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column. Respondent skipped this question

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered. Respondent skipped this question

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding? Yes

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable. 10
Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

Routes 7, 3 and 5

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  
No

Q19 If yes, please describe identified needs.  
N/A

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  
Not applicable

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

- Website with static service information  
- Smartphone app/website platform to purchase a transit pass or schedule dial-a-ride/paratransit trip  
- Addition of security cameras to buses and/or transit stops/stations  
- Hybrid, electric, or alternatively fueled vehicles  
- Partnerships with ride-hailing, scooter, and/or bike-share companies  
- Unified fare system across transit systems  
- Transit Asset Management software  
- Automatic passenger counters  
- Automatic stop announcements  
- Real-time arrival information at transit stops, via a smartphone app, website or text message  
- Wi-Fi at transit stops or on transit vehicles  
- Traffic signal priority  
- Call-ahead notification for paratransit trips

- Not in place but considering for future  
- Currently have in place  
- Not in place and not considering for future

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Fleet maintenance monitoring devices.

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  
No
<table>
<thead>
<tr>
<th>Q24</th>
<th>What is the annual Human Service Transportation ridership of your organization?</th>
<th>Respondent skipped this question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q25</td>
<td>Does your organization receive Section 5337 State of Good Repair Grants funding?</td>
<td>No</td>
</tr>
<tr>
<td>Q26</td>
<td>Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?</td>
<td>Yes</td>
</tr>
<tr>
<td>Q27</td>
<td>The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.</td>
<td>Comprehensive Transportation Plan (CTP), Transit Development Plan/Transit Service Plan, Capital Improvement Plan, Transit Asset Management Plan</td>
</tr>
<tr>
<td>Q28</td>
<td>Please provide a link to the plan(s) specified above, if publicly available.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q29</td>
<td>Please upload the plans specified above, if not publicly available.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q30</td>
<td>If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q31</td>
<td>Has your agency identified funding for any of these priorities? Please describe.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q32</td>
<td>If you would like to add any additional notes about your priority projects, please do so here.</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q33 Are you aware of any identified service needs within your system? Select all that apply.  
No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.  
Respondent skipped this question

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  
No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?  
Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?  
Ridership (i.e. daily passenger trips)
On-time performance (i.e. % of trips at stop within certain time of posted schedule)
Asset management (i.e. % of useful life remaining on revenue vehicles)
Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?  
Respondent skipped this question

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>4:30 a.m. -11:30 p.m.</td>
</tr>
<tr>
<td>Tuesday</td>
<td>4:30 a.m. -11:30 p.m.</td>
</tr>
<tr>
<td>Wednesday</td>
<td>4:30 a.m. -11:30 p.m.</td>
</tr>
<tr>
<td>Thursday</td>
<td>4:30 a.m. -11:30 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>4:30 a.m. -11:30 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>4:30 a.m. -11:30 p.m.</td>
</tr>
<tr>
<td>Sunday</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

Cash,
Magnetic strips,
Other (please specify):
Smart Card

Q41 Is your fare payment method coordinated to use across more than one transit system?
No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.
Sales tax (LOST, SPLOST, T-SPLOST),
Local general funding,
Advertisement revenues

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.
Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.
Respondent skipped this question

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?
Respondent skipped this question

Q46 If yes, please describe.
Respondent skipped this question
**Q47** How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

Word of mouth, Flyers/posters at bus stops/facilities, Website, Social media, Customer emails/texts, Partnerships with other entities (i.e. medical, schools, local government), Advertisements, Other (please specify): Government Access TV station and local media.

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**Q48** Has your organization pursued regional or multi-county transit service? No

---

**Q49** If yes, please describe what you have pursued, including any successes and challenges. Respondent skipped this question

---

**Q50** Has your organization pursued coordinated Human Service Transit (HST) service? Already provide coordinated HST service

---

**Q51** If yes, please describe what you have explored, including any successes and challenges. Respondent skipped this question

---

**Page 17: Considerations for Transit Service Delivery**

**Q52** Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Additional operating funding

---

**Q53** What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Recruitment and retention for skilled bus operators and mechanics continue to be a challenge with competition from higher paid non-transit companies.
Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Addition of highly trained mechanics
Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need  Procurement
#2 Need  Grant Application /TrAMS data base
#3 Need  NTD Reporting

Q56 Rate your administrative challenges to operating a transit service.

Communicating service alerts or changes to public  Not a challenge
Fare pass sales and/or farebox collection  Not a challenge
Workforce – attracting, training, and/or retaining qualified personnel  Very challenging
State/Federal reporting compliance  Minimal challenge
Day-to-day record keeping/data collection  Not a challenge
Vehicle maintenance  Somewhat a challenge
Facility maintenance  Minimal challenge
Procurement process  Minimal challenge
Funding and reimbursement process  Minimal challenge
Customer service  Not a challenge
Ability to implement new technologies  Minimal challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
**Q58 Rate your challenges to meeting rider needs.**

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Difficulty</th>
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</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Somewhat a challenge</td>
</tr>
</tbody>
</table>

**Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.**

Respondent skipped this question

**Page 19: Optional Questions**

**Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.**

Respondent skipped this question

**Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.**

Respondent skipped this question

**Q62 Please provide any additional comments/questions not addressed above.**

Respondent skipped this question
#5

Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Lee Adkins
Name of organization: Dawson County Transit
Email: dawsontransit@dawsoncounty.org
Phone: 706-344-3603

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

5

Q7 Please describe the most common reasons for trip denials.

Outside of operational times or area of transport.
Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Q9 Does your organization offer subscription services? 
Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

Q10 Describe the subscription service that your agency offers. 
Weekly/Daily

Q11 What estimated percentage of trips are repeat subscription trips? 
70%-75%

Q12 What estimated percentage of riders use repeat subscription trips? 
70%-75%

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

<table>
<thead>
<tr>
<th>Technology/Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
</tbody>
</table>

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Page 7: Existing Conditions
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  Respondent skipped this question

Q19 If yes, please describe identified needs.  Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  Respondent skipped this question

Q24 What is the annual Human Service Transportation ridership of your organization?  Respondent skipped this question
**Q25** Does your organization receive Section 5337 State of Good Repair Grants funding?  
**No**

**Q26** Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
**No**

Page 12: Existing Conditions

**Q27** The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  
**None**

Page 13: Existing Conditions

**Q28** Please provide a link to the plan(s) specified above, if publicly available.  
**Respondent skipped this question**

**Q29** Please upload the plans specified above, if not publicly available.  
**Respondent skipped this question**

**Q30** If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
**Respondent skipped this question**

**Q31** Has your agency identified funding for any of these priorities? Please describe.  
**Respondent skipped this question**

**Q32** If you would like to add any additional notes about your priority projects, please do so here.  
**Respondent skipped this question**

Page 14: Existing Conditions

**Q33** Are you aware of any identified service needs within your system? Select all that apply.  
**No**

**Q34** If yes, please describe what specific service needs are present within your system, and what is needed to address them.  
**Respondent skipped this question**
Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Lumpkin, Hall, & Forsyth

Q37 Does your organization track and utilize any of the following performance categories?

- Ridership (i.e. daily passenger trips)
- Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?

Try to make the route most efficient and always strive to make every customer happy.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>8AM-4PM</td>
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<td>Tuesday</td>
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<td>Thursday</td>
<td>8AM-4PM</td>
</tr>
<tr>
<td>Friday</td>
<td>8AM-4PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>na</td>
</tr>
<tr>
<td>Sunday</td>
<td>na</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

Cash

Q41 Is your fare payment method coordinated to use across more than one transit system?

No
Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Local general funding
- Contract revenue from qualified human service organizations
- Fare purchases from schools, employers, or healthcare providers

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

DHS/Deanna Transportation, Aging ride reimbursement, to offset operating costs.

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- Website

Q48 Has your organization pursued regional or multi-county transit service?

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

No

Q51 If yes, please describe what you have explored, including any successes and challenges.

Respondent skipped this question

Page 17: Considerations for Transit Service Delivery
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

no

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

none

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need: Title VI

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Not a challenge
- Fare pass sales and/or farebox collection: Not a challenge
- Workforce – attracting, training, and/or retaining qualified personnel: Not a challenge
- State/Federal reporting compliance: Minimal challenge
- Day-to-day record keeping/data collection: Minimal challenge
- Vehicle maintenance: Minimal challenge
- Facility maintenance: Not a challenge
- Procurement process: Not a challenge
- Funding and reimbursement process: Minimal challenge
- Customer service: Minimal challenge
- Ability to implement new technologies: Minimal challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

na
Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets  
Not a challenge

Informing customers of existing service (schedule, fare collection, etc.)  
Not a challenge

Ensuring fare affordability  
Not a challenge

Initiating or promoting employer transit benefit programs  
Not a challenge

Public perception of transit  
Not a challenge

Public support for transit investment  
Not a challenge

Identifying potential riders or transit need in the community  
Minimal challenge

Competition from other transportation providers (e.g. Uber/Lyft)  
Not a challenge

Delivering new projects  
Not a challenge

Providing more frequent or higher capacity service  
Not a challenge

Securing local operational funding  
Not a challenge

Securing local capital funding  
Not a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

no

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.  
Respondent skipped this question

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.  
Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.  
Respondent skipped this question
GDOT Transit Provider Questionnaire

#6

Collector: Web Link 1 (Web Link)
Started: Friday, July 19, 2019 9:35:11 AM
Last Modified: Friday, July 19, 2019 3:06:11 PM
Time Spent: 05:31:00
IP Address: 47.44.51.75

Page 1

Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Dianne Pounds
Name of organization: Putnam County Transit
Email: dpounds@putnamcountyga.us
Phone: 7064856355

Q2 What type(s) of transit service does your organization offer? Select all that apply.

Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Page 2: Existing Conditions

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

One
Q7 Please describe the most common reasons for trip denials.

Overbooked is one of the reasons for trip denials, because we still take same day trips depending on availability and with the amount of travel distances to cover the entire County between trips with only three buses limit our availability. We try to adjust the time so that we do not have to deny any trips except for medical and employment.

Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
No

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  
Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips?  
Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips?  
Respondent skipped this question

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology/Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Currently have in place</td>
</tr>
</tbody>
</table>
Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Tablets are used in the buses.

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  
Respondent skipped this question

Q19 If yes, please describe identified needs.  
Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  
Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  
Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  
Respondent skipped this question
Q24 What is the annual Human Service Transportation ridership of your organization?

Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?

No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?

No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

None

Q28 Please provide a link to the plan(s) specified above, if publicly available.

Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.

Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.

Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.

Respondent skipped this question
Q33 Are you aware of any identified service needs within your system? Select all that apply.

- Yes, need for additional service hours
- Yes, need for additional geographic service coverage
- Yes, need for additional service capacity

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

An additional bus will improve service hours and geographic service coverage.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Greene County and Baldwin County

Q37 Does your organization track and utilize any of the following performance categories?

- Ridership (i.e. daily passenger trips)
- On-time performance (i.e. % of trips at stop within certain time of posted schedule)
- Efficiency (i.e. passenger per vehicle mile)
- Asset management (i.e. % of useful life remaining on revenue vehicles)

Q38 If yes, how does your agency use this data?

QRyde software
Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>7:15-4:00</td>
</tr>
<tr>
<td>Tuesday</td>
<td>8:00-4:00</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8:00-4:00</td>
</tr>
<tr>
<td>Thursday</td>
<td>8:00-4:00</td>
</tr>
<tr>
<td>Friday</td>
<td>7:15-4:00</td>
</tr>
<tr>
<td>Saturday</td>
<td>Closed</td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
</tr>
</tbody>
</table>

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash
- No fare

Q41 Is your fare payment method coordinated to use across more than one transit system?

N/A

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Local general funding

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

N/A

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

N/A

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question
Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- Flyers/posters at bus stops/facilities
- Website
- Social media
- Advertisements

Q48 Has your organization pursued regional or multi-county transit service?

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

No

Q51 If yes, please describe what you have explored, including any successes and challenges.

Respondent skipped this question

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

NO

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

N/A currently have knowledgeable experience personnel

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Regular maintenance schedules
- Purchase of new vehicles

Page 17: Considerations for Transit Service Delivery
Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need
PASS Training

#2 Need
CPR/ First-aid Training

#3 Need
Driving Training

Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Administrative Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Customer service</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Not a challenge</td>
</tr>
</tbody>
</table>

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Some time GDOT can be demanding or too demanding
Q58 Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Not a challenge</td>
</tr>
</tbody>
</table>

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

N/A

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Kids can ride for free, under 16 years of age

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Putnam County community is so grateful that we provide transportation to Greene County and Baldwin County.

Q62 Please provide any additional comments/questions not addressed above.

If we can have an additional bus, drivers maybe able to go to lunch and leave work on time.
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Butch McDuffie
Name of organization: Athens-Clarke County Transit
Email: butch.mcduffie@accgov.com
Phone: 7066133913

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Local Fixed-Route Bus Service with Complementary Paratransit

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

No

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Respondent skipped this question

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

Respondent skipped this question

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

Respondent skipped this question

Q7 Please describe the most common reasons for trip denials.

Respondent skipped this question
Q8 Please upload the trip denial log if available. Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Subscription service is public transportation service provided on a recurring or repeated basis. Respondent skipped this question

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers. Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips? Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips? Respondent skipped this question

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column. Respondent skipped this question

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered. Respondent skipped this question

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding? Yes

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.

19
Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

Route 12, Tate Center
Route 14, Tate Center
Route 20, Ga Square Mall

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders? Yes

Q19 If yes, please describe identified needs.

Info can be found in our 2018 TDP at the below link


Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat? Within 24 hours

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

Website with static service information
Smartphone app/website platform to purchase a transit pass or schedule dial-a-ride/paratransit trip
Addition of security cameras to buses and/or transit stops/stations
Hybrid, electric, or alternatively fueled vehicles
Partnerships with ride-hailing, scooter, and/or bike-share companies
Unified fare system across transit systems
Transit Asset Management software
Automatic passenger counters
Automatic stop announcements
Real-time arrival information at transit stops, via a smartphone app, website or text message
Wi-Fi at transit stops or on transit vehicles
Traffic signal priority
Call-ahead notification for paratransit trips

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Route development software, REMIX

Page 9: Existing Conditions
Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  No

Q24 What is the annual Human Service Transportation ridership of your organization?  Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  Yes

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Local Comprehensive Plan
- Comprehensive Transportation Plan (CTP)
- Transit Development Plan/Transit Service Plan
- Capital Improvement Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available.


https://www.accgov.com/7604/Athens-In-Motion-Bicycle-Pedestrian-Mast

http://www.macorts.org/documents.html

Q29 Please upload the plans specified above, if not publicly available.  Respondent skipped this question
Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

<table>
<thead>
<tr>
<th>Priority #1</th>
<th>New Remote Transfer Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority #2</td>
<td>Service Expansions</td>
</tr>
<tr>
<td>Priority #3</td>
<td>Increased Para transit services</td>
</tr>
</tbody>
</table>

Q31 Has your agency identified funding for any of these priorities? Please describe.

Some TSPLOST, we lack sufficient Operating funds

Q32 If you would like to add any additional notes about your priority projects, please do so here.

The state needs to start providing Operating assistance for Public Transportation systems

Q33 Are you aware of any identified service needs within your system? Select all that apply.

- Yes, need for additional service hours
- Yes, need for additional geographic service coverage
- Yes, need for additional service capacity

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

all of the above, see TDP

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Respondent skipped this question
Q37 Does your organization track and utilize any of the following performance categories?

- Ridership (i.e. daily passenger trips)
- On-time performance (i.e. % of trips at stop within certain time of posted schedule)
- Efficiency (i.e. passenger per vehicle mile)
- Asset management (i.e. % of useful life remaining on revenue vehicles)
- Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?

monthly reporting

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

- Monday: 6:00 AM-9:30 PM
- Tuesday: 6:00 AM-9:30 PM
- Wednesday: 6:00 AM-9:30 PM
- Thursday: 6:00 AM-9:30 PM
- Friday: 6:00 AM-9:30 PM
- Saturday: 7:00 AM-9:30 PM
- Sunday: 7:00 AM-9:30 PM

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash
- Magnetic strips
- Smartphone apps

Q41 Is your fare payment method coordinated to use across more than one transit system?

Yes
**Q42** In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Sales tax (LOST, SPLOST, T-SPLOST)
- Local general funding,
- Advertisement revenues,
- GO! Transit Capital Program

**Q43** If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

Respondent skipped this question

**Q44** If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

Respondent skipped this question

**Q45** Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

Yes

**Q46** If yes, please describe.

bulk passes are sold to anyone at the same per trip rate as our electronic multiple ride passes

**Q47** How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- Flyers/posters at bus stops/facilities
- Website,
- Social media,
- Customer emails/texts,
- Partnerships with other entities (i.e. medical, schools, local government)
- Advertisements

**Q48** Has your organization pursued regional or multi-county transit service?

No
Q49 If yes, please describe what you have pursued, including any successes and challenges.  
Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?  
No

Q51 If yes, please describe what you have explored, including any successes and challenges.  
Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Yes, lack of state operating funds, insufficient local Operating funding

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

lack of qualified operators, mechanics and other staff

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Regular maintenance schedules
- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need  
FTA regs and training

#2 Need  
clear guidance from GDOT

Page 18: Challenges and Opportunities
Q56 Rate your administrative challenges to operating a transit service.

Communicating service alerts or changes to public communications
Fare pass sales and/or farebox collection
Workforce – attracting, training, and/or retaining qualified personnel
State/Federal reporting compliance
Day-to-day record keeping/data collection
Vehicle maintenance
Facility maintenance
Procurement process
Funding and reimbursement process
Customer service
Ability to implement new technologies

Somewhat a challenge
Somewhat a challenge
Most challenging
More challenging
Not a challenge
Not a challenge
Not a challenge
Somewhat a challenge
Not a challenge
Not a challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question

Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets
Informing customers of existing service (schedule, fare collection, etc.)
Ensuring fare affordability
Initiating or promoting employer transit benefit programs
Public perception of transit
Public support for transit investment
Identifying potential riders or transit need in the community
Competition from other transportation providers (e.g. Uber/Lyft)
Delivering new projects
Providing more frequent or higher capacity service
Securing local operational funding
Securing local capital funding

Most challenging
Somewhat a challenge
Not a challenge
Somewhat a challenge
Somewhat a challenge
Minimal challenge
Minimal challenge
Most challenging
Minimal challenge
Most challenging
Not a challenge
Not a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

state funding for Operating and capital
Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide. 
more state funding,

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Fare free transit for youth, senior and disabled citizens

Q62 Please provide any additional comments/questions not addressed above. 
Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Jessica Wiggins
Name of organization: Crawford County Transit
Email: j.wiggins@crawfordcountyga.org
Phone: 478-836-3782

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride,
- Other (please specify):
  - People call in and make appointments

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 48 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

I do not know
Q7 Please describe the most common reasons for trip denials.

Booked for that day

Q8 Please upload the trip denial log if available.  Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  Yes
Subscription service is public transportation service provided on a recurring or repeated basis.

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

Dialysis

Q11 What estimated percentage of trips are repeat subscription trips?

2

Q12 What estimated percentage of riders use repeat subscription trips?

2

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology and Tools</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Q14</td>
<td>Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
</tr>
<tr>
<td>-----</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Q15</td>
<td>Does your organization receive Section 5307 Urbanized Area Formula Grant funding?</td>
</tr>
<tr>
<td>Q16</td>
<td>Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.</td>
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<tr>
<td>Q17</td>
<td>Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.</td>
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<tr>
<td>Q18</td>
<td>Have you identified a need for new/modified routes to serve additional destinations/riders?</td>
</tr>
<tr>
<td>Q19</td>
<td>If yes, please describe identified needs.</td>
</tr>
<tr>
<td>Q20</td>
<td>How far in advance does a paratransit rider need to schedule a trip to ensure a seat?</td>
</tr>
<tr>
<td>Q21</td>
<td>What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.</td>
</tr>
<tr>
<td>Q22</td>
<td>Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
</tr>
<tr>
<td>Q23</td>
<td>Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?</td>
</tr>
</tbody>
</table>
Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  
None

Q28 Please provide a link to the plan(s) specified above, if publicly available.  
Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  
Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
Respondent skipped this question
Q33 Are you aware of any identified service needs within your system? Select all that apply. No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them. Respondent skipped this question

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs? Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to? Bibb, Houston, Peach, Taylor, Upson, Monroe, and Laurens

Q37 Does your organization track and utilize any of the following performance categories? N/A (do not track and utilize any of the above)

Q38 If yes, how does your agency use this data? Respondent skipped this question

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>7AM-4PM</td>
</tr>
<tr>
<td>Tuesday</td>
<td>7AM-4PM</td>
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<tr>
<td>Wednesday</td>
<td>7AM-4PM</td>
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<tr>
<td>Thursday</td>
<td>7AM-4PM</td>
</tr>
<tr>
<td>Friday</td>
<td>7AM-4PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>NONE</td>
</tr>
<tr>
<td>Sunday</td>
<td>NONE</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply. Cash

Q41 Is your fare payment method coordinated to use across more than one transit system? No
**Q42** In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

<table>
<thead>
<tr>
<th>Nonprofit funding source</th>
</tr>
</thead>
</table>

**Q43** If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

GDOT Federal Grant

**Q44** If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

none

**Q45** Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

| No |

**Q46** If yes, please describe.

Respondent skipped this question

---

**Page 16: Existing Conditions**

**Q47** How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- On-board seat drops/flyers
- Flyers/posters at bus stops/facilities
- Website

**Q48** Has your organization pursued regional or multi-county transit service?

| No |

**Q49** If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

**Q50** Has your organization pursued coordinated Human Service Transit (HST) service?

| No |

**Q51** If yes, please describe what you have explored, including any successes and challenges.

Respondent skipped this question

---

**Page 17: Considerations for Transit Service Delivery**
Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

no

What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

none

What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Other (please specify):

none

GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need

PASS Training

Page 18: Challenges and Opportunities

Rate your administrative challenges to operating a transit service.

Communicating service alerts or changes to public

Fare pass sales and/or farebox collection

Workforce – attracting, training, and/or retaining qualified personnel

State/Federal reporting compliance

Day-to-day record keeping/data collection

Vehicle maintenance

Facility maintenance

Procurement process

Funding and reimbursement process

Customer service

Ability to implement new technologies

Not a challenge

Not a challenge

Not a challenge

Minimal challenge

Minimal challenge

Somewhat a challenge

Not a challenge

Minimal challenge

More challenging

Not a challenge

Somewhat a challenge

If there are other administrative challenges not listed in the previous question, please describe them here.

none
**Q58 Rate your challenges to meeting rider needs.**

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Not a challenge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td></td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td></td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td></td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td></td>
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<tr>
<td>Public perception of transit</td>
<td></td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td></td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td></td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td></td>
</tr>
<tr>
<td>Delivering new projects</td>
<td></td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td></td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td></td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td></td>
</tr>
</tbody>
</table>

**Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.**

Respondent skipped this question

**Page 19: Optional Questions**

**Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.**

Respondent skipped this question

**Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.**

Respondent skipped this question

**Q62 Please provide any additional comments/questions not addressed above.**

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Diana Hall
Name of organization: Wilkes County Board of Commissioners
Email: wcseniorcenter@yahoo.com
Phone: 706-678-4459

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

- Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

- Not applicable

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

- No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

- None

Q7 Please describe the most common reasons for trip denials.

- N/A
Q8 Please upload the trip denial log if available.  

Respondent skipped this question

Q9 Does your organization offer subscription services? 
Subscription service is public transportation service provided on a recurring or repeated basis.  

No

Q10 Describe the subscription service that your agency offers.  

Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips?  

Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips?  

Respondent skipped this question

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

Website with static service information  
Not in place but considering for future

Smartphone app/website platform to purchase a transit pass or schedule demand-response trips  
Not in place and not considering for future

Addition of security cameras to buses and/or transit centers  
Not in place and not considering for future

Hybrid, electric, or alternatively fueled vehicles  
Not in place and not considering for future

Partnerships with ride-hailing, scooter, and/or bike-share companies  
Not in place and not considering for future

Unified fare system across transit systems  
Not in place and not considering for future

Transit Asset Management software  
Not in place and not considering for future

Call-ahead notification for demand-response trips  
Not in place and not considering for future

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

no

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  

No
Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable. Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable. Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders? Respondent skipped this question

Q19 If yes, please describe identified needs. Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat? Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column. Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered. Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding? Respondent skipped this question

Q24 What is the annual Human Service Transportation ridership of your organization? Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding? No
Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  

No

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

Local Comprehensive Plan, Transit Asset Management Plan

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.

N/A

Q29 Please upload the plans specified above, if not publicly available.

Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.

Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.

Respondent skipped this question

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.

No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Respondent skipped this question

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No
Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?  
Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?  
Asset management (i.e. % of useful life remaining on revenue vehicles)

Q38 If yes, how does your agency use this data?  
Respondent skipped this question

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>7:30am-4:00pm</td>
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<td>Thursday</td>
<td>7:30am-4:00pm</td>
</tr>
<tr>
<td>Friday</td>
<td>7:30am-4:00pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>none</td>
</tr>
<tr>
<td>Sunday</td>
<td>none</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.  
Cash

Q41 Is your fare payment method coordinated to use across more than one transit system?  
No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.  
Local general funding

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.  
Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.  
Respondent skipped this question
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q45 Do you have an employer program under which an employer may purchase</td>
<td>No</td>
</tr>
<tr>
<td>bulk transit passes to provide for their employees at a discounted or</td>
<td></td>
</tr>
<tr>
<td>subsidized rate?</td>
<td></td>
</tr>
<tr>
<td>Q46 If yes, please describe.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q47 How does your organization raise awareness of its services and/or</td>
<td>Word of mouth, Flyers/posters at bus stops/facilities</td>
</tr>
<tr>
<td>inform riders of service updates? Select all that apply.</td>
<td></td>
</tr>
<tr>
<td>Q48 Has your organization pursued regional or multi-county transit</td>
<td>No</td>
</tr>
<tr>
<td>service?</td>
<td></td>
</tr>
<tr>
<td>Q49 If yes, please describe what you have pursued, including any</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>successes and challenges.</td>
<td></td>
</tr>
<tr>
<td>Q50 Has your organization pursued coordinated Human Service Transit</td>
<td>No</td>
</tr>
<tr>
<td>(HST) service?</td>
<td></td>
</tr>
<tr>
<td>Q51 If yes, please describe what you have explored, including any</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>successes and challenges.</td>
<td></td>
</tr>
<tr>
<td>Page 17: Considerations for Transit Service Delivery</td>
<td></td>
</tr>
<tr>
<td>Q52 Are there operational and programmatic needs that your organization</td>
<td>no</td>
</tr>
<tr>
<td>faces to meet current and future demand? Please describe.</td>
<td></td>
</tr>
<tr>
<td>Q53 What are your organization’s needs or challenges in hiring and</td>
<td>no</td>
</tr>
<tr>
<td>retaining qualified personnel? Please describe.</td>
<td></td>
</tr>
<tr>
<td>Q54 What are your organization’s long-range needs to maintain a State</td>
<td>Regular maintenance schedules</td>
</tr>
<tr>
<td>of Good Repair for your transit assets? Select as many as apply.</td>
<td></td>
</tr>
</tbody>
</table>
Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

| #1 Need | a better reporting system |

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Administrative Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Customer service</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Minimal challenge</td>
</tr>
</tbody>
</table>

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
### Q58 Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Not a challenge</td>
</tr>
</tbody>
</table>

### Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

---

**Page 19: Optional Questions**

### Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Respondent skipped this question

### Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

### Q62 Please provide any additional comments/questions not addressed above.

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Teresa Snider
Name of organization: Jefferson Transit
Email: jefferson.transit@gmail.com
Phone: 478-625-8518

Q2 What type(s) of transit service does your organization offer? Select all that apply.
- Demand-response/Dial-a-Ride
- Local Fixed-Route Bus Service with Complementary Paratransit

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
- Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
- Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
- No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

10
Q7 Please describe the most common reasons for trip denials.

calling too late to get on the schedule, needing transportation outside our service area

Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

We offer subscriptions for persons that have a set schedule for work or wherever they go on a set schedule.

Q11 What estimated percentage of trips are repeat subscription trips?

80

Q12 What estimated percentage of riders use repeat subscription trips?

50

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

Website with static service information  
Not in place and not considering for future

Smartphone app/website platform to purchase a transit pass or schedule demand-response trips  
Not in place and not considering for future

Addition of security cameras to buses and/or transit centers  
Not in place and not considering for future

Hybrid, electric, or alternatively fueled vehicles  
Not in place and not considering for future

Partnerships with ride-hailing, scooter, and/or bike-share companies  
Not in place and not considering for future

Unified fare system across transit systems  
Currently have in place

Transit Asset Management software  
Not in place and not considering for future

Call-ahead notification for demand-response trips  
Currently have in place
Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Respondent skipped this question

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?

No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.

Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?

Respondent skipped this question

Q19 If yes, please describe identified needs.

Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?

Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?

Respondent skipped this question
Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

Transit Asset Management Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available.  
Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  
Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
Respondent skipped this question
Q33 Are you aware of any identified service needs within your system? Select all that apply.  
No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them. 
Respondent skipped this question

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  
Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to? 
Augusta, Georgia

Q37 Does your organization track and utilize any of the following performance categories?  
N/A (do not track and utilize any of the above)

Q38 If yes, how does your agency use this data? 
Respondent skipped this question

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tr>
<td>Monday</td>
<td>6:30 AM - 5:00 PM</td>
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</tr>
<tr>
<td>Saturday</td>
<td>None</td>
</tr>
<tr>
<td>Sunday</td>
<td>None</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.  
Cash

Q41 Is your fare payment method coordinated to use across more than one transit system?  
N/A
Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Local general funding,
- Contract revenue from qualified human service organizations

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

Department of Human Services, Coordinated Transportation, taking seniors to Leisure Center, elderly to dialysis

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth,
- Flyers/posters at bus stops/facilities,
- Website,
- Social media,
- Other (please specify): Business Cards

Q48 Has your organization pursued regional or multi-county transit service?

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

Already provide coordinated HST service
Q51 If yes, please describe what you have explored, including any successes and challenges.  
Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

No

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Most drivers are part time with low pay. Finding and retaining these part time drivers can be a challenge.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Administrative Challenge</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
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</tr>
<tr>
<td>Procurement process</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Customer service</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Minimal challenge</td>
</tr>
</tbody>
</table>
Q57 If there are other administrative challenges not listed in the previous question, please describe them here.  
Respondent skipped this question

Q58 Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets: Very challenging
- Informing customers of existing service (schedule, fare collection, etc.): Not a challenge
- Ensuring fare affordability: Not a challenge
- Initiating or promoting employer transit benefit programs: Minimal challenge
- Public perception of transit: More challenging
- Public support for transit investment: Minimal challenge
- Identifying potential riders or transit need in the community: Minimal challenge
- Competition from other transportation providers (e.g. Uber/Lyft): Not a challenge
- Delivering new projects: More challenging
- Providing more frequent or higher capacity service: Not a challenge
- Securing local operational funding: Not a challenge
- Securing local capital funding: Not a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.  
Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.  
Respondent skipped this question

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.  
Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.  
Respondent skipped this question
#11

**Q1** Please provide the following information about your agency.

| Name of contact person completing questionnaire | Samantha McKinney |
| Name of organization | Heard County Transit |
| Email | transit@heardcountyga.com |
| Phone | 706-675-1410 |

**Q2** What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

**Q3** Does your organization receive Section 5311 Rural Transit Formula Grant funding?

- Yes

**Q4** How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

- Within 24 hours

**Q5** GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

- Yes

**Q6** How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

- 1
Q7 Please describe the most common reasons for trip denials.

Traveling distance/time, we service Heard County residents with travel to the 3 adjoining counties. Sometimes distance and time can cause a trip denial.

Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
No

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  
Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips?  
Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips?  
Respondent skipped this question

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

- Website with static service information  
  Not in place and not considering for future
- Smartphone app/website platform to purchase a transit pass or schedule demand-response trips  
  Not in place and not considering for future
- Addition of security cameras to buses and/or transit centers  
  Not in place and not considering for future
- Hybrid, electric, or alternatively fueled vehicles  
  Not in place and not considering for future
- Partnerships with ride-hailing, scooter, and/or bike-share companies  
  Not in place and not considering for future
- Unified fare system across transit systems  
  Not in place and not considering for future
- Transit Asset Management software  
  Not in place and not considering for future
- Call-ahead notification for demand-response trips  
  Not in place and not considering for future

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?</td>
<td>No</td>
</tr>
<tr>
<td>Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q19 If yes, please describe identified needs.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q24 What is the annual Human Service Transportation ridership of your organization?</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  
None

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.  
Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  
Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
Respondent skipped this question

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.  
No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.  
Respondent skipped this question
Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  
No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?  
Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?  
Ridership (i.e. daily passenger trips), Efficiency (i.e. passenger per vehicle mile), Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?  
Respondent skipped this question

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
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<td>Monday</td>
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<td>Thursday</td>
<td>7am-4pm</td>
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<tr>
<td>Friday</td>
<td>7am-4pm</td>
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<tr>
<td>Saturday</td>
<td>closed</td>
</tr>
<tr>
<td>Sunday</td>
<td>closed</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.  
Cash

Q41 Is your fare payment method coordinated to use across more than one transit system?  
No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.  
Local general funding, Contract revenue from qualified human service organizations
Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used. Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

Three Rivers Regional Commission

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate? No

Q46 If yes, please describe. Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply. Word of mouth, On-board seat drops/flyers, Flyers/posters at bus stops/facilities, Website, Customer emails/texts, Advertisements

Q48 Has your organization pursued regional or multi-county transit service? Service is already regional or multi-county

Q49 If yes, please describe what you have pursued, including any successes and challenges.

We only service Heard County Residents. We do transport them to the 3 surrounding counties for doctor/grocery/and other services since we are such a rural area and have very limited resources.

Q50 Has your organization pursued coordinated Human Service Transit (HST) service? Already provide coordinated HST service

Q51 If yes, please describe what you have explored, including any successes and challenges. Respondent skipped this question

Page 17: Considerations for Transit Service Delivery
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Right now I feel our needs are met we have a great dispatching system and our operation runs very efficiently. I am sure with population growth our needs will change.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

We have a very small operation with two 5311 vehicles. We currently employ 1 full time and 2 part time drivers with 1 Director/Dispatch. All are long time employees.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need

- PASS training

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Not a challenge</td>
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<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Not a challenge</td>
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<tr>
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<td>Somewhat a challenge</td>
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<tr>
<td>State/Federal reporting compliance</td>
<td>Not a challenge</td>
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<tr>
<td>Day-to-day record keeping/data collection</td>
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<td>Vehicle maintenance</td>
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<td>Not a challenge</td>
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<td>Funding and reimbursement process</td>
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<td>Customer service</td>
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</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Not a challenge</td>
</tr>
</tbody>
</table>

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
Q58 Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets: Not a challenge
- Informing customers of existing service (schedule, fare collection, etc.): Not a challenge
- Ensuring fare affordability: Not a challenge
- Initiating or promoting employer transit benefit programs: Not a challenge
- Public perception of transit: Somewhat a challenge
- Public support for transit investment: Minimal challenge
- Identifying potential riders or transit need in the community: Minimal challenge
- Competition from other transportation providers (e.g. Uber/Lyft): Not a challenge
- Delivering new projects: Not a challenge
- Providing more frequent or higher capacity service: Somewhat a challenge
- Securing local operational funding: Not a challenge
- Securing local capital funding: Not a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Respondent skipped this question

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.

Respondent skipped this question
#12

**Q1** Please provide the following information about your agency.

Name of contact person completing questionnaire: Robin Usry
Name of organization: Glascock County Transit
Email: glascockcountytransit@yahoo.com
Phone: 706-598-3313

**Q2** What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

**Q3** Does your organization receive Section 5311 Rural Transit Formula Grant funding?

- Yes

**Q4** How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

- Within 24 hours

**Q5** GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

- No

**Q6** How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

- 3

**Q7** Please describe the most common reasons for trip denials.

Our buses will have trips booked on that day, but we always encourage the client to reschedule and we take them on another day.
Q8 Please upload the trip denial log if available.  

Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  

Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  

We have had patients that go to rehab at the Nursing home after surgery and will take them 3 days a week at the same time until rehab is complete.

Q11 What estimated percentage of trips are repeat subscription trips?  

1%

Q12 What estimated percentage of riders use repeat subscription trips?  

1%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

<table>
<thead>
<tr>
<th>Technology or Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Currently have in place</td>
</tr>
</tbody>
</table>

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

We are using tablets for scheduling, drop off and pick up times on our buses.

Page 7: Existing Conditions
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
No

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  
Respondent skipped this question

Q19 If yes, please describe identified needs.  
Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  
Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  
Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  
Respondent skipped this question

Page 10: Existing Conditions

Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Page 11: Existing Conditions
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?</td>
<td>No</td>
</tr>
<tr>
<td>Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?</td>
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<td>Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.</td>
<td>None</td>
</tr>
<tr>
<td>Q28 Please provide a link to the plan(s) specified above, if publicly available.</td>
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</tr>
<tr>
<td>Q29 Please upload the plans specified above, if not publicly available.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q31 Has your agency identified funding for any of these priorities? Please describe.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q32 If you would like to add any additional notes about your priority projects, please do so here.</td>
<td>Respondent skipped this question</td>
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<tr>
<td>Q33 Are you aware of any identified service needs within your system? Select all that apply.</td>
<td>No</td>
</tr>
<tr>
<td>Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?
Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?
Warrenton, Wrens, Louisville, Thomson, Augusta, Sandersville

Q37 Does your organization track and utilize any of the following performance categories?
N/A (do not track and utilize any of the above)

Q38 If yes, how does your agency use this data?
Respondent skipped this question

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

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<td>Friday</td>
<td>8am-5pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>n/a</td>
</tr>
<tr>
<td>Sunday</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.
Cash,
Other (please specify):
checks

Q41 Is your fare payment method coordinated to use across more than one transit system?
N/A

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.
Other (please specify):
n/a
Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

n/a

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

Respondent skipped this question

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

Word of mouth, Flyers/posters at bus stops/facilities, Website, Advertisements

Q48 Has your organization pursued regional or multi-county transit service?

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

No

Q51 If yes, please describe what you have explored, including any successes and challenges.

Respondent skipped this question

Page 17: Considerations for Transit Service Delivery
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

We try and reach out to as many people in the county as we can through schools, churches and housing that have just moved here to make them aware of our services.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

I have been Transit Director for 14 years and have only had 4 drivers. The others have retired or moved out of the county for more pay. My drivers stay as long as they can.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Addition of highly trained mechanics
- Regular maintenance schedules
- Baseline condition inspections
- Vehicle refurbishment
- Mechanical system replacements
- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need: We already have them-PASS
#2 Need: CPR
#3 Need: Defensive Driving...all are needed and provided
Q56 Rate your administrative challenges to operating a transit service.

Communicating service alerts or changes to public
Fare pass sales and/or farebox collection
Workforce – attracting, training, and/or retaining qualified personnel
State/Federal reporting compliance
Day-to-day record keeping/data collection
Vehicle maintenance
Facility maintenance
Procurement process
Funding and reimbursement process
Customer service
Ability to implement new technologies

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.  
Respondent skipped this question

Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets
Informing customers of existing service (schedule, fare collection, etc.)
Ensuring fare affordability
Initiating or promoting employer transit benefit programs
Public perception of transit
Public support for transit investment
Identifying potential riders or transit need in the community
Competition from other transportation providers (e.g. Uber/Lyft)
Delivering new projects
Providing more frequent or higher capacity service
Securing local operational funding
Securing local capital funding

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.  
Respondent skipped this question
Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Having speakers on benefits of having a Transit system go to the counties that don't have a Transit System...like Washington County.

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Just that I go to Washington County line and pick up a couple that doesn’t have transportation and see how grateful they are for our service.

Q62 Please provide any additional comments/questions not addressed above.

As the Transit Director I deliver Meals-On-Wheels, pick up Seniors and bring them to the Senior Center and I’m also a Transit Driver. I see how the Transit System fulfills many needs to everyone in our county and I am proud to be associated with GDOT and Glascock County Transit.
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Tom Kimbrell
Name of organization: Forsyth Co Dial-A-Ride
Email: tgkimbrell@forsythco.com
Phone: 770-781-2195

Q2 What type(s) of transit service does your organization offer? Select all that apply. Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding? Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat? More than a week

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials? Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

222

Q7 Please describe the most common reasons for trip denials.

lack of capacity
Q8 Please upload the trip denial log if available.

trip rejections- April 2019.docx (12.7KB)

Q9 Does your organization offer subscription services? Yes
Subscription service is public transportation service provided on a recurring or repeated basis.

Q10 Describe the subscription service that your agency offers.
Limited to medical trips, ex: kidney dialysis

Q11 What estimated percentage of trips are repeat subscription trips?
40 %

Q12 What estimated percentage of riders use repeat subscription trips?
20 %

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

| Website with static service information | Currently have in place |
| Smartphone app/website platform to purchase a transit pass or schedule demand-response trips | Not in place but considering for future |
| Addition of security cameras to buses and/or transit centers | Currently have in place |
| Hybrid, electric, or alternatively fueled vehicles | Not in place and not considering for future |
| Partnerships with ride-hailing, scooter, and/or bike-share companies | Not in place and not considering for future |
| Unified fare system across transit systems | Not in place and not considering for future |
| Transit Asset Management software | Currently have in place |
| Call-ahead notification for demand-response trips | Not in place and not considering for future |

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.
considering using rideshare to add additional trips
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  

No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  

Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  

Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  

Respondent skipped this question

Q19 If yes, please describe identified needs.  

Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  

Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  

Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  

Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  

Respondent skipped this question

Q24 What is the annual Human Service Transportation ridership of your organization?  

Respondent skipped this question
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making. None

Q28 Please provide a link to the plan(s) specified above, if publicly available. Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available. Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents? Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe. Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here. Respondent skipped this question

Q33 Are you aware of any identified service needs within your system? Select all that apply. Yes, need for additional service capacity
Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Currently in the planning stage

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?

Ridership (i.e. daily passenger trips)
Asset management (i.e. % of useful life remaining on revenue vehicles)

Q38 If yes, how does your agency use this data?

Planning and budget

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>8am-4pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>8am-4pm</td>
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<tr>
<td>Wednesday</td>
<td>8am-4pm</td>
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<tr>
<td>Thursday</td>
<td>8am-4pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8am-4pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>n/a</td>
</tr>
<tr>
<td>Sunday</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.  
Cash

Q41 Is your fare payment method coordinated to use across more than one transit system?  
No
Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Local general funding

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

n/a

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

n/a

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

- No

Q46 If yes, please describe.

Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- On-board seat drops/flyers
- Website

Q48 Has your organization pursued regional or multi-county transit service?

- No

Q49 If yes, please describe what you have pursed, including any successes and challenges.

n/a

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

- No

Q51 If yes, please describe what you have explored, including any successes and challenges.

n/a

Page 17: Considerations for Transit Service Delivery
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

funding

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

no current issues

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Regular maintenance schedules
- Baseline condition inspections,
- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need better dispatching software

Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public Minimal challenge
- Fare pass sales and/or farebox collection Minimal challenge
- Workforce – attracting, training, and/or retaining qualified personnel Minimal challenge
- State/Federal reporting compliance Minimal challenge
- Day-to-day record keeping/data collection Minimal challenge
- Vehicle maintenance Minimal challenge
- Facility maintenance Minimal challenge
- Procurement process Minimal challenge
- Funding and reimbursement process Somewhat a challenge
- Customer service Minimal challenge
- Ability to implement new technologies Minimal challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

dispatching software that provides proper data
Q58 Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Somewhat a challenge</td>
</tr>
</tbody>
</table>

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

the need for better dispatching software

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Stephanie Martin
Name of organization: Morgan County Transit
Email: smartin@morgancountyga.gov
Phone: 706-342-4052

Q2 What type(s) of transit service does your organization offer? Select all that apply.
Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
Within 48 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.
30

Q7 Please describe the most common reasons for trip denials.
Time frames.
Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  
Most of ours are clients insuring passage on daily basis to and from work or the Senior Center.

Q11 What estimated percentage of trips are repeat subscription trips?  
90%

Q12 What estimated percentage of riders use repeat subscription trips?  
90%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

- Website with static service information  
  Not in place and not considering for future
- Smartphone app/website platform to purchase a transit pass or schedule demand-response trips  
  Not in place and not considering for future
- Addition of security cameras to buses and/or transit centers  
  Not in place and not considering for future
- Hybrid, electric, or alternatively fueled vehicles  
  Not in place and not considering for future
- Partnerships with ride-hailing, scooter, and/or bike-share companies  
  Not in place and not considering for future
- Unified fare system across transit systems  
  Not in place and not considering for future
- Transit Asset Management software  
  Currently have in place
- Call-ahead notification for demand-response trips  
  Currently have in place

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Page 7: Existing Conditions
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  

No

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  

Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  

Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  

Respondent skipped this question

Q19 If yes, please describe identified needs.  

Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  

Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  

Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  

Respondent skipped this question

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  

Respondent skipped this question

Page 10: Existing Conditions

Q24 What is the annual Human Service Transportation ridership of your organization?  

Respondent skipped this question

Page 11: Existing Conditions
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?
No

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

Transit Asset Management Plan

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.
Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.
Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.
Respondent skipped this question

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.
Yes, need for additional service hours
Yes, need for additional geographic service coverage
Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

clients needing more trips out of our coverage area.
Time, we are needing more drivers/ buses for time frames.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

Sometimes, but only under certain circumstances

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Athens/ Covington/ Greensboro

Q37 Does your organization track and utilize any of the following performance categories?

Ridership (i.e. daily passenger trips)
Asset management (i.e. % of useful life remaining on revenue vehicles)
Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?

We use the information to see how we may help our community with their transportation needs.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

Monday 6AM-5PM
Tuesday 6AM-5PM
Wednesday 6AM-5PM
Thursday 6AM-5PM
Friday 6AM-5PM
Saturday 0
Sunday 0

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

Cash
Q41 Is your fare payment method coordinated to use across more than one transit system?  

N/A

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

Local general funding,  
Contract revenue from qualified human service organizations

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

Ga. Department of Human Services, this is to cover the cost of transporting Aging and Disabled clients on their social/medical/shopping trips.

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

Word of mouth,  
On-board seat drops/flyers,  
Partnerships with other entities (i.e. medical, schools, local government),  
Advertisements

Q48 Has your organization pursued regional or multi-county transit service?

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

Yes
Q51 If yes, please describe what you have explored, including any successes and challenges.

Department of Human Service; we have had a lot of success in working with this program.

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Being able to cover more time frames

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

We have long term employees.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Addition of highly trained mechanics
- Regular maintenance schedules
- Mechanical system replacements
- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need
PASS hand on
#2 Need
Defensive Driving
#3 Need
First-Aid

Page 18: Challenges and Opportunities
### Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Customer service</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Somewhat a challenge</td>
</tr>
</tbody>
</table>

**Q57** If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question

### Q58 Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>More challenging</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Minimal challenge</td>
</tr>
</tbody>
</table>

**Q59** If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q62 Please provide any additional comments/questions not addressed above.</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Tavores Edwards
Name of organization: Coweta County Transit
Email: tedwards@coweta.ga.us
Phone: 770-254-2601

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

14

Q7 Please describe the most common reasons for trip denials.

No availability for requested time.
Q8 Please upload the trip denial log if available.

Coweta Turn Down Log April 2019.docx (14.8KB)

Q9 Does your organization offer subscription services?
Yes
Subscription service is public transportation service provided on a recurring or repeated basis.

Q10 Describe the subscription service that your agency offers.
Department of Human Services

Q11 What estimated percentage of trips are repeat subscription trips?
60-70

Q12 What estimated percentage of riders use repeat subscription trips?
60-70

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology/Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Currently have in place</td>
</tr>
</tbody>
</table>

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

No
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding? Yes

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.
0

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.
0

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders? Yes

Q19 If yes, please describe identified needs.
Coweta County Transit receives 5307 funding through the MPO process (currently through the ATL Authority); however, these funds are being "banked" for future eligible use(s). There is no local fixed route currently in place. In 2014, the county completed a Transit Needs and Feasibility Study that identified local fixed routes to be implemented in phases in and around the City of Newnan. However, further local discussion between the Coweta BOC and the Newnan City Council is necessary in order for the transit plan to be implemented.

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat? Not applicable
Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

- Website with static service information
  - Not in place but considering for future
- Smartphone app/website platform to purchase a transit pass or schedule dial-a-ride/paratransit trip
  - Not in place but considering for future
- Addition of security cameras to buses and/or transit stops/stations
  - Not in place but considering for future
- Hybrid, electric, or alternatively fueled vehicles
  - Not in place but considering for future
- Partnerships with ride-hailing, scooter, and/or bike-share companies
  - Not in place but considering for future
- Unified fare system across transit systems
  - Not in place but considering for future
- Transit Asset Management software
  - Not in place but considering for future
- Automatic passenger counters
  - Not in place but considering for future
- Automatic stop announcements
  - Not in place but considering for future
- Real-time arrival information at transit stops, via a smartphone app, website or text message
  - Not in place but considering for future
- Wi-Fi at transit stops or on transit vehicles
  - Not in place but considering for future
- Traffic signal priority
  - Not in place but considering for future
- Call-ahead notification for paratransit trips
  - Not in place but considering for future

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

No

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?

No

Q24 What is the annual Human Service Transportation ridership of your organization?

Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?

No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?

Yes
Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Local Comprehensive Plan
- Comprehensive Transportation Plan (CTP)
- Strategic Plan and Visioning
- Capital Improvement Plan
- Transit Asset Management Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available.

Local plan scan be access via the Coweta County website at http://www.coweta.ga.us

Q29 Please upload the plans specified above, if not publicly available.

Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Priority #1 | Multi-modal transportation improvements
Priority #2 | Economic Development
Priority #3 | Land Use Coordination

Q31 Has your agency identified funding for any of these priorities? Please describe.

SPLOST, TSPLOST, Federal and State funds, Grants, other sources.

Q32 If you would like to add any additional notes about your priority projects, please do so here.

Respondent skipped this question

Q33 Are you aware of any identified service needs within your system? Select all that apply.

- Yes, need for additional service hours
- Yes, need for additional service capacity
Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Due to the urbanized area funding penalty based on the 2010 Census, the county’s Section 5311 funding has been reduced and will likely be further reduced after the 2020 Census. However, demand for transit is increasing and additional service hours will be necessary to meet demand (extended weekday service hours, possibly Saturday service). The need for additional shuttle vans will be required also as demand increases.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  
Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Only to Palmetto to connect to the MARTA bus stop there.

Q37 Does your organization track and utilize any of the following performance categories?

- Ridership (i.e. daily passenger trips)
- On-time performance (i.e. % of trips at stop within certain time of posted schedule)
- Efficiency (i.e. passenger per vehicle mile)
- Asset management (i.e. % of useful life remaining on revenue vehicles)
- Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?

To coordinate with GDOT on service needs and funding.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>8AM-5PM</td>
</tr>
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</tr>
<tr>
<td>Thursday</td>
<td>8AM-5PM</td>
</tr>
<tr>
<td>Friday</td>
<td>8AM-5PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>n/a</td>
</tr>
<tr>
<td>Sunday</td>
<td>n/a</td>
</tr>
</tbody>
</table>
What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash,
- Other (please specify):
  - Vouchers for special programs as requested (i.e. Drug Court)

Is your fare payment method coordinated to use across more than one transit system?

- No

In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Local general funding,
- Contract revenue from qualified human service organizations,
- Other (please specify):
  - Vouchers for special programs as requested (i.e. Drug Court)

If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

- n/a

If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

- DHS through the Three Rivers Regional Commission used a POS revenue.

Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

- No

If yes, please describe.

- Respondent skipped this question
**Q47** How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- On-board seat drops/flyers
- Website
- Social media

**Q48** Has your organization pursued regional or multi-county transit service?

- No

**Q49** If yes, please describe what you have pursued, including any successes and challenges.

- Respondent skipped this question

**Q50** Has your organization pursued coordinated Human Service Transit (HST) service?

- Already provide coordinated HST service

**Q51** If yes, please describe what you have explored, including any successes and challenges.

- Respondent skipped this question

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### Page 17: Considerations for Transit Service Delivery

**Q52** Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

The reduction of 5311 operational funding based on the expanded Atlanta urbanized area continues to be a challenge for Coweta County and other growing suburban counties in Metro Atlanta with 5311 transit systems. This dilemma impacts current and future transit operations and demand.

**Q53** What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Retaining good qualified drivers is a challenge for Coweta County Transit and our transit operator, at times. However, this is a challenge statewide and with multiple agencies.

**Q54** What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Purchase of new vehicles
Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need
Training on Understanding GDOT Contracts and Processes

#2 Need
Defensive Driving Classes (annually)

#3 Need
Passenger Safety and Sensitivity (annually)

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Very challenging</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Customer service</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Most challenging</td>
</tr>
</tbody>
</table>

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
Q58 Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets: Minimal challenge
- Informing customers of existing service (schedule, fare collection, etc.): Minimal challenge
- Ensuring fare affordability: Minimal challenge
- Initiating or promoting employer transit benefit programs: More challenging
- Public perception of transit: Somewhat a challenge
- Public support for transit investment: Somewhat a challenge
- Identifying potential riders or transit need in the community: Somewhat a challenge
- Competition from other transportation providers (e.g. Uber/Lyft): Minimal challenge
- Delivering new projects: More challenging
- Providing more frequent or higher capacity service: Most challenging
- Securing local operational funding: More challenging
- Securing local capital funding: More challenging

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Better coordination and cooperation with the various transit agencies (federal, state, regional, and local) to implement transit better statewide.

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

No

Q62 Please provide any additional comments/questions not addressed above.

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Shakai Joyner
Name of organization: Transitions Commute Solutions LLC.
Email: shakai.joyner@transit4u.com
Phone: 855.407.7433

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride,
- Local Fixed-Route Bus Service with Complementary Paratransit

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

14
Q7 Please describe the most common reasons for trip denials.

Booking trips not met before the cut off time for next day services.

Q8 Please upload the trip denial log if available.

Coweta Turn Down Log April 2019.docx (14.9KB)

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

Q10 Describe the subscription service that your agency offers.

The clients who utilize our subscription services are traveling to dialysis, work, senior centers and behavioral centers.

Q11 What estimated percentage of trips are repeat subscription trips?

80%

Q12 What estimated percentage of riders use repeat subscription trips?

60%

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology and Tools</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Not in place but considering for future</td>
</tr>
</tbody>
</table>
Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Respondent skipped this question

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?

No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.

4

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

Route 10 - Douglas High School, Wal-Mart and Pound Cir.
Route 20 - Hospital Drive, DFCS and Kroger.
Route 40 - Wal-Mart, Six Flags and Park & Ride.

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?

No

Q19 If yes, please describe identified needs.

Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?

Within 24 hours
**Q21** What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

<table>
<thead>
<tr>
<th>Technology/Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
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</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule dial-a-ride/paratransit trip</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit stops/stations</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Currently have in place</td>
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<tr>
<td>Unified fare system across transit systems</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Automatic passenger counters</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Automatic stop announcements</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Real-time arrival information at transit stops, via a smartphone app, website or text message</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Wi-Fi at transit stops or on transit vehicles</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Traffic signal priority</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Call-ahead notification for paratransit trips</td>
<td>Currently have in place</td>
</tr>
</tbody>
</table>

**Q22** Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

- Respondent skipped this question

**Page 9: Existing Conditions**

**Q23** Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?

- No

**Page 10: Existing Conditions**

**Q24** What is the annual Human Service Transportation ridership of your organization?

- Respondent skipped this question

**Page 11: Existing Conditions**

**Q25** Does your organization receive Section 5337 State of Good Repair Grants funding?

- No

**Q26** Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?

- No

**Page 12: Existing Conditions**
The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

Q28 Please provide a link to the plan(s) specified above, if publicly available.

Q29 Please upload the plans specified above, if not publicly available.

Q30 If applicable, what are your agency's top three priority projects or initiatives, as identified in your agency's planning documents?

Q31 Has your agency identified funding for any of these priorities? Please describe.

Q32 If you would like to add any additional notes about your priority projects, please do so here.

Page 13: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?
Q37 Does your organization track and utilize any of the following performance categories?

- Ridership (i.e. daily passenger trips)
- On-time performance (i.e. % of trips at stop within certain time of posted schedule)
- Efficiency (i.e. passenger per vehicle mile)
- Asset management (i.e. % of useful life remaining on revenue vehicles)
- Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?

Respondent skipped this question

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
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<tr>
<td>Thursday</td>
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</tr>
<tr>
<td>Friday</td>
<td>8 AM - 5 PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>0</td>
</tr>
<tr>
<td>Sunday</td>
<td>0</td>
</tr>
</tbody>
</table>

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash
- Other (please specify): Vouchers

Q41 Is your fare payment method coordinated to use across more than one transit system?

N/A
### Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

<table>
<thead>
<tr>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local general funding,</td>
</tr>
<tr>
<td>Private funding source</td>
</tr>
<tr>
<td>Nonprofit funding source</td>
</tr>
<tr>
<td>Contract revenue from qualified human service organizations</td>
</tr>
</tbody>
</table>

### Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

Respondent skipped this question

### Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

Respondent skipped this question

### Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

Respondent skipped this question

### Q46 If yes, please describe.

Respondent skipped this question

### Page 16: Existing Conditions

### Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

<table>
<thead>
<tr>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Word of mouth</td>
</tr>
<tr>
<td>Website</td>
</tr>
<tr>
<td>Social media</td>
</tr>
<tr>
<td>Advertisements</td>
</tr>
</tbody>
</table>

### Q48 Has your organization pursued regional or multi-county transit service?

No

### Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

### Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

Already provide coordinated HST service
Q51 If yes, please describe what you have explored, including any successes and challenges.

Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

N/A

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Lack of qualified applicants

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Regular maintenance schedules

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need
#2 Need
#3 Need

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Not a challenge
- Fare pass sales and/or farebox collection: Not a challenge
- Workforce – attracting, training, and/or retaining qualified personnel: Not a challenge
- State/Federal reporting compliance: Not a challenge
- Day-to-day record keeping/data collection: Minimal challenge
- Vehicle maintenance: Minimal challenge
- Facility maintenance: Not a challenge
- Procurement process: Not a challenge
- Funding and reimbursement process: Minimal challenge
- Customer service: Minimal challenge
- Ability to implement new technologies: Not a challenge
GDOT Transit Provider Questionnaire

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Q58 Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets: Minimal challenge
- Informing customers of existing service (schedule, fare collection, etc.): Minimal challenge
- Ensuring fare affordability: Not a challenge
- Initiating or promoting employer transit benefit programs: Minimal challenge
- Public perception of transit: Minimal challenge
- Public support for transit investment: Minimal challenge
- Identifying potential riders or transit need in the community: Not a challenge
- Competition from other transportation providers (e.g. Uber/Lyft): Not a challenge
- Delivering new projects: Not a challenge
- Providing more frequent or higher capacity service: Not a challenge
- Securing local operational funding: Not a challenge
- Securing local capital funding: Not a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Q62 Please provide any additional comments/questions not addressed above.
#17

Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Annette Cash
Name of organization: Dade County Transportation
Email: acash@dadecounty-ga.gov
Phone: 706-657-8277

Q2 What type(s) of transit service does your organization offer? Select all that apply.

Local Fixed-Route Bus Service with Complementary Paratransit

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within a week

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

0-5
Q7 Please describe the most common reasons for trip denials.

last minute and most of the time we work those on.

Q8 Please upload the trip denial log if available.

Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? 

Subscription service is public transportation service provided on a recurring or repeated basis.

Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

QRYDE

Q11 What estimated percentage of trips are repeat subscription trips?

ALL

Q12 What estimated percentage of riders use repeat subscription trips?

80%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology and Tools</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Currently have in place</td>
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<td>Currently have in place</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Question</td>
<td>Response</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?</td>
<td>No</td>
</tr>
<tr>
<td>Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q19 If yes, please describe identified needs.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q24 What is the annual Human Service Transportation ridership of your organization? Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding? No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding? No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Local Comprehensive Plan
- Comprehensive Transportation Plan (CTP)
- Transit Development Plan/Transit Service Plan
- Transit Asset Management Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available. Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available. Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Priority #1
- NON DISCRIMINATION POLICY
Priority #2
- AVAILABLE TO ALL
Priority #3
- INFORMATION
Has your agency identified funding for any of these priorities? Please describe.

50-50 Split with 5311

If you would like to add any additional notes about your priority projects, please do so here.

Respondent skipped this question

Are you aware of any identified service needs within your system? Select all that apply.

- Yes, need for additional service hours
- Yes, need for additional geographic service coverage
- Yes, need for additional service capacity

If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Need funding for more employees and vans to reach out to isolated areas.

Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

Sometimes, but only under certain circumstances

If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Chattanooga TN

Does your organization track and utilize any of the following performance categories?

- Ridership (i.e. daily passenger trips)
- On-time performance (i.e. % of trips at stop within certain time of posted schedule)
- Efficiency (i.e. passenger per vehicle mile)
- Asset management (i.e. % of useful life remaining on revenue vehicles)

If yes, how does your agency use this data?

End of month reporting.
Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>4:30 am - 3:00 pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>4:30 am - 3:00 pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>4:30 am - 3:00 pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>4:30 am - 3:00 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>4:30 am - 3:00 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>N/A</td>
</tr>
<tr>
<td>Sunday</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash

Q41 Is your fare payment method coordinated to use across more than one transit system?

- Yes

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Local general funding

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

- Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

5311 Public Transportation
Transit Alliance (Senior Center)

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

- No

Q46 If yes, please describe.

- Respondent skipped this question
Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- On-board seat drops/flyers
- Flyers/posters at bus stops/facilities
- Social media
- Advertisements

Q48 Has your organization pursued regional or multi-county transit service?

- No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

- No

Q51 If yes, please describe what you have explored, including any successes and challenges.

Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

More Employees a need for small vans in rural areas.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Computer and typing skills, people skills and driving skills be able to maintain an on time schedule.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Regular maintenance schedules
- Baseline condition inspections
- Vehicle refurbishment
- Purchase of new vehicles
Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

<table>
<thead>
<tr>
<th>#1 Need</th>
<th>Required Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>#2 Need</td>
<td>Skills Required</td>
</tr>
<tr>
<td>#3 Need</td>
<td>Driving Training</td>
</tr>
</tbody>
</table>

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Minimal challenge
- Fare pass sales and/or farebox collection: Not a challenge
- Workforce – attracting, training, and/or retaining qualified personnel: Minimal challenge
- State/Federal reporting compliance: Minimal challenge
- Day-to-day record keeping/data collection: Not a challenge
- Vehicle maintenance: Not a challenge
- Facility maintenance: Not a challenge
- Procurement process: Somewhat a challenge
- Funding and reimbursement process: Somewhat a challenge
- Customer service: Not a challenge
- Ability to implement new technologies: Minimal challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets  
Somewhat a challenge

Informing customers of existing service (schedule, fare collection, etc.)  
Not a challenge

Ensuring fare affordability  
Not a challenge

Initiating or promoting employer transit benefit programs  
Somewhat a challenge

Public perception of transit  
Somewhat a challenge

Public support for transit investment  
Somewhat a challenge

Identifying potential riders or transit need in the community  
Minimal challenge

Competition from other transportation providers (e.g. Uber/Lyft)  
Not a challenge

Delivering new projects  
Somewhat a challenge

Providing more frequent or higher capacity service  
More challenging

Securing local operational funding  
Not a challenge

Securing local capital funding  
Not a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

More promotional products

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.

Respondent skipped this question
#18

Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Michael Erwin
Name of organization: Resource Management Systems, Inc.
Email: jmerwin321@gmail.com
Phone: 2297322004

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

50

Q7 Please describe the most common reasons for trip denials.

Out of service area, scheduling conflict, unable to accommodate same day request and capacity
Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  
Dialysis, wound care, recurring medical appointments and work

Q11 What estimated percentage of trips are repeat subscription trips?  
20

Q12 What estimated percentage of riders use repeat subscription trips?  
5

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

Website with static service information  
Currently have in place
Smartphone app/website platform to purchase a transit pass or schedule demand-response trips  
Not in place but considering for future
Addition of security cameras to buses and/or transit centers  
Currently have in place
Hybrid, electric, or alternatively fueled vehicles  
Not in place but considering for future
Partnerships with ride-hailing, scooter, and/or bike-share companies  
Not in place and not considering for future
Unified fare system across transit systems  
Not in place but considering for future
Transit Asset Management software  
Not in place but considering for future
Call-ahead notification for demand-response trips  
Not in place and not considering for future

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Fleetmatics, provides vehicle tracking, maintenance tracking and driver time tracking.  currently in use.

Page 7: Existing Conditions
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
No

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  
Respondent skipped this question

Q19 If yes, please describe identified needs.  
Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  
Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  
Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  
Respondent skipped this question

Page 10: Existing Conditions

Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Page 11: Existing Conditions
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?</td>
<td>No</td>
</tr>
<tr>
<td>Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?</td>
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<tr>
<td>Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.</td>
<td>None</td>
</tr>
<tr>
<td>Q28 Please provide a link to the plan(s) specified above, if publicly available.</td>
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<td>Q29 Please upload the plans specified above, if not publicly available.</td>
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<td>Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q31 Has your agency identified funding for any of these priorities? Please describe.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q32 If you would like to add any additional notes about your priority projects, please do so here.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q33 Are you aware of any identified service needs within your system? Select all that apply.</td>
<td>No</td>
</tr>
<tr>
<td>Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs? Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

We operate multiple systems. In all contracts we routinely transport from rural to urban, including Albany, Columbus, Macon, Thomasville, Tifton, Tallahassee FL and Dothan AL

Q37 Does your organization track and utilize any of the following performance categories?

- Ridership (i.e. daily passenger trips)
- On-time performance (i.e. % of trips at stop within certain time of posted schedule)
- Efficiency (i.e. passenger per vehicle mile)
- Asset management (i.e. % of useful life remaining on revenue vehicles)
- Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?

To ensure we are providing efficient and quality service.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Monday</td>
<td>No restrictions</td>
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<tr>
<td>Tuesday</td>
<td>No restrictions</td>
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<tr>
<td>Friday</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Saturday</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Sunday</td>
<td>None</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions
### Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash
- Other (please specify): Check and money order

### Q41 Is your fare payment method coordinated to use across more than one transit system?

- Yes

### Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Contract revenue from qualified human service organizations
- Fare purchases from schools, employers, or healthcare providers

### Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

- Respondent skipped this question

### Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

- DHS services with RVRC, SWGRC used as local match. DCH with LogistiCare, LLC. used as local match.

### Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

- No

### Q46 If yes, please describe.

- Respondent skipped this question

### Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- Flyers/posters at bus stops/facilities

### Q48 Has your organization pursued regional or multi-county transit service?

- Service is already regional or multi-county

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Page 16: Existing Conditions
Q49 If yes, please describe what you have pursed, including any successes and challenges.

We currently operate a portion of SWGRC area 5 counties. We currently operate LCRTA comprised of 3 counties.

Q50 Has your organization pursued coordinated Human Service Transit (HST) service? Already provide coordinated HST service

Q51 If yes, please describe what you have explored, including any successes and challenges. Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Delays in contracts at the state level lead to delays in funding at the local level. This in turn has a negative effect on the local agency providing quality service.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

referring back to 38, delays in funding result in increased financing cost at the local level which leads to less money available to pay quality personnel. This is a constant tug at the efficiency and quality of service the local level is trying to provide.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Addition of highly trained mechanics
Baseline condition inspections

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need Drug and Alcohol
#2 Need ADA
#3 Need EEO

Page 18: Challenges and Opportunities
Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Not a challenge
- Fare pass sales and/or farebox collection: Somewhat a challenge
- Workforce – attracting, training, and/or retaining qualified personnel: Very challenging
- State/Federal reporting compliance: More challenging
- Day-to-day record keeping/data collection: More challenging
- Vehicle maintenance: Somewhat a challenge
- Facility maintenance: Not a challenge
- Procurement process: Minimal challenge
- Funding and reimbursement process: Most challenging
- Customer service: Not a challenge
- Ability to implement new technologies: More challenging

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question

Q58 Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets: Not a challenge
- Informing customers of existing service (schedule, fare collection, etc.): Minimal challenge
- Ensuring fare affordability: Not a challenge
- Initiating or promoting employer transit benefit programs: Very challenging
- Public perception of transit: Somewhat a challenge
- Public support for transit investment: Very challenging
- Identifying potential riders or transit need in the community: Somewhat a challenge
- Competition from other transportation providers (e.g. Uber/Lyft): Minimal challenge
- Delivering new projects: Not a challenge
- Providing more frequent or higher capacity service: More challenging
- Securing local operational funding: Most challenging
- Securing local capital funding: Most challenging

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q62 Please provide any additional comments/questions not addressed above.</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Phillipa Lewis Moss
Name of organization: Hall Area Transit
Email: pmossgainesville.org
Phone: 770-503-3340

Q2 What type(s) of transit service does your organization offer? Select all that apply.
Demand-response/Dial-a-Ride,
Local Fixed-Route Bus Service with Complementary Paratransit

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding? Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat? Within 48 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials? Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

21
Q7 Please describe the most common reasons for trip denials.

Insufficient number of buses and/or drivers

Q8 Please upload the trip denial log if available.

DENIED TRIPS LOG-April-2019.docx (15KB)

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Yes
Subscription service is public transportation service provided on a recurring or repeated basis.

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

Typical clients are those who use service for work, education, senior center, therapy, kidney dialysis and other medical appointments.

Q11 What estimated percentage of trips are repeat subscription trips?

30%

Q12 What estimated percentage of riders use repeat subscription trips?

30%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology or Tool</th>
<th>Current Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
</tbody>
</table>
Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

We are researching the possibility of using micro-transit service to subsidize current services.

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding? Yes

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.

6

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

10, 30, 40

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders? Yes

Q19 If yes, please describe identified needs.

We need a route along Candler Hwy, 365 Hwy and 129 Hwy.

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat? Not applicable
### Q21
What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

<table>
<thead>
<tr>
<th>Technology/Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule dial-a-ride/paratransit trip</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit stops/stations</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
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<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Automatic passenger counters</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Automatic stop announcements</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Real-time arrival information at transit stops, via a smartphone app, website or text message</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Wi-Fi at transit stops or on transit vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Traffic signal priority</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for paratransit trips</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Real-time arrival information at transit stops, via a smartphone app, website or text message</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Wi-Fi at transit stops or on transit vehicles</td>
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<td>Traffic signal priority</td>
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</tr>
<tr>
<td>Call-ahead notification for paratransit trips</td>
<td>Currently have in place</td>
</tr>
</tbody>
</table>

### Q22
Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

We are currently researching the possibility of integrating our system with micro-transit service.

### Q23
Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?

No

### Q24
What is the annual Human Service Transportation ridership of your organization?

Respondent skipped this question

### Q25
Does your organization receive Section 5337 State of Good Repair Grants funding?

No

### Q26
Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?

No
Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Local Comprehensive Plan
- Transit Development Plan/Transit Service Plan
- Strategic Plan and Visioning
- Capital Improvement Plan
- Transit Asset Management Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available.

https://www.vision2030.org/contact-us/
https://www.hallcounty.org/153/Comprehensive-Plan
https://www.ghmpo.org/160/Transit-Development-Plan

Q29 Please upload the plans specified above, if not publicly available. Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Priority #1 Researching Micro-transit
Priority #2 Expanding Routes
Priority #3 Right-sizing the Fleet

Q31 Has your agency identified funding for any of these priorities? Please describe.

Yes, Section 5311 and 5301

Q32 If you would like to add any additional notes about your priority projects, please do so here. Respondent skipped this question

Page 13: Existing Conditions

Page 14: Existing Conditions
Q33 Are you aware of any identified service needs within your system? Select all that apply.

- Yes, need for additional service hours
- Yes, need for additional geographic service coverage
- Yes, need for additional service capacity

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

We simply need the political support to move forward with adding more routes, buses and coverage area.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?

- Ridership (i.e. daily passenger trips)
- On-time performance (i.e. % of trips at stop within certain time of posted schedule)
- Asset management (i.e. % of useful life remaining on revenue vehicles)
- Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?

Drivers update paper spreadsheets to record ridership. Operations Coordinator conducts random on-time performance reviews. GM manages asset management plan. GM coordinates Annual Customer Service Survey each September.
**Q39** Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>6am-6pm</td>
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<tr>
<td>Tuesday</td>
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<tr>
<td>Thursday</td>
<td>6am-6pm</td>
</tr>
<tr>
<td>Friday</td>
<td>6am-6pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>no service on weekends</td>
</tr>
<tr>
<td>Sunday</td>
<td>no service on weekends</td>
</tr>
</tbody>
</table>

**Q40** What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash,
- Other (please specify):
  - Daily and Monthly passes

**Q41** Is your fare payment method coordinated to use across more than one transit system?

- No

**Q42** In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Local general funding,
- Fare purchases from schools, employers, or healthcare providers

**Q43** If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

- n/a

**Q44** If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

- n/a

**Q45** Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

- No
Q46 If yes, please describe.
We offer bulk purchases, but not at a discounted rate.

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.
- On-board seat drops/flyers,
- Flyers/posters at bus stops/facilities
- Website,
- Social media,
- Other (please specify):
  - Newspaper articles

Q48 Has your organization pursued regional or multi-county transit service?
No

Q49 If yes, please describe what you have pursued, including any successes and challenges.
Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?
Yes

Q51 If yes, please describe what you have explored, including any successes and challenges.
We provided coordinated transportation for several years, but exited the program two years ago when we were not able to negotiate acceptable rates with a DHS contractor, T&T.

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.
We need to right-size our vehicles. Currently, we use just two models of cut-a-way vehicles. We need to incorporate a few larger buses, trolleys and some smaller vehicles that can navigate along narrow country roads.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.
It is someone difficult to find qualified drivers, but this has become less of a problem since we increased driver salaries about 2 years ago.
**Q54** What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Other (please specify):
The City is in the process of constructing a state-of-the-art vehicle maintenance facility.

---

**Q55** GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need  Complying with ADA Regulations

#2 Need  Serving Mental Health Clients

#3 Need  Serving Difficult Clients

---

**Q56** Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>More challenging</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>More challenging</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>More challenging</td>
</tr>
<tr>
<td>Customer service</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>More challenging</td>
</tr>
</tbody>
</table>

---

**Q57** If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
Q58 Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets: More challenging
- Informing customers of existing service (schedule, fare collection, etc.): Somewhat a challenge
- Ensuring fare affordability: Not a challenge
- Initiating or promoting employer transit benefit programs: More challenging
- Public perception of transit: Very challenging
- Public support for transit investment: Very challenging
- Identifying potential riders or transit need in the community: Somewhat a challenge
- Competition from other transportation providers (e.g. Uber/Lyft): More challenging
- Delivering new projects: Very challenging
- Providing more frequent or higher capacity service: Most challenging
- Securing local operational funding: Most challenging
- Securing local capital funding: Most challenging

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Politically, there is some pushback from elected officials and other leaders when it comes to expanding any projected perceived as being for the poor or needy population. There is also a strong preference among local leaders to have the private for-profit sector provide services. Make government smaller.

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

The very low unemployment rate here in Gainesville-Hall County has created increasing support for transit among private business owners. They are struggling to get workers and shoppers to their sites. Many companies are purchasing vans/buses to transport workers from Atlanta, Clarksville, etc.

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

We did get buy-in from a company called Mincey Marble to help offset cost of transporting their workers to their new worksite, but this project was terminated when local elected officials became concerned about the declining federal funds we’d be receiving following the 2020 Census and our designation change from "small" urban to "large" urban.
Q62 Please provide any additional comments/questions not addressed above.

One of the most important things that the Governor and GDOT could do to enhance transit is to develop a campaign directed towards elected officials and other leaders to support transit. Great ideas get killed when officials can’t connect the dots between public transit and economic development. We need the Governor and GDOT Commissioners to talk up transit with the same passion that they advocate for roads and bridges.
Page 1

Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire
JANICE SHORT

Name of organization
Taylor County Transit

Email
tctransit@pstel.net

Phone
4783919105

Q2 What type(s) of transit service does your organization offer? Select all that apply.
Demand-response/Dial-a-Ride

Page 2: Existing Conditions

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
Yes

Page 3: Existing Conditions

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
Within 48 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.
20

Q7 Please describe the most common reasons for trip denials.
To much Volume at same time.
Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? 
Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers. 
Dialysis 
Adult Day Care 
Senior Citizens

Q11 What estimated percentage of trips are repeat subscription trips? 
50%

Q12 What estimated percentage of riders use repeat subscription trips? 
50%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology and Tools</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Currently have in place</td>
</tr>
</tbody>
</table>

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered. 
Tablets
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  
Respondent skipped this question

Q19 If yes, please describe identified needs.  
Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  
Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  
Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  
Respondent skipped this question

Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  None

Q28 Please provide a link to the plan(s) specified above, if publicly available.  Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  Respondent skipped this question

Q33 Are you aware of any identified service needs within your system? Select all that apply.  Yes, need for additional service hours

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

We can not avoid overtime for drivers.
Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?
Macon, Warner Robins, Ft. Valley, Montezuma, Oglethrope and Americus

Q37 Does your organization track and utilize any of the following performance categories?
Ridership (i.e. daily passenger trips)

Q38 If yes, how does your agency use this data?
yes

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
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<tbody>
<tr>
<td>Monday</td>
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<td>Wednesday</td>
<td>8:00 am to 5:00 pm</td>
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<tr>
<td>Thursday</td>
<td>8:00 am to 5:00 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8:00 am to 5:00 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>do not work</td>
</tr>
<tr>
<td>Sunday</td>
<td>do not work</td>
</tr>
</tbody>
</table>

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.
Cash, Other (please specify): Purchase of Service

Q41 Is your fare payment method coordinated to use across more than one transit system?
No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.
Local general funding
Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used. Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used. Respondent skipped this question

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate? No

Q46 If yes, please describe. Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply. Word of mouth, Advertisements

Q48 Has your organization pursued regional or multi-county transit service? No

Q49 If yes, please describe what you have pursued, including any successes and challenges. Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service? No

Q51 If yes, please describe what you have explored, including any successes and challenges. Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Hiring and training drivers

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Hiring as full time with benefits.
Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Regular maintenance schedules

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need
Tablets Use

#2 Need
directions

#3 Need
using time wisely

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

Communicating service alerts or changes to public
Minimal challenge

Fare pass sales and/or farebox collection
Minimal challenge

Workforce – attracting, training, and/or retaining qualified personnel
Very challenging

State/Federal reporting compliance
More challenging

Day-to-day record keeping/data collection
Somewhat a challenge

Vehicle maintenance
Somewhat a challenge

Facility maintenance
Somewhat a challenge

Procurement process
Somewhat a challenge

Funding and reimbursement process
Somewhat a challenge

Customer service
Somewhat a challenge

Ability to implement new technologies
Somewhat a challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
**Q58** Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets: **Very challenging**
- Informing customers of existing service (schedule, fare collection, etc.): **Somewhat a challenge**
- Ensuring fare affordability: **Somewhat a challenge**
- Initiating or promoting employer transit benefit programs: **Somewhat a challenge**
- Public perception of transit: **Somewhat a challenge**
- Public support for transit investment: **More challenging**
- Identifying potential riders or transit need in the community: **Somewhat a challenge**
- Competition from other transportation providers (e.g. Uber/Lyft): **More challenging**
- Delivering new projects: **Somewhat a challenge**
- Providing more frequent or higher capacity service: **Somewhat a challenge**
- Securing local operational funding: **Somewhat a challenge**
- Securing local capital funding: **Somewhat a challenge**

**Q59** If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

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**Page 19: Optional Questions**

**Q60** Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Respondent skipped this question

**Q61** Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

**Q62** Please provide any additional comments/questions not addressed above.

Respondent skipped this question
#21

**GDOT Transit Provider Questionnaire**

**Collector:** Web Link 1 (Web Link)

**Started:** Monday, July 29, 2019 10:39:44 AM

**Last Modified:** Monday, July 29, 2019 11:28:54 AM

**Time Spent:** 00:49:09

**IP Address:** 104.36.136.81

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**Page 1**

**Q1** Please provide the following information about your agency.

- **Name of contact person completing questionnaire:** Weldon Dudley
- **Name of organization:** Bartow County Transit
- **Email:** dudleyw@bartowga.org
- **Phone:** 770-3875165

**Q2** What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

---

**Page 2: Existing Conditions**

**Q3** Does your organization receive Section 5311 Rural Transit Formula Grant funding?

- Yes

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**Page 3: Existing Conditions**

**Q4** How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

- Within 24 hours

**Q5** GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

- Yes

**Q6** How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

- 52

**Q7** Please describe the most common reasons for trip denials.

- At capacity, out of service area in other counties, some Saturday and Sunday trips (we do not operate on weekends).
GDOT Transit Provider Questionnaire

Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  
Employment, education, dialysis treatments, Aging Nutrition

Q11 What estimated percentage of trips are repeat subscription trips?  
40% to 45%

Q12 What estimated percentage of riders use repeat subscription trips?  
40%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

Website with static service information  
Currently have in place
Smartphone app/website platform to purchase a transit pass or schedule demand-response trips  
Not in place and not considering for future
Addition of security cameras to buses and/or transit centers  
Not in place but considering for future
Hybrid, electric, or alternatively fueled vehicles  
Not in place and not considering for future
Partnerships with ride-hailing, scooter, and/or bike-share companies  
Not in place and not considering for future
Unified fare system across transit systems  
Not in place and not considering for future
Transit Asset Management software  
Not in place but considering for future
Call-ahead notification for demand-response trips  
Currently have in place

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Security cameras

Page 7: Existing Conditions
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  Yes

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  None

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  Employment, medical, shopping, Aging Nutrition

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  Yes

Q19 If yes, please describe identified needs.  Ordered another Bus with a lift.

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  Within 24 hours

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

- Website with static service information  Currently have in place
- Smartphone app/website platform to purchase a transit pass or schedule dial-a-ride/paratransit trip  Not in place and not considering for future
- Addition of security cameras to buses and/or transit stops/stations  Not in place but considering for future
- Hybrid, electric, or alternatively fueled vehicles  Not in place and not considering for future
- Partnerships with ride-hailing, scooter, and/or bike-share companies  Not in place and not considering for future
- Unified fare system across transit systems  Not in place and not considering for future
- Transit Asset Management software  Not in place but considering for future
- Automatic passenger counters  Not in place and not considering for future
- Automatic stop announcements  Not in place and not considering for future
- Real-time arrival information at transit stops, via a smartphone app, website or text message  Not in place and not considering for future
- Wi-Fi at transit stops or on transit vehicles  Not in place and not considering for future
- Traffic signal priority  Not in place and not considering for future
- Call-ahead notification for paratransit trips  Currently have in place
Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Qryde for scheduling and communicating with drivers

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  No

Page 10: Existing Conditions

Q24 What is the annual Human Service Transportation ridership of your organization?  Respondent skipped this question

Page 11: Existing Conditions

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  No

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven't missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Transit Development Plan/Transit Service Plan
- Capital Improvement Plan
- Transit Asset Management Plan

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.

Not available to the Public at this time

Q29 Please upload the plans specified above, if not publicly available.  Respondent skipped this question
Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Priority #1
Safety
Priority #2
Maintenance of vehicles
Priority #3
Service as many passengers as possible

Q31 Has your agency identified funding for any of these priorities? Please describe.

Security camera

Q32 If you would like to add any additional notes about your priority projects, please do so here.

Respondent skipped this question

Q33 Are you aware of any identified service needs within your system? Select all that apply.

No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Monday thru Friday 7:00am until 5:30pm.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

Sometimes, but only under certain circumstances

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Rome, GA and Cobb County to connect with CobbLink

Q37 Does your organization track and utilize any of the following performance categories?

Ridership (i.e. daily passenger trips)
Asset management (i.e. % of useful life remaining on revenue vehicles)

Q38 If yes, how does your agency use this data?

Improve efficiencies and provide as many trips daily as possible
Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>7AM to 5:30PM</td>
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<tr>
<td>Tuesday</td>
<td>7AM-5:30pm</td>
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<td>Wednesday</td>
<td>7AM-5:30pm</td>
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<tr>
<td>Thursday</td>
<td>7AM-5:30pm</td>
</tr>
<tr>
<td>Friday</td>
<td>7AM-5:30pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>0</td>
</tr>
<tr>
<td>Sunday</td>
<td>0</td>
</tr>
</tbody>
</table>

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash,
- Other (please specify):
  - Reimbursements for TAG for DHS, Highland Rivers, Allatoona Resource Center

Q41 Is your fare payment method coordinated to use across more than one transit system?

No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Contract revenue from qualified human service organizations

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

DHS, Coosa Valley Regional Commission

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question
Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- On-board seat drops/flyers
- Website
- Partnerships with other entities (i.e. medical, schools, local government)

Q48 Has your organization pursued regional or multi-county transit service?

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

No

Q51 If yes, please describe what you have explored, including any successes and challenges.

Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Maintain staffing, additional lift equipped buses

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Filling part time employees. Most applicants want full time employment.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Regular maintenance schedules
- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need Training on some of the compliance regulations

Page 18: Challenges and Opportunities
Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Somewhat a challenge
- Fare pass sales and/or farebox collection: Not a challenge
- Workforce – attracting, training, and/or retaining qualified personnel: Somewhat a challenge
- State/Federal reporting compliance: Very challenging
- Day-to-day record keeping/data collection: Not a challenge
- Vehicle maintenance: Somewhat a challenge
- Facility maintenance: Not a challenge
- Procurement process: Somewhat a challenge
- Funding and reimbursement process: Minimal challenge
- Customer service: Somewhat a challenge
- Ability to implement new technologies: More challenging

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question

Q58 Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets: Most challenging
- Informing customers of existing service (schedule, fare collection, etc.): Minimal challenge
- Ensuring fare affordability: Not a challenge
- Initiating or promoting employer transit benefit programs: Not a challenge
- Public perception of transit: Somewhat a challenge
- Public support for transit investment: Somewhat a challenge
- Identifying potential riders or transit need in the community: Minimal challenge
- Competition from other transportation providers (e.g. Uber/Lyft): Not a challenge
- Delivering new projects: Somewhat a challenge
- Providing more frequent or higher capacity service: Most challenging
- Securing local operational funding: Minimal challenge
- Securing local capital funding: Minimal challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question
Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Operational hours have already been implemented by two hours daily Monday -Friday

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe. 

Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above. 

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Serena Freeman
Name of organization: Habersham County Transit
Email: sfreeman@habershag.com
Phone: 706-839-0167

Q2 What type(s) of transit service does your organization offer? Select all that apply.
Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.
7

Q7 Please describe the most common reasons for trip denials.
Time slots are unavailable for the requested time frame.
Q8 Please upload the trip denial log if available.

April 2019 Transit Denied Trips Log.docx (14.8KB)

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Yes
Subscription service is public transportation service provided on a recurring or repeated basis.

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.
Subscriptions to Dialysis treatments, employment, and AVITA community partners.

Q11 What estimated percentage of trips are repeat subscription trips?
55%

Q12 What estimated percentage of riders use repeat subscription trips?
40%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology/Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>demand-response trips</td>
<td></td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Currently have in place</td>
</tr>
</tbody>
</table>

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

local business advertisement on transit busses.
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding? No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable. Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable. Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders? Respondent skipped this question

Q19 If yes, please describe identified needs. Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat? Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column. Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered. Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding? Respondent skipped this question

Q24 What is the annual Human Service Transportation ridership of your organization? Respondent skipped this question
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  
None

Q28 Please provide a link to the plan(s) specified above, if publicly available.  
Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  
Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
Respondent skipped this question

Q33 Are you aware of any identified service needs within your system? Select all that apply.  
No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.  
Respondent skipped this question
Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  
No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?  
Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?  
N/A (do not track and utilize any of the above)

Q38 If yes, how does your agency use this data?  
We have the data if needed. We do not utilize it on a regular basis.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

Monday: 7AM-4PM  
Tuesday: 7AM-4PM  
Wednesday: 7AM-4PM  
Thursday: 7AM-4PM  
Friday: 7AM-4PM  
Saturday: NOT OPEN  
Sunday: NOT OPEN

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.  
Cash,  
Other (please specify): Bill monthly

Q41 Is your fare payment method coordinated to use across more than one transit system?  
N/A

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.  
Local general funding,  
Contract revenue from qualified human service organizations
Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used. 

Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

AVITA Community Partners, client transportation daily.

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate? 

No

Q46 If yes, please describe. 

Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

Word of mouth, Website

Q48 Has your organization pursued regional or multi-county transit service? 

No

Q49 If yes, please describe what you have pursued, including any successes and challenges. 

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service? 

No

Q51 If yes, please describe what you have explored, including any successes and challenges. 

Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

n/a
Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

We are currently fully staffed.

Q54 What are your organization's long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need

- More availability to PASS Training

Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Somewhat a challenge
- Fare pass sales and/or farebox collection: Not a challenge
- Workforce – attracting, training, and/or retaining qualified personnel: Minimal challenge
- State/Federal reporting compliance: Not a challenge
- Day-to-day record keeping/data collection: Not a challenge
- Vehicle maintenance: Not a challenge
- Facility maintenance: Not a challenge
- Procurement process: Not a challenge
- Funding and reimbursement process: Not a challenge
- Customer service: Not a challenge
- Ability to implement new technologies: Minimal challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets  
Not a challenge

Informing customers of existing service (schedule, fare collection, etc.)  
Not a challenge

Ensuring fare affordability  
Not a challenge

Initiating or promoting employer transit benefit programs  
Not a challenge

Public perception of transit  
Not a challenge

Public support for transit investment  
Not a challenge

Identifying potential riders or transit need in the community  
Not a challenge

Competition from other transportation providers (e.g. Uber/Lyft)  
Not a challenge

Delivering new projects  
Not a challenge

Providing more frequent or higher capacity service  
Somewhat a challenge

Securing local operational funding  
Not a challenge

Securing local capital funding  
Not a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.  
Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.  
Respondent skipped this question

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.  
Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.  
Respondent skipped this question
Page 1

Q1 Please provide the following information about your agency.

- Name of contact person completing questionnaire: Jacob Jones
- Name of organization: Hart Transit
- Email: jjones@hartcountyga.gov
- Phone: 706 376 3975

Q2 What type(s) of transit service does your organization offer? Select all that apply.
- Demand-response/Dial-a-Ride

Page 2: Existing Conditions

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding? Yes

Page 3: Existing Conditions

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat? Within 48 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials? Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

none

Q7 Please describe the most common reasons for trip denials.

N/a
Q8 Please upload the trip denial log if available.  

Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  

Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  

DHS aging/ Avita

Page 6: Existing Conditions

Q11 What estimated percentage of trips are repeat subscription trips?  

100%

Q12 What estimated percentage of riders use repeat subscription trips?  

100%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology or Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place and not considering for future</td>
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<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
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<td>Not in place and not considering for future</td>
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<td>Transit Asset Management software</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Currently have in place</td>
</tr>
</tbody>
</table>

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  

none

Page 7: Existing Conditions

195 / 389
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  
Respondent skipped this question

Q19 If yes, please describe identified needs.  
Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  
Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  
Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  
Respondent skipped this question

Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Page 11: Existing Conditions
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
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</thead>
<tbody>
<tr>
<td><strong>Q25</strong> Does your organization receive Section 5337 State of Good Repair Grants funding?</td>
<td>No</td>
</tr>
<tr>
<td><strong>Q26</strong> Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?</td>
<td>No</td>
</tr>
<tr>
<td><strong>Q27</strong> The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven't missed anything, please tell us if your agency uses any of the following to help guide decision making.</td>
<td>Capital Improvement Plan, Transit Asset Management Plan</td>
</tr>
<tr>
<td><strong>Q28</strong> Please provide a link to the plan(s) specified above, if publicly available.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q29</strong> Please upload the plans specified above, if not publicly available.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q30</strong> If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q31</strong> Has your agency identified funding for any of these priorities? Please describe.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q32</strong> If you would like to add any additional notes about your priority projects, please do so here.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q33</strong> Are you aware of any identified service needs within your system? Select all that apply.</td>
<td>No</td>
</tr>
<tr>
<td><strong>Q34</strong> If yes, please describe what specific service needs are present within your system, and what is needed to address them.</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?

Ridership (i.e. daily passenger trips)

Q38 If yes, how does your agency use this data?

To complete monthly report

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
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<td>7AM-4PM</td>
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<tr>
<td>Tuesday</td>
<td>7AM-4PM</td>
</tr>
<tr>
<td>Wednesday</td>
<td>7AM-4PM</td>
</tr>
<tr>
<td>Thursday</td>
<td>7AM-4PM</td>
</tr>
<tr>
<td>Friday</td>
<td>7AM-4PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>n/a</td>
</tr>
<tr>
<td>Sunday</td>
<td>n/a</td>
</tr>
</tbody>
</table>

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

Cash

Q41 Is your fare payment method coordinated to use across more than one transit system?

N/A

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

Local general funding

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

Respondent skipped this question
Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used. Respondent skipped this question

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate? No

Q46 If yes, please describe. Respondent skipped this question

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply. Word of mouth, Flyers/posters at bus stops/facilities, Website, Advertisements

Q48 Has your organization pursued regional or multi-county transit service? No

Q49 If yes, please describe what you have pursued, including any successes and challenges. Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service? No

Q51 If yes, please describe what you have explored, including any successes and challenges. Respondent skipped this question

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe. n/a

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe. n/a
Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Other (please specify):

n/a

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need

n/a

#2 Need

n/a

#3 Need

n/a

Q56 Rate your administrative challenges to operating a transit service.

Communicating service alerts or changes to public

Not a challenge

Fare pass sales and/or farebox collection

Not a challenge

Workforce – attracting, training, and/or retaining qualified personnel

Not a challenge

State/Federal reporting compliance

Not a challenge

Day-to-day record keeping/data collection

Not a challenge

Vehicle maintenance

Not a challenge

Facility maintenance

Not a challenge

Procurement process

Not a challenge

Funding and reimbursement process

Not a challenge

Customer service

Not a challenge

Ability to implement new technologies

Not a challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

n/a
Q58 Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Not a challenge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td></td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td></td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
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<td>Public support for transit investment</td>
<td></td>
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<td>Identifying potential riders or transit need in the community</td>
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<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
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<tr>
<td>Securing local capital funding</td>
<td></td>
</tr>
</tbody>
</table>

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

n/a

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

n/a

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

n/a

Q62 Please provide any additional comments/questions not addressed above.

n/a
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: William Stewart
Name of organization: Rural Georgia Transit/ Greene County
Email: willie251@plantationcable.net
Phone: 7068178765

Q2 What type(s) of transit service does your organization offer? Select all that apply.
- Demand-response/Dial-a-Ride,
- Other (please specify):
- DHS Fixed Scheduled Clients

Page 2: Existing Conditions

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
Yes

Page 3: Existing Conditions

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.
6
Q7 Please describe the most common reasons for trip denials.

asset availability

Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  

Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

MOU with businesses such as DHS planned trips for clients

Q11 What estimated percentage of trips are repeat subscription trips?

85%

Q12 What estimated percentage of riders use repeat subscription trips?

90%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

<table>
<thead>
<tr>
<th>Technology or Tool</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a</td>
<td>Not in place and not considering</td>
</tr>
<tr>
<td>transit pass or schedule demand-response trips</td>
<td>for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or</td>
<td>Not in place and not considering</td>
</tr>
<tr>
<td>transit centers</td>
<td>for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled</td>
<td>Not in place and not considering</td>
</tr>
<tr>
<td>vehicles</td>
<td>for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or</td>
<td>Not in place and not considering</td>
</tr>
<tr>
<td>bike-share companies</td>
<td>for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>trips</td>
<td></td>
</tr>
</tbody>
</table>
Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Respondent skipped this question

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?

No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.

Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?

Respondent skipped this question

Q19 If yes, please describe identified needs.

Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?

Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?

Respondent skipped this question
Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Capital Improvement Plan
- Transit Asset Management Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available.  
Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  
Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
Respondent skipped this question
Q33 Are you aware of any identified service needs within your system? Select all that apply.  
No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them. 
Respondent skipped this question

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs? 
Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to? 
Augusta, Madison, Athens areas

Q37 Does your organization track and utilize any of the following performance categories? 
Ridership (i.e. daily passenger trips)
Other (please specify):
Daily Asset Usage, Daily Asset Mileage

Q38 If yes, how does your agency use this data? 
Optimization of Asset Usage

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM). 

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
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<td>7AM - 4PM</td>
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<td>Friday</td>
<td>7AM - 4PM</td>
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<tr>
<td>Saturday</td>
<td>0</td>
</tr>
<tr>
<td>Sunday</td>
<td>0</td>
</tr>
</tbody>
</table>
Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash
- Other (please specify): Coupon Book

Q41 Is your fare payment method coordinated to use across more than one transit system?

N/A

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Contract revenue from qualified human service organizations

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

DHS Transport of Their Clients to Senior Centers, Mental Health Centers, Doctor's Appointments, etc

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

- No

Q46 If yes, please describe.

Respondent skipped this question

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- Website

Q48 Has your organization pursued regional or multi-county transit service?

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

Already provide coordinated HST service
Q51 If yes, please describe what you have explored, including any successes and challenges.  
Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Not at this time

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

No present issues

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Vehicle refurbishment,
- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need  QRYDE Transportation Scheduling Software
#2 Need  Reporting Required by GDOT
#3 Need  Drug and Alcohol Recording Keeping

Page 18: Challenges and Opportunities
**Q56 Rate your administrative challenges to operating a transit service.**

<table>
<thead>
<tr>
<th>Administrative Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Customer service</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Minimal challenge</td>
</tr>
</tbody>
</table>

**Q57 If there are other administrative challenges not listed in the previous question, please describe them here.**

- Respondent skipped this question

**Q58 Rate your challenges to meeting rider needs.**

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Somewhat a challenge</td>
</tr>
</tbody>
</table>

**Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.**

- Respondent skipped this question
Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Streamline reporting

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: ALICIA NEAL
Name of organization: TALBOT COUNTY TRANSIT
Email: LICIAMNEAL@GMAIL.COM
Phone: 7066658750

Q2 What type(s) of transit service does your organization offer? Select all that apply.

Intercity Bus (Section 5311(f))

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 12 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

N/A
Q7 Please describe the most common reasons for trip denials.

appointments are too early

Q8 Please upload the trip denial log if available. Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Subscription service is public transportation service provided on a recurring or repeated basis. Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

Contract with DHS and Logisticare

Q11 What estimated percentage of trips are repeat subscription trips?

5

Q12 What estimated percentage of riders use repeat subscription trips?

10

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<p>| Website with static service information | Currently have in place |
| Smartphone app/website platform to purchase a transit pass or schedule demand-response trips | Not in place and not considering for future |
| Addition of security cameras to buses and/or transit centers | Not in place but considering for future |
| Hybrid, electric, or alternatively fueled vehicles | Not in place and not considering for future |
| Partnerships with ride-hailing, scooter, and/or bike-share companies | Not in place and not considering for future |
| Unified fare system across transit systems | Not in place but considering for future |
| Transit Asset Management software | Currently have in place |
| Call-ahead notification for demand-response trips | Currently have in place |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q14</strong> Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
<td>No</td>
</tr>
<tr>
<td><strong>Q15</strong> Does your organization receive Section 5307 Urbanized Area Formula Grant funding?</td>
<td>No</td>
</tr>
<tr>
<td><strong>Q16</strong> Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q17</strong> Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q18</strong> Have you identified a need for new/modified routes to serve additional destinations/riders?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q19</strong> If yes, please describe identified needs.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q20</strong> How far in advance does a paratransit rider need to schedule a trip to ensure a seat?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q21</strong> What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q22</strong> Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q23</strong> Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Capital Improvement Plan
- Transit Asset Management Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available.  
Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  
Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
Respondent skipped this question
Q33 Are you aware of any identified service needs within your system? Select all that apply.  
No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.  
Respondent skipped this question

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  
No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?  
Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?  
Ridership (i.e. daily passenger trips)

Q38 If yes, how does your agency use this data?  
software

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).  

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Monday</td>
<td>730-230</td>
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<tr>
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<td>Friday</td>
<td>730-230</td>
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<tr>
<td>Saturday</td>
<td>730-230</td>
</tr>
<tr>
<td>Sunday</td>
<td>730-230</td>
</tr>
</tbody>
</table>

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.  
Cash

Q41 Is your fare payment method coordinated to use across more than one transit system?  
No
**Q42** In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- **Local general funding**

**Q43** If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

- **Respondent skipped this question**

**Q44** If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

- **Respondent skipped this question**

**Q45** Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

- **No**

**Q46** If yes, please describe.

- **Respondent skipped this question**

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**Page 16: Existing Conditions**

**Q47** How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- Social media
- Advertisements

**Q48** Has your organization pursued regional or multi-county transit service?

- **No**

**Q49** If yes, please describe what you have pursued, including any successes and challenges.

- **Respondent skipped this question**

**Q50** Has your organization pursued coordinated Human Service Transit (HST) service?

- **No**

**Q51** If yes, please describe what you have explored, including any successes and challenges.

- **Respondent skipped this question**

---

**Page 17: Considerations for Transit Service Delivery**
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

no

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

none

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Mechanical system replacements

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need: cpr
#2 Need: wheelchair securement
#3 Need: defensive driving

Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Not a challenge
- Fare pass sales and/or farebox collection: Not a challenge
- Workforce – attracting, training, and/or retaining qualified personnel: Not a challenge
- State/Federal reporting compliance: Not a challenge
- Day-to-day record keeping/data collection: Not a challenge
- Vehicle maintenance: Not a challenge
- Facility maintenance: Not a challenge
- Procurement process: Not a challenge
- Funding and reimbursement process: Not a challenge
- Customer service: Not a challenge
- Ability to implement new technologies: Not a challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
**Q58 Rate your challenges to meeting rider needs.**

- Limited ability to expand into new markets: **Not a challenge**
- Informing customers of existing service (schedule, fare collection, etc.): **Not a challenge**
- Ensuring fare affordability: **Not a challenge**
- Initiating or promoting employer transit benefit programs: **Not a challenge**
- Public perception of transit: **Not a challenge**
- Public support for transit investment: **Not a challenge**
- Identifying potential riders or transit need in the community: **Not a challenge**
- Competition from other transportation providers (e.g. Uber/Lyft): **Not a challenge**
- Delivering new projects: **Not a challenge**
- Providing more frequent or higher capacity service: **Not a challenge**
- Securing local operational funding: **Not a challenge**
- Securing local capital funding: **Not a challenge**

**Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.**

Respondent skipped this question

---

**Page 19: Optional Questions**

**Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.**

Respondent skipped this question

**Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.**

Respondent skipped this question

**Q62 Please provide any additional comments/questions not addressed above.**

Respondent skipped this question
Page 1

Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Miriam B. Jordan
Name of organization: Tift County Board of Commissioners
Email: miriam.jordan@tiftcounty.org
Phone: 2293867856

Q2 What type(s) of transit service does your organization offer? Select all that apply.

Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 12 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

0

Q7 Please describe the most common reasons for trip denials.

We do not deny trips.
Q8 Please upload the trip denial log if available. Respondent skipped this question

Q9 Does your organization offer subscription services? Yes
Subscription service is public transportation service provided on a recurring or repeated basis.

Q10 Describe the subscription service that your agency offers.
Transportation to work

Q11 What estimated percentage of trips are repeat subscription trips?
10%

Q12 What estimated percentage of riders use repeat subscription trips?
10%

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

- Website with static service information: Currently have in place
- Smartphone app/website platform to purchase a transit pass or schedule demand-response trips: Not in place and not considering for future
- Addition of security cameras to buses and/or transit centers: Currently have in place
- Hybrid, electric, or alternatively fueled vehicles: Not in place and not considering for future
- Partnerships with ride-hailing, scooter, and/or bike-share companies: Not in place and not considering for future
- Unified fare system across transit systems: Currently have in place
- Transit Asset Management software: Not in place and not considering for future
- Call-ahead notification for demand-response trips: Currently have in place

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.
Respondent skipped this question
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  Respondent skipped this question

Q19 If yes, please describe identified needs.  Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered?  Check the applicable column.  Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  Respondent skipped this question

Q24 What is the annual Human Service Transportation ridership of your organization?  Respondent skipped this question
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  No

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  Local Comprehensive Plan

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.  Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  Respondent skipped this question

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.  No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.  Respondent skipped this question
Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs? No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to? Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories? Ridership (i.e. daily passenger trips), Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data? Needed for grant

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tbody>
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<td>Thursday</td>
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<td>Friday</td>
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<tr>
<td>Saturday</td>
<td>Closed</td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
</tr>
</tbody>
</table>

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply. Cash

Q41 Is your fare payment method coordinated to use across more than one transit system? No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply. Local general funding
Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.
Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.
Respondent skipped this question

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?
No

Q46 If yes, please describe.
Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.
- Word of mouth
- On-board seat drops/flyers
- Flyers/posters at bus stops/facilities
- Website
- Partnerships with other entities (i.e. medical, schools, local government)

Q48 Has your organization pursued regional or multi-county transit service?
Yes

Q49 If yes, please describe what you have pursued, including any successes and challenges.
Pursuing the Regional Commission to create a regional transit system

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?
No

Q51 If yes, please describe what you have explored, including any successes and challenges.
Respondent skipped this question

Page 17: Considerations for Transit Service Delivery
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

No

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

None

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Regular maintenance schedules

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

1. Need Software Training
2. Need Software Training
3. Need Software Training

Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Not a challenge
- Fare pass sales and/or farebox collection: Not a challenge
- Workforce – attracting, training, and/or retaining qualified personnel: Not a challenge
- State/Federal reporting compliance: More challenging
- Day-to-day record keeping/data collection: More challenging
- Vehicle maintenance: Not a challenge
- Facility maintenance: Not a challenge
- Procurement process: Not a challenge
- Funding and reimbursement process: Most challenging
- Customer service: Not a challenge
- Ability to implement new technologies: Most challenging

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets: Not a challenge
Informing customers of existing service (schedule, fare collection, etc.): Minimal challenge
Ensuring fare affordability: Not a challenge
Initiating or promoting employer transit benefit programs: Not a challenge
Public perception of transit: Somewhat a challenge
Public support for transit investment: Somewhat a challenge
Identifying potential riders or transit need in the community: Somewhat a challenge
Competition from other transportation providers (e.g. Uber/Lyft): Minimal challenge
Delivering new projects: More challenging
Providing more frequent or higher capacity service: Somewhat a challenge
Securing local operational funding: Minimal challenge
Securing local capital funding: Minimal challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Respondent skipped this question

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Betty Elrod
Name of organization: Murray County Transit
Email: murraytransit@yahoo.com
Phone: 706/695/5161

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Intercity Bus (Section 5311(f))

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

none
Q7 Please describe the most common reasons for trip denials.

N/A

Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.

Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

Our clients are scheduled to come Senior Center. Transit Alliance Clients on daily basis.

Q11 What estimated percentage of trips are repeat subscription trips?

75 to 80%

Q12 What estimated percentage of riders use repeat subscription trips?

70%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology or Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
</tbody>
</table>
Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

NO

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding? No

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable. Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable. Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders? Respondent skipped this question

Q19 If yes, please describe identified needs. Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat? Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column. Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered. Respondent skipped this question

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding? Respondent skipped this question
Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  
None

Q28 Please provide a link to the plan(s) specified above, if publicly available.  
Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  
Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
Respondent skipped this question

Q33 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Q34 Does your organization receive Section 5337 State of Good Repair Grants funding?  
No

Q35 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Q36 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  
None

Q37 Please provide a link to the plan(s) specified above, if publicly available.  
Respondent skipped this question

Q38 Please upload the plans specified above, if not publicly available.  
Respondent skipped this question

Q39 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
Respondent skipped this question

Q40 Has your agency identified funding for any of these priorities? Please describe.  
Respondent skipped this question

Q41 If you would like to add any additional notes about your priority projects, please do so here.  
Respondent skipped this question
Q33 Are you aware of any identified service needs within your system? Select all that apply.

- Yes, need for additional service hours
- Yes, need for additional geographic service coverage

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Some clients need a trip to Dalton for medical appointments in the afternoons. We don't have the manpower to do these. Murray county is a part of Advent health system based in Calhoun. We need an additional bus and driver for client appointments in the Calhoun area.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

- Sometimes, but only under certain circumstances

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Dalton is restricted.

Q37 Does your organization track and utilize any of the following performance categories?

- N/A (do not track and utilize any of the above)

Q38 If yes, how does your agency use this data?

- Respondent skipped this question

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

- Monday: 7am-4pm
- Tuesday: 7am-4pm
- Wednesday: 7am-4pm
- Thursday: 7am-4pm
- Friday: 7am-4pm
- Saturday: N/A
- Sunday: N/A

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q41 Is your fare payment method coordinated to use across more than one transit system?</td>
<td>N/A</td>
</tr>
<tr>
<td>Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.</td>
<td>Local general funding, Contract revenue from qualified human service organizations</td>
</tr>
<tr>
<td>Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.</td>
<td>Transit Alliance Group</td>
</tr>
<tr>
<td>Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?</td>
<td>No</td>
</tr>
<tr>
<td>Q46 If yes, please describe.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.</td>
<td>Word of mouth, On-board seat drops/flyers, Website</td>
</tr>
<tr>
<td>Q48 Has your organization pursued regional or multi-county transit service?</td>
<td>No</td>
</tr>
<tr>
<td>Q49 If yes, please describe what you have pursued, including any successes and challenges.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q50 Has your organization pursued coordinated Human Service Transit (HST) service?</td>
<td>No</td>
</tr>
<tr>
<td>Q51 If yes, please describe what you have explored, including any successes and challenges.</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Page 17: Considerations for Transit Service Delivery

**Q52** Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Addition to accommodate Calhoun needs

**Q53** What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

County will not approve any more FULL TIME employees

**Q54** What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Addition of highly trained mechanics
- Regular maintenance schedules
- Baseline condition inspections
- Vehicle refurbishment
- Mechanical system replacements
- Purchase of new vehicles

**Q55** GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

- #1 Need: Question too vague for answer
- #2 Need: Question too vague for answer
- #3 Need: Question too vague for answer

Page 18: Challenges and Opportunities
### Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Most challenging</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Customer service</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Not a challenge</td>
</tr>
</tbody>
</table>

### Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question

### Q58 Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Minimal challenge</td>
</tr>
</tbody>
</table>

### Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

A previously stated we do not have the vehicles or manpower
Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

N/A

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

No

Q62 Please provide any additional comments/questions not addressed above.

Expense reports not turned in by county in timely manner to complete monthly GDOT reports
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Betty Greenwood
Name of organization: Towns County Transit
Email: transit@townscountyga.com
Phone: 706-896-0925

Q2 What type(s) of transit service does your organization offer? Select all that apply.

Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 48 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

3

Q7 Please describe the most common reasons for trip denials.

Appointments have already been made for time requested and client did not want another time.
Q8 Please upload the trip denial log if available. 
Respondent skipped this question

Q9 Does your organization offer subscription services? 
Subscription service is public transportation service provided on a recurring or repeated basis. 
Yes

Q10 Describe the subscription service that your agency offers. 
Avita

Q11 What estimated percentage of trips are repeat subscription trips? 
80%

Q12 What estimated percentage of riders use repeat subscription trips? 
80%

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology or Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Currently have in place</td>
</tr>
</tbody>
</table>

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered. 

No
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  No

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  Respondent skipped this question

Q19 If yes, please describe identified needs.  Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  Respondent skipped this question

Q24 What is the annual Human Service Transportation ridership of your organization?  Respondent skipped this question
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  No

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  Transit Asset Management Plan

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.

The plan was sent to Jemal Sheppard and Michelle Nystrom at GDOT on 8-24-18.

Q29 Please upload the plans specified above, if not publicly available.  Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Priority #1  Service to all citizens of Towns County
Priority #2  Avita (education), Medical (Dialysis, Doctor, etc)
Priority #3  Shopping for food, clothing, home necessities & other necessities

Q31 Has your agency identified funding for any of these priorities? Please describe.  Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  Respondent skipped this question

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.  No
**Q34** If yes, please describe what specific service needs are present within your system, and what is needed to address them.  
  
**Q35** Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  
*No*  
  
**Q36** If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?  
  
**Q37** Does your organization track and utilize any of the following performance categories?  
*Ridership (i.e. daily passenger trips)*  
*On-time performance (i.e. % of trips at stop within certain time of posted schedule)*  
*Asset management (i.e. % of useful life remaining on revenue vehicles)*  
*Customer service (i.e. customer satisfaction levels)*  
  
**Q38** If yes, how does your agency use this data?  
  
**Q39** Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).  

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>8 AM - 4 PM</td>
</tr>
<tr>
<td>Tuesday</td>
<td>8 AM - 4 PM</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8 AM - 4 PM</td>
</tr>
<tr>
<td>Thursday</td>
<td>8 AM - 4 PM</td>
</tr>
<tr>
<td>Friday</td>
<td>8 AM - 4 PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>None</td>
</tr>
<tr>
<td>Sunday</td>
<td>None</td>
</tr>
</tbody>
</table>
Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.
Cash,
Other (please specify):
Checks

Q41 Is your fare payment method coordinated to use across more than one transit system?
No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.
Local general funding

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.
Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.
Avita for education

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?
No

Q46 If yes, please describe.
Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.
Word of mouth,
Flyers/posters at bus stops/facilities,
Website,
Advertisements

Q48 Has your organization pursued regional or multi-county transit service?
No

Q49 If yes, please describe what you have pursued, including any successes and challenges.
Respondent skipped this question
Q50 Has your organization pursued coordinated Human Service Transit (HST) service? No

Q51 If yes, please describe what you have explored, including any successes and challenges. Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

no

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

We hire qualified personnel.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Regular maintenance schedules

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need Assistance with required policies
#2 Need Assistance with Financial Documents
#3 Need Assistance with Budget

Page 18: Challenges and Opportunities
Q56 Rate your administrative challenges to operating a transit service.

Communicating service alerts or changes to public: Minimal challenge
Fare pass sales and/or farebox collection: Not a challenge
Workforce – attracting, training, and/or retaining qualified personnel: Minimal challenge
State/Federal reporting compliance: Minimal challenge
Day-to-day record keeping/data collection: Not a challenge
Vehicle maintenance: Not a challenge
Facility maintenance: Not a challenge
Procurement process: Not a challenge
Funding and reimbursement process: Somewhat a challenge
Customer service: Minimal challenge
Ability to implement new technologies: Minimal challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question

Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets: Minimal challenge
Informing customers of existing service (schedule, fare collection, etc.): Not a challenge
Ensuring fare affordability: Not a challenge
Initiating or promoting employer transit benefit programs: Not a challenge
Public perception of transit: Minimal challenge
Public support for transit investment: Not a challenge
Identifying potential riders or transit need in the community: Minimal challenge
Competition from other transportation providers (e.g. Uber/Lyft): Not a challenge
Delivering new projects: Not a challenge
Providing more frequent or higher capacity service: Not a challenge
Securing local operational funding: Minimal challenge
Securing local capital funding: Minimal challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question
<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q60</strong></td>
<td>Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.</td>
</tr>
<tr>
<td><strong>Q61</strong></td>
<td>Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.</td>
</tr>
<tr>
<td><strong>Q62</strong></td>
<td>Please provide any additional comments/questions not addressed above.</td>
</tr>
</tbody>
</table>
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Sharon Dottery
Name of organization: Augusta Transit
Email: sdottery@augustaga.gov
Phone: 706-823-4400

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Local Fixed-Route Bus Service with Complementary Paratransit

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
Not applicable

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.
None

Q7 Please describe the most common reasons for trip denials.

Trip capacity and vehicle breakdowns.
Q8 Please upload the trip denial log if available.

DENIED TRIPS LOG.docx (12.2KB)

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Yes
Subscription service is public transportation service provided on a recurring or repeated basis.

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.
Passengers that have the same recurring trips weekly.

Q11 What estimated percentage of trips are repeat subscription trips?
35%

Q12 What estimated percentage of riders use repeat subscription trips?
20%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

Website with static service information
Smartphone app/website platform to purchase a transit pass or schedule demand-response trips
Addition of security cameras to buses and/or transit centers
Hybrid, electric, or alternatively fueled vehicles
Partnerships with ride-hailing, scooter, and/or bike-share companies
Unified fare system across transit systems
Transit Asset Management software
Call-ahead notification for demand-response trips

Not in place but considering for future
Not in place but considering for future
Currently have in place
Not in place but considering for future
Not in place but considering for future
Not in place but considering for future
Currently have in place

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Rural 5311 utilizes Q-Ryde Scheduling Software.
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
Yes

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.
9 Routes

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

Route 3 East Augusta, Route 5 Washington Road, Route 6 Gordon Hwy and Route 7 Augusta Mall

Frequently Utilized Bus Stops:
Route 3 Frequently used bus stops
Main Transfer Facility
Broad St - 13th St
Telfair St - 9th St
Telfair St - Municipal Bldg
Telfair St - East Boundary St
East Boundary St - Watkins St- Route 3
East Boundary St - East Armour St
East Boundary St - Taylor St
East Taylor St - Demaret St
East Taylor St - East Cedar St
East Cedar St - East Espinosa St
Sand Bar Ferry Rd - Convenience store
Walton Oaks
East Boundary - E. Telfair St
E. Boundary at Greene St
Route 5 Frequently used bus stops
Broad St/ Eve St
Broad St/ Curry St
Broad St/ Wood St-Olmstead Homes
Broad St/ Milledge Rd
Broad St/Lakemont Dr
Washington Rd/ Old Berckman Rd (National Hill Shopping Center)
Washington Rd/ River Ridge Rd
Washington Rd/ Tin Lizzy (Fair Square Shopping Center)
Washington Rd/ Bertram Rd
Washington Rd/ Sherwood Dr
Washington Rd/ Patriots Way
Washington Rd/ Beverly Heights Dr
Washington Rd/Cherry St
Davis Rd/ Washington Rd
Traditions At Augusta
Social Security Office
Washington Rd/ Picadilly Square S/C
Washington Rd/ Patriots Way
Washington Rd/ Washington Square
Washington Rd/ Berckman Rd
Alexander Dr/ Washington Rd (Kroger Shopping Center)
Morningside Dr/Broad St

Broad St/ A-St
Broad St/ Eve St
Broad St/Former Martha Lester School
Route 6 Frequently used bus stops
Broad St - 12th St
James Brown Blvd - Telfair St
James Brown Blvd - DAntignac St
Laney Walker Blvd - James Brown Blvd
Laney Walker Blvd - 10th St
11th St - Laney Walker Blvd
11th St - Wrightsboro Rd
Wrightsboro Rd - Forest St
Wrightsboro Rd - Chestnut st
Mills St/ Conklin Ave
Mills St/Johnson Ave
Mills St/ Steiner Ave
MLK BLVD/Fuller St
MLK BLVD/Kent St
Steiner Ave/ Cornell St
15th St - TW Josey High School
BOE Maintenance/ Murphy Middle School
Olive Rd - Cooney Circle
Olive Rd - Shirley Rd
Olive Rd - Milledgeville Rd
Milledgeville Rd – Fayetteville
Milledgeville Rd-Murphy St
Kissingbow Rd - Pep Boys (Gordon Hwy)
Deans Bridge Rd - Kmart
Olive Rd - Cooney Circle 1
Olive Rd - Cooney Circle 2
Essie McIntire Blvd - Olive Rd
Essie McIntire Blvd - Sunset Apts 1
Essie McIntire Blvd - Sunset Apts 2

Essie McIntire Blvd - Garlington Ave
11th St/ Wrightsboro
11th St/ Florence
11th St/ Laney Walker Blvd
Laney Walker Blvd - Carrie St
James Brown Blvd - Telfair St
James Brown Blvd - Greene St
Broad St - 12th St
Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  
Yes

Q19 If yes, please describe identified needs.

Bus Route 5:  
A section of transit stops along fixed route number 5, Washington Rd, was re-modified in order to accommodate the mobility needs of seniors and individuals with disability, as well to serve additional riders who lived along the destination of the transit fixed route. The previous transit stop (Washington Rd-Berckmans Rd) was located along an intersection which did not provide a public sidewalk to accommodate transit accessibility for individuals who were disabled and relied on wheelchairs for mobility.

Bus Route 6:  
Due to blight and a decrease in housing property, certain stops along fixed route 6, Gordon Hwy) were relocated to provide better transit user accessibility for residents who were currently living along the transit fixed route service area.
Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?

Not applicable

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

- Website with static service information
  - Not in place but considering for future
- Smartphone app/website platform to purchase a transit pass or schedule dial-a-ride/paratransit trip
  - Not in place but considering for future
- Addition of security cameras to buses and/or transit stops/stations
  - Currently have in place
- Hybrid, electric, or alternatively fueled vehicles
  - Not in place but considering for future
- Partnerships with ride-hailing, scooter, and/or bike-share companies
  - Not in place and not considering for future
- Unified fare system across transit systems
  - Not in place but considering for future
- Transit Asset Management software
  - Not in place but considering for future
- Automatic passenger counters
  - Currently have in place
- Automatic stop announcements
  - Currently have in place
- Real-time arrival information at transit stops, via a smartphone app, website or text message
  - Not in place but considering for future
- Wi-Fi at transit stops or on transit vehicles
  - Not in place but considering for future
- Traffic signal priority
  - Not in place but considering for future
- Call-ahead notification for paratransit trips
  - Currently have in place

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Respondent skipped this question

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?

No

Q24 What is the annual Human Service Transportation ridership of your organization?

Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?

No

Page 9: Existing Conditions

Page 10: Existing Conditions

Page 11: Existing Conditions
### Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?

Yes

### Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Transit Comprehensive Operations Analysis (COA)
- Transit Development Plan/Transit Service Plan
- Transit Asset Management Plan

### Q28 Please provide a link to the plan(s) specified above, if publicly available.

Respondent skipped this question

### Q29 Please upload the plans specified above, if not publicly available.

Respondent skipped this question

### Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Respondent skipped this question

### Q31 Has your agency identified funding for any of these priorities? Please describe.

Respondent skipped this question

### Q32 If you would like to add any additional notes about your priority projects, please do so here.

Respondent skipped this question

### Q33 Are you aware of any identified service needs within your system? Select all that apply.

- Yes, need for additional service hours
- Yes, need for additional geographic service coverage
- Yes, need for additional service capacity
Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Service the Richmond County area in some areas, but we would like to expand to cover the entire Richmond County population.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?

- Ridership (i.e. daily passenger trips)
- On-time performance (i.e. % of trips at stop within certain time of posted schedule)
- Efficiency (i.e. passenger per vehicle mile)
- Asset management (i.e. % of useful life remaining on revenue vehicles)
- Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?

Respondent skipped this question

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

Monday: 6AM-8:30PM
Tuesday: 6AM-8:30PM
Wednesday: 6AM-8:30PM
Thursday: 6AM-8:30PM
Friday: 6AM-8:30PM
Saturday: 7AM-8:30PM
Sunday: N/A
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q40</td>
<td>What types of fare payment methods are currently used to ride on your system? Select all that apply.</td>
</tr>
<tr>
<td></td>
<td>Cash, Magnetic strips</td>
</tr>
<tr>
<td>Q41</td>
<td>Is your fare payment method coordinated to use across more than one transit system?</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Q42</td>
<td>In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.</td>
</tr>
<tr>
<td></td>
<td>Sales tax (LOST, SPLOST, T-SPLOST), Local general funding, Fare purchases from schools, employers, or healthcare providers, Lease revenue</td>
</tr>
<tr>
<td>Q43</td>
<td>If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.</td>
</tr>
<tr>
<td></td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q44</td>
<td>If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.</td>
</tr>
<tr>
<td></td>
<td>Augusta University, Paine College, Augusta Tech. The revenue is used for operating fees.</td>
</tr>
<tr>
<td>Q45</td>
<td>Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Q46</td>
<td>If yes, please describe.</td>
</tr>
<tr>
<td></td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q47</td>
<td>How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.</td>
</tr>
<tr>
<td></td>
<td>Word of mouth, On-board seat drops/flyers, Flyers/posters at bus stops/facilities, Website, Advertisements</td>
</tr>
</tbody>
</table>
Q48 Has your organization pursued regional or multi-county transit service?  
No

Q49 If yes, please describe what you have pursued, including any successes and challenges.  
Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?  
No

Q51 If yes, please describe what you have explored, including any successes and challenges.  
Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Funding

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Augusta Transit is contracted. The contractor does all of the hiring of employees. They do faces challenges of hiring and retaining employees.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Addition of highly trained mechanics
Mechanical system replacements
Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need  
Certifications for safety sensitivity training

#2 Need  
Defensive Driving Training

#3 Need  
Performance based Planning Training

Page 18: Challenges and Opportunities
Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Not a challenge
- Fare pass sales and/or farebox collection: Not a challenge
- Workforce – attracting, training, and/or retaining qualified personnel: Somewhat a challenge
- State/Federal reporting compliance: Not a challenge
- Day-to-day record keeping/data collection: Not a challenge
- Vehicle maintenance: Somewhat a challenge
- Facility maintenance: More challenging
- Procurement process: Minimal challenge
- Funding and reimbursement process: Minimal challenge
- Customer service: Minimal challenge
- Ability to implement new technologies: Somewhat a challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question

Q58 Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets: Most challenging
- Informing customers of existing service (schedule, fare collection, etc.): Not a challenge
- Ensuring fare affordability: Somewhat a challenge
- Initiating or promoting employer transit benefit programs: Minimal challenge
- Public perception of transit: Somewhat a challenge
- Public support for transit investment: Somewhat a challenge
- Identifying potential riders or transit need in the community: Somewhat a challenge
- Competition from other transportation providers (e.g. Uber/Lyft): Not a challenge
- Delivering new projects: Somewhat a challenge
- Providing more frequent or higher capacity service: Somewhat a challenge
- Securing local operational funding: Somewhat a challenge
- Securing local capital funding: Somewhat a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question
Page 19: Optional Questions

**Q60** Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.  
Respondent skipped this question

**Q61** Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.  
Respondent skipped this question

**Q62** Please provide any additional comments/questions not addressed above.  
Respondent skipped this question
Page 1

Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Debbie Hobdy
Name of organization: MIDS TRANSPORTATION INC
Email: debbiehobdy@hotmail.com
Phone: 2292471800 ext 121

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

Page 2: Existing Conditions

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

- Yes

Page 3: Existing Conditions

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

- Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

- Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

We do not deny public trips, if there is an issue it is mostly a time issue and we work with the clients to try and work around schedules.
Q7 Please describe the most common reasons for trip denials.

Time of trip with all resources being tied up. Most of the time public trips have flexibility and we try to encourage scheduling appointments or trips in our non peak hours.

Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Q9 Does your organization offer subscription services? Yes
Subscription service is public transportation service provided on a recurring or repeated basis.

Q10 Describe the subscription service that your agency offers.
Our public subscription trips are mostly dialysis and or work related.

Q11 What estimated percentage of trips are repeat subscription trips?
No idea, we do not track that data

Q12 What estimated percentage of riders use repeat subscription trips?
No, idea, we do not track that data

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology and Tools</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>or schedule demand-response trips</td>
<td></td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share</td>
<td></td>
</tr>
<tr>
<td>companies</td>
<td></td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td></td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Not in place but considering for future</td>
</tr>
</tbody>
</table>
Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

We would like to have the ability to do a live remote in to the bus security systems. This would be done only in case of emergencies and to have the ability to monitor issues, complaints or incidents in real time as they happen on the vehicles. The technology is available, but right now the cost (both hardware, software and data plans) are cost prohibitive.

---

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  No

---

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  Respondent skipped this question

Q19 If yes, please describe identified needs.  Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  Respondent skipped this question

---

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  Respondent skipped this question
Q24 What is the annual Human Service Transportation ridership of your organization?
Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?
No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Transit Development Plan/Transit Service Plan
- Transit Asset Management Plan
- Other (please specify):
  RTCC - Regional Transportation Coordinated Committee

Q28 Please provide a link to the plan(s) specified above, if publicly available.
Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.
Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.
Respondent skipped this question
Q33 Are you aware of any identified service needs within your system? Select all that apply. No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them. Respondent skipped this question

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs? Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?
Regional

Q37 Does your organization track and utilize any of the following performance categories?

- Ridership (i.e. daily passenger trips)
- On-time performance (i.e. % of trips at stop within certain time of posted schedule)
- Efficiency (i.e. passenger per vehicle mile),
- Asset management (i.e. % of useful life remaining on revenue vehicles)
- Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?
To analyze and identify trends and needs.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>7AM-7PM</td>
</tr>
<tr>
<td>Tuesday</td>
<td>7AM-7PM</td>
</tr>
<tr>
<td>Wednesday</td>
<td>7AM-7PM</td>
</tr>
<tr>
<td>Thursday</td>
<td>7AM-7PM</td>
</tr>
<tr>
<td>Friday</td>
<td>7AM-7PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>Some contracted trips on Saturdays</td>
</tr>
<tr>
<td>Sunday</td>
<td>Some contracted trips on Sundays</td>
</tr>
</tbody>
</table>
### Page 15: Existing Conditions

**Q40** What types of fare payment methods are currently used to ride on your system? Select all that apply.  
- **Cash**

**Q41** Is your fare payment method coordinated to use across more than one transit system?  
- Yes

**Q42** In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.  
- Private funding source  
- Contract revenue from qualified human service organizations

**Q43** If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.  
- Respondent skipped this question

**Q44** If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.  
- Respondent skipped this question

**Q45** Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?  
- No

**Q46** If yes, please describe.  
- Respondent skipped this question

### Page 16: Existing Conditions

**Q47** How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.  
- Word of mouth  
- On-board seat drops/flyers,  
- Website,  
- Partnerships with other entities (i.e. medical, schools, local government)

**Q48** Has your organization pursued regional or multi-county transit service?  
- Service is already regional or multi-county

**Q49** If yes, please describe what you have pursued, including any successes and challenges.  
- Respondent skipped this question
Q50 Has your organization pursued coordinated Human Service Transit (HST) service?  
Yes

Q51 If yes, please describe what you have explored, including any successes and challenges.  
Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Yes, we have been in the industry for 30 years and the challenges faced are the rising cost of the vehicle insurance, fuel and hiring of personnel. Most all of our contracts come with a budgeted amount and when we experience increases in the cost of our operations we are unable to pass this on. It is becoming more and more of a challenge.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Again, we are limited by our budgets as to what salary we can pay. Along with that you have to be always thinking about the fluctuation of contract renewals as well as the timeliness of payment.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Purchase of new vehicles
- Other (please specify): When the additional vehicle mileage replacement was added back a couple of years ago, we have seen the maintenance cost as well as the down time for a vehicle increase. While utilizing a vehicle longer may be saving on the front end, the amount of money and time that is spent to keep the vehicle in service longer ends up increasing cost.

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need

I feel as if GDOT is doing a better job with the training. The financial and compliance are always good so that we are kept up to date on any changes.
Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>More challenging</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>More challenging</td>
</tr>
<tr>
<td>Customer service</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Very challenging</td>
</tr>
</tbody>
</table>

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

We are in the middle of the migration process to QRYDE now, so that is one of the reasons I noted very challenging on the ability to implement new technologies. This is a VERY CHALLENGING process and we are currently still on two systems!!!

Q58 Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>More challenging</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>More challenging</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Most challenging</td>
</tr>
</tbody>
</table>

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question
Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.  
Respondent skipped this question

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.  
Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.

One of the biggest challenges being the provider that is actually contracted with all of the different state agencies, is the duplication and sometimes triplication of processes. The multiple vehicle inspections and reporting the same information and data would better utilize time and resources if there were some coordination and cooperation between the various state agencies. I know that this is something that has been talked about for years. However, it isn't happening. We have vehicles that will actually be inspected 4 to 5 times a year for the same criteria. As technology is moving forward we still are finding a lot of requirements, be it reporting or tracking, that are not keeping up.
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Jenny Watt
Name of organization: City of Social Circle
Email: jlwatt@socialcirclega.com
Phone: 770-464-6923

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

10

Q7 Please describe the most common reasons for trip denials.

Calling to schedule a ride for immediate pickup and the schedule does not allow.
Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  
Daily rides to the senior center, rides to dialysis, rides to work.

Q11 What estimated percentage of trips are repeat subscription trips?  
33%

Q12 What estimated percentage of riders use repeat subscription trips?  
10%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

Website with static service information  
Currently have in place  
Smartphone app/website platform to purchase a transit pass or schedule demand-response trips  
Not in place and not considering for future  
Addition of security cameras to buses and/or transit centers  
Not in place and not considering for future  
Hybrid, electric, or alternatively fueled vehicles  
Not in place and not considering for future  
Partnerships with ride-hailing, scooter, and/or bike-share companies  
Not in place and not considering for future  
Unified fare system across transit systems  
Not in place and not considering for future  
Transit Asset Management software  
Not in place and not considering for future  
Call-ahead notification for demand-response trips  
Not in place and not considering for future

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Page 7: Existing Conditions
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
No

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  
Respondent skipped this question

Q19 If yes, please describe identified needs.  
Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  
Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  
Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  
Respondent skipped this question

Page 10: Existing Conditions

Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Page 11: Existing Conditions
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  No

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

Local Comprehensive Plan

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.

https://socialcirclega.gov/comprehensive-plan/

Q29 Please upload the plans specified above, if not publicly available.  Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  Respondent skipped this question

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.

Yes, need for additional service hours
Yes, need for additional geographic service coverage
Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

We run 8-4 M-F and 9-12 1st and 3rd Saturdays. We have had requests for service before and after our hours. Rides to work at 7 am., rides to shopping after 5pm.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  
Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Monroe, Covington (Newton County)

Q37 Does your organization track and utilize any of the following performance categories?  
Ridership (i.e. daily passenger trips)

Q38 If yes, how does your agency use this data?

Scheduling and ride cost.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>7:45a-4:15p</td>
</tr>
<tr>
<td>Tuesday</td>
<td>7:45a-4:15p</td>
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<tr>
<td>Wednesday</td>
<td>7:45a-4:15p</td>
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<tr>
<td>Thursday</td>
<td>7:45a-4:15p</td>
</tr>
<tr>
<td>Friday</td>
<td>7:45a-4:15p</td>
</tr>
<tr>
<td>Saturday</td>
<td>9a-12:00pm 1st and 3rd Saturdays</td>
</tr>
<tr>
<td>Sunday</td>
<td>NA</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.  
Cash

Q41 Is your fare payment method coordinated to use across more than one transit system?  
N/A
Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.  
- Local general funding,
- Fare purchases from schools, employers, or healthcare providers

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.  
Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.  
Walton County Senior Center reimburses us for passengers we take to the local senior center.

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?  
No

Q46 If yes, please describe.  
Respondent skipped this question

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.  
- Word of mouth
- Website,
- Social media,
- Partnerships with other entities (i.e. medical, schools, local government)

Q48 Has your organization pursued regional or multi-county transit service?  
No

Q49 If yes, please describe what you have pursued, including any successes and challenges.  
Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?  
No

Q51 If yes, please describe what you have explored, including any successes and challenges.  
Respondent skipped this question
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

No

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

None

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Other (please specify):

None

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need: Driver training
#2 Need: Dispatcher training
#3 Need: Drug & Alcohol

Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Administrative Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>More challenging</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>More challenging</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>More challenging</td>
</tr>
<tr>
<td>Customer service</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Minimal challenge</td>
</tr>
</tbody>
</table>

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
Q58 Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>More challenging</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>More challenging</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>More challenging</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>More challenging</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>More challenging</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Minimal challenge</td>
</tr>
</tbody>
</table>

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Respondent skipped this question

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.

Respondent skipped this question
#32

Collector: Web Link 1 (Web Link)
Started: Friday, August 02, 2019 7:34:25 AM
Last Modified: Friday, August 02, 2019 8:38:30 AM
Time Spent: 01:04:04
IP Address: 50.235.93.242

Page 1

Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire
Kathy Shealy
Name of organization
City of Rome Transit Department
Email
kshealy@romega.us
Phone
(706)236-4523

Q2 What type(s) of transit service does your organization offer? Select all that apply.
Local Fixed-Route Bus Service with Complementary Paratransit

Page 2: Existing Conditions

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
No

Page 3: Existing Conditions

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
Respondent skipped this question

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
Respondent skipped this question

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.
Respondent skipped this question

Q7 Please describe the most common reasons for trip denials.
Respondent skipped this question
Q8 Please upload the trip denial log if available. Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Subscription service is public transportation service provided on a recurring or repeated basis. Respondent skipped this question

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers. Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips? Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips? Respondent skipped this question

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column. Respondent skipped this question

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered. Respondent skipped this question

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding? Yes

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable. 31
Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

Our Main Line Fixed Route has 5 Routes and we presently operate 26 Tripper Routes which operate AM and PM peak. These routes mainly transport school students, but buses are open door to the public and riders can make connections to Main Line fixed route system. This will end December 31, 2019 and we will no longer operate tripper bus routes.

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  
Yes

Q19 If yes, please describe identified needs.

Several areas in the City and also county areas and more frequent headways.

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  
Within 24 hours

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

- Website with static service information: Currently have in place
- Smartphone app/website platform to purchase a transit pass or schedule dial-a-ride/paratransit trip: Not in place but considering for future
- Addition of security cameras to buses and/or transit stops/stations: Currently have in place
- Hybrid, electric, or alternatively fueled vehicles: Not in place and not considering for future
- Partnerships with ride-hailing, scooter, and/or bike-share companies: Not in place but considering for future
- Unified fare system across transit systems: Not in place and not considering for future
- Transit Asset Management software: Currently have in place
- Automatic passenger counters: Not in place but considering for future
- Automatic stop announcements: Currently have in place
- Real-time arrival information at transit stops, via a smartphone app, website or text message: Currently have in place
- Wi-Fi at transit stops or on transit vehicles: Not in place but considering for future
- Traffic signal priority: Not in place and not considering for future
- Call-ahead notification for paratransit trips: Currently have in place

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Respondent skipped this question
Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  No

Q24 What is the annual Human Service Transportation ridership of your organization?  Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  Yes

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Transit Development Plan/Transit Service Plan
- Capital Improvement Plan
- Transit Asset Management Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available.  Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.

We presently went out for bid for a Transit Development Plan and opened bids this week.
Q32 If you would like to add any additional notes about your priority projects, please do so here.  

Respondent skipped this question

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.

Yes, need for additional service hours
Yes, need for additional geographic service coverage

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Need more frequent headways and possibly service provided in the county. City of Rome presently has only Transit service in the City and no 5311 program.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?

Ridership (i.e. daily passenger trips)
On-time performance (i.e. % of trips at stop within certain time of posted schedule)
Efficiency (i.e. passenger per vehicle mile)
Asset management (i.e. % of useful life remaining on revenue vehicles)
Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?

For planning purposes and provides data for us to better serve the public
**Q39** Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>5:40 am to 6:30 pm</td>
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<td>Tuesday</td>
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<td>Wednesday</td>
<td>5:40 am to 6:30 pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>5:40 am to 6:30 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>5:40 am to 6:30 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>N/A</td>
</tr>
<tr>
<td>Sunday</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Q40** What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash

**Q41** Is your fare payment method coordinated to use across more than one transit system?

- No

**Q42** In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Local general funding,
- Advertisement revenues,
- Contract revenue from qualified human service organizations
- Fare purchases from schools, employers, or healthcare providers

**Q43** If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

- N/A

**Q44** If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

- Tripper Service Revenue from local schools
- Transit Alliance for Paratransit service

**Q45** Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

- No
Q46 If yes, please describe.  

Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- On-board seat drops/flyers,
- Flyers/posters at bus stops/facilities
- Website,
- Social media

Q48 Has your organization pursued regional or multi-county transit service?  

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.  

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?  

Yes

Q51 If yes, please describe what you have explored, including any successes and challenges.  

We presently contract with Transit Alliance to provide trips for Paratransit services.

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Presently went out for bid for a TDP study for recommendations for our future service. December 31, 2019 we will no longer provide Tripper bus service and hoping to expand in other areas that presently no service is provided and more frequent service.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Our present pay scale for the bus operators, and mechanics is very low, therefore we struggle with hiring and retaining employees.
**Q54** What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Addition of highly trained mechanics
- Regular maintenance schedules
- Mechanical system replacements
- Purchase of new vehicles

**Q55** GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

1. Continued training in compliance areas for Fed/State funding
2. Bus Operators training
3. Maintenance training for Mechanics

**Page 18: Challenges and Opportunities**

**Q56** Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Minimal challenge
- Fare pass sales and/or farebox collection: Minimal challenge
- Workforce – attracting, training, and/or retaining qualified personnel: Most challenging
- State/Federal reporting compliance: Most challenging
- Day-to-day record keeping/data collection: Most challenging
- Vehicle maintenance: Most challenging
- Facility maintenance: Most challenging
- Procurement process: Most challenging
- Funding and reimbursement process: More challenging
- Customer service: More challenging
- Ability to implement new technologies: More challenging

**Q57** If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
**Q58** Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Difficulty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>More challenging</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Very challenging</td>
</tr>
</tbody>
</table>

**Q59** If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

Page 19: Optional Questions

**Q60** Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

More frequent headways in our service area, additional buses AM and PM peak service, and county transportation.

**Q61** Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

**Q62** Please provide any additional comments/questions not addressed above.

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Jeff Asmann
Name of organization: Columbia County Public Transit
Email: jasmann@columbiacountyga.gov
Phone: 706-556-0807

Q2 What type(s) of transit service does your organization offer? Select all that apply.
Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.
125

Q7 Please describe the most common reasons for trip denials.

lack of capacity in seating and geographical constraints
Q8 Please upload the trip denial log if available.

April Refused Rides FY2019.pdf (436KB)

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Subscription service is public transportation service provided on a recurring or repeated basis.  

No

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  

Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips?  

Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips?  

Respondent skipped this question

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology or Tool</th>
<th>Current Status</th>
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</thead>
<tbody>
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<td>Website with static service information</td>
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<td>Addition of security cameras to buses and/or transit centers</td>
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<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
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<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
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<td>Unified fare system across transit systems</td>
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<td>Transit Asset Management software</td>
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<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Not in place but considering for future</td>
</tr>
</tbody>
</table>

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

QRyde Portal for dispatching and scheduling.

Page 7: Existing Conditions
Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
No

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  
Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  
Respondent skipped this question

Q19 If yes, please describe identified needs.  
Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  
Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  
Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  
Respondent skipped this question

Page 10: Existing Conditions

Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Page 11: Existing Conditions

285 / 389
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  
None

Q28 Please provide a link to the plan(s) specified above, if publicly available.  
Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  
Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
Respondent skipped this question

Q33 Are you aware of any identified service needs within your system? Select all that apply.  
Yes, need for additional service capacity

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.  
More staff, drivers and vehicles.
Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  
Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?  
Augusta-Richmond county, and McDuffie county

Q37 Does your organization track and utilize any of the following performance categories?  
Ridership (i.e. daily passenger trips), On-time performance (i.e. % of trips at stop within certain time of posted schedule), Efficiency (i.e. passenger per vehicle mile), Asset management (i.e. % of useful life remaining on revenue vehicles), Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?  
Check for scheduling openings on routes, plan for routes with high demand, reassign vehicles and staff, monitor vehicle service and replacement life, and judge service standards to residents.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
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<td>7a to 5p</td>
</tr>
<tr>
<td>Friday</td>
<td>7a to 5p</td>
</tr>
<tr>
<td>Saturday</td>
<td>N/A</td>
</tr>
<tr>
<td>Sunday</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash,
- Other (please specify): Local check

Q41 Is your fare payment method coordinated to use across more than one transit system?

No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Local general funding,
- Contract revenue from qualified human service organizations

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

Coordinated transportation contract funds used to offset expenses.

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

Regional Commission Coordinated Transportation contract funds used for general fund expenses.

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth,
- On-board seat drops/flyers,
- Website,
- Partnerships with other entities (i.e. medical, schools, local government)

Q48 Has your organization pursued regional or multi-county transit service?

No
Q49 If yes, please describe what you have pursued, including any successes and challenges.  

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?  

Yes

Q51 If yes, please describe what you have explored, including any successes and challenges.

16 years of Coordinated Transportation services to Area Agency on Aging and DHS developmental delayed consumers for employment and life skill development.

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Current facility is shared with senior center and does not offer space for staff or equipment expansion.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Continued required training not available online, only in person requires travel and scheduling constraints that may require temporary reduction of services.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need  
- PASS certification

#2 Need  
- Drug and Alcohol training

#3 Need  
- Defensive driver training
<table>
<thead>
<tr>
<th>Q56 Rate your administrative challenges to operating a transit service.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
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<td>Fare pass sales and/or farebox collection</td>
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<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
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<td>Vehicle maintenance</td>
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<tr>
<td>Facility maintenance</td>
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<tr>
<td>Procurement process</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
</tr>
<tr>
<td>Customer service</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q57 If there are other administrative challenges not listed in the previous question, please describe them here.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent skipped this question</td>
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</tbody>
</table>

<table>
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<tr>
<th>Q58 Rate your challenges to meeting rider needs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
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<tr>
<td>Initiating or promoting employer transit benefit programs</td>
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</table>

<table>
<thead>
<tr>
<th>Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.</th>
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</thead>
<tbody>
<tr>
<td>Respondent skipped this question</td>
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</tbody>
</table>
Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Respondent skipped this question

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.

Respondent skipped this question
#34

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, August 02, 2019 8:42:45 AM  
**Last Modified:** Friday, August 02, 2019 9:28:38 AM  
**Time Spent:** 00:45:53  
**IP Address:** 206.180.159.158

### Page 1

**Q1** Please provide the following information about your agency.

<table>
<thead>
<tr>
<th>Name of contact person completing questionnaire</th>
<th>Christine Morris</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of organization</td>
<td>Burke County Transit</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:cmorris@burkecounty-ga.gov">cmorris@burkecounty-ga.gov</a></td>
</tr>
<tr>
<td>Phone</td>
<td>7065541660</td>
</tr>
</tbody>
</table>

**Q2** What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride
- Local Fixed-Route Bus Service with Complementary Paratransit
- Intercity Bus (Section 5311(f))

### Page 2: Existing Conditions

**Q3** Does your organization receive Section 5311 Rural Transit Formula Grant funding?  
Yes

### Page 3: Existing Conditions

**Q4** How far in advance does a demand-response rider need to schedule a trip to ensure a seat?  
Within a week

**Q5** GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?  
No
Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

25

Q7 Please describe the most common reasons for trip denials.

The trip does not work with the other routes, senior and adult day care etc.

Q8 Please upload the trip denial log if available. Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Subscription service is public transportation service provided on a recurring or repeated basis. Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

On a daily basic we transport Burke Senior Center, Forever Angels adult Day Care and Dialysis.

Q11 What estimated percentage of trips are repeat subscription trips?

75%

Q12 What estimated percentage of riders use repeat subscription trips?

75%

Page 6: Existing Conditions
Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
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<tr>
<th>Technology or Tool</th>
<th>Status</th>
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<td>Call-ahead notification for demand-response trips</td>
<td>Currently have in place</td>
</tr>
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</table>

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered. Respondent skipped this question

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
No

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable. Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable. Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders? Respondent skipped this question

Q19 If yes, please describe identified needs. Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat? Respondent skipped this question
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<tr>
<td>Q21 What types of technology and tools are currently used within your</td>
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<tr>
<td>organization, or are being considered?</td>
</tr>
<tr>
<td>Respondent skipped this question</td>
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<tr>
<td>Q22 Is your agency using or considering any other types of technology</td>
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<td>or tools not listed above? Please describe, and indicate whether they</td>
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<td>are currently used within your organization, or being considered.</td>
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<tr>
<td>Respondent skipped this question</td>
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<tr>
<td>Q23 Does your organization receive Section 5310 Enhanced Mobility for</td>
</tr>
<tr>
<td>Seniors and Individuals with Disabilities funding?</td>
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<tr>
<td>Respondent skipped this question</td>
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<tr>
<td>Q24 What is the annual Human Service Transportation ridership of your</td>
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<tr>
<td>organization?</td>
</tr>
<tr>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q25 Does your organization receive Section 5337 State of Good Repair</td>
</tr>
<tr>
<td>Grants funding?</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Q26 Does your organization receive Section 5339 Bus and Bus Facilities</td>
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<td>None</td>
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<td>Q28 Please provide a link to the plan(s) specified above, if publicly</td>
</tr>
<tr>
<td>available.</td>
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<tr>
<td>Respondent skipped this question</td>
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<td>Q29 Please upload the plans specified above, if not publicly available.</td>
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</tr>
<tr>
<td>Question</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
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<td>Sunday</td>
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</tr>
</tbody>
</table>

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash
- Other (please specify): Checks

Q41 Is your fare payment method coordinated to use across more than one transit system?

- No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Other (please specify): none

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

- Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

- Respondent skipped this question

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

- Respondent skipped this question

Q46 If yes, please describe.

- Respondent skipped this question
Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- On-board seat drops/flyers,
- Flyers/posters at bus stops/facilities
- Website,
- Partnerships with other entities (i.e. medical, schools, local government)
- Advertisements

Q48 Has your organization pursued regional or multi-county transit service?  

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?  

No

Q51 If yes, please describe what you have explored, including any successes and challenges.

Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

None

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

None
Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Addition of highly trained mechanics
- Regular maintenance schedules
- Baseline condition inspections
- Vehicle refurbishment
- Mechanical system replacements
- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need: None
#2 Need: None
#3 Need: None

Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Not a challenge
- Fare pass sales and/or farebox collection: Not a challenge
- Workforce – attracting, training, and/or retaining qualified personnel: Not a challenge
- State/Federal reporting compliance: Not a challenge
- Day-to-day record keeping/data collection: Not a challenge
- Vehicle maintenance: Not a challenge
- Facility maintenance: Not a challenge
- Procurement process: Not a challenge
- Funding and reimbursement process: Not a challenge
- Customer service: Not a challenge
- Ability to implement new technologies: Not a challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets: Not a challenge
Informing customers of existing service (schedule, fare collection, etc.): Not a challenge
Ensuring fare affordability: Not a challenge
Initiating or promoting employer transit benefit programs: Not a challenge
Public perception of transit: Not a challenge
Public support for transit investment: Not a challenge
Identifying potential riders or transit need in the community: Not a challenge
Competition from other transportation providers (e.g. Uber/Lyft): Not a challenge
Delivering new projects: Not a challenge
Providing more frequent or higher capacity service: Not a challenge
Securing local operational funding: Not a challenge
Securing local capital funding: Not a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

None

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

none

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

none

Q62 Please provide any additional comments/questions not addressed above.

none
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Victor Pope
Name of organization: Athens-Clarke County Transit Department
Email: victor.pope@accgov.com
Phone: 7624006893

Q2 What type(s) of transit service does your organization offer? Select all that apply.
- Demand-response/Dial-a-Ride,
- Local Fixed-Route Bus Service with Complementary Paratransit

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
No

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
Respondent skipped this question

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
Respondent skipped this question

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.
Respondent skipped this question
Q7 Please describe the most common reasons for trip denials.  
Respondent skipped this question

Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
Respondent skipped this question

Q10 Describe the subscription service that your agency offers.  
Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips?  
Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips?  
Respondent skipped this question

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.  
Respondent skipped this question

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
Yes
Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.

20

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

Route 12 - Riverbend
Route 27 - Barnett Shoals
Route 14 - Lakeside

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?

Yes

Q19 If yes, please describe identified needs.

ACCTD has a Transit Development Plan which has identified service needs in the North, South, and West sections of the ACC service area.

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?

Within 24 hours

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

<table>
<thead>
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<th>Status</th>
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</thead>
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</tr>
<tr>
<td>Addition of security cameras to buses and/or transit stops/stations</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Automatic passenger counters</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Automatic stop announcements</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Real-time arrival information at transit stops, via a smartphone app, website or text message</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Wi-Fi at transit stops or on transit vehicles</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Traffic signal priority</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for paratransit trips</td>
<td>Not in place but considering for future</td>
</tr>
</tbody>
</table>
Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Business Intelligence

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding? No

Page 10: Existing Conditions

Q24 What is the annual Human Service Transportation ridership of your organization? Respondent skipped this question

Page 11: Existing Conditions

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding? No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding? Yes

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven't missed anything, please tell us if your agency uses any of the following to help guide decision making. Transit Development Plan/Transit Service Plan

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.


Q29 Please upload the plans specified above, if not publicly available. Respondent skipped this question
Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents? 

Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.

TSPLOST may assist with some capital needs.

Q32 If you would like to add any additional notes about your priority projects, please do so here.

ACCTD is investing Transit Oriented Design as part of the development process of the remote transfer facility concept.

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.

Yes, need for additional service hours
Yes, need for additional geographic service coverage
Yes, need for additional service capacity

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

ACCTD has a need to expand into the growing retail space near the Athens-Clarke/Oconee County line.

ACCTD has identified a need to decentralize transfer locations to enable better geographic travel.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

NONE
Q37 Does your organization track and utilize any of the following performance categories?

- Ridership (i.e. daily passenger trips)
- On-time performance (i.e. % of trips at stop within certain time of posted schedule)
- Efficiency (i.e. passenger per vehicle mile)
- Asset management (i.e. % of useful life remaining on revenue vehicles)

Q38 If yes, how does your agency use this data?

This data is used in route planning and the TDP development.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>05:30-21:45</td>
</tr>
<tr>
<td>Tuesday</td>
<td>05:30-21:45</td>
</tr>
<tr>
<td>Wednesday</td>
<td>05:30-21:45</td>
</tr>
<tr>
<td>Thursday</td>
<td>05:30-21:45</td>
</tr>
<tr>
<td>Friday</td>
<td>05:30-21:45</td>
</tr>
<tr>
<td>Saturday</td>
<td>07:00-21:45</td>
</tr>
<tr>
<td>Sunday</td>
<td>07:00-21:45</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash
- Magnetic strips
- No fare

Q41 Is your fare payment method coordinated to use across more than one transit system?

- No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Sales tax (LOST, SPLOST, T-SPLOST)
- Local general funding
- Advertisement revenues
- Fare purchases from schools, employers, or healthcare providers
Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

N/A

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

ACCTD has established a contract with the University System of Georgia to allow UGA students to ride at a contracted rate which is post-paid by UGA.

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate? No

Q46 If yes, please describe.

No, but bulk rate passes are offered to anyone purchasing more than 20 passes.

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- On-board seat drops/flyers
- Flyers/posters at bus stops/facilities
- Website
- Social media
- Customer emails/texts
- Partnerships with other entities (i.e. medical, schools, local government)
- Advertisements

Q48 Has your organization pursued regional or multi-county transit service? No

Q49 If yes, please describe what you have pursed, including any successes and challenges.

N/A
Q50 Has your organization pursued coordinated Human Service Transit (HST) service?  
No

Q51 If yes, please describe what you have explored, including any successes and challenges.  
N/A

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.  
Additional funding is needed to cover increased operating costs. This need will increase in the future as tax revenues stagnate.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.  
ACCTD has experienced at 19% turnover in recent years. Lack of competitive pay and work schedules present a huge challenge in acquiring skilled, competent employees.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.  
Addition of highly trained mechanics, Vehicle refurbishment, Mechanical system replacements, Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?  
#1 Need Trainers for 1-on-1 coaching  
#2 Need Training simulators  
#3 Need Recurrent Training

Page 18: Challenges and Opportunities
Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Administrative Challenge</th>
<th>Difficulty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>More challenging</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Very challenging</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Customer service</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Somewhat a challenge</td>
</tr>
</tbody>
</table>

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Adequate Operations Supervision.

Q58 Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Rider Need Challenge</th>
<th>Difficulty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>More challenging</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>More challenging</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>More challenging</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Most challenging</td>
</tr>
</tbody>
</table>

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question.
**Q60** Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Participate in GTA

**Q61** Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

**Q62** Please provide any additional comments/questions not addressed above.

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Bruce Poteat
Name of organization: Haralson County Transit
Email: bruce.poteat@haralsoncountyga.gov
Phone: 770-646-2032

Q2 What type(s) of transit service does your organization offer? Select all that apply.
Other (please specify): Appointments only

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

none that I remember
Q7. Please describe the most common reasons for trip denials.

Time slots and scheduling

Q8. Please upload the trip denial log if available.

Respondent skipped this question

Q9. Does your organization offer subscription services?

Subscription service is public transportation service provided on a recurring or repeated basis.

Yes

Q10. Describe the subscription service that your agency offers.

Re-occurring trips are booked as long as they are needed such as therapy

Q11. What estimated percentage of trips are repeat subscription trips?

2%

Q12. What estimated percentage of riders use repeat subscription trips?

As needed

Q13. What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology or Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Question</td>
<td>Response</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td><strong>Q14</strong> Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
<td>No</td>
</tr>
<tr>
<td><strong>Q15</strong> Does your organization receive Section 5307 Urbanized Area Formula Grant funding?</td>
<td>No</td>
</tr>
<tr>
<td><strong>Q16</strong> Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q17</strong> Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q18</strong> Have you identified a need for new/modified routes to serve additional destinations/riders?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q19</strong> If yes, please describe identified needs.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q20</strong> How far in advance does a paratransit rider need to schedule a trip to ensure a seat?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q21</strong> What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q22</strong> Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q23</strong> Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

Local Comprehensive Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available.

n/a

Q29 Please upload the plans specified above, if not publicly available.  
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  
Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
Respondent skipped this question
**Q33** Are you aware of any identified service needs within your system? Select all that apply.
- Yes, need for additional service hours

**Q34** If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Afternoon and weekend trips. It would require additional drivers and additional moneys.

**Q35** Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?
- Sometimes, but only under certain circumstances

**Q36** If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Carroll, Polk, Floyd,

**Q37** Does your organization track and utilize any of the following performance categories?
- N/A (do not track and utilize any of the above)

**Q38** If yes, how does your agency use this data?
- Respondent skipped this question

**Q39** Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

- Monday: 7am-5:30pm
- Tuesday: 7am-5:30pm
- Wednesday: 7am-5:30pm
- Thursday: 7am-5:30pm
- Friday: 7am-5:30pm
- Saturday: n/a
- Sunday: n/a

**Q40** What types of fare payment methods are currently used to ride on your system? Select all that apply.
- Cash,
- Other (please specify): Checks

**Q41** Is your fare payment method coordinated to use across more than one transit system?
- No
Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Other (please specify):
- Required Local tax payer match

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

- Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

- Respondent skipped this question

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

- No

Q46 If yes, please describe.

- Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- On-board seat drops/flyers
- Website

Q48 Has your organization pursued regional or multi-county transit service?

- No

Q49 If yes, please describe what you have pursed, including any successes and challenges.

- Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

- No

Q51 If yes, please describe what you have explored, including any successes and challenges.

- Respondent skipped this question

Page 17: Considerations for Transit Service Delivery
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

A way to hire fill in drivers. We simply don't have the budget to hire more than current drivers, when one calls in we go into panic.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Need to update pay scale

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Addition of highly trained mechanics

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need
Way to keep up Required drivers training

#2 Need
Computer training

#3 Need
Maintenance

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

Communicating service alerts or changes to public
Somewhat a challenge

Fare pass sales and/or farebox collection
Not a challenge

Workforce – attracting, training, and/or retaining qualified personnel
More challenging

State/Federal reporting compliance
More challenging

Day-to-day record keeping/data collection
More challenging

Vehicle maintenance
Very challenging

Facility maintenance
Somewhat a challenge

Procurement process
Somewhat a challenge

Funding and reimbursement process
Minimal challenge

Customer service
Not a challenge

Ability to implement new technologies
Somewhat a challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
<table>
<thead>
<tr>
<th>Question</th>
<th>Challenges to Meeting Rider Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q58</td>
<td>Rate your challenges to meeting rider needs.</td>
</tr>
<tr>
<td></td>
<td>Limited ability to expand into new markets</td>
</tr>
<tr>
<td></td>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
</tr>
<tr>
<td></td>
<td>Ensuring fare affordability</td>
</tr>
<tr>
<td></td>
<td>Initiating or promoting employer transit benefit programs</td>
</tr>
<tr>
<td></td>
<td>Public perception of transit</td>
</tr>
<tr>
<td></td>
<td>Public support for transit investment</td>
</tr>
<tr>
<td></td>
<td>Identifying potential riders or transit need in the community</td>
</tr>
<tr>
<td></td>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
</tr>
<tr>
<td></td>
<td>Delivering new projects</td>
</tr>
<tr>
<td></td>
<td>Providing more frequent or higher capacity service</td>
</tr>
<tr>
<td></td>
<td>Securing local operational funding</td>
</tr>
<tr>
<td></td>
<td>Securing local capital funding</td>
</tr>
</tbody>
</table>

| Q59      | If there are other challenges to meeting rider needs not listed in the question above, please describe them here. |
|          | Respondent skipped this question |

**Page 19: Optional Questions**

<table>
<thead>
<tr>
<th>Question</th>
<th>Opportunities or Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q60</td>
<td>Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.</td>
</tr>
<tr>
<td></td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Opportunities or Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q61</td>
<td>Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.</td>
</tr>
<tr>
<td></td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Opportunities or Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q62</td>
<td>Please provide any additional comments/questions not addressed above.</td>
</tr>
<tr>
<td></td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
#37

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, August 02, 2019 9:24:36 AM  
**Last Modified:** Friday, August 02, 2019 11:12:02 AM  
**Time Spent:** 01:47:25  
**IP Address:** 184.180.139.55

**Page 1**

**Q1** Please provide the following information about your agency.

- **Name of contact person completing questionnaire:** William Lee Brown
- **Name of organization:** Macon Bibb County Transit Authority
- **Email:** lbrown@mta-mac.com
- **Phone:** 478-621-7118

**Q2** What type(s) of transit service does your organization offer? Select all that apply.

- Local Fixed-Route Bus Service with Complementary Paratransit

**Page 2: Existing Conditions**

**Q3** Does your organization receive Section 5311 Rural Transit Formula Grant funding?  
**No**

**Page 3: Existing Conditions**

**Q4** How far in advance does a demand-response rider need to schedule a trip to ensure a seat?  
Respondent skipped this question

**Q5** GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?  
Respondent skipped this question

**Q6** How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.  
Respondent skipped this question

**Q7** Please describe the most common reasons for trip denials.  
Respondent skipped this question
Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
Respondent skipped this question

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  
Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips?  
Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips?  
Respondent skipped this question

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.  
Respondent skipped this question

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered. 
Respondent skipped this question

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  
Yes

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  
9
Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

Rt. 9 - Colleges
Rt. 5 - Anderson park
Rt. 12 - VA center

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders? Yes

Q19 If yes, please describe identified needs.

We need a route out to Amazon, Komo Tire and south industrial park from urban core. We also need a route out the east end to Gieco, State Forestry and East Industrial park.

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat? Within 24 hours

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

<table>
<thead>
<tr>
<th>Technology/Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule dial-a-ride/paratransit trip</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit stops/stations</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Automatic passenger counters</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Automatic stop announcements</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Real-time arrival information at transit stops, via a smartphone app, website or text message</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Wi-Fi at transit stops or on transit vehicles</td>
<td>Not in place but considering for future</td>
</tr>
<tr>
<td>Traffic signal priority</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Call-ahead notification for paratransit trips</td>
<td>Currently have in place</td>
</tr>
</tbody>
</table>

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Respondent skipped this question
Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  
No

Page 10: Existing Conditions

Q24 What is the annual Human Service Transportation ridership of your organization?  
Respondent skipped this question

Page 11: Existing Conditions

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  
No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
Yes

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Comprehensive Transportation Plan (CTP)
- Transit Asset Management Plan

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.  
Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.

Transit Facilities Plan - FY 2018-2023.doc(403.5KB)

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Priority #1: Complete charging station for new electric buses
Priority #2: Route-shout
Priority #3: Route Match
Q31 Has your agency identified funding for any of these priorities? Please describe.

Yes

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
Respondent skipped this question

Q33 Are you aware of any identified service needs within your system? Select all that apply.

Yes, need for additional geographic service coverage

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Routes and funding to implement them

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?  
Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?

Ridership (i.e. daily passenger trips)

On-time performance (i.e. % of trips at stop within certain time of posted schedule)

Efficiency (i.e. passenger per vehicle mile)

Asset management (i.e. % of useful life remaining on revenue vehicles)

Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?

To improve our service to our customers, cut our cost through better efficiency and increase ridership.
Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
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<tr>
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<tr>
<td>Wednesday</td>
<td>5AM-9PM</td>
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<tr>
<td>Thursday</td>
<td>5AM-9PM</td>
</tr>
<tr>
<td>Friday</td>
<td>5AM-9PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>5AM-7PM</td>
</tr>
<tr>
<td>Sunday</td>
<td>No Service</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash
- Magnetic strips
- Electronic passes/touch pad sensor
- Smartphone apps

Q41 Is your fare payment method coordinated to use across more than one transit system?

N/A

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Sales tax (LOST, SPLOST, T-SPLOST)
- Local general funding
- Advertisement revenues
- Fare purchases from schools, employers, or healthcare providers

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

NA

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

Mercer University- we run a special bus three nights a week till 3AM to provide students a ride home from Macon's Urban core.
Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?  
No

Q46 If yes, please describe.  
Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.  
Word of mouth, Flyers/posters at bus stops/facilities, Website, Social media, Partnerships with other entities (i.e. medical, schools, local government)

Q48 Has your organization pursued regional or multi-county transit service?  
No

Q49 If yes, please describe what you have pursued, including any successes and challenges.  
Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?  
No

Q51 If yes, please describe what you have explored, including any successes and challenges.  
Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.  
Budgetary- we are always faced with reduced funding without notice.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.  
Pay-scale deficiencies.
Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Addition of highly trained mechanics
- Regular maintenance schedules
- Vehicle refurbishment
- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need: RTA inventory/ maintenance/ preventive maintenance system
#2 Need: Public Pension Training
#3 Need: Federal awards management

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public
  - Somewhat a challenge
- Fare pass sales and/or farebox collection
  - Minimal challenge
- Workforce – attracting, training, and/or retaining qualified personnel
  - More challenging
- State/Federal reporting compliance
  - More challenging
- Day-to-day record keeping/data collection
  - Minimal challenge
- Vehicle maintenance
  - Very challenging
- Facility maintenance
  - More challenging
- Procurement process
  - Somewhat a challenge
- Funding and reimbursement process
  - Very challenging
- Customer service
  - Minimal challenge
- Ability to implement new technologies
  - Minimal challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
Q58 Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets: More challenging
- Informing customers of existing service (schedule, fare collection, etc.): Minimal challenge
- Ensuring fare affordability: Somewhat a challenge
- Initiating or promoting employer transit benefit programs: Somewhat a challenge
- Public perception of transit: Somewhat a challenge
- Public support for transit investment: More challenging
- Identifying potential riders or transit need in the community: Somewhat a challenge
- Competition from other transportation providers (e.g. Uber/Lyft): Minimal challenge
- Delivering new projects: Somewhat a challenge
- Providing more frequent or higher capacity service: Very challenging
- Securing local operational funding: Very challenging
- Securing local capital funding: Very challenging

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Be in step with changing demographics.

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

MTA has a relatively new leadership that keeps an open-minded vision of the ever changing population. We were awarded Low/No Grant Funding to purchase two electric transit buses. MTA’s executive management group traveled out to tour the facility after having researched the company for over a year. Working with GDOT, the Macon Bibb County consolidated government and Ga. Power to overcome any environmental hurdles on building a charging station on site that will be expandable to charge up to 12 buses, we are looking forward to completing this project spring of 2020.

Q62 Please provide any additional comments/questions not addressed above.

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Donna Barnes
Name of organization: Baldwin Transit
Email: godsladie2003@yahoo.com
Phone: 478-445-2941

Q2 What type(s) of transit service does your organization offer? Select all that apply.

Intercity Bus (Section 5311(f))

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

5
Q7 Please describe the most common reasons for trip denials.

Time needed is outside our window of operation

Q8 Please upload the trip denial log if available.   Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  Yes

Subscription service is public transportation service provided on a recurring or repeated basis.

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

we do repeat trips for dialysis patients, school students and people going to work daily.

Q11 What estimated percentage of trips are repeat subscription trips?

25

Q12 What estimated percentage of riders use repeat subscription trips?

15

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

Website with static service information              Not in place and not considering for future
Smartphone app/website platform to purchase a transit pass or schedule demand-response trips Not in place and not considering for future
Addition of security cameras to buses and/or transit centers Currently have in place
Hybrid, electric, or alternatively fueled vehicles Not in place and not considering for future
Partnerships with ride-hailing, scooter, and/or bike-share companies Not in place and not considering for future
Unified fare system across transit systems Not in place and not considering for future
Transit Asset Management software Not in place and not considering for future
Call-ahead notification for demand-response trips Currently have in place
Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

qryde tablets for rides

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?

No

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.

Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?

Respondent skipped this question

Q19 If yes, please describe identified needs.

Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?

Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Respondent skipped this question

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?

Respondent skipped this question
Q24 What is the annual Human Service Transportation ridership of your organization?

Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?

No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?

No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

None

Q28 Please provide a link to the plan(s) specified above, if publicly available.

Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.

Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.

Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.

Respondent skipped this question
Q33 Are you aware of any identified service needs within your system? Select all that apply.  
No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.  
Respondent skipped this question

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  
No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?  
Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?  
Ridership (i.e. daily passenger trips),  
On-time performance (i.e. % of trips at stop within certain time of posted schedule),  
Efficiency (i.e. passenger per vehicle mile),  
Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data?  
through QRYDE SOFTWARE

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).  

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Friday</td>
<td>7:30am-4:30pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>N/A</td>
</tr>
<tr>
<td>Sunday</td>
<td>N/A</td>
</tr>
</tbody>
</table>
**Q40** What types of fare payment methods are currently used to ride on your system? Select all that apply.

- **Cash**

**Q41** Is your fare payment method coordinated to use across more than one transit system?

- **N/A**

**Q42** In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- **Local general funding**

**Q43** If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

- **Respondent skipped this question**

**Q44** If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

- **Respondent skipped this question**

**Q45** Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

- **Respondent skipped this question**

**Q46** If yes, please describe.

- **Respondent skipped this question**

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**Page 16: Existing Conditions**

**Q47** How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- **Word of mouth**
- **Flyers/posters at bus stops/facilities**
- **Website**

**Q48** Has your organization pursued regional or multicounty transit service?

- **No**

**Q49** If yes, please describe what you have pursued, including any successes and challenges.

- **Respondent skipped this question**

**Q50** Has your organization pursued coordinated Human Service Transit (HST) service?

- **No**
Q51 If yes, please describe what you have explored, including any successes and challenges.  
Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

NO

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

WAGES

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Regular maintenance schedules
- Baseline condition inspections
- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need
#2 Need
#3 Need

Page 18: Challenges and Opportunities
Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Most challenging</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Customer service</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Minimal challenge</td>
</tr>
</tbody>
</table>

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.  
Respondent skipped this question

Q58 Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>More challenging</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Not a challenge</td>
</tr>
</tbody>
</table>

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.  
Respondent skipped this question
Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

MORE DRIVERS

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

NO

Q62 Please provide any additional comments/questions not addressed above.  

Respondent skipped this question
### Page 1

**Q1** Please provide the following information about your agency.

| Name of contact person completing questionnaire | Misty Burns |
| Name of organization                          | Jackson County Transit |
| Email                                          | mburns@jacksoncountygov.com |
| Phone                                          | 706/367-7433 |

### Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride,
- DHS Coordinated Transportation,

### Page 2: Existing Conditions

**Q3** Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

### Page 3: Existing Conditions

**Q4** How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within a week

**Q5** GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

Yes

**Q6** How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

3
Q7 Please describe the most common reasons for trip denials.

timing

Q8 Please upload the trip denial log if available.

April 2019 denied trips log.pdf (343.1KB)

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Yes
Subscription service is public transportation service provided on a recurring or repeated basis.

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

We have DHS coordinated transit subscriptions and general public riders that use transportation for work and other set events that have standing appointments.

Q11 What estimated percentage of trips are repeat subscription trips?

70-75

Q12 What estimated percentage of riders use repeat subscription trips?

60

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology and Tools</th>
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<tbody>
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<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
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<td>Addition of security cameras to buses and/or transit centers</td>
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<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place but considering for future</td>
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<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
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<td>Unified fare system across transit systems</td>
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</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Not in place and not considering for future</td>
</tr>
</tbody>
</table>
Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

N/A

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?  No

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.  Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.  Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?  Respondent skipped this question

Q19 If yes, please describe identified needs.  Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?  Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.  Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  Respondent skipped this question

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?  Respondent skipped this question
Q24 What is the annual Human Service Transportation ridership of your organization?  
 Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  
 No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
 No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  
 None

Q28 Please provide a link to the plan(s) specified above, if publicly available.  
 Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  
 Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
 Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  
 Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
 Respondent skipped this question
Q33 Are you aware of any identified service needs within your system? Select all that apply.

- Yes, need for additional geographic service coverage
- Yes, need for additional service capacity

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

More vans and drivers to accommodate more riders due to area of county

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Athens

Q37 Does your organization track and utilize any of the following performance categories?

N/A (do not track and utilize any of the above)

Q38 If yes, how does your agency use this data?

N/A

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

- Monday: 7AM-4PM
- Tuesday: 7AM-4PM
- Wednesday: 7AM-4PM
- Thursday: 7AM-4PM
- Friday: 7AM-4PM
- Saturday: CLOSED
- Sunday: CLOSED
**Q40** What types of fare payment methods are currently used to ride on your system? Select all that apply.

- **Cash**
- **Other (please specify):** CHECKS & ORGANIZATIONAL VOUCHERS

**Q41** Is your fare payment method coordinated to use across more than one transit system?

No

**Q42** In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Local general funding
- Contract revenue from qualified human service organizations
- Fare purchases from schools, employers, or healthcare providers

**Q43** If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

N/A

**Q44** If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

Contract with DHS for client transportation - revenue counts as part of farebox

**Q45** Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

**Q46** If yes, please describe.

n/a

Page 16: Existing Conditions

**Q47** How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- On-board seat drops/flyers
- Website
**Q48** Has your organization pursued regional or multi-county transit service?  
Service is already regional or multi-county

**Q49** If yes, please describe what you have pursued, including any successes and challenges.  
N/A

**Q50** Has your organization pursued coordinated Human Service Transit (HST) service?  
Already provide coordinated HST service

**Q51** If yes, please describe what you have explored, including any successes and challenges.  
we have a coordinated transportation contract with DHS It ha helped up ridership and raise revenue but is challenging due to guaranteed transportation at designated times.

---

**Page 17: Considerations for Transit Service Delivery**

**Q52** Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.  
There will be multiple operational and programmatic needs that will need to be met in order to continue to keep up with demand and federal funding requirements.

**Q53** What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.  
finding qualified part time drivers

**Q54** What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.  
- Regular maintenance schedules  
- Baseline condition inspections  
- Purchase of new vehicles

**Q55** GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?  
#1 Need  
PASS Training

---

**Page 18: Challenges and Opportunities**
Q56 Rate your administrative challenges to operating a transit service.

Communicating service alerts or changes to public: Very challenging
Fare pass sales and/or farebox collection: Minimal challenge
Workforce – attracting, training, and/or retaining qualified personnel: Somewhat a challenge
State/Federal reporting compliance: Somewhat a challenge
Day-to-day record keeping/data collection: Not a challenge
Vehicle maintenance: Not a challenge
Facility maintenance: Not a challenge
Procurement process: Somewhat a challenge
Funding and reimbursement process: Somewhat a challenge
Customer service: Not a challenge
Ability to implement new technologies: Not a challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

N/A

Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets: More challenging
Informing customers of existing service (schedule, fare collection, etc.): Somewhat a challenge
Ensuring fare affordability: Minimal challenge
Initiating or promoting employer transit benefit programs: Somewhat a challenge
Public perception of transit: More challenging
Public support for transit investment: Most challenging
Identifying potential riders or transit need in the community: Not a challenge
Competition from other transportation providers (e.g. Uber/Lyft): Not a challenge
Delivering new projects: Somewhat a challenge
Providing more frequent or higher capacity service: Most challenging
Securing local operational funding: Somewhat a challenge
Securing local capital funding: Somewhat a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

N/A
Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

N/A

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

N/a

Q62 Please provide any additional comments/questions not addressed above.

N/A
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Nancy Blount
Name of organization: Lincoln County Board of Commission
Email: nablount@lincolncountyga.com
Phone: 7063593116

Q2 What type(s) of transit service does your organization offer? Select all that apply.
- Demand-response/Dial-a-Ride
- Local Fixed-Route Bus Service with Complementary Paratransit

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding? Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat? Not applicable

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials? No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.
8
Q7 Please describe the most common reasons for trip denials.

Does not transport to Augusta, Ga. or Athens, Ga

Q8 Please upload the trip denial log if available. 

Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? 

Subscription service is public transportation service provided on a recurring or repeated basis.

Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

Clients come to senior center for congregate meals daily

Q11 What estimated percentage of trips are repeat subscription trips?

90%

Q12 What estimated percentage of riders use repeat subscription trips?

90%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology or Tool</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>demand-response trips</td>
<td></td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Currently have in place</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Currently have in place</td>
</tr>
</tbody>
</table>
Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

N/A

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding? No

Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable. Respondent skipped this question

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable. Respondent skipped this question

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders? Respondent skipped this question

Q19 If yes, please describe identified needs. Respondent skipped this question

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat? Respondent skipped this question

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column. Respondent skipped this question

Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered. Respondent skipped this question

Page 9: Existing Conditions

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding? Respondent skipped this question
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q24 What is the annual Human Service Transportation ridership of your organization?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?</td>
<td>No</td>
</tr>
<tr>
<td>Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?</td>
<td>No</td>
</tr>
<tr>
<td>Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.</td>
<td>None</td>
</tr>
<tr>
<td>Q28 Please provide a link to the plan(s) specified above, if publicly available.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q29 Please upload the plans specified above, if not publicly available.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q31 Has your agency identified funding for any of these priorities? Please describe.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q32 If you would like to add any additional notes about your priority projects, please do so here.</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q33 Are you aware of any identified service needs within your system? Select all that apply.

Yes, need for additional service hours
Yes, need for additional geographic service coverage
Yes, need for additional service capacity

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

Due to budget restraints we are only able to offer limited hours per day. Do not have budget or staff to enlarge geographic area.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

No

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Respondent skipped this question

Q37 Does your organization track and utilize any of the following performance categories?

N/A (do not track and utilize any of the above)

Q38 If yes, how does your agency use this data?

Respondent skipped this question

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

Monday 9AM -2 PM
Tuesday 9AM -2 PM
Wednesday 9AM -2 PM
Thursday 9AM -2 PM
Friday 9AM -2 PM
Saturday CLOSED
Sunday CLOSED

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

Cash
Q41 Is your fare payment method coordinated to use across more than one transit system?  
No

Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.
Local general funding, Contract revenue from qualified human service organizations

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.
Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.
CSRA Regional Commission

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?  
No

Q46 If yes, please describe.
Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.
Word of mouth, Flyers/posters at bus stops/facilities, Website, Social media

Q48 Has your organization pursued regional or multi-county transit service?  
No

Q49 If yes, please describe what you have pursed, including any successes and challenges.
Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?  
No
Q51 If yes, please describe what you have explored, including any successes and challenges.  

Respondent skipped this question

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Additional transit van (special needs accessible) for transporting out of rural area for medical appts with qualified staff for operation of vehicle.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Staff willing to work at low wages, part-time with no benefits.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Addition of highly trained mechanics

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need  
Need for qualified mechanic.

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

Communicating service alerts or changes to public  
Minimal challenge

Fare pass sales and/or farebox collection  
Minimal challenge

Workforce – attracting, training, and/or retaining qualified personnel  
Minimal challenge

State/Federal reporting compliance  
Minimal challenge

Day-to-day record keeping/data collection  
Minimal challenge

Vehicle maintenance  
Minimal challenge

Facility maintenance  
Minimal challenge

Procurement process  
Minimal challenge

Funding and reimbursement process  
Minimal challenge

Customer service  
Minimal challenge

Ability to implement new technologies  
Very challenging
Q57 If there are other administrative challenges not listed in the previous question, please describe them here.  

Respondent skipped this question

Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets  
Most challenging

Informing customers of existing service (schedule, fare collection, etc.)  
Somewhat a challenge

Ensuring fare affordability  
Minimal challenge

Initiating or promoting employer transit benefit programs  
Minimal challenge

Public perception of transit  
Somewhat a challenge

Public support for transit investment  
More challenging

Identifying potential riders or transit need in the community  
More challenging

Competition from other transportation providers (e.g. Uber/Lyft)  
Not a challenge

Delivering new projects  
Most challenging

Providing more frequent or higher capacity service  
Minimal challenge

Securing local operational funding  
Minimal challenge

Securing local capital funding  
Minimal challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.  

Respondent skipped this question

Page 19:Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.  

Respondent skipped this question

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.  

Respondent skipped this question

Q62 Please provide any additional comments/questions not addressed above.  

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Gaylane Bowman
Name of organization: Taliaferro County Board of Commissioners
Email: taliaferro@nu-z.net
Phone: 706-456-2229

Q2 What type(s) of transit service does your organization offer? Select all that apply.

Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?

Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?

Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?

No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

We do not track this information

Q7 Please describe the most common reasons for trip denials.

Van not available
Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services?  
Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  
Pick up and return senior citizens from home to the senior citizen center and back home Tuesday, Wednesday and Thursday of each week (excluding holidays)

Q11 What estimated percentage of trips are repeat subscription trips?  
75%

Q12 What estimated percentage of riders use repeat subscription trips?  
75%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered?  
Select the applicable column.

Website with static service information  
Not in place and not considering for future
Smartphone app/website platform to purchase a transit pass or schedule demand-response trips  
Not in place and not considering for future
Addition of security cameras to buses and/or transit centers  
Not in place and not considering for future
Hybrid, electric, or alternatively fueled vehicles  
Not in place and not considering for future
Partnerships with ride-hailing, scooter, and/or bike-share companies  
Not in place and not considering for future
Unified fare system across transit systems  
Not in place and not considering for future
Transit Asset Management software  
Not in place and not considering for future
Call-ahead notification for demand-response trips  
Not in place and not considering for future

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

no

Page 7: Existing Conditions
### Question 15
Does your organization receive Section 5307 Urbanized Area Formula Grant funding?

**No**

### Question 16
Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.

**Respondent skipped this question**

### Question 17
Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

**Respondent skipped this question**

### Question 18
Have you identified a need for new/modified routes to serve additional destinations/riders?

**Respondent skipped this question**

### Question 19
If yes, please describe identified needs.

**Respondent skipped this question**

### Question 20
How far in advance does a paratransit rider need to schedule a trip to ensure a seat?

**Respondent skipped this question**

### Question 21
What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

**Respondent skipped this question**

### Question 22
Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

**Respondent skipped this question**

### Question 23
Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?

**Respondent skipped this question**

### Question 24
What is the annual Human Service Transportation ridership of your organization?

**Respondent skipped this question**
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  

No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  

No

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  

None

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.  

Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  

Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  

Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  

Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  

Respondent skipped this question

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.  

No

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

none
**Q35** Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?  
Yes

**Q36** If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?  
Wilkes County, Greene County, Warren County and McDuffie County

**Q37** Does your organization track and utilize any of the following performance categories?  
Ridership (i.e. daily passenger trips)

**Q38** If yes, how does your agency use this data?  
We forward it to DOT

**Q39** Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).  

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
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</tr>
<tr>
<td>Tuesday</td>
<td>8 am til 4 pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8 am til 4 pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>8 am til 4 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8 am til 4 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>none</td>
</tr>
<tr>
<td>Sunday</td>
<td>none</td>
</tr>
</tbody>
</table>

**Page 15: Existing Conditions**

**Q40** What types of fare payment methods are currently used to ride on your system? Select all that apply.  
Cash,  
No fare,  
Other (please specify): checks

**Q41** Is your fare payment method coordinated to use across more than one transit system?  
N/A

**Q42** In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.  
Local general funding
Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

n/a

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

n/a

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- On-board seat drops/flyers
- Flyers/posters at bus stops/facilities
- Website

Q48 Has your organization pursued regional or multi-county transit service?

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

n/a

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

No

Q51 If yes, please describe what you have explored, including any successes and challenges.

n/a

Page 17: Considerations for Transit Service Delivery
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

n/a

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

n/a

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Other (please specify):

n/a

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need

#2 Need

#3 Need

n/a

Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public
  - Not a challenge
- Fare pass sales and/or farebox collection
  - Not a challenge
- Workforce – attracting, training, and/or retaining qualified personnel
  - Not a challenge
- State/Federal reporting compliance
  - Not a challenge
- Day-to-day record keeping/data collection
  - Not a challenge
- Vehicle maintenance
  - Not a challenge
- Facility maintenance
  - Not a challenge
- Procurement process
  - Not a challenge
- Funding and reimbursement process
  - Not a challenge
- Customer service
  - Not a challenge
- Ability to implement new technologies
  - Not a challenge

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

n/a
Q58 Rate your challenges to meeting rider needs.

- Limited ability to expand into new markets
  Not a challenge
- Informing customers of existing service (schedule, fare collection, etc.)
  Not a challenge
- Ensuring fare affordability
  Not a challenge
- Initiating or promoting employer transit benefit programs
  Not a challenge
- Public perception of transit
  Not a challenge
- Public support for transit investment
  Not a challenge
- Identifying potential riders or transit need in the community
  Not a challenge
- Competition from other transportation providers (e.g. Uber/Lyft)
  Not a challenge
- Delivering new projects
  Not a challenge
- Providing more frequent or higher capacity service
  Not a challenge
- Securing local operational funding
  Not a challenge
- Securing local capital funding
  Not a challenge

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

n/a

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

none

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

no

Q62 Please provide any additional comments/questions not addressed above.

none
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Jason Warren
Name of organization: Catoosa County Transit
Email: jason.warren@catoosa.com
Phone: 706-937-8627

Q2 What type(s) of transit service does your organization offer? Select all that apply.
- Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
- Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
- Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
- No

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.
- 200

Q7 Please describe the most common reasons for trip denials.

No more capacity on the schedule for the day they want.
Q8 Please upload the trip denial log if available.  
Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Subscription service is public transportation service provided on a recurring or repeated basis.  
Yes

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.  
People going to repetitive appointments (physical therapy, cancer treatments, dialysis, etc.) or to work are added to a list of recurring scheduled trips. These are handled separately from the normal trip reservations to doctor’s appointments, shopping, etc.

Q11 What estimated percentage of trips are repeat subscription trips?  
60%-70%.

Q12 What estimated percentage of riders use repeat subscription trips?  
30%

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

<table>
<thead>
<tr>
<th>Technology or Tool</th>
<th>Currently have in place</th>
<th>Not in place but considering for future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website with static service information</td>
<td>Currently have in place</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Smartphone app/website platform to purchase a transit pass or schedule demand-response trips</td>
<td>Not in place but considering for future</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Addition of security cameras to buses and/or transit centers</td>
<td>Not in place but considering for future</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Hybrid, electric, or alternatively fueled vehicles</td>
<td>Not in place and not considering for future</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Partnerships with ride-hailing, scooter, and/or bike-share companies</td>
<td>Not in place and not considering for future</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>Not in place and not considering for future</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Transit Asset Management software</td>
<td>Not in place and not considering for future</td>
<td>Not in place and not considering for future</td>
</tr>
<tr>
<td>Call-ahead notification for demand-response trips</td>
<td>Not in place but considering for future</td>
<td>Not in place and not considering for future</td>
</tr>
</tbody>
</table>

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.  
Respondent skipped this question

Page 7: Existing Conditions
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?</td>
<td>No</td>
</tr>
<tr>
<td>Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q19 If yes, please describe identified needs.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q24 What is the annual Human Service Transportation ridership of your organization?</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?  No

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  No

Page 12: Existing Conditions

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  None

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.  Respondent skipped this question

Q29 Please upload the plans specified above, if not publicly available.  Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  Respondent skipped this question

Q32 If you would like to add any additional notes about your priority projects, please do so here.  Respondent skipped this question

Page 14: Existing Conditions

Q33 Are you aware of any identified service needs within your system? Select all that apply.  Yes, need for additional service hours, Yes, need for additional geographic service coverage, Yes, need for additional service capacity
Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

We currently only operate in our own county, with the exception of transporting into Chattanooga for medical appointments only. We routinely get requests to transport passengers to Whitfield and Walker counties, but can't do to the rules passed by the Board of Commissioners. In addition, while we provide a quality service that fits the needs of most passengers, if possible I would like to extend our hours of service, as well as increase our capacity with additional drivers and buses, but we're limited by the confines of our budget.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

Sometimes, but only under certain circumstances

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

The areas around the major hospitals in Chattanooga, and their satellite campuses, for medical appointments only.

Q37 Does your organization track and utilize any of the following performance categories?

N/A (do not track and utilize any of the above)

Q38 If yes, how does your agency use this data?

Respondent skipped this question

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>9AM-3PM</td>
</tr>
<tr>
<td>Tuesday</td>
<td>9AM-3PM</td>
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<td>9AM-3PM</td>
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<tr>
<td>Thursday</td>
<td>9AM-3PM</td>
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<tr>
<td>Friday</td>
<td>9AM-3PM</td>
</tr>
<tr>
<td>Saturday</td>
<td>Closed</td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
</tr>
</tbody>
</table>

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

No fare

Q41 Is your fare payment method coordinated to use across more than one transit system?

N/A
Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Local general funding
- Contract revenue from qualified human service organizations

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

Respondent skipped this question

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

GA Department of Human services, through Transit Alliance Group, for transporting senior citizens to the County's Senior Center.

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- Word of mouth
- Website
- Partnerships with other entities (i.e. medical, schools, local government)

Q48 Has your organization pursued regional or multi-county transit service?

No

Q49 If yes, please describe what you have pursued, including any successes and challenges.

Respondent skipped this question

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

No

Q51 If yes, please describe what you have explored, including any successes and challenges.

Respondent skipped this question

Page 17: Considerations for Transit Service Delivery
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

With a growing population, particularly a growing elderly population and those without cars, I fear the demand for transit will outpace the investment the County has made in it.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Our personnel tend to be older (50's through 60's), but the retention is good. Most are staying for the benefits package the County offers, not necessarily the salary.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need

- Vehicle Maintenance

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Administrative Challenge</th>
<th>Challenge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>More challenging</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>More challenging</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Very challenging</td>
</tr>
<tr>
<td>Customer service</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>Somewhat a challenge</td>
</tr>
</tbody>
</table>

Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question
**Q58** Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Difficulty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>More challenging</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>More challenging</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Minimal challenge</td>
</tr>
</tbody>
</table>

**Q59** If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

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**Page 19: Optional Questions**

**Q60** Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Respondent skipped this question

**Q61** Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Respondent skipped this question

**Q62** Please provide any additional comments/questions not addressed above.

Respondent skipped this question
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Joseph B. Williams
Name of organization: Stewart County Commission
Email: josephbwilliams@bellsouth.net
Phone: 2298386769

Q2 What type(s) of transit service does your organization offer? Select all that apply.

- Demand-response/Dial-a-Ride

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding?
Yes

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat?
Within 24 hours

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials?
Yes

Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

no idea

Q7 Please describe the most common reasons for trip denials.

Not in district
Q8 Please upload the trip denial log if available. Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Subscription service is public transportation service provided on a recurring or repeated basis. No

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers. Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips? Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips? Respondent skipped this question

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

Website with static service information Not in place and not considering for future
Smartphone app/website platform to purchase a transit pass or schedule demand-response trips Not in place and not considering for future
Addition of security cameras to buses and/or transit centers Not in place and not considering for future
Hybrid, electric, or alternatively fueled vehicles Not in place and not considering for future
Partnerships with ride-hailing, scooter, and/or bike-share companies Not in place and not considering for future
Unified fare system across transit systems Not in place and not considering for future
Transit Asset Management software Not in place and not considering for future
Call-ahead notification for demand-response trips Currently have in place

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

No

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding? No
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q19 If yes, please describe identified needs.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q24 What is the annual Human Service Transportation ridership of your organization?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q25 Does your organization receive Section 5337 State of Good Repair Grants funding?</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding?  
No

Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.  
Local Comprehensive Plan, Transit Development Plan/Transit Service Plan

Q28 Please provide a link to the plan(s) specified above, if publicly available.  
none

Q29 Please upload the plans specified above, if not publicly available.  
Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?  
Respondent skipped this question

Q31 Has your agency identified funding for any of these priorities? Please describe.  
N/A

Q32 If you would like to add any additional notes about your priority projects, please do so here.  
none

Q33 Are you aware of any identified service needs within your system? Select all that apply.  
Yes, need for additional service hours, Yes, need for additional geographic service coverage, Yes, need for additional service capacity
Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

We have a good record of providing pick-up service on time. The main complaint about our system is that once a customer is dispatched somewhere, we don’t pick up in a timely manner. We also have had conflicting requests for service in nearby Webster County.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs? Yes

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Albany, Americus, Cuthbert, Columbus, Buena Vista.

Q37 Does your organization track and utilize any of the following performance categories? Asset management (i.e. % of useful life remaining on revenue vehicles), Customer service (i.e. customer satisfaction levels)

Q38 If yes, how does your agency use this data? Planning and budgeting

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>as needed</td>
</tr>
<tr>
<td>Tuesday</td>
<td>as needed</td>
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<tr>
<td>Wednesday</td>
<td>as needed</td>
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<td>Thursday</td>
<td>as needed</td>
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<tr>
<td>Friday</td>
<td>as needed</td>
</tr>
<tr>
<td>Saturday</td>
<td>as needed</td>
</tr>
<tr>
<td>Sunday</td>
<td>as needed</td>
</tr>
</tbody>
</table>

Page 15: Existing Conditions

Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply. Cash

Q41 Is your fare payment method coordinated to use across more than one transit system? No
Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

Local general funding

Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

N/A

Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

N/A

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate?

No

Q46 If yes, please describe.

Respondent skipped this question

Page 16: Existing Conditions

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

Word of mouth, Flyers/posters at bus stops/facilities, Social media

Q48 Has your organization pursued regional or multi-county transit service?

Yes

Q49 If yes, please describe what you have pursued, including any successes and challenges.

We are a part of a Regional Transit Authority

Q50 Has your organization pursued coordinated Human Service Transit (HST) service?

No

Q51 If yes, please describe what you have explored, including any successes and challenges.

Respondent skipped this question

Page 17: Considerations for Transit Service Delivery
Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

Population is very sparsely distributed over a wide area.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Small population qualified to drive.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

- Addition of highly trained mechanics
- Regular maintenance schedules
- Baseline condition inspections
- Vehicle refurbishment
- Mechanical system replacements
- Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need: Dealing with the public

Page 18: Challenges and Opportunities

Q56 Rate your administrative challenges to operating a transit service.

- Communicating service alerts or changes to public: Most challenging
- Fare pass sales and/or farebox collection: More challenging
- Workforce – attracting, training, and/or retaining qualified personnel: More challenging
- State/Federal reporting compliance: Somewhat a challenge
- Day-to-day record keeping/data collection: Somewhat a challenge
- Vehicle maintenance: More challenging
- Facility maintenance: Somewhat a challenge
- Procurement process: Somewhat a challenge
- Funding and reimbursement process: Somewhat a challenge
- Customer service: Very challenging
- Ability to implement new technologies: More challenging
Q57 If there are other administrative challenges not listed in the previous question, please describe them here.

Respondent skipped this question

Q58 Rate your challenges to meeting rider needs.

Limited ability to expand into new markets
Somewhat a challenge

Informing customers of existing service (schedule, fare collection, etc.)
Very challenging

Ensuring fare affordability
Very challenging

Initiating or promoting employer transit benefit programs
More challenging

Public perception of transit
Most challenging

Public support for transit investment
Very challenging

Identifying potential riders or transit need in the community
Very challenging

Competition from other transportation providers (e.g. Uber/Lyft)
Not a challenge

Delivering new projects
Somewhat a challenge

Providing more frequent or higher capacity service
Very challenging

Securing local operational funding
Very challenging

Securing local capital funding
Very challenging

Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Respondent skipped this question

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

No recommendations

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

None.

Q62 Please provide any additional comments/questions not addressed above.

NA
Q1 Please provide the following information about your agency.

Name of contact person completing questionnaire: Terri Harrison
Name of organization: Chatham Area Transit Authority
Email: terri.harrison@catchacat.org
Phone: 912-629-3909

Q2 What type(s) of transit service does your organization offer? Select all that apply.
- Demand-response/Dial-a-Ride,
- Local Fixed-Route Bus Service with Complementary Paratransit
- Other (please specify): Water Ferry Service

Q3 Does your organization receive Section 5311 Rural Transit Formula Grant funding? No

Q4 How far in advance does a demand-response rider need to schedule a trip to ensure a seat? Respondent skipped this question

Q5 GDOT is assessing unmet transit needs throughout the State and seeking data on the number of trips that cannot be completed due to scheduling and/or capacity. Does your organization track trip denials? Respondent skipped this question
Q6 How many trips were denied in the month of April 2019 due to scheduling and/or capacity? Please estimate if your organization does not track this information.

Respondent skipped this question

Q7 Please describe the most common reasons for trip denials.

Respondent skipped this question

Q8 Please upload the trip denial log if available.

Respondent skipped this question

Page 4: Existing Conditions

Q9 Does your organization offer subscription services? Subscription service is public transportation service provided on a recurring or repeated basis.

Respondent skipped this question

Page 5: Existing Conditions

Q10 Describe the subscription service that your agency offers.

Respondent skipped this question

Q11 What estimated percentage of trips are repeat subscription trips?

Respondent skipped this question

Q12 What estimated percentage of riders use repeat subscription trips?

Respondent skipped this question

Page 6: Existing Conditions

Q13 What types of technology and tools are currently used within your organization, or are being considered? Select the applicable column.

Respondent skipped this question

Q14 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

Respondent skipped this question

Page 7: Existing Conditions

Q15 Does your organization receive Section 5307 Urbanized Area Formula Grant funding?

Yes
Page 8: Existing Conditions

Q16 Please provide the number of fixed routes your transit organization operates under the Section 5307 program, if applicable.

16

Q17 Please provide the three most frequently utilized routes and stops your transit organization operates under the Section 5307 program, if applicable.

14 Abercorn, 3b Augusta Ave-Hudson, 31 Skidaway/Sandfly

Q18 Have you identified a need for new/modified routes to serve additional destinations/riders?

Yes

Q19 If yes, please describe identified needs.

Several municipalities and large businesses outside of our service district have requested service - Garden City, Port Wentworth, Industrial Corridor on Jimmy DeLoach Pkwy in Pooler for example.

Community outreach through our current system re-design project, Let’s Go, has indicated that our riders, residents and visitors would appreciate higher frequencies on all fixed routes and more service hours on the weekends.

Q20 How far in advance does a paratransit rider need to schedule a trip to ensure a seat?

Within 12 hours

Q21 What types of technology and tools are currently used within your organization, or are being considered? Check the applicable column.

| Website with static service information | Currently have in place |
| Smartphone app/website platform to purchase a transit pass or schedule dial-a-ride/paratransit trip | Not in place but considering for future |
| Addition of security cameras to buses and/or transit stops/stations | Currently have in place |
| Hybrid, electric, or alternatively fueled vehicles | Currently have in place |
| Partnerships with ride-hailing, scooter, and/or bike-share companies | Not in place but considering for future |
| Unified fare system across transit systems | Not in place and not considering for future |
| Transit Asset Management software | Currently have in place |
| Automatic passenger counters | Currently have in place |
| Automatic stop announcements | Currently have in place |
| Real-time arrival information at transit stops, via a smartphone app, website or text message | Currently have in place |
| Wi-Fi at transit stops or on transit vehicles | Currently have in place |
| Traffic signal priority | Currently have in place |
| Call-ahead notification for paratransit trips | Not in place but considering for future |
Q22 Is your agency using or considering any other types of technology or tools not listed above? Please describe, and indicate whether they are currently used within your organization, or being considered.

We are currently seeking a new CAD/AVL system to improve real time "where's my bus" app capabilities.

We are considering alternative mobility options to fixed route and hope to invest in On Demand Software for zonal service.

We are researching online payment platforms and hope to offer stand alone and smart phone fare payment systems in the future.

We are using software to allow in-house completion of required Title VI analysis and other similar planning functions. We also utilize GIS and other scheduling software for planning and fixed route and paratransit service delivery operations management.

Q23 Does your organization receive Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funding? No

Q24 What is the annual Human Service Transportation ridership of your organization? Respondent skipped this question

Q25 Does your organization receive Section 5337 State of Good Repair Grants funding? Yes

Q26 Does your organization receive Section 5339 Bus and Bus Facilities Grants funding? Yes
Q27 The project team is collecting transit and planning documents to incorporate into the Statewide Transit Plan and has so far identified approximately 200 plans at the local, regional, and state level. To ensure we haven’t missed anything, please tell us if your agency uses any of the following to help guide decision making.

- Local Comprehensive Plan
- Transit Development Plan/Transit Service Plan
- Strategic Plan and Visioning
- Capital Improvement Plan
- Transit Asset Management Plan
- Other (please specify): Fleet Replacement Plan

Page 13: Existing Conditions

Q28 Please provide a link to the plan(s) specified above, if publicly available.

Some plans are available on our website at www.catchacat.org. Staff will be happy to forward copies of any plan not currently posted on our website. Please send request to Terri Harrison at terri.harrison@catchacat.org

Q29 Please upload the plans specified above, if not publicly available.

Respondent skipped this question

Q30 If applicable, what are your agency’s top three priority projects or initiatives, as identified in your agency’s planning documents?

Priority #1 Let’s Go System Redesign Project
Priority #2 Structured Fleet Replacement/Electric Bus Conversion
Priority #3 Intelligent Transit System

Q31 Has your agency identified funding for any of these priorities? Please describe.

System Redesign is being funded by our operating budget at a total approximate cost of $300,000 spread over two fiscal years.

Fleet Replacement Plan is partial funded by a combination of grant assistance from Georgia SRTA, Special Purpose Local Option Sales Tax (local match) and FTA & FHWA grants to include 5307, 5339, 5539b, LoNo, M230, Z230, M301. To systematically replace the appropriate percentage of our rolling stock each year and maintain or improve our SGR, we would need approximately between $6,000,000 and $7,000,000 annually. Our funding percentages are higher in the next 3 years but drop to zero in following years.
Q32 If you would like to add any additional notes about your priority projects, please do so here.

While we have worked diligently to replace rolling stock past useful life in years and miles, we are faced with continuing challenges to secure funding in future years in order to maintain our fleet in a state of good repair.

Q33 Are you aware of any identified service needs within your system? Select all that apply.

- Yes, need for additional service hours
- Yes, need for additional geographic service coverage
- Yes, need for additional service capacity

Q34 If yes, please describe what specific service needs are present within your system, and what is needed to address them.

CAT receives request for increased frequencies on existing routes and expanded service within and outside our current special service district funded with a transit property tax. Our current service levels are restricted to operating revenue from all services. In order to increase frequencies, add additional routes or expand our service area we would need operating revenue streams equal to the cost of providing the additional service. Capital assistance would be needed to increase the size of our fixed route and paratransit fleet in order to provide additional service.

Q35 Is your agency able to carry its riders to destinations outside your jurisdictional boundaries, when necessary, for health, employment, or other needs?

Sometimes, but only under certain circumstances

Q36 If yes, which cities or counties outside your jurisdictional boundaries are you able to carry passengers to?

Chatham County funds paratransit service outside of our special service district. Paratransit customers are served by complementary service within the 3/4 mandate and demand response from the 3/4 mile border to the county line with the $5,000,000 annual cost currently covered by the County general fund.
Q37 Does your organization track and utilize any of the following performance categories?

Ridership (i.e. daily passenger trips),

On-time performance (i.e. % of trips at stop within certain time of posted schedule),

Efficiency (i.e. passenger per vehicle mile),

Asset management (i.e. % of useful life remaining on revenue vehicles),

Customer service (i.e. customer satisfaction levels),

Other (please specify):

Farebox Recovery, Complaints per 100K Passenger, Preventable Accidents, Employee Injuries with Lost Time, Passengers per Revenue Hour, Gross Cost Per Revenue Mile, Preventable Accidents, Mean Distance Between Vehicle Failures, Paratransit Certifications, Bodily Injury and Property Damage, Training, Fleet Maintenance, Facility Maintenance and Passenger Amenities Improvements.

Q38 If yes, how does your agency use this data?

Staff utilized operational and financial statistics to manage operations and improve performance.

Board utilizes statistics to oversee organization performance and goal attainment.

Q39 Please provide the range of hours your organization provides service for each day of the week (e.g. Monday: 7AM-7PM).

<table>
<thead>
<tr>
<th>Day</th>
<th>Service Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Fixed Route and Paratransit - 4:45a to 1:45a. Ferry Service - 7:00a - 12:20a.</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Fixed Route and Paratransit - 4:45a to 1:45a. Ferry Service - 7:00a - 12:20a.</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Fixed Route and Paratransit - 4:45a to 1:45a. Ferry Service - 7:00a - 12:20a.</td>
</tr>
<tr>
<td>Thursday</td>
<td>Fixed Route and Paratransit - 4:45a to 1:45a. Ferry Service - 7:00a - 12:20a.</td>
</tr>
<tr>
<td>Friday</td>
<td>Fixed Route and Paratransit - 4:45a to 1:45a. Ferry Service - 7:00a - 12:20a.</td>
</tr>
<tr>
<td>Saturday</td>
<td>Fixed Route and Paratransit - 4:45a to 1:45a. Ferry Service - 7:00a - 12:20a.</td>
</tr>
<tr>
<td>Sunday</td>
<td>Fixed Route and Paratransit - 4:45a to 1:45a. Ferry Service - 7:00a - 12:20a.</td>
</tr>
</tbody>
</table>
### Q40 What types of fare payment methods are currently used to ride on your system? Select all that apply.

- Cash
- Magnetic strips
- Electronic passes/touch pad sensor
- Other (please specify):
  - School, Business or Agency ID for Employer Pass Programs

### Q41 Is your fare payment method coordinated to use across more than one transit system?

No

### Q42 In addition to fares, which non-Federal funding sources does your organization utilize? Select all that apply.

- Sales tax (LOST, SPLOST, T-SPLOST)
- Local general funding
- Nonprofit funding source
- Contract revenue from qualified human service organizations
- Fare purchases from schools, employers, or healthcare providers
- GO! Transit Capital Program
- Lease revenue
- Other (please specify):
  - Transit Property Tax on Qualifying Property within a Transit Special Service District.

### Q43 If you have a nonprofit or private funding source, please describe how your organization receives it (i.e. partnership, grant, sponsorship) and how it is used.

Ferry funding assistance from Savannah International Trade Center, Savannah Area Mobility Management and City Per Occupied Room Tax. Student Pass Program through student fees paid for Savannah State students. City of Savannah funding assistance with downtown circulator and senior circulator. All under partnerships (SSU) or memorandum or understanding (agencies).
Q44 If you have contract revenue, please describe who you contract with, for what services, and how the revenue is used.

City of Savannah for downtown circulator service and senior circulator service. The City funds capital needs and operating cost, the service if free to the public. Funds received are utilized to cover operating cost and cost of vehicles for the service provided.

The City of Savannah allocates a portion of a "per occupied room tax" to fund ferry service and the SAMMI and Trade Center contribute additional funding. Funding is utilized to cover operating and capital cost of the service provided. Service is fare free to the public.

Q45 Do you have an employer program under which an employer may purchase bulk transit passes to provide for their employees at a discounted or subsidized rate? Yes

Q46 If yes, please describe.

Major employers or other governmental agencies purchase passes under separate agreements at a discounted rate for their employees.

Q47 How does your organization raise awareness of its services and/or inform riders of service updates? Select all that apply.

- On-board seat drops/flyers,
- Flyers/posters at bus stops/facilities
- Website,
- Social media,
- Partnerships with other entities (i.e. medical, schools, local government)
- Advertisements,
- Other (please specify): Public Information announcements in print, TV and radio media.

Q48 Has your organization pursued regional or multi-county transit service? Yes

Q49 If yes, please describe what you have pursed, including any successes and challenges.

Currently discussing potential commuter service with Hinesville/Liberty County. Previous discussions with Bryan and Effingham County on potential commuter service. Challenges include funding, multi-county coordination and government and public support for public transportation in smaller communities.
Q50 Has your organization pursued coordinated Human Service Transit (HST) service? Yes

Q51 If yes, please describe what you have explored, including any successes and challenges.

Discussions with medical transport and healthcare providers regarding possibility of coordinated efforts to enhance service to community.

Page 17: Considerations for Transit Service Delivery

Q52 Are there operational and programmatic needs that your organization faces to meet current and future demand? Please describe.

CAT utilizing funding from all sources to provide current service levels. Increasing demand, frequency, coverage or service area expansion, will require dedicated operating funds at a level to cover cost of providing any additional service.

Q53 What are your organization’s needs or challenges in hiring and retaining qualified personnel? Please describe.

Recruiting personnel with transit expertise is difficult due to limits on ability to pay market wages needed to attract qualified candidates. Retaining qualified personnel has proved difficult. Our experienced staff often leave the area to pursue more lucrative opportunities in larger cities.

Q54 What are your organization’s long-range needs to maintain a State of Good Repair for your transit assets? Select as many as apply.

Addition of highly trained mechanics, Purchase of new vehicles

Q55 GDOT would like to assess the need for additional training or support providers in compliance with Federal/State funding regulations. What are your agency’s top three training needs?

#1 Need Workshops/Conferences that provide single topic training on transit specific areas including safety, paratransit operations, procurement, mandated programs (DBE,Title VI,EEO), NTD

#2 Need Online resources for topics in #1 above

#3 Need General training opportunities geared towards enhancing all staff level proficiency in business communication, business writing, analytic thinking, presentation development, public speaking and leadership

Page 18: Challenges and Opportunities
**Q56** Rate your administrative challenges to operating a transit service.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Difficulty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating service alerts or changes to public</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Fare pass sales and/or farebox collection</td>
<td>More challenging</td>
</tr>
<tr>
<td>Workforce – attracting, training, and/or retaining qualified personnel</td>
<td>Very challenging</td>
</tr>
<tr>
<td>State/Federal reporting compliance</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Day-to-day record keeping/data collection</td>
<td>More challenging</td>
</tr>
<tr>
<td>Vehicle maintenance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Facility maintenance</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Procurement process</td>
<td>More challenging</td>
</tr>
<tr>
<td>Funding and reimbursement process</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Customer service</td>
<td>More challenging</td>
</tr>
<tr>
<td>Ability to implement new technologies</td>
<td>More challenging</td>
</tr>
</tbody>
</table>

**Q57** If there are other administrative challenges not listed in the previous question, please describe them here.

Operating resources to staff sufficiently in order to assure all functions in 44 above are completed without undue burden on administrative staff allowed by current operating budget.

**Q58** Rate your challenges to meeting rider needs.

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Challenge Difficulty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited ability to expand into new markets</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Informing customers of existing service (schedule, fare collection, etc.)</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Ensuring fare affordability</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Initiating or promoting employer transit benefit programs</td>
<td>More challenging</td>
</tr>
<tr>
<td>Public perception of transit</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Public support for transit investment</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Identifying potential riders or transit need in the community</td>
<td>Not a challenge</td>
</tr>
<tr>
<td>Competition from other transportation providers (e.g. Uber/Lyft)</td>
<td>Minimal challenge</td>
</tr>
<tr>
<td>Delivering new projects</td>
<td>Somewhat a challenge</td>
</tr>
<tr>
<td>Providing more frequent or higher capacity service</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Securing local operational funding</td>
<td>Most challenging</td>
</tr>
<tr>
<td>Securing local capital funding</td>
<td>Most challenging</td>
</tr>
</tbody>
</table>
Q59 If there are other challenges to meeting rider needs not listed in the question above, please describe them here.

Commuter and in town congestion create unavoidable delays. Funding levels prohibit frequency improvements and route additions. Political landscape creates barriers to expansion.

Page 19: Optional Questions

Q60 Please describe any opportunities or recommendations that your agency has identified to help transit better serve the public statewide.

Continuation of recent improvement in statewide coordination and collaboration. Group discussions, in person or electronically, can create environment to share best practice and improve public transportation for all communities.

Q61 Does your organization have a recent “success story” or “lessons learned” on a recent project/initiative/partnership that could assist similar providers across Georgia? If so, please describe.

Origin and Destination Data Study utilizing cell phone usage patterns to research where people were traveling to and from. Expected downtown to be destination center but discovered most travelers were headed to our mid-town and south side area. Useful information when embarking on a system redesign targeted at making our fixed route system more useful to the community.

Q62 Please provide any additional comments/questions not addressed above.

Thank you for undertaking this study. Published results would be very helpful to agencies throughout the state.
Appendix F: Stakeholder Interview Summaries
GDOT Statewide Transit Plan
Selected Transit Stakeholder Interviews
Athens Transit System

On Call:
Butch McDuffie – Athens Transit System
Kaycee Mertz – GDOT
Will Butler – AECOM
Caleb Stubbs – AECOM
Daniel Walls – AECOM

Athens Transit System (ATS)

Athens’ 2018 TDP highlights the need for increased service hours, additional capacity, and new routes. What efforts have been made to execute proposed service alternatives?
One new flex route (point-deviated fixed-route service) initiated in 2018 at an operating cost of about $350,000 a year. Two were requested in budget proposal, but local government could only fund one route.
Local property tax base isn’t growing substantially; ATS has to rely on general funds that are not necessarily guaranteed.
Multiple areas for expansion or increased frequency are identified, but this lack of dedicated funding prevents moving forward with service. Formula allocation from the Federal government is appreciated, but it’s just not enough to grow service further.

You mapped populations with higher propensity for transit; was this an effective exercise?
Yes, it was extremely helpful. We know EXACTLY where these populations are now, and we hear from these population groups often. We need extra vehicles, need capital funding to provide more buses, shelters, transfer facilities, etc. Just stuck in a rut now because the system is financially constrained.

Athens does have a local TSPLOST, but most funds go to bike/ped and roadway improvements; transit only received 5-7% of this tax.
The mayor has a vision to dedicate 25% of the 1 cent tax to transit when TSPLOST is renewed in three years. This could be $5-6 million, but the current property tax funding will be taken away. Still, this should result in $2-3 million net increase, depending on how sales tax intake goes.
With this funding, ATS may be able to actually pursue these expansion possibilities.
What is the current attitude toward transit in the surrounding region?
We need transit in the growing areas that surround Macon-Bibb County, but there is not substantial political support to get local leaders to the table. GDOT should initiate required regional transit planning for all areas of the state. By the time we get to 2050, we don’t want everywhere to be like the Connector at 4PM.

You mentioned these areas don’t want transit? Do they not want to pay for it or do they not want it period?
A little bit of both. They have other priorities for the funding they have, but they also have the stigma that “transit brings crime”, which, of course, does not happen.

You’ve mentioned a requirement for regional planning. Do you think GDOT could do this in a voluntary way?
I don’t think voluntary would work. I think it will have to be tied to a funding source. Funding sources would go a LONG way. State of Georgia is falling short in their vision because they do not see transit as important enough to invest state funding into it.

What sort of coordination with surrounding counties, the University of Georgia, and the Northeast Georgia Regional Commission would need to take place to create a regional transit network?
There has been little coordination with Regional Commission. Logisticare (the regional DHS transportation provider) buy passes from ATS at a steep discount (not fully allocated costs) for their 5310 trips.
University of Georgia transit is a totally separate entity, but they work together to coordinate routes and make sure we aren’t duplicating service. The systems work together well. UGAT moves their specific populations around and near campus. (University pays for students to ride on ATS; they just have to show a badge). There has been a huge decline in university category (100,000 trips a year for 5 years). Apartment complexes operating private shuttle vans, the influx of downtown living, and Uber/Lyft are all contributors. A lot of students aren’t interested in waiting 15 minutes for a bus when they can get an Uber in 3.

Other agencies might be interested in partnering with local universities. How does the contract with UGA work?
Essentially, its formula based. ATS tracks trips via a magnetic card read (ID card swipe), then a database gets sent to university each month. They validate it and pay $1.425 per ride for each university student (or faculty or staff) ride (same cost as a multiple ride pass). This is generally 80-100k swipes per month. Formula is based on a 3-year average to spread out costs. Since UGA is voluntary reporter to NTD, ATS provides a discount off the cash value of 60% of the contract since UGA’s NTD trips go to the STIC formula. All considered, UGA provides $750,000 in cash. A win for both systems. They save money on service from ATS, but ATS gets that money back from Federal STIC money. However, Fed allocations are going down.
What other things would other systems have to work out to initiate a similar partnership?
Contract has existed since ATS began; mag-strip capture started in mid-2000s. Any technology for capturing college riders would work, down to a manual tally.

ATS has been successful in leveraging Section 5307 STIC funding. What steps does your organization take to maximize this apportionment?
If there was not a partnership with UGA, ATS might qualify in a few categories. Athens is small but very densely populated, so putting the two systems together, we have 60 buses operating every hour. Even with university trips declining, lots of college kids ride the bus. Having heavy student ridership would be needed (partnership to leverage STIC funding) to work elsewhere. Athens is unique in the transit world; that’s what helps them with the STIC. When STIC started, ATS realized they could increase their numbers by counting UGAT ridership. After going to FTA with the idea, they agreed that they could count it as long as they reported it to NTD. So any university partner would have to become a voluntary reporter.

In the provider questionnaire, you highlighted a future interest in partnerships with private transportation companies (i.e., TNC, Bike Share, Scooters), could you elaborate on this goal and any steps taken to date?
All these modes have a place in the mobility of our cities and a role in getting people out of single-occupancy vehicles. They are beneficial to everyone when properly regulated, overseen, and maintained. Don’t want millions of scooters littering the sidewalk, but we do want people moving around. Indianapolis has a revenue source; x% of every scooter ride goes to transit. It’s not about just buses, just bike share, just trains; everything has to work together.
Having a fee assessed on Lyft and Uber for transit funding would be a great source of revenue. Somewhere in the plan you need to identify new ways to fund transit. Look back at TIA, $5 hotel/motel fee, etc. In that legislation, there is language that lets these funds be used for transit. The commissioner chooses to allocate these funds toward roadway improvements. SWTRP should specify that some of these funds should go toward transit. The State needs to be reminded that there are sources that can be flexed to provide more transit funding.
Systems like ATS need the ability to do single-county transit SPLOSTs. State legislation ties transit operators’ hands on what they want to do locally. Atlanta area counties can ask their citizens to tax themselves for transit. Outside of the metro area, places like Athens CANNOT tax themselves without partnering with another county.

Can you describe your current Paratransit program?
Currently very small because 5310 does a lot of it in Athens-Clarke county. ATS does 12-13k trips per year with a 1 mile buffer instead of 3/4. There IS high demand, they DO have to deny some trips, but they do not have the funding to expand operationally. ATS currently devotes 15% of base budget to paratransit, which makes up 2% their ridership.
If the State of Georgia were to expand transit funding, what would be the best use of dollars for providers across the state? (i.e., Federal match, operational expenses, additional capital support, programs for training and certifications, regional coordination efforts).

ALL OF THEM. Sweeten the pot with operations funding and more counties would be interested in adding transit systems.

How could GDOT help support transit providers in finding and retaining qualified operators, mechanics, and other staff? (i.e., Partnerships with state vocation/technical schools, education grants, etc?)

ATS has tried to set up some of these training programs, but retaining people is just really difficult. There are too many employment options that pay better.

Describe how GDOT can provide clear guidance in interpreting Federal and state funding regulations? Are there priority areas of Federal regulations that GDOT could provide detailed training on?

Athens doesn’t need a lot of help right now, but other places could need assistance. When we do training programs, separate the tracks between 5307, 5310, and 5311. Application, spreadsheet, etc. are all improved over years past. GDOT is listening to comments. GDOT needs to understand there are other pieces of the puzzle (TIP & STIP)

You mentioned that your organization has recently launched a free fare program for youth, senior and disabled citizens. When did the program start?

Started three, almost four, years ago after we identified youth populations having transportation challenges. Made more sense to provide the service for free than worry about the $40k from youth fare revenues. Had the same conclusion with senior citizens. The cost-benefit is NOT to the transit system but to the community as a whole. Quality of life is improved, people get out and spend money, etc. It helps drive the economy. ATS loses $100k a year, but that money is coming back to the community as a whole.

Can you describe the program and any associated application process required (i.e., residence requirement, etc.?)

There’s no residency requirement, riders just have to show an ID with the date. ATS provides free ID cards to anyone who can show they have a disability. IDs expedite the boarding process, speeding things up for the driver and the passenger. You can track youth and senior riders through a manual tally on the farebox; driver just pushes a button to count the rider.

Did you have to make any operational changes or capital purchases?

Nothing significant except for a little driver education; if you think someone is too old for free rides, just ask for ID.

What type of ridership growth have you seen since launch for the specific populations you mentioned?

Youth up 800%, free senior rides just launched, but are already up 80% in one month.
What priorities would Athens Transit System most like to see addressed by the Statewide Transit Plan?

*Some form of state funding, especially operations.*
Coastal Regional Commission (CRC) / Georgia Transit Association (GTA)

Given the large operating area of the system, could you share how CRC coordinates with various counties, jurisdictions, and other transit providers that play a role in providing service?

Decisions are made in the region, 8 counties wanted to coordinate, 2 others joined in. All 10 counties sign a MOU every year. Cost sharing is becoming more efficient and effective, report every month to board of directors, on what is working and not. Currently operate an inclusive database of results through RouteMatch. QRyde coming on board by county. Each county gets specific report on the outcome for each county. These systems create cost saving through manpower and deeper coordination. Aging program also runs on these internal systems.

All DHS programs currently operate with the use of 5311 dollars.

On July 1, of this year, took over the system from the third-party operator. Have received requests from SoutheastTrans about running their DHS operations. Sometimes a conflict with not enough buses. County commissioners who make up their board. Each county contributes $1.30 per capita.

Cost share and operation and maintenance in every county. Only city not putting in is Chatham. Field managers meeting, if there is down time for vehicles then will cross counties. County by county, not having a good control of driver time.

Really falls on call center and scheduling. Prior to that looking at contract runs then to public trips.

CRC has experience in engaging employers and other groups for service purchase agreements, can you describe the process for engagement?
Acquired couple buses on own, based on fully allocated cost for POS contracts. Currently contracting is with 3 employer-based routes, operating 6 days a week, 3 shifts a day. AJ and Packaging Inc, Carlton county. Plaxton chicken in works. Short time with American work, DRT America.

However, there is are capacity issues, trying to pick up a couple more buses. Biggest trick is to keep separate from 5311 fleet. Today the routes have a designated pickup spot, 35 minutes each way. If employees not there too bad. 4-5 to full vehicle.

Best Management Practice (BMP), don’t cut short on fully allocated cost. Dependable bus. Using 5311 would make more efficient, but in some cases the companies have offered to buy bus. Considered leasing for enterprise. From standpoint of regional system, responsive to customer base. Do partner on occasion from private carriers in region. No pushback on operating system. Some contracts may only be 4-6 month or longer.

Could you also share lessons learned, challenges faced, and any success stories that could be a model to others in the state?
Other areas of Georgia are looking to create regional systems similar to CRC, are there lessons learned that could benefit these agencies?
What are the top three goals or initiatives Coastal Regional Commission (CRC) will be undertaking in the next five years?
Excited about HB 511, meeting this morning to take over workforce development program. How to integrate with transit system.
Urbanized area designation is a concern, may impact some service areas. CRC will be looking at that over the next 5 years. Brunswick, not operating as an MPO.
Spin out of 511, bringing 3 agencies in coordinated fashion makes a lot of sense. How will it impact if some areas opt out.
Within state of 35 counties without transit, Existing transit entities should have first option to work out partnership with those counties. Some would love CRC to come in and operate system.

How can GDOT encourage or assist in the facilitation of these partnerships?
Right now, 10 counties cost share- so how do we incorporate new county in equitably, allocation of resources.
DHS contract covers insurance statewide.

As president of GTA, can you describe your membership’s top goals, initiatives or concerns regarding transit in Georgia?
GTA has two members very focused on legislation. Bond issue for ATL, looking for optional increases in transit funding that coincide with ATL funding level. Making a move to hire full time Executive Director to eliminate 3 subcontracted positions.
Unified training to make sure all entities on the same page. Good mix from urban, small, and rural participation. Biggest thing now is pushing for uniformity, from standpoint of hybrid, fixed, DR, a run is a run.
Annual GTA conference now consuming a lot of time and resources. 
Looking at Maintenance issues of our members is a big thing. Currently, they sustain high turnover. 
Mostly linked to pay. 
Additionally, drivers move around and employers like school districts pay more. 
Part of workforce area, closer tie in with VA and military. 
Tablets and central call center, QRYde can monitor buses, security. Bringing on 80 drivers now, looking at software called clockwise on the buses. Pretty sophisticated IT department. 
Additionally, from the perspective of GTA, are there ways in which GDOT could assist these initiatives? 
Dealing with UZAs, some options out there for rural systems. Ordering buses, want to be able to customize order by bus size. Could right size fleet. Get vans. 
HB511, make sure DCH, DHS and GDOT really do a coordinated system. 
Coordination with GDOT is good, they listen and make changes. However, Transit needs to be its own entity. 
Rural representation on the house commission was needed. 

What priorities would CRC most like to see addressed by the Statewide Transit Plan 
Being able to right size fleet order, impacts insurance, gas, responsiveness. Buses that fit region. 
Tie in incentive program for tie in between transit and workforce development. Incentive for more contract work with employers.
How does DCA view transit in relationship to its work in community and economic development?  
Theoretically, DCA is in favor of any community/quality of life amenities that help all Georgians thrive.  
But, legislatively/operationally, most agency policies and procedure are indifferent.  That is largely due to our mandate to establish and maintain statewide minimum standards that can be attained by communities of all sizes and resource allocations.

How is DCA addressing the needs of mobility for various populations through assistance in development of regional, local, and comprehensive plans?  
We often work with/provide training for local and regional planning staff to encourage better, more comprehensive planning processes that result in more inclusive plan documents, but the onus is still on the local leadership to engage with their constituency and make sure that their plans meet more than minimums.

What is the biggest obstacle local governments are facing in planning for mobility options?  
I am not sure there is one biggest, but a combination of several.  Those (in no particular order) include: stigma and/or misinformation on what transit is, how non-metro communities can promote it, cost of infrastructure, value judgements on resource allocations for myriad needs.

How does transit play a role in these discussions?  
As a non-regulatory agency, we can help to identify best practices and success stories others may be able to learn from and replicate, but unless/until Georgia Planning Act is amended by the General Assembly and the DCA Board updates its Planning Rules Guidebook (both of which are listed on the 2020-2024 strategic plan) this matter will remain locally-controlled, and incredibly disparate across the state.
How are the state’s demographic changes impacting future land use and development planning across the state?
Young professionals and those of advanced age continue to share similar interests in reshaping our growth and development patterns (albeit for different reasons) as it relates to what communities have, where they’re located and how they get there. It’s a delicate, often politicized issue, however because of divergent opinions on density, design, functionality and public subsidization of development.

How are mobility and transit being considered in this process?
In the micro, they are routinely top-priority issues in community planning processes, but in the Macro, both of those items remain higher-level considerations, with much less nuance.

How could GDOT and DCA work together to better support the coordination of transit-supportive land-use policies across the state?
Acknowledging a need to work together is a good first step. Making sure to engage with other stakeholders, due to neither being able to accomplish this independently, is next. I think creating a panel of local spokespeople/marketers representing key agencies or organizations to go around the state Town Hall style would also be great.

What priorities would your organization most like to see addressed by the Statewide Transit Plan?
No unfunded mandates, standardization/de-politicization of terminology, options/alternatives that can be seen as applicable to communities around the state, not just metro Atlanta.
GDOT Statewide Transit Plan

Selected Transit Stakeholder Interviews
Department of Community Health & Department of Human Resources

Present:
James T. Peoples – DCH
Dr. Perry McMillion – DHS
Leigh Ann Trainer – GDOT
Ryan Walker – GDOT
Brian Smart – AECOM
Will Butler - AECOM

Department of Community Health and Department Human Services

What challenges does DHS face in the management and coordination of human services transportation?
Primarily, we manage the state’s 5310 coordinated transportation system, which is funding we use to leverage trips through GA. Working in 159 counties in some form.
Always a financial challenge. More money, more trips. With more transit systems, more rides could be provided.
Some 5311 systems want to focus on senior centers, but DHS has other populations.
Best coordination participants: usually regional commissions. Need larger 5311s, 5307s to take the lead.

How does the Department of Community Health work to ensure mobility options for Medicaid recipients?
DCH sees similar challenges to DHS. Medical transportation can be difficult due to type of trips. Members usually have multiple medical challenges. DCH has tried to expand provider networks.
Regional brokers contract with providers, but the provider network is unable to keep up with demand, so DCH has begun to change options. Brokers can now use Lyft for able-bodied members, but there have to be some restrictions. Lyft can’t go to nursing home.
NEMT is pushing trips to transit wherever they can, but there is some pushback from members when a walk is required. Coordination with Section 5311 systems can be difficult because of restrictive hours.
Currently rebidding brokers and in that process will seek greater partnerships with public transit.
Goals: Reduce number of missed appointments and excessively late pick-ups and drop-offs

Do you have a method to record these appointments or late pickups?
We collect data from brokers, some of which captures number of late arrivals in a given month.
However, these are self-reported, and DCH may not find out there’s a problem unless a rider complains.
We know that in rural areas, we have a lack of providers. Insurance is much higher than years ago. One accident could drive a provider out of business. Moving more rides into transit may help here.

**Can you describe the coordination activities between DCH and DHS?**

When riders aren’t eligible for NEMT, they’re given a referral to DHS to find a program that may work for them, which seems to work well. DCH encourages brokers to go out and actively meet 5311 operators to form a better relationships. Unlike 5311 systems, DCH and DHS CANNOT deny trips due to scheduling, etc, so close coordination is important.

**Has DHS estimated the future growth and/or decline for trips provided through purchase of service contract with public transit systems?**

DHS: Not really doing projections due to funding limitations. Many years have passed since the last needs assessment.

DCS: Same. We do work a lot with our advocacy groups (GCoAging, etc), they send reports, etc. We know people are aging in place and people are not able to drive.

There is definitely not a decline in trip demand. Public transit is definitely going to be a big part of growth going forward.

**Brian: Are there any data or numbers we can use to support assertion that more transit will improve health outcome?**

Not directly, necessarily, but we can talk to some people.

**NEMT gets a list of everyone who is eligible. Data: how many members, how many take rides. There’s a potential gap.**

DHS: Subcontractor rates for 5311 tend to be a lower rate than private providers, letting DHS serve more consumers.

DCH: If we could negotiate a lower standard rate, we could get more trips done. Wages are hard to keep up with; drivers go to MARTA, school systems, large transit systems.

**Do you see any new coordination opportunities between DCH, DHS, and GDOT Intermodal to improve service for your clients?**

Easy answer: more communication. Future House bill may help by pooling money or staff. This is a vague answer, but we need to look for more of these opportunities. Vehicle inspection could be an opportunity: unify the three inspection systems to save time and money. Currently, standards vary between agencies as do the required intervals.

Shared budget information, etc.

**Insurance seems to be very different between the systems.**

DHS and DCH require far more insurance than regular 5311 systems. The state insurance commissioner may be able to help with this. A meeting with the commissioner has been postponed, but that’s a major opportunity that’s on both agencies’ radar.

**Any concern with pick-ups/drop-offs in parking lots?**

Not particularly. Most problems are with members asking Lyft drivers for extra services—“Drop me at the
“grocery store.” One advantage of moving more riders to public transit is that NEMT clients will get a transit pass, offering more freedom.

What priorities would your organizations most like to see addressed by the Statewide Transit Plan?
DHS: Continue to coordinate, communicate.
DCH: Agree. For years, there have been discussion around dedicated revenue for transit. Moving in that direction would GREATLY benefit all three agencies.

**DCH and DHS both serve within ATL, so that’s a very important coordination effort.**
DCH: We’ve given them a lot of data regarding our services. Anytime we can expand infrastructure is a good thing.

5310 being used to match. TPOs may not be putting their Purchase of Service money back into transit. Need true picture of dollars available to transit that haven’t gone back into transit.
DCH sometimes gets left out of the transit conversation, so we want to thank you all for including us. Really helps to improve coordination. First time to be so engaged with GDOT.
GDOT Statewide Transit Plan

Selected Transit Stakeholder Interviews
Hall Area Transit

On the call:
Phillippa Moss – Hall County Transit
Kaycee Mertz – GDOT
Ryan Walker – GDOT
Daniel Walls – AECOM
Will Butler – AECOM
Jennifer Hibbert – AECOM

Hall Area Transit

*Could you speak to the difficulties of operating rural and urban systems?*
Operating a dual system is difficult and moving from a small to large urban system is causing nervousness. They completed a TDP in 2017 with great recommendations about expanding service, routes, adding better and more aesthetically pleasing vehicles, etc. When elected officials learned about potential funding loss, they halted implementation of the TDP.

Hall County is the 12th largest county in the state. Lake Lanier and the Appalachian foothills make navigating their community tough and providing transit is inefficient. Phillippa has been there 18 years and the community has changed. Now folks are more open to transit, especially with their “silver tsunami” (major increase in older residents)

Currently doesn’t view their dial-a-ride service as unique or innovative. Sees it as inefficient ($60 per trip), would greatly prefer fixed-route but geography and development patterns doesn’t support it in a lot of areas.

Hall Transit was looking to partner with a large manufacturing company to provide employee trips. But after the potential decline in FTA funds became apparent, elected officials became scared of growth and this opportunity, as well as others, dried up.

Elected officials want to find as many private industry contracts as possible and are very interested in innovation in the transit arena. Hall Transit had a consultant conduct a microtransit feasibility study, which found it to be feasible, but with a high cost. In September RFP will be released for either turn-key microtransit or a software application app. Phillippa is working on partnering with GCT to write similar specs for potential system integration.
Hall is currently reporting to NTD. Two years ago, they went from long form to short form due to troubles with data software.

You mentioned providing medical and senior care trips, however your formal HST program discontinued in 2017. Could you describe the senior and medical care services trip you provide today? FY 2016, Hall Area Transit was the prime contractor. The Georgia Mountain Regional Commission used to do all of this but stopped. After they stepped away, Hall Area Transit stepped in to coordinate the contract for the entire region. This ended up being too much of a burden on Hall Transit staff, and they then stepped away from being the prime contractor. DHS then contracted with a non-profit group to serve as the prime contractor. Hall Transit was presented with a new contract where the reimbursement had been reduced by 20-40%. Decision was to finish the year at the reduced per trip rate then release the contract.

For an agency like Hall Transit, managing a coordinated transit contract is “administratively burdensome and top-heavy”.

Do you know why the Georgia Mountains Regional Commission aren’t serving as the prime contractor? They were the prime contractor at one time. However, GMRC focuses mostly on planning. They are less involved in transit than RCs in more rural areas; transit in the Georgia Mountains region is generally handled on a more local level.

You mentioned that fare purchase from schools, health care providers, and employers are part of your funding mix. Can you describe the program in terms of marketing, sales, and examples of these partnerships? Have partnerships with UNG, Lanier Tech, and Brenau University. Students may show a driver their student ID, then Hall Transit charges the schools. Some medical practices buy passes for patients and nonprofits, like the United Way, buy transit passes to distribute to their clients. Hall Transit doesn’t do much in terms of marketing for these partnerships. Marketing isn’t needed so much due to how close-knit the community is. Phillipa herself is connected to many of these organizations and the connections often come organically through connections like this.

You identified the needs for three additional routes; what barriers do you face in the development and implementation of these services? Funding is the primary barrier. Aside from funding, if intermodal stays under GDOT, they need to really advocate for transit and convince the board, commissioner, governor, and lieutenant governor to do the same. “We are literally invisible until someone wants to take the money away.” Local officials take their cues from the state. If state leaders are truly interested in transit working in our communities, they are going to have to speak up and tell folks.

What do you see as demand for cross county trips? Coordination with Gwinnett and other counties about commuter service, etc? Gwinnett County and Hall County are very connected. Anecdotally, half of license plates at I-985 Exit 4 Xpress bus parking lot are Hall County tags. Hall Transit has been looking int moving GRTA service into Hall (perhaps at Exit 16), but discussions have stalled, mostly due to financial concerns. Some have suggested using cutaways to provide commuter service, but that would be a long, uncomfortable trip.
Additionally, Hall Transit has looked into offering trips to the Exit 4 Xpress lot, but the transfer friction seems to be too much. As commuting gets more painful, people will make different decisions and commuter demand will increase.

If the State of Georgia were to expand transit funding, what would be the best use of dollars for providers across the state? (i.e., Federal match, operational expenses, additional capital support, programs for training and certifications, regional coordination efforts).
Hands down, operating/matching funds to bring down federal dollars and/or gap funding. Everyone has capital dollars, but no one has the operating funds they need.

The Gainesville/Hall area is rapidly urbanizing. In recent years, you have presented on the challenges facing transit providers in trending urban counties. As your urbanized area continues to grow, do you expect to receive more or less apportioned federal transit funding?
Hall Transit qualifies for a $1.5 million in 5311 allocation, but they aren’t able to draw it all down due to a lack of local match. With the expected changes in Census designation, Hall Transit is expecting this to drop to $750k. (Both figures are below what Hall Transit draws down with its current local match.)

What are real world implications from these designation changes? Would it mean eliminating demand response, reducing fixed route frequencies, etc?
Hall Transit is looking at microtransit as a way to make system more efficient. With a more efficient and effective system, local government might be willing to provide more local match funding. If that doesn’t come to pass, service reductions and eliminations might be necessary.
Microtransit seems to have some governmental support; the status quo is not acceptable.

How does local match contributions work between Hall County and the City of Gainesville?
There is an interesting history between the two. The two jurisdictions worked together (“were married”, in Phillipa’s words) in many areas and departments. Over the past 25 years, the two have moved apart to the point that transit is one of the only remaining instances of coordination. Funding was once a true 50/50 split, but now Hall County provides the match that funds demand response and the City of Gainesville provides the match for 5307. Two separate cost centers. Microtransit might bring them back together. Currently, the county commits $208,000 for demand response and the city of Gainesville contributes to $533,000 to Gainesville Connection.

Laurie Garrow refers to Hall as a joint reporter. What does that mean?
She’s referring to the fact that Hall Transit reports data to NTD for both the Section 5307-funded fixed-route and Section 5311-funded rural systems. Hall Transit determines which trips originate in urban or rural area based on number of miles on each given route. All NTD reporting is handled by Phillipa.

What should GDOT Intermodal’s priorities be going forward?
Philippa would like to see GDOT align with legislature’s suggestion to alleviate itself of the intermodal division. (As was a potential outcome in HB511) GDOT is “awesome” for roads and bridges, but transit is underappreciated. GDOT’s Intermodal division is full of great people, but in they’re in the wrong agency. The culture of GDOT is roads and bridges, and transit needs its own agency to thrive. She appreciates the effort behind the Statewide Transit Plan but worries it may be “a day late and a dollar short.”

Would pursuing Hall/ATL connection be a good recommendation for SWTRP?
Yes. Hall Transit would like to see the ideas they’ve been pushing regarding connections to Atlanta affirmed in an official document.
Insurance can be problematic when moving between counties. GDOT could be helpful coordinating in this area.

**Are there any other aspects we could add to SWTRP to help?**
She would like to see an all-out, statewide campaign to promote public transit. Not just from individual communities, but a statewide campaign including GDOT officials and elected officials.
Wayne County Transit

We have heard Wayne County Transit described as a model rural transit service provider. Do you feel your system is operated any differently than other rural transit systems? If so, how?

Wayne County Transit (WCT) provides service 24/7, door to door, both public and medical. Riders have to schedule 3-5 days in advance.

One of the largest cohorts is Walmart employees leaving work around 11-11:30 PM. WCT policy is if they take you there, they have to pick you up. This generates plenty of workforce trips, earliest is around 5:30 in the morning. Another major user is nursing homes and places like that.

Personnel management has some challenges. They rotate the night shifts; some drivers can work in the morning, but some drivers choose to work nights as they have full time jobs during days. Have 14-16 part-time drivers; part time is good for flexible scheduling but can’t offer benefits, which can limit recruiting and retention. The county is trying to compete on wages but can’t offer benefits.

Some drivers have been there 5-7 years, not looking for benefits. Higher turnover with young drivers, who are usually looking for family benefits. Many WCT drivers are over 60 and just want part time positions.

How do out-of-town trips work?

Dispatch will call riders a day in advance for out of town trips to confirm they’re still planning on going. The drivers wait for them; a majority of trips medical but there are social trips or even just out to eat. Savannah and Hinesville are probably the two most common destinations, but WCT will go anywhere in state of GA. Fee structure for out of town, 0-10 mils $4, 51-100 is $20. Will stay 2-hour range for pickup. 12 vehicles.
Wayne County Transit provides a low cost per trip in comparison to similar systems; can you share how your organization has kept cost manageable while still providing a large number of trips per capita?

Trip volume helps/ By being cost competitive with taxi WCT can generate more trips.
Do training for drivers on how to assist disabled, CPR certified, QRyde dispatching system is used for routing assigning trips.
Have a very varied ridership, transporting a variety of people, medical, church, workforce.
WCT coordinates with churches, who are very supportive of transit. WCT picks up elderly members from nursing homes on Sundays and takes them to service. Then church doesn’t have to worry about it; WCT sends churches a bill every month.
Only place WCT won’t take you is the liquor store. Otherwise go anywhere.

What are the top three goals or initiatives Wayne County Transit that will be undertaking in the next five years?
Goal of more drivers full time. Grow from 4,000 trips a month to 5-6,000 a month. Would like to add driver benefits. Also want to do more for public, non-medical trips. WCT currently advertises, “can call transit instead of taxi.”

What barriers and/or challenges do you face in offering transit service today?
Besides driver turnover, keeping the buses well maintained. Always have a backup plan for buses. Do have a great maintenance facility, but the miles putting on buses that they roll over so fast.

What priorities would Wayne County most like to see addressed by the Statewide Transit Plan?
WCT currently has a great relationship with GDOT and Troy. Don’t have problems with GDOT. Would like to see larger fleet in Wayne, but without more drivers are not able to support growth.
Statewide Independent Living Council (SILCGA)

Can you describe some of the work SILCGA performs to improve mobility and expand access to transit?

*We have nine independent living centers that provide services throughout Georgia, and our Atlanta central office works more on a policy end.*

*SILCGA has recently conducted a survey on transportation barriers faced by disabled Georgians.*

*Have also increased education efforts regarding the state’s 5311 systems; many of the local centers weren’t aware of what was currently available to their members.*

*Limited operation areas are a major barrier, as are 24-hour advance booking requirements. SILCGA has been exploring possibilities in microtransit or on-demand service. Played an advisory role in Gwinnett microtransit.*

*Mobility doesn’t just mean transit, can include building entry or sidewalk improvements. Not just wheelchairs either, can also include improvements to aid those with visual and hearing impairments.*

*Resources: Milwaukee county transit has a very innovative sensitivity training involving disabled patients.*

**What regions of the state do your members see as underserved by transit?**

*Three that come to mind: Floyd County, Elijay, the Augusta area. Getting from Augusta to Columbia County is difficult/impossible via transit. Access for Independence in Columbus has reported multiple issues with vehicles there.*
Some areas may have service, but potential users don’t know about it. More education is needed. Typically, the best way to get information out is electronically (many people with visual impairments use screen reading software).
Travel training can be very helpful and is something SILCGA have considered developing.

How could GDOT help address some of these issues through its statewide transit planning and rural transit program administration?
Coordinate with county systems in terms of disability community; every county should have an ADA coordinator that can help disseminate information in an accessible manner.
A good example would be the Southeast ADA Center: a referral information system well utilized by the disabled community.

What outcomes would your organization like to see in the Statewide Transit Plan?
SILCGA is not hearing specific reports of non-medical trip denials, but trips are long and there have been some issues with drivers not receiving guidance for serving the visually impaired.
QRyde has a section for notes re: service needs, this should be actively used by transit providers.
Would like to better educate the local centers on the services that are available in their areas.
Southern Georgia Regional Commission

What do you see SGRC’s Role in transit being?
Contract out operations to third party, administrator, oversight, similar to what doing on DHS side, alleviating administration from local counties. Contingent on a council vote on 8/22/2019.

Can you discuss the council vote and what lead up to it?
Nancy Cobb asked for regional system, first to regionalize the excess POS revenue to support matching funds. At time the federal audit said needed regional system. A county with a deficit cannot use another county unless part of regional system counties thought good idea, pulled together plan to make case for it. Regional Council going to vote to adopt the plan, and direct staff to apply for 5311 funds. Then there needs to be authorizing resolution. At that time each county will opt in or out via resolution, annually, as well; similar to the Coastal Regional Commission’s process. Currently, believe there will be 17 counties that will opt into the system (out of 20). All of these counties use third party operators. The at least 3 (Lanier, Coffee and Lowndes) of the 7 counties that do not currently provide service would likely opt in; if there is no finical contribution needed. However, SGRC are asking a finical contribution; if there is not DHS revenue for match the county will be required to pay for their proportional amount based on the trips.

- Think 17 counties will opt in to a regional system. Tift concerned with current employees, if they transition to regional system.
- Counties without transit, if can show no monetary contribution, they will probably opt in too. If county uses DHS as match, and contracts come in with shortfall, the counties are on the hook for it.
- In future year, if not enough DHS revenue, then the county will be required to pay share of trips originating in county.

How do you view the role of the RC and the strengths and weaknesses of the previous approaches?
The state views this as opportunity to contract with less entities; helping on the administration side. This
also true of operating and providing regional transit service; lower administration costs.

- On the operations side; SGRC has completed a number of pilot programs (i.e. Shuttle services, foster children); this has resulted in a number of unique programs and additional funding.
- This has also resulted in program that is approximately $2.2-million-dollar a year.
- Try to maximize efficiencies with program. Starting to cut trips that are not efficient.
- Counties put money in today for capital expenditures; resulting in a hands-off approach by the counties.
- Counties not part of the current coordinated services that have been approached were very interested in joining the current coordinated services.
- Counties for the most part, are not reviewing billing by third party operators that run their service.
  - They have put a lot of faith in third party groups like MIDS.
- Two additional staff will need to be hired by SGRC to assist
- 5304 planning which has resulted in 3 to 5 transit development plans in their jurisdictions.
  - Most counties are largely hands-off in the development process in which the TDP is developed for.

As part of SGRC’s draft regional transit plan, the need to create a coordinated transit system was identified. What has been the initial feedback from local stakeholders?

There was a different approach in working with local counties. Tift and Ben Hill, for example, would have different concerns and operators. Other areas that have small populations/ridership were less involved, but without ridership they were going to get; didn’t want residents to be on the hook financially.

What challenges do you foresee in the development of a coordinated system?

The result of this will result in $4.5 million budget against the agencies total budget of $17 million. They see this a large undertaking. Concern from some areas that the staff or employees might not be able to find employment with a coordinated operator. In regard to operations; vehicles would be in SGRC name and then a operator by a third party operator.

Has SGRC considered the use of technologies that allow for real time trip booking; eliminating the need to request rides 24 hours in advance?

Yes, are interested but have not currently investigated at this point. The first year would be a transition year for the SGRC. In the future, would like to look at bookings that are booked a reasonable amount of time in advance. Additionally, would like to see Monthly pass options, subscription options.

Do you see a role for GDOT to assist in technology that lowers bookings times?

GDOT, similar to the ATL, work to create one fare card technology and fare structure. Use one technology statewide for fare payment, rather than RCs developing their own. Consider what MARTA and the ATL are already using; so that it works across the state.

Have you pursed a real time booking/Website app as described in your regional transit plan?

No. Would like to see state role in VHSS. Cell service is an issue in parts of the area and there would still be populations that would still make a call.

As noted in the draft plan, there are currently four counties that would struggle to provide local match for a county-run system, and a coordinated system could provide a solution to offering transit access. Can you talk to the pros and cons of taking this approach to offering service?
Most of the concern was about trips that leave the county and go to other areas. These trips could be a great distance and generate a high cost. Investigating how many trips and the costs that would look like. Recognize that a lot of these requests are medical appointments; today SGRC works to align them with the right resources for the trip if they do not align with DHS program.

- Talked to other regional commissions to see how they deal with long trip distance and distribution of funds.

The draft regional transit plan highlighted the need to offer monthly, and employer-subsidized transit passes to riders, what challenges have you faced in offering these services?

Have not investigated this yet. However, they have spoken with employers to understand the need. Hours of service was noted as the larger issue. Employers in Valdosta; industrial authority were some of the organizations approached. Most of the jobs are paying enough that employees have vehicles for the most part.

- Service has been flexible in drop offs and picks up to meet current demands.
- Suspect that the employer transit need is very similar across the region. HB 511 tax incentives for transit benefits for employees, could provide more need.

Through your survey, have you been able to identify what marketing efforts counties have done?

Most have a budget of approximately of $400 per year in their budget. SGRC has created more marketing pieces for the region than most of the existing counties do. 5311 financial ask will include money for a branding and marketing campaign to advertise new coordinated service. There were several ideas for increasing ridership; some can be easily implemented quickly; others will take additional time. SGRC recognizes the need to increase public ridership.

How can GDOT assist these efforts?

There is a role of an overarching marketing assistance. An example would be a workshop on marketing and communication efforts that any provider could offer. Provide clarity around federal regulations on the eligibility of the expense. Not sure there is a need for any statewide branding effort.

Have you investigated what offering additional service would look like?

Have not investigated this yet. However, they have been looking at contracting at cost per mile and cost per trip. (Estimated unit cost per trip today $3.76).

What priorities would SGRC most like to see addressed by the Statewide Transit Plan?

If the state could provide guidance and education to do things like statewide like marketing and other best practices. Develop an app on the back of systems that are already developed; shared fare cards. This would reduce the cost of each area creating their own app and fare payment method.

- Use the plan to educate the sub recipients, local and state officials and the public why public transit is needed. Put a dollar amount what the impacts would be.

- House Bill 511 had some good aspects – such as the coordination of transit between state agencies. (i.e. – inspection of bus; create one form and one lead agency that would receive the information). The plan could help inform future legislation.
Carroll Connection is the newest transit service in the state, could you share your experience in the creation of new transit service that could benefit other areas of the state considering service?

Carroll county historically as a community was against public transit. The community-related transit service to MARTA. There was a stereotype that public transit would bring crime and housing, insecure individuals. It is a stereotype that they have been working on.

- The service supposed to start in 2018, but buses weren’t available till the end of 2018.
- The vehicles are considered a "Rolling Market." The branding and graphic design was an output of the Carroll Connects Advisory Team; showing that transit is not just for seniors. Advisory team members were active in the community and contributed to the community feel of the design.
- Additionally, used marketing tactics such as business card, local magazine/news coverages of residents that saw benefits of the transit service.
- Focused on social impact providing a human element. Also participated in events, such as the 4th of July parade; chamber events, etc.
- Carroll’s ridership is currently ranking high with areas like Coweta and other areas. Service has been seen as highly successful in the community.
- Very important to have local officials educated on the transit program, since they will get most of the questions from the community. Three Rivers is proactive in this education to local officials.

Can you describe the organizational coordination that takes place between Carroll County and Three Rivers to ensure service delivery?

Three Rivers is constantly in contact with the counties on topics related to the those they serve. The biggest discussion has been and continues to be funding.

- If a county doesn’t need service, they won’t necessarily understand it and what’s involved in providing service.
- The counties pay a very low amount, but that will need to increase as costs increases and funding from the counties has not. You need to make sure the counties understand the costs (the good/bad).
• Carroll County community leaders are very engaging and easy to work with and open to these conversations. The regional commissions who provide transit are different from a county that provides service independently.
• The counties like it, cause the RC provides them a barrier of protection and eliminate the need to have staffing in which to manage.

How does cost-sharing work in regards to the coordinated system?
In county bases system, the county pays, not the towns. Griffin/Spalding share the cost 50%, which is unique to the rest of the RC area. This is a model for the rest of the region.
• You cannot rely on DHS funding; you must have additional costs.
• Regional Commission is currently in the middle of an audit, and that is bringing to light the need to address funding shortages. Not all the counties are economically healthy, so this creates a barrier for the future of funding.
• Understanding that Griffin/Spalding cost-sharing setup is unique and not all counties and cities have a relationship like this.

Have you looked at Cost per Trip vs. Cost per Unit?
From a program manager standpoint, would love to find a simplified system cause the conversation can be complex to those deciding on funding.
• Many different counties in different DHS, GDOT programs. Program manager would love to simplify things. Three Rivers Regional Commission originally wanted one RFP for the system, but we know some providers would apply for one but not the other. BMP would need to be focused on the regional system, not single county.
• Going to put out two different RFPs, cause of the funding separations.
• Would love a best practices manual; showing other ways that are more efficient. Need to be gear towards not just a single county system. Need a regional coordinated system.

Any specific things you would like in a best practices manual?
How to best manage your subcontractor. Contracting methods. TPO Management and administration. Business Finance best practices. Continued education classes that are affordable. Without education, this will present gaps in compliance. (i.e. drug testing compliance through a TPO).

Troupe, Herd, and Coweta; have they expressed why they prefer to work directly with GDOT?
They want to keep control of their system. Interested in aspects like who is driving vehicles. Troupe showed interest in coming under Three Rivers, due to complexity in operating. Their transit is operated out of Park and Recreation, and this is not the core to the work of that group.
• Heard is a small system; the transit director does all the operations work. Works best for them to stay in house.
• Coweta is the larger and most economically viable county; they have figured out operational efficiencies (i.e. the fire department works on the vehicles; gas purchasing, vehicles stored at the 911 center.). Carroll and Coweta are the most engaged counties. They would be great models of how to provide service under the coordinated system.

Have you look at cost drivers and how to mitigate them?
Understand that their biggest competitor is Walmart ($12/$13 an hour; Troupe $8; $9 -11 for the other counties); which pays more currently. They would like to offer a good living wage understanding the demands of the position.
• Health insurance is another big cost.
• There is a grey area in auditing the TPO to understand where the true costs are coming from on the administration side.
• DHS has different rates, field trip rates. Going back to having something simplified. Up to counties to agree to a certain method.
• There are also the lawsuits to be worried about from liability issues.
• Finding an insurance company that meets the federal regulations standards; very few offerings and then those that are available are very expensive.

Going back to the different RFPs, could you provide more details?
DHS, GDOT funded RFPs will be released. There is a concern that there might not be enough responses or an operator that only wants to work in a singular county. Last time the procurement resulted in one operator that wanted $40 per trip cost.
• Would like to get to offering one contracting for both DHS and GDOT funding trips.
• DHS/DBDD has different rates. You then have a subset of the rates within those funding types. Would like to find a simplified system. However, this would be up to the counties to change these rates for the future.

Based on the current and future trips and travel patterns highlighted in the GDOT Travel Demand Model, by 2050, travel between Carroll County and the Atlanta area will continue to see a large number of trips. Has there been discussion or thought of providing/supporting commuter bus in the future?
The cost offering rides intercounty and/or out of the county can have a very high cost to the rider.
• Aging Voucher program; a TNC type of service that can be booked with volunteer drivers. The driver drives when these trips happen and have been very successful.
• Merriweather has the most dirt roads in the state; so an SUV or truck is better to provide services vs. 5311 vans.
• Coweta County, Emory, VA are a large hub for medical appointments; so there is a large need. The RC program has to work to arrange rides with Non-profits cause there the transit program cannot leave the county or counties they serve. Medical appointments are the number one demand for service.
• Has previously looked at the Enterprise program, but they wanted the RC to buy down the cost and companies weren’t interested in provided funding.

If so, what barriers would need to be overcome?
Insurance issues (vehicle and liability) are contributing factor in offering service outside of the county boundary. Also, the larger commuter vehicles or service is pushed back on in the community. They are supportive of commuter rail cause of the look and feel.

Additionally, there are identified growth in trips between Carroll County and Douglas County; has there been a discussion of creating transit connections between the two areas?
There is a demand, but not a mechanism to make these connections. Also the same with Henry and Spalding counties. Would love to have an MOU between the counties, but that is in an issue for the counties to do.

If so, what barriers would need to be overcome?
Same issues apply in regard to insurance concerns; including looking at alternatives at meeting at county lines; however, align schedules are an issue.

What are the top three goals or initiatives that Carroll Connection foresees undertaking in the
What priorities would Carroll County/Three Rivers Regional Commission most like to see addressed by the Statewide Transit Plan?

*Need a state intermediator (i.e., creating MOU between counties). There are also having ARC and The ATL as part of the discussion. It is going to take the state to get involved from a facilitation standpoint. The RC doesn’t have the staff to expand to 10-county areas.*

- GTA is the only entity to meet with other Transit officials in the state, and that is only yearly. Desire another way to interact in person with
- GDOT Subrecipient workshops are nice, but they are very schedule-driven; leaving little time to network.
- The state has more power to facilitate these discussions.
- DHS/GDOT coordination system is not coordinated. It doesn’t seem like GDOT and DHS aren’t talking but, the requirements conflict with each other.
- With the RFPS development; Three Rivers RC wants to host a roundtable to get ideas that might not have been included. Want someone under contract in January; RFP in Sept.
Purpose of Meeting:
Charles Glover with RLS is working to produce GDOT’s FTA-required annual intercity bus consultation with carriers and stakeholders. Representatives from Greyhound and Southeastern Stages were present to discuss Georgia’s current intercity bus service and potential unmet needs. AECOM in attendance for relevance to Statewide Transit Plan developed the following meeting summary in relation to the project.

Meeting Notes:
FTA regulations require states to spend 15% of their 5311 apportionment on intercity bus transportation. After consulting with State DOT and relevant intercity providers, governor can certify that needs are met and this 15% can be spent on other 5311 expenditures.
In GA, this 15% equals about $3.7 million. In GA, this has only been used for capital purchases in the past, thought operating funds are permitted under FTA guidelines as of MAP-21/FAST Act.
All in attendance were in agreement that needs are not fully met.

Existing conditions:
27 ICB stops in state
Greyhound operates 80 schedules.
SES operates 10-12 schedules.

Recent 5311(f) purchases:
Greyhound: 16 coaches in 2017
5 coaches in 2019

SES: 2 coaches in 2015

How do ICB operators prioritize needs in the state?
- New routes must be sustainable long term
- First few years may be slow
- New routes are likely to need operating support into the future
When adding a stop, preferences are for a transit center that can accommodate OTR coaches and is staffed 7 days a week.

“We succeed where there are strong connections. Service to rural areas is important, but there must be a strong connection to a large city on either side.”

Identified Intercity Transit Needs:
Bartow has no Greyhound stop and no out-of-county transit service, so community there is not connected to the intercity network.
Construction of new station at Garnett MARTA (has been operated out of trailers since before Olympics)
Albany is “underserved.”
Potential new routes/stops b/t Atlanta/Chattanooga and b/t Savannah and Tallahassee (through Valdosta)
GDOT Statewide Transit Plan

Selected Transit Stakeholder Interviews
Association of County Commissioners of Georgia

On Call:
Kathleen Bowen - ACCG
Ryan Walker – GDOT
Ryan Ellis – AECOM
Daniel Walls – AECOM

Associations of County Commissioners of Georgia (ACCG)

Can you share the general views of your membership in regards to Georgia’s transit systems and needs for the future?
Because they represent all 155 counties in Georgia. The views of the organization are broad, given how transit is viewed across the state. However, there are statements around supporting transit at a state level where areas are trending urban. A few years ago there was far more extensive work, and now priorities have shifted.
When the house bill was in discussion, there was a lot of conversation. However, they will follow what their members are talking an/or concerned about.

What are ACCG’s views and position on transit expansion and growth in Georgia?
Where the regional commissions are providing service, then most people are happy with the service. However, there areas like Three Rivers where they are being told they don’t need expansion because of the financial issues and needs in the current model. There was also concern about getting information from GDOT.

What steps or conversations has your organization has taken to advance transit service and options for your members?
Not from an association level. More involved in single county T-SPLOST Level. Only really involved in the ATL legislative bills and efforts in the rest of the state last year.

Is local funding for transit a continued issue or concern for your membership?
They will use their regular SPLOST dollars. However, the issues are usually around the operations and maintenance costs — no new funding options at a local level. County attorneys are advising local leadership not to use local money for O&M costs.
In your work supporting local T-SPLOSTs with your membership; are any pursuing new Transit supportive SPLOSTs in the near future?

Most T-SPLOST is about road infrastructure vs. Transit. There are other transportation needs. However, with TIA there are some transit projects.

Have some counties considered (i.e., Cobb, Chatham, Macon/Bibb) considered funding transit locally?

Yes, some could consider half transit SPLOST/half SPLOST – to fund single county transit. If the transit bill passes, it would be in the bill.

Would your membership be supportive of commuter transit to and from regional economic centers? (e.g., GRTA Xpress Bus service)

It is certainly talked about. Unsure if people would get on the bus service. ACCG is not aware of this being a conversation.

Have any of your members expressed interest in creating transit options through a partnership with private operators and employers?

Know there are some examples, but they are not coordinating or being discussed with ACCG. These conversations are not coming from the County Commission level, maybe coming more from the economic development community. Discussions are more abstract. Transit may come up once a year.

Do you think these conversations around Transit are not being discussed due to lack of education or interest?

County Commissioners usually have only priorities on a daily basis. Commissioners know that mobility is an issue and related to economic development. However, they still need to understand the need for Transit. They might not understand who does the work to help them identify the need. Technical support and education. There areas that Transit is still a conversation that shouldn’t be discussed.

In the last legislative session, the state-wide bill would have had a Mobility Manager; which could have helped provide a resource to local officials to better understand the Transit needs and education.

Can you talk to outreach efforts that could be done for counties without Transit.

Just explaining the need and how to fund it. There would need to county manager level education and support for the need to be brought to the county commission.

There are conversations for those that are trending urban. Commissioners might even recognize they are trending urban and what those impacts might be.

What opportunities does ACCG see for transit, and how can GDOT Intermodal best coordinate with ACCG to make them a reality?

ACCG would be happy to distribute information through marketing efforts, surveys, and webinars. Annual Conference, GDOT always participates, so there is an opportunity for education as well. ACCG does not have the content on Transit unless it’s legislatively based. Willing to assist in meetings with counties without transit.

What priorities would your organizations most like to see addressed by the Statewide Transit Plan?

ACCG’s priorities would center around items that would help legislatively. Items like best practices and success stories would be helpful.
City of Hinesville

**Background introduction provided by Ryan Arnold:**
Liberty Transit began in 2010, as a Section 5307 Small Urban system. The primary goal was to more closely connect the area to Ft. Stewart. Initially ran seven routes, but has been reduced to five substantially smaller routes. *The Ft. Stewart service has seen extremely low ridership.* “Soldiers don’t like to ride buses.”

*Liberty Transit is still struggling to find the right mix of being something beyond a basic safety net for car-free populations.*

To make it desirable to ride, the system need more frequent headways, but can’t do that at all times due to resource constraints. Micro-transit or demand-response may fill gaps, but can be more expensive and is riskier in generally.

Currently, Liberty Transit has a TPO on a five-year contract, starting its 5th year in November. The current revenue fleet is ten years old. From a procurement side, they’re in place to make a change. Otherwise, they’ll be locked into a new five-year contract and ten years of the same vehicles types.

The city feels it needs to maintain a fixed-route system as a “hallmark of urban life”. Fixed-route can be important for HUD grants, etc. Fixed-route does not need to necessarily serve the WHOLE service area. Needs to be more useful for those in a concentrated area.

**Can you descrine your relationship with your third-party operator? How is that going and can you describe your cost sharing model, Etc?**

Relationship w/TPO works out generally, with positives and negatives. The city never has to worry about the buses not running. “They run, they’re on time. We don’t have to think about it.” As a private company, the TPO can have some efficiencies that small governments cannot. If a mechanic is on medical leave, then TransDev can bring someone down from elsewhere to cover the labor gap. Small cities don’t have those options.
With a contractor running the buses, sometimes they aren’t considered a part of the community. TransDev isn’t at council meets, stakeholder meetings, etc. Transit doesn’t have an advocate in that leadership circle, from event planning to emergency preparation. The city could benefit from a transit director-type of position, even with the TPO.

**What challenges does the system face?**

Our service area is shaped like a crescent moon: Flemmington, Hinesville, Walthoursville. It’s a very long that makes for very long trips. Well over an hour for the cross-system trip. It’s a lot of area for three buses to cover in a useful way. Currently, hub is located at the hospital to provide those “safety net” trips, but the average person just isn’t going to spend the time it takes to ride transit.

Service reductions have made transfers difficult. There’s a knowledge gap for potential riders, as well. If you aren’t from a major metro area, you may not know how to use transit and it can be intimidating.

**Have you applied for your whole apportionment?**

Yes. In the past we have banked lots of it but not sure that can continue. Highlighting how transit helps leverage infrastructure dollars definitely helped keep the system rolling during downsizing. Yes, we’re spending money but $250,000 in city dollars to transit got $1,000,000 for sidewalk projects, for example.

Existing ADA issues with sidewalks near current bus stops need remediation, which could be a use for capital funds.

**Can you describe the transit need in your area from the perspective of employers and residents?**

Anecdotally we hear things about employers liking the service, but no concrete offers to contribute to the pot to increase funding. Knows of one example of an employer that chose their site in Hinesville due to fixed route (maybe see if Rachel has details). Georgia Southern chose to place their satellite campus next to fixed route.

The local community is committed to doing the things it takes to sponsor the projects that allow.

**Do city leaders view transit as an economic development tool?**

Not particularly. Land is still cheap and cars are still very viable option. Additionally, government doesn’t have the resources to go out and “sell” transit. Chamber/local government doesn’t have any sort of ROI study they use to pitch transit to businesses.

**Can you describe the coordination process in place with Liberty Transit and the City Planning Commission, specifically with regard to transit and land use?**

They have a big-picture type of assistance and are more familiar with transit & transportation rules and regs. Downside is simply that they aren’t 100% devoted to the city, so CoH doesn’t have any control over what LCPC’s priorities are. They also have a bit of a vacuum right now since they’re short a planner right now.

**What priorities would your organization most like to see addressed by the Statewide Transit Plan?**

Would like to see increased coordination with roadway departments to get transit elements planned and built into new highway projects.

Recommendations around technology, other guidelines for procurement.
Military ridership has been almost zero. However, Hinesville is growing more, starting to see a professional element to Hinesville. Doctors, nurses, teachers at GA Southern. Populations that may be more amenable but need a system that works for them.

Technology wise, Liberty is “stuck in the 1980s”. Guidance and statewide standardization would be great. Need a tracking app, but there’s nothing like that currently. Changing out the fleet in the upcoming procurement process will be a great opportunity to integrate new technology into the entire system. “The uber app looks the same wherever you are”, would be great to say the same for transit.

Looking at TDP from a business side, there’s no measurements or quantitative aspects re: how to grow a transit system. State guidance could be included in the plan, though there are so many different models for systems there can’t be one single model.

Final thought:
Hinesville has discussed with Chatham about connecting with a commuter line, but would need a TSPLOST. “I don’t know how to sell do that and I think there is a need for the service”. Did not have the resources to QUANTIFY that. It would help if there was a way to help local communities do this planning work, it could be a huge benefit.
From a growth perspective, you can see the pattern. The time to establish services is now, and state could greatly help with these processes. So much harder to get in on the back end.

Small pilot projects to provide an example to smaller communities of the benefits of transit (maybe for commuter bus, etc).
GDOT Statewide Transit Plan

Selected Transit Stakeholder Interviews
Department of Community Affairs (DCA)

On the call:
Commissioner Christopher Nunn – Department of Community Affairs
Leigh Ann Trainer - GDOT
Ryan Walker – GDOT
Ryan Ellis – AECOM
Daniel Walls - AECOM

Department of Community Affairs:

How does DCA view transit in relationship to its work in community and economic development?
Part of the economic development ecosystem along with GAEDEC (sp). DCA mission is to build strong vibrant communities across the state. If we are going to have a large number of people coming to the state by 2050; one of the challenges is connectivity.

The ability for people to move around in or in-between regions is vital. When trying to look at sites for major employers; drive time is an important factor.

Coastal Region provides a decent on-demand service. Reference the Jekyll Island employee transit program as a model; but also a need on the economic development front. Access to transportation is service.

An important part of DCA’s mission is community housing. The only existing tools are federal and state tax credits to develop housing for low-income populations. As part of the criteria for the grants there are “points” rewarded for developments that provide mobility options.

What is the regional commission coordination with DCA?
DCA aligns on the planning front on housing; work closely on comprehensive planning.

Regional Commissions are frequently leaning towards programs (i.e., workforce development; aging services) that create funding streams; resulting in the closer connections to the people they serve in their region.
Regional Commissions providing transit services like Coastal could be a model for the rest of the state. Understand that RCs can also be pulled in multiple directions; so many may not be able to offer those services.

What is the biggest obstacle local governments are facing in planning for mobility options? Suggest that we circle back with Kyle Hood for an empirical data-driven answer.

All counties are mandated to do plan activities to which there is a cost associated to deliver. This has resulted in a water-downed approach to help the more impoverish communities. Items like housing are not mandated. Also, there are requirements to work with DCA and GDOT regarding land use and transportation; making the process more difficult.

How are the state’s demographic changes impacting future land use and development planning across the state? Demographics of the state impact transit needs in two ways. One; more areas are seeing increased density. Creating more acute need for transit.

The other trend is in the rural areas; not seeing the same level of investment in their areas. The residents in those areas that are left are likely more impoverish; creating a different need then a densely populated area. These residents need mobility options for employment and healthcare opportunities.

How could GDOT and DCA work together to better support the coordination of transit-supportive land-use policies across the state? Possibly integrating the teams tasked with helping local counties creating comp and transportation plans. Kyle Hood could also provide guidance.

What priorities would your organization most like to see addressed by the Statewide Transit Plan? Integrating economic development and job creation with a dependable workforce. Good Climate, access to the ports, and cost of labor are why employers select Georgia. However, if individuals can’t get to work, that’s a problem. Make sure not to ignore the rural need and that it differs from the urban areas.

There is a connection to broadband services and providing transit technologies that need to be considered. Additionally, funding needs to support things rural broadband; similar to that of transit.
What interest have you heard from counties without transit on interest in having transit?

Warner Robins/Monroe County – have been advocates for transit through a local contact. Mayor of Warner Robins reached out six years ago for employee transit service to and from the base. Warner Robins as the city didn’t want the service; however the base did. The initial launch was very successful. However, through new commanders over time; each has augmented transit service; eventually changing service, which avoids the main gate. Once the route was switched back through the main gate it impacted ridership. Additionally, JARC funding ended at the time.

- Monroe County and Jones County are also interested in three trips a day service.
- In the mean time, need to make sure that Macon service is where it needs to be before looking to expand service outside of the county.
- Funding has been cut 1.2 million dollars between the local match and federal dollars.
  - Had to reduced routes lengths/streamlined
  - Had to decrease frequency to an hour and fifteen minutes.
  - In 2018, there was an increase by $600,000 and increased service incrementally
  - Relationship with the MPO has been very beneficial for planning and zoning support.
  - Relationship with the Chamber of Commerce will be the legislative voice for MTA. Illustrates the need for transit and impacts to the community.
  - Strong Marketing/Communications relationship with AARP.
- Will also do on-board surveys on behalf of the agency.
- Also improved relationships with employers in the region to illustrate the experience.
- Not purchasing any more “cutaways”/small vehicles, cause they were not getting long term benefits and savings.
- 705,000 trips in 2018 - this makes the case for transit.

What are the top three goals or initiatives Macon-Bibb County Transit Authority will be undertaking in the next five years?

Still working on a five-year plan; the following items in the immediate future.

- Working to improve customer/rider experience.
- 21 new buses (2 electric buses and soon a third)
- Added new Transit Planning Staff and a new CFO.
- Improved experience with GDOT cause of internal staffing changes.
- Microtransit – using 1.4 million in SPLOST money to fund project and new electric buses.
  - Going to start with the Downtown core. From Mercer to the hospital. It will be a “hop on hop off.” Run with SPLOST money and will be free for riders.
    - 7:30 am to 9:30 pm hours of operations
    - Solar Panel Stations(?)
- Veterans cards (65+) will let eligible riders ride for free for life.

If additional transit funding became available in Georgia, what would be the best use of dollars for providers across the state? (i.e., Federal match, operational expenses, additional capital support, programs for training and certifications, regional coordination efforts).

MTA would like to see regional transit. They already asked the regional commission to allow MTA to offer service regionally. However, again focused on Macon first and then will talk to Monroe and Jones County.
- Warner Robins gets approx. $1.7 million a year to operate transit.

Have you coordinated with any of the employers in these areas about the potential for future service (e.g., funding contributions and/or travel demand needs)?

Amazon has reached out to MTA to provide service. FedEx, Tyson Foods, and other larger manufacturing center. Middle Georgia Regional Airport will also be expanding; which will create new demand for service. However, service is not currently available; there is no local funding available.
- There are connectivity issues, even getting to recreational facilities.

Your agency mentioned that hiring operational staff is an issue for your organization.
Can you describe how this impacts your operations and what steps you are taking to mitigate this issue for the future?

They have a very low turn over since June. They have stopped providing across the board raises. Talk to each employee and conduct an in-person review.
- Still battle with paying overtime; vs. hiring new staff.
- If they can get new drivers, they might expand some service hours.

Can you describe the operations of the “Bear” bus; as it differs from traditional transit routes operated by the Macon-Bibb County Transit Authority?

They run winter and spring service; costs approximately $60,000 a year. Mercer provides a 3% increase each year.
- They also run a sports event shuttle; which allows those who have no experienced transit to try it.

Greyhound just co-located to the MTA terminal station. How has this experience been?

It is a growing experience and relationship.
- Right now, it is just working out operational aspects.
- Receive revenue from Greyhound ($3,100 a month)
  - Working with GDOT to build out a new staging area.

Can you describe how the agreement with Mercer University came about and what coordination efforts are made on routine basis?

Service was built out of the need to ensure student safety for those visiting the restaurant/entertainment
Appendix G: Public Survey Memo
Public Survey Final Results

As part of the Statewide Transit Plan, GDOT has sought input from all Georgians across the state and is coordinating closely with local jurisdictions and transit providers to document the need for public transit and establish a vision for future investment. The input from the Public Survey helps GDOT understand transit needs across the state and informs the plan’s recommendations.

The survey element of the Statewide Transit Plan is key strategy to engage the non-riders and current riders as a tool to better understand how and for what purpose riders use transit services statewide. Objectives are to assess the public’s priorities for transit statewide and to gain awareness of issues and barriers for the public’s use of transit statewide. The target audiences for the public survey initiative are current transit riders, non-riders, members of the general public statewide. The following is a summary and final results of the public surveys collected, methodology and findings.

Methodology

Survey instruments
The survey instruments were available online and paper. Each were designed for ease of completion and to be applicable for any type of transit users, even those individuals that do not utilize transit services.

- **Online version**
The website program, Survey Monkey, was used to facilitate the online version of the public survey. The first page opened with a brief purpose of the survey and description of the project. Links were provided for surveys in Spanish, Vietnamese, Korean and Chinese based on the findings of the GDOT Title VI program for Limited English Proficiency (LEP). Title VI assistance numbers were supplied at the start. Additionally, a link to the project website was available if the public wanted to interact in more ways or read project
documents. The online survey had a total of twenty-two (22) questions, including the opportunity to add additional comments and an email address for future project updates. The average time to complete the survey was approximately 15 minutes. The online survey collected 815 email addresses from interested members of the public. A copy of the Survey Monkey online version is in the Appendices.

- **Paper version**
The survey was designed in a tri-folder two-sided print on heavy stock paper. One panel was comprised of the introduction of the project, instructions for returning a completed survey online, emailing to transitplan@dot.ga.gov or return postage or to the transit provider. Title VI assistance numbers were provided on the front panel. The weblink to the project website was also provided on the paper version. One panel was dedicated to a paid postage via United States Postal System to GDOT’s office. Four panels were dedicated to the questions with space for additional comments. The questions were the same as the online version but in a different order due to space limitations and formatting. A copy of the paper version is in the Appendices.
• Definition of a “Completed” Survey

In order to capture responses for the most critical priorities and to make the surveys applicable to everyone, certain questions were identified as being “required” as a means in defining a “complete” survey. These questions related to priorities for transit investments and attitudes towards transit service in general. The online version was programmed to prompt a pop-up window to notify the respondent if one of the “required” questions was unanswered. The questions pertaining to transit trips were skipped automatically if the respondent answered that they never ride transit. The paper version was graphically designed with shaded areas denoting the questions that were most desired for response.

Minimum sample size of total “completed” surveys

Although the expectation was to receive many completed surveys both online and in paper formats, a minimum sample size was identified to confirm statistical validity. The chart below details the results from using Creative Research Systems’ Sample Size Calculator:

<table>
<thead>
<tr>
<th></th>
<th>2017 Totals</th>
<th>Confidence Level</th>
<th>Margin-of-Error</th>
<th>Minimum Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Population</td>
<td>10,201,635</td>
<td>95%</td>
<td>+/- 5</td>
<td>384</td>
</tr>
<tr>
<td>GA Transit Ridership</td>
<td>144,380,033</td>
<td>95%</td>
<td>+/- 5</td>
<td>384</td>
</tr>
</tbody>
</table>

Based on the state population and transit ridership totals, the calculator yields a minimum sample size of 384 completed surveys. It is expected that many more responses will be collected. The size is the same for both large populations due to the bell curve from the calculation of large numbers. The confidence level is expressed as a percentage and represents how often the true percentage of the population who would pick an answer within the confidence interval, or margin-of-error. The most common confidence level researchers use is 95%. An acceptable range for margin-of-error impacts the target sample size similarly for both population totals. The wider the confidence interval the team is willing to accept, the more certain the full population answers would be within that range.

Distribution

Existing GDOT communication, stakeholder and partner networks were utilized to distribute the survey opportunity statewide. An extensive contact database was created of transit providers within Georgia, state departments, regional commissions, local governments, representatives of special populations, GDOT District Communication Officers and GDOT mailing lists to notify the survey was available and to distribute to those separate networks. The Statewide Stakeholder Committee (SSC) and Technical Advisory Committee (TAC) community partners were utilized to share the link to the Statewide Transit Plan project website or direct survey link in their organization’s communications. Advertisements of the survey opportunity went public in forms of email, newsletters, media, social media.
(NextDoor, Facebook, Twitter, Instagram) from GDOT main page and then re-shared through GDOT District Offices and to other platforms. Packets with bundles of paper versions, informational posters and instruction sheets were distributed directly to rural transit providers statewide to target responses from transit users that may not have web online access. The transit providers were shipped a number of surveys proportional to their ridership. A copy of the Public Survey Media Kit is provided in the Appendices.

Collection
All of the surveys were collected through Survey Monkey online. The paper surveys received via the US Postal System were manually entered directly into Survey Monkey by the project team to compile all responses into one database. Completed online surveys were captured in real time via Survey Monkey program. The online version was open for approximately 8 weeks and the paper version was collected for at least thirty (30) days. The team monitored the number of responses online in correlation to promotion through communications and social media posts to report trends. The consultant team monitored completed paper surveys from returned mail and from subrecipient collections to determine when to close the survey.

Results in Total

Overall, a total of 2,971 surveys were completed. Of these, 81% were from the online version and 19% were from the paper version. The effort reached a wide and diverse range of geography and perspectives which can be found in the analysis. This section summarizes overall totals, several subgroups and priorities rated by the respondents. The overall totals look at the geographic distribution of the responses statewide, access to survey opportunity, how respondents identify themselves and the age distribution among cohorts. The subgroups further studied below are:

- Metro Atlanta region
- Georgia without the Atlanta region
- Frequent transit riders
- Infrequent and non-riders
- Individuals interested in transit but do not or rarely use a transit service
- Fixed route transit service riders
- Demand response and paratransit riders
- Online and Paper versions

The respondents were asked to select or rate a list of options in the survey. The priorities from the above subgroups revealed common themes. The priorities are:

- Challenges to using transit
- Top reasons for providing public transit service
- Top considerations for improving transit
- Important technologies

A complete list of questions is included in the Appendices.
Responses Statewide
The map below shows the dispersion of the survey opportunity and responses received from all over the State of Georgia. Of the 159 counties in Georgia, 79% or 126 counties, were represented with at least one survey respondent claiming a residence in that county. A full-page map is provided in the Appendices.

Access to Survey Opportunity
The surveys were promoted via multiple sources of communication channels and social media outlets. Due to utilizing GDOT’s existing communication methods and stakeholders with large customer networks, the results of how respondents answered how they heard of the survey met expectations. This question was not asked on the paper version since the transit providers distributed the paper version to the riders directly.

“Another social media” was the most selected options. The marketing of the survey opportunity focused on community partners and stakeholders to share, forward or re-tweet the original GDOT posts on the Statewide Transit Plan with the link to the survey. Social media advertisements targeted under-represented areas of the state to highlight more exposure during the survey period. The GDOT and District office posts did reach many of the respondents as it was second and from a friend/word of mouth was selected third most often. Many noted that a friend has shared the social media posts. The open comments section also revealed that they heard of the survey through local government websites and organizational newsletters or emails. Transit providers shared the links as well and the paper survey on board the buses or shuttles.

How respondents identified themselves
The question: Which best describes your use, or potential use of transit?

- I use transit on a regular basis. 31.44%
- I only use transit when it’s convenient. 19.49%
- I only use transit when it’s my only option. 4.17%
- I’m interested in using transit, but need to learn more. 3.33%
- I’m interested in using transit, but it’s not convenient. 38.4%
- I’m interested in using transit, but it’s not available in my area. 17.10%
- I do not use transit and am not interested, even if it is available and convenient. 17.94%
- I do not use transit and am not interested, even if it is available and convenient. 6.53%

Regular transit users topped the list which was expected and are separated out below in a subgroup. The individuals that only use transit when it’s convenient are likely the infrequent users that are separated out later below. A subgroup was created to further examine the
“interested in using transit” totalling 38.4% of all respondents to learn more about these Georgian residents.

**Age Cohorts**

Of the total completed surveys (2,971), the age spread of the respondents among cohorts was well balanced with exception to the groups under 24 years of age. The highest number of responses were 25-34 (24.9%), 35-44 second (19.6%) and 45-54 third (17.2%) and 65 or older cohort in fourth (16.3%). The intention was to reach a balance of perspectives and age groups and the graphs shows that objective was met.

**Results by Subgroups**

The data reveals trends that fall along many subgroup lines. The results are better understood when examining these subgroups. The chosen subgroups for this analysis and further described below are:

- **“Online version”** – The 2,410 surveys were completed directly through the Survey Monkey link on the website either on a computer or a hand-held device screen.
- **“Paper version”** – The 561 surveys were completed by hand on the paper tri-fold version and returned to GDOT via the paid postage U.S. Postal System mail. These paper surveys were provided to transit users through the transit providers, often on-board a bus or shuttle.
- **“GA” or Balance of Georgia** – The 1,201 surveys represent results from respondents who answered which county they live in and the county is not within the metro Atlanta region. The GA filter selected all counties in Georgia, except the thirteen counties in the Atlanta region. The GA subgroup includes the responses “Counties Outside of GA” (13) and “Prefer not to answer” (32).
- **“ATL” or metro Atlanta region** – The 1,770 surveys represent results from respondents who answered that they live in one of thirteen counties within the metro Atlanta region, or specifically the Atlanta Transit Link Authority (ATL) geographic area.
- **“Interested in using transit”** – The 1,140 surveys are the results from those respondents who answered one of the following options on Question #1: Which best describes your use, or potential use of transit? – “I’m interested in using transit, but need to learn more; …it’s not convenient; or …it’s not available in my area.”
- **“Frequent rider”** – The 1,455 surveys are the results from those respondents who answered Question #2: How often do you ride transit? with “5+ days per week”, “3-4 days per week”, “1-2 days per week” or “A few times per month.”
- **“Infrequent or Non-rider”** – The 1,516 surveys are respondents who answered Question #2: How often do you ride transit? with “A few times a year” or “Never ride transit.”
- **“DR (or Demand response)/Paratransit”** – The 416 surveys represent those who selected on Question #3: On a typical day, what type of transit service do you utilize? Check all that apply. “Demand response/Dial-a-ride” or “Paratransit”.
- **“Fixed route”** – The 1,499 surveys are the results from those respondents who answered Question #3: On a typical day, what type of transit service do you utilize? Check all that apply. “Local bus route”, “Commuter/Express bus”, “Intercity bus”, “Vanpool” or “Train.”
<table>
<thead>
<tr>
<th>Subgroups, or filters from Total</th>
<th>Surveys completed</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total surveys completed</td>
<td>2,971</td>
<td>N/A</td>
</tr>
<tr>
<td>Online version</td>
<td>2,410</td>
<td>81.1%</td>
</tr>
<tr>
<td>Paper version</td>
<td>561</td>
<td>18.9%</td>
</tr>
<tr>
<td>GA, or Balance of Georgia</td>
<td>1,201</td>
<td>40.4%</td>
</tr>
<tr>
<td>ATL, or metro Atlanta region</td>
<td>1,770</td>
<td>59.6%</td>
</tr>
<tr>
<td>Interested in using transit</td>
<td>1,140</td>
<td>38.4%</td>
</tr>
<tr>
<td>Frequent rider</td>
<td>1,455</td>
<td>49.0%</td>
</tr>
<tr>
<td>Infrequent or Non-rider</td>
<td>1,516</td>
<td>51.0%</td>
</tr>
<tr>
<td>Demand response/ Paratransit</td>
<td>416</td>
<td>20.1% (of 2069)</td>
</tr>
<tr>
<td>Fixed route</td>
<td>1,950</td>
<td>94.2% (of 2069)</td>
</tr>
</tbody>
</table>

“GA” – Balance of Georgia

Of all GA results (1,201) –
- 46.5% of respondents “use transit on a regular basis, when it’s convenient or only option”;
- 42.4% of respondents are “interested in using transit but it’s not convenient nor available in their area or need to learn more”;
- 11.2% identify as non-transit users “even if transit were available and convenient.”

The GA group and the ATL group that accessed the survey online have different profiles than that of the Paper responses so these are separated out below.

Typical GA Online version respondents:
- 58.7% are “Interested in using transit but it’s not available nor convenient” or 17.6% are non-transit users.
- Majority “never ride transit” (61.4%) or “only a few times a year” (26.4%).
- When transit is taken, the main reason (70.5%) is “to avoid traffic/parking.”
- Major destinations are: “recreation/entertainment, airport, or work.”
- Majority will drive if transit is not available.
- The age distribution is spread out more than the ATL cohorts with 66% respondents between 35 and 64, and 68% work outside the home.
- The distribution is widespread over the state.

“ATL” – metro Atlanta region

The ATL area is comprised of the thirteen counties within the metro Atlanta region designated as the Atlanta Transit Link (ATL) jurisdiction. These thirteen counties are: Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Henry, Paulding and Rockdale counties.

Of all ATL results (1,770) –
- 61% of respondents “use transit on a regular basis, when it’s convenient or only option”;
• 35.6% are “interested in using transit but it’s not convenient nor available in their area or need to learn more”;
• 3.4% identify as non-transit users “even if transit were available and convenient.”

Typical ATL Online version respondents:
• Regular transit user, when it’s convenient or interested in using transit but it’s not convenient.
• Approximately 88% use transit daily, weekly, monthly or at least a few times a year.
• The train is most common type with local bus as second most common transit type.
• The main reason (85%) is “to avoid traffic/parking.”
• Major destinations are: “recreation/entertainment, airport, work” in that order. More survey responses commented that they will ride transit for occasional special trips into Downtown/Midtown for recreation/entertainment or to the airport, but it is “not convenient to ride transit” or “prefer to drive” for work commutes.
• Majority will drive if transit is not available or some will ride hail.
• 75.7% respondents are between 18 and 54, work outside the home, and 68.6% live in Fulton or DeKalb counties.

Paper version - Combined ATL and GA respondents:
• 69% of the paper survey respondents identify as a “regular transit user” and 68.8% ride on a weekly basis, often daily.
• Most transit trips are using demand response/dial-a-ride or local bus route transit.
• The main reason for using transit services is that they “don’t have access to a vehicle or don’t drive.”
• The major destinations are to a healthcare provider, shop/errands or senior center.
• On average, respondents estimate most of their trips take less than 30 minutes.
• If transit were not available, most respondents (43.6%) would “get a ride from friend or family member, not take the trip.” Many (16%) are “unsure” what they would do.
• 58% of the paper survey respondents are 65 or older and 56.7% are retired.
• Distribution of the paper survey was widespread over the state to the rural transit providers. At the close of the survey period, forty-five (45) counties are represented. In the ATL area specifically, these counties represented are: Cherokee, Coweta, Forsyth and Paulding.

Interested in using transit
The “Interest in using transit” subgroup is a combination of the surveys received where on Question #1 the response was “I’m interested in using transit but need to learn more,” “I’m interested in using transit but it’s not convenient,” and “I’m interested in using transit, but it’s not available in my area.” This subgroup makes up 38.4% of the total number of completed surveys.
• Few times a year or never ride and when use transit, it is most often the train
• Their main reason is to avoid traffic and/or parking
• Recreation/entertainment or airport are the predominant destinations with an occasional work trip.
• Their occasional transit trips cover the range in length of time from 15 mins to over an hour.
• If not making a transit trip, they will drive.
Mostly under 44 years of age (47.8%) with 25-34 cohort making up 25.6% of the subgroup. In ATL – 75.8% are between 25 and 54, In GA – 63.3% are between 35 and 64

Most of the subgroup are employed and work outside the home

All over the state – 92 counties in GA and 13 in ATL

Frequent riders
The frequent riders represent 49% of the total number of surveys collected statewide. The subgroup is a filter of Question #2 by the respondent estimating to ride transit 5+ days per week, 3-4 days per week, 1-2 days per week or a few times per month. Below is a profile of the results:

- This subgroup identifies themselves as using transit on a regular basis (63.6%) or only using transit when it’s convenient (20.7%).
- Of this subgroup, 64.9% report riding transit at least once per week up to 5+ days per week; whereas 34.1% ride transit a few times a month.
- Frequent riders of the survey responses mostly ride a train (58.4%) or a local bus (33.5%); however, several respondents use a demand response transit service (20.7%).
- The main reason for taking transit is one the questions where the frequent rider profile splits further. A majority are avoiding traffic and/or parking (55.6%) which are mostly transit riders living in the metro Atlanta region. A strong representation of frequent riders does not have access to a vehicle (21.4%) nor drives (20.6%) which are split between fixed route customer and rural demand response customers.
- Where transit is taking the frequent rider splits between ATL and GA as well. In the ATL, most are going to work, airport or entertainment/recreation destinations. The GA responses ride transit to access healthcare provider, senior center or shop.
- The time to travel one-way on transit splits where the GA respondents mostly answered 15-30 minutes. The ATL respondents are spread across 15-30 minutes, 31-45 minutes, 46-60 minutes and several more than 1 hour.
- If transit was not available, the respondents split by ATL and GA again. The ATL respondents would most likely drive or use a ride hailing service. The GA respondents would most likely get a ride from family or a friend, not make the trip or are unsure.
- For frequent rider respondents, the age groups split by ATL and GA. The cohorts 25-34, 35-44, 45-54 are mostly from the ATL as are the employed working outside of the home. The 65 or older and retired responses are mostly from GA area.
- The frequent riders from GA heard about the survey from their transit provider, word of mouth or GDOT. The frequent riders from ATL heard about the survey on another social media source or from a friend.

Infrequent/Non-riders
This subgroup (1,516) makes up 51% of the total number of surveys collected. The filter was on Question #2 response of how often the respondent rides transit – either a few times a year or never rides.

- The non-riders are very interested in using transit but it’s not available nor convenient (57.5%) and only 12.7% have no interest in using transit even if it is available and convenient.
- On the occasion to use transit, a train is the most typical form of transit going to entertainment/recreation events (63.5%) or to the airport (58%).
• For 83% of the subgroup, the main reason is to avoid traffic and/or parking.
• Travel time average anywhere from 15 minutes to 60 minutes for most of the occasional transit trips (77.7%).
• If transit were not available, 70% of the infrequent riders would drive while some (13.7%) would use a ride hailing service.
• The age ranges are spread evenly for cohorts – 25-34, 35-44, 45-54.
• The majority of the infrequent or non-riders are employed working outside the home (66%) with some retired (14%) or employed working at home (9%).
• The infrequent/non-riders heard of the survey through – Another social media (40%), GDOT social media/NextDoor (15.8%) and Email/Friend (12.8%) tie for third.

Demand response/Paratransit
The total subgroup 416 represents 20.1% of all of the completed surveys. The subgroup is created by filtering those who answered Question #3 with either demand response/dial-a-ride or paratransit as the type of transit they usually take. The totals differ from the other subgroups due to the respondent’s ability to select multiple types of transit when answering the question. The Demand response/paratransit subgroup is largely represented due to the transit providers distributing paper versions of the survey to their customers; 69% of this subgroup responded via mailing back the completed paper survey.
• Identifying mostly as regular transit users, the Demand response/paratransit subgroup evenly spans all frequencies categories but mostly weekly users (58%).
• The main reason to take transit is not driving (37.5%) nor having access to a vehicle (36%). A good number are avoiding traffic or parking (24.9%).
• Destinations vary from healthcare provider, senior center, shopping to work and airport.
• The average travel time is estimated 41.1% at 15-30 minutes.
• If transit was not available, the respondent would get a ride from family/friend (31.2%), not make the trip (20.2%) or drive (19%).
• The age group most represented in the subgroup is 65 or older (45.4%).
• The demand response/paratransit transit riders are retired (44%) or employed working outside the home (28.6%).
• These respondents heard about the survey from their transit providers (52.6%) or another social media (24.3%).
• The ATL counties represented are: Cherokee, Coweta, Forsyth and Paulding
• This subgroup is not interested in scheduling DR/paratransit trips online via smart phone app or website.

Fixed route
The Fixed route subgroup is derived from Question #3 asking what type of transit service does the respondent utilize. The selected responses for the filter are – train, local bus route, commuter/express bus, intercity bus or vanpool. The totals differ from the other subgroups due to the respondent’s ability to select multiple types of transit when answering the question.
• Of the Fixed route subgroup total 1,499, 80% are within the ATL region.
• For the total subgroup, 72% identified themselves as using transit on a regular basis or only use transit when it’s convenient.
• The subgroup spans from daily use to occasional annual use.
• Train is the most common type of transit (78.2%) and local bus route second (36.7%).
• Being most often in the ATL, the main reason to take transit is to avoid traffic and/or parking (75.4%) and the environmental benefits (26.1%).
• The most common destinations are entertainment/recreation (56%), work (55%) or the airport (53%).
• The average estimated travel time on transit is 15-30 minutes (36.8%) or 31-45 (26.8%).
• If transit was not available, this subgroup would drive.
• The largest age cohorts for the fixed route subgroup are 25-34 (32.2%) and 35-44 (21.6%). Most are employed outside of the home.
• The most common method for hearing of the survey opportunity is through social media.

Challenges to using transit
The results below are percentages of the total responses received (2,036) for all of the options to choose from in the question.

The question: Which of the following are challenges for you when using transit or prevent you from using transit? Select all that apply.

1. Transit does not go where I want to go. 53.1% of total responses
2. The distance to the nearest transit service is too far. 41.3%
3. The trip takes too long to ride transit. 32.7%
4. Transit schedules are unreliable. 30.2%
5. Transit is not provided in my community. 24.9%
6. Transit doesn’t operate at the time or day of week I need it. 17.2%
7. Prefer to drive or use other options. 11.2%
8. Fare passes are confusing and/or difficult to obtain. 4.5%
9. I am not sure how to use transit. 2.9%

Other major challenges described in the open comments are:
• A lack of connectivity
• Feelings of uneasiness for safety
• Transfers are too many and/or too difficult

Most important reasons for providing public transit
The question: Rank on a scale of 1 to 4 the most important reason to you for providing public transit. Please select each ranking only once, with “1” being the MOST important and “4” being the LEAST important reason.

• Improve access to employment and educational opportunities
• Improve mobility for people who can’t get around on their own.
• Increase the number of transportation options.
• Reduce traffic congestion/improve air quality

When ranking the most important reasons for providing public transit, the top priority differs between respondent sub-groups. For several subgroups, like Online, ATL, Non-rider, Fixed Route and Interested in using transit, “Reduce traffic congestion/improve air quality” ranks #1. For the Paper and Demand Response sub-groups, the #1 reason is to “Improve mobility for people who can’t get around on their own.” In GA, #1 is “Improve access to employment and educational opportunities” which is #2 ranking for all other sub-groups. Frequent Riders are split for the reasons, “Improve access to employment and educational opportunities” and “Reduce traffic congestion/improve air quality.” These are likely due to the mix of Frequent Riders from
other parts of Georgia and Demand Response/Paratransit riders. The chart below shows the patterns and similar attitudes towards the top reason for providing public transit.

<table>
<thead>
<tr>
<th>Reason for providing public transit</th>
<th>Online</th>
<th>Paper</th>
<th>ATL</th>
<th>GA</th>
<th>Freq rider</th>
<th>Infreq Non rider</th>
<th>DR/Para</th>
<th>Fixed Route</th>
<th>Interest in using transit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve access to employment and educational opportunities</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>GA 1 ATL 2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Improve mobility for people who can’t get around on their own</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>GA 1 ATL 3</td>
<td>GA 2 ATL 3</td>
<td>1</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Increase the number of transportation options</td>
<td>4</td>
<td>3</td>
<td>4</td>
<td>3</td>
<td>GA 3 ATL 4</td>
<td>GA 3 ATL 4</td>
<td>3</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Reduce traffic congestion/improve air quality</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>GA 4 ATL 1</td>
<td>GA 4 ATL 1</td>
<td>4</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

- Additional top reasons in the open comments for providing transit are:
  - Economic development, attracting businesses and job growth
  - Environmental protection (dependency on fossil fuels, air quality, land consumption for roads, etc.)
  - Have a safe and reliable option whether transit dependent or by choice
  - Improve economic competitiveness of Metro Atlanta and Georgia compared to other major metropolitans and internationally
  - Health benefits – reduces stress, physical fitness of walking, sense of community
  - Social connectivity to community
  - Safer option from car accidents
  - Cost of roads to taxpayers
  - Promotes higher density developments around transit hubs
  - Increase access and connectivity statewide and regionwide

Considerations for Improving Transit

Question: When considering improvements to transit, how important are each of the following to you? [Select your response below – Most important, More important, Important, Less important, Least important.]

- Improve reliability (Example: on-time performance)
- Connect different parts of my community
- Connect neighboring cities or counties
- Provide access to jobs
- Provide access to schools
- Provide access to healthcare
- Provide access to shopping or recreation
- Maintain buses and facilities
- Ensure transit service is equitable
- Ensure transit is safe
- Improve traffic and air quality
When rating the importance of consideration for transit improvements, on a scale from “Most Important” to “Least Important”, there are clear common priorities among the sub-groups. The following received the top three highest number of ratings as the “Most Important”:

<table>
<thead>
<tr>
<th>Priority Consideration as “Most Important”</th>
<th>Online</th>
<th>Paper</th>
<th>ATL</th>
<th>GA</th>
<th>Freq rider</th>
<th>Infreq Non rider</th>
<th>DR/Para</th>
<th>Fixed Route</th>
<th>Interest in using transit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensuring transit is safe</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Provide access to healthcare</td>
<td>2</td>
<td>2</td>
<td></td>
<td></td>
<td>2</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improve traffic and air quality</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td></td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Provide access to jobs</td>
<td>3</td>
<td></td>
<td>3</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improve reliability</td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide access to shopping or recreation</td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Connect different parts of my community</td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td>3</td>
<td></td>
<td></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Connect neighboring cities or counties</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

The following received the highest number of ratings at the “Least or Less Important” end of the range:
- All groups rated “access to schools as less or least important” – likely assuming kids under college age
- Retirees say access to jobs is less important
- Rural Demand Response respondents rate improving traffic and air quality is less important
- Younger urban transit users say ensuring transit is equitable is less important

Importance of Technologies
The question: How important are each of the following technologies to you? [Select your response below – Most important, More important, Important, Less important, Least important.]
- Real-time arrival information at transit stops
- Unified fare system across transit systems
- Real-time arrival information via a smart-phone app, website or text message
- Using a smart-phone app/website to purchase a transit pass
- Traffic signals that prioritize buses at congested intersections
- Converting buses to electric or lower-emission vehicles
- Wi-fi internet access at transit stops or on transit vehicles
- Using a smart-phone app/website to schedule a dial-a-ride or paratransit trip
- Partnering with ride hailing, scooter, and bikeshare companies to expand the reach of transit
Technology priorities across the sub-groups reveal several common themes.

<table>
<thead>
<tr>
<th>&quot;Most Important&quot; Technologies</th>
<th>Online</th>
<th>Paper</th>
<th>ATL</th>
<th>GA</th>
<th>Freq rider</th>
<th>Infreq Non rider</th>
<th>DR/Para</th>
<th>Fixed Route</th>
<th>Interest in using transit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real time arrival information at transit stops</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Unified fare system across transit systems</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Real time arrival information via a smart-phone, app, website or text message</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Traffic signals that prioritize buses at congested intersections</td>
<td>3</td>
<td></td>
<td></td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using a smart-phone app/ website to purchase transit pass</td>
<td>3</td>
<td></td>
<td></td>
<td>3</td>
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</tr>
</tbody>
</table>

- Unified fare system rated much higher for the ATL and Online respondents
- Real time arrival information at transit stops rated most or more important to most of the sub-groups
- Real time arrival information via a smartphone, app website or text was seen as desirable and more important by most of the sub-groups as well
- Prioritized buses rated well with the seniors, frequent riders utilizing demand response or paratransit
- Interestingly that infrequent riders (a few times a year) or non-riders see value in being able to purchase transit passes online

<table>
<thead>
<tr>
<th>&quot;Least Important&quot; Technologies</th>
<th>Online</th>
<th>Paper</th>
<th>ATL</th>
<th>GA</th>
<th>Freq rider</th>
<th>Infreq Non rider</th>
<th>DR/Para</th>
<th>Fixed Route</th>
<th>Interest in using transit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partnering with ride hailing, scooter, and bikeshare companies to expand the reach of transit</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Using a smart-phone, app, website to schedule a dial-a-ride or paratransit trip</td>
<td>2</td>
<td></td>
<td></td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Wi-Fi internet access at transit stops or on transit vehicles</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Using a smart-phone, app, website to purchase a transit pass</td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Converting buses to electric or lower-emission vehicles</td>
<td></td>
<td>3</td>
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</tr>
</tbody>
</table>
The following received the highest number of ratings at the “Least or Less Important” end of the range:

- All sub groups agree that partnering with ride hailing, scooter and bikeshare companies is Least or Less important for transit technologies.
- Wi-fi internet access is Least or Less important to most sub-groups.
- The sub-groups that rated scheduling a paratransit or demand response trip via smartphone, app or online are less likely to need to do so; however, it did rate less from the DR riders but could be due to not using smart phones app or internet or having access to devices.
- The Demand Response and Paper subgroups rated purchasing a transit pass online or via a smart-phone app/website as Least or Less important; Most likely do not have access online or Medicare pays for the trip so they don’t have to purchase passes. The technology is not so applicable to this subgroup.
- GA subgroup rated converting buses to electric or lower emission vehicles at Least or Less important likely to not having air quality issues like the metro Atlanta area.

Conclusion

Opportunities

The survey results show that there are opportunities for transit in Georgia statewide as well as in the metro Atlanta region.

- Across the state, there is support for providing public transit to increase access to employment and educational opportunities.
- The “Interested in using transit” subgroup shows that millennial age cohorts support more transit connectivity to more cities or counties.
- The “Infrequent/Non-riders” subgroup see the importance of transit for others even if they would not use it more often or at all.
- The “Demand response/paratransit” subgroup utilizes transit for independence accessing healthcare and social connectivity at their senior centers.
- The major destinations are mixed across the whole spectrum which shows purpose in providing public transit – for work but also for play.
- Vehicles are removed off of the road from deducing that if transit were not available most of the respondents would drive.
- Collaboration from partners and statewide stakeholders to disseminate information can facilitate more initiatives on behalf of transit when called upon. The organizations and existing communication infrastructure are assets for statewide transit.
- Campaigning on the “safety of transit” to reinforce the assurances that transit is safe.
- Creating pilot real-time arrival information at transit stops in all types of environments - rural and urban for a variety of transit services - demand response and fixed.
- The “ATL”, “Online” and “Interested in using transit” subgroups showed support for streamlining fares into a unified system as a top priority and making it available to purchase online.
- The “GA”, “Paper” and “Demand response/paratransit” subgroups showed support for pilot projects in rural and/or small urban environments with signal priority at congested intersections.
• Varied interests statewide with the ATL and GA priorities – one reducing traffic congestion and the other increasing access to job and educational opportunities. Although different, these are not conflicting.

Observations
• “Transit” means different things to different people – establishing a common language for the discussion is critical. Some think trains or local buses are the only kind of transit. Many people do not know that demand response is a form of transit and provided across most of the state.
• A good number of frequent transit users may not have access to online technologies or know how to use them. Comments were made to be sensitive to these populations when considering investments or improvements in communicating transit services.
• “Convenience” is subjective and can mean the whole transit experience – simplified trip, simplified access, simplified fares and understanding of how to use the system(s).

APPENDICES

APPENDIX ONE: Survey Monkey Online Survey
APPENDIX TWO: Tri-fold Paper Survey
APPENDIX THREE: Public Survey Media Kit
APPENDIX FOUR: Georgia Rural Transit Systems sent Paper Survey packages
APPENDIX FIVE: Map of Georgia – Survey Responses by County
APPENDIX SIX: Survey Monkey Summary by Question
APPENDIX SEVEN: Raw Data Set of all Individual Responses