Transit Development Plan

Fiscal Years 2011-2016

Prepared by:

CONNETICS TRANSPORTATION GROUP

Under Sub-Contract to:

PBSJ

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DRPT
Virginia Department of Rail and Public Transportation

Table of Contents

Chapter 1 – Overview of GLTC

Chapter 2 – Goals and Objectives

Chapter 3 – Service and System Evaluation

Chapter 4 – Transit Service and Facility Needs Assessment

Chapter 5 – Service and Facility Recommendations

Chapter 6 – Capital Improvement Program

Chapter 7 – Financial Plan

Chapter 8 – TDP Monitoring and Evaluation

Appendix A – GLTC System Safety Plan

Appendix B – Title VI Program

Appendix C – Transit Rider Survey

Appendix D – Public Outreach

Appendix E – Triennial Review

Appendix F – COA Near-Term, Short-Range and Long-Range Service Plans

Updated August 2010

Chapter 1 Overview of Greater Lynchburg Transit Company

1.1 History

The Greater Lynchburg Transit Company (GLTC) is a publicly-owned, non-profit, public service organization that provides fixed-route and complimentary paratransit services in Lynchburg, Virginia. Since its inception in 1974, the GLTC's sole stockholder has been the City of Lynchburg.

1.2 Governance Structure

The GLTC Board of Directors consists of nine volunteer members appointed by the Lynchburg City Council. Currently, those members are Lee Beaumont, Greg Daniels, Christian DePaul, Lisa Dibble, Jennifer Martin, Jim Mundy, Geneva Rose, Bonnie Svrcek and Jan Walker. The Board oversees the general policy of the GLTC and selection of a management company to administer day-to-day operations. Board meetings are generally held the first Wednesday of every-other month (February, April, June, August, October and December). In addition to the regularly scheduled bi-monthly Board meetings, the Board has four committees (composed of three members each) which also meet bi-monthly. Those committees are:

- Community Relations Committee
- Performance Monitoring Committee
- Planning Committee
- Governance Committee

1.3 Organizational Structure

GLTC is currently managed by a General Manager, Assistant General Manager, four Directors (Administration, Human Resources, Maintenance and Transportation) and a Community Relations Manager. The Assistant General Manager also serves as the DBE Officer as shown in the organizational chart in Figure 1-1. The General Manager and Assistant General Manager are employees of First Transit Management Services and are provided through a contract with GLTC. The remaining staff includes Directors, Supervisors and all Bus Operators and Maintenance employees, all of which are employed by the Central Virginia Transit Management Company. In addition, Bus Operators and Mechanics are represented by ATU Local 1493 for collective bargaining.

Within the next two years, a new organizational structure is being considered (see Figure 1-2). This structure adds a second Assistant General Manager to oversee administrative functions, leaving the existing Assistant General Manager position to focus on Operations. Additional positions are also allocated for Information Technology and Transportation Operations to provide needed support for GLTC's growing technology systems and contract service to Liberty University, respectively.

Figure 1-1
GLTC Organizational Structure

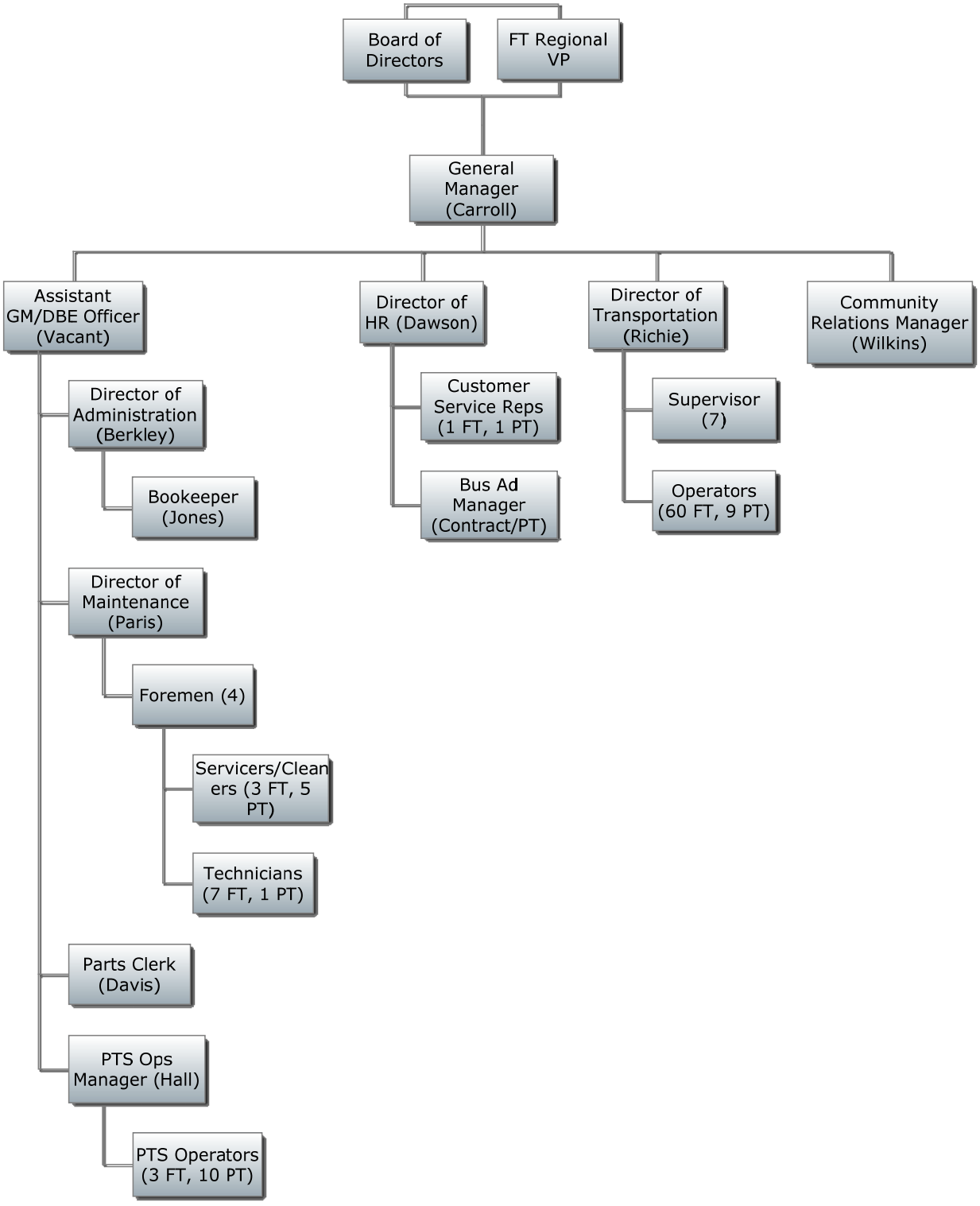
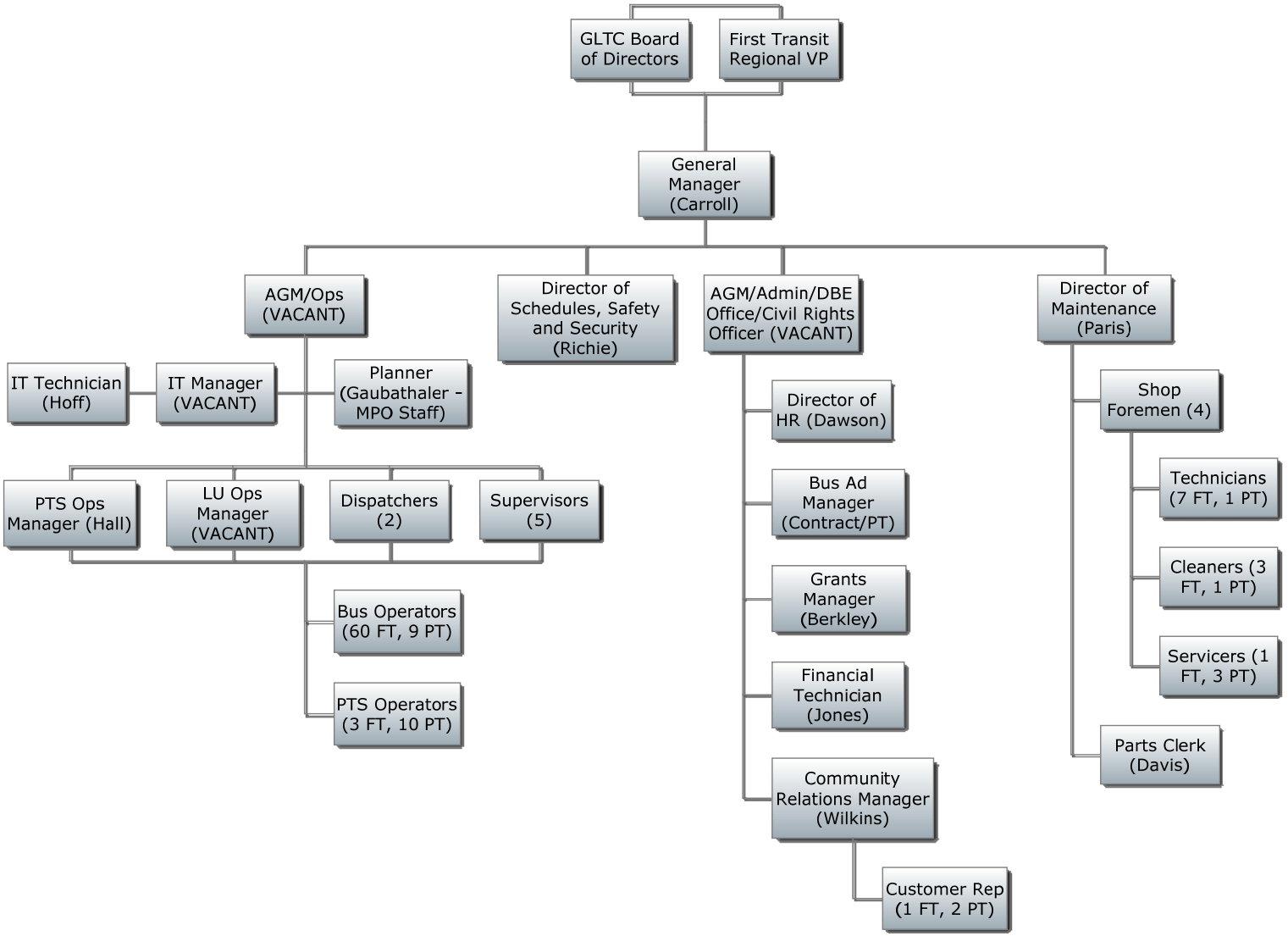


Figure 1-2

Proposed Future GLTC Organizational Structure



1.4 Transit Services Provided and Areas Served

The GLTC provides fixed route and complimentary paratransit transportation services to the residents and businesses of Lynchburg, Virginia. Besides the City of Lynchburg, GLTC provides contracted on-campus shuttle service for Liberty University – a private faith-based college that serves nearly 12,000 residential students. In all, GLTC provides service within a 72 square mile area to a population of 80,846 residents.[1]

GLTC's fixed-route transit service operates daily from approximately 5:30 a.m. until 11:00 p.m. and is provided by 15 fixed-routes. Most routes operate hourly (with the exception of Routes 5G and 5H which operate at 120-minute frequency); however, select routes with high ridership demand operate at 30-minute weekday frequency. About half of the routes operate during evening hours. These same routes operate a more limited span of Sunday service. Table 1-1 identifies GLTC's fixed route service supplied including the days of operation, service frequency and service span for each route.

The contracted Liberty University service operates on a much more diverse schedule with routes and frequencies varying by time of day as well as specific day of the week. These variations are designed to contain costs while providing appropriate levels of service throughout the student day. Table 1-2 lists the Liberty University routes and service levels.

There are seven holidays on which GLTC does not operate – New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Liberty University's contracted service holidays may vary from these, based on projected demand and funding availability. For example, Liberty University is considering funding on-campus service for Labor Day in 2010.

During inclement weather such as snow, service may be curtailed until road conditions are deemed safe and passable. In these events, passengers are notified via local news media outlets and the GLTC web site.

Besides fixed route service, GLTC also provides complimentary paratransit service for eligible passengers whose origin and destination fall within the city limits of Lynchburg as well as portions of Madison Heights. Prior to using the service, passengers must submit a two-part application that includes certification of the disability by a medical professional. Once certified, riders may schedule a trip with GLTC's reservations center between one and fourteen days in advance to ensure timely pickup. Every effort is made to accommodate all trips within one hour of their requested pick-up/drop-off time. A companion is also permitted to ride with the eligible passenger if advised at the time of reservation. However, the companion is also required to pay the full paratransit fare unless medically certified as a personal attendant.

[1] Source: 2008 National Transit Database

Table 1-1

Fixed Route Service Supplied

	Weekday			Saturday			Sunday		
Route #	**Frequency**	**Service Start**	**Service End**	**Frequency**	**Service Start**	**Service End**	**Frequency**	**Service Start**	**Service End**
1A	60 min	5:20 a.m.	10:30 p.m.	60 min	6:10 a.m.	10:30 p.m.	60 min	9:45 a.m.	5:40 p.m.
1B	60 min	5:20 a.m.	7:10 p.m.	-	-	-	-	-	-
2	30 min	6:00 a.m.	10:10 p.m.	30 min	6:00 a.m.	10:10 p.m.	30 min	9:45 a.m.	5:10 p.m.
3C	60 min*	5:25 a.m.	11:05 p.m.	120 min	5:25 a.m.	10:10 p.m.	120 min	9:40 a.m.	6:10 p.m.
3D	60 min*	5:55 a.m.	9:10 p.m.	120 min	6:15 a.m.	9:10 p.m.	120 min	10:15 a.m.	5:10 p.m.
4E	60 min	6:00 a.m.	10:10 p.m.	60 min	6:15 a.m.	10:10 p.m.	60 min	9:40 a.m.	5:10 p.m.
4F	30 min**	5:45 a.m.	9:40 p.m.	60 min	6:07 a.m.	9:40 p.m.	60 min	9:45 a.m.	5:40 p.m.
5G	120 min	6:15 a.m.	6:55 p.m.	120 min	6:15 a.m.	6:55 p.m.	-	-	-
5H	120 min	6:02 a.m.	6:00 p.m.	120 min	6:02 a.m.	6:00 p.m.	-	-	-
6	60 min	5:35 a.m.	7:10 p.m.	60 min	5:35 a.m.	7:10 p.m.	-	-	-
7	60 min	5:45 a.m.	7:40 p.m.	60 min	5:45 a.m.	7:40 p.m.	-	-	-
8	30/60 min	5:55 a.m.	10:25 p.m.	60 min	7:15 a.m.	10:25 p.m.	60 min	10:15 a.m.	5:35 p.m.
9	30/60 min	6:15 a.m.	5:40 p.m.	-	-	-	-	-	-
10	30/60 min	6:45 a.m.	6:10 p.m.	-	-	-	-	-	-
11	30/60 min	5:50 a.m.	10:10 p.m.	60 min	6:45 a.m.	10:10 p.m.	60 min	9:50 a.m.	5:10 p.m.

* Evening service operates every 120 minutes

** Evening service operates every 60 minutes

Table 1-2

Liberty University Service Supplied

	Weekday			Saturday			Sunday		
Route #	**Frequency**	**Service Start**	**Service End**	**Frequency**	**Service Start**	**Service End**	**Frequency**	**Service Start**	**Service End**
L1	6-12 min	6:55 a.m.	11:57 p.m.	24 min	8:01 a.m.	10:01 p.m.	24 min	8:01 a.m.	10:01 p.m.
L2/L2A*	6-24 min	7:04 a.m.	11:56 p.m.	24 min	8:00 a.m.	10:00 p.m.	24 min	8:00 a.m.	10:00 p.m.
L3	15-30 min	7:00 a.m.	12:00 a.m.	30 min	8:00 a.m.	12:00 a.m.	30 min	8:00 a.m.	12:00 a.m.
LX1	2-10 min	7:00 a.m.	6:25 p.m.	-	-	-	-	-	-
LU1**	20-23 min	varies	varies	23 min	10:00 p.m.	10:17 p.m.	-	-	-
LU2†	40 min	7:30 a.m.	7:58 p.m.	40 min	7:30 a.m.	7:58 p.m.	-	-	-
L14††	60 min	5:30 p.m.	11:52 p.m.	60 min	10:30 a.m.	11:52 p.m.	-	-	-
L15	70-95 min	7:00 a.m.	7:05 p.m.	-	-	-	-	-	-

* Snowflex service (Route 2A) operates selected trips after 6:20 p.m. on weekdays and all trips Saturday and Sunday.

** LU1 service is operated by Liberty University on all weekday mornings between 5:30 a.m. and 7:00 a.m. Additional trips are provided during Convocation and select evening hours.

† LU2 service only operates during designated Fall Break, Thanksgiving Break, Winter Break and Spring Break periods.

†† L14 only operates on Friday and Saturday evenings.

1.5 Fare Structure

GLTC buses accept cash fares as well as pre-purchased fare media. Free transfers for cash-paying customers who require more than one bus to complete a trip are also provided. Transfers are only valid for up to 60 minutes after issue and cannot be used on the same route to complete a round trip or through-travel. Discounted fares are available for Medicare card holders, persons age 65 or older and/or disabled persons, with proper discount fare eligibility identification. Children who are 45" in height (the average height of a six-year-old child) or shorter ride free when traveling with an adult. Table1-3 outlines GLTC's fare structure.

Table 1-3
GLTC Fare Structure

Fixed Route Fares	
Cash Fare	$1.50
Senior/Disabled Cash Fare	75¢
Children under 45"	Free
Transfer	Free
Monthly/ 31 Day Pass (unlimited rides)	$40.00
Weekly/7 Day Pass (unlimited rides)	$15.00
Day Pass (unlimited rides)	$5.00
Ten Ride Ticket	$12.50
EZ-Pass/$7.50 Debit Card (stored value for half-fare passengers)	$7.50
Bikes on Buses ID Card	$3.00
Paratransit Fares	
Paratransit Ride	$3.00
$30 Value Card (stored value for paratransit passengers)	$30.00

1.6 Vehicle Fleet

GLTC owns and maintains 37 heavy-duty fixed-route buses as well as 11 paratransit vehicles. The buses are equipped with standard features such as electronic fareboxes and destination signs as well as bicycle racks and seven-point security camera systems. In addition to the buses, GLTC maintains a non-revenue fleet of 12 vehicles consisting of trucks, vans, sport-utility vehicles and a car. In an effort to be environmentally sensitive, GLTC has begun purchasing a number of its vehicles with hybrid propulsion systems (diesel-electric). Tables 1-4, 1-5 and 1-6 identify GLTC's fleet composition.

Table 1-4

GLTC Fixed-Route Revenue Fleet

Vehicle ID #	Year	Make	Fuel Type	Capacity	# Vehicles
9503 & 9505	1995	Gillig	Diesel	37	2
9701-9708	1997	Gillig	Diesel	29	5
T-120	2000	Optima	Diesel	24	1
201-205	2002	Optima	Diesel	23	5
701-708	2007	Gillig	Hybrid	32	8
801-806	2008	Gillig	Hybrid	32	6
807-812	2008	Gillig	Diesel	28	6
901-904	2009	Gillig	Diesel	28	4
				Total Fleet	**37**

Table 1-5

GLTC Paratransit Fleet

Vehicle ID #	Year	Make	Fuel Type	Capacity	# Vehicles
1 & 3	2001	Ford Supreme	Diesel	13	2
601-605	2006	Ford Supreme	Diesel	14	5
606-607	2006	Ford Supreme	Diesel	19	2
905-906	2009	Ford Supreme	Diesel	19	2
				Total Fleet	**11**

Table 1-6

GLTC Non-Revenue Fleet

Vehicle ID #	Year	Make	Model	Fuel Type	# Vehicles
T1-T3	2009	Ford	Escape	Hybrid	3
T4-T5	2010	GMC	Savana 2500 Van	Gasoline	2
T8	1999	Ford	Expedition	Gasoline	1
T9	2002	Chrysler	Concorde	Gasoline	1
S9	1999	Ford	F250 4x4	Diesel	1
S10	2002	Ford	F250 4x4	Diesel	1
S11	2005	Ford	F350 4x4	Diesel	1
S12	2006	Ford	F250 4x4	Diesel	1
S8	1997	Daewoo	6000 Lift Truck	Diesel	1
				Total Fleet	**12**

1.7 Facilities

Administrative and Maintenance Facility

The GLTC houses all administrative and maintenance functions at a GLTC-owned facility at 1301 Kemper Street (see Figure 1-3). Situated on approximately three acres, the facility features two buildings. The first contains all administrative functions plus Transportation Operations which includes a training room, bus operator lounge and dispatch. In addition, several maintenance functions are performed in the rear of this building including tire replacement/storage, electronics maintenance (fareboxes, destination signs, etc.) and major component overhaul (engines/transmissions). Despite these maintenance activities, this building does not contain any vehicle work bays.

The second building is dedicated to vehicle maintenance. Heavy maintenance (engine and transmission replacement) as well as routine maintenance (brake/fluid replacements and adjustments, etc.) all occurs within this maintenance facility. The maintenance building contains five bays, only one of which is able to accommodate 40-foot buses. This longer bay is separate from the rest of the maintenance area and is the former site of GLTC's paint booth. The paint booth components were sold and an above-ground lift was installed in its place. As such, GLTC must now contract all paint and body work to outside vendors. Of the remaining four bays, only three are equipped with lifts (two above-ground/portable post lifts and one in-ground center post hydraulic lift. Besides the work bay areas, the building also features a parts room, maintenance office and drive-through wash rack.

The entire site provides overnight parking for GLTC's fleet of buses and non-revenue vehicles. Originally designed to hold approximately 30 buses, the facility currently houses all 48 buses plus 12 non-revenue vehicles nightly. Given the limited expansion options on-site, GLTC is in the process of seeking a new administrative, maintenance and overnight parking facility.

Figure 1-3
GLTC Administrative and Maintenance Facility

The Plaza

While not owned by GLTC, The Plaza serves as the central connection point for all of the city's fixed routes (see Figure 1-4). The site is privately owned with an agreed-upon access easement for GLTC buses. The transfer center consists of two linear bus bays in opposing directions with shelter and seating on each side. Adjacent parking at the Lynchburg Public Library serves as a park & ride though it appears to have little utilization for that purpose. The facility is capable of staging nine buses at any given time – five on the east side of the drive aisle and four on the west side. The current operation is scheduled for two pulses per hour (:15/:45) for a maximum of 18 scheduled vehicle departures per hour. During these two pulses, passengers must cross from side to side using a crosswalk. Conflicts between pedestrians and through traffic are common. These conflicts become more challenging once buses are parked and visibility becomes limited.

The property owner has indicated a desire to end the agreement and has asked GLTC to make preparations for an alternate transfer location. As such, GLTC is in the process of site purchase and design for a new facility.

Figure 1-4
The Plaza Transfer Facility

Kemper Street Station

A new passenger transfer facility is in development to replace the current Plaza location. Kemper Street Station is located at 800 Kemper Street, adjacent to the Lynchburg Amtrak Station near the intersection of Kemper Street and Park Avenue (see Figure 1-5). Once the property purchase is complete, the existing buildings will be demolished and a new 20-bay facility will be constructed. The facility is also expected to offer parking as well as an indoor, climate-controlled passenger waiting area.

Figure 1-5

Kemper Street Station

1.8 Transit Security Program

Recognizing the importance of security and emergency preparedness in all aspects of the organization's daily operation, the GLTC has developed a System Safety Program Plan (SSP). Besides onsite safety preparedness and awareness, the SSPP also outlines the process to be used by GLTC to make informed decisions that are appropriate for operations, passengers, employees and communities regarding the development and implementation of a comprehensive security and emergency preparedness program. A copy of the System Safety Plan is included in Appendix A of this TDP.

1.9 Public Outreach

The GLTC is committed to soliciting public input, particularly in cases when customers' ability to use the service is dramatically impacted. In September 2004, the GLTC Board adopted the Public Comment Process for Fare and Service Changes. This policy meets the guidelines suggested by the Federal Transit Administration's Office of Civil Rights in ensuring equity in service and fare changes as part of the Civil Rights Act of 1964 (Title VI). Besides the before mentioned policy, the GLTC also maintains an active Title VI Program, most recently updated in June 2007. A copy of the Title VI Program document is included in Appendix B of this TDP.

In July 2006, the GLTC Board also adopted the Public Comment Process for Annual Operating Budget and Capital Improvement Plan (Program of Projects). This policy ensures an open budgeting process where the public can see and offer input to how GLTC's revenues are earned and expended.

In addition to the two previously mentioned policies, the public is also given the opportunity to provide comments at the designated time during each Board meeting. Board meeting dates and times as well as minutes from the previous meetings are posted at GLTC's offices (1301 Kemper St., Lynchburg VA) and on the GLTC website (www.gltconline.com). Members of the public requiring special assistance or additional information are encouraged to contact the Director of Human Resources-EEO at the phone number provided.

Finally, members of the public are encouraged to serve on one of two customer advisory committees. The ADA (Paratransit) Advisory Committee and Customer (Bus) Advisory Committee each meet bi-monthly to provide a regular forum of communication to discuss issues related to the provision of GLTC services. Both committees are comprised of GLTC customers, staff and management. The committees' customer representatives are appointed by the GLTC Board of Directors. The ADA Committee generally meets on the 2nd Wednesday of February, April, June, August, October and December at 11:00 a.m. The Customer (Bus) Advisory Committee meets on the 2nd Monday of January, March, May, July, September and November at 6:00 p.m. The meetings are generally held at GLTC and are open to the public.

PUBLIC COMMENT PROCESS FOR FARE AND SERVICE CHANGES

It shall be the policy of Greater Lynchburg Transit Company (GLTC) that no significant changes in service or fares shall be made without having afforded an adequate opportunity for the public to express views regarding such changes. The following procedures shall be followed to ensure that adequate public comment is solicited and incorporated into GLTC decisions.

A hearing shall be required when:

1) There is an increase in any rate of fare (a temporary reduced fare or free fare promotion is not a fare change);

2) There is any change in service that directly affects:

a) Twenty-five percent (25%) or more of the number of route miles of a transit route;

b) Twenty-five percent (25%) or more of the number of revenue miles of a route for the day of the week for which the change is made;

c) In an emergency situation, a service change may be implemented immediately without a public hearing being held. A public hearing on the changes will be held within 60 days of the implementation, unless the change is to be in effect for 90 days or less.

Hearing requirements:

1) Notice of a public hearing will be published in the local newspaper of general circulation in the GLTC service area. Information regarding a public hearing and proposed changes will be disseminated aboard buses.

2) The notice will be officially published at least 7 days prior to the public hearing.

3) The notice will contain a description of the proposed service changes or fare changes and time and place of the hearing.

4) At the hearing, proposed changes will be described and sufficient time will be given for public comment. All comments will be recorded in the meeting summary, meeting minutes, or transcript. Any written comments will be included in the record.

PUBLIC COMMENT PROCESS FOR ANNUAL OPERARTING BUDGET AND CAPITAL IMPROVEMENT PLAN (Program of Projects)

It shall be the policy of Greater Lynchburg Transit Company (GLTC) that the annual Operating Budget and Capital Improvement Plan shall be set without having afforded an adequate opportunity for the public to express views regarding such Budgets and Plans. The following procedures shall be followed to ensure that adequate public comment is solicited and incorporated into GLTC decisions.

A hearing shall be required when:

1) After management prepares the annual operating budget and capital improvement plan updates, AND submits them to the Regional Commission (Metropolitan Planning Organization) for inclusion in the annual TIP, and prior to final approval by the Board of Directors.

Hearing requirements:

1) Notice of a public hearing will be published in the local newspaper of general circulation in the GLTC service area. Information regarding a public hearing and proposed budget and capital plan will be disseminated aboard buses.
2) The notice will be officially published at least 7 days prior to the public hearing.
3) The notice will contain a description of the proposed budget and capital plan and time and place of the hearing.
4) At the hearing, proposed budget and capital plan will be described and sufficient time will be given for public comment. All comments will be recorded in the meeting summary, meeting minutes, or transcript. Any written comments will be included in the record.

Chapter 2 Goals, Objectives and Standards

2.1 Mission Statement, Strategic Objectives and Action Plan

GLTC has adopted the following Mission Statement and Strategic Objectives to help guide the setting of company-wide priorities and to express for all employees and the general public the basic purposes for which the company exists:

Greater Lynchburg Transit Company Mission Statement:

To provide safe, dependable, affordable, accessible and high quality public transportation to the Central Virginia Community.

Greater Lynchburg Transit Company Strategic Objectives:

- *To seek adequate funding alternatives to offset Federal and State subsidy reductions over the next five (5) years;*
- *To develop a policy to establish and update service and fare standards consistent with new funding realities and mindful of GLTC's mission;*
- *To continually evaluate personal mobility needs in the region and how GLTC might best meet those needs;*
- *To become the lead organization in the community promoting personal mobility solutions;*
- *To maintain a customer-focused organization through continual dialogue and resultant recognized quality improvement and innovation;*
- *To provide a workplace where employee involvement and participation are integral to the organization and its success; and*
- *To continually seek ways to fully utilize capital assets which are consistent with GLTC's mission and, where possible, enhance revenue.*

Greater Lynchburg Transit Company Action Plan:

To meet the GLTC's Strategic Objectives, an Action Plan was jointly developed with the GLTC Board and executive management. The plan includes 21 initiatives categorized within five strategic areas – Efficiencies, Expanded Service, Mobility Needs, Stakeholder Support and Technology – all of which are critical to GLTC's success. The General Manager and Assistant General Manager are each responsible for specific components of the plan with additional staff support as warranted. Likewise, each component is also championed by a specific Board committee. The current plan encompasses FY 2010 and 2011.

Efficiencies

1. Conduct staffing review of Transportation and Administrative staff
   Staff Lead: General Manager
   Board Champion: Performance Monitoring Committee
   Status:
2. Implement routine data collection and analysis of Automatic Passenger Counters (APCs)
   Staff Lead: Assistant General Manager
   Board Champion: Performance Monitoring Committee
   Status:
3. Replace paratransit scheduling software
   Staff Lead: Assistant General Manager
   Board Champions: Performance Monitoring Committee and Community Relations Committee
   Status:
4. Fully deploy Schedulemaster system
   Staff Lead: Director of Transportation
   Board Champion: Performance Monitoring Committee
   Status: Completed

Expanded Service

1. Develop partnerships (and funding arrangements) with businesses and apartment complexes
   Staff Leads: General Manager and Community Relations Manager
   Board Champions: Planning Committee and Community Relations Committee
   Status: Ongoing
2. Facility replacement earmark
   Staff Lead: General Manager
   Board Champions: Planning Committee and Community Relations Committee
   Status:
3. Transfer Center construction earmark
   Staff Lead: General Manager
   Board Champions: Planning Committee and Community Relations Committee
   Status:

Mobility Needs

1. Update Bus Stop Policy
   Staff Lead: Assistant General Manager
   Board Champion: Performance Monitoring Committee
   Status:
2. Complete bus stop review
   Staff Lead: Assistant General Manager
   Board Champion: Performance Monitoring Committee
   Status:
3. Review and initiate update of ADA Certification Process
   Staff Lead: General Manager
   Board Champions: Performance Monitoring Committee and Community Relations Committee
   Status:
4. Update Transit Development Plan
   Staff Lead: General Manager
   Board Champion: Planning Committee
   Status: Underway
5. Prepare Labor Contract Contingency Plan/Initiate Contract negotiations
   Staff Leads: General Manager and Director of Human Resources
   Board Champion: none
   Status:
6. Complete Architecture & Engineering and NEPA for Transfer Center and Bus Maint./Ops. Facility
   Staff Lead: General Manager
   Board Champion: Planning Committee
   Status: Underway
7. Complete site selection and concept design for Transfer Center and Bus Maint./Ops. Facility
   Staff Lead: General Manager
   Board Champion: Planning Committee
   Status: Underway

Stakeholder Support

1. Implement Marketing Plan
   Staff Lead: Community Relations Manager
   Board Champion: Community Relations Committee
   Status:
2. Install Info-Posts at bus stops
   Staff Leads: Assistant General Manager and Director of Maintenance
   Board Champions: Performance Monitoring Committee
   Status:

Stakeholder Support (continued)

3. Upgrade amenities and conditions at selected bus stops (based upon bus stop review)
   Staff Leads: Assistant General Manager and Director of Maintenance
   Board Champions: Performance Monitoring Committee
   Status:
4. Include Park & Ride focus on route re-design and City Planning/Lane Use Regulations
   Staff Lead: General Manager
   Board Champion: Planning Committee
   Status: Ongoing
5. Maintain involvement in MPO Long-Range Plan Update
   Staff Lead: General Manager
   Board Champion: Planning Committee
   Status: Ongoing

Technology

1. Transfer MPO bus stop data to City GIS
   Staff Lead: Assistant General Manager
   Board Champion: Performance Monitoring Committee
   Status: Completed
2. Purchase system for fixed-route AVL
   Staff Lead: Assistant General Manager
   Board Champion: Performance Monitoring Committee
   Status:

2.2 Performance Standards & Service Guidelines

In March 1996, the GLTC Board adopted the *GLTC Suggested Service Guidelines*. Service guidelines are intended to provide assistance to management in making service decisions and in planning remedial actions. As such, they are part of the decision-making process, but not the entire process. Rather, they are subject to on-going change and review. Service guidelines should be seen as an "ideal" to which to strive, but may be unable to obtain because of economic or political constraints, thus the reason they are "suggested" versus mandated.

Service Area:

- Within ¼ mile of 50% of area residents
- Residential dwelling areas with densities equal to or greater than 4,000 persons/square mile
- Employers with 200+ employees (individual employers and clusters)
- Secondary schools and colleges with enrollments of 500+ students
- Shopping centers with at least 50,000 square feet of retail space
- Social service agencies, government agencies and medical facilities with at least 100 daily users

Hours:

- Weekdays - early enough for workers and students to make day shift and late enough to return home at end of day shift; reduced span for weekends
- Weekdays: 6:00 a.m. to 11:00 p.m.
- Saturdays: 8:00 a.m. to 10:00 p.m. *(if provided)*
- Sundays: 10:00 a.m. to 6:00 p.m. *(if provided)*
- Service Headways: 30 minutes during peak periods and 60 minutes during other periods; headways for regularly scheduled service should conform to regularly recurring clock intervals

Route Characteristics:

- The ratio of transit route distance divided by roadway route distance should not exceed 1.5
- Length should not exceed 25 miles round-trip or 2 hours
- Through route with common terminal if more than 20% transfers and meet length standard
- Only one route per arterial except on approaches to CBD or major transit terminal

Financial Performance:

- Subsidy/passenger should not exceed operating cost/passenger
- 20% of operating costs from farebox

Fare Structure:

- Exact fare
- Customer "friendly" - in readily available denominations
- Easy to administer

Ridership Performance:

- Passengers/ vehicle hour should exceed 15
- Individual route "trips" should have 2+ passengers

Quality/Loading Standards:

- Peak 30 minute: 125% of seating capacity
- Peak Hour: 100% of seating capacity
- Base: No Standees
- Night: No Standees
- Weekends: No Standees

Quality/Schedule Adherence:

- Peak 30 minute: 85% On Time (0-3 minutes late)
- All other times: 95% On-Time (0-3 minutes late)
- Average route speeds should not exceed 20 mph

Quality/Bus Stops:

- Spacing: No closer than 700 ft.
- Request stops in low-density areas at operator discretion
- "Near-side" stops unless safety warrants "far-side" stop at intersections
- Length: Enough to pull bus with both doors parallel to curb
- Shelters: stops with at least 200 boardings/day
- Benches: stops with at least 100 boardings/day
- Financial resources to maintain shelters and benches, including periodic cleaning

Quality/Maintenance:

- Available spares should not exceed 15% of peak fleet; overall spare ratio should not exceed 30%
- 100% of preventative maintenance performed at OEM recommended intervals
- Buses washed daily
- 100% operational HVAC on in-service buses
- 100% operational wheel-chair lifts on in-service buses
- Miles between roadcalls should greater than preventative maintenance mileage interval

Quality/Customer Service:

- Telephone information service for period that system operates
- 95 % of information calls answered within 2 minutes
- Provide dated route maps and timetable annually
- Complaints investigated with follow-up to complainant within one week of report

2.3 Route Evaluation Procedures for Existing and New Service

The *Route Evaluation Procedures for Existing and New Service* is intended to provide assistance to management in making service decisions and in planning remedial actions. Like the *Suggested Service Guidelines*, they are part of the decision-making process, but not the entire process. They are subject to on-going change and review. These procedures should direct GLTC's focus, recognizing that they may be unable to take the recommended actions because of economic or political constraints.

The Route Evaluation utilizes three measures – Subsidy/passenger, passenger/vehicle hour and farebox recovery ratio. The evaluation should be conducted sequentially based on four levels of performance. They are:

- If at least two of the three indicators exceed 80% of the route/system average, then the segment/route will be deemed to provide a service worthy of continuation and no action will be taken.
- If two to three indicators fall between 70% and 80% of the route/system average, then the segment/route should be reviewed by staff to determine if there are any changes in the route for which corrective action should be taken.
- If any two indicators fall between 60% and 70% of the route average, a report shall made on the segment/route in question. The report shall recommend possible actions to be taken either to improve the route performance or discontinue it.
- If any two indicators fall below 60% of the route/system average, the route should be discontinued. If in the opinion of the staff, modifications to the route can be made to bring the route above the 60% mark, the route may be continued for 6 month intervals as long as the route makes steady progress toward the 60% to 70% marks.

Route review should be conducted annually.

Chapter 3 Service and System Evaluation

As previously noted in Chapter 1 of this TDP, GLTC provides fixed-route service and demand-response services within the city limits of Lynchburg, Virginia. In addition, GLTC provides contracted on-campus circulator service for Liberty University. The fixed-route service is provided from approximately 5:30 a.m. to 11:00 p.m. The system is radial in nature, with all routes (except Routes 5G & 5H) converging at The Plaza transfer center. Most routes operate hourly (with the exception of Routes 5G and 5H which operate at 120-minute frequency); however, select routes with high ridership demand operate at 30-minute weekday frequency. As such, departures from The Plaza are pulsed every 30 minutes to maximize connection opportunities. About half of the routes operate during evening hours. These same routes operate a more limited span of Sunday service.

Connections are only permitted at designated transfer points in the system. This is done to minimize fare evasion and transfer abuse. Besides The Plaza, the only other locations approved for transfers are 7th Street & Main Street (Downtown Lynchburg) and River Ridge Mall. Passengers who wish to change routes at any other point in the network where routes intersect must pay a new fare.

All routes are allocated either 30 or 60 minutes to complete a round trip (15 or 30 minutes outbound, 15 or 30 minutes inbound), thus requiring 13 buses to meet base service levels and 15 buses to meet peak service levels. Figure 3-1 depicts GLTC's fixed route transit network.

The Liberty University service schedule is more varied to meet the more diverse needs of the campus. In general, service operates between 7:00 a.m. and midnight with frequencies ranging between six minutes and 95 minutes. The routes that remain on campus (L1 and L2) operate at the highest frequencies while the routes that travel further to destinations off campus (L14 and L15) operate at much broader headways. Figure 3-2 depicts the Liberty University on-campus service.

Liberty University's students are required to pay a transportation fee each semester they are enrolled in school. This fee is used to pay for the Liberty University bus service. As such, fares are not collected onboard the Liberty University routes since the majority of the riders are assumed to be enrolled students. This eliminates any fare conflicts with connections between routes since transfers are obsolete using this structure.

GLTC also provides complimentary paratransit service for eligible passengers whose origin and destination fall within the city limits of Lynchburg as well as portions of Madison Heights. Prior to using the service, passengers must submit a two-part application that includes certification of the disability by a medical professional. Once certified, riders may schedule a trip with GLTC's reservations center between one and fourteen days in advance to ensure timely pickup. Every effort is made to accommodate all trips within one hour of their requested pick-up/drop-off time. A companion is also permitted to ride with the eligible passenger if advised at the time of reservation. However, the companion is also required to pay the full paratransit fare unless medically certified as a personal attendant.

Figure 3-1
GLTC Fixed Route Service

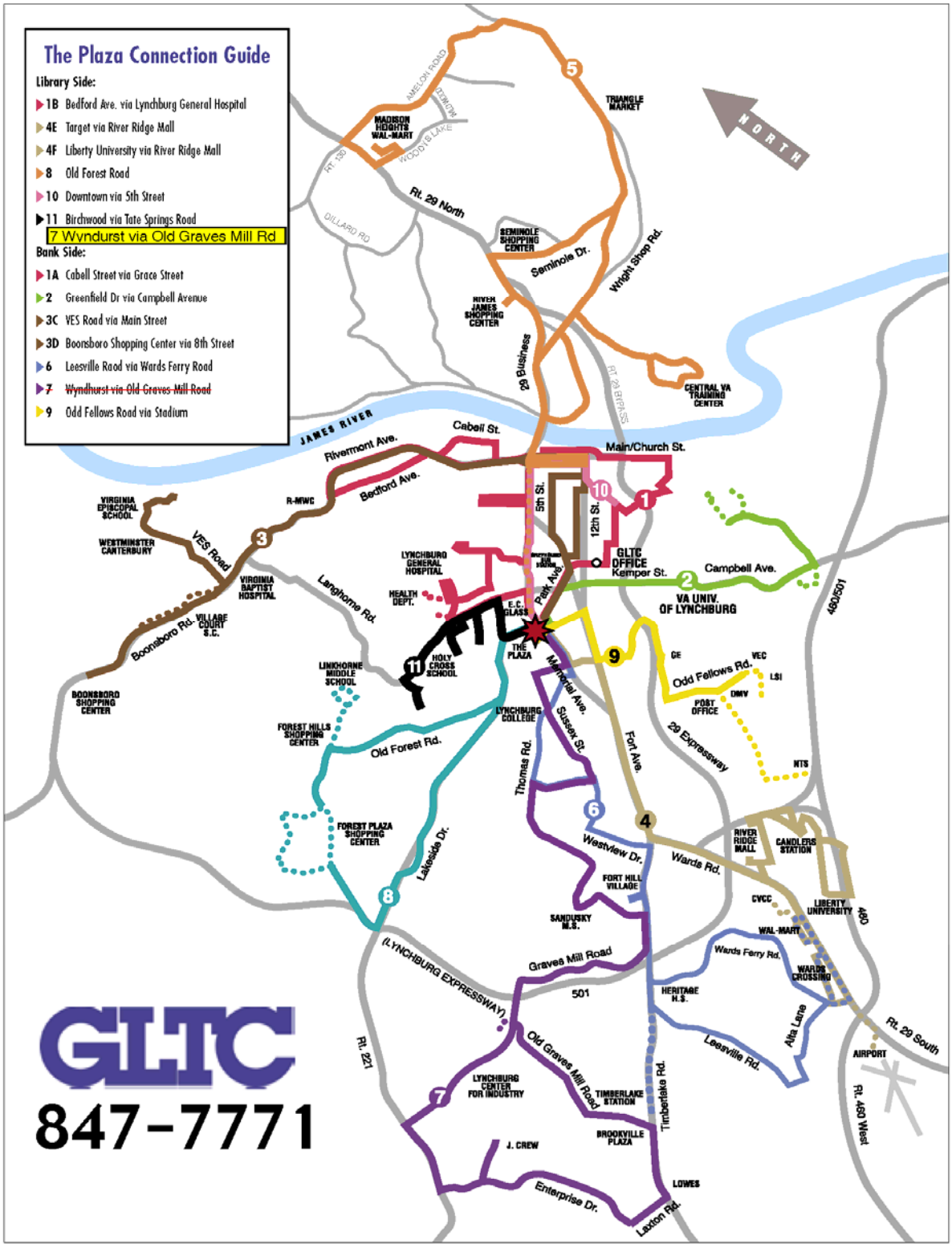
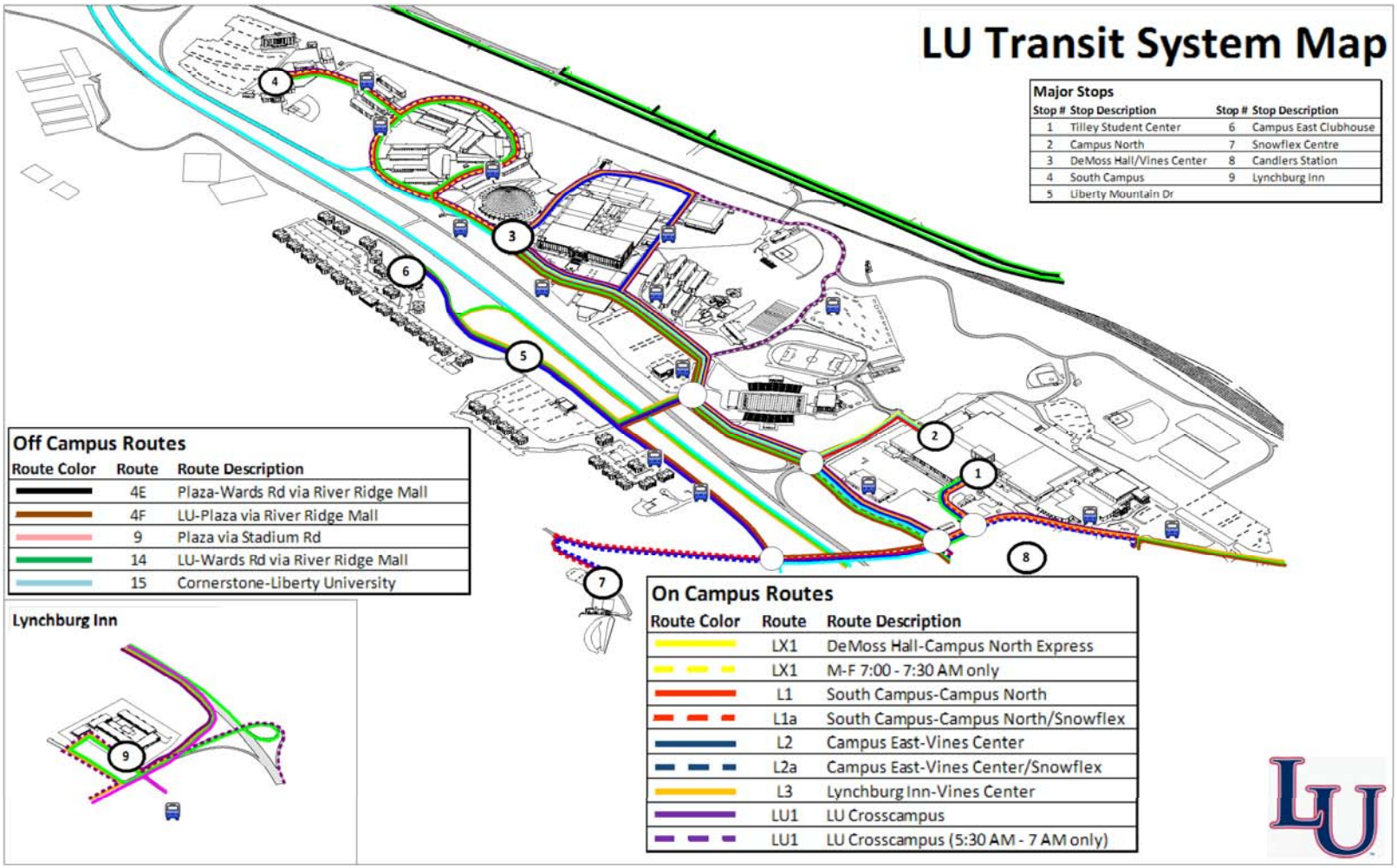


Figure 3-2
Liberty University Service



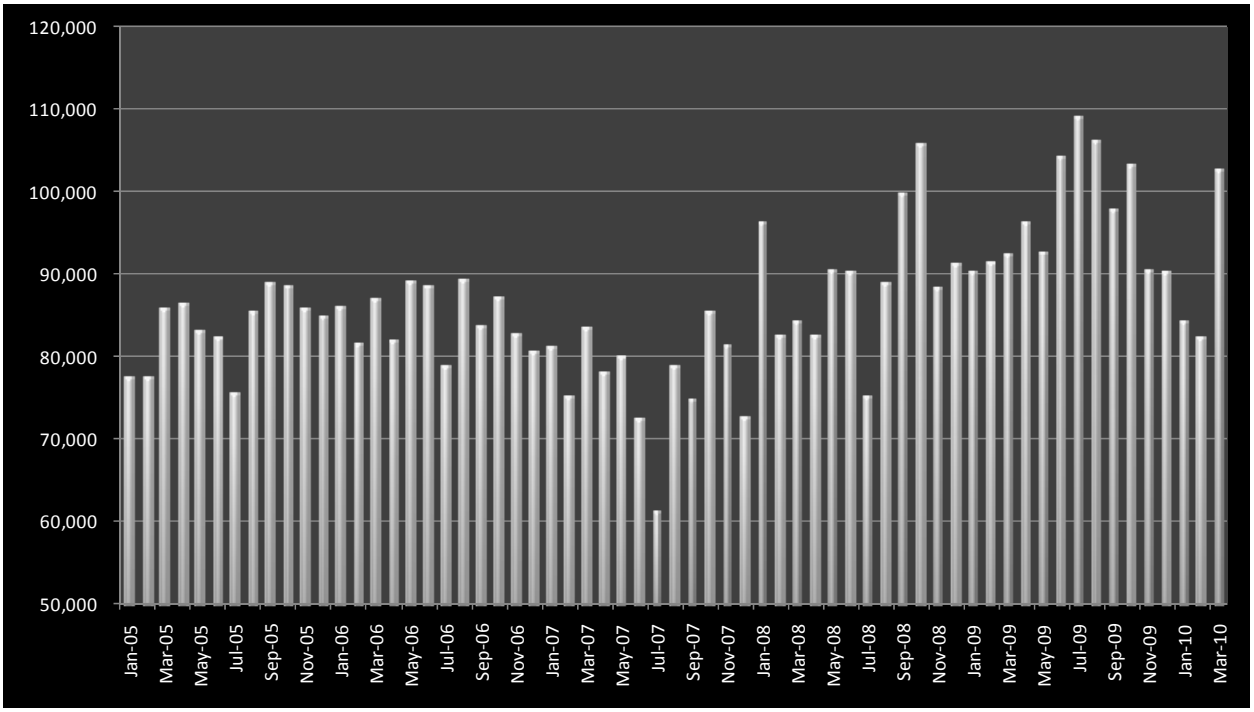
3.1 Existing Service Analysis

Existing ridership performance was conducted using ridership data collected by the GFI electronic farebox on GLTC's City routes and manual counts on the Liberty University service. Ridership data is collected by day and route; however, both systems are highly dependent on manual steps by the bus operator to ensure data is being allocated to the proper route. As such, it is prone to human error without constant monitoring and quality control. It is also important to note that GLTC purchased and installed new fareboxes on its entire fleet in January 2008. The new fareboxes allow for on-board dispensing of fare media as well as electronic issuing and validation of transfers. The following sections build on the available ridership data and offer recommendations for enhanced reporting and performance analysis.

3.1.1 System-Wide Fixed-Route Ridership

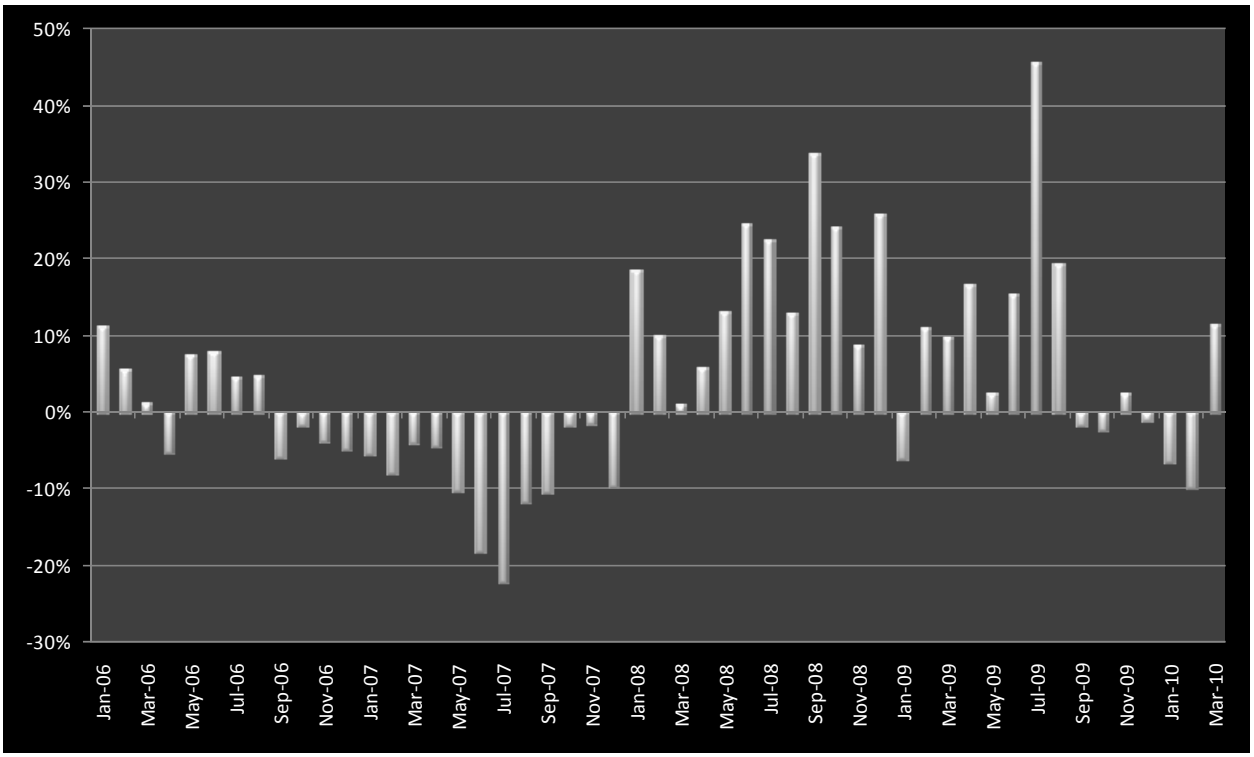
Monthly fixed-route ridership for GLTC's City routes was examined over a five-year period beginning in January 2005 through March 2010. As shown in Figure 3-3, despite the erratic highs and lows in month-to-month ridership, GLTC has shown a small but steady increase in the overall ridership trend over the past five years. As expected, July 2007 and July 2008 were low months due to the various schools and universities in the area being closed for the summer. However, July 2009 was an exception to this trend as students were offered free rides onboard GLTC to encourage transit use.

Figure 3-3
System-Wide Monthly Ridership – City Routes



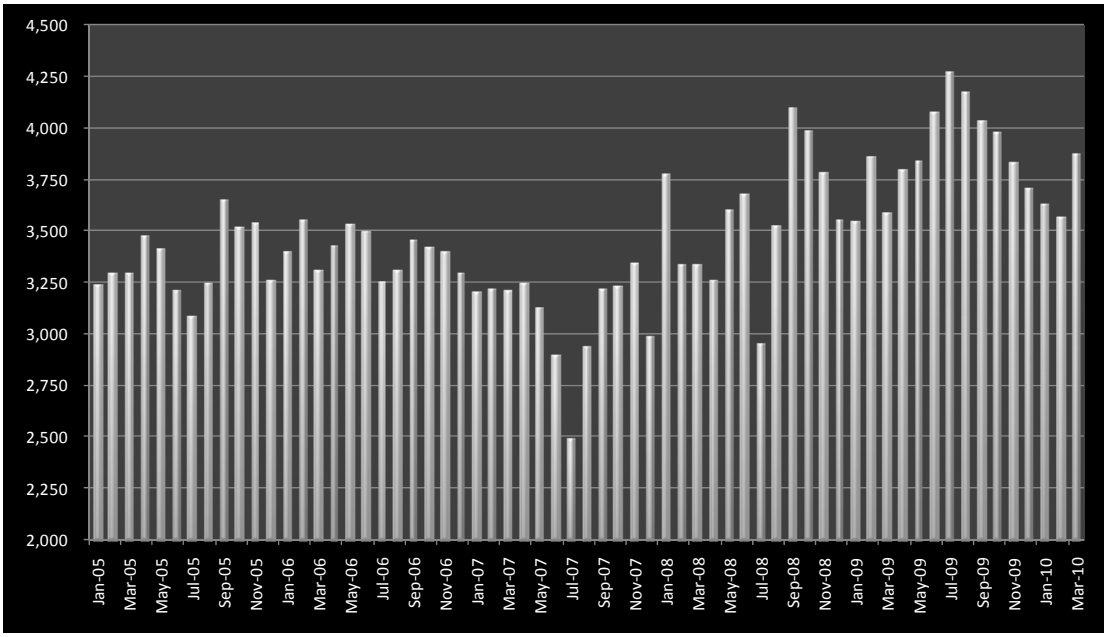
Monthly ridership was also compared to the same month of the previous year (i.e. January 2006 compared to January 2005). This type of comparison is typical amongst transit agencies as ridership patterns tend to be cyclical with school calendars, seasonal changes, etc. Figure 3-4 depicts the percentage change in monthly ridership on City routes when compared with the same month of in the prior year. During 2007, ridership showed decreases by as much as 20% over the same month in the prior year. However, in January 2008, that trend was reversed with ridership improvements as great as 45% over the same month in the prior year. These increases are likely attributed to the newly integrated service with Liberty University. Improved service reliability with the purchase of new buses and new fareboxes resulting in better ridership accounting and on-board availability of fare media may have also contributed to these gains. From September 2009 until February 2010, ridership remained somewhat flat and at some points decreased. The flat periods are likely indicative of the economy and a leveling off from ridership levels achieved during the prior year. January and February 2010 experienced notably bad winter weather.

Figure 3-4
Monthly Ridership Percentage Change from Previous Year – City Routes



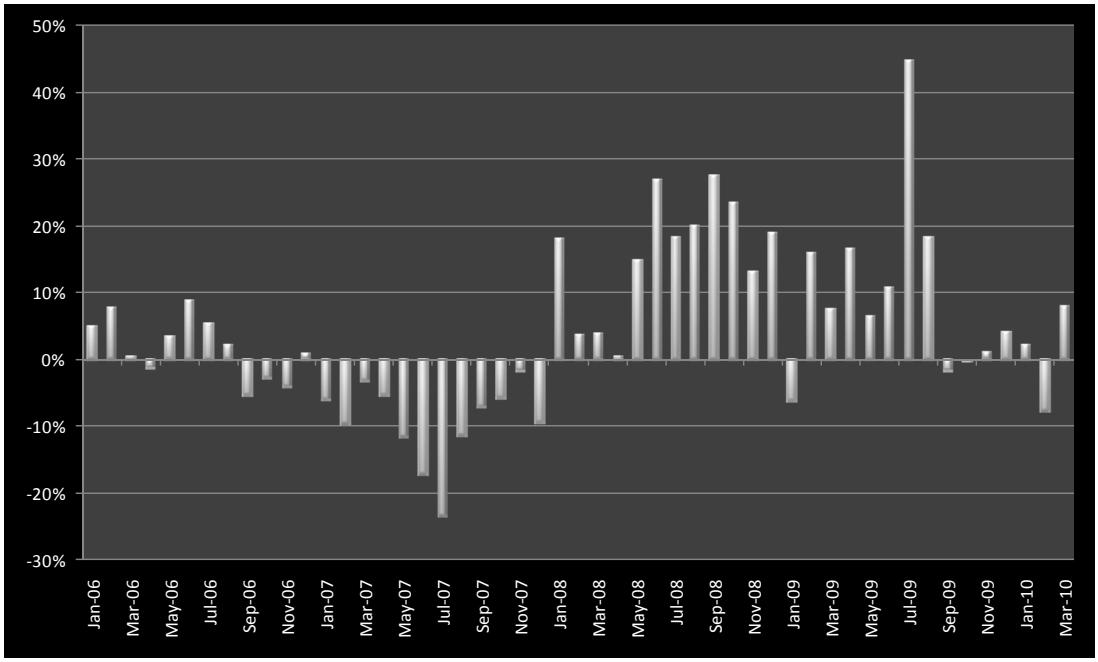
Monthly weekday ridership was also recorded using data extracted from the GFI farebox system. Since weekdays constitute the bulk of GLTC's ridership, it is no surprise that the trends shown are very similar to those systemwide.

Figure 3-5
System-Wide Average Weekday Ridership – City Routes



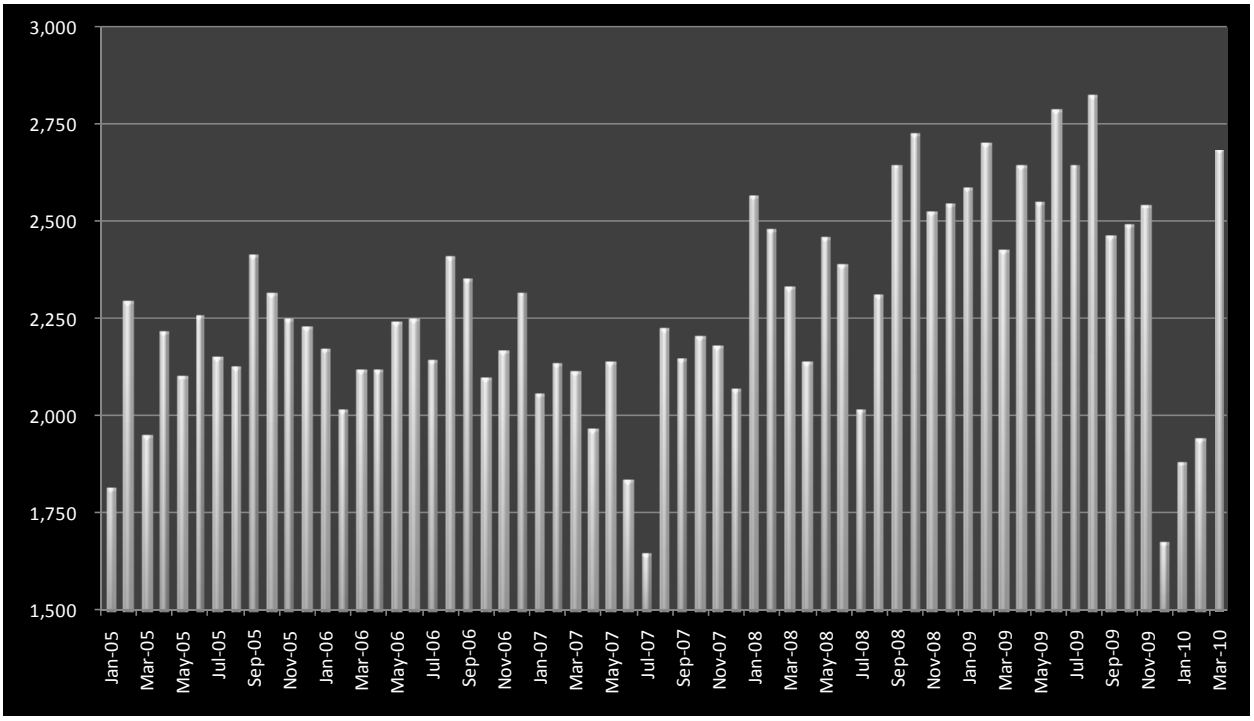
Monthly weekday ridership was also compared to the same month of the previous year as shown in Figure 3-6. As with the overall trend, ridership after January 2008 showed significant increases over the same month in the prior year with the exception of January 2009. Starting in September 2009, the increases appear to stabilize.

Figure 3-6
Average Weekday Ridership Percentage Change from Previous Year – City Routes



Monthly Saturday ridership was recorded using data extracted from the GFI farebox system. As with weekdays, July 2007 and July 2008 were exceptionally low months due to the closing of schools for the summer. December 2009, January 2010 and February 2010 were also unusually low due to severe winter storms.

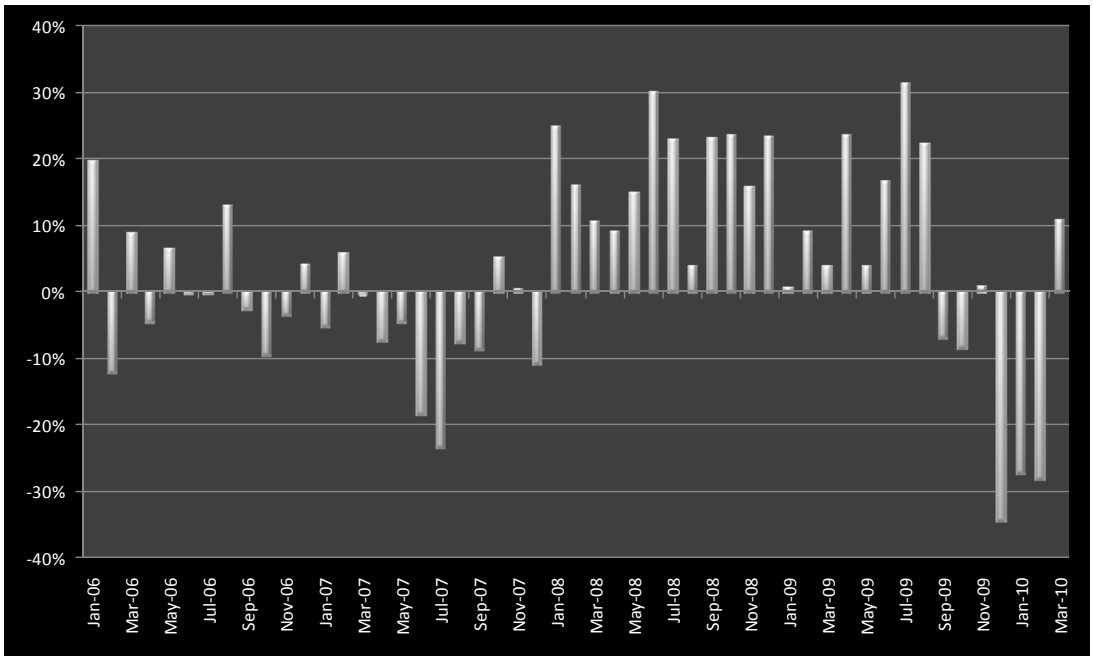
Figure 3-7
System-Wide Average Saturday Ridership – City Routes



As with weekdays, Saturday ridership demonstrated noticeable improvements in January 2008 with the introduction of new buses and new fareboxes. However, these gains were short-lived starting in the Fall of 2009. Bad winter weather in December 2009, January 2010 and February 2011 likely had a negative effect on the ridership comparison from the previous year.

Figure 3-8

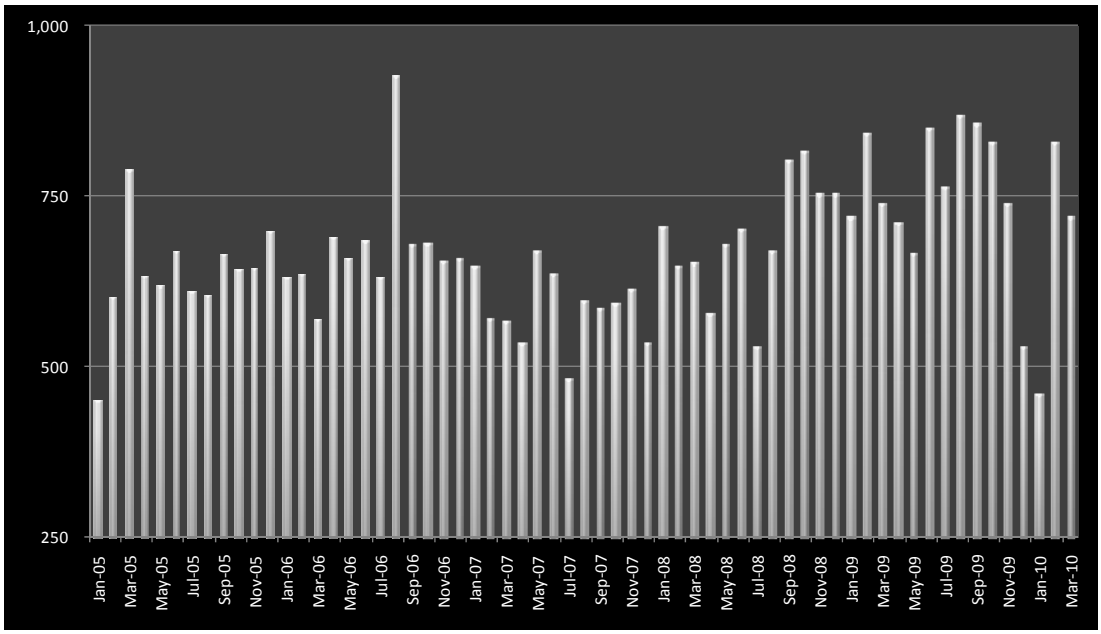
Average Saturday Ridership Percentage Change from Previous Year – City Routes



Despite some of the month-to-month erratic patterns in ridership, Sunday boardings have demonstrated a somewhat steady increase over the past five years. This may be indicative of a transit-dependent workforce that is more prone to service/hospitality industry jobs as well as those associated with the area's hospitals.

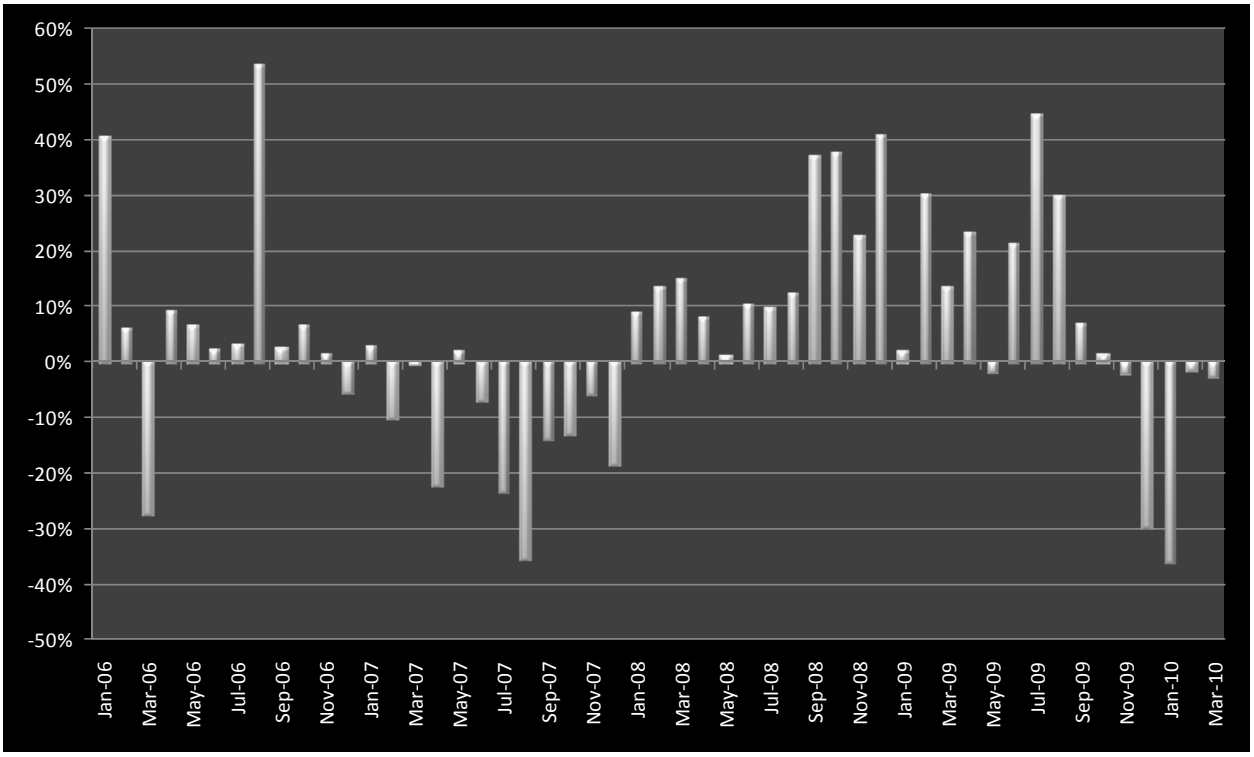
Figure 3-9

System-Wide Average Sunday Ridership – City Routes



As with weekdays and Saturdays, Sunday ridership as compared to the same month in the prior year has shown notable gains since January 2008. These gains seemed to subside in Fall 2009 with significant drops in December 2009 and January 2010. Winter weather is believed to have attributed to the most recent drops.

Figure 3-10
Average Sunday Ridership Percentage Change from Previous Year – City Routes



3.1.2 Route-Level Ridership

As described earlier in this chapter, GLTC uses the GFI farebox to record daily route-level ridership throughout the system. However, since Liberty University fares are prepaid through a student fee, students who board the buses on campus are not recorded using the electronic farebox. Instead, they are counted manually and recorded at the end of the day. This process creates two sets of data – one for City routes and another for Liberty University routes. Because of this, the analysis in the next two sections will be completed two-fold. The first will report data for GLTC's traditional city routes. The second will report data for the contracted Liberty University service. Because of the two reporting mechanisms, there may be differences in how each set of data is displayed.

Figure 3-11 shows weekday route-level ridership for GLTC's City routes over a 12-month period while Figure 3-12 shows ridership for March 2010 (the most recent month available during the data collection effort). Please note that Routes 1A & 1B and 5G & 5H are identified by the same route code within the GFI data, hence they are indistinguishable as individual routes for the purposes of this analysis. Out of all the fixed-routes, Routes 1A/B, 2, 3C, 3D, 4E and 4F are the "workhorses" of the system. Routes 6, 7, 8, 10 and 11 show moderate ridership while Routes 5G/H and 9 are the least utilized. Interestingly, the most utilized routes, particularly 4E and 4F, have the greatest month-to-month ridership differences. This may likely be due to the impacts of schools (both public and Liberty University) and the seasonal nature of their ridership. On the other hand, the lesser used services tend to show the most stable ridership trends.

Figure 3-11
Monthly Ridership by Route – Weekday City Routes

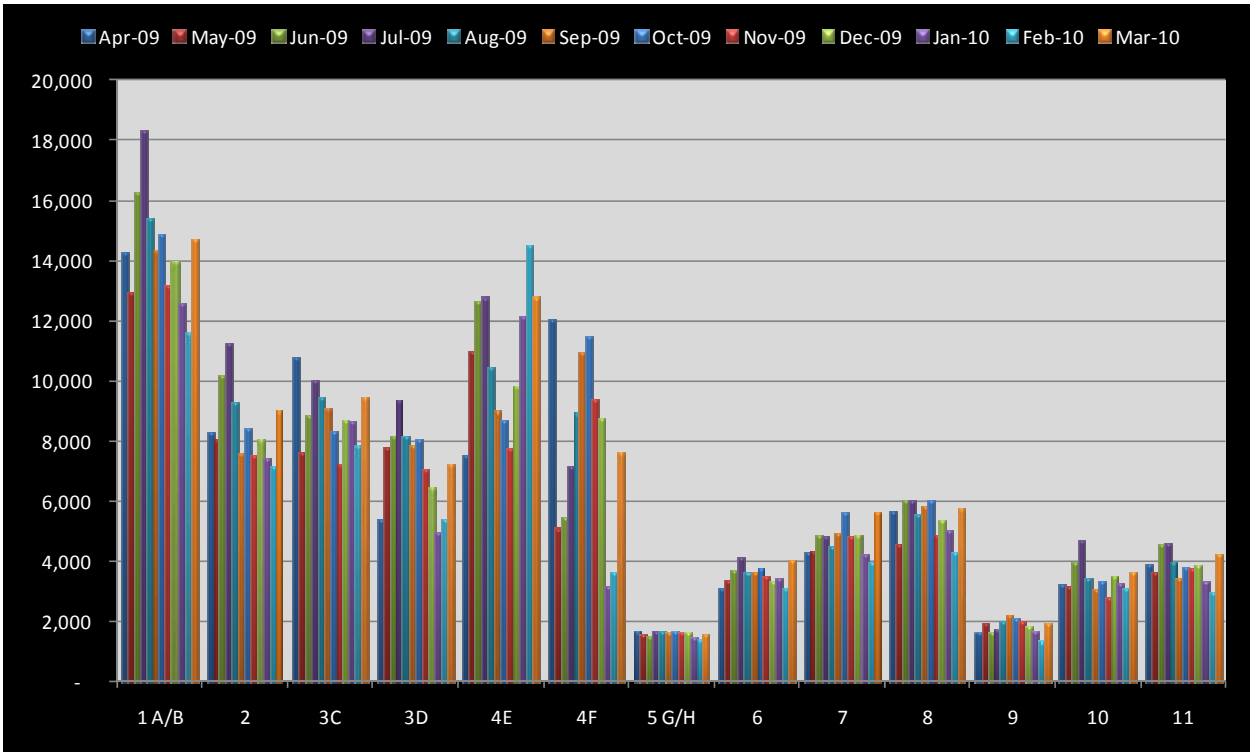
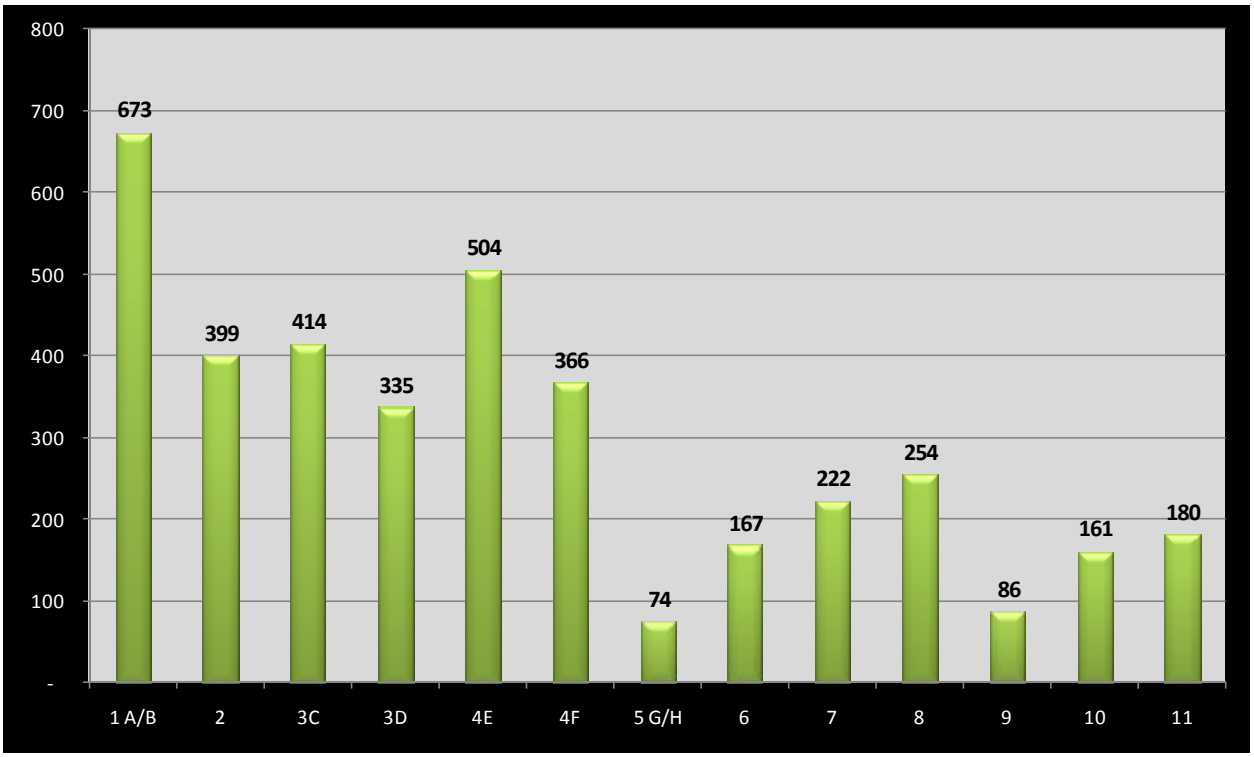


Figure 3-12
Average Daily Ridership by Route – Weekday City Routes



On Saturdays, GLTC provides service to all of its City routes except for Routes 9 and 10. The remaining routes all operate at 60-minute frequency except for Route 2 which continues to be served at 30-minute intervals. Routes 3C and 3D also operate at lessened frequency with alternating trips serving the branches once every 120 minutes. Figure 3-13 shows Saturday route-level ridership for GLTC's City routes over a 12-month period while Figure 3-14 shows ridership for March 2010 (the most recent month available during the data collection effort). Please note that Routes 1A & 1B and 5G & 5H are identified by the same route code within the GFI data, hence they are indistinguishable as individual routes for the purposes of this analysis. Out of all the fixed-routes, Routes 1A/B, 2, 3C, 4E and 4F continue to carry the majority of the system's riders; while Route 3D takes on a lesser role with ridership more comparable to Routes 6, 7, 8 and 11. Route 5G/H continues to be the least utilized. As with weekdays, Saturday ridership appears to be the most stable with the lesser ridden routes.

Figure 3-13

Monthly Ridership by Route – Saturday City Routes

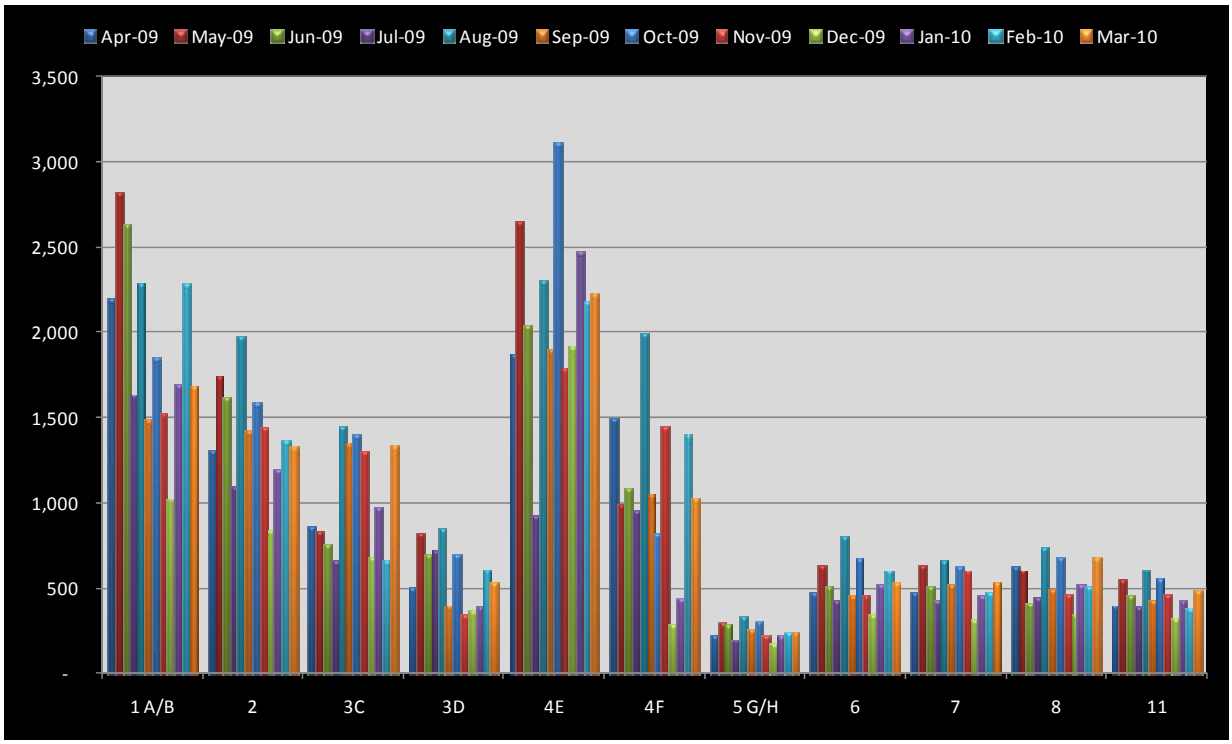
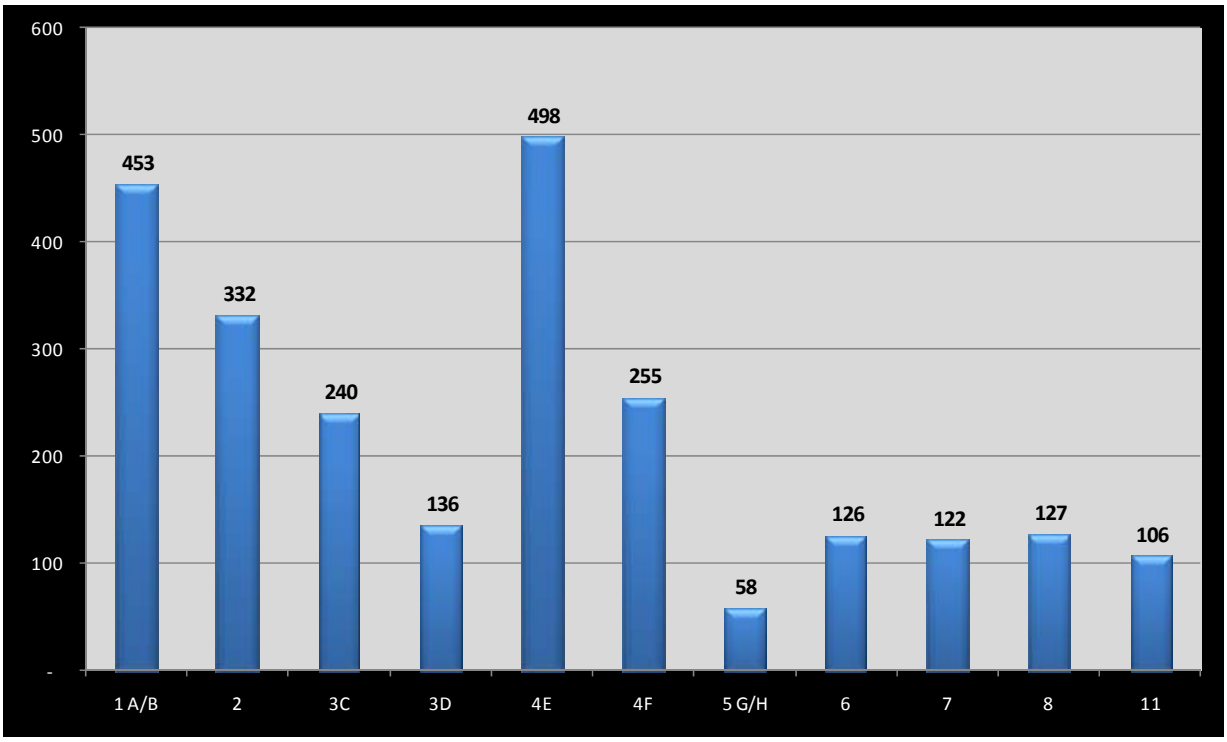


Figure 3-14

Average Daily Ridership by Route – Saturday City Routes



On Sundays, GLTC provides service to Routes 1A, 2, 3C, 3D, 4E, 4F, 8 and 11. These routes all operate at 60-minute frequency except for Route 2 which continues to be served at 30-minute intervals. Routes 3C and 3D also operate at lessened frequency with alternating trips serving the branches once every 120 minutes. Figure 3-15 shows Sunday route-level ridership for GLTC's City routes over a 12-month period while Figure 3-16 shows ridership for March 2010 (the most recent month available during the data collection effort). Out of all the fixed-routes, Route 4E is the strongest. Routes 8 and 11 carry the fewest riders.

Figure 3-15
Monthly Ridership by Route – Sunday City Routes

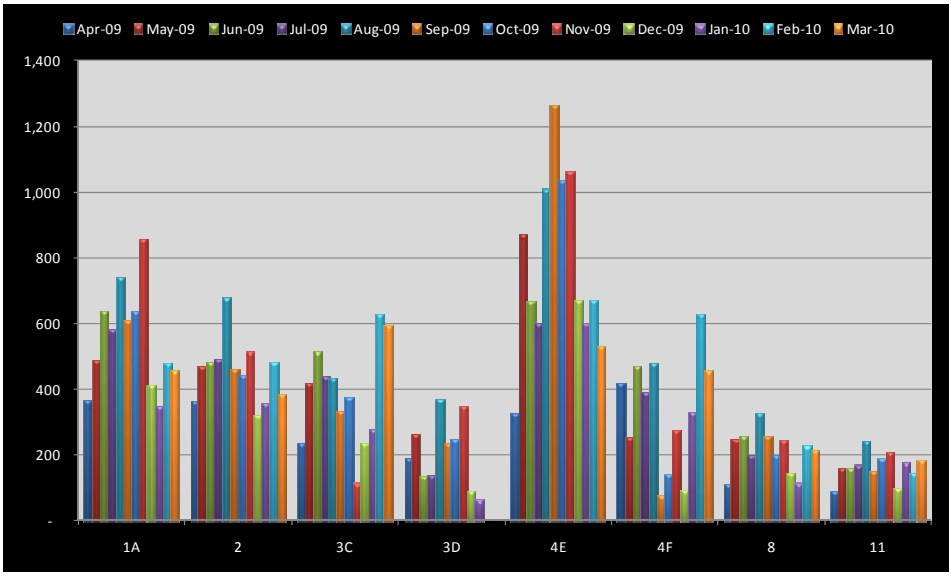
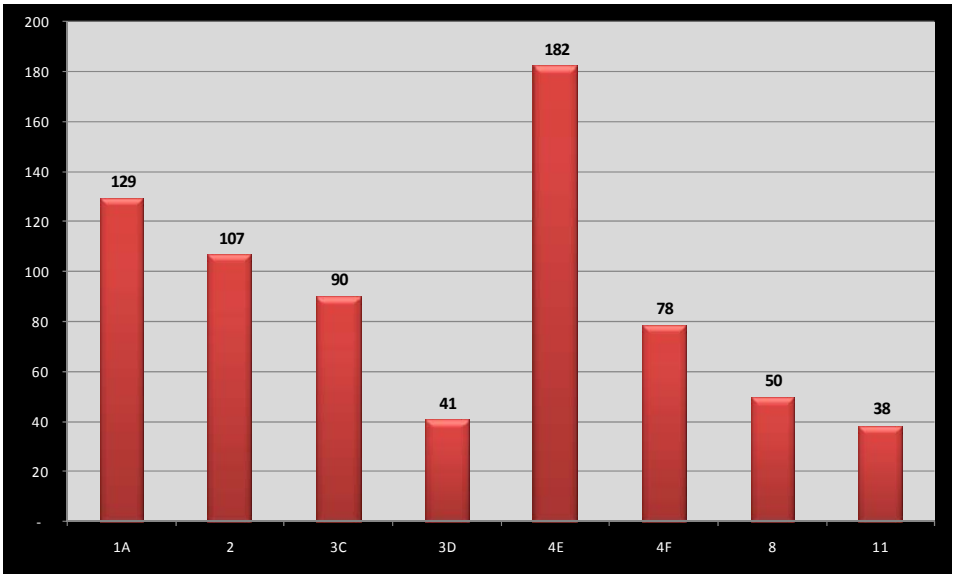


Figure 3-16
Average Daily Ridership by Route – Sunday City Routes

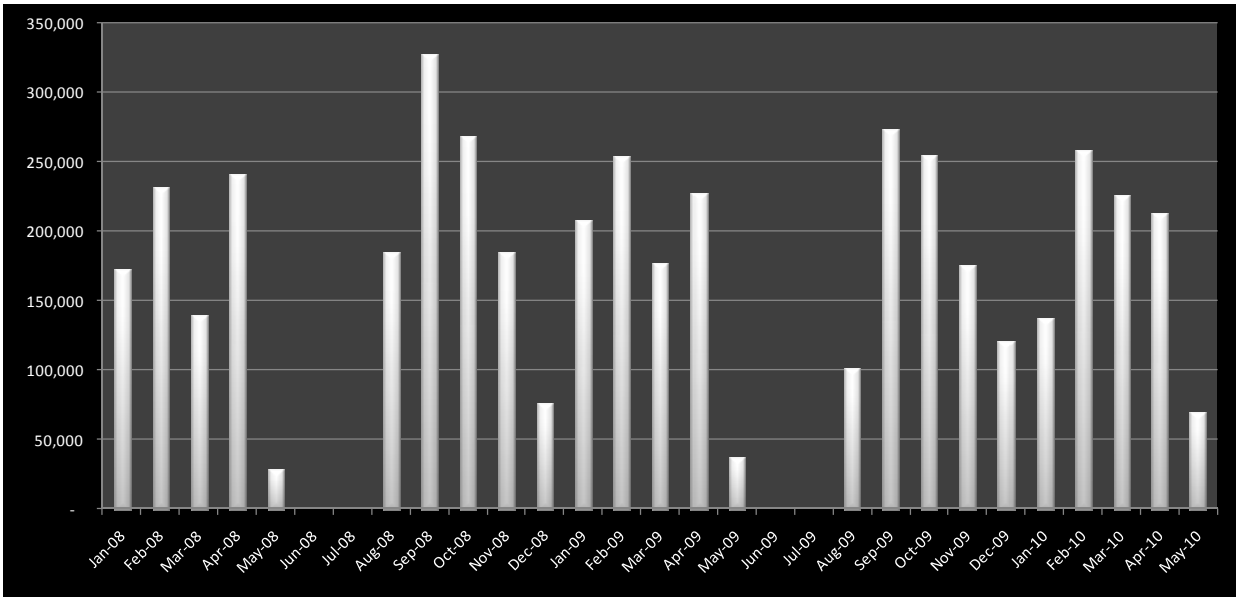


3.1.3 Liberty University Fixed-Route Ridership

In January 2008, GLTC entered into a contract to provide on-campus service to the students and staff of Liberty University. Fares are pre-paid, meaning student fees are assessed to cover the costs for transit service. The on-campus circulator routes do not collect fares, thus speeding the boarding process. As part of the agreement, students may also board the City routes by displaying their Liberty University ID.

As shown in Figure 3-17, September is typically the busiest month on board the buses. May tends to be the least busy as service is only operated for a portion of the month. Service is also eliminated during the summer months until school resumes in August. It also comes as no surprise that service dissipates during the winter holidays in December.

Figure 3-17
System-Wide Monthly Ridership – Liberty University Routes



GLTC operates five daily routes that have been assessed for this TDP – L1, L2, L3, LX1 and L15. During the evening and weekend hours, there are variations to these routes (L1A, L2A, L14, etc.). Data for L1A and L2A are recorded with L1 and L2 respectively. Data for Route L14, which operates very limited hours, was not available. As shown in Figure 3-18, L1 is the most heavily utilized of the Liberty University routes followed closely by L2 and LX1. All three of these routes serve the "spine" of the Liberty University campus via University Boulevard. L15, which operates off-campus to the Cornerstone development, is the least utilized of the Liberty University routes.

Figure 3-18

Monthly Ridership by Route – Liberty University Routes

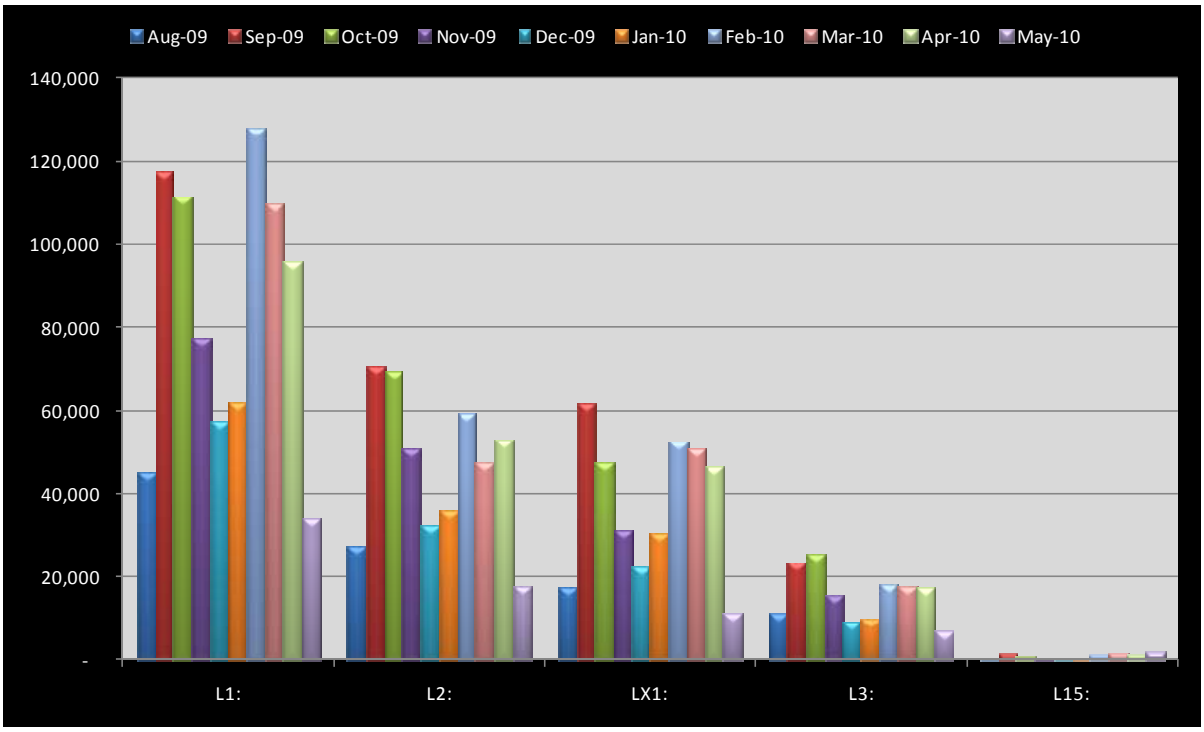


Figure 3-19

Average Daily Ridership by Route – Weekday Liberty University Routes

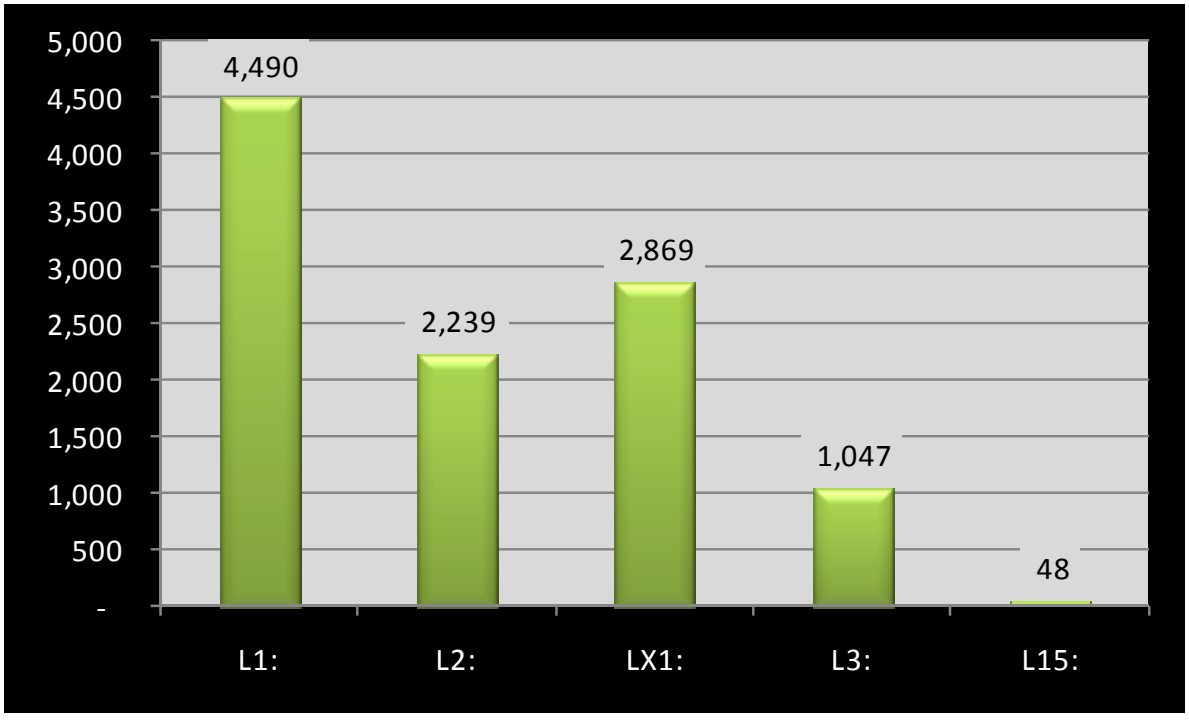


Figure 3-20

Average Daily Ridership by Route – Saturday Liberty University Routes

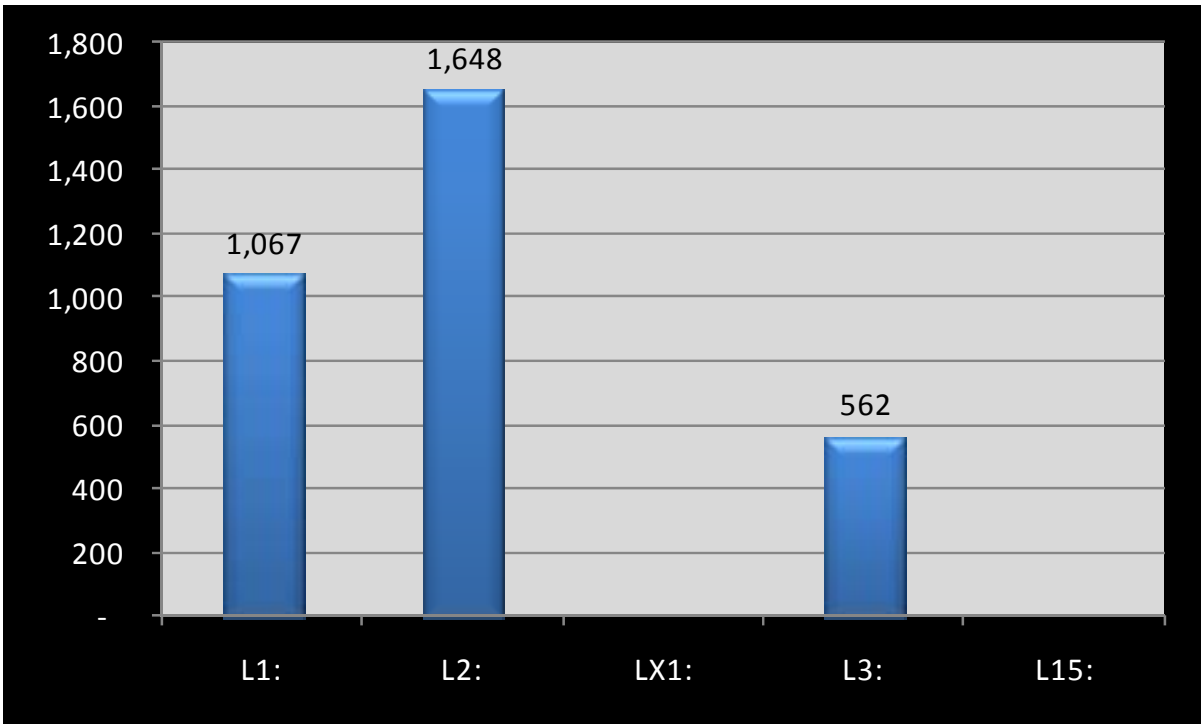
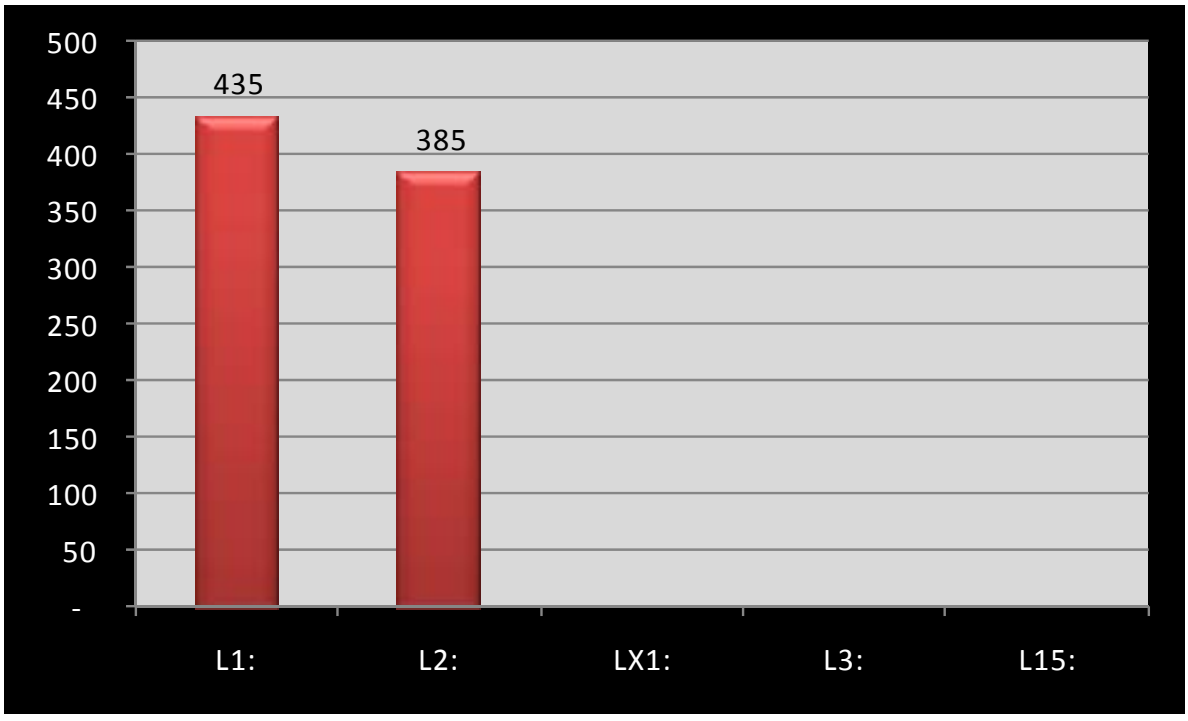


Figure 3-21

Average Daily Ridership by Route – Saturday Liberty University Routes



3.1.4 Route-Level Performance

Ridership for March 2010 has been combined with GLTC's daily ridership statistics to create three individual route performance measures. These measures are industry standards and may be used to compare GLTC;s individual route performance with peers across the state and region.

The first measure is Riders per Trip (see Table 3-1 and Figure 3-22) and is used to identify how many boardings are recorded within a single outbound or inbound trip for a particular route. Across all days of service, Liberty University service carries more passengers per trip than the City routes. On average, weekday and Saturday City routes perform similarly while Sundays carry slightly fewer riders per trip. On the Liberty University routes, weekday service by far carries the highest loads while service consumption is more subdued on the weekends. On weekdays, Routes 1A/B, 4E, 3C and L1 are the strongest performers while Routes 5H, 9, 5G and L14 are the poorest. Saturday service is very similar with Routes 4E, 1A/B, 3D and L1 performing the best and Routes 11, 5H, 5G and L14 being the weakest. On Sundays, Routes 1A, 3D and L1 are the most productive for Riders per Trip while Routes 2, 11 and L3 are the least productive.

Table 3-1
Riders per Trip

Weekday

Rank	Route	Riders/ Trip
City of Lynchburg		
1	1A/B	20.64
2	4E	17.36
3	3C	12.83
4	3D	10.47
5	7	8.67
6	6	6.45
7	4F	6.16
8	2	6.00
9	8	5.82
10	10	4.98
11	11	4.19
12	5H	3.41
13	9	2.62
14	5G	1.58
City Average		**7.98**
Liberty University		
1	L1	39.55
2	L3	21.33
3	LX1	18.90
4	L2	17.49
5	15	8.28
6	14	5.96
Liberty Average		**23.70**
SYSTEM AVERAGE		**16.51**

Saturday

Rank	Route	Riders/ Trip
City of Lynchburg		
1	4E	17.40
2	1A/B	14.03
3	3D	11.36
4	3C	10.10
5	4F	8.32
6	8	5.46
7	2	5.11
8	6	4.86
9	7	4.68
10	11	3.75
11	5H	3.05
12	5G	1.53
City Average		**7.57**
Liberty University		
1	L1	18.81
2	L2	14.09
3	L3	10.87
4	14	9.14
Liberty Average		**12.57**
SYSTEM AVERAGE		**8.90**

Sunday

Rank	Route	Riders/ Trip
City of Lynchburg		
1	1A	14.22
2	3D	9.28
3	4E	8.82
4	3C	8.25
5	4F	7.11
6	8	3.34
7	2	3.19
8	11	2.98
City Average		**6.00**
Liberty University		
1	L1	18.01
2	L2	15.33
3	L3	10.63
Liberty Average		**13.12**
SYSTEM AVERAGE		**9.42**

Figure 3-22
Riders per Trip – City Routes

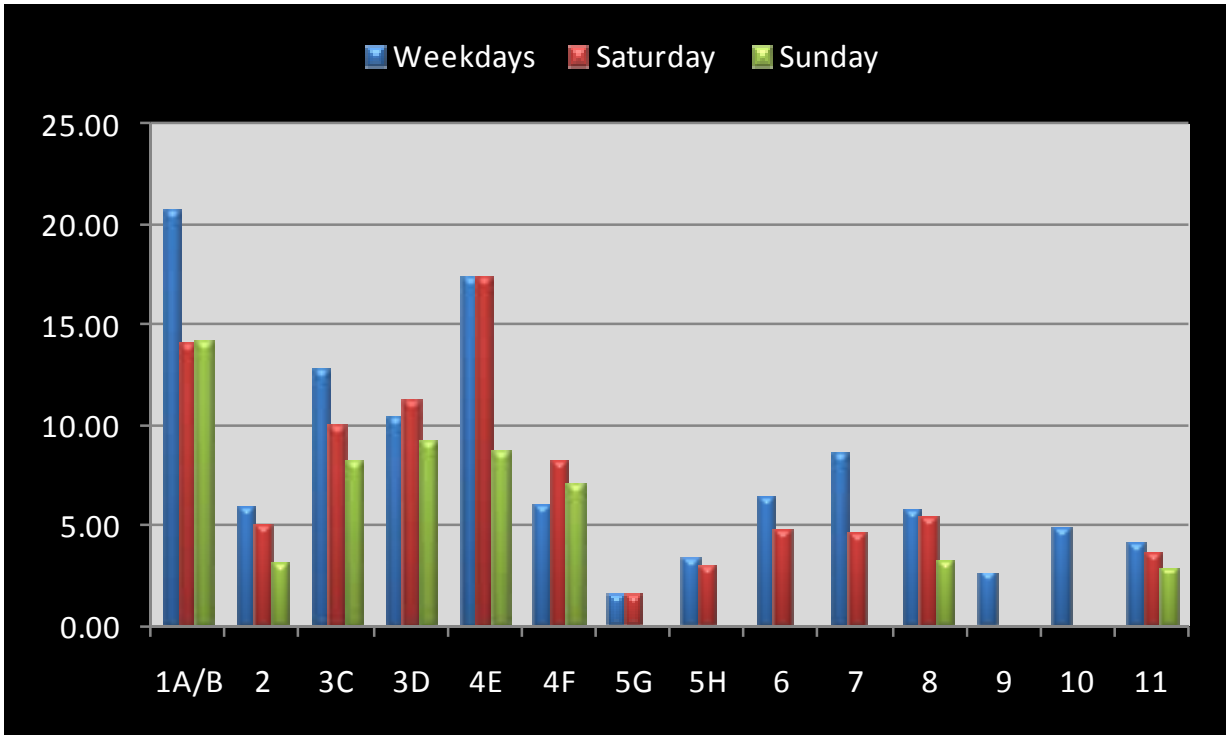
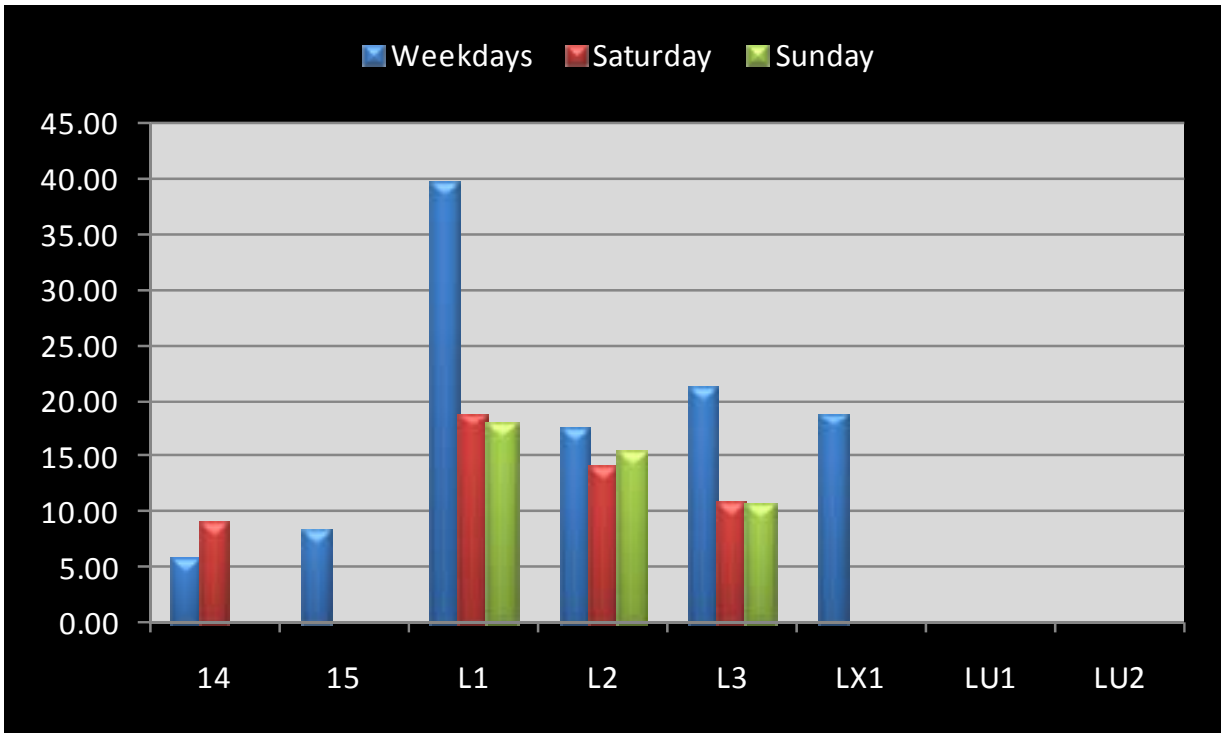


Figure 3-23
Riders per Trip – Liberty Routes



The next measure is Riders per Revenue Hour (see Table 3-2 and Figure 3-24) and is used to identify how many boardings are recorded within each revenue service hour allocated for a particular route. Across all days of service, Liberty University service carries more passengers per revenue hour than the City routes. On average, weekday City routes perform stronger with Saturday City routes performing slightly poorer and Sunday service performing poorer still. On the Liberty University routes, weekday service by far carries the highest loads while service consumption is more subdued on the weekends. Interestingly, Liberty University's Riders per Hour perform better on Sundays than they do on Saturdays. On weekdays, Routes 4E, 3C, 2 and LX1 are the strongest performers while Routes 9, 5H, 5G and L14 are the poorest. Saturday service is similar with Routes 4E, 3D, 8 and L1 performing the best and Routes 7, 5H, 5G and L14 being the weakest. On Sundays, Routes 3D, 4E and L1 are the most productive for Riders per Revenue Hour while Routes 2, 11 and L3 are the least productive.

Table 3-2
Riders per Revenue Hour

Weekday

Rank	Route	Riders/ Rev.-Hr.
City of Lynchburg		
1	4E	34.36
2	3C	26.21
3	2	24.14
4	8	23.66
5	3D	21.29
6	1A/B	20.70
7	10	20.56
8	7	17.44
9	11	17.15
10	6	12.82
11	4F	12.40
12	9	10.49
13	5H	6.83
14	5G	3.19
City Average		**19.17**
Liberty University		
1	LX1	112.22
2	L1	97.81
3	L2	51.49
4	L3	42.66
5	15	9.17
6	14	6.56
Liberty Average		**70.56**
SYSTEM AVERAGE		**44.30**

Saturday

Rank	Route	Riders/ Rev.-Hr.
City of Lynchburg		
1	4E	34.44
2	3D	22.72
3	8	22.08
4	3C	20.77
5	2	20.54
6	4F	16.57
7	11	15.16
8	1A/B	13.96
9	6	9.66
10	7	9.41
11	5H	6.10
12	5G	3.09
City Average		**16.87**
Liberty University		
1	L1	40.31
2	L2	35.21
3	L3	21.73
4	14	9.58
Liberty Average		**24.87**
SYSTEM AVERAGE		**19.19**

Sunday

Rank	Route	Riders/ Rev.-Hr.
City of Lynchburg		
1	3D	18.56
2	4E	17.63
3	3C	16.50
4	1A	14.37
5	#N/A	0.00
6	8	13.66
7	2	12.77
8	11	11.67
City Average		**14.92**
Liberty University		
1	L1	38.60
2	L2	38.33
3	L3	21.25
Liberty Average		**29.35**
SYSTEM AVERAGE		**22.22**

Figure 3-24
Riders per Revenue Hour – City Routes

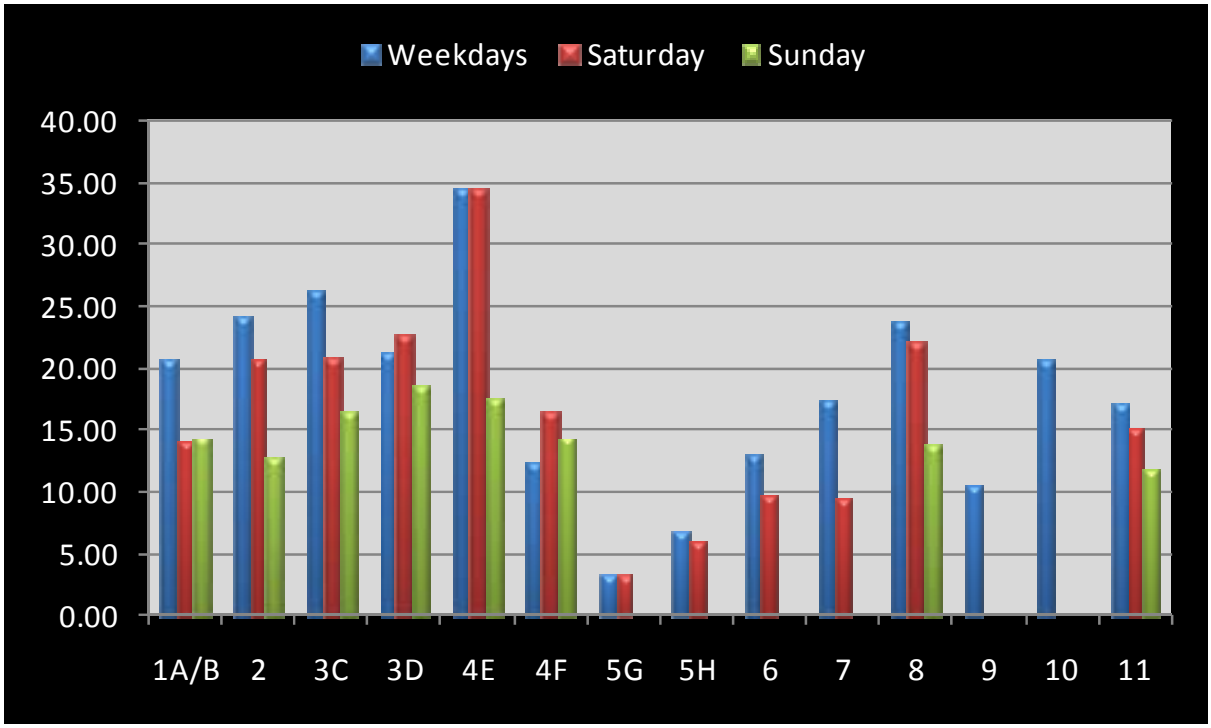
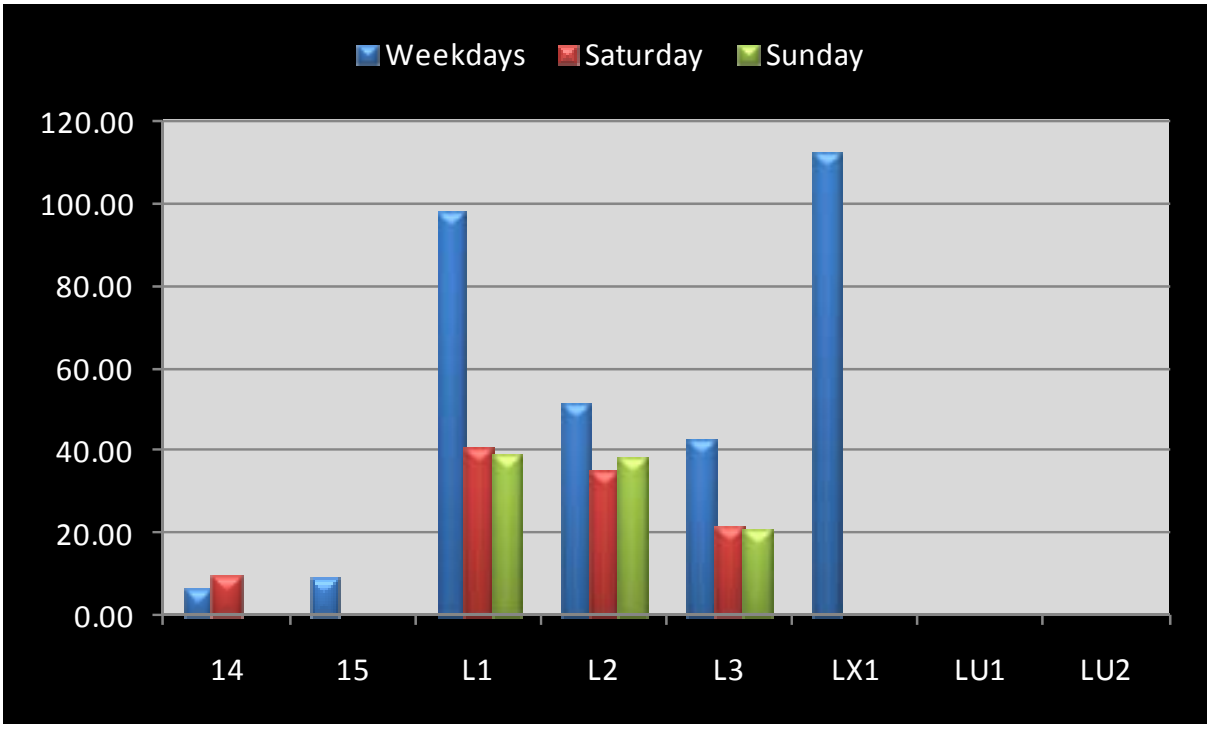


Figure 3-25
Riders per Revenue Hour – Liberty Routes



The final measure observed is Riders per Revenue Mile (see Table 3-3 and Figure 3-26) and is used to identify how many boardings are recorded within each mile of revenue service allocated for a particular route. Across all days of service, Liberty University service carries more passengers per revenue mile than the City routes. On average, weekday and Saturday City routes perform similarly while Sundays carry slightly fewer riders per revenue mile. On the Liberty University routes, weekday service by far carries the highest loads while service consumption is more subdued on the weekends. On weekdays, Routes 4E, 10, 3C and L1 are the strongest performers while Routes 9, 5H, 5G and L14 are the poorest. Saturday service is very similar with Routes 4E, 3D, 3C and L1 performing the best and Routes 7, 5H, 5G and L14 being the weakest. On Sundays, Routes 4E, 3D and L1 are the most productive for Riders per Revenue Mile while Routes 8, 2, and L3 are the least productive.

Table 3-3

Riders per Revenue Mile

Weekday

Rank	Route	Riders/ Rev.-Mi.
City of Lynchburg		
1	4E	2.76
2	10	2.08
3	3C	1.78
4	11	1.55
5	1A/B	1.53
6	2	1.50
7	8	1.39
8	3D	1.37
9	4F	0.98
10	7	0.87
11	6	0.71
12	9	0.58
13	5H	0.34
14	5G	0.24
City Average		**1.29**
Liberty University		
1	L1	12.89
2	LX1	11.40
3	L2	4.77
4	L3	2.59
5	15	0.84
6	14	0.41
Liberty Average		**6.61**
SYSTEM AVERAGE		**3.46**

Saturday

Rank	Route	Riders/ Rev.-Mi.
City of Lynchburg		
1	4E	2.76
2	3D	1.48
3	3C	1.41
4	11	1.38
5	8	1.37
6	4F	1.32
7	2	1.27
8	1A/B	1.05
9	6	0.53
10	7	0.47
11	5H	0.31
12	5G	0.22
City Average		**1.12**
Liberty University		
1	L1	3.41
2	L2	2.90
3	L3	1.32
4	14	0.60
Liberty Average		**1.75**
SYSTEM AVERAGE		**1.30**

Sunday

Rank	Route	Riders/ Rev.-Mi.
City of Lynchburg		
1	4E	1.41
2	3D	1.21
3	3C	1.13
4	4F	1.13
5	11	1.09
6	1A	1.08
7	8	0.83
8	2	0.79
City Average		**1.07**
Liberty University		
1	L1	3.27
2	L2	3.16
3	L3	1.29
Liberty Average		**2.13**
SYSTEM AVERAGE		**1.61**

Figure 3-26
Riders per Revenue Mile – City Routes

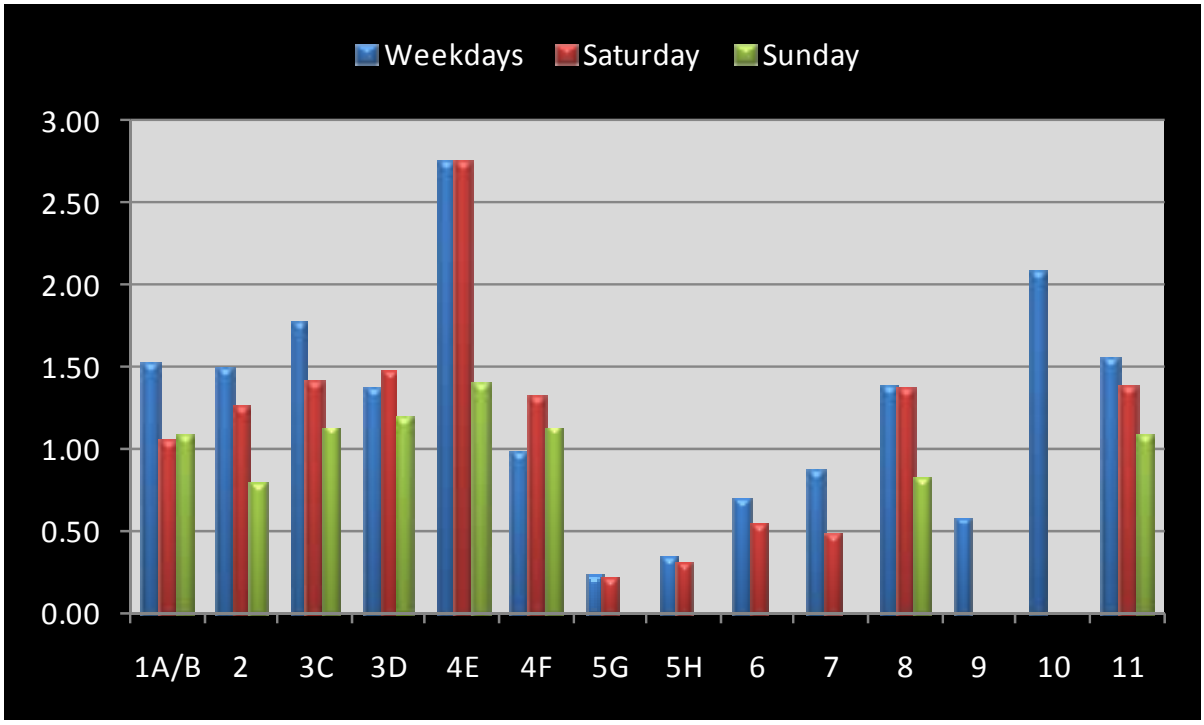
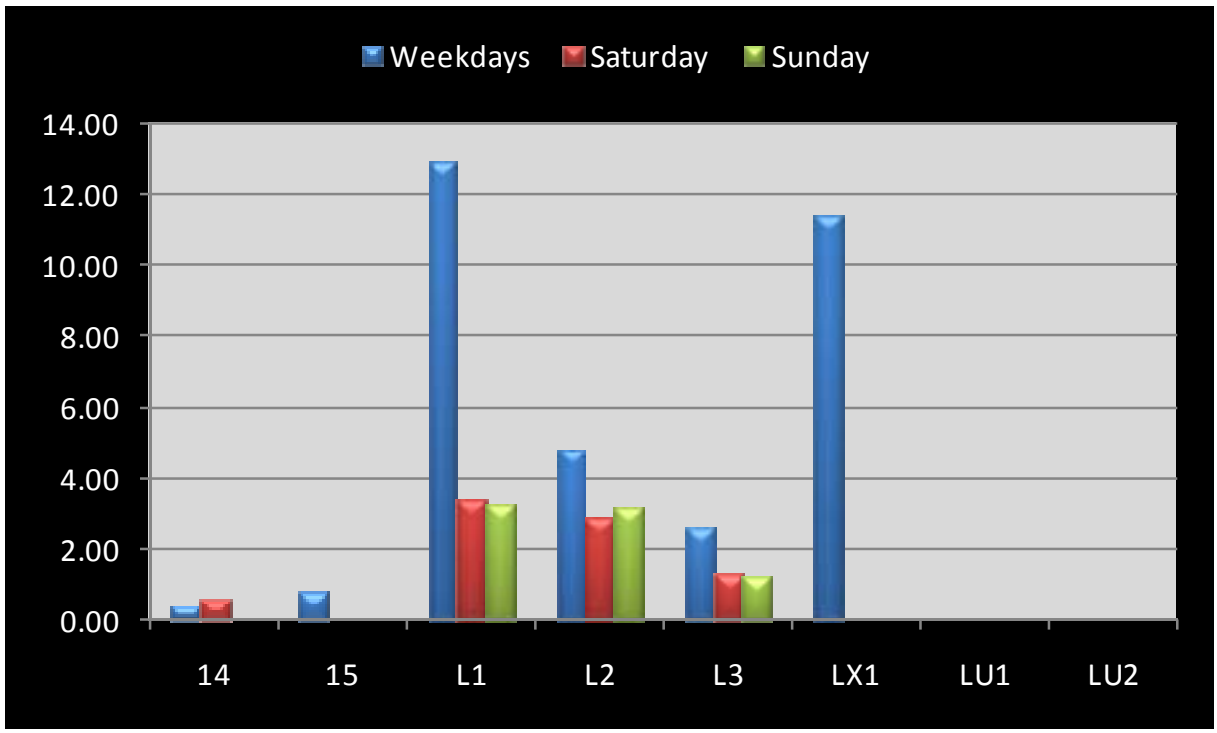


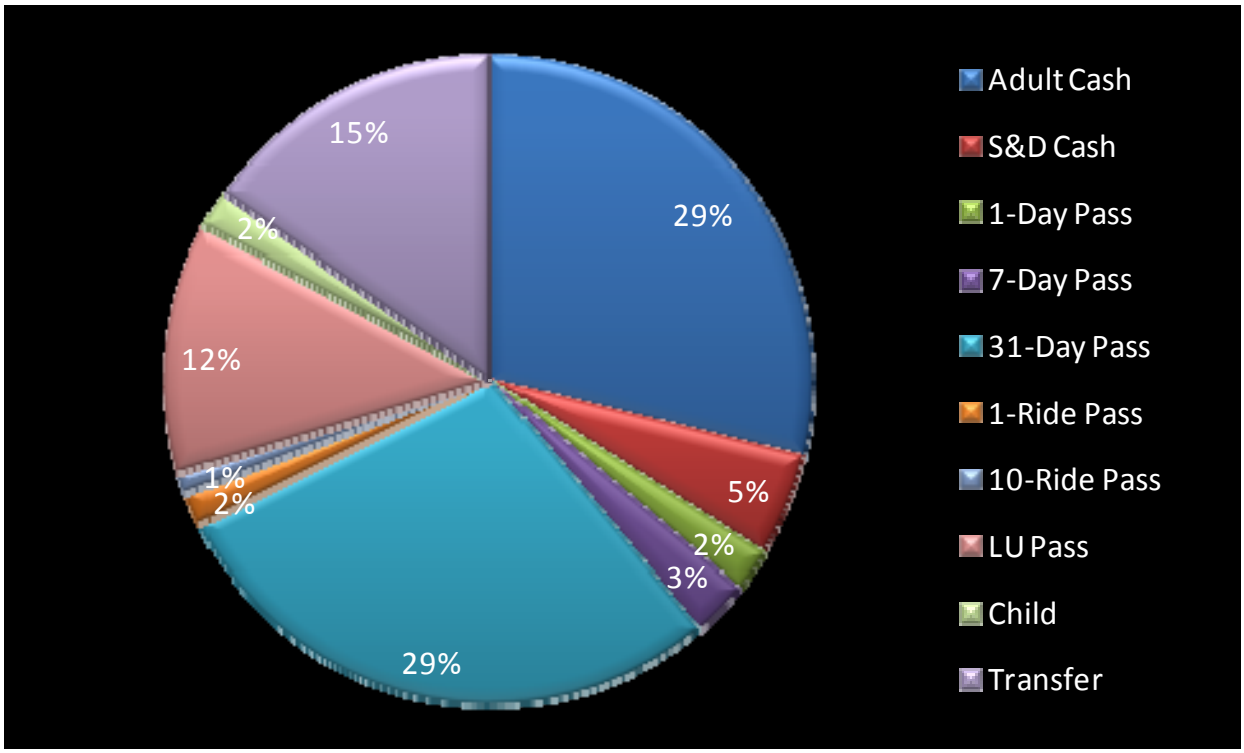
Figure 3-27
Riders per Revenue Mile – Liberty Routes



3.1.5 Fare Distribution

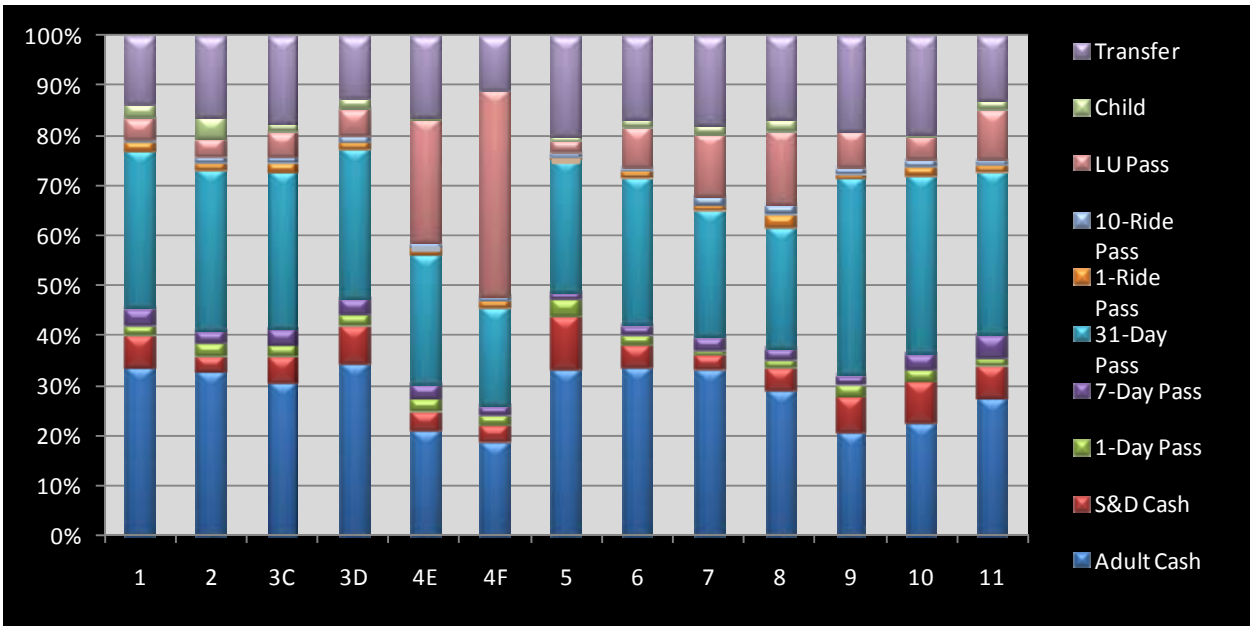
Ridership distribution amongst fare categories have been analyzed as part of this TDP. GLTC offers multiple fare options including discounted fares for seniors. Daily, 7-day and 31-day passes are also available. Figure 3-28 identifies ridership distribution by fare type for GLTC's fixed-route service during March 2010. Single-ride cash fares and 31-day passes account for the majority of fares with 29% each. Transfers make up another significant portion at 15%. Liberty University students account for 12% of the riders (note, this portion represents riders recorded on the City Routes only via the GFI farebox). Surprisingly, only 5% of the City routes' fares are attributed to senior and disabled riders. Of the unlimited pass options, the 31-day pass is the most popular and offers the greatest per-trip savings. Seven-day passes are the next most popular with day passes accounting for only a small percentage of fares.

Figure 3-28
Fixed Route Ridership Distribution by Fare Type



Route-level fare distribution is shown in Figure 3-29. The most obvious difference is the strong showing of Liberty University students on Routes 4E and 4F. It appears most of these fares make up for lesser percentages of cash fares on these two routes. Liberty University student ridership also makes up notable percentages on Routes 6, 7, 8, 9 and 11. The route with the lowest percentage of transfers is Route 4F. The highest transferring percentages are on Routes 5G/H, 9 and 10. As noted earlier, 31-day passes make up a significant number of GLTC's boardings. Routes 9 and 10 appear to use 31-day passes the most while Route 4F uses them the least. Adult cash fares make a strong showing across several routes including Routes 1A/B, 2, 3C, 3D, 5, 6, 7 and 8. The Routes with the strongest Liberty University ridership (Routes 4E and 4F) plus Routes 9, 10 and 11 use full cash fares the least. Finally, Senior and Disabled fares account for higher than average percentages on Routes 1A/B, 3D, 5G/H, 9, 10 and 11.

Figure 3-29
Route-Level Ridership Distribution by Fare Type



3.2 Historical Performance Evaluation

National Transit Database (NTD) information was collected for the past 5 years (FY 2004 through 2008) to determine pertinent ridership, service effectiveness and cost effectiveness trends for GLTC. Table 3-4 presents annual ridership, service hours and resulting riders per revenue service hour over the past five years. This performance measure provides an indication of service effectiveness. As shown in this table, fixed-route service effectiveness has experienced a slight increase in 2006 and 2007 with even more significant gains in 2008. Service effectiveness for demand response, however, has shown modest decreases in productivity over the five year period.

Table 3-4
Service Effectiveness Historical Trends

Year	Passenger Trips		Revenue Hours		Pass per Rev Hr	
	MB	DR	MB	DR	MB	DR
2004	1,104,212	13,759	69,448	5,133	15.90	2.68
2005	1.104,263	14,022	70,064	5,299	15.76	2.65
2006	1,025,014	12,196	63,789	5,176	16.07	2.36
2007	1,453,585	14,630	85,063	6,165	17.09	2.37
2008	2,628,585	15,773	85,294	7,419	30.82	2.13

Table 3-5 provides a historical perspective of cost-effectiveness trends. This table presents passenger trips, annual O&M costs, and resulting cost per unlinked passenger trip for both fixed-route and demand-response service. The cost figures presented in this table are unadjusted for inflation. The cost per passenger trip for fixed-route service has decreased by one-third from 2004 to 2008, despite the increase in costs during 2006. The cost per passenger trip for demand-response service, however, has increased by nearly 60%.

Table 3-5
Cost-Effectiveness Historical Trends

Year	Passenger Trips		O&M Costs		O&M/Pass Trip	
	MB	DR	MB	DR	MB	DR
2004	1,104,212	13,759	$3,434,636	$160,449	$3.11	$11.66
2005	1.104,263	14,022	$3,543,369	$179,080	$3.21	$12.77
2006	1,025,014	12,196	$3,973,835	$210,940	$3.88	$17.30
2007	1,453,585	14,630	$4,598,371	$253,238	$3.16	$17.31
2008	2,628,585	15,773	$5,442,253	$293,489	$2.07	$18.61

NTD data was also used to determine GLTC's service efficiency trends. Table 3-6 presents annual O&M costs, annual revenue hours, and the resulting cost per revenue hour for fixed-route and demand-response service. The cost figures presented in this table are unadjusted for inflation. The cost per revenue-hour for fixed-route service has increased 29% from 2004 to 2008. Costs for demand-response services have increased by 26%. Inflation has risen by 13.5% over this same time period.[1]

Table 3-6
Service-Efficiency Historical Trends

Year	O&M Costs		Revenue Hours		O&M/Rev Hour	
	MB	DR	MB	DR	MB	DR
2004	$3,434,636	$160,449	69,448	5,133	$49.46	$31.26
2005	$3,543,369	$179,080	70,064	5,299	$50.57	$33.80
2006	$3,973,835	$210,940	63,789	5,176	$62.30	$40.75
2007	$4,598,371	$253,238	85,063	6,165	$54.06	$41.08
2008	$5,442,253	$293,489	85,294	7,419	$63.61	$39.56

[1] Source: www.inflationdata.com

3.3 Peer Review Analysis

A peer analysis provides the means to compare various performance characteristics of a transit agency to transit systems of similar size. Transit agencies report such information to the Federal Transit Administration (FTA), which records the information annually in the National Transit Database (NTD). There are strict requirements regarding the manner in which cost and service characteristics are reported to the NTD. Thus, the NTD provides a consistent set of measureable data that can be used in a peer analysis.

While a peer analysis based on the NTD provides operational and financial information, it is important to keep in mind other aspects of service quality that are not reported in the NTD such as passenger satisfaction, vehicle cleanliness and comfort, schedule adherence, and route connectivity. It is also worth noting that there may be unique operating and financial characteristics associated with a particular transit agency.

3.3.1.1 National Transit Database

The National Transit Database is the only comprehensive source of validated operated and financial information reported by transit systems nationwide. This database is updated annually with information submitted by transit agencies. (Small systems that operate fewer than nine peak vehicles have the option of taking an exemption from NTD reporting.)

The FTA reviews and confirms the accuracy of the annual submittals and publishes a final report after all reporting transit agencies respond satisfactorily to federal comments and inquiries. The NTD is used by the FTA and other federal, state, and local agencies as a resource to help guide public investment decisions, shape public policy, and develop planning initiatives. The NTD enables the calculation of various standard measures of performance that allow decision makers and other stakeholders to evaluate the efficiency and effectiveness of transit services on a local, regional or national basis.

3.3.1.2 Peer Review Contents

The remainder of this Peer Review contains the following: Section 2 describes the process used to select peer transit systems for the Greater Lynchburg Transit Company (GLTC); Section 3 provides an overview of the peer systems' operating and capital budgets, ridership, service area, and passenger fare characteristics compared to GLTC; and Section 4 details a comparison of specific measures of service productivity. These productivity measures focus on vehicle utilization, service supply, service productivity, cost efficiency, and vehicle maintenance performance. A summary of GLTC and the peers' financial information follows in Section 5 which highlights revenue sources used to fund O&M costs and capital projects. Section 6 summarizes the key findings of this Peer Analysis.

3.3.2 Peer Selection Process

Table 3-7 lists the criteria used to identify a set of transit systems with similar operating environments to that of GLTC.

Table 3-7: Criteria for Selecting Peer Transit Systems

Criteria	Importance
Location Contiguous to VA or Within FTA Region 3	Primary
Population	Primary
Service Area Size	Primary
Population Density	Primary
Number of Buses Operated in Maximum Service	Primary
College/University Presence	Preference

Using the 2008 National Transit Database (the most recent report year available at the time of this technical memorandum), the following seven transit systems were identified as GLTC peers based on the application of the selection criteria:

- Blacksburg Transit, Blacksburg, VA
- Charlottesville Transit Service (CTS), Charlottesville, VA
- Valley Metro, Roanoke, VA
- Annapolis Transit, Annapolis, MD
- The Tri-State Transit Authority (TTA), Huntington, WV
- Cambria County Transit Authority (Cam Tran), Johnstown, PA
- River Valley Transit, Williamsport, PA

Table 3-8 summarizes service area population, service area size, population density and service characteristics for the peer systems. The statistics were obtained from the NTD for the 2008 Report Year.

Service Area: Peer service areas range in size from 28 to 100 square miles with an average of 60. Two peers have more service area square mileage than Lynchburg and five have less. The peer systems serve populations between 56,260 and 94,911 with an average of 79,158. Three peers have a larger service area population than Lynchburg and four serve smaller populations. Peer population densities range between 784 and 2,207 with an average of 1,527. Five of the peers operate in service areas with higher population densities than Lynchburg and two serve lower population densities.

Peak Vehicles: The peer transit systems operate between 18 and 48 total vehicles in peak service. Three operate peak fleets that are comparable in size to Lynchburg (Blacksburg, Charlottesville, Huntington).

Annual Revenue Vehicle-Hours and Miles: Roanoke is the only peer that operates more hours and miles of service than Lynchburg.

Table 3-8: Peer Transit Agency Comparisons

City	Service Area			Peak Vehicles			Annual Rev. Vehicle-Hours			Annual Rev. Vehicle-Miles			Total Passenger Trips
	Population	Square Miles	Population Density	Bus	Demand Response	Total	Bus	Demand Response	Total	Bus	Demand Response	Total	
Blacksburg, VA	56,260	28	2,009	24	4	28	71,846	7,214	79,060	710,852	64,337	775,189	2,630,231
Charlottesville, VA	76,308	38	2,008	29	nr	29	75,718	nr	75,718	893,969	nr	893,969	1,701,813
Roanoke, VA	94,911	43	2,207	32	16	48	104,877	50,534	155,411	1,507,509	580,509	2,088,018	2,473,934
Annapolis, MD	90,000	100	900	18	nr	18	65,058	nr	65,058	806,664	nr	806,664	1,486,633
Huntington, WV	86,354	60	1,439	18	10	28	55,722	20,947	76,669	782,021	325,775	1,107,796	826,262
Johnstown, PA	80,508	60	1,342	23	2	25	62,926	2,080	65,006	677,186	28,547	705,733	1,119,769
Williamsport, PA	69,764	89	784	23	2	25	53,808	817	54,625	818,180	16,707	834,887	1,287,649
Peer System:													
Low	56,260	28	784	18	2	18	53,808	817	54,625	677,186	16,707	705,733	826,262
High	94,911	100	2,207	32	16	48	104,877	50,534	155,411	1,507,509	580,509	2,088,018	2,630,231
Average	**79,158**	**60**	**1,527**	**24**	**7**	**29**	**69,994**	**16,318**	**81,650**	**885,197**	**203,175**	**1,030,322**	**1,646,613**
Lynchburg, VA	**80,846**	**72**	**1,123**	**23**	**5**	**28**	**85,294**	**7,419**	**92,713**	**1,095,454**	**111,285**	**1,206,739**	**2,644,358**

Notes:
(1) "nr" indicates "not reported"; average includes only the systems reporting a specific statistic.
(2) Charlottesville meets its ADA requirements though a separate, multi-county provider (JAUNT).
(3) Annapolis meets its ADA requirements by operating its buses in flexible (demand response) service.

3.3.3 Peer System Overview

A general overview of the peer systems' operating and capital budgets, ridership, service area, and passenger fares was completed prior to conducting a detailed assessment of financial, ridership and service performance.

3.3.3.1 Annual Operating and Capital Budgets

Table 3-9 summarizes the FY 2008 operating and capital budgets for the peer systems, with the exception of Johnstown, which included Inclined Plane in the budget numbers. The table also shows a breakdown of the level of funding by source. Key characteristics to note are as follows:

Operating Budget

- Lynchburg's operating budget of approximately $5.74 million was about 10 percent more than the peer average of $5.26 million. Of the six peer systems for which we have data, Charlottesville was most similar to Lynchburg with respect to the size of the annual operating budget.
- Lynchburg derived a slightly lower share of its operating revenue from fares (16 percent of the total budget) than the peer average (21 percent).
- Lynchburg derived the greatest share of its operating funds from local sources (40 percent) compared with the peer average (25 percent).
- Lynchburg's level of federal operating assistance (28 percent) is very close to the peer average (26 percent).

Capital Budget

- Lynchburg's 2008 capital budget was much higher than any of the peer systems, which ranged between $0 and $1.7 million. It is worth noting here that transit agency capital budgets can vary significantly from one year to another depending on the type and level of expenditure programmed.
- Compared to its peers, Lynchburg had a higher level of state participation in funding capital projects (18 percent) than the peer average (10 percent).
- Lynchburg's level of federal assistance with capital funding (80 percent) is slightly higher than the peer average (77 percent).
- In terms of reliance on local funds for meeting capital expenses, neither Lynchburg nor its peers reported any local assistance in 2008.

A more detailed analysis of the operating and capital budgets is provided in Section 4 of this report.

Table 3-9: Comparison of 2008 Operating and Capital Budgets

	Blacksburg VA	Charlottesville VA	Roanoke VA	Annapolis MD	Huntington WV	Johnstown PA *	Williamsport PA	*Peer Average*	Lynchburg VA
Fares	49%	11%	24%	17%	10%		17%	21%	16%
Local Assistance	0%	43%	17%	36%	44%		5%	25%	40%
State Assistance	16%	15%	17%	26%	0%		68%	22%	15%
Federal Assistance	33%	29%	35%	19%	25%		7%	26%	28%
Other Funds	3%	2%	7%	1%	22%		3%	6%	2%
Total Operating Budget	**$4,600,326**	**$5,409,104**	**$7,545,914**	**$4,555,941**	**$5,217,244**		**$4,215,973**	**$5,257,417**	**$5,735,742**
Local Assistance	0%	8%	8%	0%	0%		2%	5%	10%
State Assistance	13%	12%	12%	0%	0%		40%	18%	10%
Federal Assistance	87%	80%	80%	0%	100%		58%	77%	80%
Other Funds	0%	0%	0%	0%	0%		0%	0%	0%
Total Capital Budget	**$725,352**	**$1,069,094**	**$1,003,324**	**$0**	**$612**		**$665,087**	**$577,245**	**$4,959,083**

Notes:
(1) Charlottesville budgets do not include demand response, which is operated by a separate provider.
(2) Johnstown's operating and capital budgets included Inclined Plane.

Table 3-10: Comparison of 2008 Ridership

	Blacksburg VA	Charlottesville VA	Roanoke VA	Annapolis MD	Huntington WV	Johnstown PA	Williamsport PA	*Peer Average*	Lynchburg VA
Total Ridership (passenger trips)	2,630,231	1,701,813	2,473,934	1,486,633	826,262	1,119,769	1,287,649	1,646,613	2,644,358
Bus	2,615,954	1,701,813	2,426,357	1,486,633	786,367	1,116,725	1,285,851	1,631,386	2,628,585
Demand Response	14,277	nr	47,577	nr	39,895	3,044	1,798	21,318	15,773

Notes:
(1) "nr" = not reported
(2) Charlottesville's ADA requirements are met by JAUNT, a separate regional provider.
(3) Annapolis meets its ADA requirements with flexible bus service.

3.3.3.2 Annual Ridership

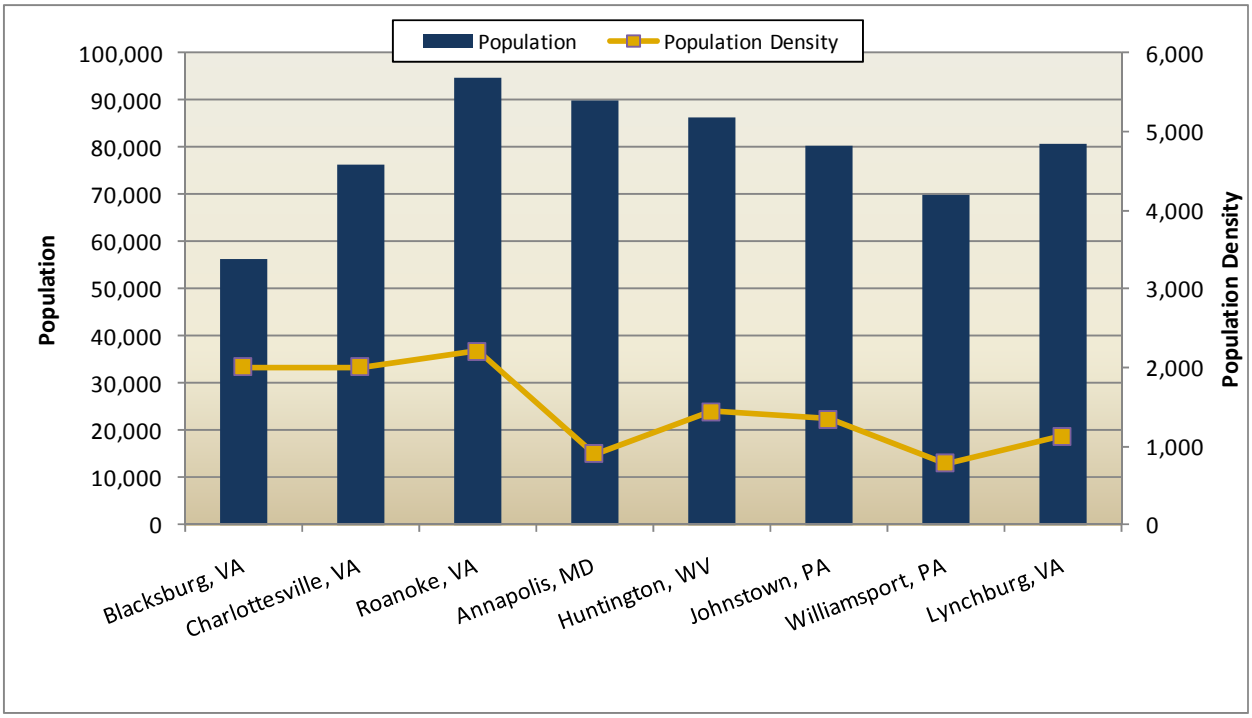
Annual ridership, as measured in passenger trips, reflects the total number of boardings made by users of the transit system. A passenger trip is recorded every time a person boards a transit vehicle, including multiple transfers that may occur between the trip origin and the final destination. As shown in Table 3-10:

- Lynchburg's overall system ridership (2,644,358) was approximately 60 percent higher than the peer average (1,646,613).
- Likewise, Lynchburg's annual bus ridership (2,628,585) was about 61 percent higher than the peer average (1,631,386).
- Lynchburg's demand response ridership (15,773) was about 35 percent lower than the peer average (21,318).
- Of the peers, Blacksburg was most similar to Lynchburg with respect to overall system, bus, and demand response ridership.

3.3.3.3 Service Area Characteristics

Figure 3-30 demonstrates the peer systems' service area populations and population densities.

Figure 3-30: Peer Systems' Service Area Characteristics



As shown on the graph, the difference between the peer service areas with the greatest and least population is about 38,650. The difference between highest and lowest population density is about 1,425.

- The peer systems' service areas range between 28 and 100 square miles. Lynchburg's service area (72 square miles) is 20 percent larger than the peer average (60 square miles).
- Peer service area populations varied from 56,260 to 94,911. Lynchburg's service area population (80,846) was only about two percent more than the peer average (79,158).
- The population density of Lynchburg's service area (1,123) was about 36 percent lower than the peer average (1,527). Peer population densities ranged from 784 to 2,207 people per square mile.

3.3.3.4 Services Provided

All peer systems except Charlottesville operate both fixed route and demand response service. Charlottesville meets its ADA requirements by contracting with JAUNT, an agency that operates specialized transportation services within multiple jurisdictions (within and outside of Charlottesville's service area). Annapolis operates three flexible bus routes that will deviate within very limited boundaries to provide demand response service. Using the 2008 NTD as the primary source, fixed route service hours for each peer agency are as follows:

- Blacksburg, VA:
  7:00 a.m. to 2:30 a.m., Weekdays
  9:30 a.m. to 2:30 a.m., Saturdays
  11:30 a.m. to 11:30 p.m., Sundays
- Charlottesville, VA:
  6:15 a.m. to midnight, Weekdays
  6:15 a.m. to midnight, Saturdays
  7:45 a.m. to 6:00 p.m., Sundays
- Roanoke, VA:
  5:45 a.m. to 8:00 p.m., Weekdays
  5:45 a.m. to 8:00 p.m., Saturdays
  No service, Sundays
- Annapolis, MD
  5:30 a.m. to 10:30 p.m., Weekdays
  5:30 a.m. to 10:30 p.m., Saturdays
  8:00 a.m. to 7:00 p.m., Sundays
- Huntington, WV
  5:20 a.m. to 11:00 p.m., Weekdays
  5:20 a.m. to 11:00 p.m., Saturdays
  No service, Sundays
- Johnstown, PA
  5:00 a.m. to 10:30 p.m., Weekdays
  6:00 a.m. to 6:00 p.m., Saturdays
  9:30 a.m. to 6:00 p.m., Sundays
- Williamsport, PA
  5:30 a.m. to 11:30 p.m., Weekdays
  5:30 a.m. to 11:30 p.m., Saturdays
  No service, Sundays

Lynchburg operated weekday fixed route service from 5:20 a.m. to 11:00 p.m., Saturday service from 5:25 a.m. to 10:30 p.m., and Sunday service from 9:40 a.m. to 6:10 p.m.

3.3.3.5 Fare Structure

Fare structures also have been compared for the peer transit agencies and are presented in Table 3-11.

Table 3-11: Comparison of Fare Structure

City	Fixed Route Base Fare	Fixed Route Discounted Fares Elderly/Disabled	Fixed Route Discounted Fares Student (K-12)	Fixed Route Discounted Fares Student (Other)	Demand Response	Transfers
Blacksburg, VA	$0.50	$0.25	$0.25	free under 3 yrs Vtech prepaid VCOM prepaid	identical to fixed route	free
Charlottesville, VA	$0.75	$0.35	(no discount)	free 5 and under UVA prepaid	dna	(not issued)
Roanoke, VA	$1.50	$0.75	free	(no discount)	$3.00	free
Annapolis, MD	$1.00	$0.50	(no discounts under age 12)	$0.50 ages 12-17	$2.00	free
Huntington, WV	$1.00	$0.50	(no discounts age 7 and over)	free 6 and under	$2.00	(not issued)
Johnstown, PA	$1.50	free over 65 $0.75 disabled	$0.85	$.35 under 6	$3.00 - $12.60	free under 6 $0.30 base $0.15 disabled
Williamsport, PA	$2.00	free over 65 $1.00 disabled	$0.75 with school ID	free 5 and under Penn Coll free Lycoming Coll free	$4.00	free
Peer System:						
Low	**$0.50**	**elderly free**	**free**	**free**	**$0.50**	**free**
High	**$2.00**	**$1.00 disabled**	**(no discounts)**	**(no discounts)**	**$4.00**	**$0.30**
Lynchburg, VA	**$1.50**	**$0.75**	**(no discounts)**	**children under 45" tall ride free**	**$3.00**	**free**

Source: Agency websites, March 2010

Blacksburg has the lowest fixed route regular adult fare of $0.50 and Williamsport the highest at $2.00. All agencies offer discounted or free fares for seniors and the disabled. All peers but one (Roanoke) provide some sort of discounted child and/or student fare.

3.3.4 Service Productivity Comparisons

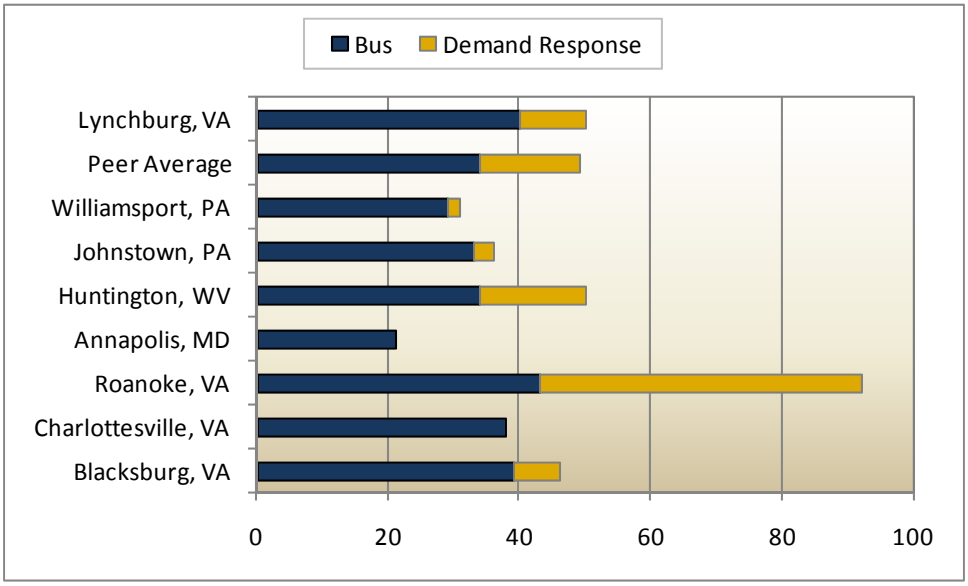
This section presents a detailed comparison of service productivity measures. These measures focus on: vehicle utilization, service supply, service productivity, cost efficiency and vehicle maintenance performance. Data for all transit systems were obtained from the NTD for the 2008 report year. Peer averages for demand response represent the systems reporting that mode (i.e., exclude Charlottesville and Annapolis).

3.3.4.1 Vehicle Utilization

The peer systems were compared on several indicators of vehicle utilization including size of the bus and demand response fleets available for revenue service, maximum number of vehicles in simultaneous scheduled service, average age of the fleets, and hours and mile of revenue service per peak vehicle.

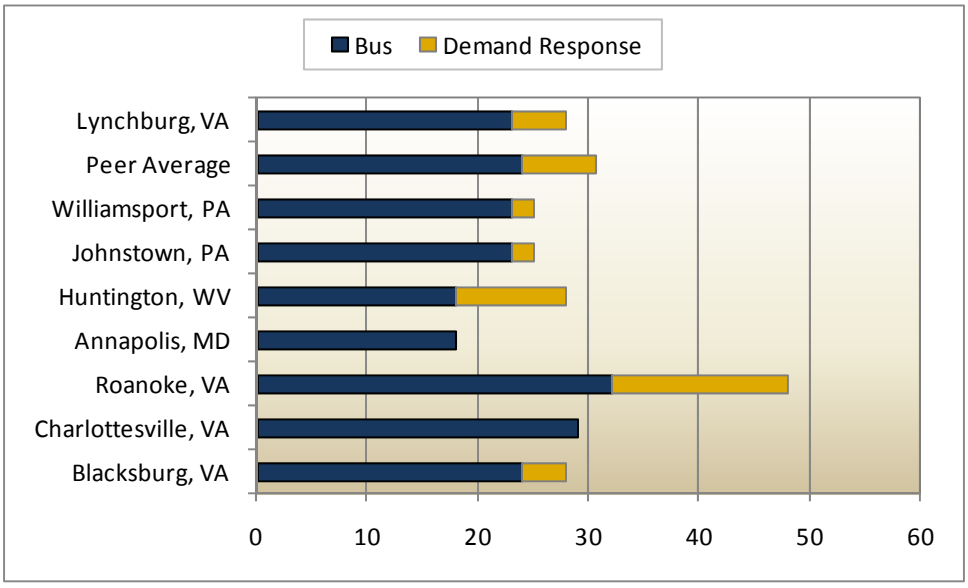
- **Vehicles Available:** As shown in Figure 3-31, Lynchburg's overall fleet size (50) is 11 percent larger than the peer average (45). There were 40 vehicles in Lynchburg's bus fleet compared to a peer average of 34 vehicles and a demand response fleet of 10 compared with a peer average of 15 vehicles.

Figure 3-31: Peer Comparison – Total Vehicles Available



- **Peak Vehicles:** As shown in Figure 3-32, Lynchburg operated almost the same number of bus and demand response vehicles as the peer averages.

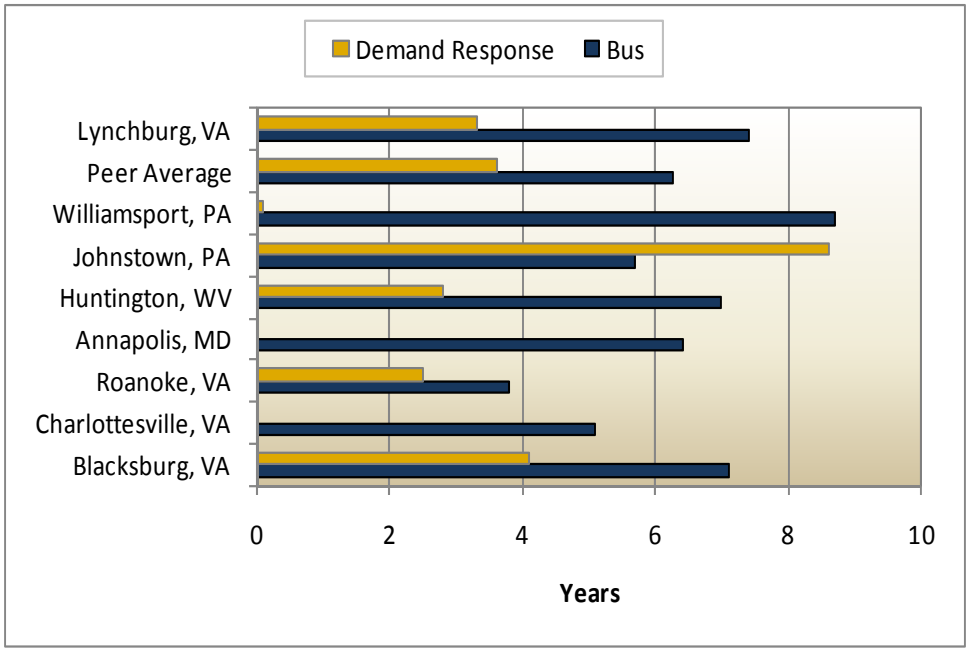
Figure 3-32: Peer Comparison – Number of Peak Vehicles



- **Bus Spare Ratio:** Spare ratio is an indication of how a transit agency meets its need to balance the provision of sufficient vehicles to operate scheduled revenue service with the requirements of vehicle maintenance and overhaul programs. FTA's formula to calculate a spare ratio is: (Total Active Fleet – Peak Vehicle Requirement) / Peak Vehicle Requirement. Accordingly, peer spare ratios range from 17 percent (Annapolis) to 89 percent (Huntington), averaging at 43 percent. Lynchburg's bus spare ratio is 74 percent.

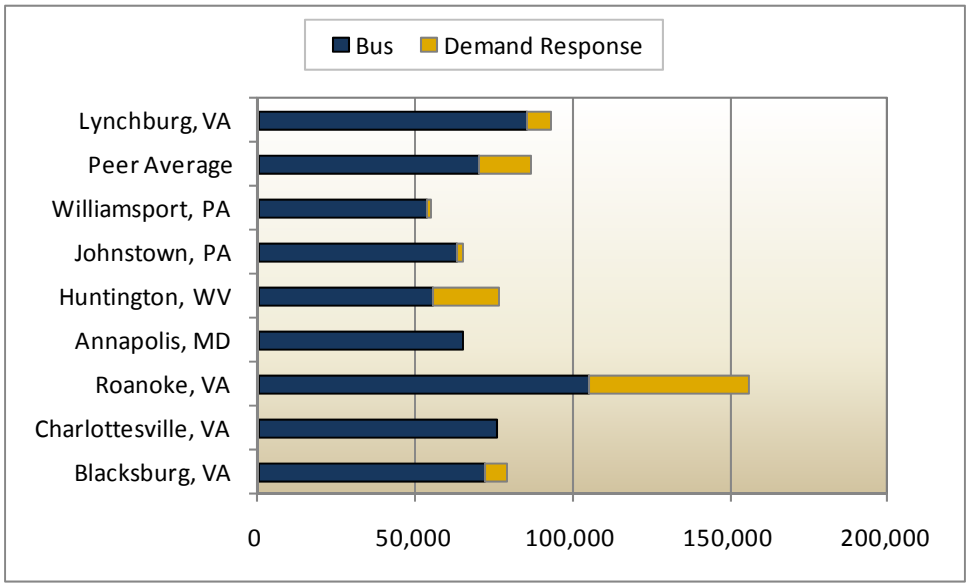
- **Age of the Fleet:** Figure 3-33 shows the average age of the peer systems' bus fleets range between 3.8 years (Roanoke) and 8.7 years (Williamsport). Lynchburg bus fleet was 18 percent older than the peer average (7.4 versus 6.26 years). Peer demand response fleets averaged in age from new (Williamsport) to 8.6 years (Johnstown). Lynchburg's demand response fleet was slightly newer than the peer average (3.3 versus 3.6 years).

Figure 3-33: Peer Comparison – Average Fleet Age



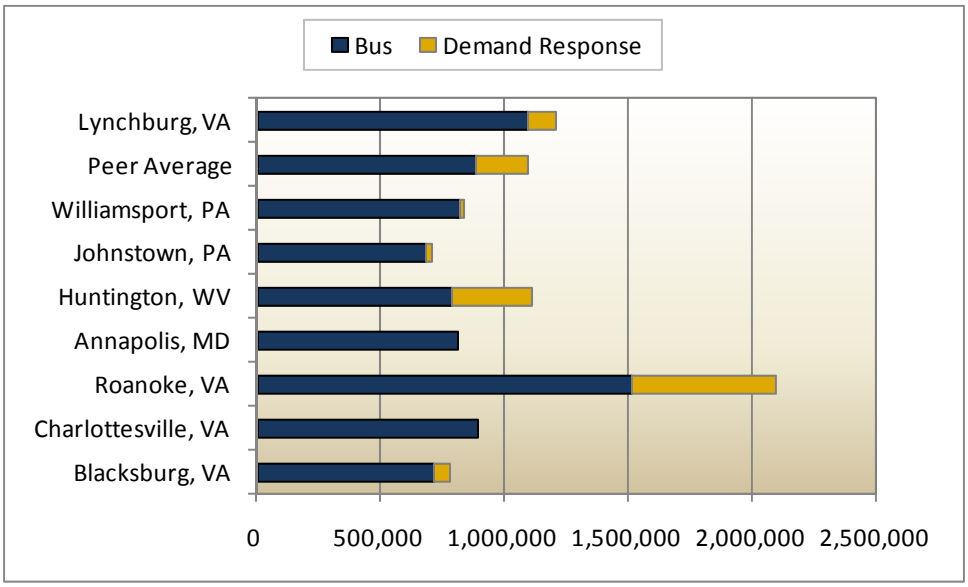
- **Revenue-Hours per Peak Vehicle:** Lynchburg operated 22 percent more hours per peak bus than the peer average (85,294 versus 69,994) and fewer than half the demand response hours per peak vehicle than the peer average (7,419 versus 16,318). Overall, Lynchburg's peak vehicles were in service almost 14 percent more revenue-hours than the peer average.

Figure3-34: Peer Comparison – Revenue-Hours per Peak Vehicle



- **Revenue-Miles per Peak Vehicle:** Lynchburg operated approximately 24 percent more miles per peak bus than the peer average (1,095,454 versus 885,197) and 55 percent fewer miles per peak demand response vehicle than the peer average (111,285 versus 203,175). Overall, Lynchburg operated 17 percent more service miles per peak vehicle than the peer average.

Figure 3-35: Peer Comparison – Revenue-Miles per Peak Vehicle



3.3.4.2 Service Supplied

Service supplied compares the hours and miles of operation provided to the peers systems' service area populations as well as the geographic extent of service provision.

- **Transit Service per Capita:** This analysis looks at two measures of the amount of bus service provided to the service area population – revenue-hours and revenue-miles per capita.

  Figure 3-36 shows that, overall Lynchburg provided 11 percent more revenue-hours of service per capita than the peer average (1.15 versus 1.03). Only Blacksburg and Roanoke operated more total revenue-hours per capita than Lynchburg. Looking at bus service only, Lynchburg provided 18 percent more revenue-hours per capita than the peer average (1.06 versus 0.90). Lynchburg operated about half the peer average for demand response revenue-hours per capita (0.09 versus 0.19).

  Figure 3-37 shows that, overall Lynchburg provided 16 percent more revenue-miles of service per capita than the peer average (14.93 versus 12.86). Only Roanoke operated more total revenue-miles per capita than Lynchburg. Looking at bus service only, Lynchburg provided about 21 percent more revenue-miles per capita than the peer average (13.5 versus 11.2). Lynchburg's demand response service operated approximately 64 percent fewer revenue-miles per capita than the peer average (1.4 versus 2.3).

Figure 3-36: Peer Comparison – Revenue-Hours per Capita

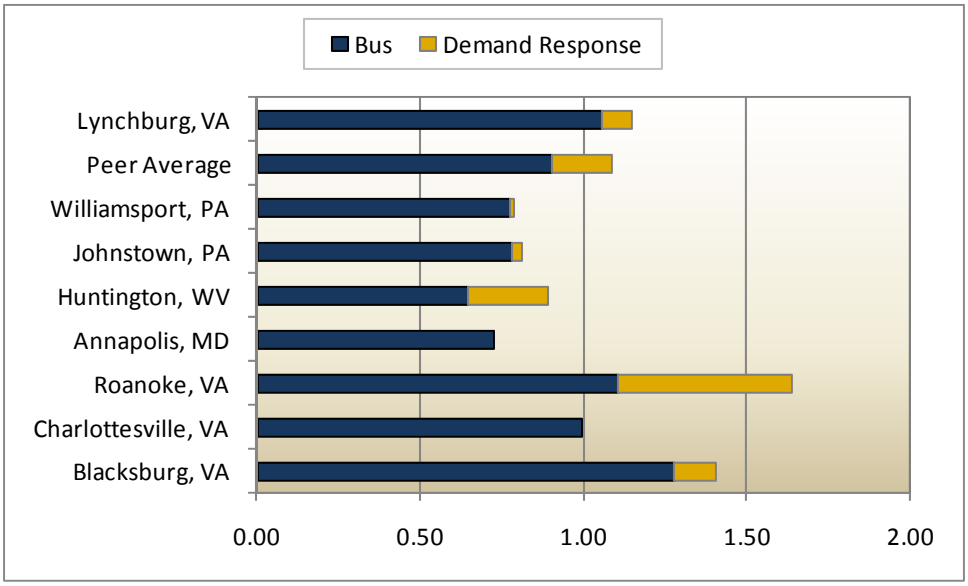
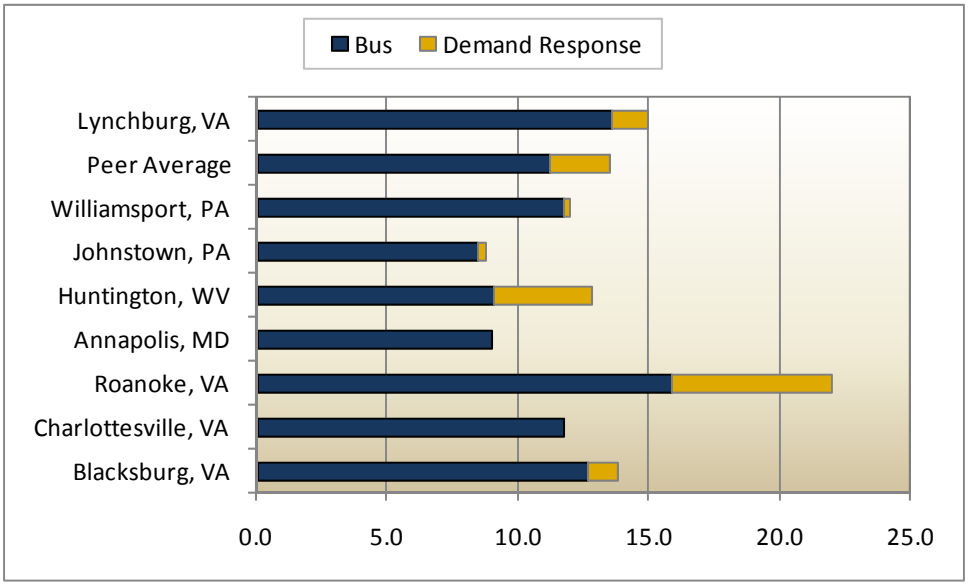


Figure 3-37: Peer Comparison – Revenue-Miles per Capita



- **Service Area:** The next two figures compare transit hours and miles per service area square mile.

  In Figure 3-38, the peer systems operated between 605 (Williamsport) and 2,566 (Blacksburg) bus revenue-hours for every square mile in the service area. At 1,185 revenue-hours, Lynchburg supplies 23 percent fewer service-hours per square mile than the peer average (1,461). For the peers that operate demand response separate from their bus systems, demand response revenue-hours ranged from 9 (Williamsport) to 1,175 (Roanoke) per square mile. Lynchburg operated 103 demand response service hours per square mile, about one-third of the peer

average of 304. Combined bus and demand response revenue-hours averaged 1,400 per square mile compared with Lynchburg which operated 1,288 total revenue-hours per square mile, or about nine percent fewer hours of service per square mile.

Figure 3-38: Peer Comparison – Revenue-Hours per Square Mile

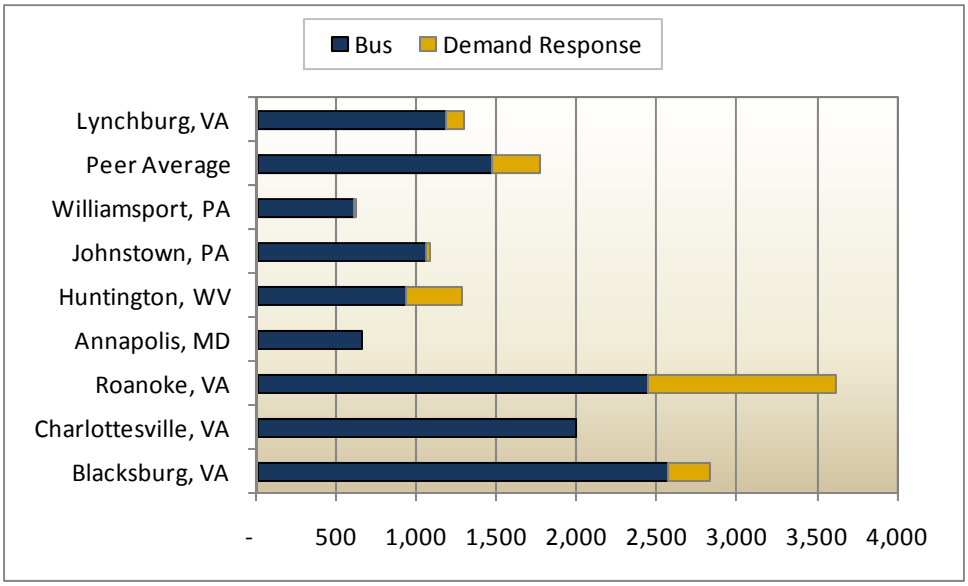


Figure 3-39: Peer Comparison – Revenue-Miles per Square Mile

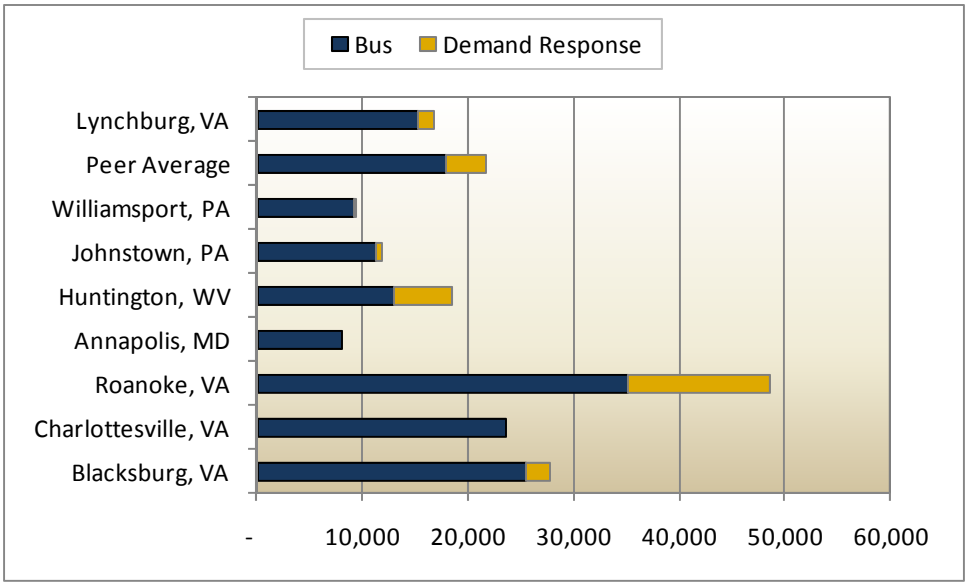


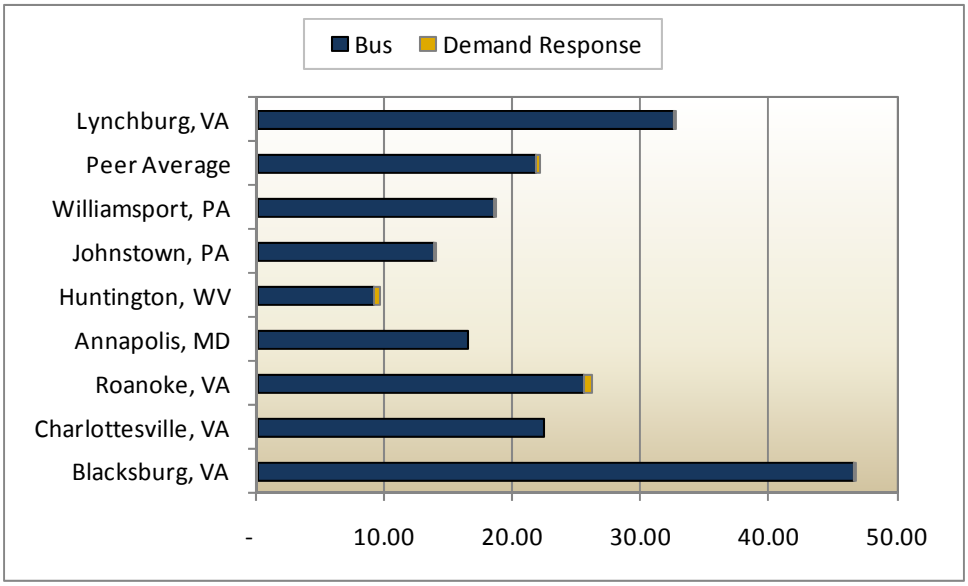
Figure 3-39 shows the peers' combined bus and demand response revenue-miles. The combined totals averaged 21,063 per square mile compared with Lynchburg which operated 16,760 total revenue-hours per square mile, or about 26 percent fewer hours of service per square mile.

3.3.4.3 Ridership Productivity (Effectiveness)

Ridership productivity or effectiveness provides a way to evaluate how well a transit agency is able to attract passengers relative to the level of service operated. Three measures that reveal productivity are passenger trips per capita, per revenue-hour and per revenue-mile. As used here, a passenger trip is counted at the time of each separate boarding and therefore includes transfers.

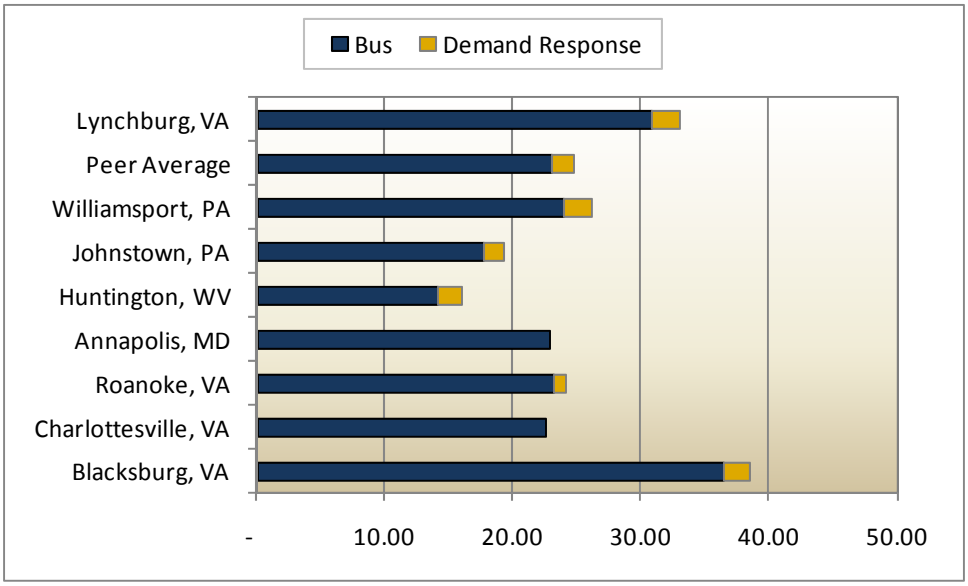
- **Passenger Trips per Capita:** As shown in Figure 3-40, Lynchburg's bus passenger trips per capita (33) were 49 percent more than the peer average (22). These numbers are the same when including demand response passenger trips, which represent a tiny fraction of the total passenger trips for every peer that operated and reported demand response statistics separately.

Figure 3-40: Peer Comparison – Passenger Trips per Capita



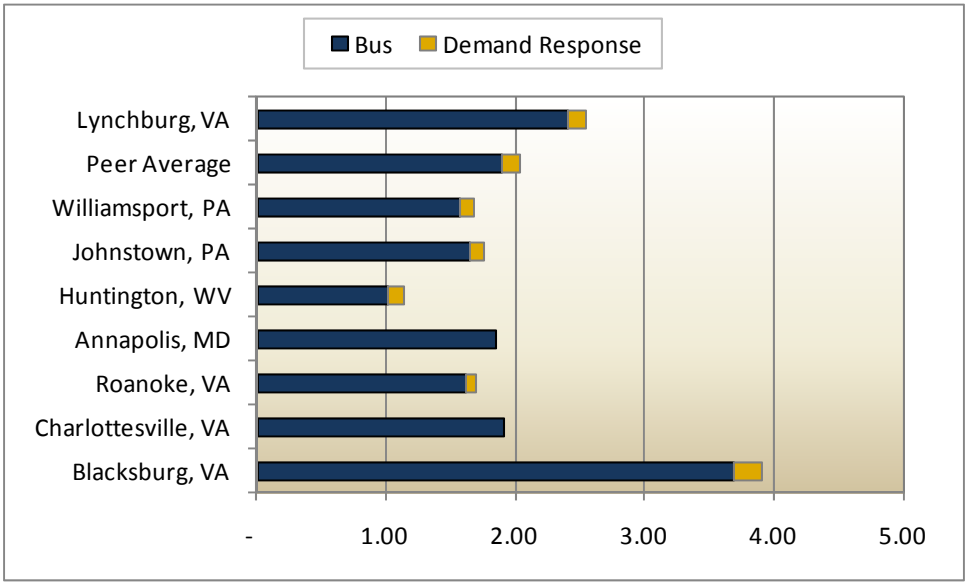
- **Passenger Trips per Revenue-Hour:** As shown in Figure 3-41, Lynchburg's overall passenger trips per revenue-hour were higher than the peer average (33 to 24). Lynchburg's buses served 34 percent more passenger trips per revenue-hour than the peer average (31 to 23) and 25 percent more for demand response (2.1 to 1.7).

Figure 3-41: Peer Comparison – Passenger Trips per Revenue-Hour



- **Passenger Trips per Revenue-Mile**: Figure3-42 shows that the peer systems generate between 1.1 and 3.9 total passenger trips per revenue-mile of operation. At 2.54, Lynchburg's total trips per hour are 26 percent higher than the peer average (2.02).

Figure 3-42: Peer Comparison – Passenger Trips per Revenue-Mile



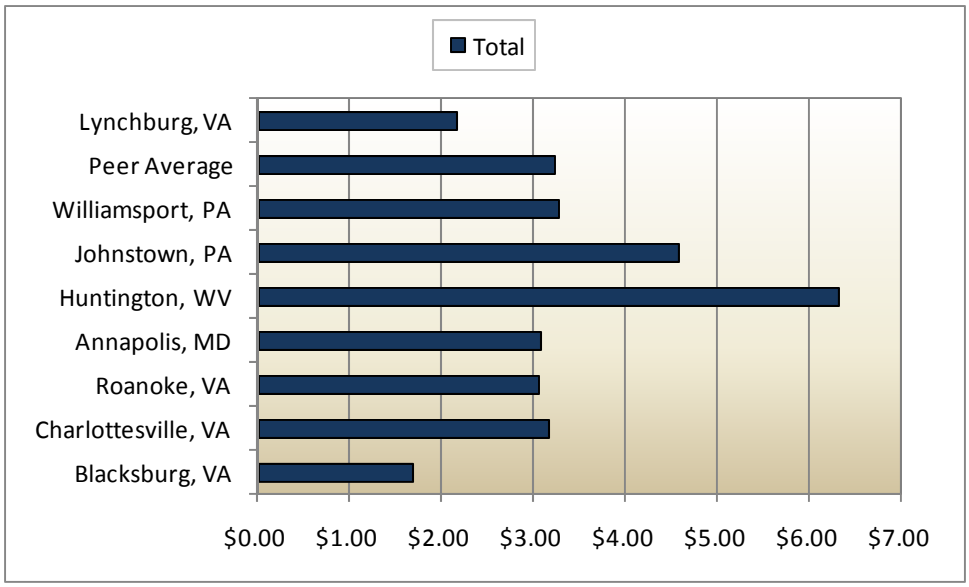
3.3.4.4 Cost Efficiency

Transit systems typically must balance the level of service they operate with the budget required to do so. Cost efficiency performance can be measured in several ways, including operating cost per passenger trip, revenue-hour and revenue-mile.

- **Operating Cost per Passenger Trip:** This performance measure indicates how efficient a system is at balancing the cost of providing service with the number of patrons it serves. The peer systems' cost per bus passenger trip ranges from $1.50 (Blacksburg) to $5.88 (Huntington) for an average cost of $3.44. At $2.07, Lynchburg's bus operations cost is 66 percent below the peer average on a per-passenger basis. For demand response, the peer systems' cost per passenger trip ranges from $14.30 (Williamsport) to $36.37 (Blacksburg) for an average cost of $22.23. At $18.61, Lynchburg's demand response operations cost is 19 percent below the peer average on a per-passenger basis. (Reminder: Charlottesville is not a demand response provider and Annapolis uses bus route deviation to meet its ADA requirements.)

  Figure 3-43 is based on the peers' combined bus and demand response statistics for annual passenger trips and operating cost. The peer systems' total cost per passenger trip ranges from $1.69 (Blacksburg) to $6.31 (Huntington) for an average cost of $3.23 per passenger trip. At $2.17, Lynchburg's operations cost is 49 percent below the peer average on a per-passenger basis.

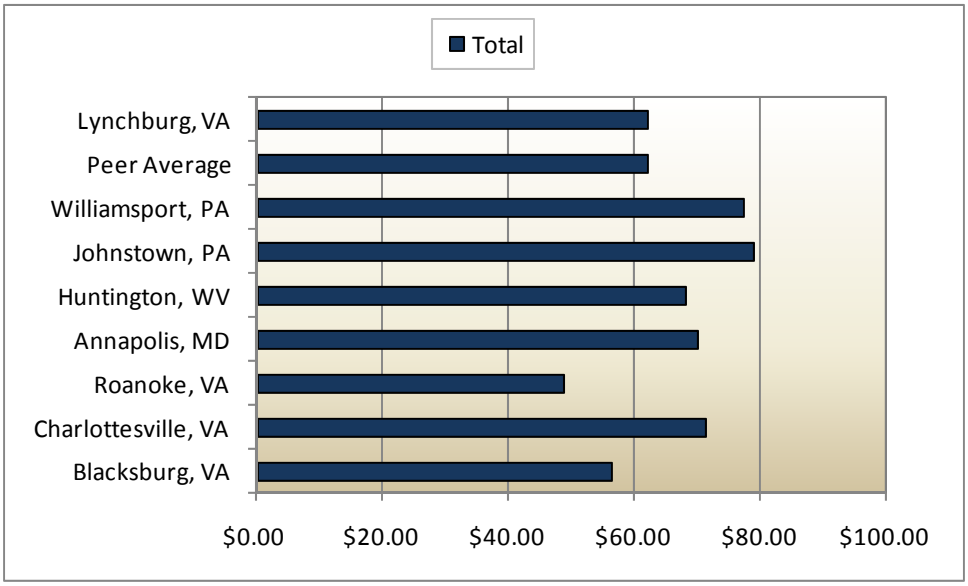
Figure 3-43: Peer Comparison – Total Operating Cost Per Passenger Trip



- **Operating Cost per Revenue-Hour:** This performance measure indicates how efficient a system is at balancing the cost of providing service with the number of hours that vehicles operate in a year. The peer systems' cost per bus revenue-hour ranges from $54.58 (Blacksburg) to $82.93 (Huntington) for an average cost of $71.26. At $63.81, Lynchburg's bus operations cost is about 12 percent below the peer average on a per-hour basis. For demand response, the peer systems' cost per revenue-hour ranges from $20.52 (Roanoke) to $71.98 (Blacksburg) for an average cost of $37.44. At $39.56, Lynchburg's demand response operations cost is six percent higher than the peer average on a per-hour basis.

  Figure 3-44 is based on the peers' combined bus and demand response statistics for annual revenue-hours and operating cost. The peer systems' total cost per revenue-hour ranges from $48.55 (Roanoke) to $78.65 (Johnstown) for an average cost of $61.88 per hour. At $61.87, Lynchburg's operations cost is practically equal to the peer average on a per-hour basis.

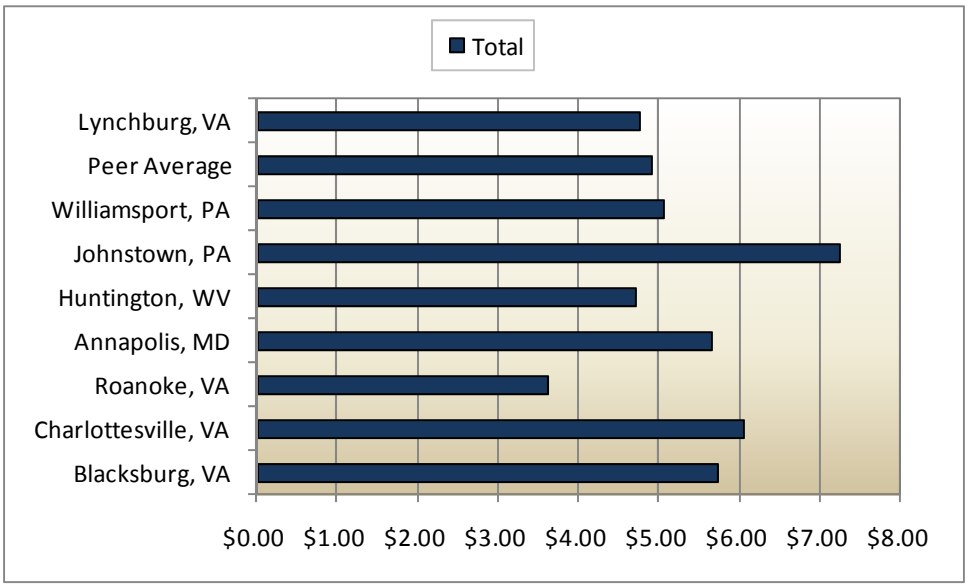
Figure 3-44: Peer Comparison – Operating Cost per Revenue-Hour



- **Operating Cost per Revenue-Mile:** This performance measure indicates how efficient a system is at balancing the cost of providing service with the mileage that vehicles operate in a year. The peer systems' cost per bus revenue-mile ranges from $4.32 (Roanoke) to $7.44 (Johnstown) for an average cost of $5.71. At $4.97, Lynchburg's bus operations cost is about 15 percent below the peer average on a per-mile basis. For demand response, the peer systems' cost per revenue-mile ranges from $1.54 (Williamsport) to $8.07 (Blacksburg) for an average cost of $3.15. At $2.64, Lynchburg's demand response operations cost is 19 percent below the peer average on a per-mile basis.

Figure 3-45 is based on the peers' combined bus and demand response statistics for annual revenue-miles and operating cost. The peer systems' total cost per revenue-mile ranges from $3.61 (Roanoke) to $7.24 (Johnstown) for an average cost of $4.91 per mile. At $4.75, Lynchburg's operations cost is four percent below the peer average on a per-mile basis.

Figure 3-45: Peer Comparison – Operating Cost per Revenue-Mile



3.3.4.5 Revenue Vehicle Maintenance Performance

This analysis compares the number of mechanical failures to evaluate revenue vehicle maintenance performance. (It also would be interesting to compare labor hours for vehicle inspection and maintenance but this information was not provided in the 2008 NTD by any of the peer transit systems.)

As reported to the NTD, incidents of mechanical failure are those that prevent revenue vehicles from starting or completing trips. The NTD categorizes mechanical failures as major or minor.

Major mechanical failures are defined as requiring assistance from someone other than the vehicle operator to restore the vehicle to an operating condition and the failure usually prevents the vehicle from continuing in revenue service. Major system failures include malfunctions in:

- Brakes,
- Doors,
- Engine cooling systems,
- Steering and front axle,
- Rear axle and suspension,
- Torque converters, or
- Similar major mechanical items.

In practice, minor mechanical failures generally do not prevent a vehicle from continuing in revenue service. However, the minor system failures reported to the NTD are those that prevent revenue vehicles from completing their trips, either due to transit agency policies or minor mechanical mishaps affecting:

- Fareboxes,
- Wheelchair lifts,
- Air conditioning, or
- Similar minor mechanical items.

It is important to note that vehicle system failure figures should be viewed as gross indicators. Analysis of vehicle system failures as a measure of maintenance performance should be undertaken with caution and a more detailed examination conducted of how system failures are defined as well as the individual transit agencies' policies for taking vehicles out of revenue service. In addition, the FTA limits its collection of this data to directly-operated service (i.e., agencies are not required to report mechanical statistics for purchased transportation operations).

- **Revenue Vehicle Mechanical Failures (per 1,000 revenue-miles)**: As shown in Figure 3-46, Lynchburg's bus mechanical failure rate (0.466) was almost double the peer average (0.255). Lynchburg experienced more revenue service interruptions due to bus fleet mechanical failures than five of the peer systems.

Figure 3-46: Peer Comparison – Bus Mechanical Failures (per 1,000 revenue-miles)

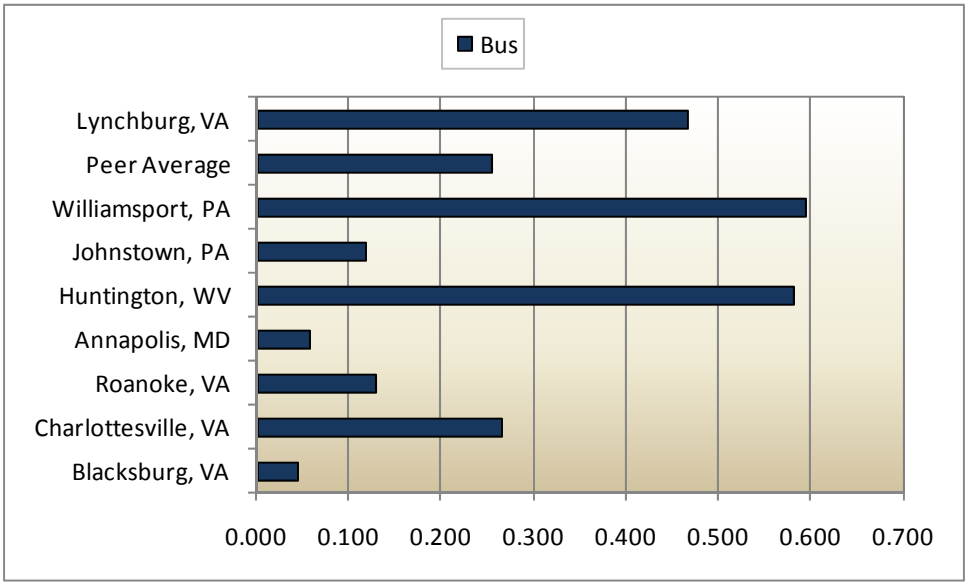
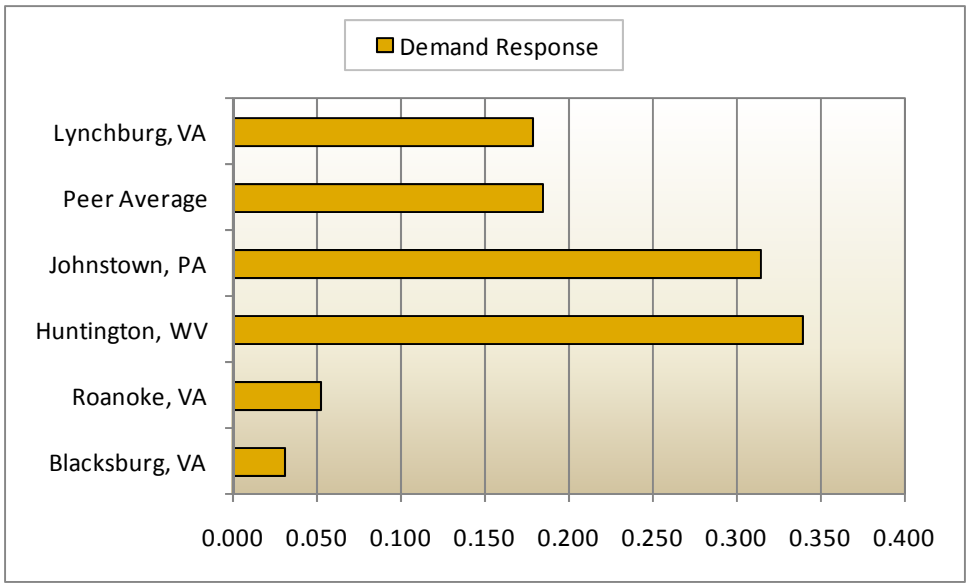


Figure 3-47 illustrates the mechanical failure rate for demand response fleets, using only the peers that reported this data to the NTD. (As explained earlier, an agency other than CamTrans provides Charlottesville's demand response service and Annapolis uses bus route deviations to

serve its demand response patrons. In addition, Williamsport opted out of reporting demand response mechanical failures to the NTD because a contractor operates this service.)

Lynchburg's demand response vehicle failure rate (0.180) was close to the peer average (0.185) for service interruptions per 1,000 revenue-miles of operation.

Figure 3-47: Peer Comparison – Demand Response Mechanical Failures (per 1,000 revenue-miles)



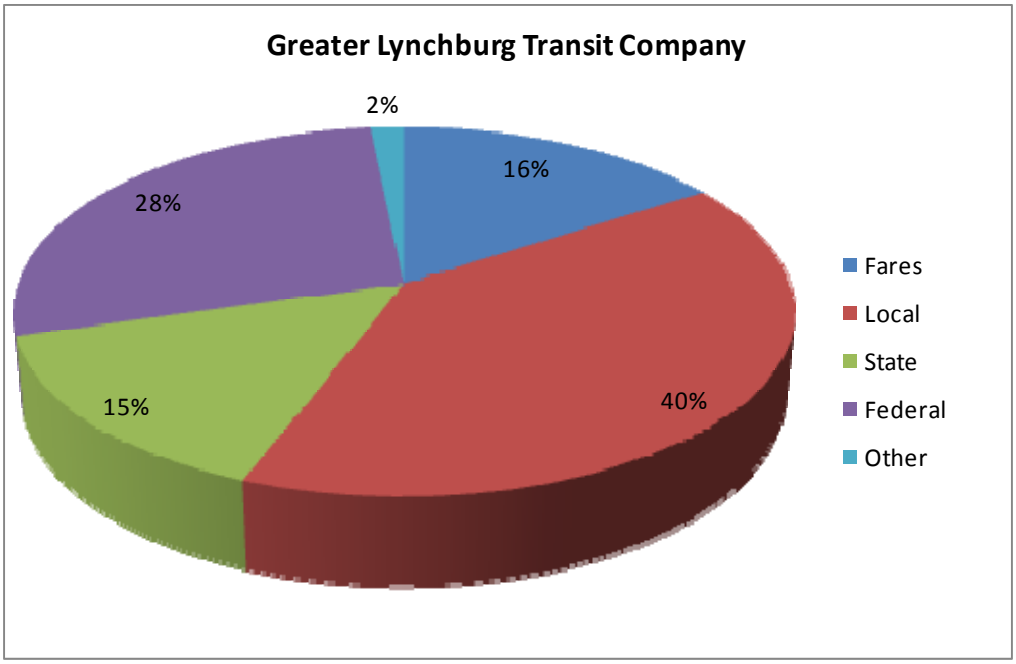
3.3.5 Financial Analysis

The sections below highlight the revenue sources used by the Greater Lynchburg Transit Company and its peers to fund O&M and capital costs. It is important to note that the data for the following analysis represents funding sources for FY 2008. While levels and sources of funding used for O&M tend to be relatively consistent from year to year, annual capital funding levels and sources can vary significantly – depending on the capital projects and grant sources occurring in a particular year.

3.3.5.1 Funding Sources Used for O&M

Figure 3-48 illustrates the key revenue sources used by GLTC to fund its O&M costs. As shown in the figure, in FY 2008 Lynchburg relied primarily on Local funds (about 40 percent), followed by Federal funds (28 percent), Fares (16 percent), and State funds (15 percent). Only two percent of GLTC's funding came from other sources.

Figure 3-48: GLTC O&M Funding, by Major Source



Figures 3-49 and 3-50 provide an overview of the total level of O&M funding used by Lynchburg's transit peers, except for Johnstown which also operates an inclined plane. It was not possible to separate Johnstown's inclined plane financial information from bus and demand response in the NTD so for that reason, this part of the peer analysis does not reflect Johnstown. Figures 3-49 and 3-50 also illustrate the peers' relative reliance on the following sources of financial assistance:

- Fares and other directly-generated funds
- Federal sources
- State sources
- Local sources
- Dedicated transit funding sources

Figure 3-49: Summary of Funding Used for O&M (2008 dollars)

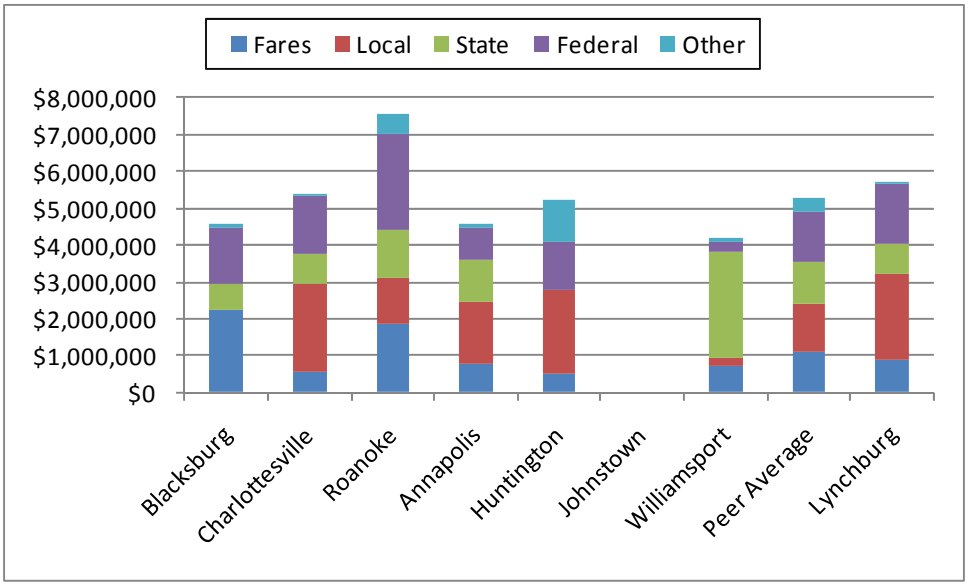
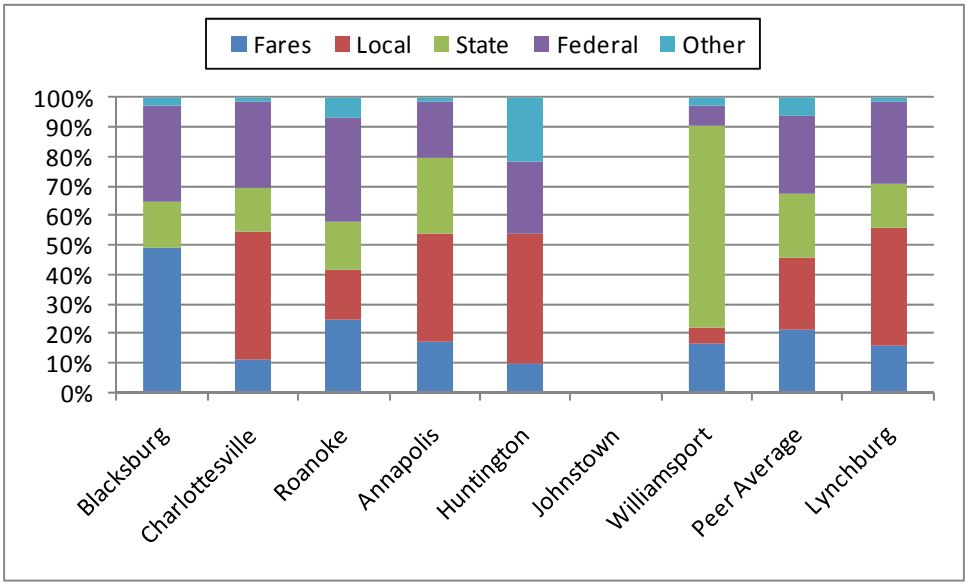


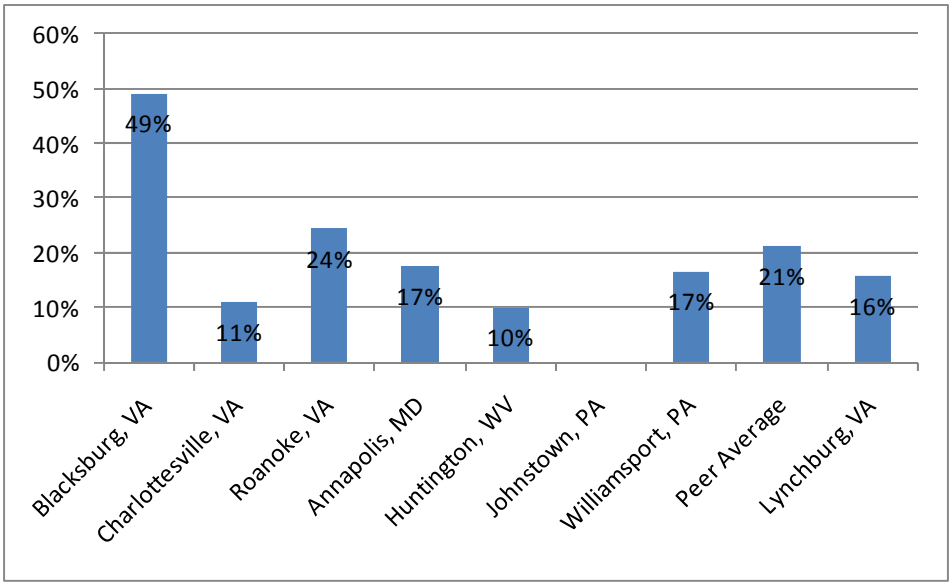
Figure 3-50: Summary of Funding Used for O&M (%)



As shown in Figure 3-49, agency O&M budgets ranged between $4.2 and $7.4 million. At $5.7 million, Lynchburg's O&M budget was slightly above the peer average ($5.3 million). Using color, Figure 3-50 illustrates the relative importance of the various O&M funding sources on the peer systems. For example, it shows that Blacksburg did not use local assistance and Huntington did not use state funding sources to help meet their operating budgets. Also, Lynchburg's proportion of O&M funding sources was similar to Annapolis although Lynchburg's operating budget was higher by more than a million dollars.

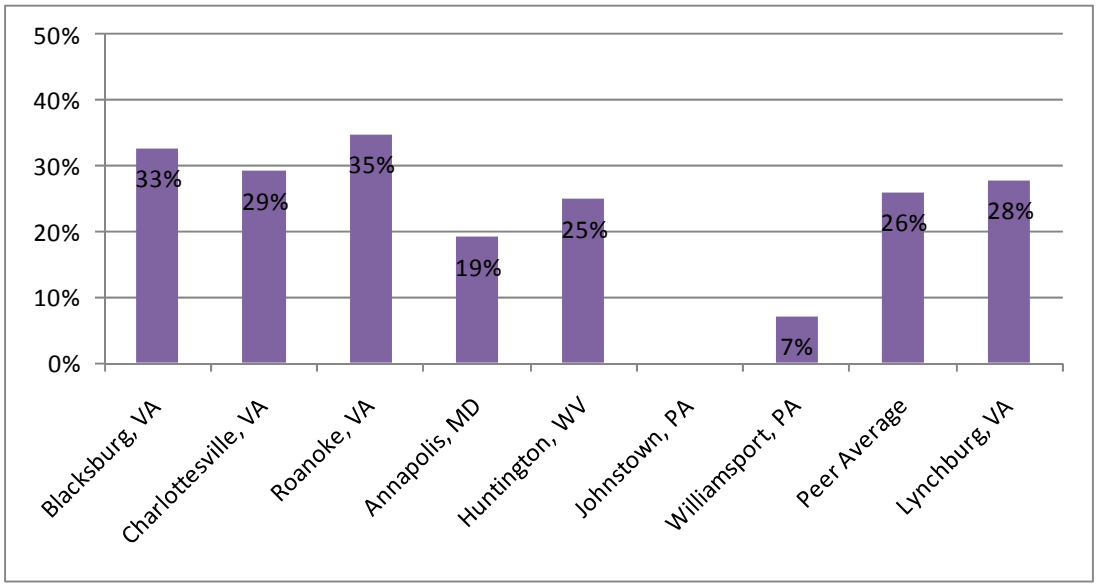
- **Farebox Revenues for O&M:** Typically, transit agencies collect fares for the services they provide. The extent to which fares cover O&M expenses is referred to as the farebox recovery rate. Figure 3-51 shows the peers' farebox recovery rates vary between 10 and 49 percent (for bus and demand response combined). With fare revenues covering 16 percent of operating expenses, Lynchburg's farebox recovery rate was below the peer average of 21 percent.

Figure 3-51: Total O&M Funding from Fares (Farebox Recovery Rate)



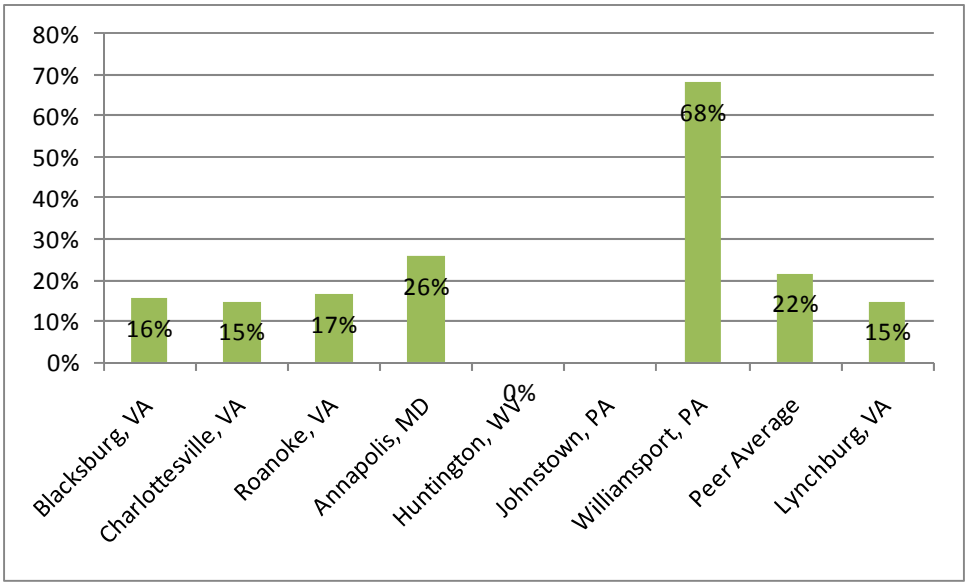
- **Federal Sources for O&M:** As shown in Figure 3-52, reliance on federal operating assistance ranged from seven to 35 percent with an average of 26 percent. At 28 percent, Lynchburg's use of federal funds for O&M was slightly higher than the peer average.

Figure 3-52: Percent of O&M Funding from Federal Sources



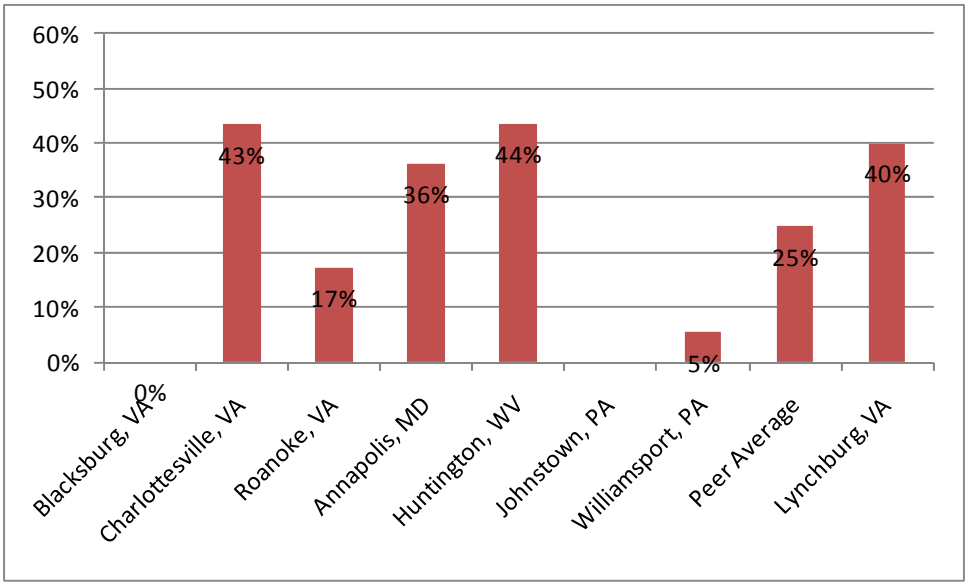
- **State Sources for O&M:** Figure 3-53 shows the greatest variance in state operating assistance was between Huntington, which reported zero funding from the state of West Virginia, and Williamsport, which reported that 68 percent of its operating funds were derived from the state of Pennsylvania. With its 15 percent reliance on state operating funds, Lynchburg was close to all of the Virginia peers and below the peer average of 22 percent state funds.

Figure 3-53: Percent of O&M Funding from State Sources



- **Local Sources for O&M:** Transit agencies often receive local funds, either from various sources (e.g., local sales, property and/or gasoline taxes) that are channeled through the local political jurisdiction(s) or via funds that are specifically designated for transit use. Local funds dedicated to transit may be received directly by the transit agency or collected by the jurisdiction(s) and then contributed to the transit agency in payment for service. As shown in Figure 3-54, peer system reliance on local operating assistance ranged between zero and 44 percent, averaging 25 percent. In Lynchburg, local funding sources covered 40 percent of the transit system's operating budget.

Figure 3-54: Percent of O&M Funding from Local Sources



3.3.5.2 Funding Sources Used for Capital

While funding levels and sources used for O&M remain relatively consistent from year to year, capital expenditure levels and sources can vary significantly, depending on the particular projects underway and the grants available. Thus, the information on capital funding levels and sources described below reflects a snapshot for 2008, the most recent year for which data is available from the NTD. Figure 3-55 illustrates the key revenue sources used by GLTC to fund its capital costs in 2008. As shown in the figure, GLTC relied primarily on federal capital grants, with 80 percent of its capital funds derived from this source. State and local sources each funded 10 percent of the agency's capital budget.

Figure 3-56 compares the total level of capital funding used by Lynchburg and its transit peers for the same year. Figure 3-57 illustrates the relative reliance of each peer on the following sources of capital assistance:

- Federal sources
- State sources
- Local sources

None of the peer systems reported any "other" capital funding assistance.

Figure 3-55: GLTC Capital Funding, by Major Source

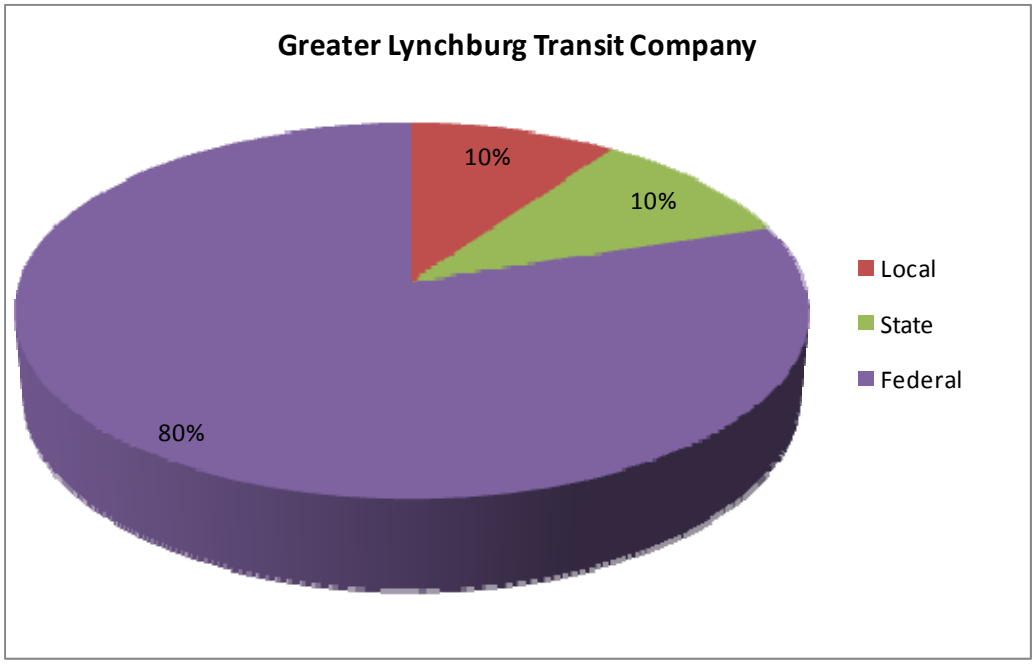


Figure 3-56 shows the peers' 2008 capital budgets ranged between zero (Annapolis) and virtually zero ($612 Huntington) to Lynchburg's nearly $5 million, which was more than eight times the peer average of $577,245.

Figure 3-56: Summary of Funding Used for Capital (2008 dollars)

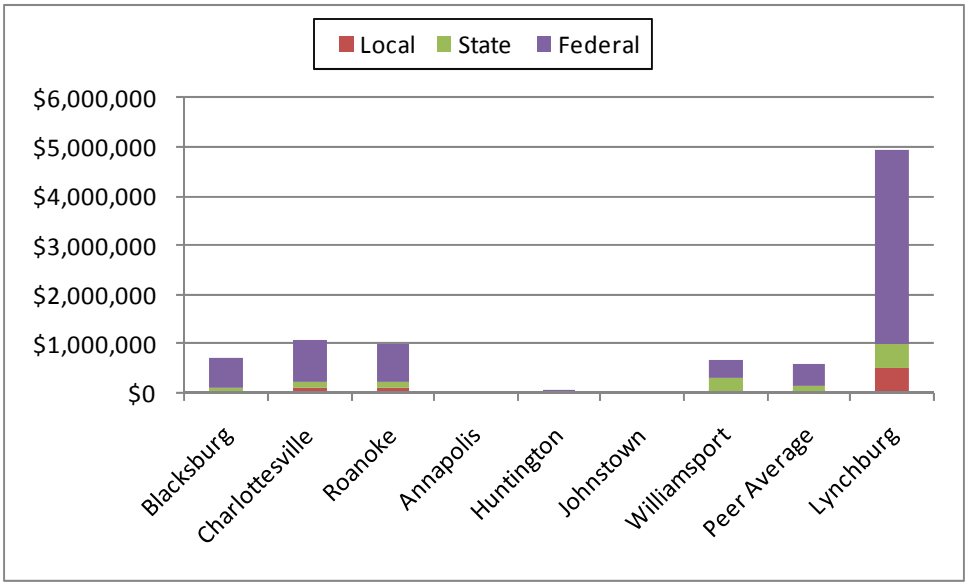
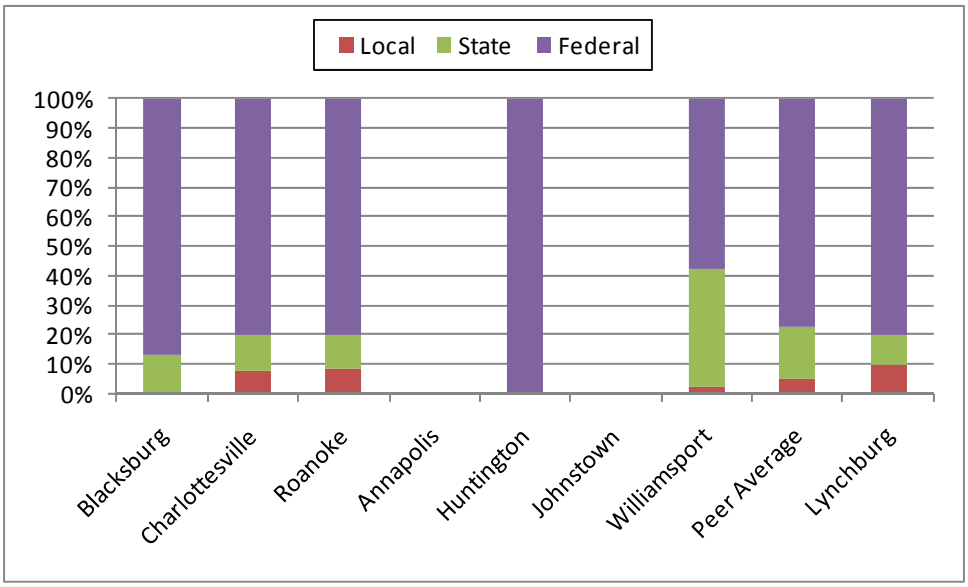


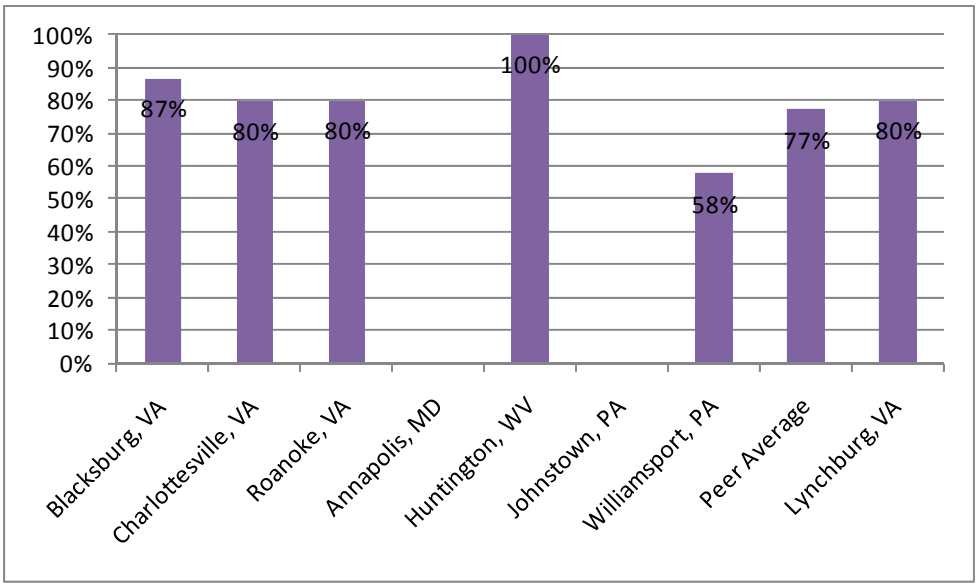
Figure 3-57 demonstrates that all peers reporting capital budgets leaned heavily on federal funds while Lynchburg and four of its peers also collected some capital funds from state and local sources.

Figure 3-57: Summary of Funding Used for Capital (%)



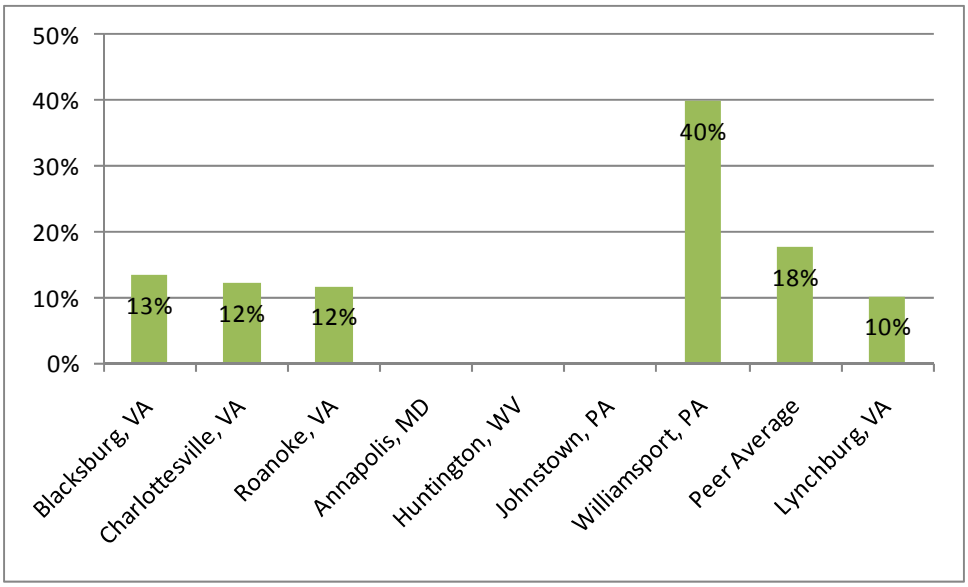
- **Federal Sources for Capital:** Transit agencies can receive capital grants from various federal programs, notably the FTA's formula and discretionary grant programs. As shown in Figure 3-58, the reliance on federal capital sources demonstrated by Lynchburg's peer transit agencies ranged from 58 to 100 percent, with an average of 77 percent. With its 80 percent reliance on federal capital funds, Lynchburg was slightly higher than the peer average.

Figure 3-58: Percent of Capital Funding from Federal Sources



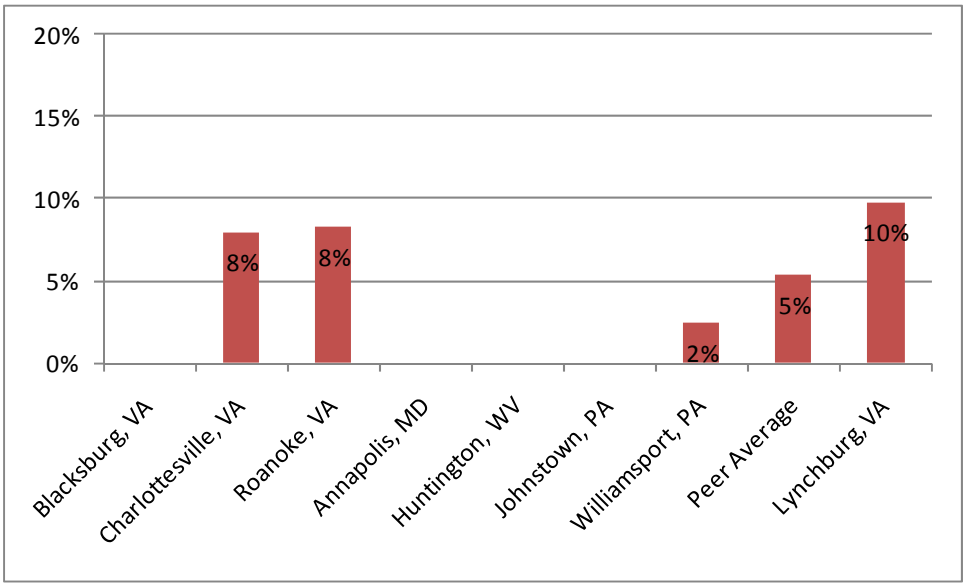
- **State Sources for Capital:** States vary with respect to the existence of special grant programs for transit. Figure 3-59 shows the reliance on state capital funds demonstrated by Lynchburg's peer agencies ranged from zero percent to 40 percent, with an average of 18% state-funded capital expenditures. Lynchburg received state capital funds at the 10 percent level.

Figure 3-59: Percent of Capital Funding from State Sources



- **Local Sources for Capital:** As with O&M, local jurisdictions that receive transit service may provide funds to pay a portion of the transit capital costs not eligible for state or federal grants. As shown in Figure 3-60, reliance on local sources to meet capital expenditures occurred in a narrow range of 0 to Lynchburg's 10 percent. The peer average was five percent.

Figure 3-60: Percent of Capital Funding from Local Sources



3.3.6 Key Findings

This Peer Analysis has compared the Greater Lynchburg Transit Company to seven transit systems with respect to operational and financial characteristics and performance. The FTA's National Transit Database was the primary source of data for the peer systems with the most recently available data (2008) used in the analysis. Supplemental information was obtained from the peer agencies' websites.

The transit systems selected as Lynchburg's peers were:

- Blacksburg Transit, Blacksburg, VA
- Charlottesville Transit Service (CTS), Charlottesville, VA
- Valley Metro, Roanoke, VA
- Annapolis Transit, Annapolis, MD
- The Tri-State Transit Authority (TTA), Huntington, WV
- Cambria County Transit Authority (Cam Tran), Johnstown, PA
- River Valley Transit, Williamsport, PA

In general, Lynchburg's ridership, service and financial characteristics did not differ significantly from the peer systems. Key findings were as follows:

- ***Vehicle Utilization:*** Lynchburg's fleet size and peak utilization was similar to the peer average as were total revenue-hours and revenue-miles per peak vehicle.
- ***Service Supplied:*** Lynchburg operates slightly more total revenue-hours and revenue-miles per capita than the peer average and slightly fewer miles and hours per square mile than the peer average.
- ***Service Productivity:*** Lynchburg's service productivity was better than the peer systems when compared on a revenue-hour, revenue-mile and per capita basis.
- ***Cost Efficiency:*** Lynchburg's cost efficiency characteristics, especially cost per revenue-hour, were similar to the peer systems. Lynchburg was less cost effective on a passenger trip and revenue-mile basis.
- ***Vehicle Maintenance Performance:*** Lynchburg had a higher rate of revenue vehicle failures than the peer average, possible because of a relatively older bus fleet.
- ***Farebox Revenues:*** Lynchburg was about average with regard to farebox recovery for combined fixed-route and demand response service.
- ***Source of O&M Funds:*** Lynchburg had similar characteristics to the peer average with regard to the percent of operations funding that came the various sources, although local assistance was lower and state assistance was higher.
- ***Source of Capital Funds:*** Lynchburg's funding sources for capital projects was also fairly similar to the peer systems on a percentage basis.

To conclude, this analysis has determined that Lynchburg's ridership, service and financial characteristics appear to be within the range of characteristics experienced by its peer systems.

3.4 On-Board Survey Findings

A transit rider survey was completed to identify current ridership patterns and propensity of transit use, and origin and destination data. The methodology, process and results of the survey effort are outlined in the following sections.

3.4.1 Methodology

A survey instrument was developed using format and questions similar to a successful survey efforts in Hampton Roads, Virginia and Lansing, Michigan. Given the high volume of short-distance trips associated with Liberty University's on-campus service yet still wanting to apply a consistent survey across all of GLTC's services, it was important to keep the survey brief while still obtaining a confidence level in origin-destination pairing as well as propensity of transit use. As a result, an 18-question survey was created (see Figure 3-61). The survey instrument was reviewed by GLTC and CVMPO staffs and accepted for use. Prior to distribution, all surveys were inventoried and printed with a unique serial number. This allowed for performance levels to be tracked at the route-level as well as by surveyor.

Approximately 50% of GLTC's daily trips were scheduled for sampling. For most routes this meant that every other trip was surveyed. However, due to the logistics involved with alternating surveyor personnel between one or more routes, some routes were over-sampled. Keeping this in mind, the route-level survey results have been weighted to reflect the proportion of responses to the number of riders on an average weekday. (See Table 3-12).

Table 3-12

Average Weekday Ridership and Sampling Size

Route	Mo Riders	Dly Riders	Samples	Weight
1A/B	14,717	640	47	13.61425
2	8,975	390	11	35.47431
3C	9,444	411	11	37.32806
3D	7,224	314	41	7.66066
4E	12,777	556	29	19.15592
4F	7,652	333	83	4.00838
5G/H	1,570	68	34	2.00767
6	4,004	174	31	5.61571
7	5,582	243	7	34.67081
8	5,760	250	17	14.73146
9	1,931	84	4	20.98913
10	3,665	159	5	31.86957
11	4,241	184	20	9.21957
L14	167	42	2	20.87500
L15	1,589	79	43	1.84767
L1	121,983	6,099	230	26.51804
L2	52,878	2,644	217	12.18387
L3	23,035	1,152	93	12.38441
LX1	67,499	3,375	105	32.14238
		17,197	**1,030**	

Figure 3-61
Onboard Survey Form

STAFF USE ONLY
Route #: Time: am/pm

The Greater Lynchburg Transit Company (GLTC) is conducting a survey to determine typical travel patterns of its riders. This data will be used to determine ridership potential for future transit projects throughout GLTC's service area. Your participation is vital. Please take a few moments to answer the questions listed below based on the trip in which you received this survey. Thank you.

EXAMPLE OF A ONE-WAY TRIP:

1. **How long did you have to wait at the bus stop before boarding the bus?** _____ Minutes

2. **Where did you come from? (Check one)**
   □ Work □ Medical or Dental appt.
   □ Home/Dorm □ Social Service Agency
   □ School (K-12) □ College/University
   □ Shopping □ Social or Recreational
   □ Other_____

3. **What is the specific address or location of the place you CAME FROM:**
   Address: _____ **OR**
   Cross Streets: _____ &
   _____
   City: _____ Zip, if known: _____
   What is the name of the PLACE or BUILDING you came from?
   example: RIVER RIDGE MALL _____

4. **How did you GET FROM the place listed above to the FIRST bus you used for this trip?**
   □ Walked _____# Blocks □ Drove car and parked
   □ Dropped-off by someone □ Bicycled

5. **What was the FIRST bus you used for this trip?**
   □ This is my first bus on this trip – Route #_____
   □ I transferred from Route #_____

6. **Where did you GET ON THE BUS YOU ARE RIDING NOW? Location of the bus stop:**
   Name the cross street of the nearest corner, bus stop OR name of the transit center or park & ride
   Cross Streets: _____ & _____ **OR**
   Location of Bus Stop,
   Transit Center or Park & Ride: _____

7. **Where will you GET OFF THE BUS YOU ARE RIDING NOW? Location of the bus stop:**
   Name the cross street of the nearest corner, bus stop OR name of the transit center or park & ride
   Cross Streets: _____ & _____ **OR**
   Location of Bus Stop,
   Transit Center or Park & Ride: _____

8. **Will you transfer to ANOTHER bus on THIS trip to where you are going NOW?**
   □ No, I will not transfer to another bus
   □ Yes, I will transfer to Route # _____

9. **Where are you GOING TO NOW?**
   □ Work □ Medical or Dental appt.
   □ Home/Dorm □ Social Service Agency
   □ School (K-12) □ College/University
   □ Shopping □ Social or Recreational
   □ Other_____

10. **What is the specific address or location of the place where you are GOING TO NOW:**
    Address: _____ **OR**
    Cross Streets: _____ &
    _____
    City: _____ Zip, if known: _____
    What is the name of the PLACE or BUILDING you are going to?
    example: RIVER RIDGE MALL _____

11. **How will you GET TO the place where you are going to NOW from the LAST bus you will ride on THIS TRIP?**
    □ Walk _____# Blocks □ Drive car
    □ Get picked-up by someone □ Bicycle

12. **Are you a college/university student living away from home?** □ Yes □ No

13. **How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)**
    □ 0 □ 1 □ 2 □ 3 □ 4 or more

14. **Do you have a valid driver's license?** □ Yes □ No

15. **What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)**
    □ $0 - $15,000 □ $45,001 - $60,000
    □ $15,001 - $30,000 □ $60,001 - $75,000
    □ $30,001 - $45,000 □ over $75,000

16. **How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)** □ 1 □ 2 □ 3 □ 4 or more

17. **Within the past week, has your trip included a transfer at The Plaza?** □ Yes □ No

18. **If a trip included a transfer at The Plaza, what did you do during the wait time between buses?**
    □ There was no wait time. I boarded my next bus.
    □ Waited at the bus stop/shelter area
    □ Walked to the library
    □ Walked to the bank
    □ Walked to nearby shopping (grocery, dollar store, etc.)
    □ Walked to nearby food outlets (McDonald's, etc.)

3.4.2 Process

Before implementing the survey, several steps were taken to ensure maximum results from the survey effort. A local temporary employment agency was contracted to provide the prescribed number of daily surveyors. All prospective surveyors were required to be fluent in English and have good interpersonal skills. Six surveyors were provided with an hour-long training and orientation session prior to the actual survey's implementation. The training included an overview of the survey and its purpose as well as the daily expectations of each surveyor.

The actual survey was scheduled to be completed over a consecutive four-day period (Tuesday, February 2nd – Friday, February 5th. These days were chosen as they represent more typical ridership patterns and would ensure polling of routes and trips that only operate on Friday evenings. However, this schedule was forced to be modified due to severe winter weather during the latter part of the week. As a result, the onboard survey was conducted as follows:

- Tuesday A.M. , Feb. 2 – Liberty Univ. Routes
- Wednesday A.M., Feb. 3 – City Routes
- Thursday P.M., Mar. 4 – City Routes
- Friday P.M., Mar. 5 – Liberty Univ. Routes

With the survey implementation done, all completed and partially-completed surveys were forwarded for data entry processing. 1,030 usable surveys were completed. The records were geo-coded using Batch Geo-code and translated into decimal format. 86 records were unable to be geo-coded due to invalid or incomplete address information. However, the remaining responses to those non-geo-codable surveys were included in the survey results tabulated later in this report. An electronic version of the geo-code data as well as the survey database is available.

3.4.3 Systemwide, City-Level and Liberty University-Level Survey Results

The results of each survey question were reported on a systemwide level with results from City routes and Liberty University routes also subtotaled. The following pages reflect the expanded results of each question in both tabular and graphic formats. Individual route-level responses were also tabulated and are included in Appendix C of this TDP.

1. How long did you wait at the bus stop before getting on the bus?

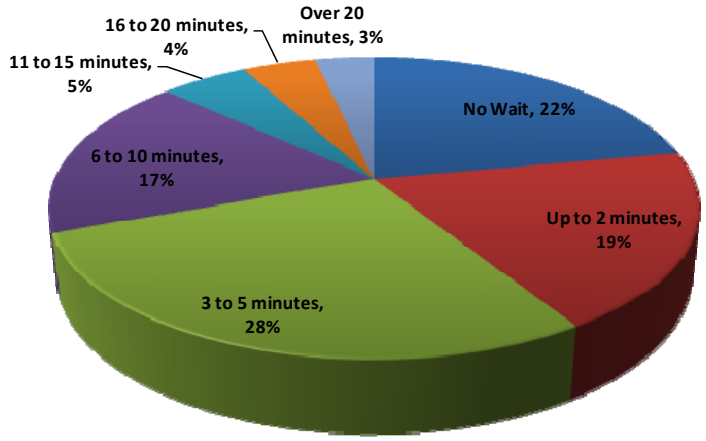
More than half (69%) of the systemwide respondents reported waits of five minutes or less. Only 7% reported waits greater than 15 minutes. There was a 95% response rate for this question.

Only 39% of the City Routes respondents reported waits of five minutes or less. 22% reported waits greater than 15 minutes. A large number of the respondents (28%) waited between 6-10 minutes. There was an 86% response rate for this question.

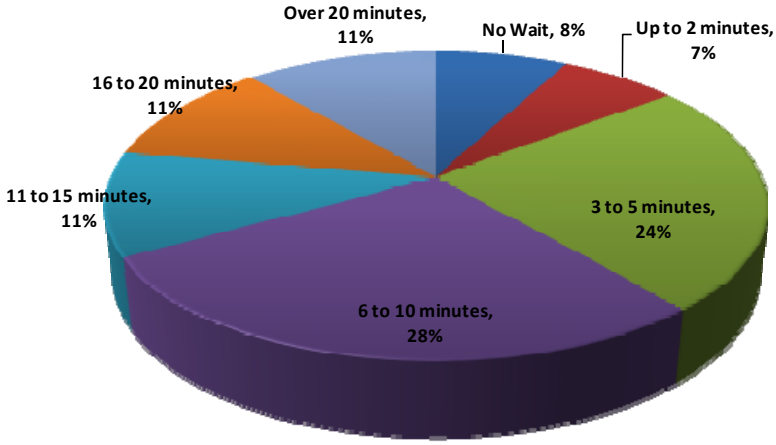
More than half (78%) of the Liberty Route respondents reported waits of five minutes or less. Only 5% reported waits greater than 15 minutes. This question achieved a 98% response rate.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	255	8%	3,357	26%
Up to 2 minutes	3,093	19%	227	7%	2,866	22%
3 to 5 minutes	4,658	28%	790	24%	3,868	30%
6 to 10 minutes	2,842	17%	927	28%	1,914	15%
11 to 15 minutes	852	5%	353	11%	498	4%
16 to 20 minutes	719	4%	365	11%	354	3%
Over 20 minutes	572	3%	370	11%	201	2%
Total	16,347	100%	3,288	100%	13,059	100%

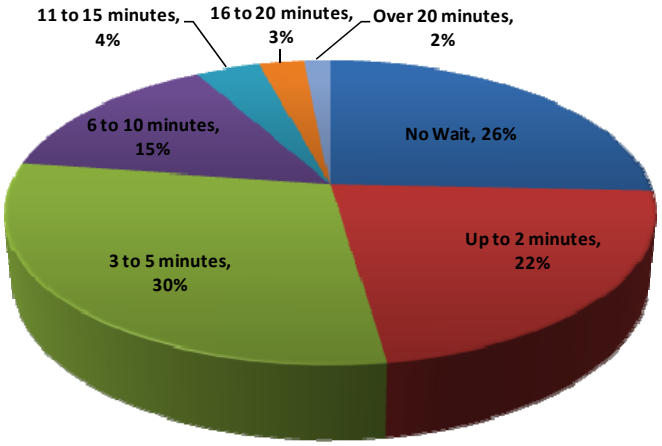
Systemwide
Q1. How long did you wait before getting on the bus?



City Routes
Q1. How long did you wait before getting on the bus?



Liberty Routes
Q1. How long did you wait before getting on the bus?



2. Where did you come from?

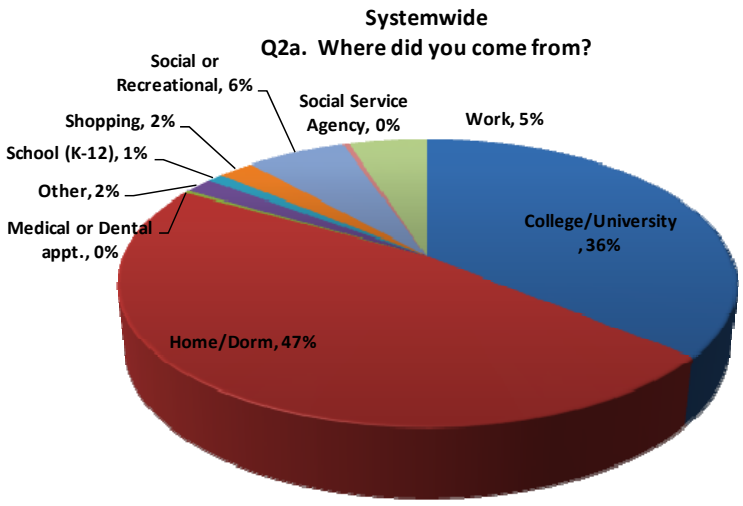
- **a) College/University**
- **b) Home/Dorm**
- **c) Medical or Dental Appointment**
- **d) Other**
- **e) School (K-12)**
- **f) Shopping**
- **g) Social or Recreational**
- **h) Social Service Agency**
- **i) Work**

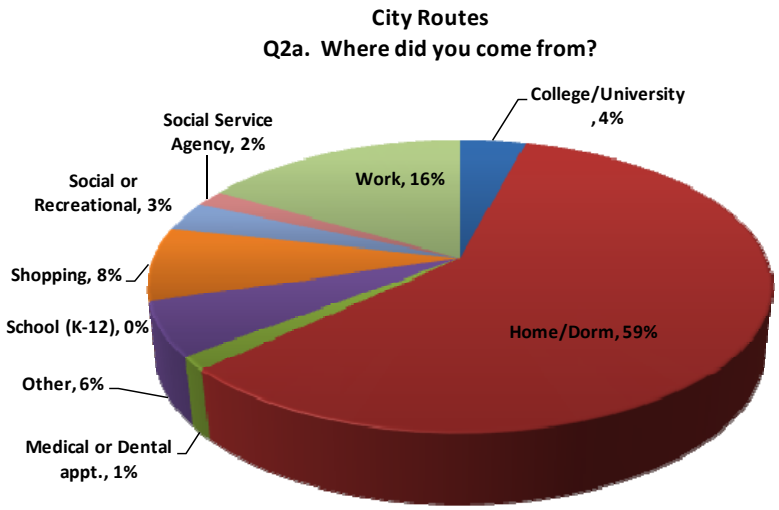
83% of the systemwide respondents were coming from either their residence or place of higher education. This demonstrates the strong influence Liberty University (LU) students have on GLTC ridership. Only 5% responded that they were coming from work.

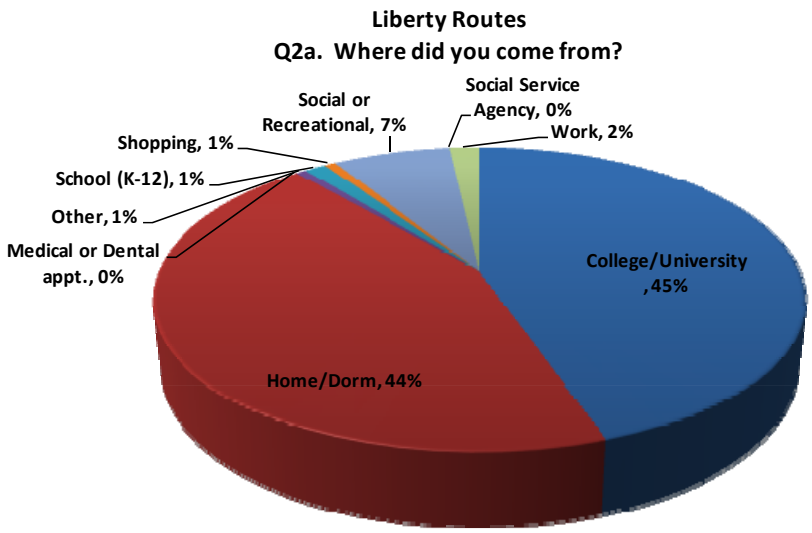
63% of the City Route respondents were coming from either their residence or place of higher education. Of the 63%, 59% were coming from their home/dorm and only 4% were coming from College/University. This demonstrates that the City Routes do not carry as many LU students. 16% of the respondents stated that they were coming from work. This was the highest percentage among the results.

89% of the Liberty Route respondents were coming from either their residence or place of higher education. This demonstrates the strong influence Liberty University (LU) students have on GLTC ridership. Only 2% responded that they were coming from work.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	144	4%	5,726	45%
Home/Dorm	7,709	47%	2,061	59%	5,648	44%
Medical or Dental appt.	52	0%	52	1%	-	0%
Other	283	2%	206	6%	77	1%
School (K-12)	163	1%	-	0%	163	1%
Shopping	367	2%	282	8%	85	1%
Social or Recreational	1,009	6%	113	3%	896	7%
Social Service Agency	64	0%	64	2%	-	0%
Work	796	5%	574	16%	222	2%
Total	**16,312**	**100%**	**3,495**	**100%**	**12,817**	**100%**

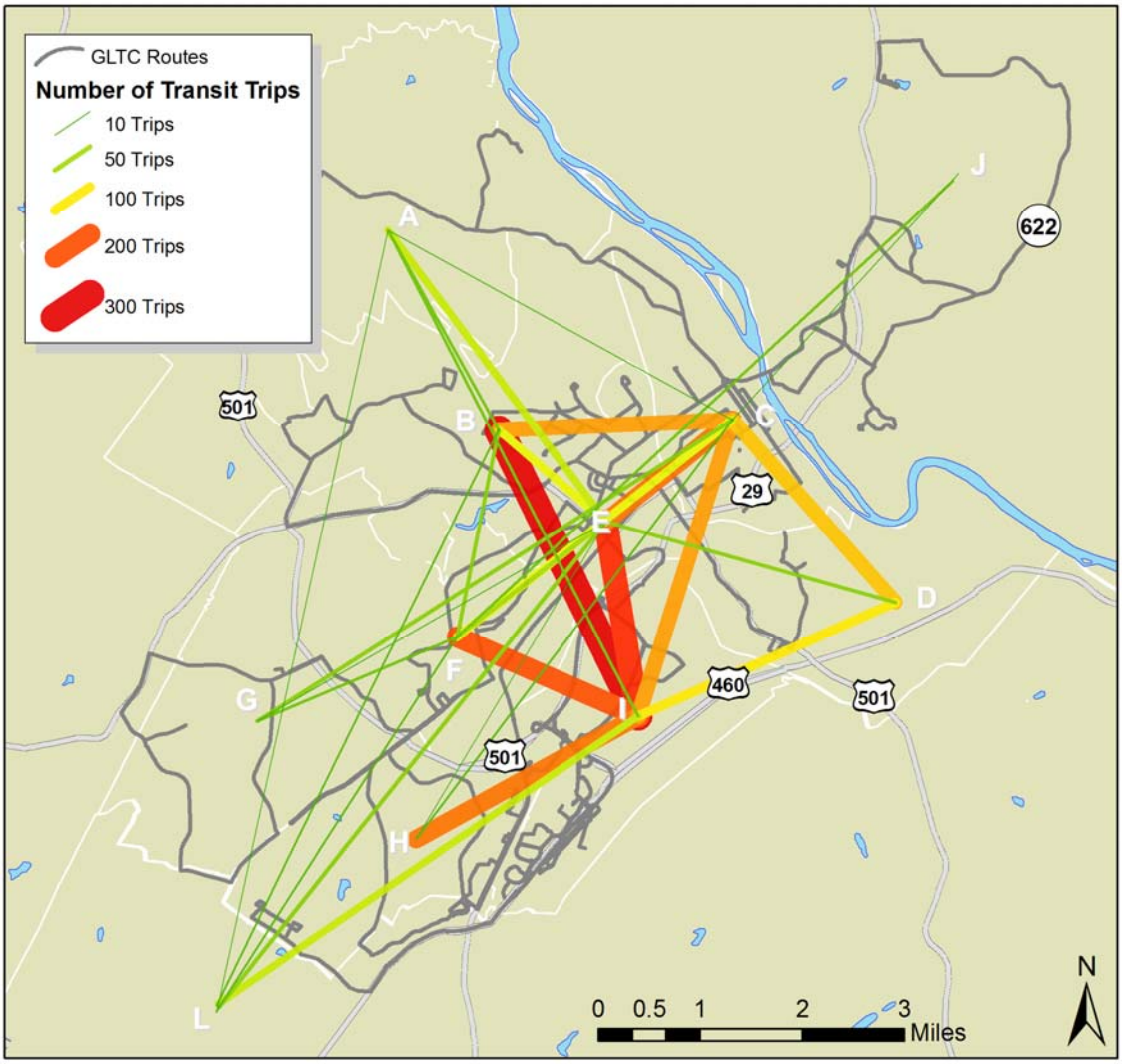

Systemwide
Q2a. Where did you come from?
Social or Recreational, 6%
Social Service Agency, 0%
Work, 5%
Shopping, 2%
School (K-12), 1%
Other, 2%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 47%


City Routes
Q2a. Where did you come from?
College/University, 4%
Social Service Agency, 2%
Work, 16%
Social or Recreational, 3%
Shopping, 8%
School (K-12), 0%
Other, 6%
Medical or Dental appt., 1%
Home/Dorm, 59%


Liberty Routes
Q2a. Where did you come from?
Social or Recreational, 7%
Social Service Agency, 0%
Work, 2%
Shopping, 1%
School (K-12), 1%
Other, 1%
Medical or Dental appt., 0%
College/University, 45%
Home/Dorm, 44%

3. What is the address or location of the place you came from?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and mapped based on Transportation Analysis Zones that have been clustered into superdistricts. The figure and table below depicts the origin-destination responses for trips that traveled outside of an individual superdistrict. Raw geo-coded data will also be included in the electronic version of the database.



TO: / FROM:	A North	B NCent	C Dtown	D East	E Cent	F SWCent	G SW	H Wd-Tim	I LU-May	J AmhCo	K BedCo	L CamCo	TOTAL
A North	37	8	16	0	0	0	0	0	39	2	0	15	**117**
B North Central	37	33	115	0	72	15	0	0	192	2	0	27	**493**
C Downtown	8	49	188	43	114	38	41	21	107	8	0	4	**621**
D East	0	0	103	131	19	4	0	0	43	2	0	0	**302**
E Central	78	15	79	35	114	16	19	6	184	4	0	35	**585**
F Southwest Central	0	37	51	0	41	8	35	0	100	0	0	15	**287**
G Southwest	0	8	8	0	0	0	0	0	4	0	0	0	**20**
H Wards-Timberlake	0	6	0	0	19	0	0	2	120	0	0	6	**153**
I Liberty-Mayflower	0	98	55	56	56	106	0	61	12,878	4	0	32	**13,346**
J Amherst County	0	2	18	4	6	32	6	0	2	6	0	0	**76**
K Bedford County	0	0	0	0	0	0	0	0	0	0	0	0	**0**
L Campbell County	8	0	8	0	10	12	0	0	45	0	0	0	**83**
TOTAL	**168**	**256**	**641**	**269**	**451**	**231**	**101**	**90**	**13,714**	**28**	**0**	**134**	**16,083**

4. How did you get from the place listed above to the first bus used for this trip?

a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

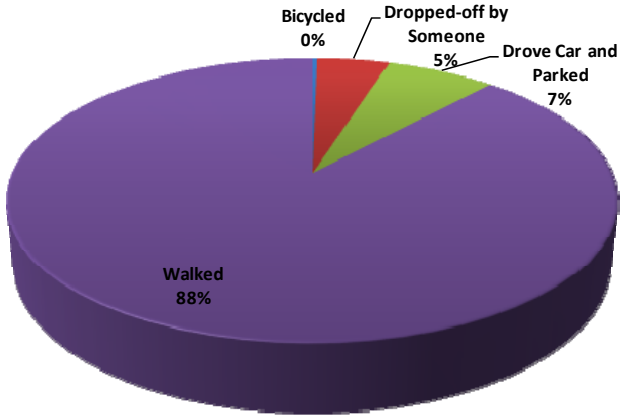
The overwhelming majority of GLTC's systemwide riders walk to catch their bus (88%). Given the accessibility and availability of parking, a significant number of GLTC's passengers either drive a car and park (7%) or are dropped off by someone (5%).

The overwhelming majority of GLTC's City Route riders walk to catch their bus (90%) as well. A significant number of GLTC's passengers are dropped off by someone (9%). Also, 1% of riders bicycle to the bus stop.

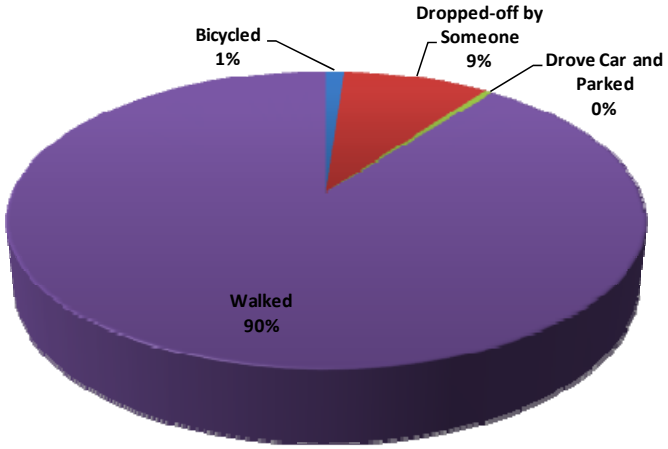
The overwhelming majority of GLTC's Liberty Route riders walk to catch their bus (88%). Given the accessibility and availability of parking at LU, a significant number of GLTC's passengers either drive a car and park (9%) or are dropped off by someone (4%).

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	35	1%	12	0%
Dropped-off by Someone	727	5%	285	9%	442	4%
Drove Car and Parked	1,083	7%	16	0%	1,067	9%
Walked	13,872	88%	2,887	90%	10,985	88%
Total	**15,729**	**100%**	**3,223**	**100%**	**12,506**	**100%**

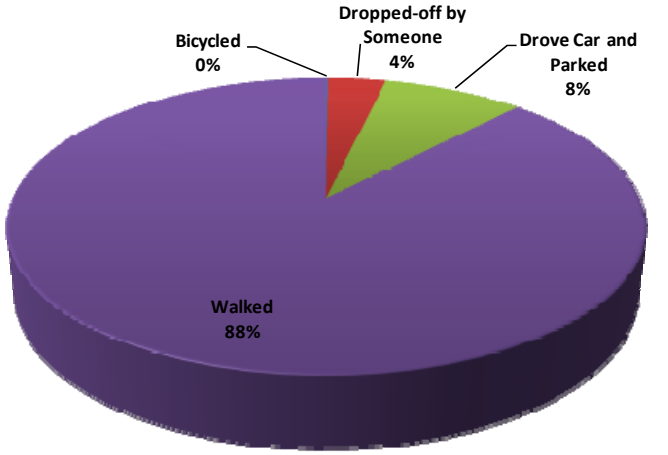
Systemwide
Q4a. How did you get to this bus?



City Routes
Q4a. How did you get to this bus?



Liberty Routes
Q4a. How did you get to this bus?



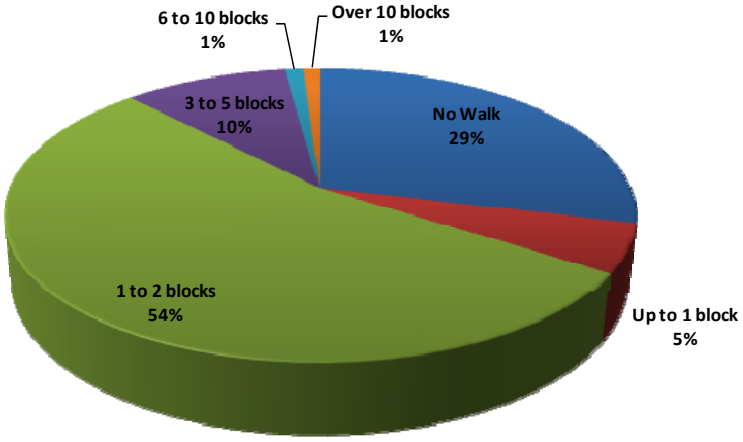
Of those systemwide riders who walked to board a bus, more than half (54%) walked one to two blocks to reach the bus stop. 34% walked one block or less. It should be noted that many of the respondents (47%) failed to provide specific walk distances when answering this series of questions.

Of those City Route riders who walked to board a bus, more than half (65%) walked one block or less to reach the bus stop. Another 34% walked between one and five blocks. It should be noted that many of the respondents (40%) failed to provide specific walk distances when answering this series of questions.

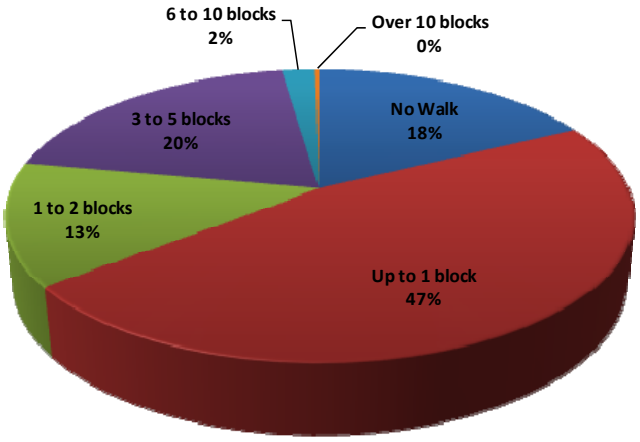
Of those Liberty Route riders who walked to board a bus, more than half (79%) walked one block or less to reach the bus stop. It should be noted that many of the respondents (49%) failed to provide specific walk distances when answering this series of questions.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	307	18%	1,801	32%
Up to 1 block	391	5%	816	47%	2,615	47%
1 to 2 blocks	3,940	54%	235	14%	652	12%
3 to 5 blocks	734	10%	344	20%	402	7%
6 to 10 blocks	87	1%	36	2%	51	1%
Over 10 blocks	71	1%	4	0%	67	1%
Total	7,330	100%	1,742	100%	5,588	100%

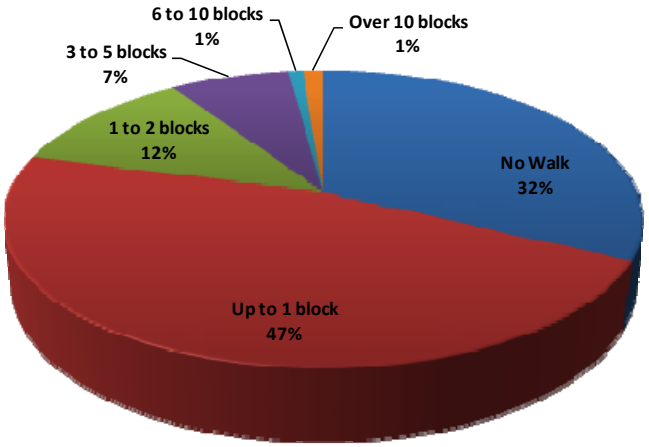
Systemwide
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



Liberty Routes
Q4b. If walked, how many blocks?



5. Was this the first bus you used for this trip?

a) No, I transferred from Route # ____

b) Yes, this is the first bus I used for this trip – Route # ____

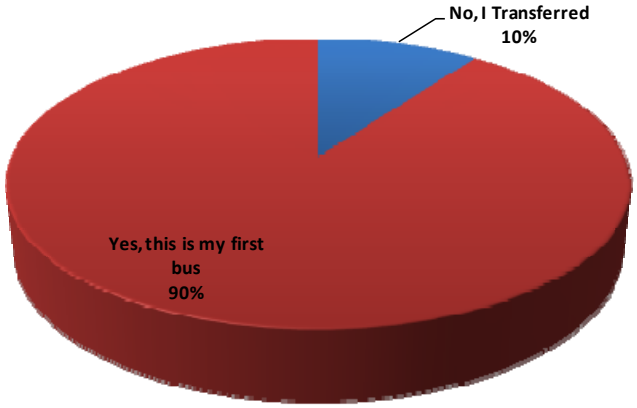
The majority of GLTC's systemwide passengers (90%) indicated that they were able to complete their trip using one bus. Most transfers came from Route 2 (12%) followed by Route 3C (9%), Route 3D (9%) and Route LX1 (9%).

The majority of GLTC's City Route passengers (69%) indicated that they transferred from another route. Most transfers came from Route 2 (16%) followed by Route 3C (13%) and Route 3D (13%).

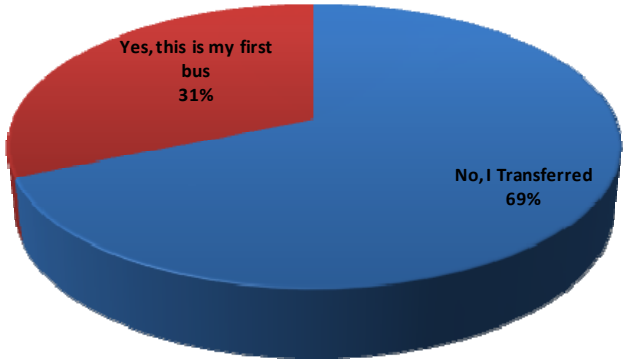
The majority of GLTC's Liberty Route passengers (98%) indicated that they transferred from another route. Most transfers came from Route LX1 (29%) followed by Route L2 (22%) and Route L3 (22%).

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	2,241	69%	11,584	98%
Yes, this is my first bus	12,947	90%	1,026	31%	277	2%
Total	14,388	100%	3,267	100%	11,861	100%

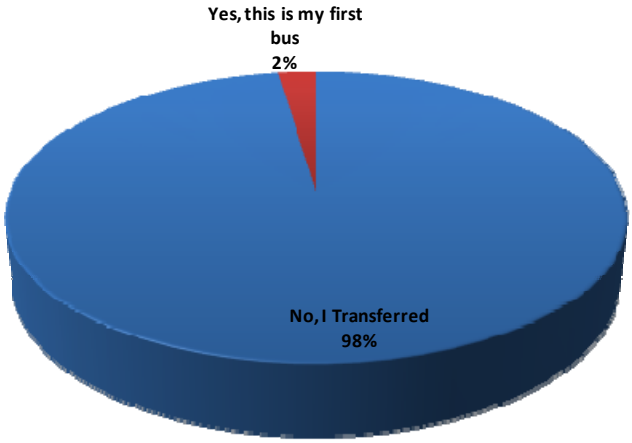
Systemwide
Q5a. Is this the first bus on your trip?



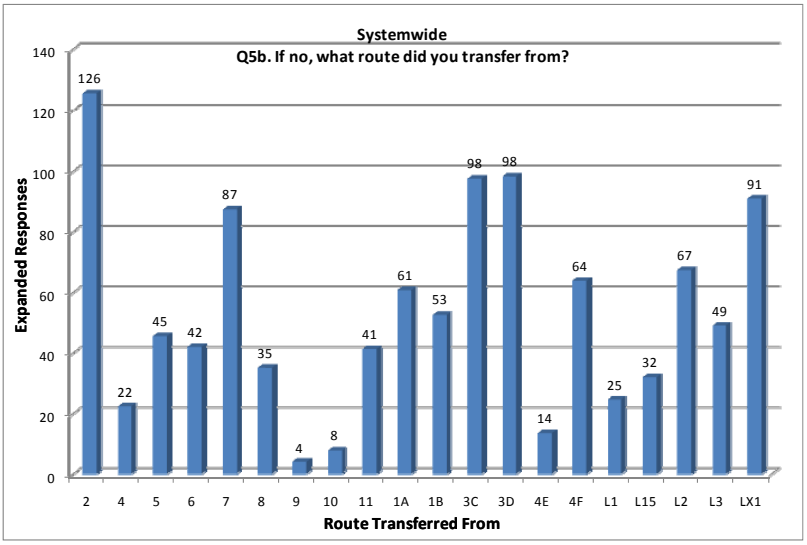
City Routes
Q5a. Is this the first bus on your trip?

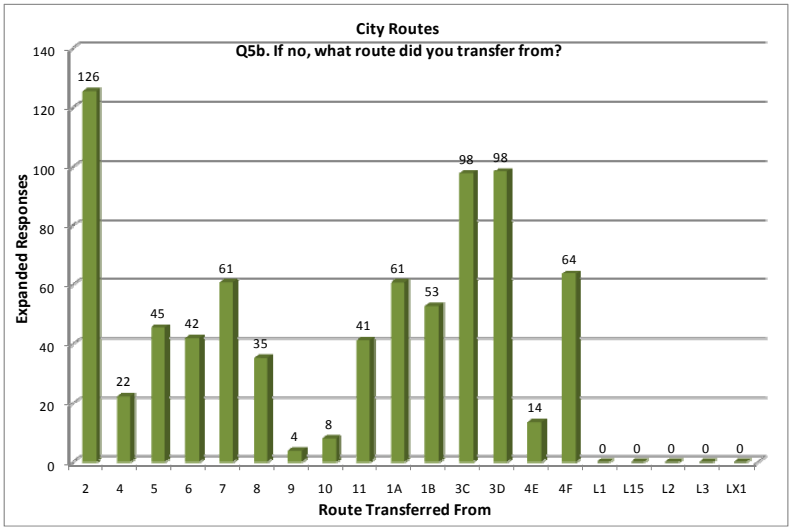


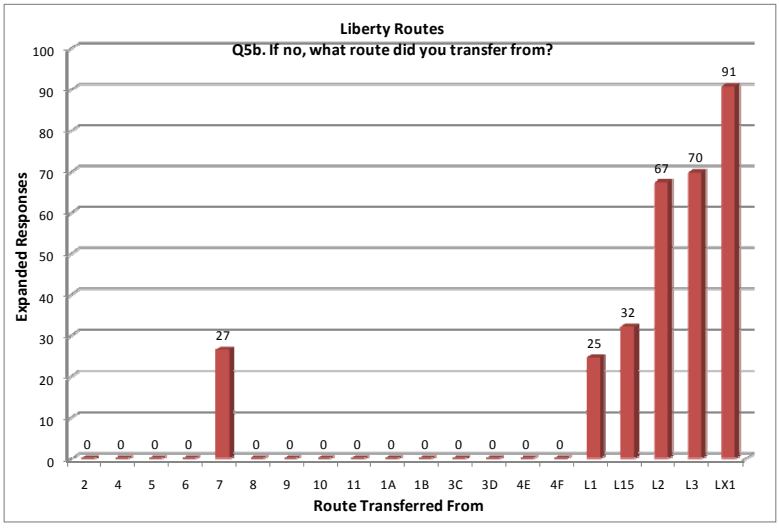
Liberty Routes
Q5a. Is this the first bus on your trip?



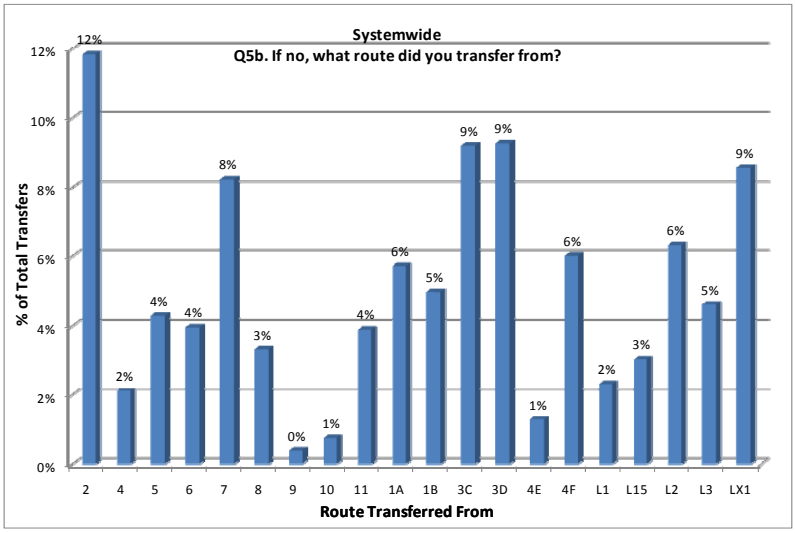
Originating Route Transferred From

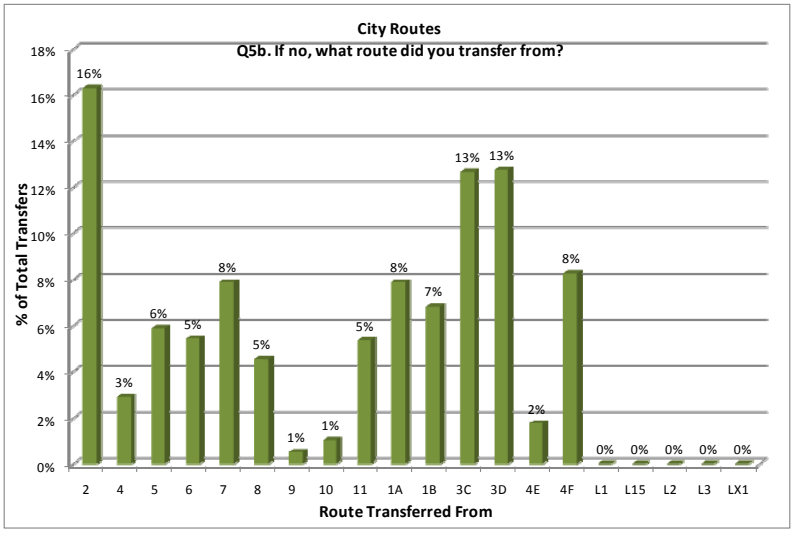


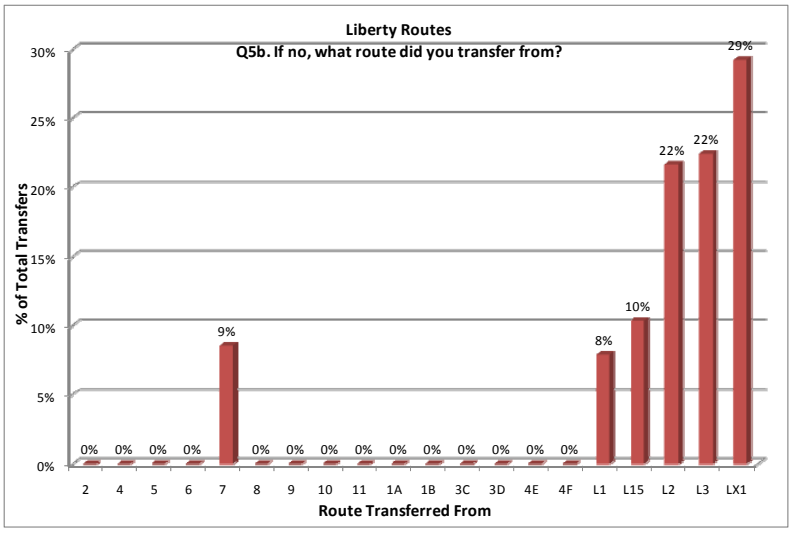




Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

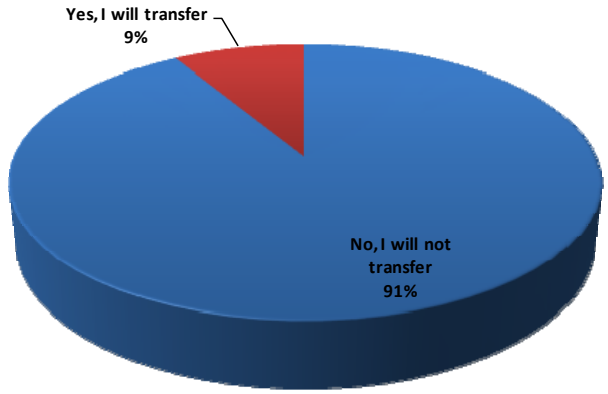
Most systemwide riders (91%) indicated that they would not need to transfer after alighting their bus. Systemwide, Route 4F received the most transfers (16%) followed by Route 4E (11%), Route 3C (9%) and Route 3D (9%).

Most City Route riders (69%) indicated that they would not need to transfer after alighting their bus. Systemwide, Route 4F received the most transfers (16%) followed by Route 4E (11%), Route 3C (11%) and Route 3D (11%).

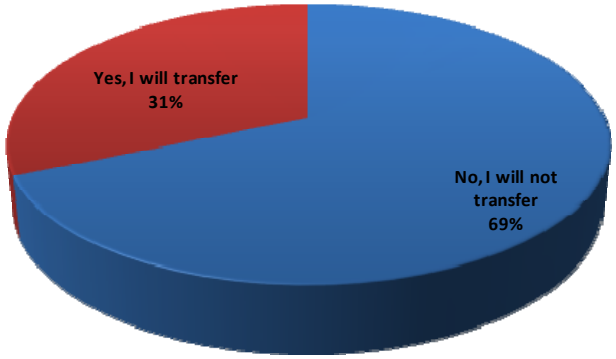
Most Liberty Route riders (98%) indicated that they would not need to transfer after alighting their bus. Systemwide, Route L1 received the most transfers (27%) followed by Route LX1 (21%), Route 4F (16%) and Route 4E (14%).

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	2,241	69%	11,584	98%
Yes, I will transfer	1,303	9%	1,026	31%	277	2%
Total	15,128	100%	3,267	100%	11,861	100%

Systemwide
Q8a. Are you transferring to another bus?

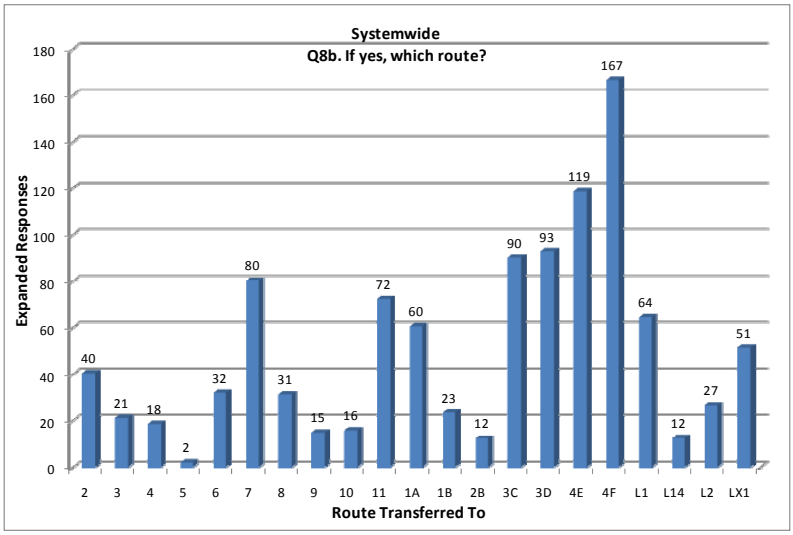


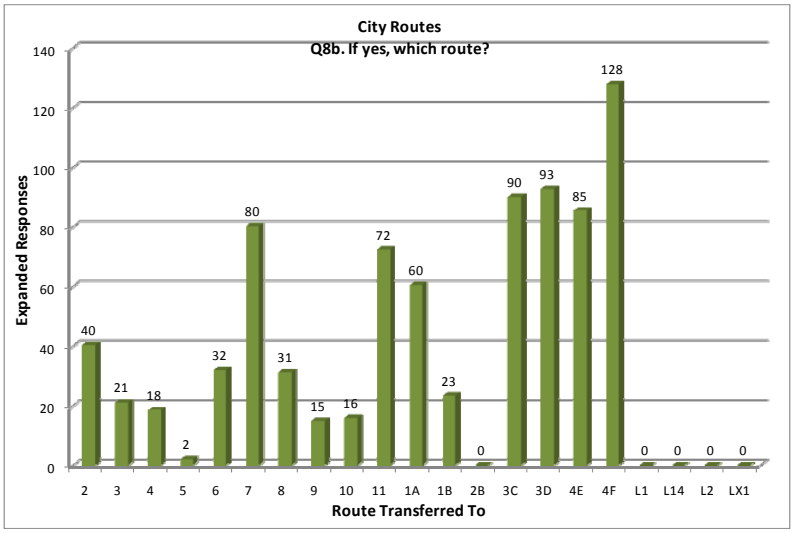
City Routes
Q8a. Are you transferring to another bus?

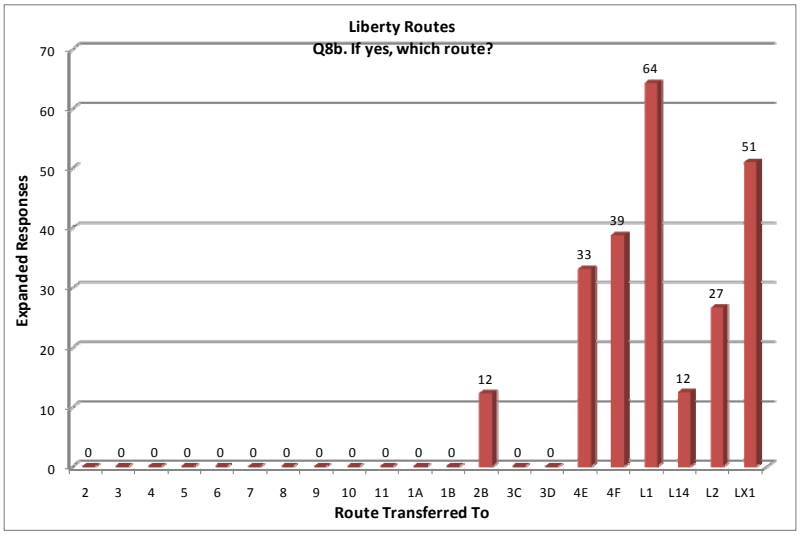


Liberty Routes
Q8a. Are you transferring to another bus?

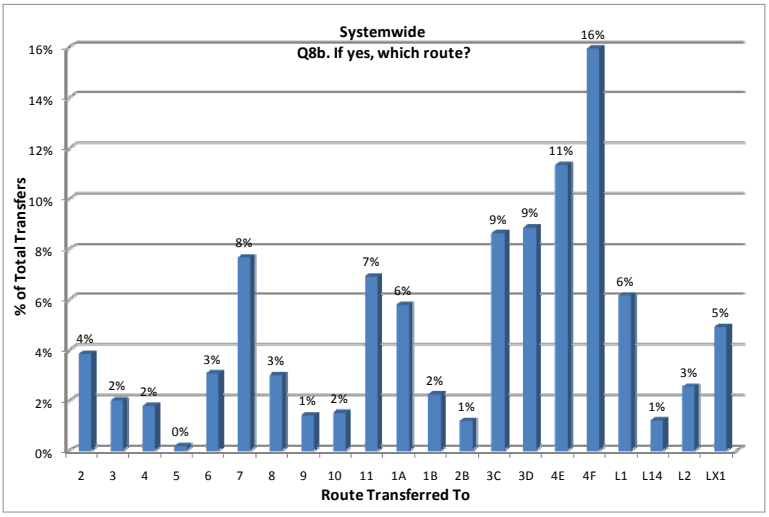
Route Transferred To

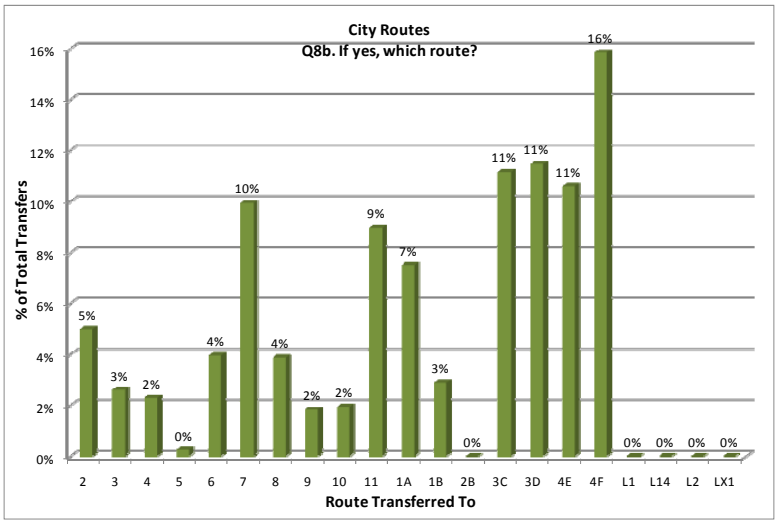


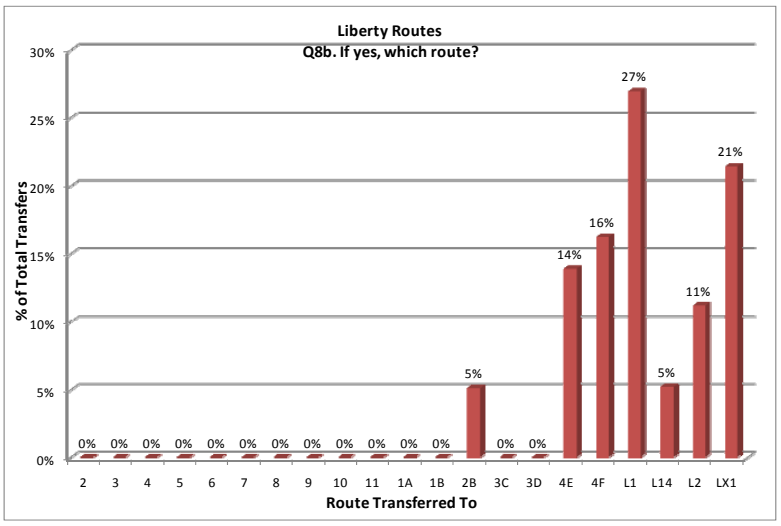




Route Transferred To as a Percentage of Total Transfers







9. Where are you going now?

a. College/University
b. Home/Dorm
c. Medical or Dental Appointment
d. Other
e. School (K-12)
f. Shopping
g. Social or Recreational
h. Social Service Agency
i. Work

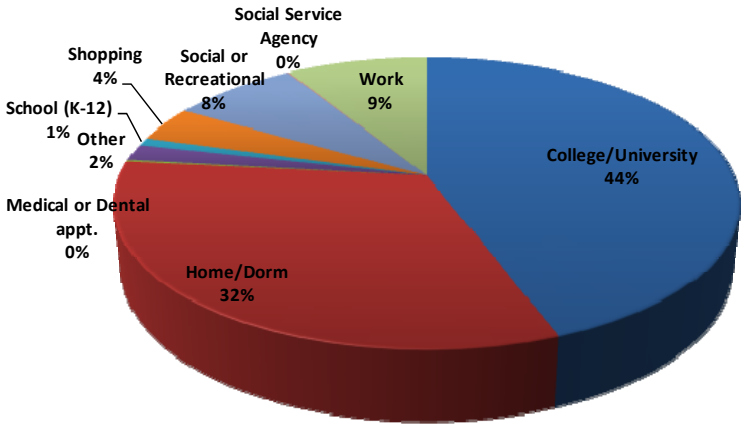
Of the systemwide respondents who answered this question, 76% were going to either their residence or place of higher education. Work trips and Social or Recreational trips were also strongly represented with 9% and 8% respectively of all responses.

Of the City Route respondents who answered this question, 43% were going to either their residence or place of higher education. Work trips were also strongly represented with 29% of all responses. Shopping also represented 16% of the responses.

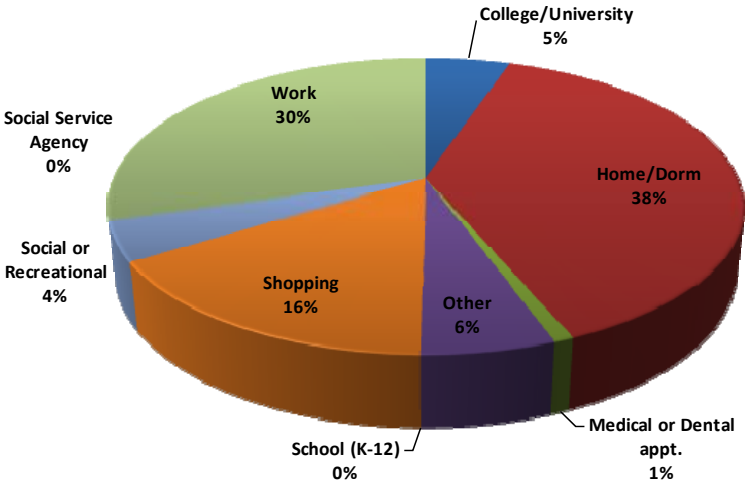
Of the Liberty Route respondents who answered this question, 86% were going to either their residence or place of higher education. Social or Recreational trips were also strongly represented with 9% of all responses.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	175	5%	6,765	55%
Home/Dorm	5,089	32%	1,296	38%	3,751	31%
Medical or Dental appt.	29	0%	29	1%	-	0%
Other	286	2%	194	6%	92	1%
School (K-12)	138	1%	-	0%	138	1%
Shopping	614	4%	541	16%	74	1%
Social or Recreational	1,223	8%	144	4%	1,079	9%
Social Service Agency	12	0%	-	0%	12	0%
Work	1,366	9%	995	29%	370	3%
Total	**15,696**	**100%**	**3,374**	**100%**	**12,280**	**100%**

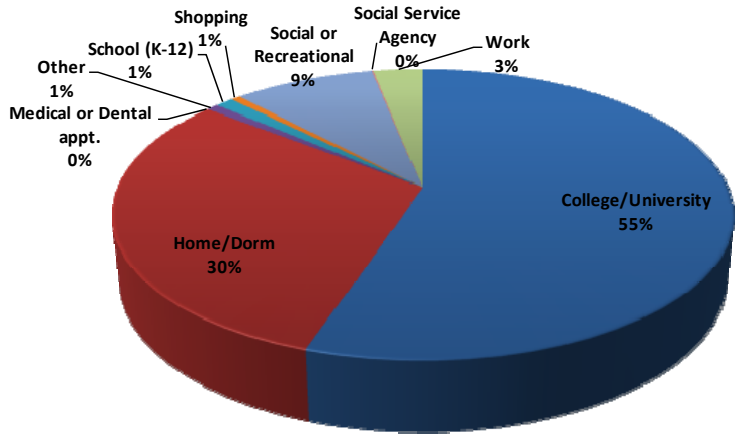
Systemwide
Q9a. Where are you going now?



City Routes
Q9a. Where are you going now?

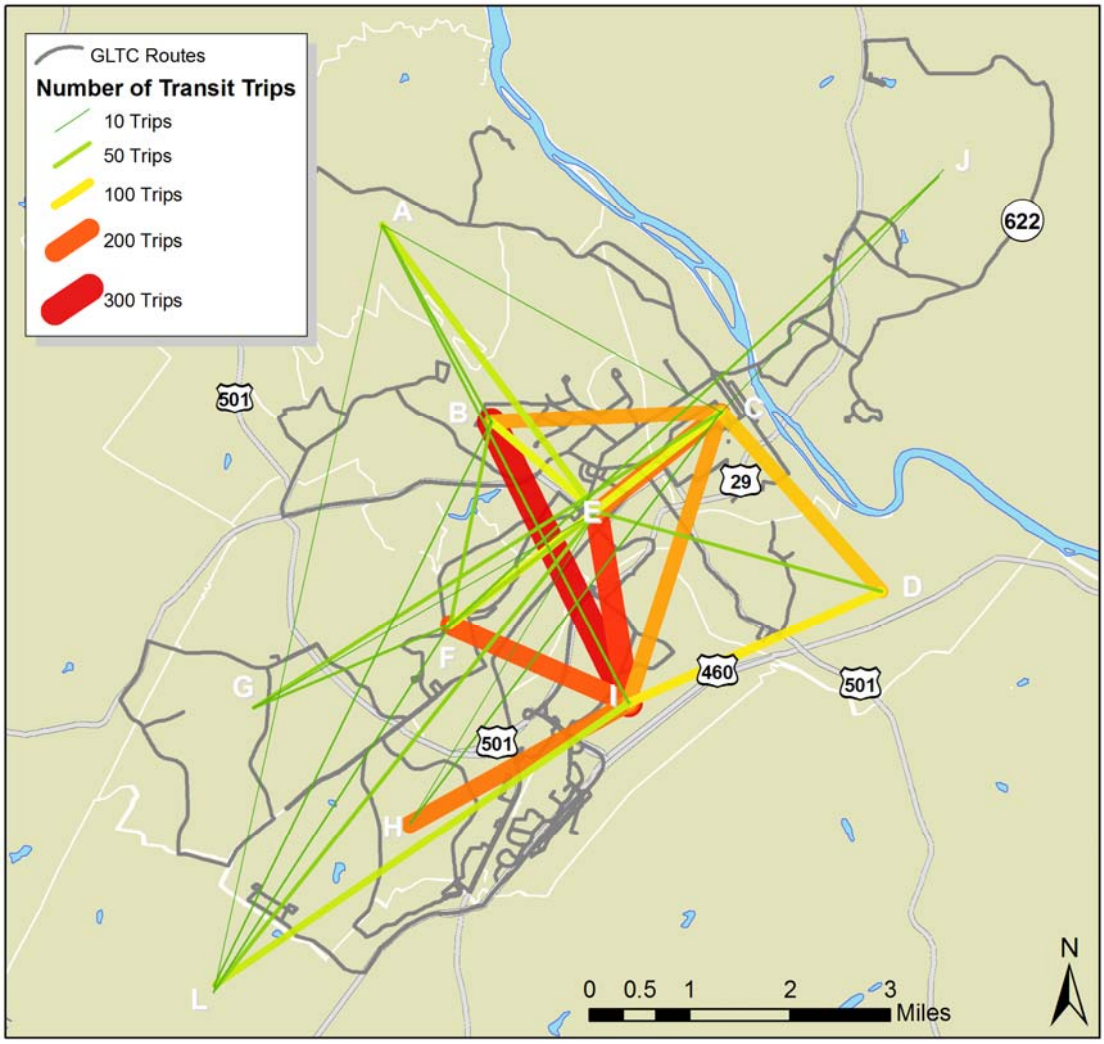


Liberty Routes
Q9a. Where are you going now?



10. What is the address or location of the place where you are going now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and mapped based on Transportation Analysis Zones that have been clustered into superdistricts. The figure and table below depicts the origin-destination responses for trips that traveled outside of an individual superdistrict. Raw geo-coded data will also be included in the electronic version of the database.



TO: / FROM:	A North	B NCent	C Dtown	D East	E Cent	F SWCent	G SW	H Wd-Tim	I LU-May	J AmhCo	K BedCo	L CamCo	TOTAL
A North	37	8	16	0	0	0	0	0	39	2	0	15	**117**
B North Central	37	33	115	0	72	15	0	0	192	2	0	27	**493**
C Downtown	8	49	188	43	114	38	41	21	107	8	0	4	**621**
D East	0	0	103	131	19	4	0	0	43	2	0	0	**302**
E Central	78	15	79	35	114	16	19	6	184	4	0	35	**585**
F Southwest Central	0	37	51	0	41	8	35	0	100	0	0	15	**287**
G Southwest	0	8	8	0	0	0	0	0	4	0	0	0	**20**
H Wards-Timberlake	0	6	0	0	19	0	0	2	120	0	0	6	**153**
I Liberty-Mayflower	0	98	55	56	56	106	0	61	12,878	4	0	32	**13,346**
J Amherst County	0	2	18	4	6	32	6	0	2	6	0	0	**76**
K Bedford County	0	0	0	0	0	0	0	0	0	0	0	0	**0**
L Campbell County	8	0	8	0	10	12	0	0	45	0	0	0	**83**
TOTAL	**168**	**256**	**641**	**269**	**451**	**231**	**101**	**90**	**13,714**	**28**	**0**	**134**	**16,083**

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

An overwhelming majority (90%) of systemwide riders walks after alighting the bus then those who walk before boarding the bus. This high percentage held true with City Route riders (91%) and Liberty Route riders (90%) alike

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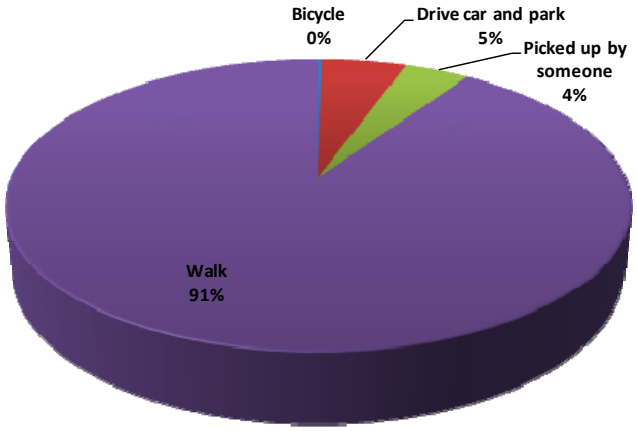
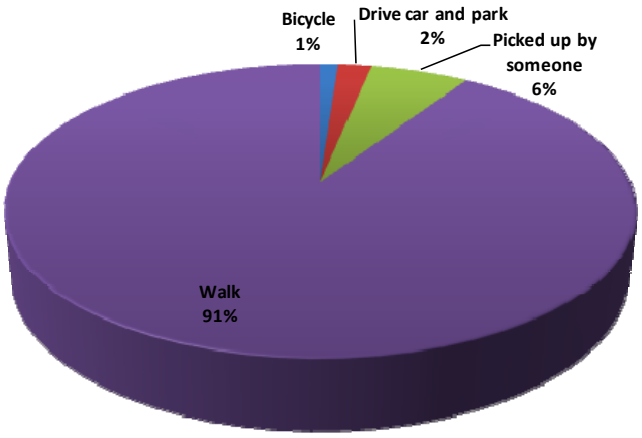
Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	35	1%	-	0%
Drive car and park	768	5%	63	2%	705	6%
Picked up by someone	585	4%	183	6%	402	3%
Walk	13,176	90%	2,766	91%	10,410	90%
Total	**14,564**	**100%**	**3,047**	**100%**	**11,517**	**100%**

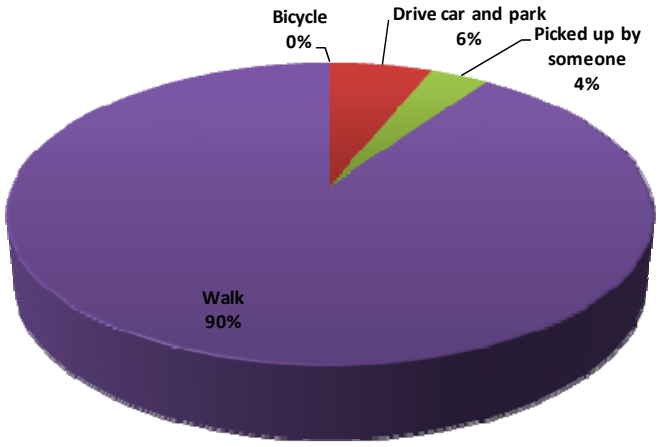
Systemwide
Q11a. How did you get to this bus?



City Routes
Q11a. How did you get to this bus?



Liberty Routes
Q11a. How did you get to this bus?

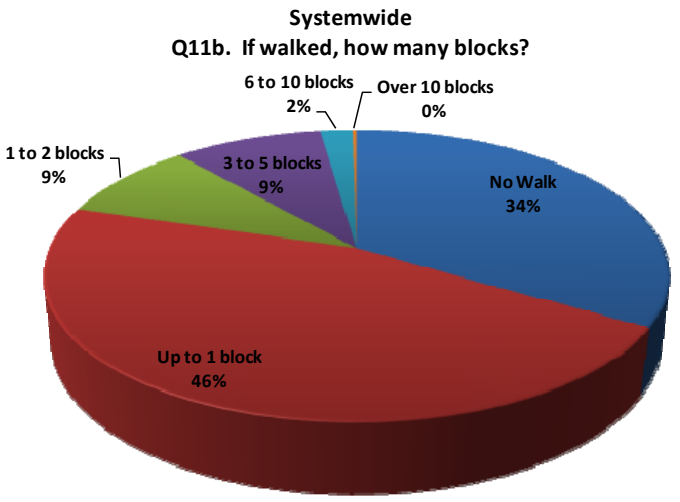


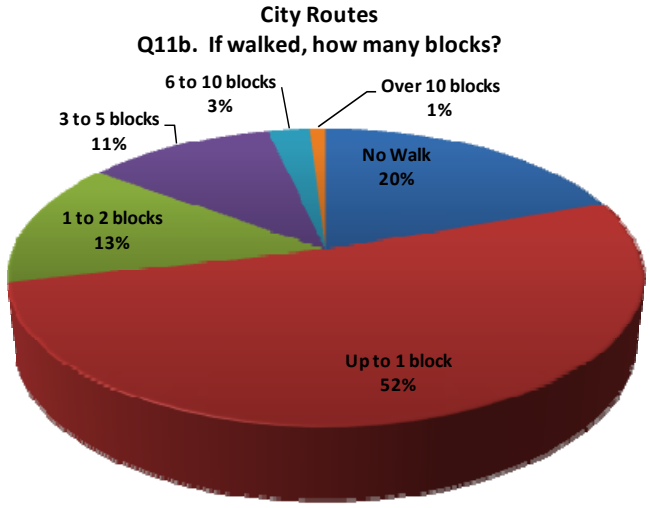
Of those systemwide riders who walked after alighting the bus, 79% walked one block or less. Nearly all destinations were reached in five or fewer blocks (97%). It should be noted that many of the respondents failed to provide specific walk distances when answering this series of questions (50% of systemwide respondents).

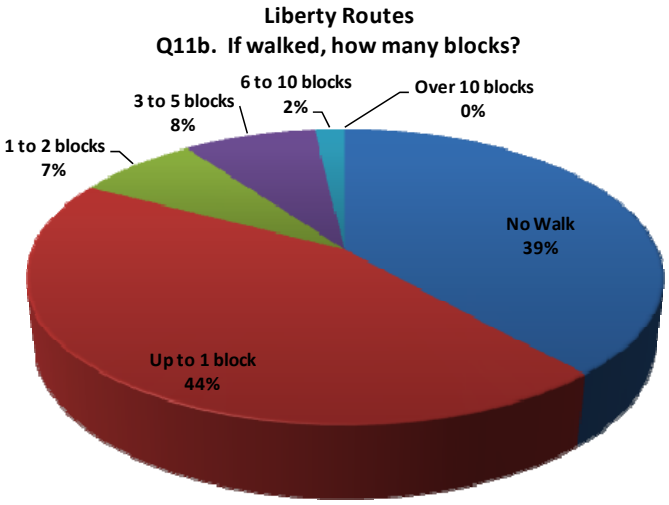
Of those City Route riders who walked after alighting the bus, 72% walked one block or less. Nearly all destinations were reached in five or fewer blocks (97%). It should be noted that many of the respondents failed to provide specific walk distances when answering this series of questions (41% of City Route respondents).

Of those systemwide riders who walked after alighting the bus, 83% walked one block or less. Nearly all destinations were reached in five or fewer blocks (98%). It should be noted that many of the respondents failed to provide specific walk distances when answering this series of questions (52% of Liberty Route respondents).

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	319	20%	1,925	39%
Up to 1 block	3,027	46%	842	52%	2,213	44%
1 to 2 blocks	580	9%	220	14%	369	7%
3 to 5 blocks	603	9%	186	11%	403	8%
6 to 10 blocks	131	2%	41	3%	90	2%
Over 10 blocks	15	0%	15	1%	-	0%
Total	6,545	100%	1,623	100%	5,000	100%


Systemwide
Q11b. If walked, how many blocks?
6 to 10 blocks
2%
Over 10 blocks
0%
1 to 2 blocks
9%
3 to 5 blocks
9%
No Walk
34%
Up to 1 block
46%


City Routes
Q11b. If walked, how many blocks?
6 to 10 blocks
3%
Over 10 blocks
1%
3 to 5 blocks
11%
No Walk
20%
1 to 2 blocks
13%
Up to 1 block
52%


Liberty Routes
Q11b. If walked, how many blocks?
6 to 10 blocks
2%
Over 10 blocks
0%
3 to 5 blocks
8%
1 to 2 blocks
7%
No Walk
39%
Up to 1 block
44%

12. Are you a college/university student living away from home?

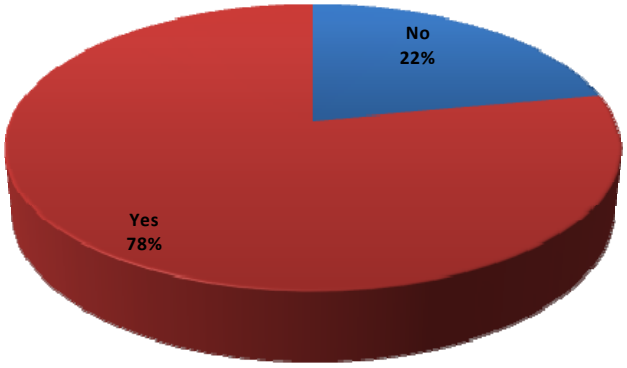
Students from Liberty University make up a significant portion of GLTC's systemwide ridership (78%).

Students from Liberty University make up a less significant portion of GLTC's City Route ridership (19%).

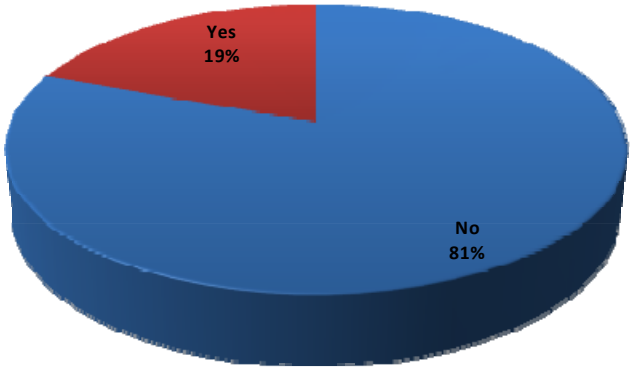
Students from Liberty University make up the majority of GLTC's Liberty Route ridership (94%).

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	2,651	81%	809	6%
Yes	12,297	78%	639	19%	11,659	94%
Total	15,757	100%	3,290	100%	12,468	100%

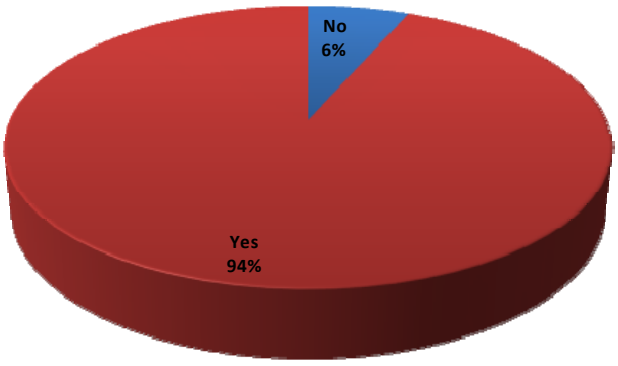
Systemwide
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



Liberty Routes
Q12. Are you a College/University Student?



13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

Close to half (44%) of the GLTC systemwide riders surveyed have no car available to them. When single car households are added, almost three-quarters of the riders (72%) are represented.

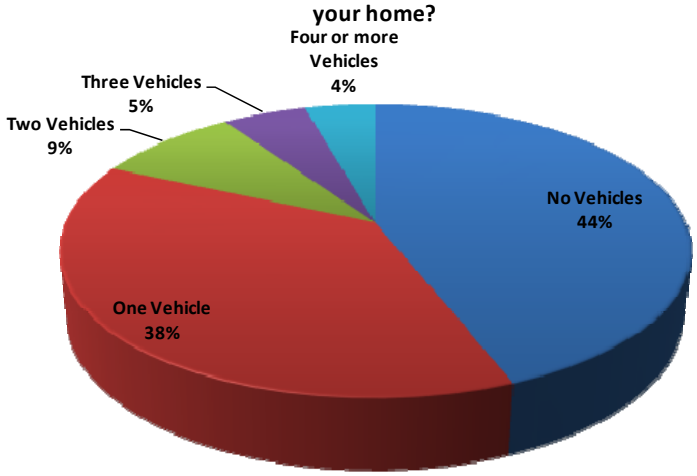
The majority (71%) of the GLTC City Route riders surveyed have no car available to them. When single car households are added, 90% are represented.

37% of the GLTC Liberty Route riders surveyed have no car available to them. When single car households are added, over three-quarters of the riders (80%) are represented.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	2,324	71%	4,510	37%
One Vehicle	5,878	38%	605	19%	5,273	43%
Two Vehicles	1,370	9%	288	9%	1,082	9%
Three Vehicles	797	5%	41	1%	755	6%
Four or more Vehicles	670	4%	8	0%	662	5%
Total	15,548	100%	3,266	100%	12,282	100%

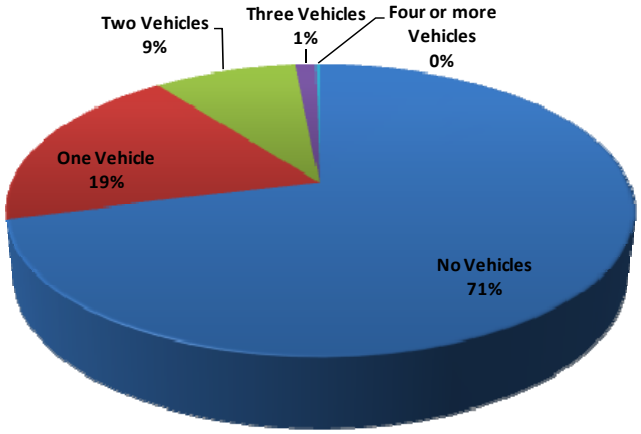
Systemwide

Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



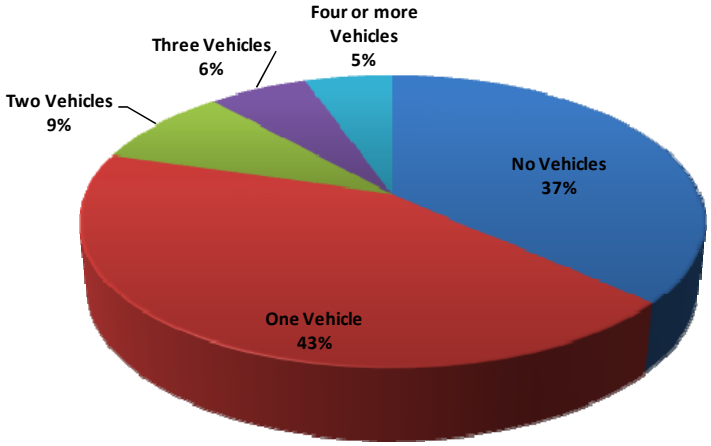
City Routes

Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Liberty Routes

Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



14. Do you have a valid driver's license?

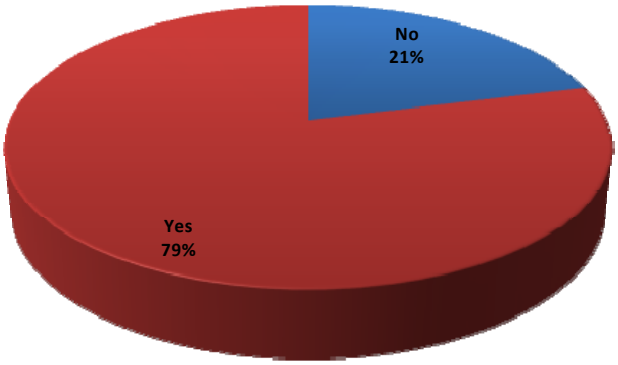
The majority of GLTC's systemwide riders carry a valid driver's license (79%). Given the high percentages of college students living away from home, it may be safe to assume that many of the respondents are college students who have access to an automobile back at home with their parents but no car available while away at school.

The majority of GLTC's City Route riders do not carry a valid driver's license (58%). .

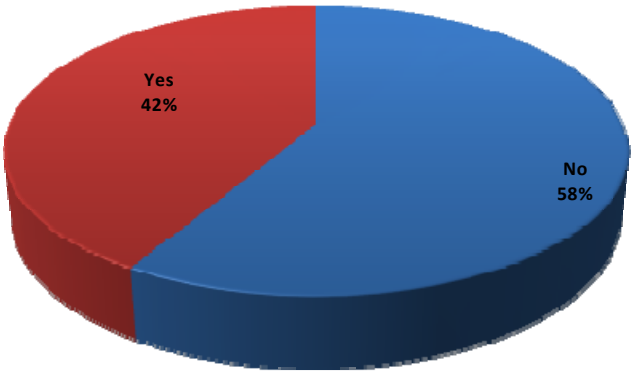
The majority of GLTC's Liberty Route riders carry a valid driver's license (89%). Given the high percentages of college students living away from home, it may be safe to assume that many of the respondents are college students who have access to an automobile back at home with their parents but no car available while away at school.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	1,874	58%	1,346	11%
Yes	12,102	79%	1,333	42%	10,769	89%
Total	15,322	100%	3,207	100%	12,115	100%

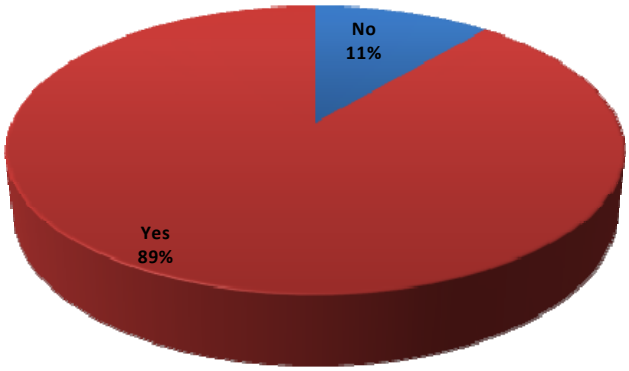
Systemwide
Q14. Do you have a valid Driver's License?



City Routes
Q14. Do you have a valid Driver's License?



Liberty Routes
Q14. Do you have a valid Driver's License?



15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Systemwide, 75% of the riders surveyed earn less than $15,000 annually. This may be attributed to the high volume of full-time students who live away from home yet do not work. Of those that do, they may only work part-time. Given the sensitivity of this question, approximately 19% of all respondents chose not to provide an answer.

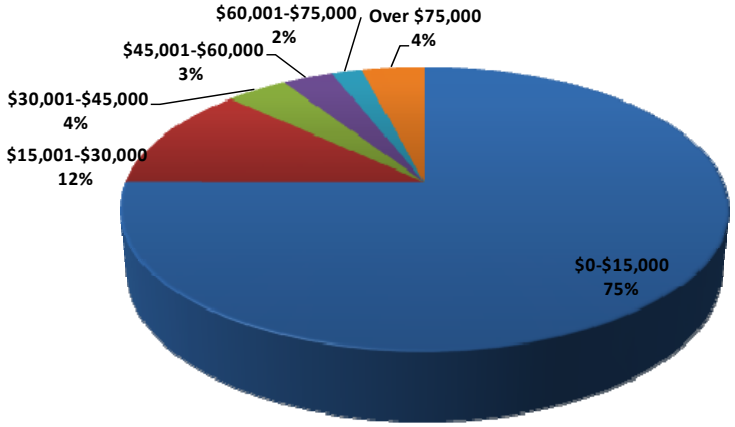
Of the City Route riders, 61% of the riders surveyed earn less than $15,000 annually. Given the sensitivity of this question, approximately 23% of all respondents chose not to provide an answer.

Of the Liberty Route riders, 79% of the riders surveyed earn less than $15,000 annually. This may be attributed to the high volume of full-time students who live away from home yet do not work. Of those that do, they may only work part-time. Given the sensitivity of this question, approximately 17% of all respondents chose not to provide an answer.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	1,781	61%	8,733	79%
$15,001-$30,000	1,671	12%	892	31%	779	7%
$30,001-$45,000	543	4%	120	4%	423	4%
$45,001-$60,000	452	3%	57	2%	395	4%
$60,001-$75,000	270	2%	19	1%	251	2%
Over $75,000	562	4%	54	2%	508	5%
Total	**14,013**	**100%**	**2,923**	**100%**	**11,090**	**100%**

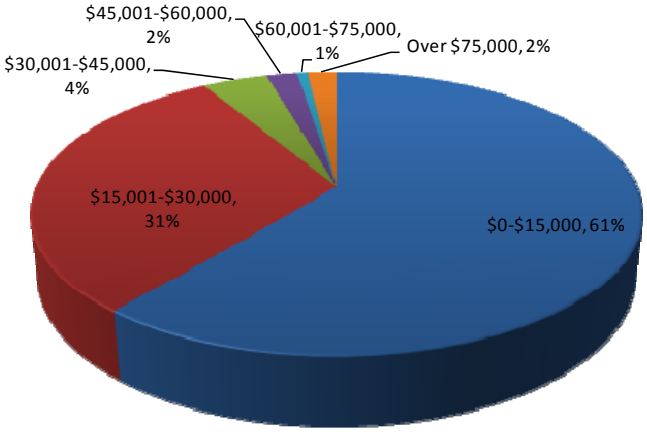
Systemwide

Q15. What is your annual household income level?



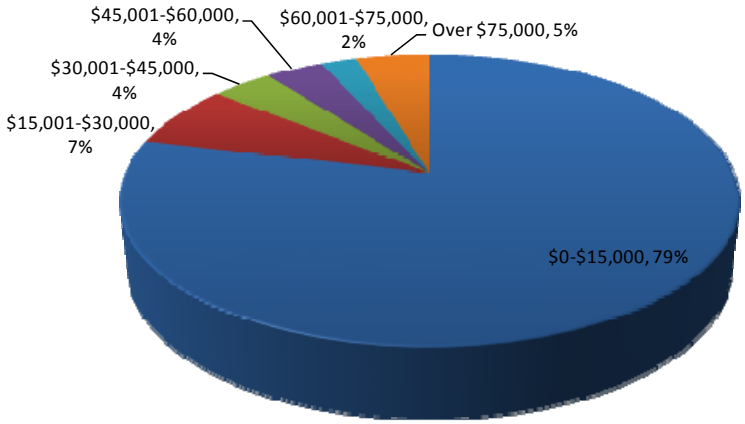
City Routes

Q15. What is your annual household income level?



Liberty Routes

Q15. What is your annual household income level?



16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

a) 1 **c) 3**

b) 2 **d) 4 or more**

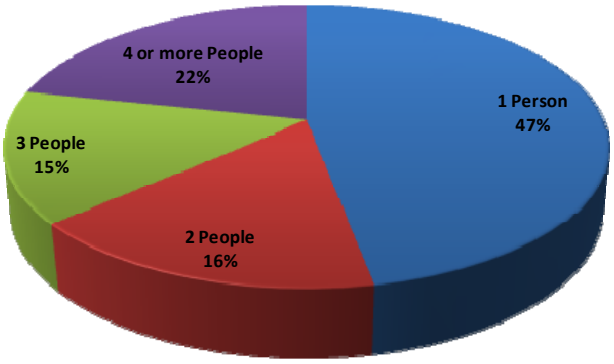
Approximately one-half (47%) of all GLTC systemwide riders live alone and nearly another 16% live with one other person. This comes as no surprise given the large number of young university students in the area. The remaining 37% consists of households with three or more persons – typically families.

Approximately one-third (37%) of all GLTC City Route riders live alone and nearly another 29% live with one other person. The remaining 34% consists of households with three or more persons – typically families.

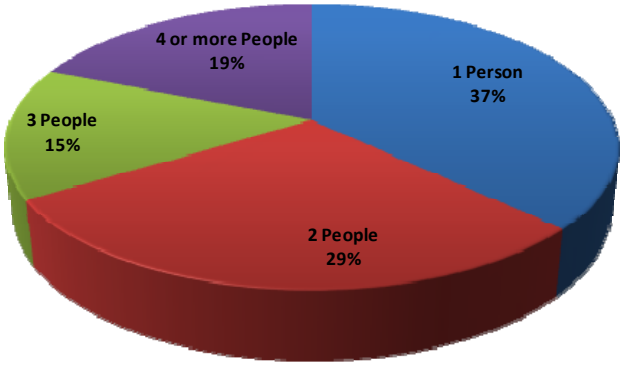
One-half (50%) of all GLTC Liberty Route riders live alone and nearly another 13% live with one other person. This comes as no surprise given the large number of young university students in the area. The remaining 37% consists of households with three or more persons – typically families.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	1,208	37%	5,847	50%
2 People	2,473	16%	956	29%	1,517	13%
3 People	2,238	15%	484	15%	1,754	15%
4 or more People	3,244	22%	616	19%	2,628	22%
Total	15,010	100%	3,264	100%	11,745	100%

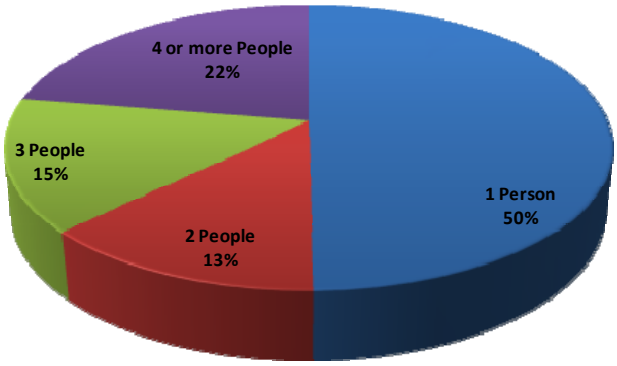
Systemwide
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?



Liberty Routes
Q16. How many people live in your household?



17. Have you transferred at the Plaza in the last week?

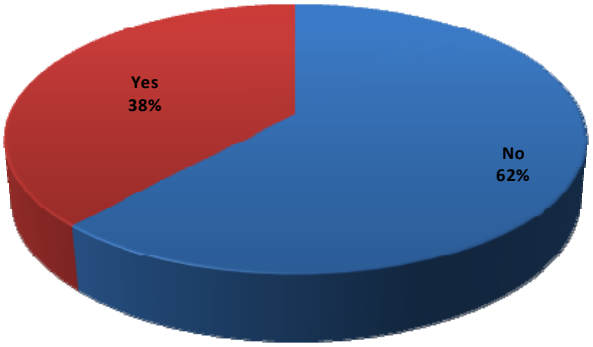
Approximately two-third (62%) of all GLTC systemwide riders have not transferred at the Plaza in the last week.

The majority of (89%) of all GLTC City Route riders have transferred at the Plaza in the last week.

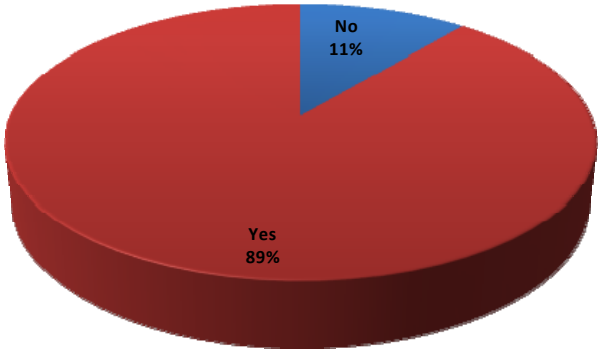
Approximately three-quarters (76%) of all GLTC Liberty Route riders have not transferred at the Plaza in the last week.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	366	11%	9,135	76%
Yes	5,868	38%	2,972	89%	2,896	24%
Total	15,369	100%	3,339	100%	12,031	100%

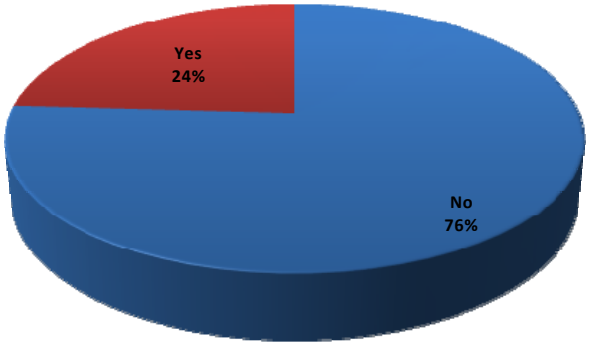
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



City Routes
Q17a. Have you transfered at the Plaza in the last week?



Liberty Routes
Q17a. Have you transfered at the Plaza in the last week?



18. If a trip included a transfer at The Plaza, what did you do during the wait time between buses?

a) There was no wait time. I boarded my next bus.
b) Waited at the bus stop/shelter area
c) Walked to the library
d) Walked to the bank
e) Walked to nearby shopping (grocery, dollar store, etc.)
f) Walked to nearby food outlets (McDonald's, etc.)

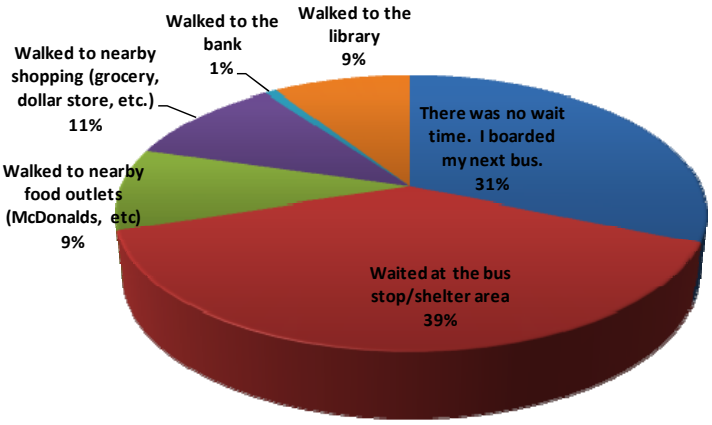
Of the systemwide riders that have transferred at the Plaza in the last week, the majority (39%) waited at the bus stop/shelter area. Another 31% said that there was no wait time and they boarded the next bus. Another 11% walked to nearby shopping.

Of the City Route riders that have transferred at the Plaza in the last week, the majority (35%) said that there was no wait time and they boarded the next bus. Another 28% waited at the bus stop/shelter area. 14% of the riders walked to nearby food outlets.

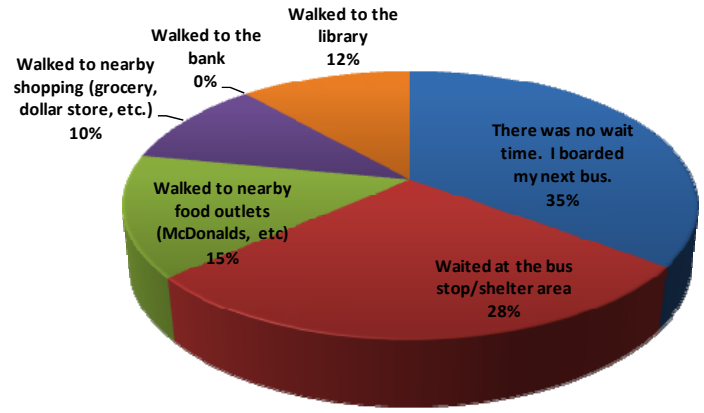
Of the Liberty Route riders that have transferred at the Plaza in the last week, the majority (49%) waited at the bus stop/shelter area. Another 27% said that there was no wait time and they boarded the next bus. Another 11% walked to nearby shopping.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	995	35%	779	27%
Waited at the bus stop/shelter area	2,216	39%	806	28%	1,410	49%
Walked to nearby food outlets (McDonalds, etc)	535	9%	409	14%	125	4%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	294	10%	308	11%
Walked to the bank	44	1%	-	0%	44	2%
Walked to the library	511	9%	328	12%	183	6%
Total	5,682	100%	2,833	100%	2,850	100%

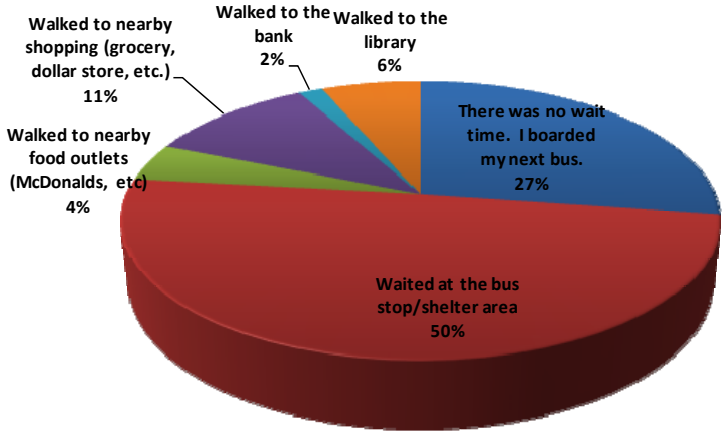
Systemwide
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?



Liberty Routes
Q17b. What did you do while waiting?



3.5 Public Outreach Efforts

An important part of the TDP and the concurrent COA is to reach a broad constituency within the community to solicit input on routes, schedules and service types. This will ensure that the community is involved, given ample opportunity to provide input, and made aware that their issues have been heard and understood.

3.5.1 Public Comment Summary

To achieve these goals, two (2) community meetings were held at strategic locations within the GLTC service area. This included Monday, March 1st at Liberty University's DeMoss Hall from 7 to 9 p.m.; and Wednesday, March 3rd at the Lynchburg Public Library (adjacent to The Plaza transfer center) from 7 to 9 p.m. The community meetings were advertised on-board all GLTC buses as well as the GLTC website. The Liberty University meeting was only attended by two of the GLTC liaisons from Liberty University staff. No students were in attendance. The meeting at Lynchburg Public Library had ten participants from the community including a representative from Liberty University and the Central Virginia MPO.

The community meetings started with a formal presentation (see Appendix D) that outlined the purpose of the COA and TDP as well as the differences between the two studies. The schedule for both projects was also presented. The presentation closed with suggestions for the types of input that was being solicited ("What are your transit needs?"). The meetings then transitioned to a round-table format, giving the public ample opporunity to interact and ask informal questions. Two tables were set up with system maps and project team members to facilitate smaller group discussion. Participants were encouraged to offer ideas and thoughts regarding their perceived strengths, weaknesses and future needs of the GLTC system.

The following is a summary of the comments obtained during the public meetings:

Bus Routing and Service Coverage

- Routes 1 and 11 used to be connected.
- Connect Langhorne to Lynchburg General Hospital.
- Amherst County (5G/H) is over-served. Only need one bus and remove the transfer downtown.
- Route 3D is dead after Baptist Hospital. Combine Route 3C/D buses or use some other bus to handle the extremities.
- Use Link Road for a crosstown route from Baptist Hospital.
- System needs two or three hubs, with high-capacity service between the hubs and feeders around each hub.
- The CBD has more service than it needs.
- Let Route 11 go to the hospital and take Route 1 A/B out of it.
- Let Route 9 serve Liberty as far as North Campus to perhaps save a bus elsewhere.

- Run service from high schools to CVCC. Mentally challenged need to get there for certain classes.
- Participants rated "Expanded Coverage" as more important than "Greater Frequencies".
- Participants rated "More Frequent Service with Pulsed Transfers" as more important than "Less Frequent Service that is Direct".

Service Frequency and Span

- Route 4 needs to operate earlier and later.
- Sunday service is underutilized and should be eliminated. Churches operate their own vans on Sunday.
- Need more evening and weekend service.
- There are inequities in holiday service between city routes and Liberty routes.
- Need more frequency systemwide.
- The trippers on Routes 6, 8, 9, 10 and 11 are underutilized and should be eliminated.
- Too much tripper service is currently provided.
- Participants rated "Expanded Coverage" as more important than "Greater Frequencies".
- Participants rated "Late Evening Service" as more important than "Weekend Service".
- Participants rated "More Frequent Service with Pulsed Transfers" as more important than "Less Frequent Service that is Direct".

Facilities

- There are too many bus stops in some areas (Rivermont, Fort, Campbell, 5th). This slows the bus down. Also, bus stops should be placed on level ground.
- A bus stop needs to be added at 5th & Jackson (Routes 1B and 10) to provide better access to the clinic.
- The new shelters are poorly designed.
- Need shelters along Campbell.
- GLTC should do something about drug activity at bus stops.
- Wards Road is not transit friendly.
- More people should participate in Adopt-A-Stop.
- There is a perception that The Plaza is not safe. Too much loitering.

Transfers

- The current transfer policy should allow for more transfer opportunities.
- Participants rated "More Frequent Service with Pulsed Transfers" as more important than "Less Frequent Service that is Direct".

Fare Structure

- Passengers like the availability of fare media on-board the buses.

Other General Comments

- Routes 1 and 11 have high senior ridership.
- Liberty receives better service than the rest of GLTC's riders.
- School transportation and public transit should work together to create efficiencies.
- GLTC currently carries a good deal of student ridership.
- There is an interest in bus stop-level real-time technology.
- Only 8% of students at the Lynchburg Inn use transit to ride to school. Many carpool instead.
- Churches could be used to facilitate regional ridematching programs. CVMPO is trying to organize with Bedford and Appomattox to coordinate these efforts.

3.5.2 Staff Comment Summary

GLTC fixed route drivers, supervisors and Transportation staff were invited to participate in a drop-in meeting to offer service-related feedback that could help guide GLTC's TDP and COA process. The meeting was conducted between 10 a.m. and 2 p.m. on Wednesday, March 3rd. This time period was chosen to ensure opportunities for afternoon drivers to comment prior to their shift and morning drivers to comment after their shift. Pizza was provided by GLTC to incentivize participation. Due to the large number of responses, comments are grouped by category. Numbers in parentheses indicate the number of comments received for a particular category or specific issue.

Scheduling and On-Time Performance (17)

- Need to increase headways (40/80) and allow buses to run slower (15-20 mph).
- Schedules need to run on a 40- or 45-minute interval.
- Buses often have to hold at The Plaza to wait for late buses
- The same runtimes have been used for several years – they need to be updated for increased ridership, signaling, and congestion.
- 90% of all runs are tight.
- Times on the routes are too tight. Drivers have to go 10 mph or more over speed limit to stay on time. Route 2 and 8 are worst and need much more time.
- Routes 1B and 3C need more time on them.
- Route 2 is a high-pressure run.
- Routes 2 and 3 have no recovery time.
- Safety policy is don't leave until every rider is in a seat, which makes on-time running difficult.
- Routes 2 and 8 interlined together will be a tough run once Wal-Mart opens. Routes 8 and 10 might work better together.
- Routes 2 and 8 can't keep to schedules because of passenger loads and congestion.
- Route 4E loses time through the afternoon and runs late in the evening.

- Routes 4E and 6 are tight runs.
- Route 7 is very tight.
- Traffic on Timberlake Road and Wards Road can get bad.
- Should put in a bus lane at LU on University Blvd. Have buses queue at the new tunnel being built over to Wards Road.

Turnarounds and Safety (9)

- Backing up is no good on Greenfield. Used to be allowed to turn around on Longview.
- Problems with schoolchildren on Greenfield Rd.
- The turnarounds on Route 2 and 3C are very difficult.
- Route 7 has a tough turn around at Miller-Motte (performed by request, and 4 times a day). Buses can go into M-M at 3pm, but at 5pm or 6pm they must turn around at Home Depot because cars are parked in the M-M cul-de-sac.
- Enact laws to keep cars from parking in cul-de-sacs.
- Getting in and out of Tilley Student Center is tough.
- Safety is tough at LU because of all the pedestrians.
- Cutaways have rear camera and monitor. New Gilligs have the camera but not the monitor (about $200 more). Buses could have proximity sensors in the rear.
- Need a safer bus meet at LU. Keep to the main roads and have a pull away and line-up area – possibly near the bookstore?

Service Frequencies and Spans (8)

- GLTC used to run 2 Route 1As and 2 route 1Bs, now 1 each. Now it's hard to get to the hospital so more hospital trips have moved to paratransit.
- Route 1B stops at 7pm, so after that riders have to ride all the way around Route 1A.
- There is too much service (4 buses - 1A/B and 3C/D) on Rivermont Avenue.
- You could save a bus by not running Routes 4E/F at same time, and combining Routes 3C and 3D into 1 bus.
- The back-to-back Route 4 trips (4E/F) need to be separated.
- Stagger the departure times for Routes 6 and 7 since they run so close to each other and are both lower ridership.
- Route 9 has low ridership.
- Route 9 only has certain times of the day when it needs lots of service.

Service Area Expansion (8)

- Get the counties to work together to plan between each other.
- Lots of requests for service further west on Timberlake Road.
- Extend Route 7 to Waterlick Road. Perrowville Road and Forest Road also need service.
- Run straight up Timberlake to Waterlick, then around to Forest Road.

- Routes need to go further on Timberlake and further into Amherst County.
- LU might be a partner on a route for Perrowville, Farmington, and Forest due to ownership of Ivy Lake. Also might be a partner in serving Timberlake.
- US-221 (Lakeside/Forest Road) to Perrowville is a missed corridor.
- LU East Campus will connect out to the airport in the future.

Fixed Route and Paratransit Interaction (5)

- Paratransit service operates the entire city limits, plus 3/4–mile.
- Most paratransit trips are to Clifton for dialysis.
- Paratransit does most service to dialysis – could a shuttle service work better for this since the patients' schedules are so unpredictable?
- Demand response could be used for Routes 5 and 9 – primary Route 9 ridership is LSI.
- New buses are better and faster for wheelchair connections.

Ridership Profiles (5)

- Conduct surveys to justify rider requests.
- Lots of riders work at CVTC, no patients ride.
- Route 11 has a lot of Section 8 housing on it.
- Route 11 has a lot of activity on its stub ends.
- Route 7 has majority of ridership at Millwood, Kroger and National College (on Timberlake), and J. Crew in the AM and PM.

Other Issues (7)

- Riders should have a plastic card or fast pass they can buy off the bus.
- Use smartcards. Let transfers be read by the swiper, not the trim unit.
- Riders call in to dispatch to find out where the bus is when it's late, taking dispatch away from its duties.
- Dispatchers are hard to reach in the middle of the day.
- The split run packages are confusing for drivers and riders.
- Trash cans have been placed on the buses because people were leaving household trash at stop trash cans.
- Paratransit needs more dispatch support.

3.5.3 Stakeholders Comment Summary

Key stakeholders, both internal and external, were identified within the community and interviewed for input into the COA Study effort. Given the common themes with the TDP, the comments collected during those interviews will also be included as input to this document. The GLTC Board members, in particular, provided a diverse panel of participation as many are stakeholders in their daily careers, regardless of their involvement on the Board. As such, many of the responses provided by some stakeholders directly conflict with responses provided by other stakeholders. This clearly demonstrates

the challenges GLTC faces when attempting to meet the varying service expectations of its clients and stakeholders.

Below is a list of the stakeholders who were interviewed, followed by a list of interview questions used in these interviews. The same 20 interview questions were asked of all of the participants. This allowed the project team to make comparisons between the various stakeholders' interests in GLTC. The conclusion of this section identifies the comments received during the interview process. To encourage candid responses, participants were assured their responses would not be attributed to their name or position. Thus, the responses will be inclusive of all interviewees with no reference to the individual respondent.

Stakeholder Interview List:

- Lisa Dibble, GLTC Board Chair, Gateway House, Inc. Executive Director
- Greg Daniels, GLTC Board Member, Lynchburg City Assessor
- Jennifer Martin, GLTC Board Member, Lynchburg Area Center for Independent Living
- Jim Mundy, GLTC Board Member, Lynchburg Community Action Group, Inc.
- Geneva Rose, GLTC Board Member, Citizen
- Bonnie Svrcek, GLTC Board Member, Lynchburg Deputy City Manager
- Jan Walker, GLTC Board Member, Centra Vice President of Human Resources
- Theresa Jorgensen, Amherst County Planning and Zoning
- Richard Martin, Liberty University Financial Research and Analysis
- Mike Carroll, GLTC General Manager
- Scott Willis, GLTC Assistant General Manager (former)

Stakeholder Interview Questions – "20 Questions"

1. From your perspective, what are the primary trip purposes/origins/destinations of constituents to/from the community?
2. From your perspective, what days of the week/times of day are constituents coming/going? How does this change seasonally?
3. Are there any parts of the community that have parking or congestion issues?
4. How important is service to Downtown Lynchburg to its riders?
5. How important is service to Lynchburg airport to its riders?
6. How effectively do you feel CVCC is served? Should there be more service?
7. What is your community/constituents' overall opinion of the existing transit service? What has anyone expressed as different service they would like to have?
8. Do you feel there are any unmet transit service needs for local residents?
9. What are some of the general economic trends for the region? Where is anticipated new job growth, what types of jobs and when?
10. Where is the anticipated growth/development for the region? Any future development that could impact transit?
11. How important is access to non-Lynchburg destinations for employment? For shopping? For other purposes?
12. Do you feel expanded services to outlying communities, and services between outlying communities are needed? If so, what type of services (fixed route, flex route, dial-a-ride, vanpool)?
13. If you had to prioritize – better coverage with less frequency or poorer coverage with better frequency – which would it be?
14. How receptive would the Board be to a significant change in GLTC's service structure if the data supported such an adjustment? How receptive is the community to change?
15. Current service is fixed route. Do you feel other types of service might work with your community (flex route, dial-a-ride, ride share, vanpool, etc.)?
16. What is the political climate toward GLTC in Lynchburg? Outside of Lynchburg?
17. Which city/county outside of Lynchburg has the best potential for developing a transit partnership?
18. What are three things that GLTC does really well?
19. What are three things that GLTC struggles with?
20. What specifically would you like to see come out of the COA effort to consider it a success?

Additional comments that were shared throughout the course of the interview:

Stakeholder Interview Responses

1. From your perspective, what are the primary trip purposes/origins/destinations of constituents to/from the community?
    - Work/employment (11), shopping (10), social/family visits (4), medical appointments (3), education/college (3), errands (3), recreation (3), child care (1)
    - Apartments – Walden Pond, Forestbrook/Country Green, Wyndhurst, Wards Ferry Road, Lakeside Drive
    - Central Virginia Training Center (trips are very peak oriented)
    - Liberty University
    - Low-income housing along Campbell Avenue
    - Lynchburg General Hospital
    - Walmart
    - Wards Road

2. From your perspective, what days of the week/times of day are constituents coming/going? How does this change seasonally?
    - Early morning trips are busy with trips between home, child care and work
    - Holiday periods are busy
    - Liberty University has seasonal ridership impacts
    - Nights and weekends are less utilized but still important
    - No seasonal impact to city routes
    - Ridership is heaviest at the first of the month
    - Ridership to Liberty University occurs between 7-10 a.m., from Liberty University occurs between 3-6 p.m.
    - Transit dependent riders use the service seven days per week
    - Weekdays for employment trips (traditional work hours, morning/evening rush, lunchtime)
    - Weekends for social trips (midday hours)

3. Are there any parts of the community that have parking or congestion issues?
    - Candler's Mountain Road, Fort Avenue, Lakeside Drive, Memorial Avenue and Wards Road are all heavily congested
    - Kemper Street Station will have parking shortages
    - Liberty Christian Academy is heavily congested with parents picking-up and dropping-off
    - Liberty University is congested throughout the campus
    - Lynchburg Expressway construction projects create choke-points
    - No major parking issues except maybe the historic districts
    - Old Forest Road is heavily congested, particularly around the new Walmart
    - Parking in downtown Lynchburg is always problematic
    - Parking in downtown Lynchburg isn't as difficult as it's perceived
    - Parking is abundant in Lynchburg

- Parking is available at Liberty University but sometimes requires a 10-minute walk
- Special events (graduation, sports, etc.) create bad traffic congestion
- There are no congestion issues in Amherst though the roads in lower Madison Heights are very narrow
- There are parking shortfalls in downtown Lynchburg at the beginning of the month
- Timberlake Road between Leesville and Wards Ferry is usually congested

4. How important is service to Downtown Lynchburg to its riders?
    - Extremely important for access to the Housing Authority, Lyn-CAG, etc.
    - Important for access to social services
    - Important for redevelopment
    - Important to residents and college students
    - Not as important as other locations, employment and retail downtown is minimal
    - Not extremely important, not a high destination of choice
    - Not that important but perceived as important
    - Potential to capture riders from loft apartments, restaurants, Genworth Finance, Areva, cultural attractions, etc.
    - Very important for access to health facilities

5. How important is service to Lynchburg airport to its riders?
    - Not very important
    - Current service is underutilized
    - Very important for Liberty University students
    - Not important at all
    - Somewhat important
    - Demand is seasonal
    - Minimal importance to city riders
    - Used by Liberty University riders before and after breaks
    - Important to Liberty University students, guests and traveling employees year-round

6. How effectively do you feel CVCC is served? Should there be more service?
    - CVCC Amherst campus could be utilized if an option but not in demand
    - CVCC is overserved; unused trips should be eliminated
    - CVCC should probably have more service
    - More important now than in the past; student demographic is changing to retrained workers and transit dependent
    - Never hear complaints so it must be o.k.
    - Not well at all; campus is poorly situated but needs to be served better
    - Service is adequate
    - Service is o.k. but difficult to serve due to diverse times and needs
    - Students prefer car ownership

- Would be better utilized if students had "flash pass" arrangement

7. What is your community/constituents' overall opinion of the existing transit service? What has anyone expressed as different service they would like to have?
    - Amherst residents/riders prefer the smaller buses
    - Developers have taken positive notice to transit access
    - Effectively serves the underserved, low-income communities
    - Flex service would not be spontaneous enough
    - Good partnership success
    - Image still recovering from bad fleet
    - Liberty receives special treatment; many do not see the benefit of the partnership
    - More frequency needed, especially on higher ridership routes (1, 3, 4)
    - Need regular bus down Boonesboro
    - Occasional requests for demand-response and crosstown service
    - Overall community is appreciative
    - Perceived as a social service, service of last resort
    - Perception that Liberty has saved GLTC
    - Riders needs are covered
    - Service is adequate for a city the size of Lynchburg
    - Service reliability has improved in the past three years, resulting in better public opinion
    - Some requests have been made to serve Amherst
    - The existing route system is not conducive to Liberty's needs; more city services should be oriented to Liberty
    - The new buses have had a positive impact
    - The service is valued among users

8. Do you feel there are any unmet transit service needs for local residents?
    - City is served well; the unmet needs are in the counties
    - Direct travel from Lakeside, Timberlake and Ward Ferry Road into Liberty University is needed
    - Frequency needs to be improved (15-20 minutes between buses)
    - Later service is needed to accommodate 2nd shift employees after 10 p.m.
    - Limited peak-hour trips to the outer areas of Amherst (small villages)
    - Needs are currently covered

9. What are some of the general economic trends for the region? Where is anticipated new job growth, what types of jobs and when?
    - A new jail is being built in Amherst County
    - BMW is expanding which requires more training at CVCC
    - Education and technology fields are growing
    - Employment is shifting from manufacturing and textile industries to education and healthcare
    - In the past 10 years, overall employment in the Lynchburg MSA has decreased 1% while on-campus employment at Liberty University has grown 351%
    - J Crew
    - Job growth is staying constant in the short-term
    - New jobs are most likely to come from Centra, Areva, BWXT (Campbell City) and Liberty University
    - New Walmart on Old Forest
    - Service jobs along the Wards Road corridor and high-tech/call center jobs
    - Staffmark in Forest
    - The healthcare system is Lynchburg's largest employer with 6000+ employees; growth anticipated at Lynchburg General

10. Where is the anticipated growth/development for the region? Any future development that could impact transit?
    - Country Club (very minimal)
    - Downtown Lynchburg
    - Cornerstone
    - US 221/Forest
    - Industrial Park off of US 221
    - Frito-Lay, Harris Communications (Jefferson Ridge Parkway)
    - Madison Heights housing for the disabled on Phelps Road near Cadwell Road
    - City is encouraging multi-family, higher density land uses
    - Areas around colleges and healthcare
    - Timberlake
    - Affordable housing along South US 460
    - J Crew area
    - New apartments on Hillside
    - US 29, 221 and 460 corridors south and west of Lynchburg

11. How important is access to non-Lynchburg destinations for employment? For shopping? For other purposes?
    - Access to the Central Virginia Training Center is important
    - Employment at Danville Print Shop off of Fort Avenue
    - Interest in Campbell County
    - Interest in Forest
    - Interest in more of Amherst County
    - It is important to connect Roanoke, Bedford and Lynchburg
    - It varies; travel is oriented more county (residences) into city (employment)
    - Liberty University has seasonal demand to IAD, RDU and ROA airports
    - Many Liberty University students come from Appomattox and Bedford
    - Minimal importance
    - Not very important; Lynchburg is the economic center of the region
    - Periphery areas of Campbell County and Bedford County are important
    - Shopping and employment in Bedford (Walmart)
    - Shopping and employment in Madison Heights (Walmart)
    - There is little interest in connecting Lynchburg, Bedford and Roanoke

12. Do you feel expanded services to outlying communities, and services between outlying communities are needed? If so, what type of services (fixed route, flex route, dial-a-ride, vanpool)?
    - Not a priority
    - Express and Park & Ride potential from Wyndhurst, Forest, Campbell County
    - Outlying areas to Madison Heights but street network is not connected well
    - Yes, with commuter express service
    - Yes, but vanpool would be a good starting point before fixed route
    - Yes, a combination of fixed route and flex route

13. If you had to prioritize – better coverage with less frequency or poorer coverage with better frequency – which would it be?
    - Better service to most productive areas (compromise of both options)
    - Varies by population; demographically driven
    - Better coverage with less frequency (6)
    - Poorer coverage with better frequency (2)

14. How receptive would the Board be to a significant change in GLTC's service structure if the data supported such an adjustment? How receptive is the community to change?
    - Board and community would be fairly receptive if helpful financially and as long as riders' needs are met
    - Board is ready for change
    - Board would be supportive until members of the public complain (2)

- Board would be very receptive (6)
- Community is typically opposed to change (2)
- Community would be 80% receptive, 20% would not be receptive; can't please everyone
- Community would be fairly receptive
- Community would be receptive if supporting data is shown
- Community would be slow to adjust
- Local politicians would oppose any improvements to Liberty University service, even if a local benefit could be demonstrated
- On a scale of 1-10, community would be a 6-7 toward change

15. Current service is fixed route. Do you feel other types of service might work with your community (flex route, dial-a-ride, ride share, vanpool, etc.)?
    - Demand response service has worked fine while the D Street bridge has been out
    - Demand response service in low-demand areas
    - Express service from outer counties
    - More options will increase ridership
    - On-demand service
    - Potential for vanpooling
    - Yes, flex/demand response service might work in Madison Heights

16. What is the political climate toward GLTC in Lynchburg? Outside of Lynchburg?
    - Amherst County recognizes the necessity of transit, particularly for its elderly population
    - Campbell County is supportive in spirit but not financially
    - City relationships have improved due to more proactive, performance-measured reporting and business-minded Board appointees
    - Decent balance on Lynchburg City Council but subject to volatility; better now
    - GLTC is viewed as a strategic long-term asset to keep Lynchburg competitive but should focus more on needs outside of the transit dependent
    - Good relations outside of Lynchburg
    - Good relationship with Amherst County, despite economic challenges
    - Limited relationships with surrounding counties
    - Lynchburg support is strong overall but biggest GLTC advocate is leaving council
    - Mixed backing from the city; good impression and confidence in GLTC
    - Not much thought given to GLTC in the counties
    - Relationships are good but there will always be challenges; overall positive
    - The Lynchburg media is not supportive though TV media is more cooperative
    - The state is generally supportive of transit
    - Transit perceived as a "necessary evil"

17. Which city/county outside of Lynchburg has the best potential for developing a transit partnership?

- Amherst County (2)
- Bedford and Appomattox are not likely
- Bedford County (5)
- Campbell County (4)
- Forest
- GLTC should explore partnerships with large employers such as Areva
- Interest may increase as gas prices increase
- Only 40% of City of Lynchburg employees live within the city limits

18. What are three things that GLTC does really well?
    - Adaptable to new areas in a short amount of time
    - Bus maintenance (3)
    - Bus operators (3)
    - Customer Service (2)
    - Employee development; opportunities for career growth
    - Engaged Board of Directors (2)
    - Good forum for customer input (2)
    - Good schedule
    - Implementing new technology
    - Liberty Service (2)
    - Listens and responds to Amherst County Board
    - Low complaint rate
    - Maintain existing service during difficult budget times
    - Management (3)
    - Marketing and community events; volunteerism
    - Newer bus fleet
    - On-time performance (2)
    - Provides outstanding levels of service with limited support and resources
    - Responding to changes in Liberty University service
    - Responsive to stakeholders and capable of doing more if funded appropriately
    - Use of smaller buses in Amherst County

19. What are three things that GLTC struggles with?
    - Acknowledging successes
    - Acquiring new ridership
    - Adequate funding (3)
    - Being able to meet customer expectations; customers who are never satisfied (2)
    - Building partnerships with local business and groups
    - Change
    - Data-driven route adjustments to improve efficiency and effectiveness
    - Desire to be all things to all people
    - Expanding city service
    - Facility space
    - Farebox and wheelchair lift maintenance
    - Filling buses to capacity
    - Implementing new technology
    - Internal communication across the driver workforce; difficult to implement changes consistently
    - Inventory control
    - Labor; the current union contract makes certain changes cumbersome
    - Misperceptions of Liberty University's relationship with GLTC
    - On-time performance
    - Providing efficient paratransit service
    - Public perception; negative opinions (2)
    - Segregation of classes (choice riders vs. transit dependent)

20. What specifically would you like to see come out of the COA effort to consider it a success?
    - A concrete plan to improve on-time performance
    - Alternate route delivery options
    - An honest, real evaluation of where GLTC is and the best map to the future
    - Are crosstown routes a right fit?
    - Assist Board with five-year vision
    - Better frequency on the most productive route segments
    - Better understanding of communities' interest in transit
    - Changes to route structure based on solid data
    - Consistent connections
    - Develop the relationship between GLTC service and new Amtrak service
    - Doing the right things with GLTC's limited resources
    - Efficiency
    - Generate financial support
    - Improve alignments
    - Improved service
    - Increased customer confidence

- Integration of city and Liberty University service
- Is the current radial system structure the best service delivery model?
- Minimize/eliminate deviations
- More consistent, customer-friendly service design
- More efficient routes and better service to the community
- Plans for the new transit center
- Should there be mini-hubs in the system?
- Simplified route nomenclature
- Understanding of best industry practices

Additional comments that were shared throughout the course of the interviews:

- A downtown circulator was not successful 5 years ago but may be appropriate for the long-range plan
- Amherst County's population is aging
- Blue Ridge Therapy would make a good Park & Ride location
- Bus Operators are very flexible
- Centra provides a private shuttle between its campuses to serve students from Lynchburg College, CVCC and Liberty University
- Cultural and personal relationship differences with bus drivers exist
- Earlier Sunday service is not needed since employees are already finding their way to work
- Eliminate duplication of service
- Is night and Sunday service appropriate?
- JCrew service was well utilized when gas prices were high but the 3rd shift is no longer critical since hours have been scaled back due to the economy
- Liberty's expansion is driving development south
- Loitering at The Plaza is a problem; the new transit center will have on-site security
- Passengers need to pay attention to signage
- Strong growth in Route 8, particularly Old Forest and Lakeside
- The Amherst/Madison Heights community is not very walkable
- The current fixed-route network is not complicated
- There are too many bus stops along Memorial Avenue
- Transit dependent residents would like to see expansion to Amherst

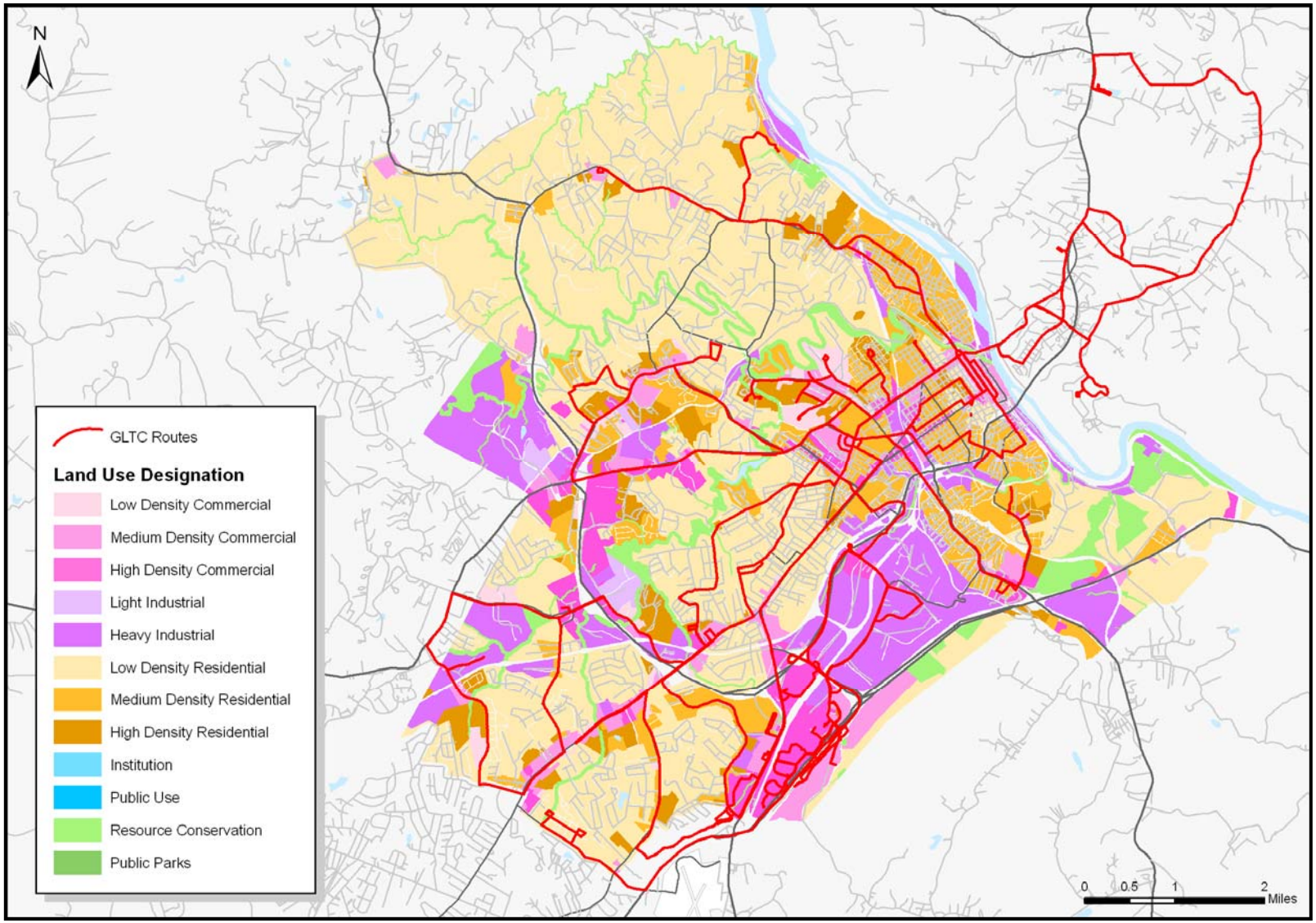
3.6 Land Use Summary

Several documents and plans help to shape land use policy and design in the City of Lynchburg and surrounding region. Most prominent among these are the *City of Lynchburg Comprehensive Plan 2002-2020*, which defines the overarching plan for City growth in terms of land use, transportation, and nearly every other facet of City life. In addition to the City's Comprehensive Plan and several City sub-region and corridor plans, the Central Virginia Metropolitan Planning Organization (CVMPO) has produced several studies and recommendations designed to support the integration of land use and transportation policy.

With the adoption of the most recent Comprehensive Plan, the City's land use strategies do more to incorporate multi-modal transportation considerations, including transit, into the design of new development. Prior to this plan, land use considerations were made with less consideration of transit supportive practices. Consequently, current transit service has been designed to retroactively "fit" existing land uses and developments. Figure 3-62 depicts existing land use designations for the City overlaid with the GLTC route system. Note that existing land uses were derived from zoning records, so designations such as institutions, public use facilities, or public parks are classified within the greater residential, commercial, or industrial zones they inhabit.

GLTC fixed routes do a good job of reaching into all the medium-to-high density areas of the City, with the exception of the Lynchburg Expressway corridor south of Lakeside Drive and north of Graves Mill Road, which has both medium-to-high density residential and high-density commercial zones inaccessible to transit. However, as with many areas where transit is "retrofit" to land use rather than considered initially, routes often serve medium-to-high density zones inadequately, at either cost to proximate access, efficient travel times, or easy operations.

Figure 3-62
City of Lynchburg Existing Land Use



Most notable among these would be the Wards Road corridor, which has high density commercial destinations such as River Ridge Mall, Wal-Mart, Target, and the rest of Wards Crossing. Direct access to these sites from Wards Road is limited by natural barriers, roadway configuration, and limited pedestrian facilities, so buses deviate significantly to provide front door access to these destinations at the cost of vehicle travel time.

Several parts of the City also have significant residential development located far from a major arterial and with either limited pedestrian access or adequate bus turnaround facilities, forcing GLTC to either serve the location in a cumbersome way or avoid it altogether. End-of-line locations for Routes 2, 3C, and 11 are a few examples of this dilemma.

The most prominent special generator in the area, Liberty University, is very well served by transit, with several routes running daily both on-campus and between campus and nearby destinations. Lynchburg General Hospital and the surrounding medical destinations are served closely as well. Mixed use developments, which historically are very transit supportive in nature, are also well-served by transit, from the more traditional developments within the downtown and Plaza areas to newer properties such as Wyndhurst and the burgeoning Cornerstone community.

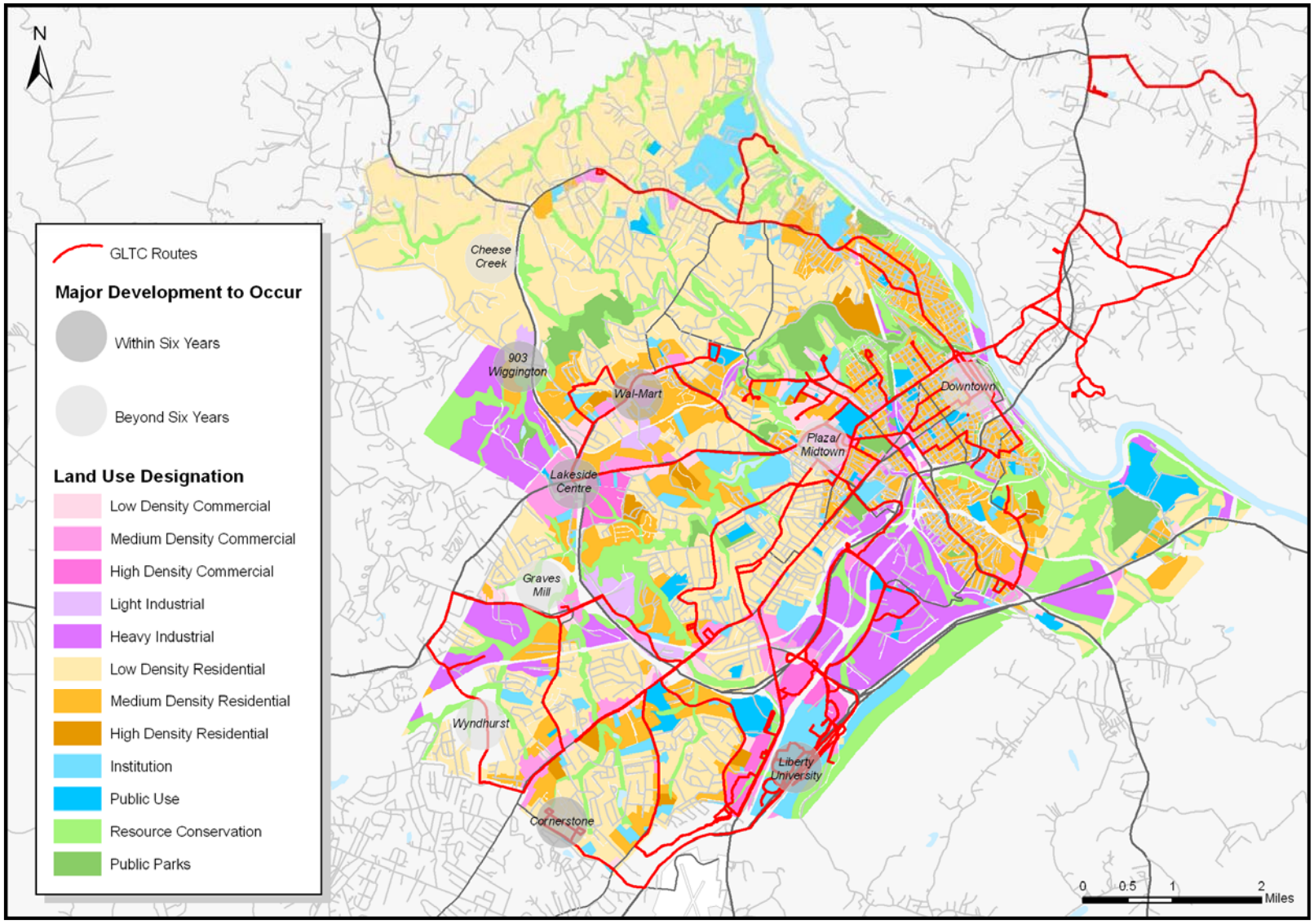
The City's and region's future land use plans look to create an environment even more supportive of transit. The City's Comprehensive Plan identifies several means by which this would happen, including:

- An increased number of mixed use development sites and neighborhood activity nodes that naturally promote multi-modal transportation and serve as key area destinations
- Improvements to land use management ordinances (e.g., Zoning Ordinance, Subdivision Ordinance) that incorporate transportation and transit impacts and mitigation into new development
- The creation of a Transportation Master Plan (TMP) that closely aligns transit needs and priorities with future land use policy and design instead of requiring transit to be "retrofit" to development
- Greater coordination with other City and County jurisdictions and the CVMPO to adopt regional land use and transportation plans

Figure 3-63 depicts the City's proposed future land use designations as of August 2009, along with major changes to land use densities planned to occur in the next six years and beyond. The transit system would continue to be in proximate distance to most medium-to-high density commercial and residential development and public use facilities. Developments slated for the next six years include:

- Super Wal-Mart – scheduled to open late 2010 at Old Forest Road and Dandridge Drive
- Lakeside Centre – 1 million to 1.5 million square feet of retail space located at Lakeside Drive and Lynchburg Expressway
- Wiggington Road Townhomes – 190 townhomes located at 903 Wiggington Road

Figure 3-63
City of Lynchburg Proposed Future Land Use and New Development



- Cornerstone – already partially developed, a total of 1000 residential units and 200,000 square feet of retail are planned along Greenview Drive
- Liberty University – the university has grown rapidly over the last ten decades and is expected to continue a robust development agenda

The existing GLTC route structure is only partially equipped to handle these new developments. The new Wal-Mart and Lakeside Centre are both along existing Route 8, but are only served in one direction, which may be inadequate given the new commercial densities and streetscape design. Likewise, the Cornerstone community is currently served by Route 15, but only to connect to Liberty University. It may be desirable to connect this community to either the nearby Wards Road or Timberlake commercial corridors, or both. As a partner in GLTC operations, Liberty University should continue to be well-served as new growth occurs, but the new Wiggington residential development would not be served by the existing system.

Beyond the six-year horizon, developments in several other areas of the City are already expected to occur. Revitalization efforts and the promotion of new mixed use development Downtown and the Midtown/Plaza area are each the subject of recent subarea studies, along with the Fifth Street and Twelfth Street corridors in the downtown area. All of these areas currently receive frequent bus service, and with a new transit center located between these areas at Kemper Station, GLTC should be poised to continue this trend.

New development is expected to continue in the existing mixed use Wyndhurst community (served in one direction by Route 7), and begin in the Cheese Creek mixed use residential community and Graves Mill mixed use employment district. Route 7 appears to provide tangential access to Graves Mill, while Cheese Creek would be completely unserved by the existing system.

In terms of land use planning beyond the City boundaries, the CVMPO has taken the initiative to move the region toward a more unified approach to land use and transportation design. The *Central Virginia Regional Action Plan for Coordinated Land Use and Transportation Planning (2007)* defines several recommendations that seek to incorporate transportation design into local land use planning; preserve open spaces and key transportation corridors; promote mixed use, high-density development; and minimize by-right development that is straining secondary arterials throughout the region.

This plan identifies transit supportive corridors and neighborhood activity centers within each jurisdiction in the CVMPO area (Figures 3-64 and 3-65). Except for portions of US Business 29 in Amherst County, corridors outside of the City of Lynchburg are not served by GLTC. These areas would be starting points for the exploration of future service outside the City.

Figure 3-64

Central Virginia Regional Action Plan for Amherst and Bedford Counties

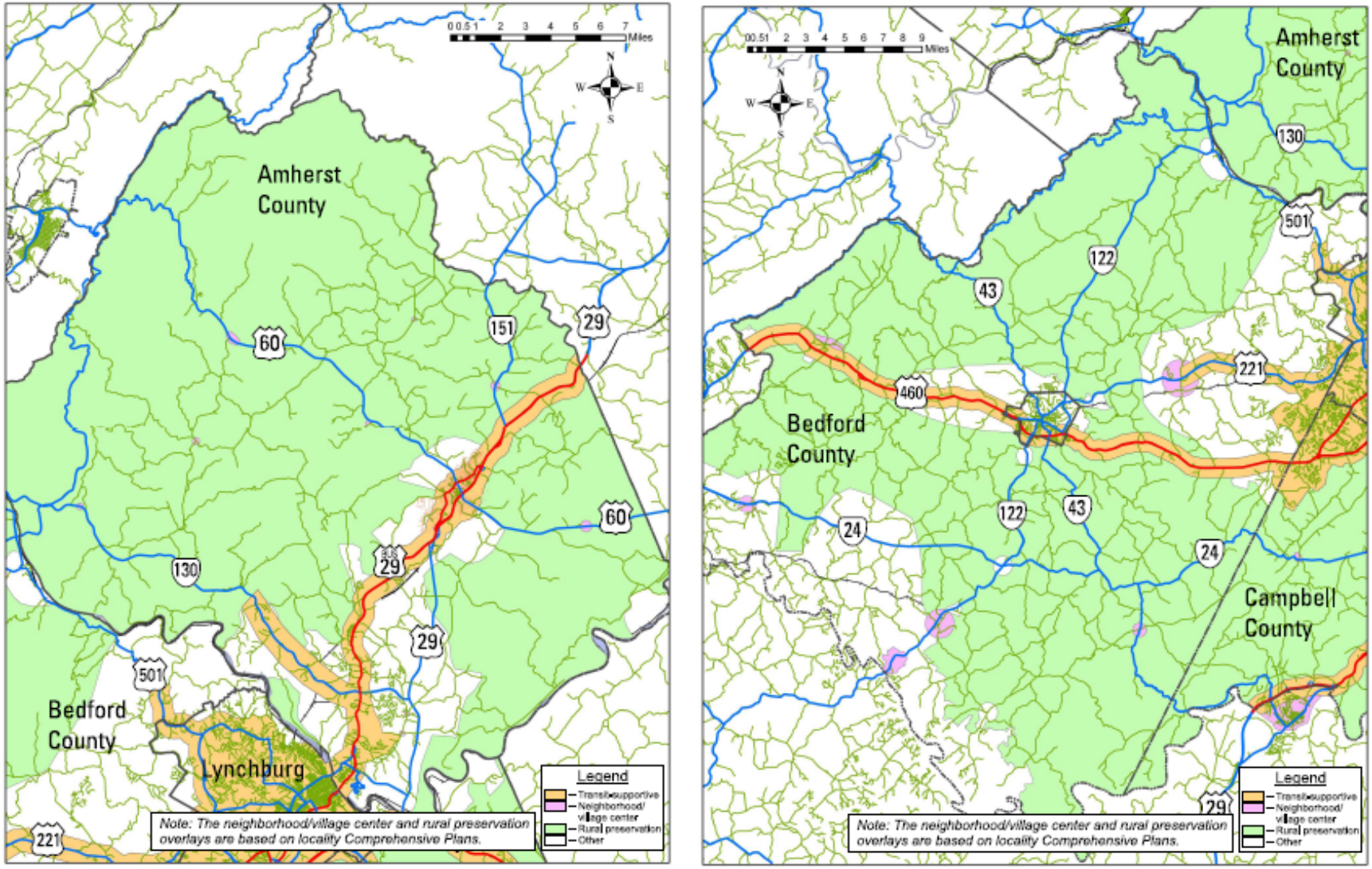
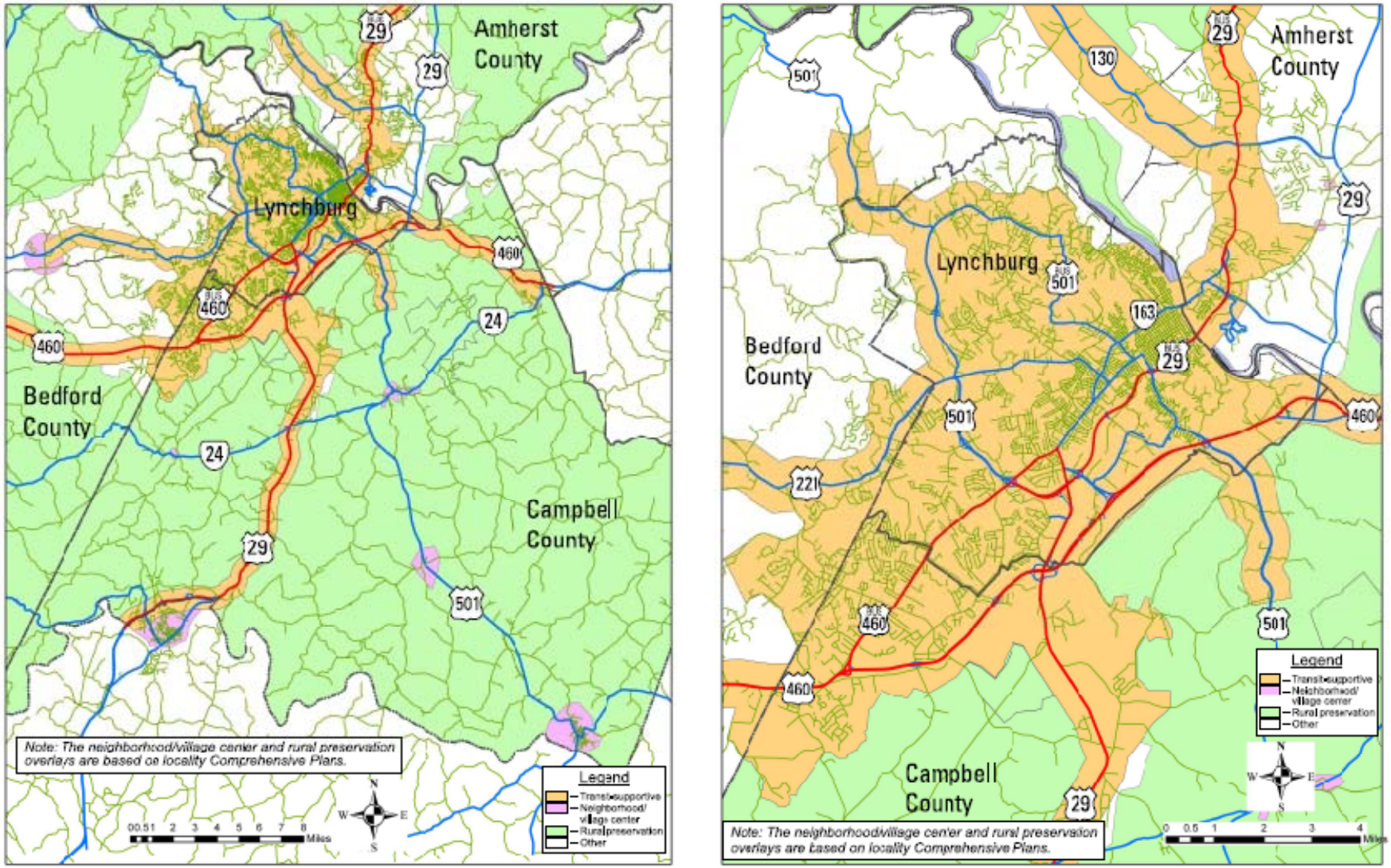


Figure 3-65

Central Virginia Regional Action Plan for Campbell County and the City of Lynchburg



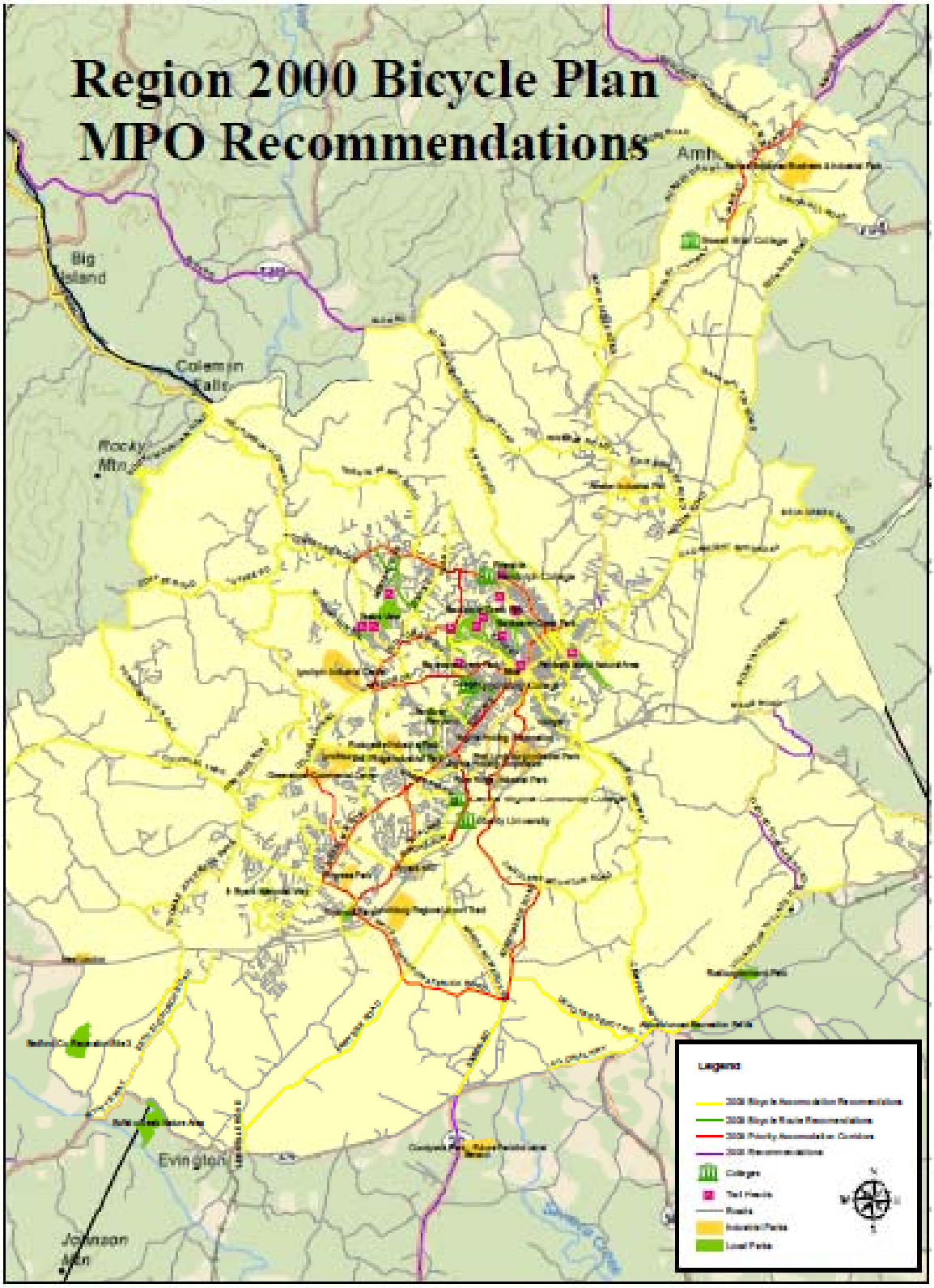
3.7 Bicycle and Pedestrian Plan Summary

Blcycle planning for the region has been primarily led by the CVMPO, who published the *Region 2000 Greenways and Blueways Plan (2003)* and the *Region 2000 Bicycle Plan (2010)*. The first document deals with the provision of bicycle networks as they relate to greenspace in the area and discusses in detail the James River Heritage Trail which intersects the GLTC service area as it crosses the City of Lynchburg from Langhorne Road north of Cranehill Drive winding toward downtown and across Percival Island to Amherst County.

The James River Heritage Trail also contains bike and pedestrian facilities that extend beyond the watershed and access Kemper Station, future transfer hub for GLTC fixed routes. So despite its primary purpose as a recreational facility, the Heritage Trail provides over 9 miles of paved bicycle and pedestrian facilities that connect several destinations, such as Lynchburg General Hospital, Kemper Station and downtown Lynchburg.

The more recent Region 2000 Bicycle Plan expands the discussion of bicycle planning beyond trails designed primarily for recreation to on-street facilities designed for destination travelling. It recommends candidate corridors for bicycle lane implementation and identifies design criteria for streetscapes and signage to support an interconnected on-street bicycle network. Figure 3-66 depicts the proposed bicycle network for the CVMPO region.

Figure 3-66
CVMPO Proposed Bicycle Plan for the CVMPO Region



3.8 Population and Employment Trends

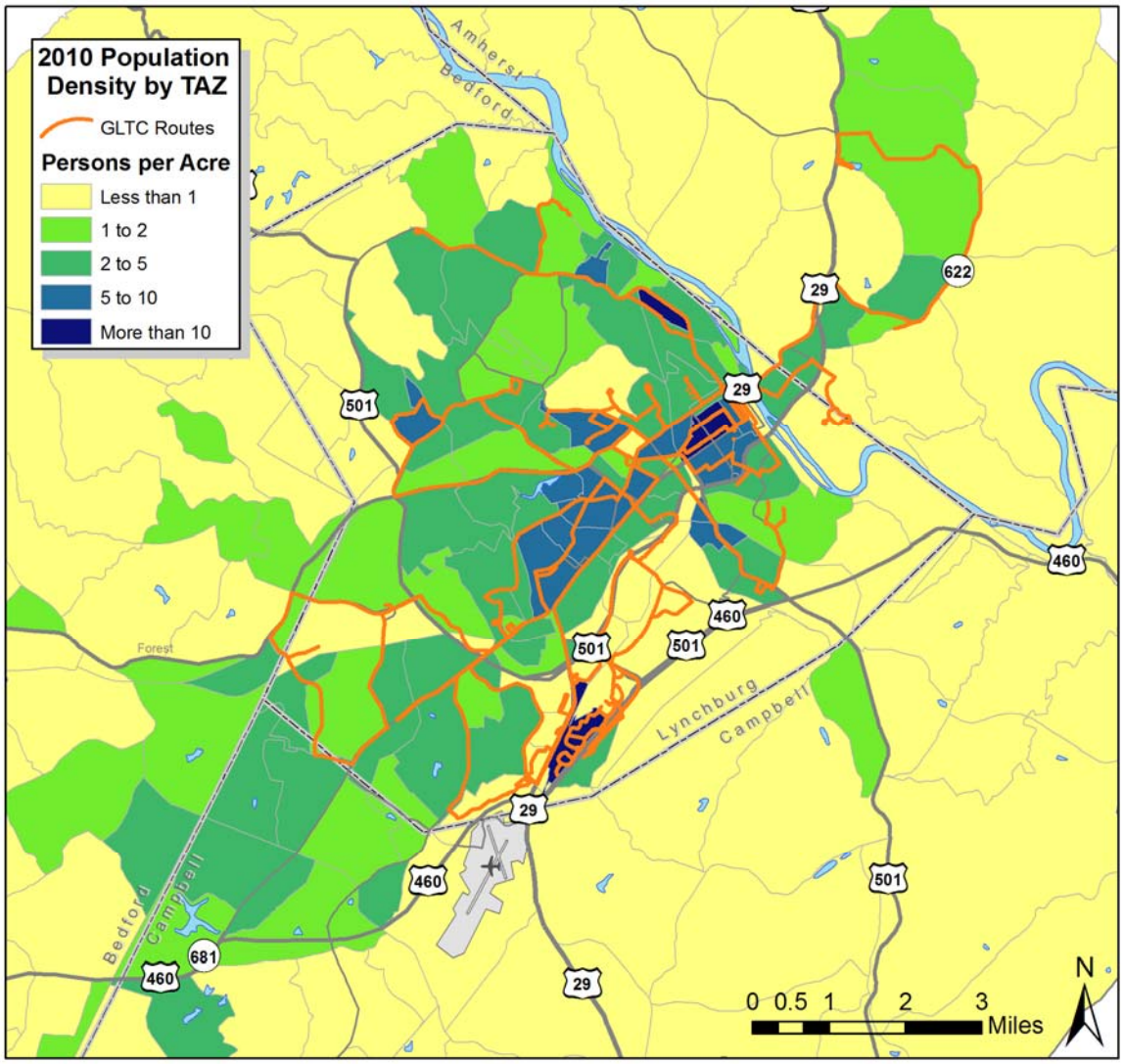
Population and employment projections at the TAZ level were provided by the CVMPO and have been used to summarize demographic changes within the MPO planning area. Table 3-13 provides a summary of the projected trends in population and employment between 2010 and 2020 for the portions of Amherst, Bedford and Campbell Counties within the area, as well as the City of Lynchburg. While overall population is projected to increase by six percent (with the highest increase in Bedford County), overall employment is only projected to increase by one percent, with Bedford County showing the largest increase of 17 percent.

Table 3-13
2010 and 2020 Population and Employment Projections

City/County	Population			Employment		
	2010	2020	% Change	2010	2020	% Change
Amherst	24,802	26,196	6%	8,053	7,893	-2%
Bedford	23,196	27,694	19%	7,767	9,099	17%
Campbell	29,372	31,080	6%	11,331	11,458	1%
Lynchburg	66,368	67,466	2%	52,877	52,482	-1%
Grand Total	**143,738**	**152,436**	**6%**	**80,028**	**80,932**	**1%**

Figure 3-67 shows the 2010 population density by TAZ. Areas with the highest population densities (5 persons per acre or more) are located in and around the downtown Lynchburg central business district and around Liberty University. The residential area west of the transfer center and north of Fort Avenue also reveals higher concentrations of population. Other areas with higher density can be found east of US-501 and north of Old Forest Road and along Rivermont Avenue. All of these areas are well served by transit. Areas with two to five persons per acre are relatively well served in the central and northern parts of the service area. The area of Timberlake in both Campbell and Bedford counties may be a candidate for expanded service as densities allow.

Figure 3-67
2010 Population Density



As shown in Figure 3-68, areas with the greatest percentage increase in population are the areas west of the service area in Bedford County, as well as south of Liberty University into Campbell County. Additionally, Amherst County shows large areas of one percent or greater growth in population. Most of the city of Lynchburg and areas currently served by GLTC are not projected to have a significant change in population, with portions of the downtown CBD, the area north of Lakeside Drive and west of US-501, and the vicinity north of Richmond Highway and east of Campbell Avenue all projected to have up to a 10 percent loss in population. One TAZ shows a greater than 10 percent loss in population and encompasses River Ridge Mall; however, not much population is within this zone currently. The areas displayed in white reported zero population in 2010, and thus a growth rate cannot be determined.

Figure 3-68
Population Change from 2010 to 2020

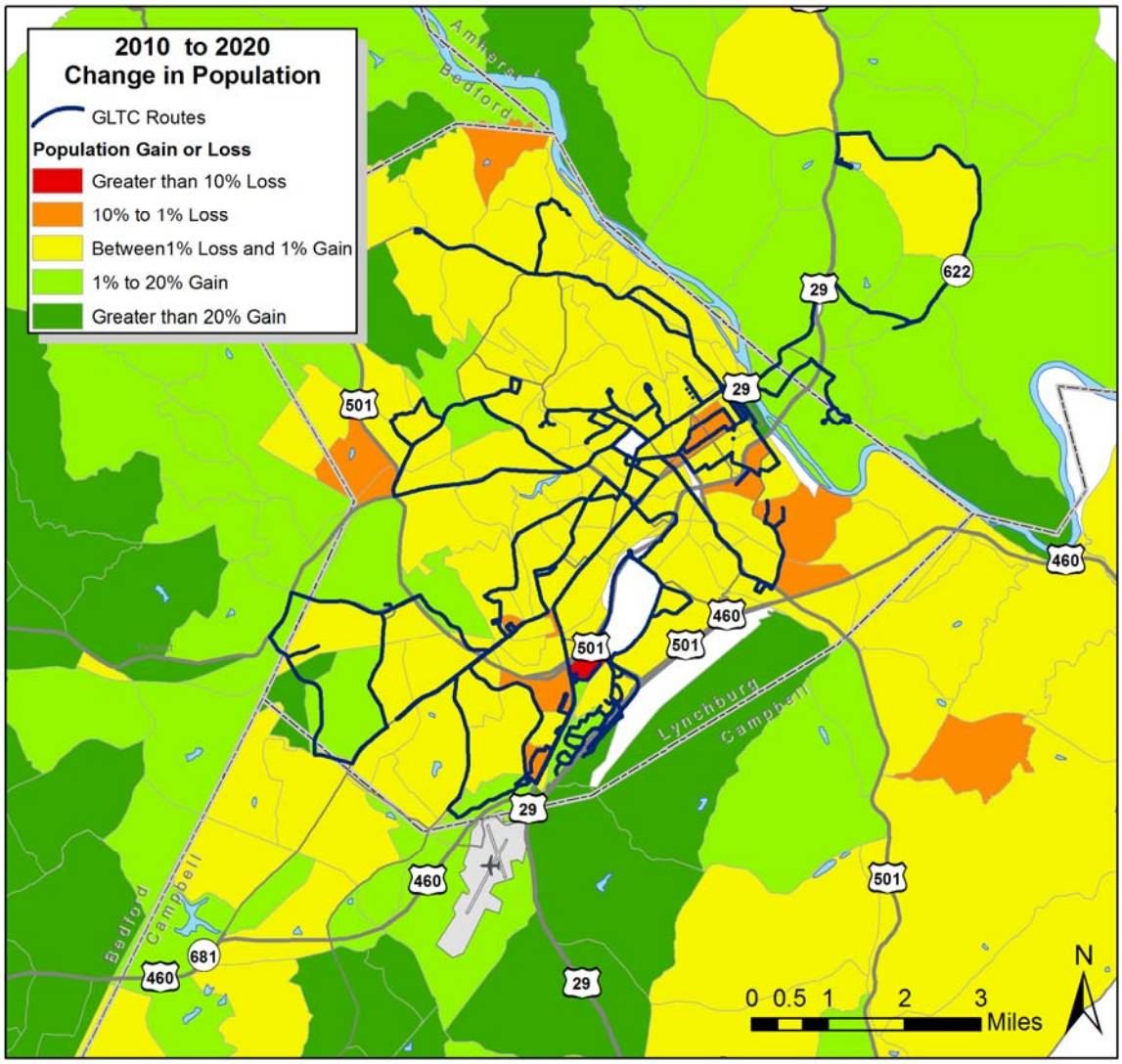
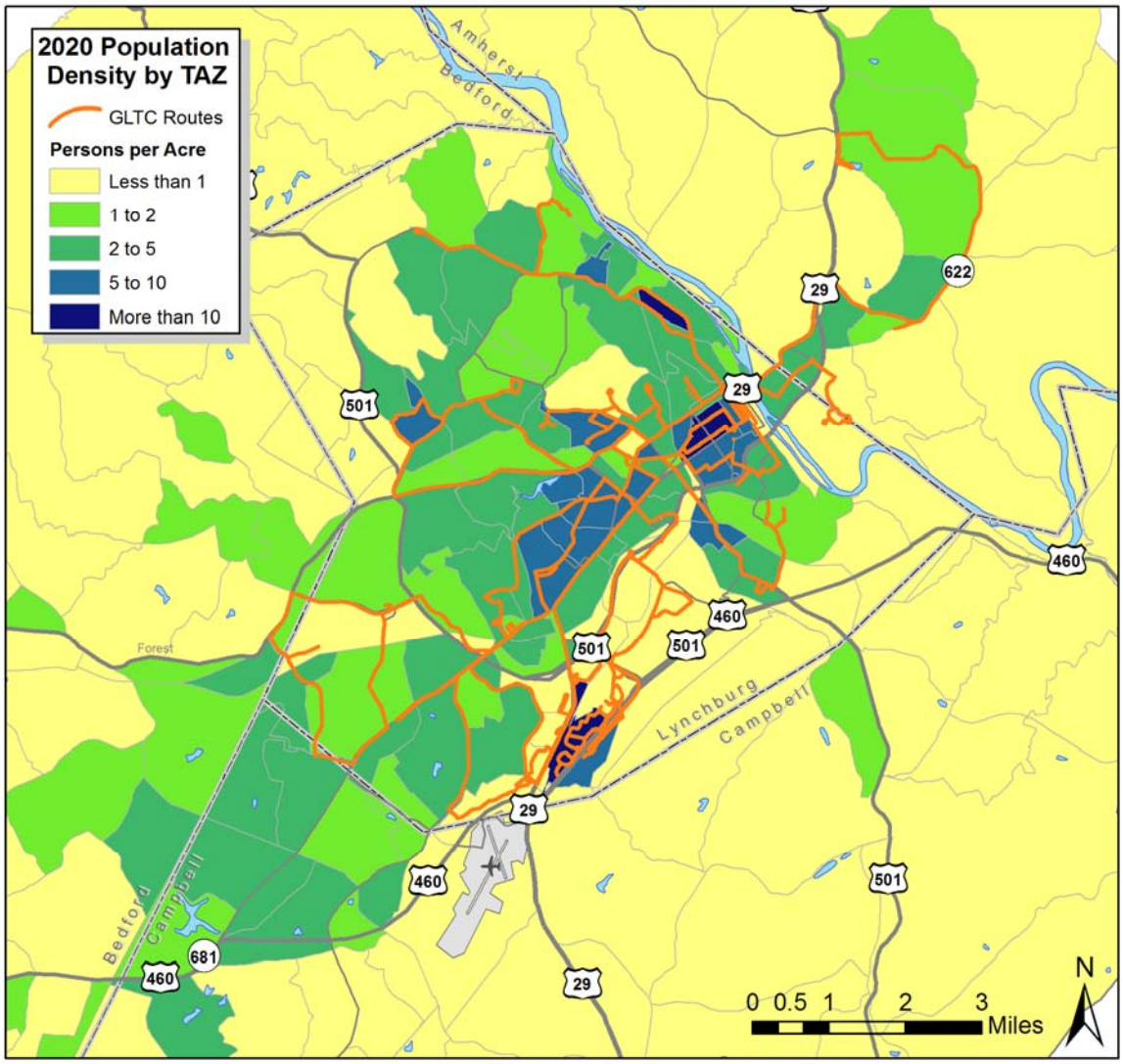


Figure 3-69 shows the projected population density for 2020. Existing service is located in most areas with five or more people per acre. Areas with a population density of two to five persons per acre may be underserved in 2020 in the northwestern quadrant of Campbell County near Bedford County as well as in portions of Bedford County.

Figure 3-69
2020 Projected Population Density



Turning to employment, areas with high employment densities (8 or more employees per acre) are concentrated in the downtown Lynchburg central business district and Liberty University. Other pockets of high employment are located west of the transit center and along the Wards Road corridor, including River Ridge Mall. All of these areas are served by transit. Areas with four to eight employees per acre are also well served by transit. Areas with two to four employees per acre that may be candidates for expanded transit include the area north of Lakeside Drive and west of US-501 around Jefferson Ridge Parkway, the western area of the service area along Forest Road, and the vicinity north of US-460 near Timberlake.

Figure 3-70
2010 Employment Density

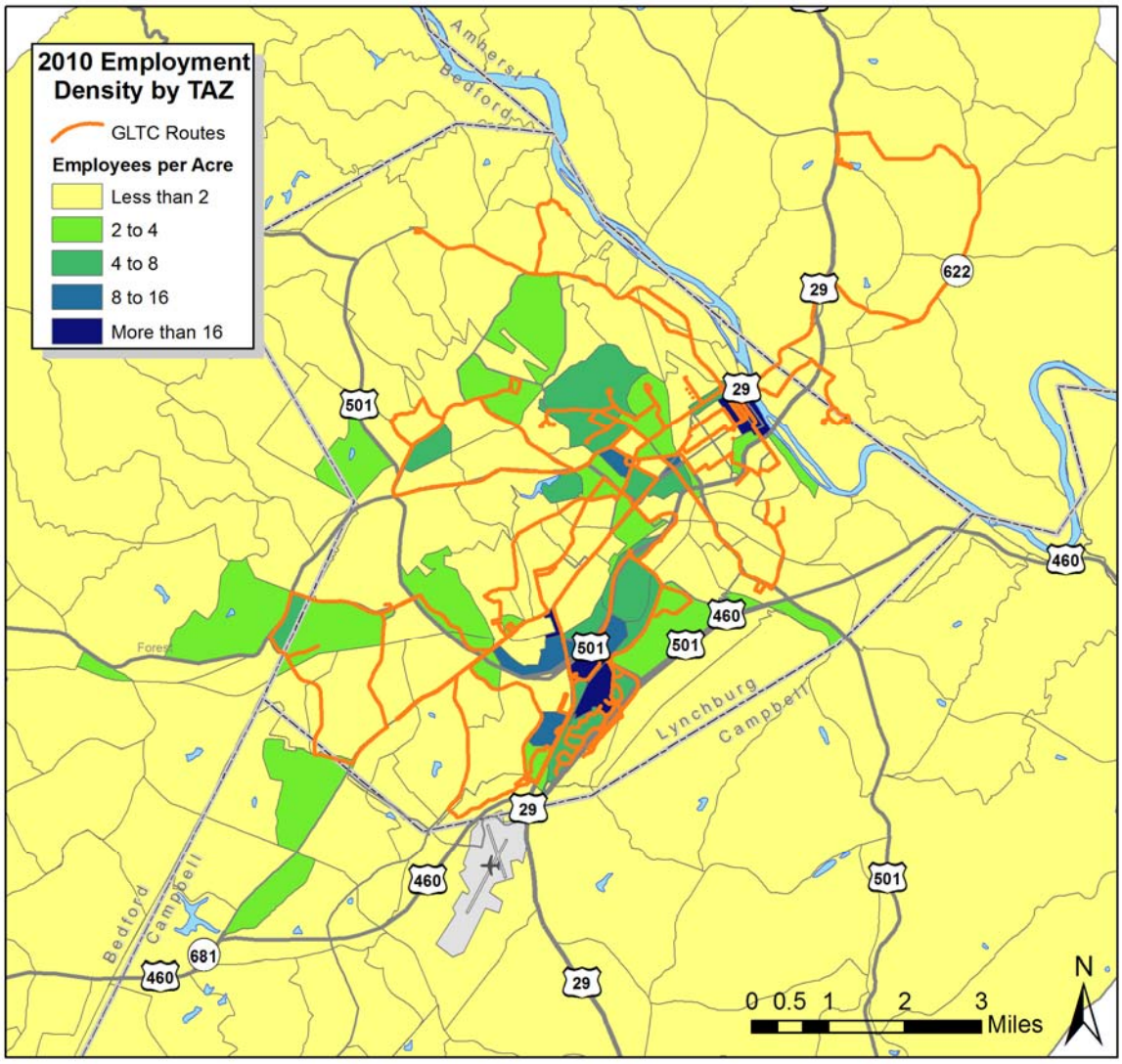
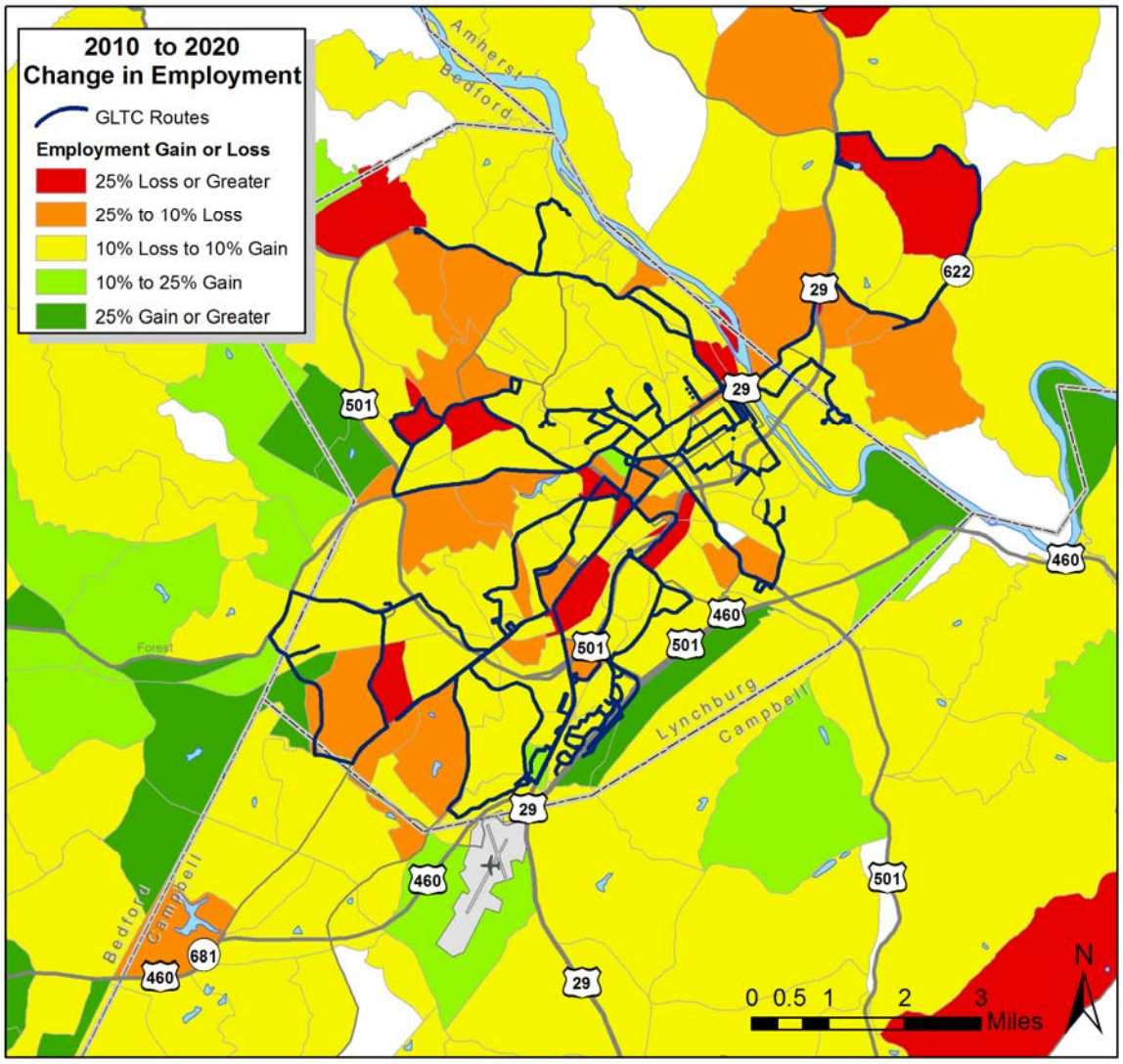


Figure 3-71 shows which areas are projected to have the highest percentage growth and decline in employment from 2010 to 2020. Much of the GLTC service area is projected to stay relatively steady or decrease in employment from 2010 to 2020. There are several areas with a 25 percent or more decrease in employment throughout the study area. In Lynchburg city limits, the TAZ on Timberlake Road, east of Old Graves Mill Road has a greater than 25 percent loss in employment. Further north on Fort Road, between Wards Road and Liggates Road, employment is projected to decline by 25 percent or more. The area north of Odd Fellows Road and south of the Lynchburg Expressway; the TAZs along Oakley Avenue between Lakeside Drive and Richmond Street; and the vicinity further north along Old Forest Road near Link Road, are all projected to lose employment by 25 percent or more. The area between Rivermont Avenue and Cabell Street north of 5th Street, and the vicinity north of Boonsboro Road and east of US-501 are also projected to lose over 25 percent of their employment. Areas in Amherst County area

also projected to lose in employment along US-29, including the TAZ east of US-29, south of Amelon Road and west of Dixie Airport Road, which is projected to have loss in employment greater than 25 percent between 2000 and 2010. Employment growth can be seen in Bedford County along Forest Road and west of US-501 north of Lakeside Drive. Other areas of employment growth are seen south of Richmond Highway near Liberty University and south of the river in Campbell County. Areas in white are those areas with no employment in 2010, and thus employment growth could not be calculated.

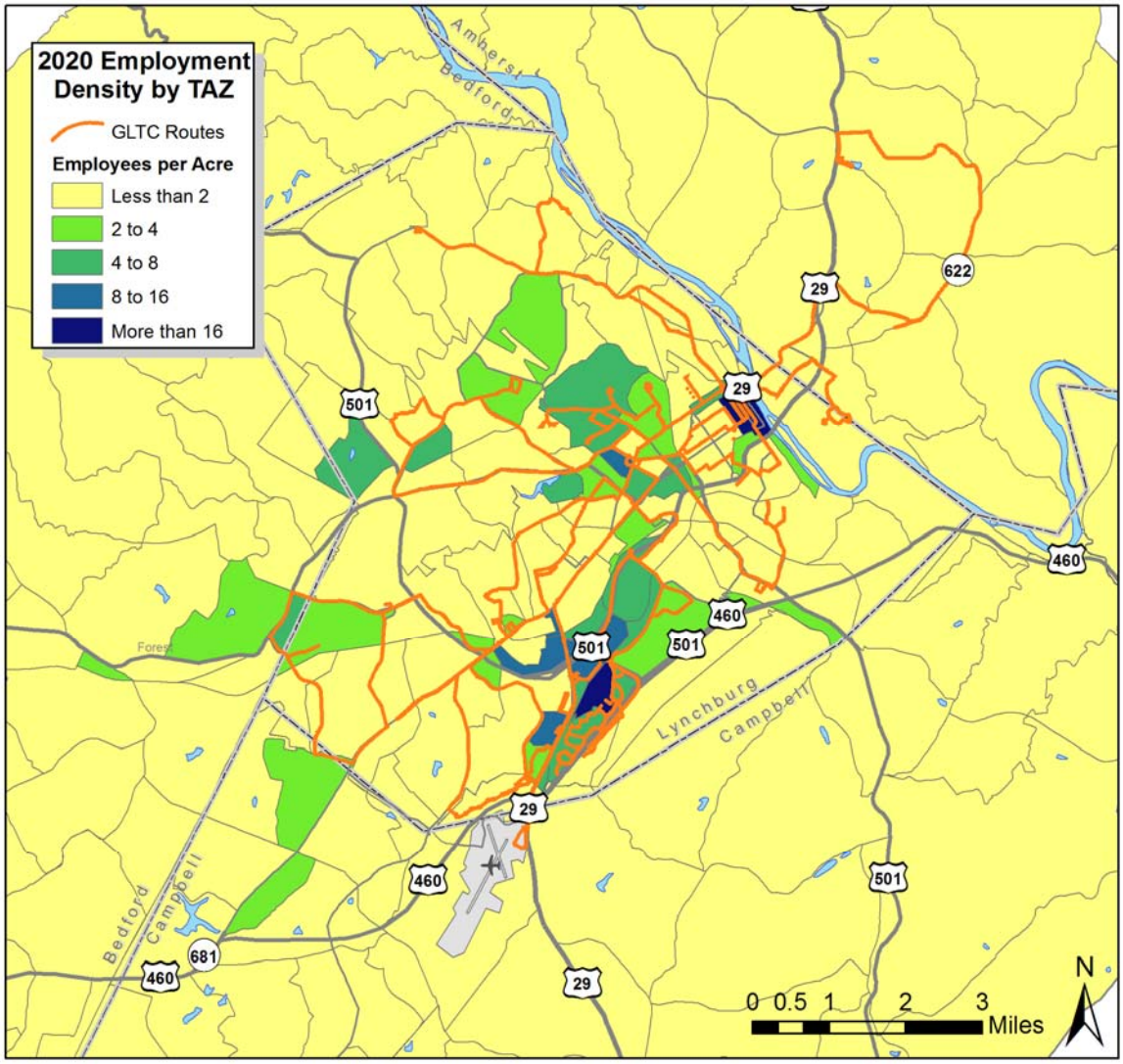
Figure 3-71
Projected Employment Change from 2010 to 2020



Currently, GLTC routes serve most of the areas projected to have eight or more employees per acre in 2020 including the CBD, Lynchburg College, Liberty University, and the Wards Road corridor, as shown in Figure 3-72. Employment densities are projected to be between eight and 16 in the area west of Wards Road and north of 501 near Liberty University, which may warrant future service. Additionally, employment densities west of 501 and north of Lakeside Drive in

the vicinity of the new Wal-Mart opening late 2010 are projected to be four to eight employees per acre, indicating future demand for service may exist.

Figure 3-72
2020 Projected Employment Density



3.9 Intelligent Transportation Systems Summary

Intelligent Transportation Systems are techniques and methods for relieving congestion, improving road and transit safety, and increasing economic productivity. During the last few decades, there have been rapid advances in information and communications technology. Many transit agencies, including GLTC, have employed a number of these different technologies in order to supplement or enhance the transportation services they offer to the public. Intelligent Transportation Systems (ITS) encompass a variety of different technology based systems.[2] The following sections provide a brief summary of GLTC's current and projected ITS applications.

3.9.1 Automatic Passenger Counting

Transit agencies around the world utilize Automatic Passenger Counting (APC) systems to automatically record passenger boarding and alighting information by time and location. These systems typically consist of infrared sensors positioned at every door of a bus that communicate with a central APC unit located on the vehicle, telling the central unit the number of boardings and alightings occurring at a given instance. The central APC unit is equipped with GPS technology that allows it to stamp the boarding and alighting information with the particular place and time of occurrence. The APC unit stores the data collected for every stop and every trip. Typically, a wireless unit on the bus is then utilized to periodically transmit the data collected by the APC unit to a secure server from which the data can be queried and extracted based on desired characteristics (such as a certain week, or route, or stop location).

GLTC has 16 APC units on-board their fleet of 37 fixed-route buses. The units are designed, manufactured and supported by Urban Transportation Associates (UTA). Not only does UTA provide the hardware, but staff also provides software and technical support to assist properties with retrieving and reporting their APC data. With approximately one-third of the fleet APC-equipped, GLTC is capable of maintaining a robust ridership and on-time performance data collection program. Given a strategic deployment plan and assuming all APC-equipped buses are functioning normally, data collection for all weekday trips can be accomplished within the span of three days. Saturday service can be collected over the span of two weekends while Sunday service can be collected on a single day.

3.9.2 Fixed Route Scheduling Software

In 2009, GLTC purchased its first fixed-route scheduling software packageto replace its manual system of runcutting, scheduling and rostering. GLTC acquired *The Master Scheduler* software package, which is also used in Alexandria, VA. This package will later be integrated into GLTC's fixed-route CAD/AVL system. It also provides a common platform to maintain Google Transit bus stop data.

3.9.3 Google Transit

Google Transit is a public transportation planning tool that combines GLTC's fixed-route schedule data with the graphic interface of Google Maps. The website integrates transit stop, route, schedule, and fare information to make trip planning easy and readily accessible to anyone with an internet connection. Google Maps is available in 12 different languages and is compatible with screen readers

[2] Federal Transit Administration – www.fta.dot.gov

for the visually impaired. Google Transit is also available on selected mobile devices through Google Maps for mobile and in the Google Earth desktop application.

3.9.4 Computer Aided Dispatch/Automatic Vehicle Location

Computer aided dispatch (CAD) and automatic vehicle location (AVL) systems facilitate the management of transit operations, providing up-to-date information on vehicle locations to assist transit dispatchers as well as inform travelers of bus status. GLTC has awarded an integrated fixed-route and Paratransit solution for CAD/AVL to RouteMatch in June 2010. The system includes mobile data terminals (MDT's) on all revenue vehicles, and will provide a single point operator log-on for fare-boxes, head signs and voice enunciators. The system will be deployed in FY2011. Knowing the positions of all vehicles at any given time will help management respond to incidents more quickly as well as identify trends in schedule adherence that can ultimately improve on-time performance. In addition to CAD/AVL, the system also incorporates a real-time public web portal for bus location, *RouteShout* instant messaging for bus location, and an integrated IVR bus location system. The system will rely on cellular communications, and GLTC will be able to take advantage of either government rates or City of Lynchburg rates among the various providers to provide the most cost-effective cellular solution.

3.9.5 Paratransit Scheduling Software

GLTC currently employs *Engraph Paraplan Lite* software to coordinate and schedule all paratransit trips. While an effective tool up its initial purchase, ridership demands and itinerary complexities have made this software obsolete. Technologies have also improved since the original software's installation. GLTC has awarded a contract to RouteMatch to upgrade its paratransit scheduling software. This system will also provide mobile data terminals (MDT's) to improve scheduling efficiencies and customer information. The award was made in June 2010, and will be deployed in FY 2011.

3.9.6 On-Board Security Cameras

Ever since the attacks on 9-11-2001, security on America's transit systems has been heightened. As such, cameras that record activity both inside and outside of the transit vehicle have become more commonplace. GLTC's buses are no exception and are equipped with a seven-point on-board camera system. On-board security cameras have been successfully used to observe suspicious or criminal activity, increasing the chances of arrest and conviction if a crime has taken place on a transit vehicle. Cameras mounted outside of the bus have also been proven an effective means of reconstructing Bus Operator and surrounding motorist/pedestrian activities prior to an accident, resulting in significant liability savings. GLTC, together with the VA Transit Liability Pool and the VA State Police have successfully prosecuted insurance fraud based largely on video archives of alleged losses. In July 2010, GLTC is testing a real-time cellular based camera feed system with Apollo Video Technologies, and may do a limited deployment of that system depending upon test results and funding.

3.10 Title VI and Triennial Review

GLTC's Title VI Program was updated in June 2007 and is in compliance with 49CFR Section 21.9(b). The Title VI Plan identifies the General Manager as the FTA's Title VI Coordinator. The Assistant General Manager is designated as GLTC's Civil Rights Officer and is appointed to investigate and track all Title VI complaints.

GLTC went through FTA's Triennial Review Program in 2009 and was found to be in compliance in 17 of the FTA's 22 areas of requirements (Drug & Alcohol was not reviewed since GLTC had conducted a Drug & Alcohol Compliance Audit in February 2007). Deficiencies were found in the following five areas: Financial, Satisfactory Continuing Control, Procurement, Disadvantaged Business Enterprise, National Transit Database and Safety & Security. GLTC has taken corrective actions for all five areas and the FTA has determined those corrective actions to be sufficient. Copies of GLTC's Title VI Program and results of the most recent Triennial Review can be found in Appendix E of this TDP.

Chapter 4 Transit Service and Facility Needs Assessment

This chapter identifies the potential facility and service needs for the GLTC service area as well as communities immediately surrounding the City of Lynchburg. Service, facility and equipment needs have been identified based on the evaluation conducted in previous chapters of this TDP, stakeholder and community outreach, and demographic analysis.

Key findings that have been instrumental in identifying transit service and facility needs include:

- GLTC's ridership is heavily influenced by seasonal attendance trends at Liberty University
- Currently, the strongest transit travel patterns occur between north-central Lynchburg and Liberty University, followed by central Lynchburg to Liberty University
- Strong transit travel also occurs between southwest central Lynchburg and Liberty, Wards Road/Timberlake and Liberty and central Lynchburg and Downtown
- Liberty University is the largest employer and activity center in the region
- Centra Health (Lynchburg General Hospital and Virginia Baptist Hospital) is the region's second largest employer
- Future 2020 employment projections indicate small decreases within the City of Lynchburg (-1%) and Amherst County (-2%), a small increase in Campbell County (+1%), and a significant increase in Bedford County (+17%)
- Much of the region's growth has occurred in the Wards Road and Timberlake Road corridors, making both areas strong contenders for expanded transit service
- Additional growth has occurred outside of the City limits, thus moving potential transit trips outside of GLTC's current reach
- Future 2020 population projections indicate a small increase within the City of Lynchburg (+2%) with modest increases in Amherst County (+6%) and Campbell County (+6%), and a significant increase in Bedford County (+19%)
- Sunday service span is extremely constrained, making round trip travel for employees working an eight-hour shift nearly impossible
- Evening service options are fair, though there are greater opportunities to capture trips in the southern portions of the service area
- Scheduled travel speeds on many routes are somewhat high, making on-time performance particularly challenging
- GLTC's ridership, service and financial performance are comparable to its peer systems
- A new transit center – Kemper Street Station – is scheduled to open in 2-3 years, replacing The Plaza as GLTC's main transfer facility
- The current operations base is landlocked and undersized to house the current fleet

Based on these findings, the following needs and service improvements have been identified for consideration in this TDP. It is important to note that this list represents potential improvements that

extend well beyond the six-year period outlined in this TDP. Specific improvements recommended for the TDP's six-year time period will be outlined in Chapter 5.

4.1 Service Needs

Concurrent with this Transit Development Plan (TDP), GLTC is also conducting a Comprehensive Operations Analysis (COA). The COA is designed to take a more in-depth look at GLTC's current route productivity and ridership demand while also preparing the system's route structure for the move to Kemper Street Station. The COA is oriented to three time horizons – Near Term (1-2 years), Short Range (3-6 years) and Long Range (7-10 years). While this TDP only calls for initiatives in the Near Term and Short Range time frames, Long Range initiatives will also be included. By doing so, GLTC will be able to readily promote plans from the Long Range as Near Term plans are implemented and the TDP progresses into future years. Maps and descriptions of each service recommendation from the COA are included in Appendix X. Below is a brief overview of each service need.

Improve On-Time Performance

On average, GLTC's city routes are scheduled to travel at a pace of 16.7 MPH, inclusive of layover/recovery. However, scheduled speeds assigned to specific routes range between 11.5 and 22.4 MPH. These faster paces, particularly on some of GLTC's most utilized routes, have created instances where bus operators must choose between excessive speeds or allowing the schedule to fail. In future years, running times must be relaxed to allow for appropriate recovery and layover. The average system speed needs to be lowered to approximately 15 MPH to ensure safe, reliable operations. A number of strategies are recommended to accomplish this including adjustments to route approaches in the vicinity of The Plaza to streamline traffic flow and eliminate unnecessary circuitousness and changes in route interline pairings to match routes with stressed schedules to routes with more relaxed running times.

Restructure Service for Kemper Street Station's Opening

In the next 2-3 years, GLTC will open Kemper Street Station – a new 20-bay transfer facility located adjacent to the Lynchburg Amtrak Station. While this new facility is only one mile from the current Plaza location, this move will present an ideal opportunity to streamline services and eliminate non-productive segments. With the opening of Kemper Street Station, every route in the system will be impacted. With this in mind, a new route nomenclature is also introduced. This new numbering scheme eliminates the combination of numbers and letters and creates a new system that is entirely numeric. The new nomenclature also translates easily for internal GLTC functions such as GFI fare code entry, improving ridership data integrity.

Improved Evening and Weekend Frequency in the Rivermont Avenue Corridor

Routes 3C and 3D were identified as above-average performers, despite the 120-minute frequencies that are offered in the evening and weekend hours. In an effort to provide a minimum 60-minute service standard, frequencies are recommended to be improved. Ultimately, this will be done by creating a combined service (Route 43) that serves the trunk (Rivermont Avenue) as well as the branches (VES and Boonsboro Road) on all trips.

Bi-Directional Service on Lakeside Drive and Old Forest Road

As observed in Chapter 3 of this TDP, many of GLTC's routes have been designed with large loops that maximize service coverage yet limit travel direction options. With the opening of the new Wal-Mart Supercenter on Old Forest Road, a new terminus opportunity is created for services in west Lynchburg. This new terminus will allow route to be structured bi-directionally, eliminating the need for large loops to create a turnaround.

Timberlake Road Corridor Service

The Timberlake Road corridor is one of the busiest and fastest growing travel corridors in the Lynchburg region. However, transit service within the corridor is fragmented and in some case only offered in one direction. Given the large amount of retail and high-density residential development along with institutional uses such as public schools and Social Security, this TDP recommends a more continuous service that ultimately builds-out into 30-minute streamlined service between Kemper Street Station and Greenview Drive.

New Crosstown Services

Currently, all GLTC city routes (except for Routes 5G/H) are routes to connect at a central transfer point. While this is the most effective means to connect services with minimal resources, the out-of-direction travel this structure creates is discouraging to passengers to passengers who wish to move more laterally throughout the system. New crosstown routings have been identified that more directly connect southern portions of the service area while minimizing out-of-direction travel.

Expanded Service Area

Currently, all GLTC city routes operate within the City of Lynchburg except for Routes 5G/H, funded through an agreement with Amherst County. Large segments of the regional population live just southwest of the City limits, in Bedford and Campbell Counties, and travel daily into the City to work, shop, and attend classes. Further, future demographics indicate that the majority of population and employment growth in the region will occur in these counties. New routes connecting Bedford and Campbell Counties to the GLTC system have been identified. These would likely require funding through an intergovernmental agreement, much as the Amherst service is currently addressed.

New Liberty Route Structure

The current Liberty Route structure consists of four primary on-campus routes, two off-campus routes and several variations of these, each with unique alpha-numeric identifiers. While the base route structure seems simple enough, the multiple identifiers is complex and difficult to follow, even for the most experienced transit rider. The TDP recommends a more simplified approach. Like the city system, all Liberty routes will be renumbered with a 70-series (on-campus) or 80-series (off-campus) number. The various patterns will also be streamlined, instead adjusting frequencies as demand dictates.

New Liberty Express Services

During the stakeholder interview process, representatives from Liberty University indicated a desire to serve more commuter students in future years. Using demographic data and latent demand analysis along with input from LU and GLTC staffs, new express services have been developed to offset some of the on-campus parking and traffic challenges Liberty currently experiences.

Improved Service Frequency, Span and Days of Service

While not all services are equally productive, this TDP recognizes that a minimum level of service must be implemented to make transit a viable option, even for the transit dependent. With that being said, a minimum service frequency of 60-minutes is recommended for all services. In addition, the current Sunday span of service was identified as being extremely constrained. The recommendation is to add two earlier hours of service to all routes that operate on Sundays. Select routes have also been identified as strong contenders for new evening and/or Sunday service.

General Service Optimization, Safety and Productivity Improvements

During the course of this TDP and COA, a number of route segments and service periods were identified for poor performance. In addition, several driveway and turnaround movements were identified as potential safety hazards. The resources garnered from these corrective measures will be identified and reinvested to accommodate many of the service initiatives listed above.

4.2 Facility and Equipment Needs

New Operations Base

As mentioned in Chapter 1 of this TDP, the current GLTC operating base is constrained and does not offer the capacity to safely and effectively support GLTC's current operations. Preliminary site selection is in progress for a new facility that will be able to accommodate GLTC's current and future operations. Property acquisition, engineering and construction are scheduled for FY 2013.

Kemper Street Station

GLTC has purchased property for a new transfer facility adjacent to the Lynchburg Amtrak Station. The project is currently in the design and engineering phase and will soon be entering construction. This new 20-bay facility will offer improved passenger waiting amenities and enough capacity to accommodate GLTC well into the future. Opening is scheduled for FY 2012.

Wards Road Transfer Center

To accommodate the additional bus services needed to adequately serve the passenger demand to Wards Road shopping, employment, and educational destinations, a future transfer hub should be located within the corridor. The size and scope of such a facility would vary based on available funding or land. At minimum it could consist of a "super-stop" facility with multiple bus shelters, transit maps and schedules, and loading space for up to 4 buses. At maximum it could be a full-fledged transit center with up to 8 sawtooth bus bays, an information kiosk, and restrooms.

Liberty University Transit Center

Liberty University experiences extremely heavy ridership funneled through a narrow and congested campus corridor. Transit service would be far more efficiently served and provide a safer environment for riders with the introduction of a transit center at the campus gateway, somewhere in the vicinity of Campus North. Ridership volumes and transfer patterns suggest a full-fledged transit center with up to 12 sawtooth bus bays, overhead cover, an information kiosk, and restrooms is warranted. Barring the sale or lease of land to the City on the Liberty campus, such a center would need to be privately funded.

Commuter Park & Rides

To fully optimize the expanded service needs described above to the City of Lynchburg and Liberty University, Park & Ride lots located in Bedford County and Campbell County are needed. Such facilities should offer capacity for 20 to 50 vehicles each with station signage and basic security, lighting, and informational amenities provided. Park & Ride lots could be located on land purchased or leased for such purpose.

Vehicle Procurement

In recent years, GLTC has made great strides in updating its fleet with new hybrid-electric vehicles. In keeping with FTA and industry practices, heavy-duty transit buses are replaced every 10-12 years while medium-duty paratransit vehicles are replaced every four years. During the six-year TDP period, GLTC projects the need for five new heavy-duty (hybrid-electric) buses to replace existing fleet and 22 new medium-duty paratransit vehicles (18 to replace existing fleet and four to expand the fleet). In addition, GLTC anticipates the need for four new sport-utility vehicles, two new pick-up trucks and two new passenger vans to replace current assets.

4.3 Funding Requirements

Potential costs were estimated for the service and facility needs identified above (in current year dollars). Potential funding requirements are based on the following assumptions:

- All operating costs are estimated using a four-variable resource allocation model calibrated from existing GLTC operating and budgetary data.
- Service changes to the existing system designed to improve on-time performance, optimize route design and productivity, and reorient services to the new Kemper Street Station can be made with minimal adjustments to existing revenue service hours, miles, and peak vehicles.
- Service changes to the existing system designed to improve service frequencies, spans, and days of service would require an additional 30% in operating resources and costs.
- Service expansion to introduce crosstown (non-downtown oriented) routes would require an additional 20% in operating resources and costs.
- Service expansion to introduce Bedford and Campbell County routes would require an additional 30% in operating resources and costs.

- Service changes to the existing Liberty University system designed to simplify alignments and frequencies and improve campus circulation can be made with minimal adjustments to existing revenue service hours, miles, and peak vehicles.
- Service expansion to the existing Liberty University system to introduce express routes from downtown Lynchburg, crosstown Lynchburg, Bedford County, and Campbell County would require an additional 7-15% in operating resources and 10% in operating costs.
- Capital costs associated with the new Operations Facility and Kemper Street Station are provided by GLTC based on preliminary cost estimates and are inclusive of architectural and engineering, land purchase, and construction costs.
- Capital costs associated with transit facilities along Wards Road or on Liberty University campus are rough estimates based on general costs associated with facilities of similar size and scope. The Liberty facility is assumed to be built using private funds outside of the control or jurisdiction of GLTC.
- Commuter Park & Rides in Bedford and Campbell Counties are assumed to be situated on leased property. The Bedford lot is assumed to be located on privately-owned property with an annual rental rate. The Campbell lot is assumed to be located within the VDOT-owned Park & Ride lot located southwest of US-460/Timberlake Rd, without an annual lease. Capital costs associated with each are rough estimates based on minimal costs associated with upgrading pavement, striping, signage, lighting, security, etc.
- Vehicle capital costs are based on VDRPT-assigned unit costs per vehicle for heavy-duty hybrid buses of $648,960, medium-duty "cut-away" buses of $129,792, and support vehicles of $32,448.

Table 4-1 below categorizes the additional operating requirements and costs associated with the service and facility needs identified above.

Table 4-1

Estimated Operating Requirements and Costs to Meet Service and Facility Needs

Service Need	Additional Operating Requirements	Additional Cost Estimate
Improve On-Time Performance	None. Service optimization and restructuring would alleviate on-time performance issues.	None
Service Optimization, Safety and Productivity Improvements	Negligible. Less than a 5% change in revenue hours and miles, and a reduction of one peak vehicle.	None. Service optimization efforts are cost-neutral
Restructure Service for Kemper Street Station's Opening	None	None. Service restructuring efforts are cost-neutral
Improved Service Frequency, Span and Days of Service	20,000 annual revenue-hours, 221,000 annual revenue-miles, and 5 peak vehicles.	$1.20 million/year in operating costs
New Crosstown Services	11,000 annual revenue-hours, 185,000 annual revenue-miles, and 2 peak vehicles.	$0.75 million/year in operating costs
Expanded Service Area	17,000 annual revenue-hours, 248,000 annual revenue-miles, and 5 peak vehicles.	$1.16 million/year in operating costs
New Liberty Route Structure	None	None
New Liberty Express Services	2,400 annual revenue-hours, 65,000 annual revenue-miles, and 1 peak vehicle.	$0.23 million/year in operating costs
New Operations Base	None	$20.5 million in capital costs
Kemper Street Station	None	$12.1 million in capital costs
Wards Road Transfer Center	None	$2.5 million in capital costs
Liberty University Transit Center	None	$5 million in capital costs
Campbell County Park & Ride	None	$150,000 in capital costs
Bedford County Park & Ride	None	$150,000 in capital costs and $50,000/year in operating costs
Heavy-Duty Buses (5 replacement)	None	$3.2 million in capital costs
Medium-Duty Buses (18 replacement)	None	$2.3 million in capital costs
Medium-Duty Buses (4 expansion)	None	$520,000 in capital costs
Support Vehicles (8 replacement)	None	$260,000 in capital costs

Chapter 5 Service and Facility Recommendations

This chapter identifies service and facility needs that are recommended for inclusion in the six-year TDP time period (FY 2011 through FY 2016). Potential service and facility needs were previously identified in Chapter 4 of this TDP. Recommended service and facility improvements that are presented in this chapter are based on anticipated available funding during the TDP time period.

5.1 Service Recommendations

As mentioned previously in Chapter 4, this TDP is being assembled concurrently with a Comprehensive Operations Analysis (COA) of the entire GLTC system, including Liberty University transit services. Within the six-year time horizon of the TDP, two of the COA's three service plans are scheduled for implementation. Given the sweeping changes in service structure associated with the COA, modifications are only being implemented during two of the TDP's six years. This will allow GLTC to focus its efforts on customer outreach and minimize the number of times passengers endure adjustments to their schedules. Specific route-level details of each service initiative are provided in Appendix F at the conclusion of this document.

FY 2011 – Implement Near-Term COA Service Plan

The near-term plan recommendations are designed to maintain yet optimize the existing service structure with minimal route re-design, realizing an approximate 1% savings in overall service-hours and 6% saving in service-miles. Improvements in on-time performance are prioritized while also addressing those services which are the least cost-effective. Any route re-structuring that occurs in the near-term plan remains cognizant of the larger systemwide adjustments that are anticipated with the move to Kemper Street Station in the short-range plan. Some highlights of the near-term service plan are:

- Adjustments to route approaches in the vicinity of The Plaza to streamline traffic flow and eliminate unnecessary circuitousness.
- Changes in route interline pairings to match routes with stressed schedules to routes with more relaxed running times, providing interim on-time performance improvements
- Decreased peak-hour frequency on Routes 9 and 10 due to weak performance
- Elimination of constrained driveway movements to improve safety
- Elimination of non-productive route branches and deviations
- Elimination of Sunday service on segments of Route 11 due to weak performance
- Improved Saturday service frequency on Routes 3C and 3D
- Modifications to Routes 1A/B, 3C, 3D, 5G, 5H and 11 to minimize duplication of service and out-of-direction travel

Maps depicting the near-term changes to weekday, Saturday and Sunday services are shown in Figures 5-1, 5-2 and 5-3. In addition, schematics outlining recommending changes to the line-up at The Plaza are also included in Figures 5-4, 5-5 and 5-6.

Figure 5-1 – Near-Term Weekday Service Plan Map

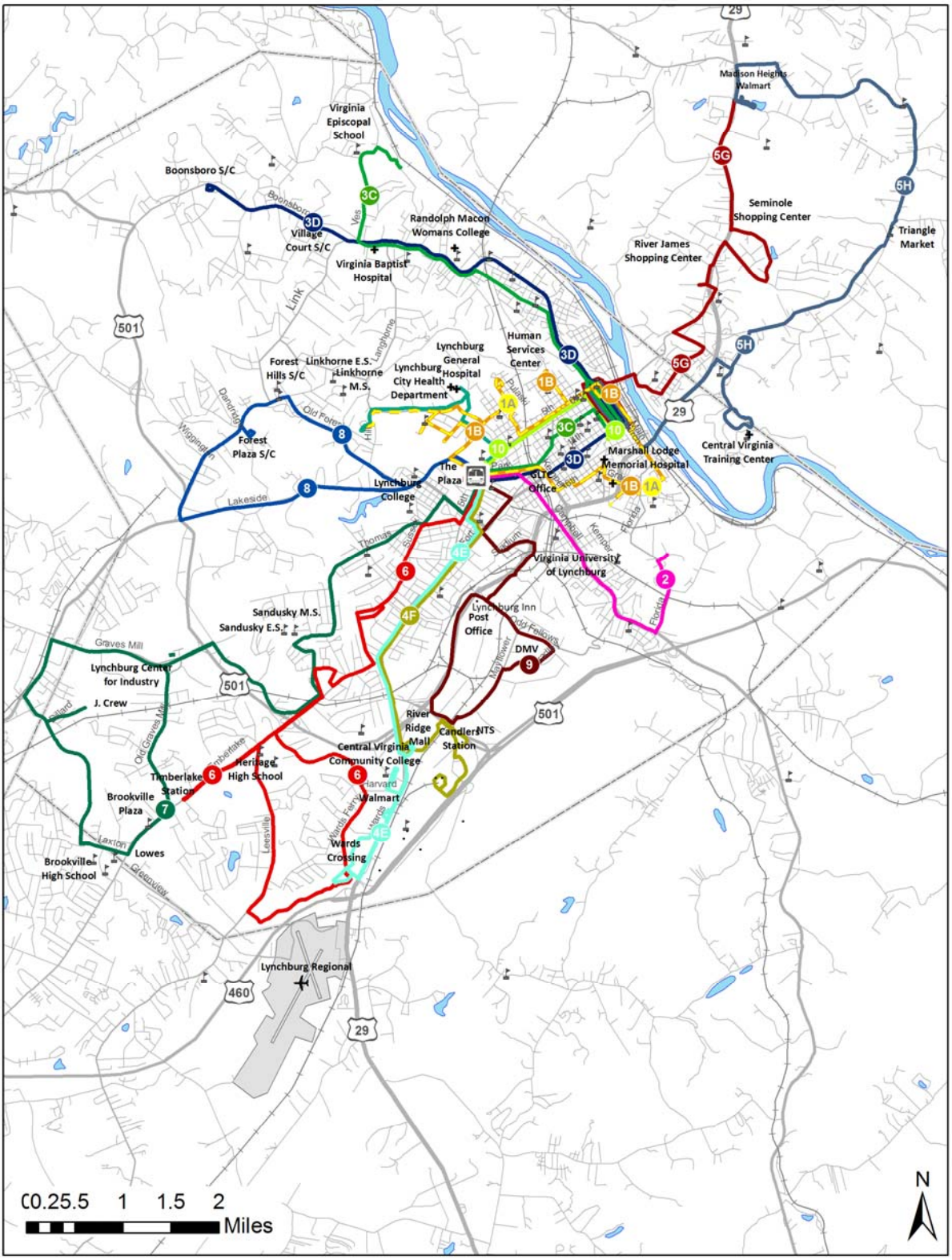


Figure 5-2 – Near-Term Saturday Service Plan Map

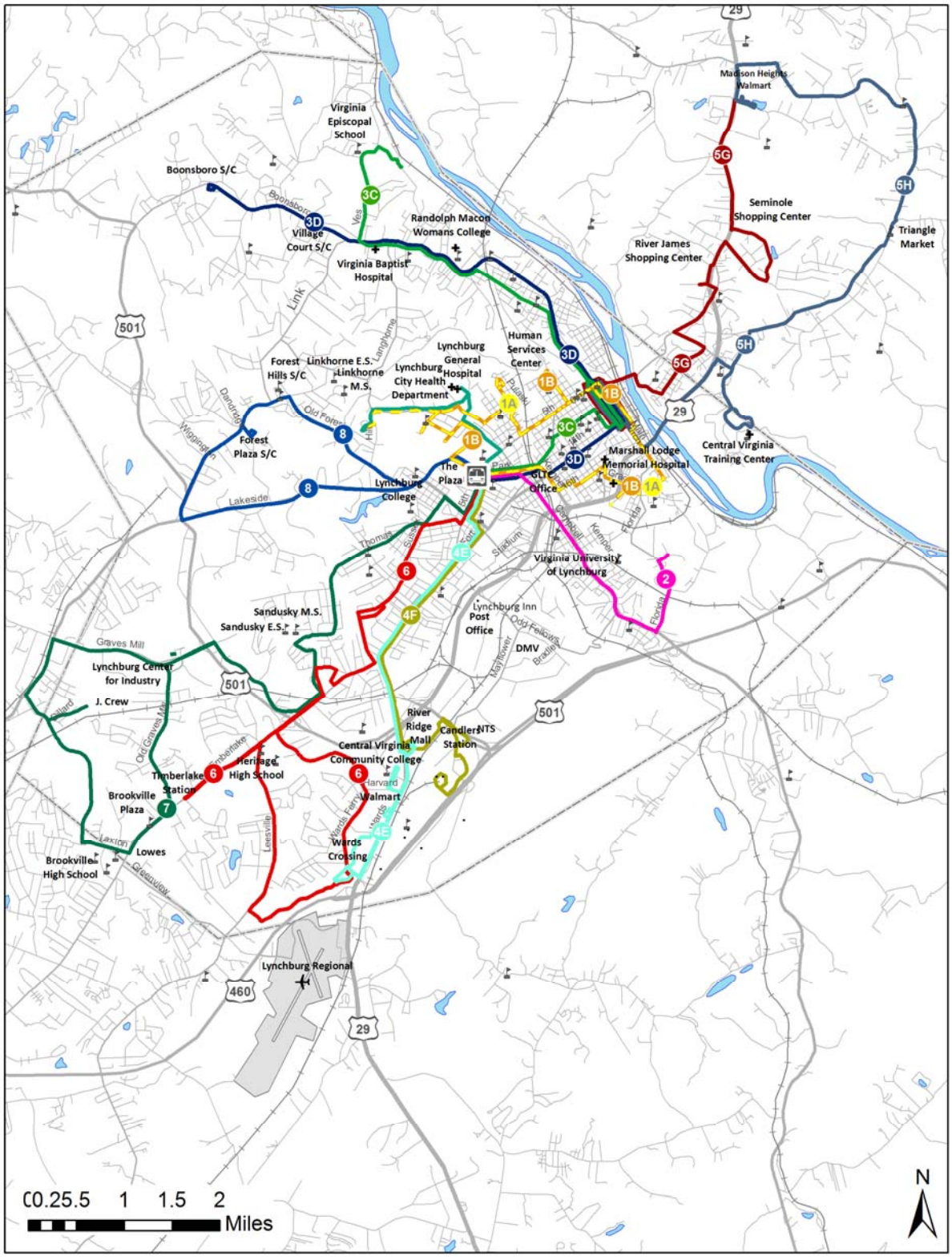


Figure 5-3 – Near-Term Sunday Service Plan Map

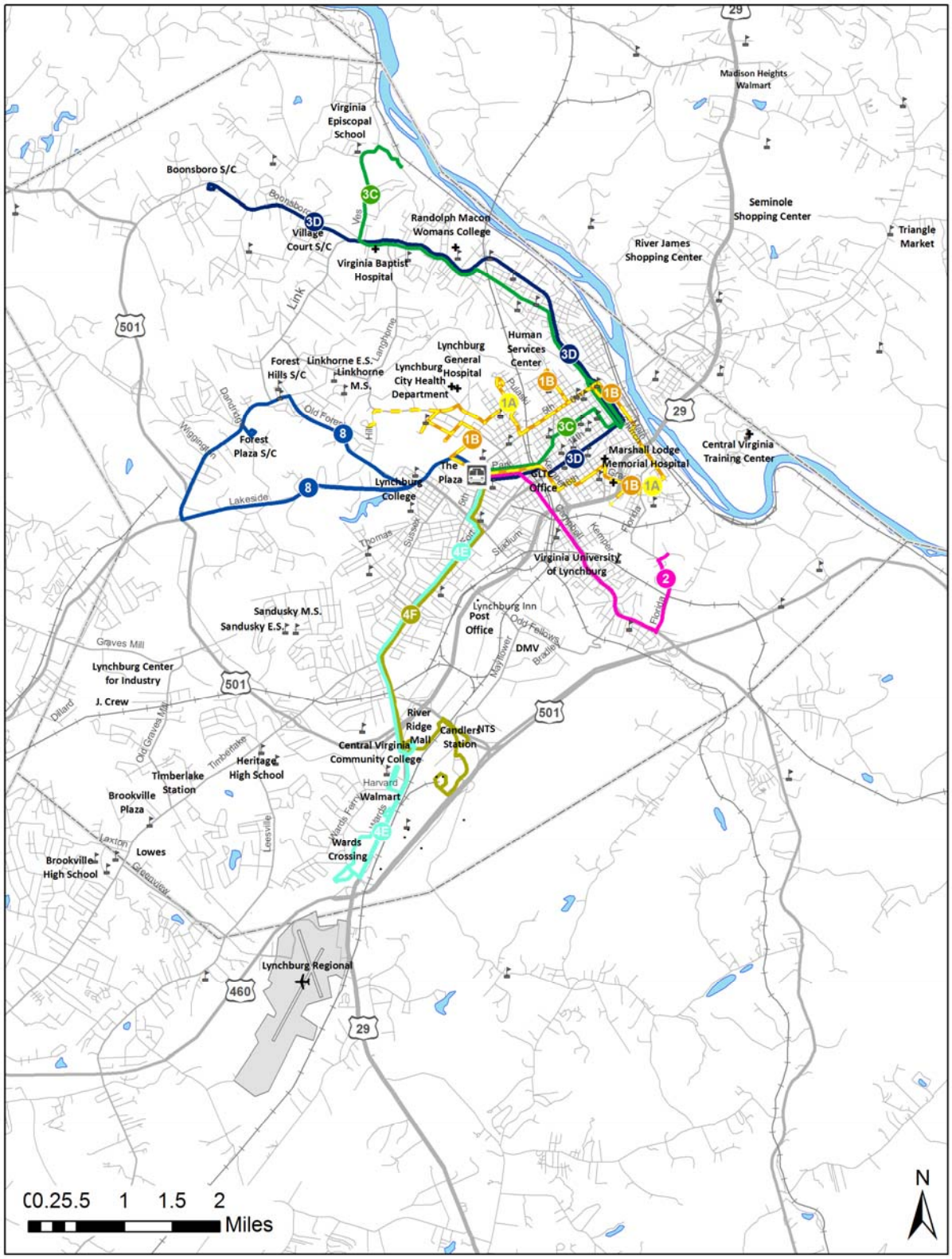
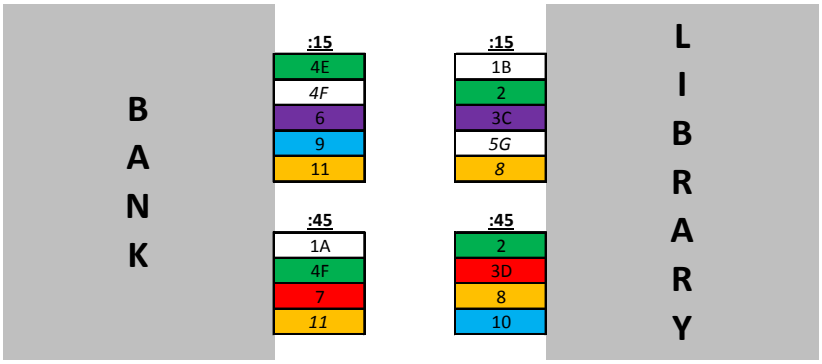
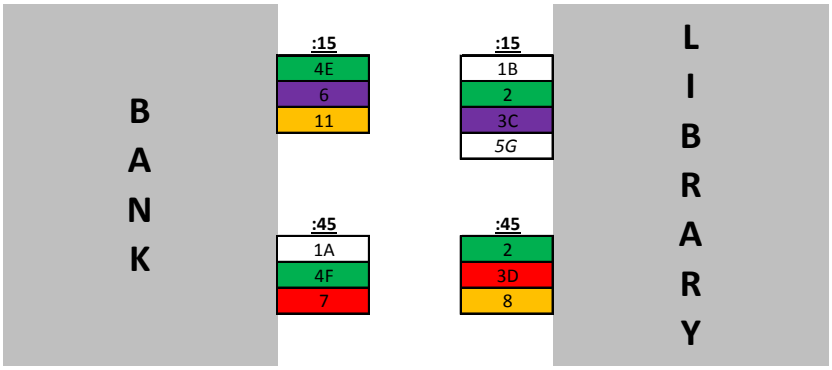


Figure 5-4 – Recommended Weekday Plaza Line-Up



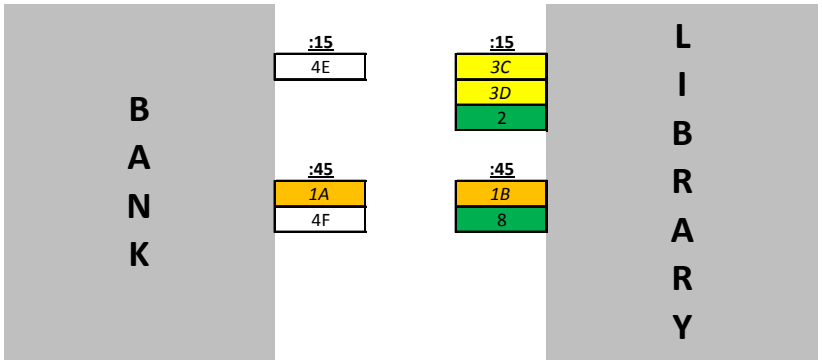
3C/D	In the Evening, Routes 3C and 3D circle the library inbound via Memorial Avenue to line-up
4F	This Block only Operates on Weekdays when Liberty University is in Session and must circle the library inbound via Lakeside Drive to line-up
5G	This Block only Serves The Plaza on Select Trips
8	This Block only Operates during Weekday Peak Hours
11	This Block only Operates during Weekday Peak Hours

Figure 5-5 – Recommended Saturday Plaza Line-Up



3C/D	In the Evening, Routes 3C and 3D circle the library inbound via Memorial Avenue to line-up
5G	This Block only Serves The Plaza on Select Trips

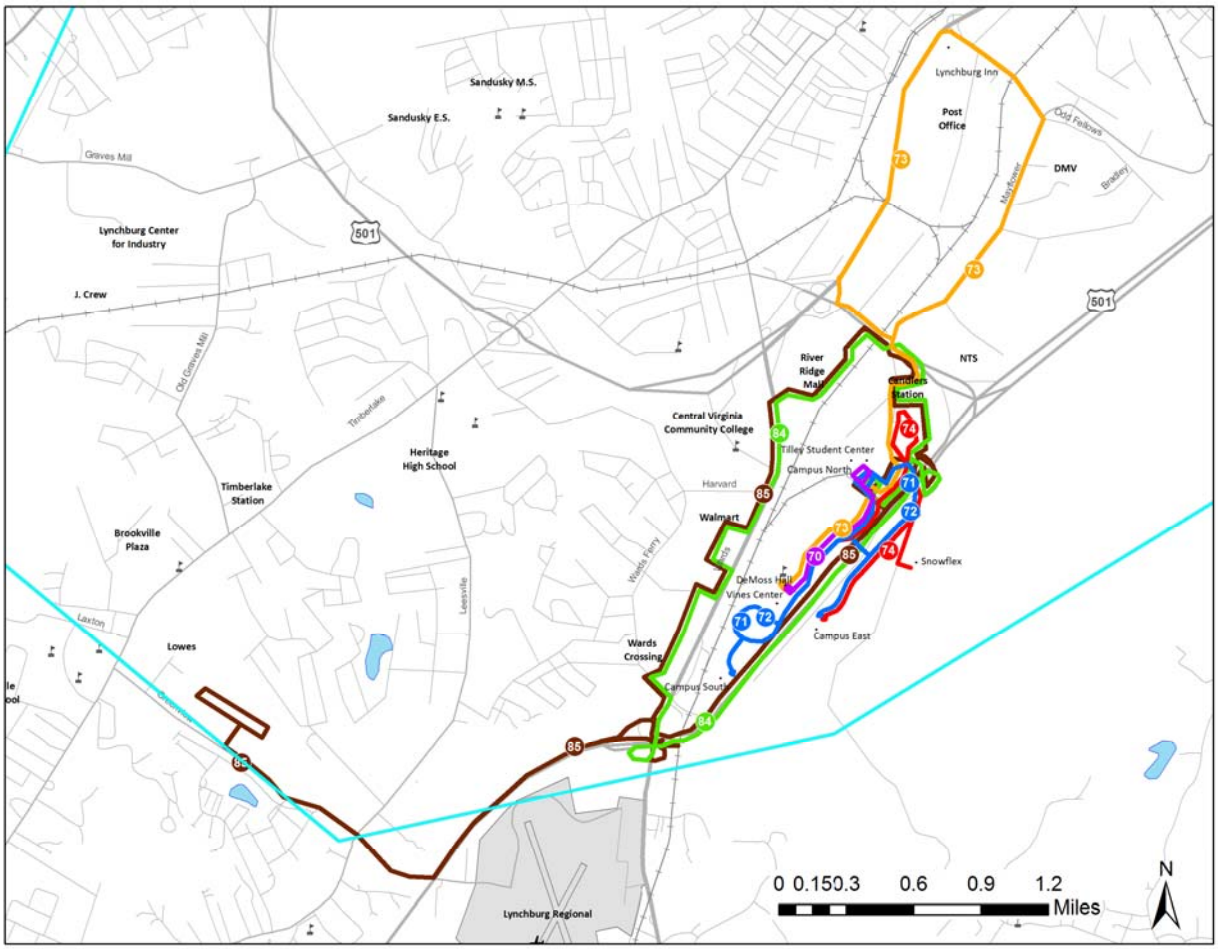
Figure 5-6 – Recommended Sunday Plaza Line-Up



1A/B	On Sundays, Routes 1A and 1B circle the library inbound via Memorial Avenue to line-up
2/8	On Sundays, Routes 2 and 8 circle the library inbound via Memorial Avenue to line-up
3C/D	On Sundays, Routes 3C and 3D circle the library inbound via Memorial Avenue to line-up
4E/F	On Sundays, Routes 4E and 4F circle the library inbound via Lakeside Drive to line-up

Service on the Liberty University campus is also recommended for adjustments in FY2011. The COA's Near-Term Plan incorporates a broad series of changes that simplifies existing routings and reorients service around a transfer hub located in the Campus North/Tilley Student Union area. The plan is cost-neutral and is planned for implementation in January 2011 at the start of the Spring semester. Figure 5-7 depicts LU Transit route alignments in the Near-Term Plan.

Figure 5-7 – LU Transit Near-Term Service Plan Map



Unlike current frequencies, many of which run on irregular clock intervals, all Liberty services would run on clock-face headways to allow riders to easily understand the bus schedules. Table 5-1 outlines headways by time of day and day of the week for Liberty service.

Table 5-1 – LU Transit Near-Term Service Plan Headways

Rte. #	Route Name	Weekday						Saturday			Sunday		
		Early AM	Peak	Early Eve	Late Eve	Night	Owl	Base	Night	Owl	Base	Night	Owl
In-Session													
70	Liberty Link	n/a	1.667	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
71	Liberty Loop CCW	30	10	15	30	n/a	n/a	n/a	n/a	n/a	30	n/a	n/a
72	Liberty Loop CW	n/a	10	15	15	30	n/a	30	n/a	n/a	30	n/a	n/a
73	Lynchburg Inn	n/a	15	30	30	30	n/a	30	30	n/a	30	30	n/a
74	Liberty Loop Extension CCW	n/a	n/a	n/a	30	30	30	30	30	30	30	30	30
4F[1]	Wards Road/Liberty University	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
84[2]	Wards Road Loop	n/a	n/a	30	30	30	n/a	30	30	n/a	30	30	n/a
85	Cornerstone/Wards/Liberty	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Breaks													
73	Lynchburg Inn	n/a	60	60	n/a	n/a	n/a	60	n/a	n/a	60	n/a	n/a
74	Liberty Loop Extension CCW	n/a	60	60	n/a	n/a	n/a	60	n/a	n/a	60	n/a	n/a

1. Only LU-contracted service of Route 4F is shown

2. Route 84 weekday service runs Fridays only

FY 2012 – No Planned Service Modifications

FY 2013 – Implement Short-Range COA Service Plan

The short-range plan reflects a modest increase in service-hours and emphasizes realignments needed to move service to the newly opened Kemper Street Station. Emphasis is also placed on major corridor movements, particularly in the southern portion of the service area. On-time performance is further improved with average weekday systemwide travel speeds slowed from the current 16.7 MPH to 14.8 MPH, a decrease of 11%. And finally, with the opening of Kemper Street Station, every route in the system is impacted. With this in mind, a new route nomenclature is introduced. This new numbering scheme eliminates the combination of numbers and letters and creates a new system that is entirely numeric. The new nomenclature also translates easily for internal GLTC functions such as GFI fare code entry. Some highlights of the short-range service plan are:

- Bi-directional service along segments of Lakeside Drive and Old Forest Road that are currently served by one-way loops
- Creation of all new route numbers systemwide
- Direct connectivity between Madison Heights and Kemper Street Station
- Elimination of non-productive route segments and deviations
- Establishment of corridor service on Fort Avenue and Timberlake Road
- Improvements to evening and Sunday route frequency to the Boonsboro and VES branches of Routes 3C and 3D

Maps depicting the short-range changes to weekday, Saturday and Sunday services are shown in Figures 5-8, 5-9 and 5-10.

Figure 5-8 – Short-Range Weekday Service Plan Map

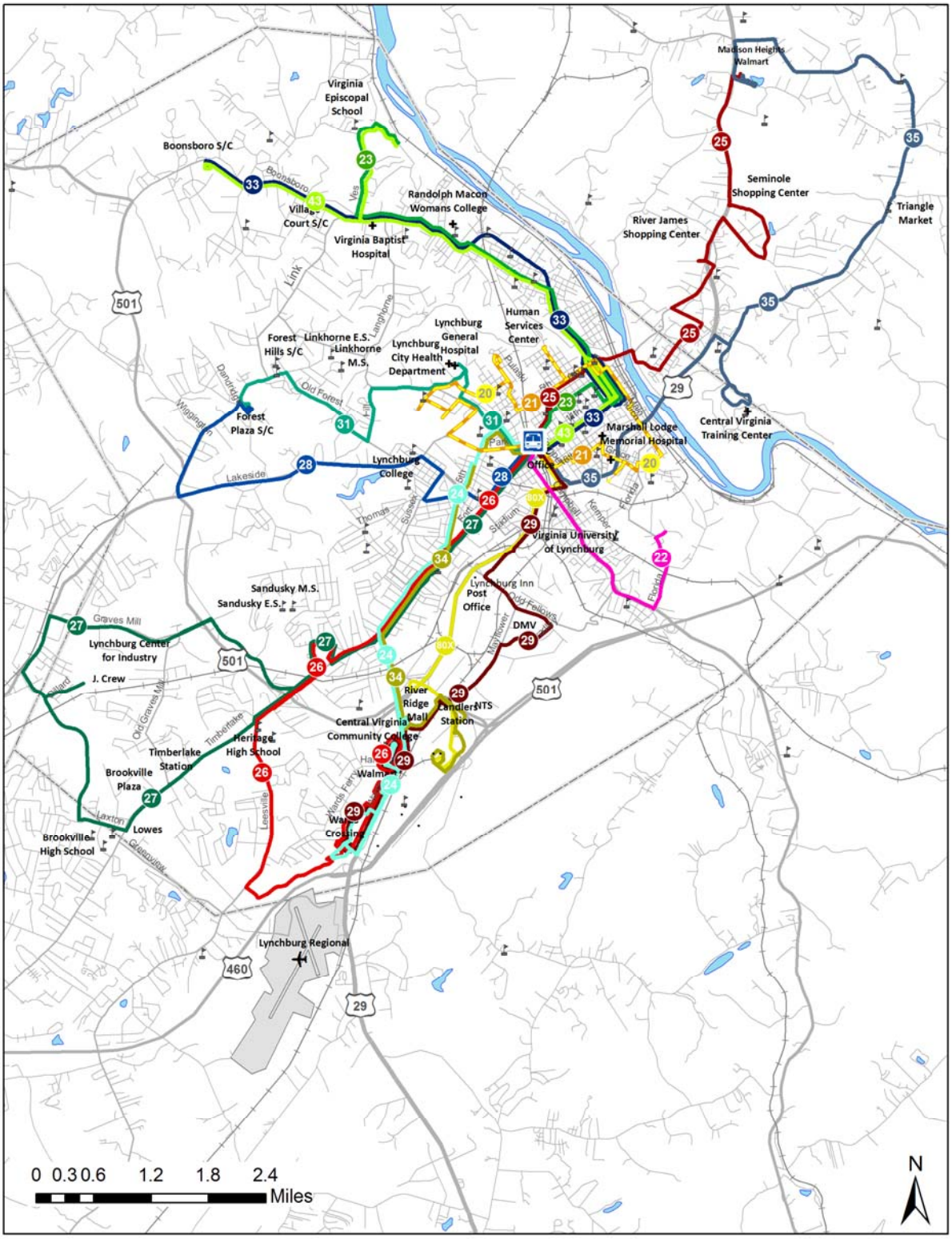


Figure 5-9 – Short-Range Saturday Service Plan Map

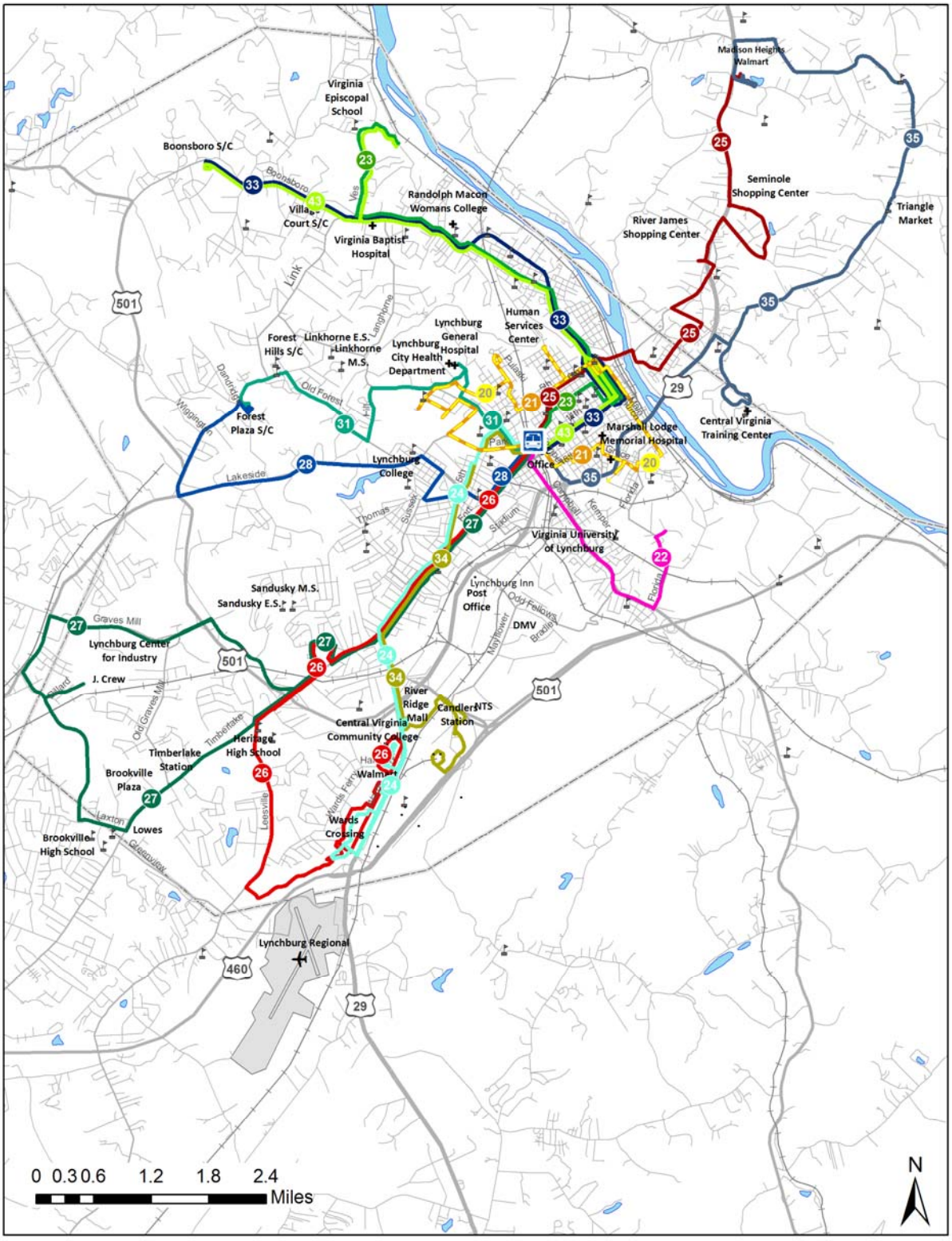
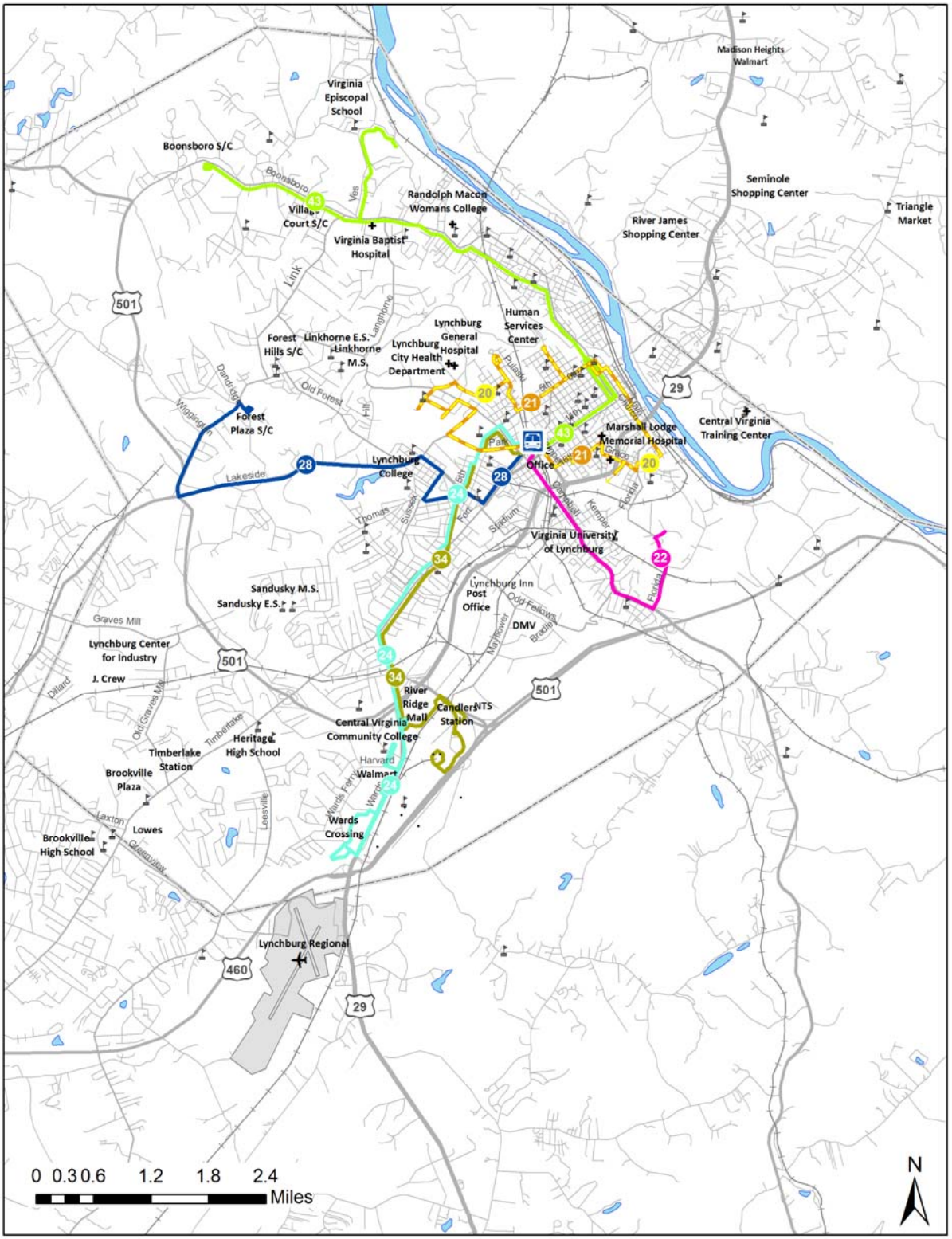


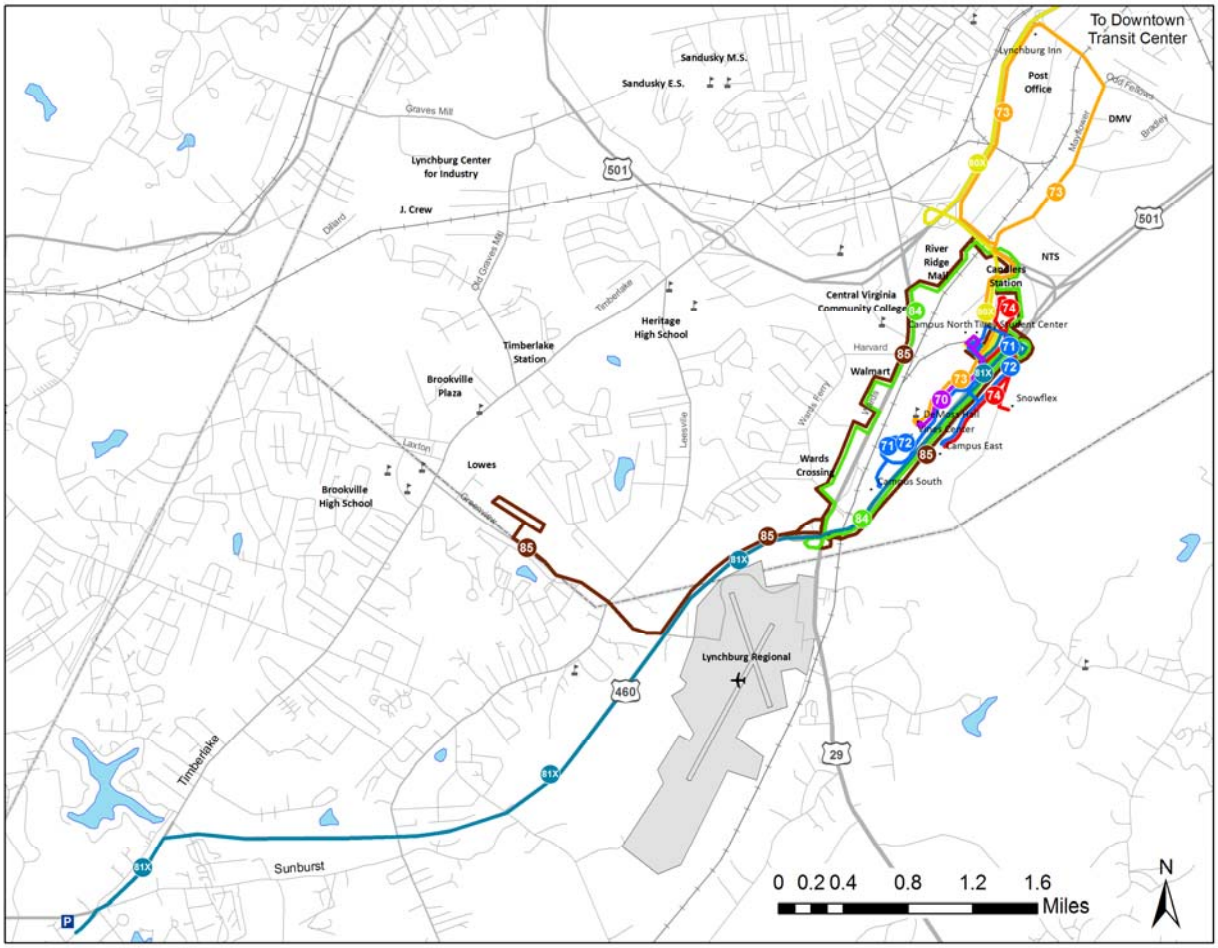
Figure 5-10 – Short-Range Sunday Service Plan Map



The Liberty University Short-Range Plan retains the same elements as the Near-Term Plan but begins to expand the coverage of off-campus services by introducing express services from downtown Lynchburg and the Timberlake area. Like the Near-Term Plan, this plan remains cost-neutral by eliminating the Liberty-contracted tripper on Route 4F and reallocating those hours to provide the new services.

Figure 5-11 depicts LU Transit route alignments in the Short-Range Plan.

Figure 5-11 – LU Transit Short-Range Service Plan Map



New services introduced in the Near-Term Plan continue to run at the same frequencies. Table 5-2 outlines headways by time of day and day of the week for Liberty service.

Table 5-2 – LU Transit Short-Range Service Plan Headways

		Weekday						Saturday			Sunday		
Rte. #	Route Name	Early AM	Peak	Early Eve	Late Eve	Night	Owl	Base	Night	Owl	Base	Night	Owl
In-Session													
70	Liberty Link	n/a	1.667	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
71	Liberty Loop CCW	30	10	15	30	n/a	n/a	n/a	n/a	n/a	30	n/a	n/a
72	Liberty Loop CW	n/a	10	15	15	30	n/a	30	n/a	n/a	30	n/a	n/a
73	Lynchburg Inn	n/a	15	30	30	30	n/a	30	30	n/a	30	30	n/a
74	Liberty Loop Extension CCW	n/a	n/a	n/a	30	30	30	30	30	30	30	30	30
80X[1]	Downtown/Liberty Express	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
81X	Timberlake/Liberty Express	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
84[2]	Wards Road Loop	n/a	n/a	30	30	30	n/a	30	30	n/a	30	30	n/a
85	Cornerstone/Wards/Liberty	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Breaks													
73	Lynchburg Inn	n/a	60	60	n/a	n/a	n/a	60	n/a	n/a	60	n/a	n/a
74	Liberty Loop Extension CCW	n/a	60	60	n/a	n/a	n/a	60	n/a	n/a	60	n/a	n/a

1. GLTC City Route 34 operates from Wards Road to Liberty University along the existing Route 4F alignment

2. Route 84 weekday service runs Fridays only

FY 2014 – No Planned Service Modifications

FY 2015 – No Planned Service Modifications

FY 2016 – No Planned Service Modifications

5.2 Vehicle and Facility Recommendations

The TDP has identified the following vehicle and facility improvements for consideration over the TDP's six-year time period. Additional details including costs are outlined in *Chapter 6 – Capital Improvement Program* of this TDP.

FY 2011

- Five heavy-duty 40-foot hybrid (diesel/electric) low-floor buses (replacement)
- Seven medium-duty cut-away paratransit buses (four replacement, three expansion)

FY 2012

- No scheduled/anticipated vehicle purchases
- New Transfer Center at Kemper Street Station (replacement)

FY 2013

- Two medium-duty cut-away paratransit buses (replacement)
- New Operations Base and Administrative Center (replacement)
- Campbell County Park & Ride (upgrade and refurbish)

FY 2014

- Five medium-duty cut-away paratransit buses (four replacement, one expansion)
- Four sport utility vehicles (replacement)

FY 2015

- Seven medium-duty cut-away paratransit buses (replacement)
- Two passenger vans (replacement)

FY 2016

- One medium-duty cut-away paratransit bus (replacement)
- Two pick-up trucks (replacement)

Chapter 6 Capital Improvement Program

This chapter of the TDP describes capital programs required to carry out the operations and services set forth in the TDP service and facility recommendations that were presented in the prior chapter.

6.1 Vehicle Replacement and Expansion Program

As was noted in prior chapters of this TDP, GLTC projects the need for five replacement heavy-duty buses in the next six years. These new vehicles will be 40-foot hybrid diesel-electric buses and are scheduled for the upcoming FY2011 budget cycle. One of the new buses will replace a Year 2000 30-foot Optima diesel trolley bus, while the other four will replace Year 2002 30-foot Optima diesel buses. All of the retired vehicles have a 10-year useful life. With an average fleet age of 2.2 years following this replacement and no fixed-route expansion needs on the short-term horizon, GLTC should not expect to require additional heavy-duty bus purchases over the remainder of the TDP period.

Medium-duty "cutaway" buses utilized for paratransit service have a much shorter useful life than heavy-duty buses, and therefore project a far greater need for replacement over the next six years. A total of 18 medium-duty buses are scheduled for purchase during the TDP period to maintain existing fleet. Four of those are scheduled for the current FY2011, with the remaining 14 buses spread from FY2013 forward. In addition, four expansion buses are scheduled – three in FY2011 and one in FY2014 – to keep pace with increasing demand for paratransit service in the City.

In regards to non-revenue support vehicles, GLTC projects the need to replace four sport-utility vehicles in FY2014 (replacing 2007 models), two vans in FY2015 (replacing 2010 models), and two pickup trucks in FY2016 (replacing 2002 models). A complete vehicle replacement and expansion schedule is presented below in Table 6-1.

6.2 Facility Improvement Program

As noted in preceding chapters of this TDP, several facility needs for GLTC are required over the next six years. Chief among these are the construction of a new operations and administrative facility and a new downtown transit center located at Kemper Street Station. These needs have been previously identified in prior reports and planning for both is well underway. Preliminary site selection for a new operations facility is in progress with property acquisition, engineering and construction scheduled for FY 2013. As for the downtown transit center, GLTC has already purchased property for a new facility adjacent to the Lynchburg Amtrak Station. The project is currently in the design and engineering phase and will soon be entering construction with a scheduled completion in FY2012.

This TDP further identified the need for one future transfer facility along the Wards Road corridor and one located near the entrance to Liberty University; however, these are not programmed within the capital improvement program over the next six years. Justification for a Wards Road facility requires an increase in service levels in the corridor for which operating funds are not available within the TDP period. While existing demand more than justifies a need for a transfer center at Liberty University, the

university has not indicated a desire to sell or lease land for a public transit facility, so no funds are programmed for one.

Finally, the need for two commuter Park & Ride lots were also identified – one in Bedford County and one in Campbell County – to meet the transportation needs of commuters from outer counties to working and shopping destinations within the City. It is anticipated that a Campbell County Park & Ride lot is viable within the next six years given projected demand, available operating resources, and the assumed usage of the state-owned VDOT lot located southwest of US-460 and Timberlake Road. Capital costs for refurbishing this facility for GLTC use are programmed for FY2013.

6.3 Other Capital Investments

The GLTC capital improvement program also forecasts needs beyond vehicles and facilities over the next six years. These include costs related to passenger amenities, vehicle parts, tools, equipment, and other miscellaneous needs. Passenger amenities include shelters, benches, signage, and other features. Annual costs are anticipated as part of an overall upgrade to such amenities, with the heaviest costs occurring in FY2013 and FY2014 in conjunction with the restructuring of service to the new Kemper Street Station.

A major investment in shop tools and equipment and office equipment is planned over FY2012 and FY2013 as part of the relocation of operations and administration to a new facility. GLTC also anticipates that FY2013 will see the implementation of new fareboxes and a CAD/AVL system. Table 6-2 below details the entire Capital Improvement Program from FY2011 through FY2016, along with projected federal, state, and local funding levels to support the program.

Table 6-1

GLTC Vehicle Replacement and Expansion Schedule for FY2011 – FY2016

Vehicle Replacement Schedule	FY11	FY12	FY13	FY14	FY15	FY16	FY11-16 Total
Heavy-Duty Hybrid Buses (Model - Length - Life)							
2007 Gillig (35' - 12Yr)							0
LU Expansion (35' and 40' HD Bus)							0
01 Trolley (30' - 10 Yr)	1						1
97 Gillig (30' - 10 Yr)							0
2008 Gillig (35' - 12Yr)							0
2002 Chance (30' - 10Yr)	4						4
Total Heavy-Duty Hybrid Buses	**5**	**0**	**0**	**0**	**0**	**0**	**5**
Medium Duty "Cut-A-Way" Buses (Model - Life)							
PTS Replacements (4 Yr)	4		2	4	7	1	18
PTS Expansion	3			1			4
Total Medium Duty Buses	**7**	**0**	**2**	**5**	**7**	**1**	**22**
Support Vehicles (Year - Life)							
Forklift 1997 (12 Yr)							0
SUV 2007 (5 Yr)				4			4
Pickup 2002 (5 Yr)						2	2
Van 2010 (5 Yr)					2		2
Pickup 1997 (5 Yr)							0
Total Support Vehicles	**0**	**0**	**0**	**4**	**2**	**2**	**8**
Vehicle Cost Assumptions (Inflation Rate = 4.0%							
Heavy Duty Hybrid Bus	$648,960	$674,918	$701,915	$729,992	$759,191	$789,559	
Heavy Duty Diesel Bus	$400,192	$416,200	$432,848	$450,162	$468,168	$486,895	
Medium Duty Bus	$129,792	$134,984	$140,383	$145,998	$151,838	$157,912	
Support Vehicle	$32,448	$33,746	$35,096	$36,500	$37,960	$39,478	
Forklift	$90,854	$94,489	$98,268	$102,199	$106,287	$110,538	

Table 6-2

GLTC Capital Improvement Program for FY2011 – FY2016

	FY11 Budget	FY12 Forecast	FY13 Forecast	FY14 Forecast	FY15 Forecast	FY16 Forecast	FY11-16 Total
Expenses							
Associated Capital	$ 162,240	$ 168,730	$ 175,479	$ 182,498	$ 182,498	$ 189,798	$ 1,061,242
PM Capital (Drivetrain and Major Accessory Rebuilds)	$ 110,240	$ 114,650	$ 400,000	$ 420,000	$ 80,000	$ 80,000	$ 1,204,890
Heavy-Duty Hybrid Buses	$ 3,244,800	$ -	$ -	$ -	$ -	$ -	$ 3,244,800
Heavy Duty Diesel Buses	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Medium-Duty Buses (BoC)	$ 908,544	$ -	$ 280,766	$ 729,992	$ 1,062,868	$ 157,912	$ 3,140,082
Support Vehicles	$ -	$ -	$ -	$ 145,998	$ 75,919	$ 78,956	$ 300,873
Shop Tools & Equipment	$ 100,000	$ 2,000,000	$ 100,000	$ 50,000	$ 50,000	$ 50,000	$ 2,350,000
Fareboxes	$ -	$ -	$ 950,000	$ -	$ -	$ -	$ 950,000
Hardware/Software	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Office Equipment	$ -	$ 250,000	$ 50,000	$ -	$ -	$ -	$ 300,000
Security Cameras/Radios	$ -	$ -	$ -	$ -	$ -	$ -	$ -
AVL/Information/CAD	$ -	$ -	$ 200,000	$ -	$ -	$ -	$ 200,000
Building Renovations	$ -	$ -	$ -	$ -	$ -	$ -	$ -
A&E Services	$ 700,000	$ 921,778	$ 1,414,483	$ -	$ -	$ -	$ 3,036,261
Shelter (New and Replacement)	$ 40,000	$ 51,338	$ 105,422	$ 108,242	$ 55,569	$ 57,055	$ 417,625
Admin/Ops/Maintenance Facility	$ -		$ 17,681,045	$ -	$ -	$ -	$ 17,681,045
Land Purchase	$ -	$ -	$ 2,500,000	$ -	$ -	$ -	$ 2,500,000
Transfer Centers & Park & Rides	$ -	$ 11,522,228	$ 158,132	$ -	$ -	$ -	$ 11,680,360
Total Expenses	**$ 5,265,824**	**$ 15,028,723**	**$ 24,015,327**	**$ 1,636,730**	**$ 1,506,854**	**$ 613,721**	**$ 48,067,178**
Funding							
Federal	$ 4,212,659	$ 12,022,978	$ 19,212,262	$ 1,309,384	$ 1,205,483	$ 490,977	$ 38,453,742
State	$ 737,215	$ 2,104,021	$ 3,362,146	$ 229,142	$ 210,960	$ 85,921	$ 6,729,405
City of Lynchburg	$ 315,949	$ 901,723	$ 1,440,920	$ 98,204	$ 90,411	$ 36,823	$ 2,884,031
Total Funding	**$ 5,265,824**	**$ 15,028,723**	**$ 24,015,327**	**$ 1,636,730**	**$ 1,506,854**	**$ 613,721**	**$ 48,067,178**
Federal Percentage	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%
State Percentage	14.0%	14.0%	14.0%	14.0%	14.0%	14.0%	14.0%
City Percentage	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%
Balance	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**

Chapter 7 Financial Plan

The financial plan is the culmination of the TDP process, whereby the resource needs identified to meet the region's transportation demand are balanced against the funding realities of federal, state, and local sources. This chapter describes the sources of funds anticipated to be available on an annual basis over the six-year TDP period and the programmed uses of those funds.

GLTC is expected to require a total of almost $42 million in operating funds over the next six years (in year-of-expenditure dollars) to operate fixed-route and paratransit service, an average of about $7 million annually. For the same period, capital expenditures for vehicles, facilities, and other needs are projected to total $48 million, or about $8 million annually. These would be funded by a combination of federal and state grant monies, fare revenue and other operating revenue, and local funding from the City, Liberty University, and other partners. Table 7-1 summarizes GLTC's projected operating and capital budgets through FY2016.

Table 7-1

GLTC Financial Plan Summary for FY2011 – FY2016 (Year-of-Expenditure Dollars)

OPERATING BUDGET	TOTAL 2011-2016	FISCAL YEAR - INFLATED DOLLARS 2011	2012	2013	2014	2015	2016
Funding and Revenue							
Federal Grants	$ 11,818,283	$ 1,865,303	$ 1,905,478	$ 1,946,816	$ 1,989,355	$ 2,033,135	$ 2,078,196
State Grants	$ 5,985,056	$ 927,615	$ 950,513	$ 959,760	$ 1,006,402	$ 1,054,599	$ 1,086,167
City of Lynchburg	$ 7,674,530	$ 1,128,888	$ 1,112,198	$ 1,229,678	$ 1,328,851	$ 1,395,995	$ 1,478,920
Liberty University	$ 9,172,041	$ 1,426,621	$ 1,417,760	$ 1,499,023	$ 1,570,127	$ 1,607,057	$ 1,651,453
Other Partners	$ 602,647	$ 76,587	$ 88,362	$ 99,646	$ 110,745	$ 112,667	$ 114,640
Fare Revenue	$ 6,123,494	$ 941,277	$ 952,364	$ 1,006,114	$ 1,060,414	$ 1,074,267	$ 1,089,059
Other Operating Revenue	$ 583,843	$ 91,000	$ 93,434	$ 95,934	$ 98,500	$ 101,135	$ 103,840
Subtotal	$41,959,895	$6,457,291	$6,520,110	$6,836,970	$7,164,393	$7,378,854	$7,602,276
Expenses							
City Fixed Route Service	$ 24,940,365	$ 3,899,753	$ 3,860,510	$ 4,056,231	$ 4,259,660	$ 4,373,608	$ 4,490,604
LU Transit Service	$ 14,298,123	$ 2,196,414	$ 2,251,243	$ 2,342,440	$ 2,436,905	$ 2,502,094	$ 2,569,026
PTS Service	$ 2,721,407	$ 361,124	$ 408,357	$ 438,300	$ 467,828	$ 503,153	$ 542,646
Subtotal	$ 41,959,895	$ 6,457,291	$ 6,520,110	$ 6,836,970	$ 7,164,393	$ 7,378,854	$ 7,602,276

CAPITAL BUDGET	TOTAL 2011-2016	FISCAL YEAR - INFLATED DOLLARS 2011	2012	2013	2014	2015	2016
Funding and Revenue							
Federal Grants	$ 38,453,742	$ 4,212,659	$ 12,022,978	$ 19,212,262	$ 1,309,384	$ 1,205,483	$ 490,977
State Grants	$ 6,729,405	$ 737,215	$ 2,104,021	$ 3,362,146	$ 229,142	$ 210,960	$ 85,921
City of Lynchburg	$ 2,884,031	$ 315,949	$ 901,723	$ 1,440,920	$ 98,204	$ 90,411	$ 36,823
Subtotal	$ 48,067,178	$5,265,824	$15,028,723	$24,015,327	$1,636,730	$1,506,854	$613,721
Expenses							
Vehicles	$ 6,685,755	$ 4,153,344	$ -	$ 280,766	$ 875,990	$ 1,138,787	$ 236,868
Facilities	$ 34,897,666	$ 700,000	$ 12,444,006	$ 21,753,660	$ -	$ -	$ -
Other Capital	$ 6,483,756	$ 412,480	$ 2,584,717	$ 1,980,900	$ 760,740	$ 368,067	$ 376,853
Subtotal	$ 48,067,178	$ 5,265,824	$ 15,028,723	$ 24,015,327	$ 1,636,730	$ 1,506,854	$ 613,721

On the operating side, about 28% of funding is expected from federal sources, with another 14% from state aid. About 16% would come from operating revenue, leaving 42% of operating costs to be paid for by local sources. Almost 60% of these funds would support the City's fixed route service and 34% would support Liberty University transit service, with the remaining 6% going toward paratransit service (PTS).

On the capital side, 80% of funds would come from federal aid and 14% from state allocations, leaving 6% to be funded by the City. Over the course of the TDP, the bulk of this money would support facility upgrades (73%) with the remainder used to fund vehicles (14%) and other capital costs (13%).

The following sections describe the specific sources and uses of funds in this plan, which are detailed in Table 7-2 at the end of this chapter. In the development of these projections, inflation is assumed to grow at 2.68% annually, which is the 10-year average annual growth rate of the Consumer Price Index for a Southern midsize urban environment from 1999-2009. Population is assumed to grow 0.54% annually, which is the rate projected for the City from 2010-2020 by the Central Virginia Metropolitan Planning Organization (CVMPO).

7.1 Operating and Maintenance Costs and Funding Sources

The operating and maintenance budget is expected to steadily escalate from $6.5 million in the current fiscal year to $7.6 million in FY2016. As no significant new sources of operating funds are expected in the six-year period, this increase roughly reflects the cost of inflation to continue operating the same annual service levels.

As described over the previous chapters, City and Liberty fixed route service plans for the next six years reflect the optimization and restructuring of routes but no significant changes in revenue-hours, miles, or vehicle requirements. Reflecting recent trends, paratransit service and costs are expected to increase faster than inflation as the City's population continues to skew older; however, its total effect on operating costs is relatively minor.

Annual operating expenses are calculated from a four-variable resource allocation model (revenue-hours, revenue-miles, peak bus-days, and garages). A wide number of aid sources are anticipated to fund operating expenses, with assumptions for each described below.

Revenue from Operations

- *Fixed Route Fares* – product of current average fare and projected annual ridership (as a function of service hours, route accessibility, and population). No fare increases are programmed during the TDP period.
- *PTS Fares* - product of current average fare and projected annual ridership (as a function of service hours, population, and current growth trends). No fare increases are programmed during the TDP period.
- *Universal Access Pass Program* – provides fare-free service to large constituent groups participating in the program. Beginning in FY2011, Liberty University and Lynchburg College are participating in this program. Each pay according to the following formula: Constituent Population x Use Rate x Average Annual Trip Rate x Average Fare x Discount

- *Other Operating Revenue* – includes other revenue generated from advertising and other sources. Assumed to grow with inflation.

Federal and State Grants and Allocations

- *FTA Section 5307 Urbanized Area Formula Fund* – the agency's primary source of federal operating aid is expected to continue, with increases attributed to population and population density increases. Assumed to grow at half the rate of inflation.
- *State Formula Assistance Grants* – assumed to continue at FY2011 allocation level of 14.72% of previous year's operating expenses, with inflationary growth. This rate provides about half of the full state assistance formula, calculated as 95% of non-surplus FTM and Administrative expenses.

Local Funds

- *City of Lynchburg Funds* – programmed to grow at about 6% annually to maintain existing City fixed route service levels and overcome inflation and lack of growth in other revenue sources.
- *Liberty University Funds* – programmed to grow at about 3% annually to maintain existing Liberty University service levels and overcome inflation and lack of growth in other revenue sources.
- *Other Service Partners* – product of the marginal rate for fixed route service and annual revenue-hours of service, times a discount. Current marginal rate partners include LSI, Academy, Cornerstone Apartments, and Amherst County. Campbell County is forecast to be added as a partner beginning FY2013 with the introduction of express service to Liberty University.

7.2 Capital Costs and Funding Sources

The capital budget oscillates from year to year during the TDP period, rising to a high of $24 million in FY2013 before dropping to $1.6 million and lower in FY2014 and beyond. As described over the preceding chapters, this is a result of heavy vehicle purchases over the next few years coupled with the construction of the new Kemper Street Station in FY2012 and the new operations facility in FY2013.

Annual capital expenses are drawn from the Capital Improvement Program described above and funded through a mix of federal, state, and local funds:

- *FTA Section 5309 Bus and Bus Facilities Fund* – this primary federal capital fund is assumed to provide 80% of the funding for capital projects in the TDP.
- *State MTF Capital Funds and Bonds* – assumed to continue at 70% of non-Federal expenses, or 14% of overall capital expenses.
- *City of Lynchburg Funds* – programmed to cover the remaining 6% of capital costs in each year of the plan.

Table 7-2

GLTC Financial Plan Detail for FY2011 – FY2016 (Year-of-Expenditure Dollars)

SOURCE OF FUNDS	TOTAL 2011-2020	FISCAL YEAR - INFLATED DOLLARS 2011	2012	2013	2014	2015	2016
Revenues from Operations							
Fixed Route Fares	$ 5,653,269	$ 881,277	$ 886,009	$ 932,398	$ 979,260	$ 984,519	$ 989,806
PTS Fares	$ 470,225	$ 60,000	$ 66,354	$ 73,715	$ 81,153	$ 89,748	$ 99,253
Universal Access Pass Program (Liberty)	$ 939,387	$ 137,270	$ 160,423	$ 160,423	$ 160,423	$ 160,423	$ 160,423
Universal Access Pass Program (Lynchburg College)	$ 192,125	$ 16,647	$ 26,069	$ 32,683	$ 38,909	$ 38,909	$ 38,909
Other Operating Revenue (advertising, misc, etc)	$ 583,843	$ 91,000	$ 93,434	$ 95,934	$ 98,500	$ 101,135	$ 103,840
Subtotal	$ 7,838,849	$1,186,193	$1,232,290	$1,295,154	$1,358,246	$1,374,734	$1,392,231
Federal and State Grants/Allocations							
FTA 5307 Urbanized Area	$ 11,818,283	$ 1,865,303	$ 1,905,478	$ 1,946,816	$ 1,989,355	$ 2,033,135	$ 2,078,196
FTA 5309 Bus and Bus Facilities	$ 38,453,742	$ 4,212,659	$ 12,022,978	$ 19,212,262	$ 1,309,384	$ 1,205,483	$ 490,977
State Formula Assistance Grants	$ 5,985,056	$ 927,615	$ 950,513	$ 959,760	$ 1,006,402	$ 1,054,599	$ 1,086,167
State Capital Assistance Grants	$ 6,729,405	$ 737,215	$ 2,104,021	$ 3,362,146	$ 229,142	$ 210,960	$ 85,921
Subtotal	$ 62,986,486	$ 7,742,793	$ 16,982,991	$ 25,480,983	$ 4,534,283	$ 4,504,176	$ 3,741,261
Local Funds							
City of Lynchburg - Operating	$ 7,674,530	$ 1,128,888	$ 1,112,198	$ 1,229,678	$ 1,328,851	$ 1,395,995	$ 1,478,920
City of Lynchburg - Capital	$ 2,884,031	$ 315,949	$ 901,723	$ 1,440,920	$ 98,204	$ 90,411	$ 36,823
Liberty University	$ 8,232,654	$ 1,289,351	$ 1,257,337	$ 1,338,600	$ 1,409,703	$ 1,446,633	$ 1,491,030
LSI	$ 30,432	$ 4,800	$ 4,859	$ 4,989	$ 5,123	$ 5,260	$ 5,401
Academy	$ 15,534	$ 2,475	$ 2,476	$ 2,542	$ 2,610	$ 2,680	$ 2,752
Cornerstone	$ 48,637	$ 7,500	$ 7,799	$ 8,007	$ 8,222	$ 8,442	$ 8,667
Expressway Apartments	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Amherst County	$ 293,919	$ 45,166	$ 47,159	$ 48,421	$ 49,716	$ 51,046	$ 52,411
Bedford County	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Campbell County	$ 22,001	$ -	$ -	$ 3,003	$ 6,166	$ 6,331	$ 6,501
Subtotal	$ 19,201,738	$ 2,794,129	$ 3,333,552	$ 4,076,160	$ 2,908,594	$ 3,006,798	$ 3,082,504
TOTAL SOURCES OF FUNDS	$ 90,027,073	$ 11,723,115	$ 21,548,833	$ 30,852,297	$ 8,801,123	$ 8,885,708	$ 8,215,997

USE OF FUNDS	TOTAL 2011-2020	FISCAL YEAR - INFLATED DOLLARS 2011	2012	2013	2014	2015	2016
Operating & Maintenance							
City Fixed Route Service	$ 24,940,365	$ 3,899,753	$ 3,860,510	$ 4,056,231	$ 4,259,660	$ 4,373,608	$ 4,490,604
LU Transit Service	$ 14,298,123	$ 2,196,414	$ 2,251,243	$ 2,342,440	$ 2,436,905	$ 2,502,094	$ 2,569,026
PTS Service	$ 2,721,407	$ 361,124	$ 408,357	$ 438,300	$ 467,828	$ 503,153	$ 542,646
Subtotal	$ 41,959,895	$ 6,457,291	$ 6,520,110	$ 6,836,970	$ 7,164,393	$ 7,378,854	$ 7,602,276
Capital Projects							
Heavy-Duty Buses	$ 3,244,800	$ 3,244,800	$ -	$ -	$ -	$ -	$ -
Medium-Duty Buses	$ 3,140,082	$ 908,544	$ -	$ 280,766	$ 729,992	$ 1,062,868	$ 157,912
Support Vehicles	$ 300,873	$ -	$ -	$ -	$ 145,998	$ 75,919	$ 78,956
Maintenance and Operations Facilities	$ 21,595,528	$ -	$ -	$ 21,595,528	$ -	$ -	$ -
Transit Centers and Park & Rides	$ 13,302,138	$ 700,000	$ 12,444,006	$ 158,132	$ -	$ -	$ -
Passenger Stop Amenities (Shelters, Benches, etc)	$ 417,625	$ 40,000	$ 51,338	$ 105,422	$ 108,242	$ 55,569	$ 57,055
Other Capital (Tools, Equipment, Parts)	$ 6,066,132	$ 372,480	$ 2,533,379	$ 1,875,479	$ 652,498	$ 312,498	$ 319,798
Subtotal	$ 48,067,178	$ 5,265,824	$ 15,028,723	$ 24,015,327	$ 1,636,730	$ 1,506,854	$ 613,721
TOTAL USES OF FUNDS	$ 90,027,073	$ 11,723,115	$ 21,548,833	$ 30,852,297	$ 8,801,123	$ 8,885,708	$ 8,215,997

BEGINNING BALANCE	$ -	$ 0	$ 0	$ 0	$ 0	$ 0
ANNUAL SURPLUS(SHORTFALL)	$ 0	$ -	$ -	$ -	$ -	$ -
INVESTMENT INCOME	$ -	$ 0	$ 0	$ 0	$ 0	$ 0
ENDING BALANCE	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0

Chapter 8 TDP Monitoring and Evaluation

This TDP has presented a comprehensive evaluation of the Greater Lynchburg Transit Company's (GLTC) service and cost characteristics. Key elements that have been addressed in this TDP include:

- Assembly and documentation of goals, objectives and performance standards that guide the development of GLTC services;
- A detailed evaluation of existing service characteristics, with identification of system strengths and weaknesses;
- A peer agency review that compares GLTC service and financial characteristics to other similarly-sized systems;
- An on-board passenger survey and analysis that emphasizes current rider origin and destination pairings;
- A listing of potential service and facility improvements, for consideration in the TDP;
- A phased restructuring plan that optimizes service, improves on-time performance and accommodates the opening of Kemper Street Station;
- Recommended service improvements and vehicle purchases for inclusion in the TDP, with improvements identified by year;
- Recommended service improvements and capital improvements for the Liberty University on-campus service; and
- Funding requirements and potential funding sources for recommended service improvements and vehicle purchases.

This TDP reflects an initial step in future service improvements for GLTC. It will be important to coordinate closely with other transportation and land use planning efforts, to continue to monitor service performance, and to provide VDRPT with annual updates regarding implementation of TDP service and facility improvements.

8.1 Coordination with Other Plans and Programs

Goals and objectives from this TDP should be reviewed and incorporated into the City's Comprehensive Plan and its annual budget process. Close coordination is also required with Liberty University – a major financial partner for GLTC. Coordination efforts must also continue with the CVMPO and Amherst County. Additional coordination efforts with Bedford and Campbell Counties are also encouraged as GLTC looks ahead to longer-range regional planning initiatives.

8.2 Service Performance Monitoring

This TDP has identified GLTC's service performance measures that are in place to ensure service is monitored fairly and equitably systemwide. Corrective measures are to be taken if these monitoring efforts identify service performance that falls below the prescribed standard (e.g., through route alignment adjustments, headway and/or span of service adjustments).

8.3 Annual TDP Monitoring

The VDRPT will require submittal of an annual letter that provides updates to the contents of this TDP. Recommended contents of this "TDP Update" letter include:

- A summary of ridership trends for the past 12 months.
- A description of TDP goals and objectives that have been advanced over the past 12 months.
- A list of improvements (service and facility) that have been implemented in the past 12 months, including identification of those that were noted in this TDP.
- An update to the TDP's list of recommended service and facility improvements (e.g., identify service improvements that are being shifted to a new year, being eliminated, and/or being added). This update of recommended improvements should be extended one more fiscal year to maintain a six-year planning period.
- A summary of current year costs and funding sources.
- Updates to the financial plan table presented in Chapter 7 of this TDP. This table should be extended one more fiscal year to maintain a six-year planning period.

Appendix A

GLTC System Safety Plan

Table of Contents

Section 1 - Introduction 1
Section 2 – Goals & Policies 5
Section 3 – History & Background 6
Section 4 – Scope of Operation 6
Section 5 – Organization 10
Section 6 – Plant Equipment and Facilities 13
Section 7 – System Modification 14
Section 8 – System Safety Organization 15
Section 9 – Participation on Safety Committees and Boards 15
Section 10 – Maintain System Safety System Program Plan 16
Section 11 – Safety Responsibilities of Others 17
Section 12 – Hazard Analysis, Assessment and Identification 22
Section 13 – Hazard Resolution 24
Section 14 – Accident/Incident Investigations 26
Section 15 – Safety Training 28
Section 16 – Emergency Drills and Simulations 33
Section 17 – Safety Tests and Inspections 34
Section 18 – Internal Reviews 36
Section 19 – External Reviews 38
Section 20 – Collect and Maintain Data 39
Section 21 – Professional Development 41
Section 22 – Appendix 42
Section 23 – Certification 43

Section 1 - Introduction

Mission Statement

GLTC has adopted the following Mission Statement to help guide the setting of company wide priorities and to express for all employees and the general public the basic purposes for which this company exists: "To provide safe, dependable, affordable and high quality public transportation to the Central Virginia Community."

More specifically, the mission of **GLTC** is to:

- Strive every day as a team of transit professionals to provide the best transit service possible.

- Operate bus service for our passengers that is safe, clean, reliable, and courteous.

- Provide employment for people, which offers dignity, recognizes achievement, and provide opportunities for personal and professional growth.

- Serve public mobility needs in the Lynchburg area as efficiently, effectively, and economically as possible, consistent with the service planning and budgetary direction.

- Develop the role of public transit as an instrument of public policy to promote economic development, improve air quality, reduce traffic congestion, increase access to employment centers and other destinations, and enhance the quality of life for our passengers who depend on transit service for mobility.

- Deliver a quality product to our passengers by maintaining high standards of courtesy, professionalism, and propriety in dealings with the general public and outside agencies and organizations.

- Safeguard and maintain the public transit resources for which we are responsible.

- Promote the value of excellence, customer service, teamwork, and integrity within the **GLTC** mission.

Executive Policy Statement

- It is the responsibility of each **GLTC** department to make every effort necessary to ensure the safety of all who use the public transit services we provide, of all **GLTC** employees and property, and any person who may come in contact with our transit operations.

- In order to properly carry out this responsibility, it is directed that a System Safety Program Plan, which meets all requirements of Local, State and Federal safety laws, and is designed to reduce personal, vehicle and property accidents to the lowest level possible, be fully implemented by **GLTC** in all of its operations.

- This plan and its on-going implementation shall be reviewed and approved on a periodic basis by the General Manager and directed by the Director of Safety & Security, or designated personnel in all **GLTC** operations.

Authority

1.1 ***Authorization of Safety Policy***

The General Manager has the overall responsibility for the review and approval of the System Safety Program Plan (SSPP) and its proper implementation.

1.2 ***Safety Philosophy***

The purpose of this plan is to set forth the requirements for identifying, evaluating and minimizing safety risks throughout all elements of the **GLTC** system. It identifies safety and fire protection related activities, which occur during design, construction, testing and operations.

1.3 ***Extent of Commitment***

Our company is totally committed to safety for all passengers, employees and all those who come in contact with us.

1.4 ***Responsible Parties***

The policy clearly designates and directs those responsible for the implementation of the System Safety Program Plan.

The Director of Safety & Security will review all accidents and incidents, classify accidents according to preventability and recommend necessary action(s).

The Assistant General Manager and/or the Director of Maintenance will administer corrective procedures to employees who show an accumulation of safety violations and accident frequency. Supervisors will ensure that all bus operators follow established safety procedures and all state/federal laws and regulations as applicable to transit operations.

All supervisors are trained to investigate accidents that occur in their departments or vehicle accidents that occur off the property involving **GLTC** vehicles. Supervisors inspect their departments to ensure good house cleaning, and instruct personnel on safe working conditions with the proper use of safety equipment

The following personnel will receive a copy of the System Safety Program Plan:

- General Manager
- Assistant General Manager
- Directors
- Transportation Supervisors/Dispatchers
- Maintenance Foremen

1.5 ***Basis for Safety Rules and Procedures***

This policy provides the basis for setting up and developing rules and procedures for the System Safety Program Plan.

System Safety Policy Statement

GLTC has a strong and long-standing commitment to maintain the highest standards of public and employee safety in every aspect of our operation. The commitment to make safety an integral element of the **GLTC** mission is exemplified by the motto "**SAFETY FIRST**" which appears throughout the Company. The Mission Statement for **GLTC** also emphasizes safety in operations and the responsibility to safeguard public resources.

Safety is the responsibility of every employee of **GLTC**. To underscore this basic policy, each department will record and maintain appropriate accident records; safety performances include review of safety performance during the previous year, identification of safety-related objectives for the coming year, and inclusion of specific safety-related projects in the department. In addition, safety-related responsibilities will be specifically included in the job descriptions for all supervisory and managerial positions.

For purposes of this System Safety Policy, the term "safety" is intended to be used as broadly as possible, including at least the following key concerns:

- Prevention of passenger and traffic accidents involving **GLTC** vehicles;

- Prevention of on-the-job injuries to **GLTC** employees;

- Identification and elimination of hazardous conditions within the **GLTC** work place and/or in areas where **GLTC** service operates;

- Security measures to safeguard the property, employees, and passengers of **GLTC** from crimes;

- Compliance with all applicable Federal, State and local safety requirements;

- Employee training and incentive programs to maintain a high level of safety awareness and to ensure that all employees have the knowledge and skills to perform their jobs safely;

- Vigorous enforcement of safety-related policies and procedures, including appropriate disciplinary action in the event of safety violations;

- Thorough investigation of accidents and analysis of safety data as the basis for continuing efforts to improve safety performance;

- Planned rapid and effective response to emergency situations (including situations involving potential adverse impacts on the environment);

- Provision of necessary supplies and equipment to carry out the safety mission of **GLTC**, and integration of safety considerations in all **GLTC** procurement; and

- Continuing efforts by management to ensure that safety remains a top priority in all aspects of the planning, operation, and administration of **GLTC**.

- **GLTC** employees are rightfully proud of their excellent safety record. However, we realize that maintaining safety requires constant diligence by all employees.

Our primary goal is to prevent accidents from happening in the first place. Prevention includes training employees to identify, avoid, and rectify hazardous conditions, continuous monitoring of operations and safety performance, and preventive maintenance of vehicles and facilities. Secondarily, our goal is to ensure that when accidents do happen, every effort is made to minimize harm to people or property and to learn how similar accidents can be prevented in the future.

Section 2 – Goals & Policies

2.1 ***Safety Goals***

Our goal is to reduce vehicle accidents and personal injuries for our passengers and employees to the lowest possible level.

The long-term goals are to obtain the "Lowest Possible Accident/Incident" rate attainable.

To maintain priority consideration to all safety related equipment and vehicle maintenance operation.

To maintain our facilities in a manner that reduces injuries and accidents to the lowest possible level and in accordance with all State and Federal regulations.

2.2 ***Management Participation, Role and Authority in Goal Setting***

The General Manager has the overall responsibility for the review and approval of the System Safety Plan and its proper implementation.

2.3 ***Roles/Authority of Departments in Goal Setting***

It is the responsibility of the Director of Safey & Security to direct, devise, implement and administer a comprehensive, coordinated safety program working with each department to improve standards.

2.4 ***Safety's Role, Authority and Interfaces***

The role of the Director of Safety & Security is to ensure the implementation and administration the SSPP. In consultation with the Director of Safety & Security, each department has the authority to initiate new safety programs and, if necessary, revise the present System Safety Program Plan.

2.5 ***Intent of Goals and Policies***

Our main goal is accident prevention. All of our programs are geared toward accident reduction. **GLTC** is committed to improve safety for all of our passengers and employees.

2.6 ***Updating of Safety Goals and Policies***

Safety goals and policies are reviewed annually in order to stay abreast of changing laws and improving our current SSPP.

Section 3 – History & Background

3.1 ***History/Background of SSPP***

GLTC's System Safety Plan was approved on January 1, 2003.

3.2 ***Legal Status, Structure and formation***

GLTC employs over 70 people with over 17 peak-hour buses in operation every business day. This year, **GLTC** buses will operate more than 870,000 miles of service, carrying over 1.2 million passengers.

3.3 ***Governing Agencies***

U.S. Department of Transportation
Virginia Department of Rail and Public Transportation
Virginia Department of Labor
Federal Transit Administration
Virginia DMV
OSHA
EPA (Federal)

3.4 ***Description of Owner/Operator***

GLTC is a non-profit public corporation. A nine-member volunteer citizen Board of Directors whose members are appointed by the Lynchburg City Council governs GLTC. GLTC employees work for a private company, Central Virginia Transit Management Company. The GLTC Board of Directors engages the services of a professional transit management firm to provide day-to-day management. First Transit currently provides that service.

Number of employees at **GLTC**:

a. Transportation Department	45
b. Maintenance Department	13
c. Administrative Department	7

Section 4 – Scope of Operation

4.1 ***Scope of Bus Transportation Services***

GLTC provides fixed route bus service to most of the City of Lynchburg and a portion of Madison Heights. GLTC operates 24 buses, and one trolley replica bus. It provides over 1.2 million passenger trips per year.

GLTC also provides Americans with Disabilities Act (ADA) mandated complimentary para-transit service, (PTS). PTS operates four lift-equipped minibuses, providing over 77 thousand passenger trips annually.

4.1.1 ***Operating Schedules, Routes and Fleet***

See appendix 4.1.2 for samples of schedules and routes. Our fleet's size is 25 buses and other vehicles as listed in the DOT inventory sheets. Road conditions and operating environment are generally favorable.

4.1.2 ***Type, Characteristics of Fleet***

See appendix 4.1.3

4.1.3 ***Methods of Control from dispatching***

Operators report to the Dispatch Office to receive their daily assignments and equipment. Prior to entering "into service" all drivers are required to pre-inspect their bus, cycle the wheelchair lift/ramp, program the farebox, and sign up the bus accordingly. All vehicles are radio equipped and are in communication with the dispatch office at all times while on the road.

4.2 ***Operating and Maintenance Rules and Procedures***

See appendix 4.2.2

4.2.1 ***Standard Operating Procedures (SOP)***

SOP's are taught to all new operators and mechanics. All procedures are thoroughly presented during the training period.

4.2.2 ***Emergency Procedures***

All new employees are instructed during training on the proper procedure in handling any and all emergencies that might occur. Drivers experiencing mechanical or passenger problems that they are unsure of the appropriate procedures are instructed to contact the Dispatcher for specific instructions.

- Emergency operating procedures for fire and/or smoke on bus are attached.
- Emergency procedures for fire/smoke-right-of-way are in place.
- Emergency operating procedures for passenger evacuation from bus are attached.
- Emergency operating procedures for bus collision with another vehicle or fixed object are attached.
- Emergency operating procedures for a person hit by a bus are attached.
- Emergency operating procedures for crowd control or incident on bus are attached.
- Emergency operating procedures for severe weather are attached.
- Storage yard and shop emergency procedures are taught to all new maintenance employees.

4.2.3 ***Abnormal Operating Procedures***

All new employees are instructed during training regarding the proper procedures in handling any and all emergencies that might occur. If they have any problem they are not sure of while on the road, they contact the Dispatcher for instructions.

4.2.4 ***Safety Related Maintenance Procedures***

Most scheduled maintenance items are done as part of our preventative maintenance program. Other items are done seasonally, such as A/C system service check prior to the cooling season, and heat system check prior to the heating season, etc.

Preventive maintenance inspections are done every 6,000 miles. This program is on the computer and is closely monitored for compliance. Each inspection includes a complete safety check.

Maintenance replacement standards are very strict. Safeties related components would not be used beyond the manufacturers' recommended minimums safe-wear levels, and often are replaced before these limits have been reached. Equipment and component manufacturers' recommended standards are our standards.

4.3 ***Training***

The Maintenance Department and the Transportation Department each have staff that is dedicated to the goal of educating and influencing the workforce to adopt, adjust, modify their safety performance, habits, awareness levels and technical skills as it applies to the employees job performance.

4.3.1 ***Vehicle Operator Training***

Appendix 4.3.1

4.3.2 ***Dispatcher Training Requirements***

Transportation Supervisors are sometimes hired from the Operators' ranks and are thoroughly trained in all road and line operations. Supervisors and Dispatchers are trained with an experienced Dispatcher for about two weeks or until the Assistant General Manager feels they can operate alone. They work with other Dispatchers during this time to familiarize themselves with all operations in the Dispatch Office. Foremen are trained in the same manner on all shifts.

4.3.3 ***Training Drills/Refresher Courses***

We also use a Defensive Driving Course as a follow-up to the basic driver-training program, for all of our operators.

4.3.4 ***New Employee Orientation/Qualification Requirements***

Applicants for Bus Operators and mechanical personnel will have their motor vehicle records reviewed prior to employment. Maintenance department employees include bus washers, mechanics, etc.). Bus washer applicants must have a valid driver's license. Mechanics, apprentices, etc., must have a CDL type A or B license.

Any applicant with a license suspension will not be considered for employment until the restriction has been lifted. Any current employee requesting transfer to the Transportation or Maintenance Departments will be held to the same standards.

Applicants are processed in the following manner: A Motor Vehicle Record check, and reference checks are done on all prospective applicants. All applications are reviewed and selected interviews are conducted. Final candidates must successfully complete a physical exam, which meets all of the physical qualifications as set forth by the U.S. DOT Federal Highway Administration "Section 391-41". Additionally each candidate is required to successfully complete a pre-employment drug screen as defined by 49CFR Part 653 under the FTA. Bus operators must have a CDL permit before they are scheduled for "behind the wheel" training. (See Appendix 4.3.6)

4.3.5 ***Employee Assistance Program***

GLTC has an Employee Assistance Program (EAP) for all employees to help them with such problems as drug and alcohol abuse and stress. Its purpose is to give assistance in preventing job related and other life problems.

Section 5 – Organization

Roles/Responsibilities/Authority

Safety responsibilities are established/assigned throughout the Transportation and Maintenance Departments. They must have knowledge of all federal and state safety regulations and when it is necessary to ensure that they are in place and observed.

Responsibilities of personnel are designed to cover all areas of System Safety.

The Director Safety & Security, Assistant General Manager and Director of Maintenance are responsible for safety activities and the development and implementation safety related programs.

All departments are adequately staffed to maintain company safety standards.

The Supervisors and Foreman have all been thoroughly trained in Road Safety and Radio procedures.

5.1 *Organization of GLTC*

Organization charts for all divisions of **GLTC** are attached in this section. The General Manager gives overall direction to Company activities and acts as the principal liaison. Functions of departments in each area of the organization are described below:

Operations-Safety & Security

- Oversees and administers all aspects of safety and security
- Oversees the investigation and administration of accident liability claims.

Operations-Transportation

- Oversees all transit operations to include: dispatching, work distribution, street supervision, and training or retraining of bus operators.

Operations-Maintenance

- Oversees the servicing, maintenance, and repair of **GLTC** vehicles and equipment.
- Oversees the upkeep and operation of **GLTC** garages and office facilities.
- Oversees the receipt, distribution, and control of supplies, bus parts, and other inventory items.

Administration

- *Finance* oversees the functions of budgeting, accounting, payroll, revenue, and benefits administration.

- *Human Resources* oversee the recruitment and selection of new employees, staff training, Affirmative Action, and other human resource programs including the administration of Worker's Compensation claims.

- *Public Relations* oversees the functions of marketing and customer service.

5.2 ***Safety and Security Responsibilities***

Transportation constantly reminds employees that safety is their responsibility. Posters, safety handouts and bulletins are prominent in the driver's area. Safety messages are the first thing employees' see before beginning their workday. Employees are trained to handle difficult passengers and stressful situations. Vehicles are equipped with radios and silent alarms to protect employees and passengers. Appropriate departmental staff reviews all accidents and follows up with the employee involved. The departmental follow-up lets each employee know that no incident or accident is insignificant.

Human Resources assists each Department in hiring safety minded individuals. **GLTC** requires candidates for maintenance and operating positions have acceptable driving records before they are employed. The transportation department conducts training classes to insure that all **GLTC** personnel are well prepared and trained to make safety their first priority.

Maintenance gives priority consideration to safety related maintenance actions. No vehicle is released until safety items are correct. An aggressive preventive maintenance and inspection program as well as the required driver pretrip inspection minimizes the number of safety related road calls. Safety related defects are monitored to eliminate repeat and fleet defects. The vehicle maintenance tracking system aids in this quality assurance. Specifications for new buses and non-revenue equipment are developed with safety as a primary consideration.

Maintenance ensures that work areas are clean and well lit. Machines are regularly serviced and lockout rules are enforced. The employees, buildings and grounds are protected by a security system, which includes access codes and security cameras. Diesel and other supply storage tanks are well maintained and monitored for spills and leaks. A wastewater management plan and spill prevention and control plan are in place for each division to protect the environment. Maintenance safety training courses are taught. Maintenance is responsible for distributing and updating material safety data sheets for all chemical substances used by **GLTC**.

Maintenance insures that material handling labels are present and monitors stockroom, forklift safety, and respirator fit testing and supplies.

Transportation designs and schedules service to operate safely. Bus stops are located for operating safety and passenger security.

Public Relations communicates to employees and the public **GLTC**'s public service message.

5.2.1 The General Manager has overall responsibility for the review, approval, and proper implementation of the SSPP.

It is the responsibility of the Director of Safety & Security to direct, devise, implement and administer a comprehensive, coordinated safety program working with all departments to improve standards.

The Director of Safety & Security reviews all accidents, which involve **GLTC** personnel and vehicles in order to determine cause, and take necessary steps to prevent similar accidents from occurring again.

Safety goals and policies are reviewed twice a year in order to stay abreast of changing laws.

All supervisors investigate accidents that occur in their departments or vehicle accidents that occur off the property between **GLTC** vehicles and other vehicles. Supervisors inspect their departments to ensure good house cleaning, and instruct personnel on safe working conditions with the proper use of safety equipment.

It is the responsibility of the Directors to oversee discipline to an employee who shows an accumulation of safety violations. The Directors work in close communication with the Director of Safety & Security to ensure that all safety rules are obeyed and to stay abreast of the OSHA and vehicle traffic laws.

*5.3 **Safety Recommendations Review/Appeal***

For a specific problem, the appropriate staff works with the personnel involved to resolve any safety issues. System-wide safety concerns and recommendations are forwarded to the Director of Safety & Security and are thoroughly reviewed prior to any action and/or implementation.

Section 6 – Plant Equipment and facilities

6.1 ***Bus Terminals and Bus Station Safety-Related Characteristics***

Transfer points, bus shelters and stops are monitored on an on going basis by transportation and maintenance supervisory staff. Safety issues and concerns are documented and reported to the Directors. They will review and forward all reports to the appropriate persons responsible for corrective action.

6.2 ***Safety Related Characteristics of Dispatchers Office***

Transportation supervisors/dispatchers staff the transportation operations office. All supervisors can handle the radio. They are kept informed of all SOP and emergency operating procedures (EOP).

Dispatchers, Foremen and Supervisors are sometimes hired from the driver and mechanic's ranks and are trained in road and office operations. They are trained with an experienced Supervisor for approximately two weeks or until the Director feels they can operate alone. They work with other dispatchers and supervisors to familiarize themselves with all operations in the Dispatch Office. This also helps in that one controller might be stronger in a particular area than another. The trainee gets everyone's strong points. The Foremen are trained in the same manner on all shifts.

6.3 ***Maintenance Facilities Safety-Related Characteristics***

We have one maintenance facility. When not in service most vehicles are stored outdoors. This facility meets all Virginia State fire code and OSHA standards. Throughout our facilities, we comply with all state and federal safety codes.

6.4 ***Bus Fleet Safety Characteristics***

All buses have the required emergency exits and emergency equipment to comply with state and federal regulations. All buses are equipped with GFI fare collection equipment. All buses meet or exceed the federal and state safety requirements. Some other safety features on our vehicles include:
Silent alarms for the bus operator.
Direct radio contact with the Dispatcher.
Upgraded driver's seats.
Chock blocks.
Seat Belts.
LED marker and brake lights
Radial tires.
Door brakes interlocks.
Fire extinguisher and engine compartment fire suppression system

The Assistant General Manager coordinates and oversees the review on all renovations and new construction projects.

Section 7 – System Modification

7.1 ***New Lines or Routes***

Whenever a line is modified, added, or deleted the Transportation Department assists in developing the proposed changes.

All Transportation staff and operators are trained on new routes and all new equipment prior to service implementation.

Supervisor provides training and assistance when new equipment is purchased or new routes are initiated.

7.2 ***New/Upgraded Fleet***

All departments have input into and review new design specifications.

Meetings are held to discuss and finalize designs for new buses.

All safety requirements are defined in the final specifications.

At least one new bus is brought in for inspection by all departments.

All operators and mechanics are thoroughly trained on the new equipment before it is put into service.

7.3 ***Safety Analysis Reviewed and Upgraded***

An analysis of system modifications are reviewed against code requirements and evaluated accordingly. A major consideration is hazard analysis including severity or frequency of hazards.

The Directors are informed of all hazard assessments, results and recommendations. It is their responsibility to evaluate safety hazards and recommend the appropriate modifications to minimize/reduce risk factors.

Section 8 – System Safety Organization

8.1 ***System Safety Organizational Structure.***

See Section five.

Section 9 – Participation on Safety Committees and Boards

9.1 ***Mission, Member of Investigation Board and Safety Meetings***

The Director of Safety & Security investigates and grades all accident reports. Any disputed grading can be appealed under the Company's grievance policy.

After reviewing all accidents and determining the cause, the Director of Safety & Security will then make a recommendation to the Assistant General Manager, Director of Maintenance and the General Manager as to how or what may be done in order to avoid similar types of accidents. These recommendations cover all vehicle and personal type accidents. In Maintenance the immediate supervisor investigates all personal injuries and the records are maintained with the Human Resources.

When employees are involved in a preventable accident, they report to the appropriate supervisor for a general review of their previous driving record. Depending on their individual record, appropriate discipline will be administered. Discipline includes a written warning to retraining or even discharge.

9.2 ***Liaison with Local Fire Department***

Informal meetings are held with local fire department or law enforcement agencies.

9.3 ***Liaison with Federal/State Emergency Organizations***

No formal meetings are held

9.4 ***Report/Responsibilities***

Any reports or suggestions received from employees are forwarded to executive management personnel and are acted upon accordingly.

Section 10 – Maintain System Safety System Program Plan

10.1 ***Periodic Submissions***

The General Manager, the Assistant General Manager, the Directors of Safety and Security and Maintenance review the System Safety Plan annually. All revisions and updates are applied as soon as practicable and sent to the appropriate personnel.

10.2 ***Procedures for Revisions/Distribution***

Upon revision and certification, the General Manager, Assistant General Managers, and Directors are sent new copies of the SSPP.

10.3 ***Procedures for Updates***

Any changes in procedures and service, which require an update of the SSPP, shall be incorporated into the SSPP as soon as practicable.

New bus purchases and additions to the fleet shall be consistent with the SSPP. Additions of new vehicles will be incorporated into the Plan.

All new or refurbished facility additions shall be done in accordance with the procedures of the Plan. Such additions shall be incorporated into the Plan.

All new or revised emergency-operating procedures shall be done according to the SSPP and incorporated accordingly.

Any changes in the organizational structure shall be incorporated into the SSPP.

10.4 ***Procedures and Process in Place to Coordinate Revisions***

The Director of Safety & Security with active involvement of the Maintenance, Transportation, Human Resource and Administration Departments, will do all revisions of the SSPP.

10.5 ***Procedure for External Plan Review***

10.6 ***Internal/External Review Process***

All internal and external reviews and comments are kept on file. They are reviewed by the Director of Safety & Security and implemented into the SSPP.

Section 11 – Safety Responsibilities of Others

11.1 ***Policy in Place Describing Safety Responsibilities of Others***

Safety responsibilities of all employees at **GLTC** are in effect and integrated in their job descriptions.

11.2 ***Operations/Transportation Safety Responsibilities***

11.2.1 ***Emergency Operating Procedures***

Operations/Transportation personnel are responsible for the development, implementation, and monitoring of standard operating procedures as follows:

a. Procedure for fire/smoke on a bus.
b. Procedure for fire/smoke on a route.
c. Procedure for fire/smoke on adjacent property.
d. Procedure for passenger evacuation.
e. Procedure for collision with vehicle or fixed object.
f. Procedure encroachment of vehicles in bus lane.
g. Procedure for flooding on a route.
h. Procedure for struck pedestrian.
i. Procedure for disturbance/incident on a bus.
j. Procedure for bomb threat.

11.2.2 ***Procedures of Abnormal/Failure Recovery Conditions***

GLTC operating personnel are responsible for developing, implementing, and monitoring procedures related to the following conditions:

a. Procedure for inclement weather.
b. Procedure for detours on the route.
c. Procedure for collisions in the garage.
d. Procedure for delays due to traffic.
e. Procedure for delays due to equipment failure.

11.2.3 ***Equipment/Personnel Required to Support SSPP***

Operations/transportation defines facilities, equipment and personnel required to support/enhance system safety, such as the following:

a. Procedure for using the public address systems on all **GLTC** buses that are so equipped.
b. All **GLTC** dispatchers are familiar with the emergency telephone system.
c. All **GLTC** buses are radio equipped. All operators are trained in proper radio procedure.
d. Fire detection, alarm and suppression systems are in place with the proper training provided.

11.2.4 ***Personnel Identify Unsafe Practices and Procedures***

All employees are asked to notify the appropriate Department (i.e. Scheduling problem, shop areas, or road conditions, etc.) of any unsafe condition.

11.2.5 ***Personnel Investigate Unsafe Practices and Procedures***

The Directors of the respective departments coordinates and investigates all unsafe practices and procedures that are reported with the proper personnel to help solve any problems.

11.2.6 ***Personnel Investigate Unsafe Accidents/Incidents***

Road supervisors are available to investigate all accidents or incidents. All reports are forwarded to the Director of Transportation for processing.

11.2.7 ***Personnel Establishes Discipline Procedures for Unsafe Acts/Rule Violations***

The Directors in each department oversees established disciplinary procedures for unsafe acts, practices and rule violations.

11.2.8 ***Personnel Establishing Safety Training***

The Operations/transportation personnel help establish safety training for the following personnel:

a. All operators.
b. All supervisors.
c. All dispatchers.

11.2.9 ***Participation in Drills***

Operations personnel participate in existing drills and simulations.

11.2.10 ***Establishing Requisite Tests and Inspections***

Supervisory/management personnel help to decide what type of testing and inspections are necessary for safety.

11.2.11 ***Safety Performance***

Safety performance is an integral part of each employee's record.

11.3 ***Maintenance Responsibilities***

11.3.1 ***Maintenance Personnel Define Support Equipment/Personnel Needed for Emergencies***

Maintenance personnel defines support equipment, personnel and procedures for responding to the following emergencies:

a. Procedure for collision with vehicle or fixed objects.
b. Procedure for fire or smoke on a bus.
c. Procedure for a struck pedestrian.
d. Procedure for facilities emergencies.

11.3.2 ***Procedures for Abnormal/Failure Recovery Conditions***

a. Procedure for inclement weather.
b. Procedure for a collision in garage.

11.3.3 ***Identifying Unsafe Practices/Procedures***

The Maintenance Department takes steps to identify unsafe practices and procedures throughout our facilities and equipment within the transit system. Reports are forwarded to the Director.

11.3.4 ***Investigating Unsafe Practices/Procedures***

Maintenance Foremans help to investigate all unsafe practices and procedures.

11.3.5 ***Investigating Accidents/Incidents***

Maintenance Foremans help to investigate all accidents and incidents on the property.

11.3.6 ***Establishing Disciplinary Procedures for Unsafe Acts/Practices and Rule Violations***

The Director of Maintenance, establish the disciplinary procedures for unsafe acts, practices or rule violations that are applicable to all maintenance personnel.

11.3.7 ***Maintenance Defines Safety Elements/Priorities***

Maintenance defines safety critical elements and establishes maintenance priorities for them.

11.3.8 ***Maintenance Helps Establish Safety Training Requirements in the Following Areas:***

a. Bus equipment.
b. Service and Fork Lift Truck.
c. HVAC and fire suppression systems.
d. Garage and other facilities.

11.4 ***Facility Security Responsibilities***

- **GLTC** has established a liaison with the local police around each property.

11.5 ***Training Responsibilities***

The Directors are responsible for some of the following:

a. Integrating safety requirements into all training programs.
b. Regularly provides feedback on procedures, rules, designs and operating conditions to the appropriate departments.
c. Helps validate safety training effectiveness.
d. Drills and simulations are not incorporated into our training program at this time. This is a future goal of **GLTC**.
e. That **GLTC** meets the requirements of Virginia DMV, CDL and other requirements.
f. Environmental

11.6 ***Personnel Responsibilities***

The Human Resources Department with Maintenance and Transportation, establishes, monitors, and reviews, as needed, all hiring procedures consistent with all applicable federal and state laws.

The Human Resources Department incorporates safety qualifications into job requirements and reviews all applicants to ensure maintenance of standards.

a. Defines minimum qualifications.
b. Administers pre-employment qualifications of new operators.
c. Human Resources assist Company Physicals in carrying our pre-employment physicals. The USDOT and FTA establish physical and mental condition standards.
d. Verifies driving record statewide and nationwide.
e. Verifies previous employment record including reasons for leaving previous job, accident and safety records.
f. Verifies all required licenses and certifications prior to hiring.

11.7 ***Training and Safety Ensure New Hires Receive Safety Training.***

a. The Training Supervisors provides all new Transportation employees with a copy of all rules and regulations at **GLTC**.
b. All equipment and manuals are signed for.

c. All other new employees receive rules and regulations from their departments or the HR Department. Current employees receive updates and revisions from their respective departments.

11.8 ***Personnel Review Personnel Compliance with Job Requirements***

a. GLTC receives changes in license status from the Department of Motor Vehicles.
b. The Human Resource Office reviews MVR's. Records are maintained in the appropriate department.
c. The respective department coordinates and monitors all activities associated with CDL physical and medical qualifications.
d. Transportation Department monitors and maintains all appropriate operators' CDL records.
e. The Maintenance Department monitors and maintains all appropriate mechanics' CDL records.

11.9 ***Conforming to Requirements of Commercial Motor Vehicle Act of 1986.***

The Human Resource Department is responsible for all pre-employment segments of the Commercial Motor Safety Act of 1986. The Transportation Department is responsible for verification of the license and violation revocation and testing provisions of the law.

11.10 ***Administering an In-Place Drug/Alcohol Abuse Program.***

a. All new employees are required to be drug and alcohol tested prior to employment.
b. A random drug and alcohol testing program and post accident test is in place.
c. **GLTC** has an Employee Assistance Program.
d. The Transportation Department monitors and maintains all records relevant to CDL bi-annual physicals.

11.11 ***Facilities Management and Engineering Responsibilities***

All safety and code requirements are included in construction contracts

The Director of Safety & Security with the Director of Maintenance ensures compliance and monitors all safety requirements.

Section 12 – Hazard Analysis, Assessment and Identification

12.1 ***Plan/Procedures in Place for Hazard Identification***

There is a plan in place for hazard identification.

The Directors of Safety & Security and Maintenance will identify hazards and inform personnel as to proper procedures.

Everyone at **GLTC** is responsible for the development and identification of safety requirements. The final level of responsibility belongs to the General Manager of the company.

a. Safety analysis involves all data available for hazard identification.
b. Testing of employees is used for hazard identification.
c. The Maintenance Department makes visual inspections on a daily basis.
d. Audits by the Maintenance Department and external agencies are used as data sources for hazard identification.
e. Unusual occurrence reports are used as data sources for hazard identification.
f. All accident reports are used as data sources to determine if there is a safety problem that could have prevented the accident or incident.
g. Every operator goes through an extensive pre-inspection of his or her bus prior to going into service. Any problems or potential problems are noted on the defect card. This card can then be used to help keep a history of the vehicle. If a particular problem reoccurs, it can easily be spotted.
h. All vehicles have 6,000-mile, 12,000-mile and 24,000-mile inspections.
i. The Maintenance Department keeps all corrective maintenance reports on file. The Maintenance Department maintains a history of each vehicle.
j. Dispatcher logs are audited as a source of hazard identification.
k. Passenger complaints are used as a source for hazard identification.
l. All manufacturers send Material Safety Data Sheets.
m. The Material Safety Data Sheets are routed to the Director of Maintenance for evaluation and distribution.
n. All personnel have access to Material Safety Data Sheets.
o. All personnel monitor and review operations for identification of potential hazards.

A future project is to have all the Material Safety Data Sheets entered into a computer database. They can then be brought up at anytime by anyone and on any computer. This way they are instantly available to anyone who needs them and at the location where they are needed. They could also be printed out at various locations on the property.

12.2 ***Safety Analysis Used for Hazard Identification***

Safety analysis is conducted on existing elements of our operating system. Consultants and contractors on new construction/procurement programs conduct safety analysis.

Safety analyses conducted are:

- Defect cards are used as a data source for hazard identification.
- Incident and accident reports are used as data sources for hazard identification.
- Preventive and corrective maintenance reports are used as data sources for hazard identification.
- Dispatcher daily logs are used as data sources for hazard identification.
- Passenger reports and complaints are used as data sources for hazard identification.

12.3 ***Facility Inspections/Analysis***

Bus shelter and bus stops are inspected on an ongoing basis by supervisors and operators as they perform their jobs. Both Supervisors and operators are instructed to submit written documentation regarding any unsafe conditions.

Section 13 – Hazard Resolution

13.1 ***Methodology/Procedures for Hazard Assessment***

Any unsafe or hazardous condition found is reported to the Director of Safety & Security or Maintenance. (See appendix 13.1.1 for sample).
All directors are responsible to provide assistance in hazard identification and assessment.

At **GLTC**, the Director of Maintenance is the hazard coordinator.

All hazard reports are sent to the Director of Safety & Security and General Manager.

13.2 ***Hazard Reports Routes to Safety***

All hazard reports are sent to the Director of Maintenance, checked and saved for future reference.

13.3 ***Tracking System for Identified Hazards in Place***

All hazard identified are checked to ensure resolution. They are identified with the proper personnel to ensure compliance with final decision.

13.4 ***Other Risk Assessment Methods/Priority of Hazard***

Hazard priorities are determined based on an analysis of probability, occurrence, severity, and costs. Most serious hazards are addressed immediately.

13.5 ***Acceptable Level of Risk***

GLTC has no set guidelines of acceptable risk. High-risk situations are addressed at once by eliminating or controlling the hazard.

13.6 ***Analysis Conducted as Required***

Required analysis is conducted according to the level of risk.

13.7 ***Responsibility for Hazard Assessment/Analysis***

The Directors are responsible for the assessment and analysis of hazards.

13.8 ***Staff for Hazard Resolution***

Maintenance is adequately staffed for its role in hazard resolution.

13.9 ***Safety Critical Items List***

GLTC does not maintain a safety critical items list report, but this is one of our goals in the future.

13.10 ***Tracking system for Status of Risk***

A tracking system at this time is not in place, but it is one of our future goals.

13.11 ***Closeout of Corrected/Resolved Items***

Files are maintained of all hazard notices and results by the respective departments.

13.12 ***Open Items***

Hazards are deferred when alternative measures of control are in place and meet all applicable requirements.

Alternative measures of control are discussed and included in deferred status.

Alternative measures for temporarily deferred items are used as a short-term measure only.

Each department coordinates activities and solutions to resolve deferred actions.

13.13 ***Documentation of Rationale and Sign-Off***

All documentation is kept on file.

13.14 ***Corrective Action/Hazard Resolution***

Corrective action/hazard resolution follows the system safety precedence and includes design, safety, warning devices, and training and personal protection equipment.

13.15 ***Correction Actions to Identified Hazards***

Corrective action is monitored for effectiveness.

Section 14 – Accident/Incident Investigations

14.1 ***Plan/Procedures for Injuries, Illnesses and Property Damage***

It is the responsibility of the Director of Safety & Security to ensure that all personnel who are required to investigate accidents are appropriately trained.

When an accident or incident occurs, the appropriate departments are notified. The Director of Safety & Security receives notification of all vehicle accidents. All accidents and incidents are investigated. Normally a transportation supervisor is the first person dispatched to an accident scene. Additional staff will be dispatched when necessary.

In the event of a major accident involving a fatality, serious injury, property damage or other unusual circumstances the General Manager, Assistant General Manager and Director of Safety & Security are informed ASAP.

14.2 ***Equipment Provided for Investigations***

All investigating personnel have equipment (tape measure, cameras, etc). All operators have courtesy (witness) cards and accident packets.

14.3 ***Previous Investigation Records***

All investigations are fully documented. Recommendations are submitted on an as needed basis to management.

a. All accidents and incidents are classified according to type and preventability. The Director of Safety & Security will classify each accident as to preventable or non-preventable.

b. Cost of accidents can be analyzed and categorized.

c. Accident recommendations/records are available for staff review to provide assistance and/or proper follow-up evaluation.

If a safety recommendation is determined as valid, it is implemented as soon as possible.

Follow-up checks are made on the previously submitted recommendations. Follow-up checks are performed to determine the effectiveness of safety recommendations/modifications.

14.4 ***Accident Investigation Plan Tied Into Accident Prevention***

The investigation of all accidents is linked to the goal of accident prevention through an accident analysis process that includes but is not limited to the following items driver retraining sessions, route modifications, monthly reviews of the accident database, and safety awareness notices and bulletins.

14.5 ***Results/Recommendations of Accident/Incident Investigation***

Results of our accident investigations are used to assist in the determination of accident preventability. Results and recommendations of accident/incident investigations are distributed to various departments.

14.6 ***Analysis of Accidents***

Management reviews accident/incident reports on an on-going basis. Recommendations are made on a case-by-case basis. (See appendix 14.6.1)

14.7 ***Accident/Incident Investigation Reports Part of Safety Data Files***

All records pertaining to accident investigations are filed either in the Director of Safety & Security's office. Files are maintained for a minimum of five years and are readily accessible to all departments.

Section 15 – Safety Training

15.1 ***Training Program Plan***

GLTC has an extensive training program, which covers all elements of safety at **GLTC**. This program is reviewed annually with revisions made as needed.

The training program complies with all of the Federal and State Motor Vehicle Laws and Commercial Drivers License regulations.

15.2 ***Safety-Overall Part of Training Program***

Unannounced revenue service audits are conducted on a routine basis. Observations include safety performance, customer service and fare collection observations. These reports are in turn used as a check on how effective the safety training procedures being used with new operators are.

15.2.1 ***Safety Training/Overall Training Program/Input***

Safety training is an integral part of our training program. The Transportation and Maintenance Departments work directly with training staff regarding the approval of training materials.

15.2.2 ***Instructors***

The Director of Safety & Security has successfully completed the DOT "Train the Trainer Program" and CTAA "Passenger Assistance Training Program".

15.2.3 ***Standardized Lesson Plans***

GLTC maintains a comprehensive training manual/plan that is used to document all aspects of transit bus training. All aspects of fleet safety are stressed.

15.3 ***Documentation of Safety Training Goals/Objectives***

15.3.1 ***Manuals/Safety Rules***

Training in safe methods of operation and safety procedures is included in manuals, handbooks, and other documents developed for both the Transportation and Maintenance departments.

15.3.2 ***Familiarity with Safety rules***

All students take a written test to determine a complete understanding of the underlying "Safety First" safety rules and regulations.

15.3.3 ***Familiarity with Hazards***

All employees are trained in identifying, assessing and reporting hazards.

15.3.4 ***Training Feedback***

All students complete a training program evaluation at the completion of their basic training. Evaluations are reviewed and modifications are made when deemed appropriate.

15.3.5 ***Training Records***

The Director of Safety & Security maintains training records for all employees that participate in training.

15.3.6 ***Safety Audits***

The Director of Safety & Security, Maintenance and supervisors attend training classes on a regular basis in order to ensure that the proper training procedures/materials are being presented.

15.4 ***Training Requirements by Trade***

All bus operators are required to attend the basic training class. Follow-up classes also include new equipment, fare boxes, w/c lifts/ramps, and any new radio procedures that might come into policy. All mechanical personnel must attend right-to-know classes and classes on new equipment that affect their jobs.

15.5 ***Training Requirements for Bus Operator Training***

All new **GLTC** operators attend a four (4) week-training program that includes the following areas:

a. Orientation of the property and how **GLTC** functions in the community.
b. They receive an overview of the training program and qualification process of a new operator.
c. Each student receives a copy of the Executive Policy Statement and an explanation of how important safety is.
d. Each student receives a copy of **GLTC**'s "Rules and Regulations for Operators.
e. Everyone is familiarized with the **GLTC**'s main offices and all departments that they could come in contact with as an operator.
f. The primary subject covered in training is the role of safety in all phases of operations.
g. Route training and map reading is an important part of our training program.
h. All students are completely familiar with training on the following safety-related situations:
    1. Proper operation of doors, interlocks, fire extinguishers and evacuation procedures.
    2. Proper operation of the kneeling system.

3. Instruction and demonstration of tiedowns and locking devices for wheelchairs.
4. The proper methods of acceleration, deceleration and braking.
5. The proper method of operating and adjusting the drivers seats belts.
6. Thorough knowledge of the mirrors, wipers, and glare reduction methods.
7. Complete training on the use of the radio system and silent alarm (emergency) procedures.

i. Students are trained in the following passenger safety procedures:
   1. Special equipment such as tiedowns or wheelchair locking devices.
   2. How safe acceleration and deceleration prevents accidents and injuries.
   3. Keeping aware of physical limitations and the needs of elderly or disabled passengers.
   4. Being aware of potential problems caused by overcrowding and how to deal with passenger behavior/altercations.
   5. The major importance of being aware of weather conditions.
   6. Importance of enforcing no smoking, loud music, and company procedure concerning A/C and heat.
   7. Both classroom and road experience concerning night driving, expressway and city conditions.
   8. Proper procedures for railroad crossings.

j. Operator Training Passenger/Emergency Procedures

   All new operators receive training in the following areas:
   1. Emergency situations.
   2. How to handle an accident or incident with other vehicles or a fixed object.
   3. Students are trained on the proper procedure if smoke or fire is involved.
   4. The proper ways to communicate assistance and report passenger injuries.
   5. The proper procedures regarding passenger illnesses and calling the Dispatcher with the proper information.
   6. The proper handling of on-board conflicts, such as thefts, assaults, fights, or improper behavior.
   7. The correct operating procedure for severe weather.

k. Defensive Driver Training Course

   As a follow-up to the basic driver-training program all students complete a Defensive Driving Course. The class is presented to our experienced drivers as well. This course is intended to refresh previously learned skills as well as build new skills.

l. Safety Performance Reviews for Operators/Notices Posted

   Safety performance reviews are conducted with operators if their accident record indicates an unacceptable frequency. Notices are posted concerning safety items.

m. Safety Training Prior to Performing Job

   All operators receive safety training prior to the performance of their duties.

n. Retraining

   Retraining programs are performed on an on-going basis and include all transit-related responsibilities. Examples include accident frequency, passenger relations, ADA issues, extended absences, etc.

15.6 ***Training Requirements Established for Personnel***

15.6.1 ***Dispatcher/Forman Training***

Procedures are in place to train transportation supervisors (duties include work distribution, dispatching and road supervision). Supervisory training takes approximately two weeks. During this time, they are exposed to all situations that occur on the various shifts and are made familiar with any safety problems that could arise.

15.7 ***Training for Maintenance Personnel***

All maintenance personnel receive on-the-job training and participate in manufacturer's maintenance training, which is provided by the various equipment manufacturers.

All maintenance personnel understand the scope and objectives of their department.

All maintenance personnel are made aware of the company's position on safety. All rules and regulations concerning the shop are posted and documented in the Maintenance rulebook. Copies are available from the Maintenance Office.

All Maintenance employees receive training regarding the use of manuals, P/M sheets, defect cards, etc. Training is based on job classification.

Maintenance employees are given a general safety outline that encompasses most daily situations.

All new maintenance employees are given a facility orientation.

Depending upon the area of responsibility, Maintenance training includes training in some of the following areas:

a. Maintenance and safe operation of doors, inter-locks, brakes, and proper vehicle securement.
b. Maintenance and safe operation of all kneeling systems including testing and troubleshooting.
c. Complete knowledge of all wheelchair lifts/ramps, tiedowns, and locking devices.
d. Maintenance, safe operation of the brake systems.
e. Maintenance and safe operation of all air conditioning equipment.
f. Complete maintenance and safe operation of the electrical system.
g. All maintenance of the engine and drive system.
h. Maintenance and safe operation of exterior and interior lights, wipers, mirrors etc.
i. Maintenance and safe operation of the steering and suspension systems.
j. Maintenance and care of personal protective equipment.
k. Safe operation and use of welding equipment, including use, fire prevention, and general safety of equipment.

l. Employees are trained in the proper procedure for road calls including repair, troubleshooting, and recovery.
m. Maintenance training for employees includes safe use of lifts, forks, air-operated tools, lift trucks, and other specialized equipment. This also includes all OSHA required training.
n. Proper fueling procedures and proper handling procedures, for the safe use of all vehicle fluids are in place.

15.7.1 ***Maintenance Training On all Bus Types***

Maintenance training is provided to appropriate staff for each type of equipment related to the employees job description. This includes buses, tow trucks, etc.

15.7.2 ***Training Manuals***

All maintenance manuals are presently complete and current. Revisions are made on an as needed basis. Procedures are in place to advise users of revisions.

The Director of Maintenance controls all updates and revisions.

Retrofit training is done on a job-by-job basis.

15.7.3 ***Maintenance Training Devices/Aids***

GLTC maintenance training includes the use of a wide variety of training aids including simulators, computer based training, mock-ups, models, videos, and manuals supplied by representatives.

Section 16 – Emergency Drills

16.1 ***Emergency Response Plan***

Various emergency response plans are in place at **GLTC**. They include emergency response to road accidents and facility fires.

16.2 ***Purpose, Scope and Participation***

All operators, maintenance and office personnel are instructed on the proper procedures for emergency drills to ensure the timely and safe evacuation of personnel from facilities in case of a fire or disaster.

16.3 ***Emergency Operating Procedures***

Emergency operating procedures for vehicle accidents are in place.

Operators are trained as to procedures for fire/smoke on a bus.

16.4 ***Emergency Support Equipment***

GLTC has the necessary equipment and/or means to obtain them for all drills.

16.5 ***Planning for Emergency Drills with Outside Agencies***

We currently coordinate with the fire department concerning our fire alarm system and emergency preparedness.

We currently coordinate with the various police departments involving emergency preparedness. Transportation management staff has established contact with the various police agencies.

16.6 ***Emergency Drills are Critiqued by Internal Personnel***

GLTC actively participates in emergency and evacuation drills and civil preparedness situations.

Section 17 – Safety Tests and Inspections

17.1 ***Operator Pre/Post Inspection***

Before any operator enters into service, he/she will pre-check their vehicle. All pre-check situations are on the defect card and are checked if there is a potential problem. The defect cards are collected daily when the vehicles are fueled and corrections are made. (See appendix 17.1)

17.2 ***Preventative Maintenance Procedures***

17.3 ***Corrective Maintenance Procedures***

Corrective maintenance procedures are in place for the various sections of our facility. Inspections are made on a weekly, semi-monthly, and monthly basis. Records are kept of the findings.

Updated corrective maintenance procedures are provided via bulletins and manuals. Supervisors ensure that the procedures are being followed.

All corrective maintenance work is recorded on a work order and entered into a database for tracking the history of each bus.

A complete history of each vehicle's maintenance history is stored within the database.

17.4 ***Maintenance Facility Inspections***

The Maintenance Department conducts regular inspections of all areas of our maintenance facilities to ensure safety procedures are being followed.

17.5 ***Bus Shelter Inspection/Testing***

GLTC maintains bus shelters and stops (including snow removal). Operators and Supervisors are instructed to report any bus shelter problems to the Dispatcher.

17.6 ***Bus Stop Inspection/Testing***

Some bus stops and shelters contain route/schedule information. Schedules are available on the buses and through our Customer Service Center.

Bus stops are located where they can most be beneficial. The Transportation Department monitors these locations.

17.7 ***Parking/Storage Procedures***

Procedures are in place for bus parking and storage. The Director of Maintenance audits these procedures.

All **GLTC** facilities maintain appropriate pavement markings to ensure that aisle/fire lanes are maintained. Housekeeping and cleaning is performed on an ongoing basis.

GLTC has periodic testing and checking of all emergency and normal lighting in the parking and storage areas.

All communication systems, such as the paging system and bus radios are periodically checked. We have an electrician on the property that can handle most repairs.

GLTC has a schedule in place to cover the winterizing of all buses and maintenance equipment.

17.8 ***Revenue Service Checks***

All operators are routinely checked for compliance to all regulations such as company, DOT, etc. We contract with a monitoring group that checks for ADA compliance, customer service, schedule adherence and safety issue on a monthly basis.

Section 18 – Internal Reviews

18.1 ***Internal Reviews***

In order to ascertain that the required tasks, elements and responsibilities stipulated by the **GLTC** System Safety Program Plan are effectively implemented and managed, an internal safety audit process is established.

The goals and objectives of the internal review are to evaluate the company's adherence to procedures, policies and safety rules.

It is our intention to review the System Safety Plan annually in order to evaluate the prior years' operations and, where necessary, make any working changes that may be required.

18.2 ***Procedures for Conducting Internal Reviews***

Each department has its own checklists and schedules of items to be evaluated. Each department has a copy of the System Safety Program Plan.

18.3 ***Roles/Responsibilities of Participants***

Each department assigns appropriate personnel to be responsible for department audits. However, the Director of Safety & Security is responsible for the completion of all audit reports.

18.4 ***Reporting Requirements***

All reports are sent to the appropriate department head for possible corrective action.

18.5 ***Internal Review***

The Director of Safety & Security is responsible to maintain department audit records.

Each department will maintain a record of all written recommendations they receive. They will have a department head sign-off that the recommendation has been investigated with his comments.

The Department Head will review this report monthly and the actions being taken on them.

The Department head will review these recommendations monthly and send a copy to the Director of Safety & Security and the General Manager.

The Director of Safety & Security will follow up on the reports to see if any amendments or revisions are needed.

18.6 ***Process to Receive, Distribute and Act Upon Public Comments***

All comments are referred to the appropriate department Safety matters are sent to the Director of Safety & Security for handling.

Any public comments relating to safety are followed up immediately. If it is appropriate, a change is made and put into effect.

18.7 ***Internal Review by Organization***

All aspects of transit operations are monitored on a routine basis by supervisory staff. Additionally external auditors on a periodic basis conduct performance observations. Internal reviews of operations includes but is not limited to the following areas:

- Operational Safety Performance.
- Customer Service/ADA compliance.
- Fare Collection procedures.
- Schedule adherence.

18.8 ***Internal Review of Communications***

The various Directors are responsible for the performance of personnel that work for them.

18.9 ***Internal Review of Maintenance Department***

The Maintenance Department conducts periodic inspections of all buses, on the property, that have been serviced. This is to ensure proper attention has been given to the vehicle in the Service department.

The Director of Maintenance periodically reviews all procedures and operations to see that they are kept current.

18.10 ***Internal Review of Administration***

The appropriate staff is informed regarding their role in the **GLTC** System Safety Program Plan and advised of their responsibilities.

18.11 ***Internal Review Bus Station Cleanliness***

Periodic inspections are done to ensure compliance with daily bus inspections, cleanliness, and any safety hazards.

Section 19 – External Reviews

19.1 ***External Review Organizations with Jurisdiction***

GLTC is a member of the National Safety Council.

The Federal Transit Administration audits GLTC.

GLTC is a member of American Public Transportation Association.

19.2 ***Review and Implementations of External Auditing***

GLTC immediately reviews any recommendations made by external auditors. If it is applicable, the appropriate department collates the information and forwards to the appropriate personnel.

19.3 ***Comments/Recommendations Filed***

All recommendations from external sources are carefully reviewed for possible implementation. All recommendations are then filed for future reference.

Section 20 – Collect and Maintain Data

20.1 ***Objective***

Our objective is to reduce all personal type and vehicle type accidents to the lowest level possible.

20.2 ***Accident/Incident/Defect Reports***

Transportation staff has the responsibility to collect and review all fleet accidents and incidents. Our goal is to eliminate as many accidents and incidents as possible.

The Director of Maintenance, on a daily basis, manages facilities repairs. A written report is done monthly and sent to the Assistant General Manager.

20.3 ***Inspection Reports***

All scheduled maintenance reports are collected and maintained by the Maintenance Department. All of the data is currently entered into the computer system.

All corrective maintenance reports are maintained the same as scheduled maintenance.

The Maintenance Department maintains all pre and post-trip defect cards.

All vehicle safety inspection reports are maintained by maintenance.

20.4 ***Facility Inspection Reports***

All facility inspection reports are collected and maintained by the Maintenance Department. These reports include the inspection of bus garages, main offices, service buildings, and any storage areas around the property.

Staff from the Transportation Department monitor bus stops and bus shelters. Supervisors visually check them daily and report findings to the Director of Transportation.

20.5 ***Miscellaneous Inspection Reports***

Route inspection reports are maintained within the Transportation Department.

GLTC currently has a system of tracking passenger counts, fares, and other data through our fareboxes.

The Director of Safety & Security maintains all central radio control consoles and recording equipment.

20.6 ***Analysis***

GLTC maintains an on-going data analysis to detect trends in frequency, type, vehicle problems, or possible location problems.

20.7 ***Hazard Resolution – Data Analysis***

Data analysis is an important part of the hazard identification, evaluation, and resolution process.

20.8 ***Data Reported to APTA***

Accident and revenue reports are sent to APTA.

20.9 ***External Data Services***

Each department maintains all safety reports and works with outside agencies; for example, APTA, VDRPT, DOT, FTA, DOL, etc. **GLTC** is managed by First Transit, which gives them access to safety expertise and networking with other properties.

20.10 ***Professional Material***

GLTC subscribes to numerous trade magazines, publications, and suppliers' data as professional information. Some examples are OSHA Week magazine, Vehicle and Highway Safety, Code updates, and various supplier information. These are routed to the appropriate departments.

Section 21 – Professional Development

21.1 ***Training and Development for Safety Personnel***

All Supervisors are instructed on safety and instruct personnel in their section on safety skills.

At staff meetings, new codes and regulations are explained.

21.2 ***Safety Staff Attending Safety Courses/Seminars***

Whenever possible, safety personnel attend various safety seminars.

The Directors receives all bulletins and fliers on safety seminars and attends as many as possible.

21.3 ***Participation in Industry Organizations***

Safety staff participates in such organizations as APTA, National Safety Council and FTA.

21.4 ***Safety Publications***

Both Transportation and Maintenance have access to many safety publications. We currently receive articles from OSHA, Highway and Safety, and many other monthly publications. All publications are routed to the appropriate personnel to obtain as much benefit from the publications as possible.

21.5 ***Employee Assistance Program***

All staff members have equal access to the company EAP program for resolution of problems.

Section 22 – Appendix

Route Schedules ----------4.1.2
Equipment Inventory ----------4.1.3
Safety Manual for Bus Operators and ----------4.2.2
Employee Manual of Rules and Regulations ----------4.2.3
Emergency Operating Procedures ----------4.2.3
Standard Operating Procedures ----------4.2.3
Preventative Maintenance Check off sheets ----------4.2.4.3
Bus Operator's Training Manual ----------4.3.1
Mechanic's Training Manual ----------4.3.3
Retraining Procedures ----------4.3.5
Requirements/Qualifications for Employment ----------4.3.6
Drug and Alcohol Policy ----------4.3.6
Organizational Charts ----------5.1
Bomb Threat Procedures ----------11.2.1.10
Copy of Fire Drill Procedures ----------11.2.9
General Safety Rules ----------11.3.3
MSDS Section ----------12.1.5
Fire and Safety Inspection Report ----------12.1.5.3
Hazard Notice Form ----------13.1.1
Personal Injury Report form and Accident Form ----------14.6.1
Emergency Procedures with outside Agencies ----------16.7
Respirator Program ----------5.2
Supervisors Manual ----------15.6.1
Preventative Maintenance Policy ----------17.2
Parking and Storage Procedures ----------17.7
Revenue Service checks ----------15.2
Internal Reviews ----------18.1
External reviews ----------19.1

Section 23 – Certification

System Safety Program Plan
Certification Statement

I, Michael Carroll, General Manager, certify that the System Safety Program Plan for **GLTC** Inc. has been properly distributed, is currently in effect, functioning as stated, and will be fully enforced by company management.

_____ _____

Date Michael J. Carroll

Appendix B

Title VI Program

Updated: June 2007

Title VI Program

This program is pursuant to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1A , "Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients," dated May 13, 2007.

1) **Annual Submission of Assurance.** The Greater Lynchburg Transit Company (GLTC) will submit an annual Title VI assurance as part of the annual Certification and Assurance submission to the Federal Transit Administration (FTA). GLTC will collect Title VI assurances from any subrecipients prior to passing through FTA funds.
2) **Investigating and Tracking Procedure.** GLTC has developed the following procedure for investigating and tracking Title VI complaints filed against the company. Upon receiving a complaint from the public, the General Manager will notify the FTA Civil Rights Office of the complaint. The complainant will be told to file a written complaint containing contact information and a signature with FTA Office of Civil Rights, Attn: Title VI Program Coordinator, 400 7th Street SW Room 9100, Washington, DC 20590. The General Manager will then designate GLTC's Civil Rights Officer to investigate and track the complaint using GLTC's computer-based Issue Management System.
3) **List of Active Investigations, Lawsuits, and Complaints.**
   a) GLTC and subrecipients will prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipients that allege discrimination on the basis of race, color, or national origin. This list will include that date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation , lawsuit, or complaint; and actions taken by the recipient or subrecipients in response to the investigation, lawsuit, or complaint. This list will be prepared and maintained by GLTC's Civil Rights Officer.
   b) GLTC has no investigations, complaints, or lawsuits filed against it since the time of the last submittal.
4) **Limited English Proficient (LEP) Language Implementation Plan.** GLTC serves very few LEP persons and has chosen not to develop a written Language Implementation Plan. GLTC has very little contact with LEP persons. The following is a listing of the percentages of total population that, according to the 2000 US Census, speak English "not well" or "not at all." Spanish 0.399%; Indo-European 0.301%; Asian and Pacific Island 0.19%, All other languages 0.036%; total percentage 0.926%. GLTC will reevaluate the LEP population when new census data becomes available. In the meantime, GLTC will investigate the usefulness of translating schedules and other printed materials into Spanish and contracting with a bulk telephonic interpretation service.

5) **Notification of Beneficiaries of Protection Under Title VI.**
   a) GLTC will publish a notice containing the following information:
      i) A statement that GLTC operates program without regard to race, color, and national origin.
      ii) A description of the procedures that members of the public should follow in order to request additional information about GLTC's nondiscrimination obligations.
      iii) A description of the procedures that members of the public should follow in order to file a discrimination complaint against GLTC.
   b) GLTC will publish this notice in the local newspapers, which includes a minority-owned weekly publication, by flyers placed at our main transfer hub and on all revenue vehicles. GLTC will also work to include this notice as a part of its broader statement of its commitment of nondiscriminatory service.
6) **Additional Information Request.** GLTC recognizes that it may be asked, at the discretion of FTA, to provide information other than that required by FTA Circular 4702.1A. This information will be used to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.
7) **Past Public Outreach and Involvement.** GLTC has conducted numerous public meeting and hearings on the subjects of fare structure changes, budget, Transit Development Plan, service changes, etc, over the past three years. All public meetings are held in a public meeting room at the Lynchburg Public Library, which is about two-hundred feet from our main transfer hub. We will continue to hold public meetings at this location because it ensures all customers can easily participate if they wish.

_____ _____

Michael Carroll, General Manager Date

Appendix C

Transit Rider Survey

Table of Contents

1 Introduction 1
2 Methodology 1
2.1 Survey Instrument 1
2.2 Sample Size and Distribution 3
2.3 Survey Implementation 3
3 Data Processing 4
4 Survey Results- Systemwide, City Routes and Liberty Routes 4
4.1 Route 1A 43
4.2 Route 1B 72
4.3 Route 2 101
4.4 Route 3C 130
4.5 Route 3D 159
4.6 Route 4E 188
4.7 Route 4F 217
4.8 Route 5G 246
4.9 Route 5H 275
4.10 Route 6 304
4.11 Route 7 333
4.12 Route 8 362
4.13 Route 9 391
4.14 Route 10 420
4.15 Route 11 449
4.16 Route L1 478
4.17 Route L2 507
4.18 Route L3 536
4.19 Route L14 565
4.20 Route L15 594
4.21 Route LX1 623

1 Introduction

A transit rider survey has been completed for the Greater Lynchburg Transit Company, known locally as GLTC, to identify current ridership patterns and propensity of transit use, and origin and destination data. This Technical Memorandum presents the methodology, process and results of the survey effort.

2 Methodology

2.1 Survey Instrument

A survey instrument was developed using format and questions similar to a successful survey efforts in Hampton Roads, Virginia and Lansing, Michigan. Given the high volume of short-distance trips associated with Liberty University's on-campus service yet still wanting to apply a consistent survey across all of GLTC's services, it was important to keep the survey brief while still obtaining a confidence level in origin-destination pairing as well as propensity of transit use. As a result, an 18-question survey was created (see Figure 1). The survey instrument was reviewed by GLTC and CVMPO staffs and accepted for use. Prior to distribution, all surveys were inventoried and printed with a unique serial number. This allowed for performance levels to be tracked at the route-level as well as by surveyor.

Figure 1
Onboard Survey Form

STAFF USE ONLY
Route #: Time: am/pm

The Greater Lynchburg Transit Company (GLTC) is conducting a survey to determine typical travel patterns of its riders. This data will be used to determine ridership potential for future transit projects throughout GLTC's service area. Your participation is vital. Please take a few moments to answer the questions listed below **based on the trip in which you received this survey**. Thank you.

EXAMPLE OF A ONE-WAY TRIP:

1. **How long did you have to wait at the bus stop before boarding the bus?** _____ Minutes

2. **Where did you come from? (Check one)**
   □ Work □ Medical or Dental appt.
   □ Home/Dorm □ Social Service Agency
   □ School (K-12) □ College/University
   □ Shopping □ Social or Recreational
   □ Other_____

3. **What is the specific address or location of the place you CAME FROM:**
   Address: _____ **OR**
   Cross Streets: _____ &
   _____
   City: _____ Zip, if known: _____
   What is the name of the PLACE or BUILDING you came from?
   example: RIVER RIDGE MALL _____

4. **How did you GET FROM the place listed above to the FIRST bus you used for this trip?**
   □ Walked _____# Blocks □ Drove car and parked
   □ Dropped-off by someone □ Bicycled

5. **What was the FIRST bus you used for this trip?**
   □ This is my first bus on this trip – Route #_____
   □ I transferred from Route #_____

6. **Where did you GET ON THE BUS YOU ARE RIDING NOW? Location of the bus stop:**
   Name the cross street of the nearest corner, bus stop OR name of the transit center or park & ride
   Cross Streets: _____ & _____ **OR**
   Location of Bus Stop,
   Transit Center or Park & Ride: _____

7. **Where will you GET OFF THE BUS YOU ARE RIDING NOW? Location of the bus stop:**
   Name the cross street of the nearest corner, bus stop OR name of the transit center or park & ride
   Cross Streets: _____ & _____ **OR**
   Location of Bus Stop,
   Transit Center or Park & Ride: _____

8. **Will you transfer to ANOTHER bus on THIS trip to where you are going NOW?**
   □ No, I will not transfer to another bus
   □ Yes, I will transfer to Route # _____

9. **Where are you GOING TO NOW?**
   □ Work □ Medical or Dental appt.
   □ Home/Dorm □ Social Service Agency
   □ School (K-12) □ College/University
   □ Shopping □ Social or Recreational
   □ Other_____

10. **What is the specific address or location of the place where you are GOING TO NOW:**
    Address: _____ **OR**
    Cross Streets: _____ &
    _____
    City: _____ Zip, if known: _____
    What is the name of the PLACE or BUILDING you are going to?
    example: RIVER RIDGE MALL _____

11. **How will you GET TO the place where you are going to NOW from the LAST bus you will ride on THIS TRIP?**
    □ Walk _____# Blocks □ Drive car
    □ Get picked-up by someone □ Bicycle

12. **Are you a college/university student living away from home?** □ Yes □ No

13. **How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)**
    □ 0 □ 1 □ 2 □ 3 □ 4 or more

14. **Do you have a valid driver's license?** □ Yes □ No

15. **What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)**
    □ $0 - $15,000 □ $45,001 - $60,000
    □ $15,001 - $30,000 □ $60,001 - $75,000
    □ $30,001 - $45,000 □ over $75,000

16. **How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)** □ 1 □ 2 □ 3 □ 4 or more

17. **Within the past week, has your trip included a transfer at The Plaza?** □ Yes □ No

18. **If a trip included a transfer at The Plaza, what did you do during the wait time between buses?**
    □ There was no wait time. I boarded my next bus.
    □ Waited at the bus stop/shelter area
    □ Walked to the library
    □ Walked to the bank
    □ Walked to nearby shopping (grocery, dollar store, etc.)
    □ Walked to nearby food outlets (McDonald's, etc.)

2.2 Sample Size and Distribution

Approximately 50% of GLTC's daily trips were scheduled for sampling. For most routes this meant that every other trip was surveyed. However, due to the logistics involved with alternating surveyor personnel between one or more routes, some routes were over-sampled. Keeping this in mind, the route-level survey results have been weighted to reflect the proportion of responses to the number of riders on an average weekday. (See Table 1).

Table 1

Average Weekday Ridership and Sampling Size

Route	Mo Riders	Dly Riders	Samples	Weight
1A/B	14,717	640	47	13.61425
2	8,975	390	11	35.47431
3C	9,444	411	11	37.32806
3D	7,224	314	41	7.66066
4E	12,777	556	29	19.15592
4F	7,652	333	83	4.00838
5G/H	1,570	68	34	2.00767
6	4,004	174	31	5.61571
7	5,582	243	7	34.67081
8	5,760	250	17	14.73146
9	1,931	84	4	20.98913
10	3,665	159	5	31.86957
11	4,241	184	20	9.21957
L14	167	42	2	20.87500
L15	1,589	79	43	1.84767
L1	121,983	6,099	230	26.51804
L2	52,878	2,644	217	12.18387
L3	23,035	1,152	93	12.38441
LX1	67,499	3,375	105	32.14238
		17,197	**1,030**	

2.3 Survey Implementation

Before implementing the survey, several steps were taken to ensure maximum results from the survey effort. A local temporary employment agency was contracted to provide the prescribed number of daily surveyors. All prospective surveyors were required to be fluent in English and have good interpersonal skills. Six surveyors were provided with an hour-long training and orientation session prior to the actual survey's implementation. The training included an overview of the survey and its purpose as well as the daily expectations of each surveyor.

The actual survey was scheduled to be completed over a consecutive four-day period (Tuesday, February 2nd – Friday, February 5th. These days were chosen as they represent more typical ridership patterns and would ensure polling of routes and trips that only operate on Friday evenings. However, this schedule was forced to be modified due to severe winter weather during the latter part of the week. As a result, the onboard survey was conducted as follows:

- Tuesday A.M. , Feb. 2 – Liberty Univ. Routes
- Wednesday A.M., Feb. 3 – City Routes
- Thursday P.M., Mar. 4 – City Routes
- Friday P.M., Mar. 5 – Liberty Univ. Routes

3 Data Processing

With the survey implementation done, all completed and partially-completed surveys were forwarded for data entry processing. 1,030 usable surveys were completed. The records were geo-coded using Batch Geo-code and translated into decimal format. 86 records were unable to be geo-coded due to invalid or incomplete address information. However, the remaining responses to those non-geo-codable surveys were included in the survey results tabulated later in this report. An electronic version of the geo-code data as well as the survey database is available.

4 Survey Results- Systemwide, City Routes and Liberty Routes

The results of each survey question will be reported on a systemwide level, City Routes/Liberty Routes as well as the individual route level as it compares to the systemwide, City routes and/or Liberty routes results.

1. How long did you wait at the bus stop before getting on the bus?

More than half (69%) of the systemwide respondents reported waits of five minutes or less. Only 7% reported waits greater than 15 minutes. There was a 95% response rate for this question.

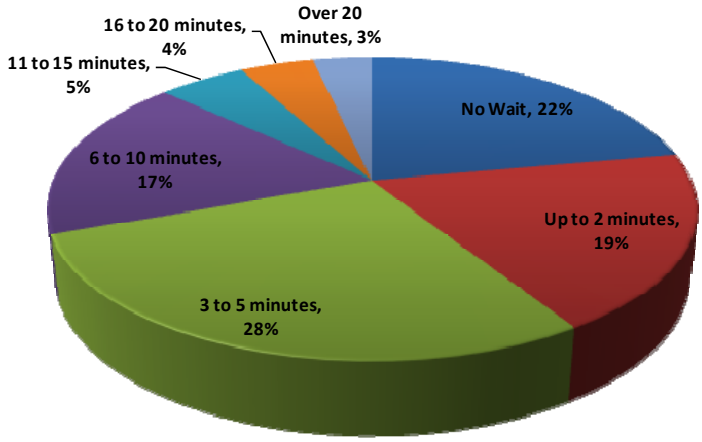
Only 39% of the City Routes respondents reported waits of five minutes or less. 22% reported waits greater than 15 minutes. A large number of the respondents (28%) waited between 6-10 minutes. There was an 86% response rate for this question.

More than half (78%) of the Liberty Route respondents reported waits of five minutes or less. Only 5% reported waits greater than 15 minutes. This question achieved a 98% response rate.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	255	8%	3,357	26%
Up to 2 minutes	3,093	19%	227	7%	2,866	22%
3 to 5 minutes	4,658	28%	790	24%	3,868	30%
6 to 10 minutes	2,842	17%	927	28%	1,914	15%
11 to 15 minutes	852	5%	353	11%	498	4%
16 to 20 minutes	719	4%	365	11%	354	3%
Over 20 minutes	572	3%	370	11%	201	2%
Total	16,347	100%	3,288	100%	13,059	100%

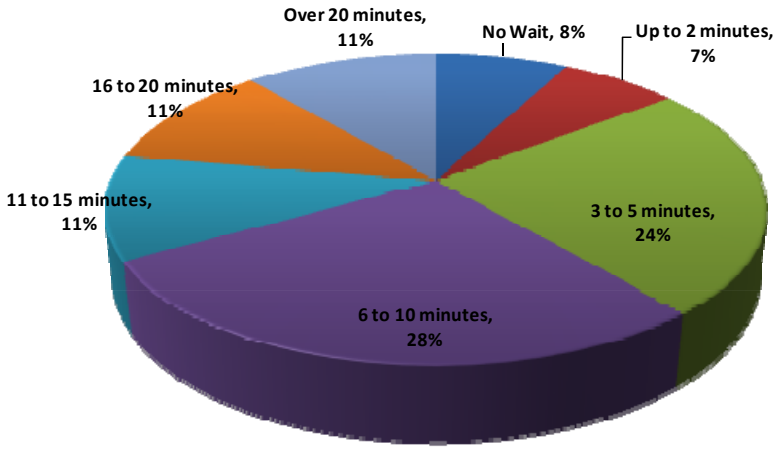
Systemwide

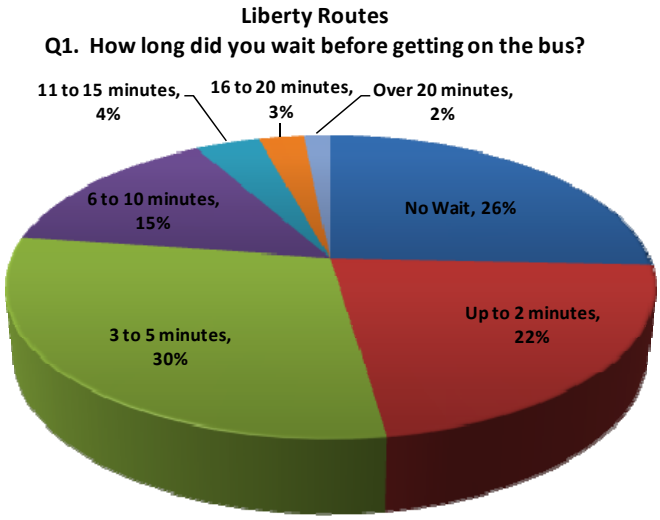
Q1. How long did you wait before getting on the bus?



City Routes

Q1. How long did you wait before getting on the bus?





2. Where did you come from?

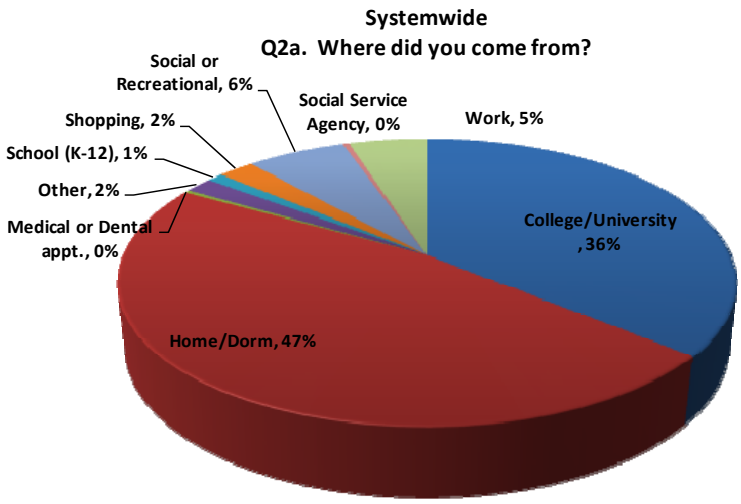
a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

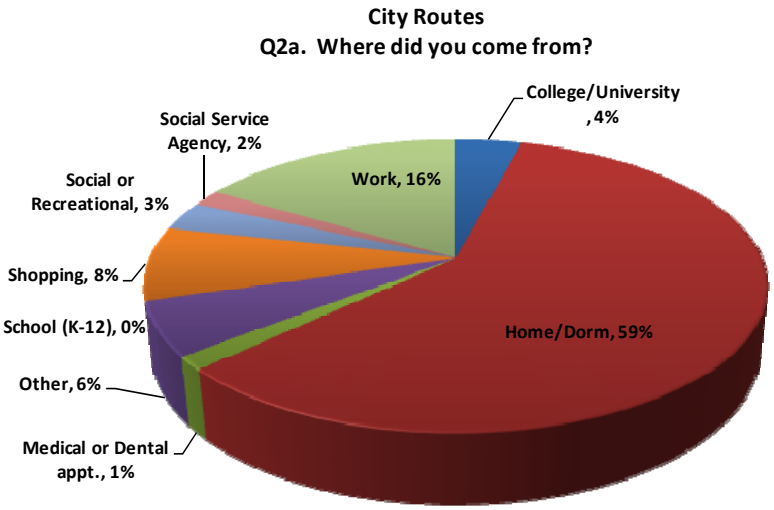
83% of the systemwide respondents were coming from either their residence or place of higher education. This demonstrates the strong influence Liberty University (LU) students have on GLTC ridership. Only 5% responded that they were coming from work.

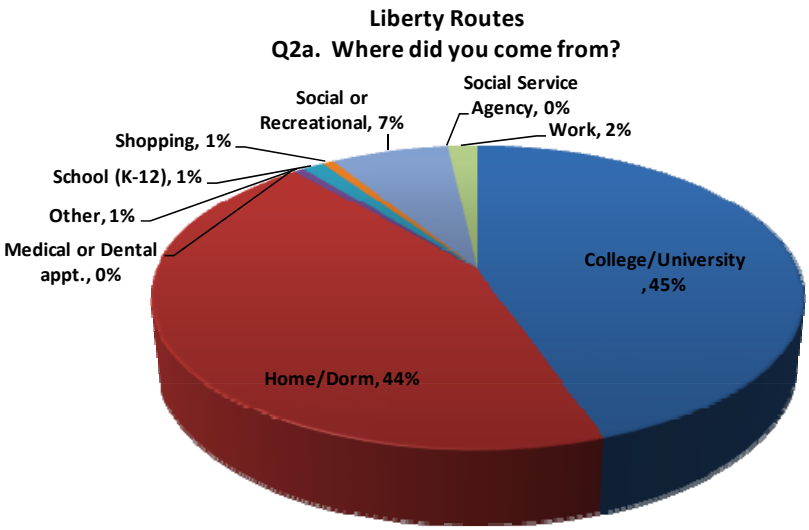
63% of the City Route respondents were coming from either their residence or place of higher education. Of the 63%, 59% were coming from their home/dorm and only 4% were coming from College/University. This demonstrates that the City Routes do not carry as many LU students. 16% of the respondents stated that they were coming from work. This was the highest percentage among the results.

89% of the Liberty Route respondents were coming from either their residence or place of higher education. This demonstrates the strong influence Liberty University (LU) students have on GLTC ridership. Only 2% responded that they were coming from work.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	144	4%	5,726	45%
Home/Dorm	7,709	47%	2,061	59%	5,648	44%
Medical or Dental appt.	52	0%	52	1%	-	0%
Other	283	2%	206	6%	77	1%
School (K-12)	163	1%	-	0%	163	1%
Shopping	367	2%	282	8%	85	1%
Social or Recreational	1,009	6%	113	3%	896	7%
Social Service Agency	64	0%	64	2%	-	0%
Work	796	5%	574	16%	222	2%
Total	**16,312**	**100%**	**3,495**	**100%**	**12,817**	**100%**

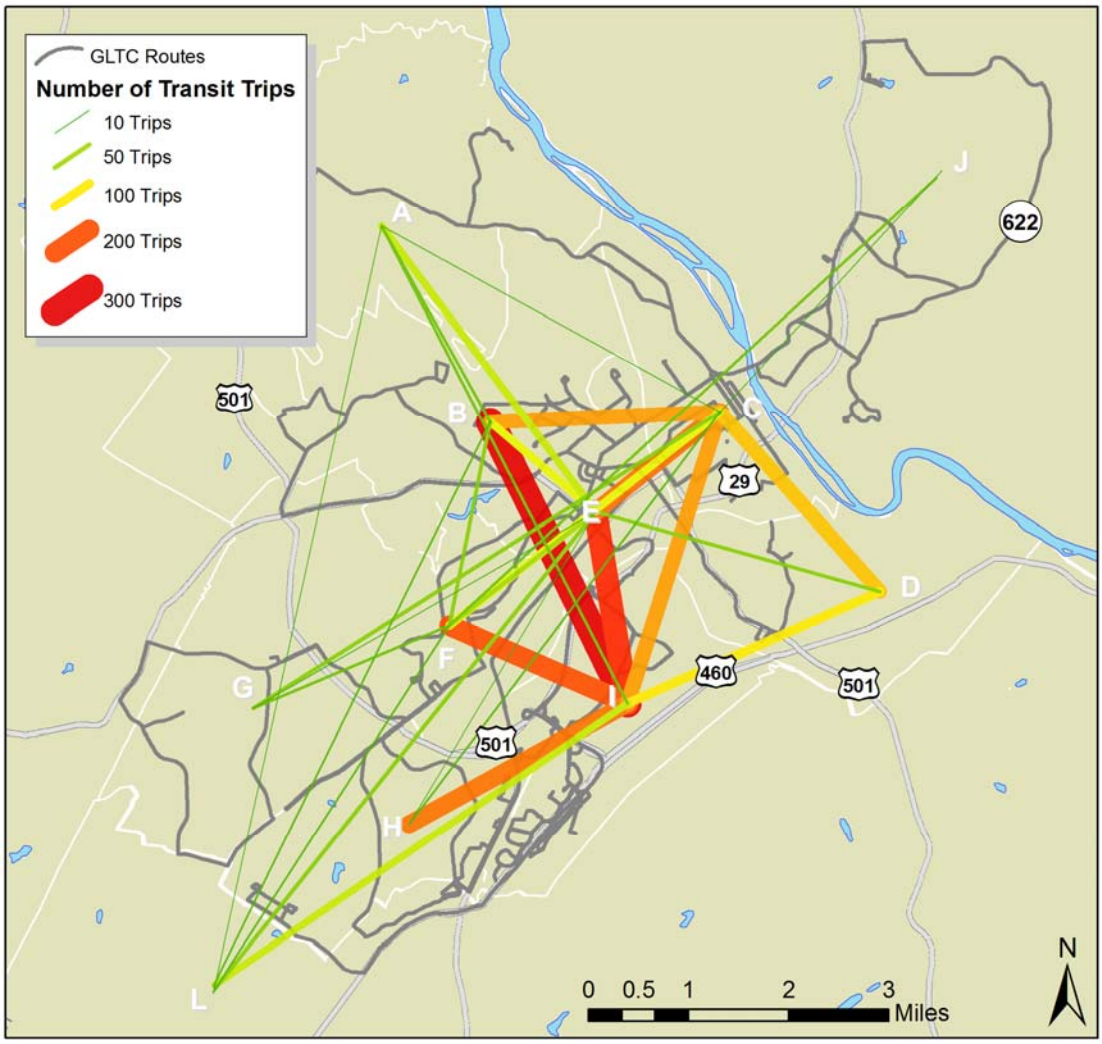

Systemwide
Q2a. Where did you come from?
Social or Recreational, 6%
Social Service Agency, 0%
Work, 5%
Shopping, 2%
School (K-12), 1%
Other, 2%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 47%


City Routes
Q2a. Where did you come from?
College/University, 4%
Social Service Agency, 2%
Work, 16%
Social or Recreational, 3%
Shopping, 8%
School (K-12), 0%
Other, 6%
Medical or Dental appt., 1%
Home/Dorm, 59%


Liberty Routes
Q2a. Where did you come from?
Social or Recreational, 7%
Social Service Agency, 0%
Work, 2%
Shopping, 1%
School (K-12), 1%
Other, 1%
Medical or Dental appt., 0%
College/University, 45%
Home/Dorm, 44%

3. What is the address or location of the place you came from?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and mapped based on Transportation Analysis Zones that have been clustered into superdistricts. The figure and table below depicts the origin-destination responses for trips that traveled outside of an individual superdistrict. Raw geo-coded data will also be included in the electronic version of the database.



TO: / FROM:	A North	B NCent	C Dtown	D East	E Cent	F SWCent	G SW	H Wd-Tim	I LU-May	J AmhCo	K BedCo	L CamCo	TOTAL
A North	37	8	16	0	0	0	0	0	39	2	0	15	**117**
B North Central	37	33	115	0	72	15	0	0	192	2	0	27	**493**
C Downtown	8	49	188	43	114	38	41	21	107	8	0	4	**621**
D East	0	0	103	131	19	4	0	0	43	2	0	0	**302**
E Central	78	15	79	35	114	16	19	6	184	4	0	35	**585**
F Southwest Central	0	37	51	0	41	8	35	0	100	0	0	15	**287**
G Southwest	0	8	8	0	0	0	0	0	4	0	0	0	**20**
H Wards-Timberlake	0	6	0	0	19	0	0	2	120	0	0	6	**153**
I Liberty-Mayflower	0	98	55	56	56	106	0	61	12,878	4	0	32	**13,346**
J Amherst County	0	2	18	4	6	32	6	0	2	6	0	0	**76**
K Bedford County	0	0	0	0	0	0	0	0	0	0	0	0	**0**
L Campbell County	8	0	8	0	10	12	0	0	45	0	0	0	**83**
TOTAL	**168**	**256**	**641**	**269**	**451**	**231**	**101**	**90**	**13,714**	**28**	**0**	**134**	**16,083**

4. How did you get from the place listed above to the first bus used for this trip?

a) Bicycled **c) Drove car and parked**

b) Dropped off by someone **d) Walked (If walked, how many blocks?)**

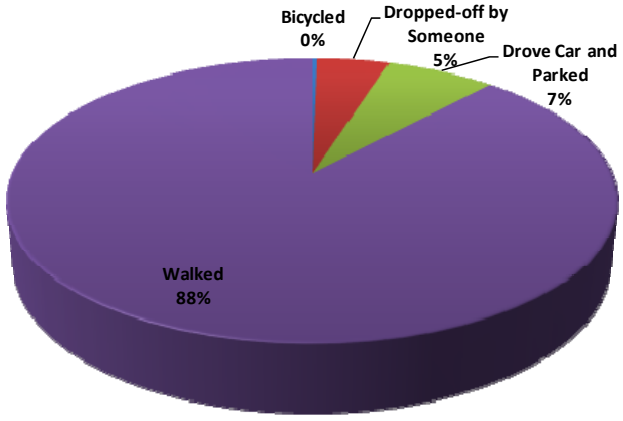
The overwhelming majority of GLTC's systemwide riders walk to catch their bus (88%). Given the accessibility and availability of parking, a significant number of GLTC's passengers either drive a car and park (7%) or are dropped off by someone (5%).

The overwhelming majority of GLTC's City Route riders walk to catch their bus (90%) as well. A significant number of GLTC's passengers are dropped off by someone (9%). Also, 1% of riders bicycle to the bus stop.

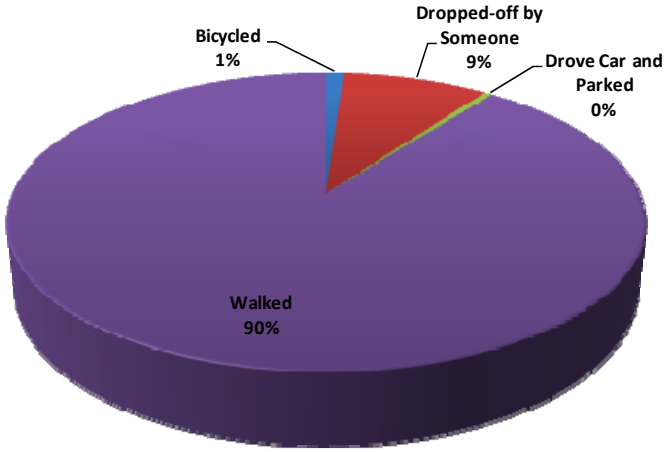
The overwhelming majority of GLTC's Liberty Route riders walk to catch their bus (88%). Given the accessibility and availability of parking at LU, a significant number of GLTC's passengers either drive a car and park (9%) or are dropped off by someone (4%).

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	35	1%	12	0%
Dropped-off by Someone	727	5%	285	9%	442	4%
Drove Car and Parked	1,083	7%	16	0%	1,067	9%
Walked	13,872	88%	2,887	90%	10,985	88%
Total	**15,729**	**100%**	**3,223**	**100%**	**12,506**	**100%**

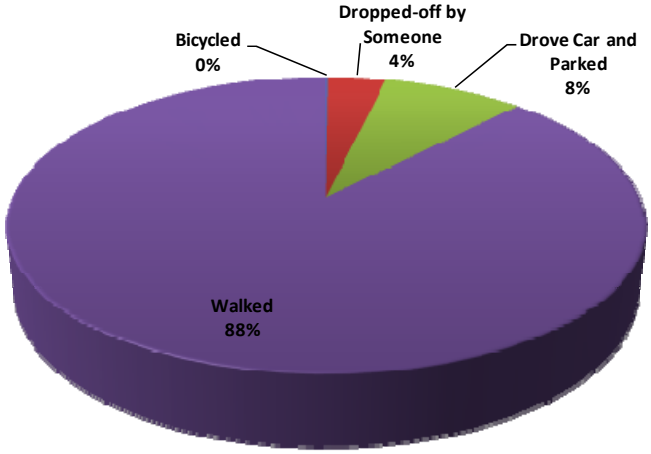
Systemwide
Q4a. How did you get to this bus?



City Routes
Q4a. How did you get to this bus?



Liberty Routes
Q4a. How did you get to this bus?



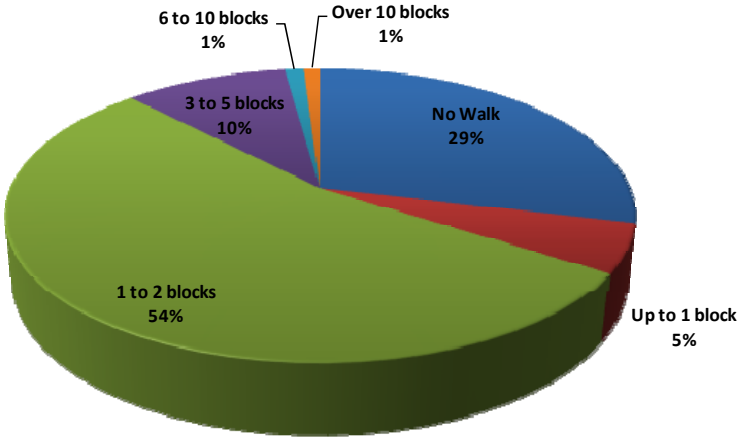
Of those systemwide riders who walked to board a bus, more than half (54%) walked one to two blocks to reach the bus stop. 34% walked one block or less. It should be noted that many of the respondents (47%) failed to provide specific walk distances when answering this series of questions.

Of those City Route riders who walked to board a bus, more than half (65%) walked one block or less to reach the bus stop. Another 34% walked between one and five blocks. It should be noted that many of the respondents (40%) failed to provide specific walk distances when answering this series of questions.

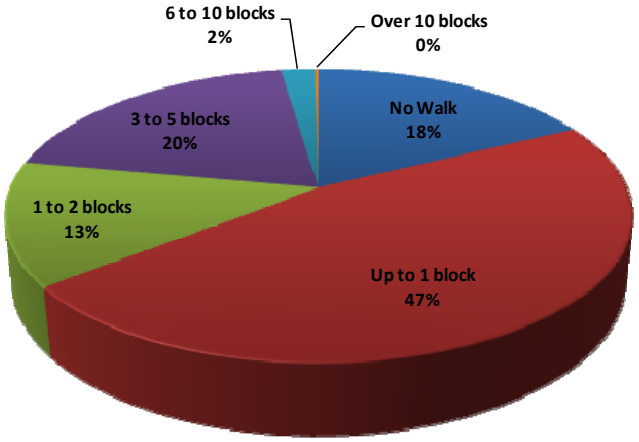
Of those Liberty Route riders who walked to board a bus, more than half (79%) walked one block or less to reach the bus stop. It should be noted that many of the respondents (49%) failed to provide specific walk distances when answering this series of questions.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	307	18%	1,801	32%
Up to 1 block	391	5%	816	47%	2,615	47%
1 to 2 blocks	3,940	54%	235	14%	652	12%
3 to 5 blocks	734	10%	344	20%	402	7%
6 to 10 blocks	87	1%	36	2%	51	1%
Over 10 blocks	71	1%	4	0%	67	1%
Total	7,330	100%	1,742	100%	5,588	100%

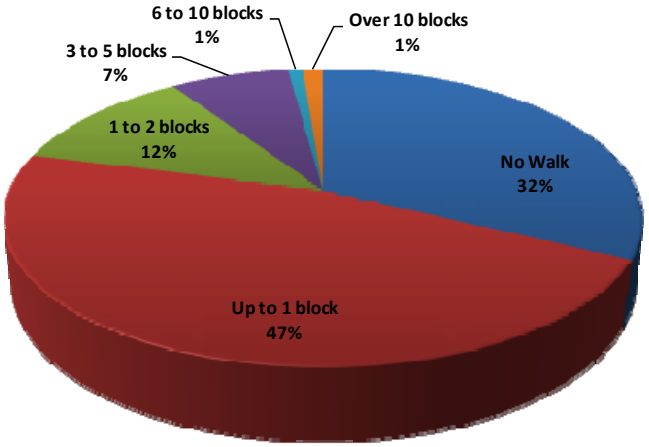
Systemwide
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



Liberty Routes
Q4b. If walked, how many blocks?



5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

b) Yes, this is the first bus I used for this trip – Route # _____

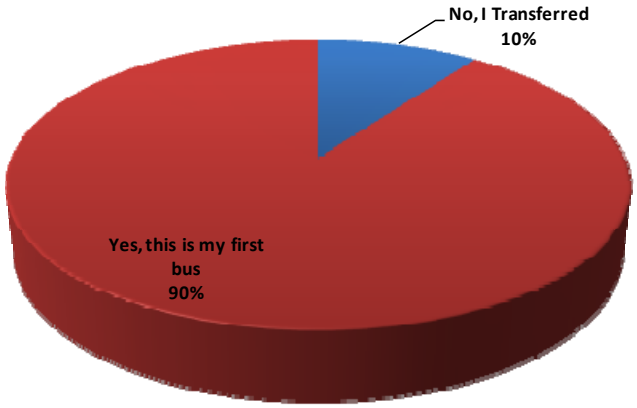
The majority of GLTC's systemwide passengers (90%) indicated that they were able to complete their trip using one bus. Most transfers came from Route 2 (12%) followed by Route 3C (9%), Route 3D (9%) and Route LX1 (9%).

The majority of GLTC's City Route passengers (69%) indicated that they transferred from another route. Most transfers came from Route 2 (16%) followed by Route 3C (13%) and Route 3D (13%).

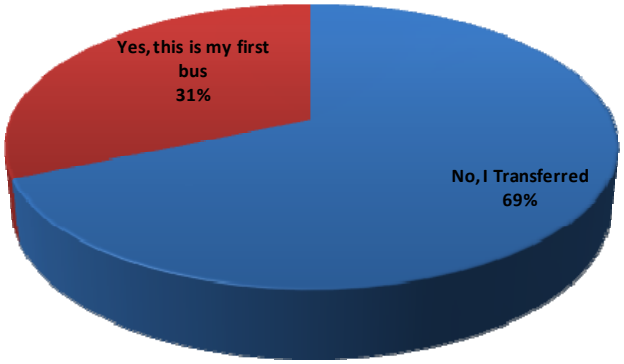
The majority of GLTC's Liberty Route passengers (98%) indicated that they transferred from another route. Most transfers came from Route LX1 (29%) followed by Route L2 (22%) and Route L3 (22%).

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	2,241	69%	11,584	98%
Yes, this is my first bus	12,947	90%	1,026	31%	277	2%
Total	14,388	100%	3,267	100%	11,861	100%

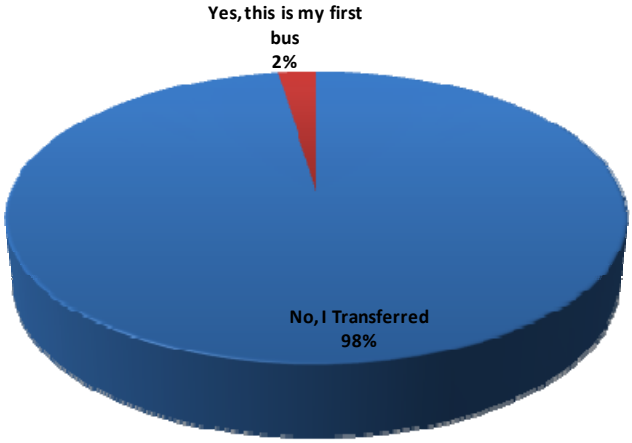
Systemwide
Q5a. Is this the first bus on your trip?



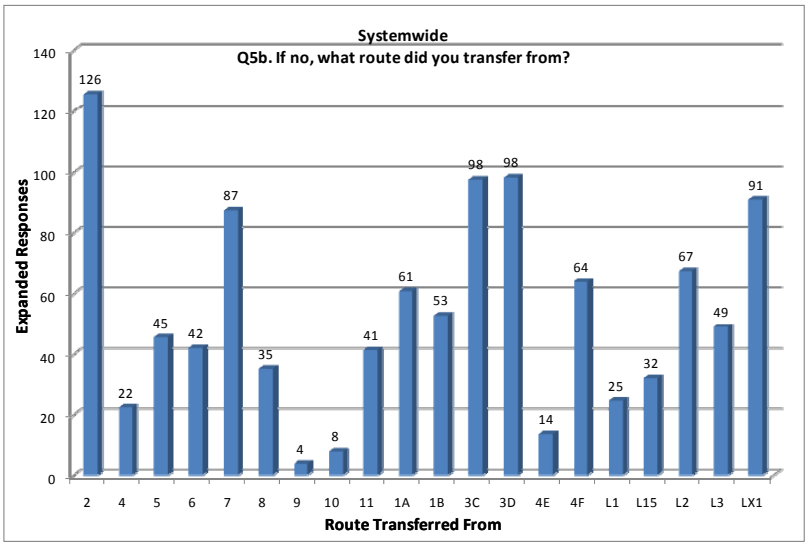
City Routes
Q5a. Is this the first bus on your trip?

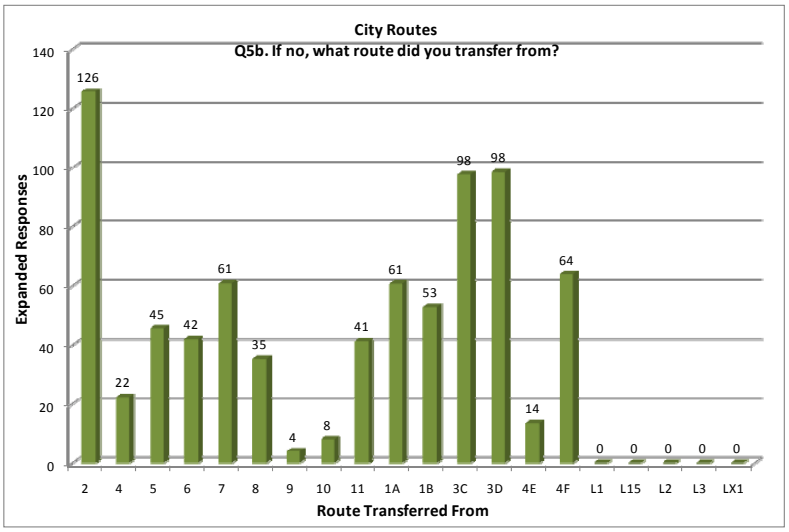


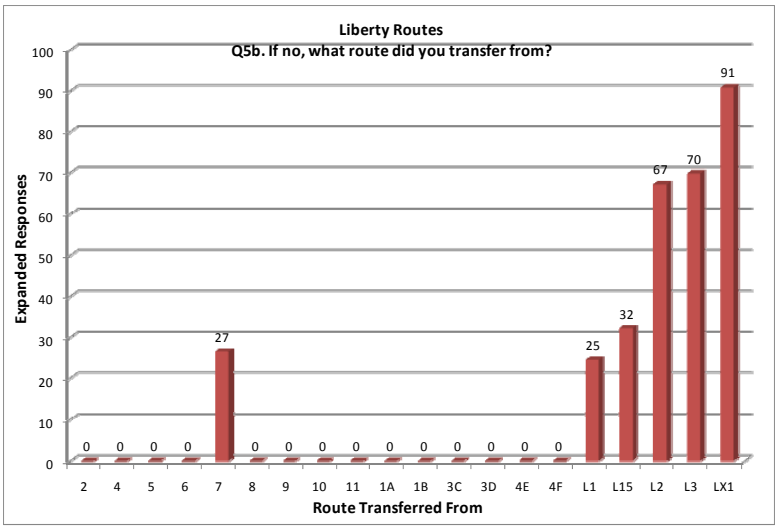
Liberty Routes
Q5a. Is this the first bus on your trip?



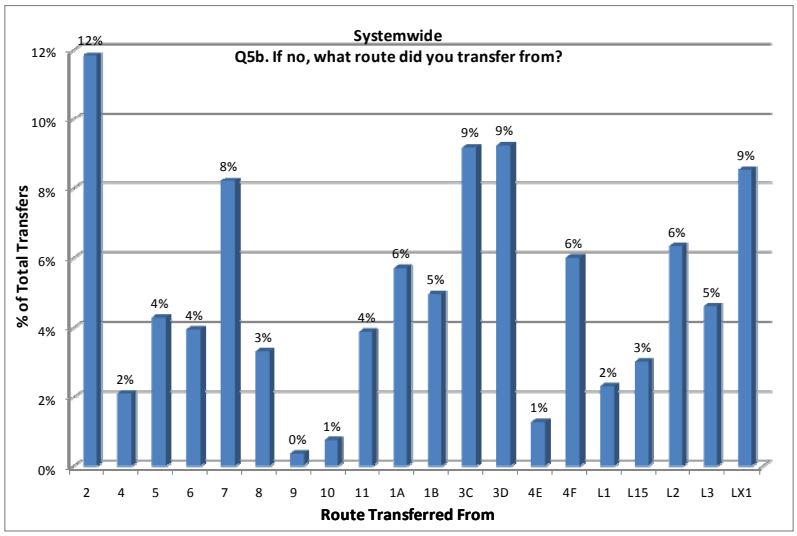
Originating Route Transferred From

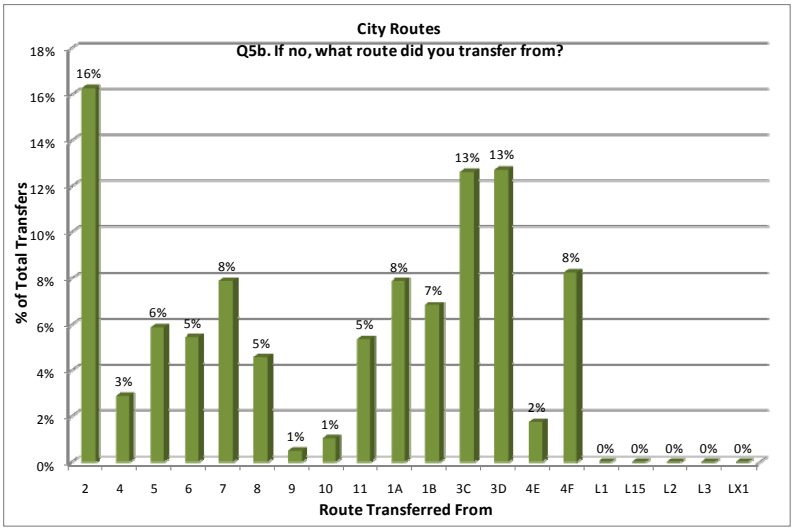


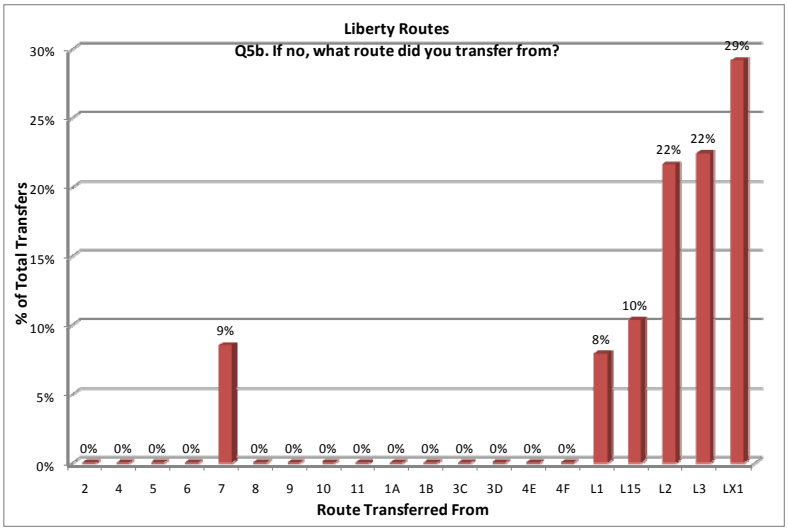




Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

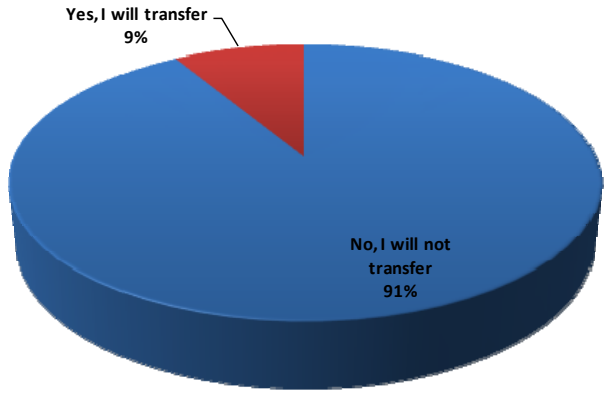
Most systemwide riders (91%) indicated that they would not need to transfer after alighting their bus. Systemwide, Route 4F received the most transfers (16%) followed by Route 4E (11%), Route 3C (9%) and Route 3D (9%).

Most City Route riders (69%) indicated that they would not need to transfer after alighting their bus. Systemwide, Route 4F received the most transfers (16%) followed by Route 4E (11%), Route 3C (11%) and Route 3D (11%).

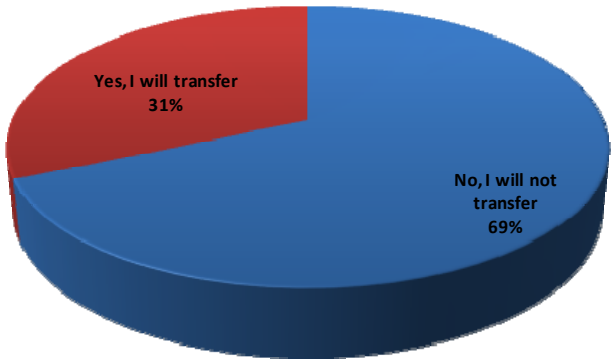
Most Liberty Route riders (98%) indicated that they would not need to transfer after alighting their bus. Systemwide, Route L1 received the most transfers (27%) followed by Route LX1 (21%), Route 4F (16%) and Route 4E (14%).

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	2,241	69%	11,584	98%
Yes, I will transfer	1,303	9%	1,026	31%	277	2%
Total	15,128	100%	3,267	100%	11,861	100%

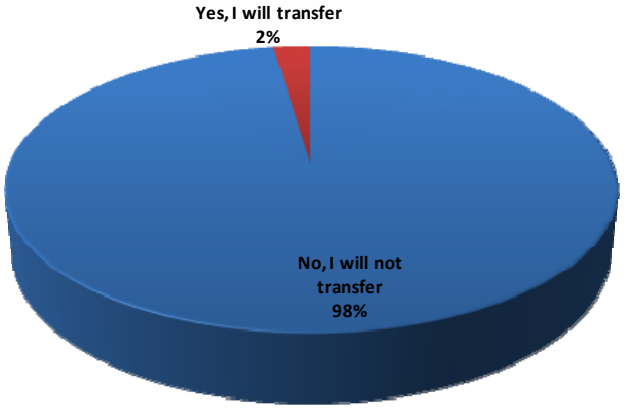
Systemwide
Q8a. Are you transferring to another bus?



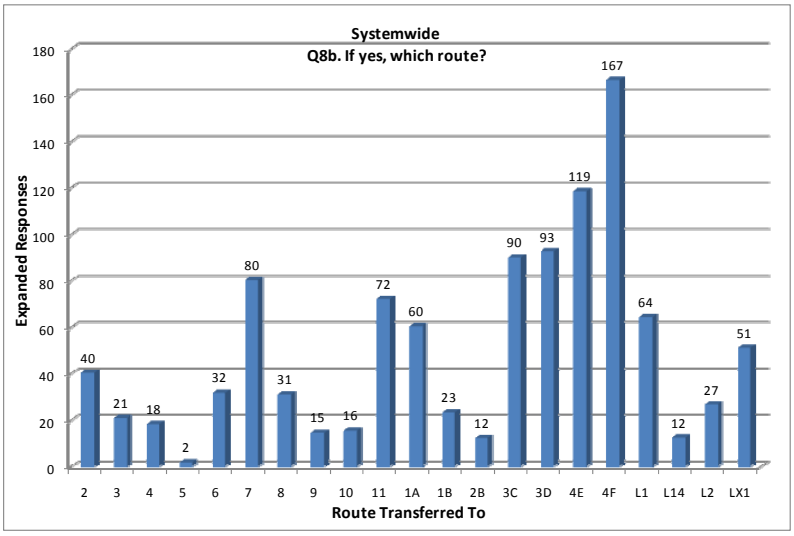
City Routes
Q8a. Are you transferring to another bus?

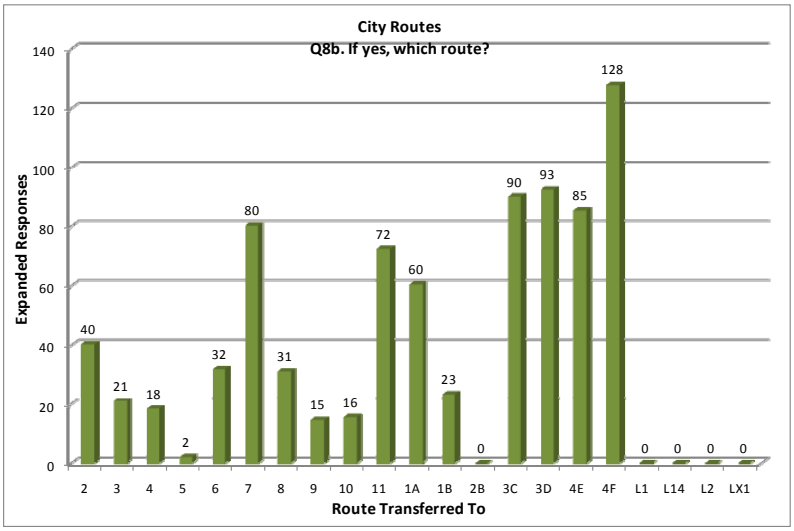


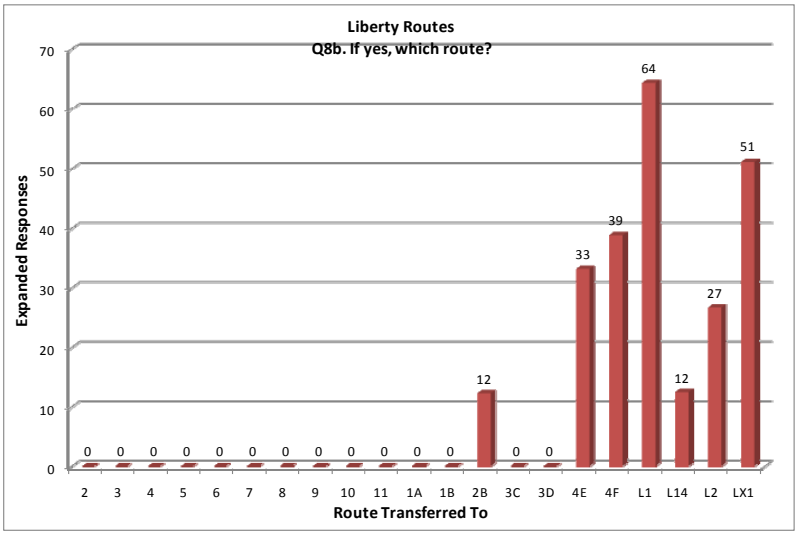
Liberty Routes
Q8a. Are you transferring to another bus?



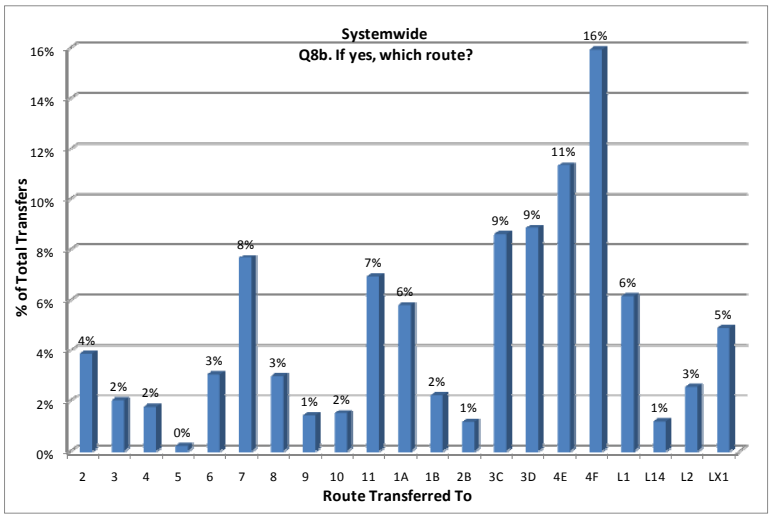
Route Transferred To

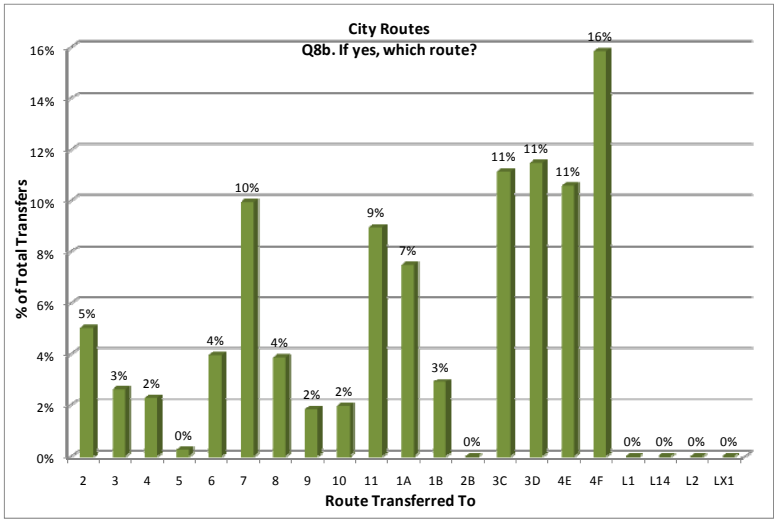


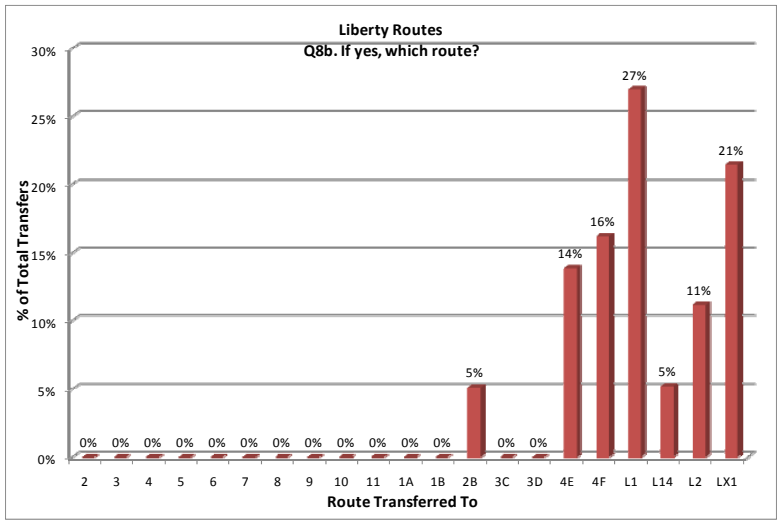




Route Transferred To as a Percentage of Total Transfers







9. Where are you going now?

a. College/University
b. Home/Dorm
c. Medical or Dental Appointment
d. Other
e. School (K-12)
f. Shopping
g. Social or Recreational
h. Social Service Agency
i. Work

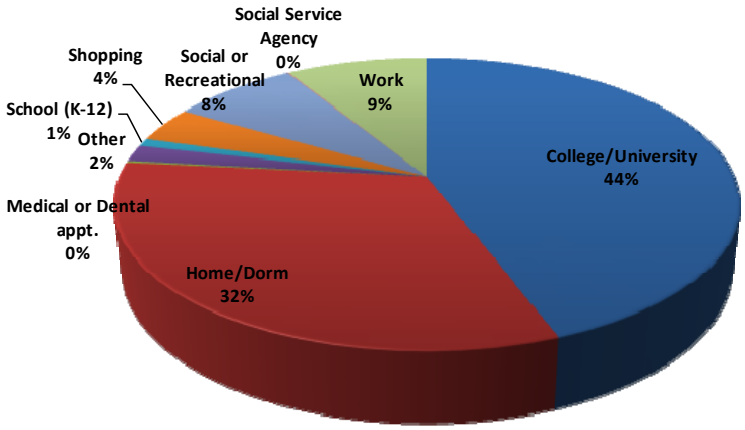
Of the systemwide respondents who answered this question, 76% were going to either their residence or place of higher education. Work trips and Social or Recreational trips were also strongly represented with 9% and 8% respectively of all responses.

Of the City Route respondents who answered this question, 43% were going to either their residence or place of higher education. Work trips were also strongly represented with 29% of all responses. Shopping also represented 16% of the responses.

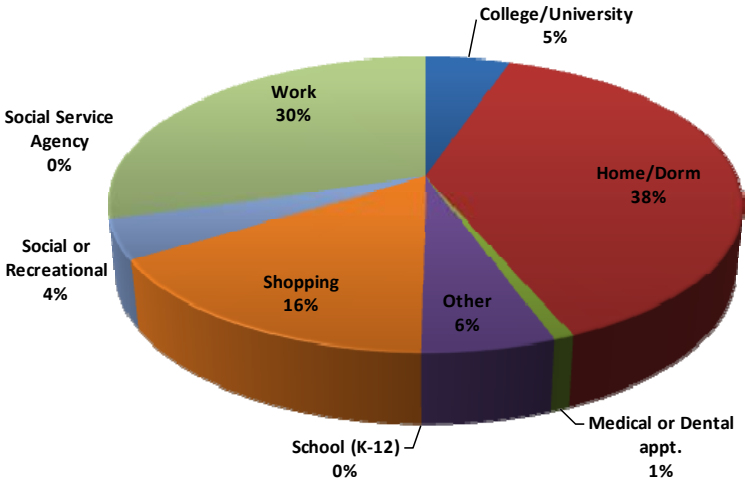
Of the Liberty Route respondents who answered this question, 86% were going to either their residence or place of higher education. Social or Recreational trips were also strongly represented with 9% of all responses.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	175	5%	6,765	55%
Home/Dorm	5,089	32%	1,296	38%	3,751	31%
Medical or Dental appt.	29	0%	29	1%	-	0%
Other	286	2%	194	6%	92	1%
School (K-12)	138	1%	-	0%	138	1%
Shopping	614	4%	541	16%	74	1%
Social or Recreational	1,223	8%	144	4%	1,079	9%
Social Service Agency	12	0%	-	0%	12	0%
Work	1,366	9%	995	29%	370	3%
Total	**15,696**	**100%**	**3,374**	**100%**	**12,280**	**100%**

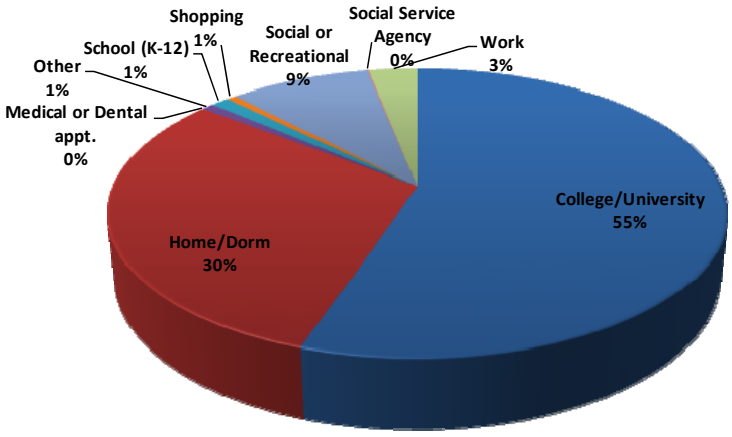
Systemwide
Q9a. Where are you going now?



City Routes
Q9a. Where are you going now?

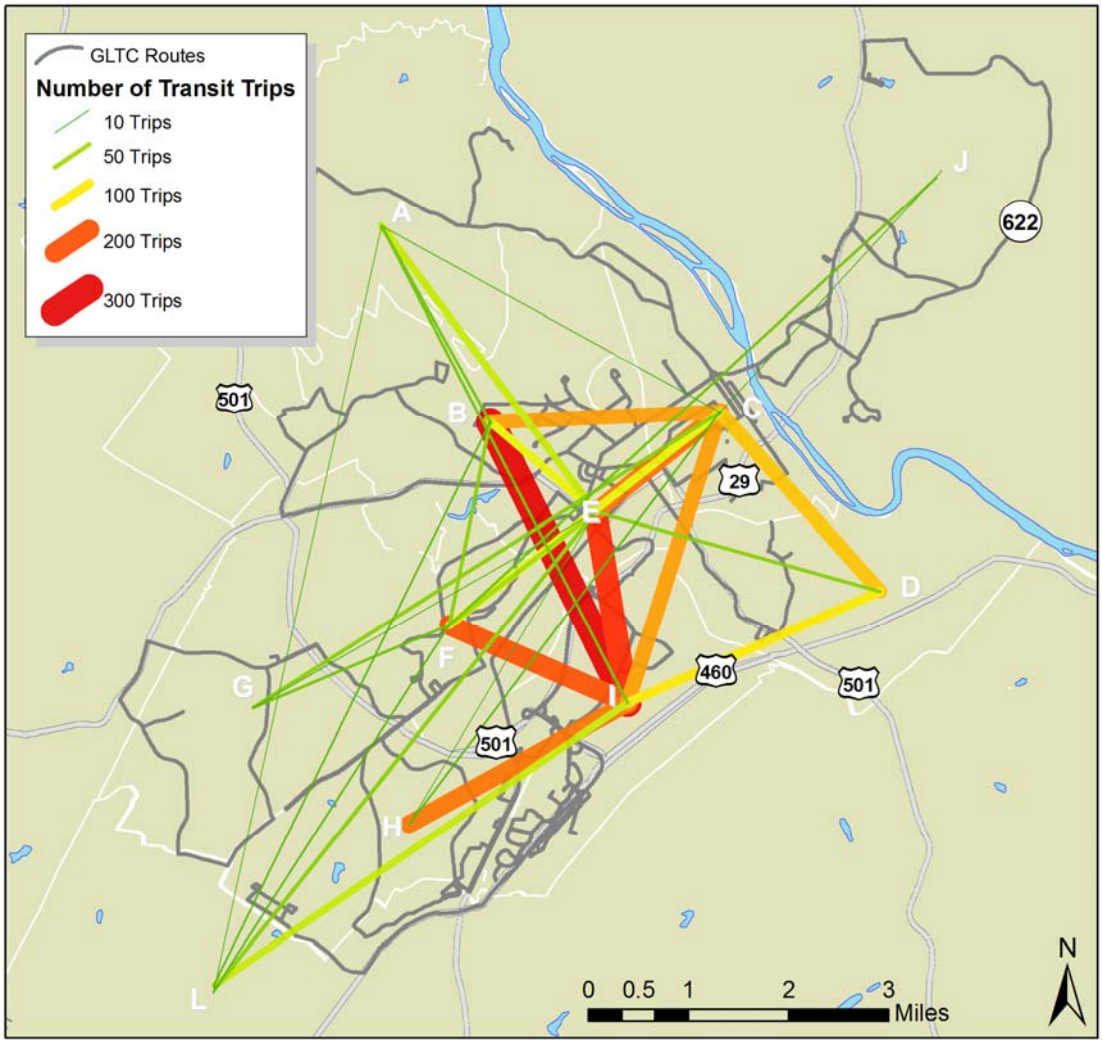


Liberty Routes
Q9a. Where are you going now?



10. What is the address or location of the place where you are going now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and mapped based on Transportation Analysis Zones that have been clustered into superdistricts. The figure and table below depicts the origin-destination responses for trips that traveled outside of an individual superdistrict. Raw geo-coded data will also be included in the electronic version of the database.



TO: / FROM:	A North	B NCent	C Dtown	D East	E Cent	F SWCent	G SW	H Wd-Tim	I LU-May	J AmhCo	K BedCo	L CamCo	TOTAL
A North	37	8	16	0	0	0	0	0	39	2	0	15	**117**
B North Central	37	33	115	0	72	15	0	0	192	2	0	27	**493**
C Downtown	8	49	188	43	114	38	41	21	107	8	0	4	**621**
D East	0	0	103	131	19	4	0	0	43	2	0	0	**302**
E Central	78	15	79	35	114	16	19	6	184	4	0	35	**585**
F Southwest Central	0	37	51	0	41	8	35	0	100	0	0	15	**287**
G Southwest	0	8	8	0	0	0	0	0	4	0	0	0	**20**
H Wards-Timberlake	0	6	0	0	19	0	0	2	120	0	0	6	**153**
I Liberty-Mayflower	0	98	55	56	56	106	0	61	12,878	4	0	32	**13,346**
J Amherst County	0	2	18	4	6	32	6	0	2	6	0	0	**76**
K Bedford County	0	0	0	0	0	0	0	0	0	0	0	0	**0**
L Campbell County	8	0	8	0	10	12	0	0	45	0	0	0	**83**
TOTAL	**168**	**256**	**641**	**269**	**451**	**231**	**101**	**90**	**13,714**	**28**	**0**	**134**	**16,083**

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

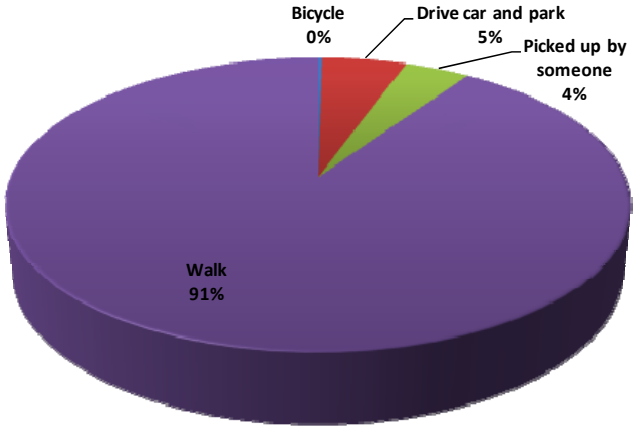
An even higher percentage (90%) of systemwide riders walks after alighting the bus then those who walk before boarding the bus.

An even higher percentage (91%) of City Route riders walks after alighting the bus then those who walk before boarding the bus.

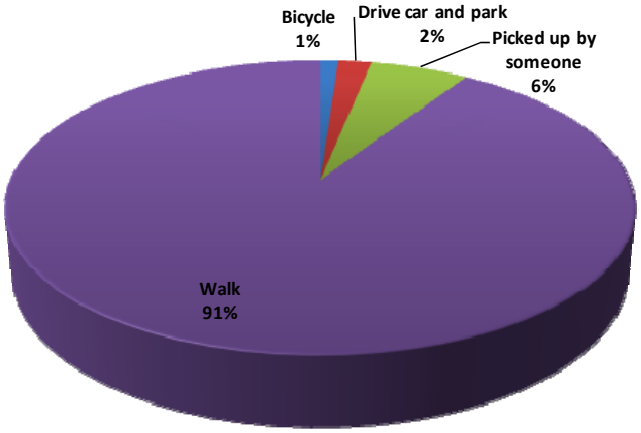
An even higher percentage (90%) of Liberty Route riders walks after alighting the bus then those who walk before boarding the bus.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	35	1%	-	0%
Drive car and park	768	5%	63	2%	705	6%
Picked up by someone	585	4%	183	6%	402	3%
Walk	13,176	90%	2,766	91%	10,410	90%
Total	**14,564**	**100%**	**3,047**	**100%**	**11,517**	**100%**

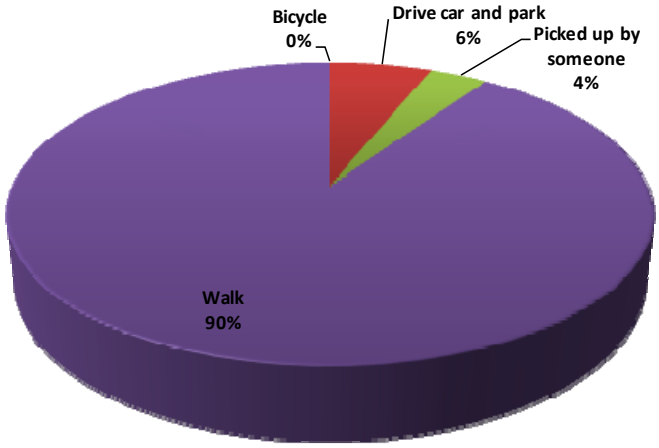
Systemwide
Q11a. How did you get to this bus?



City Routes
Q11a. How did you get to this bus?



Liberty Routes
Q11a. How did you get to this bus?



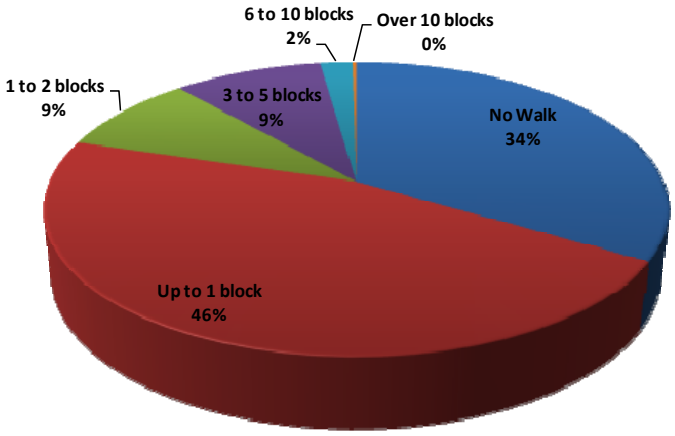
Of those systemwide riders who walked after alighting the bus, 79% walked one block or less. Nearly all destinations were reached in five or fewer blocks (97%). It should be noted that many of the respondents failed to provide specific walk distances when answering this series of questions (50% of systemwide respondents).

Of those City Route riders who walked after alighting the bus, 72% walked one block or less. Nearly all destinations were reached in five or fewer blocks (97%). It should be noted that many of the respondents failed to provide specific walk distances when answering this series of questions (41% of City Route respondents).

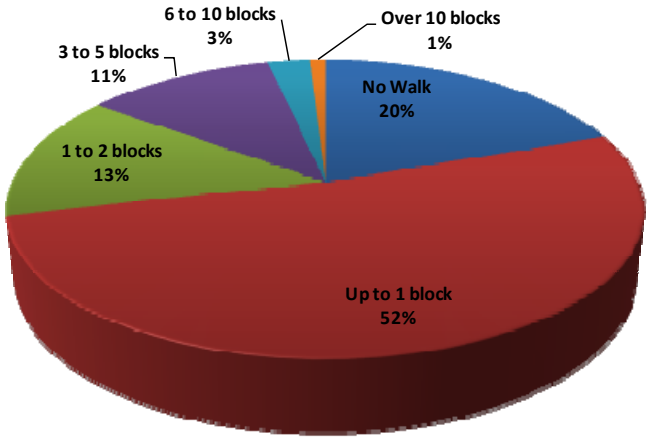
Of those systemwide riders who walked after alighting the bus, 83% walked one block or less. Nearly all destinations were reached in five or fewer blocks (98%). It should be noted that many of the respondents failed to provide specific walk distances when answering this series of questions (52% of Liberty Route respondents).

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	319	20%	1,925	39%
Up to 1 block	3,027	46%	842	52%	2,213	44%
1 to 2 blocks	580	9%	220	14%	369	7%
3 to 5 blocks	603	9%	186	11%	403	8%
6 to 10 blocks	131	2%	41	3%	90	2%
Over 10 blocks	15	0%	15	1%	-	0%
Total	6,545	100%	1,623	100%	5,000	100%

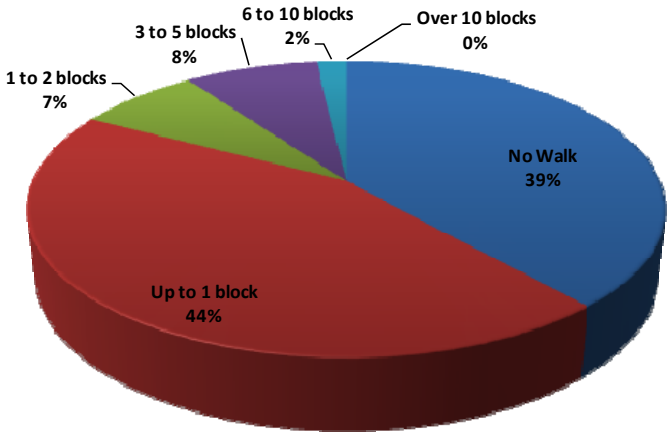
Systemwide
Q11b. If walked, how many blocks?



City Routes
Q11b. If walked, how many blocks?



Liberty Routes
Q11b. If walked, how many blocks?



12. Are you a college/university student living away from home?

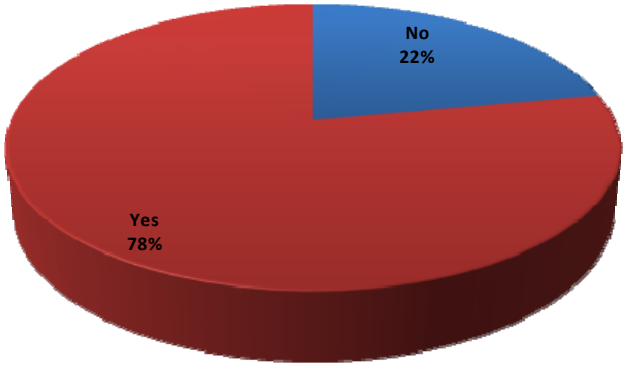
Students from Liberty University make up a significant portion of GLTC's systemwide ridership (78%).

Students from Liberty University make up a less significant portion of GLTC's City Route ridership (19%).

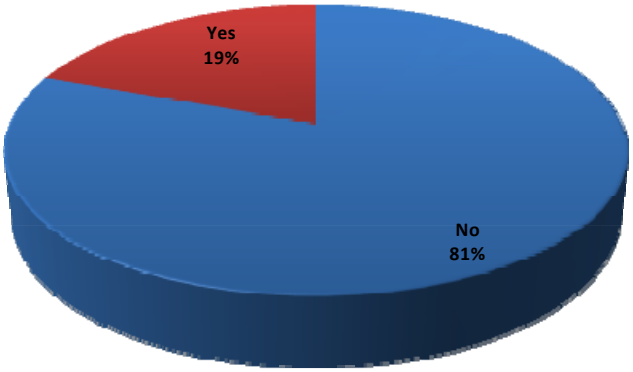
Students from Liberty University make up the majority of GLTC's Liberty Route ridership (94%).

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	2,651	81%	809	6%
Yes	12,297	78%	639	19%	11,659	94%
Total	15,757	100%	3,290	100%	12,468	100%

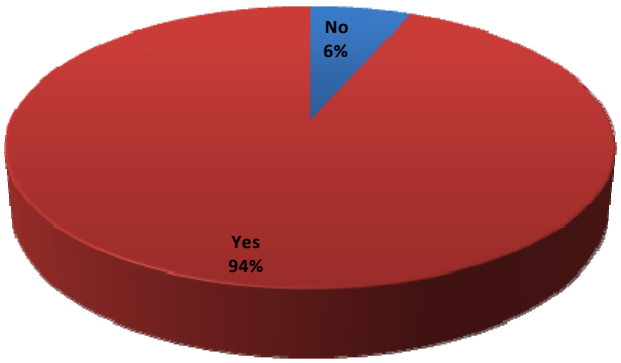
Systemwide
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



Liberty Routes
Q12. Are you a College/University Student?



13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

Close to half (44%) of the GLTC systemwide riders surveyed have no car available to them. When single car households are added, almost three-quarters of the riders (72%) are represented.

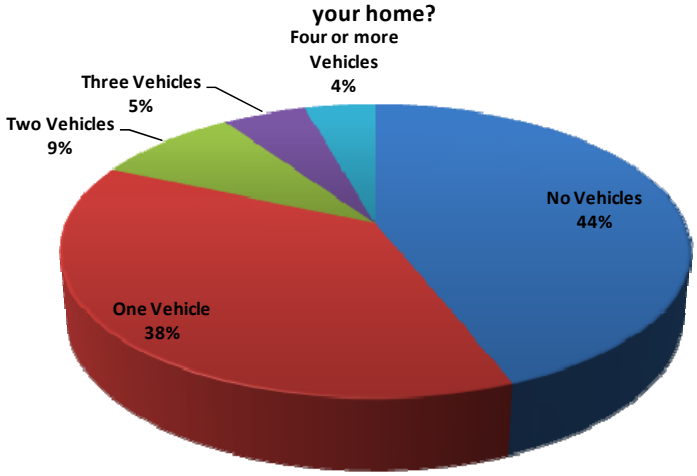
The majority (71%) of the GLTC City Route riders surveyed have no car available to them. When single car households are added, 90% are represented.

37% of the GLTC Liberty Route riders surveyed have no car available to them. When single car households are added, over three-quarters of the riders (80%) are represented.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	2,324	71%	4,510	37%
One Vehicle	5,878	38%	605	19%	5,273	43%
Two Vehicles	1,370	9%	288	9%	1,082	9%
Three Vehicles	797	5%	41	1%	755	6%
Four or more Vehicles	670	4%	8	0%	662	5%
Total	15,548	100%	3,266	100%	12,282	100%

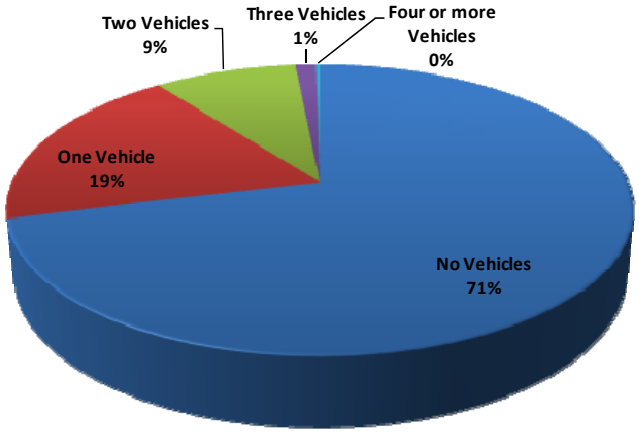
Systemwide

Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



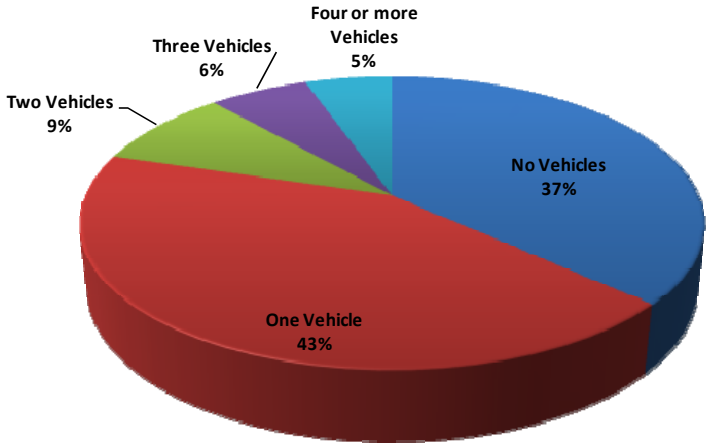
City Routes

Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Liberty Routes

Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



14. Do you have a valid driver's license?

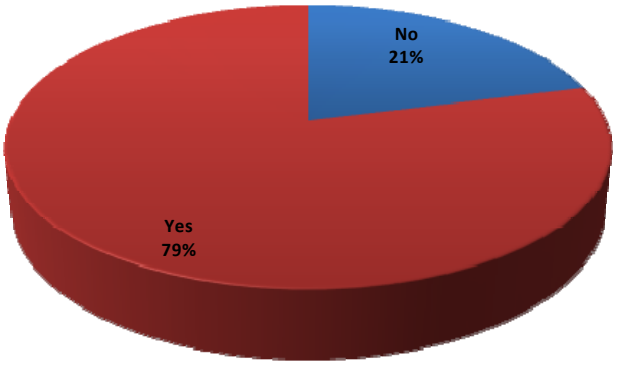
The majority of GLTC's systemwide riders carry a valid driver's license (79%). Given the high percentages of college students living away from home, it may be safe to assume that many of the respondents are college students who have access to an automobile back at home with their parents but no car available while away at school.

The majority of GLTC's City Route riders do not carry a valid driver's license (58%). .

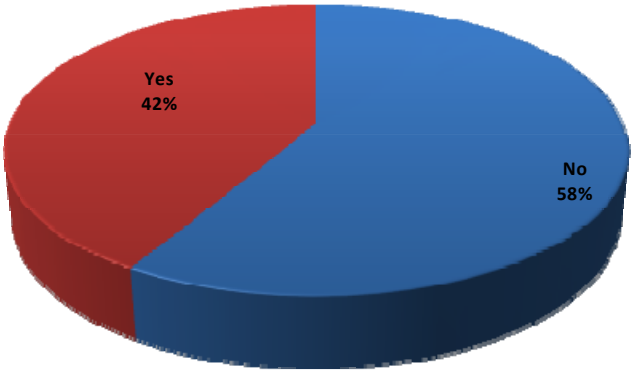
The majority of GLTC's Liberty Route riders carry a valid driver's license (89%). Given the high percentages of college students living away from home, it may be safe to assume that many of the respondents are college students who have access to an automobile back at home with their parents but no car available while away at school.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	1,874	58%	1,346	11%
Yes	12,102	79%	1,333	42%	10,769	89%
Total	15,322	100%	3,207	100%	12,115	100%

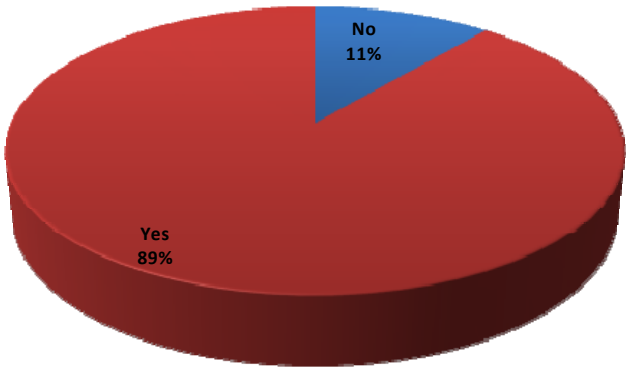
Systemwide
Q14. Do you have a valid Driver's License?



City Routes
Q14. Do you have a valid Driver's License?



Liberty Routes
Q14. Do you have a valid Driver's License?



15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Systemwide, 75% of the riders surveyed earn less than $15,000 annually. This may be attributed to the high volume of full-time students who live away from home yet do not work. Of those that do, they may only work part-time. Given the sensitivity of this question, approximately 19% of all respondents chose not to provide an answer.

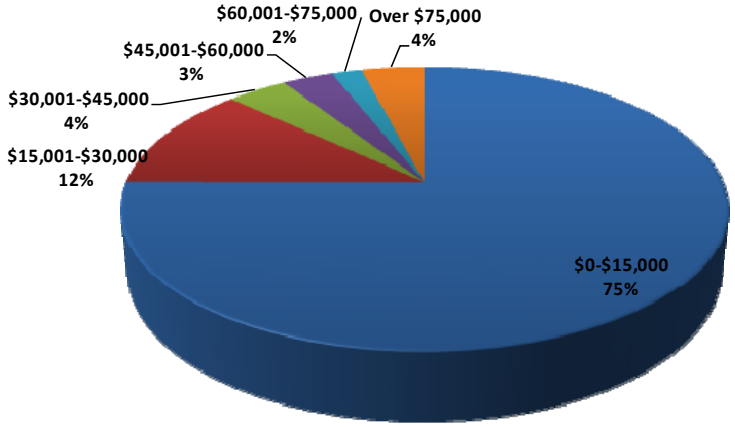
Of the City Route riders, 61% of the riders surveyed earn less than $15,000 annually. Given the sensitivity of this question, approximately 23% of all respondents chose not to provide an answer.

Of the Liberty Route riders, 79% of the riders surveyed earn less than $15,000 annually. This may be attributed to the high volume of full-time students who live away from home yet do not work. Of those that do, they may only work part-time. Given the sensitivity of this question, approximately 17% of all respondents chose not to provide an answer.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	1,781	61%	8,733	79%
$15,001-$30,000	1,671	12%	892	31%	779	7%
$30,001-$45,000	543	4%	120	4%	423	4%
$45,001-$60,000	452	3%	57	2%	395	4%
$60,001-$75,000	270	2%	19	1%	251	2%
Over $75,000	562	4%	54	2%	508	5%
Total	**14,013**	**100%**	**2,923**	**100%**	**11,090**	**100%**

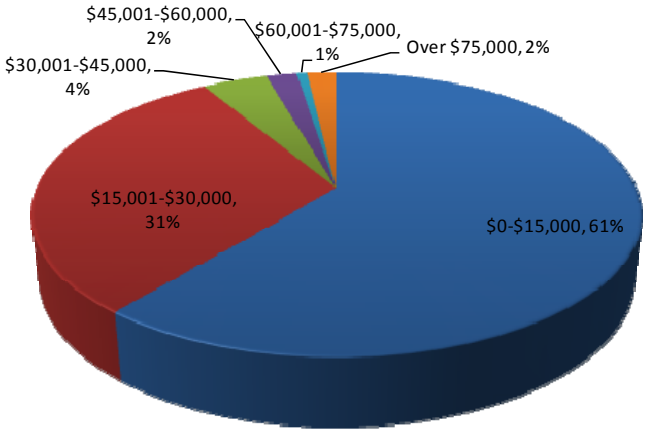
Systemwide

Q15. What is your annual household income level?



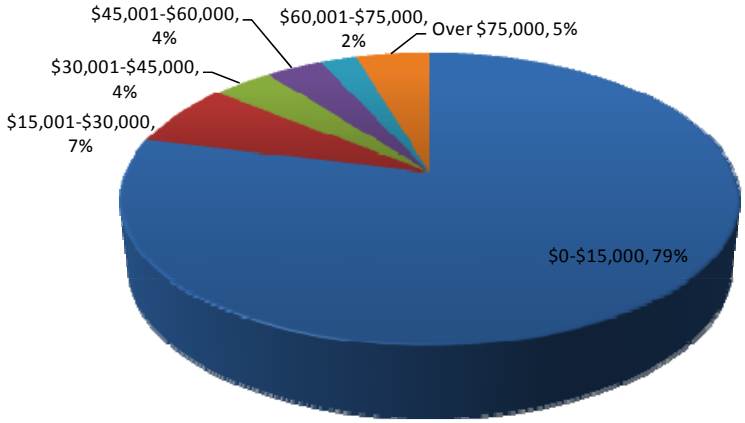
City Routes

Q15. What is your annual household income level?



Liberty Routes

Q15. What is your annual household income level?



16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

a) 1 **c) 3**

b) 2 **d) 4 or more**

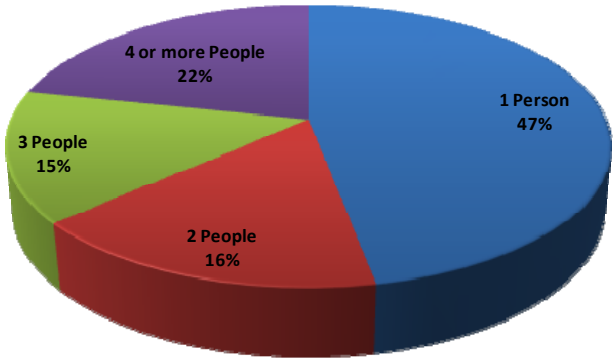
Approximately one-half (47%) of all GLTC systemwide riders live alone and nearly another 16% live with one other person. This comes as no surprise given the large number of young university students in the area. The remaining 37% consists of households with three or more persons – typically families.

Approximately one-third (37%) of all GLTC City Route riders live alone and nearly another 29% live with one other person. The remaining 34% consists of households with three or more persons – typically families.

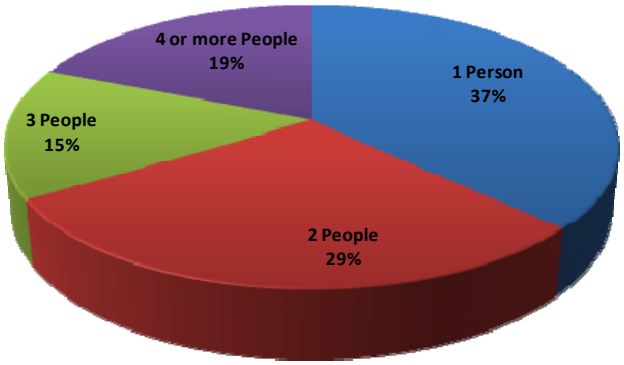
One-half (50%) of all GLTC Liberty Route riders live alone and nearly another 13% live with one other person. This comes as no surprise given the large number of young university students in the area. The remaining 37% consists of households with three or more persons – typically families.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	1,208	37%	5,847	50%
2 People	2,473	16%	956	29%	1,517	13%
3 People	2,238	15%	484	15%	1,754	15%
4 or more People	3,244	22%	616	19%	2,628	22%
Total	15,010	100%	3,264	100%	11,745	100%

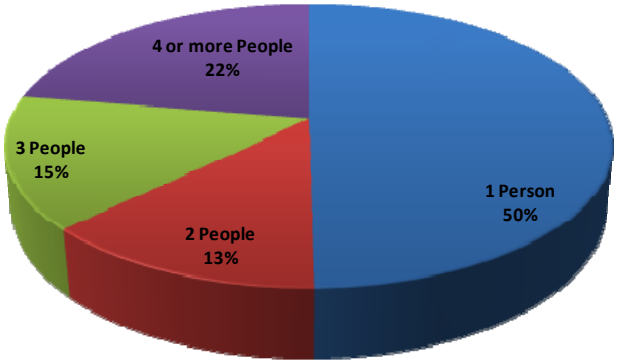
Systemwide
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?



Liberty Routes
Q16. How many people live in your household?



17. Have you transferred at the Plaza in the last week?

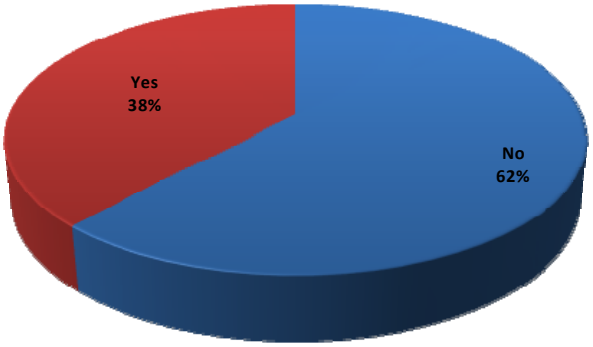
Approximately two-third (62%) of all GLTC systemwide riders have not transferred at the Plaza in the last week.

The majority of (89%) of all GLTC City Route riders have transferred at the Plaza in the last week.

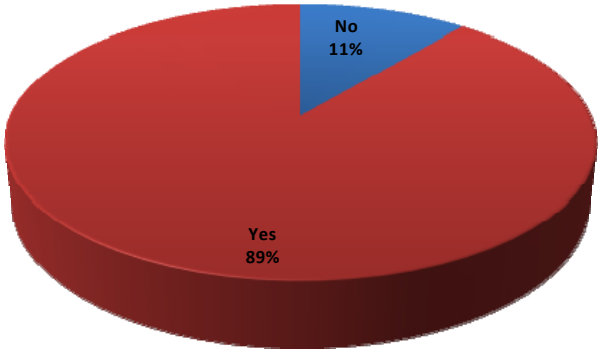
Approximately three-quarters (76%) of all GLTC Liberty Route riders have not transferred at the Plaza in the last week.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	366	11%	9,135	76%
Yes	5,868	38%	2,972	89%	2,896	24%
Total	15,369	100%	3,339	100%	12,031	100%

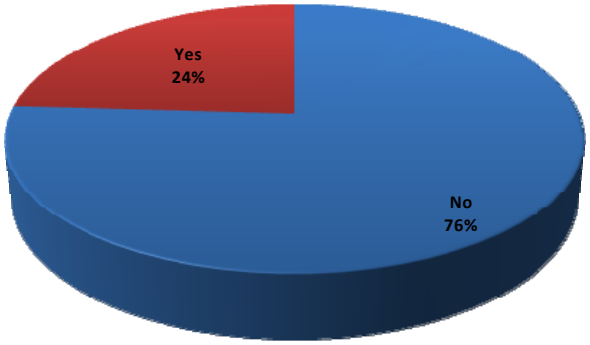
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



City Routes
Q17a. Have you transfered at the Plaza in the last week?



Liberty Routes
Q17a. Have you transfered at the Plaza in the last week?



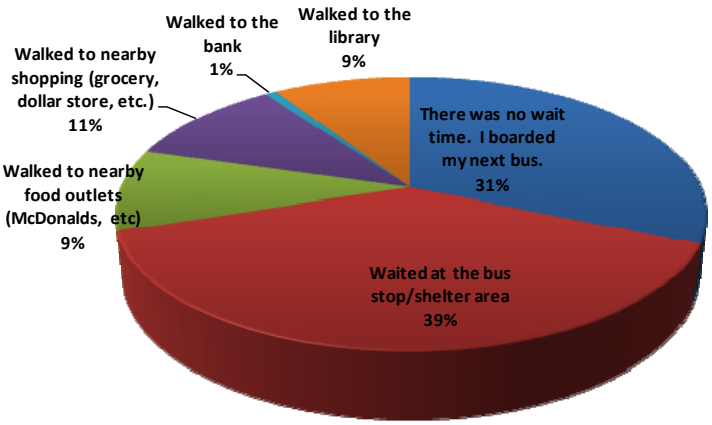
Of the systemwide riders that have transferred at the Plaza in the last week, the majority (39%) waited at the bus stop/shelter area. Another 31% said that there was no wait time and they boarded the next bus. Another 11% walked to nearby shopping.

Of the City Route riders that have transferred at the Plaza in the last week, the majority (35%) said that there was no wait time and they boarded the next bus. Another 28% waited at the bus stop/shelter area. 14% of the riders walked to nearby food outlets.

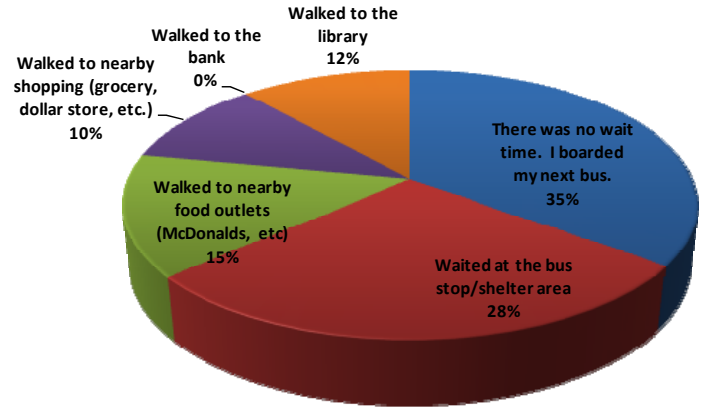
Of the Liberty Route riders that have transferred at the Plaza in the last week, the majority (49%) waited at the bus stop/shelter area. Another 27% said that there was no wait time and they boarded the next bus. Another 11% walked to nearby shopping.

Response	Systemwide		City Routes		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	995	35%	779	27%
Waited at the bus stop/shelter area	2,216	39%	806	28%	1,410	49%
Walked to nearby food outlets (McDonalds, etc)	535	9%	409	14%	125	4%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	294	10%	308	11%
Walked to the bank	44	1%	-	0%	44	2%
Walked to the library	511	9%	328	12%	183	6%
Total	5,682	100%	2,833	100%	2,850	100%

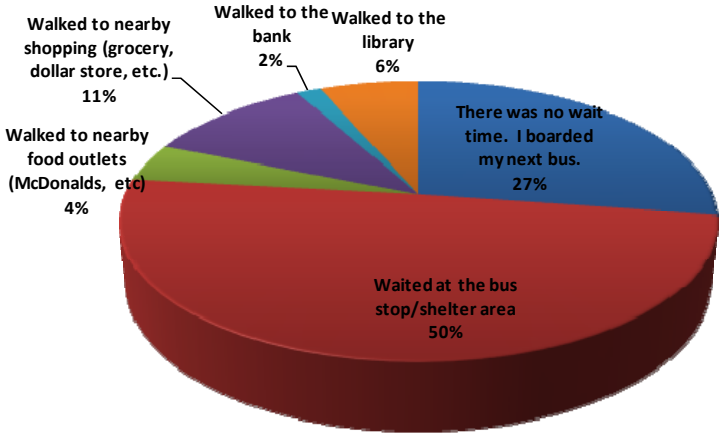
Systemwide
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?



Liberty Routes
Q17b. What did you do while waiting?



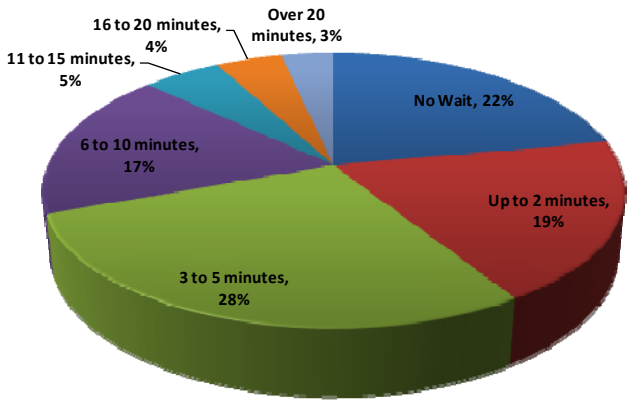
4.1 Route 1A

1. How long did you wait at the bus stop before getting on the bus?

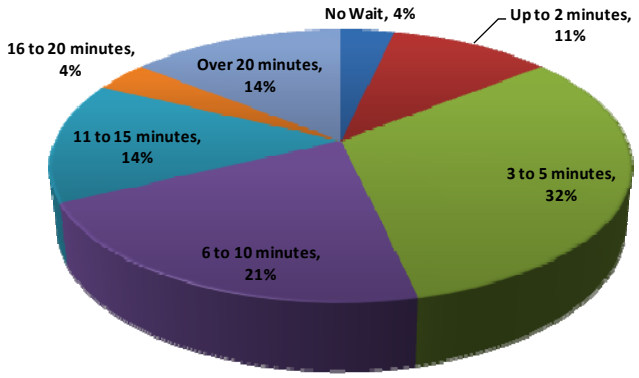
Wait times on Route 1A appear to be consistent with those of the City Routes. This question achieved an 88% response rate.

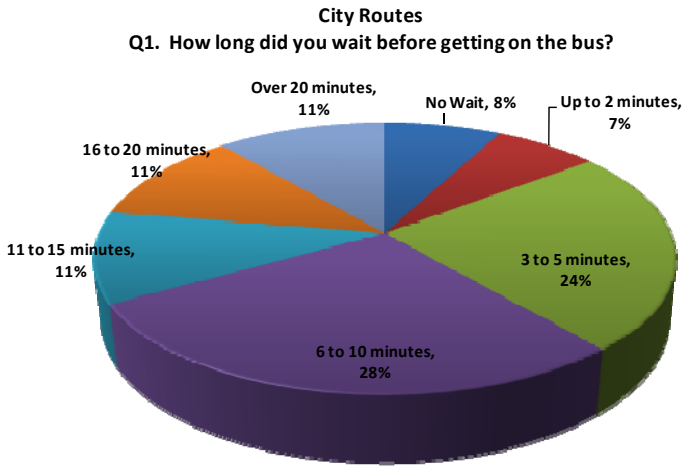
Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	14	4%	255	8%
Up to 2 minutes	3,093	19%	41	11%	227	7%
3 to 5 minutes	4,658	28%	123	32%	790	24%
6 to 10 minutes	2,842	17%	82	21%	927	28%
11 to 15 minutes	852	5%	54	14%	353	11%
16 to 20 minutes	719	4%	14	4%	365	11%
Over 20 minutes	572	3%	54	14%	370	11%
Total	16,347	100%	381	100%	3,288	100%

Systemwide
Q1. How long did you wait before getting on the bus?



Route 1A
Q1. How long did you wait before getting on the bus?





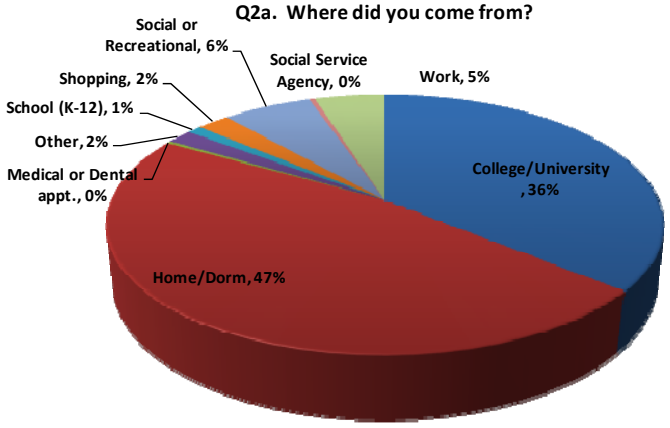
2. Where did you come from?

a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

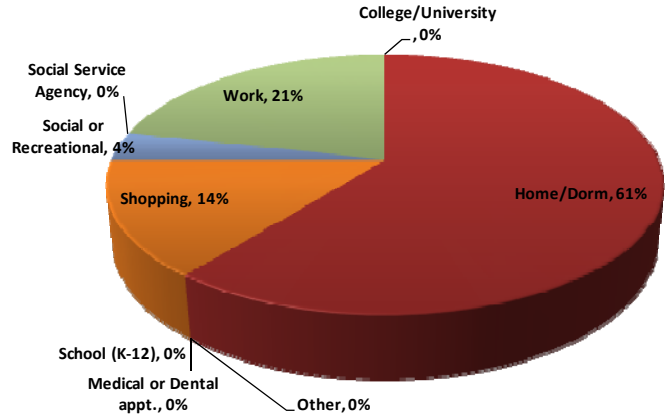
Route 1A responses favored "home/dorm" responses more favorably and "college/university" responses less favorably than the City Route responses.

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	-	0%	144	4%
Home/Dorm	7,709	47%	231	61%	2,061	59%
Medical or Dental appt.	52	0%	-	0%	52	1%
Other	283	2%	-	0%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	54	14%	282	8%
Social or Recreational	1,009	6%	14	4%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	82	21%	574	16%
Total	**16,312**	**100%**	**381**	**100%**	**3,495**	**100%**

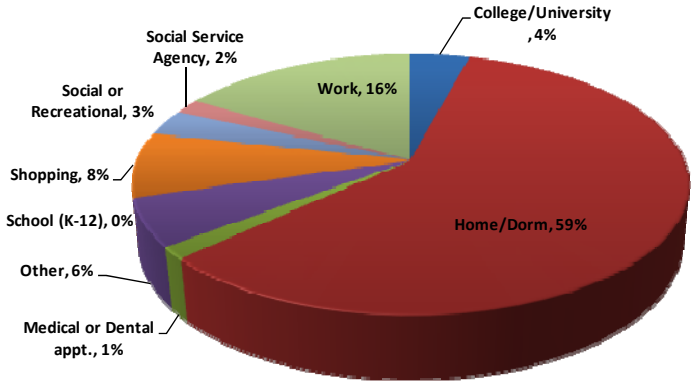
Systemwide
Q2a. Where did you come from?



Route 1A
Q2a. Where did you come from?



City Routes
Q2a. Where did you come from?



3. What is the address or location of the place you came from?

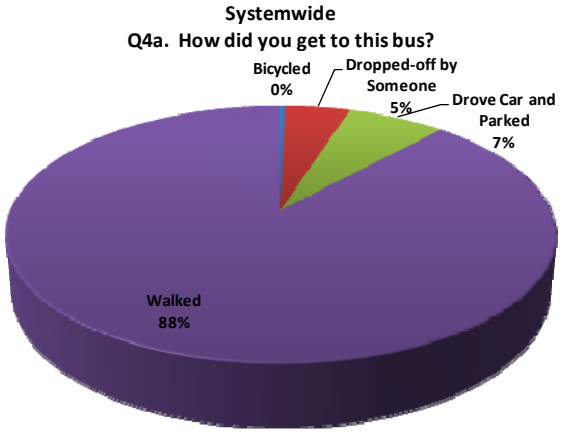
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

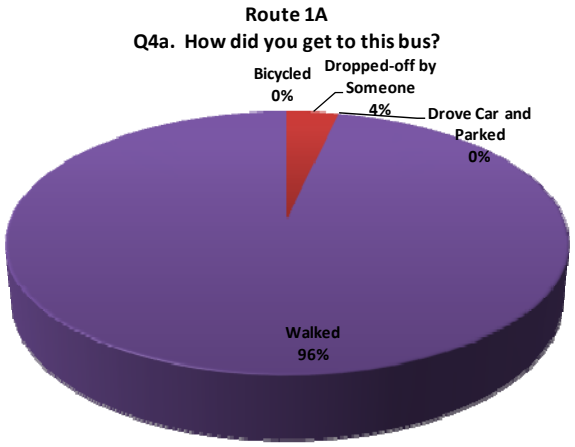
4. How did you get from the place listed above to the first bus used for this trip?

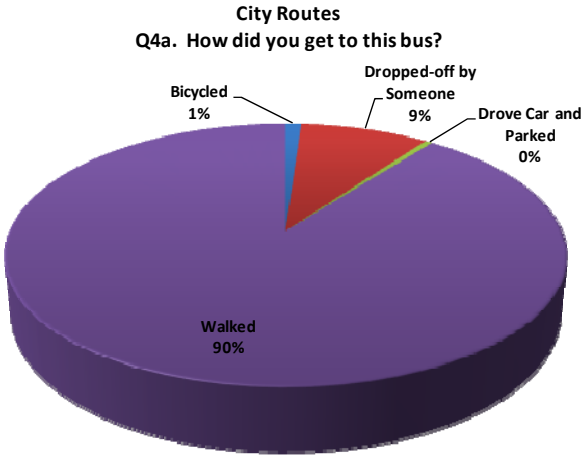
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's riders walk to catch their bus. This was true on the City Routes as well as on Route 1A. Still, 4% of Route 1A's riders indicate that they are dropped off by someone.

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	14	4%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	368	96%	2,887	90%
Total	**15,729**	**100%**	**381**	**100%**	**3,223**	**100%**



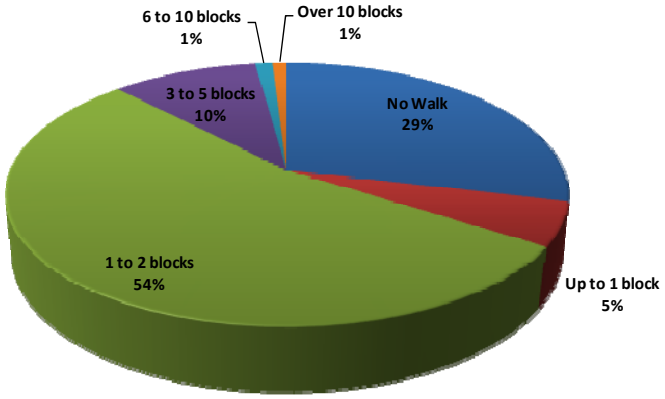




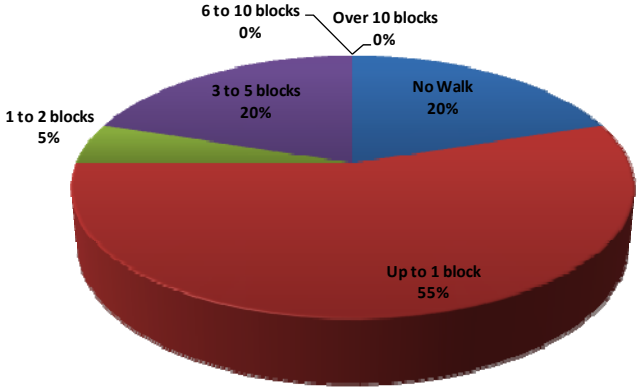
Walks to Route 1A were slightly higher than those City Routes. However, nearly all trips were accessed with fewer than five blocks of walking to access transit, both City Routes and on Route 1A.

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	54	20%	307	18%
Up to 1 block	391	5%	150	55%	816	47%
1 to 2 blocks	3,940	54%	14	5%	235	14%
3 to 5 blocks	734	10%	54	20%	344	20%
6 to 10 blocks	87	1%	-	0%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	272	100%	1,742	100%

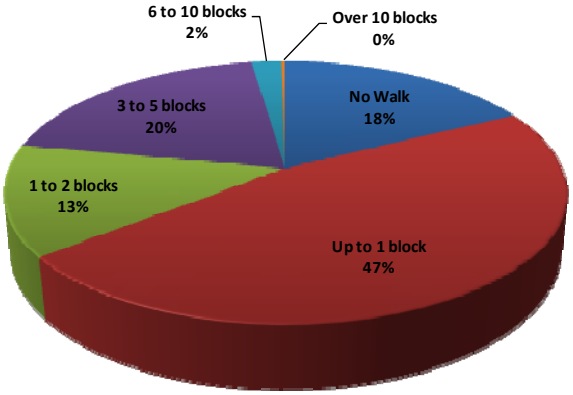
Systemwide
Q4b. If walked, how many blocks?



Route 1A
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



5. Was this the first bus you used for this trip?

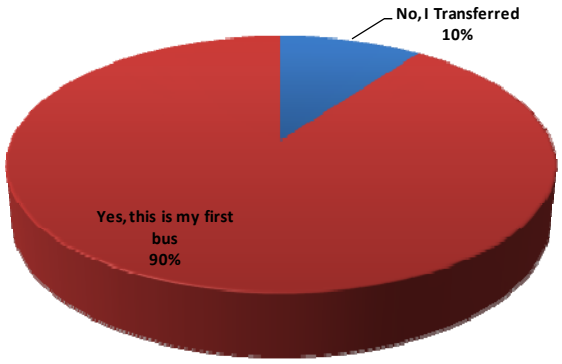
a) No, I transferred from Route # _____

b) Yes, this is the first bus I used for this trip – Route # _____

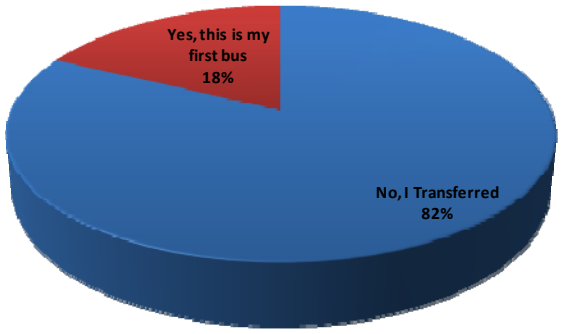
The majority of Route 1A's passengers (82%) indicated that they were able to complete their trip using one bus. Despite being the second highest leader in City Route transfers, transfers to Route 1A were less diverse with respondents showing only 5 originating routes that feed into Route 1A. The most popular connection was from Route 3D (33%) followed by Routes 5, 1A, 3C and 4F (all 17%).

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	313	82%	2,241	69%
Yes, this is my first bus	12,947	90%	68	18%	1,026	31%
Total	14,388	100%	381	100%	3,267	100%

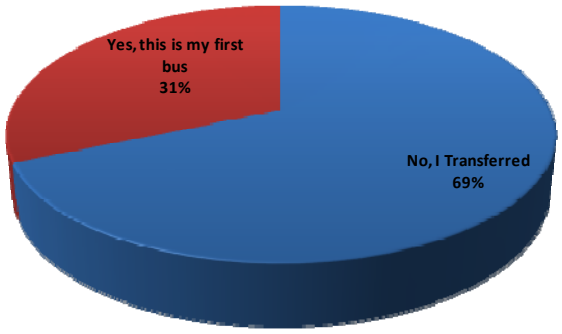
Systemwide
Q5a. Is this the first bus on your trip?



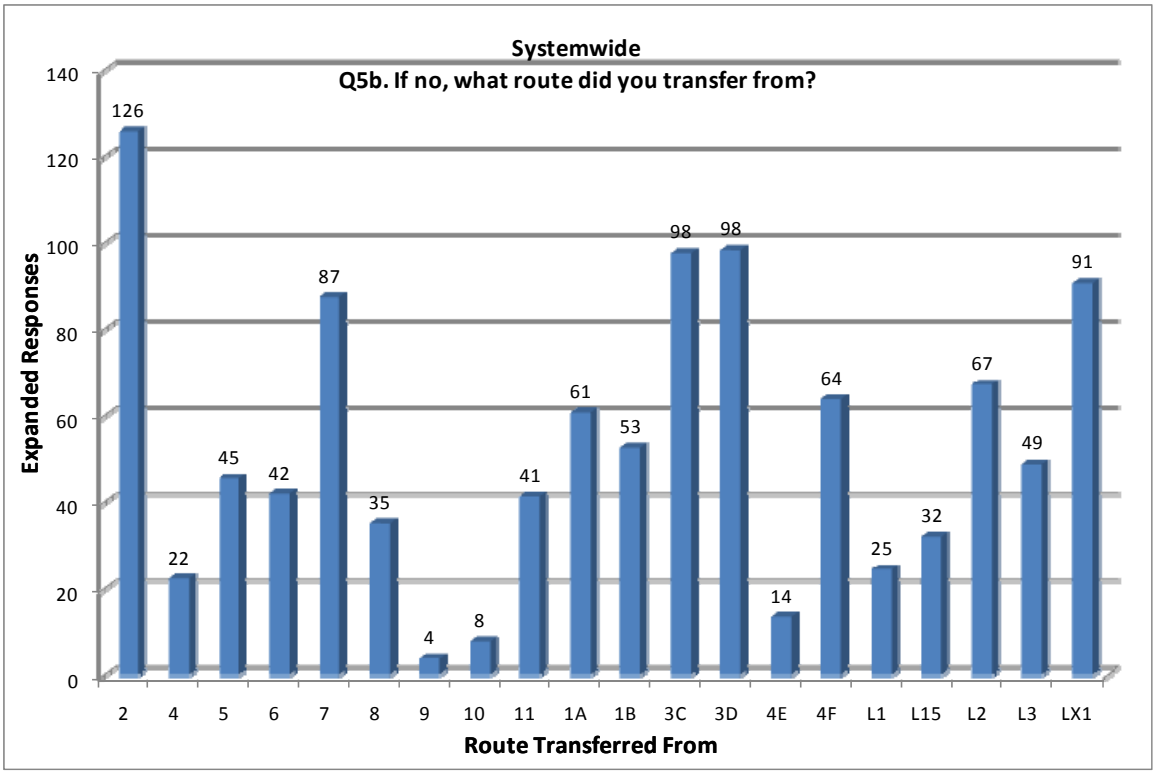
Route 1A
Q5a. Is this the first bus on your trip?

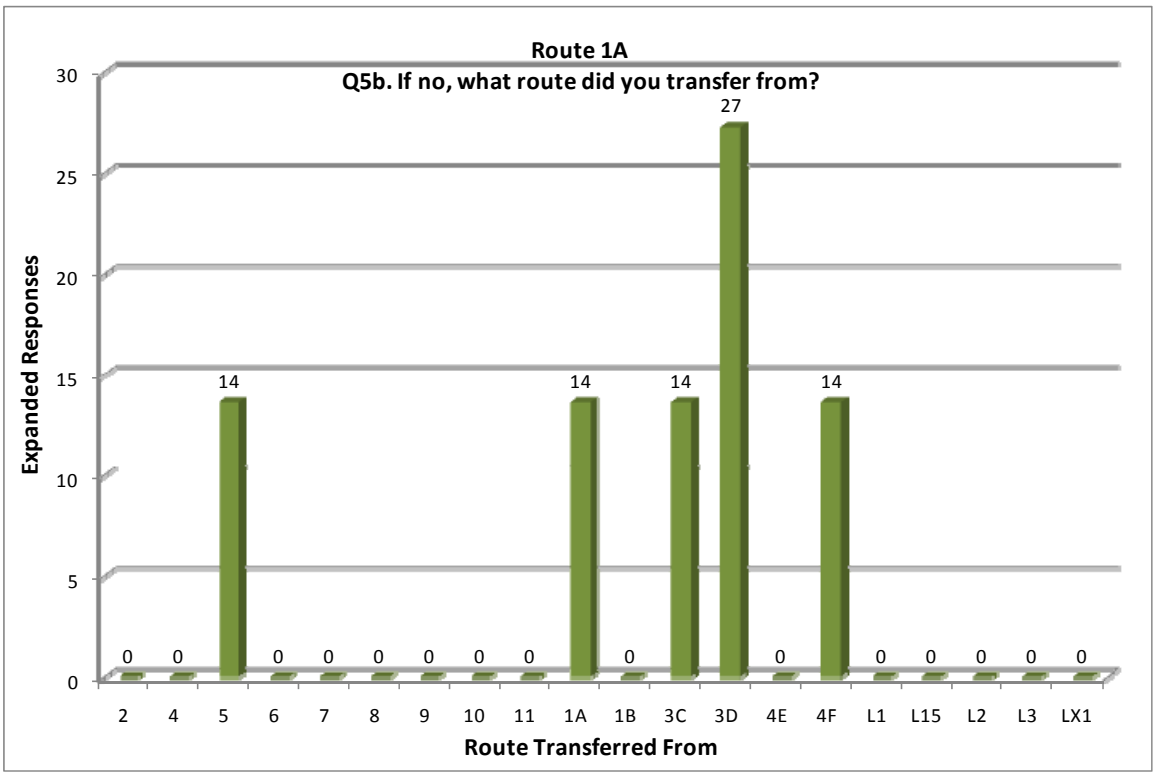


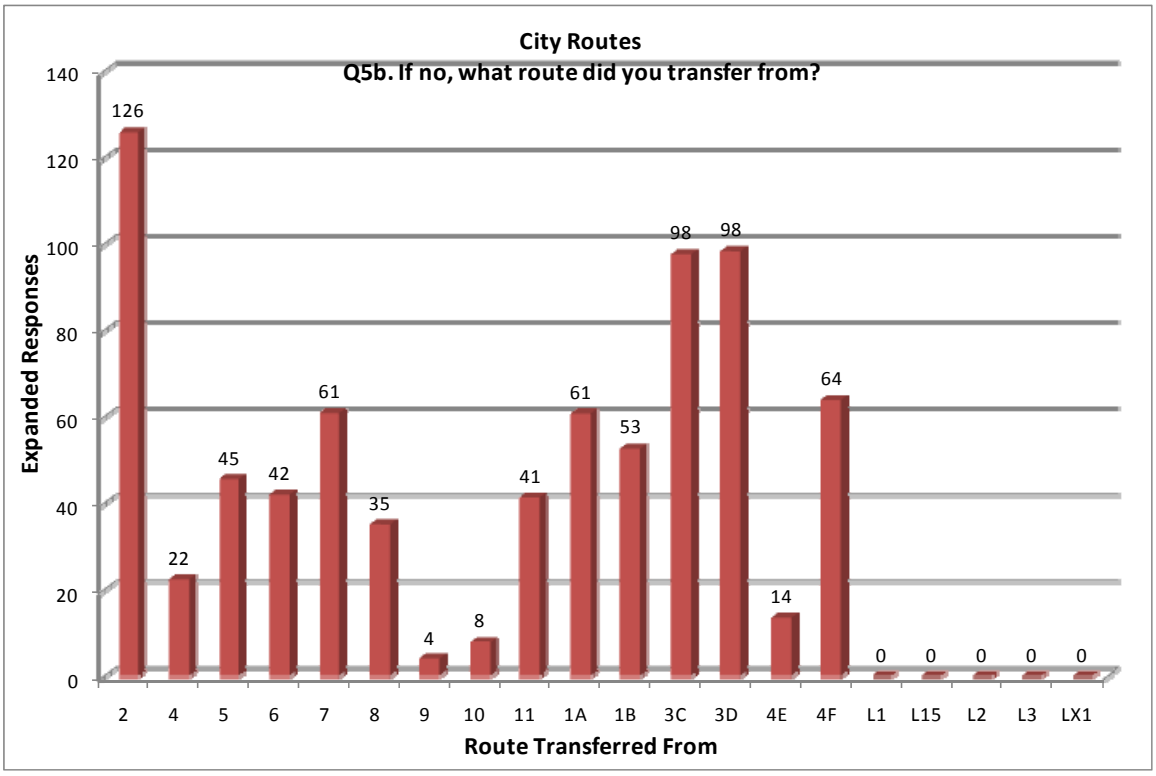
City Routes
Q5a. Is this the first bus on your trip?



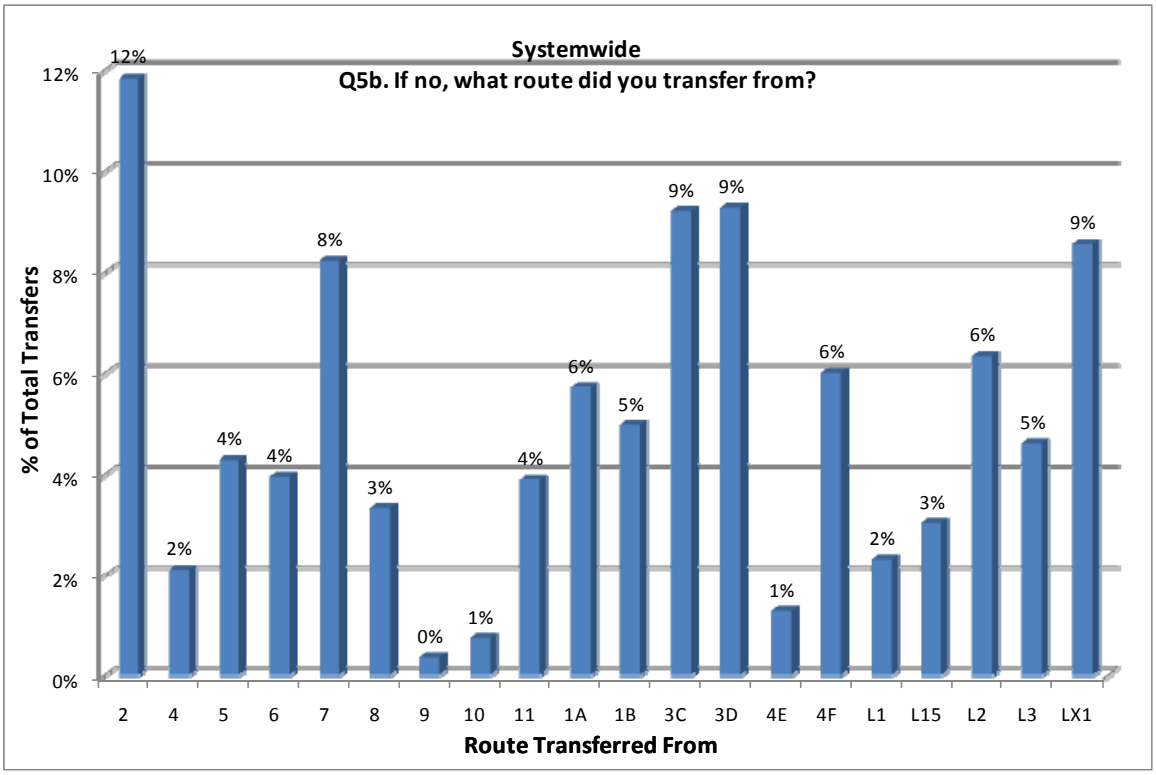
Originating Route Transferred From

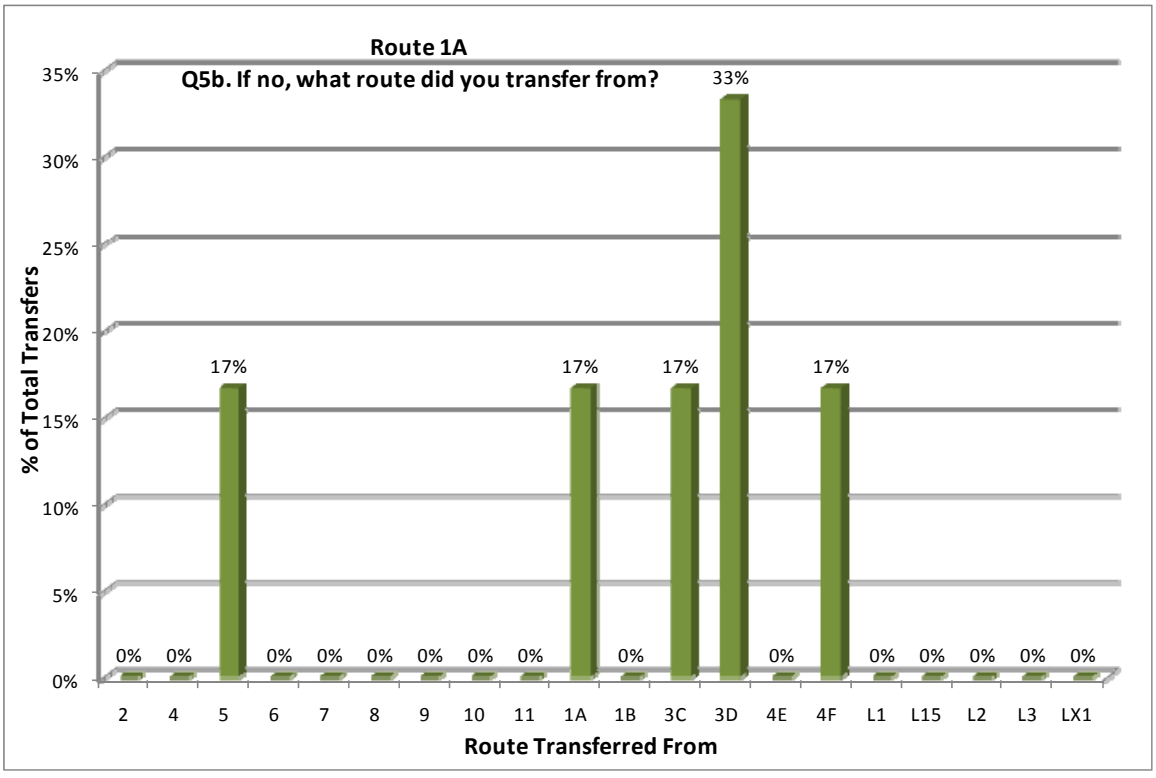


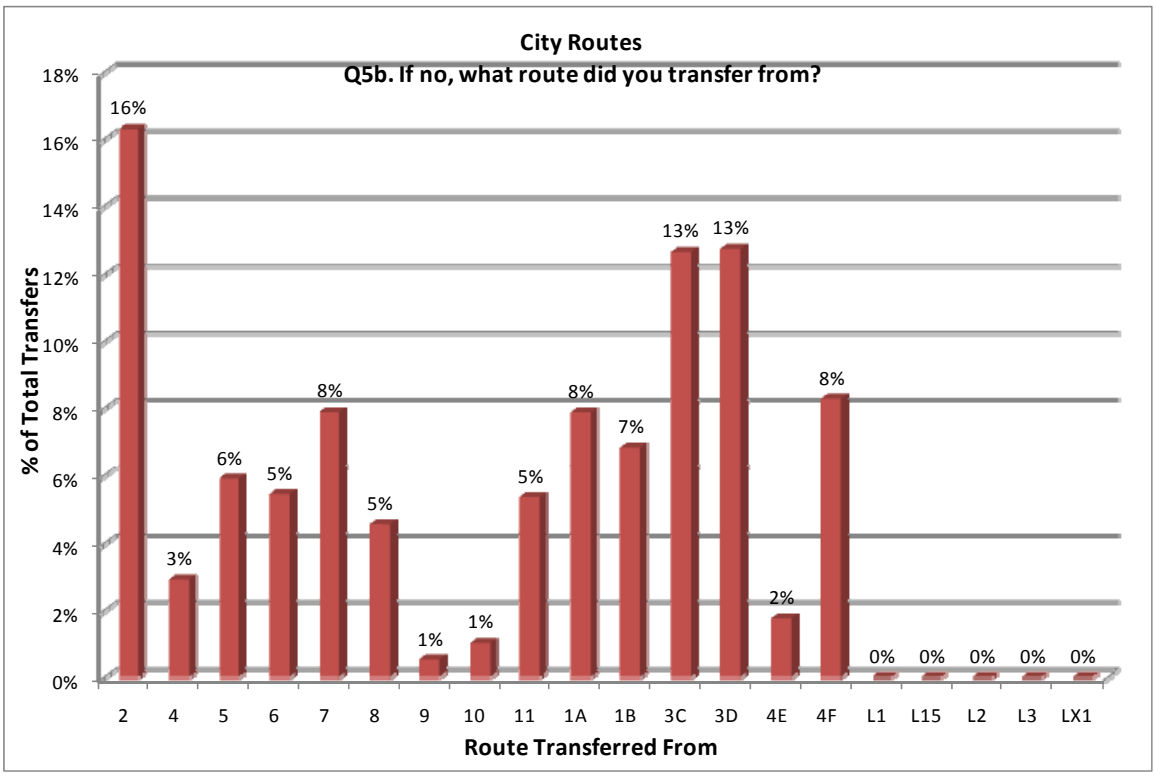

Route 1A
Q5b. If no, what route did you transfer from?
Expanded Responses
30
25
20
15
10
5
0
0 0 14 0 0 0 0 0 0 14 0 14 27 0 14 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
140
120
100
80
60
40
20
0
126 22 45 42 61 35 4 8 41 61 53 98 98 14 64 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers





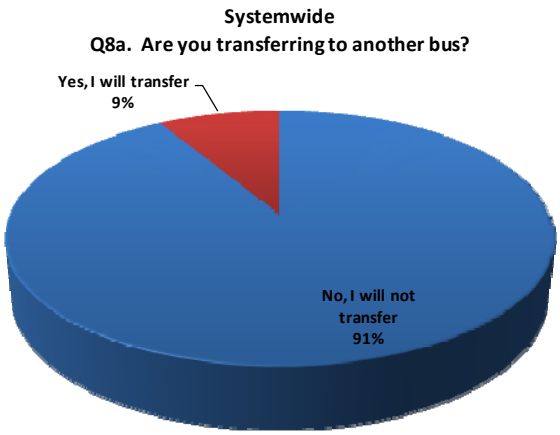

City Routes
Q5b. If no, what route did you transfer from?
% of Total Transfers
18%
16%
14%
12%
10%
8%
6%
4%
2%
0%
16%
3%
6%
5%
8%
5%
1%
1%
5%
8%
7%
13%
13%
2%
8%
0%
0%
0%
0%
0%
2
4
5
6
7
8
9
10
11
1A
1B
3C
3D
4E
4F
L1
L15
L2
L3
LX1
Route Transferred From

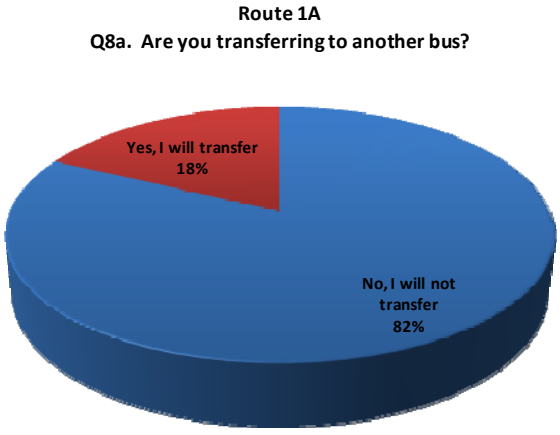
6. **Where did you get on the bus you are riding now?**
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

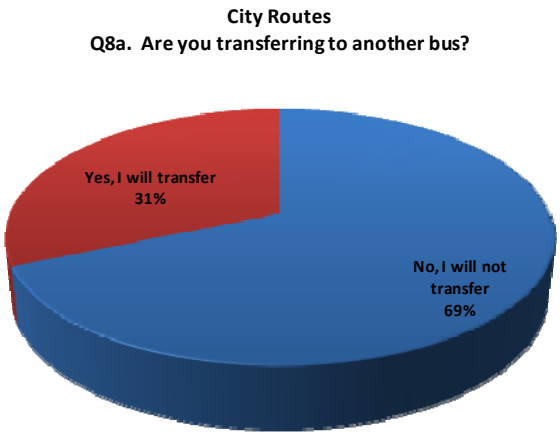
7. **Where will you get off the bus you are riding now?**
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. **Will you transfer to another bus on this trip to where you are going now?**
Riders on Route 1A were less likely to transfer with 82% indicating no need to connect to another route. Passengers transferred most frequently to Routes 1B, 3D, 4E and 4F (all 25%).

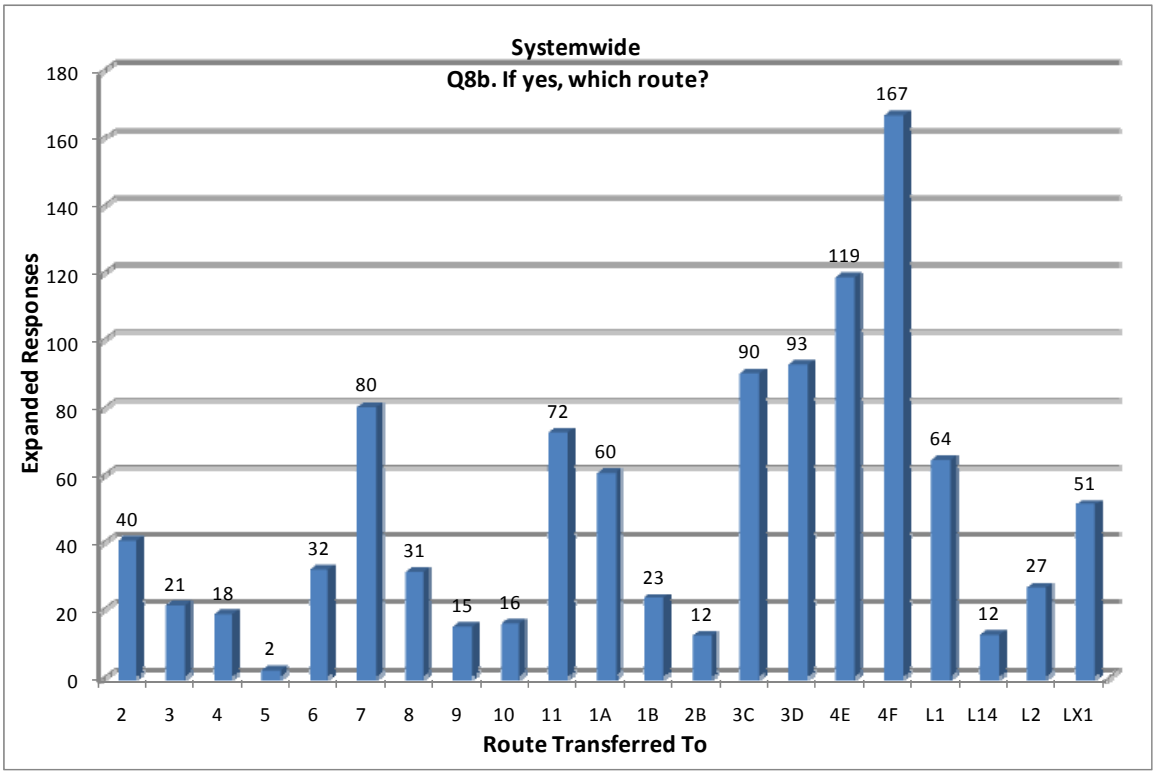
Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	313	82%	2,241	69%
Yes, I will transfer	1,303	9%	68	18%	1,026	31%
Total	15,128	100%	381	100%	3,267	100%

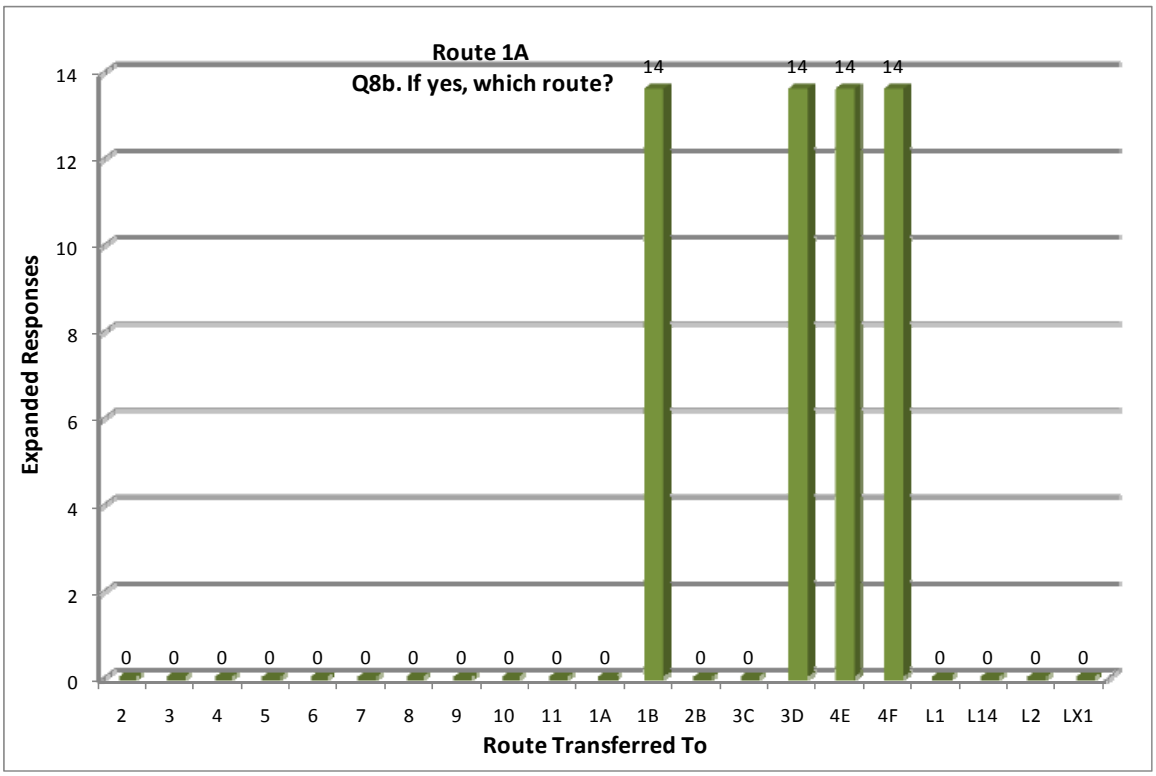


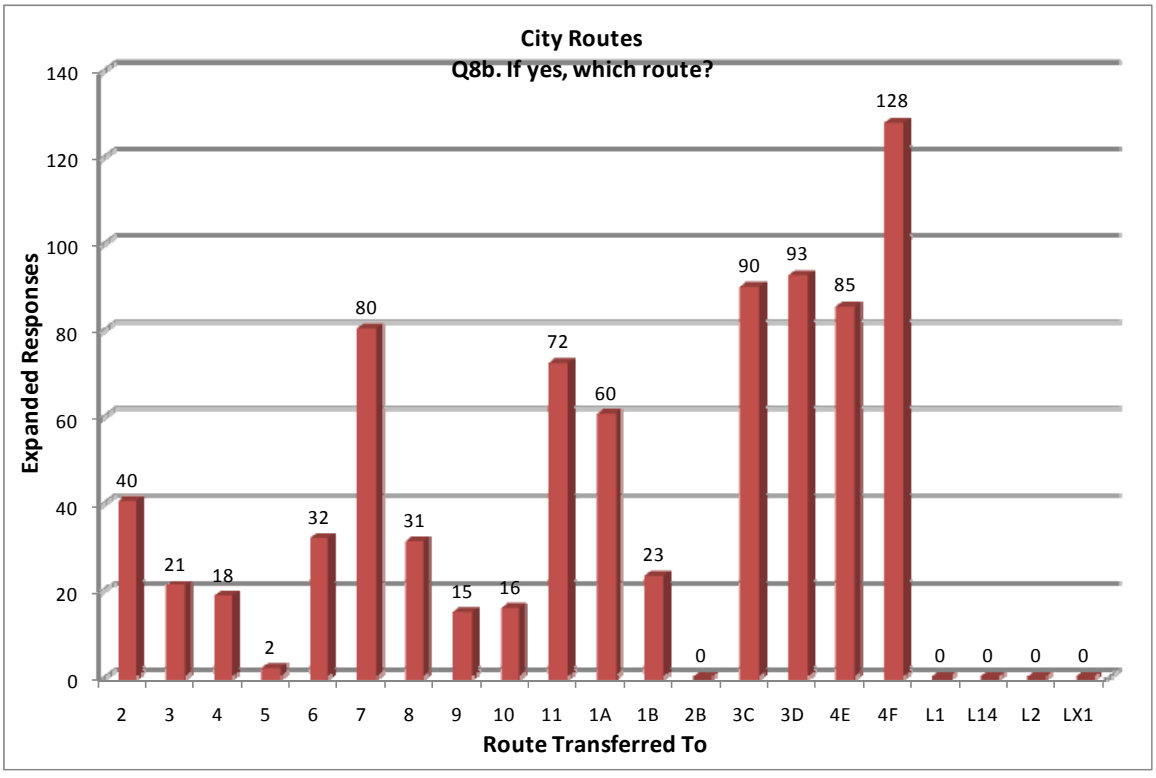




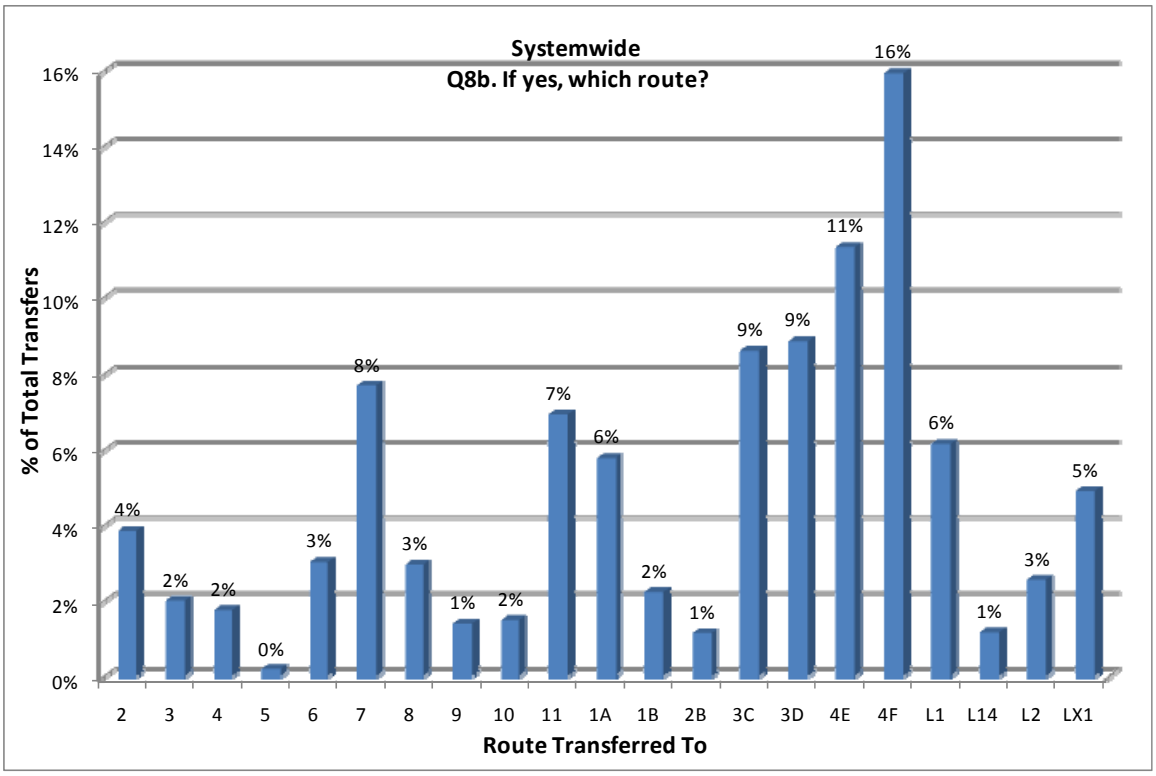
Route Transferred To

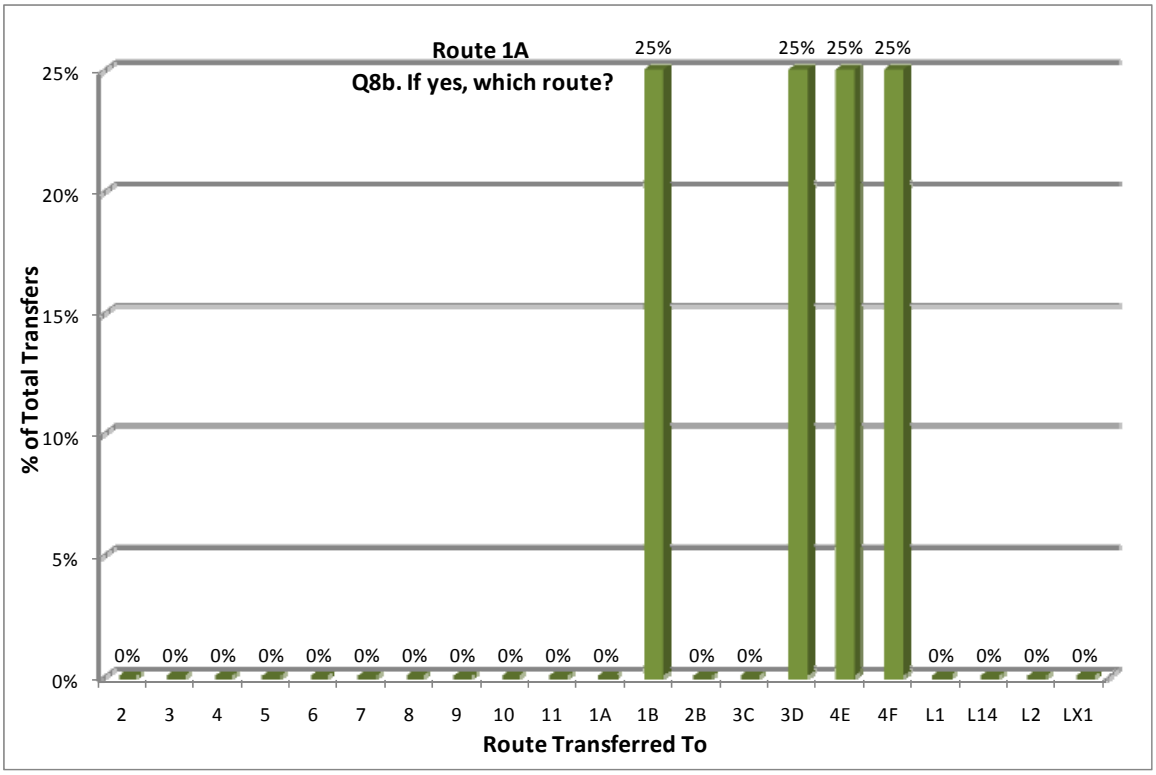


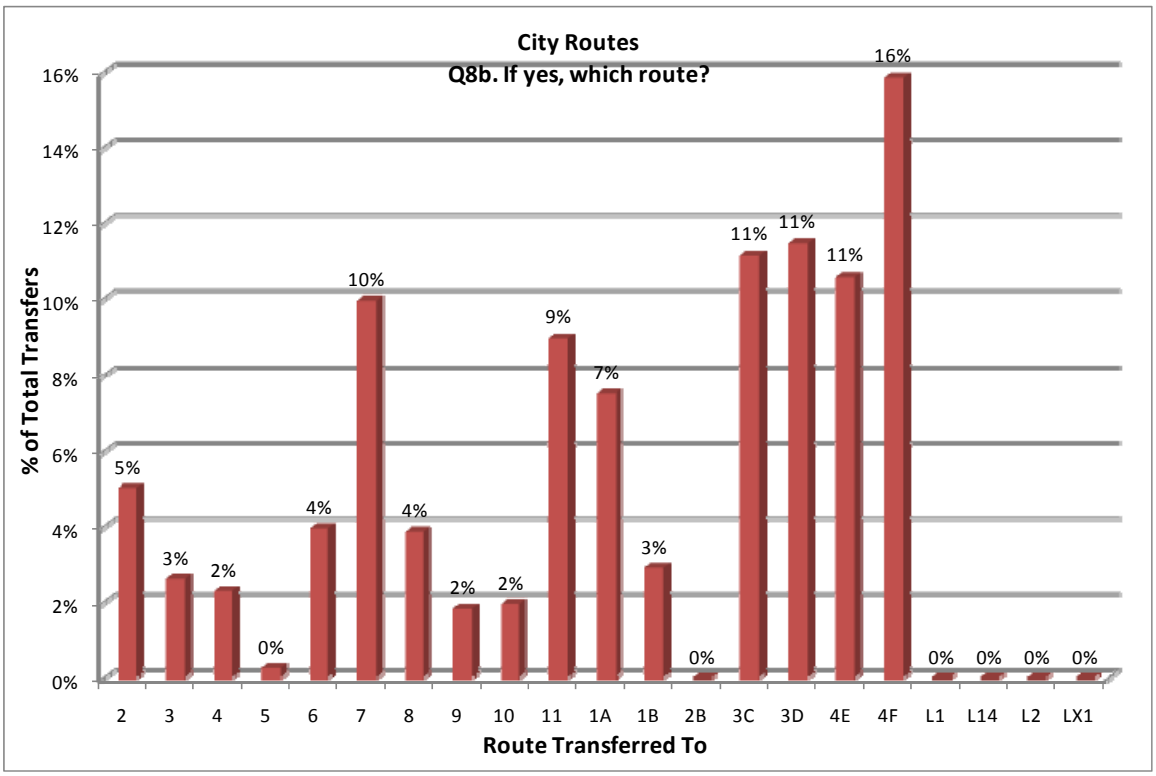

Route 1A
Q8b. If yes, which route?
Expanded Responses
Route Transferred To
0 0 0 0 0 0 0 0 0 0 0 14 0 0 14 14 14 0 0 0 0
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1


City Routes
Q8b. If yes, which route?
Expanded Responses
Route Transferred To
40 21 18 2 32 80 31 15 16 72 60 23 0 90 93 85 128 0 0 0 0
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1

Route Transferred To as a Percentage of Total Transfers







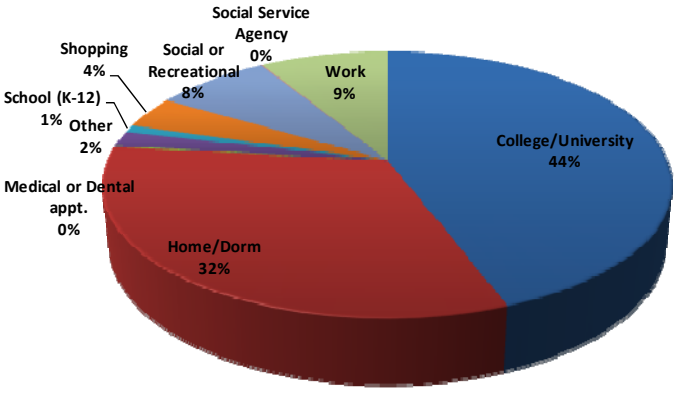
9. Where are you going now?

- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

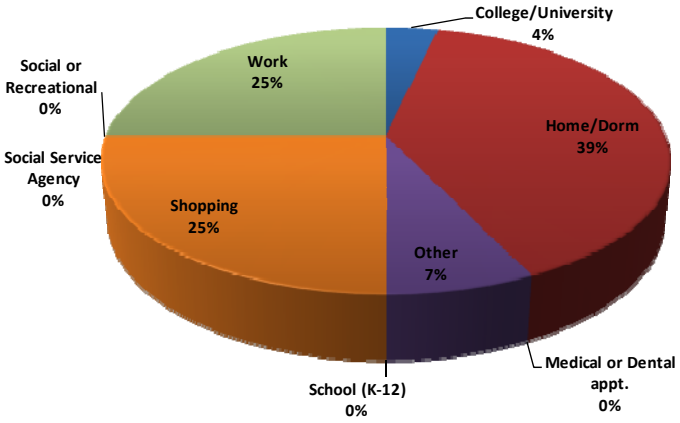
Of the respondents who answered this question on Route 1A, 43% were going to either their residence or place of higher education. Work trips were also strongly represented with 25% as well as shopping (25%).

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	14	4%	175	5%
Home/Dorm	5,089	32%	150	39%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	27	7%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	95	25%	541	16%
Social or Recreational	1,223	8%	-	0%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	95	25%	995	29%
Total	**15,696**	**100%**	**381**	**100%**	**3,374**	**100%**

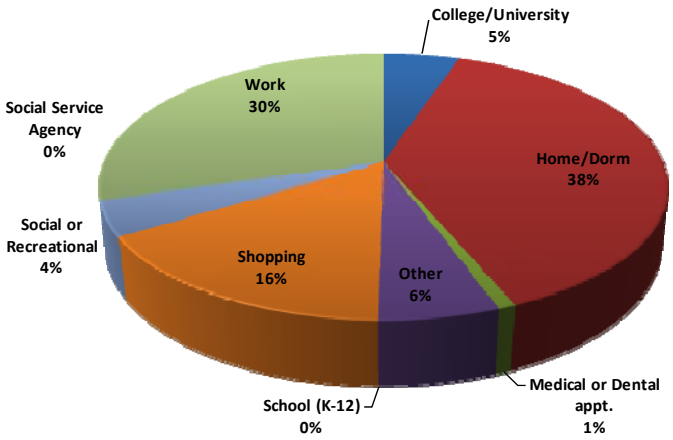
Systemwide
Q9a. Where are you going now?



Route 1A
Q9a. Where are you going now?



City Routes
Q9a. Where are you going now?



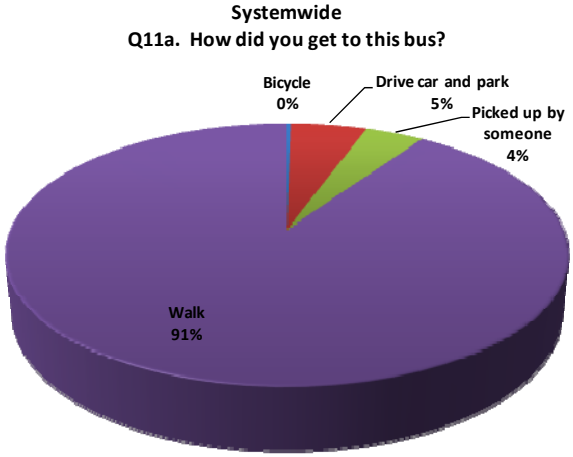
10. What is the address or location of the place where you are going now?

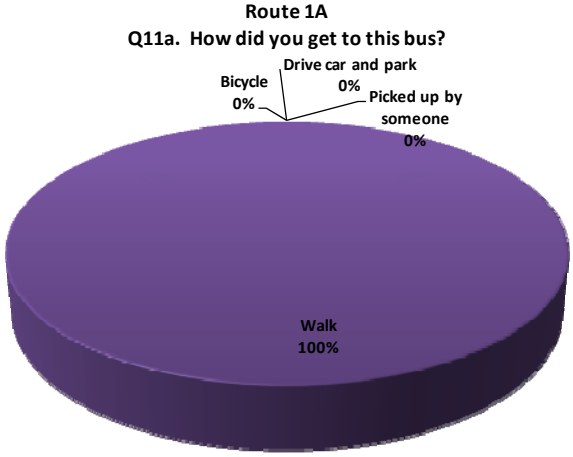
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

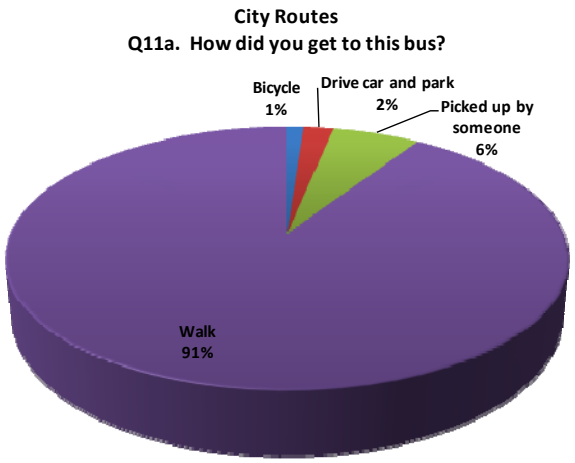
11. How will you get to the place where you are going now from the last bus you will ride on this trip?

The number of walkers alighting Route 1A (100%) is very comparable to the City Route total.

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	-	0%	63	2%
Picked up by someone	585	4%	-	0%	183	6%
Walk	13,176	90%	327	100%	2,766	91%
Total	**14,564**	**100%**	**327**	**100%**	**3,047**	**100%**

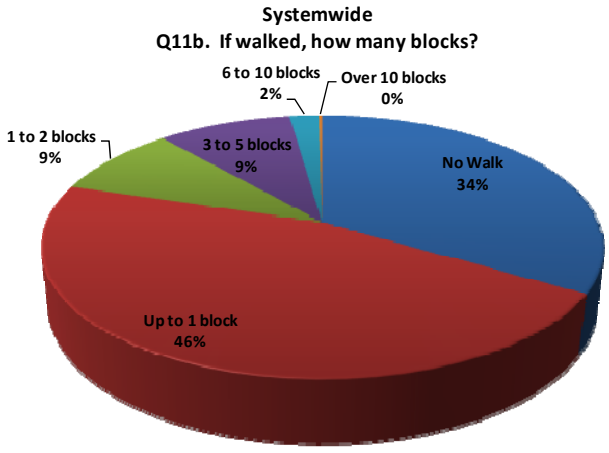


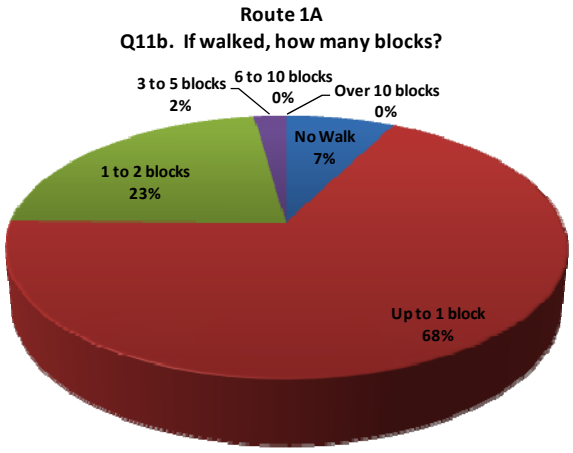


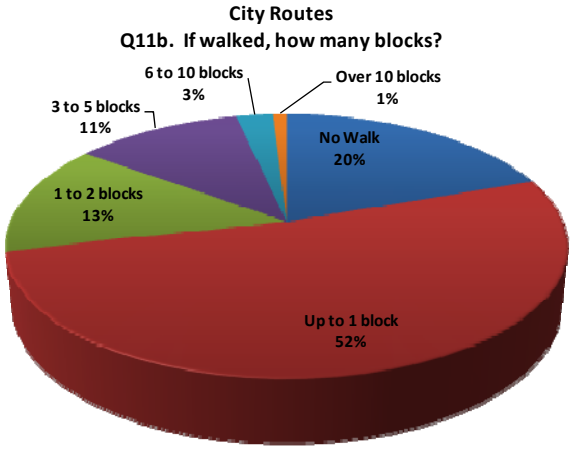


Of those who walked after alighting the bus, nearly three-quarters (76%) walked one block or less to reach their final destination. Walk distances from Route 1A were slightly lower than those City Routes. However, all trips were completed with fewer than five blocks of walking to the final destination on Route 1A where 4% of the City Route respondents had to walk over 6 blocks.

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	14	8%	319	20%
Up to 1 block	3,027	46%	123	68%	842	52%
1 to 2 blocks	580	9%	41	23%	220	14%
3 to 5 blocks	603	9%	4	2%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	181	100%	1,623	100%





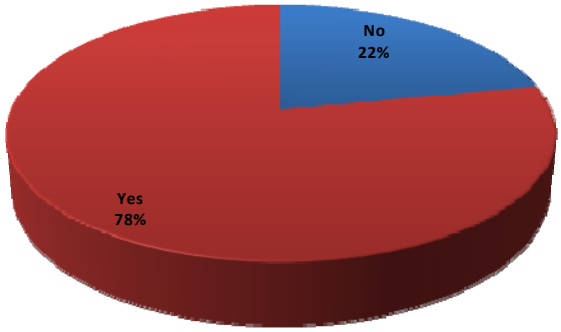


12. Are you a college/university student living away from home?

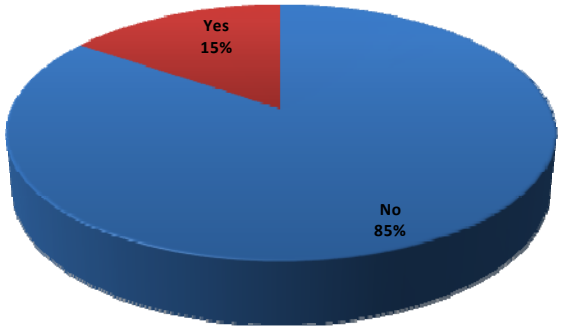
A little greater than the City Route composition, Route 1A's ridership is still majority non-university and college students (85%).

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	300	85%	2,651	81%
Yes	12,297	78%	54	15%	639	19%
Total	15,757	100%	354	100%	3,290	100%

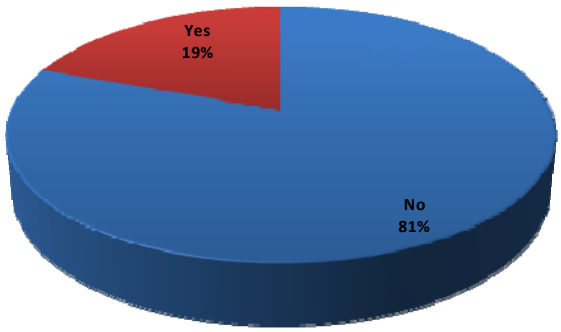
Systemwide
Q12. Are you a College/University Student?



Route 1A
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



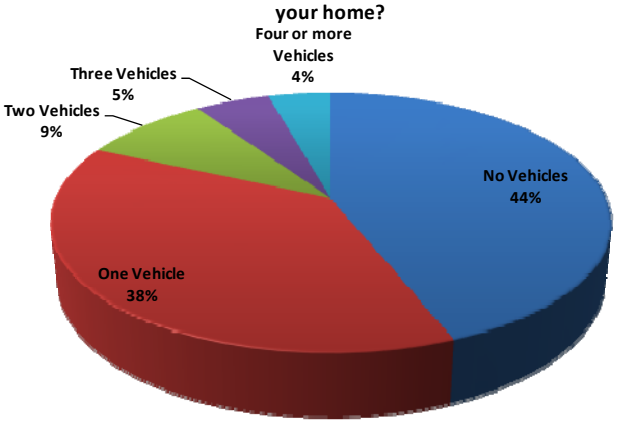
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

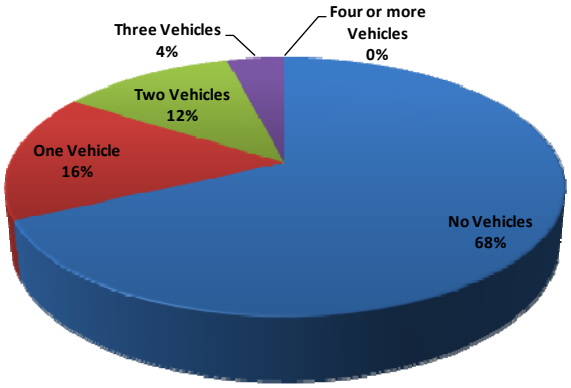
Almost three-quarters (68%) of Route 1A's riders surveyed have no car available to them. When single car households are added, more than 84% are represented.

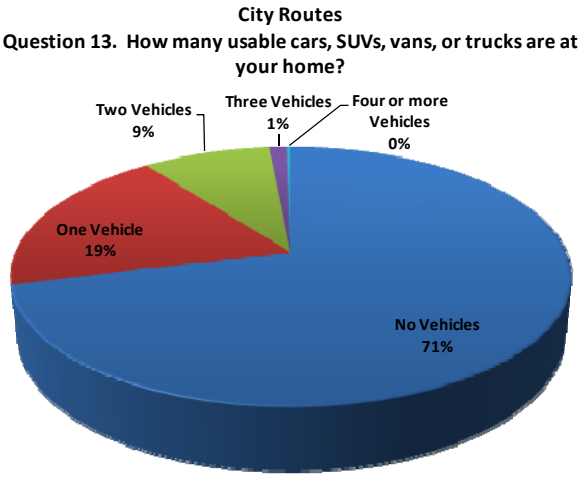
Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	231	68%	2,324	71%
One Vehicle	5,878	38%	54	16%	605	19%
Two Vehicles	1,370	9%	41	12%	288	9%
Three Vehicles	797	5%	14	4%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	340	100%	3,266	100%

Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 1A
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

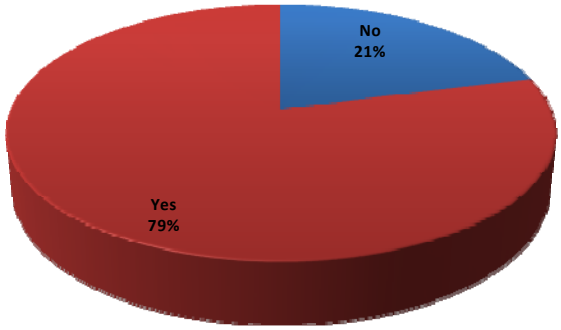




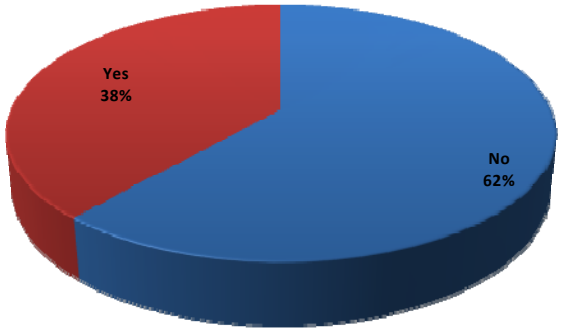
14. Do you have a valid driver's license?

The majority of GLTC's City Route riders carry a valid driver's license. Riders on Route 1A are no exception with similar percentages in possession of a driver's license.

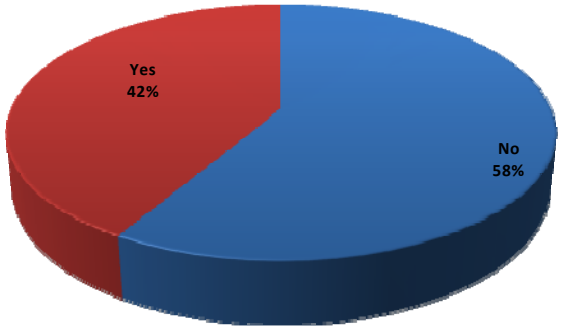
Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	218	62%	1,874	58%
Yes	12,102	79%	136	38%	1,333	42%
Total	15,322	100%	354	100%	3,207	100%



Route 1A
Q14. Do you have a valid Driver's License?



City Routes
Q14. Do you have a valid Driver's License?



15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

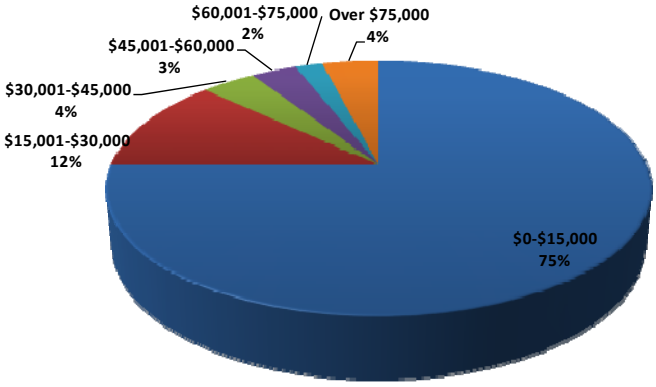
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 1A's riders' incomes fared better than those City Routes with more riders reporting household incomes in the $45,001 to $75,000 income brackets.

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	123	43%	1,781	61%
$15,001-$30,000	1,671	12%	136	48%	892	31%
$30,001-$45,000	543	4%	-	0%	120	4%
$45,001-$60,000	452	3%	14	5%	57	2%
$60,001-$75,000	270	2%	14	5%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**286**	**100%**	**2,923**	**100%**

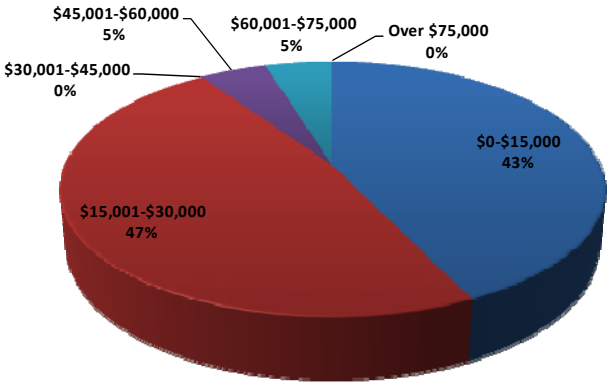
Systemwide

Q15. What is your annual household income level?



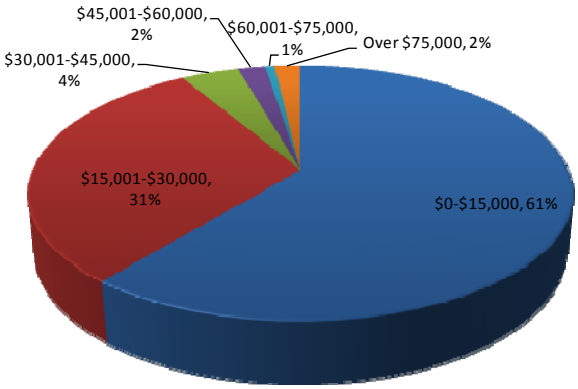
Route 1A

Q15. What is your annual household income level?



City Routes

Q15. What is your annual household income level?



16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

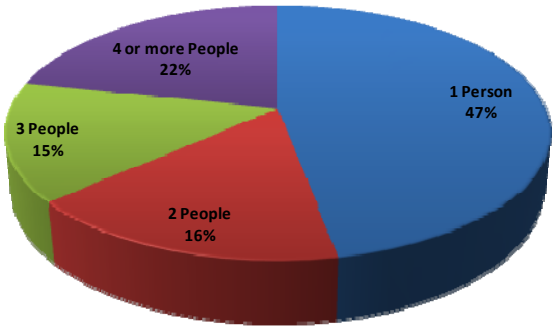
a) 1 **c) 3**

b) 2 **d) 4 or more**

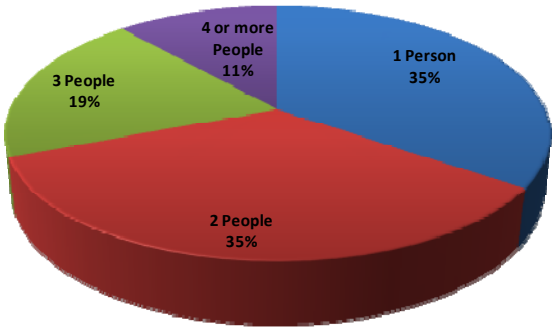
Approximately one-third (35%) of all Route 1A riders live alone and approximately another one-third (35%) live with one other person. The remaining 31% consists of households with three or more persons – typically families. As with many of the other demographic and socioeconomic questions, Route 1A riders' household sizes are very similar to those City Routes.

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	123	35%	1,208	37%
2 People	2,473	16%	123	35%	956	29%
3 People	2,238	15%	68	19%	484	15%
4 or more People	3,244	22%	41	12%	616	19%
Total	15,010	100%	354	100%	3,264	100%

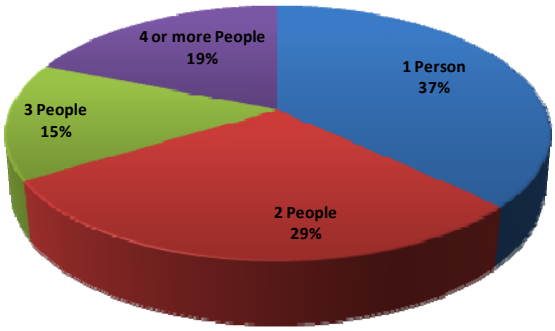
Systemwide
Q16. How many people live in your household?



Route 1A
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

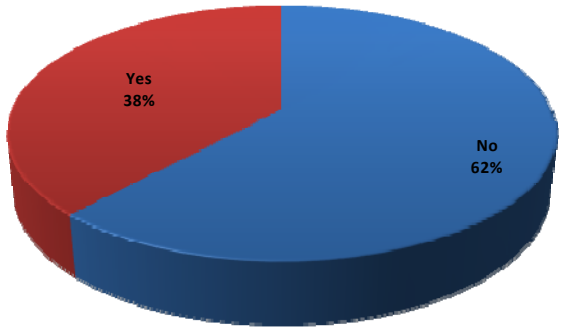


17. Have you transferred at the Plaza in the last week?

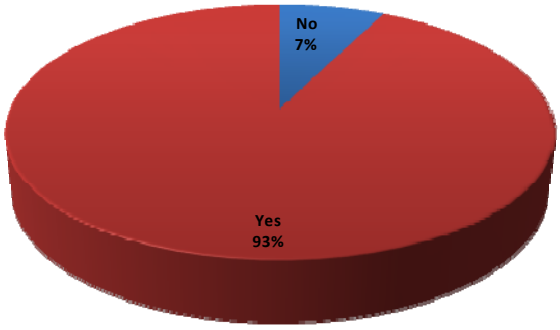
93% of Route 1A riders have transferred at the Plaza in the last week. This is consistent with the City Route riders (89%).

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	27	7%	366	11%
Yes	5,868	38%	340	93%	2,972	89%
Total	15,369	100%	368	100%	3,339	100%

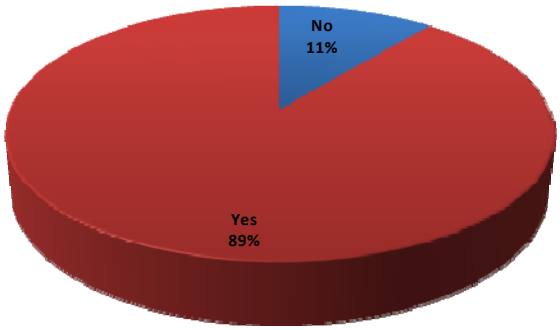
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route 1A
Q17a. Have you transfered at the Plaza in the last week?



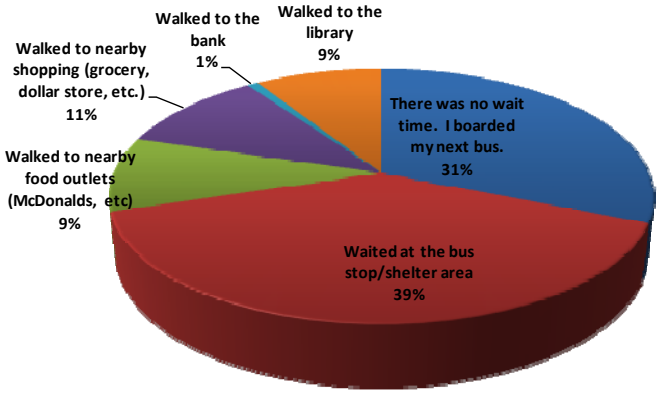
City Routes
Q17a. Have you transfered at the Plaza in the last week?



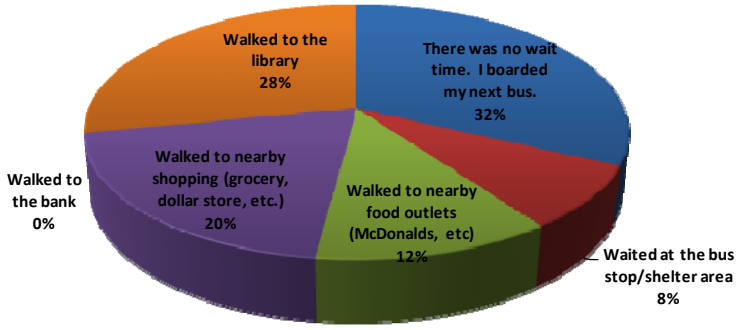
Of the Route 1A riders that have transferred at the Plaza in the last week, 32% stated there was no wait time and they boarded the next bus. Another 28% said that they walked to the library. Another 20% walked to nearby shopping. These findings are similar to the City Route respondents.

Response	Systemwide		Route 1A		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	109	32%	995	35%
Waited at the bus stop/shelter area	2,216	39%	27	8%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	41	12%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	68	20%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	95	28%	328	12%
Total	5,682	100%	340	100%	2,833	100%

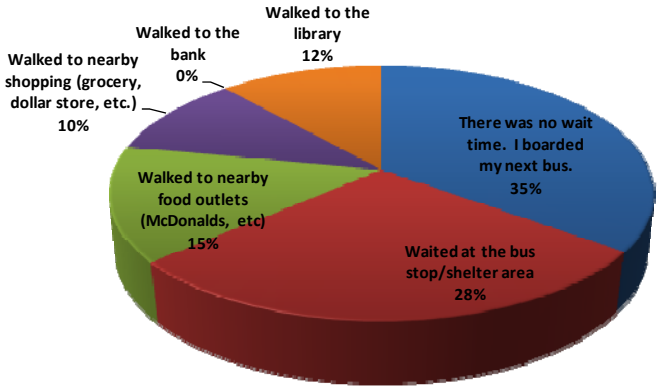
Systemwide
Q17b. What did you do while waiting?



Route 1A
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?



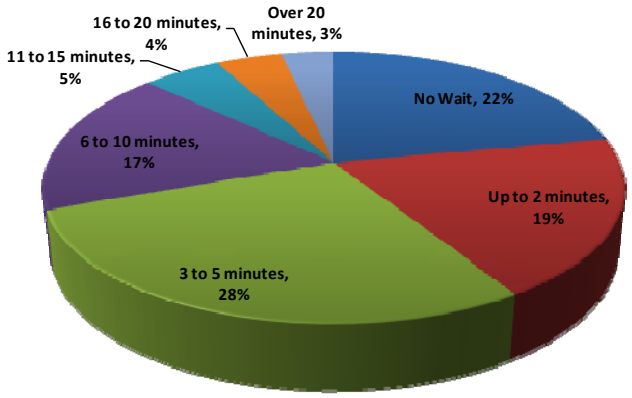
4.2 Route 1B

1. How long did you wait at the bus stop before getting on the bus?

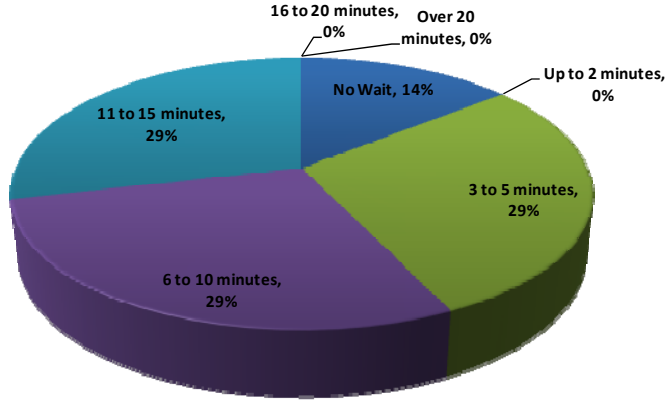
Wait times on Route 1B appears to be pretty consistent with those throughout the City Routes with 43% reporting waits of five minutes or less (39% on City Routes). Route 1B reported 0% wait times of greater than 15 minutes, whereas the City Routes reported 22% of wait times greater than 15 minutes.

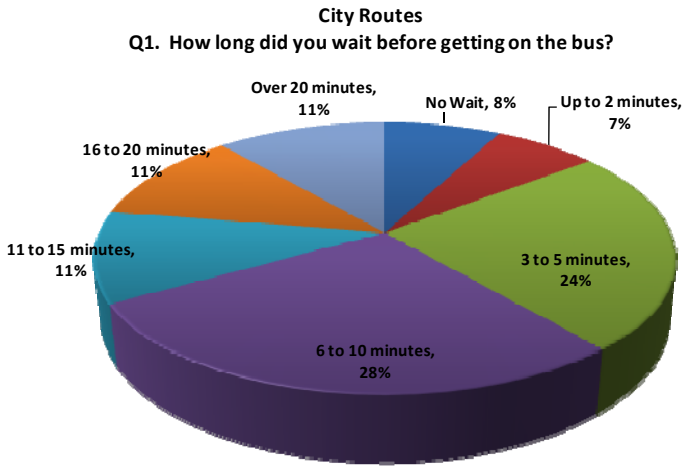
Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	14	14%	255	8%
Up to 2 minutes	3,093	19%	-	0%	227	7%
3 to 5 minutes	4,658	28%	27	29%	790	24%
6 to 10 minutes	2,842	17%	27	29%	927	28%
11 to 15 minutes	852	5%	27	29%	353	11%
16 to 20 minutes	719	4%	-	0%	365	11%
Over 20 minutes	572	3%	-	0%	370	11%
Total	16,347	100%	95	100%	3,288	100%

Systemwide
Q1. How long did you wait before getting on the bus?



Route 1B
Q1. How long did you wait before getting on the bus?





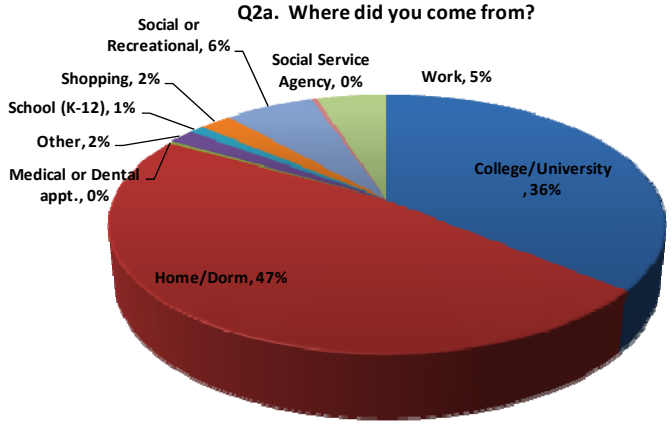
2. Where did you come from?

a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

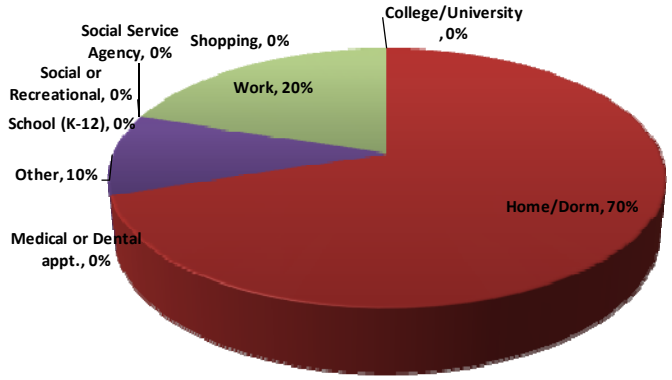
Route 1B responses favored "home/dorm" responses more favorably and "college/university" responses less favorably than the City Route responses. Work trips were slightly higher than the City Route percentage at 20%.

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	-	0%	144	4%
Home/Dorm	7,709	47%	95	70%	2,061	59%
Medical or Dental appt.	52	0%	-	0%	52	1%
Other	283	2%	14	10%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	-	0%	282	8%
Social or Recreational	1,009	6%	-	0%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	27	20%	574	16%
Total	**16,312**	**100%**	**136**	**100%**	**3,495**	**100%**

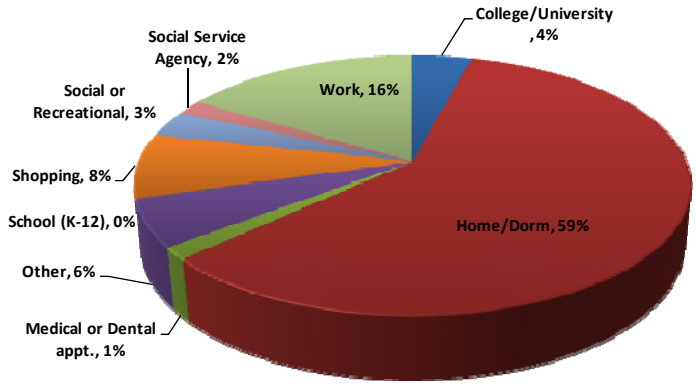
Systemwide
Q2a. Where did you come from?



Route 1B
Q2a. Where did you come from?



City Routes
Q2a. Where did you come from?



3. What is the address or location of the place you came from?

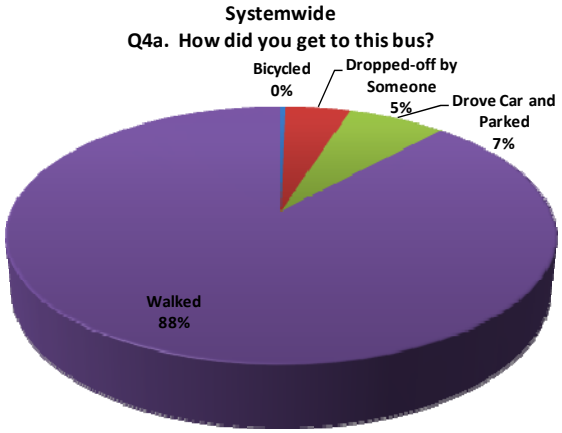
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

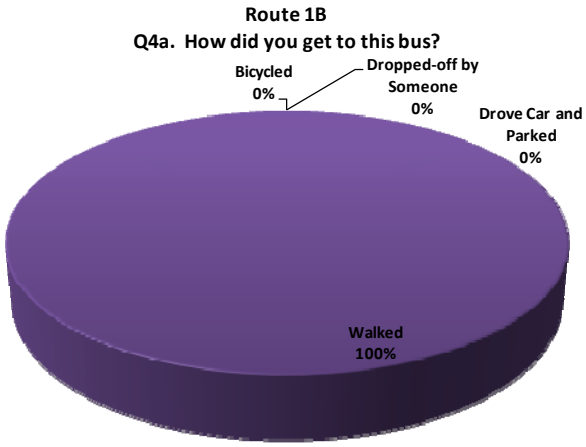
4. How did you get from the place listed above to the first bus used for this trip?

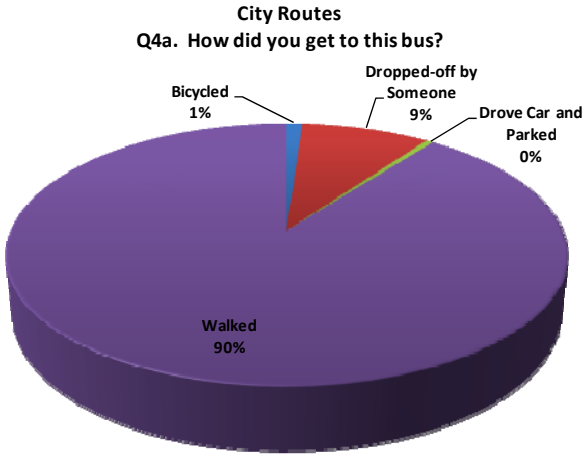
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of CATA's riders walk to catch their bus. This was true on the City Routes and even more so on Route 1B.

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	-	0%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	109	100%	2,887	90%
Total	**15,729**	**100%**	**109**	**100%**	**3,223**	**100%**



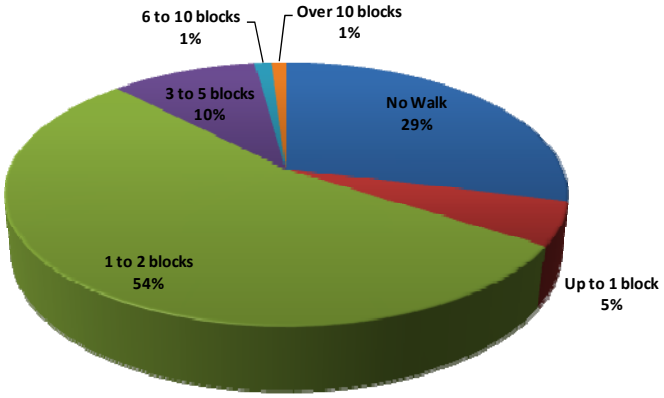




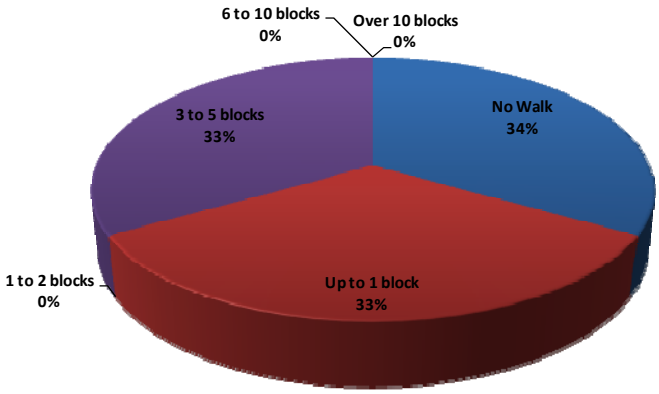
Of those who walked to board a bus, more than half of the City Route riders walked one block or less to reach the bus stop. Walks to Route 1B were similar. Regardless, all trips were accessed with fewer than five blocks of walking to access transit on Route 1B and only 2% of the City Route riders had to walk over 6 blocks.

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	14	33%	307	18%
Up to 1 block	391	5%	14	33%	816	47%
1 to 2 blocks	3,940	54%	-	0%	235	14%
3 to 5 blocks	734	10%	14	33%	344	20%
6 to 10 blocks	87	1%	-	0%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	41	100%	1,742	100%

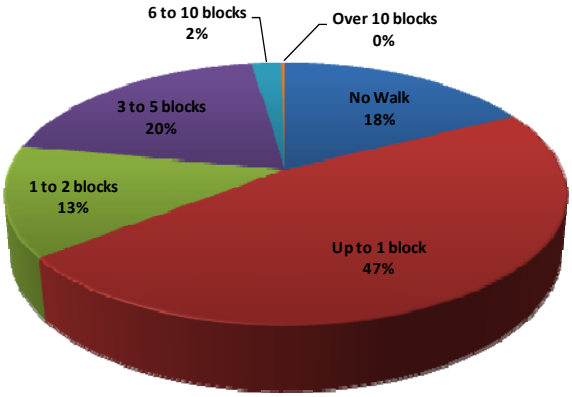
Systemwide
Q4b. If walked, how many blocks?



Route 1B
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



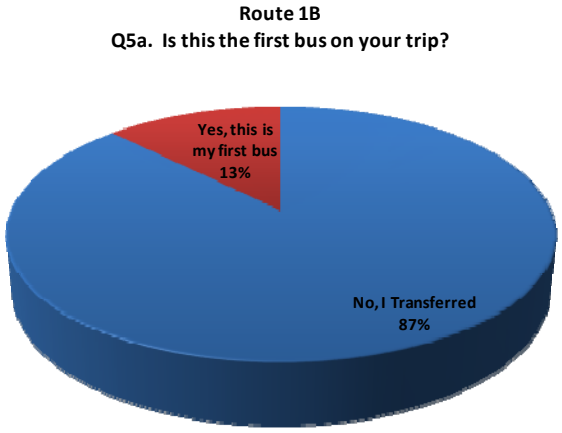
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

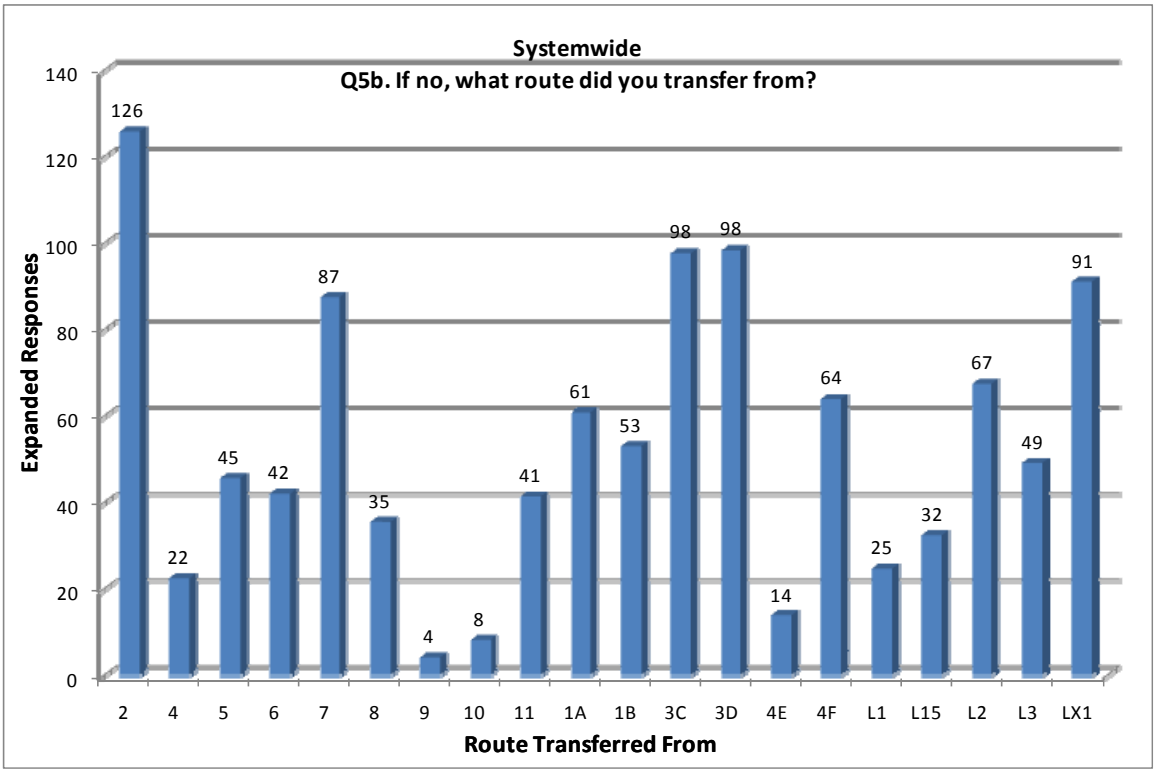
b) Yes, this is the first bus I used for this trip – Route # _____

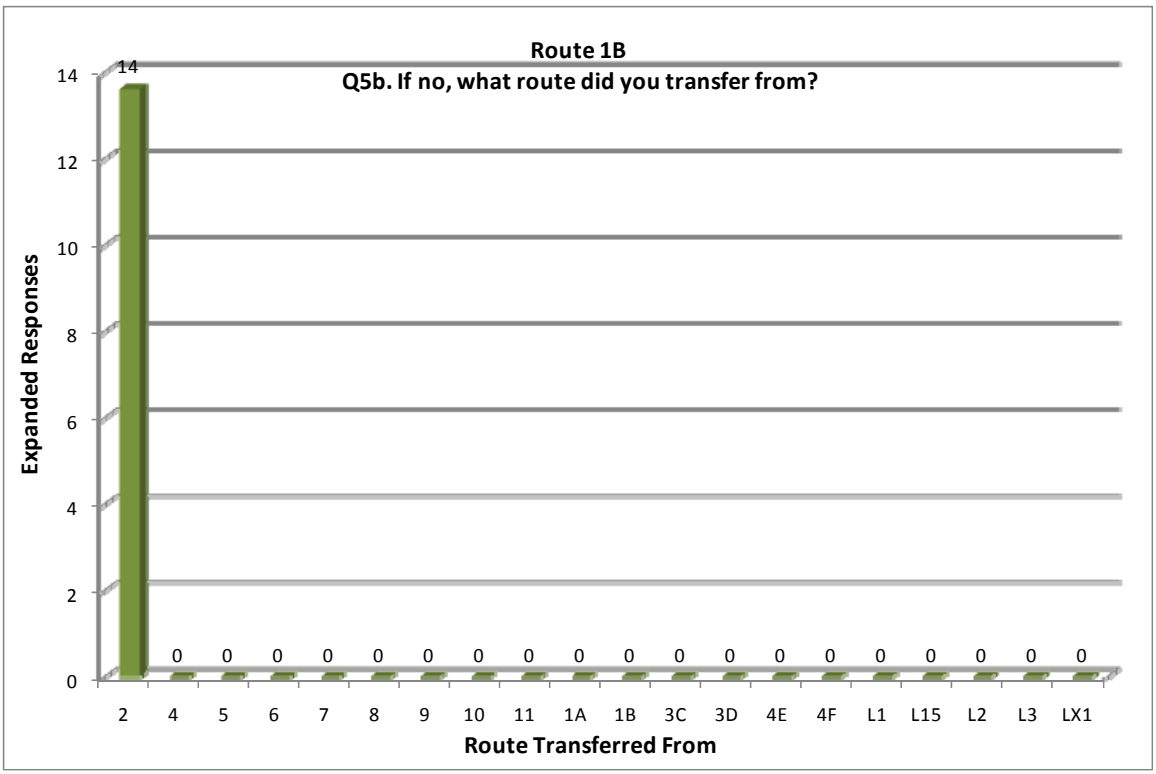
The majority of Route 1B's passengers (88%) indicated that they were not able to complete their trip using one bus. Of the passengers who required a transfer, only Route 2 was reported as the originating route for Route 1B passengers.

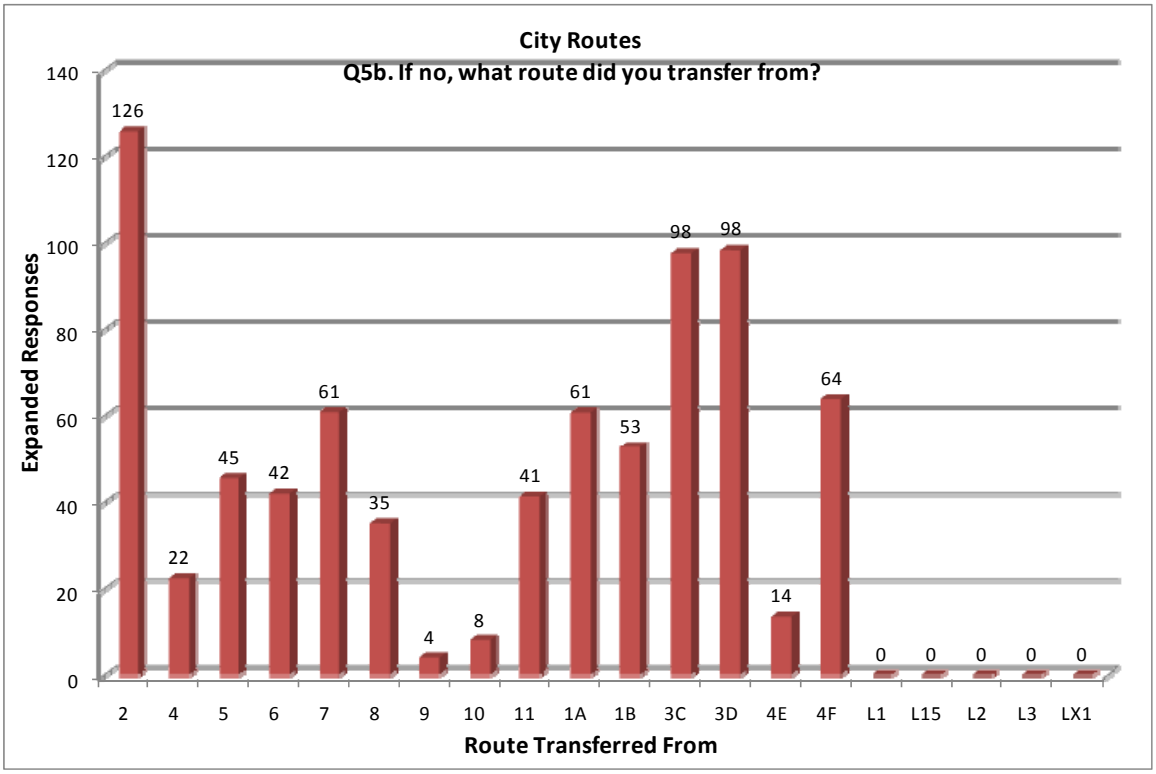
Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	95	88%	2,241	69%
Yes, this is my first bus	12,947	90%	14	13%	1,026	31%
Total	14,388	100%	109	100%	3,267	100%



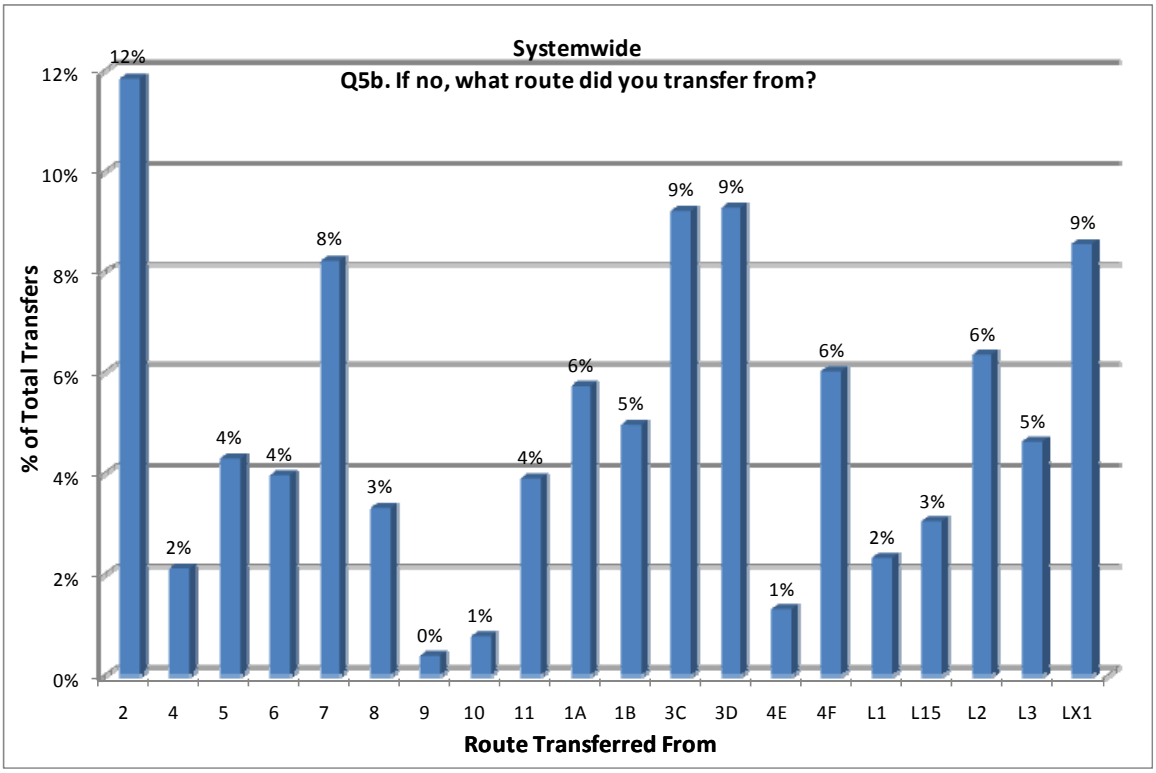
Originating Route Transferred From

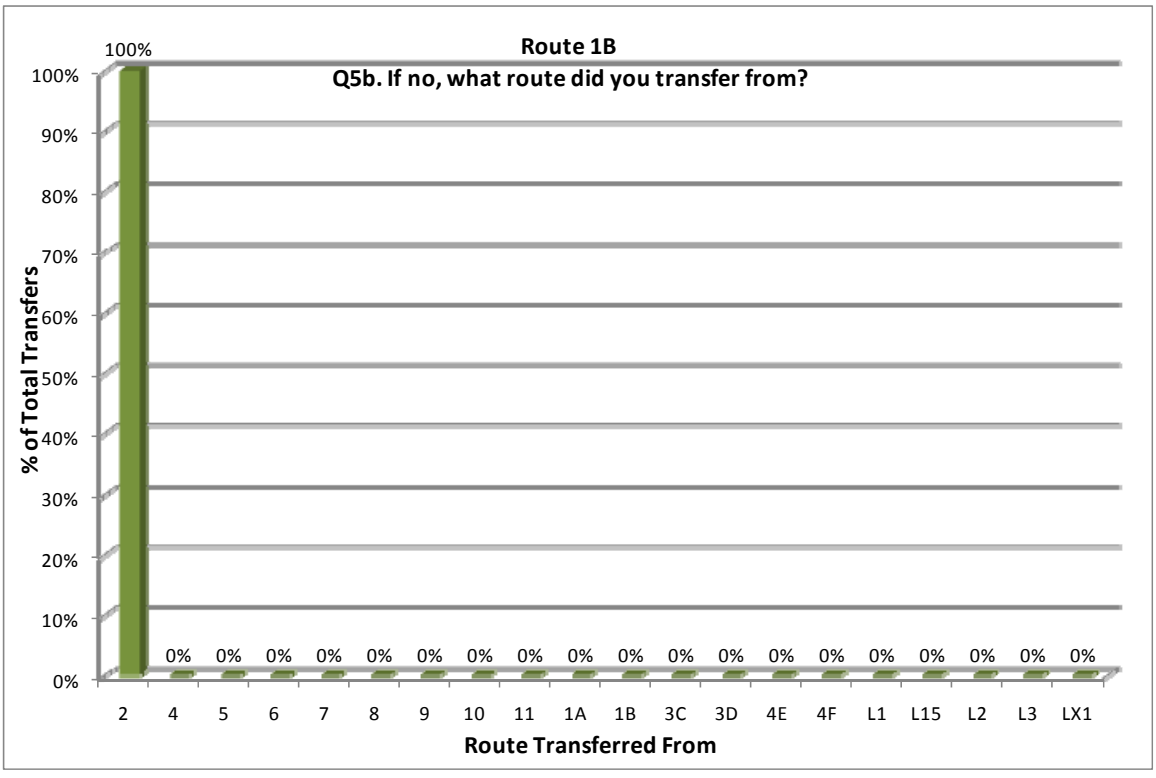


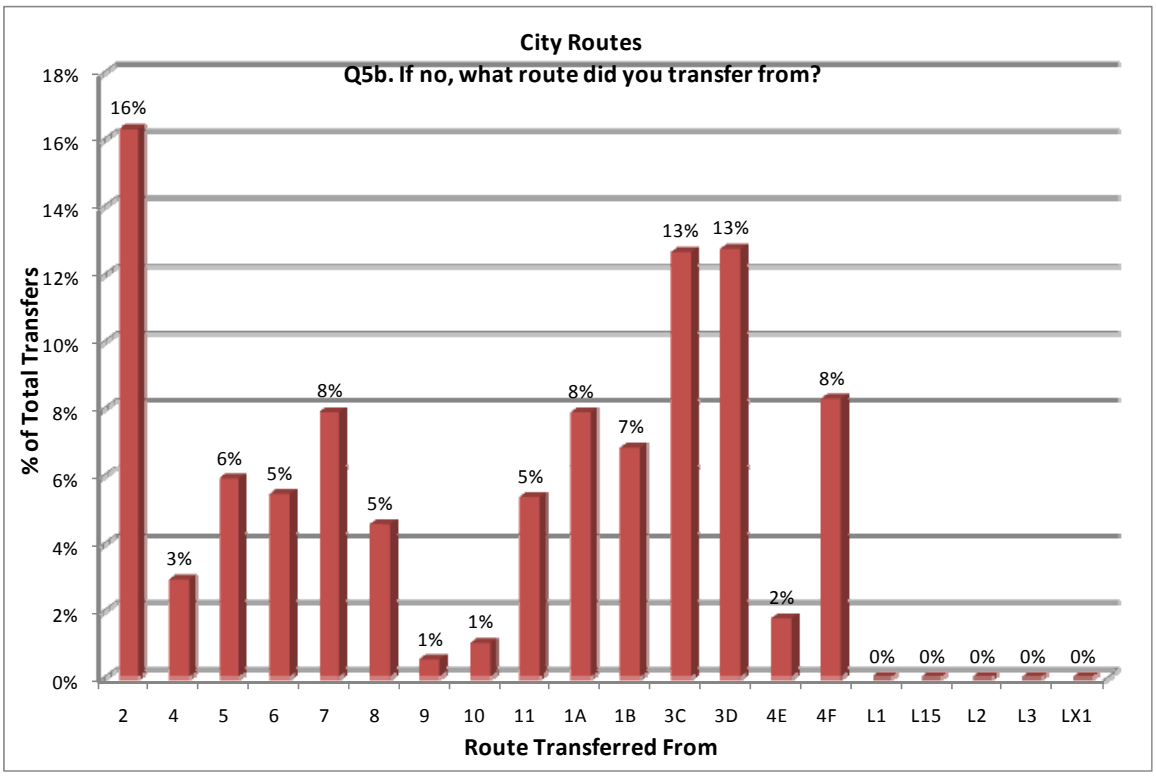

Route 1B
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
14
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
126 22 45 42 61 35 4 8 41 61 53 98 98 14 64 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

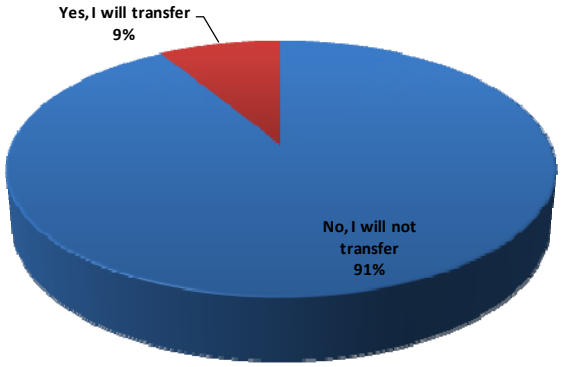
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

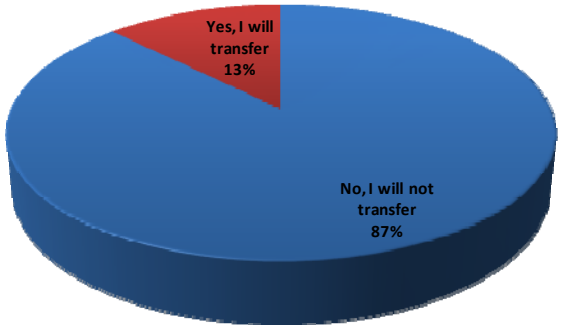
Riders on Route 1B were less likely to transfer than those City Route riders with 13% indicating a need to connect to another route. Riders on Route 1B indicated they transferred only to Route 4E (100%).

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	95	88%	2,241	69%
Yes, I will transfer	1,303	9%	14	13%	1,026	31%
Total	15,128	100%	109	100%	3,267	100%

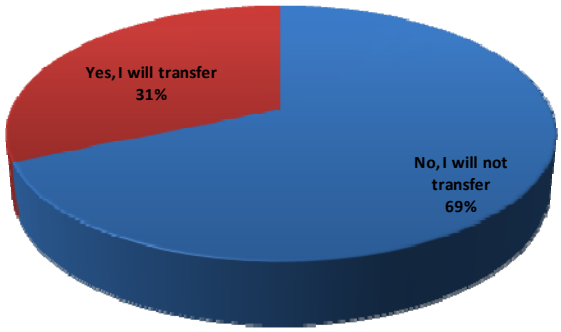
Systemwide
Q8a. Are you transferring to another bus?



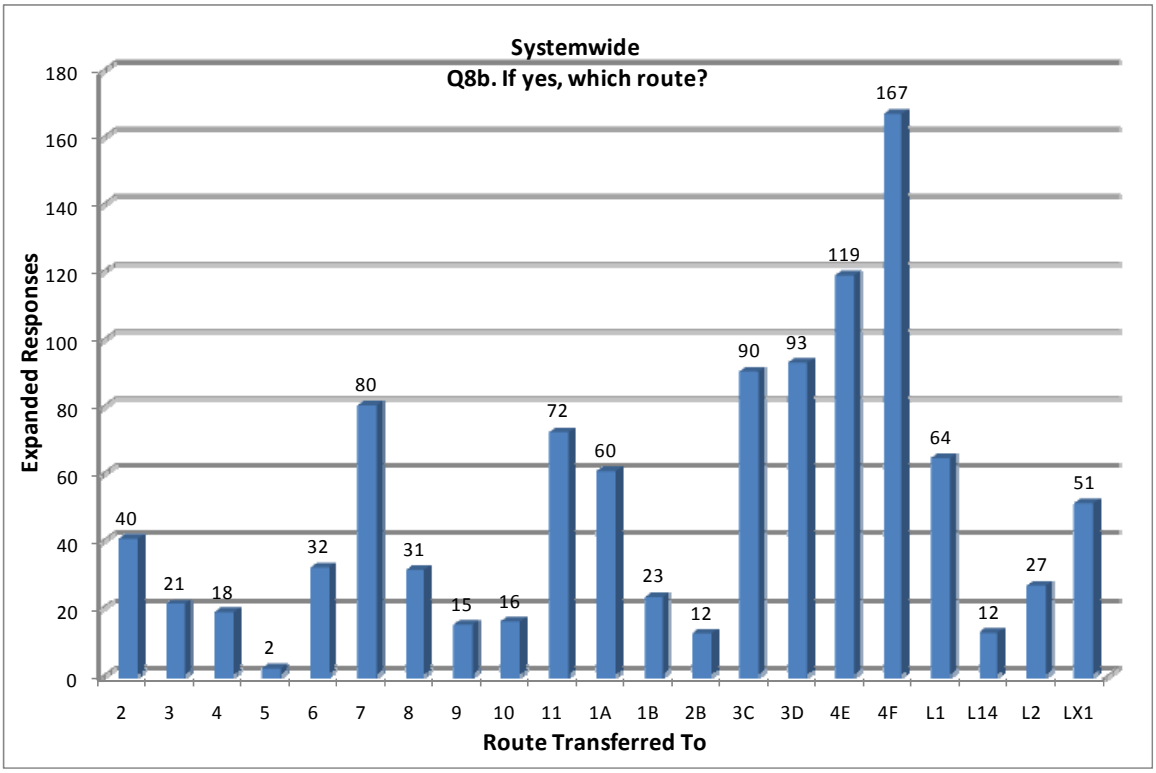
Route 1B
Q8a. Are you transferring to another bus?

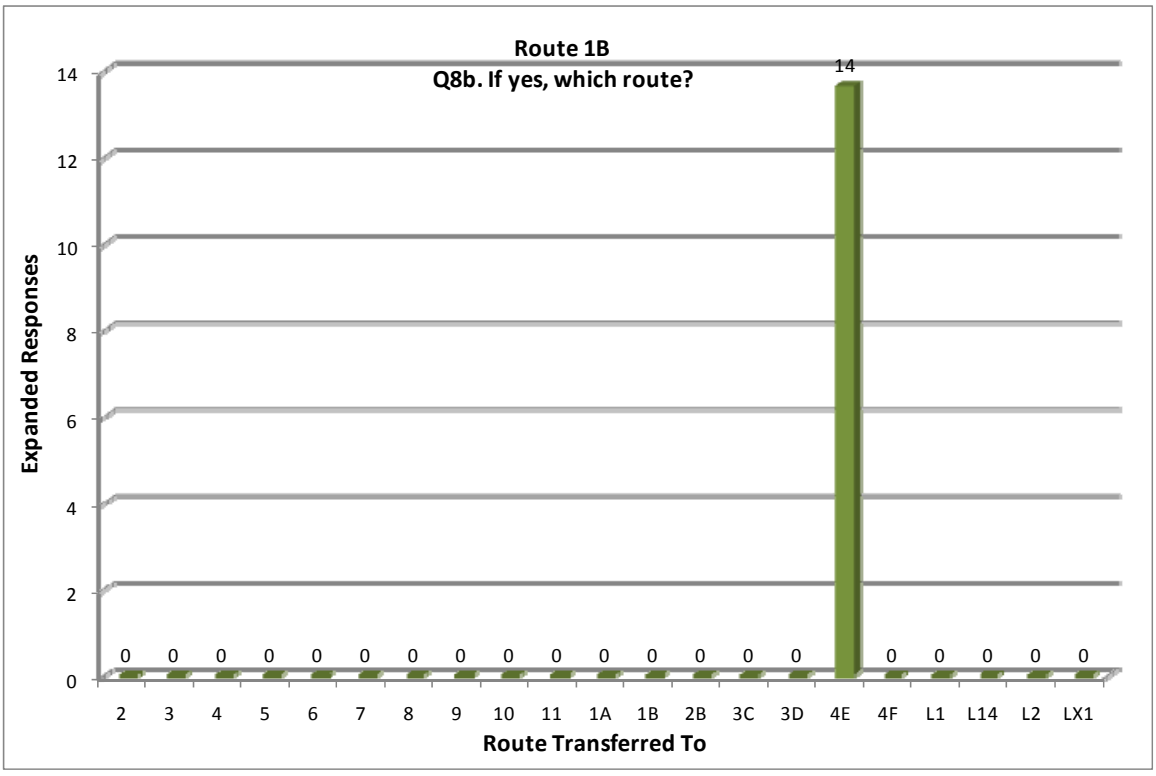


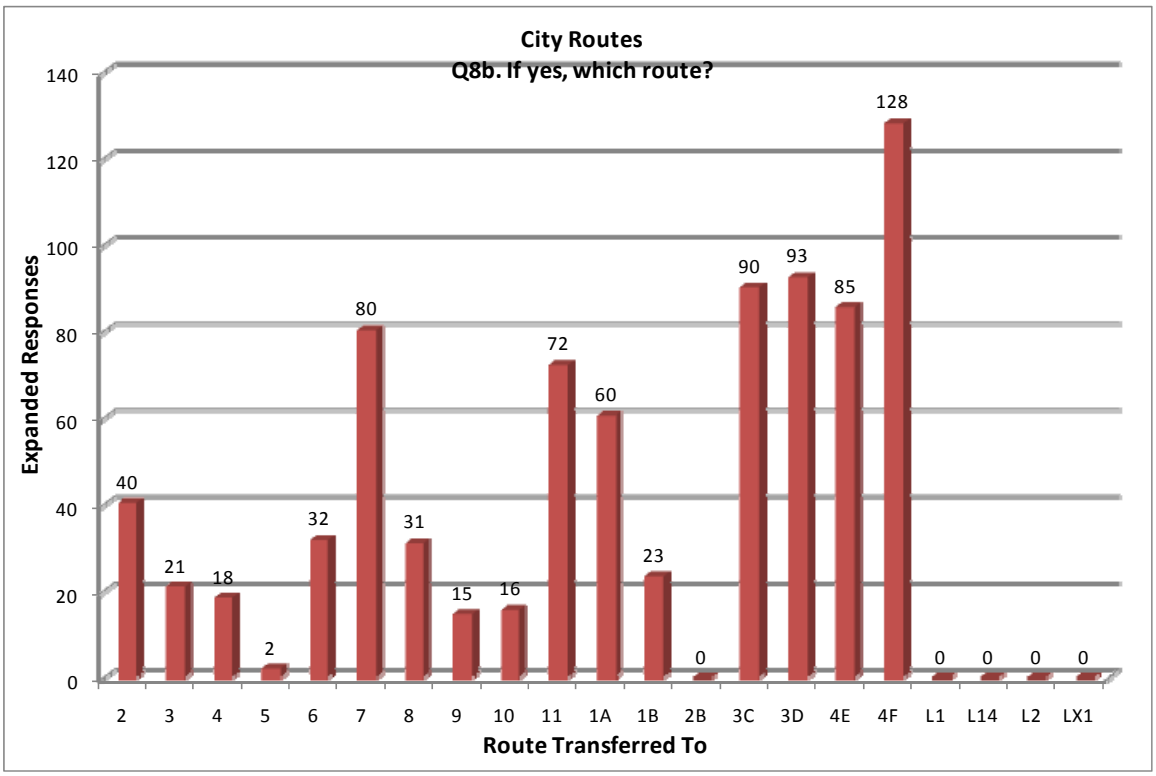
City Routes
Q8a. Are you transferring to another bus?



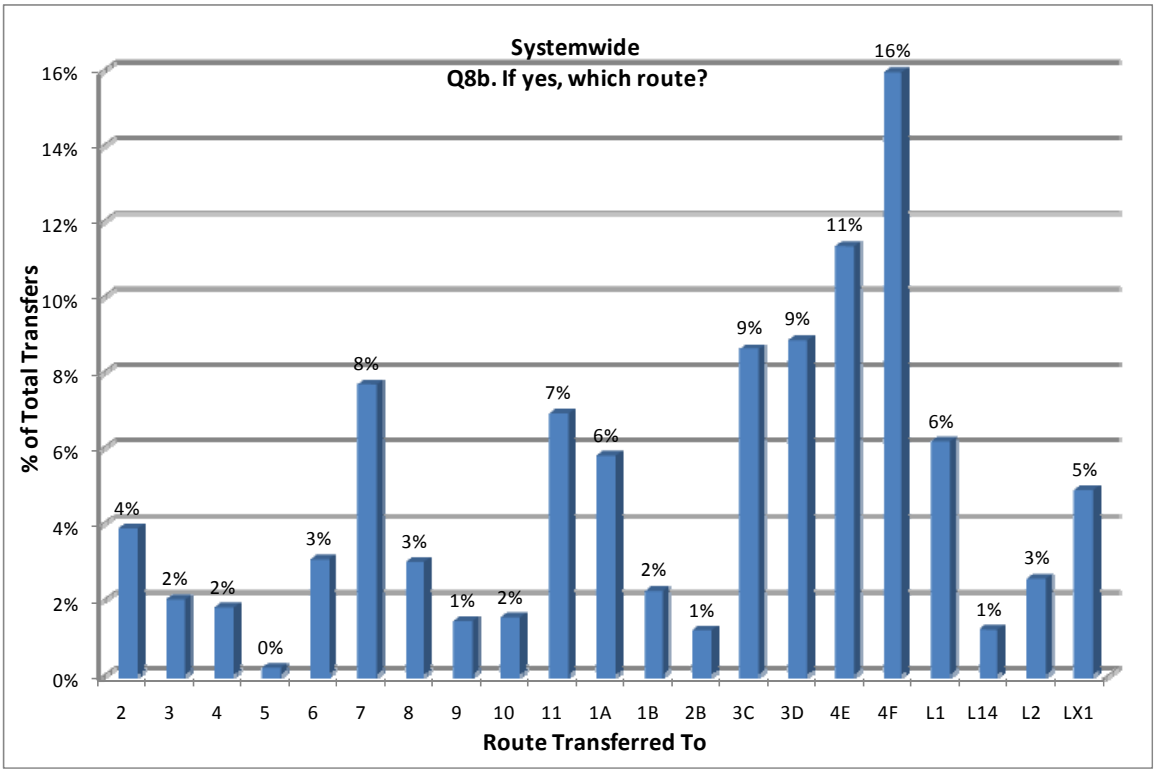
Route Transferred To

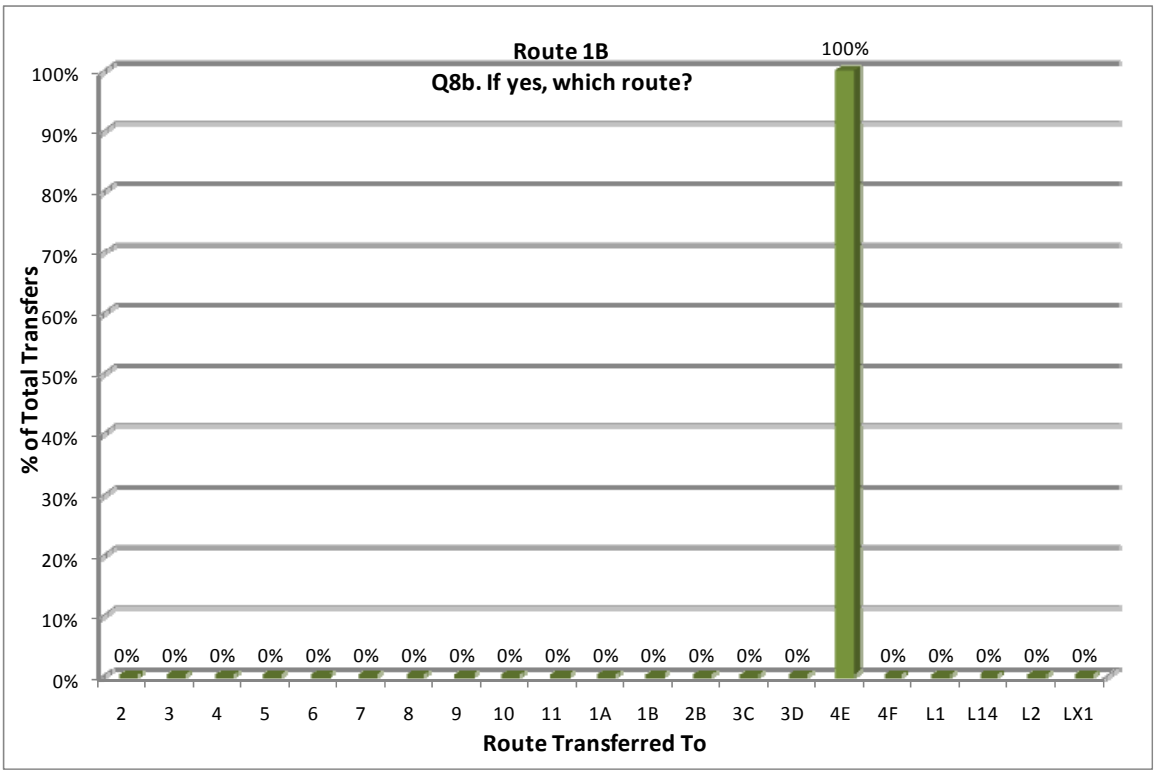


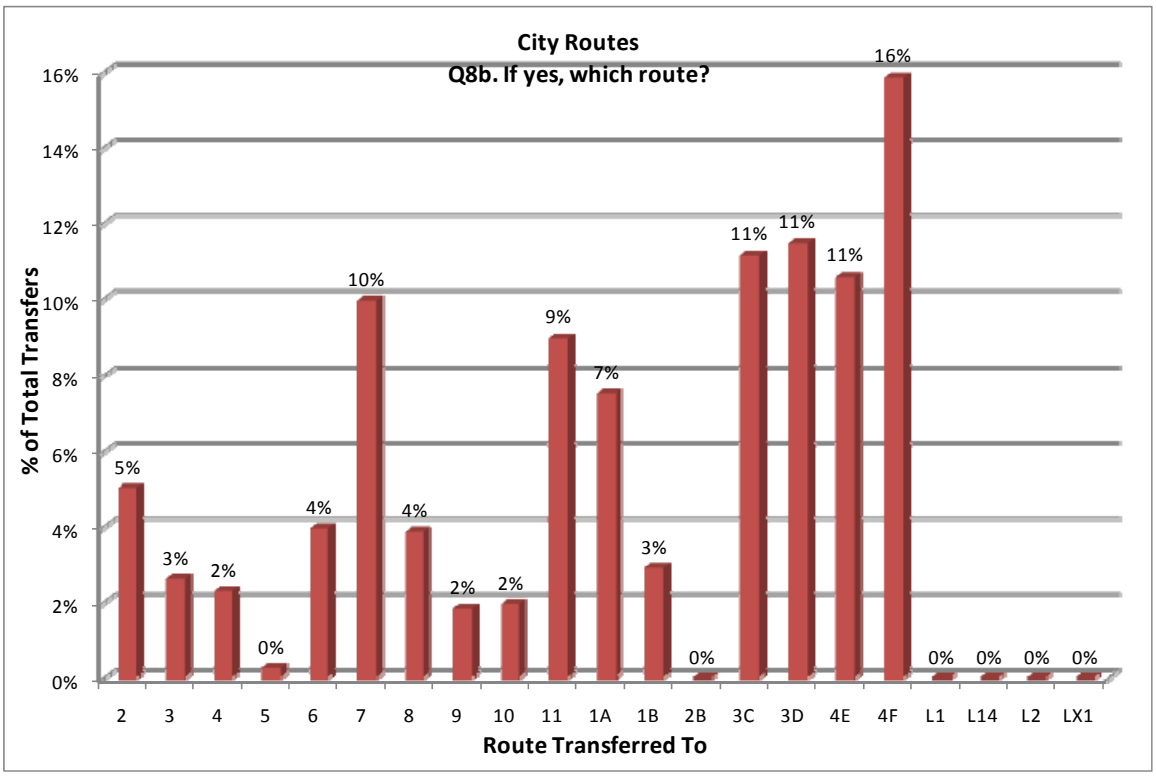



City Routes
Q8b. If yes, which route?
Expanded Responses
Route Transferred To
0
20
40
60
80
100
120
140
40
21
18
2
32
80
31
15
16
72
60
23
0
90
93
85
128
0
0
0
0
2
3
4
5
6
7
8
9
10
11
1A
1B
2B
3C
3D
4E
4F
L1
L14
L2
LX1

Route Transferred To as a Percentage of Total Transfers







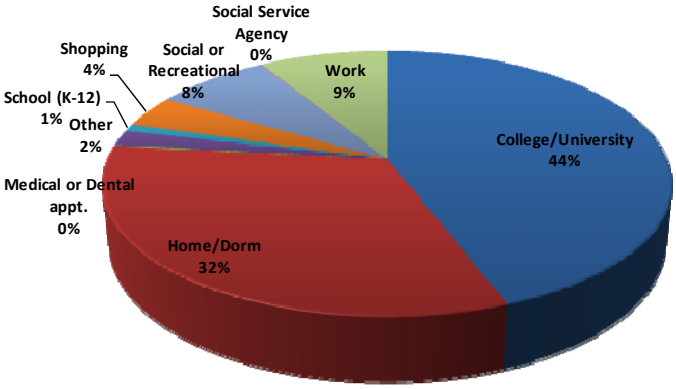
9. Where are you going now?

- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

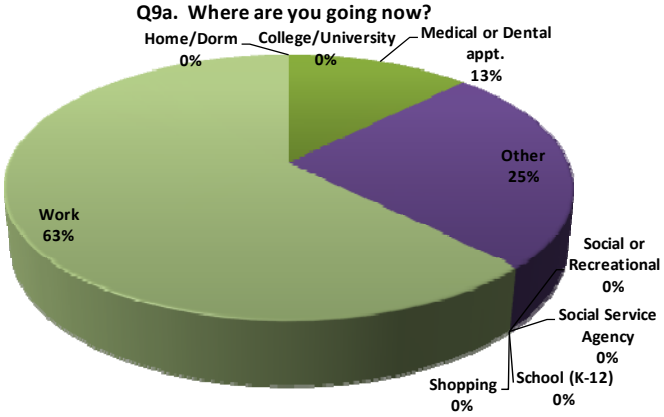
On Route 1B, trip purposes were less diverse than those City Routes with most heading to work (63%) or other (25%). The only other category represented was Medical or Dental appointment at 13%.

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	-	0%	175	5%
Home/Dorm	5,089	32%	-	0%	1,296	38%
Medical or Dental appt.	29	0%	14	13%	29	1%
Other	286	2%	27	25%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	-	0%	541	16%
Social or Recreational	1,223	8%	-	0%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	68	63%	995	29%
Total	**15,696**	**100%**	**109**	**100%**	**3,374**	**100%**

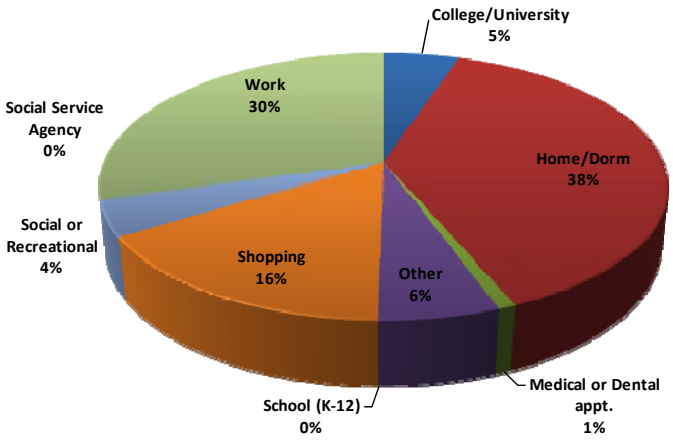
Systemwide
Q9a. Where are you going now?



Route 1B
Q9a. Where are you going now?



City Routes
Q9a. Where are you going now?



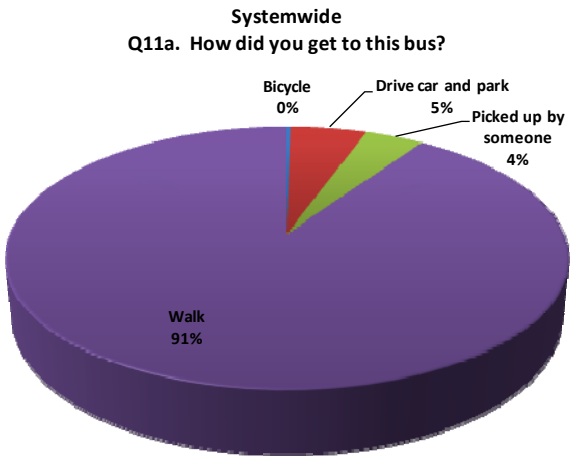
10. What is the address or location of the place where you are going now?

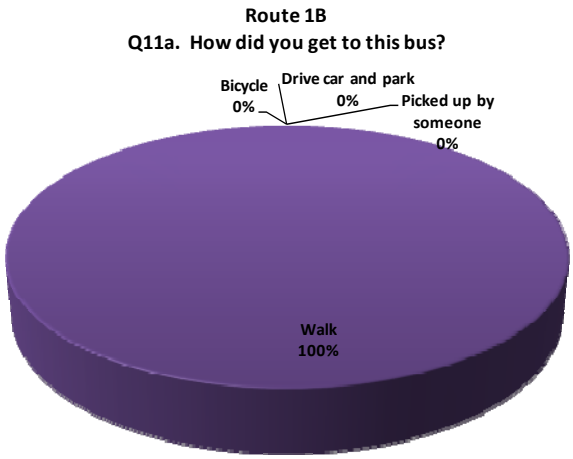
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

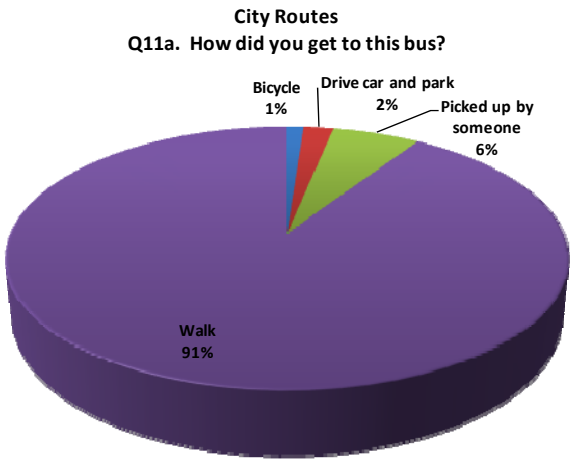
11. How will you get to the place where you are going now from the last bus you will ride on this trip?

The same percentage (100%) of Route 1B riders walk after alighting the bus as those who walk before boarding the bus. The number of walkers alighting Route 1B is also very comparable to the City Routes total (91%).

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	-	0%	63	2%
Picked up by someone	585	4%	-	0%	183	6%
Walk	13,176	90%	95	100%	2,766	91%
Total	**14,564**	**100%**	**95**	**100%**	**3,047**	**100%**

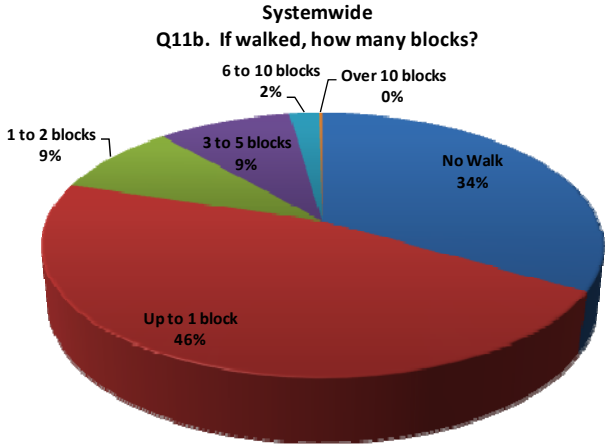


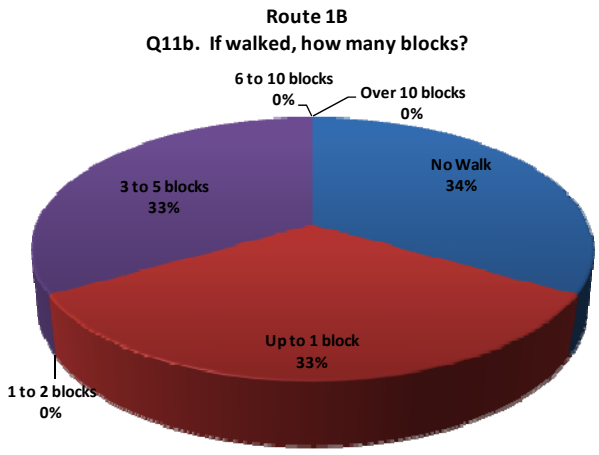


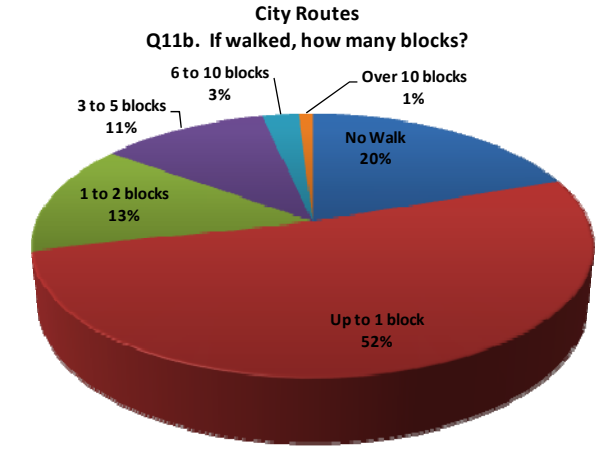


Of those who walked after alighting the bus, two-thirds (66%) walked one block or less. All trips were completed with fewer than five blocks of walking to the final destination on Route 1B. The City Routes only had 4% indicate that they had to walk over 5 blocks.

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	14	33%	319	20%
Up to 1 block	3,027	46%	14	33%	842	52%
1 to 2 blocks	580	9%	-	0%	220	14%
3 to 5 blocks	603	9%	14	33%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	41	100%	1,623	100%





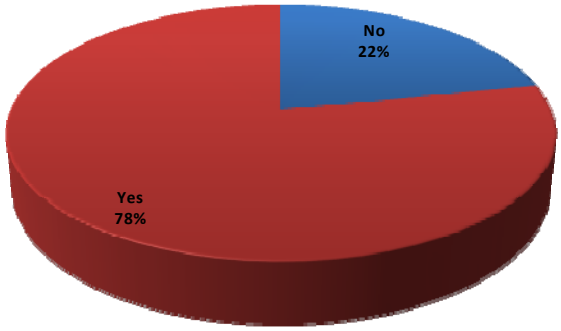


12. Are you a college/university student living away from home?

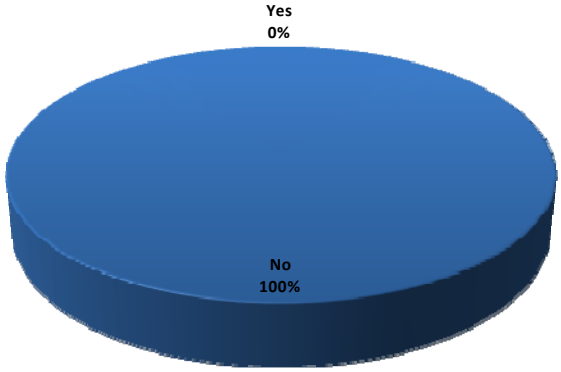
Route 1B ridership is not impacted by student riders with 0% identifying as a college/university student living away from home.

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	109	100%	2,651	81%
Yes	12,297	78%	-	0%	639	19%
Total	15,757	100%	109	100%	3,290	100%

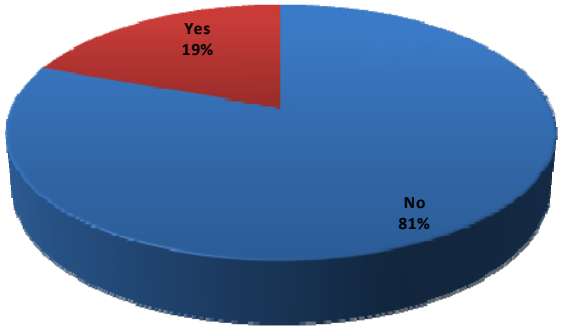
Systemwide
Q12. Are you a College/University Student?



Route 1B
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?

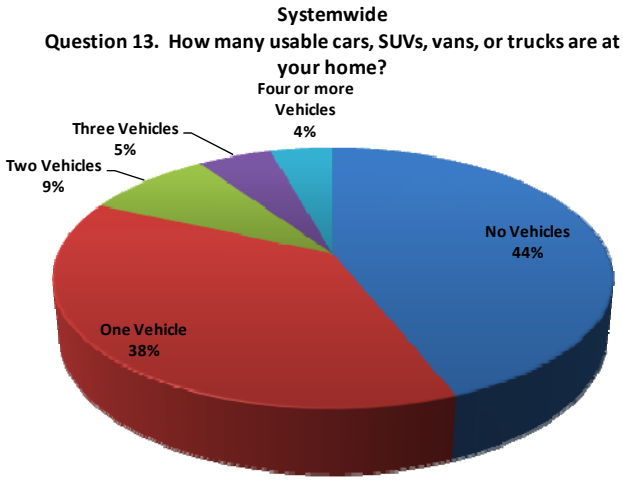


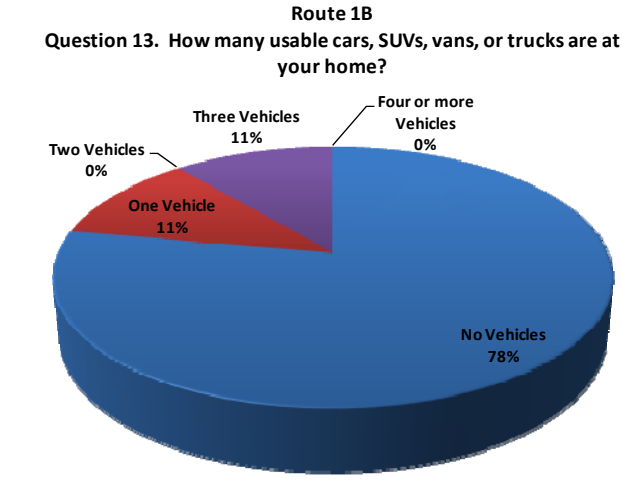
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

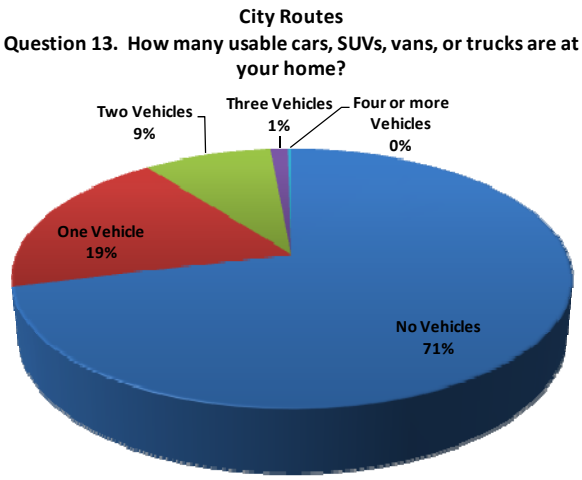
a. 0
b. 1
c. 2
d. 3
e. 4 or more

Over three-quarters (78%) of Route 1B's riders surveyed have no car available to them. When single car households are added, an even more significant number (89%) are represented.

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	95	78%	2,324	71%
One Vehicle	5,878	38%	14	11%	605	19%
Two Vehicles	1,370	9%	-	0%	288	9%
Three Vehicles	797	5%	14	11%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	123	100%	3,266	100%



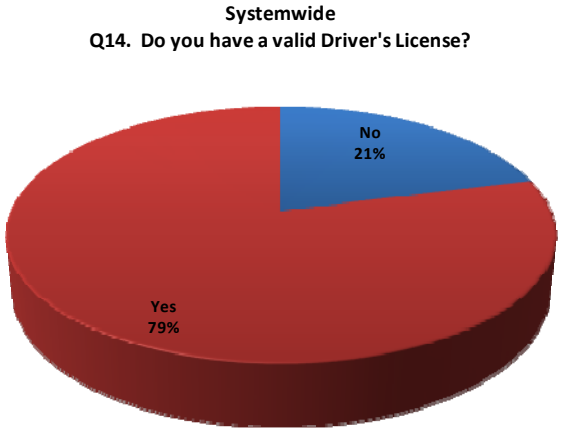




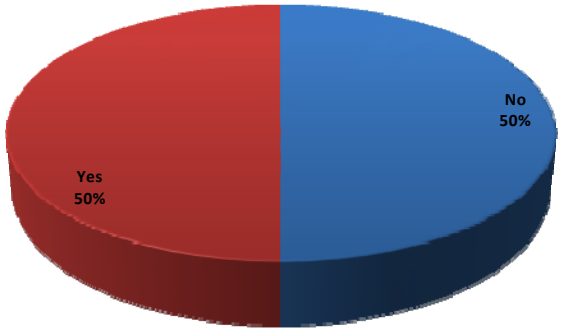
14. Do you have a valid driver's license?

Riders on Route 1B are equally likely to be unlicensed (50%), which is only slightly less compared to those City Routes.

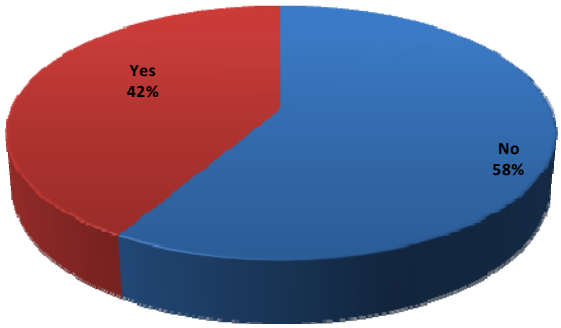
Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	41	50%	1,874	58%
Yes	12,102	79%	41	50%	1,333	42%
Total	15,322	100%	82	100%	3,207	100%



Route 1B
Q14. Do you have a valid Driver's License?



City Routes
Q14. Do you have a valid Driver's License?



15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

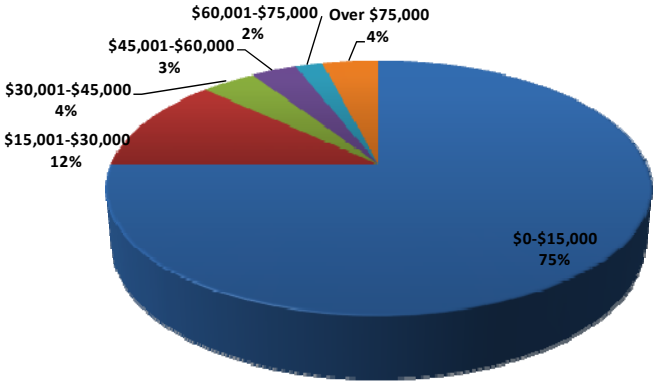
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 1B's riders' incomes fared slightly better than the City Route total with more riders reporting household incomes over $75,000 income brackets.

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	68	56%	1,781	61%
$15,001-$30,000	1,671	12%	27	22%	892	31%
$30,001-$45,000	543	4%	14	11%	120	4%
$45,001-$60,000	452	3%	-	0%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	14	11%	54	2%
Total	**14,013**	**100%**	**123**	**100%**	**2,923**	**100%**

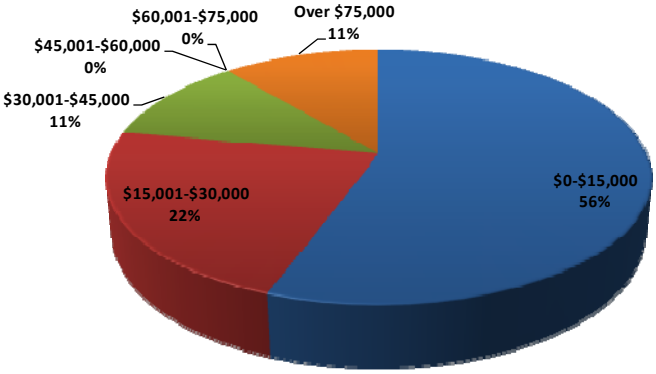
Systemwide

Q15. What is your annual household income level?



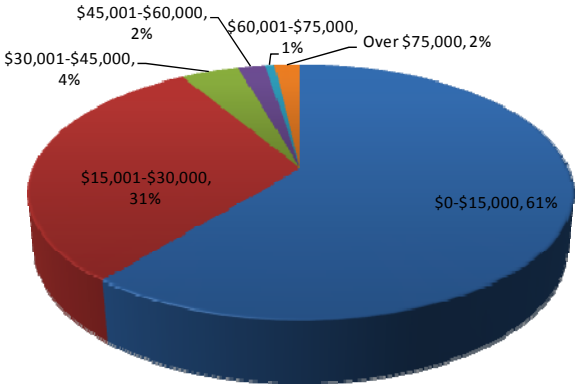
Route 1B

Q15. What is your annual household income level?



City Routes

Q15. What is your annual household income level?



16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

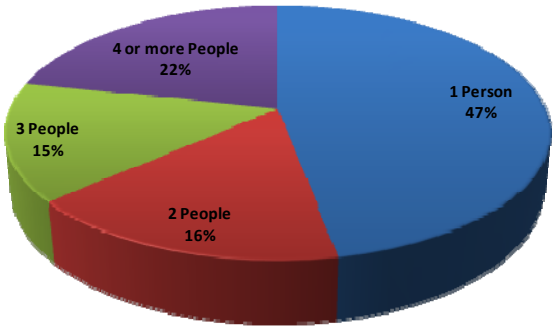
a) 1 **c) 3**

b) 2 **d) 4 or more**

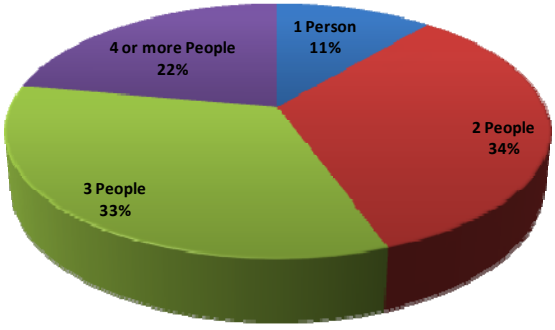
Route 1B ridership suggests more family-oriented households than the City Route total with more than half (55%) reporting more than three residents per household. Single-resident households were considerably lower with only 11%.

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	14	11%	1,208	37%
2 People	2,473	16%	41	33%	956	29%
3 People	2,238	15%	41	33%	484	15%
4 or more People	3,244	22%	27	22%	616	19%
Total	15,010	100%	123	100%	3,264	100%

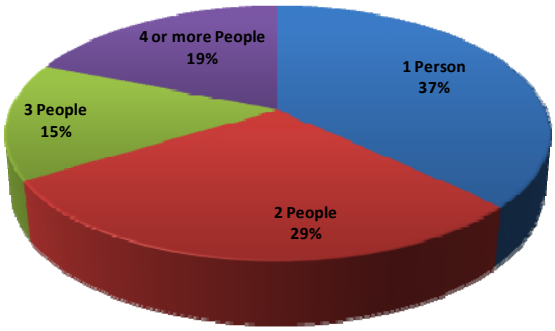
Systemwide
Q16. How many people live in your household?



Route 1B
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

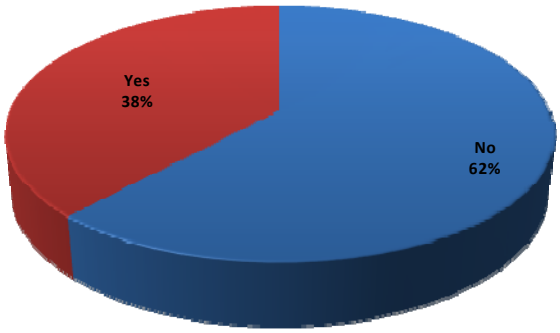


17. Have you transferred at the Plaza in the last week?

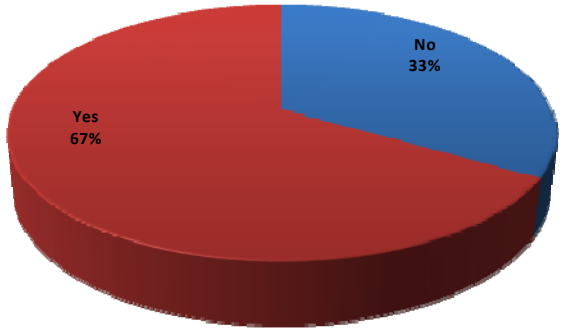
67% of Route 1B riders have transferred at the Plaza in the last week. This is considerably lower than the City Route riders (89%).

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	41	33%	366	11%
Yes	5,868	38%	82	67%	2,972	89%
Total	15,369	100%	123	100%	3,339	100%

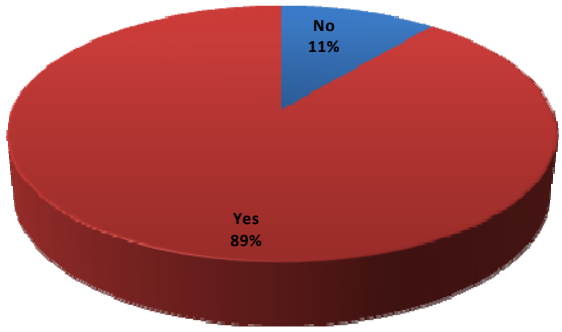
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route 1B
Q17a. Have you transfered at the Plaza in the last week?



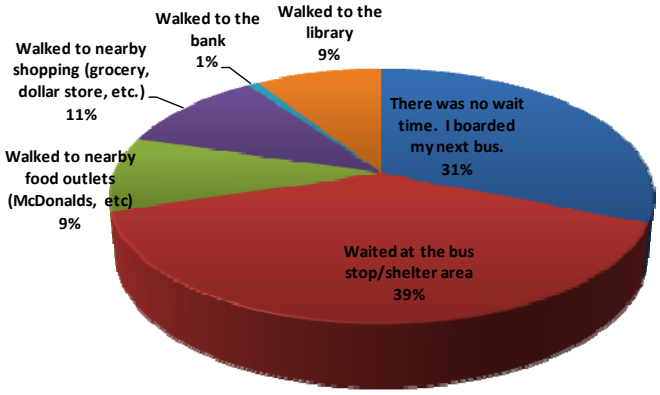
City Routes
Q17a. Have you transfered at the Plaza in the last week?



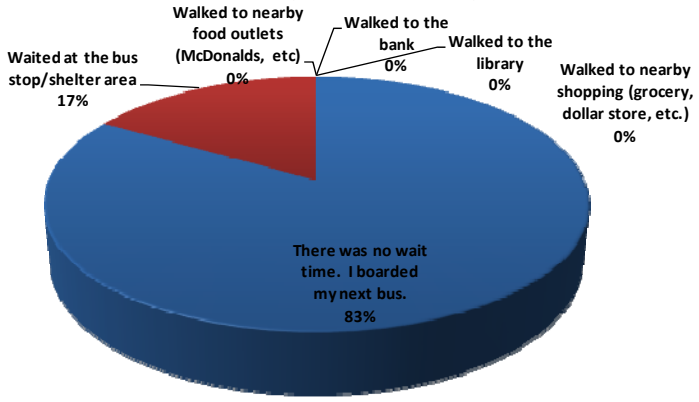
Of the Route 1B riders that have transferred at the Plaza in the last week, 83% stated there was no wait time and they boarded the next bus. This is considerably higher than the City Routes (only 35%). Another 17% of Route 1B riders said that they waited at the bus stop/shelter area for the next bus to arrive.

Response	Systemwide		Route 1B		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	68	83%	995	35%
Waited at the bus stop/shelter area	2,216	39%	14	17%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	-	0%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	-	0%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	-	0%	328	12%
Total	5,682	100%	82	100%	2,833	100%

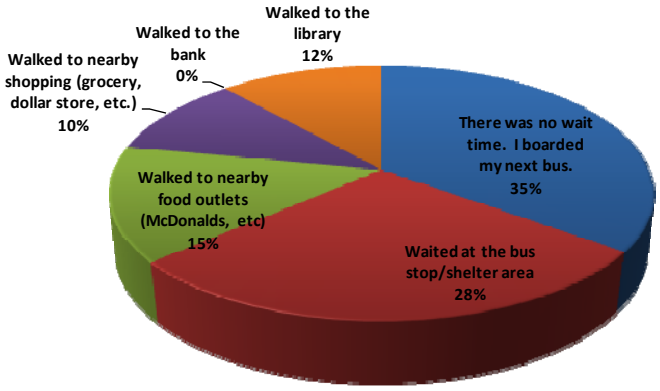
Systemwide
Q17b. What did you do while waiting?



Route 1B
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?



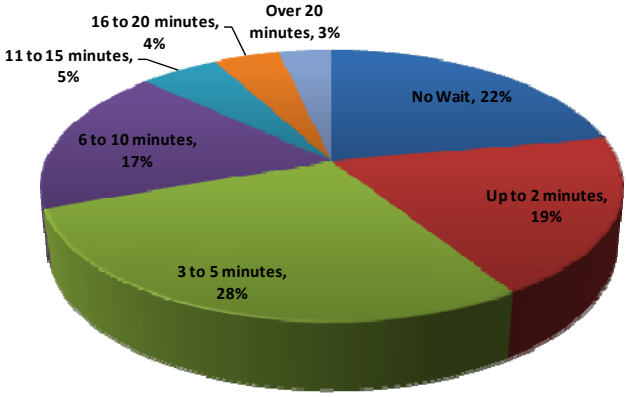
4.3 Route 2

1. How long did you wait at the bus stop before getting on the bus?

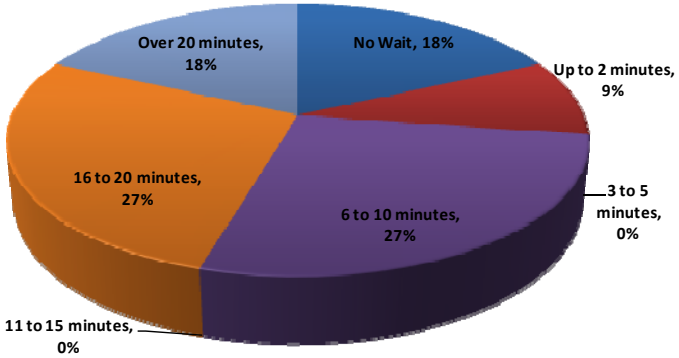
Wait times on Route 2 appear to be longer than those City Routes with more ranging between 6 and 10 minutes (27%) and over 15 minutes (45%). Waits less than 2 minutes were about twice as likely as those City Routes (27% vs 15%).

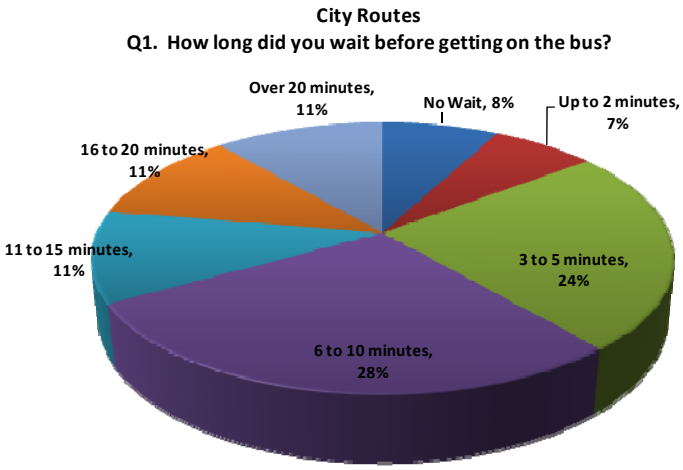
Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	71	18%	255	8%
Up to 2 minutes	3,093	19%	35	9%	227	7%
3 to 5 minutes	4,658	28%	-	0%	790	24%
6 to 10 minutes	2,842	17%	106	27%	927	28%
11 to 15 minutes	852	5%	-	0%	353	11%
16 to 20 minutes	719	4%	106	27%	365	11%
Over 20 minutes	572	3%	71	18%	370	11%
Total	16,347	100%	390	100%	3,288	100%

Systemwide
Q1. How long did you wait before getting on the bus?



Route 2
Q1. How long did you wait before getting on the bus?





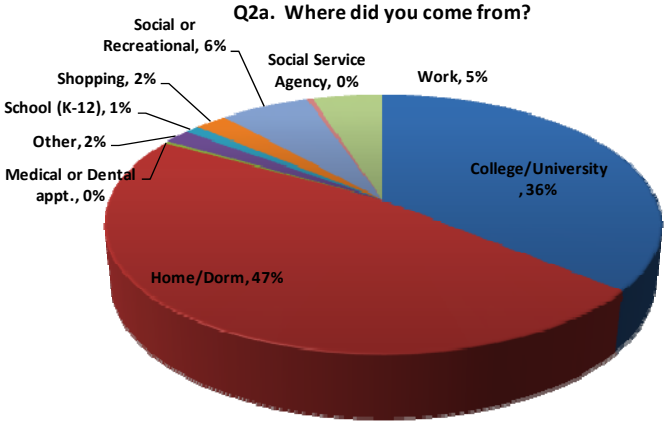
2. Where did you come from?

a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

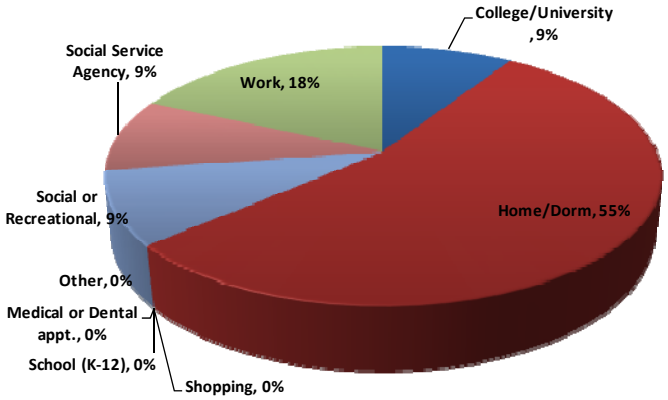
Route 2 "home/dorm" responses were similar to those City Routes (55%). Higher education trips were higher than the City Route average at 9% while work trips were slightly higher than the system average at 18%. Social or Recreational trips and Social Service Agency trips were higher than the City Route trips as well.

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	35	9%	144	4%
Home/Dorm	7,709	47%	213	55%	2,061	59%
Medical or Dental appt.	52	0%	-	0%	52	1%
Other	283	2%	-	0%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	-	0%	282	8%
Social or Recreational	1,009	6%	35	9%	113	3%
Social Service Agency	64	0%	35	9%	64	2%
Work	796	5%	71	18%	574	16%
Total	**16,312**	**100%**	**390**	**100%**	**3,495**	**100%**

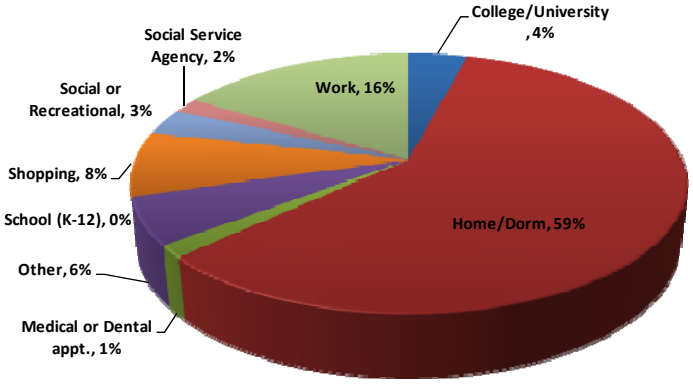
Systemwide
Q2a. Where did you come from?



Route 2
Q2a. Where did you come from?



City Routes
Q2a. Where did you come from?



3. What is the address or location of the place you came from?

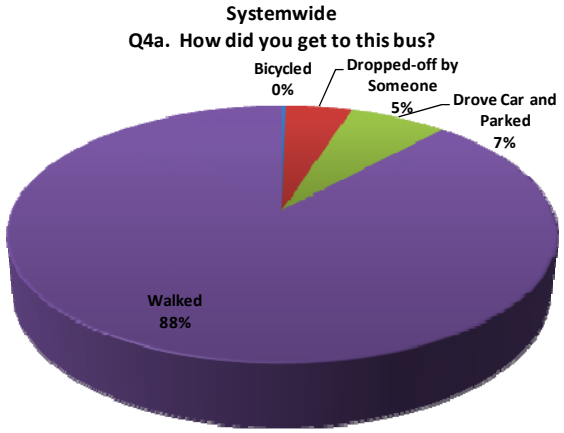
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

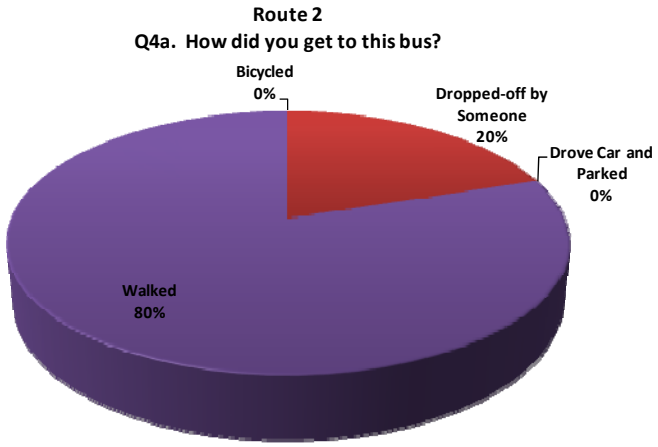
4. How did you get from the place listed above to the first bus used for this trip?

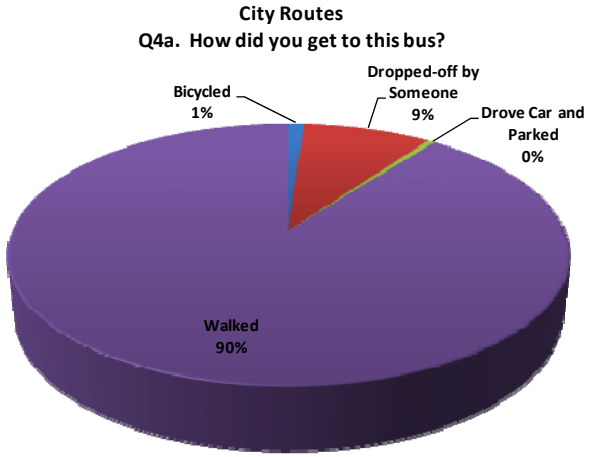
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's riders walk to catch their bus. The majority of Route 2's riders (80%) also walk to the bus. However, there was a high number (20%) indicating that they were dropped off by someone.

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	71	20%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	284	80%	2,887	90%
Total	**15,729**	**100%**	**355**	**100%**	**3,223**	**100%**



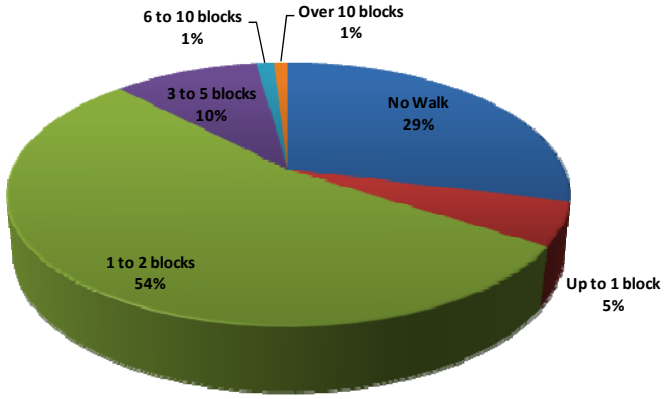




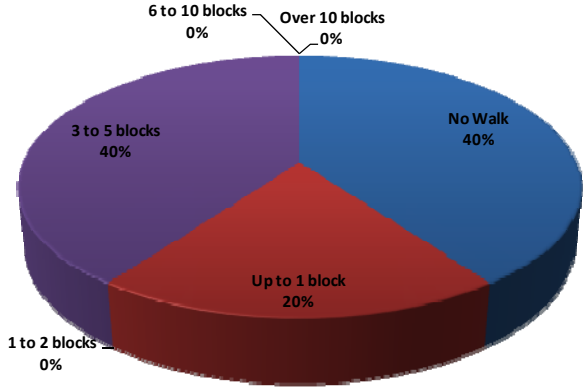
Of those who walked to board a bus, more than two-thirds (65%) of the City Route riders walked one block or less to reach the bus stop. Walks to Route 2 were similar though fewer reported shorter walks less than one block (60%) while there were more respondents in the 3 to 5 block range (40%).

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	71	40%	307	18%
Up to 1 block	391	5%	35	20%	816	47%
1 to 2 blocks	3,940	54%	-	0%	235	14%
3 to 5 blocks	734	10%	71	40%	344	20%
6 to 10 blocks	87	1%	-	0%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	177	100%	1,742	100%

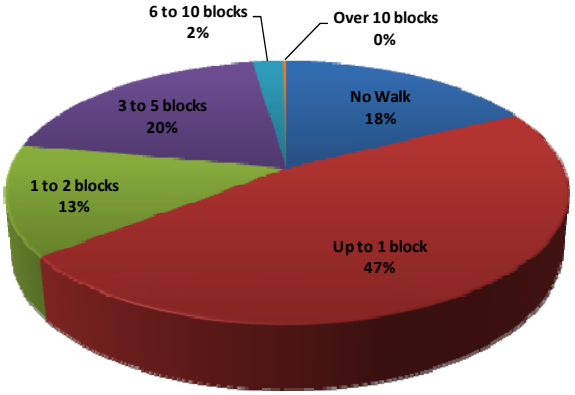
Systemwide
Q4b. If walked, how many blocks?



Route 2
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



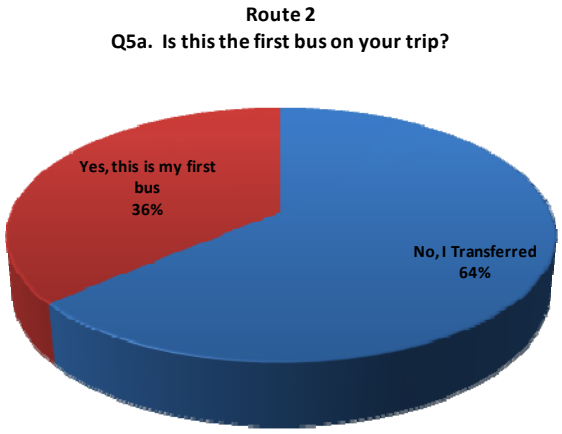
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

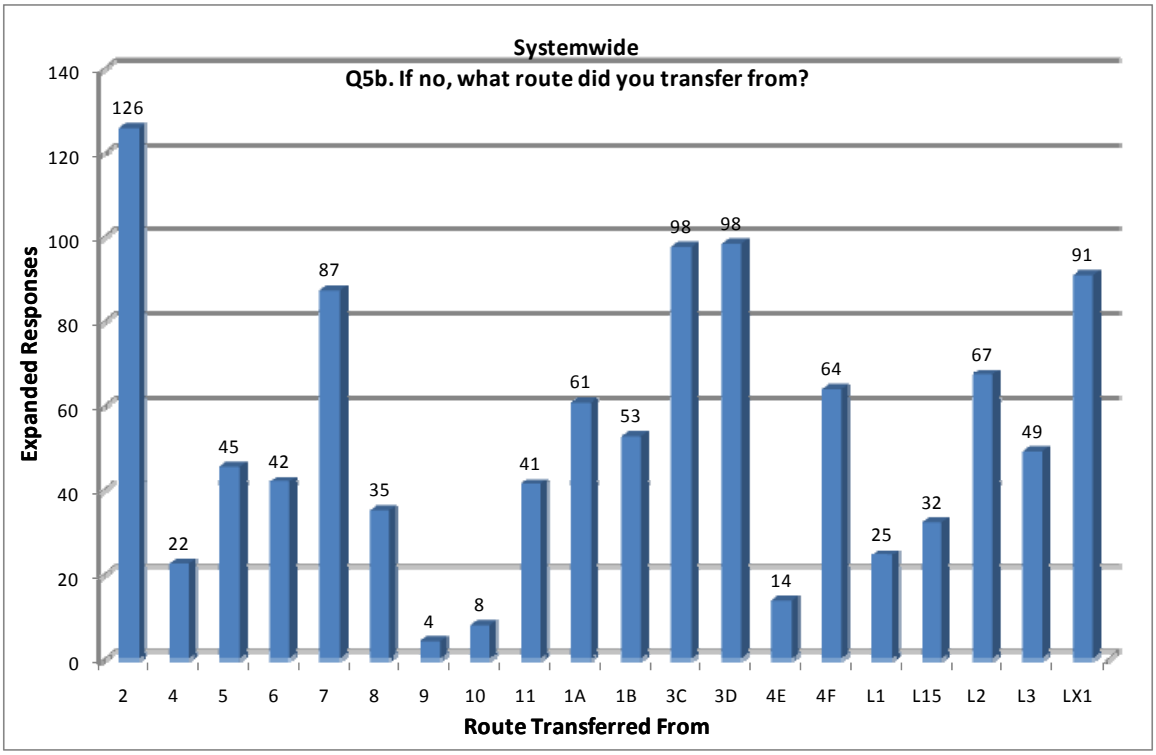
b) Yes, this is the first bus I used for this trip – Route # _____

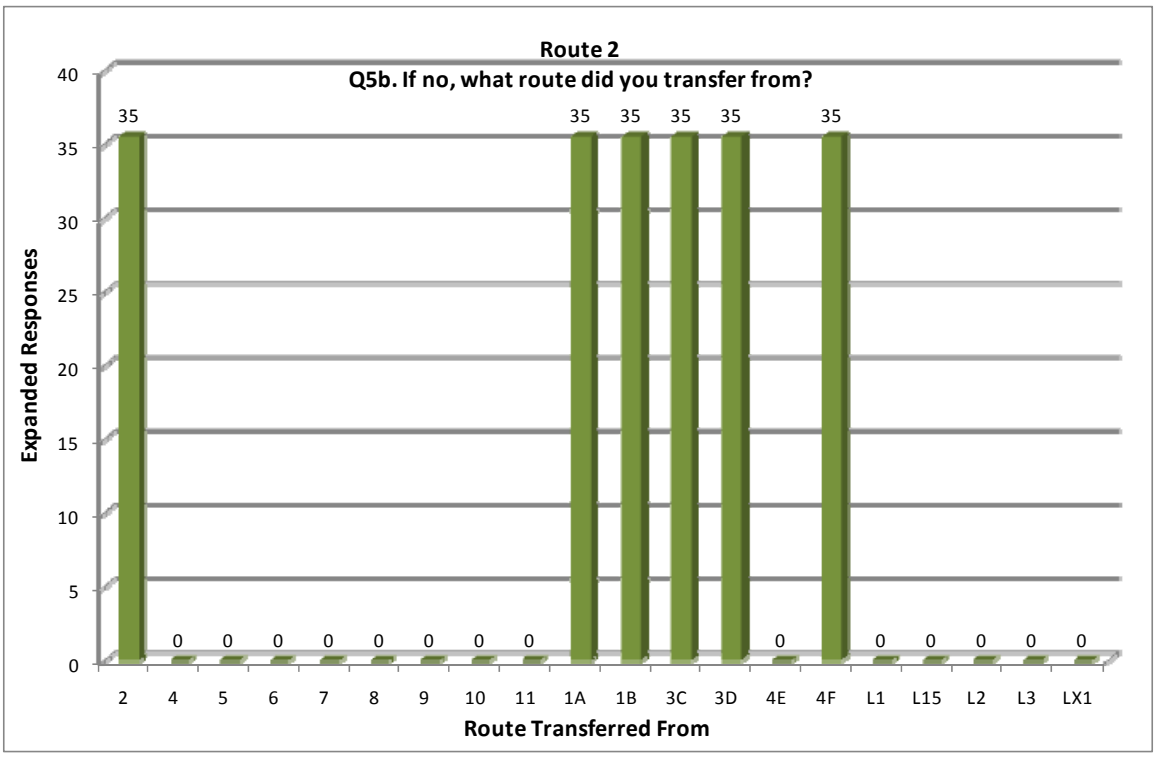
Route 2's passengers were similarly likely to have transferred from another bus (64%)as those City Routes. Transfers to Route 2 came from Route 1A (17%), Route 1B (17%), Route 3C (17%), Route 3D (17%) and Route 4F (17%). Transfers were also reported from Routes 2 (17%), but his must have been an error in reporting by the passengers of Route 2.

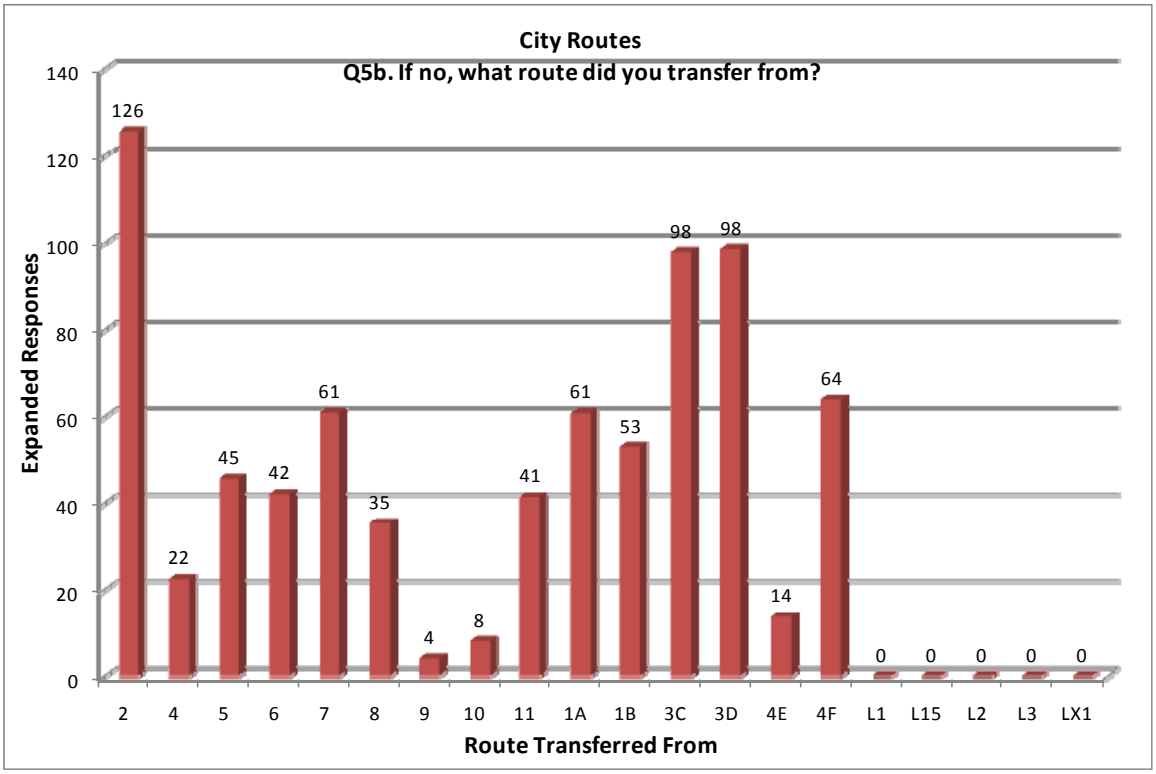
Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	248	64%	2,241	69%
Yes, this is my first bus	12,947	90%	142	36%	1,026	31%
Total	14,388	100%	390	100%	3,267	100%



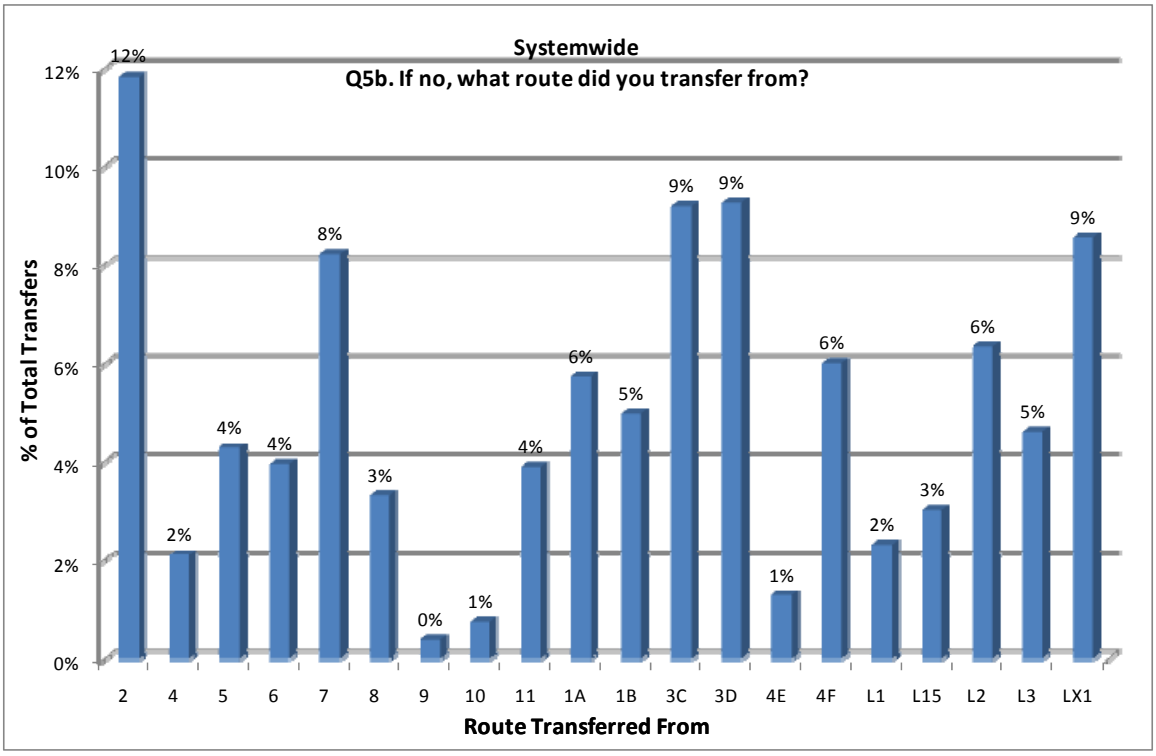
Originating Route Transferred From

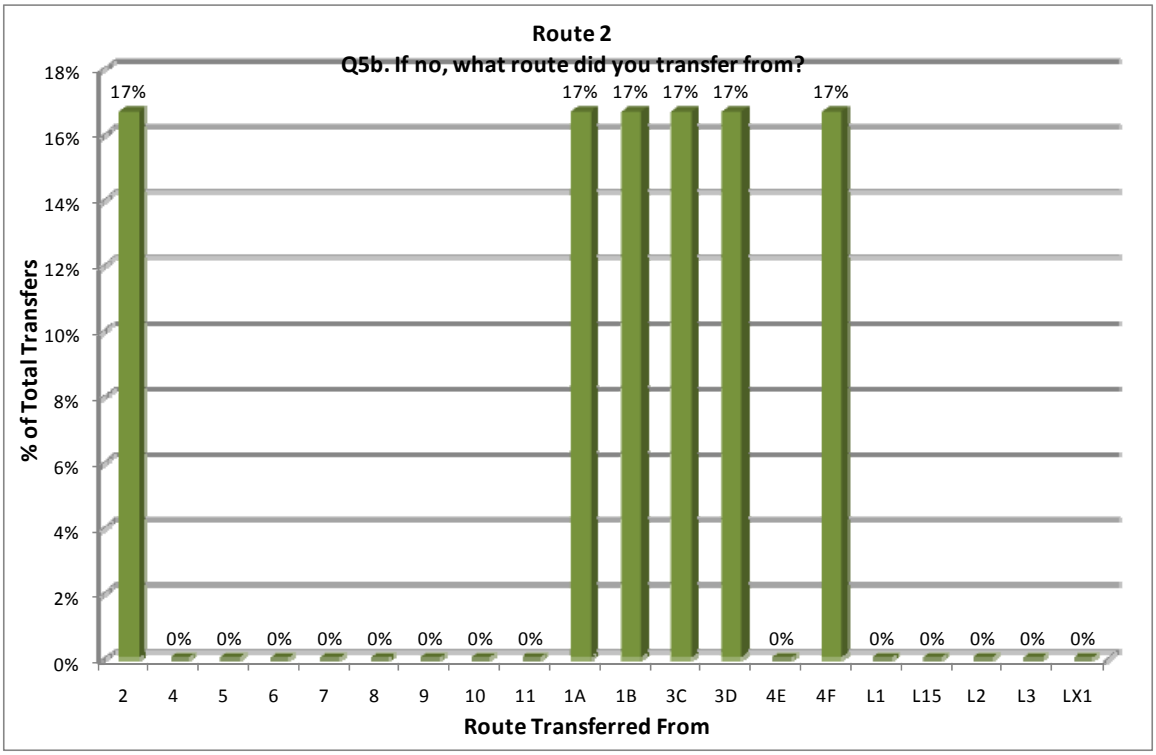


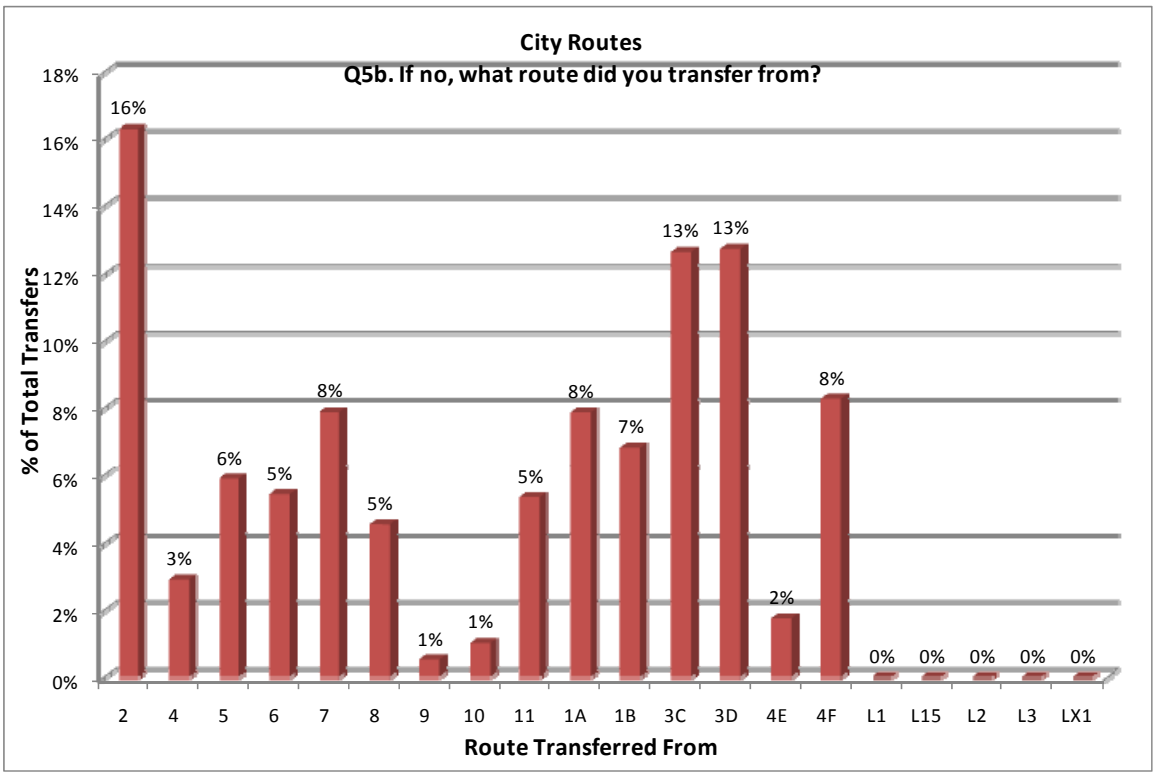

Route 2
Q5b. If no, what route did you transfer from?
Expanded Responses
0
5
10
15
20
25
30
35
40
35 0 0 0 0 0 0 0 0 35 35 35 35 0 35 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
0
20
40
60
80
100
120
140
126 22 45 42 61 35 4 8 41 61 53 98 98 14 64 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

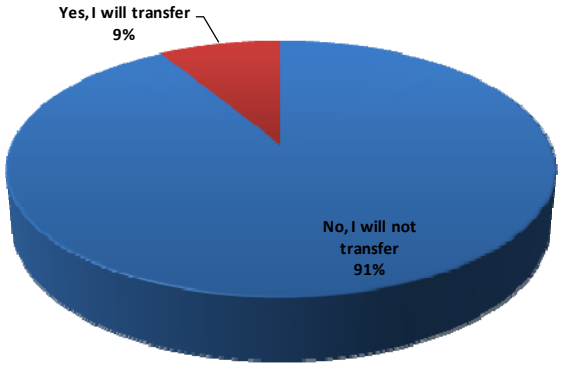
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

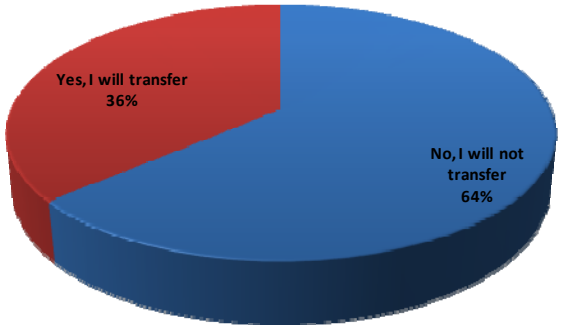
Riders on Route 2 were similarly likely to transfer as those City Routes with 36% indicating a need to connect to another route. Riders on Route 2 transferred most frequently to Route 4F (50%), Route 3D (25%) and Route 1A (25%).

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	248	64%	2,241	69%
Yes, I will transfer	1,303	9%	142	36%	1,026	31%
Total	15,128	100%	390	100%	3,267	100%

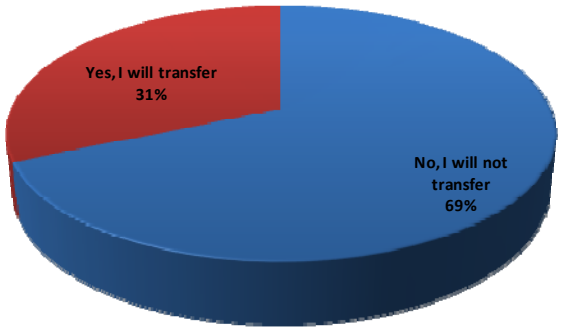
Systemwide
Q8a. Are you transferring to another bus?



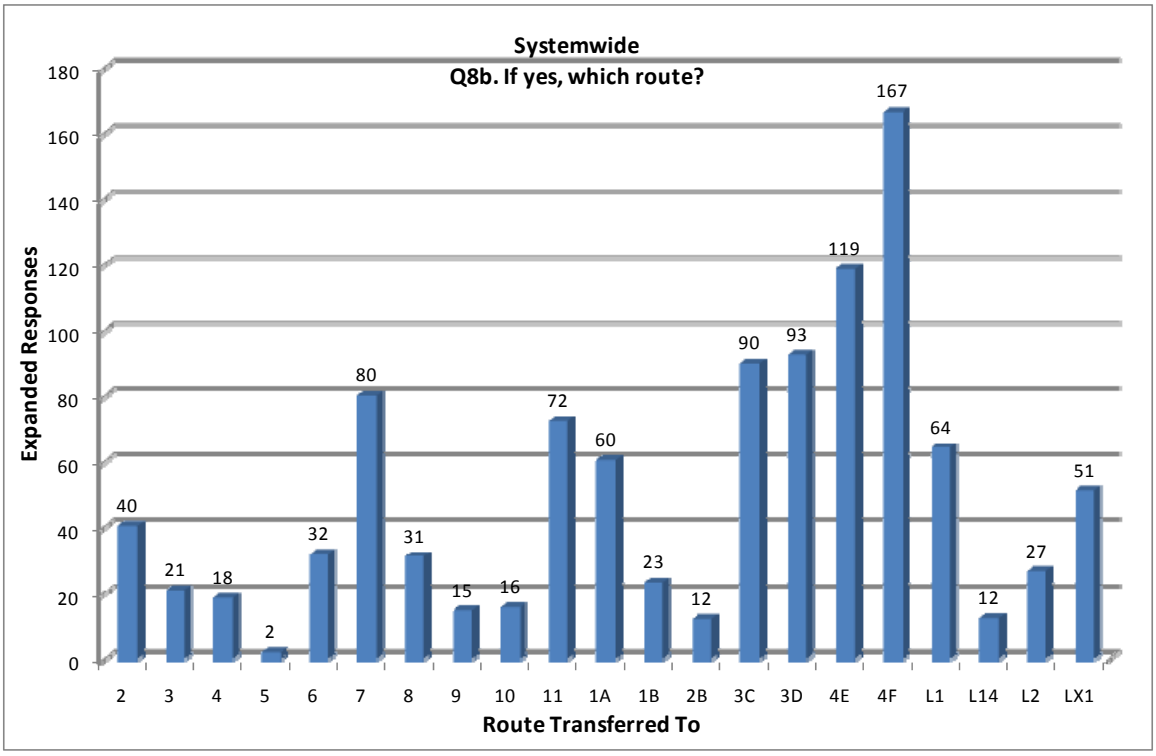
Route 2
Q8a. Are you transferring to another bus?

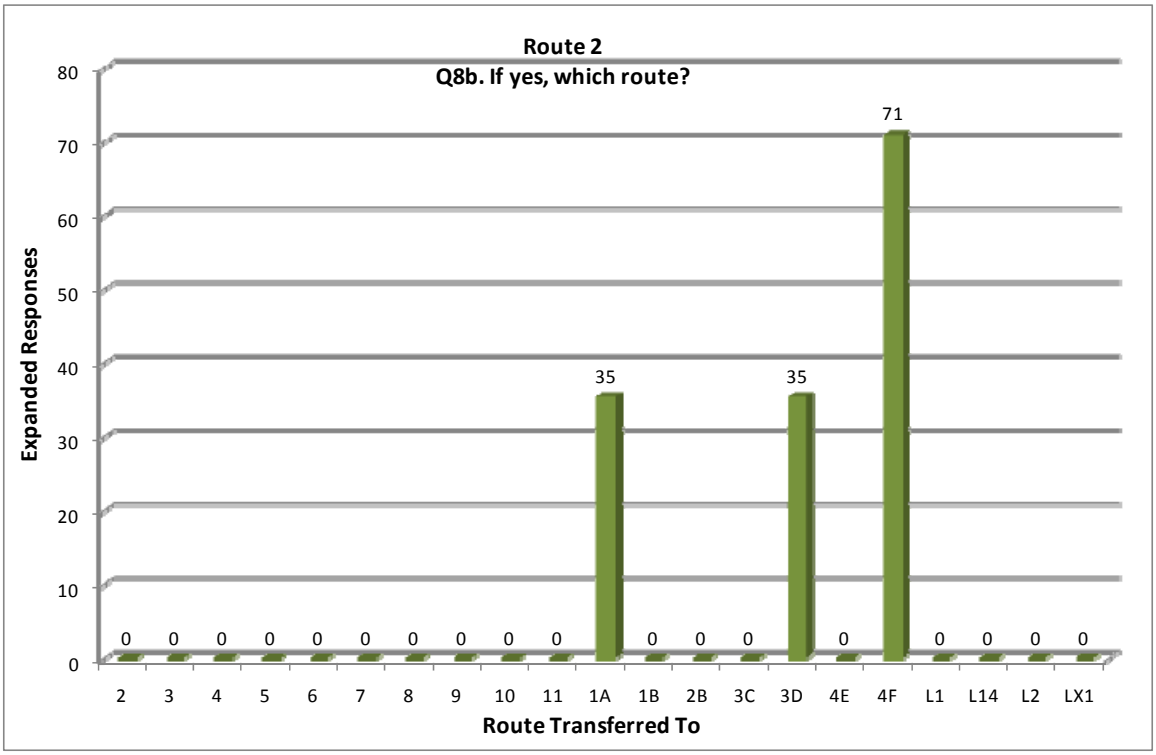


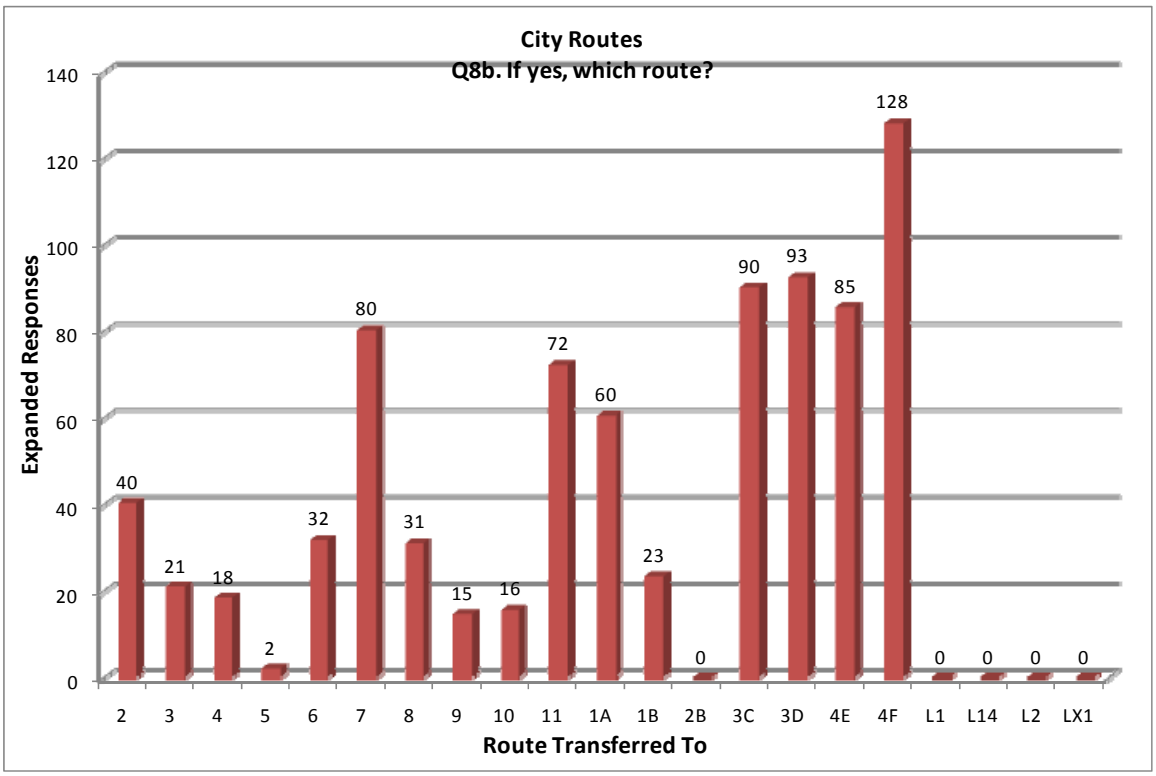
City Routes
Q8a. Are you transferring to another bus?



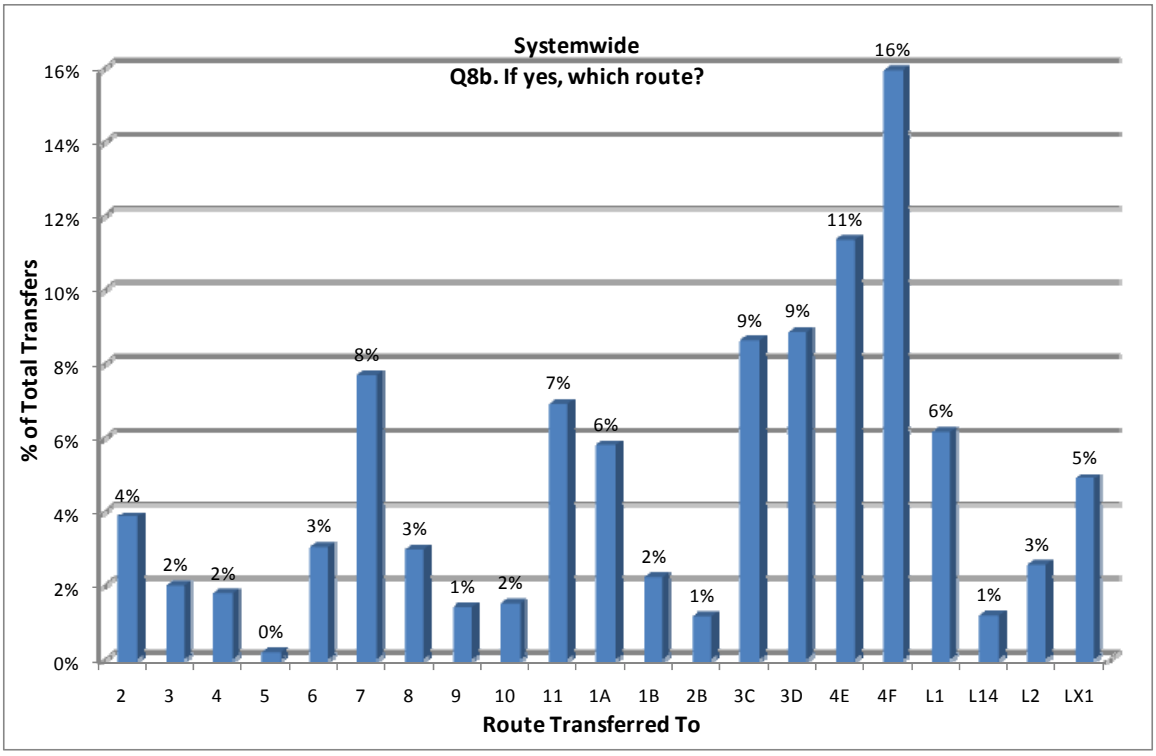
Route Transferred To

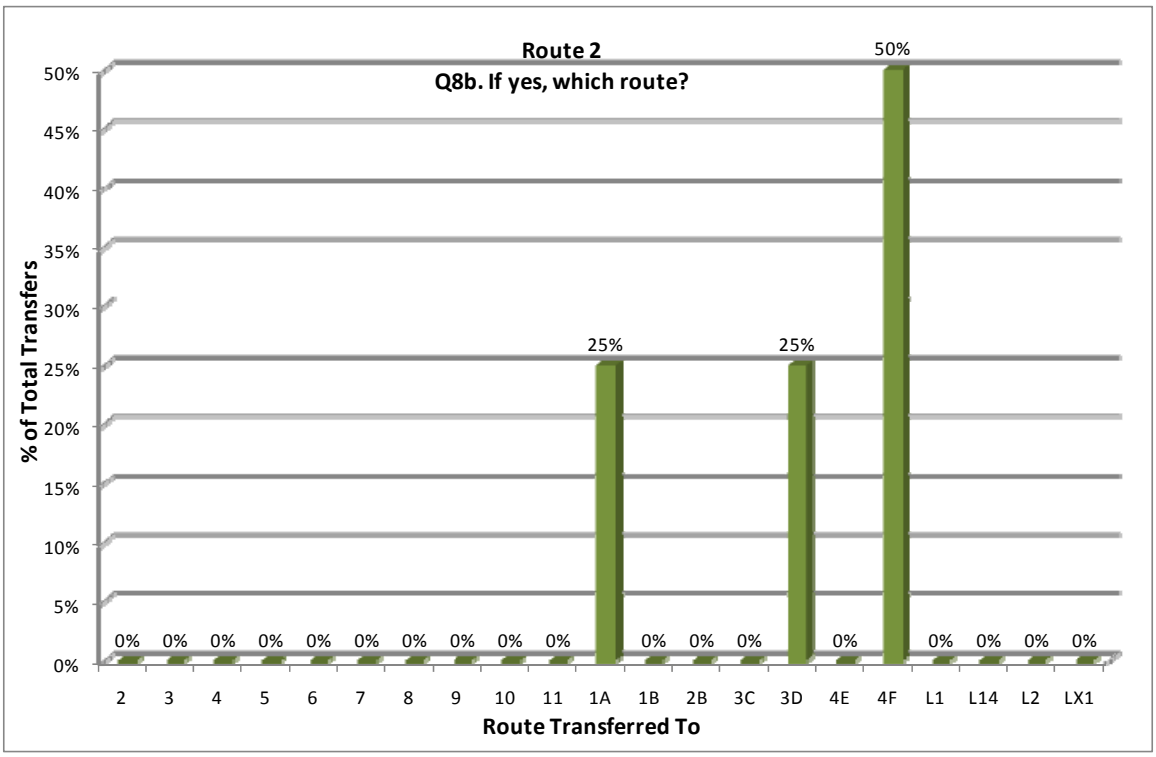


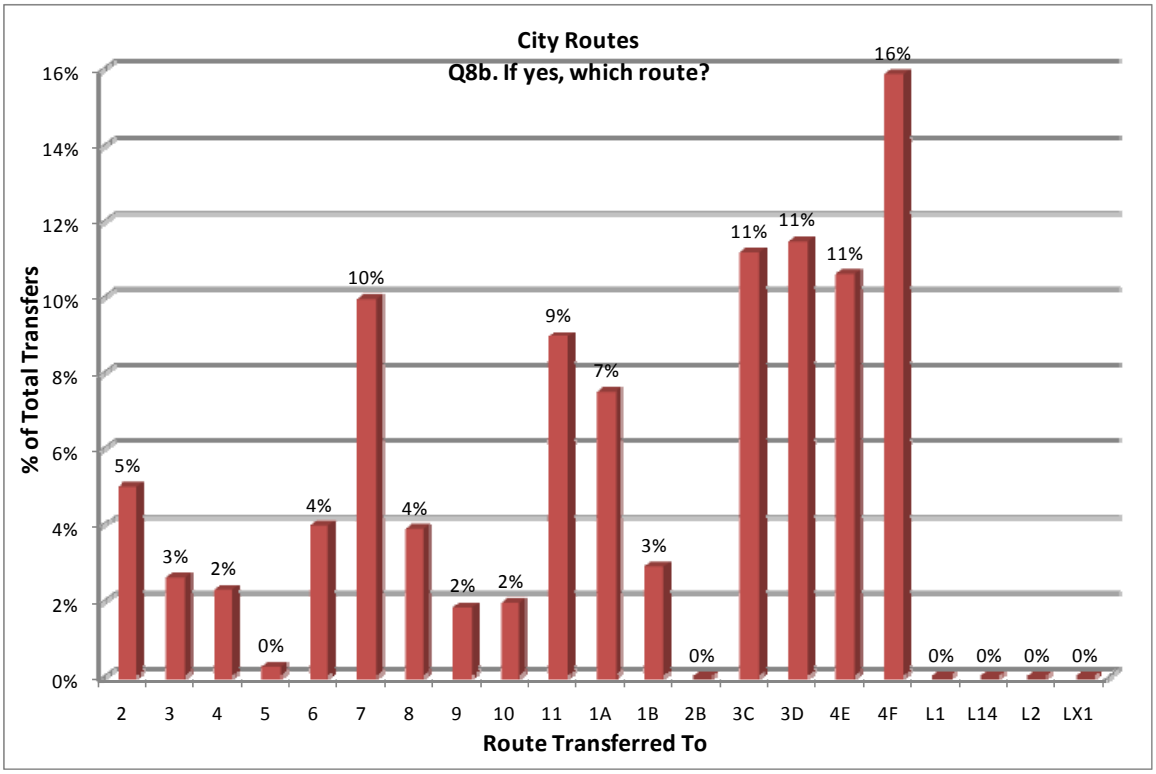




Route Transferred To as a Percentage of Total Transfers




Route 2
Q8b. If yes, which route?
% of Total Transfers
50%
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 25% 0% 0% 0% 25% 0% 50% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

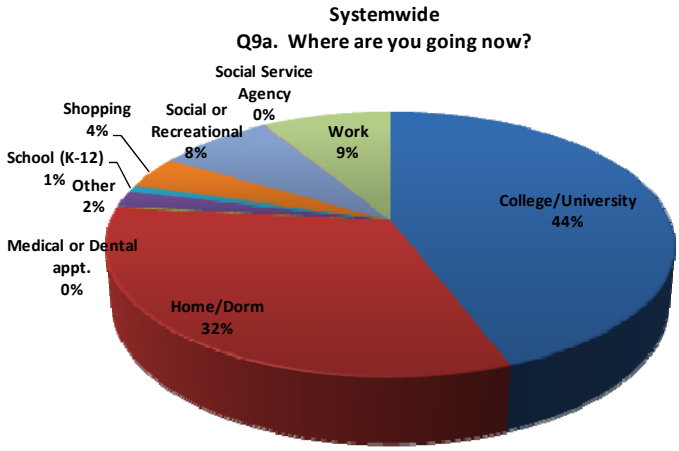

City Routes
Q8b. If yes, which route?
% of Total Transfers
16%
14%
12%
10%
8%
6%
4%
2%
0%
5% 3% 2% 0% 4% 10% 4% 2% 2% 9% 7% 3% 0% 11% 11% 11% 16% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

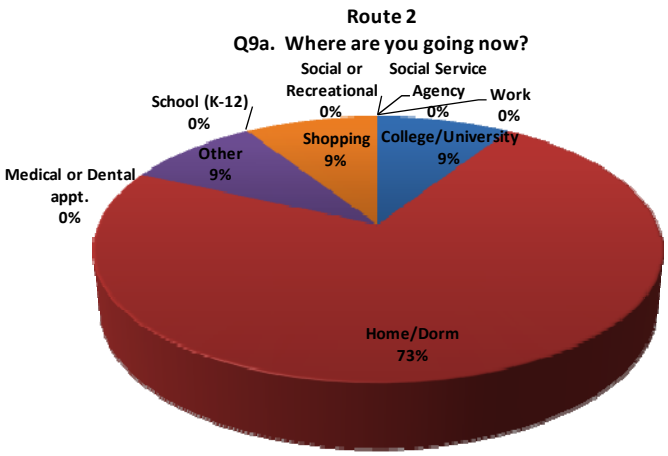
9. Where are you going now?

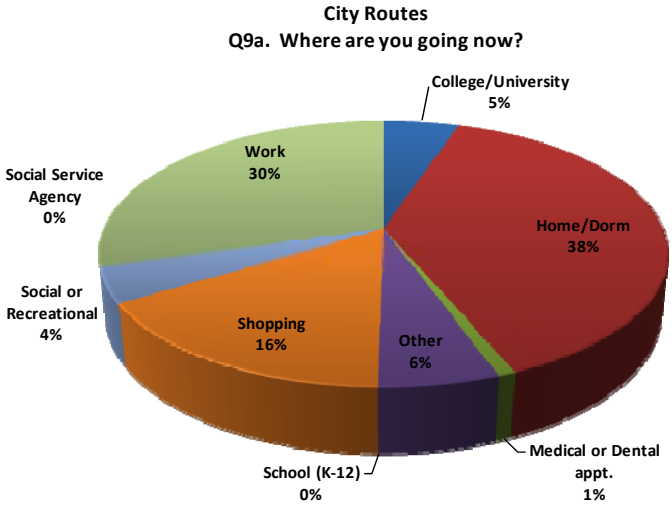
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Work**

On Route 2, trip purposes were less diverse than those City Routes with most heading home (73%), college/university (9%), shopping (9%) or other (9%).

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	35	9%	175	5%
Home/Dorm	5,089	32%	284	73%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	35	9%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	35	9%	541	16%
Social or Recreational	1,223	8%	-	0%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	-	0%	995	29%
Total	**15,696**	**100%**	**390**	**100%**	**3,374**	**100%**







10. What is the address or location of the place where you are going now?

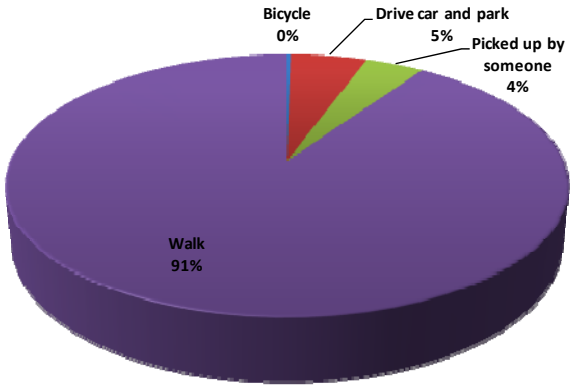
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

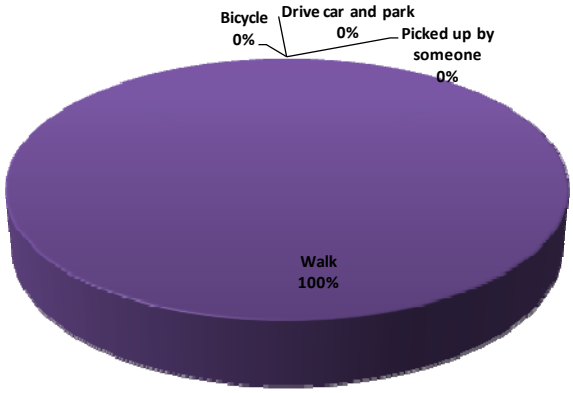
The number of walkers alighting Route 2 (100%) is very comparable to the City Route total albeit slightly higher. No one reported riding a bicycle, driving and parking or being picked up by someone.

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	-	0%	63	2%
Picked up by someone	585	4%	-	0%	183	6%
Walk	13,176	90%	319	100%	2,766	91%
Total	**14,564**	**100%**	**319**	**100%**	**3,047**	**100%**

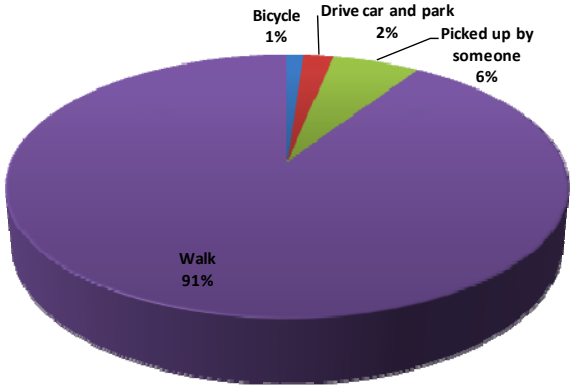
Systemwide
Q11a. How did you get to this bus?



Route 2
Q11a. How did you get to this bus?

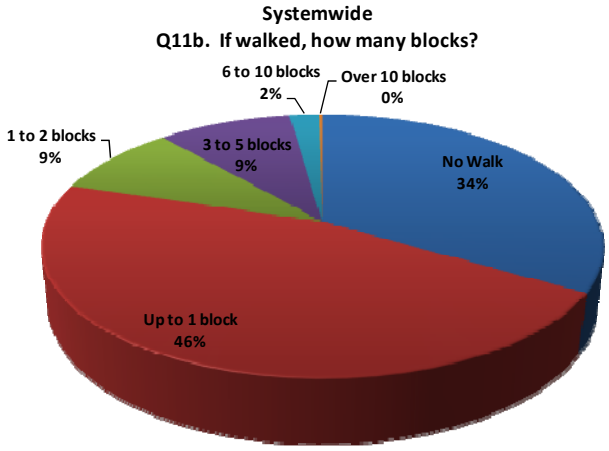


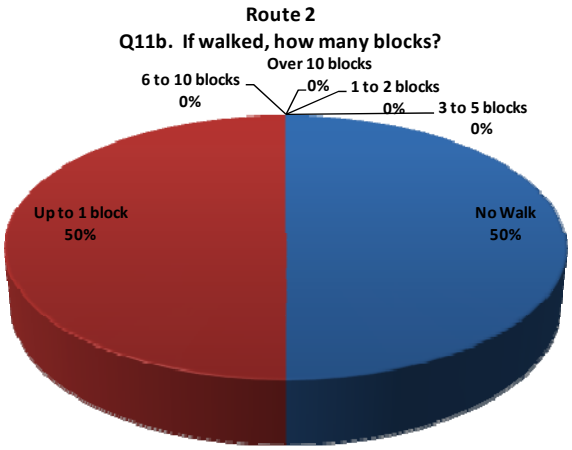
City Routes
Q11a. How did you get to this bus?

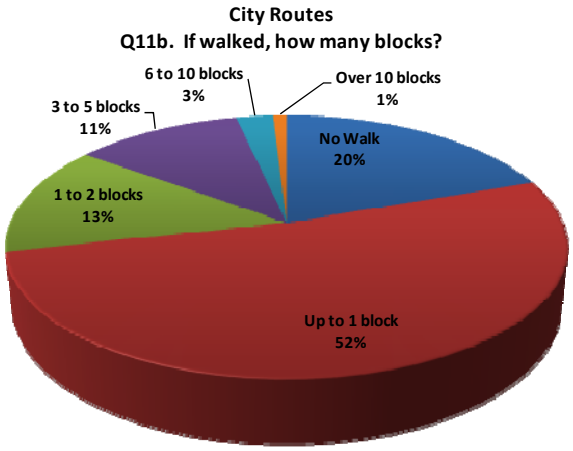


All of Route 2's riders (100%) walked one block or less to reach their final destination. This is considerable better than the City Route walk distance of 1 block or less (72%).

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	106	50%	319	20%
Up to 1 block	3,027	46%	106	50%	842	52%
1 to 2 blocks	580	9%	-	0%	220	14%
3 to 5 blocks	603	9%	-	0%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	213	100%	1,623	100%



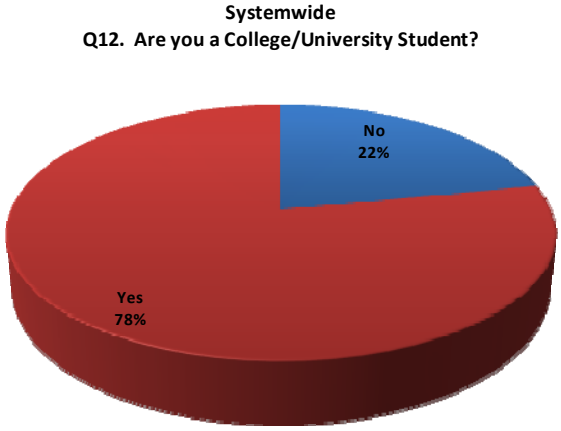




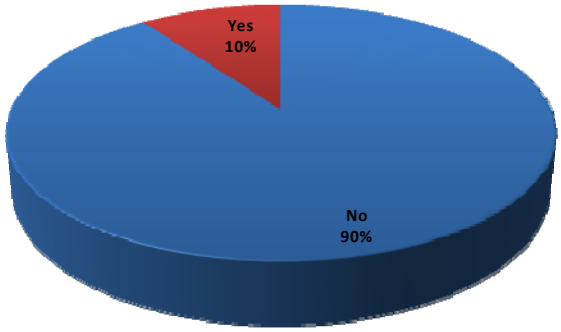
12. Are you a college/university student living away from home?

Route 2 ridership is far less impacted by student riders than the City Routes total with only 10% identifying as a college/university student living away from home.

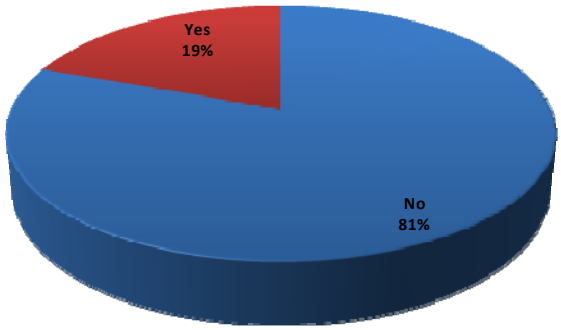
Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	319	90%	2,651	81%
Yes	12,297	78%	35	10%	639	19%
Total	15,757	100%	355	100%	3,290	100%



Route 2
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



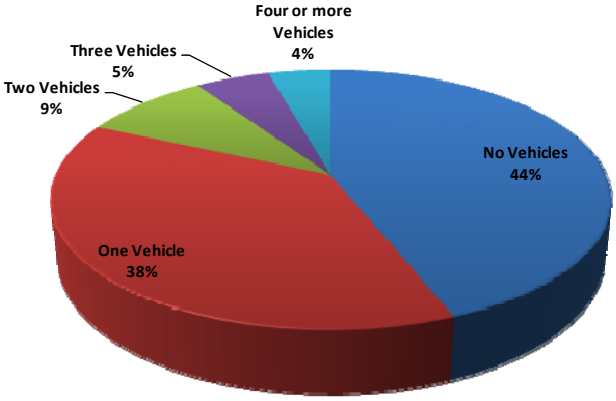
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

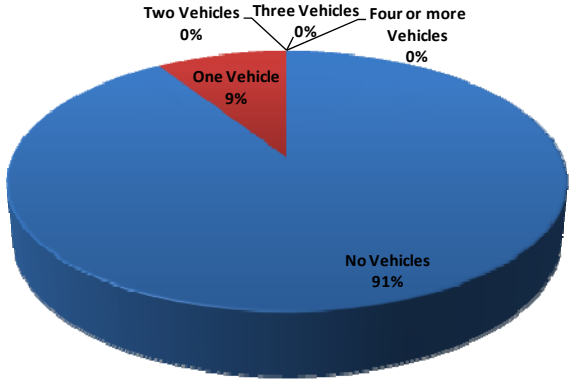
Almost all (91%) of the Route 2 riders surveyed have no car available to them. When single car households are added, all of the riders (100%) are represented.

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	355	91%	2,324	71%
One Vehicle	5,878	38%	35	9%	605	19%
Two Vehicles	1,370	9%	-	0%	288	9%
Three Vehicles	797	5%	-	0%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	390	100%	3,266	100%

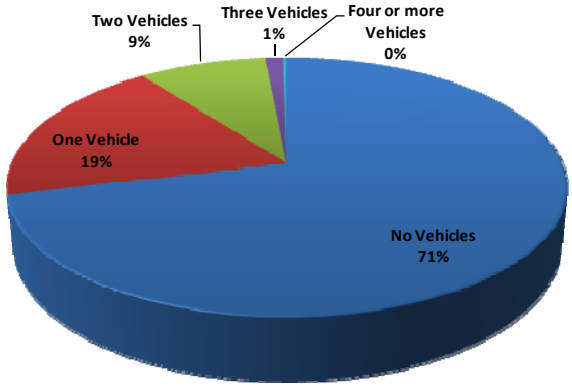
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 2
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



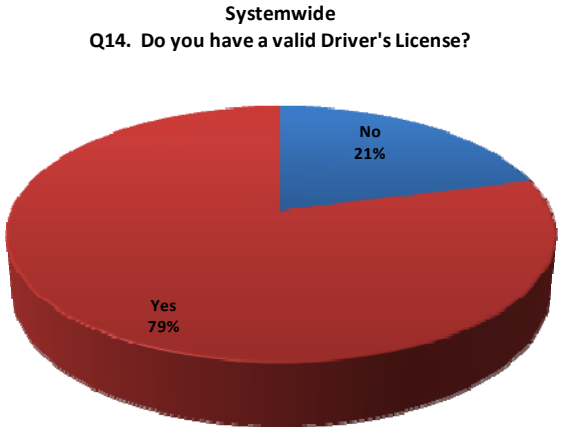
City Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

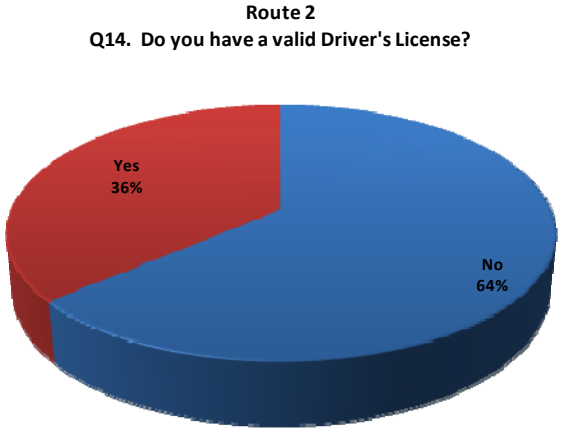


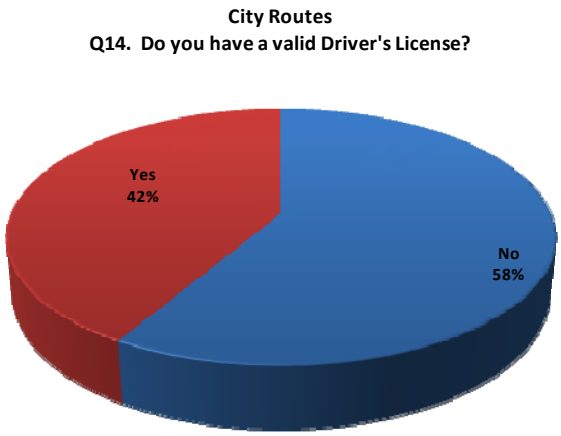
14. Do you have a valid driver's license?

Almost half (42%) of the City Route riders carry a valid driver's license. Riders on Route 2, however, are more likely to be unlicensed (36%).

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	248	64%	1,874	58%
Yes	12,102	79%	142	36%	1,333	42%
Total	15,322	100%	390	100%	3,207	100%





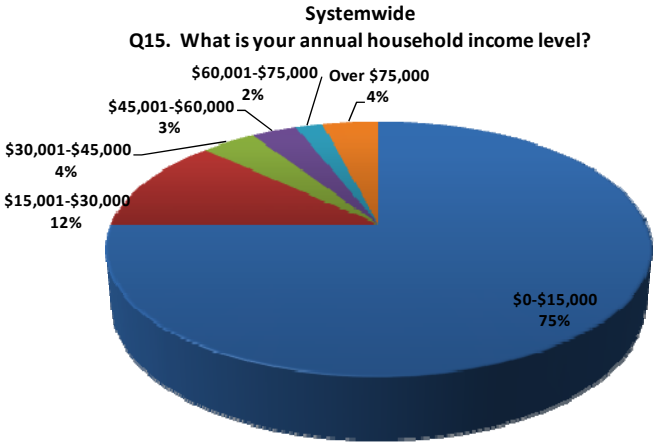


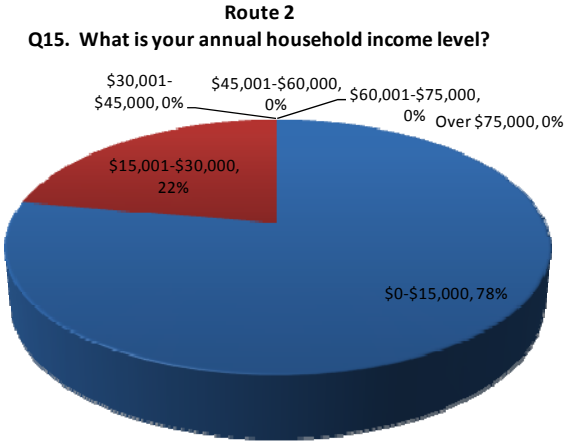
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

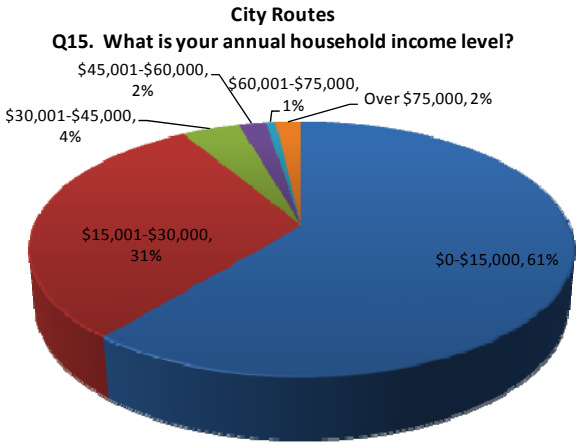
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 2's riders reported earnings of less than $30,000 annually with 100% of their riders. The other income categories received no responses from Route 2 riders. 92% of City Route riders reported incomes of less than $30,000 annually. The remaining income categories had very small responses.

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	248	78%	1,781	61%
$15,001-$30,000	1,671	12%	71	22%	892	31%
$30,001-$45,000	543	4%	-	0%	120	4%
$45,001-$60,000	452	3%	-	0%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**319**	**100%**	**2,923**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

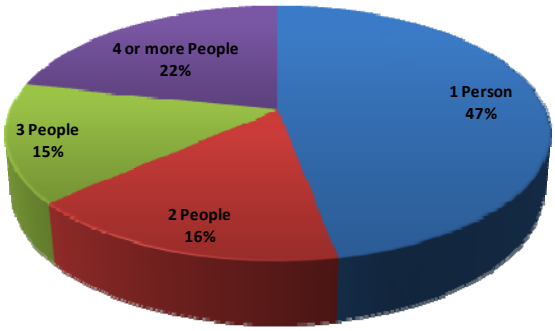
a) 1 **c) 3**

b) 2 **d) 4 or more**

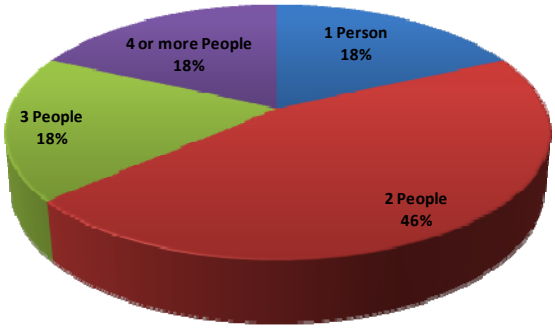
Route 2 ridership suggests equal family-oriented households as the City Route total with 36% reporting more than three residents per household. Single-resident households and households with 2 people were strongly represented with 63% of the total.

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	71	18%	1,208	37%
2 People	2,473	16%	177	45%	956	29%
3 People	2,238	15%	71	18%	484	15%
4 or more People	3,244	22%	71	18%	616	19%
Total	15,010	100%	390	100%	3,264	100%

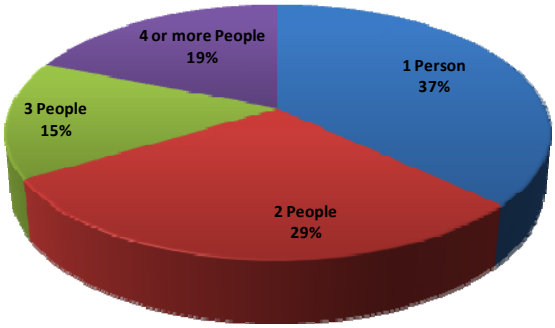
Systemwide
Q16. How many people live in your household?



Route 2
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

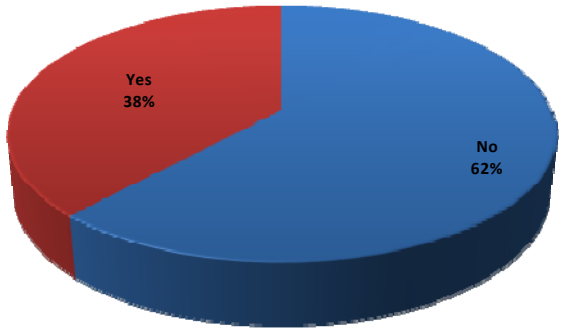


17. Have you transferred at the Plaza in the last week?

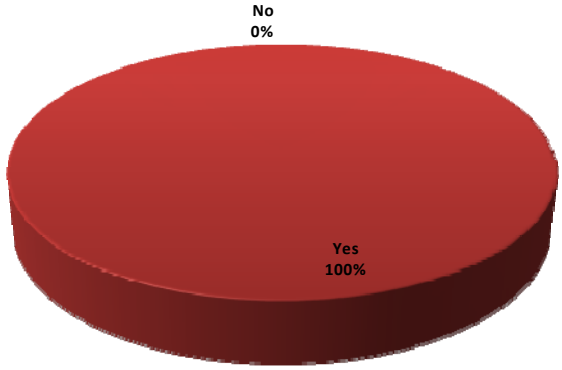
100% of Route 2 riders have transferred at the Plaza in the last week. This is greater than the percentage of City Route riders (89%).

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	-	0%	366	11%
Yes	5,868	38%	390	100%	2,972	89%
Total	15,369	100%	390	100%	3,339	100%

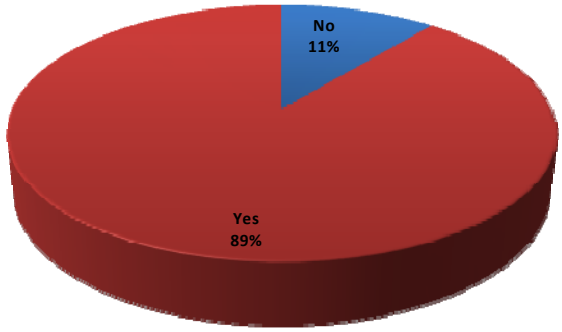
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route 2
Q17a. Have you transfered at the Plaza in the last week?



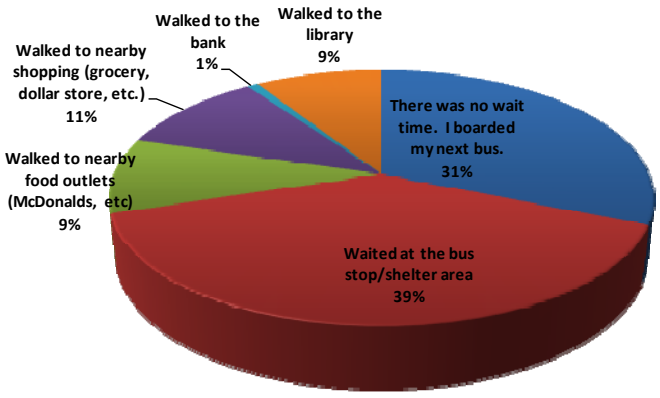
City Routes
Q17a. Have you transfered at the Plaza in the last week?



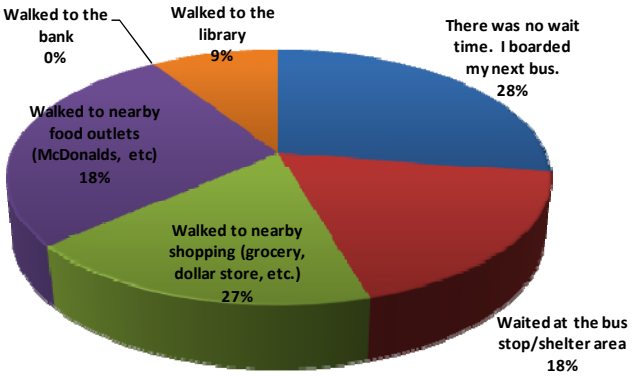
Of the Route 2 riders that have transferred at the Plaza in the last week, 27% stated there was no wait time and they boarded the next bus. Another 27% said that they walked to nearby shopping. Another 18% walked to nearby food outlets. 18% also waited at the bus stop/shelter area. While 9% reported that they walked to the library. These findings are consistent with the City Route respondents.

Response	Systemwide		Route 2		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	106	27%	995	35%
Waited at the bus stop/shelter area	2,216	39%	71	18%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	71	18%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	106	27%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	35	9%	328	12%
Total	5,682	100%	390	100%	2,833	100%

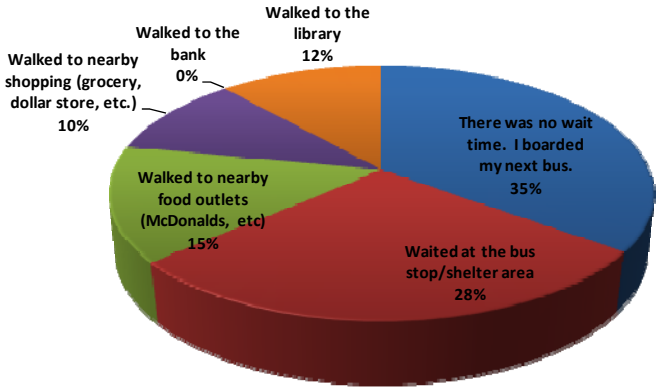
Systemwide
Q17b. What did you do while waiting?



Route 2
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?



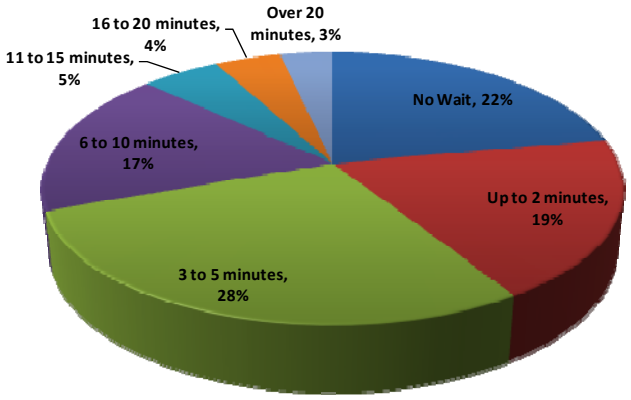
4.4 Route 3C

1. How long did you wait at the bus stop before getting on the bus?

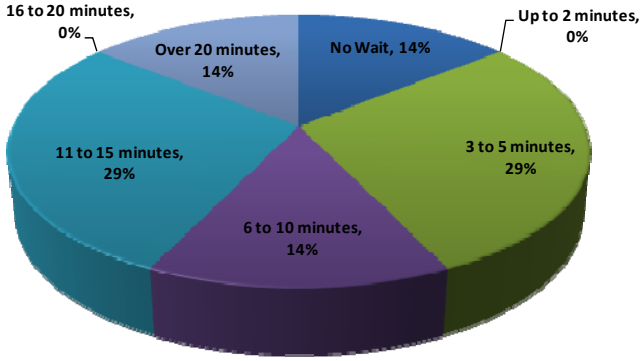
Wait times on Route 3C are similar to the City Routes with 43% reporting waits of five minutes or less.

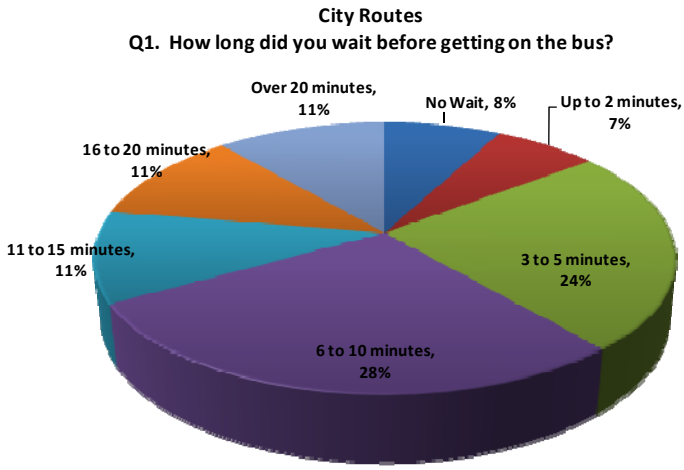
Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	37	14%	255	8%
Up to 2 minutes	3,093	19%	-	0%	227	7%
3 to 5 minutes	4,658	28%	75	29%	790	24%
6 to 10 minutes	2,842	17%	37	14%	927	28%
11 to 15 minutes	852	5%	75	29%	353	11%
16 to 20 minutes	719	4%	-	0%	365	11%
Over 20 minutes	572	3%	37	14%	370	11%
Total	16,347	100%	261	100%	3,288	100%

Systemwide
Q1. How long did you wait before getting on the bus?



Route 3C
Q1. How long did you wait before getting on the bus?





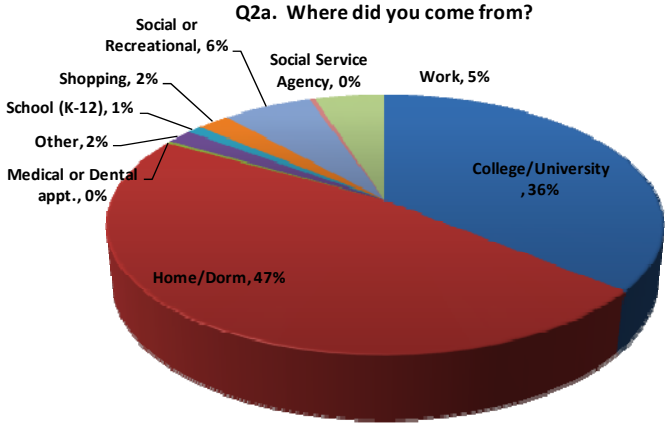
2. Where did you come from?

a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

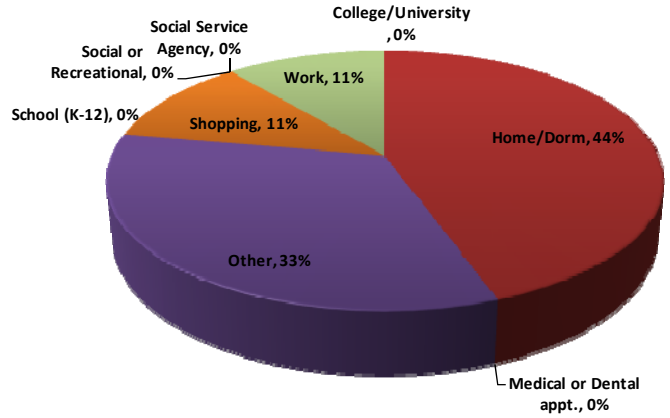
Route 3C responses overwhelmingly favored "home/dorm" with almost half of the respondents (44%). Another 33% responded "other". The remaining 22% either was shopping or coming from work.

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	-	0%	144	4%
Home/Dorm	7,709	47%	149	44%	2,061	59%
Medical or Dental appt.	52	0%	-	0%	52	1%
Other	283	2%	112	33%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	37	11%	282	8%
Social or Recreational	1,009	6%	-	0%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	37	11%	574	16%
Total	**16,312**	**100%**	**336**	**100%**	**3,495**	**100%**

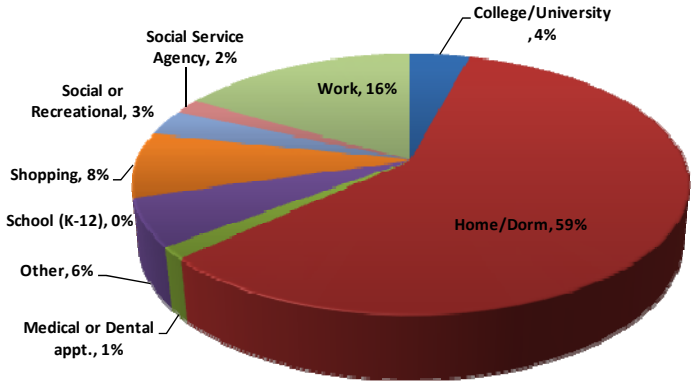
Systemwide
Q2a. Where did you come from?



Route 3C
Q2a. Where did you come from?



City Routes
Q2a. Where did you come from?



3. What is the address or location of the place you came from?

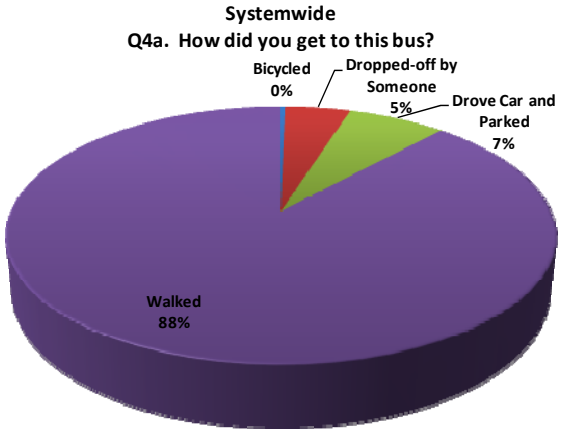
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

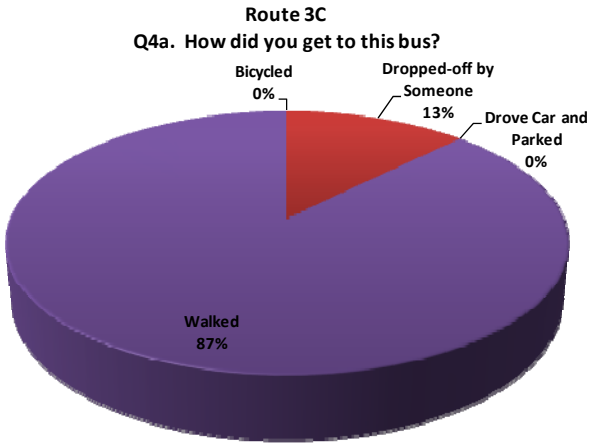
4. How did you get from the place listed above to the first bus used for this trip?

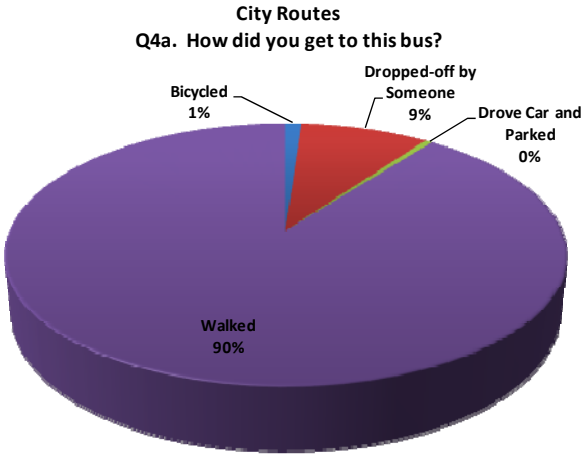
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's riders walk to catch their bus. The majority of Route 3C's riders (88%) also walk to the bus. 13% of riders reported being dropped off by someone.

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	37	13%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	261	88%	2,887	90%
Total	**15,729**	**100%**	**299**	**100%**	**3,223**	**100%**



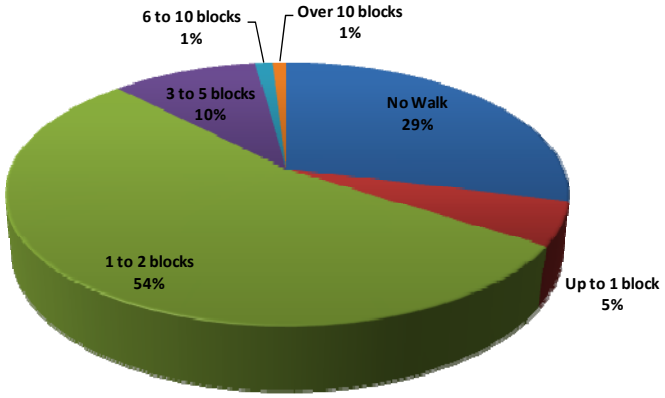




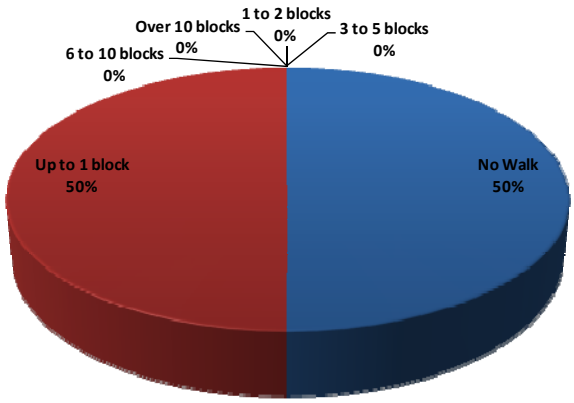
Of those who walked to board a bus, more than half of the City Route riders walked one block or less to reach the bus stop. Walks to Route 3C were all completed in less than one block (100%).

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	37	50%	307	18%
Up to 1 block	391	5%	37	50%	816	47%
1 to 2 blocks	3,940	54%	-	0%	235	14%
3 to 5 blocks	734	10%	-	0%	344	20%
6 to 10 blocks	87	1%	-	0%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	75	100%	1,742	100%

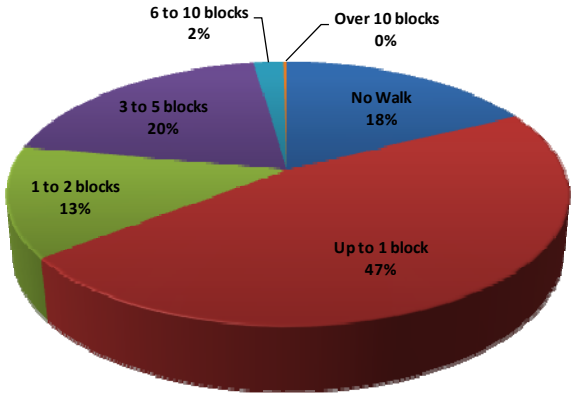
Systemwide
Q4b. If walked, how many blocks?



Route 3C
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



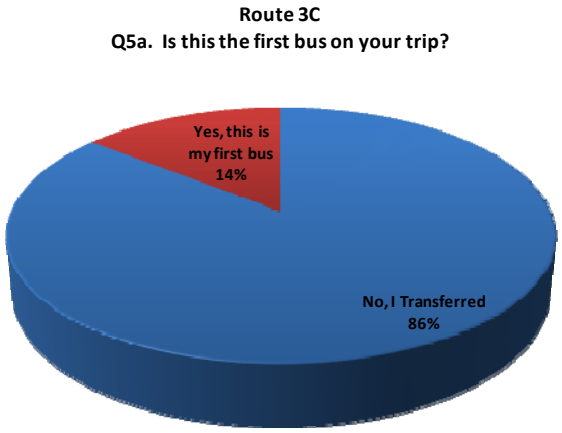
5. Was this the first bus you used for this trip?

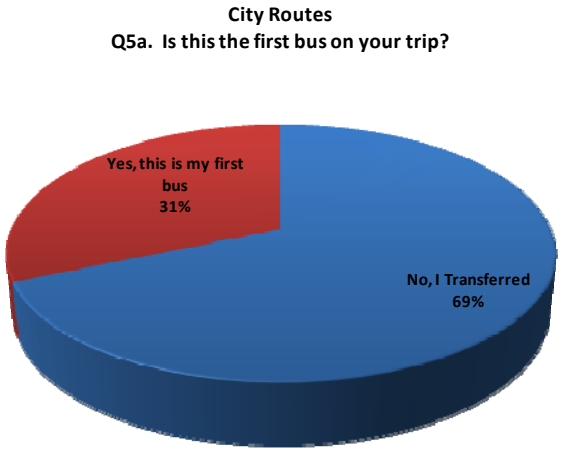
a) No, I transferred from Route # _____

b) Yes, this is the first bus I used for this trip – Route # _____

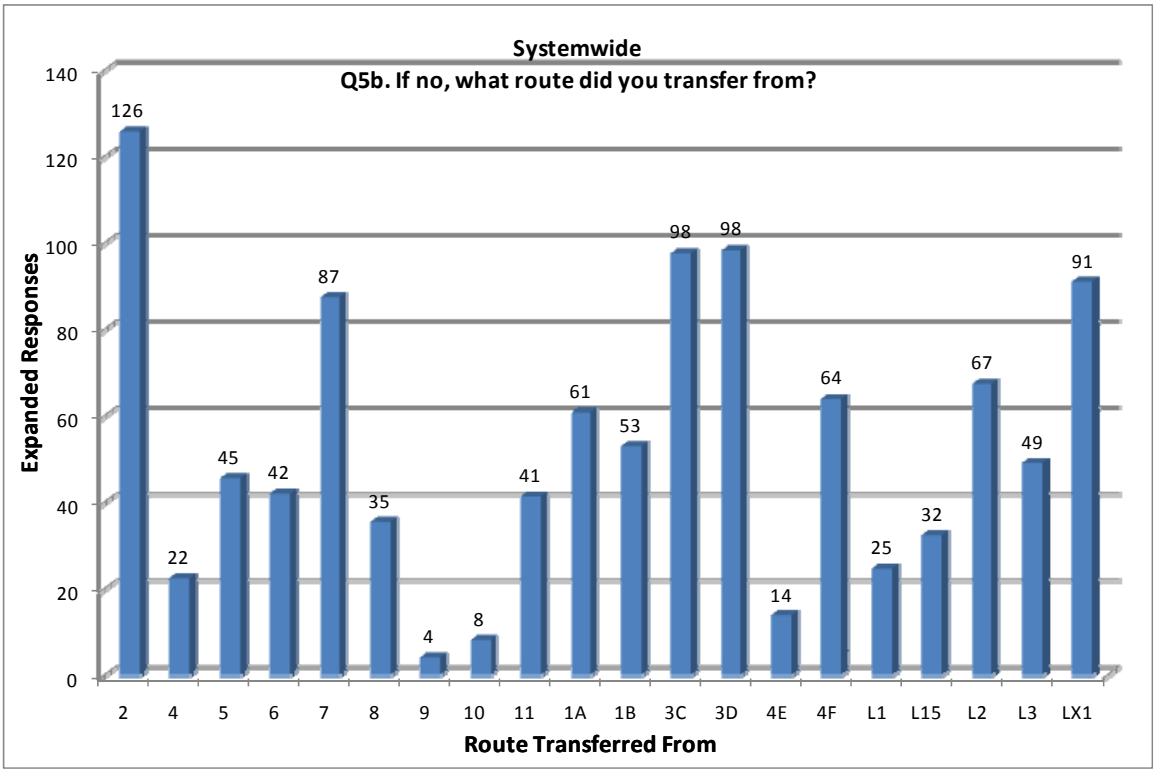
Route 3C's passengers were more likely than the City Route riders to have transferred from another bus (86%) Transfers to Route 3C only came from Route 11 (100%).

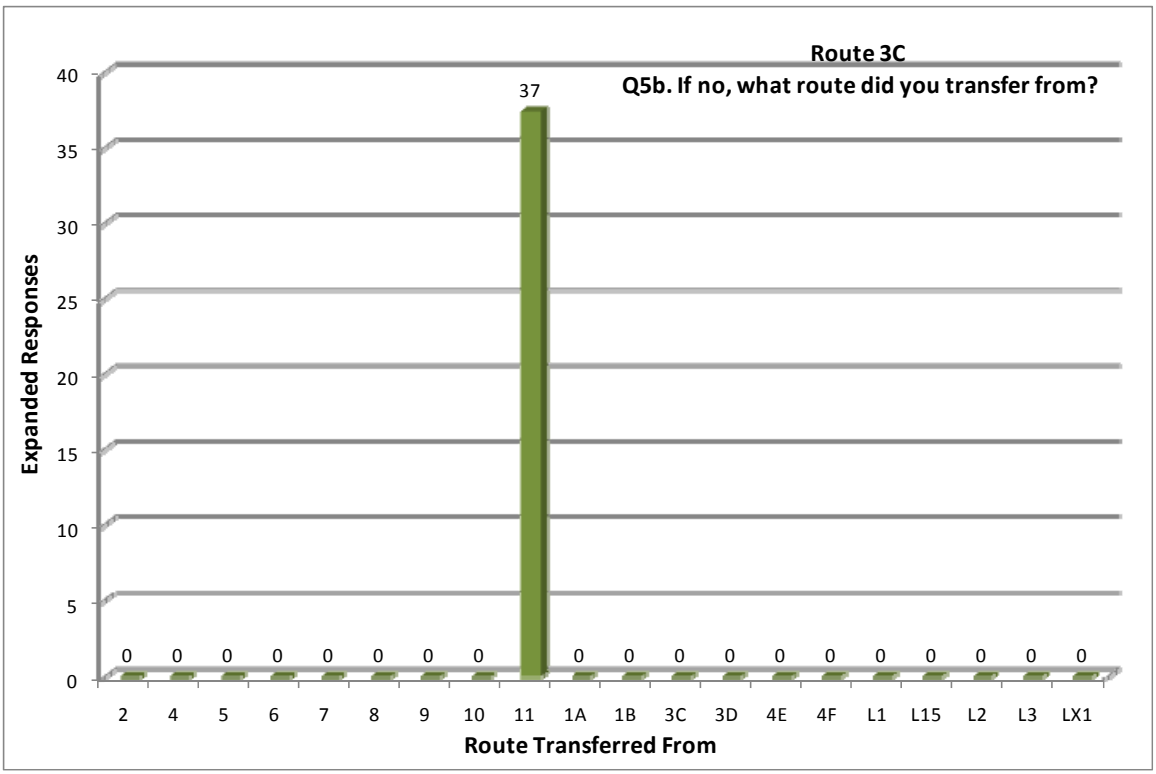
Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	224	86%	2,241	69%
Yes, this is my first bus	12,947	90%	37	14%	1,026	31%
Total	14,388	100%	261	100%	3,267	100%

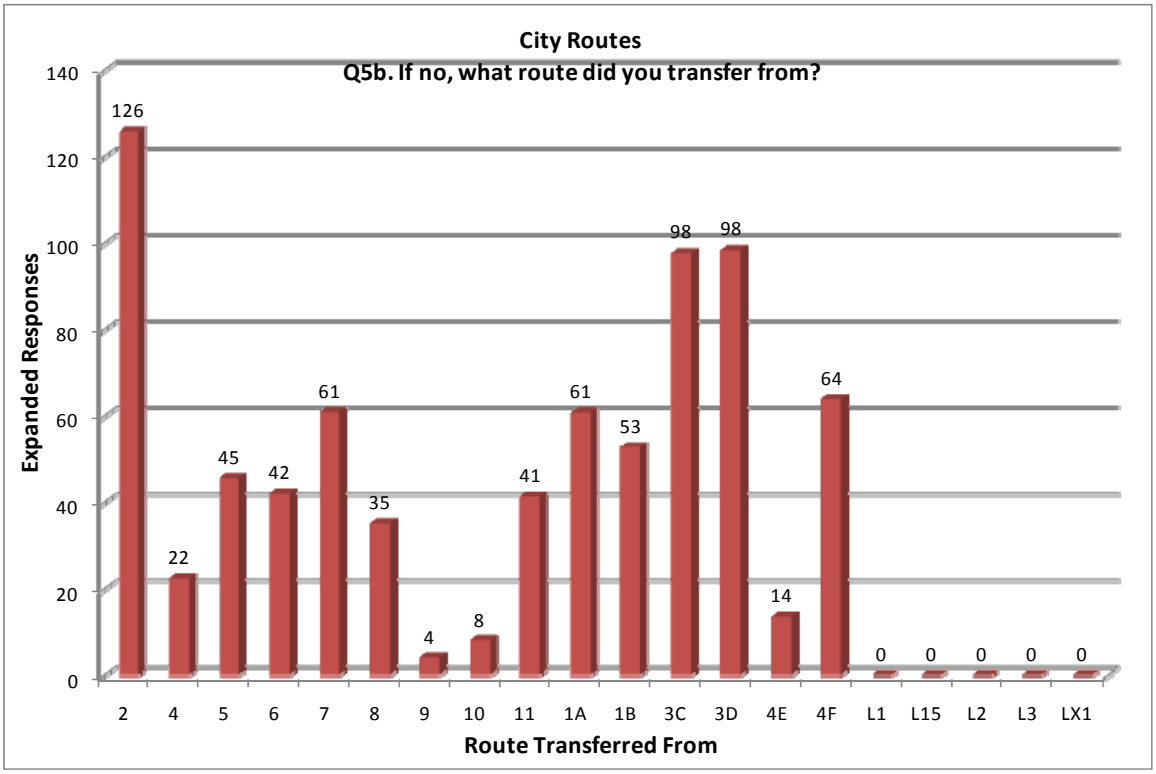




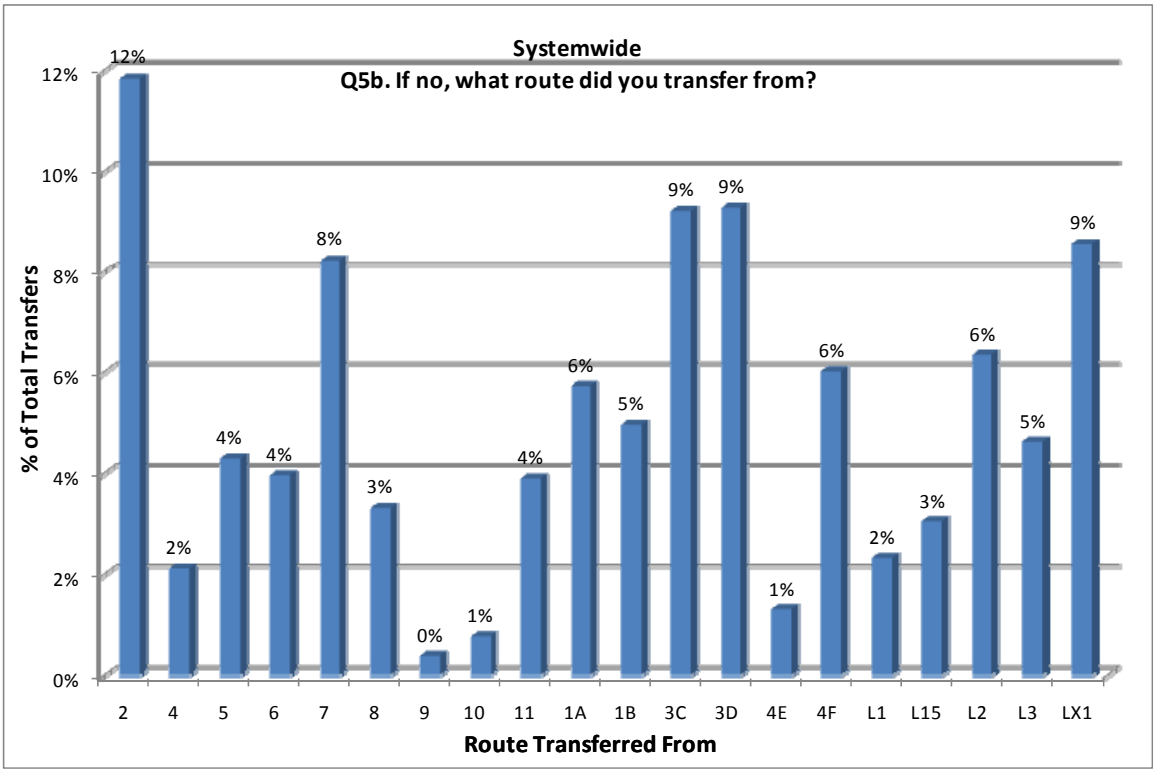
Originating Route Transferred From

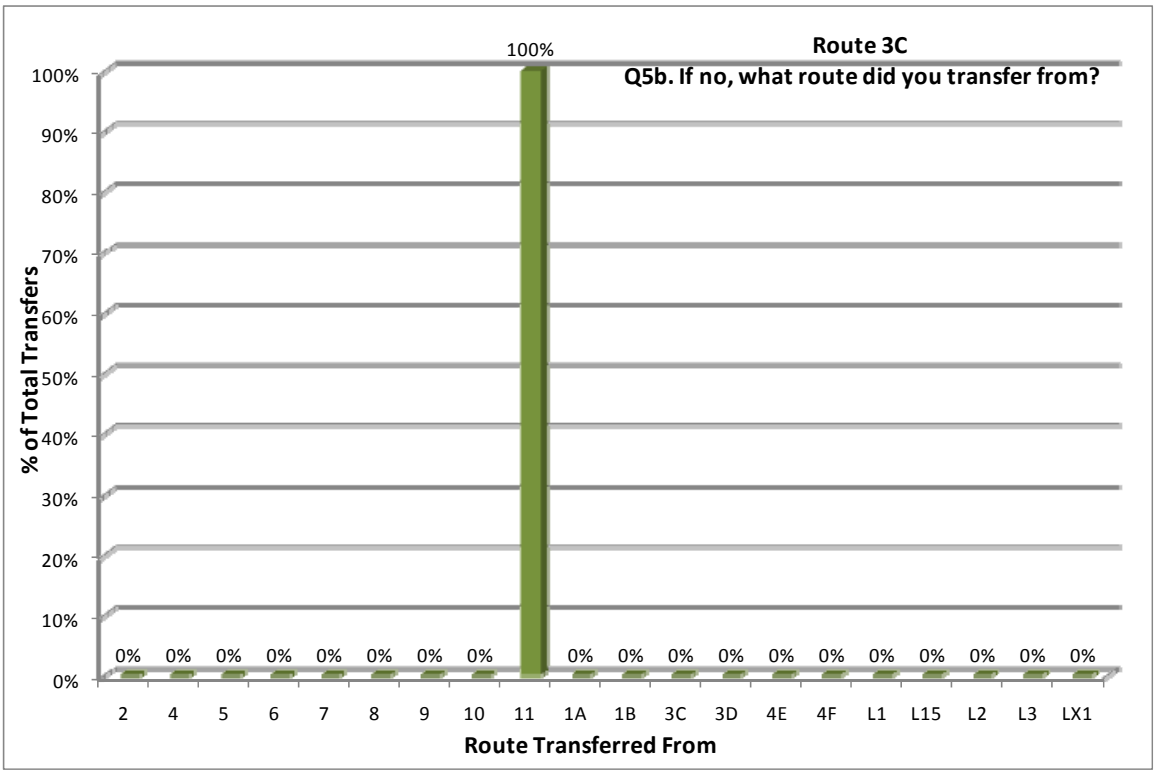


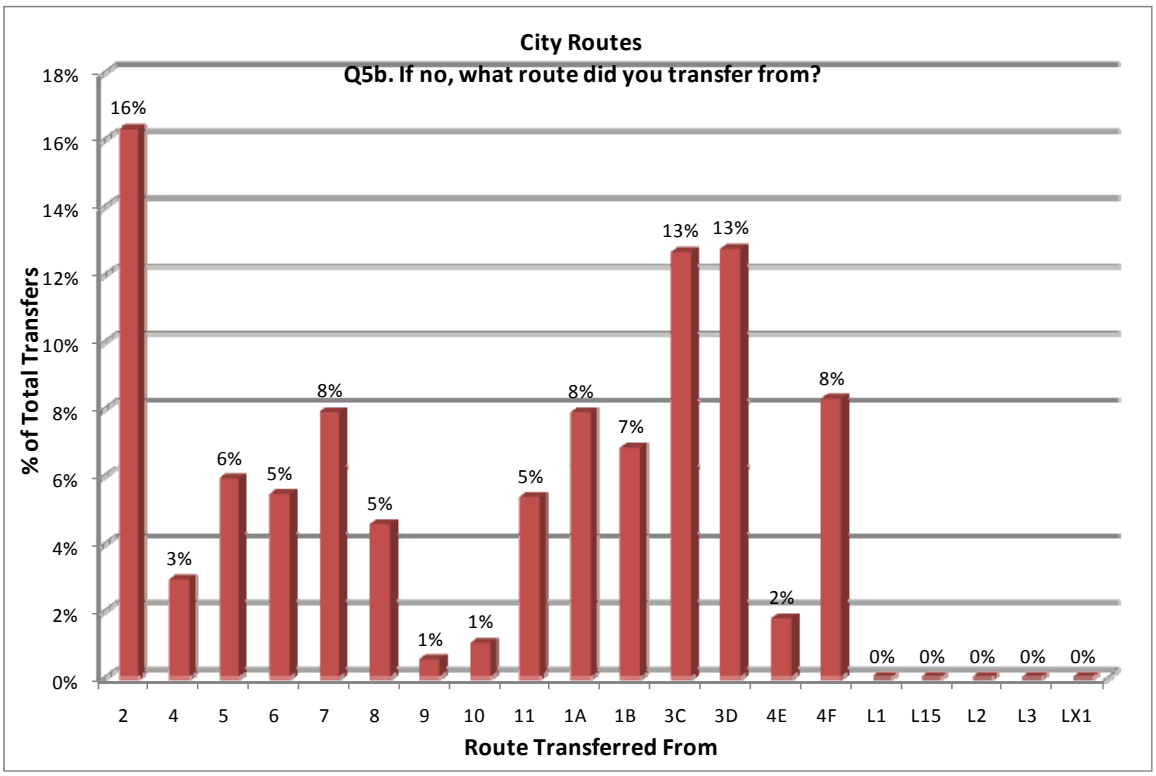

Route 3C
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
0 0 0 0 0 0 0 0 37 0 0 0 0 0 0 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
126 22 45 42 61 35 4 8 41 61 53 98 98 14 64 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1

Originating Route Transferred From as a Percentage of Total Transfers







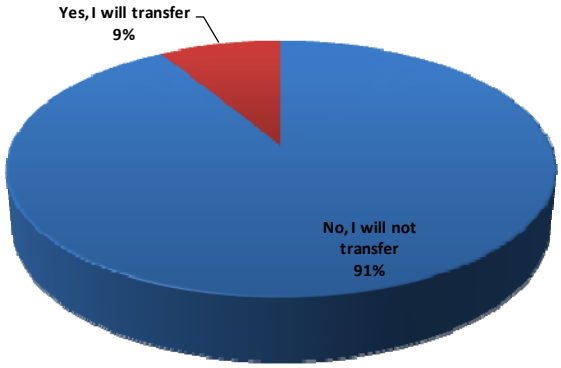
6. **Where did you get on the bus you are riding now?**
   Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. **Where will you get off the bus you are riding now?**
   Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. **Will you transfer to another bus on this trip to where you are going now?**
   Riders on Route 3C were less likely to transfer with 14% indicating a need to connect to another route. Riders on Route 3C did not indicate which route they were transferring to, only that they would be transferring.

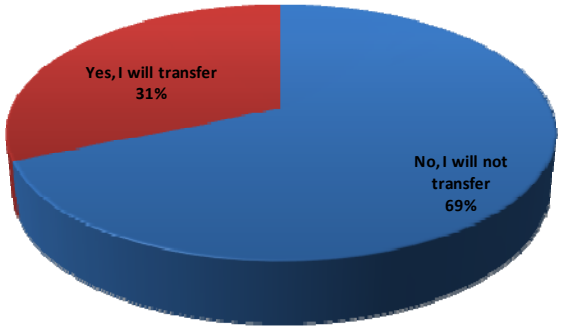
Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	224	86%	2,241	69%
Yes, I will transfer	1,303	9%	37	14%	1,026	31%
Total	15,128	100%	261	100%	3,267	100%

Systemwide
Q8a. Are you transferring to another bus?

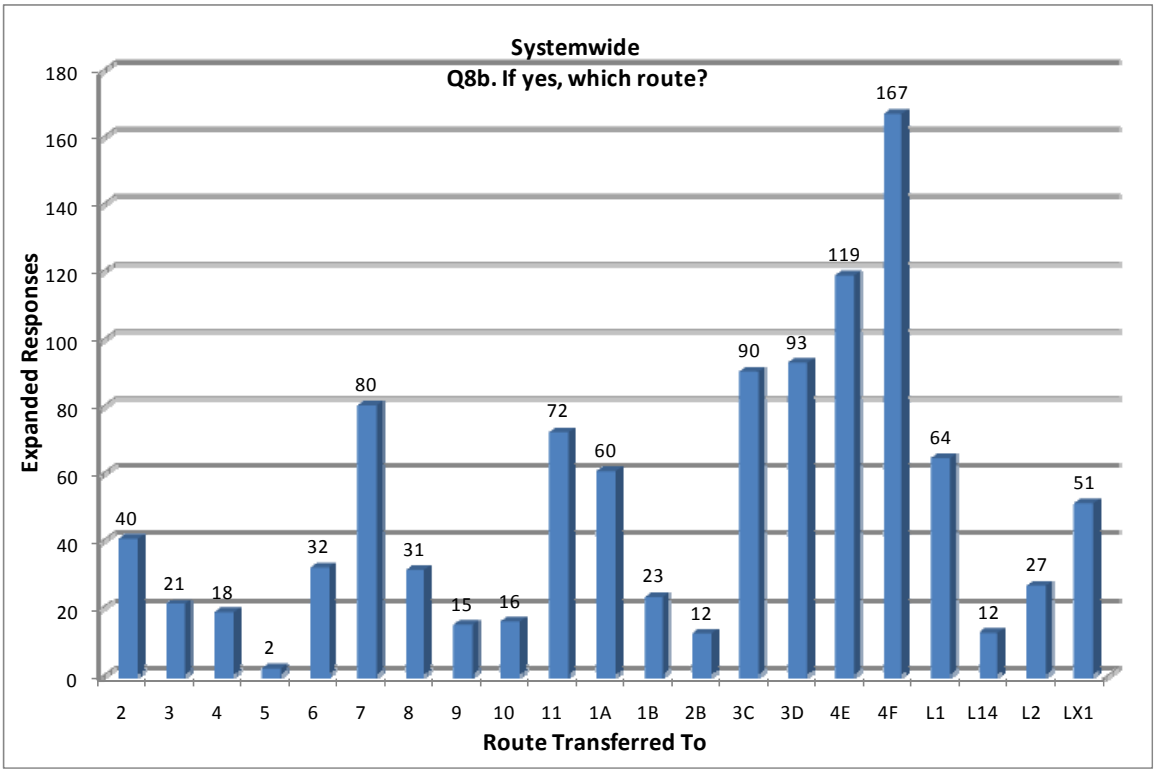


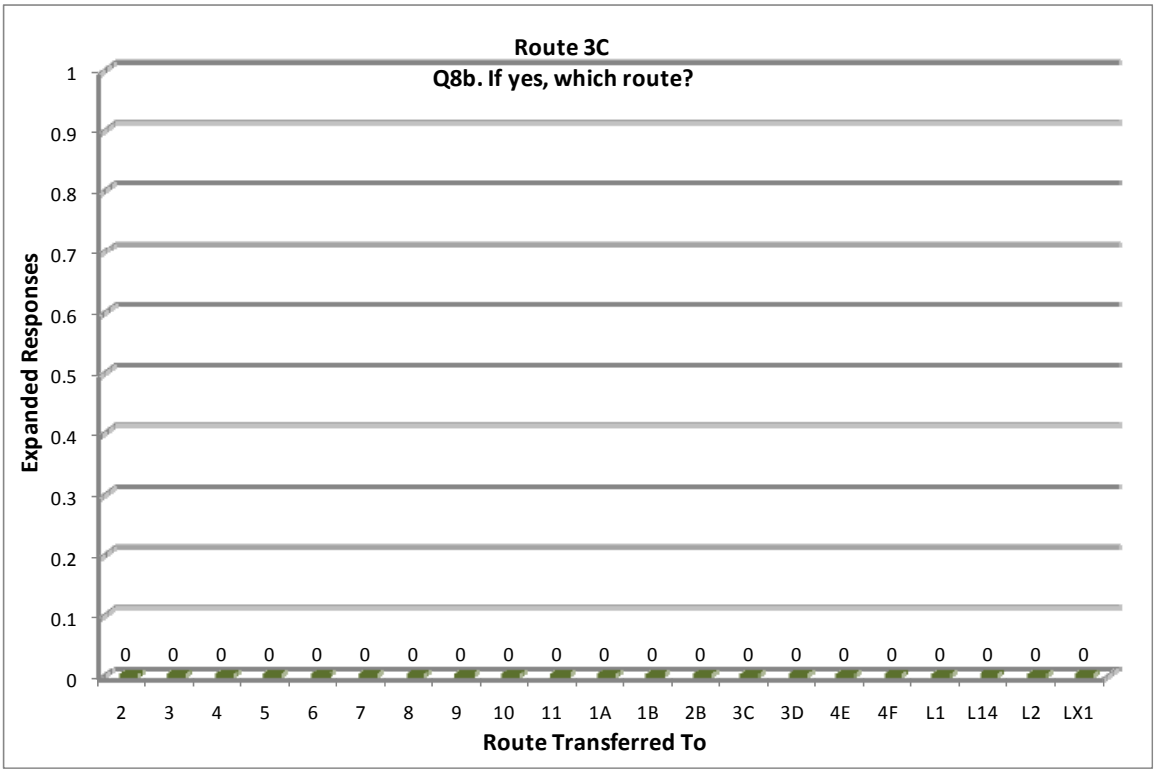
Route 3C
Q8a. Are you transferring to another bus?

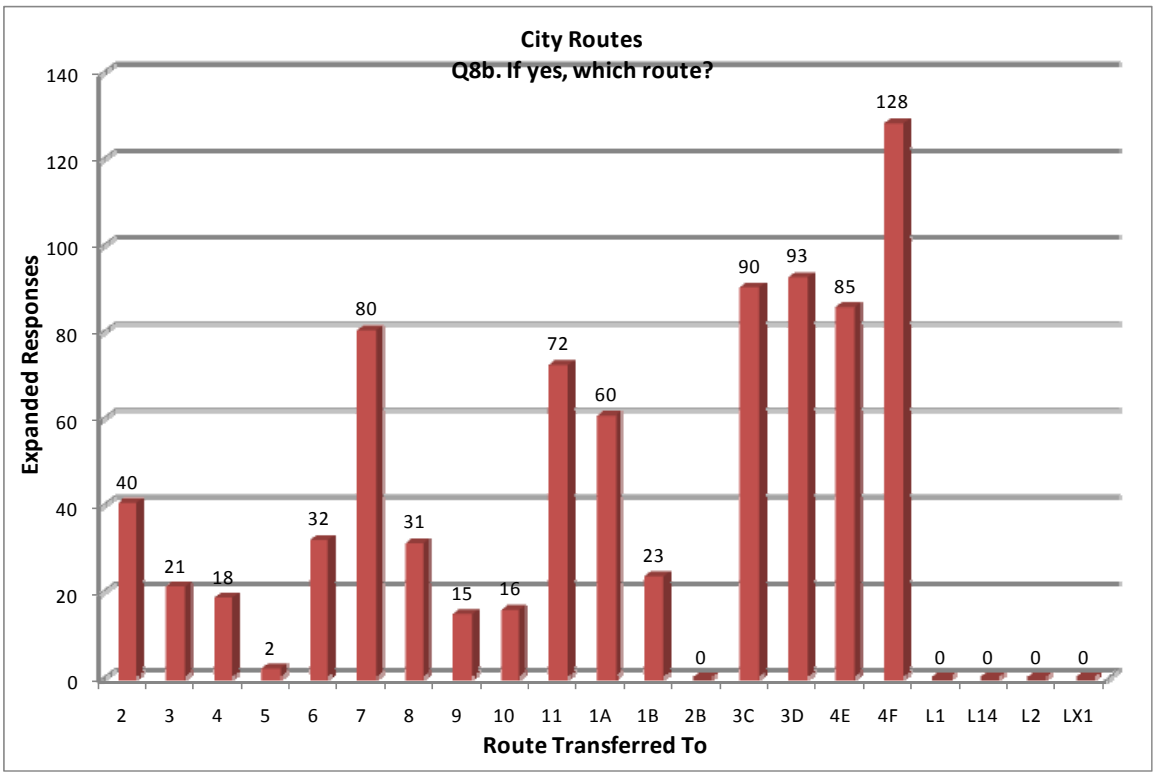
City Routes
Q8a. Are you transferring to another bus?



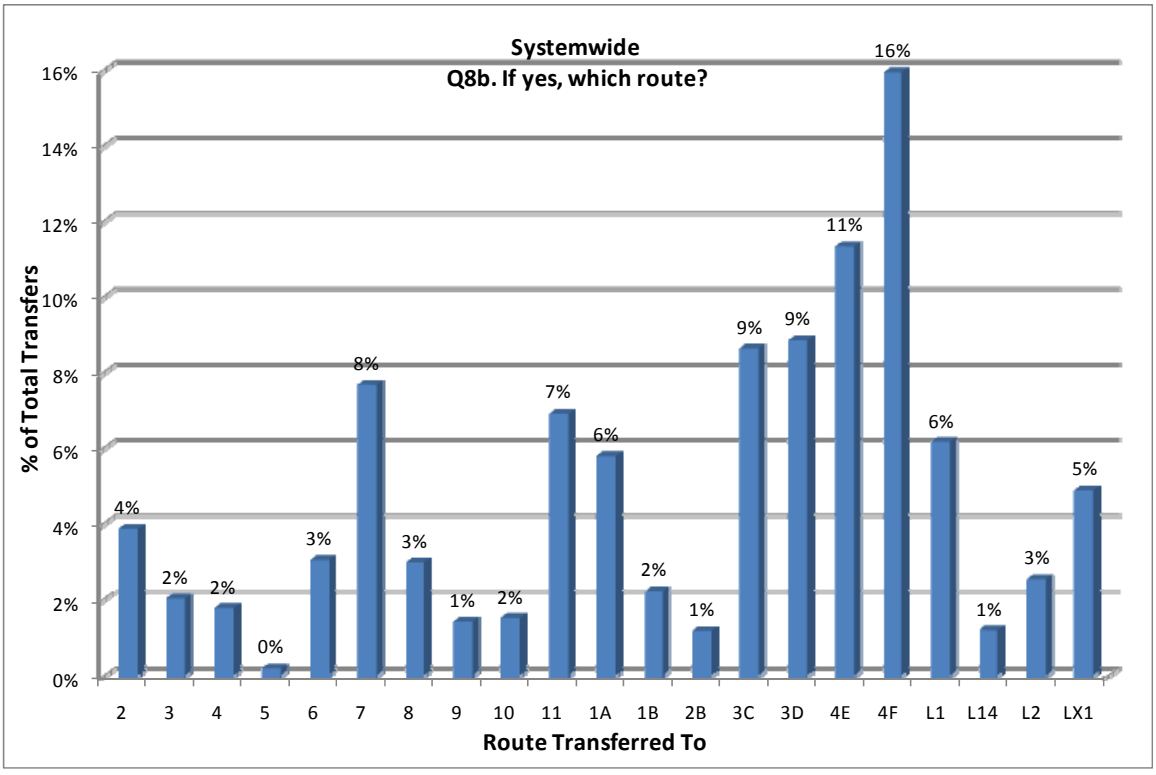
Route Transferred To

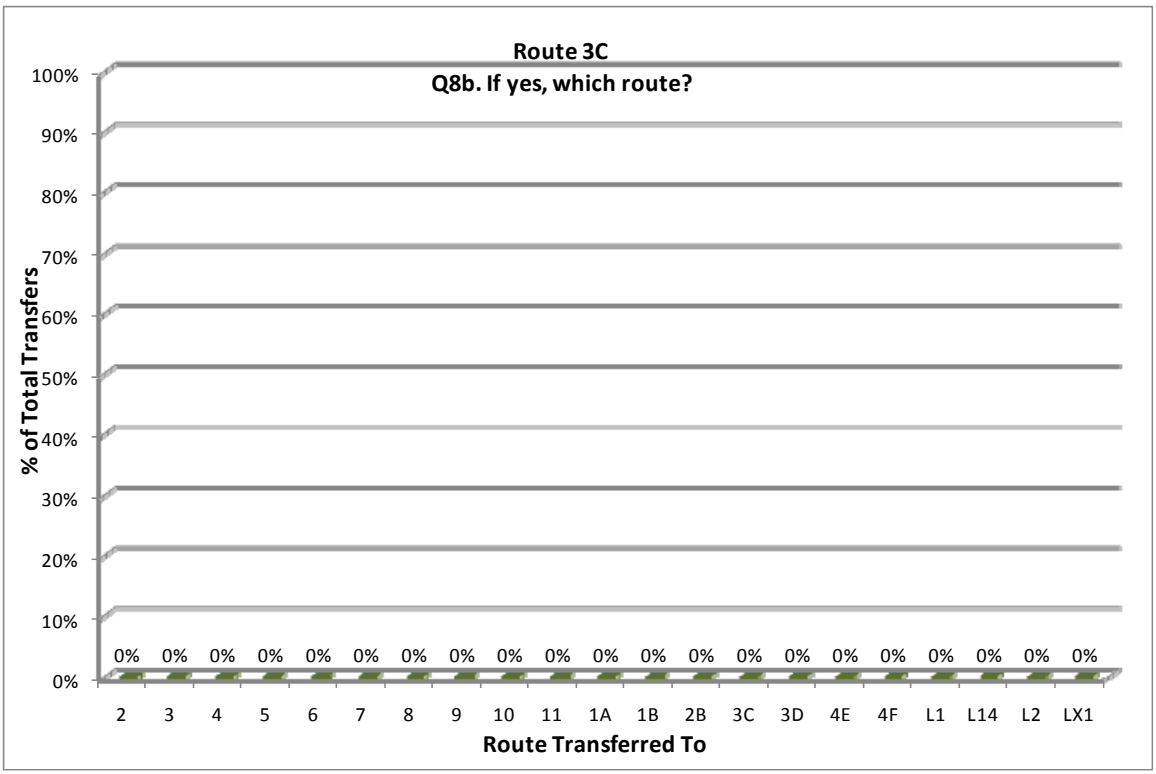


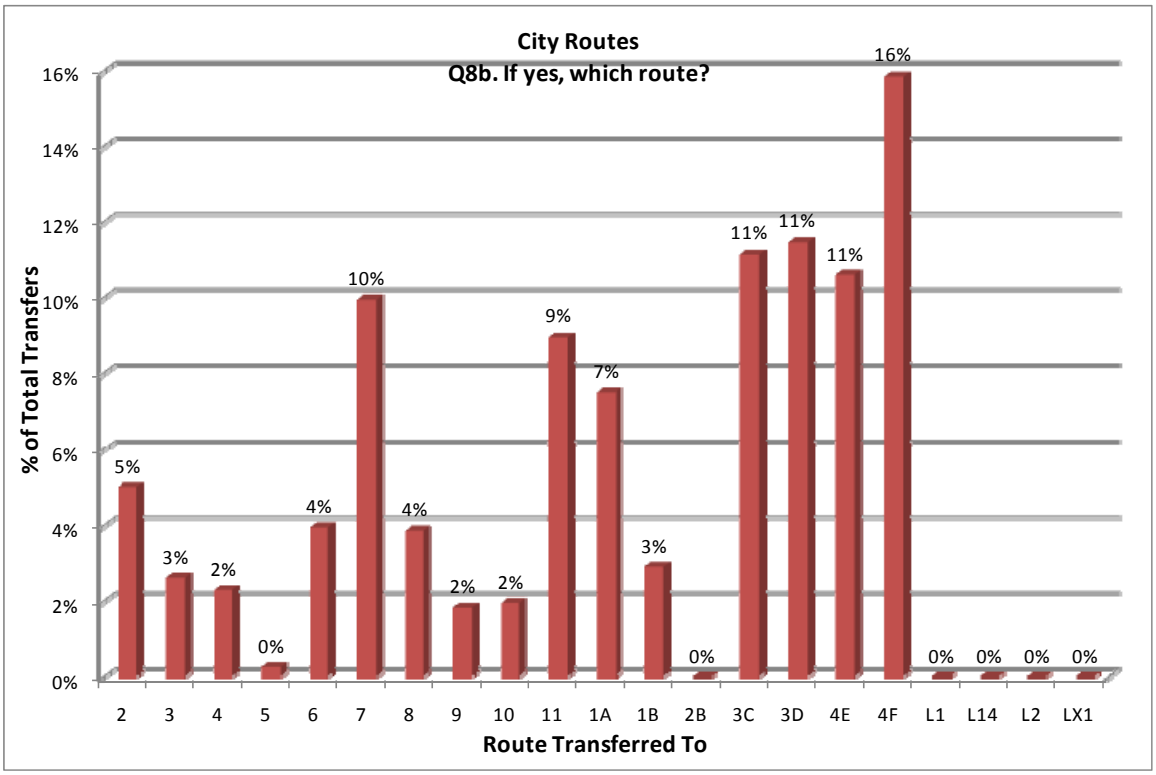




Route Transferred To as a Percentage of Total Transfers




Route 3C
Q8b. If yes, which route?
% of Total Transfers
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

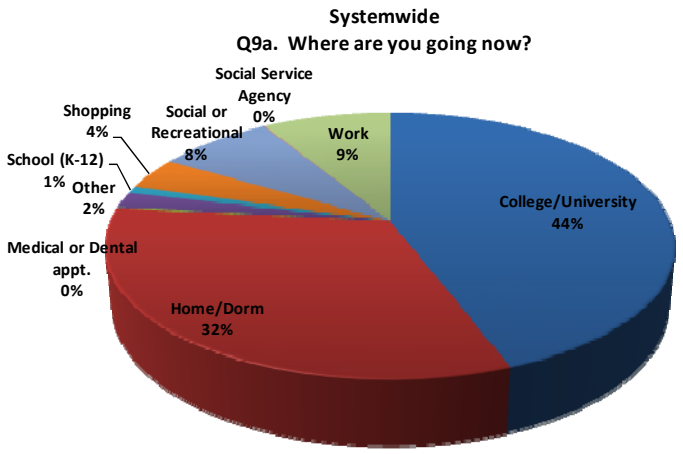

City Routes
Q8b. If yes, which route?
% of Total Transfers
16%
14%
12%
10%
8%
6%
4%
2%
0%
5% 3% 2% 0% 4% 10% 4% 2% 2% 9% 7% 3% 0% 11% 11% 11% 16% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

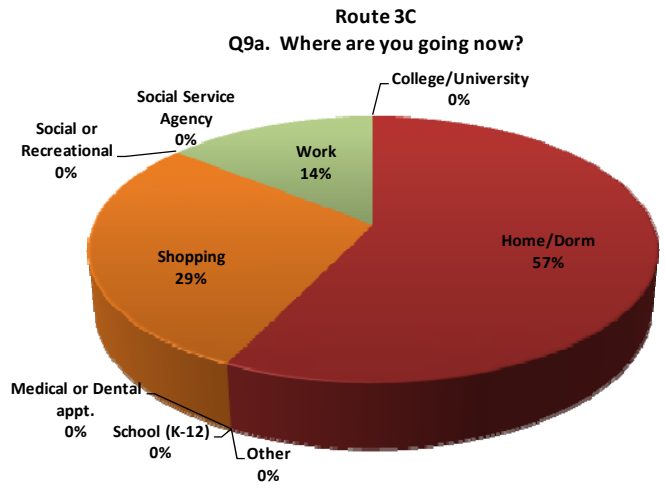
9. Where are you going now?

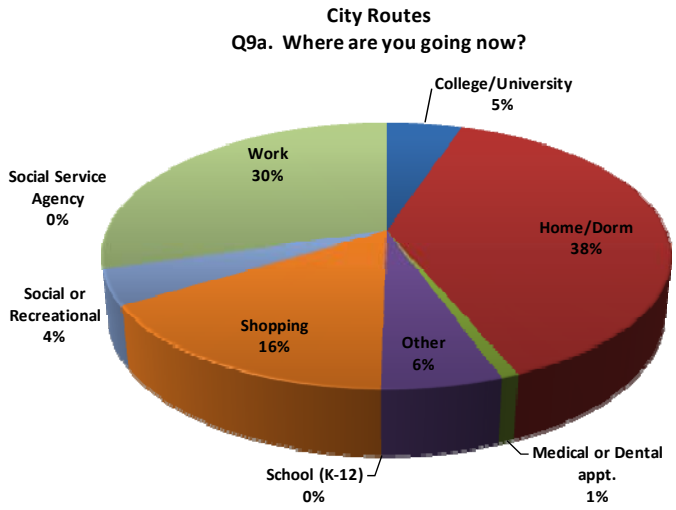
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route 3C, trip purposes were less diverse than the City Routes with most heading to home/dorm (57%), shopping (29%) or work (14%).

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	-	0%	175	5%
Home/Dorm	5,089	32%	149	57%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	-	0%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	75	29%	541	16%
Social or Recreational	1,223	8%	-	0%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	37	14%	995	29%
Total	**15,696**	**100%**	**261**	**100%**	**3,374**	**100%**







10. What is the address or location of the place where you are going now?

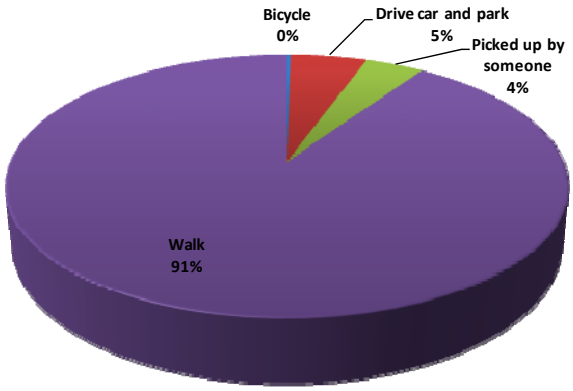
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

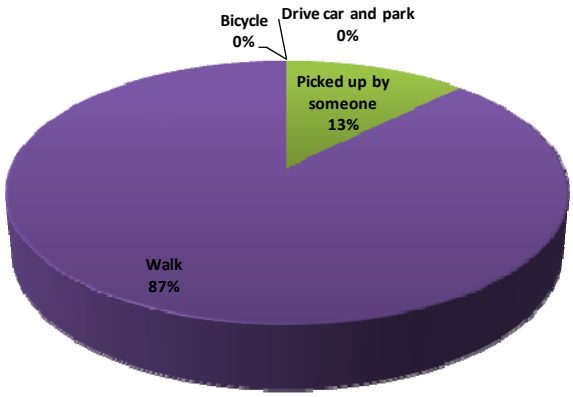
The number of walkers alighting Route 3C (88%) is very comparable to the City Route total (91%). Passengers being picked up by someone at the end of their trip are twice as likely (13%) on Route 3C than those City Routes.

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	-	0%	63	2%
Picked up by someone	585	4%	37	13%	183	6%
Walk	13,176	90%	261	88%	2,766	91%
Total	**14,564**	**100%**	**299**	**100%**	**3,047**	**100%**

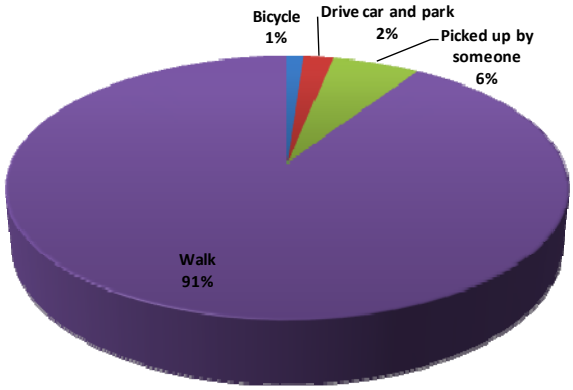
Systemwide
Q11a. How did you get to this bus?



Route 3C
Q11a. How did you get to this bus?

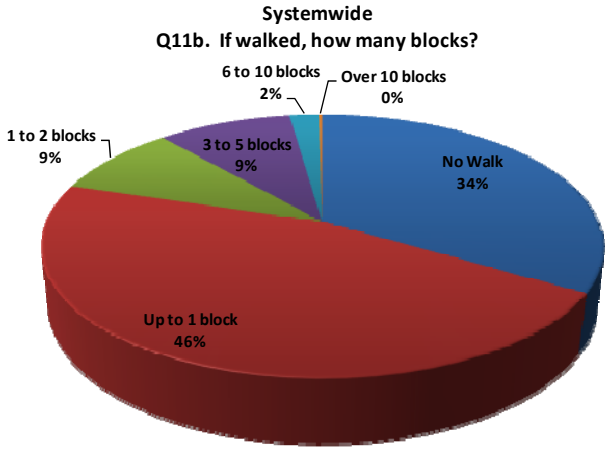


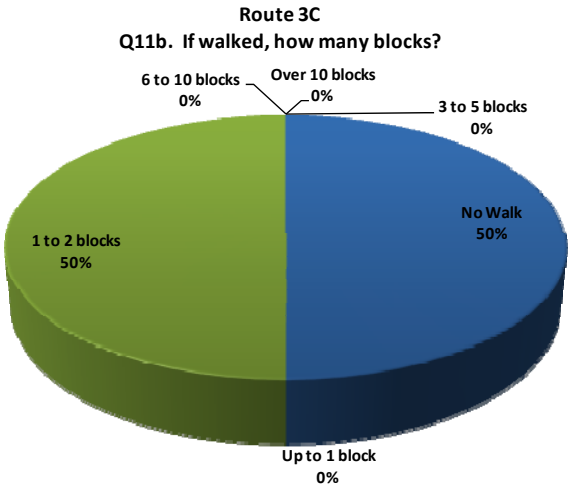
City Routes
Q11a. How did you get to this bus?

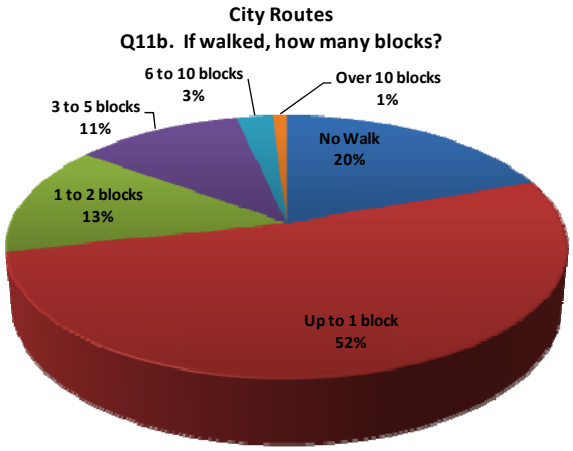


Of those who walked after alighting the bus, almost three-quarters (72%) walked one block or less on City Routes. Only half of Route 3C's riders (50%) walked one block or less to reach their final destination. All trips were completed with fewer than five blocks of walking to the final destination on Route 3C.

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	37	50%	319	20%
Up to 1 block	3,027	46%	-	0%	842	52%
1 to 2 blocks	580	9%	37	50%	220	14%
3 to 5 blocks	603	9%	-	0%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	75	100%	1,623	100%



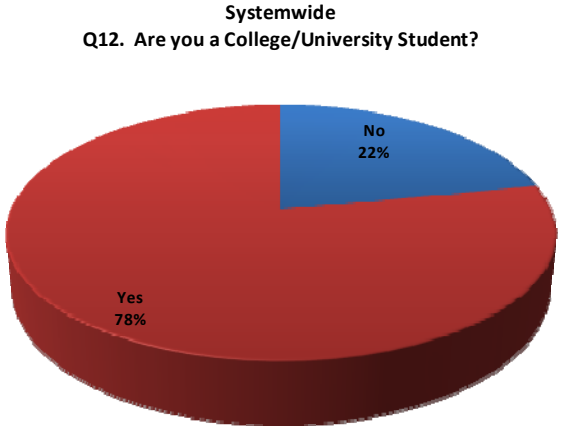




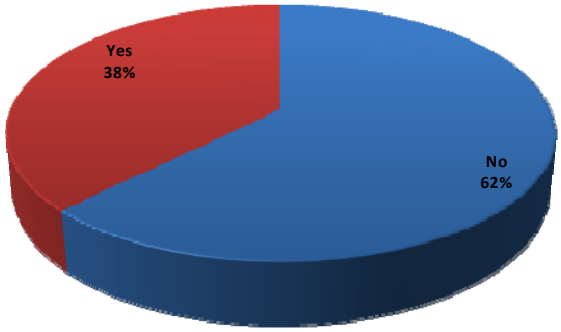
12. Are you a college/university student living away from home?

Route 3C ridership is far more impacted by student riders with 38% identifying as a college/university student living away from home.

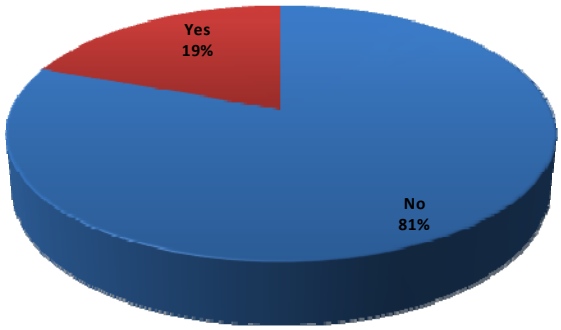
Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	187	63%	2,651	81%
Yes	12,297	78%	112	38%	639	19%
Total	15,757	100%	299	100%	3,290	100%



Route 3C
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



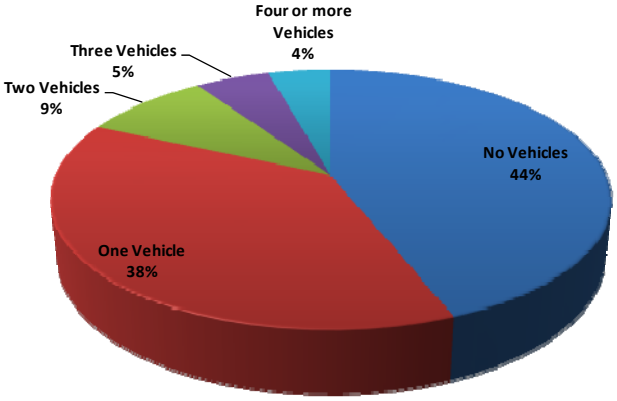
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

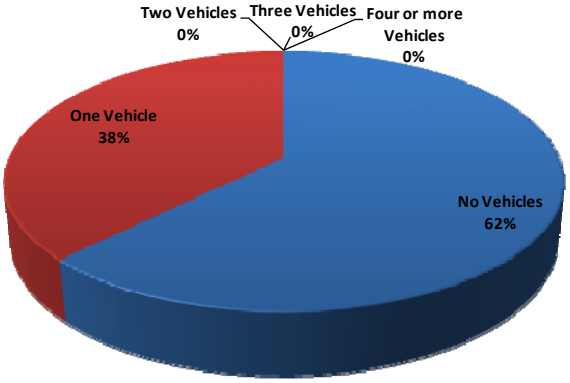
Automobile availability among Route 3C was much more constrained than the City Route total with 63% reporting no car available. Another 38% reported only one vehicle available in the household.

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	187	63%	2,324	71%
One Vehicle	5,878	38%	112	38%	605	19%
Two Vehicles	1,370	9%	-	0%	288	9%
Three Vehicles	797	5%	-	0%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	299	100%	3,266	100%

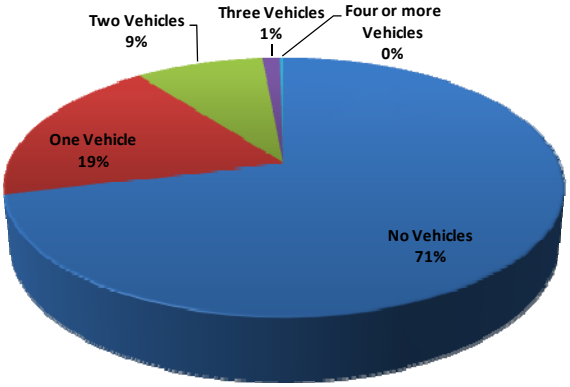
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 3C
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



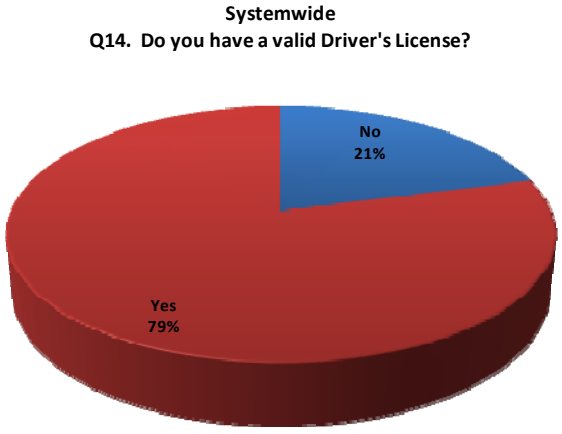
City Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

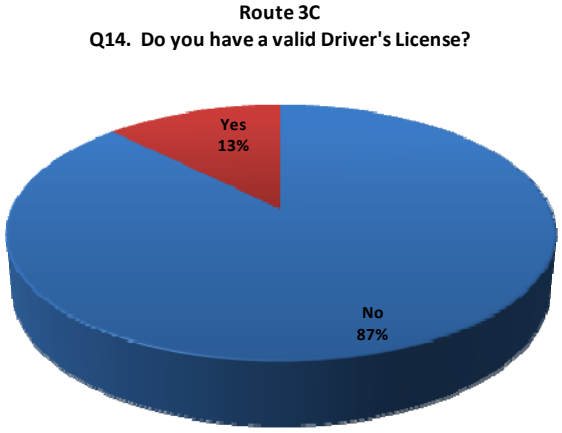


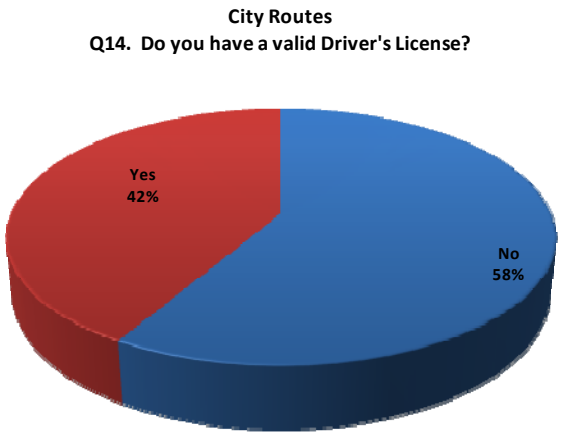
14. Do you have a valid driver's license?

Almost half of the City Route riders (42%) carry a valid driver's license. Riders on Route 3C, however, are more likely to be unlicensed (88%).

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	261	88%	1,874	58%
Yes	12,102	79%	37	13%	1,333	42%
Total	15,322	100%	299	100%	3,207	100%





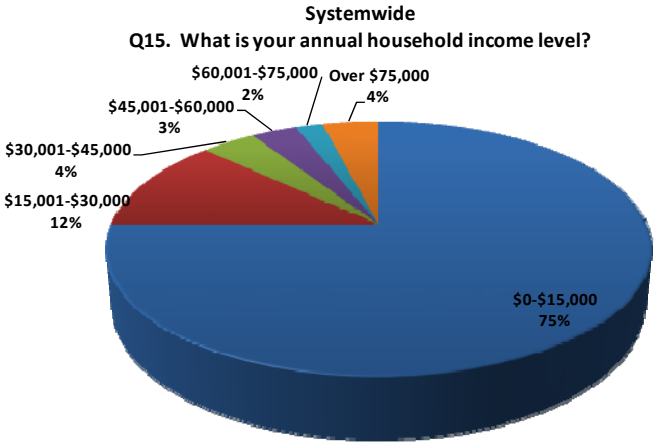


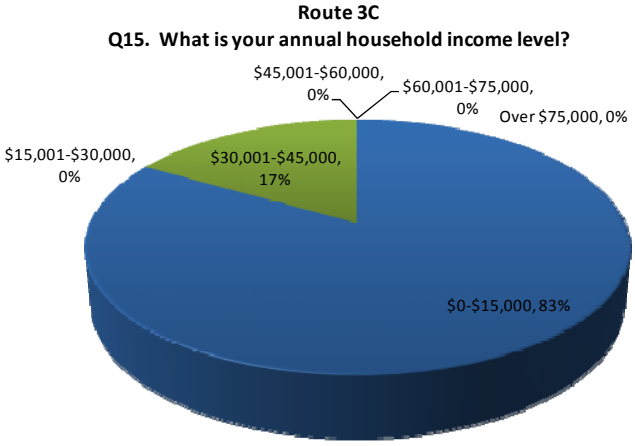
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

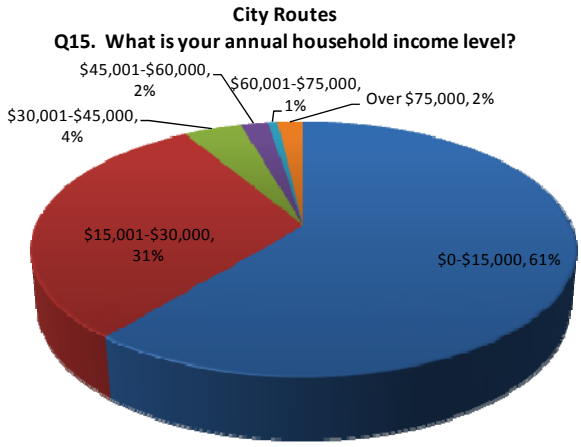
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

City Route riders indicate 92% of the riders surveyed earn less than $30,000 annually. Route 3C's riders reported similar earnings with 83% reporting less than $15,000 annually. However, Route 3C's riders' had more incomes that favored the $30,001-$45,000 range.

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	187	83%	1,781	61%
$15,001-$30,000	1,671	12%	-	0%	892	31%
$30,001-$45,000	543	4%	37	17%	120	4%
$45,001-$60,000	452	3%	-	0%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**224**	**100%**	**2,923**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

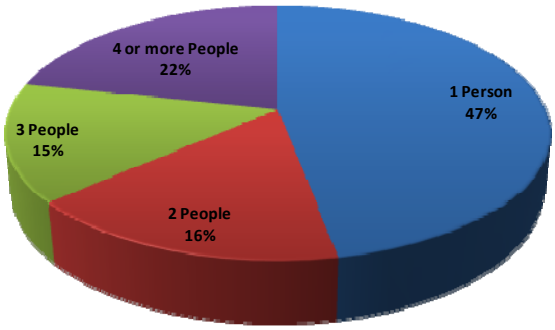
a) 1 **c) 3**

b) 2 **d) 4 or more**

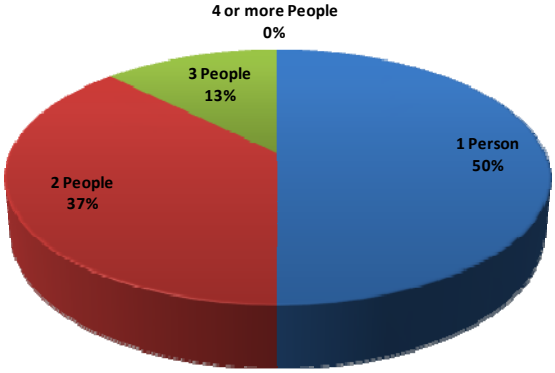
A little more than one-third (37%) of all City Route riders live alone and nearly another one-third (29%) live with one other person. The remaining one-third consists of households with three or more persons – typically families. Route 3C ridership suggests less family-oriented households with the largest group reporting only one person per household (50%) and another 38% with 2 people in the household.

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	149	50%	1,208	37%
2 People	2,473	16%	112	38%	956	29%
3 People	2,238	15%	37	13%	484	15%
4 or more People	3,244	22%	-	0%	616	19%
Total	15,010	100%	299	100%	3,264	100%

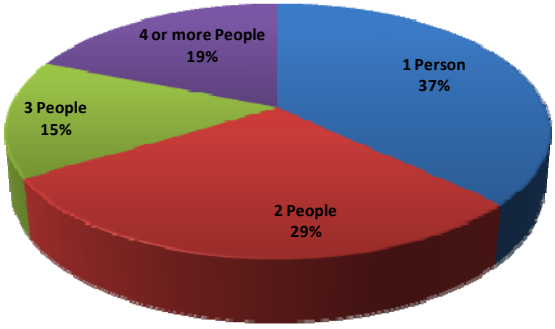
Systemwide
Q16. How many people live in your household?



Route 3C
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

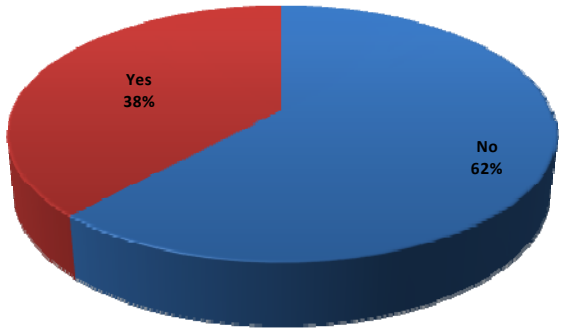


17. Have you transferred at the Plaza in the last week?

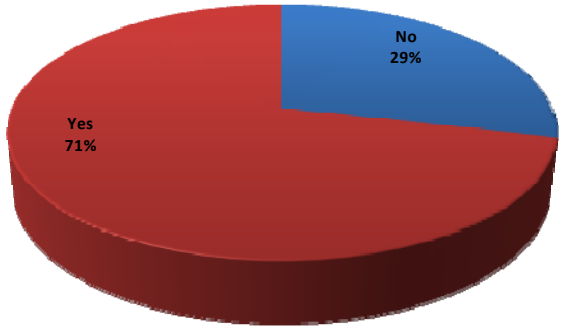
71% of Route 3C riders have transferred at the Plaza in the last week. This is consistent with the City Route riders (89%) albeit slightly lower.

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	75	29%	366	11%
Yes	5,868	38%	187	71%	2,972	89%
Total	15,369	100%	261	100%	3,339	100%

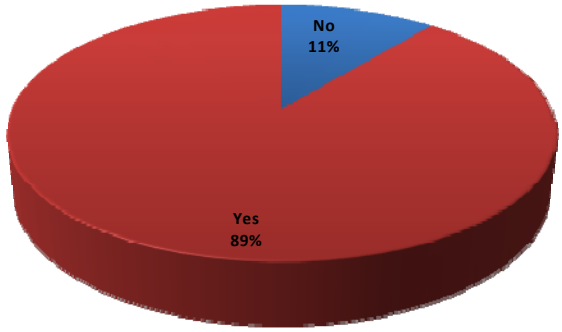
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route 3C
Q17a. Have you transfered at the Plaza in the last week?



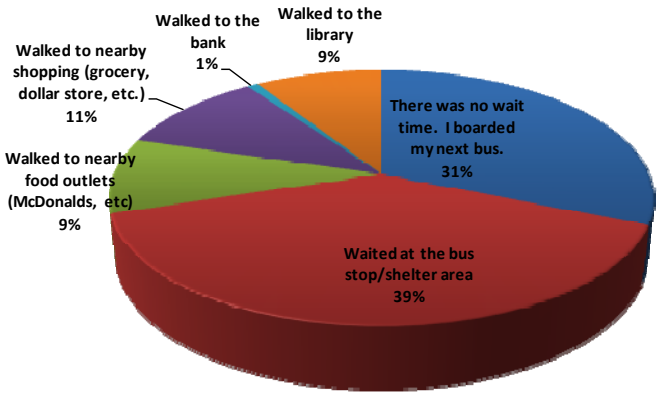
City Routes
Q17a. Have you transfered at the Plaza in the last week?



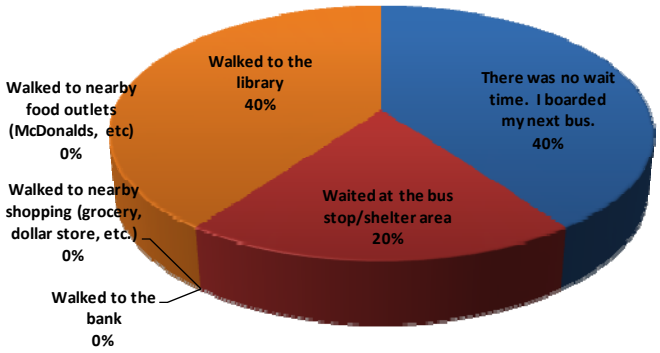
Of the Route 3C riders that have transferred at the Plaza in the last week, 40% stated there was no wait time and they boarded the next bus. Another 20% waited at the bus stop/shelter area. While 40% reported that they walked to the library. These findings are consistent with the City Route respondents except for walking to the library, only 12% of City Route riders indicated going to the library.

Response	Systemwide		Route 3C		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	75	40%	995	35%
Waited at the bus stop/shelter area	2,216	39%	37	20%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	-	0%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	-	0%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	75	40%	328	12%
Total	5,682	100%	187	100%	2,833	100%

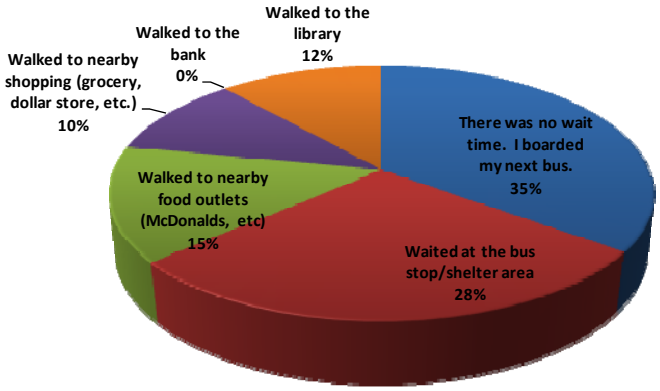
Systemwide
Q17b. What did you do while waiting?



Route 3C
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?

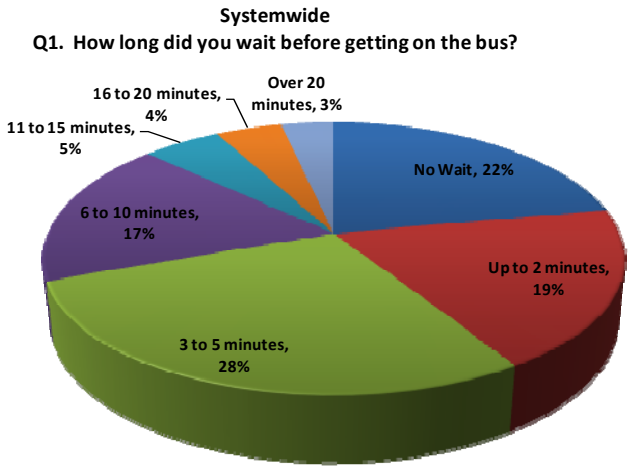


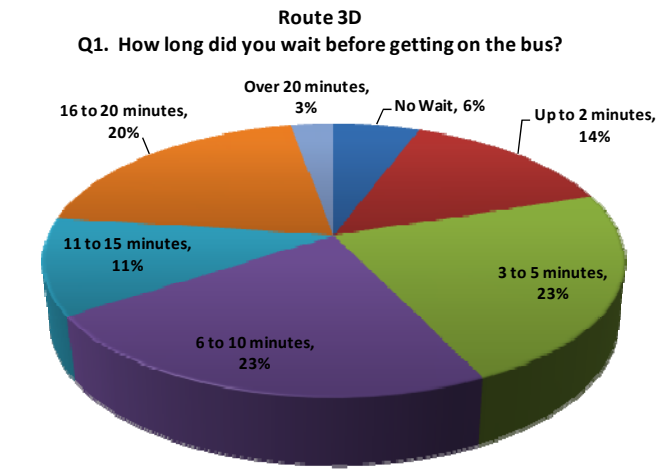
4.5 Route 3D

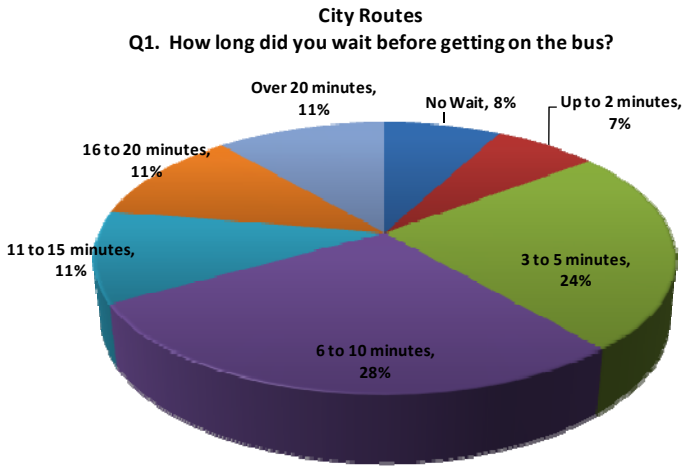
1. How long did you wait at the bus stop before getting on the bus?

Waits on Route 3D are consistent with the wait times on the City Routes. While only 3% reported a wait time of more than 20 minutes, Waits of 16 to 20 minutes were much more prevalent than those City Routes.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	15	6%	255	8%
Up to 2 minutes	3,093	19%	38	14%	227	7%
3 to 5 minutes	4,658	28%	61	23%	790	24%
6 to 10 minutes	2,842	17%	61	23%	927	28%
11 to 15 minutes	852	5%	31	11%	353	11%
16 to 20 minutes	719	4%	54	20%	365	11%
Over 20 minutes	572	3%	8	3%	370	11%
Total	16,347	100%	268	100%	3,288	100%







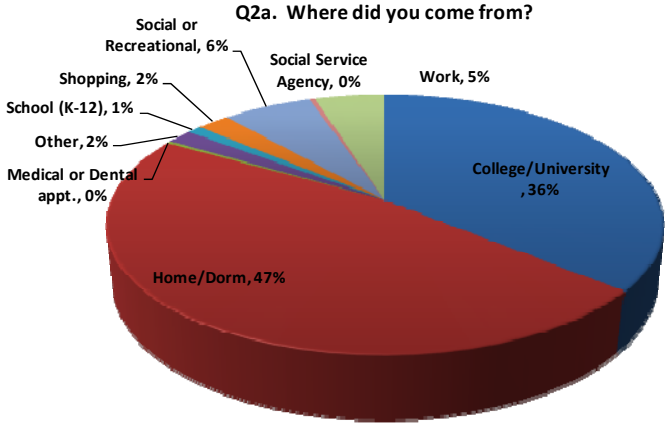
2. Where did you come from?

a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

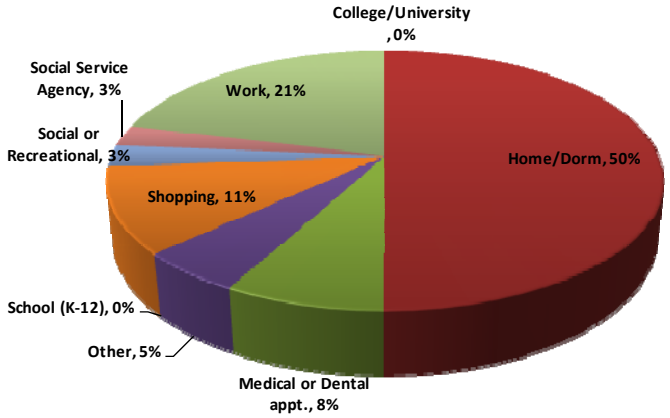
Route 3D riders originate primarily from home/dorm or work purposes. There were no reports of college/university ridership nor school K-12 trips.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	-	0%	144	4%
Home/Dorm	7,709	47%	146	50%	2,061	59%
Medical or Dental appt.	52	0%	23	8%	52	1%
Other	283	2%	15	5%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	31	11%	282	8%
Social or Recreational	1,009	6%	8	3%	113	3%
Social Service Agency	64	0%	8	3%	64	2%
Work	796	5%	61	21%	574	16%
Total	**16,312**	**100%**	**291**	**100%**	**3,495**	**100%**

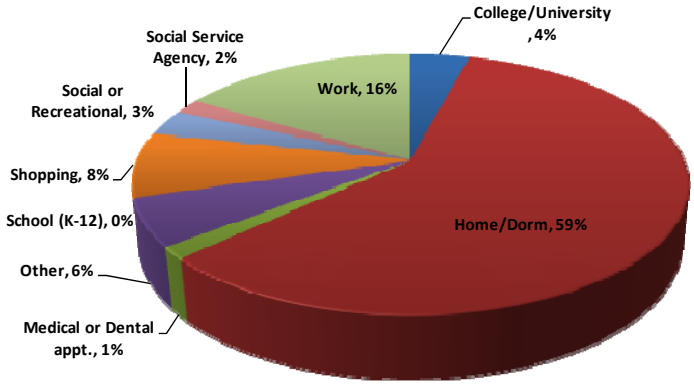
Systemwide
Q2a. Where did you come from?



Route 3D
Q2a. Where did you come from?



City Routes
Q2a. Where did you come from?



3. What is the address or location of the place you came from?

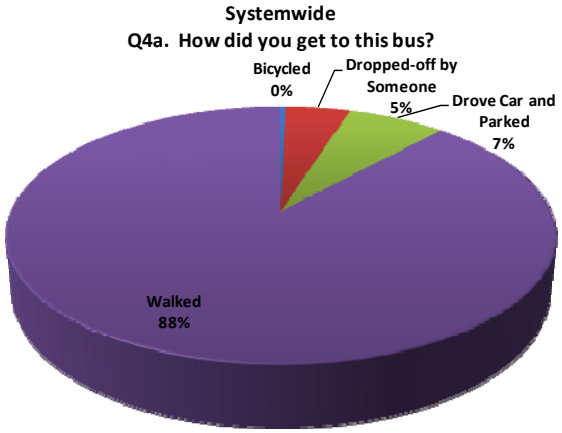
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

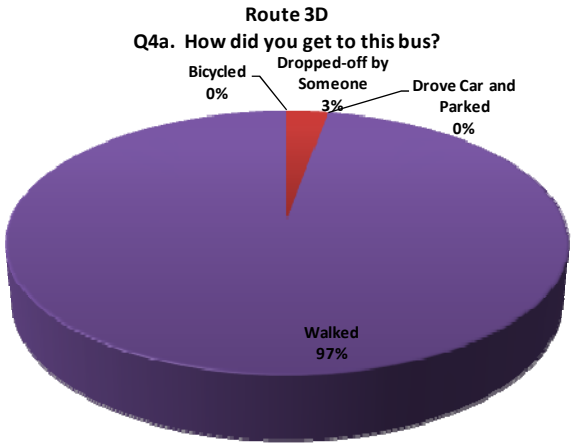
4. How did you get from the place listed above to the first bus used for this trip?

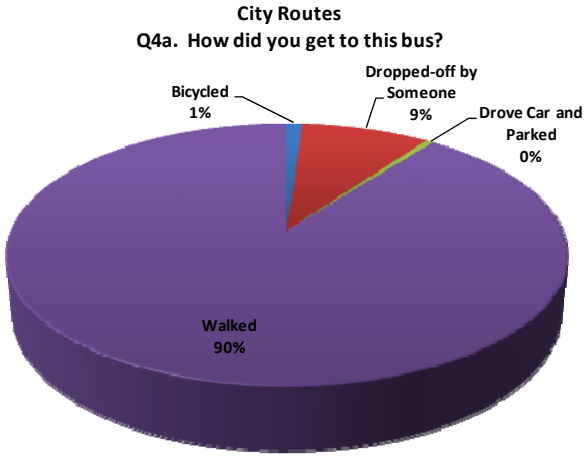
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's riders walk to catch their bus. The majority of Route 3D's riders (97%) also walk to the bus. No riders reported bicycling or driving to the bus stop.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	8	3%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	260	97%	2,887	90%
Total	**15,729**	**100%**	**268**	**100%**	**3,223**	**100%**



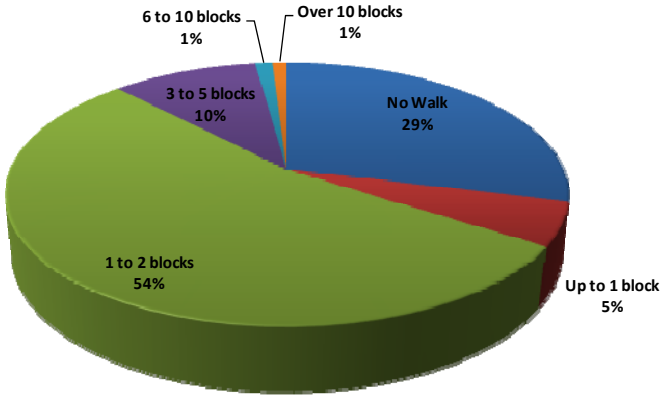




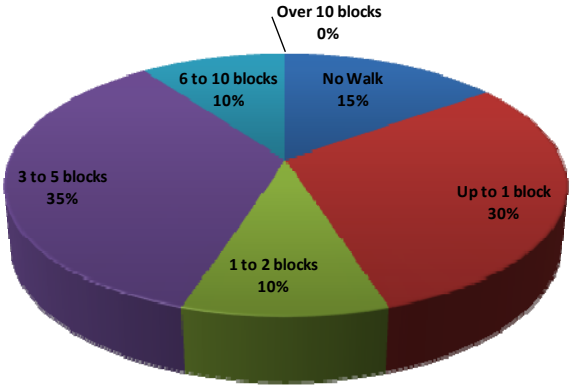
Walks to Route 3D were slightly longer than those reported on the City Routes. Almost half (45%) reported walks up to 1 block. However, many (45%) reported walks between 3 and 10 blocks; more than twice as likely as those City Routes.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	23	15%	307	18%
Up to 1 block	391	5%	46	30%	816	47%
1 to 2 blocks	3,940	54%	15	10%	235	14%
3 to 5 blocks	734	10%	54	35%	344	20%
6 to 10 blocks	87	1%	15	10%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	153	100%	1,742	100%

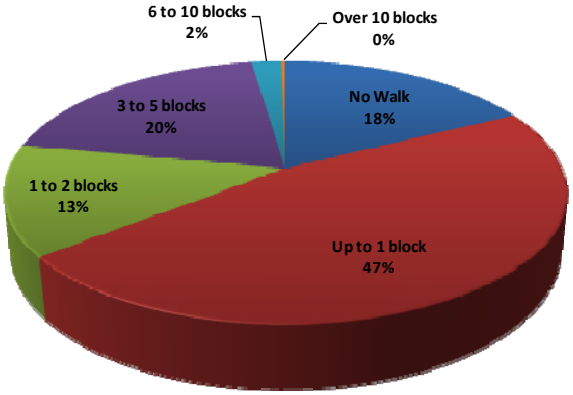
Systemwide
Q4b. If walked, how many blocks?



Route 3D
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



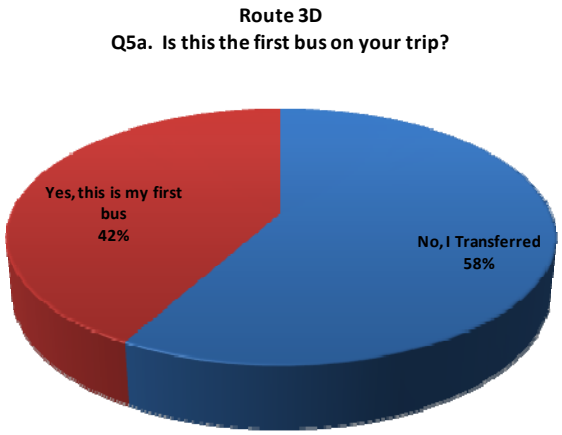
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

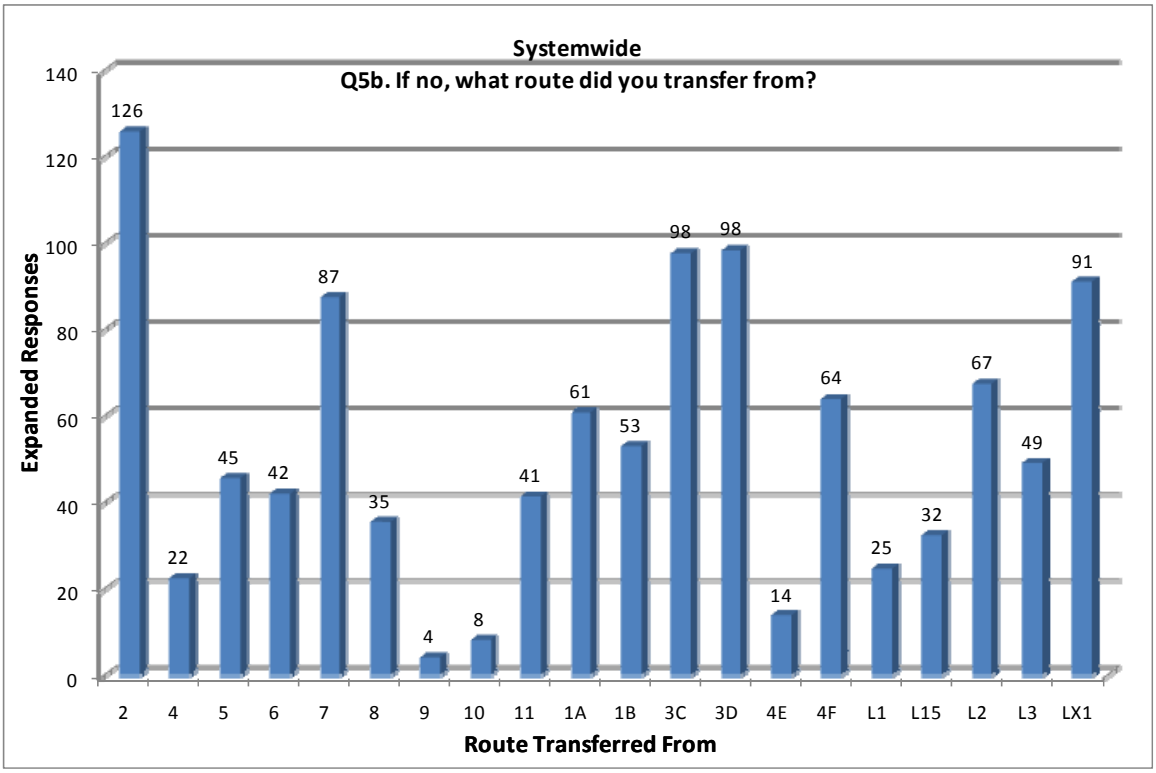
b) Yes, this is the first bus I used for this trip – Route # _____

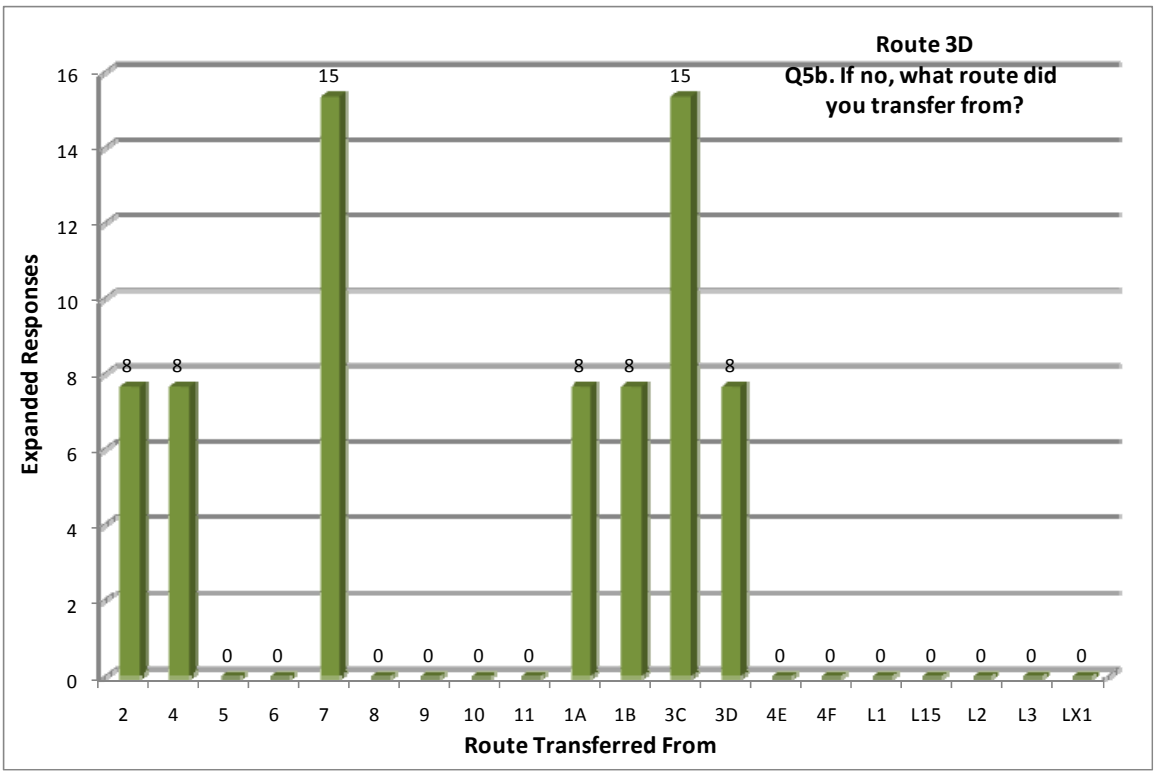
More than half (58%) of Route 3D's riders transferred from another bus. This is to be expected given Route 3D's structure within the system. The majority of those transfers were reported from Route 7 (22%) and 3C (22%). Other transfers were reported from Routes 2, 4, 1A, 1B and 3D.

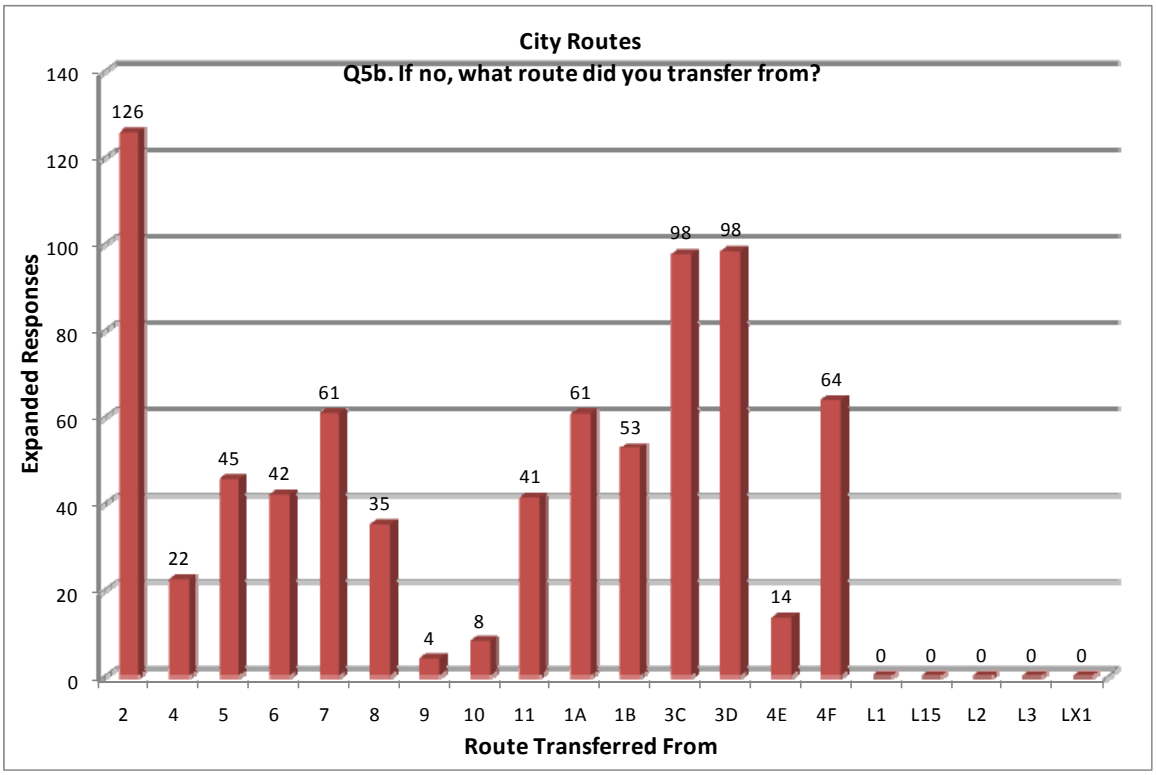
Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	138	58%	2,241	69%
Yes, this is my first bus	12,947	90%	100	42%	1,026	31%
Total	14,388	100%	237	100%	3,267	100%



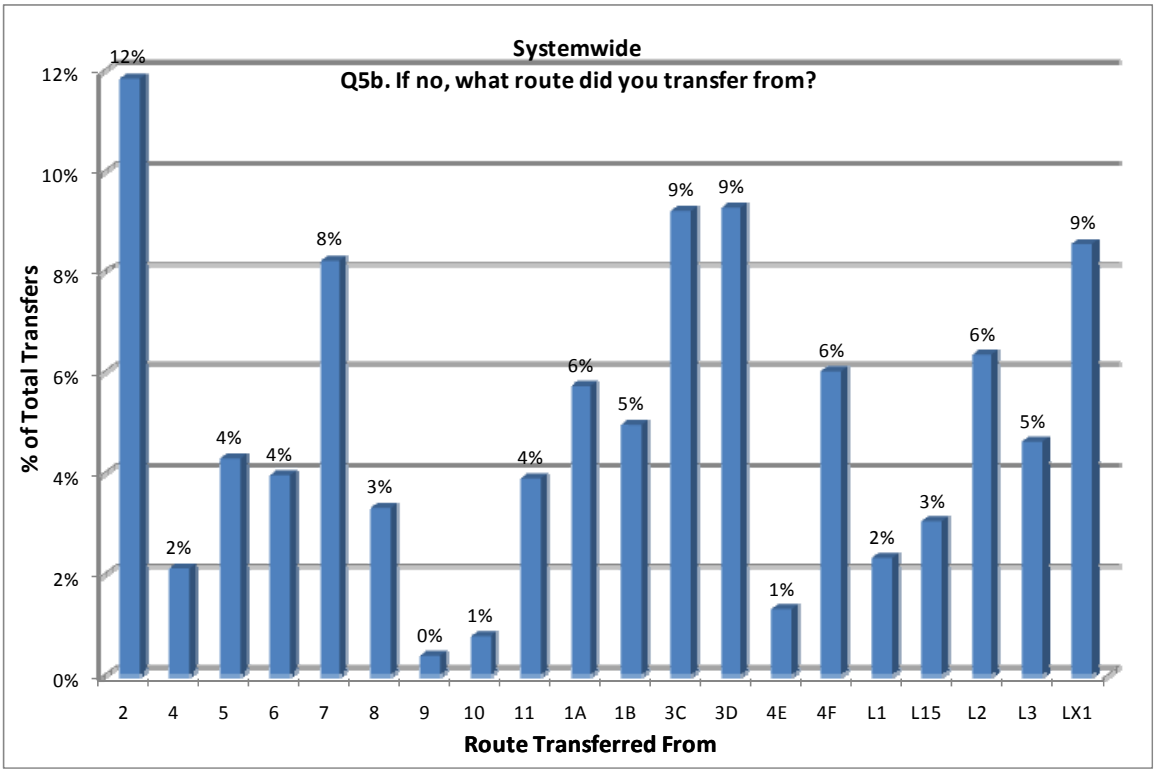
Originating Route Transferred From

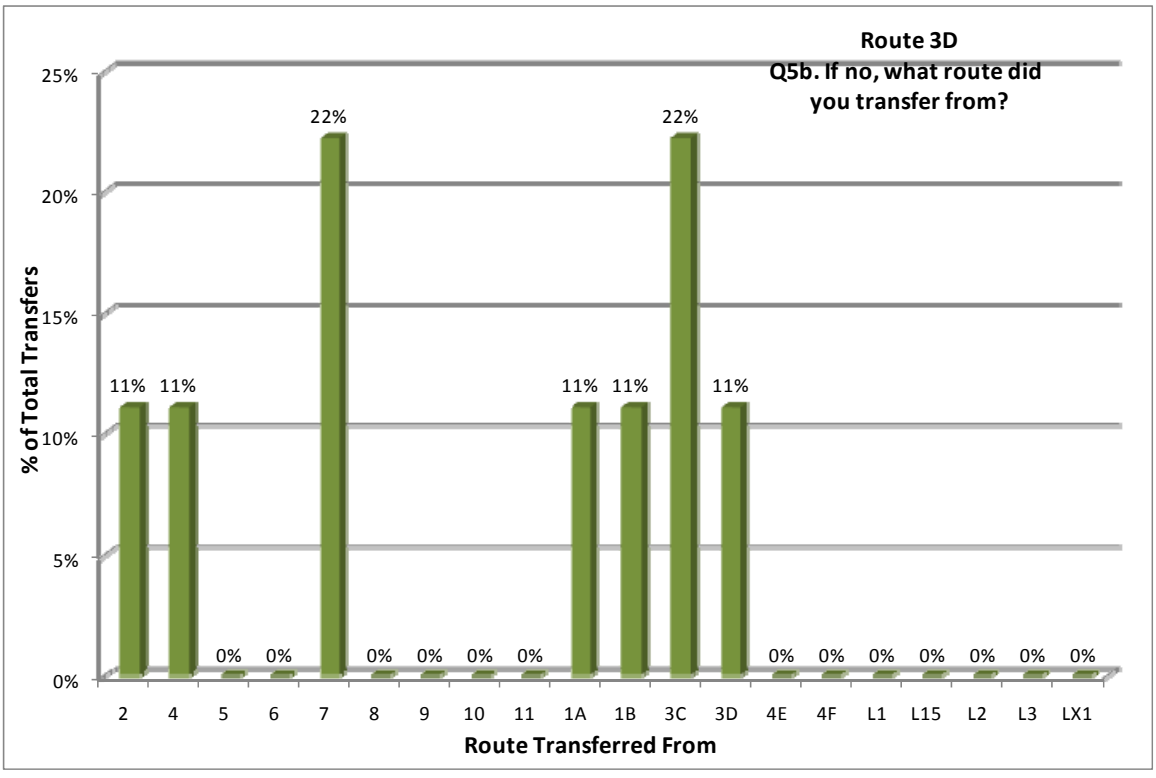


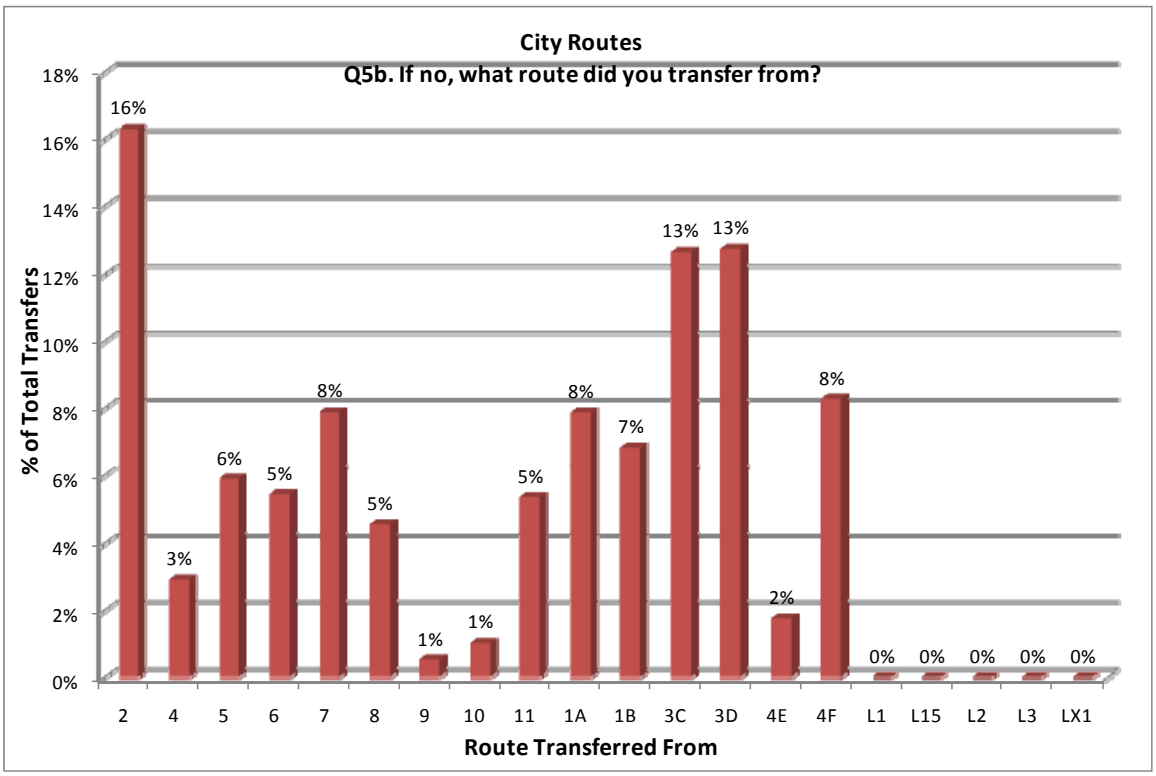

Route 3D
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
8 8 0 0 15 0 0 0 0 8 8 15 8 0 0 0 0 0 0 0


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
126 22 45 42 61 35 4 8 41 61 53 98 98 14 64 0 0 0 0 0

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

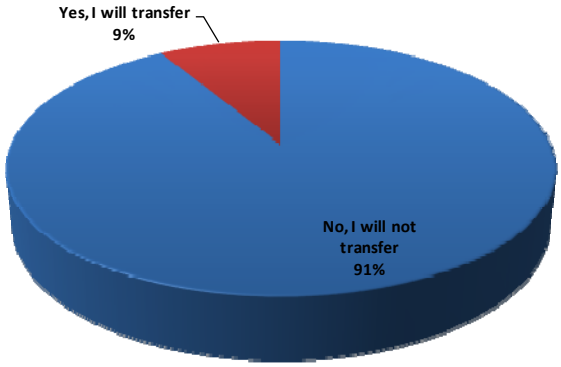
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

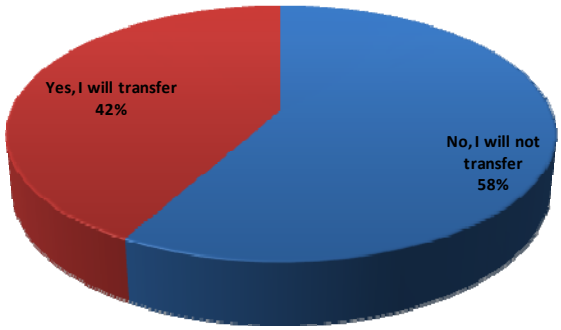
The number of riders transferring from Route 3D to another route (42%) is higher than the City Route total. Riders transferred to Route 1A (27%) and Route 4F (27%). Other routes that riders reported transferring to include 2, 10, 1B and 3C.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	138	58%	2,241	69%
Yes, I will transfer	1,303	9%	100	42%	1,026	31%
Total	15,128	100%	237	100%	3,267	100%

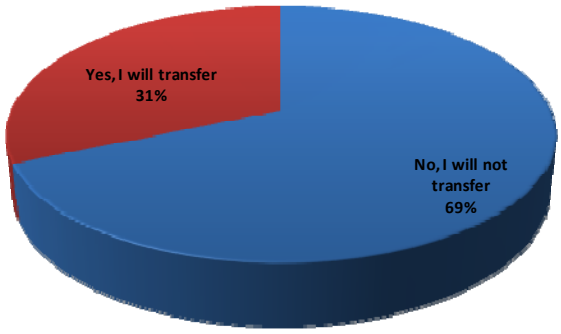
Systemwide
Q8a. Are you transferring to another bus?



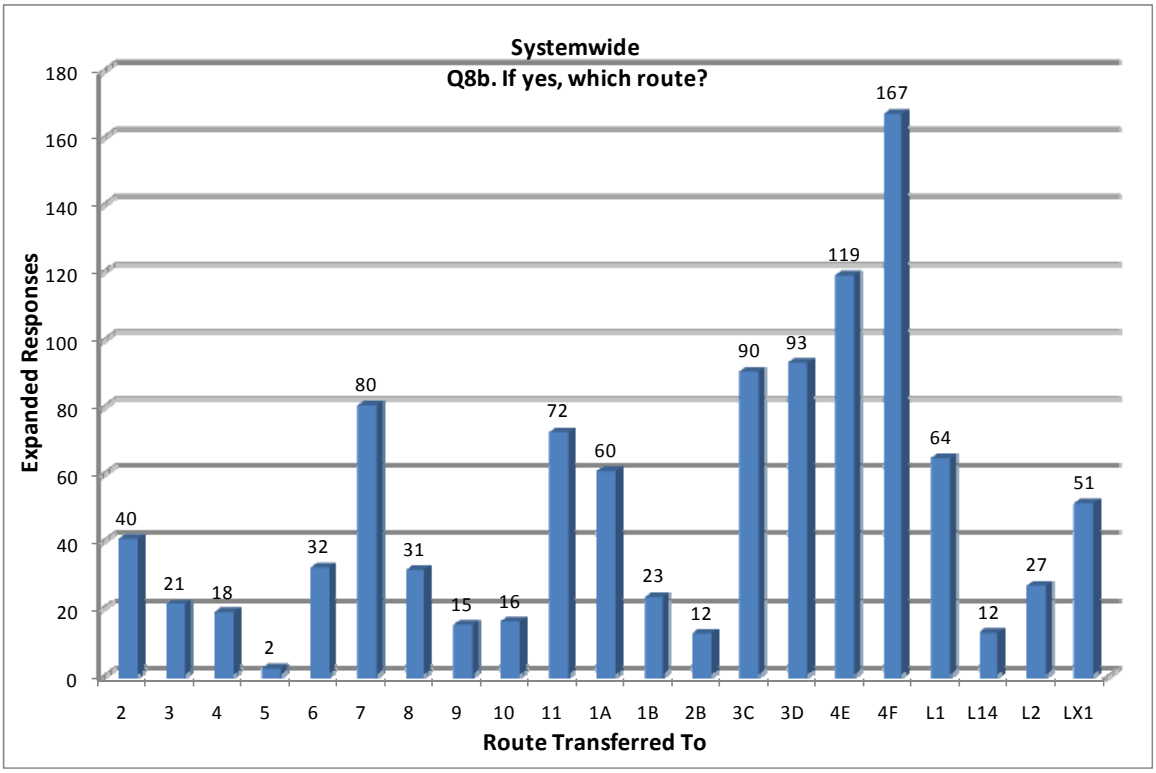
Route 3D
Q8a. Are you transferring to another bus?

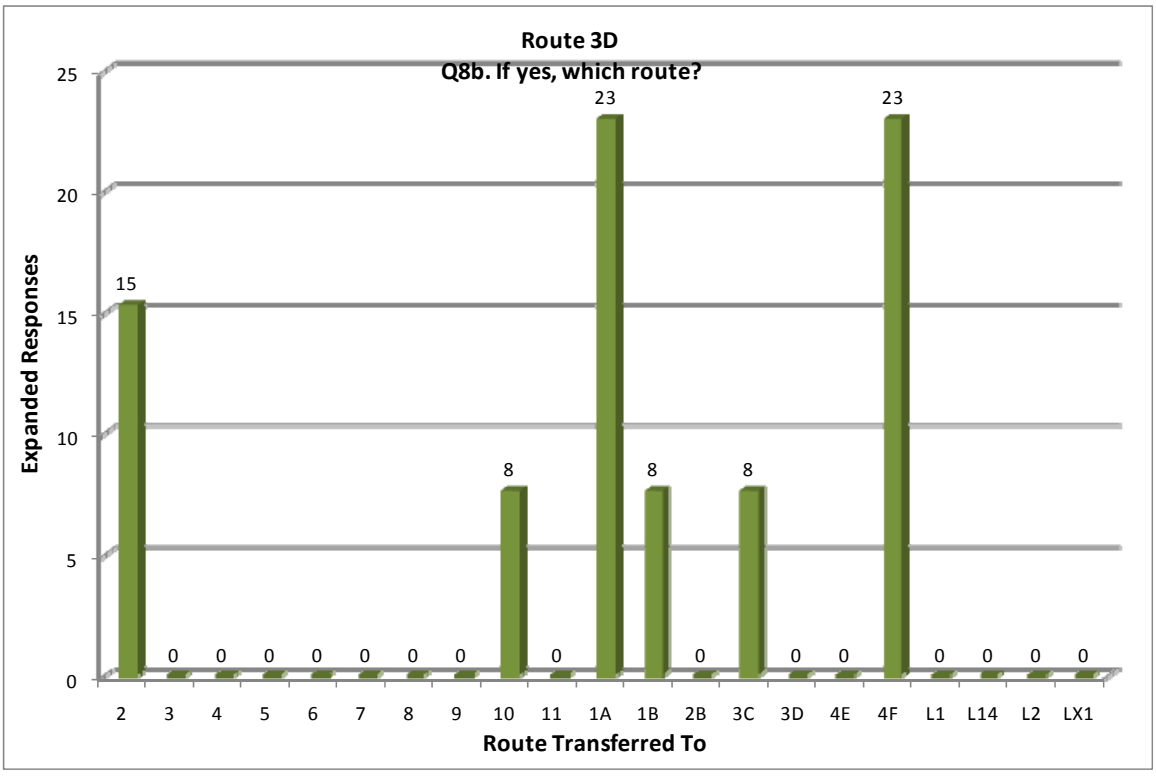


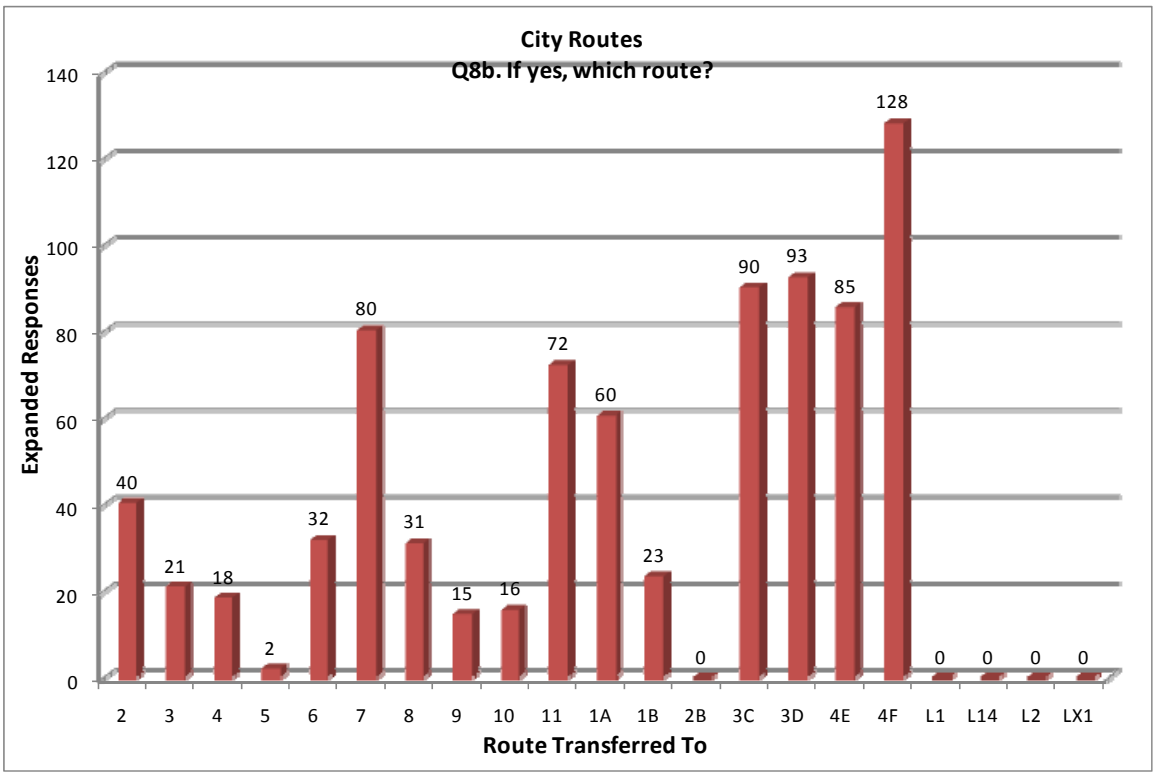
City Routes
Q8a. Are you transferring to another bus?



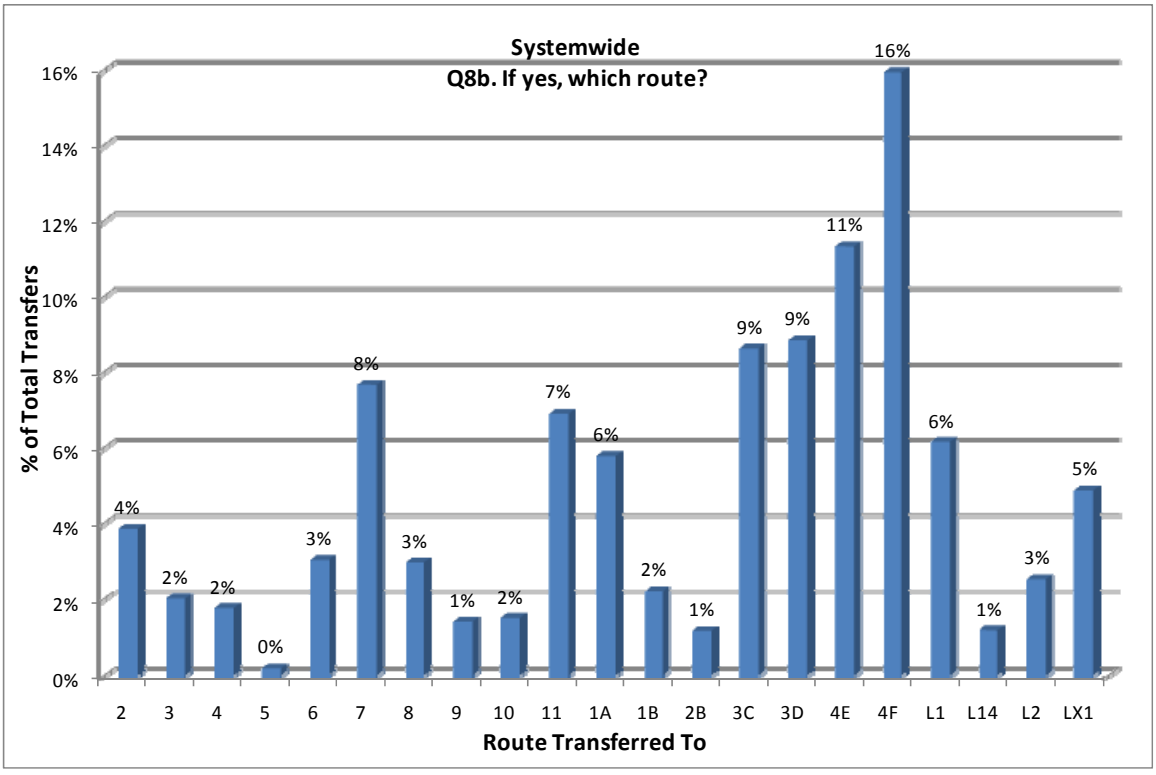
Route Transferred To

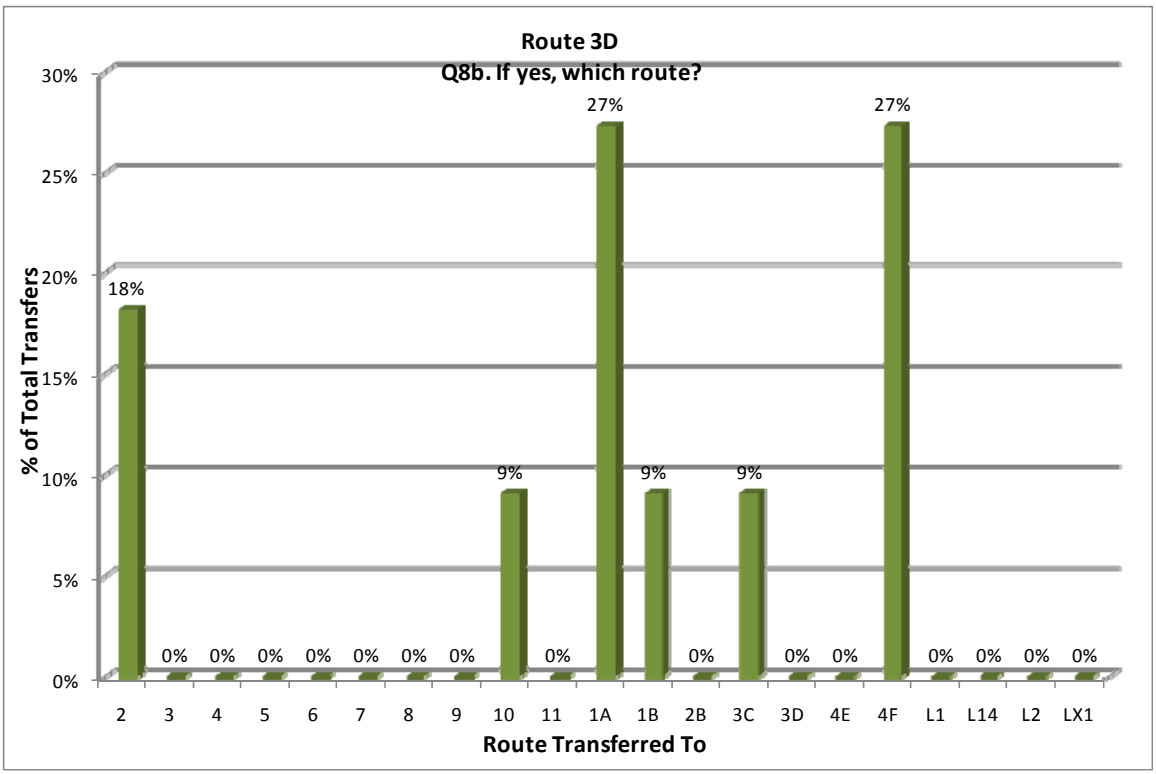


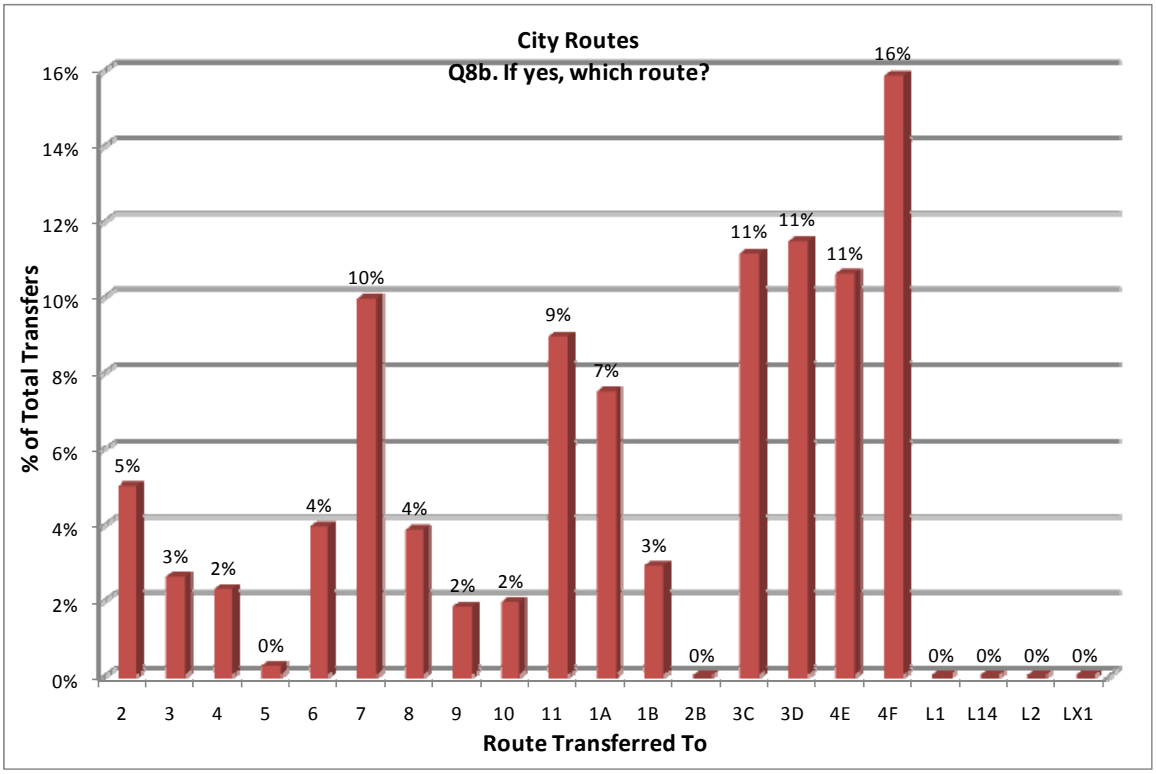




Route Transferred To as a Percentage of Total Transfers




Route 3D
Q8b. If yes, which route?
% of Total Transfers
30%
25%
20%
15%
10%
5%
0%
18%
0%
0%
0%
0%
0%
0%
0%
9%
0%
27%
9%
0%
9%
0%
0%
27%
0%
0%
0%
0%
2
3
4
5
6
7
8
9
10
11
1A
1B
2B
3C
3D
4E
4F
L1
L14
L2
LX1
Route Transferred To

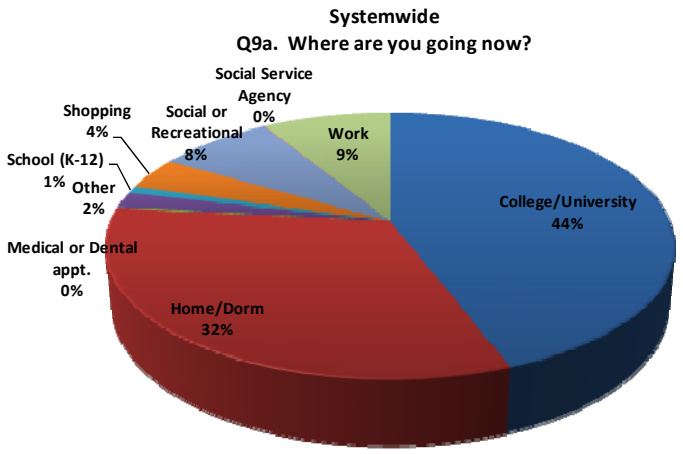

City Routes
Q8b. If yes, which route?
% of Total Transfers
16%
14%
12%
10%
8%
6%
4%
2%
0%
5%
3%
2%
0%
4%
10%
4%
2%
2%
9%
7%
3%
0%
11%
11%
11%
16%
0%
0%
0%
0%
2
3
4
5
6
7
8
9
10
11
1A
1B
2B
3C
3D
4E
4F
L1
L14
L2
LX1
Route Transferred To

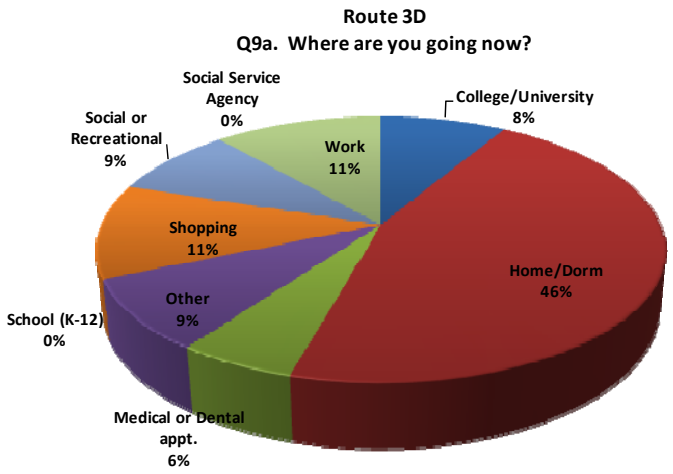
9. Where are you going now?

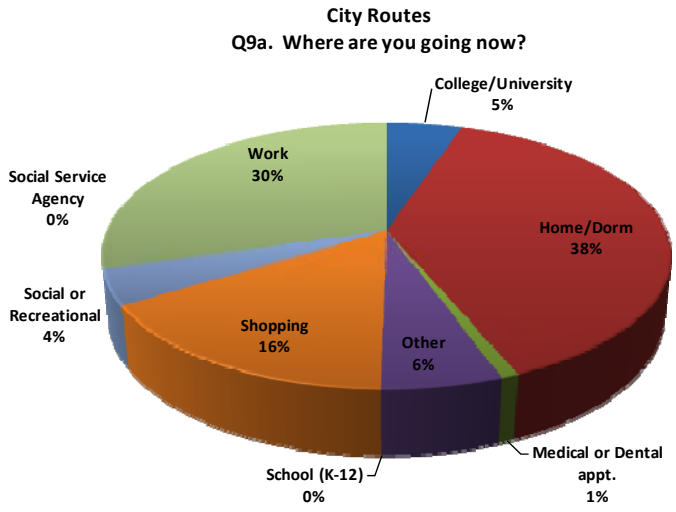
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route 3D, trip purposes were focused on home/dorm, shopping and work (68%). The only categories not reported to were school K-12 and Social Service Agencies.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	23	9%	175	5%
Home/Dorm	5,089	32%	123	46%	1,296	38%
Medical or Dental appt.	29	0%	15	6%	29	1%
Other	286	2%	23	9%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	31	11%	541	16%
Social or Recreational	1,223	8%	23	9%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	31	11%	995	29%
Total	**15,696**	**100%**	**268**	**100%**	**3,374**	**100%**







10. What is the address or location of the place where you are going now?

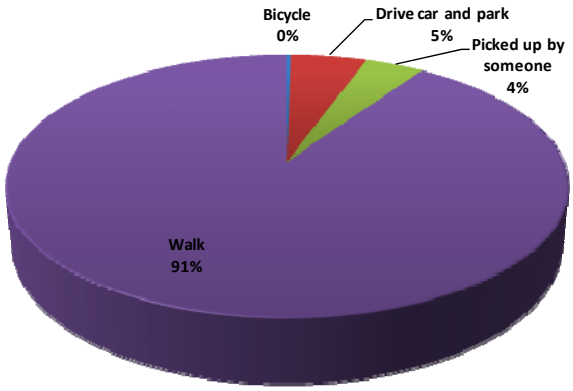
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

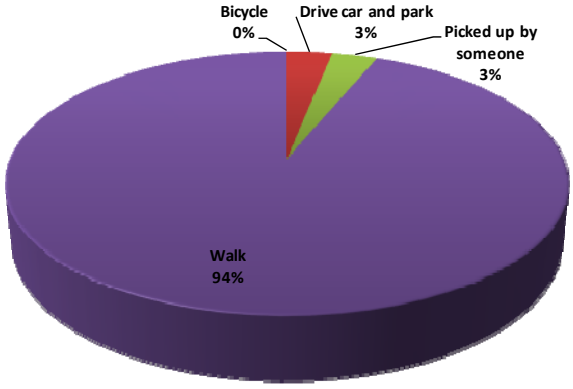
91% of City Route riders walk after alighting the bus which is very similar to those who walk before boarding the bus. The number of walkers alighting Route 3D (94%) is also very comparable to the City Route total. No riders reported bicycling upon completing their trip.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	8	3%	63	2%
Picked up by someone	585	4%	8	3%	183	6%
Walk	13,176	90%	230	94%	2,766	91%
Total	**14,564**	**100%**	**245**	**100%**	**3,047**	**100%**

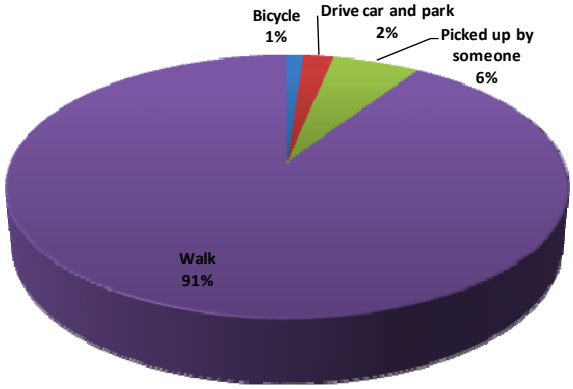
Systemwide
Q11a. How did you get to this bus?



Route 3D
Q11a. How did you get to this bus?

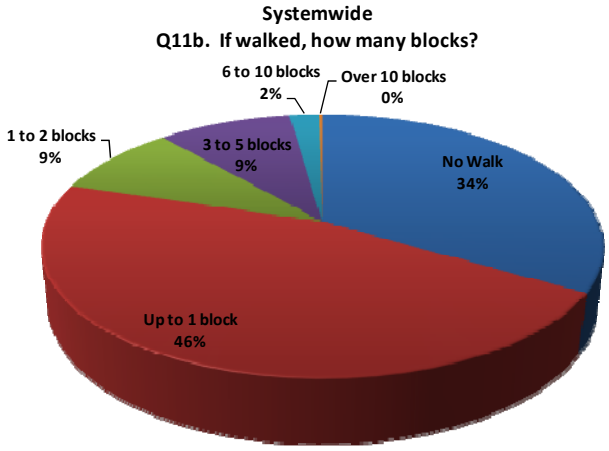


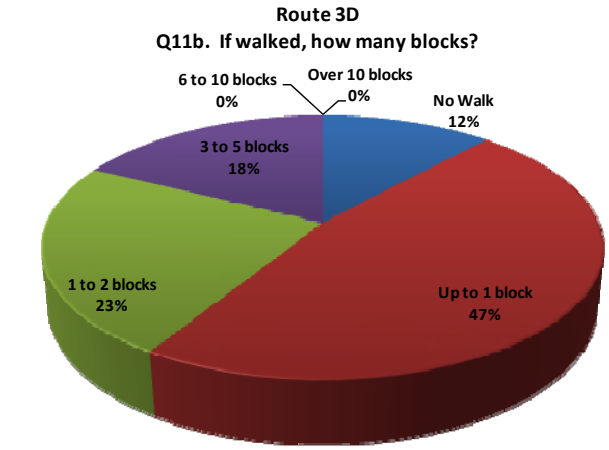
City Routes
Q11a. How did you get to this bus?

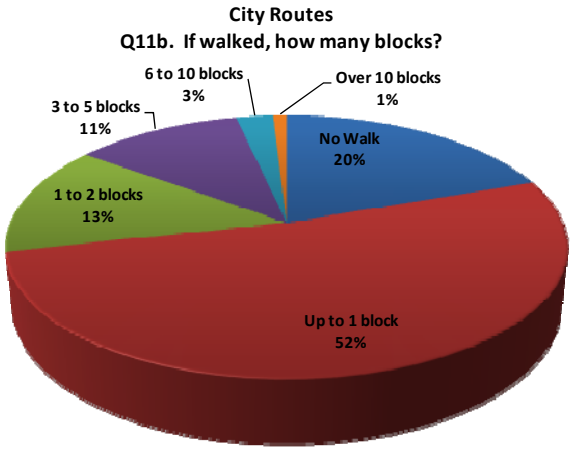


Of the Route 3D riders who walked after alighting the bus, most (82%) arrived at their destination with less than 2 blocks to walk. No walks were reported greater than five blocks.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	15	12%	319	20%
Up to 1 block	3,027	46%	61	47%	842	52%
1 to 2 blocks	580	9%	31	24%	220	14%
3 to 5 blocks	603	9%	23	18%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	130	100%	1,623	100%



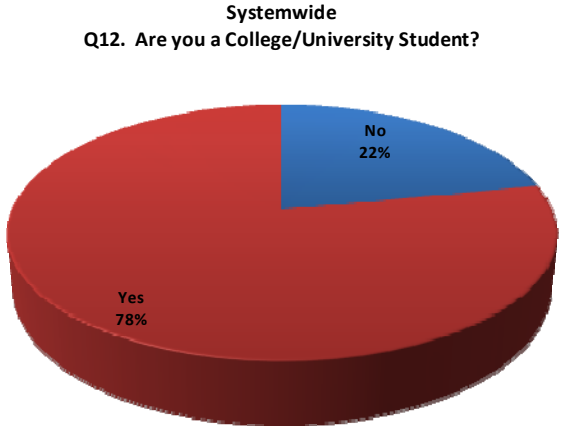




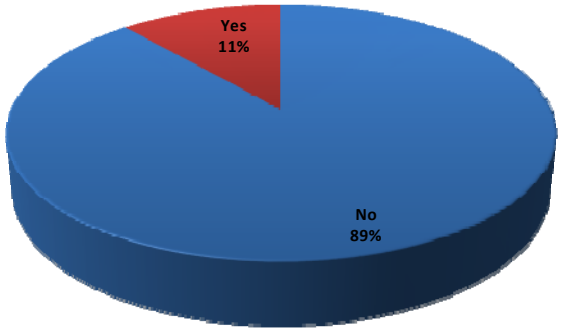
12. Are you a college/university student living away from home?

Route 3D ridership is far less impacted by student riders with only 11% identifying as a college/university student living away from home.

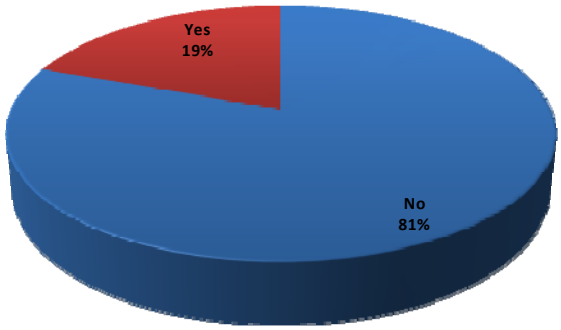
Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	237	89%	2,651	81%
Yes	12,297	78%	31	11%	639	19%
Total	15,757	100%	268	100%	3,290	100%



Route 3D
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

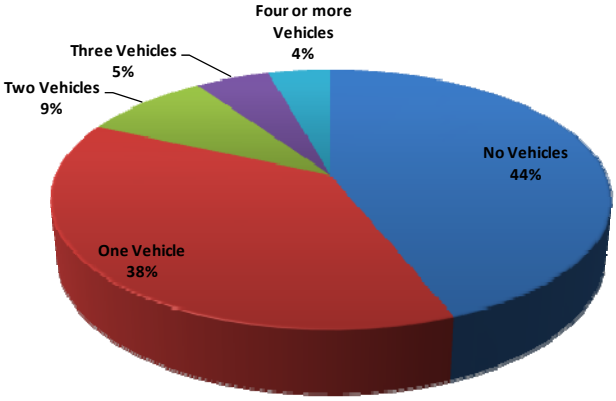
a. 0
b. 1
c. 2
d. 3
e. 4 or more

Automobile availability among Route 6 riders was much more constrained than those City Route riders with 90% reporting no car available. Another 6% reported only one vehicle available in the household.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	214	90%	2,324	71%
One Vehicle	5,878	38%	15	6%	605	19%
Two Vehicles	1,370	9%	-	0%	288	9%
Three Vehicles	797	5%	-	0%	41	1%
Four or more Vehicles	670	4%	8	3%	8	0%
Total	15,548	100%	237	100%	3,266	100%

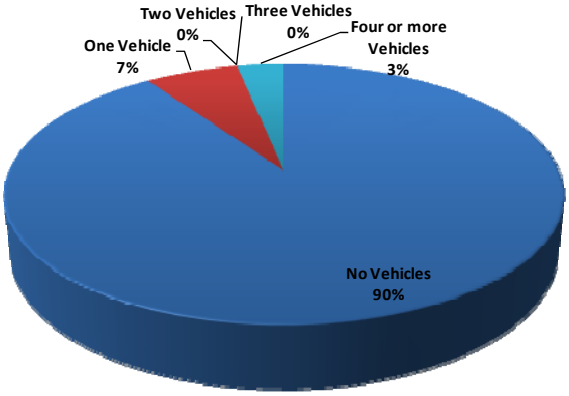
Systemwide

Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



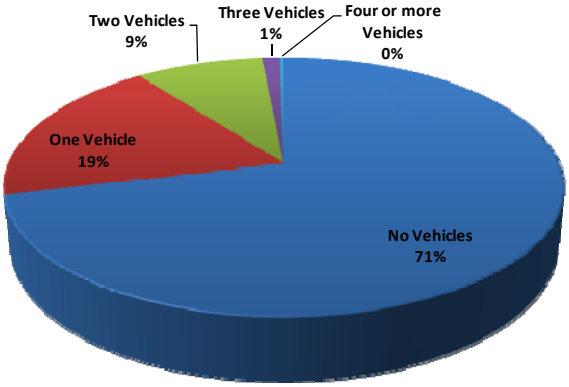
Route 3D

Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



City Routes

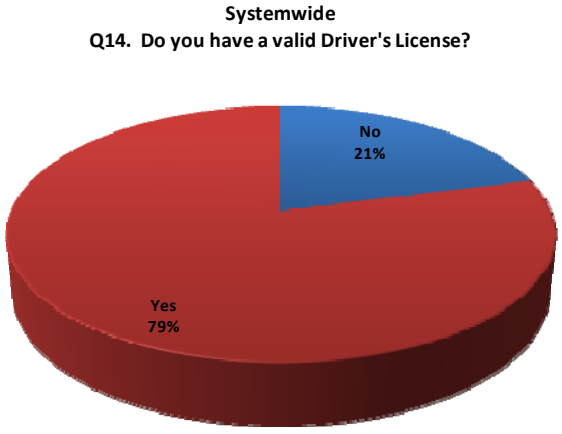
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

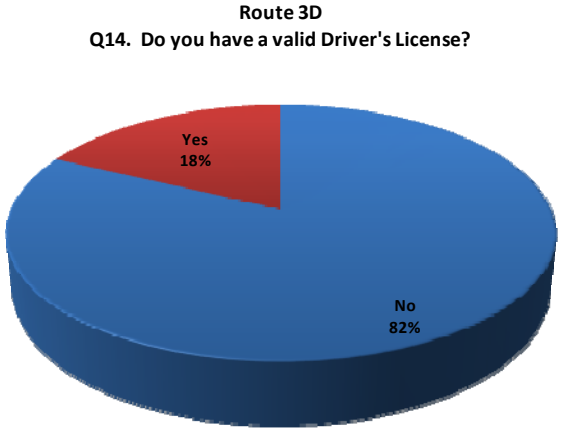


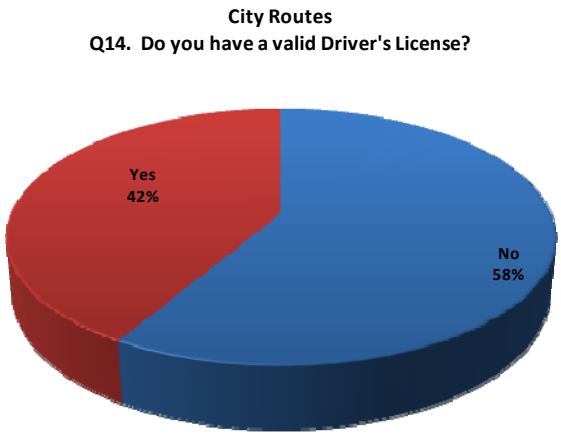
14. Do you have a valid driver's license?

About half of the City Route riders report having a valid drivers license (42%). Only 18% of Route 3D's riders are licensed drivers.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	176	82%	1,874	58%
Yes	12,102	79%	38	18%	1,333	42%
Total	15,322	100%	214	100%	3,207	100%





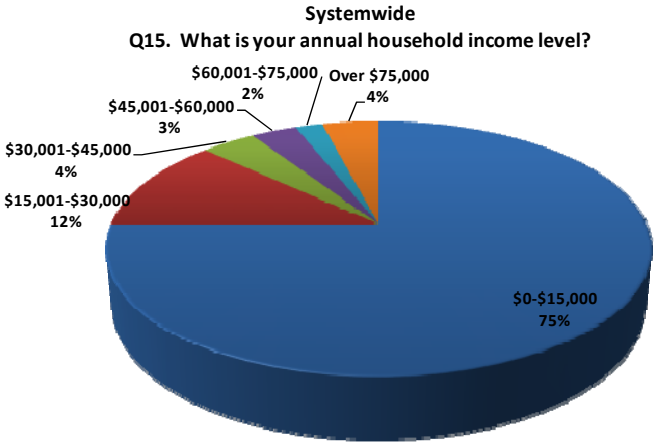


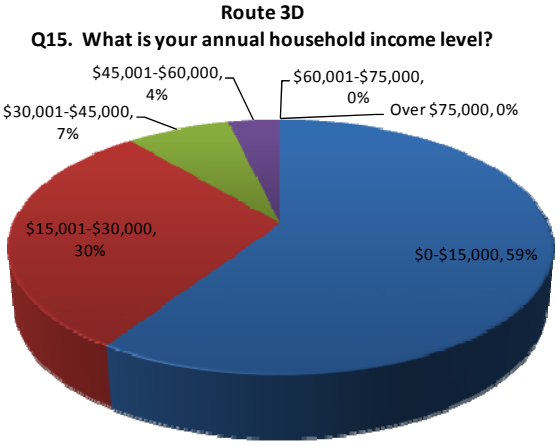
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

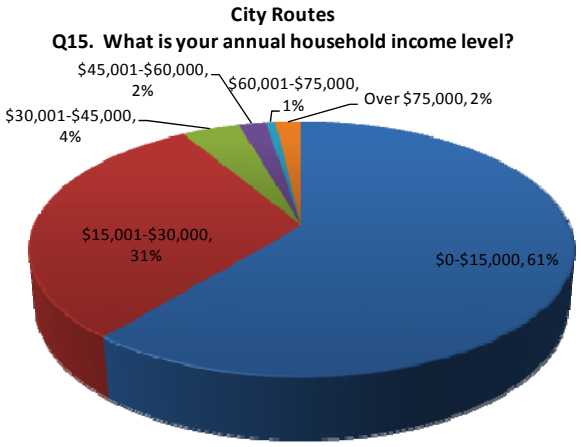
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 3D's riders reported similar earnings to the City Route riders with 89% reporting less than $30,000 annually. There were no reports of incomes greater than $60,000.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	123	59%	1,781	61%
$15,001-$30,000	1,671	12%	61	30%	892	31%
$30,001-$45,000	543	4%	15	7%	120	4%
$45,001-$60,000	452	3%	8	4%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**207**	**100%**	**2,923**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

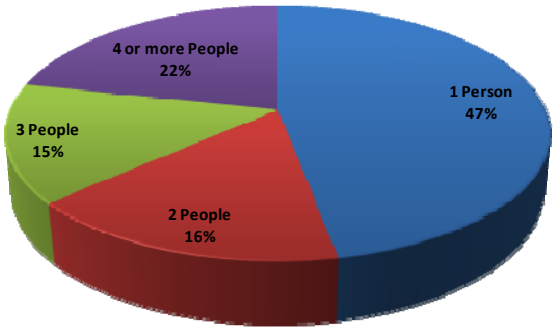
a) 1 **c) 3**

b) 2 **d) 4 or more**

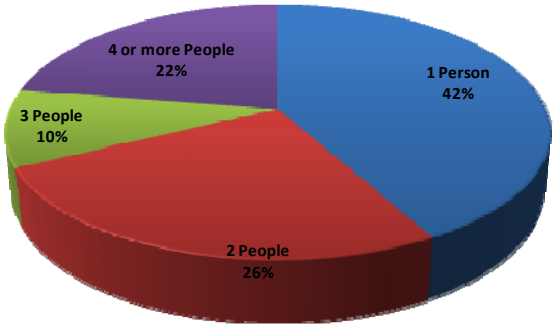
Route 3D's household residency is very similar to the City Route total. 42% of the riders report living alone with another 26% living with one other person.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	100	42%	1,208	37%
2 People	2,473	16%	61	26%	956	29%
3 People	2,238	15%	23	10%	484	15%
4 or more People	3,244	22%	54	23%	616	19%
Total	15,010	100%	237	100%	3,264	100%

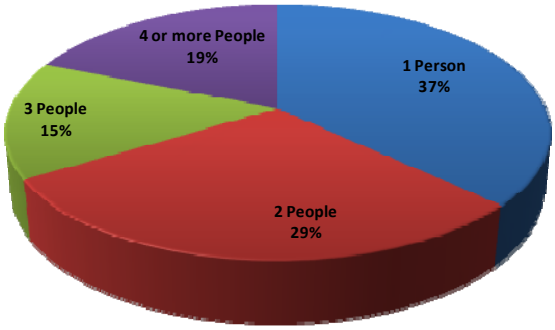
Systemwide
Q16. How many people live in your household?



Route 3D
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?



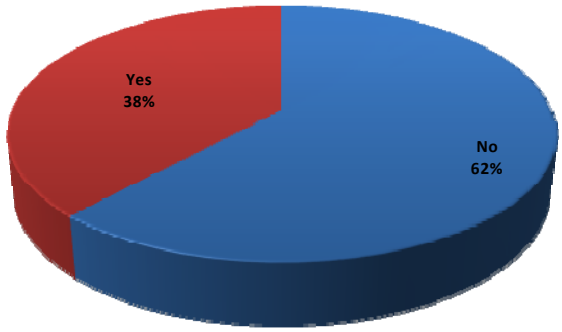
17. Have you transferred at the Plaza in the last week?

94% of Route 3D riders have transferred at the Plaza in the last week. This is slightly higher than the City Route riders (89%).

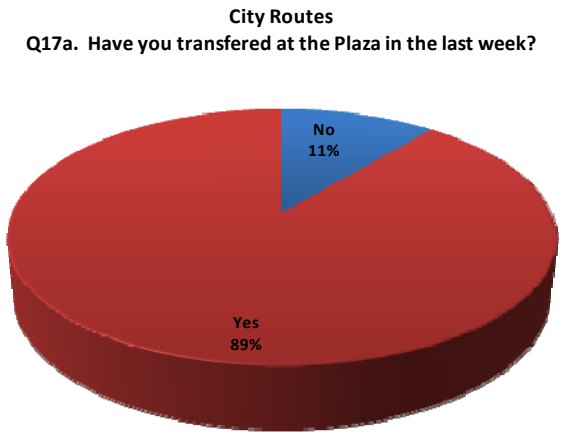
.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	15	6%	366	11%
Yes	5,868	38%	237	94%	2,972	89%
Total	15,369	100%	253	100%	3,339	100%

Systemwide
Q17a. Have you transfered at the Plaza in the last week?

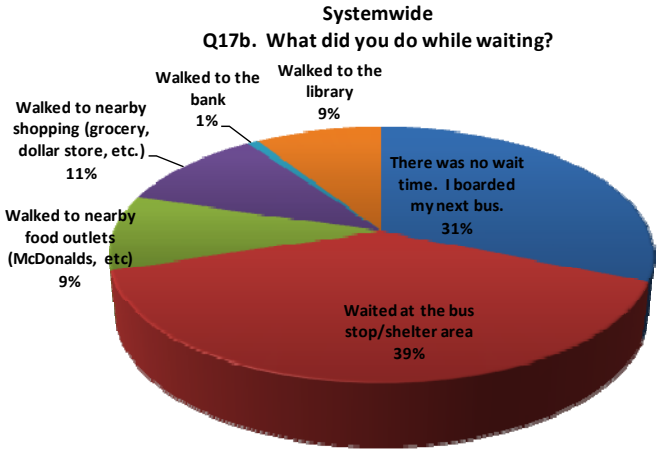


Route 3D
Q17a. Have you transfered at the Plaza in the last week?



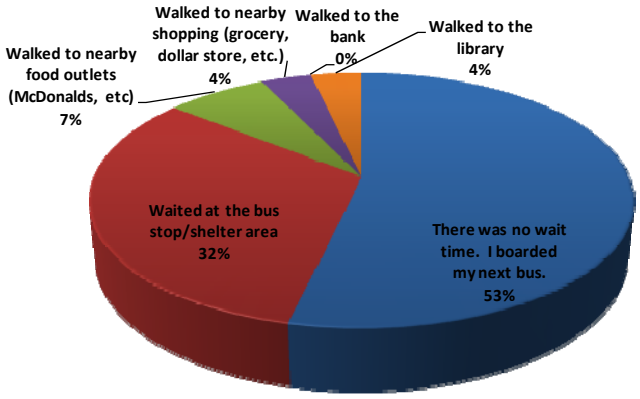
Of the Route 3D riders that have transferred at the Plaza in the last week, 54% stated there was no wait time and they boarded the next bus. Another 32% said that they waited at the bus stop/shelter area. Another 7% walked to nearby food outlets. While 4% reported that they walked to the library and another 4% reported that they walked to nearby shopping. These findings are consistent with the City Route respondents.

Response	Systemwide		Route 3D		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	115	54%	995	35%
Waited at the bus stop/shelter area	2,216	39%	69	32%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	15	7%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	8	4%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	8	4%	328	12%
Total	5,682	100%	214	100%	2,833	100%



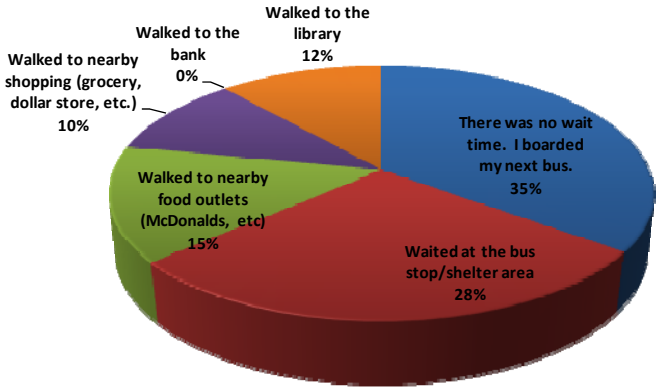
Route 3D

Q17b. What did you do while waiting?



City Routes

Q17b. What did you do while waiting?

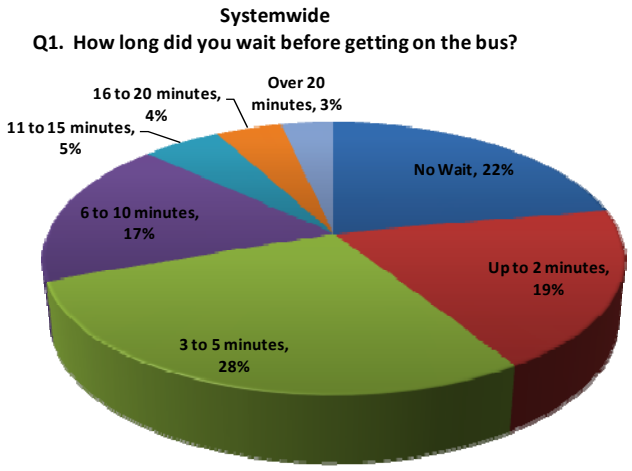


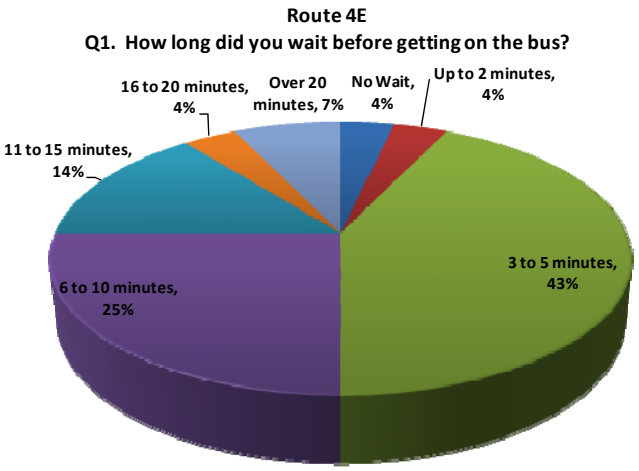
4.6 Route 4E

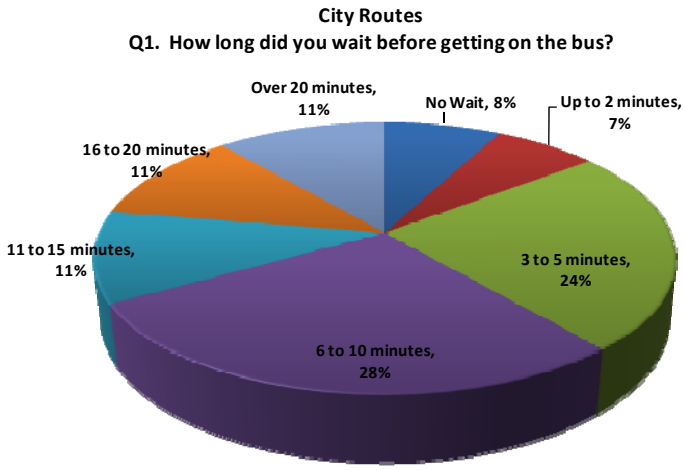
1. How long did you wait at the bus stop before getting on the bus?

Waits on Route 4E trend slightly higher than the City Route average, with the majority (68%) of the riders waiting between 3-10 minutes. Wait times of 16 to 20 minutes were half as prevalent as those City Routes.

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	19	4%	255	8%
Up to 2 minutes	3,093	19%	19	4%	227	7%
3 to 5 minutes	4,658	28%	230	43%	790	24%
6 to 10 minutes	2,842	17%	134	25%	927	28%
11 to 15 minutes	852	5%	77	14%	353	11%
16 to 20 minutes	719	4%	19	4%	365	11%
Over 20 minutes	572	3%	38	7%	370	11%
Total	16,347	100%	536	100%	3,288	100%







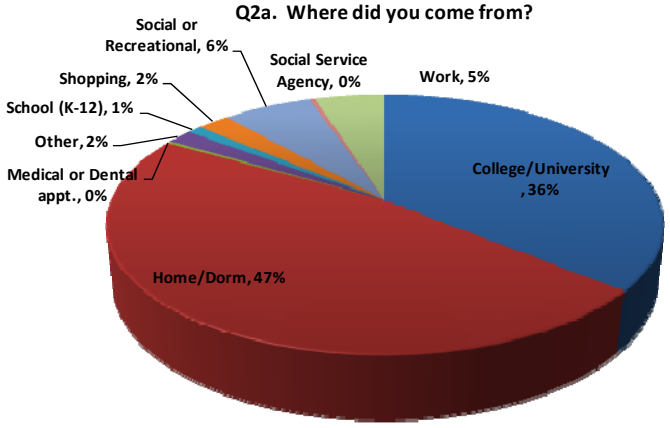
2. Where did you come from?

a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

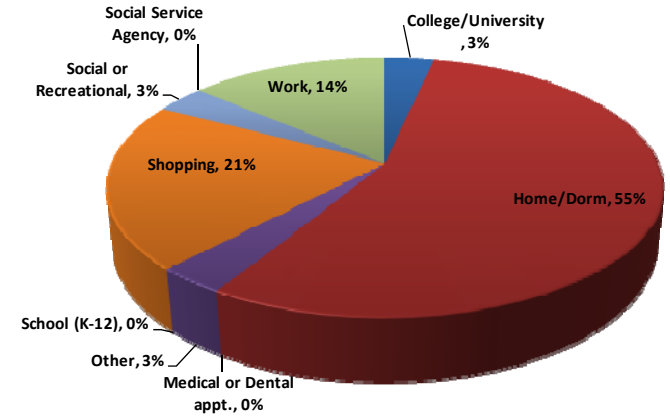
Route 4E riders originate primarily from home or shopping purposes. Only 3% reported originating from college/university. 14% reported coming from work.

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	19	3%	144	4%
Home/Dorm	7,709	47%	306	55%	2,061	59%
Medical or Dental appt.	52	0%	-	0%	52	1%
Other	283	2%	19	3%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	115	21%	282	8%
Social or Recreational	1,009	6%	19	3%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	77	14%	574	16%
Total	**16,312**	**100%**	**556**	**100%**	**3,495**	**100%**

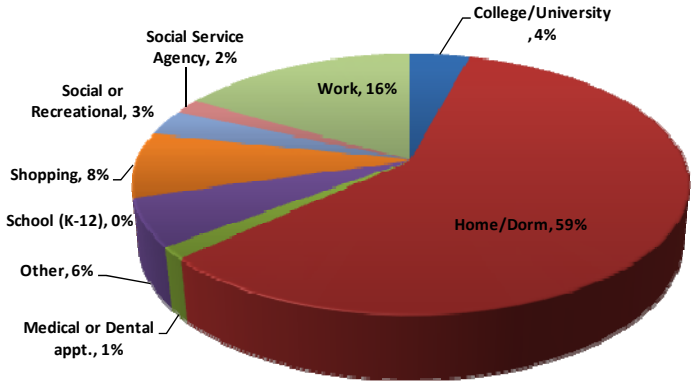
Systemwide
Q2a. Where did you come from?



Route 4E
Q2a. Where did you come from?



City Routes
Q2a. Where did you come from?



3. What is the address or location of the place you came from?

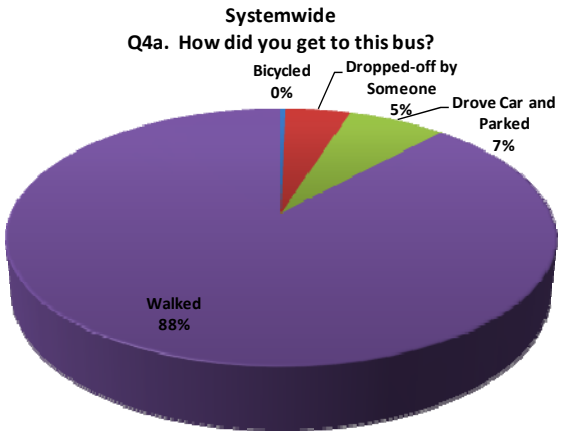
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

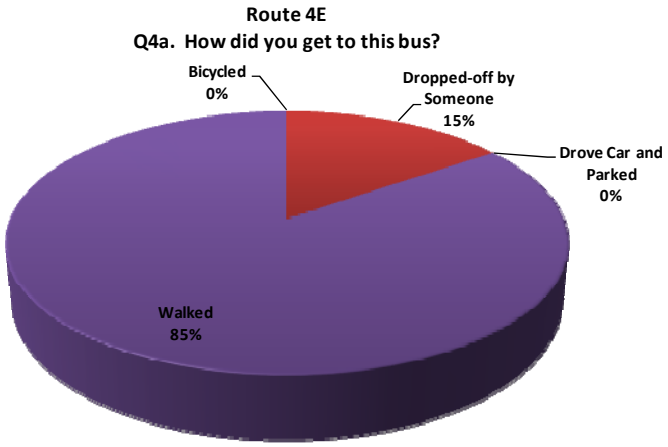
4. How did you get from the place listed above to the first bus used for this trip?

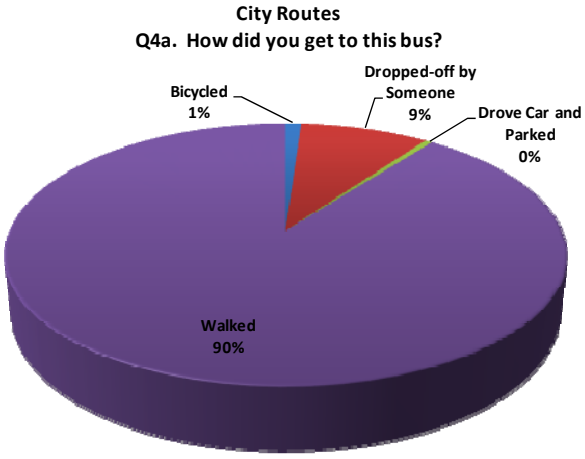
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's riders walk to catch their bus. The majority of Route 4E's riders (85%) also walk to the bus. 15% of riders reported that they were dropped-off by someone.

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	77	15%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	421	85%	2,887	90%
Total	**15,729**	**100%**	**498**	**100%**	**3,223**	**100%**



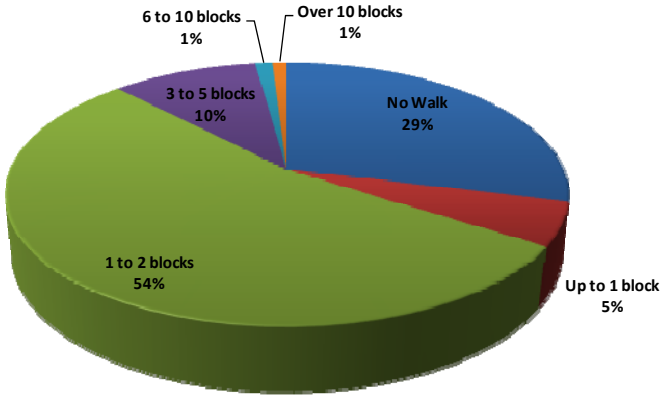




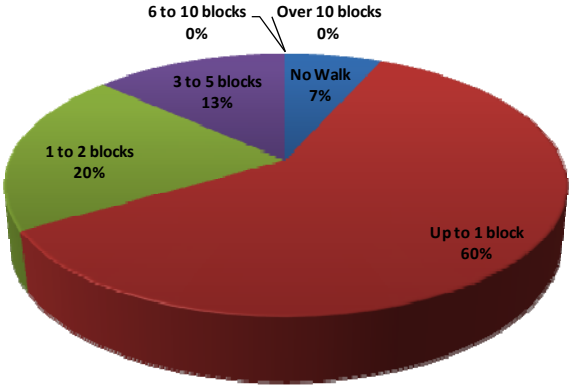
Walks to Route 4E were slightly shorter than those reported City Routes. More than half (67%) reported walks up to 1 block. Many (33%) reported walks between 1 and 5 blocks; which were very similar to that of the City Routes. No riders on Route 4E reported having to walk more than 5 blocks.

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	19	7%	307	18%
Up to 1 block	391	5%	172	60%	816	47%
1 to 2 blocks	3,940	54%	57	20%	235	14%
3 to 5 blocks	734	10%	38	13%	344	20%
6 to 10 blocks	87	1%	-	0%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	287	100%	1,742	100%

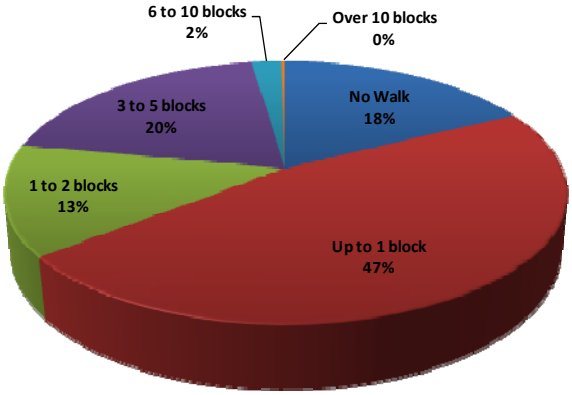
Systemwide
Q4b. If walked, how many blocks?



Route 4E
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



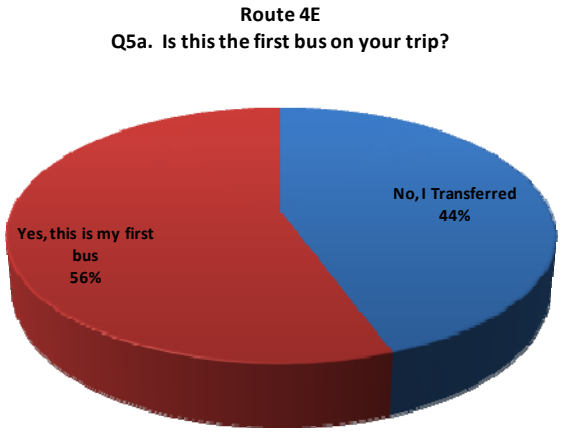
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

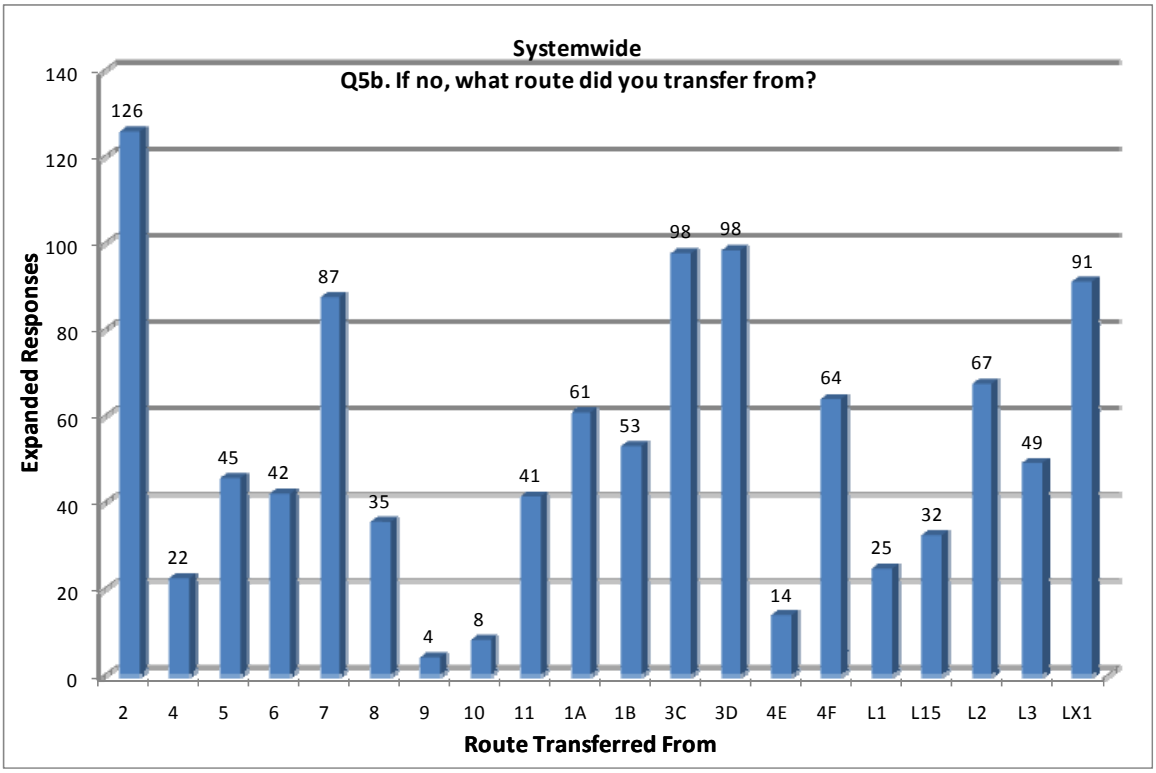
b) Yes, this is the first bus I used for this trip – Route # _____

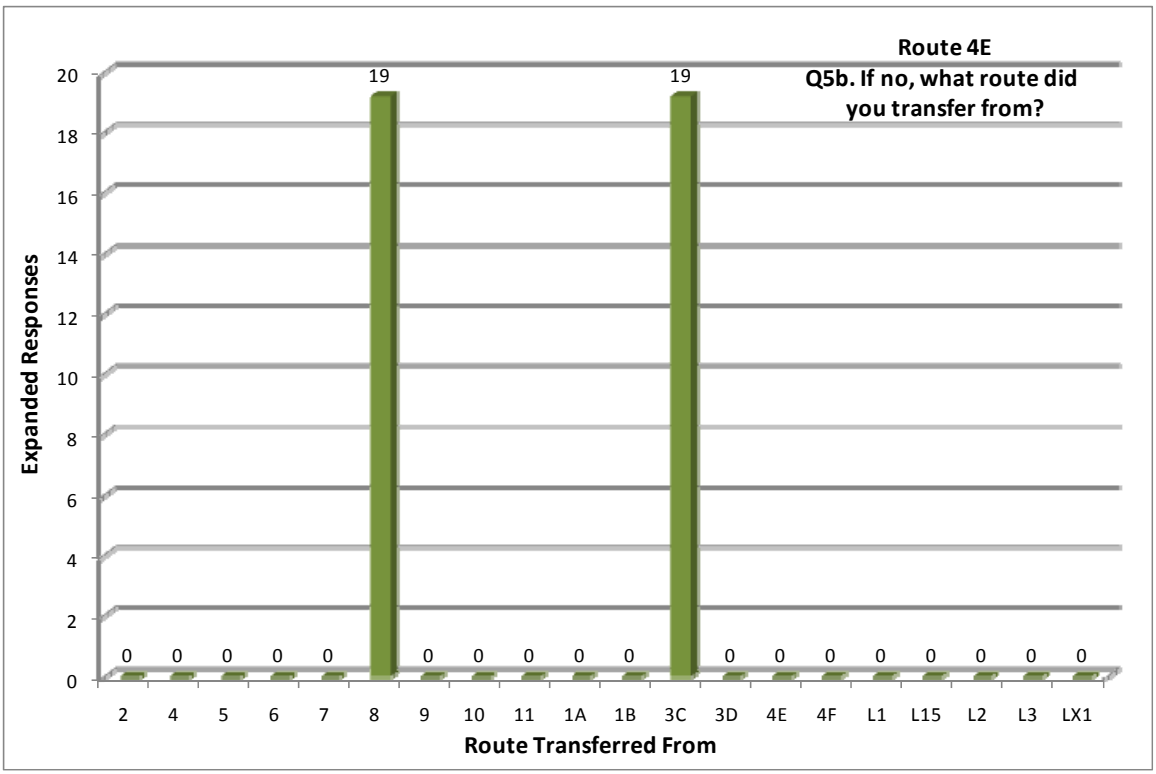
About half (44%) of Route 4E's riders transferred from another bus. All of those transfers were reported from Route 8 (50%) and Rote 3C (50%).

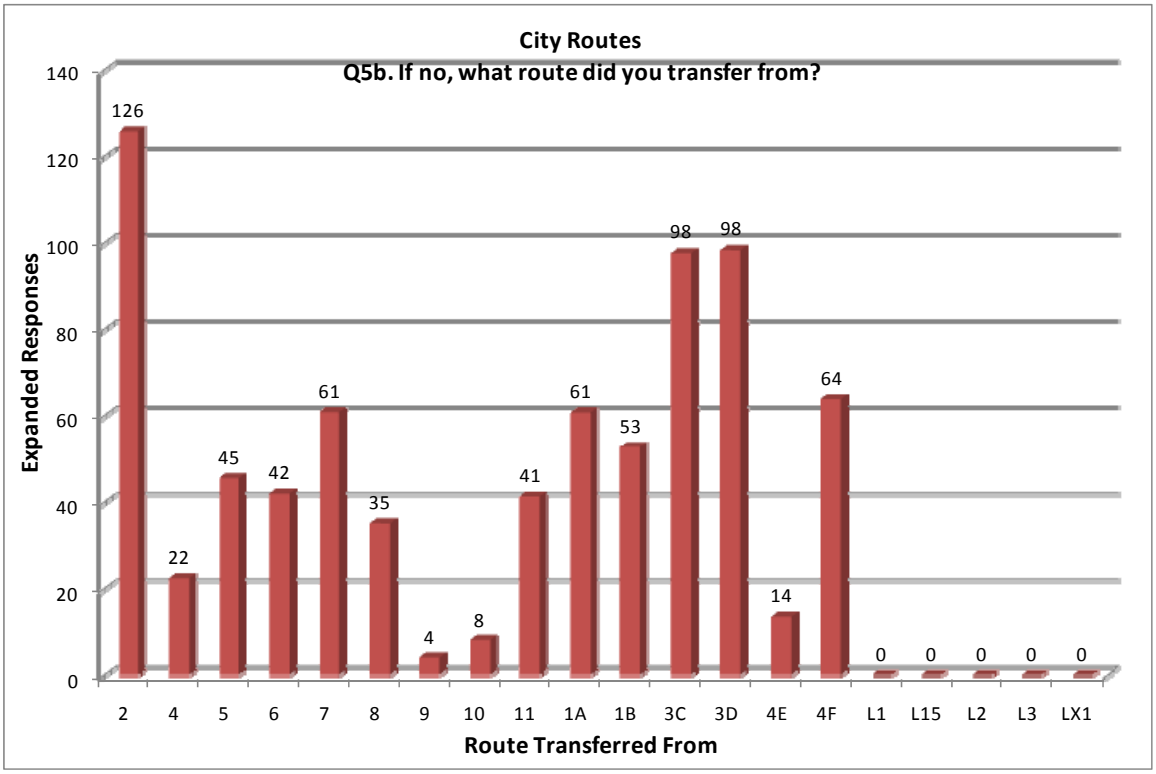
Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	230	44%	2,241	69%
Yes, this is my first bus	12,947	90%	287	56%	1,026	31%
Total	14,388	100%	517	100%	3,267	100%



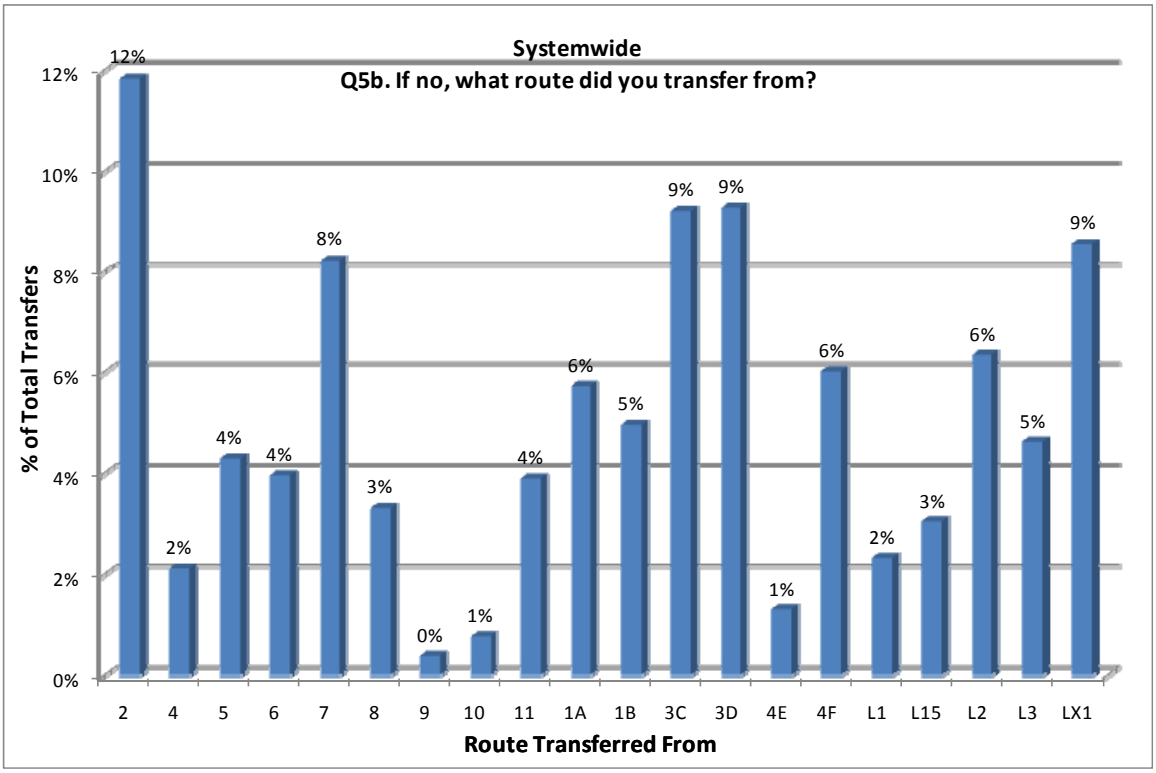
Originating Route Transferred From

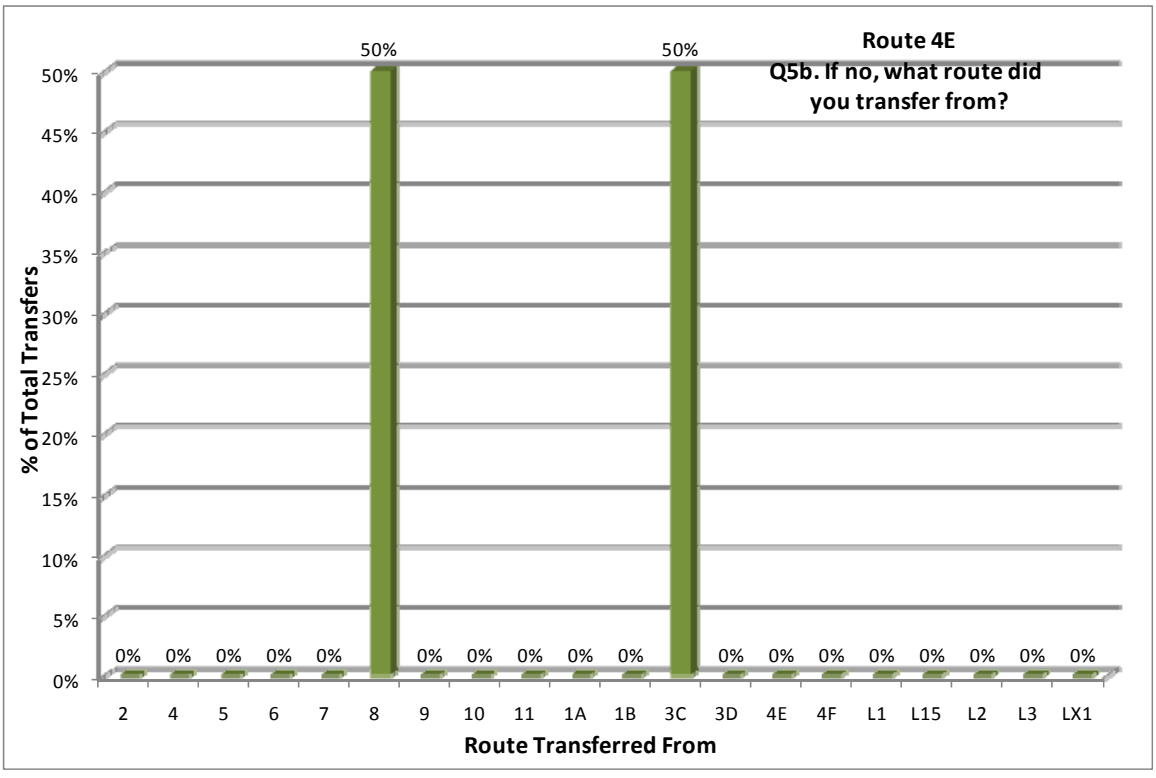


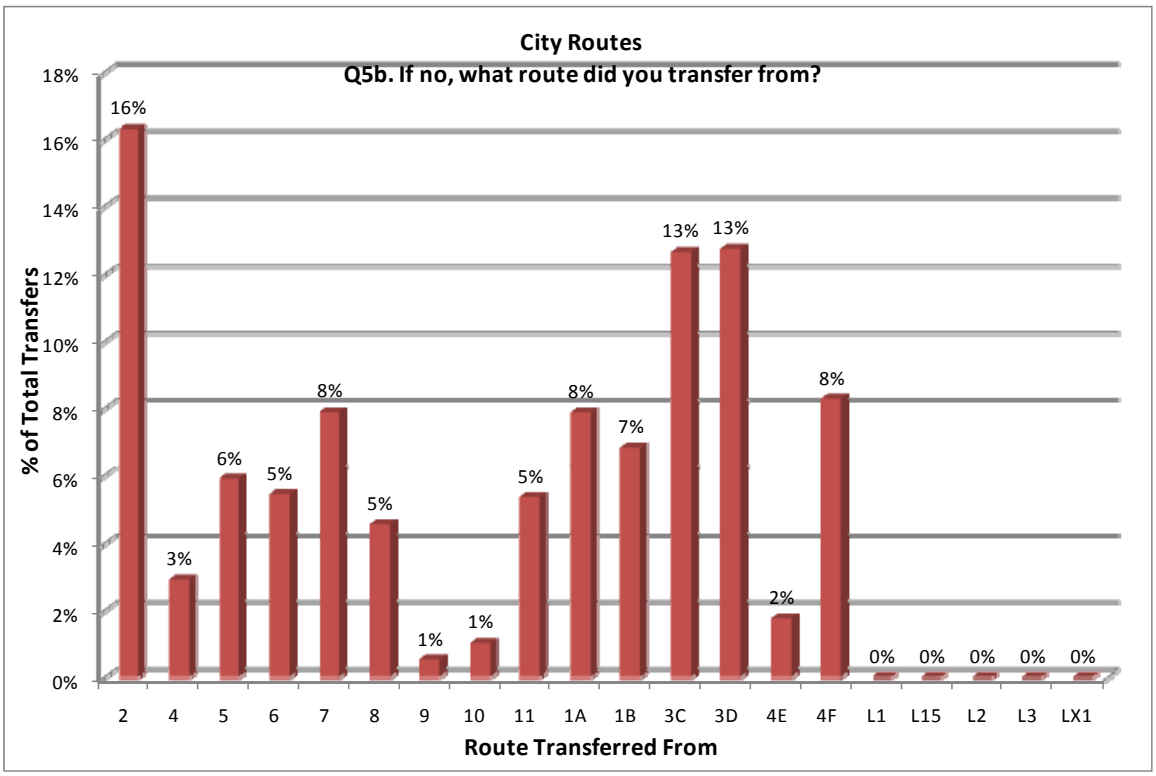

Route 4E
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
0 0 0 0 0 19 0 0 0 0 0 19 0 0 0 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
126 22 45 42 61 35 4 8 41 61 53 98 98 14 64 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

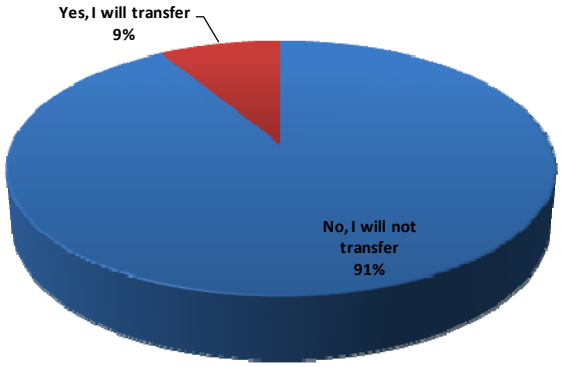
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

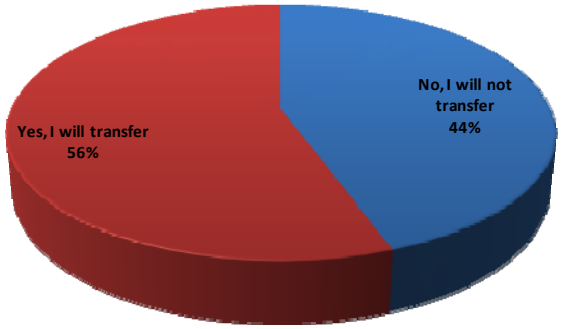
Surprisingly, the number of riders transferring from Route 4E to another route (56%) is higher that the City Routes total (31%). Riders transferred to Route 11 (33%), Route 3C (33%), Route 7 (11%), Route 8 (11%) and Route 4E (11%).

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	230	44%	2,241	69%
Yes, I will transfer	1,303	9%	287	56%	1,026	31%
Total	15,128	100%	517	100%	3,267	100%

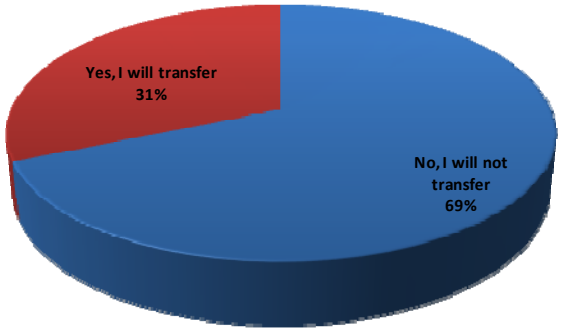
Systemwide
Q8a. Are you transferring to another bus?



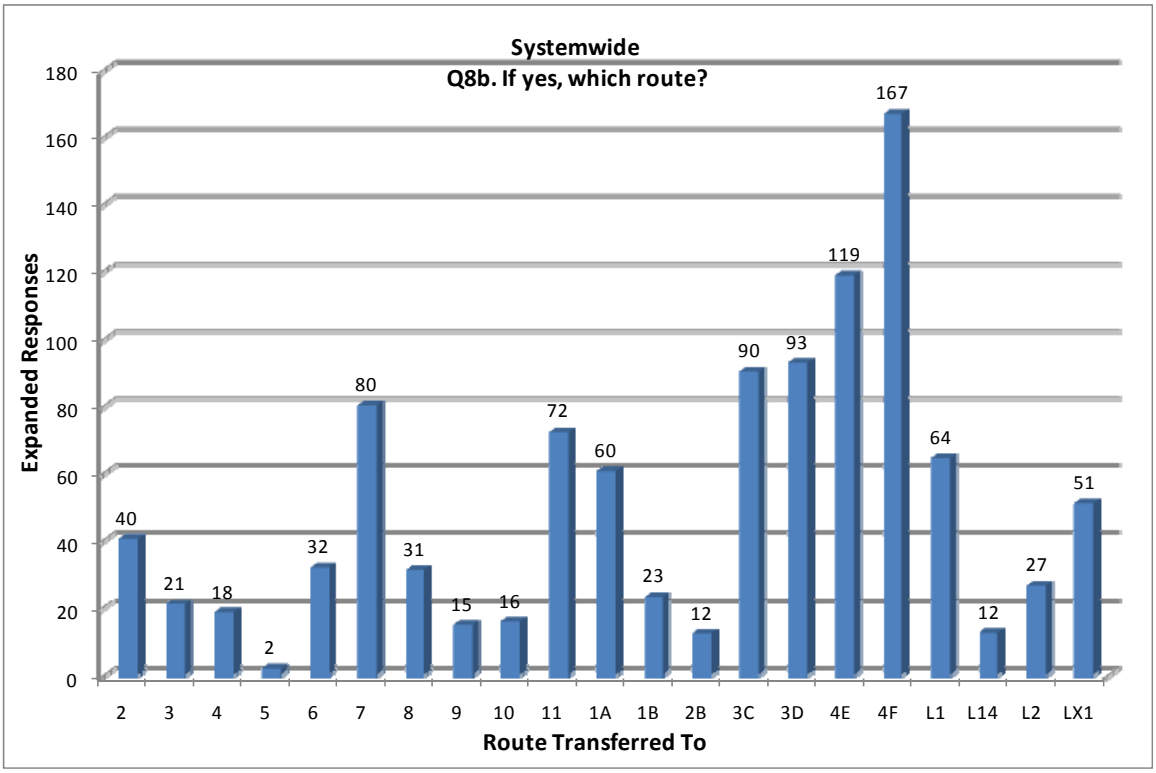
Route 4E
Q8a. Are you transferring to another bus?

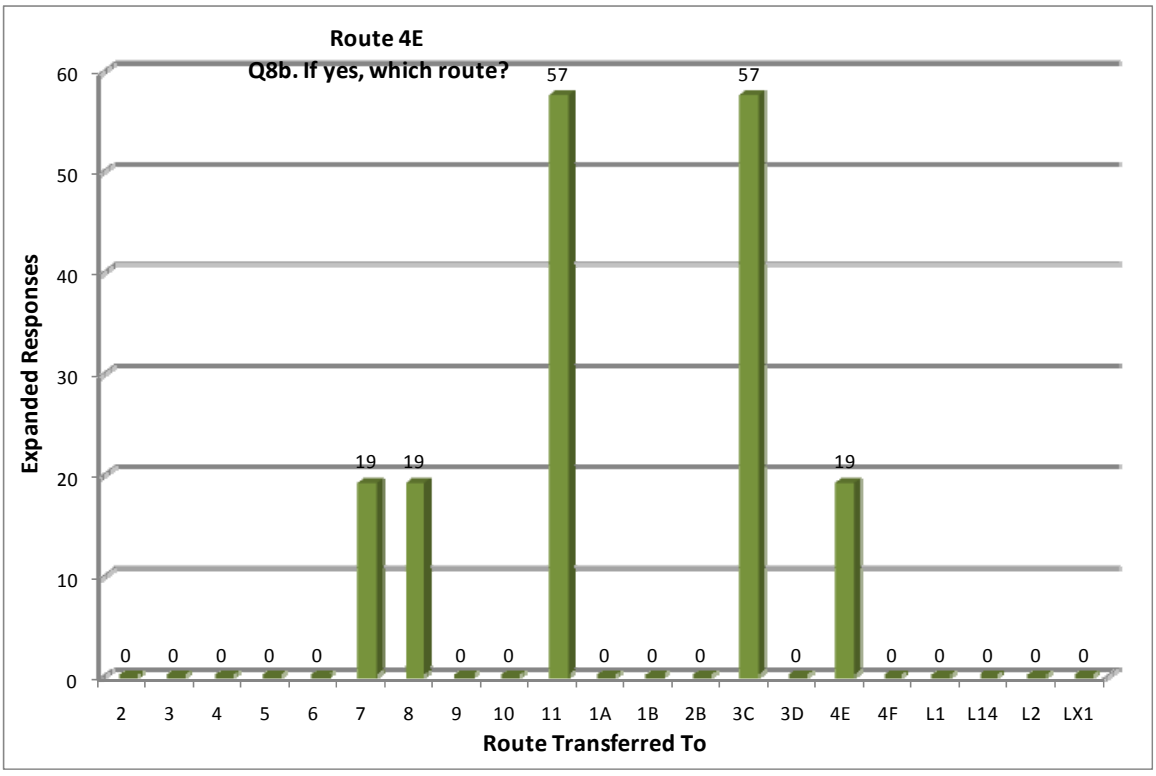


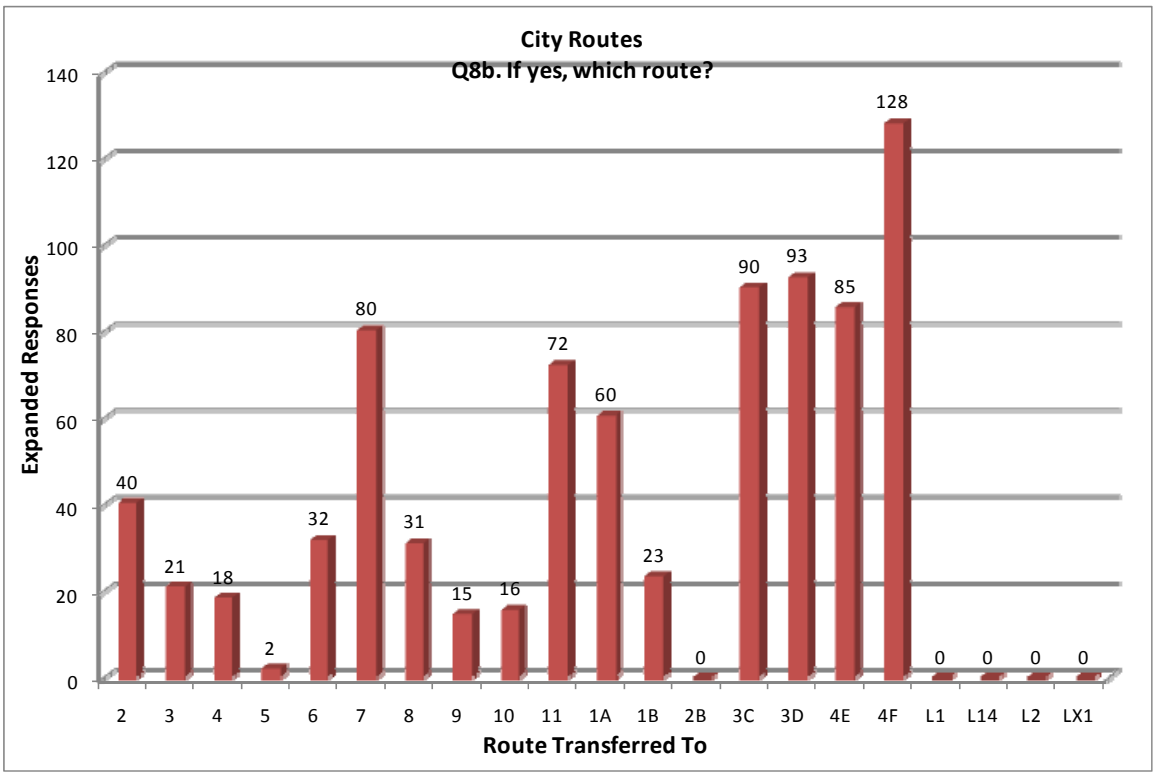
City Routes
Q8a. Are you transferring to another bus?



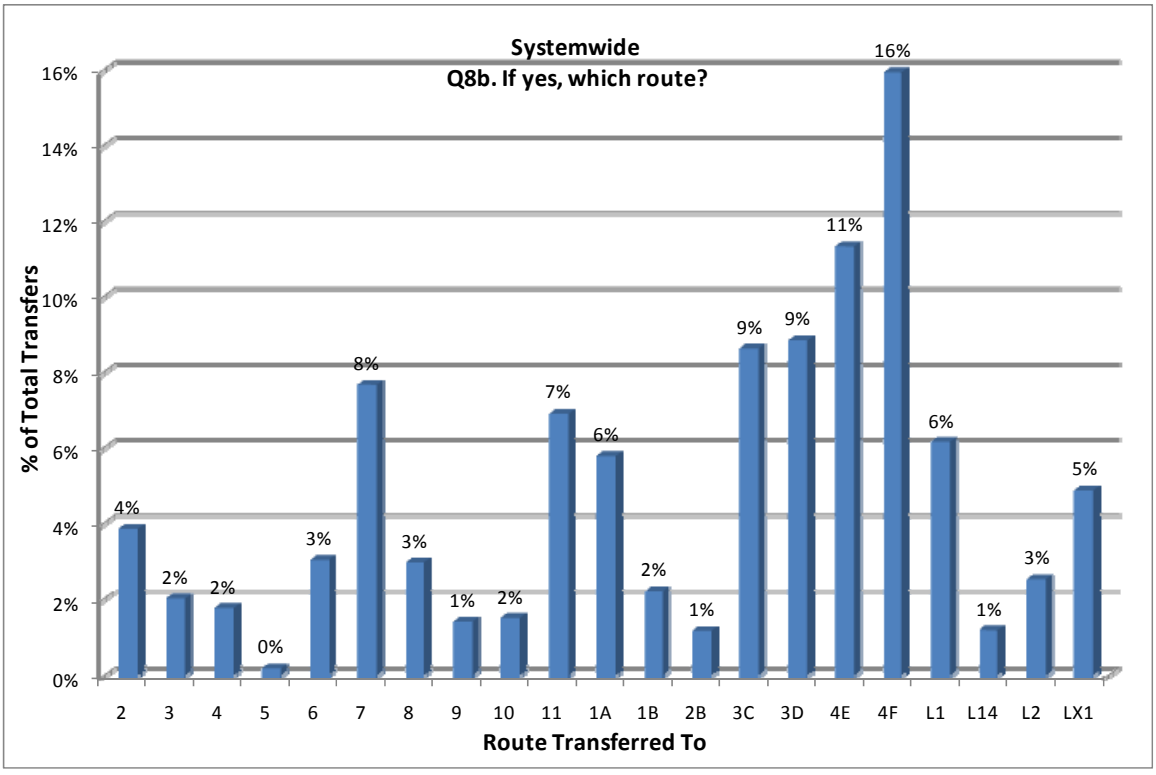
Route Transferred To

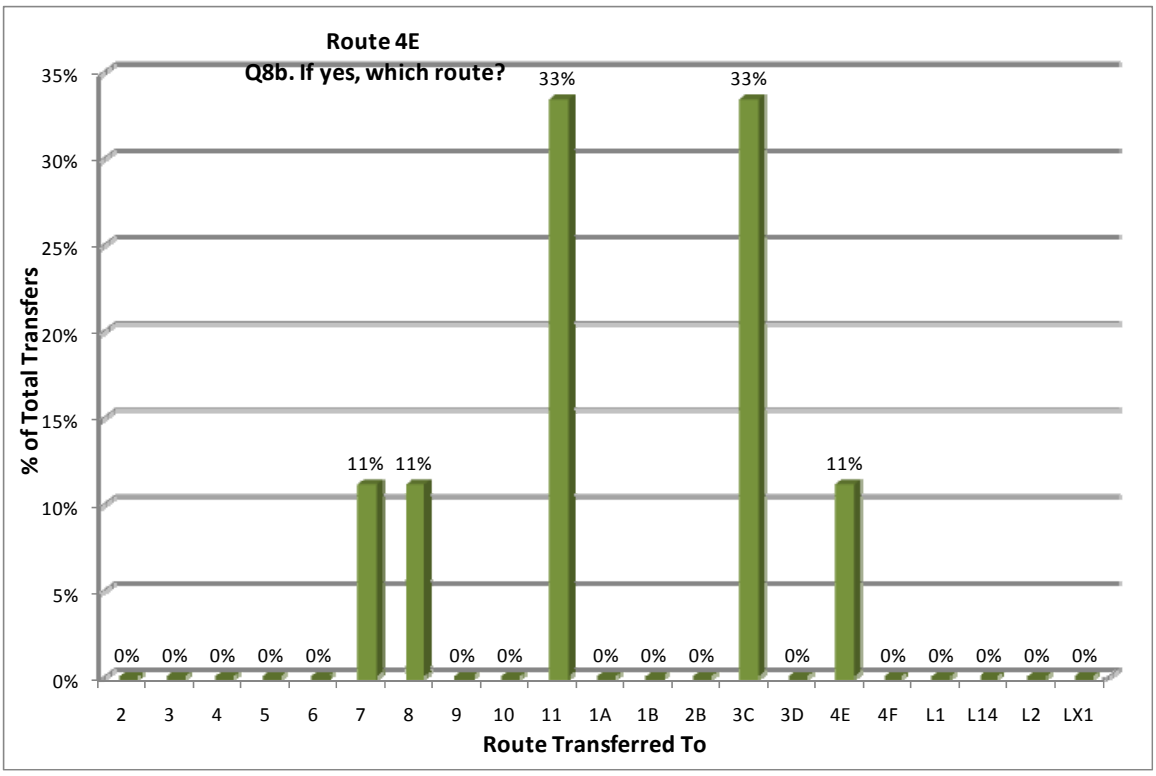


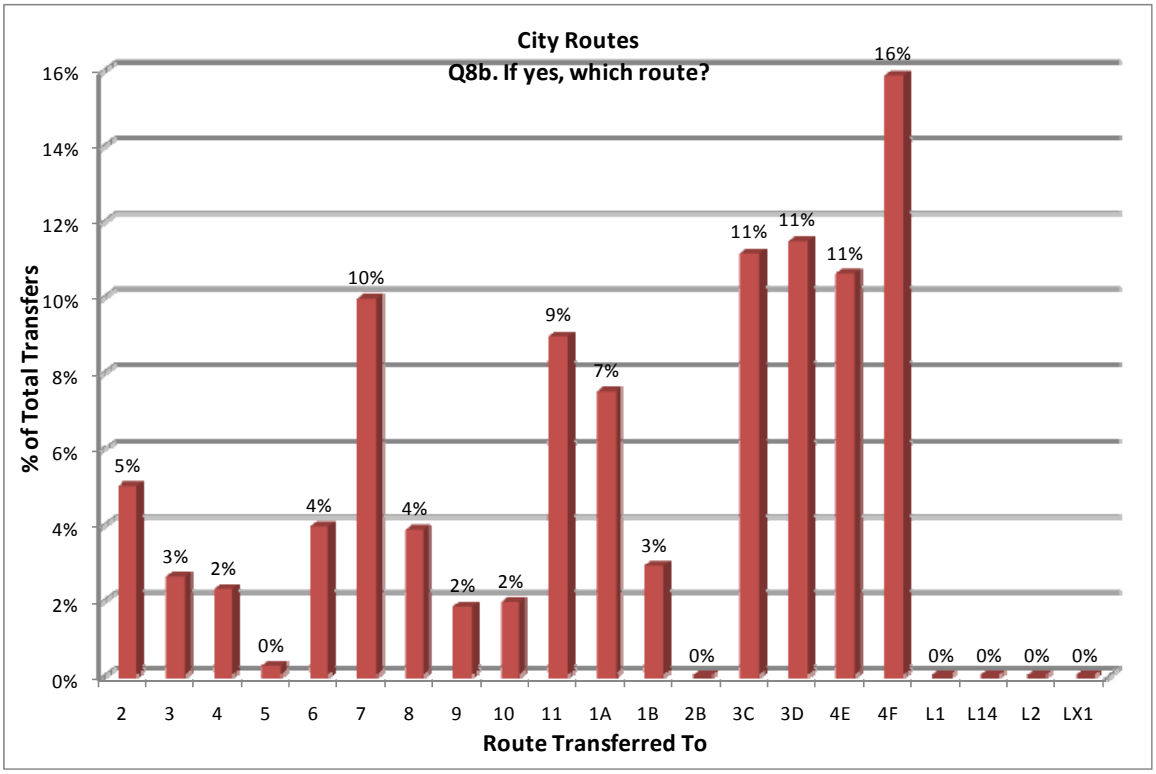




Route Transferred To as a Percentage of Total Transfers




Route 4E
Q8b. If yes, which route?
% of Total Transfers
35%
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 11% 11% 0% 0% 33% 0% 0% 0% 33% 0% 11% 0% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

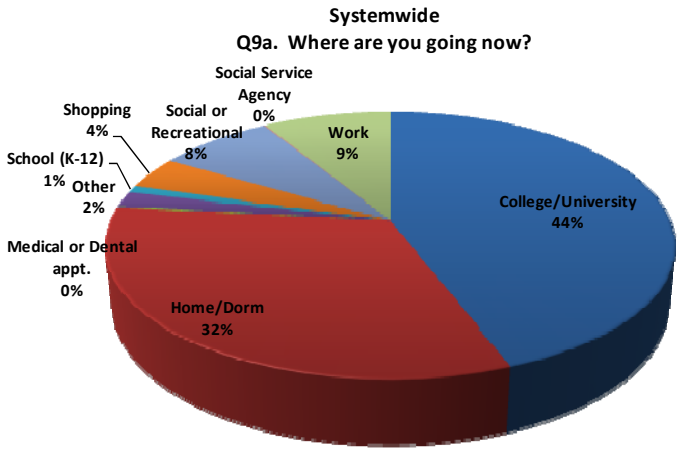

City Routes
Q8b. If yes, which route?
% of Total Transfers
16%
14%
12%
10%
8%
6%
4%
2%
0%
5% 3% 2% 0% 4% 10% 4% 2% 2% 9% 7% 3% 0% 11% 11% 11% 16% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

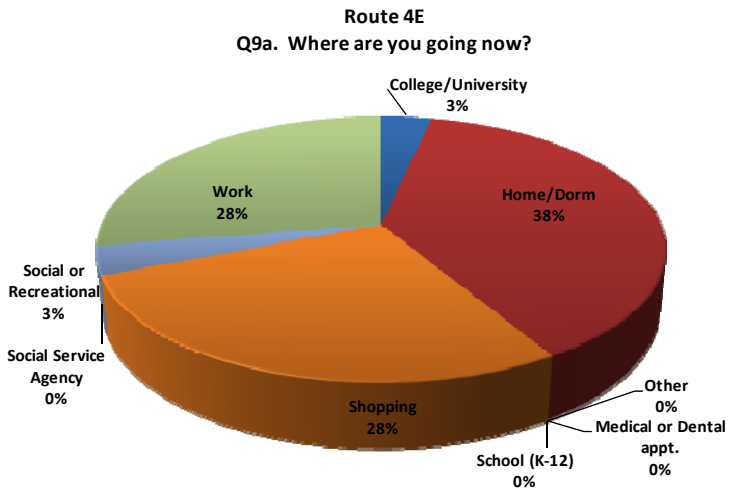
9. Where are you going now?

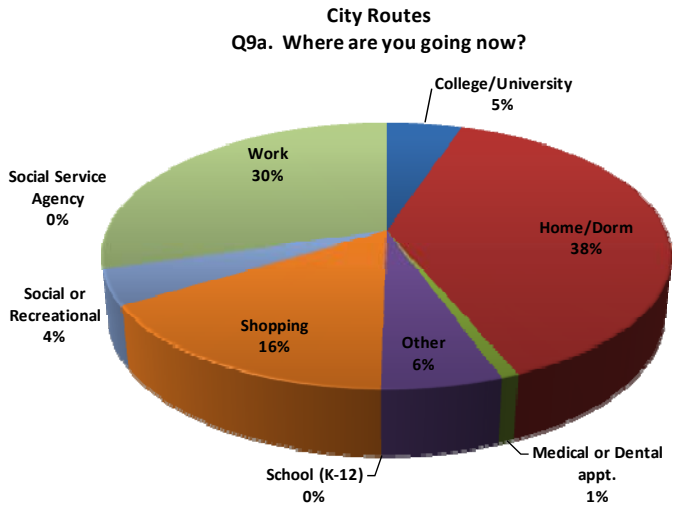
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route 4E, trip purposes were focused on home/dorm, shopping and work (94%). Very few were associated with college/university or social/recreational (6%). The other categories were not represented by the 4E riders.

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	19	3%	175	5%
Home/Dorm	5,089	32%	211	38%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	-	0%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	153	28%	541	16%
Social or Recreational	1,223	8%	19	3%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	153	28%	995	29%
Total	**15,696**	**100%**	**556**	**100%**	**3,374**	**100%**







10. What is the address or location of the place where you are going now?

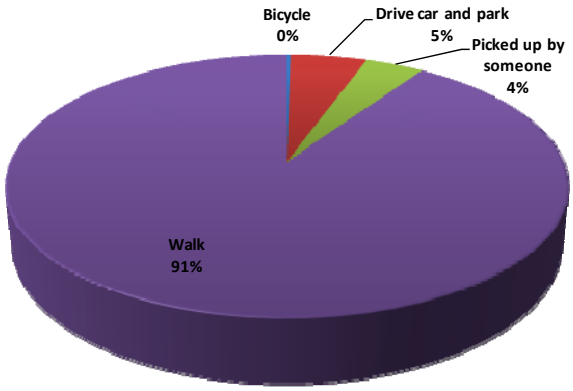
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

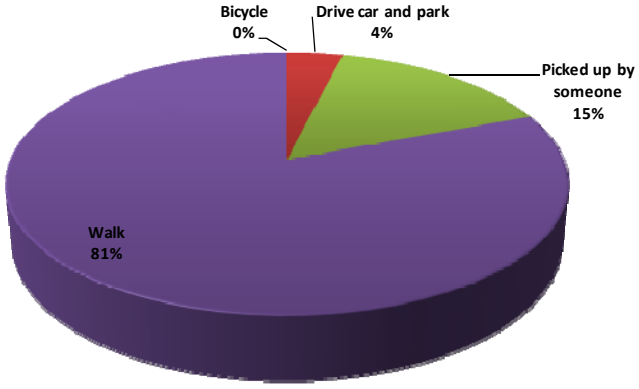
A slightly higher percentage (91%) of City Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route 4E (981%) is lower than the City Route total. No riders reported riding a bicycle upon completing their trip.

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	19	4%	63	2%
Picked up by someone	585	4%	77	15%	183	6%
Walk	13,176	90%	402	81%	2,766	91%
Total	**14,564**	**100%**	**498**	**100%**	**3,047**	**100%**

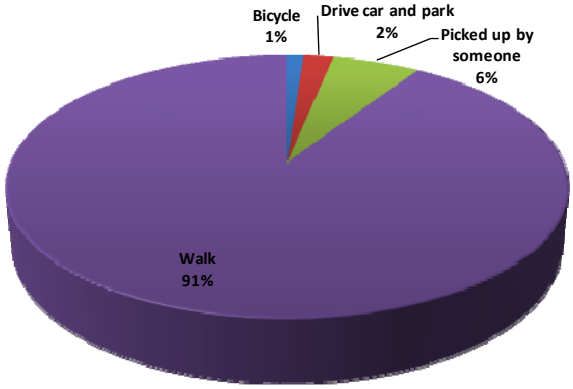
Systemwide
Q11a. How did you get to this bus?



Route 4E
Q11a. How did you get to this bus?

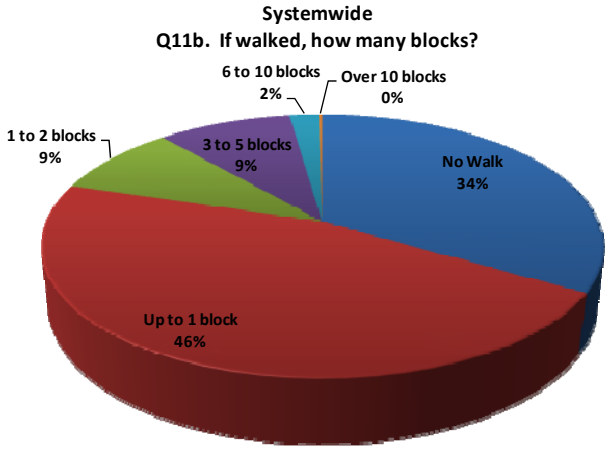


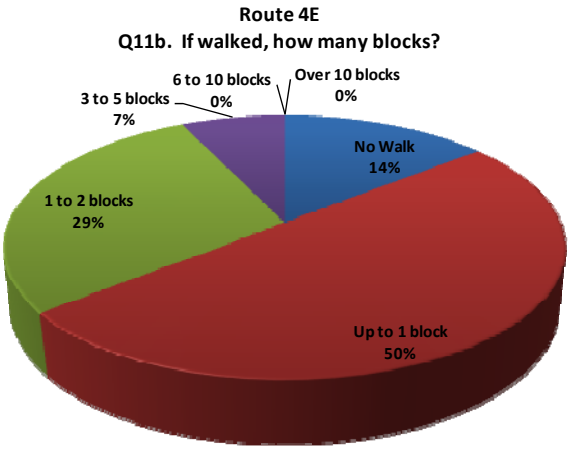
City Routes
Q11a. How did you get to this bus?

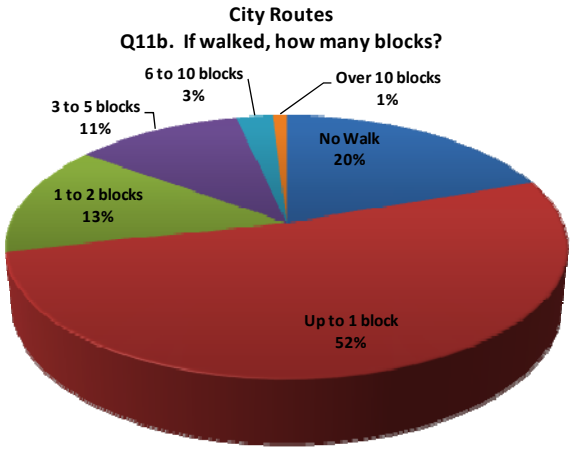


Of those who walked after alighting the bus, most (64%) arrived at their destination with less than one block of walking required. No walks were reported greater than five blocks.

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	38	14%	319	20%
Up to 1 block	3,027	46%	134	50%	842	52%
1 to 2 blocks	580	9%	77	29%	220	14%
3 to 5 blocks	603	9%	19	7%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	268	100%	1,623	100%



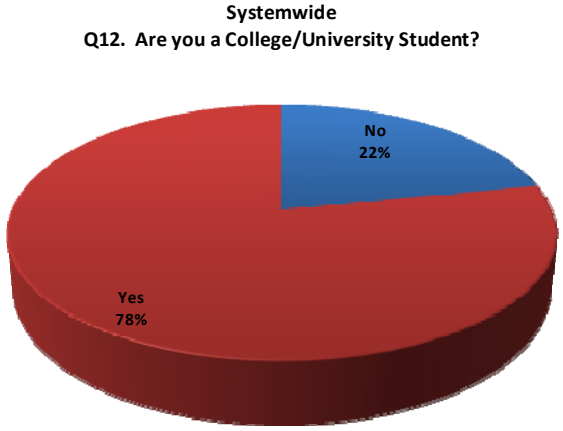




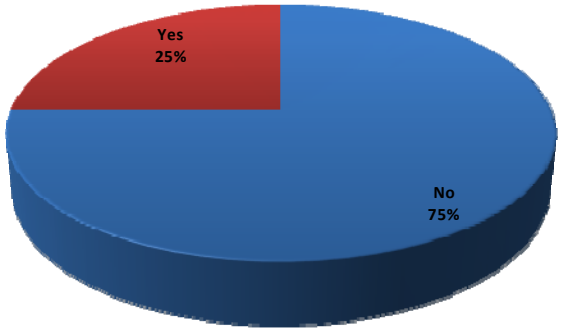
12. Are you a college/university student living away from home?

Route 4E ridership is slightly more impacted by student riders with 25% identifying as a college/university student living away from home.

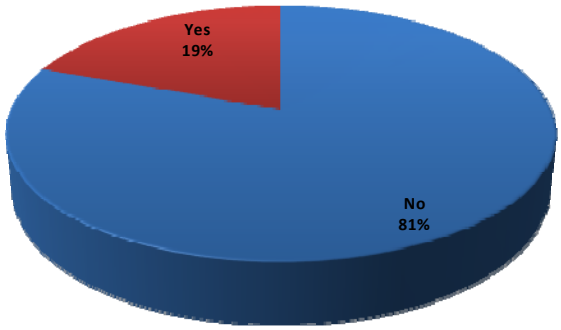
Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	402	75%	2,651	81%
Yes	12,297	78%	134	25%	639	19%
Total	15,757	100%	536	100%	3,290	100%



Route 4E
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



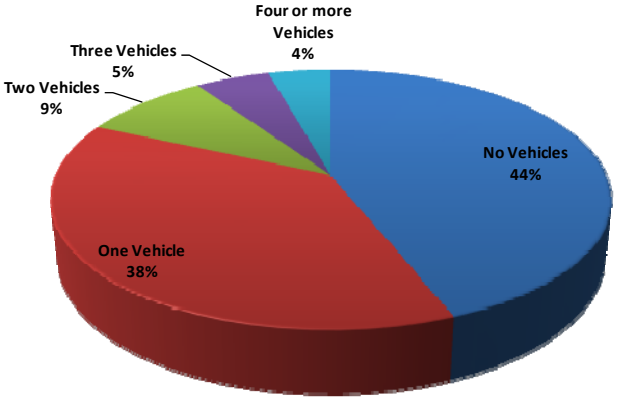
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

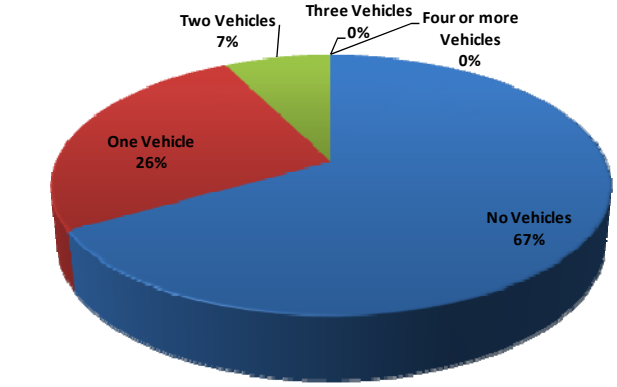
Automobile availability among Route 4E riders was consistent with those City Route riders with 67% reporting no car available. Another 26% reported only one vehicle available in the household.

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	345	67%	2,324	71%
One Vehicle	5,878	38%	134	26%	605	19%
Two Vehicles	1,370	9%	38	7%	288	9%
Three Vehicles	797	5%	-	0%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	517	100%	3,266	100%

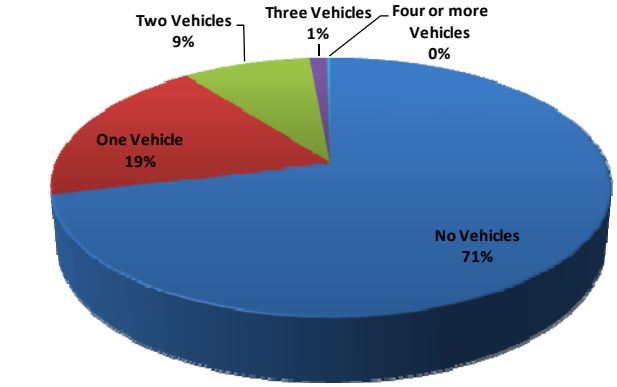
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 4E
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



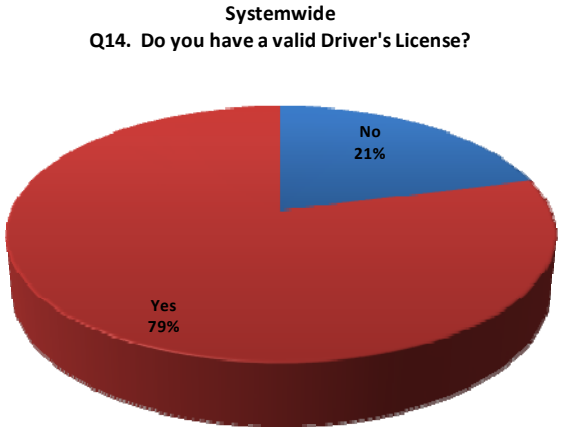
City Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

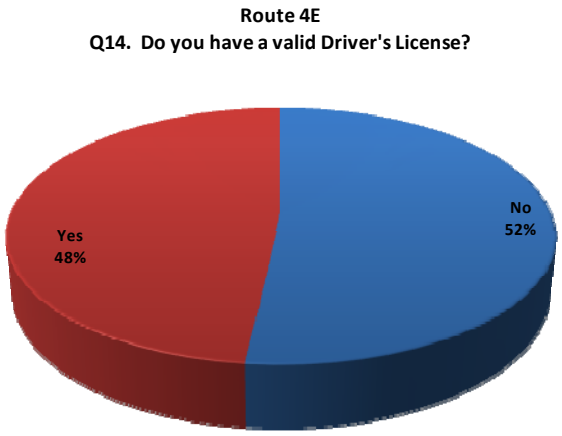


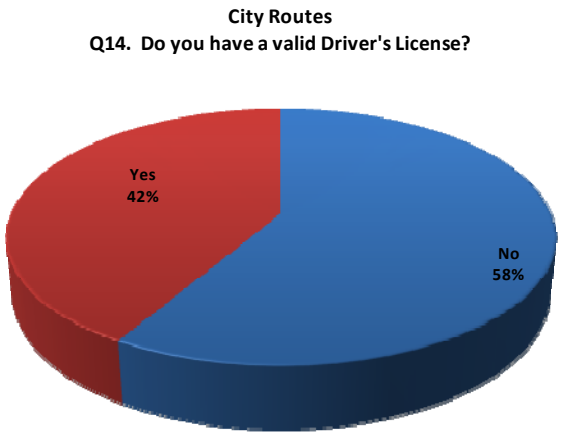
14. Do you have a valid driver's license?

The majority of GLTC's City Route riders (58%) do not carry a valid driver's license. About half (48%) of Route 4E's riders are licensed drivers.

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	287	52%	1,874	58%
Yes	12,102	79%	268	48%	1,333	42%
Total	15,322	100%	556	100%	3,207	100%





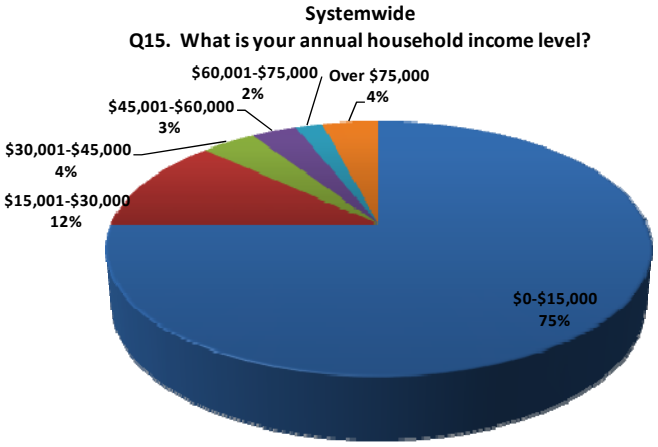


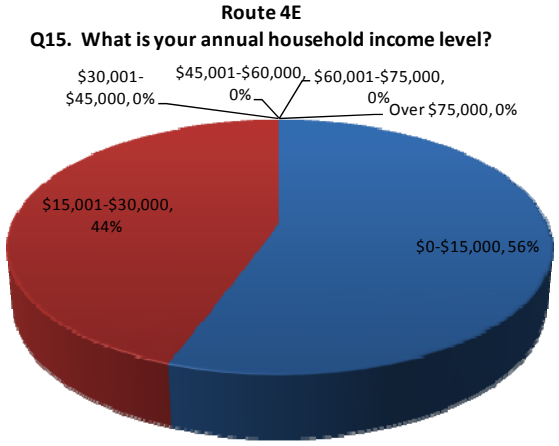
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

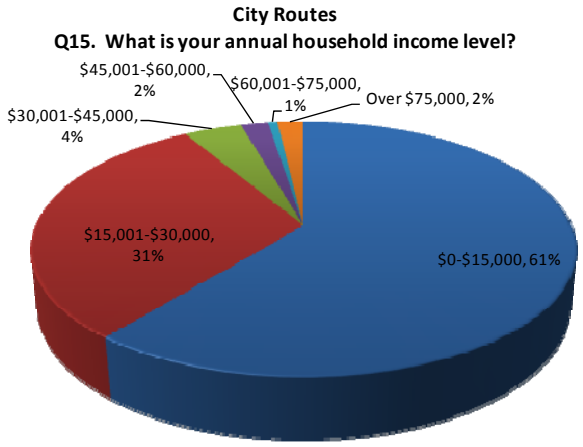
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 4E's riders reported lower earnings than those City Route riders with 100% reporting less than $30,000 annually. There were no reports of incomes greater than $30,000.

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	287	56%	1,781	61%
$15,001-$30,000	1,671	12%	230	44%	892	31%
$30,001-$45,000	543	4%	-	0%	120	4%
$45,001-$60,000	452	3%	-	0%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**517**	**100%**	**2,923**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

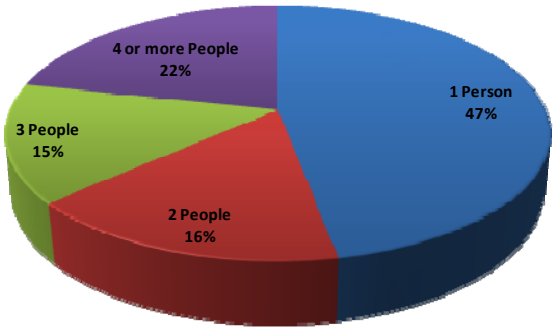
a) 1 **c) 3**

b) 2 **d) 4 or more**

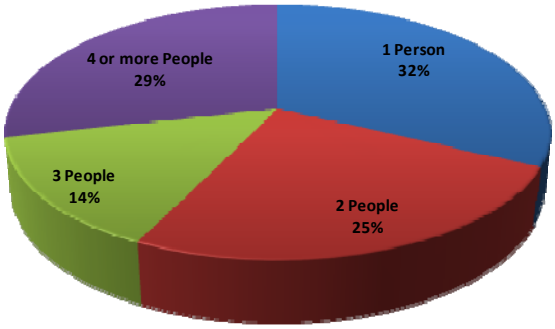
Route 4E's household residency is somewhat similar to the City Route total. 32% report living alone with another 25% living with one other person. Route 4E has 43% of riders reporting 3 or more people in the household , while City Route riders report only 34% of riders reporting 3 or more people in their household.

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	172	32%	1,208	37%
2 People	2,473	16%	134	25%	956	29%
3 People	2,238	15%	77	14%	484	15%
4 or more People	3,244	22%	153	29%	616	19%
Total	15,010	100%	536	100%	3,264	100%

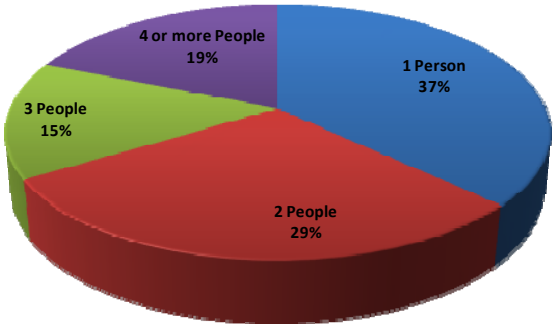
Systemwide
Q16. How many people live in your household?



Route 4E
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

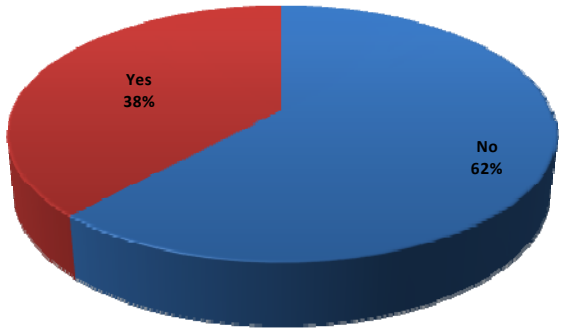


17. Have you transferred at the Plaza in the last week?

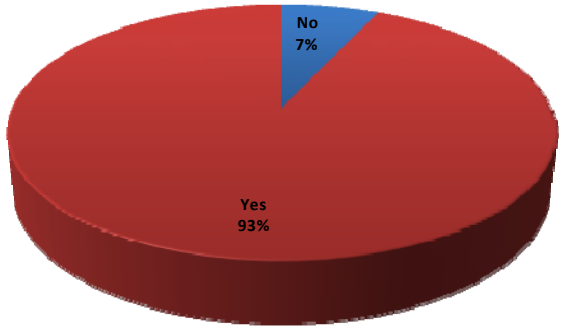
93% of Route 4E riders have transferred at the Plaza in the last week. This is consistent with the City Route riders (89%).

Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	38	7%	366	11%
Yes	5,868	38%	517	93%	2,972	89%
Total	15,369	100%	556	100%	3,339	100%

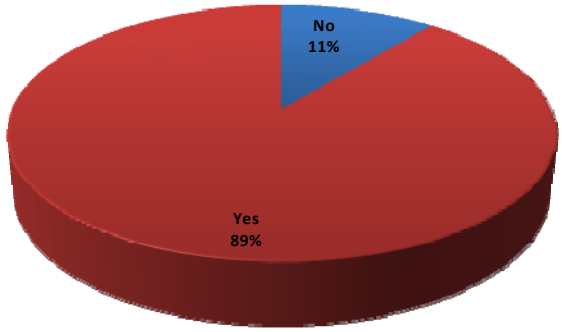
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route 4E
Q17a. Have you transfered at the Plaza in the last week?



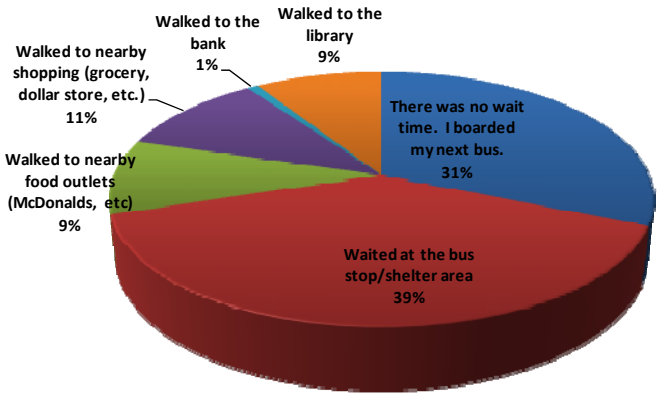
City Routes
Q17a. Have you transfered at the Plaza in the last week?



Of the Route 4E riders that have transferred at the Plaza in the last week, 43% stated there was no wait time and they boarded the next bus. Another 48% said that they waited at the bus stop/shelter area. Only 9% reported walking to nearby food outlets. None of the riders responded to the other categories. These findings are somewhat consistent with the City Route respondents.

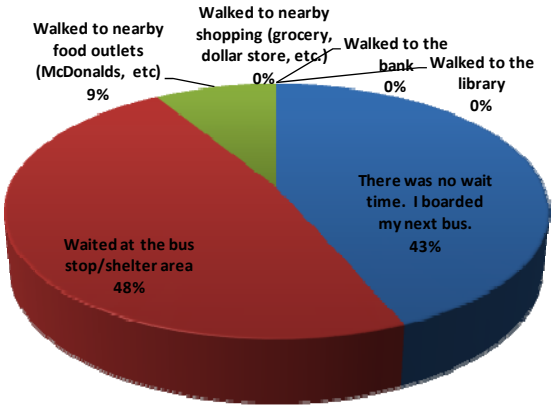
Response	Systemwide		Route 4E		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	192	43%	995	35%
Waited at the bus stop/shelter area	2,216	39%	211	48%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	38	9%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	-	0%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	-	0%	328	12%
Total	5,682	100%	441	100%	2,833	100%

Systemwide
Q17b. What did you do while waiting?



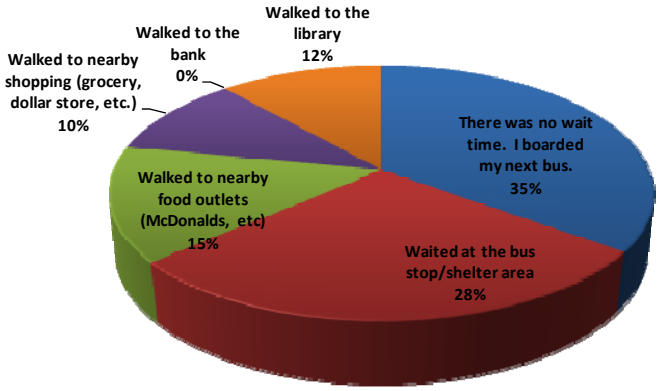
Route 4E

Q17b. What did you do while waiting?



City Routes

Q17b. What did you do while waiting?

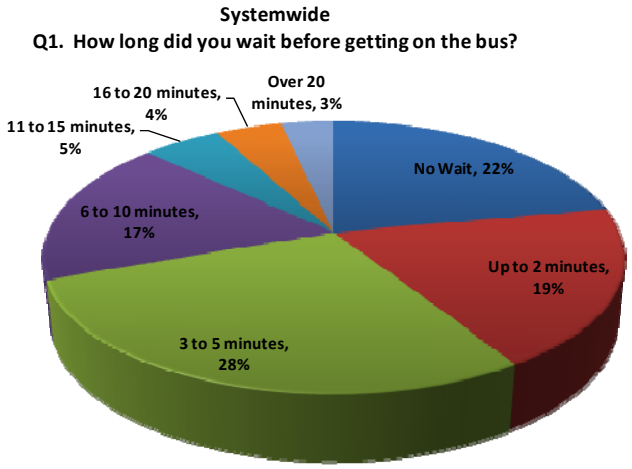


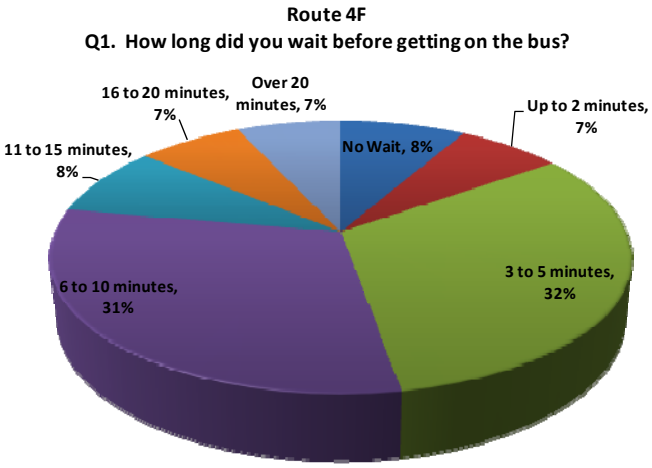
4.7 Route 4F

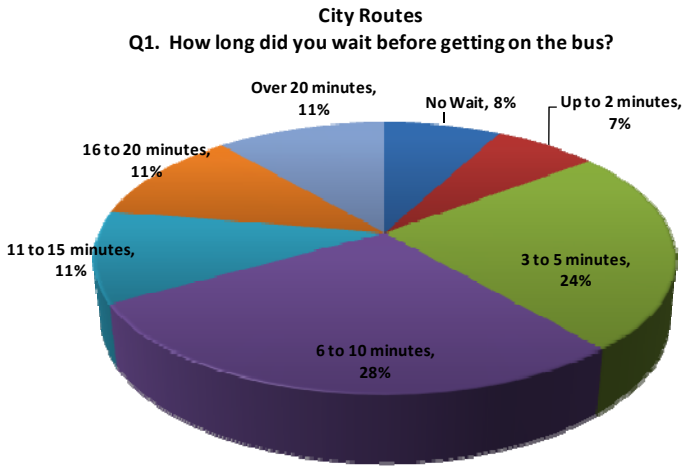
1. How long did you wait at the bus stop before getting on the bus?

The wait times on Route 4F are right on trend with the City Route average. 63% of Route 4F riders waited between 3-10 minutes, while 52% of City Route riders waited 3-10 minutes.

Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	24	8%	255	8%
Up to 2 minutes	3,093	19%	20	7%	227	7%
3 to 5 minutes	4,658	28%	92	32%	790	24%
6 to 10 minutes	2,842	17%	88	31%	927	28%
11 to 15 minutes	852	5%	24	8%	353	11%
16 to 20 minutes	719	4%	20	7%	365	11%
Over 20 minutes	572	3%	20	7%	370	11%
Total	16,347	100%	289	100%	3,288	100%





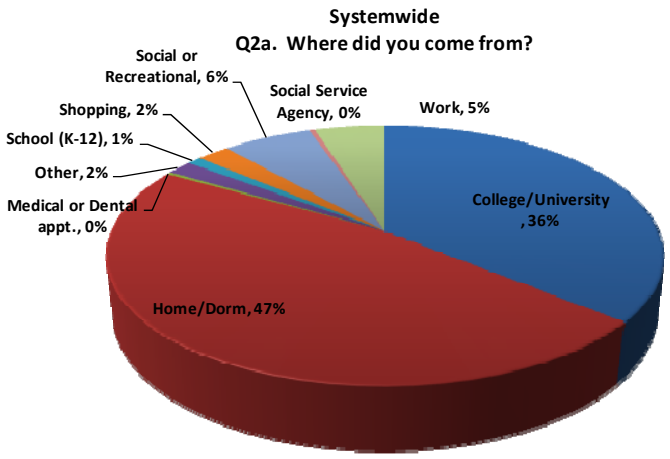


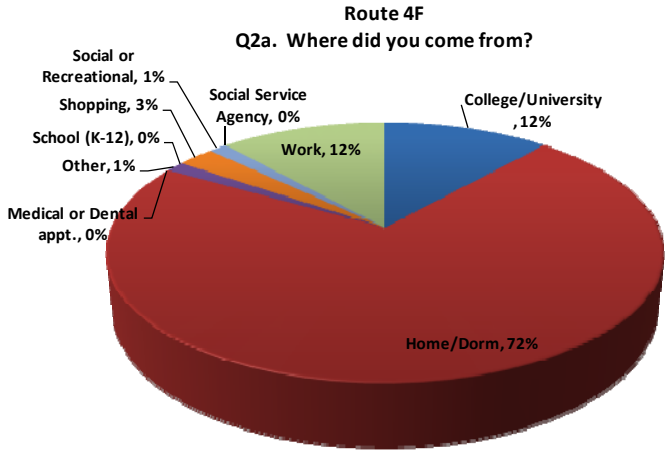
2. Where did you come from?

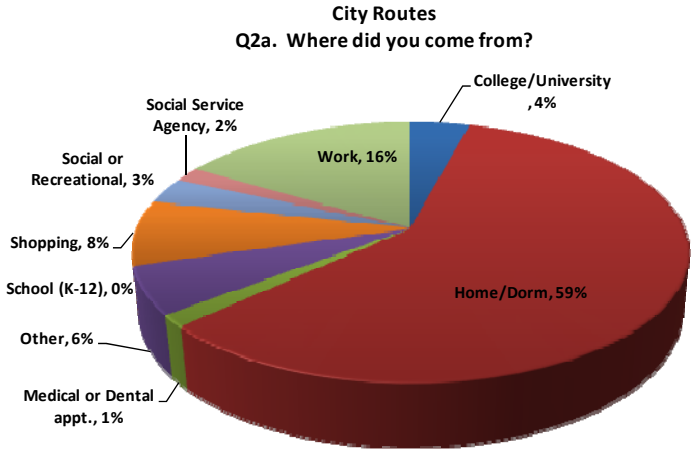
a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

Route 4F riders originate primarily from (72%) home/dorm purposes. Only 12% reported coming from college/university while another 12% came from work.

Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	36	12%	144	4%
Home/Dorm	7,709	47%	224	72%	2,061	59%
Medical or Dental appt.	52	0%	-	0%	52	1%
Other	283	2%	4	1%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	8	3%	282	8%
Social or Recreational	1,009	6%	4	1%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	36	12%	574	16%
Total	**16,312**	**100%**	**313**	**100%**	**3,495**	**100%**


Systemwide
Q2a. Where did you come from?
Social or Recreational, 6%
Social Service Agency, 0%
Work, 5%
Shopping, 2%
School (K-12), 1%
Other, 2%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 47%


Route 4F
Q2a. Where did you come from?
Social or Recreational, 1%
Social Service Agency, 0%
College/University, 12%
Shopping, 3%
School (K-12), 0%
Work, 12%
Other, 1%
Medical or Dental appt., 0%
Home/Dorm, 72%


City Routes
Q2a. Where did you come from?
College/University, 4%
Social Service Agency, 2%
Work, 16%
Social or Recreational, 3%
Shopping, 8%
School (K-12), 0%
Home/Dorm, 59%
Other, 6%
Medical or Dental appt., 1%

3. What is the address or location of the place you came from?

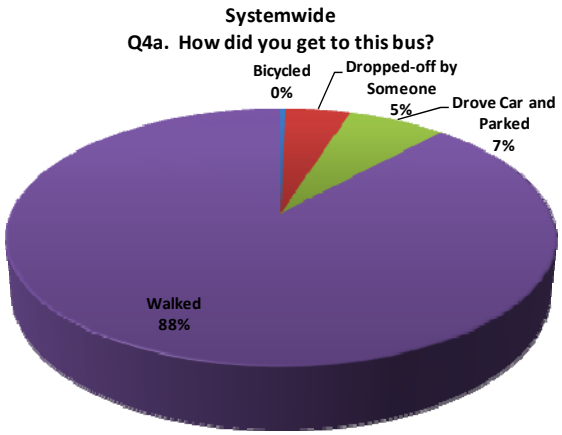
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

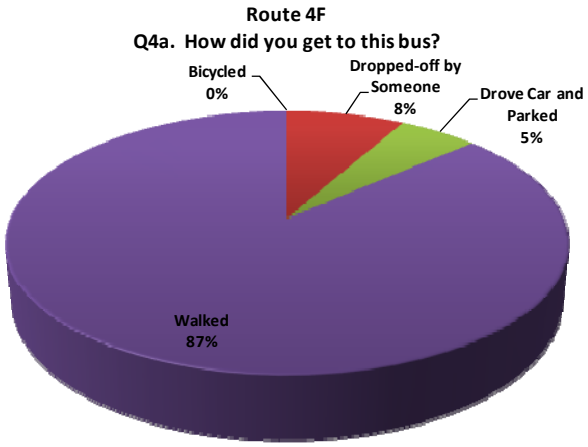
4. How did you get from the place listed above to the first bus used for this trip?

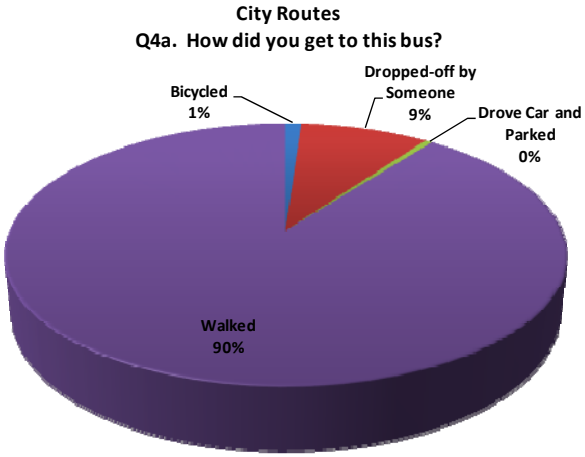
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The majority (86%) of the Route 4F riders walk to catch their bus. The majority of City Route riders (90%) also walk to the bus. No riders reported bicycling to the bus stop.

Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	24	8%	285	9%
Drove Car and Parked	1,083	7%	16	5%	16	0%
Walked	13,872	88%	257	86%	2,887	90%
Total	**15,729**	**100%**	**297**	**100%**	**3,223**	**100%**



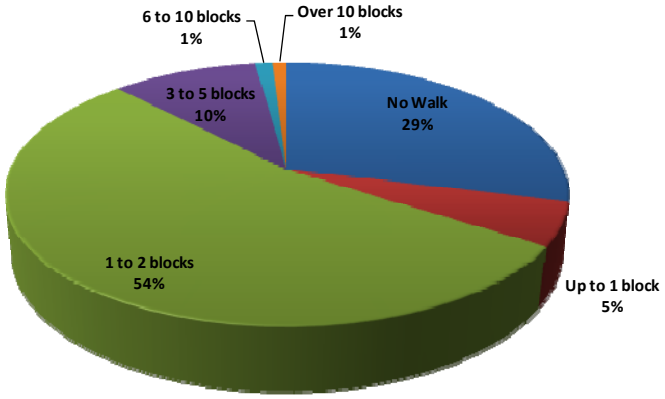




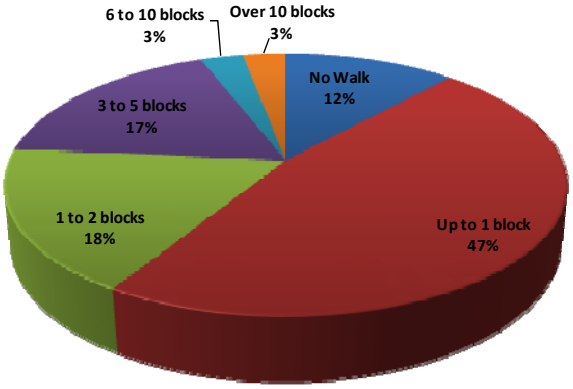
Walks to Route 4F were very similar to those reported on the City Routes. More than half (59%) reported walks up to 1 block. Many (36%) reported walks between 3 and 5 blocks; which were on par with the City Route riders.

Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	16	12%	307	18%
Up to 1 block	391	5%	64	47%	816	47%
1 to 2 blocks	3,940	54%	24	18%	235	14%
3 to 5 blocks	734	10%	24	18%	344	20%
6 to 10 blocks	87	1%	4	3%	36	2%
Over 10 blocks	71	1%	4	3%	4	0%
Total	7,330	100%	136	100%	1,742	100%

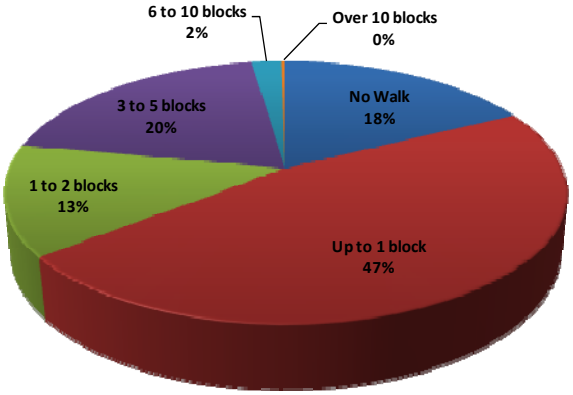
Systemwide
Q4b. If walked, how many blocks?



Route 4F
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



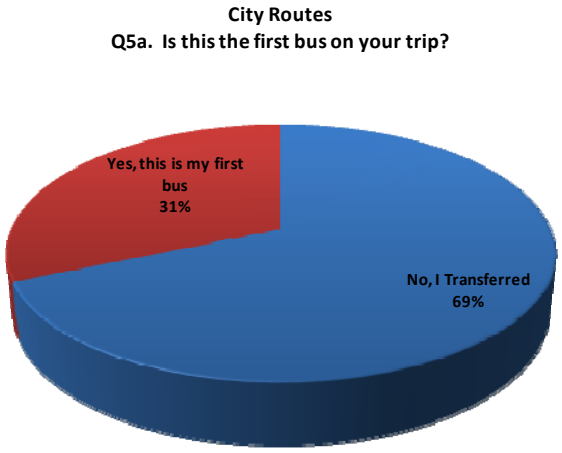
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

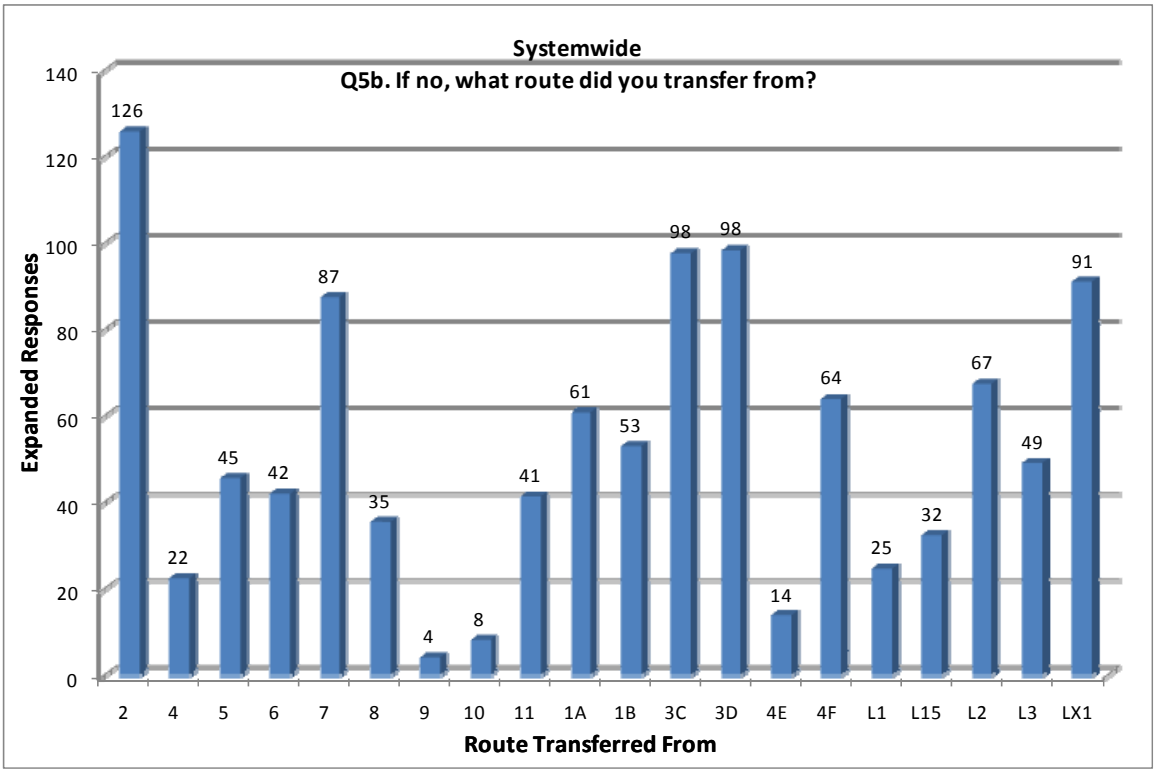
b) Yes, this is the first bus I used for this trip – Route # _____

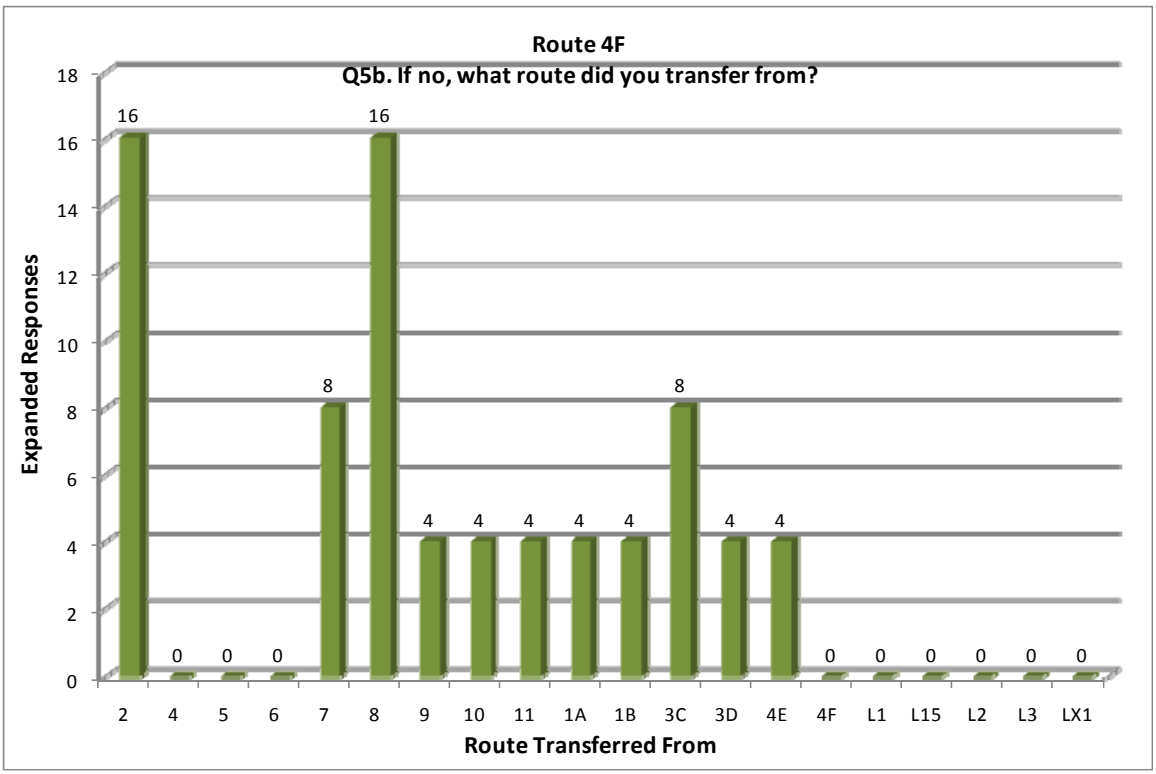
More than three-quarters (83%) of Route 4F's riders transferred from another bus. The majority of those transfers were reported from Route 2 (21%) and Route 8 (21%). The other routes that Route 4F riders transferred from include 7 (11%), 3C (11%), 9 (5%), 10 (5%), 11 (5%), 1A (5%), 1B (5%), 3D (5%) and 4E (5%).

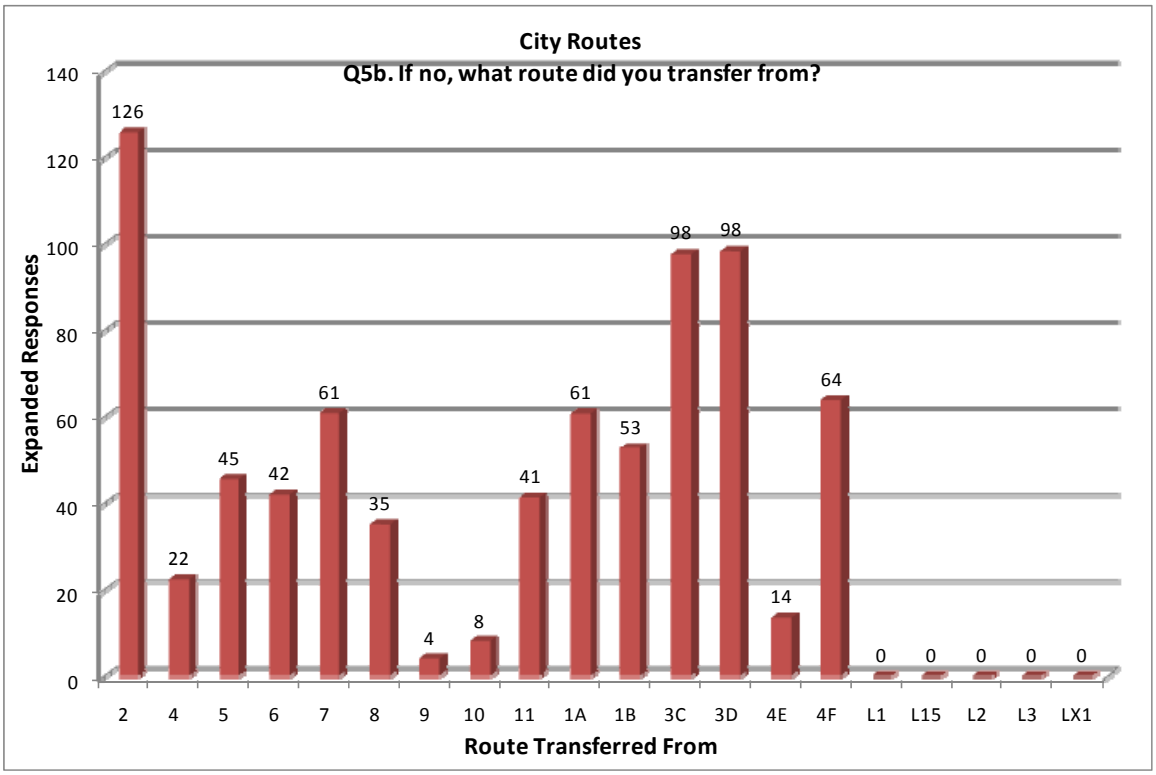
Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	232	83%	2,241	69%
Yes, this is my first bus	12,947	90%	48	17%	1,026	31%
Total	14,388	100%	281	100%	3,267	100%



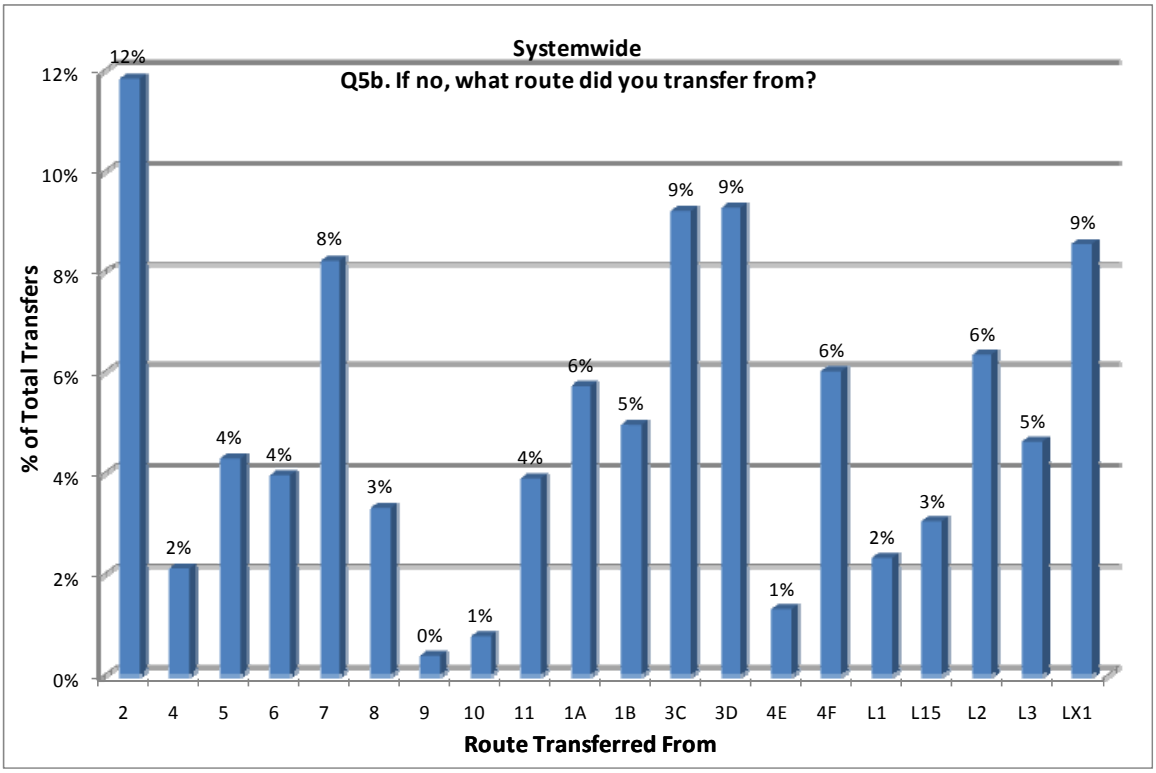
Originating Route Transferred From

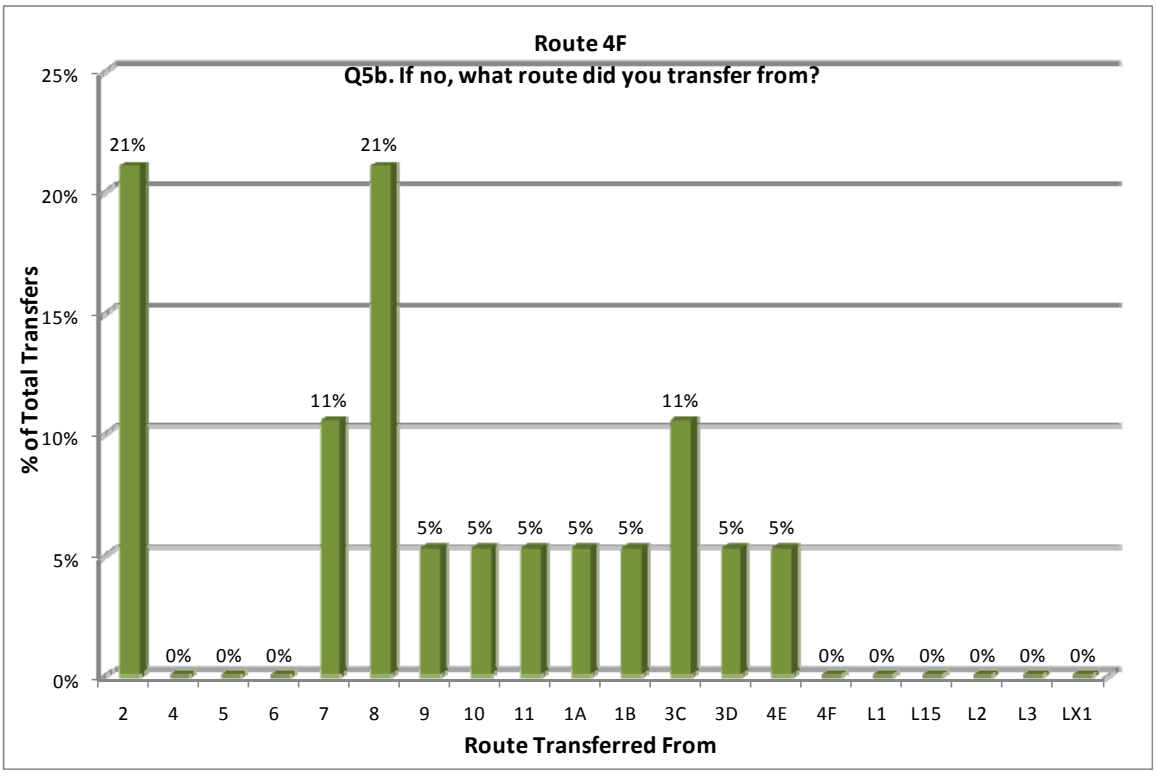


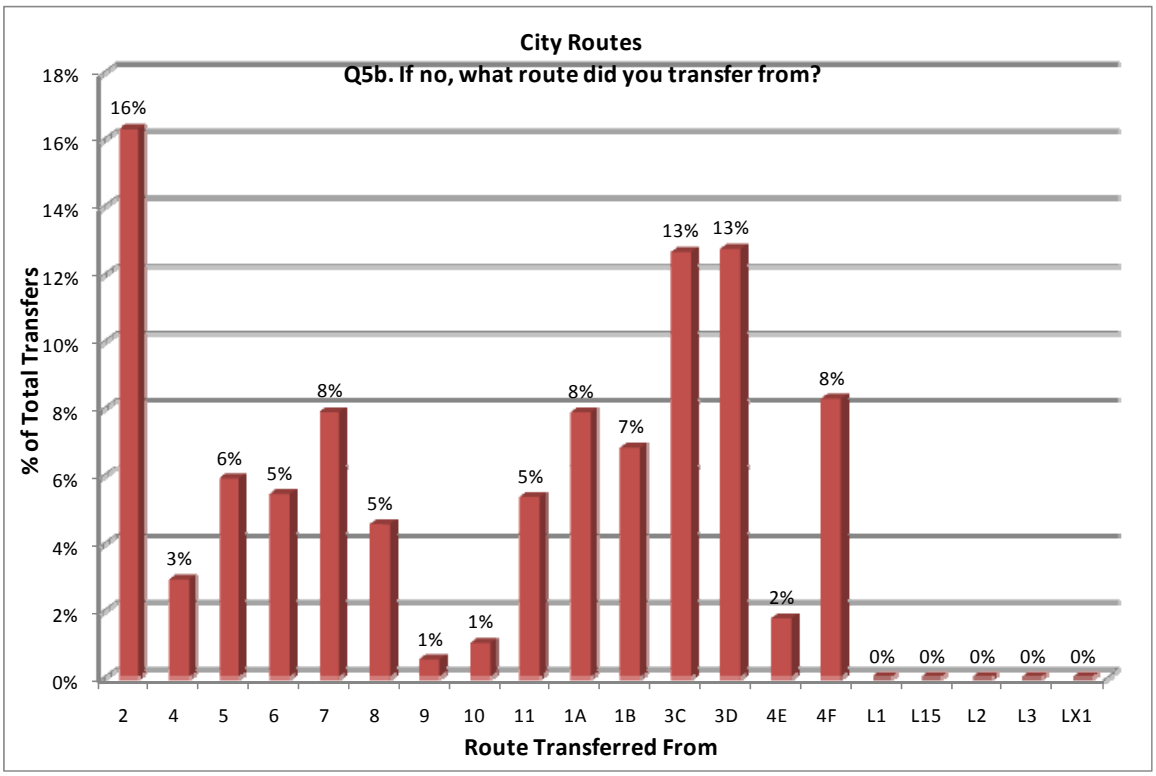

Route 4F
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
16 0 0 0 8 16 4 4 4 4 4 8 4 4 0 0 0 0 0 0


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
126 22 45 42 61 35 4 8 41 61 53 98 98 14 64 0 0 0 0 0

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

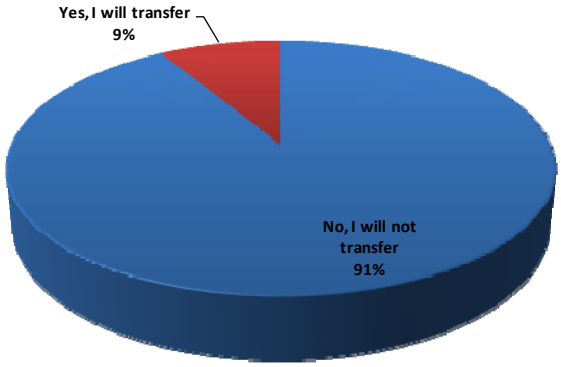
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

Surprisingly, the number of riders transferring from Route 4F to another route (17%) is less than the City Route total. The majority of the riders transferred to Route 8 (30%) and Route 3D (30%). The other routes that the riders from Route 4F transferred to were 2 (10%), 7 (10%), 3C (10%) and 4E (10%).

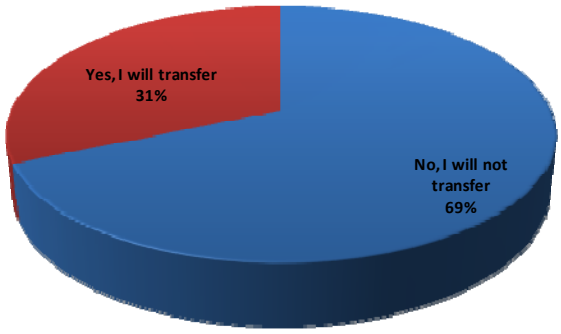
Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	232	83%	2,241	69%
Yes, I will transfer	1,303	9%	48	17%	1,026	31%
Total	15,128	100%	281	100%	3,267	100%

Systemwide
Q8a. Are you transferring to another bus?

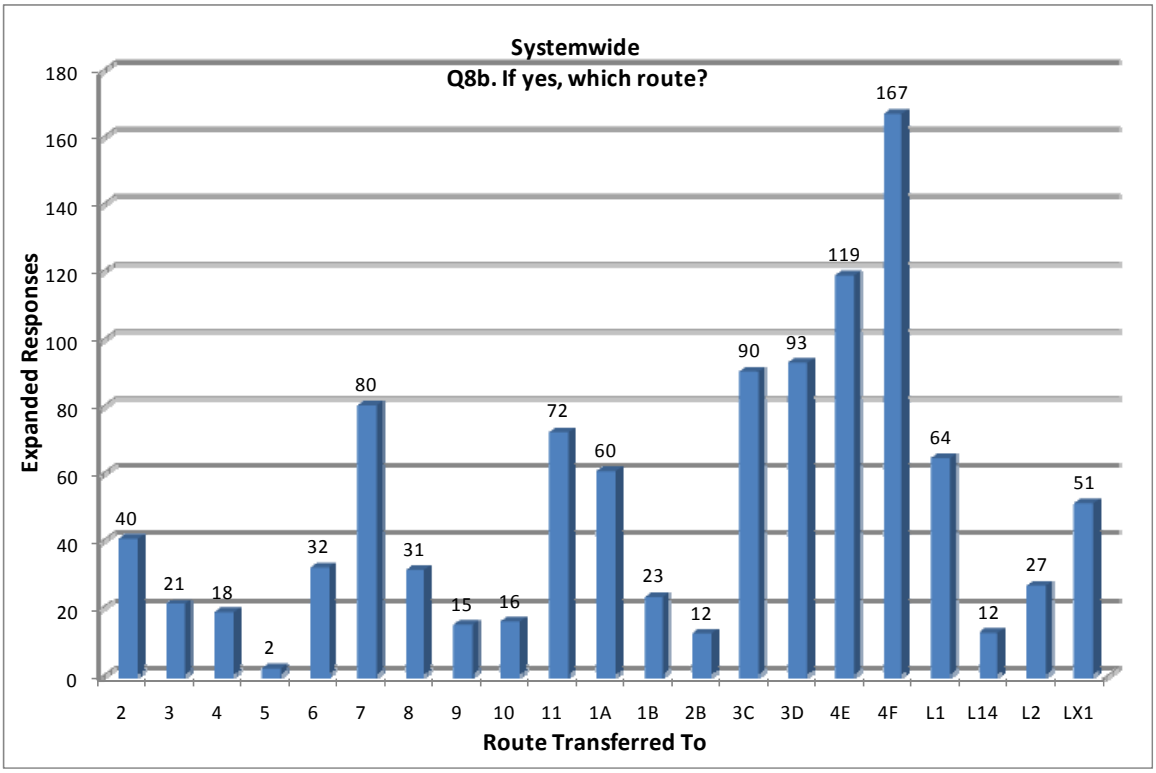


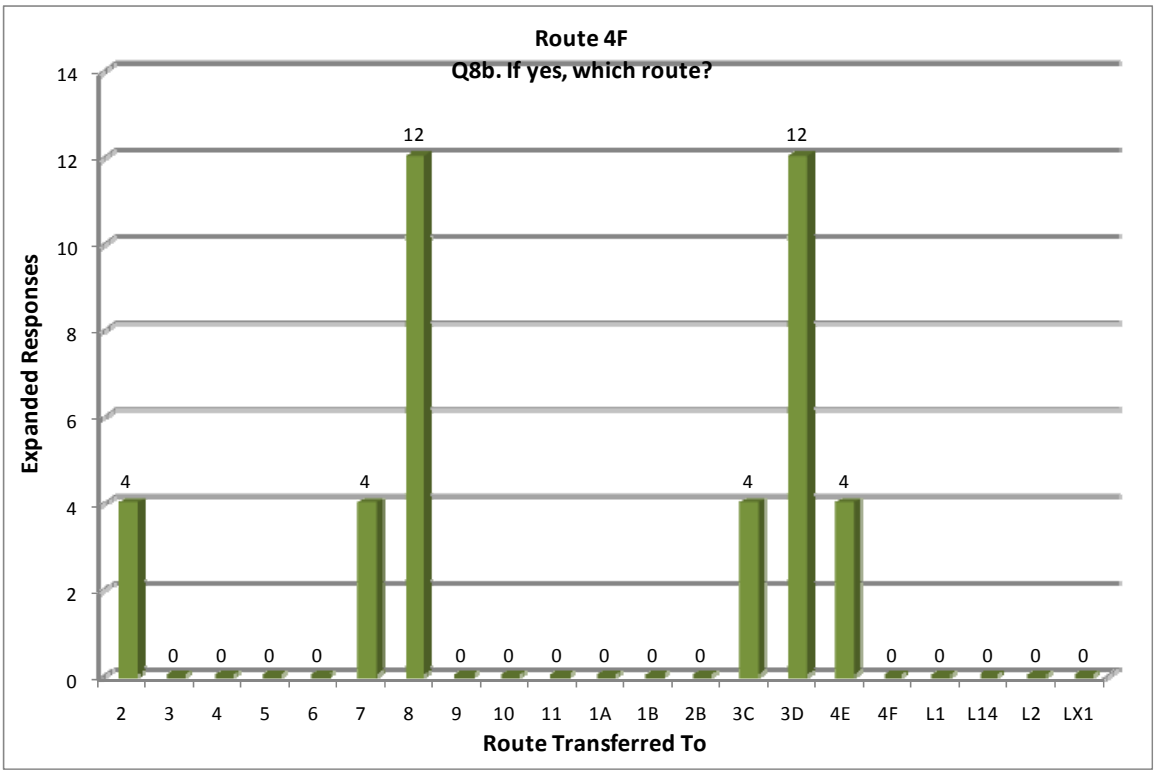
Route 4F
Q8a. Are you transferring to another bus?

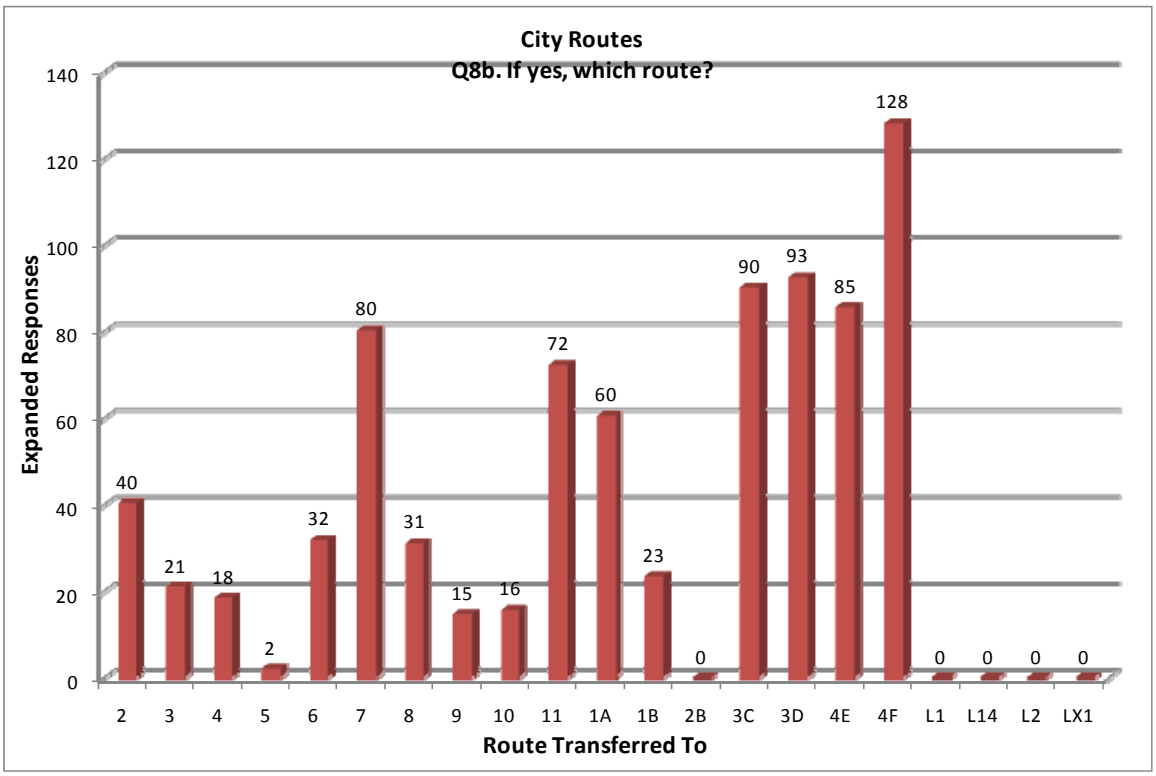
City Routes
Q8a. Are you transferring to another bus?



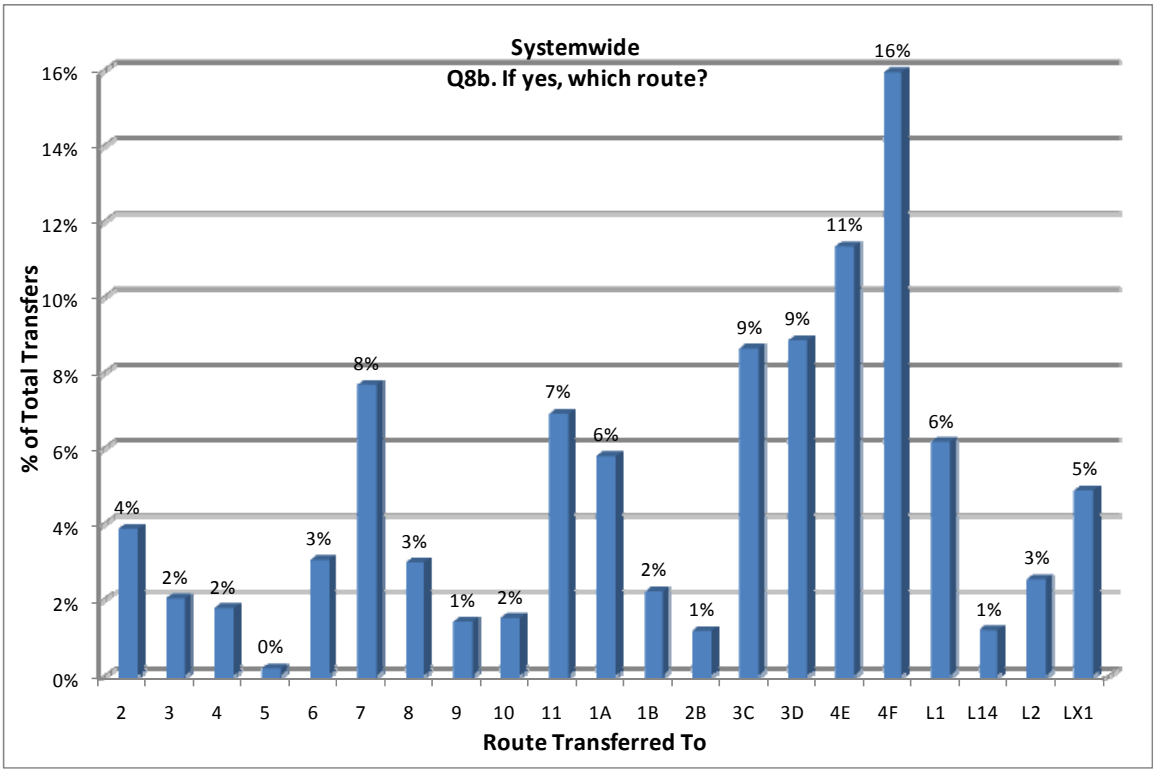
Route Transferred To

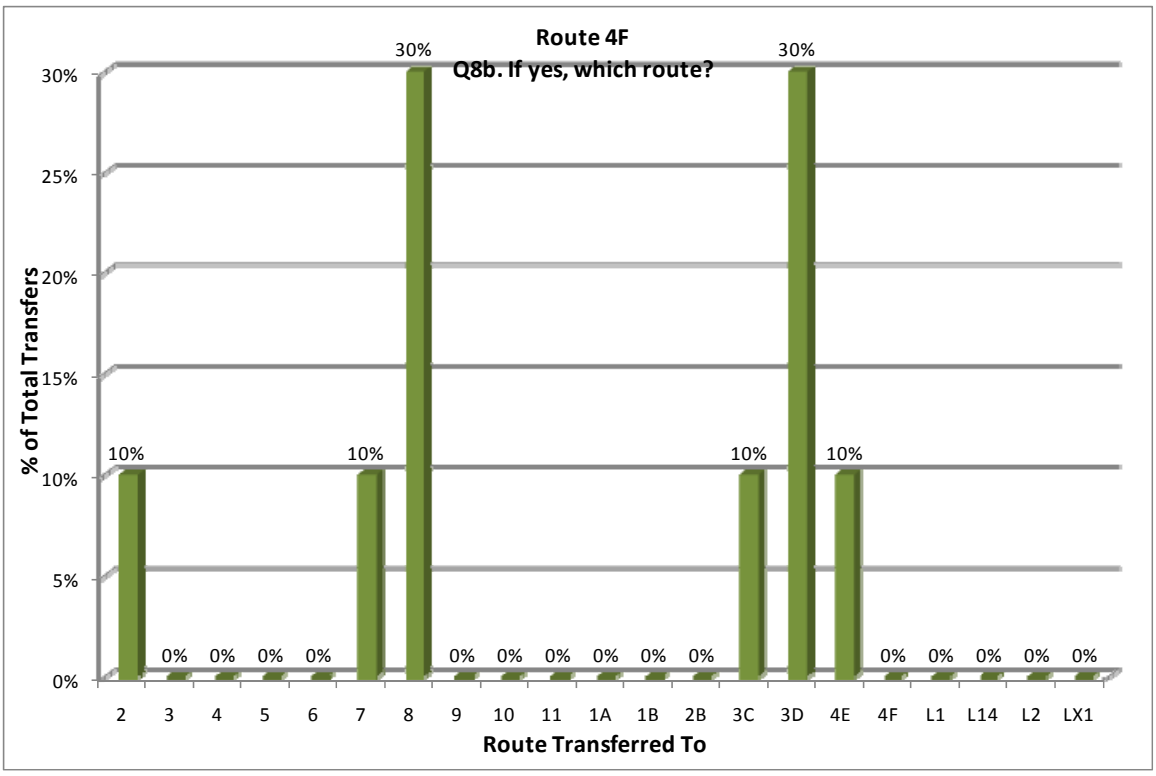


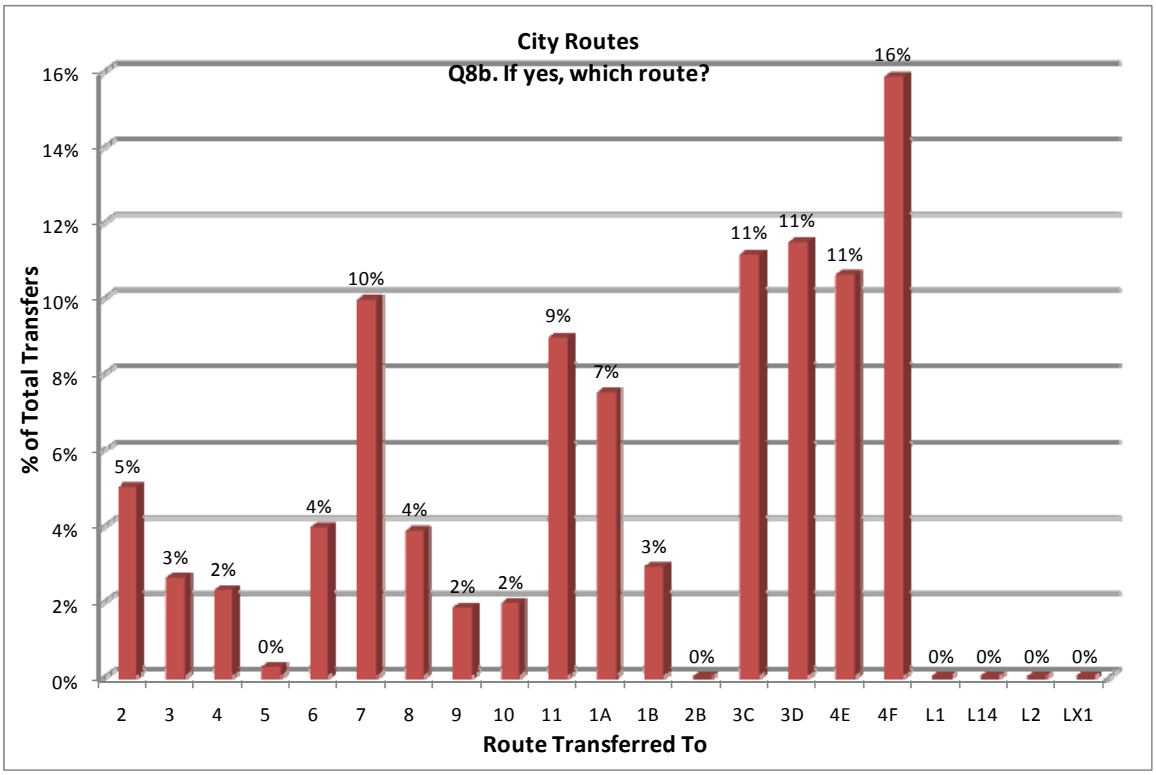




Route Transferred To as a Percentage of Total Transfers




Route 4F
Q8b. If yes, which route?
% of Total Transfers
Route Transferred To
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
10% 0% 0% 0% 0% 10% 30% 0% 0% 0% 0% 0% 0% 10% 30% 10% 0% 0% 0% 0% 0%

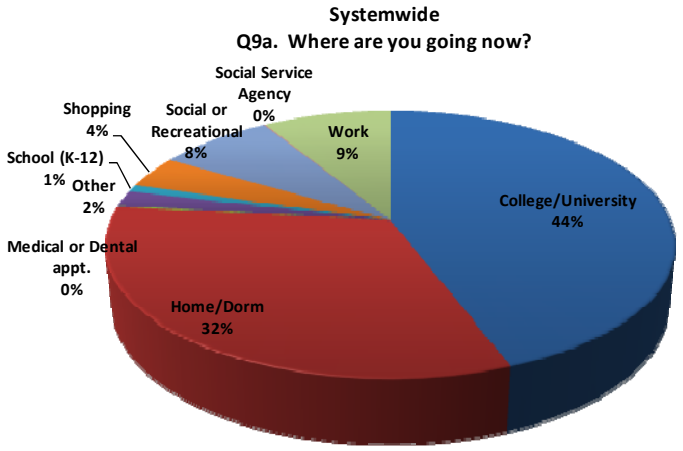

City Routes
Q8b. If yes, which route?
% of Total Transfers
Route Transferred To
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
5% 3% 2% 0% 4% 10% 4% 2% 2% 9% 7% 3% 0% 11% 11% 11% 16% 0% 0% 0% 0%

9. Where are you going now?

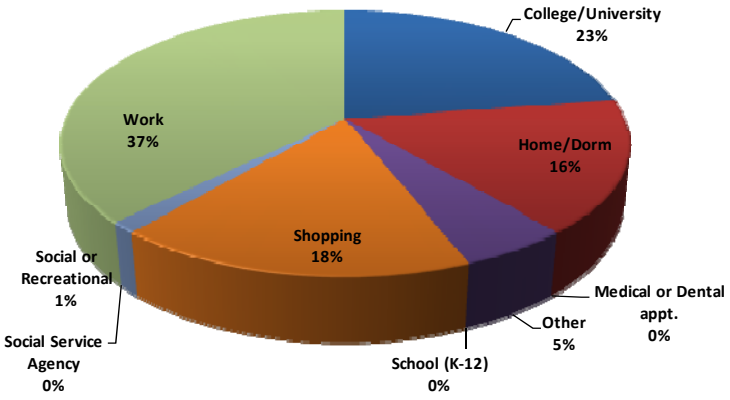
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route 4F, the majority of the trip purposes were focused on work (37%). The other categories that were heavily represented were College/University (23%), Shopping (17%) and Home/Dorm (16%). None of the riders reported that they were heading to a Medical or Dental appt., School (K-12) or to a Social Service Agency.

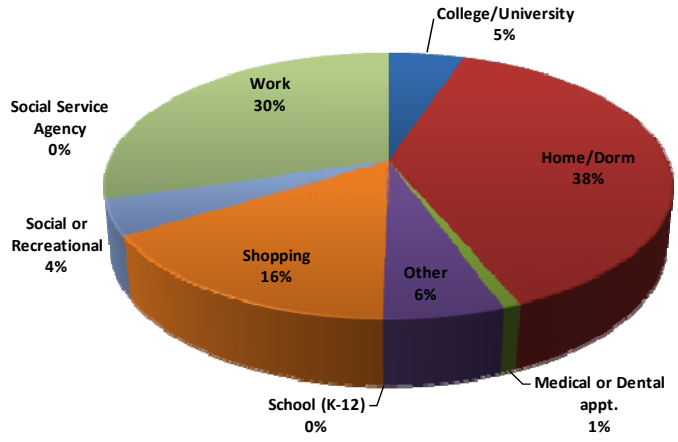
Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	68	23%	175	5%
Home/Dorm	5,089	32%	48	16%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	16	5%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	52	17%	541	16%
Social or Recreational	1,223	8%	4	1%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	112	37%	995	29%
Total	**15,696**	**100%**	**301**	**100%**	**3,374**	**100%**



Route 4F
Q9a. Where are you going now?



City Routes
Q9a. Where are you going now?



10. What is the address or location of the place where you are going now?

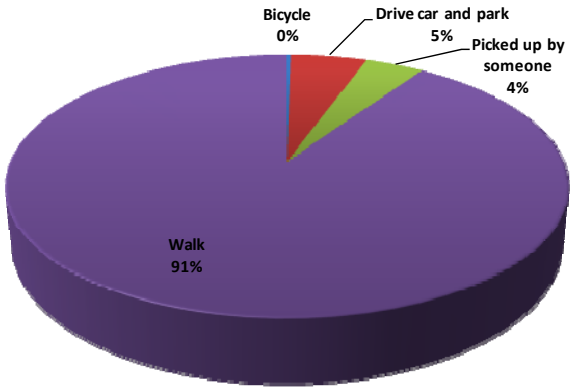
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

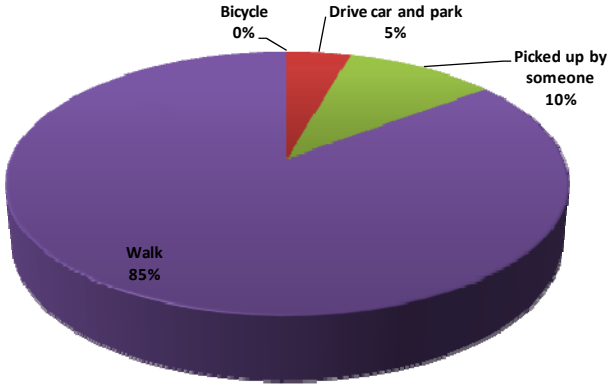
Higher percentages (91%) of City Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route 4F (85%) is also very comparable to the City Route total. No riders reported bicycling upon completing their trip.

Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	12	4%	63	2%
Picked up by someone	585	4%	28	10%	183	6%
Walk	13,176	90%	232	85%	2,766	91%
Total	**14,564**	**100%**	**273**	**100%**	**3,047**	**100%**

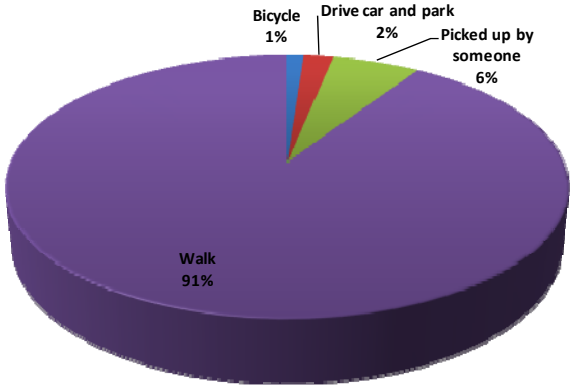
Systemwide
Q11a. How did you get to this bus?



Route 4F
Q11a. How did you get to this bus?

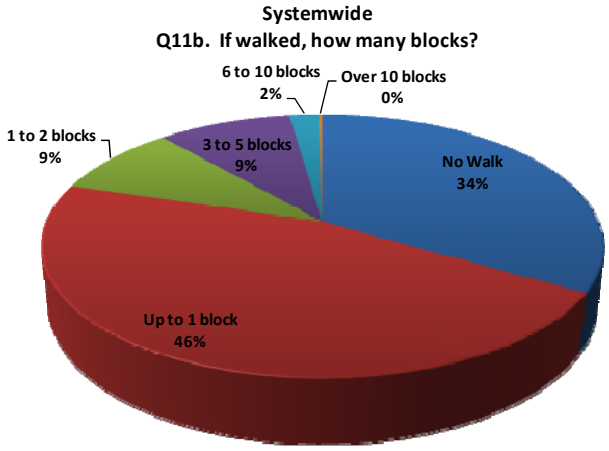


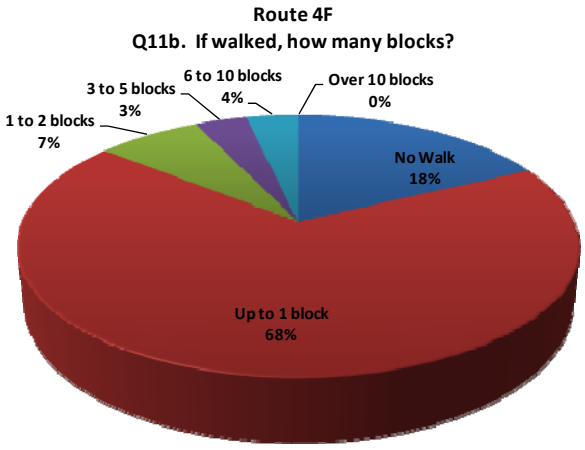
City Routes
Q11a. How did you get to this bus?

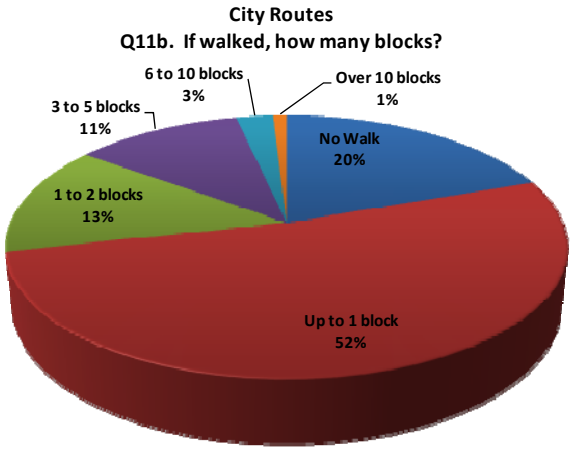


Of those who walked after alighting the bus, most (86%) arrived at their destination with less than 1 block of walking required. No walks were reported greater than ten blocks.

Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	20	18%	319	20%
Up to 1 block	3,027	46%	76	68%	842	52%
1 to 2 blocks	580	9%	8	7%	220	14%
3 to 5 blocks	603	9%	4	4%	186	11%
6 to 10 blocks	131	2%	4	4%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	112	100%	1,623	100%



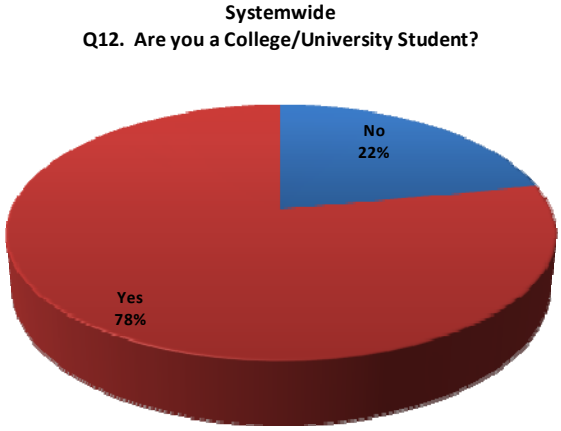




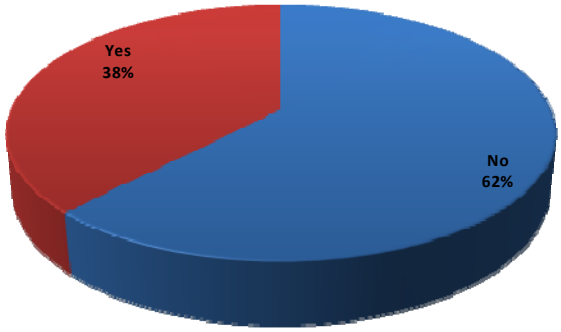
12. Are you a college/university student living away from home?

Route 4F ridership is far more impacted by student riders with 38% identifying as a college/university student living away from home.

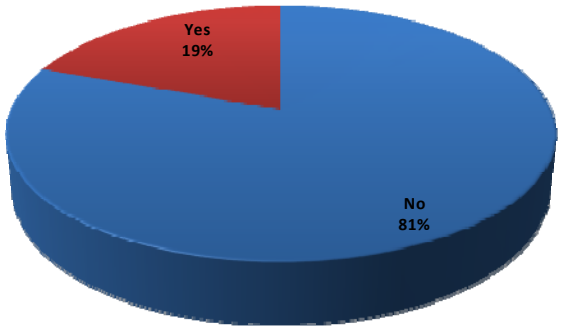
Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	184	62%	2,651	81%
Yes	12,297	78%	112	38%	639	19%
Total	15,757	100%	297	100%	3,290	100%



Route 4F
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



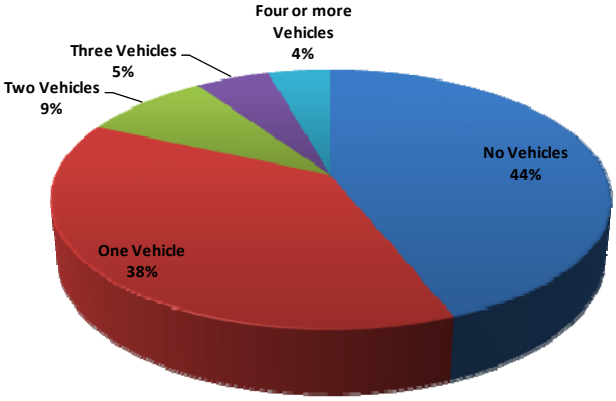
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

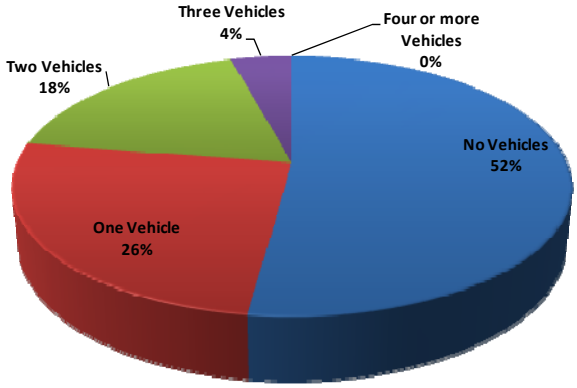
Automobile availability among Route 4F riders was much less constrained than those City Routes with 52% reporting no car available. Another 25% reported only one vehicle available in the household.

Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	148	52%	2,324	71%
One Vehicle	5,878	38%	72	25%	605	19%
Two Vehicles	1,370	9%	52	18%	288	9%
Three Vehicles	797	5%	12	4%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	285	100%	3,266	100%

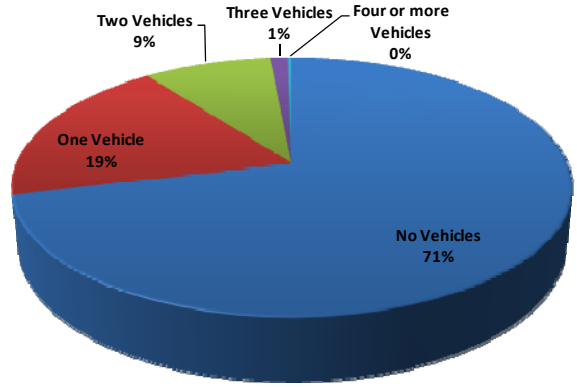
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 4F
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



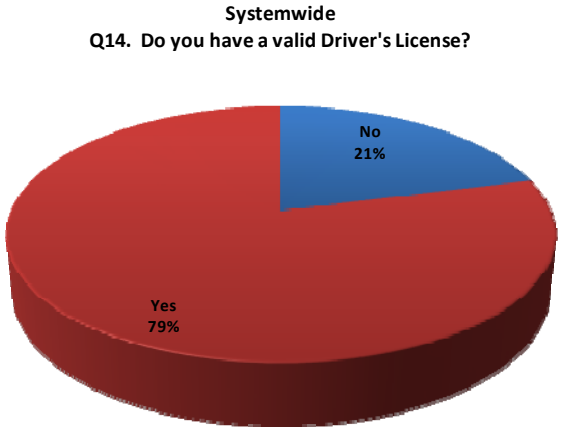
City Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

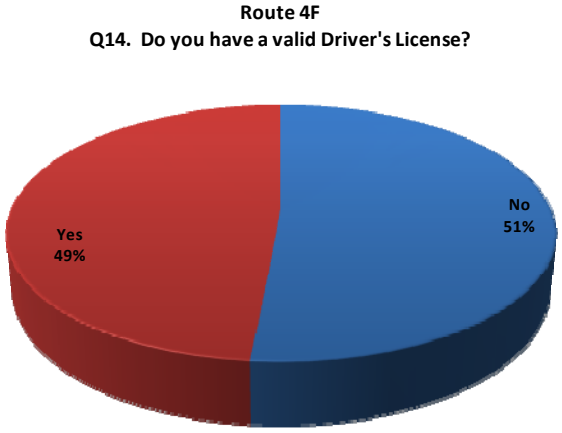


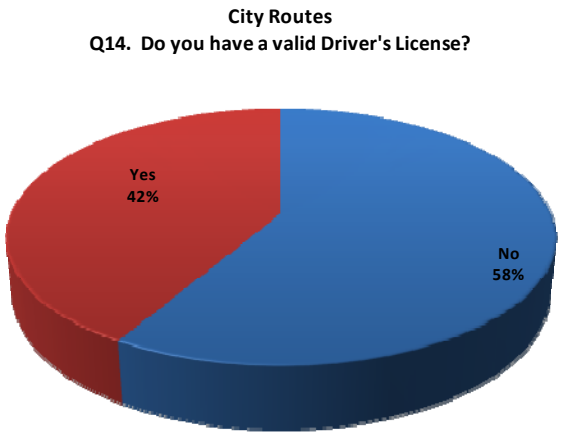
14. Do you have a valid driver's license?

The majority of City Route riders (58%) do not carry a valid driver's license. About half (49%) of Route 4F's riders are licensed drivers.

Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	140	51%	1,874	58%
Yes	12,102	79%	132	49%	1,333	42%
Total	15,322	100%	273	100%	3,207	100%





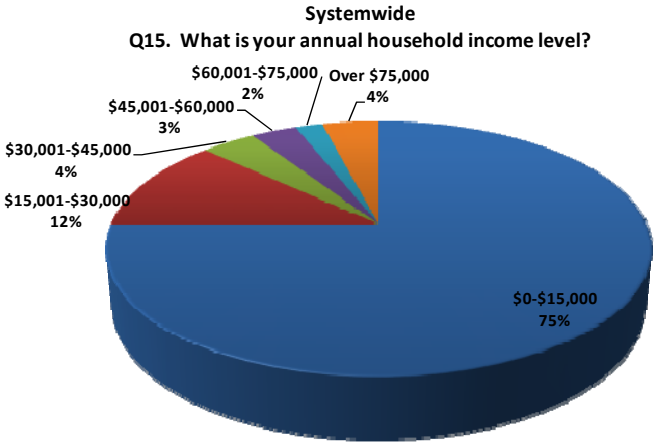


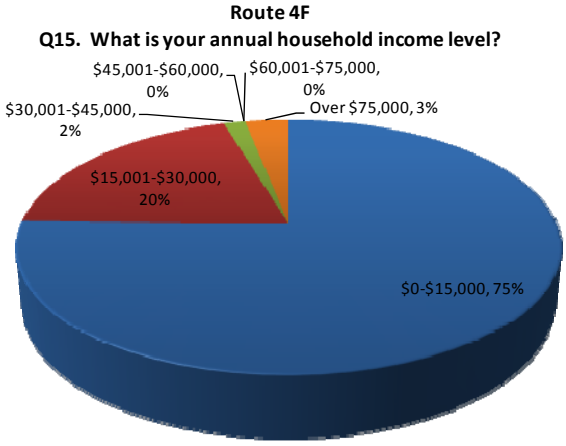
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

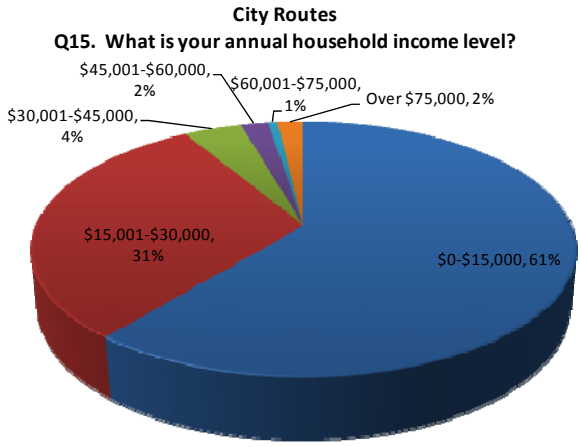
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 4F's riders reported lower earnings than those City Route riders with 75% reporting less than $15,000 annually. There were no reports of incomes in between than $45,000-$75,000.

Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	196	75%	1,781	61%
$15,001-$30,000	1,671	12%	52	20%	892	31%
$30,001-$45,000	543	4%	4	2%	120	4%
$45,001-$60,000	452	3%	-	0%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	8	3%	54	2%
Total	**14,013**	**100%**	**261**	**100%**	**2,923**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

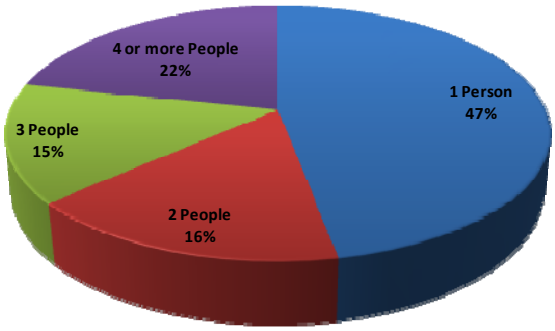
a) 1 **c) 3**

b) 2 **d) 4 or more**

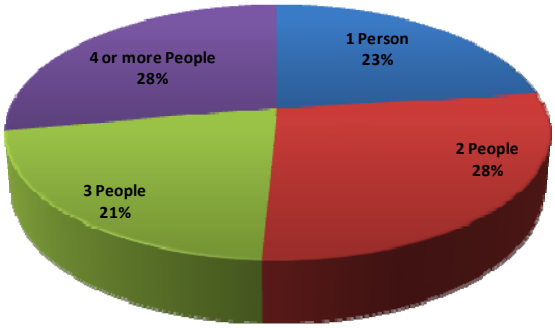
Route 4F's household residency is similar to the City Route total except it is skewed slightly more towards a family setting. Route 4F riders reported 51% report living alone or with one other person, while 50% are living with 3 or more people.

Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	60	23%	1,208	37%
2 People	2,473	16%	72	28%	956	29%
3 People	2,238	15%	56	22%	484	15%
4 or more People	3,244	22%	72	28%	616	19%
Total	15,010	100%	261	100%	3,264	100%

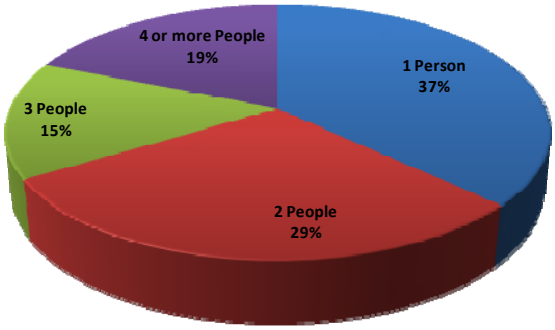
Systemwide
Q16. How many people live in your household?



Route 4F
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

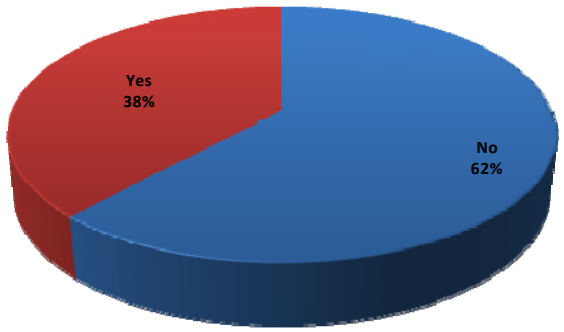


17. Have you transferred at the Plaza in the last week?

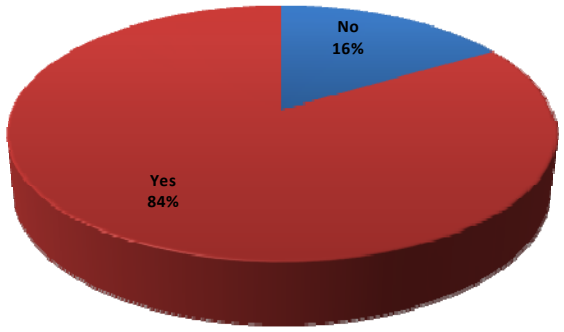
84% of Route 4F riders have transferred at the Plaza in the last week. This is consistent with the City Route riders (89%).

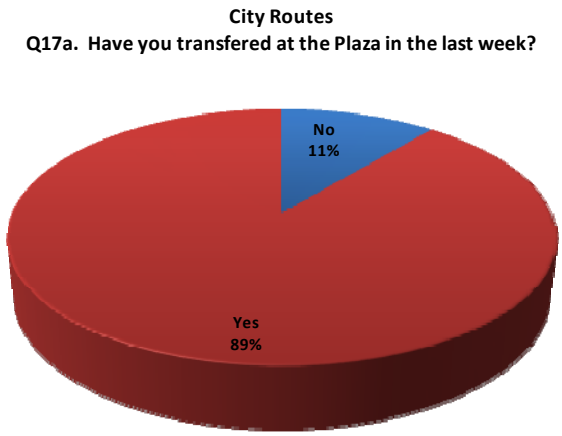
Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	48	16%	366	11%
Yes	5,868	38%	245	84%	2,972	89%
Total	15,369	100%	293	100%	3,339	100%

Systemwide
Q17a. Have you transfered at the Plaza in the last week?



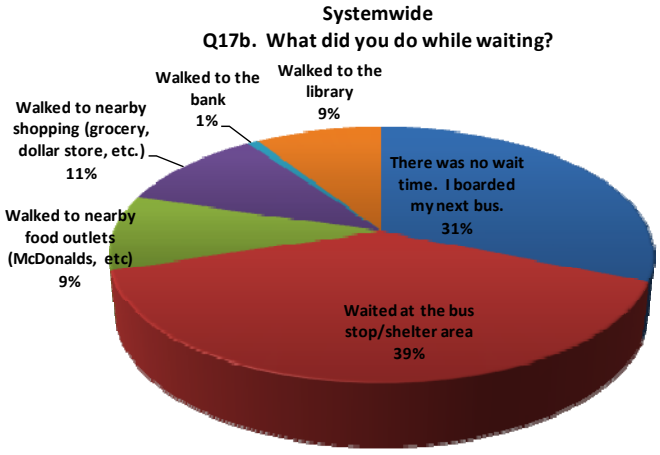
Route 4F
Q17a. Have you transfered at the Plaza in the last week?



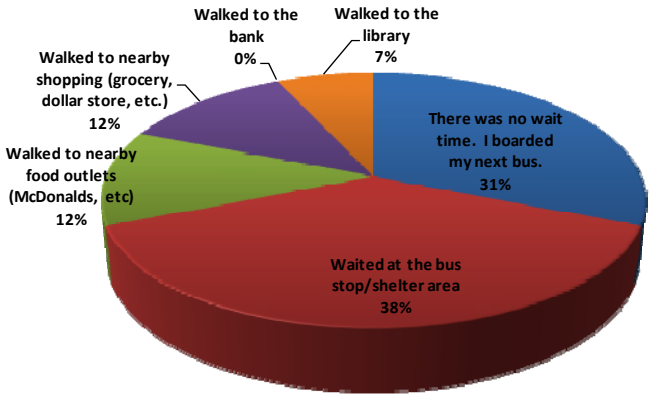


Of the Route 4F riders that have transferred at the Plaza in the last week, 31% stated there was no wait time and they boarded the next bus. Another 38% waited at the bus stop/shelter area. Yet another 12% walked to nearby food outlets and 12% said that they walked to nearby shopping. Only 7% reported that they walked to the library. These findings are consistent with the City Route respondents.

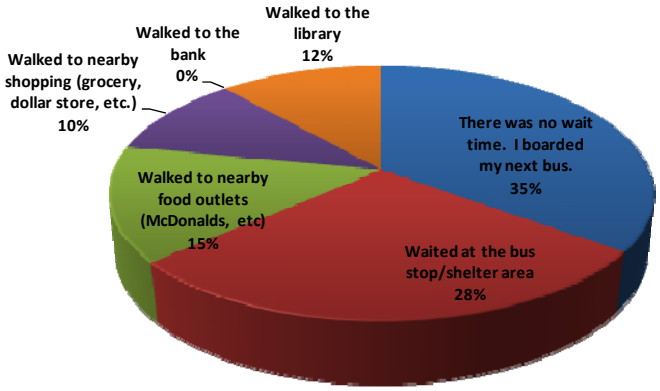
Response	Systemwide		Route 4F		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	72	31%	995	35%
Waited at the bus stop/shelter area	2,216	39%	88	38%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	28	12%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	28	12%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	16	7%	328	12%
Total	5,682	100%	232	100%	2,833	100%



Route 4F
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?

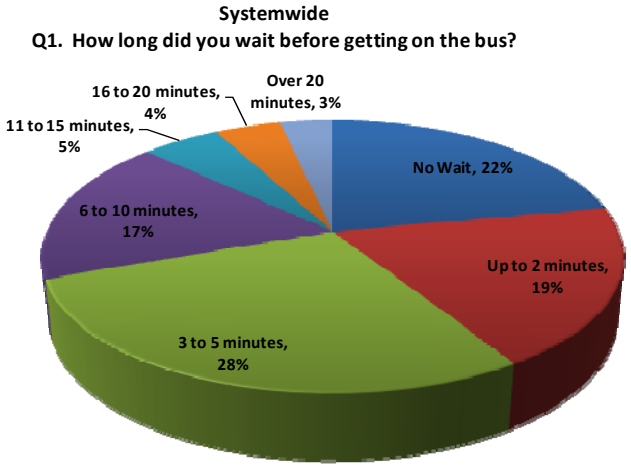


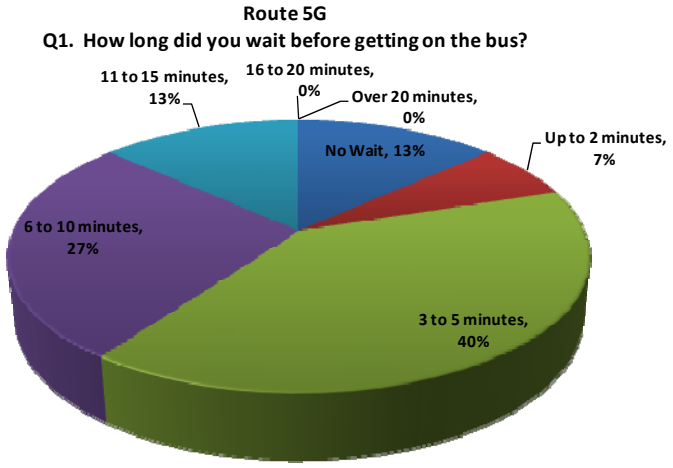
4.8 Route 5G

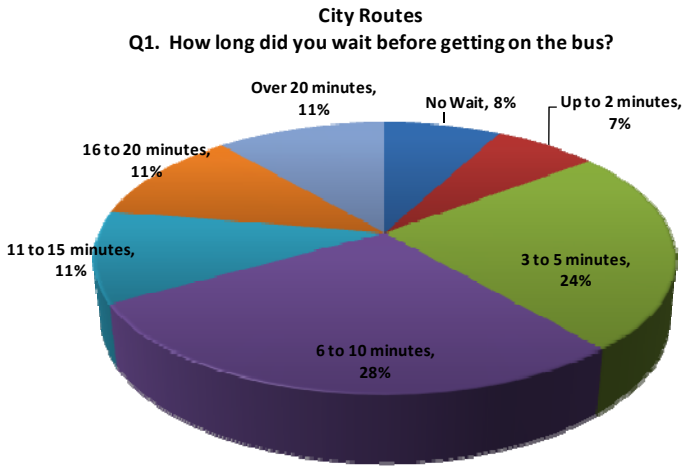
1. How long did you wait at the bus stop before getting on the bus?

The waits on Route 5G are pretty similar to that of the City Route wait times. The big difference between the two is there are a greater percentage of riders that waited between 3-5 minutes on Route 5G and no one on Route 5G waited more than 15 minutes.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	4	13%	255	8%
Up to 2 minutes	3,093	19%	2	7%	227	7%
3 to 5 minutes	4,658	28%	12	40%	790	24%
6 to 10 minutes	2,842	17%	8	27%	927	28%
11 to 15 minutes	852	5%	4	13%	353	11%
16 to 20 minutes	719	4%	-	0%	365	11%
Over 20 minutes	572	3%	-	0%	370	11%
Total	16,347	100%	30	100%	3,288	100%







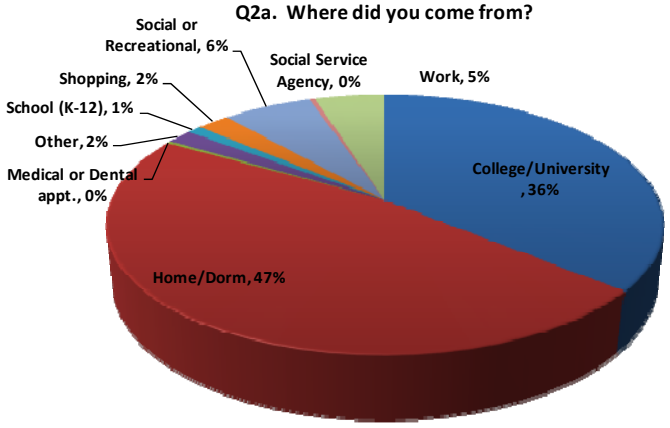
2. Where did you come from?

- **a) College/University**
- **b) Home/Dorm**
- **c) Medical or Dental Appointment**
- **d) Other**
- **e) School (K-12)**
- **f) Shopping**
- **g) Social or Recreational**
- **h) Social Service Agency**
- **i) Work**

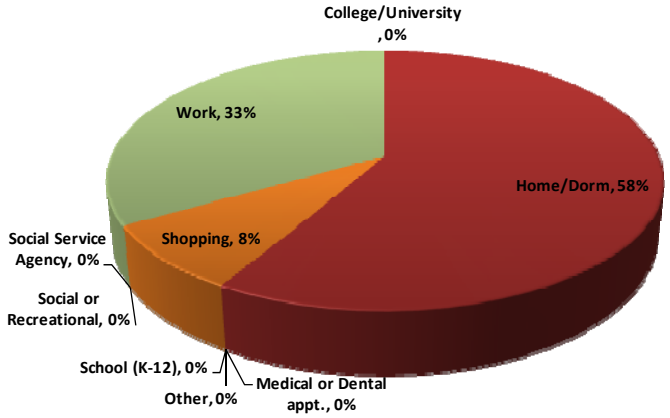
Route 5G riders originate primarily from home/dorm or work purposes (91%). Only 8% came from shopping. The other categories were not represented by the riders of Route 5G.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	-	0%	144	4%
Home/Dorm	7,709	47%	14	58%	2,061	59%
Medical or Dental appt.	52	0%	-	0%	52	1%
Other	283	2%	-	0%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	2	8%	282	8%
Social or Recreational	1,009	6%	-	0%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	8	33%	574	16%
Total	**16,312**	**100%**	**24**	**100%**	**3,495**	**100%**

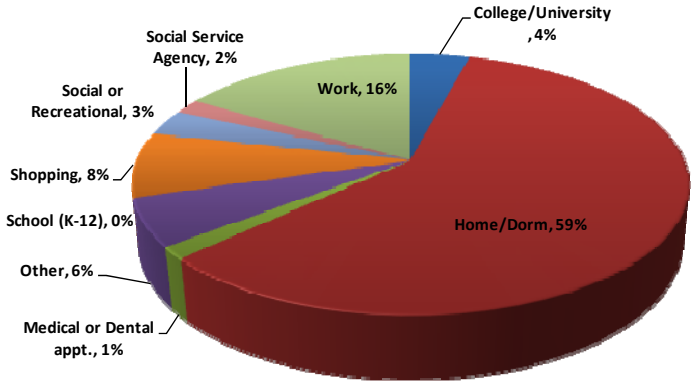
Systemwide
Q2a. Where did you come from?



Route 5G
Q2a. Where did you come from?



City Routes
Q2a. Where did you come from?



3. What is the address or location of the place you came from?

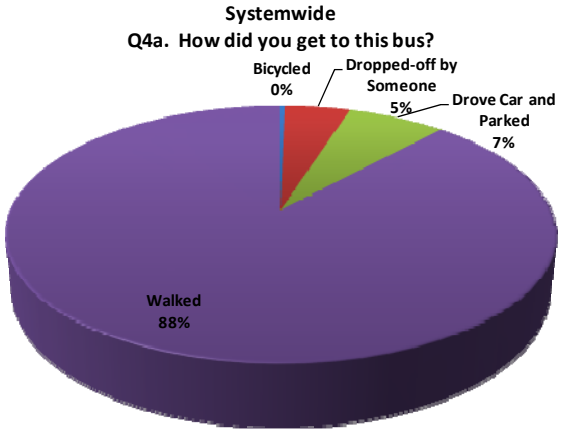
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

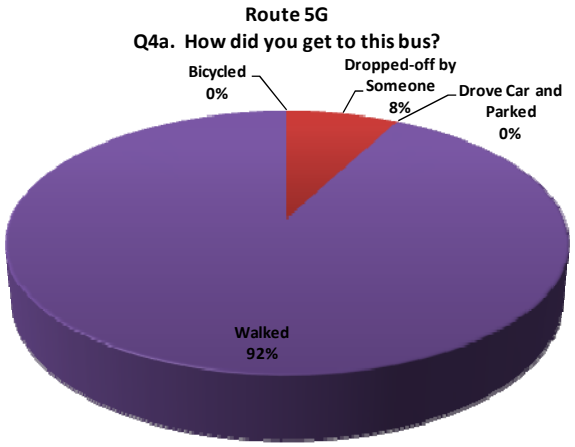
4. How did you get from the place listed above to the first bus used for this trip?

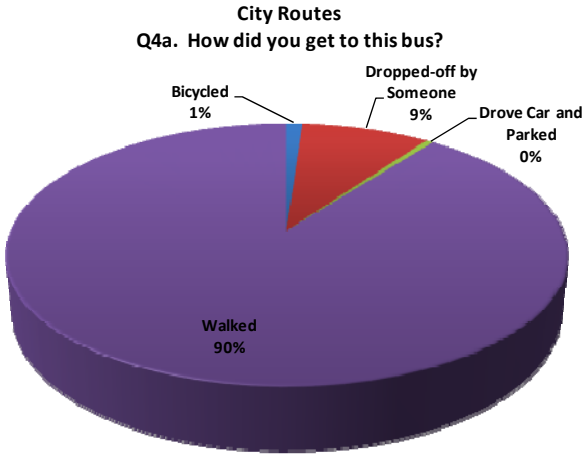
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's City Route riders walk to catch their bus. The majority of Route 5G's riders (92%) also walk to the bus. No riders on Route 5G reported bicycling or driving to the bus stop and parking.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	2	8%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	24	92%	2,887	90%
Total	**15,729**	**100%**	**26**	**100%**	**3,223**	**100%**

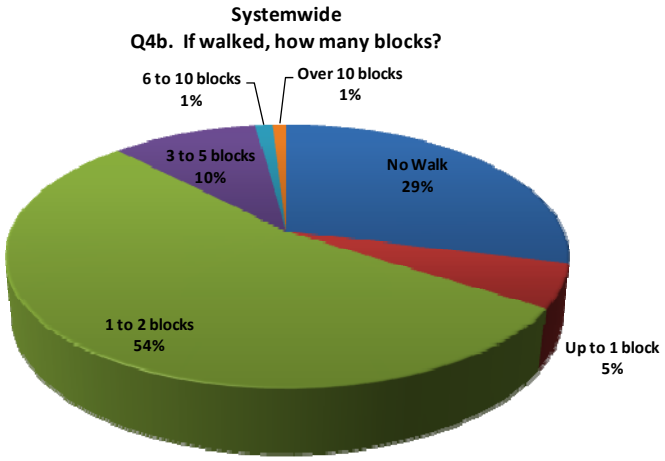


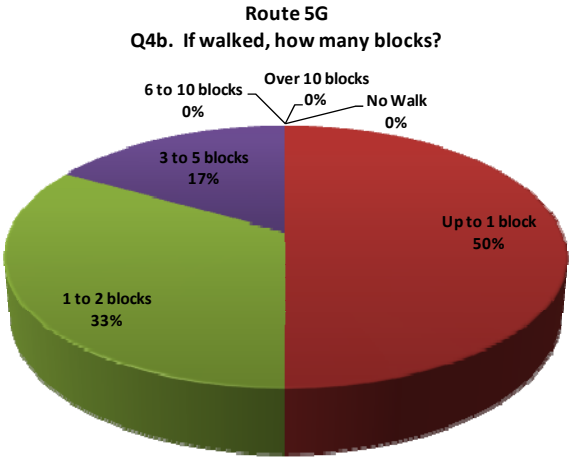


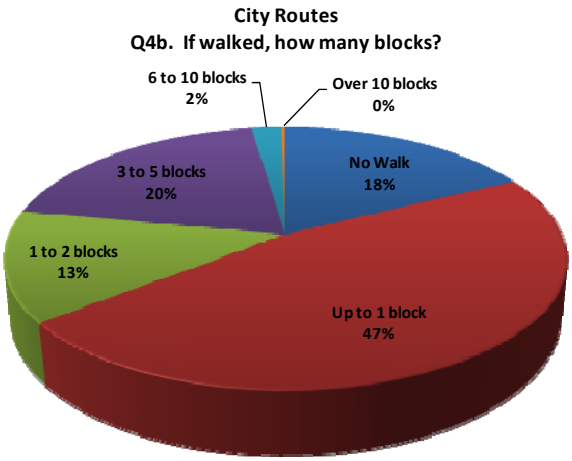


Walk distance to Route 5G were similar to that of the reported City Routes. Half (50%) reported walks up to 1 block. However, another (50%) reported walks between 1 and 5 blocks; almost twice as likely as those City Routes.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	-	0%	307	18%
Up to 1 block	391	5%	6	50%	816	47%
1 to 2 blocks	3,940	54%	4	33%	235	14%
3 to 5 blocks	734	10%	2	17%	344	20%
6 to 10 blocks	87	1%	-	0%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	12	100%	1,742	100%


Systemwide
Q4b. If walked, how many blocks?
6 to 10 blocks
1%
Over 10 blocks
1%
3 to 5 blocks
10%
No Walk
29%
1 to 2 blocks
54%
Up to 1 block
5%


Route 5G
Q4b. If walked, how many blocks?
6 to 10 blocks
0%
Over 10 blocks
0%
No Walk
0%
3 to 5 blocks
17%
Up to 1 block
50%
1 to 2 blocks
33%


City Routes
Q4b. If walked, how many blocks?
6 to 10 blocks
2%
Over 10 blocks
0%
3 to 5 blocks
20%
No Walk
18%
1 to 2 blocks
13%
Up to 1 block
47%

5. Was this the first bus you used for this trip?

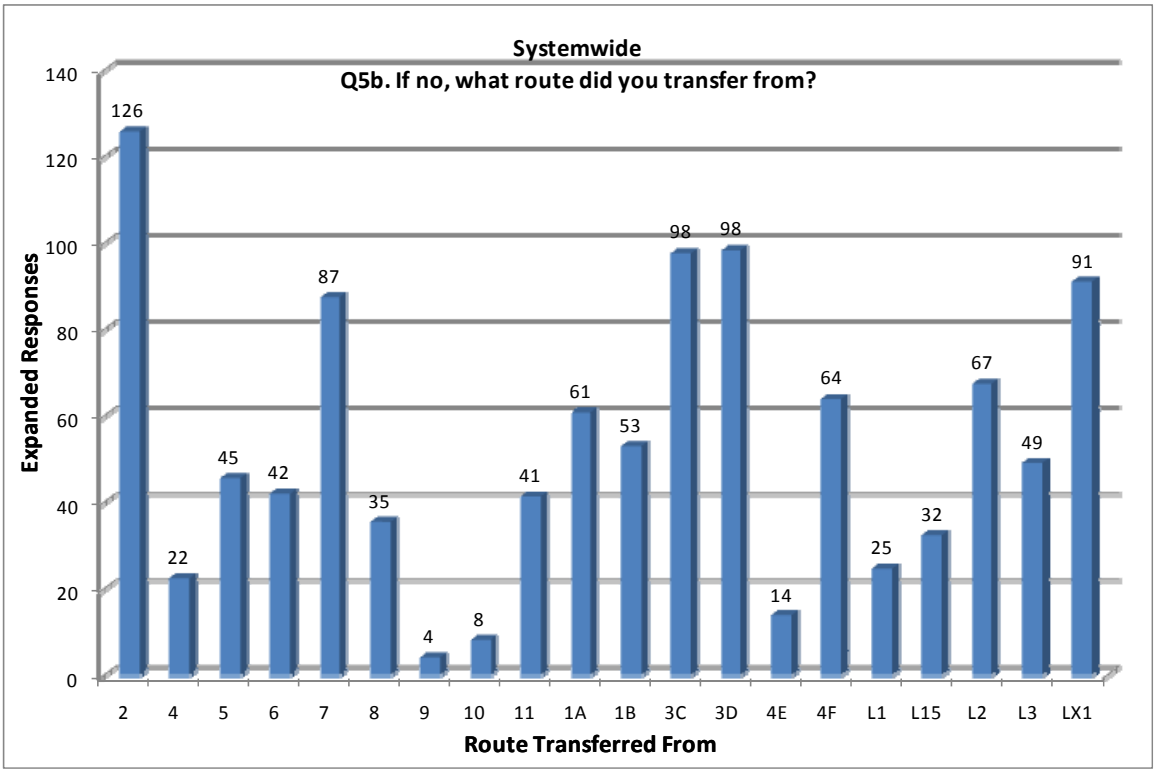
a) No, I transferred from Route # _____

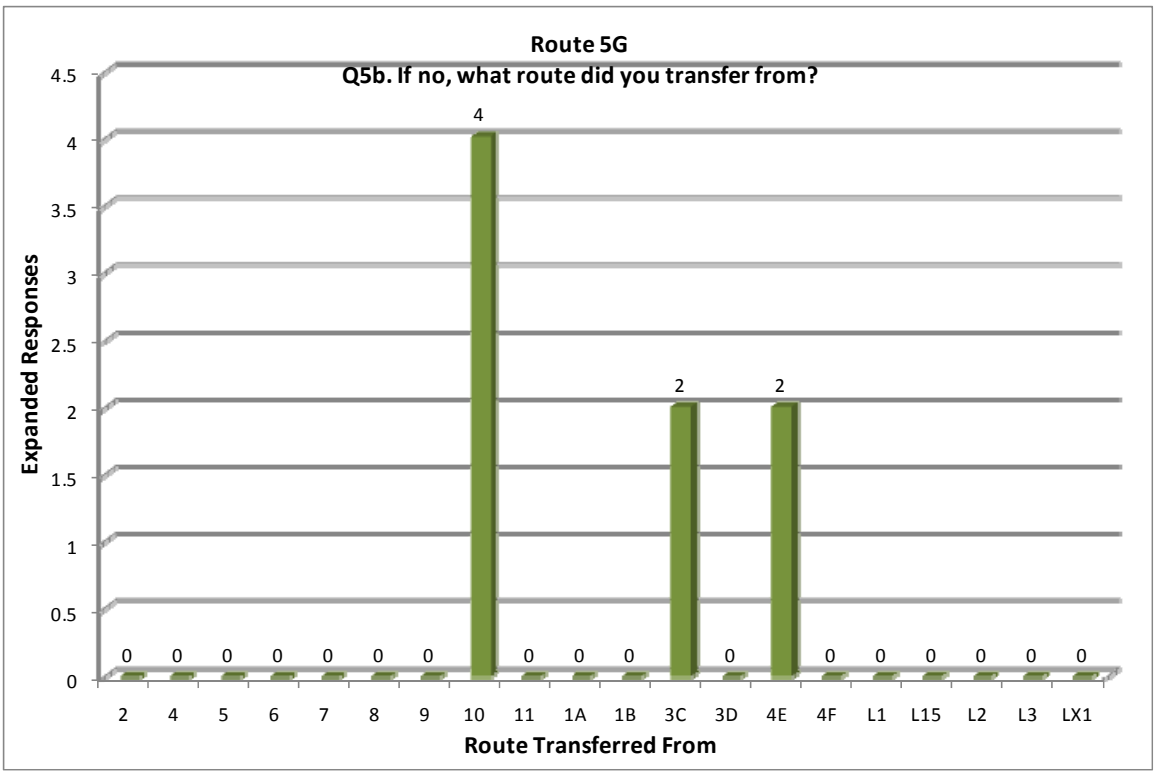
b) Yes, this is the first bus I used for this trip – Route # _____

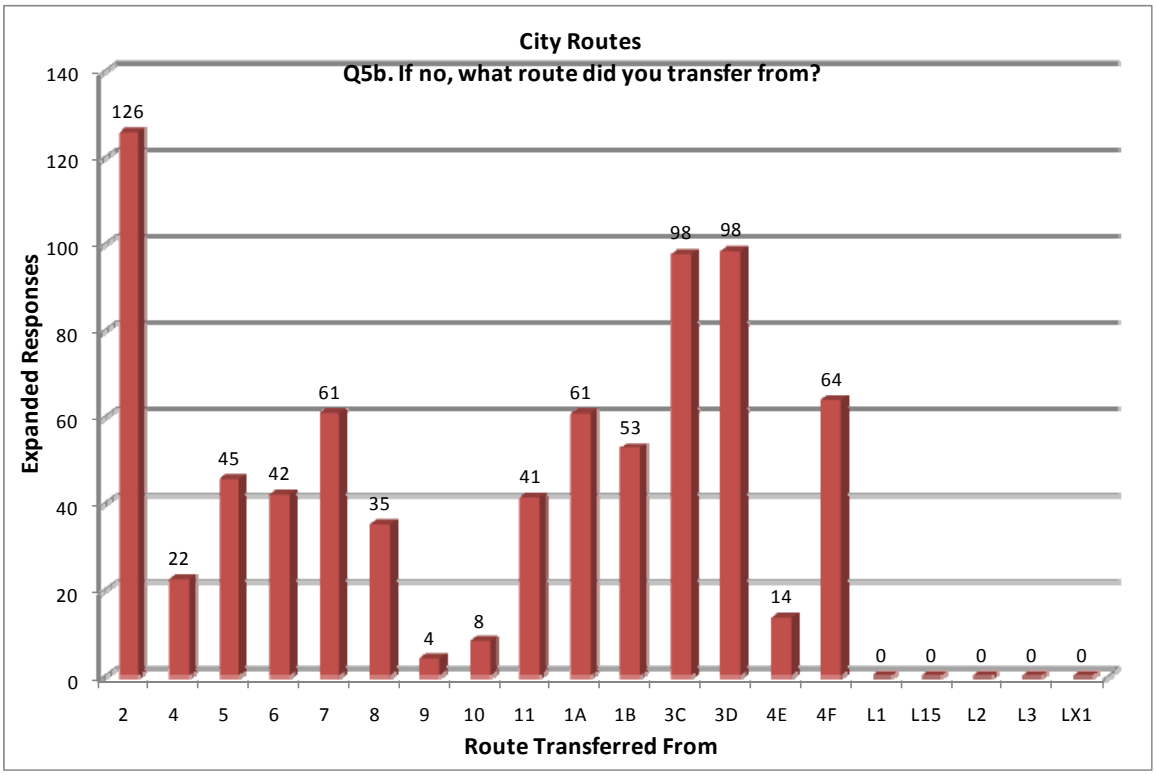
Half (50%) of Route 5G's riders transferred from another bus. The majority of those transfers were reported from Route 10 (50%), Route 3C (25%) and Route 4E (25%).

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	12	50%	2,241	69%
Yes, this is my first bus	12,947	90%	12	50%	1,026	31%
Total	14,388	100%	24	100%	3,267	100%

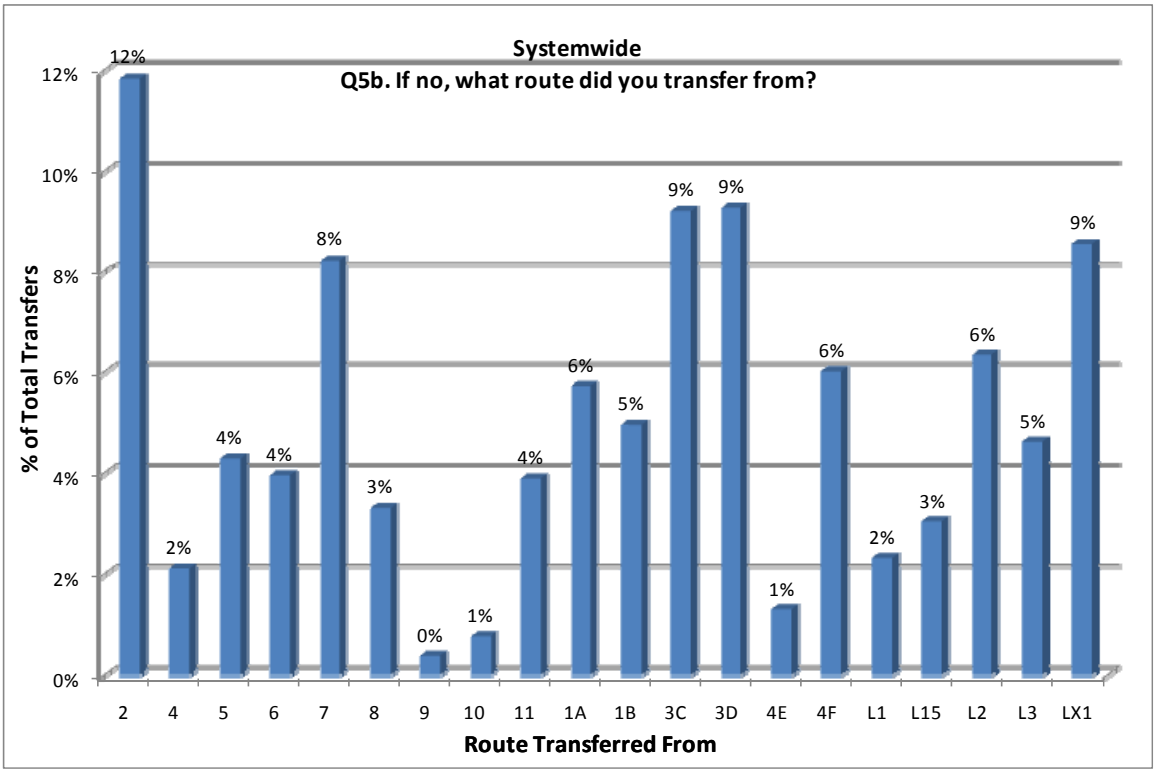
Originating Route Transferred From

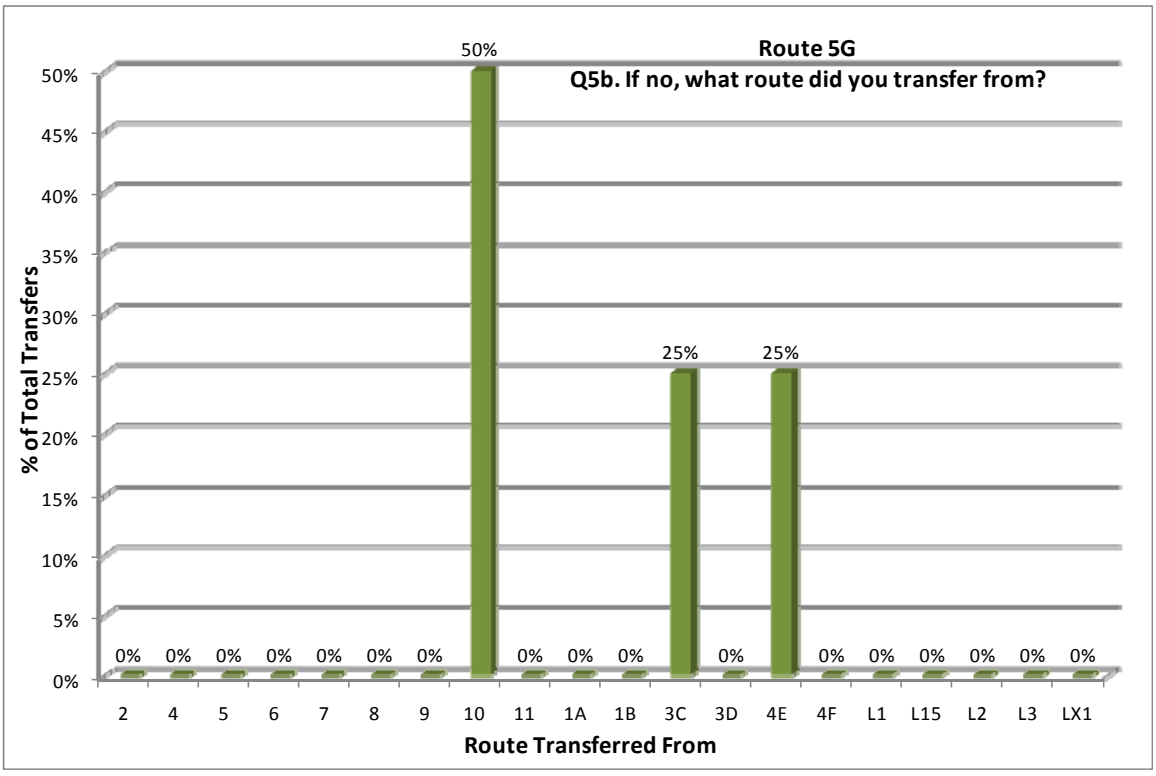


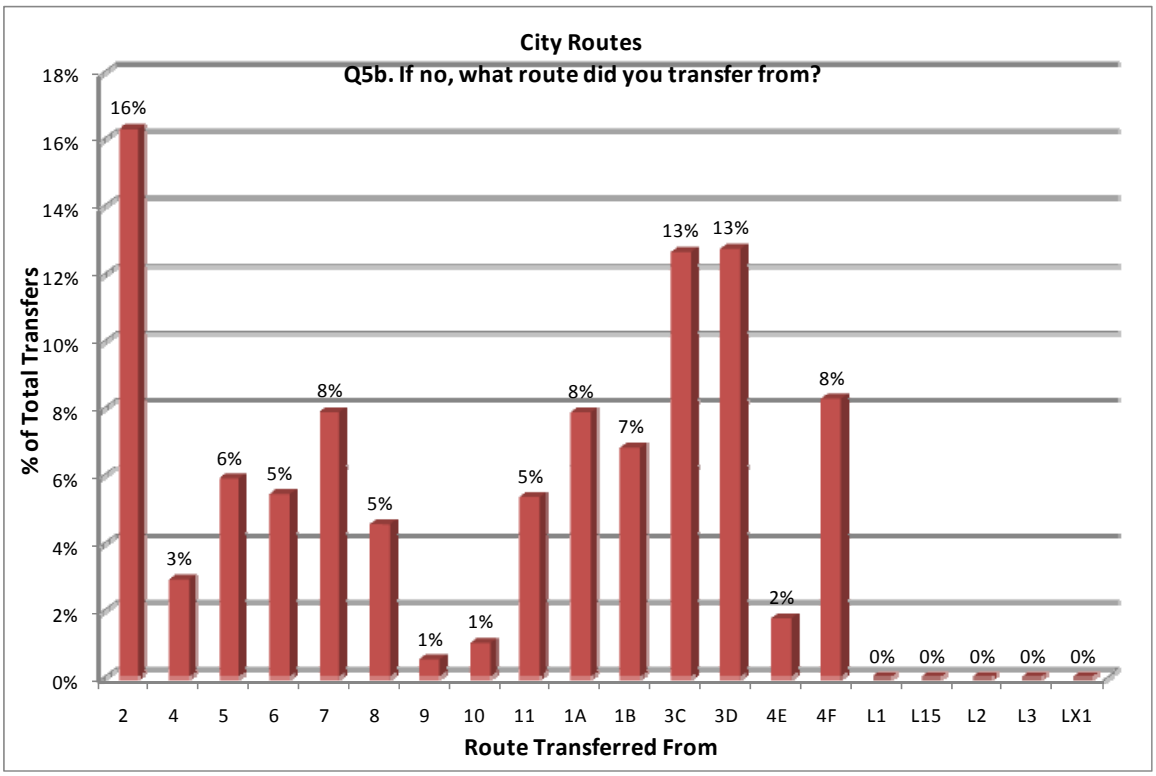

Route 5G
Q5b. If no, what route did you transfer from?
Expanded Responses
4.5
4
3.5
3
2.5
2
1.5
1
0.5
0
0 0 0 0 0 0 0 4 0 0 0 2 0 2 0 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
140
120
100
80
60
40
20
0
126 22 45 42 61 35 4 8 41 61 53 98 98 14 64 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

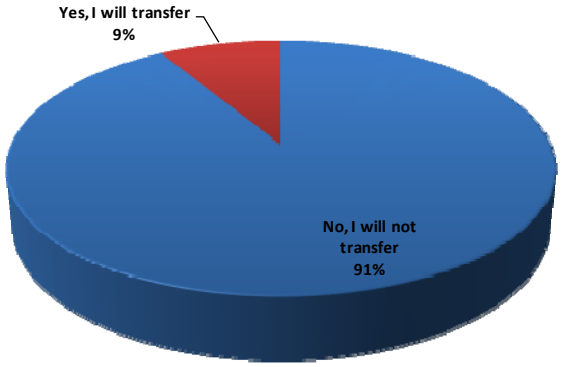
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

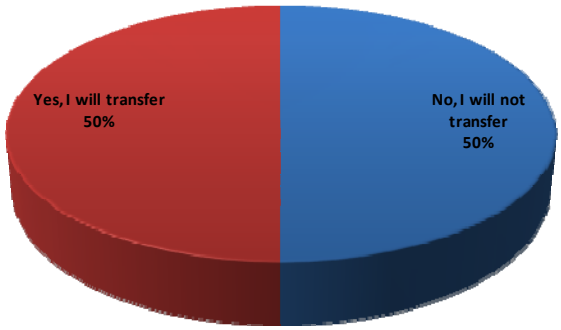
The number of riders transferring from Route 5G to another route (50%) is higher than the City Route total. Riders transferred to Route 10 (33%), Route 5 (17%), Route 7 (17%), Route 1B (17%) and Route 3C (17%).

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	12	50%	2,241	69%
Yes, I will transfer	1,303	9%	12	50%	1,026	31%
Total	15,128	100%	24	100%	3,267	100%

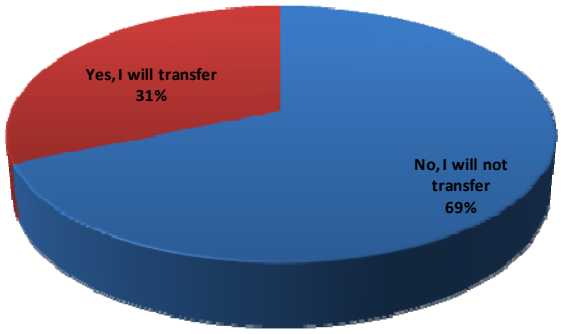
Systemwide
Q8a. Are you transferring to another bus?



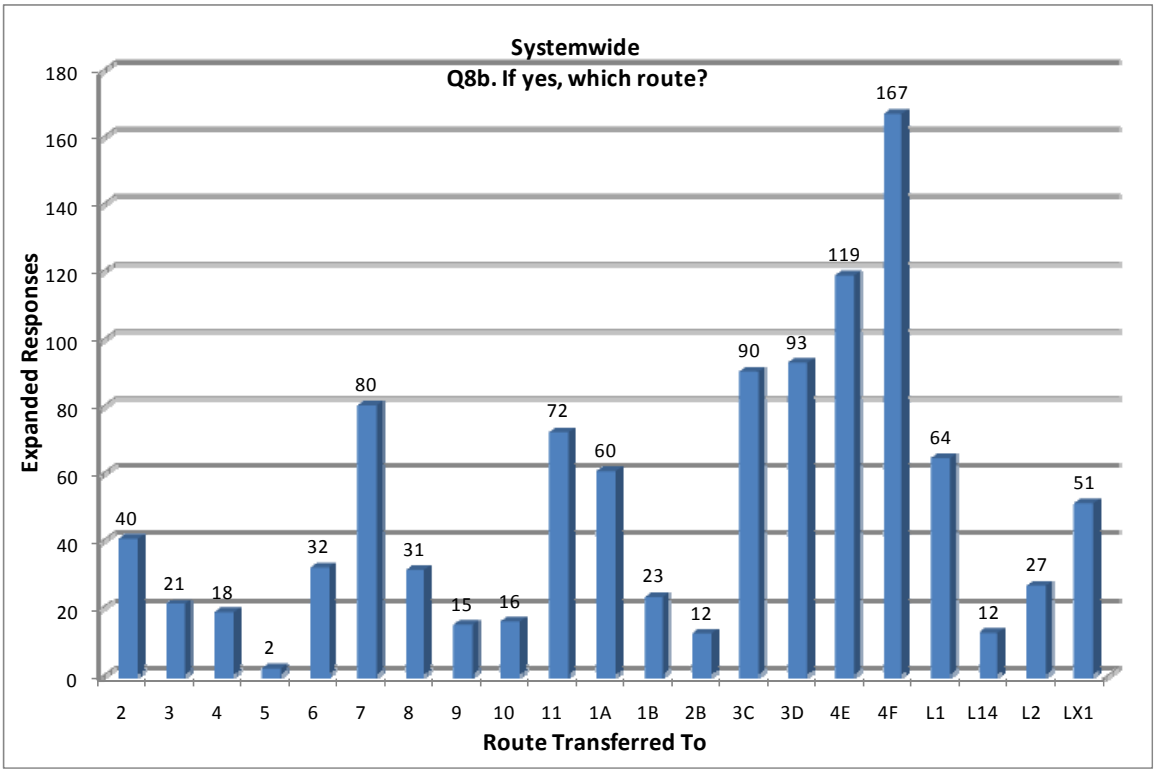
Route 5G
Q8a. Are you transferring to another bus?

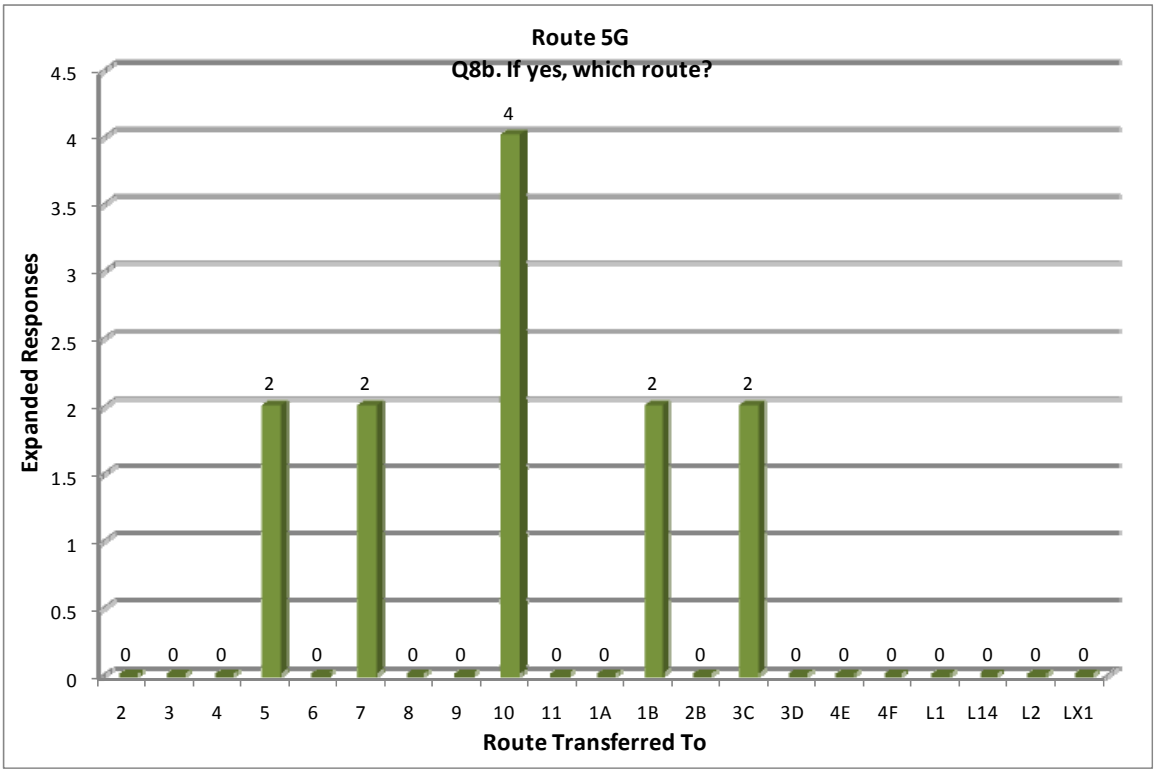


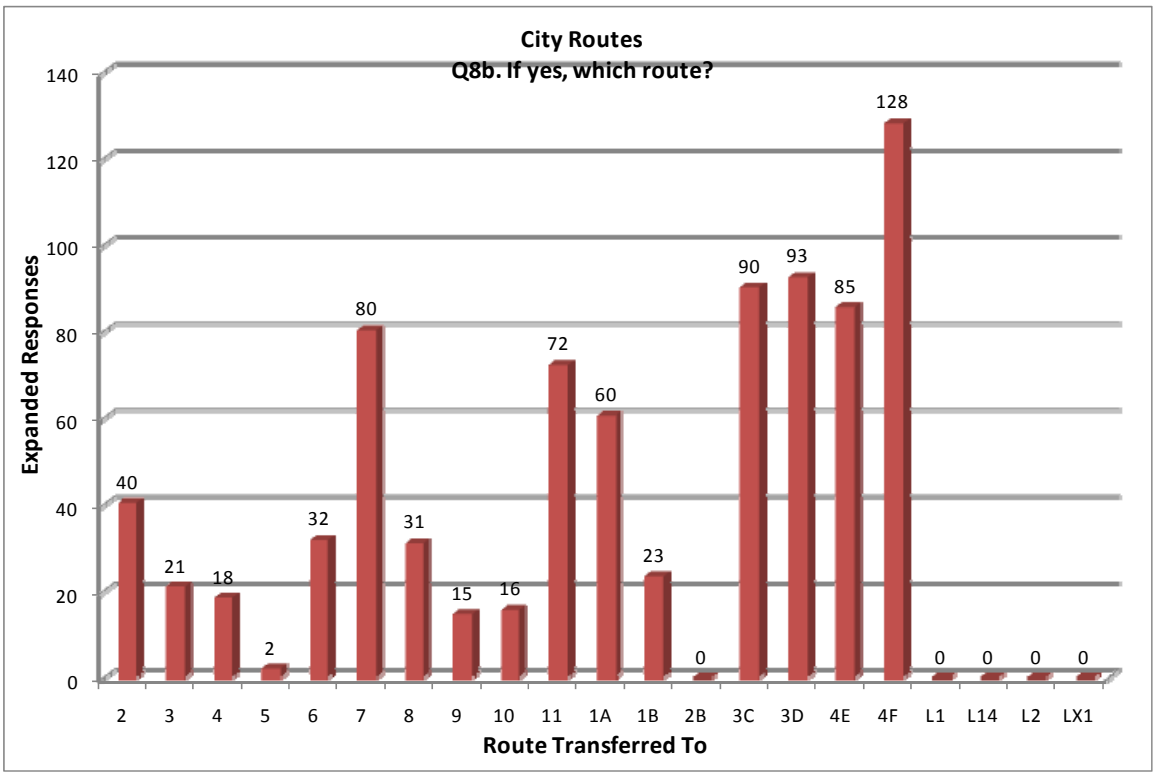
City Routes
Q8a. Are you transferring to another bus?



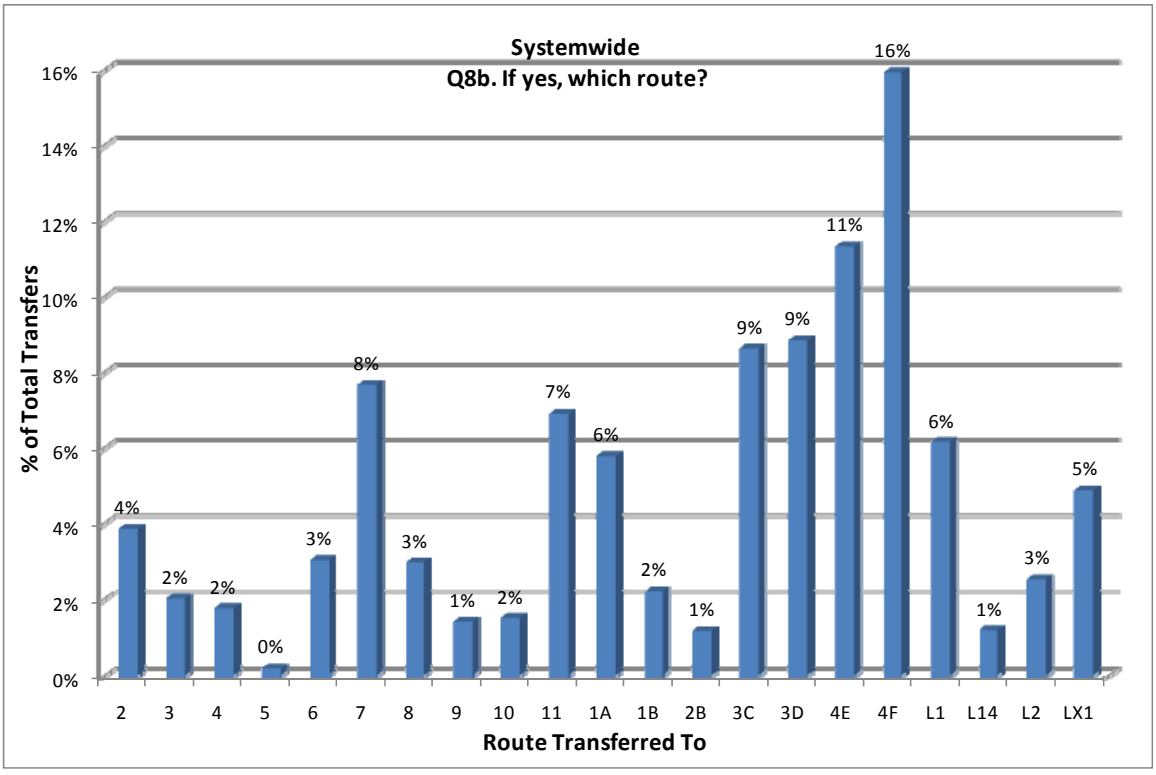
Route Transferred To

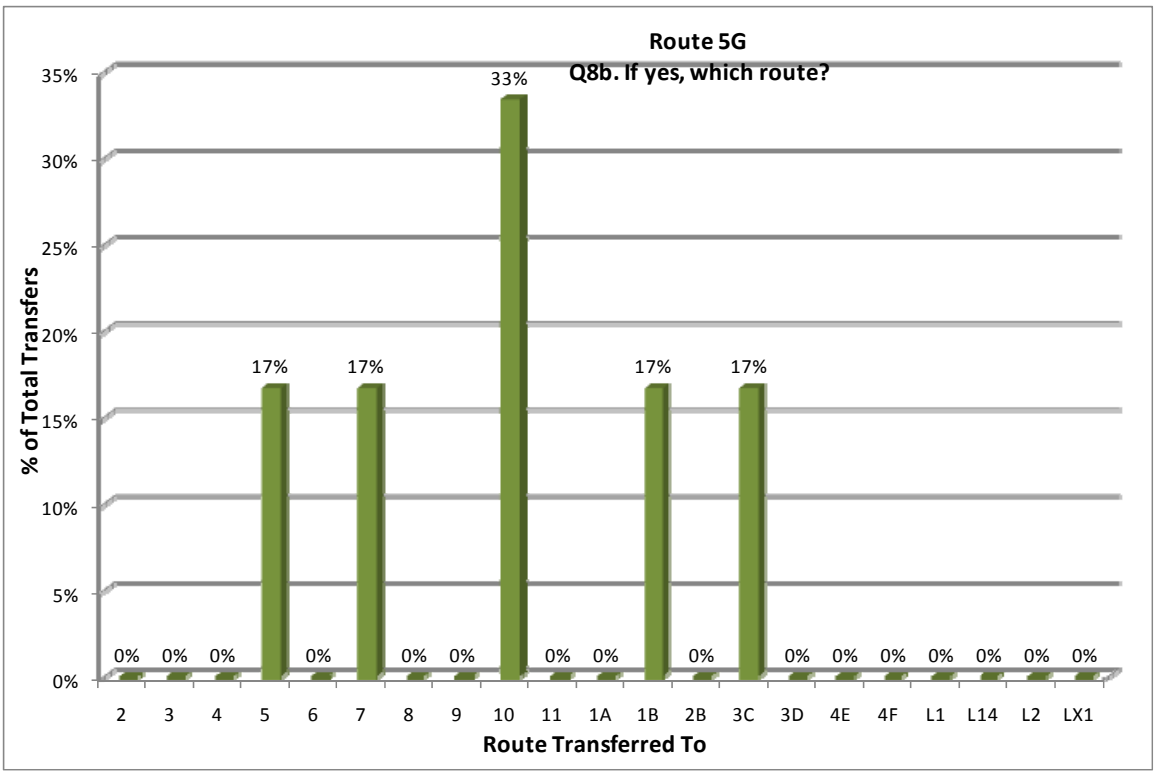


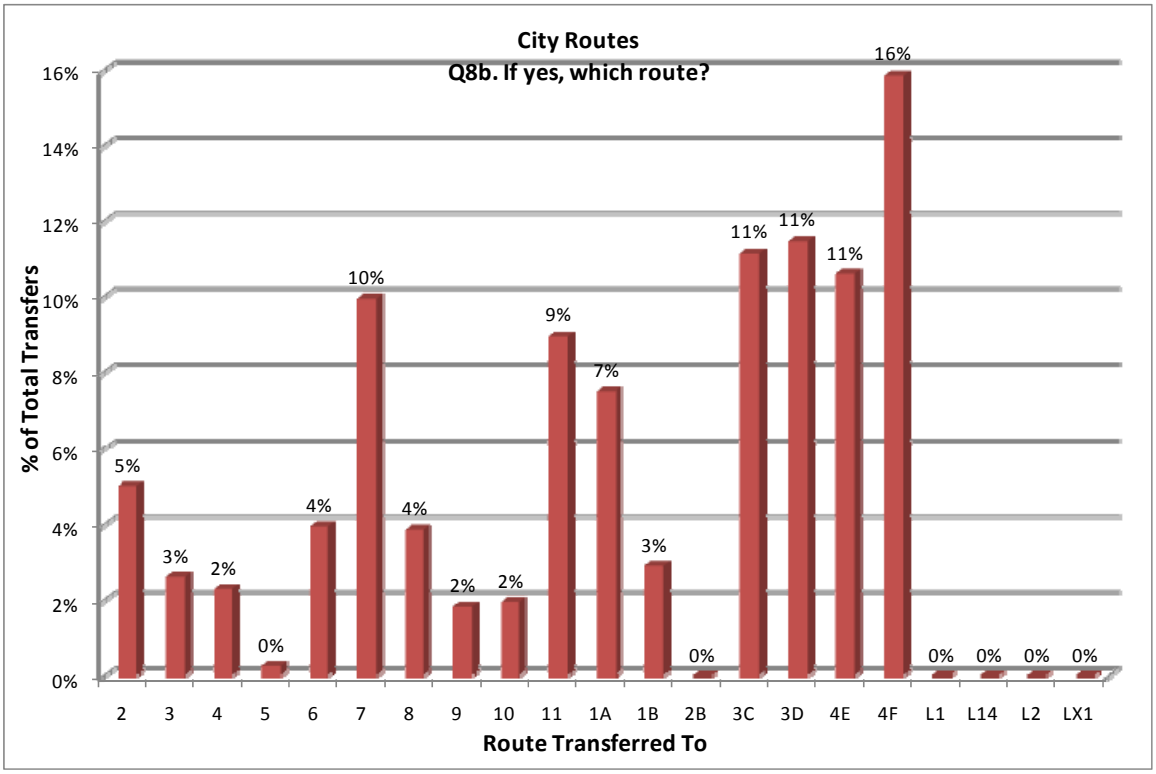




Route Transferred To as a Percentage of Total Transfers




Route 5G
Q8b. If yes, which route?
% of Total Transfers
35%
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 17% 0% 17% 0% 0% 33% 0% 0% 17% 0% 17% 0% 0% 0% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

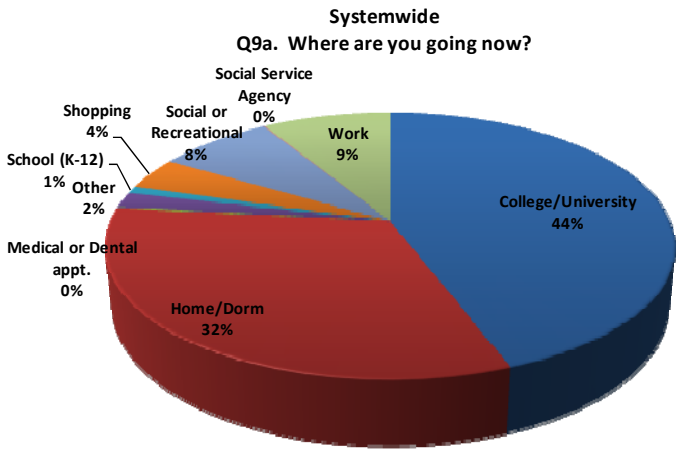

City Routes
Q8b. If yes, which route?
% of Total Transfers
16%
14%
12%
10%
8%
6%
4%
2%
0%
5% 3% 2% 0% 4% 10% 4% 2% 2% 9% 7% 3% 0% 11% 11% 11% 16% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

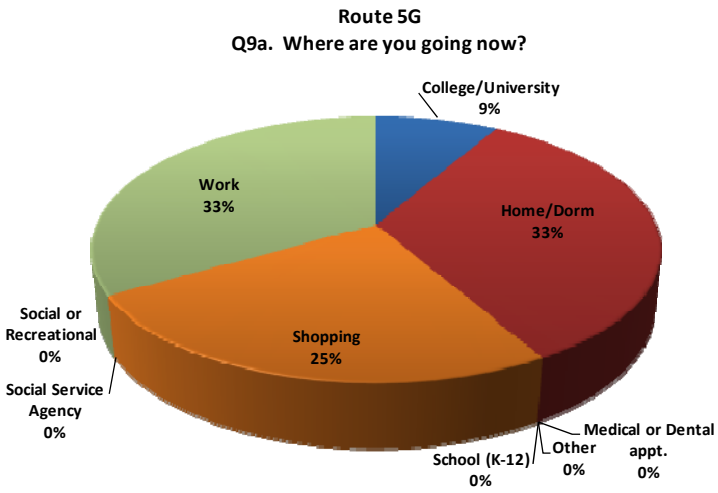
9. Where are you going now?

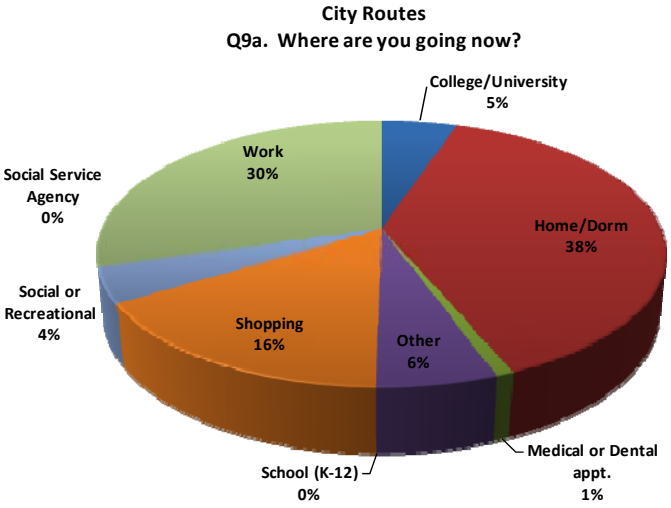
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route 5G, trip purposes were focused on home/dorm (33%), work (33%) and shopping (25%). Only 8% reported going to college/university. These findings are on par with the City Route findings.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	2	8%	175	5%
Home/Dorm	5,089	32%	8	33%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	-	0%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	6	25%	541	16%
Social or Recreational	1,223	8%	-	0%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	8	33%	995	29%
Total	**15,696**	**100%**	**24**	**100%**	**3,374**	**100%**







10. What is the address or location of the place where you are going now?

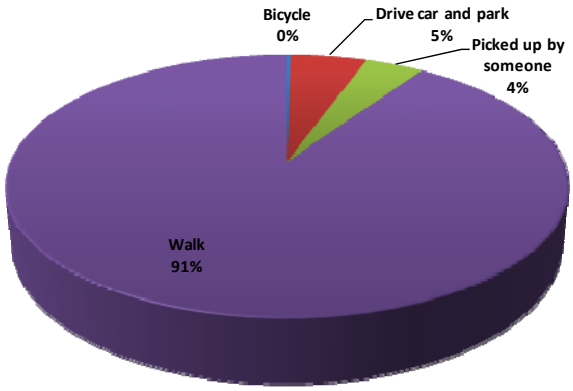
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

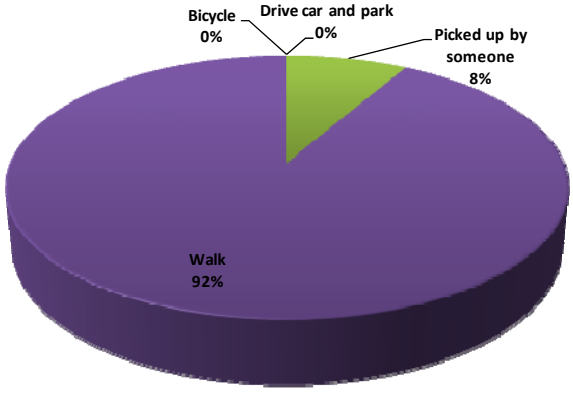
An even higher percentage (91%) of City Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route 5G (92%) is also very comparable to the City Route total. No riders reported driving or bicycling upon completing their trip.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	-	0%	63	2%
Picked up by someone	585	4%	2	8%	183	6%
Walk	13,176	90%	22	92%	2,766	91%
Total	**14,564**	**100%**	**24**	**100%**	**3,047**	**100%**

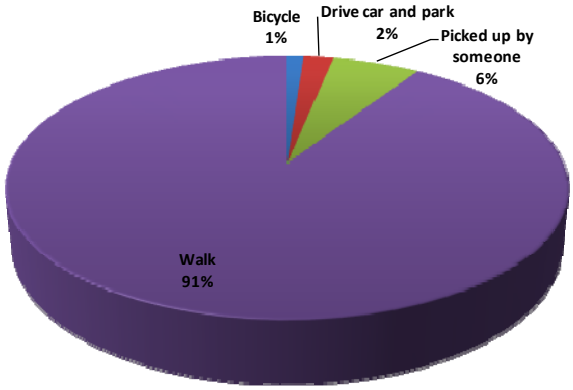
Systemwide
Q11a. How did you get to this bus?



Route 5G
Q11a. How did you get to this bus?

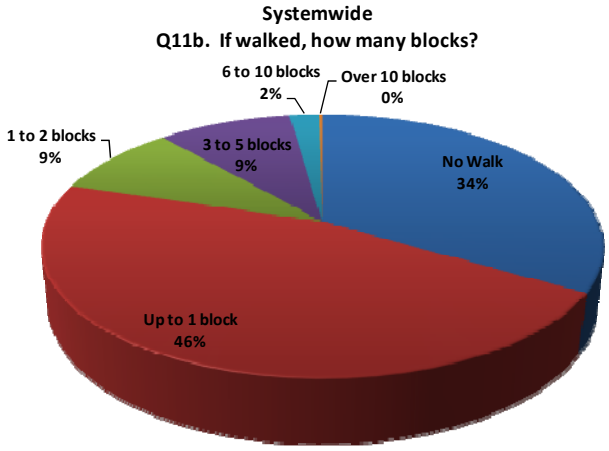


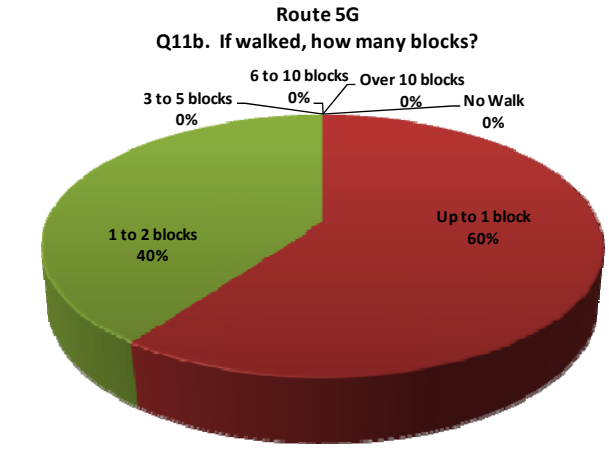
City Routes
Q11a. How did you get to this bus?

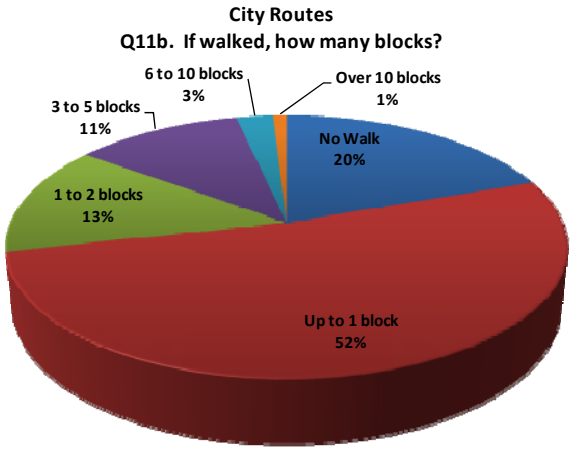


Of those who walked after alighting the bus, all (100%) arrived at their destination with less than two blocks of walking. No walks were reported greater than three blocks.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	-	0%	319	20%
Up to 1 block	3,027	46%	6	60%	842	52%
1 to 2 blocks	580	9%	4	40%	220	14%
3 to 5 blocks	603	9%	-	0%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	10	100%	1,623	100%



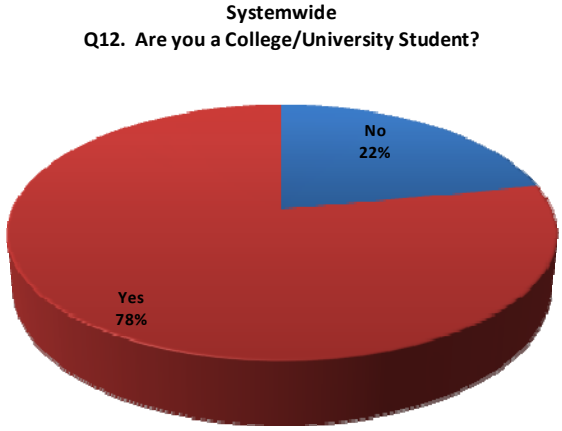


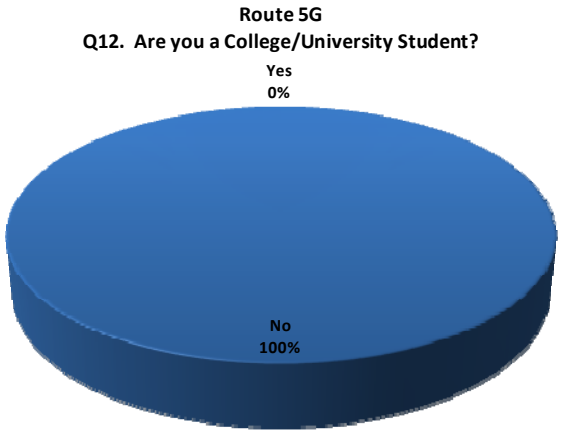


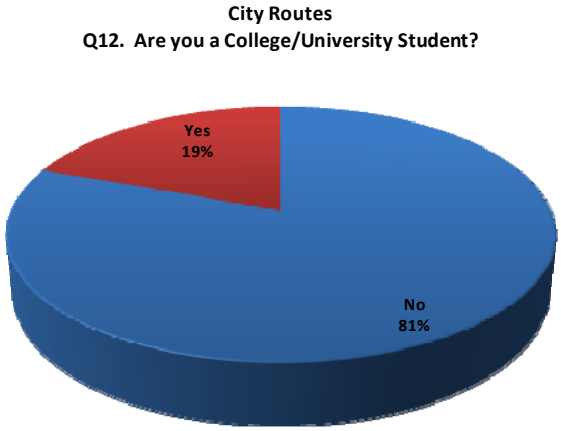
12. Are you a college/university student living away from home?

Route 5G's ridership is not impacted by student riders with 0% identifying as a college/university student living away from home.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	24	100%	2,651	81%
Yes	12,297	78%	-	0%	639	19%
Total	15,757	100%	24	100%	3,290	100%







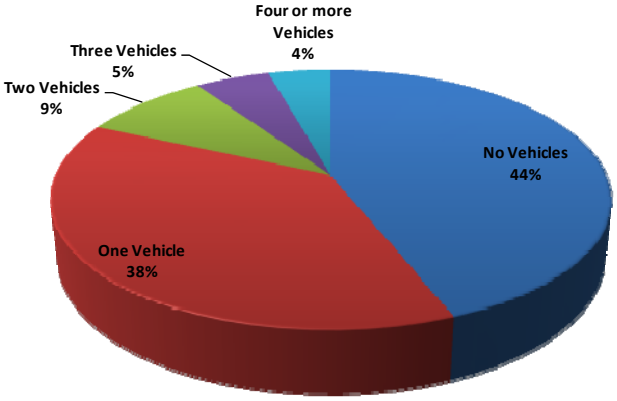
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

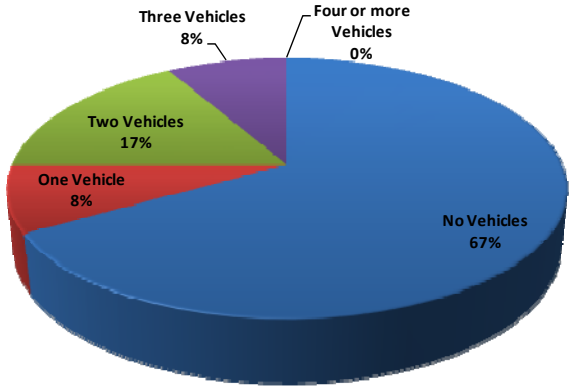
Automobile availability among Route 5G riders was less constrained than those City Routes with 67% reporting no car available. Another 8% reported only one vehicle available in the household. The other 25% of riders reported having two or three vehicles.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	16	67%	2,324	71%
One Vehicle	5,878	38%	2	8%	605	19%
Two Vehicles	1,370	9%	4	17%	288	9%
Three Vehicles	797	5%	2	8%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	24	100%	3,266	100%

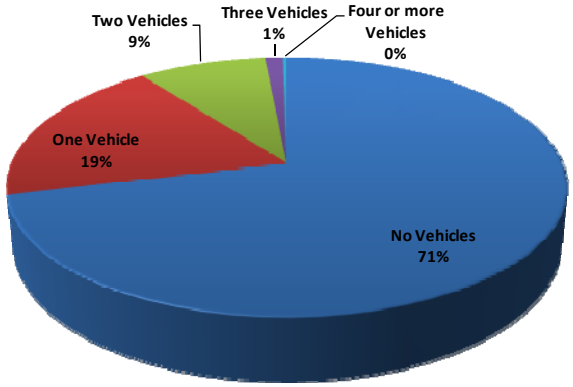
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 5G
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



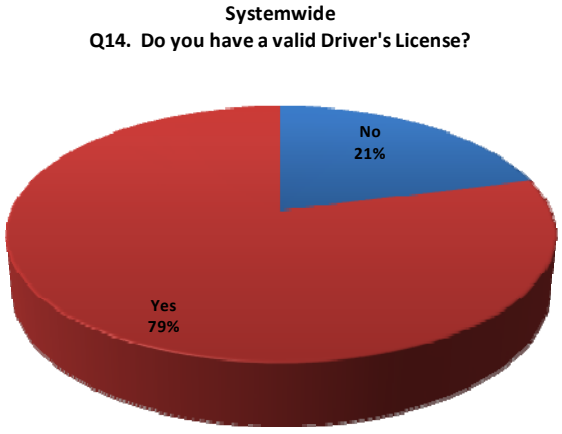
City Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

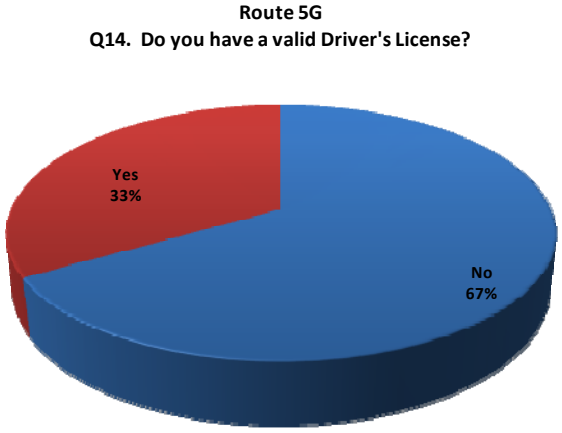


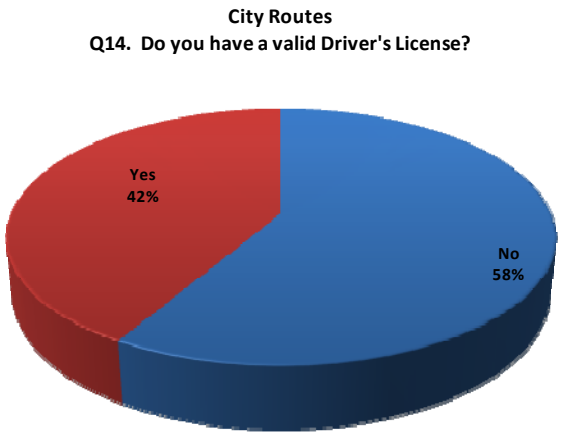
14. Do you have a valid driver's license?

The majority of GLTC's City Route riders (58%) do not carry a valid driver's license. More than half (67%) of Route 5G's riders are not licensed drivers.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	16	67%	1,874	58%
Yes	12,102	79%	8	33%	1,333	42%
Total	15,322	100%	24	100%	3,207	100%





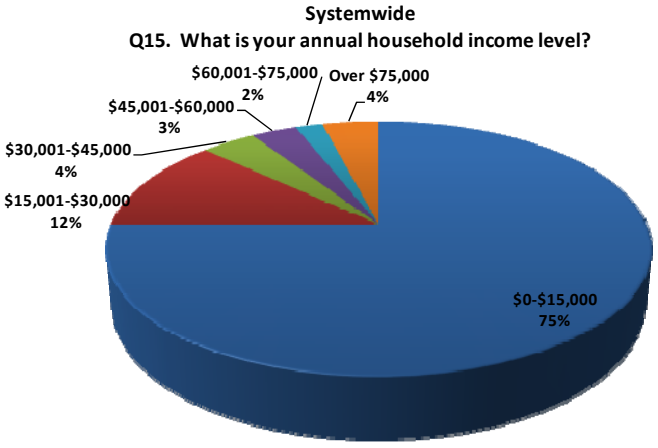


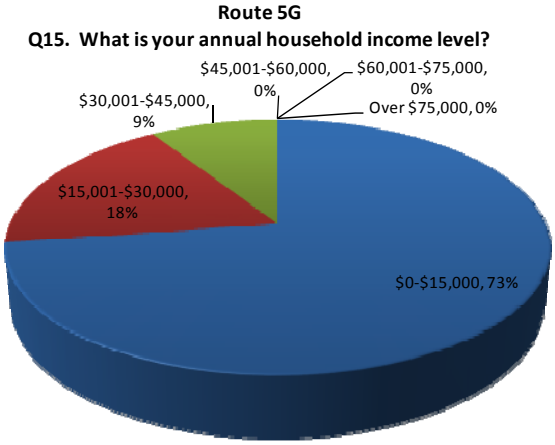
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

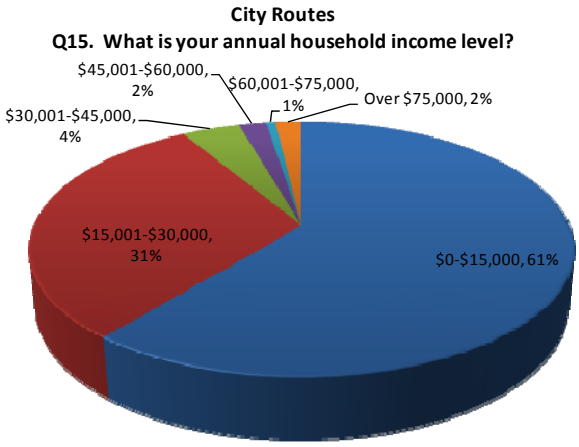
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 5G's riders reported lower earnings than those City Routes with 73% reporting less than $15,000 annually. 18% of the riders indicated they made $15,000-$30,000 annually. There were no reports of incomes greater than $45,000.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	16	73%	1,781	61%
$15,001-$30,000	1,671	12%	4	18%	892	31%
$30,001-$45,000	543	4%	2	9%	120	4%
$45,001-$60,000	452	3%	-	0%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**22**	**100%**	**2,923**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

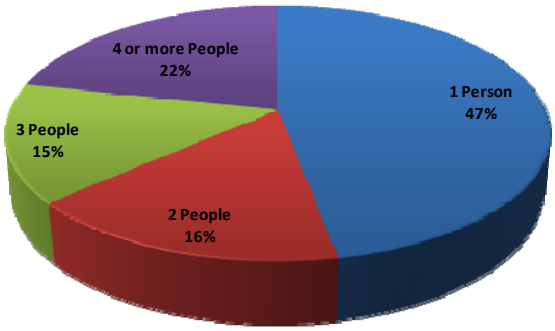
a) 1 **c) 3**

b) 2 **d) 4 or more**

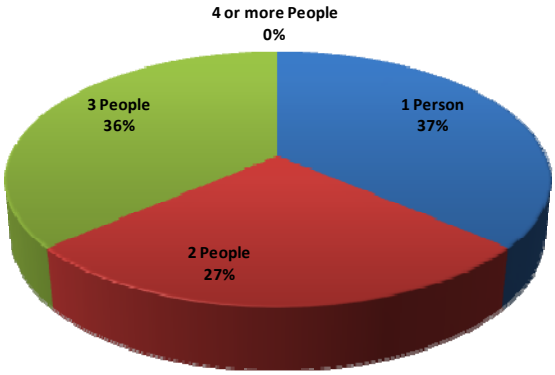
Route 5G's household residency is very similar to the City Route total. 36% of the riders report living alone with another 27% living with one other person. Route 5G has 36% of the riders reporting they live with 2 other people.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	8	36%	1,208	37%
2 People	2,473	16%	6	27%	956	29%
3 People	2,238	15%	8	36%	484	15%
4 or more People	3,244	22%	-	0%	616	19%
Total	15,010	100%	22	100%	3,264	100%

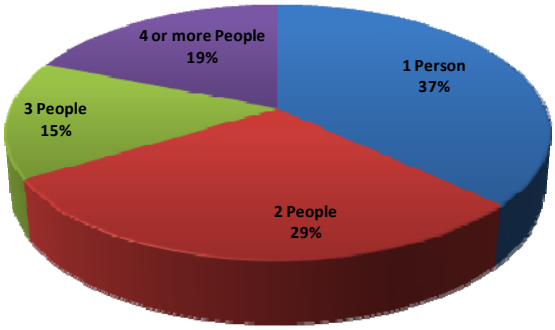
Systemwide
Q16. How many people live in your household?



Route 5G
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

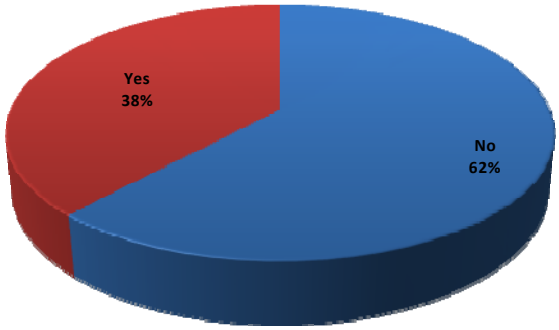


17. Have you transferred at the Plaza in the last week?

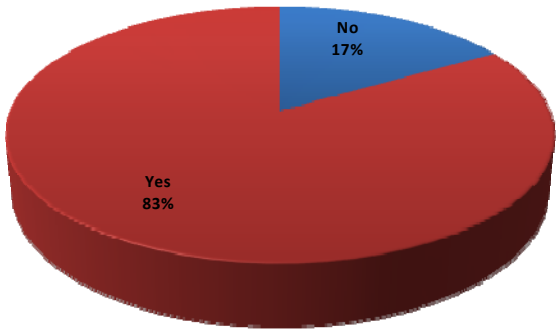
83% of Route 5G riders have transferred at the Plaza in the last week. This is consistent with the City Route riders (89%).

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	4	17%	366	11%
Yes	5,868	38%	20	83%	2,972	89%
Total	15,369	100%	24	100%	3,339	100%

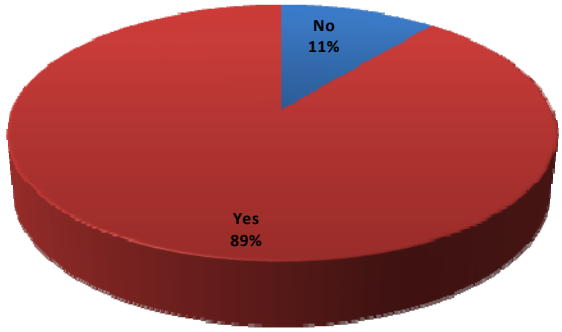
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route 5G
Q17a. Have you transfered at the Plaza in the last week?



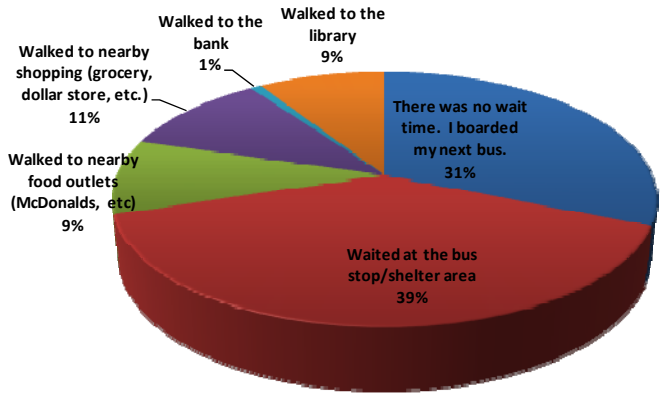
City Routes
Q17a. Have you transfered at the Plaza in the last week?



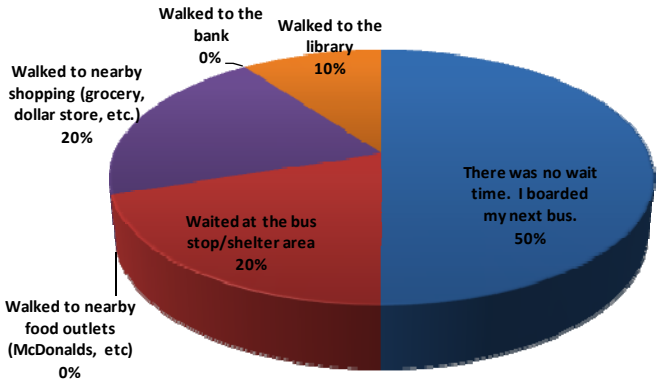
Of the Route 5G riders that have transferred at the Plaza in the last week, 50% stated there was no wait time and they boarded the next bus. Another 20% waited at the bus stop/shelter area. 20% of the riders said that they walked to nearby shopping. Only 10% reported that they walked to the library. These findings are consistent with the City Route respondents.

Response	Systemwide		Route 5G		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	10	50%	995	35%
Waited at the bus stop/shelter area	2,216	39%	4	20%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	-	0%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	4	20%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	2	10%	328	12%
Total	5,682	100%	20	100%	2,833	100%

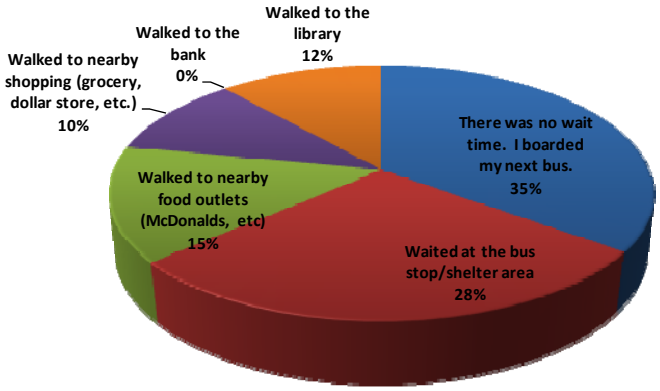
Systemwide
Q17b. What did you do while waiting?



Route 5G
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?

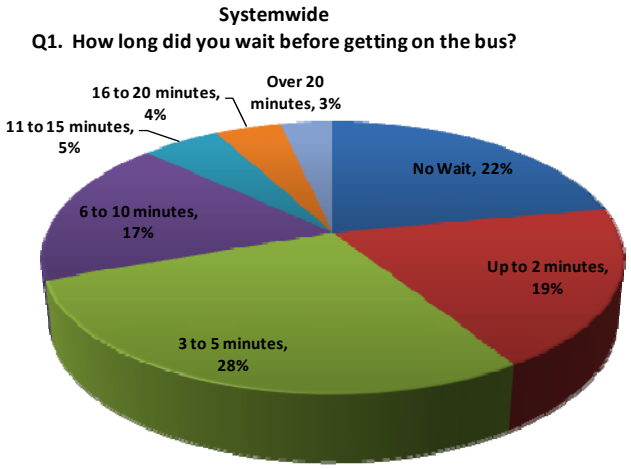


4.9 Route 5H

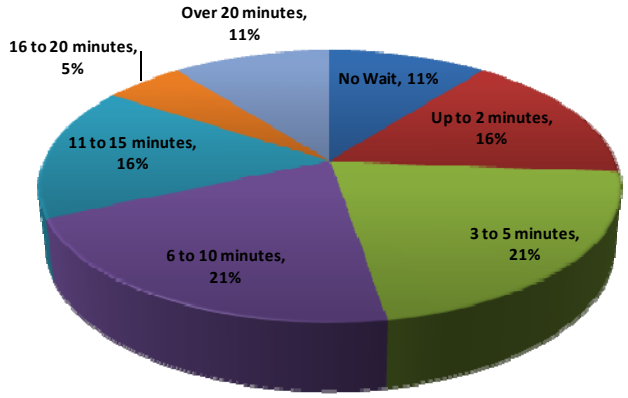
1. How long did you wait at the bus stop before getting on the bus?

The wait times on Route 5H are very similar to that of the City Route average. 27% of the riders on Route 5H had no wait or waited up to two minutes. Another 42% waited between 3-10 minutes. 16% of the riders waited between 11-15 minutes. While 16% of Route 5H riders reported having to wait over 16 minutes.

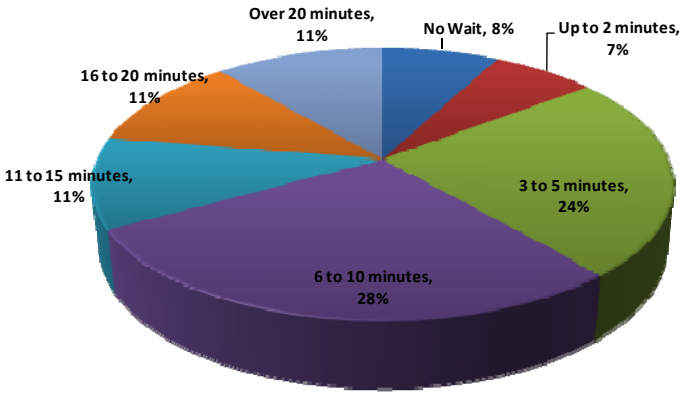
Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	4	11%	255	8%
Up to 2 minutes	3,093	19%	6	16%	227	7%
3 to 5 minutes	4,658	28%	8	21%	790	24%
6 to 10 minutes	2,842	17%	8	21%	927	28%
11 to 15 minutes	852	5%	6	16%	353	11%
16 to 20 minutes	719	4%	2	5%	365	11%
Over 20 minutes	572	3%	4	11%	370	11%
Total	16,347	100%	38	100%	3,288	100%



Route 5H
Q1. How long did you wait before getting on the bus?



City Routes
Q1. How long did you wait before getting on the bus?

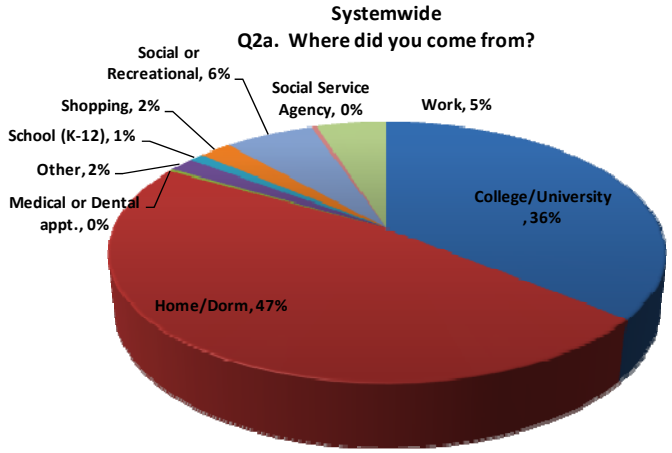


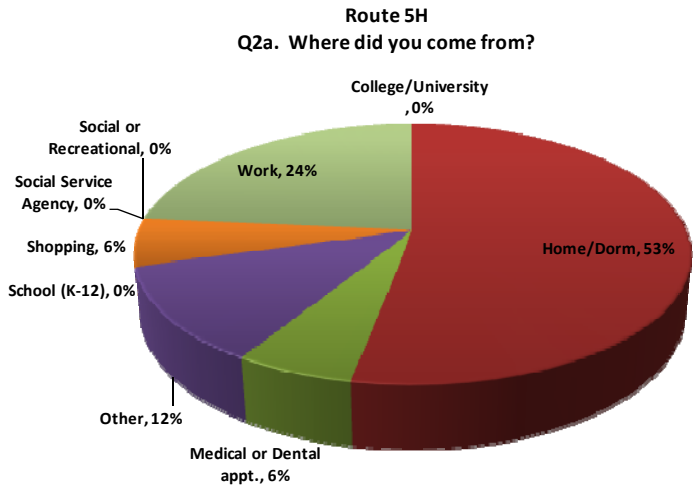
2. Where did you come from?

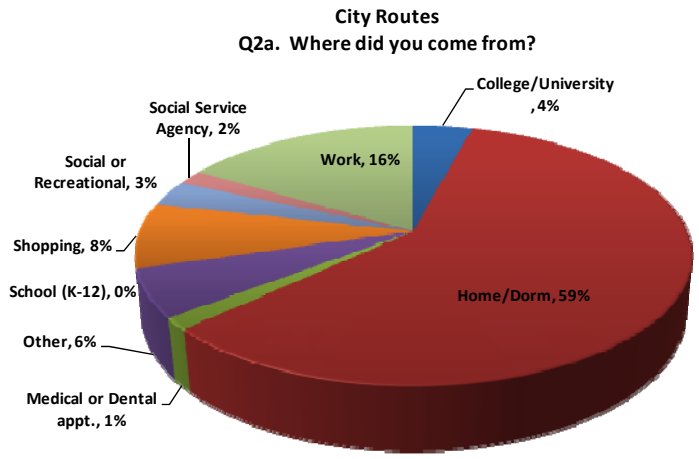
a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

Route 5H riders originate primarily from home/dorm (53%) or work purposes (24%). There were no reports of college/university, school (K-12), social/recreational nor social service agency ridership trips.

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	-	0%	144	4%
Home/Dorm	7,709	47%	18	53%	2,061	59%
Medical or Dental appt.	52	0%	2	6%	52	1%
Other	283	2%	4	12%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	2	6%	282	8%
Social or Recreational	1,009	6%	-	0%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	8	24%	574	16%
Total	**16,312**	**100%**	**34**	**100%**	**3,495**	**100%**







3. What is the address or location of the place you came from?

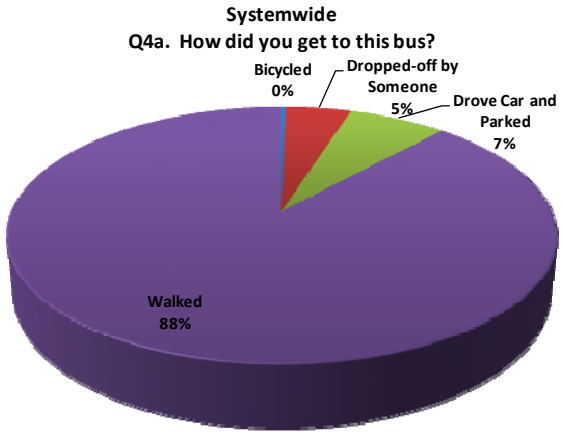
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

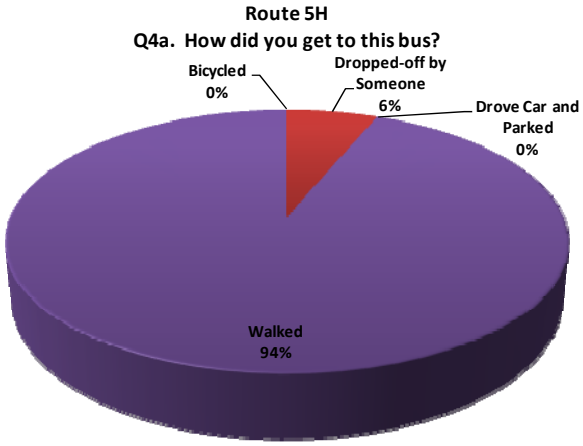
4. How did you get from the place listed above to the first bus used for this trip?

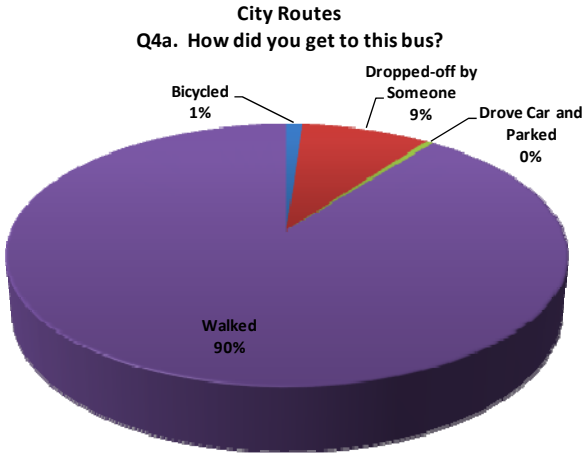
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's City Route riders walk to catch their bus (90%). The majority of Route 5H's riders (94%) also walk to the bus. No riders reported bicycling or driving to the bus stop and parking.

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	2	6%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	30	94%	2,887	90%
Total	**15,729**	**100%**	**32**	**100%**	**3,223**	**100%**

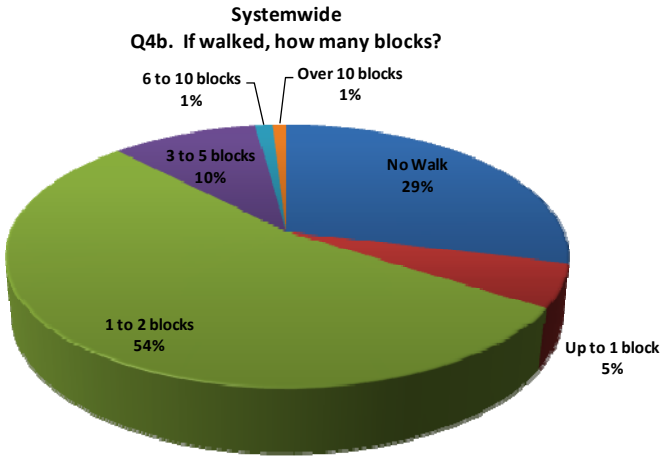


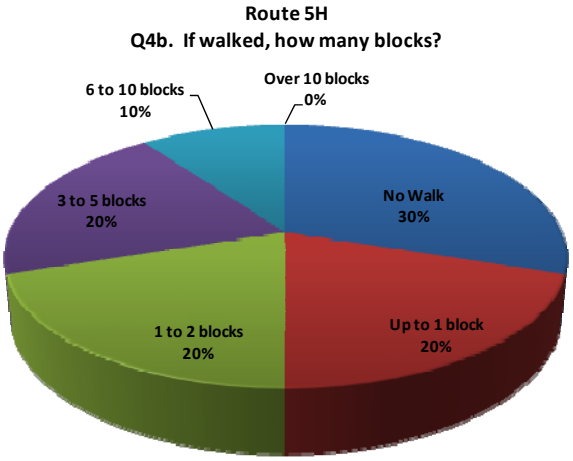


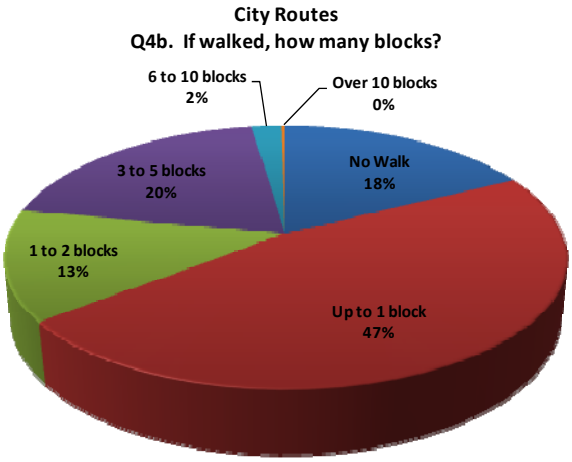


Walks to Route 5H were similar to those reported on the City Routes. Half (50%) reported walks up to 1 block. While another 40% reported walks between 1 and 5 blocks. No one reported having to walk over 10 blocks.

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	6	30%	307	18%
Up to 1 block	391	5%	4	20%	816	47%
1 to 2 blocks	3,940	54%	4	20%	235	14%
3 to 5 blocks	734	10%	4	20%	344	20%
6 to 10 blocks	87	1%	2	10%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	20	100%	1,742	100%







5. Was this the first bus you used for this trip?

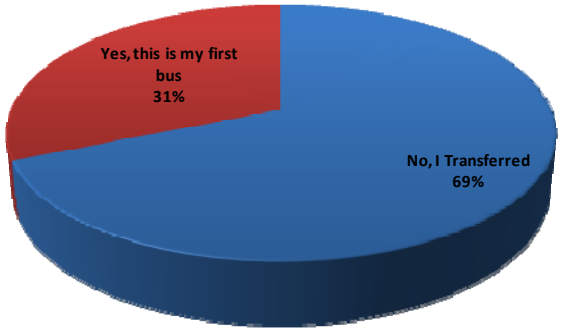
a) No, I transferred from Route # _____

b) Yes, this is the first bus I used for this trip – Route # _____

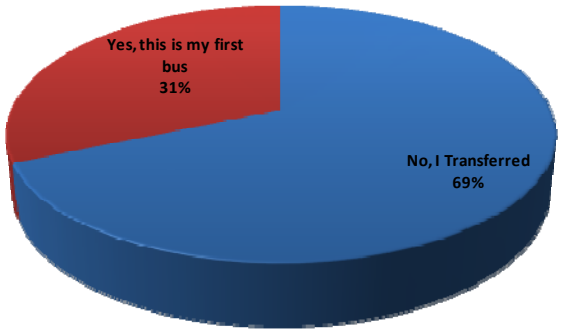
More than half (69%) of Route 5H's riders transferred from another bus. All of those transfers were reported from Route 3C (67%) and Route 4E (33%).

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	22	69%	2,241	69%
Yes, this is my first bus	12,947	90%	10	31%	1,026	31%
Total	14,388	100%	32	100%	3,267	100%

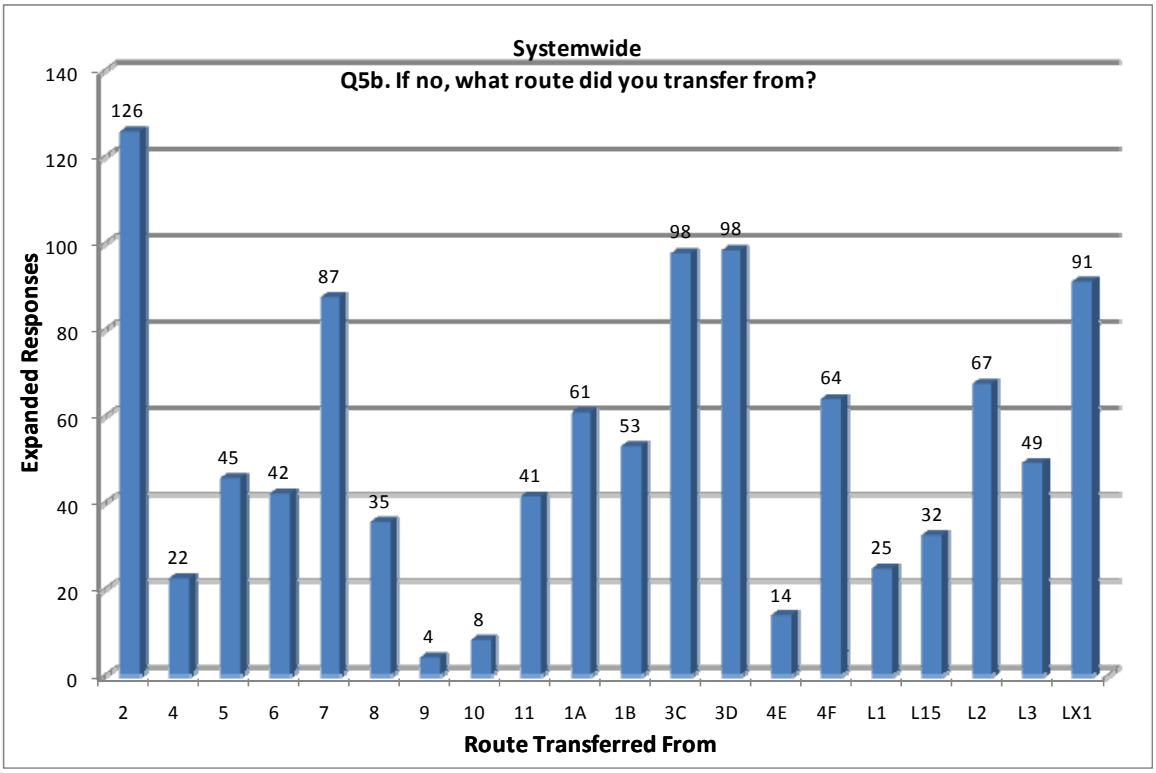
Route 5H
Q5a. Is this the first bus on your trip?

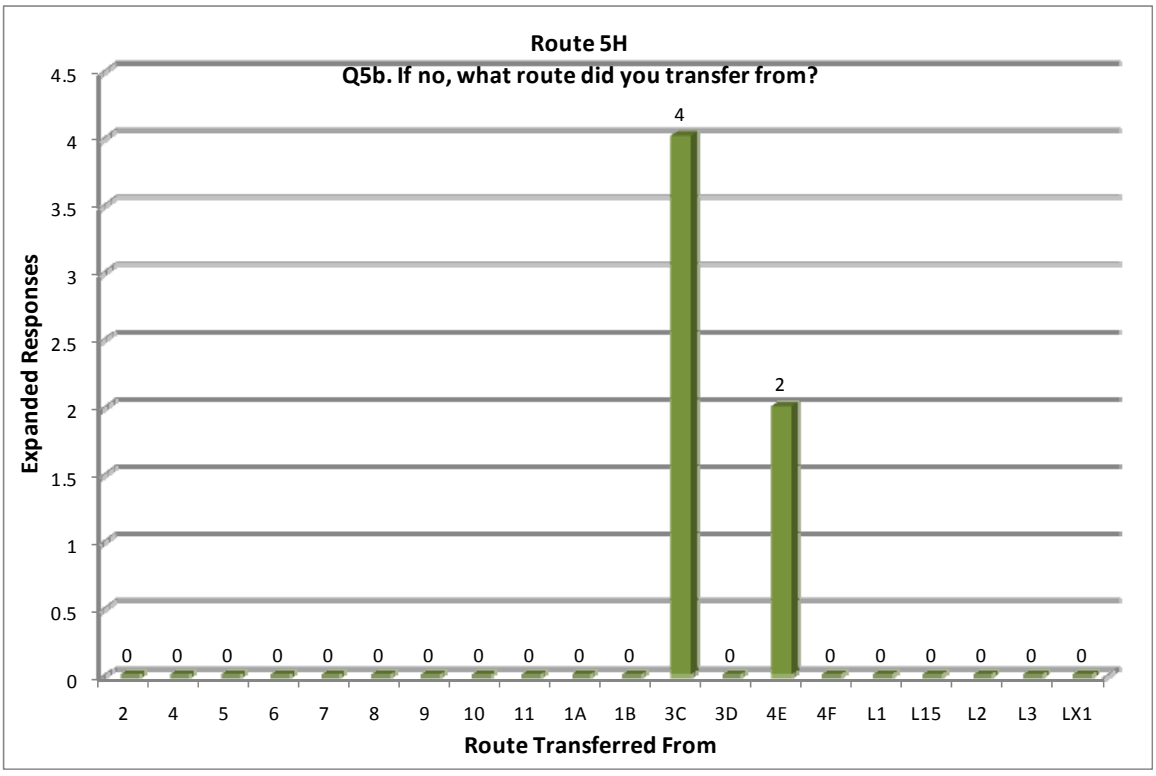


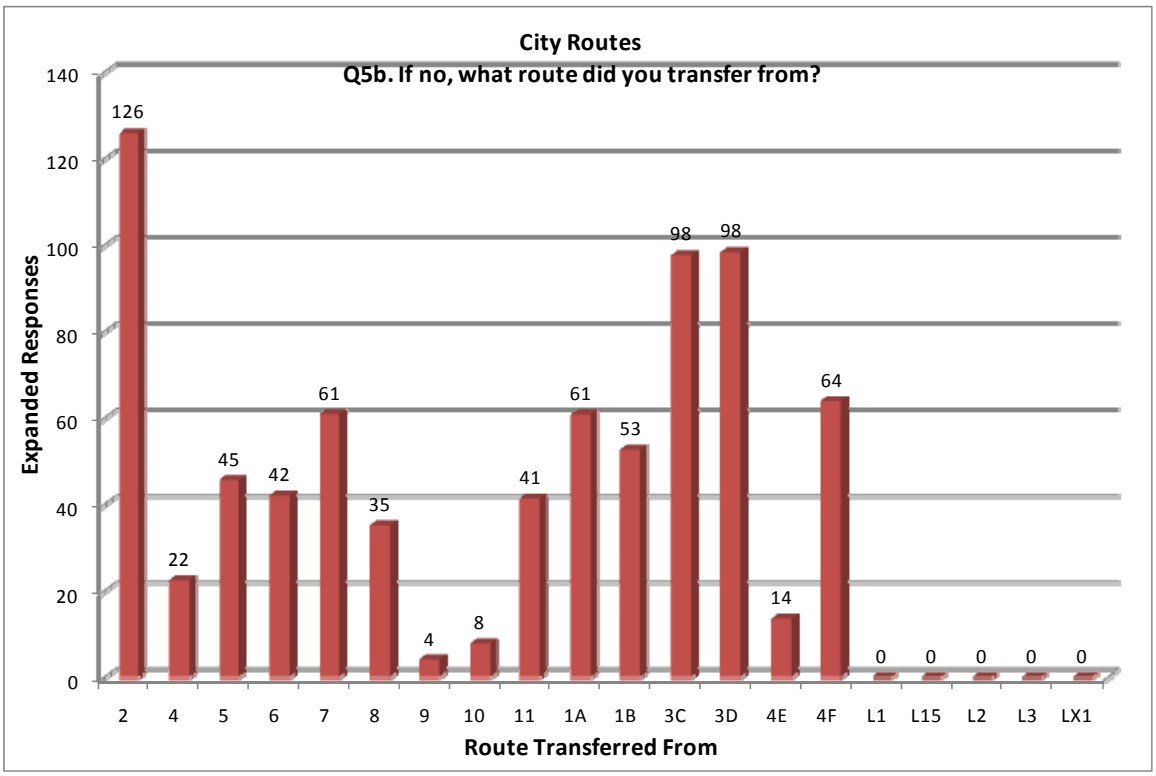
City Routes
Q5a. Is this the first bus on your trip?



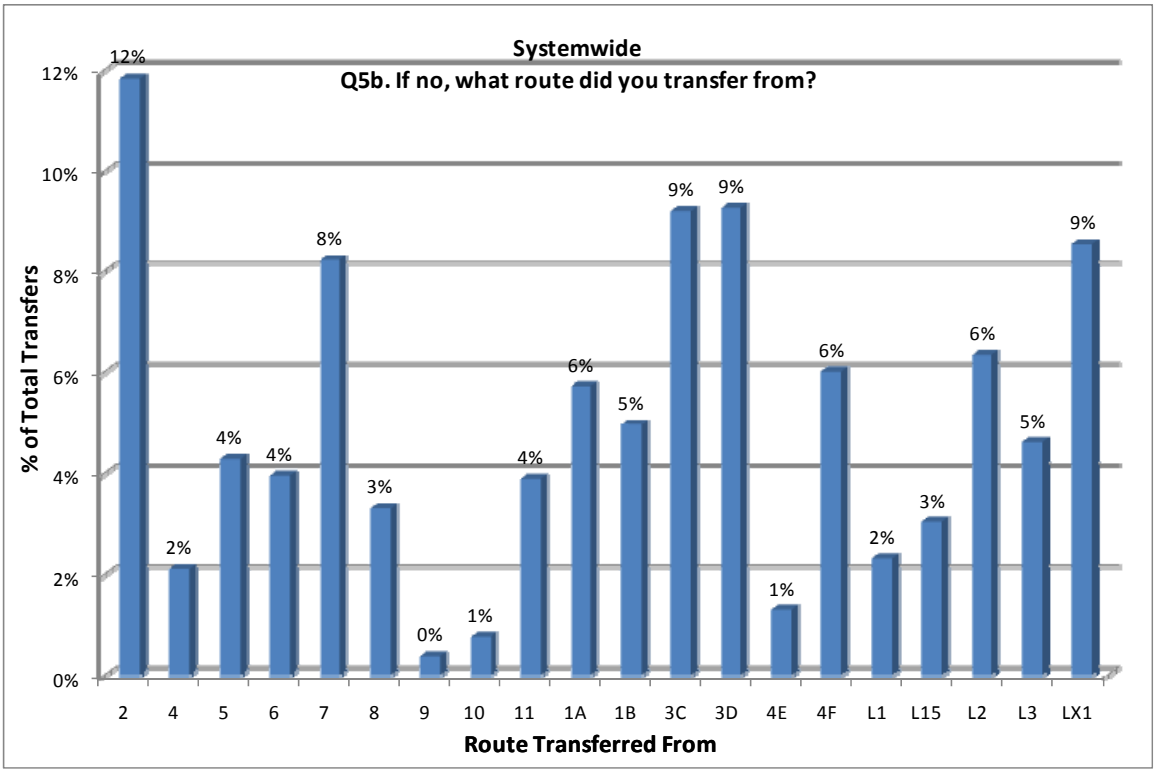
Originating Route Transferred From

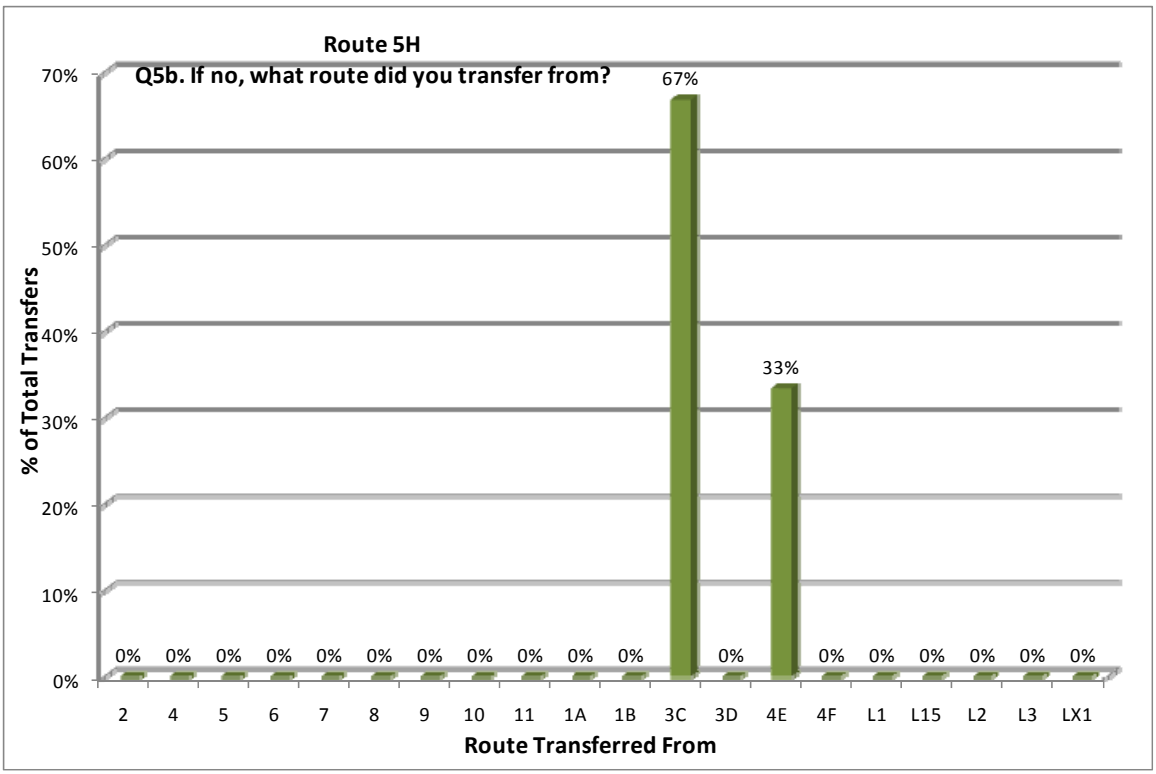


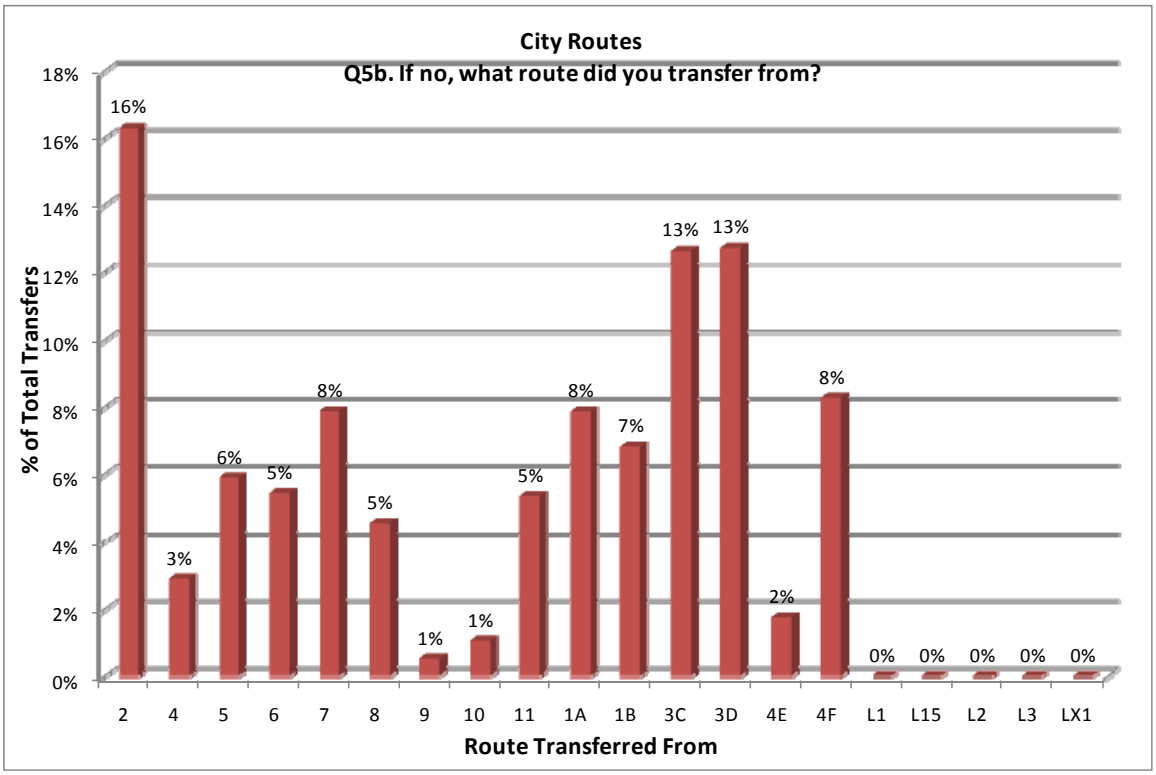




Originating Route Transferred From as a Percentage of Total Transfers




Route 5H
Q5b. If no, what route did you transfer from?
% of Total Transfers
70%
60%
50%
40%
30%
20%
10%
0%
67%
33%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

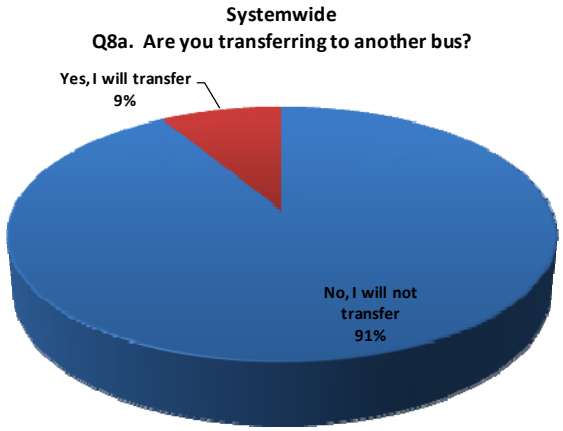

City Routes
Q5b. If no, what route did you transfer from?
% of Total Transfers
18%
16%
14%
12%
10%
8%
6%
4%
2%
0%
16% 3% 6% 5% 8% 5% 1% 1% 5% 8% 7% 13% 13% 2% 8% 0% 0% 0% 0% 0%
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

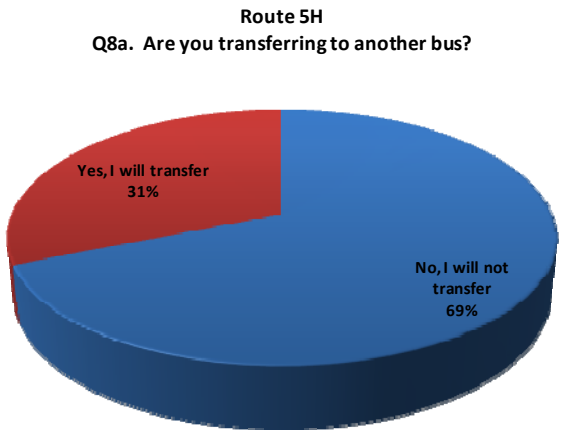
6. **Where did you get on the bus you are riding now?**
   Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

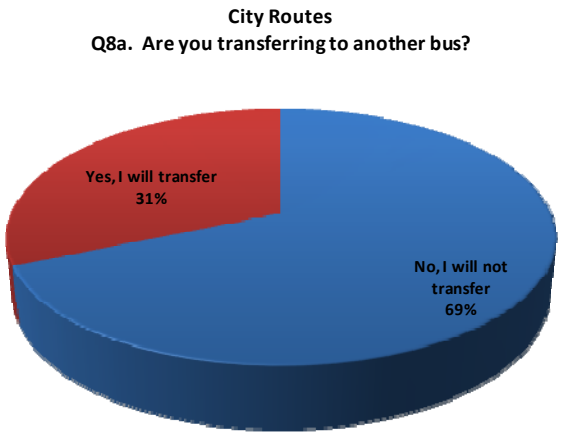
7. **Where will you get off the bus you are riding now?**
   Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. **Will you transfer to another bus on this trip to where you are going now?**
   Surprisingly, the number of riders transferring from Route 5H to another route 310%) is exactly the same as the City Route total. Riders transferred to Route 10 (40%), Route 1A (20%), Route 3C (20%) and Route 3D (20%).

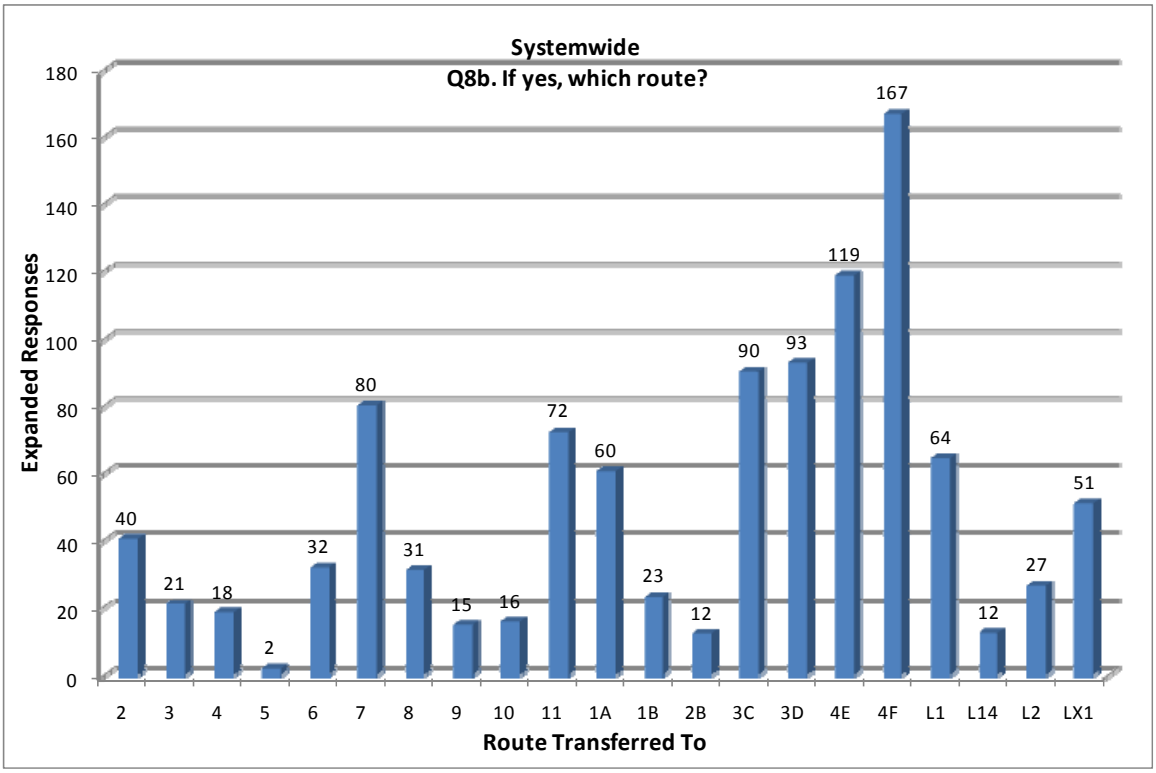
Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	22	69%	2,241	69%
Yes, I will transfer	1,303	9%	10	31%	1,026	31%
Total	15,128	100%	32	100%	3,267	100%

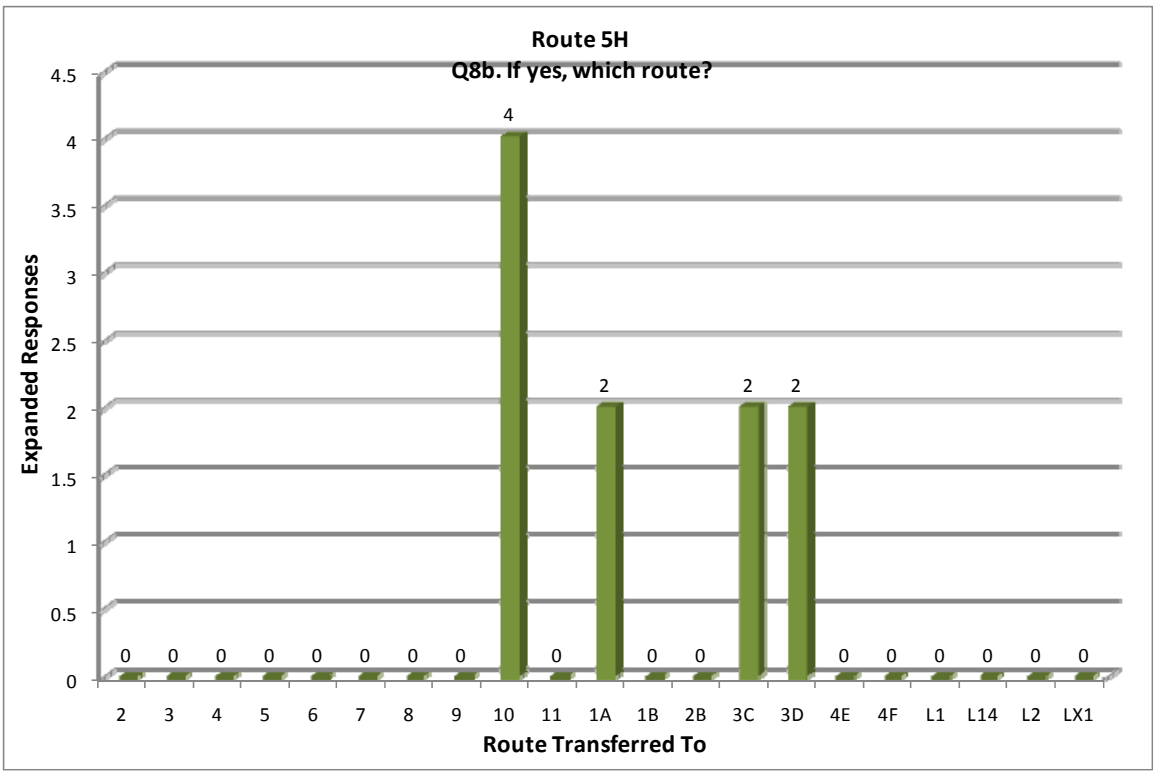


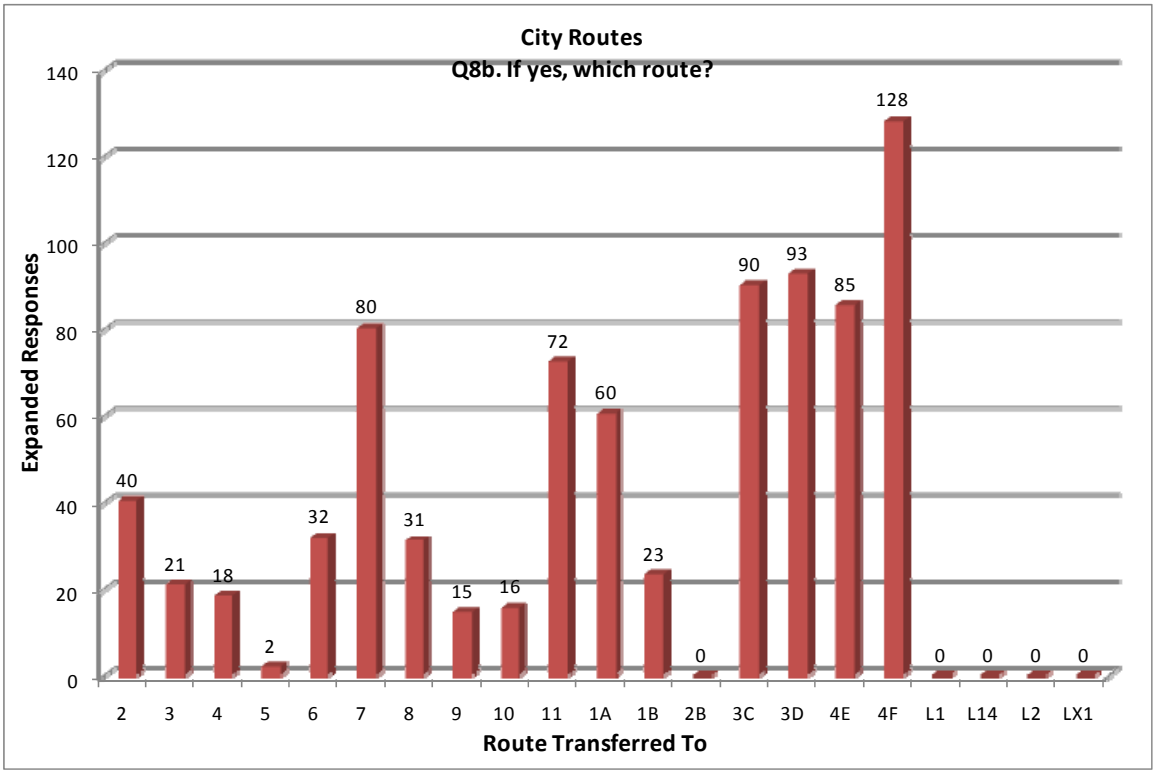




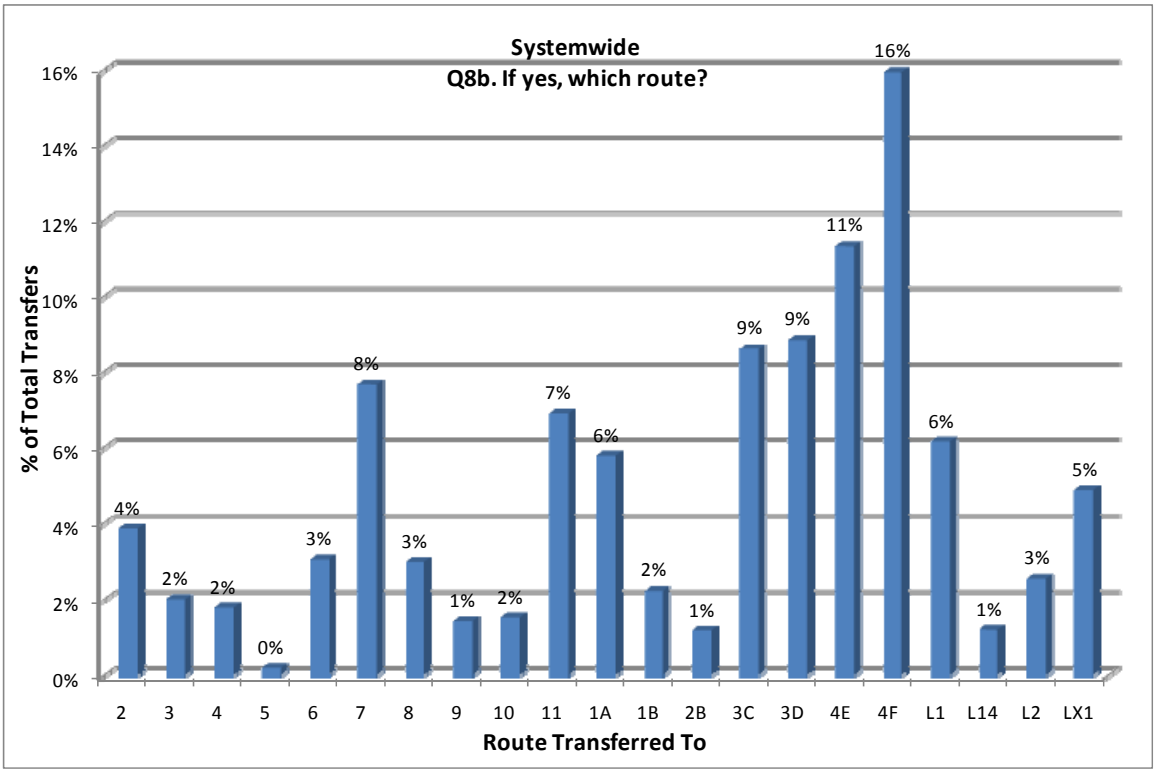
Route Transferred To

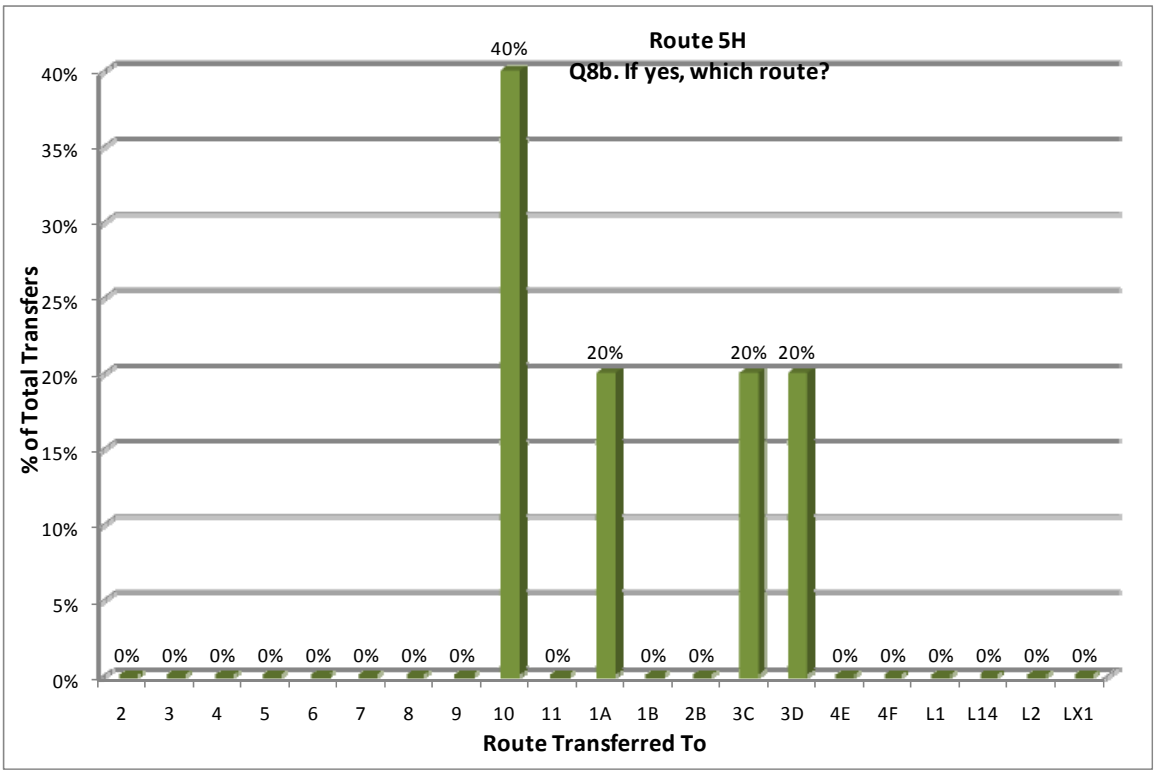


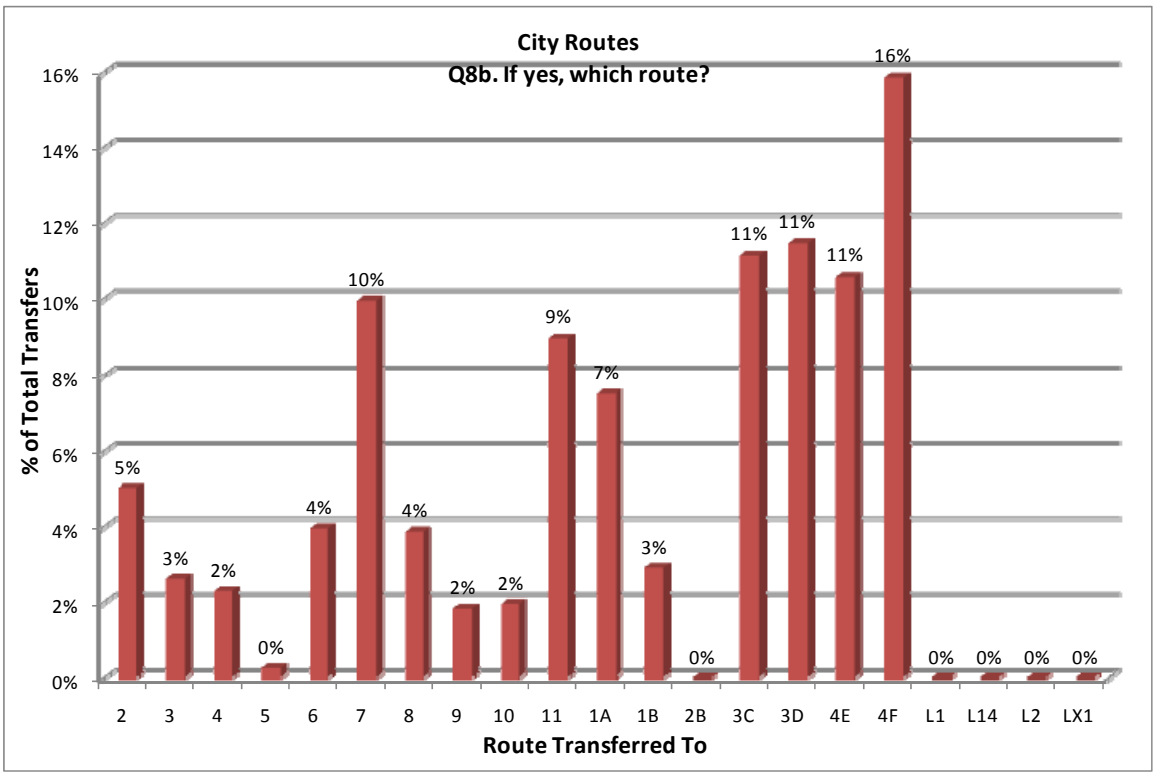

Route 5H
Q8b. If yes, which route?
Expanded Responses
4.5
4
3.5
3
2.5
2
1.5
1
0.5
0
0 0 0 0 0 0 0 0 4 0 2 0 0 2 2 0 0 0 0 0 0
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To


City Routes
Q8b. If yes, which route?
Expanded Responses
140
120
100
80
60
40
20
0
40 21 18 2 32 80 31 15 16 72 60 23 0 90 93 85 128 0 0 0 0
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

Route Transferred To as a Percentage of Total Transfers







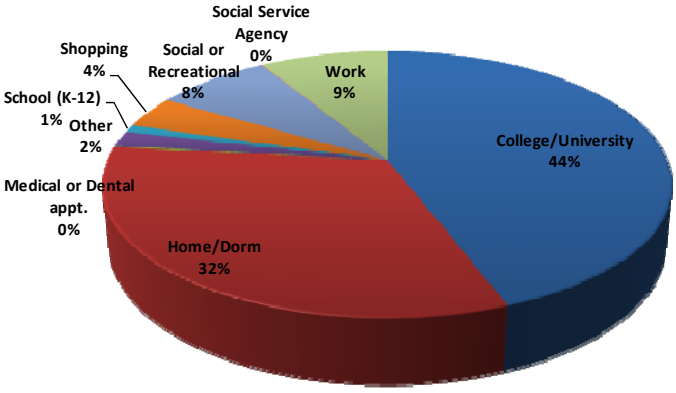
9. Where are you going now?

- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

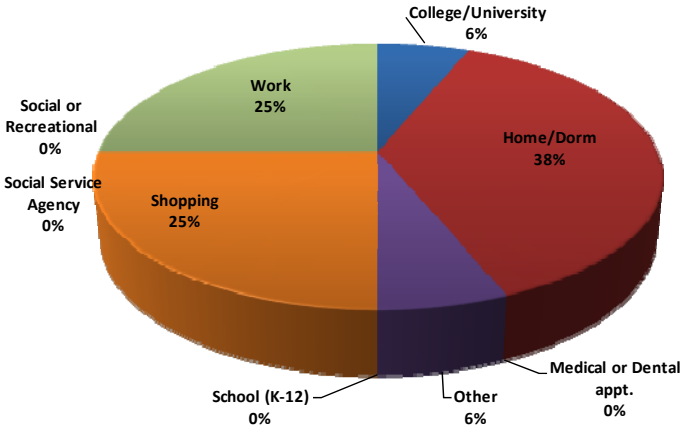
On Route 5H, trip purposes were focused on home/dorm (38%), shopping (25%) and work (25%). Very few responses were associated with college/university or other. No responses were associated with medical or dental apt, school (K-12), social/recreational or social service agency.

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	2	6%	175	5%
Home/Dorm	5,089	32%	12	38%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	2	6%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	8	25%	541	16%
Social or Recreational	1,223	8%	-	0%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	8	25%	995	29%
Total	**15,696**	**100%**	**32**	**100%**	**3,374**	**100%**

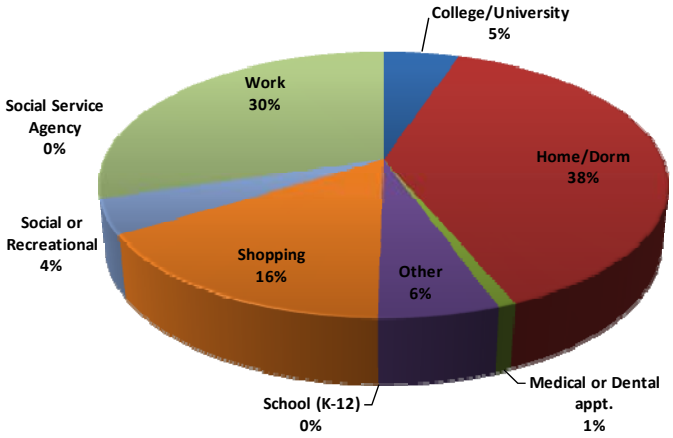
Systemwide
Q9a. Where are you going now?



Route 5H
Q9a. Where are you going now?



City Routes
Q9a. Where are you going now?



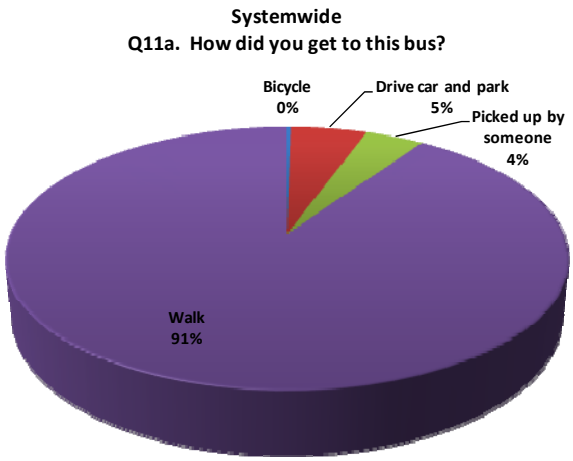
10. What is the address or location of the place where you are going now?

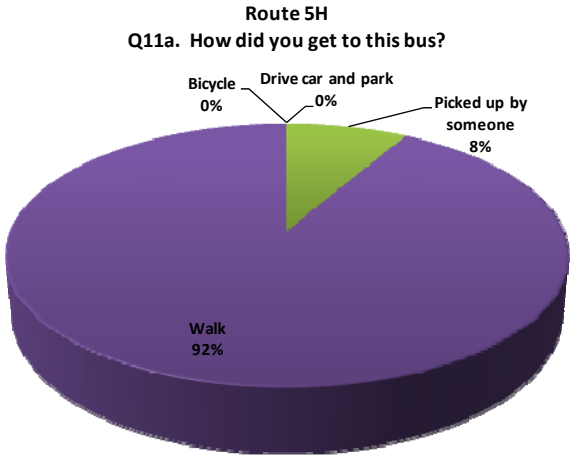
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

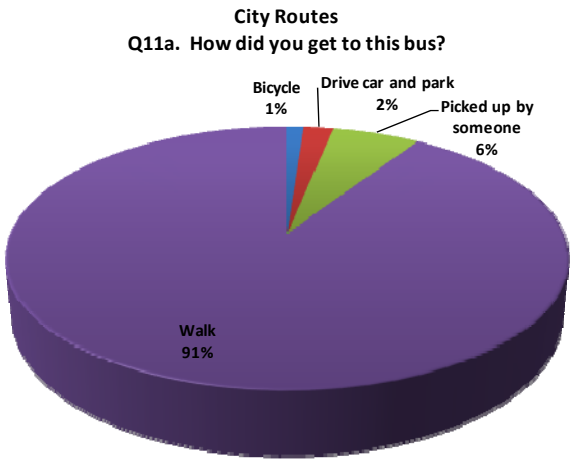
11. How will you get to the place where you are going now from the last bus you will ride on this trip?

An even higher percentage (91%) of City Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route 5H (92%) is also very comparable to the City Route total. No riders reported driving or bicycling upon completing their trip.

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	-	0%	63	2%
Picked up by someone	585	4%	2	8%	183	6%
Walk	13,176	90%	22	92%	2,766	91%
Total	**14,564**	**100%**	**24**	**100%**	**3,047**	**100%**

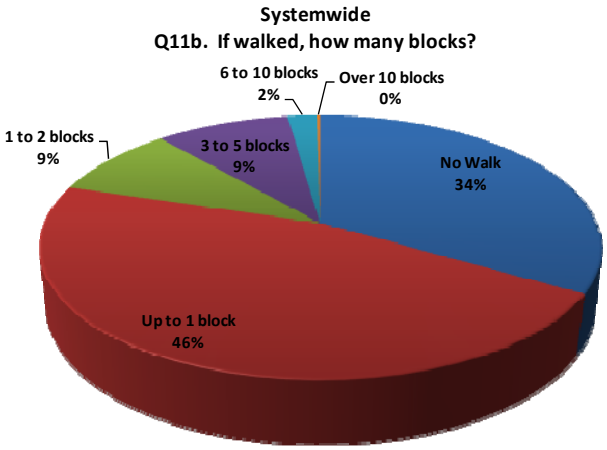


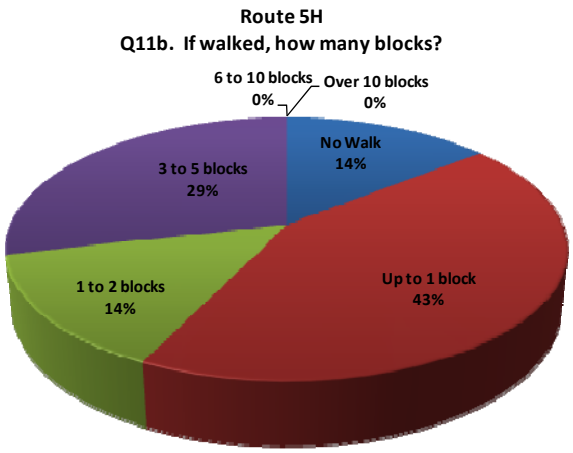


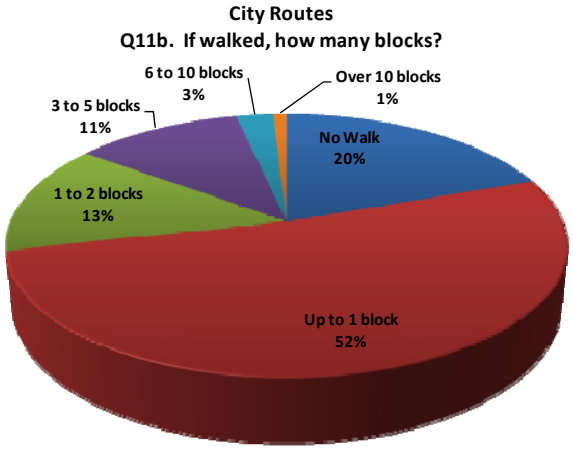


Of those who walked after alighting the bus, the majority (57%) arrived at their destination with less than one block of walking required. No walks were reported greater than five blocks.

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	2	14%	319	20%
Up to 1 block	3,027	46%	6	43%	842	52%
1 to 2 blocks	580	9%	2	14%	220	14%
3 to 5 blocks	603	9%	4	29%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	14	100%	1,623	100%





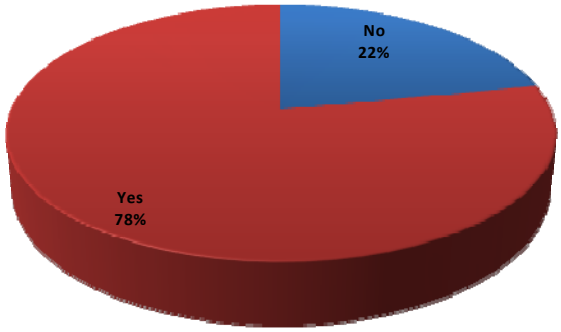


12. Are you a college/university student living away from home?

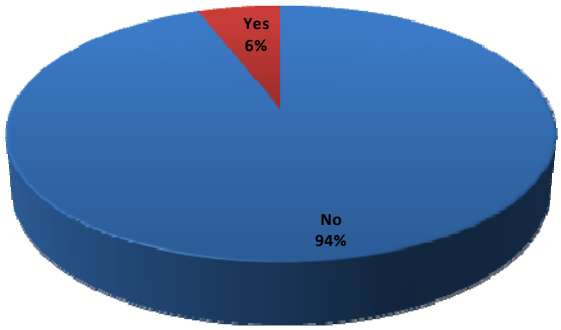
Route 5H ridership is far less impacted by student riders with only 6% identifying as a college/university student living away from home.

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	32	94%	2,651	81%
Yes	12,297	78%	2	6%	639	19%
Total	15,757	100%	34	100%	3,290	100%

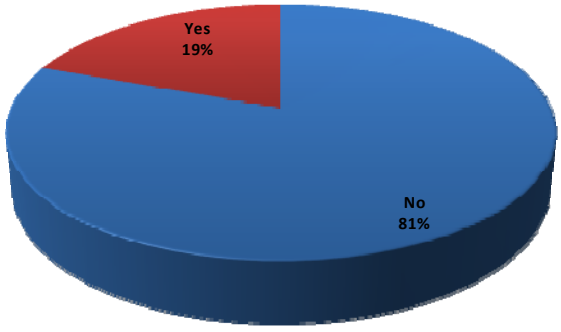
Systemwide
Q12. Are you a College/University Student?



Route 5H
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?

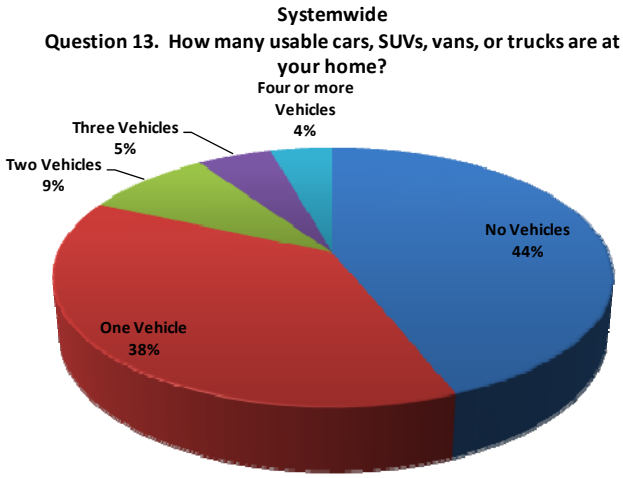


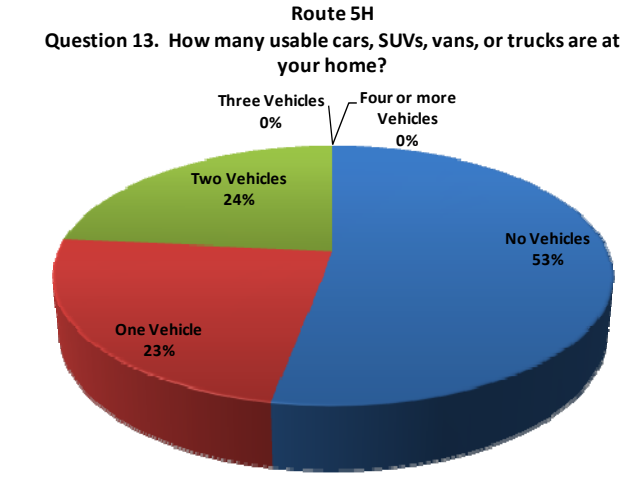
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

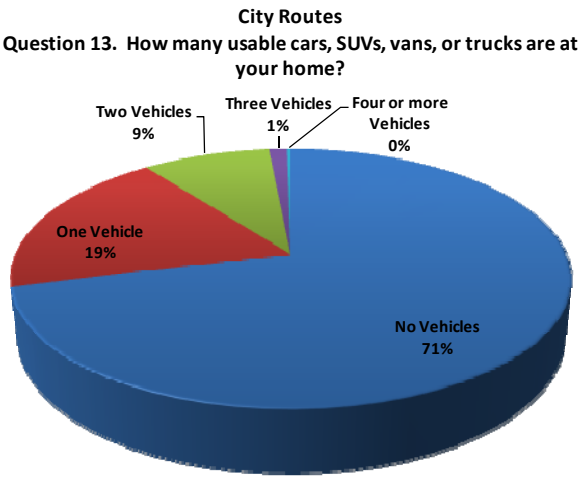
a. 0
b. 1
c. 2
d. 3
e. 4 or more

Automobile availability among Route 5H riders was much less constrained than those City Routes with 53% reporting no car available. Another 24% reported only one vehicle available in the household. While another 24% reported having two vehicles available.

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	18	53%	2,324	71%
One Vehicle	5,878	38%	8	24%	605	19%
Two Vehicles	1,370	9%	8	24%	288	9%
Three Vehicles	797	5%	-	0%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	34	100%	3,266	100%



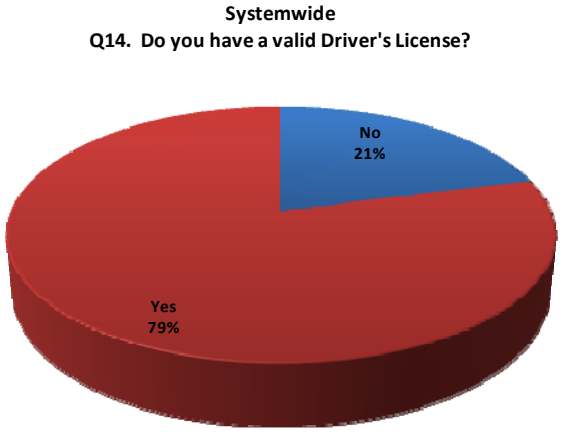




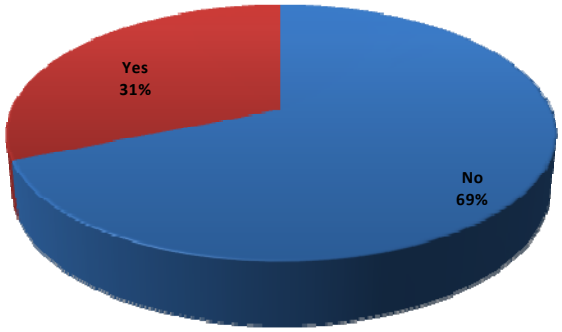
14. Do you have a valid driver's license?

The majority of GLTC's City Route riders (58%) do not carry a valid driver's license. Even more of the riders on Route 5H are not licensed drivers (69%).

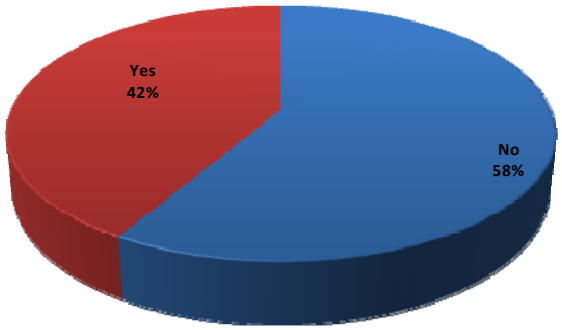
Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	22	69%	1,874	58%
Yes	12,102	79%	10	31%	1,333	42%
Total	15,322	100%	32	100%	3,207	100%



Route 5H
Q14. Do you have a valid Driver's License?



City Routes
Q14. Do you have a valid Driver's License?



15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

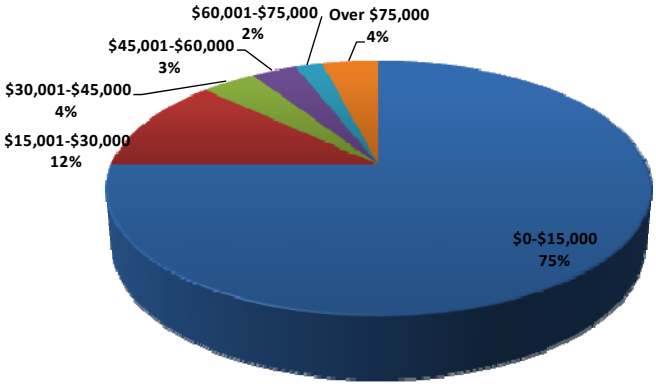
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 5H's riders reported lower earnings than those City Routes with 100% reporting less than $30,000 annually. There were no reports of incomes greater than $30,000.

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	8	27%	1,781	61%
$15,001-$30,000	1,671	12%	22	73%	892	31%
$30,001-$45,000	543	4%	-	0%	120	4%
$45,001-$60,000	452	3%	-	0%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**30**	**100%**	**2,923**	**100%**

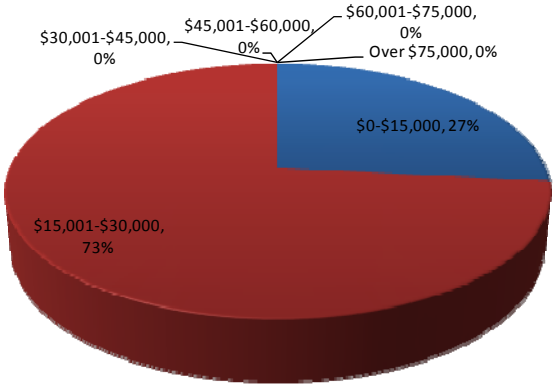
Systemwide

Q15. What is your annual household income level?



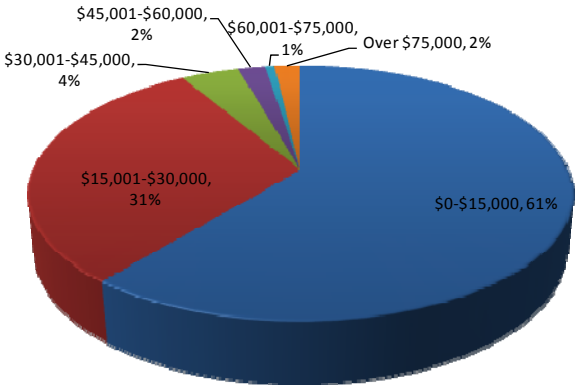
Route 5H

Q15. What is your annual household income level?



City Routes

Q15. What is your annual household income level?



16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

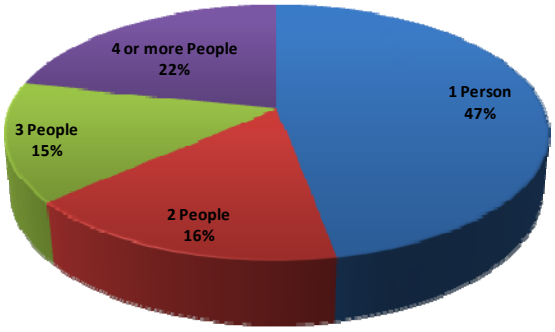
a) 1 **c) 3**

b) 2 **d) 4 or more**

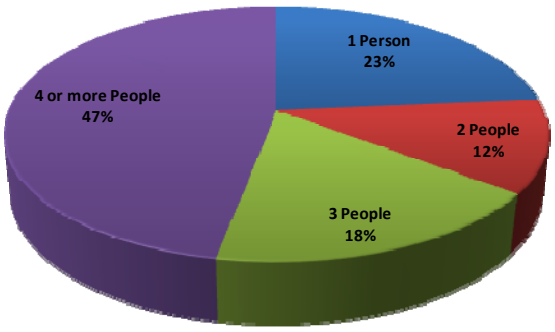
Route 5H's household residency is less similar to the City Route total. 24% of the riders report living alone with another 12% living with one other person. The remainder of the respondents (65%) reported living with three or more people.

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	8	24%	1,208	37%
2 People	2,473	16%	4	12%	956	29%
3 People	2,238	15%	6	18%	484	15%
4 or more People	3,244	22%	16	47%	616	19%
Total	15,010	100%	34	100%	3,264	100%

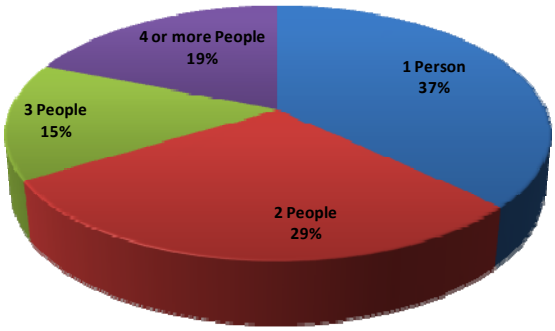
Systemwide
Q16. How many people live in your household?



Route 5H
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

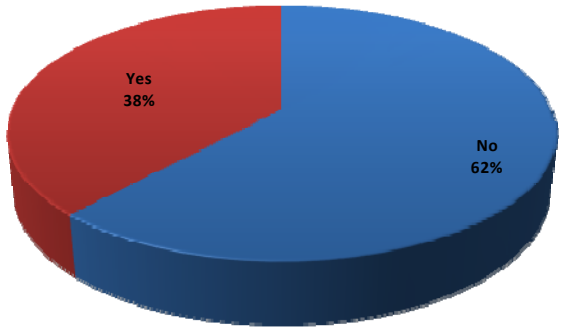


17. Have you transferred at the Plaza in the last week?

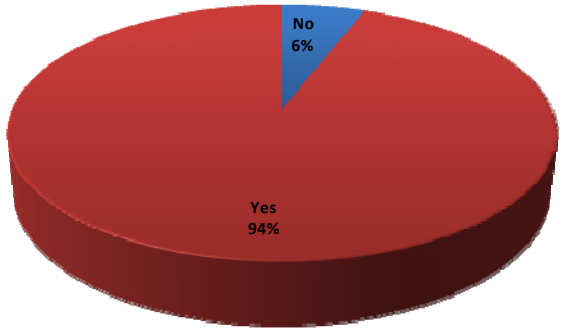
94% of Route 5H riders have transferred at the Plaza in the last week. This is consistent with the City Route riders (89%).

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	2	6%	366	11%
Yes	5,868	38%	32	94%	2,972	89%
Total	15,369	100%	34	100%	3,339	100%

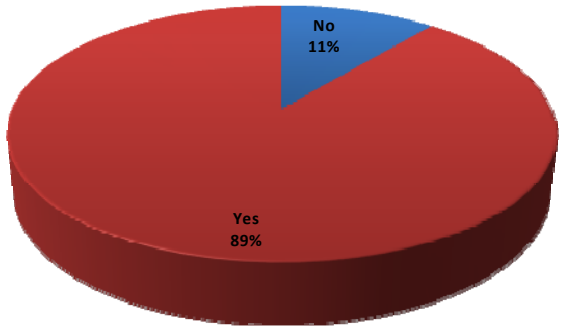
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route 5H
Q17a. Have you transfered at the Plaza in the last week?



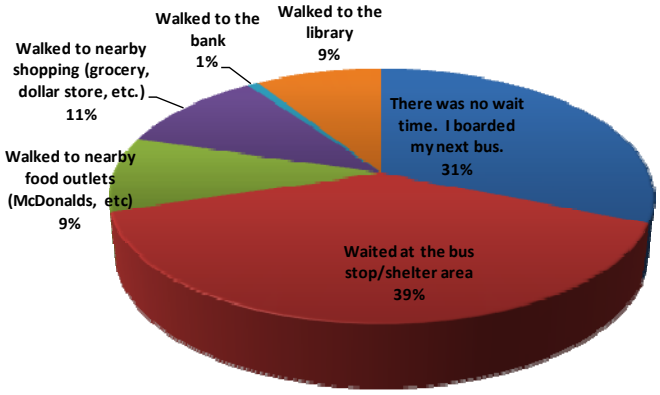
City Routes
Q17a. Have you transfered at the Plaza in the last week?



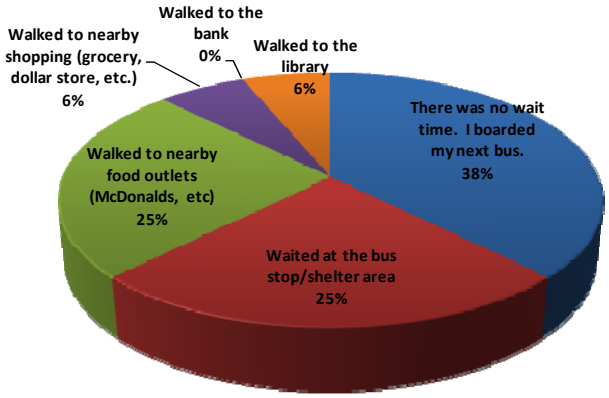
Of the Route 5H riders that have transferred at the Plaza in the last week, 38% stated there was no wait time and they boarded the next bus. Another 25% waited at the bus stop/shelter area. Yet another 25% walked to nearby food outlets. Only 6% said that they walked to nearby shopping and another 6% walked to the library. No one reported walking to the bank. These findings are consistent with the City Route respondents.

Response	Systemwide		Route 5H		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	12	38%	995	35%
Waited at the bus stop/shelter area	2,216	39%	8	25%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	8	25%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	2	6%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	2	6%	328	12%
Total	5,682	100%	32	100%	2,833	100%

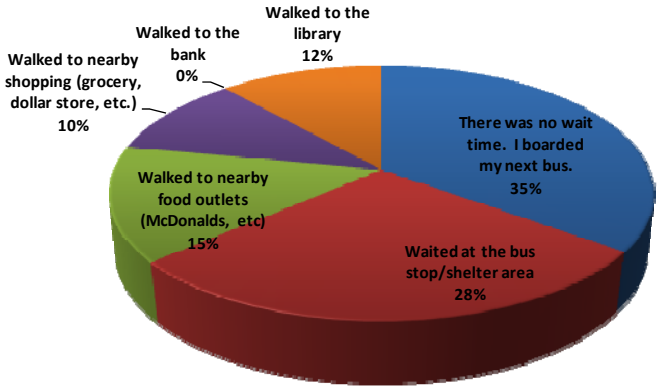
Systemwide
Q17b. What did you do while waiting?



Route 5H
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?

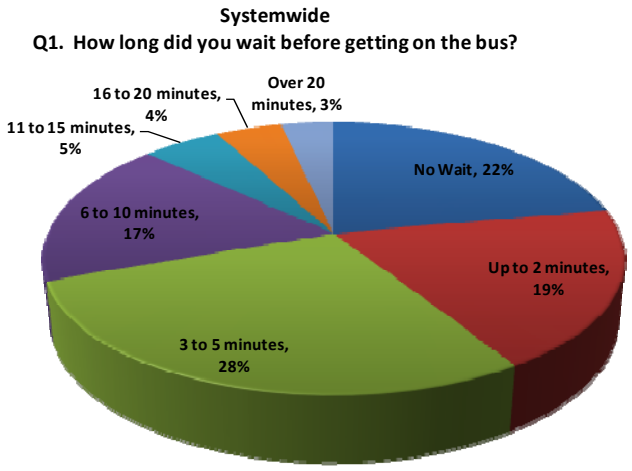


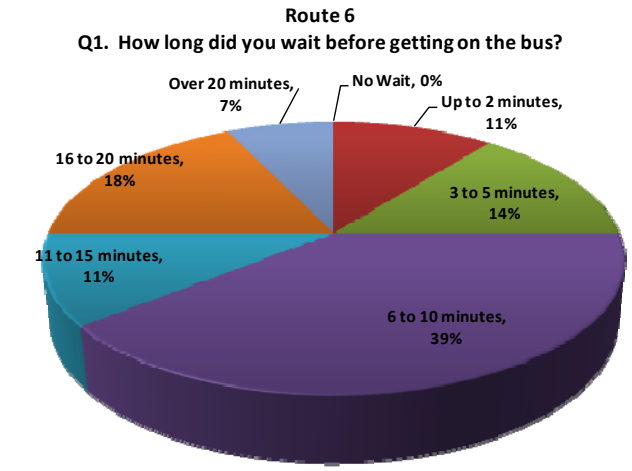
4.10 Route 6

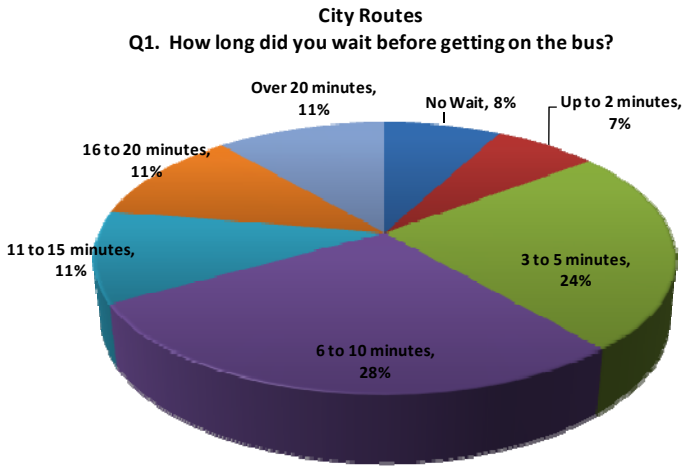
1. How long did you wait at the bus stop before getting on the bus?

Waits on Route 6 trend slightly higher than the City Route average. While only 7% reported a wait time of more than 20 minutes, Waits of 16 to 20 minutes were almost twice as prevalent than those City Routes.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	-	0%	255	8%
Up to 2 minutes	3,093	19%	17	11%	227	7%
3 to 5 minutes	4,658	28%	22	14%	790	24%
6 to 10 minutes	2,842	17%	62	39%	927	28%
11 to 15 minutes	852	5%	17	11%	353	11%
16 to 20 minutes	719	4%	28	18%	365	11%
Over 20 minutes	572	3%	11	7%	370	11%
Total	16,347	100%	157	100%	3,288	100%





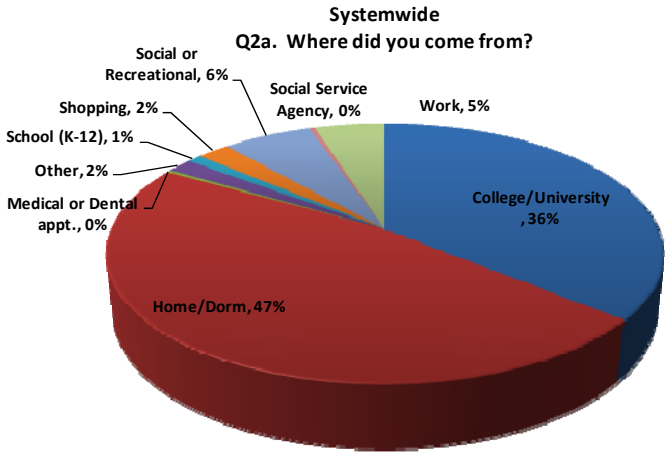


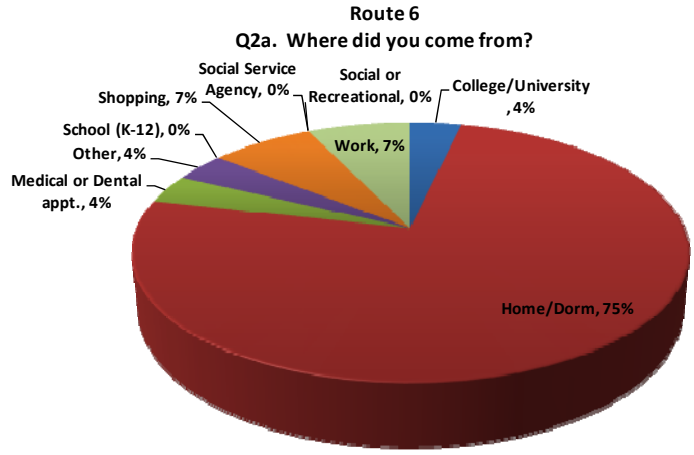
2. Where did you come from?

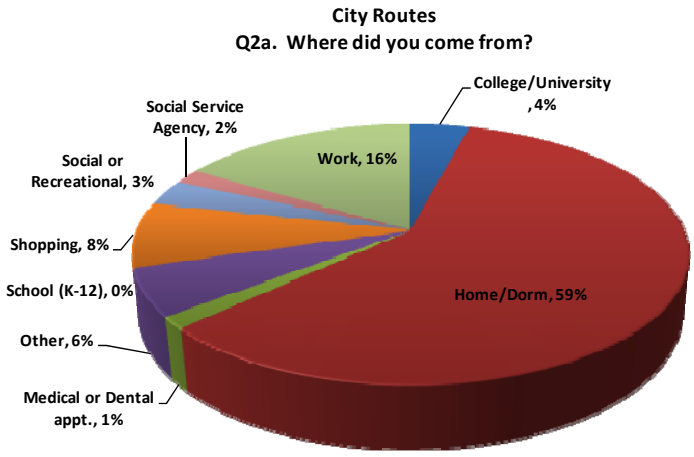
a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

Route 6 riders originate primarily from home/dorm purposes (75%). There were no reports of school (K-12), social/recreational nor social service agency ridership.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	6	4%	144	4%
Home/Dorm	7,709	47%	118	75%	2,061	59%
Medical or Dental appt.	52	0%	6	4%	52	1%
Other	283	2%	6	4%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	11	7%	282	8%
Social or Recreational	1,009	6%	-	0%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	11	7%	574	16%
Total	**16,312**	**100%**	**157**	**100%**	**3,495**	**100%**


Systemwide
Q2a. Where did you come from?
Social or Recreational, 6%
Social Service Agency, 0%
Work, 5%
Shopping, 2%
School (K-12), 1%
Other, 2%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 47%


Route 6
Q2a. Where did you come from?
Social Service Agency, 0%
Social or Recreational, 0%
College/University, 4%
Shopping, 7%
School (K-12), 0%
Work, 7%
Other, 4%
Medical or Dental appt., 4%
Home/Dorm, 75%

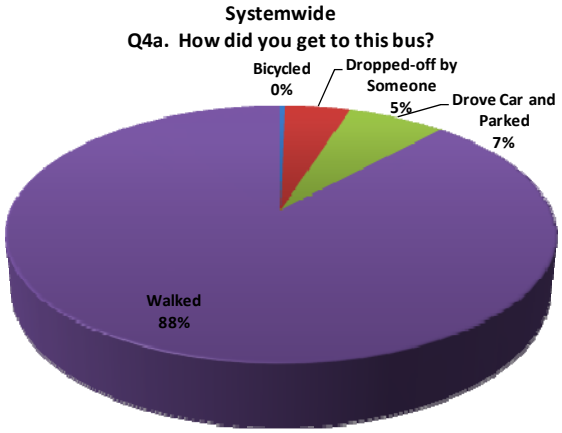

City Routes
Q2a. Where did you come from?
College/University, 4%
Social Service Agency, 2%
Work, 16%
Social or Recreational, 3%
Shopping, 8%
School (K-12), 0%
Home/Dorm, 59%
Other, 6%
Medical or Dental appt., 1%

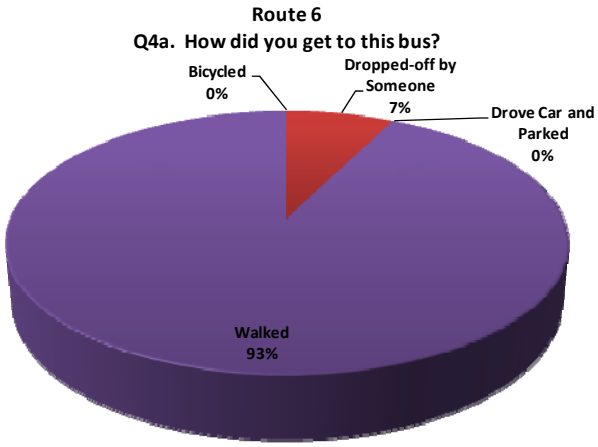
3. **What is the address or location of the place you came from?**
   Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

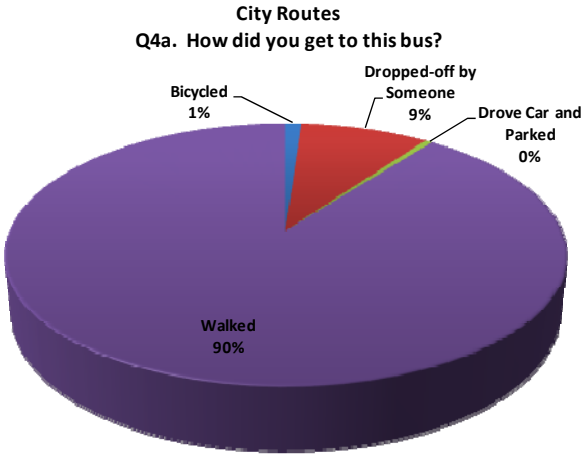
4. **How did you get from the place listed above to the first bus used for this trip?**
   a) **Bicycled**
   b) **Dropped off by someone**
   c) **Drove car and parked**
   d) **Walked (If walked, how many blocks?)**

   The overwhelming majority of GLTC's City Route riders walk to catch their bus (90%). The majority of Route 6's riders (93%) also walk to the bus. No riders reported bicycling or driving to the bus stop and parking.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	11	7%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	140	93%	2,887	90%
Total	**15,729**	**100%**	**152**	**100%**	**3,223**	**100%**



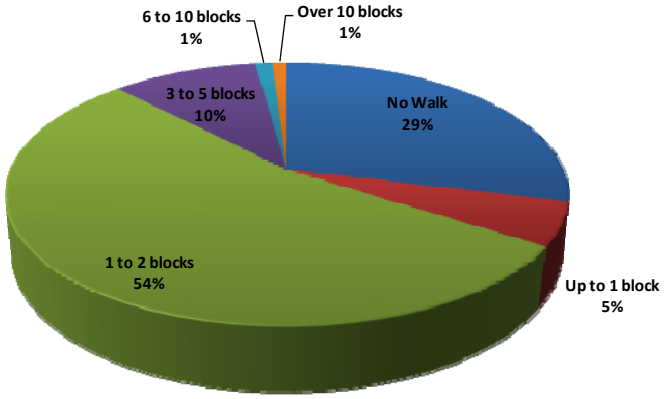




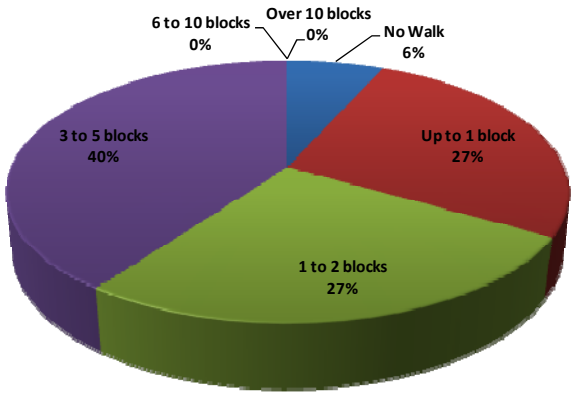
Walks to Route 6 were slightly longer than those reported by City Route riders. Only 34% reported walks up to 1 block. However, the majority of the riders (67%) reported walks between 1 and 5 blocks; almost twice as likely as those City Routes.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	6	7%	307	18%
Up to 1 block	391	5%	22	27%	816	47%
1 to 2 blocks	3,940	54%	22	27%	235	14%
3 to 5 blocks	734	10%	34	40%	344	20%
6 to 10 blocks	87	1%	-	0%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	84	100%	1,742	100%

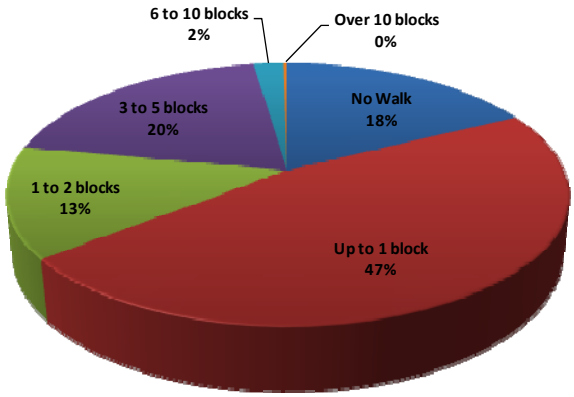
Systemwide
Q4b. If walked, how many blocks?



Route 6
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



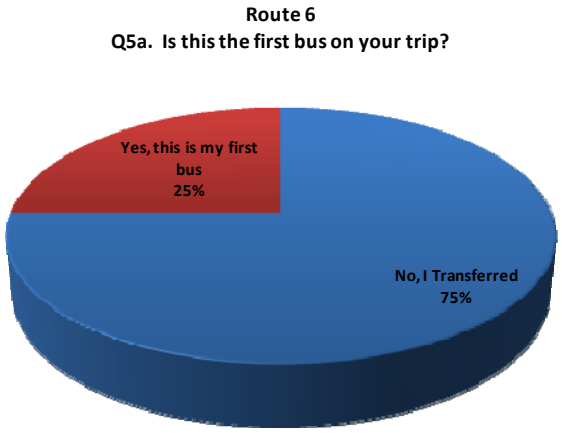
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

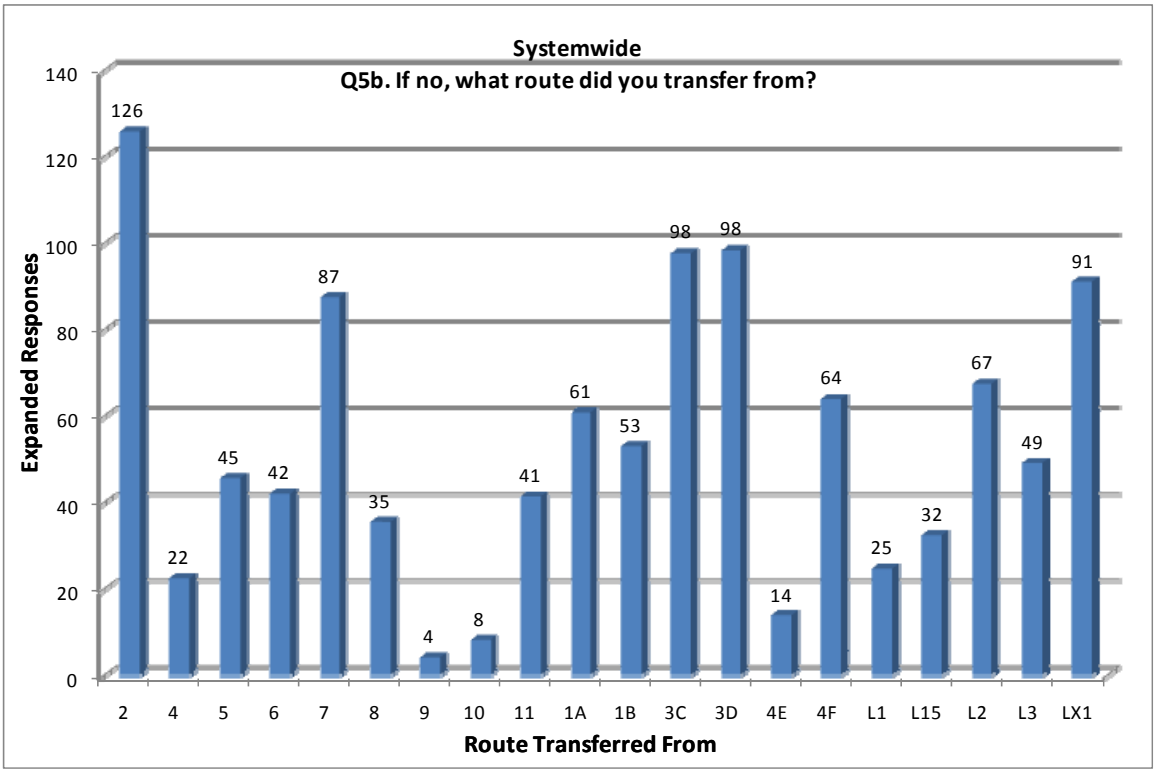
b) Yes, this is the first bus I used for this trip – Route # _____

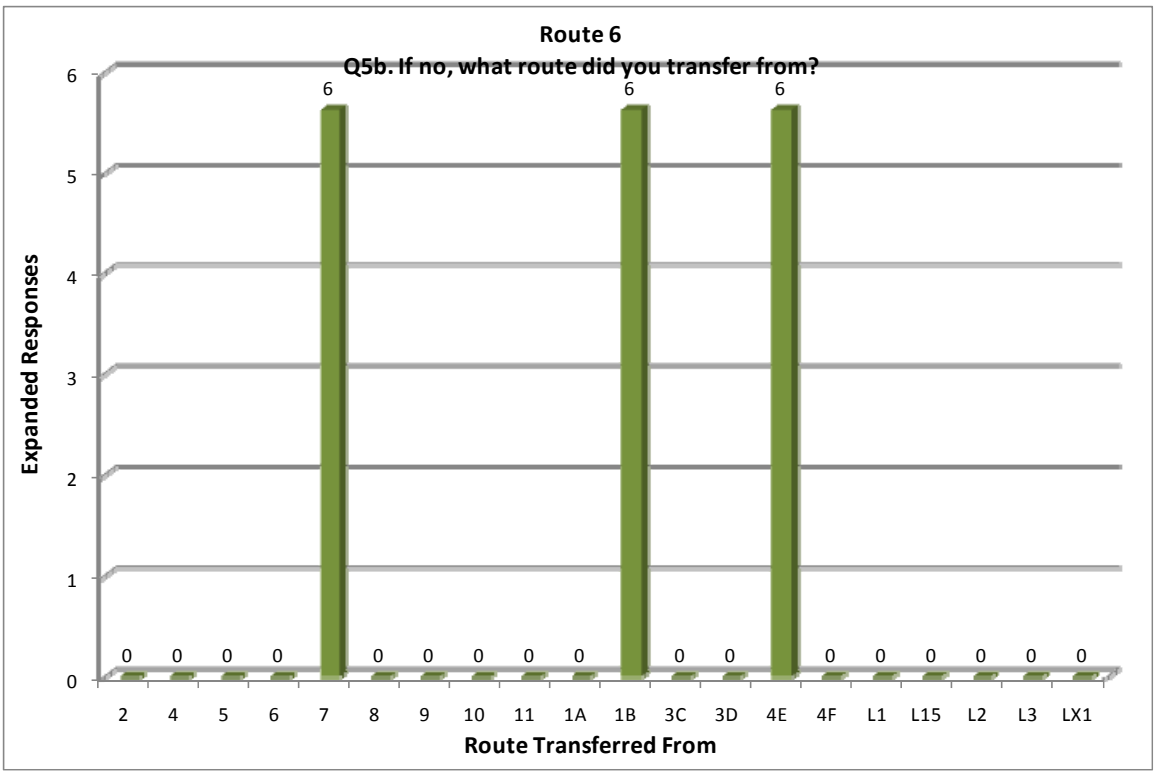
Three-quarters (75%) of Route 6's riders transferred from another bus. The majority of those transfers were reported from Route 7 (33%), Route 1B (33%) and Route 4E (33%).

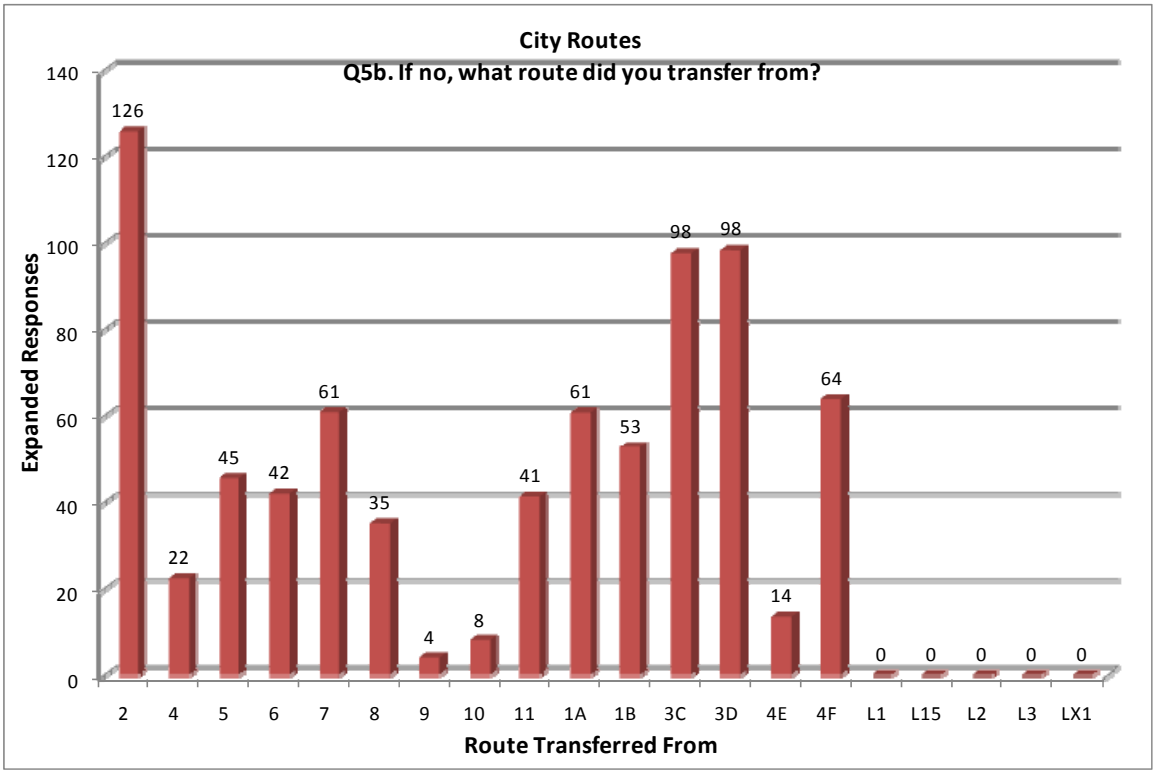
Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	118	75%	2,241	69%
Yes, this is my first bus	12,947	90%	39	25%	1,026	31%
Total	14,388	100%	157	100%	3,267	100%



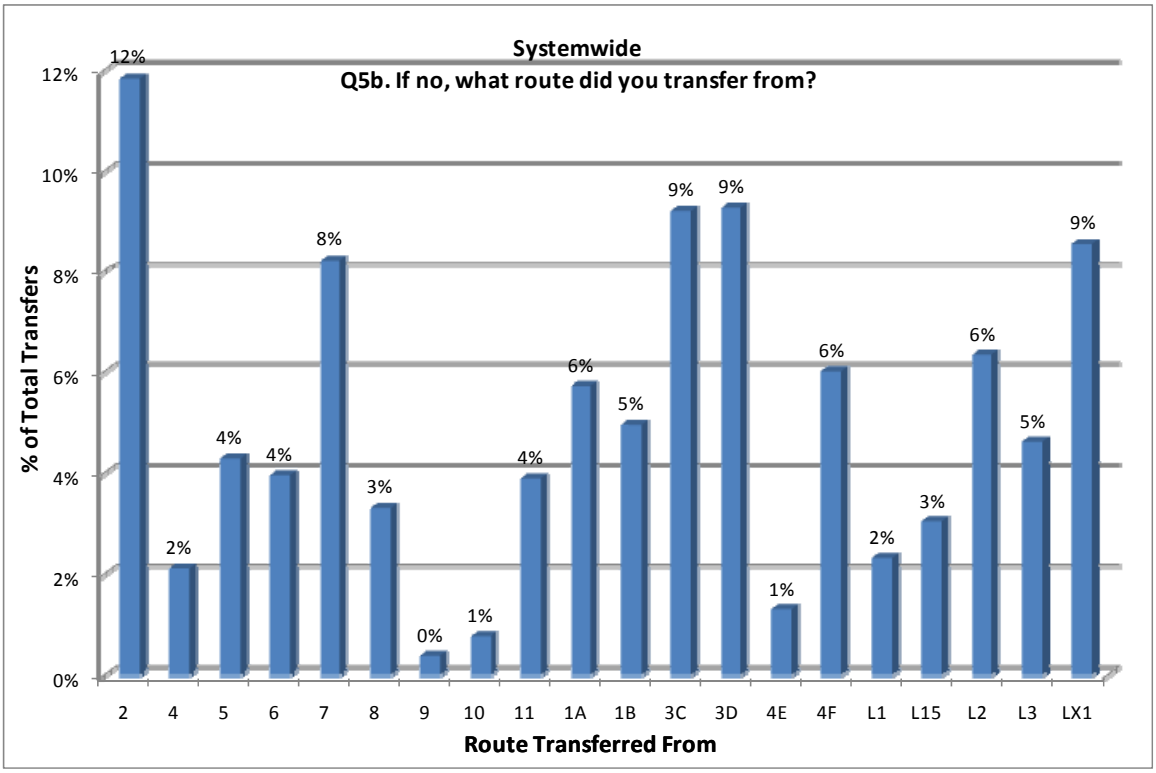
Originating Route Transferred From

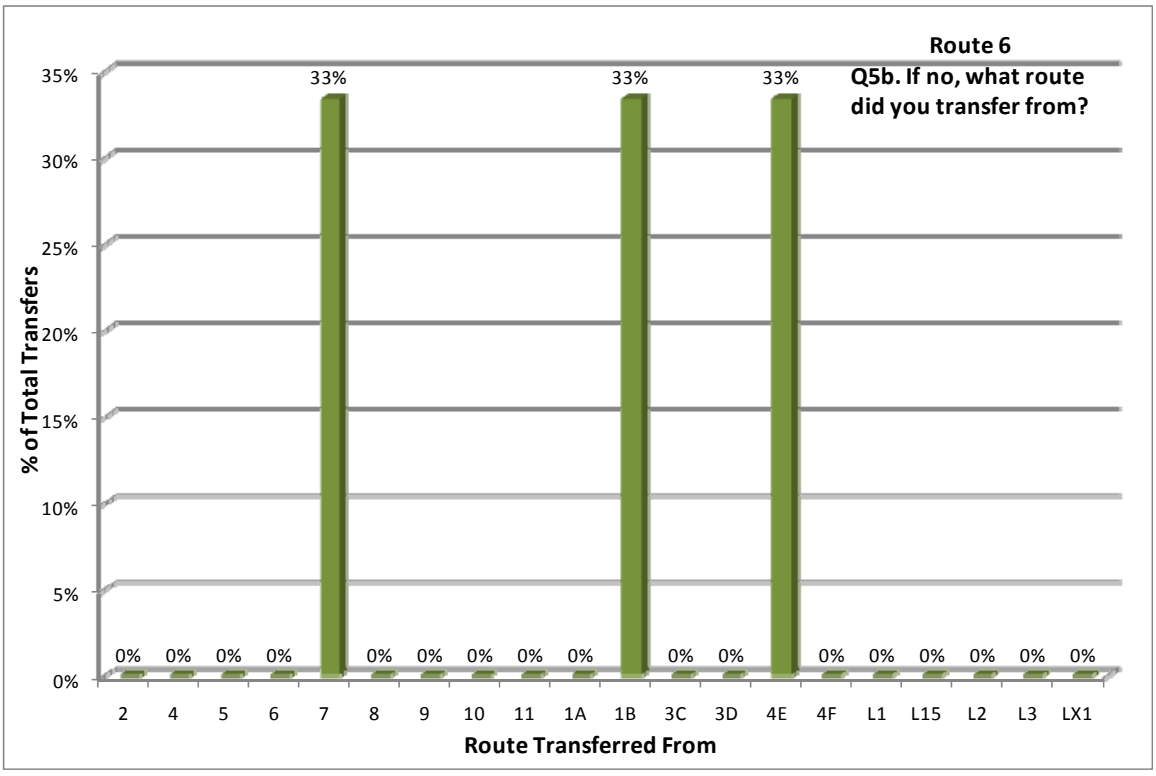


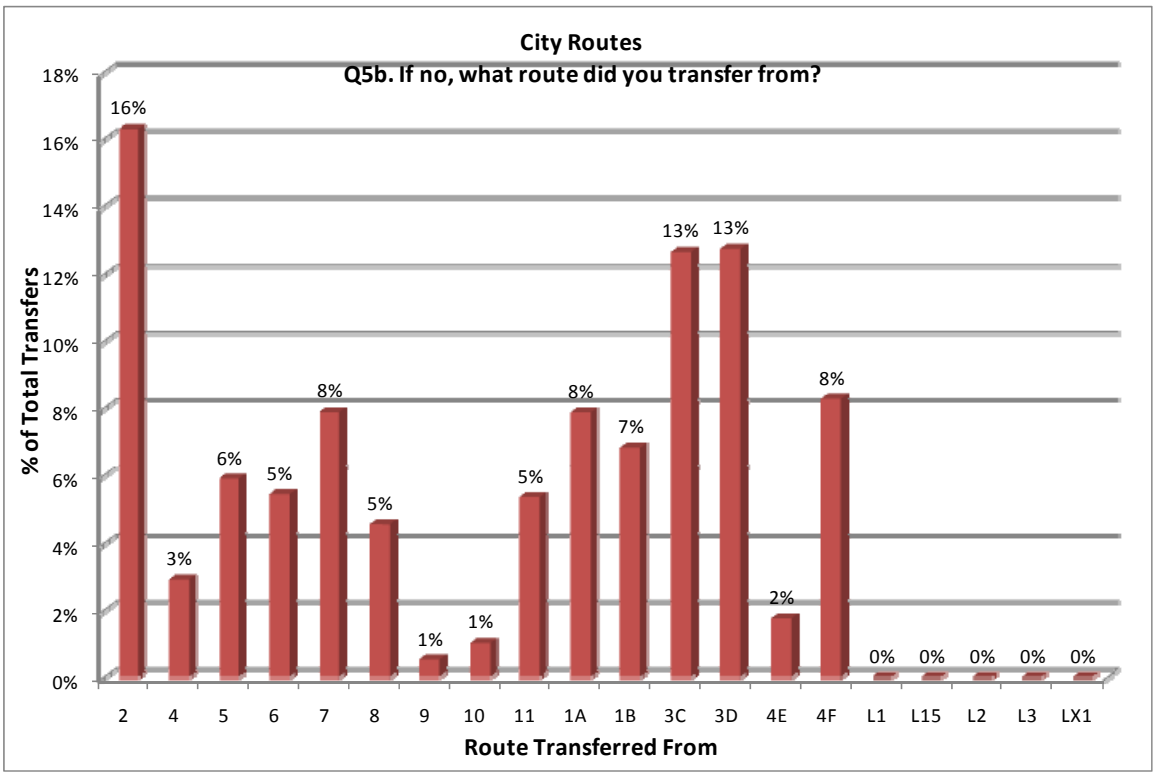

Route 6
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
0 1 2 3 4 5 6
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
0 0 0 0 6 0 0 0 0 0 6 0 0 6 0 0 0 0 0 0


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
0 20 40 60 80 100 120 140
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
126 22 45 42 61 35 4 8 41 61 53 98 98 14 64 0 0 0 0 0

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

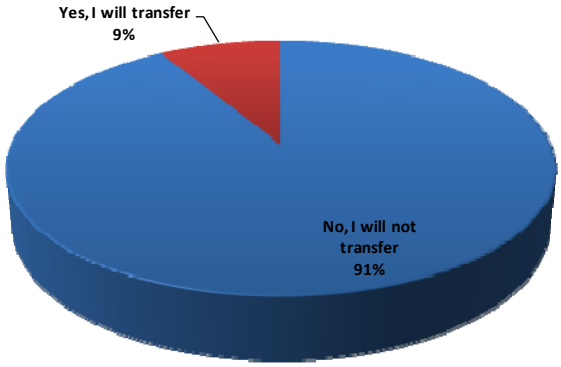
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

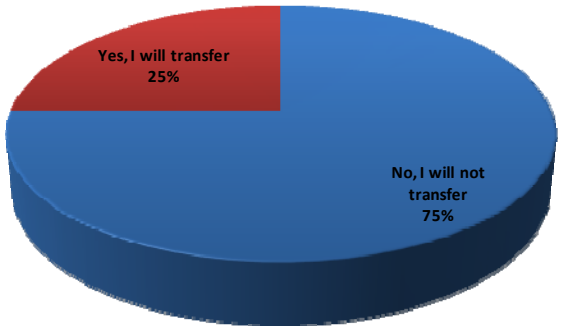
The number of riders transferring from Route 6 to another route (25%) is comparable to the City Route total, albeit slightly lower. Riders transferred to Route 3C (43%), Route 7 (14%), Route 11 (14%), Route 4E (14%) and Route 4F (14%).

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	118	75%	2,241	69%
Yes, I will transfer	1,303	9%	39	25%	1,026	31%
Total	15,128	100%	157	100%	3,267	100%

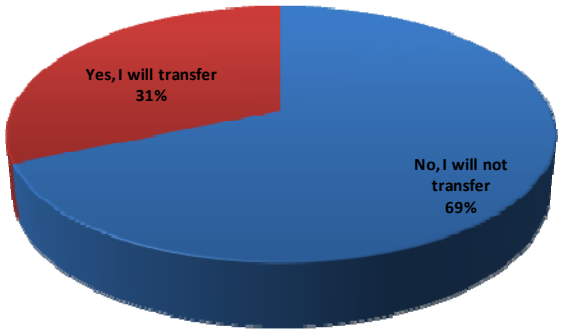
Systemwide
Q8a. Are you transferring to another bus?



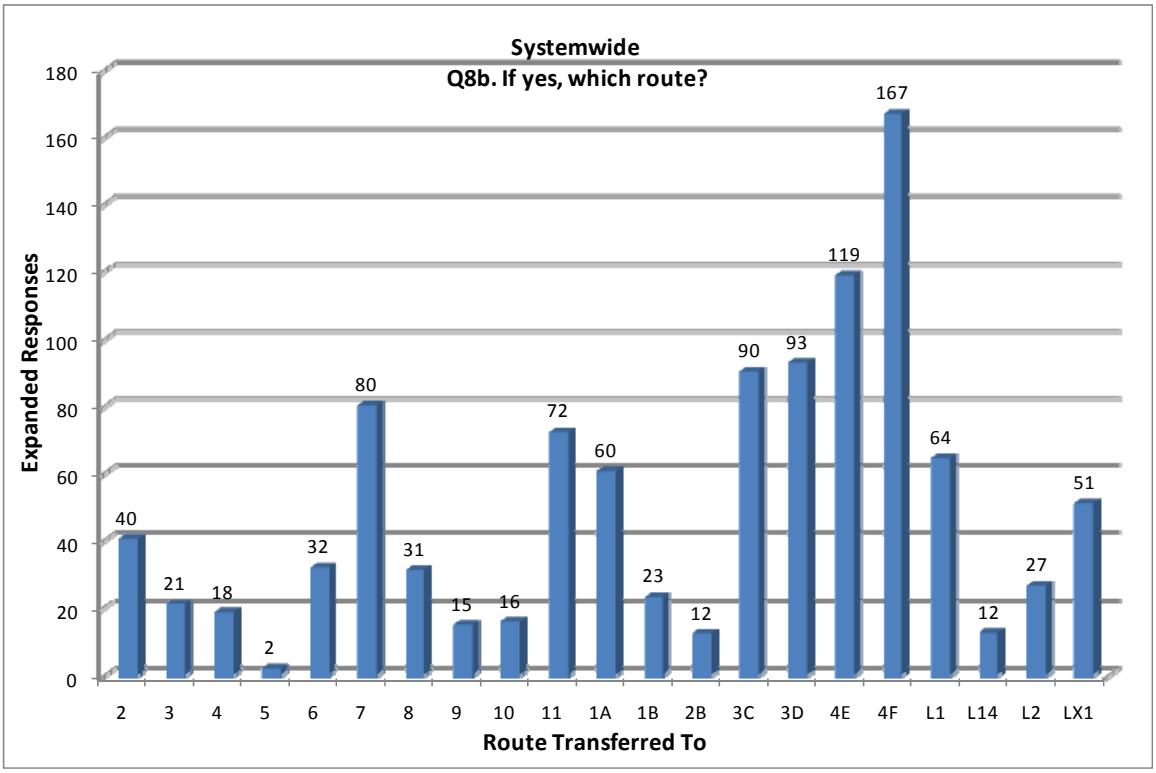
Route 6
Q8a. Are you transferring to another bus?

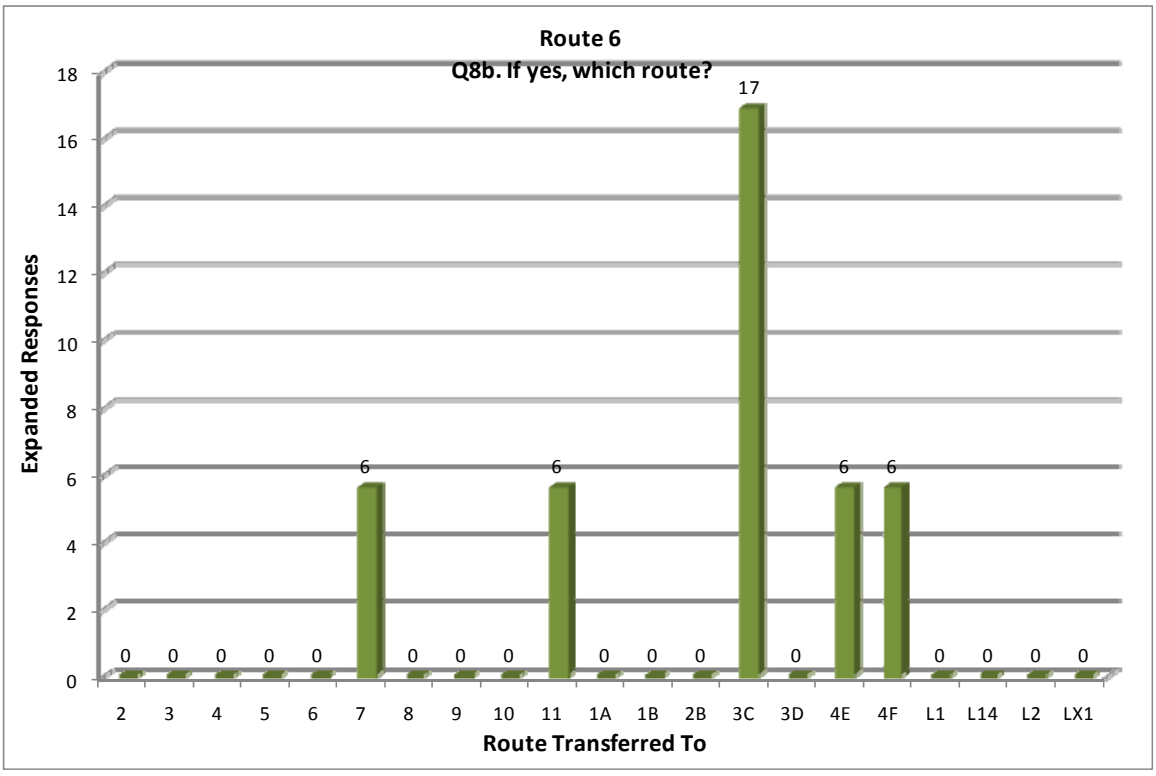


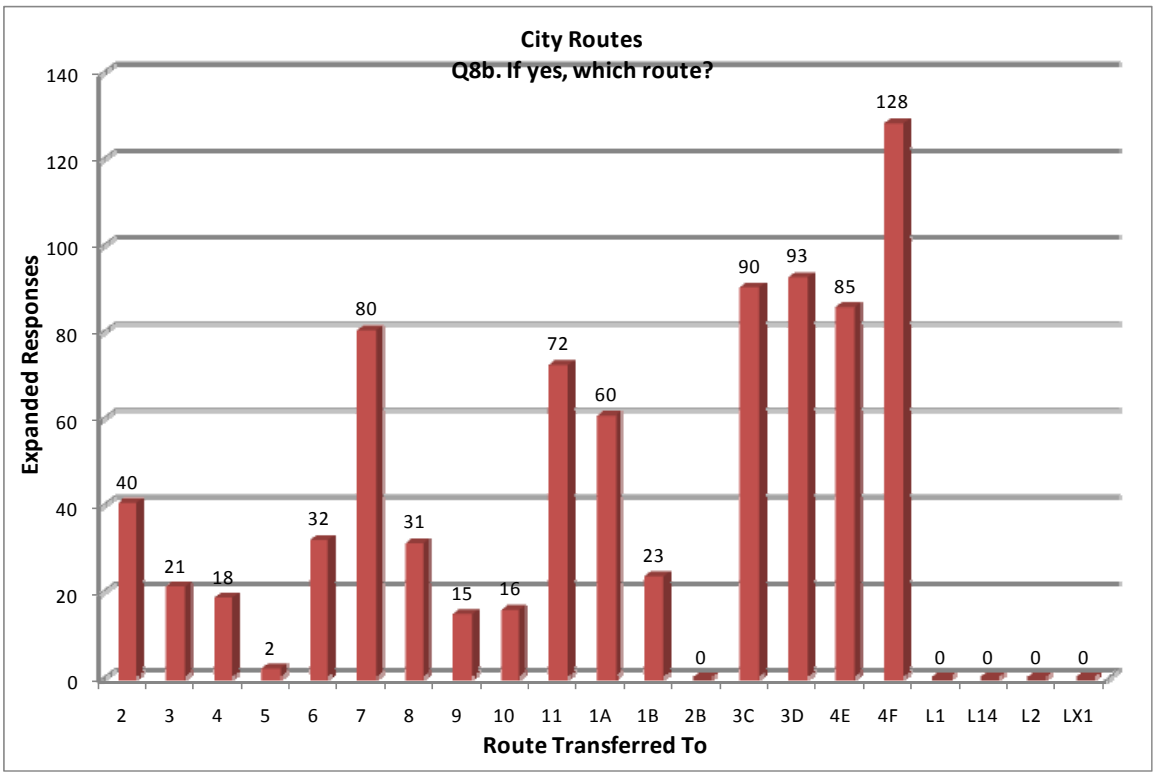
City Routes
Q8a. Are you transferring to another bus?



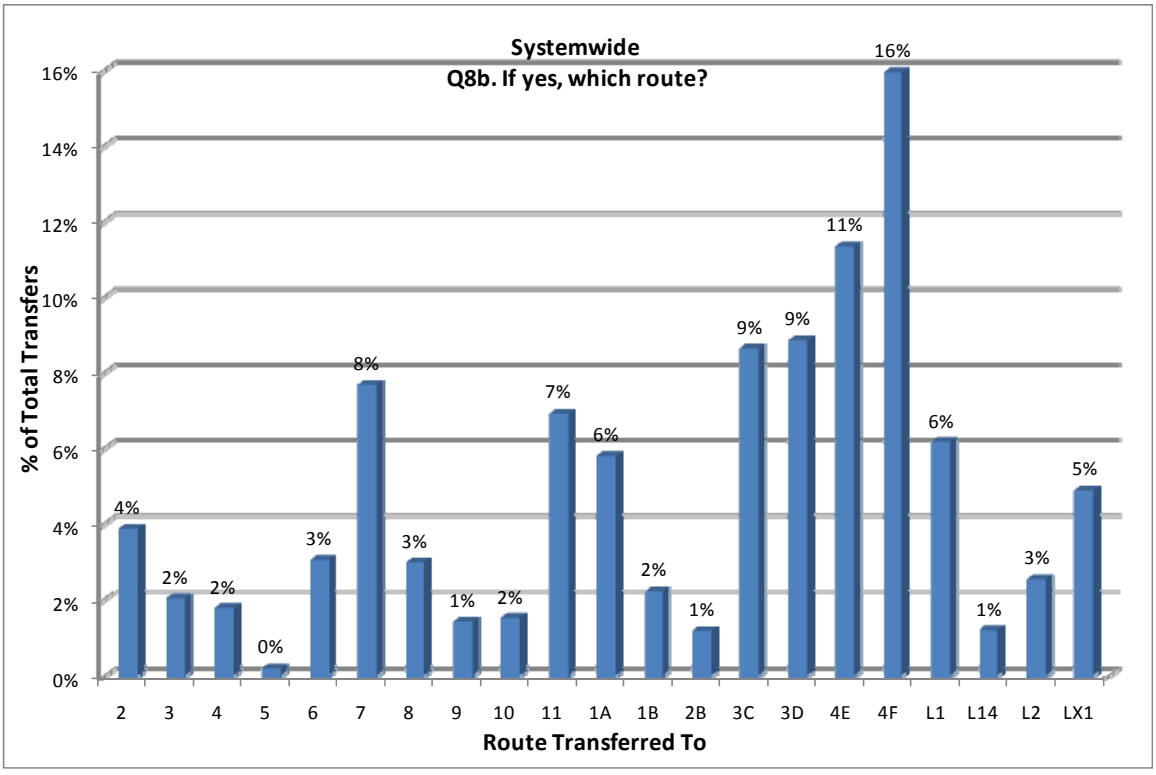
Route Transferred To

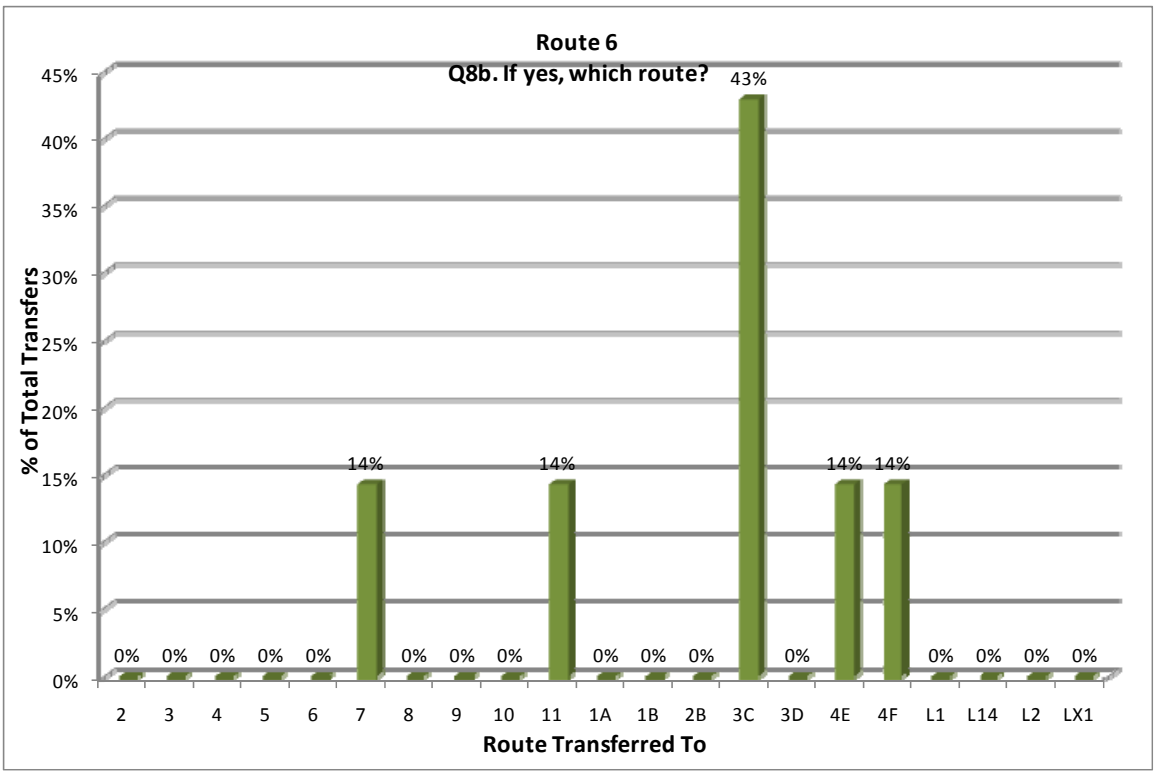


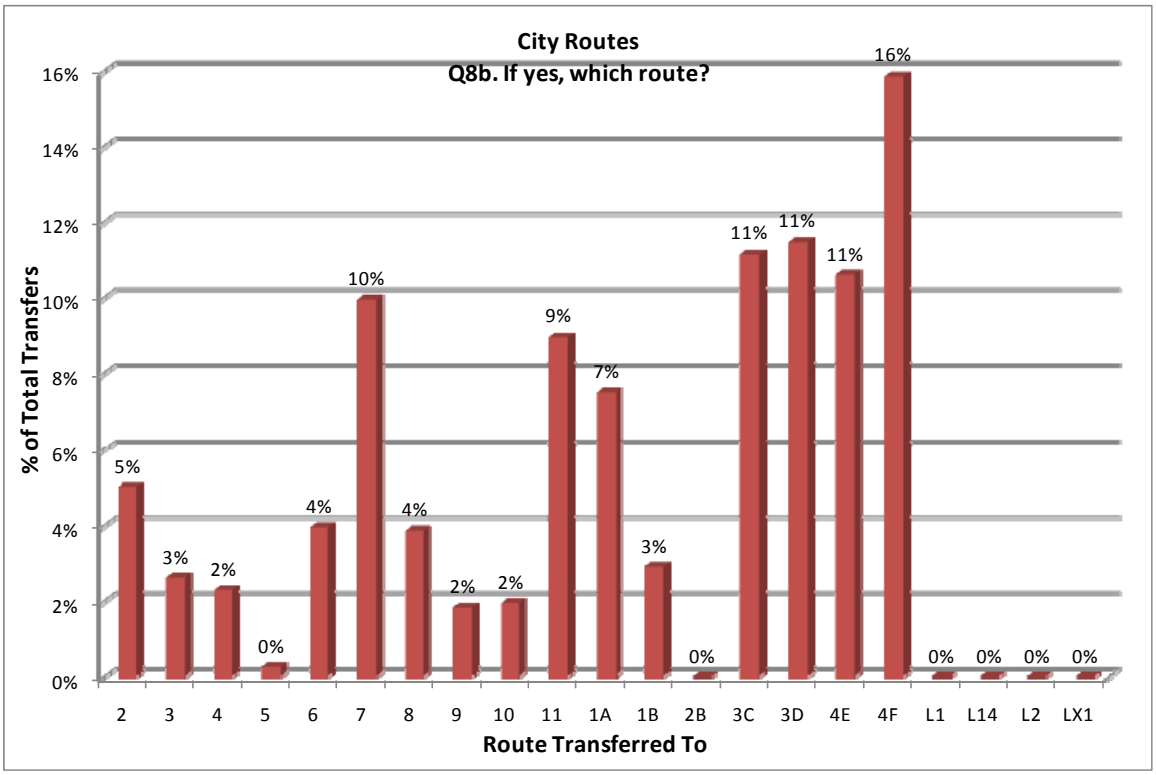




Route Transferred To as a Percentage of Total Transfers




Route 6
Q8b. If yes, which route?
% of Total Transfers
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 14% 0% 0% 0% 14% 0% 0% 0% 43% 0% 14% 14% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

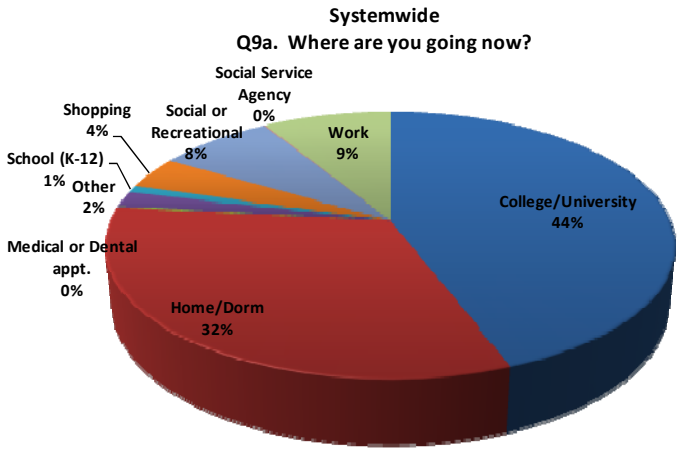

City Routes
Q8b. If yes, which route?
% of Total Transfers
16%
14%
12%
10%
8%
6%
4%
2%
0%
5% 3% 2% 0% 4% 10% 4% 2% 2% 9% 7% 3% 0% 11% 11% 11% 16% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

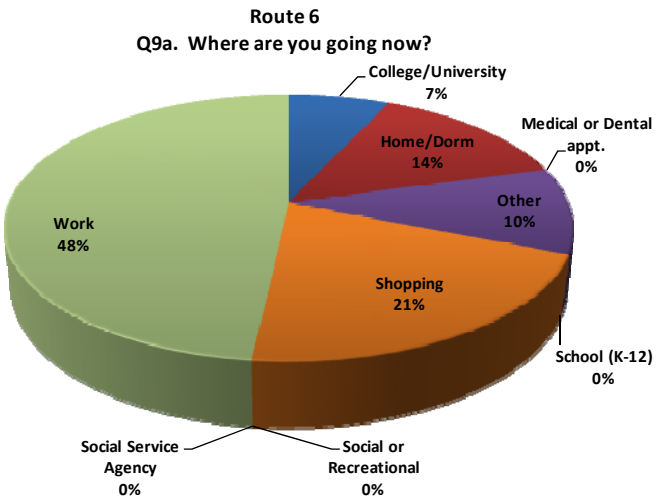
9. Where are you going now?

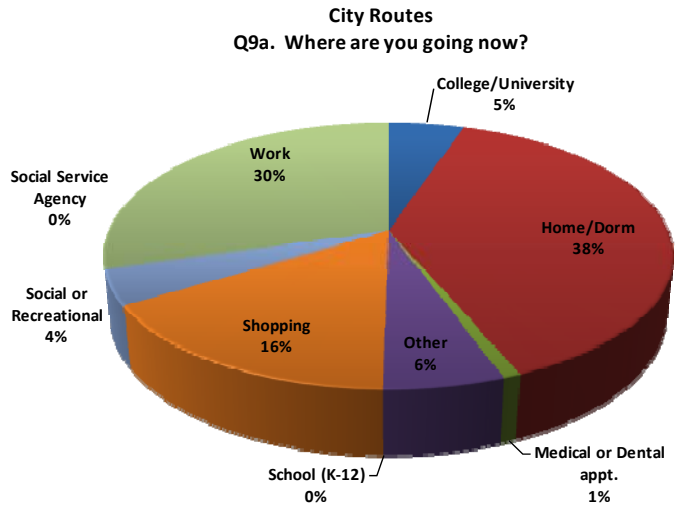
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route6, trip purposes were focused on work and shopping (69%). There were no responses associated with medical or dental appt, school (K-12), social/recreational nor social service agency. Only 7% reported going to college/university.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	11	7%	175	5%
Home/Dorm	5,089	32%	22	14%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	17	10%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	34	21%	541	16%
Social or Recreational	1,223	8%	-	0%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	79	48%	995	29%
Total	**15,696**	**100%**	**163**	**100%**	**3,374**	**100%**







10. What is the address or location of the place where you are going now?

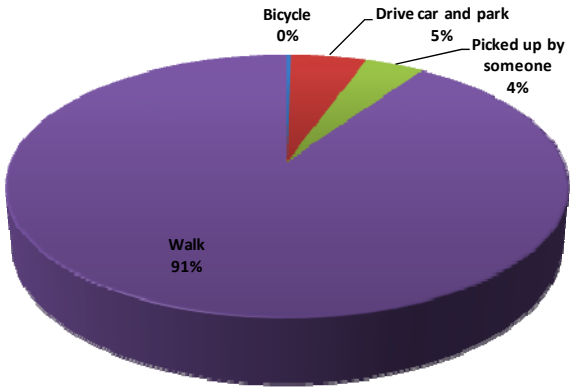
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

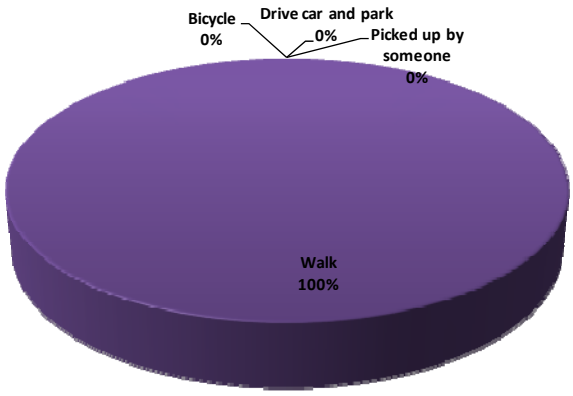
An even higher percentage (91%) of City Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route 6 (100%) is comparable to the City Route total. No riders reported driving, bicycling or being picked up by someone upon completing their trip.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	-	0%	63	2%
Picked up by someone	585	4%	-	0%	183	6%
Walk	13,176	90%	157	100%	2,766	91%
Total	**14,564**	**100%**	**157**	**100%**	**3,047**	**100%**

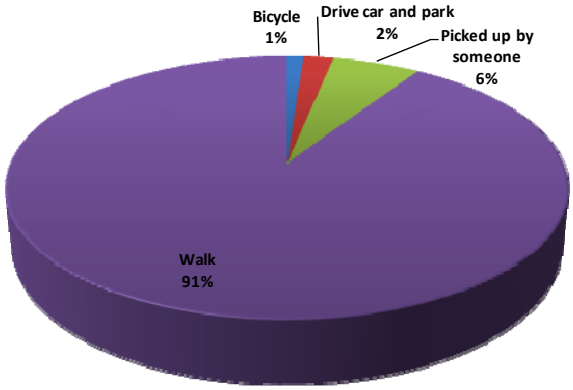
Systemwide
Q11a. How did you get to this bus?



Route 6
Q11a. How did you get to this bus?

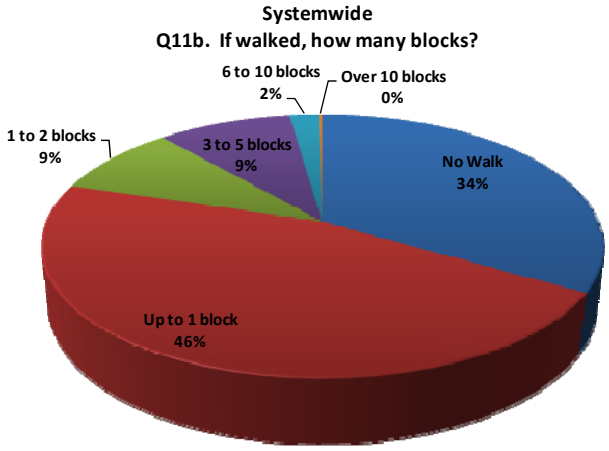


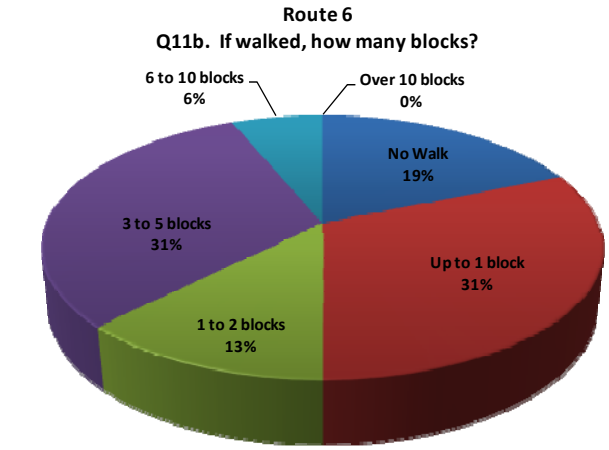
City Routes
Q11a. How did you get to this bus?

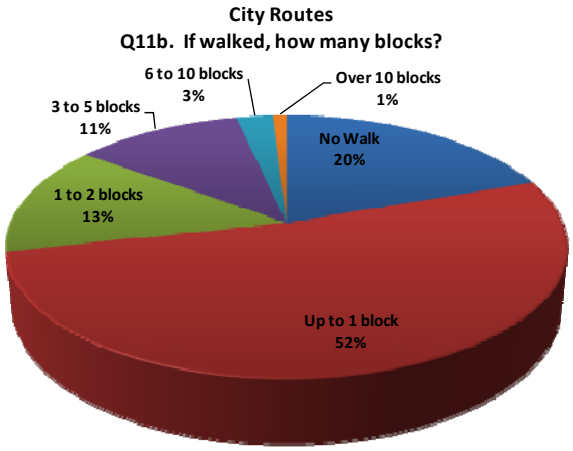


Of those who walked after alighting the bus, half (50%) arrived at their destination with less than one block of walking required. No walks were reported greater than ten blocks.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	17	19%	319	20%
Up to 1 block	3,027	46%	28	31%	842	52%
1 to 2 blocks	580	9%	11	13%	220	14%
3 to 5 blocks	603	9%	28	31%	186	11%
6 to 10 blocks	131	2%	6	6%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	90	100%	1,623	100%



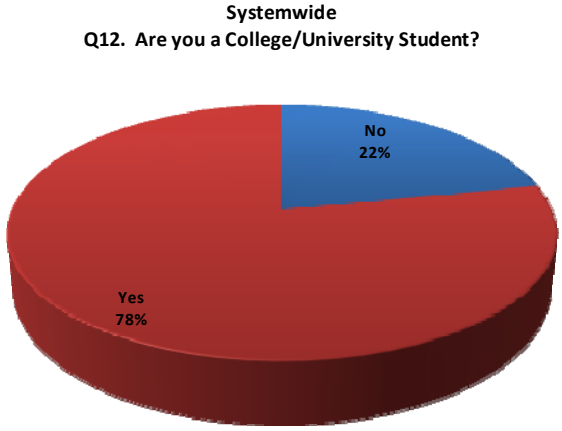




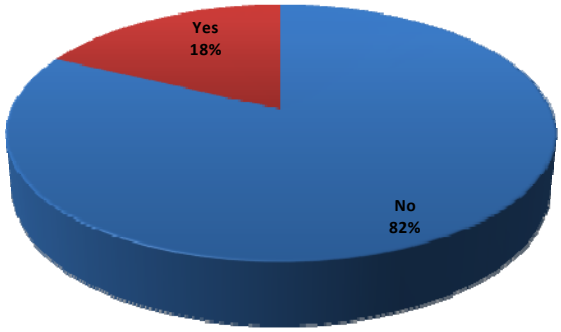
12. Are you a college/university student living away from home?

Route 6 ridership is far less impacted by student riders with only 18% identifying as a college/university student living away from home.

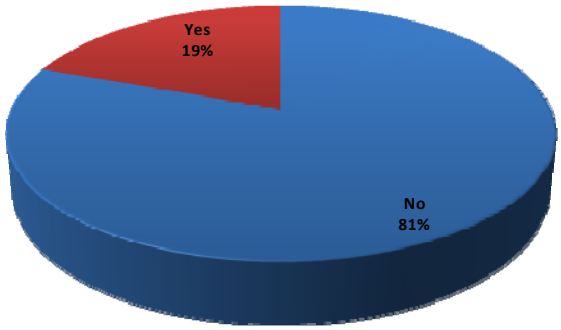
Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	129	82%	2,651	81%
Yes	12,297	78%	28	18%	639	19%
Total	15,757	100%	157	100%	3,290	100%



Route 6
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



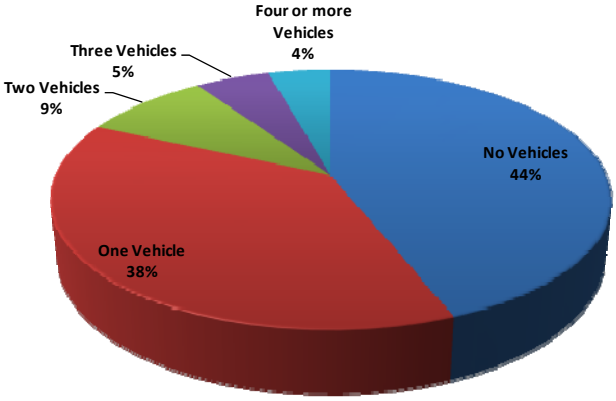
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

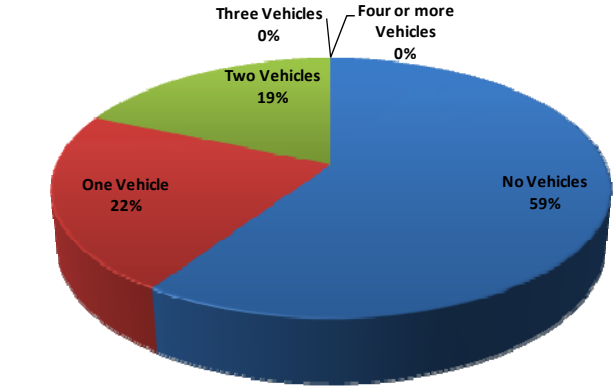
Automobile availability among Route 6 riders was much more constrained than those City Route with 59% reporting no car available. Another 22% reported only one vehicle available in the household.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	90	59%	2,324	71%
One Vehicle	5,878	38%	34	22%	605	19%
Two Vehicles	1,370	9%	28	19%	288	9%
Three Vehicles	797	5%	-	0%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	152	100%	3,266	100%

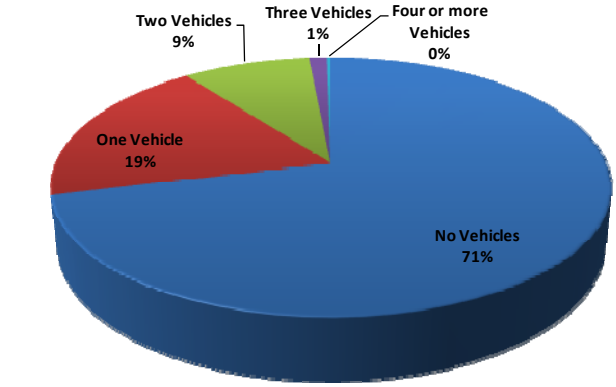
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 6
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



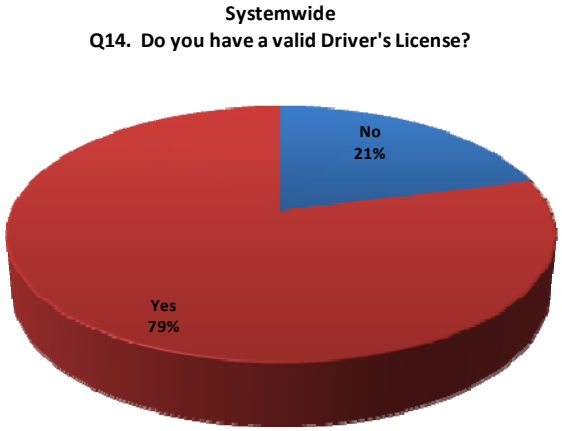
City Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

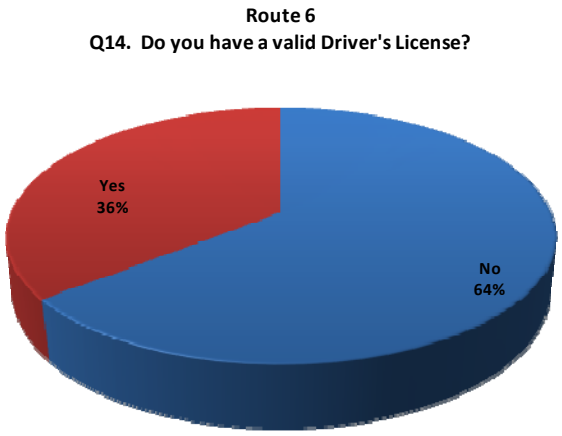


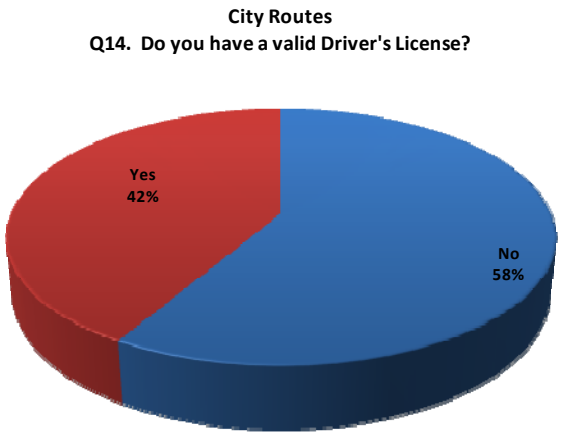
14. Do you have a valid driver's license?

The majority of GLTC's City Route riders (58%) do not carry a valid driver's license. Less than half (36%) of Route 6's riders are licensed drivers.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	101	64%	1,874	58%
Yes	12,102	79%	56	36%	1,333	42%
Total	15,322	100%	157	100%	3,207	100%





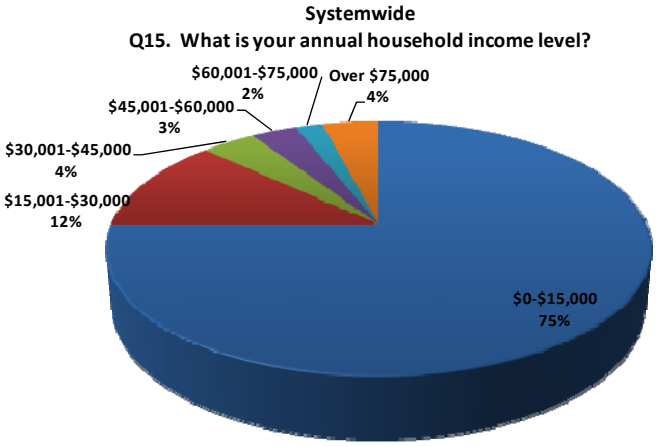


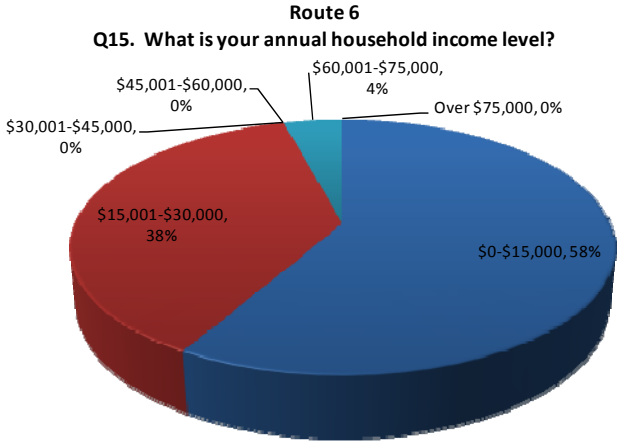
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

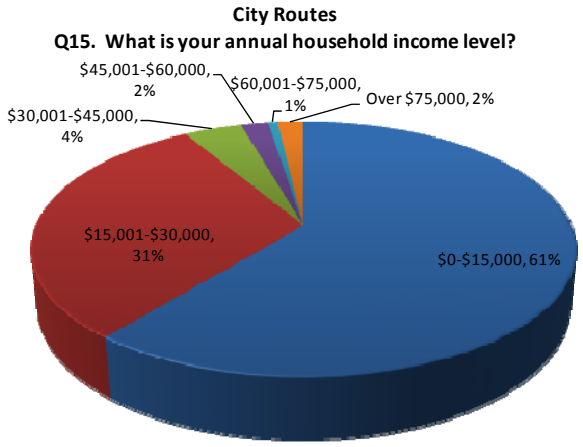
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 6's riders reported lower earnings than those City Route riders with 96% reporting less than $30,000 annually. Only 6% of the riders reported making $60,000-$75,000 annually.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	79	58%	1,781	61%
$15,001-$30,000	1,671	12%	51	38%	892	31%
$30,001-$45,000	543	4%	-	0%	120	4%
$45,001-$60,000	452	3%	-	0%	57	2%
$60,001-$75,000	270	2%	6	4%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**135**	**100%**	**2,923**	**100%**







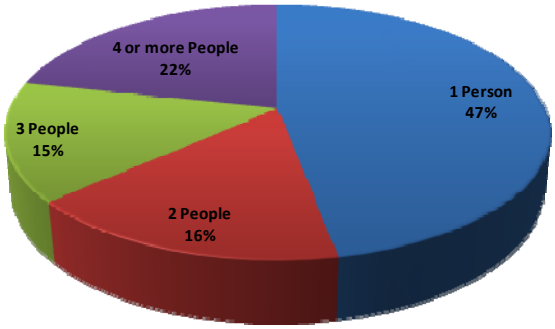
16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

a) 1
b) 2
c) 3
d) 4 or more

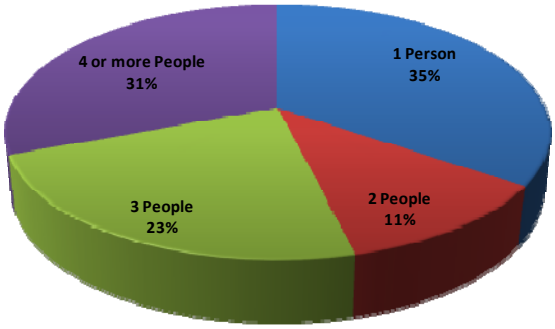
Route 6's household residency is very similar to the City Route total. 35% of riders report living alone with another 12% living with one other person.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	51	35%	1,208	37%
2 People	2,473	16%	17	12%	956	29%
3 People	2,238	15%	34	23%	484	15%
4 or more People	3,244	22%	45	31%	616	19%
Total	15,010	100%	146	100%	3,264	100%

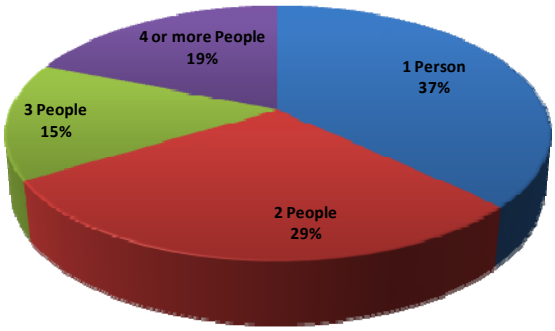
Systemwide
Q16. How many people live in your household?



Route 6
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

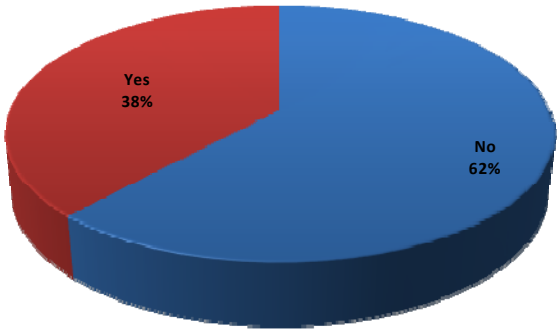


17. Have you transferred at the Plaza in the last week?

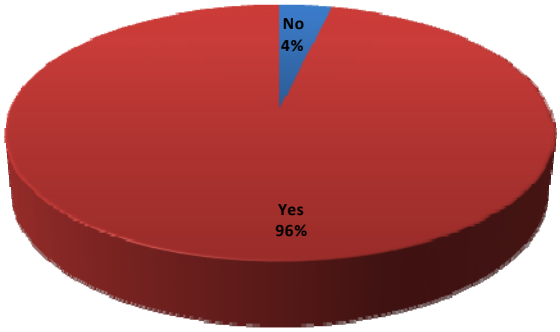
96% of Route 6 riders have transferred at the Plaza in the last week. This is consistent albeit higher than the City Route riders (89%).

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	6	4%	366	11%
Yes	5,868	38%	146	96%	2,972	89%
Total	15,369	100%	152	100%	3,339	100%

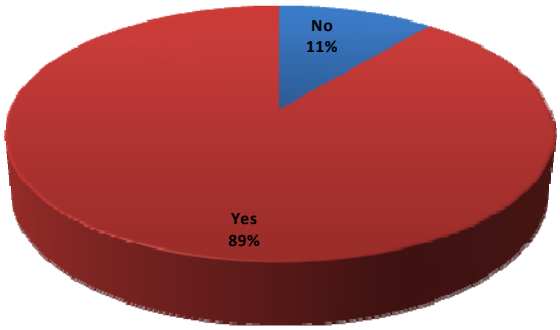
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route 6
Q17a. Have you transfered at the Plaza in the last week?



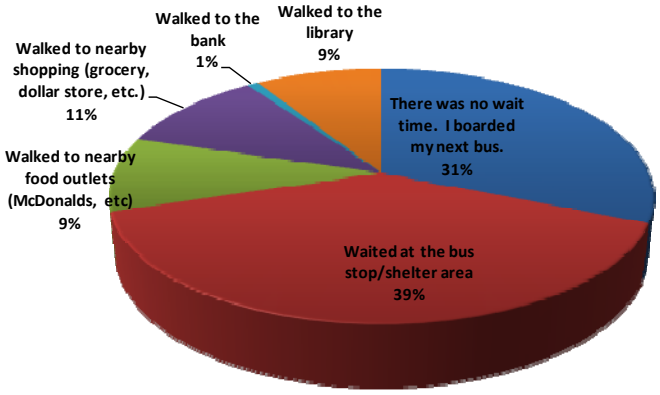
City Routes
Q17a. Have you transfered at the Plaza in the last week?



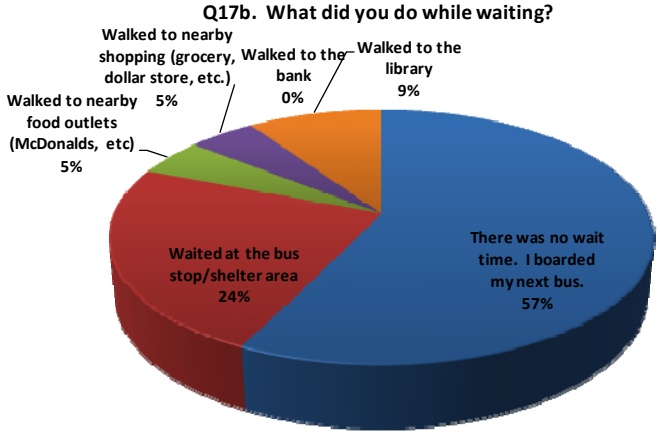
Of the Route 6 riders that have transferred at the Plaza in the last week, 57% stated there was no wait time and they boarded the next bus. Another 24% waited at the bus stop/shelter area. Yet another 5% walked to nearby food outlets and 5% said that they walked to nearby shopping. Only 10% reported that they walked to the library. These findings are consistent with the City Route respondents.

Response	Systemwide		Route 6		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	67	57%	995	35%
Waited at the bus stop/shelter area	2,216	39%	28	24%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	6	5%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	6	5%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	11	10%	328	12%
Total	5,682	100%	118	100%	2,833	100%

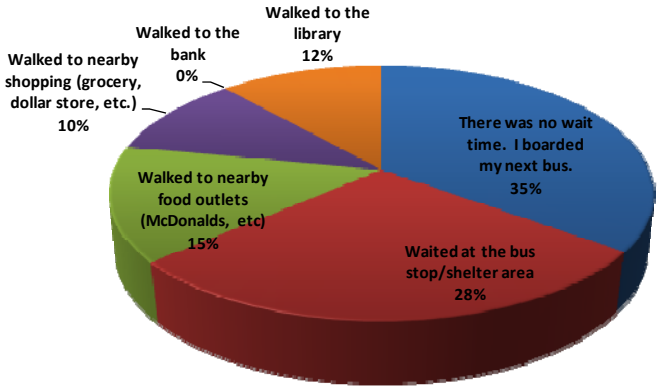
Systemwide
Q17b. What did you do while waiting?



Route 6
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?

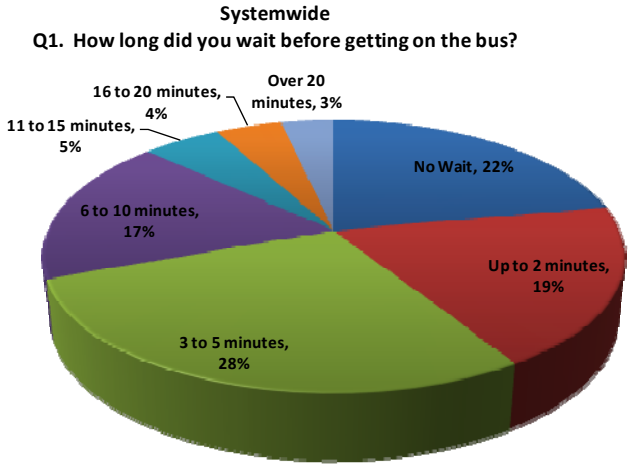


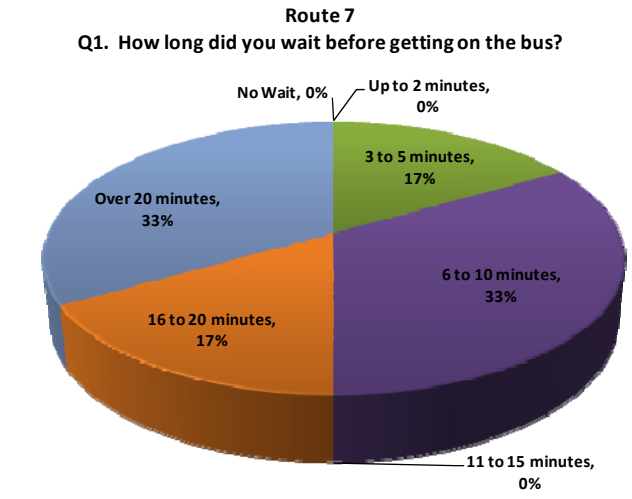
4.11 Route 7

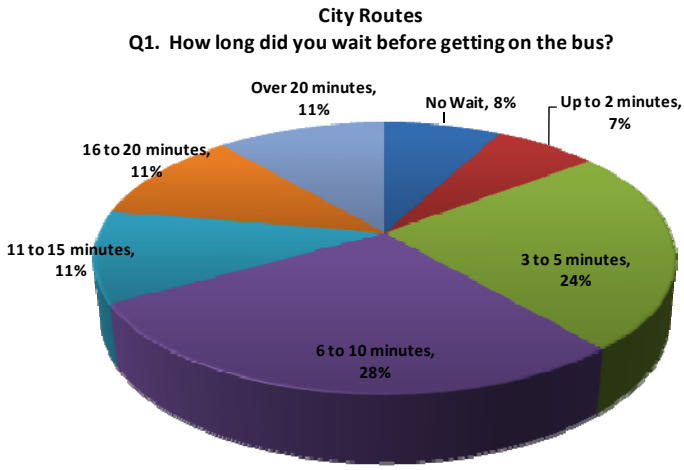
1. How long did you wait at the bus stop before getting on the bus?

Waits on Route 7 trend higher than the City Route average. No one reported a wait time of up to 2 minutes. 50% of the riders reported a wait time between three and five minutes. While another 50% waited over 16 minutes, 33% of these riders waited more than 20 minutes.

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	-	0%	255	8%
Up to 2 minutes	3,093	19%	-	0%	227	7%
3 to 5 minutes	4,658	28%	35	17%	790	24%
6 to 10 minutes	2,842	17%	69	33%	927	28%
11 to 15 minutes	852	5%	-	0%	353	11%
16 to 20 minutes	719	4%	35	17%	365	11%
Over 20 minutes	572	3%	69	33%	370	11%
Total	16,347	100%	208	100%	3,288	100%







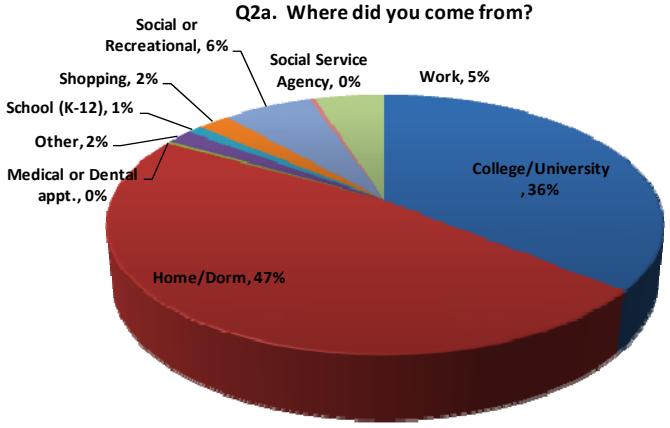
2. Where did you come from?

a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

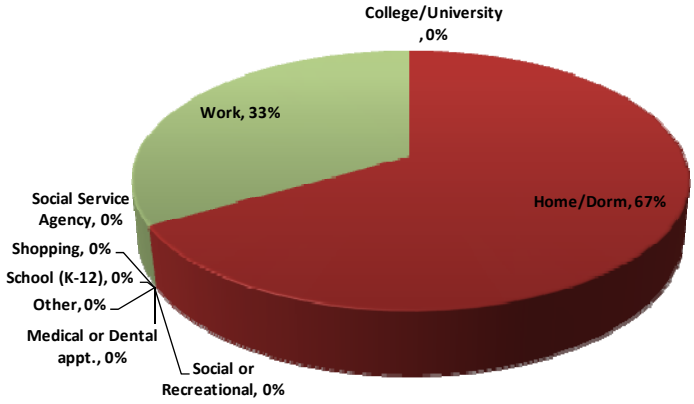
Route 7 riders originate only from home/dorm or work purposes. There were no reports of college/university, medical or dental appt, other, school (K-12), shopping, social/recreational, nor social s agency ridership trips.

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	-	0%	144	4%
Home/Dorm	7,709	47%	139	67%	2,061	59%
Medical or Dental appt.	52	0%	-	0%	52	1%
Other	283	2%	-	0%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	-	0%	282	8%
Social or Recreational	1,009	6%	-	0%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	69	33%	574	16%
Total	**16,312**	**100%**	**208**	**100%**	**3,495**	**100%**

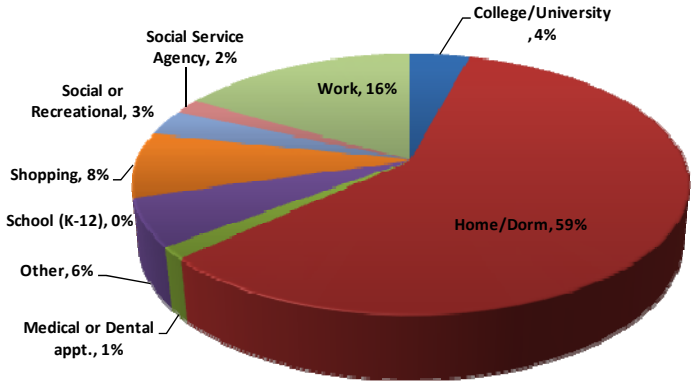
Systemwide
Q2a. Where did you come from?



Route 7
Q2a. Where did you come from?



City Routes
Q2a. Where did you come from?



3. What is the address or location of the place you came from?

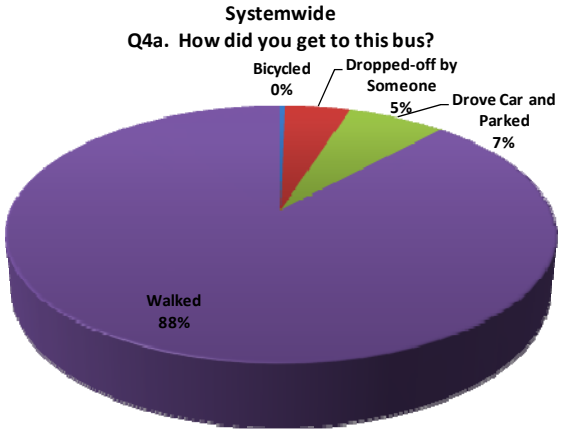
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

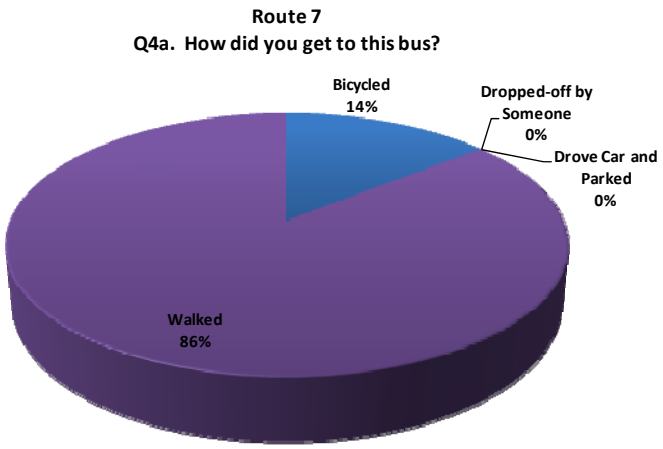
4. How did you get from the place listed above to the first bus used for this trip?

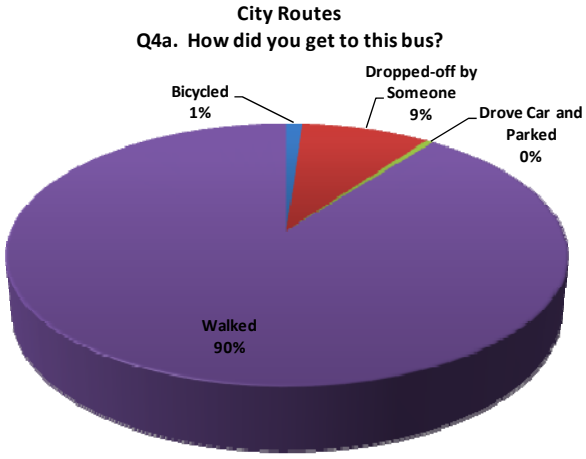
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's City Route riders walk to catch their bus. The majority of Route 7's riders (86%) also walk to the bus. No riders reported being dropped off by someone or driving to the bus stop.

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	35	14%	35	1%
Dropped-off by Someone	727	5%	-	0%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	208	86%	2,887	90%
Total	**15,729**	**100%**	**243**	**100%**	**3,223**	**100%**

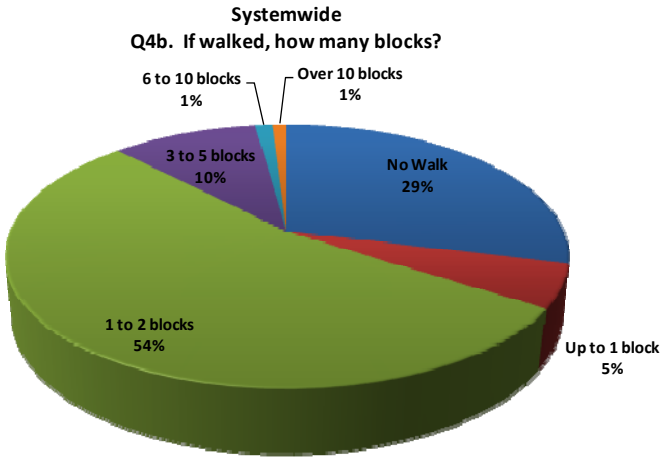


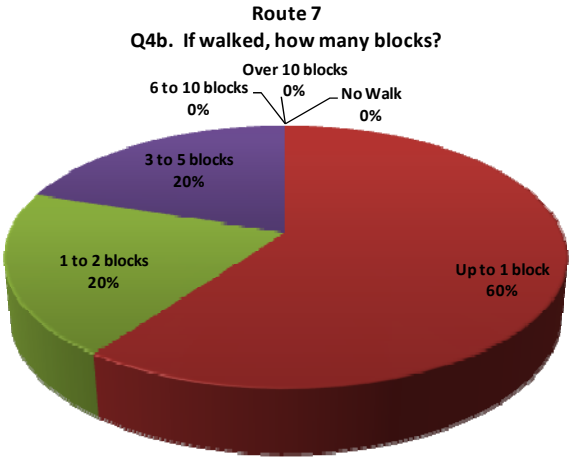


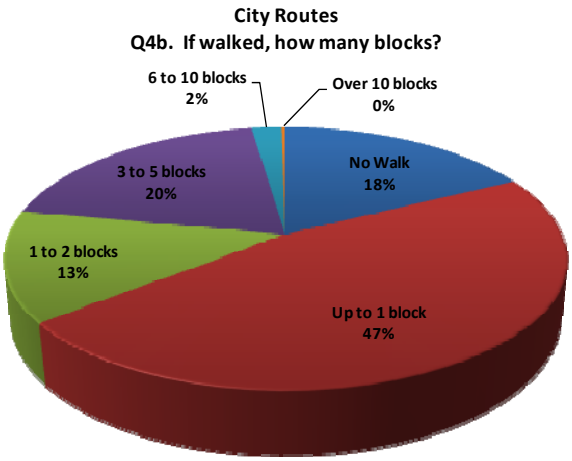


Walks to Route 7 were slightly shorter than those reported on the City Routes. Half (60%) reported walks up to 1 block. However, many (40%) reported walks between 1 and 5 blocks; almost twice as likely as those City Route riders.

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	-	0%	307	18%
Up to 1 block	391	5%	104	60%	816	47%
1 to 2 blocks	3,940	54%	35	20%	235	14%
3 to 5 blocks	734	10%	35	20%	344	20%
6 to 10 blocks	87	1%	-	0%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	173	100%	1,742	100%


Systemwide
Q4b. If walked, how many blocks?
6 to 10 blocks
1%
Over 10 blocks
1%
3 to 5 blocks
10%
No Walk
29%
1 to 2 blocks
54%
Up to 1 block
5%


Route 7
Q4b. If walked, how many blocks?
Over 10 blocks
0%
6 to 10 blocks
0%
No Walk
0%
3 to 5 blocks
20%
1 to 2 blocks
20%
Up to 1 block
60%


City Routes
Q4b. If walked, how many blocks?
6 to 10 blocks
2%
Over 10 blocks
0%
No Walk
18%
3 to 5 blocks
20%
1 to 2 blocks
13%
Up to 1 block
47%

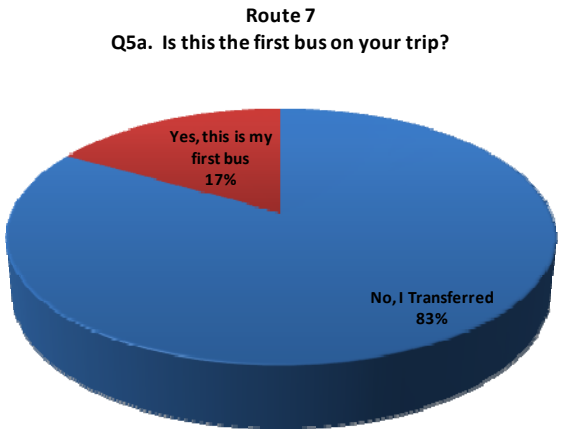
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

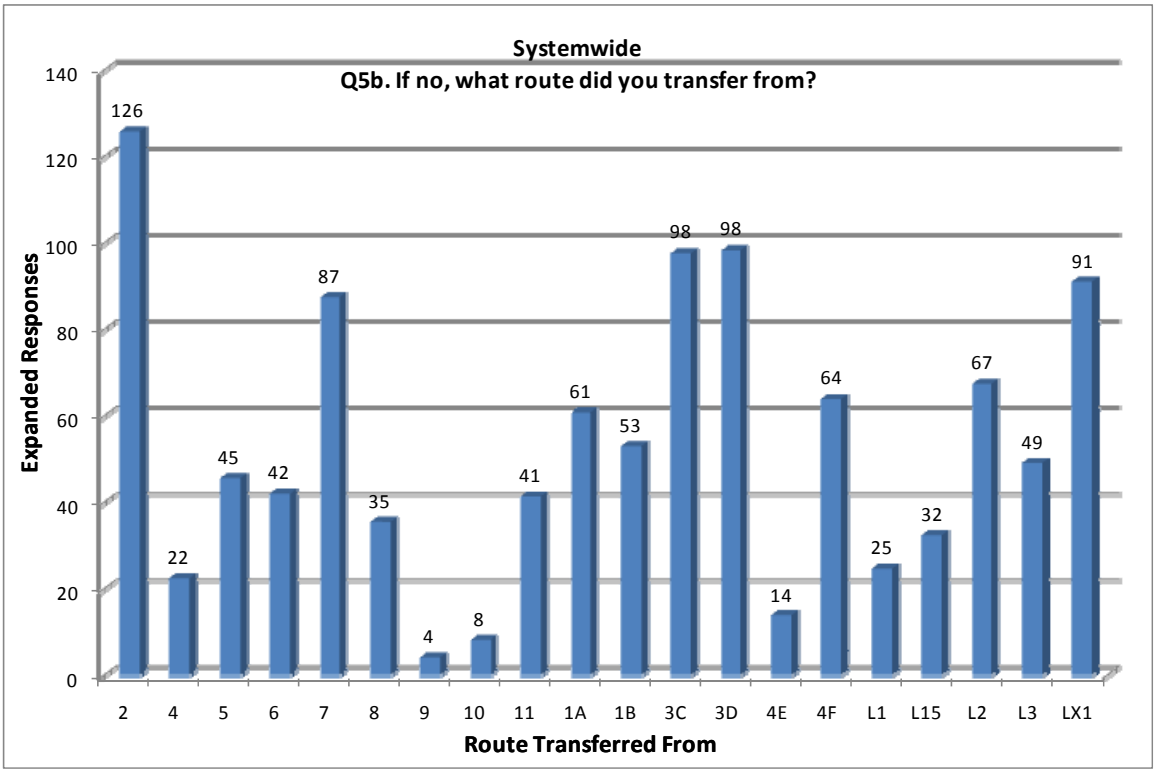
b) Yes, this is the first bus I used for this trip – Route # _____

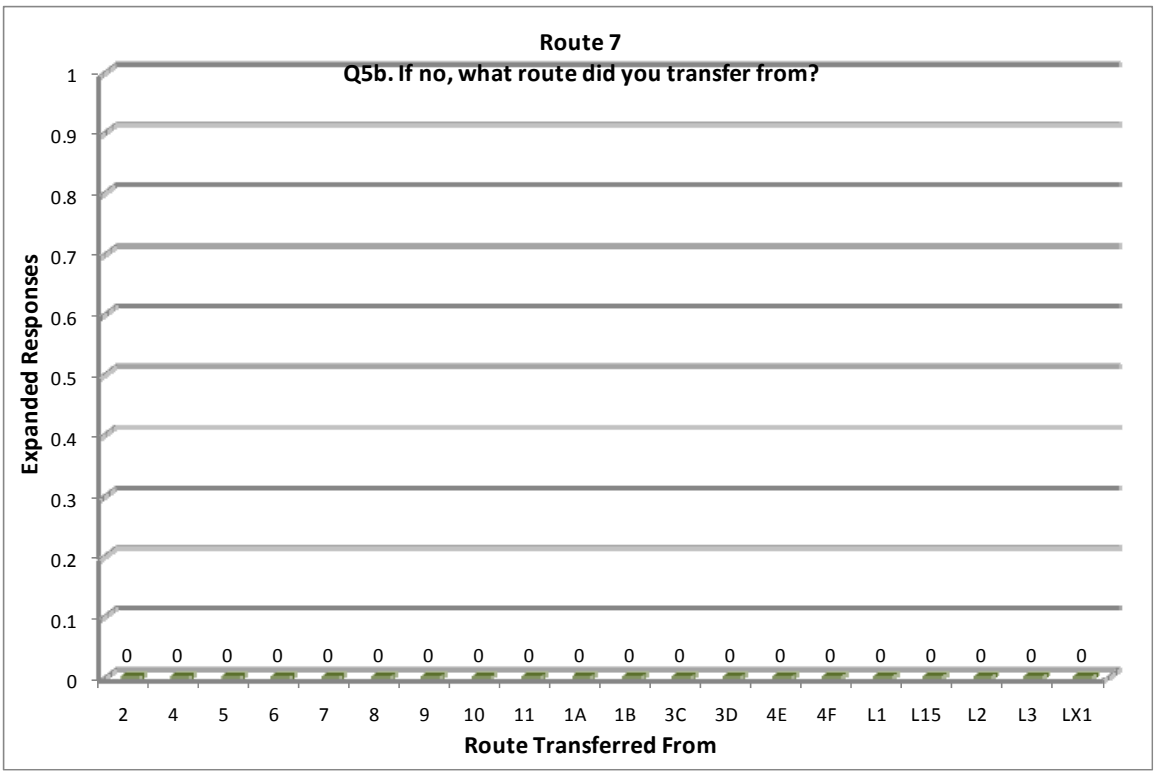
More than three-quarters (83%) of Route 7's riders transferred from another bus. Even though the majority of the riders transferred from another bus, none indicated which route they transferred from.

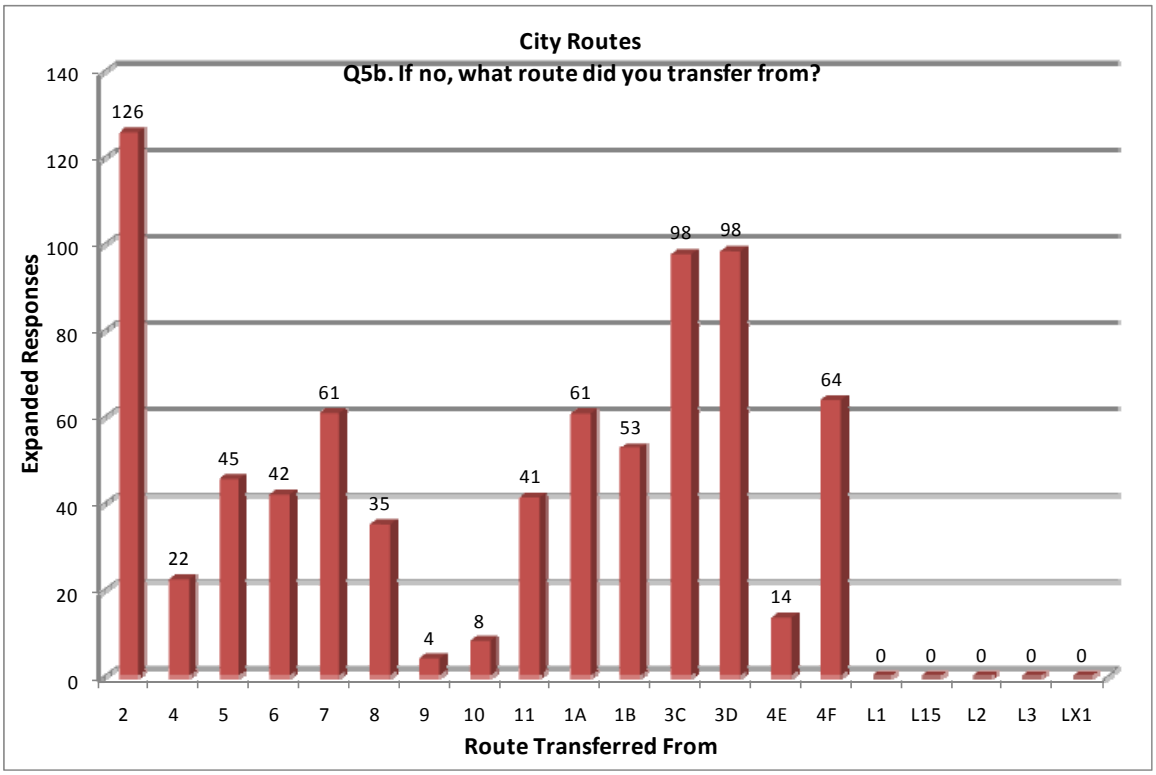
Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	173	83%	2,241	69%
Yes, this is my first bus	12,947	90%	35	17%	1,026	31%
Total	14,388	100%	208	100%	3,267	100%



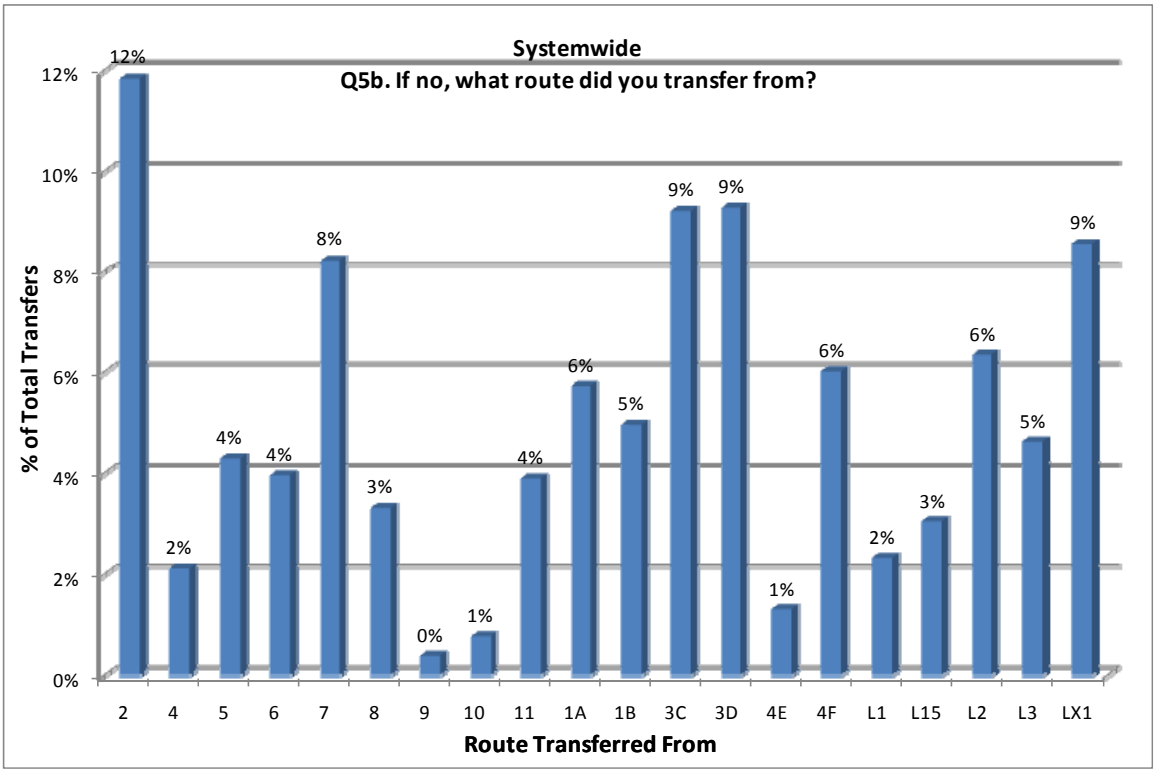
Originating Route Transferred From

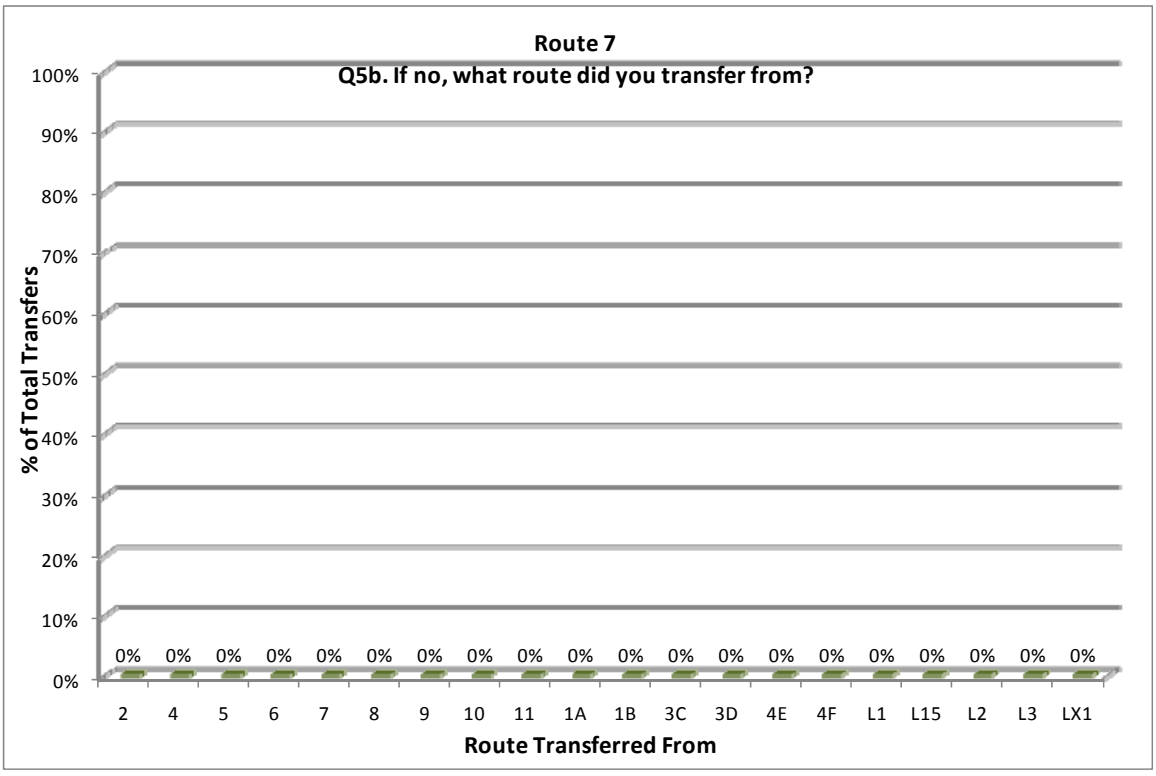


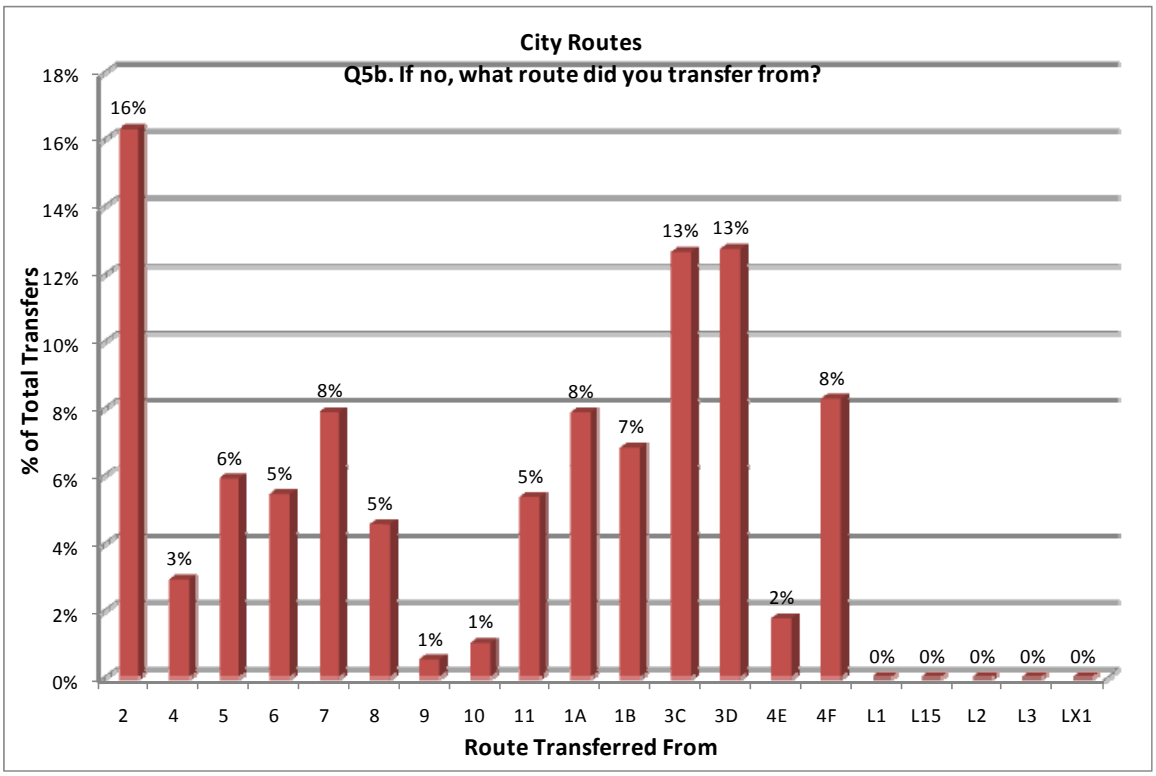

Route 7
Q5b. If no, what route did you transfer from?
Expanded Responses
1
0.9
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
140
120
100
80
60
40
20
0
126 22 45 42 61 35 4 8 41 61 53 98 98 14 64 0 0 0 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

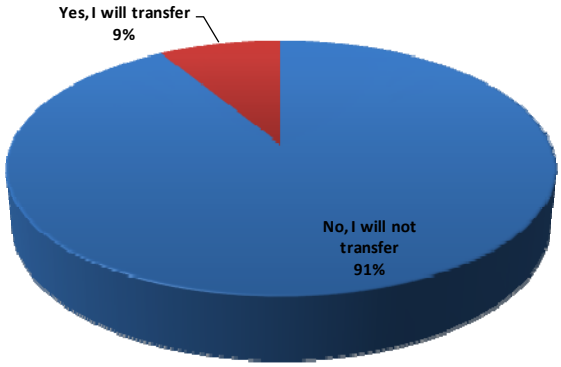
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

The number of riders transferring from Route 7 to another route (17%) is lower than that indicated by the City Route rider total. Of the riders that did transfer, all indicated that they were transferring to Route 7. It could be possible that passengers are transferring within the loop of the Route 7. However, this is not a legally recognized transfer by GLTC.

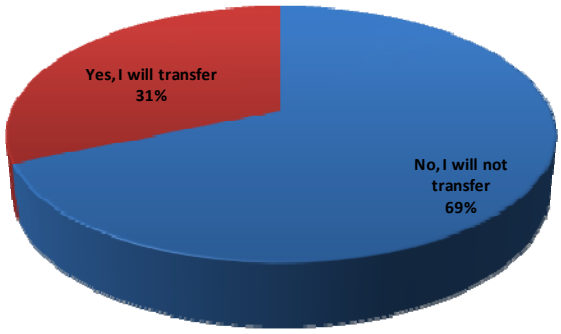
Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	173	83%	2,241	69%
Yes, I will transfer	1,303	9%	35	17%	1,026	31%
Total	15,128	100%	208	100%	3,267	100%

Systemwide
Q8a. Are you transferring to another bus?

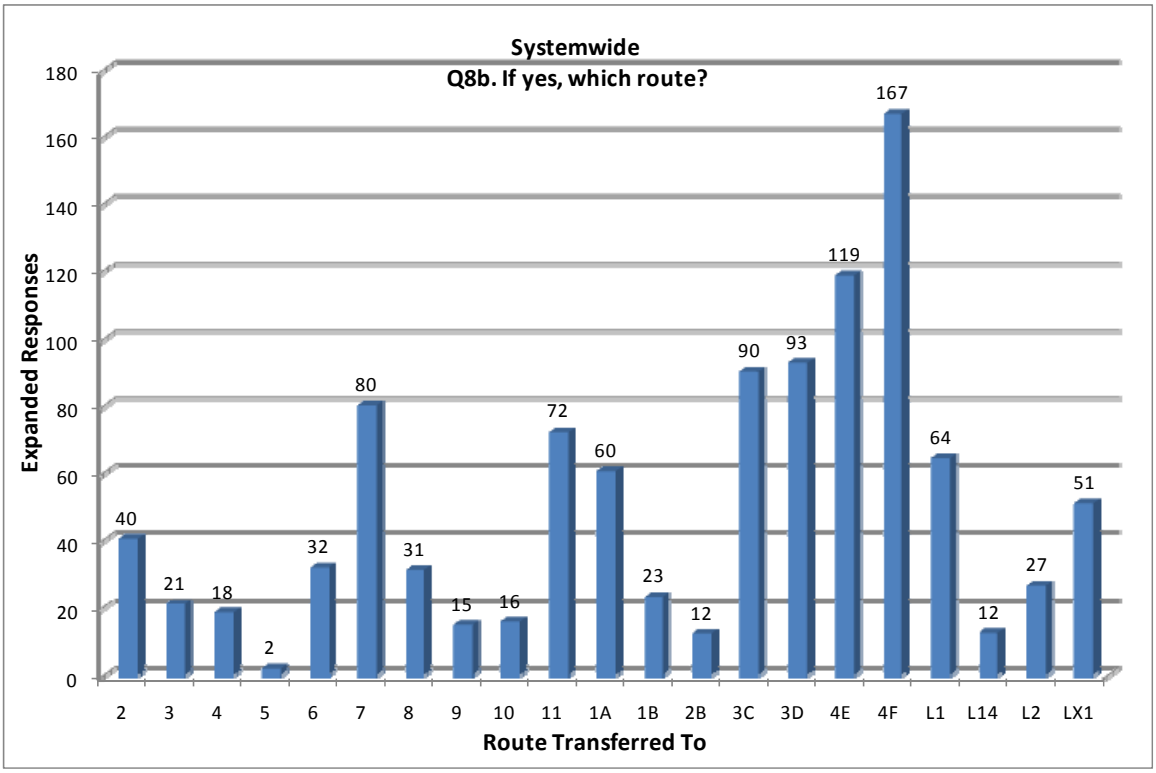


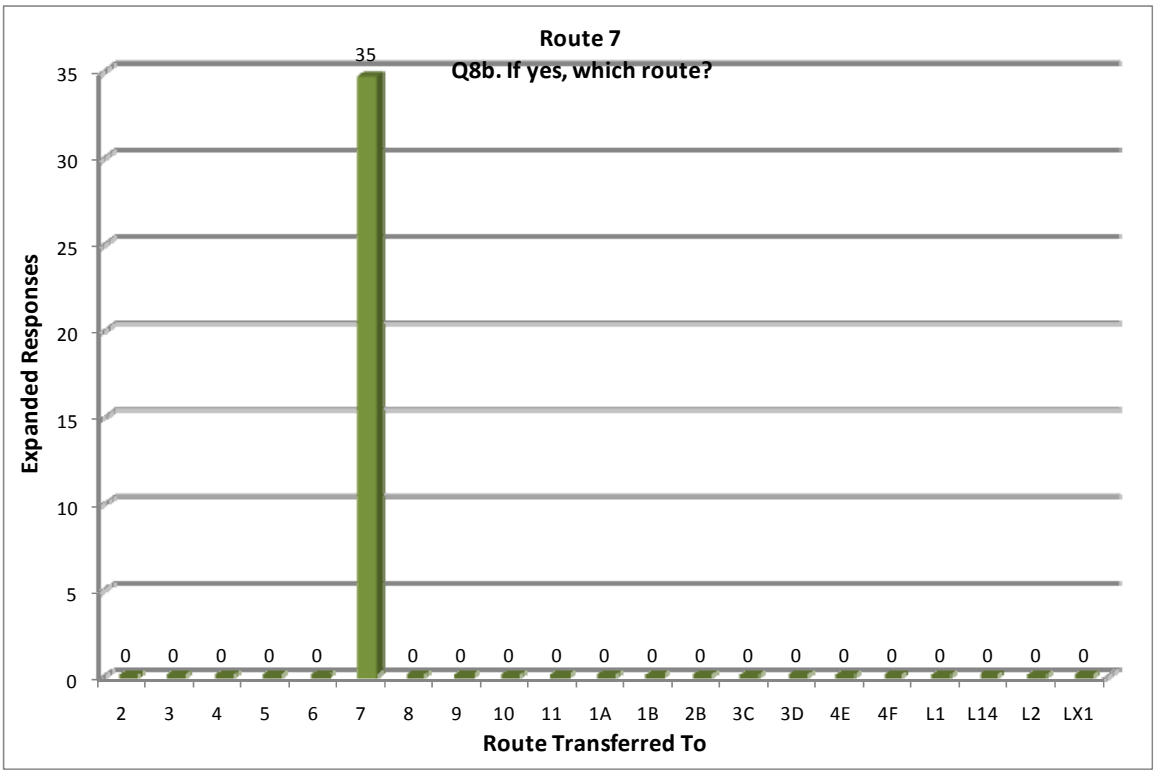
Route 7
Q8a. Are you transferring to another bus?

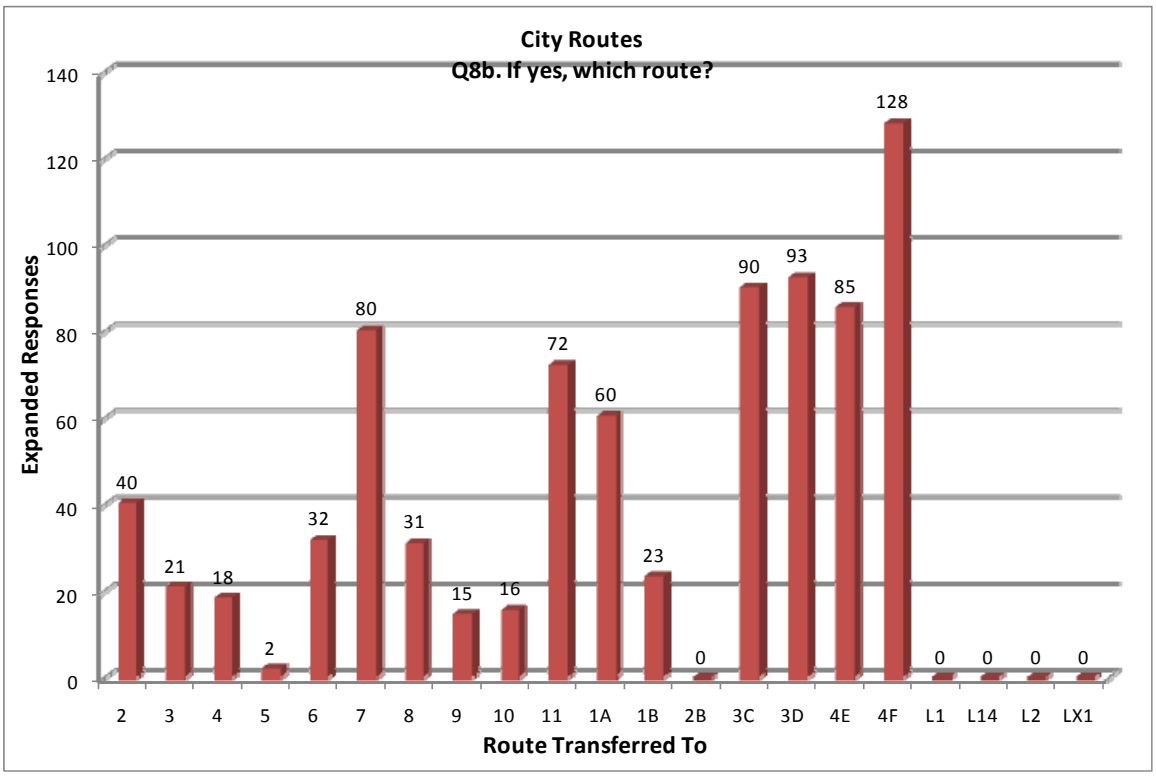
City Routes
Q8a. Are you transferring to another bus?



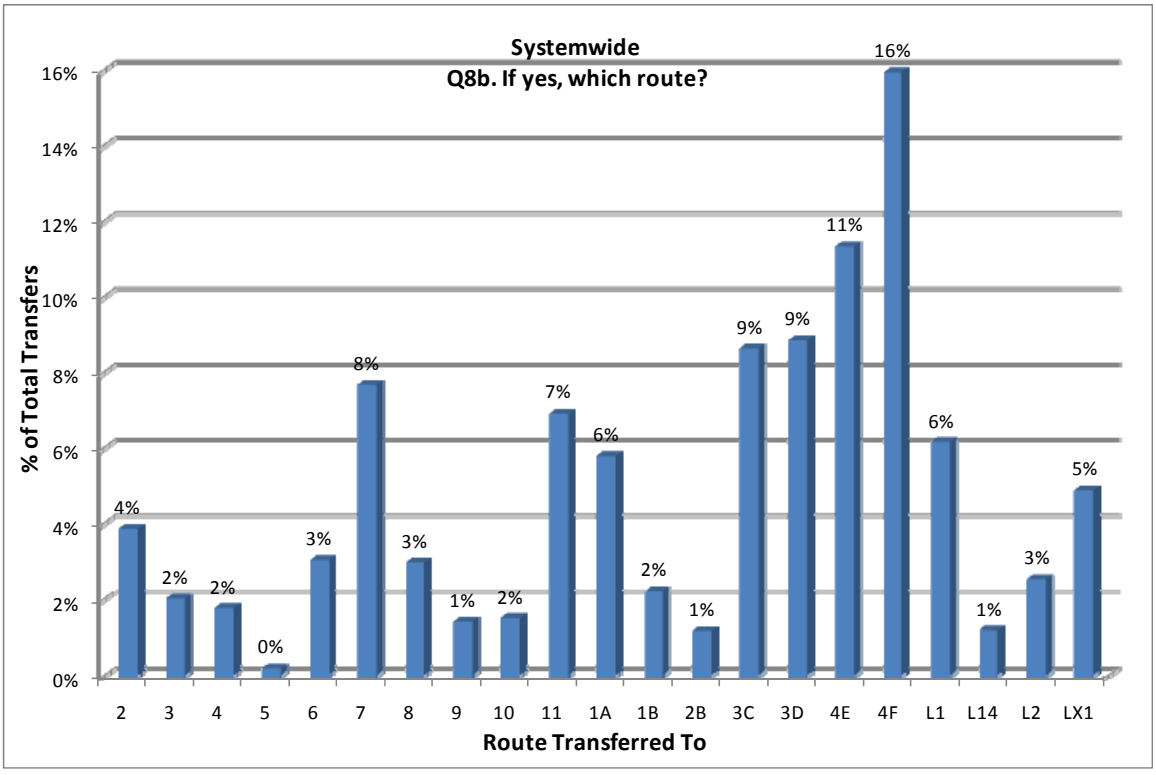
Route Transferred To

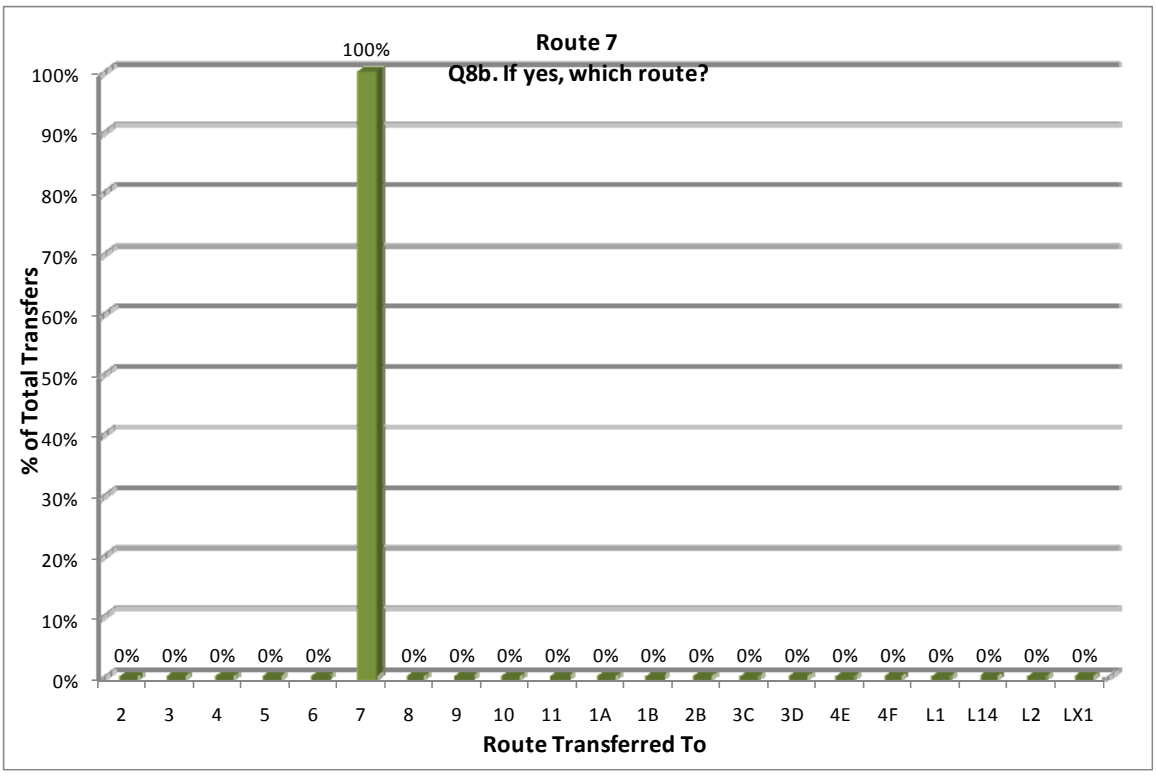


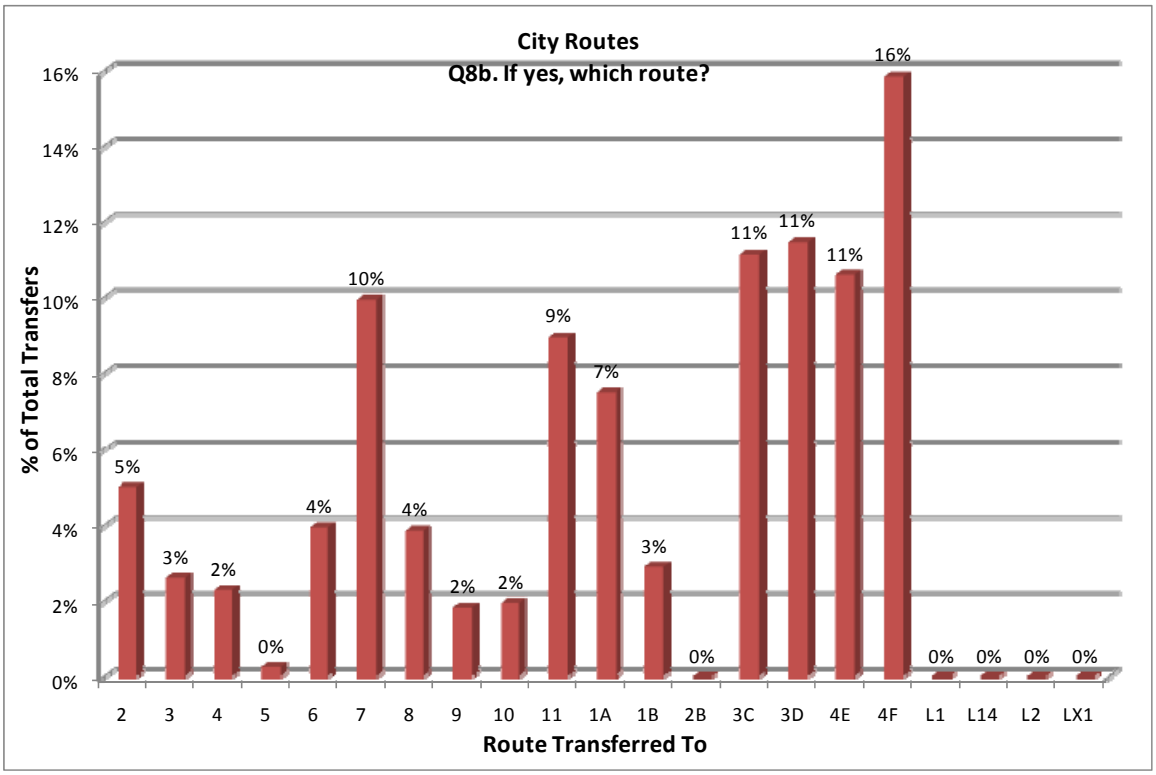




Route Transferred To as a Percentage of Total Transfers




Route 7
Q8b. If yes, which route?
% of Total Transfers
Route Transferred To
100%
0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1

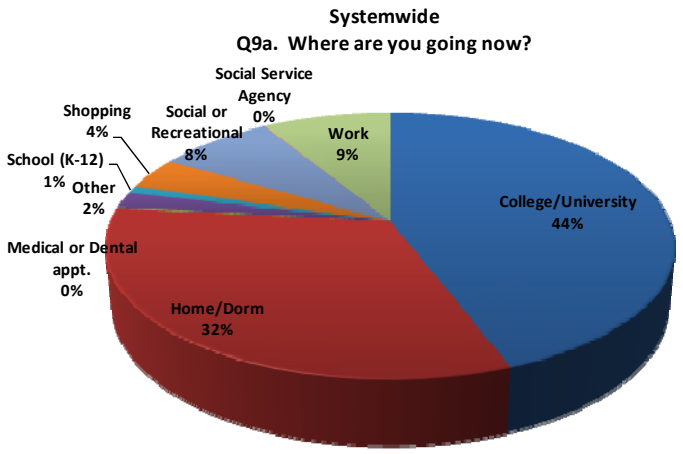

City Routes
Q8b. If yes, which route?
% of Total Transfers
Route Transferred To
5% 3% 2% 0% 4% 10% 4% 2% 2% 9% 7% 3% 0% 11% 11% 11% 16% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1

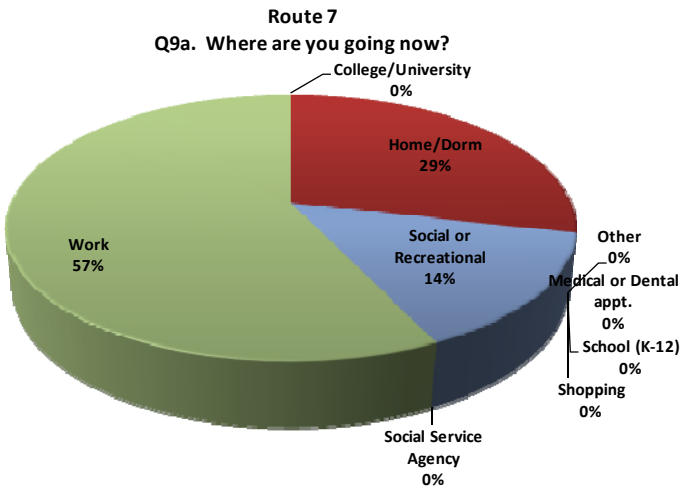
9. Where are you going now?

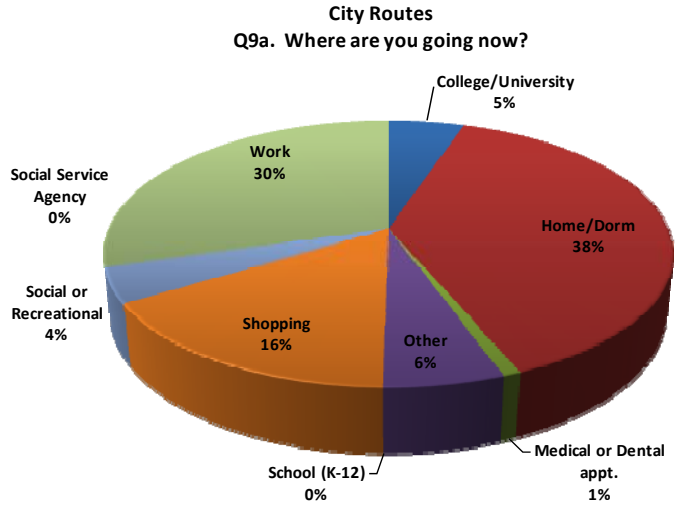
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route 7, trip purposes were focused on work (57%) and home/dorm (29%) trips. Very few were associated with social/recreational (14%).

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	-	0%	175	5%
Home/Dorm	5,089	32%	69	29%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	-	0%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	-	0%	541	16%
Social or Recreational	1,223	8%	35	14%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	139	57%	995	29%
Total	**15,696**	**100%**	**243**	**100%**	**3,374**	**100%**







10. What is the address or location of the place where you are going now?

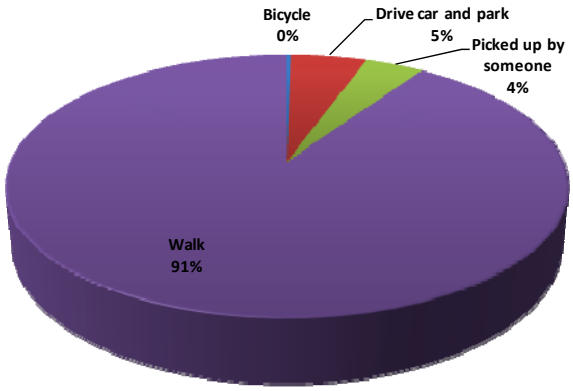
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

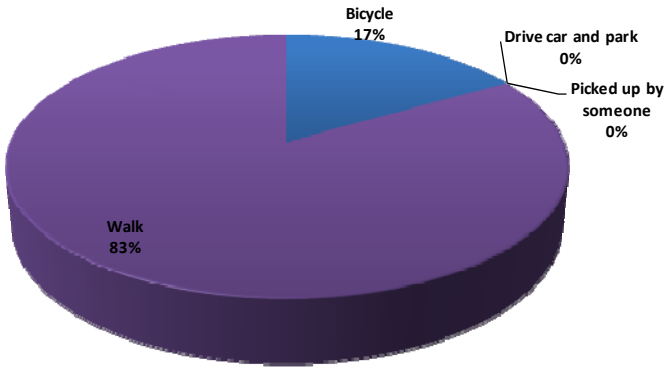
An even higher percentage (91%) of City Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route 7 (83%) is also very comparable to the City Route total. No riders reported driving or being picked up by someone upon completing their trip.

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	35	17%	35	1%
Drive car and park	768	5%	-	0%	63	2%
Picked up by someone	585	4%	-	0%	183	6%
Walk	13,176	90%	173	83%	2,766	91%
Total	**14,564**	**100%**	**208**	**100%**	**3,047**	**100%**

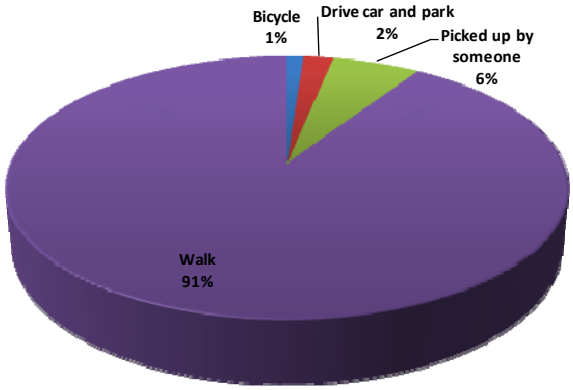
Systemwide
Q11a. How did you get to this bus?



Route 7
Q11a. How did you get to this bus?

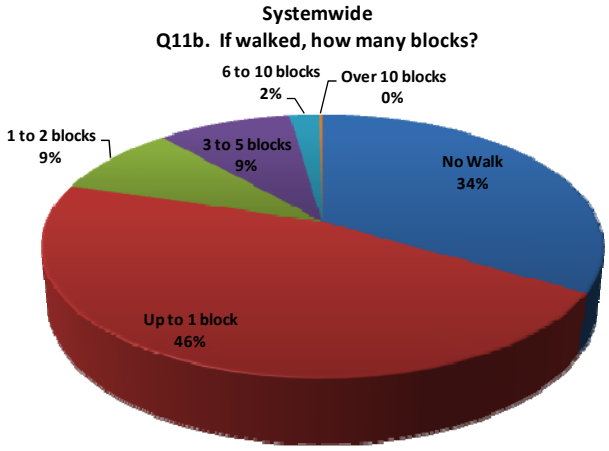


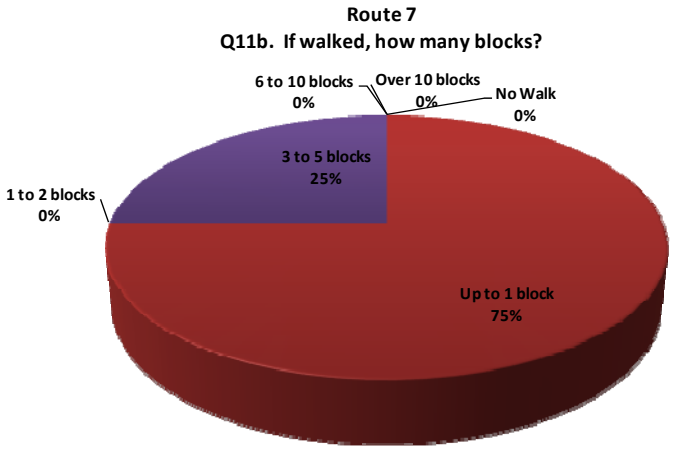
City Routes
Q11a. How did you get to this bus?

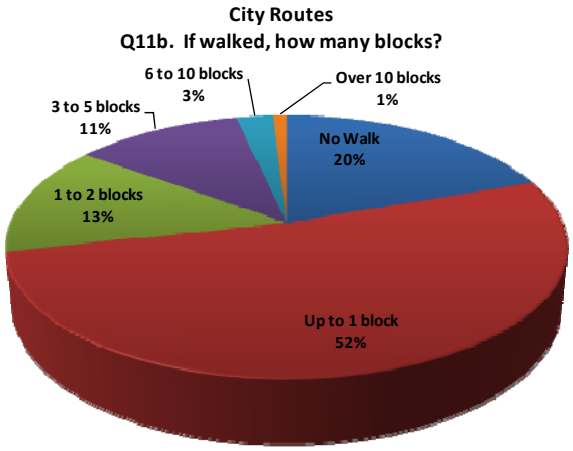


Of those who walked after alighting the bus, three-quarters (75%) arrived at their destination with less than one block of walking required. No walks were reported greater than five blocks.

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	-	0%	319	20%
Up to 1 block	3,027	46%	104	75%	842	52%
1 to 2 blocks	580	9%	-	0%	220	14%
3 to 5 blocks	603	9%	35	25%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	139	100%	1,623	100%



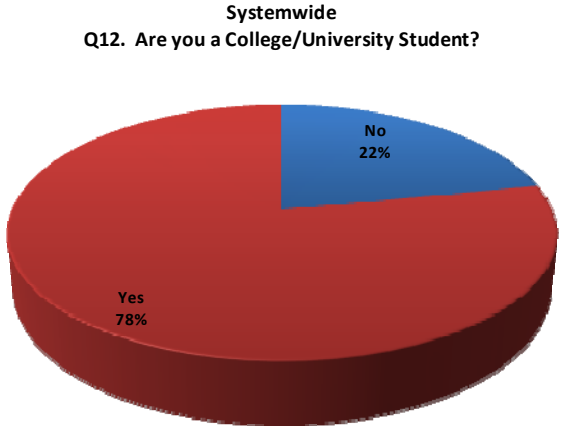




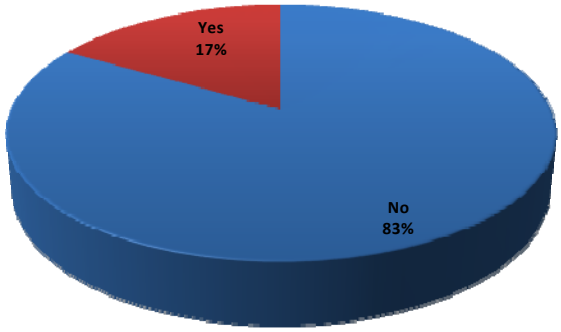
12. Are you a college/university student living away from home?

Route 7 ridership is less impacted by student riders with only 17% identifying as a college/university student living away from home.

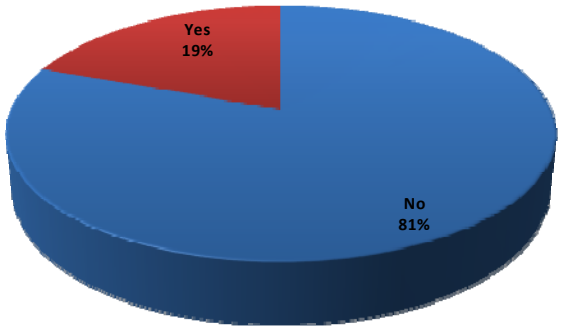
Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	173	83%	2,651	81%
Yes	12,297	78%	35	17%	639	19%
Total	15,757	100%	208	100%	3,290	100%



Route 7
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



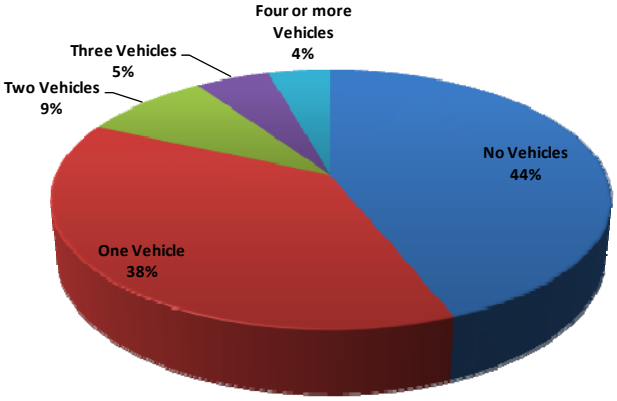
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

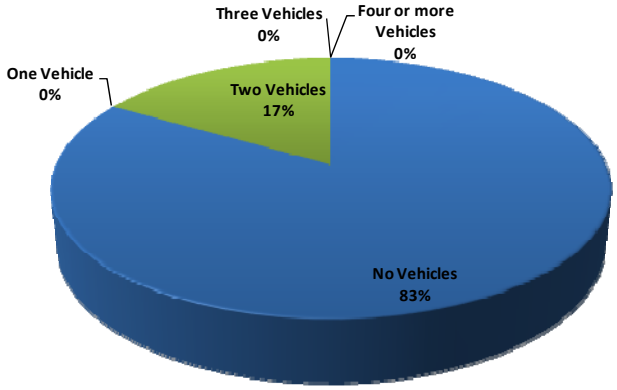
Automobile availability among Route 7 riders were more constrained than those City Routes with 83% reporting no car available. Another 17% reported two vehicles available in the household.

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	173	83%	2,324	71%
One Vehicle	5,878	38%	-	0%	605	19%
Two Vehicles	1,370	9%	35	17%	288	9%
Three Vehicles	797	5%	-	0%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	208	100%	3,266	100%

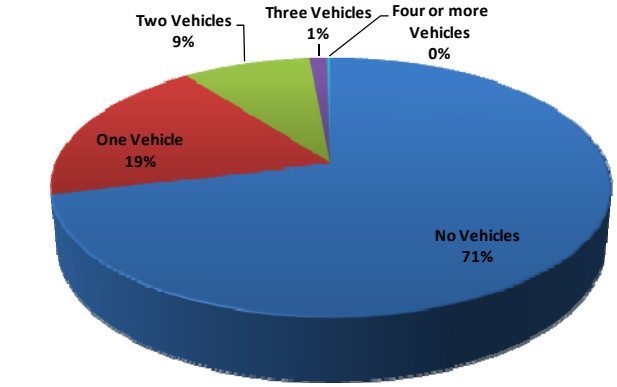
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 7
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



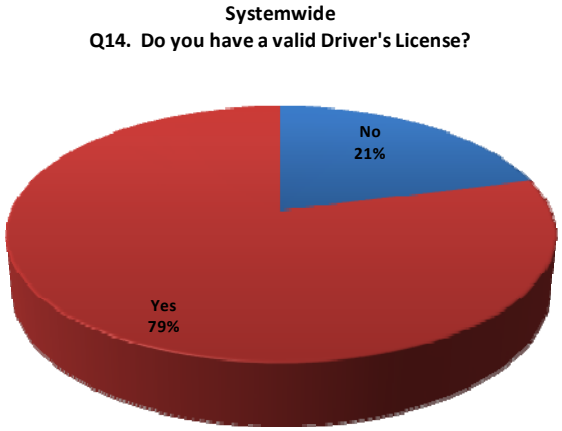
City Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

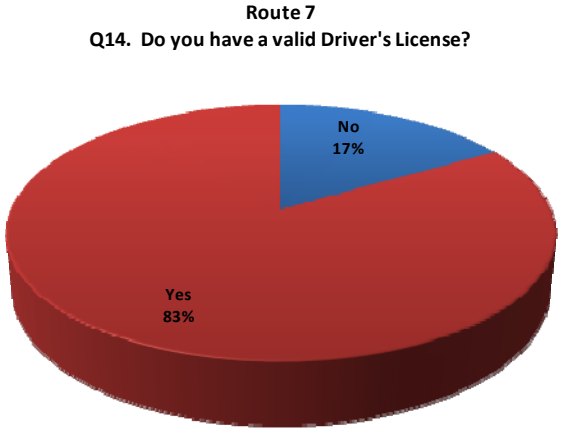


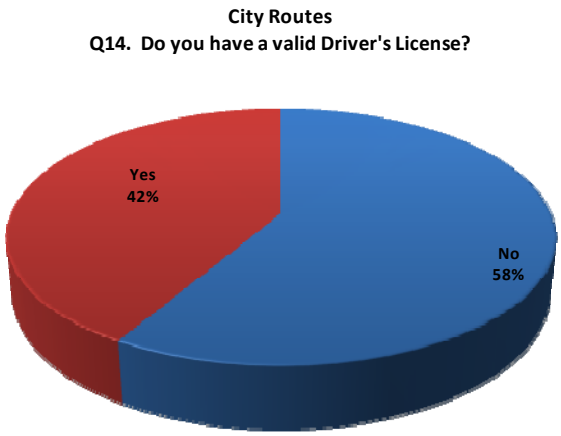
14. Do you have a valid driver's license?

The majority of GLTC's City Route riders (58%) do not carry a valid driver's license. More than three-quarters (83%) of Route 7 riders are licensed drivers.

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	35	17%	1,874	58%
Yes	12,102	79%	173	83%	1,333	42%
Total	15,322	100%	208	100%	3,207	100%





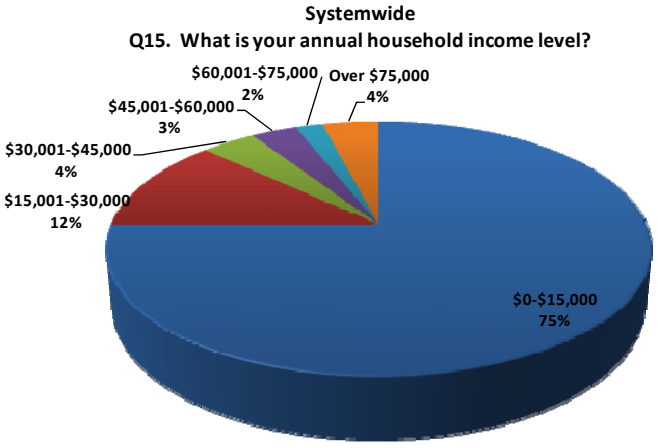


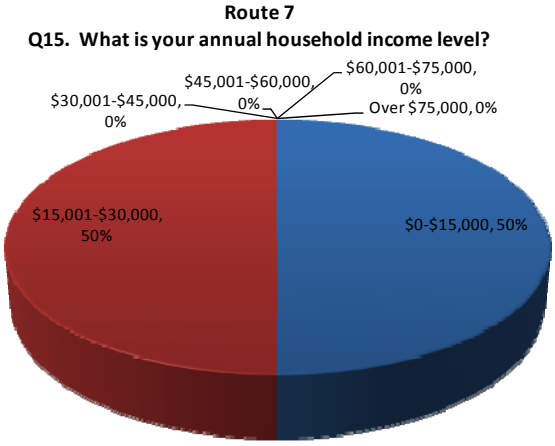
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

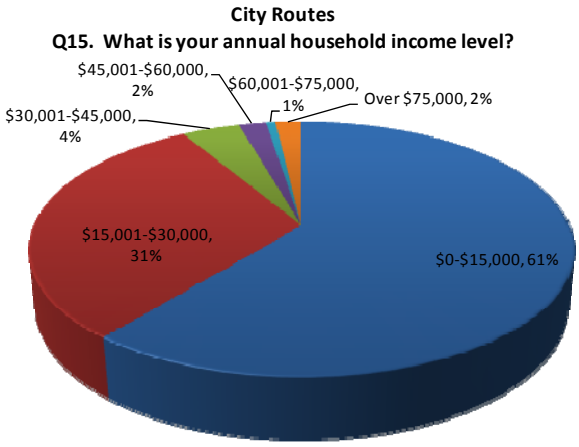
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 7's riders reported lower earnings than those City Routes with 50% reporting less than $15,000 annually. The remaining 15% reported making $15,001 - $30,000 annually. There were no reports of incomes greater than $30,000.

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	104	50%	1,781	61%
$15,001-$30,000	1,671	12%	104	50%	892	31%
$30,001-$45,000	543	4%	-	0%	120	4%
$45,001-$60,000	452	3%	-	0%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**208**	**100%**	**2,923**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

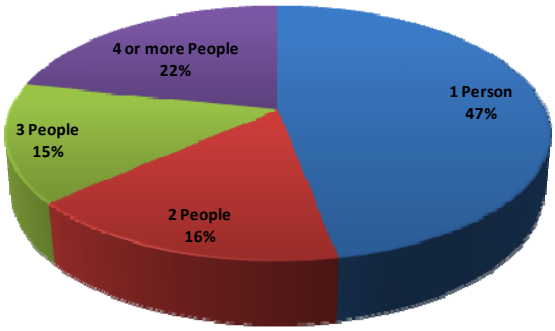
a) 1 **c) 3**

b) 2 **d) 4 or more**

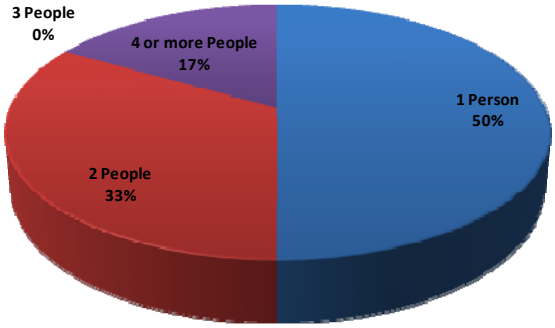
Route 7's household residency is somewhat similar to the City Route total. 50% of the riders report living alone with another 33% living with one other person.

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	104	50%	1,208	37%
2 People	2,473	16%	69	33%	956	29%
3 People	2,238	15%	-	0%	484	15%
4 or more People	3,244	22%	35	17%	616	19%
Total	15,010	100%	208	100%	3,264	100%

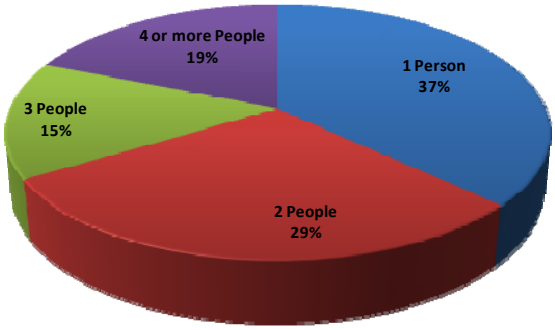
Systemwide
Q16. How many people live in your household?



Route 7
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

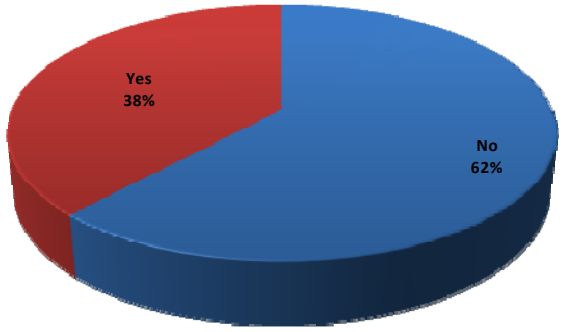


17. Have you transferred at the Plaza in the last week?

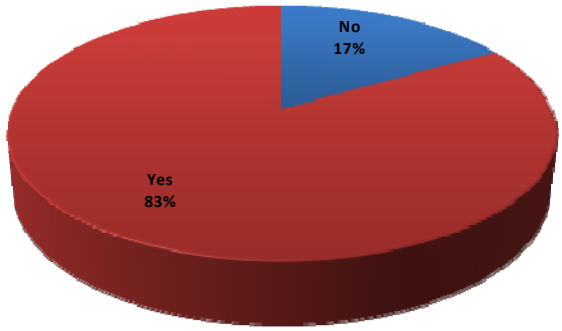
83% of Route 7 riders have transferred at the Plaza in the last week. This is consistent with the City Route riders (89%).

Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	35	17%	366	11%
Yes	5,868	38%	173	83%	2,972	89%
Total	15,369	100%	208	100%	3,339	100%

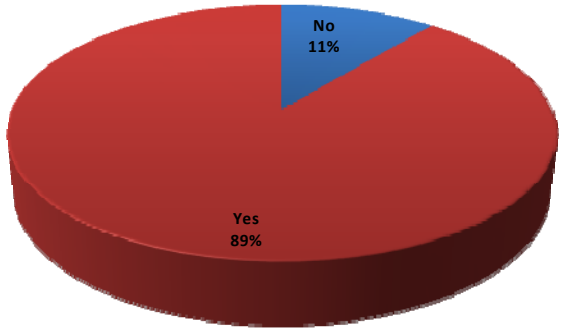
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route 7
Q17a. Have you transfered at the Plaza in the last week?



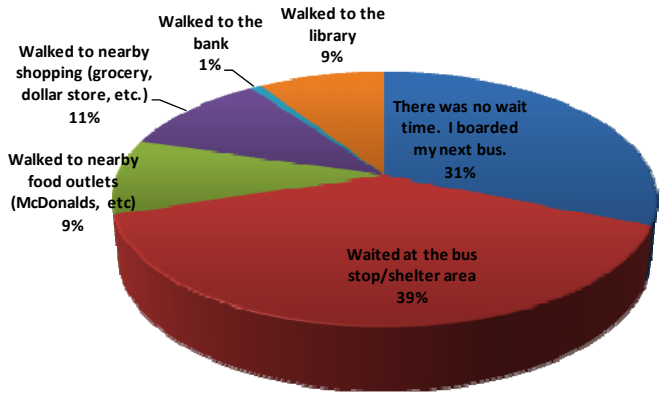
City Routes
Q17a. Have you transfered at the Plaza in the last week?



Of the Route 7 riders that have transferred at the Plaza in the last week, 20% stated there was no wait time and they boarded the next bus. Another 60% waited at the bus stop/shelter area. The final 20% walked to nearby food outlets. These findings are somewhat consistent with the City Route respondents.

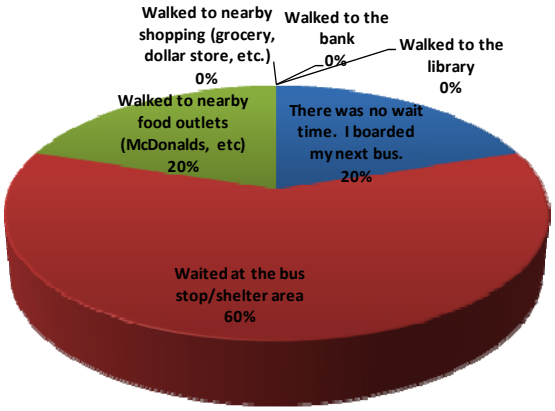
Response	Systemwide		Route 7		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	35	20%	995	35%
Waited at the bus stop/shelter area	2,216	39%	104	60%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	35	20%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	-	0%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	-	0%	328	12%
Total	5,682	100%	173	100%	2,833	100%

Systemwide
Q17b. What did you do while waiting?



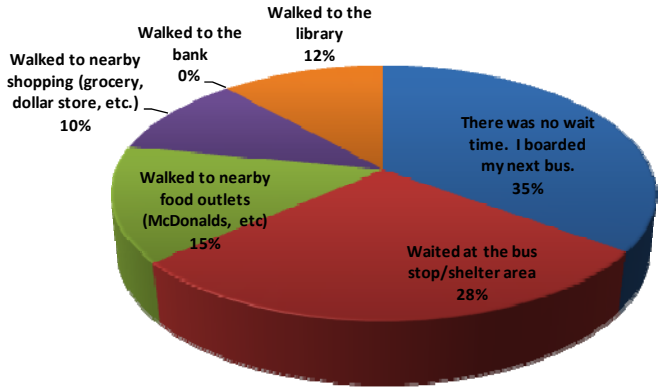
Route 7

Q17b. What did you do while waiting?



City Routes

Q17b. What did you do while waiting?

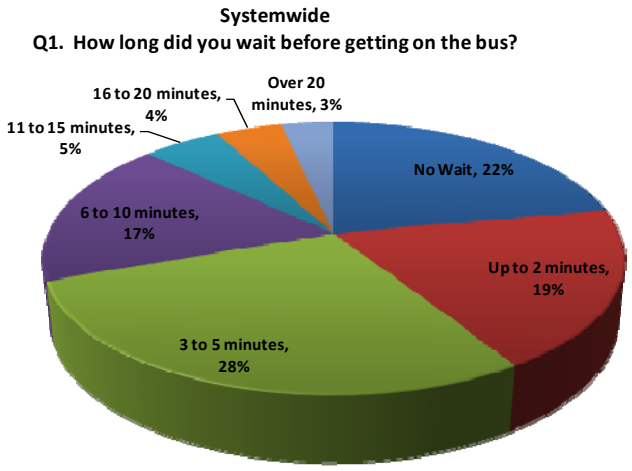


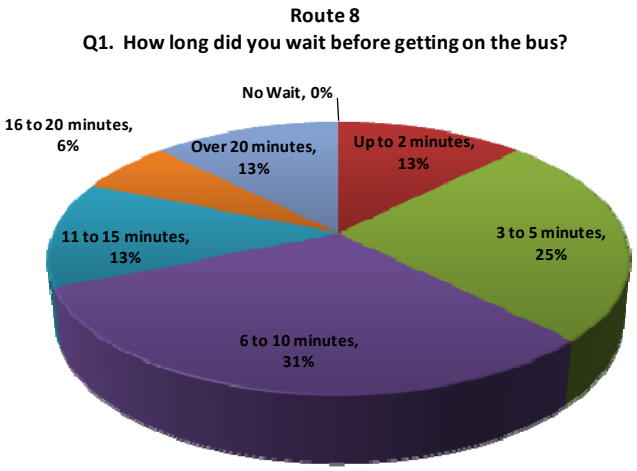
4.12 Route 8

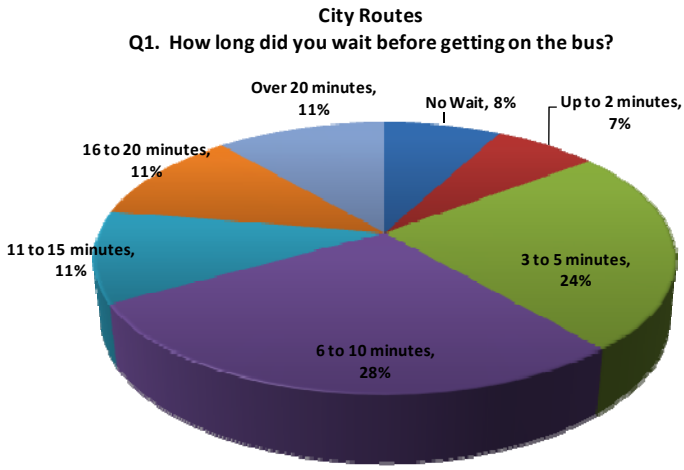
1. How long did you wait at the bus stop before getting on the bus?

Wait times on Route 8 trend slightly higher than the City Route average. 13% of the riders reported a wait time of more than 20 minutes. Most (56%) riders reported waiting between 3 and 10 minutes.

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	-	0%	255	8%
Up to 2 minutes	3,093	19%	29	13%	227	7%
3 to 5 minutes	4,658	28%	59	25%	790	24%
6 to 10 minutes	2,842	17%	74	31%	927	28%
11 to 15 minutes	852	5%	29	13%	353	11%
16 to 20 minutes	719	4%	15	6%	365	11%
Over 20 minutes	572	3%	29	13%	370	11%
Total	16,347	100%	236	100%	3,288	100%







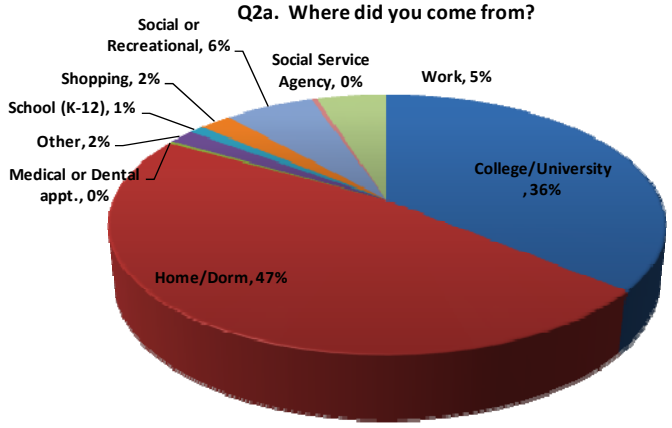
2. Where did you come from?

a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

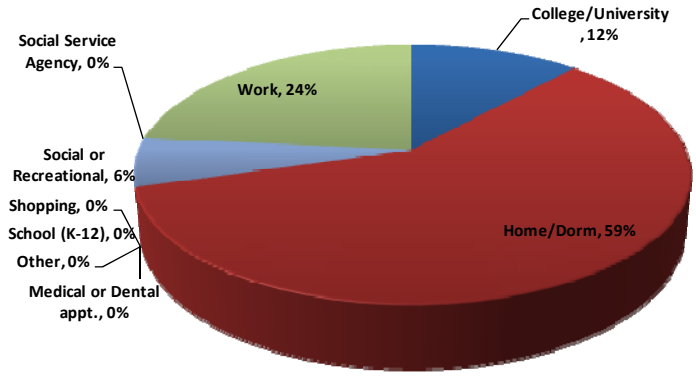
Route 8 riders originate primarily from home/dorm (59%) or work (24%) purposes. 12% of riders identified themselves as coming from college/university, which is 3 times as high as the City Route average.

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	29	12%	144	4%
Home/Dorm	7,709	47%	147	59%	2,061	59%
Medical or Dental appt.	52	0%	-	0%	52	1%
Other	283	2%	-	0%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	-	0%	282	8%
Social or Recreational	1,009	6%	15	6%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	59	24%	574	16%
Total	**16,312**	**100%**	**250**	**100%**	**3,495**	**100%**

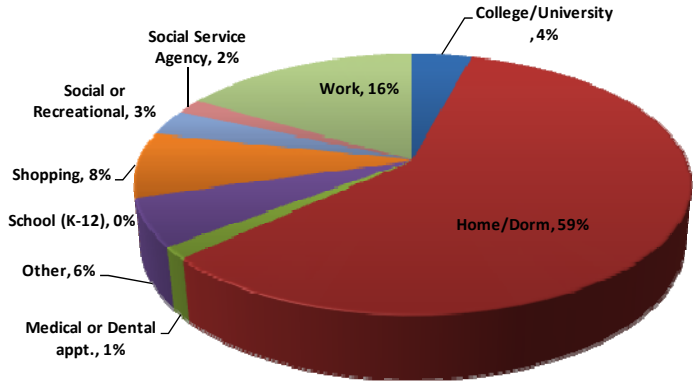
Systemwide
Q2a. Where did you come from?



Route 8
Q2a. Where did you come from?



City Routes
Q2a. Where did you come from?



3. What is the address or location of the place you came from?

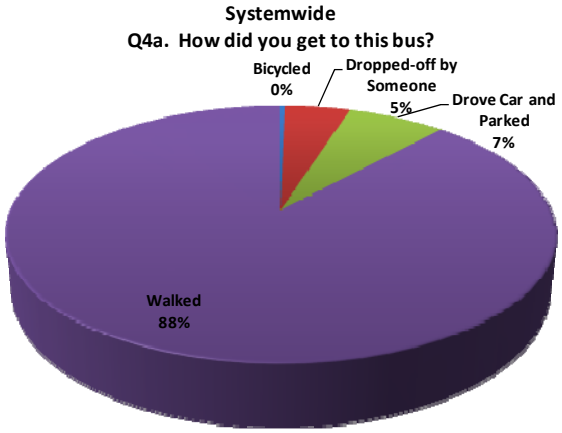
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

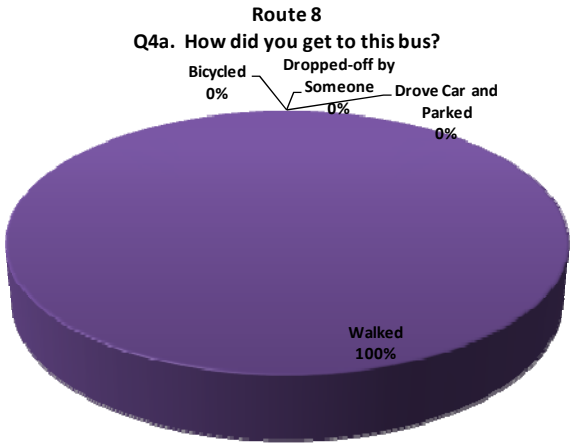
4. How did you get from the place listed above to the first bus used for this trip?

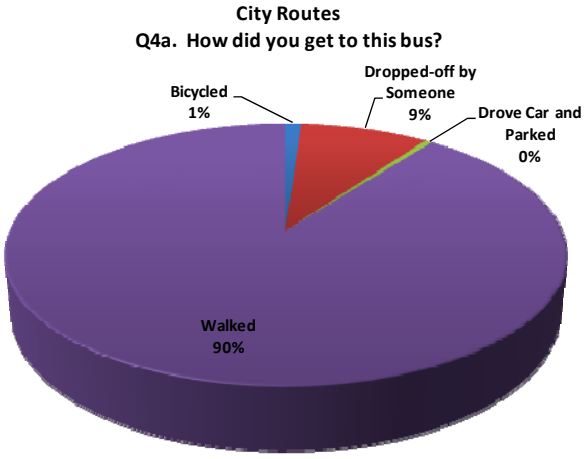
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority (90%)of GLTC's City Route riders walk to catch their bus. All of Route 8's riders (100%) also walk to the bus. No riders reported bicycling, being dropped off or driving to the bus stop.

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	-	0%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	250	100%	2,887	90%
Total	**15,729**	**100%**	**250**	**100%**	**3,223**	**100%**



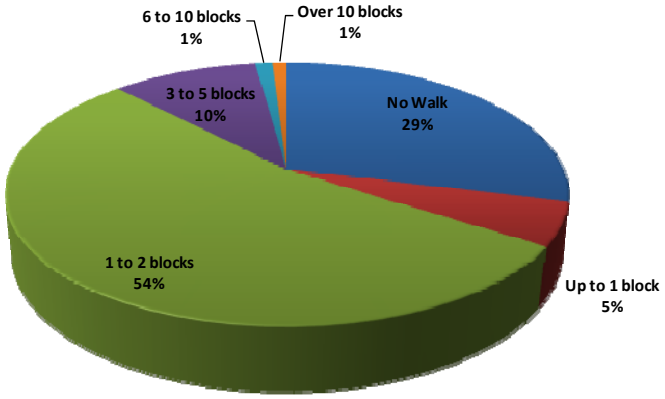




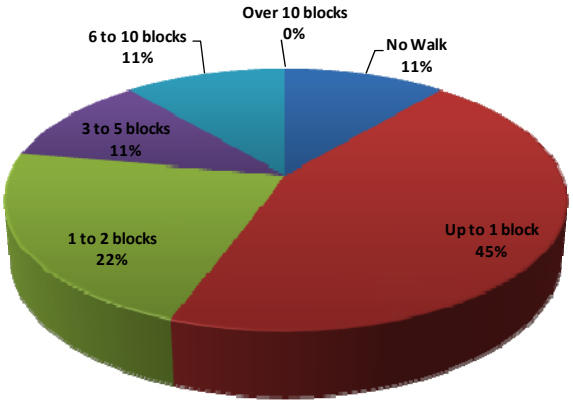
Walks to Route 8 were on par with those reported by the City Route riders. More than half (55%) reported walks up to 1 block. However, many (11%) reported walks between 6 and 10 blocks; more than five times as likely as those City Routes.

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	15	11%	307	18%
Up to 1 block	391	5%	59	44%	816	47%
1 to 2 blocks	3,940	54%	29	22%	235	14%
3 to 5 blocks	734	10%	15	11%	344	20%
6 to 10 blocks	87	1%	15	11%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	133	100%	1,742	100%

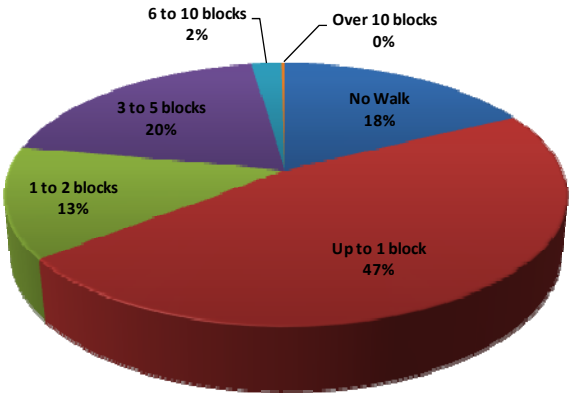
Systemwide
Q4b. If walked, how many blocks?



Route 8
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



5. Was this the first bus you used for this trip?

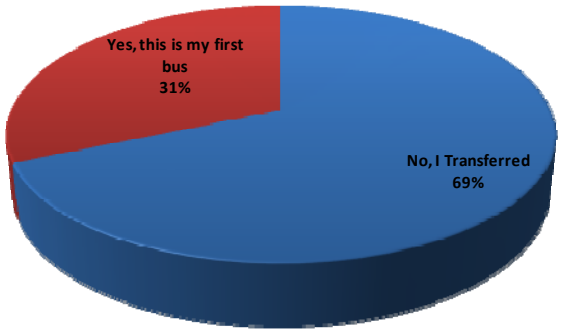
a) No, I transferred from Route # _____

b) Yes, this is the first bus I used for this trip – Route # _____

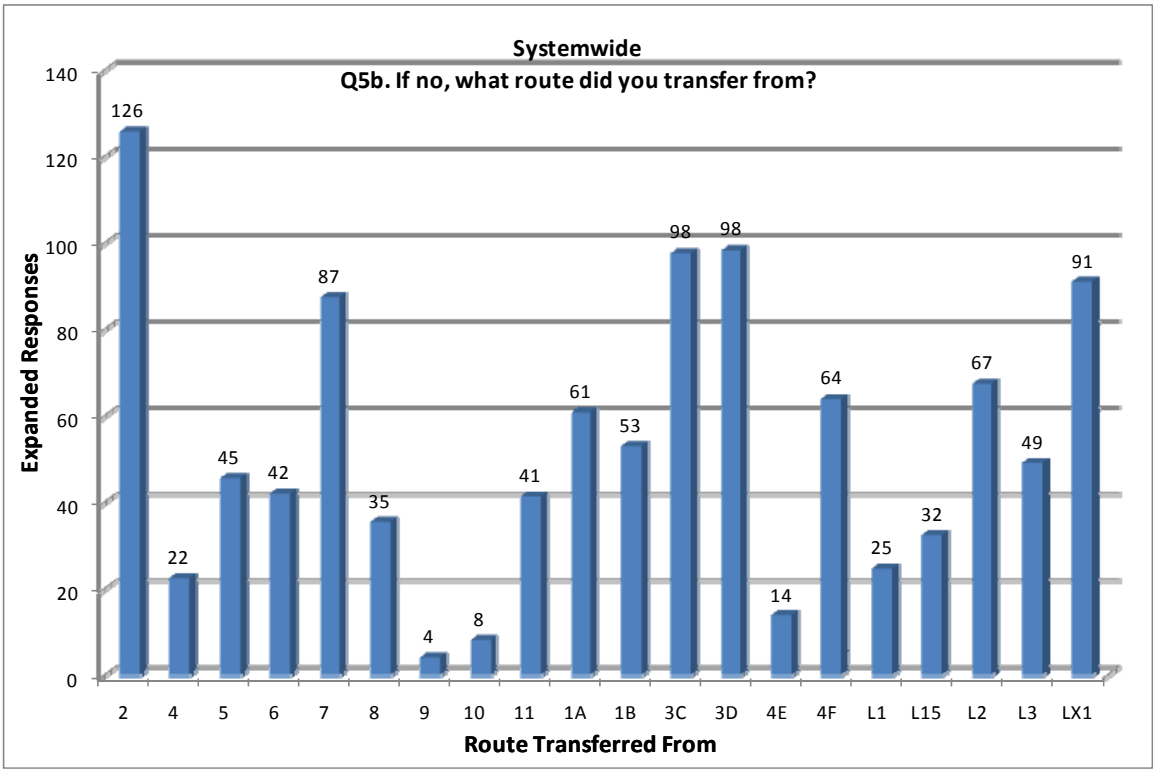
About half (47%) of Route 8's riders transferred from another bus. The majority of those transfers were reported from Route 4 (33%), Route 3D (33%) and Route 4F (33%). .

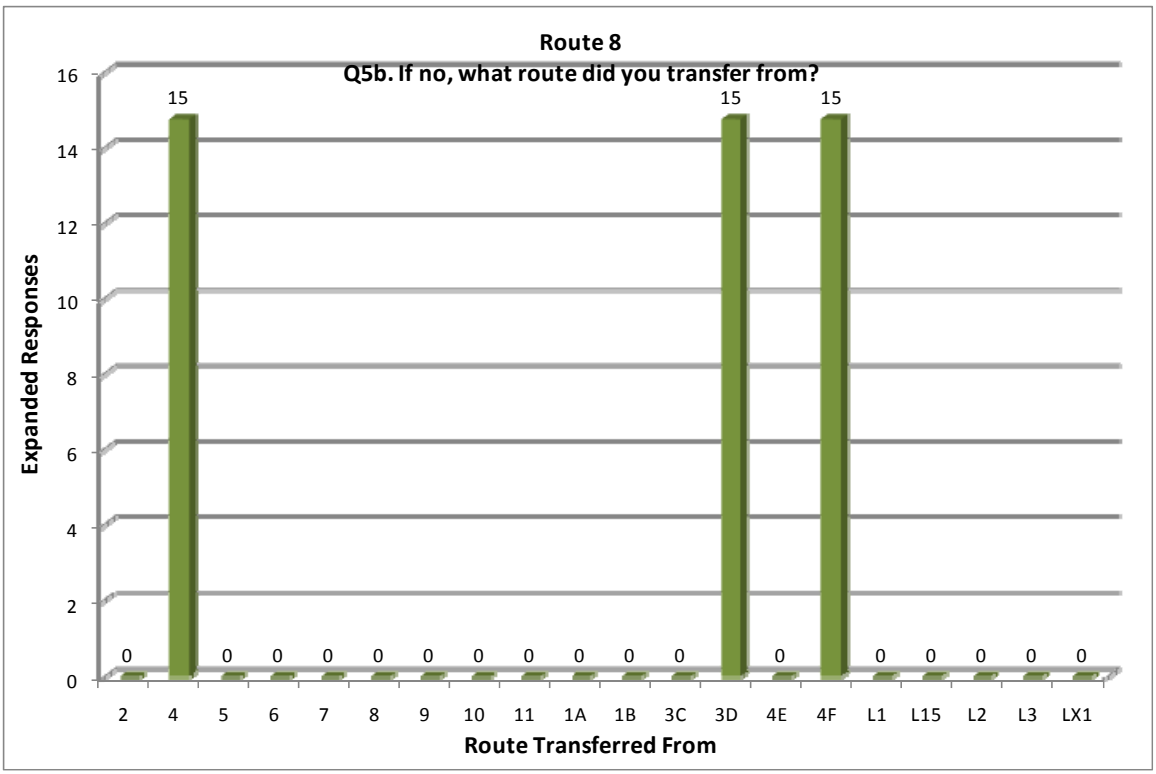
Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	118	47%	2,241	69%
Yes, this is my first bus	12,947	90%	133	53%	1,026	31%
Total	14,388	100%	250	100%	3,267	100%

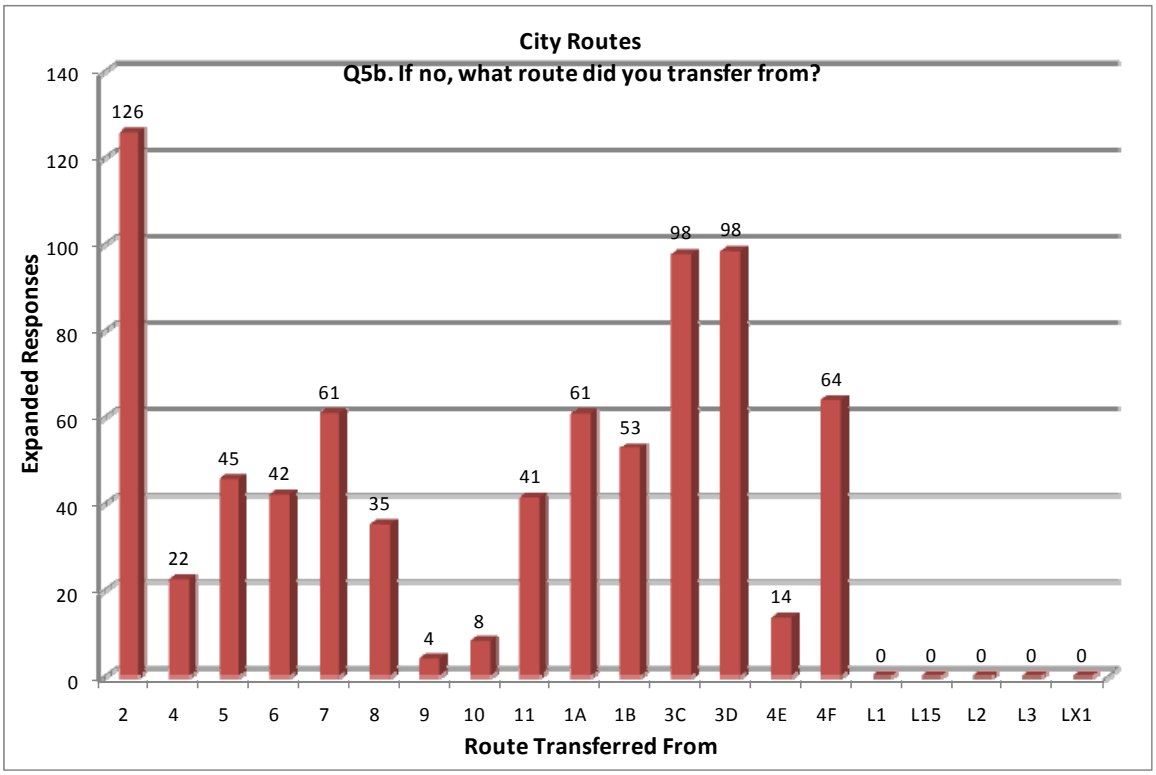
City Routes
Q5a. Is this the first bus on your trip?



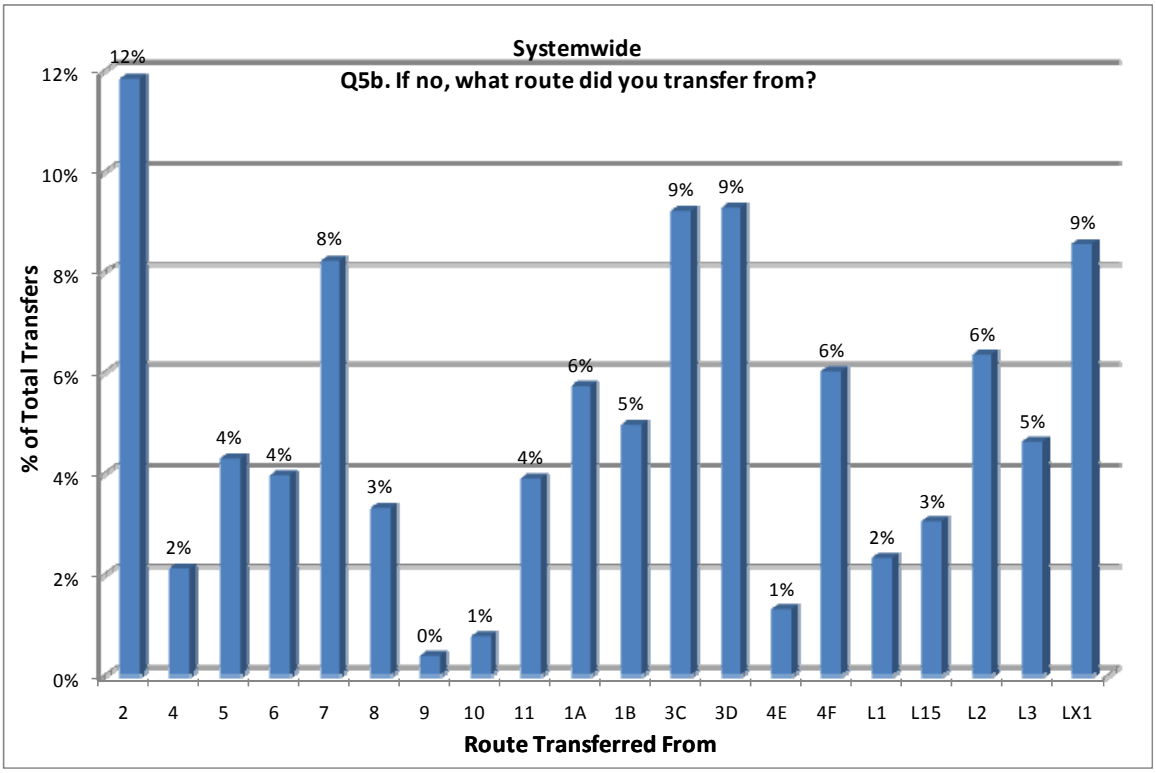
Originating Route Transferred From

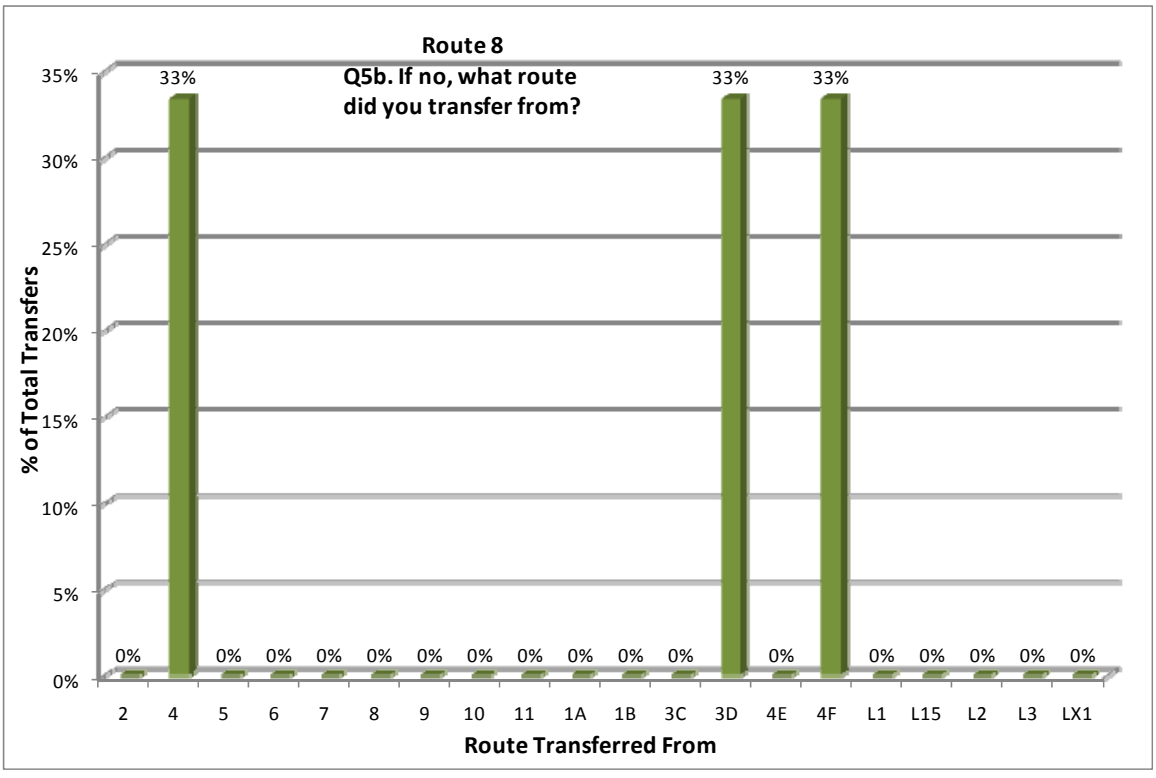


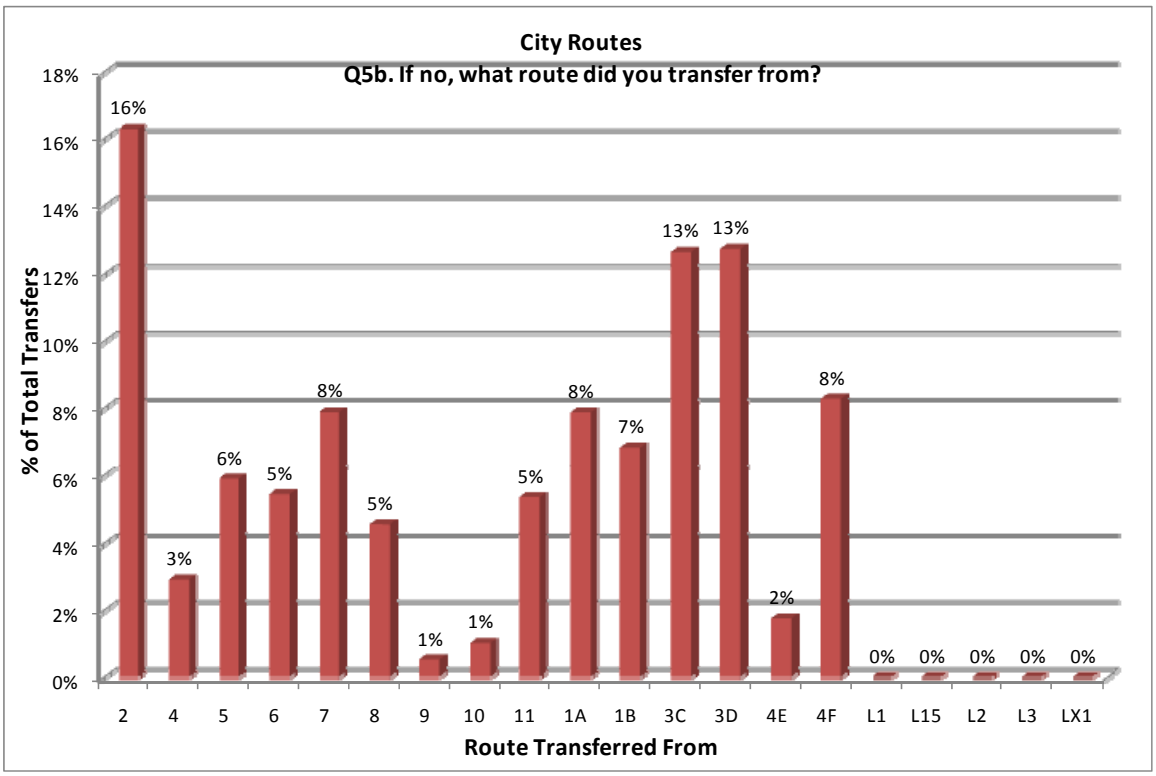

Route 8
Q5b. If no, what route did you transfer from?
Expanded Responses
16
14
12
10
8
6
4
2
0
15
15
15
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
2
4
5
6
7
8
9
10
11
1A
1B
3C
3D
4E
4F
L1
L15
L2
L3
LX1
Route Transferred From


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
140
120
100
80
60
40
20
0
126
22
45
42
61
35
4
8
41
61
53
98
98
14
64
0
0
0
0
0
2
4
5
6
7
8
9
10
11
1A
1B
3C
3D
4E
4F
L1
L15
L2
L3
LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

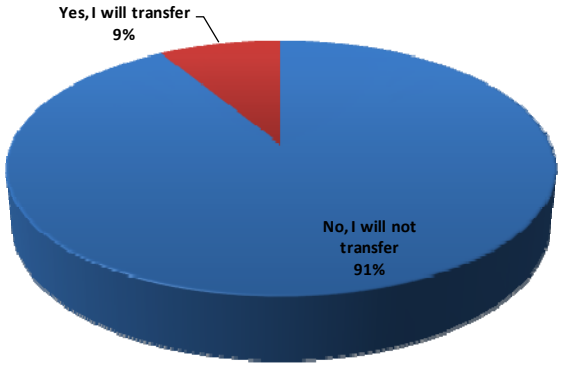
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

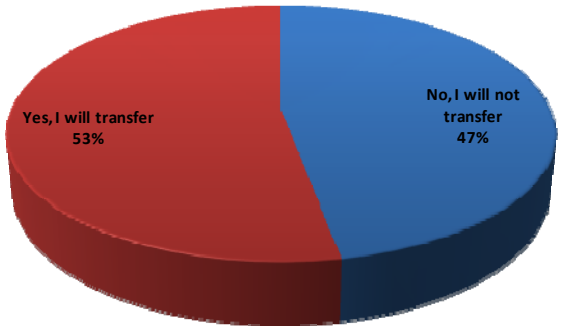
The number of riders transferring from Route 8 to another route (53%) is higher than that of the City Route total. Riders transferred to Route 3D (29%), Route 4E (33%), Route 7 (14%), Route 9 (14%) and Route 4F (14%).

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	118	47%	2,241	69%
Yes, I will transfer	1,303	9%	133	53%	1,026	31%
Total	15,128	100%	250	100%	3,267	100%

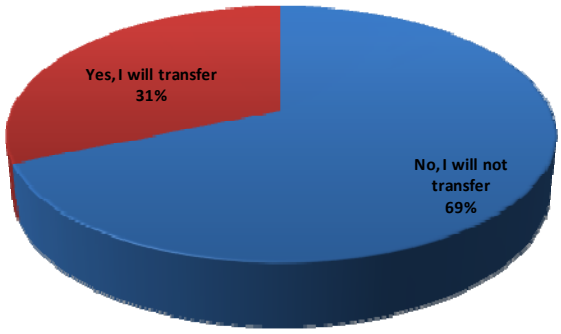
Systemwide
Q8a. Are you transferring to another bus?



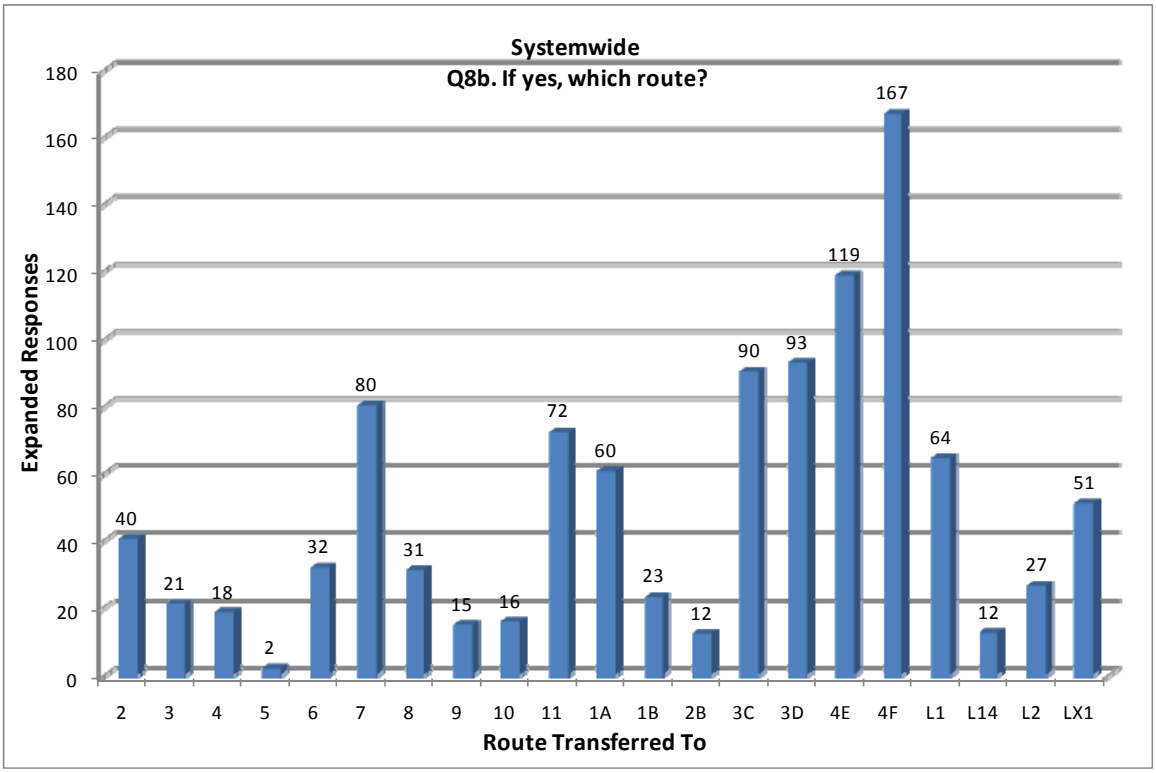
Route 8
Q8a. Are you transferring to another bus?

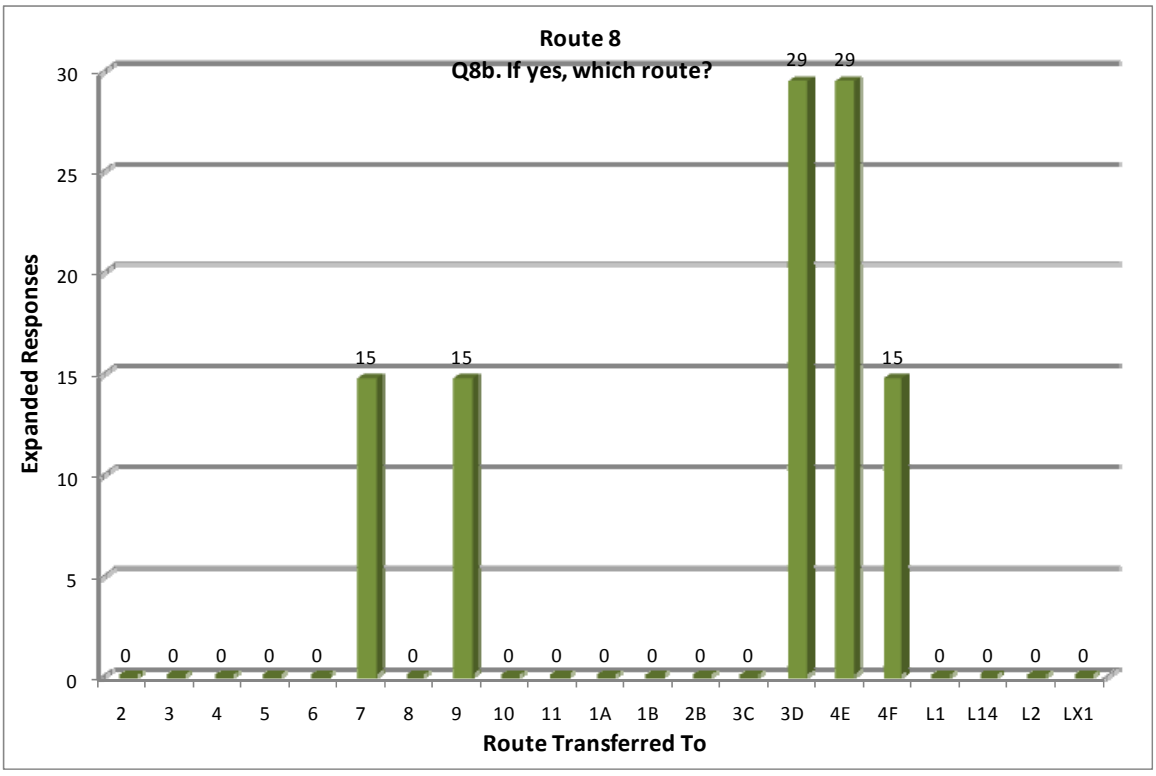


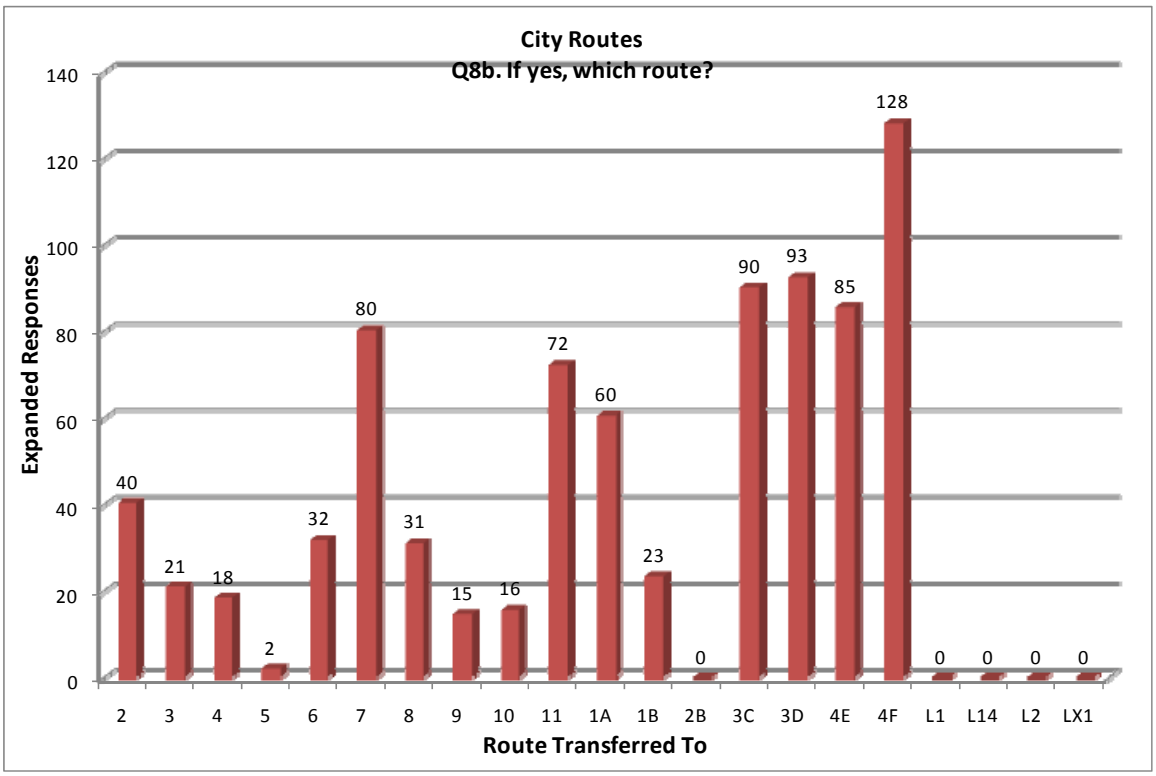
City Routes
Q8a. Are you transferring to another bus?



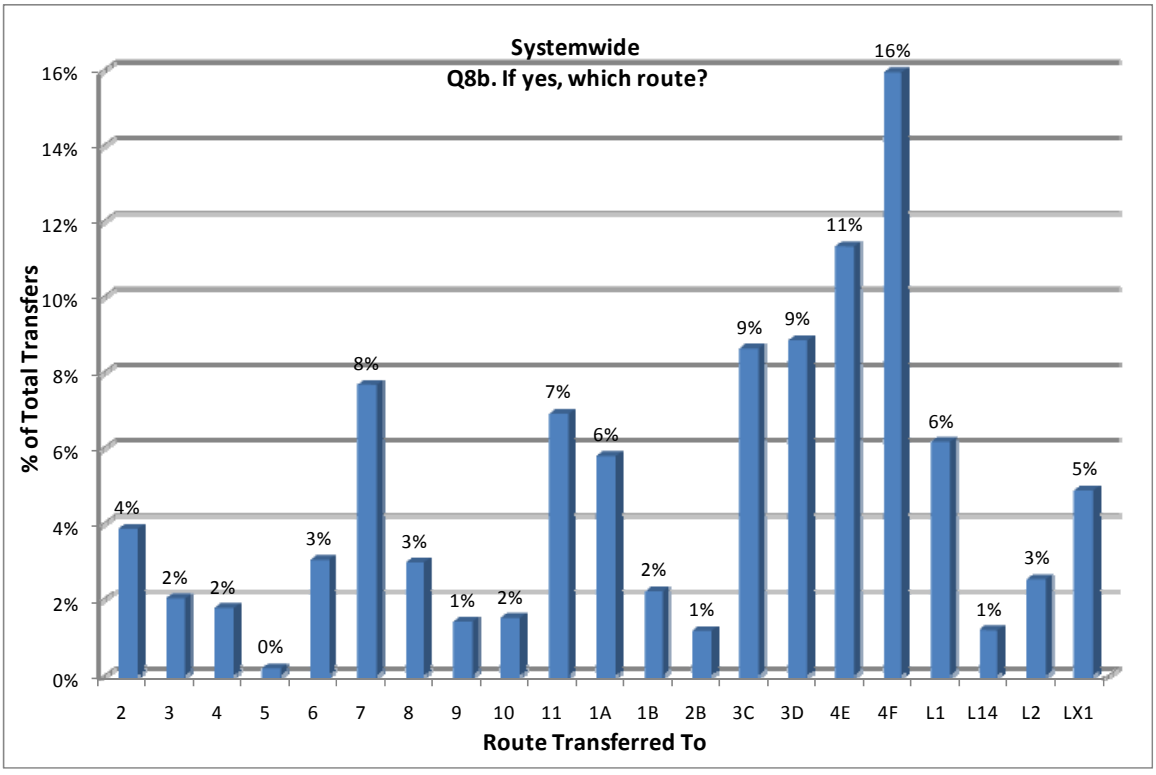
Route Transferred To

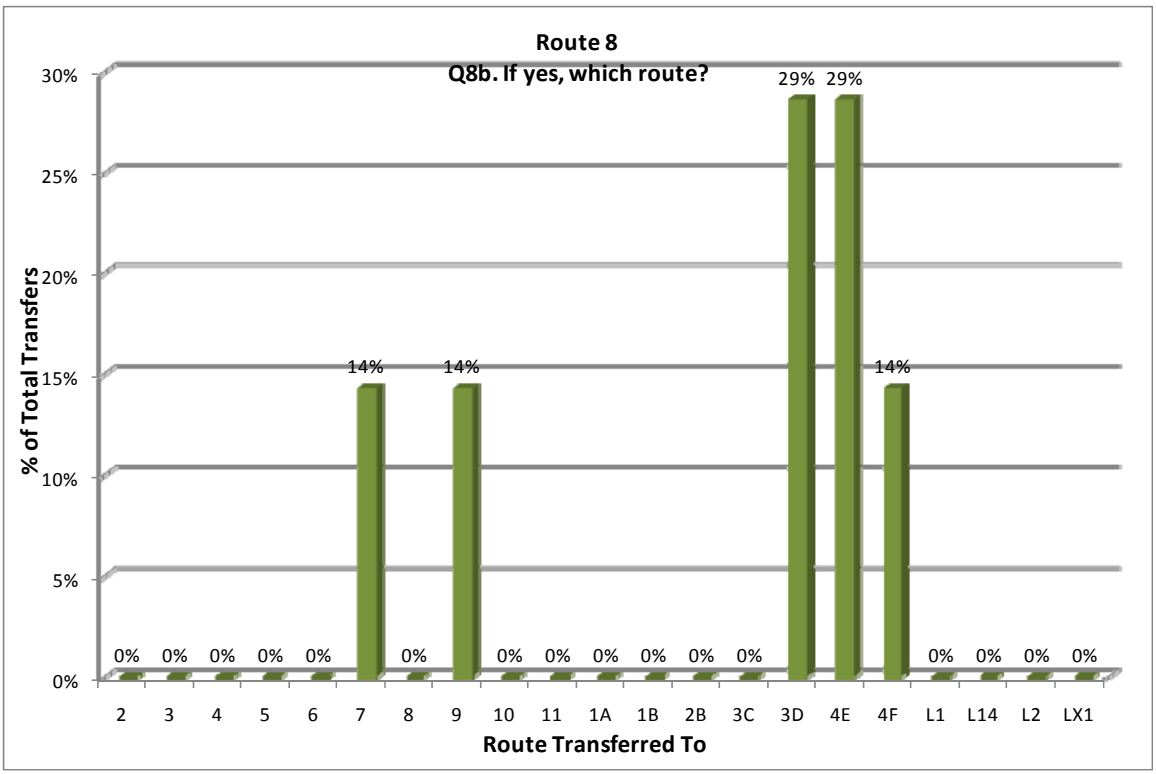


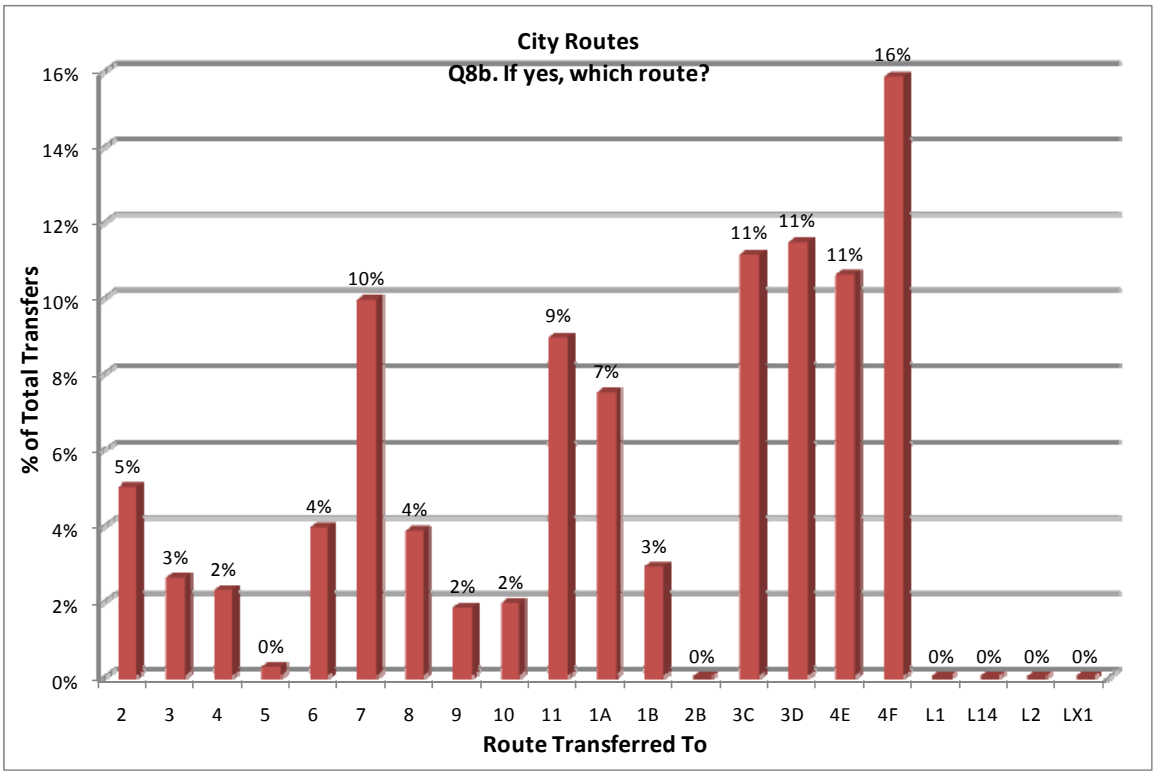




Route Transferred To as a Percentage of Total Transfers




Route 8
Q8b. If yes, which route?
% of Total Transfers
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 14% 0% 14% 0% 0% 0% 0% 0% 0% 29% 29% 14% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

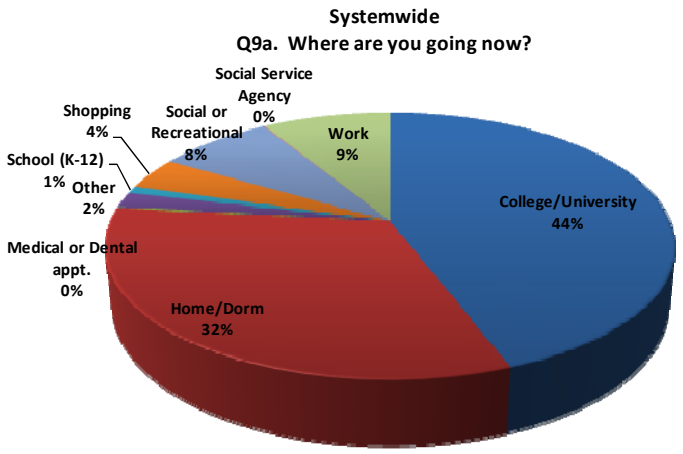

City Routes
Q8b. If yes, which route?
% of Total Transfers
16%
14%
12%
10%
8%
6%
4%
2%
0%
5% 3% 2% 0% 4% 10% 4% 2% 2% 9% 7% 3% 0% 11% 11% 11% 16% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

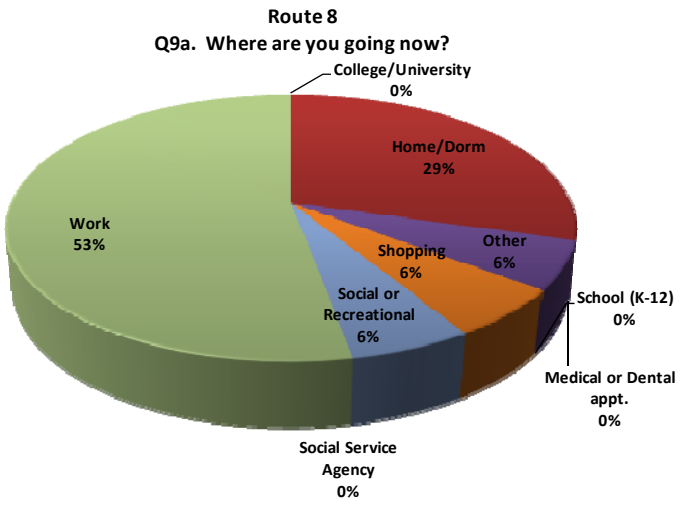
9. Where are you going now?

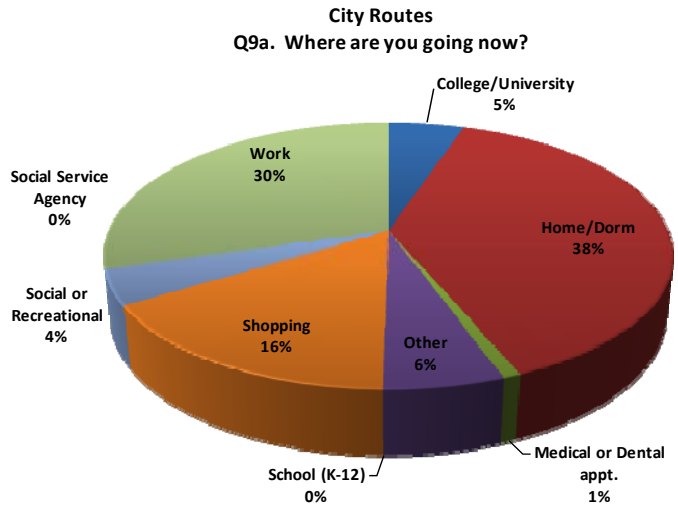
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route 8, trip purposes were focused on work (53%) and home/dorm (29%) trips. . Very few were associated with shopping, social/recreational or "other".

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	-	0%	175	5%
Home/Dorm	5,089	32%	74	29%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	15	6%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	15	6%	541	16%
Social or Recreational	1,223	8%	15	6%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	133	53%	995	29%
Total	**15,696**	**100%**	**250**	**100%**	**3,374**	**100%**







10. What is the address or location of the place where you are going now?

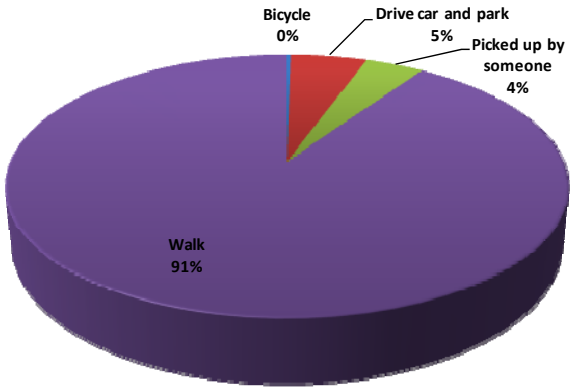
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

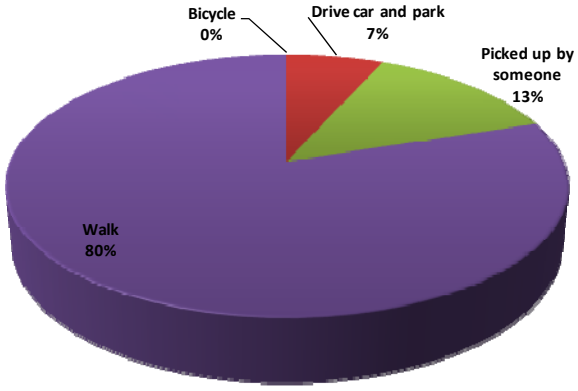
An even higher percentage (91%) of City Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route 8 (80%) is comparable to the City Route total, albeit lower. No riders reported bicycling upon completing their trip.

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	15	7%	63	2%
Picked up by someone	585	4%	29	13%	183	6%
Walk	13,176	90%	177	80%	2,766	91%
Total	**14,564**	**100%**	**221**	**100%**	**3,047**	**100%**

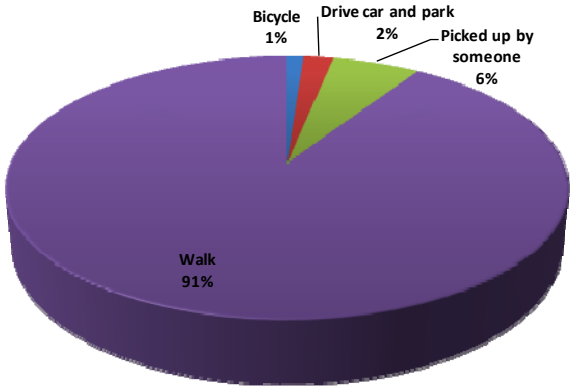
Systemwide
Q11a. How did you get to this bus?



Route 8
Q11a. How did you get to this bus?

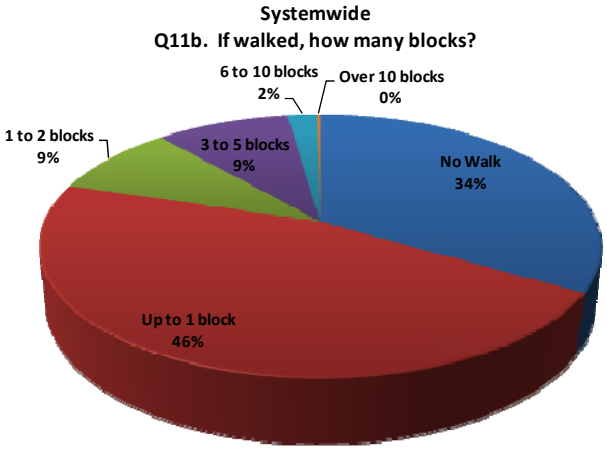


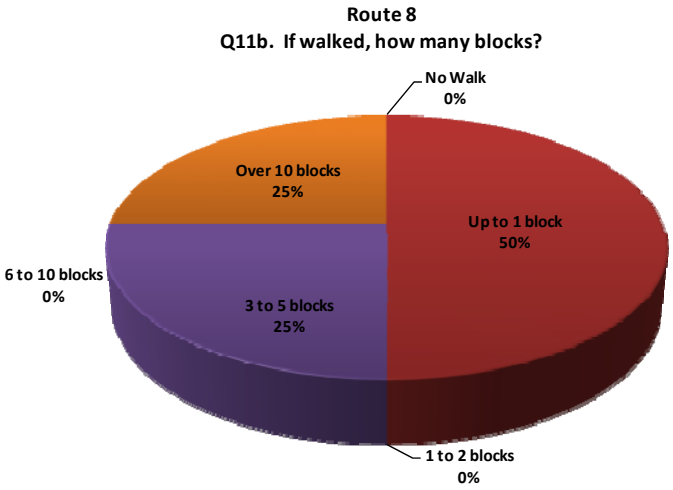
City Routes
Q11a. How did you get to this bus?

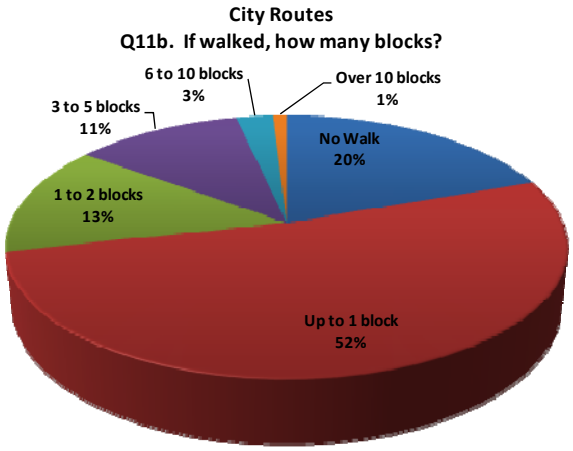


Of those who walked after alighting the bus, half (50%) arrived at their destination with less than one block of walking required. 25% of Route 8 riders walked over 10 blocks to reach their destination.

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	-	0%	319	20%
Up to 1 block	3,027	46%	29	50%	842	52%
1 to 2 blocks	580	9%	-	0%	220	14%
3 to 5 blocks	603	9%	15	25%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	15	25%	15	1%
Total	6,545	100%	59	100%	1,623	100%



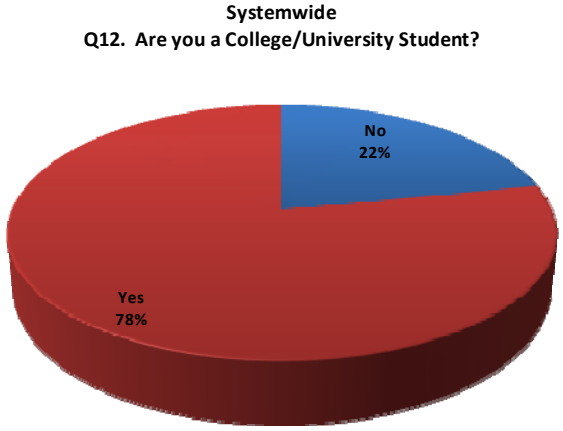




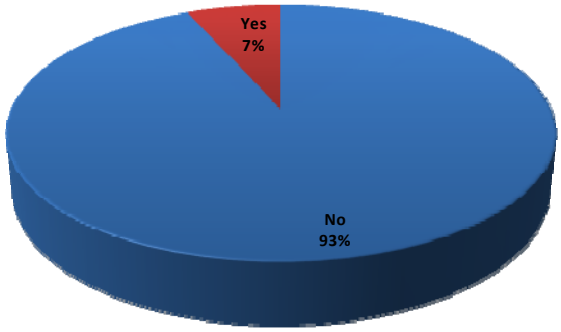
12. Are you a college/university student living away from home?

Route 8 ridership is far less impacted by student riders with only 7% identifying as a college/university student living away from home.

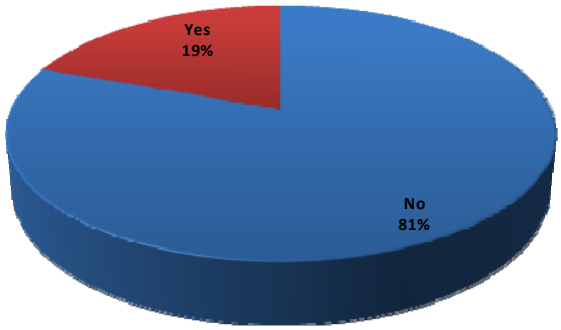
Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	206	93%	2,651	81%
Yes	12,297	78%	15	7%	639	19%
Total	15,757	100%	221	100%	3,290	100%



Route 8
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



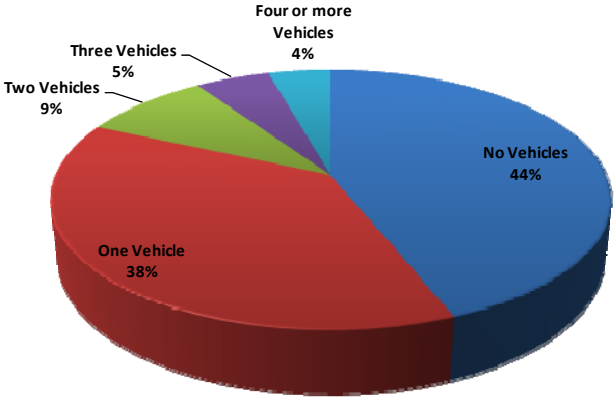
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

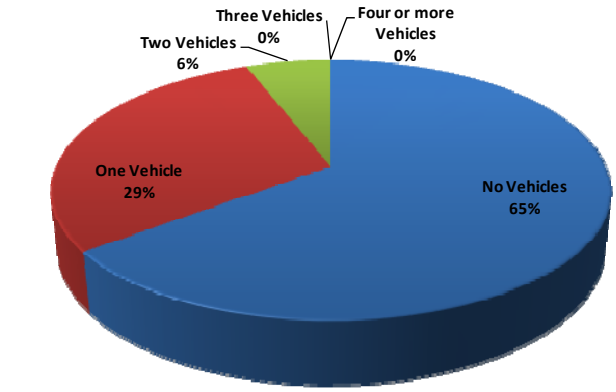
Automobile availability among Route 8 riders was slightly more constrained than those City Routes with 65% reporting no car available. Another 29% reported only one vehicle available in the household.

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	162	65%	2,324	71%
One Vehicle	5,878	38%	74	29%	605	19%
Two Vehicles	1,370	9%	15	6%	288	9%
Three Vehicles	797	5%	-	0%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	250	100%	3,266	100%

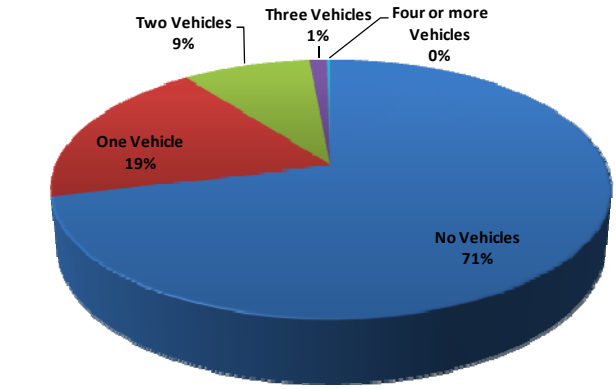
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 8
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



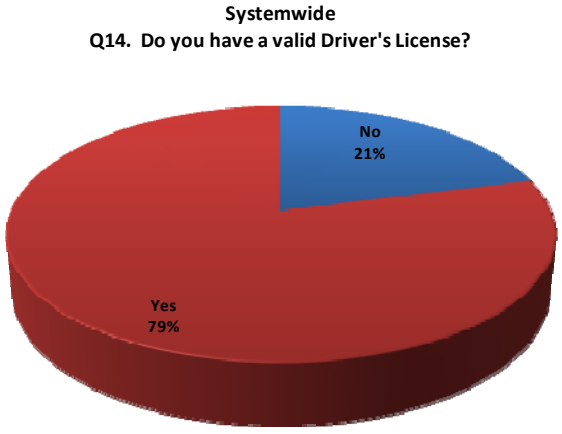
City Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

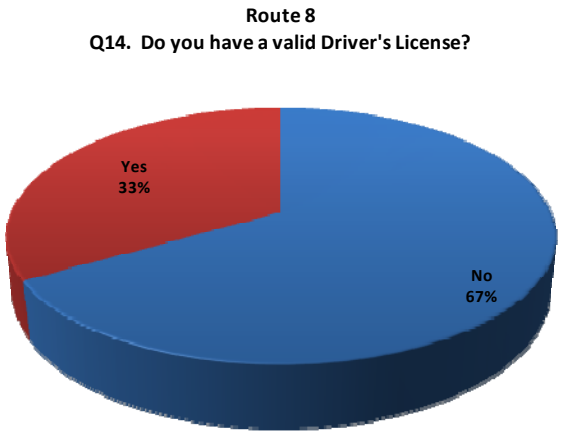


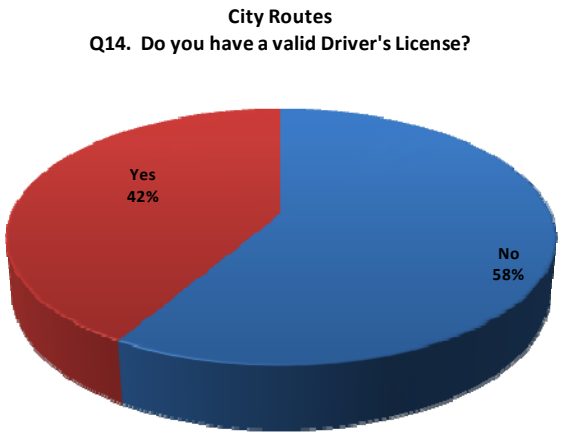
14. Do you have a valid driver's license?

The majority of GLTC's City Route riders (58%) do not carry a valid driver's license. About one-third (33%) of Route 8's riders are licensed drivers.

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	147	67%	1,874	58%
Yes	12,102	79%	74	33%	1,333	42%
Total	15,322	100%	221	100%	3,207	100%





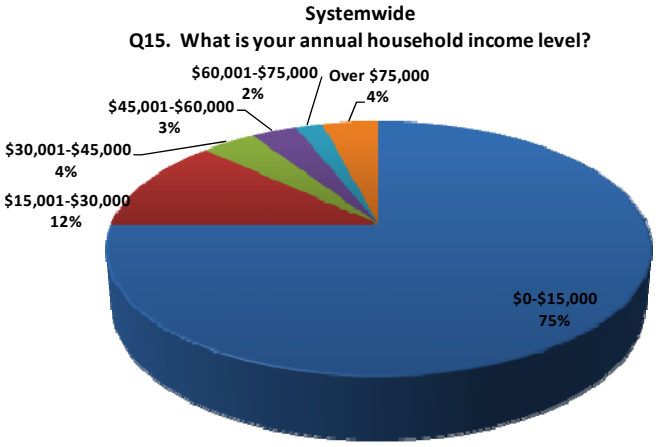


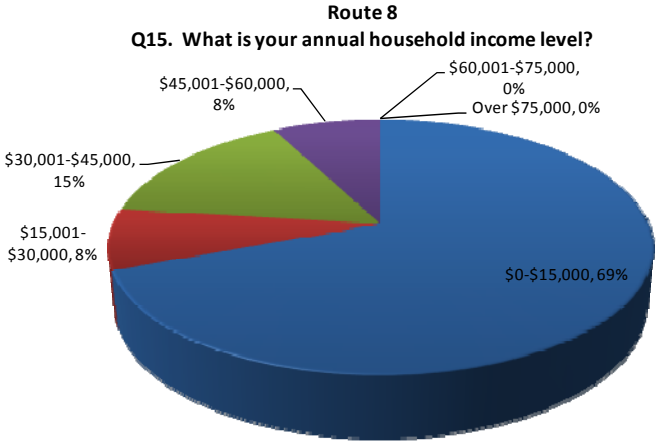
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

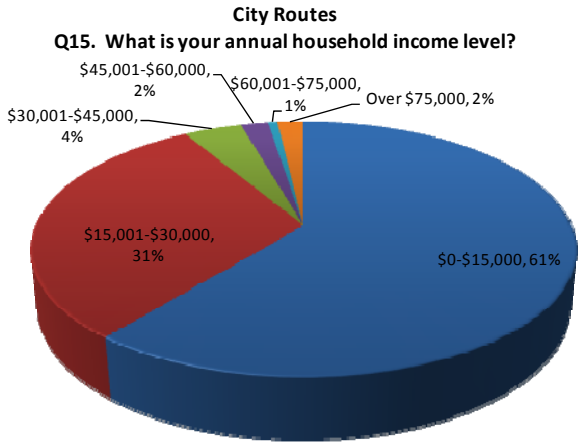
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 8's riders reported slightly lower earnings than those City Routes with 69% reporting less than $15,000 annually. There were no reports of incomes greater than $60,000.

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	133	69%	1,781	61%
$15,001-$30,000	1,671	12%	15	8%	892	31%
$30,001-$45,000	543	4%	29	15%	120	4%
$45,001-$60,000	452	3%	15	8%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**192**	**100%**	**2,923**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

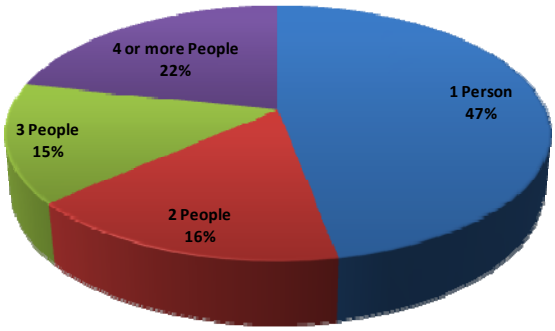
a) 1 **c) 3**

b) 2 **d) 4 or more**

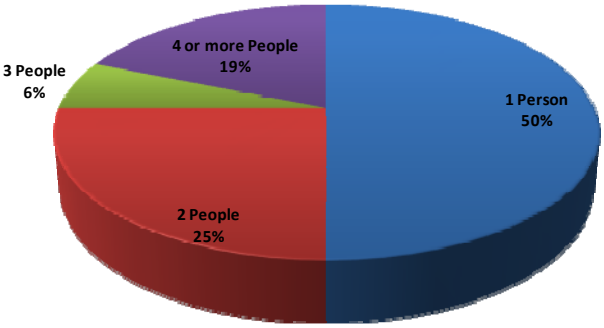
Route 8's household residency is very similar to the City Route total. 50% of the riders report living alone with another 2% living with one other person.

Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	118	50%	1,208	37%
2 People	2,473	16%	59	25%	956	29%
3 People	2,238	15%	15	6%	484	15%
4 or more People	3,244	22%	44	19%	616	19%
Total	15,010	100%	236	100%	3,264	100%

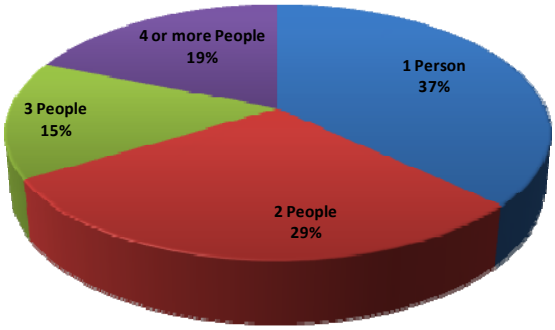
Systemwide
Q16. How many people live in your household?



Route 8
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

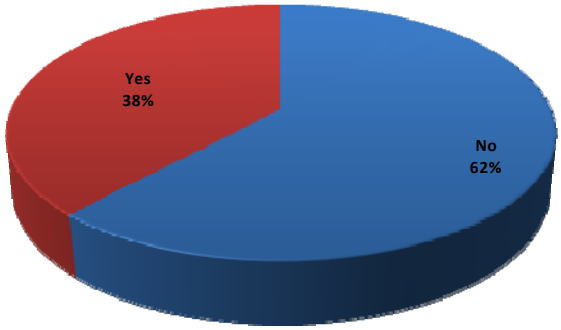


17. Have you transferred at the Plaza in the last week?

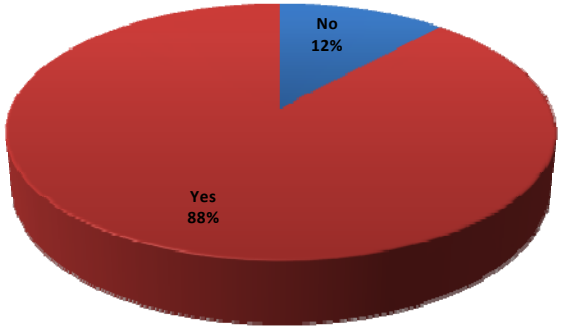
88% of Route 8 riders have transferred at the Plaza in the last week. This is consistent with the City Route riders (89%).

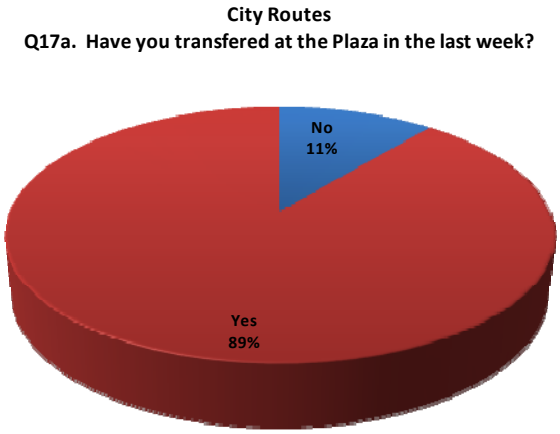
Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	29	12%	366	11%
Yes	5,868	38%	221	88%	2,972	89%
Total	15,369	100%	250	100%	3,339	100%

Systemwide
Q17a. Have you transfered at the Plaza in the last week?



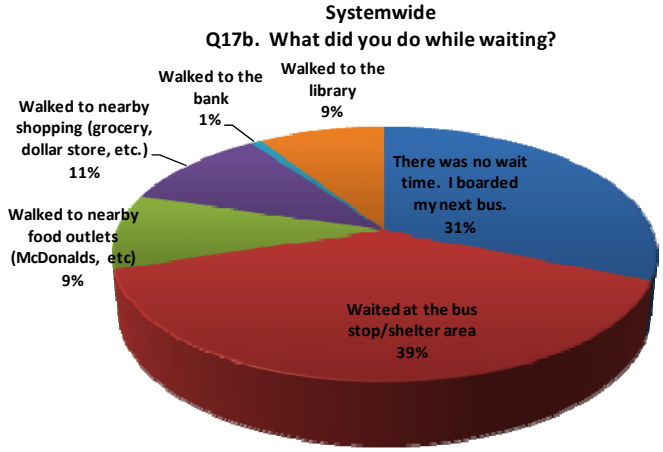
Route 8
Q17a. Have you transfered at the Plaza in the last week?



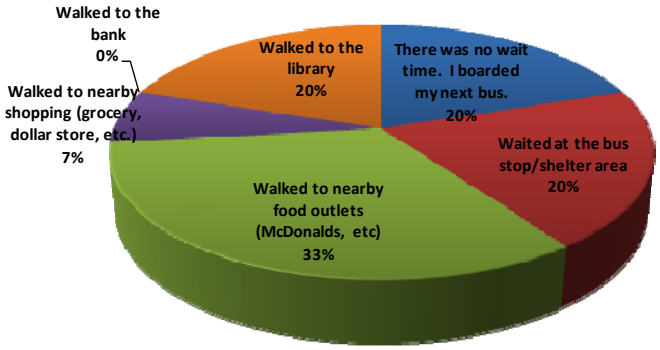


Of the Route 8 riders that have transferred at the Plaza in the last week, 20% stated there was no wait time and they boarded the next bus. Another 20% waited at the bus stop/shelter area. Another 33% walked to nearby food outlets and 7% said that they walked to nearby shopping. 20% reported that they walked to the library. These findings are similar to the City Route respondents.

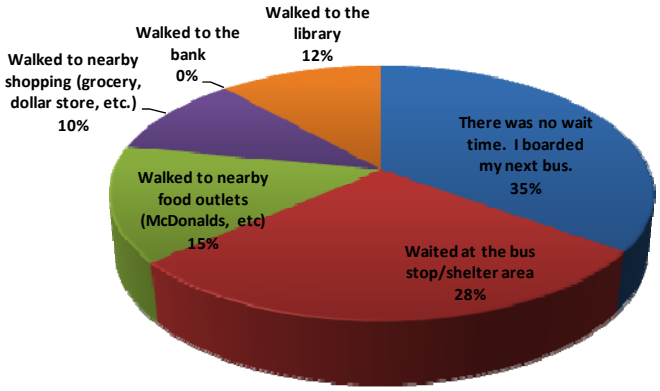
Response	Systemwide		Route 8		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	44	20%	995	35%
Waited at the bus stop/shelter area	2,216	39%	44	20%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	74	33%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	15	7%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	44	20%	328	12%
Total	5,682	100%	221	100%	2,833	100%



Route 8
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?

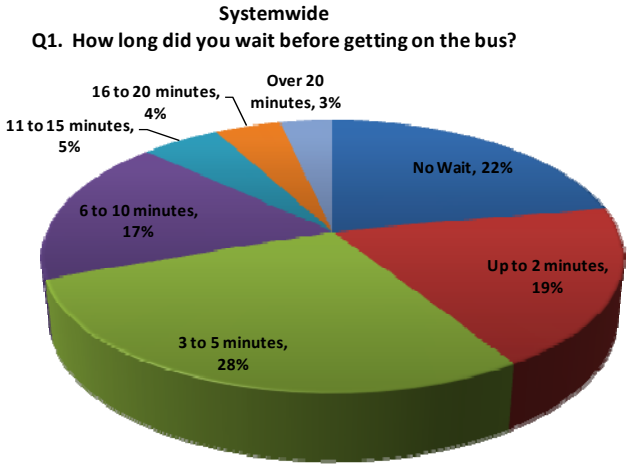


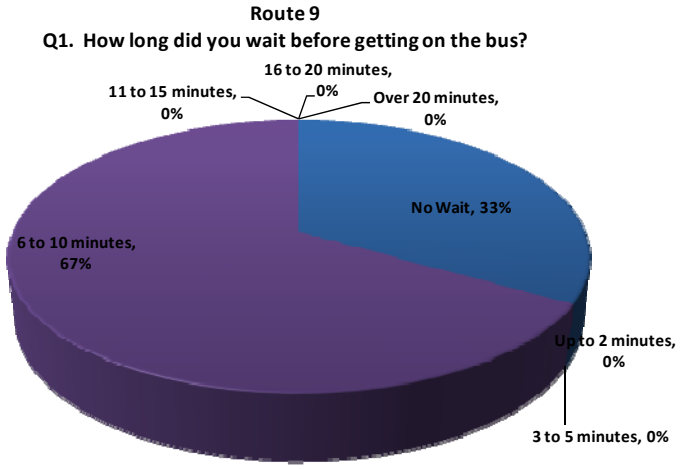
4.13 Route 9

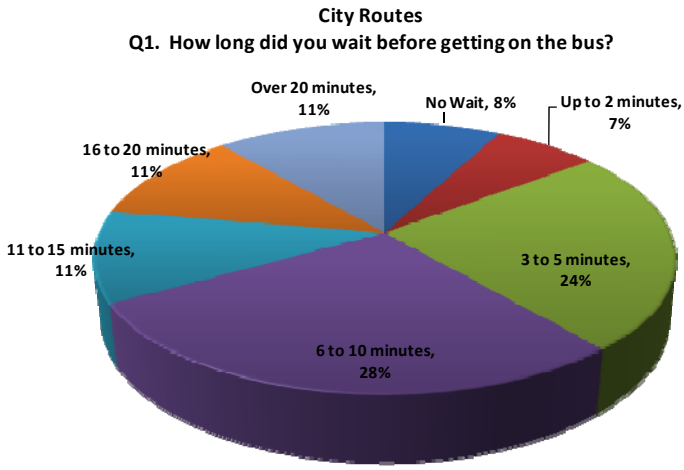
1. How long did you wait at the bus stop before getting on the bus?

The wait times on Route 9 trend slightly higher than the City Route average. While no one reported a wait time of more than 10 minutes, 67% of the riders reported having to wait between 6 to 10 minutes, which is almost three times as prevalent those City Routes.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	21	33%	255	8%
Up to 2 minutes	3,093	19%	-	0%	227	7%
3 to 5 minutes	4,658	28%	-	0%	790	24%
6 to 10 minutes	2,842	17%	42	67%	927	28%
11 to 15 minutes	852	5%	-	0%	353	11%
16 to 20 minutes	719	4%	-	0%	365	11%
Over 20 minutes	572	3%	-	0%	370	11%
Total	16,347	100%	63	100%	3,288	100%







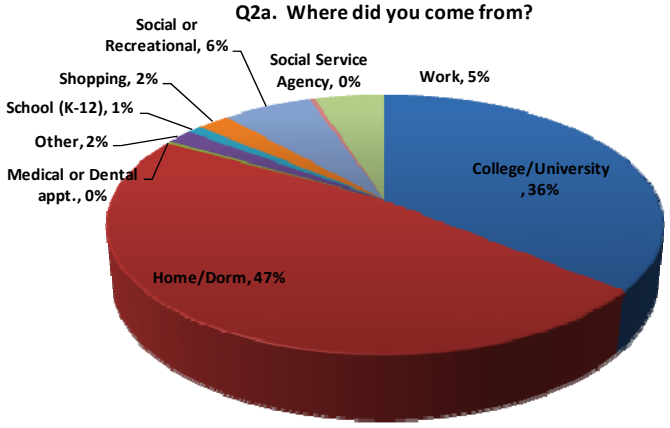
2. Where did you come from?

a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

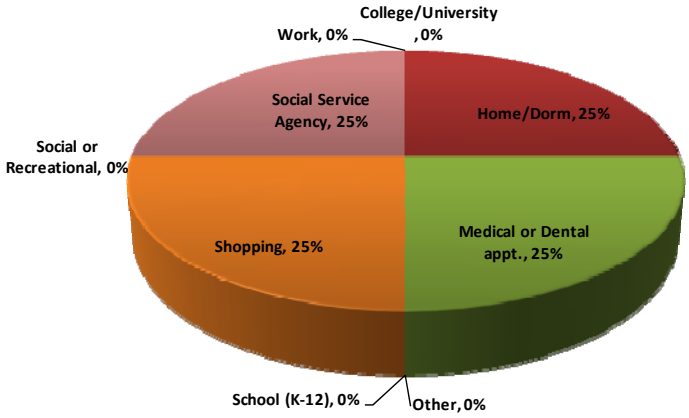
Route 9 riders originate evenly from home/dorm (25%), medical or dental appt (25%), shopping (25%) and social service agency. There were no reports of college/university, "other", school (K-12), social /recreation or work ridership trips.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	-	0%	144	4%
Home/Dorm	7,709	47%	21	25%	2,061	59%
Medical or Dental appt.	52	0%	21	25%	52	1%
Other	283	2%	-	0%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	21	25%	282	8%
Social or Recreational	1,009	6%	-	0%	113	3%
Social Service Agency	64	0%	21	25%	64	2%
Work	796	5%	-	0%	574	16%
Total	**16,312**	**100%**	**84**	**100%**	**3,495**	**100%**

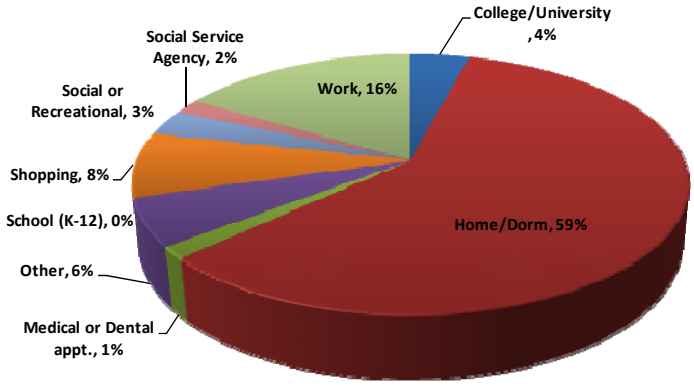
Systemwide
Q2a. Where did you come from?



Route 9
Q2a. Where did you come from?



City Routes
Q2a. Where did you come from?



3. What is the address or location of the place you came from?

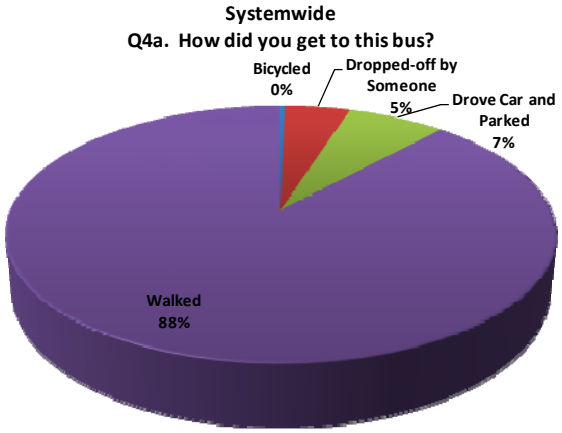
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

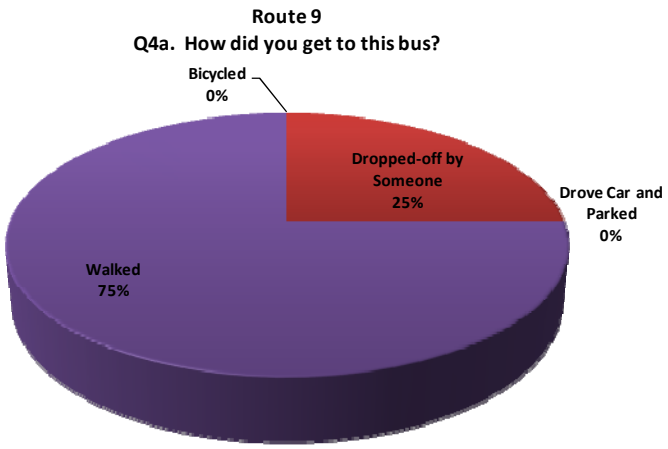
4. How did you get from the place listed above to the first bus used for this trip?

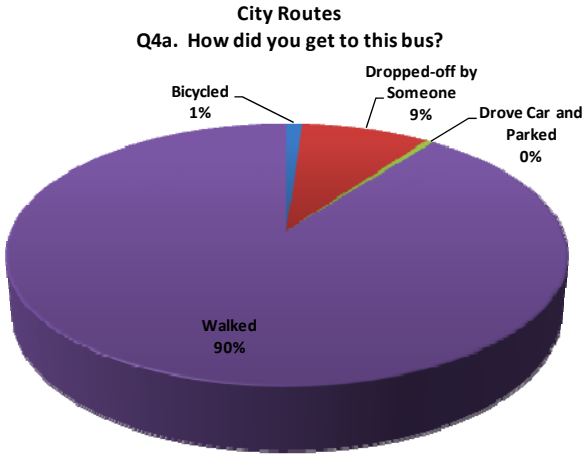
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority (90%) of GLTC's City Route riders walk to catch their bus. The majority of Route 9's riders (75%) also walk to the bus. However, 25% of Route 9 riders reported being dropped off by someone; this is almost 3 times as likely as the City Routes.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	21	25%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	63	75%	2,887	90%
Total	**15,729**	**100%**	**84**	**100%**	**3,223**	**100%**



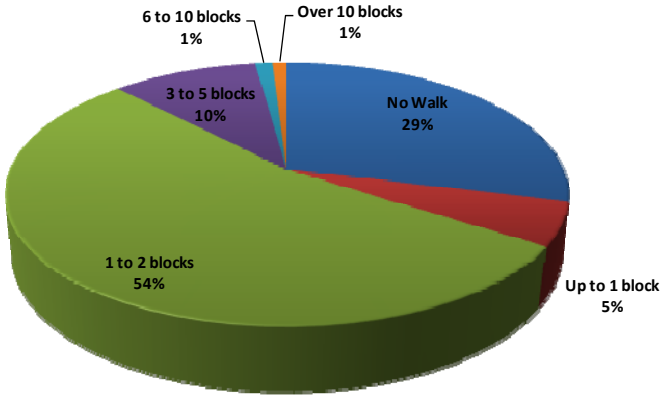




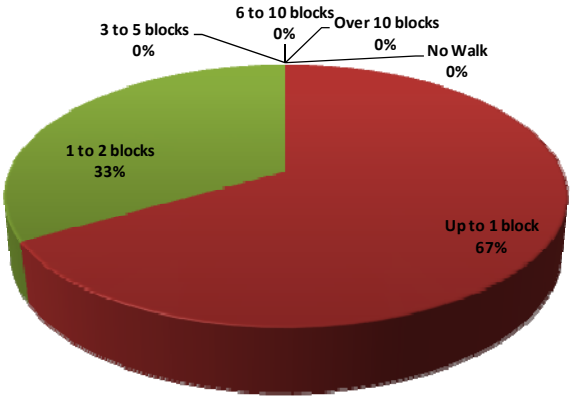
Walks to Route 9 were shorter than those reported City Routes. More than half (67%) reported walks up to 1 block. The remainder of the respondents (33%) walked between 1 and 2 blocks.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	-	0%	307	18%
Up to 1 block	391	5%	42	67%	816	47%
1 to 2 blocks	3,940	54%	21	33%	235	14%
3 to 5 blocks	734	10%	-	0%	344	20%
6 to 10 blocks	87	1%	-	0%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	63	100%	1,742	100%

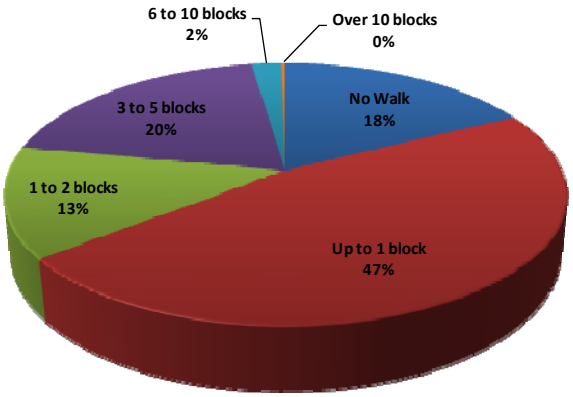
Systemwide
Q4b. If walked, how many blocks?



Route 9
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



5. Was this the first bus you used for this trip?

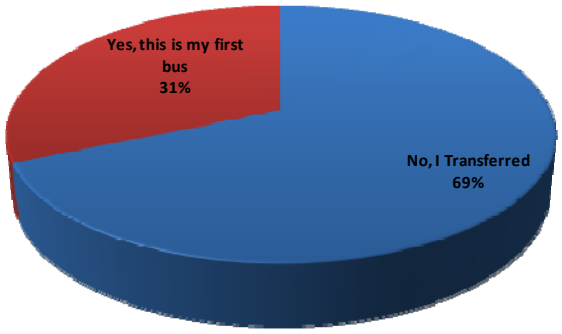
a) No, I transferred from Route # _____

b) Yes, this is the first bus I used for this trip – Route # _____

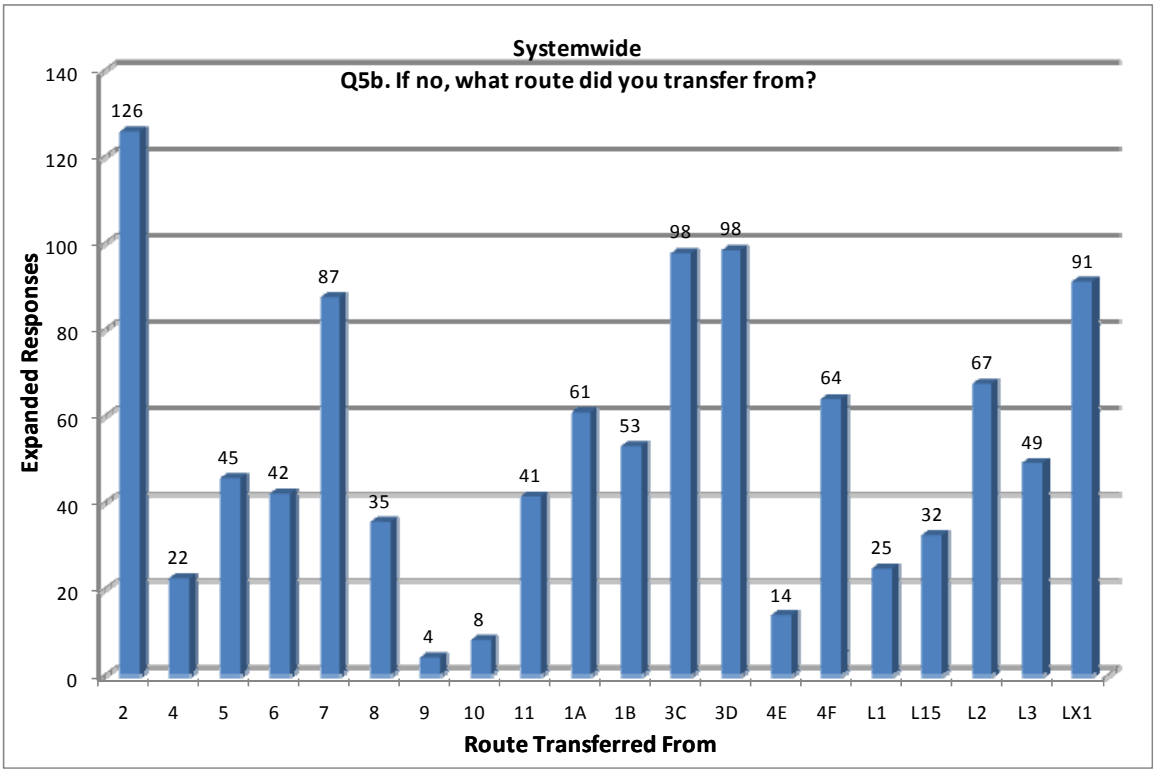
Half (50%) of Route 9's riders transferred from another bus. Those transfers were reported from Route 6 (67%) and Route 2 (33%).

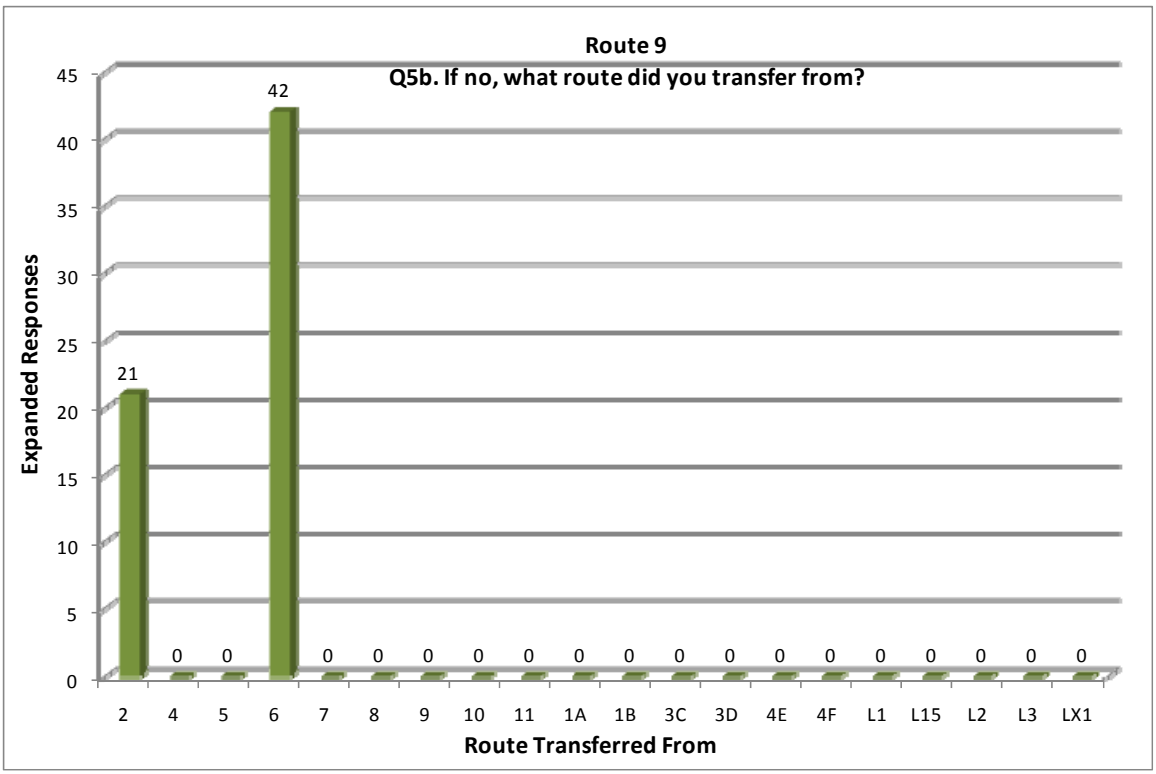
Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	42	50%	2,241	69%
Yes, this is my first bus	12,947	90%	42	50%	1,026	31%
Total	14,388	100%	84	100%	3,267	100%

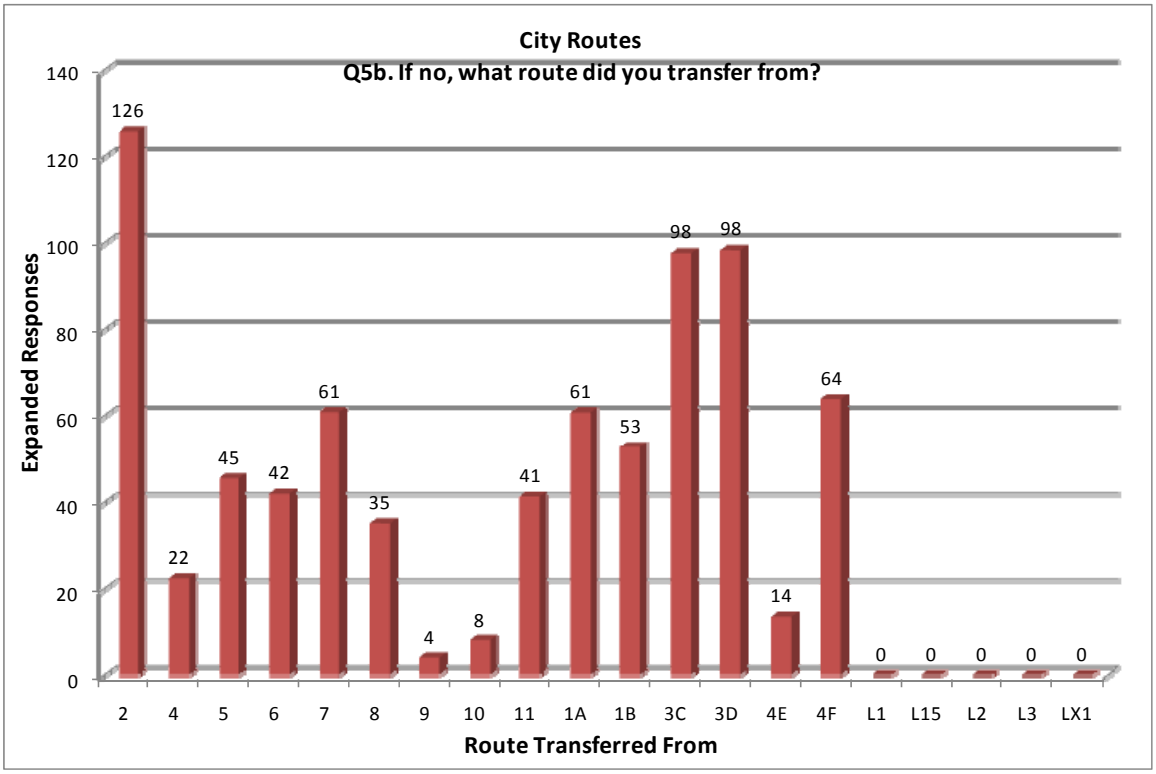
City Routes
Q5a. Is this the first bus on your trip?



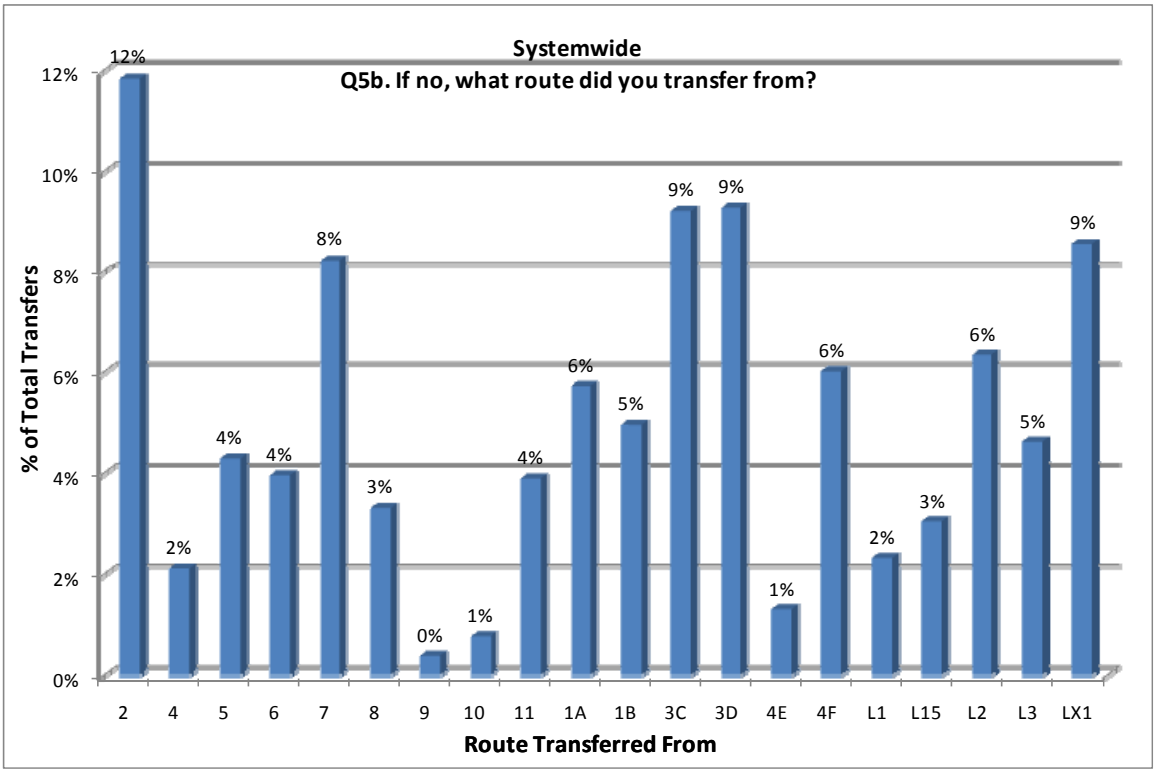
Originating Route Transferred From

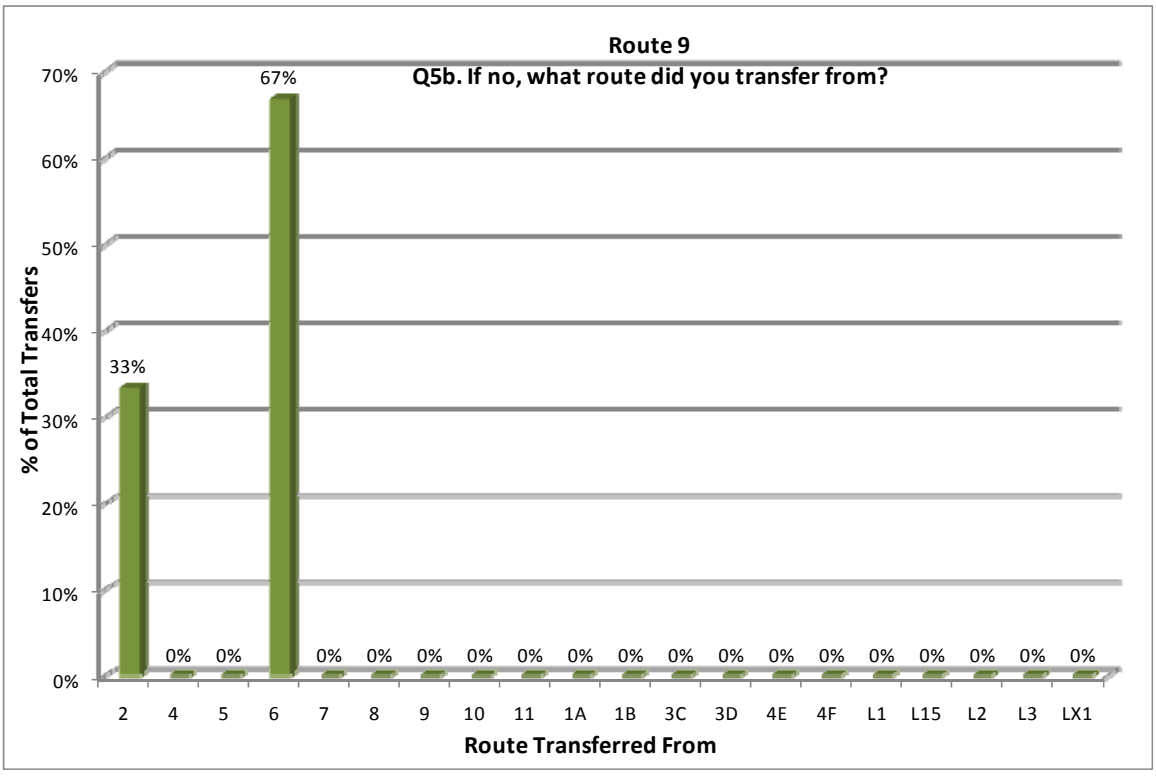


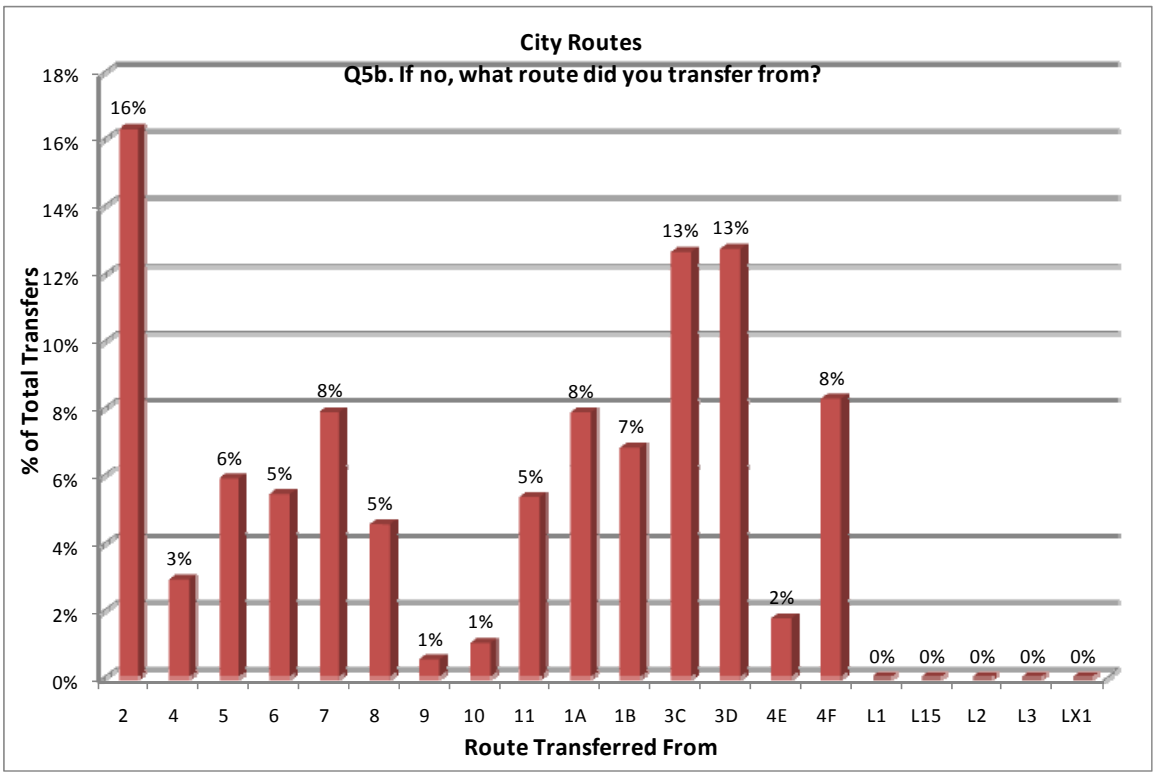

Route 9
Q5b. If no, what route did you transfer from?
Expanded Responses
45
40
35
30
25
20
15
10
5
0
21
0
0
42
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
2
4
5
6
7
8
9
10
11
1A
1B
3C
3D
4E
4F
L1
L15
L2
L3
LX1
Route Transferred From


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
140
120
100
80
60
40
20
0
126
22
45
42
61
35
4
8
41
61
53
98
98
14
64
0
0
0
0
0
2
4
5
6
7
8
9
10
11
1A
1B
3C
3D
4E
4F
L1
L15
L2
L3
LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







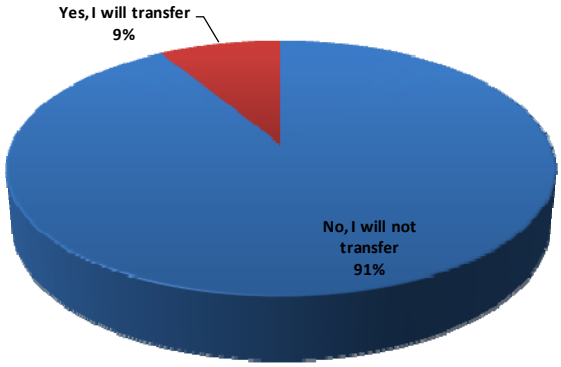
6. **Where did you get on the bus you are riding now?**
   Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. **Where will you get off the bus you are riding now?**
   Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

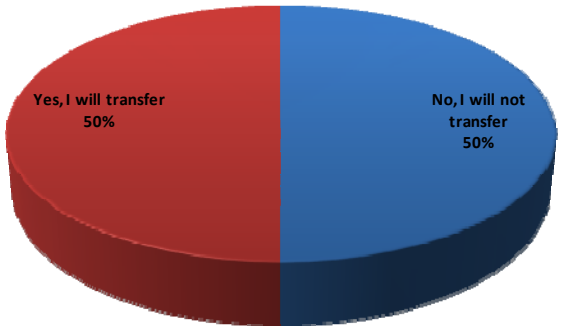
8. **Will you transfer to another bus on this trip to where you are going now?**
   The number of riders transferring from Route 6 to another route (50%) is higher than the City Route total. Riders transferred to Route 2 (50%) and Route 3 (50%).

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	42	50%	2,241	69%
Yes, I will transfer	1,303	9%	42	50%	1,026	31%
Total	15,128	100%	84	100%	3,267	100%

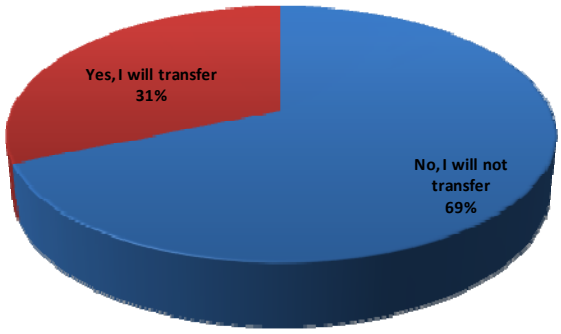
Systemwide
Q8a. Are you transferring to another bus?



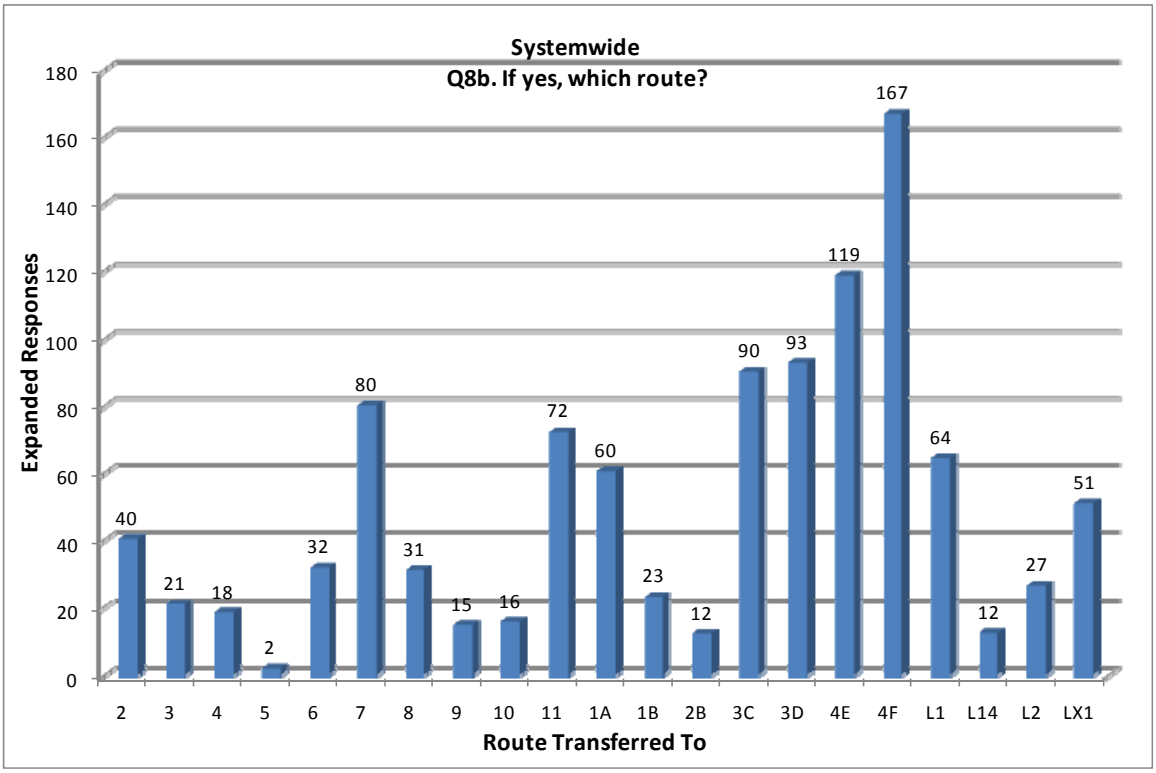
Route 9
Q8a. Are you transferring to another bus?

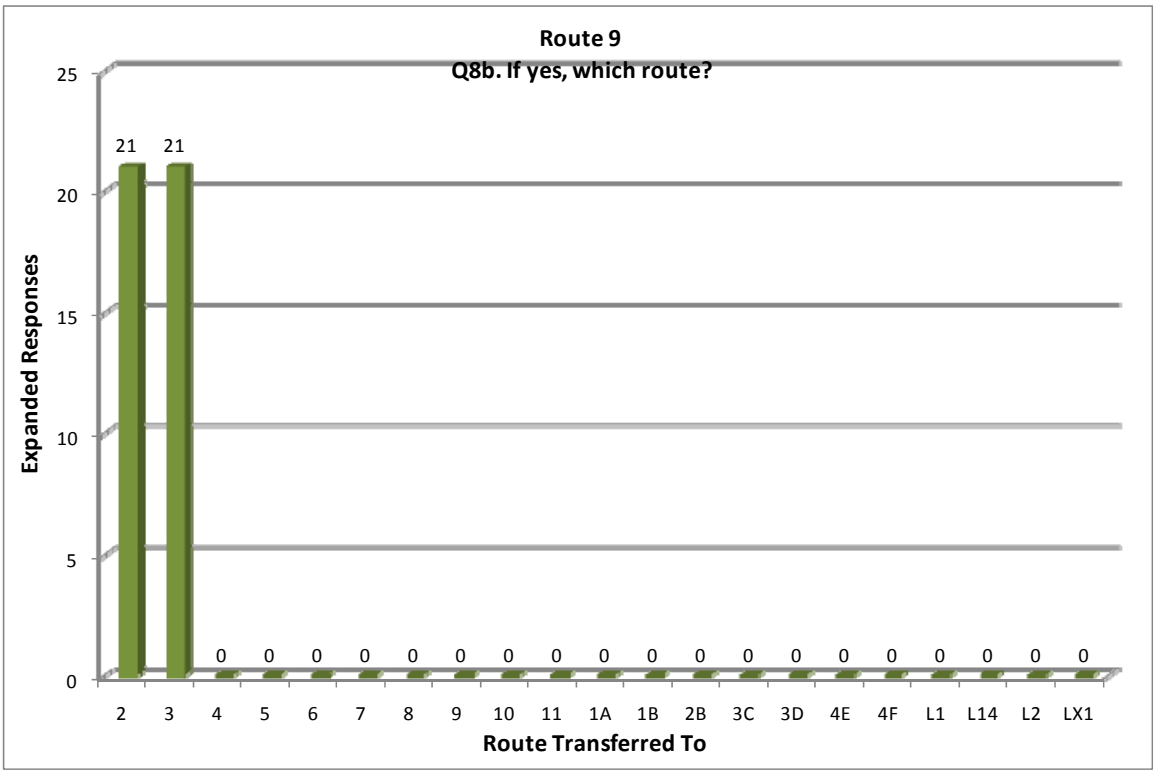


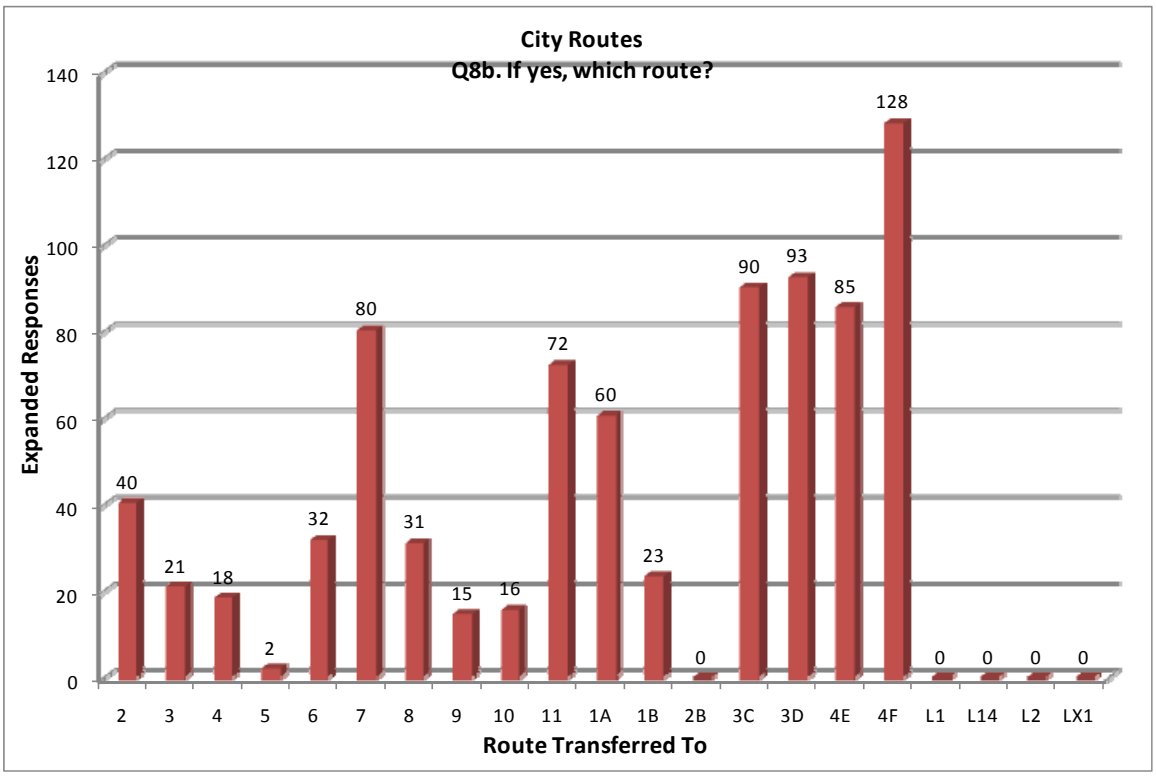
City Routes
Q8a. Are you transferring to another bus?



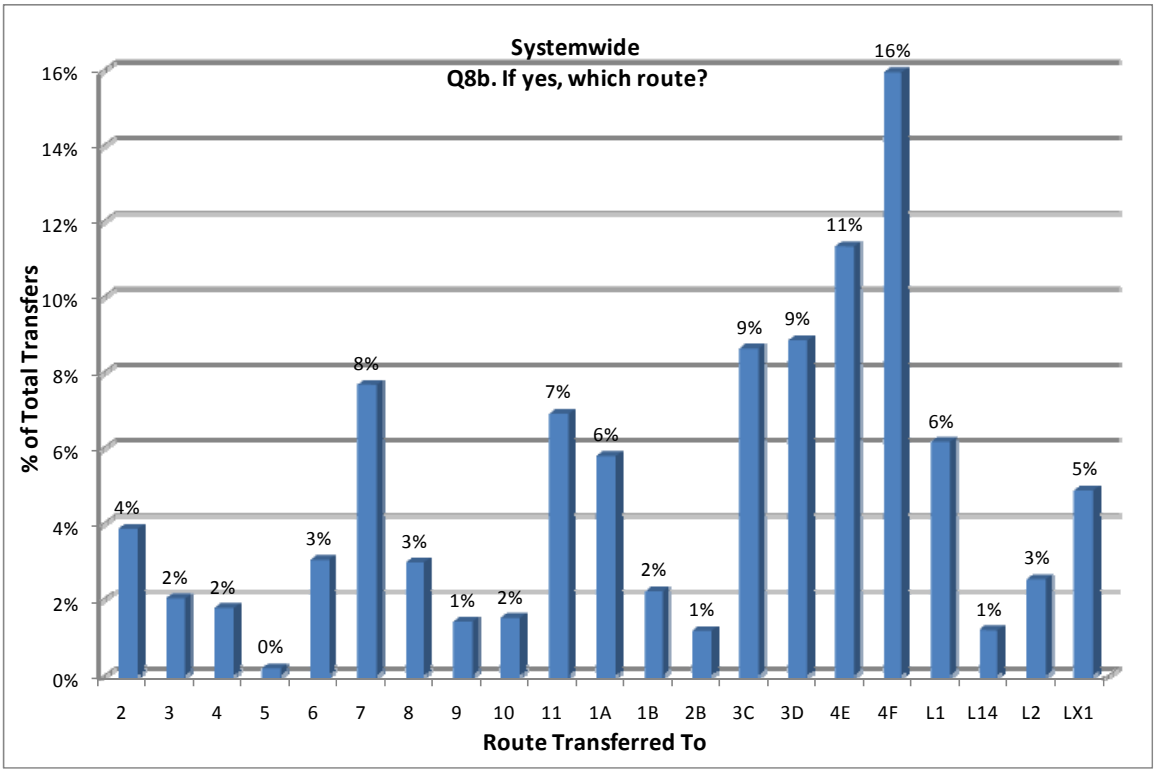
Route Transferred To

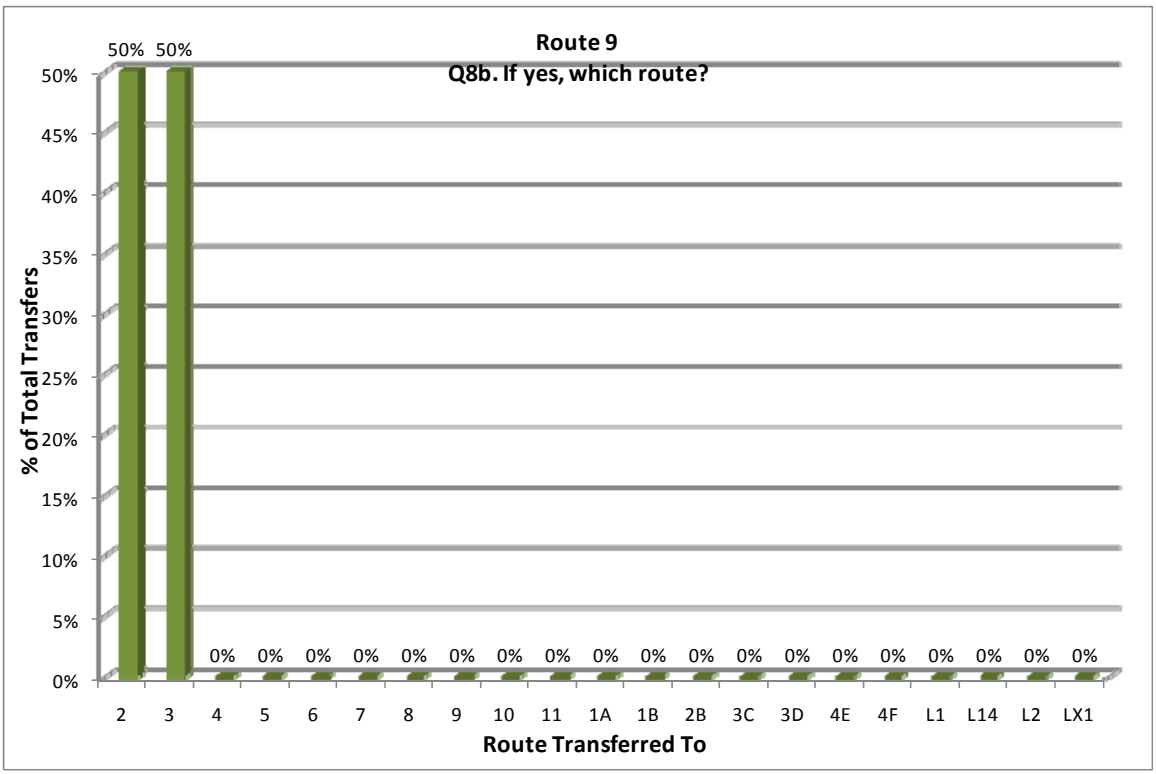


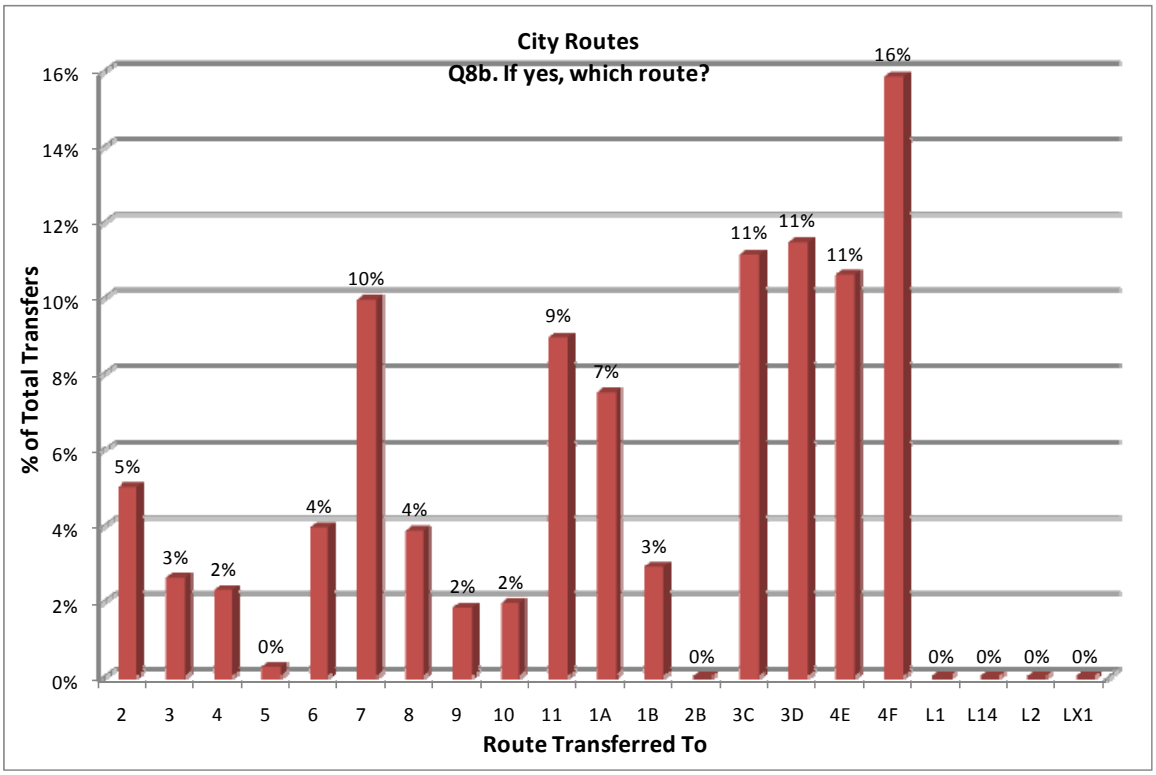




Route Transferred To as a Percentage of Total Transfers




Route 9
Q8b. If yes, which route?
% of Total Transfers
Route Transferred To
50% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1

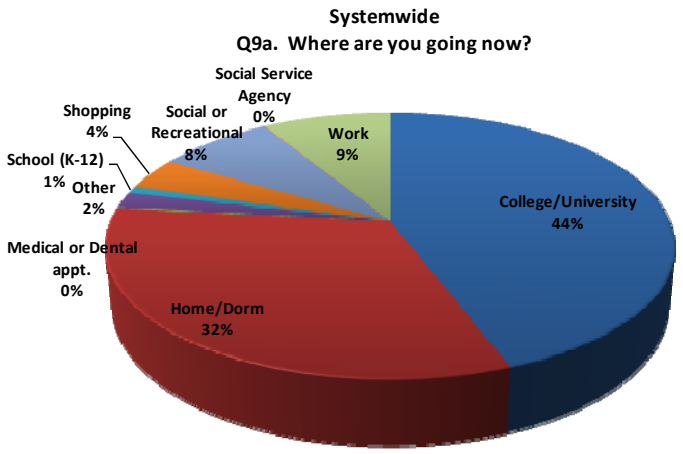

City Routes
Q8b. If yes, which route?
% of Total Transfers
Route Transferred To
5% 3% 2% 0% 4% 10% 4% 2% 2% 9% 7% 3% 0% 11% 11% 11% 16% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1

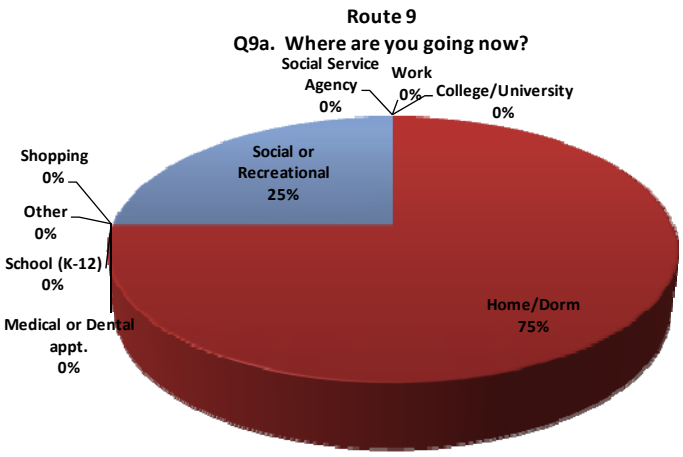
9. Where are you going now?

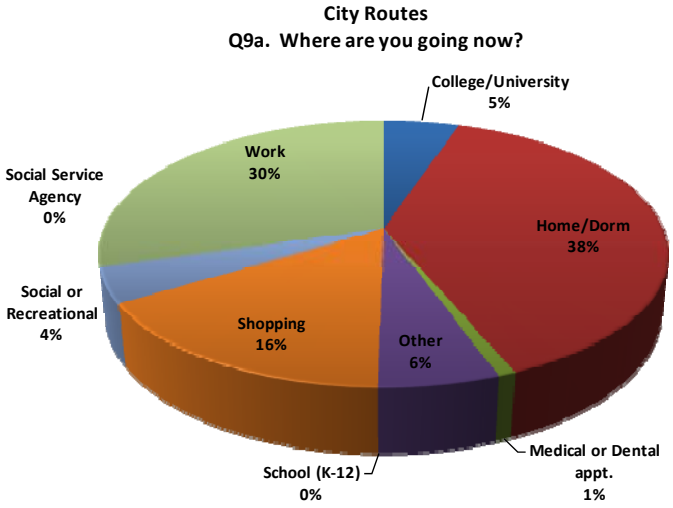
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route 9, trip purposes were focused on home/dorm (75%) and social/recreational (25%). Non of the other categories were represented.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	-	0%	175	5%
Home/Dorm	5,089	32%	63	75%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	-	0%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	-	0%	541	16%
Social or Recreational	1,223	8%	21	25%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	-	0%	995	29%
Total	**15,696**	**100%**	**84**	**100%**	**3,374**	**100%**







10. What is the address or location of the place where you are going now?

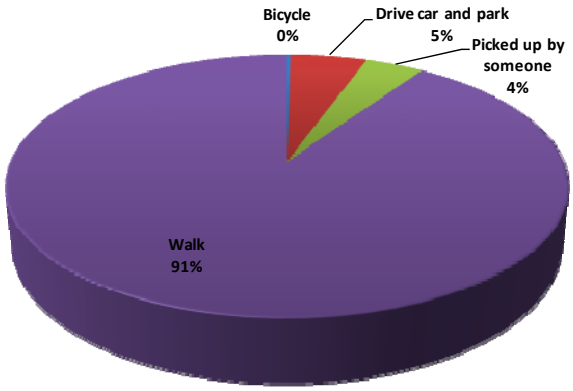
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

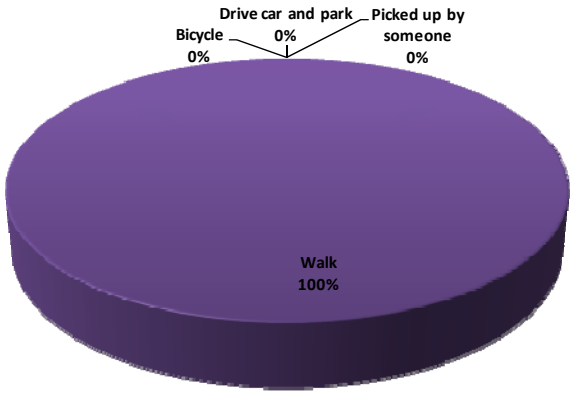
An even higher percentage (91%) of City Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route 9 (100%) is also comparable to the City Route total. No riders reported driving, being picked up by someone or bicycling upon completing their trip.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	-	0%	63	2%
Picked up by someone	585	4%	-	0%	183	6%
Walk	13,176	90%	63	100%	2,766	91%
Total	**14,564**	**100%**	**63**	**100%**	**3,047**	**100%**

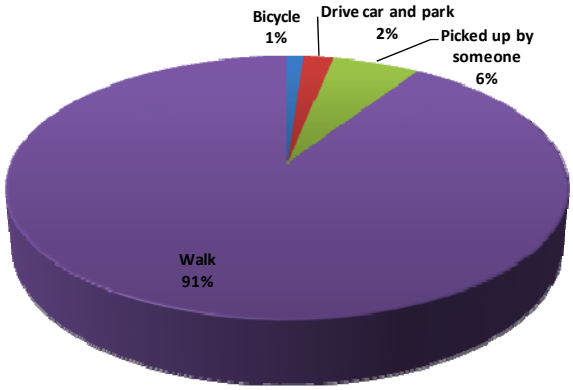
Systemwide
Q11a. How did you get to this bus?



Route 9
Q11a. How did you get to this bus?

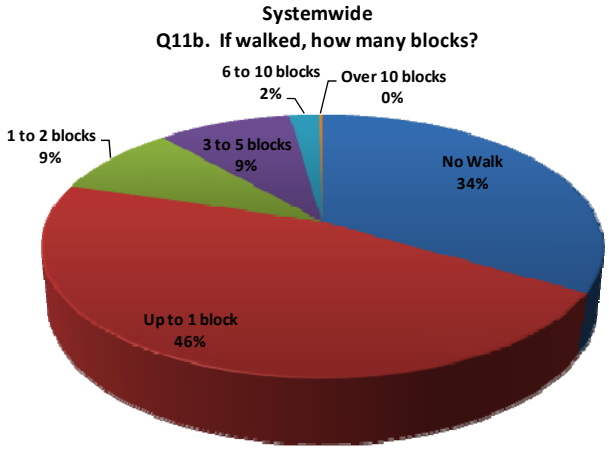


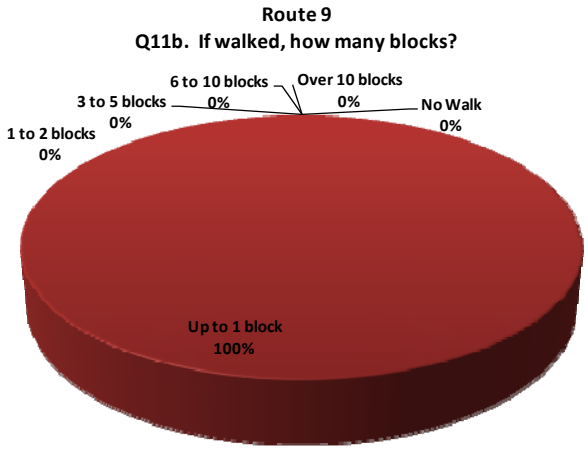
City Routes
Q11a. How did you get to this bus?

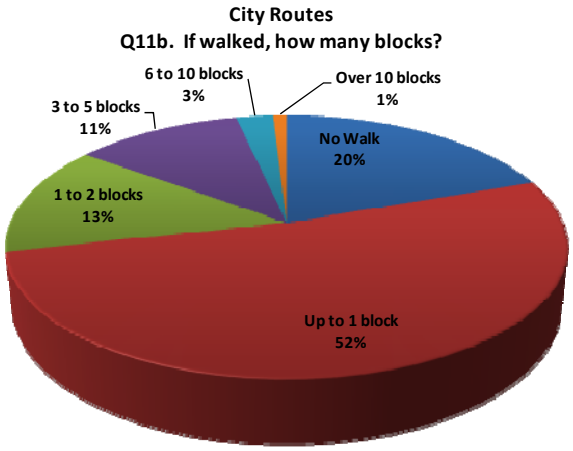


Of those who walked after alighting the bus, all (100%) arrived at their destination with less than one block of walking. No walks were reported greater than one block.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	-	0%	319	20%
Up to 1 block	3,027	46%	63	100%	842	52%
1 to 2 blocks	580	9%	-	0%	220	14%
3 to 5 blocks	603	9%	-	0%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	63	100%	1,623	100%



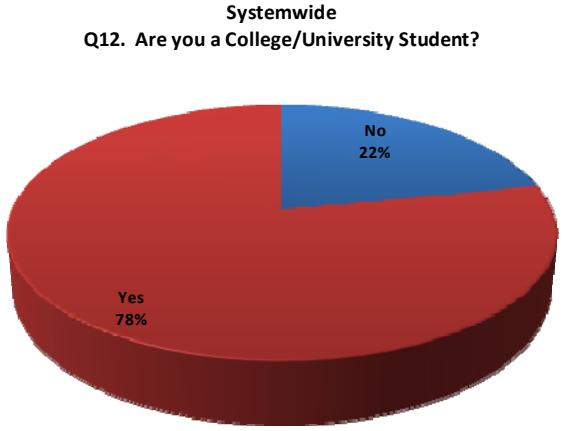




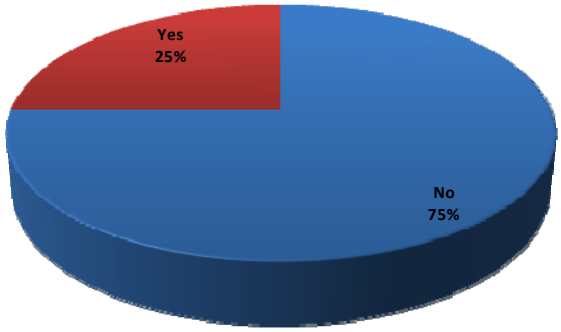
12. Are you a college/university student living away from home?

Route 9 ridership is slightly more impacted by student riders with 25% identifying as a college/university student living away from home.

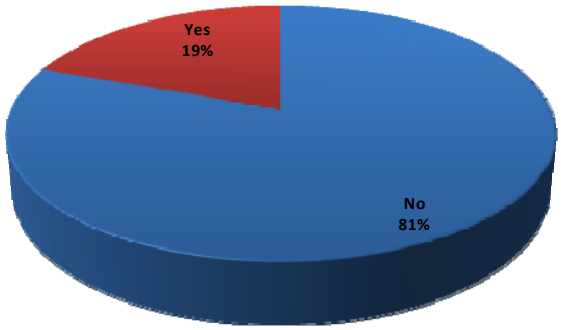
Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	63	75%	2,651	81%
Yes	12,297	78%	21	25%	639	19%
Total	15,757	100%	84	100%	3,290	100%



Route 9
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



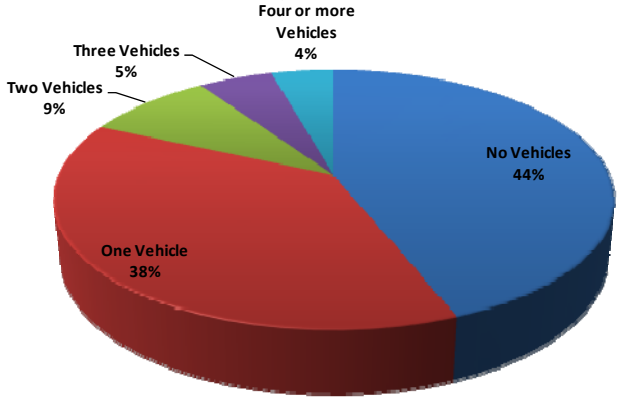
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

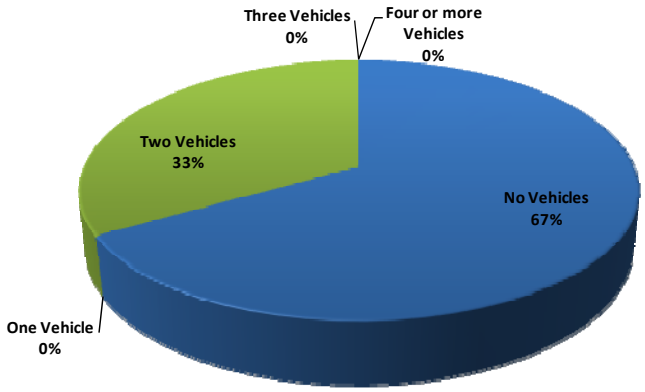
Automobile availability among Route 9 riders was similarly constrained to those City Routes with 67% reporting no car available. Another 33% reported two vehicles available in the household.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	42	67%	2,324	71%
One Vehicle	5,878	38%	-	0%	605	19%
Two Vehicles	1,370	9%	21	33%	288	9%
Three Vehicles	797	5%	-	0%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	63	100%	3,266	100%

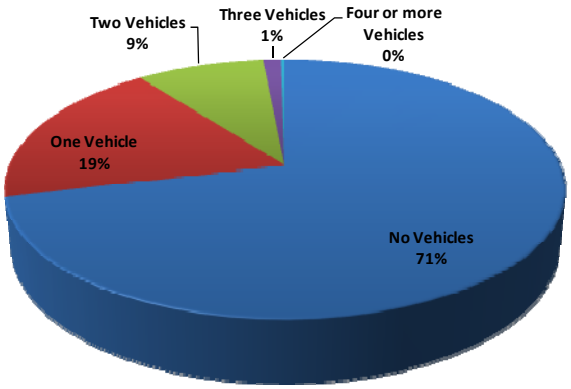
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 9
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



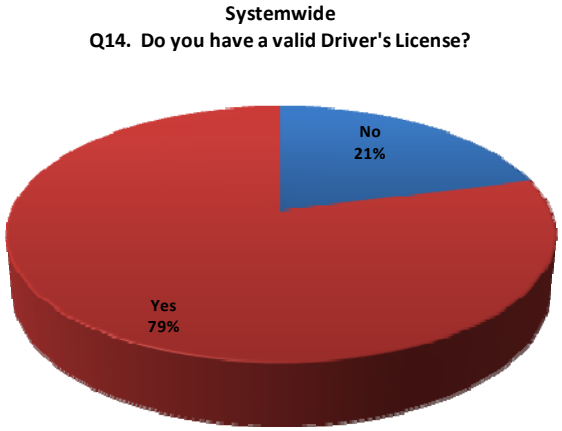
City Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

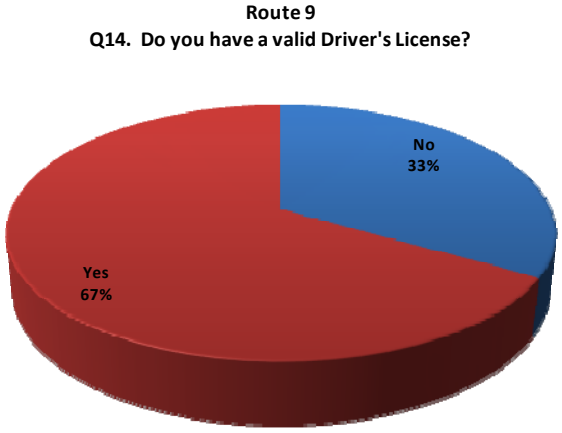


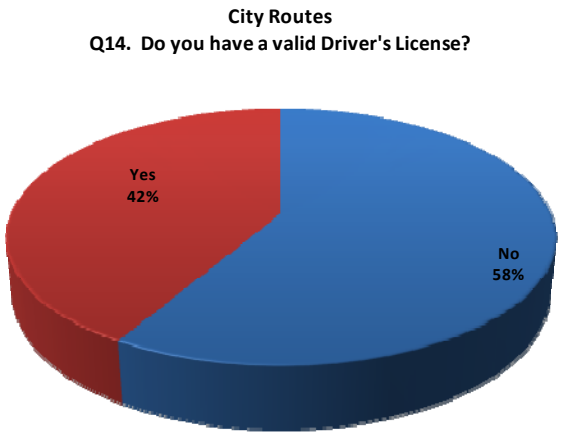
14. Do you have a valid driver's license?

The majority of GLTC's City Route riders (58%) do not carry a valid driver's license. About two-thirds (67%) of Route 9's riders are licensed drivers.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	21	33%	1,874	58%
Yes	12,102	79%	42	67%	1,333	42%
Total	15,322	100%	63	100%	3,207	100%





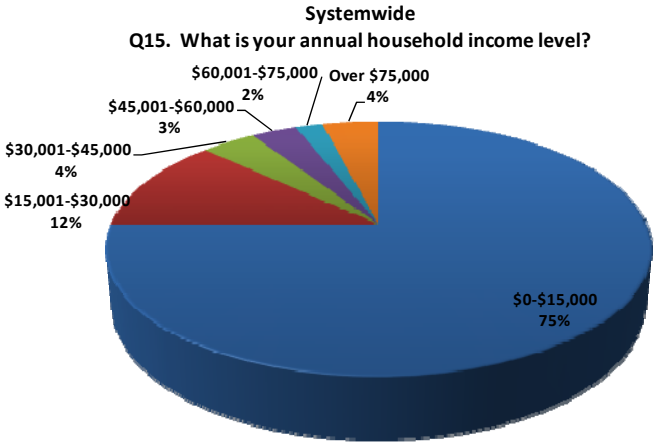


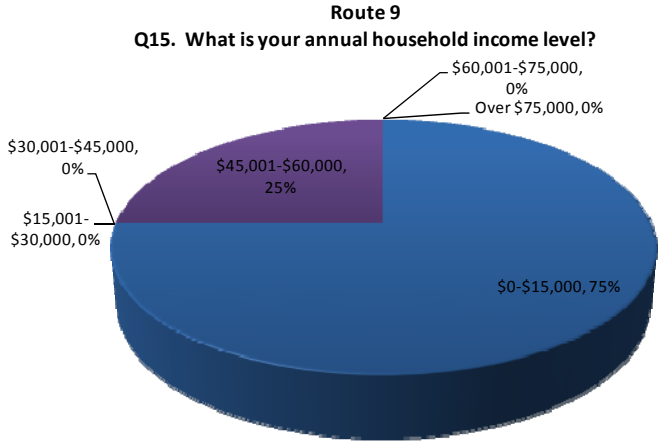
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

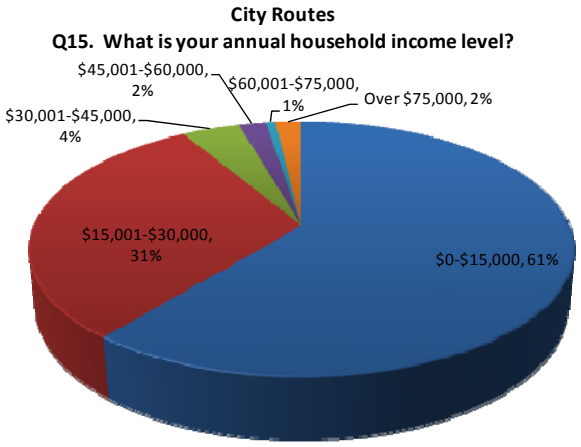
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 9's riders reported similar earnings to those City Routes with 75% reporting less than $15,000 annually. However, 25% of the riders reported earning $45,001-$60,000 annually. There were no reports of incomes greater than $60,000.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	63	75%	1,781	61%
$15,001-$30,000	1,671	12%	-	0%	892	31%
$30,001-$45,000	543	4%	-	0%	120	4%
$45,001-$60,000	452	3%	21	25%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**84**	**100%**	**2,923**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

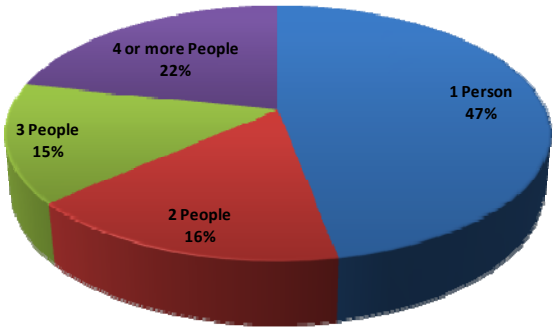
a) 1 **c) 3**

b) 2 **d) 4 or more**

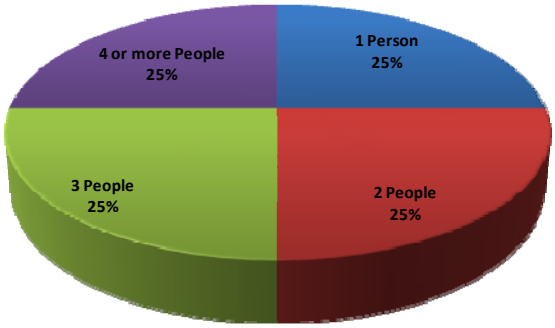
Route 9's household residency is very similar to the City Route total. 25% report living alone with another 25% living with one other person. The remaining half consists of households with three or more persons – typically families.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	21	25%	1,208	37%
2 People	2,473	16%	21	25%	956	29%
3 People	2,238	15%	21	25%	484	15%
4 or more People	3,244	22%	21	25%	616	19%
Total	15,010	100%	84	100%	3,264	100%

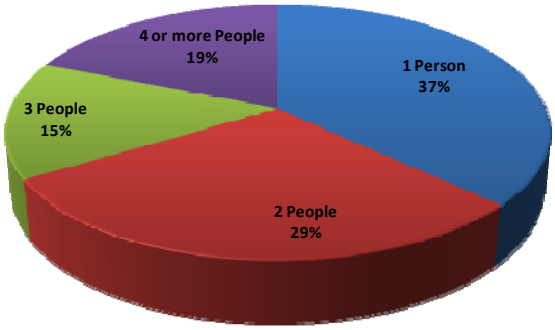
Systemwide
Q16. How many people live in your household?



Route 9
Q16. How many people live in your household?



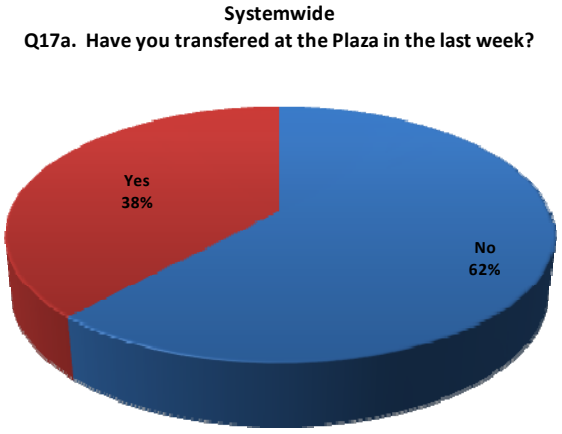
City Routes
Q16. How many people live in your household?

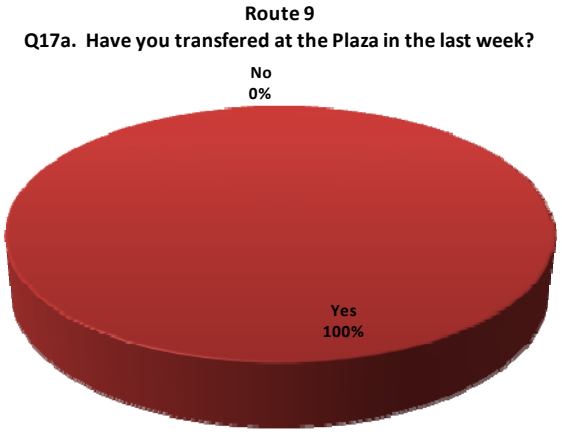


17. Have you transferred at the Plaza in the last week?

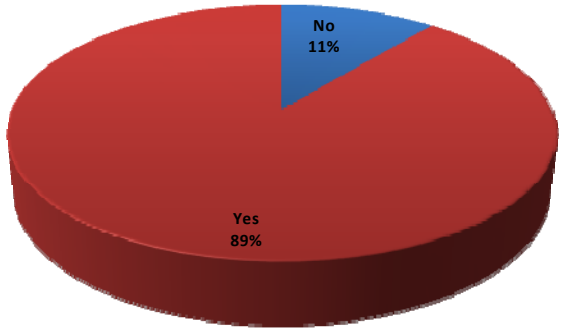
93% of Route 1A riders have transferred at the Plaza in the last week. This is consistent with the City Route riders (89%).

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	-	0%	366	11%
Yes	5,868	38%	84	100%	2,972	89%
Total	15,369	100%	84	100%	3,339	100%





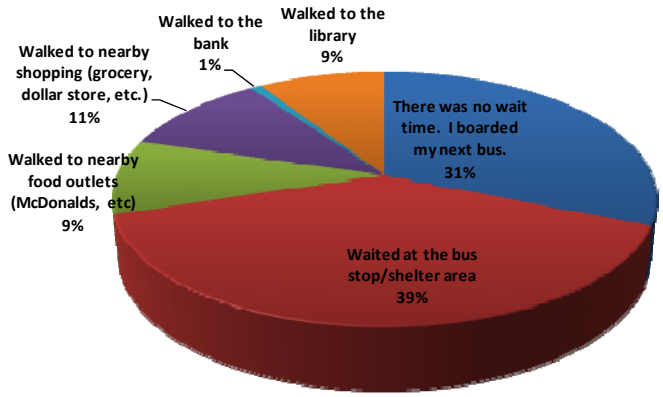
City Routes
Q17a. Have you transfered at the Plaza in the last week?



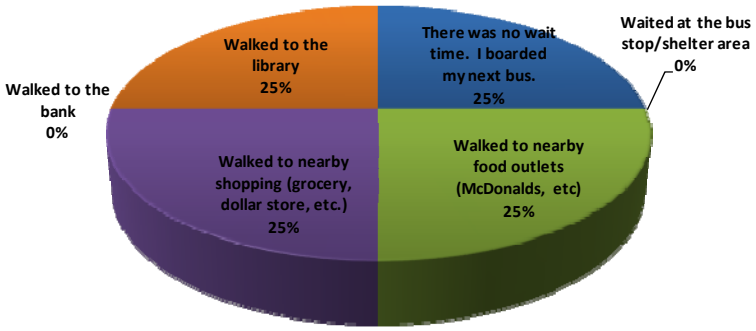
Of the Route 9 riders that have transferred at the Plaza in the last week, 25% stated there was no wait time and they boarded the next bus. Another 25% walked to nearby food outlets and 25% said that they walked to nearby shopping. Yet another 25% reported that they walked to the library. These findings are consistent with the City Route respondents.

Response	Systemwide		Route 9		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	21	25%	995	35%
Waited at the bus stop/shelter area	2,216	39%	-	0%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	21	25%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	21	25%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	21	25%	328	12%
Total	5,682	100%	84	100%	2,833	100%

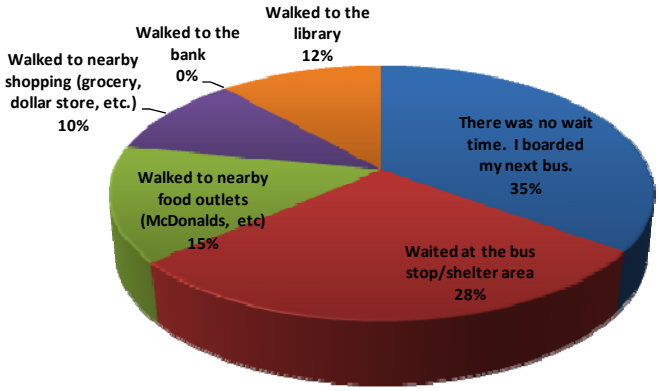
Systemwide
Q17b. What did you do while waiting?



Route 9
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?

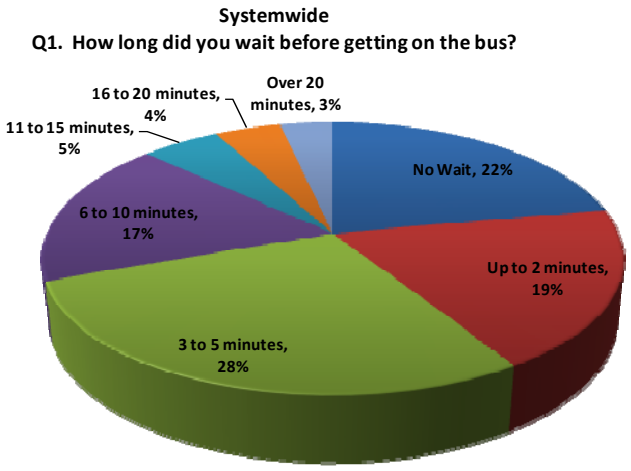


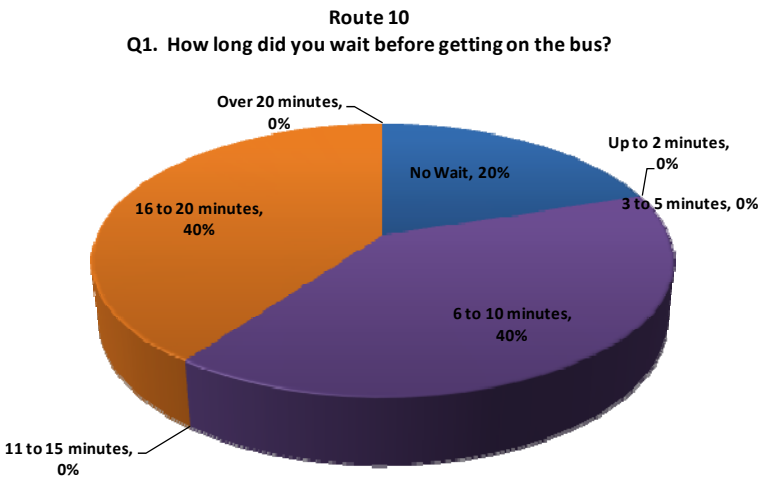
4.14 Route 10

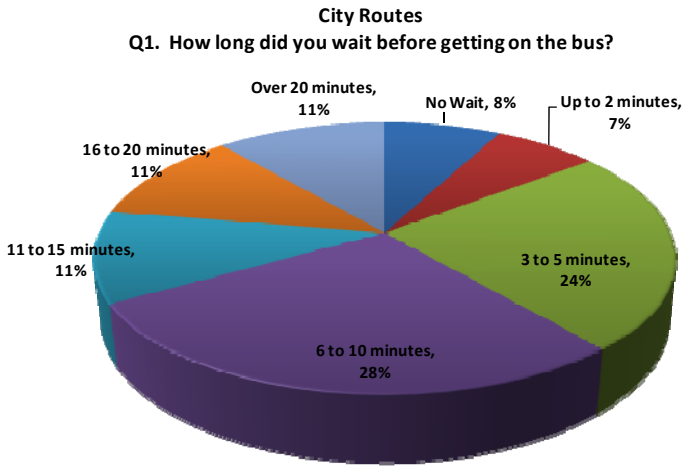
1. How long did you wait at the bus stop before getting on the bus?

The wait times on Route 10 trend slightly higher than the City Route average. While no one reported a wait time of more than 20 minutes, Waits of 16 to 20 minutes were almost four times as prevalent than those City Routes.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	32	20%	255	8%
Up to 2 minutes	3,093	19%	-	0%	227	7%
3 to 5 minutes	4,658	28%	-	0%	790	24%
6 to 10 minutes	2,842	17%	64	40%	927	28%
11 to 15 minutes	852	5%	-	0%	353	11%
16 to 20 minutes	719	4%	64	40%	365	11%
Over 20 minutes	572	3%	-	0%	370	11%
Total	16,347	100%	159	100%	3,288	100%





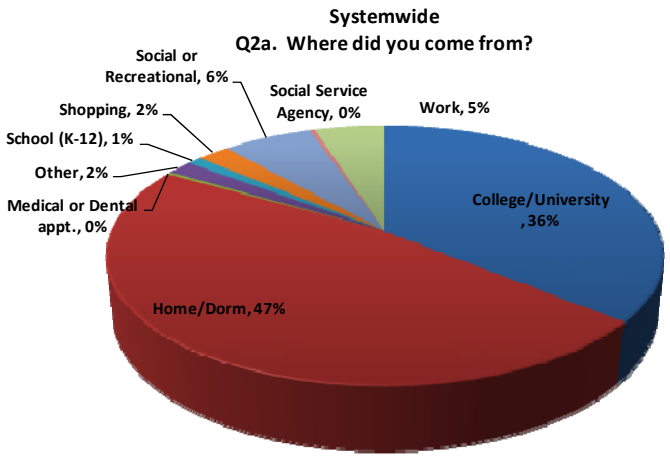


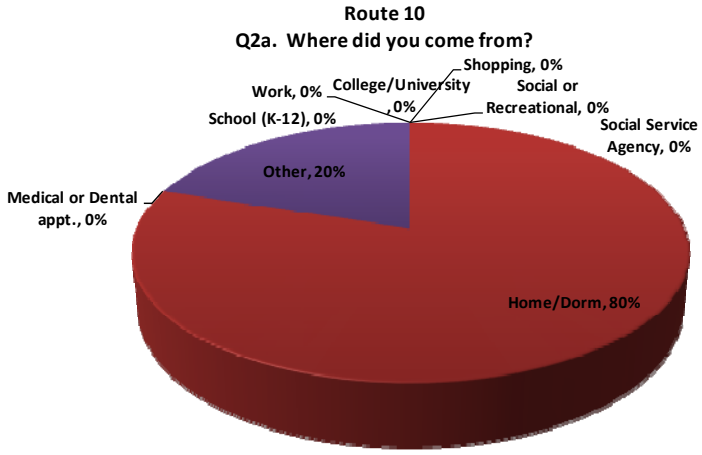
2. Where did you come from?

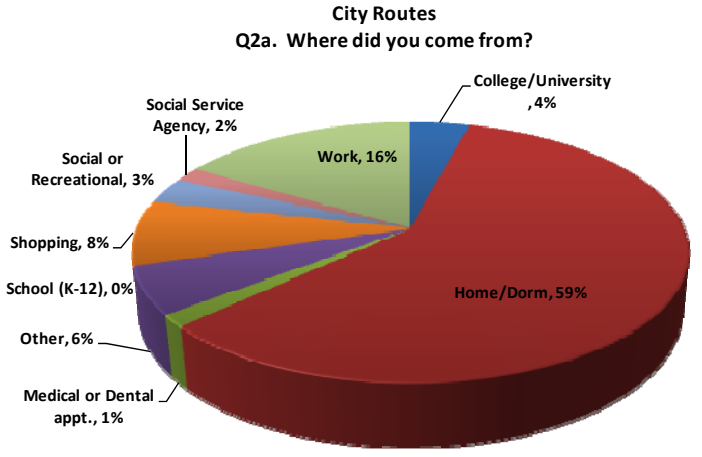
a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

All of Route 10 riders originate from home/dorm (80%) or "other" (20%) purposes. There were no other categories represented by the riders of Route 10.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	-	0%	144	4%
Home/Dorm	7,709	47%	127	80%	2,061	59%
Medical or Dental appt.	52	0%	-	0%	52	1%
Other	283	2%	32	20%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	-	0%	282	8%
Social or Recreational	1,009	6%	-	0%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	-	0%	574	16%
Total	**16,312**	**100%**	**159**	**100%**	**3,495**	**100%**


Systemwide
Q2a. Where did you come from?
Social or Recreational, 6%
Social Service Agency, 0%
Work, 5%
Shopping, 2%
School (K-12), 1%
Other, 2%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 47%


Route 10
Q2a. Where did you come from?
Shopping, 0%
Work, 0%
College/University, 0%
Social or Recreational, 0%
School (K-12), 0%
Social Service Agency, 0%
Other, 20%
Medical or Dental appt., 0%
Home/Dorm, 80%


City Routes
Q2a. Where did you come from?
College/University, 4%
Social Service Agency, 2%
Work, 16%
Social or Recreational, 3%
Shopping, 8%
School (K-12), 0%
Home/Dorm, 59%
Other, 6%
Medical or Dental appt., 1%

3. What is the address or location of the place you came from?

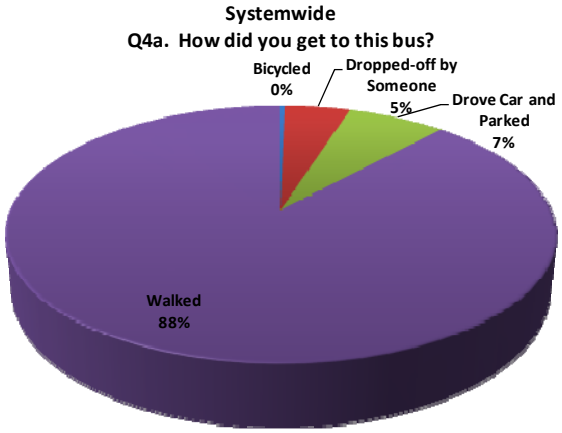
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

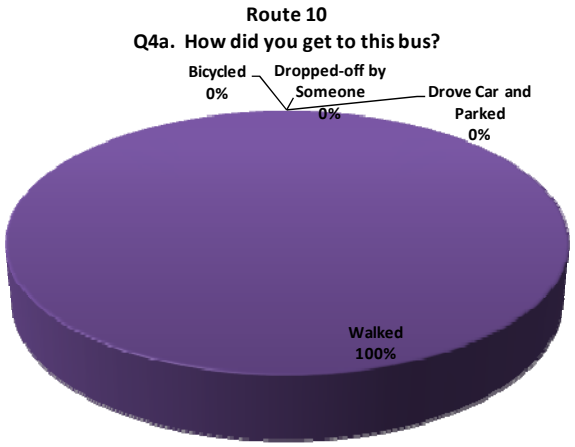
4. How did you get from the place listed above to the first bus used for this trip?

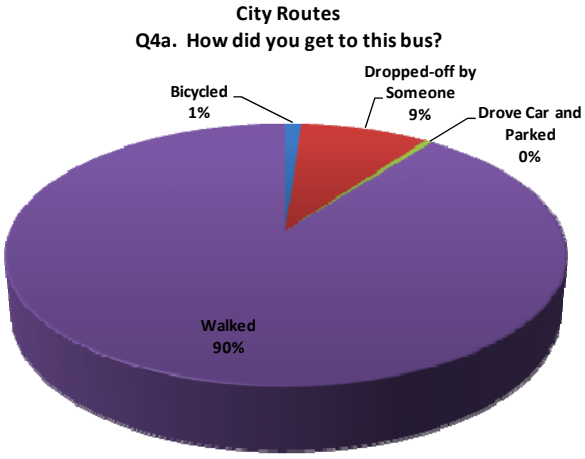
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's City Route riders walk to catch their bus. All of Route 10's riders (100%) also walk to the bus. No riders reported bicycling, being dropped off by someone or driving to the bus stop.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	-	0%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	64	100%	2,887	90%
Total	**15,729**	**100%**	**64**	**100%**	**3,223**	**100%**



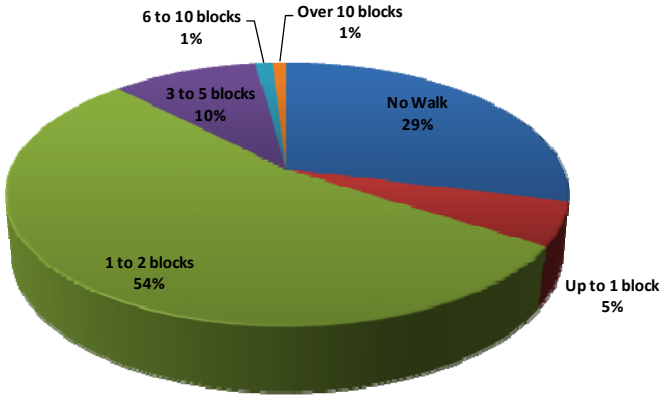




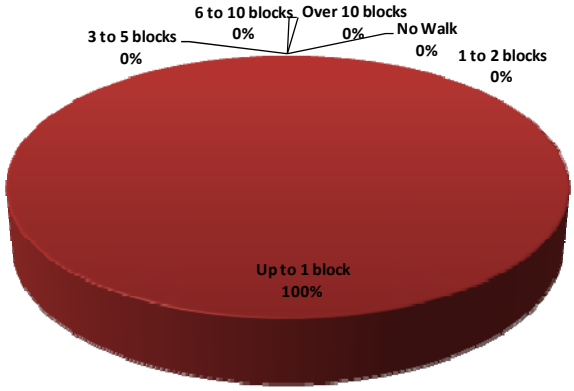
Walks to Route 10 were significantly less than those reported on the City Routes. All of the riders (100%) reported walks up to 1 block. None of the other categories were represented by the riders on Route 10.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	-	0%	307	18%
Up to 1 block	391	5%	32	100%	816	47%
1 to 2 blocks	3,940	54%	-	0%	235	14%
3 to 5 blocks	734	10%	-	0%	344	20%
6 to 10 blocks	87	1%	-	0%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	32	100%	1,742	100%

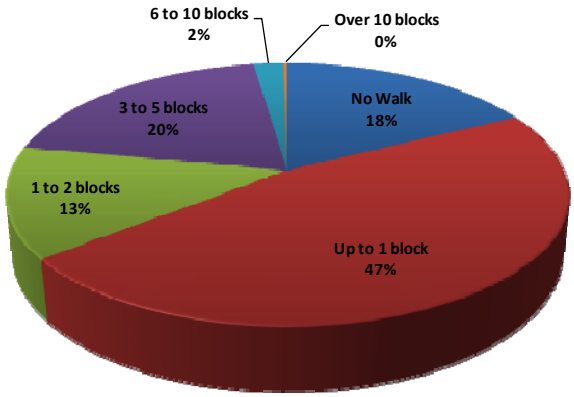
Systemwide
Q4b. If walked, how many blocks?



Route 10
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



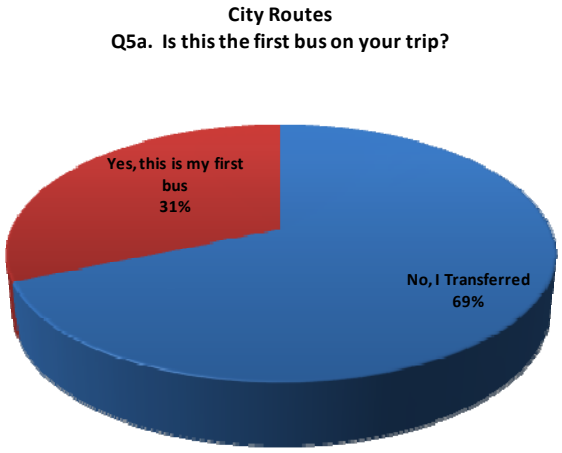
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

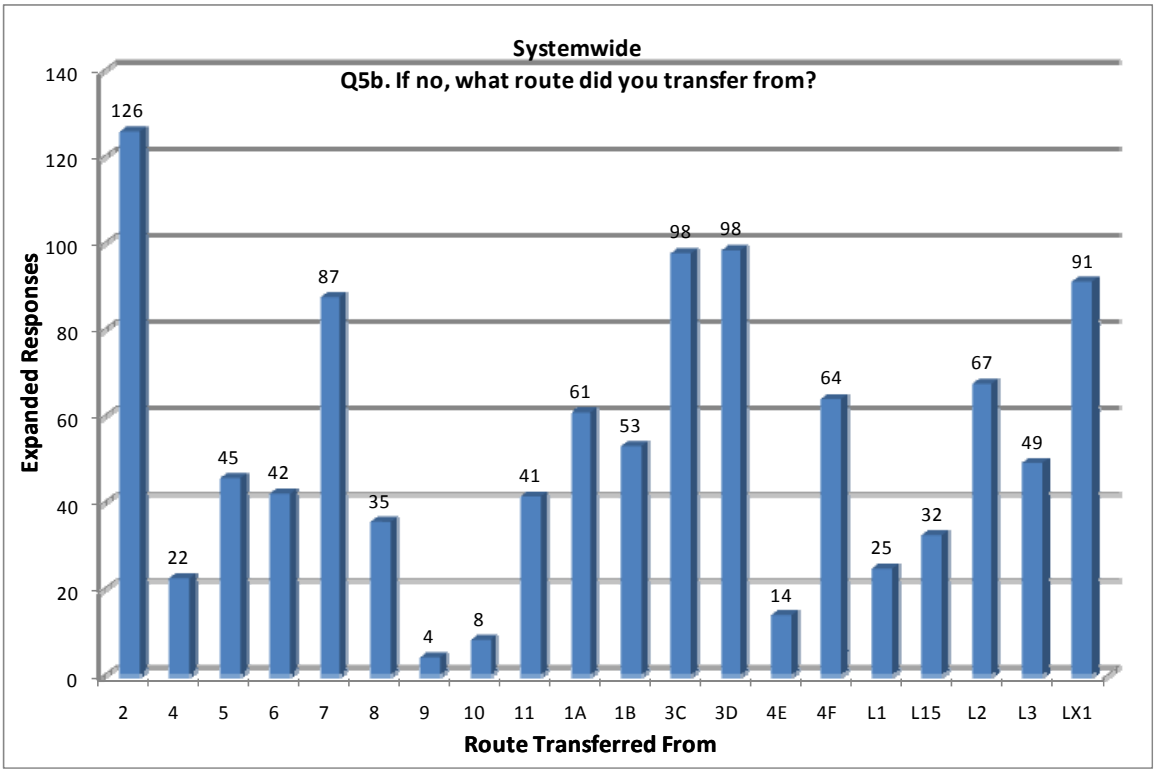
b) Yes, this is the first bus I used for this trip – Route # _____

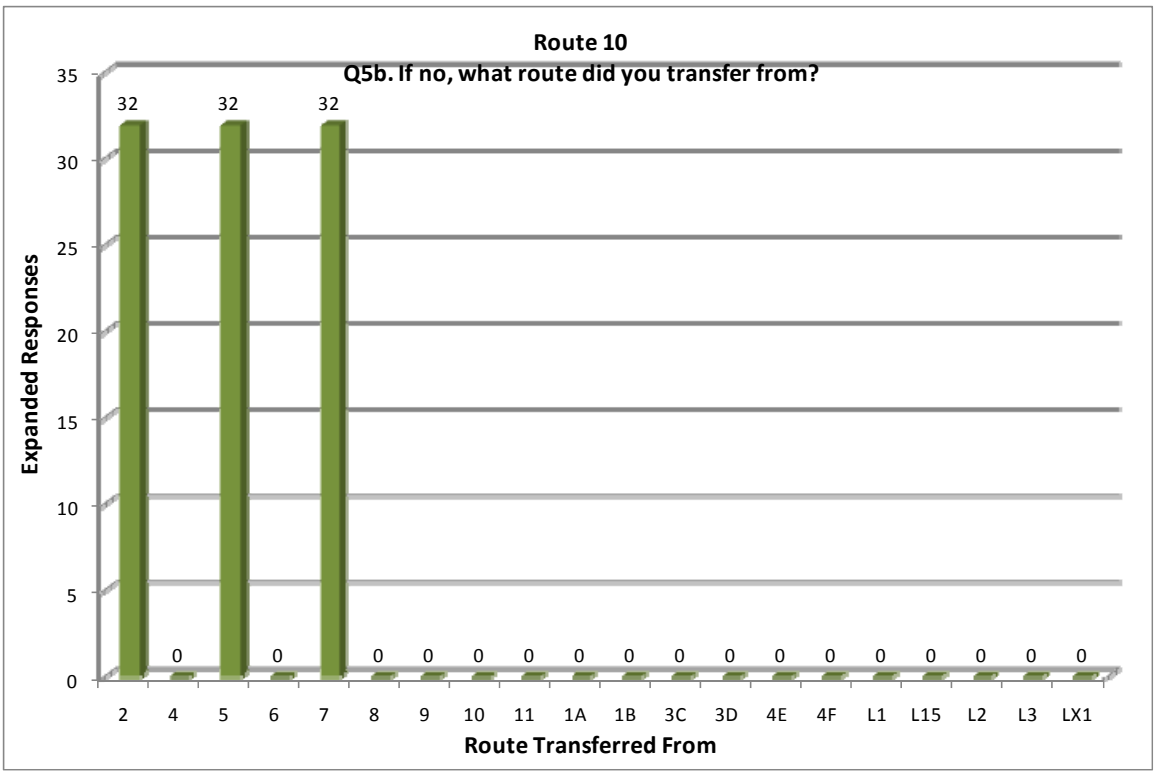
More than three-quarters (80%) of Route 10's riders transferred from another bus. All of those transfers were reported from Route 2 (33%), Route 5 (33%) and Route 7 (33%).

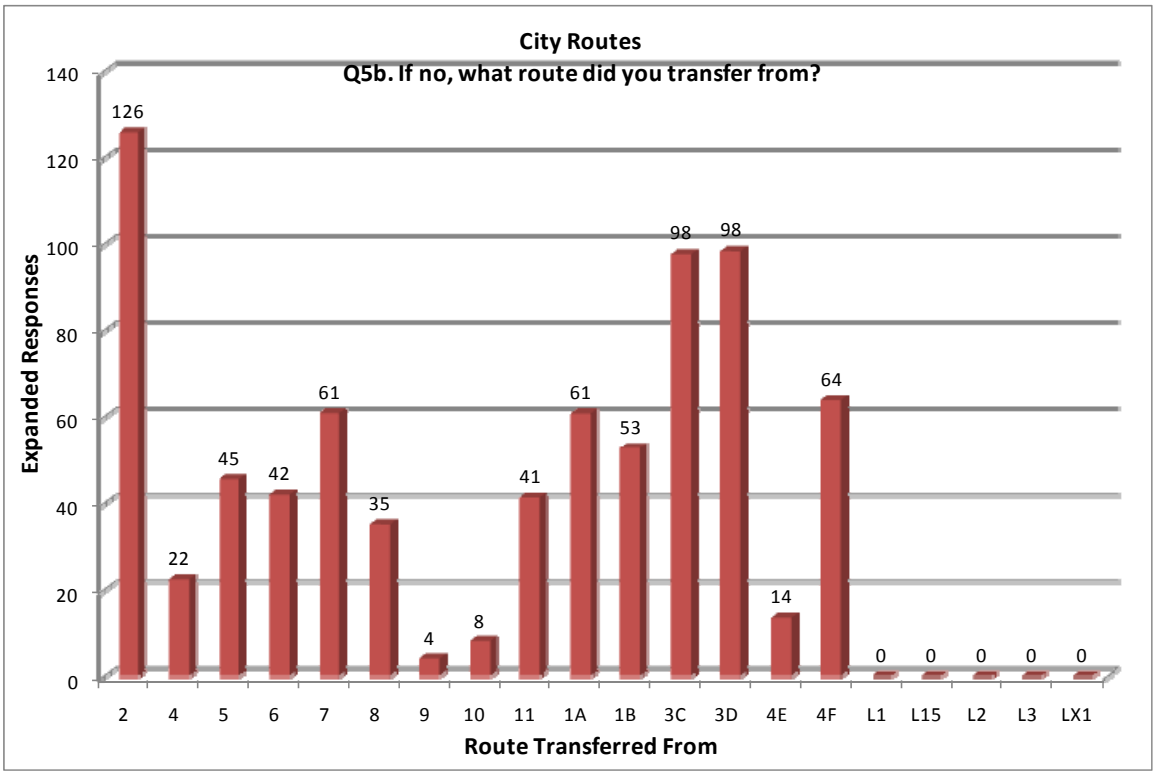
Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	127	80%	2,241	69%
Yes, this is my first bus	12,947	90%	32	20%	1,026	31%
Total	14,388	100%	159	100%	3,267	100%



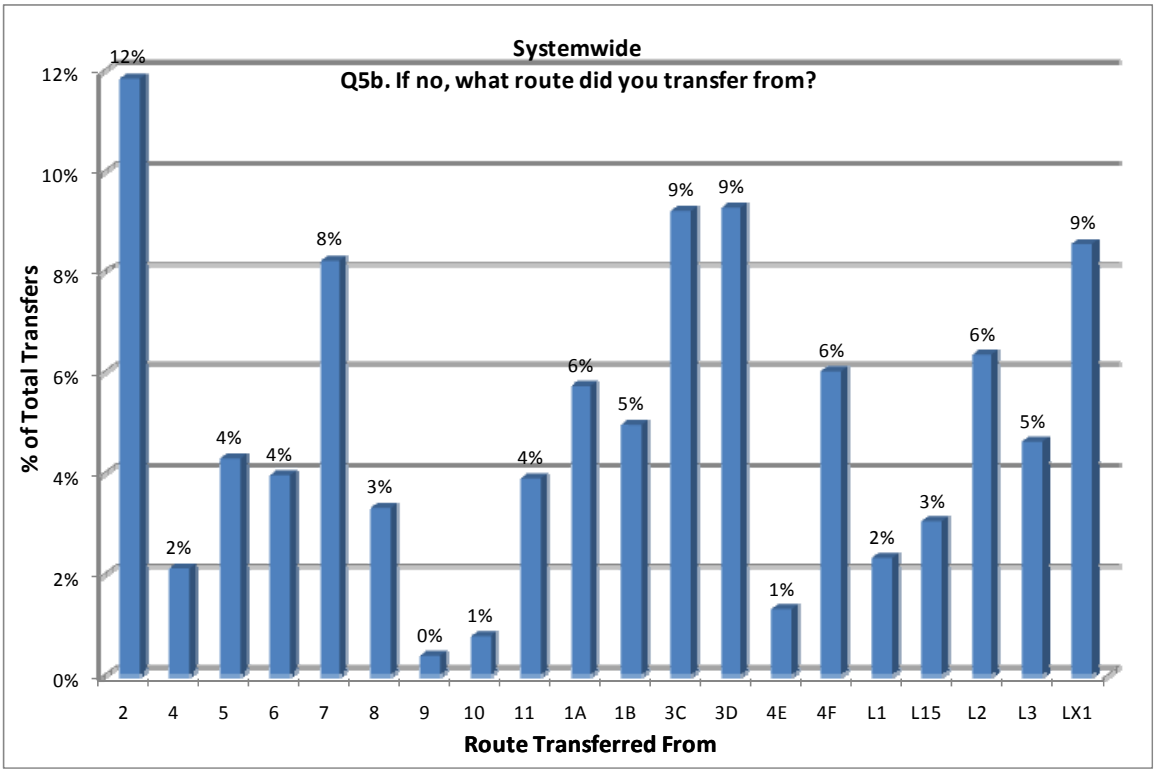
Originating Route Transferred From

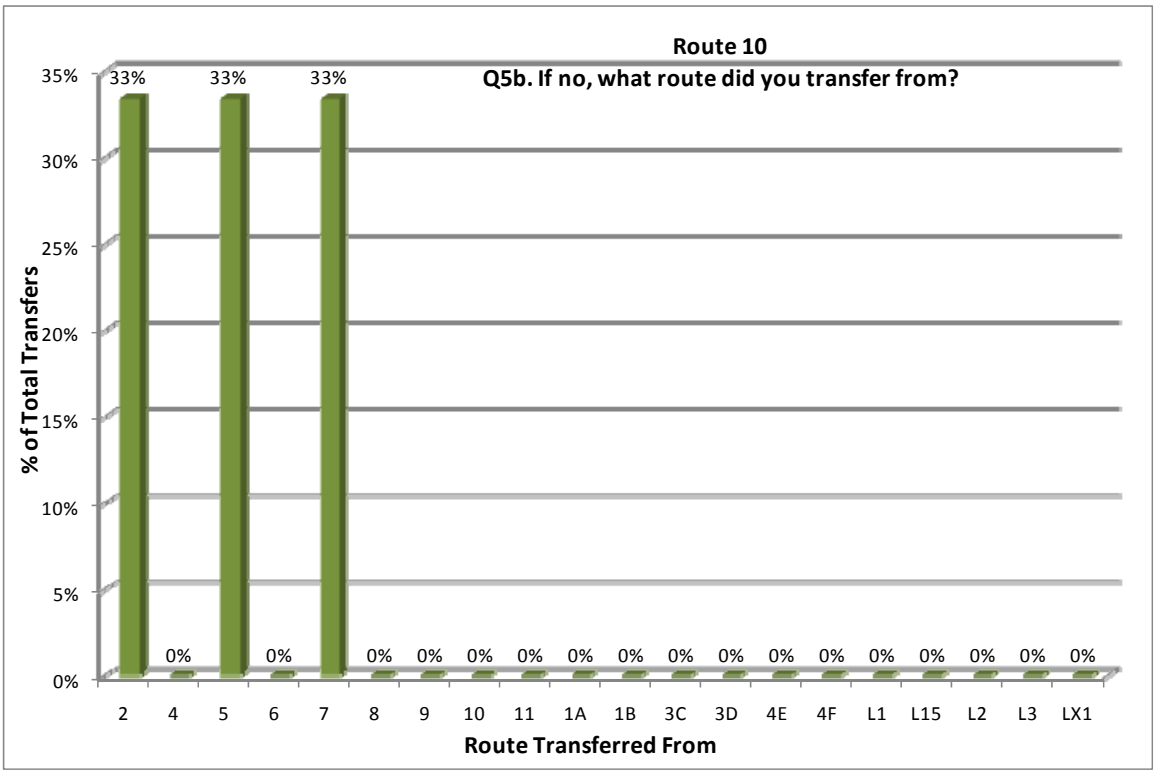


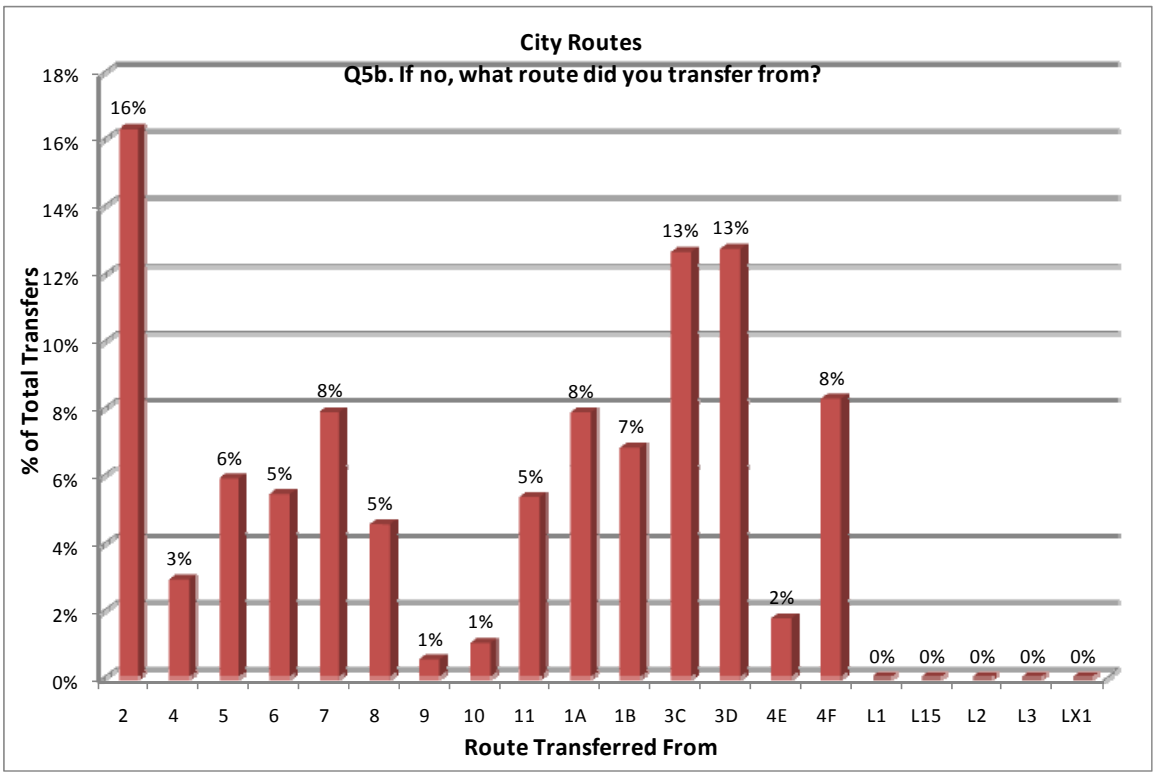

Route 10
Q5b. If no, what route did you transfer from?
Expanded Responses
35
30
25
20
15
10
5
0
32
32
32
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
0
2
4
5
6
7
8
9
10
11
1A
1B
3C
3D
4E
4F
L1
L15
L2
L3
LX1
Route Transferred From


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
140
120
100
80
60
40
20
0
126
22
45
42
61
35
4
8
41
61
53
98
98
14
64
0
0
0
0
0
2
4
5
6
7
8
9
10
11
1A
1B
3C
3D
4E
4F
L1
L15
L2
L3
LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







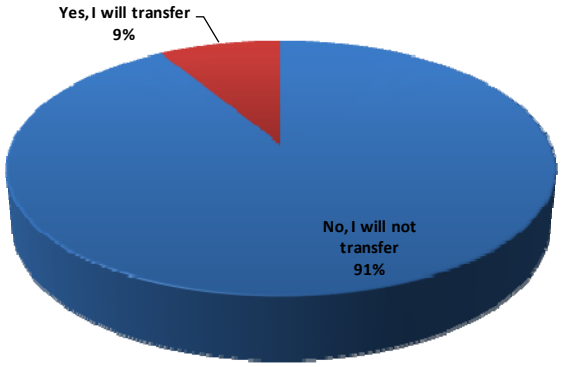
6. **Where did you get on the bus you are riding now?**
   Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. **Where will you get off the bus you are riding now?**
   Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. **Will you transfer to another bus on this trip to where you are going now?**
   The number of riders transferring from Route 10 to another route (20%) is less than the City Route total. All riders indicated they transferred to Route 6 (100%).

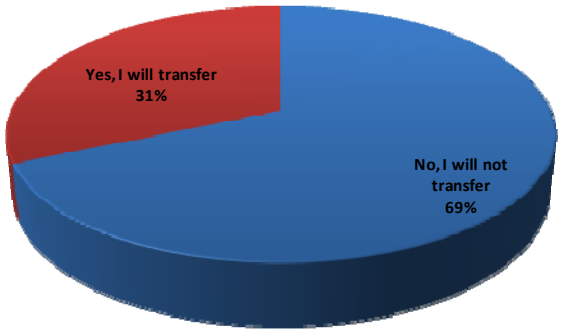
Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	127	80%	2,241	69%
Yes, I will transfer	1,303	9%	32	20%	1,026	31%
Total	15,128	100%	159	100%	3,267	100%

Systemwide
Q8a. Are you transferring to another bus?

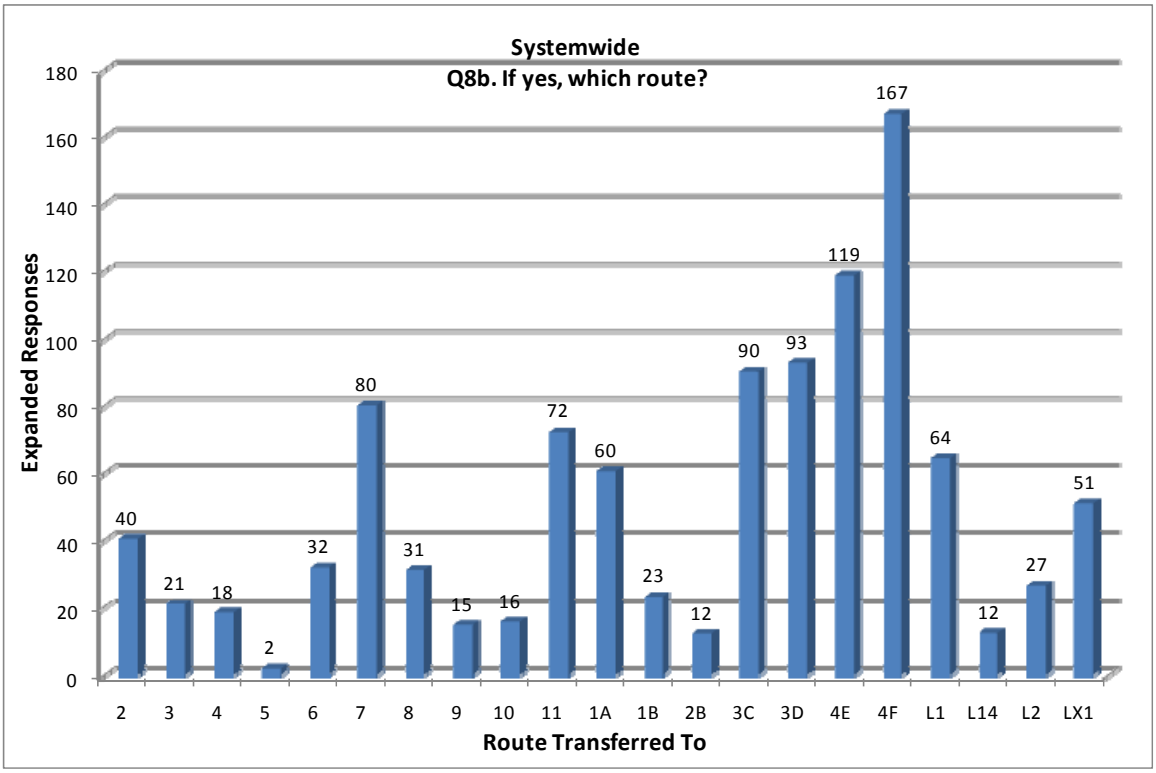


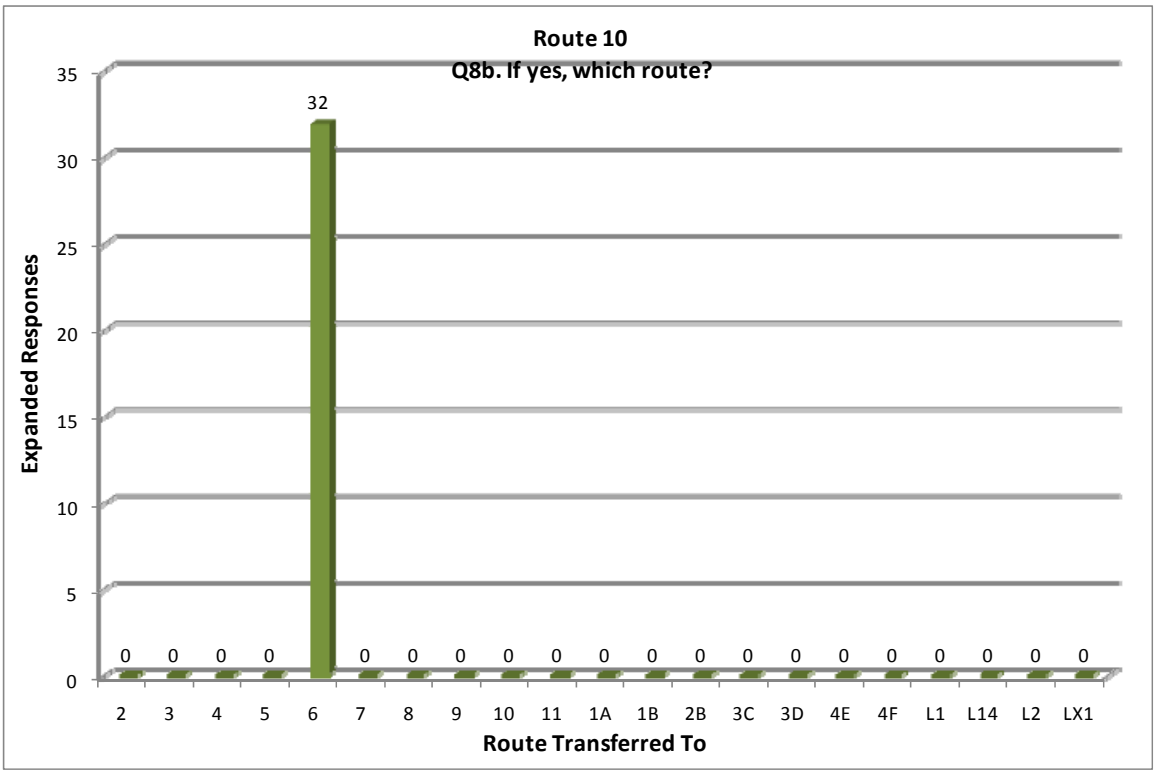
Route 10
Q8a. Are you transferring to another bus?

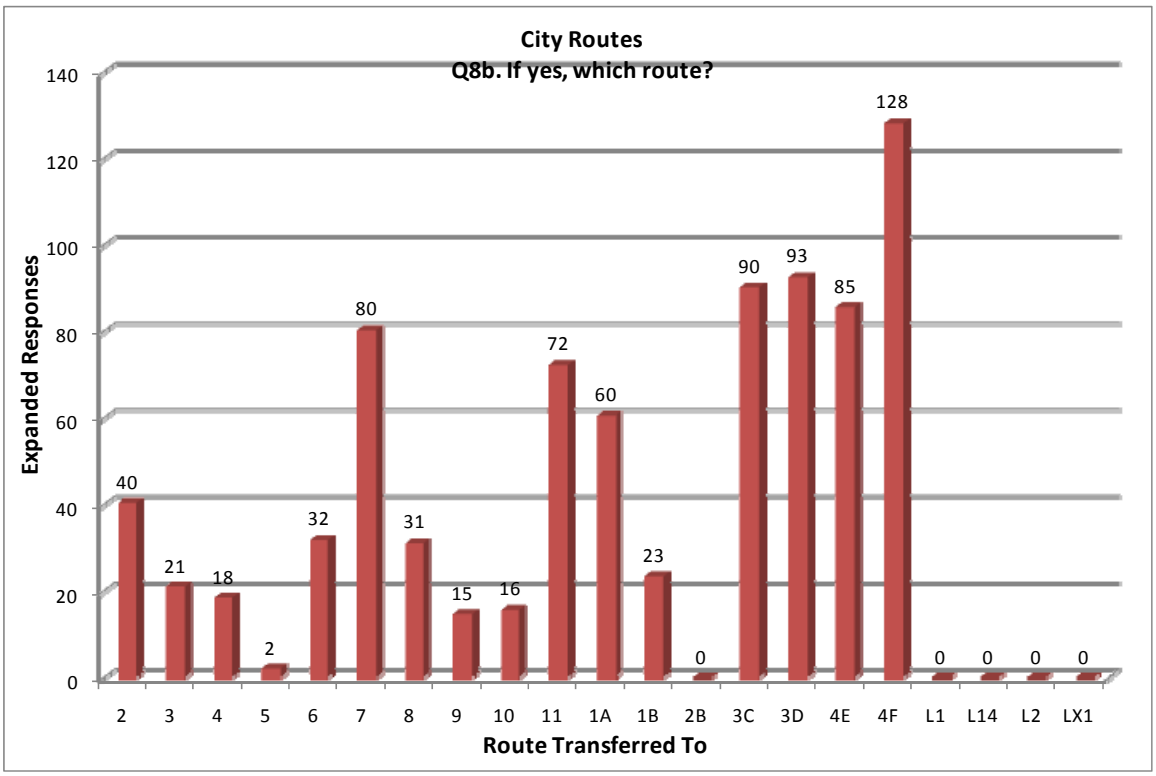
City Routes
Q8a. Are you transferring to another bus?



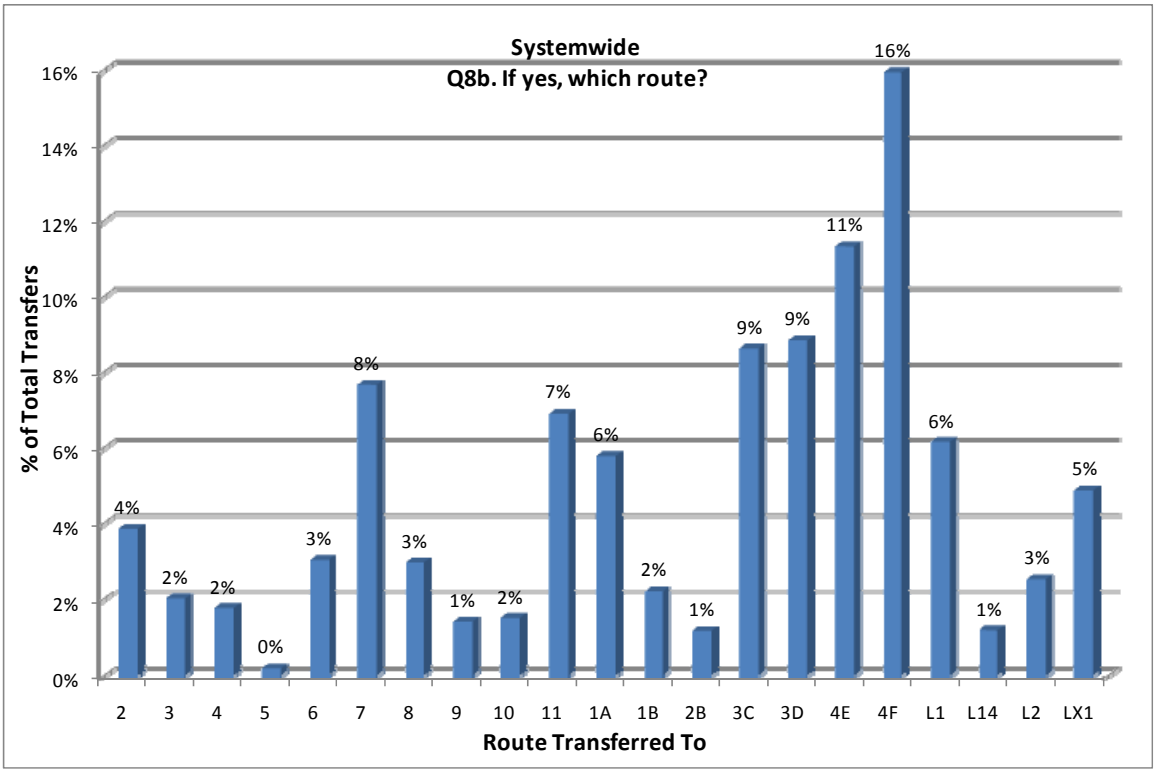
Route Transferred To

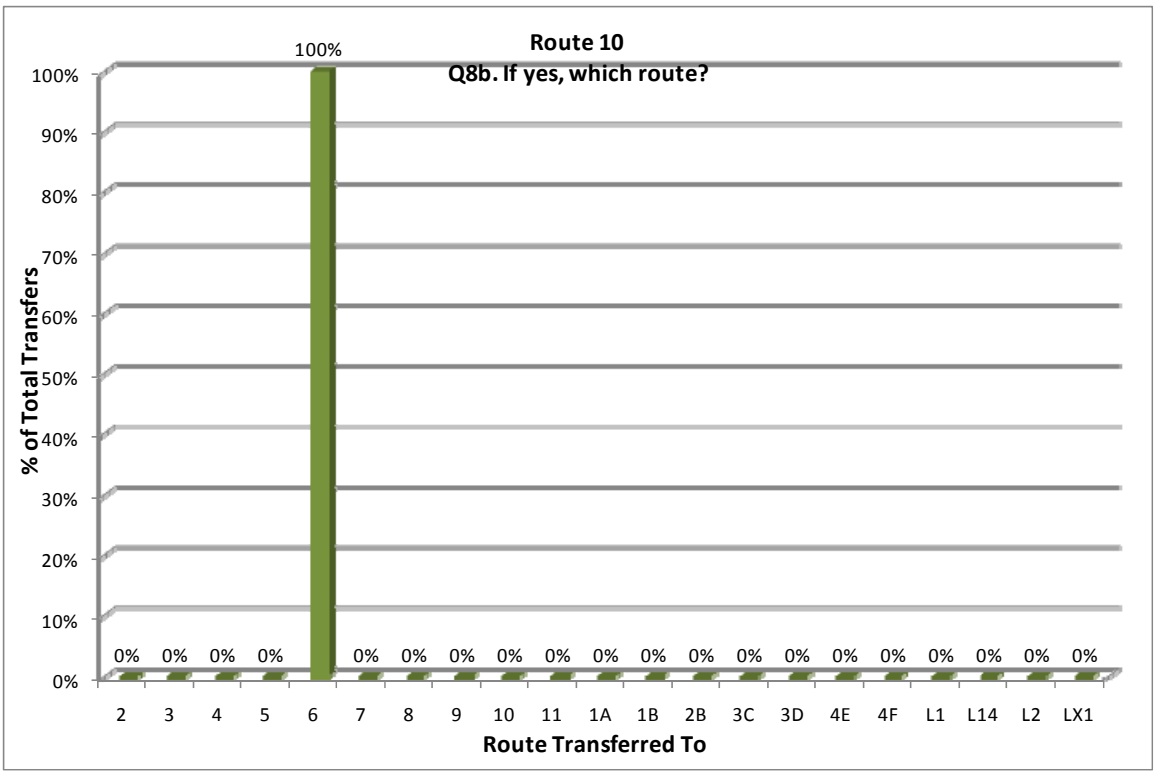


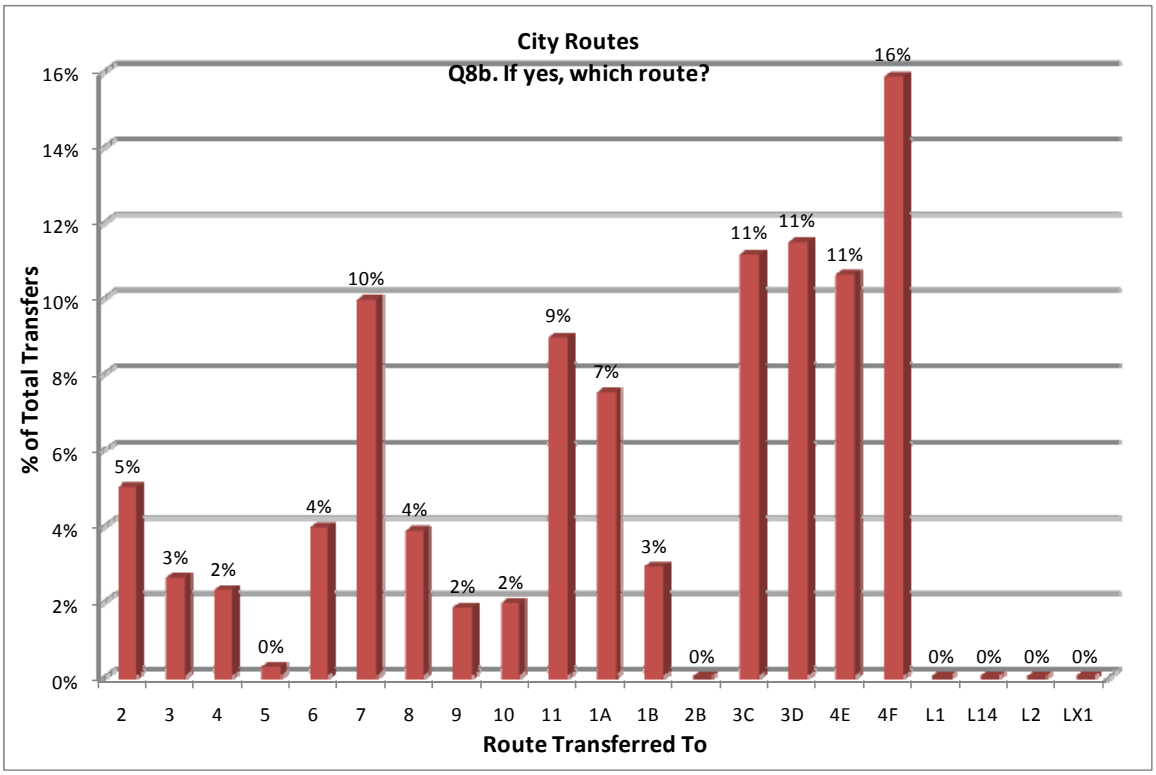




Route Transferred To as a Percentage of Total Transfers




Route 10
Q8b. If yes, which route?
% of Total Transfers
Route Transferred To
100%
0%
2
3
4
5
6
7
8
9
10
11
1A
1B
2B
3C
3D
4E
4F
L1
L14
L2
LX1

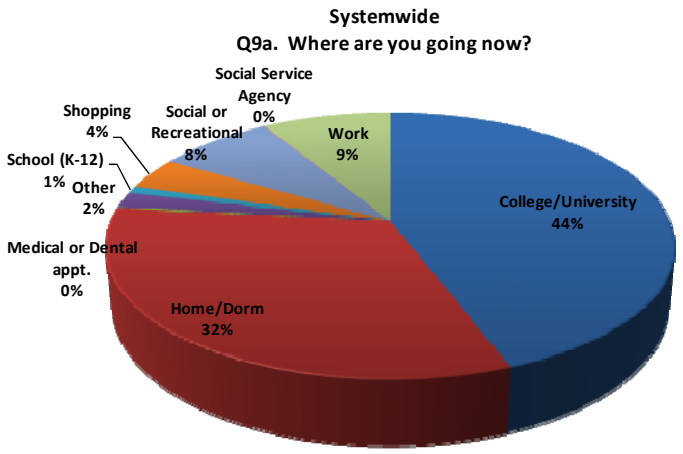

City Routes
Q8b. If yes, which route?
% of Total Transfers
Route Transferred To
5%
3%
2%
0%
4%
10%
4%
2%
2%
9%
7%
3%
0%
11%
11%
11%
16%
0%
0%
0%
0%

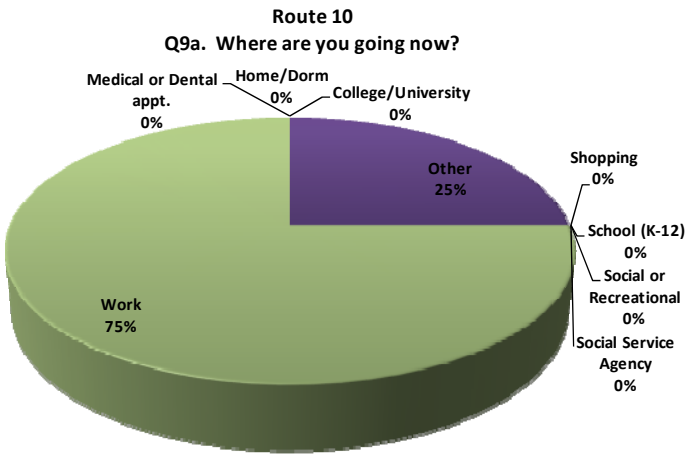
9. Where are you going now?

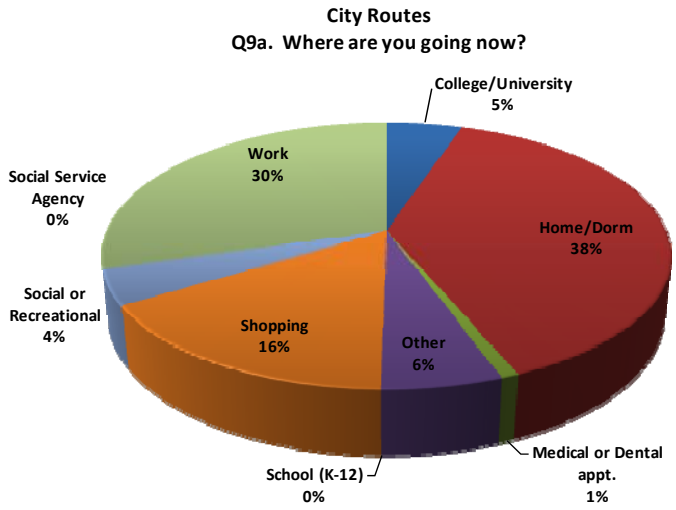
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route 10, trip purposes were focused on work (75%) and "other" (25%). None were a associated with any of the other categories.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	-	0%	175	5%
Home/Dorm	5,089	32%	-	0%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	32	25%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	-	0%	541	16%
Social or Recreational	1,223	8%	-	0%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	96	75%	995	29%
Total	**15,696**	**100%**	**127**	**100%**	**3,374**	**100%**







10. What is the address or location of the place where you are going now?

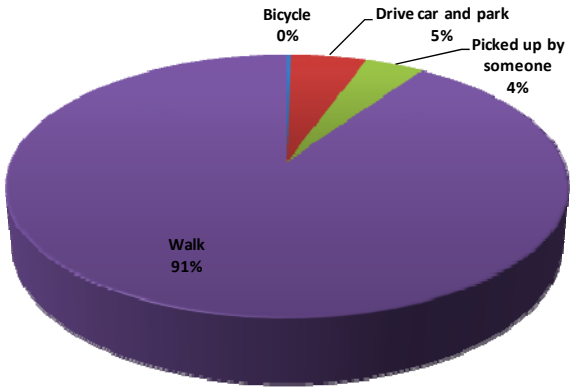
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

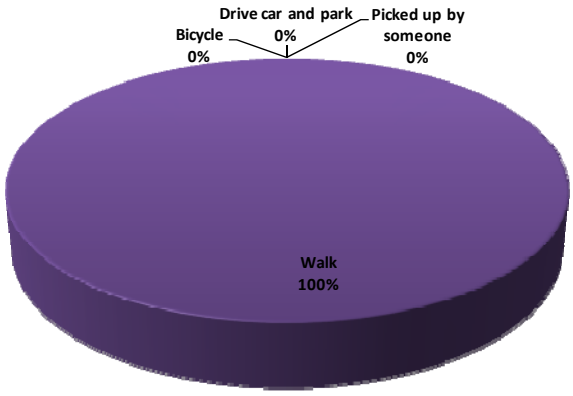
An even higher percentage (91%) of City Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route 10 (100%) is also comparable to the City Route total. No riders reported driving, being picked up by someone or bicycling upon completing their trip.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	-	0%	63	2%
Picked up by someone	585	4%	-	0%	183	6%
Walk	13,176	90%	127	100%	2,766	91%
Total	**14,564**	**100%**	**127**	**100%**	**3,047**	**100%**

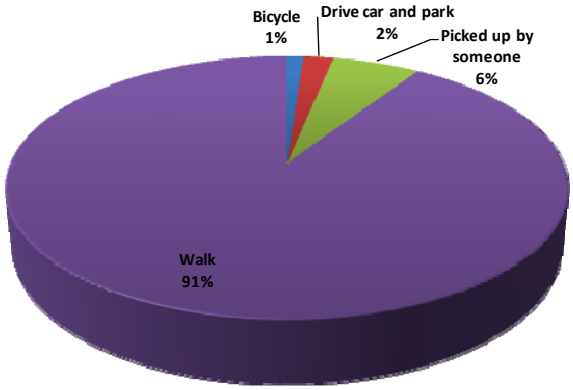
Systemwide
Q11a. How did you get to this bus?



Route 10
Q11a. How did you get to this bus?

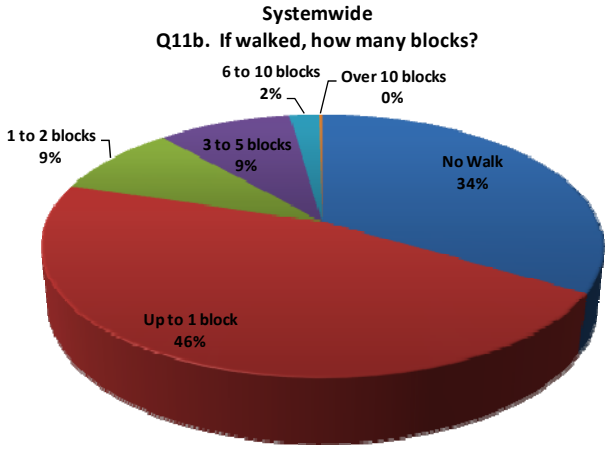


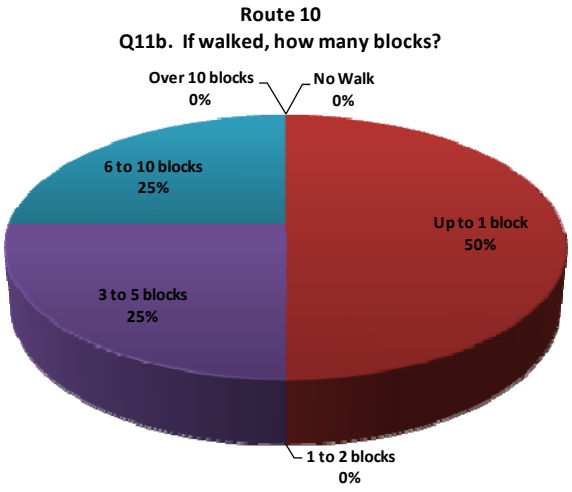
City Routes
Q11a. How did you get to this bus?

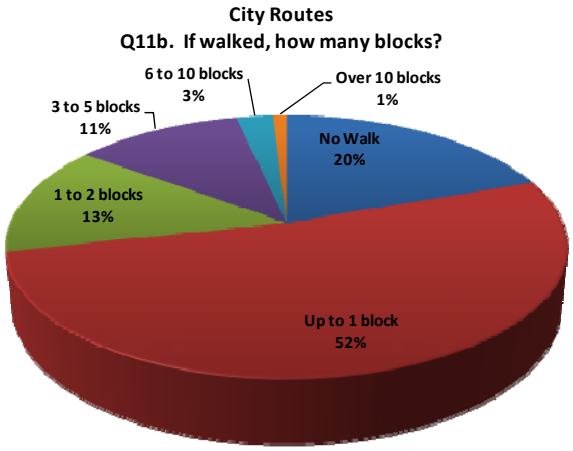


Of those who walked after alighting the bus, half (50%) arrived at their destination with less than one block of walking required. All other riders reported having to walk between 3-10 blocks. No walks were reported greater than ten blocks.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	-	0%	319	20%
Up to 1 block	3,027	46%	64	50%	842	52%
1 to 2 blocks	580	9%	-	0%	220	14%
3 to 5 blocks	603	9%	32	25%	186	11%
6 to 10 blocks	131	2%	32	25%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	127	100%	1,623	100%



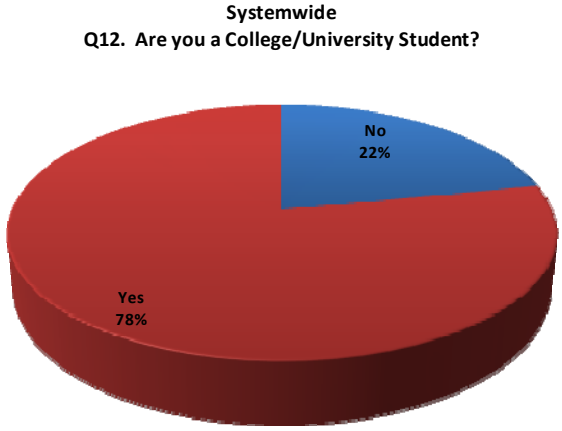




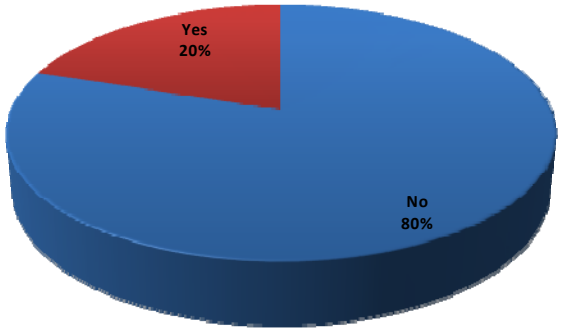
12. Are you a college/university student living away from home?

Route 10 ridership is similarly impacted by student riders with 20% identifying as a college/university student living away from home.

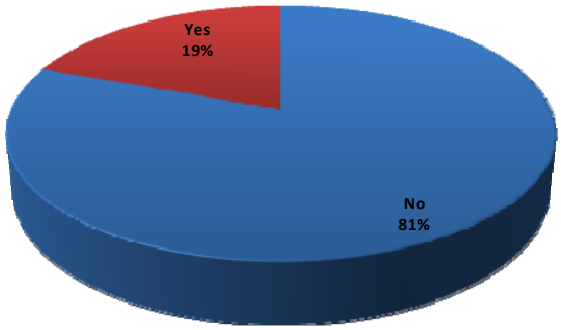
Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	127	80%	2,651	81%
Yes	12,297	78%	32	20%	639	19%
Total	15,757	100%	159	100%	3,290	100%



Route 10
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



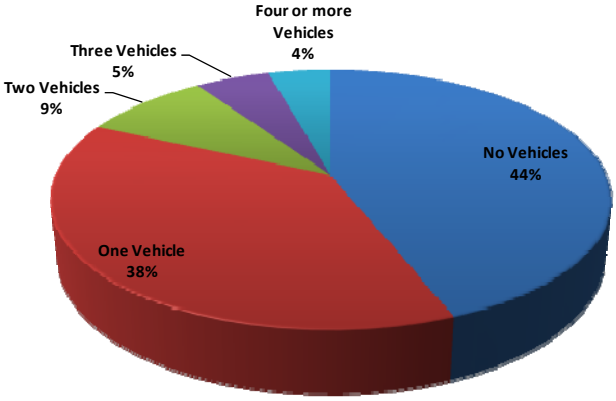
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

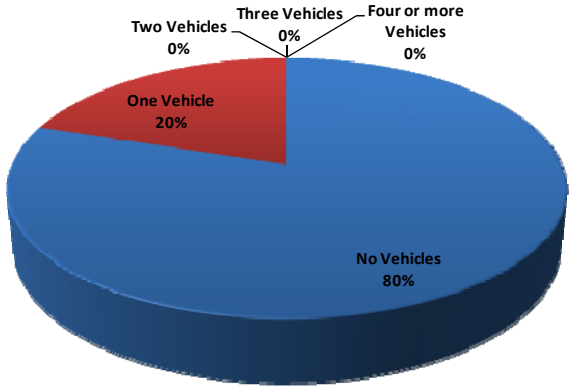
Automobile availability among Route 10 riders was much more constrained than those City Routes with 80% reporting no car available. Another 20% reported only one vehicle available in the household.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	127	80%	2,324	71%
One Vehicle	5,878	38%	32	20%	605	19%
Two Vehicles	1,370	9%	-	0%	288	9%
Three Vehicles	797	5%	-	0%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	159	100%	3,266	100%

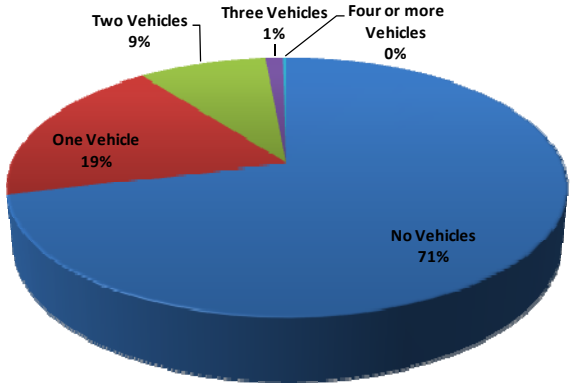
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 10
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



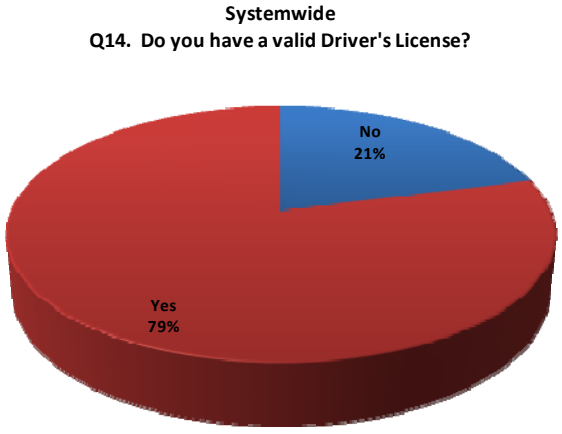
City Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

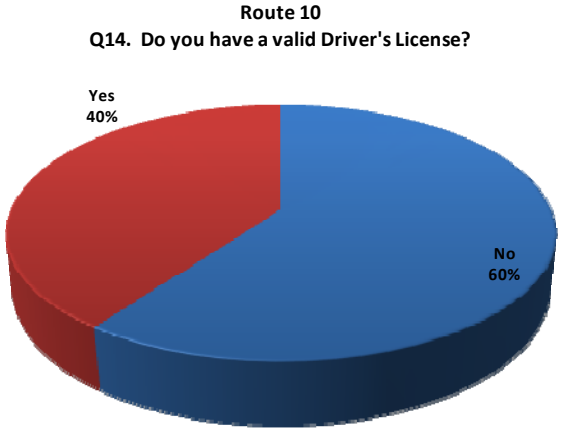


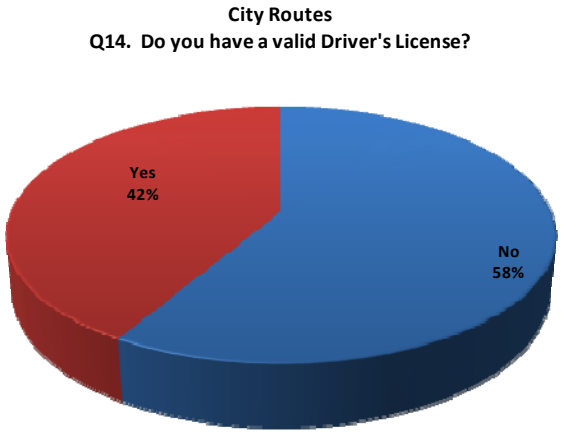
14. Do you have a valid driver's license?

The majority of GLTC's City Route riders (58%) do not carry a valid driver's license. A little more than half (60%) of Route 10's riders are not licensed drivers.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	96	60%	1,874	58%
Yes	12,102	79%	64	40%	1,333	42%
Total	15,322	100%	159	100%	3,207	100%





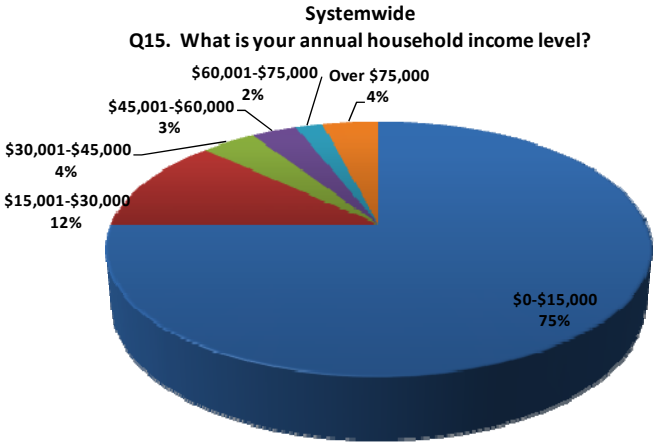


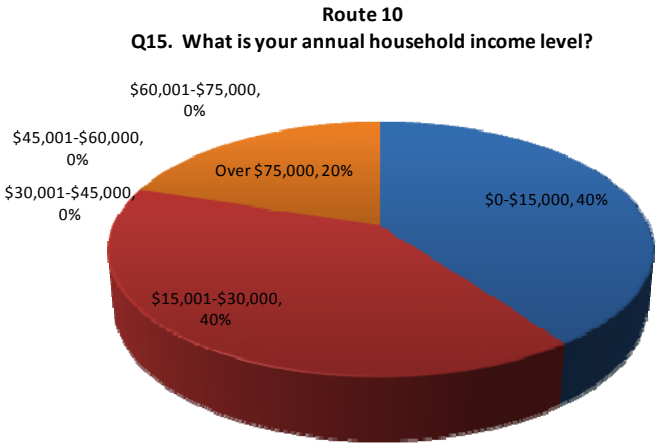
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

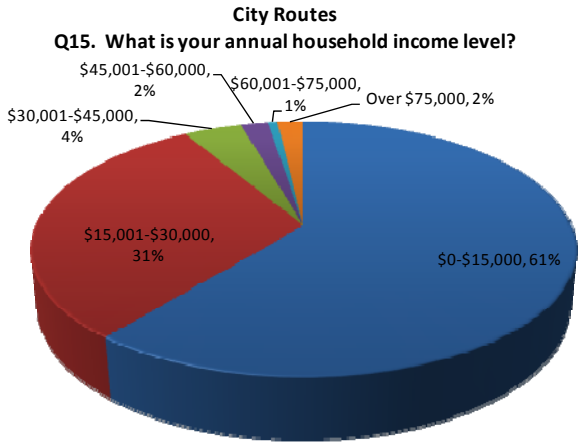
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 10's riders reported lower earnings than those City Routes with 80% reporting less than $30,000 annually. There were no reports of incomes $30,001-$75,000 annually. However, 20% of the respondents reported an income of over $75,000.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	64	40%	1,781	61%
$15,001-$30,000	1,671	12%	64	40%	892	31%
$30,001-$45,000	543	4%	-	0%	120	4%
$45,001-$60,000	452	3%	-	0%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	32	20%	54	2%
Total	**14,013**	**100%**	**159**	**100%**	**2,923**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

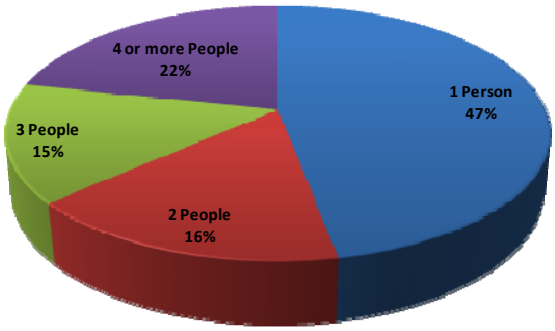
a) 1 **c) 3**

b) 2 **d) 4 or more**

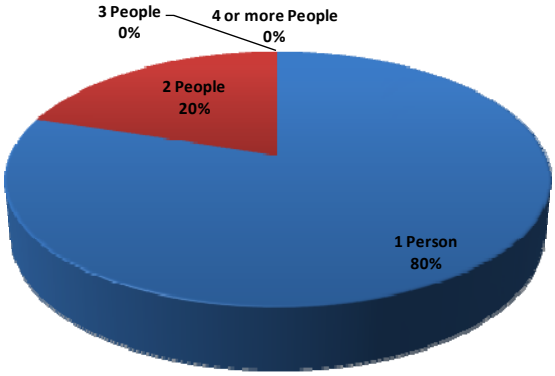
Route 10's household residency is not similar to the City Route total. 80% of Route 10 riders reported living alone with another 20% living with one other person. None of the riders reported living with 3 or more people.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	127	80%	1,208	37%
2 People	2,473	16%	32	20%	956	29%
3 People	2,238	15%	-	0%	484	15%
4 or more People	3,244	22%	-	0%	616	19%
Total	15,010	100%	159	100%	3,264	100%

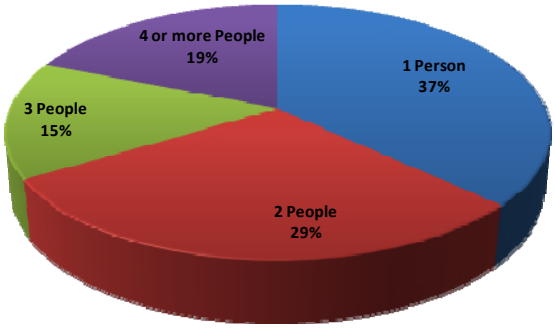
Systemwide
Q16. How many people live in your household?



Route 10
Q16. How many people live in your household?



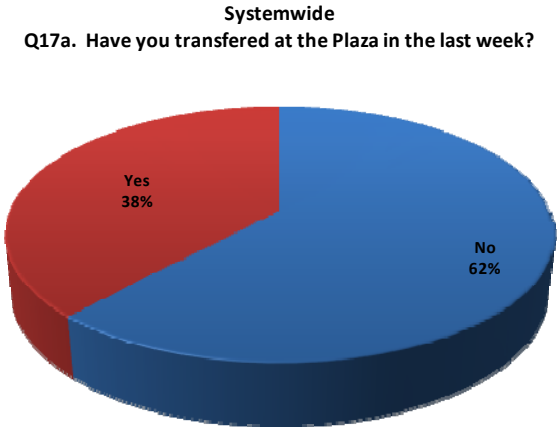
City Routes
Q16. How many people live in your household?

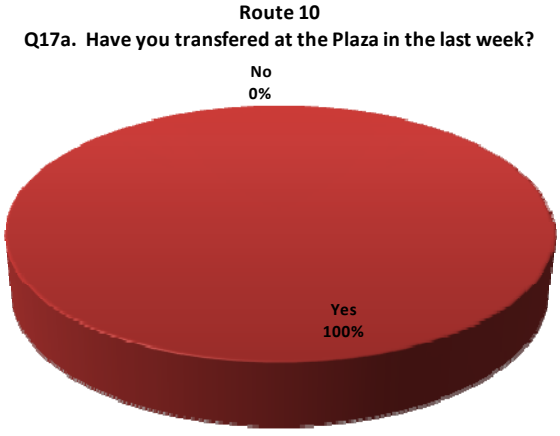


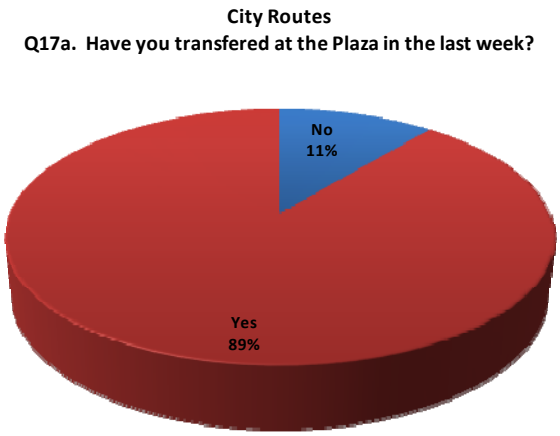
17. Have you transferred at the Plaza in the last week?

100% of Route 10 riders have transferred at the Plaza in the last week. This is higher than the responses of the City Route riders (89%).

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	-	0%	366	11%
Yes	5,868	38%	159	100%	2,972	89%
Total	15,369	100%	159	100%	3,339	100%

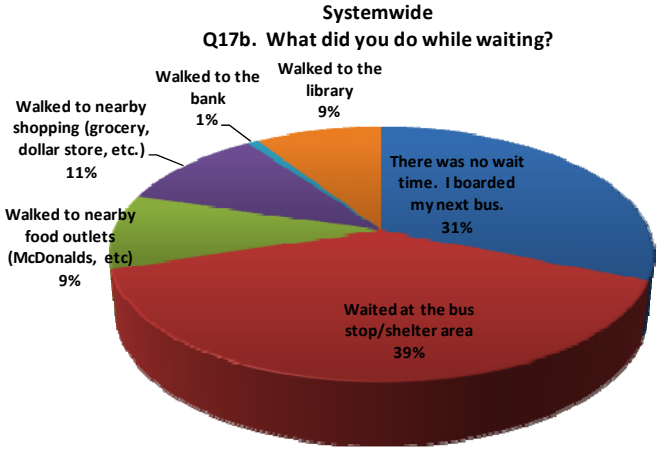






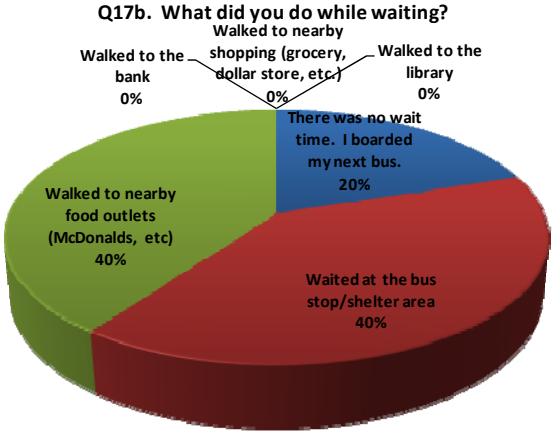
Of the Route 10 riders that have transferred at the Plaza in the last week, 20% stated there was no wait time and they boarded the next bus. Another 40% waited at the bus stop/shelter area. Yet another 40% walked to nearby food outlets. These findings are somewhat consistent with the City Route respondents.

Response	Systemwide		Route 10		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	32	20%	995	35%
Waited at the bus stop/shelter area	2,216	39%	64	40%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	64	40%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	-	0%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	-	0%	328	12%
Total	5,682	100%	159	100%	2,833	100%



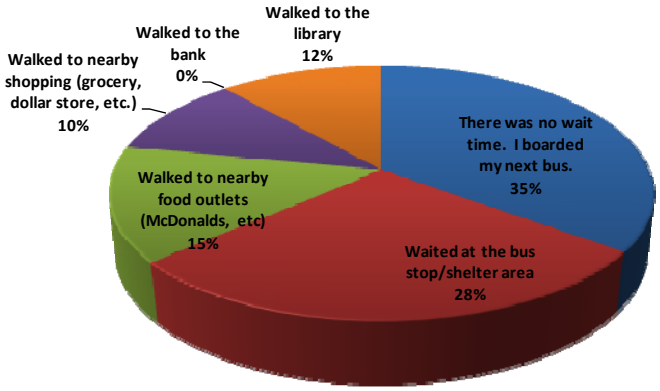
Route 10

Q17b. What did you do while waiting?



City Routes

Q17b. What did you do while waiting?

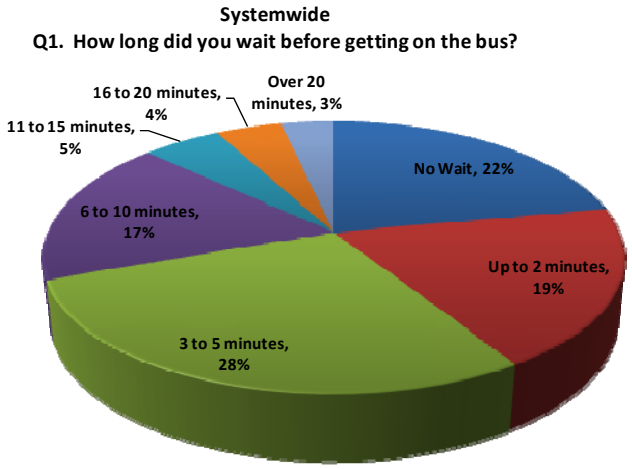


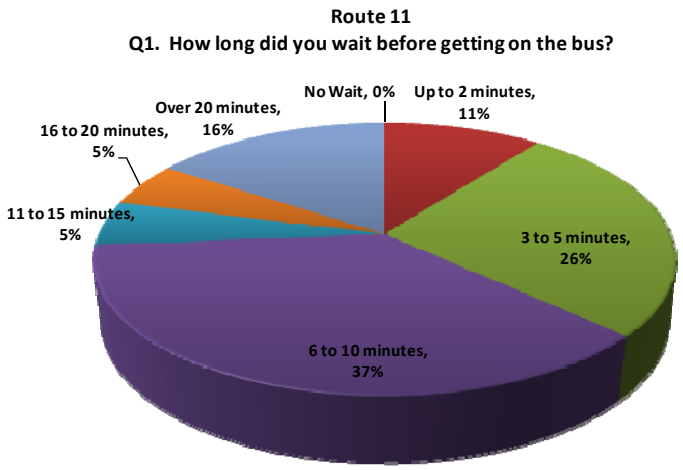
4.15 Route 11

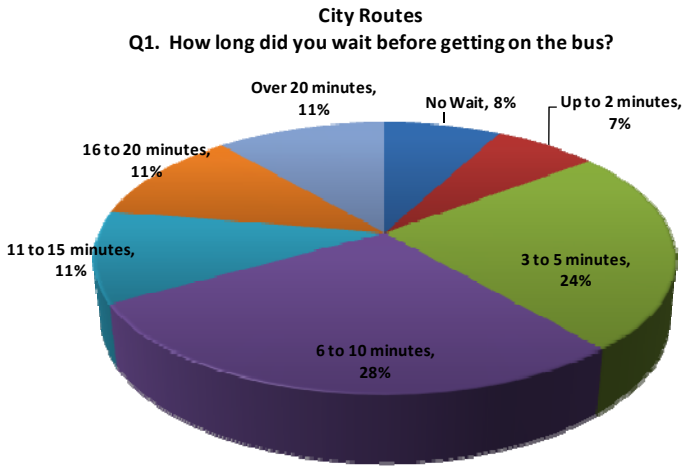
1. How long did you wait at the bus stop before getting on the bus?

Waits on Route 11 trend slightly higher than the City Route average. 16% of the riders reported a wait time of more than 20 minutes. No one reported not having to wait.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	-	0%	255	8%
Up to 2 minutes	3,093	19%	18	11%	227	7%
3 to 5 minutes	4,658	28%	46	26%	790	24%
6 to 10 minutes	2,842	17%	65	37%	927	28%
11 to 15 minutes	852	5%	9	5%	353	11%
16 to 20 minutes	719	4%	9	5%	365	11%
Over 20 minutes	572	3%	28	16%	370	11%
Total	16,347	100%	175	100%	3,288	100%







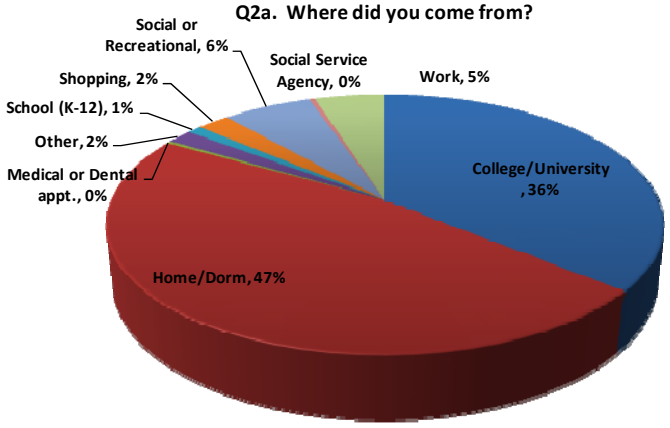
2. Where did you come from?

a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

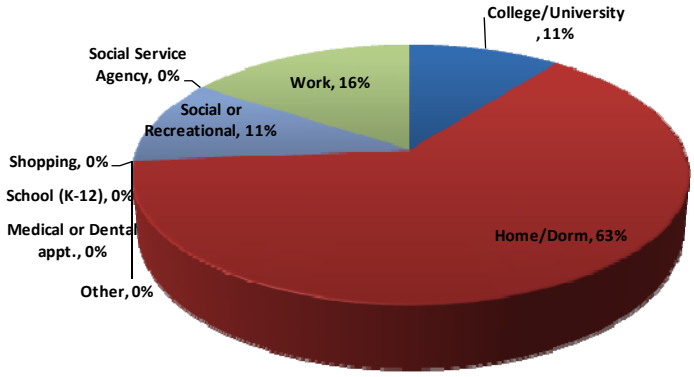
Route 11 riders originate primarily from home/dorm (63%) or work (16%) purposes. 11% of the riders came from college/university and another 11% came from social/recreational.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	18	11%	144	4%
Home/Dorm	7,709	47%	111	63%	2,061	59%
Medical or Dental appt.	52	0%	-	0%	52	1%
Other	283	2%	-	0%	206	6%
School (K-12)	163	1%	-	0%	-	0%
Shopping	367	2%	-	0%	282	8%
Social or Recreational	1,009	6%	18	11%	113	3%
Social Service Agency	64	0%	-	0%	64	2%
Work	796	5%	28	16%	574	16%
Total	**16,312**	**100%**	**175**	**100%**	**3,495**	**100%**

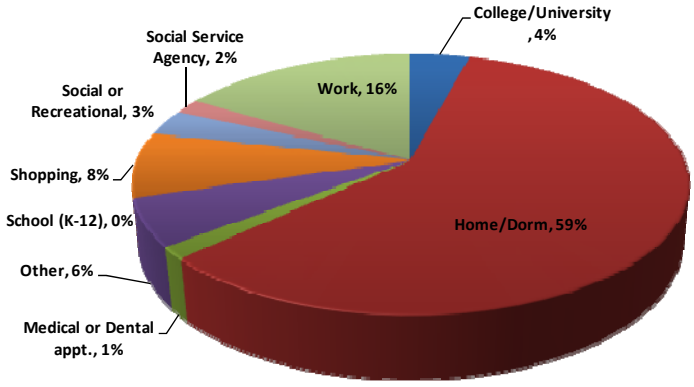
Systemwide
Q2a. Where did you come from?



Route 11
Q2a. Where did you come from?



City Routes
Q2a. Where did you come from?



3. What is the address or location of the place you came from?

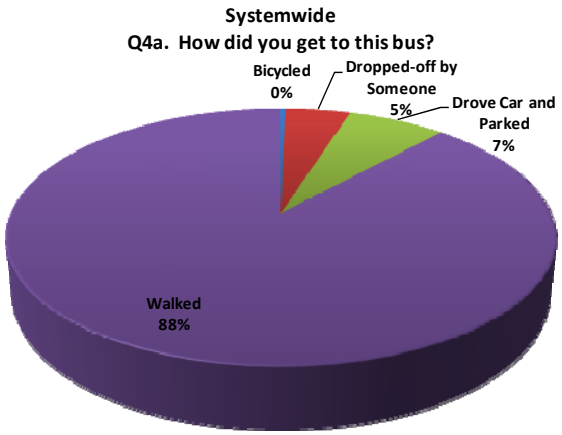
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

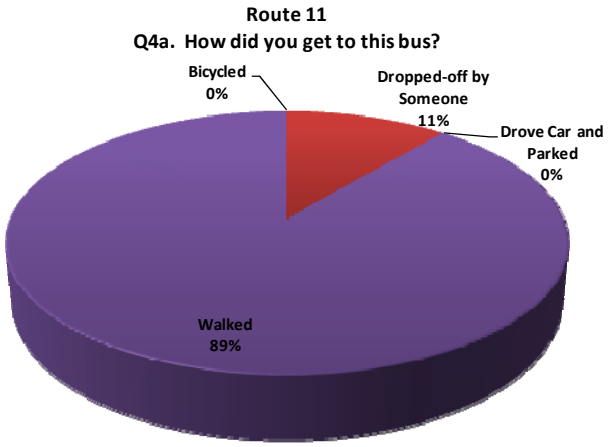
4. How did you get from the place listed above to the first bus used for this trip?

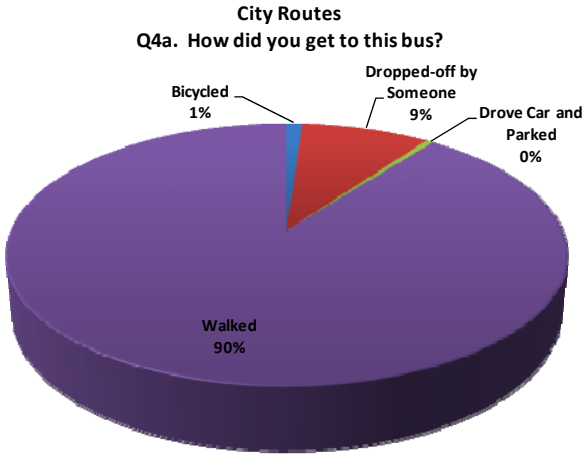
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's City Route riders walk to catch their bus. The majority of Route 11's riders (89%) also walk to the bus. No riders reported bicycling or driving to the bus stop.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	35	1%
Dropped-off by Someone	727	5%	18	11%	285	9%
Drove Car and Parked	1,083	7%	-	0%	16	0%
Walked	13,872	88%	148	89%	2,887	90%
Total	**15,729**	**100%**	**166**	**100%**	**3,223**	**100%**



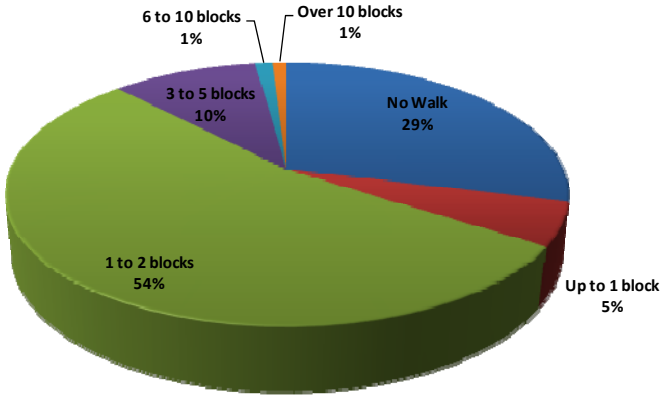




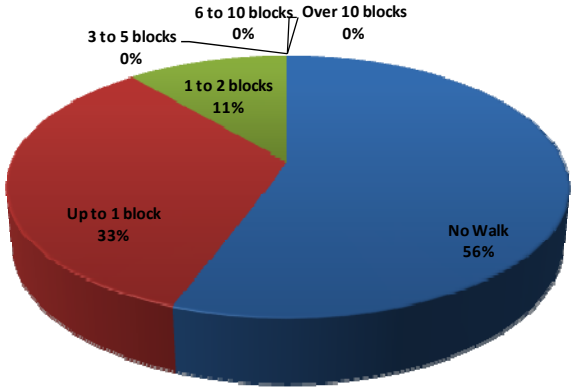
Walks to Route 11 were less than those reported on the City Routes. Almost all (89%) reported walks up to 1 block. The remaining 11% reported walking 1 to 2 blocks. No one reported having to walk more than 2 blocks to reach their destination.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	46	56%	307	18%
Up to 1 block	391	5%	28	33%	816	47%
1 to 2 blocks	3,940	54%	9	11%	235	14%
3 to 5 blocks	734	10%	-	0%	344	20%
6 to 10 blocks	87	1%	-	0%	36	2%
Over 10 blocks	71	1%	-	0%	4	0%
Total	7,330	100%	83	100%	1,742	100%

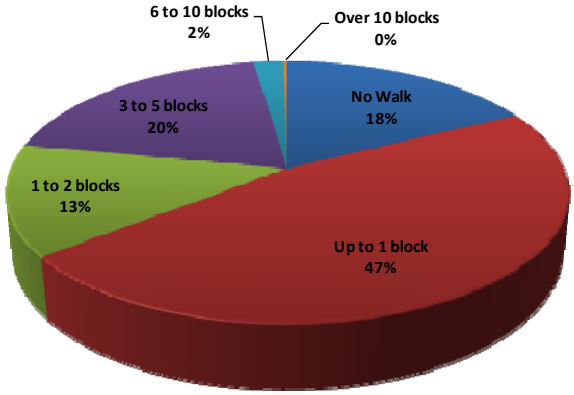
Systemwide
Q4b. If walked, how many blocks?



Route 11
Q4b. If walked, how many blocks?



City Routes
Q4b. If walked, how many blocks?



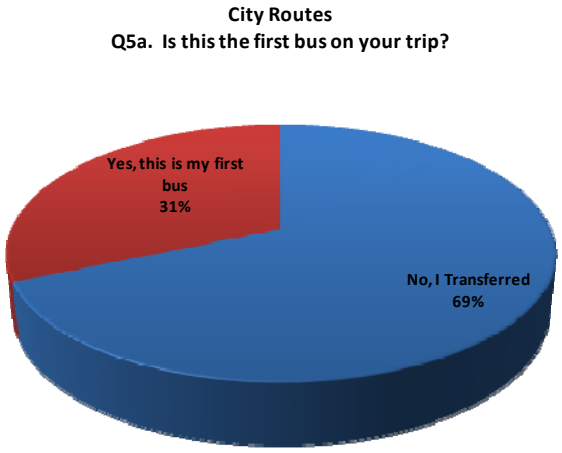
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

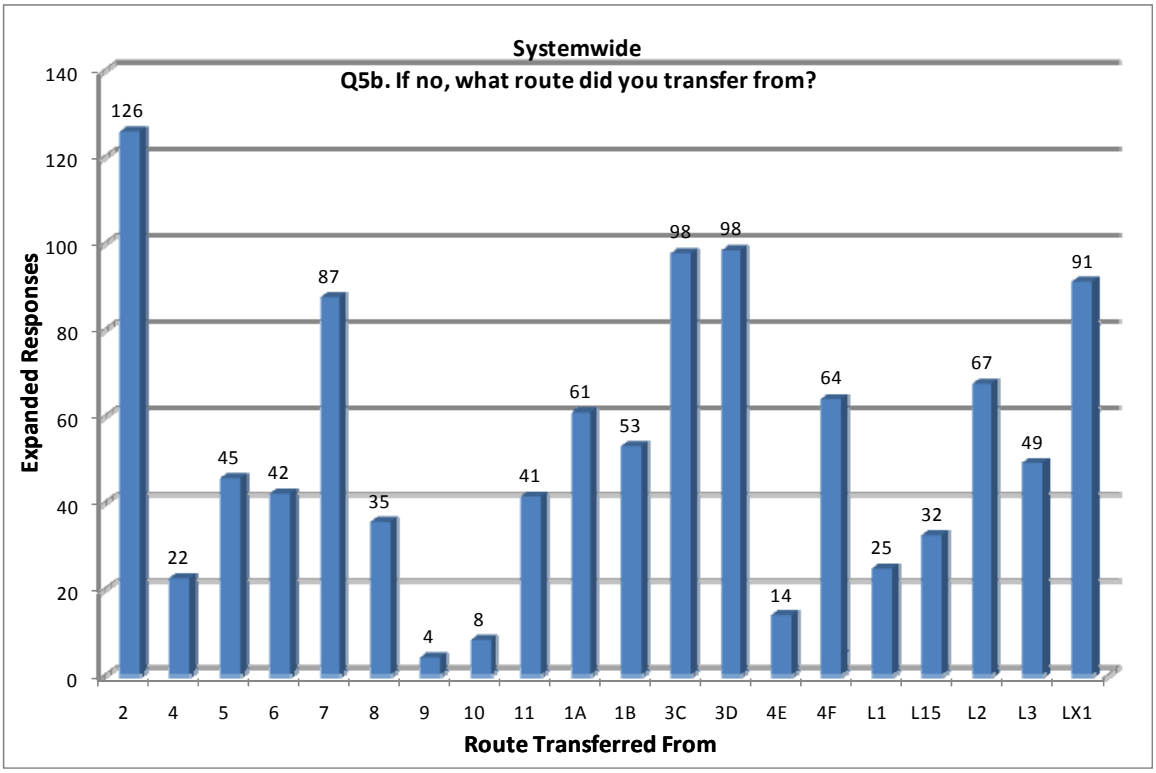
b) Yes, this is the first bus I used for this trip – Route # _____

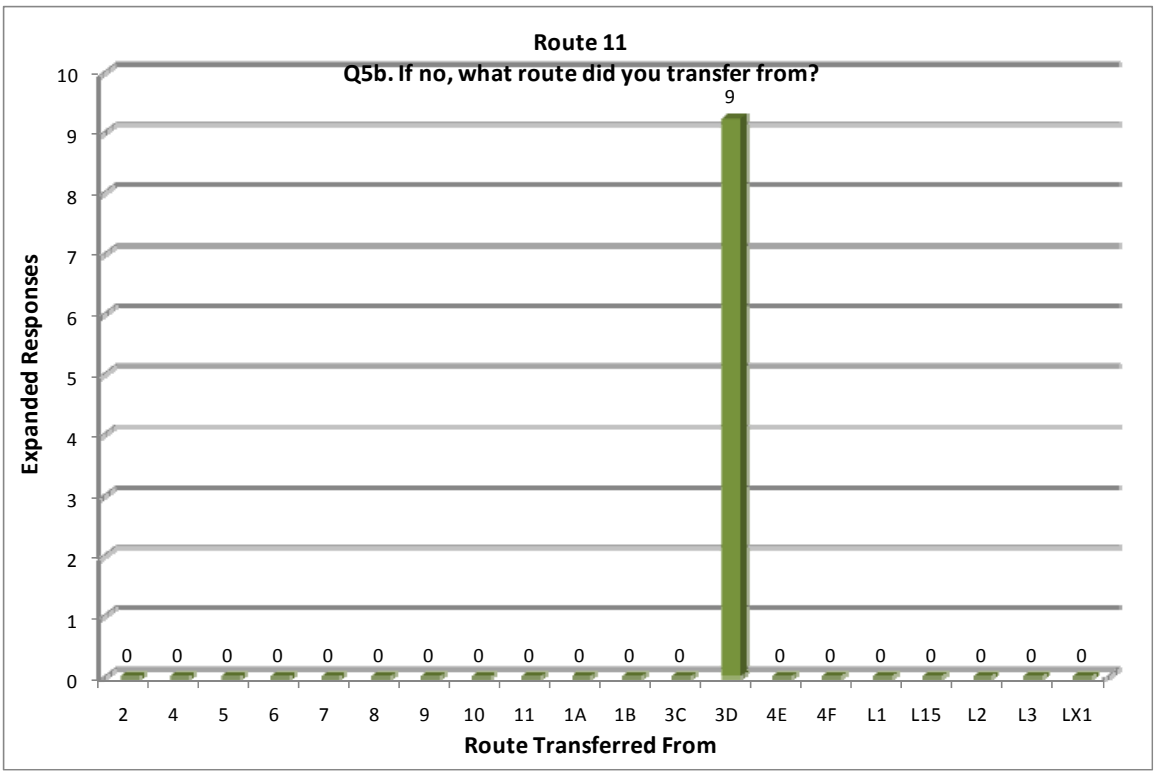
Over three-quarters (84%) of Route 11's riders transferred from another bus. All of those transfers were reported from Route 3D (100%).

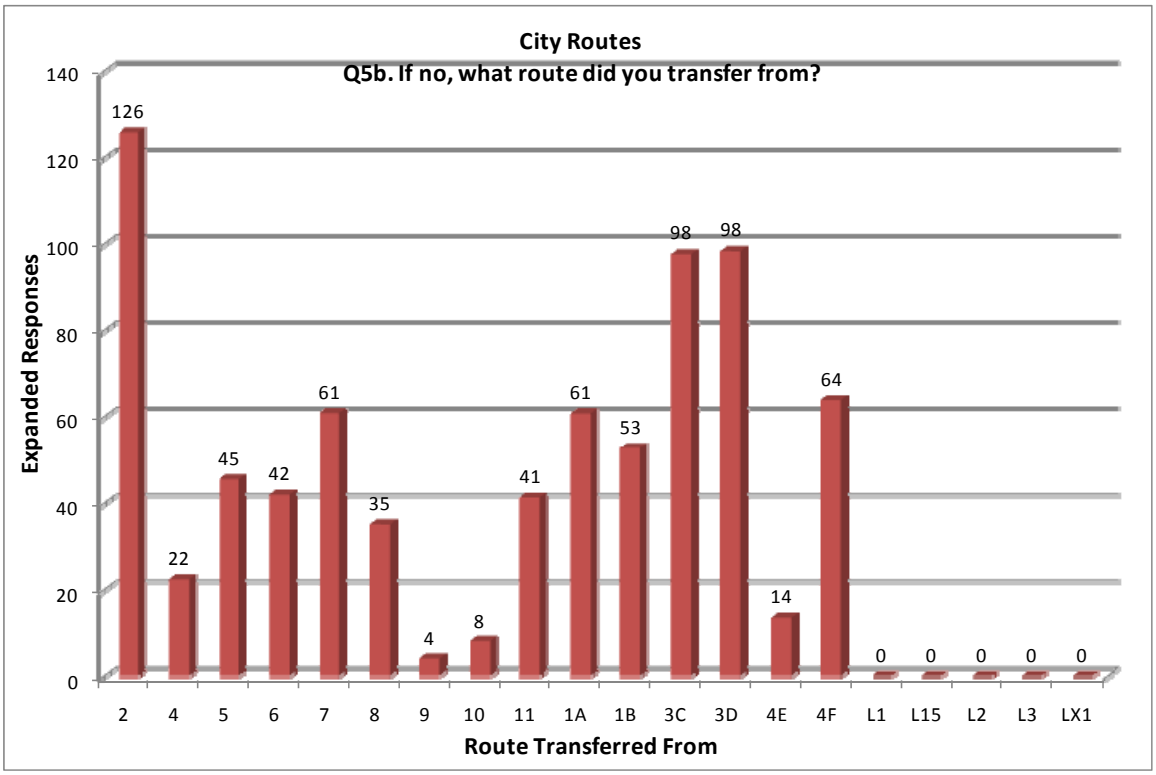
Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	148	84%	2,241	69%
Yes, this is my first bus	12,947	90%	28	16%	1,026	31%
Total	14,388	100%	175	100%	3,267	100%



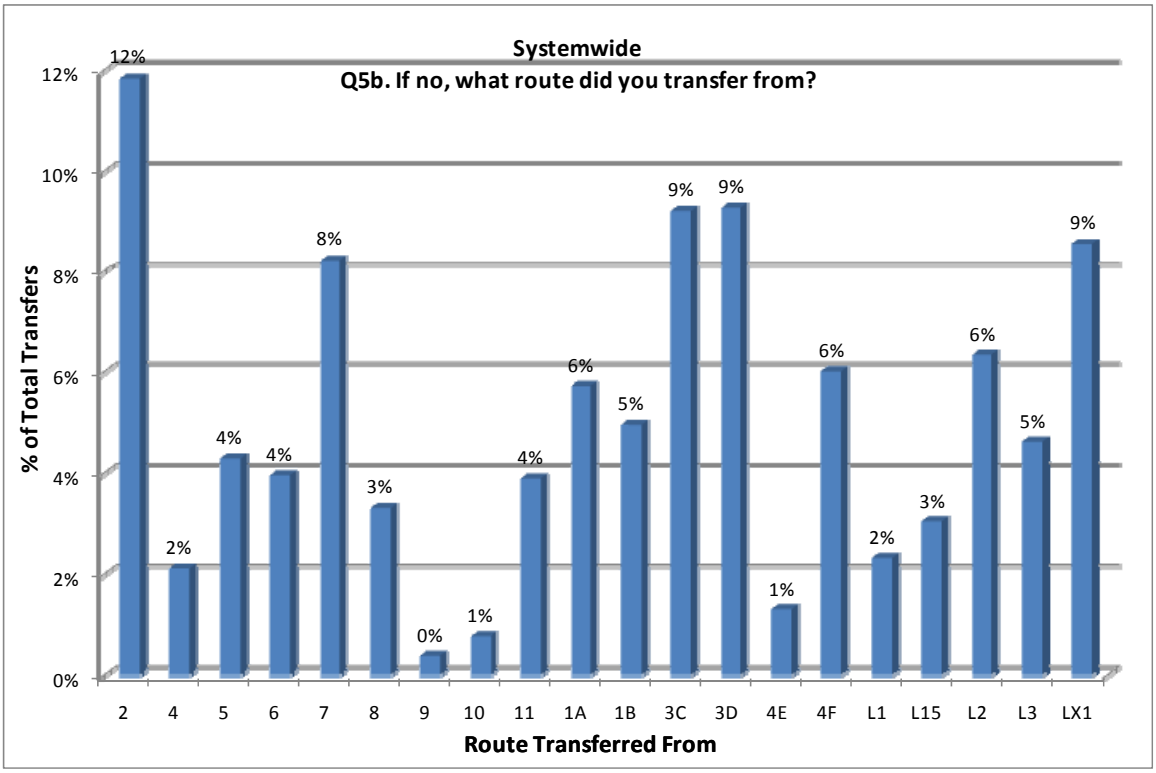
Originating Route Transferred From

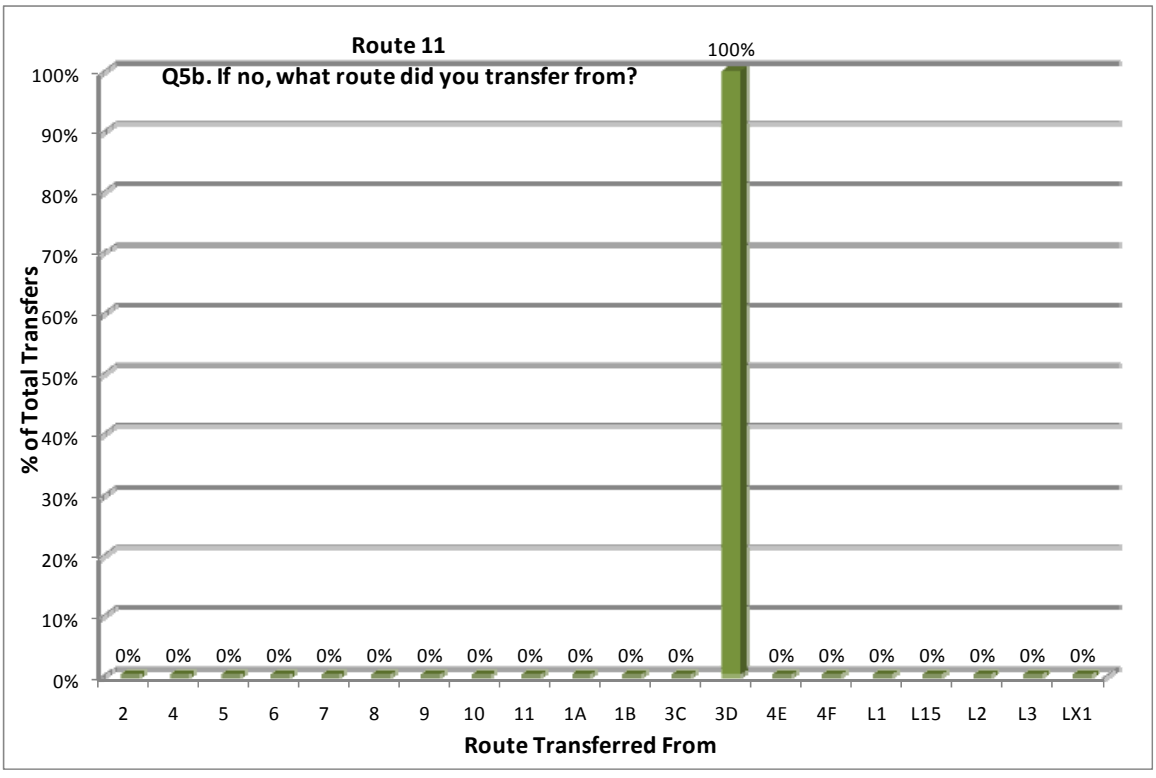


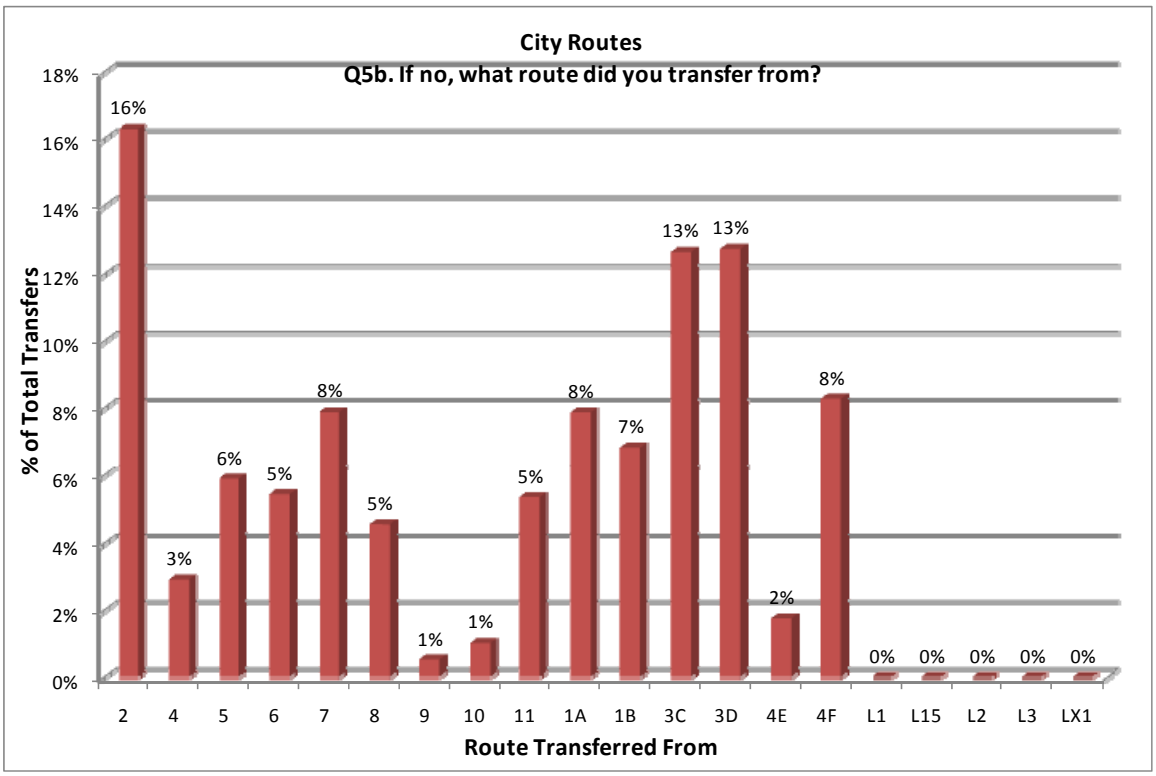

Route 11
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
0 0 0 0 0 0 0 0 0 0 0 0 0 9 0 0 0 0 0 0 0


City Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
Route Transferred From
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
126 22 45 42 61 35 4 8 41 61 53 98 98 14 64 0 0 0 0 0

Originating Route Transferred From as a Percentage of Total Transfers







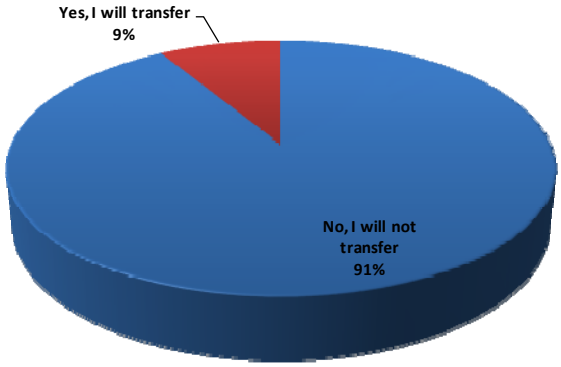
6. **Where did you get on the bus you are riding now?**
   Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. **Where will you get off the bus you are riding now?**
   Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. **Will you transfer to another bus on this trip to where you are going now?**
   The number of riders transferring from Route 11 to another route (16%) is half of that of the City Route total. Riders transferred to Route 4 (67%) and Route 11 (33%).

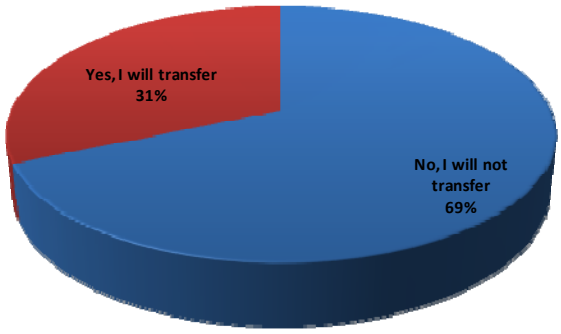
Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	148	84%	2,241	69%
Yes, I will transfer	1,303	9%	28	16%	1,026	31%
Total	15,128	100%	175	100%	3,267	100%

Systemwide
Q8a. Are you transferring to another bus?

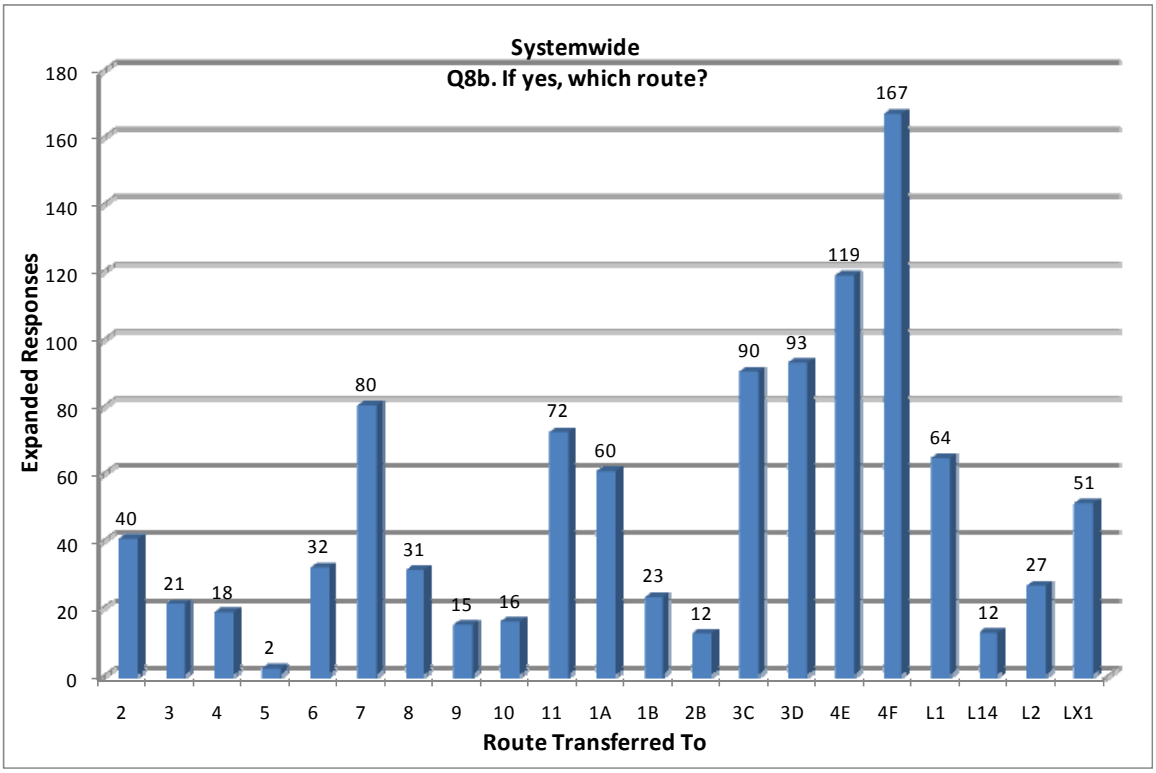


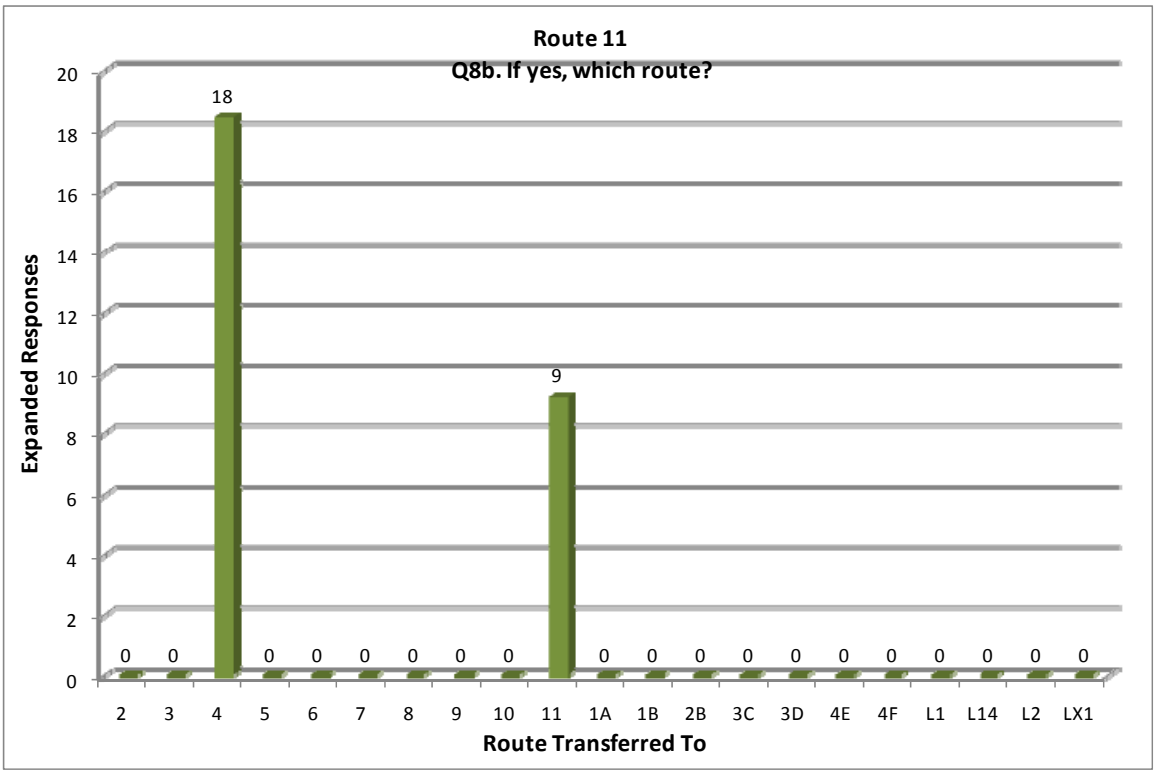
Route 11
Q8a. Are you transferring to another bus?

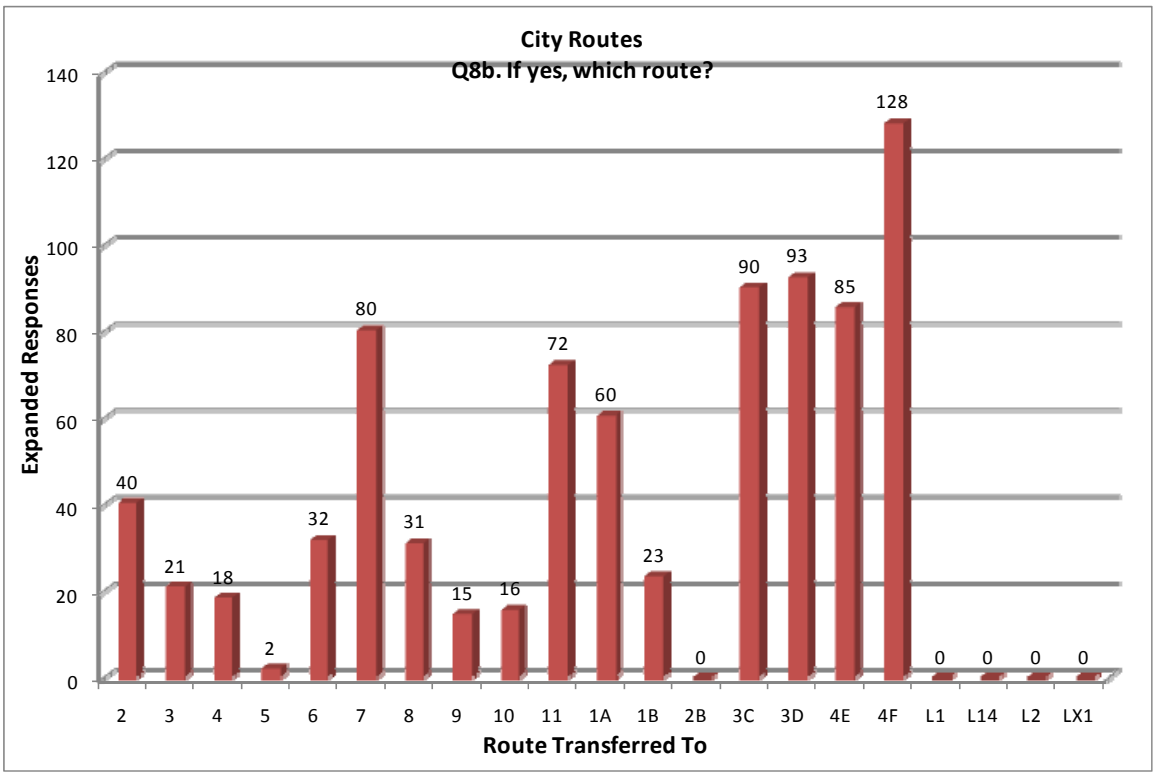
City Routes
Q8a. Are you transferring to another bus?



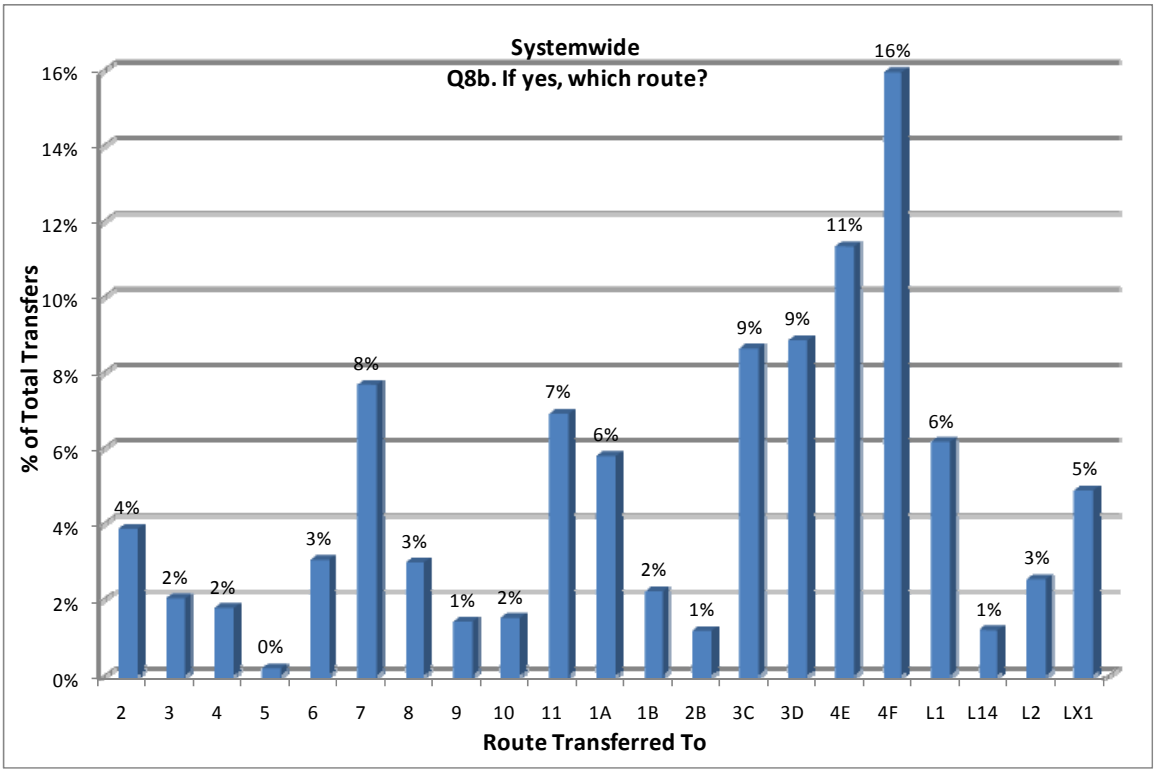
Route Transferred To

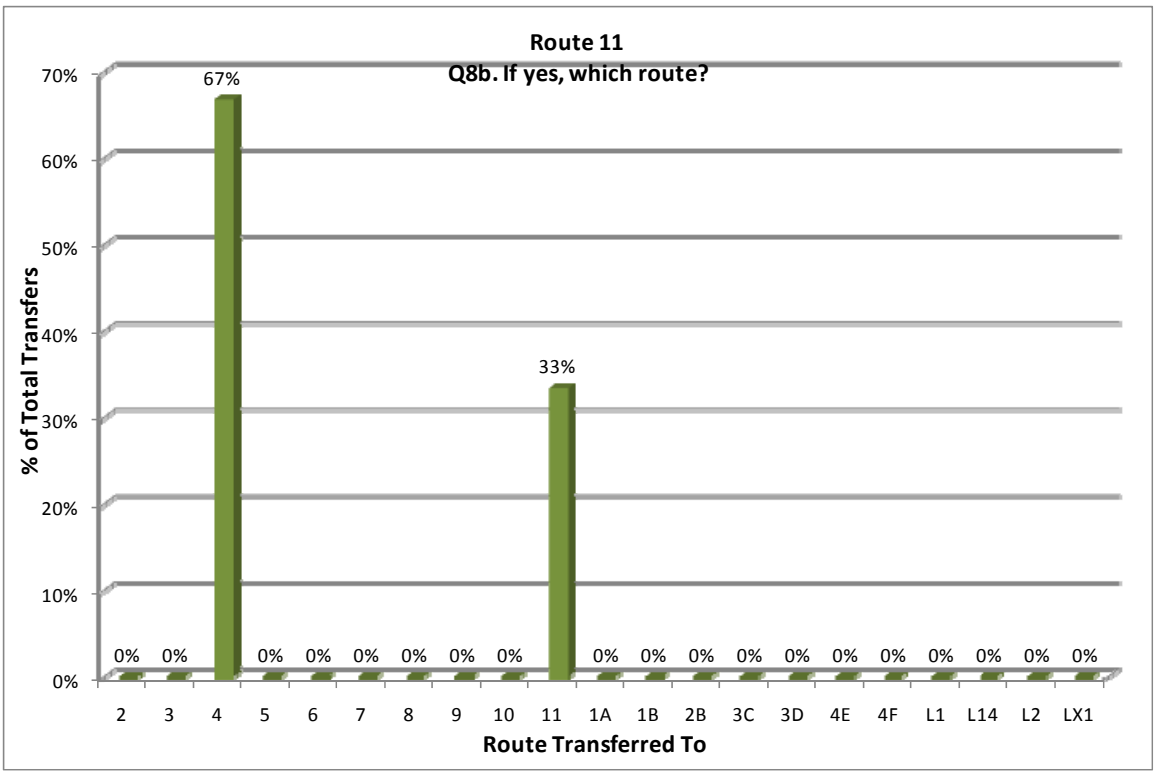


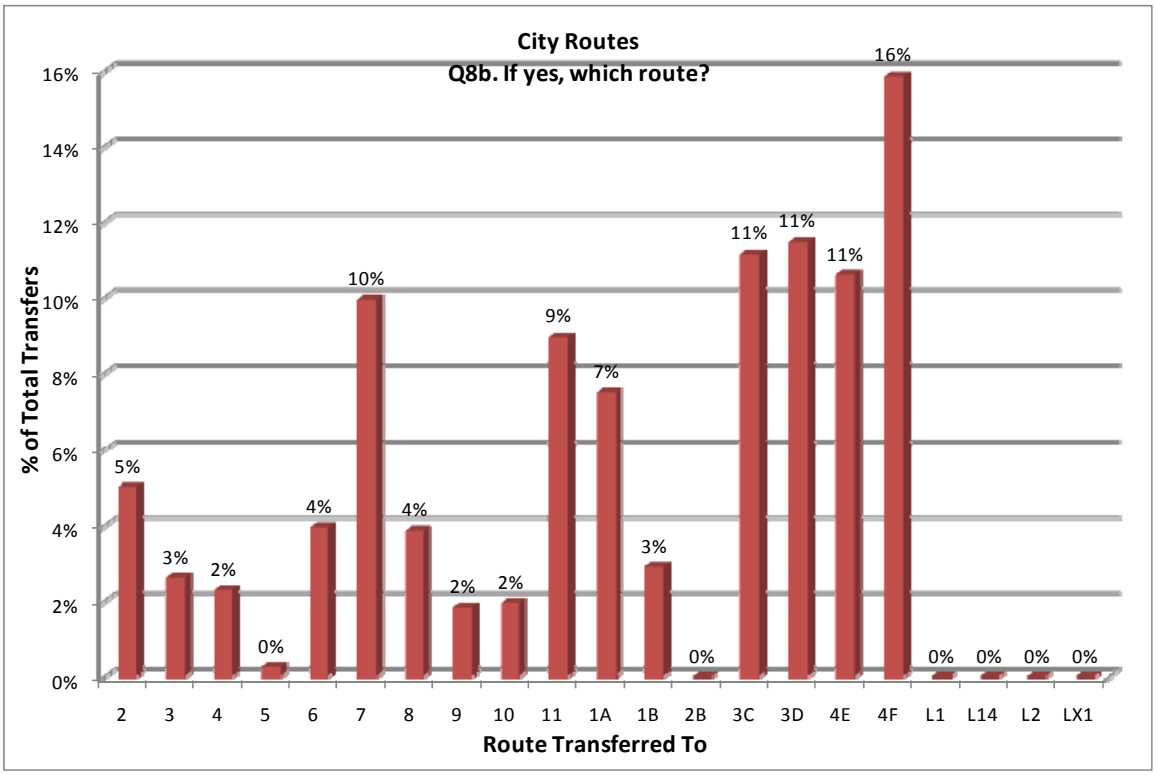




Route Transferred To as a Percentage of Total Transfers




Route 11
Q8b. If yes, which route?
% of Total Transfers
70%
60%
50%
40%
30%
20%
10%
0%
67%
33%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

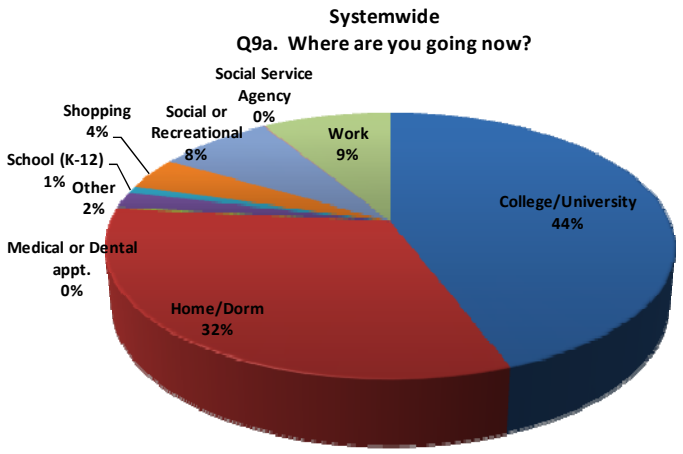

City Routes
Q8b. If yes, which route?
% of Total Transfers
16%
14%
12%
10%
8%
6%
4%
2%
0%
5% 3% 2% 0% 4% 10% 4% 2% 2% 9% 7% 3% 0% 11% 11% 11% 16% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

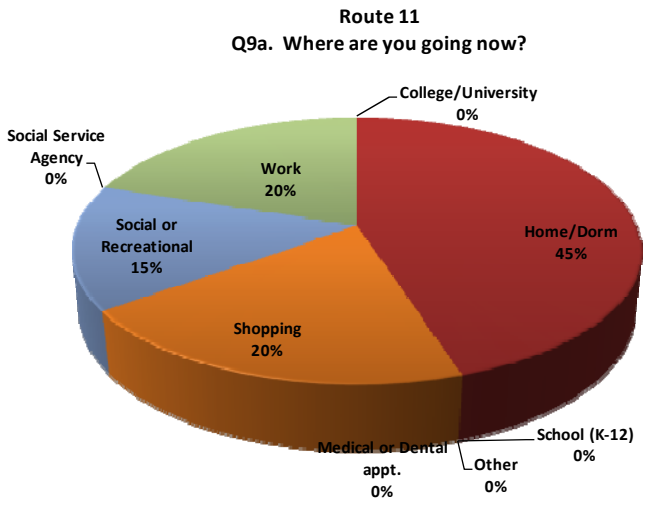
9. Where are you going now?

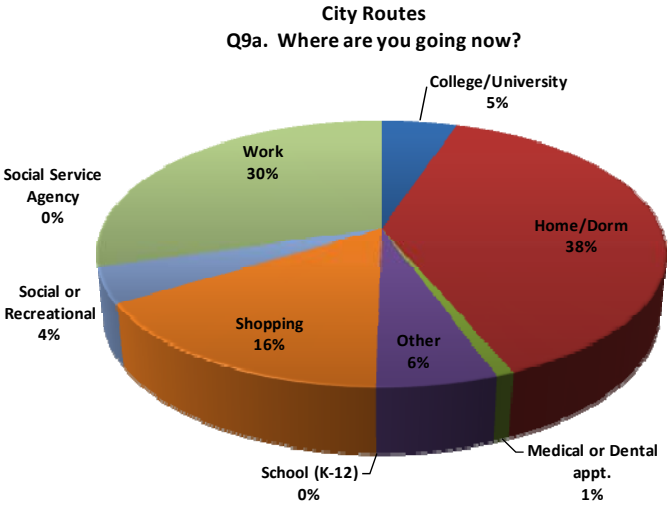
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route 11, trip purposes were focused on home/dorm (45%), shopping (20%), work (20%) and social/recreational (15%). None of the other categories were represented by Route 11 riders.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	-	0%	175	5%
Home/Dorm	5,089	32%	83	45%	1,296	38%
Medical or Dental appt.	29	0%	-	0%	29	1%
Other	286	2%	-	0%	194	6%
School (K-12)	138	1%	-	0%	-	0%
Shopping	614	4%	37	20%	541	16%
Social or Recreational	1,223	8%	28	15%	144	4%
Social Service Agency	12	0%	-	0%	-	0%
Work	1,366	9%	37	20%	995	29%
Total	**15,696**	**100%**	**184**	**100%**	**3,374**	**100%**







10. What is the address or location of the place where you are going now?

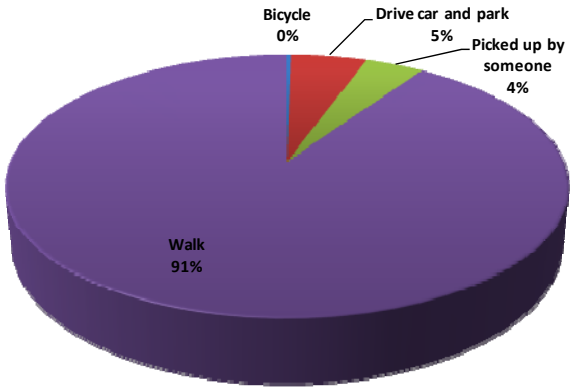
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

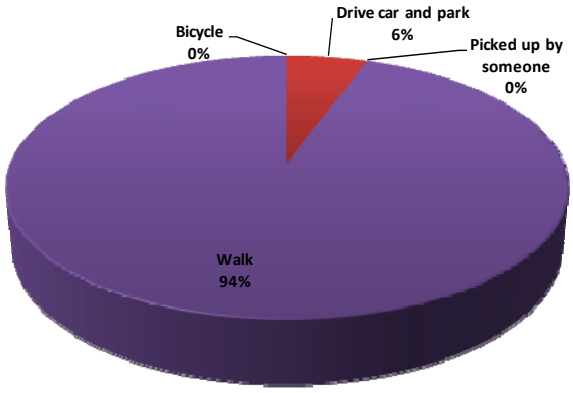
An even higher percentage (91%) of City Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route 11 (94%) is also very comparable to the City Route total. No riders reported being picked up by someone or bicycling upon completing their trip.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	35	1%
Drive car and park	768	5%	9	6%	63	2%
Picked up by someone	585	4%	-	0%	183	6%
Walk	13,176	90%	157	94%	2,766	91%
Total	**14,564**	**100%**	**166**	**100%**	**3,047**	**100%**

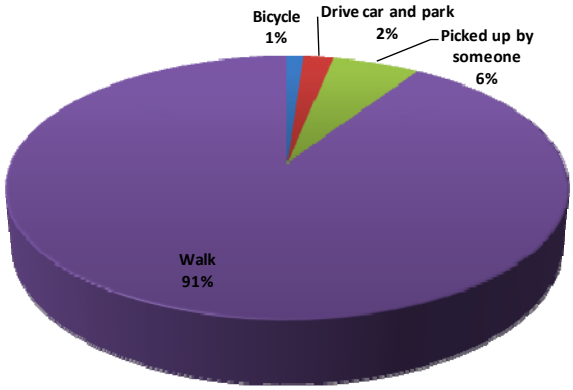
Systemwide
Q11a. How did you get to this bus?



Route 11
Q11a. How did you get to this bus?

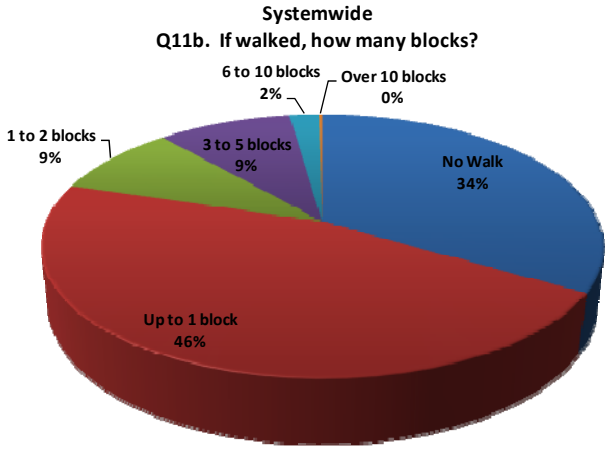


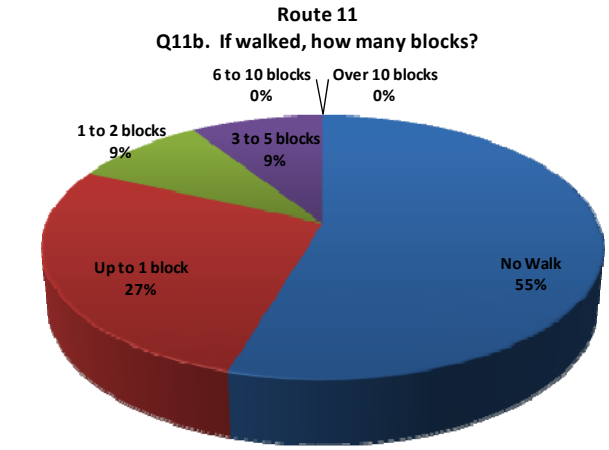
City Routes
Q11a. How did you get to this bus?

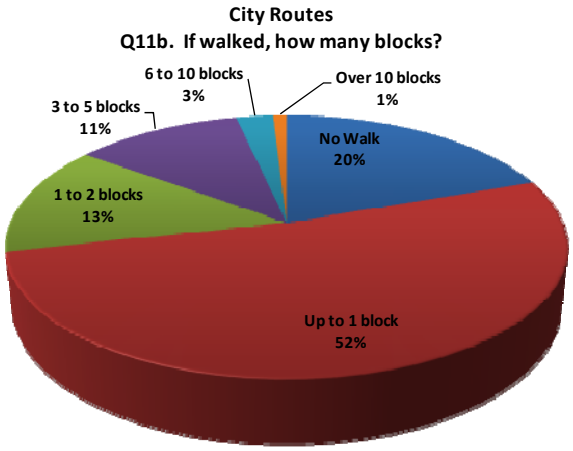


Of those who walked after alighting the bus, most (82%) arrived at their destination with less than one block of walking required. No walks were reported greater than six blocks.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	55	55%	319	20%
Up to 1 block	3,027	46%	28	27%	842	52%
1 to 2 blocks	580	9%	9	9%	220	14%
3 to 5 blocks	603	9%	9	9%	186	11%
6 to 10 blocks	131	2%	-	0%	41	3%
Over 10 blocks	15	0%	-	0%	15	1%
Total	6,545	100%	101	100%	1,623	100%



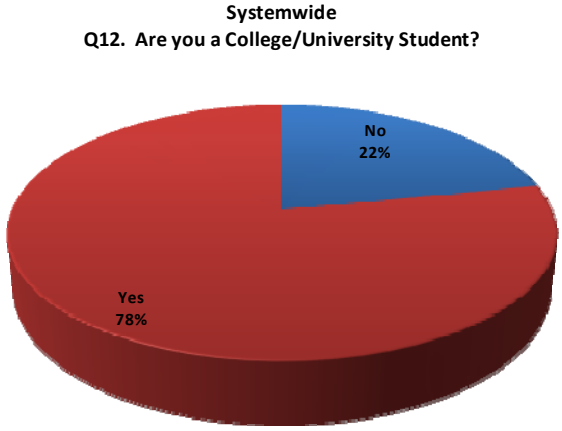




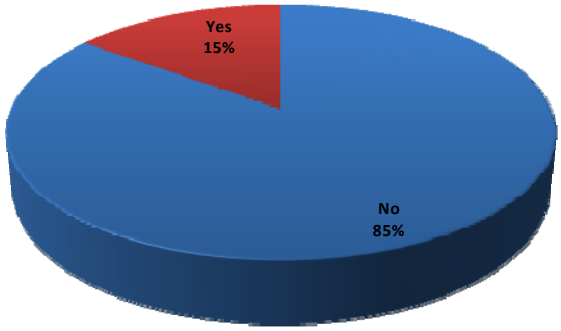
12. Are you a college/university student living away from home?

Route 11 ridership is less impacted by student riders with only 15% identifying as a college/university student living away from home.

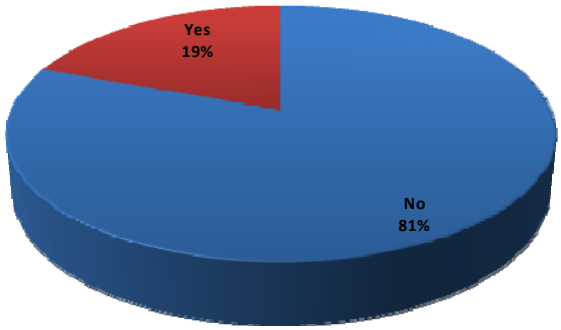
Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	157	85%	2,651	81%
Yes	12,297	78%	28	15%	639	19%
Total	15,757	100%	184	100%	3,290	100%



Route 11
Q12. Are you a College/University Student?



City Routes
Q12. Are you a College/University Student?



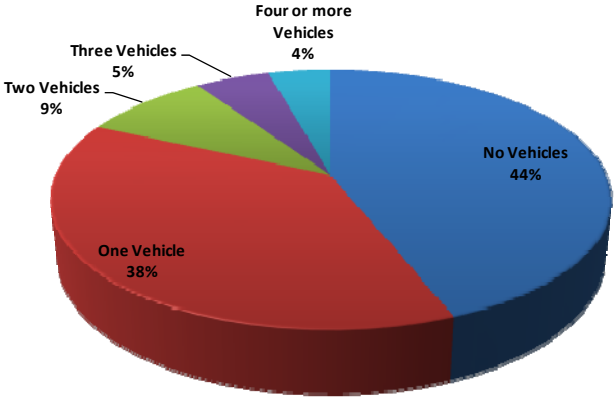
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

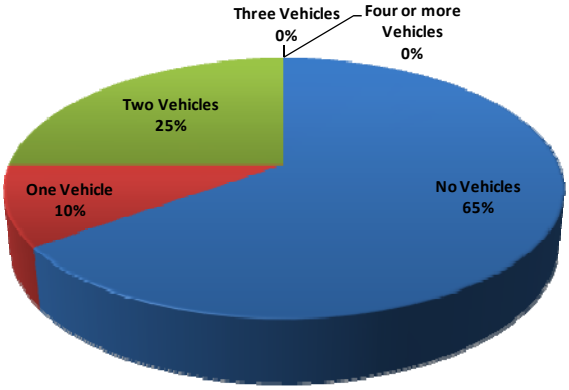
Automobile availability among Route 11 riders was slightly more constrained than those City Routes with 65% reporting no car available. Another 10% reported only one vehicle available in the household. While 25% reported having two vehicles available.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	120	65%	2,324	71%
One Vehicle	5,878	38%	18	10%	605	19%
Two Vehicles	1,370	9%	46	25%	288	9%
Three Vehicles	797	5%	-	0%	41	1%
Four or more Vehicles	670	4%	-	0%	8	0%
Total	15,548	100%	184	100%	3,266	100%

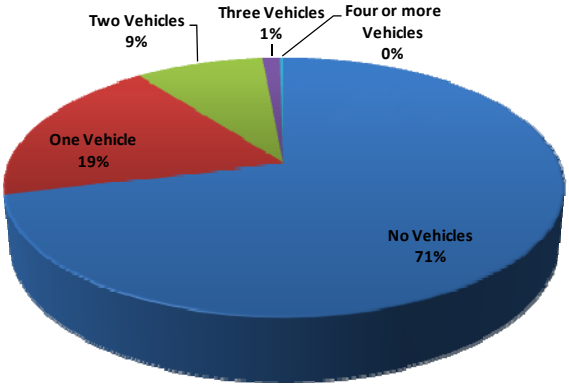
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route 11
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



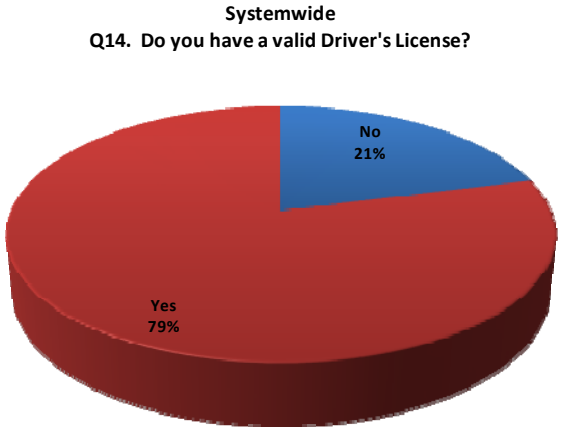
City Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

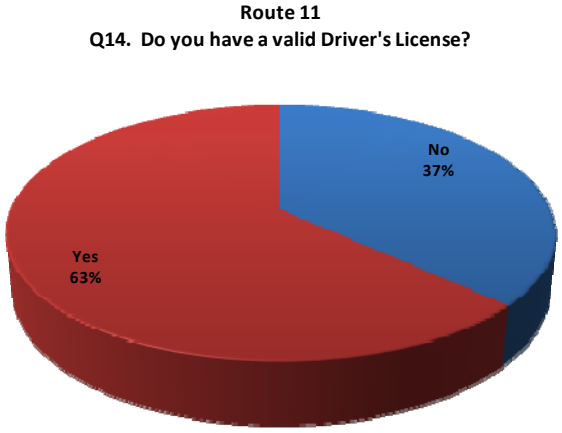


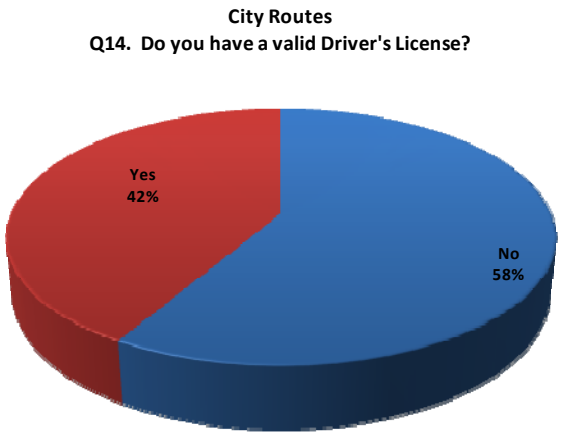
14. Do you have a valid driver's license?

The majority of GLTC's City Route riders (58%) do not carry a valid driver's license. More than half (63%) of Route 11's riders are licensed drivers.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	65	37%	1,874	58%
Yes	12,102	79%	111	63%	1,333	42%
Total	15,322	100%	175	100%	3,207	100%





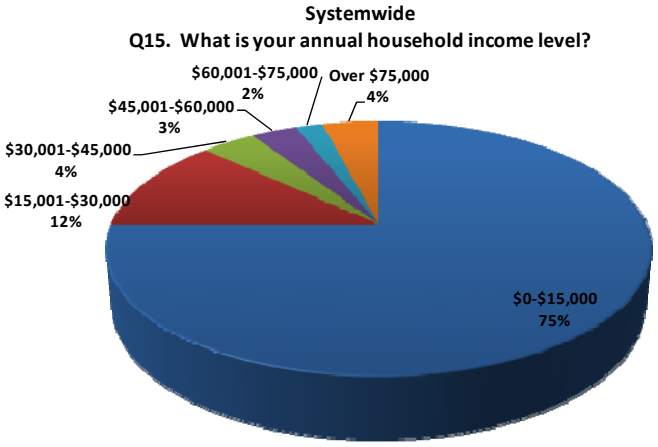


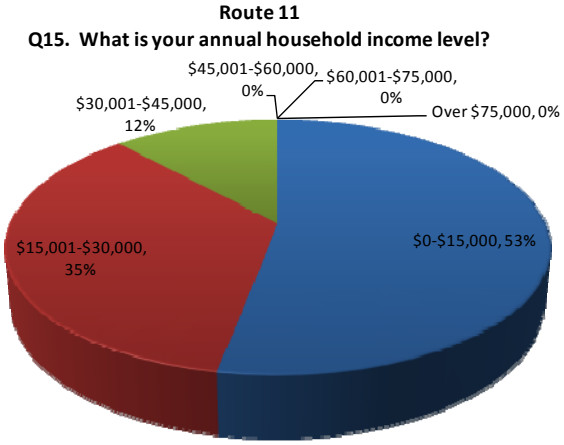
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

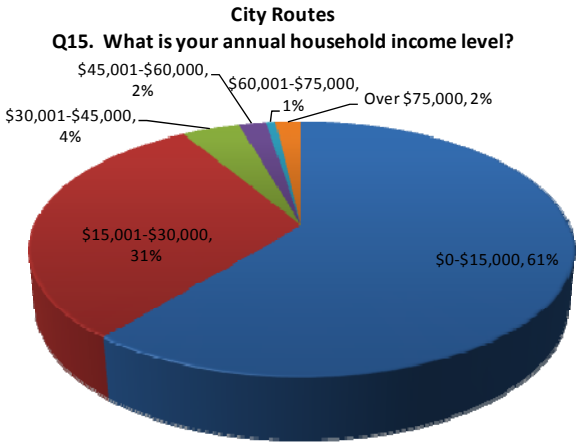
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route 11's riders reported slightly lower earnings than those City Route riders with 88% reporting less than $30,000 annually. There were no reports of incomes greater than $45,000.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	83	53%	1,781	61%
$15,001-$30,000	1,671	12%	55	35%	892	31%
$30,001-$45,000	543	4%	18	12%	120	4%
$45,001-$60,000	452	3%	-	0%	57	2%
$60,001-$75,000	270	2%	-	0%	19	1%
Over $75,000	562	4%	-	0%	54	2%
Total	**14,013**	**100%**	**157**	**100%**	**2,923**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

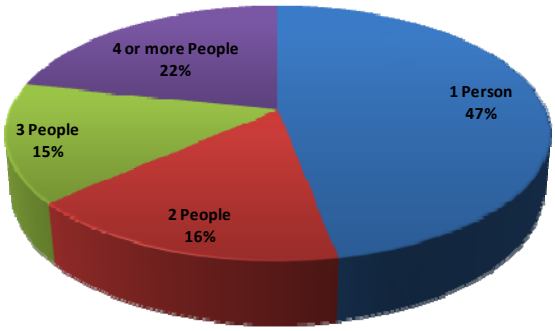
a) 1 **c) 3**

b) 2 **d) 4 or more**

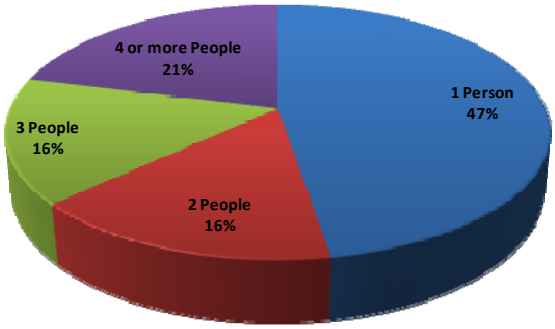
Route 11's household residency is very similar to the City Route total. 47% of the riders report living alone with another 16% living with one other person. The remaining 39% consists of households with three or more persons – typically families.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	83	47%	1,208	37%
2 People	2,473	16%	28	16%	956	29%
3 People	2,238	15%	28	16%	484	15%
4 or more People	3,244	22%	37	21%	616	19%
Total	15,010	100%	175	100%	3,264	100%

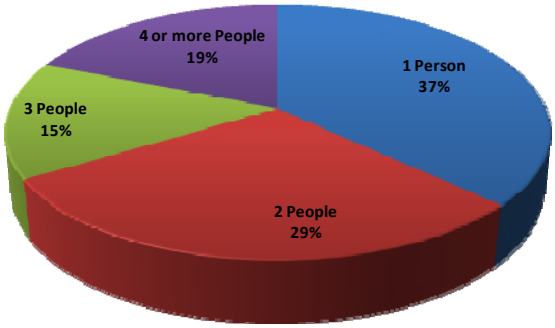
Systemwide
Q16. How many people live in your household?



Route 11
Q16. How many people live in your household?



City Routes
Q16. How many people live in your household?

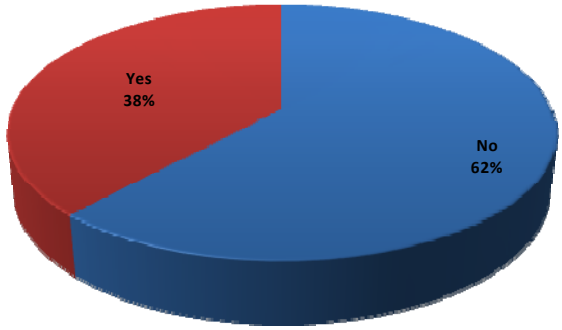


17. Have you transferred at the Plaza in the last week?

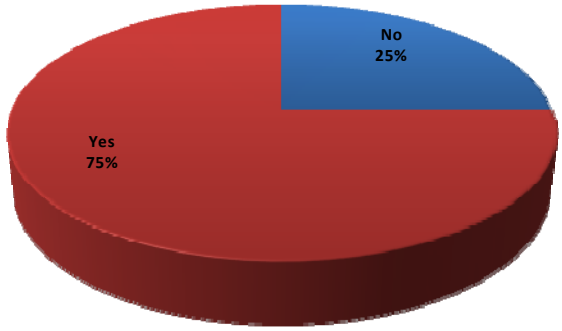
75% of Route 11 riders have transferred at the Plaza in the last week. This is less than what was represented by the City Route riders (89%).

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	46	25%	366	11%
Yes	5,868	38%	138	75%	2,972	89%
Total	15,369	100%	184	100%	3,339	100%

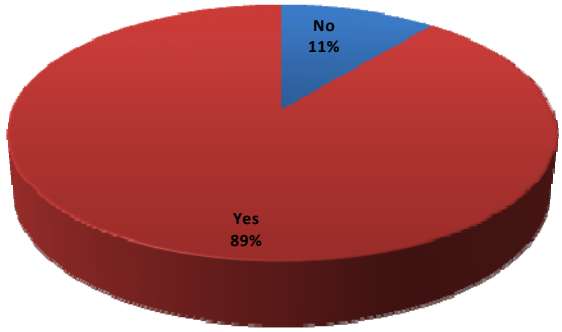
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route 11
Q17a. Have you transfered at the Plaza in the last week?



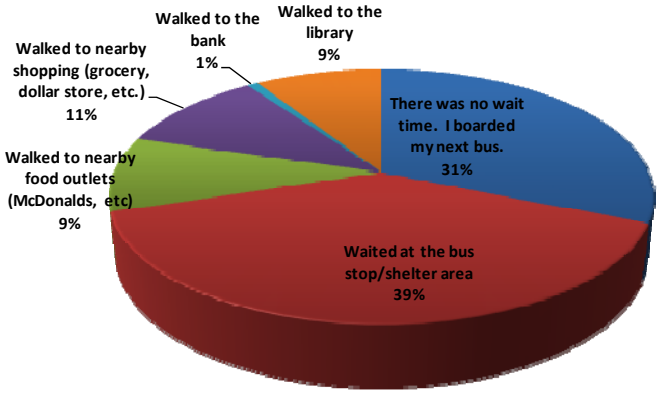
City Routes
Q17a. Have you transfered at the Plaza in the last week?



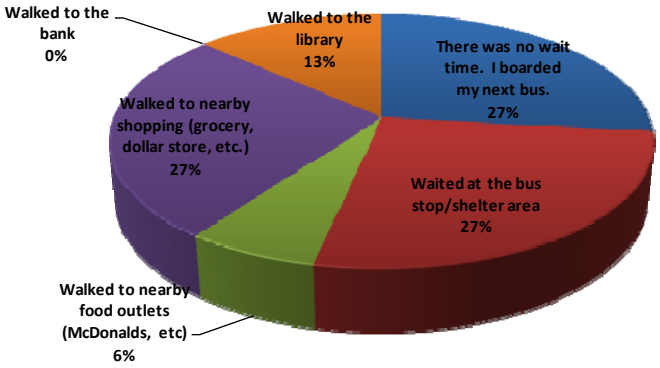
Of the Route 11 riders that have transferred at the Plaza in the last week, 27% stated there was no wait time and they boarded the next bus. 27% waited at the bus stop/shelter area. Another 7% walked to nearby food outlets and 27% said that they walked to nearby shopping. 13% of the riders reported that they walked to the library. These findings are consistent with the City Route respondents.

Response	Systemwide		Route 11		City Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	37	27%	995	35%
Waited at the bus stop/shelter area	2,216	39%	37	27%	806	28%
Walked to nearby food outlets (McDonalds, etc)	535	9%	9	7%	409	14%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	37	27%	294	10%
Walked to the bank	44	1%	-	0%	-	0%
Walked to the library	511	9%	18	13%	328	12%
Total	5,682	100%	138	100%	2,833	100%

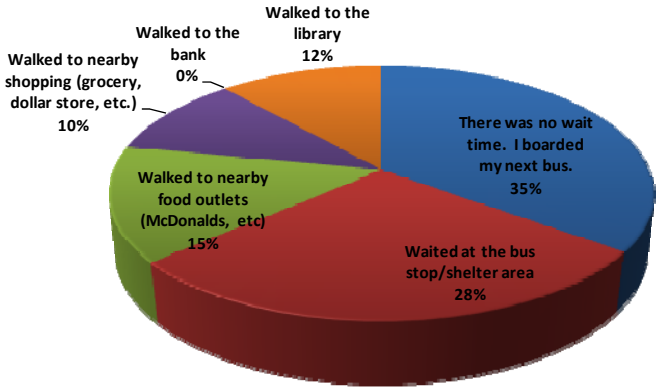
Systemwide
Q17b. What did you do while waiting?



Route 11
Q17b. What did you do while waiting?



City Routes
Q17b. What did you do while waiting?

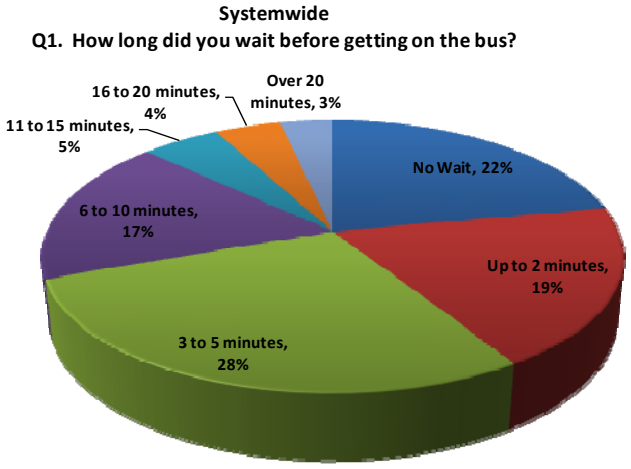


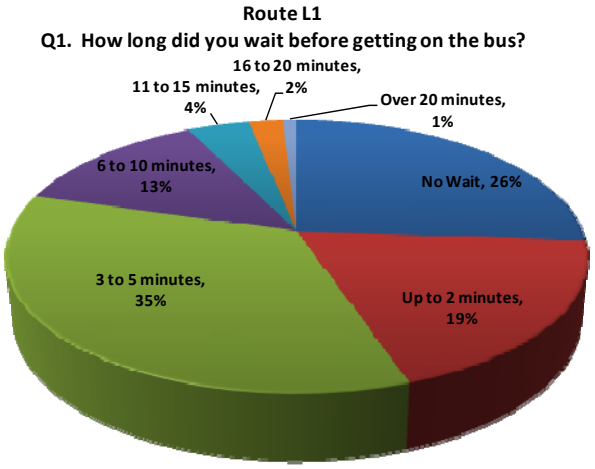
4.16 Route L1

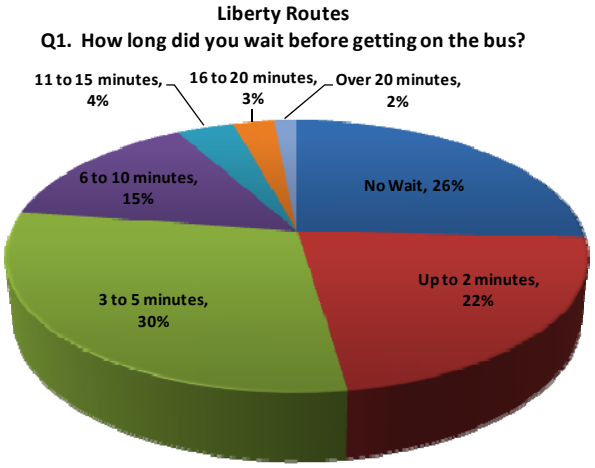
1. How long did you wait at the bus stop before getting on the bus?

Waits on Route L1 were very similar to that of the Liberty Route average. 45% of the riders on LI had a wait time of less than 2 minutes. Only 3% of the riders reported having to wait over 16 minutes.

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	1,512	26%	3,357	26%
Up to 2 minutes	3,093	19%	1,087	19%	2,866	22%
3 to 5 minutes	4,658	28%	2,015	35%	3,868	30%
6 to 10 minutes	2,842	17%	769	13%	1,914	15%
11 to 15 minutes	852	5%	239	4%	498	4%
16 to 20 minutes	719	4%	133	2%	354	3%
Over 20 minutes	572	3%	53	1%	201	2%
Total	16,347	100%	5,807	100%	13,059	100%





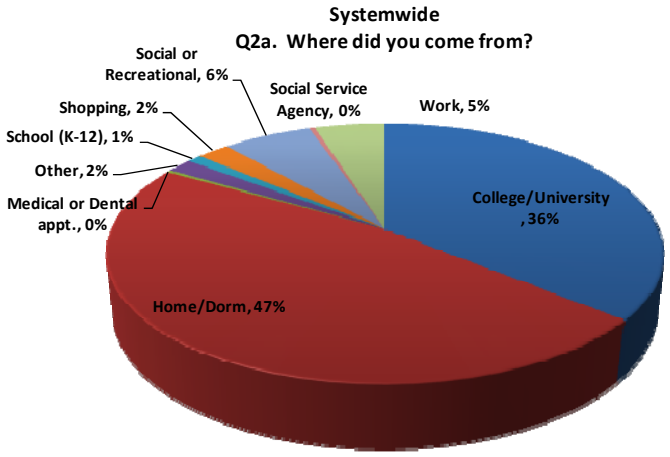


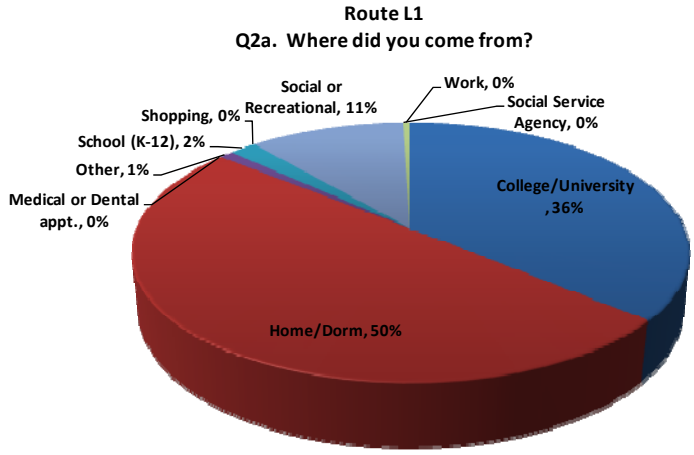
2. Where did you come from?

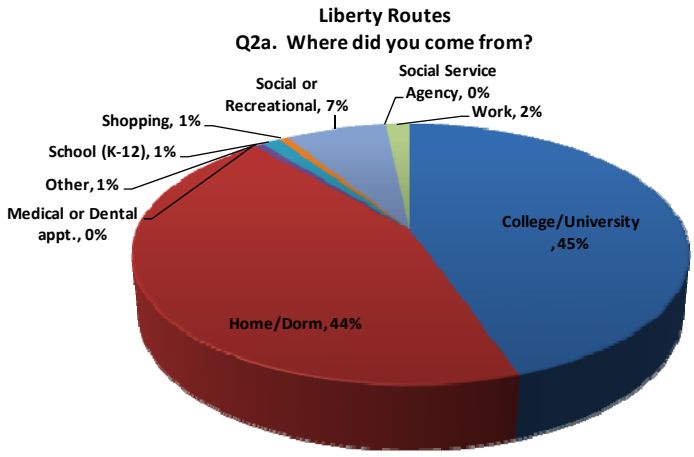
a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

Route L1 riders originate primarily from home/dorm (50%) or college/university (36%) purposes. 11% reported coming from a social/recreational environment. Very few indicated they came from "other" (1%) or school (K-12) (2%). No one indicated coming from a medical or dental appt, shopping or a social service agency.

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	2,042	36%	5,726	45%
Home/Dorm	7,709	47%	2,811	50%	5,648	44%
Medical or Dental appt.	52	0%	-	0%	-	0%
Other	283	2%	53	1%	77	1%
School (K-12)	163	1%	106	2%	163	1%
Shopping	367	2%	-	0%	85	1%
Social or Recreational	1,009	6%	610	11%	896	7%
Social Service Agency	64	0%	-	0%	-	0%
Work	796	5%	27	0%	222	2%
Total	**16,312**	**100%**	**5,648**	**100%**	**12,817**	**100%**


Systemwide
Q2a. Where did you come from?
Social or Recreational, 6%
Social Service Agency, 0%
Work, 5%
Shopping, 2%
School (K-12), 1%
Other, 2%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 47%


Route L1
Q2a. Where did you come from?
Social or Recreational, 11%
Work, 0%
Social Service Agency, 0%
Shopping, 0%
School (K-12), 2%
Other, 1%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 50%


Liberty Routes
Q2a. Where did you come from?
Social Service Agency, 0%
Social or Recreational, 7%
Work, 2%
Shopping, 1%
School (K-12), 1%
Other, 1%
Medical or Dental appt., 0%
College/University, 45%
Home/Dorm, 44%

3. What is the address or location of the place you came from?

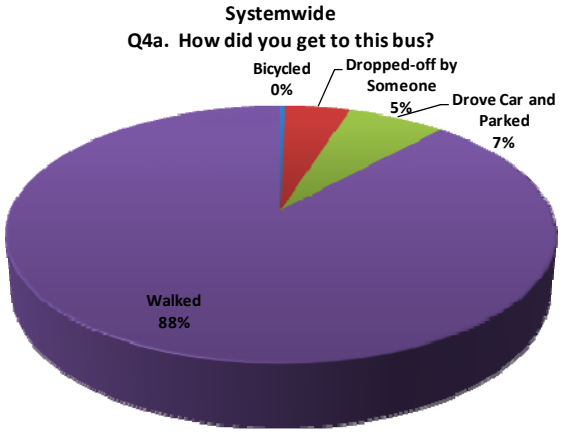
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

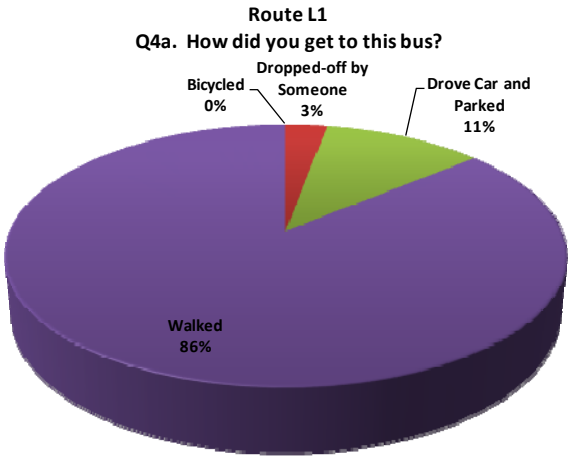
4. How did you get from the place listed above to the first bus used for this trip?

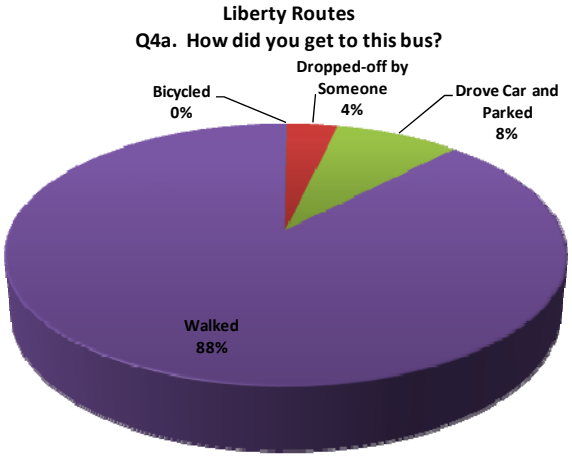
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's Liberty Route riders walk to catch their bus (88%). The majority of Route L1's riders (86%) also walk to the bus. No riders reported bicycling to the bus stop.

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	12	0%
Dropped-off by Someone	727	5%	159	3%	442	4%
Drove Car and Parked	1,083	7%	610	11%	1,067	9%
Walked	13,872	88%	4,773	86%	10,985	88%
Total	**15,729**	**100%**	**5,542**	**100%**	**12,506**	**100%**

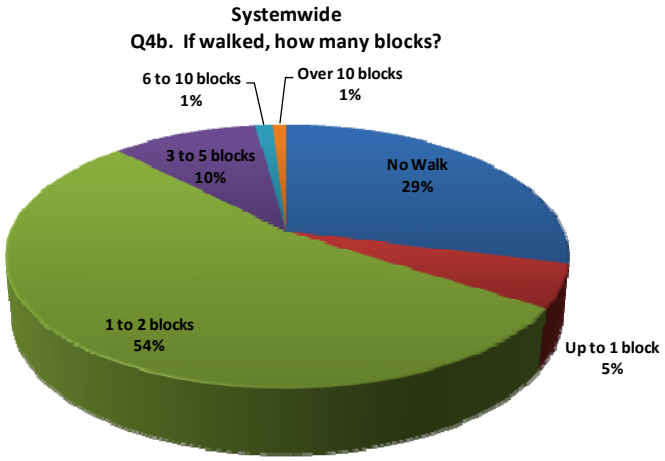


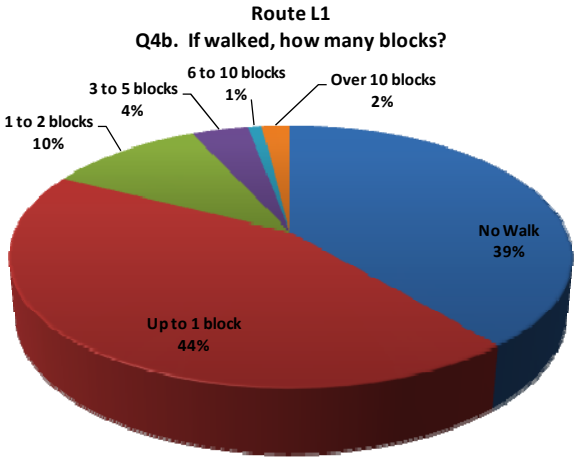


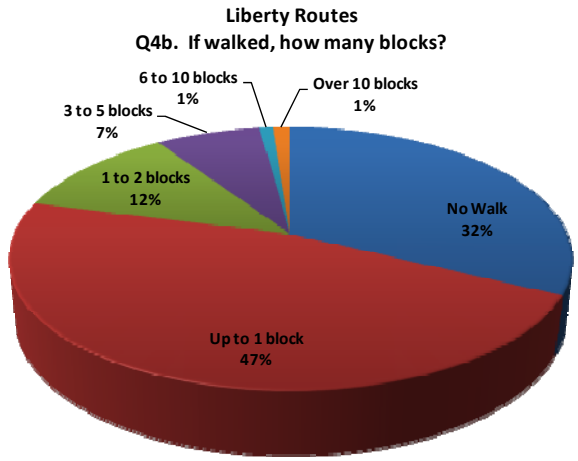


Walks to Route L1 were on par with those reported on the Liberty Routes. More than three-quarters (83%) reported walks up to 1 block. Only 15% reported walks between 1 and 5 blocks; which was slightly less than that of the Liberty Routes.

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	1,061	39%	1,801	32%
Up to 1 block	391	5%	1,193	44%	2,615	47%
1 to 2 blocks	3,940	54%	292	11%	652	12%
3 to 5 blocks	734	10%	106	4%	402	7%
6 to 10 blocks	87	1%	27	1%	51	1%
Over 10 blocks	71	1%	53	2%	67	1%
Total	7,330	100%	2,731	100%	5,588	100%


Systemwide
Q4b. If walked, how many blocks?
6 to 10 blocks
1%
Over 10 blocks
1%
3 to 5 blocks
10%
No Walk
29%
1 to 2 blocks
54%
Up to 1 block
5%


Route L1
Q4b. If walked, how many blocks?
3 to 5 blocks
4%
6 to 10 blocks
1%
Over 10 blocks
2%
1 to 2 blocks
10%
No Walk
39%
Up to 1 block
44%


Liberty Routes
Q4b. If walked, how many blocks?
6 to 10 blocks
1%
Over 10 blocks
1%
3 to 5 blocks
7%
1 to 2 blocks
12%
No Walk
32%
Up to 1 block
47%

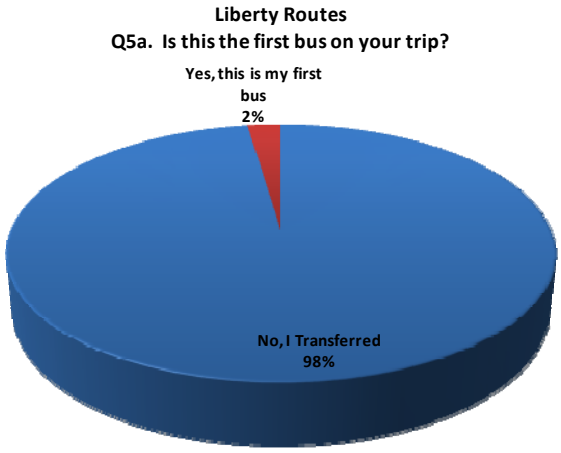
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

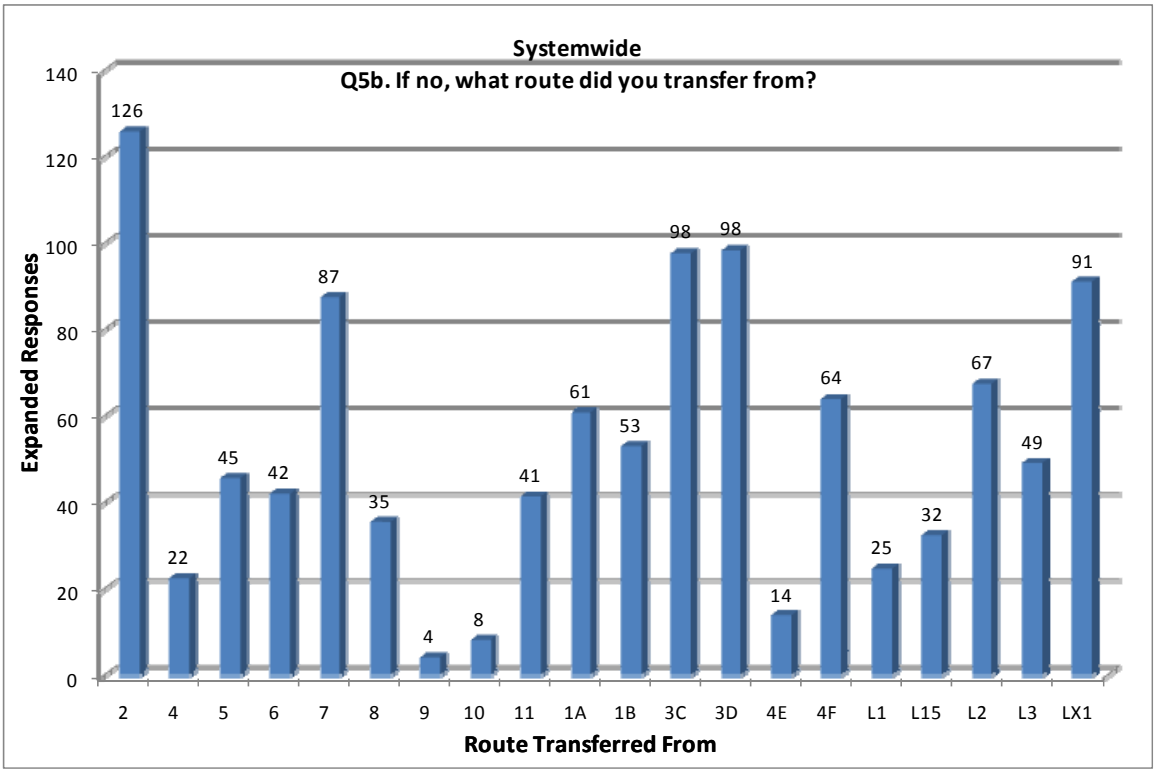
b) Yes, this is the first bus I used for this trip – Route # _____

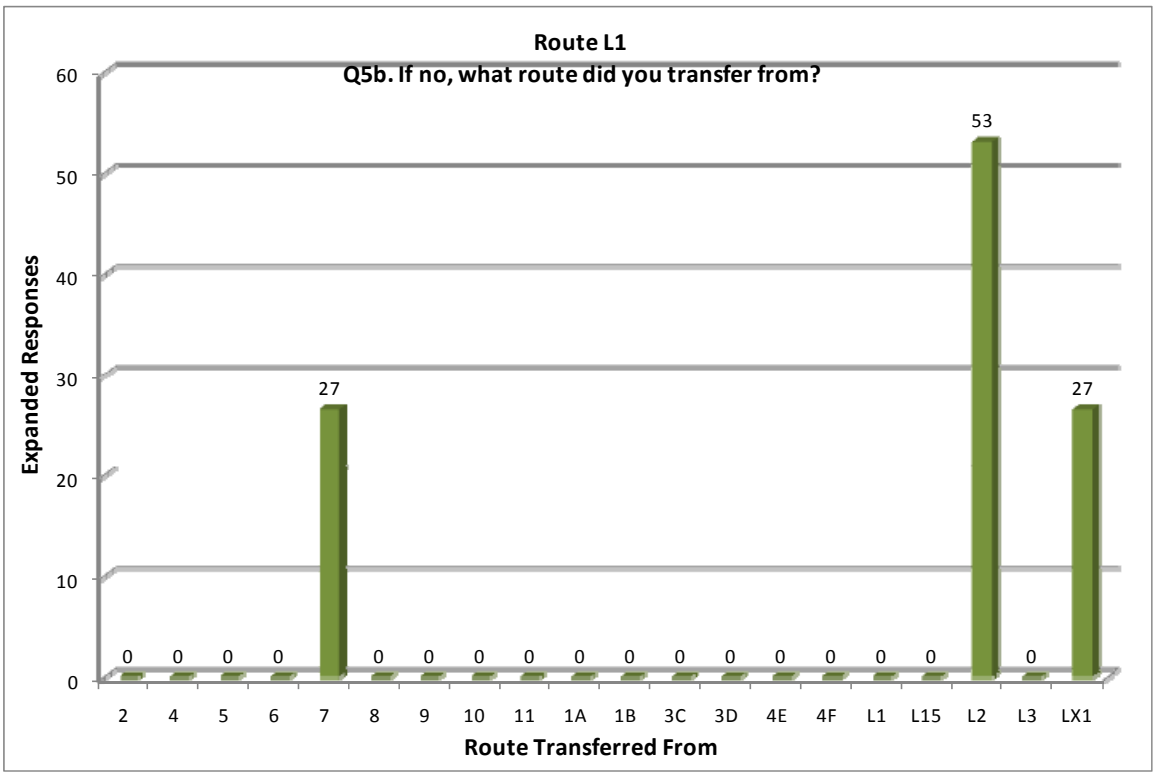
Almost all (98%) of Route L1's riders transferred from another bus. All of those transfers were reported from Route L2 (50%), Route LX1 (25%) and Route 7 (25%).

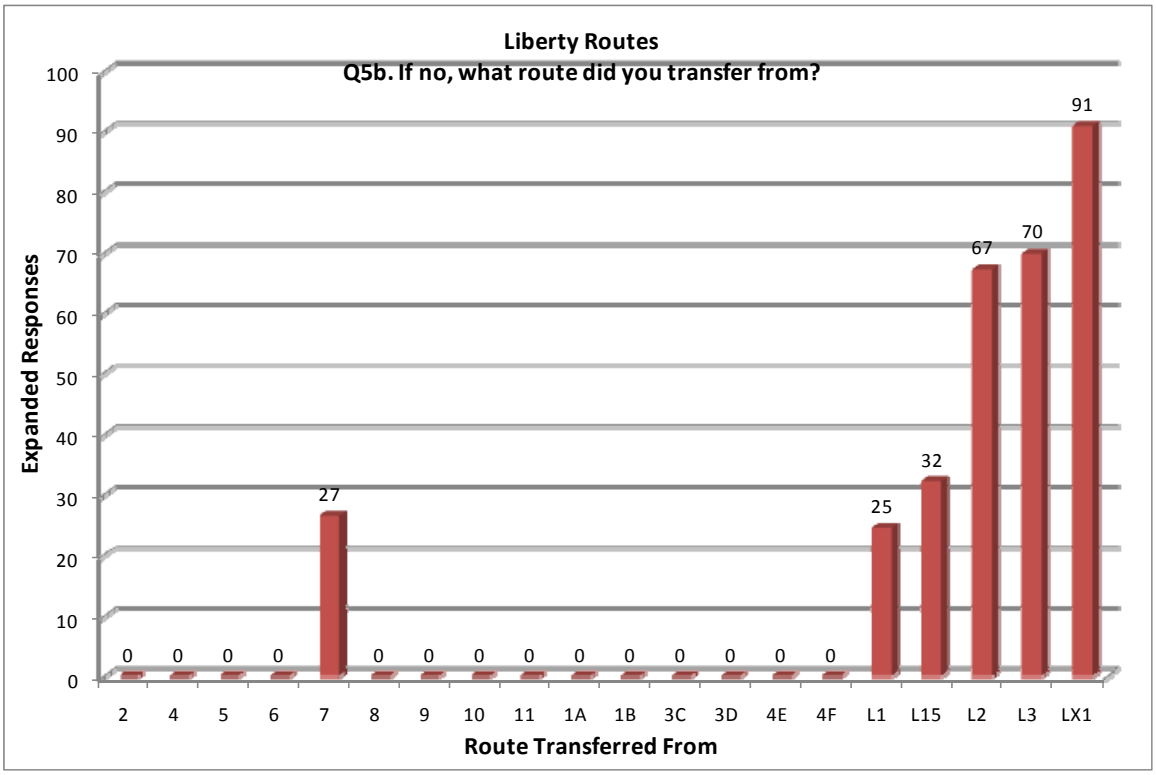
Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	4,614	98%	11,584	98%
Yes, this is my first bus	12,947	90%	80	2%	277	2%
Total	14,388	100%	4,694	100%	11,861	100%



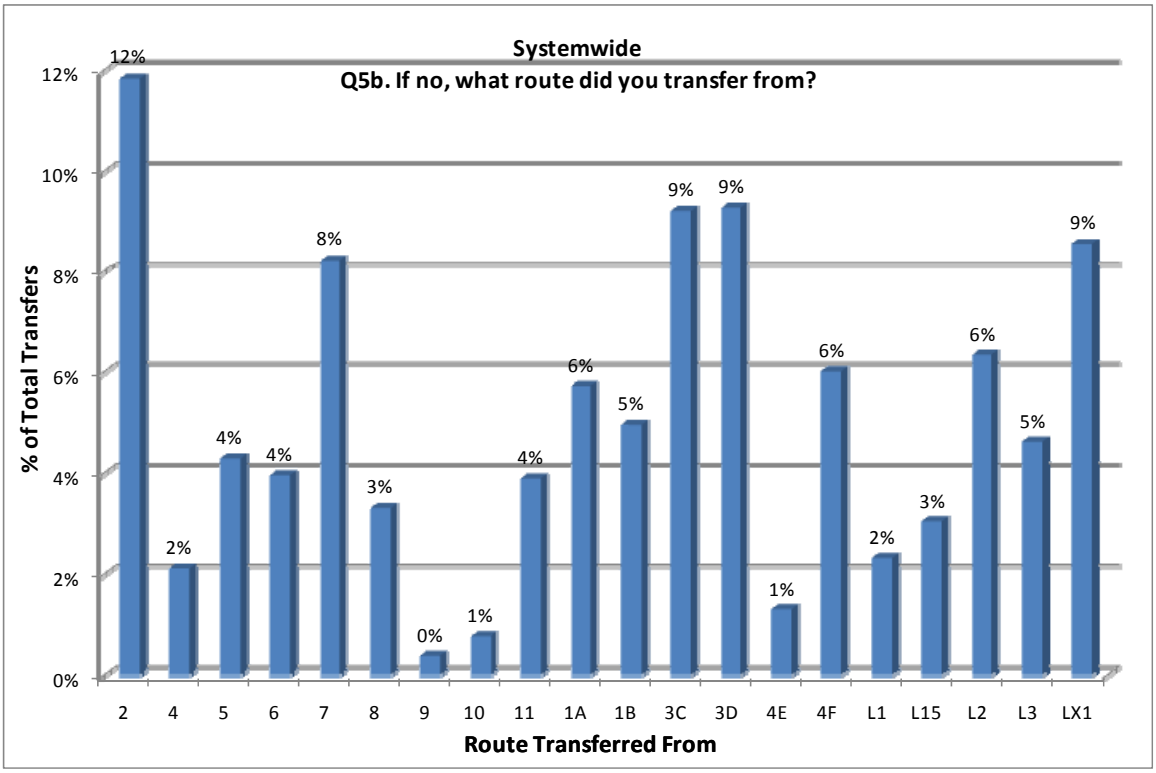
Originating Route Transferred From

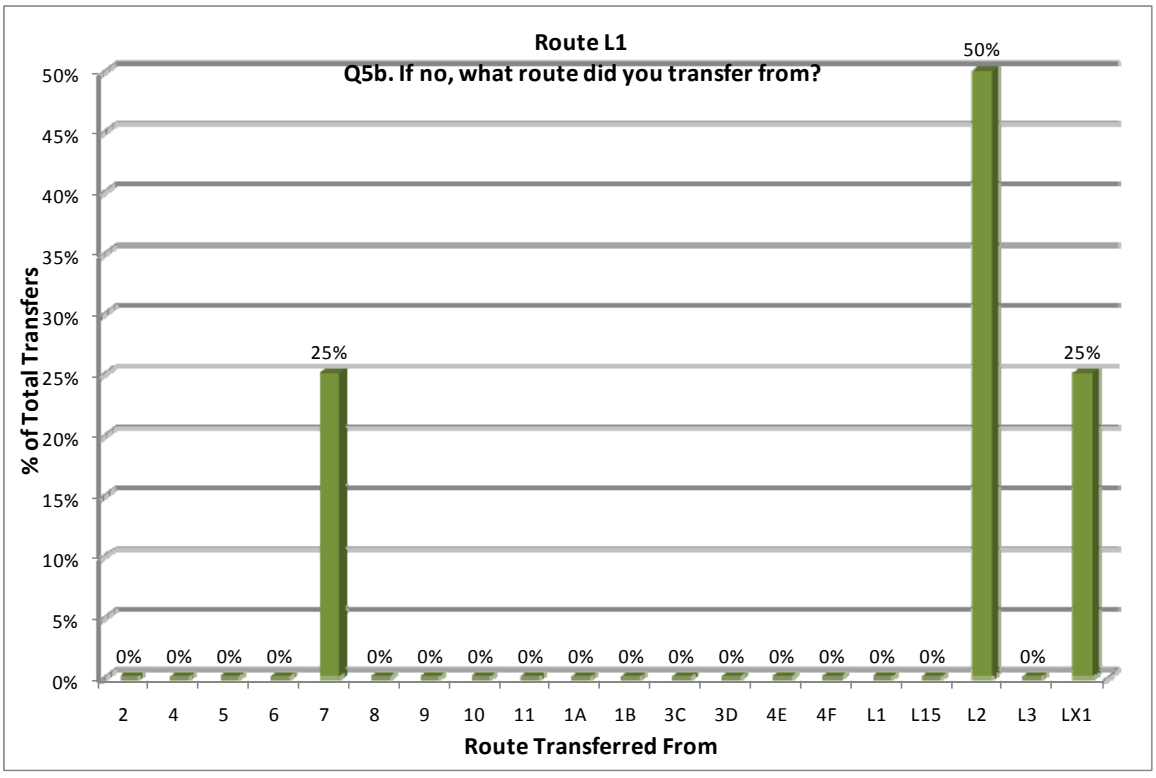


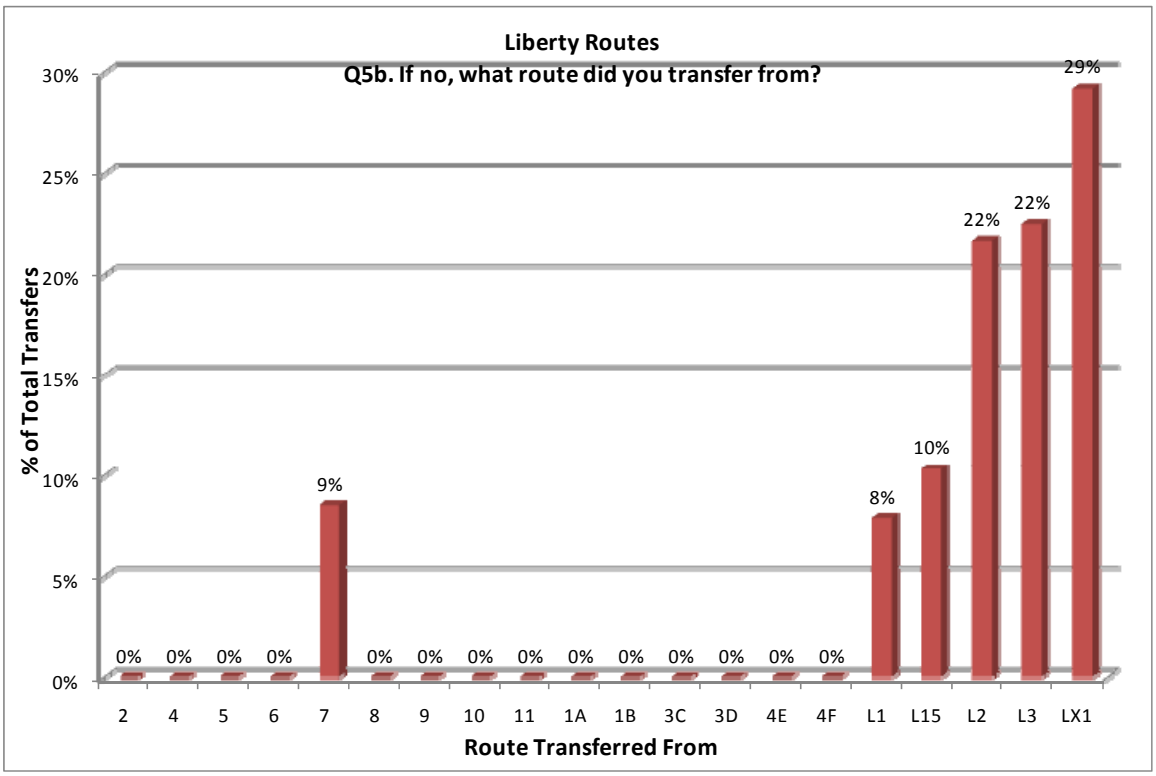

Route L1
Q5b. If no, what route did you transfer from?
Expanded Responses
60
50
40
30
20
10
0
0 0 0 0 27 0 0 0 0 0 0 0 0 0 0 0 0 53 0 27
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From


Liberty Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
100
90
80
70
60
50
40
30
20
10
0
0 0 0 0 27 0 0 0 0 0 0 0 0 0 0 25 32 67 70 91
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

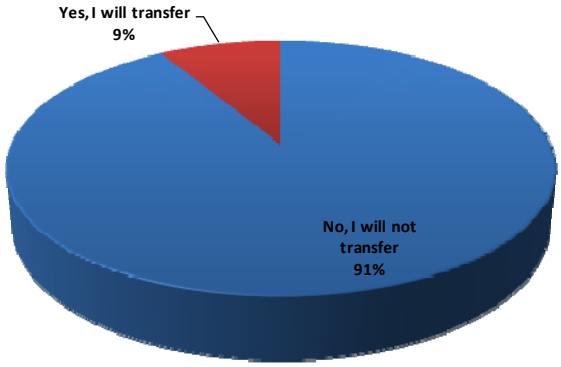
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

The number of riders transferring from Route L1 to another route (2%) is the same as the Liberty Route total. Riders transferred to Route 4F (50%) and Route LX1 (50%).

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	4,614	98%	11,584	98%
Yes, I will transfer	1,303	9%	80	2%	277	2%
Total	15,128	100%	4,694	100%	11,861	100%

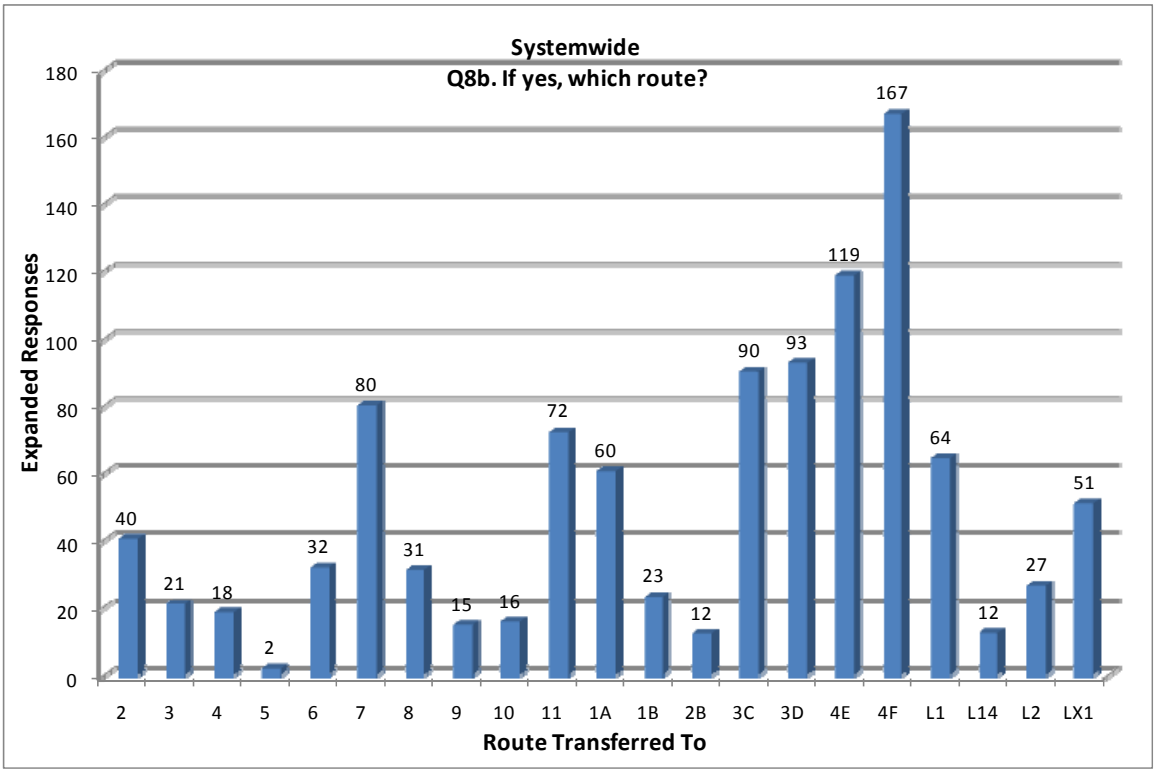
Systemwide
Q8a. Are you transferring to another bus?

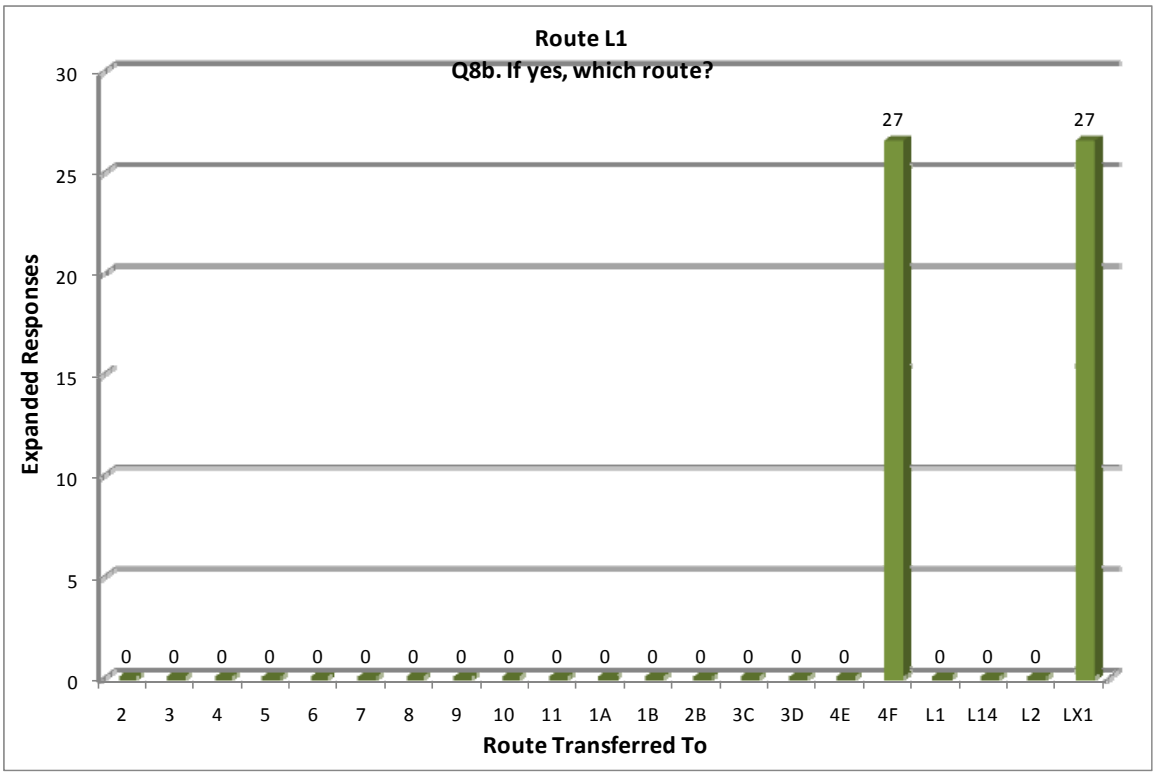


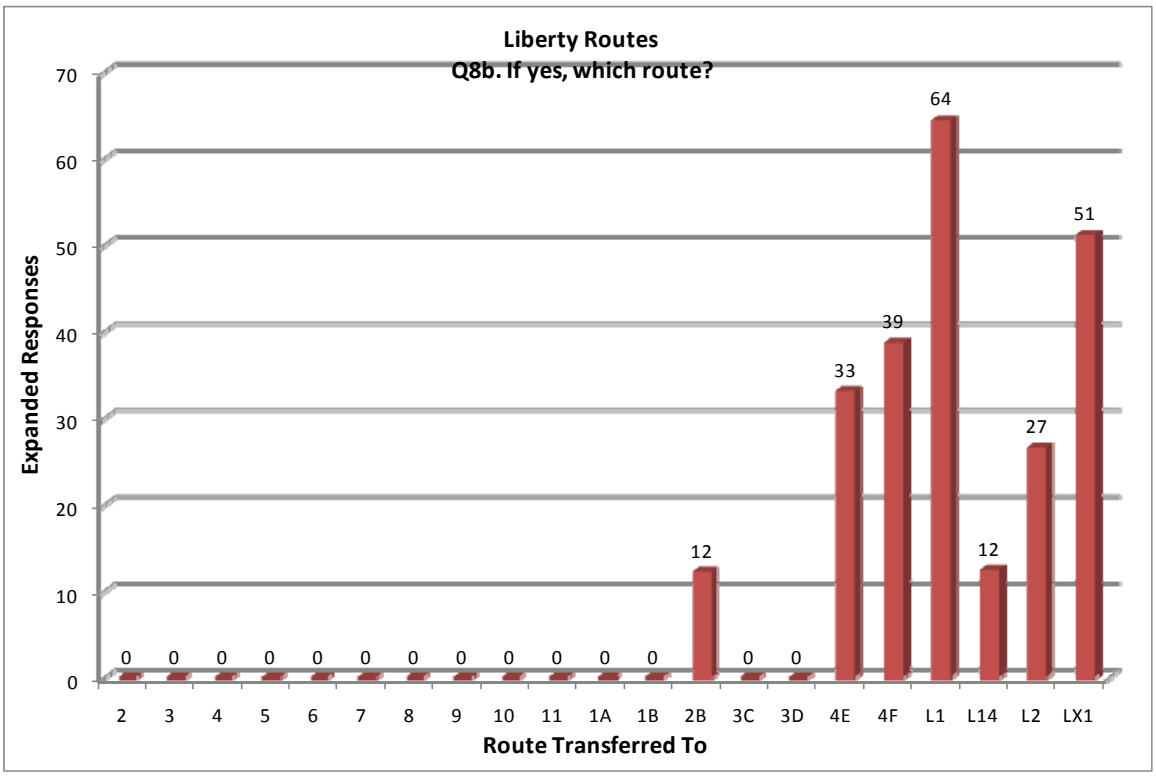
Route L1
Q8a. Are you transferring to another bus?

Liberty Routes
Q8a. Are you transferring to another bus?

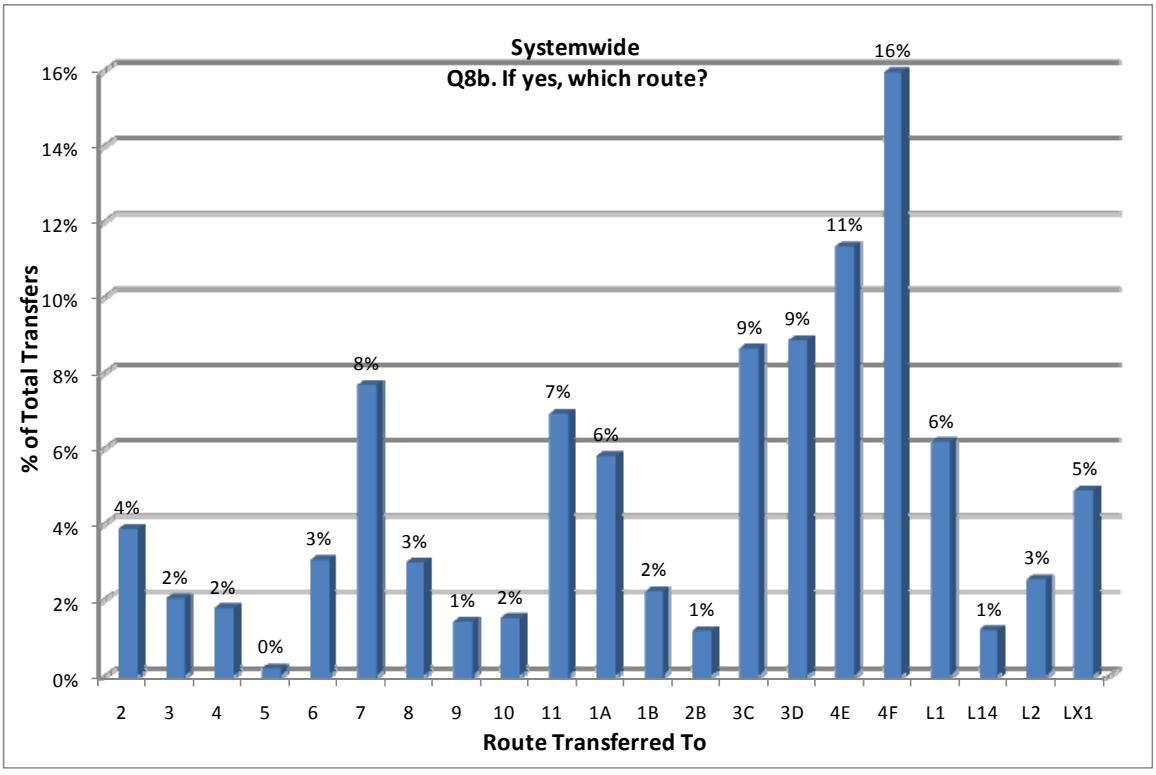
Route Transferred To

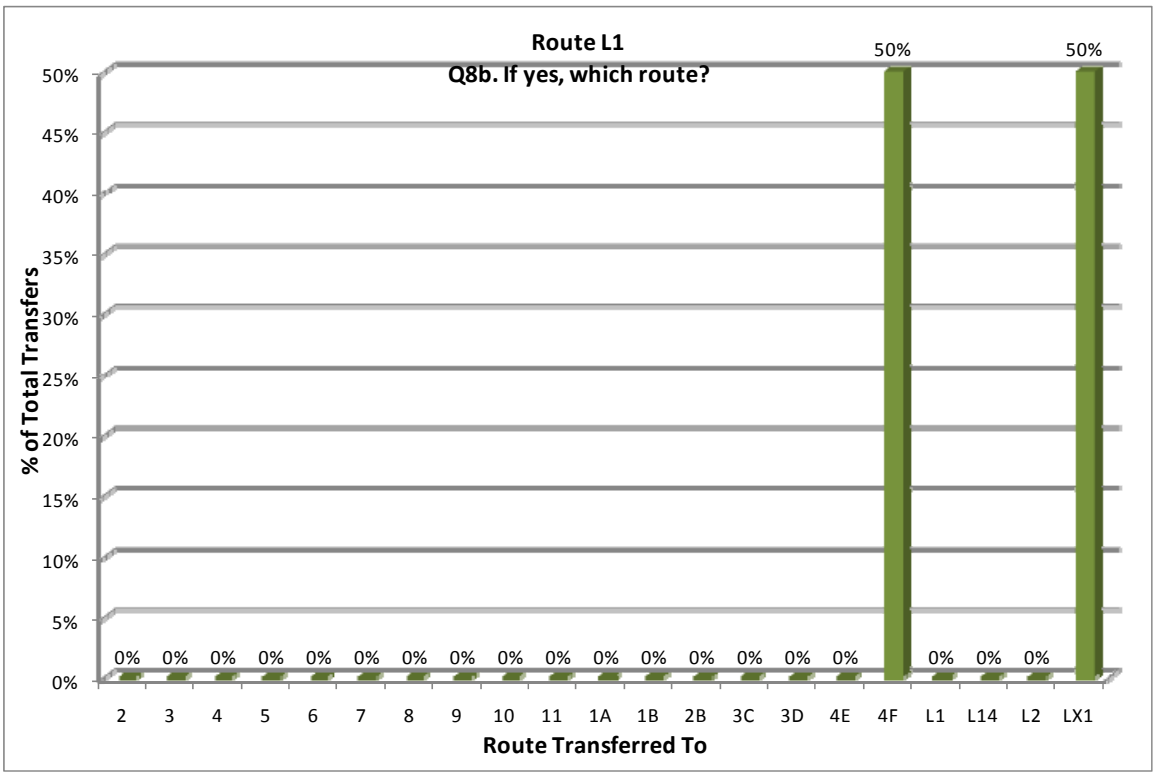


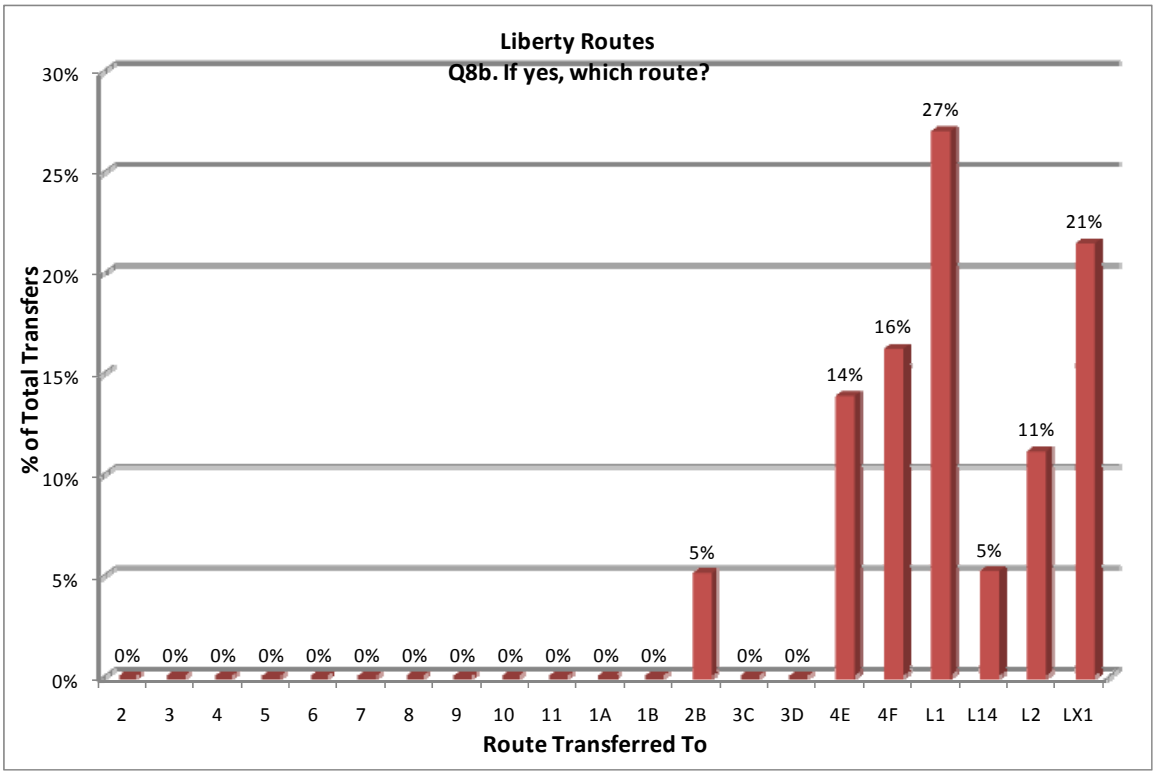




Route Transferred To as a Percentage of Total Transfers




Route L1
Q8b. If yes, which route?
% of Total Transfers
50%
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 50% 0% 0% 0% 50%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

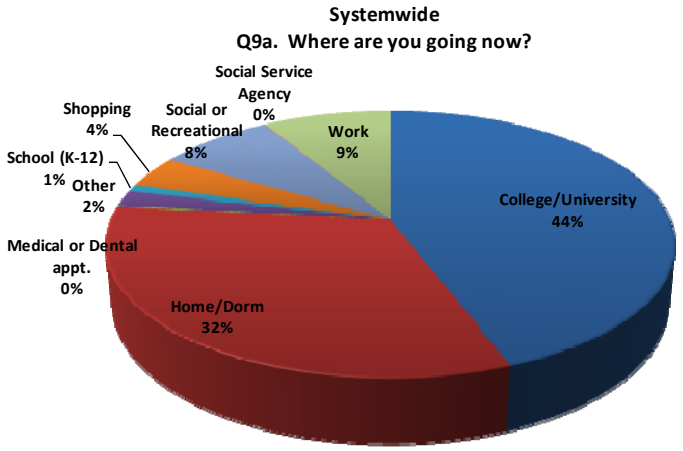

Liberty Routes
Q8b. If yes, which route?
% of Total Transfers
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 5% 0% 0% 14% 16% 27% 5% 11% 21%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

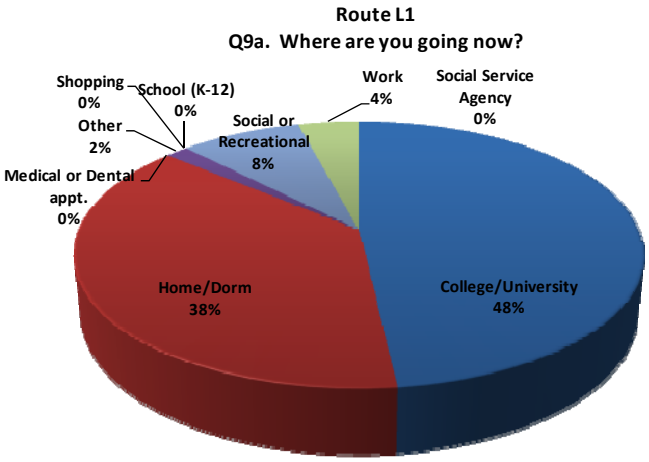
9. Where are you going now?

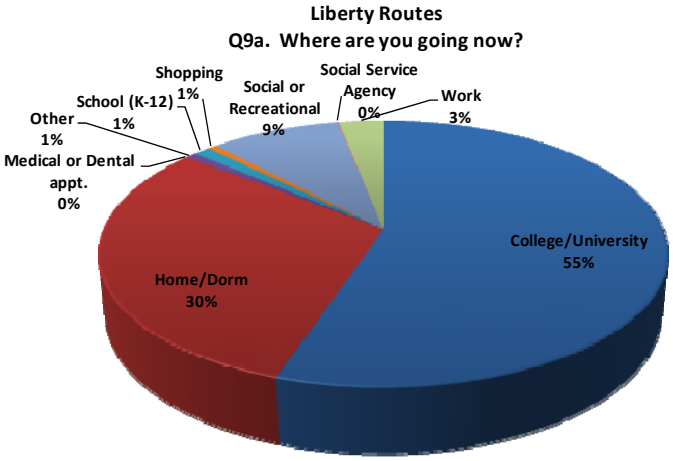
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route L1, trip purposes were focused on college/university (48%) and home/dorm (38%) trips. Very few were associated with "other", social/recreational or work.

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	2,493	48%	6,765	55%
Home/Dorm	5,089	32%	1,962	38%	3,751	31%
Medical or Dental appt.	29	0%	-	0%	-	0%
Other	286	2%	80	2%	92	1%
School (K-12)	138	1%	-	0%	138	1%
Shopping	614	4%	-	0%	74	1%
Social or Recreational	1,223	8%	424	8%	1,079	9%
Social Service Agency	12	0%	-	0%	12	0%
Work	1,366	9%	212	4%	370	3%
Total	**15,696**	**100%**	**5,171**	**100%**	**12,280**	**100%**







10. What is the address or location of the place where you are going now?

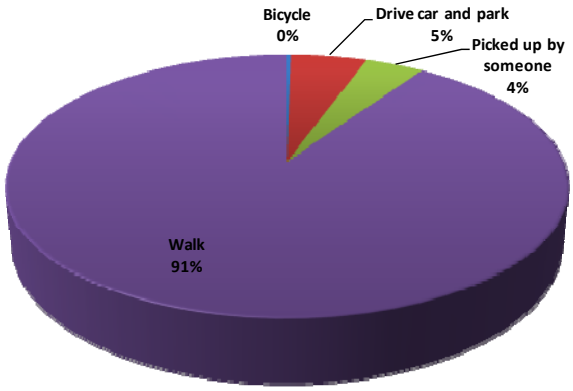
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

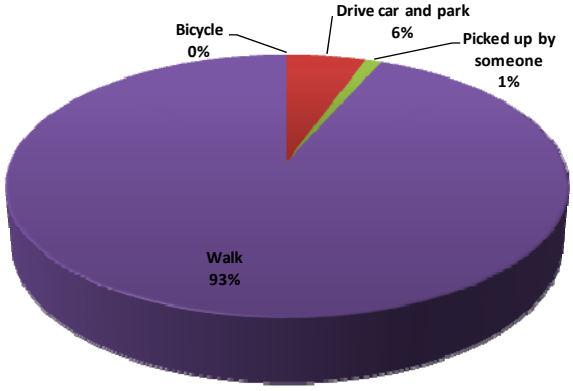
An even higher percentage (90%) of Liberty Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route L1 (93%) is also very comparable to the Liberty Route total. No riders reported bicycling upon completing their trip.

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	-	0%
Drive car and park	768	5%	265	5%	705	6%
Picked up by someone	585	4%	53	1%	402	3%
Walk	13,176	90%	4,535	93%	10,410	90%
Total	**14,564**	**100%**	**4,853**	**100%**	**11,517**	**100%**

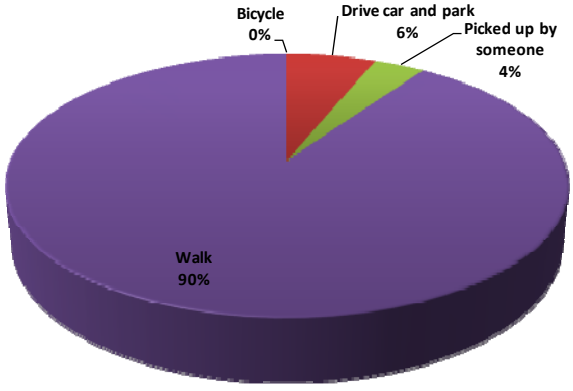
Systemwide
Q11a. How did you get to this bus?



Route L1
Q11a. How did you get to this bus?

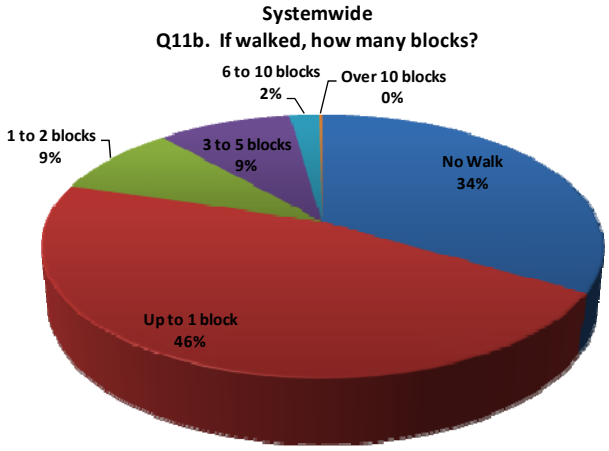


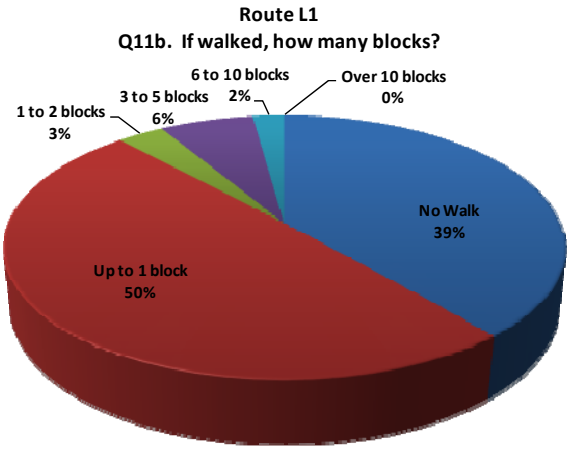
Liberty Routes
Q11a. How did you get to this bus?

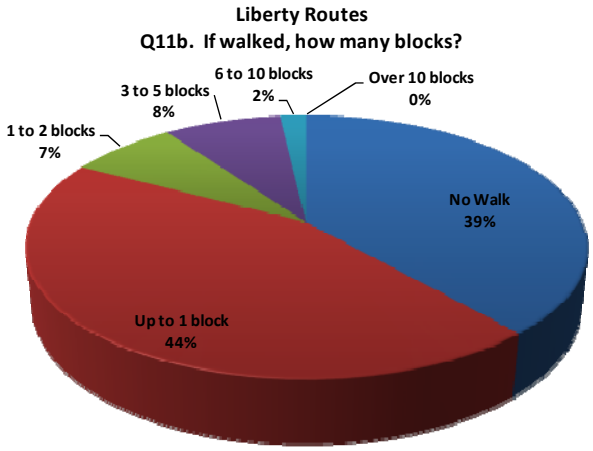


Of those who walked after alighting the bus, most (88%) arrived at their destination with less than one block of walking required. No walks were reported greater than ten blocks.

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	955	39%	1,925	39%
Up to 1 block	3,027	46%	1,220	49%	2,213	44%
1 to 2 blocks	580	9%	80	3%	369	7%
3 to 5 blocks	603	9%	159	6%	403	8%
6 to 10 blocks	131	2%	53	2%	90	2%
Over 10 blocks	15	0%	-	0%	-	0%
Total	6,545	100%	2,466	100%	5,000	100%



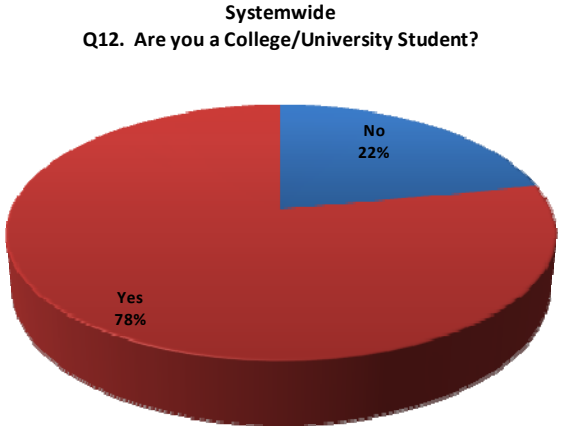




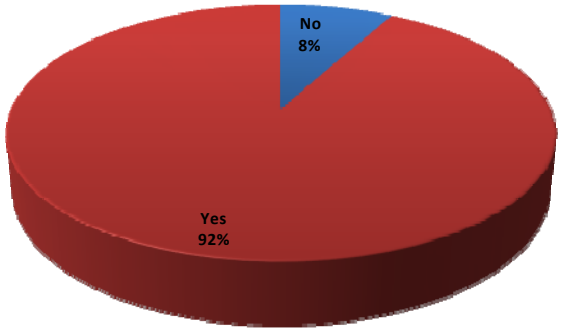
12. Are you a college/university student living away from home?

Route L1 ridership is mostly impacted by student riders with an overwhelming 92% identifying as a college/university student living away from home.

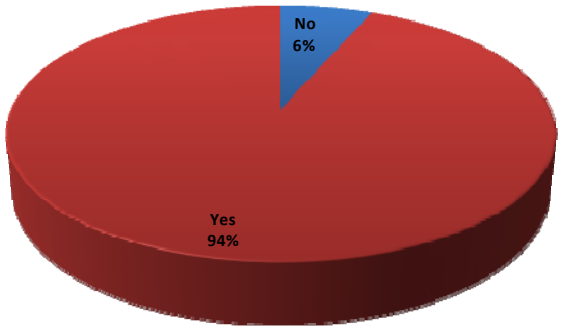
Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	424	8%	809	6%
Yes	12,297	78%	4,906	92%	11,659	94%
Total	15,757	100%	5,330	100%	12,468	100%



Route L1
Q12. Are you a College/University Student?



Liberty Routes
Q12. Are you a College/University Student?



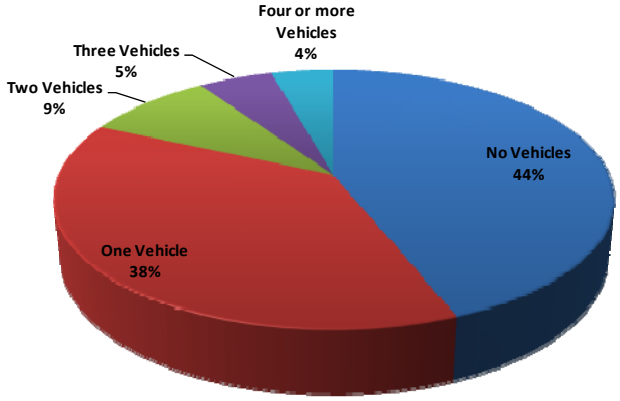
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

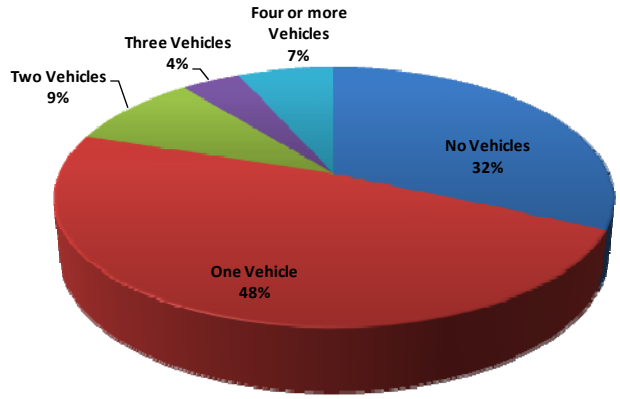
Automobile availability among Route L1 riders was very similar to that of the Liberty Route riders with 32% reporting no car available. Another 48% reported only one vehicle available in the household. 20% of Route L1 riders have access to two or more vehicles.

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	1,644	32%	4,510	37%
One Vehicle	5,878	38%	2,493	48%	5,273	43%
Two Vehicles	1,370	9%	477	9%	1,082	9%
Three Vehicles	797	5%	212	4%	755	6%
Four or more Vehicles	670	4%	345	7%	662	5%
Total	15,548	100%	5,171	100%	12,282	100%

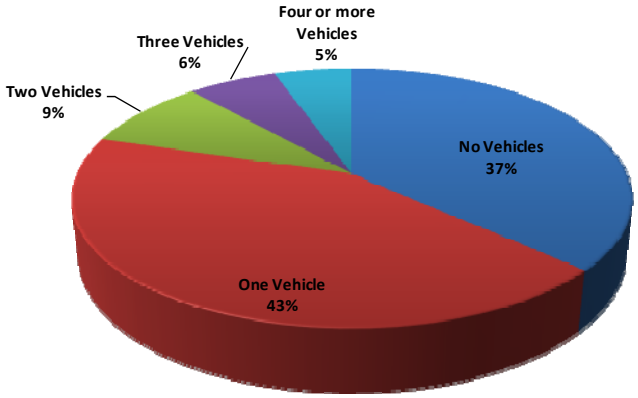
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route L1
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



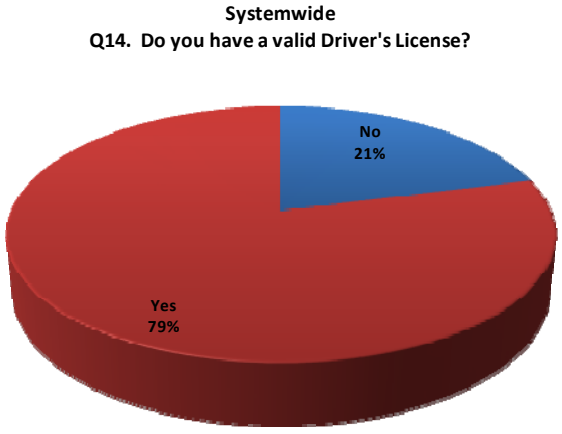
Liberty Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

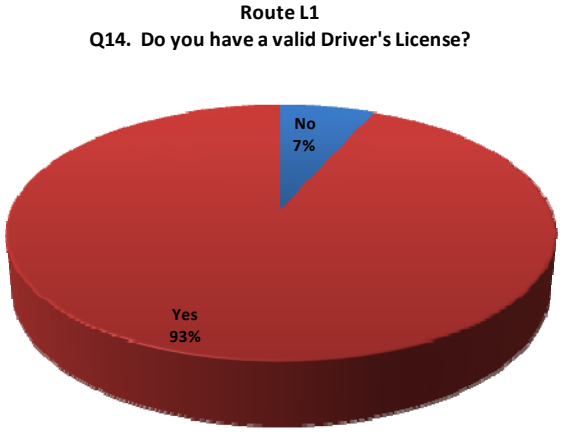


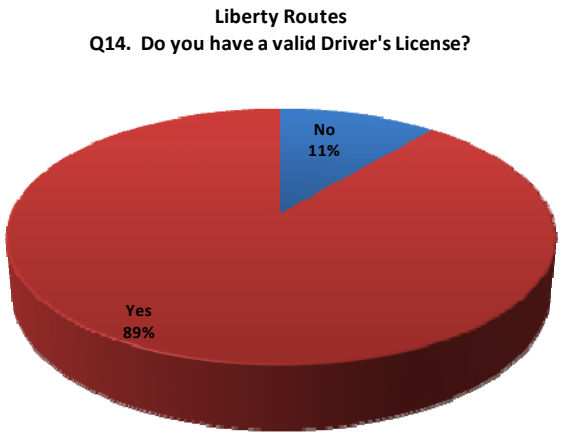
14. Do you have a valid driver's license?

The majority of GLTC's Liberty Route riders (89%) carry a valid driver's license. Almost all (93%) of Route L1's riders are licensed drivers.

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	345	7%	1,346	11%
Yes	12,102	79%	4,853	93%	10,769	89%
Total	15,322	100%	5,198	100%	12,115	100%





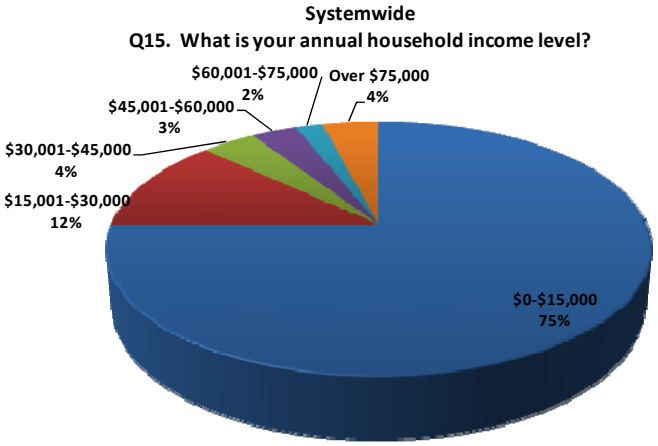


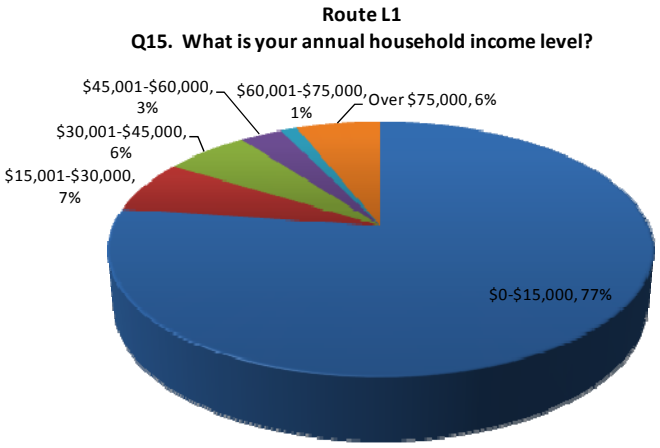
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

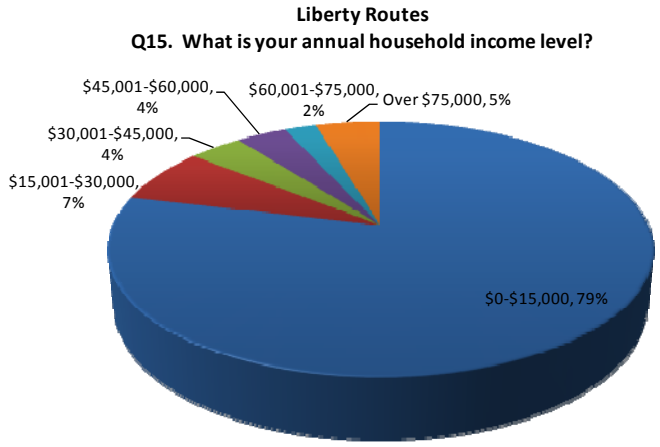
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route L1's riders reported similar earnings of those Liberty Route riders with 77% reporting less than $15,000 annually. 13% of the riders reported incomes of $15,001-$45,000 annually. 4% reported incomes of $45,001-$75,000 and 6% reported incomes greater than $75,000.

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	3,421	77%	8,733	79%
$15,001-$30,000	1,671	12%	292	7%	779	7%
$30,001-$45,000	543	4%	265	6%	423	4%
$45,001-$60,000	452	3%	133	3%	395	4%
$60,001-$75,000	270	2%	53	1%	251	2%
Over $75,000	562	4%	265	6%	508	5%
Total	**14,013**	**100%**	**4,429**	**100%**	**11,090**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

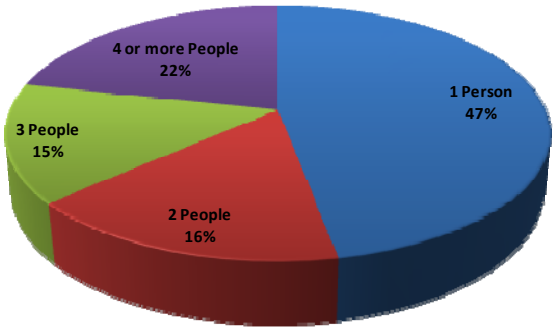
a) 1 **c) 3**

b) 2 **d) 4 or more**

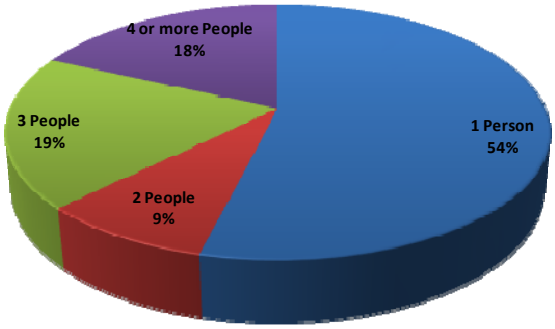
Route L1's household residency is very similar to the Liberty Route total. 54% report living alone with another 9% living with one other person. 37% of the L1 riders report living with 3 or more people.

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	2,599	54%	5,847	50%
2 People	2,473	16%	424	9%	1,517	13%
3 People	2,238	15%	928	19%	1,754	15%
4 or more People	3,244	22%	875	18%	2,628	22%
Total	15,010	100%	4,826	100%	11,745	100%

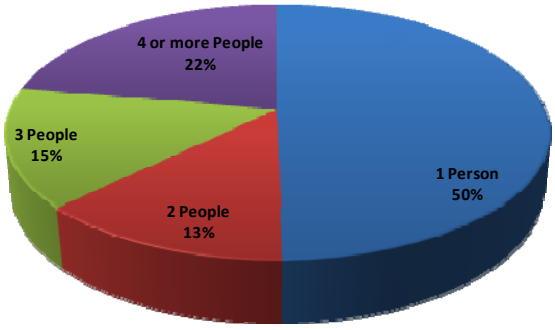
Systemwide
Q16. How many people live in your household?



Route L1
Q16. How many people live in your household?



Liberty Routes
Q16. How many people live in your household?

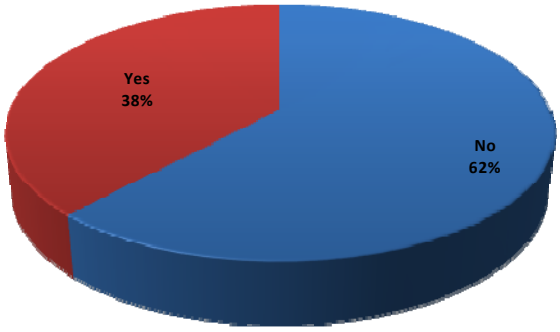


17. Have you transferred at the Plaza in the last week?

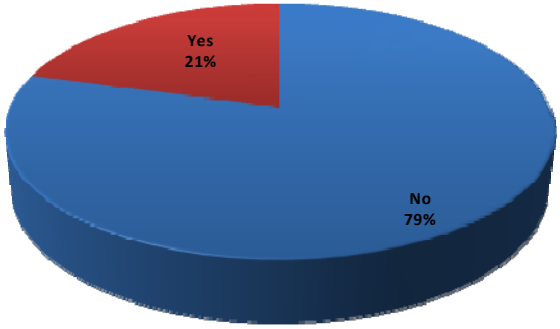
21% of Route L1 riders have transferred at the Plaza in the last week. This is consistent with the Liberty Route riders (24%).

Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	3,951	79%	9,135	76%
Yes	5,868	38%	1,034	21%	2,896	24%
Total	15,369	100%	4,985	100%	12,031	100%

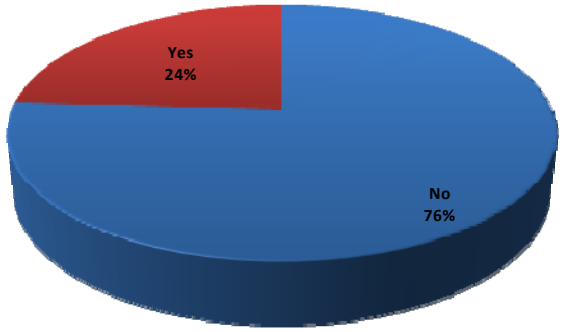
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route L1
Q17a. Have you transfered at the Plaza in the last week?



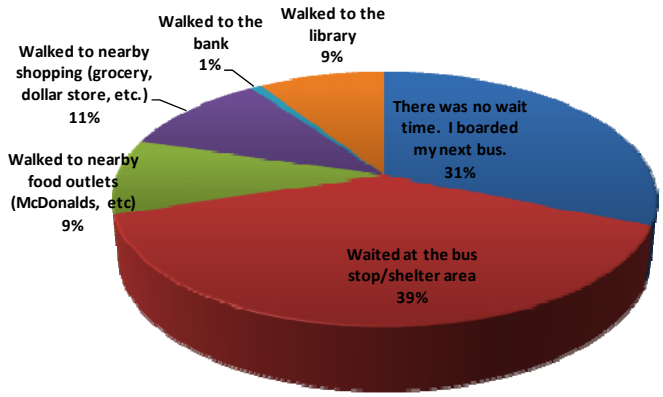
Liberty Routes
Q17a. Have you transfered at the Plaza in the last week?



Of the Route L1 riders that have transferred at the Plaza in the last week, 32% stated there was no wait time and they boarded the next bus. 55% waited at the bus stop/shelter area. Another 8% said that they walked to nearby shopping. Only 5% reported that they walked to the library. These findings are consistent with the Liberty Route respondents.

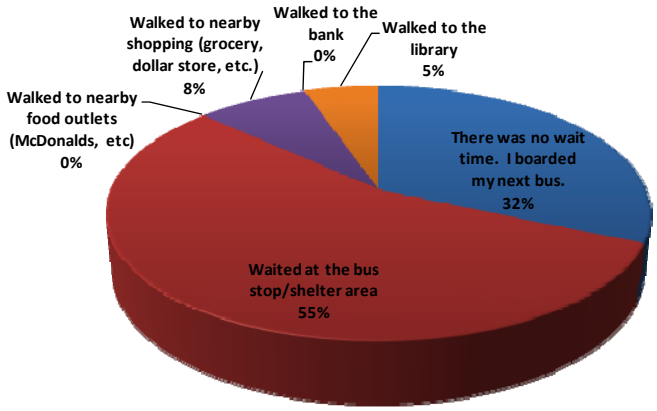
Response	Systemwide		Route L1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	318	32%	779	27%
Waited at the bus stop/shelter area	2,216	39%	557	55%	1,410	49%
Walked to nearby food outlets (McDonalds, etc)	535	9%	-	0%	125	4%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	80	8%	308	11%
Walked to the bank	44	1%	-	0%	44	2%
Walked to the library	511	9%	53	5%	183	6%
Total	5,682	100%	1,008	100%	2,850	100%

Systemwide
Q17b. What did you do while waiting?



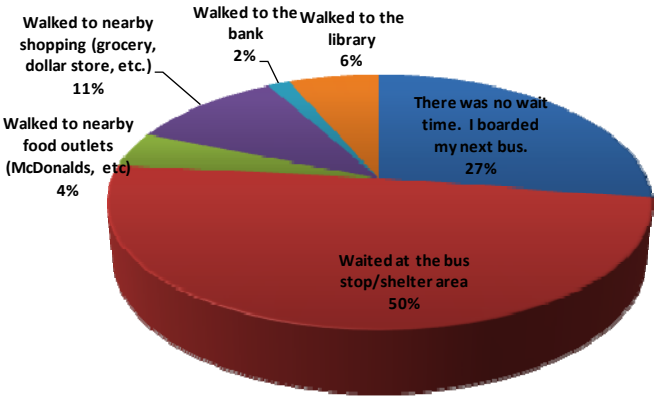
Route L1

Q17b. What did you do while waiting?



Liberty Routes

Q17b. What did you do while waiting?

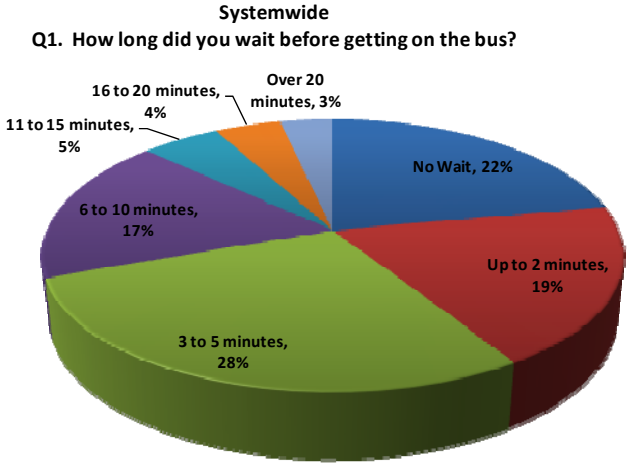


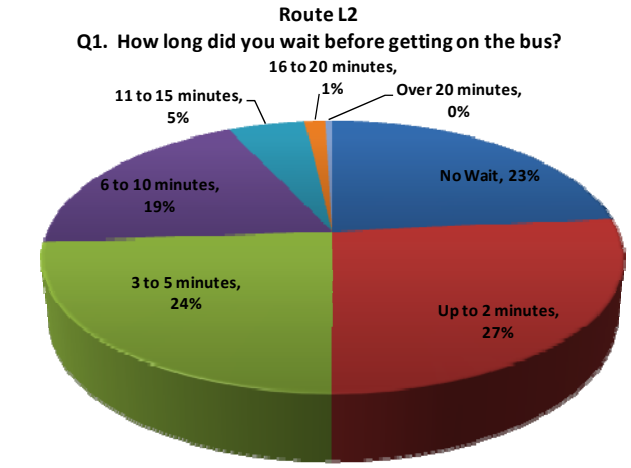
4.17 Route L2

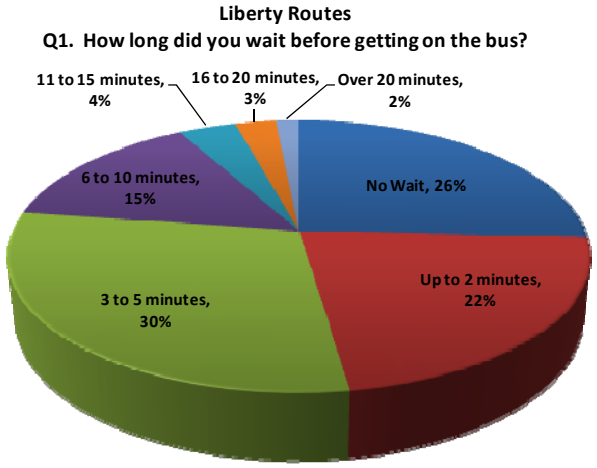
1. How long did you wait at the bus stop before getting on the bus?

The wait times on Route L2 are very similar to those of the Liberty Routes. No one reported a wait time of more than 20 minutes. 74% of the riders reported having to wait less than 5 minutes.

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	609	23%	3,357	26%
Up to 2 minutes	3,093	19%	694	27%	2,866	22%
3 to 5 minutes	4,658	28%	621	24%	3,868	30%
6 to 10 minutes	2,842	17%	500	19%	1,914	15%
11 to 15 minutes	852	5%	134	5%	498	4%
16 to 20 minutes	719	4%	37	1%	354	3%
Over 20 minutes	572	3%	12	0%	201	2%
Total	16,347	100%	2,607	100%	13,059	100%





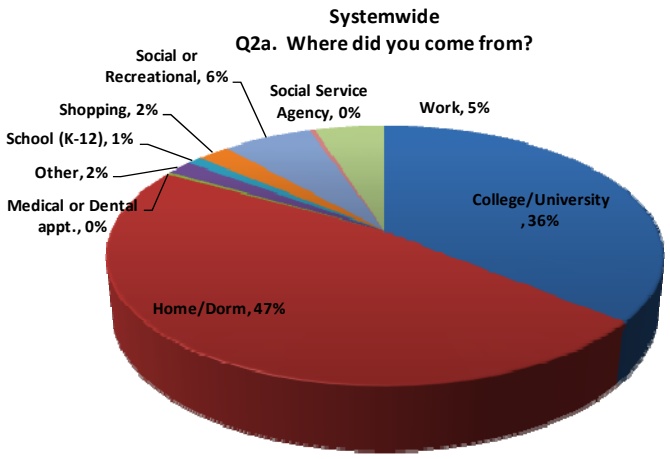


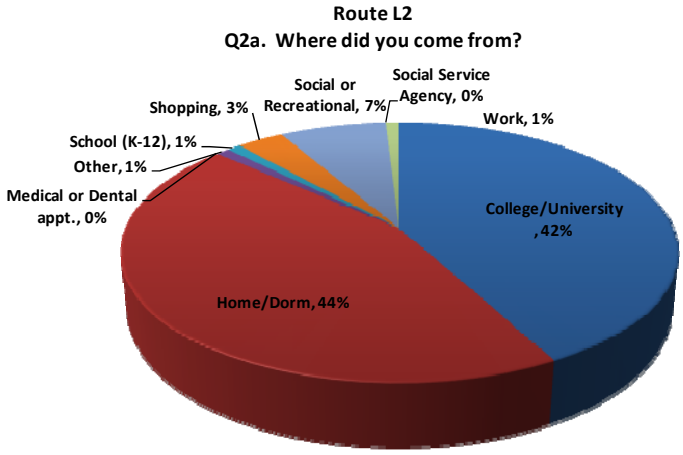
2. Where did you come from?

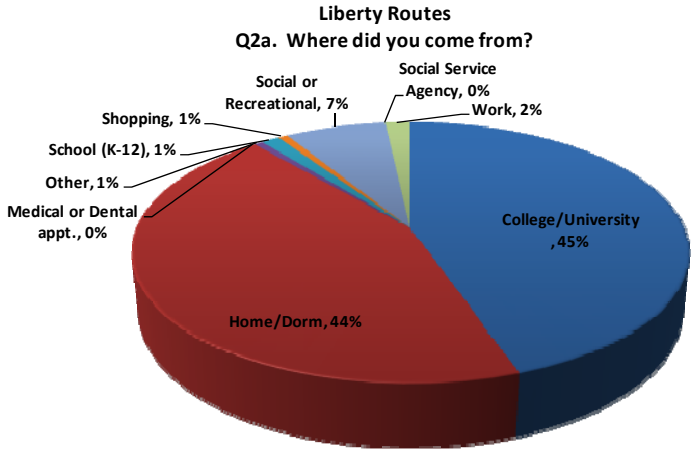
a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

Route L2 riders originate primarily from home/dorm (44%) or college/university (42%). There were no reports of riders coming from medical or dental appt or social service agency.

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	1,109	42%	5,726	45%
Home/Dorm	7,709	47%	1,170	44%	5,648	44%
Medical or Dental appt.	52	0%	-	0%	-	0%
Other	283	2%	24	1%	77	1%
School (K-12)	163	1%	24	1%	163	1%
Shopping	367	2%	85	3%	85	1%
Social or Recreational	1,009	6%	195	7%	896	7%
Social Service Agency	64	0%	-	0%	-	0%
Work	796	5%	24	1%	222	2%
Total	**16,312**	**100%**	**2,632**	**100%**	**12,817**	**100%**


Systemwide
Q2a. Where did you come from?
Social or Recreational, 6%
Social Service Agency, 0%
Work, 5%
Shopping, 2%
School (K-12), 1%
Other, 2%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 47%


Route L2
Q2a. Where did you come from?
Social or Recreational, 7%
Social Service Agency, 0%
Shopping, 3%
Work, 1%
School (K-12), 1%
Other, 1%
Medical or Dental appt., 0%
College/University, 42%
Home/Dorm, 44%


Liberty Routes
Q2a. Where did you come from?
Social or Recreational, 7%
Social Service Agency, 0%
Shopping, 1%
Work, 2%
School (K-12), 1%
Other, 1%
Medical or Dental appt., 0%
College/University, 45%
Home/Dorm, 44%

3. What is the address or location of the place you came from?

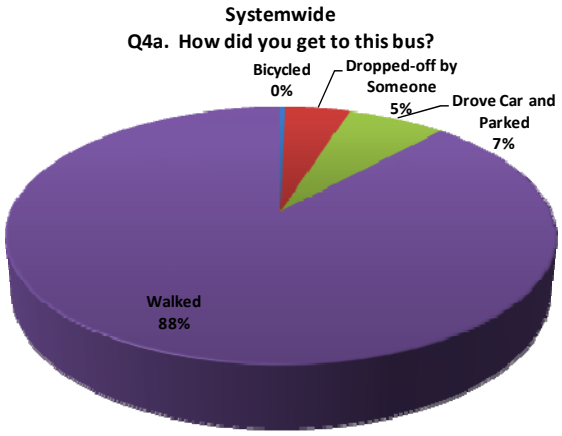
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

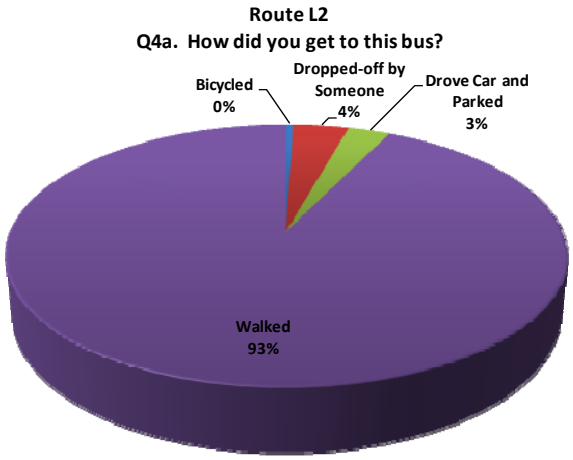
4. How did you get from the place listed above to the first bus used for this trip?

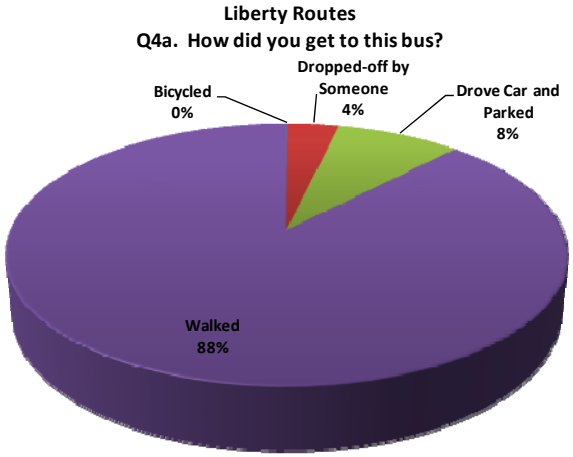
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's Liberty Route riders walk to catch their bus. The majority of Route L2's riders (93%) also walk to the bus. A small number of riders reported being dropped off by someone (4%), driving to the bus stop(3%) and bicycling (0%- however 12 of the 2,534 respondents indicated bicycling).

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	12	0%	12	0%
Dropped-off by Someone	727	5%	97	4%	442	4%
Drove Car and Parked	1,083	7%	73	3%	1,067	9%
Walked	13,872	88%	2,351	93%	10,985	88%
Total	**15,729**	**100%**	**2,534**	**100%**	**12,506**	**100%**

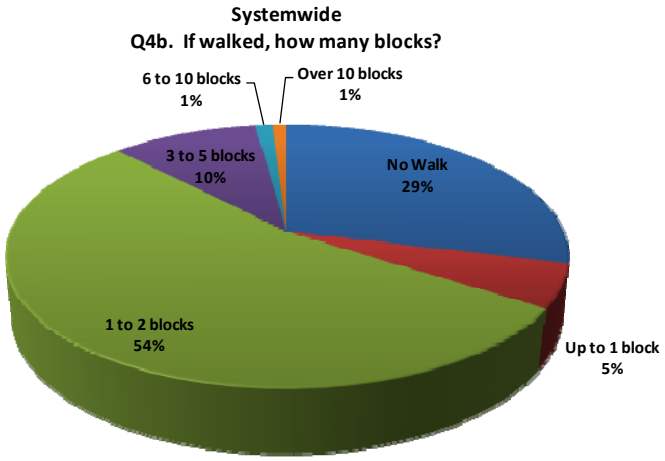


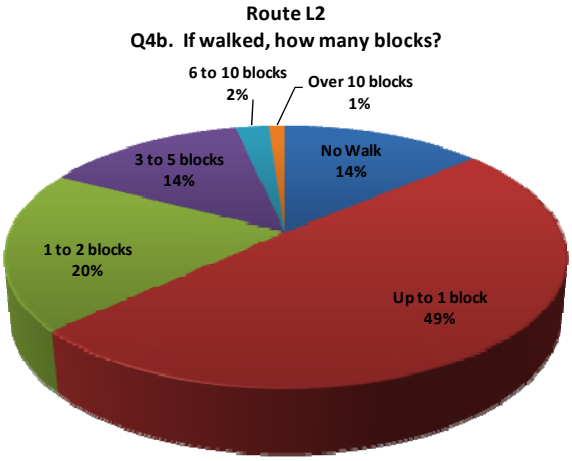


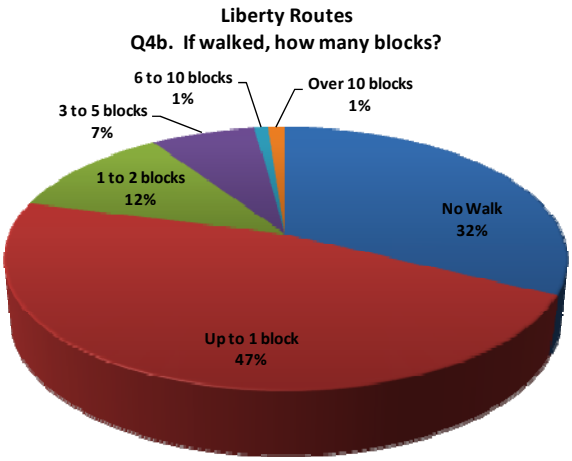


Walks to Route L2 were slightly shorter than those reported on the Liberty Routes. More than three-quarters (83%) reported walks up to 2 blocks. However, many (14%) reported walks between 3 and 5 blocks; more than twice as likely as those Liberty Routes.

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	146	14%	1,801	32%
Up to 1 block	391	5%	524	49%	2,615	47%
1 to 2 blocks	3,940	54%	207	20%	652	12%
3 to 5 blocks	734	10%	146	14%	402	7%
6 to 10 blocks	87	1%	24	2%	51	1%
Over 10 blocks	71	1%	12	1%	67	1%
Total	7,330	100%	1,060	100%	5,588	100%


Systemwide
Q4b. If walked, how many blocks?
6 to 10 blocks
1%
Over 10 blocks
1%
3 to 5 blocks
10%
No Walk
29%
1 to 2 blocks
54%
Up to 1 block
5%


Route L2
Q4b. If walked, how many blocks?
6 to 10 blocks
2%
Over 10 blocks
1%
3 to 5 blocks
14%
No Walk
14%
1 to 2 blocks
20%
Up to 1 block
49%


Liberty Routes
Q4b. If walked, how many blocks?
6 to 10 blocks
1%
Over 10 blocks
1%
3 to 5 blocks
7%
1 to 2 blocks
12%
No Walk
32%
Up to 1 block
47%

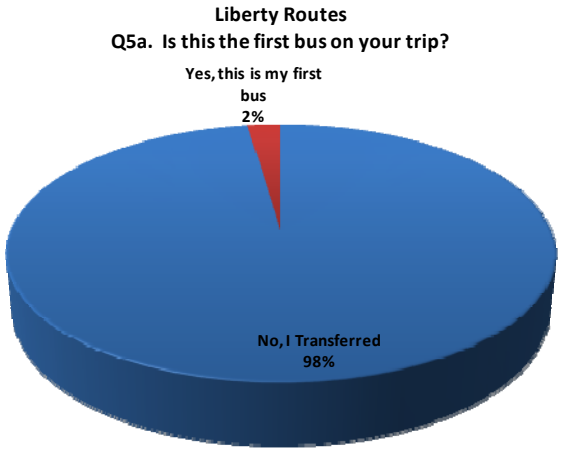
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

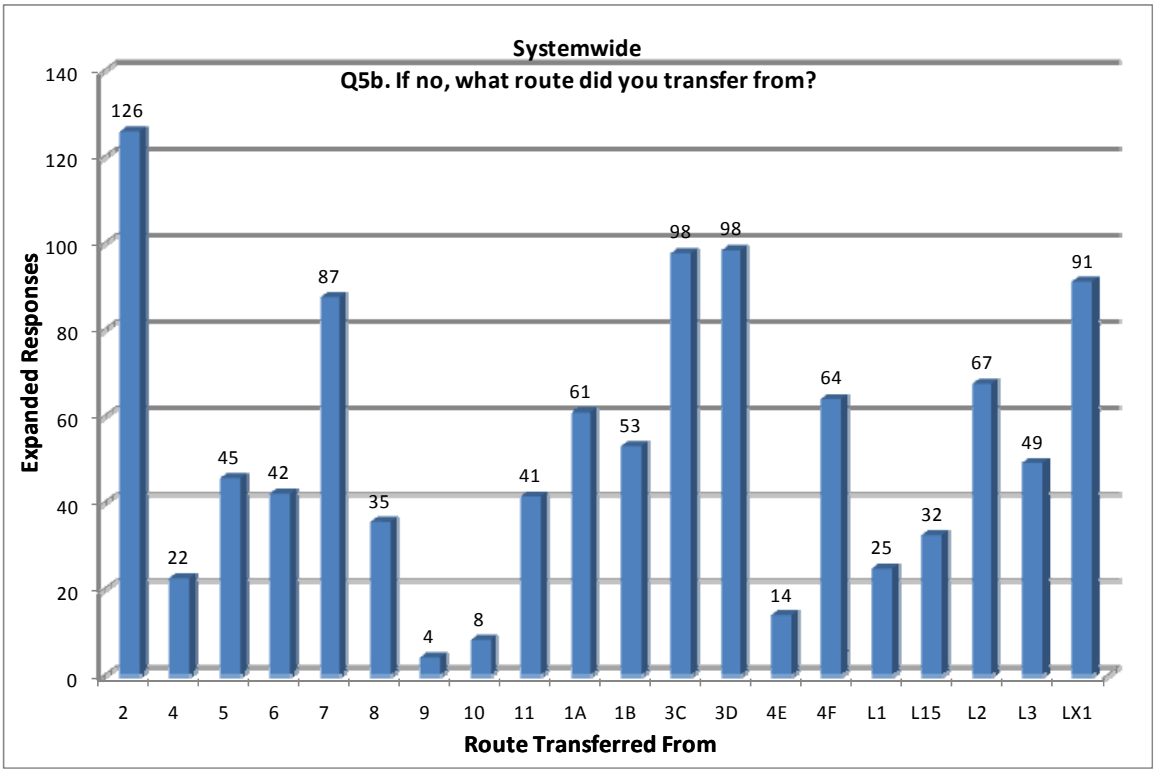
b) Yes, this is the first bus I used for this trip – Route # _____

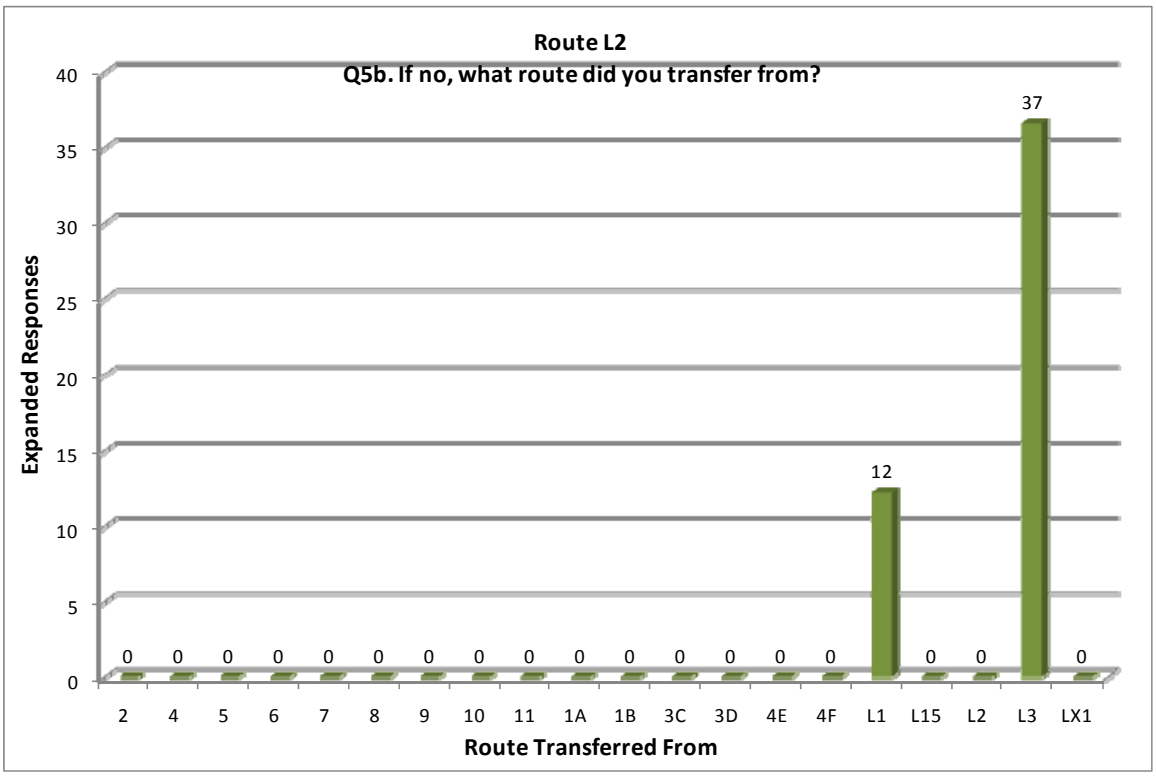
Only 2% of Route L2's riders transferred from another bus. All of those transfers were reported from Route L3 (75%) and Route L1 (25%).

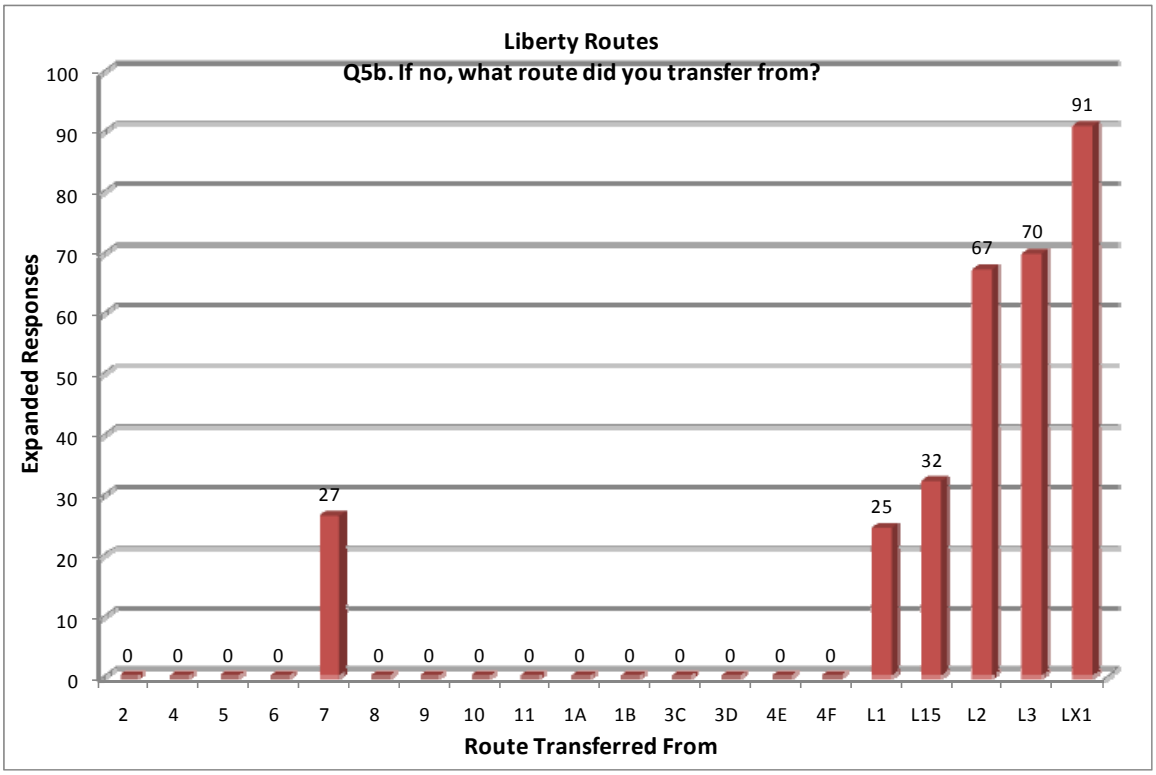
Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	2,498	98%	11,584	98%
Yes, this is my first bus	12,947	90%	61	2%	277	2%
Total	14,388	100%	2,559	100%	11,861	100%



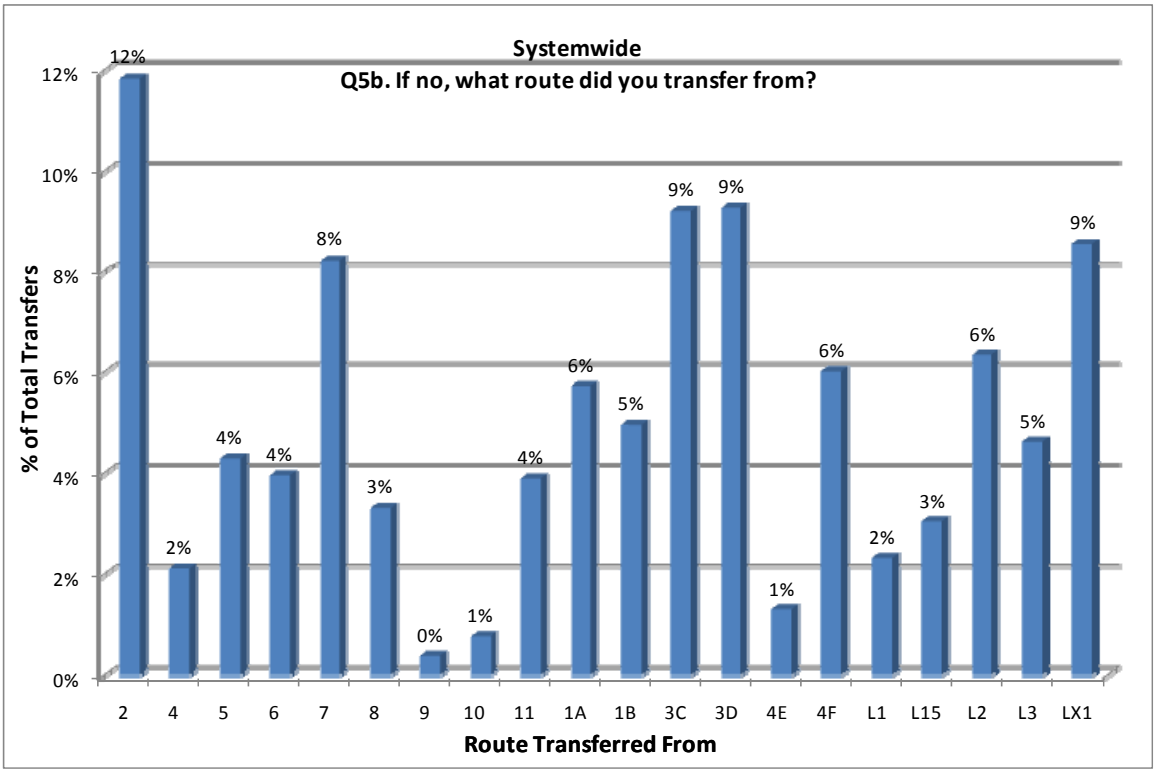
Originating Route Transferred From

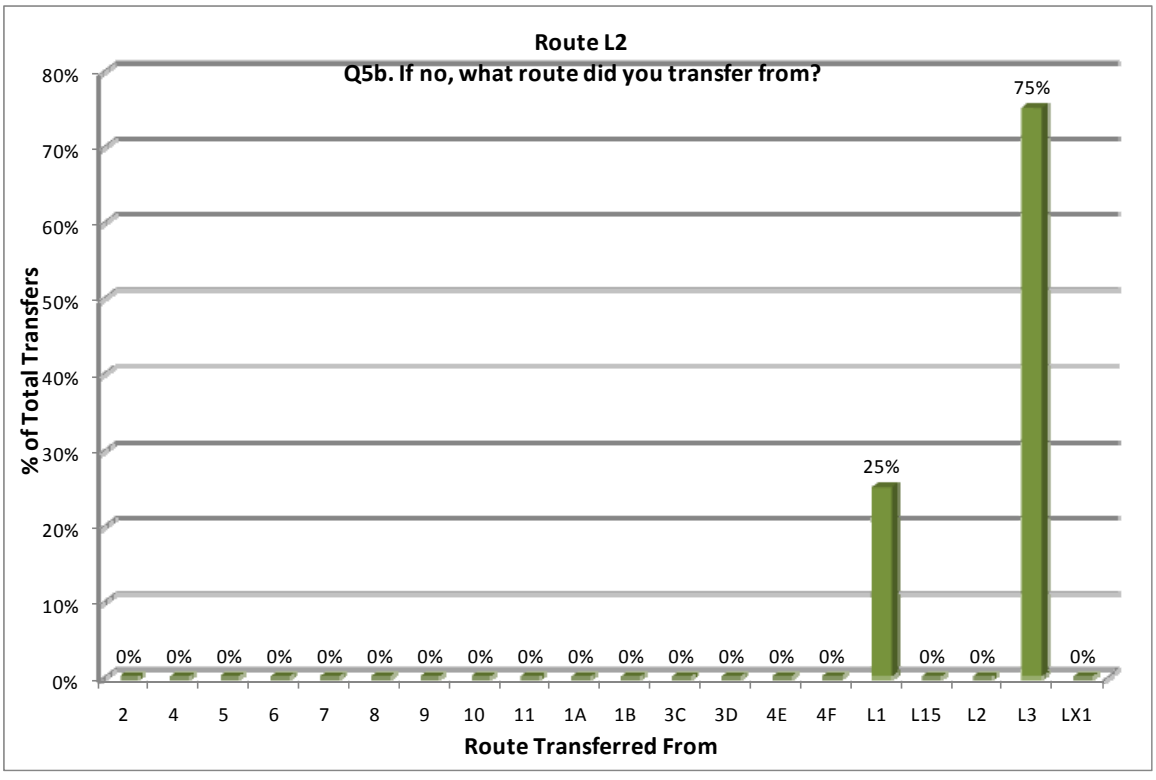


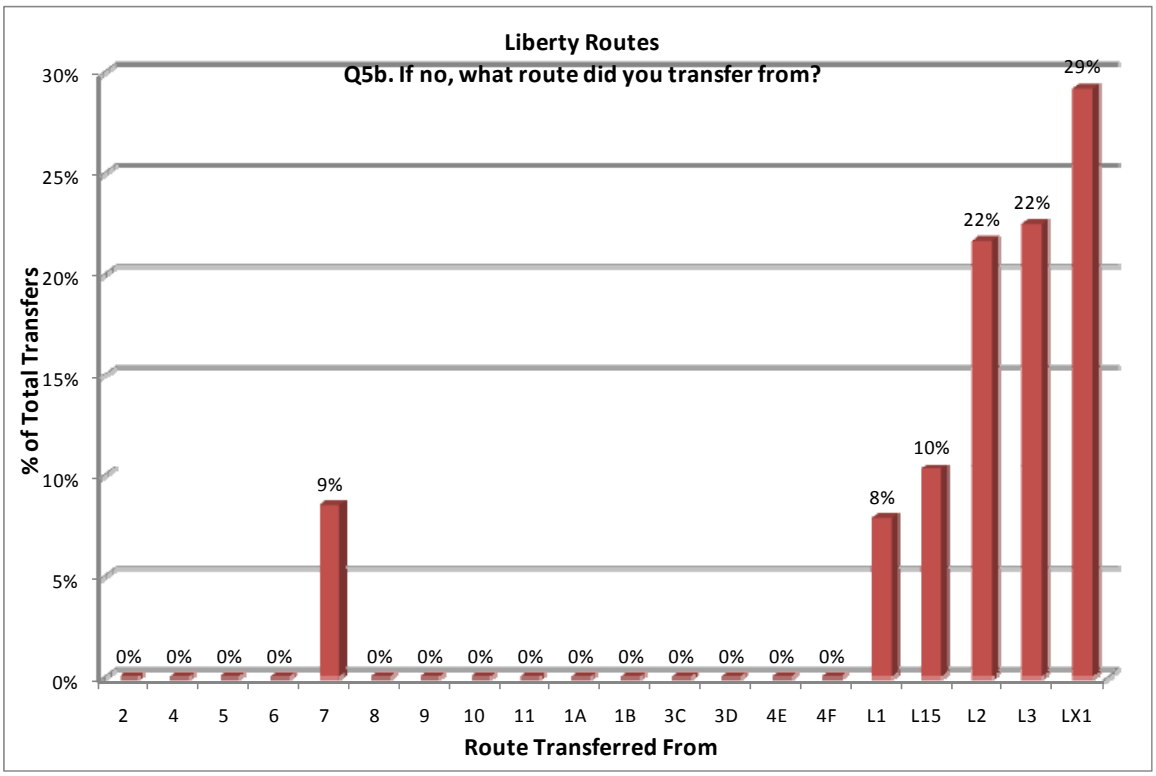

Route L2
Q5b. If no, what route did you transfer from?
Expanded Responses
40
35
30
25
20
15
10
5
0
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 12 0 0 37 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From


Liberty Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
100
90
80
70
60
50
40
30
20
10
0
0 0 0 0 27 0 0 0 0 0 0 0 0 0 0 25 32 67 70 91
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

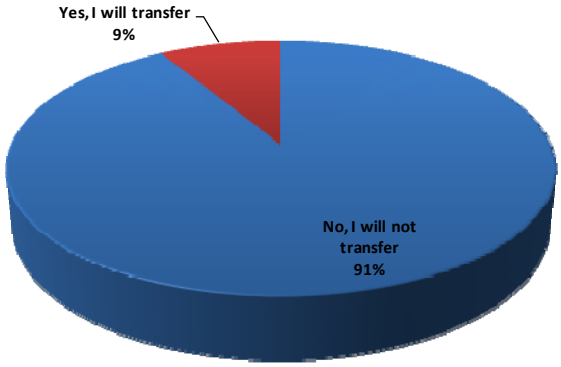
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

The number of riders transferring from Route L2 to another route (2%) is comparable to the Liberty Route total. Riders transferred to Route 2B (25%), Route 4E (25%), Route 4F (25%) and Route LX1 (25%).

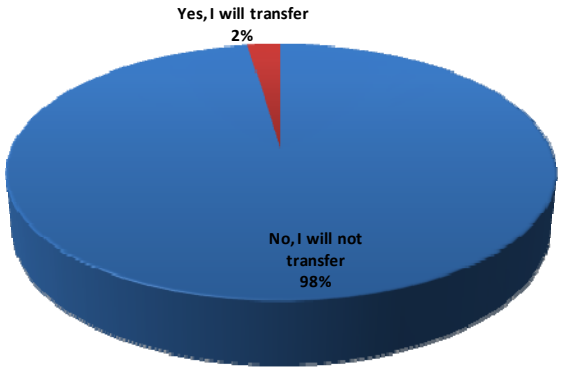
Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	2,498	98%	11,584	98%
Yes, I will transfer	1,303	9%	61	2%	277	2%
Total	15,128	100%	2,559	100%	11,861	100%

Systemwide
Q8a. Are you transferring to another bus?

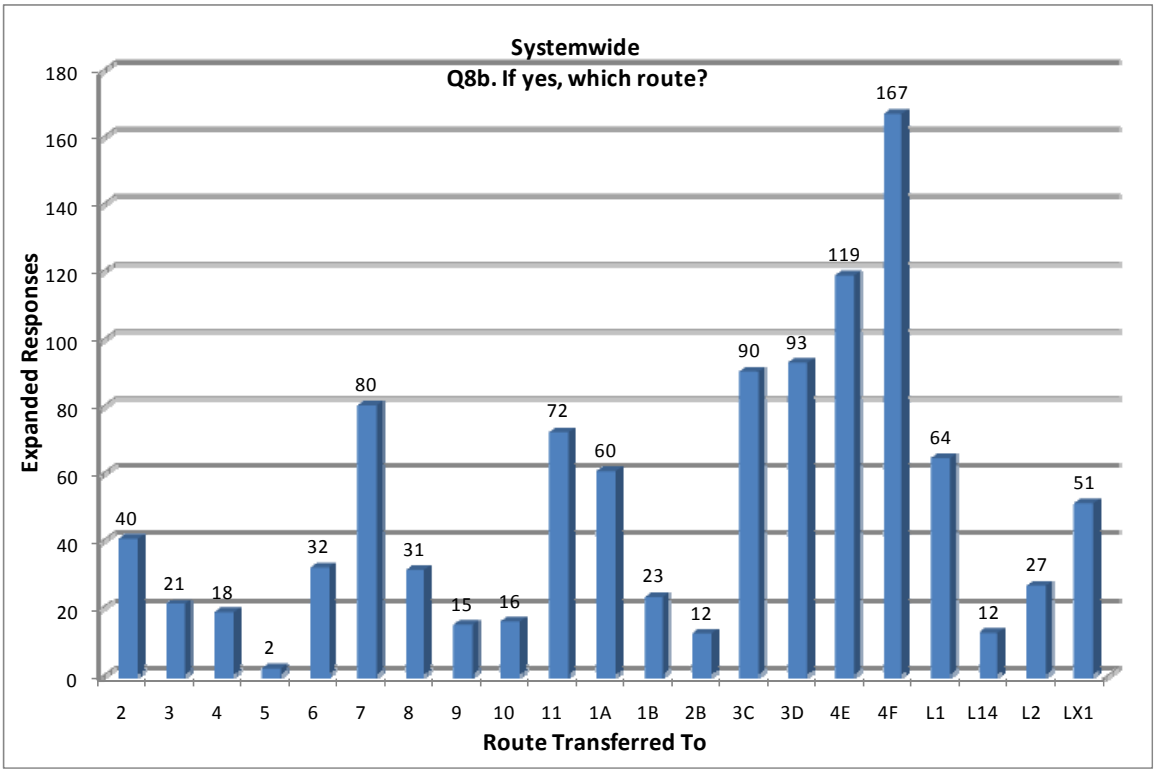


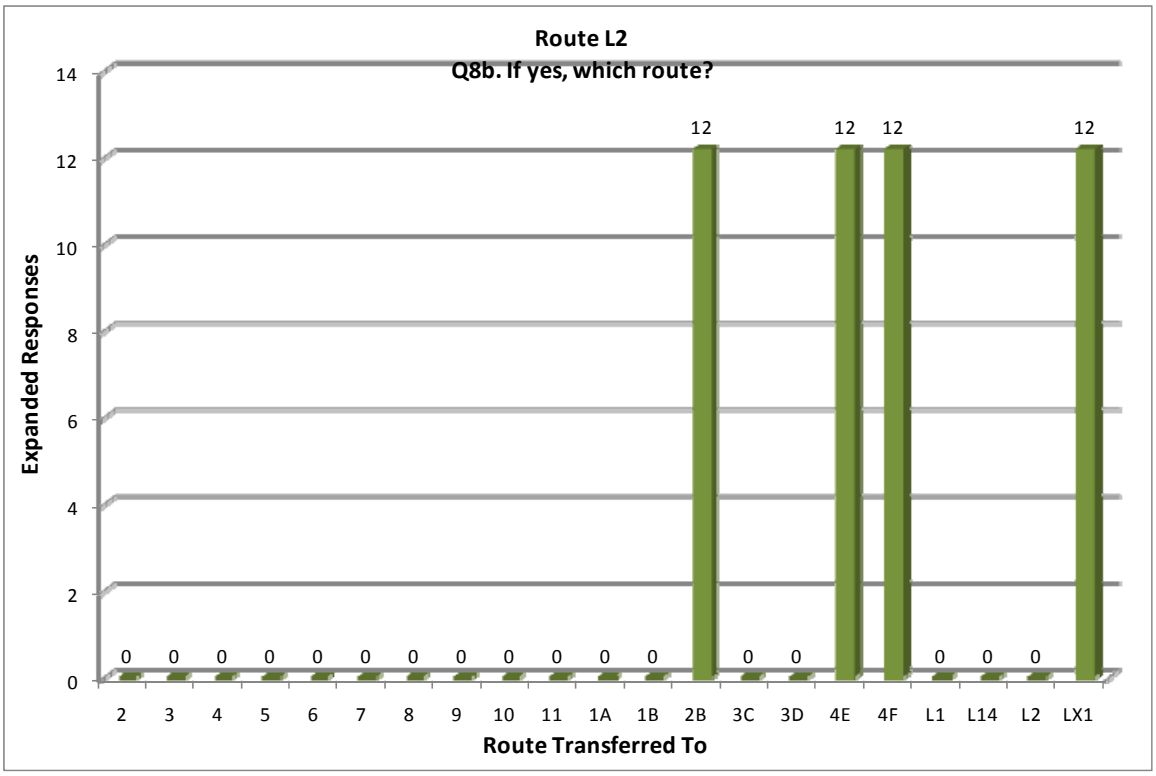
Route L2
Q8a. Are you transferring to another bus?

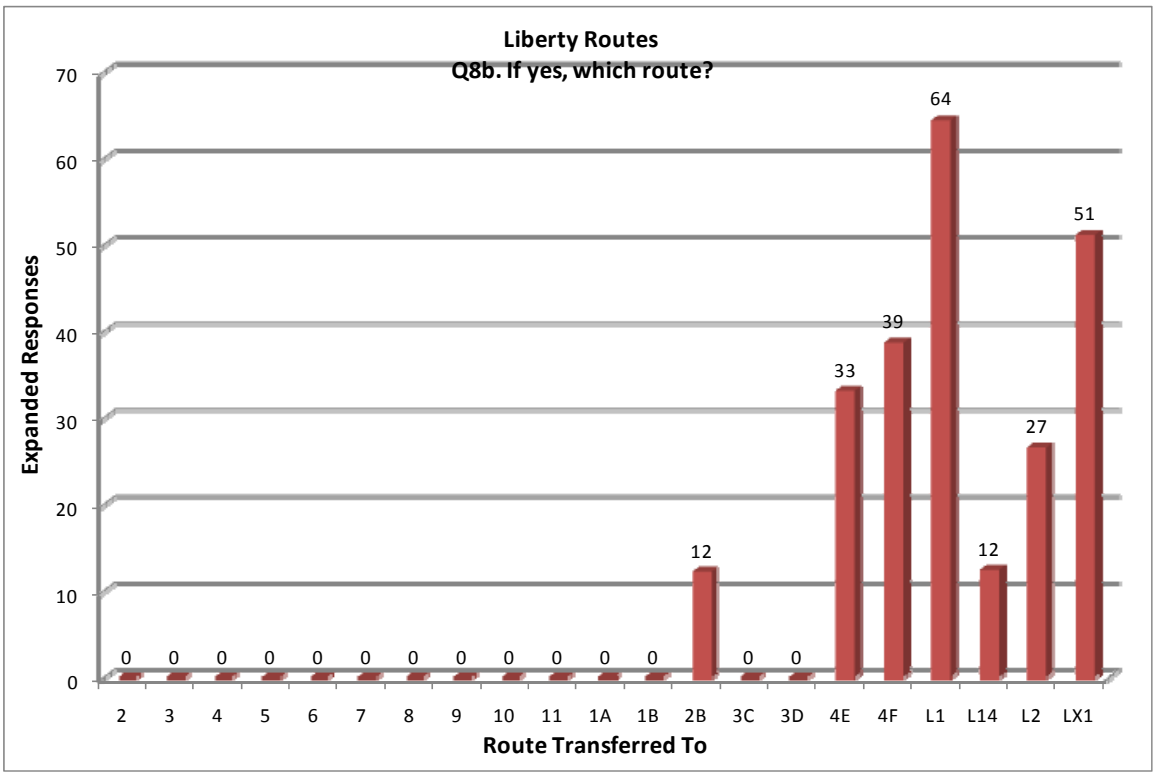
Liberty Routes
Q8a. Are you transferring to another bus?



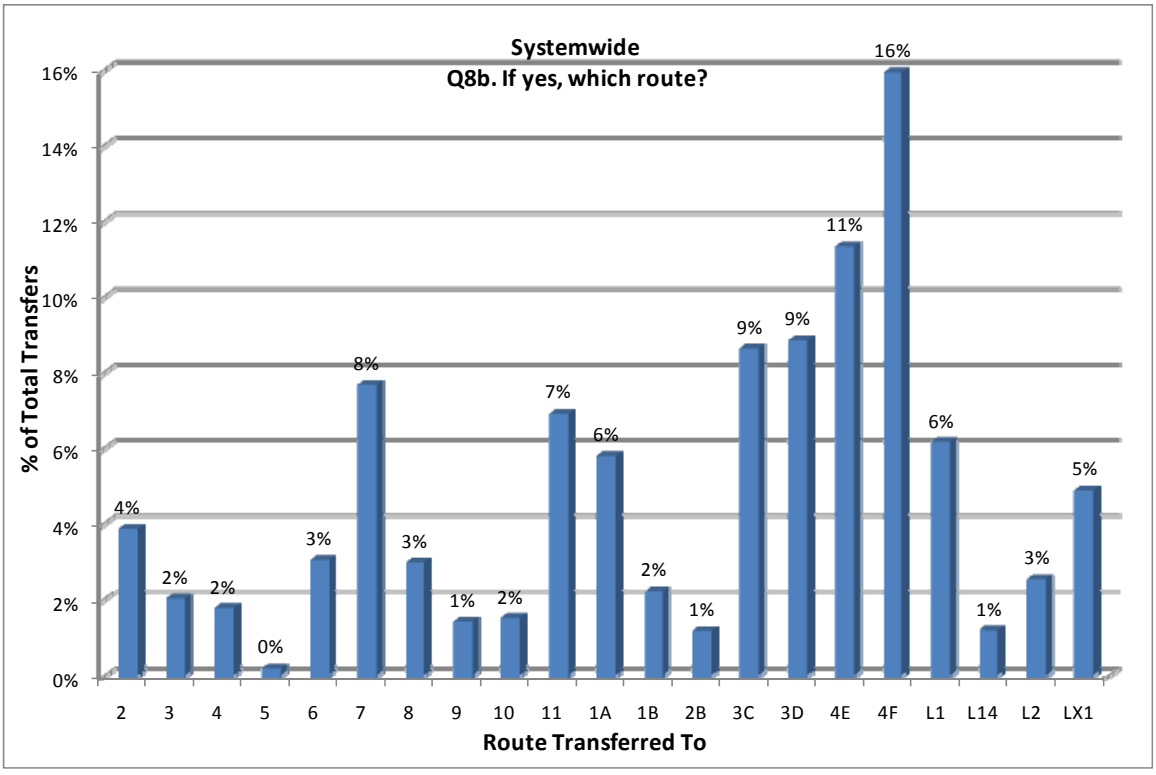
Route Transferred To

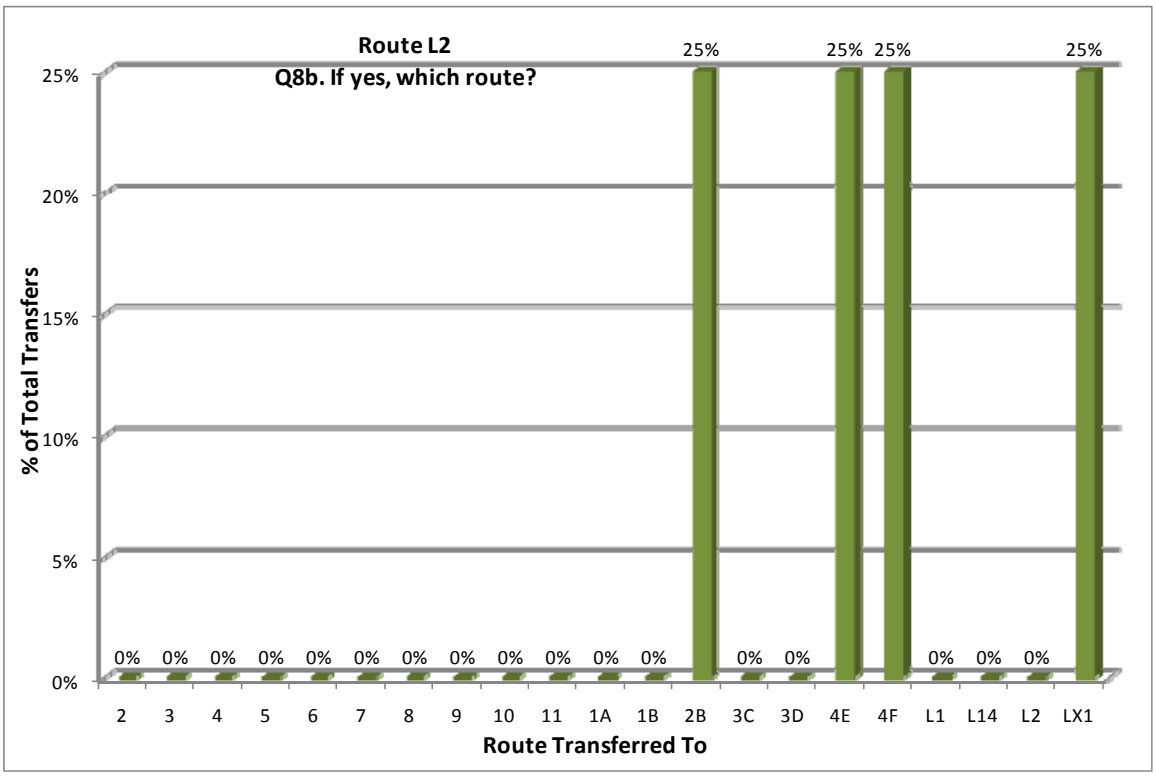


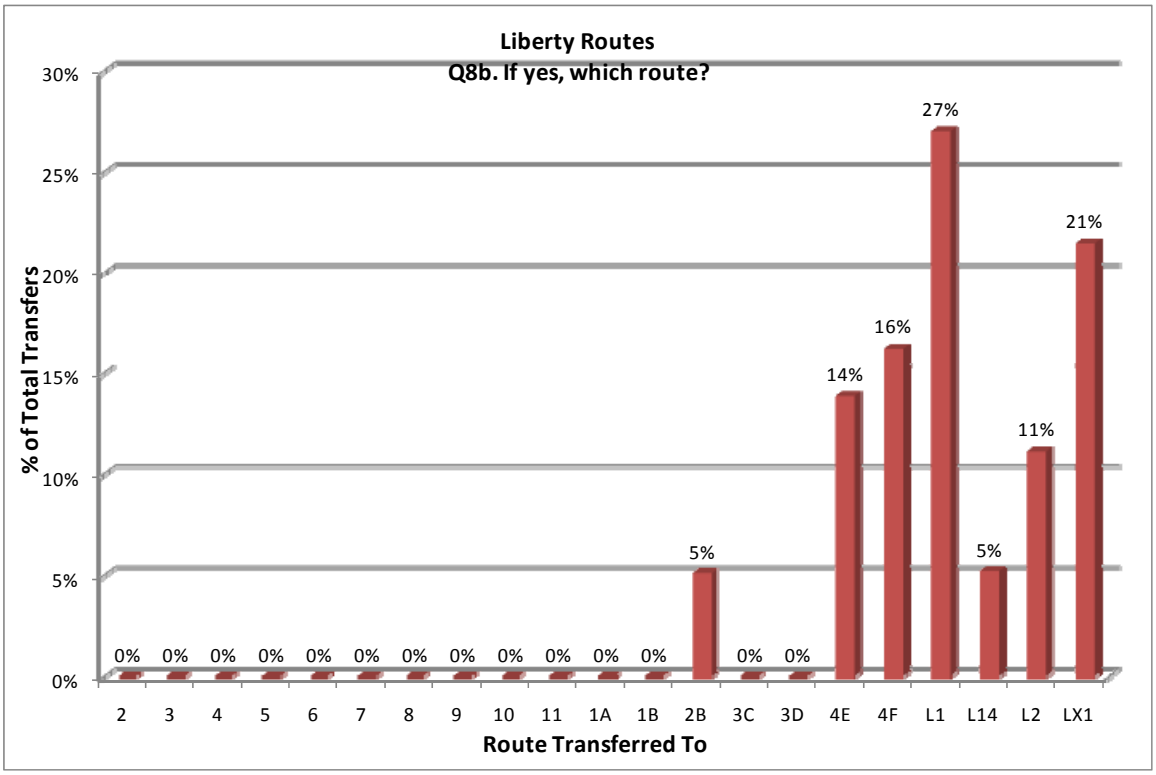




Route Transferred To as a Percentage of Total Transfers




Route L2
Q8b. If yes, which route?
% of Total Transfers
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 25% 0% 0% 25% 25% 0% 0% 0% 25%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

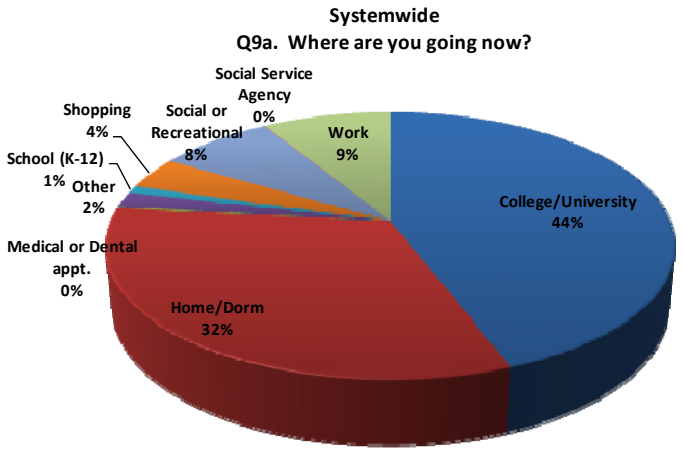

Liberty Routes
Q8b. If yes, which route?
% of Total Transfers
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 5% 0% 0% 14% 16% 27% 5% 11% 21%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

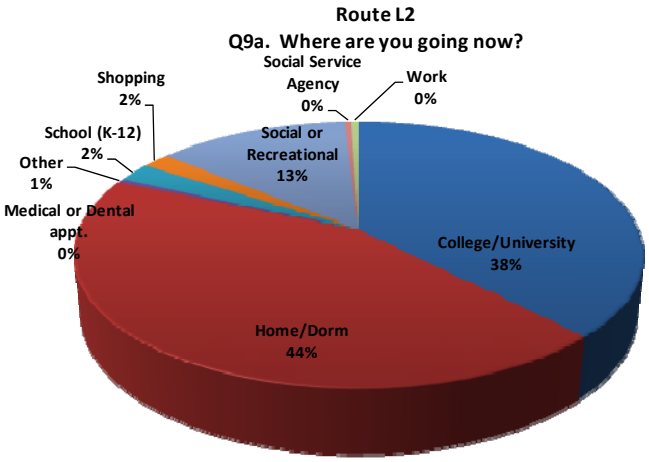
9. Where are you going now?

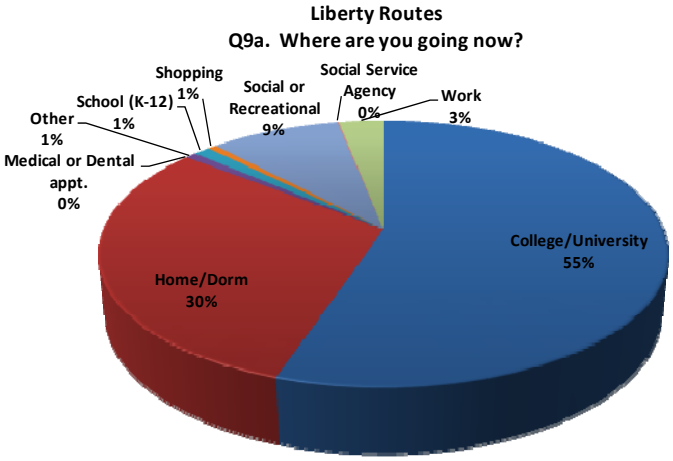
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route L2, trip purposes were focused on home/dorm (44%) and college/university (38%) trips. 13% reported going to somewhere social/recreational. Very few were associated with school (K-12) or shopping.

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	987	38%	6,765	55%
Home/Dorm	5,089	32%	1,145	44%	3,751	31%
Medical or Dental appt.	29	0%	-	0%	-	0%
Other	286	2%	12	0%	92	1%
School (K-12)	138	1%	61	2%	138	1%
Shopping	614	4%	49	2%	74	1%
Social or Recreational	1,223	8%	341	13%	1,079	9%
Social Service Agency	12	0%	12	0%	12	0%
Work	1,366	9%	12	0%	370	3%
Total	**15,696**	**100%**	**2,620**	**100%**	**12,280**	**100%**







10. What is the address or location of the place where you are going now?

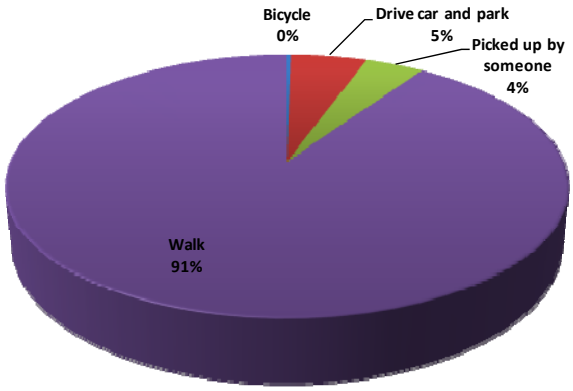
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

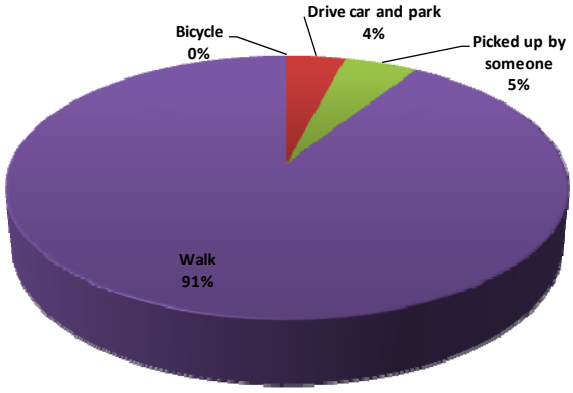
An even higher percentage (90%) of Liberty Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route L2 (91%) is also very comparable to the Liberty Route total. No riders reported bicycling upon completing their trip.

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	-	0%
Drive car and park	768	5%	97	4%	705	6%
Picked up by someone	585	4%	122	5%	402	3%
Walk	13,176	90%	2,193	91%	10,410	90%
Total	**14,564**	**100%**	**2,412**	**100%**	**11,517**	**100%**

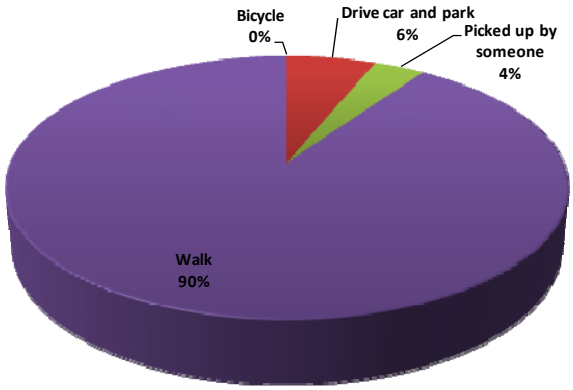
Systemwide
Q11a. How did you get to this bus?



Route L2
Q11a. How did you get to this bus?

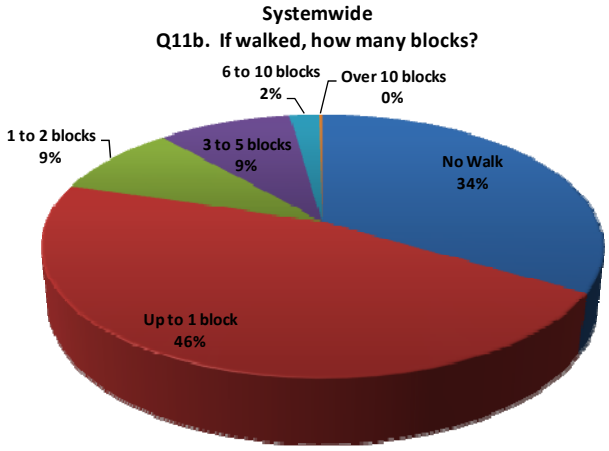


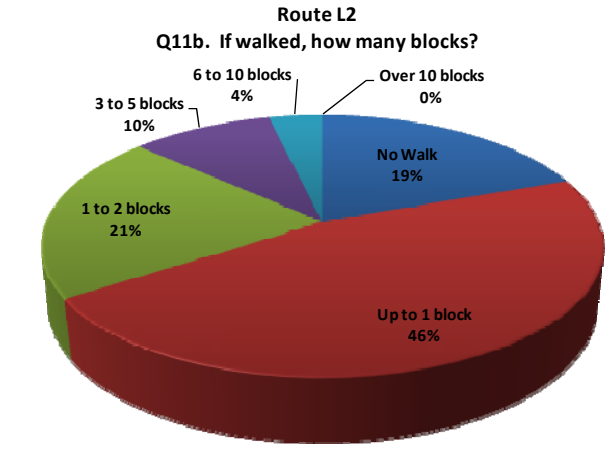
Liberty Routes
Q11a. How did you get to this bus?

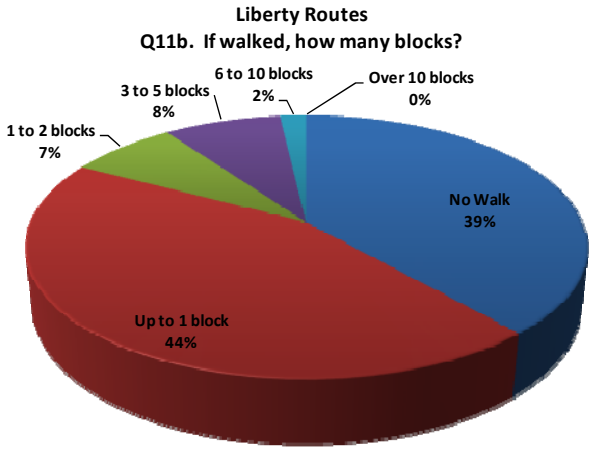


Of those who walked after alighting the bus, most (87%) arrived at their destination with less than 2 blocks of walking required. No walks were reported greater than ten blocks.

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	195	20%	1,925	39%
Up to 1 block	3,027	46%	463	46%	2,213	44%
1 to 2 blocks	580	9%	207	21%	369	7%
3 to 5 blocks	603	9%	97	10%	403	8%
6 to 10 blocks	131	2%	37	4%	90	2%
Over 10 blocks	15	0%	-	0%	-	0%
Total	6,545	100%	999	100%	5,000	100%



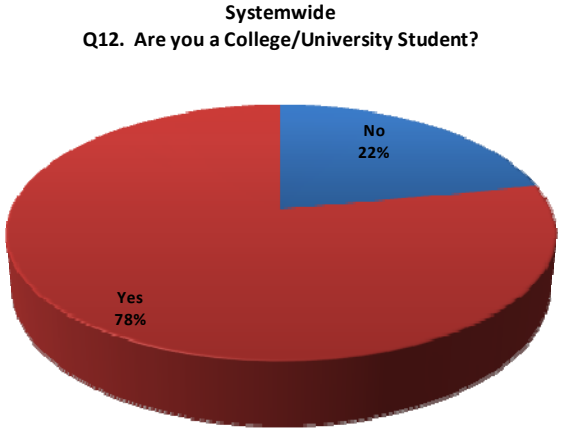




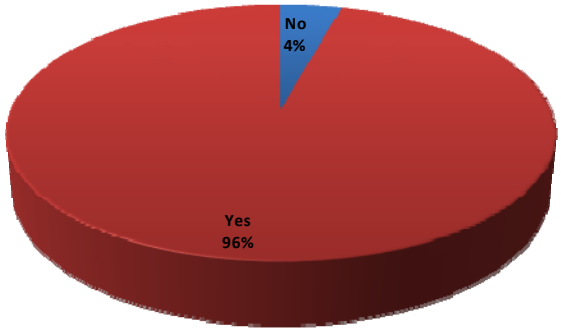
12. Are you a college/university student living away from home?

Route L2 ridership is greatly impacted by student riders with 96% identifying as a college/university student living away from home.

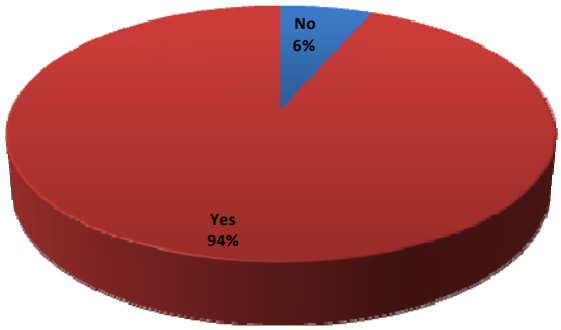
Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	110	4%	809	6%
Yes	12,297	78%	2,437	96%	11,659	94%
Total	15,757	100%	2,546	100%	12,468	100%



Route L2
Q12. Are you a College/University Student?



Liberty Routes
Q12. Are you a College/University Student?



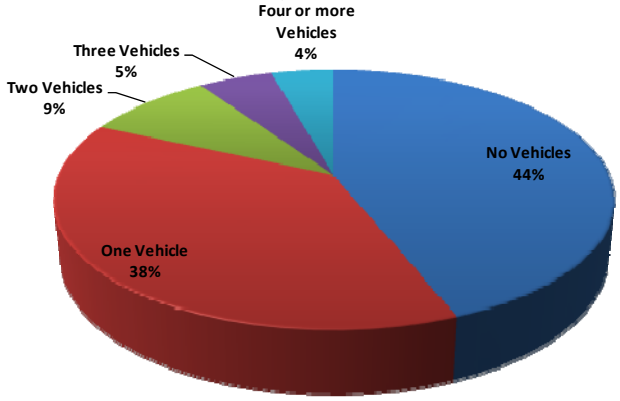
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

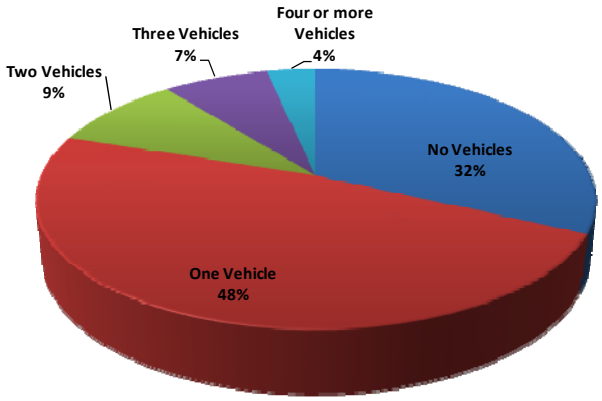
Automobile availability among Route L2 riders was very similar to those Liberty Routes with 32% reporting no car available. Another 48% reported only one vehicle available in the household. 19% reported having two or more vehicles at their household.

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	804	32%	4,510	37%
One Vehicle	5,878	38%	1,206	48%	5,273	43%
Two Vehicles	1,370	9%	231	9%	1,082	9%
Three Vehicles	797	5%	183	7%	755	6%
Four or more Vehicles	670	4%	85	3%	662	5%
Total	15,548	100%	2,510	100%	12,282	100%

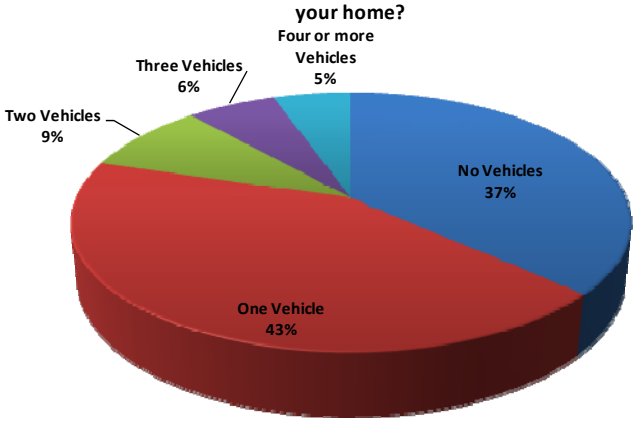
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route L2
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



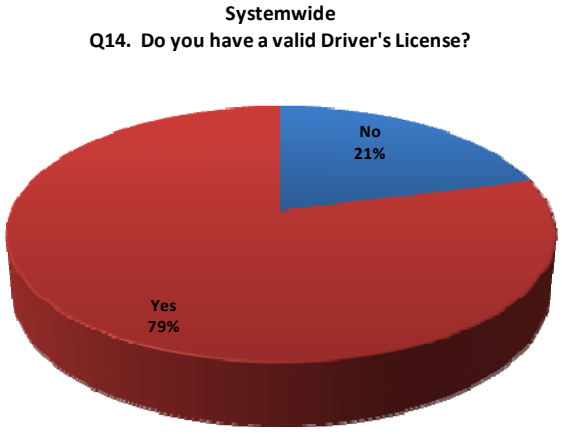
Liberty Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

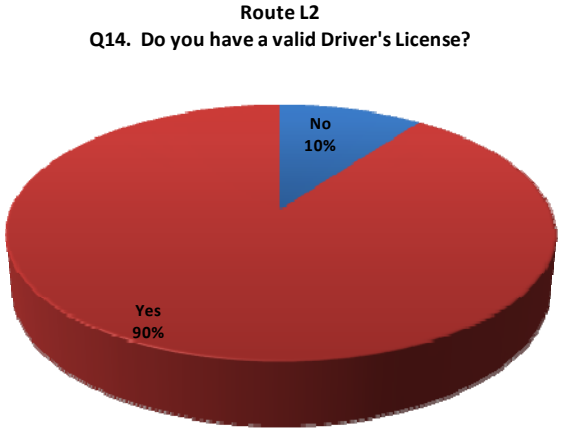


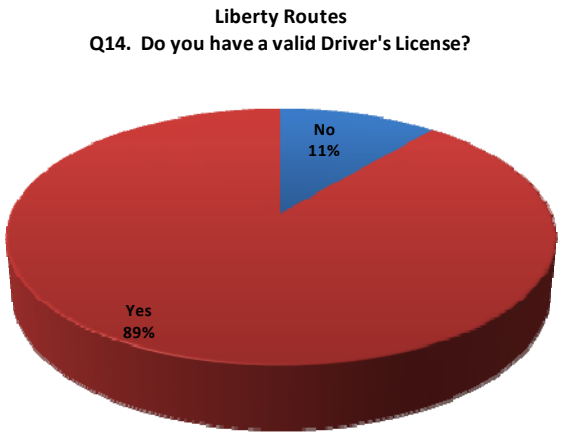
14. Do you have a valid driver's license?

The majority of GLTC's Liberty Route riders (89%) carry a valid driver's license. Almost all (90%) of Route L2's riders are licensed drivers.

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	244	10%	1,346	11%
Yes	12,102	79%	2,169	90%	10,769	89%
Total	15,322	100%	2,412	100%	12,115	100%







15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

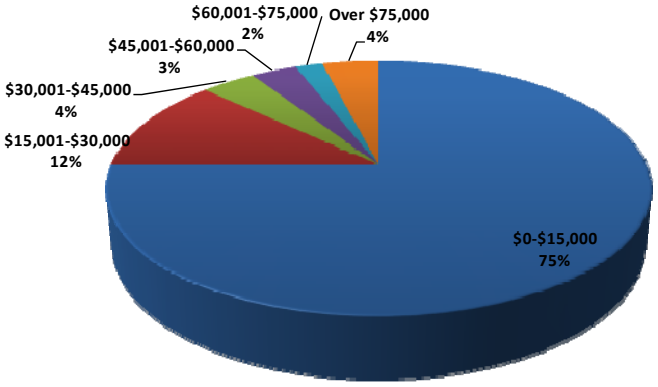
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route L2's riders reported similar earnings to those Liberty Routes with 78% reporting less than $15,000 annually. 9% of the Route L2 riders indicated earning $15,001-45,000 annually. Another 8% reported earnings of $45,001-$75,000. 5% of the riders identified earning more than $75,000 annually.

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	1,815	78%	8,733	79%
$15,001-$30,000	1,671	12%	158	7%	779	7%
$30,001-$45,000	543	4%	37	2%	423	4%
$45,001-$60,000	452	3%	122	5%	395	4%
$60,001-$75,000	270	2%	61	3%	251	2%
Over $75,000	562	4%	122	5%	508	5%
Total	**14,013**	**100%**	**2,315**	**100%**	**11,090**	**100%**

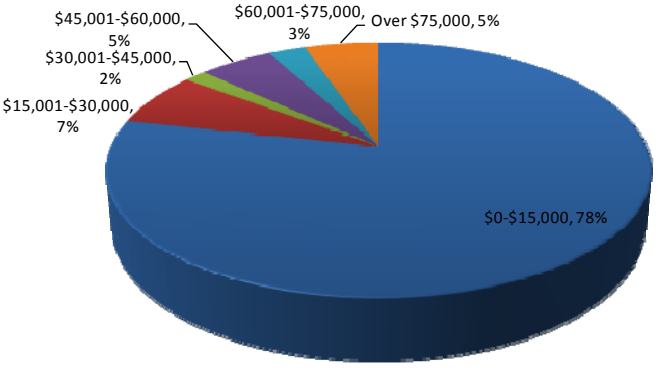
Systemwide

Q15. What is your annual household income level?



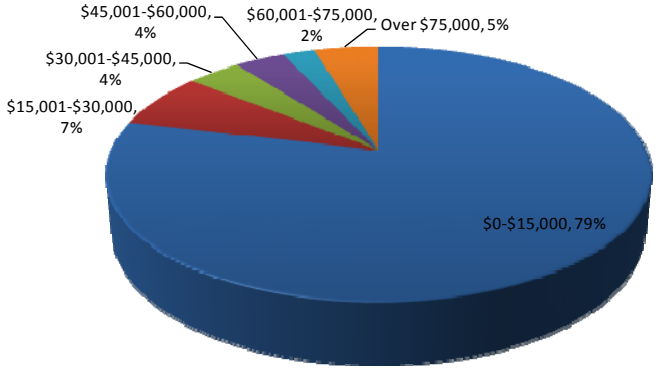
Route L2

Q15. What is your annual household income level?



Liberty Routes

Q15. What is your annual household income level?



16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

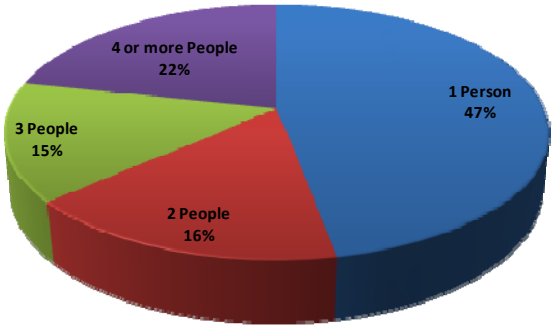
a) 1 **c) 3**

b) 2 **d) 4 or more**

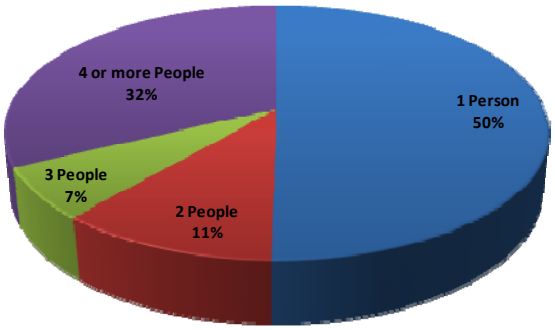
Route L2's household residency is very similar to the Liberty Route total. 50% of the riders report living alone with another 11% living with one other person. The remaining 40% live with 3 or more people.

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	1,218	50%	5,847	50%
2 People	2,473	16%	268	11%	1,517	13%
3 People	2,238	15%	158	7%	1,754	15%
4 or more People	3,244	22%	780	32%	2,628	22%
Total	15,010	100%	2,425	100%	11,745	100%

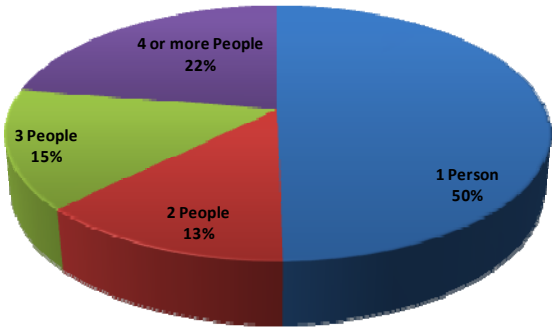
Systemwide
Q16. How many people live in your household?



Route L2
Q16. How many people live in your household?



Liberty Routes
Q16. How many people live in your household?

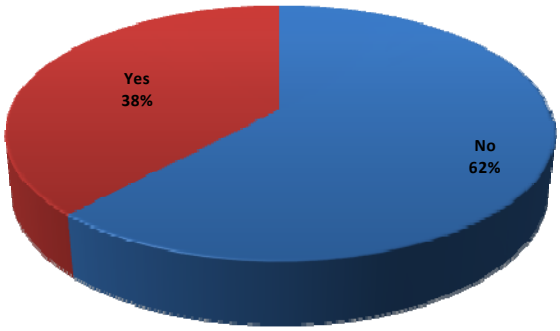


17. Have you transferred at the Plaza in the last week?

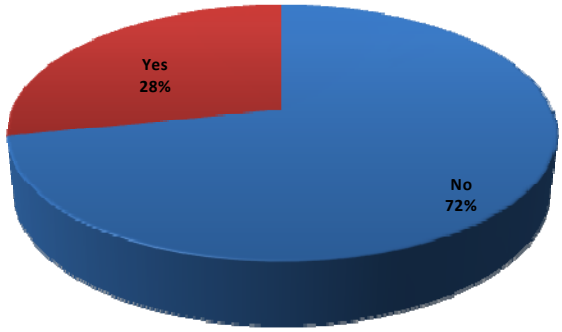
28% of Route L1 riders have transferred at the Plaza in the last week. This is consistent with the Liberty Route riders (24%).

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	1,791	72%	9,135	76%
Yes	5,868	38%	707	28%	2,896	24%
Total	15,369	100%	2,498	100%	12,031	100%

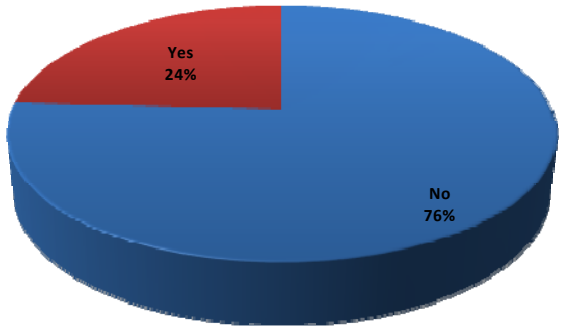
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route L2
Q17a. Have you transfered at the Plaza in the last week?



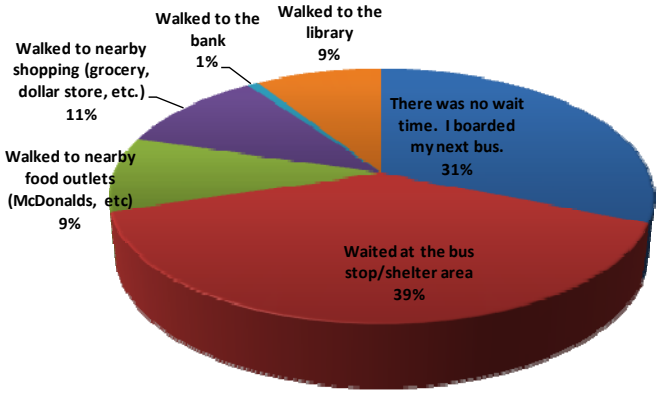
Liberty Routes
Q17a. Have you transfered at the Plaza in the last week?



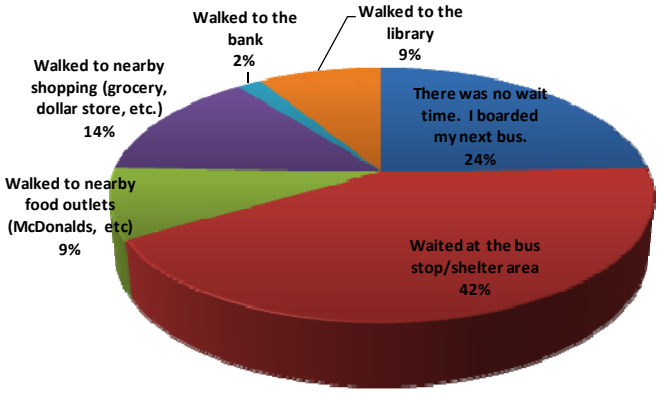
Of the Route L2 riders that have transferred at the Plaza in the last week, 25% stated there was no wait time and they boarded the next bus. 42% waited at the bus stop/shelter area. Another 9% walked to nearby food outlets and 14% said that they walked to nearby shopping. 7% reported that they walked to the library. Only 2% of the riders indicated walking to the bank. These findings are consistent with the Liberty Route respondents.

Response	Systemwide		Route L2		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	171	25%	779	27%
Waited at the bus stop/shelter area	2,216	39%	292	42%	1,410	49%
Walked to nearby food outlets (McDonalds, etc)	535	9%	61	9%	125	4%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	97	14%	308	11%
Walked to the bank	44	1%	12	2%	44	2%
Walked to the library	511	9%	61	9%	183	6%
Total	5,682	100%	694	100%	2,850	100%

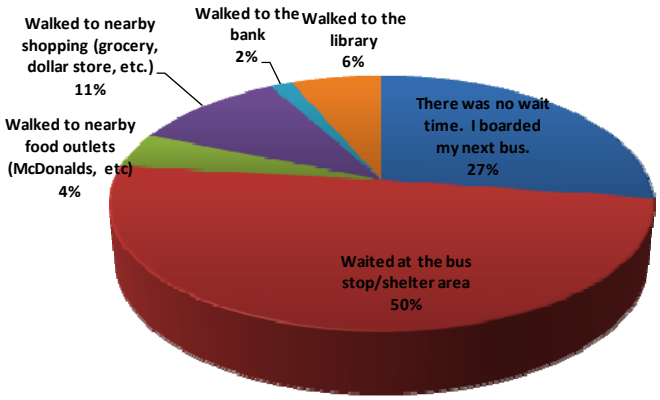
Systemwide
Q17b. What did you do while waiting?



Route L2
Q17b. What did you do while waiting?



Liberty Routes
Q17b. What did you do while waiting?



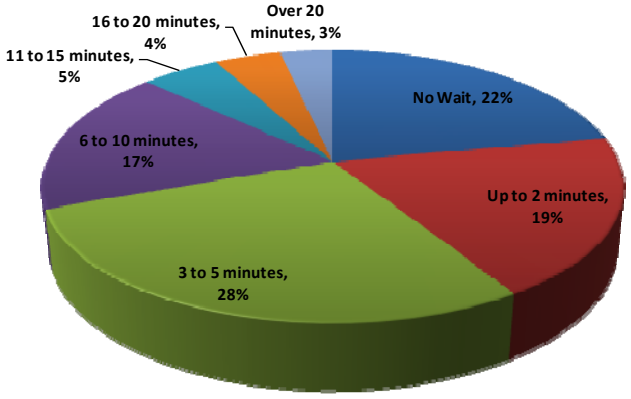
4.18 Route L3

1. How long did you wait at the bus stop before getting on the bus?

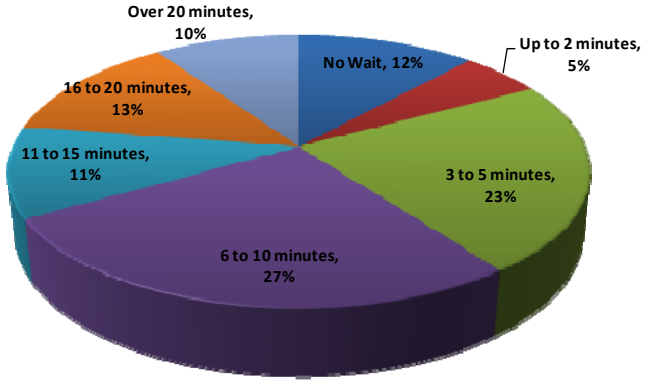
Wait times on Route L3 trend slightly higher than the Liberty Route average. 10% of the riders reported a wait time of more than 20 minutes, which was five times as prevalent than those Liberty Routes.

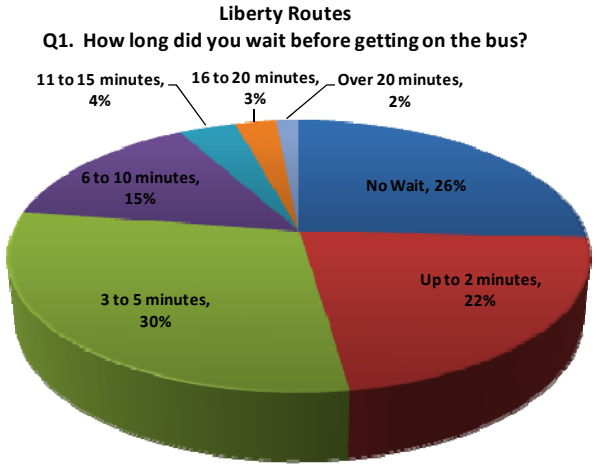
Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	136	12%	3,357	26%
Up to 2 minutes	3,093	19%	62	5%	2,866	22%
3 to 5 minutes	4,658	28%	260	23%	3,868	30%
6 to 10 minutes	2,842	17%	310	27%	1,914	15%
11 to 15 minutes	852	5%	124	11%	498	4%
16 to 20 minutes	719	4%	149	13%	354	3%
Over 20 minutes	572	3%	111	10%	201	2%
Total	16,347	100%	1,152	100%	13,059	100%

Systemwide
Q1. How long did you wait before getting on the bus?



Route L3
Q1. How long did you wait before getting on the bus?



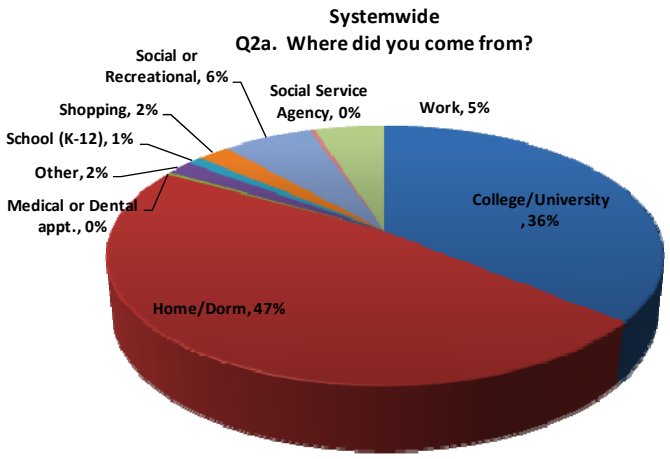


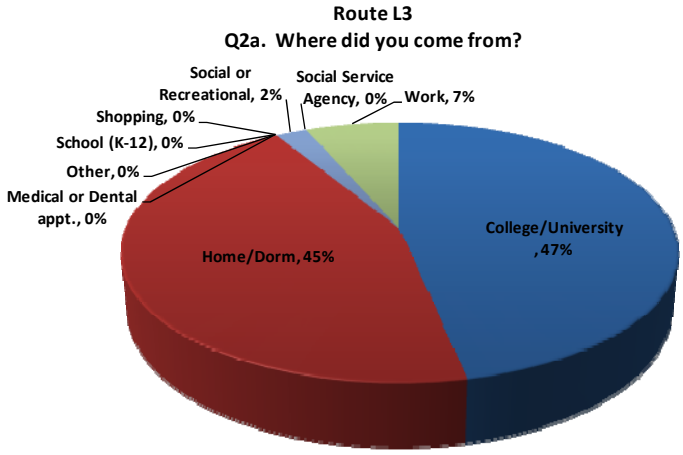
2. Where did you come from?

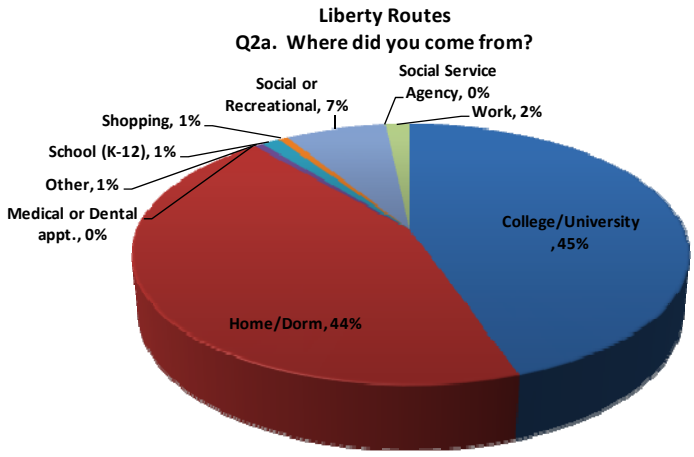
a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

Route L3 riders originate primarily from college/university (47%) or home/dorm (45%) purposes. Very few trips originated from work (7%) or social/recreational (2%). None of the other categories were represented by the riders.

Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	533	47%	5,726	45%
Home/Dorm	7,709	47%	508	45%	5,648	44%
Medical or Dental appt.	52	0%	-	0%	-	0%
Other	283	2%	-	0%	77	1%
School (K-12)	163	1%	-	0%	163	1%
Shopping	367	2%	-	0%	85	1%
Social or Recreational	1,009	6%	25	2%	896	7%
Social Service Agency	64	0%	-	0%	-	0%
Work	796	5%	74	7%	222	2%
Total	**16,312**	**100%**	**1,139**	**100%**	**12,817**	**100%**


Systemwide
Q2a. Where did you come from?
Social or Recreational, 6%
Social Service Agency, 0%
Work, 5%
Shopping, 2%
School (K-12), 1%
Other, 2%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 47%


Route L3
Q2a. Where did you come from?
Social or Recreational, 2%
Social Service Agency, 0%
Work, 7%
Shopping, 0%
School (K-12), 0%
Other, 0%
Medical or Dental appt., 0%
College/University, 47%
Home/Dorm, 45%


Liberty Routes
Q2a. Where did you come from?
Social Service Agency, 0%
Social or Recreational, 7%
Work, 2%
Shopping, 1%
School (K-12), 1%
Other, 1%
Medical or Dental appt., 0%
College/University, 45%
Home/Dorm, 44%

3. What is the address or location of the place you came from?

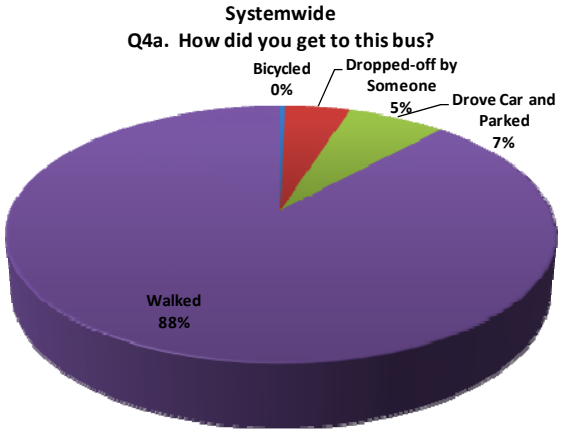
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

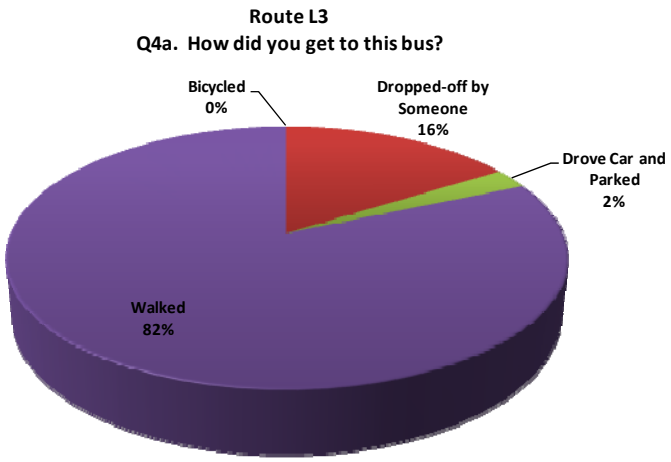
4. How did you get from the place listed above to the first bus used for this trip?

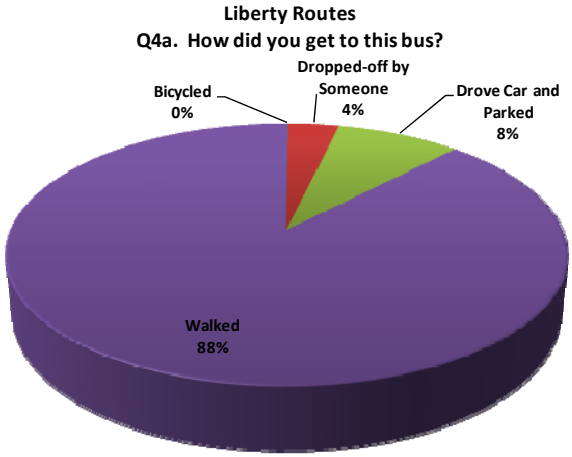
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's Liberty Route riders walk to catch their bus (88%). The majority of Route L3's riders (81%) also walk to the bus. 16% of the riders indicated that they were dropped off by someone at the bus stop. No riders reported bicycling to the bus stop.

Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	12	0%
Dropped-off by Someone	727	5%	161	16%	442	4%
Drove Car and Parked	1,083	7%	25	2%	1,067	9%
Walked	13,872	88%	817	81%	10,985	88%
Total	**15,729**	**100%**	**1,003**	**100%**	**12,506**	**100%**



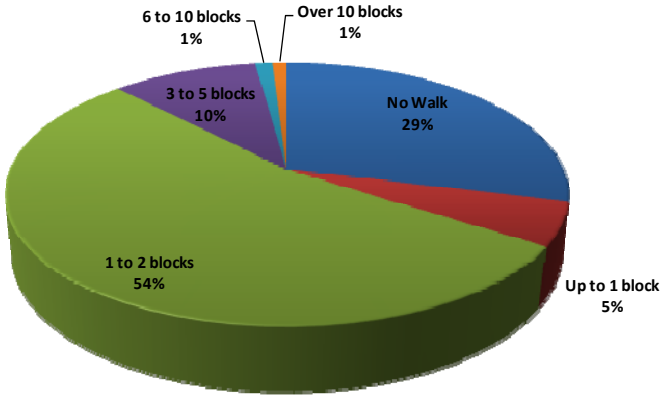




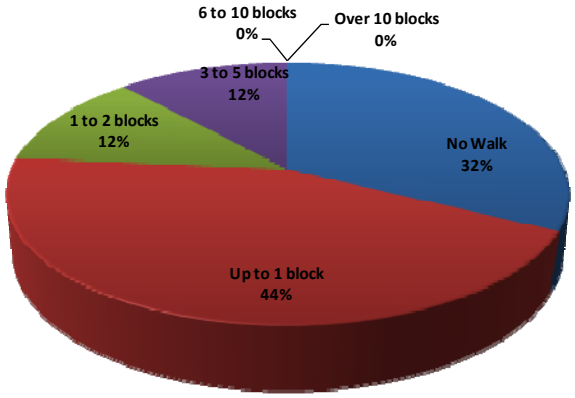
Walks to Route L3 were on par with those reported by the Liberty Route riders. More than three-quarters (76%) reported walks up to 1 block. Many (24%) reported walks between 1 and 5 blocks; slightly higher than the Liberty Route average. No one reported having to walk more than 5 blocks.

Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	136	32%	1,801	32%
Up to 1 block	391	5%	186	44%	2,615	47%
1 to 2 blocks	3,940	54%	50	12%	652	12%
3 to 5 blocks	734	10%	50	12%	402	7%
6 to 10 blocks	87	1%	-	0%	51	1%
Over 10 blocks	71	1%	-	0%	67	1%
Total	7,330	100%	421	100%	5,588	100%

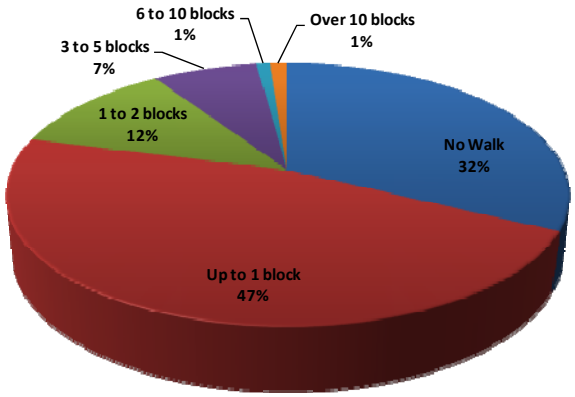
Systemwide
Q4b. If walked, how many blocks?



Route L3
Q4b. If walked, how many blocks?



Liberty Routes
Q4b. If walked, how many blocks?



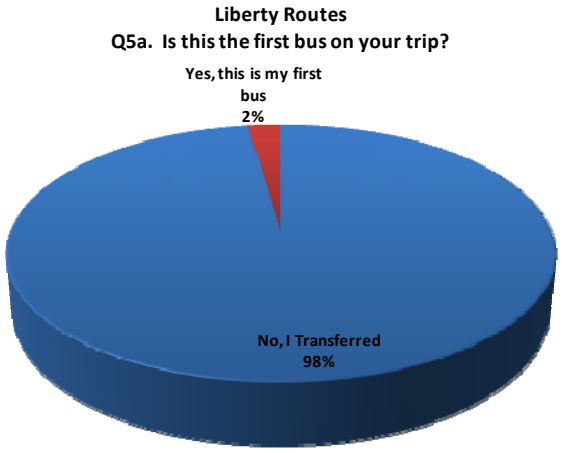
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

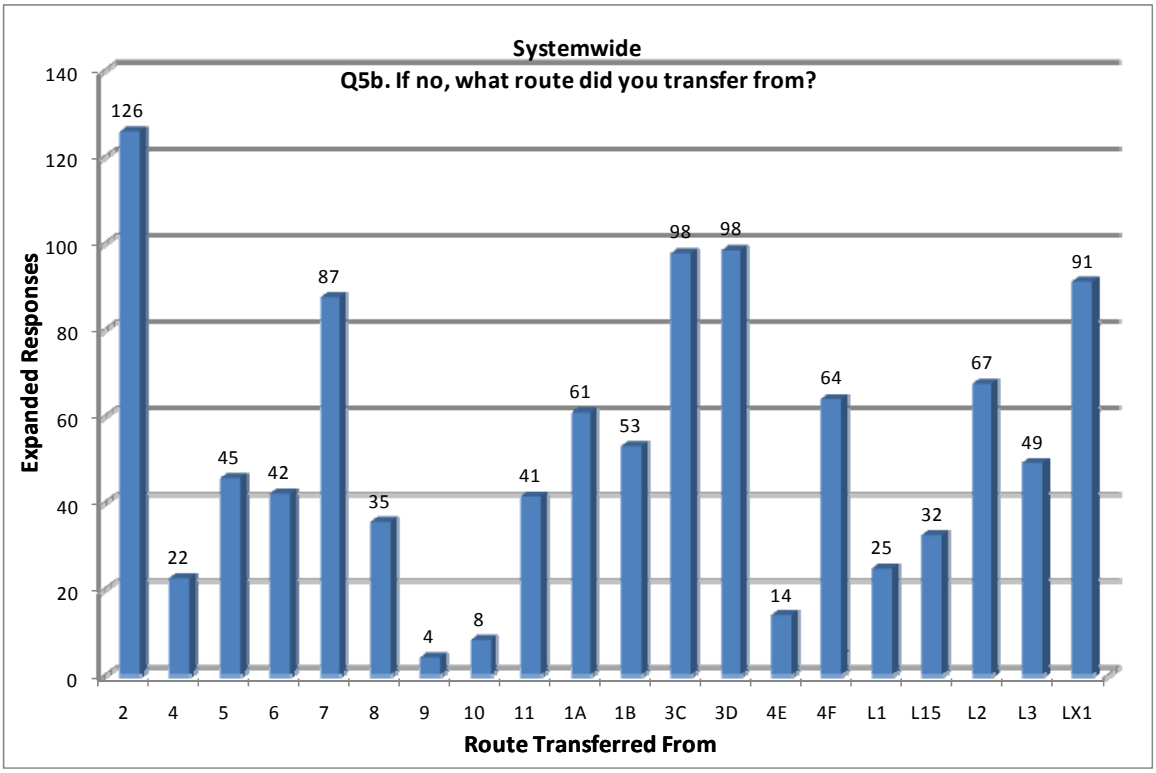
b) Yes, this is the first bus I used for this trip – Route # _____

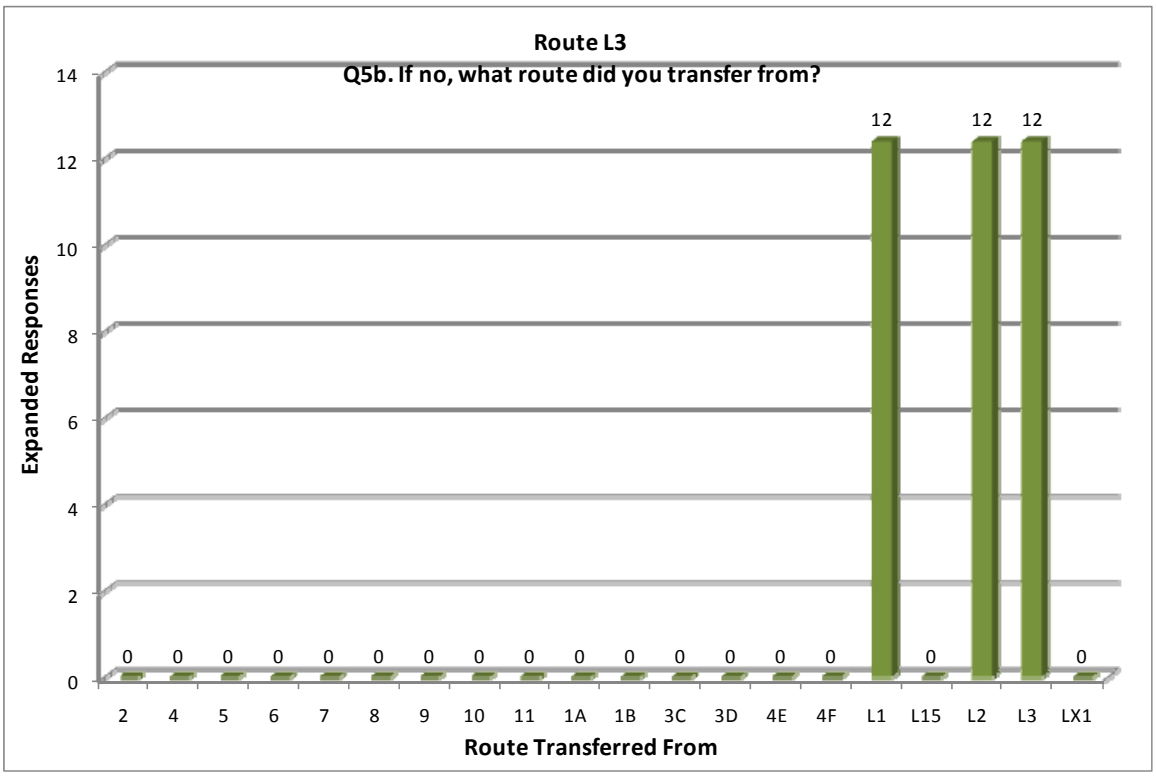
Almost all (96%) of Route L3's riders transferred from another bus. All of those transfers were reported from Route L1 (33%), Route L2 (33%) and Route L3 (33%). The respondents to the survey that said they came from Route L3, must have misunderstood the question.

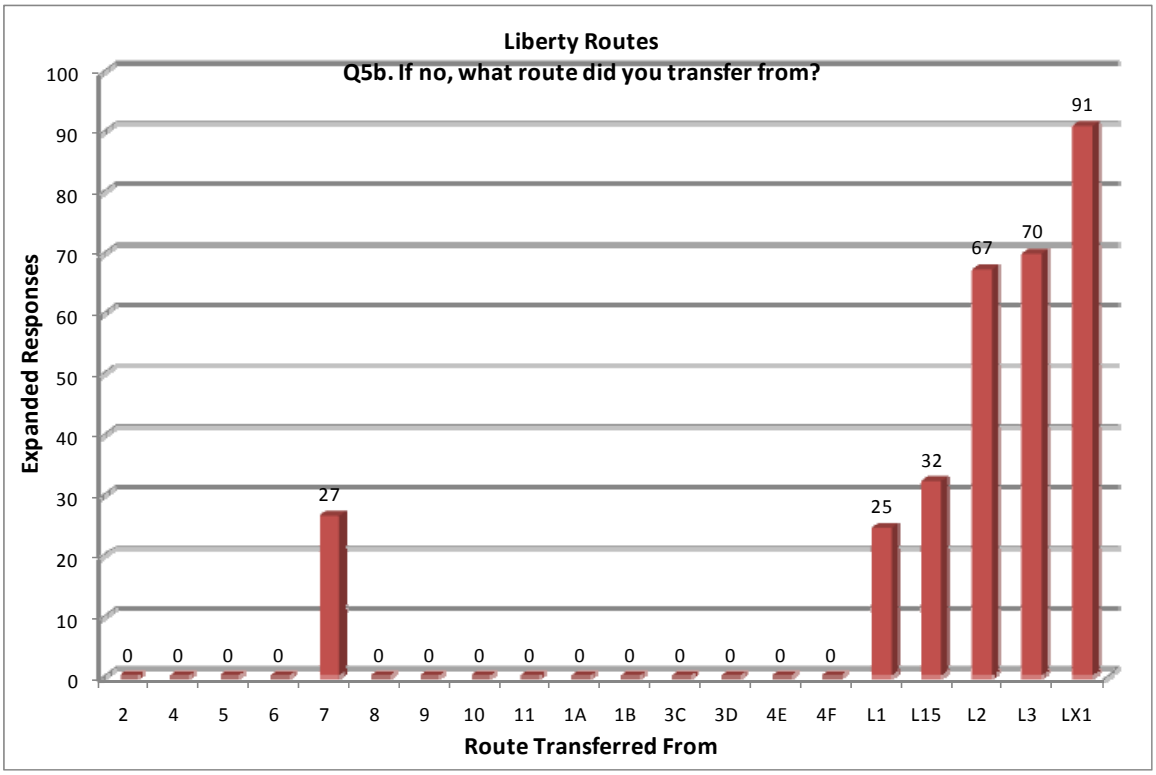
Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	1,077	96%	11,584	98%
Yes, this is my first bus	12,947	90%	50	4%	277	2%
Total	14,388	100%	1,127	100%	11,861	100%



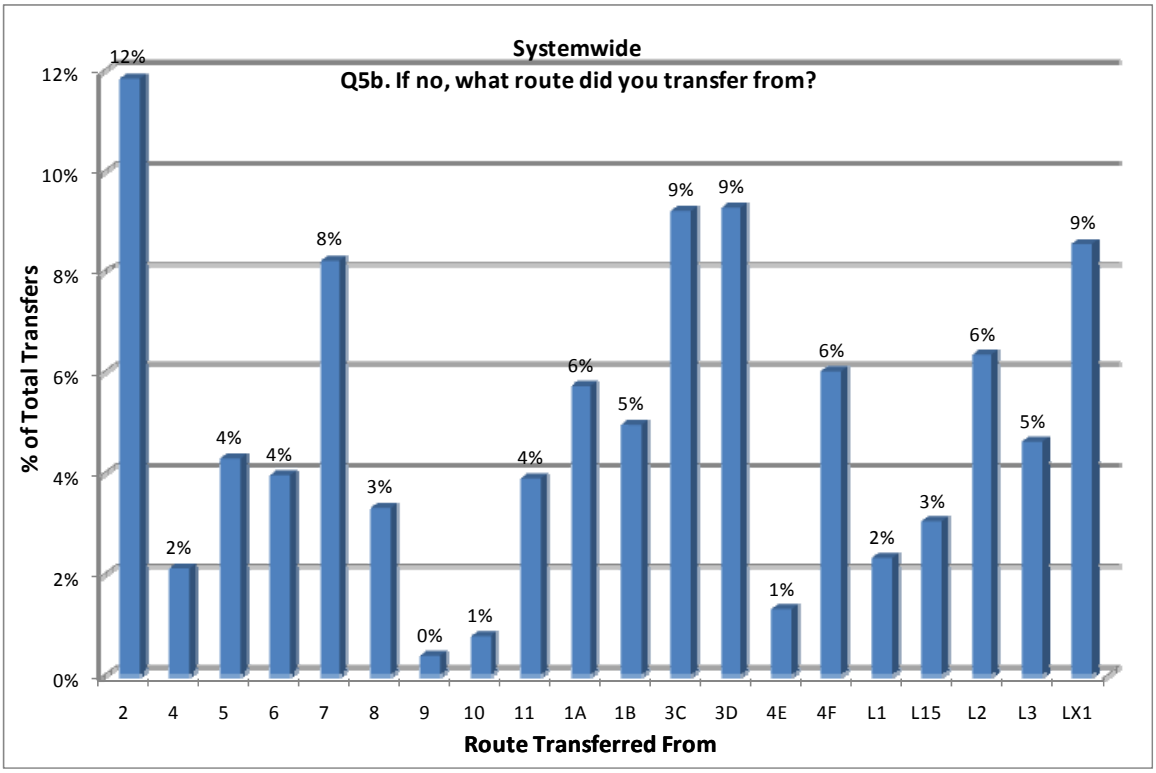
Originating Route Transferred From

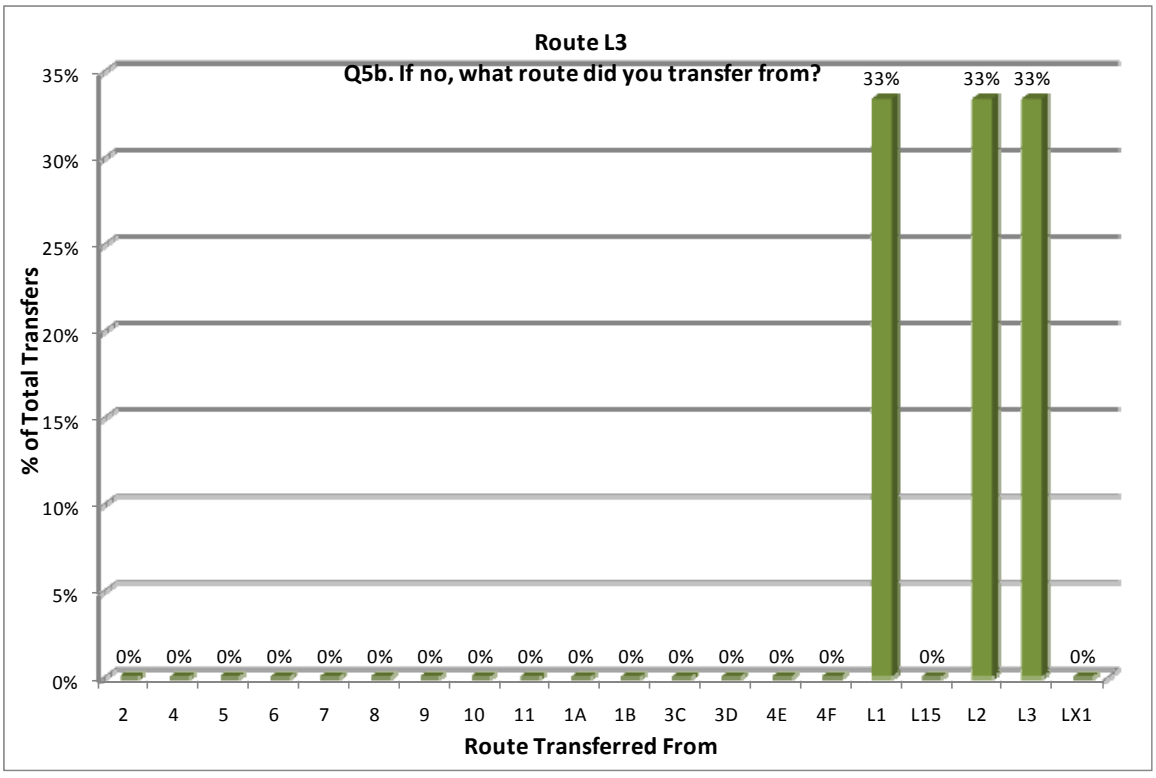


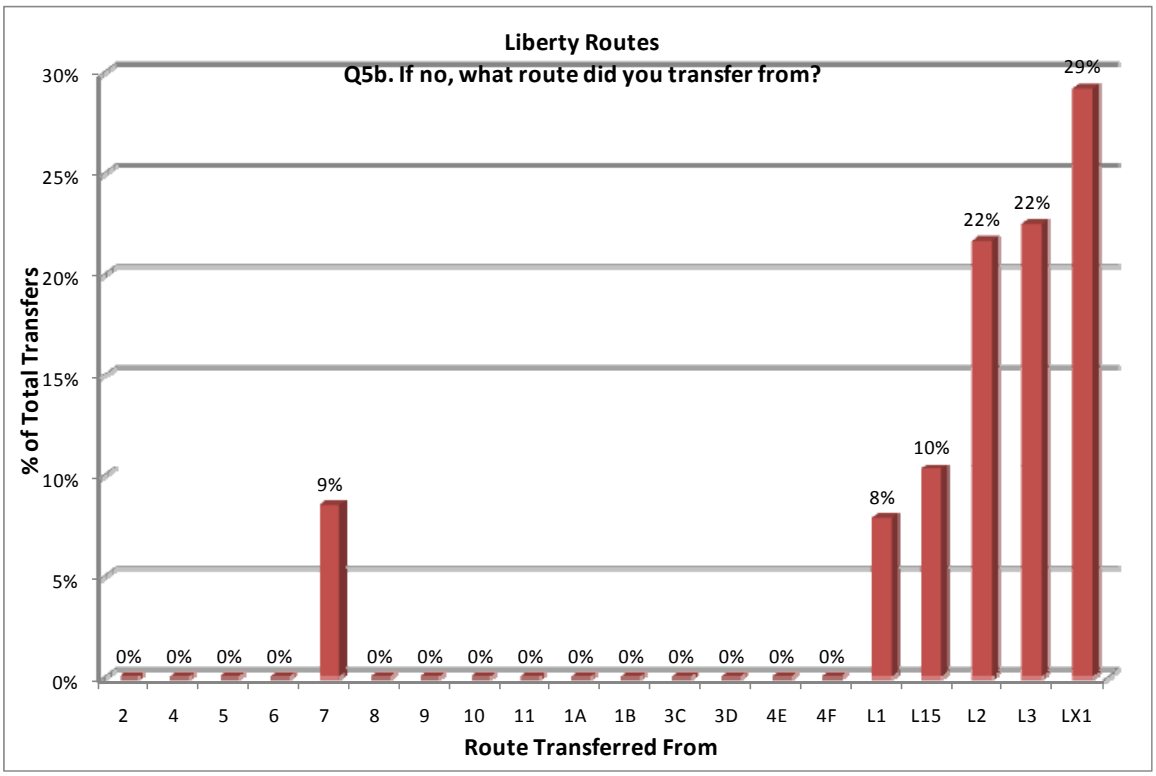

Route L3
Q5b. If no, what route did you transfer from?
Expanded Responses
14
12
10
8
6
4
2
0
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 12 0 12 12 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From


Liberty Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
100
90
80
70
60
50
40
30
20
10
0
0 0 0 0 27 0 0 0 0 0 0 0 0 0 0 25 32 67 70 91
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

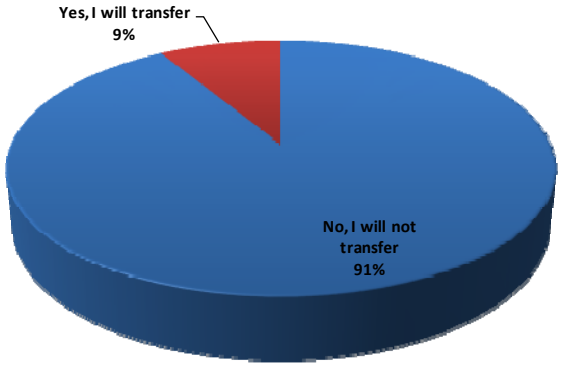
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

The number of riders transferring from Route L3 to another route (4%) is slightly higher than that of the Liberty Routes. Riders transferred to Route L2 (50%), Route L14 (25%) and Route LX1 (25%).

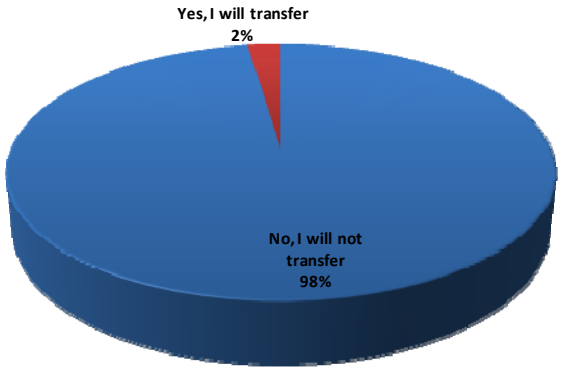
Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	1,077	96%	11,584	98%
Yes, I will transfer	1,303	9%	50	4%	277	2%
Total	15,128	100%	1,127	100%	11,861	100%

Systemwide
Q8a. Are you transferring to another bus?

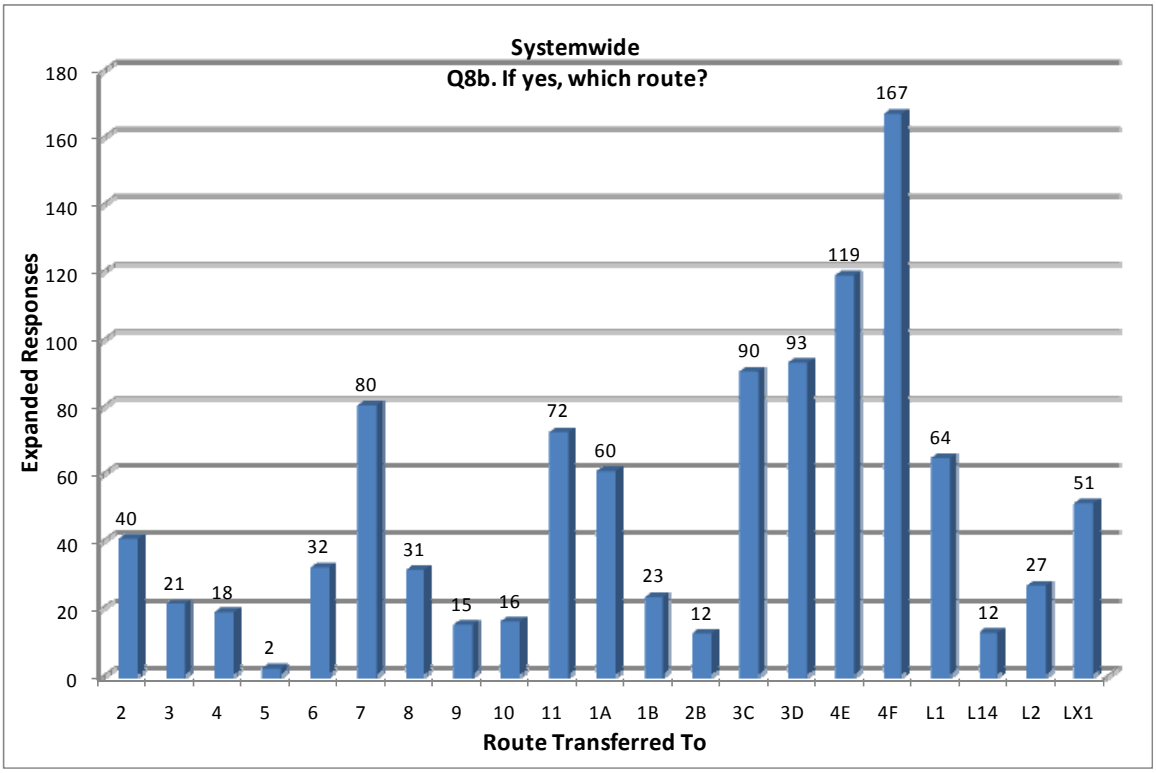


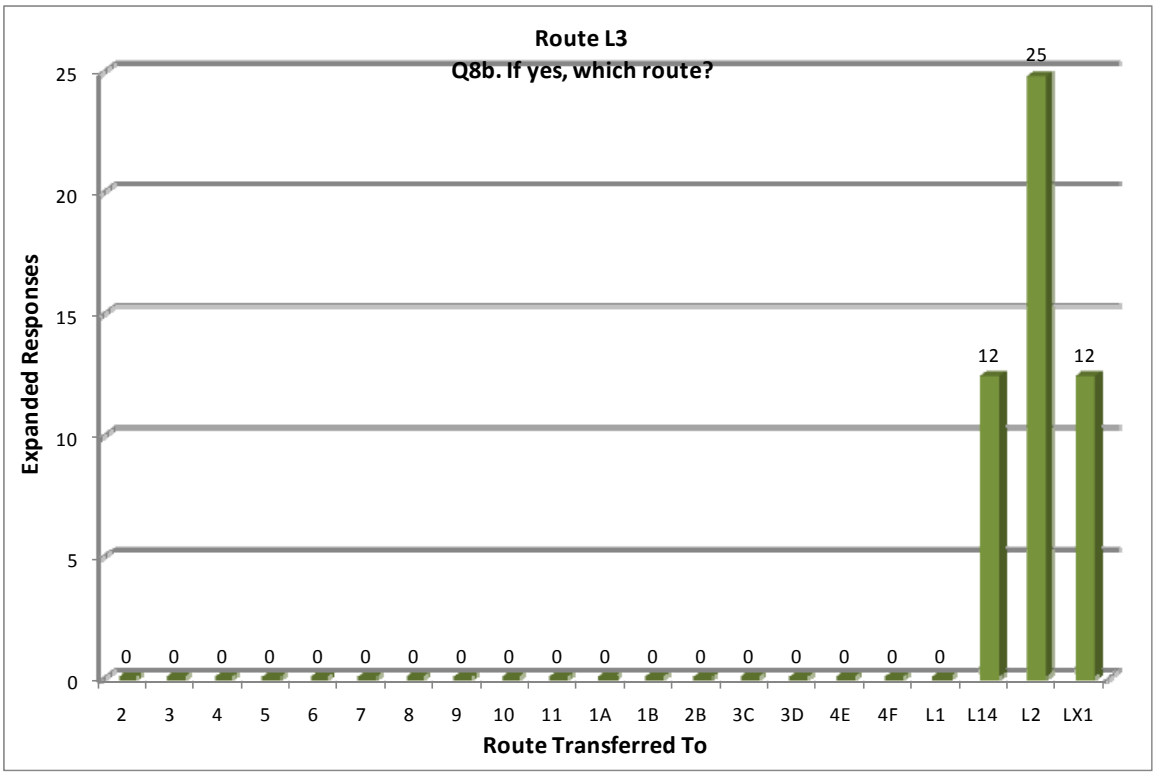
Route L3
Q8a. Are you transferring to another bus?

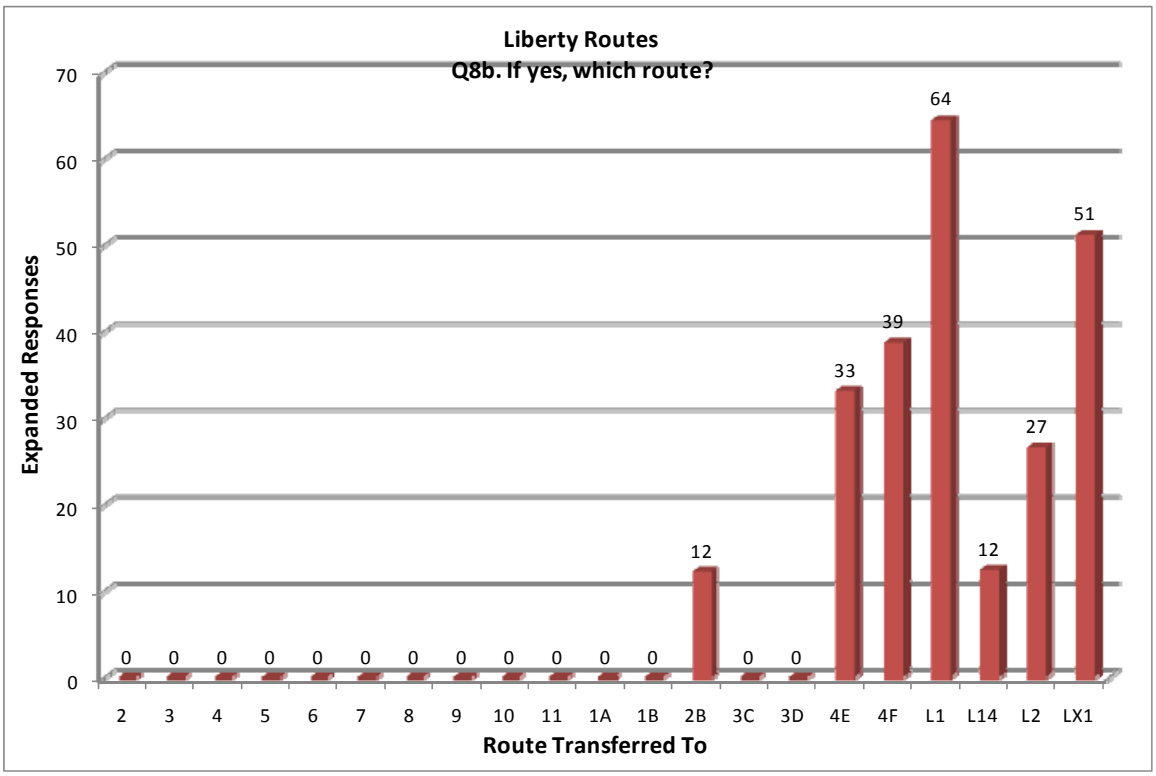
Liberty Routes
Q8a. Are you transferring to another bus?



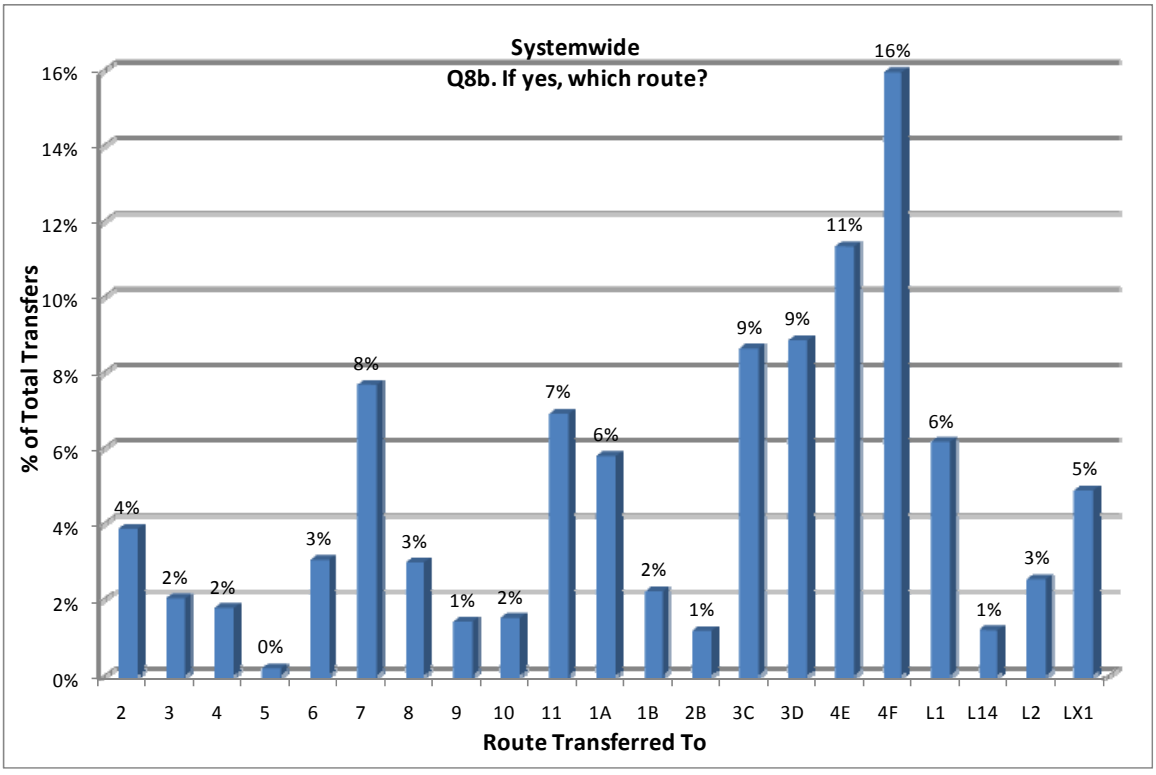
Route Transferred To

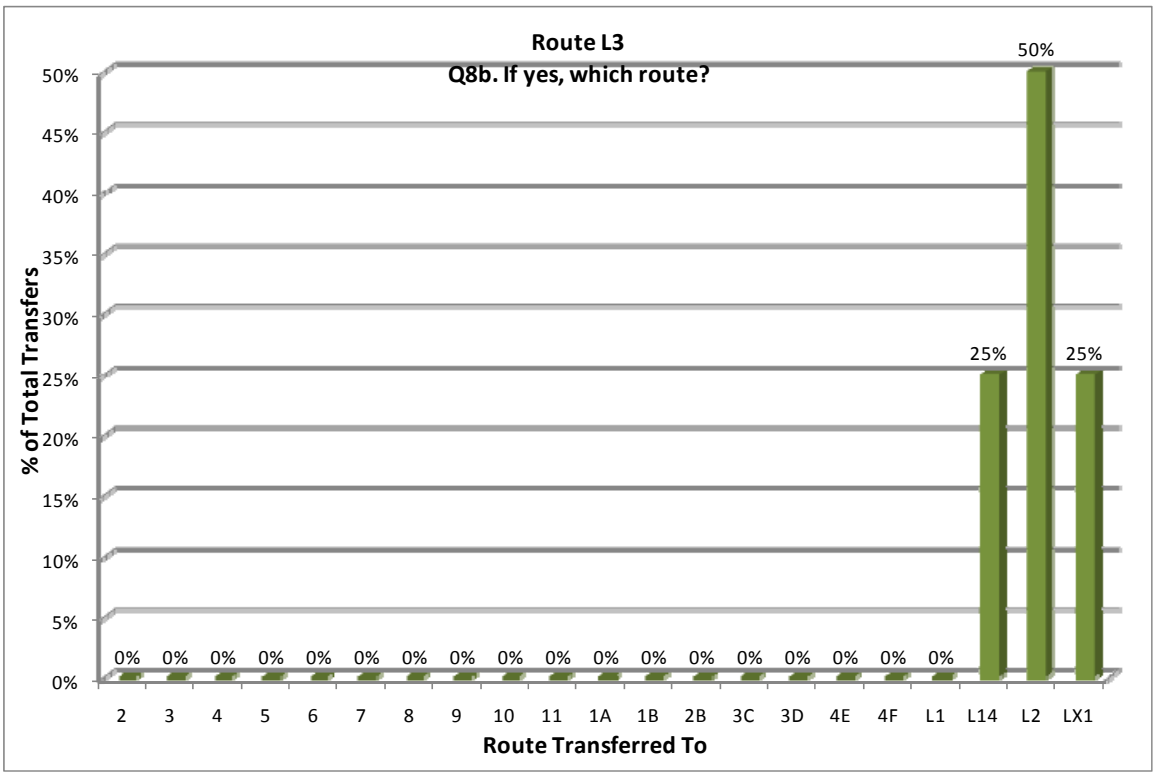


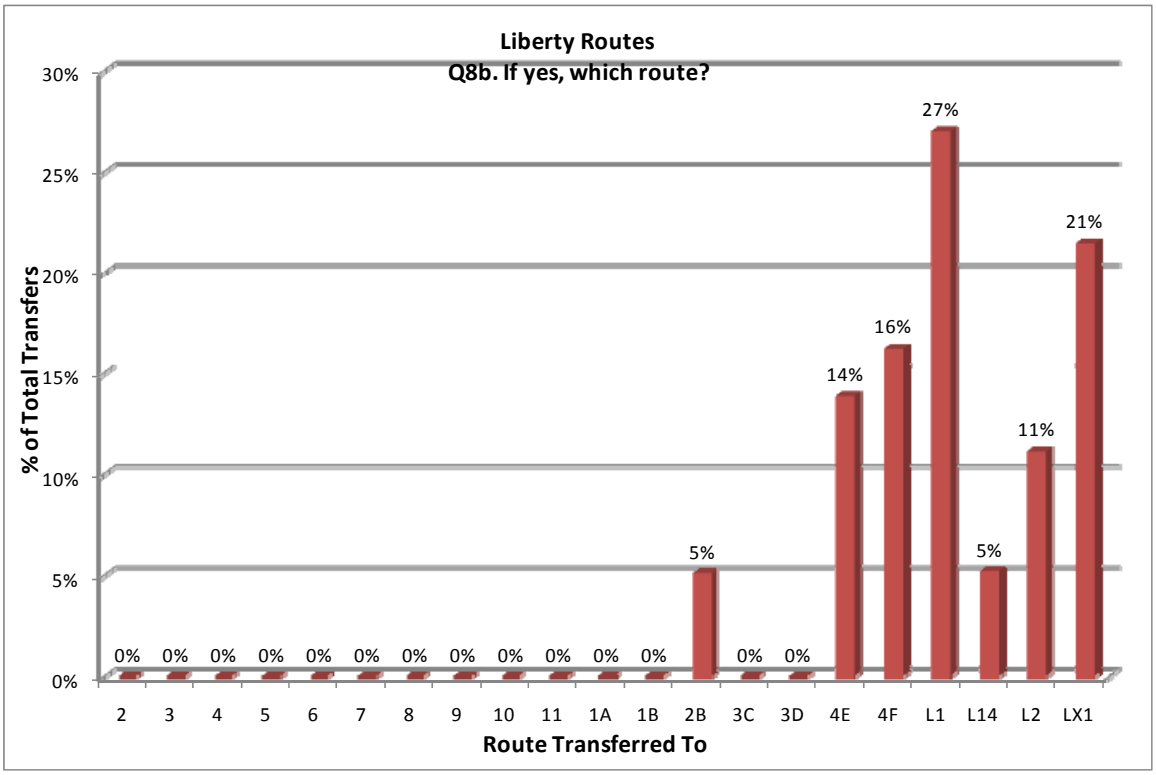




Route Transferred To as a Percentage of Total Transfers




Route L3
Q8b. If yes, which route?
% of Total Transfers
50%
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 25% 50% 25%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

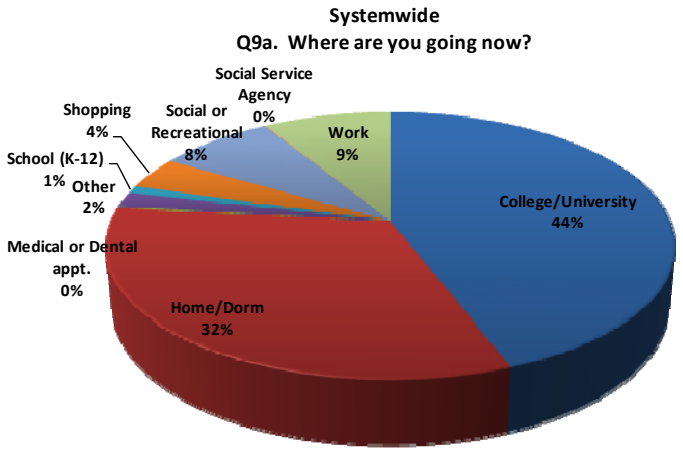

Liberty Routes
Q8b. If yes, which route?
% of Total Transfers
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 5% 0% 0% 14% 16% 27% 5% 11% 21%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

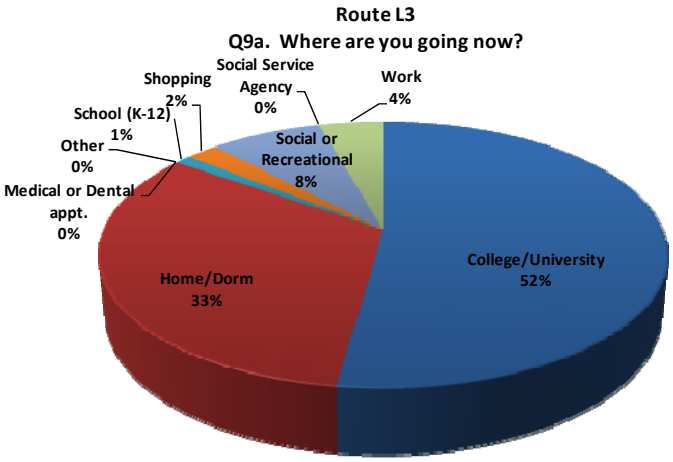
9. Where are you going now?

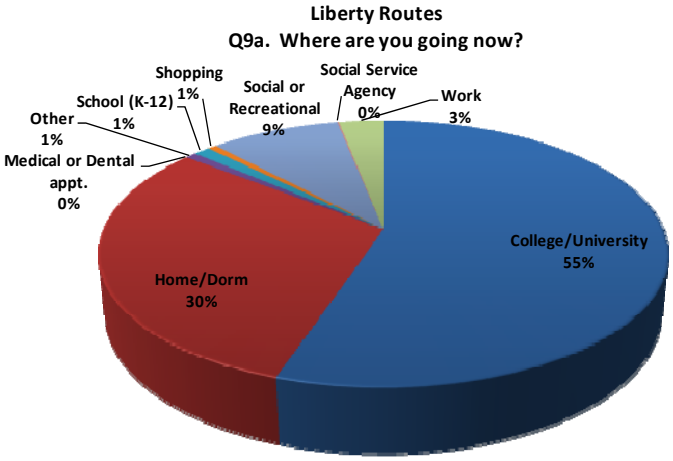
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route L3, trip purposes were focused on college/university (52%) and home/dorm (33%) trips. Very few were associated with social/recreational (8%), work (4%), shopping (2%) or school (K-12) (1%).

Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	594	52%	6,765	55%
Home/Dorm	5,089	32%	372	33%	3,751	31%
Medical or Dental appt.	29	0%	-	0%	-	0%
Other	286	2%	-	0%	92	1%
School (K-12)	138	1%	12	1%	138	1%
Shopping	614	4%	25	2%	74	1%
Social or Recreational	1,223	8%	87	8%	1,079	9%
Social Service Agency	12	0%	-	0%	12	0%
Work	1,366	9%	50	4%	370	3%
Total	**15,696**	**100%**	**1,139**	**100%**	**12,280**	**100%**







10. What is the address or location of the place where you are going now?

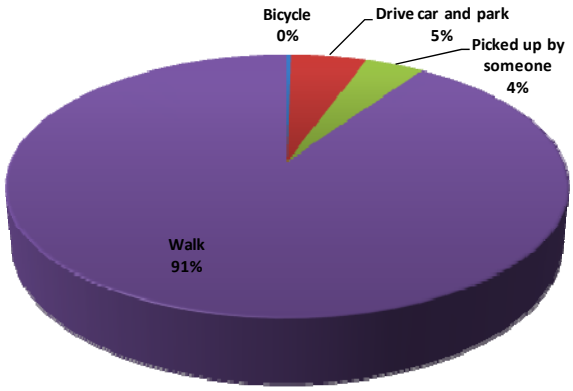
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

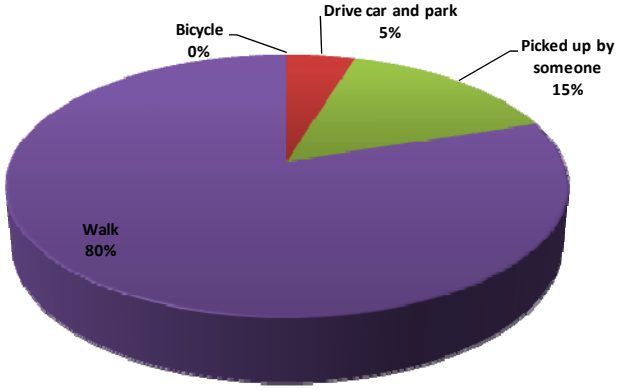
An even higher percentage (90%) of Liberty Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route L3 (80%) is also comparable to the Liberty Route total. No riders reported bicycling upon completing their trip.

Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	-	0%
Drive car and park	768	5%	50	5%	705	6%
Picked up by someone	585	4%	161	15%	402	3%
Walk	13,176	90%	842	80%	10,410	90%
Total	**14,564**	**100%**	**1,053**	**100%**	**11,517**	**100%**

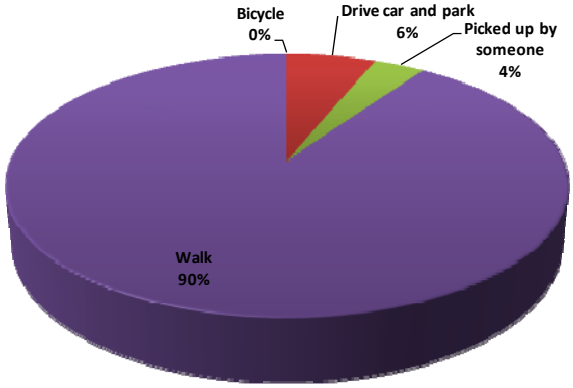
Systemwide
Q11a. How did you get to this bus?



Route L3
Q11a. How did you get to this bus?

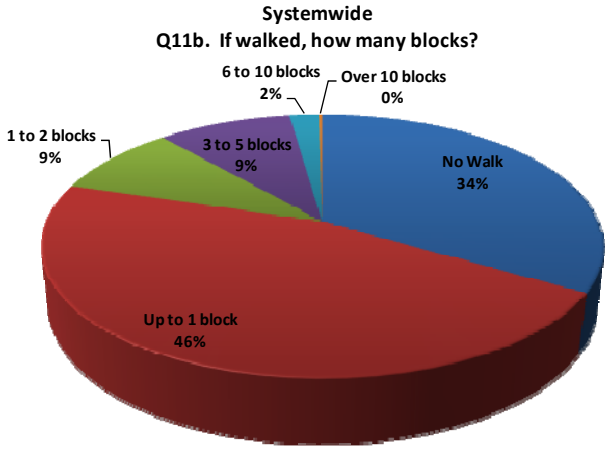


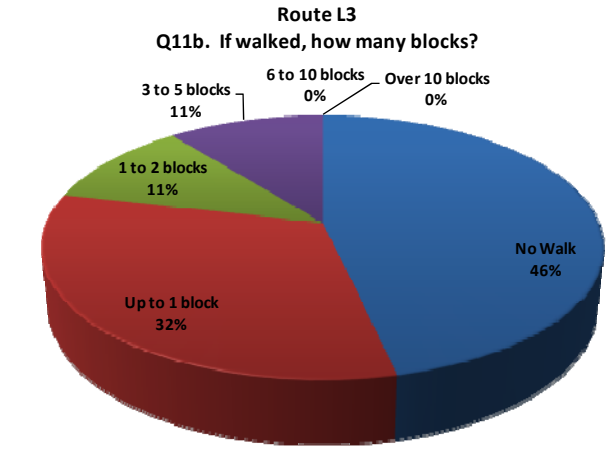
Liberty Routes
Q11a. How did you get to this bus?

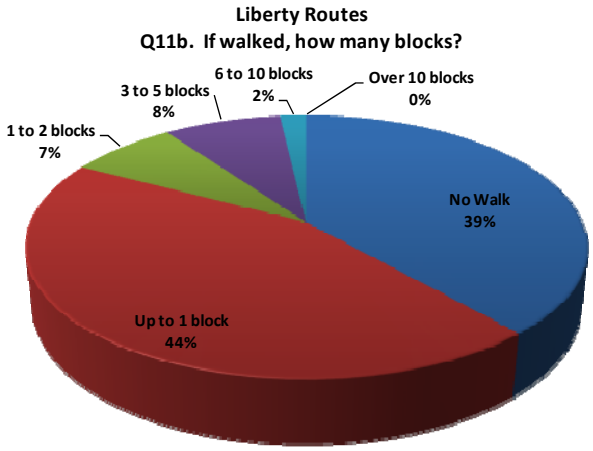


Of those who walked after alighting the bus, most (78%) arrived at their destination with less than one block of walking required. No walks were reported greater than five blocks.

Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	161	46%	1,925	39%
Up to 1 block	3,027	46%	111	32%	2,213	44%
1 to 2 blocks	580	9%	37	11%	369	7%
3 to 5 blocks	603	9%	37	11%	403	8%
6 to 10 blocks	131	2%	-	0%	90	2%
Over 10 blocks	15	0%	-	0%	-	0%
Total	6,545	100%	347	100%	5,000	100%



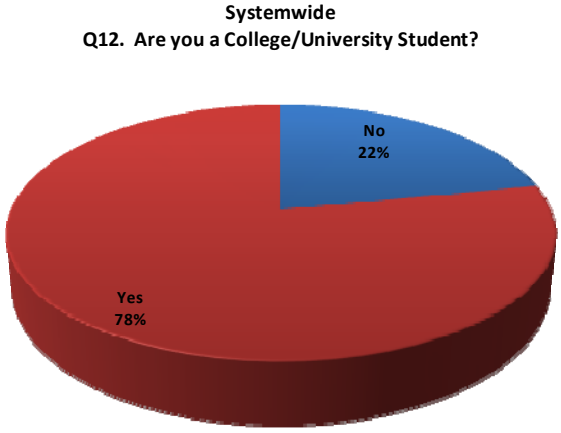


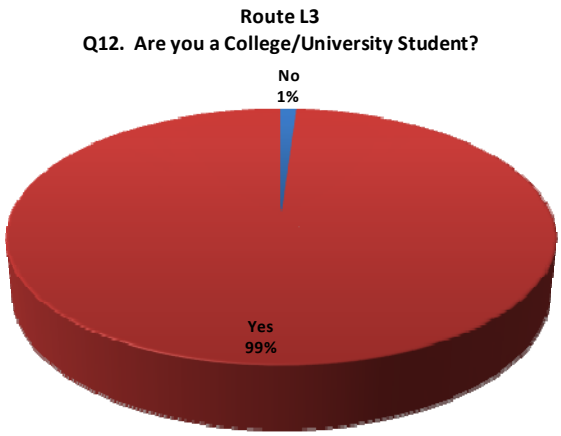


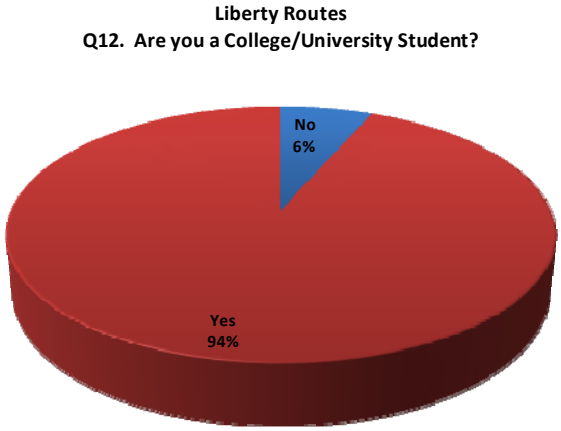
12. Are you a college/university student living away from home?

Route L3 ridership is almost completely impacted by student riders with 99% identifying as a college/university student living away from home.

Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	12	1%	809	6%
Yes	12,297	78%	1,115	99%	11,659	94%
Total	15,757	100%	1,127	100%	12,468	100%







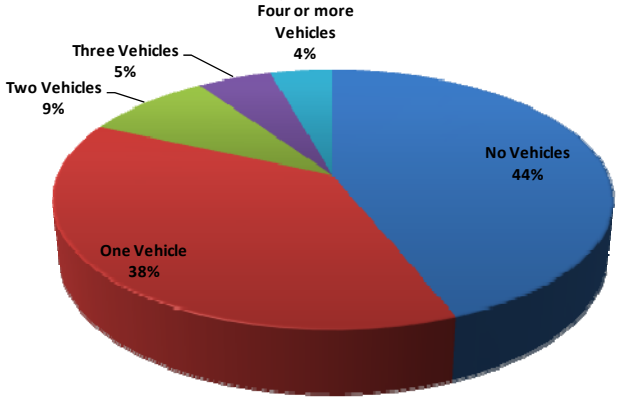
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

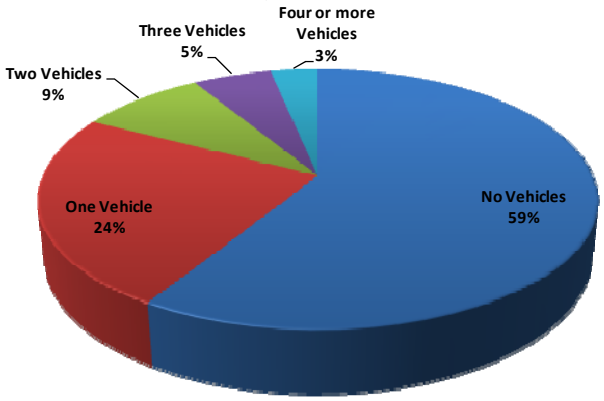
Automobile availability among Route L3 riders was much more constrained than those Liberty Route riders with 59% reporting no car available. Another 24% reported only one vehicle available in the household.

Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	669	59%	4,510	37%
One Vehicle	5,878	38%	272	24%	5,273	43%
Two Vehicles	1,370	9%	99	9%	1,082	9%
Three Vehicles	797	5%	62	5%	755	6%
Four or more Vehicles	670	4%	37	3%	662	5%
Total	15,548	100%	1,139	100%	12,282	100%

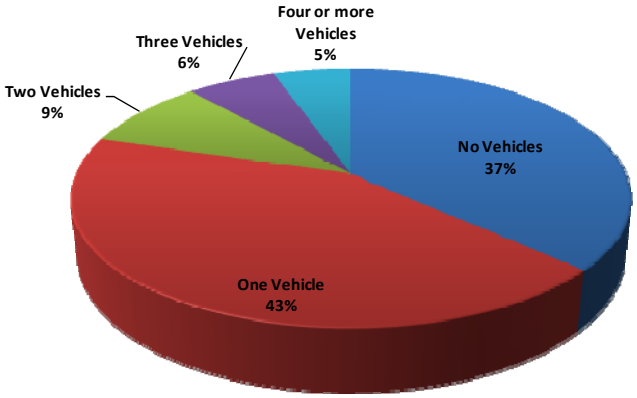
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route L3
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



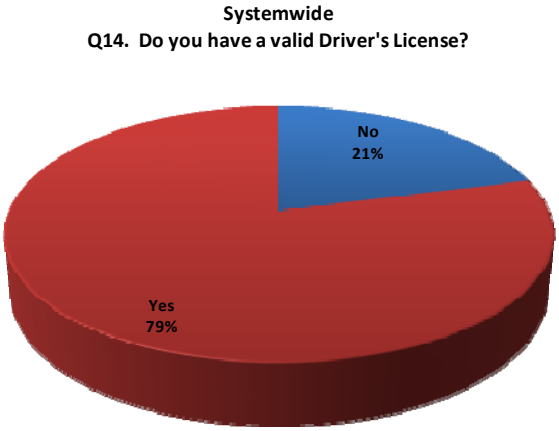
Liberty Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

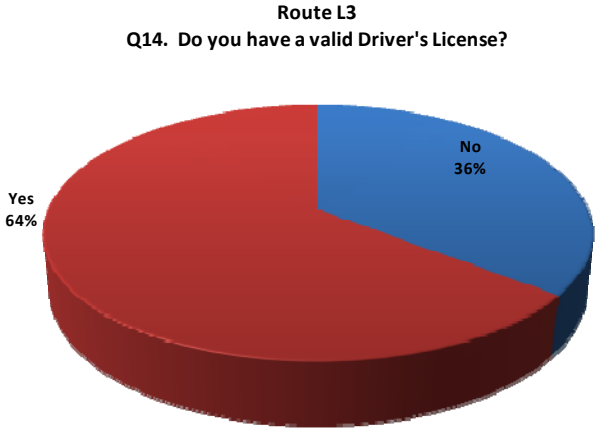


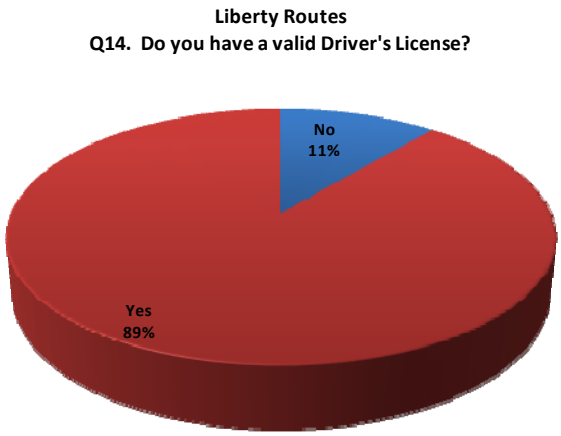
14. Do you have a valid driver's license?

The majority of GLTC's Liberty Route riders (89%) carry a valid driver's license. More than half (64%) of Route L3's riders are licensed drivers.

Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	396	36%	1,346	11%
Yes	12,102	79%	718	64%	10,769	89%
Total	15,322	100%	1,115	100%	12,115	100%





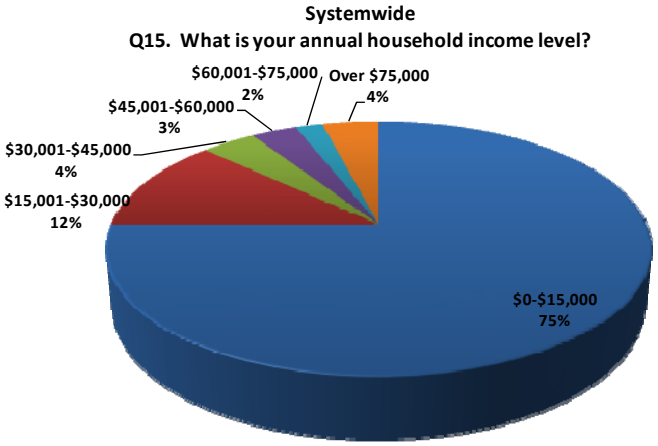


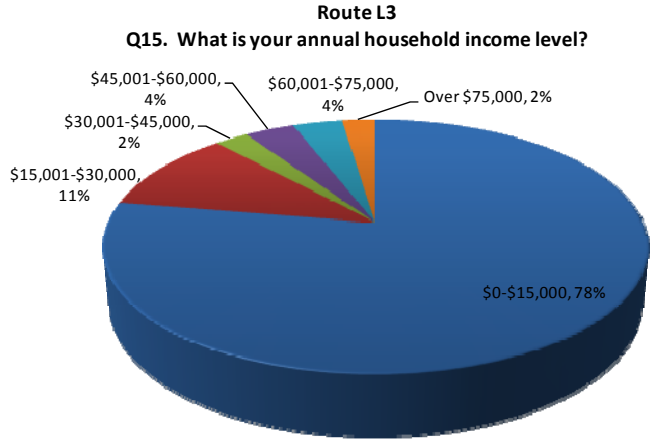
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

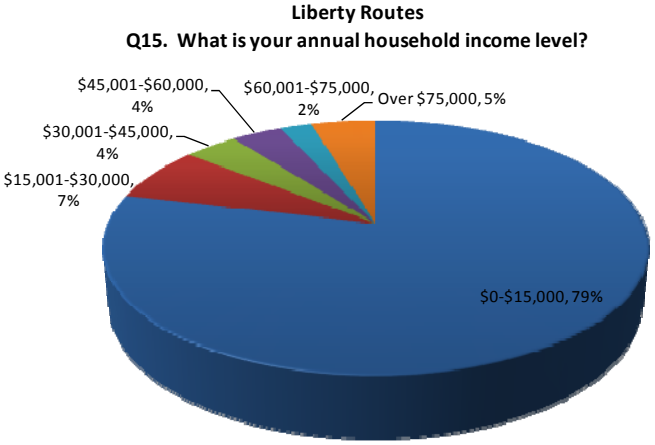
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route L3's riders earnings are very similar to that of the Liberty Route riders with 78% reporting less than $15,000 annually. 11% indicated they earned $15,001-$30,000 annually. 6% reported incomes of $30,001-$60,000 annually and another 6% reported incomes greater than $60,000.

Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	817	78%	8,733	79%
$15,001-$30,000	1,671	12%	111	11%	779	7%
$30,001-$45,000	543	4%	25	2%	423	4%
$45,001-$60,000	452	3%	37	4%	395	4%
$60,001-$75,000	270	2%	37	4%	251	2%
Over $75,000	562	4%	25	2%	508	5%
Total	**14,013**	**100%**	**1,053**	**100%**	**11,090**	**100%**







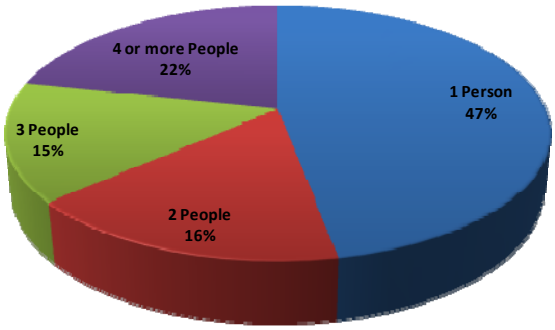
16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

a) 1
b) 2
c) 3
c) 4 or more

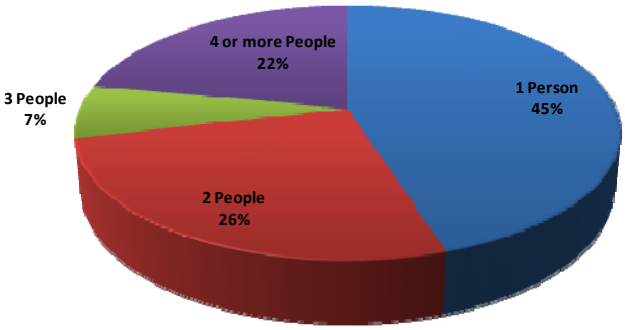
Route L3's household residency is very similar to the Liberty Route total. 45% report living alone with another 26% living with one other person. 29% indicate living with 3 people or more.

Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	508	45%	5,847	50%
2 People	2,473	16%	297	26%	1,517	13%
3 People	2,238	15%	74	7%	1,754	15%
4 or more People	3,244	22%	248	22%	2,628	22%
Total	15,010	100%	1,127	100%	11,745	100%

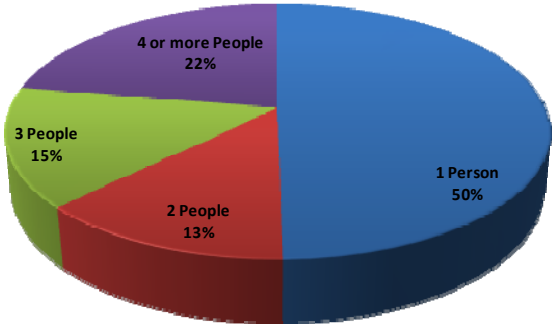
Systemwide
Q16. How many people live in your household?



Route L3
Q16. How many people live in your household?



Liberty Routes
Q16. How many people live in your household?

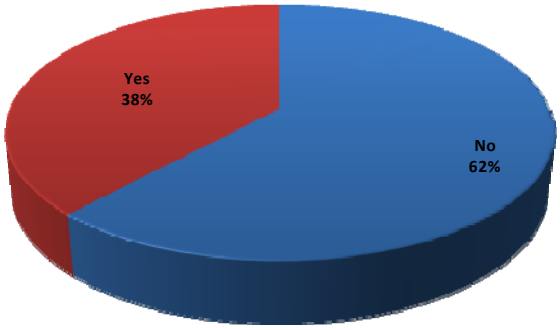


17. Have you transferred at the Plaza in the last week?

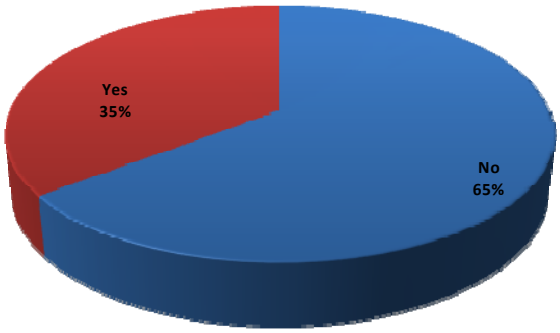
35% of Route L3 riders have transferred at the Plaza in the last week. This is higher than the Liberty Route riders (24%).

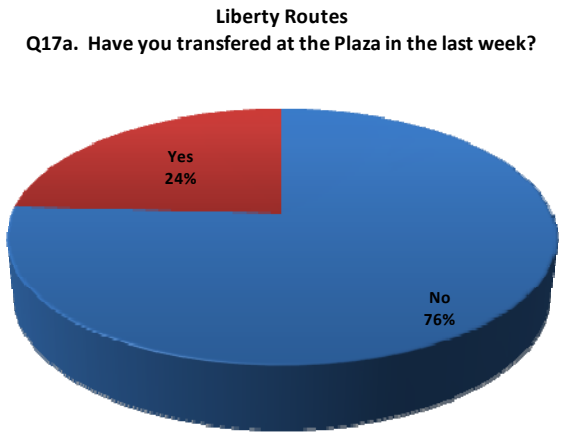
Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	743	65%	9,135	76%
Yes	5,868	38%	409	35%	2,896	24%
Total	15,369	100%	1,152	100%	12,031	100%

Systemwide
Q17a. Have you transfered at the Plaza in the last week?



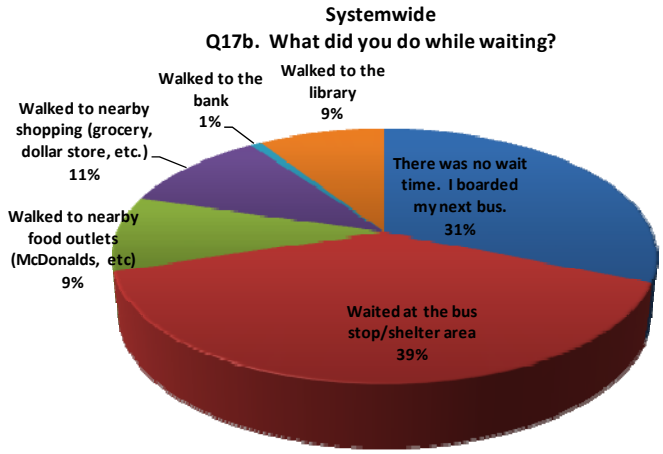
Route L3
Q17a. Have you transfered at the Plaza in the last week?



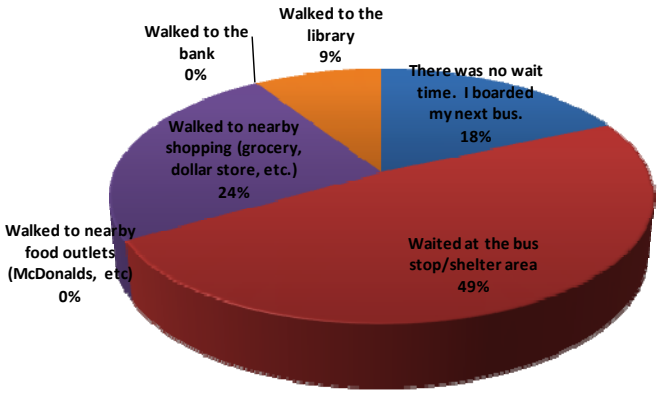


Of the Route L3 riders that have transferred at the Plaza in the last week, 18% stated there was no wait time and they boarded the next bus. 48% waited at the bus stop/shelter area. 24% said that they walked to nearby shopping. Only 9% reported that they walked to the library. These findings are similar to the Liberty Route respondents.

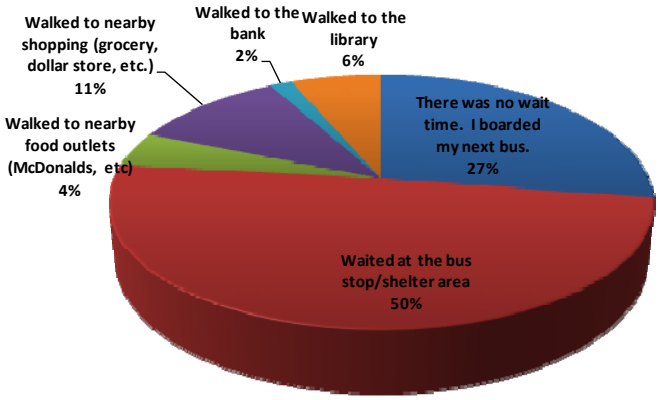
Response	Systemwide		Route L3		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	74	18%	779	27%
Waited at the bus stop/shelter area	2,216	39%	198	48%	1,410	49%
Walked to nearby food outlets (McDonalds, etc)	535	9%	-	0%	125	4%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	99	24%	308	11%
Walked to the bank	44	1%	-	0%	44	2%
Walked to the library	511	9%	37	9%	183	6%
Total	5,682	100%	409	100%	2,850	100%



Route L3
Q17b. What did you do while waiting?



Liberty Routes
Q17b. What did you do while waiting?

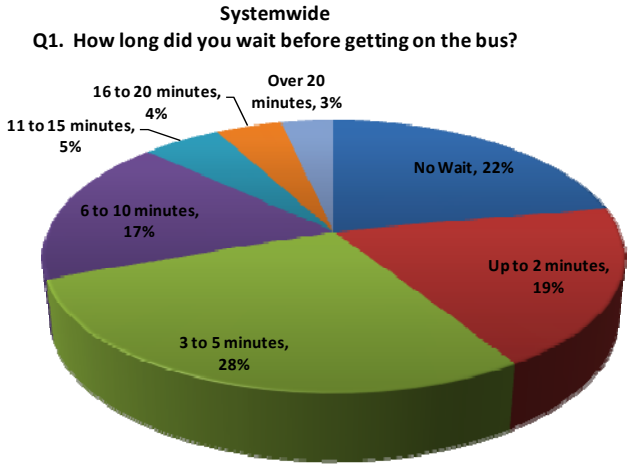


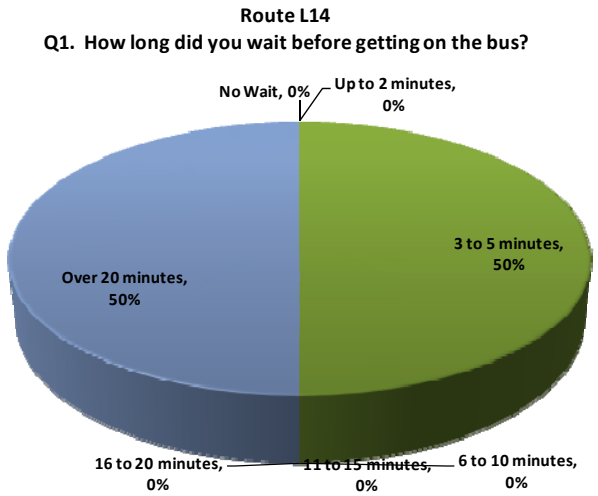
4.19 Route L14

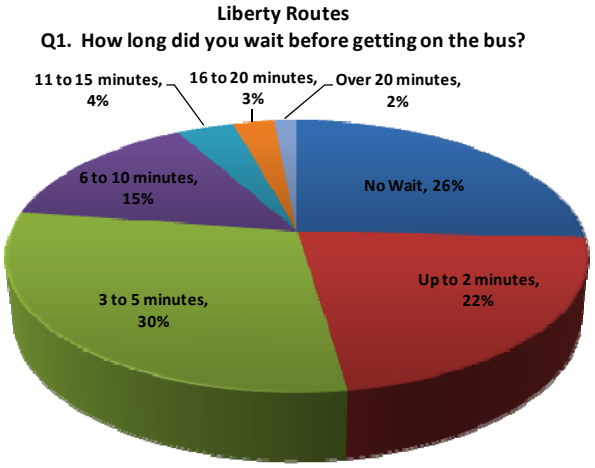
1. How long did you wait at the bus stop before getting on the bus?

Waits on Route L14 trend higher than the Liberty Route average. 50% of the riders waited between 3-5 minutes. However, the remaining 50% reported waiting over 20 minutes at the bus stop before boarding.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	-	0%	3,357	26%
Up to 2 minutes	3,093	19%	-	0%	2,866	22%
3 to 5 minutes	4,658	28%	21	50%	3,868	30%
6 to 10 minutes	2,842	17%	-	0%	1,914	15%
11 to 15 minutes	852	5%	-	0%	498	4%
16 to 20 minutes	719	4%	-	0%	354	3%
Over 20 minutes	572	3%	21	50%	201	2%
Total	16,347	100%	42	100%	13,059	100%





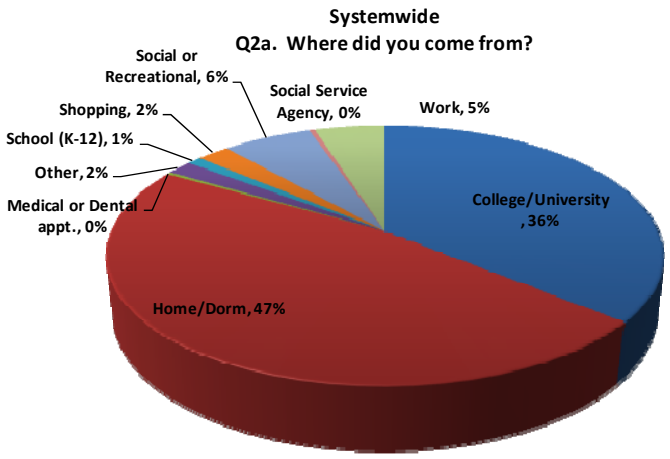


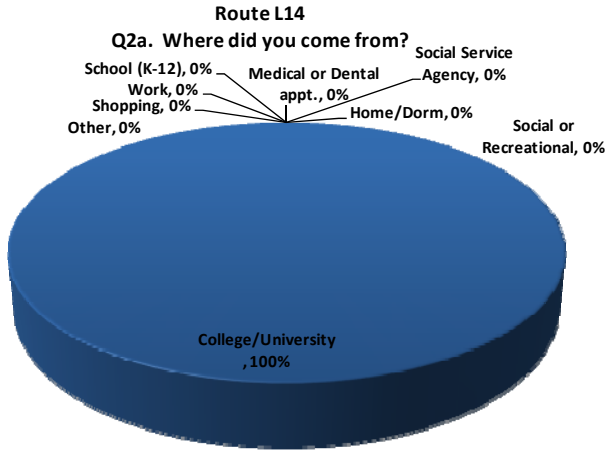
2. Where did you come from?

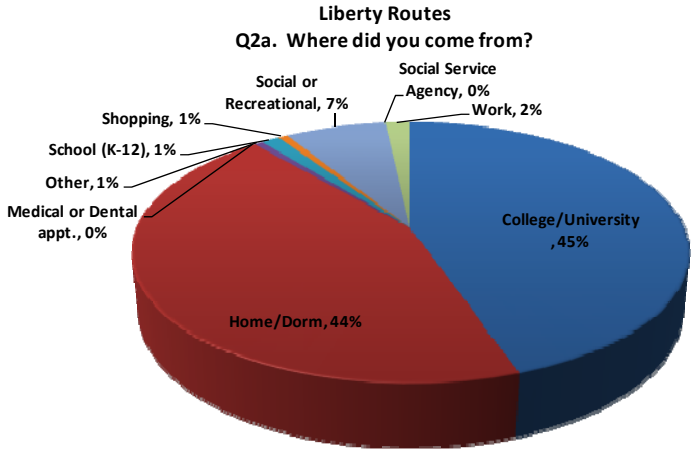
a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

Route L14 riders originate only from college/university (100%) purposes. There were no reports of any other category.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	42	100%	5,726	45%
Home/Dorm	7,709	47%	-	0%	5,648	44%
Medical or Dental appt.	52	0%	-	0%	-	0%
Other	283	2%	-	0%	77	1%
School (K-12)	163	1%	-	0%	163	1%
Shopping	367	2%	-	0%	85	1%
Social or Recreational	1,009	6%	-	0%	896	7%
Social Service Agency	64	0%	-	0%	-	0%
Work	796	5%	-	0%	222	2%
Total	**16,312**	**100%**	**42**	**100%**	**12,817**	**100%**


Systemwide
Q2a. Where did you come from?
Social or Recreational, 6%
Social Service Agency, 0%
Work, 5%
Shopping, 2%
School (K-12), 1%
Other, 2%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 47%


Route L14
Q2a. Where did you come from?
School (K-12), 0%
Medical or Dental appt., 0%
Social Service Agency, 0%
Work, 0%
Shopping, 0%
Home/Dorm, 0%
Other, 0%
Social or Recreational, 0%
College/University, 100%


Liberty Routes
Q2a. Where did you come from?
Social Service Agency, 0%
Social or Recreational, 7%
Work, 2%
Shopping, 1%
School (K-12), 1%
Other, 1%
Medical or Dental appt., 0%
College/University, 45%
Home/Dorm, 44%

3. What is the address or location of the place you came from?

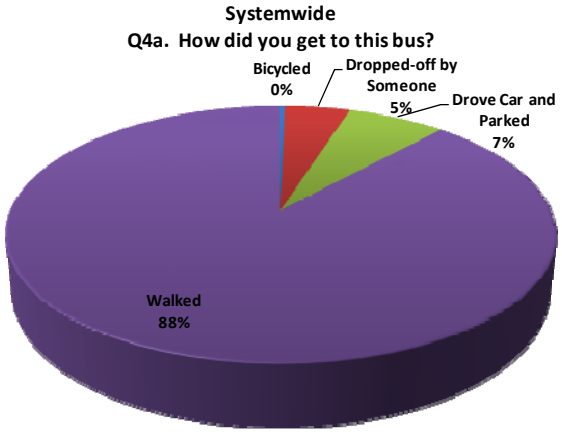
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

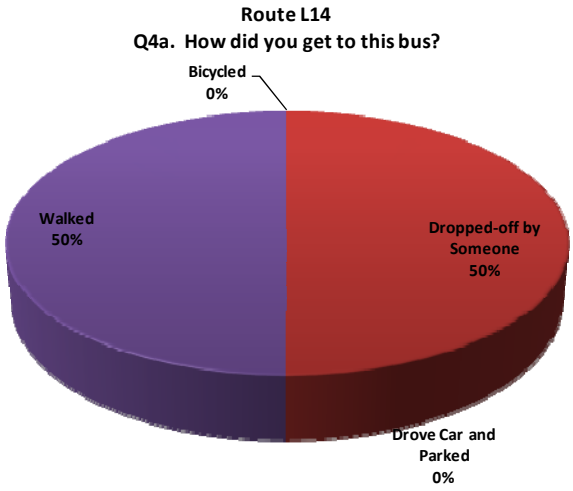
4. How did you get from the place listed above to the first bus used for this trip?

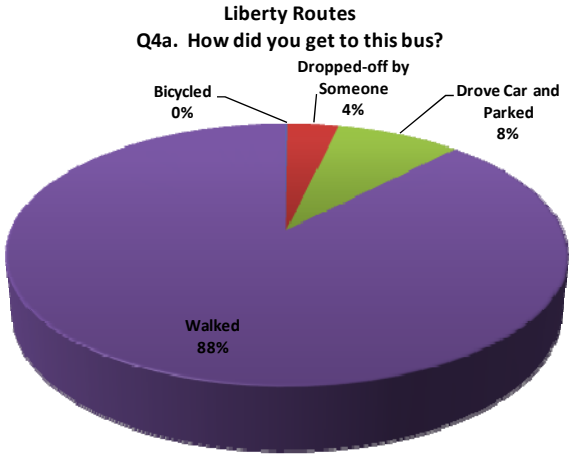
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's Liberty Route riders walk to catch their bus (88%). Half of Route L14's riders (50%) walk to the bus while the other half (50%) were dropped off by someone. No riders reported bicycling or driving to the bus stop.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	12	0%
Dropped-off by Someone	727	5%	21	50%	442	4%
Drove Car and Parked	1,083	7%	-	0%	1,067	9%
Walked	13,872	88%	21	50%	10,985	88%
Total	**15,729**	**100%**	**42**	**100%**	**12,506**	**100%**



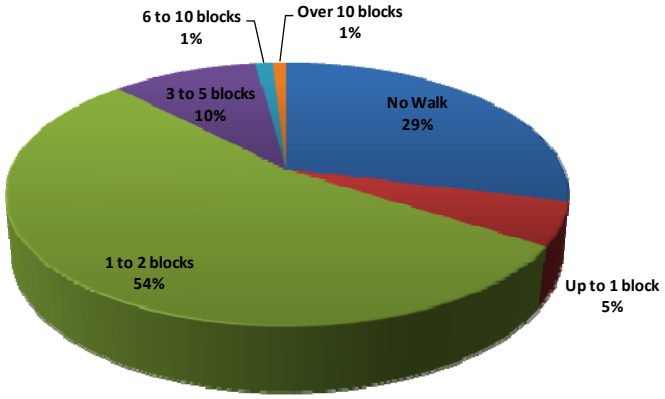




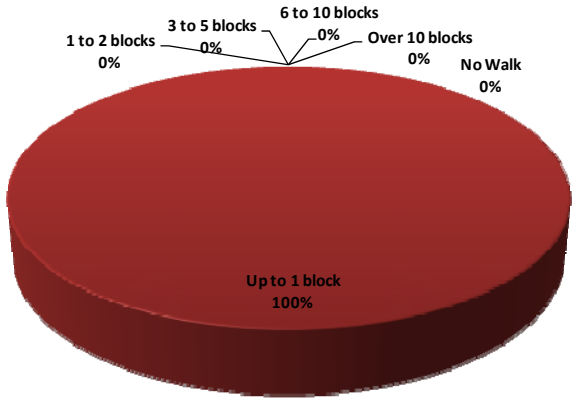
Walks to Route L14 were shorter than those reported on the Liberty Routes. All (100%) reported walks up to 1 block. No one reported having to walk over 1 block.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	-	0%	1,801	32%
Up to 1 block	391	5%	21	100%	2,615	47%
1 to 2 blocks	3,940	54%	-	0%	652	12%
3 to 5 blocks	734	10%	-	0%	402	7%
6 to 10 blocks	87	1%	-	0%	51	1%
Over 10 blocks	71	1%	-	0%	67	1%
Total	7,330	100%	21	100%	5,588	100%

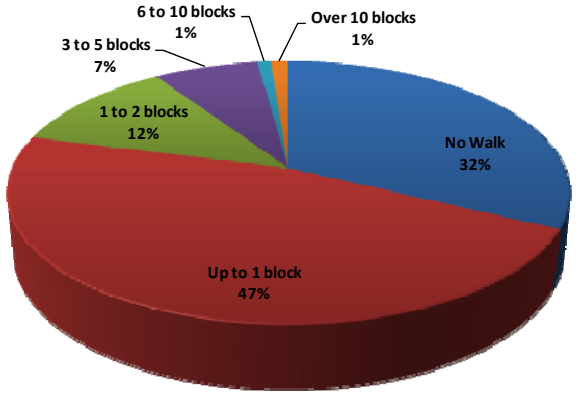
Systemwide
Q4b. If walked, how many blocks?



Route L14
Q4b. If walked, how many blocks?



Liberty Routes
Q4b. If walked, how many blocks?



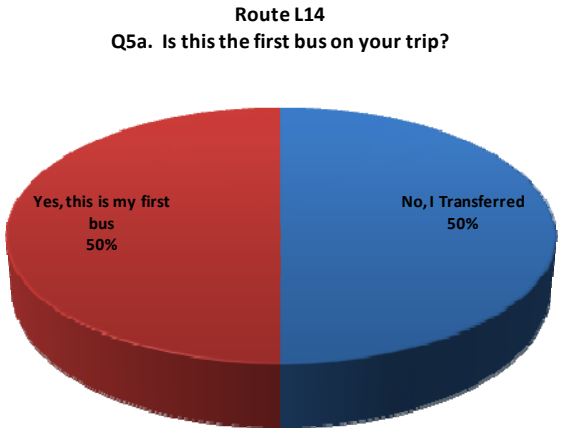
5. Was this the first bus you used for this trip?

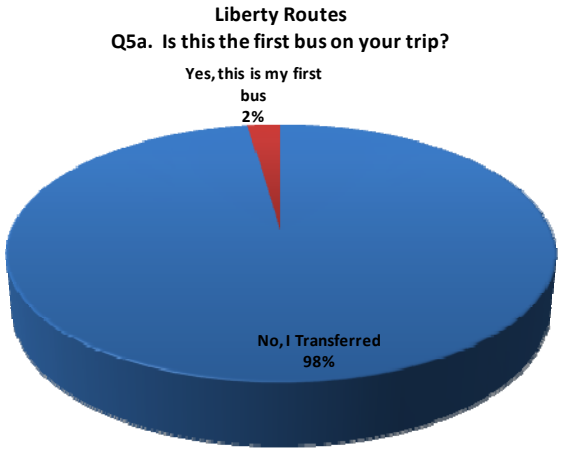
a) No, I transferred from Route # _____

b) Yes, this is the first bus I used for this trip – Route # _____

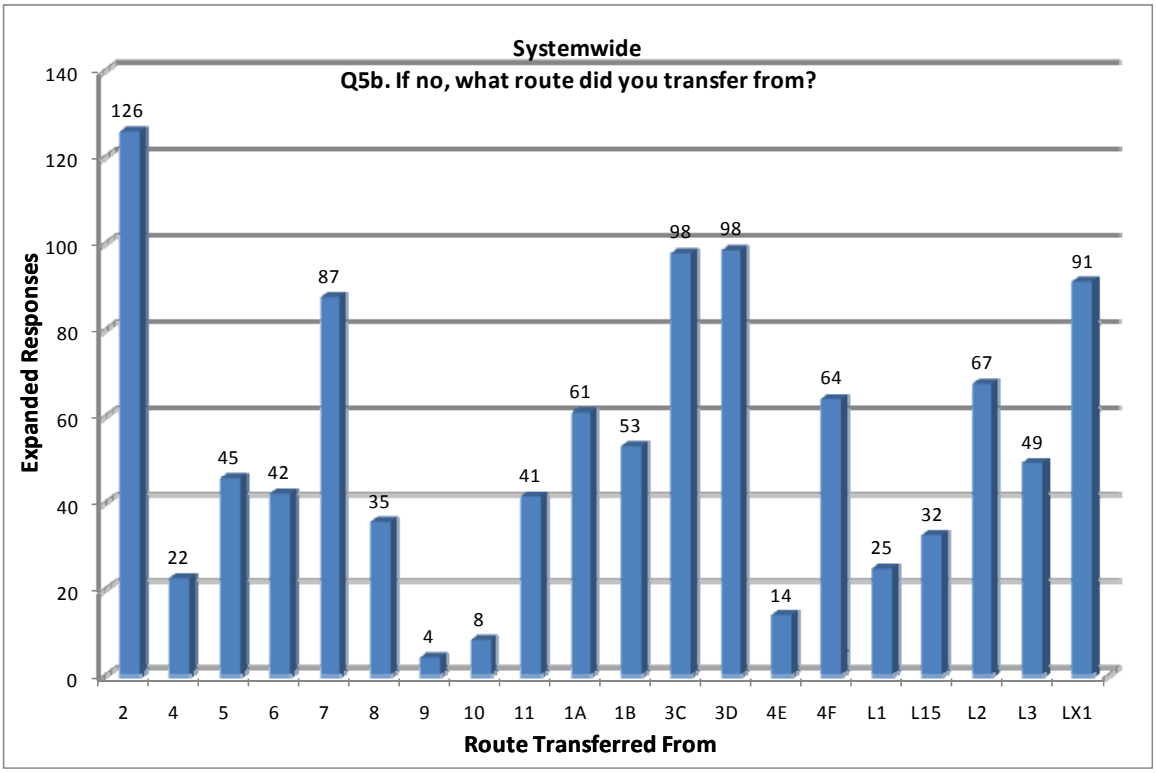
Half (50%) of Route L14's riders transferred from another bus. All of those transfers were reported from Route L3 (100%).

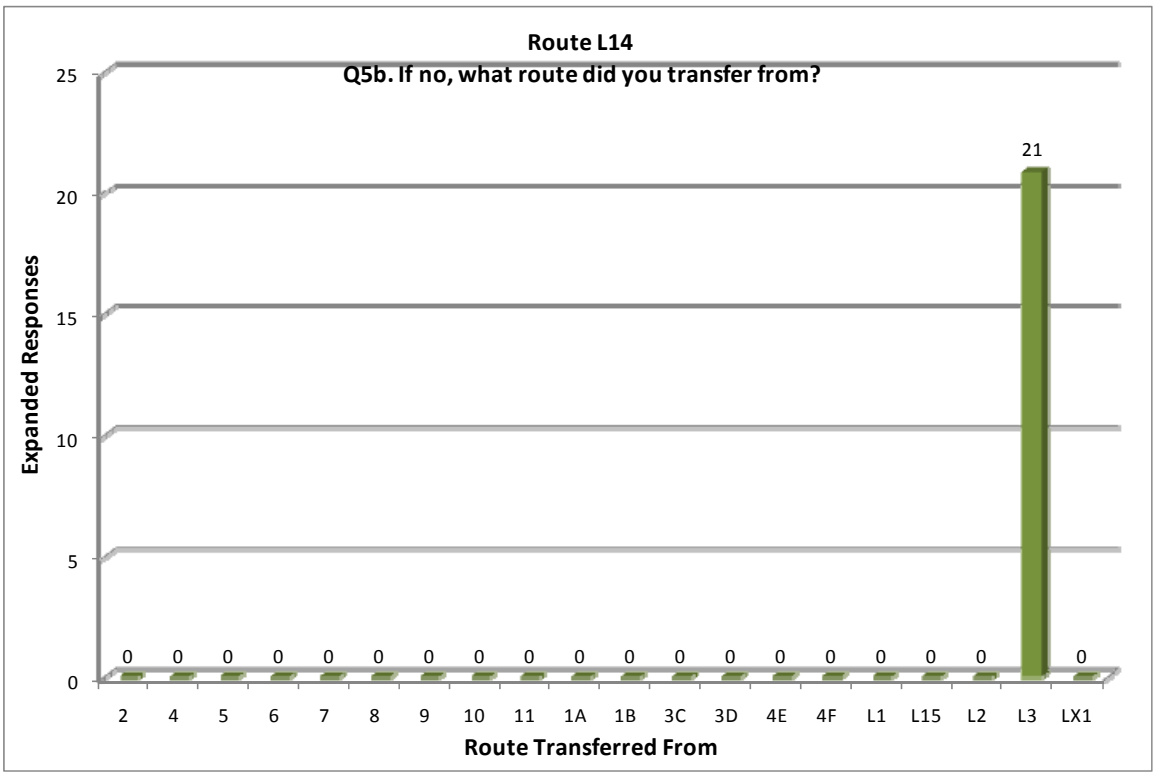
Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	21	50%	11,584	98%
Yes, this is my first bus	12,947	90%	21	50%	277	2%
Total	14,388	100%	42	100%	11,861	100%

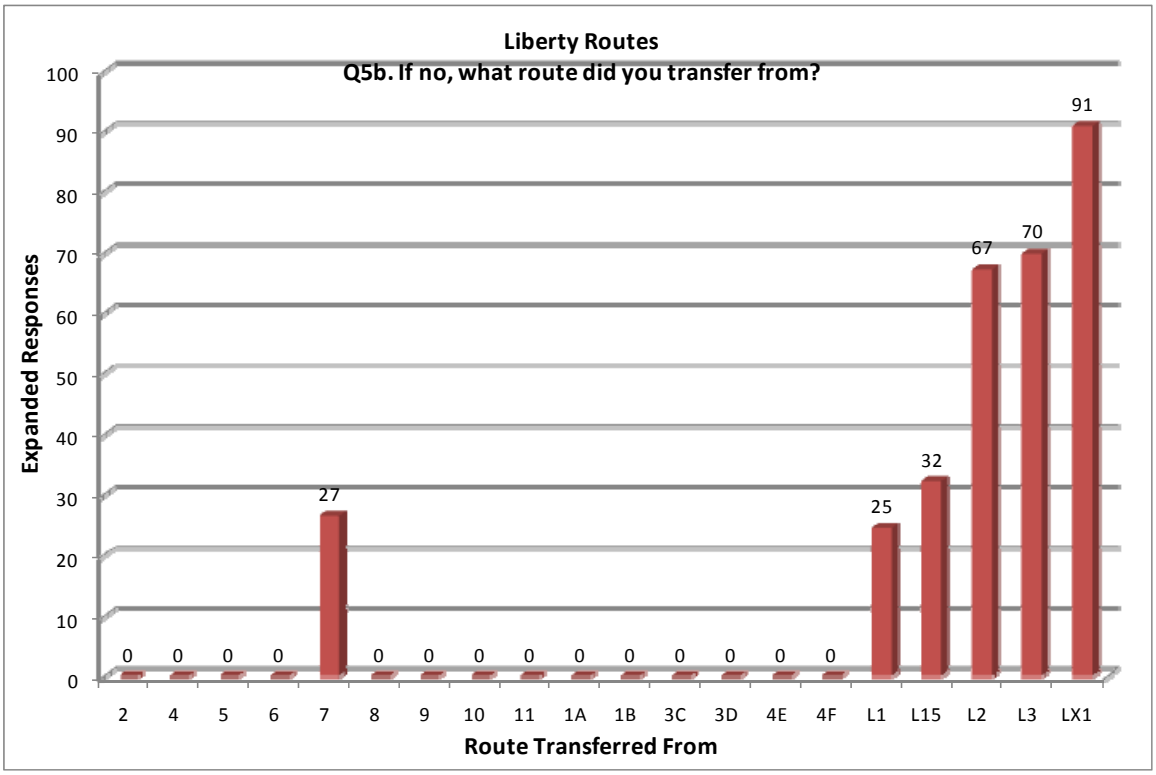




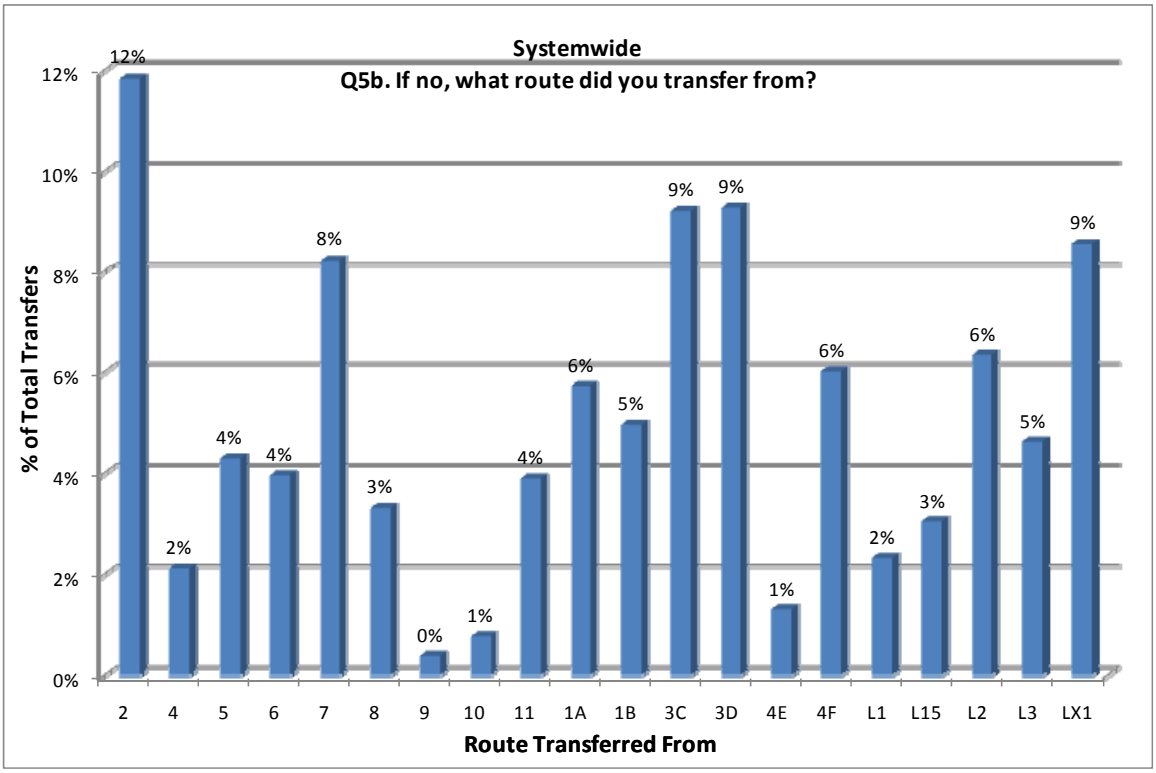
Originating Route Transferred From

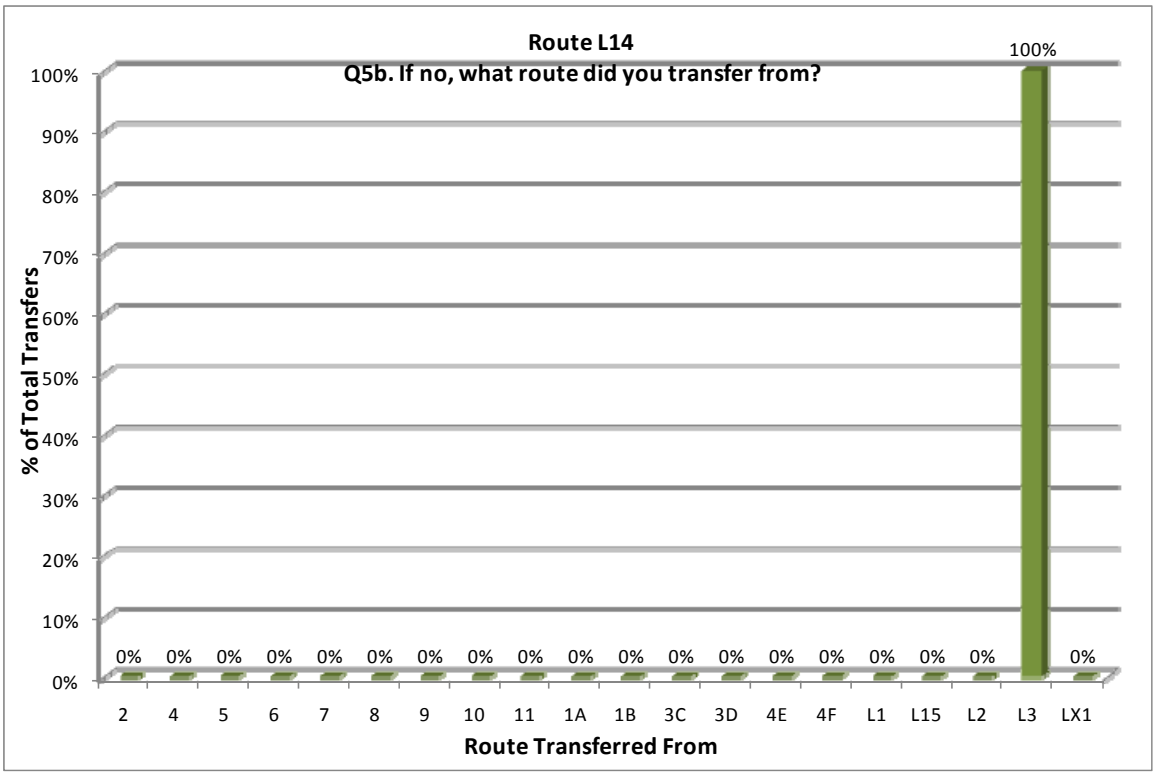


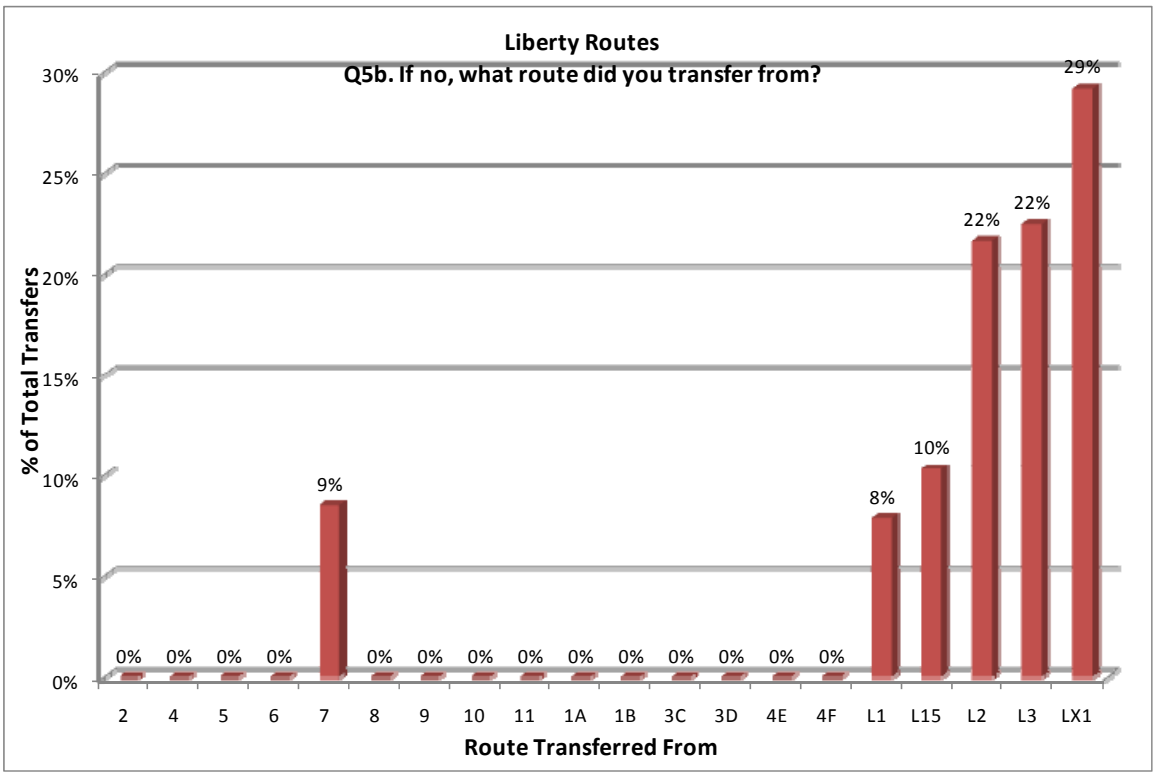

Route L14
Q5b. If no, what route did you transfer from?
Expanded Responses
25
20
15
10
5
0
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 21 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From


Liberty Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
100
90
80
70
60
50
40
30
20
10
0
0 0 0 0 27 0 0 0 0 0 0 0 0 0 0 0 25 32 67 70 91
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

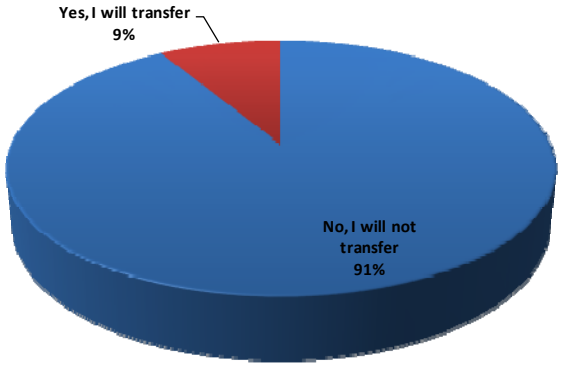
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

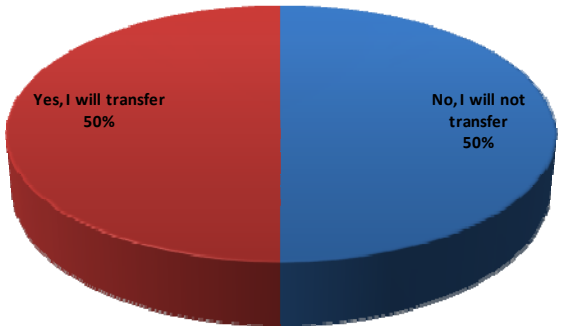
The number of riders transferring from Route L14 to another route (50%) is much higher than that of the Liberty Route total. Riders transferred to Route 4E (100%).

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	21	50%	11,584	98%
Yes, I will transfer	1,303	9%	21	50%	277	2%
Total	15,128	100%	42	100%	11,861	100%

Systemwide
Q8a. Are you transferring to another bus?

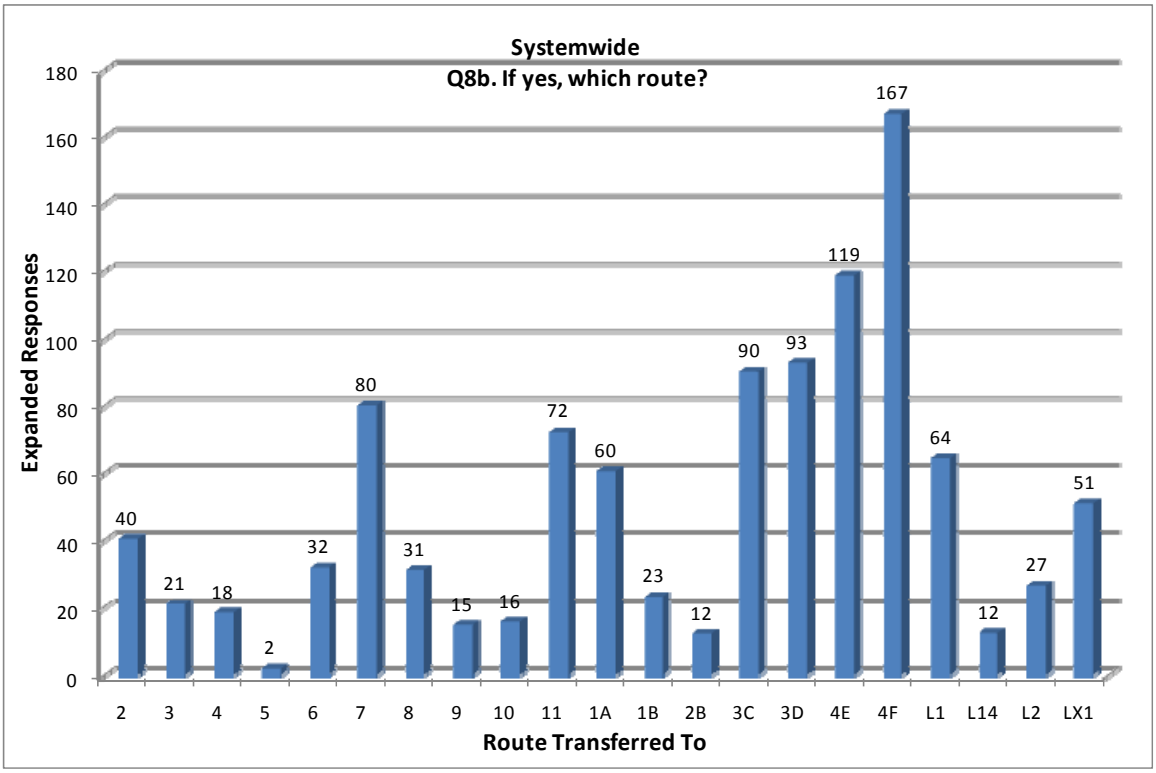


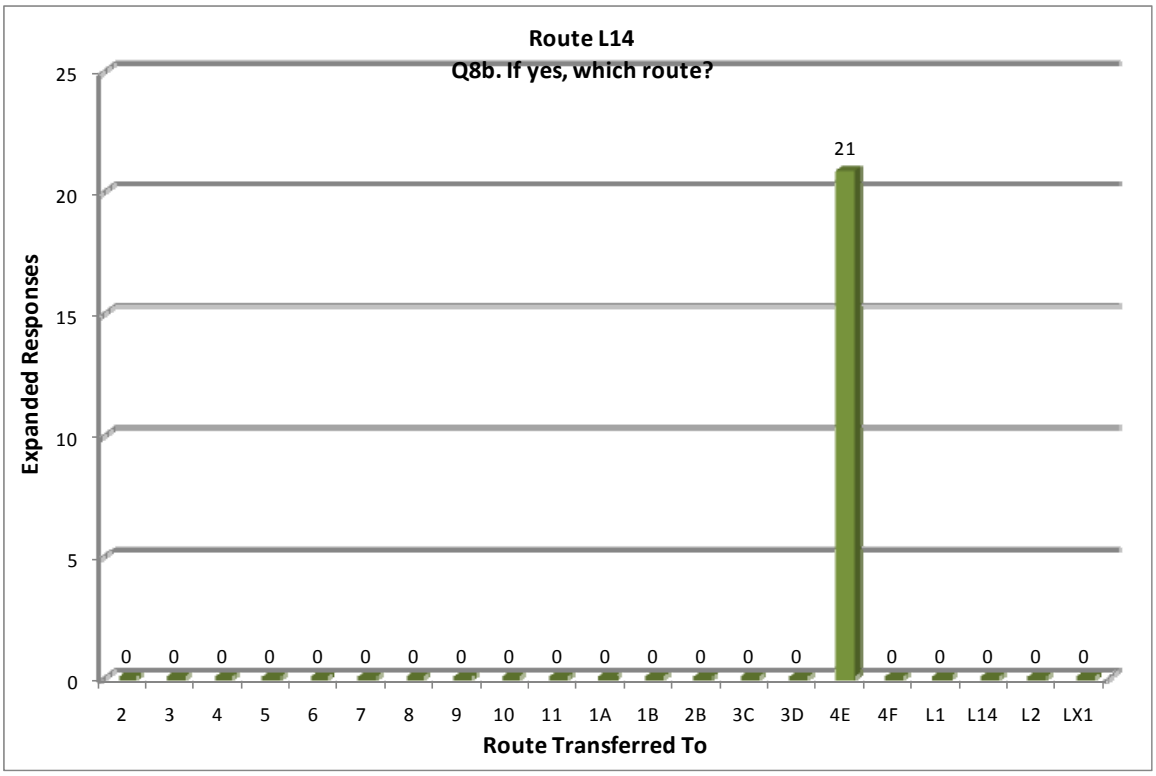
Route L14
Q8a. Are you transferring to another bus?

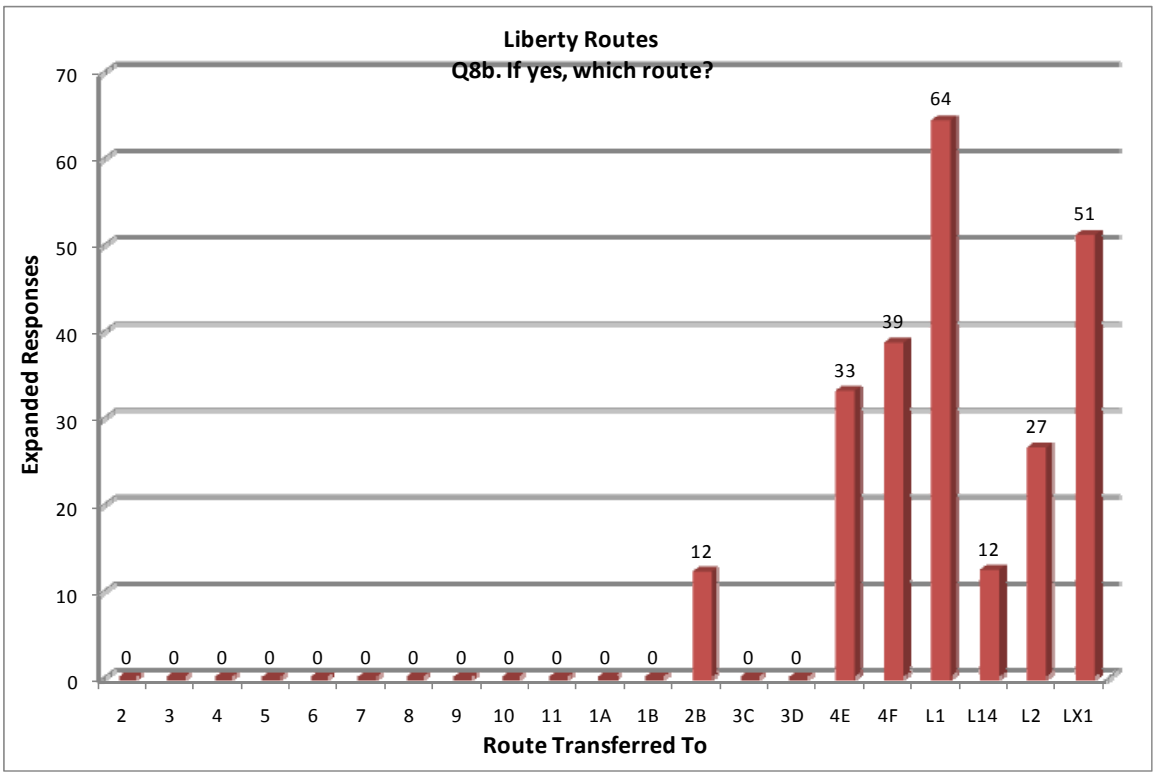


Liberty Routes
Q8a. Are you transferring to another bus?

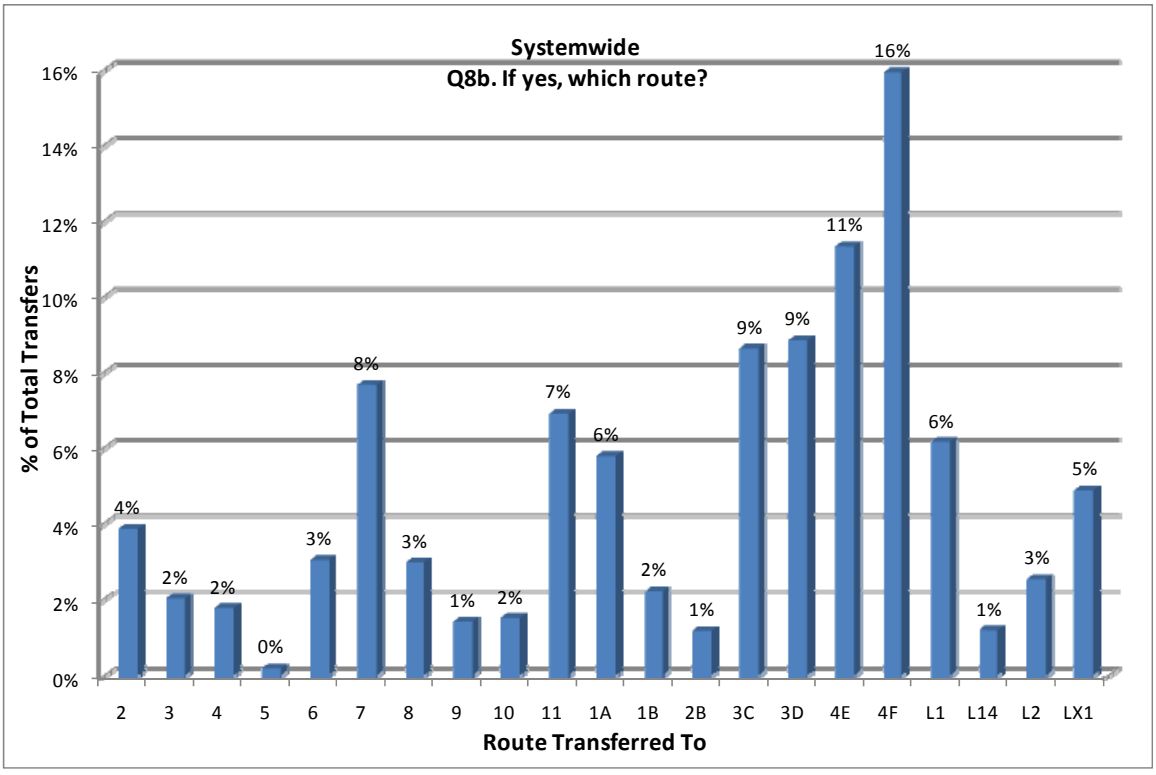
Route Transferred To

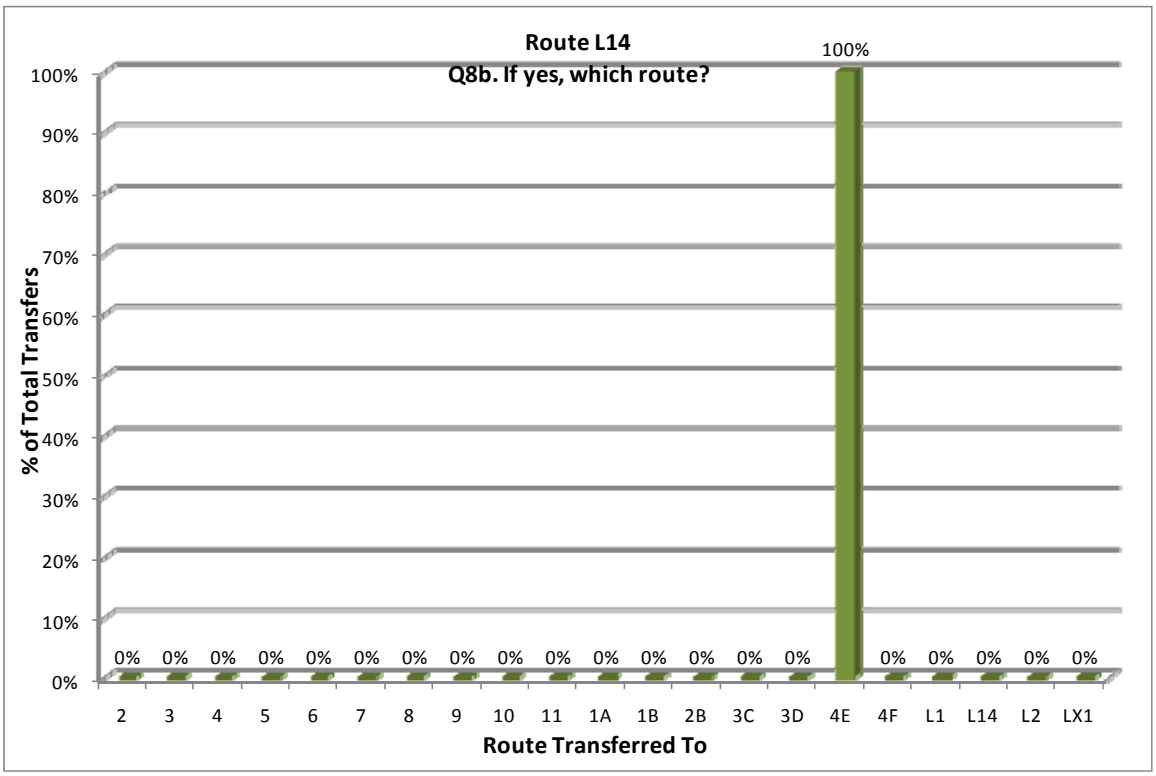


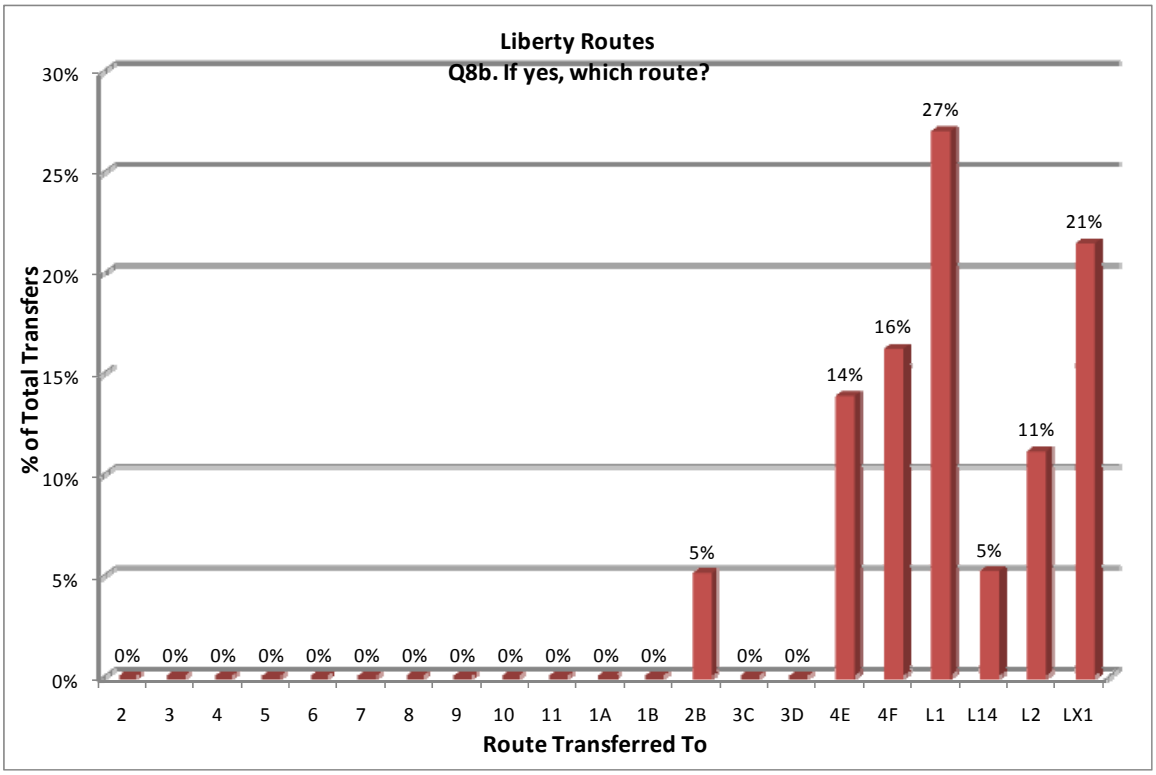




Route Transferred To as a Percentage of Total Transfers




Route L14
Q8b. If yes, which route?
% of Total Transfers
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

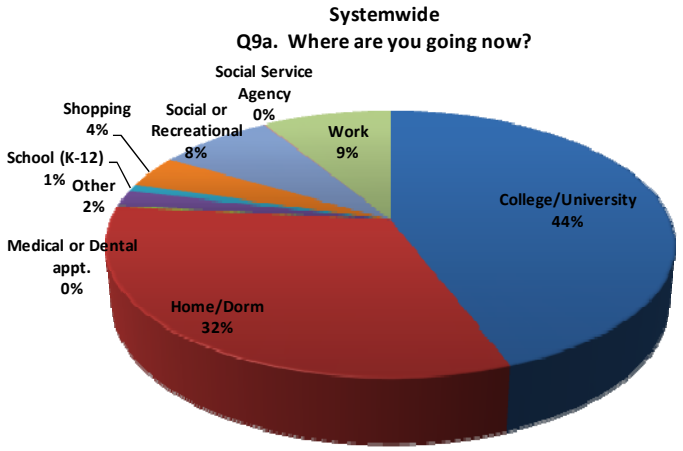

Liberty Routes
Q8b. If yes, which route?
% of Total Transfers
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 5% 0% 0% 14% 16% 27% 5% 11% 21%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

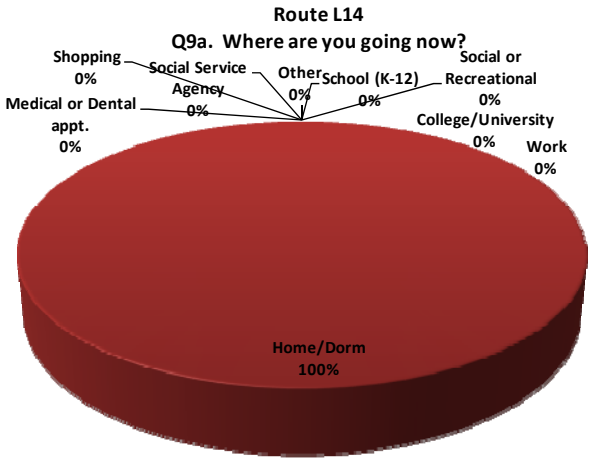
9. Where are you going now?

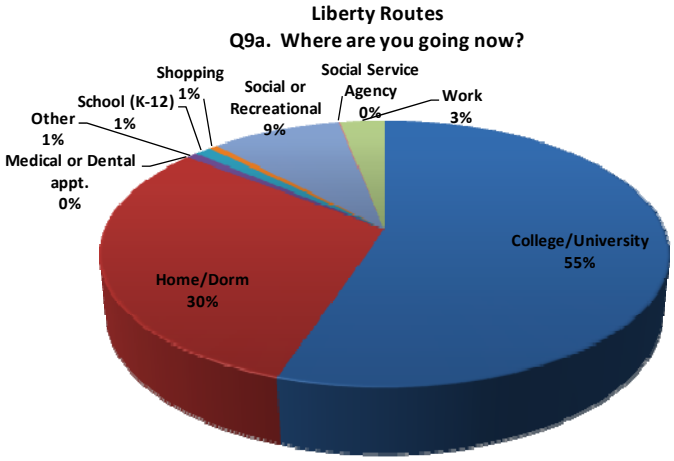
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route L14, trip purposes were focused only on home/dorm (100%). None of the other categories were represented by the riders.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	-	0%	6,765	55%
Home/Dorm	5,089	32%	42	100%	3,751	31%
Medical or Dental appt.	29	0%	-	0%	-	0%
Other	286	2%	-	0%	92	1%
School (K-12)	138	1%	-	0%	138	1%
Shopping	614	4%	-	0%	74	1%
Social or Recreational	1,223	8%	-	0%	1,079	9%
Social Service Agency	12	0%	-	0%	12	0%
Work	1,366	9%	-	0%	370	3%
Total	**15,696**	**100%**	**42**	**100%**	**12,280**	**100%**







10. What is the address or location of the place where you are going now?

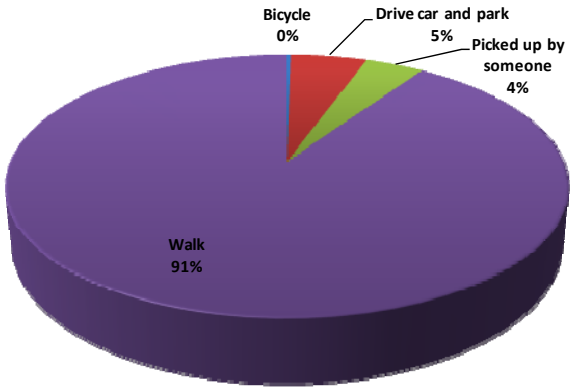
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

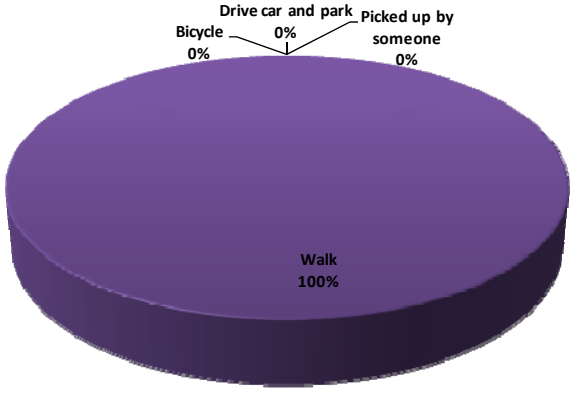
An even higher percentage (90%) of Liberty Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route L14 (100%) is also very comparable to the Liberty Route total. No riders reported driving, being picked up by someone or bicycling upon completing their trip.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	-	0%
Drive car and park	768	5%	-	0%	705	6%
Picked up by someone	585	4%	-	0%	402	3%
Walk	13,176	90%	42	100%	10,410	90%
Total	**14,564**	**100%**	**42**	**100%**	**11,517**	**100%**

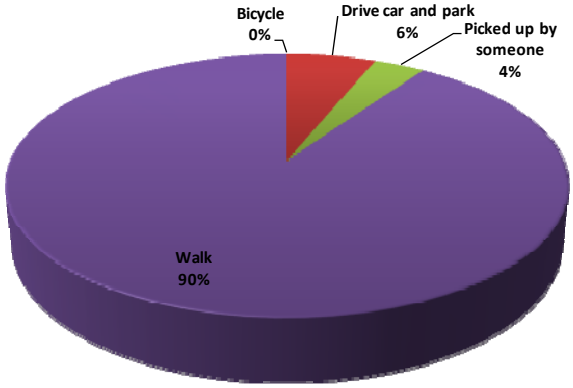
Systemwide
Q11a. How did you get to this bus?



Route L14
Q11a. How did you get to this bus?

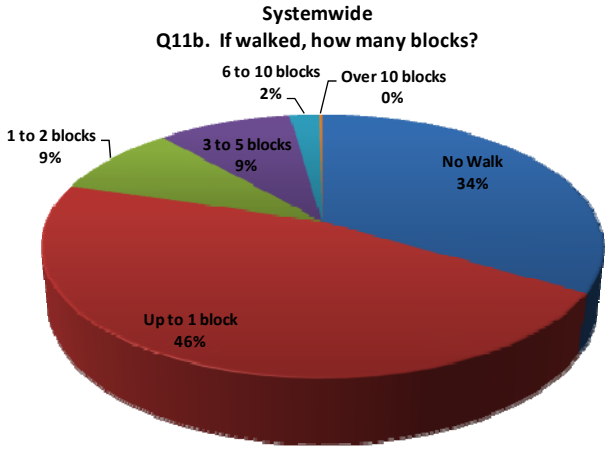


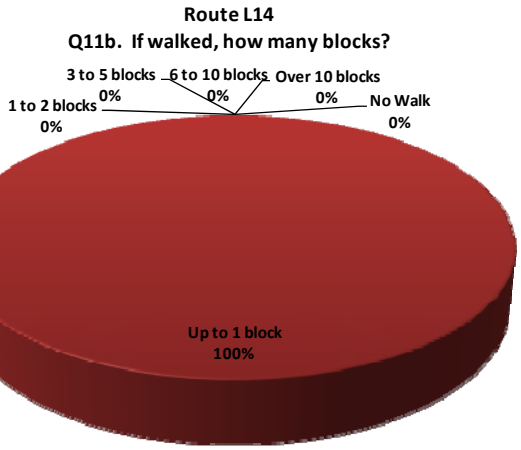
Liberty Routes
Q11a. How did you get to this bus?

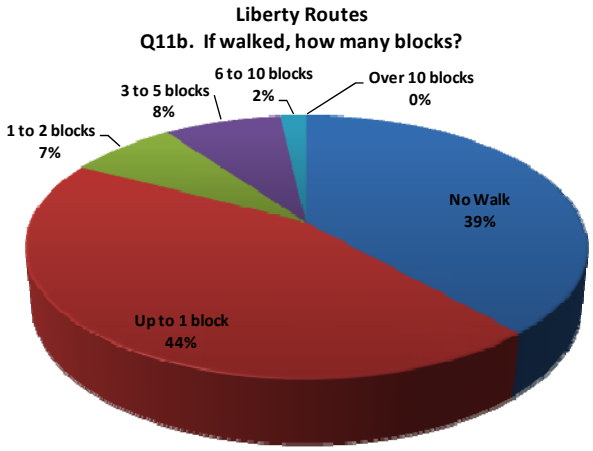


Of those who walked after alighting the bus, all (100%) arrived at their destination with less than one block of walking required. No walks were reported greater than one block.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	-	0%	1,925	39%
Up to 1 block	3,027	46%	21	100%	2,213	44%
1 to 2 blocks	580	9%	-	0%	369	7%
3 to 5 blocks	603	9%	-	0%	403	8%
6 to 10 blocks	131	2%	-	0%	90	2%
Over 10 blocks	15	0%	-	0%	-	0%
Total	6,545	100%	21	100%	5,000	100%



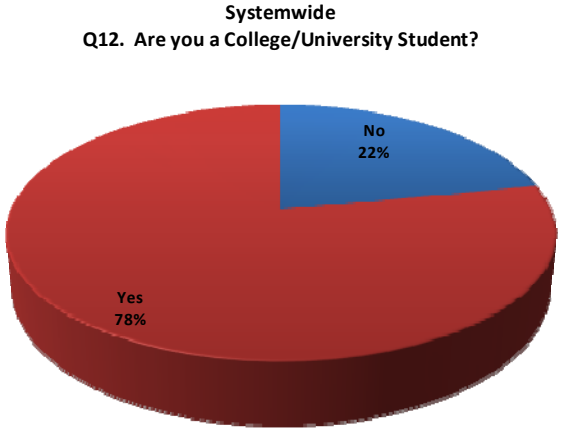


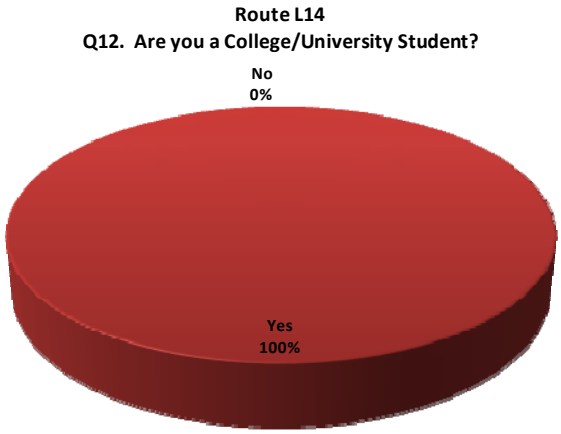


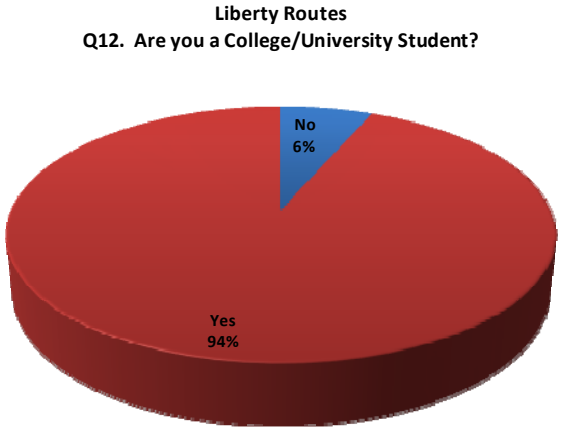
12. Are you a college/university student living away from home?

Route L14 ridership is completely impacted by student riders with 100% identifying as a college/university student living away from home.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	-	0%	809	6%
Yes	12,297	78%	42	100%	11,659	94%
Total	15,757	100%	42	100%	12,468	100%







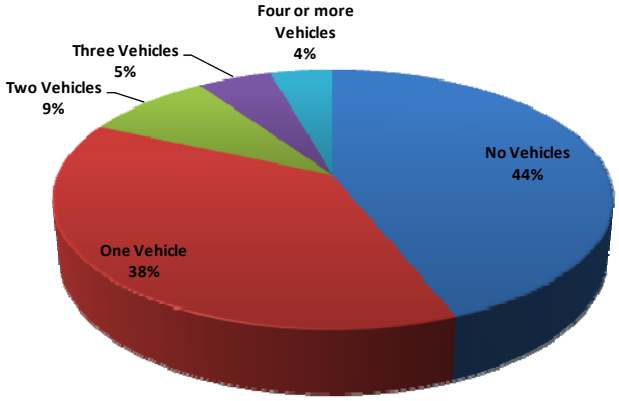
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

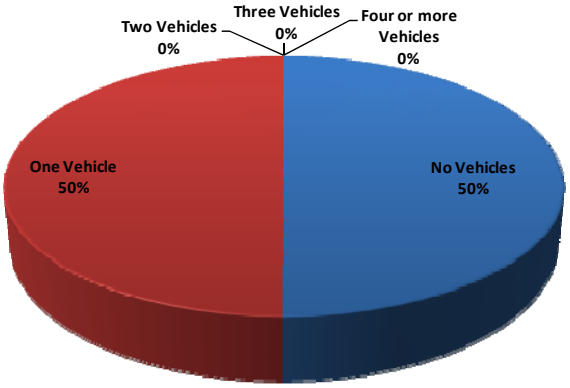
Automobile availability among Route L14 riders was more constrained than those Liberty Routes with 50% reporting no car available. Another 50% reported only one vehicle available in the household.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	21	50%	4,510	37%
One Vehicle	5,878	38%	21	50%	5,273	43%
Two Vehicles	1,370	9%	-	0%	1,082	9%
Three Vehicles	797	5%	-	0%	755	6%
Four or more Vehicles	670	4%	-	0%	662	5%
Total	15,548	100%	42	100%	12,282	100%

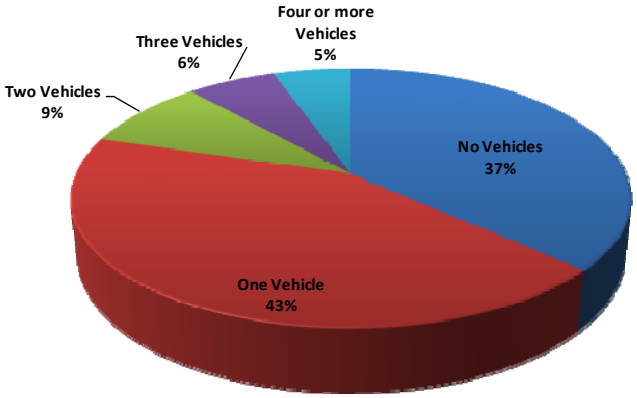
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route L14
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



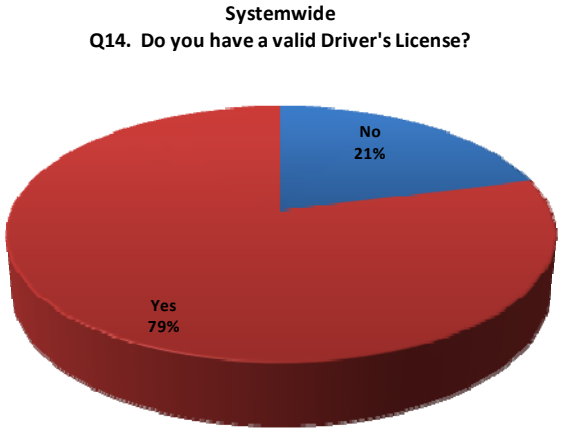
Liberty Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

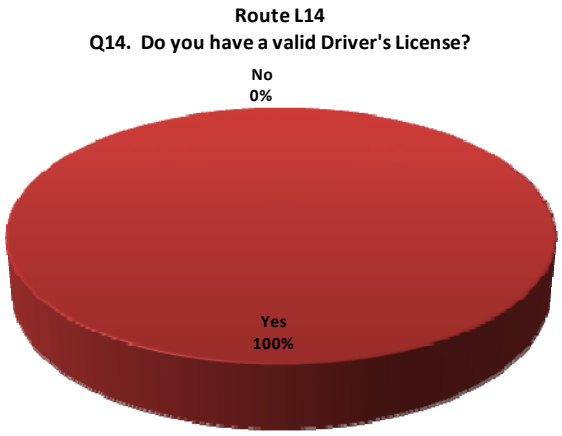


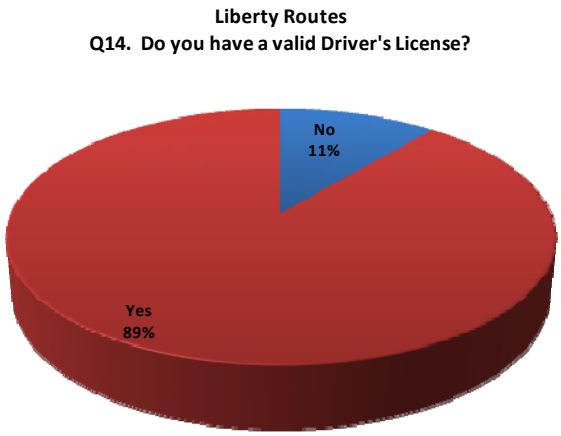
14. Do you have a valid driver's license?

The majority of GLTC's Liberty Route riders (89%) carry a valid driver's license. All (100%) of Route L14's riders are licensed drivers.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	-	0%	1,346	11%
Yes	12,102	79%	42	100%	10,769	89%
Total	15,322	100%	42	100%	12,115	100%





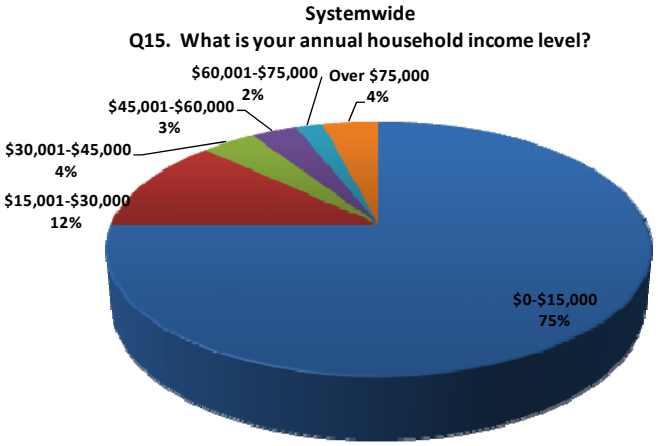


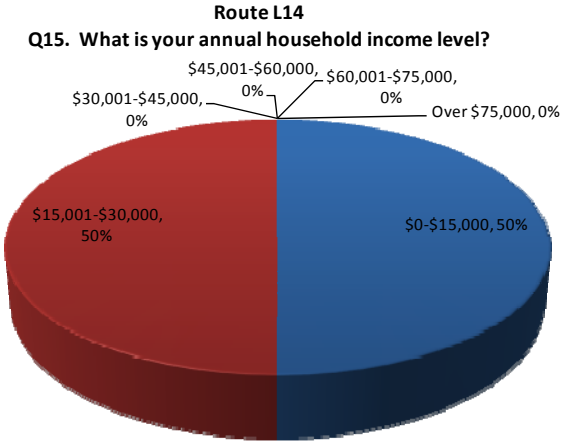
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

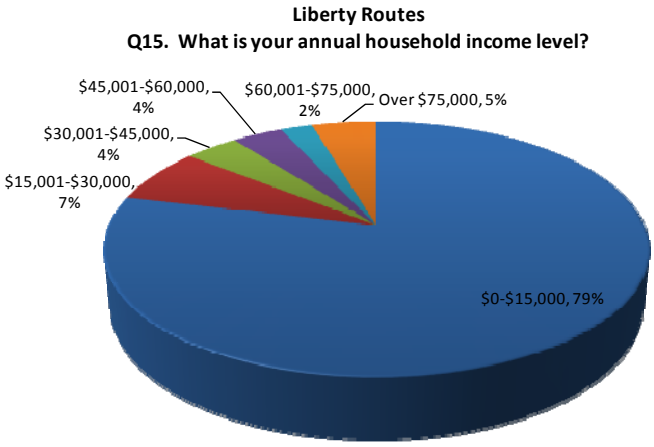
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route L14's riders reported lower earnings than those Liberty Routes with 50% reporting less than $15,000 annually. The remaining 50% earned $15,001-$30,000 annually. There were no reports of incomes greater than $30,000.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	21	50%	8,733	79%
$15,001-$30,000	1,671	12%	21	50%	779	7%
$30,001-$45,000	543	4%	-	0%	423	4%
$45,001-$60,000	452	3%	-	0%	395	4%
$60,001-$75,000	270	2%	-	0%	251	2%
Over $75,000	562	4%	-	0%	508	5%
Total	**14,013**	**100%**	**42**	**100%**	**11,090**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

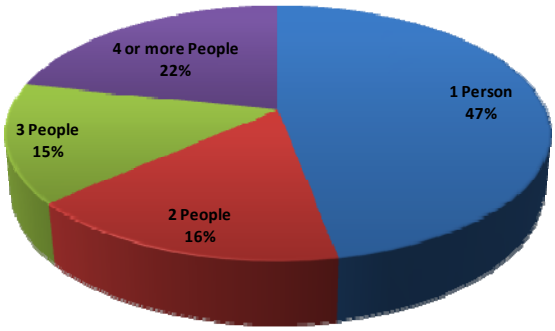
a) 1 **c) 3**

b) 2 **d) 4 or more**

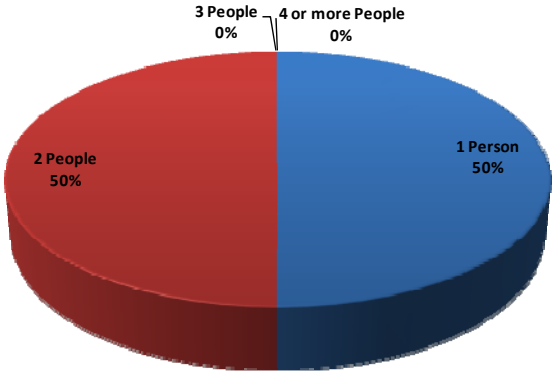
Route L14's household residency is not very similar to the Liberty Route total. 50% report living alone with another 50% living with one other person. No one indicated living with 3 or more people.

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	21	50%	5,847	50%
2 People	2,473	16%	21	50%	1,517	13%
3 People	2,238	15%	-	0%	1,754	15%
4 or more People	3,244	22%	-	0%	2,628	22%
Total	15,010	100%	42	100%	11,745	100%

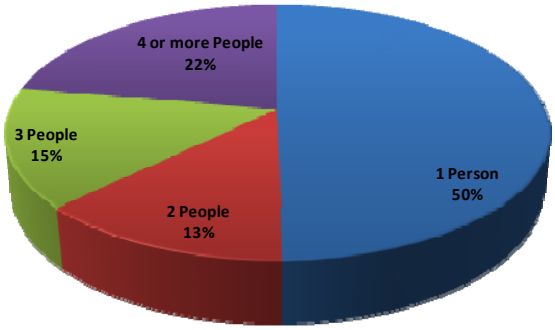
Systemwide
Q16. How many people live in your household?



Route L14
Q16. How many people live in your household?



Liberty Routes
Q16. How many people live in your household?

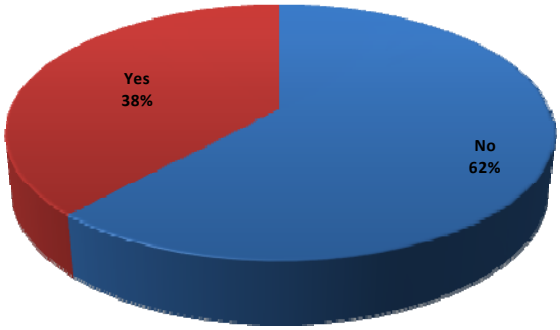


17. Have you transferred at the Plaza in the last week?

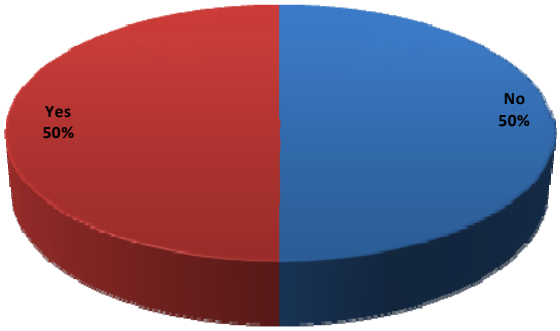
50% of Route L14 riders have transferred at the Plaza in the last week. This is higher than what the Liberty Route riders reported (24%).

Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	21	50%	9,135	76%
Yes	5,868	38%	21	50%	2,896	24%
Total	15,369	100%	42	100%	12,031	100%

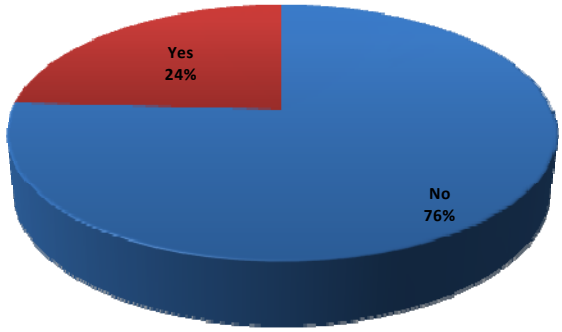
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route L14
Q17a. Have you transfered at the Plaza in the last week?



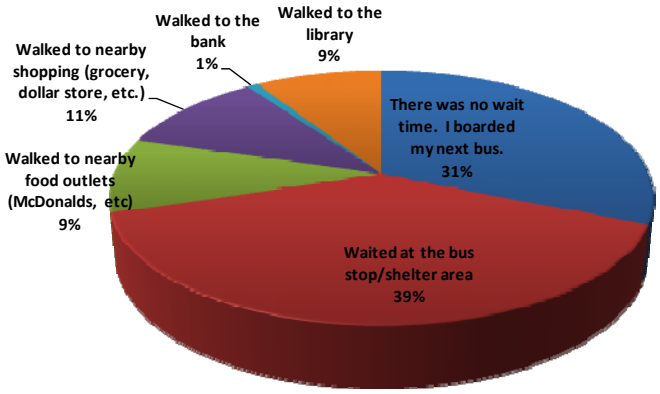
Liberty Routes
Q17a. Have you transfered at the Plaza in the last week?



Of the Route L14 riders that have transferred at the Plaza in the last week, 100% stated there was no wait time and they boarded the next bus.

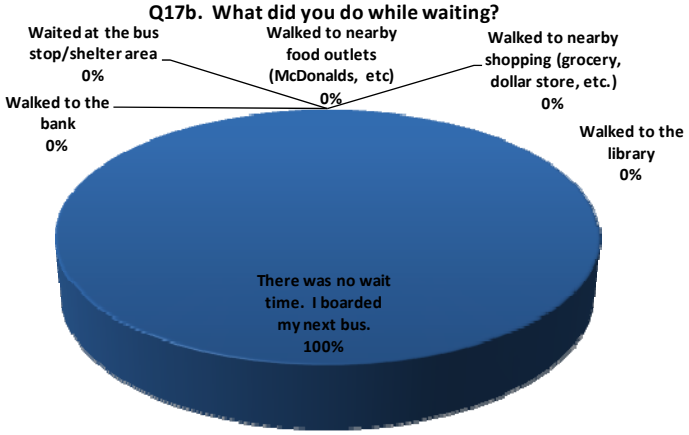
Response	Systemwide		Route L14		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	21	100%	779	27%
Waited at the bus stop/shelter area	2,216	39%	-	0%	1,410	49%
Walked to nearby food outlets (McDonalds, etc)	535	9%	-	0%	125	4%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	-	0%	308	11%
Walked to the bank	44	1%	-	0%	44	2%
Walked to the library	511	9%	-	0%	183	6%
Total	5,682	100%	21	100%	2,850	100%

Systemwide
Q17b. What did you do while waiting?



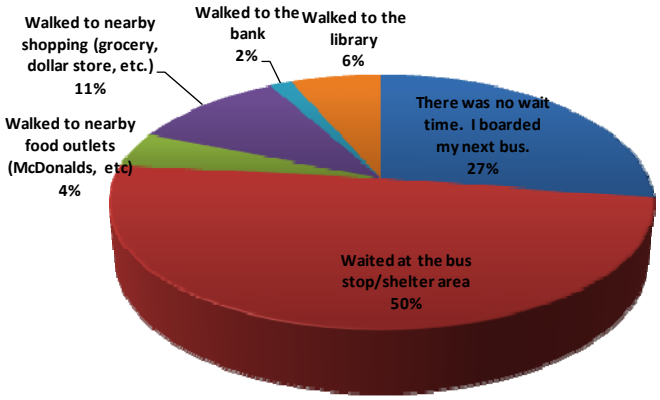
Route L14

Q17b. What did you do while waiting?



Liberty Routes

Q17b. What did you do while waiting?

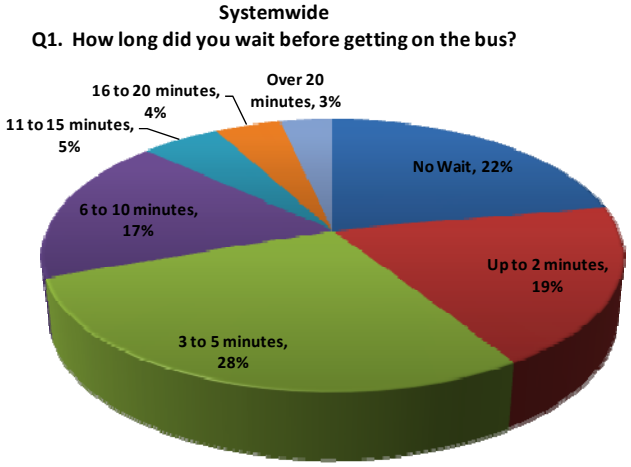


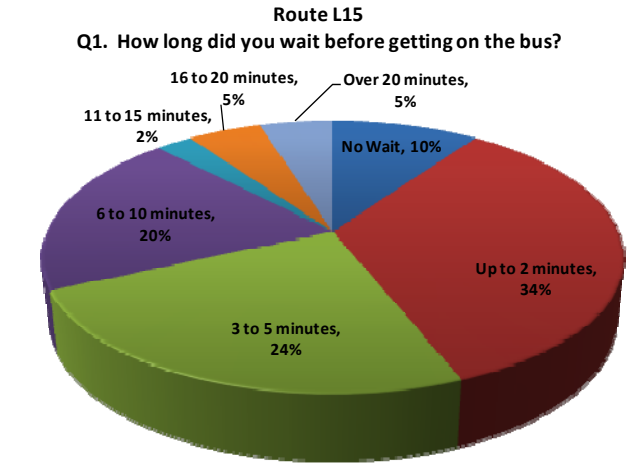
4.20 Route L15

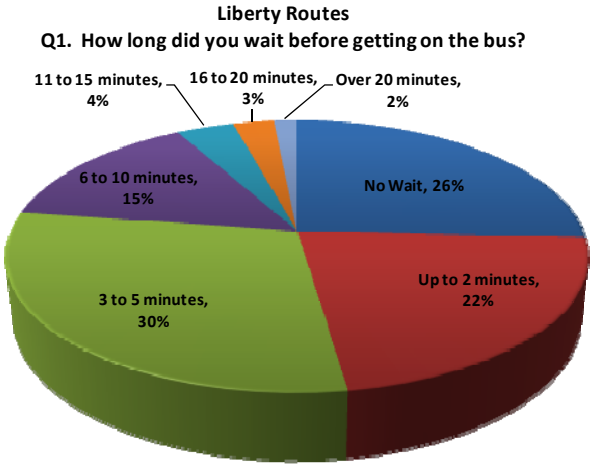
1. How long did you wait at the bus stop before getting on the bus?

Wait times on Route L15 trend are very similar to the Liberty Route average. 44% of the riders waited less than 2 minutes before getting on the bus. Only 5% indicated waiting over 20 minutes.

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	7	10%	3,357	26%
Up to 2 minutes	3,093	19%	26	34%	2,866	22%
3 to 5 minutes	4,658	28%	18	24%	3,868	30%
6 to 10 minutes	2,842	17%	15	20%	1,914	15%
11 to 15 minutes	852	5%	2	2%	498	4%
16 to 20 minutes	719	4%	4	5%	354	3%
Over 20 minutes	572	3%	4	5%	201	2%
Total	16,347	100%	76	100%	13,059	100%





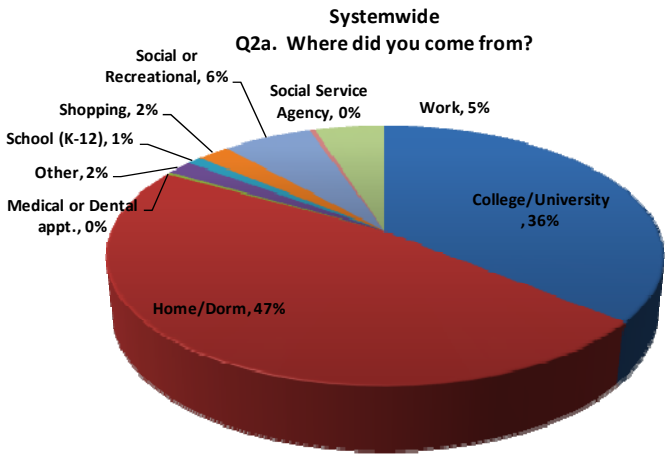


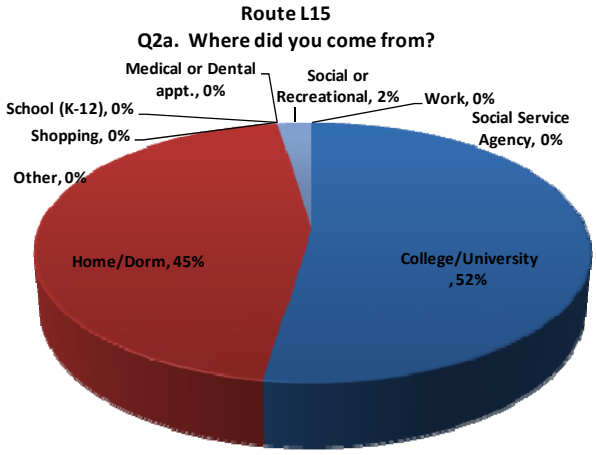
2. Where did you come from?

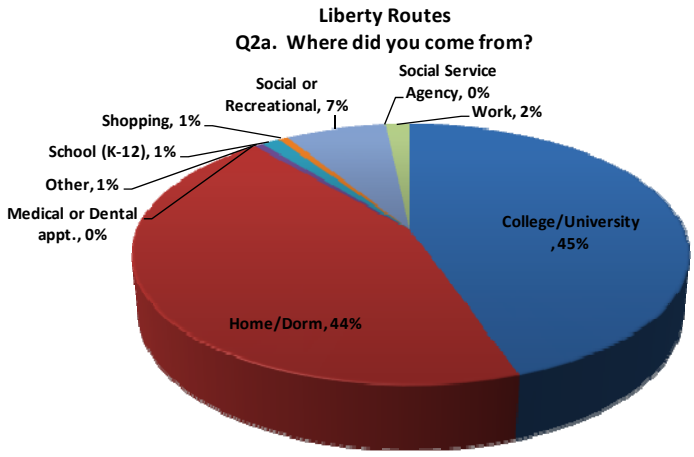
a) College/University
b) Home/Dorm
c) Medical or Dental Appointment
d) Other
e) School (K-12)
f) Shopping
g) Social or Recreational
h) Social Service Agency
i) Work

Route L15 riders originate primarily from college/university (52%) and home/dorm (45%) purposes. Only a few reported coming from a social/recreational place (2%).

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	41	52%	5,726	45%
Home/Dorm	7,709	47%	35	45%	5,648	44%
Medical or Dental appt.	52	0%	-	0%	-	0%
Other	283	2%	-	0%	77	1%
School (K-12)	163	1%	-	0%	163	1%
Shopping	367	2%	-	0%	85	1%
Social or Recreational	1,009	6%	2	2%	896	7%
Social Service Agency	64	0%	-	0%	-	0%
Work	796	5%	-	0%	222	2%
Total	**16,312**	**100%**	**78**	**100%**	**12,817**	**100%**


Systemwide
Q2a. Where did you come from?
Social or Recreational, 6%
Social Service Agency, 0%
Work, 5%
Shopping, 2%
School (K-12), 1%
Other, 2%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 47%


Route L15
Q2a. Where did you come from?
Medical or Dental appt., 0%
Social or Recreational, 2%
Work, 0%
School (K-12), 0%
Social Service Agency, 0%
Shopping, 0%
Other, 0%
Home/Dorm, 45%
College/University, 52%


Liberty Routes
Q2a. Where did you come from?
Social Service Agency, 0%
Social or Recreational, 7%
Work, 2%
Shopping, 1%
School (K-12), 1%
Other, 1%
Medical or Dental appt., 0%
College/University, 45%
Home/Dorm, 44%

3. What is the address or location of the place you came from?

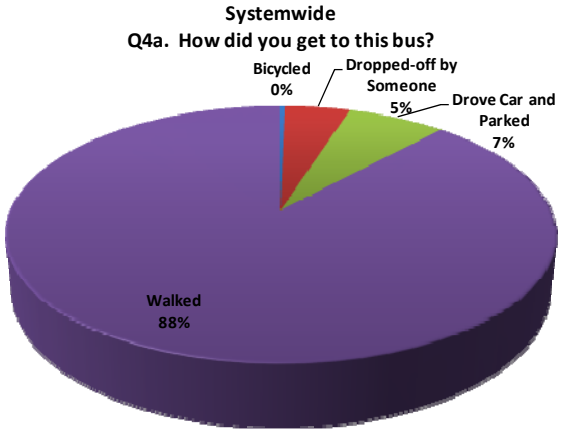
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

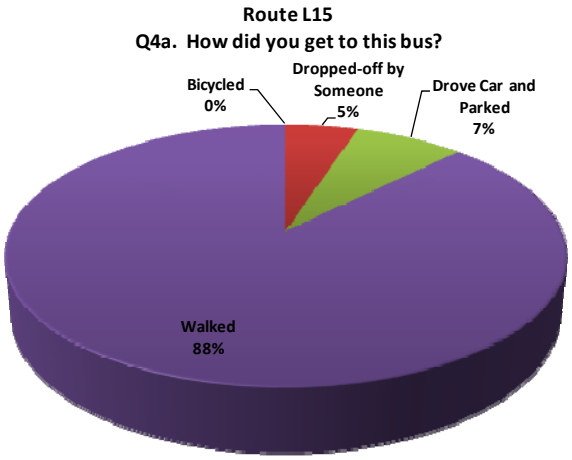
4. How did you get from the place listed above to the first bus used for this trip?

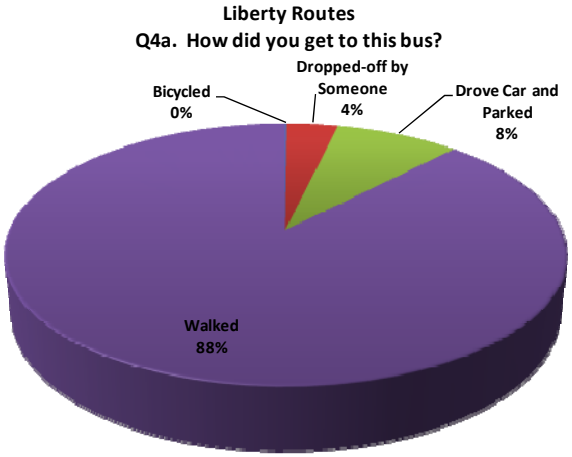
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's Liberty Route riders walk to catch their bus (88%). The same percentage of Route L15's riders (96%) also walk to the bus. No riders reported bicycling to the bus stop.

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	12	0%
Dropped-off by Someone	727	5%	4	5%	442	4%
Drove Car and Parked	1,083	7%	6	7%	1,067	9%
Walked	13,872	88%	65	88%	10,985	88%
Total	**15,729**	**100%**	**74**	**100%**	**12,506**	**100%**

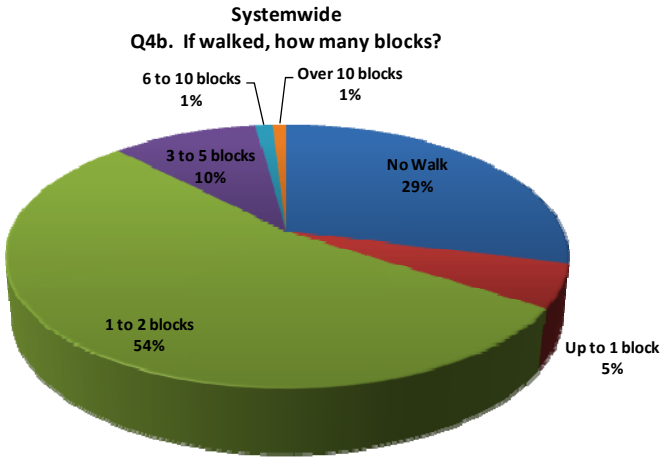


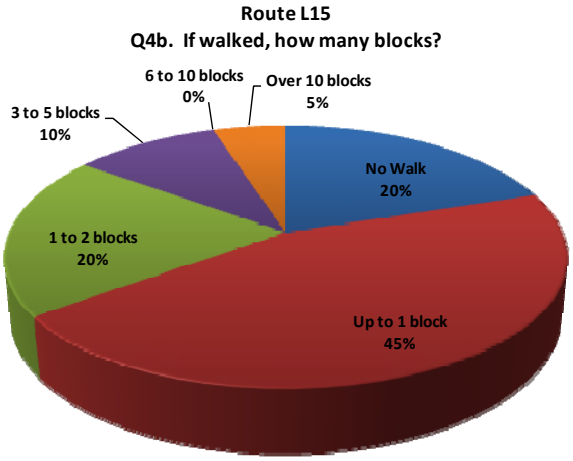


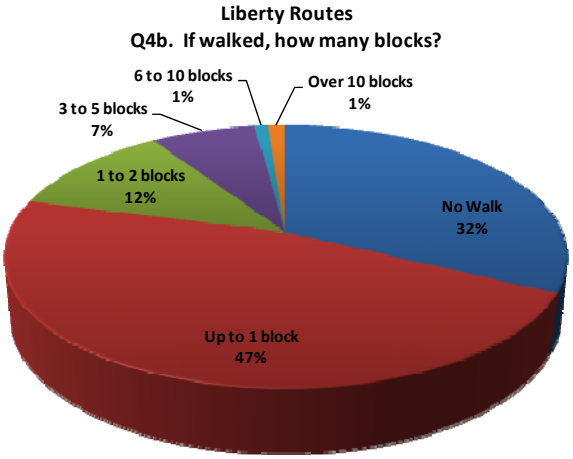


Walks to Route L15 were even with those reported on the Liberty Routes. More than half (65%) reported walks up to 1 block. However, 5% of the riders reported walks over 10 blocks; more than five times as likely as those Liberty Routes.

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	7	20%	1,801	32%
Up to 1 block	391	5%	17	45%	2,615	47%
1 to 2 blocks	3,940	54%	7	20%	652	12%
3 to 5 blocks	734	10%	4	10%	402	7%
6 to 10 blocks	87	1%	-	0%	51	1%
Over 10 blocks	71	1%	2	5%	67	1%
Total	7,330	100%	37	100%	5,588	100%


Systemwide
Q4b. If walked, how many blocks?
6 to 10 blocks
1%
Over 10 blocks
1%
3 to 5 blocks
10%
No Walk
29%
1 to 2 blocks
54%
Up to 1 block
5%


Route L15
Q4b. If walked, how many blocks?
6 to 10 blocks
0%
Over 10 blocks
5%
3 to 5 blocks
10%
No Walk
20%
1 to 2 blocks
20%
Up to 1 block
45%


Liberty Routes
Q4b. If walked, how many blocks?
6 to 10 blocks
1%
Over 10 blocks
1%
3 to 5 blocks
7%
1 to 2 blocks
12%
No Walk
32%
Up to 1 block
47%

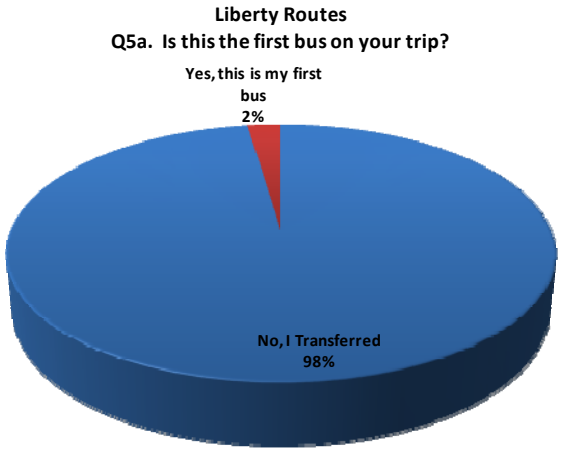
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

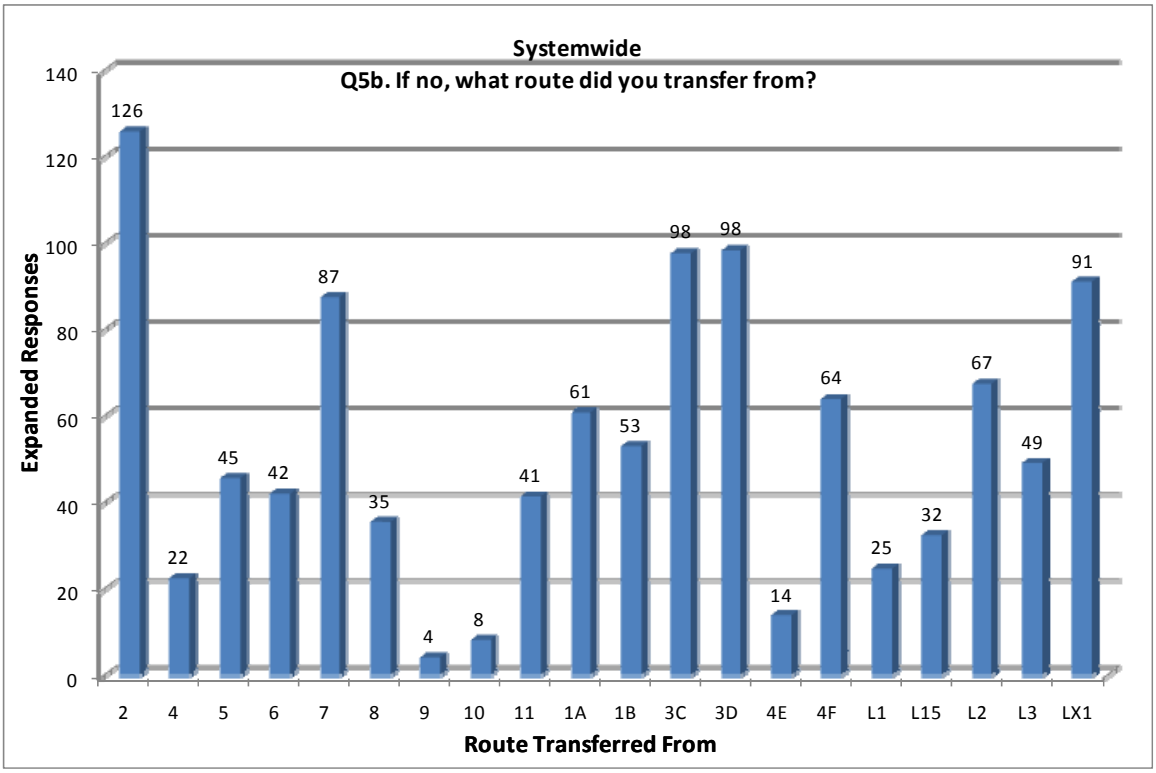
b) Yes, this is the first bus I used for this trip – Route # _____

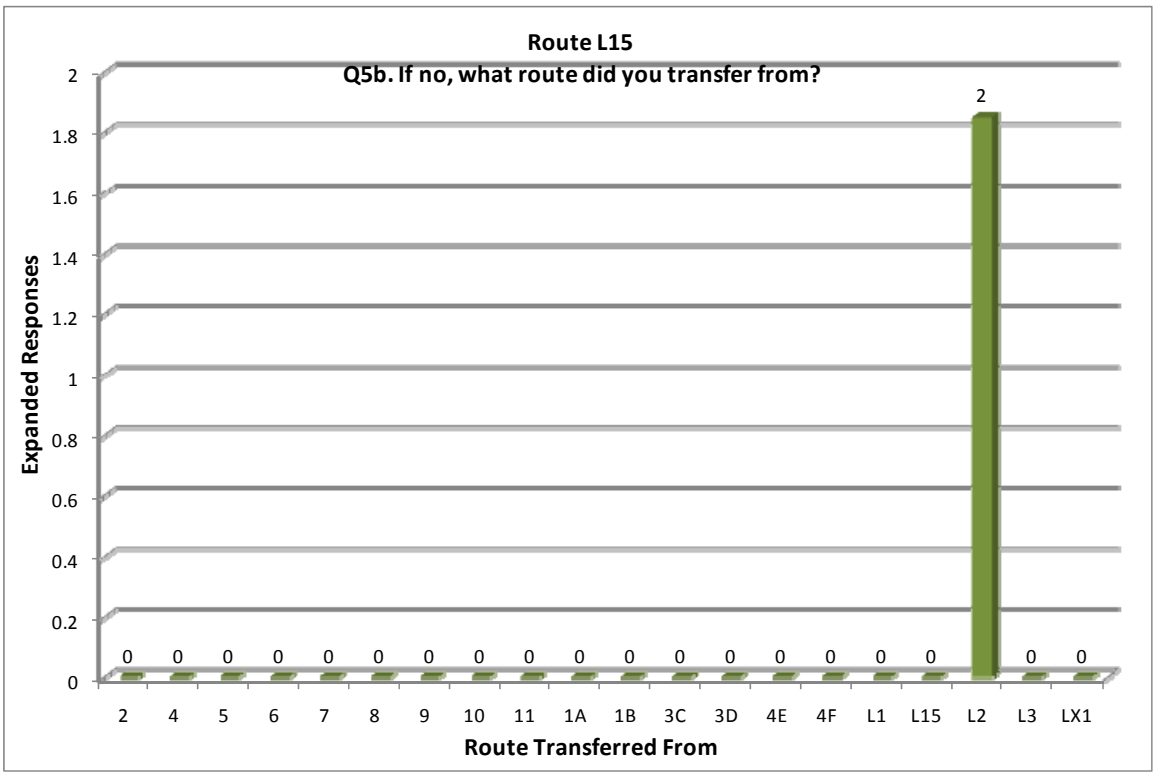
Almost all (97%) of Route L15's riders transferred from another bus. All of those transfers were reported from Route L2 (100%).

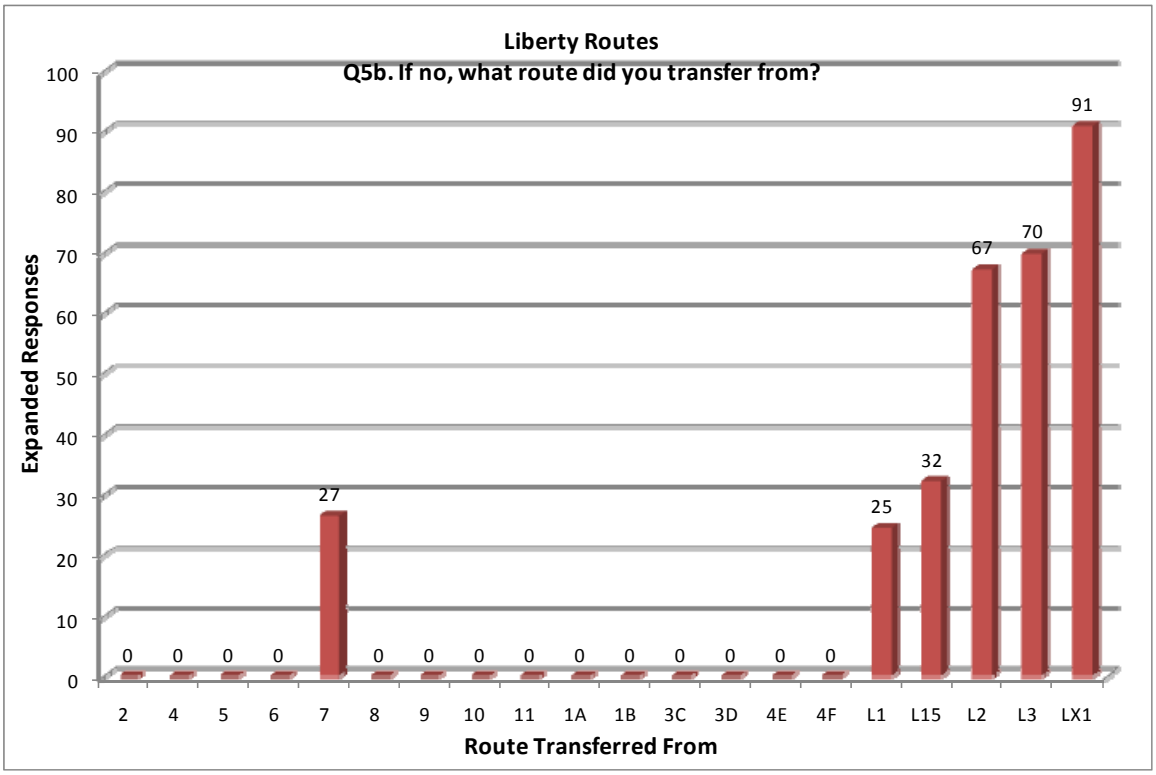
Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	63	97%	11,584	98%
Yes, this is my first bus	12,947	90%	2	3%	277	2%
Total	14,388	100%	65	100%	11,861	100%



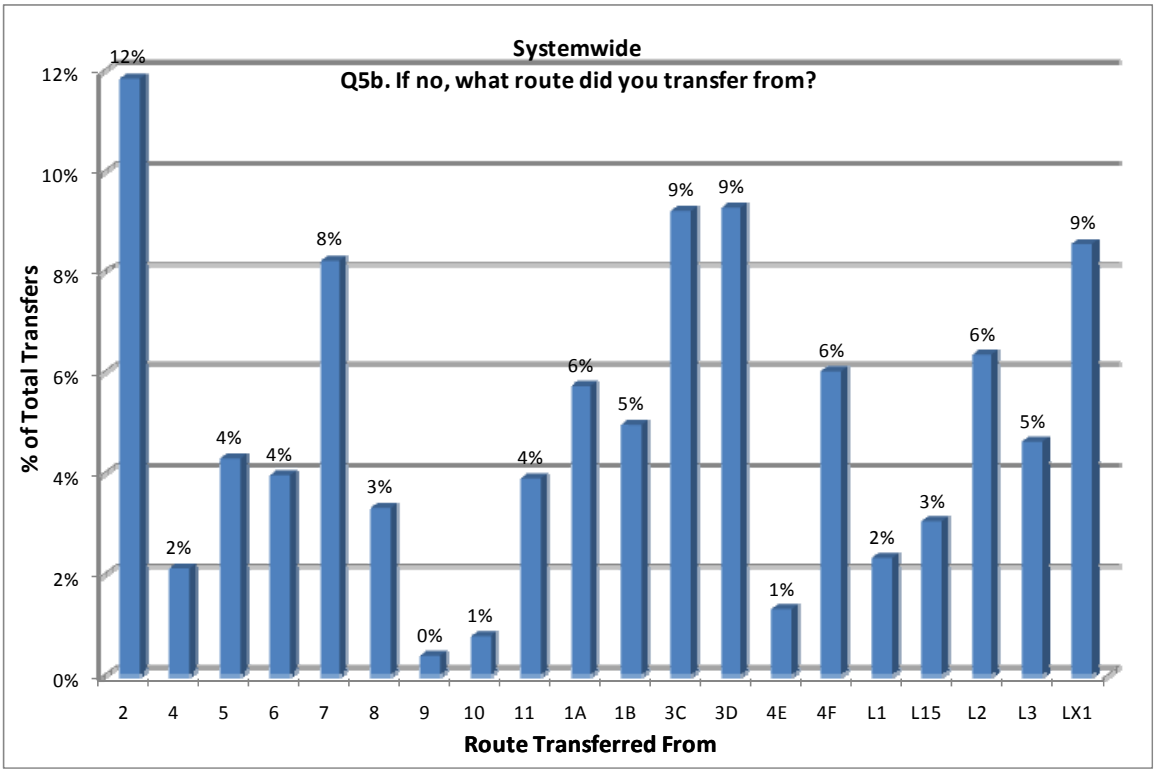
Originating Route Transferred From

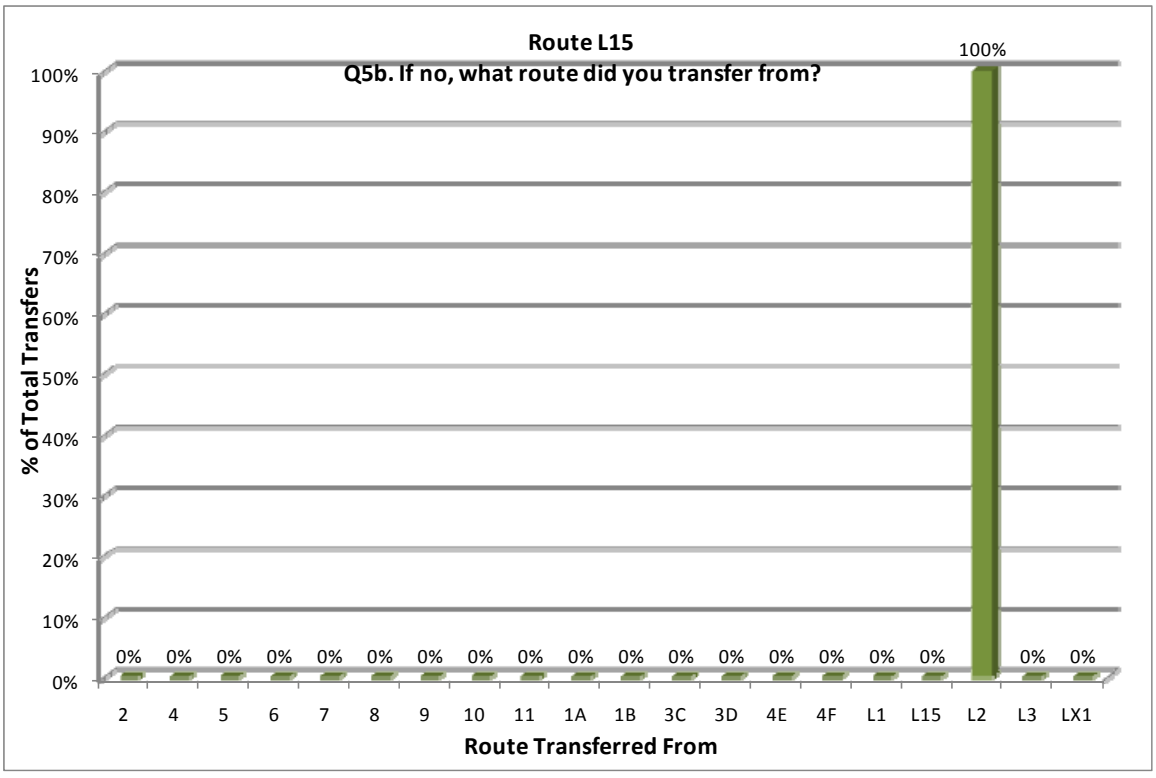


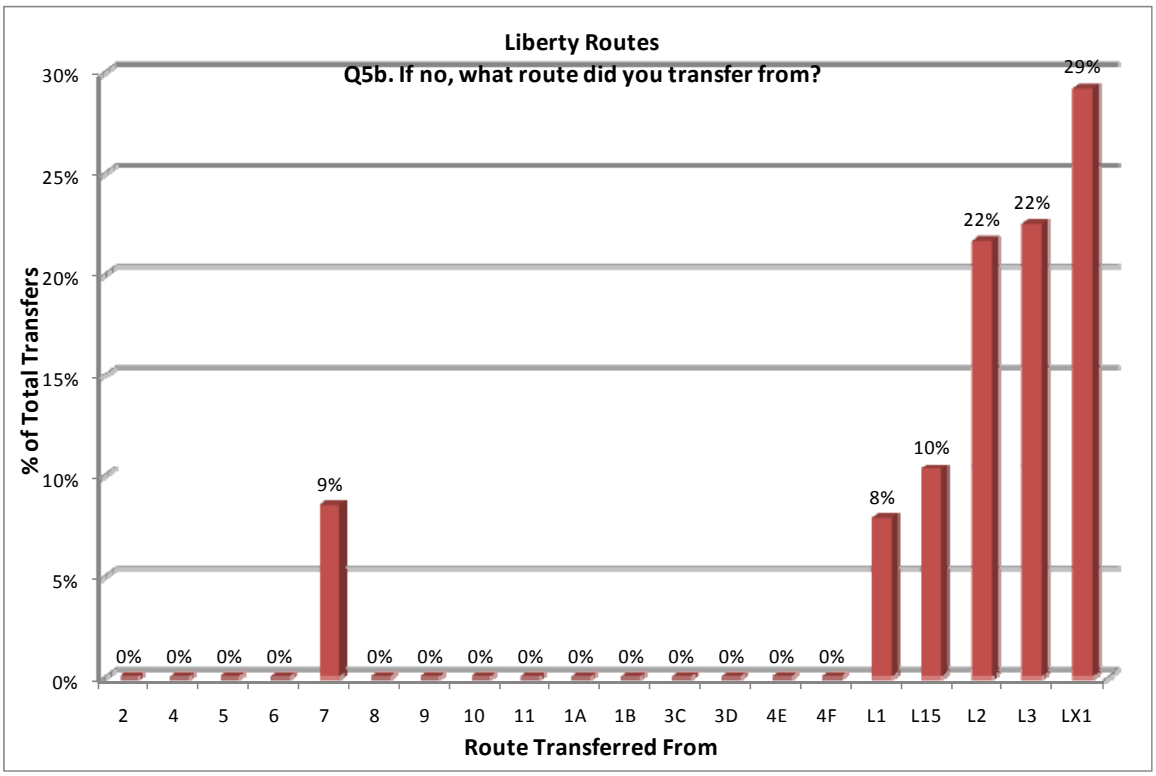

Route L15
Q5b. If no, what route did you transfer from?
Expanded Responses
2
1.8
1.6
1.4
1.2
1
0.8
0.6
0.4
0.2
0
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 2 0 0
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From


Liberty Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
100
90
80
70
60
50
40
30
20
10
0
0 0 0 0 27 0 0 0 0 0 0 0 0 0 0 0 25 32 67 70 91
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

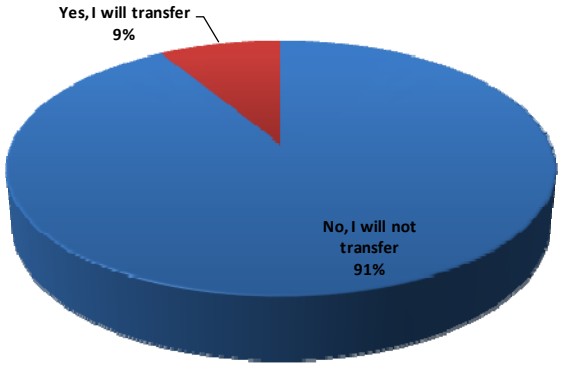
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

The number of riders transferring from Route L15 to another route (3%) is comparable to the Liberty Route total. Riders transferred to Route L2 (100%).

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	63	97%	11,584	98%
Yes, I will transfer	1,303	9%	2	3%	277	2%
Total	15,128	100%	65	100%	11,861	100%

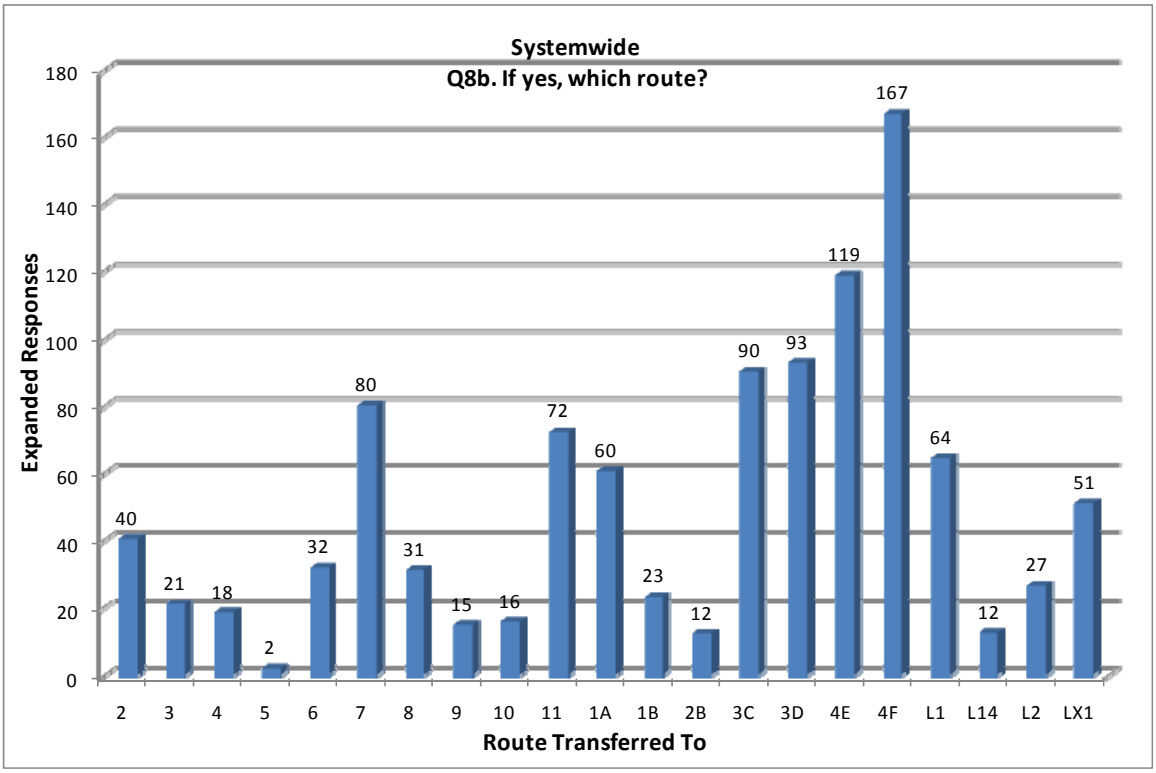
Systemwide
Q8a. Are you transferring to another bus?

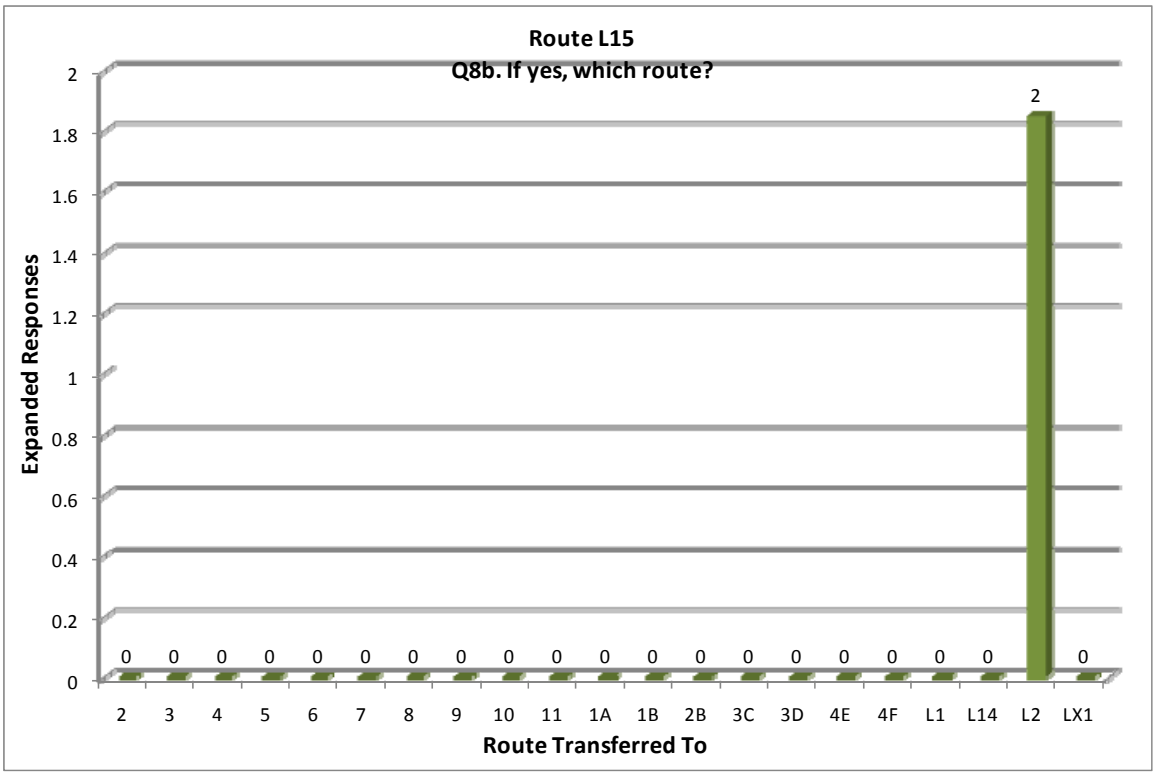


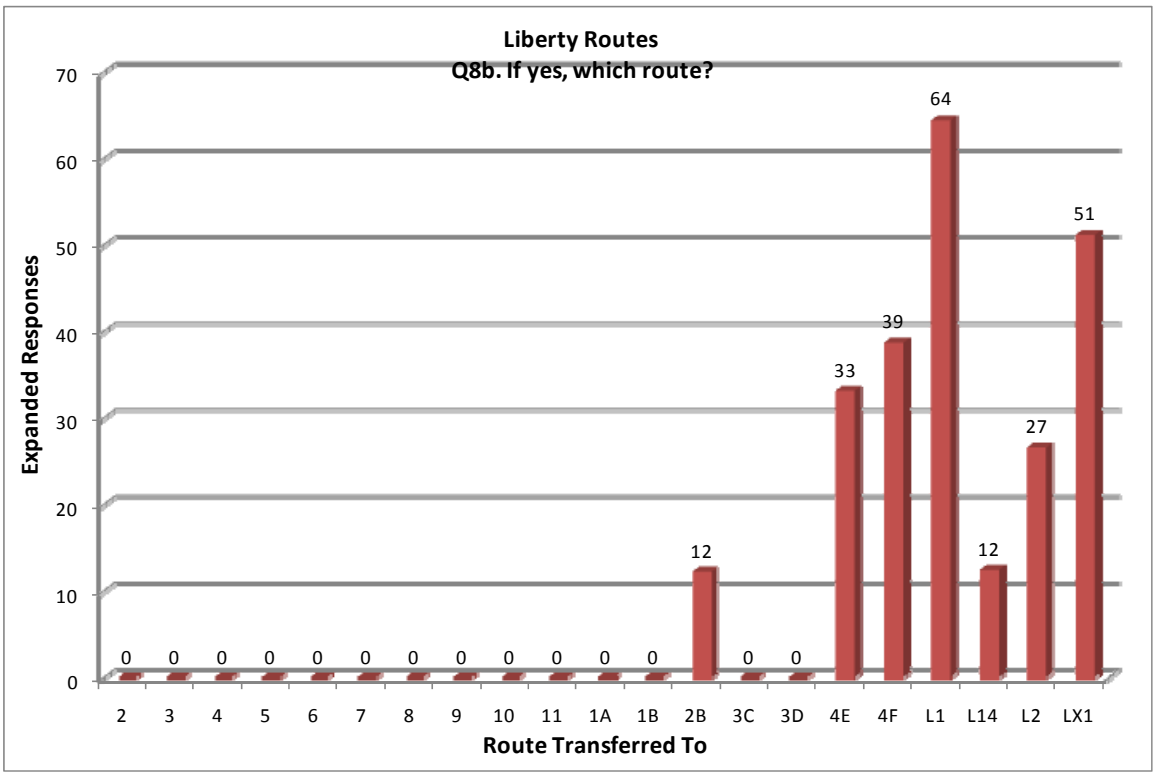
Route L15
Q8a. Are you transferring to another bus?

Liberty Routes
Q8a. Are you transferring to another bus?

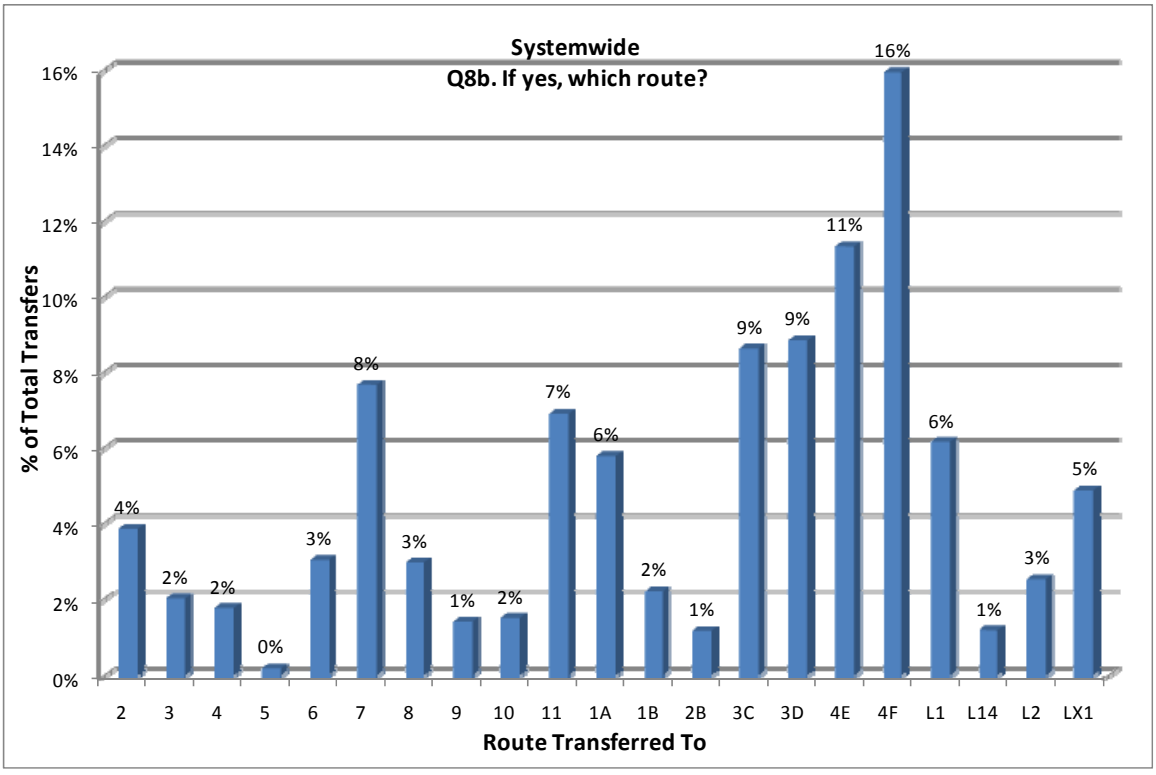
Route Transferred To

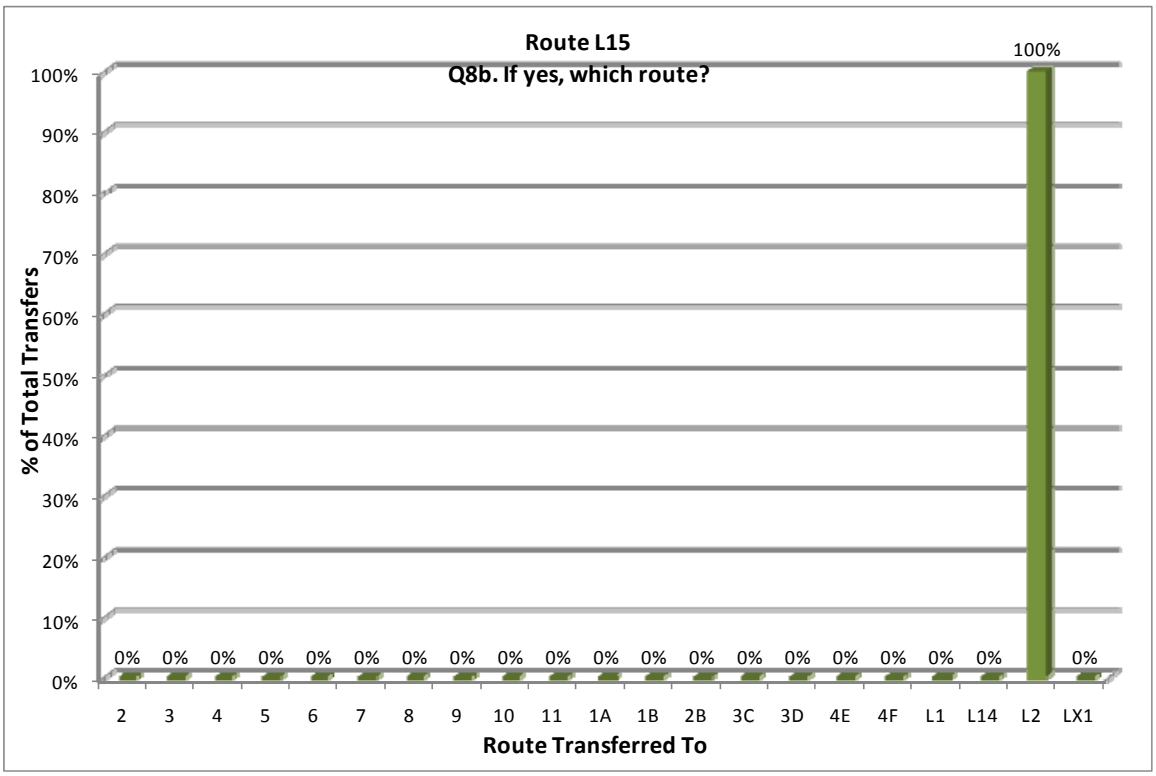


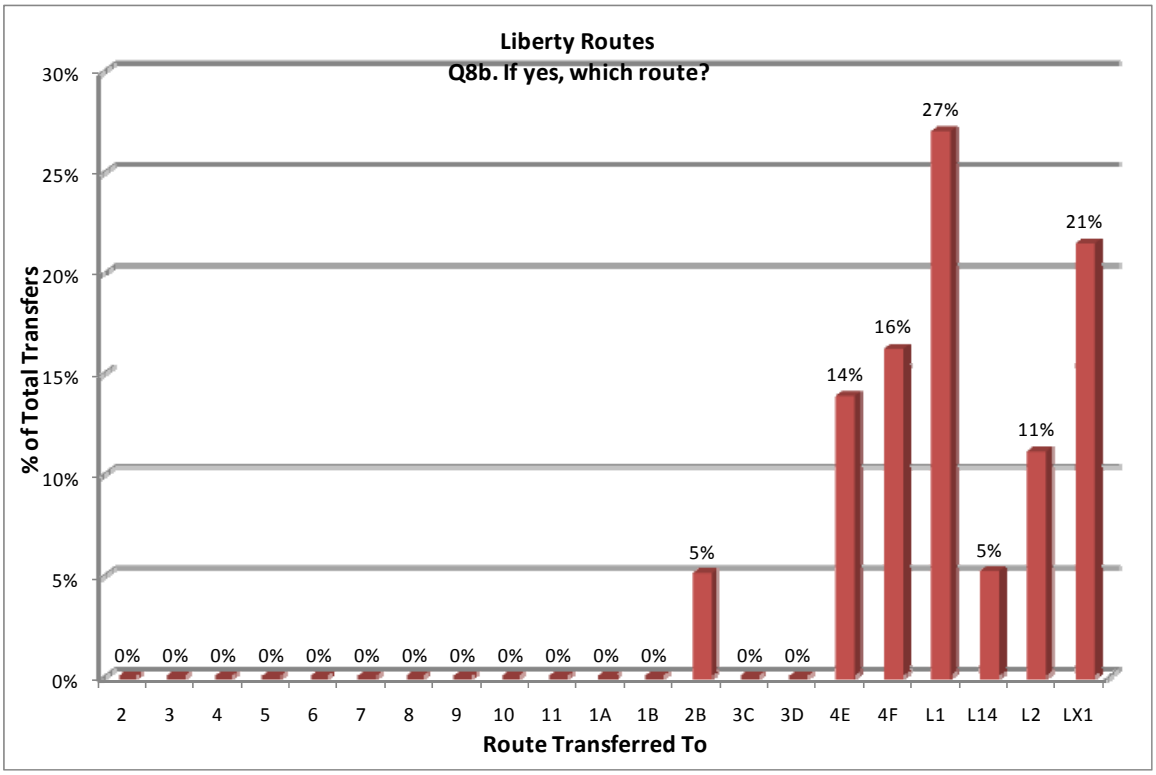




Route Transferred To as a Percentage of Total Transfers




Route L15
Q8b. If yes, which route?
% of Total Transfers
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

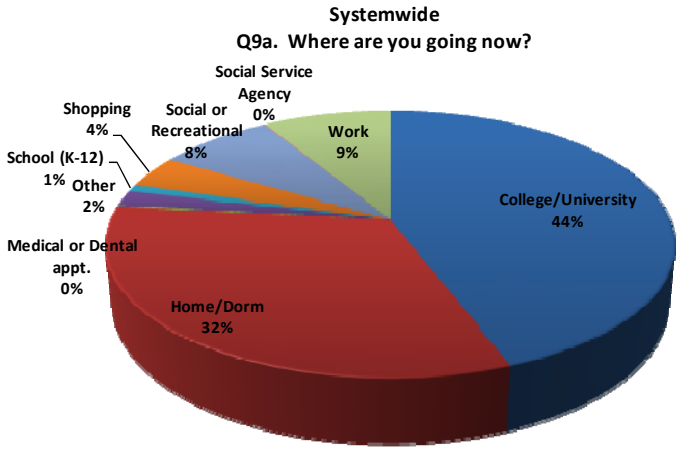

Liberty Routes
Q8b. If yes, which route?
% of Total Transfers
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 5% 0% 0% 14% 16% 27% 5% 11% 21%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

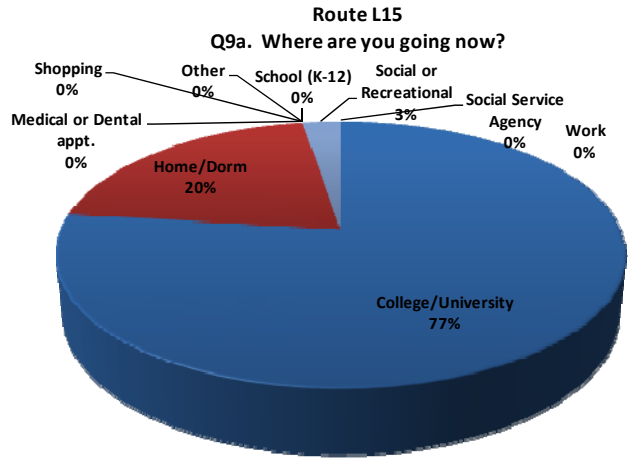
9. Where are you going now?

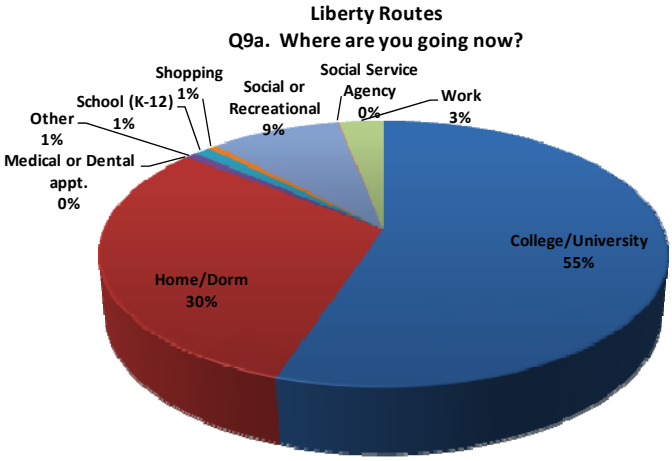
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route L15, trip purposes were focused on college/university (77%) and home/dorm (21%) trips. Very few were associated with social/recreational (2%).

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	55	77%	6,765	55%
Home/Dorm	5,089	32%	15	21%	3,751	31%
Medical or Dental appt.	29	0%	-	0%	-	0%
Other	286	2%	-	0%	92	1%
School (K-12)	138	1%	-	0%	138	1%
Shopping	614	4%	-	0%	74	1%
Social or Recreational	1,223	8%	2	3%	1,079	9%
Social Service Agency	12	0%	-	0%	12	0%
Work	1,366	9%	-	0%	370	3%
Total	**15,696**	**100%**	**72**	**100%**	**12,280**	**100%**







10. What is the address or location of the place where you are going now?

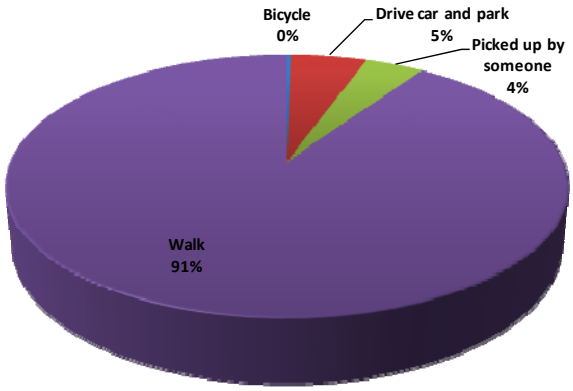
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

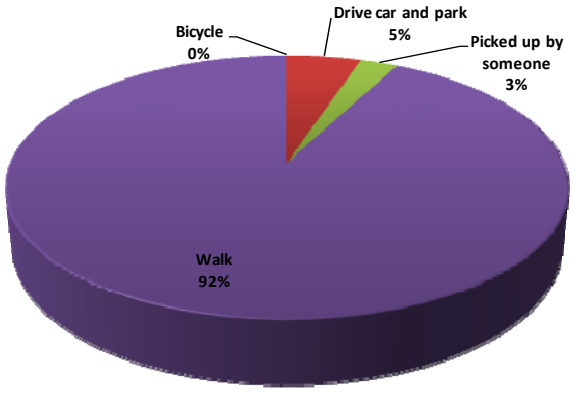
An even higher percentage (90%) of Liberty Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route L15 (92%) is also very comparable to the Liberty Route total. No riders reported bicycling upon completing their trip.

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	-	0%
Drive car and park	768	5%	4	5%	705	6%
Picked up by someone	585	4%	2	3%	402	3%
Walk	13,176	90%	67	92%	10,410	90%
Total	**14,564**	**100%**	**72**	**100%**	**11,517**	**100%**

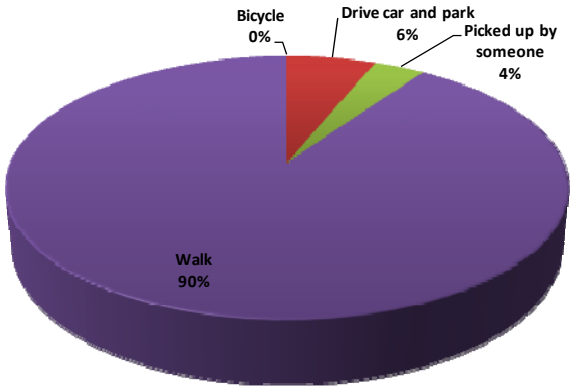
Systemwide
Q11a. How did you get to this bus?



Route L15
Q11a. How did you get to this bus?

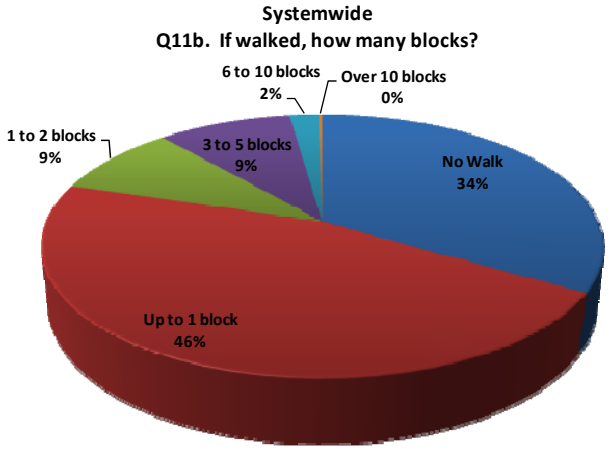


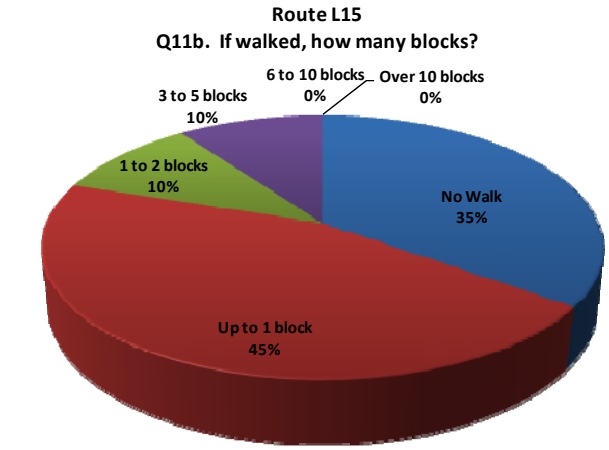
Liberty Routes
Q11a. How did you get to this bus?

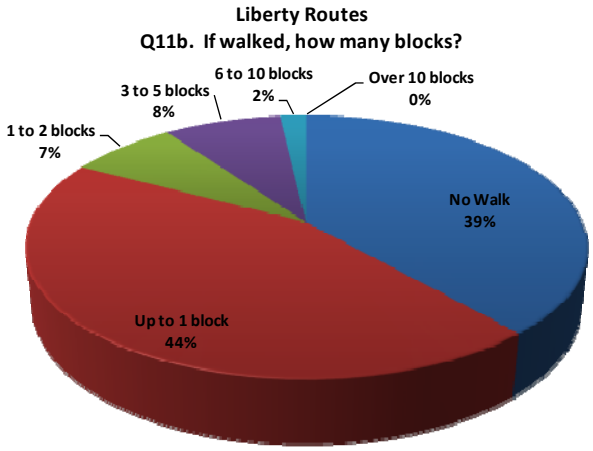


Of those who walked after alighting the bus, most (80%) arrived at their destination with less than one block of walking required. No walks were reported greater than five blocks.

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	13	35%	1,925	39%
Up to 1 block	3,027	46%	17	45%	2,213	44%
1 to 2 blocks	580	9%	4	10%	369	7%
3 to 5 blocks	603	9%	4	10%	403	8%
6 to 10 blocks	131	2%	-	0%	90	2%
Over 10 blocks	15	0%	-	0%	-	0%
Total	6,545	100%	37	100%	5,000	100%



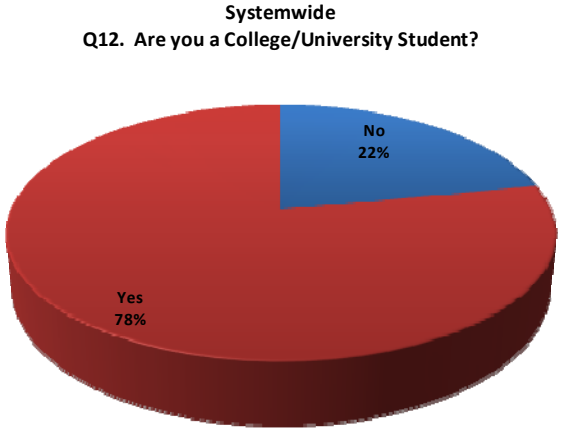




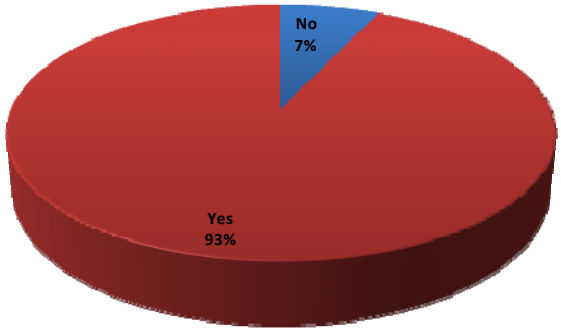
12. Are you a college/university student living away from home?

Route L15 ridership is heavily impacted by student riders with 93% identifying as a college/university student living away from home.

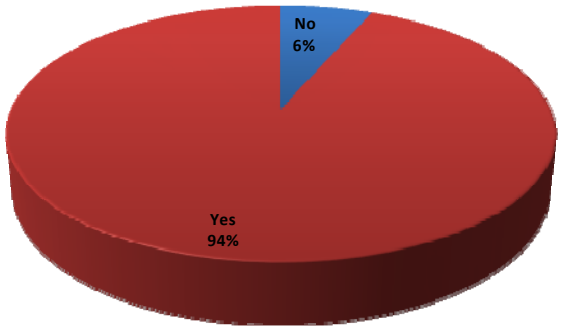
Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	6	7%	809	6%
Yes	12,297	78%	74	93%	11,659	94%
Total	15,757	100%	79	100%	12,468	100%



Route L15
Q12. Are you a College/University Student?



Liberty Routes
Q12. Are you a College/University Student?



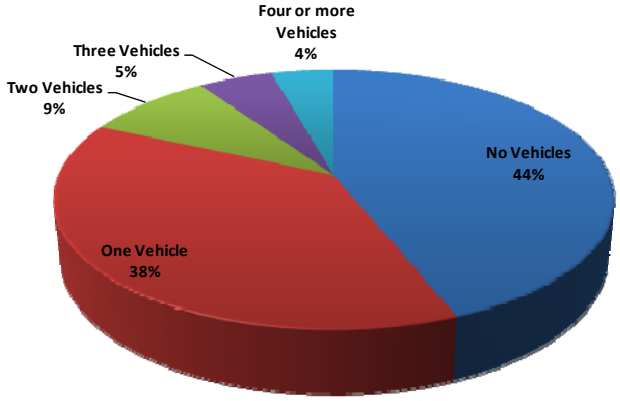
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

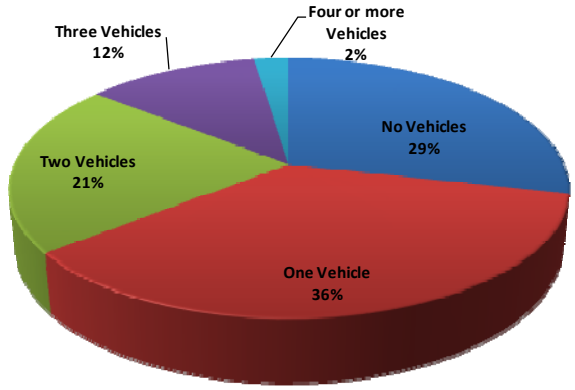
Automobile availability among Route L15 riders was less constrained than those Liberty Route riders with 29% reporting no car available. Another 36% reported only one vehicle available in the household. 35% reported having more than 2 vehicles available in their household.

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	22	29%	4,510	37%
One Vehicle	5,878	38%	28	36%	5,273	43%
Two Vehicles	1,370	9%	17	21%	1,082	9%
Three Vehicles	797	5%	9	12%	755	6%
Four or more Vehicles	670	4%	2	2%	662	5%
Total	15,548	100%	78	100%	12,282	100%

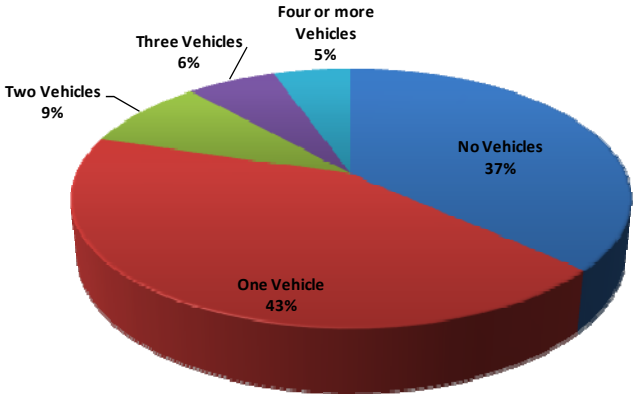
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route L15
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



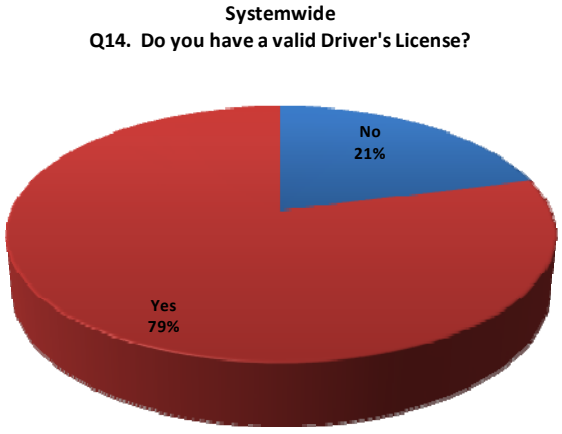
Liberty Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

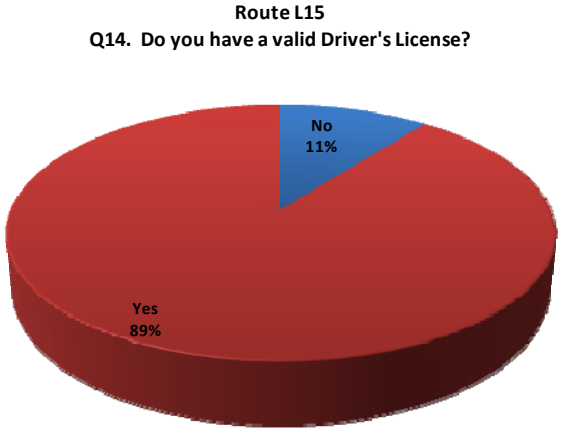


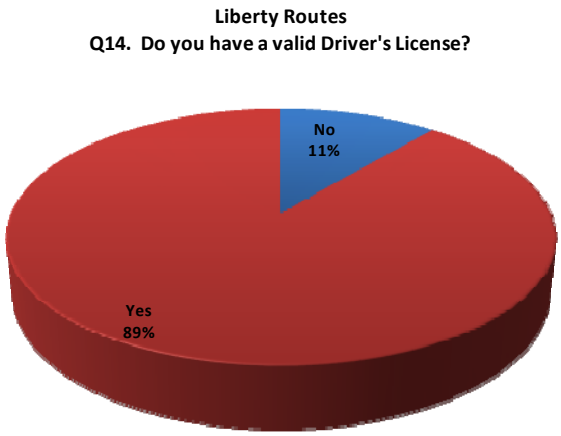
14. Do you have a valid driver's license?

The majority of GLTC's Liberty Route riders (89%) carry a valid driver's license. The same percentage (89%) of Route L15's riders are licensed drivers.

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	7	11%	1,346	11%
Yes	12,102	79%	63	89%	10,769	89%
Total	15,322	100%	70	100%	12,115	100%





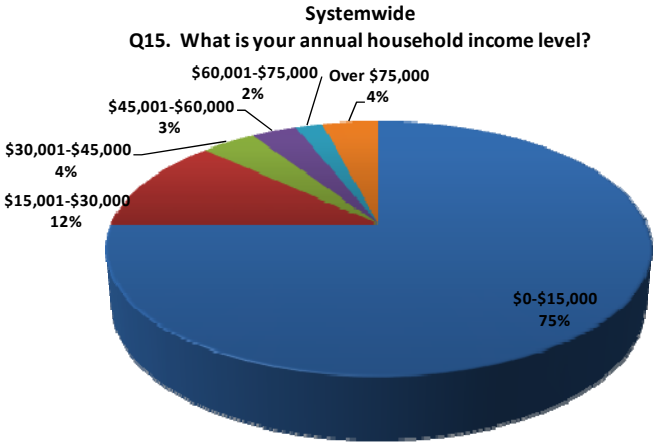


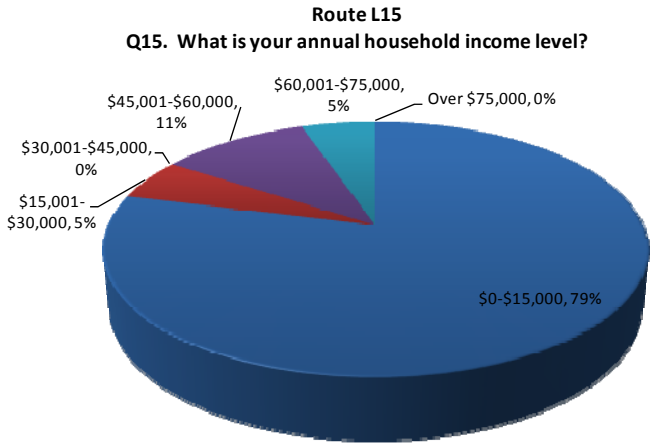
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

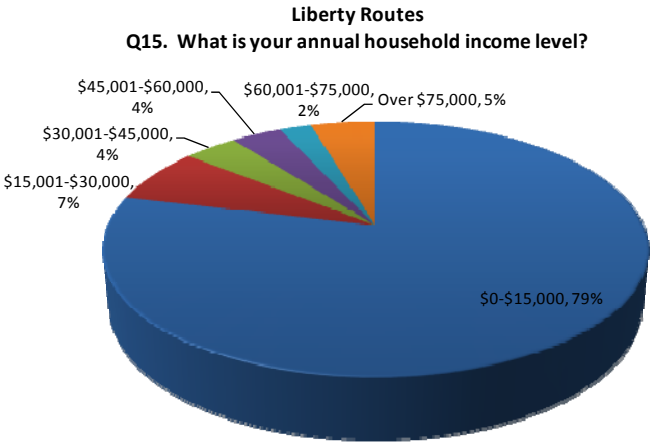
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route L15's riders reported similar earnings to those Liberty Routes with 79% reporting less than $15,000 annually. There were no reports of incomes greater than $75,000.

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	55	79%	8,733	79%
$15,001-$30,000	1,671	12%	4	5%	779	7%
$30,001-$45,000	543	4%	-	0%	423	4%
$45,001-$60,000	452	3%	7	11%	395	4%
$60,001-$75,000	270	2%	4	5%	251	2%
Over $75,000	562	4%	-	0%	508	5%
Total	**14,013**	**100%**	**70**	**100%**	**11,090**	**100%**







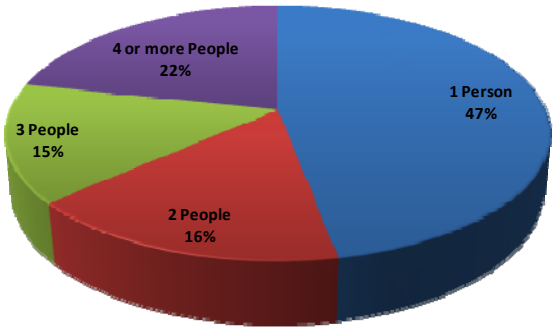
16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

a) 1
b) 2
c) 3
d) 4 or more

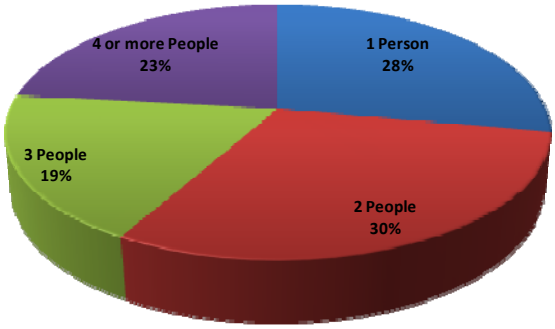
Route L15's household residency is very similar to the Liberty Route total. 28% report living alone with another 30% living with one other person. 42% report living with 3 or more people in their household.

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	22	28%	5,847	50%
2 People	2,473	16%	24	30%	1,517	13%
3 People	2,238	15%	15	19%	1,754	15%
4 or more People	3,244	22%	18	23%	2,628	22%
Total	15,010	100%	79	100%	11,745	100%

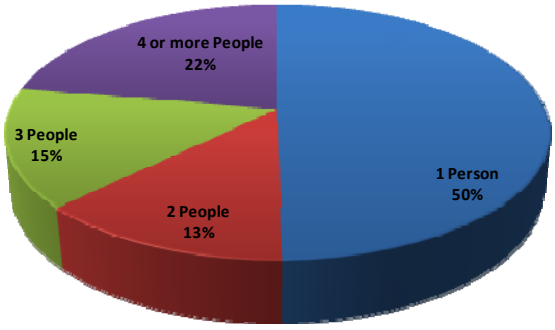
Systemwide
Q16. How many people live in your household?



Route L15
Q16. How many people live in your household?



Liberty Routes
Q16. How many people live in your household?

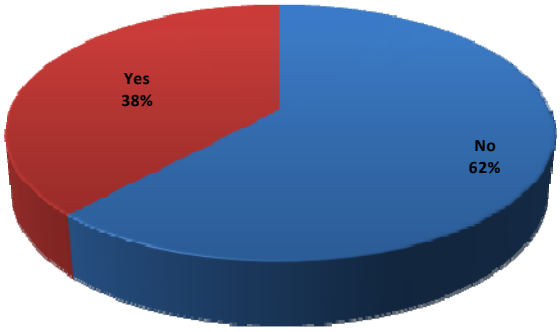


17. Have you transferred at the Plaza in the last week?

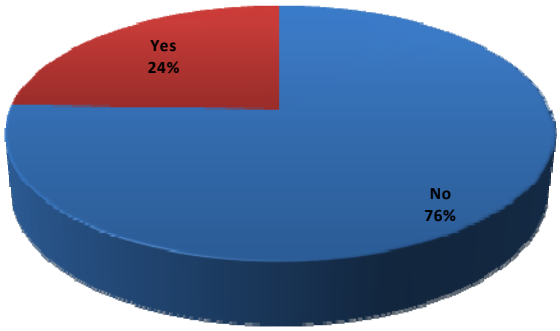
24% of Route L15 riders have transferred at the Plaza in the last week. This is consistent with the Liberty Route riders (24%).

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	57	76%	9,135	76%
Yes	5,868	38%	18	24%	2,896	24%
Total	15,369	100%	76	100%	12,031	100%

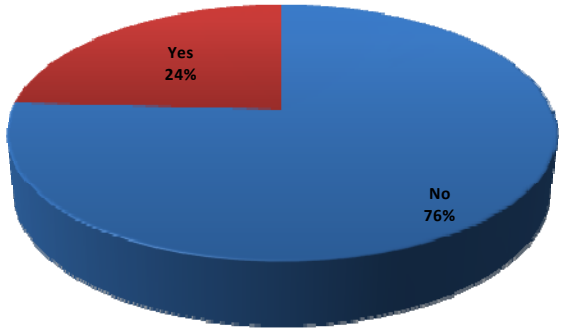
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route L15
Q17a. Have you transfered at the Plaza in the last week?



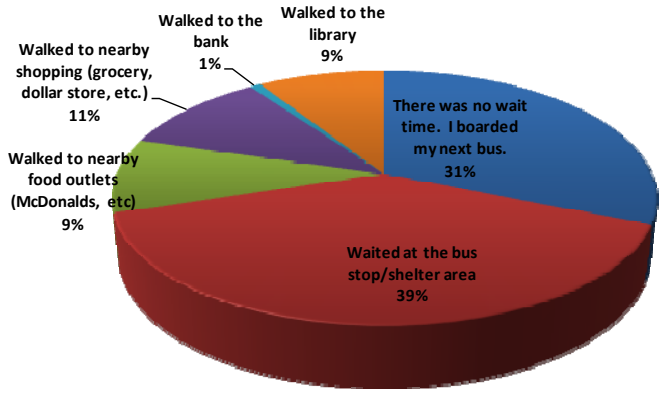
Liberty Routes
Q17a. Have you transfered at the Plaza in the last week?

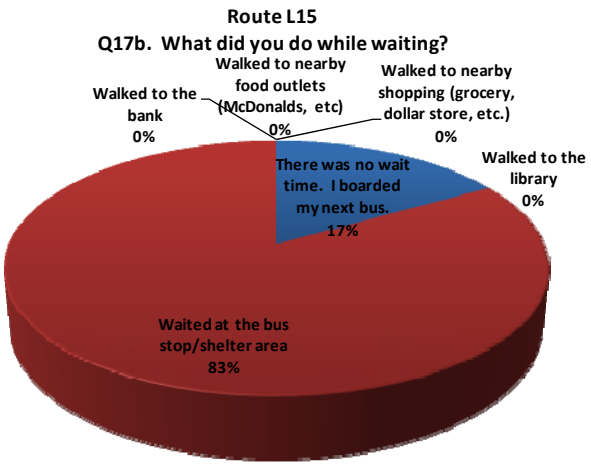


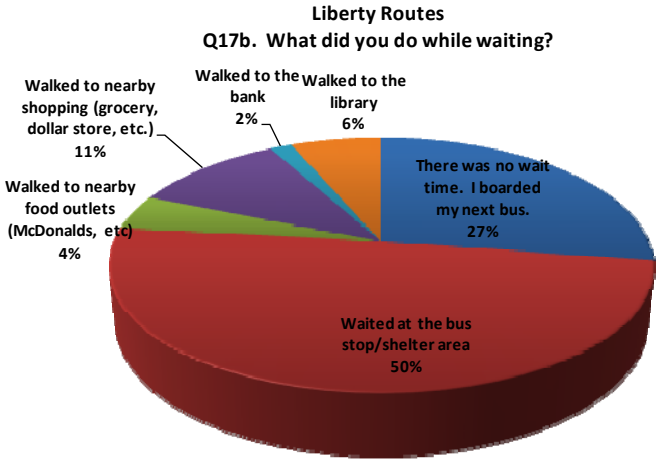
Of the Route L15 riders that have transferred at the Plaza in the last week, 17% stated there was no wait time and they boarded the next bus. An overwhelming 83% waited at the bus stop/shelter area. None of the other categories were represented by the riders.

Response	Systemwide		Route L15		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	2	17%	779	27%
Waited at the bus stop/shelter area	2,216	39%	9	83%	1,410	49%
Walked to nearby food outlets (McDonalds, etc)	535	9%	-	0%	125	4%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	-	0%	308	11%
Walked to the bank	44	1%	-	0%	44	2%
Walked to the library	511	9%	-	0%	183	6%
Total	5,682	100%	11	100%	2,850	100%

Systemwide
Q17b. What did you do while waiting?




Route L15
Q17b. What did you do while waiting?
Walked to nearby food outlets (McDonalds, etc) 0%
Walked to nearby shopping (grocery, dollar store, etc.) 0%
Walked to the bank 0%
Walked to the library 0%
There was no wait time. I boarded my next bus. 17%
Waited at the bus stop/shelter area 83%

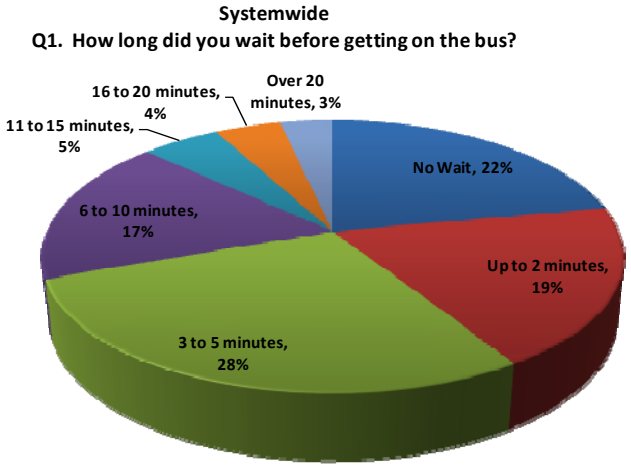

Liberty Routes
Q17b. What did you do while waiting?
Walked to nearby shopping (grocery, dollar store, etc.) 11%
Walked to the bank 2%
Walked to the library 6%
Walked to nearby food outlets (McDonalds, etc) 4%
There was no wait time. I boarded my next bus. 27%
Waited at the bus stop/shelter area 50%

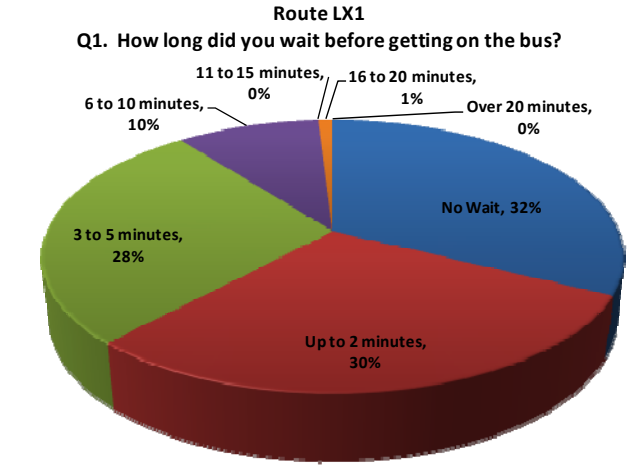
4.21 Route LX1

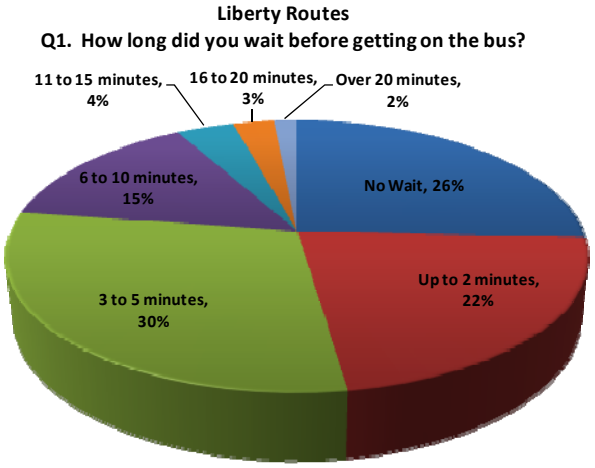
1. How long did you wait at the bus stop before getting on the bus?

Waits on Route LX1 trend slightly lower than the Liberty Route average. No one reported a wait time of more than 20 minutes or a wait time of 11-15 minutes. Only 1% indicated a wait time of 16-20 minute.

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Wait	3,612	22%	1,093	32%	3,357	26%
Up to 2 minutes	3,093	19%	996	30%	2,866	22%
3 to 5 minutes	4,658	28%	932	28%	3,868	30%
6 to 10 minutes	2,842	17%	321	10%	1,914	15%
11 to 15 minutes	852	5%	-	0%	498	4%
16 to 20 minutes	719	4%	32	1%	354	3%
Over 20 minutes	572	3%	-	0%	201	2%
Total	16,347	100%	3,375	100%	13,059	100%





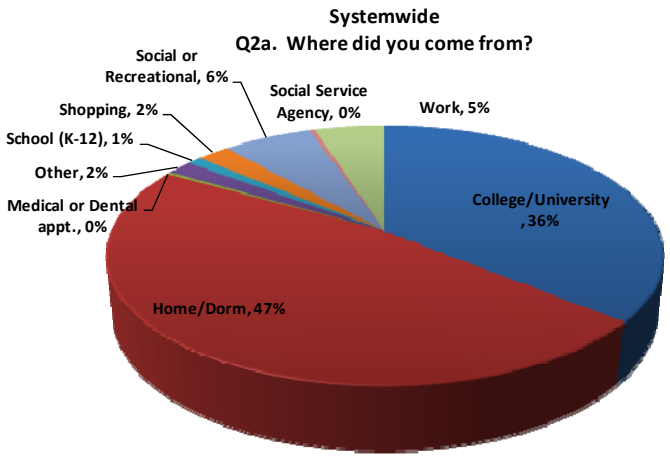


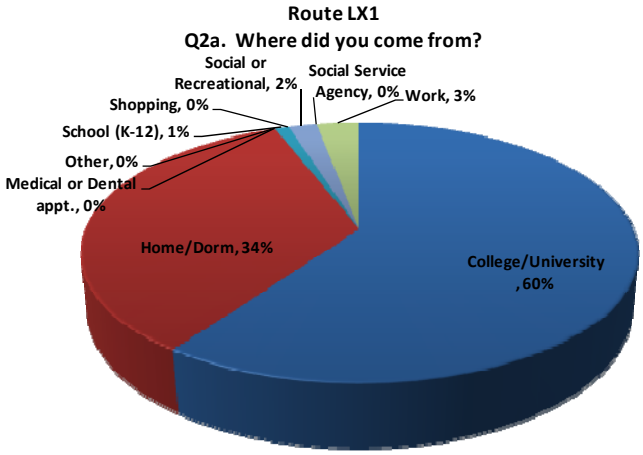
2. Where did you come from?

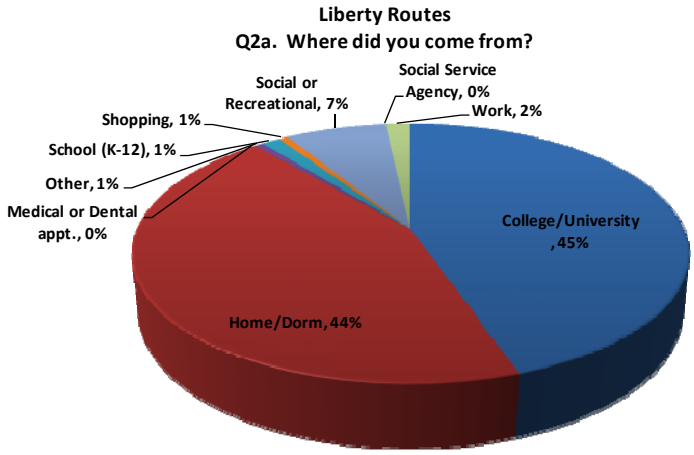
- **a) College/University**
- **b) Home/Dorm**
- **c) Medical or Dental Appointment**
- **d) Other**
- **e) School (K-12)**
- **f) Shopping**
- **g) Social or Recreational**
- **h) Social Service Agency**
- **i) Work**

Route LX1 riders originate primarily from college/university (60%) and home/dorm (34%) purposes. Only a few reported coming from school (K-12) (1%), social/recreational (2%) or work (3%).

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	5,870	36%	1,961	60%	5,726	45%
Home/Dorm	7,709	47%	1,125	34%	5,648	44%
Medical or Dental appt.	52	0%	-	0%	-	0%
Other	283	2%	-	0%	77	1%
School (K-12)	163	1%	32	1%	163	1%
Shopping	367	2%	-	0%	85	1%
Social or Recreational	1,009	6%	64	2%	896	7%
Social Service Agency	64	0%	-	0%	-	0%
Work	796	5%	96	3%	222	2%
Total	**16,312**	**100%**	**3,279**	**100%**	**12,817**	**100%**


Systemwide
Q2a. Where did you come from?
Social or Recreational, 6%
Social Service Agency, 0%
Work, 5%
Shopping, 2%
School (K-12), 1%
Other, 2%
Medical or Dental appt., 0%
College/University, 36%
Home/Dorm, 47%


Route LX1
Q2a. Where did you come from?
Social or Recreational, 2%
Social Service Agency, 0%
Work, 3%
Shopping, 0%
School (K-12), 1%
Other, 0%
Medical or Dental appt., 0%
Home/Dorm, 34%
College/University, 60%


Liberty Routes
Q2a. Where did you come from?
Social Service Agency, 0%
Social or Recreational, 7%
Work, 2%
Shopping, 1%
School (K-12), 1%
Other, 1%
Medical or Dental appt., 0%
College/University, 45%
Home/Dorm, 44%

3. What is the address or location of the place you came from?

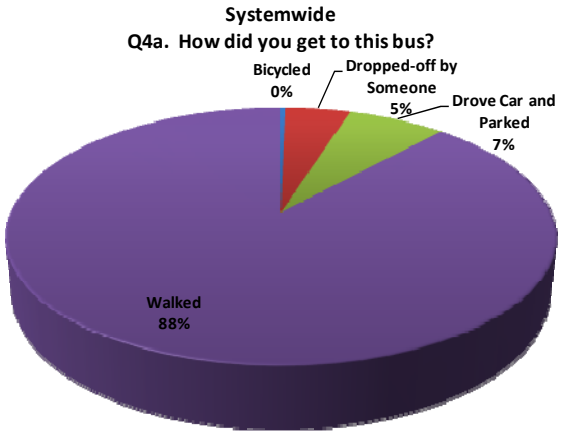
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

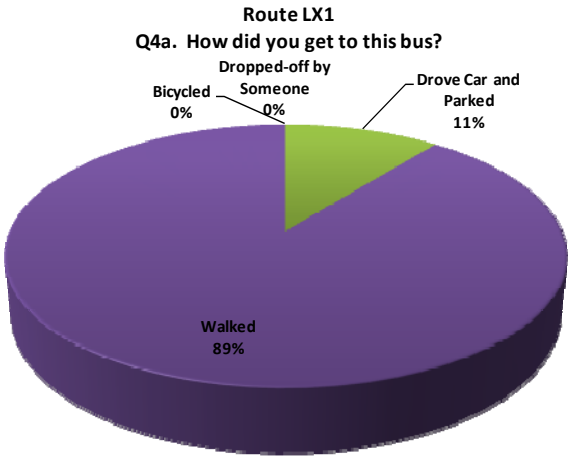
4. How did you get from the place listed above to the first bus used for this trip?

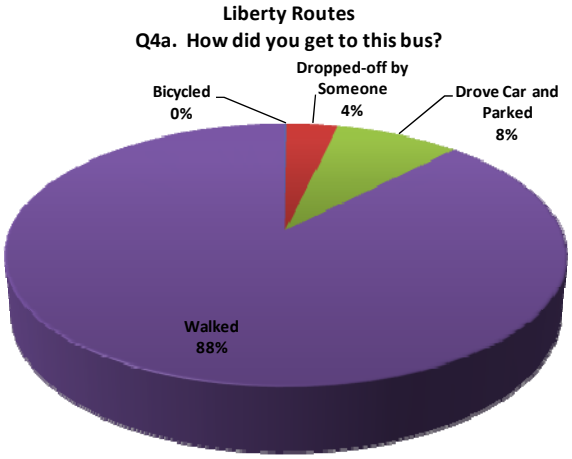
a) Bicycled
b) Dropped off by someone
c) Drove car and parked
d) Walked (If walked, how many blocks?)

The overwhelming majority of GLTC's Liberty Route riders walk to catch their bus (88%). The majority of Route LX1's riders (89%) also walk to the bus. No riders reported bicycling or being dropped off by someone in order to get to the bus stop.

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycled	47	0%	-	0%	12	0%
Dropped-off by Someone	727	5%	-	0%	442	4%
Drove Car and Parked	1,083	7%	354	11%	1,067	9%
Walked	13,872	88%	2,957	89%	10,985	88%
Total	**15,729**	**100%**	**3,311**	**100%**	**12,506**	**100%**

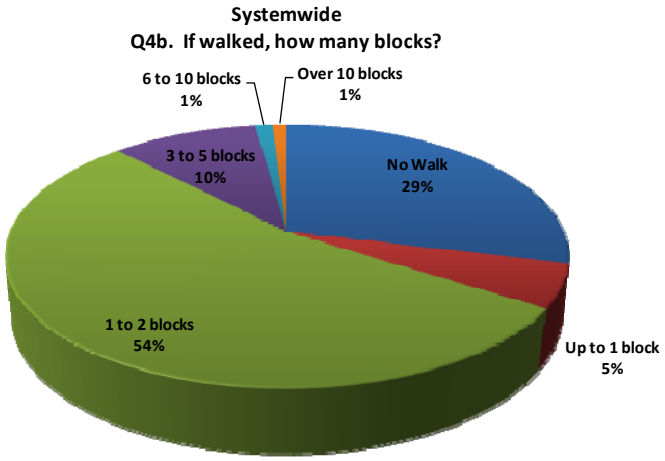


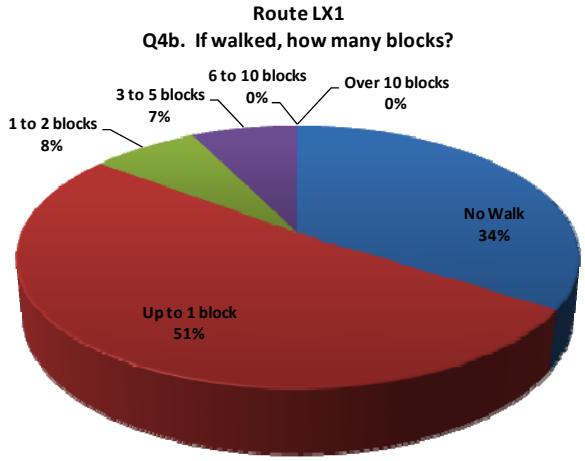


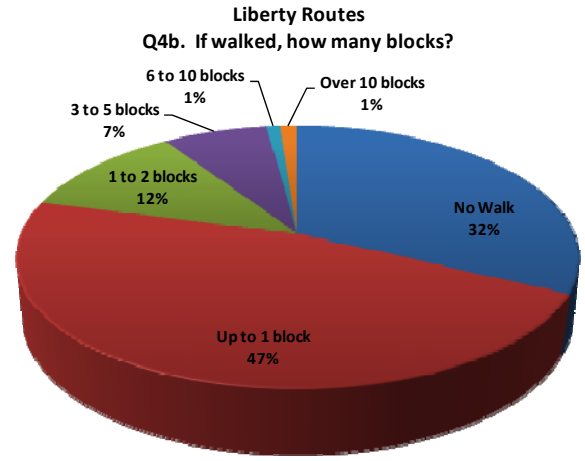


Walks to Route LX1 were slightly shorter than those reported on the Liberty Routes. More than three-quarters (86%) reported walks up to 1 block. 14% reported walks between 1 and 5 blocks. No one reported having to walk more than 5 blocks.

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,108	29%	450	34%	1,801	32%
Up to 1 block	391	5%	675	51%	2,615	47%
1 to 2 blocks	3,940	54%	96	7%	652	12%
3 to 5 blocks	734	10%	96	7%	402	7%
6 to 10 blocks	87	1%	-	0%	51	1%
Over 10 blocks	71	1%	-	0%	67	1%
Total	7,330	100%	1,318	100%	5,588	100%


Systemwide
Q4b. If walked, how many blocks?
6 to 10 blocks
1%
Over 10 blocks
1%
3 to 5 blocks
10%
No Walk
29%
1 to 2 blocks
54%
Up to 1 block
5%


Route LX1
Q4b. If walked, how many blocks?
6 to 10 blocks
0%
3 to 5 blocks
7%
Over 10 blocks
0%
1 to 2 blocks
8%
No Walk
34%
Up to 1 block
51%


Liberty Routes
Q4b. If walked, how many blocks?
6 to 10 blocks
1%
Over 10 blocks
1%
3 to 5 blocks
7%
1 to 2 blocks
12%
No Walk
32%
Up to 1 block
47%

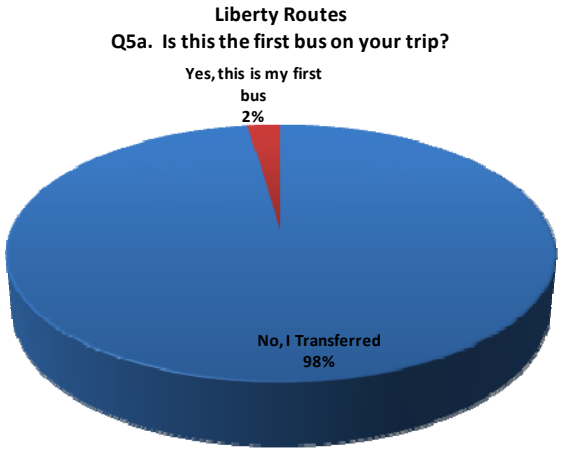
5. Was this the first bus you used for this trip?

a) No, I transferred from Route # _____

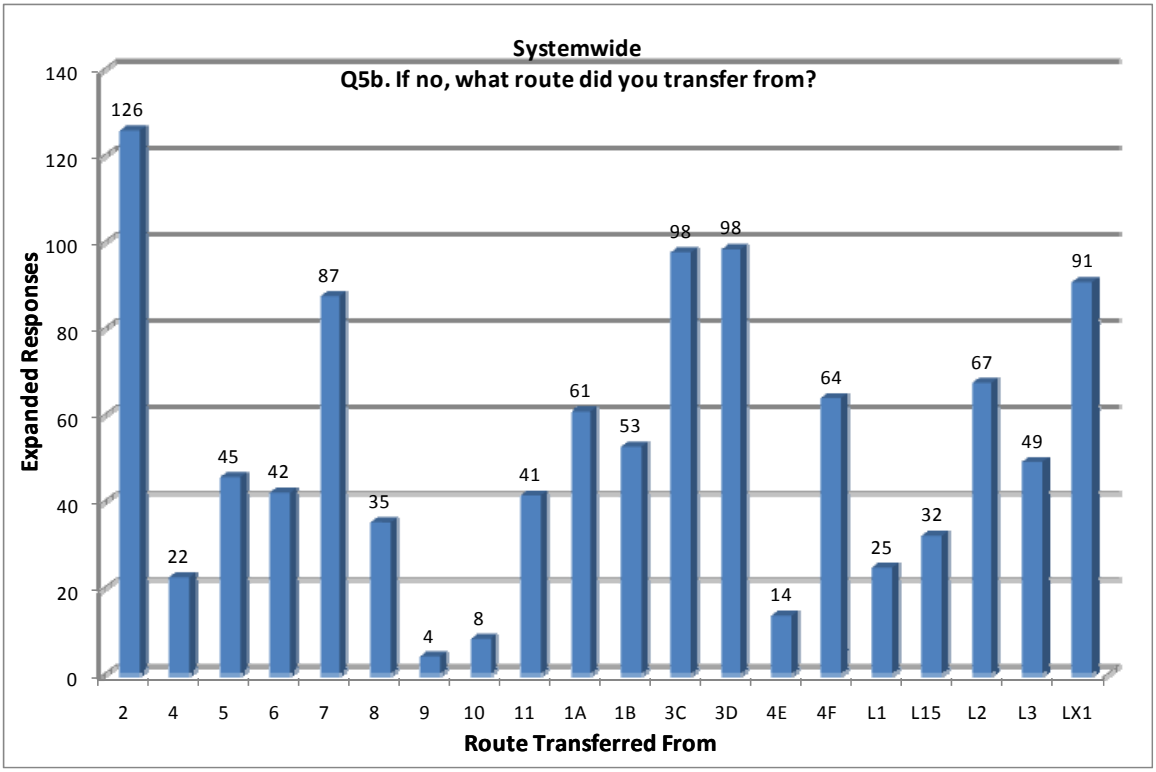
b) Yes, this is the first bus I used for this trip – Route # _____

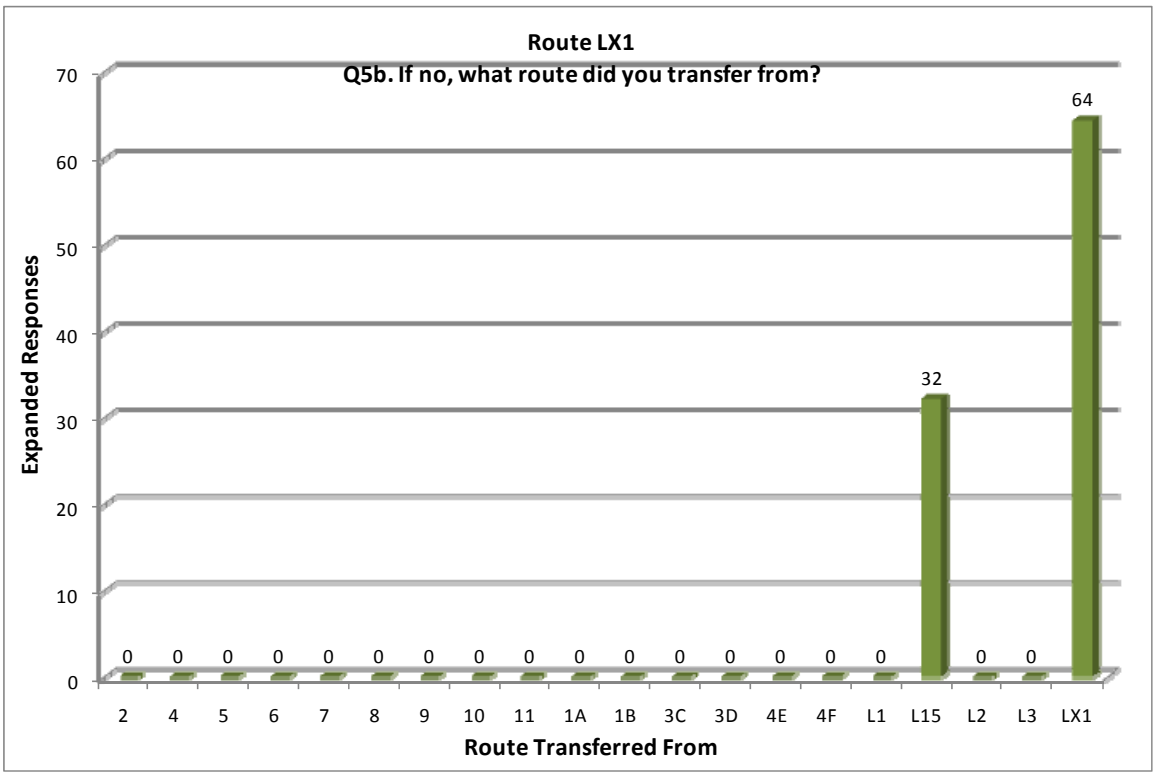
Almost all (98%) of Route LX1's riders transferred from another bus. All of those transfers were reported from Route LX1 (67%) and Route L15 (33%). It is odd that 67% of the riders reported that they transferred from the same route that they are on.

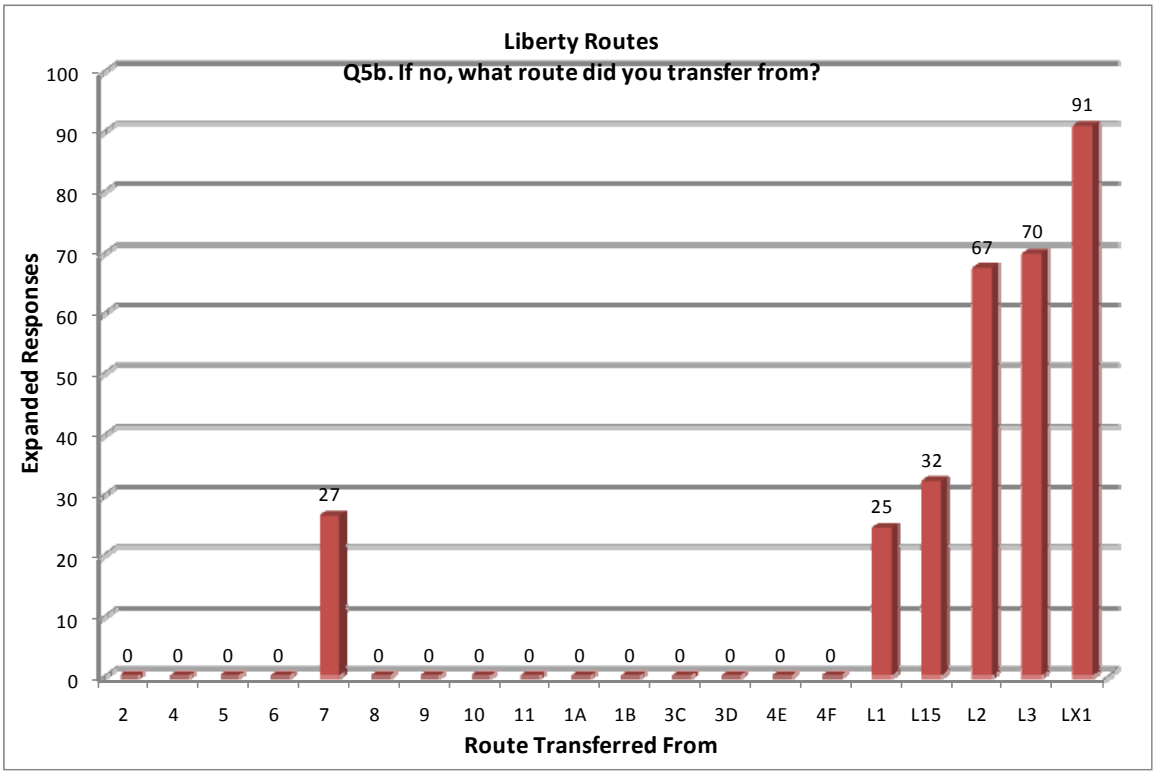
Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I Transferred	1,441	10%	3,311	98%	11,584	98%
Yes, this is my first bus	12,947	90%	64	2%	277	2%
Total	14,388	100%	3,375	100%	11,861	100%



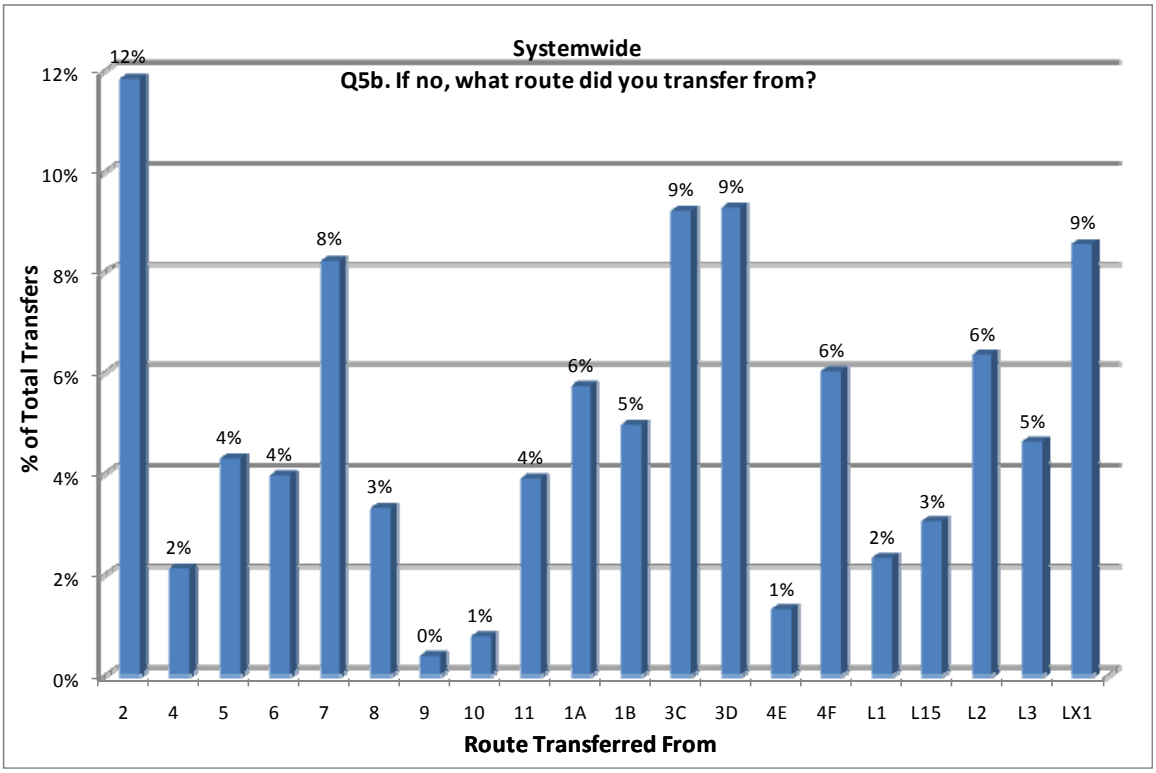
Originating Route Transferred From

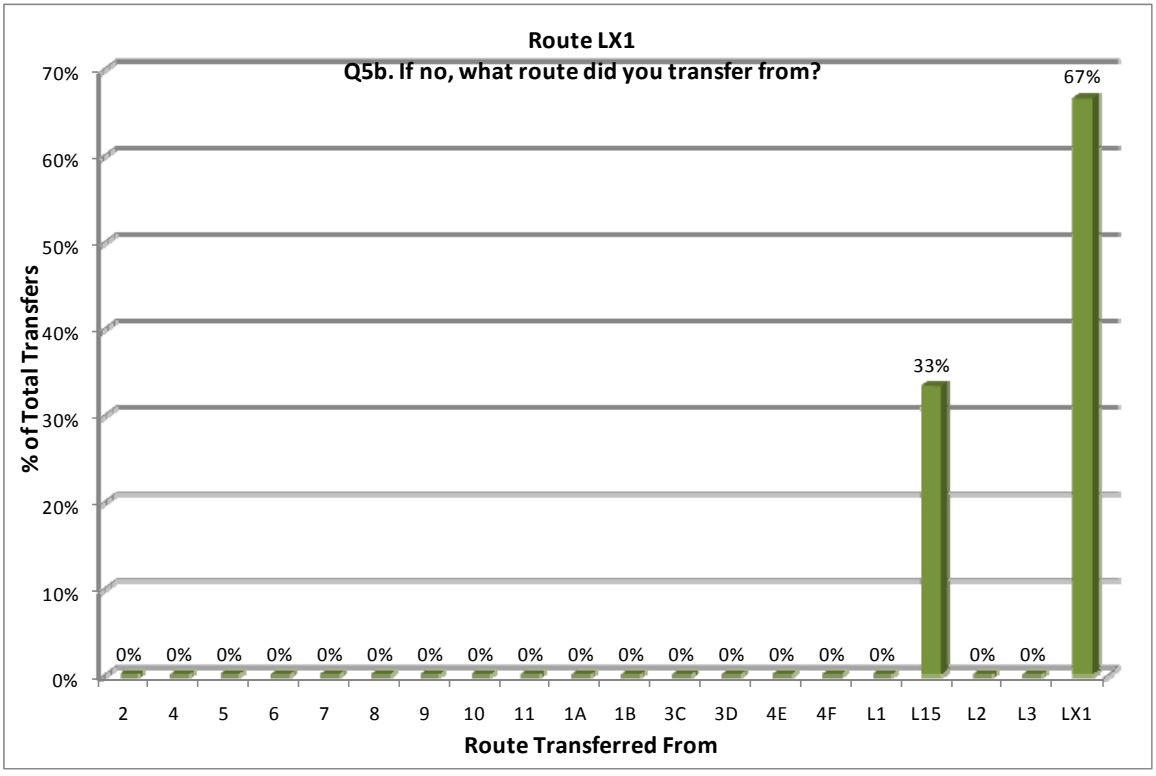


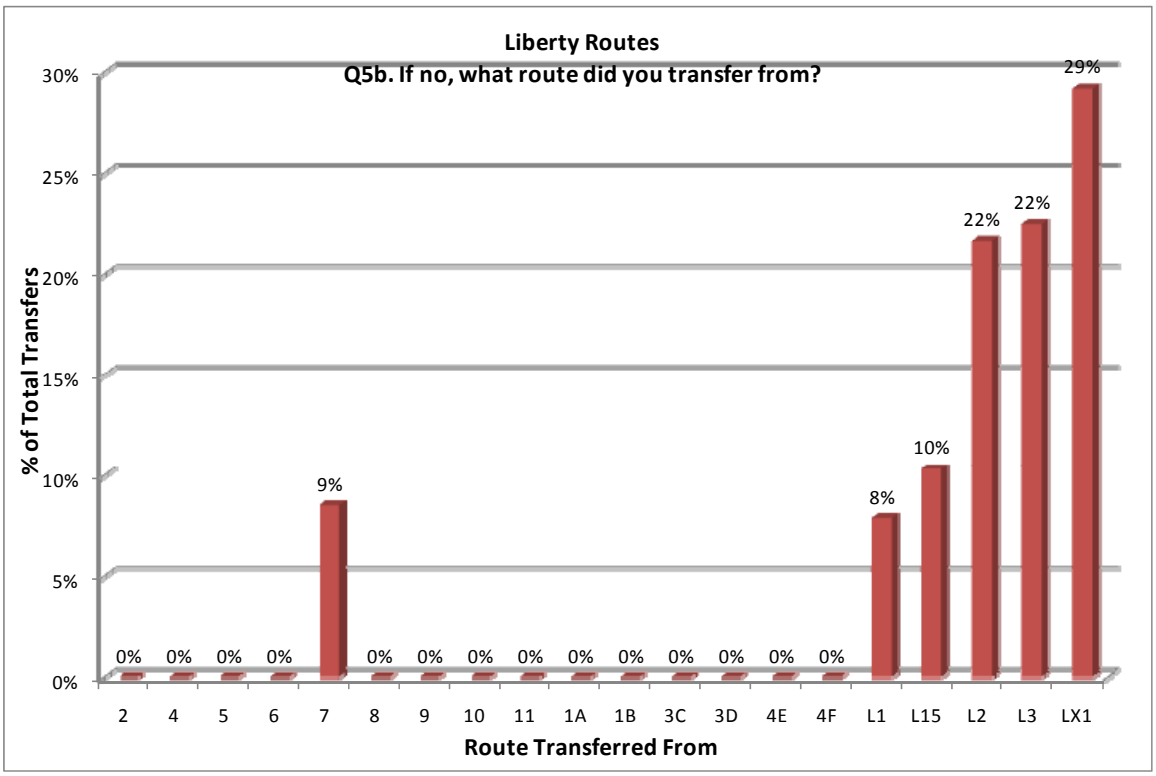

Route LX1
Q5b. If no, what route did you transfer from?
Expanded Responses
70
60
50
40
30
20
10
0
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 32 0 0 64
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From


Liberty Routes
Q5b. If no, what route did you transfer from?
Expanded Responses
100
90
80
70
60
50
40
30
20
10
0
0 0 0 0 27 0 0 0 0 0 0 0 0 0 0 0 25 32 67 70 91
2 4 5 6 7 8 9 10 11 1A 1B 3C 3D 4E 4F L1 L15 L2 L3 LX1
Route Transferred From

Originating Route Transferred From as a Percentage of Total Transfers







6. Where did you get on the bus you are riding now?

Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

7. Where will you get off the bus you are riding now?

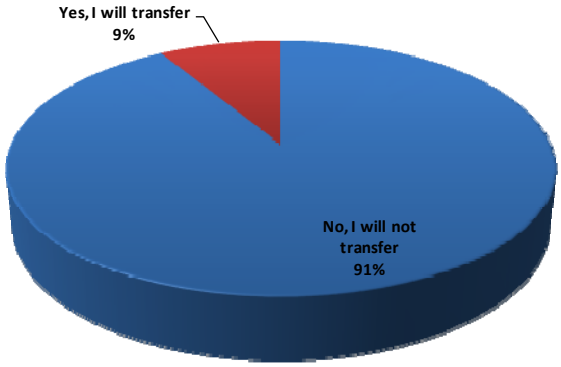
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been included in the electronic version of the database.

8. Will you transfer to another bus on this trip to where you are going now?

The number of riders transferring from Route LX1 to another route (2%) is comparable to the Liberty Route total. Riders transferred to Route L1 (100%).

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No, I will not transfer	13,825	91%	3,311	98%	11,584	98%
Yes, I will transfer	1,303	9%	64	2%	277	2%
Total	15,128	100%	3,375	100%	11,861	100%

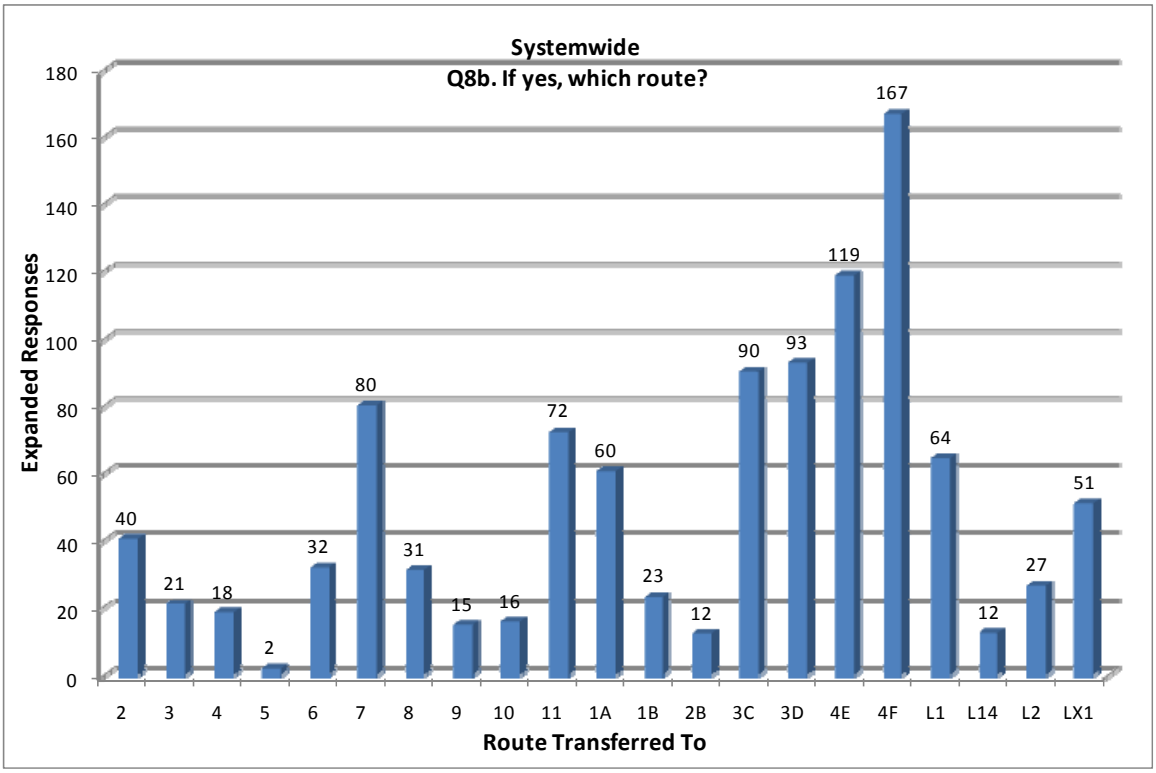
Systemwide
Q8a. Are you transferring to another bus?

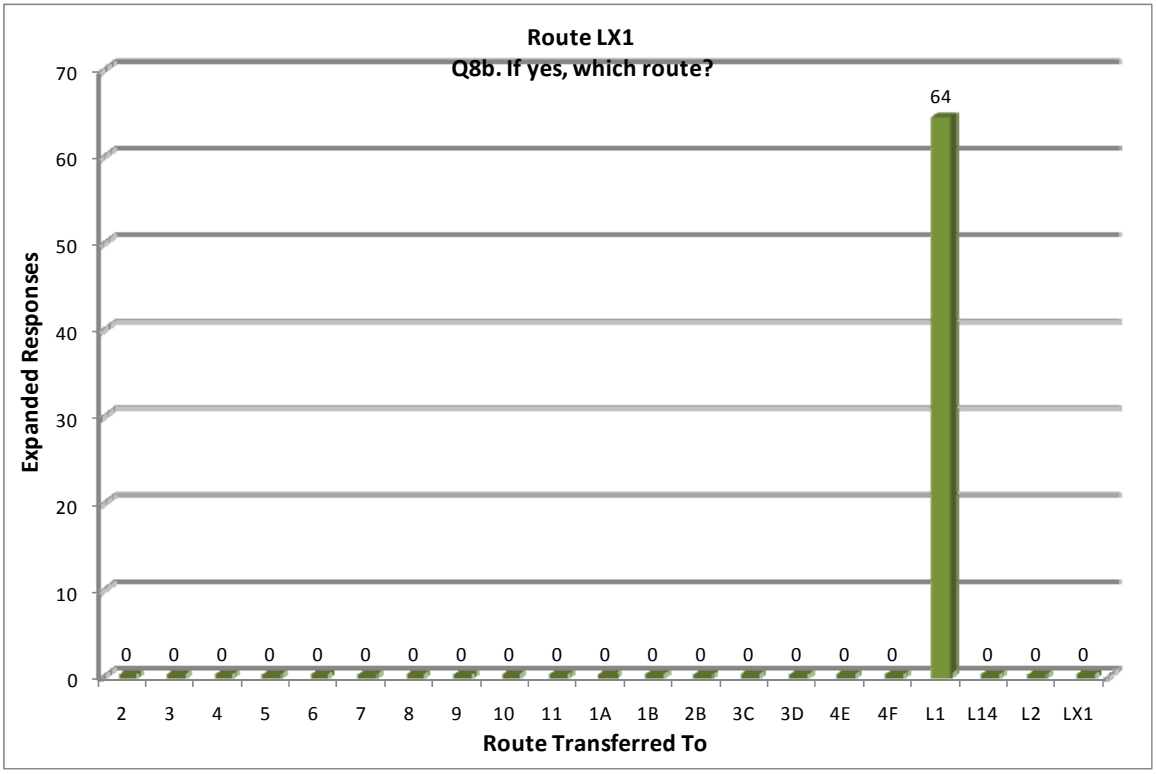


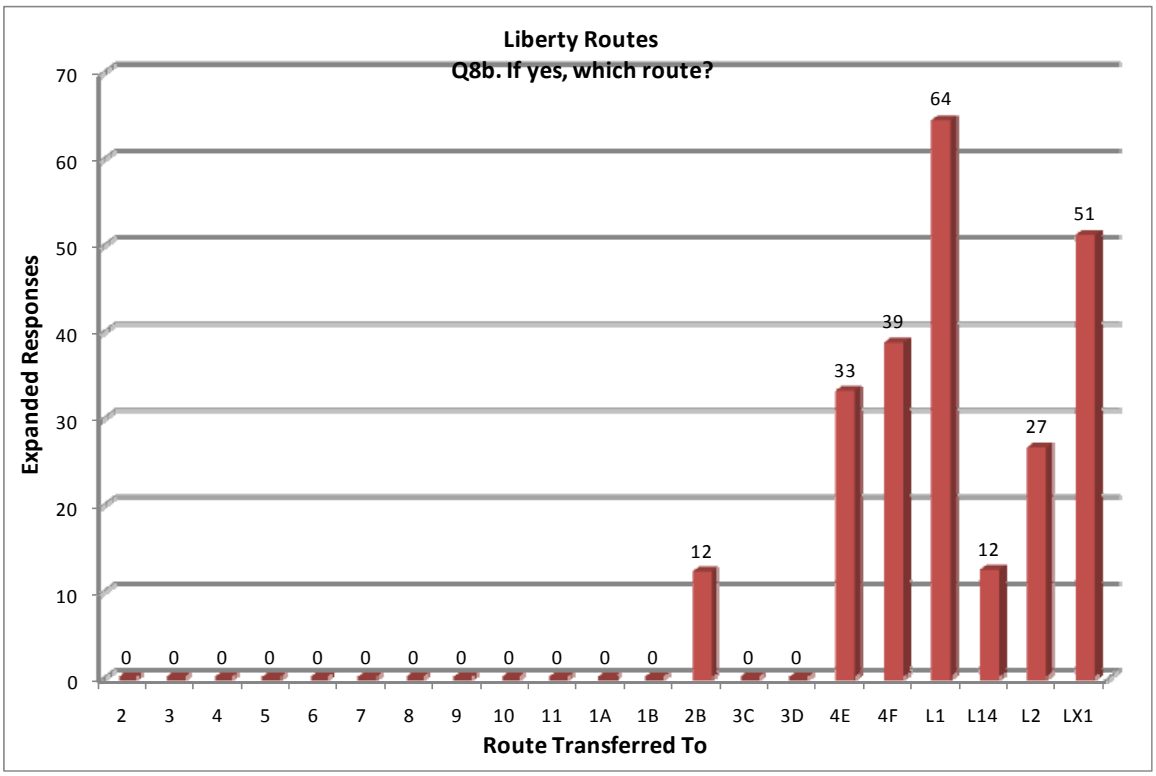
Route LX1
Q8a. Are you transferring to another bus?

Liberty Routes
Q8a. Are you transferring to another bus?

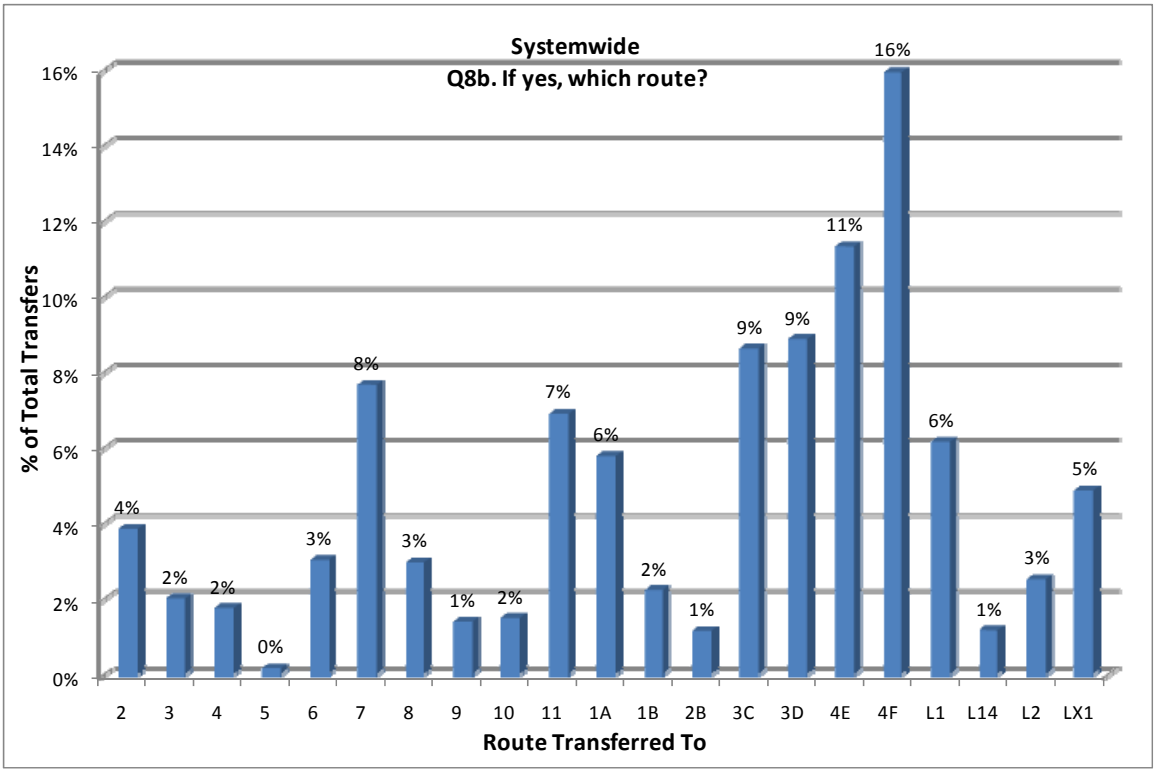
Route Transferred To

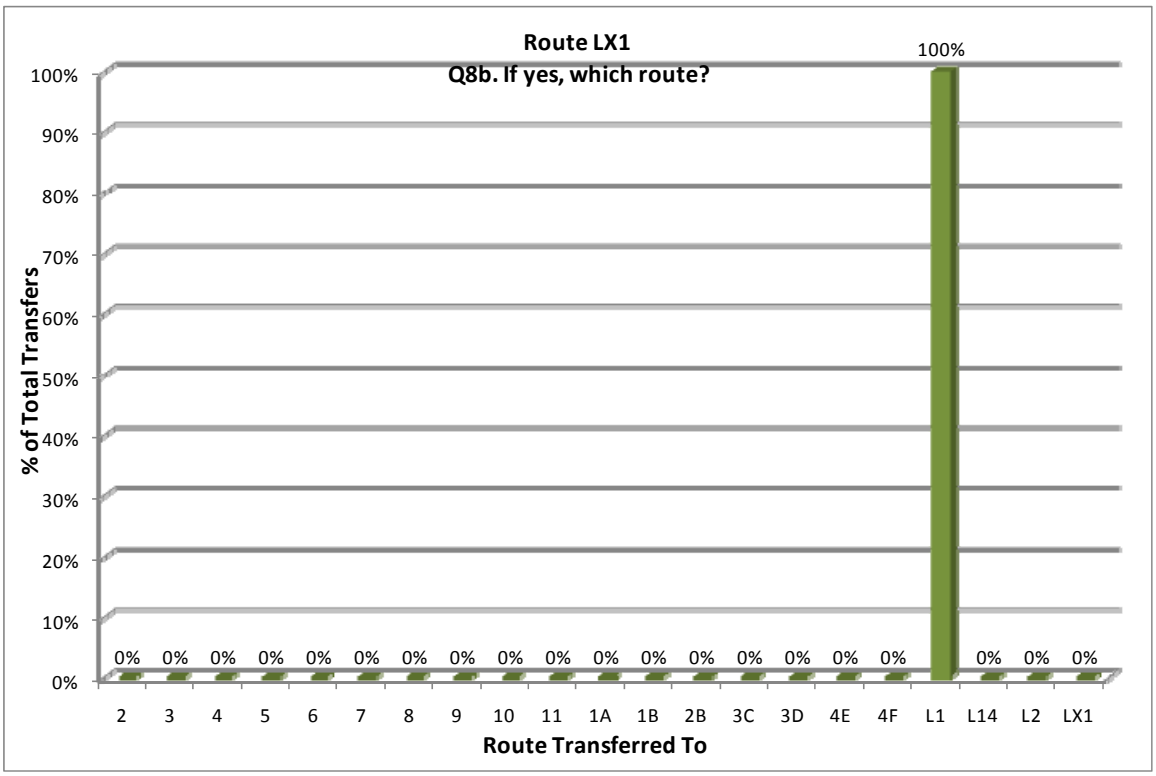


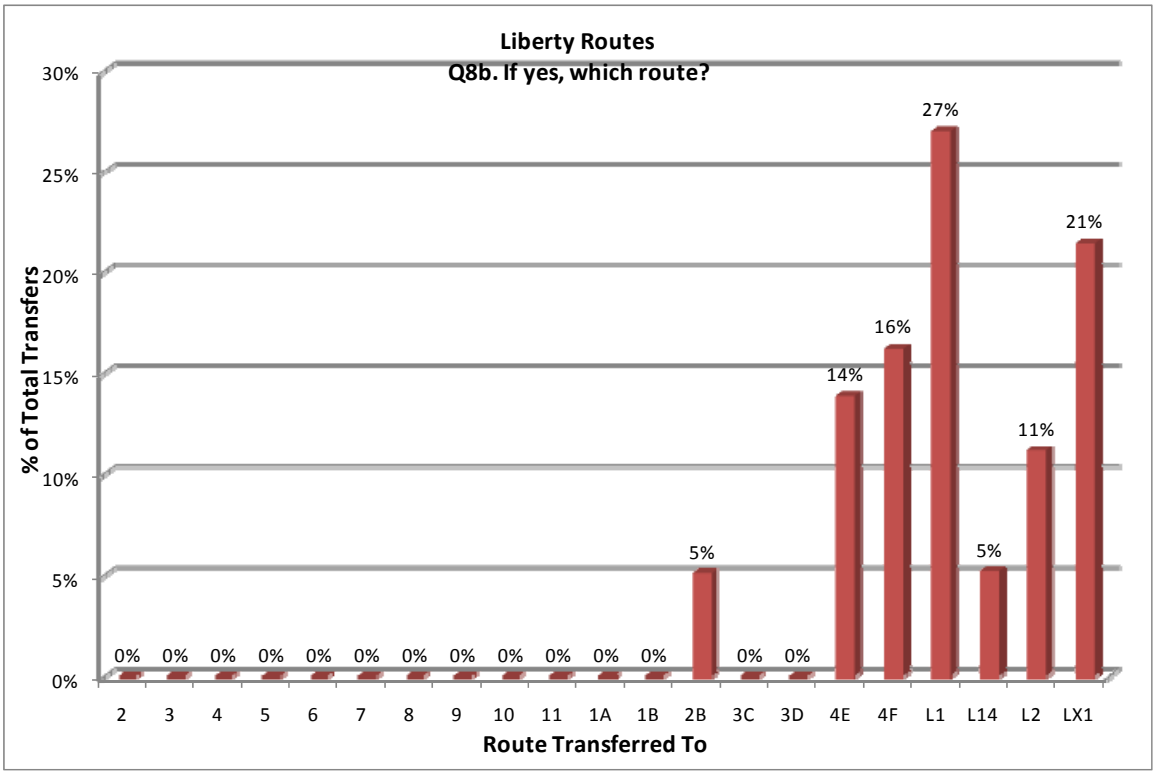




Route Transferred To as a Percentage of Total Transfers




Route LX1
Q8b. If yes, which route?
% of Total Transfers
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

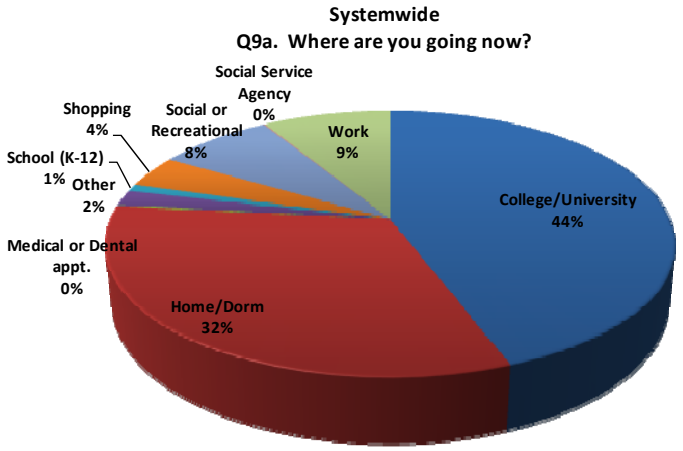

Liberty Routes
Q8b. If yes, which route?
% of Total Transfers
30%
25%
20%
15%
10%
5%
0%
0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 5% 0% 0% 14% 16% 27% 5% 11% 21%
2 3 4 5 6 7 8 9 10 11 1A 1B 2B 3C 3D 4E 4F L1 L14 L2 LX1
Route Transferred To

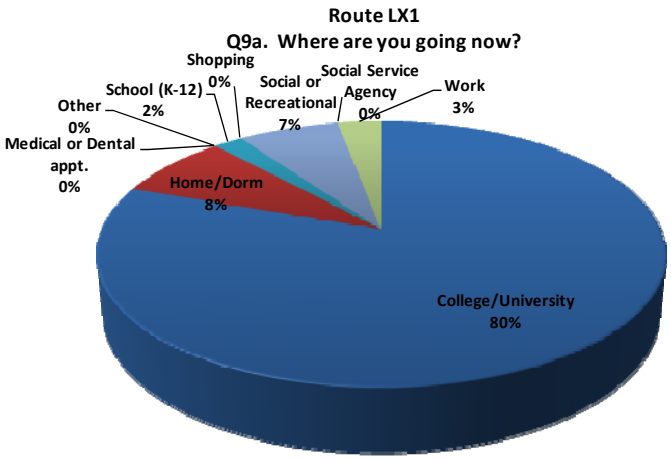
9. Where are you going now?

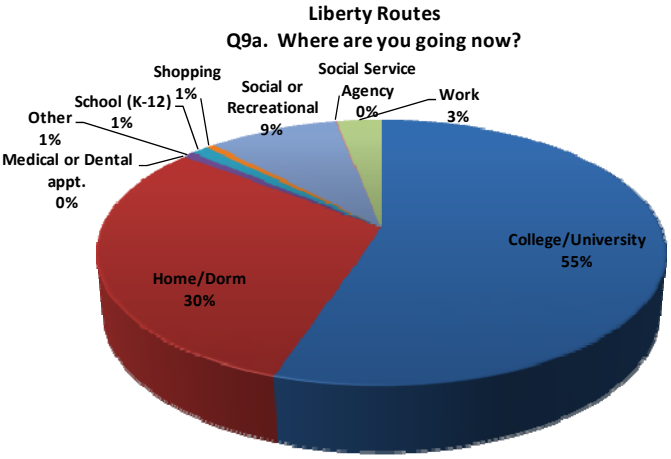
- **a. College/University**
- **b. Home/Dorm**
- **c. Medical or Dental Appointment**
- **d. Other**
- **e. School (K-12)**
- **f. Shopping**
- **g. Social or Recreational**
- **h. Social Service Agency**
- **i. Work**

On Route LX1, trip purposes were focused on college/university (80%) trips. Very few were associated with home/dorm (8%), social/recreational (7%), work (3%) or school (K-12) (2%).

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
College/University	6,940	44%	2,636	80%	6,765	55%
Home/Dorm	5,089	32%	257	8%	3,751	31%
Medical or Dental appt.	29	0%	-	0%	-	0%
Other	286	2%	-	0%	92	1%
School (K-12)	138	1%	64	2%	138	1%
Shopping	614	4%	-	0%	74	1%
Social or Recreational	1,223	8%	225	7%	1,079	9%
Social Service Agency	12	0%	-	0%	12	0%
Work	1,366	9%	96	3%	370	3%
Total	**15,696**	**100%**	**3,279**	**100%**	**12,280**	**100%**







10. What is the address or location of the place where you are going now?

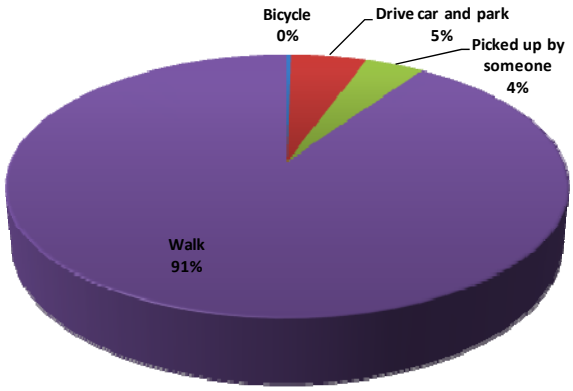
Given the hundreds of unique answers provided for this question, they will not be listed in this report. However, they have been geo-coded and included in the electronic version of the database.

11. How will you get to the place where you are going now from the last bus you will ride on this trip?

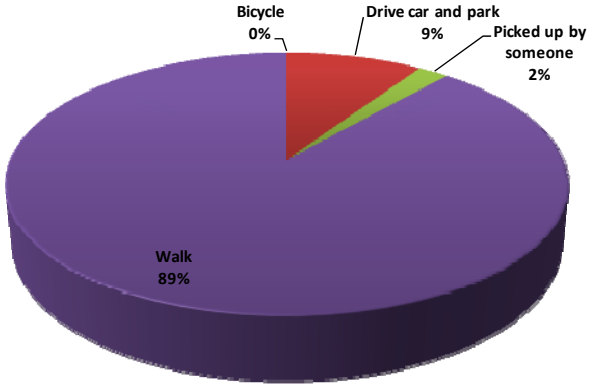
An even higher percentage (90%) of Liberty Route riders walk after alighting the bus than those who walk before boarding the bus. The number of walkers alighting Route LX1 (89%) is also very comparable to the Liberty Route total. No riders reported bicycling upon completing their trip.

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
Bicycle	35	0%	-	0%	-	0%
Drive car and park	768	5%	289	9%	705	6%
Picked up by someone	585	4%	64	2%	402	3%
Walk	13,176	90%	2,732	89%	10,410	90%
Total	**14,564**	**100%**	**3,086**	**100%**	**11,517**	**100%**

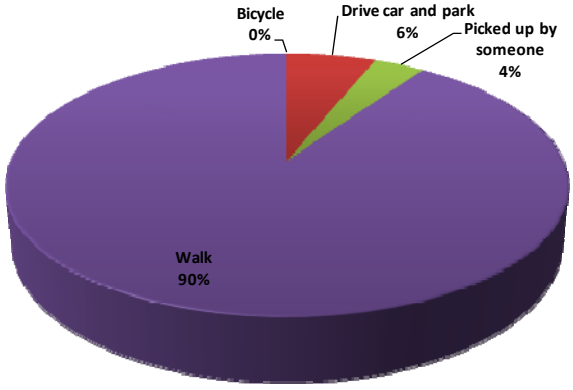
Systemwide
Q11a. How did you get to this bus?



Route LX1
Q11a. How did you get to this bus?

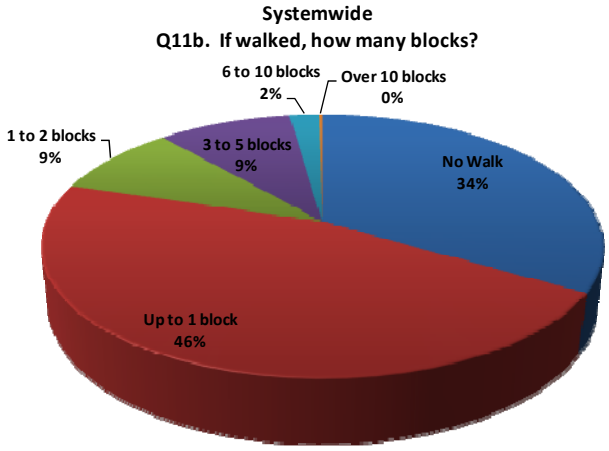


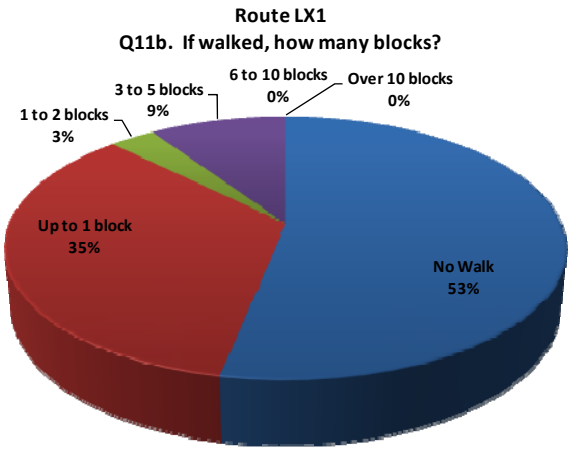
Liberty Routes
Q11a. How did you get to this bus?

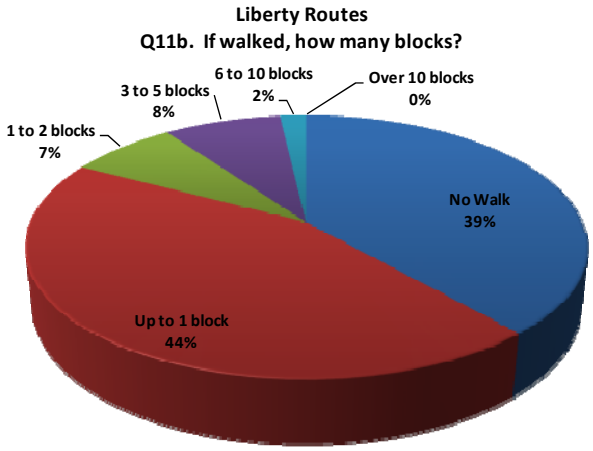


Of those who walked after alighting the bus, most (87%) arrived at their destination with less than one block of walking required. No walks were reported greater than five blocks.

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Walk	2,189	33%	546	53%	1,925	39%
Up to 1 block	3,027	46%	354	34%	2,213	44%
1 to 2 blocks	580	9%	32	3%	369	7%
3 to 5 blocks	603	9%	96	9%	403	8%
6 to 10 blocks	131	2%	-	0%	90	2%
Over 10 blocks	15	0%	-	0%	-	0%
Total	6,545	100%	1,029	100%	5,000	100%



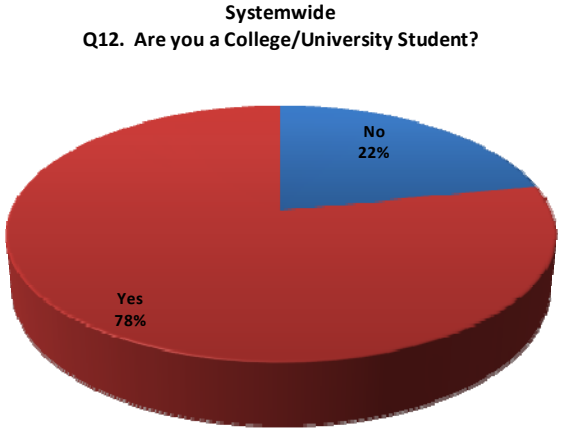




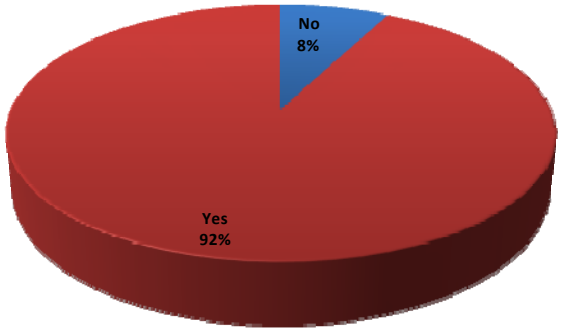
12. Are you a college/university student living away from home?

Route LX1 ridership is heavily impacted by student riders with 92% identifying as a college/university student living away from home.

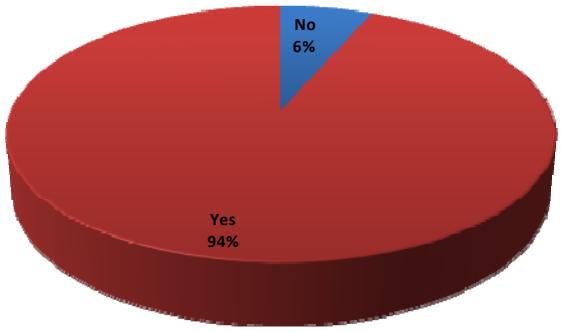
Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,460	22%	257	8%	809	6%
Yes	12,297	78%	3,086	92%	11,659	94%
Total	15,757	100%	3,343	100%	12,468	100%



Route LX1
Q12. Are you a College/University Student?



Liberty Routes
Q12. Are you a College/University Student?



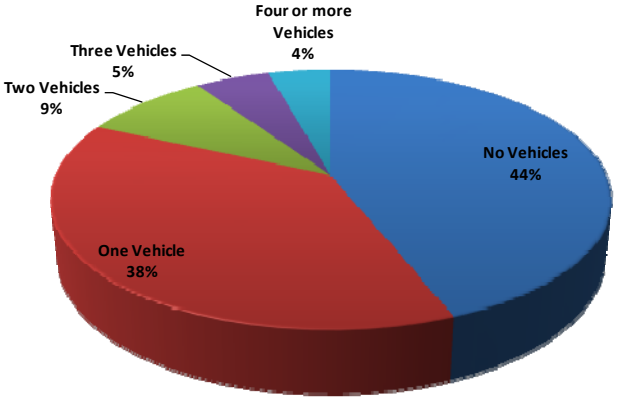
13. How many vehicles (autos, trucks, motorcycles) are available in the household where you live or stay? (If you are a college/university student living away from home, answer for yourself only)

a. 0
b. 1
c. 2
d. 3
e. 4 or more

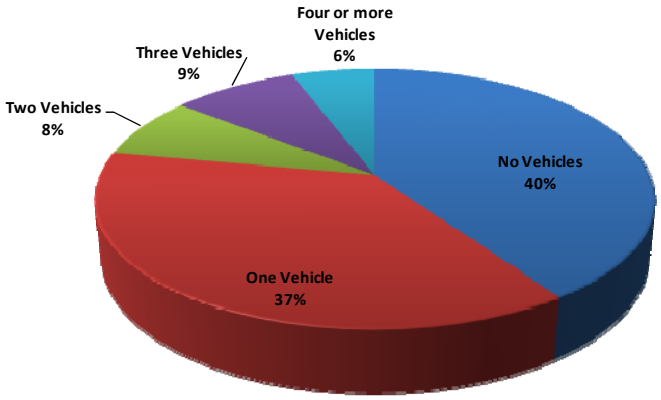
Automobile availability among Route LX1 riders was very similar to those Liberty Routes with 740% reporting no car available. Another 38% reported only one vehicle available in the household.

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No Vehicles	6,834	44%	1,350	40%	4,510	37%
One Vehicle	5,878	38%	1,254	38%	5,273	43%
Two Vehicles	1,370	9%	257	8%	1,082	9%
Three Vehicles	797	5%	289	9%	755	6%
Four or more Vehicles	670	4%	193	6%	662	5%
Total	15,548	100%	3,343	100%	12,282	100%

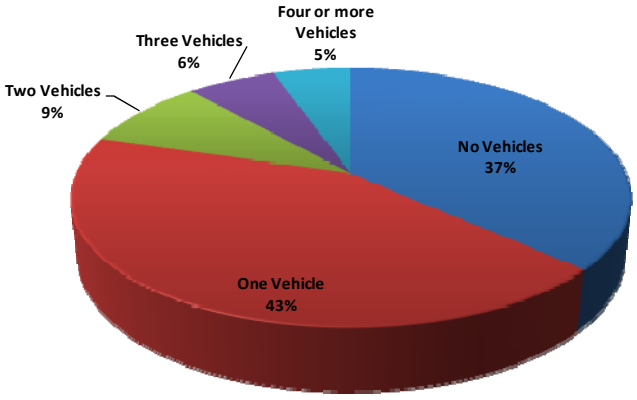
Systemwide
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



Route LX1
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?



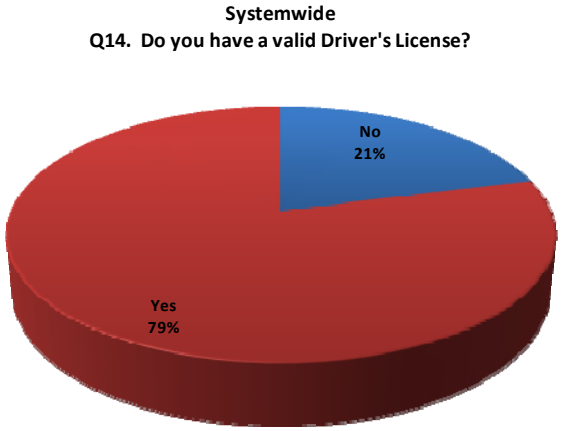
Liberty Routes
Question 13. How many usable cars, SUVs, vans, or trucks are at your home?

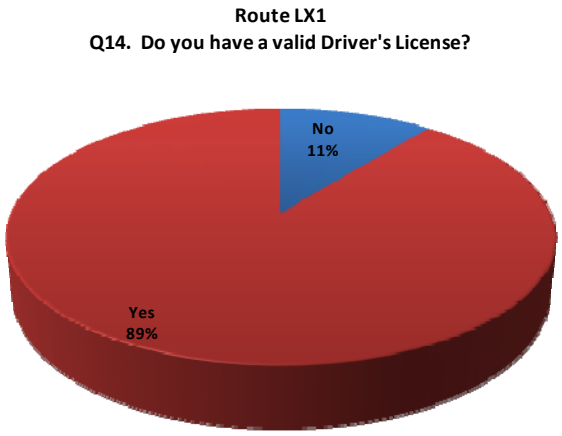


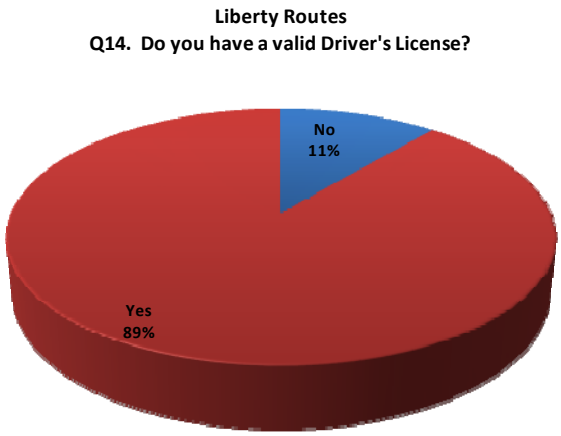
14. Do you have a valid driver's license?

The majority of GLTC's Liberty Route riders (89%) carry a valid driver's license. The same percentage (589%) of Route LX1's riders are licensed drivers.

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	3,220	21%	354	11%	1,346	11%
Yes	12,102	79%	2,925	89%	10,769	89%
Total	15,322	100%	3,279	100%	12,115	100%





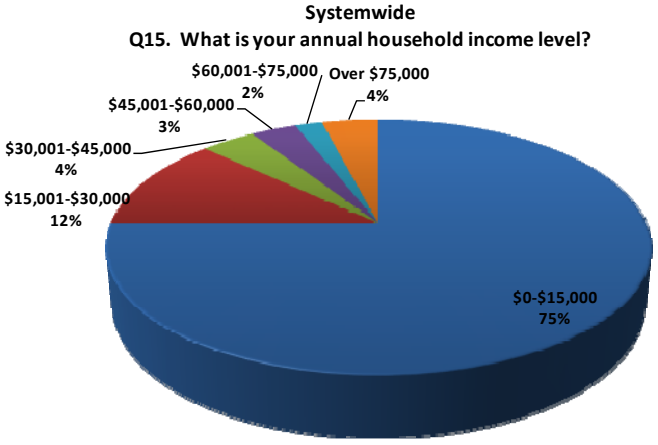


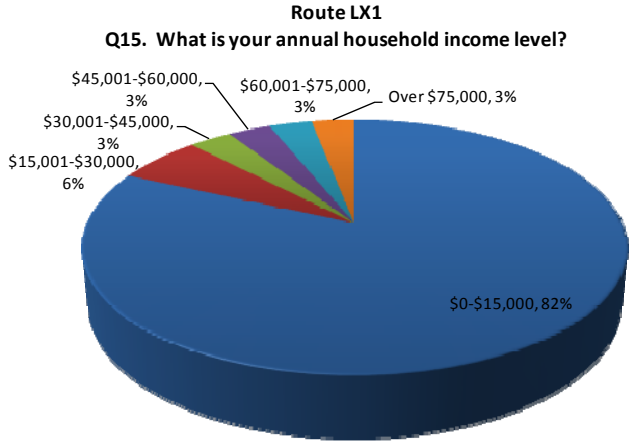
15. What is your annual household income level? (If you are a college/university student living away from home, answer for yourself only)

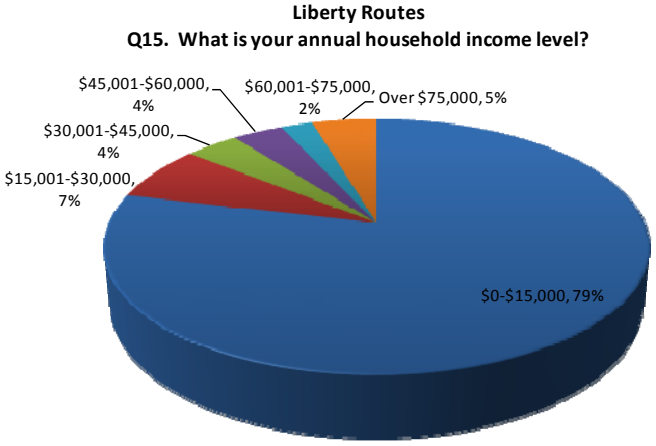
a) $0 - $15,000
b) $15,001 - $30,000
c) $30,001 - $45,000
d) $45,001 - $60,000
e) $60,001 - $75,000
f) Over $75,000

Route LX1's riders reported slightly lower earnings than those Liberty Route with 82% reporting less than $15,000 annually.

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
$0-$15,000	10,514	75%	2,604	82%	8,733	79%
$15,001-$30,000	1,671	12%	193	6%	779	7%
$30,001-$45,000	543	4%	96	3%	423	4%
$45,001-$60,000	452	3%	96	3%	395	4%
$60,001-$75,000	270	2%	96	3%	251	2%
Over $75,000	562	4%	96	3%	508	5%
Total	**14,013**	**100%**	**3,182**	**100%**	**11,090**	**100%**







16. How many people live in your household? (If you are a college/university student living away from home, answer for yourself only)

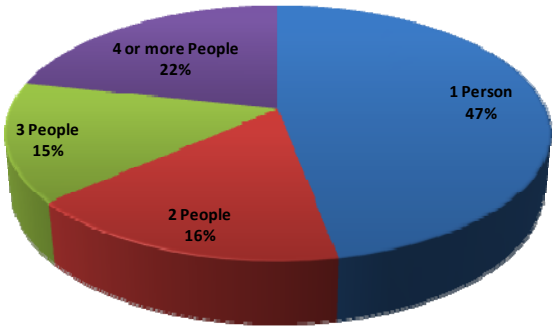
a) 1 **c) 3**

b) 2 **d) 4 or more**

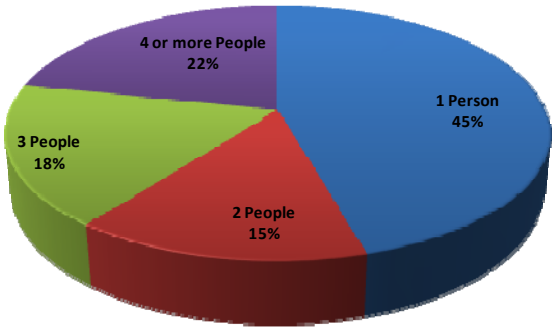
Route LX1's household residency is very similar to the Liberty Route total. 46% report living alone with another 15% living with one other person.

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
1 Person	7,055	47%	1,479	46%	5,847	50%
2 People	2,473	16%	482	15%	1,517	13%
3 People	2,238	15%	579	18%	1,754	15%
4 or more People	3,244	22%	707	22%	2,628	22%
Total	15,010	100%	3,246	100%	11,745	100%

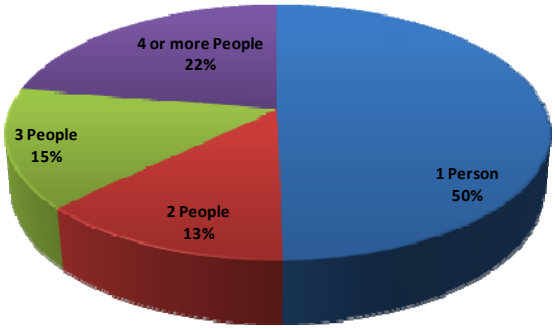
Systemwide
Q16. How many people live in your household?



Route LX1
Q16. How many people live in your household?



Liberty Routes
Q16. How many people live in your household?

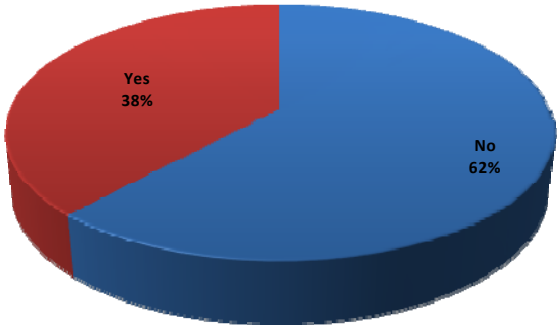


17. Have you transferred at the Plaza in the last week?

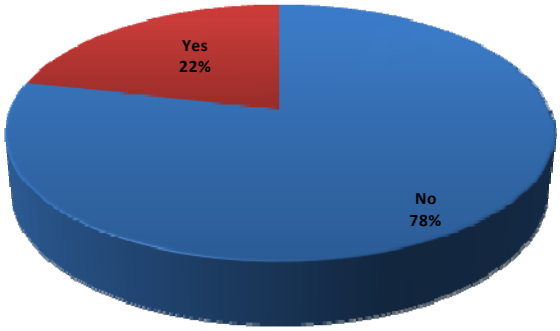
22% of Route LX1 riders have transferred at the Plaza in the last week. This is consistent with the Liberty Route riders (24%).

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
No	9,501	62%	2,571	78%	9,135	76%
Yes	5,868	38%	707	22%	2,896	24%
Total	15,369	100%	3,279	100%	12,031	100%

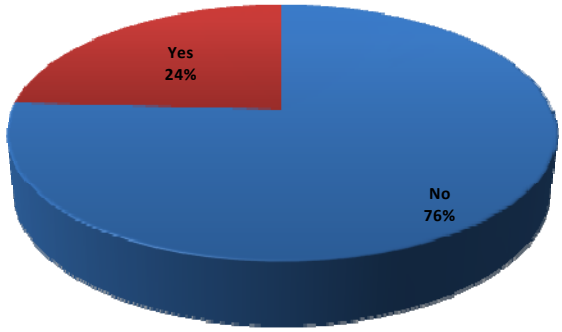
Systemwide
Q17a. Have you transfered at the Plaza in the last week?



Route LX1
Q17a. Have you transfered at the Plaza in the last week?



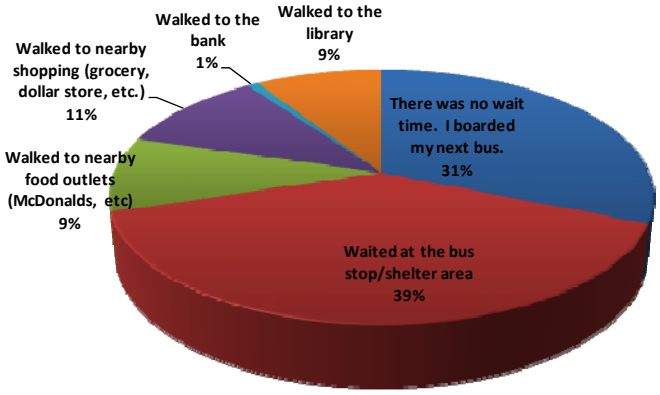
Liberty Routes
Q17a. Have you transfered at the Plaza in the last week?



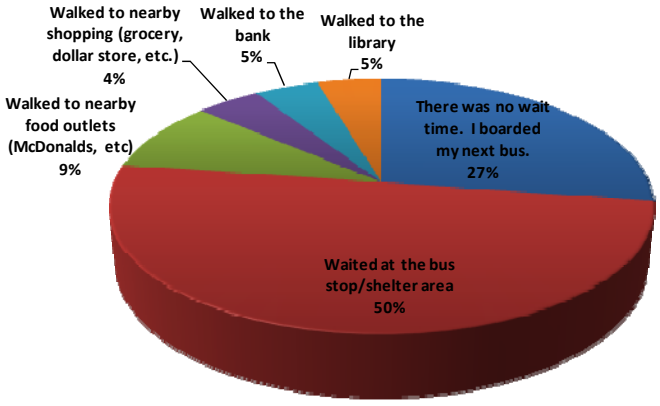
Of the Route LX1 riders that have transferred at the Plaza in the last week, 27% stated there was no wait time and they boarded the next bus. 50% waited at the bus stop/shelter area. Another 9% walked to nearby food outlets and 5% said that they walked to nearby shopping. 5% reported walking to the bank and another 5% reported that they walked to the library. These findings are consistent with the Liberty Route respondents.

Response	Systemwide		Route LX1		Liberty Routes	
	Expanded Data	%	Expanded Data	%	Expanded Data	%
There was no wait time. I boarded my next bus.	1,773	31%	193	27%	779	27%
Waited at the bus stop/shelter area	2,216	39%	354	50%	1,410	49%
Walked to nearby food outlets (McDonalds, etc)	535	9%	64	9%	125	4%
Walked to nearby shopping (grocery, dollar store, etc.)	603	11%	32	5%	308	11%
Walked to the bank	44	1%	32	5%	44	2%
Walked to the library	511	9%	32	5%	183	6%
Total	5,682	100%	707	100%	2,850	100%

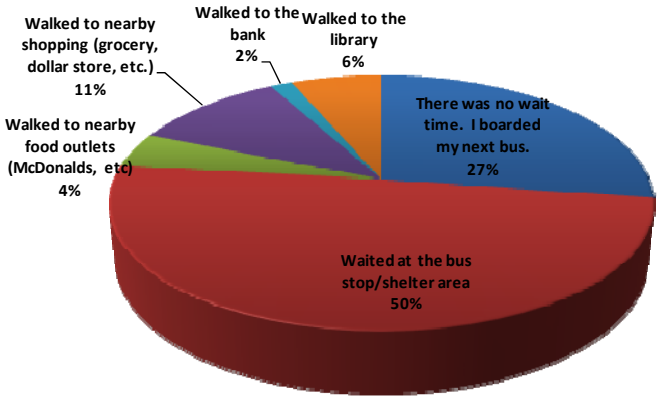
Systemwide
Q17b. What did you do while waiting?



Route LX1
Q17b. What did you do while waiting?



Liberty Routes
Q17b. What did you do while waiting?



Appendix D

Public Outreach

Public Input Workshops for Transit Development Plan and Comprehensive Operations Analysis March 1-3, 2010

DRPT
Virginia Department of Rail and Public Transportation

GLTC

CONNETICS
TRANSPORTATION GROUP

Agenda

- What is a TDP?
- What is a COA?
- What's Involved?
- TDP & COA Schedule
- What are your Transit Needs?
- Public Comments and Suggestions

What is a TDP?

- A Transit Development Plan is a Short-Range Plan that:
  - Presents agency goals and objectives
  - Provides a general assessment of existing service characteristics
  - Identifies near-term service and facility needs
  - Presents a schedule for funding and implementing new services and facilities

What is a TDP? (continued)

- Commonwealth (DRPT) requires TDPs as a condition for state funding
- TDPs to be used by DRPT for state-level programming and planning
- Provide Commonwealth with a basis to include agency programs in Statewide Transportation Improvement Program
- Commonwealth providing technical assistance to smaller agencies

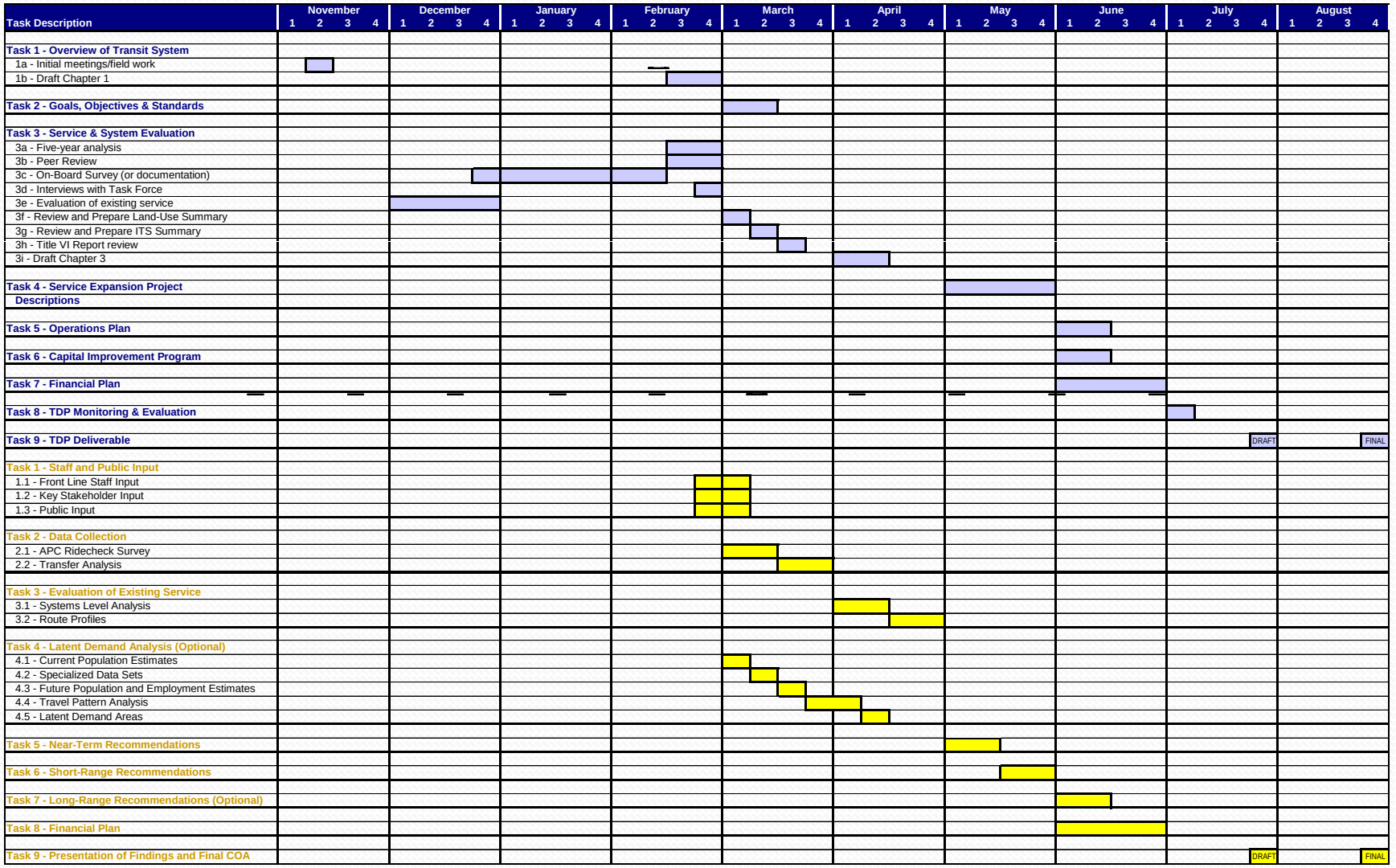
What is a COA?

- Deeper, more comprehensive review of service, equipment and facilities needs
- Detailed analysis of trip-level and stop-level ridership data
- Emphasis on improved efficiencies and cost effectiveness
- Seeks cost-feasible transit expansion opportunities

What's Involved?

- Staff and Public Input
- Data Collection
- Evaluation of Existing Service
- Latent Demand Analysis
- Develop Recommendations
  - Near Term (1-3 years)
  - Short Range (4-6 years)
  - Long Range (7-10 years)
- Financial Plan

TDP & COA Schedule

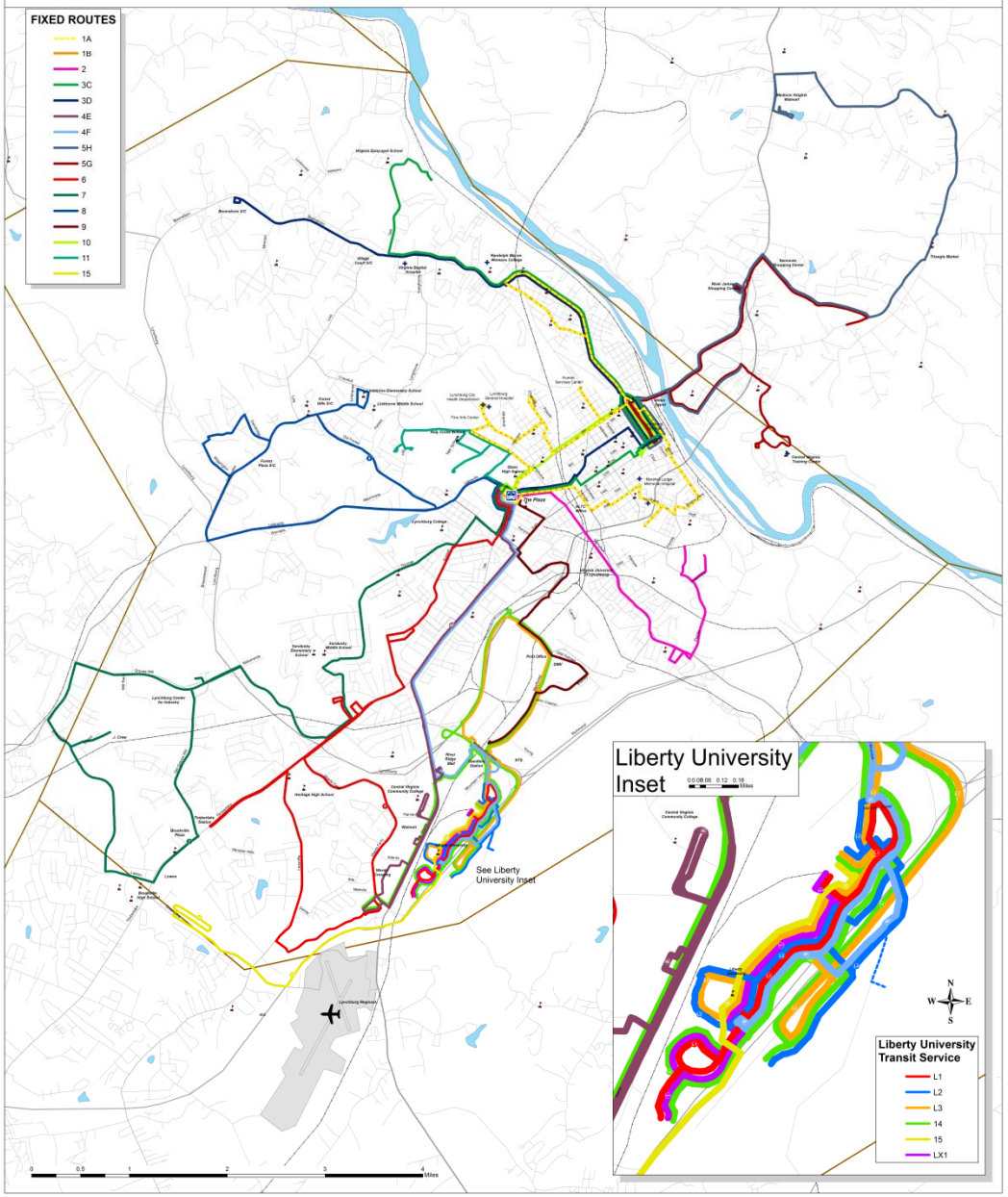


What are your Transit Needs?

- Areas Served & Unserved
- Directness of Service
- Service Days & Times (Weekends & Evenings)
- Service Frequency
- Connectivity (Transit Centers and Facilities)
- Accessibility
- Types of Service (Fixed-Route, Flex-Route, Express, etc.)

Public Comments and Input

Greater Lynchburg Transit Company
System Map



Appendix E

Lynchburg TDP

Triennial Review

U.S. Department
of Transportation
Federal Transit
Administration

REGION III
Delaware, District of
Columbia, Maryland,
Pennsylvania, Virginia, West
Virginia

1760 Market Street
Suite 500
Philadelphia, PA 19103-4124
215-656-7100
215-656-7260 (fax)

JUN 17 2009

Mr. Scott H. Willis
Assistant General Manager
Greater Lynchburg Transit Company
1301 Kemper Street
P.O. Box 797
Lynchburg, Virginia 24505-0797

Re: FTA 2009 Triennial Review Program – Final Report

Dear Mr. Willis:

Enclosed is a copy of the final report of the Triennial Review, which was conducted at the Greater Lynchburg Transit Company (GLTC), VA. Walter Carter of Interactive Elements, Incorporated conducted the review and prepared the report for the Federal Transit Administration (FTA). The final report is based on the findings that were made at the time of the site visit.

The Triennial Review focused on GLTC's compliance in 22 areas. No deficiencies were found with the FTA requirements in 17 of the 22 areas reviewed. Deficiencies were found in the other 5 areas. In addition, advisory comments were made in the Safety and Security area. The Drug and Alcohol Program area was not reviewed because the agency had a Drug and Alcohol Program Compliance audit on February 7-9, 2007. Based upon the corrective actions you have taken, we have closed the findings in 4 out of the 5 areas. A corrective action remains to be made in the Financial area.

Thank you for the hospitality and cooperation shown to us in conjunction with the Triennial Review. We appreciate the assistance and expeditious completion of the recommended corrective actions. If you need any assistance please contact Karen Roscher. She can be reached at 215-656-7002.

Sincerely,

FOR Michael McCollum
Director, Office of Program Management
& Oversight

Enclosure

cc: Matt Tucker, VDR&PT

FINAL REPORT

FY2009 TRIENNIAL REVIEW

of the

Greater Lynchburg Transit Company
Lynchburg, VA.

Desk Review: February 11, 2009
Site Visit: May 19-20, 2009

June 2009

Prepared for the
Federal Transit Administration
Region III
Philadelphia, PA

by

Interactive Elements Incorporated

Table of Contents

I. TRIENNIAL REVIEW BACKGROUND 1

II. REVIEW PROCESS 1

III. DESCRIPTION OF THE GRANTEE 2

IV. RESULTS OF THE REVIEW 3

1. Legal 3
2. Financial 3
3. Technical 4
4. Satisfactory Continuing Control 5
5. Maintenance 5
6. Procurement 5
7. Disadvantaged Business Enterprise (DBE) 6
8. Buy America 7
9. Suspension/Debarment 7
10. Lobbying 7
11. Planning/Program of Projects 8
12. Title VI 8
13. Public Comment Process for Fare Increases and Service Reductions 8
14. Half Fare 8
15. ADA 9
16. Charter Bus 9
17. School Bus 9
18. National Transit Database (NTD) 9
19. Safety and Security 10
20. Drug-Free Workplace 11
21. Drug and Alcohol Program 11
22. Equal Employment Opportunity (EEO) 11
23. ITS Architecture 12

V. SUMMARY OF FINDINGS AND CORRECTIVE ACTIONS 13

VI. TRANSIT SECURITY EXPENDITURES 15

VII. ATTENDEES 16

I. TRIENNIAL REVIEW BACKGROUND

The United States Code, chapter 53 of title 49, requires the Federal Transit Administration (FTA) of the United States Department of Transportation (USDOT) to perform reviews and evaluations of Urbanized Area Formula Grant activities at least every three years. This requirement is contained in 49 U.S.C. 5307(i).

> (2) At least once every 3 years, the Secretary shall review and evaluate completely the performance of a recipient in carrying out the recipient's program, specifically referring to compliance with statutory and administrative requirements and the extent to which actual program activities are consistent with the activities proposed under subsection (d) of this section and the planning process required under sections 5303-5306 of this title.
>
> (3) The Secretary may take appropriate action consistent with the review, audit and evaluation under this subsection, including making an appropriate adjustment in the amount of a grant or withdrawing the grant.

The Triennial Review includes a review of the grantee's compliance in 23 different areas. The basic requirements for each of these areas are summarized below.

This report presents the findings from the Triennial Review of the Greater Lynchburg Transit Company of Lynchburg, VA. This review was performed in accordance with FTA procedures (published in FTA Order 9010.1B, April 5, 1993) and included preliminary reviews of documents on file at the Region III Office in Philadelphia and on-site discussions and review of the procedures, practices, and records of the Greater Lynchburg Transit Company as deemed necessary. The review concentrated primarily on procedures and practices employed during the past three years; however, coverage was extended to earlier periods as needed to assess the policies in place and the management of grants. During the visit, administrative and statutory requirements were discussed, documents were reviewed, and facilities were toured. Specific documents examined during the Triennial Review are available in FTA's and Greater Lynchburg Transit Company's files.

II. REVIEW PROCESS

The desk review was conducted in the Region III Office on February 11, 2009. Following the desk review, an agenda package was sent to Greater Lynchburg Transit Company advising it of the site visit and indicating additional information that would be needed and issues that would be discussed.

The site visit to Greater Lynchburg Transit Company occurred on May 19-20, 2009. The individuals participating in the review are listed in Section VII of this report.

At the entrance conference, the purpose of the Triennial Review and the review process were discussed. During the site visit, urbanized area formula grant program administrative and statutory requirements were discussed and documents were reviewed. Greater Lynchburg Transit Company's transit facilities were toured to provide an overview of activities related to FTA-funded projects. A sample of FTA-funded vehicles was inspected during the site visit.

On completion of the review, an exit conference was held with Greater Lynchburg Transit Company staff to discuss findings, corrective actions and schedules. This information is summarized in the table in Section V of this report. A draft copy of this report was provided to Greater Lynchburg Transit Company at the exit conference.

III. DESCRIPTION OF THE GRANTEE

Greater Lynchburg Transit Company is a regional transportation authority that provides transit service in Lynchburg, VA and to Amherst County, VA. The population of the service area is approximately 85,000. Greater Lynchburg Transit Company is governed by a Board of Directors and has no employees. Greater Lynchburg Transit Company contracts with First Transit for management services. First Transit has established a subsidiary firm Central Virginia Transit that employees all other staff. Greater Lynchburg Transit Company provides fixed route and ADA complementary paratransit service called "Paratransit Services (PTS)."

Greater Lynchburg Transit Company operates a network of 14 fixed routes. Service is provided weekdays from 5:45 a.m. to 10:30 p.m. Saturday service is operated from 6:00 a.m. to 10:30 p.m. and Sunday service is 9:45 a.m. to 6:00 p.m. Complementary paratransit service operates during the same days and hours of service as the fixed routes. Greater Lynchburg Transit Company's administrative and maintenance headquarters is in Lynchburg, VA.

The basic adult fare for bus service is $1.50. A reduced fare of $.75 is offered to the elderly, disabled persons and Medicare cardholders during all service hours. The fare for ADA paratransit service is $3.00.

Greater Lynchburg Transit Company operates a fleet of 40 buses for fixed-route service. Its bus fleet consists of standard 30-and 35-foot transit coaches. The current peak requirement is 27 vehicles. Greater Lynchburg Transit Company also has a fleet of four paratransit vehicles, which it operates for its paratransit service. Greater Lynchburg Transit Company's active fleet includes one replica trolley, which was purchased with FTA assistance. The replica trolley has reached its useful life and is maintained and stored on FTA funded property.

Greater Lynchburg Transit Company's National Transit Database Report for FY2008 provided the following financial and operating statistics for its fixed-route and paratransit service:

	Fixed-Route Service	Paratransit Service
Unlinked Passengers	2,628,441	15,773
Revenue Hours	85,100	7,297
Operating Expenses	5,446,253	289,489

Over the last three years, Greater Lynchburg Transit Company reported that it had not completed any significant capital projects or purchases. However, over the next two years GLTC will replace eight of its heavy and light duty buses and, at least two service vehicles. During fiscal year 2009, Greater Lynchburg Transit Company plans to use over $2.5 million in capital funds to complete a transit terminal in downtown Lynchburg, VA. Architectural and engineering services for the new terminal were to have been awarded in 2008 in preparation for the start of construction in 2009. However, local political issues delayed the award to April of 2009.

IV. RESULTS OF THE REVIEW

The Triennial Review focused on Greater Lynchburg Transit Company's compliance in 22 different areas. This section provides a discussion of the basic requirements and findings in each area. No deficiencies were found with the FTA requirements in 17 of the 22 areas reviewed. Deficiencies were found in the following 5 areas: Financial, Satisfactory Continuing Control, Procurement, DBE, and NTD. In addition, advisory comments were made in the Safety and Security area. The Drug and alcohol program area was not reviewed because the agency had a Drug and Alcohol Program Compliance audit on February 7 - 9, 2007.

1. Legal

Basic Requirement: The grantee must be eligible and authorized under state and local law to request, receive, and dispense FTA funds and to execute and administer FTA funded projects. The authority to take all necessary action and responsibility on behalf of the grantee must be properly delegated and executed.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for legal.

2. Financial

Basic Requirement: The grantee must demonstrate the ability to match and manage FTA grant funds, cover cost increases, cover operating deficits through long-term stable and reliable sources of revenue, maintain and operate federally funded facilities and equipment, and conduct an annual independent organization-wide audit in accordance with the provisions of OMB Circular A-133.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, deficiencies were found with the FTA requirements for financial.

Greater Lynchburg Transit Company Financial Status Reports do not include any unliquidated obligations for Grant numbers VA-90-X201-01 and VA-90-X256-00.

In addition, there were unresolved findings in Greater Lynchburg Transit Company single audit reports. The unresolved findings include several material weaknesses that have been reported for the past three years. Management's responses indicated that there were compensating procedures in place to satisfy the auditor's recommendations. However, the City's internal audit, completed in May 2009, which assessed the agency's procedures, merely confirmed the findings noted in the past years single audit reports. The review of the current ECHO process with staff further confirmed that there is not an adequate separation of duties for financial transactions.

Corrective Action and Schedule: Within 30 days of the issuance of the final report or by July 19, 2009, Greater Lynchburg Transit Company must provide FTA Region III Office with an assurance that it understands and will process future financial status reports to include all unliquidated obligations.

Subsequent to the issuance of the draft report, Greater Lynchburg Transit Company submitted satisfactory corrective action to the regional office. As such, the deficiency has been closed as of May 26, 2009.

Corrective Actions and Schedule: Within 90 days of the issuance of the final report or by September 17, 2009, Greater Lynchburg Transit Company must develop and implement written procedures that will effectively eliminate the causes of the material weaknesses noted in the single audit reports including the lack of separation of duties for financial transactions. GLTC must provide FTA Region III Office with a copy of the written procedures.

3. Technical

Basic Requirement: The grantee must be able to implement the Urbanized Area Formula Grant Program of Projects in accordance with the grant application, Master Agreement, and all applicable laws and regulations, using sound management practices.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for technical.

4. Satisfactory Continuing Control

Basic Requirement: The grantee must maintain control over real property, facilities, and equipment and ensure that they are used in transit service.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, deficiencies were found with the FTA requirements for satisfactory continuing control.

Greater Lynchburg Transit Company staff performed its annual inventory of vehicles and equipment. Greater Lynchburg Transit Company had not reconciled the results of the bi-annual inventory.

Greater Lynchburg Transit Company's spare ratio for fixed route buses exceeds FTA's guidelines. Greater Lynchburg Transit Company operates 27 buses in fixed route service. GLTC has 13 inactive buses with two awaiting disposition for a total of 38 buses. Greater Lynchburg Transit Company's peak service requirement is for 27 vehicles, resulting in a spare ratio of 41 percent. While GLTC has fewer than 50 vehicles, the spare ratio is excessive.

Corrective Actions and Schedule: Within 30 days of the issuance of the final report or by July 19, 2009, Greater Lynchburg Transit Company must reconcile its vehicle and equipment records. Greater Lynchburg Transit Company must provide FTA Region III Office with a reconciliation of its 2008 inventory.

Corrective Actions and Schedule: Within 30 days of the issuance of the final report or by July 19, 2009, Greater Lynchburg Transit Company must provide FTA with a plan to come into compliance with FTA spare ratio guidelines.

Subsequent to the issuance of the draft report, Greater Lynchburg Transit Company submitted satisfactory corrective action to the regional office. As such, deficiencies have been closed as of May 26, 2009.

5. Maintenance

Basic Requirement: The grantee must keep federally funded equipment and facilities in good operating order.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for maintenance.

6. Procurement

Basic Requirement: FTA grantees will use their own procurement procedures that reflect applicable state and local laws and regulations, provided that the process ensures competitive procurement and that the procedures conform to applicable federal law including 49 CFR Part 18, specifically Section 18.36 and FTA Circular 4220.1E, "Third Party Contracting Requirements." Grantees will maintain a contract administration system that ensures that

contractors perform in accordance with terms, conditions, and specifications of their contracts or purchase orders.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, deficiencies were found with the FTA requirements for procurement.

A review of the Greater Lynchburg Transit Company's Gillig Piggyback procurement files revealed that FTA clauses were not included in the Greater Lynchburg Transit Company's federally assisted procurement.

Corrective Actions and Schedule: Within 30 days of the issuance of the final report or by July 19, 2009, the Greater Lynchburg Transit Company must acquire the FTA clauses for its piggyback procurement and revise its procurement procedures to include all FTA-required clauses in applicable procurements. GLTC must submit the revised procurement procedures to FTA Region III Office.

Subsequent to the issuance of the draft report, Greater Lynchburg Transit Company submitted satisfactory corrective action to the regional office. As such, the deficiency has been closed as of May 26, 2009.

7. Disadvantaged Business Enterprise (DBE)

Basic Requirement: The grantee must comply with the policy of DOT that DBEs, as defined in 49 CFR Part 26, are ensured nondiscrimination in the award and administration of DOT-assisted contracts. Grantees also must create a level playing field on which DBEs can compete fairly for DOT-assisted contracts; ensure that only firms that fully meet eligibility standards are permitted to participate as DBEs; help remove barriers to the participation of DBEs; and assist the development of firms that can compete successfully in the marketplace outside the DBE program.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, deficiencies were found with the FTA requirements for DBE.

A review of Greater Lynchburg Transit Company's DBE program determined that there exists the possibility for a conflict of interest. The Assistant General Manager is the DBE officer and Procurement officer.

Corrective Actions and Schedule: Within 30 days of the issuance of the final report or by July 19, 2009, the Greater Lynchburg Transit Company must provide the FTA with written procedures to define how Greater Lynchburg Transit Company will alleviate any conflict between the DBE and Procurement process.

Subsequent to the issuance of the draft report, Greater Lynchburg Transit Company submitted satisfactory corrective action to the regional office. As such, the deficiency has been closed as of May 26, 2009.

8. Buy America

Basic Requirement: Per FTA's "Buy America" requirements, federal funds may not be obligated unless steel, iron, and manufactured products used in FTA funded projects are produced in the United States, unless FTA has granted a waiver, or the product is subject to a general waiver. Rolling stock must have sixty percent domestic content and final assembly must take place in the United States.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for Buy America.

9. Suspension/Debarment

Basic Requirement: To protect the public interest and prevent fraud, waste, and abuse in federal transactions, persons or entities, which by defined events or behavior, potentially threaten the integrity of federally administered programs, are excluded from participating in FTA assisted programs. Federal agencies use the government-wide nonprocurement debarment and suspension system to exclude from Federal programs persons who are not presently responsible. Grantees are required to ensure to the best of their knowledge and belief that none of the grantee's "principals" (as defined in the governing regulation 2 CFR Part 180), subrecipients, and third-party contractors and subcontractors is debarred, suspended, ineligible, or voluntarily excluded from participation in federally assisted transactions or procurements. Grantees are strongly encouraged to review the Excluded Parties Listing System (http://www.epls.gov/) before entering into any third party contracts.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for suspension/debarment.

10. Lobbying

Basic Requirement: Recipients of federal grants and contracts exceeding $100,000 must certify compliance with Restrictions on Lobbying before they can receive funds. In addition, grantees are required to impose the lobbying restriction provisions on their contractors.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for lobbying.

11. Planning/Program of Projects

Basic Requirement: The grantee must participate in the transportation planning process in accordance with FTA requirements, SAFETEA-LU, and the Metropolitan and Statewide Planning Regulations.

Each recipient of a grant shall have complied with the public participation requirements of Section 5307(c)(1) through (7). Each recipient is required to develop, publish, afford an opportunity for a public hearing on, and submit for approval a Program of Projects (POP).

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for planning/POP.

12. Title VI

Basic Requirement: The grantee must ensure that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participating in, or denied the benefits of, or be subject to discrimination under any program, or activity receiving federal financial assistance. The grantee must ensure that federally supported transit services and related benefits are distributed in an equitable manner.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for Title VI.

13. Public Comment Process for Fare Increases and Service Reductions

Basic Requirement: The grantee is expected to have a written copy of a locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction of transportation services.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for public comment process for fare increases and service reductions.

14. Half Fare

Basic Requirement: Grantees must ensure that elderly persons and persons with disabilities, or an individual presenting a Medicare card will be charged, during non-peak hours for transportation using or involving a facility or equipment of a project financed under Section 5307, not more than 50 percent of the peak hour fare.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for half fare.

15. ADA

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for ADA.

16. Charter Bus

Basic Requirement: FTA grantees are prohibited from using federally funded equipment and facilities to provide charter service if a registered private charter operator expresses interest in providing the service.

The grantees are allowed to operate community based charter services exempted under the regulations; some irregular or limited duration services; and those that are covered by the exceptions.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for charter bus.

17. School Bus

Basic Requirement: FTA grantees are prohibited from providing exclusive school bus service unless it qualifies under specified exceptions. In no case can federally funded equipment or facilities be used.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for school bus.

18. National Transit Database (NTD)

Basic Requirement: Grantees that receive 5307 and 5311 grant funds must collect, record, and report financial and non-financial data in accordance with the Uniform System of Accounts (USOA) and updated with the National Transit Database (NTD) Reporting Manual as required by 49 USC 5335(a).

Findings: During this Triennial Review of Greater Lynchburg Transit Company, deficiencies were found with the FTA requirements for National Transit Database.

Greater Lynchburg Transit Company's fiscal year ends on June 30th. Their annual NTD reports must be submitted by October 28th for each reporting year. GLTC submitted its annual NTD reports on 10/30/2006, 12/28/07, and 12/10/08, for FYs 2006, 2007, and 2008, respectively.

Corrective Actions and Schedule: Within 30 days of the issuance of the final report or by July 19, 2009, Greater Lynchburg Transit Company must provide FTA with documentation of its procedures for complying with reporting requirements, including a milestone schedule to ensure timely submissions and responses to noted issues.

Subsequent to the issuance of the draft report, Greater Lynchburg Transit Company submitted satisfactory corrective action to the regional office. As such, the deficiency has been closed as of May 26, 2009.

19. Safety and Security

Basic Requirement: Any recipient of Urbanized Area Formula Grant Program funds must annually certify that it is spending at least one percent of such funds for transit security projects or that such expenditures for security systems are not necessary.

Under the safety authority provisions of the Federal transit laws, the Secretary has the authority to investigate the operations of the grantee for any conditions that appear to create a serious hazard of death or injury, especially to patrons of the transit service. States are required to oversee the safety of rail fixed guideway systems through a designated oversight agency, per 49 CFR Part 659, Rail Fixed Guideway Systems, State Safety Oversight.

Under security, a list of 17 Security and Emergency Management Action Items has been developed by FTA and the Department of Homeland Security's Transportation Security Administration (TSA). This list of 17 items, an update to the original FTA Top 20 security action items list, was developed in consultation with the public transportation industry through the Mass Transit Sector Coordinating Council, for which the American Public Transportation Association (APTA) serves as Executive Chair. Security and Emergency Management Action Items for Transit Agencies aim to elevate security readiness throughout the public transportation industry by establishing baseline measures that transit agencies should employ.

The goal of FTA's Safety and Security Program is to achieve the highest practical level of safety and security in all modes of transit. To this end, FTA continuously promotes the awareness of safety and security throughout the transit community by establishing programs to collect and disseminate information on safety/security concepts and practices. In addition, FTA develops guidelines that transit systems can apply in the design of their procedures and by which to compare local actions. As such, many of the questions in this review area are designed to determine what efforts grantees have made to develop and implement safety, security, and emergency management plans. While there may not be specific requirements associated with all of the questions, grantees are encouraged to implement the plans, procedures, and programs referenced in these questions. For this reason, findings in this area will most often result in advisory comments rather than deficiencies.

Findings: A summary of Greater Lynchburg Transit Company's expenditures of Section 5307 funds for security projects is provided in Section VI of this report.

During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for safety and security.

During this Triennial Review of Greater Lynchburg Transit Company, the following advisory comments were made.

Greater Lynchburg Transit Company has no coordinated emergency response procedures.

Greater Lynchburg Transit Company is advised to develop and implement a coordinated approach for emergency response situations with other local agencies.

20. Drug-Free Workplace

Basic Requirement: FTA grantees are required to maintain a drug-free workplace for all employees and to have an ongoing drug-free awareness program.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for drug-free workplace.

21. Drug and Alcohol Program

Basic Requirement: Grantees receiving FTA funds under Capital Grant (Section 5309), Urbanized Area Formula Grant (Section 5307), or Non-Urbanized Area Formula Grant (Section 5311) Programs must have a drug and alcohol testing program in place for all safety-sensitive employees.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for the drug and alcohol program.

Drug and alcohol program was not reviewed because the agency had a Drug and Alcohol Program Compliance audit on February 7 - 9, 2007.

22. Equal Employment Opportunity (EEO)

Basic Requirement: The grantee must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age, or physical or mental disability be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program, or activity receiving federal financial assistance from the federal transit laws.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for EEO.

23. ITS Architecture

Basic Requirement: Intelligent Transportation Systems (ITS) projects funded by the Highway Trust Fund and the Mass Transit Account must conform to the National ITS Architecture, as well as to United States Department of Transportation (USDOT) adopted ITS Standards.

Findings: During this Triennial Review of Greater Lynchburg Transit Company, no deficiencies were found with the FTA requirements for ITS architecture.

V. SUMMARY OF FINDINGS AND CORRECTIVE ACTIONS

Review Area	Finding	Deficiency	Corrective Action	Response Days/Date	Date Closed
1. Legal	ND				
2. Financial		D-06 Incorrect reporting of unliquidated obligations	Greater Lynchburg Transit Company must provide FTA Region III Office with an assurance that it understands and will process future financial status reports to include all unliquidated obligations.	30 days July 19, 2009	5/26/09
	D-10	Outstanding annual audit deficiencies	Greater Lynchburg Transit Company must develop and implement written procedures that will effectively eliminate the causes of the material weaknesses noted in the single audit reports including the lack of separation of duties for financial transactions. GLTC must provide FTA Region III Office with a copy of the written procedures.	90 days September 17, 2009	
3. Technical	ND				
4. Satisfactory Continuing Control	D-05	Inventory results not reconciled to equipment records	Greater Lynchburg Transit Company must reconcile its vehicle and equipment records. Greater Lynchburg Transit Company must provide FTA Region III Office with a reconciliation of its 2008 inventory.	30 days July 19, 2009	5/26/09
	D-08	Excessive fixed route bus spare ratio	Greater Lynchburg Transit Company must provide FTA with a plan to come into compliance with FTA spare ratio guidelines.	30 days July 19, 2009	5/26/09
5. Maintenance	ND				
6. Procurement	D-13	No FTA clauses	Greater Lynchburg Transit Company must acquire the FTA clauses for its piggyback procurement and revise its procurement procedures to include all FTA-required clauses in applicable procurements. GLTC must submit the revised procurement procedures to FTA Region III Office.	30 days July 20, 2009	5/26/09

Review Area	Finding	Deficiency	Corrective Action	Response Days/Date	Date Closed
7. Disadvantaged Business Enterprise	D-01	Inadequate designation of DBE officer	Greater Lynchburg Transit Company must provide the FTA with written procedures to define how Greater Lynchburg Transit Company will alleviate any conflict between the DBE and Procurement process.	30 days July 19, 2009	5/26/09
8. Buy America	ND				
9. Suspension/ Debarment	ND				
10. Lobbying	ND				
11. Planning/POP	ND				
12. Title VI	ND				
13. Public Comment for Fare Increases and Service Reductions	ND				
14. Half Fare	ND				
15. ADA	ND				
16. Charter Bus	ND				
17. School Bus	ND				
18. National Transit Database	D-01	Annual NTD report submission not timely	Greater Lynchburg Transit Company must provide FTA with documentation of its procedures for complying with reporting requirements, including a milestone schedule to ensure timely submissions and responses to noted issues	30 days July 19, 2009	5/26/09
19. Safety and Security	AC-20	No coordinated emergency response procedures	Greater Lynchburg Transit Company is advised to develop and implement a coordinated approach for emergency response situations with other local agencies.		
20. Drug-Free Workplace	ND				
21. Drug and Alcohol Program	NR				
22. Equal Employment Opportunity	ND				
23. ITS Architecture	ND				

Findings: ND = No Deficiencies; D = Deficient; AC = Advisory Comment; NA = Not Applicable; NR = Not Reviewed

VI. TRANSIT SECURITY EXPENDITURES

Does the grantee expend one percent or more of its Section 5307 Urbanized Area Formula Grant funds for transit security? FY2006: Yes x No____
FY2007: Yes x No____
FY2008: Yes x No____

If no, why does the grantee consider such expenditure unnecessary (check all that apply):
_____ No deficiency found from a threat and vulnerability assessment
_____ TSA/FTA Security and Emergency Management Action Items met or exceeded
_____ Other (please describe): _____

Security Funding	FTA Section 5307 Funds (in Dollars)		
	FY 2006	FY 2007	FY 2008
Total amount of 5307 Funds expended	$ 1,358,900	$ 1,441,208	$ 1,591,208
Amount of 5307 Funds expended on security	$ 23,386.85	$ 38,362.76	$ 57,153.0
Percent of 5307 Funds expended on security	1.7 %	2.6 %	3.6 %
Infrastructure/Capital Improvement Security Projects:			
Lighting, Fencing & Perimeter Control		$1,133.24	$2,8271.00
CCTV and Surveillance Technology	$7,260.00		
Communications Systems			
Security Planning [a]			
Drills & Tabletop Exercises [a]			
Employee Security Training [a]			
Other Security-Related Infrastructure & Capital Improvements (please list): _____			
Operating/Personnel Expenditures (can only be used by agencies in areas with populations UNDER 200,000):			
Contracted Security Force			
In-house Security Force			
Other Security-Related Operating Expenditures (please list): _____			

[a] SAFETEA-LU amended the definition of a capital project to include:
- projects to refine and develop security and emergency response plans;
- the conduct of emergency response drills with public transportation agencies and local first response agencies; and
- security training for public transportation employees.

VII. ATTENDEES

Name	Title/Organization	Phone Number	e-mail address
Grantee			
Michael Carroll	General Manager	434-455-5084	Michael.carroll@lynchburgva.gov
Scott Willis	Asst. General Manager	434-455-5085	Scott.willis@lynchburgva.gov
Gloria S. Berkley	Director of Administration	434-455-5082	Gloria.berkley@lynchburgva.gov
Donald T. Richie	Director of Transportation	434-455-5092	Donald.richie@lynchburgva.gov
Gary A. Paris	Director of Maintenance	434-455-5094	Gary.paris@lynchburgva.gov
FTA			
Karen Roscher (by Phone)	Transportation Program Specialist	215-656-7002	karen.roscher@dot.gov
Reviewer			
Walter Carter	Reviewer	773-375-8285	wcc@ieitransit.com
Louise Carter	Reviewer	773-221-0110	lpc@ieitransit.com

GREATER LYNCHBURG TRANSIT COMPANY, INC.

FINANCIAL REPORT

June 30, 2009

CONTENTS

Page

INTRODUCTORY SECTION

Directory of Principal Officials i

FINANCIAL SECTION

Independent Auditor's Report 1

Basic Financial Statements

Statements of Net Assets 3

Statements of Revenues, Expenses, and Changes in Net Assets 4

Statements of Cash Flows 5

Notes to Financial Statements 6

SUPPLEMENTAL SCHEDULES

Schedule of Operating Expenses 15

Schedule of Expenditures of Federal Awards 19

COMPLIANCE SECTION

Report on Internal Control over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with *Government Auditing Standards* 20

Report on Compliance with Requirements Applicable to Each Major Program and Internal Control over Compliance in Accordance with OMB Circular A-133 22

Summary of Compliance Matters 24

Schedule of Findings and Questioned Costs 25

INTRODUCTORY SECTION

GREATER LYNCHBURG TRANSIT COMPANY, INC.

DIRECTORY OF PRINCIPAL OFFICIALS
June 30, 2009

OFFICERS

Lisa Dibble	President
James Mundy	Vice President
Lee Beaumont	Secretary/Treasurer

DIRECTORS

Gregory Daniels	Jan Walker
Geneva Rose	Christian DePaul
Jennifer Martin	Bonnie M. Svrcek

FINANCIAL SECTION

The Financial Section contains the Basic Financial Statements.

BROWN, EDWARDS & COMPANY, L.L.P.
Certified Public Accountants

INDEPENDENT AUDITOR'S REPORT

Board of Directors
Greater Lynchburg Transit Company, Inc.
Lynchburg, Virginia

We have audited the accompanying basic financial statements of the Greater Lynchburg Transit Company, Inc. (the "Company"), a component unit of the City of Lynchburg, Virginia, as of and for the years ended June 30, 2009 and 2008, as listed in the table of contents. These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Greater Lynchburg Transit Company, Inc. as of June 30, 2009 and 2008, and the results of its operations and its cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

In accordance with *Government Auditing Standards*, we have also issued our report dated September 14, 2009 on our consideration of the Company's internal control over financial reporting and our tests of its compliance with certain provisions of laws, regulations, contracts, grant agreements, and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing and not to provide an opinion on the internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* and should be considered in assessing the results of our audit.

The Company has not presented a management discussion and analysis that the Governmental Accounting Standards Board (GASB) has determined is necessary to supplement, although not required to be part of, the basic financial statements.

Our audit was conducted for the purpose of forming an opinion on the financial statements that collectively comprise the Company's basic financial statements. The accompanying schedules of operating expenses listed in the table of contents as supplemental schedules are presented for purposes of additional analysis and are not a required part of the basic financial statements. The accompanying schedule of expenditures of federal awards is presented for purposes of additional analysis as required by the U.S. Office of Management and Budget Circular A-133, *Audits of States, Local Governments, and Non-Profit Organizations*, and is also not a required part of the Company's basic financial statements. Such information has been subjected to the auditing procedures applied in the audit of the financial statements and, in our opinion, is fairly stated in all material respects in relation to the financial statements taken as a whole. The introductory section has not been subjected to the auditing procedures applied in the audit of the basic financial statements and, accordingly, we express no opinion on it.

Brown, Edwards & Company, L.L.P.

CERTIFIED PUBLIC ACCOUNTANTS

Roanoke, Virginia
September 14, 2009

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BASIC FINANCIAL STATEMENTS

GREATER LYNCHBURG TRANSIT COMPANY, INC.

STATEMENTS OF NET ASSETS
June 30, 2009 and 2008

	2009	2008
ASSETS		
Current assets:		
Cash and cash equivalents (Note 2)	$ -	$ -
Accounts receivable		
Federal and local capital grant funds	271,379	46,780
State aid funds	4,491	55,111
Other receivables	20,162	23,676
Inventories (Note 3)	257,819	255,994
Deficit local share receivable from City of Lynchburg (Note 5)	-	219,843
Prepaid expenses	17,275	16,940
Total current assets	571,126	618,344
Capital assets (Note 4)	11,295,036	6,505,943
Total assets	11,866,162	7,124,287
LIABILITIES		
Current liabilities:		
Bank overdraft	21,397	56,360
Accounts payable	28,336	135,327
Accounts payable, capital assets	199,570	-
Accrued salaries and wages	127,395	103,410
Surplus local share payable to City of Lynchburg (Note 5)	27,011	-
Current portion of compensated absences (Note 7)	31,467	31,951
Line of credit (Note 6)	39,985	250,000
Total current liabilities	475,161	577,048
Noncurrent liabilities:		
Other post employment benefits (Note 10)	6,000	-
Compensated absences (Note 7)	46,732	49,759
Total noncurrent liabilities	52,732	49,759
COMMITMENTS AND CONTINGENCIES (Note 8)	-	-
Total liabilities	527,893	626,807
NET ASSETS (DEFICIT)		
Invested in capital assets	11,295,036	6,505,943
Unrestricted	43,233	(8,463)
Total net assets	$ 11,338,269	$ 6,497,480

The Notes to Financial Statements are an integral part of these statements.

GREATER LYNCHBURG TRANSIT COMPANY, INC.

STATEMENTS OF REVENUES, EXPENSES, AND CHANGES IN NET ASSETS
Years Ended June 30, 2009 and 2008

	2009	2008
OPERATING REVENUES		
Passenger fares	$ 826,520	$ 780,228
Liberty universal bus pass	138,281	126,868
Special buses	7,672	18,748
Advertising	51,299	60,870
Registration fees	411	1,058
Non-transportation revenue	18,884	8,907
Total operating revenues	1,043,067	996,679
OPERATING EXPENSES		
Operations	4,772,286	4,217,986
Maintenance	1,570,869	1,587,022
General administration	1,229,395	1,055,074
Total operating expenses	7,572,550	6,860,082
Operating loss	(6,529,483)	(5,863,403)
NONOPERATING REVENUE		
Operating funds from City of Lynchburg	882,029	1,246,467
Operating funds from counties	53,806	32,078
Operating funds from Liberty University	1,363,536	1,014,660
State of Virginia aid for public transportation	1,244,392	826,602
Federal operating grant	1,708,496	1,596,590
Other grants	42,723	22,665
Miscellaneous revenue, net	21,785	-
Gain (loss) on sale of capital assets	(3,473)	6,050
Total nonoperating revenue	5,313,294	4,745,112
CAPITAL CONTRIBUTIONS	6,056,978	4,959,082
Change in net assets	4,840,789	3,840,791
Net assets – beginning at July 1	6,497,480	2,656,689
Net assets – ending at June 30	$ 11,338,269	$ 6,497,480

The Notes to Financial Statements are an integral part of these statements.

GREATER LYNCHBURG TRANSIT COMPANY, INC.

STATEMENTS OF CASH FLOWS
Years Ended June 30, 2009 and 2008

	2009	2008
OPERATING ACTIVITIES		
Cash received from customers	$ 1,046,581	$ 1,001,594
Cash paid to employees	(2,692,821)	(2,316,851)
Cash paid to suppliers for goods and services	(3,728,726)	(3,485,156)
Net cash used in operating activities	(5,374,966)	(4,800,413)
NONCAPITAL FINANCING ACTIVITIES		
Net change in line of credit	(210,015)	(200,000)
Subsidies	5,592,456	4,745,965
Net cash provided by noncapital financing activities	5,382,441	4,545,965
CAPITAL AND RELATED FINANCING ACTIVITIES		
Capital contributions received	5,832,379	5,101,335
Purchases of capital assets	(5,843,401)	(4,894,361)
Proceeds from sale of capital assets	16,725	6,050
Miscellaneous receipts	21,785	-
Net cash provided by capital and related financing activities	27,488	213,024
Net increase (decrease) in cash and cash equivalents	34,963	(41,424)
CASH AND CASH EQUIVALENTS		
Beginning bank overdraft	(56,360)	(14,936)
Ending bank overdraft	$ (21,397)	$ (56,360)
RECONCILIATION OF OPERATING LOSS TO NET CASH USED IN OPERATING ACTIVITIES		
Operating loss	$ (6,529,483)	$ (5,863,403)
Adjustments to reconcile operating loss to net cash used in operating activities:		
Depreciation	1,233,680	1,037,600
Decrease (increase) in:		
Other receivables	3,514	4,914
Prepaid expenses	(335)	(2,076)
Inventories	(1,825)	(85,021)
Increase (decrease) in:		
Accounts payable	(106,991)	76,417
Accrued salaries and wages	23,985	18,293
Compensated absences and other post employment benefits	2,489	12,863
Net cash used in operating activities	$ (5,374,966)	$ (4,800,413)
NON-CASH FINANCING TRANSACTION		
Accounts payable for capital assets	$ 199,570	$ -

The Notes to Financial Statements are an integral part of these statements.

Note 1. Summary of Significant Accounting Policies

Organization and purpose:

The Greater Lynchburg Transit Company, Inc. (the "Company") was created in 1974 to serve the greater Lynchburg area with public bus and paratransit transportation. The Company is organized as a not-for-profit stock corporation with the City of Lynchburg as the sole stockholder. The capital for the purchase of the Company's assets has been provided by federal, state, and local grants, and the Company is dependent on various operating grants to subsidize operations.

The Company is a component unit of the City of Lynchburg. The financial statements include the accounts of the Company and of the Central Virginia Transit Management Company (CVTMC), which has been organized for the purpose of managing the transit system under the direction of the Company's Board of Directors.

Measurement focus and basis of accounting:

The Company's financial statements are reported using the accrual basis of accounting. Revenues are recorded when earned and expenses are recorded when a liability is incurred, regardless of the timing of related cash flows.

Private-sector standards of accounting and financial reporting issued prior to December 1, 1989, generally are followed in the Company's financial statements to the extent that those standards do not conflict with or contradict guidance of the Governmental Accounting Standards Board. The Company also has the option of following subsequent private-sector guidance, subject to this same limitation. The Company has elected not to follow subsequent private-sector guidance.

The Company distinguishes operating revenues and expenses from nonoperating items. Operating revenues and expenses generally result from providing services in connection with the Company's principal ongoing operations. The operating revenues of the Company consist primarily of passenger fares and other charges for services. Operating expenses include the cost of vehicle operations, maintenance, and administration expenses. Nonoperating revenues consist primarily of subsidies and grants received from federal, state, local governments, and other entities.

Cash and cash equivalents:

The Company's cash and cash equivalents are considered to be cash on hand, demand deposits, and short-term investments with original maturities three months or less from the date of acquisition. At times, the Company's cash balances may exceed Federal Deposit Insurance Corporation (FDIC) insurance limits. Management believes that no significant credit risk exists with respect to these balances.

Inventories:

Inventories have been valued at the lower of cost or estimated net realizable market value; cost is determined using the average cost method.

Note 1. Summary of Significant Accounting Policies (Continued)

Capital assets:

Property acquisitions are recorded at cost and depreciation is computed on the straight-line method over the following estimated useful lives as follows:

Land improvements and buildings	10-25 years
Buses	10-12 years
Vans	4-5 years
Signs, shelters, and terminals	3-20 years
Shop and garage equipment	2-15 years
Office equipment and information systems	4- 10 years

Compensated absences:

The Company's policies allow for the accumulation and vesting of limited amounts of vacation leave until termination or retirement. The liability for compensated absences reflects unused leave as of June 30, including applicable employer taxes.

Net assets:

Net assets are the difference between assets and liabilities. Net assets invested in capital assets represents capital assets less accumulated depreciation less any outstanding debt related to the acquisition or improvement of those assets.

Income taxes:

As an instrumentality of the City of Lynchburg, the Company is exempt from all federal, state, and local income taxes.

Estimates:

Management uses estimates and assumptions in preparing its financial statements. Actual results could differ from those estimates.

Note 2. Deposits

All cash of the Company is maintained in accounts covered by the Federal Depository Insurance Corporation (FDIC) or collateralized in accordance with the Virginia Security for Public Deposits Act, Section 2.2-4400 et. seq. of the *Code of Virginia*.

Note 3. Inventories

Inventories are composed of the following:

	2009	2008
Parts	$ 221,691	$ 224,755
Diesel fuel, motor oil, and transmission fluid	24,771	15,753
Tires	11,357	15,486
	$ 257,819	$ 255,994

Note 4. Capital Assets

Capital asset activity was as follows:

	2009			
	Beginning Balance	Increase	Decrease	Ending Balance
Capital assets, non-depreciable:				
Land	$ 55,031	$ -	$ -	$ 55,031
Capital assets, depreciated:				
Land improvements and buildings	2,322,127	-	45,671	2,276,456
Buses and vans	12,500,309	5,859,171	1,428,772	16,930,708
Signs, shelters, and terminals	161,064	-	-	161,064
Shop and garage equipment	425,150	85,730	7,495	503,385
Office equipment and information systems	260,556	98,070	81,804	276,822
Total capital assets, depreciable	15,669,206	6,042,971	1,563,742	20,148,435
Less accumulated depreciation for:				
Land improvements and buildings	1,773,233	72,700	45,671	1,800,262
Buses and vans	6,685,868	1,091,325	1,408,580	6,368,613
Signs, shelters, and terminals	138,232	13,763	-	151,995
Shop and garage equipment	380,445	34,781	7,489	407,737
Office equipment	240,516	21,111	81,804	179,823
Total accumulated depreciation	9,218,294	1,233,680	1,543,544	8,908,430
Total capital assets, depreciable, net	6,450,912	4,809,291	20,198	11,240,005
Total capital assets, net	$ 6,505,943	$ 4,809,291	$ 20,198	$ 11,295,036

Note 4. Capital Assets (Continued)

	2008			
	Beginning Balance	Increase	Decrease	Ending Balance
Capital assets, non-depreciable:				
Land	$ 55,031	$ -	$ -	$ 55,031
Capital assets, depreciated:				
Land improvements and buildings	2,084,729	243,237	5,839	2,322,127
Buses and vans	7,961,615	4,645,324	106,630	12,500,309
Signs, shelters, and terminals	173,059	-	11,995	161,064
Shop and garage equipment	476,711	-	51,561	425,150
Office equipment and information systems	406,745	5,800	151,989	260,556
Total capital assets, depreciable	11,102,859	4,894,361	328,014	15,669,206
Less accumulated depreciation for:				
Land improvements and buildings	1,708,297	70,775	5,839	1,773,233
Buses and vans	5,897,964	894,534	106,630	6,685,868
Signs, shelters, and terminals	135,513	14,714	11,995	138,232
Shop and garage equipment	399,432	32,574	51,561	380,445
Office equipment	367,502	25,003	151,989	240,516
Total accumulated depreciation	8,508,708	1,037,600	328,014	9,218,294
Total capital assets, depreciable, net	2,594,151	3,856,761	-	6,450,912
Total capital assets, net	$ 2,649,182	$ 3,856,761	$ -	$ 6,505,943

The Company recorded impairment expense of $69,013 in 2008 to recognize the reduced service utility of five Thomas SLF Buses which had been purchased in 2002. This was included in operations expense as depreciation. These buses were disposed of in 2009.

Note 5. Local Share Amounts Payable to or Receivable from City of Lynchburg

The City's policy is to provide sufficient funds to meet the required local share (level of effort) as defined by the Federal Transit Administration and to reflect any deficiency as a receivable from the City or any surplus as payable back to the City. Activity in this account was as follows:

	2009	2008
Receivable at beginning of year	$ 219,843	$ 242,582
Operating income (deficit) prior to excess local share adjustment	(246,854)	(22,739)
Receivable (payable) at end of year	$ (27,011)	$ 219,843

Note 6. Line of Credit

The Company has a $500,000 line of credit with a local bank with a rate of LIBOR plus two percent; at June 30, 2009, this rate was 2.82%. The line expires in October 2009, and is secured by the Company's property at Kemper Street. The Company paid interest expense of $5,652 and $8,103 for 2009 and 2008, respectively.

Note 7. Compensated Absences

Following is a summary of changes in compensated absences:

	2009	2008
Beginning balance	$ 81,710	$ 68,847
Increases	99,106	88,180
Decrease	(102,617)	(75,317)
Ending balance	$ 78,199	$ 81,710

Note 8. Commitments and Contingencies

Contingent grant rebate:

Pursuant to receiving certain federal grants, the Company has agreed to use any asset purchased with grant funds for the provision of mass transportation service within its urban area for the asset's useful life. If, during such period the asset is not used in this manner, the Company must remit to the federal government a proportionate amount of the fair market value, if any, of such property.

Note 8. Commitments and Contingencies (Continued)

Management contract:

The Company engaged First Transit, Inc. to manage the transit system under a five-year contract which was entered into in July of 2005. Management fees under the contract were $266,729 and $256,470 for 2009 and 2008, respectively. The Company also paid $742 and $902 to First Transit, Inc. for a variety of other services during 2009 and 2008, respectively. In 2008, First Transit and the Company renegotiated First Transit's management fees; future obligations under the renegotiated contract consist of $277,398 for 2010.

The Company may exercise a series of five one-year renewal options which range in amount from approximately $288,000 to $337,000.

Union contract:

CVTMC has an agreement, which was ratified February 12, 2008, with Local 1493 of the Amalgamated Transit Union, AFL-CIO for the period September 1, 2007 through August 31, 2010, for the services of bus operators and maintenance employees.

Purchase commitment:

At June 30, 2009, the Company had entered into commitments for the purchase of fourteen buses for approximately $7.2 million, which will be funded primarily through federal and state capital grants.

Note 9. Defined Contribution Pension Plan

As part of its union agreement, CVTMC has a defined contribution pension program for all employees. The Company's contribution is four percent of each covered employee's pay. The Company's required and actual contributions for covered union and nonunion employees was $99,453 and $86,000 for 2009 and 2008, respectively. Employees contributed equal amounts through payroll withholding.

Note 10. Other Post-Employment Benefits

Benefits provided:

The Governmental Accounting Standards Board (GASB) has issued its Statement No. 45, *Financial Reporting for Postemployment Benefit Plans Other Than Pension Plans*. The Statement establishes standards for the measurement, recognition, and display of Other Post-Employment Benefits (OPEB) expense and related liabilities in the financial statements. The cost of postemployment healthcare benefits should be associated with the periods in which the cost occurs, rather than in the future years when it will be paid. The Company prospectively adopted the requirements of GASB Statement No. 45 during the year ended June 30, 2009. Recognition of the liability accumulated from prior years will be phased in over 30 years, commencing with the 2008 liability.

Note 10. Other Post-Employment Benefits (Continued)

Plan description:

The Company provides healthcare, prescription drug, vision benefits, and life insurance to retirees and their dependents. All full time active employees who retire or are disabled directly from the Company and meet the eligibility criteria may participate.

Membership:

The participants at June 30, 2009 consist of 15 active employees; there are no retirees or terminated employees who are currently receiving or are entitled to receive benefits.

Funding policy:

In the future, management tentatively intends to fund 50% of the Annual Required Contribution.

Annual other postemployment benefit cost and net OPEB obligation:

For the fiscal year ended June 30, 2009, the Company's annual OPEB cost (expense) of $12,000 was equal to the Annual Required Contribution (ARC). The payment of current health insurance premiums, which totaled $-0- for retirees and the employer contribution of $-0- resulted in a net OPEB obligation of $12,000 for the year ended June 30, 2009.

Annual required contribution	$	12,000
Interest on net OPEB obligaton		-
Adjustment to annual required contribution		-
Annual OPEB cost		12,000
Contribution made		-
Increase in net OPEB obligation		12,000
Net OPEB obligation – beginning of year		-
Net OPEB obligation – end of year	$	12,000
Amount reported in the statement of net assets	$	6,000

Note 10. Other Post-Employment Benefits (Continued)

Annual other postemployment benefit cost and net OPEB obligation: (Continued)

The Company's annual OPEB cost, the percentage of annual OPEB cost contributed to the plan, and the net OPEB obligation for 2009 are as follows. Since this is the Company's first year for implementing GASB 45, the Company cannot report the same information for the preceding two years.

Fiscal Year Ended	Annual OPEB Cost	Percentage of Annual OPEB Cost Contributed	Net OPEB Obligation
06/30/2009	$ 12,000	$ 0%	$ 12,000

Funded status and funding progress:

The funded status of the plan as of June 30, 2009 was as follows:

Actuarial accrued liability (AAL)	$ 78,000
Actuarial value of plan assets	0
Unfunded actuarial accrued liability (UAAL)	78,000
Funded ratio (actuarial value of plan assets/AAL)	0%
Covered payroll (active plan members)	502,944
UAAL as a percentage of covered payroll	15.51%

Actuarial valuations of an ongoing plan involve estimates of the value of reported amounts and assumptions about the probability of occurrence of events far into the future. Examples include assumptions about future employment, mortality, and healthcare cost trends. Amounts determined regarding the funded status of the plan and the annual required contributions of the employer are subject to continual revision as actual results are compared with past expectations and new estimates are made about the future. The schedule of funding progress, presented as required supplementary information following the notes to the financial statements, presents multiyear trend information about whether the actuarial value of the plan assets is increasing or decreasing over time relative to the actuarial accrued liabilities for benefits.

Actuarial methods and assumptions:

The Company's policy is to provide certain post-retirement health care benefits to employees who retire at age 62 until those employees are eligible for Medicare. This benefit is provided only to salaried, non-bargaining unit employees of which there were 15 in 2009.

Note 11. Contract with Liberty University

In August of 2008, the Company entered into an agreement to provide bus service on the campus of Liberty University from August 2008 through May 2009. It also allowed students and employees to ride for free on other Company routes. As part of this agreement, the University paid the Company $1,496,609 in 2009 and $1,141,528 in 2008. In August 2009, the Company entered into a similar contract for August 2009 through May 2010.

Note 12. New Accounting Standards

The Governmental Accounting Standards Board (GASB) has issued the following statements which are not yet effective.

GASB Statement No. 51, *Accounting and Financial Reporting for Intangible Assets,* provides specific guidance on the recognition, initial measurement, and amortization of intangible assets. This statement will be effective for the year ending June 30, 2010.

GASB Statement No. 53, *Accounting and Financial Reporting for Derivative Instruments,* addresses the recognition, measurement, and disclosure of information regarding derivative instruments entered into by state and local governments. A key provision in this statement is that most of the derivative instruments covered in its scope will be reported at fair value. This statement will be effective for the year ending June 30, 2010.

GASB Statement No. 54, *Fund Balance Reporting and Governmental Fund Type Definitions* provides new fund balance classifications and clarifies governmental fund type definitions. This statement establishes fund balance classifications that comprise a hierarchy based primarily on the extent to which a government is bound to observe constraints imposed upon the use of the resources reported in governmental funds. This statement will be effective for the year ending June 30, 2011.

Management has not yet evaluated the effects, if any, of adopting these standards, but does not expect them to be material.

SUPPLEMENTAL SCHEDULES

GREATER LYNCHBURG TRANSIT COMPANY, INC.

SCHEDULE OF OPERATING EXPENSES
June 30, 2009

	Operations	Maintenance	General Administration	Total
Labor				
Operators' salaries and wages	$ 1,657,920	$ -	$ -	$ 1,657,920
Other salaries and wages	236,501	643,566	175,308	1,055,375
Total labor	1,894,421	643,566	175,308	2,713,295
Fringe benefits	886,911	301,298	82,074	1,270,283
Services				
Management services	-	-	266,729	266,729
Professional and technical services	-	-	28,520	28,520
Contract services	3,795	-	86,420	90,215
Medical services	9,956	-	-	9,956
Total services	13,751	-	381,669	395,420
Materials and supplies				
Diesel fuel	668,368	-	-	668,368
Motor oil	28,572	-	-	28,572
Lubricants and coolants	21,136	-	-	21,136
Gasoline	6,599	-	-	6,599
Tires and tubes	44,951	-	-	44,951
Shop and garage equipment maintenance	-	12,579	-	12,579
Shop and garage building maintenance	-	33,474	-	33,474
Other shop and garage expense	-	-	86,892	86,892
Repair parts for revenue vehicles	-	427,513	-	427,513
Servicing supplies	-	23,380	-	23,380
Transportation administrative supplies	15,865	-	-	15,865
Schedules	12,092	-	-	12,092
Tickets and transfers	15,245	-	-	15,245
General office supplies	34,602	-	-	34,602
Shelters and signs	5,402	-	-	5,402
Total materials and supplies	852,832	496,946	86,892	1,436,670
Utilities				
Light, heat, power, and water	-	-	59,918	59,918
Communications	-	-	24,380	24,380
Total utilities	-	-	84,298	84,298
Insurance				
Premiums for physical damage	-	40,862	-	40,862
Premiums for liability and property damage	-	-	222,614	222,614
Premiums for other insurance	-	-	26,023	26,023
Total insurance	-	40,862	248,637	289,499

(Continued)

SCHEDULE 1

GREATER LYNCHBURG TRANSIT COMPANY, INC.

SCHEDULE OF OPERATING EXPENSES
June 30, 2009

	Operations	Maintenance	General Administration	Total
Miscellaneous expenses				
Dues and subscriptions	$ -	$ -	$ 13,566	$ 13,566
Training, local staff	-	-	12,573	12,573
Travel expense, local staff	-	-	16,704	16,704
Travel expense, First Transit staff	-	-	742	742
Advertising	-	-	28,039	28,039
Safety promotion	-	-	28,140	28,140
Registration fees, employees	-	-	207	207
Registration fees, local staff	-	-	3,545	3,545
Registration fees, GLTC Board	-	-	100	100
Bad debt expense	-	-	12,084	12,084
Other miscellaneous expenses	-	-	28,053	28,053
Total miscellaneous expenses	-	-	143,753	143,753
Interest expense	-	-	5,652	5,652
Total operating expenses before depreciation	3,647,915	1,482,672	1,208,283	6,338,870
Depreciation	1,124,371	88,197	21,112	1,233,680
Total operating expenses	$ 4,772,286	$ 1,570,869	$ 1,229,395	$ 7,572,550

GREATER LYNCHBURG TRANSIT COMPANY, INC.

SCHEDULE OF OPERATING EXPENSES
June 30, 2008

	Operations	Maintenance	General Administration	Total
Labor				
Operators' salaries and wages	$ 1,389,615	$ -	$ -	$ 1,389,615
Other salaries and wages	199,857	603,814	154,720	958,391
Total labor	1,589,472	603,814	154,720	2,348,006
Fringe benefits	783,188	297,520	76,236	1,156,944
Services				
Management services	-	-	256,470	256,470
Professional and technical services	-	-	26,230	26,230
Contract services	2,820	-	76,362	79,182
Medical services	11,062	-	-	11,062
Total services	13,882	-	359,062	372,944
Materials and supplies				
Diesel fuel	763,526	-	-	763,526
Motor oil	19,610	-	-	19,610
Lubricants and coolants	9,699	-	-	9,699
Gasoline	6,212	-	-	6,212
Tires and tubes	54,080	-	-	54,080
Shop and garage equipment maintenance	-	25,008	-	25,008
Shop and garage building maintenance	-	10,899	-	10,899
Other shop and garage expense	-	-	102,054	102,054
Repair parts for revenue vehicles	-	516,705	-	516,705
Servicing supplies	-	9,291	-	9,291
Transportation administrative supplies	669	-	-	669
Schedules	12,755	-	-	12,755
Tickets and transfers	9,432	-	-	9,432
General office supplies	27,394	-	-	27,394
Shelters and signs	2,634	-	-	2,634
Total materials and supplies	906,011	561,903	102,054	1,569,968
Utilities				
Light, heat, power, and water	-	-	56,003	56,003
Communications	-	-	22,896	22,896
Total utilities	-	-	78,899	78,899
Insurance				
Premiums for physical damage	-	36,622	-	36,622
Premiums for liability and property damage	-	-	171,686	171,686
Premiums for other insurance	-	-	25,055	25,055
Total insurance	-	36,622	196,741	233,363

(Continued)

GREATER LYNCHBURG TRANSIT COMPANY, INC.

SCHEDULE OF OPERATING EXPENSES
June 30, 2008

	Operations	Maintenance	General Administration	Total
Miscellaneous expenses				
Dues and subscriptions	$ -	$ -	$ 6,660	$ 6,660
Training, local staff	-	-	12,722	12,722
Travel expense, local staff	-	-	9,680	9,680
Travel expense, GLTC Board	-	-	2,160	2,160
Travel expense, First Transit staff	-	-	902	902
Advertising	-	-	12,124	12,124
Safety promotion	-	-	365	365
Registration fees, employees	-	-	1,492	1,492
Registration fees, local staff	-	-	1,060	1,060
Registration fees, GLTC Board	-	-	1,150	1,150
Other miscellaneous expenses	-	-	5,940	5,940
Total miscellaneous expenses	-	-	54,255	54,255
Interest expense	-	-	8,103	8,103
Total operating expenses before depreciation	3,292,553	1,499,859	1,030,070	5,822,482
Depreciation	925,433	87,163	25,004	1,037,600
Total operating expenses	$ 4,217,986	$ 1,587,022	$ 1,055,074	$ 6,860,082

GREATER LYNCHBURG TRANSIT COMPANY, INC.

SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
Year Ended June 30, 2009

Federal Grantor/Pass-Through Grantor/Program Title	Federal CFDA Number	Federal Expenditures
Department of Transportation – Federal Transit Administration:		
Virginia Department of Rail and Public Transportation:		
Other grants	20.000	$ 17,706
Urbanized Area Formula Program	20.507	1,708,496
Capital Investment Grants	20.500	4,004,358
		$ 5,730,560

Note to Schedule of Expenditures of Federal Awards:

Note 1. This schedule is prepared on the accrual basis of accounting.

COMPLIANCE SECTION

BROWN, EDWARDS & COMPANY, L.L.P.
Certified Public Accountants

REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH *GOVERNMENT AUDITING STANDARDS*

Board of Directors
Greater Lynchburg Transit Company, Inc.
Lynchburg, Virginia

We have audited the financial statements of the Greater Lynchburg Transit Company, Inc. (the "Company") as of and for the year ended June 30, 2009, and have issued our report thereon dated September 14, 2009. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States.

Internal Control Over Financial Reporting

In planning and performing our audit, we considered the Company's internal control over financial reporting as a basis for designing our auditing procedures for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control over financial reporting. Accordingly, we do not express an opinion on the effectiveness of the Company's internal control over financial reporting.

A control deficiency exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect misstatements on a timely basis. A significant deficiency is a control deficiency, or combination of control deficiencies, that adversely affects the Company's ability to initiate, authorize, record, process, or report financial data reliably in accordance with generally accepted accounting principles such that there is more than a remote likelihood that misstatement of the Company's financial statements that is more than inconsequential will not be prevented or detected by the Company's internal control.

A material weakness is a significant deficiency, or combination of significant deficiencies, that results in more than a remote likelihood that a material misstatement of the financial statements will not be prevented or detected by the Company's internal control.

Our consideration of the internal control over financial reporting was for the limited purpose described in the first paragraph of this section and would not necessarily identify all deficiencies in the internal control that might be significant deficiencies or material weaknesses. **We did not identify any deficiencies in internal control over financial reporting that we consider to be material weaknesses, as defined above.**

Compliance and Other Matters

As part of obtaining reasonable assurance about whether the Company's financial statements are free of material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit and, accordingly, we do not express such an opinion. **The results of our tests disclosed no instances of noncompliance that are required to be reported under *Government Auditing Standards.***

****

We also noted certain other matters that we have reported to management in a separate letter dated September 14, 2009.

This report is intended solely for the information of management, federal and state awarding agencies, pass-through entities, and the Board of Directors. It is not intended to be, and should not be, used by anyone other than these specified parties.

Brown, Edwards & Company, L.L.P.

CERTIFIED PUBLIC ACCOUNTANTS

Roanoke, Virginia
September 14, 2009

BROWN, EDWARDS & COMPANY, L.L.P.
Certified Public Accountants

REPORT ON COMPLIANCE WITH REQUIREMENTS APPLICABLE TO EACH MAJOR PROGRAM AND INTERNAL CONTROL OVER COMPLIANCE IN ACCORDANCE WITH OMB CIRCULAR A-133

Board of Directors
Greater Lynchburg Transit Company, Inc.
Lynchburg, Virginia

Compliance

We have audited the compliance of the Greater Lynchburg Transit Company, Inc. (the "Company") with the types of compliance requirements described in the U.S. Office of Management and Budget (OMB) Circular A-133 Compliance Supplement that are applicable to its major federal program for the year ended June 30, 2009. The Company's major federal program is identified in the summary of auditor's results section of the accompanying Schedule of Findings and Questioned Costs. Compliance with the requirements of laws, regulations, contracts, and grants applicable to its major federal program is the responsibility of the Company's management. Our responsibility is to express an opinion on the Company's compliance based on our audit.

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards,* issued by the Comptroller General of the United States; and OMB Circular A-133, *Audits of States, Local Governments, and Non-Profit Organizations.* Those standards and OMB Circular A-133 require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about the Company's compliance with those requirements and performing such other procedures as we considered necessary in the circumstances. We believe that our audit provides a reasonable basis for our opinion. Our audit does not provide a legal determination of the Company's compliance with those requirements.

In our opinion, the Company complied, in all material respects, with the requirements referred to above that are applicable to its major federal program for the year ended June 30, 2009.

Internal Control Over Compliance

The management of the Company is responsible for establishing and maintaining effective internal control over compliance with the requirements of laws, regulations, contracts, and grants applicable to federal programs. In planning and performing our audit, we considered the Company's internal control over compliance with requirements that could have a direct and material effect on a major federal program in order to determine our auditing procedures for the purpose of expressing our opinion on compliance, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of the Company's internal control over compliance.

Internal Control Over Compliance (Continued)

A control deficiency in an entity's internal control over compliance exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect noncompliance with a type of compliance requirement of a federal program on a timely basis. A significant deficiency is a control deficiency, or combination of control deficiencies, that adversely affects the entity's ability to administer a federal program such that there is more than a remote likelihood that noncompliance with a type of compliance requirement of a federal program that is more than inconsequential will not be prevented or detected by the entity's internal control.

A material weakness is a significant deficiency, or combination of significant deficiencies, that results in more than a remote likelihood that material noncompliance with a type of compliance requirement of a federal program will not be prevented or detected by the entity's internal control.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and would not necessarily identify all deficiencies in internal control that might be significant deficiencies or material weaknesses. **We did not identify any deficiencies in internal control over compliance that we consider to be a material weakness, as defined above.**

This report is intended for the information of management, federal and state awarding agencies, pass-through entities, and the Board of Directors. It is not intended to be, and should not be, used by anyone other than these specified parties.

Brown, Edwards & Company, L.L.P.

CERTIFIED PUBLIC ACCOUNTANTS

Roanoke, Virginia
September 14, 2009

GREATER LYNCHBURG TRANSIT COMPANY, INC.

SUMMARY OF COMPLIANCE MATTERS
June 30, 2009

As more fully described in the Report on Internal Control over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance With *Government Auditing Standards*, we performed tests of the Company's compliance with certain provisions of the laws, regulations, contracts, and grant agreements shown below.

LOCAL COMPLIANCE MATTERS

Company By-Laws

FEDERAL COMPLIANCE MATTERS

Compliance Supplement for Single Audits of State and Local Governments

Provisions and conditions of agreements related to federal programs selected for testing.

GREATER LYNCHBURG TRANSIT COMPANY, INC.

SCHEDULE OF FINDINGS AND QUESTIONED COSTS
Year Ended June 30, 2009

A. SUMMARY OF AUDIT RESULTS

1. The auditor's report expresses an **unqualified opinion** on the financial statements.
2. **No significant deficiencies** relating to the audit of the financial statements were reported in the Report on Internal Control Over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with *Government Auditing Standards*.
3. **No instances of noncompliance** material to the financial statements were disclosed.
4. **No significant deficiencies** relating to the audit of the major federal award program were reported in the Report on Compliance with Requirements Applicable to Each Major Program and Internal Control over Compliance in Accordance with OMB Circular A-133.
5. The auditor's report on compliance for the major federal award program expresses an **unqualified opinion**.
6. The audit disclosed **no audit findings relating to the major program**.
7. The program tested as a major program is:

Federal Transit Administration Grant Cluster:	
Federal Transit Operating Assistance	20.507
Federal Transit Capital Grants	20.500

8. The **threshold for** distinguishing Type A and B programs was **$300,000**.
9. The Company **was not** determined to be a **low-risk auditee**.

B. FINDINGS – FINANCIAL STATEMENT AUDIT

None.

C. FINDINGS AND QUESTIONED COSTS – MAJOR FEDERAL AWARD PROGRAM AUDIT

None.

Appendix F

COA Near-Term, Short-Range and Long-Range Service Plans

TABLE OF CONTENTS

1 Background and Introduction 1
2 Near-Term Plan (1-2 Years) 2
3 Short-Range Plan (3-6 Years) 7
4 Long-Range Plan (7-10 Years) 11
5 Individual Route Impacts 15
5.1 Route 1A 15
5.2 Route 1B 18
5.3 Route 2 20
5.4 Route 3C 22
5.5 Route 3D 25
5.6 Route 43 28
5.7 Route 4E 30
5.8 Route 4F 32
5.9 Route 5G 35
5.10 Route 5H 37
5.11 Route 6 39
5.12 Route 36 42
5.13 Route 7 44
5.14 Route 37 47
5.15 Route 8 49
5.16 Route 9 52
5.17 Route 10 54
5.18 Route 11 56
5.19 Route 51 59
5.20 Route 52 61
5.21 Route 53 63
5.22 Route 54 65
6 Liberty University Service 67
6.1 Near-Term Plan 68
6.2 Short-Range Plan 77
6.3 Long-Range Plan 81
7 Service Requirements 85
8 Capital Improvement Program 89
8.1 Vehicle Replacement and Expansion Program 89
8.2 Facility Improvement Program 90
8.3 Other Capital Investments 91
9 Financial Plan 94
9.1 Operating and Maintenance Costs and Funding Sources 97
9.2 Capital Costs and Funding Sources 99
9.3 Local Funding Summary 100

City Route Operating Statistics Tables for Recommended Scenarios ..... Appendix F-A
Liberty University Route Operating Statistics Tables for Recommended Scenarios ..... Appendix F-B

1 Background and Introduction

The Greater Lynchburg Transit Company (GLTC) is conducting a Comprehensive Operational Analysis (COA) to supplement its 2010 Transit Development Plan. The COA has three primary objectives – identify opportunities to streamline current fixed-route operations, making them more efficient and cost-effective; evaluate on-time performance and develop strategies to make schedule improvements; and develop a transitional service plan for the new intermodal transfer center at Kemper Street Station. Three time horizons are being considered – near-term (1-2 years), short-range (3-6 years) and long-range (7-10 years).

The core of the COA is the near-term and short-range plans. The near-term plan recommends immediate route changes designed to improve service efficiency and delivery, apply resources where they are most needed, and modernize the route network based upon current and projected conditions within the service area. With the anticipated opening of Kemper Street Station during the short-range planning horizon, major route restructuring have been reserved for this time period as not to disrupt passenger travel patterns twice in such a short time span. With all three plans, the COA will provide direction in terms of service expansion, equipment requirements, and facility needs.

The COA has undergone extensive data collection and analysis, with intensive field investigation and team evaluation. The recommendations outlined in this technical memorandum are based on:

- A field survey of all routes including the trailing of bus trips;
- An on-board survey effort conducted on all city and Liberty University routes, focusing on origin-destination pairings, trip purpose and basic demographic information;
- Monthly and daily route-level ridership analysis as well as a transfer analysis for weekday ridership using GFI farebox data;
- Route-level, trip-level and stop-level ridership data analysis using GLTC's Automatic Passenger Counting (APC) system;
- Detailed analysis for operating profile data, assessment of development patterns and trends, review of previous planning efforts and current operating policies, and consideration of local service requests; and
- Interviews and work sessions with GLTC Board Members, management and line personnel, community stakeholders and partners as well as input from riders through public meetings.

The following sections provide a systemwide overview of the near-term, short-range and long-range service plans. Those plans will then be followed by route-specific plans that outline the impacts to each service within the three implementation phases.

2 Near-Term Plan (1-2 Years)

The Near Term plan that is presented in this Technical Memorandum reflects proposed service changes over the next two years, many of which can be implemented concurrent with the next Operators' Mark-Up in August. The near-term plan recommendations are designed to maintain yet optimize the existing service structure with minimal route re-design, realizing an approximate 1% savings in overall service-hours and 6% saving in service-miles. Improvements in on-time performance are prioritized while also addressing those services which are the least cost-effective. Any route re-structuring that occurs in the near-term plan remains cognizant of the larger systemwide adjustments that are anticipated with the move to Kemper Street Station in the short-range plan. Some highlights of the near-term service plan are:

- Adjustments to route approaches in the vicinity of The Plaza to streamline traffic flow and eliminate unnecessary circuitousness.
- Changes in route interline pairings to match routes with stressed schedules to routes with more relaxed running times, providing interim on-time performance improvements
- Decreased peak-hour frequency on Routes 9 and 10 due to weak performance
- Elimination of constrained driveway movements to improve safety
- Elimination of non-productive route branches and deviations
- Elimination of Sunday service on segments of Route 11 due to weak performance
- Improved Saturday service frequency on Routes 3C and 3D
- Modifications to Routes 1A/B, 3C, 3D, 5G, 5H and 11 to minimize duplication of service and out-of-direction travel

Maps depicting the near-term changes to weekday, Saturday and Sunday services are shown in Figures 6-1, 6-2 and 6-3. In addition, schematics outlining recommending changes to the line-up at The Plaza are also included in Figures 6-4, 6-5 and 6-6.

Figure 6-1 – Near-Term Weekday Service Plan Map

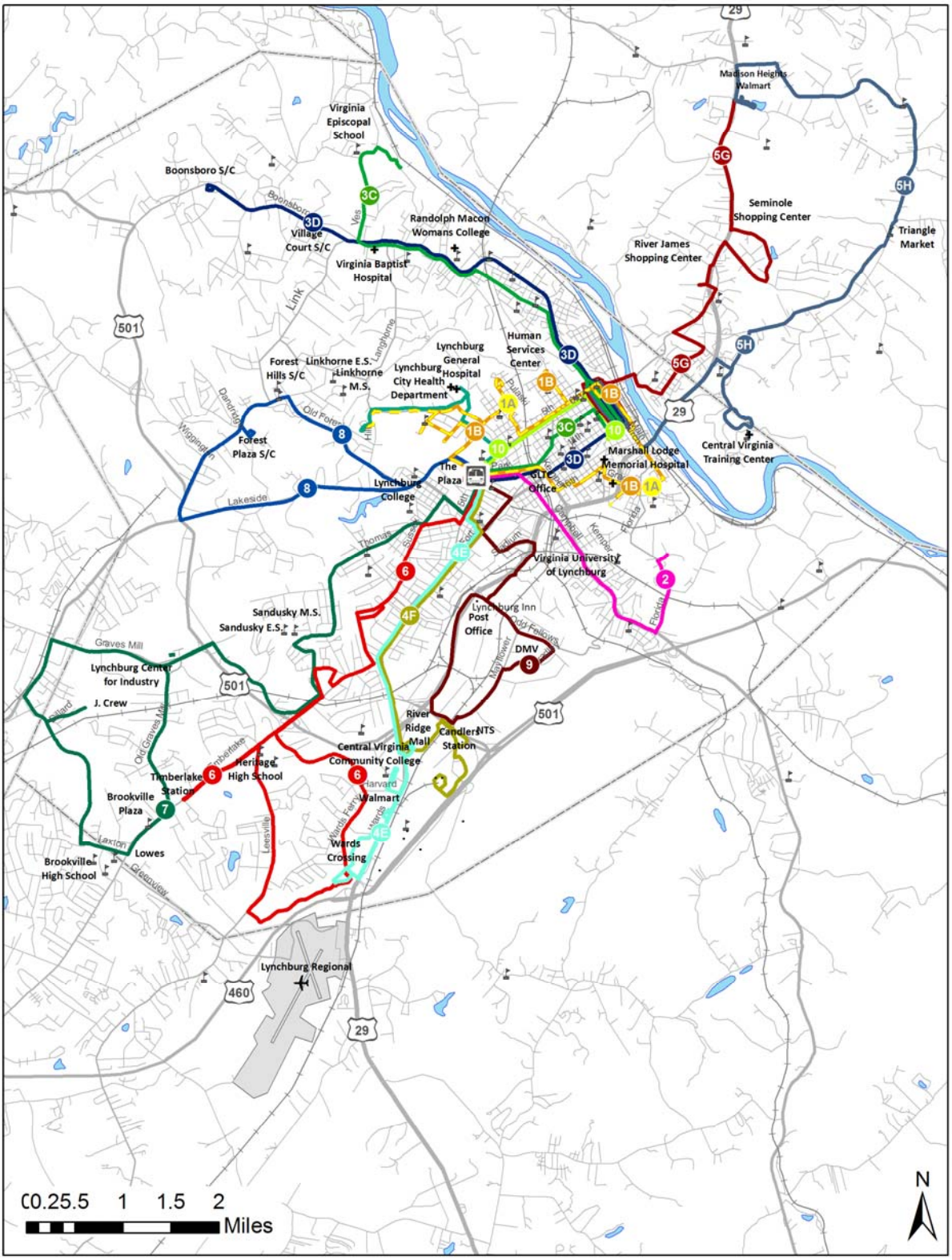


Figure 6-2 – Near-Term Saturday Service Plan Map

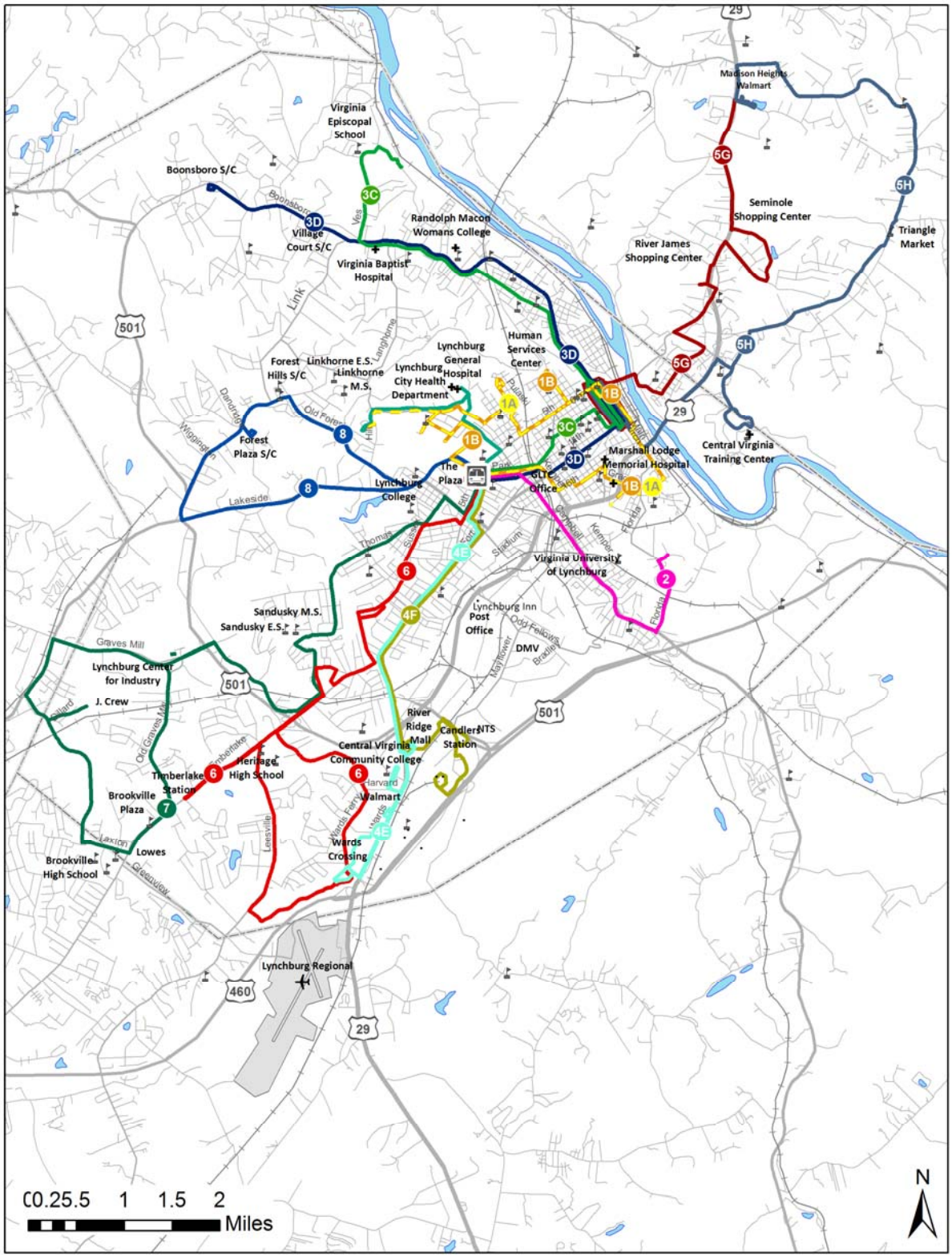


Figure 6-3 – Near-Term Sunday Service Plan Map

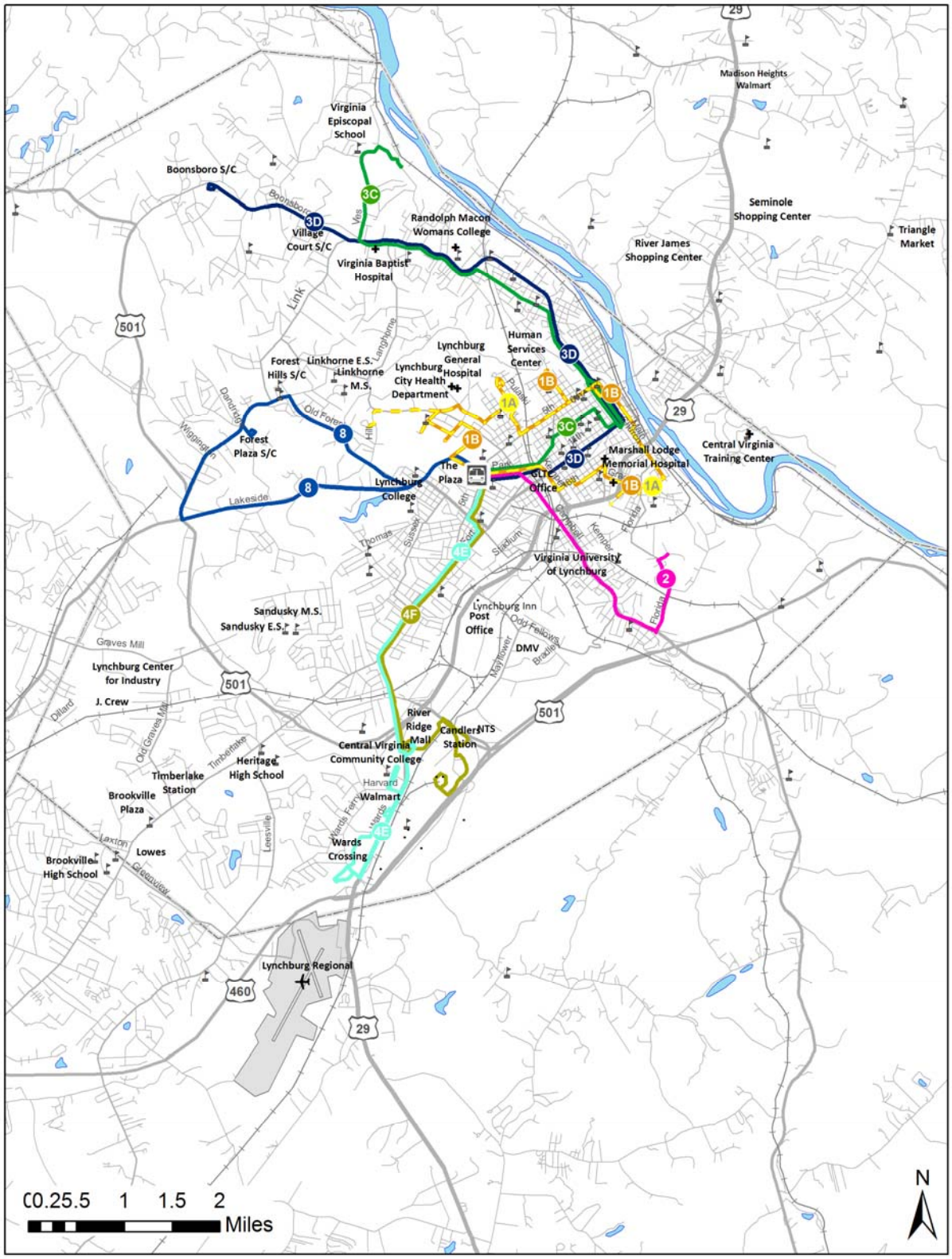
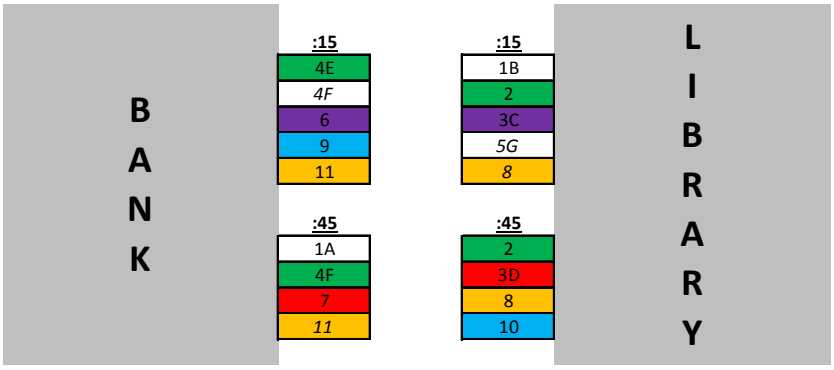
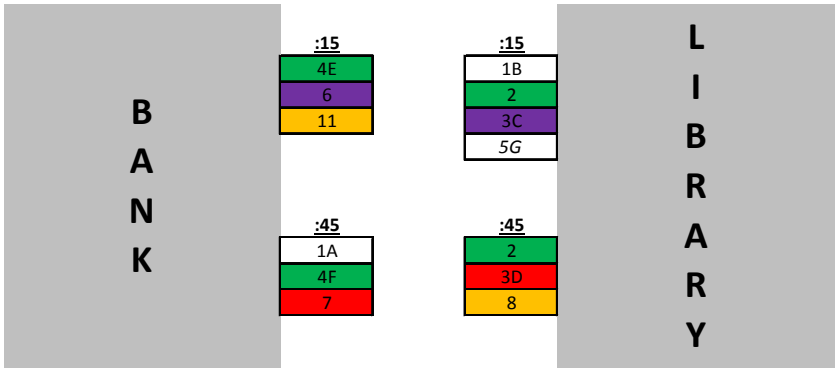


Figure 6-4 – Recommended Weekday Plaza Line-Up



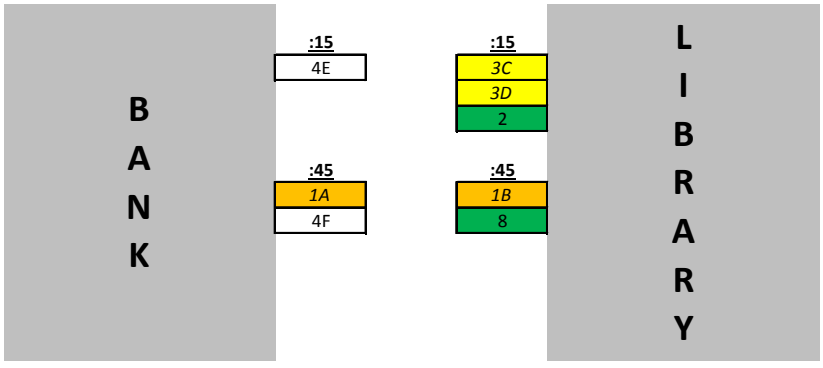
3C/D	In the Evening, Routes 3C and 3D circle the library inbound via Memorial Avenue to line-up
4F	This Block only Operates on Weekdays when Liberty University is in Session and must circle the library inbound via Lakeside Drive to line-up
5G	This Block only Serves The Plaza on Select Trips
8	This Block only Operates during Weekday Peak Hours
11	This Block only Operates during Weekday Peak Hours

Figure 6-5 – Recommended Saturday Plaza Line-Up



3C/D	In the Evening, Routes 3C and 3D circle the library inbound via Memorial Avenue to line-up
5G	This Block only Serves The Plaza on Select Trips

Figure 6-6 – Recommended Sunday Plaza Line-Up



1A/B	On Sundays, Routes 1A and 1B circle the library inbound via Memorial Avenue to line-up
2/8	On Sundays, Routes 2 and 8 circle the library inbound via Memorial Avenue to line-up
3C/D	On Sundays, Routes 3C and 3D circle the library inbound via Memorial Avenue to line-up
4E/F	On Sundays, Routes 4E and 4F circle the library inbound via Lakeside Drive to line-up

3 Short-Range Plan (3-6 Years)

The short-range plan reflects a modest increase in service-hours and emphasizes realignments needed to move service to the newly opened Kemper Street Station. Emphasis is also placed on major corridor movements, particularly in the southern portion of the service area. On-time performance is further improved with average weekday systemwide travel speeds slowed from the current 16.7 MPH to 14.8 MPH, a decrease of 11%. And finally, with the opening of Kemper Street Station, every route in the system is impacted. With this in mind, a new route nomenclature is introduced. This new numbering scheme eliminates the combination of numbers and letters and creates a new system that is entirely numeric. The new nomenclature also translates easily for internal GLTC functions such as GFI fare code entry. Some highlights of the short-range service plan are:

- Bi-directional service along segments of Lakeside Drive and Old Forest Road that are currently served by one-way loops
- Creation of all new route numbers systemwide
- Direct connectivity between Madison Heights and Kemper Street Station
- Elimination of non-productive route segments and deviations
- Establishment of corridor service on Fort Avenue and Timberlake Road
- Improvements to evening and Sunday route frequency to the Boonsboro and VES branches of Routes 3C and 3D

Maps depicting the short-range changes to weekday, Saturday and Sunday services are shown in Figures 6-7, 6-8 and 6-9.

Figure 6-7 – Short-Range Weekday Service Plan Map

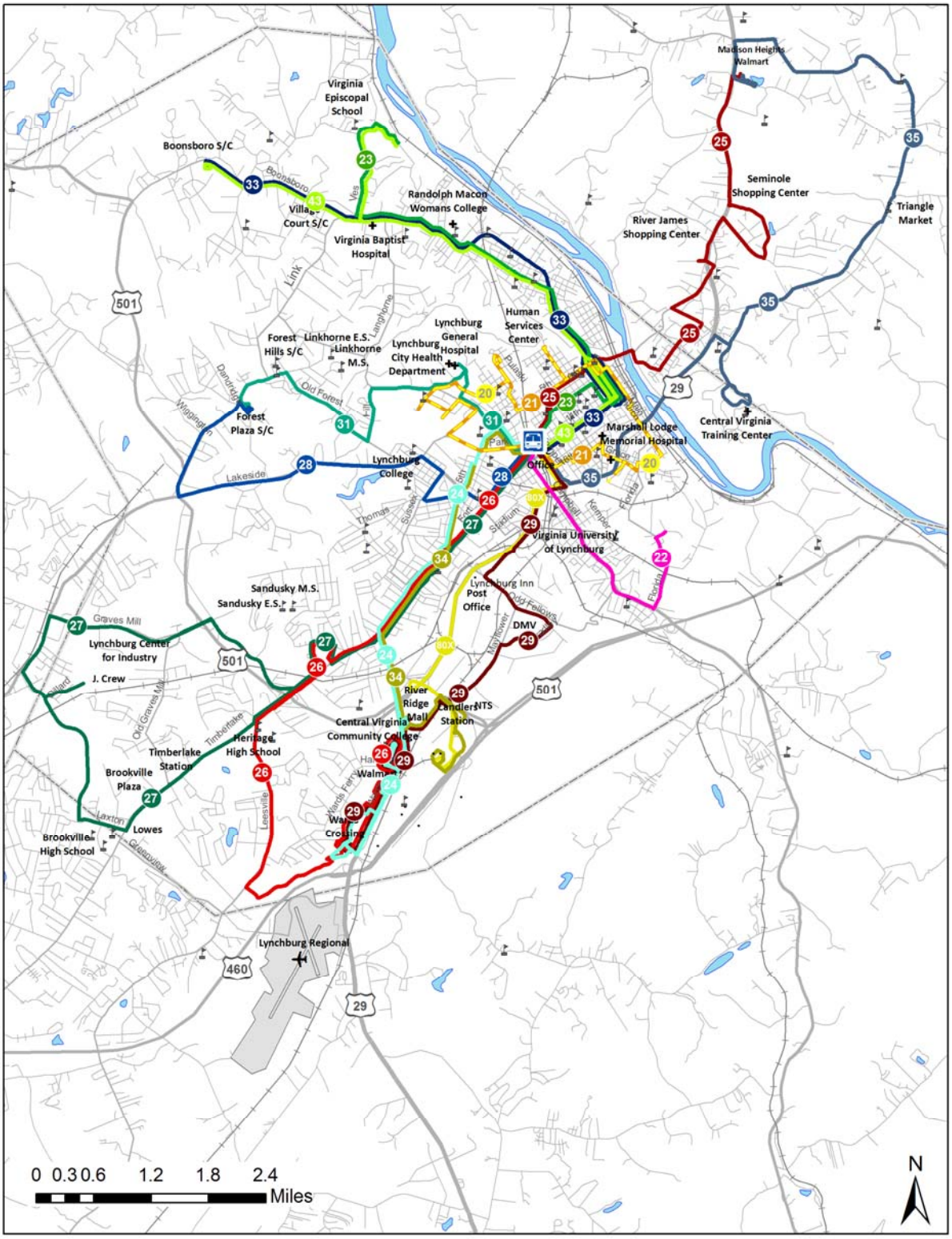


Figure 6-8 – Short-Range Saturday Service Plan Map

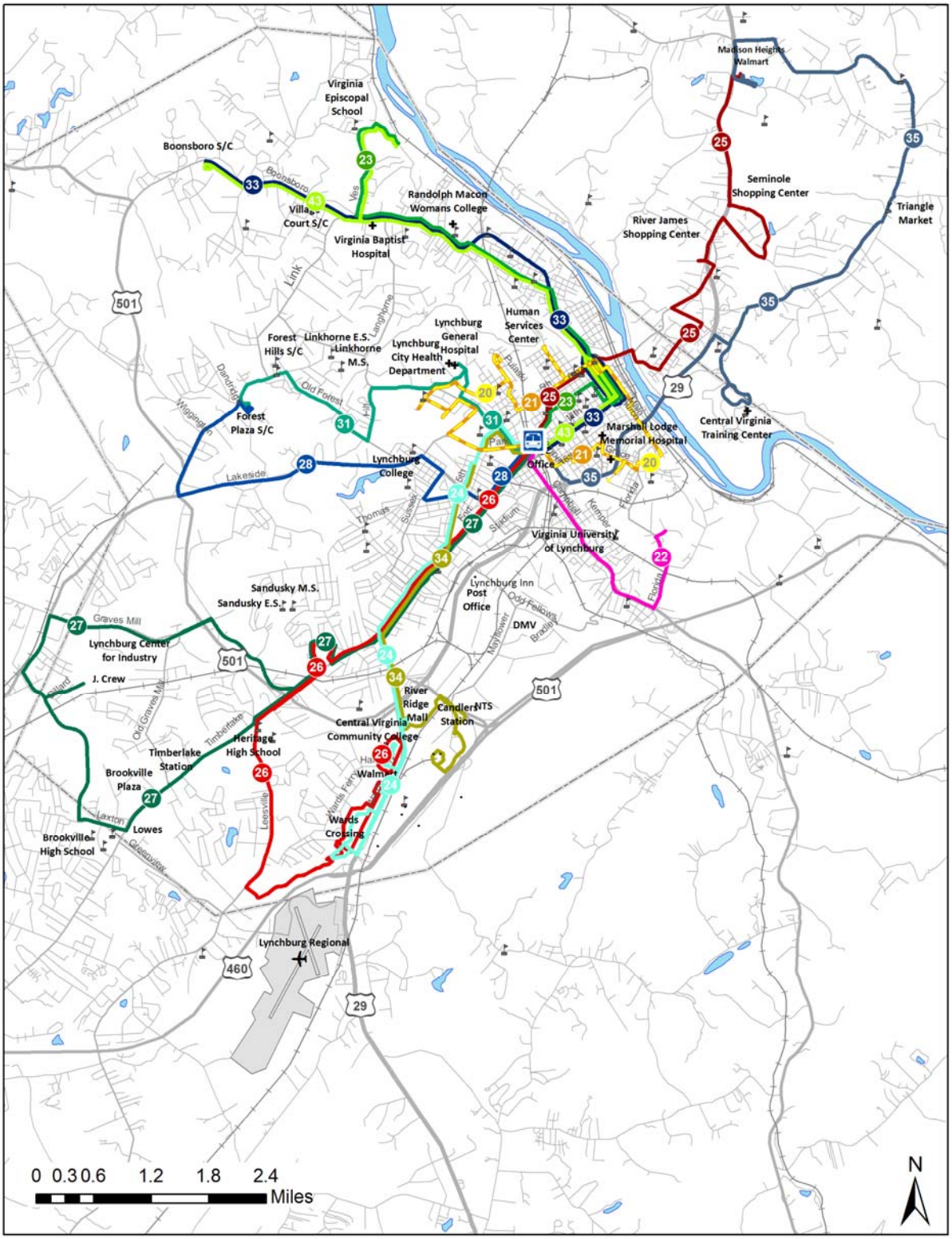
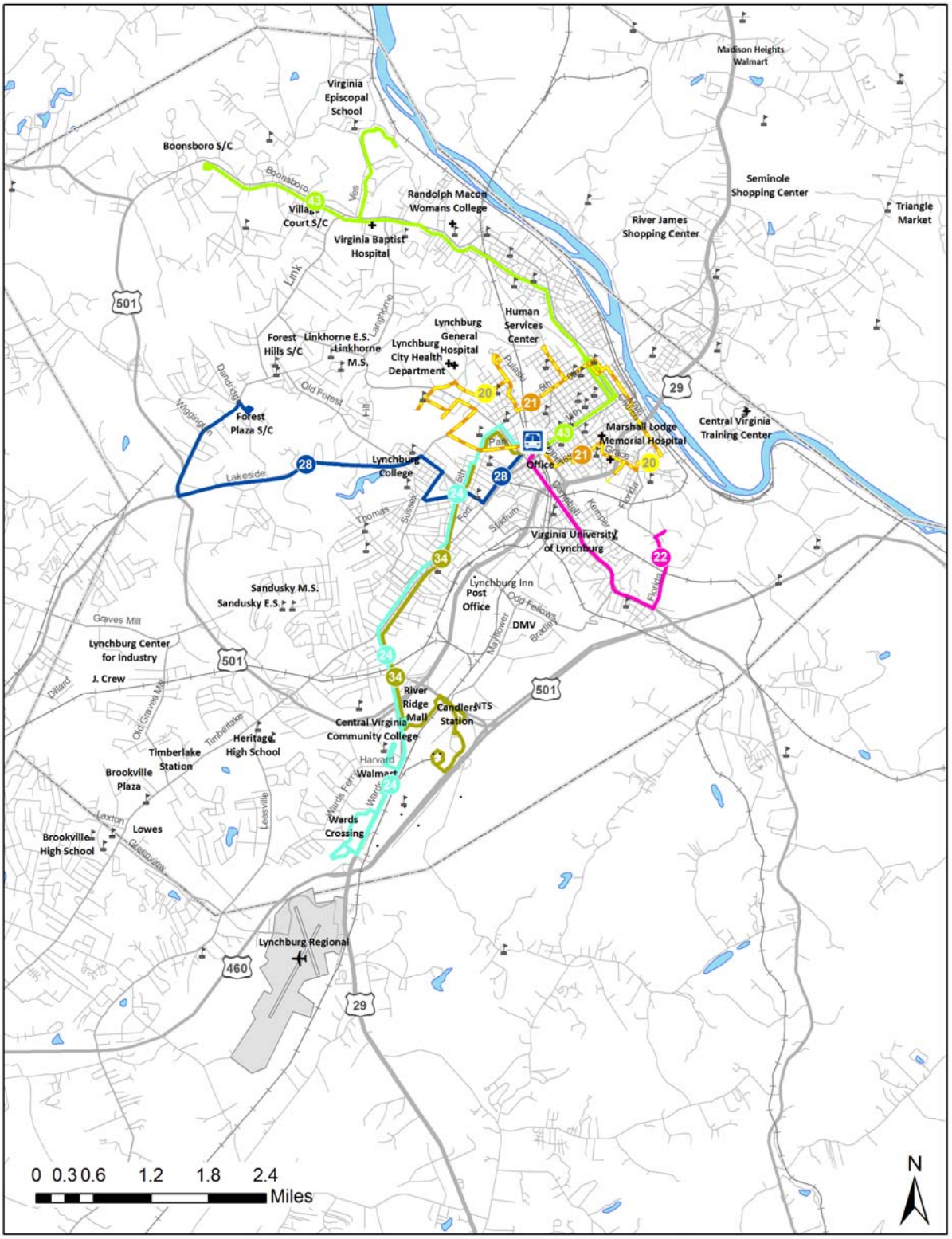


Figure 6-9 – Short-Range Sunday Service Plan Map



4 Long-Range Plan (7-10 Years)

The long-range plan addresses service needs identified in the COA planning analysis and requests heard through the project's internal and external outreach process. The long-range plan also takes advantage of data garnered from the on-board survey and latent demand analysis; creating more diverse options for travelers to reach GLTC's most popular destinations. The long-range plan also looks at transit more regionally, with new services targeted to neighboring Bedford and Campbell counties. Recommendations in the long-range plan likely exceed GLTC's current financial resources, but are included in the COA for identifying specific service proposals, should additional funding resources become available. Some highlights of the long-range service plan are:

- New evening service on selected routes
- New Sunday service on selected routes
- Improved frequency on selected routes
- Creation of new "crosstown" services between outlying transit centers
- New connectivity to Liberty University and Wards Road retail corridor
- New services to and from Bedford and Campbell Counties
- New Express services to Liberty University

Maps depicting the long-range changes to weekday, Saturday and Sunday services are shown in Figures 6-10, 6-11 and 6-12.

Figure 6-10 – Long-Range Weekday Service Plan Map

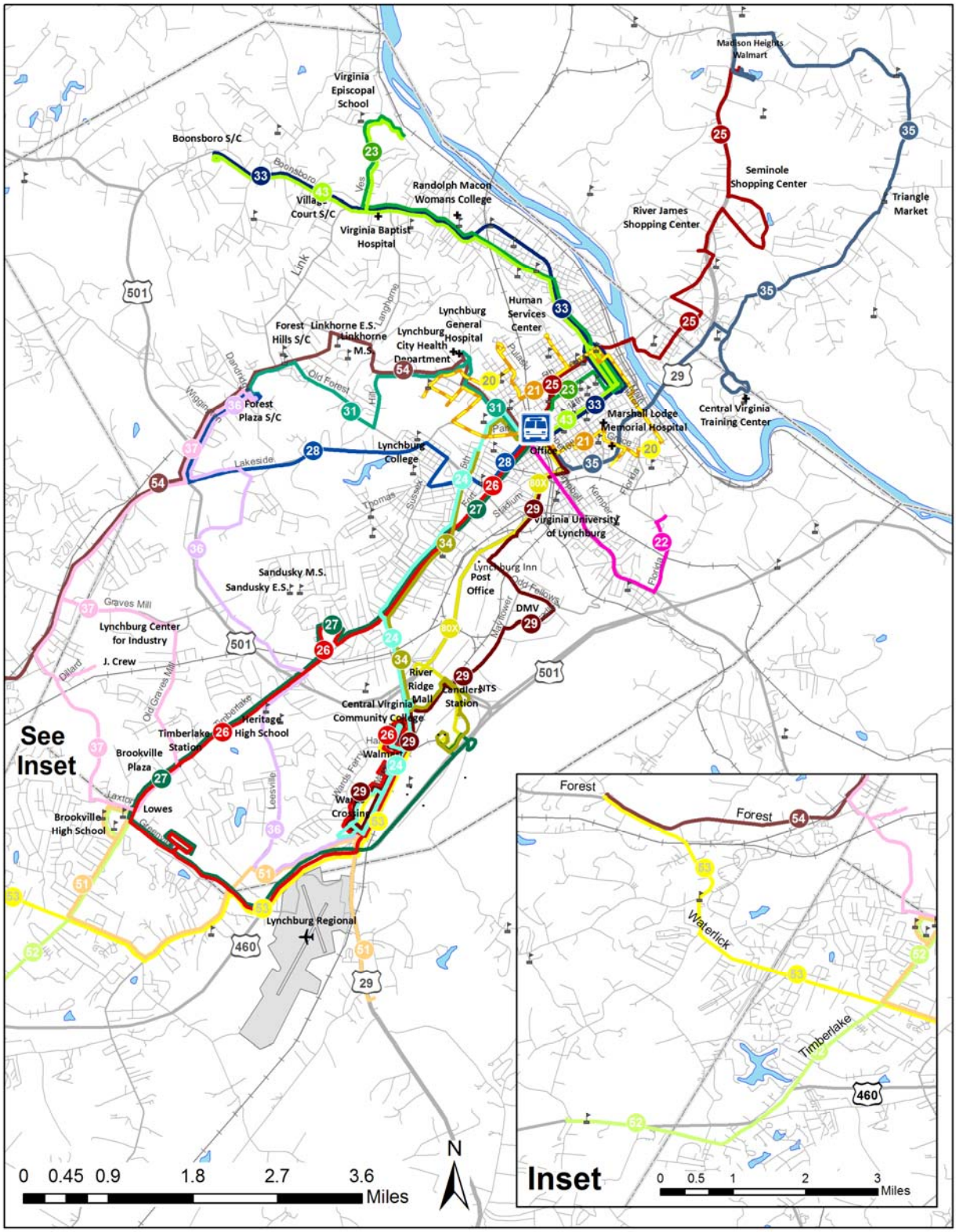


Figure 6-11 – Long-Range Saturday Service Plan Map

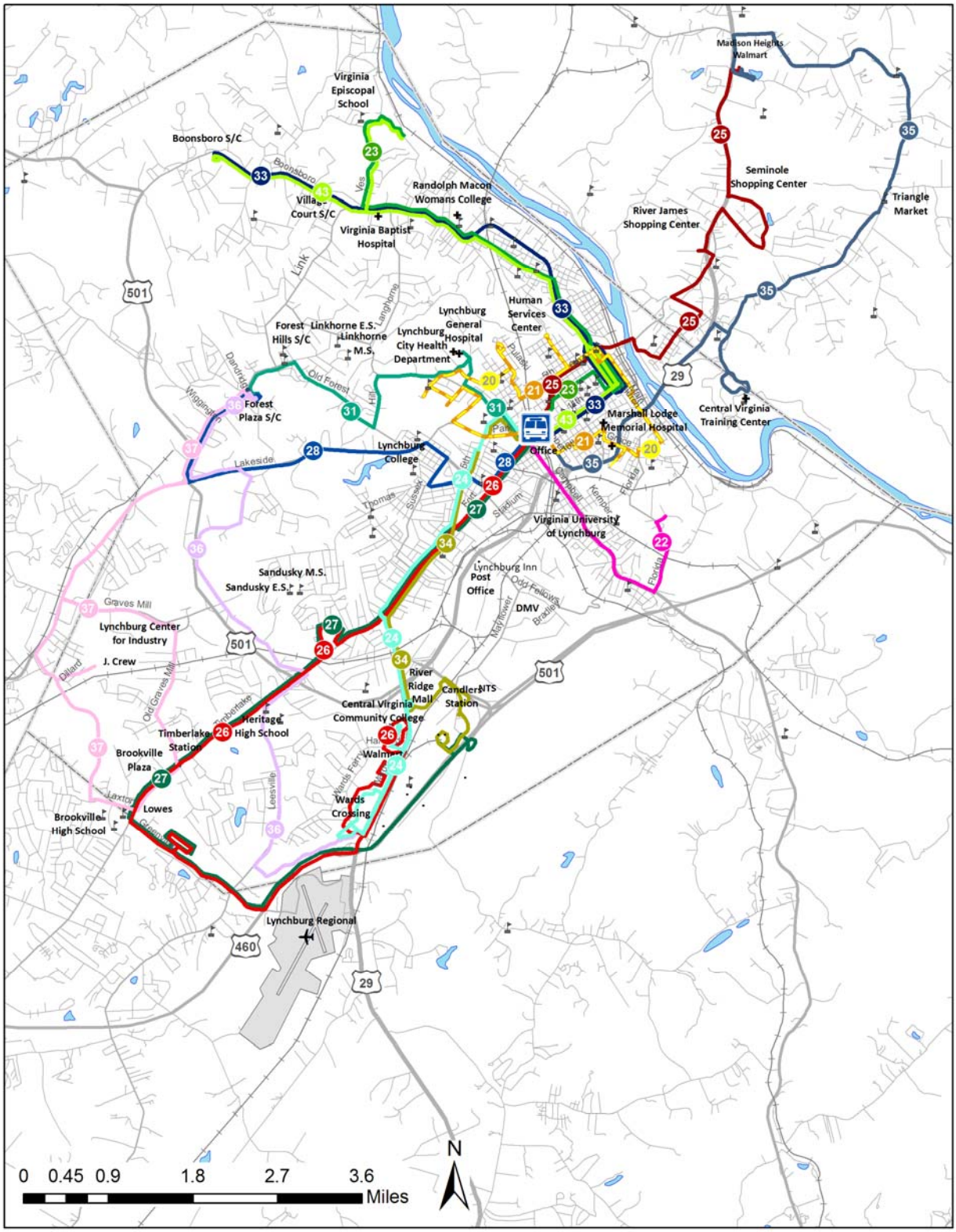
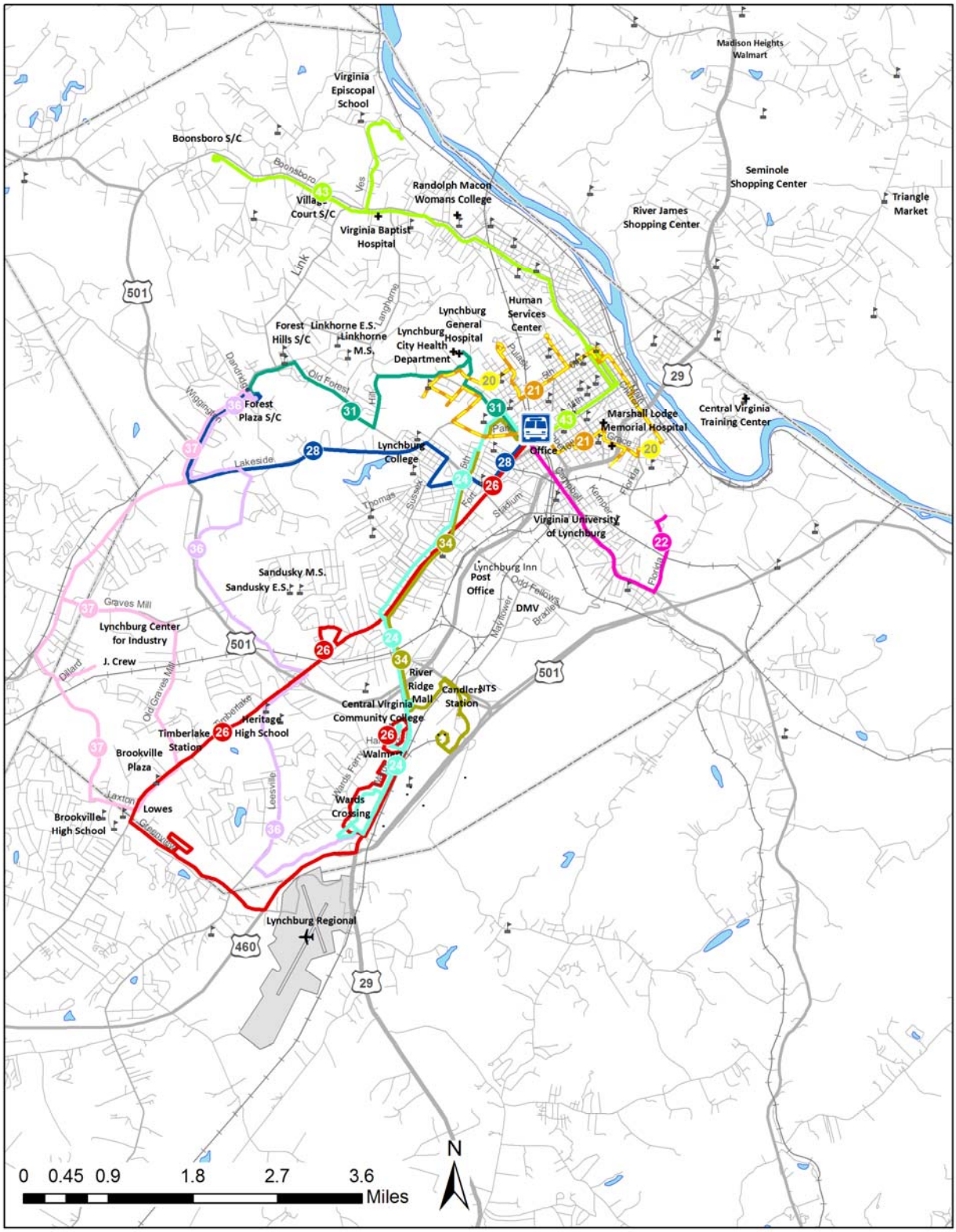


Figure 6-12 – Long-Range Sunday Service Plan Map



5 Individual Route Impacts

The following sections identify phase-by-phase impacts to individual GLTC routes as outlined in the systemwide service plans described earlier. For each route, a brief narrative of the current service is followed by descriptions of the near-term, short-range and long-range service plans. The closing page features a map overlaying the current, near-term, short-range and long-range service plans. A table outlining service frequencies for each phase of the service plan is also included.

5.1 Route 1A

Current Service

Route 1A operates as a counterclockwise circulator through downtown Lynchburg's more established, transit-dependent neighborhoods. Besides downtown Lynchburg, the route also provides service to Lynchburg General Hospital, The Plaza and GLTC's offices. In Technical Memorandum 4 of this COA, Route 1A was noted for duplications in service with Routes 3C and 3D. Also, Route 1A was observed to be consistently challenged to meet on-time performance. Despite its meandering alignment, Route 1A has been one of GLTC's stronger performers.

Near-Term Service Plan

In the near-term, Route 1A maintains much of its circulator characteristics through the downtown area. However, there are two significant changes to its alignment. First, the Rivermont/Bedford Avenue deviation is removed, transferring these segments to Routes 3C and 3D. Second, segments from Route 11 including Murrell Road, Atherholt Road, Yorktown Avenue and Tate Springs Road are added to Route 1A. In all, these adjustments decrease each round trip by nearly three miles, allowing Route 1A to operate at a more manageable average travel speed of 12.1 MPH. Selected trips still serve Tri-Tech and Sunday trips will also feature a deviation to serve Birchwood Apartments. Conversely, deviations to the Health Department and Jefferson House are eliminated due to low ridership. Route frequencies remain the same on Route 1A for weekdays and Saturdays. However, Sunday frequencies are reduced to 120-minutes as new Sunday service is introduced on Route 1B. This change will allow for bi-directional service along the route alignment instead of forcing passengers to ride the longer trip for one leg of their round-trip travel. By doing so, Route 1A is interlined with Route 1B on Sundays.

Short-Range Service Plan

In the short-range, Route 1A, along with the entire GLTC system, receives a new route number. In this case, Route 1A becomes Route 21. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Since Route 21 (formerly 1A) underwent restructuring in the near-term service plan, alignment changes will be minimal and limited to providing access to Kemper Street Station. There are no frequency adjustments proposed in the short-range plan.

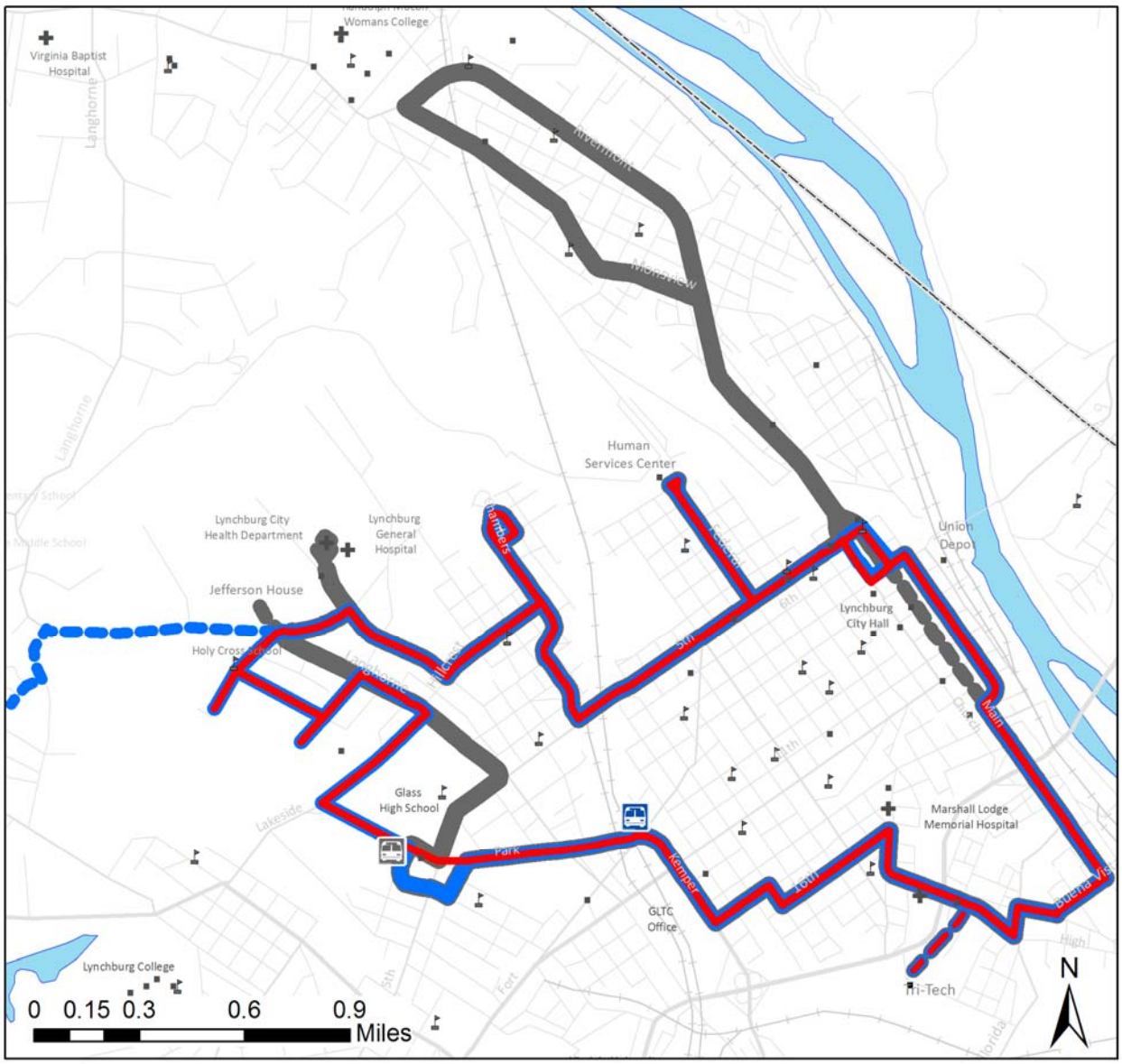
Long-Range Service Plan

In the long-range, Route 21's alignment remains intact on weekdays and Saturdays. However, the Birchwood Apartments deviation provided on Sundays is no longer needed with the introduction of new Sunday service on Route 31. Frequencies on Route 21 are also improved with 30-minute peak service on weekdays and 60-minute service all day on Sundays, including early evening hours.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	60	60	60	30
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	60	60	60	60
Saturday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	60	60	60	60
Sunday				
Day	60	120	120	60
Evening	60	120	120	60

Route 1A



5.2 Route 1B

Current Service

Route 1B operates as a clockwise circulator through downtown Lynchburg's more established, transit-dependent neighborhoods. Besides downtown Lynchburg, the route also provides service to Lynchburg General Hospital, The Plaza and GLTC's offices. In Technical Memorandum 4 of this COA, Route 1B was noted for duplications in service with Routes 3C and 3D. Also, Route 1B was observed to be consistently challenged to meet on-time performance. Despite its meandering alignment, Route 1B has been one of GLTC's stronger performers.

Near-Term Service Plan

In the near-term, Route 1B maintains much of its circulator characteristics through the downtown area. However, there are two significant changes to its alignment. First, the Rivermont/Bedford Avenue deviation is removed, transferring these segments to Routes 3C and 3D. Second, segments from Route 11 including Murrell Road, Atherholt Road, Yorktown Avenue and Tate Springs Road are added to Route 1B. In all, these adjustments decrease each round trip by nearly three miles, allowing Route 1B to operate at a more manageable average travel speed of 12.2 MPH. Selected trips still serve Tri-Tech. Conversely, deviations to the Health Department and Jefferson House are eliminated due to low ridership. Route frequencies remain the same on Route 1B for weekdays and Saturdays. In addition, new Sunday service is introduced at 120-minute frequency to provide bi-directional service with Route 1A. This is done by interlining Route 1B with Route 1A on Sundays only.

Short-Range Service Plan

In the short-range, Route 1B, along with the entire GLTC system, receives a new route number. In this case, Route 1B becomes Route 20. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Since Route 20 (formerly 1B) underwent restructuring in the near-term service plan, alignment changes will be minimal and limited to providing access to Kemper Street Station. There are no frequency adjustments proposed in the short-range plan.

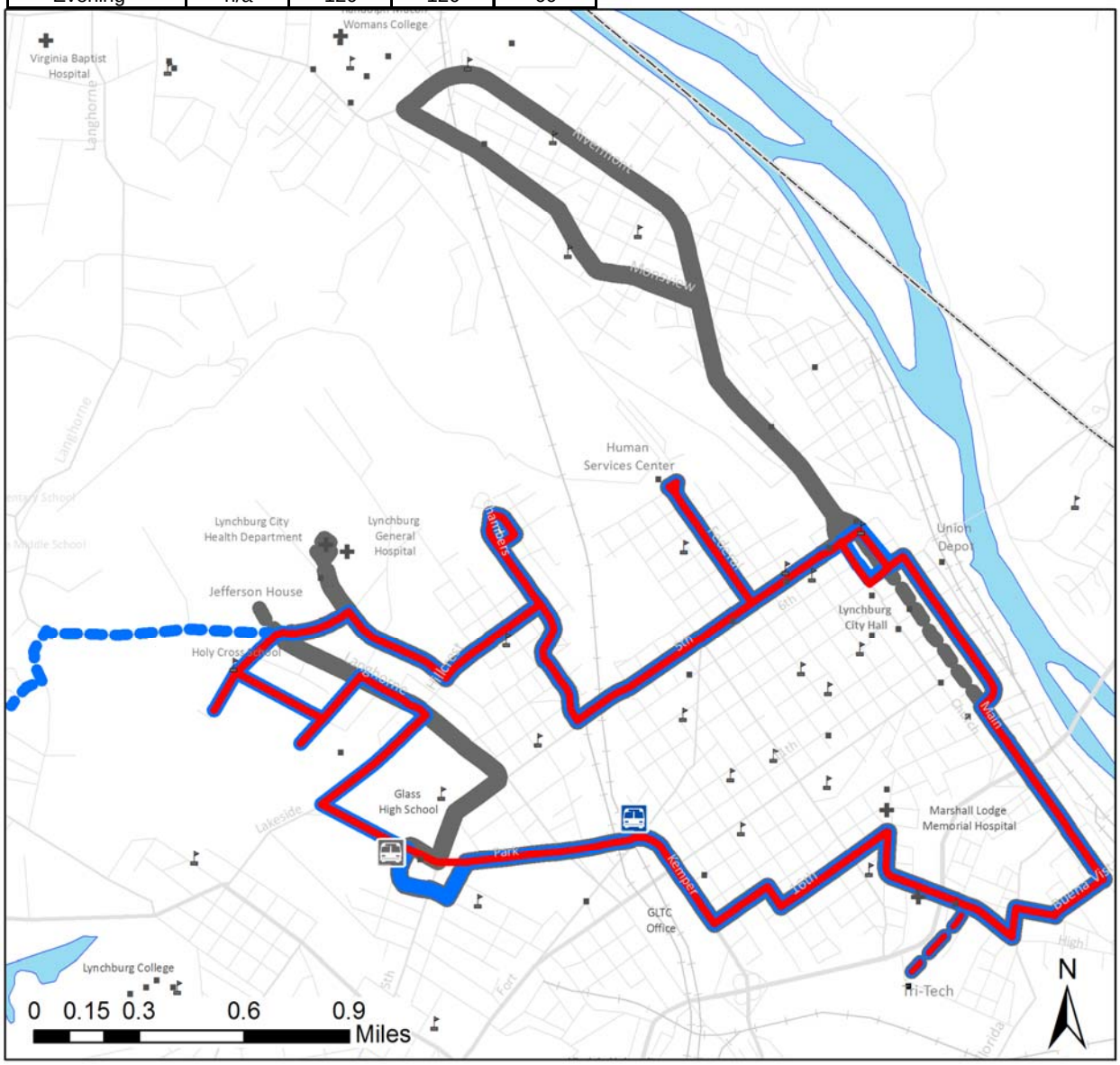
Long-Range Service Plan

In the long-range, Route 20's alignment remains intact on weekdays and Saturdays. However, the Birchwood Apartment deviation provided on Sundays is no longer needed with the introduction of new Sunday service on Route 31. Frequencies on Route 20 are also improved with 30-minute peak service on weekdays and 60-minute service all day on Sundays, including early evening hours.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	60	60	60	30
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	n/a	n/a	n/a	60
Saturday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	n/a	n/a	n/a	60
Sunday				
Day	n/a	120	120	60
Evening	n/a	120	120	60

Route 1B



5.3 Route 2

Current Service

Route 2 operates southeast from the Plaza transfer center serving the Campbell Avenue and Florida Avenue corridors. At the route's terminus, two branches are served with a pattern that alternates to serve Jubilee Heights during the midday hours between 9:30 and 4:30. All other trips end at Greenfield Apartments. Selected trips also serve Hudson House. In Technical Memorandum 4 of this COA, Route 2 was noted for average performance on weekdays and Sundays with poor performance on Sundays. The Jubilee Heights and Hudson Heights deviations also showed little utilization. In addition, Route 2 was observed to be consistently challenged to meet on-time performance.

Near-Term Service Plan

In the near-term, Route 2 maintains the majority of its alignment between The Plaza and Greenfield Apartments. However, the two branches to Jubilee Heights and Hudson Heights are eliminated, both due to poor utilization. The constrained streets used to accommodate the Hudson House deviation also contribute to this recommendation. New interline combinations are introduced to Route 2 in an effort to improve on-time performance. On weekdays and Saturdays, Route 2 is interlined with Routes 4E and 4F at The Plaza. On Sundays, Route 2 is interlined with Route 8 at The Plaza. In addition, frequency on Route 2 is reduced to 60-minutes on Sundays due to poorer performance. To accommodate the new interlines, routing in the immediate area of The Plaza will be streamlined to allow for continuous flow from one route to the other. As such, Route 2 is relocated to the Library side of The Plaza.

Short-Range Service Plan

In the short-range, Route 2, along with the entire GLTC system, receives a new route number. In this case, Route 2 becomes Route 22. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Since Route 22 (formerly 2) underwent restructuring in the near-term service plan, alignment changes will be minimal and limited to providing access to Kemper Street Station. There are no frequency adjustments proposed in the short-range plan except for late evening service which is reduced to 60-minutes. Interlines during the late evening time period are adjusted as well as on Sundays when Route 22 and new Route 43 are paired.

Long-Range Service Plan

In the long-range, Route 22's alignment, frequency and service span remain intact on all days of service.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	30	30	30	30
Midday	30	30	30	30
Early Evening	30	30	30	30
Evening	30	30	60	60
Saturday				
Peak	30	30	30	30
Midday	30	30	30	30
Early Evening	30	30	30	30
Evening	30	30	60	60
Sunday				
Day	30	60	60	60
Evening	30	60	60	60

Route 2

Existing Transit Center

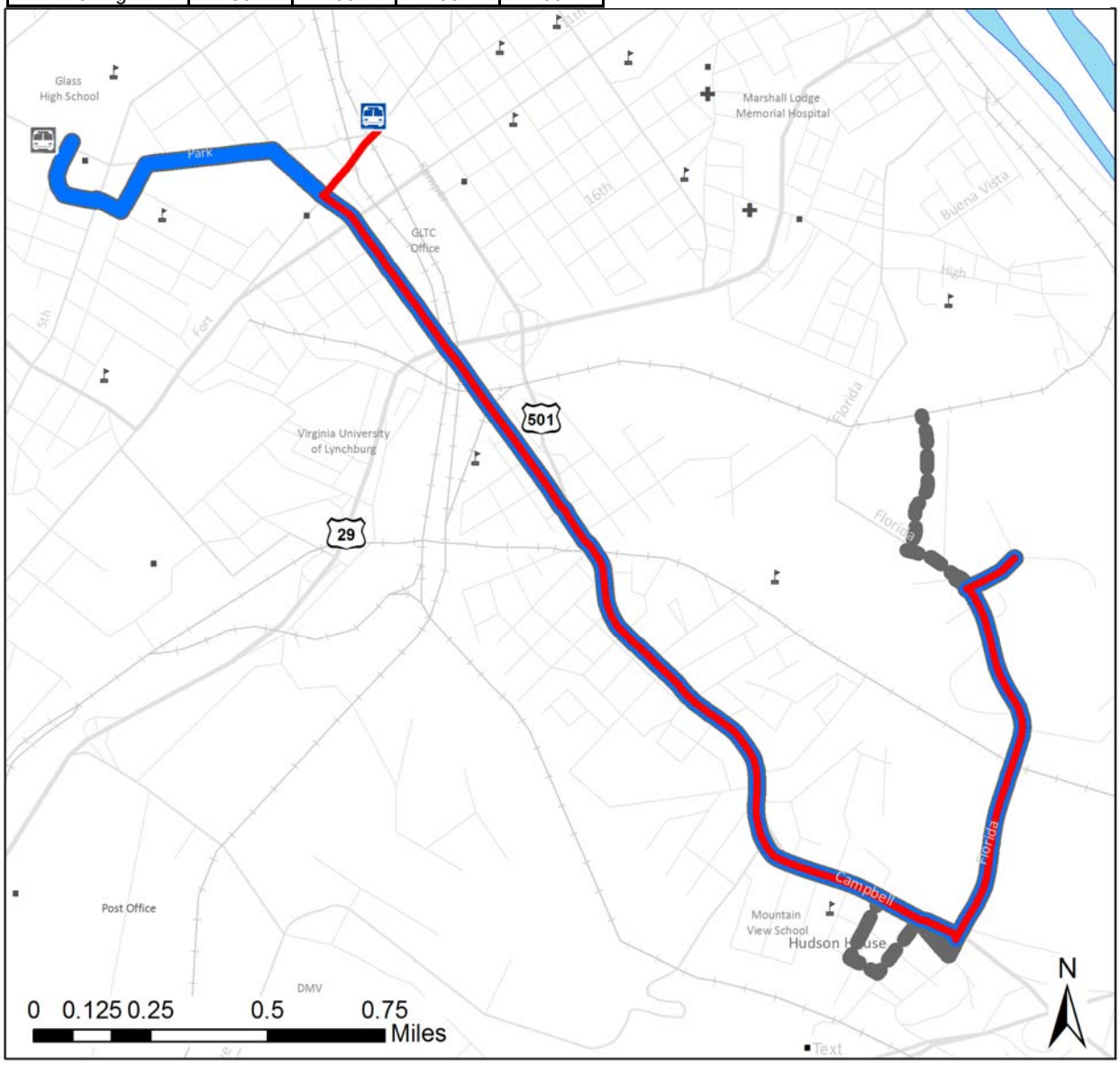
Short Range Transit Center

Short Range and Long Range

Near Term

Existing Service

Existing Service Select Trips Only



5.4 Route 3C

Current Service

Route 3C operates northeast from the Plaza transfer center to downtown Lynchburg via Park Avenue, 11th Street and 12th Street, prior to making its way northwest on Main Street (Church Street in the inbound direction). After serving downtown, the route continues northwest along Rivermont Avenue. Route 3C then continues on VES Road until it reaches Oriskany Street, terminating at Maple Ridge Apartments on Reusens Road. In Technical Memorandum 4 of this COA, Route 3C was noted for above-average performance on weekdays and Saturdays with lower performance on Sundays.

Near-Term Service Plan

In the near-term, Route 3C maintains the majority of its alignment between The Plaza and Maple Ridge Apartments. However, to better balance the round-trip mileage and ridership between this route and proposed modifications to Route 3D, two adjustments are recommended. The first alignment change moves Route 3C to assume the 8th Street and Clay Street segments from Route 3D. The second change diverts Route 3C to Bedford Avenue to assume that route segment from Routes 1A and 1B. A new interline combination is introduced to Route 3C in an effort to improve systemwide on-time performance. On weekdays and Saturdays, Route 3C is interlined with Route 6 at The Plaza through the early evening hours. Late night and Sundays trips will continue to be interlined with Route 3D. In addition, frequency on Route 3C is improved to 60-minutes during the weekday early evening hours as well as on Saturdays from service start-up until the early evening hours. Late evening and Sunday service will continue to operate at 120-minute frequency. To accommodate the new interlines, routing in the immediate area of The Plaza will be streamlined to allow for continuous flow from one route to the other. As such, Route 3C is relocated to the Library side of The Plaza.

Short-Range Service Plan

In the short-range, Route 3C, along with the entire GLTC system, receives a new route number. In this case, Route 3C becomes Route 23. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Since Route 23 (formerly 3C) underwent restructuring in the near-term service plan, alignment changes will be minimal and limited to providing access to Kemper Street Station. There are no frequency adjustments proposed in the short-range plan during the daytime hours on weekdays and Saturdays. However, late evening and Sunday service is eliminated and replaced with a new Route 43 combination service that serves passengers on Routes 23 and 33 (see Route 43 short-range service plan). Route 23 is no longer interlined with any other routes in the short-range.

Long-Range Service Plan

In the long-range, Route 23's alignment, frequency and service span remain intact on all days of service.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	120	60	60	60
Evening	120	120	n/a*	n/a*
Saturday				
Peak	120	60	60	60
Midday	120	60	60	60
Early Evening	120	60	60	60
Evening	120	120	n/a*	n/a*
Sunday				
Day	120	120	n/a*	n/a*
Evening	120	120	n/a*	n/a*

**** see new Route 43 for evening and Sunday service***

Route 3C

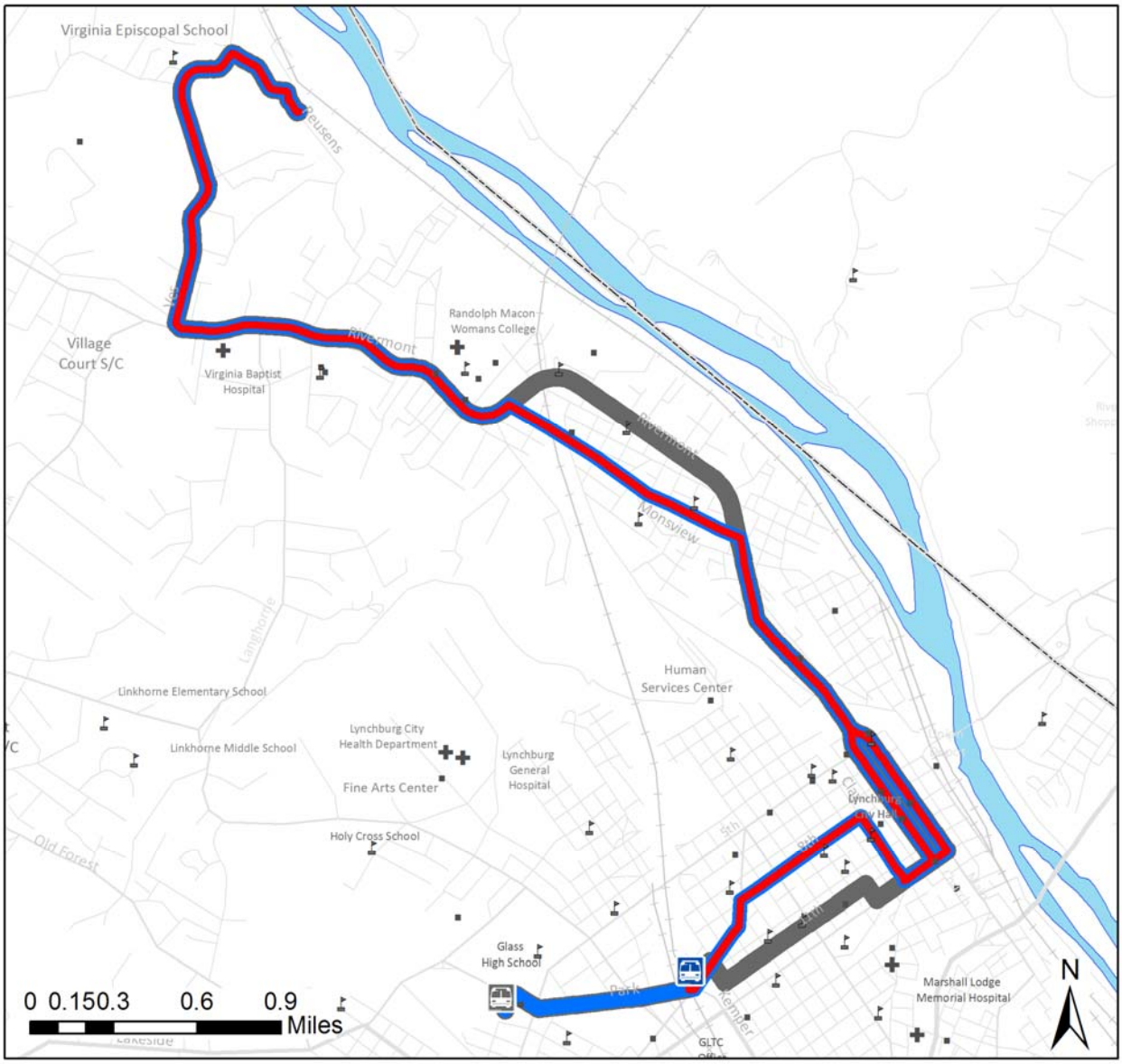
Existing Transit Center

Short Range Transit Center

Short Range and Long Range

Near Term

Existing Service



5.5 Route 3D

Current Service

Route 3D operates northeast from the Plaza transfer center to downtown Lynchburg via Park Avenue, 8th Street, Clay Street and 12th Street prior to making its way northwest on Main Street (Church Street in the inbound direction). After serving downtown, the route continues northwest along Rivermont Avenue and Boonsboro Road. The route terminates at the Boonsboro Shopping Center which features a Food Lion grocery. In Technical Memorandum 4 of this COA, Route 3D was noted for average performance on weekdays with above-average performance on weekends.

Near-Term Service Plan

In the near-term, Route 3D maintains the majority of its alignment between The Plaza and Boonsboro Shopping Center. However, to better balance the round-trip mileage and ridership between this route and proposed modifications to Route 3C, one adjustment is recommended. The alignment change streamlines Route 3D to operate via 12th Street between Main street and Kemper Street. A new interline combination is also introduced to Route 3D in an effort to improve systemwide on-time performance. On weekdays and Saturdays, Route 3D is interlined with Route 7 at The Plaza through the early evening hours. Late night and Sundays trips will continue to be interlined with Route 3C. In addition, frequency on Route 3D is improved to 60-minutes during the weekday early evening hours as well as on Saturdays from service start-up until the early evening hours. Late evening and Sunday service will continue to operate at 120-minute frequency. To accommodate the new interlines, routing in the immediate area of The Plaza will be streamlined to allow for continuous flow from one route to the other. As such, Route 3D is relocated to the Library side of The Plaza.

Short-Range Service Plan

In the short-range, Route 3D, along with the entire GLTC system, receives a new route number. In this case, Route 3D becomes Route 33. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Since Route 33 (formerly 3D) underwent restructuring in the near-term service plan, alignment changes will be minimal and limited to providing access to Kemper Street Station. There are no frequency adjustments proposed in the short-range plan during the daytime hours on weekdays and Saturdays. However, late evening and Sunday service is eliminated and replaced with a new Route 43 combination service that serves passengers on Routes 23 and 33 (see Route 43 short-range service plan). Route 33 is no longer interlined with any other routes in the short-range.

Long-Range Service Plan

In the long-range, Route 33's alignment, frequency and service span remain intact on all days of service.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	120	60	60	60
Evening	120	120	n/a*	n/a*
Saturday				
Peak	120	60	60	60
Midday	120	60	60	60
Early Evening	120	60	60	60
Evening	120	120	n/a*	n/a*
Sunday				
Day	120	120	n/a*	n/a*
Evening	120	120	n/a*	n/a*

**** see new Route 43 for evening and Sunday service***

Route 3D

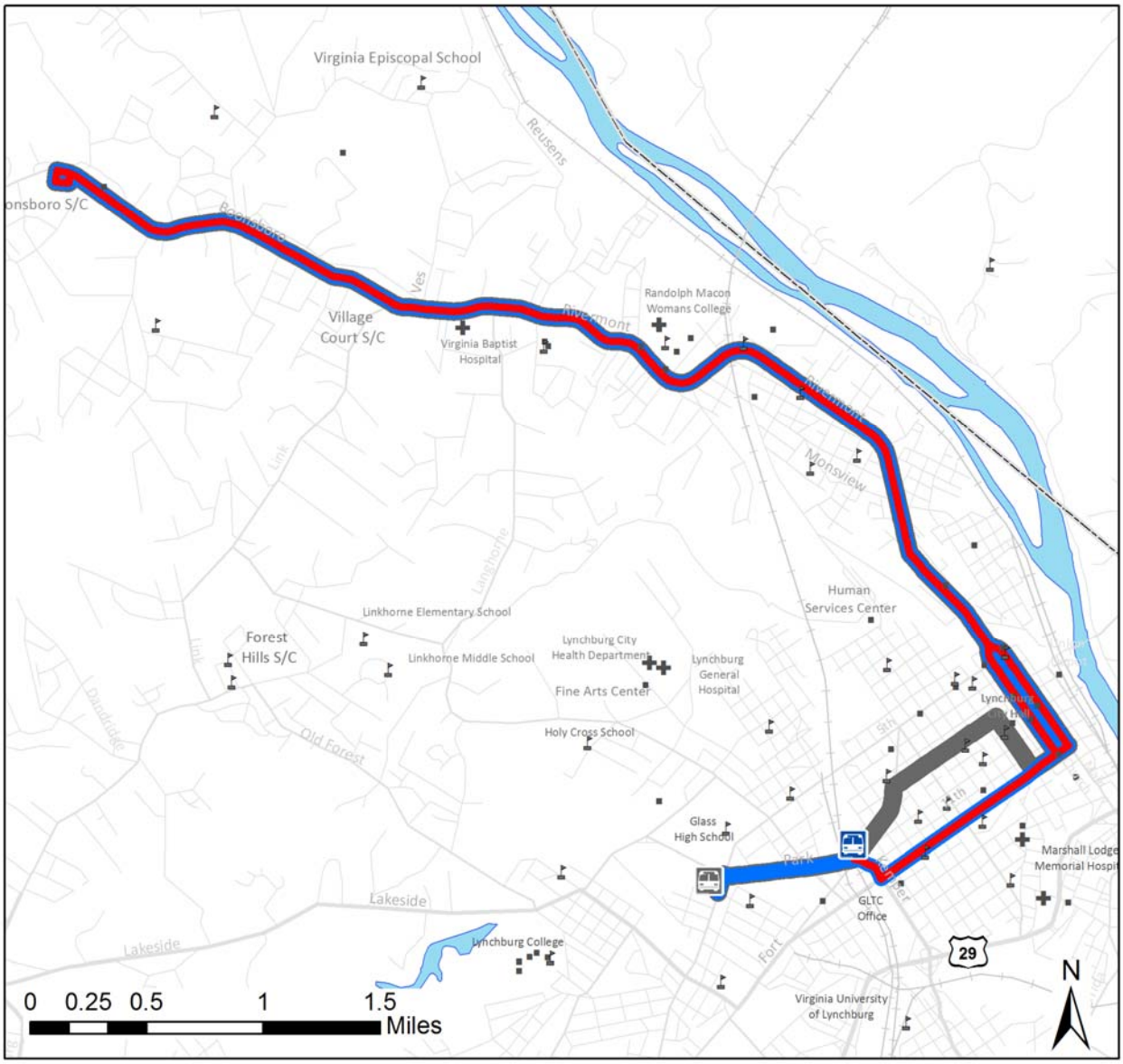
Existing Transit Center

Short Range Transit Center

Short Range and Long Range

Near Term

Existing Service



5.6 Route 43

Current Service

Route 43 is a new service recommendation that is not currently operated.

Near-Term Service Plan

Route 43 is a new service recommendation that is not operated in the near-term.

Short-Range Service Plan

In the short-range, a new combination service is introduced that provides 60-minute service to the majority of Route 23 and Route 33's passengers. From Kemper Station, Route 43 operates via Park Avenue, Kemper Street and 12th Street to downtown Lynchburg. From downtown, the route travels north-west on Main Street (Church Street in the inbound direction) and continues to Rivermont Avenue. At VES Road, the route serves the entire Route 23 branch to Maple Ridge Apartments and returns to Rivermont Avenue. From here, Route 43 continues outbound west along Boonsboro Road to Boonsboro Shopping Center where the route terminates. Inbound operates the reverse of the outbound including service back through VES Road and Maple Ridge Apartments before terminating at Kemper Street Station. New Route 43 is proposed to operate during late evening hours on weekdays and Saturdays as well as all day on Sundays. Service is provided at 60-minute frequency with one round-trip taking 90 minutes. To accomplish this cycle-time, Route 43 is interlined with Route 22 at Kemper Street Station.

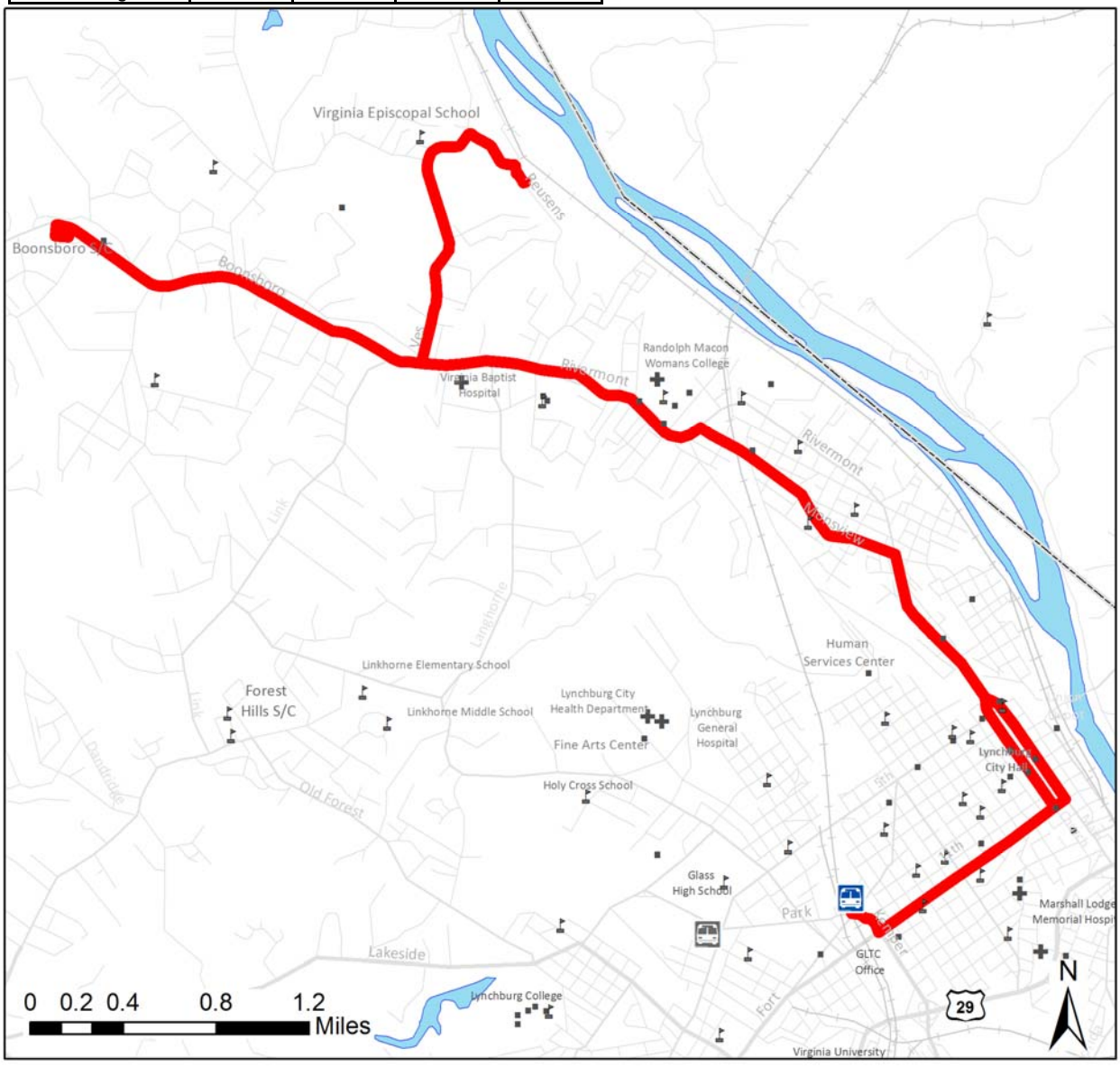
Long-Range Service Plan

In the long-range, Route 43's alignment, frequency and service span remain intact on all days of service.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	n/a	n/a	n/a	n/a
Midday	n/a	n/a	n/a	n/a
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	60	60
Saturday				
Peak	n/a	n/a	n/a	n/a
Midday	n/a	n/a	n/a	n/a
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	60	60
Sunday				
Day	n/a	n/a	60	60
Evening	n/a	n/a	60	60

Route 43



5.7 Route 4E

Current Service

Route 4E operates south from the Plaza transfer center via Memorial Avenue, Fort Avenue and Wards Road to River Ridge Mall. After serving the mall, the route continues south on Wards Road, making several deviations along the way including Central Virginia Community College (CVCC), Wal-Mart and Wards Crossing shopping center. In Technical Memorandum 4 of this COA, Route 4E was noted for strong performance on all days of service.

Near-Term Service Plan

In the near-term, Route 4E maintains the majority of its alignment between The Plaza and Ward's Crossing. Service to CVCC is now provided in both directions to eliminate the long out-of-direction trip for passengers who wish to travel inbound. A new interline combination is also introduced to Route 4E in an effort to improve systemwide on-time performance. On weekdays and Saturdays, Route 4E is interlined with Route 2 at The Plaza. To accommodate the new interline, routing in the immediate area of The Plaza will be streamlined to allow for continuous flow from one route to the other. As such, Route 4E is relocated to the Bank side of The Plaza. On Sundays, Route 4E will continue to operate independently.

Short-Range Service Plan

In the short-range, Route 4E, along with the entire GLTC system, receives a new route number. In this case, Route 4E becomes Route 24. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. When departing Kemper Street Station, Route 24 will travel via Park Avenue, Langhorne Road and Memorial Avenue until it merges with Fort Avenue. From here, the route continues south along its current alignment. There are no frequency adjustments proposed for Route 24 in the short-range service plan. However, late evening service is no longer interlined with any other routes.

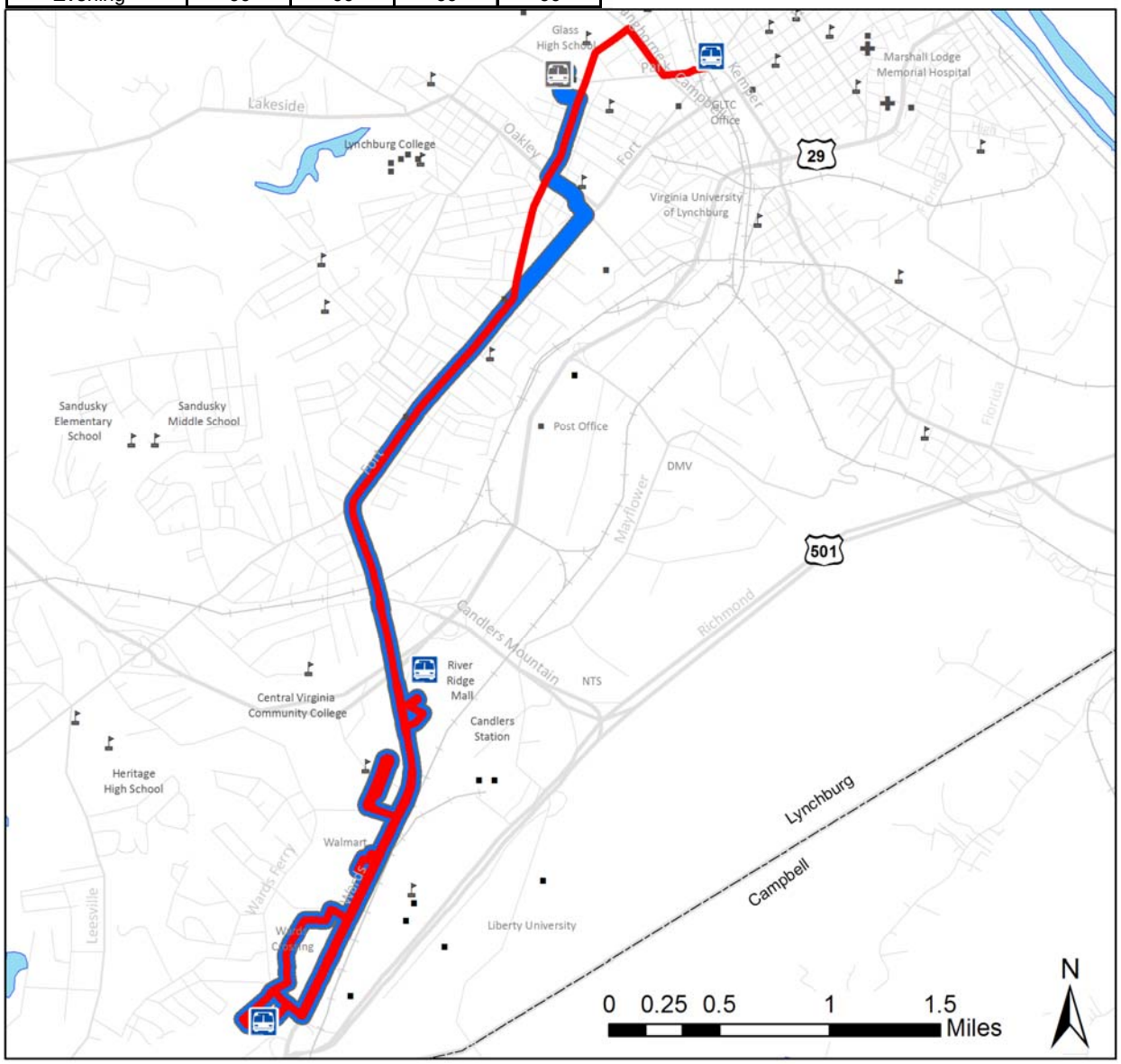
Long-Range Service Plan

In the long-range, Route 24's alignment, frequency and service span remain intact on all days of service.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	60	60	60	60
Saturday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	60	60	60	60
Sunday				
Day	60	60	60	60
Evening	60	60	60	60

Route 4E



5.8 Route 4F

Current Service

Route 4F operates south from the Plaza transfer center via Memorial Avenue, Fort Avenue and Wards Road to River Ridge Mall. After serving the mall, the route continues east on Candlers Mountain Road to University Boulevard on the Liberty University campus. Once the bus reaches the end-of-the-line, a U-Turn maneuver is completed adjacent to DeMoss Hall to complete the return trip. The return trip also accommodates stops along Liberty Mountain Drive. Route 4F operates at 60-minute frequency daily. However, a second bus is provided during weekday daytime hours to provide 30-minute frequency whenever Liberty University is in session. This additional bus is funded by Liberty University. In Technical Memorandum 4 of this COA, Route 4F was noted for high volumes of vehicular and pedestrian traffic on the Liberty University campus, particularly at class change time; creating volatility in the schedule and potential safety risks.

Near-Term Service Plan

In the near-term, Route 4F maintains the majority of its alignment between The Plaza and Liberty University. However, the service is shortened by terminating at Campus North. Here, recommended adjustments to the Liberty University service will be used to distribute passengers further into the campus. A new interline combination is also introduced to Route 4F in an effort to improve systemwide on-time performance. On weekdays and Saturdays, Route 4F is interlined with Route 2 at The Plaza (note: the second bus provided by Liberty University is not interlined). To accommodate the new interline, routing in the immediate area of The Plaza will be streamlined to allow for continuous flow from one route to the other. As such, Route 4F is relocated to the Bank side of The Plaza. On Sundays, Route 4F will continue to operate independently.

Short-Range Service Plan

In the short-range, Route 4F, along with the entire GLTC system, receives a new route number. In this case, Route 4F becomes Route 34. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. When departing Kemper Street Station, Route 34 will travel via Park Avenue, Langhorne Road and Memorial Avenue until it merges with Fort Avenue. From here, the route continues south along its near-term alignment. In the short-range service plan, the 30-minute frequency that is funded by Liberty University is reallocated to new Express Route 80X. As such, Route 34 will operate consistently at 60-minute frequency, regardless of the time of year. Late evening service is no longer interlined with any other routes as well.

Long-Range Service Plan

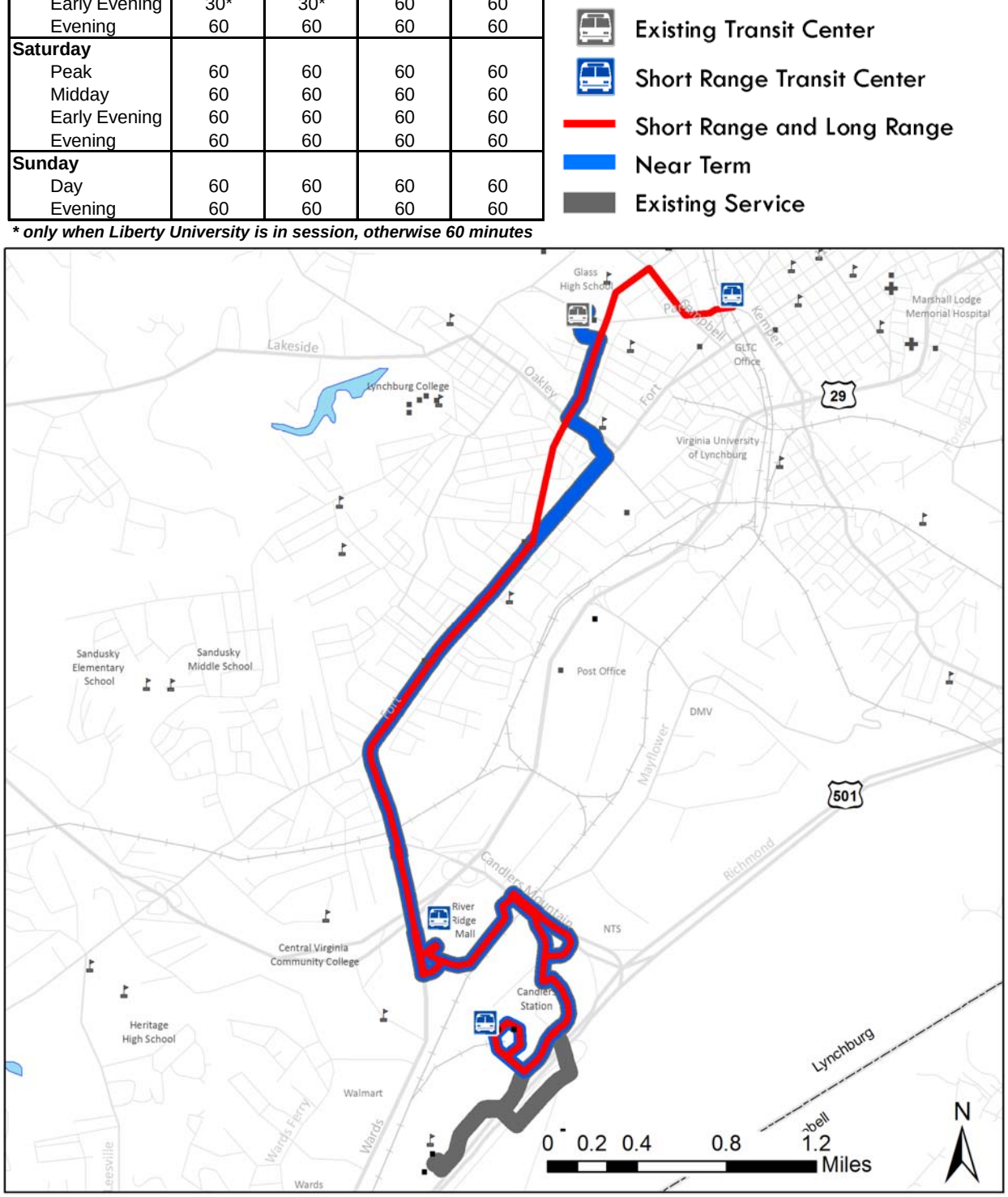
In the long-range, Route 34's alignment, frequency and service span remain intact on all days of service.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	30*	30*	60	60
Midday	30*	30*	60	60
Early Evening	30*	30*	60	60
Evening	60	60	60	60
Saturday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	60	60	60	60
Sunday				
Day	60	60	60	60
Evening	60	60	60	60

**** only when Liberty University is in session, otherwise 60 minutes***

Route 4F



5.9 Route 5G

Current Service

Route 5G is one of two routes funded by Amherst County. This route is also one of two that do not serve The Plaza (except for the first trip of the morning). Instead, connections to the rest of the GLTC system are made in downtown Lynchburg at a bus stop across from City Hall. From this stop on Church Street, Route 5G crosses over to Main Street to begin its trip across the James River via 5th Street/Amherst Highway. The route then serves Lower Madison Heights via Rocky Hill Road and Main Street. At Colony Road, a branch routing crosses US 29 to serve the Central Virginia Training Center. When the bus returns, Route 5G continues on Wright Shop Road to Seminole Drive and Lakeview Drive before reaching Amherst Highway. From here, the route serves the Riverside Plaza Shopping Center before crossing over to South Amherst Highway and returning to downtown Lynchburg. In Technical Memorandum 4 of this COA, Route 5G was noted for its circuitous alignment that serves low density areas, thus resulting in poor performance daily.

Near-Term Service Plan

In the near-term, Route 5G is realigned in an attempt to streamline service and provide bi-directional travel options for its passengers. Due to time constraints, the route still starts in downtown Lynchburg. From downtown, the route crosses the James River via South Amherst Highway, Rocky Hill Road and Main Street. At Colony Road the route returns to South Amherst Highway and continues into the Lowes Shopping Center (Riverside Plaza). Route 5G then continues north on South Amherst Highway, Seminole Drive, Lakeview Drive, South Amherst Highway and Woodys Lake Road to Walmart. Here, Route 5G will be interlined with Route 5H. Service will continue to operate at 120-minute frequency, Monday through Saturday.

Short-Range Service Plan

In the short-range, Route 5G, along with the entire GLTC system, receives a new route number. In this case, Route 5G becomes Route 25. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Since Route 25 (formerly 5G) underwent restructuring in the near-term service plan, alignment changes will be minimal and limited to providing new access to Kemper Street Station. Instead of service to downtown Lynchburg, Route 25 will continue southwest on 5th Street to Park Avenue and then into Kemper Street Station. There are no frequency adjustments proposed to Route 25 in the short-range plan.

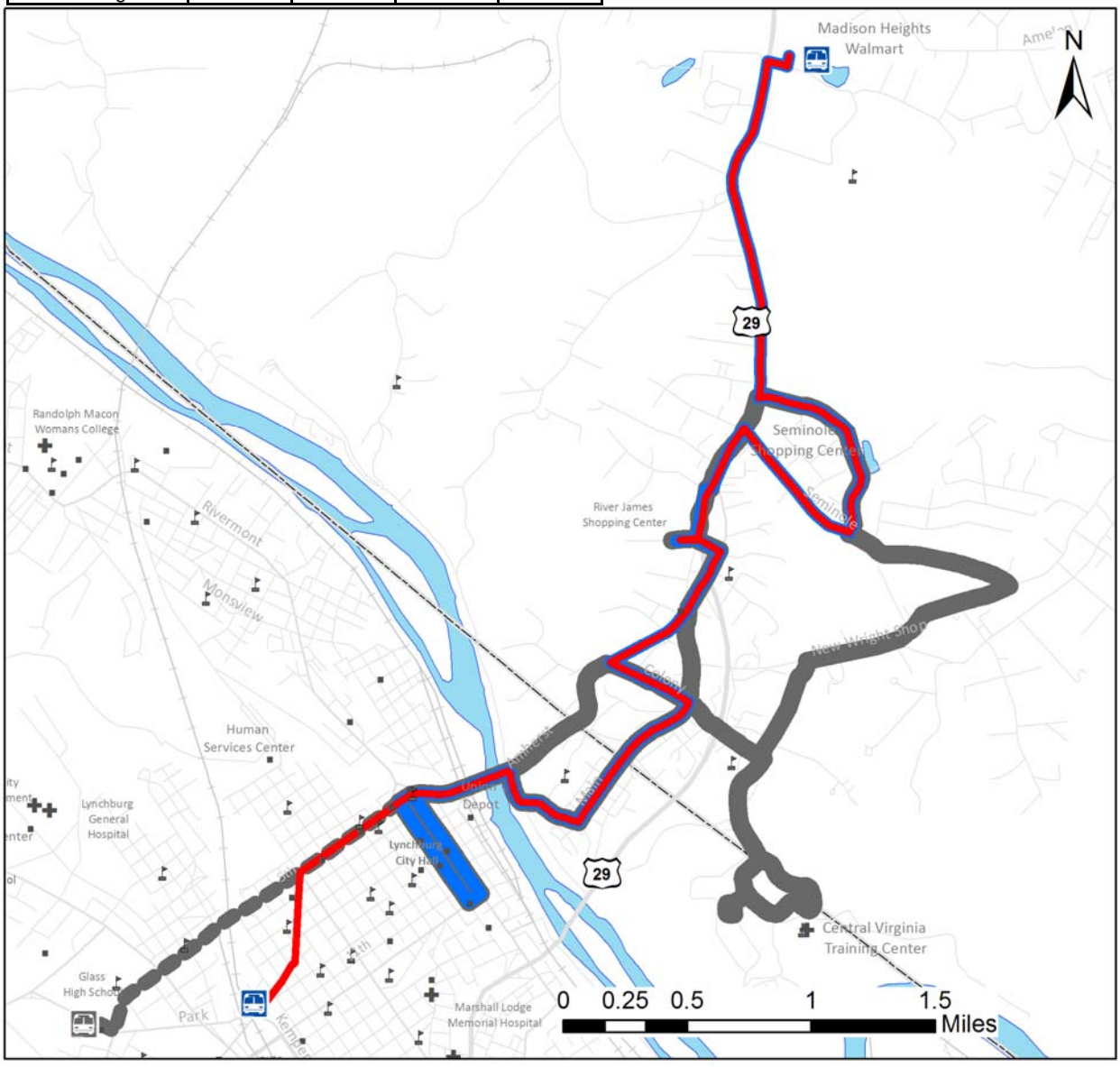
Long-Range Service Plan

In the long-range, Route 25's alignment remains intact. However, weekday frequencies are improved to 60 minutes. Saturday frequency is proposed to remain at 120 minutes.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	120	120	120	60
Midday	120	120	120	60
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Saturday				
Peak	120	120	120	120
Midday	120	120	120	120
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Sunday				
Day	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a

Route 5G



5.10 Route 5H

Current Service

Route 5H is one of two routes funded by Amherst County. This route is also one of two that do not serve The Plaza. Instead, connections to the rest of the GLTC system are made in downtown Lynchburg at a bus stop across from City Hall. From this stop on Church Street, Route 5H crosses over to Main Street to begin its trip across the James River via 5th Street/Amherst Highway. The route then serves Lower Madison Heights via Rocky Hill Road and Main Street. The route then returns to South Amherst Highway to serve Riverside Plaza and Seminole Shopping Centers. At Seminole Drive, the route penetrates some of Madison Heights' more rural residential areas via Old Wright Shop Road, Dixie Airport Road and Amelon Road. After returning to US-29, the route heads south to its terminus at Wal-Mart. In Technical Memorandum 4 of this COA, Route 5H was noted for its rural characteristics, thus resulting in poor performance daily.

Near-Term Service Plan

In the near-term, Route 5H is realigned in an attempt to improve performance and provide more direct access to the Central Virginia Training Center (CVTC). Due to time constraints, the route still starts in downtown Lynchburg. From downtown, the route continues southeast to the Lynchburg Expressway (US-29). The route then crosses the James River and makes its way to CVTC via Colony Road. After service CVCC, Route 5H continues to Wright Shop Road and resumes the current route alignment to Wal-Mart. Here, Route 5H will be interlined with Route 5G. Service will continue to operate at 120-minute frequency, Monday through Saturday.

Short-Range Service Plan

In the short-range, Route 5H, along with the entire GLTC system, receives a new route number. In this case, Route 5H becomes Route 35. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Since Route 35 (formerly 5H) underwent restructuring in the near-term service plan, alignment changes will be minimal and limited to providing new access to Kemper Street Station. Instead of service to downtown Lynchburg, Route 35 will continue on the Lynchburg Expressway, exiting onto Kemper Street and continuing into Kemper Street Station. There are no frequency adjustments proposed to Route 35 in the short-range plan.

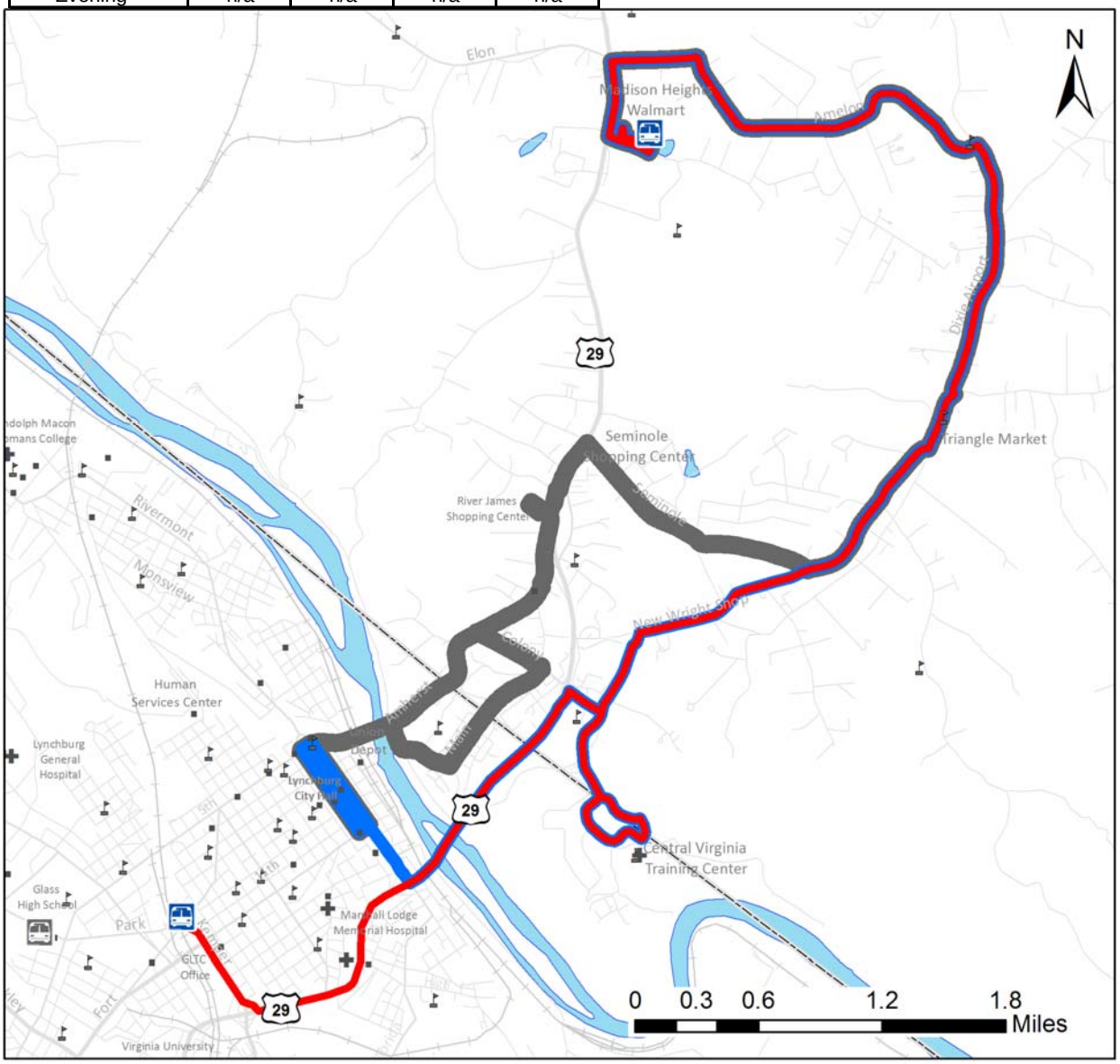
Long-Range Service Plan

In the long-range, Route 35's alignment remains intact. However, weekday frequencies are improved to 60 minutes. Saturday frequency is proposed to remain at 120 minutes.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	120	120	120	60
Midday	120	120	120	60
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Saturday				
Peak	120	120	120	120
Midday	120	120	120	120
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Sunday				
Day	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a

Route 5H



5.11 Route 6

Current Service

Route 6 operates south from the Plaza transfer center via Memorial Avenue, Langhorne Lane, Sussex Street and Fort Avenue to Fort Hill Village and Long Meadows Apartments. After these two deviations, the route continues south on Fort Avenue, completing a one-way clockwise loop to Wards Crossing Shopping Center via Wards Ferry Road, Simons Run and Leesville Road. Before returning to the Plaza, Route 6 makes one final deviation south to serve the Social Security office on Timberlake Road. In Technical Memorandum 4 of this COA, Route 6 was noted to have two deviations that may be difficult to navigate – Fort Hill Village and Long Meadows Apartments. In both, there is evidence of pavement damage as neither were designed to support the weight of a transit bus. Exiting Fort Hill Village in the inbound direction may also pose safety concerns, particularly during peak hours, without the benefit of a traffic signal to assist with the left turn. In addition, stops along the Myrtle Street, Windsor Avenue and Westview Drive segments were underutilized with some showing no ridership activity.

Near-Term Service Plan

In the near-term, Route 6 maintains the majority of its alignment between The Plaza and Ward's Crossing. Routing is streamlined through Fort Hill Village and Long Meadows Apartments via Igloe Drive and Long Meadows Drive to improve safety concerns associated with turning movements and driveway constraints. A new interline combination is also introduced to Route 6 in an effort to improve systemwide on-time performance. On weekdays and Saturdays, Route 6 is interlined with Route 3C at The Plaza. To accommodate the new interline, routing in the immediate area of The Plaza will be streamlined to allow for continuous flow from one route to the other.

Short-Range Service Plan

In the short-range, Route 6, along with the entire GLTC system, receives a new route number. In this case, Route 6 becomes Route 26. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Route 26 also experiences significant restructuring in an effort to develop new corridor service along Fort Avenue and Timberlake Road. When departing Kemper Street Station, Route 26 will travel via Fort Avenue to the Fort Hill Village Shopping Center. Here, the route will continue to serve the Long Meadows Apartments via Igloe Drive and Long Meadows Drive. At Fort Avenue, Route 26 continues into Timberlake Road and on to Ward's Crossing via Leesville Road and Simmons Run. The segment serving the Social Security is maintained by a realignment of Route 27 (former Route 7). Route 26 then continues out to Ward's Road and provides a loop to serve Central Virginia Community College (CVCC), Wal-Mart and Target before returning to the Kohl's at Ward's Crossing. Ward's Ferry Road may be substituted for Ward's Road should running

times prove to be inadequate. However, the intent is to provide counter-circulation to Route 24. There are no frequency adjustments proposed for Route 26 in the short-range service plan. However, there is a new interline pairing with Route 31 at Kemper Street Station to provide assistance with on-time performance.

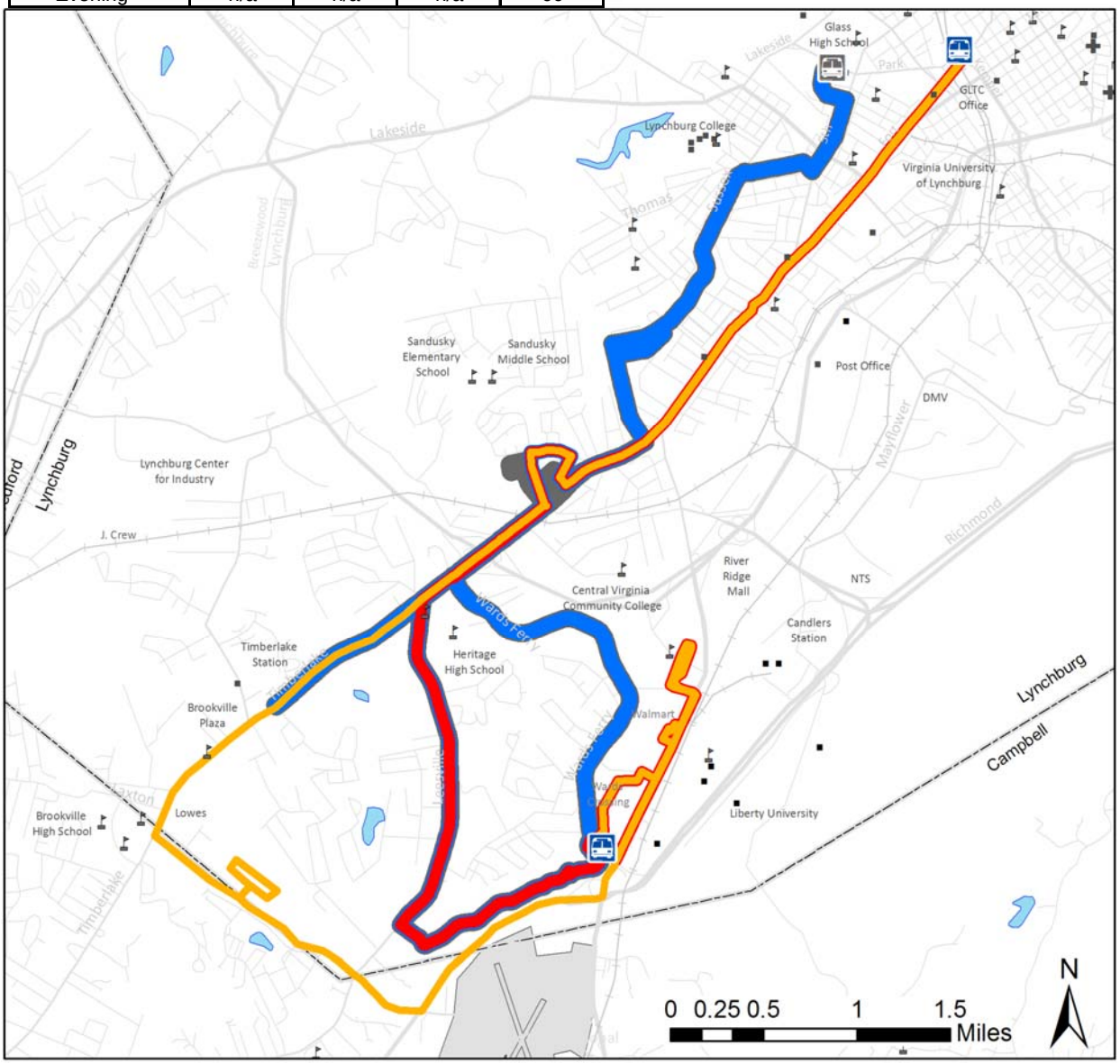
Long-Range Service Plan

In the long-range, Route 26's alignment undergoes additional changes with an extension further south on Timberlake Road. The Leesville Road segment is transferred to new Route 36 and Route 26 continues to Cornerstone via Timberlake Road and Greenview Drive. Routing within Cornerstone is also simplified as compared to the current Route 15 service. Upon returning to Greenview Drive, Route 26 continues to Ward's Crossing via Leesville Road and Simmons Run. Here, the route continues through its circulation to CVCC and back as outlined in the short-range plan. Service frequencies remain at 60-minutes. However, new late evening and Sunday service is also introduced. Route 26 is no longer interlined and operates independently.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	n/a	n/a	n/a	60
Saturday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	n/a	n/a	n/a	60
Sunday				
Day	n/a	n/a	n/a	60
Evening	n/a	n/a	n/a	60

Route 6



5.12 Route 36

Current Service

Route 36 is a new service recommendation that is not currently operated.

Near-Term Service Plan

Route 36 is a new service recommendation that is not operated in the near-term.

Short-Range Service Plan

Route 36 is a new service recommendation that is not operated in the short-range.

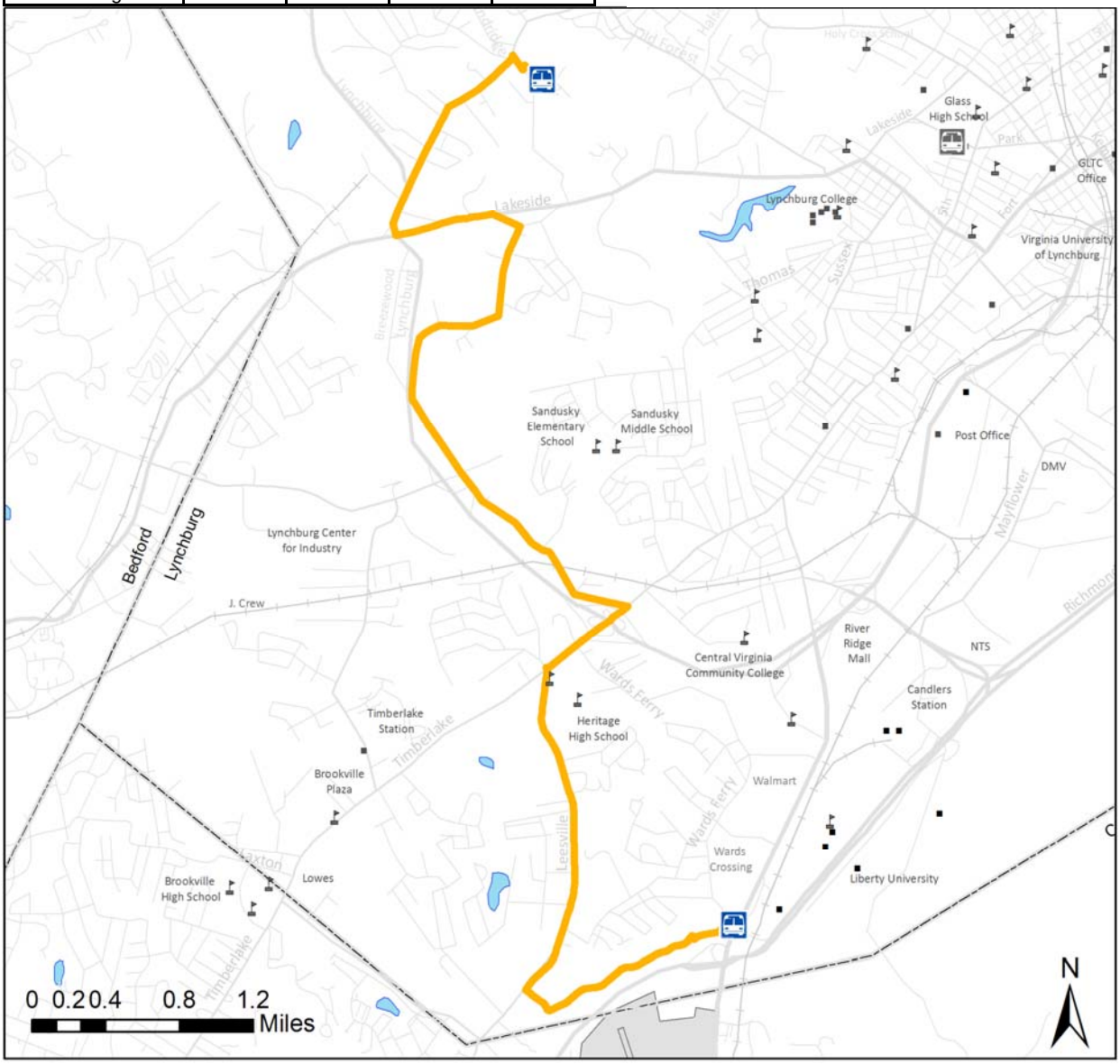
Long-Range Service Plan

In the long-range, a new crosstown service is introduced that connects the Wal-Mart on Old Forest Road with Wards Crossing – both locations being significant connection points in the newly structured GLTC system. From Wal-Mart, Route 36 operates via Old Forest Road, Lakeside Drive, Wyndale Drive and McCorville Road providing new service to the apartments along this corridor. The route continues southeast to Graves Mill Road and assumes portions of Route 27. At Timberlake Road, the route travels southwest to Leesville Road. Route 36 concludes its routing by assuming segments from Route 26 via Leesville Road and Simmons Road, terminating at the Kohl's at Ward's Crossing. New Route 36 is proposed to operate daily at 60-minute frequency including evening and weekend service. With one round-trip taking a full 60 minutes, Route 36 is interlined with Route 31 at the Old Forest Road Wal-Mart to provide appropriate layover and recovery time.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	n/a	n/a	n/a	60
Midday	n/a	n/a	n/a	60
Early Evening	n/a	n/a	n/a	60
Evening	n/a	n/a	n/a	60
Saturday				
Peak	n/a	n/a	n/a	60
Midday	n/a	n/a	n/a	60
Early Evening	n/a	n/a	n/a	60
Evening	n/a	n/a	n/a	60
Sunday				
Day	n/a	n/a	n/a	60
Evening	n/a	n/a	n/a	60

Route 36



5.13 Route 7

Current Service

Route 7 operates south from the Plaza transfer center via Memorial Avenue, Oakley Avenue and Richmond Street to Thomas Road. Thomas Road becomes Greenwood Drive, then Sandusky Drive and then Pawnee Drive. The route then turns onto Long Meadows Drive out to Fort Avenue. A short trip on Fort Avenue brings Route 7 to Graves Mill Road where the route begins a one-way loop via Old Graves Mill Road, Timberlake Road, Laxton Road, Enterprise Drive and Forest Road. The route also deviates into the J Crew facility on all trips and Miller-Motte Technical College on selected and on-demand trips. A small portion of Route 7 crosses into Bedford County to provide connectivity between Enterprise Drive and Graves Mill Road. In Technical Memorandum 4 of this COA, Route 7's deviation into Miller-Motte Technical College was noted to be constrained, particularly if cars are parked in the driveway. In addition, stops along the Sandusky Drive and Pawnee Drive segments were underutilized with some showing no ridership activity.

Near-Term Service Plan

In the near-term, Route 7 maintains the majority of its alignment between The Plaza and Ward's Crossing. The deviation into Miller-Motte Technical College is removed to improve safety concerns associated with turning movements and driveway constraints. A new interline combination is also introduced to Route 7 in an effort to improve systemwide on-time performance. On weekdays and Saturdays, Route 7 is interlined with Route 3D at The Plaza. To accommodate the new interline, routing in the immediate area of The Plaza will be streamlined to allow for continuous flow from one route to the other. As such, Route 7 is relocated to the Bank side of The Plaza.

Short-Range Service Plan

In the short-range, Route 7, along with the entire GLTC system, receives a new route number. In this case, Route 7 becomes Route 27. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Route 27 also experiences significant restructuring in an effort to develop new corridor service along Fort Avenue and Timberlake Road. When departing Kemper Street Station, Route 27 will travel via Fort Avenue to the Fort Hill Village Shopping Center. Here, the route will serve the Long Meadows Apartments via Igloe Drive and Long Meadows Drive. At Fort Avenue, Route 27 continues into Timberlake Road and on to and expanded version of the loop currently operated. The expanded loop will operate via Graves Mill Road, Forest Road and Enterprise Drive to J Crew. From here, the route returns to Enterprise Drive and continues south to Laxton Road and Timberlake Road; closing the loop as it continues northbound. In an effort to provide right-hand boardings and alightings at the Social Security office, Route 27 is routed to operate

in the counter-clockwise direction (opposite of what is currently operated). There are no frequency adjustments proposed for Route 27 in the short-range service plan. However, Route 27 has a new interline pairing with Route 28 at Kemper Street Station to provide assistance with on-time performance.

Long-Range Service Plan

In the long-range, Route 27's alignment undergoes additional changes with an extension further south on Timberlake Road and east to Liberty University. The Graves Mill Road and Enterprise Drive segments are transferred to new Routes 36 and 37. From Timberlake Road, Route 27 continues south to Cornerstone via Greenview Drive. Routing within Cornerstone is also simplified as compared to the current Route 15 service. Upon returning to Greenview Drive, Route 27 continues to Campus North at Liberty University via the Richmond Highway (US 29/460). Service frequencies remain at 60-minutes daily. Route 27 is no longer interlined and operates independently.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	n/a	n/a	n/a	60
Saturday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	n/a	n/a	n/a	n/a
Sunday				
Day	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a

Route 7

Existing Transit Center

Short Range Transit Center

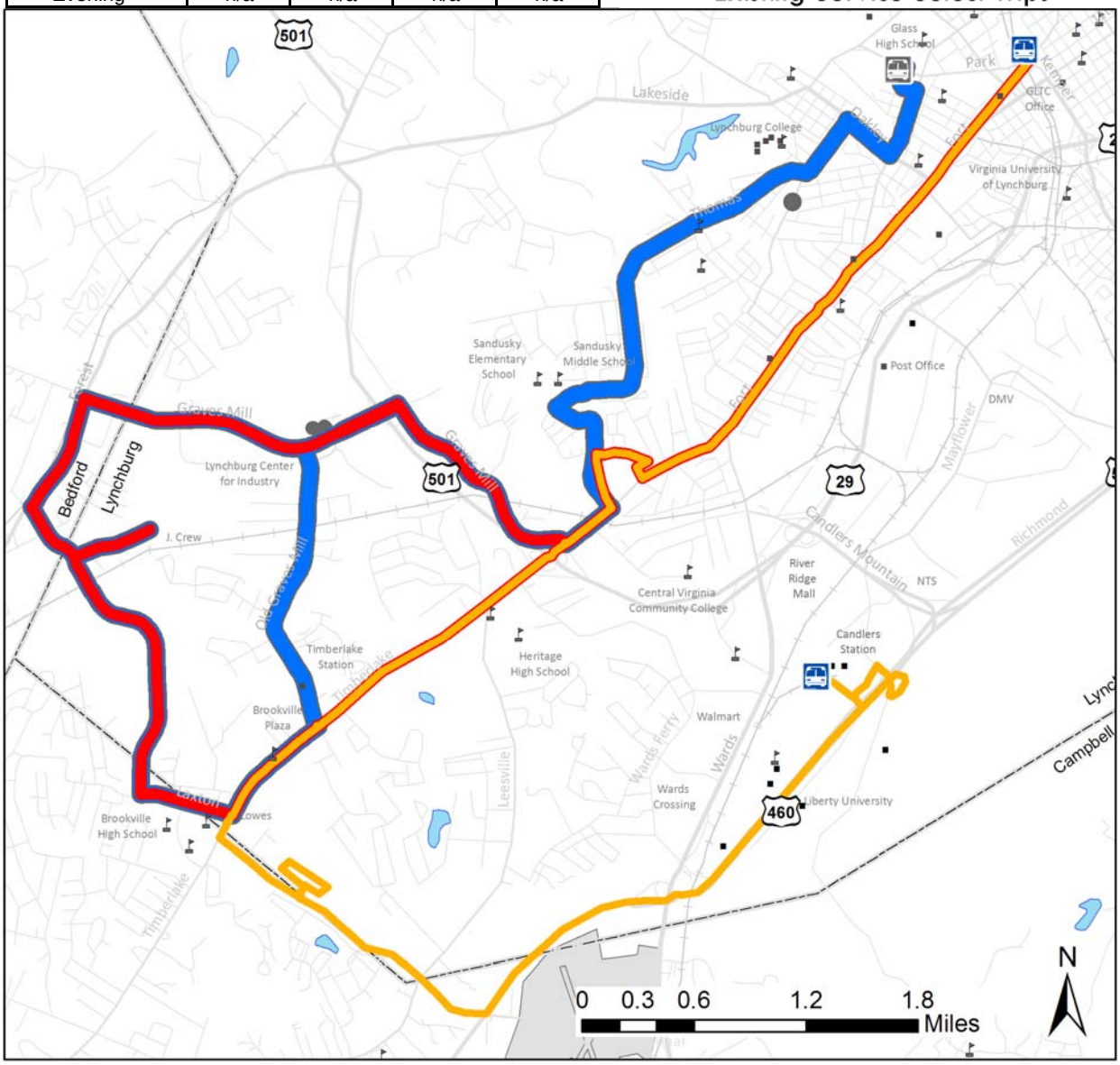
Long Range

Short Range

Near Term

Existing Service

Existing Service Select Trips



5.14 Route 37

Current Service

Route 37 is a new service recommendation that is not currently operated.

Near-Term Service Plan

Route 37 is a new service recommendation that is not operated in the near-term.

Short-Range Service Plan

Route 37 is a new service recommendation that is not operated in the short-range.

Long-Range Service Plan

In the long-range, a new crosstown service is introduced that connects the Wal-Mart on Old Forest Road with Enterprise Drive and Graves Mill Road, assuming segments currently served by Route 7. From Wal-Mart, Route 37 operates via Old Forest Road, Lakeside Drive and Forest Road. At Enterprise Drive, Route 37 travels south and deviates into J Crew. From here, the route returns to Enterprise Drive and continues south to Laxton Road and Timberlake Road. Route 37 then begins the return trip via Old Graves Mill Road and Graves Mill Road, closing the loop at Forest Road. New Route 37 is proposed to operate daily at 60-minute frequency including evening and weekend service. With one round-trip taking a full 60 minutes, Route 37 is interlined with Route 28 at the Old Forest Road Wal-Mart to provide appropriate layover and recovery time.

Service Frequencies

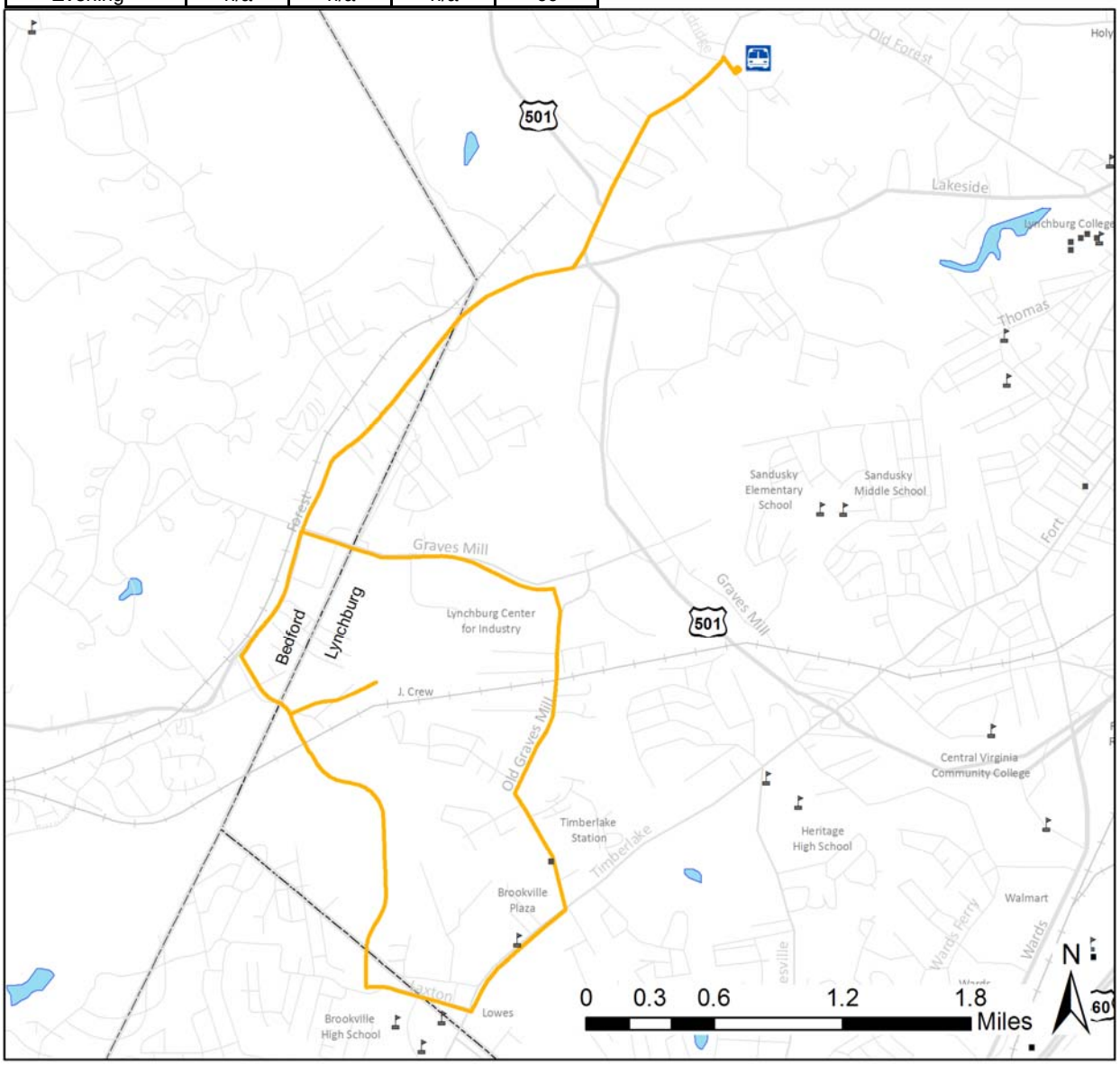
Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	n/a	n/a	n/a	60
Midday	n/a	n/a	n/a	60
Early Evening	n/a	n/a	n/a	60
Evening	n/a	n/a	n/a	60
Saturday				
Peak	n/a	n/a	n/a	60
Midday	n/a	n/a	n/a	60
Early Evening	n/a	n/a	n/a	60
Evening	n/a	n/a	n/a	60
Sunday				
Day	n/a	n/a	n/a	60
Evening	n/a	n/a	n/a	60

Route 37

Existing Transit Center

Short Range Transit Center

Long Range



5.15 Route 8

Current Service

Route 8 operates west from the Plaza transfer center via Lakeside Drive. At Old Forest Drive, the route begins a large one-way loop that continues to a second loop (selected trips) on Dandridge Drive, Craigmont Drive and Wiggington Road. On trips that do not serve Wiggington Road, the route makes a branch deviation to Linkhorne Drive to Cranehill Drive. After the prescribed deviation, the route continues south on Old Forest Road, returning to Lakeside Drive where Route 8 begins the return trip to The Plaza. In Technical Memorandum 4 of this COA, the stops along the Wiggington Road and Linkhorne Schools deviations were underutilized with some showing no ridership activity. Route 8's large one-way loop was also noted as a deterrent to ridership due to its propensity of out-of-direction travel.

Near-Term Service Plan

In the near-term, Route 8 maintains much of its alignment including its circulator characteristics on the outer end of the route. However, the Wiggington Road deviation and Linkhorne Schools deviations are both removed due to poor performance. Instead, a new deviation into the Old Forest Road Wal-Mart is added. Weekday peak frequency continues to operate every 30 minutes. All other times, including nights and weekends, operate at 60-minute frequency. Route 8 is interlined with Route 11 at The Plaza on weekdays and Saturdays. On Sundays, Route 8 is interlined with Route 2.

Short-Range Service Plan

In the short-range, Route 8, along with the entire GLTC system, receives a new route number. In this case, Route 8 becomes Route 28. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Route 28 also experiences significant restructuring in an effort to create bi-directional travel along its alignment. From Kemper Street Station, Route 28 travels south on Fort Avenue, turning west on Oakley Avenue. At Memorial Drive, the route diverts to serve Lynchburg College via Edon Street, Langhorne Lane and Richmond Street. The route then continues to the Wal-Mart via Oakley Avenue, Lakeside Drive and Old Forest Road. Unlike the current Route 8, Route 28 returns inbound to Kemper Street Station along the same outbound alignment. The 30-minute weekday peak frequency is reduced to 60 minutes since service is now offered in both directions. Otherwise, there are no other frequency adjustments proposed for Route 28 in the short-range service plan. A new interline combination is introduced to Route 28 in an effort to improve systemwide on-time performance. On weekdays and Saturdays, Route 28 is interlined with Route 27 at The Plaza. On Sundays, Route 28 operates independently.

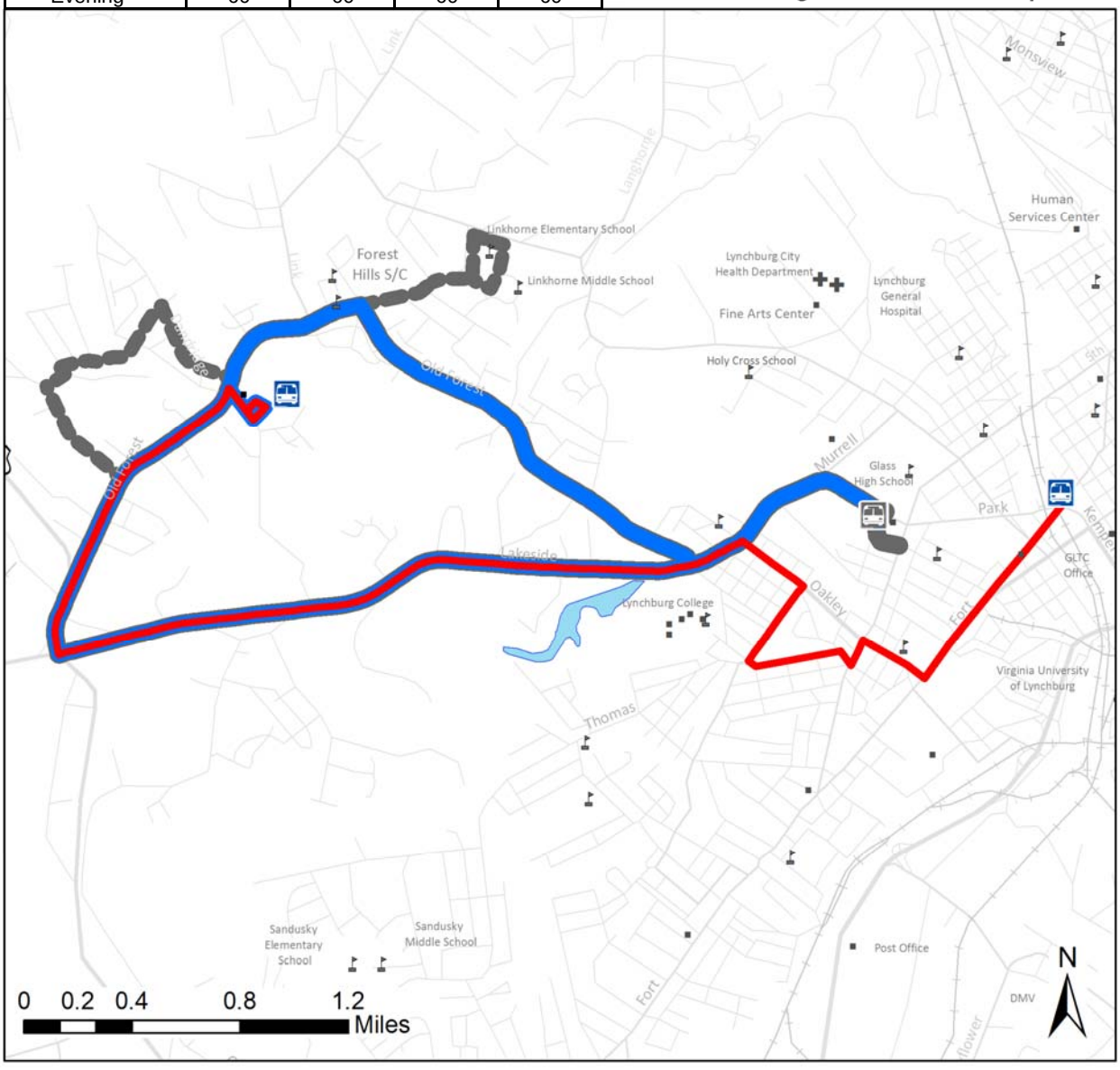
Long-Range Service Plan

In the long-range, Route 28's alignment and frequency remain intact on all days of service. However, later evening service is added on weekdays and Saturdays. In addition, a new interline pairing at the Old Forest Road Wal-Mart is created with new Route 37.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	30	30	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	60	60	60	60
Saturday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	60	60	60	60
Sunday				
Day	60	60	60	60
Evening	60	60	60	60

Route 8



5.16 Route 9

Current Service

Route 9 operates south from the Plaza transfer center via Wadsworth Street, Fort Avenue, Wythe Road, Stadium Road, Carroll Avenue and Albert Lankford Drive before reaching Odd Fellows Road. At Odd Fellows Road, the route begins a large clockwise loop that travels to Bradley Drive, Mayflower Drive, US-501 and the Lynchburg Expressway back to Odd Fellows Road. In Technical Memorandum 4 of this COA, performance measures were consistently low as well as maximum line loads.

Near-Term Service Plan

In the near-term, Route 9 maintains its current alignment. However, weekday peak frequency is reduced to 60-minutes due to poor performance. Route 9 remains interlined with Route 10 at The Plaza on weekdays. Saturday and Sunday service is not offered.

Short-Range Service Plan

In the short-range, Route 9, along with the entire GLTC system, receives a new route number. In this case, Route 9 becomes Route 29. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Route 29 also experiences significant restructuring in an effort to create bi-directional travel along its alignment and add significant trip generators to its ridership base. From Kemper Street Station, Route 29 travels east on Kemper Street to the Lynchburg Expressway. The route then travels south, exiting at Odd Fellows Road. Route 29 then follows its existing alignment to Candlers Mountain Road. From here, the route turns right, then left into the River Ridge Mall. From the mall stop, Route 29 mimics the Route 24 (former Route 4E) alignment to provide supplemental service to the Wards Road retail corridor. Service is provided every 60 minutes on weekdays only with no evening service. Route 29 operates independently with no interlines.

Long-Range Service Plan

In the long-range, Route 29's alignment, frequency and service span remain intact on all days of service.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	30	60	60	60
Midday	60	60	60	60
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Saturday				
Peak	n/a	n/a	n/a	n/a
Midday	n/a	n/a	n/a	n/a
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Sunday				
Day	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a

Route 9

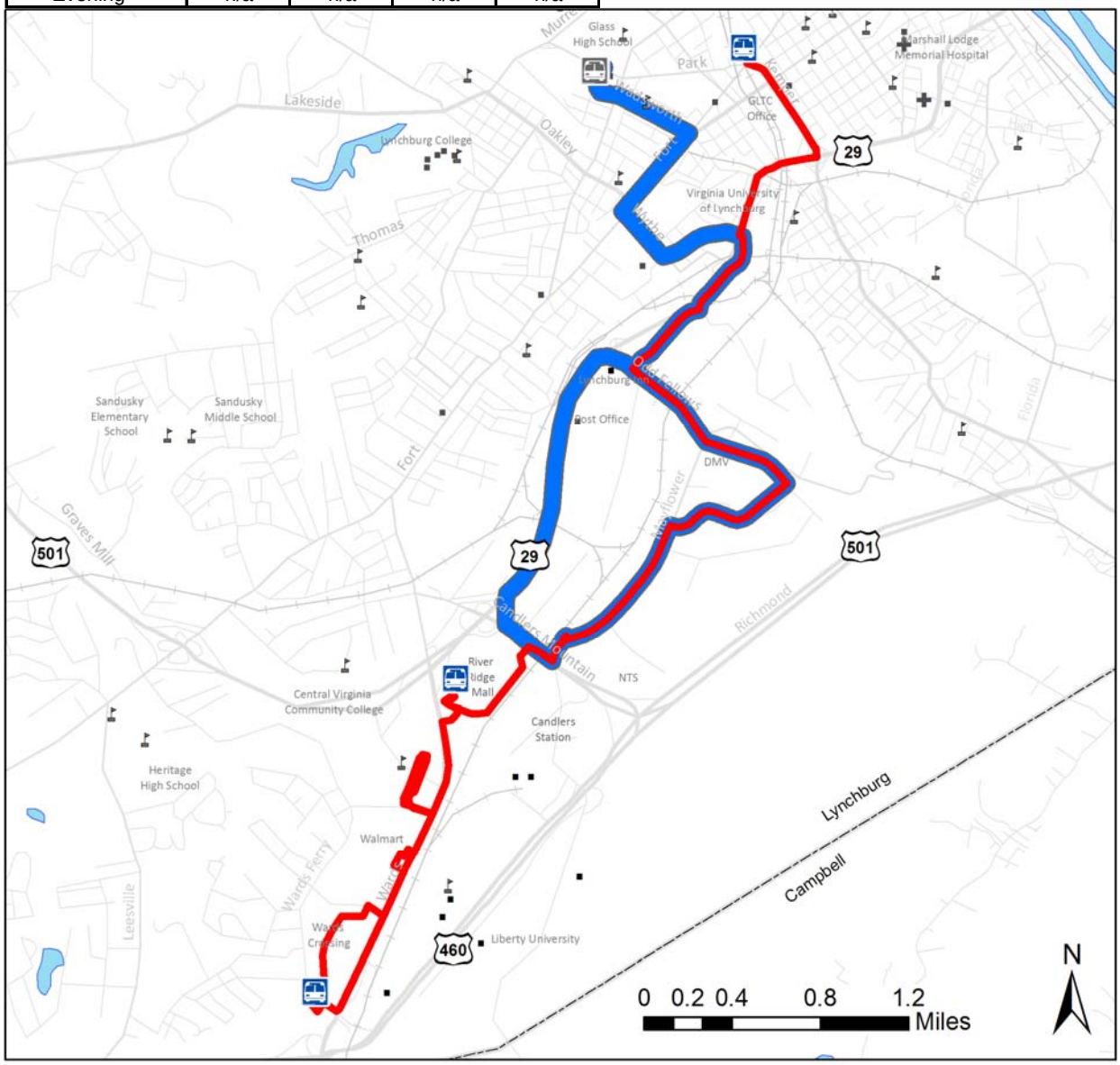
Existing Transit Center

Short Range Transit Center

Short Range and Long Range

Near Term

Existing Service



5.17 Route 10

Current Service

Route 10 operates northeast from the Plaza transfer center via Memorial Avenue and 5th Street. When the route reaches downtown, it turns right on Church Street, continuing to 12th Street and terminating at the triangle of Grace Street and Madison Street. It has been reported that the Route 10 alignment mimics a former streetcar line. In Technical Memorandum 4 of this COA, Route 10 was observed as the most common means for Route 5G/H passengers to connect with other routes at The Plaza.

Near-Term Service Plan

In the near-term, Route 10 maintains its current alignment. However, weekday peak frequency is reduced to 60-minutes. Route 10 remains interlined with Route 9 at The Plaza on weekdays. Saturday and Sunday service is not offered.

Short-Range Service Plan

In the short-range, Route 10 is eliminated with active segments being served by Routes 20, 21, 23, 25 and 33.

Long-Range Service Plan

Service is not provided on Route 10 in the long-range.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	30	60	n/a	n/a
Midday	60	60	n/a	n/a
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Saturday				
Peak	n/a	n/a	n/a	n/a
Midday	n/a	n/a	n/a	n/a
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Sunday				
Day	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a

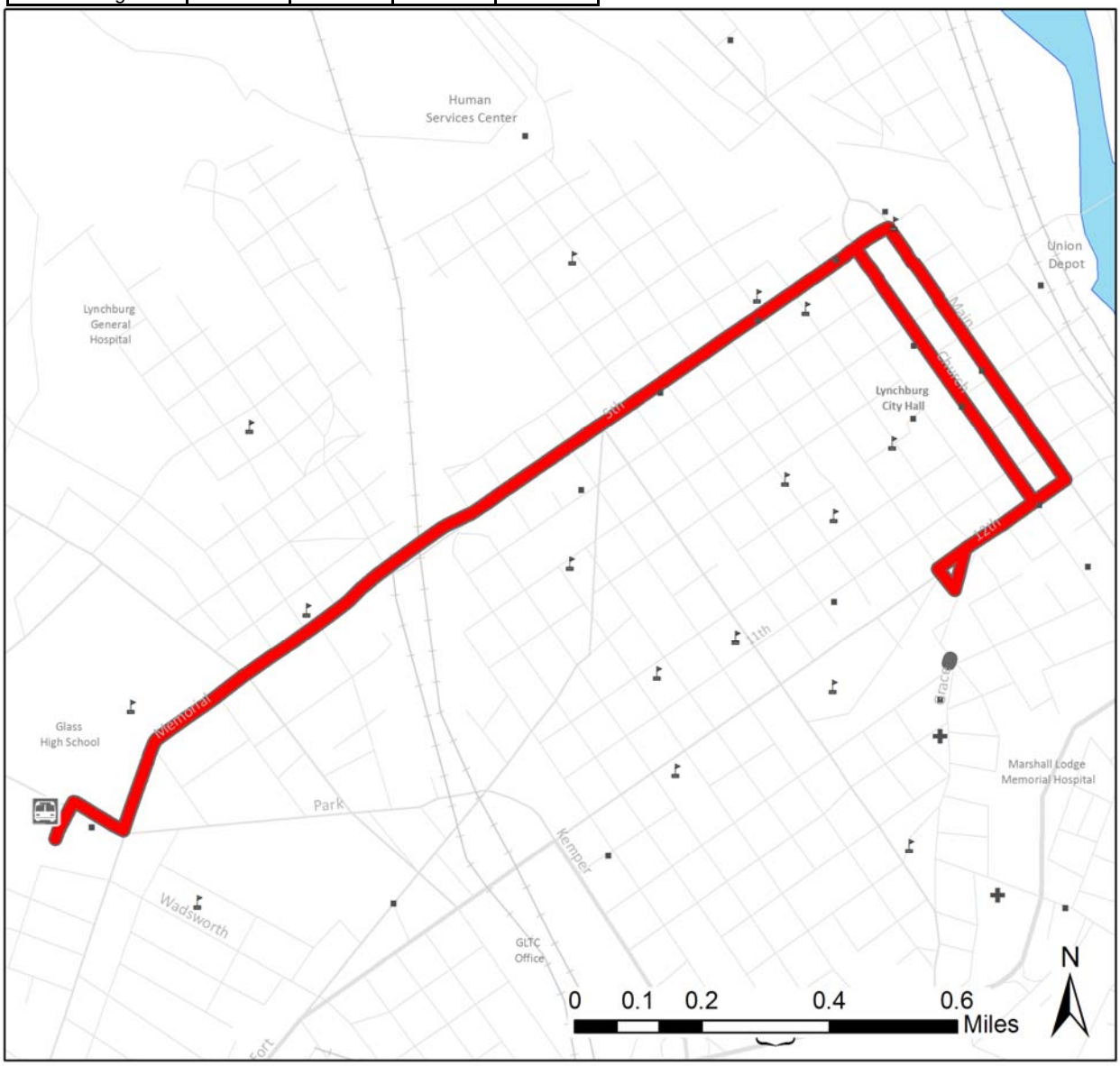
Route 10

Existing Transit Center

Short Range Transit Center

Near Term

Existing Service



5.18 Route 11

Current Service

Route 11 operates northwest from the Plaza transfer center via Lakeside Drive, turning on Murrell Road to Langhorne Road. From Langhorne Road, the route travels to its furthest point via Hill Street and Birchwood Drive, serving an apartment complex. Looping through the apartment complex, Route 11 crosses over to Clearbrook Apartments (selected trips) and loops through their driveway as well. The route then returns to Hill Street and Langhorne and continues inbound to Tate Springs Road. Here the route turns right and proceeds to yet another set of apartments, reversing back to Yorktown Avenue. At the end of the street, the route turns right on Atherholt Road to serve medical facilities at the end of the street. A final turnaround in a cul-de-sac and Route 11 returns to Langhorne Road for the remainder of the inbound trip to The Plaza. In Technical Memorandum 4 of this COA, connectivity to the hospital was observed to be lacking, despite the proximity of the many residences and medical offices along the route. In addition, Sunday performance was noted to be poor.

Near-Term Service Plan

In the near-term, Route 11 is streamlined, transferring many of its deviations to Routes 1A/B. From The Plaza, Route 11 travels to Langhorne Road via Lakeside Drive and Memorial Avenue. At Atherholt Road, the route deviates to serve Lynchburg General Hospital, returning to Langhorne Road via Tate Springs Road. Route 11 then continues outbound to Birchwood Apartments via Langhorne Road and Hill Street. Deviations into Clearbrook Apartments are discontinued due to low ridership. Inbound routing operates along the same alignment as outbound routing. Route frequencies remain the same as currently provided on Route 11 for weekdays (30-minute peak, 60-minute off-peak) and Saturdays (60-minutes). While Sunday service is eliminated, most segments are assumed by adjustments to Routes 1A/B. On weekdays, Route 11 will be interlined with Route 8 at The Plaza.

Short-Range Service Plan

In the short-range, Route 11, along with the entire GLTC system, receives a new route number. In this case, Route 11 becomes Route 31. This new nomenclature is introduced with the opening of Kemper Street Station. Since every route in the system will be impacted, new nomenclature will encourage passengers to familiarize themselves with the newly structured system. Route 31 is also extended in the short-range plan. The route will no longer terminate at the Birchwood Apartments. Instead, Route 31 will continue on Hill Street to Old Forest Road, ultimately terminating at the Wal-Mart. Service will be provided at 60-minute frequency, weekdays and Saturday. A new interline combination is introduced to Route 31 in an effort to improve systemwide on-time performance. On weekdays and Saturdays, Route 31 is interlined with Route 26 at The Plaza.

Long-Range Service Plan

In the long-range, Route 31's alignment remains intact. Also, new Sunday service returns at 60-minute frequency. In addition, a new interline pairing is introduced with Route 36 at Wal-Mart.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	30	30	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	60	60	60	60
Saturday				
Peak	60	60	60	60
Midday	60	60	60	60
Early Evening	60	60	60	60
Evening	60	60	60	60
Sunday				
Day	60	60	60	60
Evening	60	60	60	60

Route 11

Existing Transit Center

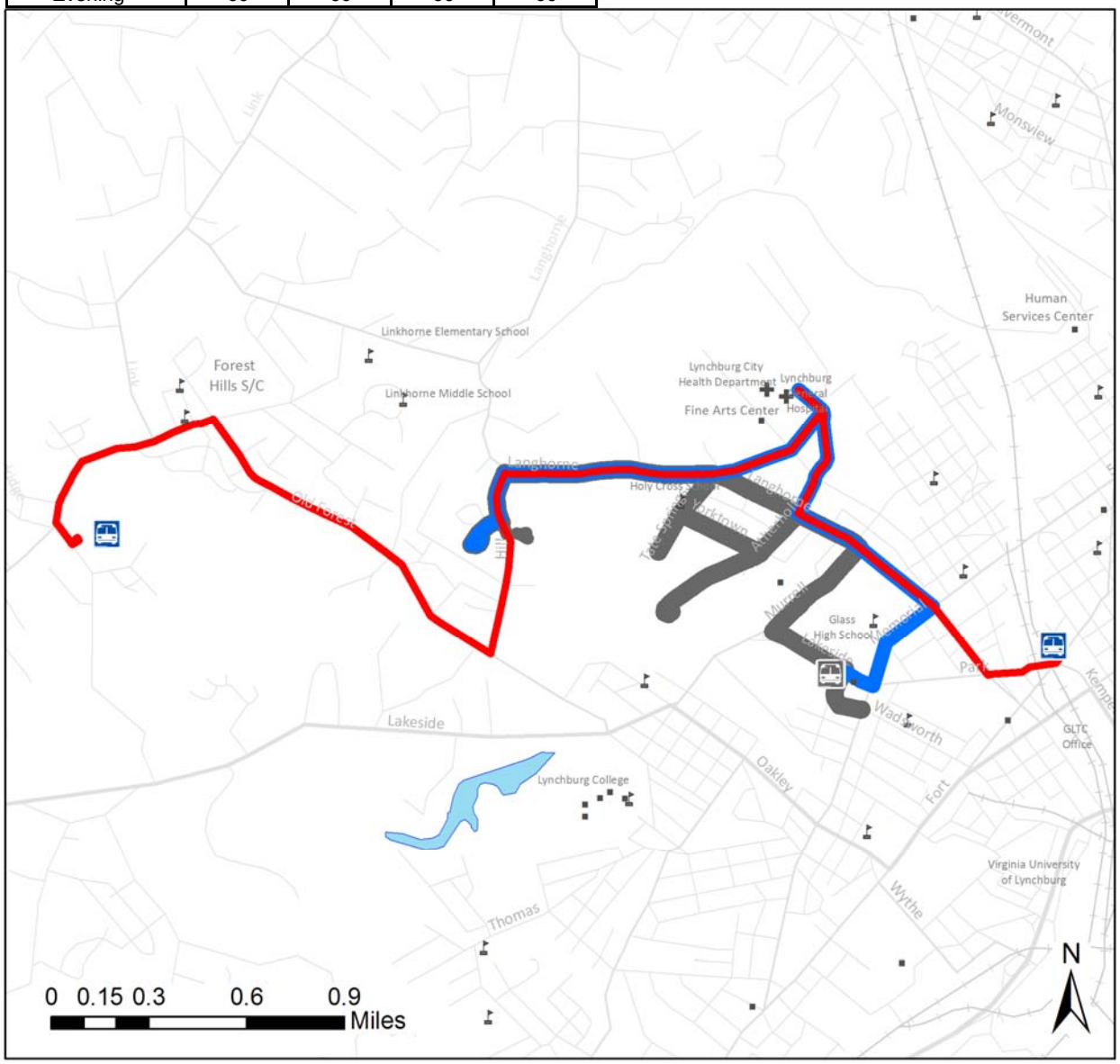
Short Range Transit Center

Short Range and Long Range

Near Term

Existing Service

Existing Service Select Trips Only



5.19 Route 51

Current Service

Route 51 is a new service recommendation that is not currently operated.

Near-Term Service Plan

Route 51 is a new service recommendation that is not operated in the near-term.

Short-Range Service Plan

Route 51 is a new service recommendation that is not operated in the short-range.

Long-Range Service Plan

In the long-range, a new service is proposed to connect the northernmost portions of Timberlake Road and Wards Road in Campbell County with GLTC's newly structured service in Lynchburg. Route 51 begins at the Food Lion on Wards Road and continues north to Wards Crossing, providing connections with Routes 24, 26, 29 and 36. From here, the route travels to Waterlick Road via Simmons Run and Leesville Road. At Timberlake Road, the route returns north, circling the block via Bee Drive and Laxton Road. This location also provides connections with Routes 26, 27 and 37. Initial service is recommended for weekdays only at 60-minute frequency. Round trip running time is projected to be 60 minutes, as well. An interline with new Route 52 is recommended at the Bee Drive terminus to provide a balance of recovery/layover between the two routes.

Service Frequencies

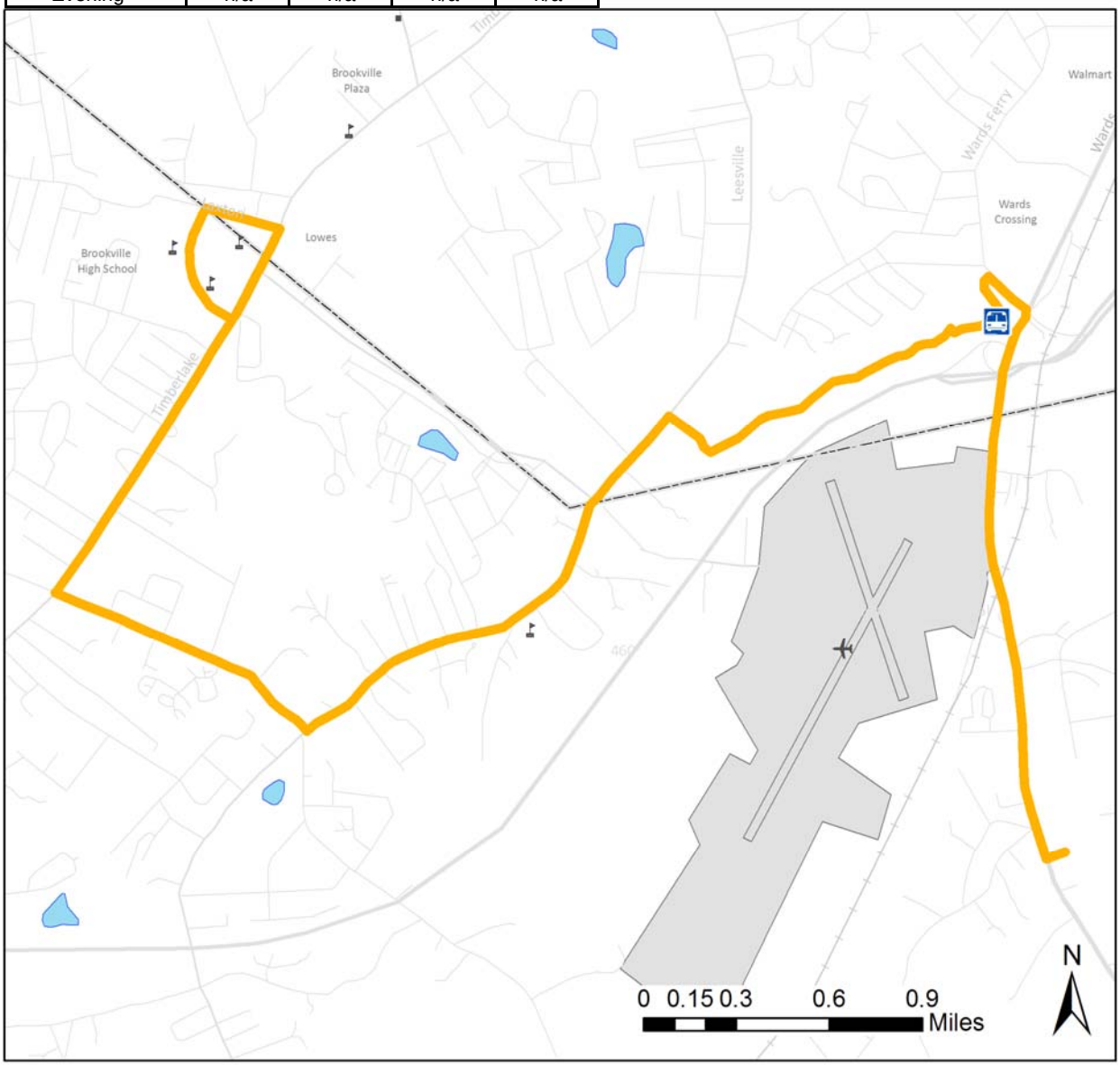
Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	n/a	n/a	n/a	60
Midday	n/a	n/a	n/a	60
Early Evening	n/a	n/a	n/a	60
Evening	n/a	n/a	n/a	n/a
Saturday				
Peak	n/a	n/a	n/a	n/a
Midday	n/a	n/a	n/a	n/a
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Sunday				
Day	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a

Route 51

Existing Transit Center

Short Range Transit Center

Long Range



5.20 Route 52

Current Service

Route 52 is a new service recommendation that is not currently operated.

Near-Term Service Plan

Route 52 is a new service recommendation that is not operated in the near-term.

Short-Range Service Plan

Route 52 is a new service recommendation that is not operated in the short-range.

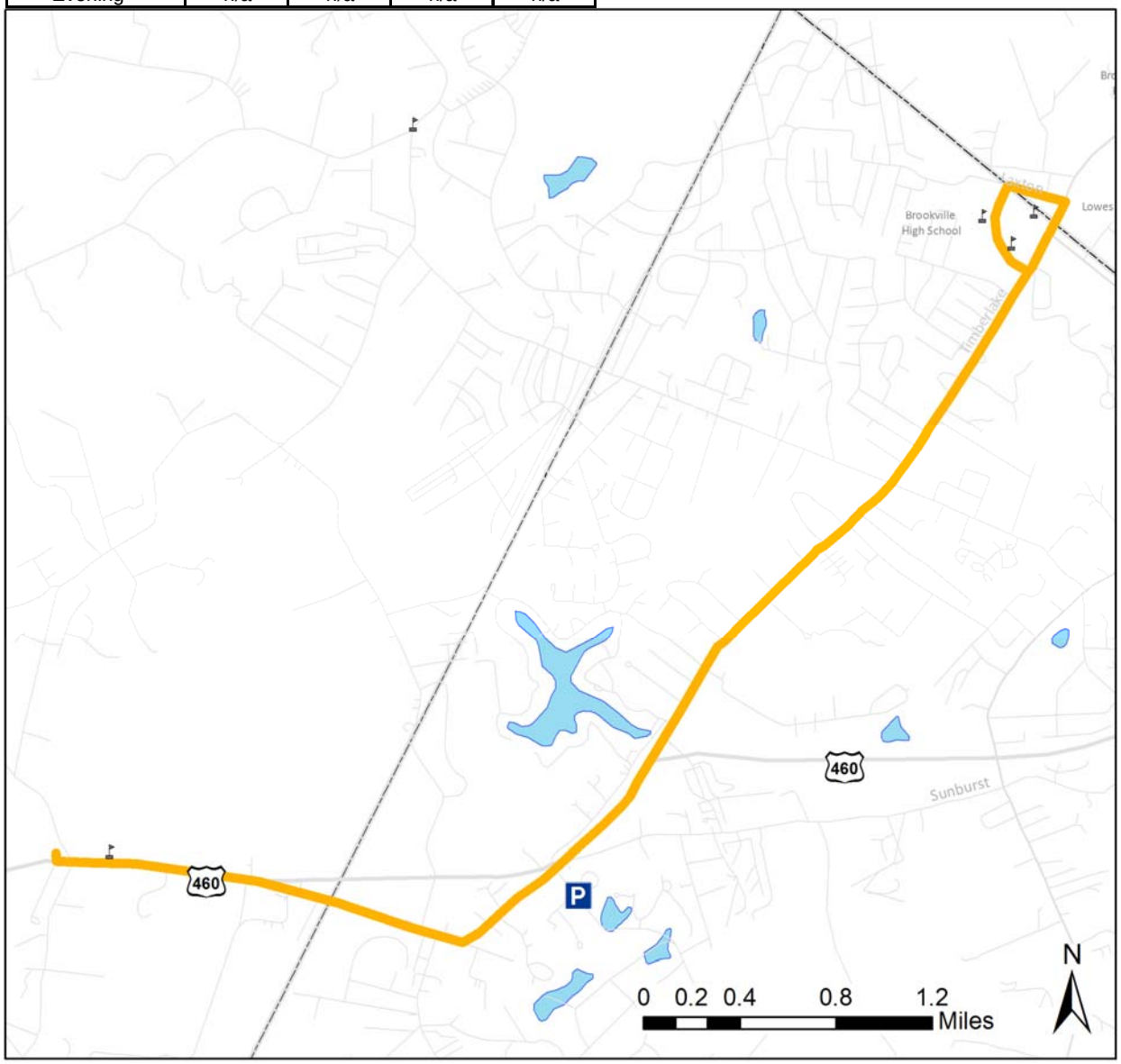
Long-Range Service Plan

In the long-range, a new service is proposed to connect the New London community and Timberlake Road in Campbell County with GLTC's newly structured service in Lynchburg. Route 52 begins at the Food Lion at US-460 & Thomas Jefferson Road and continues north to the Park & Ride on Alum Springs Road. From here, the route continues on US-460, turning north on Timberlake Road and circling the block via Bee Drive and Laxton Road. This location also provides connections with Routes 26, 27 and 37. Initial service is recommended for weekdays only at 60-minute frequency. Round trip running time is projected to be 60 minutes, as well. An interline with new Route 51 is recommended at the Bee Drive terminus to provide a balance of recovery/layover between the two routes.

Service Frequencies

Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	n/a	n/a	n/a	60
Midday	n/a	n/a	n/a	60
Early Evening	n/a	n/a	n/a	60
Evening	n/a	n/a	n/a	n/a
Saturday				
Peak	n/a	n/a	n/a	n/a
Midday	n/a	n/a	n/a	n/a
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Sunday				
Day	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a

Route 52



5.21 Route 53

Current Service

Route 53 is a new service recommendation that is not currently operated.

Near-Term Service Plan

Route 53 is a new service recommendation that is not operated in the near-term.

Short-Range Service Plan

Route 53 is a new service recommendation that is not operated in the short-range.

Long-Range Service Plan

In the long-range, a new service is proposed to connect the Forest Road/Perrowville Road community in Bedford County and Waterlick Road in Campbell County with the Wards Road retail corridor and GLTC's newly structured service in Lynchburg. Route 53 begins at the Food Lion at Forest Road and Perrowville Road. From here, the route travels to Waterlick Road via Forest Road and Thomas Jefferson Road. The route completes the trip to Wards Crossing via Leesville Road and Simmons Run. This location also provides connections with Routes 26, 27 and 37. Initial service is recommended for weekdays only at 60-minute frequency. Round trip running time is projected to be 90 minutes, thus requiring an interline to share resources. An interline with new Route 54 is recommended at the Food Lion terminus to provide a balance of recovery/layover between the two routes.

Service Frequencies

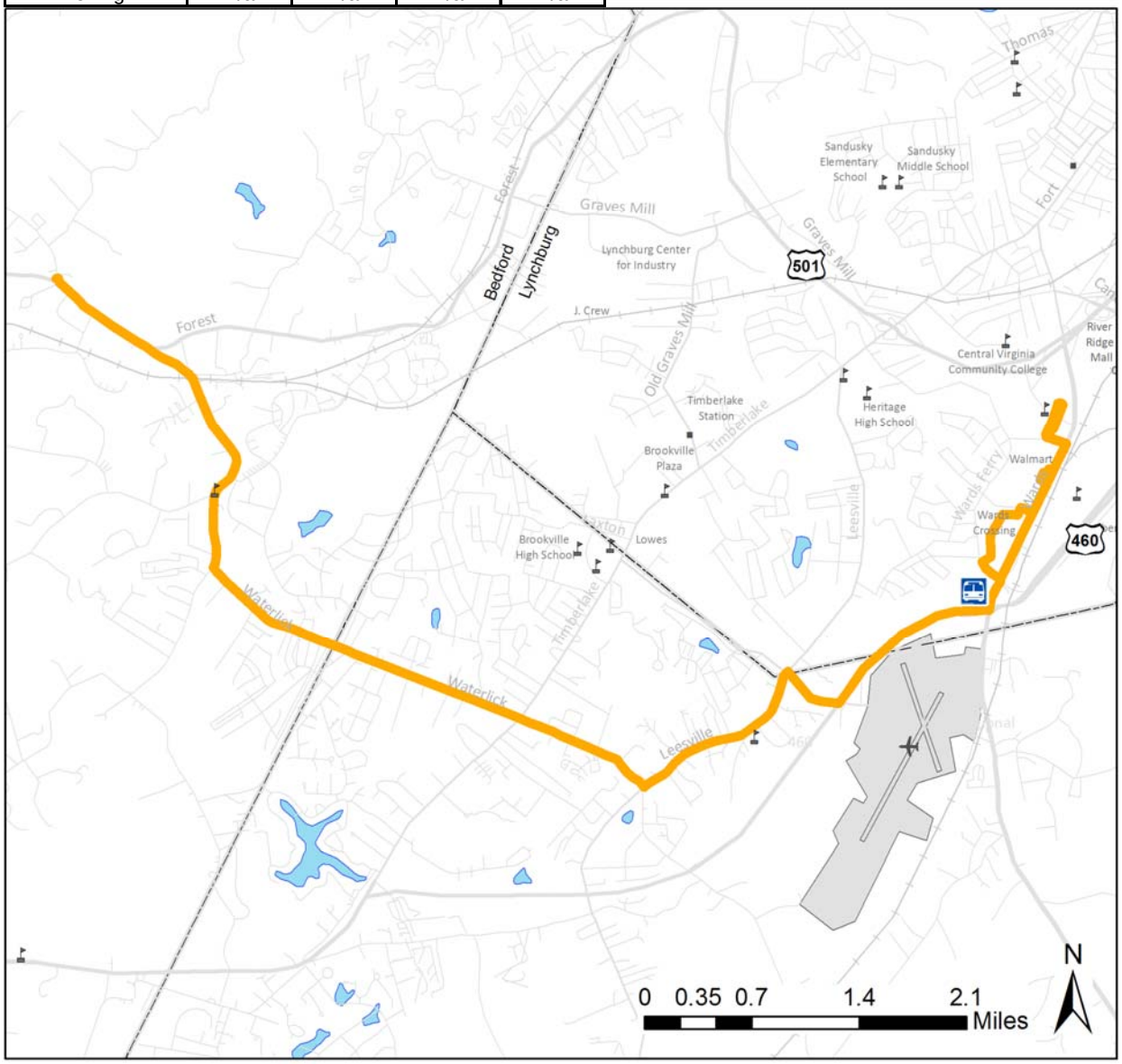
Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	n/a	n/a	n/a	60
Midday	n/a	n/a	n/a	60
Early Evening	n/a	n/a	n/a	60
Evening	n/a	n/a	n/a	n/a
Saturday				
Peak	n/a	n/a	n/a	n/a
Midday	n/a	n/a	n/a	n/a
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Sunday				
Day	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a

Route 53

Existing Transit Center

Short Range Transit Center

Long Range



5.22 Route 54

Current Service

Route 54 is a new service recommendation that is not currently operated.

Near-Term Service Plan

Route 54 is a new service recommendation that is not operated in the near-term.

Short-Range Service Plan

Route 54 is a new service recommendation that is not operated in the short-range.

Long-Range Service Plan

In the long-range, a new service is proposed to connect the Forest Road/Perrowville Road community in Bedford County to Lynchburg General Hospital and GLTC's newly structured service in Lynchburg. Route 54 begins at the Food Lion at Forest Road and Perrowville Road. From here, the route travels via Forest Road, Lakeside Drive and Old Forest Road to the Old Forest Road Wal-Mart. Here, connections to Routes 28, 31, 36 and 37 are provided. The route then continues to Lynchburg General Hospital via Old Forest Road, Linkhorne Drive, Cranehill Drive, Langhorne Road and Tate Springs Road. The trip is completed by taking Atherholt Road, Langhorne Road and Park Avenue to Kemper Street Station. Initial service is recommended for weekdays only at 60-minute frequency. Round trip running time is projected to be 90 minutes, thus requiring an interline to share resources. An interline with new Route 53 is recommended at the Food Lion terminus to provide a balance of recovery/layover between the two routes.

Service Frequencies

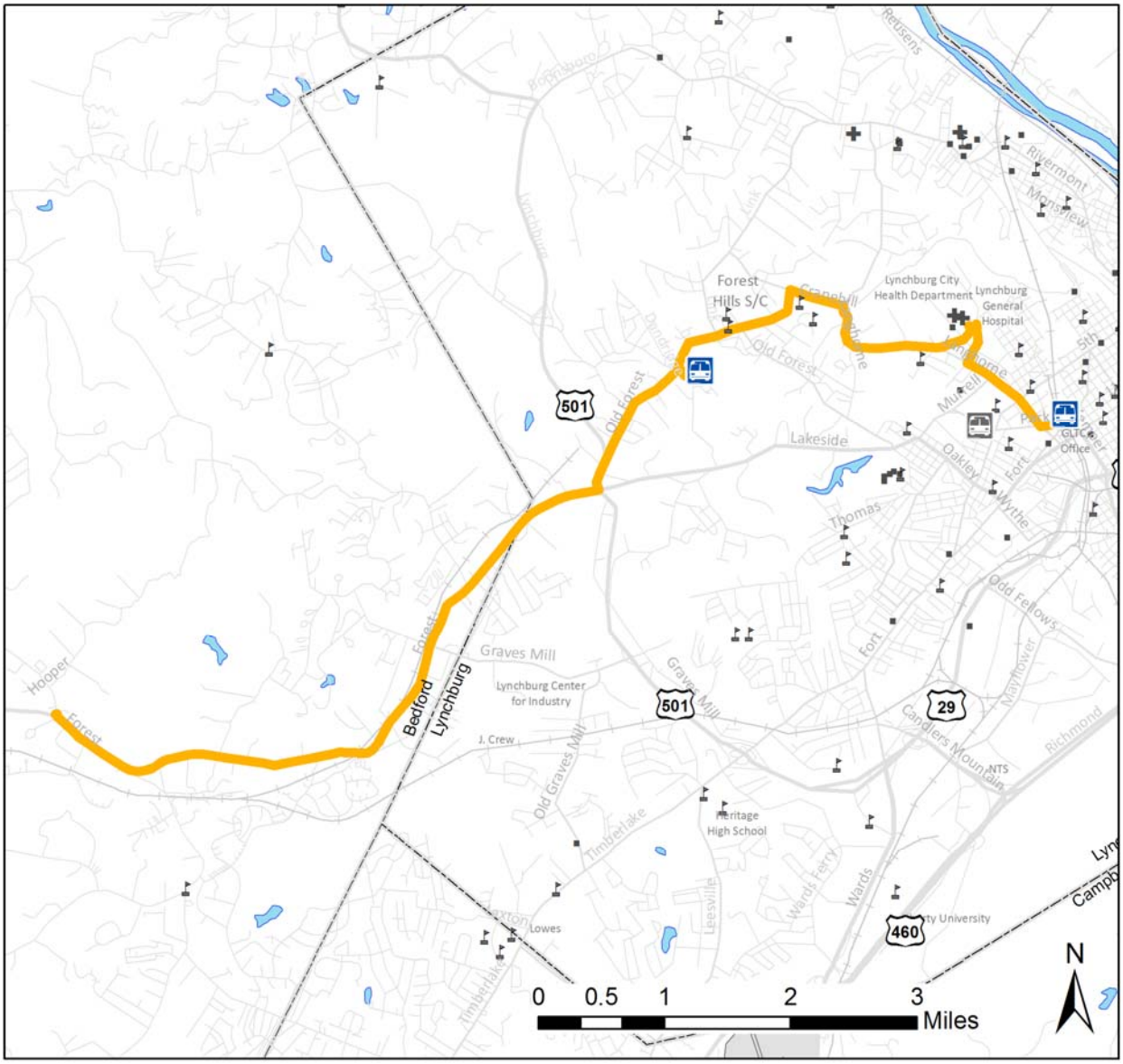
Day/Time Period	Current	Near-Term	Short-Range	Long-Range
Weekday				
Peak	n/a	n/a	n/a	60
Midday	n/a	n/a	n/a	60
Early Evening	n/a	n/a	n/a	60
Evening	n/a	n/a	n/a	n/a
Saturday				
Peak	n/a	n/a	n/a	n/a
Midday	n/a	n/a	n/a	n/a
Early Evening	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a
Sunday				
Day	n/a	n/a	n/a	n/a
Evening	n/a	n/a	n/a	n/a

Route 54

Existing Transit Center

Short Range Transit Center

Long Range



6 Liberty University Service

As described in Technical Memorandum #4, GLTC operates nearly all on- and off-campus service at Liberty University. This COA reviewed those services and sought opportunities to improve efficiency and performance while also providing vision for future growth. Like the GLTC system plans described earlier, the Liberty University transit service has also been divided into three time horizons – near-term (1-2 years), short-range (3-6 years) and long-range (7-10 years); however, most recommendations could move forward or backward in time as the University's needs or resources develop, independent of changes to the GLTC city routes.

System growth has been calculated by a combination of student enrollment projections and anticipated adjustments to student transportation fees as provided by Liberty University financial staff. These forecasts call for relatively little growth in annual funding for transit over the next several years. As such, both the near-term and short-range plans reflect a cost-neutral approach. The long-term plan anticipates that beginning in Year 7, modest expansion of service could occur.

Current Liberty service primarily consists of on-campus circulation, supplemented with specific services to off-campus residential and shopping destinations. Based on outreach conducted with university personnel, ridecheck data collection and analysis, and field observation, the nature and overall balance of these operations should change going forward.

On-campus operations are extremely productive, serving short trips between residential halls, classrooms, and dining and recreational facilities. However, traffic congestion along University Boulevard and street parking and pedestrian crossings around campus make circulation cumbersome. Additionally, the existing route structure has over ten different routes or route patterns providing nearly identical coverage that a rider might take depending on the time of day or day of the week. ***Simplifying and consolidating on-campus operations becomes a key goal of the future plans***.

Creating more efficient on-campus operations also allows Liberty to shift more service offerings to off-campus routings. Current off-campus routes are less productive than on-campus circulation, but most are well used. The challenge is that the three existing off-campus routes are serving only a fraction of the off-campus communities generating trips to Liberty, or the off-campus destinations sought by on-campus students.

In the future, as LU's built environment reaches natural geographic constraints, the university anticipates a greater number of commuter students. On top of this, latent demand analysis indicates a large existing travel pattern from north and west City of Lynchburg communities, Bedford County, and Campbell County to the Liberty University area, none of which has direct service to Liberty. This demand is expected to grow strongly into the future. ***Expanding off-***

campus service to more of the Lynchburg region becomes another key component of LU Transit recommendations.

Finally, ***developing a transit center to tie on-campus and off-campus services together has become a necessity for LU Transit's growth*** to insure an integrated system and safe, efficient operations. A transit center allows for the effective collection and distribution of riders between routes, other modes of travel, and final destinations. It allows off-campus services to avoid the additional schedule time needed to duplicate frequent campus circulation routes, and on-campus routes to safely and efficiently board and distribute riders across campus.

These recommendations propose locating such a facility around the Campus North/Tilley Student Union area. This location serves as a convenient gateway between on- and off-campus services, and as the second highest-ridership stop in the system it generates more than enough ridership to justify a dedicated facility. Further, the wide array of uses generated by a student union – for both on-campus and commuting students – traditionally makes it an ideal location for a transit center.

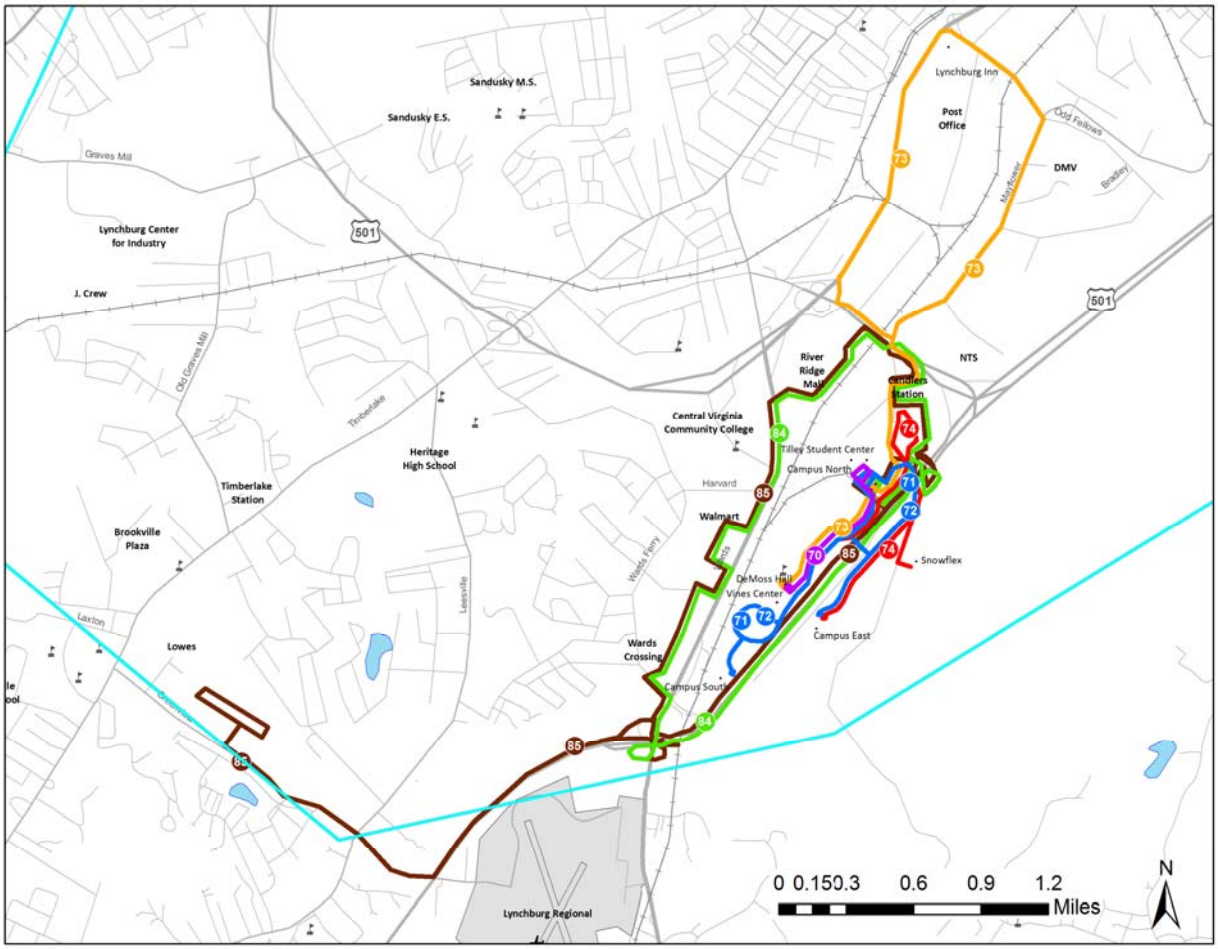
Such a facility could be as utilitarian as sectioning off part of a parking area to locate bus bays, pedestrian aisles, and overhead cover; however, many universities have successfully incorporated much more sophisticated elements into the design that allows the center to serve as a true gateway to the community complete with information kiosks, bike racks, customer service, restrooms, and other amenities. A transit center may also be combined with a visitors' center, parking services, or retail opportunities.

The following subsections detail the specific route recommendations included in each plan. As part of the simplification of LU Transit's offerings and in conjunction with an overall restructuring of the GLTC route numbering system, routes have been renumbered from their existing incarnations. On-campus services are designated as the 70-series and off-campus services are assigned to the 80-series. Along with efforts to pare down of the number of different patterns that are offered during different times of the day, the renumbering will help riders quickly identify the route they need at any time of the day as well as limit errors in future data collection.

6.1 Near-Term Plan

The Near-Term Plan incorporates a broad series of changes that simplifies existing routings and reorients service around a transfer hub located in the Campus North/Tilley Student Union area. The plan is cost-neutral and could be implemented as soon as January 2011; however, given the large degree of route renumbering and restructuring involved, the plan would ideally be implemented in Fall 2011 to coincide with the new school year. Figure 6-10 depicts LU Transit route alignments in the Near-Term Plan.

Figure 6-10 – LU Transit Near-Term Service Plan Map



Unlike current frequencies, many of which run on irregular clock intervals, all Liberty services would run on clock-face headways to allow riders to easily understand the bus schedules. Table 6-1 outlines headways by time of day and day of the week for Liberty service.

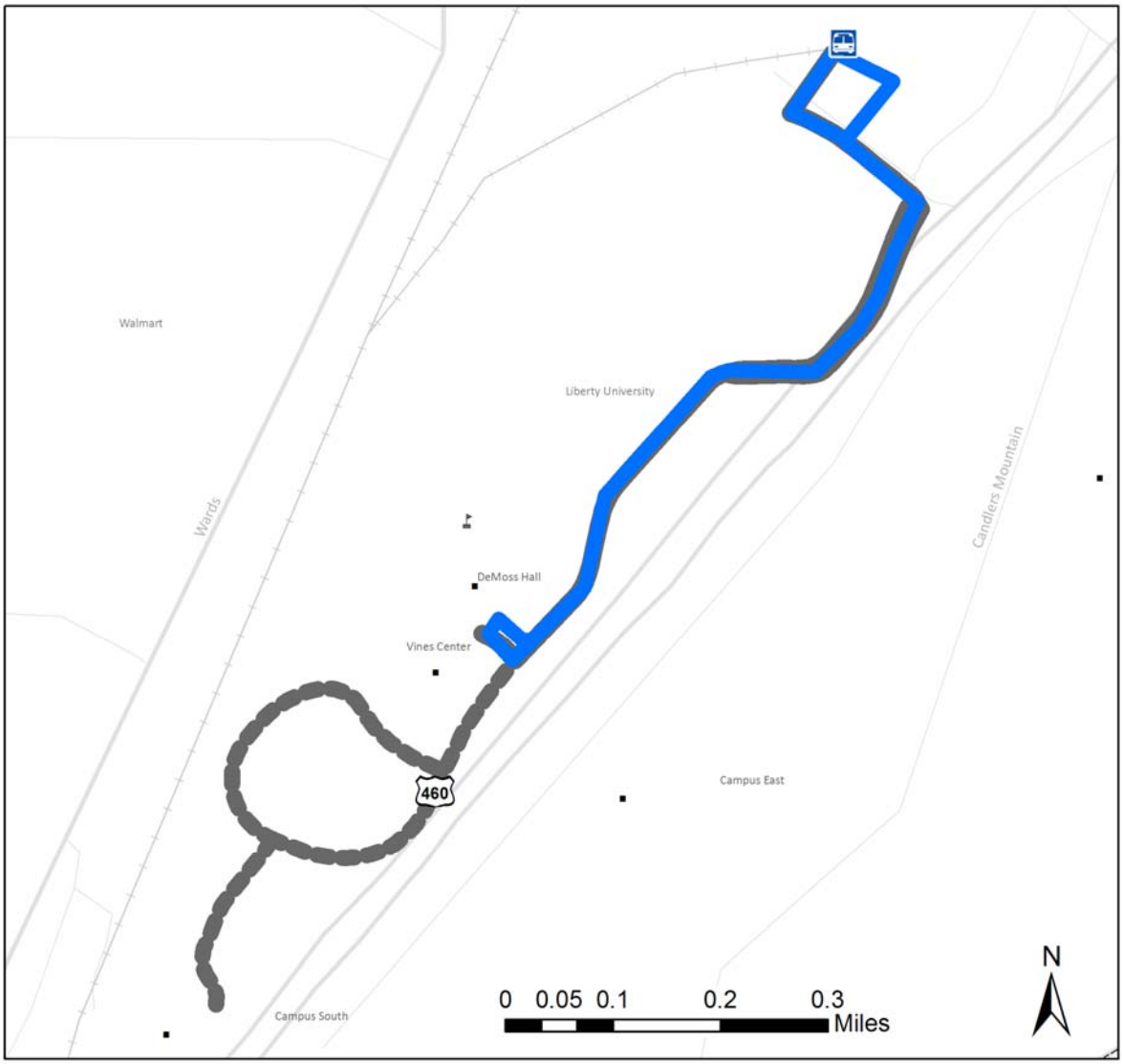
Table 6-1 – LU Transit Near-Term Service Plan Headways

Rte. #	Route Name	Weekday						Saturday			Sunday		
		Early AM	Peak	Early Eve	Late Eve	Night	Owl	Base	Night	Owl	Base	Night	Owl
In-Session													
70	Liberty Link	n/a	1.667	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
71	Liberty Loop CCW	30	10	15	30	n/a	n/a	n/a	n/a	n/a	30	n/a	n/a
72	Liberty Loop CW	n/a	10	15	15	30	n/a	30	n/a	n/a	30	n/a	n/a
73	Lynchburg Inn	n/a	15	30	30	30	n/a	30	30	n/a	30	30	n/a
74	Liberty Loop Extension CCW	n/a	n/a	n/a	30	30	30	30	30	30	30	30	30
4F[1]	Wards Road/Liberty University	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
84[2]	Wards Road Loop	n/a	n/a	30	30	30	n/a	30	30	n/a	30	30	n/a
85	Cornerstone/Wards/Liberty	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Breaks													
73	Lynchburg Inn	n/a	60	60	n/a	n/a	n/a	60	n/a	n/a	60	n/a	n/a
74	Liberty Loop Extension CCW	n/a	60	60	n/a	n/a	n/a	60	n/a	n/a	60	n/a	n/a

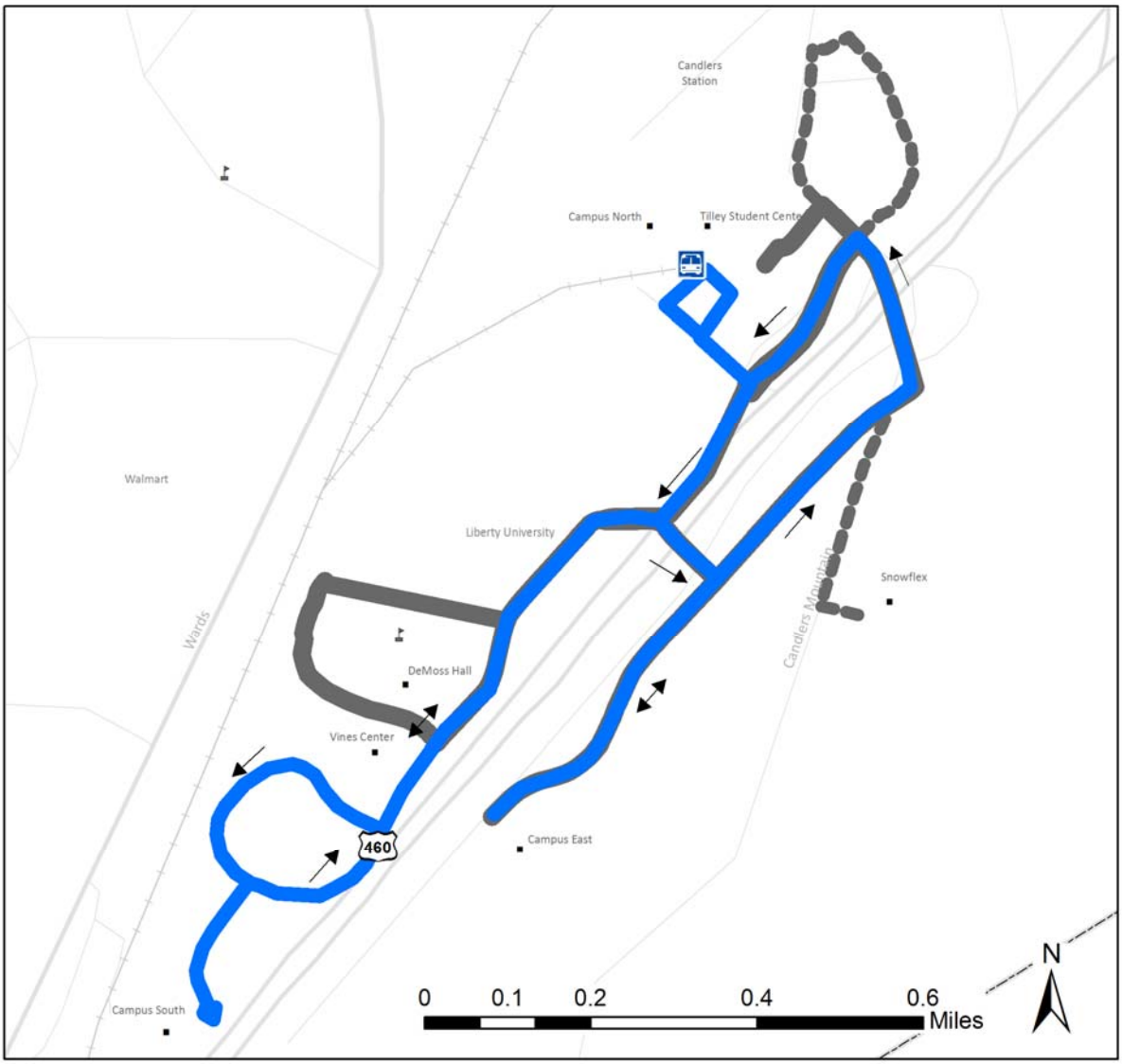
1. Only LU-contracted service of Route 4F is shown
2. Route 84 weekday service runs Fridays only

Following is a brief description of new routes and changes to existing alignments in the Near-Term Plan:

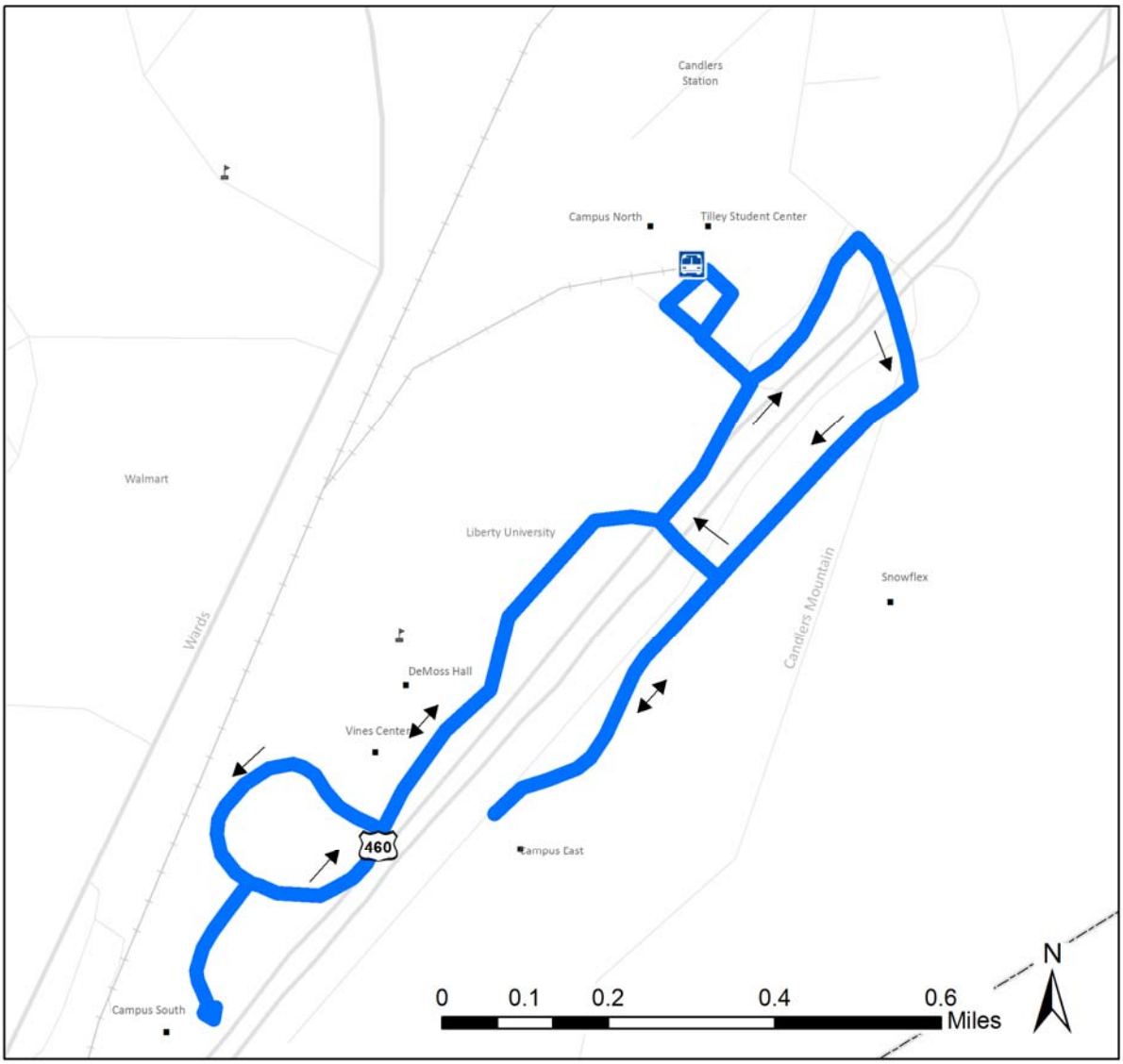
- *70 Liberty Link (formerly LX1)* – operates from Campus North along Ericsson Drive and University Boulevard to DeMoss Hall/Vines Center, returning to Campus North via the reverse routing.



- *71 Liberty Loop Counterclockwise (formerly L1 and L2)* – operates from Campus North along Ericsson Drive and University Boulevard to DeMoss Hall/Vines Center continuing around Champions Circle and Flames Way to South Campus. From South Campus, follows Flames Way, Champions Circle, University Boulevard, and Liberty University Drive to Liberty Mountain Drive and Campus East, returning to Campus North via Liberty Mountain Drive, Candlers Mountain Road, University Boulevard, and Ericsson Drive.

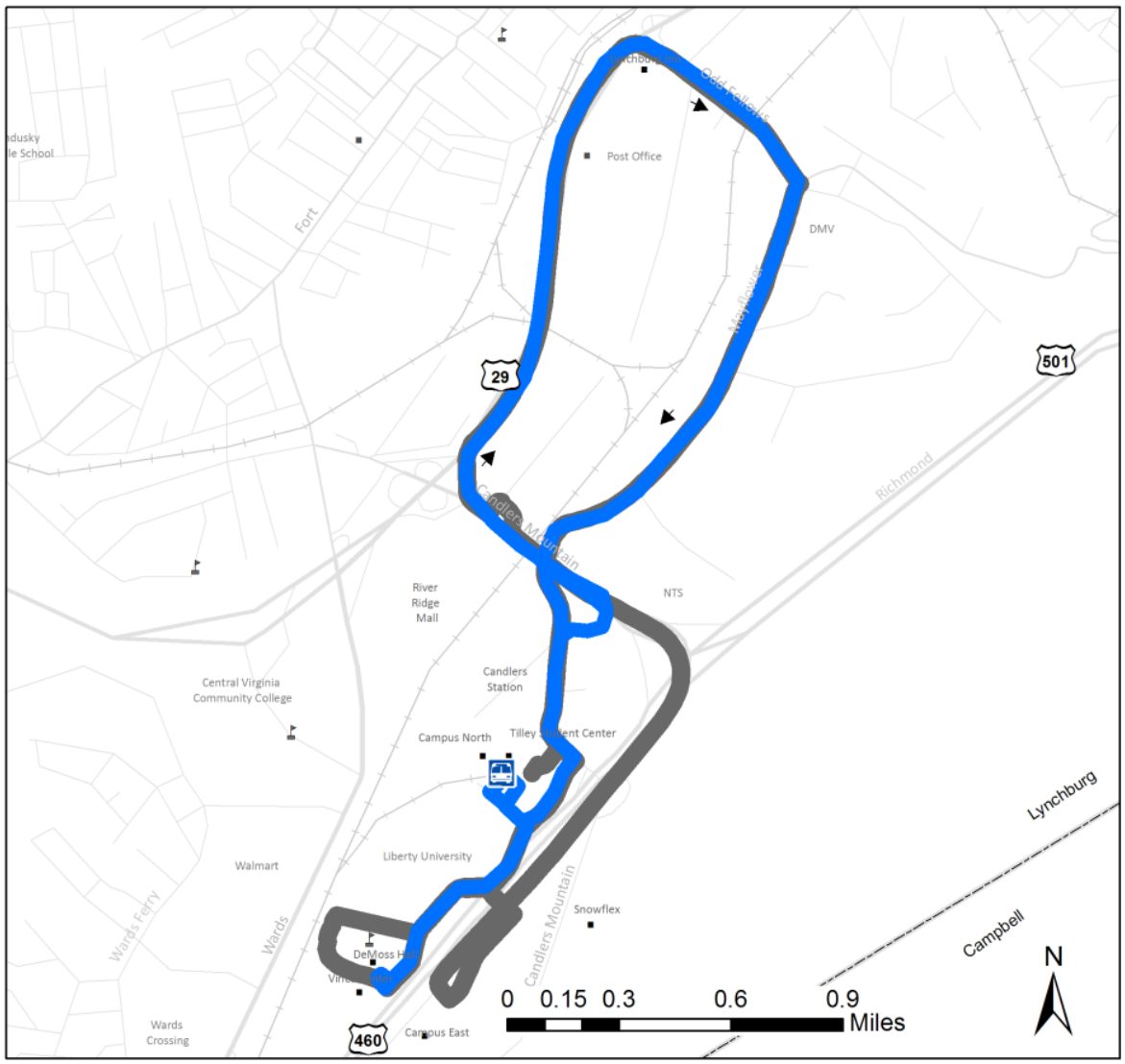


- *72 Liberty Loop Clockwise* - runs the same routing as Route 71 in the reverse direction.



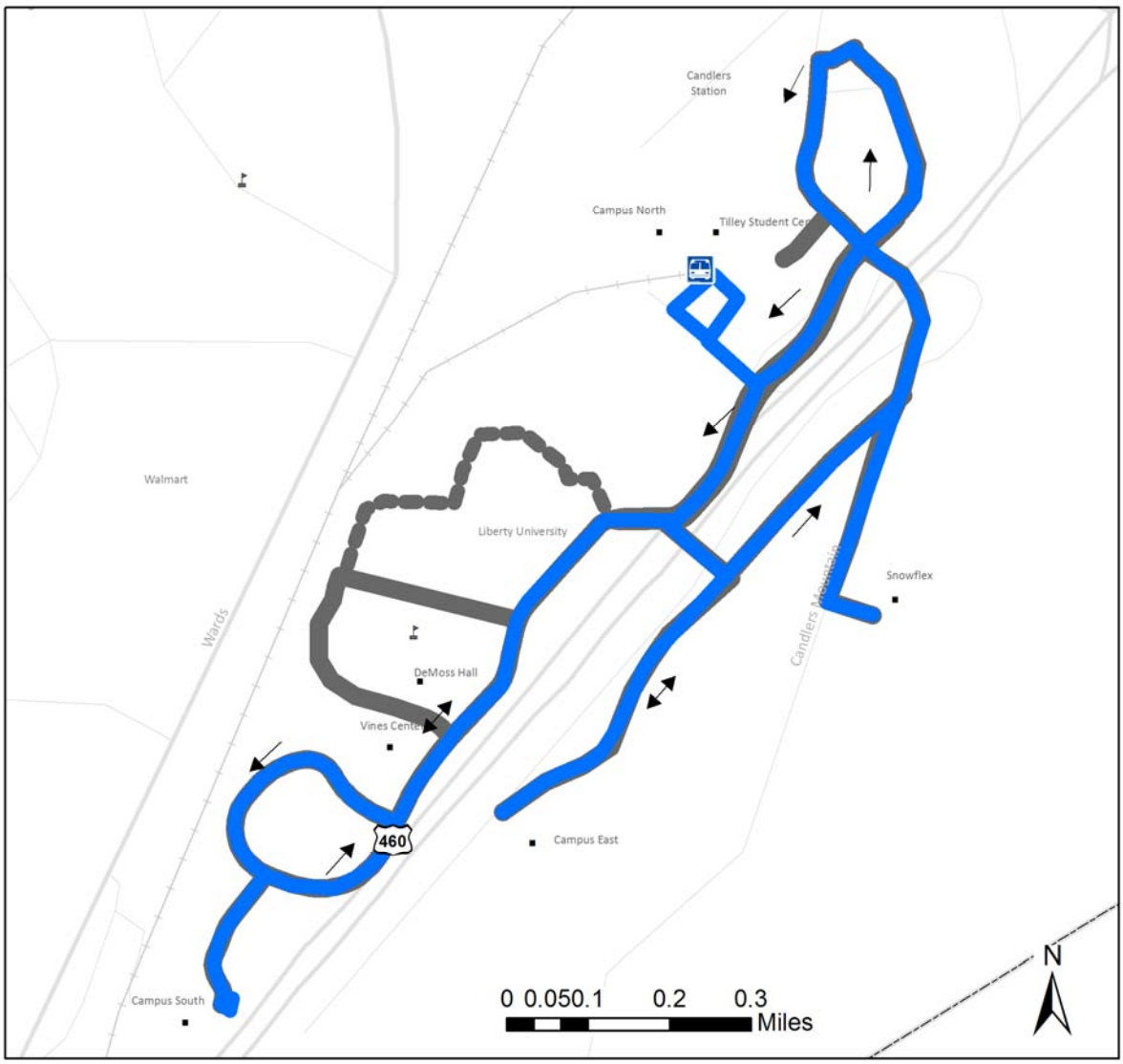
- *73 Lynchburg Inn (formerly L3)* – From Lynchburg Inn, operates on Odd Fellows Road, Mayflower Road, Candlers Mountain Road, University Boulevard, and Ericsson Drive to access Campus North, then continues along the Route 70 alignment to DeMoss Hall/Vines Center, providing Lynchburg Inn residents a one-seat ride to Main Campus. The route returns to Campus North, then follows Ericsson Drive, University Boulevard, Candlers Mountain Road, and Lynchburg Expressway to return to Odd Fellows Road and the Inn.

  Break service is interlined at Campus North with Route 74 to provide direct access between Lynchburg Inn and all campus destinations.

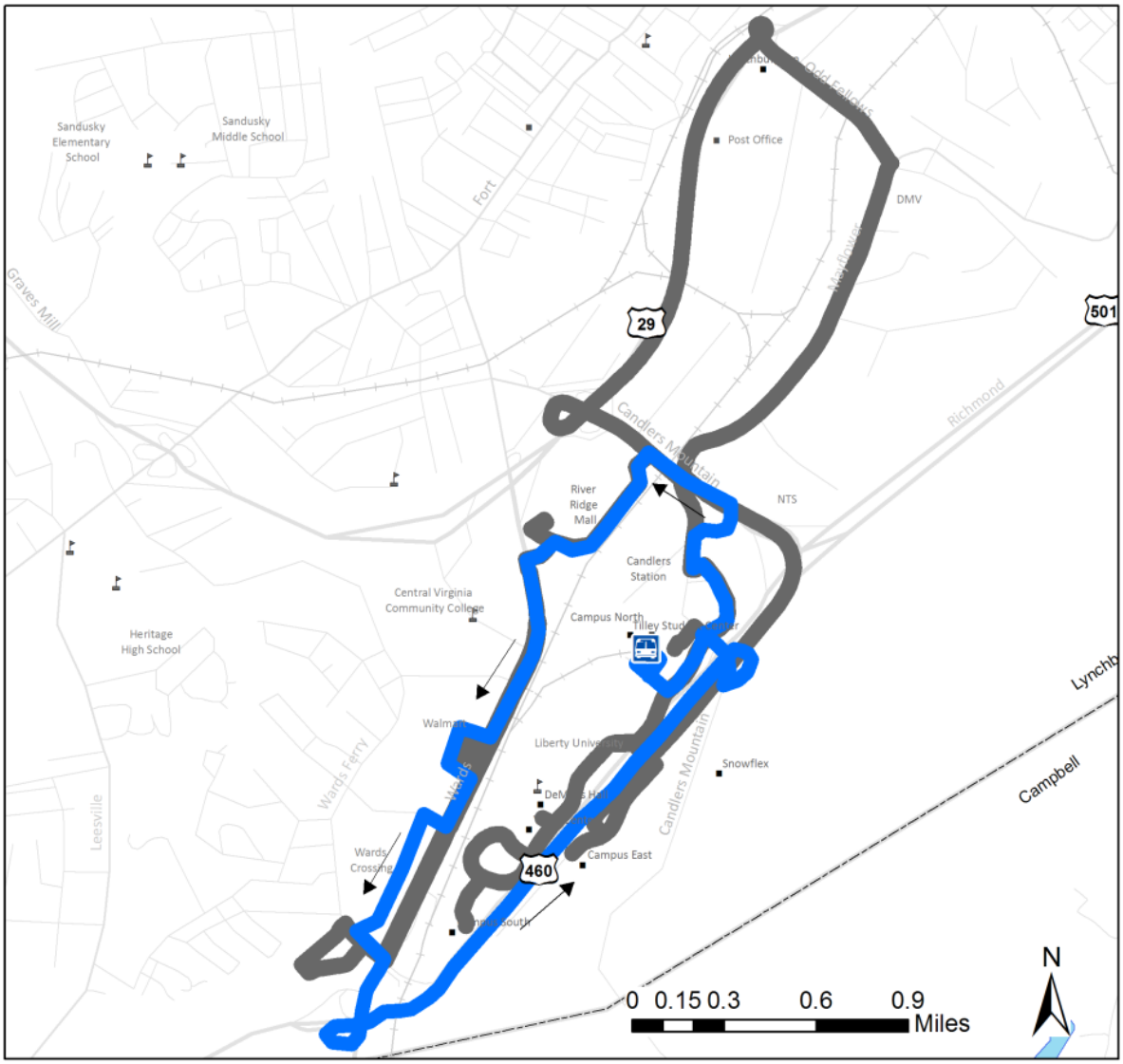


- *74 Liberty Loop Extension Counterclockwise (formerly LU1)* – follows the same routing and direction as Route 71, but diverts from Candlers Mountain Road to serve Snowflex and Candlers Station.

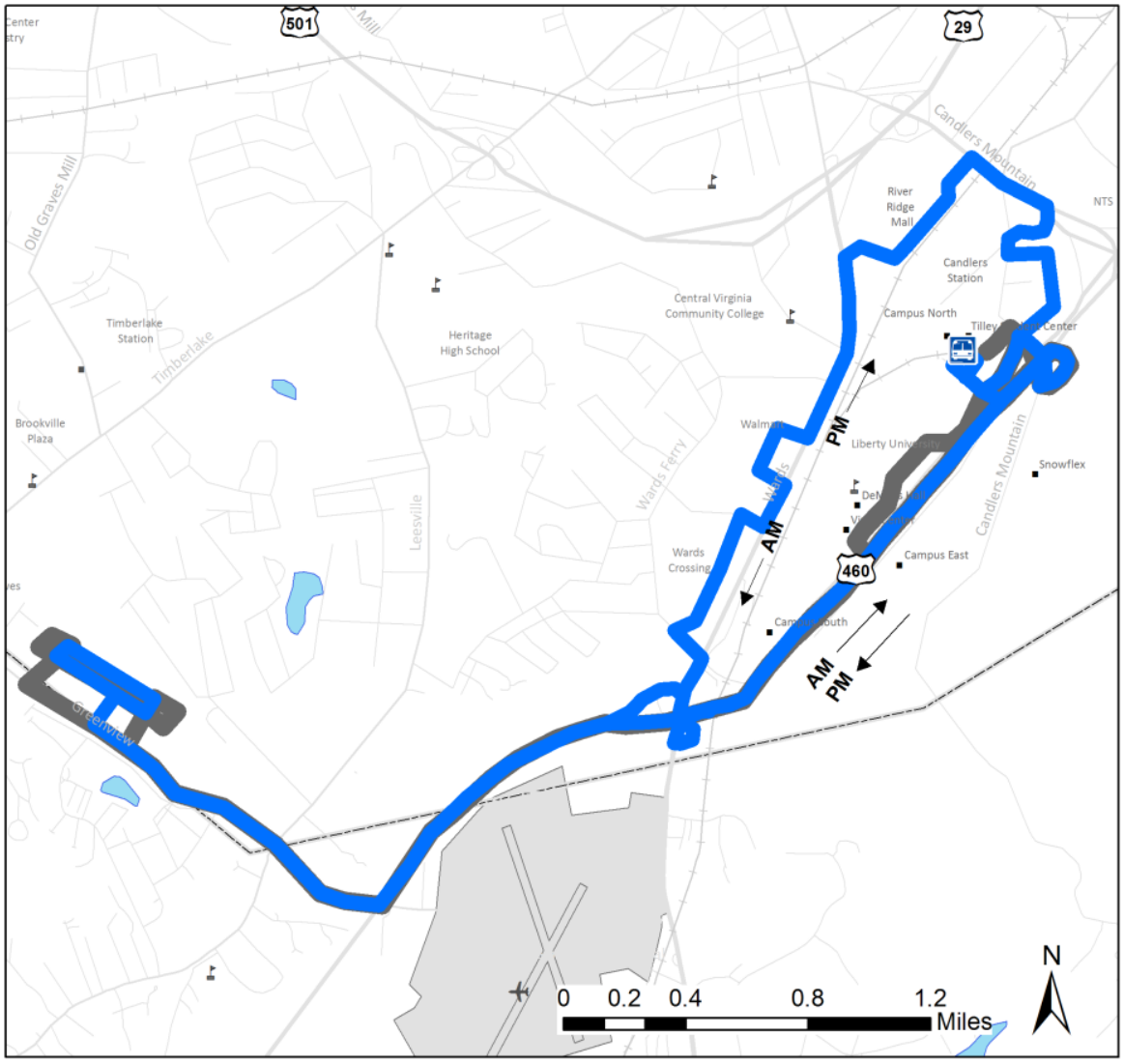
  Break service is interlined at Campus North with Route 73 to provide direct access between Lynchburg Inn and all campus destinations.



- *4F Wards Road/Liberty University* – utilizes the existing Route 4F alignment except it terminates at Campus North.
- *84 Wards Road Loop (formerly 14)* – from Campus North, operates to River Ridge Mall via Ericsson Drive, University Boulevard, Candlers Station, and Candlers Mountain Road. Continues on to Wards Road, diverting to Walmart and Wards Crossing before returning via US-460E, Candlers Mountain Road, University Boulevard, and Ericsson Drive to Campus North.



- *85 Cornerstone/Wards/Liberty (formerly 15)* - In the mornings, the route runs from Cornerstone directly to Campus North via Greenview Drive, US-460E, Candlers Mountain Road, University Boulevard, and Ericsson Drive. The morning return trip uses Ericsson Drive, University Boulevard, Candlers Station, and Candlers Mountain Road to access River Ridge Mall before continuing on to Wards Road, diverting to Walmart and Wards Crossing before returning via US-460W and Greenview Drive to Cornerstone. In the afternoons, the route reverses the alignment, hitting Wards corridor on the inbound trip and heading directly to Cornerstone from LU on the outbound trip. This allows weekday access from campus to the Wards Road retail corridor while maintaining a direct connection from Cornerstone to campus in the peak travel direction.

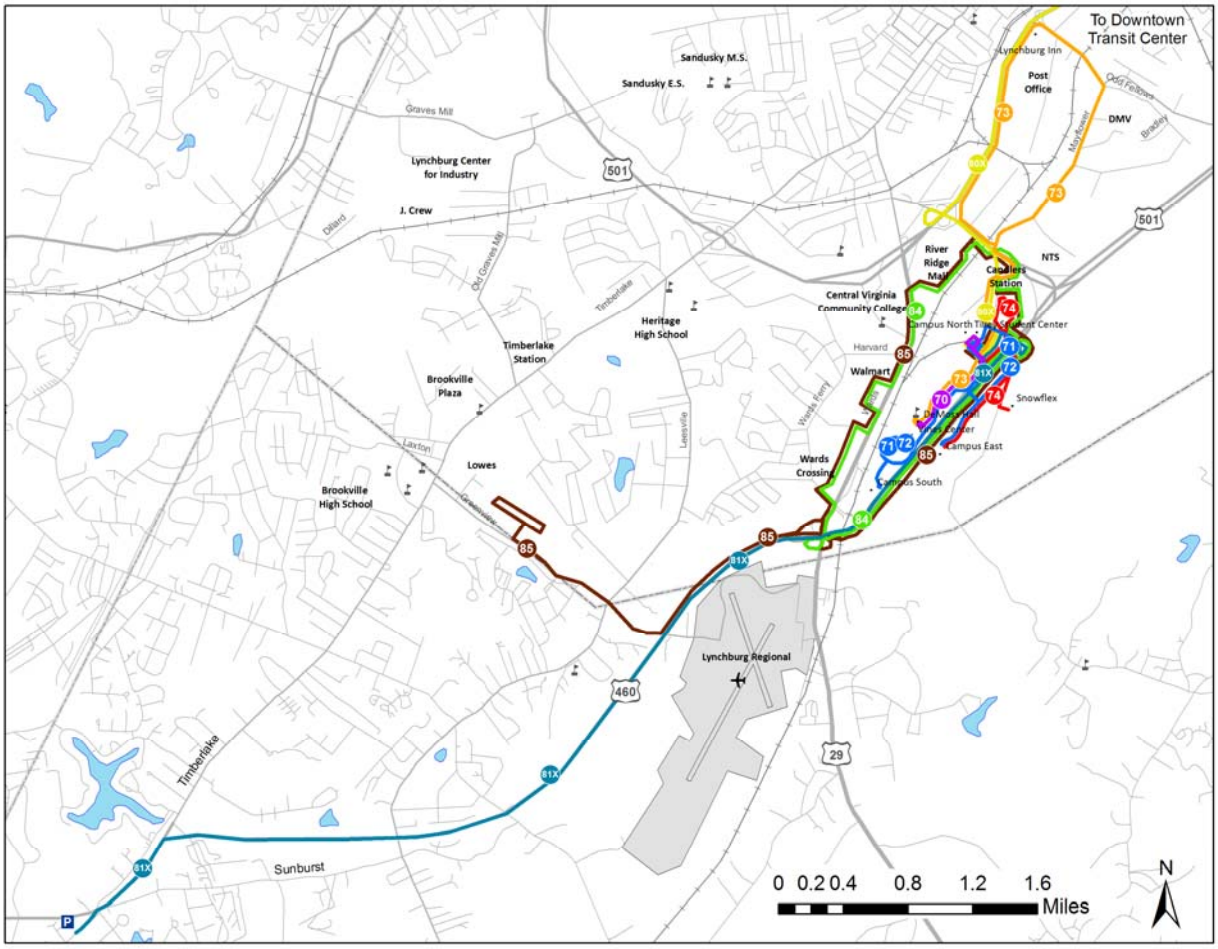


6.2 Short-Range Plan

The Short-Range Plan retains the same elements as the Near-Term Plan but begins to expand the coverage of off-campus services by introducing express services from downtown Lynchburg and the Timberlake area. Like the Near-Term Plan, this plan remains cost-neutral by eliminating the Liberty-contracted tripper on Route 4F and reallocating those hours to provide the new services.

Figure 6-11 depicts LU Transit route alignments in the Short-Range Plan.

Figure 6-11 – LU Transit Short-Range Service Plan Map



New services introduced in the Near-Term Plan continue to run at the same frequencies. Table 6-2 outlines headways by time of day and day of the week for Liberty service.

Table 6-2 – LU Transit Short-Range Service Plan Headways

		Weekday						Saturday			Sunday		
Rte. #	Route Name	Early AM	Peak	Early Eve	Late Eve	Night	Owl	Base	Night	Owl	Base	Night	Owl
In-Session													
70	Liberty Link	n/a	1.667	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
71	Liberty Loop CCW	30	10	15	30	n/a	n/a	n/a	n/a	n/a	30	n/a	n/a
72	Liberty Loop CW	n/a	10	15	15	30	n/a	30	n/a	n/a	30	n/a	n/a
73	Lynchburg Inn	n/a	15	30	30	30	n/a	30	30	n/a	30	30	n/a
74	Liberty Loop Extension CCW	n/a	n/a	n/a	30	30	30	30	30	30	30	30	30
80X[1]	Downtown/Liberty Express	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
81X	Timberlake/Liberty Express	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
84[2]	Wards Road Loop	n/a	n/a	30	30	30	n/a	30	30	n/a	30	30	n/a
85	Cornerstone/Wards/Liberty	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Breaks													
73	Lynchburg Inn	n/a	60	60	n/a	n/a	n/a	60	n/a	n/a	60	n/a	n/a
74	Liberty Loop Extension CCW	n/a	60	60	n/a	n/a	n/a	60	n/a	n/a	60	n/a	n/a

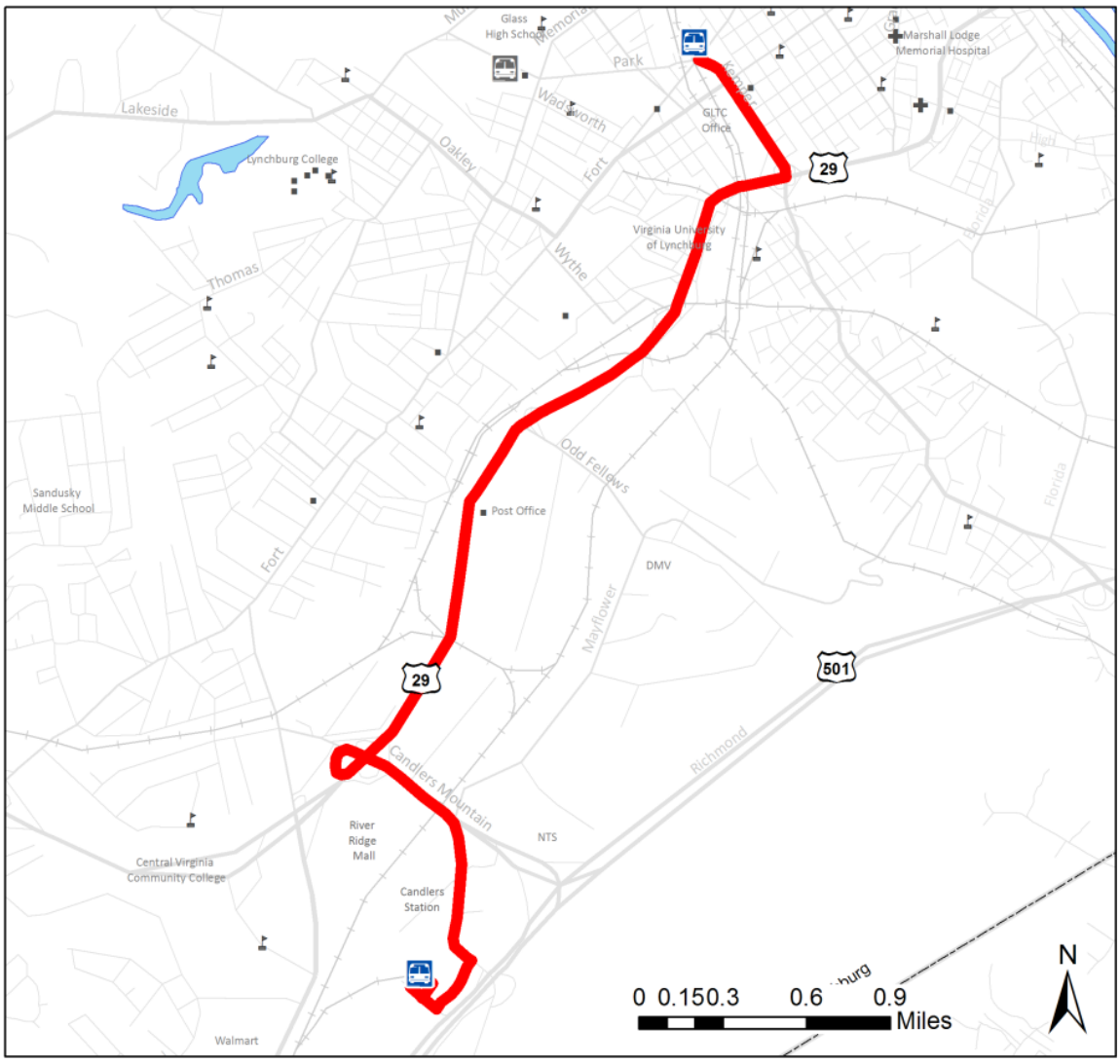
1. GLTC City Route 34 operates from Wards Road to Liberty University along the existing Route 4F alignment

2. Route 84 weekday service runs Fridays only

Following is a brief description of new routes and changes to existing alignments in the Short-Range Plan:

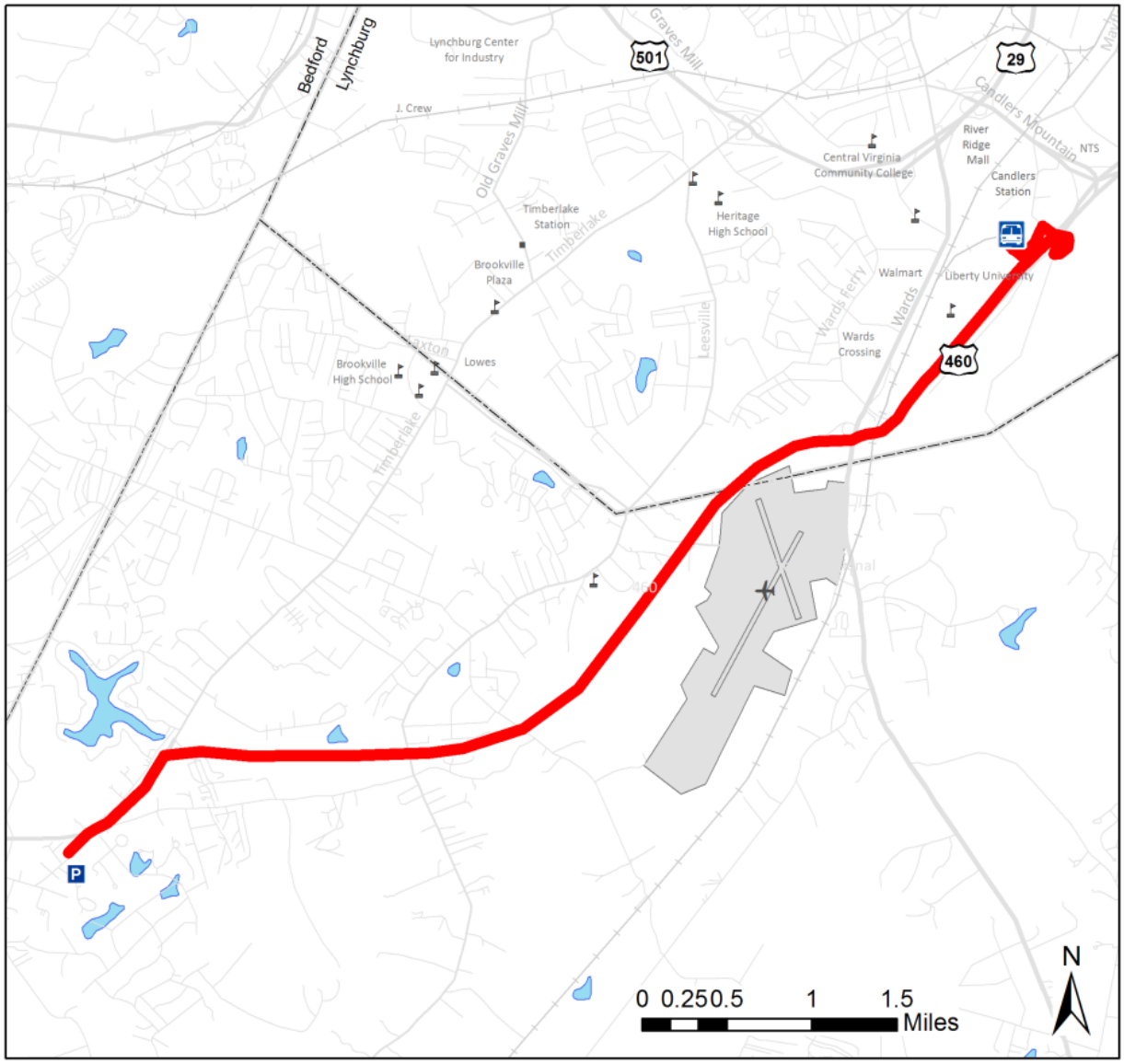
- *4F Wards Road/Liberty University* – the Liberty-contracted service for this route is eliminated and replaced by Route 80X. The regular GLTC Route 4F (renamed Route 34) continues to provide hourly service from Wards Road to Liberty University.
- *80X Downtown/Liberty Express* – provides bi-directional express travel between the new GLTC Kemper Station Transit Center and Campus North via Kemper Street, Lynchburg Expressway, Candlers Mountain Road, University Boulevard, and Ericsson Drive. This allows riders from across the regular GLTC system to transfer at Kemper Station and reach Liberty University within 15 minutes.

  The route would be served by one bus interlined with new Route 81X.



- 81X Timberlake/Liberty Express – provides bi-directional express travel between the VDOT Park & Ride just southwest of US-460/Timberlake Rd and Campus North via Alum Springs Road, New London Drive, US-460, Candlers Mountain Road, University Boulevard, and Ericsson Drive. This allows commuters from the Timberlake area and across Campbell County to park off-campus and still reach Liberty within 15 minutes.

  The route would be served by one bus interlined with new Route 80X.

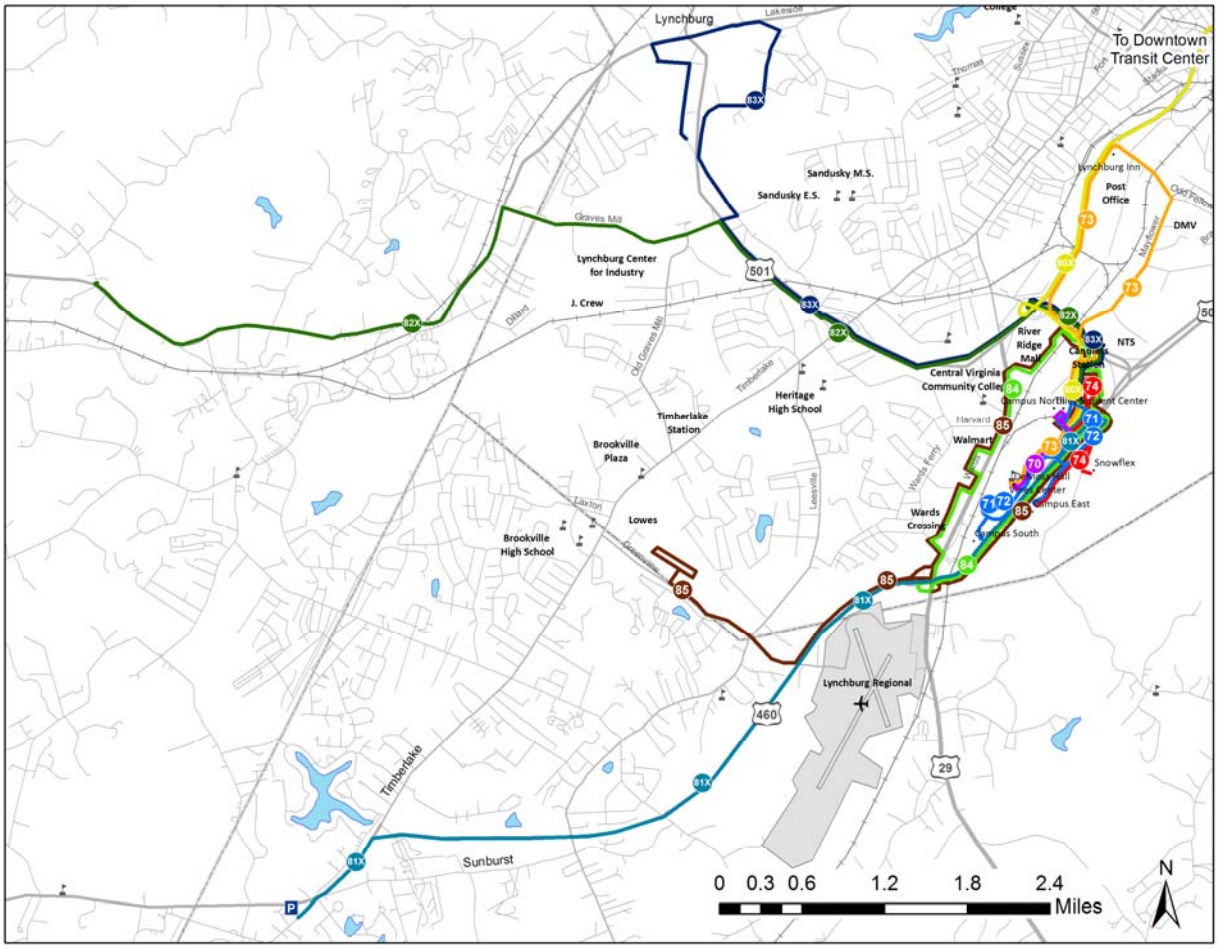


6.3 Long-Range Plan

The Long-Range Plan retains the same elements as the Near-Term Plan and continues the expansion of coverage to new off-campus areas begun in the Short-Range Plan by introducing two new express services from north-central Lynchburg and the Forest area. This plan requires new resources to operate, a modest 7% growth in service hours over existing operations.

Figure 6-12 depicts LU Transit route alignments in the Long-Range Plan.

Figure 6-12 – LU Transit Long-Range Service Plan Map



New services introduced in the Near-Term and Short-Range Plans continue to run at the same frequencies, except for Route 85 which is eliminated with the introduction of new GLTC Route 27. Table 6-3 outlines headways by time of day and day of the week for Liberty service.

Table 6-3 – LU Transit Long-Range Service Plan Headways

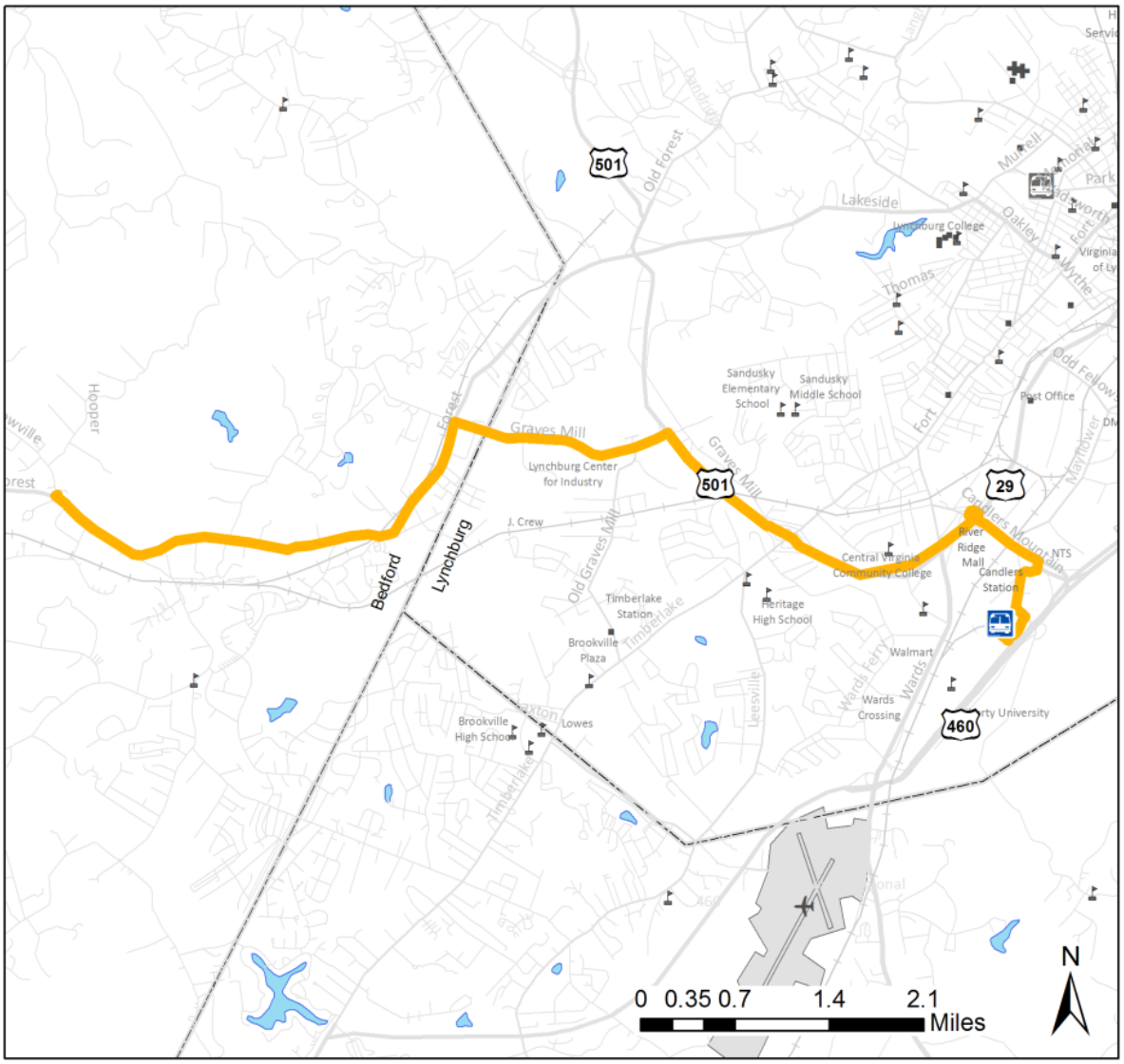
		Weekday						Saturday			Sunday		
Rte. #	Route Name	Early AM	Peak	Early Eve	Late Eve	Night	Owl	Base	Night	Owl	Base	Night	Owl
In-Session													
70	Liberty Link	n/a	1.667	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
71	Liberty Loop CCW	30	10	15	30	n/a	n/a	n/a	n/a	n/a	30	n/a	n/a
72	Liberty Loop CW	n/a	10	15	15	30	n/a	30	n/a	n/a	30	n/a	n/a
73	Lynchburg Inn	n/a	15	30	30	30	n/a	30	30	n/a	30	30	n/a
74	Liberty Loop Extension CCW	n/a	n/a	n/a	30	30	30	30	30	30	30	30	30
80X[1]	Downtown/Liberty Express	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
81X	Timberlake/Liberty Express	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
82X	Forest/Liberty Express	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
83X	Crosstown/Liberty Express	n/a	60	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
84[2]	Wards Road Loop	n/a	n/a	30	30	30	n/a	30	30	n/a	30	30	n/a
Breaks													
73	Lynchburg Inn	n/a	60	60	n/a	n/a	n/a	60	n/a	n/a	60	n/a	n/a
74	Liberty Loop Extension CCW	n/a	60	60	n/a	n/a	n/a	60	n/a	n/a	60	n/a	n/a

1. GLTC City Route 34 operates from Wards Road to Liberty University along the existing Route 4F alignment

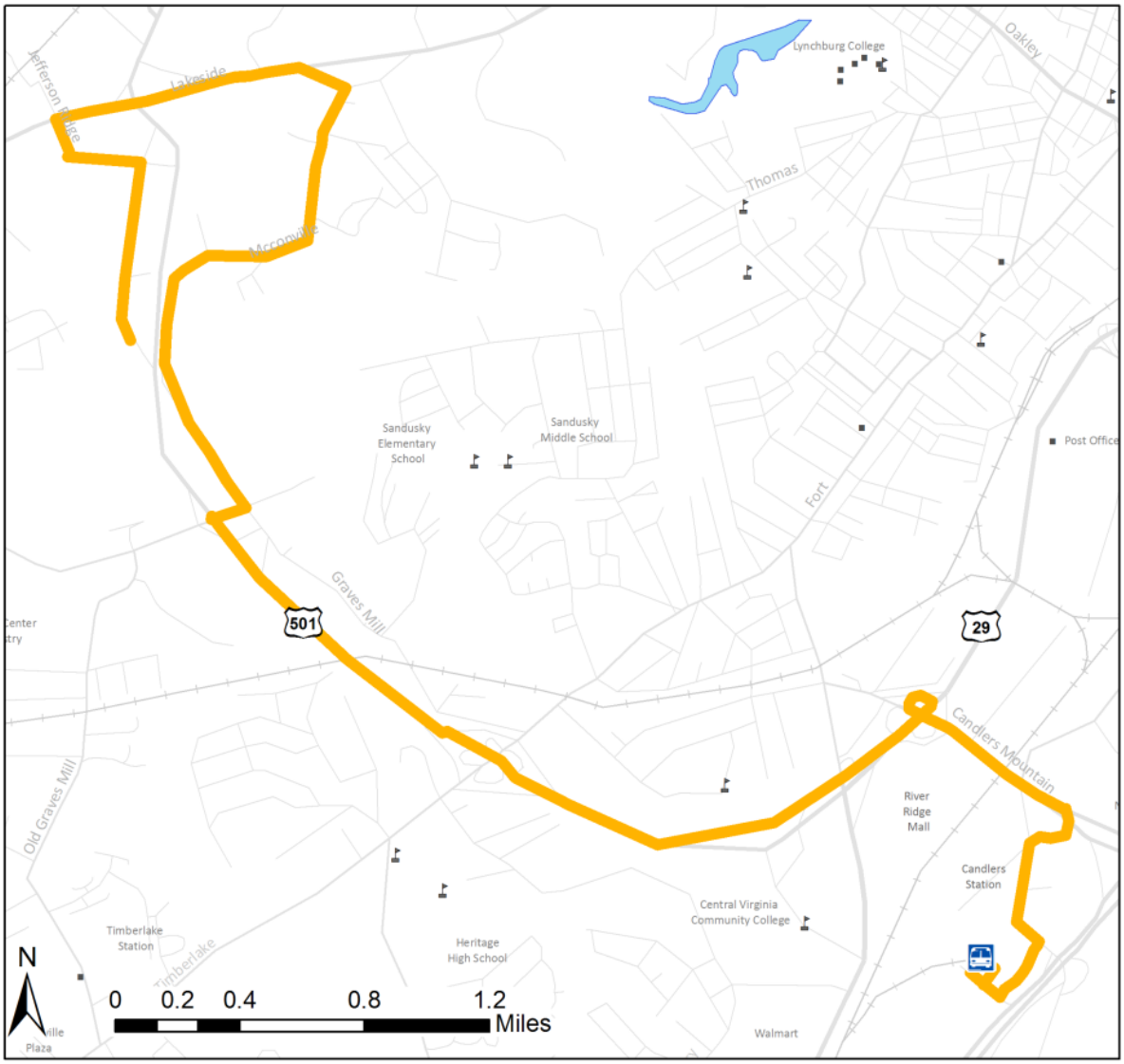
2. Route 84 weekday service runs Fridays only

Following is a brief description of new routes and changes to existing alignments in the Short-Range Plan:

- *82X Forest/Liberty Express* – express service from a new Park & Ride in the vicinity of Forest Road/Perrowville Road to Campus North via Forest Road, Graves Mill Road, Lynchburg Expressway, Candlers Mountain Road, University Boulevard, and Ericsson Drive. This route allows commuters from the Forest area and across Bedford County to park off-campus and reach Liberty within 30 minutes.



- *83X Crosstown/Liberty Express* – express service from Stone Mill Drive/Breezewood Drive to Campus North via Breezewood Drive, Lakeside Drive, Wyndale Drive, McConville Road, Graves Mill Road, Lynchburg Expressway, Candlers Mountain Road, University Boulevard, and Ericsson Drive. Along the way, the route hitting various multi-family communities in north-central Lynchburg including Stone Mill, Forest Brook, and County Green that cannot easily reach Liberty with another route.



- *85 Cornerstone/Wards/Liberty* – this route is eliminated and replaced by new regular GLTC Route 27 running from Timberlake Road to Campus North via Greenview Drive, US-460, Candlers Mountain Road, University Boulevard, and Ericsson Drive.

7 Service Requirements

The route recommendations detailed above were input to an operations statistics model calibrated to existing GLTC service in order to assess the revenue vehicle hours, miles, and peak vehicles required to operate each plan.

As noted above, the Near-Term Plan is designed to optimize productivity and coverage while maintaining service levels at or below current levels. Weekday and annual bus trips, revenue hours, and miles drop slightly in this plan, and one fewer peak vehicle is required to operate service. The Near-Term also works to lower systemwide operating speeds by 5% or more.

The Short-Range Plan continues to operate close to existing service levels, allowing for a modest 5% increase in weekday revenue hours, coupled with a 5% decrease in revenue miles, which further alleviates operating speed issues by bringing the average systemwide speed down over 10%, to around 15 MPH.

The Long-Range Plan seeks to grow service based on existing and future unmet travel needs by expanding service areas, increasing frequencies and spans, and providing crosstown connectivity. To accomplish this will take an increase in weekday and annual revenue hours of 90%, an increase in miles of around 74%, and a nearly 80% increase in peak vehicles.

Recommendations to Liberty University service follow the same trend as City service, with Near-Term and Short-Range recommendations showing zero growth over existing service levels and Long-Range recommendations planning service increases. The difference is that the Liberty Long-Range Plan projects only modest growth, at around 7% for revenue hours and 16% for revenue miles, with the introduction of only one new peak vehicle.

Tables 7-1 presents a summary of service requirements by day of the week for all three service plans for the City routes, while Table 7-2 does the same for Liberty service. Following that, Tables 7-3 and 7-4 present annual service requirements for each system, with comparisons to existing service levels.

Tables in Appendix F-A and F-B present individual route service requirements by day of the week for each plan. Frequency by time period, route interlines, and running time, layover time, and cycle time assumptions are also defined.

Table 7-1

Weekday, Saturday, and Sunday Service Requirements for City Service

AVERAGE WEEKDAY	Daily Trips	In-Serv. Hours	Rev. Hrs.	Rev. Miles	Peak Buses	Midday Buses	Early Eve Buses	Late Eve Buses	Percent Layover	Avg Speed
Existing	453	167.1	187.5	2,790.4	14	12	9	6	10.9%	16.7
Near-Term	437	164.1	184.0	2,603.2	13	12	10	6	10.8%	15.9
Short-Range	388	178.9	196.0	2,644.7	13	13	11	7	8.7%	14.8
Long-Range	609	324.8	358.5	4,865.7	25	23	20	14	9.4%	15.0
CHANGE FROM EXISTING										
Near-Term	-4%	-2%	-2%	-7%	-1	0	1	0	0.0%	-5%
Short-Range	-14%	7%	5%	-5%	-1	1	2	1	-2.2%	-11%
Long-Range	34%	94%	91%	74%	11	11	11	8	-1.5%	-10%

AVERAGE SATURDAY	Daily Trips	In-Serv. Hours	Rev. Hrs.	Rev. Miles	Peak Buses	Midday Buses	Early Eve Buses	Late Eve Buses	Percent Layover	Avg Speed
Existing	329	131.9	147.0	2,199.1	10	10	9	6	10.3%	16.7
Near-Term	355	151.5	160.0	2,272.6	11	11	10	6	5.3%	15.0
Short-Range	349	160.6	176.0	2,354.2	12	12	11	7	8.8%	14.7
Long-Range	419	218.4	240.0	3,148.6	16	16	15	11	9.0%	14.4
CHANGE FROM EXISTING										
Near-Term	8%	15%	9%	3%	1	1	1	0	-5.0%	-10%
Short-Range	6%	22%	20%	7%	2	2	2	1	-1.5%	-12%
Long-Range	27%	66%	63%	43%	6	6	6	5	-1.3%	-14%

AVERAGE SUNDAY	Daily Trips	In-Serv. Hours	Rev. Hrs.	Rev. Miles	Peak Buses	Midday Buses	Early Eve Buses	Late Eve Buses	Percent Layover	Avg Speed
Existing	118	42.3	47.5	657.7	n/a	6	2	n/a	11.1%	15.6
Near-Term	90	36.3	41.0	556.2	n/a	5	4	n/a	11.6%	15.3
Short-Range	88	42.7	48.0	605.5	n/a	6	5	n/a	11.1%	14.2
Long-Range	202	110.2	122.0	1,552.1	n/a	12	12	n/a	9.7%	14.1
CHANGE FROM EXISTING										
Near-Term	-24%	-14%	-14%	-15%	n/a	-1	3	n/a	0.5%	-1%
Short-Range	-25%	1%	1%	-8%	n/a	0	4	n/a	0.1%	-9%
Long-Range	71%	161%	157%	136%	n/a	6	11	n/a	-1.4%	-9%

Table 7-2

Weekday, Saturday, and Sunday Service Requirements for Liberty University Service

	AVERAGE WEEKDAY (in session)			
	Daily Trips	Rev. Hrs.	Rev. Miles	Peak Buses
Existing	577	195.6	2,088.9	16
Near-Term	1,018	197.9	2,058.3	16
Short-Range	1,042	197.9	2,212.1	16
Long-Range	1,078	209.9	2,506.7	17
CHANGE FROM EXISTING				
Near-Term	76%	1%	-1%	0
Short-Range	80%	1%	6%	0
Long-Range	87%	7%	20%	1

	AVERAGE SATURDAY (in session)			
	Daily Trips	Rev. Hrs.	Rev. Miles	Peak Buses
Existing	120	61.4	872.0	4
Near-Term	155	61.5	752.7	4
Short-Range	155	61.5	752.7	4
Long-Range	155	61.5	752.7	4
CHANGE FROM EXISTING				
Near-Term	29%	0%	-14%	0
Short-Range	29%	0%	-14%	0
Long-Range	29%	0%	-14%	0

	AVERAGE SUNDAY (in session)			
	Daily Trips	Rev. Hrs.	Rev. Miles	Peak Buses
Existing	107	47.8	655.9	3
Near-Term	128	48.0	563.7	3
Short-Range	128	48.0	563.7	3
Long-Range	128	48.0	563.7	3
CHANGE FROM EXISTING				
Near-Term	20%	0%	-14%	0
Short-Range	20%	0%	-14%	0
Long-Range	20%	0%	-14%	0

Table 7-3

Annual Service Requirements for City Service

	ANNUAL OPERATING STATISTICS					
	PEAK BUSES	Change from Exist	REVENUE HOURS	Change from Exist	REVENUE MILES	Change from Exist
Existing	14	n/a	57,839	n/a	858,847	n/a
Near-Term	13	-7%	57,307	-1%	810,030	-6%
Short-Range	13	-7%	61,560	6%	827,409	-4%
Long-Range	25	79%	110,001	90%	1,481,917	73%

Table 7-4

Annual Service Requirements for Liberty University Service

	ANNUAL OPERATING STATISTICS					
	PEAK BUSES	Change from Exist	REVENUE HOURS	Change from Exist	REVENUE MILES	Change from Exist
Existing	16	n/a	36,004	n/a	397,563	n/a
Near-Term	16	0%	36,393	1%	385,222	-3%
Short-Range	16	0%	36,393	1%	410,605	3%
Long-Range	17	6%	38,373	7%	459,214	16%

8 Capital Improvement Program

As part of their existing operations, GLTC has a Capital Improvement Program (CIP) in place to plan for vehicle, facility, and other capital needs into the future. To facilitate the service recommendations described above, updates to this capital plan have been made including the extension of the CIP through FY2020.

The updated CIP reflects a total of about $88 million (in year-of-expenditure dollars) in capital expenses over the 10-year period, an average of almost $9 million annually. About half of those expenses occur in the next three years as GLTC completes engineering and construction for the Kemper Street Station and a new operations and administrative facility. Most of the rest of expenses are related to vehicle expansion and replacement set to occur during the Long-Range Plan.

Table 8-2 below details the entire Capital Improvement Program from FY2011 through FY2020, along with projected federal, state, and local funding levels to support the program.

8.1 Vehicle Replacement and Expansion Program

Replacing and managing vehicle fleets are often some of the largest and most consistent capital costs of any transit agency. FTA provides significant capital funding to support the purchase or lease of new vehicles to agencies adhering to guidelines for vehicle maintenance and useful life, and this funding has been further enhanced over the last two years with the provision for bus vehicle purchases under The American Recovery and Reinvestment Act (ARRA).

Thanks to federal funding programs, GLTC will be able to complete a turnover of their entire heavy-duty bus fleet in FY2011 with the purchase of five replacement heavy-duty buses. These new vehicles will be 40-foot hybrid diesel-electric buses. One of the new buses will replace a Year 2000 30-foot Optima diesel trolley bus, while the other four will replace Year 2002 30-foot Optima diesel buses. All of the retired vehicles have a 10-year useful life.

Following this year, the average age of the heavy-duty fleet will be only 2.2 years (out of a 12-year useful life). With no fixed-route expansion needs on the short-term horizon, GLTC should not expect to require additional heavy-duty bus purchases until the implementation of the Long-Range Plan in FY2017. At this time, an additional 8 buses would need to be purchased, followed by 7 more in the following year. Starting the year after that (FY2019), GLTC would once again begin a four-year process of turning over the vehicle fleet, starting with buses purchased in FY2007. In total, 40 heavy-duty buses are programmed for purchase over the next ten years.

Medium-duty “cutaway” buses utilized for paratransit service have a much shorter useful life than heavy-duty buses, and therefore project a far greater need for replacement over the next

decade. A total of 33 medium-duty buses are scheduled for purchase during the COA period to maintain existing fleet. Four of those are scheduled for the current FY2011, with the remaining 29 buses spread from FY2013 forward. In addition, 10 expansion buses are scheduled – three in FY2011, one in FY2014, and the rest in FY2017 and beyond – to keep pace with increasing demand for paratransit service in the City.

In regards to non-revenue support vehicles, GLTC projects the need to begin a replacement cycle in FY2014 with four new sport-utility vehicles. In subsequent years, two vehicles a year would be replaced, either van, pickup truck, or SUV depending on age and wear. A complete vehicle replacement and expansion schedule is presented below in Table 8-1.

8.2 Facility Improvement Program

Several facility needs for GLTC are required over the next ten years. Chief among these are the construction of a new operations and administrative facility and a new downtown transit center located at Kemper Street Station. These needs have been previously identified in prior reports and planning for both is well underway. Preliminary site selection for a new operations facility is in progress with property acquisition, engineering and construction scheduled for FY 2013. As for the downtown transit center, GLTC has already purchased property for a new facility adjacent to the Lynchburg Amtrak Station. The project is currently in the design and engineering phase and will soon be entering construction with a scheduled completion in FY2012.

This COA further identifies the need for two more transit hubs: one along the Wards Road corridor and one located near the entrance to Liberty University. The Wards Road facility becomes necessary in the Long-Range Plan with the introduction of several routes and strong service levels through the corridor that would benefit from the introduction of a facility where safe and efficient transfers could occur. As such, this facility is programmed for construction in FY2017 to coincide with implementation of the Long-Range Plan.

The size and scope of this facility would vary based on available funding or land. At minimum it could consist of a "super-stop" facility with multiple bus shelters, transit maps and schedules, and loading space for up to 4 buses. At maximum it could be a full-fledged transit center with up to 8 sawtooth bus bays, an information kiosk, and restrooms.

Based on existing demand and service levels, a transfer center at Liberty University should be programmed as soon as the Near-Term Plan; however, any appropriate site for this facility would be on Liberty University-owned property. Barring the sale or lease of land to the City on the Liberty campus, such a center would need to be privately funded, so no facility is programmed in this CIP. Ridership volumes and transfer patterns suggest a full-fledged transit

center with up to 12 sawtooth bus bays, overhead cover, an information kiosk, and restrooms is warranted.

Finally, the need for two commuter Park & Ride lots were also identified in the recommendations – one in Bedford County and one in Campbell County – to meet the transportation needs of commuters from outer counties to working and shopping destinations within the City. It is anticipated that a Campbell County Park & Ride would come online during the Short-Range Plan with the introduction of express service from Campbell County to Liberty University. The state-owned VDOT lot located southwest of US-460 and Timberlake Road is the most ideal candidate for this purpose.

A Bedford County Park & Ride would begin operations during the Long-Range Plan with the introduction of Bedford County local and express services and would be located on private property in the vicinity of Forest Road and Perrowville Road.

Capital costs for Park & Ride lots would include expenses needed to offer capacity for 20 to 50 vehicles each with station signage and basic security, lighting, and informational amenities provided. The CIP assumes these lots would be located on land purchased or leased for such purpose and that no major land purchases would be involved.

8.3 Other Capital Investments

The CIP also forecasts needs beyond vehicles and facilities over the next ten years. These include costs related to passenger amenities, vehicle parts, tools, equipment, and other miscellaneous needs. Passenger amenities include shelters, benches, signage, and other features. Annual costs are anticipated as part of an overall upgrade to such amenities, with the heaviest costs occurring in FY2013 and FY2014 in conjunction with the restructuring of service in the Short-Range Plan, and in FY2017 and FY2018 in conjunction with the expansion of service in the Long-range Plan.

A major investment in shop tools and equipment and office equipment is planned over FY2012 and FY2013 as part of the relocation of operations and administration to a new facility. GLTC also anticipates that FY2013 will see the implementation of new fareboxes and a CAD/AVL system. Other capital purchases are expected to grow with inflation over the life of the CIP.

Table 8-1

GLTC Vehicle Replacement and Expansion Schedule for FY2011 – FY2020

Vehicle Replacement Schedule	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY11-20 Total
Heavy-Duty Hybrid Buses (Model - Length - Life)											
97 Gillig (30' - 10 Yr)											0
01 Trolley (30' - 10 Yr)	1										1
2002 Chance (30' - 10Yr)	4										4
2007 Gillig (35' - 12Yr)									8		8
2008 Gillig (35' - 12Yr)										12	12
City Expansion (35' and 40' HD Bus)							7	7			14
LU Expansion (35' and 40' HD Bus)							1				1
Total Heavy-Duty Hybrid Buses	**5**	**0**	**0**	**0**	**0**	**0**	**8**	**7**	**8**	**12**	**40**
Medium Duty "Cut-A-Way" Buses (Model - Life)											
PTS Replacements (4 Yr)	4		2	4	7	1	2	5	7	1	33
PTS Expansion	3			1			2	2	1	1	10
Total Medium Duty Buses	**7**	**0**	**2**	**5**	**7**	**1**	**4**	**7**	**8**	**2**	**43**
Support Vehicles (Year - Life)											
Forklift 1997 (12 Yr)											0
Pickup 1997 (5 Yr)						2	2	1			5
Pickup 2002 (5 Yr)											0
SUV 2007 (5 Yr)				4				1	2	1	8
Van 2010 (5 Yr)					2					1	3
Total Support Vehicles	**0**	**0**	**0**	**4**	**2**	**2**	**2**	**2**	**2**	**2**	**16**
Vehicle Cost Assumptions (Inflation Rate = 4.0%											
Heavy Duty Hybrid Bus	$648,960	$674,918	$701,915	$729,992	$759,191	$789,559	$821,141	$853,987	$888,147	$923,672	
Heavy Duty Diesel Bus	$400,192	$416,200	$432,848	$450,162	$468,168	$486,895	$506,371	$526,625	$547,690	$569,598	
Medium Duty Bus	$129,792	$134,984	$140,383	$145,998	$151,838	$157,912	$164,228	$170,797	$177,629	$184,734	
Support Vehicle	$32,448	$33,746	$35,096	$36,500	$37,960	$39,478	$41,057	$42,699	$44,407	$46,184	
Forklift	$90,854	$94,489	$98,268	$102,199	$106,287	$110,538	$114,960	$119,558	$124,341	$129,314	

Table 8-2

GLTC Capital Improvement Program for FY2011 – FY2016

	FY11 Budget	FY12 Forecast	FY13 Forecast	FY14 Forecast	FY15 Forecast	FY16 Forecast	FY17 Forecast	FY18 Forecast	FY19 Forecast	FY20 Forecast	FY11-20 Total
Expenses											
Associated Capital	$ 162,240	$ 168,730	$ 175,479	$ 182,498	$ 182,498	$ 189,798	$ 195,591	$ 201,722	$ 208,213	$ 215,093	$ 1,881,861
PM Capital (Drivetrain and Major Accessory Rebuilds)	$ 110,240	$ 114,650	$ 400,000	$ 420,000	$ 80,000	$ 80,000	$ 82,442	$ 85,026	$ 87,762	$ 90,662	$ 1,550,781
Heavy-Duty Hybrid Buses	$ 3,244,800	$ -	$ -	$ -	$ -	$ -	$ 6,569,131	$ 5,977,910	$ 7,105,173	$ 11,084,069	$ 33,981,083
Heavy Duty Diesel Buses	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Medium-Duty Buses (BoC)	$ 908,544	$ -	$ 280,766	$ 729,992	$ 1,062,868	$ 157,912	$ 656,913	$ 1,195,582	$ 1,421,035	$ 369,469	$ 6,783,080
Support Vehicles	$ -	$ -	$ -	$ 145,998	$ 75,919	$ 78,956	$ 82,114	$ 85,399	$ 88,815	$ 92,367	$ 649,568
Shop Tools & Equipment	$ 100,000	$ 2,000,000	$ 100,000	$ 50,000	$ 50,000	$ 50,000	$ 51,526	$ 53,141	$ 54,851	$ 56,664	$ 2,566,182
Fareboxes	$ -	$ -	$ 950,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 950,000
Hardware/Software	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Office Equipment	$ -	$ 250,000	$ 50,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 300,000
Security Cameras/Radios	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
AVL/Information/CAD	$ -	$ -	$ 200,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 200,000
Building Renovations	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
A&E Services	$ 700,000	$ 921,778	$ 1,414,483	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 3,036,261
Shelter (New and Replacement)	$ 40,000	$ 51,338	$ 105,422	$ 108,242	$ 55,569	$ 57,055	$ 175,744	$ 180,445	$ 61,757	$ 63,409	$ 898,981
Admin/Ops/Maintenance Facility	$ -		$ 17,681,045	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 17,681,045
Land Purchase	$ -	$ -	$ 2,500,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 2,500,000
Transfer Centers & Park & Rides	$ -	$ 11,522,228	$ 158,132	$ -	$ -	$ -	$ 3,104,812	$ -	$ -	$ -	$ 14,785,173
Total Expenses	**$ 5,265,824**	**$ 15,028,723**	**$ 24,015,327**	**$ 1,636,730**	**$ 1,506,854**	**$ 613,721**	**$ 10,918,275**	**$ 7,779,224**	**$ 9,027,605**	**$ 11,971,733**	**$ 87,764,015**
Funding											
Federal	$ 4,212,659	$ 12,022,978	$ 19,212,262	$ 1,309,384	$ 1,205,483	$ 490,977	$ 8,734,620	$ 6,223,379	$ 7,222,084	$ 9,577,386	$ 70,211,212
State	$ 737,215	$ 2,104,021	$ 3,362,146	$ 229,142	$ 210,960	$ 85,921	$ 1,528,558	$ 1,089,091	$ 1,263,865	$ 1,676,043	$ 12,286,962
City of Lynchburg	$ 315,949	$ 901,723	$ 1,440,920	$ 98,204	$ 90,411	$ 36,823	$ 655,096	$ 466,753	$ 541,656	$ 718,304	$ 5,265,841
Total Funding	**$ 5,265,824**	**$ 15,028,723**	**$ 24,015,327**	**$ 1,636,730**	**$ 1,506,854**	**$ 613,721**	**$ 10,918,275**	**$ 7,779,224**	**$ 9,027,605**	**$ 11,971,733**	**$ 87,764,015**
Federal Percentage	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%
State Percentage	14.0%	14.0%	14.0%	14.0%	14.0%	14.0%	14.0%	14.0%	14.0%	14.0%	14.0%
City Percentage	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%
Balance	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**

9 Financial Plan

The financial plan is the culmination of the COA process, whereby the recommendations identified to meet the region's transportation needs are balanced against the funding realities of federal, state, and local sources. This section describes the sources of funds anticipated to be available on an annual basis over the ten-year COA period and the programmed uses of those funds.

GLTC is expected to require a total of almost $90 million in operating funds over the next ten years (in year-of-expenditure dollars) to operate fixed-route and paratransit service, an average of about $9 million annually. For the same period, capital expenditures for vehicles, facilities, and other needs are projected to total $88 million, about another $8 million annually.

The financial plan accounts for existing needs and resources already programmed into the GLTC operating budget and Capital Improvement Program, and phases in the recommended service plans and supporting capital needs according to the following parameters: Near-Term in Years 1-2, Short-Range in Years 3-6, and Long-Range in Years 7-10. As presented in prior sections, the Near-Term and Short-Range Plans are designed to fit into established GLTC funding sources and as such this plan should be considered fiscally constrained through FY2016. Starting in FY2017 with the phasing of the more "demand-based" Long-Range Plan, additional funding sources beyond what are referenced here would likely need to be identified to make the outer years of the plan a reality.

Following is the approximate service implementation timeline and key milestones projected:

- *Fall 2010* – implement Near-Term Service Plan for City routes
- *Winter 2011* – implement Near-Term Service Plan for Liberty University routes
- *Fall 2012* – complete construction of downtown Kemper Street Station; begin implementation of Short-Range Service Plan for City and Liberty routes
- *Fall 2013* – complete implementation of Short-Range Service Plan for City and Liberty routes; complete construction of new GLTC operations and administrative facility; begin use of Campbell Park & Ride lot
- *Fall 2016* – receive delivery of first half of heavy-duty bus expansion fleet; begin implementation of Long-Range Service Plan for City and Liberty routes
- *Fall 2017* – receive delivery of second half of heavy-duty bus expansion fleet; complete implementation of Long-Range Service Plan for City and Liberty routes; complete construction of Wards Road transfer facility; begin use of Bedford Park & Ride lot
- *Fall 2018* – begin heavy-duty bus fleet replacement schedule

The above plan would be funded by a combination of federal and state grant monies, fare revenue and other operating revenue, and local funding from the City, Liberty University, and other partners. Table 9-1 summarizes GLTC's projected operating and capital budgets through FY2020.

Table 9-1

GLTC Financial Plan Summary for FY2011 – FY2020 (Year-of-Expenditure Dollars)

OPERATING BUDGET	TOTAL 2011-2020	FISCAL YEAR - INFLATED DOLLARS 2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Funding and Revenue											
Federal Grants	$ 20,608,823	$ 1,865,303	$ 1,905,478	$ 1,946,816	$ 1,989,355	$ 2,033,135	$ 2,078,196	$ 2,124,581	$ 2,172,334	$ 2,221,500	$ 2,272,125
State Grants	$ 12,214,870	$ 927,615	$ 950,513	$ 959,760	$ 1,006,402	$ 1,054,599	$ 1,086,167	$ 1,119,055	$ 1,452,470	$ 1,801,588	$ 1,856,702
City of Lynchburg	$ 20,881,849	$ 1,128,888	$ 1,112,198	$ 1,229,678	$ 1,328,851	$ 1,395,995	$ 1,478,920	$ 2,452,560	$ 3,558,940	$ 3,506,997	$ 3,688,822
Liberty University	$ 17,859,536	$ 1,426,621	$ 1,417,760	$ 1,499,023	$ 1,570,127	$ 1,607,057	$ 1,651,453	$ 2,009,701	$ 2,215,779	$ 2,201,847	$ 2,260,167
Other Partners	$ 1,968,431	$ 76,587	$ 88,362	$ 99,646	$ 110,745	$ 112,667	$ 114,640	$ 240,594	$ 366,400	$ 374,987	$ 383,804
Fare Revenue	$ 15,122,190	$ 941,277	$ 952,364	$ 1,006,114	$ 1,060,414	$ 1,074,267	$ 1,089,059	$ 1,814,211	$ 2,363,655	$ 2,394,145	$ 2,426,685
Other Operating Revenue	$ 1,027,735	$ 91,000	$ 93,434	$ 95,934	$ 98,500	$ 101,135	$ 103,840	$ 106,618	$ 109,470	$ 112,399	$ 115,405
Subtotal	$89,683,435	$6,457,291	$6,520,110	$6,836,970	$7,164,393	$7,378,854	$7,602,276	$9,867,320	$12,239,048	$12,613,462	$13,003,710
Expenses											
City Fixed Route Service	$ 57,679,096	$ 3,899,753	$ 3,860,510	$ 4,056,231	$ 4,259,660	$ 4,373,608	$ 4,490,604	$ 6,459,088	$ 8,529,674	$ 8,757,847	$ 8,992,123
LU Transit Service	$ 26,018,298	$ 2,196,414	$ 2,251,243	$ 2,342,440	$ 2,436,905	$ 2,502,094	$ 2,569,026	$ 2,738,504	$ 2,915,212	$ 2,993,195	$ 3,073,265
PTS Service	$ 5,986,040	$ 361,124	$ 408,357	$ 438,300	$ 467,828	$ 503,153	$ 542,646	$ 669,728	$ 794,163	$ 862,420	$ 938,322
Subtotal	$ 89,683,435	$ 6,457,291	$ 6,520,110	$ 6,836,970	$ 7,164,393	$ 7,378,854	$ 7,602,276	$ 9,867,320	$ 12,239,048	$ 12,613,462	$ 13,003,710

CAPITAL BUDGET	TOTAL 2011-2020	FISCAL YEAR - INFLATED DOLLARS 2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Funding and Revenue											
Federal Grants	$ 70,211,212	$ 4,212,659	$ 12,022,978	$ 19,212,262	$ 1,309,384	$ 1,205,483	$ 490,977	$ 8,734,620	$ 6,223,379	$ 7,222,084	$ 9,577,386
State Grants	$ 12,286,962	$ 737,215	$ 2,104,021	$ 3,362,146	$ 229,142	$ 210,960	$ 85,921	$ 1,528,558	$ 1,089,091	$ 1,263,865	$ 1,676,043
City of Lynchburg	$ 5,265,841	$ 315,949	$ 901,723	$ 1,440,920	$ 98,204	$ 90,411	$ 36,823	$ 655,096	$ 466,753	$ 541,656	$ 718,304
Subtotal	$ 87,764,015	$5,265,824	$15,028,723	$24,015,327	$1,636,730	$1,506,854	$613,721	$10,918,275	$7,779,224	$9,027,605	$11,971,733
Expenses											
Vehicles	$ 41,413,731	$ 4,153,344	$ -	$ 280,766	$ 875,990	$ 1,138,787	$ 236,868	$ 7,308,159	$ 7,258,890	$ 8,615,022	$ 11,545,905
Facilities	$ 38,002,479	$ 700,000	$ 12,444,006	$ 21,753,660	$ -	$ -	$ -	$ 3,104,812	$ -	$ -	$ -
Other Capital	$ 8,347,805	$ 412,480	$ 2,584,717	$ 1,980,900	$ 760,740	$ 368,067	$ 376,853	$ 505,304	$ 520,334	$ 412,584	$ 425,827
Subtotal	$ 87,764,015	$ 5,265,824	$ 15,028,723	$ 24,015,327	$ 1,636,730	$ 1,506,854	$ 613,721	$ 10,918,275	$ 7,779,224	$ 9,027,605	$ 11,971,733

On the operating side, about 23% of funding is expected from federal sources, with another 14% from state aid. About 18% would come from operating revenue, leaving 45% of operating costs to be paid for by local sources. About 64% of these funds would support the City's fixed route service and 29% would support Liberty University transit service, with the remaining 7% going toward paratransit service (PTS).

On the capital side, 80% of funds would come from federal aid and 14% from state allocations, leaving 6% to be funded by the City. Over the next decade, this money would equally support facility upgrades (47%) and vehicle purchases (43%), with the remaining 10% going toward other capital costs.

The following section describes the specific sources and uses of funds in this plan, which are detailed in Tables 9-2 and 9-3 at the end of the section. In the development of these projections, inflation is assumed to grow at 2.68% annually, which is the 10-year average annual growth rate of the Consumer Price Index for a Southern midsize urban environment from 1999-2009. Population is assumed to grow 0.54% annually, which is the rate projected for the City from 2010-2020 by the Central Virginia Metropolitan Planning Organization (CVMPO).

9.1 Operating and Maintenance Costs and Funding Sources

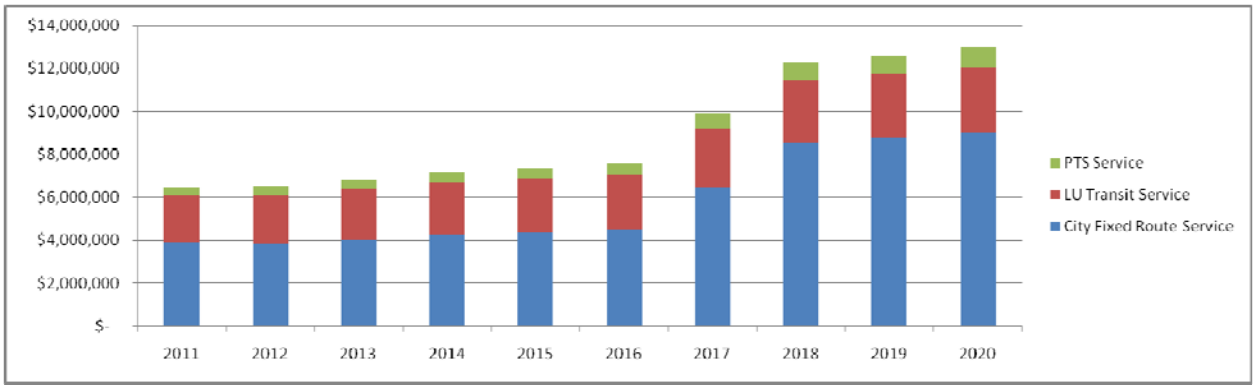
The operating and maintenance budget is expected to steadily escalate through the Near-Term and Short-Range Plans from $6.5 million in the current fiscal year to $7.6 million in FY2016, roughly reflecting the cost of inflation to continue operating the same annual service levels. Operating costs then grow rapidly with the implementation of the Long-Range Plan, topping out at $13 million in 2020. With no significant new sources of operating funds expected in the COA period, this Long-Range increase should be considered fiscally unconstrained.

As described over the previous sections, City and Liberty fixed route service plans for the next six years reflect the optimization and restructuring of routes but no significant changes in revenue-hours, miles, or vehicle requirements, followed by significant increases in Years 7-10. Reflecting recent trends, paratransit service and costs are expected to increase faster than inflation as the City's population continues to skew older, and by FY2020 paratransit needs are expected to more than double from the FY2011 levels.

Annual operating expenses were then calculated from these service requirements using a four-variable resource allocation model (revenue-hours, revenue-miles, peak bus-days, and garages) calibrated to FY2011 budget data. The resulting annual operating costs are presented below in Figure 9-1.

Figure 9-1

GLTC Projected Annual Operating Expenses (Year-of-Expenditure Dollars)



A wide number of aid sources are anticipated to fund these operating expenses, with assumptions for each described below.

Revenue from Operations

- *Fixed Route Fares* – product of current average fare and projected annual ridership (as a function of service hours, route accessibility, and population). One fare increase is programmed over the ten-year period to coincide with the implementation of the Long-Range Plan in FY2017. The base fare would go up from $1.50 to $1.75.
- *PTS Fares* - product of current average fare and projected annual ridership (as a function of service hours, population, and current growth trends). One fare increase is programmed over the ten-year period to coincide with the implementation of the Long-Range Plan in FY2017. The base fare would go up from $3.00 to $3.50.
- *Universal Access Pass Program* – provides fare-free service to large constituent groups participating in the program. Beginning in FY2011, Liberty University and Lynchburg College are participating in this program. Each pay according to the following formula: Constituent Population x Use Rate x Average Annual Trip Rate x Average Fare x Discount
- *Other Operating Revenue* – includes other revenue generated from advertising and other sources. Assumed to grow with inflation.

Federal and State Grants and Allocations

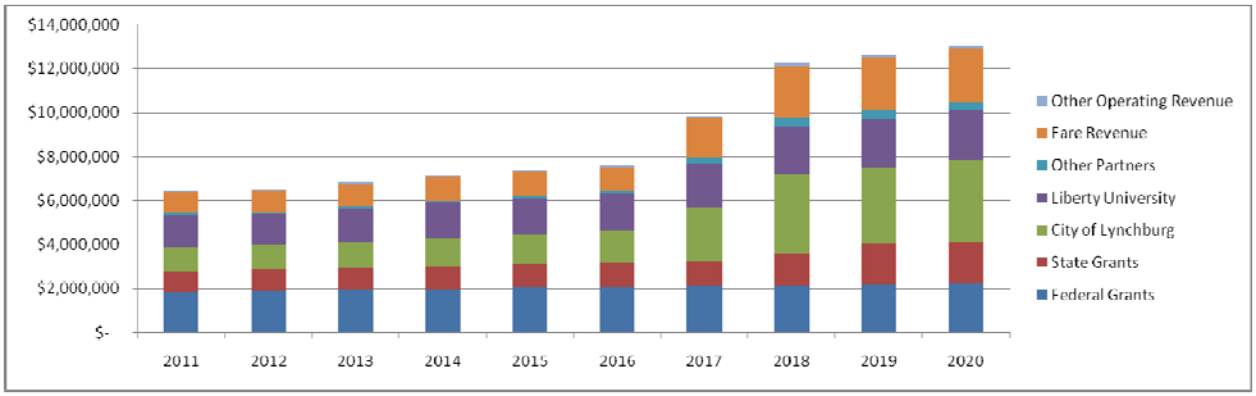
- *FTA Section 5307 Urbanized Area Formula Fund* – the agency's primary source of federal operating aid is expected to continue, with increases attributed to population and population density increases. Assumed to grow at half the rate of inflation.
- *State Formula Assistance Grants* – assumed to continue at FY2011 allocation level of 14.72% of previous year's operating expenses, with inflationary growth. This rate provides less than half of the full state assistance formula, calculated as 95% of non-surplus FTM and Administrative expenses.

Local Funds

- *City of Lynchburg Funds* – through the Short-Range Plan, programmed to grow at about 6% annually to maintain existing City fixed route service levels and overcome inflation and lack of growth in other revenue sources. After that, with no other operating revenue sources, City funding would need to grow about 37% annually to fund the Long-Range Plan.
- *Liberty University Funds* – through the Short-Range Plan, programmed to grow at about 3% annually to maintain existing Liberty University service levels and overcome inflation and lack of growth in other revenue sources. After that, with no other operating revenue sources, University funding would need to grow about 9% annually to fund the Long-Range Plan.
- *Other Service Partners* – product of the marginal rate for fixed route service and annual revenue-hours of service, times a discount. Current marginal rate partners include LSI, Academy, Cornerstone Apartments, and Amherst County. Campbell County is forecast to be added as a partner beginning FY2013 with the introduction of express service to Liberty University. Bedford County and the apartments along Lynchburg Expressway (Stone Mill, Forest Brook, and County Green) are forecast to be added as a partner beginning FY2017.

Figure 9-2 details the sources and amounts of operating funds by year for the next ten years.

Figure 9-2
GLTC Projected Annual Operating Revenues (Year-of-Expenditure Dollars)

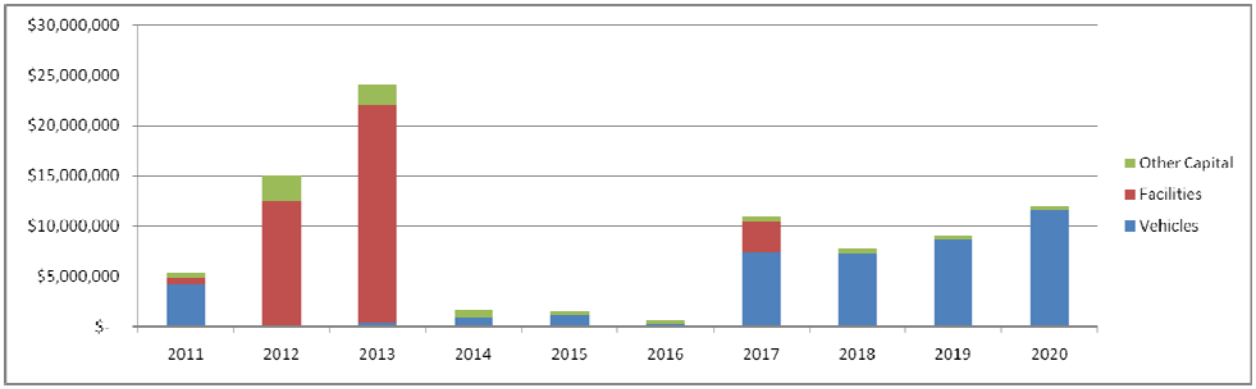


9.2 Capital Costs and Funding Sources

The capital budget oscillates from year to year during the COA period, rising to a high of $24 million in FY2013 before dropping to $1.6 million and lower for three years, then leveling off at around $10 million annually starting in FY2017. As described above, this is a result of heavy vehicle purchases over the next few years coupled with the construction of the new Kemper Street Station in FY2012 and the new operations facility in FY2013, followed by a new round of heavy-duty bus expansion and replacement beginning in FY2017.

The resulting annual capital costs are presented below in Figure 9-3.

Figure 9-3
GLTC Projected Annual Capital Expenses (Year-of-Expenditure Dollars)

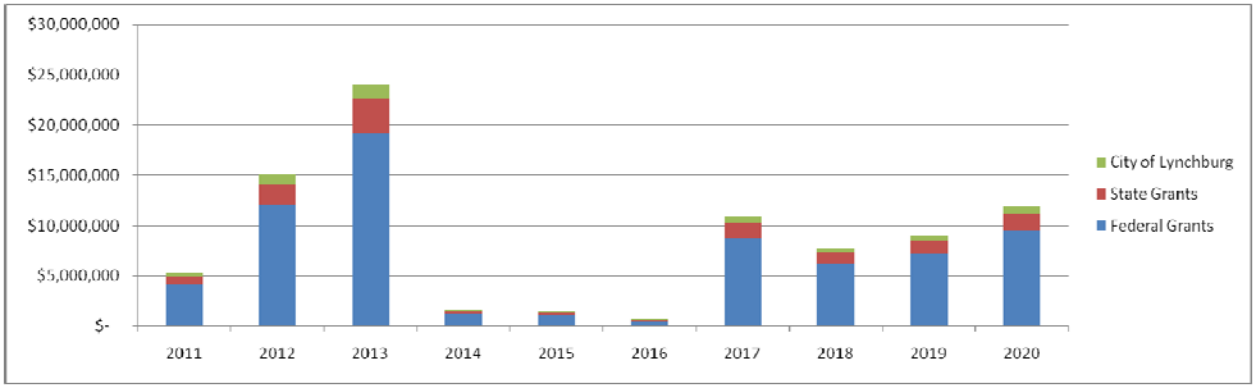


Annual capital expenses are drawn from the Capital Improvement Program described above and funded through a mix of federal, state, and local funds:

- *FTA Section 5309 Bus and Bus Facilities Fund* – this primary federal capital fund is assumed to provide 80% of the funding for capital projects in the COA.
- *State MTF Capital Funds and Bonds* – assumed to continue at 70% of non-Federal expenses, or 14% of overall capital expenses.
- *City of Lynchburg Funds* – programmed to cover the remaining 6% of capital costs in each year of the plan.

Figure 9-4 details the sources and amounts of capital funds by year for the next ten years.

Figure 9-4
GLTC Projected Annual Capital Revenues (Year-of-Expenditure Dollars)



9.3 Local Funding Summary

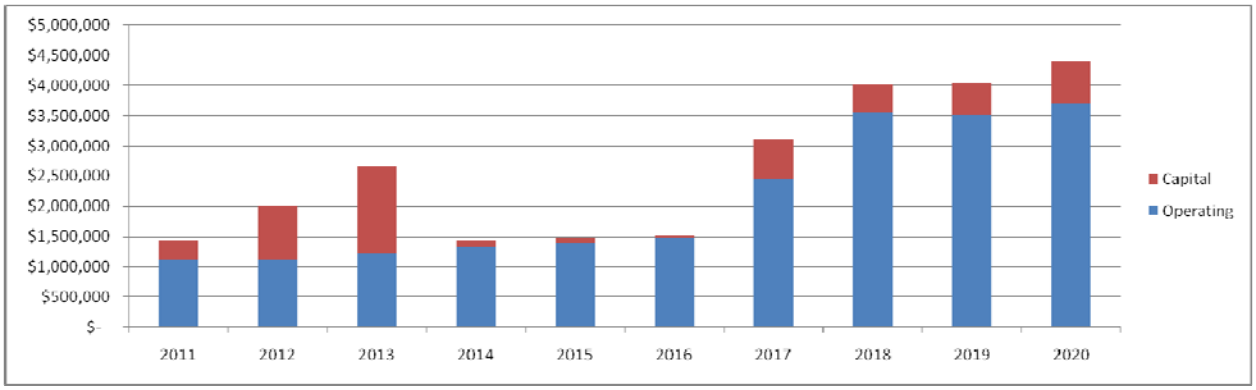
The City of Lynchburg provides the majority of local funding that supports City fixed routes and PTS, while Liberty University provides the majority of local funding that supports Liberty routes.

With most other revenue sources constrained by funding formulas and no new funding sources readily available, the ability to grow transit services in the future will likely be dependent on available local funding to support transit.

Figure 9-5 details the necessary support from the City of Lynchburg to pay for the recommended service plans. Operating expenses grow at around 6% annually through the Near-Term and Short-Range Plans, a little more than twice the inflation rate, reaching $1.5 million in FY2016. This modest increase should be able to be absorbed within City funding; especially since City capital expenditures will be very minimal in FY2014-FY2016 (the City's large capital commitments to support Kemper Street Station and the new operations facility have already been programmed into future budget cycles).

Figure 9-5

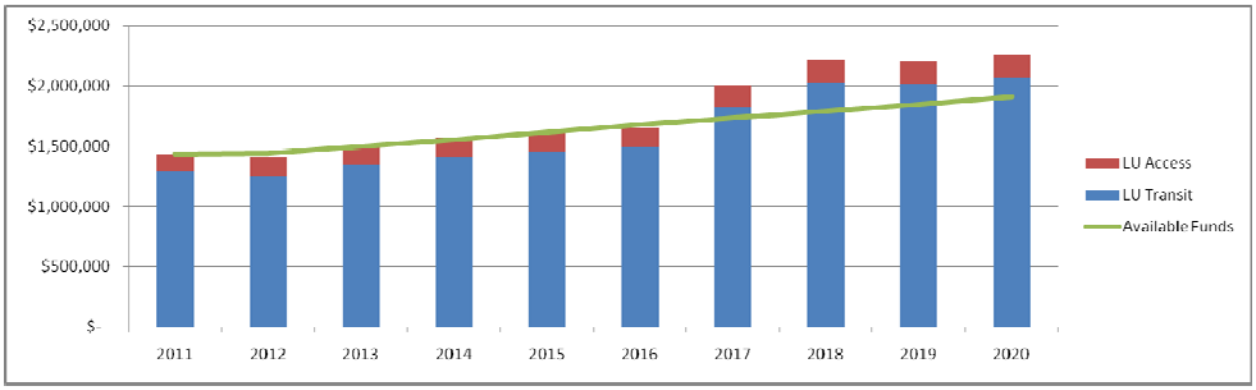
Projected City of Lynchburg Expenses (Year-of-Expenditure Dollars)



Starting in FY2017 with the Long-Range Plan, City funding levels no longer become sustainable. Annual operating needs jump to $2.5 million, then up to $3.5 million, with about another $500,000 annually needed to support vehicle expansion and replacement.

Liberty University faces a similar situation, wherein their available funds are adequate to support service in the Near-Term and Short-Range Plans along with the LU Access program, but any potential service expansion, such as the new commuter services proposed in the Long-Range Plan, would require an additional source of revenue. Figure 9-6 depicts the funding picture for the University over the next ten years.

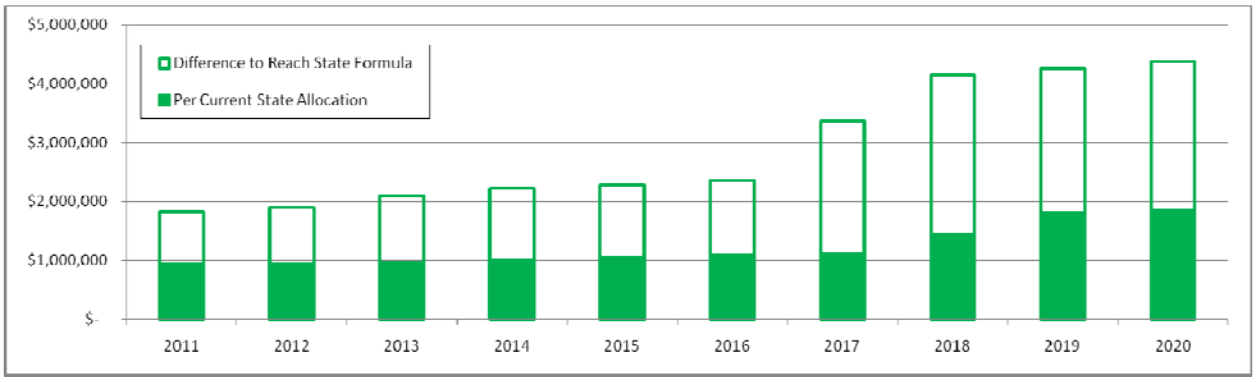
Figure 9-6
Projected Liberty University Expenses (Year-of-Expenditure Dollars)



An additional $200,000 to $400,000 annually from FY2017 forward would be needed to close the Liberty service funding gap. This could possibly be closed by expanding the number of Liberty students paying into the transit program. Current university projections hold this population constant at 11,999 over the life of the COA, but expanding this population by just 2,000 starting in FY2017 would cover the gap. Considering that Liberty service recommendations in the Long-Range are directed to commuter student populations, such an increase in transit-paying population may be feasible.

Another possible option that would ease Long-Range funding issues for both the university and the City would be the reinstatement of state operating support to formula-funding levels. Currently, the state pays about 14.72% of GLTC's operating costs, less than half of what would be generated according to the state's formula for operating support. Figure 9-7 displays current state operating projections in comparison to formula projections.

Figure 9-7
Projected State Funding Shortfall (Year-of-Expenditure Dollars)



Only 43% of state formula funds would be allocated in the next ten years, a shortfall of about $16.6 million. A return to formula funding would more than cover the revenue required to expand both City and Liberty service in the Long-Range Plan.

Table 9-2

GLTC Financial Plan SOURCE of Funds for FY2011 – FY2020 (Year-of-Expenditure Dollars)

SOURCE OF FUNDS	TOTAL 2011-2020	FISCAL YEAR - INFLATED DOLLARS 2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Revenues from Operations											
Fixed Route Fares	$ 13,916,406	$ 881,277	$ 886,009	$ 932,398	$ 979,260	$ 984,519	$ 989,806	$ 1,667,962	$ 2,186,628	$ 2,198,371	$ 2,210,176
PTS Fares	$ 1,205,784	$ 60,000	$ 66,354	$ 73,715	$ 81,153	$ 89,748	$ 99,253	$ 146,249	$ 177,027	$ 195,775	$ 216,509
Universal Access Pass Program (Liberty)	$ 1,688,030	$ 137,270	$ 160,423	$ 160,423	$ 160,423	$ 160,423	$ 160,423	$ 187,161	$ 187,161	$ 187,161	$ 187,161
Universal Access Pass Program (Lynchburg College)	$ 373,698	$ 16,647	$ 26,069	$ 32,683	$ 38,909	$ 38,909	$ 38,909	$ 45,393	$ 45,393	$ 45,393	$ 45,393
Other Operating Revenue (advertising, misc, etc)	$ 1,027,735	$ 91,000	$ 93,434	$ 95,934	$ 98,500	$ 101,135	$ 103,840	$ 106,618	$ 109,470	$ 112,399	$ 115,405
Subtotal	$ 18,211,653	$1,186,193	$1,232,290	$1,295,154	$1,358,246	$1,374,734	$1,392,231	$2,153,383	$2,705,679	$2,739,098	$2,774,644
Federal and State Grants/Allocations											
FTA 5307 Urbanized Area	$ 20,608,823	$ 1,865,303	$ 1,905,478	$ 1,946,816	$ 1,989,355	$ 2,033,135	$ 2,078,196	$ 2,124,581	$ 2,172,334	$ 2,221,500	$ 2,272,125
FTA 5309 Bus and Bus Facilities	$ 70,211,212	$ 4,212,659	$ 12,022,978	$ 19,212,262	$ 1,309,384	$ 1,205,483	$ 490,977	$ 8,734,620	$ 6,223,379	$ 7,222,084	$ 9,577,386
State Formula Assistance Grants	$ 12,214,870	$ 927,615	$ 950,513	$ 959,760	$ 1,006,402	$ 1,054,599	$ 1,086,167	$ 1,119,055	$ 1,452,470	$ 1,801,588	$ 1,856,702
State Capital Assistance Grants	$ 12,286,962	$ 737,215	$ 2,104,021	$ 3,362,146	$ 229,142	$ 210,960	$ 85,921	$ 1,528,558	$ 1,089,091	$ 1,263,865	$ 1,676,043
Subtotal	$ 115,321,868	$ 7,742,793	$ 16,982,991	$ 25,480,983	$ 4,534,283	$ 4,504,176	$ 3,741,261	$ 13,506,815	$ 10,937,275	$ 12,509,037	$ 15,382,255
Local Funds											
City of Lynchburg - Operating	$ 20,881,849	$ 1,128,888	$ 1,112,198	$ 1,229,678	$ 1,328,851	$ 1,395,995	$ 1,478,920	$ 2,452,560	$ 3,558,940	$ 3,506,997	$ 3,688,822
City of Lynchburg - Capital	$ 5,265,841	$ 315,949	$ 901,723	$ 1,440,920	$ 98,204	$ 90,411	$ 36,823	$ 655,096	$ 466,753	$ 541,656	$ 718,304
Liberty University	$ 16,171,506	$ 1,289,351	$ 1,257,337	$ 1,338,600	$ 1,409,703	$ 1,446,633	$ 1,491,030	$ 1,822,540	$ 2,028,619	$ 2,014,686	$ 2,073,007
LSI	$ 53,518	$ 4,800	$ 4,859	$ 4,989	$ 5,123	$ 5,260	$ 5,401	$ 5,545	$ 5,693	$ 5,846	$ 6,002
Academy	$ 27,297	$ 2,475	$ 2,476	$ 2,542	$ 2,610	$ 2,680	$ 2,752	$ 2,825	$ 2,901	$ 2,978	$ 3,058
Cornerstone	$ 103,273	$ 7,500	$ 7,799	$ 8,007	$ 8,222	$ 8,442	$ 8,667	$ 11,299	$ 14,066	$ 14,442	$ 14,828
Expressway Apartments	$ 32,601	$ -	$ -	$ -	$ -	$ -	$ -	$ 4,450	$ 9,137	$ 9,382	$ 9,633
Amherst County	$ 668,523	$ 45,166	$ 47,159	$ 48,421	$ 49,716	$ 51,046	$ 52,411	$ 74,363	$ 97,451	$ 100,057	$ 102,734
Bedford County	$ 236,261	$ -	$ -	$ -	$ -	$ -	$ -	$ 32,246	$ 66,218	$ 67,989	$ 69,808
Campbell County	$ 473,260	$ -	$ -	$ 3,003	$ 6,166	$ 6,331	$ 6,501	$ 64,472	$ 125,541	$ 128,899	$ 132,347
Subtotal	$ 43,913,929	$ 2,794,129	$ 3,333,552	$ 4,076,160	$ 2,908,594	$ 3,006,798	$ 3,082,504	$ 5,125,397	$ 6,375,318	$ 6,392,933	$ 6,818,543
TOTAL SOURCES OF FUNDS	$ 177,447,450	$ 11,723,115	$ 21,548,833	$ 30,852,297	$ 8,801,123	$ 8,885,708	$ 8,215,997	$ 20,785,595	$ 20,018,272	$ 21,641,068	$ 24,975,443

Table 9-3

GLTC Financial Plan USE of Funds for FY2011 – FY2020 (Year-of-Expenditure Dollars)

USE OF FUNDS	TOTAL 2011-2020	FISCAL YEAR - INFLATED DOLLARS 2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Operating & Maintenance											
City Fixed Route Service	$ 57,679,096	$ 3,899,753	$ 3,860,510	$ 4,056,231	$ 4,259,660	$ 4,373,608	$ 4,490,604	$ 6,459,088	$ 8,529,674	$ 8,757,847	$ 8,992,123
LU Transit Service	$ 26,018,298	$ 2,196,414	$ 2,251,243	$ 2,342,440	$ 2,436,905	$ 2,502,094	$ 2,569,026	$ 2,738,504	$ 2,915,212	$ 2,993,195	$ 3,073,265
PTS Service	$ 5,986,040	$ 361,124	$ 408,357	$ 438,300	$ 467,828	$ 503,153	$ 542,646	$ 669,728	$ 794,163	$ 862,420	$ 938,322
Subtotal	$ 89,683,435	$ 6,457,291	$ 6,520,110	$ 6,836,970	$ 7,164,393	$ 7,378,854	$ 7,602,276	$ 9,867,320	$ 12,239,048	$ 12,613,462	$ 13,003,710
Capital Projects											
Heavy-Duty Buses	$ 33,981,083	$ 3,244,800	$ -	$ -	$ -	$ -	$ -	$ 6,569,131	$ 5,977,910	$ 7,105,173	$ 11,084,069
Medium-Duty Buses	$ 6,783,080	$ 908,544	$ -	$ 280,766	$ 729,992	$ 1,062,868	$ 157,912	$ 656,913	$ 1,195,582	$ 1,421,035	$ 369,469
Support Vehicles	$ 649,568	$ -	$ -	$ -	$ 145,998	$ 75,919	$ 78,956	$ 82,114	$ 85,399	$ 88,815	$ 92,367
Maintenance & Operations Facilities	$ 21,595,528	$ -	$ -	$ 21,595,528	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Transit Centers & Park-n-Rides	$ 16,406,951	$ 700,000	$ 12,444,006	$ 158,132	$ -	$ -	$ -	$ 3,104,812	$ -	$ -	$ -
Passenger Stop Amenities (Shelters, Benches, etc)	$ 898,981	$ 40,000	$ 51,338	$ 105,422	$ 108,242	$ 55,569	$ 57,055	$ 175,744	$ 180,445	$ 61,757	$ 63,409
Other Capital (Tools, Equipment, Parts)	$ 7,448,824	$ 372,480	$ 2,533,379	$ 1,875,479	$ 652,498	$ 312,498	$ 319,798	$ 329,560	$ 339,889	$ 350,826	$ 362,418
Subtotal	$ 87,764,015	$ 5,265,824	$ 15,028,723	$ 24,015,327	$ 1,636,730	$ 1,506,854	$ 613,721	$ 10,918,275	$ 7,779,224	$ 9,027,605	$ 11,971,733
TOTAL USES OF FUNDS	$ 177,447,450	$ 11,723,115	$ 21,548,833	$ 30,852,297	$ 8,801,123	$ 8,885,708	$ 8,215,997	$ 20,785,595	$ 20,018,272	$ 21,641,068	$ 24,975,443
BEGINNING BALANCE		$ -	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
ANNUAL SURPLUS(SHORTFALL)		$ 0	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
INVESTMENT INCOME		$ -	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0
ENDING BALANCE		$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0	$ 0

Appendix F-A

City Route Operating Statistics Tables for Recommended Scenarios

Near-Term Service Plan for City Service

Weekday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Peak Period	Midday Period	Early Eve Period	Late Eve Period	Daily Trips	Peak Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Weekday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Peak Buses	Midday Buses	Early Eve Buses	Late Eve Buses
City of Lynchburg																				
1A	Downtown Loop CCW		Y	60	60	60	60	17	**52.0**	**8**	13%	60	10.46	14.73	17.00	177.9	1.00	1.00	1.00	1.00
	base route		Y	n/a	60	60	60	12	**52.0**	**8**	13%	60	**10.30**	10.40	12.00	123.6	-	1.00	1.00	1.00
	via Tri Tech		Y	60	n/a	n/a	n/a	5	**53.0**	**7**	12%	60	**10.86**	4.42	5.00	54.3	1.00	-	-	-
1B	Downtown Loop CW		Y	60	60	60	n/a	14	**52.0**	**8**	13%	60	10.54	12.13	14.00	147.6	1.00	1.00	1.00	-
	base route		Y	n/a	60	n/a	n/a	8	**52.0**	**8**	13%	60	**10.30**	6.93	8.00	82.4	-	1.00	-	-
	via Tri Tech		Y	60	n/a	60	n/a	6	**53.0**	**7**	12%	60	**10.86**	5.30	6.00	65.2	1.00	-	1.00	-
2	Campbell	4E, 4F	N	30	30	30	30	66	**15.0**	**0**	0%	30	**3.93**	16.50	16.50	259.4	1.00	1.00	1.00	1.00
3C	Rivermont/VES	6, 3D Eve	N	60	60	60	120	30	**27.5**	**5**	8%	60	**7.20**	13.75	15.00	216.0	1.00	1.00	1.00	0.50
3D	Rivermont/Boonsboro	7, 3C Eve	N	60	60	60	120	30	**27.5**	**5**	8%	60	**7.40**	13.75	15.00	222.0	1.00	1.00	1.00	0.50
4E	Wards Road/Wards Crossing	2	N	60	60	60	60	33	**25.0**	**10**	17%	60	**6.26**	13.75	16.50	206.6	1.00	1.00	1.00	1.00
4F	Wards Road/Liberty University	2	N	60	60	60	60	33	**25.0**	**10**	17%	60	**6.29**	13.75	16.50	207.6	1.00	1.00	1.00	1.00
5G	Madison Heights/Lakeview	5H	N	120	120	n/a	n/a	13	**25.0**	**10**	17%	60	**7.00**	5.42	6.50	91.0	0.50	0.50	-	-
5H	Madison Heights/Amelon	5G	N	120	120	n/a	n/a	13	**30.0**	**0**	0%	60	**10.50**	6.50	6.50	136.5	0.50	0.50	-	-
6	Sussex/Fort/Leesville	3C	N	60	60	60	n/a	27	**29.0**	**2**	3%	60	**8.40**	13.05	13.50	226.8	1.00	1.00	1.00	-
7	Greenwood/Graves Mill	3D	N	60	60	60	n/a	27	**27.5**	**5**	8%	60	**9.93**	12.83	13.50	268.1	1.00	1.00	1.00	-
8	Old Forest/Lakeside	11	N	30	60	60	60	42	**14.0**	**2**	7%	30	**3.93**	9.80	10.50	165.1	1.00	0.50	0.50	0.50
9	Odd Fellows	10	N	60	60	n/a	n/a	25	**12.5**	**5**	17%	30	**4.56**	5.21	6.25	114.0	0.50	0.50	-	-
10	5th Street	9	N	60	60	n/a	n/a	25	**12.5**	**5**	17%	30	**2.39**	5.21	6.25	59.8	0.50	0.50	-	-
11	Langhorne	8	N	30	60	60	60	42	**11.0**	**8**	27%	30	**2.50**	7.70	10.50	105.0	1.00	0.50	0.50	0.50
Lynchburg Weekday Statistics								***437***		*83*	*11%*	***750***		**164.08**	**184.00**	**2,603.2**	**13.00**	**12.00**	**10.00**	**6.00**

Saturday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Peak Period	Midday Period	Early Eve Period	Late Eve Period	Daily Trips	Peak Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Saturday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Peak Buses	Midday Buses	Early Eve Buses	Late Eve Buses
City of Lynchburg																				
1A	Downtown Loop CCW		Y	60	60	60	60	16	**52.0**	**8**	13%	60	10.44	13.87	16.00	167.0	1.00	1.00	1.00	1.00
	base route		Y	n/a	60	60	60	12	**52.0**	**8**	13%	60	**10.30**	10.40	12.00	123.6	-	1.00	1.00	1.00
	via Tri-Tech		Y	60	n/a	n/a	n/a	4	**53.0**	**7**	12%	60	**10.86**	4.42	4.00	43.4	1.00	-	-	-
1B	Downtown Loop CW		Y	60	60	60	n/a	13	**52.0**	**8**	13%	60	10.52	11.27	13.00	136.7	1.00	1.00	1.00	-
	base route		Y	n/a	60	n/a	n/a	8	**52.0**	**8**	13%	60	**10.30**	6.93	8.00	82.4	-	1.00	-	-
	via Tri-Tech		Y	60	n/a	60	n/a	5	**53.0**	**7**	12%	60	**10.86**	5.30	5.00	54.3	1.00	-	1.00	-
2	Campbell	4E, 4F	N	30	30	30	30	64	**15.0**	**0**	0%	30	**3.93**	16.50	16.00	251.5	1.00	1.00	1.00	1.00
3C	Rivermont/VES	6, 3D Eve	N	60	60	60	120	29	**27.5**	**5**	8%	60	**7.20**	13.75	14.50	208.8	1.00	1.00	1.00	0.50
3D	Rivermont/Boonsboro	7, 3C Eve	N	60	60	60	120	29	**27.5**	**5**	8%	60	**7.40**	13.75	14.50	214.6	1.00	1.00	1.00	0.50
4E	Wards Road/Wards Crossing	2	N	60	60	60	60	32	**25.0**	**10**	17%	60	**6.26**	13.75	16.00	200.3	1.00	1.00	1.00	1.00
4F	Wards Road/Liberty University	2	N	60	60	60	60	32	**25.0**	**10**	17%	60	**6.29**	13.75	16.00	201.3	1.00	1.00	1.00	1.00
5G	Madison Heights/Lakeview	5H	N	120	120	n/a	n/a	12	**25.0**	**10**	17%	60	**7.00**	5.42	6.00	84.0	0.50	0.50	-	-
5H	Madison Heights/Amelon	5G	N	120	120	n/a	n/a	12	**30.0**	**0**	0%	60	**10.50**	6.50	6.00	126.0	0.50	0.50	-	-
6	Sussex/Fort/Leesville	3C	N	60	60	60	n/a	26	**29.0**	**2**	3%	60	**8.40**	13.05	13.00	218.4	1.00	1.00	1.00	-
7	Greenwood/Graves Mill	3D	N	60	60	60	n/a	26	**27.5**	**5**	8%	60	**9.93**	12.38	13.00	258.2	1.00	1.00	1.00	-
8	Old Forest/Lakeside	11	N	60	60	60	60	32	**14.0**	**2**	7%	30	**3.93**	9.80	8.00	125.8	0.50	0.50	0.50	0.50
11	Langhorne	8	N	60	60	60	60	32	**11.0**	**8**	27%	30	**2.50**	7.70	8.00	80.0	0.50	0.50	0.50	0.50
Lynchburg Saturday Statistics								***355***		*73*	*11%*	***690***		**151.48**	**160.00**	**2,272.6**	**11.00**	**11.00**	**10.00**	**6.00**

Near-Term Service Plan for City Service (cont'd)

Sunday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency		Daily Trips	Midday Period				One-Way Distance (Miles)	Average Sunday			Midday Buses	Early Eve Buses
				Midday Period	Early Eve Period		Time (Min.)	Layover Time	% Layover	Cycle Time		In-Serv. Hours	Rev. Hrs.	Rev. Miles		
City of Lynchburg																
1A	Downtown Loop CCW (Birchwd ext)	1B	Y	120	120	4	**55.0**	**5**	8%	60	**12.24**	3.67	4.00	49.0	0.50	-
1B	Downtown Loop CW (Birchwd ext)	1A	Y	120	120	4	**55.0**	**5**	8%	60	**12.32**	3.67	4.00	49.3	0.50	-
2	Campbell	8	N	60	60	16	**14.0**	**2**	7%	30	**3.93**	3.73	4.00	62.9	0.50	0.50
3C	Rivermont/VES	3D	N	120	120	9	**27.5**	**5**	8%	60	**7.20**	4.13	4.50	64.8	0.50	0.50
3D	Rivermont/Boonsboro	3C	N	120	120	9	**27.5**	**5**	8%	60	**7.40**	4.13	4.50	66.6	0.50	0.50
4E	Wards Road/Wards Crossing		N	60	60	16	**25.0**	**10**	17%	60	**6.26**	6.67	8.00	100.2	1.00	1.00
4F	Wards Road/Liberty University		N	60	60	16	**25.0**	**10**	17%	60	**6.29**	6.67	8.00	100.6	1.00	1.00
8	Old Forest/Lakeside	2	N	60	60	16	**13.5**	**3**	10%	30	**3.93**	3.60	4.00	62.9	0.50	0.50
11	Langhorne		N	n/a	n/a	0	**11.0**	**8**	27%	30	**2.50**	-	-	-	-	-
Lynchburg Sunday Statistics						***90***		*53*	*12%*	***450***		**36.25**	**41.00**	**556.2**	**5.00**	**4.00**

Short-Range Service Plan for City Service

Weekday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Peak Period	Midday Period	Early Eve Period	Late Eve Period	Daily Trips	Peak Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Weekday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Peak Buses	Midday Buses	Early Eve Buses	Late Eve Buses
City of Lynchburg																				
21	Downtown Loop CCW		Y	60	60	60	60	17	**55.0**	**5**	8%	60	11.06	15.58	17.00	188.1	1.00	1.00	1.00	1.00
0	base route		Y	n/a	60	60	60	12	**55.0**	**5**	8%	60	**10.90**	11.00	12.00	130.8	-	1.00	1.00	1.00
0	via Tri-Tech		Y	60	n/a	n/a	n/a	5	**55.0**	**5**	8%	60	**11.46**	4.58	5.00	57.3	1.00	-	-	-
20	Downtown Loop CW		Y	60	60	60	n/a	14	**55.0**	**5**	8%	60	11.14	12.83	14.00	156.0	1.00	1.00	1.00	-
0	base route		Y	n/a	60	n/a	n/a	8	**55.0**	**5**	8%	60	**10.90**	7.33	8.00	87.2	-	1.00	-	-
0	via Tri-Tech		Y	60	n/a	60	n/a	6	**55.0**	**5**	8%	60	**11.46**	5.50	6.00	68.8	1.00	-	1.00	-
22	Campbell	24, 34, 43	N	30	30	30	60	60	**15.0**	**0**	0%	30	**3.60**	15.00	15.00	216.0	1.00	1.00	1.00	0.50
23	Rivermont/VES		N	60	60	60	n/a	27	**27.5**	**5**	8%	60	**6.50**	12.38	13.50	175.5	1.00	1.00	1.00	-
33	Rivermont/Boonsboro		N	60	60	60	n/a	27	**27.5**	**5**	8%	60	**6.80**	12.38	13.50	183.6	1.00	1.00	1.00	-
43	Rivermont/VES/Boonsboro	22	N	n/a	n/a	n/a	60	6	**40.0**	**10**	11%	90	**9.60**	4.00	4.50	57.6	-	-	-	1.50
24	Wards Road/Wards Crossing	22	N	60	60	60	60	33	**27.5**	**5**	8%	60	**6.70**	15.13	16.50	221.1	1.00	1.00	1.00	1.00
34	Wards Road/Liberty University	22	N	60	60	60	60	33	**25.0**	**10**	17%	60	**5.90**	13.75	16.50	194.7	1.00	1.00	1.00	1.00
25	Madison Heights/Lakeview	35	N	120	120	n/a	n/a	13	**25.0**	**10**	17%	60	**7.50**	5.42	6.50	97.5	0.50	0.50	-	-
35	Madison Heights/Amelon	25	N	120	120	n/a	n/a	13	**30.0**	**0**	0%	60	**11.50**	6.50	6.50	149.5	0.50	0.50	-	-
26	Fort/Timberlake/Wards Crossing	31	N	60	60	60	n/a	27	**30.0**	**0**	0%	60	**9.00**	13.50	13.50	243.0	1.00	1.00	1.00	-
27	Fort/Timberlake/Graves Mill	28	N	60	60	60	n/a	27	**30.0**	**0**	0%	60	**8.45**	13.50	13.50	228.2	1.00	1.00	1.00	-
28	Lynchburg College/Lakeside	27	N	60	60	60	60	33	**25.0**	**10**	17%	60	**5.60**	13.75	16.50	184.8	1.00	1.00	1.00	1.00
29	Mayflower/Wards Crossing		N	60	60	n/a	n/a	25	**27.5**	**5**	8%	60	**7.50**	11.46	12.50	187.5	1.00	1.00	-	-
31	Langhorne/Old Forest	26	N	60	60	60	60	33	**25.0**	**10**	17%	60	**4.90**	13.75	16.50	161.7	1.00	1.00	1.00	1.00
Lynchburg Weekday Statistics								***388***		*80*	*9%*	***900***		**178.92**	**196.00**	**2,644.7**	**13.00**	**13.00**	**11.00**	**7.00**

Saturday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Peak Period	Midday Period	Early Eve Period	Late Eve Period	Daily Trips	Peak Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Saturday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Peak Buses	Midday Buses	Early Eve Buses	Late Eve Buses
City of Lynchburg																				
21	Downtown Loop CCW		Y	60	60	60	60	16	**55.0**	**5**	8%	60	11.04	14.67	16.00	176.6	1.00	1.00	1.00	1.00
0	base route		Y	n/a	60	60	60	12	**55.0**	**5**	8%	60	**10.90**	11.00	12.00	130.8	-	1.00	1.00	1.00
0	via Tri-Tech		Y	60	n/a	n/a	n/a	4	**55.0**	**5**	8%	60	**11.46**	3.67	4.00	45.8	1.00	-	-	-
20	Downtown Loop CW		Y	60	60	60	n/a	13	**55.0**	**5**	8%	60	11.12	11.92	13.00	144.5	1.00	1.00	1.00	-
0	base route		Y	n/a	60	n/a	n/a	8	**55.0**	**5**	8%	60	**10.90**	7.33	8.00	87.2	-	1.00	-	-
0	via Tri-Tech		Y	60	n/a	60	n/a	5	**55.0**	**5**	8%	60	**11.46**	4.58	5.00	57.3	1.00	-	1.00	-
22	Campbell	24, 34, 43	N	30	30	30	60	58	**15.0**	**0**	0%	30	**3.60**	14.50	14.50	208.8	1.00	1.00	1.00	0.50
23	Rivermont/VES		N	60	60	60	n/a	26	**27.5**	**5**	8%	60	**6.50**	11.92	13.00	169.0	1.00	1.00	1.00	-
33	Rivermont/Boonsboro		N	60	60	60	n/a	26	**27.5**	**5**	8%	60	**6.80**	11.92	13.00	176.8	1.00	1.00	1.00	-
43	Rivermont/VES/Boonsboro	22	N	n/a	n/a	n/a	60	6	**40.0**	**10**	11%	90	**9.60**	4.00	4.50	57.6	-	-	-	1.50
24	Wards Road/Wards Crossing	22	N	60	60	60	60	32	**27.5**	**5**	8%	60	**6.70**	14.67	16.00	214.4	1.00	1.00	1.00	1.00
34	Wards Road/Liberty University	22	N	60	60	60	60	32	**25.0**	**10**	17%	60	**5.90**	13.33	16.00	188.8	1.00	1.00	1.00	1.00
25	Madison Heights/Lakeview	35	N	120	120	n/a	n/a	12	**25.0**	**10**	17%	60	**7.50**	5.00	6.00	90.0	0.50	0.50	-	-
35	Madison Heights/Amelon	25	N	120	120	n/a	n/a	12	**30.0**	**0**	0%	60	**11.50**	6.00	6.00	138.0	0.50	0.50	-	-
26	Fort/Timberlake/Wards Crossing	31	N	60	60	60	n/a	26	**30.0**	**0**	0%	60	**9.00**	13.00	13.00	234.0	1.00	1.00	1.00	-
27	Fort/Timberlake/Graves Mill	28	N	60	60	60	n/a	26	**30.0**	**0**	0%	60	**8.45**	13.00	13.00	219.7	1.00	1.00	1.00	-
28	Lynchburg College/Lakeside	27	N	60	60	60	60	32	**25.0**	**10**	17%	60	**5.60**	13.33	16.00	179.2	1.00	1.00	1.00	1.00
29	Mayflower/Wards Crossing		N	n/a	n/a	n/a	n/a	0	**27.5**	**5**	8%	60	**7.50**	-	-	-	-	-	-	-
31	Langhorne/Old Forest	26	N	60	60	60	60	32	**25.0**	**10**	17%	60	**4.90**	13.33	16.00	156.8	1.00	1.00	1.00	1.00
Lynchburg Saturday Statistics								***349***		*80*	*9%*	***900***		**160.58**	**176.00**	**2,354.2**	**12.00**	**12.00**	**11.00**	**7.00**

Short-Range Service Plan for City Service (cont'd)

Sunday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency		Daily Trips	Midday Period				One-Way Distance (Miles)	Average Sunday			Midday Buses	Early Eve Buses
				Midday Period	Early Eve Period		Time (Min.)	Layover Time	% Layover	Cycle Time		In-Serv. Hours	Rev. Hrs.	Rev. Miles		
City of Lynchburg																
21	Downtown Loop CCW (Birchwd ext)	20	Y	120	120	4	**55.0**	**5**	8%	60	**12.84**	3.67	4.00	51.4	0.50	-
20	Downtown Loop CW (Birchwd ext)	21	Y	120	120	4	**55.0**	**5**	8%	60	**12.92**	3.67	4.00	51.7	0.50	-
22	Campbell	43	N	60	60	16	**15.0**	**0**	0%	30	**3.60**	4.00	4.00	57.6	0.50	0.50
23	Rivermont/VES		N	n/a	n/a	0	**27.5**	**5**	8%	60	**6.50**	-	-	-	-	-
33	Rivermont/Boonsboro		N	n/a	n/a	0	**27.5**	**5**	8%	60	**6.80**	-	-	-	-	-
43	Rivermont/VES/Boonsboro	22	N	60	60	16	**40.0**	**10**	11%	90	**9.60**	10.67	12.00	153.6	1.50	1.50
24	Wards Road/Wards Crossing		N	60	60	16	**27.5**	**5**	8%	60	**6.70**	7.33	8.00	107.2	1.00	1.00
34	Wards Road/Liberty University		N	60	60	16	**25.0**	**10**	17%	60	**5.90**	6.67	8.00	94.4	1.00	1.00
25	Madison Heights/Lakeview		N	n/a	n/a	0	**25.0**	**10**	17%	60	**7.50**	-	-	-	-	-
35	Madison Heights/Amelon		N	n/a	n/a	0	**30.0**	**0**	0%	60	**11.50**	-	-	-	-	-
26	Fort/Timberlake/Wards Crossing		N	n/a	n/a	0	**30.0**	**0**	0%	60	**9.00**	-	-	-	-	-
27	Fort/Timberlake/Graves Mill		N	n/a	n/a	0	**30.0**	**0**	0%	60	**8.45**	-	-	-	-	-
28	Lynchburg College/Lakeside		N	60	60	16	**25.0**	**10**	17%	60	**5.60**	6.67	8.00	89.6	1.00	1.00
29	Mayflower/Wards Crossing		N	n/a	n/a	0	**27.5**	**5**	8%	60	**7.50**	-	-	-	-	-
31	Langhorne/Old Forest		N	n/a	n/a	0	**25.0**	**10**	17%	60	**4.90**	-	-	-	-	-
Lynchburg Sunday Statistics						***88***		*80*	*9%*	***900***		**42.67**	**48.00**	**605.5**	**6.00**	**5.00**

Long-Range Service Plan for City Service

Weekday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency				Daily Trips	Peak Period				One-Way Distance (Miles)	Average Weekday			Peak Buses	Midday Buses	Early Eve Buses	Late Eve Buses
				Peak Period	Midday Period	Early Eve Period	Late Eve Period		Time (Min.)	Layover Time	% Layover	Cycle Time		In-Serv. Hours	Rev. Hrs.	Rev. Miles				
City of Lynchburg																				
21	Downtown Loop CCW		Y	30	60	60	60	21	55.0	5	8%	60	11.14	19.25	21.00	233.9	2.00	1.00	1.00	1.00
	base route		Y	n/a	60	60	60	12	55.0	5	8%	60	10.90	11.00	12.00	130.8	-	1.00	1.00	1.00
	via Tri-Tech		Y	30	n/a	n/a	n/a	9	55.0	5	8%	60	11.46	8.25	9.00	103.1	2.00	-	-	-
20	Downtown Loop CW		Y	30	60	60	60	21	55.0	5	8%	60	11.14	19.25	21.00	233.9	2.00	1.00	1.00	1.00
	base route		Y	n/a	60	60	60	12	55.0	5	8%	60	10.90	11.00	12.00	130.8	-	1.00	1.00	1.00
	via Tri-Tech		Y	30	n/a	n/a	n/a	9	55.0	5	8%	60	11.46	8.25	9.00	103.1	2.00	-	-	-
22	Campbell	24, 34, 43	N	30	30	30	60	60	15.0	0	0%	30	3.60	15.00	15.00	216.0	1.00	1.00	1.00	0.50
23	Rivermont/VES		N	60	60	60	n/a	27	27.5	5	8%	60	6.50	12.38	13.50	175.5	1.00	1.00	1.00	-
33	Rivermont/Boonsboro		N	60	60	60	n/a	27	27.5	5	8%	60	6.80	12.38	13.50	183.6	1.00	1.00	1.00	-
43	Rivermont/VES/Boonsboro	22	N	n/a	n/a	n/a	60	6	40.0	10	11%	90	9.60	4.00	4.50	57.6	-	-	-	1.50
24	Wards Road/Wards Crossing	22	N	60	60	60	60	33	27.5	5	8%	60	6.70	15.13	16.50	221.1	1.00	1.00	1.00	1.00
34	Wards Road/Liberty University	22	N	60	60	60	60	33	27.5	5	8%	60	5.90	15.13	16.50	194.7	1.00	1.00	1.00	1.00
25	Madison Heights/Lakeview	35	N	60	60	n/a	n/a	25	25.0	10	17%	60	7.50	10.42	12.50	187.5	1.00	1.00	-	-
35	Madison Heights/Amelon	25	N	60	60	n/a	n/a	25	30.0	0	0%	60	11.50	12.50	12.50	287.5	1.00	1.00	-	-
26	Fort/Timberlake/Wards Crossing		N	60	60	60	60	33	55.0	10	8%	120	12.40	30.25	33.00	409.2	2.00	2.00	2.00	2.00
27	Fort/Timberlake/Liberty Univ		N	60	60	60	60	33	55.0	10	8%	120	12.25	30.25	33.00	404.3	2.00	2.00	2.00	2.00
28	Lynchburg College/Lakeside	37	N	60	60	60	60	33	25.0	10	17%	60	5.60	13.75	16.50	184.8	1.00	1.00	1.00	1.00
29	Mayflower/Wards Crossing		N	60	60	n/a	n/a	25	27.5	5	8%	60	7.50	11.46	12.50	187.5	1.00	1.00	-	-
31	Langhorne/Old Forest	36	N	60	60	60	60	33	22.5	15	25%	60	4.90	12.38	16.50	161.7	1.00	1.00	1.00	1.00
36	Forest/Graves Mill	31	N	60	60	60	60	33	30.0	0	0%	60	9.70	16.50	16.50	320.1	1.00	1.00	1.00	1.00
37	Old Forest/Wards Crossing	28	N	60	60	60	60	33	27.5	5	8%	60	6.95	15.13	16.50	229.4	1.00	1.00	1.00	1.00
51	Campbell County Connector	52	N	60	60	60	n/a	27	30.0	0	0%	60	8.00	13.50	13.50	216.0	1.00	1.00	1.00	-
52	Timberlake/New London	51	N	60	60	60	n/a	27	22.5	15	25%	60	6.10	10.13	13.50	164.7	1.00	1.00	1.00	-
53	Forest/Waterlick/Wards Crossing	54	N	60	60	60	n/a	27	40.0	10	11%	90	10.90	18.00	20.25	294.3	1.50	1.50	1.50	-
54	Forest/Lakeside/Kemper Station	53	N	60	60	60	n/a	27	40.0	10	11%	90	11.20	18.00	20.25	302.4	1.50	1.50	1.50	-
Lynchburg Weekday Statistics								***609***		*140*	*10%*	***1440***		**324.75**	**358.50**	**4,865.7**	**25.00**	**23.00**	**20.00**	**14.00**

Long-Range Service Plan for City Service (cont'd)

Saturday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency				Daily Trips	Peak Period				One-Way Distance (Miles)	Average Saturday			Peak Buses	Midday Buses	Early Eve Buses	Late Eve Buses
				Peak Period	Midday Period	Early Eve Period	Late Eve Period		Time (Min.)	Layover Time	% Layover	Cycle Time		In-Serv. Hours	Rev. Hrs.	Rev. Miles				
City of Lynchburg																				
21	Downtown Loop CCW		Y	60	60	60	60	16	55.0	5	8%	60	11.04	14.67	16.00	176.6	1.00	1.00	1.00	1.00
	base route		Y	n/a	60	60	60	12	55.0	5	8%	60	10.90	11.00	12.00	130.8	-	1.00	1.00	1.00
	via Tri-Tech		Y	60	n/a	n/a	n/a	4	55.0	5	8%	60	11.46	3.67	4.00	45.8	1.00	-	-	-
20	Downtown Loop CW		Y	60	60	60	n/a	13	55.0	5	8%	60	11.12	11.92	13.00	144.5	1.00	1.00	1.00	-
	base route		Y	n/a	60	n/a	n/a	8	55.0	5	8%	60	10.90	7.33	8.00	87.2	-	1.00	-	-
	via Tri-Tech		Y	60	n/a	60	n/a	5	55.0	5	8%	60	11.46	4.58	5.00	57.3	1.00	-	1.00	-
22	Campbell	24, 34, 43	N	30	30	30	60	58	15.0	0	0%	30	3.60	14.50	14.50	208.8	1.00	1.00	1.00	0.50
23	Rivermont/VES		N	60	60	60	n/a	26	27.5	5	8%	60	6.50	11.92	13.00	169.0	1.00	1.00	1.00	-
33	Rivermont/Boonsboro		N	60	60	60	n/a	26	27.5	5	8%	60	6.80	11.92	13.00	176.8	1.00	1.00	1.00	-
43	Rivermont/VES/Boonsboro	22	N	n/a	n/a	n/a	60	6	40.0	10	11%	90	9.60	4.00	4.50	57.6	-	-	-	1.50
24	Wards Road/Wards Crossing	22	N	60	60	60	60	32	27.5	5	8%	60	6.70	14.67	16.00	214.4	1.00	1.00	1.00	1.00
34	Wards Road/Liberty University	22	N	60	60	60	60	32	27.5	5	8%	60	5.90	14.67	16.00	188.8	1.00	1.00	1.00	1.00
25	Madison Heights/Lakeview	35	N	120	120	n/a	n/a	12	25.0	10	17%	60	7.50	5.00	6.00	90.0	0.50	0.50	-	-
35	Madison Heights/Amelon	25	N	120	120	n/a	n/a	12	30.0	0	0%	60	11.50	6.00	6.00	138.0	0.50	0.50	-	-
26	Fort/Timberlake/Wards Crossing		N	60	60	60	60	32	55.0	10	8%	120	12.40	29.33	32.00	396.8	2.00	2.00	2.00	2.00
27	Fort/Timberlake/Liberty Univ		N	60	60	60	n/a	26	55.0	10	8%	120	12.25	23.83	26.00	318.5	2.00	2.00	2.00	-
28	Lynchburg College/Lakeside	37	N	60	60	60	60	32	25.0	10	17%	60	5.60	13.33	16.00	179.2	1.00	1.00	1.00	1.00
29	Mayflower/Wards Crossing		N	n/a	n/a	n/a	n/a	0	27.5	5	8%	60	7.50	-	-	-	-	-	-	-
31	Langhorne/Old Forest	36	N	60	60	60	60	32	22.5	15	25%	60	4.90	12.00	16.00	156.8	1.00	1.00	1.00	1.00
36	Forest/Graves Mill	31	N	60	60	60	60	32	30.0	0	0%	60	9.70	16.00	16.00	310.4	1.00	1.00	1.00	1.00
37	Old Forest/Wards Crossing	28	N	60	60	60	60	32	27.5	5	8%	60	6.95	14.67	16.00	222.4	1.00	1.00	1.00	1.00
51	Campbell County Connector		N	n/a	n/a	n/a	n/a	0	30.0	0	0%	60	8.00	-	-	-	-	-	-	-
52	Timberlake/New London		N	n/a	n/a	n/a	n/a	0	22.5	15	25%	60	6.10	-	-	-	-	-	-	-
53	Forest/Waterlick/Wards Crossing		N	n/a	n/a	n/a	n/a	0	40.0	10	11%	90	10.90	-	-	-	-	-	-	-
54	Forest/Lakeside		N	n/a	n/a	n/a	n/a	0	40.0	10	11%	90	11.20	-	-	-	-	-	-	-
Lynchburg Saturday Statistics								***419***		*140*	*10%*	***1440***		**218.42**	**240.00**	**3,148.6**	**16.00**	**16.00**	**15.00**	**11.00**

Long-Range Service Plan for City Service (cont'd)

Sunday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency		Daily Trips	Midday Period				One-Way Distance (Miles)	Average Sunday			Midday Buses	Early Eve Buses
				Midday Period	Early Eve Period		Time (Min.)	Layover Time	% Layover	Cycle Time		In-Serv. Hours	Rev. Hrs.	Rev. Miles		
City of Lynchburg																
21	Downtown Loop CCW		Y	60	60	11	**55.0**	**5**	8%	60	**11.14**	10.08	11.00	122.5	1.00	1.00
20	Downtown Loop CW		Y	60	60	11	**55.0**	**5**	8%	60	**11.14**	10.08	11.00	122.5	1.00	1.00
22	Campbell	43	N	60	60	20	**15.0**	**0**	0%	30	**3.60**	5.00	5.00	72.0	0.50	0.50
23	Rivermont/VES		N	n/a	n/a	0	**27.5**	**5**	8%	60	**6.50**	-	-	-	-	-
33	Rivermont/Boonsboro		N	n/a	n/a	0	**27.5**	**5**	8%	60	**6.80**	-	-	-	-	-
43	Rivermont/VES/Boonsboro	22	N	60	60	20	**40.0**	**10**	11%	90	**9.60**	13.33	15.00	192.0	1.50	1.50
24	Wards Road/Wards Crossing		N	60	60	20	**27.5**	**5**	8%	60	**6.70**	9.17	10.00	134.0	1.00	1.00
34	Wards Road/Liberty University		N	60	60	20	**27.5**	**5**	8%	60	**5.90**	9.17	10.00	118.0	1.00	1.00
25	Madison Heights/Lakeview		N	n/a	n/a	0	**25.0**	**10**	17%	60	**7.50**	-	-	-	-	-
35	Madison Heights/Amelon		N	n/a	n/a	0	**30.0**	**0**	0%	60	**11.50**	-	-	-	-	-
26	Fort/Timberlake/Wards Crossing		N	60	60	20	**55.0**	**10**	8%	120	**12.40**	18.33	20.00	248.0	2.00	2.00
27	Fort/Timberlake/Liberty Univ		N	n/a	n/a	0	**55.0**	**10**	8%	120	**12.25**	-	-	-	-	-
28	Lynchburg College/Lakeside	37	N	60	60	20	**25.0**	**10**	17%	60	**5.60**	8.33	10.00	112.0	1.00	1.00
29	Mayflower/Wards Crossing		N	n/a	n/a	0	**27.5**	**5**	8%	60	**7.50**	-	-	-	-	-
31	Langhorne/Old Forest	36	N	60	60	20	**22.5**	**15**	25%	60	**4.90**	7.50	10.00	98.0	1.00	1.00
36	Forest/Graves Mill	31	N	60	60	20	**30.0**	**0**	0%	60	**9.70**	10.00	10.00	194.0	1.00	1.00
37	Old Forest/Wards Crossing	28	N	60	60	20	**27.5**	**5**	8%	60	**6.95**	9.17	10.00	139.0	1.00	1.00
51	Campbell County Connector		N	n/a	n/a	0	**30.0**	**0**	0%	60	**8.00**	-	-	-	-	-
52	Timberlake/New London		N	n/a	n/a	0	**22.5**	**15**	25%	60	**6.10**	-	-	-	-	-
53	Forest/Waterlick/Wards Crossing		N	n/a	n/a	0	**40.0**	**10**	11%	90	**10.90**	-	-	-	-	-
54	Forest/Lakeside		N	n/a	n/a	0	**40.0**	**10**	11%	90	**11.20**	-	-	-	-	-
Lynchburg Sunday Statistics						***202***		*140*	*10%*	***1440***		**110.17**	**122.00**	**1,552.1**	**12.00**	**12.00**

Appendix F-B

Liberty University Route Operating Statistics Tables for Recommended Scenarios

Near-Term Service Plan for Liberty Service

Weekday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Early AM Period	Base Period	Early Eve Period	Late Eve Period	Night Period	Owl Period	Daily Trips	Early Morning Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Weekday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Early AM Buses	Base Buses	Early Eve Buses	Late Eve Buses	Night Buses	Owl Buses
Liberty University																								
4F	Wards Road/Liberty University		N	n/a	60	60	n/a	n/a	n/a	24	25.0	10	17%	60	6.29	10.00	12.00	151.0	-	1.00	1.00	-	-	-
70	Liberty Link		N	n/a	1.667	n/a	n/a	n/a	n/a	696	4.0	2	20%	10	0.82	46.40	58.00	570.7	-	6.00	-	-	-	-
71	Liberty Loop CCW		Y	30	10	15	30	n/a	n/a	77	25.0	5	17%	30	4.25	32.08	38.50	327.3	1.00	3.00	2.00	1.00	-	-
72	Liberty Loop CW		Y	n/a	10	15	15	30	n/a	84	25.0	5	17%	30	4.25	35.00	42.00	357.0	-	3.00	2.00	2.00	1.00	-
73	Lynchburg Inn		N	n/a	15	30	30	30	n/a	108	13.0	4	13%	30	3.72	23.40	27.00	401.8	-	2.00	1.00	1.00	1.00	-
74	Liberty Loop Extension CCW		Y	n/a	n/a	n/a	30	30	30	14	25.0	5	17%	30	5.74	5.83	7.00	80.4	-	-	-	1.00	1.00	1.00
84	Wards Road Loop (F only)		Y	n/a	n/a	30	30	30	n/a	14	27.0	3	10%	30	7.00	6.30	7.00	98.0	-	-	1.00	1.00	1.00	-
85	Cornerstone/Wards/Liberty		Y	n/a	60	60	n/a	n/a	n/a	12	50.0	10	17%	60	12.55	10.00	12.00	150.6	-	1.00	1.00	-	-	-
73	*Lynchburg Inn (breaks only)*	*74*	*N*	*n/a*	*60*	*60*	*n/a*	*n/a*	*n/a*	*24*	*13.0*	*4*	*13%*	*30*	*3.72*	*5.20*	*6.00*	*89.3*	-	*0.50*	*0.50*	-	-	-
74	*Liberty Loop Extension (breaks only)*	*73*	*Y*	*n/a*	*60*	*60*	*n/a*	*n/a*	*n/a*	*12*	*25.0*	*5*	*17%*	*30*	*5.74*	*5.00*	*6.00*	*68.9*	-	*0.50*	*0.50*	-	-	-
Liberty Monday Statistics										*1015*		*41*	*16%*	*250*		162.72	196.50	2,038.7	1.00	16.00	7.00	5.00	3.00	1.00
Liberty Tuesday Statistics										*1015*		*41*	*16%*	*250*		162.72	196.50	2,038.7	1.00	16.00	7.00	5.00	3.00	1.00
Liberty Wednesday Statistics										*1015*		*41*	*16%*	*250*		162.72	196.50	2,038.7	1.00	16.00	7.00	5.00	3.00	1.00
Liberty Thursday Statistics										*1015*		*41*	*16%*	*250*		162.72	196.50	2,038.7	1.00	16.00	7.00	5.00	3.00	1.00
Liberty Friday Statistics										*1029*		*44*	*16%*	*280*		169.02	203.50	2,136.7	1.00	16.00	8.00	6.00	4.00	1.00
Liberty Average Weekday Statistics (in session)										***1018***		*42*	*16%*	***256***		**163.98**	**197.90**	**2,058.3**	**1.00**	**16.00**	**8.00**	**6.00**	**4.00**	**1.00**

Saturday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Early AM Period	Base Period	Late Eve Period	Night Period	Owl Period	Daily Trips	Early Morning Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Saturday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Early AM Buses	Base Buses	Late Eve Buses	Night Buses	Owl Buses
Liberty University																						
72	Liberty Loop CW		Y	30	30	30	n/a	n/a	28	25.0	5.0	17%	30	4.3	11.67	14.00	119.0	1.00	1.00	1.00	-	-
73	Lynchburg Inn		N	30	30	30	30	n/a	64	13.0	4.0	13%	30	3.7	13.87	16.00	238.1	1.00	1.00	1.00	1.00	-
74	Liberty Loop Extension CCW		Y	30	30	30	30	30	36	25.0	5.0	17%	30	5.7	15.00	18.00	206.6	1.00	1.00	1.00	1.00	1.00
84	Wards Road Loop		Y	n/a	30	30	30	n/a	27	27.0	3.0	10%	30	7.0	12.15	13.50	189.0	-	1.00	1.00	1.00	-
73	*Lynchburg Inn (breaks only)*	*74*	*N*	*60*	*60*	*n/a*	*n/a*	*n/a*	*24*	*13.0*	*4.0*	*13%*	*30*	*3.7*	*5.20*	*6.00*	*89.3*	*0.50*	*0.50*	-	-	-
74	*Liberty Loop Extension (breaks only)*	*73*	*Y*	*60*	*60*	*n/a*	*n/a*	*n/a*	*13*	*25.0*	*5.0*	*17%*	*30*	*5.7*	*5.42*	*6.50*	*74.6*	*0.50*	*0.50*	-	-	-
Liberty Saturday Statistics (in session)									***155***		*17*	*14%*	***120***		**52.68**	**61.50**	**752.7**	**3.00**	**4.00**	**4.00**	**3.00**	**1.00**

Sunday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Base Period	Late Eve Period	Night Period	Owl Period	Calculated Trips: Base Period	Late Eve Period	Night Period	Owl Period	Daily Trips	Early Morning Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Sunday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Base Buses	Late Eve Buses	Night Buses	Owl Buses
Liberty University																								
72	Liberty Loop CW		Y	30	30	n/a	n/a	24	4	0	0	28	25.0	5.0	17%	30	4.3	11.67	14.00	119.0	1.00	1.00	-	-
73	Lynchburg Inn		N	30	30	30	n/a	48	8	8	0	64	13.0	4.0	13%	30	3.7	13.87	16.00	238.1	1.00	1.00	1.00	-
74	Liberty Loop Extension CCW		Y	30	30	30	30	24	4	4	4	36	25.0	5.0	17%	30	5.7	15.00	18.00	206.6	1.00	1.00	1.00	1.00
73	*Lynchburg Inn (breaks only)*	*74*	*N*	*60*	*n/a*	*n/a*	*n/a*	*24*	*0*	*0*	*0*	*24*	*13.0*	*4.0*	*13%*	*30*	*3.7*	*5.20*	*6.00*	*89.3*	*0.50*	-	-	-
74	*Liberty Loop Extension (breaks only)*	*73*	*Y*	*60*	*n/a*	*n/a*	*n/a*	*12*	*0*	*0*	*0*	*12*	*25.0*	*5.0*	*17%*	*30*	*5.7*	*5.00*	*6.00*	*68.9*	*0.50*	-	-	-
Liberty Sunday Statistics (in session)												***128***		*14*	*16%*	***90***		**40.53**	**48.00**	**563.7**	**3.00**	**3.00**	**2.00**	**1.00**

Short-Range Service Plan for Liberty Service

Weekday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Early AM Period	Base Period	Early Eve Period	Late Eve Period	Night Period	Owl Period	Daily Trips	Early Morning Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Weekday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Early AM Buses	Base Buses	Early Eve Buses	Late Eve Buses	Night Buses	Owl Buses
Liberty University																								
70	Liberty Link		N	n/a	1.667	n/a	n/a	n/a	n/a	696	4.0	2	20%	10	0.82	46.40	58.00	570.7	-	6.00	-	-	-	-
71	Liberty Loop CCW		Y	30	10	15	30	n/a	n/a	77	25.0	5	17%	30	4.25	32.08	38.50	327.3	1.00	3.00	2.00	1.00	-	-
72	Liberty Loop CW		Y	n/a	10	15	15	30	n/a	84	25.0	5	17%	30	4.25	35.00	42.00	357.0	-	3.00	2.00	2.00	1.00	-
73	Lynchburg Inn		N	n/a	15	30	30	30	n/a	108	13.0	4	13%	30	3.72	23.40	27.00	401.8	-	2.00	1.00	1.00	1.00	-
74	Liberty Loop Extension CCW		Y	n/a	n/a	n/a	30	30	30	14	25.0	5	17%	30	5.74	5.83	7.00	80.4	-	-	-	1.00	1.00	1.00
80X	Downtown/Liberty Express		N	n/a	60	60	n/a	n/a	n/a	24	12.5	5	17%	30	5.00	5.00	6.00	120.0	-	0.50	0.50	-	-	-
81X	Timberlake/Liberty Express		N	n/a	60	60	n/a	n/a	n/a	24	15.0	0	0%	30	7.70	6.00	6.00	184.8	-	0.50	0.50	-	-	-
84	Wards Road Loop (F only)		Y	n/a	n/a	30	30	30	n/a	14	27.0	3	10%	30	7.00	6.30	7.00	98.0	-	-	1.00	1.00	1.00	-
85	Cornerstone/Wards/Liberty		Y	n/a	60	60	n/a	n/a	n/a	12	50.0	10	17%	60	12.55	10.00	12.00	150.6	-	1.00	1.00	-	-	-
73	*Lynchburg Inn (breaks only)*	*74*	*N*	*n/a*	*60*	*60*	*n/a*	*n/a*	*n/a*	*24*	*13.0*	*4*	*13%*	*30*	*3.72*	*5.20*	*6.00*	*89.3*	-	*0.50*	*0.50*	-	-	-
74	*Liberty Loop Extension (breaks only)*	*73*	*Y*	*n/a*	*60*	*60*	*n/a*	*n/a*	*n/a*	*12*	*25.0*	*5*	*17%*	*30*	*5.74*	*5.00*	*6.00*	*68.9*	-	*0.50*	*0.50*	-	-	-
Liberty Monday Statistics										*1039*		*36*	*14%*	*250*		163.72	196.50	2,192.5	1.00	16.00	7.00	5.00	3.00	1.00
Liberty Tuesday Statistics										*1039*		*36*	*14%*	*250*		163.72	196.50	2,192.5	1.00	16.00	7.00	5.00	3.00	1.00
Liberty Wednesday Statistics										*1039*		*36*	*14%*	*250*		163.72	196.50	2,192.5	1.00	16.00	7.00	5.00	3.00	1.00
Liberty Thursday Statistics										*1039*		*36*	*14%*	*250*		163.72	196.50	2,192.5	1.00	16.00	7.00	5.00	3.00	1.00
Liberty Friday Statistics										*1053*		*39*	*14%*	*280*		170.02	203.50	2,290.5	1.00	16.00	8.00	6.00	4.00	1.00
Liberty Average Weekday Statistics (in session)										***1042***		*37*	*14%*	***256***		**164.98**	**197.90**	**2,212.1**	**1.00**	**16.00**	**8.00**	**6.00**	**4.00**	**1.00**

Saturday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Early AM Period	Base Period	Late Eve Period	Night Period	Owl Period	Daily Trips	Early Morning Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Saturday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Early AM Buses	Base Buses	Late Eve Buses	Night Buses	Owl Buses
Liberty University																						
72	Liberty Loop CW		Y	30	30	30	n/a	n/a	28	25.0	5.0	17%	30	4.3	11.67	14.00	119.0	1.00	1.00	1.00	-	-
73	Lynchburg Inn		N	30	30	30	30	n/a	64	13.0	4.0	13%	30	3.7	13.87	16.00	238.1	1.00	1.00	1.00	1.00	-
74	Liberty Loop Extension CCW		Y	30	30	30	30	30	36	25.0	5.0	17%	30	5.7	15.00	18.00	206.6	1.00	1.00	1.00	1.00	1.00
84	Wards Road Loop		Y	n/a	30	30	30	n/a	27	27.0	3.0	10%	30	7.0	12.15	13.50	189.0	-	1.00	1.00	1.00	-
73	*Lynchburg Inn (breaks only)*	*74*	*N*	*60*	*60*	*n/a*	*n/a*	*n/a*	*24*	*13.0*	*4.0*	*13%*	*30*	*3.7*	*5.20*	*6.00*	*89.3*	*0.50*	*0.50*	-	-	-
74	*Liberty Loop Extension (breaks only)*	*73*	*Y*	*60*	*60*	*n/a*	*n/a*	*n/a*	*13*	*25.0*	*5.0*	*17%*	*30*	*5.7*	*5.42*	*6.50*	*74.6*	*0.50*	*0.50*	-	-	-
Liberty Saturday Statistics (in session)									***155***		*17*	*14%*	***120***		**52.68**	**61.50**	**752.7**	**3.00**	**4.00**	**4.00**	**3.00**	**1.00**

Sunday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Base Period	Late Eve Period	Night Period	Owl Period	Calculated Trips: Base Period	Late Eve Period	Night Period	Owl Period	Daily Trips	Early Morning Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Sunday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Base Buses	Late Eve Buses	Night Buses	Owl Buses
Liberty University																								
72	Liberty Loop CW		Y	30	30	n/a	n/a	24	4	0	0	28	25.0	5.0	17%	30	4.3	11.67	14.00	119.0	1.00	1.00	-	-
73	Lynchburg Inn		N	30	30	30	n/a	48	8	8	0	64	13.0	4.0	13%	30	3.7	13.87	16.00	238.1	1.00	1.00	1.00	-
74	Liberty Loop Extension CCW		Y	30	30	30	30	24	4	4	4	36	25.0	5.0	17%	30	5.7	15.00	18.00	206.6	1.00	1.00	1.00	1.00
73	*Lynchburg Inn (breaks only)*	*74*	*N*	*60*	*n/a*	*n/a*	*n/a*	*24*	*0*	*0*	*0*	*24*	*13.0*	*4.0*	*13%*	*30*	*3.7*	*5.20*	*6.00*	*89.3*	*0.50*	-	-	-
74	*Liberty Loop Extension (breaks only)*	*73*	*Y*	*60*	*n/a*	*n/a*	*n/a*	*12*	*0*	*0*	*0*	*12*	*25.0*	*5.0*	*17%*	*30*	*5.7*	*5.00*	*6.00*	*68.9*	*0.50*	-	-	-
Liberty Sunday Statistics (in session)												***128***		*14*	*16%*	***90***		**40.53**	**48.00**	**563.7**	**3.00**	**3.00**	**2.00**	**1.00**

Long-Range Service Plan for Liberty Service

Weekday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Early AM Period	Base Period	Early Eve Period	Late Eve Period	Night Period	Owl Period	Daily Trips	Early Morning Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Weekday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Early AM Buses	Base Buses	Early Eve Buses	Late Eve Buses	Night Buses	Owl Buses
Liberty University																								
70	Liberty Link		N	n/a	1.667	n/a	n/a	n/a	n/a	696	4.0	2	20%	10	0.82	46.40	58.00	570.7	-	6.00	-	-	-	-
71	Liberty Loop CCW		Y	30	10	15	30	n/a	n/a	77	25.0	5	17%	30	4.25	32.08	38.50	327.3	1.00	3.00	2.00	1.00	-	-
72	Liberty Loop CW		Y	n/a	10	15	15	30	n/a	84	25.0	5	17%	30	4.25	35.00	42.00	357.0	-	3.00	2.00	2.00	1.00	-
73	Lynchburg Inn		N	n/a	15	30	30	30	n/a	108	13.0	4	13%	30	3.72	23.40	27.00	401.8	-	2.00	1.00	1.00	1.00	-
74	Liberty Loop Extension CCW		Y	n/a	n/a	n/a	30	30	30	14	25.0	5	17%	30	5.74	5.83	7.00	80.4	-	-	-	1.00	1.00	1.00
80X	Downtown/Liberty Express		N	n/a	60	60	n/a	n/a	n/a	24	12.5	5	17%	30	5.00	5.00	6.00	120.0	-	0.50	0.50	-	-	-
81X	Timberlake/Liberty Express		N	n/a	60	60	n/a	n/a	n/a	24	15.0	0	0%	30	7.70	6.00	6.00	184.8	-	0.50	0.50	-	-	-
82X	Forest/Liberty Express		N	n/a	60	60	n/a	n/a	n/a	24	27.5	5	8%	60	9.95	11.00	12.00	238.8	-	1.00	1.00	-	-	-
83X	Crosstown/Liberty Express		N	n/a	60	60	n/a	n/a	n/a	24	27.5	5	8%	60	8.60	11.00	12.00	206.4	-	1.00	1.00	-	-	-
84	Wards Road Loop (F only)		Y	n/a	n/a	30	30	30	n/a	14	27.0	3	10%	30	7.00	6.30	7.00	98.0	-	-	1.00	1.00	1.00	-
85	Cornerstone/Wards/Liberty		Y	n/a	n/a	n/a	n/a	n/a	n/a	0	50.0	10	17%	60	12.55	-	-	-	-	-	-	-	-	-
73	*Lynchburg Inn (breaks only)*	*74*	*N*	*n/a*	*60*	*60*	*n/a*	*n/a*	*n/a*	*24*	*13.0*	*4*	*13%*	*30*	*3.72*	*5.20*	*6.00*	*89.3*	-	*0.50*	*0.50*	-	-	-
74	*Liberty Loop Extension (breaks only)*	*73*	*Y*	*n/a*	*60*	*60*	*n/a*	*n/a*	*n/a*	*12*	*25.0*	*5*	*17%*	*30*	*5.74*	*5.00*	*6.00*	*68.9*	-	*0.50*	*0.50*	-	-	-
Liberty Monday Statistics										*1075*		*46*	*12%*	*370*		175.72	208.50	2,487.1	1.00	17.00	8.00	5.00	3.00	1.00
Liberty Tuesday Statistics										*1075*		*46*	*12%*	*370*		175.72	208.50	2,487.1	1.00	17.00	8.00	5.00	3.00	1.00
Liberty Wednesday Statistics										*1075*		*46*	*12%*	*370*		175.72	208.50	2,487.1	1.00	17.00	8.00	5.00	3.00	1.00
Liberty Thursday Statistics										*1075*		*46*	*12%*	*370*		175.72	208.50	2,487.1	1.00	17.00	8.00	5.00	3.00	1.00
Liberty Friday Statistics										*1089*		*49*	*12%*	*400*		182.02	215.50	2,585.1	1.00	17.00	9.00	6.00	4.00	1.00
Liberty Average Weekday Statistics (in session)										***1078***		*47*	*12%*	***376***		**176.98**	**209.90**	**2,506.7**	**1.00**	**17.00**	**9.00**	**6.00**	**4.00**	**1.00**

Saturday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Early AM Period	Base Period	Late Eve Period	Night Period	Owl Period	Daily Trips	Early Morning Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Saturday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Early AM Buses	Base Buses	Late Eve Buses	Night Buses	Owl Buses
Liberty University																						
72	Liberty Loop CW		Y	30	30	30	n/a	n/a	28	25.0	5.0	17%	30	4.3	11.67	14.00	119.0	1.00	1.00	1.00	-	-
73	Lynchburg Inn		N	30	30	30	30	n/a	64	13.0	4.0	13%	30	3.7	13.87	16.00	238.1	1.00	1.00	1.00	1.00	-
74	Liberty Loop Extension CCW		Y	30	30	30	30	30	36	25.0	5.0	17%	30	5.7	15.00	18.00	206.6	1.00	1.00	1.00	1.00	1.00
84	Wards Road Loop		Y	n/a	30	30	30	n/a	27	27.0	3.0	10%	30	7.0	12.15	13.50	189.0	-	1.00	1.00	1.00	-
73	*Lynchburg Inn (breaks only)*	*74*	*N*	*60*	*60*	*n/a*	*n/a*	*n/a*	*24*	*13.0*	*4.0*	*13%*	*30*	*3.7*	*5.20*	*6.00*	*89.3*	*0.50*	*0.50*	-	-	-
74	*Liberty Loop Extension (breaks only)*	*73*	*Y*	*60*	*60*	*n/a*	*n/a*	*n/a*	*13*	*25.0*	*5.0*	*17%*	*30*	*5.7*	*5.42*	*6.50*	*74.6*	*0.50*	*0.50*	-	-	-
Liberty Saturday Statistics (in session)									***155***		*17*	*14%*	***120***		**52.68**	**61.50**	**752.7**	**3.00**	**4.00**	**4.00**	**3.00**	**1.00**

Sunday

Rte. #	Route Name	Interline	Rnd Trip?	Service Frequency: Base Period	Late Eve Period	Night Period	Owl Period	Calculated Trips: Base Period	Late Eve Period	Night Period	Owl Period	Daily Trips	Early Morning Period: Time (Min.)	Layover Time	% Layover	Cycle Time	One-Way Distance (Miles)	Average Sunday: In-Serv. Hours	Rev. Hrs.	Rev. Miles	Base Buses	Late Eve Buses	Night Buses	Owl Buses
Liberty University																								
72	Liberty Loop CW		Y	30	30	n/a	n/a	24	4	0	0	28	25.0	5.0	17%	30	4.3	11.67	14.00	119.0	1.00	1.00	-	-
73	Lynchburg Inn		N	30	30	30	n/a	48	8	8	0	64	13.0	4.0	13%	30	3.7	13.87	16.00	238.1	1.00	1.00	1.00	-
74	Liberty Loop Extension CCW		Y	30	30	30	30	24	4	4	4	36	25.0	5.0	17%	30	5.7	15.00	18.00	206.6	1.00	1.00	1.00	1.00
73	*Lynchburg Inn (breaks only)*	*74*	*N*	*60*	*n/a*	*n/a*	*n/a*	*24*	*0*	*0*	*0*	*24*	*13.0*	*4.0*	*13%*	*30*	*3.7*	*5.20*	*6.00*	*89.3*	*0.50*	-	-	-
74	*Liberty Loop Extension (breaks only)*	*73*	*Y*	*60*	*n/a*	*n/a*	*n/a*	*12*	*0*	*0*	*0*	*12*	*25.0*	*5.0*	*17%*	*30*	*5.7*	*5.00*	*6.00*	*68.9*	*0.50*	-	-	-
Liberty Sunday Statistics (in session)												***128***		*14*	*16%*	***90***		**40.53**	**48.00**	**563.7**	**3.00**	**3.00**	**2.00**	**1.00**