KFH GROUP, INC.

District Three Public Transit
Transit Development Plan

Final Draft Report

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Prepared for:
District Three Public Transit
and the
Virginia Department of Rail and Public Transportation

4920 Elm Street, Suite 350 ◆Bethesda, MD 20814 ◆(301) 951-8660 ◆FAX (301) 951-0026

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Chapter 1

Overview of Transit System

INTRODUCTION

The Virginia Department of Rail and Public Transportation (DRPT) requires that any public transit (bus, rail, ferry) operator receiving state funding prepare, adopt, and submit a Transit Development Plan (TDP) at least every six years. A TDP is a Short-Range Transit Plan that outlines the services that a grantee intends to implement during the six-year planning horizon, estimates what resources will be needed, and what funding opportunities are likely to be available. DRPT provides a set of TDP requirements that form the basis of the planning effort.

This Final Draft Report documents the development of the FY 2014-FY 2020 TDP for District Three Public Transit. The TDP is organized into the following 8 chapters:

Chapter 1: Overview of the Transit System
Chapter 2: Goals, Objectives, and Standards
Chapter 3: Service and System Evaluation and Transit Needs Analysis
Chapter 4: Service, Infrastructure and Organizational Alternatives
Chapter 5: Operations Plan
Chapter 6: Capital Plan
Chapter 7: Financial Plan
Chapter 8: TDP Monitoring and Evaluation

Initiated in May 2013, the TDP process has included input from a Transit Advisory Committee, riders via a survey effort, the public via a series of public meetings held in different locations within the service area, District Three staff, and DRPT. The draft report was presented to the TAC and the full District Three Governmental Cooperative Board in November 2013, with adoption of this Final Draft Report by the Board expected in January 2014.

BACKGROUND

DTPT's service area is comprised of six counties: Bland, Carroll, Grayson, Smyth, Washington, and Wythe; and two independent cities: Bristol and Galax.

Located in southwest Virginia, the area is largely characterized as a rural, mountainous region. The southern portion of the region borders both Tennessee and North Carolina, with a small portion of the area (Bristol) included as a part of the Johnson City-Kingsport-Bristol Combined Statistical Area. Figure 1-1 provides a map of the service area.

According to the 2010 Census, the total population of the area is 193,595. Collectively, the area experienced a net gain in population of 2.4 percent from 2000 to 2010. Washington County experienced the most population growth during the decade (7.4%), followed by Wythe County (5.9%). Bland, Grayson, and Smyth Counties lost population, as did Marion.[1]

Much of the area's 2,777 square miles lie within the Blue Ridge and Allegheny Mountain ranges. The area is home to Mount Rogers, the highest point in the Commonwealth of Virginia at 5,729 feet above sea level. Outdoor recreation is a large draw for the area with the Jefferson National Forest, Mount Rogers National Recreation Area, Grayson Highlands State Park, Hungry Mother State Park, the Virginia Creeper Trail, and the New River Trail State Park. The Appalachian Trail also traverses the region. The area is located along Interstate 81, one of the leading trucking routes in the country, and its intersection with Interstate 77 in Wythe County. Other important commerce includes the manufacturing of furniture, clothing and electronic components.

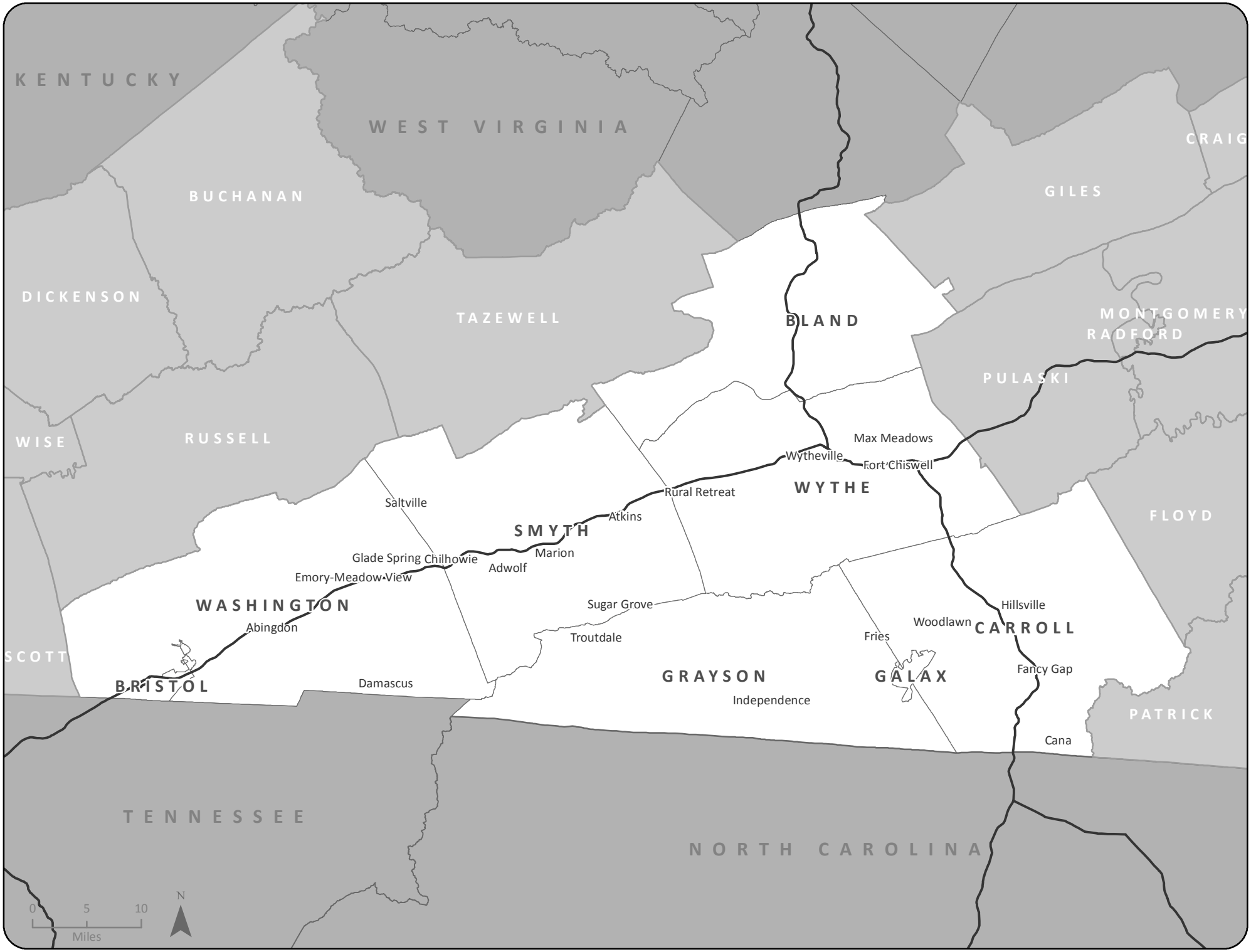
There are four higher education institutions in the region, including Emory and Henry College (Emory); Southwest Virginia Higher Education Center (Abingdon); Virginia Highlands Community College (Abingdon); and Wytheville Community College (Wytheville).

HISTORY

District Three Governmental Cooperative (DTGC) was chartered in 1975 as a public agency under the Virginia Joint Exercise of Powers Act. This act allowed local governments to join together to cooperatively provide citizen services. The following jurisdictions are members of the Cooperative: the counties of Bland, Carroll, Grayson, Smyth, Washington, and Wythe; the cities of Bristol and Galax; and the towns of Abingdon, Marion, and Wytheville. These jurisdictions also comprise the Mount Rogers Planning District (District 3). DTGC was originally designated as an Area Agency on Aging (District Three Senior Services), and added public transportation services in 1985 (District Three Public Transit). All member jurisdictions have local public transit services operated by District Three Public Transit, with the exception of the City of Bristol, which operates its own transit system.

[1] United States Census Bureau, American Factfinder

Figure 1-1: District Three Public Transit Service Area



GOVERNANCE

The Cooperative is directed by a Board of Commissioners, which is comprised of one elected official appointed by each of the Boards of Supervisors of Bland, Carroll, Grayson, Smyth, Washington, and Wythe Counties; one elected official appointed by the City Councils of the Cities of Bristol and Galax; and one elected official appointed by each of the Town Councils of Abingdon, Marion, and Wytheville. The DTGC Charter sets forth the details with regard to the functioning of the Cooperative, its purposes, the duties and administrative authority of the Board, and contributions and payments. The last change to the Charter was made in 1984, authorizing the DTGC to administer a public transportation program. A list of the current DTGC Commissioners is provided as Appendix A.

ORGANIZATIONAL STRUCTURE

As a multi-service agency, DTGC is a relatively large organization with about 160 employees. As such, we have split out the Transit Division to portray more specifically how the transit program functions. The organizational chart for the Transit Division is provided as Figure 1-2. The full organizational chart for DTGC is provided in Appendix B. The Transit Division does get support from other agency divisions and staff, including the Financial Division and the Personnel Manager.

TRANSIT SERVICES PROVIDED AND AREAS SERVED

District Three Public Transit operates a large network of hub and spoke public transportation services. The "hubs" are the centers of commerce of the region, including Abingdon, Galax, Marion, and Wytheville. These hubs have daily service (M-F, with some limited Saturday service in Galax and Marion) and are fed by "spoke" routes that serve the member counties on a zone basis, with each zone (or section of the county) served one day per week. DTPT also provides shuttle services in cooperation with the Appalachian Trail Conservancy to shuttle Appalachian Trail hikers between the Trail and Marion. These routes are a combination of flexible fixed routes and demand response services. Total annual ridership on DTPT (all services) is just under 200,000 annual passenger trips.

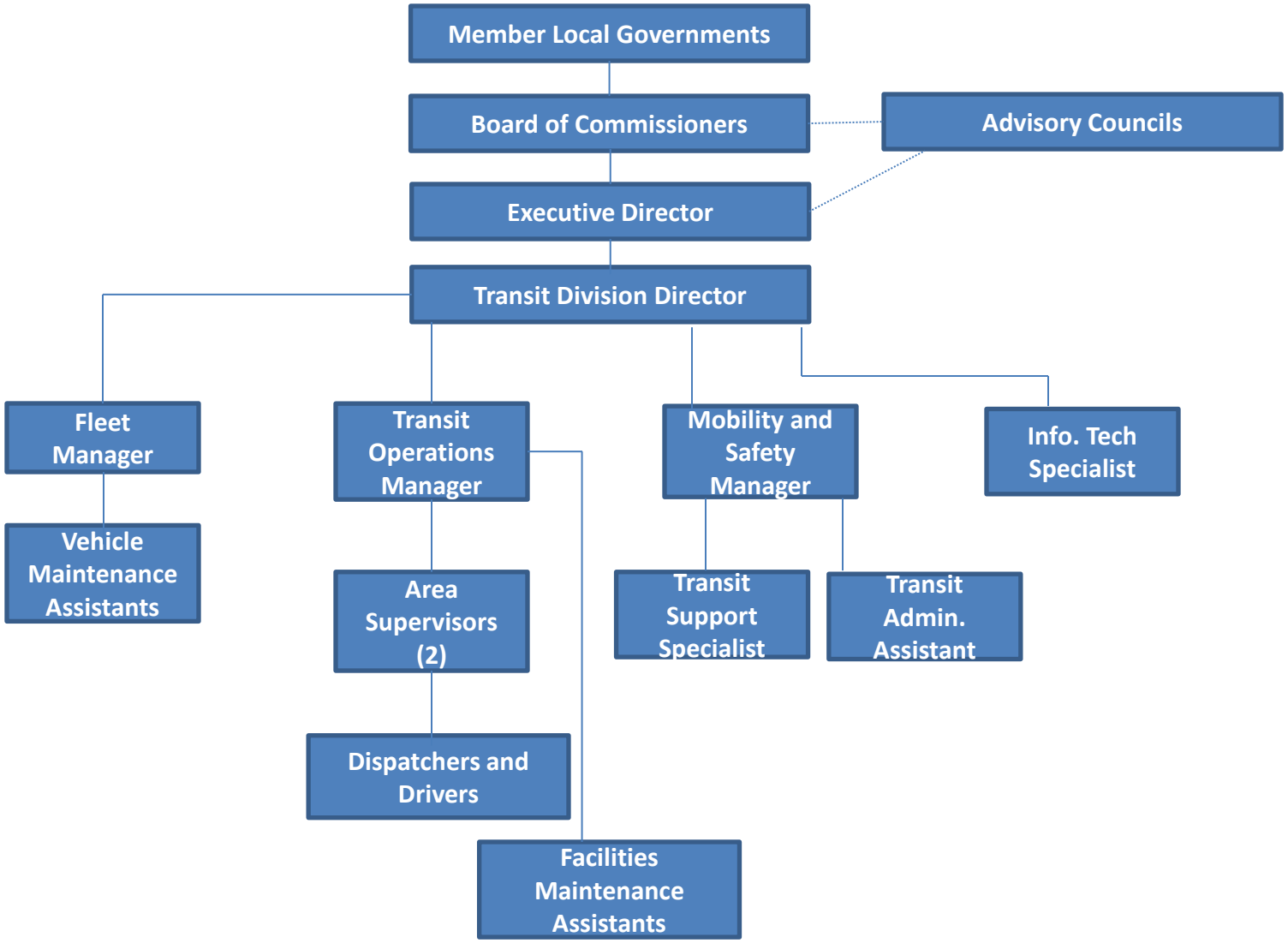


Figure 1-2: District Three Governmental Cooperative- Transit Division Organizational Chart

The flexible fixed routes that serve the "hub" communities are as follows:

Abingdon

The Abingdon Route runs from 12:00 p.m. to 5:00 p.m. The route takes about an hour from start to finish with one-hour headways. This deviated fixed route serves a variety of residential and commercial destinations in the Town. The Abingdon Route is shown in Figure 1-3.

City of Galax

The City of Galax Route runs from 12:30 p.m. to 4:25 p.m. The route takes about an hour from start to finish with one-hour headways. This route serves the major commercial destinations, a number of high-density residential destinations, and the Twin County Regional Hospital. Figure 1-4 provides a map of the Galax route.

Marion Transit

The Marion Transit Route runs from 8:00 a.m. to 5:54 p.m. The route takes about an hour from start to finish with one-hour headways. The Blue Ridge Job Corp stop is only served at 3:12 p.m., 4:12 p.m. and 5:12 p.m. This route serves a variety of residential and commercial destinations, as well as the Smyth County Community Hospital and the Farmers Market Pavilion. Figure 1-5 provides a map of this route.

Wytheville Transit – Gray Route

The Gray Route runs from 8:00 a.m. to 2:50 p.m. The route takes about an hour from start to finish with one-hour headways. The route serves various commercial and residential destinations, as well as the Wytheville Recreation Center. Transfers are provided from the Gray Route to the Maroon Route at the Walmart stop; transfers take place on the :50 of every hour during the service period.

Wytheville Transit – Maroon Route

The Maroon Route runs from 8:00 a.m. to 2:50 p.m. The route takes about an hour from start to finish with one-hour headways. The route serves various commercial destinations, the Northwinds Apartments, Cross Road Shelter, and the Carilion Family Medicine Clinic. Transfers are provided from the Maroon Route to the Gray Route at the Walmart stop; transfers take place on the :50 of every hour during the service period. Both of the Wytheville routes are shown in Figure 1-6.

Figure 1-3: Abingdon Public Transit

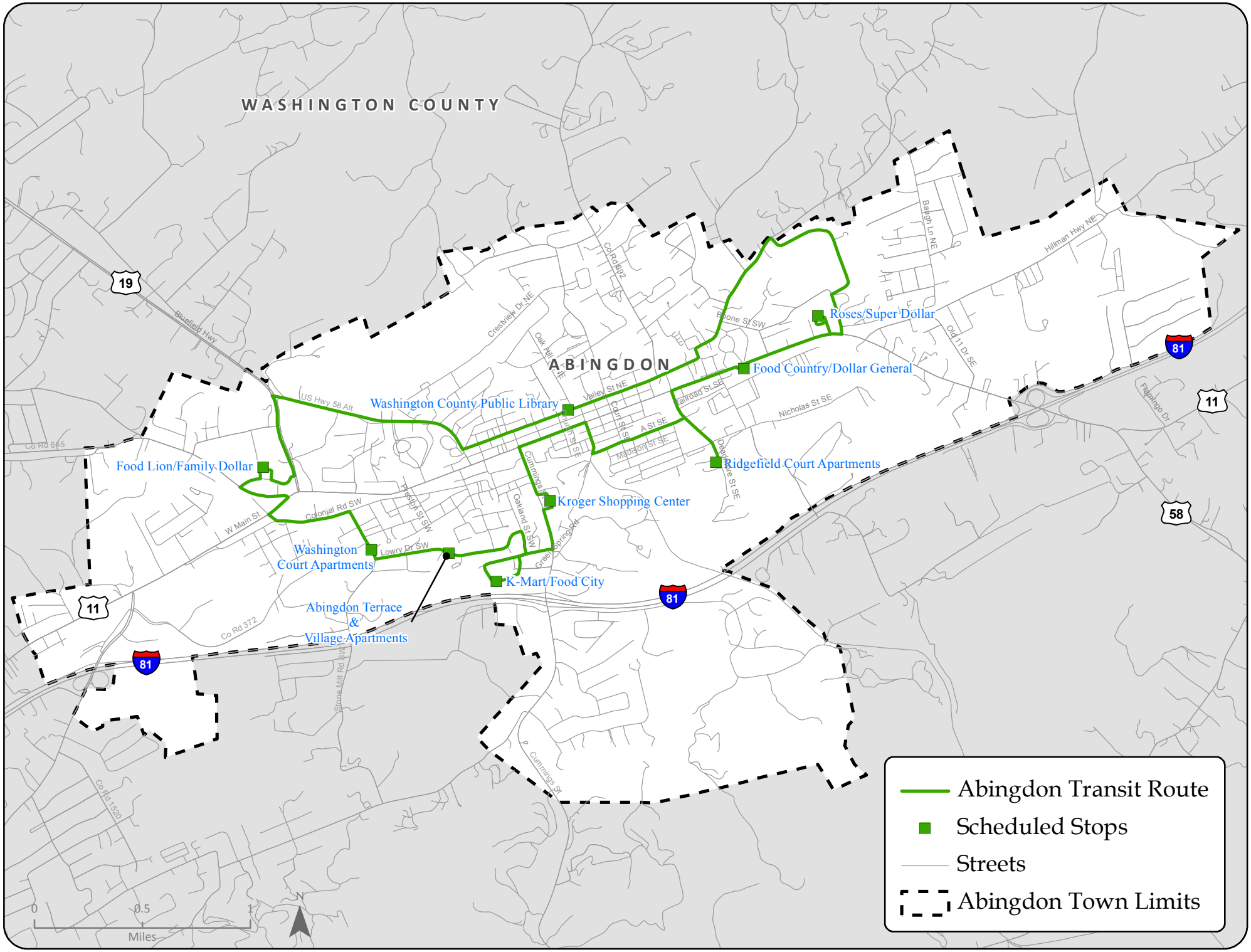


Figure 1-4: City of Galax Public Transit

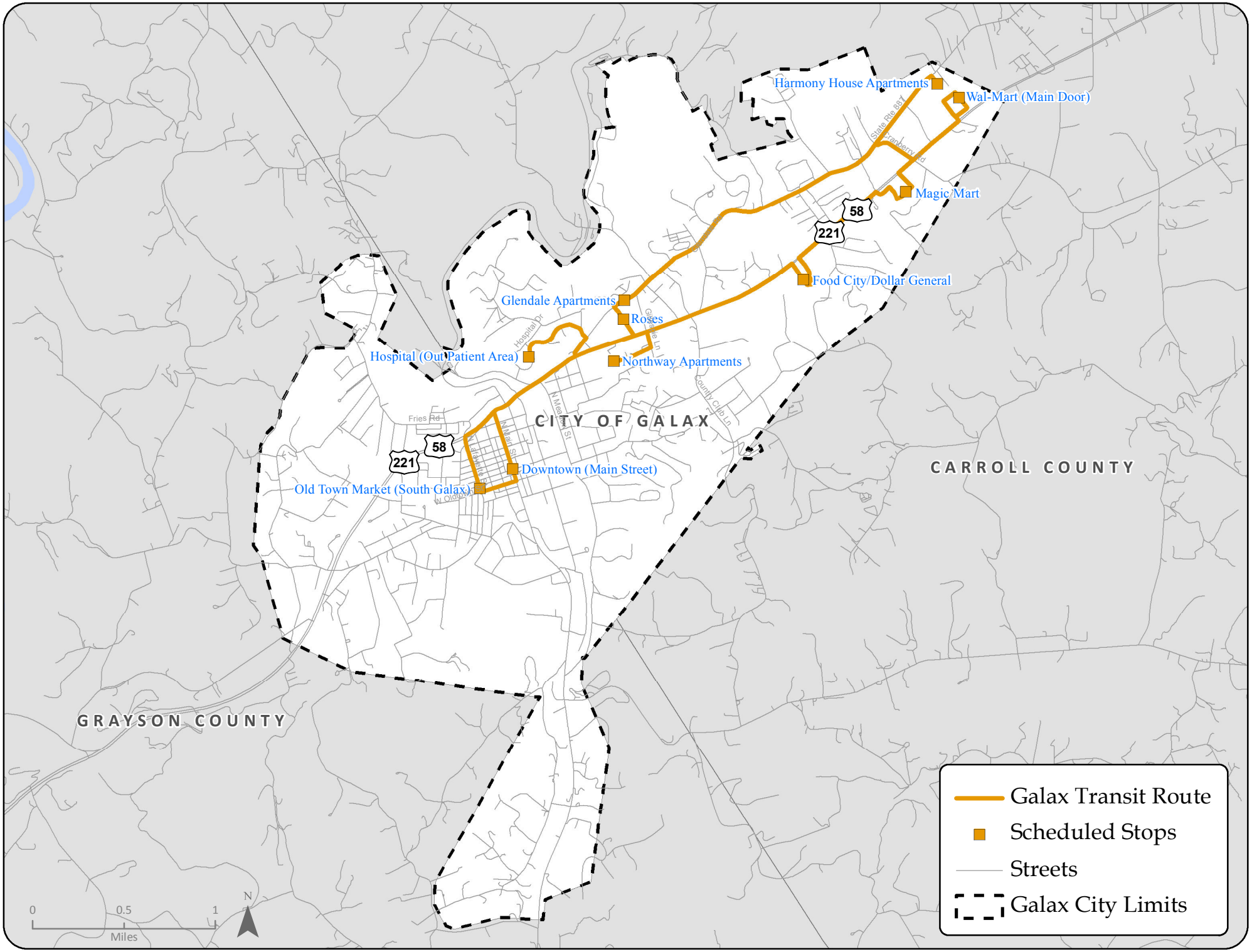


Figure 1-5: Town of Marion Public Transit

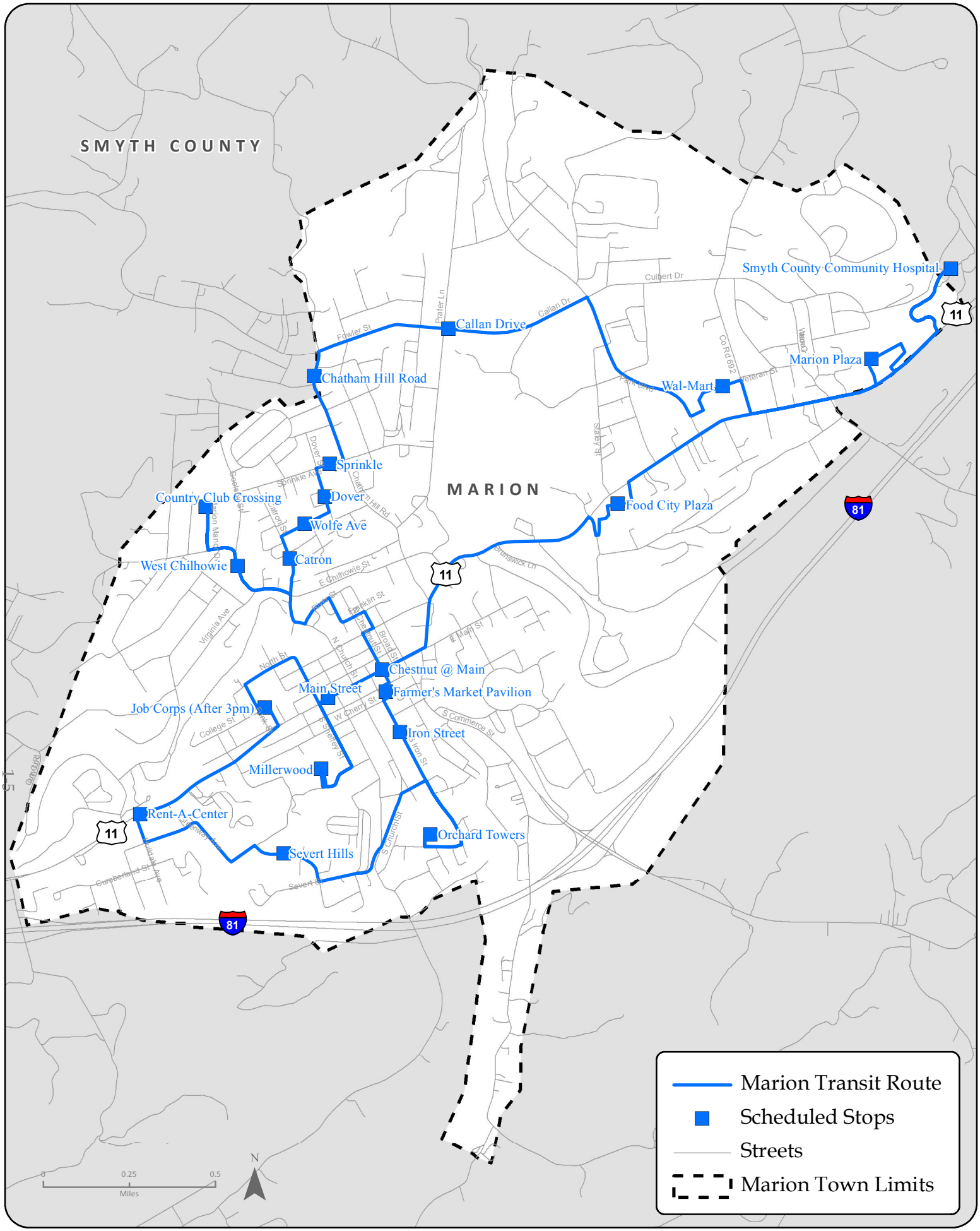
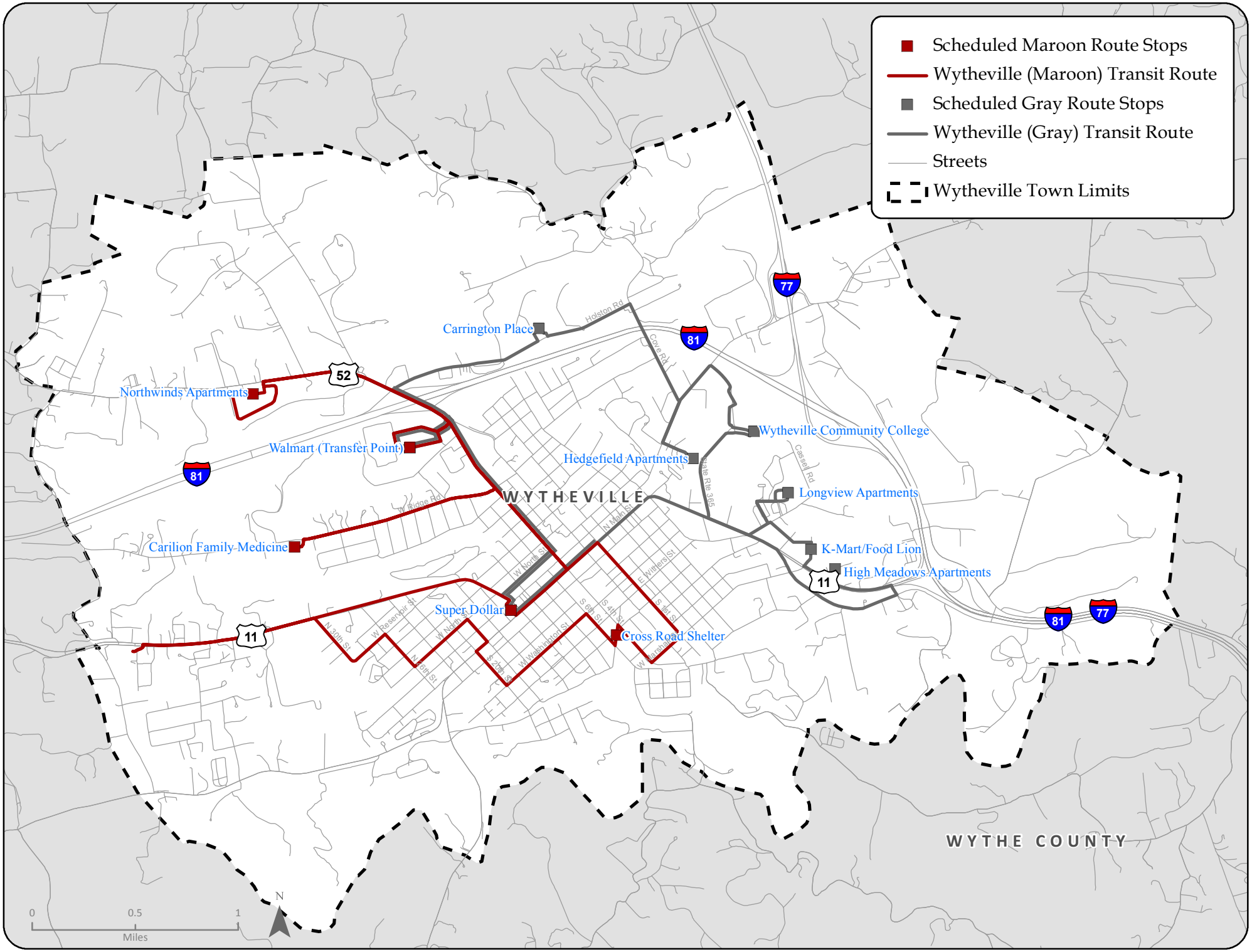


Figure 1-6: Town of Wytheville Public Transit



New Freedom Service

In addition to the public transportation services offered within the District, DTPT also operates routes to regional medical centers, including Roanoke, Johnson City, TN, and Winston-Salem, NC. Passengers access these routes through designated stops that are set up along the I-81 and I-77 corridors. Customers are required to meet the bus at these designated locations. These medical corridor trips are open to the public and are funded through the Federal Section 5317 New Freedom program. These routes are described below:

- ***Bristol to Roanoke*** - Mondays- Service is provided through the I-81 corridor, with pick-up locations in Abingdon, Glade Spring, Chilhowie, Marion, Rural Retreat, Wytheville, and Ft. Chiswell. This route provides service to the Salem Veterans Administration Medical Center, Carilion New River Valley Medical Center (Radford), the Carilion Roanoke Community Hospital, and the Carilion Roanoke Memorial Hospital. This service is dispatched from the Abingdon dispatch center and connects in Ft. Chiswell with the Winston-Salem bus.

- ***Bland to Winston-Salem*** - Mondays- Service is provided in the I-77 and I-81 corridors, with pick-up locations in Bland County and Hillsville. This route provides service to Mt. Airy, NC and the University of Wake Forest Medical Center in Winston-Salem. This service is dispatched from the Wytheville dispatch center and connects in Ft. Chiswell with the Roanoke bus.

- ***Twin County to Roanoke*** - Tuesdays- Service is provided in Carroll and Grayson Counties along the US Route 16 and US 58 Corridors to I-77, then connecting to the I-81 corridor bus in Ft. Chiswell. Destinations include the Salem Veterans Administration Medical Center, Carilion Roanoke and Memorial Hospitals, and Valley View Mall. This service is dispatched from the Marion dispatch center and connects with the Tri-Cities bus in Fort Chiswell.

- ***Bland to Tri-Cities*** - Tuesdays- Service travels through the I-77 and I-81 corridors serving Bland County, Wytheville, Fort Chiswell, Hillsville and then traveling to the Bristol Regional Medical Center, the Holston Valley Medical Center (Kingsport, TN), the Johnson City (TN) Medical Center, the James Quillen VA Medical Center, and the Johnson City Mall. This service is dispatched from the Wytheville dispatch center and connects with the Roanoke bus in Fort Chiswell.

- ***Twin County to Winston-Salem*** – Fridays – Service travels from Carroll and Grayson Counties through the US Route 16 and US Route 58 corridors to

Hillsville, then travels the I-77 Corridor to Mt. Airy and the University of Wake Forest Medical Center in Winston-Salem, NC.

Human Service Transportation Provided by DTPT

DTPT provides transportation to congregate nutrition sites for the Senior Services division of the District Three Governmental Cooperative. The schedule for senior nutrition transportation is as follows:

Abingdon/Washington County:

- Abingdon, Wednesdays, 8:00 a.m. to 3:00 p.m.
- Damascus, Wednesdays, 8:00 a.m. to 4:00 p.m.
- Glade Spring, Thursdays, 8:00 a.m. to 3:00 p.m.

Carroll/Grayson/Galax:

- Galax, Tuesdays, 8:00 a.m. to 2:00 p.m.
- Route 100, Sylvatus, Hillsville to Woodlawn, Tuesdays, 8:00 a.m. to 2:00 p.m.
- Pipers Gap, Lambsburg to Woodlawn, Wednesdays, 8:00 a.m. to 2:00 p.m.
- Hebron, Woodlawn, Airport Road to Woodlawn, Wednesdays, 8:00 a.m. to 2:00 p .m.
- Fancy Gap, Cana, Hillsville to Woodlawn, Thursdays, 8:00 a.m. to 2:00 p.m.
- Dugspur, Laurel Fork to Woodlawn, Thursdays, 8:00 a.m. to 4:00 p.m.
- Greater Independence, Tuesdays, 8:00 a.m. to 3:00 p.m.
- Rugby, Whitetop, Konnarock, Green Cove to Whitetop, Thursdays 8:00 a.m. to 2:00 p.m.
- Troutdale, Grant, Volney, York Rg., Grassy Creek, Bridle Creek, Mouth of Wilson, Independence, to Independence, Tuesdays, 8:00 a.m. to 3:00 p.m.

Marion/Smyth County:

- Greater Marion- Atkins, Groseclose, Tuesdays, 8:00 a.m. to 3:00 p.m.
- Greater Marion- West, Tuesdays, 8:00 a.m. to 3:00 p.m.
- Greater Saltville to Saltville- Thursdays, 8:00 a.m. to 2:00 p.m.

Bland/Wytheville/Wythe County:

- Greater Wytheville to Wytheville, Thursdays, 8:00 a.m. to 2:00 p.m.

- Route 42 E., Mechanicsburg, South Gap, Bastian, Bland to Bland, Fridays, 8:00 a.m. to 2:00 p.m.
- Ceres, Route 42, Bland, to Bland, Fridays, 8:00 a.m. to 2:00 p.m.

Demand-response medical transportation for seniors is provided in conjunction with the senior nutrition routes. DTPT also provides transportation for clients of the Appalachian Independence Center to attend monthly support and advocacy meetings.

FARE STRUCTURE

The DTPT fare is $0.50 per one-way trip for all services. The fare has not changed since the inception of the public transportation program. Multiple trip passes are also available.

FLEET

DTPT operates a fleet of 49 revenue service vehicles. Of these vehicles, 47 are lift-equipped. The fleet is predominantly comprised of body-on-chassis vehicles, with passenger capacities ranging from seven to 21. Most of the vehicles in the fleet can seat between 15 and 21 passengers. Two of the vehicles (numbers 151 and 152) are currently out of service. The average fleet age is 6.5 years. Table 1-1 provides a summary of DTPT fleet.

In addition to the vehicles listed in Table 1-1, DTPT has recently received four Braun Entervans (7-passenger minivans) that they will be using for the long distance New Freedom routes that cross into North Carolina and Tennessee.

The vehicles are distributed among the dispatch centers as follows:

Abingdon	12 vehicles
Galax	9 vehicles
Marion	16 vehicles
Saltville	1 vehicle
Wytheville	10 vehicles

Table 1-1: District Three Public Transit Vehicle Inventory

Location	VIN	Fleet #	Year	Make/Model	Fuel	Capacity	Lift?	Mileage 4/30/2013	Condition
Marion	2B6LB31Z5XK562527	102	1999	Dodge Ram	G	9	yes	94,087	Poor
Wytheville	1GKEL19W9YB543491	109	2000	Dodge Safari Mini-van	F	8	no	217,526	Fair
Abingdon	1GBJG31F621131553	119	2002	Chev. 3550 Express	D	13	yes	123,578	Fair
Abingdon	1FDXE45S43HA86479	123	2003	Ford E-350	G	21	yes	128,809	Fair
Abingdon	1GBJG31U931182450	126	2003	Chev. 3550 Express	G	13	yes	91,770	Fair
Marion	1GBJG31U641167101	128	2004	Chev. 3550 Express	G	17	yes	127,184	Good
Saltville	1GBJG31UX41167408	129	2004	Chev. 3550 Express	G	17	yes	126,449	Good
Marion	1GBJG31U141167068	132	2004	Chev. 3550 Express	G	17	yes	122,334	Good
Marion	1FDXE45S84HA37138	133	2004	Ford E-450	G	17	yes	110,253	Good
Galax	1FDXE45SX4HA37139	134	2004	Ford E-450	G	17	yes	129,195	Good
Abingdon	1FDXE45S64HA37140	135	2004	Ford E-450	G	17	yes	142,739	Good
Marion	1GBJG31U741212465	137	2004	Chev. 3550 Express	G	17	yes	97,846	Good
Abingdon	1GBJG31U551196882	142	2005	Chev. 3550 Express	G	17	yes	106,715	Good
Marion	1GBJG31U951197307	143	2005	Chev. 3550 Express	G	17	yes	96,105	Good
Wytheville	1GBJG31U751195555	144	2005	Chev. 3550 Express	G	17	yes	140,223	Good
Marion	1GBJG31UX51195162	145	2005	Chev. 3550 Express	G	17	yes	103,395	Good
Wytheville	1FDXE45P86HB30353	148	2006	Ford E-450	D	19	yes	81,973	Good
Marion	1FDXE45PX6HB30354	149	2006	Ford E-450	D	19	yes	104,022	Good
Marion	1FDXE45P66HB30352	151*	2006	Ford E-450	D	19	yes	N/A	Good
Marion	1FDXE45P16HB30355	152*	2006	Ford E-450	D	19	yes	72,773	Good
Abingdon	1GBJG31U661135610	153	2006	Chev. 3550 Express	G	17	yes	73,329	Good
Marion	1D8GP24E87B251604	159	2007	Dodge Mini-Van	G	7	no	91,779	Good
Galax/Carroll	1GBJG316871210861	160	2007	Chev. 3550 Express	D	15	yes	69,214	Good
Galax	1GBJG316071212166	161	2007	Chev. 3550 Express	D	15	yes	71,252	Good

Table 1-1: District Three Public Transit Vehicle Inventory (continued)

Location	VIN	Fleet #	Year	Make/Model	Fuel	Capacity	Lift?	Mileage 4/30/2013	Condition
Galax	1GBJG316871209922	162	2007	Chev. 3550 Express	D	15	yes	68,104	Good
Galax	1GBJG316171211611	163	2007	Chev. 3550 Express	D	15	yes	85,563	Good
Wytheville	1GBJG316271211956	164	2007	Chev. 3550 Express	D	15	yes	104,382	Good
Wytheville	1GBJG316371210881	165	2007	Chev. 3550 Express	D	15	yes	93,664	Good
Galax/Carroll	1GBJG316371217362	166	2007	Chev. 3550 Express	D	15	yes	78,847	Good
Galax/Carroll	1GBJG316571211403	167	2007	Chev. 3550 Express	D	15	yes	81,051	Good
Marion	1GBJG316071216508	168	2007	Chev. 3550 Express	D	15	yes	86,954	Good
Abingdon	1FDXE45S07DB49329	169	2007	Ford E-450	G	17	yes	68,176	Good
Abingdon	1FDXE45S77DB49330	170	2007	Ford E-450	G	17	yes	82,923	Good
Wytheville	1FDXE45S97DB49331	171	2007	Ford E-450	G	17	yes	74,437	Good
Galax	1FDXE45S07DB49332	172	2007	Ford E-450	G	17	yes	89,642	Good
Wytheville	1FD4E45S18DB23567	174	2008	Ford E-450	G	17	yes	30,594	Good
Abingdon	1FD4E45S58DB29551	175	2008	Ford E-450	G	17	yes	51,472	Good
Wytheville	1GBJG31K591163157	177	2009	Chev. 3550 Express	G	15	yes	59,666	Good
Marion	1GBJG31K591162896	178	2009	Chev. 3550 Express	G	15	yes	64,610	Good
Wytheville	1GBJG31K091164197	179	2009	Chev. 3550 Express	G	15	yes	61,614	Good
Marion	1GBJG31KX91163252	180	2009	Chev. 3550 Express	G	15	yes	41,311	Good
Wytheville	1FDFE4FS2BDA15022	183	2011	Ford E-450	G	19	yes	24,357	Excellent
Galax	1FDFE4FSOBDA15021	184	2011	Ford E-450	G	19	yes	26,225	Excellent
Abingdon	1FDFE4FS4BDA15023	185	2011	Ford E-450	G	19	yes	29,514	Excellent
Abingdon	1FDFE4FS6BDA15024	186	2011	Ford E-450	G	19	yes	8,022	Excellent
Marion	1GB6G5BG0C1157964	190	2012	Chev. 3550 Express	G	21	yes	1,002	Excellent
Galax	1GB6B5BG9C1157994	191	2012	Chev. 3550 Express	G	19	yes	7,921	Excellent
Abingdon	1GB6G5BG0C1158760	192	2012	Chev. 3550 Express	G	19	yes	2,700	Excellent
Marion	1GB6G5BG5C1158916	193	2012	Chev. 3550 Express	G	21	yes	828	Excellent

* Out of Service

EXISTING FACILITIES

DTPT's central facility is co-located in Marion with the central office for the District Three Governmental Cooperative. The facility includes additional office space that is leased to tenant, which provides revenue for the agency. Built in 2008, the facility includes administrative, operations, and maintenance space. This facility will allow DTPT to centralize its dispatch function, which is an objective for the transit management staff.

The three satellite facilities are described below:

- ***Abingdon/Washington County*** - DTPT leases space in Abingdon from the Abingdon Visitor Center, located at 335 Cummings Street. A single office is leased. This space allows for a dispatcher, along with room for the fareboxes, bus keys, and a spot for the drivers to check-in and complete paperwork. The Abingdon/Washington County vehicles are parked in the parking lot of the Visitor Center.

- ***Galax/Carroll/Grayson*** - DTPT shares space in Galax with the Senior Services program. This space is located at 104 Rex Lane in downtown Galax. The vehicles are parked at three different locations in Galax.

- ***Wytheville/Wythe/Bland*** - DTPT leases space for the Wythe/Bland satellite dispatch center from the Help Overcome Poverty's Existence (HOPE) Ministries building at 680 W. Main Street in Wytheville. HOPE Ministries provides numerous social services and leases space to several human service agencies. The DTPT office is located on the first floor and the vehicles are parked adjacent to the building.

TRANSIT SAFETY AND SECURITY PROGRAM

DTPT does not have an official "transit safety and security program", but does have safety and security measures in place in several areas, as described below.

- ***Safety Equipment and Communication*** - DTPT vehicles are equipped with on-board emergency supplies and drivers are tasked with making sure these supplies are available and secured. Drivers are in communication with the dispatch office via two-way radios. DTPT is planning to implement automatic vehicle location (AVL) and mobile data computer (MDC) technology in the near future (see ITS section below).

- ***Video Cameras*** – DTPT vehicles are equipped with video cameras so that the facts associated with any incidents can be reviewed.

- ***Employee Safety Policies*** – The District Three Cooperative has employee safety policies. These policies include guidance in the following areas:

    - Safety Training Requirements,
    - Reporting Safety Concerns,
    - Risk Management Policy,
    - Suspension of Driving Privileges,
    - Emergency Closing of Worksite,
    - Safe Mobile Phone Use,
    - Transit Driver Use of Communications Devices,
    - Vehicle Safety,
    - Workplace Violence Prevention,
    - Communicable Diseases.

- ***Rider Policies*** - DTPT publishes a service guide that outlines customer rights and responsibilities. There are several safety–related policies included in this document, including:

    - Seat belt policy
    - A request that driveways and walkways be safe and clear
    - Child safety seat policy
    - Rider suspension policy
    - Allowable package policy

- ***Cooperative Continuation of Operations Plan (COOP)*** - The District Three Governmental Cooperative has a COOP that was updated in 2012. The purpose of this plan is to have detailed procedures in place should a disruptive event occur that affects the agency.

- ***Safety and Training Review (2012)*** – An on-site Safety and Training Review of the District Three Governmental Cooperative was performed for the Virginia Transit Liability Pool. The results were positive, indicating, "the transit system is well aware of the significant and serious safety, security, and training responsibilities associated with a public transit system". The review also included several action steps that District Three could consider to further improve agency safety. These were:

    - Establish safety goals/objectives annually,

- Re-structure the supervisor's on-board review of bus operators into a more formalized program,
- Conduct annual/bi-annual employee defensive driving refresher training,
- Consider closing and locking the gates during the hours when the facility is closed,
- Improve area lighting.

Fare Collection

DTPT vehicles are equipped with locked fareboxes. The boxes are turned in each day with the driver's paperwork for counting, reconciliation, and deposit. District Three's financial assistant compiles this information.

INTELLIGENT TRANSPORTATION SYSTEMS (ITS) PROGRAM

DTPT is in the process of centralizing its dispatch function. Part of this process includes the implementation of AVL and MDC technologies. The vehicles are currently wired for this technology and MDCs and computer aided dispatch software are included in this TDP for FY15. The technology upgrade also includes a switch from analog radio to digital radio.

PUBLIC OUTREACH

DTPT uses the following methods of public outreach to educate riders and potential riders about the system:

- ***Newsletter*** - Every other month DTPT publishes the "District Three Update," which highlights news concerning the public transit program.

- ***Mobility Coordinator*** - DTPT's mobility coordinator conducts a number of different types of outreach activities, with a focus on educating local and regional medical center staff and patients concerning available public transportation services.

- ***Human Service Agency Expos*** - There are several human service agency expos held throughout the region each year. DTPT staff attends these expos to educate the human service community about available transportation services.

- ***Senior Services*** - DTPT staff is in contact with a multi-disciplinary team of human service providers through its relationship with Senior Services. These relationships are used to promote the availability of public transportation services.

DTPT also maintains a website and has an inactive Facebook page.

OTHER TRANSPORTATION OPTIONS IN THE REGION

This section describes other modes of passenger transportation in the region, including air, rail, intercity bus, taxi, and human service agency.

Airports

The closest commercial airports to the District Three region are the Tri-Cities Regional Airport in Blountville, TN (21 miles to the closest point of the service area) and the Raleigh County Memorial Airport in Beckley, WV (58 miles to the closest point of the service area.)

The following three general aviation airports are located in the region:

- Mountain Empire Airport, Marion,
- Twin County Airport, Galax,
- Virginia Highlands Airport, Abingdon.

Amtrak

There is no passenger rail service directly provided in the region. The closest Amtrak stop is in Danville, Virginia, along the Crescent line.

Intercity Bus

There are two Greyhound lines that serve the District Three region. These are as follows:

- ***Richmond-Roanoke-Nashville*** - serves Wytheville at the Max Meadows McDonalds and Marion at R and M Heating and Cooling. There are three westbound departures from Wytheville: 11:50 a.m.; 6:35 p.m.; and 1:45 a.m.; and two westbound departures from Marion: 12:30 p.m. and 7:15 p.m. In the eastbound direction, there are departures from Marion at

10:50 a.m. and 10:35 p.m.; and from Wytheville at 12:15 p.m., 12:05 a.m., and 4:15 a.m.

- ***Charleston-Charlotte-Columbia-Jacksonville*** - serves Wytheville at the Max Meadows McDonalds, with southbound departures at 1:50 a.m. and 11:45 a.m. and northbound departures at 6:00 a.m. and 6:40 p.m.

While there are no stops in the District Three region, Megabus travels through the region on I-81 and I-77. The Smart Way bus also operates between Christiansburg and Roanoke.

Taxis

The following taxis operate in the region:

- Abingdon Taxi Service, Abingdon;
- Cab Company, Galax;
- City Cab of Wytheville, Wytheville;
- Darlene Jackson Taxi, Inc., Lebanon;
- Diamond Cab, Marion;
- Hillsville Taxi, Hillsville;
- Redbird Taxi, Marion;
- Timmy Taxi Service, Abingdon.

Other Public Transportation and Human Service Agencies

The following additional public transportation and human service agency transportation programs operate in the District Three service area:

- ***The Bristol Transit System*** - operates six fixed routes and ADA paratransit service in the Greater Bristol area, including both the Virginia side and the Tennessee side.

- ***Mount Rogers IDC*** - a program of the Mount Rogers Community Services Board. This program serves adults with disabilities and provides transportation for employment, appointments, and community integration activities. The agency has 32 vehicles.

- ***Logisticare*** - serves as the broker for non-emergency Medicaid transportation.

Chapter 2

Goals, Objectives, and Standards

This chapter articulates the issues that were considered during the development of the Plan, presents District Three Public Transit's (DTPT) mission, presents a draft set of goals for the system, and presents a proposed set of performance standards for the system.

GOALS AND ISSUES FOR THE TDP

At the initial meeting for the project involving the TAC, District Three staff, DRPT staff, and KFH Group staff, the following goals and issues were discussed as considerations for the Plan:

Important Issues for the TDP

- DRPT staff indicated that the vehicle inventory component of the TDP is very important. DRPT will use the information compiled for the TDP to make vehicle funding decisions for the life of the plan.

- There will be some type of performance-based funding put into place over the next year or so. A DRPT committee is reviewing which performance indicators should be included.

- There has been a recent reduction in service as a result of sequestration. The senior nutrition program experienced a cut in service, which reduced the number of days service could be provided. DTPT uses the nutrition routes as a base for some public transit services, so a reduction in public transit occurred as well.

- The New Freedom program is funded through FY14. Will other public transit funding opportunities be available to fund these services after FY14?

Transit Needs/Issues

- The disabled community would like to have public transportation services available during weekend and evening hours. Currently there is public transportation offered in Marion and Galax on Saturdays between 9 a.m. and 2 p.m.

- Appalachian Independence Center (AIC) and DTPT have been conducting travel training for AIC clients and this has been helpful.

- The New Freedom routes are likely to become increasingly important as the need grows for area residents to access regional health care centers. Access to regional medical centers is a big current need as well. The route to Johnson City is working well and allows other transit providers to feed into it. This concept should be retained and strengthened.

- The District Three Executive Director would like to see the transit program become more visible throughout the community. More people could be served if they knew about it.

- DTPT would like to increase frequency on the in-town public transit routes in Abingdon, Galax, Marion, and Wytheville.

- Current rural local service is offered on a zonal basis, with once a week service offered to various zones. Riders would like to have service more than one day per week. Work trips are only possible for the in-town routes.

- Rural county riders would also like to have weekend service.

- There may be a need for more formalized, signed bus stops for the town circulator routes. These amenities would also serve to increase the visibility of the program.

- There are lots of work trips, both north and south, through the I-81 Corridor, from Wytheville to Abingdon. Is there a way to tap into this market? Perhaps through park and ride/corridor services?

- DTPT is in need of a maintenance and operations complex for the southern region (Carroll/Grayson/Galax).

- DTPT is in the process of centralizing the dispatch function and is in need of computer-aided dispatch software and mobile data computers.

- In addition to local government contributions, matching funds for federal and state operating grants are generated from a number of other sources. Should these other sources of income decline or become unavailable in the future, local government match requirements may have to be increased.

- Passenger transfer facilities are needed for the "hub" locations throughout the service area. These could be shared facilities, such as malls or government buildings.

- DTPT recognizes the necessity to improve the compensation package for staff to maintain a stable, professional, and well-qualified workforce.

- There may be a need to offer rail feeder service to Roanoke when the Amtrak extension to Roanoke is implemented.

DISTRICT THREE PUBLIC TRANSIT MISSION AND GOALS

The overall mission of DTPT is to provide high quality, safe, and friendly public transit services.[1] DTPT has had various goals over the years, and has a set of strategies that were adopted as part of the overall agency's Strategic Plan (May 2012) but does not have an adopted set of goals for the program. It is important that DTPT have specific goals, objectives, and service standards to help guide the system and objectively measure if the system is accomplishing its mission.

Goals

Goals are broad and general, providing policy guidance as to how DTPT's mission should be accomplished. The following goals for DTPT have been drafted for discussion. These goals are based on the adopted strategies from the District Three Governmental Cooperative's Strategic Plan and the DTPT customer rights and responsibilities.

1. Treat customers with courtesy, dignity, and respect, without discrimination or partiality.

2. Ensure that the vehicles are clean, well-maintained, and safely operated.

[1] District Three Public Transit Service Guide, updated 6-18-2010.

3. Ensure that the reservations, scheduling and dispatch functions result in timely service within a reasonable pick-up window.

4. Offer access to medical facilities, employment areas, shopping centers, schools, and community agencies.

5. Provide public transportation services in a cost effective manner.

6. Provide adequate mobility options to enable area residents to "age in place".

7. Promote mobility options that enable area residents to maintain personal independence and be engaged in civic and social life.

8. Manage, maintain, and enhance the existing public transportation system.

9. Create a more diverse workforce in regard to ethnicity, race, and gender. Actively seek ways to attract and hire future employees to achieve this goal.

PERFORMANCE STANDARDS

Performance standards are benchmarks by which service performance is evaluated. These standards are typically developed in several categories of service, such as service coverage, passenger convenience, productivity, fiscal condition, and safety. The most effective standards are straightforward and relatively easy to calculate and understand. Performance standards that are useful for urban and/or fixed-route transit programs, such as bus stop spacing, shelter placement, and standee guidance are not relevant for rural demand-response transit programs. As such, KFH Group used guidance from ***TCRP Report 136: Guidebook for Rural Demand-Response Transportation: Measuring, Assessing, and Improving Performance*** to develop a basic set of performance measures for DTPT.

These key measures are:

- Passenger trips per revenue or vehicle hour, depending upon data availability. Two sets of measures are appropriate for DTPT; one criterion for the demand response services and a second criterion for the flexible fixed route "hub" services. The FY13 combined passenger trips per revenue vehicle hour are **3.73 passenger trips per revenue hour.**

- Operating cost per revenue or vehicle hour, depending upon data availability. The FY13 fully allocated operating cost per revenue hour was **$35.95 per revenue hour.**

- Operating cost per passenger trip. Two sets of measures are appropriate for DTPT; one criterion for the demand-response services a second criterion for the flexible fixed-route hub services. **The FY13 combined operating cost per trip was $9.65.**

- Safety incidents per 100,000 vehicle miles. This measure should be calculated and tracked by DTPT as an indicator of system safety.

A couple of qualitative measures should also be included: one with regard to passenger comfort on the vehicles (working heating and air conditioning) and one concerning the rate of complaints.

PROCESS FOR UPDATING GOALS AND PERFORMANCE STANDARDS

It is recommended that TAC meet at least on an annual basis to revisit the goals identified and referenced for this TDP. These goals can be updated as needed, based on the accomplishments made toward improved mobility in the region and evolving mobility needs. Specific objectives relevant to meeting these goals can also be developed.

Once the performance standards have been calculated and adopted, it is recommended that DTPT examine these standards on an annual basis to ensure that they are appropriate and in keeping with what the system is experiencing. If these standards represent under-achievement, or cannot be reasonably attained, DTPT can update these standards to reflect new circumstances.

Chapter 3

Service and System Evaluation and Transit Needs Analysis

INTRODUCTION

This chapter of the TDP focuses on two primary analyses. The first area of focus is a description and analysis of the recent performance of District Three Public Transit (DTPT), including analyses of trends, peers, recent ridership, and a passenger survey. The second area of focus provides an analysis of transit needs, including a review of relevant studies and plans, a demographic and land use analysis, and a synopsis of public meeting comments.

SERVICE AND SYSTEM EVALUATION

Trend Data

Table 3-1 provides the operating statistics for DTPT for Fiscal Years 2008-2013, as reported by DTPT. Both ridership and productivity peaked in 2009, with over 221,000 passenger trips reported, operating at just under five passenger trips per revenue hour. Ridership dipped to 190,199 in 2011, and began to rebound in 2012, with 198,473 passenger trips reported. During FY13, DTPT experienced some service reductions due to sequestration, and the ridership numbers reflect this. Productivity has gone down over time, most likely due to the introduction of the long New Freedom routes that cover a large territory, coupled with a reduction in nutrition site transportation, which is typically very productive service. It should be noted that the current productivity of 3.73 passenger trips per hour is quite good for system with a significant level of demand response service over a large geographic area.

DTPT's cost per trip in FY13 was $9.63, the cost per hour was $35.95, and farebox recovery was 4%. The farebox recovery has remained relatively stable over the time period.

Table 3-1: District Three Public Transit- Operating Statistics and Performance Measures
Public Transit Program
FY2008- FY2013 (1)

Year	Passenger Trips	Revenue Hours	Revenue Miles	Trips Per Revenue Hour	Trips Per Revenue Mile	Miles Per Hour
2008	211,279	47,543	598,932	4.44	0.35	12.6
2009	221,254	44,695	572,134	4.95	0.39	12.8
2010	201,144	44,241	617,098	4.55	0.33	13.9
2011	190,199	45,728	588,319	4.16	0.32	12.9
2012	198,473	51,388	642,848	3.86	0.31	12.5
2013	176,179	47,292	642,922	3.73	0.27	13.6

Year	Operating Expenses	Fare Revenue	Cost Per Trip	Cost Per Hour	Cost Per Mile	Farebox Recovery
2008	$1,514,423	$80,445	$6.84	$33.88	$2.65	5%
2009	$1,589,293	$81,426	$7.90	$35.92	$2.58	5%
2010	$1,606,148	$70,045	$8.44	$35.12	$2.73	4%
2011	$1,627,783	$77,579	$8.20	$31.68	$2.53	5%
2012	$1,709,114	$83,379	$8.61	$33.26	$2.66	5%
2013	$1,700,192	$73,965	$9.65	$35.95	$2.64	4%

Source: District Three Public Transit

(1) District Three's fiscal year runs from October 1 to September 30.

Peer Review

While it is most relevant for a transit agency to examine its own performance over time, it is valuable to know the operating statistics for transit programs that could be considered "peers", either by virtue of location, service area characteristics, or size. The study team used statewide data compiled by DRPT for this analysis, choosing peers that provide service in multi-county rural areas of Virginia. The results of the peer review are provided in Table 3-2. FY12 data were used for this analysis.

As the data show, DTPT is the largest of the four peers with regard to the service area population and the total number of passenger trips. DTPT provided fewer vehicle revenue hours and miles than the mean, and experienced the highest productivity among the four systems. The cost per trip for DTPT is the lowest among the four. The cost per hour is very similar to Four County's cost per hour, which is logical given their proximity. The high average productivity and low cost per trip are reflections of the circulator routes in Abingdon, Galax, Marion, and Wytheville, which operate within a smaller geographic area using a semi-fixed route, allowing for more trips per hour and a lower cost per trip.

Expenses and Revenue

In FY12, DTPT's operating expenditures were $1,709,111. The FY13 budget is about 5% higher at $1,717,495. Adding in the New Freedom program, the total transportation operating/mobility management budget for FY13 is $1,880,960. The largest single funding source for DTPT is the Federal Section 5311 program. The FY12 operating expenses are detailed in Table 3-3, with the funding sources provided in Table 3-4. The FY13 budget is detailed in Table 3-5.

DTPT's approved FY13 capital budget includes funding for seven 19-passenger body-on-chassis vehicles (with lifts) and one support vehicle. This budget is shown in Table 3-6.

Ridership Analysis - Circulator Routes

This section examines District Three's circulator ridership by taking a closer look at existing ridership patterns to identify ways to improve the current route and potentially add service or amenities to the most popular transit stops. The TDP evaluation of the current service involved conducting passenger on/off counts to help determine riders' travel patterns and needs. In this study, total activity is considered to be the total activity at a stop, or the sum of daily boardings and alightings. These counts took place on each of District Three's local deviated fixed route systems in Abingdon, Galax, Marion, and Wytheville.

Table 3-2: Selected Peer Comparison

System	Service Area Population	FY12 Passenger Trips	Total Operating Expenses	Vehicle Revenue Hours	Vehicle Revenue Miles
Bay Aging	130,000	197,781	$ 2,511,698	65,538	1,442,112
District 3 Public Transit	**190,020**	**198,473**	**$ 1,709,114**	**51,388**	**642,848**
Four County Transit	114,000	148,036	$ 1,652,943	48,756	1,012,731
MEOC Transit	91,019	63,356	$ 1,403,429	60,067	981,347
Mean	131,260	151,912	$ 1,819,296	56,437	1,019,760

System	Trips Per Hour	Trips Per Mile	Cost Per Trip	Cost Per Hour	Cost Per Mile	Miles Per Hour
Bay Aging	3.02	0.14	$12.70	$38.32	$1.74	22.0
District 3 Public Transit	**3.86**	**0.31**	$8.61	$33.26	$2.66	**12.5**
Four County Transit	3.04	0.15	$11.17	$33.90	$1.63	20.8
MEOC Transit	1.05	0.06	$22.15	$23.36	$1.43	16.3
Mean	2.69	0.15	$11.98	$32.24	$1.78	18.1

Source: Virginia Department of Rail and Public Transportation and District Three Public Transit

Table 3-3: District Three Public Transit, FY2012 Operating Expenses

Expense Category	Amount
Administrative Wages	$ 293,261
Administrative Benefits	$ 115,985
Education/Training	$ 4,114
Supplies/Materials	$ 48,614
Data Processing Supplies	$ 10,433
Travel	$ 3,357
Utilities	$ 35,905
Printing/Reproduction	$ 1,154
Advertising	$ 685
Drug Testing	$ 2,404
Rental of Property	$ 29,892
Rental of Equipment	$ 15,377
Communication	$ 22,132
Insurance/Bonding	$ 154,831
Professional Services	$ 26,166
Administrative Sub-Total	**$ 764,310**
Operating Wages	$ 494,901
Operating Benefits	$ 80,140
Fuels and Lubricants	$ 240,837
Tires and Tubes	$ 18,404
Parts	$ 66,220
Contracted Maintenance	$ 42,962
Tools and Machinery	$ 1,337
Operating Sub-Total	**$ 944,801**
TOTAL	**$ 1,709,111**

Table 3-4: District Three Public Transit, FY2012 Operating Funds

Source	Amount
Fares	$ 83,378
Operating Contracts	$ 65,771
Federal Transit Administration	$ 779,982
State	$ 280,375
Local	$ 499,607
Total	**$1,709,113**

Source: District Three Public Transit

Table 3-5: District Three Public Transit, FY2013 Operating Funds

Budgeted Operating Expenses	**$ 1,717,495**
Income	**Amount**
Fare Revenue	$ 78,000
Contract Service	$ 53,000
Federal Funds- S. 5311	$ 819,748
State Funds- Operating Assistance	$ 328,616
Local Funds	$ 438,131
Total	**$1,717,495**

Table 3-5: New Freedom Program (Continued)

Budgeted New Freedom Operating Expenses	**$ 91,300**
Income	**Amount**
Fare Revenue	$ 5,000
Federal Funds - S.5317	$ 43,150
State Paratransit Funds	$ 40,993
Local Assistance	$ 2,157
Total	**$ 91,300**
Budgeted Mobility Management Expenses	**$ 72,165**
Income	**Amount**
Federal Funds	$ 57,732
State Paratransit Funds	$ 13,711
Local Assistance	$ 722
Total	**$ 72,165**

Source: DRPT

Table 3-6: District Three Public Transit- FY13 Capital Budget

Capital Items	**Amount**
19 - Passenger Body on Chassis with Lift (7)	$ 448,000
Support Vehicle (1)	$ 45,000
Total Capital, FY13	**$ 493,000**
Federal Funds	$ 394,400
State Funds	$ 72,150
Local Funds	$ 26,450
Total Capital Funding, FY13	**$ 493,000**

Abingdon Public Transit Ridership On/Off Counts

In Abingdon, ridership counts were conducted on Wednesday, July 10, 2013, and included all five weekday runs (12:00 p.m. to 4:00 p.m.). Abingdon Public Transit provided 29 passenger trips during the ridership count. Figure 3-1 displays ridership by stop and Table 3-7 summarizes the top five stops by total activity. With 29 boardings during the five-hour period, the productivity on the route was 5.8 passenger trips per revenue hour.

Table 3-7: Abingdon Public Transit: Five Most Active Stops

Bus Stop	Boardings	Alightings	Total Activity
K-Mart/Food City	8	5	13
Roses/Super Dollar	2	2	4
Washington Court Apartments	2	2	4
Abingdon Terrace & Village Apts.	1	2	3
Kroger Shopping Center	2	1	3

The K-Mart/Food City Stop was by far the most popular stop during the ridership assessment. In contrast, the Washington County public library, a scheduled time point, had no activity during the counts. The majority of activity occurred around the historic downtown area and in residential areas along the perimeter of the downtown core.

Galax Public Transit Ridership On/Off Counts

In Galax, ridership counts were conducted on Tuesday, July 9, 2013, and included all four weekday runs (12:30 p.m. to 3:30 p.m.). Galax Public Transit provided 40 passenger trips during the ridership count. Figure 3-2 displays ridership by stop and Table 3-8 summarizes the top five stops by total activity. Productivity on the Galax route was the highest among the four circulators, exhibiting 10 passenger trips per revenue hour.

Table 3-8: Galax Public Transit: Five Most Active Stops

Bus Stop	Boardings	Alightings	Total Activity
Food City/Dollar General	7	4	11
Wal-Mart	5	4	9
Downtown (Main Street)	5	0	5
Northway Apartments	0	5	5
Roses	5	0	5

Figure 3-1: Abingdon Public Transit Ridership Activity

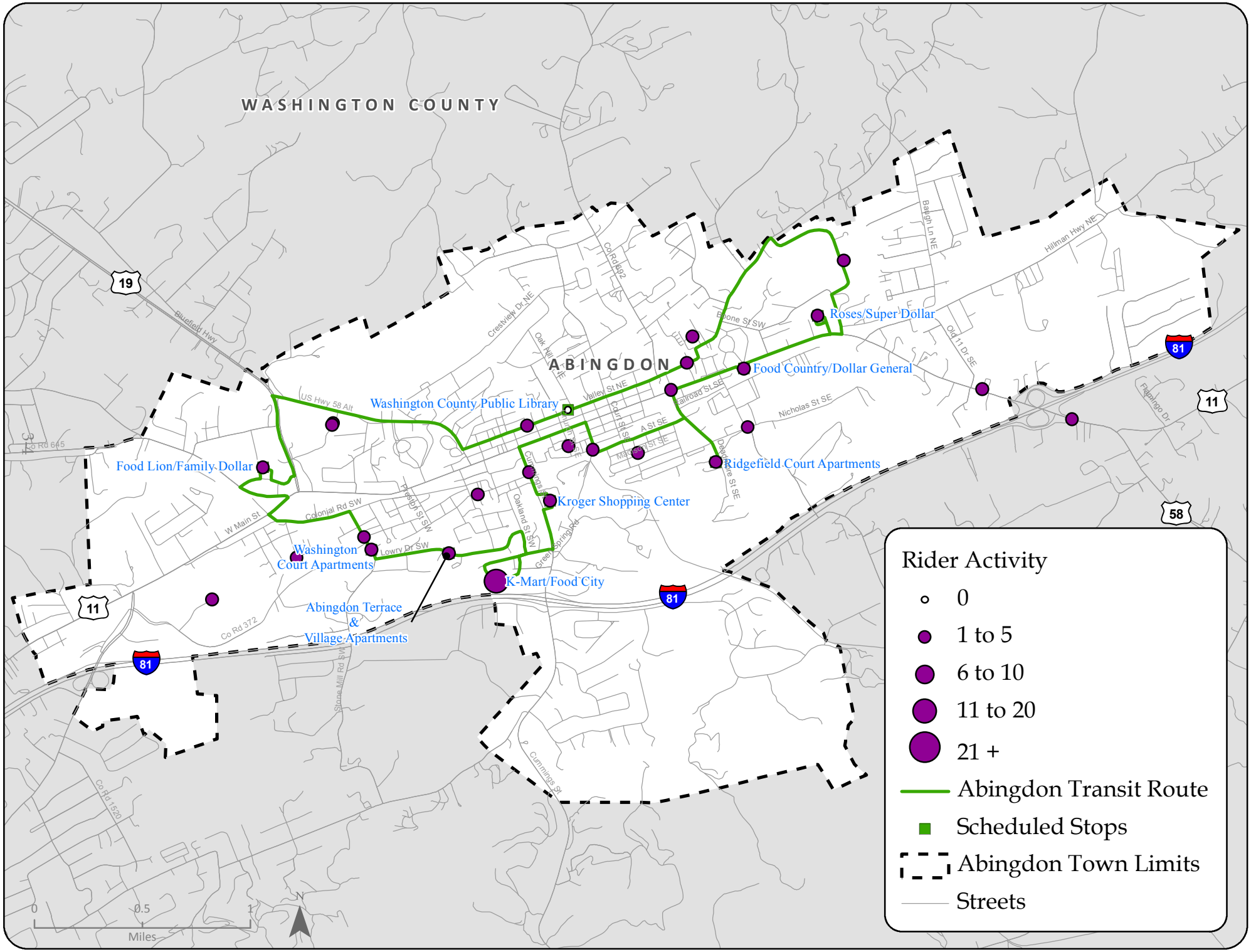
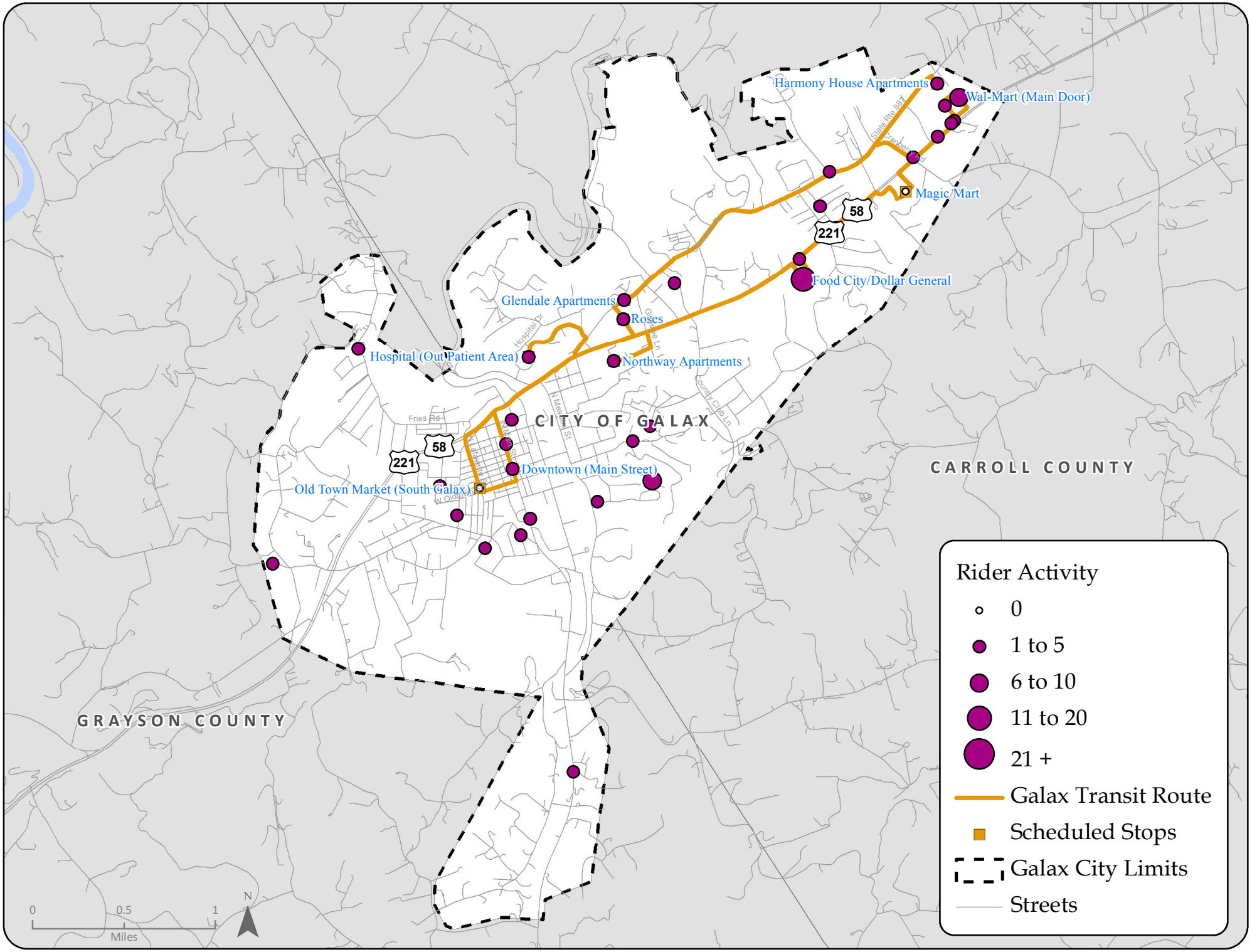


Figure 3-2: City of Galax Public Transit Ridership Activity



The Food City/Dollar General stop was the most popular during the ridership count with 11 boardings and alightings. Wal-Mart was a close second (9 boardings/alightings), followed by Downtown, the Northway Apartments and Roses with activity of five each. Alternatively, two scheduled time points did not experience any activity: Old Town Market (South Galax) and Magic Mart. The majority of the activity observed took place along the U.S. Route 221 commercial corridor to the northeast of the city. Another area of high activity was the residential neighborhoods to the south and southeast of the downtown area.

Marion Public Transit Ridership On/Off Counts

In Marion, ridership counts were conducted on Monday, July 8, 2013, and included all ten weekday runs (8:00 a.m. to 5:00 p.m.). Marion Public Transit provided 81 passenger trips during the ridership count. Figure 3-3 displays ridership by stop and Table 3-9 summarizes the top five stops by total activity. Productivity on the route was 8.1 passenger trips per revenue hour.

Table 3-9: Marion Public Transit: Five Most Active Stops

Bus Stop	Boardings	Alightings	Total Activity
Wal-Mart	22	18	40
Food City	7	4	11
Orchard Tower Apartments	8	3	11
Severt Hill Apartments	4	3	7
Country Club Crossing Apts.	5	1	6

The Wal-Mart stop was by far the most active during the ridership count. However, Marion had six inactive scheduled time points: Callan Drive, Chatham Hill Road, Dover, Job Corps, Sprinkle, and Wolfe Ave. The majority of trips generated from high density apartment complexes, such as Orchard Towers and Severt Hill, or low density residential areas surrounding the core downtown area.

Wytheville Public Transit Ridership On/Off Counts

In Wytheville, ridership counts were conducted on Thursday, July 11, 2013, and included all seven runs (8:00 a.m. to 2:00 p.m.) on both the Gray and Maroon Routes. Between both routes, Wytheville Public Transit provided 114 passenger trips during the ridership count. Figure 3-4 displays ridership by stop and Table 3-10 summarizes the top five stops by total activity.

Figure 3-3: Marion Public Transit Ridership Activity

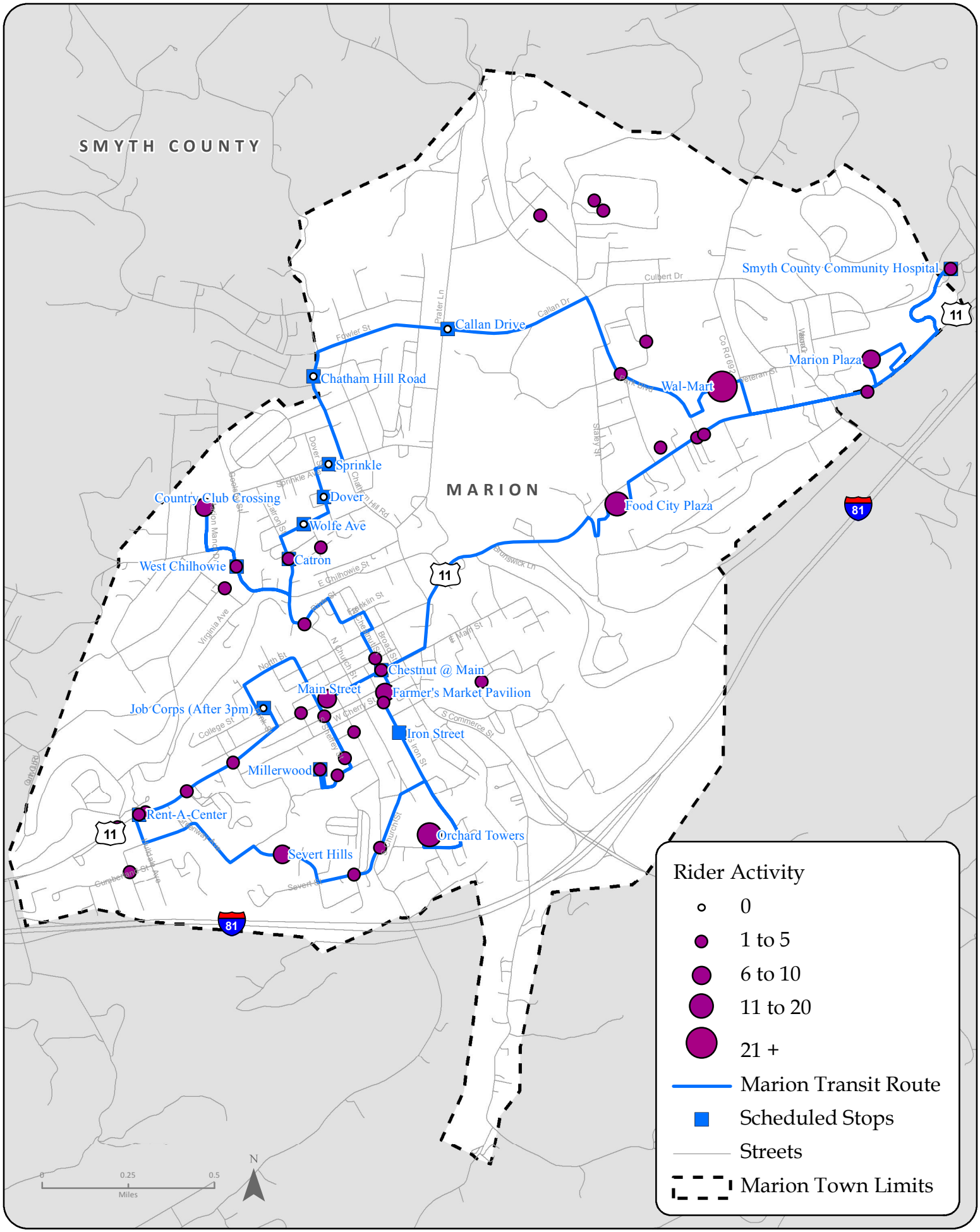


Figure 3-4: Wytheville Public Transit Ridership Activity

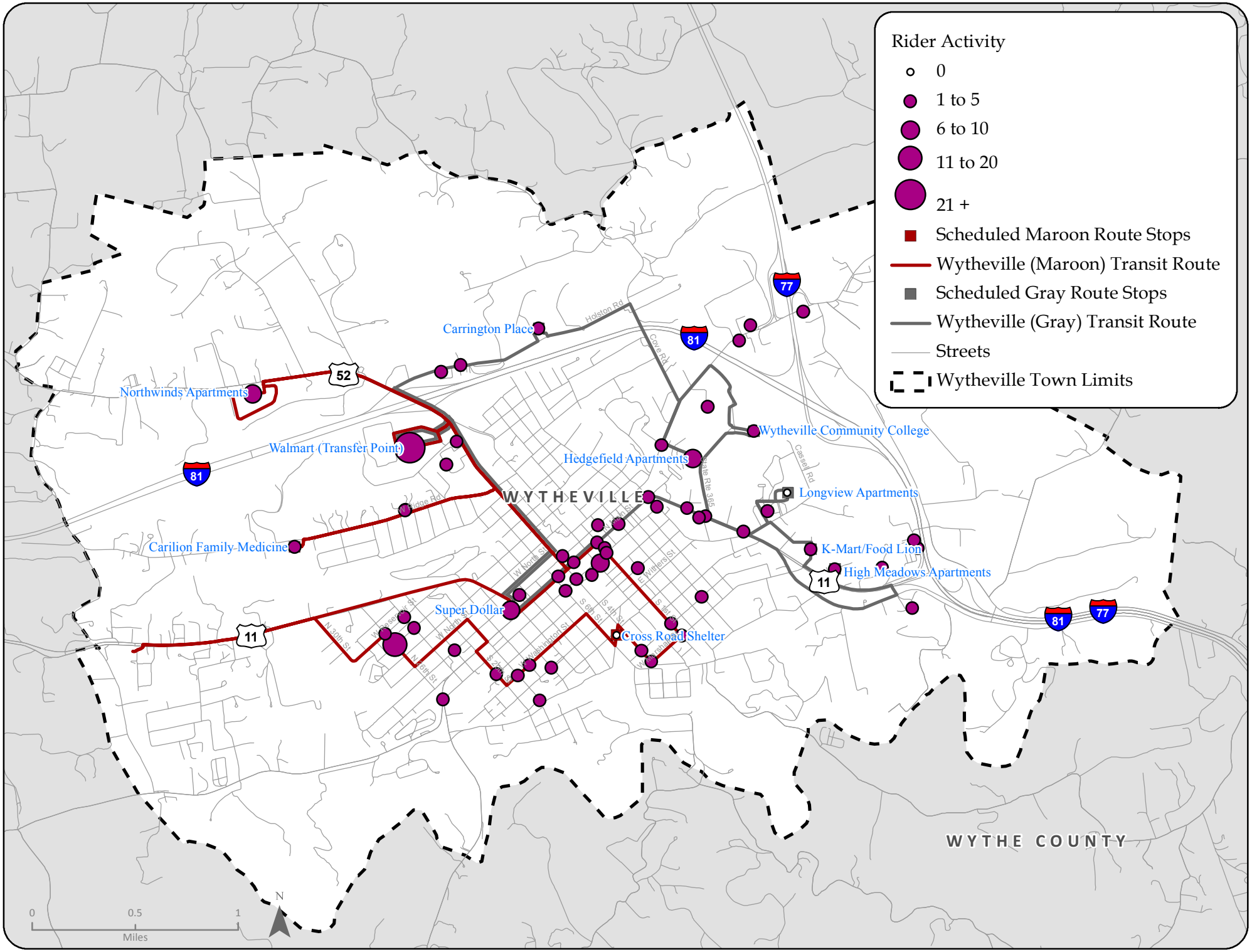


Table 3-10: Wytheville Public Transit: Five Most Active Stops

Bus Stop	Boardings	Alightings	Total Activity
Wal-Mart (Transfer Point)	23	30	53
Hedgefield Apartments	3	6	9
Super Dollar	8	0	8
W Pine Street & N 26th Street	5	3	8
Northwinds Apartments	5	2	7

The Wal-Mart stop was by far the most active within Wytheville Public Transit; however, it is notable that any transfers that occurred between the Gray and Maroon Routes would have occurred at this stop and riders making transfers would have been counted twice.

On-Time Performance

Industry standards consider the bus to be on-time if it arrives within 5 minutes after the time printed on the schedule, and late if it arrives more than 5 minutes after the schedule time. The bus is considered early if it leaves a stop before the schedule time. During the counts, routes would typically run on time in the morning but as the day progressed and passengers began requesting ad hoc deviations the time points would begin to slip. In an attempt to make up time for route deviations, drivers would leave scheduled stops early. While early departures from scheduled stops can directly affect the efficiency and perceived quality of service, passengers did not seem to have any issues. DTPT should continue to closely monitor their on-time performance and make schedule adjustments as necessary. Table 3-11 displays DTPT's on time performance by route.

Table 3-11: On-Time Performance by Route

Route	Scheduled Stops	Early (>0 min. early)	On Time (0-5 min. late)	Late (>5 min. late)	Very Late (>15 min late)
Abingdon	10	35%	43%	9%	13%
Galax	10	76%	24%	0%	0%
Marion	21	33%	54%	13%	0%
Wytheville (Gray)	8	26%	53%	21%	0%
Wytheville (Maroon)	5	31%	38%	31%	0%

Deviations and Flag Stops

DTPT policy requires riders to request deviations 24 hours in advance of their trip. However, drivers try to accommodate same day and on the spot requests as well. These requests are considered "flag stops," where riders want to get on or off the bus somewhere along the route that is a scheduled stop. Deviations require the bus to go off the published route and usually take more time to complete. The benefit of flag stops and deviations is an increased convenience for passengers, especially those who may have trouble walking to and from bus stops. Repeated flag stop requests for the same location may warrant consideration of a route change to include the stop on the schedule.

In Abingdon, 20 unique unscheduled flag stops were used during the on/off counts. Burger King and the intersection of Nicholas Street and Trigg Street were the only flag stops that had more than one stop during the day.

In Marion, 38 unique unscheduled flag stops were used during the on/off counts. The Smyth-Bland Library was the most popular flag stop, followed by Marion Manor, Walgreens, the Lifetime Wellness Center and the Smyth County Office Building.

In Galax, 27 unique unscheduled flag stops were used during the on/off counts. The Galax Pharmacy and the Rodeway Inn on Main Street were the only flag stops with more than a single stop.

In Wytheville, 39 flag stops were used on the Gray Route and 24 flag stops were used on the Maroon Route. Along the Gray Route the most frequently used flag stops were around Exit 73, including Bob Evans, Travel Lodge, Holiday Inn and other restaurants and hotels. The most frequently used flag stops on the Maroon Route include Food Lion and the residential neighborhood around N. 24th Street and N. 26th Street.

Ridership Analysis- By Dispatch Center

As discussed in Chapter 1, DTPT operates four dispatch centers throughout the region. The operating statistics for FY12 for each of these centers are provided in Table 3-12. These data indicate that the most passenger trips were provided through the Galax center, which also operated with the highest productivity. The highest level of service, in terms of revenue hours and miles, was provided though the central office in Marion, operating 15,859 revenue service hours in FY12. The lowest number of passenger trips was provided through the Abingdon center (37,510 in FY12), while service operated out of the Wytheville site experienced the lowest productivity. The Wytheville productivity is likely due to the low population densities found in Bland County, requiring long trips with relatively few riders.

Table 3-12: District Three Operating Statistics by Dispatch Center, FY12

Dispatch Center	Title III Pass. Trips	Public Pass. Trips	% Public	Total Pass. Trips	% Total	Revenue Miles	Revenue Hours	Trips/Hour	MPH
Abingdon	4,601	32,909	88%	37,510	19%	146,822	10,175	3.69	14.4
Galax	11,510	52,433	82%	63,943	32%	142,330	11,765	5.44	12.1
Marion	11,884	45,408	79%	57,292	29%	181,287	15,859	3.61	11.4
Wytheville	3,741	36,236	91%	39,977	20%	172,317	13,742	2.91	12.5
Total	**31,736**	**166,986**	**84%**	**198,722**		**642,756**	**51,541**	**3.86**	**12.5**

ITS Technologies

As discussed in Chapter 1, DTPT is in the process of implementing automatic vehicle location (AVL) and mobile data computer (MDC) technologies. The vehicles are currently wired for this technology and DTPT is planning to purchase the MDCs and associated software during this TDP planning period. This technology will help DTPT centralize and automate the reservation, scheduling, and dispatch function, which are now conducted manually through each dispatch center.

Service Standards

DTPT does not currently have adopted service standards. Chapter Two highlighted several key measures for DTPT to consider for inclusion when adopting service standards. These measures are:

- Passenger Trips per Revenue Hour:
  - FY13 performance: 3.73 passenger trips per revenue hour.
- Operating Cost per Revenue Hour:
  - FY13 performance: $35.95.
- Operating Cost per Passenger Trip:
  - FY13 performance: $9.63.
- Safety Incidents per 100,000 vehicle miles: DTPT should start tracking this measure.

Equipment and Facility Deficiencies

DTPT has a relatively new central administrative, operating, and maintenance facility in Marion. The facility is in good condition and is large enough for the foreseeable future. DTPT indicated that it would like to add mechanical gating to the bus storage area to improve security and ease of ingress/egress. Additional transit vehicle parking is needed and has been included as a TDP project. There is a land parcel adjacent to the facility that DTPT plans to purchase when it is offered for sale.

DTPT is in need of a second facility to serve Carroll and Grayson Counties, and the City of Galax. Currently DTPT operates out of a small office in Galax, with the vehicles parked at an unsecured lot a few blocks away. Given that the highest number of passenger trips is provided through the Galax center, facility improvements for this center should be considered.

Bus Stop and Passenger Amenities

DTPT does not currently have passenger wait shelters or signed stops. For transfer locations (such as the originating stops for the New Freedom routes), and for

high ridership, in-town stops, passenger wait shelters should be considered. Bus stop signs should also be considered for the in-town loop routes.

Title VI and Federal Transit Administration (FTA) Triennial Review

While DTPT is required to follow all applicable FTA guidance with regard to regulatory compliance, as a subrecipient of federal funds through the Virginia Department of Rail and Public Transportation (DRPT), DTPT is not required to directly report compliance activities to the FTA. DRPT is charged with ensuring that its subrecipients are in compliance with federal guidance and prepares statewide reports on behalf of its rural transit providers and submits these reports to the FTA.

Onboard Rider Surveys

Onboard surveys were distributed in July 2013, to collect information on current riders' demographics, trip characteristics, satisfaction with DTPT, and input on areas for improvement. Separate surveys were produced for each local circulator route in Abingdon, Galax, Marion, and Wytheville; and for demand response services. Through these five surveys a tremendous amount of information was gathered regarding who is using DTPT, riders' perceptions of the current service, and how their needs may be better met in the future. The following sections provide highlights from each survey. Copies of the surveys may be found in Appendix C.

Abingdon Public Transit Onboard Rider Survey Results

In Abingdon, onboard rider surveys were distributed in conjunction with the on/off counts conducted on July 10th, 2013. Twelve completed surveys were collected or returned at a later date. The follow are some highlights from the rider survey results:

- ***Trip Purpose*** - Over 70 percent of riders were using Abingdon Public Transit for shopping and errands; other riders were also taking trips to work and for recreational purposes.

- ***Frequency of Riding the Bus*** - 45 percent of riders take the bus three to four times a week.

- ***Alternative Transportation Options*** - If transit was not available, the majority of riders would not be making their trip, others would ride with a family member or friend, or they would be forced to walk.

- ***Bus Fares*** - 67 percent of riders think the current fare of $0.50 is a fair price; while 33 percent of riders believe the fare is cheap.

- ***DTPT Drivers*** - The riders gave overwhelmingly positive review regarding the drivers; all respondents unanimously agreed that drivers are courteous, respectful, and helpful, make riders feel safe on the bus and pick up passengers at the correct time.

- ***Transit Information*** - The majority of riders received bus service information while on the bus; others obtain information from friends or family members. The riders also find it easy to obtain information from DTPT.

- ***Overall Satisfaction*** - The riders indicated that they are either very satisfied or satisfied with DTPT.

- ***Like Best about DTPT*** - Many riders found the friendliness of the drivers as the best thing about DTPT, others like the dependability of the service and the independence that it allows.

- ***Like Least about DTPT*** - The biggest complaint about DTPT was no service on the weekends; others would like to see extended hours and a larger service area.

- ***Rider Demographics*** - The average rider on Abingdon Public Transit does not own a car, is 45 to 59 years old, is retired, identifies as Caucasian, speaks English, has a household annual income of $10,000 to $19,999, and lives alone.

When asked for comments or suggestions for DTPT, riders suggested weekend service, bus stop shelters, and a late afternoon or evening route. One respondent indicated evening service to Bristol would be beneficial.

Galax Public Transit Onboard Rider Survey Results

In Galax, onboard rider surveys were distributed in conjunction with the on/off counts conducted on July 9th, 2013. Nineteen completed surveys were collected or returned at a later date. The following are some highlights from the rider survey results:

- ***Trip Purpose*** - Over 40 percent of riders were using Galax Public Transit for shopping or errands while 32 percent of riders were taking trips to work. Others were using transit for medical appointments and social or recreational trips.

- ***Frequency of Riding the Bus*** - 89 percent of riders take the bus at least three times a week.

- ***Alternative Transportation Options*** - If transit was not available, 53 percent of riders would walk to their destination, others would ride with a friend or family member. Sixteen percent said that they would not be able to make their trip.

- ***Bus Fares*** - 56 percent of riders think that the current fare of $0.50 is cheap, 39 percent find the fare fairly priced and one respondent found the fare expensive.

- ***Reasons for Riding*** - 62 percent of riders take public transit because they do not own a car or are unable to drive.

- ***Transit Information*** - 57 percent of riders obtain bus service information on the bus, while 43 percent of riders received information from friends or family members.

- ***Most Useful Improvements*** - The top priorities for bus service improvements, according to riders, were additional service on Saturdays with 29 percent, later afternoon hours with 29 percent, and service on Sundays with 21 percent.

- ***Like Best about DTPT*** - The number one comment from riders was the friendliness and service by DTPT drivers; others cited the affordability of the service and its dependability.

- ***Like Least about DTPT*** - The top comment from riders was that when they call to schedule a trip the telephone line is constantly busy; other comments related to limited service hours and days.

- ***Rider Demographics*** - The average rider on Galax Public Transit does not own a car, is 18 to 24 years old, is employed part-time, identifies as Caucasian, speaks English, has a household annual income of under $10,000, and lives in a household of two.

When asked for comments and suggestions for DTPT, riders were overwhelming positive with comments like "keep up the good work" and "I'm handicapped and the drivers are good at helping me." One respondent asked for longer service hours and weekend service.

Marion Public Transit Onboard Rider Survey Results

In Marion, onboard rider surveys were distributed in conjunction with the on/off counts conducted on July 8th, 2013. Twenty five completed surveys were collected or returned at a later date. The following are some highlights from the rider survey results:

- ***Trip Purpose*** - 48 percent of riders were using Marion Public Transit for shopping or errands while 18 percent of riders were taking trips to medical appointments. Others were using transit for work, recreational trips, and school.

- ***Frequency of Riding the Bus*** - Over half of all respondents ride the bus at least five days a week.

- ***Alternative Transportation Options*** - If transit was not available, 40 percent of riders would walk to their destination, 20 percent would not be able to make their trip, and others would take a taxi or drive themselves.

- ***Reasons for Riding*** - 35 percent of riders do not have access to a car and 25 percent are unable to drive; others indicated that the bus is convenient or economical.

- ***Most Useful Improvements*** - The top priorities for bus service improvements, according to riders, were additional service on Saturdays with 25 percent, service on Sundays with 22 percent, and later service in the evenings with 20 percent.

- ***Like Best about DTPT*** - All comments were overwhelmingly positive, ranging from affordability to outstanding service. Some notable comments included an appreciation for air conditioning in the summer and as a note to the sociability of the bus, "the gossip is much better and faster than the newspaper."

- ***Like Least about DTPT*** - The majority of comments from riders was that nothing is wrong with the service. The two stated complaints were limited service hours and smelly riders.

- ***Rider Demographics*** - The average rider on Galax Public Transit does not own a car, is 45 to 59 years old, identifies as Caucasian, speaks English, has a household annual income of under $10,000, and lives alone.

When asked for comments and suggestions for DTPT, riders were overwhelming positive with comments like "this transit is a real blessing to me" and "keep on trucking!" Some riders asked for more service, while others noted distracted drivers on cell phones.

Wytheville Public Transit Onboard Rider Survey Results

In Wytheville, onboard rider surveys were distributed in conjunction with the on/off counts conducted on July 11th, 2013. Thirty-one completed surveys were collected or returned at a later date. The follow are some highlights from the rider survey results:

- ***Trip Purpose*** - 30 percent of trips taken were for medical appointments, while nearly a quarter of trips were for shopping or other errands; other trips were for work or recreational trips.

- ***Alternative Transportation Options*** - If transit was not available, over two thirds of riders would either take a ride with a friend or walk; others would take a taxi or simply would not be able to make the trip.

- ***Bus Fares*** - 97 percent of riders think the current fare of $0.50 is a fair or cheap price; while 3 percent of riders believe the fare is too expensive.

- ***Transit Information*** - The majority of riders received bus service information while on the bus; others obtain information from friends or family members. The riders also find it easy to obtain information from DTPT.

- ***Overall Satisfaction*** - The riders indicated that they are either very satisfied or satisfied with DTPT.

- ***Most Useful Improvements*** - The top priorities for bus service improvements, according to riders, were additional service on Saturdays with 38 percent, service on Sundays with 26 percent, and later service in the evenings with 21 percent.

- ***Like Best about DTPT*** - When asked what they like best about the service, riders said that the friendliness of drivers was the best thing about DTPT; others said the low cost was the best thing, or the social aspects of riding the bus.

- ***Like Least about DTPT*** - The biggest complaint about DTPT was no service on the weekends; some specific complaints included not being able to take kenneled pets to the vet on the bus, the lack of car seats for children, and rude or loud passengers.

- ***Rider Demographics*** - The average rider on Wytheville Public Transit does not own a car, is 60 or older, is retired, identifies as Caucasian, speaks English, has a household annual income of under $10,000, and lives alone.

When asked for comments or suggestions for DTPT, riders were very positive with their comments, many commented "good job." Some respondents said that an extra bus would help keep the two loops on schedule and expanding service to Saturdays.

Demand Response Onboard Rider Survey Results

Onboard rider surveys were provided for drivers conducting demand response routes throughout DTPT's service area. Drivers handed out surveys during the latter half of July 2013. One hundred and forty six surveys were collected from the demand response routes. The following are some highlights from the rider survey results:

- ***Rider Residence*** - When asked "in what city, town, or community do you live?" the top five responses were the Town of Abingdon, Smyth County, the Town of Saltville, the Town of Marion and Carroll County.

- ***Trip Purpose*** - 41 percent of demand response riders said they were using transit for shopping and errands, followed by 37 percent who are using transit for social or recreational trips.

- ***Frequency of Riding the Bus*** - 67 percent of riders ride the bus one to two days per week; the next largest denomination with 14 percent rides the bus less than once a week.

- ***Alternative Transportation Options*** - 50 percent of riders indicated that if transit was not available they would not be able to make their trip. Nearly a quarter of respondents said they would drive themselves and 22 percent would ride with a family member or friend.

- ***Reasons for Riding*** - 58 percent of riders take the bus because it is convenient or economical. Thirty-four percent are unable to drive or do not have access to a car.

- ***DTPT Drivers*** - Riders gave very positive reviews of DTPT drivers. When asked if drivers were courteous, respectful and helpful, all respondents said yes. Ninety nine percent said the drivers make them feel safe on the bus and 97 percent said the drivers always pick up at the correct time.

- ***Transit Information*** - The majority of riders received transit related information on the bus; others call into District Three or receive information from the senior center.

- ***Most Useful Improvements*** - The top priorities for improvements were identified as service on additional days per week with 24 percent, more areas served with 22 percent, and service on Saturdays with 17 percent.

- ***Like Best about DTPT*** - The top compliment from riders was the friendliness and respect shown by many of the drivers. Others commented how affordable the service is, the ease of use, and how it is fun to socialize with others on the bus.

- ***Like Least about DTPT*** - When asked their least favorite things about DTPT, most riders said that the service is not frequent enough and that they feel limited by the number of places that they are allowed to travel.

- ***Rider Demographics*** - The average rider on DTPT's Demand Response Service does not own a car, is 60 or older, is retired, identifies as Caucasian, speaks English, has a household annual income of under $10,000, and lives alone.

When asked for comments or suggestions for DTPT, many respondents complimented the service with comments like "I am very satisfied with the service" and "I think it is wonderful to have." Others commented that larger buses are needed due to overcrowding and having additional space for items purchased during shopping trips. Some riders commented that they would like to have service to Bluefield for shopping and errands.

TRANSIT NEEDS ANALYSIS

The focus of this transit needs analysis to examine quantitative land use and population data, along with qualitative data provided by area stakeholders and the public, to develop a solid understanding of the travel needs of a diverse group of current and potential riders. The first component of the needs analysis is a review of recent plans and studies. Given the large service area, there are several relevant land

use plans in place. This section is followed by an examination of 2010 Census data, the identification of trip generators in the region, and a summary of the transit needs opinions offered through a series of public meetings.

Review of Previous Plans and Studies

Mount Rogers (PDC 3) Coordinated Human Service Mobility Plan - June 2008

The Mount Rogers Coordinated Human Service Mobility (CHSM) Plan meets federal requirements for a locally developed, coordinated public transit-human services transportation plan. It assesses available transportation services; details unmet needs for individuals with disabilities, older adults, and people with low incomes; and prioritizes strategies to address identified gaps.

Issues of lack of available services, lack of awareness of services, and high costs for public and human service transportation apply throughout the PDC. Stakeholders specifically noted the need for transportation to medical facilities in Roanoke, Bristol, Charlottesville, Johnson City, and Winston-Salem. Improving connections between Bristol City Transit and other regional systems and expanding accessible taxi services were among other concerns. A series of regional workshops led to the identification of the following strategies toward addressing these issues/needs:

- Continue to support capital needs of coordinated human service/public transportation providers.
- Expand availability of demand-response service and specialized transportation services to provide additional trips for older adults, people with disabilities, and people with lower incomes.
- Build coordination among existing public transportation and human service transportation providers.
- Provide targeted shuttle services to access employment opportunities.
- Establish a ride-sharing program for long-distance medical transportation.
- Expand outreach and information on available transportation options in the region, including establishment of a central point of access.
- Implement new public transportation services or operate existing public transit services on a more frequent basis.
- Provide flexible transportation options and more specialized transportation services or one-to-one services through the use of volunteers.

An update of the 2008 CHSM plan was completed during the fall of 2013.

Mount Rogers Planning District Commission 2035 Rural Long Range Transportation Plan (RLRTP)

The Mount Rogers 2035 RLRTP analyses the demographics, land use trends, and transportation network of the PDC, excluding those areas of Virginia covered under the Bristol Metropolitan Planning Organization (the City of Bristol and adjacent urbanized portions of Washington County). The Plan notes that population growth in the PDC has slowed over recent decades and is expected to be minimal in the future. Topography will continue to shape the region's development, with growth occurring within existing cities and towns and along major roadways. Land use is unlikely to change dramatically, especially due to the PDC's large tracts of forested lands like the Mount Rogers National Recreation Area and the Jefferson National Forest. However, the Plan does identify potential growth areas based on the comprehensive plans of the component jurisdictions. They include corridors of U.S. Route 19 surrounding Abingdon, Interstate 81 between Marion and Rural Retreat, and U.S. Routes 52 and 58, and State Road 100 near Hillsville and Galax.

Town of Abingdon, Virginia Comprehensive Plan 2027

Adopted on August 27th, 2007, the 2027 Comprehensive Plan is an update of the 2000 Comprehensive Plan and serves as a long term guide for land use decisions within the Town of Abingdon. The plan includes both land use and transportation components. It describes Abingdon's goals under three areas of concern: economic development, arts and history, and the environment.

The land use component of the plan prioritizes higher density development to occur within the center of town and encourages conservation methods for residential development in the town's perimeter. An area south of East Main Street, close to the town center, has been recommended for re-development. The ultimate goal of development with the town should be to "revitalize historic buildings through rehabilitation, adaptive reuse, and new in-fill development that fits within the scale, architecture, and context of the area". The improvement of pedestrian amenities and facilities is also stressed as a method to promote multi-modal transportation.

The transportation component begins by documenting existing infrastructure and discussing priority transportation improvements, ranging from intersection improvements to road extensions. Regarding public transit, the plan notes Abingdon Public Transit, operated by District Three, as the town's public bus system. Expansion of the system is noted as a method to increase tourism efforts; specifically a "local trolley system, small guided bus tours, or other group transportation activities." The plan calls for "a survey of transportation needs to determine where there are deficiencies in public transportation."

Abingdon 2020 Transportation Plan

The Abingdon Transportation Plan was adopted in August 2001. The plan was developed by the Virginia Department of Transportation in cooperation with the U.S. Department of Transportation and the Town of Abingdon. The purpose of the study was to evaluate the existing transportation system and future demand while recommending a set of transportation improvements to be undertaken in the future.

Adopted before Abingdon Public Transit was established, the Transportation Plan recommends that "a shuttle service be added to link tourists and pedestrians with parking facilities and hotels located outside of downtown." The streetscape improvements that resulted from the implementation of the Transportation Plan and subsequent efforts are helping to make downtown Abingdon a more inviting and pleasant place to be a pedestrian. A high quality pedestrian experience is conducive to transit ridership and may encourage residents to use transit; riders can take advantage of the amenities and enhanced connectivity while walking to and waiting at their stops.

Bland County Comprehensive Plan

The Bland County Comprehensive Plan was adopted in 2006. The Comprehensive Plan indicates an expected population growth of 28 percent from 2000 to 2030 with growth centers around Mechanicsburg and Seddon. Bland County is located along Interstate 77 and is just 12 miles north of the interchange with Interstate 81. Approximately 95 percent of Bland County is used for agriculture and conservation, the remaining five percent is used for more intensive uses. These conditions limit development to linear patterns along major roadways, most notably Interstate 77, where previously established land uses exist.

The Plan's chapter on transportation documents District Three's rural transportation service "to the elderly and disabled persons." "Three routes are traversed, two days a week, to provide congregate meals, access to shopping center, and to home deliver meals." A strategy of "safe and convenient access to and from specific sites as well as to and from major collector and arterial roadways" is mentioned. However, the plan does not elaborate or make further mention of public transit.

City of Bristol Comprehensive Plan

The land use and future development sections of the comprehensive plan note in-fill, mixed-use and rehabilitation as the main strategies for future development. According to the plan, approximately 2,932 acres of vacant land exists within the City, mostly consisting of small isolated lots in residential areas. Future development should be aimed at those locations.

The public transit component of the comprehensive plan provides an overview of current service and outlines some goals and implementation strategies targeted towards transit. The goals include "reducing the development of future traffic problems by making economically and ecologically sound improvements" and "providing public transportation that is convenient and accessible for all residents" Some strategies outlined for achieving these goals include: "creating more stops, extending service to weekends and hours during the week, and improving regional transit to other cities in Tri-Cities."

Bristol Virginia Transit - Transit Development Plan

The Transit Development Plan (TDP) for Bristol, Virginia was finalized in September of 2009. The TDP covers fiscal years 2010 to 2015. The plan assesses current services offered, goals and objectives, service and system evaluation, transit needs assessment, service and facility recommendations, capital improvements program, financial plan and monitoring and evaluation.

Goals and objectives have been defined for the Bristol TDP based on community input and review of the Bristol Comprehensive Plan and the Metropolitan Planning Organization's Long-Range Transportation Plan. The goals focus on specific themes and objectives:

- Provide safe and reliable fixed-route and demand responsive services that meets the transportation needs of Bristol, Virginia residents.
- Market existing transit services.
- Deliver fixed route and demand responsive services in a cost-effective manner.
- Deliver fixed route and demand responsive services in a safe manner.
- Provide transit services that are accessible to citizens.

The plan identified the following potential service improvements:

- An additional early morning service hour for two of BVT's routes,
- Mid-day service for the East Bristol/East Ridge Route,
- Weekday evening fixed route service,
- More direct routing,
- Saturday demand-response service,
- Saturday fixed-route service, and
- Service to the Town of Abingdon.

The plan further notes that expansion is unlikely in the near-term, given Bristol's financial condition.

The following facility recommendations were also included in the plan:

- Maintenance facility- communication equipment,
- Bus stop signage,
- Bus stop shelter and benches,
- Bus and van replacements, and
- An additional bus if Abingdon service were to be implemented.

The 2030 Carroll County Plan

The 2030 Carroll County Plan was adopted on December 14, 2010. The plan promotes five themes as a guide to development: Town and Country, Protecting Agriculture, Development Opportunities and Responsibilities, Balancing Fiscal Responsibility and Infrastructure Provision, and Working Together as a Region.

In an effort to protect the county's agricultural lands, planned growth areas have been established along primary road corridors and around previously developed areas. The future land use section of the plan outlines the planned growth areas along U.S. Route 221, from Galax to Hillsville; some sections along U.S. Route 52; and the northern and southern sections of Interstate 77.

The transportation portion of the plan documents planned and pending projects for principal arterial roads throughout the county. Public transportation is not mentioned throughout the plan. However, a section of the transportation chapter is devoted to land use and transportation linkage. The section promotes moderate intensity, mixed-use development that will allow for multiple transportation options and reduce long commutes.

City of Galax, Virginia Comprehensive Plan

The City of Galax's Comprehensive Plan was adopted in 2012. The plan's overarching goal is as follows: "The city seeks to preserve its most valued historic and natural features while achieving orderly, efficient, sensitive, and harmonious economic, community, and land use development, so as to protect the health, safety, and general welfare of all citizens, thereby providing a desirable living environment for this and future generations."

Future development in Galax is guided toward mixed-use facilities around the historic downtown. There is a stated desire to move away from strip development that has occurred along U.S. Route 58 over the past two decades. The future land use map indicates areas for residential growth to the west of downtown and to the east along U.S. 58. Future commercial and institutional development is slated for areas along South Main Street and U.S. 58, to the east of the downtown.

The public transit component of the plan outlines the current services provided by District Three in the area. The plan specifically mentions the Galax Public Transit System, the county transit system that runs between Galax and surrounding towns, and

also the New Freedom routes to Roanoke and Winston-Salem. The transportation strategies specifically state "support increased federal and state funding for the expansion of public transportation services by the District Three Governmental Cooperative."

Comprehensive Plan Grayson County, Virginia

The Comprehensive Plan for Grayson County was adopted on November 12, 2009 by the Grayson County Board of Supervisors. The plan cites moderate population growth as a key factor in future development. Projected growth should occur in the areas south and west of Galax and the areas near Independence; other growth would be dispersed throughout the county.

The transit component of the comprehensive plan describes District Three's Grayson County Public Transit as "a limited schedule of bus service for a reasonable fare to the citizens of Grayson County." Regular routes are available for the Towns of Fries, Independence, Troutdale and the Whitetop community. The plan also mentions the availability of demand response transit service for eligible clientele to medical services. While the plan does not specifically outline any goals or improvements for transit, a general conclusion of the transportation chapter is: "transportation is a critical piece of Grayson County's infrastructure that requires improvements to adequately support the goals and objectives of the Comprehensive Plan."

Draft 2012 Marion Comprehensive Plan

The Marion Comprehensive Plan is currently in the process of being updated, however, a final draft of the plan has been made available to the public for a comment period. The draft plan was prepared by the Town or Marion Planning Commission, the Town of Marion Town Council, and the Citizens of the Town of Marion; with technical assistance provided by the Mount Rogers Planning District Commission.

According to the plan, "population is projected to hold steady or continue to decline in Marion and there appears to be an adequate amount of residential land in town to support the projections." Major developments in the town are predicted to occur around the three major interchanges with Interstate 81 (Exits 44, 45 and 47). Additionally, the recent relocation of the hospital could possibly cause the relocation of medical outlets that are located around the old hospital site.

Under the public transportation component of the plan, District Three is noted as the provider of Marion Public Transit. The plan outlines some services offered: "mini-bus transportation service is available to all members of the public Monday through Saturday" and "special transports for medical appointments and weekly shopping are available for people aged 60 and over." The plan goes on to state "there is no recommendation at the present time to expand public transportation service for the town."

2002 Washington County, Virginia Comprehensive Plan

The 2002 Washington County, Virginia Comprehensive plan was adopted by the Board of Supervisors on February 4, 2003. During community meetings, Washington County residents voiced a strong desire to preserve the rural character, lifestyle and agricultural economy. According to the plan, future development should take place along the Interstate 81 corridor and around the established towns of Damascus, Glade Spring and Saltville. The plan makes no mention of public transit within the county. However, as a side note, the Washington County website has a direct link to District Three Public Transit via the Transportation webpage.

Wythe County Comprehensive Plan

The Wythe County Comprehensive Plan was adopted on May 8, 2007. In the plan, conservation and preservation of the county's natural and cultural resources is a top priority. Given this objective, future development is targeted towards redevelopment zones and development around existing infrastructure.

The Comprehensive Plan details the services offered by District Three through Wythe County Transit and Wytheville Transit. The plan notes: "Wythe County Transit links county residents with such local points of interest as pharmacies, health care providers, shopping centers, and restaurants, serving a different area of the county each day, Tuesday through Friday." The plan points to an increased need for public transit with an influx of retirees migrating to the county. Within the transportation objectives and strategies section, one objective is to "increase the availability of public transit, including passenger rail and bus services." A related strategy is to "support increased federal or state funding for the expansion of services by the District Three Governmental Cooperative to the county."

Town of Wytheville Comprehensive Plan 2013

The Town of Wytheville's Comprehensive Plan was adopted by the Board of Supervisors in 2013. The plan approximates the population of Wytheville could expand to 10,000 persons by the year 2030. Future development is expected to occur near Interstates 77 and 81 and residential land use is expected to expand into the agricultural areas along the Town's periphery.

The public transit component of the plan outlines District Three's Wytheville Public Transit as "composed of a fixed route combined with a demand response system that provides pickup and delivery service Monday through Friday." The Plan's overarching goal for transportation is to "provide a balanced and efficient transportation system that will expand to shape and serve the Town's growth." Under that goal, two of the strategies are to "encourage alternative methods of transportation for both freight and passenger movement, including rail, air, transit, bicycling and walking" and "increase hours of operation for public transportation."

Demographic Analysis

The following section provides an assessment of transit needs based on demographic analysis, land use patterns, and major transit origins and destinations. Specifically, it describes a general population profile for District Three, identifies and evaluates underserved population subgroups, and develops a land use profile based on District Three's major trip generators.

Population Characteristics and Trends

During the 2010 Census, the United States Census Bureau reported that District Three's service area had a population of 175,760. This was a 1.8 percent increase from 2000 and a ten percent increase from 1990. With seven jurisdictions under the umbrella of DTPT's service area, population gains and losses can show striking comparisons. For example, Washington County experienced a 19.6 percent population increase from 1990 to 2010, while Grayson County, during the same period of time, saw a 4.6 percent decline in population. Over the past two decades Bland County, Carroll County, Galax city, Washington County and Wythe County have shown population growth. On the other hand Grayson County and Smyth County have experienced population declines of 4.6 percent and 0.5 percent respectively. The population data by jurisdiction for the three Census periods are shown in Table 3-13.

Table 3-13: Population by Jurisdiction for District Three

Place	1990 Population	2000 Population	2010 Population	1990-2000 % Change	2000-2010 % Change	1990-2010 % Change
District Three	159,779	172,653	175,760	8.1%	1.8%	10%
Bland County	6,514	6,871	6,824	5.5%	-0.7%	4.8%
Carroll County	26,594	29,245	30,042	10%	2.7%	13%
Galax city	6,670	6,837	7,042	2.5%	3%	5.6%
Grayson County	16,278	17,917	15,533	10.1%	-13.3%	-4.6%
Smyth County	32,370	33,081	32,208	2.2%	-2.6%	-0.5%
Washington County	45,887	51,103	54,876	11.4%	7.4%	19.6%
Wythe County	25,466	27,599	29,235	8.4%	5.9%	14.8%

Source: United States Census Bureau, American Factfinder.

As shown in Table 3-14, population projections for District Three, developed by the Weldon Cooper Center for Public Service, indicate slow growth of approximately 6 percent over the next 30 years (from 175,760 in 2010 to 186,326 in 2040). All member jurisdictions should experience modest growth with the exception of Grayson County, which is projected to lose approximately seven percent of its population over the next 30 years.

Table 3-14: Age Divisions and Population Forecasts, District Three

	2010		2020		2030		2040	
	Population	%	Forecast	%	Forecast	%	Forecast	%
District Three	175,760	-	179,533	-	183,057	-	186,326	-
0-19 yrs.	39,651	23%	38,121	21%	36,965	20%	38,152	20%
20-64 yrs.	103,609	59%	100,904	56%	98,528	54%	97,965	53%
65+ yrs.	32,500	18%	40,508	23%	47,563	26%	50,208	27%
Bland County	6,824	-	7,001	-	7,212	-	7,415	-
0-19 yrs.	1,370	20%	1,285	18%	1,226	17%	1,254	17%
20-64 yrs.	4,269	63%	4,139	59%	4,146	57%	4,052	55%
65+ yrs.	1,185	17%	1,577	23%	1,839	25%	2,110	28%
Carroll County	30,042	-	30,514	-	30,877	-	31,187	-
0-19 yrs.	6,867	23%	6,509	21%	6,249	20%	6,484	21%
20-64 yrs.	17,338	58%	16,768	55%	16,245	53%	15,853	51%
65+ yrs.	5,837	19%	7,237	24%	8,384	27%	8,850	28%
Galax city	7,042	-	7,632	-	8,261	-	8,854	-
0-19 yrs.	1,696	24%	1,771	23%	1,925	23%	2,093	24%
20-64 yrs.	3,923	56%	4,223	55%	4,434	54%	4,682	53%
65+ yrs.	1,423	20%	1,638	21%	1,902	23%	2,079	23%
Grayson County	15,533	-	15,014	-	14,727	-	14,520	-
0-19 yrs.	3,287	21%	2,790	19%	2,606	18%	2,649	18%
20-64 yrs.	8,987	58%	8,292	55%	7,624	52%	7,363	51%
65+ yrs.	3,259	21%	3,932	21%	4,497	31%	4,507	31%
Smyth County	32,208	-	32,302	-	32,599	-	32,913	-
0-19 yrs.	7,544	23%	7,124	22%	6,872	21%	7,007	21%
20-64 yrs.	18,818	58%	18,171	56%	17,607	54%	17,292	53%
65+ yrs.	5,846	18%	7,007	22%	8,120	25%	8,613	26%
Washington County	54,876	-	57,040	-	58,800	-	60,402	-
0-19 yrs.	12,166	22%	12,119	21%	11,891	20%	12,333	20%
20-64 yrs.	32,972	60%	32,394	57%	31,913	54%	32,515	54%
65+ yrs.	9,738	18%	12,527	22%	14,995	26%	15,554	26%
Wythe County	29,235	-	30,030	-	30,581	-	31,035	-
0-19 yrs.	6,721	23%	6,523	22%	6,196	20%	6,332	20%
20-64 yrs.	17,302	59%	16,917	56%	16,559	54%	16,208	52%
65+ yrs.	5,212	18%	6,590	22%	7,826	26%	8,495	27%

Sources: United States Census Bureau, American FactFinder, Virginia Employment Commission, and Weldon Cooper Center for Public Service

Population Density

Population density is an important indicator of how rural or urban an area is, which in turn affects the types of transportation that may be most viable. While fixed-route transit is more practical and successful in areas with 2,000 or more persons per square mile, specialized transportation services are typically a better fit for rural areas with less population density. As shown in Figure 3-5, most of District Three has a

population density of less than 100 persons per square mile, particularly in Bland and Grayson Counties. However, areas of higher density occur in and around Bristol, Galax, Abingdon, Marion, and Wytheville.

Autoless Households

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit and human service organizations than those households with access to a car. Figure 3-6 displays the relative number of autoless households for the District Three. Block groups with a classification of very high are found in Bristol; Damascus, Abingdon, and Emory-Meadow View in Washington County; Marion and north of Saltville in Smyth County; Wytheville in Wythe County; and surrounding Woodlawn in Carroll County.

Below Poverty Populations

This socioeconomic group represents those individuals who earn less than the federal poverty level. These individuals face financial hardships that make the ownership and maintenance of a personal vehicle difficult, and thus they may be more inclined to depend on public transportation. As shown in Figure 3-7, block groups with the highest relative number of low income persons are concentrated in the southern half of District Three, specifically in Washington County and Carroll County.

Individuals with Disabilities

Due to changes in the Census and American Community Survey reporting, the 2000 Census provided the most recent data available to analyze the prevalence and geographic distribution of individuals with disabilities. Though this information is dated, it is still important to consider, those with disabilities may be unable to operate a personal vehicle and thus be more likely to rely on public transportation. Figure 3-8 displays the relative number of individuals with disabilities. Block groups classified as very high can be found in Washington County along Interstate 81, and near Woodlawn in Carroll

Senior Adult Populations

Individuals 65 years and older may scale back their use of personal vehicles as they age, leading to greater reliance on public transportation compared to those in other age brackets. According to the American Community Survey, approximately 18 percent of the region's population is 65 years or older. Figure 3-9 displays the relative concentration of senior adults. The block groups classified as having a very high number of older adults are located around Bristol and throughout Washington County in addition to areas around Independence and just to the east of Galax in Carroll County.

Figure 3-5: District Three Public Transit - 2010 Population Density

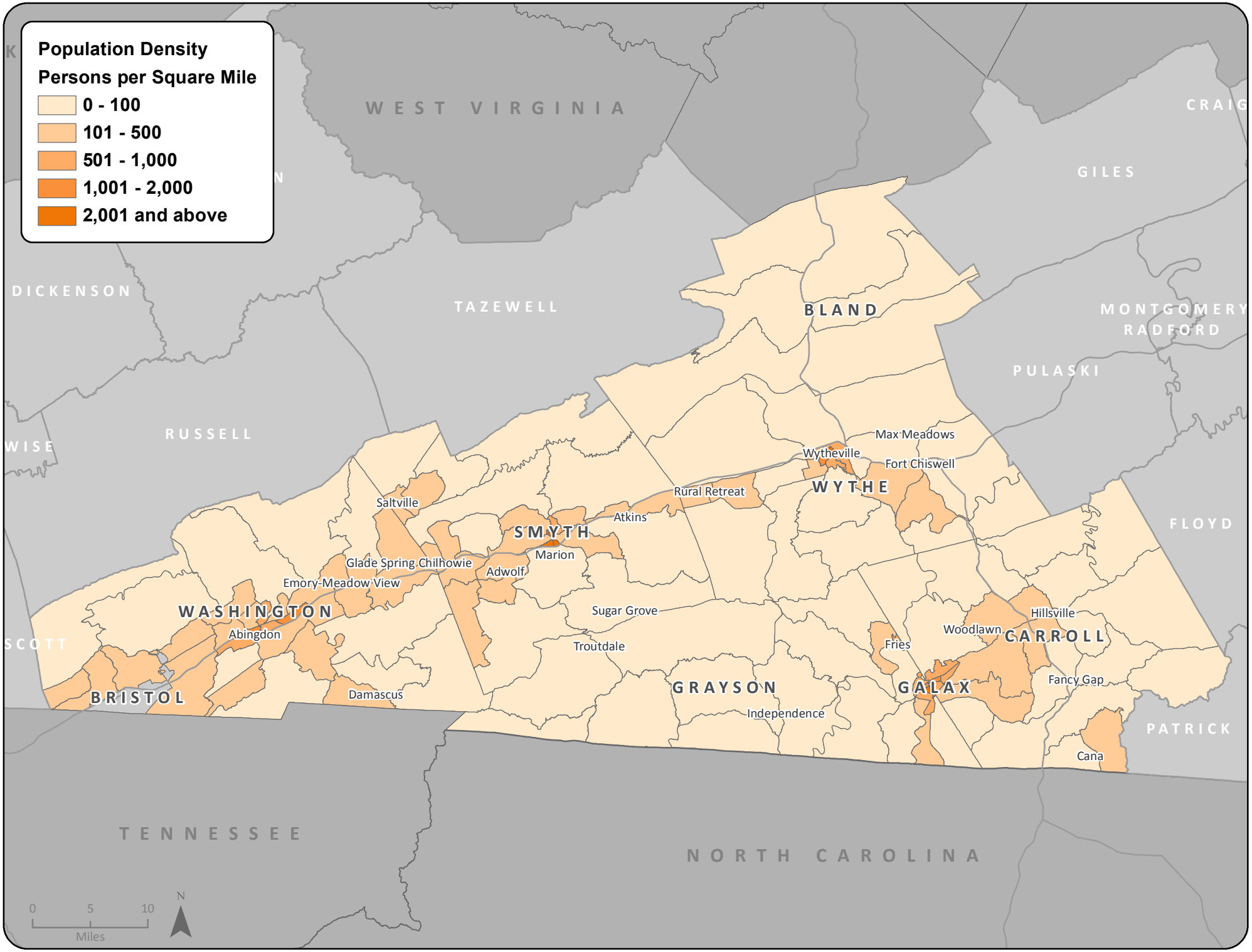


Figure 3-6: District Three Public Transit - Relative Number of Autoless Households

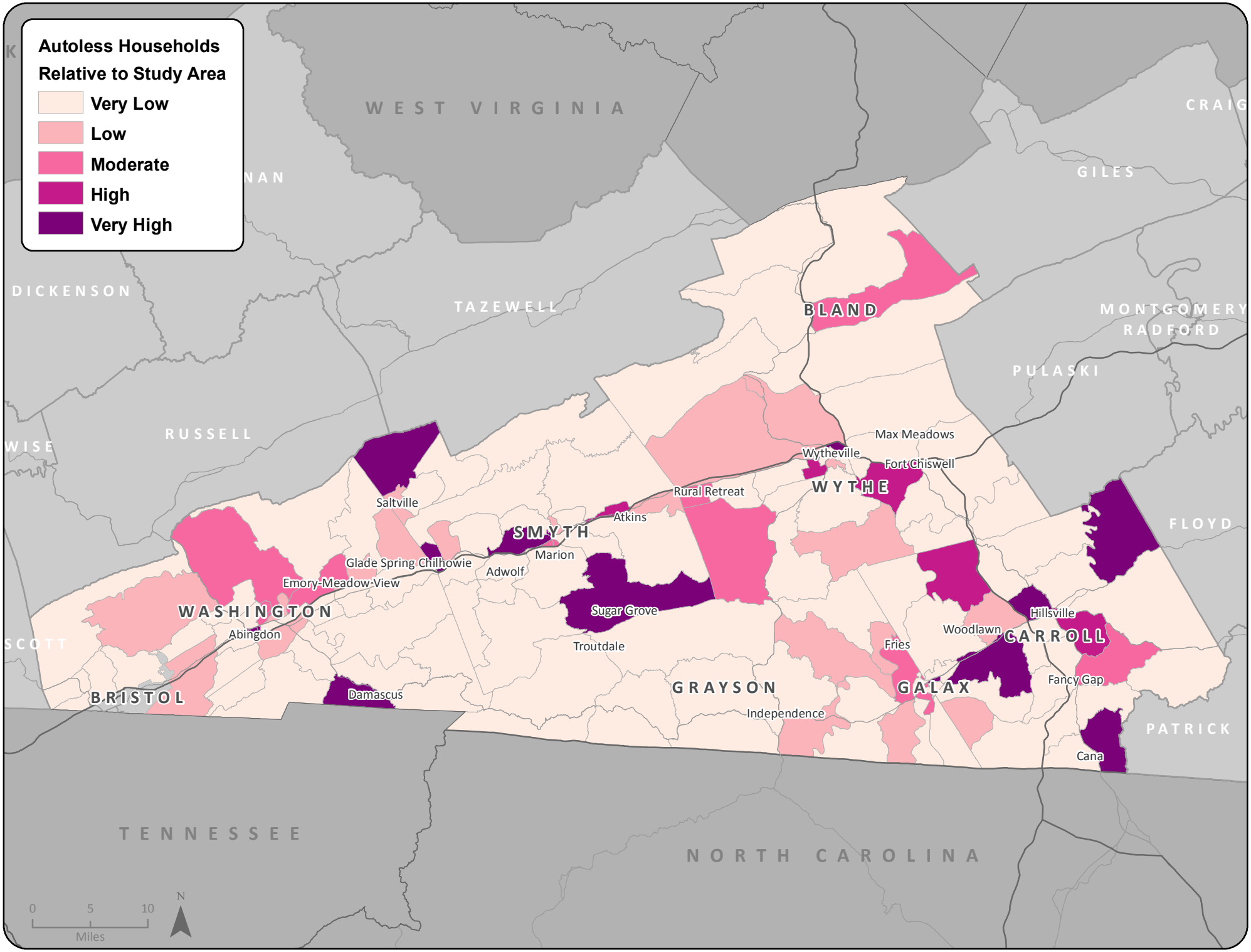


Figure 3-7: District Three Public Transit - Relative Below Poverty Population

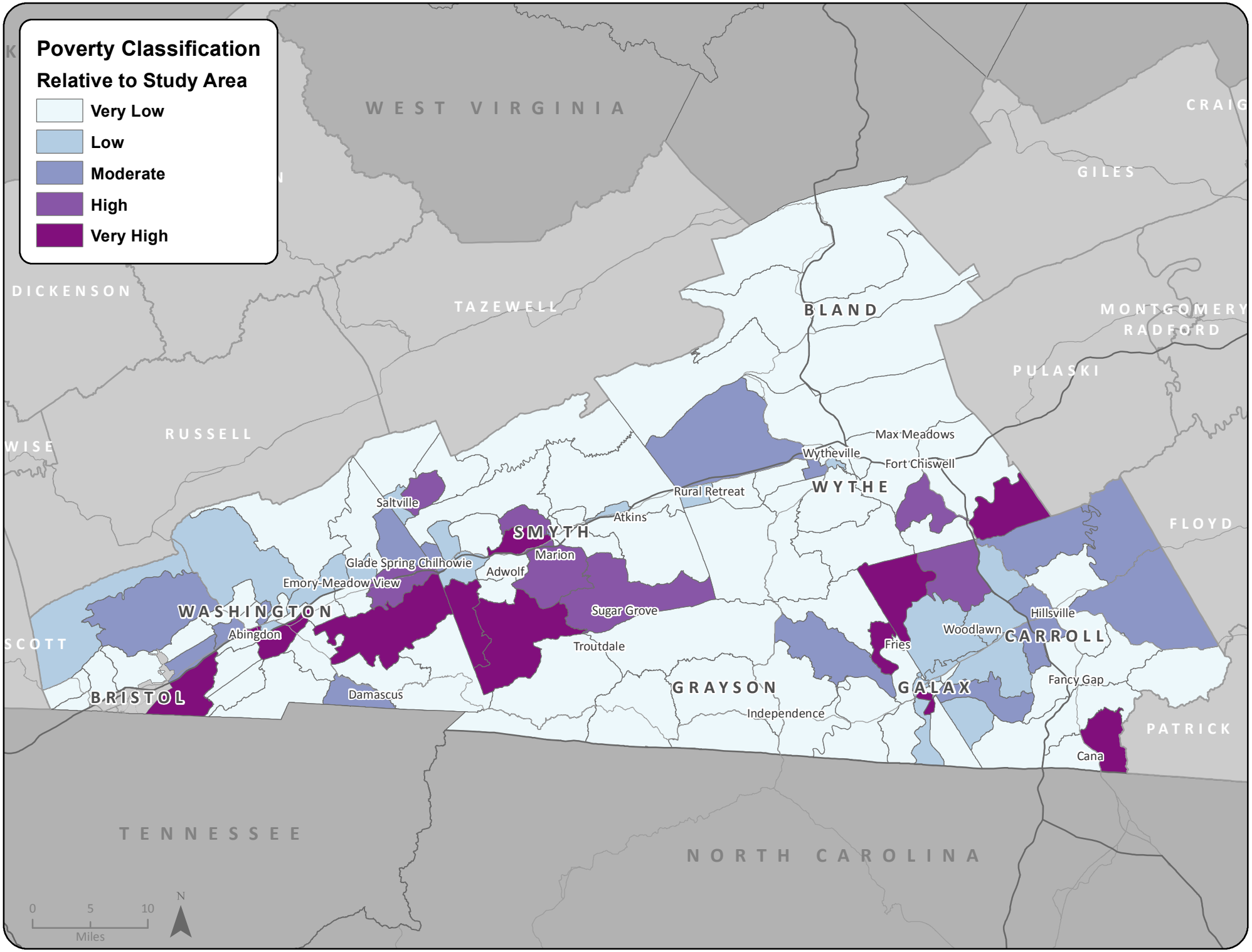


Figure 3-8: District Three Public Transit - Percentage Disabled Population

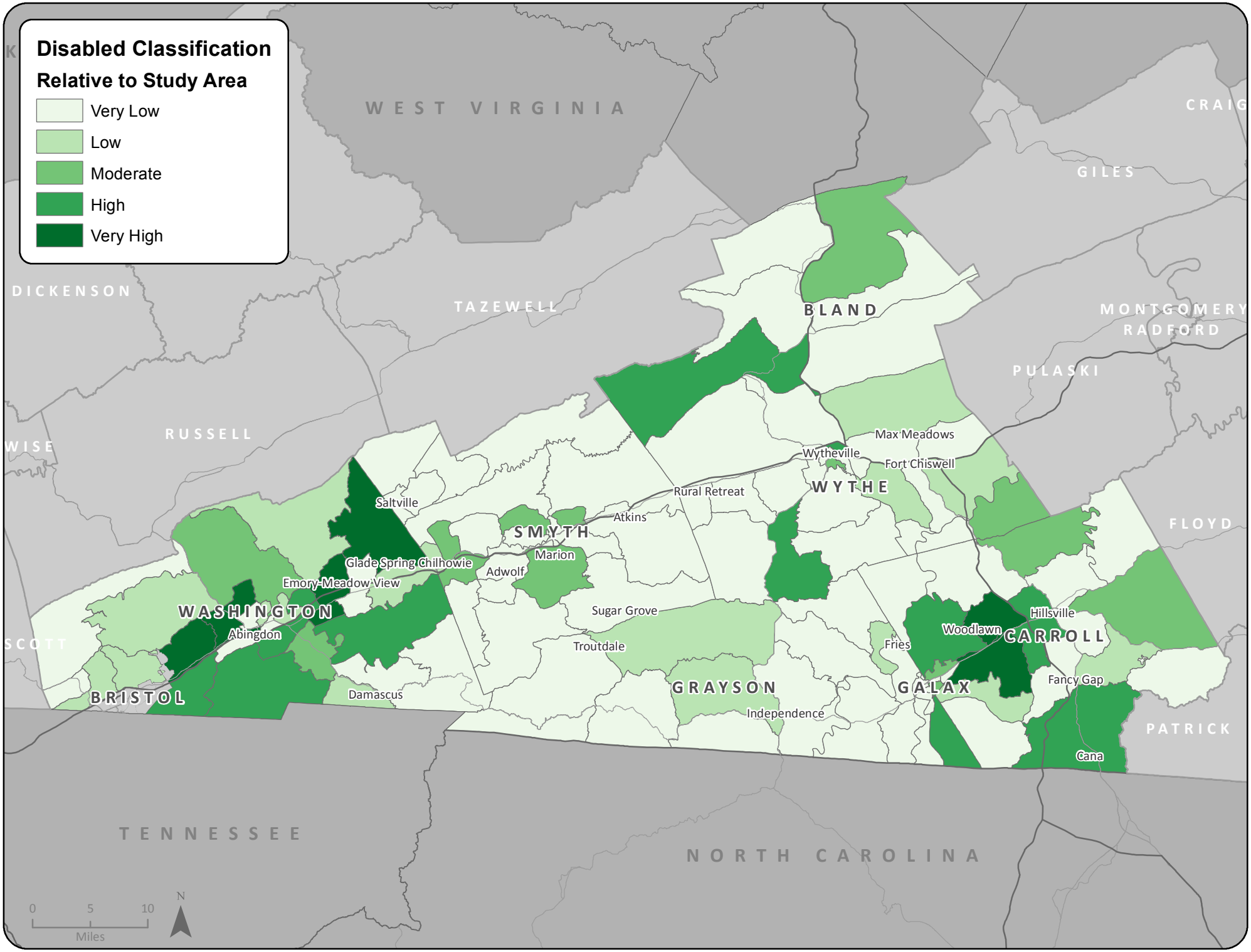
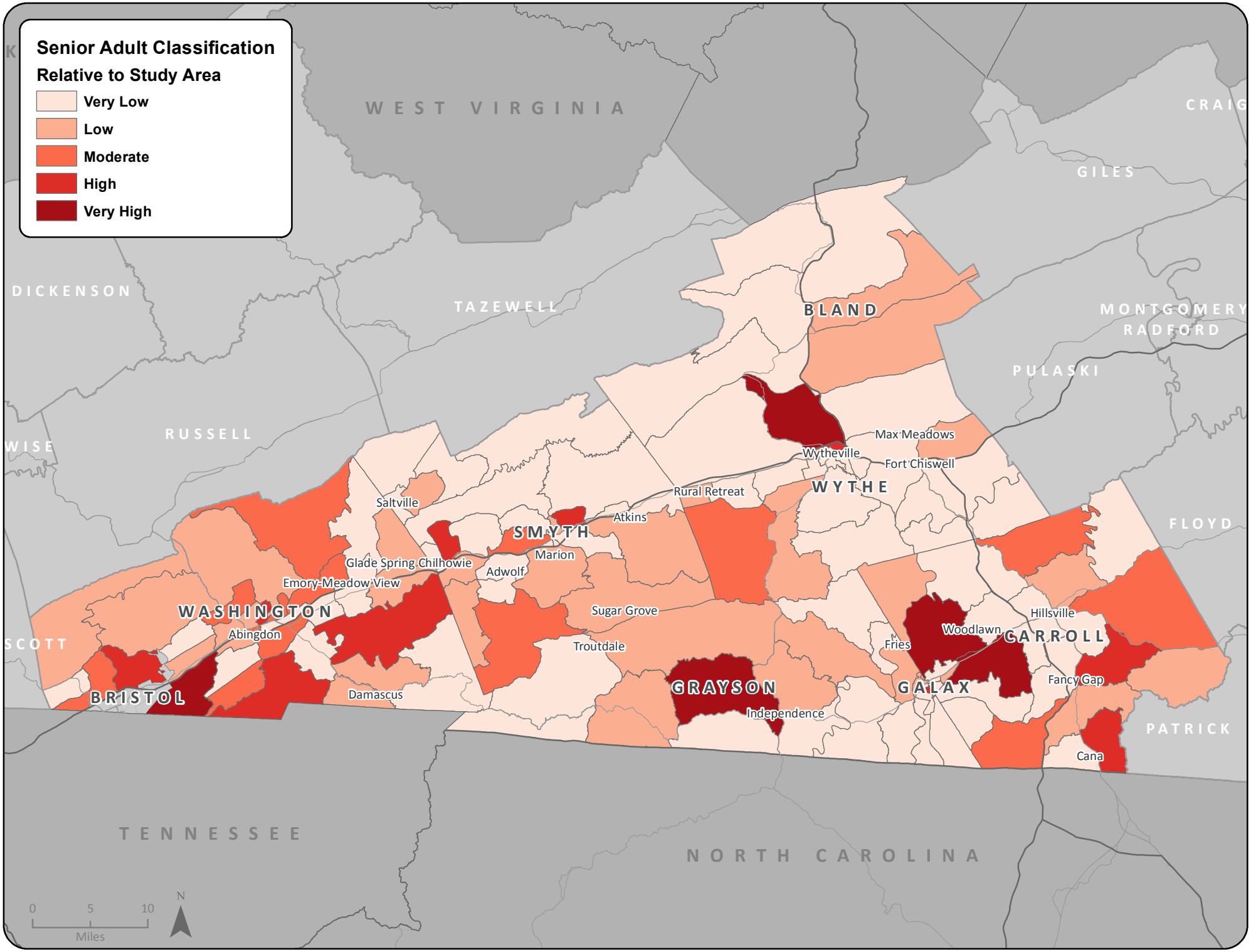


Figure 3-9: District Three Public Transit - Relative Number of Senior Adults



Transit Dependence Index (TDI)

For each block group in District Three's service area, the socioeconomic characteristics described above were combined into aggregate measures of transportation need: the Transit Dependence Index (TDI). The factors that made up the TDI calculation are shown in the following formula:

TDI = PD (AVNV + AVE + AVY + AVBP)
Where:

- PD = population density per square mile.
- AVNV = amount of vulnerability based on no vehicle households.
- AVE = amount of vulnerability based on elderly populations.
- AVY = amount of vulnerability based on youth populations.
- AVBP = amount of vulnerability based on below poverty populations.

For each factor, individual block groups were classified according to the prevalence of the vulnerable population relative to the service area's average. The factors were then plugged into the TDI equation to determine the relative transit dependence of each block group. As shown in Figure 3-10, the block groups that have a TDI classification of very high are located in the population centers of Abingdon and Galax.

Transit Dependence Index Percent (TDIP)

The TDIP provides a complementary analysis to the TDI measure. It is nearly identical to the TDI measure with the exception of the population density factor. The TDIP for each block group in the study area was calculated with the following formula:

TDIP = DVNV + DVE + DVY + DVBP
Where:

- DVNV = degree of vulnerability based on autoless households.
- DVE = degree of vulnerability based on elderly populations.
- DVY = degree of vulnerability based on youth populations.
- DVBP = degree of vulnerability based on below poverty populations.

By removing the population per square mile factor, the TDIP measured the degree rather than the amount of vulnerability. The TDIP represented the percentage of the population within the block group with the above socioeconomic characteristics. However, it differed in that it did not highlight the block groups that are likely to have higher concentrations of vulnerable populations only because of their population density. As shown in Figure 3-11, this calculation made significant shifts in the location of transit dependent populations from the initial TDI measure. Areas that fall into the high and very high classification are much more dispersed; including Fries, Galax, Independence, Marion and Wytheville.

Figure 3-10: District Three Public Transit - Transit Dependence Index

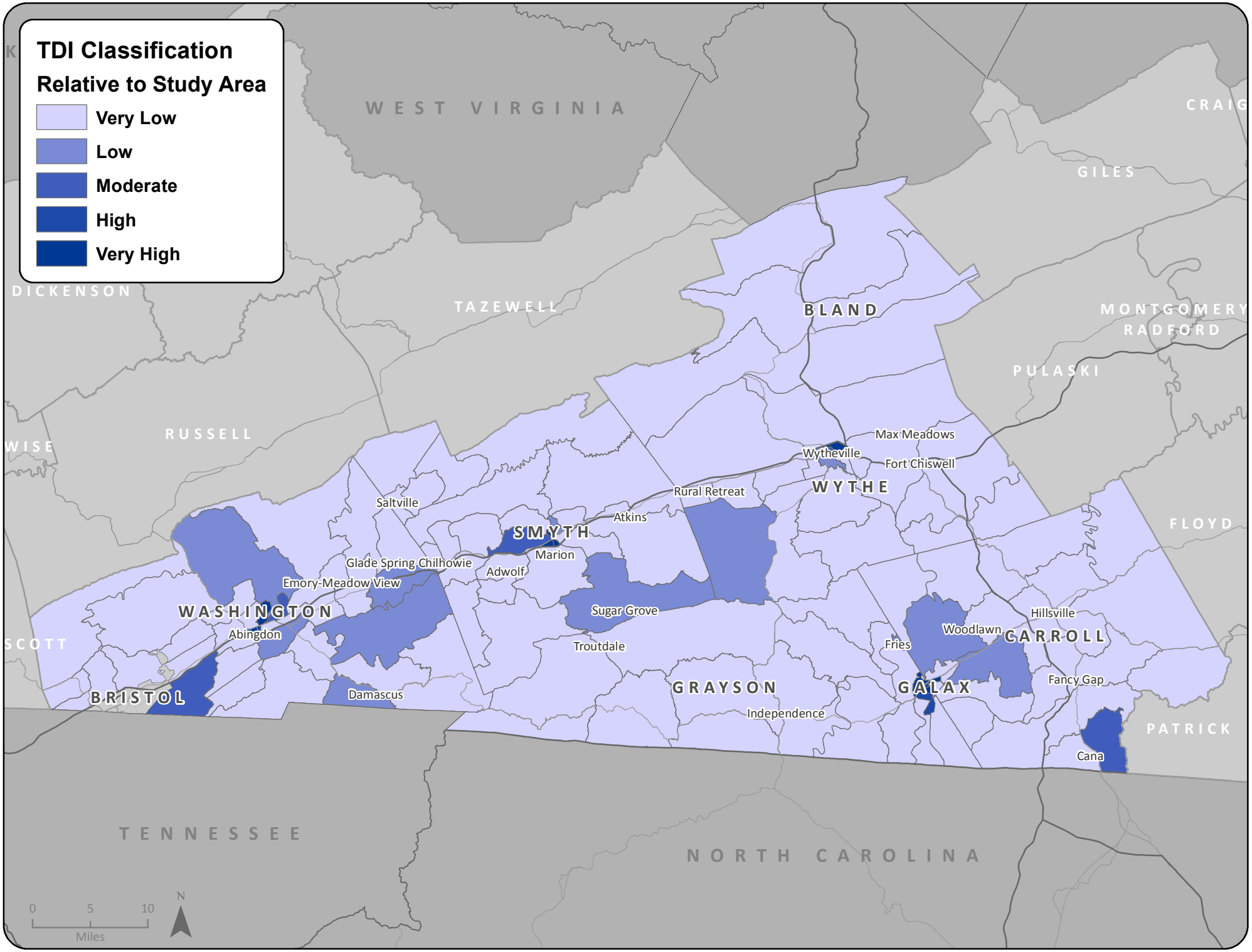
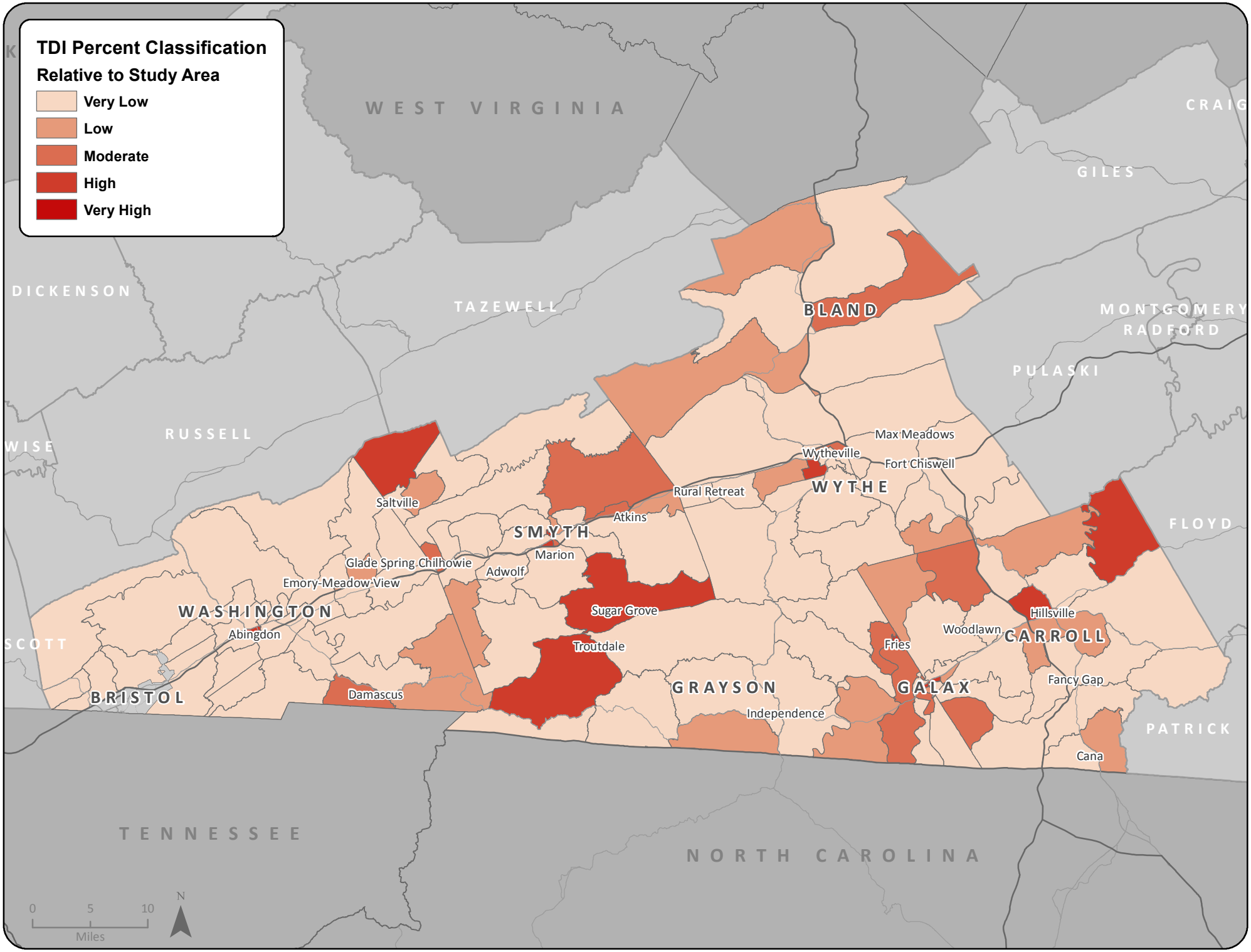


Figure 3-11: District Three Public Transit - Transit Dependence Index Percentage



Major Trip Generators

Major trip generators are those origins from which a concentrated transit demand is typically generated and those destinations to which both transit-dependent persons and choice riders are attracted. They include high density housing locations such as apartments and assisted living facilities, major employers, medical facilities, educational facilities, shopping malls and plazas, grocery stores, public buildings, and human service agencies. The data on major trip generators was obtained through various City and County websites, the Virginia Employment Commission and Google Maps. As seen in Figure 3-12, the majority of trip generators are located in or near the larger population centers in the service area, along major travel corridors. Appendix D provides the names and addresses for each of the major trip generators.

In addition to mapping the locations of the full range of origins and destinations, the study team also generated a map of the region displaying employment destinations by the number of workers. Shown in Figure 3-13, this map looks similar to the map of major trip generators, with the centers of commerce in the region generally showing the most number of workers.

Employment Travel Patterns

In addition to considering the locations of the region's major employers, it was also important to take into account the commuting patterns of residents. This is particularly important given the desire to examine the potential for work-oriented park and ride services along the I-81 and I-77 corridors. According to ACS five-year estimates for 2007-2011, 61% of the region's workers 16 years and older worked at locations within their home counties. As seen in Table 3-15, in-county commuting has the highest rates in Smyth, Wythe, and Washington Counties. Commuters from Grayson County and the City of Galax predominately work in other counties across the state. Carroll County commuters travel outside the state more than commuters from the other jurisdictions in the region, with 18% of the workers leaving Virginia. About 28% of the region's workers commute to other Virginia counties and about 10% of workers commute to other states.

Figure 3-12: District Three Public Transit - Major Trip Generators

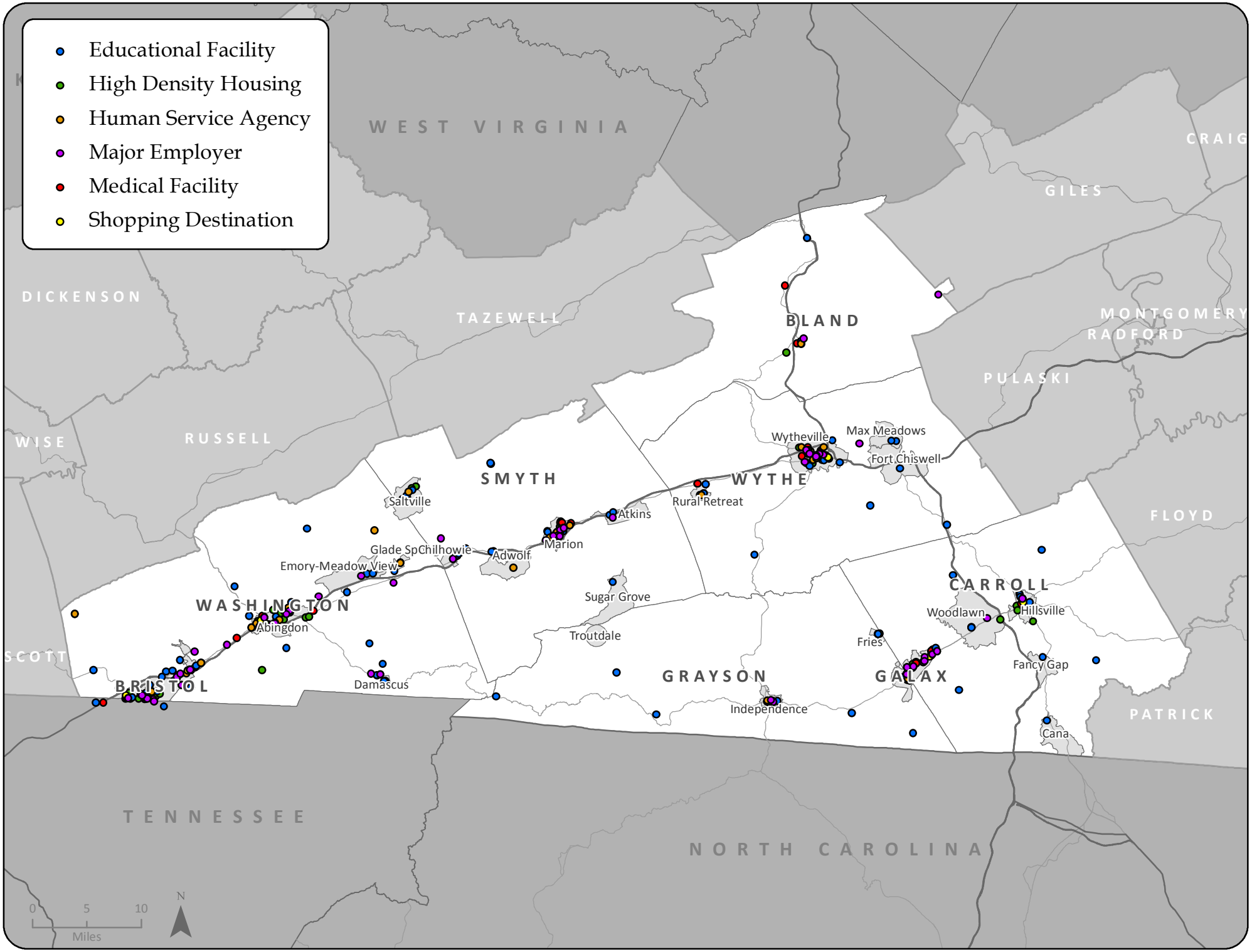


Figure 3-13: District Three Public Transit - Employment Destinations

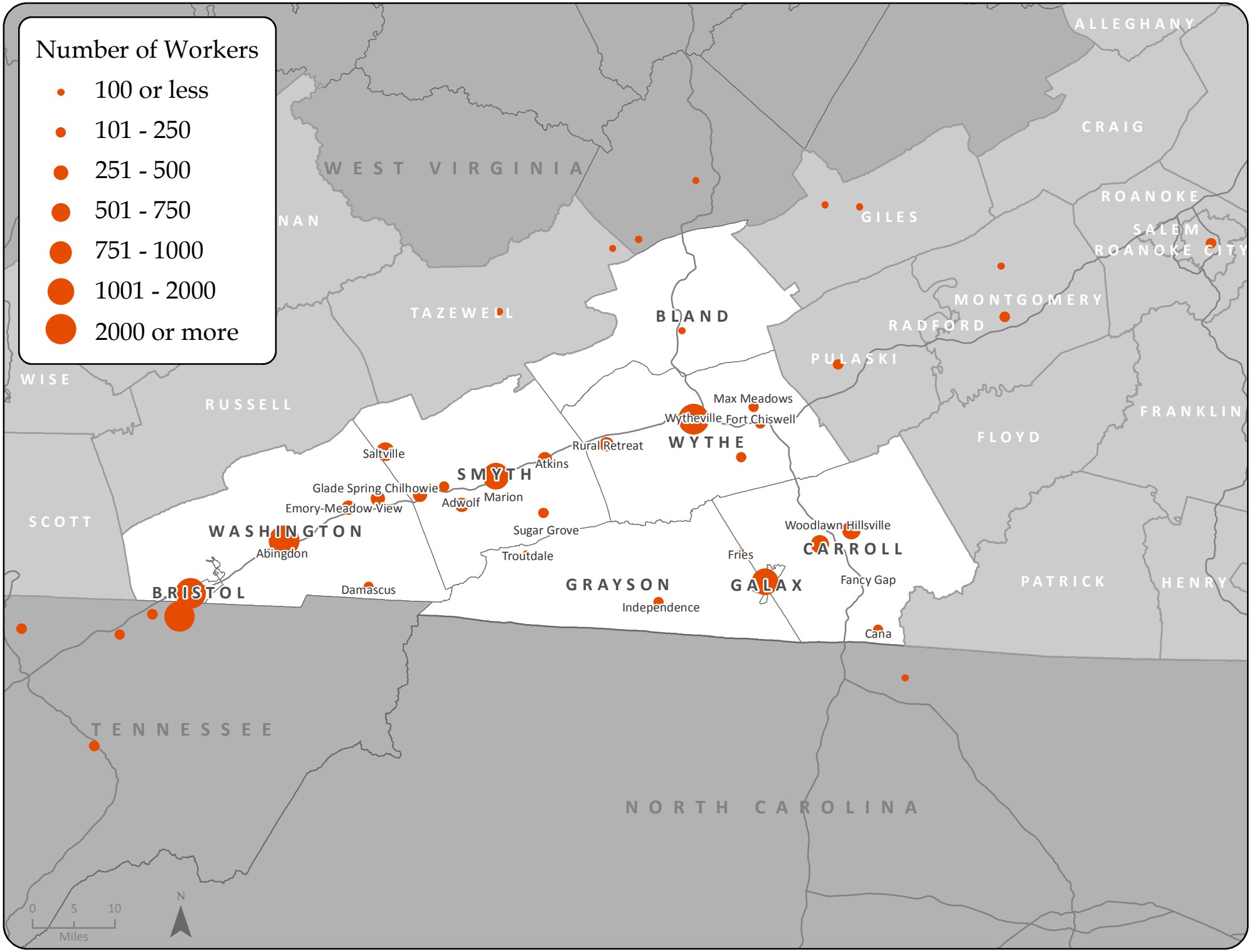


Table 3-15: Journey to Work Travel Patterns

Place of Residence:	Bland County	Carroll County	Galax city	Grayson County	Smyth County	Washington County	Wythe County
Workers 16 Years and Over	2,696	12,505	2,924	6,543	12,678	23,988	13,015
Location of Workplace							
In State of Residence	2,357 87%	10,268 82%	2,576 88%	5,612 86%	12,379 98%	20,894 87%	12,593 97%
a) In County of Residence	1,248 46%	6,111 49%	1,236 42%	2,537 39%	9,599 76%	15,508 65%	9,277 71%
b) Outside County of Residence	1,109 41%	4,157 33%	1,340 46%	3,075 47%	2,780 22%	5,386 22%	3,316 25%
Outside State of Residence	339 13%	2,237 18%	348 12%	931 14%	299 2%	3,094 13%	422 3%
Means of Transportation to Work							
Car, Truck, or Van (drove alone)	2,257	10,131	2,191	5,389	10,688	20,208	11,140
Car, Truck, or Van (carpooled)	331	1,737	356	823	1,319	2,435	1,394
Public Transportation	8	26	34	7	0	64	66
Walked	80	139	40	47	230	426	89
Taxicab, motorcycle, bicycle, or other	12	176	102	52	226	85	107
Worked at Home	8	296	201	225	215	770	219

Source: ACS, Five-Year Estimates (2007-2011), Table B08130

QUALITATIVE NEEDS INFORMATION FROM STAKEHOLDERS AND THE PUBLIC

In an effort to ensure that community members had an opportunity to express their opinions regarding transit needs in the region, a series of public meetings were held. Meetings were held as follows:

- ***Abingdon*** - Appalachian Independence Center
  Tuesday, July 23rd, 2:00 p.m. to 4:00 p.m.

- ***Marion*** - District Three Governmental Cooperative
  Wednesday, July 24th, 9:30 a.m. to 11:30 a.m.

- ***Galax*** - Galax-Carroll Regional Library
  Wednesday, July 24th, 2:00 p.m. to 4:00 p.m.

- ***Wytheville*** - Mount Rogers Community Services Board
  Thursday, July 25th, 9:30 a.m. to 11:30 a.m.

Each meeting began with a background and introduction of the TDP process, followed by an overview of the community transportation priorities articulated by the study committee. These priorities, as discussed in Chapter 2, were:

- Evening and weekend public transportation services.
- Additional travel training opportunities to help people learn how to use public transportation.
- Increased availability of regional services.
- Improved marketing so that more community members know of the services and how to use them.
- More frequent local service.
- Passenger waiting shelters and bus stop signs for the circulator routes.
- Additional park and ride options for commuters traveling to work in the I-81 and I-77 corridors.

Following the staff presentation, meeting attendees were invited to express their opinions concerning unmet needs in the region, and were also asked to prioritize the needs articulated by the study committee. A summary of each meeting is provided below.

Abingdon

***Attendance, including staff*:** 11

Needs and Issues:

From Appalachian Independence Center Executive Director:

- Transit available on weekends.

- Transit available for specific community events that occur on weekends or in the evening (e.g. Fourth of July celebrations, music & movies at parks and then downtown locations).

- Abingdon Transit extending its transportation to the nursing home/rehabilitation center just past the new Johnston Memorial Hospital.

- Washington County Transit transferring riders off of a bus with more riders to another bus with fewer riders in order to proceed to Wal-Mart at Exit 7. It would appear to make more sense to do the reverse.

- Consider calling transit riders for feedback regarding public transit.

- Consider providing a phone number for transit riders to call a designated District Three staff member or volunteer at specific times to allow the rider an opportunity to answer the transit questionnaire or to provide feedback about public transit. Add the phone number and contact information to the bottom of the transit questionnaire.

- No complaints about drivers.

- The transit routes grid on District Three website is useful, but confusing and difficult to read.

- Utilize transit riders and agencies to speak about the need for public transit to local & state elected officials especially when funding is being requested for transit services.

- Actively pursue ways to work collaboratively with the City of Bristol Virginia to provide transit services to residents in Bristol and Washington County so that residents can easily be transported regardless of where they live. Make the public transit services seamless so riders don't have to contact two separate transit providers in order to go to one destination or multiple places.

- Explore options for merging Bristol Virginia Transit with District Three Transit to reduce duplication of services and to maximize resources such as garages, maintenance of vehicles, purchase of buses, bulk purchase of supplies, and availability of transit drivers.

- Actively engage community leaders about the need to expand public transit to serve the current and future planned developments at Exit 7 &

Exit 5 on Interstate 81 in Bristol. Consider a shuttle or loop transit to exclusively serve this growing area funded by the City of Bristol and Washington County. Pursue the possibility of funding from private companies having businesses in this area.

- Actively research the NETrans transit system in Northeast Tennessee and find out the varies ways in which NETrans is funded to determine if an equivalent transit service could be provided by District Three Transit.

- Research ways to overcome barriers to providing transportation to more riders needing to cross the state lines utilizing the former New Freedom transportation especially for rider who use wheelchairs and cannot transfer in to a regular seat.

- Research the feasibly of selling space for companies to advertise on the exterior or interior of the transit vehicles as a way of defraying costs.

- Multiple public transit riders using wheelchair issue. Since demonstrating the two new public transit buses with multiple wheelchair securement tracking system at AIC's Anniversary Celebration of the passage of the ADA in July, District Three Public Transit has informed AIC that they will only transport no more than two individuals at a time the mobility devices on the transit vehicles unless there is an additional person on the bus who can assist getting riders off the bus in the event of an emergency.

  AIC goal for the upcoming year is to work with District Three Public Transit to understand their policy of not allowing more than two individuals with mobility devices to be transported on their transit buses without an additional person. AIC will advocate for more than 2 individuals with mobility devices to be transport on District Three's buses without having an additional person on the bus.

  AIC staff will research the requirements of public transit providers when transporting more than two riders at one time who use mobility devices on transit buses prior to meeting to discuss this issue with District Three Public Transit staff.

  AIC will also seek clarification and information about the qualifications for the additional person needed on the bus if more than 2 individuals with mobility devices are being transported. AIC will advocate for individuals to be trained on how to safely assist getting riders off a bus in the event of an emergency.

The safety of people using mobility devices as well as all riders and the driver are the upmost concern of AIC and we do not want to jeopardize any rider. If after research, it is determined that having more than two riders using mobility devices jeopardizes others, AIC will explore other options and engage District Three Public Transit staff to see if there are ways to effectively and safely transport more than two people with mobility devices on the public transit buses.

AIC will discuss this issue with individuals with disabilities during consumer group meetings facilitated by AIC staff.

From public attendees:

- The service is wonderful and the drivers are wonderful. This service makes it possible to live independently.
- Saturday service is desired, even if only in the morning. This would allow access to the Farmer's market.
- Evening service is desired, at least once a week. Tuesdays would allow riders to attend the Farmer's market.
- Some riders who travel to the Walmart at Exit 7 (I-81) expressed that 3 hours was too long to shop, particularly for senior citizens.
- Riders would like access to some other shopping locations near the Walmart. District Three does sometimes accommodate these requests.
- There is a large development adjacent to Exit 5 (I-81) that riders would like to access.
- Riders supported the idea of expansion to two loops in Abingdon, but want to make sure that they can still get demand response service (for those whose mobility is limited).
- Of the seven priorities identified by the study committee, attendees in Abingdon indicated that evening and weekend services were the highest priority, followed by passenger waiting shelters and bus stop signs.

Marion

Attendance (including staff): 11

Needs and Issues:

- The current service to Roanoke is difficult for some people to use, as it requires that the rider stay in Roanoke until everyone is finished their appointments, which makes it a long day. A second, earlier return option would be convenient.

- The nutrition route on Thursdays leaves the center at 12 p.m. This is too early for some people who wish to stay at the center longer to participate in volunteer activities. Would it be possible to coordinate services with the Mt. Roger's hiker shuttle to offer a later return?

- Riders inquired as to why service was no longer provided on Thursdays. Staff indicated that District Three no longer has funding for the senior meal in Marion on Thursdays, so transportation is no longer provide, as the senior nutrition program provided a rider base for the route. The Town of Marion does provide a meal for seniors on Thursdays, funded by the Town.

- Riders would like more flexible service- people who live in Chilhowie have access to the nutrition site in Chilhowie, but would rather come to Marion.

- Meeting attendees were asked what marketing tools should be employed to increase awareness of transit services in the region. Suggestions included Facebook, radio, and flyers at prominent locations (Walmart, Food City, governmental buildings).

- Of the seven priorities identified by the study committee, attendees in Marion indicated that increased availability of regional services and more frequent local service were the highest priorities.

Galax

***Attendance, Including Staff*:** 10

Needs and Issues:

- There are several areas of Grayson County that are not covered by public transportation.
- It may be feasible to operate county "feeder" demand response vehicles to connect with the Galax loop bus.
- Daily bus service to areas outside the City of Galax is needed.
- Extension of the loop bus to areas outside the City of Galax would be helpful to some riders.
- Additional capacity is needed on Saturdays in Galax. A demand response vehicle is needed for Saturdays also.
- More marketing and advertising is needed so that people know how to use the system.
- Marketing and advertising is also needed to help change the perception of the service- many people think it only is for senior citizens.
- Additional capacity is needed in the Galax area, particularly from 10 a.m. to 2 p.m.
- An informational publication that highlights all regional transportation services and how to connect from one to another would be helpful.
- North-South travel through the region is limited- there is no longer an intercity bus stop in Hillsville.
- Some limited evening services would be helpful, perhaps to coincide with community events.
- Riders are concerned about the concept of closing the Galax District Three Public Transit office. Many riders use the office as a place to wait for the loop bus.

- Of the seven priorities identified by the study committee, attendees in Galax indicated that increased availability of regional services, more frequent local service, evening and weekend services, and travel training were the highest priorities.

Wytheville

Attendance, including staff: 13

Needs and Issues:

- The lack of daily public transportation in the County is a significant barrier to employment for people who do not drive. This is a particular issue for people whose jobs require evening and weekend hours.

- Senior Citizens from the Ceres area previously were offered service to Bluefield for shopping. Currently they are only offered service to Wytheville. Seniors indicated that they would like to be able to access Bluefield for shopping and services.

- Later hours of service on the loop buses are needed for employment purposes. 7:00 a.m. to 7:00 p.m. was suggested.

- Riders from Bland County would like the Johnson City New Freedom route to originate in Bland County, rather than in Wytheville.

- Seniors would like service for special events and outings. These types of trips were discontinued to ensure compliance with FTA charter regulations.

- Service to Max Meadows is needed.

- Of the seven priorities identified by the study committee, attendees in Wytheville indicated that evening and weekend services, improved marketing, increased availability of regional services, and passenger waiting shelters were the highest priority improvements.

Additional Comments

Comment cards were made available at the meetings so that addition input could be provided either by meeting attendees or by those who could not attend the

meetings. These cards were collected by District Three staff and sent to the study team. The comments received are listed below.

- Additional service is needed outside of the town limits. A comment was received from someone who lives 2.25 miles from Chilhowie and is not offered service to Marion. Several other comments requested more transportation to seniors living outside of town limits.
- More geographic coverage is desired, even if the fare needs to be raised.
- More trips and outings for seniors were desired.
- Sunday service to attend church was requested.

Overall Priorities

In looking at the results from all four meetings, evening and weekend services was selected as the highest priority, by a large margin. The next four priorities were: improved marketing, increased availability of regional services, more frequent local service, and passenger waiting shelters and bus stop signs for the loop routes.

SUMMARY

The system evaluation and needs analysis involved collecting and reviewing data and input from many different sources. This was a critical step in the TDP and for District Three to make a detailed assessment of the existing service, including its performance and how riders are currently using the service. The needs analysis examined demographic data and land use and reviewed recent plans to ensure that the recommendations in the TDP will complement other transportation and economic development efforts in the region. Public outreach, including the rider survey, was another important part of the needs analysis to collect community input on transit needs and potential areas for improvement.

Riders indicated a high level of satisfaction with the service provided, particularly with the friendliness and service by the drivers. Unmet needs mentioned by riders and the public included additional weekend service, evening service, and more options for people who live outside of the major towns.

The results of the system evaluation and the priorities identified in the needs analysis were used to develop service alternatives and improvements, discussed in the next chapter of the TDP.

Chapter 4

Service, Infrastructure, and Organizational Alternatives

INTRODUCTION

This fourth chapter prepared for the District Three Public Transit TDP provided a range of alternatives for DTPT to consider when planning transit services for the six-year horizon covered by the TDP. While the TDP scope of work titles this chapter "service expansion project descriptions", we have broadened the title in recognition of the infrastructure and organizational initiatives that are also discussed in this chapter.

These alternatives were developed based on the data compiled and analyzed in Chapters 1-3. Some of the concepts were generated through this planning process, while others were generated through DTPT's ongoing strategic planning efforts. This chapter ties together these concepts.

Several of these alternatives are expansionary, reflecting input received through the survey efforts, and were ultimately need to be considered as part of the unconstrained section of the TDP, rather than the financially constrained section.

SERVICE ALTERNATIVES

The previous chapter provided an evaluation of current DTPT services, as well as an analysis of transit needs based on quantitative data and on input from DTPT customers, the public, and other key stakeholders. Through the service review, needs assessment, and outreach, there are specific service improvements that should be considered for implementation. These alternatives focus on:

- Improvements for the in-town circulators,
- Additional hours for the County routes; and
- Regional connections.

Each service alternative is detailed in this section, and includes (where applicable):

- A summary of the service alternative,
- Potential advantages and disadvantages,
- Ridership estimates,
- An estimate of the operating and capital costs, and
- Potential funding sources.

It should be noted that these alternatives were designed to serve as a starting point and can be modified as needed based on the needs of DTPT and stakeholder input. In addition, the cost information is expressed as the fully allocated costs (FY12), which means we have considered all of the program's costs on a per unit basis when contemplating expansions. This does overstate the incremental cost of minor service expansion, as there are likely to be some administrative expenses that would not be increased with the addition of a few service hours.

Circulator Alternatives

The first set of service alternatives focuses on potential service changes, improvements, and expansions associated with the deviated fixed route services that operate in Abingdon, Galax, Marion, and Wytheville. It should be noted that these service alternatives are inter-related, but are discussed separately. For example, alternatives number one and two discuss Saturday service and extended afternoon service in Abingdon and Galax, while alternatives number three and four discuss additional geographic coverage. Alternatives one and two contemplate Saturday and later afternoon service on the *existing* routes, rather than on potential future routes.

Service Alternative #1: Saturday Service for In-Town Circulators

Currently there is Saturday service in Galax and Marion, both with relatively short service days. Saturday service is not provided in Abingdon or Wytheville. The comments received through the surveys and the public meetings indicated that Saturday service or additional Saturday service is the most requested improvement. Riders would particularly like to access the Farmers' Markets that operate in each of the municipalities on Saturday mornings.

This alternative proposes to add the following operating hours on Saturdays:

- ***Abingdon*** - operate Saturday service on a deviated fixed route schedule, from 8:00 a.m. to 4:00 p.m., for a total of 8 additional service hours weekly, or 416 revenue vehicle hours on an annual basis. It should be noted that the Town of Abingdon has recently started Abingdon Local Transit (ALT),

which provides service on Saturdays from 10:00 a.m. to 8:00 p.m. The focus of the ALT service is circulation between the hotels in town and the tourist attractions; however, some local trip needs are likely to be met by this service, which is fare free.

- ***Galax*** - Add an additional 4 hours to the schedule so that service operates from 8:00 a.m. to 4:00 p.m. An additional four hours per week will equate to an additional 208 annual revenue vehicle hours.

- ***Marion*** - Add two hours to the Marion Saturday schedule, so that service is provided from 8:00 a.m. to 4:00 p.m. An additional two hours per week will equate to an additional 104 annual revenue vehicle hours.

- ***Wytheville*** - operate Saturday service from 8:00 a.m. to 4:00 p.m. on a deviated fixed route schedule, on both routes, for a total of 16 additional vehicle hours per week, which will equate to 832 additional annual revenue vehicle hours.

Advantages

- Addresses the number one request from the passengers.
- Meets additional passenger need for shopping and errands.
- Allows transit riders to access local farmers' markets that are open on Saturday mornings.

Disadvantages

- The only disadvantage is cost.

Expenses and Funding Sources

Using DTPT's fully allocated cost per hour of $ 33.26, the annual operating costs would be as follows:

- ***Abingdon*** - $ 13,836 annually
- ***Galax*** - $ 6,918 annually
- ***Marion*** - $ 3,459 annually
- ***Wytheville*** - $27,672 annually

No additional vehicles would be needed, as much of the DTPT fleet is idle on Saturdays.

With an average farebox recovery of 5%, the net deficit for these expansions would be as follows:

- ***Abingdon*** - $ 13,144 annually
- ***Galax*** - $ 6,572 annually
- ***Marion*** - $ 3,286 annually
- ***Wytheville*** - $ 26,289 annually

It is proposed that this deficit be split between federal S.5311 funds (50%) and local/state funds (50%).

Ridership

Current circulator ridership varies between 5.8 and 10 passenger trips per revenue hour. Saturday ridership is likely to be slightly lower, though not significantly different from weekday ridership, as the majority of the trip purposes listed on the surveys were for shopping and errands. Additional Saturday ridership is estimated to be as follows:

- ***Abingdon*** - 2,000 additional annual passenger trips
- ***Galax*** - 1,600 additional annual passenger trips
- ***Marion*** - 625 additional annual passenger trips
- ***Wytheville*** - 6,000 additional annual passenger trips

Service Alternative #2: Later Afternoon/ Early Evening Service for In-Town Circulators

Another frequently requested service improvement was to have service later in the afternoon for the circulator routes. Currently the only circulator that operates until 6 p.m. is the Marion Transit route. The other circulators end service at 2:50 p.m. (Wytheville), 4:25 p.m. (Galax), and 4:55 p.m. (Abingdon). This alternative proposes to extend each circulator until about 6:00 p.m., depending upon the individual schedule. The additional vehicle service hours would be as follows:

- ***Abingdon*** - one additional service hour per weekday; 255 additional annual revenue vehicle service hours.

- ***Galax*** - two additional service hours per weekday; 510 additional annual vehicle revenue service hours.

- ***Wytheville*** - six additional service hours (two vehicles, three hours each) per weekday; 1,530 additional annual vehicle revenue service hours.

Advantages

- Addresses a need expressed through the rider survey and outreach efforts.
- Allows for riders to complete errands later in the day, potentially after work.
- May allow for additional work trips.
- Provides more consistent hours across the service area.

Disadvantages

- Adds expenses.
- Adds service during a time period that is likely to have lower ridership.

Expenses and Funding Sources

Using DTPT's fully allocated cost per hour of $ 33.26, the additional annual operating costs would be as follows:

- ***Abingdon -*** $ 8,841 annually
- ***Galax -*** $ 16,962 annually
- ***Wytheville -*** $ 50,887 annually

No additional vehicles would be needed to extend the service day.

With an average farebox recovery of 5%, the net deficit resulting from the extended hours would be as follows:

- ***Abingdon -*** $ 8,057 annually
- ***Galax -*** $ 16,114 annually
- ***Wytheville -*** $ 48,343 annually

It is proposed that this deficit be split between federal S.5311 funds (50%) and local/state funds (50%).

Ridership

Estimating the ridership increases resulting from extending service later in the day can be difficult, as overall demand for service is not likely to change dramatically, but rather the ridership patterns may change. Each of the three circulators will likely see incremental ridership increases, estimated to be as follows:

- ***Abingdon -*** 1,020 annual passenger trips
- ***Galax -*** 3,060 annual passenger trips
- ***Wytheville -*** 6,120 annual passenger trips

Service Alternative #3: Second Loop for Abingdon

Prior to the TDP planning process, DTPT presented a plan to the Town of Abingdon to add a second vehicle to the Abingdon service, expanding the in-town service to two routes. The proposal also extended the hours of service by adding service from 7:00 a.m. to 12:00 p.m. The proposed two-route service (Abingdon East and Abingdon West) would extend service to some important trip generators, including the Virginia Highlands Community College (West) and the Johnston Memorial Hospital (East). A map of the proposed service expansion is provided in Figure 4-1.

To date, the Town of Abingdon has not acted on the proposal to expand transit services through the expansion of Abingdon Transit. The Town has recently initiated a tourist-oriented shuttle that operates on Saturdays, connecting the hotels with the major attractions in town. This service is termed Abingdon Local Transit (ALT).

Advantages

- Implementation of a second loop in Abingdon would allow Abingdon Transit to serve a number of additional important trip generators while still maintain hourly headways.
- Service to the Johnston Memorial Hospital was requested.

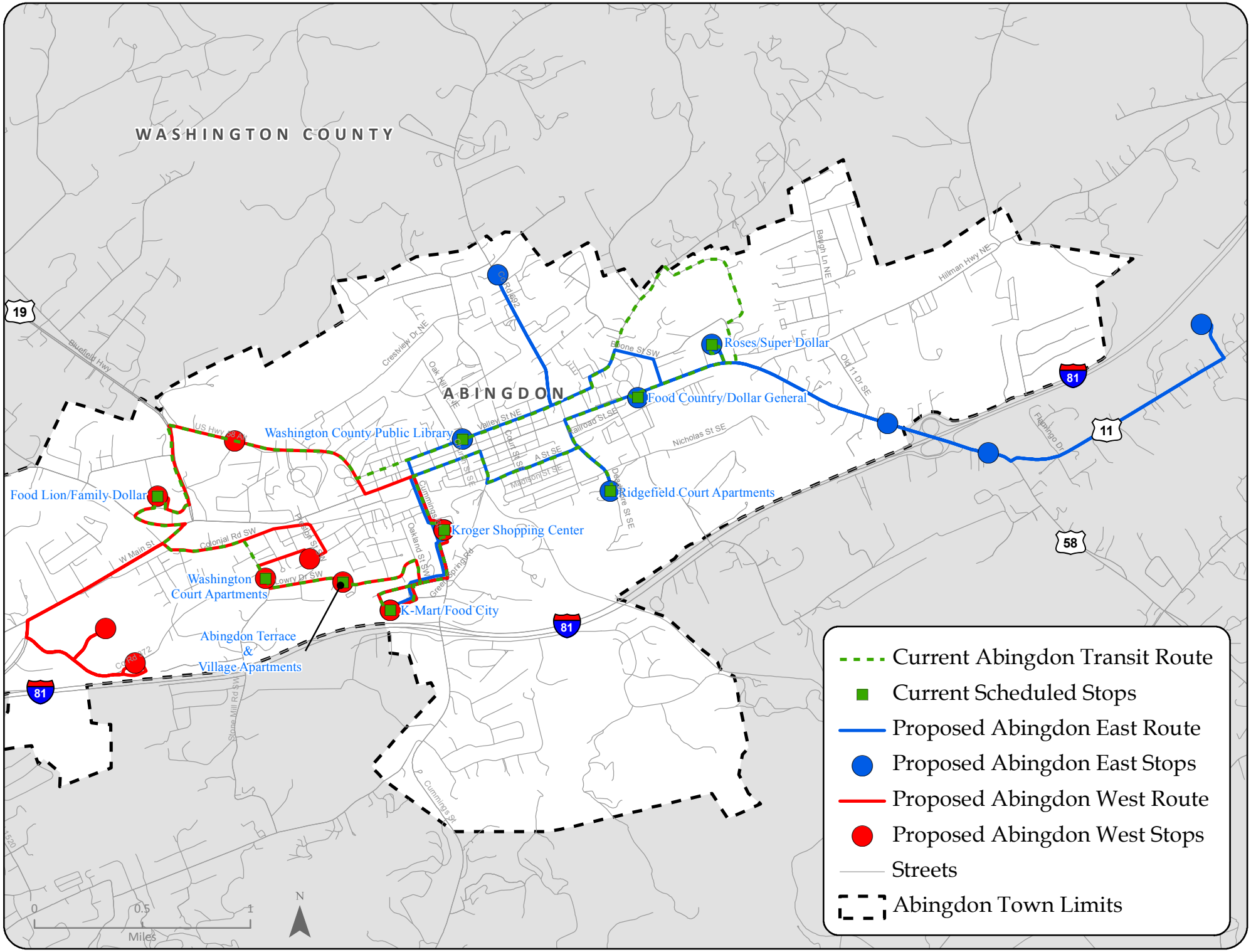
Disadvantages

- Ridership on the existing service is not as high as it is on some of the other DTPT circulators; however, the existing Abingdon Transit route operates during a relatively short service day and does not serve some significant trip generators.
- There are significant costs associated with adding a second loop and extending the service day, though service could potentially be reduced for the morning demand response vehicle that currently operates in Abingdon, which would offset the circulator expansion expenses.

Expenses and Funding Sources

Using DTPT's fully allocated cost per hour of $ 33.26, the total annual operating cost of the expanded service would be $110,250. As mentioned above, some of this new expense could be mitigated by reducing service on the morning demand response service in Abingdon.

Figure 4-1: Service Alternative #3 - Second Loop for Abingdon



With an average farebox recovery of 5%, the net deficit for this expansion would be $ 104,740. It is proposed that this deficit be split in the same manner as the current net deficit, which is 50% federal S. 5311 and 50% local/state.

A vehicle will also be needed to support this expansion. The current cost for a < 30 foot cutaway is $64,000. This expense would likely be split 80% federal and 20% local/state.

Ridership

Adding 3,315 additional hours of service for the Abingdon Circulator would likely generate about 16,500 additional annual passenger trips. It should be noted that some of these trips will supplant those currently provided via the morning demand response service.

Service Alternative #4: Second Loop for Galax

The Galax circulator was the most productive of the circulators during the boarding/alighting counts. Driver input also indicated that they have difficulty in keeping to the printed schedule given the number of deviations. Drivers also indicated that it is particularly difficult to keep up with the demand between 10 a.m. to 2:00 p.m. (though from 10 a.m. to 12:30 p.m. service in Galax is demand response only).

The concept for the Galax Circulator is to split the route, with downtown and Walmart serving as the starting and ending point for both legs. The southern leg would serve the origins and destinations south and east of downtown and then serve the Northway Apartments and then travel west on 221/58, serving the commercial corridor to Walmart. The northern leg would start downtown and serve the origins and destinations north and east of downtown, then the hospital, Roses, the Glendale Apartments and the remainder of the Glendale Road corridor to Walmart. The routes would be timed to meet at each end for those passengers needing to transfer to the other route segments. A map of the proposed split routes is provided as Figure 4-2.

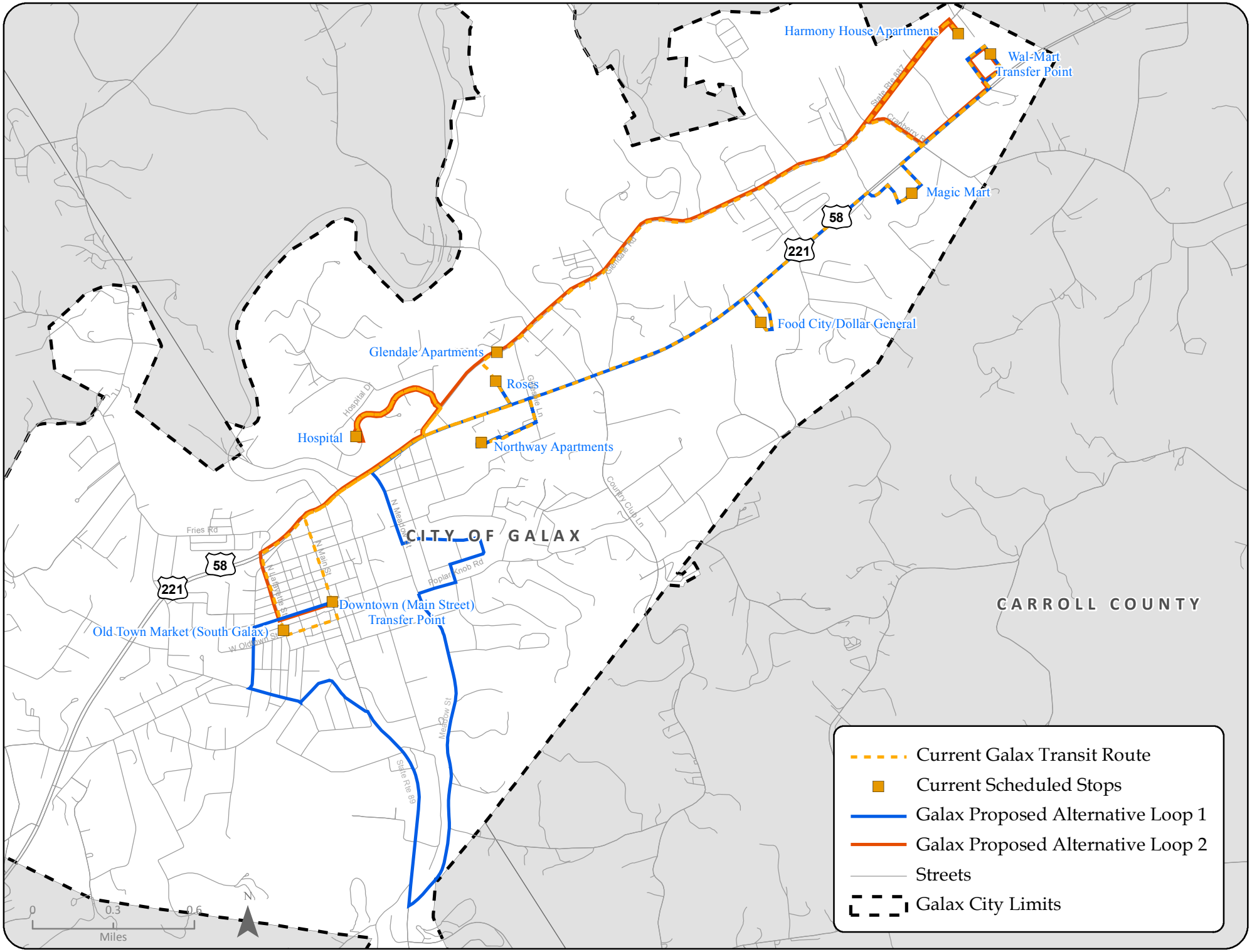
Advantages

- Provides direct links between housing areas and shopping areas.
- Provides a more direct link to and from the hospital.
- Offers more capacity.
- Allows more time for deviations and driver recovery.

Disadvantages

- Doubles the cost of service.
- Necessitates a transfer for some trips.

Figure 4-2: Service Alternative #4 - Second Loop for Galax



Expenses and Funding Sources

This alternative contemplates adding a second vehicle for the current service, which operates four hours each weekday afternoon. The expenses for the alternative include this change only, and not the previously discussed Saturday and later afternoon options. If longer hours are initiated, then the costs associated with a second vehicle would escalate as well.

Adding four weekday hours equates to $33,925 in additional annual operating expenses. With an average farebox recovery of 5%, the net deficit for this expansion would be $ 32,230 annually. It is proposed that this deficit be split in the same manner as the current net deficit, which is 50% federal S. 5311 and 50% local/state.

A vehicle will also be needed to support this expansion. The current cost for a < 30 foot cutaway is $64,000. This expense would likely be split 80% federal and 20% local/state.

Ridership

Adding a second vehicle will add capacity and improve service, while at the same time improving ridership; however, ridership is not likely to double, as the pool of transit riders will remain relatively constant. It is estimated that ridership will increase by about 7,000 passenger trips annually, which is based on productivity of just under 7 passenger trips per revenue hour.

Service Alternative #5: Changes to Marion Loop

During the ridership counts, many riders requested deviations to the Lifetime Fitness Center and Marion Manor. Both of these facilities are adjacent to one another along Radio Hill Road. The Marion Loop comes within half a mile of the facilities and could be easily modified to serve these major destinations. The addition of a designated stop at the Lifetime Fitness Center would add an additional six minutes and 0.8 miles to the loop. There were also several segments of the route where there were no riders (Callan Drive, Chatham Hill Road, Sprinkle Ave., and Dover Street).

In looking at the route to determine how it could be improved, the study team realized that additional field research and discussion with operations staff was needed to provide a solid alternative that includes the Lifetime Fitness Center, reduces travel on segments with no ridership, and accomplishes the route with enough time for driver recovery and a few deviations. This was accomplished prior to the development of the Operations Plan (Chapter 5).

Service Alternative #6: Changes to Wytheville Loops

During the ridership counts, a number of riders requested deviations to the east of the town, around Exit 41 along Interstate 77 and Exit 73 off Interstate 81. There are a number of significant transit destinations along these interstate interchanges including hotels, restaurants, and retail centers. The Gray Route currently serves areas close to the interchanges, but does not have an established route or designated stops in close proximity. The Gray Route could be extended to serve these areas. The use of Nye Road could act as a shortcut for transit vehicles between the two interstate exits resulting in an extra five minutes and an additional 2.4 miles for each run. To compensate for this additional time and mileage, the designated stop located at the Super Dollar, which is also served by the Maroon Route, could be eliminated making up four minutes and 0.8 miles along the route.

Advantages

- Provides transit services to significant transit destinations that are not currently served.
- Will extend the route network and ridership.

Disadvantages

- Alters the Gray Route, which could result in route restructuring for route deviations.

Expenses and Funding Sources

- This change is cost neutral.

Ridership

- The extension of the route will make transit more convenient for current riders going to destinations in these areas, which would lead to increased ridership.
- The route extension would expand the area where route deviations are allowed possibly leading to increased ridership.

Service Alternative #7: Additional Frequency for Circulator Routes

Prior to initiating work on the TDP, District Three's internal planning process identified a need to increase the frequency on the circulator services in each of the jurisdictions where they operate. District Three staff included these projections in its annual TDP letter to DRPT. The proposal called for the following:

- **FY14**: Increase hourly loop service in Marion to half-hour.
- **FY16**: Increase hourly loop service in Abingdon to half-hour (2 routes).
- **FY16**: Increase hourly loop service in Wytheville to half-hour (2 routes).
- **FY17**: Increase hourly loop service in Galax to half hour (1 route).

Advantages

- Improved frequency will improve the convenience of the circulator routes for riders.
- Improved frequency may serve to attract choice riders.
- Ridership will likely increase with more convenient service, though it is not likely to double.

Disadvantages

- Doubles the cost of providing service
- Productivity will likely be somewhat lower, as the capacity is doubled, the demand will not likely double.

Expenses and Revenue Sources

The cost estimates for these improvements are based on the service parameters articulated by District Three in their annual improvement letter. Other route changes or improvements discussed as part of this TDP may also affect the expenses associated with improving the service frequencies. These costs will be reflected in the six-year plan, should they be chosen for implementation.

Cost estimates for improving the frequency of service are provided below:

- **FY14**: Increase hourly loop service in Marion to half-hour.

- Adding a second vehicle to this service would add 10 hours per day, Monday through Friday, and 6 hours per Saturday, for a total of 56 hours per week. The annual increase would be about 2,900 vehicle revenue hours, totaling about $97,000.

- A vehicle would also need to be purchased, at $ 64,000.

- **FY16**: Increase hourly loop service in Abingdon to half-hour (2 routes)

- DTPT has assumed that the Abingdon service will be operating with the 2 routes that were proposed earlier this year. Under this scenario, the service would increase from 18 revenue vehicle hours per day (2 vehicles, 9 hours each) to 36 revenue vehicle hours per day. Based on a Monday-Friday schedule, this improvement would cost about $153,000 annually.

- Two additional vehicles would be needed, for a capital cost of $128,000.

- **FY16**: Increase hourly loop service in Wytheville to half-hour (2 routes)

    - Adding a second vehicle to each of the two loops in Wytheville, Monday through Friday, would result in 14 additional revenue vehicle hours per day, and 3,570 additional annual revenue vehicle hours. These service hours total about $119,000 annually in operating expenses.
    - Two additional vehicles would be needed, for a capital cost of $128,000.

- **FY17**: Increase hourly loop service in Galax to half hour (1 route)

    - Adding a second vehicle to the Galax route would add four revenue vehicle service hours to each day, Monday through Saturday, for a weekly expansion of 24 revenue vehicle hours and an annual expansion of 1,250 revenue vehicle hours. These service hours total about $41,500 annually.
    - An additional vehicle would be needed for a capital cost of $64,000.

The total annual operating costs for improving the frequency on all four circulator services, as described above, is estimated to be $410,500 annually, with a net deficit of about $390,000.

It is proposed that the deficit be split in the same manner as the current net deficit, which is 50% federal S. 5311 and 50% local/state.

Six total vehicles would be required, at a 2013 cost of $384,000, with 80% of the vehicle costs expected to be covered from federal Section 5311 funds and 20% provided with state and local funds.

Ridership

Improving the frequency on all of the circulators will improve ridership and may draw some choice riders. Overall productivity is likely to be a bit lower than the

current productivity, as the demand is not likely to double. Based on a conservative estimate of 5.5 passenger trips per revenue hour, the total ridership gain is estimated to be about 68,000 trips annually.

County Services

This section discusses potential improvements for the County-based rural demand response services. As with the previous alternatives, these are based on rider and stakeholder input as well as previous regional planning efforts.

Service Alternative #8: Limited Saturday Service for Rural Routes

The focus of this alternative is to provide limited Saturday service for the County-based routes. The concept is to use the current DTPT zones to add one Saturday per month for each zone. For example, Zone 1 would have service the first Saturday of the month, Zone Two the second Saturday, and so on. This arrangement could be initiated with one vehicle per dispatch center, for a total of four vehicles in service for the County routes on Saturdays.

Advantages

- Allows for limited mobility on Saturdays.
- Addresses a need articulated by riders and stakeholders.

Disadvantages

- Offers a very low level of service.
- Adds service and the associated expenses without a base of regular riders. For example, the Monday-Friday routes are based on the known need for congregate nutrition trips.

Expenses and Funding Sources

If service were to be provided using four vehicles, eight hours per day, the Saturday vehicle revenue hours would be 32 per Saturday, or 1,664 annually. The cost of providing these service hours would be just over $55,000 annually, with a net deficit of $52,250, which would be split between federal S.5311 funds and local/state funds. No additional vehicles would be needed, as much of the DTPT fleet is currently idle on the weekends.

Ridership

Ridership on rural Saturday service is likely to be relatively low, given the limited capacity and possibility for long trips. Assuming a productivity of 2 passenger trips per revenue hour, the total annual Saturday county ridership is likely to be about 3,300 annual passenger trips.

Service Alternative #9: Additional County Service

Service on additional days per week was the top priority for improvements indicated by the riders who completed the demand response surveys. Further comments indicated that service is not frequent enough and that they feel limited by the places that they can travel.

This alternative proposes to add one additional vehicle and driver per dispatch center, Monday-Friday, so that riders can access service more frequently and potentially get to additional destinations.

Advantages

- Adds capacity for each dispatch center, allowing for greater mobility throughout the service area.
- Addresses a need articulated via the rider surveys.

Disadvantages

- Adds expenses without a specified base of riders (i.e., like the congregate nutrition riders).

Expenses and Funding Sources

If one vehicle and driver were added Monday through Friday, for an eight hour service day, for each dispatch center, a total of 8,160 vehicle revenue hours would be added, at a total operating cost of just over $270,000. As with the other operating expenses, it is anticipated that this cost would be split 50% federal S.5311 and 50% local/state.

Four additional vehicles would be needed at a total cost of $256,000, which would likely be split 80% federal and 20% local/state.

Ridership

Ridership on additional public transit services in the rural areas that is not associated with an agency purpose is likely to be relatively low, as it will be difficult to group trips without a defined common purpose. If the service expansion can achieve two passenger trips per revenue hour, the total ridership would be about 16,300 annually.

Service Alternative #10: Regional Connector Service

Comments received at the public meeting in Abingdon indicated a strong desire to access the Bristol area, specifically the shopping areas around Exits 5 and 7 off of I-81. DTPT does connect Abingdon to the Exit 7 locations three days a week from various areas in Smyth and Washington Counties, but the service only makes one trip so riders must stay for two to three hours in the Bristol area. The link between Bristol and Abingdon was also cited as a need in the Bristol Transit TDP.

This alternative proposes to connect Abingdon and Bristol throughout the day, providing service from one or two central locations in Abingdon (where feeder vehicles could bring riders into the route) to selected destinations in the Exit 7 and Exit 5 areas, including a timed meeting with Bristol Transit, perhaps at the Food City near Exit 5 where two Bristol Transit routes meet (East Bristol and Exit 7). Riders could then access any location on the Bristol Transit network.

With a short Abingdon loop, a stop at Exit 7, and a stop at Exit 5, the one-way mileage is likely to be about 16 miles (the straight mileage is 11.2). Total round-trip travel time would likely be about two hours (including driver recovery). Assuming an eight-hour day, a one-vehicle operation could make four trips between Abingdon and Bristol. The East Bristol Route leaves the Food City at :32 past the hour and the Exit 7 Route leaves the Food City at :35. The vehicle from Abingdon could be timed to arrive around :25 after the hour (every other hour), leaving some time for incidents. It could then leave to come back to Abingdon at :40 after the hour or so, after collecting passengers from the two Bristol Transit routes.

Advantages

- Addresses a need articulated by Abingdon area riders.
- Addresses a need indicated in the Bristol Transit TDP.
- Provides additional mobility in the I-81 corridor of Washington County.
- May provide an opportunity for coordination between Bristol Transit and District Three Public Transit.

Disadvantages

- The only disadvantage is cost.

Expenses and Funding Sources

Assuming that this route operates eight hours per day, five days per week (Bristol Transit operates five days per week), the total annual vehicle revenue hours would be 2,040, and the total operating costs would be $67,850. A vehicle would also be required for this route ($64,000). The net operating deficit would be $64,450. Funding sources for this route could include the federal S.5311 program (50%), as well as a broader base of local sources (perhaps Washington County and Bristol, VA).

Ridership

Ridership on this route is relatively difficult to predict, as there is not a route like it currently operating in the District Three network. It is a hybrid route, with some characteristics similar to the circulator routes and some characteristics similar to the New Freedom routes. It also will be feeding into a small urban transit system. For planning purposes, we will estimate that the route will provide about 7 trips per revenue vehicle hour, resulting in a total annual ridership of just over 14,000 annual passenger trips.

INFRASTRUCTURE AND FACILITY IMPROVEMENTS

This section discusses potential infrastructure and facility improvements. These potential projects serve to improve the rider experience, DTPT efficiency, and/or support facilities. As with the previous alternatives, some of these ideas were generated through the TDP process, while others originated through DTPT strategic planning efforts. The projects discussed in this section are primarily capital in nature.

Infrastructure Improvement #1: Improved Passenger Amenities

While there are deviated fixed route circulators in Abingdon, Galax, Marion, and Wytheville, there are currently few passenger amenities in place to support these routes. This alternative focusses on formalizing the time points for the deviated fixed routes by installing bus stop signs, and providing passenger wait shelters and benches for the more heavily used stops. In addition to improving the passenger amenities in support of the circulator routes, stakeholders also indicated that there is a need for passenger amenities at the key New Freedom stop locations.

Given the current circulator routes, the following sign and shelter program should be considered:

Abingdon: Signs at the 10 time points listed on the schedule
Shelter at Food City.

Galax: Signs at the 10 time points listed on the schedule
Shelter at Food City.

Marion: Signs at the 23 time points listed on the schedule
Shelter at Walmart.

Wytheville: Signs at the 12 time points listed on the schedule
Shelter at Walmart.

Additional shelters should also be considered for other popular stops, such as apartments.

The following New Freedom stops in the region should also be considered for signage, with shelters considered for those stops that serve multiple routes and for stops where no other shelter is available.

- Abingdon,
- Bristol,
- Glade Spring,
- Chilhowie,
- Marion,
- Rural Retreat,
- Wytheville,
- Max Meadows,
- Fort Chiswell,
- Troutdale,
- Mouth of Wilson,
- Independence,
- Galax,
- Hillsville,
- Sugar Grove.

Advantages

- Signing the stops gives passengers a level of comfort in knowing that they are waiting at the correct location for the bus.

- Bus stop signs provide an enhanced level of visibility for the transit program within the community.
- Passenger wait shelters offer protection from the weather while people are waiting for the bus. They also serve to enhance the visibility of the system.

Disadvantages

- Once signs and shelters are purchased and installed, they must be maintained. Sometimes it is difficult for a small transit program to stay on top of sign and shelter maintenance.
- There are expenses associated with purchasing and installing signs and shelters.

Expenses and Funding Sources

Bus stop signs typically run about $100 installed. Passenger wait shelters range significantly in price, depending upon the level of amenities and location. A typical cost for a solar-powered shelter, with a concrete pad, is about $10,000. As capital items, signs and shelters are funded through the following matching ratio: 80% federal; 20% local/state.

Ridership

The installation of bus stop signs does increase the awareness of transit in the community, which can lead to modest increases in ridership.

Infrastructure Improvement #2: Improved Scheduling and Routing Infrastructure

Currently DTPT operates four separate dispatch centers, each with a manual scheduling process. DTPT is in the process centralizing the reservations, scheduling, and dispatch function. In order to successfully centralize the volume of trips provided by the agency, DTPT will be transitioning from a manual process to a computer-assisted process. The vehicles are already wired for automatic vehicle location (AVL). The next step in the process is to purchase mobile data computers (MDC) and computer-aided dispatch software.

Centralizing and computerizing the reservations, scheduling, and dispatch function should allow DTPT to maximize system productivity, as the dispatchers will be able to see where the vehicles are located in real time, as well as having access to the entire fleet, rather than only the vehicles assigned to a singular dispatch center. This will be particularly helpful for trips that are on the borders between one center and another, as well as for the regional trips. A full discussion of the advantages and

disadvantages is not included as part of this alternative, as DTPT has already made the decision to move forward with this project.

DTPT has estimated the cost to be $1,500 per bus for the acquisition of MDC's and $50,000-$100,000 for the acquisition of computer-aided dispatch software. As with other capital items, funding for the project is expected to be 80% federal and 20% local/state.

Infrastructure Improvement #3: Facility for Grayson, Carroll, and Galax

While the Marion facility is the hub for DTPT operations, more passenger trips are currently provided through the Twin Counties hub in Galax. DTPT does not have a support facility for its operations in Grayson, Carroll, and Galax. DTPT's internal planning efforts indicate that there is a need for a maintenance facility to support the services provided in Galax and Carroll and Grayson Counties. At the very minimum, a facility to accommodate transit vehicle parking is needed.

As with the previous alternative, the decision to acquire a facility for the southern jurisdictions was made prior to the TDP effort. As such, the full discussion of advantages and disadvantages is not included.

DTPT has previously proposed to acquire the land for a facility in FY15, projecting that it will cost about $500,000. The construction of the facility is proposed for FY16, with a budget of $1.5 million. Shop equipment and furniture for the facility is proposed for FY17. The funding for the project is projected to be 80% federal and 20% local/state.

Infrastructure Improvement #4: Acquisition of Bus Yard for Marion Facility

With the growth of the system, DTPT has recognized a need for additional transit vehicle parking. The lot next to DTPT will be for sale at some point in the next few years, though it will need to be re-zoned in order for DTPT to use it as a parking lot. This improvement has been planned for FY15, with an estimated cost of $310,000.

ORGANIZATIONAL ALTERNATIVES

Organizational alternatives include proposals for potential changes that affect the way that transit is guided, administered, and/or managed in the region. DTPT's basic organizational structure is well established. As such, the organizational alternatives developed for consideration do not contemplate any major organizational changes, but rather additional options for DTPT to consider.

Organizational Alternative #1: On-Going Transit Advisory Committee

Many transit agencies have found that it is helpful for them to have a Transit Advisory Committee beyond just the requirements for a TDP. A Transit Advisory Committee is comprised of community stakeholders who have an interest in preserving and enhancing transit in the community. Typical Transit Advisory Committee members would include representatives from the following types of organizations:

- Social Services,
- Health Department,
- Human Service Agencies,
- Aging/Senior Services,
- Planning District Commission,
- Chamber of Commerce,
- Disability advocates,
- City/County Planning Department,
- Elected Official Liaison.

The role of a Transit Advisory Committee is to help the transit program better meet mobility needs in the community by serving as a link between the citizens served by the various entities and public transportation. A Transit Advisory Committee is a good community outreach tool for transit programs, as having an ongoing dialogue with stakeholders allows for a greater understanding for transit staff of transit needs in the community, as well as greater understanding by the community of the various constraints faced by the transit program. Transit Advisory Committees also typically serve in an advisory capacity for other transit initiatives.

For DTPT, it is suggested that a Transit Advisory Committee be created, serving in an advisory capacity. This will allow for enhanced local and regional coordination, allowing transit needs to be met in the most effective manner. It is proposed that this Committee meet twice a year -- once prior to the grant cycle so that new initiatives can be coordinated, and once mid-way through the funding year.

Advantages

- Provides a forum for dialogue between the community and the transit program.
- Provides a venue for community networking.
- Can be a good community relations and marketing tool.
- Provides enhanced regional coordination.

Disadvantages

- Takes staff time to organize and document Committee meetings and initiatives.

Expenses and Revenues

- The expenses associated with the Transit Advisory Committee are modest and include the cost associated with the staff time spent planning and organizing the meetings, as well as any printing and presentation materials needed for the meetings.

Ridership

- While formalizing the Transit Advisory Committee will not have a direct effect on ridership, it may generate ideas that will help boost ridership.

Organizational Alternative #2: Further Coordination with IDC

The Mount Rogers IDC serves adults with disabilities and provides transportation for employment, appointments, and community integration services. The IDC operates 32 vehicles in largely the same service area as DTPT.

Staff from the IDC and DTPT communicates regularly and there is informal coordination between the two agencies. A staff person from the IDC is on the TDP committee.

This alternative proposes that DTPT and the IDC further coordinate services by opening up any excess capacity to riders of either agency. This would be particularly beneficial for the more remote areas, where it is expensive for both agencies to send a vehicle for one or two riders.

The first step in this process would be for the agencies to share their typical daily schedules and routes to see if there are significant duplicative efforts that could be operated in a collaborative manner. If it looks like trip sharing may be feasible, the two agencies could work together to work out the business arrangements, i.e. agreement, financing, liability, etc.

If this alternative is chosen for further exploration, additional work can be done to identify if such duplication exists and how any excess capacity can be shared.

Advantages

- Maximizes transit capacity in the region.
- May reduce overall operating expenses by combining efforts.
- May allow for service expansions through collaborative efforts.

Disadvantages

- Will require agreements between the two agencies on a number of issues.
- May confuse passengers.
- Will require some detailed planning and scheduling work.

Expenses

- Combining efforts for some common trips will reduce the per-trip costs for each agency.
- There will likely be some additional expenses incurred by staff in the planning and scheduling of coordinated trips.

Ridership

- Combining efforts for trip-making will not result in additional ridership; however, additional trips could be provided if in the course of combining efforts, capacity became available for trips that are not currently provided.

Organizational Alternative #3: Further Coordination with Bristol Transit

While the City of Bristol is in the Mount Rogers Planning District area and is served by District Three for senior services, public transportation is operated separately by the City of Bristol. Historically there has been very little coordination between District Three Public Transit and Bristol Transit. District Three riders have expressed an interest in traveling to the Bristol area more frequently, and the Bristol Transit TDP indicated a need to connect Bristol to Abingdon. Given these trip needs, it would make sense for DTPT and Bristol Transit to work collaboratively to maximize any connections that are planned. Connecting services could be planned and marketed in a collaborative manner.

Advantages

- Maximizes opportunities for travel between the two systems, with formal connections possible.
- Potentially reduces duplicative services, particularly in the areas around Exits 5 and 7 of I-81, and the link between Abingdon and Bristol.

Disadvantages

- Will require staff time planning for both agencies.

Expenses

- The only expenses for increased coordination between the two agencies are those associated with the staff time devoted to the effort. There may be cost savings if any duplicative efforts are avoided (i.e., the link between Bristol and Abingdon).

Ridership

- Coordination between the two transit programs may result in modest ridership increases if people are more aware of how they can travel between the two systems.

Organizational Alternative #4: Improved Marketing

During the onboard surveys, it was noted that the majority of transit riders receive information about DTPT on the bus, with some getting information from friends or family. While this method of information dissemination is convenient for regular riders; potential riders in the community may not be receiving information about DTPT. The study committee recommended, "Improved marketing so that more community members know of the services and how to use them" when developing priorities for the TDP. It was also mentioned by stakeholders that there is the perception that DTPT is only for seniors and people with disabilities.

This alternative proposes continued and increased marketing efforts throughout the community. DTPT has many available methods to reach out to the public, including: local newspapers, radio and television advertisements, social media sites, and advertisements in locally targeted publications or newsletters. As a public service provider, DTPT can take advantage of public service announcement opportunities as well. Developing partnerships with area organizations could also produce marketing opportunities through the distribution of DTPT brochures and the promotion of links to DTPT's website from other local websites.

There were also comments received with regard to the DTPT website, specifically that it was difficult to understand some of the matrices of schedules. Improving the website and offering time schedules as PDF documents is also included as a component of improved marketing.

Another initiative for DTPT to consider is a re-branding of the transit program, including a modern logo and paint scheme. This may help to broaden the appeal of the system and dispel the perception that the service is only for certain population segments.

Advantages

- Raising awareness of public transit in the community can help built support for transit, which can impact DTPT's future ability to acquire local matching funds.
- Improved marketing could attract new riders to DTPT.
- Improving the website allows users access to information without having to call DTPT.

Disadvantages

- The only disadvantage is cost.

Expenses

- There are several ideas associated with this alternative, several of which have associated expenses.
- Re-branding the transit program is likely to be the most expensive marketing initiative, but is also likely to have the highest impact. There are low-cost ways to do this, such as Crowdsourcing and community design contests.
- Re-painting the vehicles is about $5,000 per vehicle.
- The advertising expenses for DTPT in FY12 were $685 and the printing expenses were $1,154. It is proposed that the budget for these cost centers be raised to allow for additional advertising opportunities and new brochures. These costs, as well website improvement costs, will be further researched prior to the TAC meeting to discuss alternatives.

Ridership

- Improved marketing by DTPT could result in a measureable increase in ridership.

Organizational Alternative #5: Development of a Regional Transportation Guide and Web Resource

Easily accessible information is crucial when promoting transit to potential riders. During the onboard surveys, riders overwhelmingly agreed that it was easy to find out information to schedule a trip, but DTPT could do more to facilitate regional transportation. The study committee prioritized "additional travel training opportunities" and "increased availability of regional services" as needed improvements. These priorities could be addressed through the development of a regional transportation guide.

This alternative proposes the development of a regional transportation guide to assist riders in making connections to locations outside of DTPT's service area. Much of this information is already available to DTPT. Making this wealth of information available to the public could improve access to transit throughout the region. A brochure or handout coupled with a robust website resource would be an inexpensive and powerful promotional tool to link the public with transportation opportunities. This development of this type of resource would fall under the umbrella of mobility management.

Advantages

- Accessible transit information makes the system more user-friendly for community members as well as current and potential riders.
- Improves the visibility of DTPT to residents of their service area.
- Allows DTPT riders to see how they can access a broad range of regional transit services.

Disadvantages

- Brochure/handout printing costs are the only disadvantage.

Expenses

- Short-term expenses would be personnel, resources, and time to setup a regional guide. These expenses would fall under the umbrella of mobility management.
- Printing costs are estimated to be $2,000.

Ridership

- Providing regional information free of charge to community members could improve DTPT's public image and result in additional ridership.

SUMMARY

This chapter provided a number of alternatives for District Three to consider with regard to public transit services over the next six years. Table 4-1 provides a summary of these proposals. The entire menu of service alternatives offers a relatively aggressive expansion, adding 32,364 annual revenue hours to the existing system (a 63% increase). As is evident by the projects outlined in Chapter 5, these improvements were prioritized to recommend a constrained plan, as well as an unconstrained plan for those items that are not likely to be financially viable at the present time.

Table 4-1: District Three Public Transit TDP - Summary of Alternatives

Project Description	Purpose	Annual Revenue Service Hours	Annual Operating Expenses	Capital Expenses	Proposed Funding Sources	Estimated Ridership
Service Alternative #1: Saturday Service for In-Town Circulators	Provide additional mobility for DTPT riders on Saturdays					
		1,560	$51,885	$ -	Local and S.5311	10,225
	Abingdon	416	$13,836			2,000
	Galax	208	$6,918			1,600
	Marion	104	$3,459			625
	Wytheville	832	$27,672			6,000
Service Alternative #2: Later Afternoon/Early Evening Service for In-Town Circulators	Allow riders to complete errands later in the day, addressing a need expressed via the surveys.					
		2,295	$76,690	$ -	Local and S. 5311	10,200
	Abingdon	255	$8,841			1,020
	Galax	510	$16,962			3,060
	Wytheville	1,530	$50,887			6,120
Service Alternative #3: Second Loop for Abingdon	Provide service to a number of additional important destinations while maintaining hourly headways	3,315	$110,250	$64,000	Local and S.5311	16,500
Service Alternative #4: Second Loop for Galax	To accommodate the demand while maintaining hourly headways and allowing for driver recovery time.	1,020	$33,925	$64,000	Local and S.5311	7,000
Service Alternative #5: Changes to Marion Loop	Improve the efficiency of the route	-		$ -	n.a.	-
Service Alternative #6: Changes to the Wytheville Loops	Provide service to significant transit destinations that are not currently served.	-		$ -	n.a.	-
Service Alternative #7: Additional Frequency for Circulator Routes	Improve the frequency on the circulator loops from 1 hour to 30 minutes.	12,310	$410,500	$384,000	Local and S.5311	68,000
	Abingdon	4,590	$153,000	$128,000		
	Galax	1,250	$41,500	$64,000		
	Marion	2,900	$97,000	$64,000		
	Wytheville	3,570	$119,000	$128,000		

Table 4-1: District Three Public Transit TDP - Summary of Alternatives

(continued)

Project Description	Purpose	Annual Revenue Service Hours	Annual Operating Expenses	Capital Expenses	Proposed Funding Sources	Estimated Ridership
Service Alternative #8: Limited Saturday Service for Rural Routes	Provide limited Saturday service for County-based routes	1,664	$55,000			3,300
Service Altenative #9: Additional County Service	Provide service on additional days of the week for County routes	8,160	$270,000	$256,000	Local and S.5311	16,300
Service Alternative #10: Regional Connector Service	Connect Abingdon to Bristol on a regular basis	2,040	$67,850	$64,000	Local and S.5311	14,000
Infrastructure Improvement #1: Improved Passenger Amenities	Provide signed stops and some passenger waiting shelters	-	$ -	$67,000	Local and S.5311	-
Infrastructure Improvement #2: Improved Scheduling and Routing Infrastructure	Improve the reservation, scheduling, and dispatch process	-	$ -	$162,500	Local and S.5311	-
Infrastruture Improvement #3: Facility for Grayson, Carroll, and Galax	Provide support for the service operated in these jurisdictions.	-	$ -	$2,000,000	Local and S.5311	-
Organizational Alternative #1: Committee	To provide a forum for dialogue between the community and the transit program.	-	$ -	$ -		-
Organizational Alternative #2: Further Coordination with IDC	To maximize the capacity of the community transit vehicles in the community	-	$ -	$ -		-
Organizational Alternative #3: Further Coordination with Bristol Transit	To maximize the opportunities for travel between the two systems.	-	$ -	$ -		-
Organizational Alternative #4: Improved Marketing	Raise awareness of transit and attract new riders	The expenses will depend upon the number of initiatives chosen.				
Organizational Alternative #5: Development of a Regional Transportation Guide	To highlight all available transportation resources in the region		$5,000		Local and S.5311	-
	TOTALS	**32,364**	**$1,081,101**			**145,525**

Chapter 5

Operations Plan

INTRODUCTION

The development of the District Three Public Transit TDP has included four technical memoranda (documented in Chapters 1-4), which provided an overview of transportation in the District Three region; discussed goals, objectives, and standards; analyzed the need for transit services; and proposed financially constrained and vision alternatives for District Three Public Transit to implement over the next six years. A TDP advisory committee, with input from VDRPT, and District Three staff, has guided the process.

The Operations Plan details the specific projects that District Three Public Transit (DTPT) has chosen to implement, broken down into short, mid, and vision phases. Service projects are discussed first within each phase, followed by organizational projects. While the short and mid-term phases follow a six-year timeline, the vision projects are presented in sequential phases, as the year of possible implementation is unknown. Including the vision projects, the TDP recognizes current financial constraints while allowing DTPT to adapt to changing circumstances, and consider accelerated implementation during its yearly reviews. Focusing first and foremost on the financially constrained category, DTPT can both fulfill its broader mission as part of the District Three Governmental Cooperative, and better achieve its transportation program goals. Chapters 6 and 7 provide companion capital and financial plans to support this operations plan.

The Operations Plan includes the following projects:

- Short-Term Service Projects
  1. Maintain current service, including New Freedom routes.
  2. Implement second loop for Abingdon circulator service.
  3. Implement minor route improvements for Marion circulator service.
  4. Implement minor route improvements for Wytheville circulator service.
  5. Implement improvements in dispatching technology infrastructure.

- Short-Term Organizational Project
  1. Increase driver compensation to attract and maintain a quality workforce.

- Mid-Term Service Projects
  1. Offer extended hours on circulators.
  2. Implement Saturday service in Abingdon and Wytheville.
  3. Implement second loop in Galax.
  4. Implement signed stops and some shelters for circulator routes.
  5. Maximize connections to Bristol, VA Transit.

- Mid-Term Organizational Projects
  1. Provide forum for dialogue between community and DTPT and increase marketing.
  2. Coordinate with IDC on vehicles.
  3. Develop guide to highlight all available public transportation options in region.

- Vision Service Projects
  1. Improve frequency on circulator routes to 30 minutes.
  2. Offer Saturday service on County routes.
  3. Offer additional County service.
  4. Implement regional connector between Abingdon and Bristol.
  5. Develop a transit facility for Carroll/Grayson/Galax.

The details of these projects are outlined below. The expenses and revenues associated with implementing the plan are provided in Chapter 7.

SHORT TERM PLAN

Maintain Current Service, Including New Freedom Routes

The most important project for the District Three TDP is to continue to provide the existing level of service, including the New Freedom routes and the mobility management program. This project assumes that the mobility management program and the New Freedom routes will be incorporated into the mix of DTPT services, using federal S.5311 funds, state transit operating funds, and local funds.

Ridership

Annual ridership on the existing services is likely to remain relatively stable, assuming the level of service remains stable. Ridership dropped between FY12 and

FY13, but this was a direct result of operating fewer service hours due to the cuts in service resulting from reduced demand for nutrition trips. The nutrition program was cut due to sequestration, which impacted DTPT ridership.

Implement Second Loop for Abingdon Circulator Service

As outlined in Chapter 4, DTPT has been pursuing a plan to add a second vehicle to the Abingdon Circulator service, expanding the service to two routes. The plan also extends the hours of service by adding morning service from 7:00 a.m. to 12:00 p.m. The proposed two-route service (Abingdon East and Abingdon West) will extend service to some important trip generators, including the Virginia Highlands Community College (West) and the Johnston Memorial Hospital (East). A map of the proposed service expansion is provided as Figure 5-1.

Ridership

Adding 3,315 additional hours of service for the Abingdon Circulator will likely generate about 16,500 additional annual passenger trips. It should be noted that some of these trips will supplant those currently provided via the morning demand response service.

Implementation

This improvement is a relatively high priority one for DTPT. As such, it is presented in the first phase of the TDP. The precise timeline for implementation will depend upon funding assistance from the Town of Abingdon, as well as the federal S. 5311 program and state transit operating assistance. DTPT is currently working with town officials to gain approval to operate the second loop. For planning purposes, we have included this project in FY15.

Implement Minor Route Improvements for Marion Circulator Service

As discussed in Chapter 4, the boarding/alighting counts showed that there were some destinations that are currently served upon request only, and are frequently requested. These places include Lifetime fitness and Marion Manor. There are also some segments along the route with no activity. The purpose of this improvement is to improve the route by adding the stops that are used regularly to the schedule and eliminating the unused segments. A proposed revised Marion Loop that incorporates these changes is shown in Figure 5-2.

Figure 5-1: Second Loop for Abingdon Circulator Service

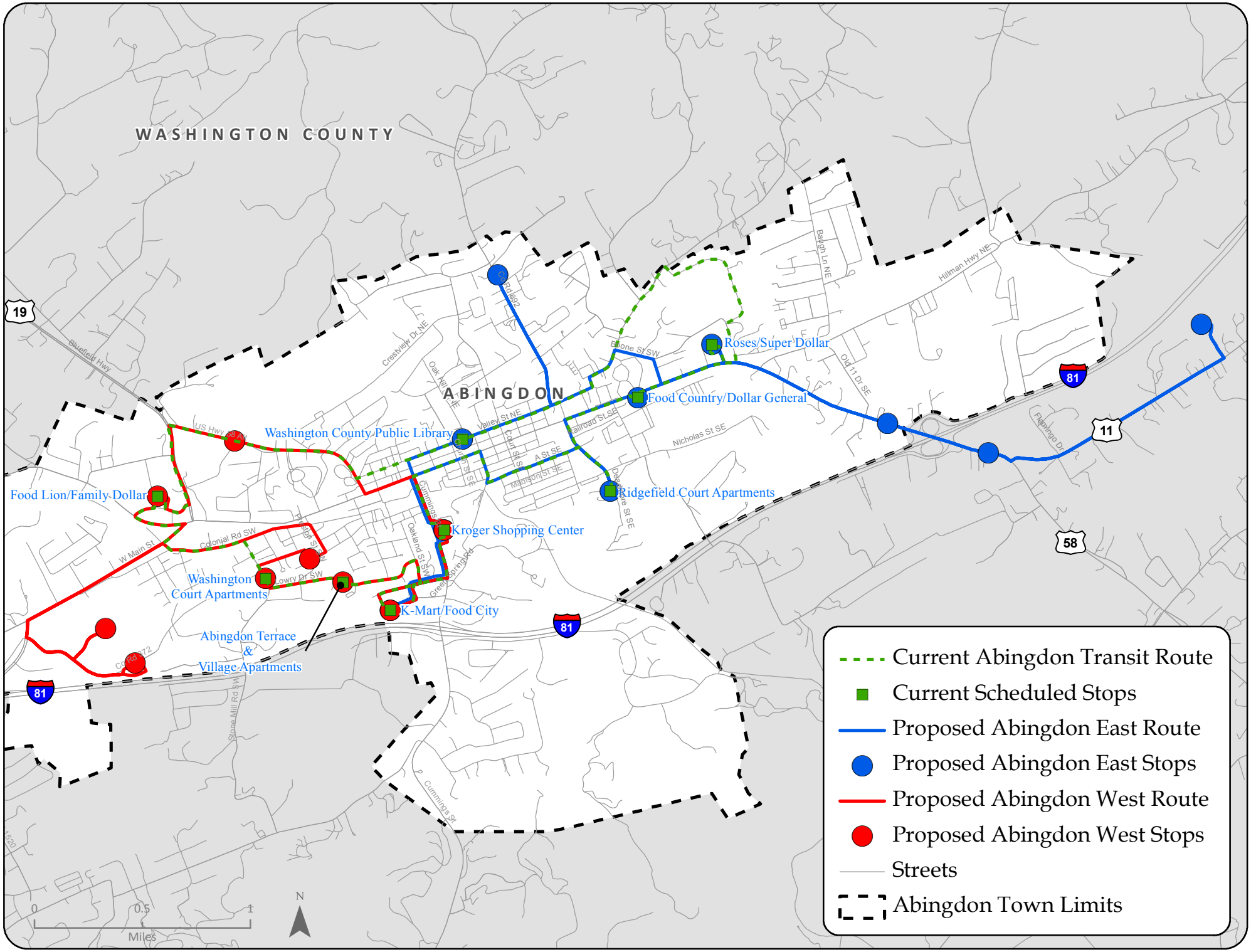
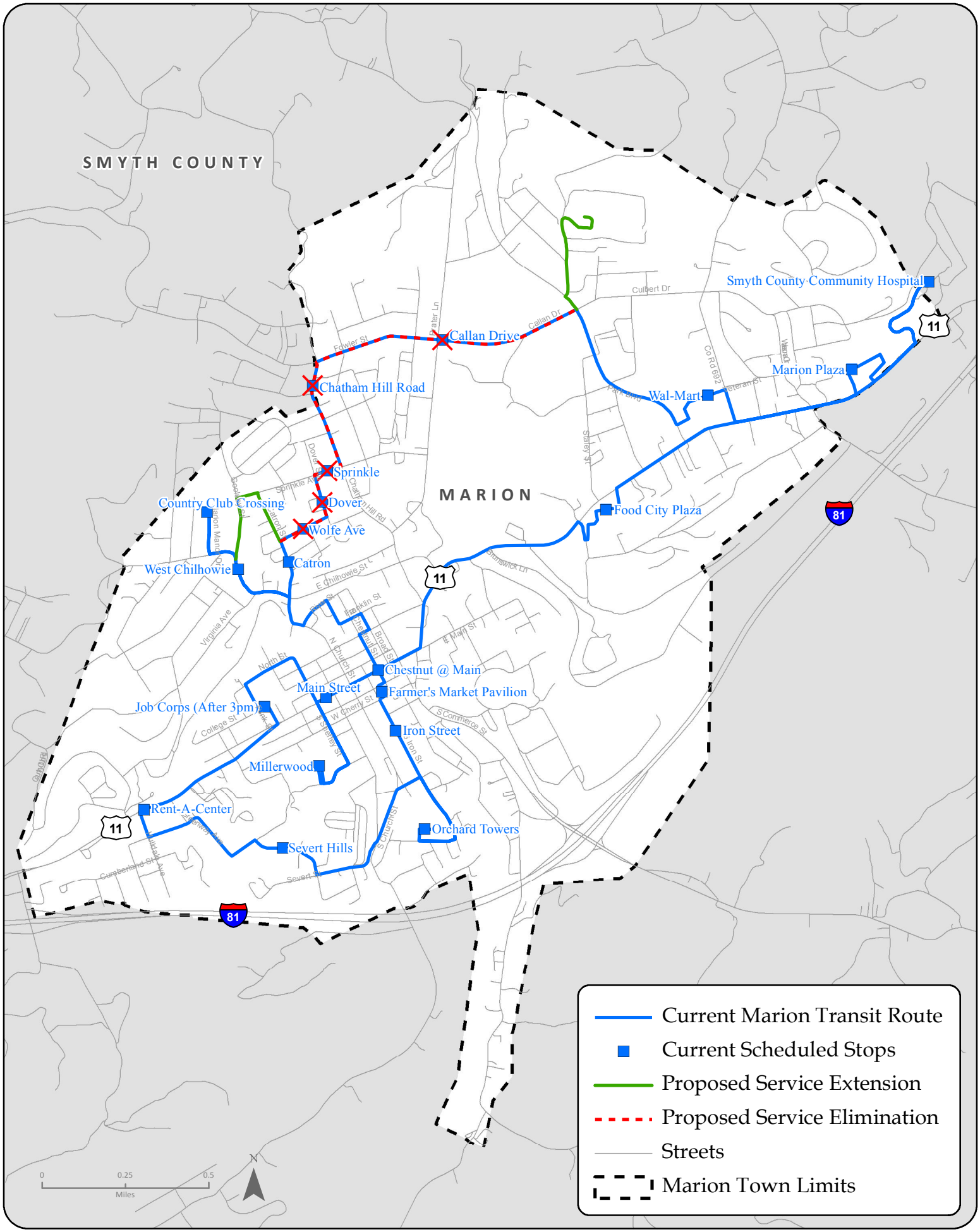


Figure 5-2: Minor Route Improvements for Marion Circulator Service



Ridership

It is anticipated that ridership will improve slightly, as it will be evident from the schedule that these additional destinations are served.

Implementation

This improvement is scheduled for FY15. Implementation steps will include working with area supervisors and drivers to finalize the changes and then editing the printed schedule and map and educating the public concerning the updated route pattern.

Implement Minor Route Improvements for Wytheville Circulator Service

During the ridership counts, a number of riders requested deviations to the east of the town, around Exit 41 along Interstate 77 and Exit 73 off Interstate 81. There are a number of significant transit destinations along these interstate interchanges including hotels, restaurants, and retail centers, but this area is currently served only by deviations. The Gray Route currently serves areas close to the interchanges, but does not have an established route or designated stops in these areas. It is recommended that the Gray Route be extended to serve these stops.

Ridership

Including these stops to the printed schedule as time points, will likely result in a small increase in ridership, as riders will be confident that these areas are served, rather than having to call to find out.

Implementation

This improvement is scheduled for FY15. Implementation steps will include working with area supervisors and drivers to finalize the routing change, editing the printed schedule and map, and educating the public concerning the updated route pattern.

Implement Improvements in Dispatching Technology Infrastructure

Currently DTPT operates four separate dispatch centers, each with a manual scheduling process. DTPT is in the process centralizing the reservations, scheduling, and dispatch function. In order to successfully centralize the volume of trips provided by the agency, DTPT will be transitioning from a manual process to a computer-assisted process. The vehicles are already wired for automatic vehicle location (AVL). The next

step in the process is to purchase mobile date computers (MDC) and computer-aided dispatch software.

Centralizing and computerizing the reservations, scheduling, and dispatch function should allow DTPT to maximize system productivity, as the dispatchers will be able to see where the vehicles are located in real time, as well as having access to the entire fleet, rather than only the vehicles assigned to a singular dispatch center. This will be particularly helpful for trips that are on the borders between one center and another, as well as for the regional trips.

DTPT has estimated the cost to be $1,500 per bus for the acquisition of MDC's. Computer-aided dispatch programs vary significantly in price, depending on the complexity, and are estimated to be about $100,000 for the initial outlay, and about $10,000 per year in operating fees. As with other capital items, funding for the project is expected to be 80% federal and 20% local/state.

Increase Driver Compensation to Attract and Maintain a Quality Workforce

DTPT currently has a difficult time keeping driver positions fully staffed. Low pay is one of the primary reasons why DTPT has trouble recruiting and retaining drivers. The current starting pay for DTPT drivers is $8.10 per hour. This rate is just $0.85 above the minimum wage ($7.25), but is slightly higher than Four County Transit's starting wage ($7.45) and Mountain Empire Older Citizen's starting wage ($7.50). All of these wage rates are significantly below the hourly pay rate for school bus drivers; however, most school bus drivers are paid a daily rate for four hours, and work 184 days per year. In Washington County, school bus drivers are paid $69.85 per day for four hours and work 184 days. In Wythe County, the daily rate is $73.20.

DTPT has decided to increase the pay rate to start at $9.00 an hour, representing an 11% increase over the current starting pay. This rate is $1.75 over the minimum wage.

The FY12 operating wages for DTPT were $494,901. Increasing these wages by 11% would increase the operating wages to an annual total of $549,340. These increases would result in a fully allocated cost per hour increase of about $1.22 per hour for the 11 percent increase. It is proposed that this increase be absorbed by the current S.5311 program. State transit operating funds do no support labor expenses in the operating category, so the added labor expenses will need to be covered by federal and local funding sources.

Implementation

The District Three Board voted in November 2013, to increase the driver pay rate and provide a raise for employees. The driver pay rate will be increased during this current year (FY14). This action was possible due to a better than expected financial picture. The agency had budgeted very conservatively, given the sequestration cuts and cuts in DRPT state assistance. The sequestration cuts have not been as severe as was anticipated, fuel costs were lower than expected, and DRPT provided a mid-year addition in state funds. These factors together have allowed DTPT to implement the driver pay increase in FY14.

Parking Lot Expansion

As discussed in Chapter 4, there is land parcel adjacent to the District Three property in Marion that is likely to offered for sale within the next few years. The District Three Governmental Cooperative would like to purchase this land for additional vehicle parking. The parcel will need to be re-zoned for District Three's use. The timing of this project will depend upon when the land is offered for sale. It is presented as a short-term project, but may slip to the mid-term if the property is not put on the market.

MID-TERM PROJECTS

The mid-term projects included in the TDP represent more ambitious and long-term actions for District Three Public Transit. Though not set to specific fiscal years, the projects are phased in a logical order of expansion.

Offer Extended Hours on Circulators

A frequently requested service improvement from the rider surveys was to have service later in the afternoon for the circulator routes. This project proposes to extend each circulator until about 6:00 p.m., depending upon the individual schedule. The circulator in Marion already operates until 6:00 p.m. DTPT staff indicated that longer hours during the week are a higher priority than additional Saturday service, which is also included as a mid-term project.

The additional vehicle service hours would be as follows:

- ***Abingdon*** - One additional service hour per weekday; 255 additional annual revenue vehicle service hours.
- ***Galax*** - Two additional service hours per weekday; 510 additional annual vehicle revenue service hours.

- ***Wytheville*** - Six additional service hours (2 vehicles, three hours each) per weekday; 1,530 additional annual vehicle revenue service hours.

Ridership

Estimating the ridership increases resulting from extending service later in the day can be difficult, as overall demand for service is not likely to change dramatically, but rather the ridership patterns may change. Each of the three circulators will likely see incremental ridership increases, estimated to be as follows:

- ***Abingdon*** - 1,020 annual passenger trips.
- ***Galax*** - 3,060 annual passenger trips.
- ***Wytheville*** - 6,120 annual passenger trips.

Implementation

These service extensions can be implemented as funding allows for each jurisdiction. For planning purposes, later hours are proposed for FY17. While they are presented together, implementation is independent of one another.

Implement Saturday Service in Abingdon and Wytheville

Currently there is Saturday service in Galax and Marion, both with relatively short service days. Saturday service is not provided in Abingdon or Wytheville. The comments received through the surveys and the public meetings indicated that Saturday service or additional Saturday service is the most requested improvement. Riders would particularly like to access the Farmers' Markets that operate in each of the municipalities on Saturday mornings.

Abingdon - Provide Saturday service on a deviated fixed route schedule, from 8:00 a.m. to 4:00 p.m., for a total of 8 additional service hours weekly, or 416 revenue vehicle hours on an annual basis. It should be noted that the Town of Abingdon has recently started Abingdon Local Transit (ALT), which provides service on Saturdays from 10:00 a.m. to 8:00 p.m. The focus the ALT service is circulation between the hotels in town and the tourist attractions; however, some local trip needs are likely to be met by this service, which is fare free.

Wytheville - Provide Saturday service from 8:00 a.m. to 4:00 p.m. on a deviated fixed route schedule, on both routes, for a total of 16 additional vehicle hours per week, which will equate to 832 additional annual revenue vehicle hours.

Ridership

Total annual Saturday ridership on these two circulators is estimated to be as follows:

- ***Abingdon*** - 2,000 additional annual passenger trips.
- ***Wytheville*** - 6,000 additional annual passenger trips.

Implementation

Saturday service can be implemented in Abingdon and Wytheville when the funds are available to do so. For planning purposes, these improvements are included in FY2017.

Implement Second Loop in Galax

As discussed in Chapter 4, the Galax Circulator regularly deviates to serve parts of Galax that are not on the published route. This makes it difficult to maintain a schedule and offers very little driver recovery time.

The concept for the Galax Circulator is to split the route, with downtown and Walmart serving as the starting and ending point for both legs. The southern leg would serve the origins and destinations south and east of downtown and then serve the Northway Apartments and then travel west on 221/58, serving the commercial corridor to Walmart. The northern leg would start downtown and serve the origins and destinations north and east of downtown, then the hospital, Roses, the Glendale Apartments and the remainder of the Glendale Road corridor to Walmart. The routes would be timed to meet at each end for those passengers needing to transfer to the other route segments. A map of the proposed split routes is provided as Figure 5- 3.

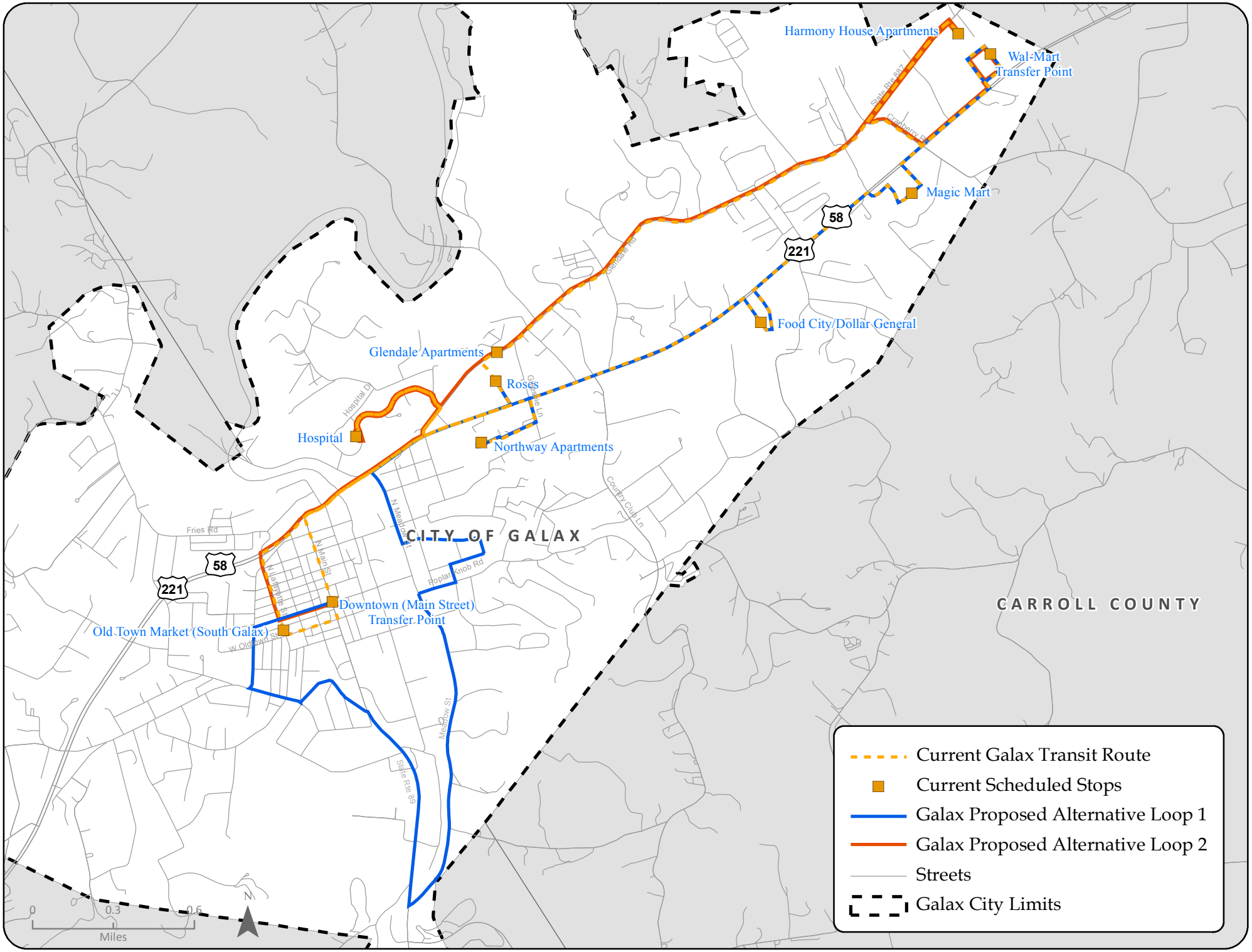
Ridership

Adding a second vehicle will add capacity and improve service, while at the same time improving ridership; however, ridership is not likely to double, as the pool of transit riders will remain relatively constant. It is estimated that ridership will increase by about 7,000 passenger trips annually, which is based on productivity of just under seven passenger trips per revenue hour.

Implementation

DTPT will further examine the Galax service to ensure that all current resources, specifically the demand response vehicle, are being fully utilized prior to seeking a second loop. For planning purposes, the second vehicle is included in FY18.

Figure 5-3: Second Loop for Galax Circulator Service



Implement Signed Stops and Shelters for Circulator Routes

While there are deviated fixed route circulators in Abingdon, Galax, Marion, and Wytheville, there are currently few passenger amenities in place to support these routes. This project focusses on formalizing the time points for the deviated fixed routes by installing bus stop signs, and providing passenger wait shelters and benches for the more heavily used stops.

Given the current circulator routes, the following sign and shelter program should be considered:

- ***Abingdon*** - Signs at the 10 time points listed on the schedule Shelter at Food City.
- ***Galax*** - Signs at the 10 time points listed on the schedule Shelter at Food City.
- ***Marion*** - Signs at the 23 time points listed on the schedule Shelter at Walmart.
- ***Wytheville*** - Signs at the 12 time points listed on the schedule Shelter at Walmart.

Ridership

The installation of bus stop signs does increase the awareness of transit in the community, which can lead to modest increases in ridership

Implementation

The bus stop and shelter program is included as a mid-term project so that the town circulators have time to become fully established and predictable. The start of the DTPT sign and shelter program is included for FY2017. If funds are not available, DTPT can indicate this in the annual TDP update letter.

Maximize Connections to Bristol, VA Transit

As discussed in Chapter 4, the City of Bristol is in the Mount Rogers Planning District area and is served by District Three for senior services, but public transportation is operated separately by the City of Bristol. Historically there has been very little coordination between District Three Public Transit and Bristol Transit. District Three riders have expressed an interest in traveling to the Bristol area more frequently, and the Bristol Transit TDP indicated a need to connect Bristol to Abingdon. Given these trip needs, it would make sense for DTPT and Bristol Transit to work collaboratively to maximize any connections that are planned. Connecting services

could be planned and marketed in a collaborative manner, with each operator's existing schedules identified.

Ridership

Coordination between the two transit programs may result in modest ridership increases if people are more aware of how they can travel between the two systems.

Implementation

DTPT has chosen to further explore coordination opportunities with the Bristol Transit as a mid-term project. As such, we have included it in the FY2017 TDP implementation schedule.

Provide a Forum for Dialogue between the Community and DTPT and Improve Marketing

As discussed in Chapter 4, many transit agencies have found that it is helpful for them to have a Transit Advisory Committee beyond just the requirements for a TDP. A Transit Advisory Committee is comprised of community stakeholders who have an interest in preserving and enhancing transit in the community. DTPT broadened this alternative to include the development of additional feedback mechanisms for the public to interact with DTPT on a more regular basis.

A more robust forum for community input includes initiatives such as more frequent public meetings; more frequent survey opportunities; and the development of virtual suggestions boxes via the website or through social media. DTPT should also consider using social media as a mechanism to further communicate with the community.

Some of the expenses associated with increased community dialogue are modest, such as holding additional public meetings. Surveys can also be accomplished relatively inexpensively if existing staff have time to analyze the results. Social media is free to use, again assuming existing staff have time to update the sites. Adding some funds to the marketing budget specifically for community communication could be a way to fund some of these activities.

The study committee also recommended, "improved marketing so that more community members know of the services and how to use them" when developing priorities for the TDP. It was also mentioned by stakeholders that there is the perception that DTPT is only for seniors and people with disabilities.

This project proposes continued and increased marketing efforts throughout the community. DTPT has many available methods to reach out to the public, including local newspapers, radio and television advertisements, social media sites, and advertisements in locally targeted publications or newsletters. As a public service provider, DTPT can take advantage of public service announcement opportunities as well. Developing partnerships with area organizations could also produce marketing opportunities through the distribution of DTPT brochures and the promotion of links to DTPT's website from other local websites.

Current partnerships include the cooperative effort with the Appalachian Trail Conservancy to provide shuttle services between the Appalachian Trail and Marion so that hikers can re-stock and rest in town. DTPT also works with its sister agency, District Three Senior Services, on a SMART Choices transit promotion. The SMART choices promotion (Seniors Making Affordable and Reliable Transportation Choices) offers a complimentary 10-ride pass for seniors to use the service for free.

There were also comments received with regard to the DTPT website, specifically that it was difficult to understand some of the matrices of schedules. Improving the website and offering time schedules as PDF documents is also included as a component of improved marketing.

Another initiative for DTPT to consider is a re-branding of the transit program, including a modern logo and paint scheme. This may help to broaden the appeal of the system and dispel the perception that the service is only for certain population segments.

There are several ideas associated with this project, several of which have associated expenses. Re-branding the transit program is likely to be the most expensive marketing initiative, but is also likely to have the highest impact. There are low-cost ways to do this, such as Crowdsourcing and community design contests. Re-painting the vehicles is about $5,000 per vehicle, but DTPT could phase in a new paint scheme over time as vehicles are replaced.

The advertising expenses for DTPT in FY12 were $685 and the printing expenses were $1,154. It is proposed that the budget for these cost centers be raised to allow for additional advertising opportunities and new brochures. A $5,000 budget is proposed. There are RTAP grants available through DRPT that could potentially offset the expenses for a new brochure.

Ridership

Improved marketing by DTPT could result in a measureable increase in ridership.

Implementation

As a mid-term project, improved marketing has been included as an FY18 project.

Coordinate with IDC

This project proposes that DTPT and the IDC further coordinate services by opening up any excess capacity to riders of either agency. This would be particularly beneficial for the more remote areas, where it is expensive for both agencies to send a vehicle for one or two riders.

The first step in this process would be for the agencies to share their typical daily schedules and routes to see if there are significant duplicative efforts that could be operated in a collaborative manner. If it looks like trip sharing may be feasible, the two agencies could work together to work out the business arrangements, i.e. agreement, financing, liability, etc.

While there will likely be some additional expenses incurred by staff in the planning and scheduling of coordinated trips, combining efforts for some common trips will reduce the per-trip operating costs for each agency. Additionally, if IDC purchases trips from DTPT, this revenue can be used as local match to draw down federal and state funds, assuming the services are open to the public.

Ridership

Combining efforts for trip making will not result in additional ridership, however, additional trips could be provided if in the course of combining efforts, and capacity became available for trips that are not currently provided. In addition, if DTPT provided additional trips for the IDC, these trips would count towards DTPT ridership, thus enhancing the productivity of the program and improving performance, which may be helpful for future funding scenarios.

Implementation

DTPT has chosen to further explore coordination opportunities with the IDC as a mid-term project. As such, we have included it in the FY2017 TDP implementation schedule.

Develop Guide to Highlight all Available Public Transportation Options in Region.

The development of a regional transportation guide to assist riders in making connections to locations outside of DTPT's service area is a logical marketing activity

that would help DTPT's riders navigate regional travel options. Much of this information is already available to DTPT. Making this wealth of information available to the public could improve access to transit throughout the region. A brochure or handout coupled with a robust website resource would be an inexpensive and powerful promotional tool to link the public with transportation opportunities. The development of this type of resource would fall under the umbrella of mobility management.

The staff time associated with collecting this information is largely already covered, as the mobility manager has this information accessible. The major expense associated with this project is printing costs, which will be variable depending upon the quality and complexity of the brochure. For planning purposes, the expenses are estimated to be $2,000. As a marketing project, there may be RTAP funds to assist in financing this project as well.

Ridership

Providing regional information free of charge to community members could improve DTPT's public image and result in additional ridership.

Implementation

The regional guide is scheduled for implementation during the same year as the increase in marketing activities. Combining these efforts will allow DTPT to have a special focus on marketing activities scheduled in a coordinated manner. This project is currently scheduled for FY18, pending available funding.

Planned Service Levels

Table 5-1 summarizes the levels of service planned for the recommendations included for the short and mid-term. The TDP identifies an implementation year for each project for planning purposes, but actual implementation may be impacted by the availability of funding, partnerships with other jurisdictions or organizations, and other changes in circumstances that arise.

Table 5-1: Planned Levels of Service

Year of Planned Deployment	Service Project	Annual Revenue Hours	Annual Revenue Miles
	EXISTING SERVICE/ROUTE ADJUSTMENTS		
Existing	Current DTPT Services- FY13 level	47,292	642,922
1	Minor Route Improvements in Marion	No change	No change
1	Minor Route Improvements in Wytheville	No change	No change
	EXPANSION SERVICE		
1	Second Loop for Abingdon	3,315	39,780
3	Extended Hours on Circulators	2,295	27,540
3	Saturday Service Abingdon/Wytheville	1,248	14,976
4	Second Loop for Galax	1,530	18,360

VISION PROJECTS

The vision projects included in this TDP are those that DTPT is interested in pursuing, but does not have the funds to implement in the foreseeable future. Keeping them in the TDP will allow them to be implemented, should funds become available.

Improve Frequency on Circulator Routes to 30 Minutes

Prior to initiating work on the TDP, District Three's internal planning process identified a need to increase the frequency on the circulator services in each of the jurisdictions where they operate. District Three staff included these projections in its annual TDP letter to DRPT. Given the high level of resources needed to improve frequency, coupled with the public's desire for Saturday service and service later in the day, this project has moved to the long-term category.

The concept for the circulator routes is to reduce the headways from one hour to 30 minutes. This improvement will make the routes significantly more convenient for riders by doubling their options for travel and likely reducing their overall travel time.

Ridership

Improving the frequency on all of the circulators will improve ridership and may draw some choice riders. Overall productivity is likely to be a bit lower than the current productivity, as the demand is not likely to double. Based on a conservative

estimate of 5.5 passenger trips per revenue hour, the total ridership gain is estimated to be about 68,000 trips annually.

Implementation

While the frequency improvements are discussed together, each can be implemented as funds become available and demand warrants in each of the four communities served by the circulators. As vision projects, particular years are not assigned to these improvements.

Offer Saturday Service on County Routes

The focus of this improvement is to provide limited Saturday service for the County-based routes. The concept is to use the current DTPT zones to add one Saturday per month for each zone. For example, Zone 1 would have service the first Saturday of the month, Zone Two the second Saturday, and so on. This arrangement could be initiated with one vehicle per dispatch center, for a total of four vehicles in service for the County routes on Saturdays. This level of service could be used to test the demand for Saturday service without incurring the expenses of operating the full network of service.

Ridership

Ridership on rural Saturday service is likely to be relatively low, given the limited capacity and possibility for long trips. Assuming a productivity of two passenger trips per revenue hour, the total annual Saturday county ridership is likely to be about 3,300 annual passenger trips.

Implementation

This project has been prioritized as a vision project. As such, an implementation year has not been assigned. It should be noted that should DTPT enter into any contractual transportation that involves Saturdays, these services could also be open to the public to offer some limited Saturday service.

Offer Additional County Service

This project proposes to add one additional vehicle and driver per dispatch center, Monday-Friday, so that riders can access DTPT service more frequently and potentially get to additional destinations.

While additional county service is a top priority for current demand response riders, it is included as a vision project because of the high cost and relatively low

productivity of the services. The current county services have some contractual business that can help fund the routes; without a contract in place for expanded services, the full cost of the routes would need to be covered through public transportation funding. There would also not be guaranteed trips without a contractual base, which would likely affect productivity.

Ridership

Ridership on additional public transit services in the rural areas that is not associated with an agency purpose is likely to be relatively low, as it will be difficult to group trips without a defined common purpose. If the service expansion can achieve two passenger trips per revenue hour, the total ridership would be about 16,300 annually.

Implementation

As with the other vision projects, expansion of the County rural service is dependent upon funding availability and adequate demand.

Implement Regional Connector between Abingdon and Bristol

Regional connector service between Abingdon and Bristol was cited as a need by residents in the Abingdon area and was included in the Bristol Transit TDP. This project proposes to connect Abingdon and Bristol throughout the day, expanding upon the current limited service provided by DTPT, providing service from one or two central locations in Abingdon (where feeder vehicles could bring riders into the route) to selected destinations in the Exit 7 and Exit 5 areas, including a timed meeting with Bristol Transit, perhaps at the Food City near Exit 5 where two Bristol Transit routes meet (East Bristol and Exit 7). Riders could then access any location on the Bristol Transit network.

With a short Abingdon loop, a stop at Exit 7, and a stop at Exit 5, the one-way mileage is likely to be about 16 miles (the straight mileage is 11.2). Total round-trip travel time would likely be about two hours (including driver recovery). Assuming an eight-hour day, a one-vehicle operation could make four trips between Abingdon and Bristol. The East Bristol Route leaves the Food City at :32 past the hour and the Exit 7 Route leaves the Food City at :35. The vehicle from Abingdon could be timed to arrive around :25 after the hour (every other hour), leaving some time for incidents. It could then leave to come back to Abingdon at :40 after the hour or so, after collecting passengers from the two Bristol Transit routes.

It should be noted that some of the costs associated with providing this link area already being incurred via the current Abingdon-Bristol service that DTPT operates 2-3 times per week.

Ridership

Ridership on this route is relatively difficult to predict, as there is not a route like it currently operating in the District Three network. It is a hybrid route, with some characteristics similar to the circulator routes and some characteristics similar to the New Freedom routes. It also will be feeding into a small urban transit system. For planning purposes, we will estimate that the route will provide about 7 trips per revenue vehicle hour, resulting in a total annual ridership of just over 14,000 annual passenger trips.

Implementation

This project has been prioritized as a vision project. As such, an implementation year has not been assigned. Given that this project is also included in Bristol Transit's TDP, it may be possible to implement the route sooner with a shared financial arrangement. Demand on the current limited service from Abingdon to Exit 7 should also be monitored as an indicator of future demand for more intensive service.

Offer Rail Feeder Service

During the presentation of the draft final plan, a District Three board member mentioned that there is likely to be Amtrak service provided to Roanoke within the next few years. If such service is implemented, District Three should consider providing feeder service.

Develop a Transit Facility for Carroll/Grayson/Galax

The Galax office for DTPT is inadequate for the needs of the program, largely due to the lack of transit vehicle parking. The leased office is located in downtown Galax. The question for DTPT is to consider if it is more effective in the long run to lease a different location that better meets the needs of the program or explore ownership of a facility.

The first step toward this decision would be to conduct a facility assessment. It is recommended that this assessment be included as a high priority vision project.

Chapter 6

Capital Improvement Program

INTRODUCTION

This chapter outlines the capital infrastructure projects needed to implement the service recommendations described in Chapter 5. The Capital Improvement Program (CIP) provides the basis for District Three Public Transit's (DTPT) requests to DRPT for federal and state funding for capital replacement, rehabilitation, and expansion projects. The recommended projects are those for which DTPT reasonably anticipates local funding to be available. The recommendations for different types of capital projects include vehicles, passenger amenities, facilities, and technology are described below. The descriptions identify the capital projects already programmed in the DTPT existing CIP, as well as the additional projects identified in the TDP. The costs associated with these capital projects are provided in Chapter 7, the Financial Plan.

VEHICLE REPLACEMENT AND EXPANSION PLAN

This section presents the details of the vehicle replacement and expansion plan, including vehicle useful life standards, and estimated costs. A vehicle replacement and expansion plan is necessary to maintain a high quality fleet and dispose of vehicles beyond their useful life. The capital plan for the vehicles was developed by applying FTA/DRPT vehicle replacement standards to the current vehicle fleet inventory, which was presented in Chapter 1.

Useful Life Standards

The FTA/DRPT vehicle replacement standards are shown in Table 6-1. The standards indicate the expected lifespans of different vehicles types. The manufacturers of these vehicles are required to designate the projected life-cycle when the vehicles are submitted for testing by the FTA and the vehicles are designed to meet these standards. When a vehicle greatly exceeds the projected life, the consequent maintenance costs can

significantly increase operating costs. In addition, reliability of the vehicle generally declines with age, particularly after the design life is exceeded. These factors affect operating costs and the quality of service to passengers.

Table 6-1: DRPT's Vehicle Useful Life Policy

Vehicle Type	Useful Life
Vans	Minimum of 4 Years or 100,000 Miles
Body on Chassis Vehicles	Minimum of 4 Years or 100,000 Miles
Light Duty Bus	Minimum of 4 Years or 150,000 Miles
Supervisory Vehicle	Minimum of 4 Years or 100,000 Miles
Transit Coach	Minimum of 12 Years

Source: DRPT's Section 5311 State Management Plan (April 2009).

Vehicle Plan- Short and Mid-Term

Vehicle Replacement

The vehicle inventory in Chapter 1 (Table 1-1) shows that District Three Public Transit owns 49 vehicles that are used to support public transportation in the region. As discussed in Chapter 1, DTPT also recently received four Braun Entervans, which are 7-passenger accessible mini-vans. The majority of the DTPT vehicles are body-on-chassis style, with a few vans and mini-vans. These vehicles are eligible for replacement after four years of service or 100,000 miles. This standard was applied to the existing fleet to ascertain a baseline estimate of vehicle needs for the next six years to maintain current service levels. Table 6-2 portrays DTPT's existing vehicle inventory, the known replacements for FY13 and FY14, and the estimated years the vehicles should be replaced for FY15-FY20, given current service levels. Although DTPT's fleet is in good condition, with most of the highest mileage vehicles scheduled for replacement via the FY13 grant, DTPT will have significant vehicle replacement needs in FY15 and FY16. In the later years of the TDP timeframe, the vehicles purchased through the FY13 and FY14 grants will likely need to be replaced. The FY13 vehicles are included in the FY20 replacement schedule.

Vehicle Expansion

The short and mid-term projects are financially constrained. As such, there are only modest service expansions planned. One of the short-term projects will require an expansion vehicle, the second loop for the Abingdon Circulator; and one of the mid-term projects will require an expansion vehicle, the second loop for the Galax Circulator. Additional expansion vehicles will be required if the long-term service

Table 6-2: District Three Public Transit Vehicle Inventory and Replacement Schedule

Location	VIN	Fleet #	Year	Make/Model	Fuel	Capacity	Lift?	Mileage 4/30/2013	Condition	Estimated Replacement Year
Marion	2B6LB31Z5XK562527	102	1999	Dodge Ram	G	9	yes	94,087	Poor	FY15
Wytheville	1GKEL19W9YB543491	109	2000	Dodge Safari Mini-van	F	8	no	217,526	Fair	FY15
Abingdon	1GBJG31F621131553	119	2002	Chev. 3550 Express	D	13	yes	123,578	Fair	FY15
Abingdon	1FDXE45S43HA86479	123	2003	Ford E-350	G	21	yes	128,809	Fair	FY15
Abingdon	1GBJG31U931182450	126	2003	Chev. 3550 Express	G	13	yes	91,770	Fair	FY15
Marion	1GBJG31U641167101	128	2004	Chev. 3550 Express	G	17	yes	127,184	Good	FY13 grant
Saltville	1GBJG31UX41167408	129	2004	Chev. 3550 Express	G	17	yes	126,449	Good	FY13 grant
Marion	1GBJG31U141167068	132	2004	Chev. 3550 Express	G	17	yes	122,334	Good	FY13 grant
Marion	1FDXE45S84HA37138	133	2004	Ford E-450	G	17	yes	110,253	Good	FY13 grant
Galax	1FDXE45SX4HA37139	134	2004	Ford E-450	G	17	yes	129,195	Good	FY13 grant
Abingdon	1FDXE45S64HA37140	135	2004	Ford E-450	G	17	yes	142,739	Good	FY13 grant
Marion	1GBJG31U741212465	137	2004	Chev. 3550 Express	G	17	yes	97,846	Good	FY15
Abingdon	1GBJG31U551196882	142	2005	Chev. 3550 Express	G	17	yes	106,715	Good	FY15
Marion	1GBJG31U951197307	143	2005	Chev. 3550 Express	G	17	yes	96,105	Good	FY15
Wytheville	1GBJG31U751195555	144	2005	Chev. 3550 Express	G	17	yes	140,223	Good	FY13 grant
Marion	1GBJG31UX51195162	145	2005	Chev. 3550 Express	G	17	yes	103,395	Good	FY15
Wytheville	1FDXE45P86HB30353	148	2006	Ford E-450	D	19	yes	81,973	Good	FY15
Marion	1FDXE45PX6HB30354	149	2006	Ford E-450	D	19	yes	104,022	Good	FY15
Marion	1FDXE45P66HB30352	151 *	2006	Ford E-450	D	19	yes	N/A	Good	FY14 grant
Marion	1FDXE45P16HB30355	152*	2006	Ford E-450	D	19	yes	72,773	Good	FY14 grant
Abingdon	1GBJG31U661135610	153	2006	Chev. 3550 Express	G	17	yes	73,329	Good	FY15
Marion	1D8GP24E87B251604	159	2007	Dodge Mini-Van	G	7	no	91,779	Good	FY16
Galax/Car.	1GBJG316871210861	160	2007	Chev. 3550 Express	D	15	yes	69,214	Good	FY16
Galax	1GBJG316071212166	161	2007	Chev. 3550 Express	D	15	yes	71,252	Good	FY16

Table 6-2: District Three Public Transit Vehicle Inventory and Replacement Schedule (continued)

Location	VIN	Fleet #	Year	Make/Model	Fuel	Capacity	Lift?	Mileage 4/30/2013	Condition	Estimated Replacement Year
Galax	1GBJG316871209922	162	2007	Chev. 3550 Express	D	15	yes	68,104	Good	FY16
Galax	1GBJG316171211611	163	2007	Chev. 3550 Express	D	15	yes	85,563	Good	FY16
Wytheville	1GBJG316271211956	164	2007	Chev. 3550 Express	D	15	yes	104,382	Good	FY16
Wytheville	1GBJG316371210881	165	2007	Chev. 3550 Express	D	15	yes	93,664	Good	FY16
Galax/Car.	1GBJG316371217362	166	2007	Chev. 3550 Express	D	15	yes	78,847	Good	FY16
Galax/Car.	1GBJG316571211403	167	2007	Chev. 3550 Express	D	15	yes	81,051	Good	FY16
Marion	1GBJG316071216508	168	2007	Chev. 3550 Express	D	15	yes	86,954	Good	FY16
Abingdon	1FDXE45S07DB49329	169	2007	Ford E-450	G	17	yes	68,176	Good	FY16
Abingdon	1FDXE45S77DB49330	170	2007	Ford E-450	G	17	yes	82,923	Good	FY16
Wytheville	1FDXE45S97DB49331	171	2007	Ford E-450	G	17	yes	74,437	Good	FY16
Galax	1FDXE45S07DB49332	172	2007	Ford E-450	G	17	yes	89,642	Good	FY16
Wytheville	1FD4E45S18DB23567	174	2008	Ford E-450	G	17	yes	30,594	Good	FY17
Abingdon	1FD4E45S58DB29551	175	2008	Ford E-450	G	17	yes	51,472	Good	FY17
Wytheville	1GBJG31K591163157	177	2009	Chev. 3550 Express	G	15	yes	59,666	Good	FY17
Marion	1GBJG31K591162896	178	2009	Chev. 3550 Express	G	15	yes	64,610	Good	FY17
Wytheville	1GBJG31K091164197	179	2009	Chev. 3550 Express	G	15	yes	61,614	Good	FY17
Marion	1GBJG31KX91163252	180	2009	Chev. 3550 Express	G	15	yes	41,311	Good	FY17
Wytheville	1FDFE4FS2BDA15022	183	2011	Ford E-450	G	19	yes	24,357	Excellent	FY18
Galax	1FDFE4FSOBDA15021	184	2011	Ford E-450	G	19	yes	26,225	Excellent	FY18
Abingdon	1FDFE4FS4BDA15023	185	2011	Ford E-450	G	19	yes	29,514	Excellent	FY18
Abingdon	1FDFE4FS6BDA15024	186	2011	Ford E-450	G	19	yes	8,022	Excellent	FY18
Marion	1GB6G5BG0C1157964	190	2012	Chev. 3550 Express	G	21	yes	1,002	Excellent	FY18
Galax	1GB6B5BG9C1157994	191	2012	Chev. 3550 Express	G	19	yes	7,921	Excellent	FY18
Abingdon	1GB6G5BG0C1158760	192	2012	Chev. 3550 Express	G	19	yes	2,700	Excellent	FY18
Marion	1GB6G5BG5C1158916	193	2012	Chev. 3550 Express	G	21	yes	828	Excellent	FY18

* Out of Service

projects are implemented. DTPT's vehicle replacement and expansion plan can be modified through the annual TDP update later, should funds become available to implement services currently included in the long-term service plan.

Vehicle Replacement and Expansion

Table 6-3 provides a synopsis of the plan for vehicle replacement and expansion, based on the service projects' planned years of implementation, as described in Chapter 5. Actual vehicle needs may change depending upon the years that DTPT is able to implement the service projects.

Table 6-3: Vehicle Replacement and Expansion Plan

Number of Vehicles	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	Total
Replacement	12	14	6	8	0	8	48
Expansion	1	0	0	1	0	0	2
Total Vehicles	**13**	**14**	**6**	**9**	**0**	**8**	**50**

When removing vehicles from service, DTPT will follow DRPT guidelines as described in the Section 5311 State Management Plan. Before disposition may occur, DTPT must ensure that any S.5311-funded vehicle has met DRPT's useful life criteria. DTPT must send its disposition request to DRPT, which will grant approval or denial for disposition. DRPT may offer vehicles to other Section 5311 recipients that are in need. Otherwise, DTPT may dispose of the vehicles and use the proceeds to support future vehicle purchases.

Estimated Costs and Funding Sources

Table 6-4 summarizes the estimated costs for each new replacement or expansion vehicle with the TDP time frame, based on the FY14 cost of $66,000 each. The costs are shown in year of expenditure dollars assuming a 3.1 % annual escalation rate, which was the rate experienced between the FY13 and FY14 vehicle expenses.

Potential funding sources for the replacement and expansion vehicles include FTA Section 5311 funds, the Commonwealth's Mass Transit Trust Fund and Mass Transit Capital Fund, and local funds from District Three and its jurisdictional and agency partners.

Table 6-4: Estimated Vehicle Costs

Fiscal Year	Estimated Cost per Vehicle
2015	$ 68,046
2016	$ 70,155
2017	$ 72,330
2018	$ 74,572
2019	$ 76,884
2020	$ 79,268

Non-Revenue Vehicles

In addition to the revenue vehicles outlined in Tables 6-2 and 6-3, DTPT also recently replaced its fleet management service truck. This truck was included in DTPT's FY13 capital grant, for a total cost of $45,000. It is not anticipated that this vehicle will need to be replaced within the timeframe of the TDP, but DTPT should reference DRPT's useful life criteria when monitoring mileage on the vehicle.

PASSENGER AMENITIES

The mid-term plan includes the installation of bus stop signs for the stops that are served by the town circulators, along with passenger waiting shelters and benches for the more heavily used stops. The operations plan (Chapter 5) outlined a total of 55 bus stops that will need signs and four shelters. These improvements are planned for implementation in FY17.

EQUIPMENT AND TECHNOLOGY

While not specifically highlighted in the Operations Plan, DTPT will need periodic replacements for administrative and operating staff computer equipment and software. In DTPT's TDP update letter, the agency identified a need for about ten computers per year in the years FY16 and FY18.

DTPT is also very interested in implementing computer-aided dispatching and scheduling, as part of its dispatch consolidation. This project was placed in the FY16 budget, though it may have to move to the vision plan if funds are not available.

Other capital equipment that DTPT will need is the periodic replacement and acquisition of shop equipment. A line item for routine shop equipment has been included for years 1, 3, and 5 of the plan (Chapter 7).

FACILITIES

Prior to the start of the TDP process, DTPT identified a need for expanded transit vehicle parking at its main facility in Marion. As discussed in Chapter 5, this expansion is dependent upon the land parcel adjacent to the Marion facility being available for purchase. It is estimated that this purchase will cost about $310,000.

As discussed in Chapter 5, the Galax office for DTPT is inadequate for the needs of the program. It is recommended that DTPT conduct a facility study to help determine if it would be more effective in the long run to lease a different location that better meets the needs of the program or explore ownership of a facility. This project is included as a vision project; though as with several of the other vision projects, if funding were to be identified, DTPT would prefer to move this project to the mid-term. It may also be possible to move this project to the short or mid-term if DTPT were to identify a facility to lease that met its needs. A change in leased facility would likely add incrementally to the operating costs of the program through an increase in lease expenses.

Chapter 7

Financial Plan

This chapter provides a financial plan for funding existing and proposed District Three Public Transit services for the TDP's six-year planning period. The financial plan addresses both operations and capital budgets, focusing on financially constrained project recommendations. The budgets were constructed with the information that is currently available, including the Commonwealth Transportation Board's FY 2014 Six-Year Improvement Program, the FY 2014 DRPT grant, and DTPT' FY 2013 budget. The funding ratios were based on historical funding ratios for rural transit programs in the Commonwealth, and the estimates for state funding are on the conservative side. Guidance from DRPT indicated that, with the passing of a new transportation funding program in the Commonwealth, in the near-term state funding for transit may increase.

It should be noted that there are currently a number of unknown factors that will likely affect transit finance in this area over the course of this planning period, including the future economic condition of the region and the Commonwealth of Virginia, and the availability of local match for the federal and state funds. The exact revenue available each year will depend upon the availability of funding from the federal Section 5311 program, the Commonwealth Transportation Fund, and local sources.

OPERATING EXPENSES AND FUNDING SOURCES

Table 7-1 provides a financial plan for operation of DTPT services under the financially constrained six-year plan. As discussed in the Operations Plan (Chapter 5), the financially constrained plan projects are moderate in scope, reflecting the current economic climate and the anticipated availability of local match. There is one project that is included in the financially constrained plan that may need to be moved if funds are not available, and that is the dispatch and scheduling infrastructure upgrades. The top half of Table 7-1 summarizes the annual revenue hours of service for the existing DTPT services as well as the service projects recommended as part of the financially constrained plan. The bottom half of the table provides operating cost estimates and funding sources associated with these service projects. A number of assumptions used in developing the operating cost estimates are included as footnotes and described below. As a result of service reductions due to sequestration and lower than budgeted

fuel costs, operating expenses were lower than anticipated in FY13. The local funding amounts listed in the FY2014 SYIP for District Three will likely need to be amended to reflect the lower local operating funds needed for local match as a result of the lower than originally budgeted expenses.

In Table 7-1 the Base Year represents the FY 2014 SYIP for the revenue side (for federal and state funding) and FY13 service levels for the expense side. The increase in drivers' wages was included for ten months of FY14, given the vote by the District Three Board of Commissioners at the November 2013 meeting. The projected cost per revenue hour and operating costs to maintain the current level of service in subsequent years are based on a 3% annual inflation rate.

The state funding for FY 2014 has been updated to reflect additional state funding, available starting in July 2013, as a result of the Commonwealth's new transportation funding program. The state formula assistance in FY 2015 and beyond assumed a 2.5% annual growth rate, per DRPT guidance. DRPT is not committing to the funding for FY 2015 and beyond, as these specific funding amounts are determined during the annual SYIP adoption and budget cycle. In each year of the financial plan, the total projected operating expenses account for inflation associated with maintaining the current level of service as well as service expansions. Both federal and local funds are shown to increase with inflation.

The funding source amounts for FY 2015 – FY 2020 are based on net operating deficits calculated with a farebox recovery rate of 4.6%. Based on FY 2013 data, this farebox recovery rate provides conservative estimates of farebox revenue during the TDP timeframe.

Table 7-1 indicates that the annual operating expenses for DTPT are projected to be just under $2 million in the first year of the TDP planning period, including the increase in driver wages and the second loop for the Abingdon Circulator. Over the six-year period the DTPT operating budget will grow to just over $2.5 million including inflation at 3% per year, improved dispatch and scheduling technology, extended hours on the circulators, Saturday service in Abingdon and Wytheville, a second loop for the Galax circulator, increased marketing, and the development of a regional transportation guide.

Table 7-1: District Three Public Transit TDP Financial Plan for Operations - Financially Constrained

Projects[1]	FY 2014 Base	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Projected Incremental Annual Revenue Hours							
Current Level of Service	47,292	47,292	47,292	47,292	47,292	47,292	47,292
		-	-	-	-	-	-
Second Loop for Abingdon Circulator		3,315	3,315	3,315	3,315	3,315	3,315
Minor Improvements Marion Circulator		-	-	-	-	-	-
Minor Improvements Wytheville Circulator		-	-	-	-	-	-
Increase Driver Compensation		-	-	-	-	-	-
Dispatching/Scheduling Technology		-	-	-	-	-	-
Extended Hours on Circulators to 6:00 p.m.		-	-	2,295	2,295	2,295	2,295
Saturday Service for Abingdon and Wytheville		-	-	1,248	1,248	1,248	1,248
Second Loop for Galax Circulator					1,530	1,530	1,530
Signed Stops and Shelters for Circulators		-	-	-	-	-	-
Community Dialogue/Raise Awareness		-	-	-	-	-	-
Coordinate with IDC		-	-	-	-	-	-
Maximize Connections to Bristol, VA		-	-	-	-	-	-
Develop Regional Transportation Guide		-	-	-	-	-	-
Total Transit Revenue Hours	**47,292**	**50,607**	**50,607**	**54,150**	**55,680**	**55,680**	**55,680**

Table 7-1: District Three Public Transit TDP Financial Plan for Operations - Financially Constrained (continued)

Projects[1]	FY 2014 Base	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Projected Operating Expenses							
Current Level of Service	$1,700,620	$1,751,639	$1,804,188	$1,858,314	$1,914,063	$1,971,485	$2,030,630
Increase in Drivers' Hourly Rate	$45,184	$54,439	$54,984	$55,533	$56,089	$56,650	$57,216
Base Service Plus Wage Increase		$1,806,078	$1,859,172	$1,913,847	$1,970,152	$2,028,135	$2,087,846
Second Loop for Abingdon Circulator		$126,268	$130,056	$133,958	$137,977	$142,116	$146,380
Minor Improvements Marion Circulator		-	-	-	-	-	-
Minor Improvements Wytheville Circulator		-	-	-	-	-	-
Dispatching/Scheduling Technology			$10,609	$10,927	$11,255	$11,593	$11,941
Extended Hours on Circulators to 6:00 p.m.		-	-	$89,964	$92,663	$95,443	$98,306
Saturday Service for Abingdon and Wytheville		-	-	$48,922	$50,389	$51,901	$53,458
Second Loop for Galax Circulator					$61,628	$63,477	$65,382
Community Dialogue/Raise Awareness		-	-	$5,000	$5,250	$5,513	$5,788
Coordinate with IDC		-	-	-	-	-	-
Maximize Connections to Bristol, VA		-	-	-	-	-	-
Develop Regional Transportation Guide		-		$2,000		-	-
Total Transit Operating Budget	$1,745,805	$1,932,346	$1,999,837	$2,204,618	$2,329,314	$2,398,177	$2,469,100
Cost per Revenue Hour	**$36.92**	**$38.18**	**$39.52**	**$ 40.71**	**$41.83**	**$43.07**	**$44.34**

[1] *Implementation years are estimated - subject to funding availability. Base revenue hours and expenses are from FY13, per DTPT and DRPT*

Inflation rate estimated to be 3% per year.

Table 7-1: District Three Public Transit TDP Financial Plan for Operations - Financially Constrained

(continued)

Anticipated Funding Sources	FY 2014 Base	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Federal							
Section 5311	$847,026	$921,729	$953,922	$1,051,603	$1,111,083	$1,143,930	$1,177,760
RTAP				$2,000			
Subtotal, Federal	$847,026	$921,729	$953,922	$1,053,603	$1,111,083	$1,143,930	$1,177,760
State							
Formula Assistance[1]	$285,687	$379,095	$388,573	$398,287	$408,244	$418,450	$428,911
Additional funding in FY 2014 Mid-Year[2]	$84,162						
Subtotal, State	$369,849	$379,095	$388,573	$398,287	$408,244	$418,450	$428,911
Local							
Revenues - Farebox	$78,000	$88,888	$91,993	$101,412	$107,148	$110,316	$113,579
Revenues - Contracts	$53,000	$54,590	$56,228	$57,915	$59,652	$61,442	$63,285
Local Contribution	$438,131	$536,661	$555,485	$634,040	$692,004	$712,454	$733,516
Total Local	$569,131	$680,138	$703,705	$793,367	$ 858,805	$884,212	$910,379
Total Projected Operating Revenues	**$1,786,006**	**$1,980,963**	**$2,046,200**	**$2,245,257**	**$2,378,132**	**$2,446,592**	**$2,517,051**
Surplus to be used for capital match/reserves	$40,201	$48,617	$46,363	$40,639	$48,818	$48,415	$47,951

(1) SYIP amount listed for FY2014. Assume 2.5% increase in state share per year for future years.

(2) DRPT FY2914 mid-year funding allocation.

Table 7-2 presents the financial plan for operations under the vision plan, which is not constrained to reflect the availability of funding. If the vision projects – which add considerable service – are implemented, the annual operating budget will grow to almost $3 million. The cost is calculated in constant FY 2014 dollars due to the undetermined timeline in which the vision projects would be implemented. The actual budget for the vision plan would likely be significantly higher given the likely annual rate of inflation.

Table 7-2: DTPT TDP Financial Plan for Operations - Long Range

Projects (1)	Base Year- FY13	Constrained	Long Range
Projected Incremental Annual Revenue Hours			
Current Level of Service (2)	47,292	8,388	55,680
Improve Frequency on Circulator Routes			12,310
Saturday Service on County Routes			1,664
Additional County Service			8,160
Regional Connector b/t Abingdon and Bristol			2,080
Total Transit Service Hours	**47,292**	**8,388**	**79,894**
Projected Operating Expenses			
Cost Per Revenue Hour (3)	$36.92	$36.92	$36.92
Current Level of Service	$1,746,021	$309,685	$2,055,706
Increased Frequency of Service on Circulator Routes (4)			$454,485
Saturday Service on County Routes			$61,435
Additional County Service			$301,267
Regional Connector b/t Abingdon and Bristol			$76,794
Total Projected Operating Expenses	**$1,746,021**	**$309,685**	**$2,949,686**

Notes:
(1) Implementation year is undetermined. Implementation will be based on funding availability.

(2) Based on FY 2013 data.
(3) Assumes constant FY 2013 dollars due to undetermined timeline for implementation. FY13 cost per revenue hour.
(4) This is the total increase for all four circulators. Improvements could be implemented on fewer than all four circulators.

Table 7-2: DTPT TDP Financial Plan for Operations - Long Range (continued)

Anticipated Funding Sources	Base Year-FY13	Constrained	Long Range
Federal			
Section 5311	$819,748	$147,720	$1,407,000
Subtotal, Federal	$819,748	$147,720	$1,407,000
State			
Formula Assistance	$328,616	$44,316	$422,100
Subtotal, State	$328,616	$44,316	$422,100
Local			
Local Contribution	$438,131	$103,404	$966,350
Revenues - Farebox[1]	$78,000	$14,246	$135,686
Revenues - Contracts	$53,000	$ -	$53,000
Total Local	$569,131	$117,649	$1,155,036
Total Projected/Proposed Operating Funds/Revenues	**$1,717,495**	**$309,685**	**$2,984,136**

Notes:

[1] Based on the FY 2013 farebox recovery rate of 4.6%.

VEHICLE PURCHASE EXPENSES AND FUNDING SOURCES

Table 7-3 offers the financial plan for vehicle replacement over the six-year period. The plan includes a total of 48 replacement vehicles. As discussed in Chapters 5 and 6, this plan also includes two expansion vehicles to implement the service projects in the financially constrained plan. The funding split is based on recommendations of the Commonwealth's Transit Service Delivery Advisory Committee. While federal funding remains at 80% of the project cost, the amount of state funding varies depending on the type of capital project. The capital budget for vehicle replacement and expansion (considered "Tier 1" capital projects) is shown in Table 7-3. Under the Transit Service Delivery Advisory Committee's recommendation for "Scenario B," the state match is 80% of the non-federal portion of vehicle costs. The local match covers the remaining vehicle costs.

Table 7-3: DTPT Capital Budget for Tier 1, Replacement and Expansion Vehicles, under Scenario B

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Number of Vehicles						
Replacement	12	14	6	8	0	8
Expansion	1	0	0	1	0	0
Total Vehicles	13	14	6	9	0	8
Vehicle Costs (1)						
Per Vehicle	$ 68,046	$ 70,155	$ 72,330	$ 74,572	$ 76,884	$ 79,268
Replacement	$ 816,552	$ 982,170	$ 433,980	$ 596,576	$ -	$ 634,144
Expansion	$ 68,046	$ -	$ -	$ 74,572	$ -	$ -
Total Projected Vehicle Costs	$ 884,598	$ 982,170	$ 433,980	$ 671,148	$ -	$ 634,144
Anticipated Funding Sources (2)						
Federal	$ 707,678	$ 785,736	$ 347,184	$ 536,918	$ -	$ 507,315
State	$ 141,536	$ 157,147	$ 69,437	$ 107,384	$ -	$ 101,463
Local	$ 35,384	$ 39,287	$ 17,359	$ 26,846	$ -	$ 25,366
Total Vehicle Funding	$ 884,598	$ 982,170	$ 433,980	$ 671,148	$ -	$ 634,144

Notes:
(1) Costs estimates came from the FY 2014 SYIP. Inflation rate of 3.1%, based on actual difference b/t FY13 and FY14.

(2) DRPT guidance suggested applying the federal, state, and local shares to the net costs for replacement vehicles. State funding was based on proposed State match of 80% for Tier 1 projects under Scenario B.

OTHER CAPITAL EXPENSES AND FUNDING SOURCES

The financial plans for infrastructure facilities (considered "Tier 2" capital projects), including the parking lot expansion and bus shelters is provided in Table 7-4. Table 7-5 includes the capital budget for "Tier 3", which includes computer hardware, communications equipment, and shop equipment. Under the Transit Service Delivery Advisory Committee's recommendation for "Scenario B," the state match is applied to the non-federal portion of the project cost: 40% for infrastructure facilities (Table 7-4) and 22% for other capital projects (Table 7-5). Local match covers the remaining capital costs.

The potential facility expenses associated with the Galax/Carroll dispatch center are not included in the constrained plan. DTPT can add this project should funds become available to pursue the project. It is also possible that DTPT could find a more suitable location to lease, in which case the expenses would be reflected in slightly

increased operating costs, assuming the lease would be more expensive than DTPT currently pays. This scenario could be handled through the annual TDP update letter.

Table 7-4: DTPT Capital Budget for Tier 2, Infrastructure Facilities, under Scenario B

Projects[1]	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Parking Lot Expansion	$ 310,000	$ -	$ -	$ -	$ -	$ -
Bus Shelters	$ -	$ -	$ 40,000	$ -	$ -	$ -
Bus Stop Sign and Pole		$ -	$ 5,500	$ -	$ -	$ -
Total Projected Non-Vehicle Capital Expenses	$ 310,000	$ -	$ 45,500	$ -	$ -	$ -
Anticipated Funding Sources						
Federal	$ 248,000	$ -	$ 36,400	$ -	$ -	$ -
State[2]	$ 24,800	$ -	$ 3,640	$ -	$ -	$ -
Local	$ 37,200	$ -	$ 5,460	$ -	$ -	$ -
Total Projected Non-Vehicle Capital Revenue	$ 310,000	$ -	$ 45,500	$ -	$ -	$ -

Notes:

[1] Costs of most capital projects are based on costs in the FY 2014 SYIP.
[2] State funding was based on proposed State match of 40% for Tier 2 projects under Scenario B.

Table 7-5: DTPT Capital Budget for Tier 3, Other Capital, under Scenario B

Projects	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Computer Hardware		$19,000	$ -	$20,000	$ -	$ -
Dispatch/Scheduling Technology		$ 176,500				
Shop Equipment	$10,000		$10,000		$10,000	
Total Projected Non-Vehicle Capital Expenses	$10,000	$195,500	$10,000	$20,000	$10,000	$ -
Anticipated Funding Sources						
Federal	$8,000	$156,400	$8,000	$16,000	$8,000	$ -
State[2]	$440	$8,602	$440	$ 880	$440	$ -
Local	$1,560	$30,498	$1,560	$3,120	$1,560	$ -
Total Projected Non-Vehicle Capital Revenue	$10,000	$195,500	$10,000	$20,000	$10,000	$ -

Notes:

State funding was based on proposed State match of 22% for Tier 3 projects under Scenario B.

Chapter 8

TDP Monitoring and Evaluation

As described in the introduction in Chapter 1, this TDP is a living document that should be reviewed and updated to reflect any changes in community priorities, funding availability, or other factors that may impact DTPT services. Several analyses regarding DTPT operations, service performance, community transportation needs, and service alternatives have been completed as part of the TDP process. While Chapters 5 and 6 detailed the recommended operations and capital projects, respectively, and Chapter 7 provided the financial plan for these recommendations, it is important to remember that the TDP is a planning document. As such, when it comes time to develop grant applications and implement projects, DTPT staff together with the TAC should revisit the TDP to ensure that the recommendations are appropriate and feasible given community needs and fiscal realities.

This chapter describes the processes that are recommended to periodically monitor and evaluate the progress that DTPT has made in implementing the TDP. Such processes include integrating TDP projects with relevant planning documents, monitoring service performance, and submitting an annual update to DRPT. Monitoring and evaluation efforts are particularly important to ensure that DTPT is meeting the goals, objectives, and standards that were described in Chapter 2.

COORDINATION WITH OTHER PLANS AND PROGRAMS

Chapter 3 included the review of various transportation and land use plans developed by a number of agencies and municipalities in the Mount Rogers region. The purpose of this review was to ensure that the TDP is consistent with local and regional transportation goals and efforts. Likewise, should relevant plans be updated in the coming years, DTPT staff or TAC representatives should seek to participate in such efforts to ensure that projects recommended in this TDP are included in these area plans and studies, where fitting. Many of the TAC members are also involved as advisors or participants with other community groups. This involvement is a good way for TAC members to promote DTPT service expansions that may impact new or updated

transportation and land use plans in the region. Another benefit of such coordination efforts is increased awareness of DTPT services, which serves the system's goal to better market existing transit services.

At the state level, DTPT should ensure that the recommended projects from this TDP are incorporated into the public transportation element of the DRPT State Transportation Improvement Program (STIP).

SERVICE PERFORMANCE MONITORING

Chapter 2 included several proposed performance standards for DTPT, the purpose of which was to develop some objective measurements that DTPT can use to monitor transit service performance in the future and make performance-based service planning decisions. DTPT should also determine annual performance measures to include in the update to DRPT.

Should any services fail to meet the performance standards for two consecutive quarters, DTPT should review the specific route or service and identify strategies to improve performance, or update the performance standards as warranted by changes in circumstance.

The results of this regular monitoring should be shared with the TAC when it meets, with the District Three Governmental Cooperative Board at least annually, and with DRPT through the annual TDP update.

ANNUAL TDP MONITORING

It is recommended that DTPT engage in several different monitoring activities on an annual basis, which will be reported to DRPT in an annual TDP update. Whereas the service performance monitoring described above helps DTPT determine whether it is meeting its goals to deliver service that is cost-effective and safe, it is also important to evaluate the extent to which DTPT is meeting its goals to provide service that is reliable and user-friendly and enables area residents to be independent and engaged in the community. Effective approaches to collect data for such monitoring efforts include conducting public meetings and surveys on an annual basis.

DRPT guidance currently requires that grantees submit an annual TDP update letter that describes the progress that has been made toward implementing the adopted TDP. While the TDP has planned for the implementation of service improvements in particular years, the actual implementation may slip to future years if the proposed

funding arrangements do not come to fruition or community priorities change. This TDP may need to be updated during the six-year planning period to reflect such changes. DTPT's annual update to DRPT should document the results of the activities described above and include the following elements:

- Operating statistics for the 12-month period, including the ridership attributed to any new proposals implemented as a result of the TDP.
- Any changes to system goals, objectives, or service standards.
- A description of any service or facility improvements that have been implemented during the 12-month period.
- An update to the TDP recommendations to identify additional projects, deferment of projects to later years, or elimination of projects.
- Updates to the financial plan to more accurately reflect current funding scenarios.

Appendix A

District Three Governmental Cooperative Board of Commissioners

DISTRICT THREE GOVERNMENTAL COOPERATIVE
BOARD OF COMMISSIONERS

BLAND COUNTY

Lace M. (Nick) Asbury IV
6441 S. Scenic Hwy.
Bland, VA 24315
276-688-2322

Karen H. Hodock
570 Clear Fork Creek Rd
Basitan, VA 24314
928-1677
C: 304-952-9223 W: 276-699-1771
khodock@wythe.k12.va.us

CARROLL COUNTY

Sam Dickson
367 Wolfepen Ridge Rd.
Galax, VA 24333
C: 276-733-4466 or 276-233-8585
sdickson@carrollcountyva.org

Phil McCraw
605-1 Pine Street
Hillsville, VA 24343
C: 276-733-7545
pmccraw@carrollcountyva.org

GRAYSON COUNTY

Brenda Sutherland
166 Caty Sage Road
Elk Creek, VA 24326
H: 276-655-4881 C: 276-768-7072
bsutherland@graysoncountyva.com

Mary O. Young
1624 Battlefield Drive
Independence, VA 24348

SMYTH COUNTY

J. Howard Burton
725 Mitchell Valley Road
Marion, VA 24354
276-783-8821
jhburton@smythcounty.org

Todd Dishner
202 Spring Valley Road
Marion, VA 24354
276-783-2096

WASHINGTON COUNTY

C. Wayne Stevens, Jr.
27260 Lee Highway
Abingdon, VA 24211
H: 276-628-9438
C: 276-356-5537
wstevens@washcova.com

Odell Owens
6471 Gate City Hwy.
Bristol, VA 24202
H: 276-669-6881

BOARD OF COMMISSIONERS CONTINUED

WYTHE COUNTY

Tim Reeves
2547 Chapman Road
Wytheville, VA 24382
276-228-3989 C: 276-620-4589
supvr_atlarge@wytheco.org

Gene Horney
1266 St. Peters Road
Speedwell, VA 24374
276-621-4306
supvr_speedwell@wytheco.org

TOWN OF ABINGDON

Bob Howard
122 Valley Street, NW
Abingdon, VA 24210
276-628-3167 C: 276-356-6493
bhoward@abingdon-va.gov

Rick Humphreys
148 Crestview Drive
Abingdon, VA 24210

TOWN OF MARION

Larry Carter
703 Chatham Hill Road
Marion VA 24354
276-783-4231 (O) 783-4720 (C) 780-0495
lcarter@marionva.org

TOWN OF WYTHEVILLE

Tommy Hundley
255 South 6th Street
P.O. Box 650
Wytheville VA 24382
276-228-3149
tommy.hundley.j8ot@statefarm.com

H. Judson Lambert
515 W. Washington St
Wytheville VA 24382

CITY OF BRISTOL

Guy Odum
776 Old Airport Road
Bristol, VA 24201
276-669-0241
gpodum2008@bvunet.net

CITY OF GALAX

John Garner
P.O. Box 276
Galax, VA 24333
276-236-4301
jgarner@ls.net

Bill Webb
City of Galax
111 East Grayson St
Galax, VA 24333
276-236-5773

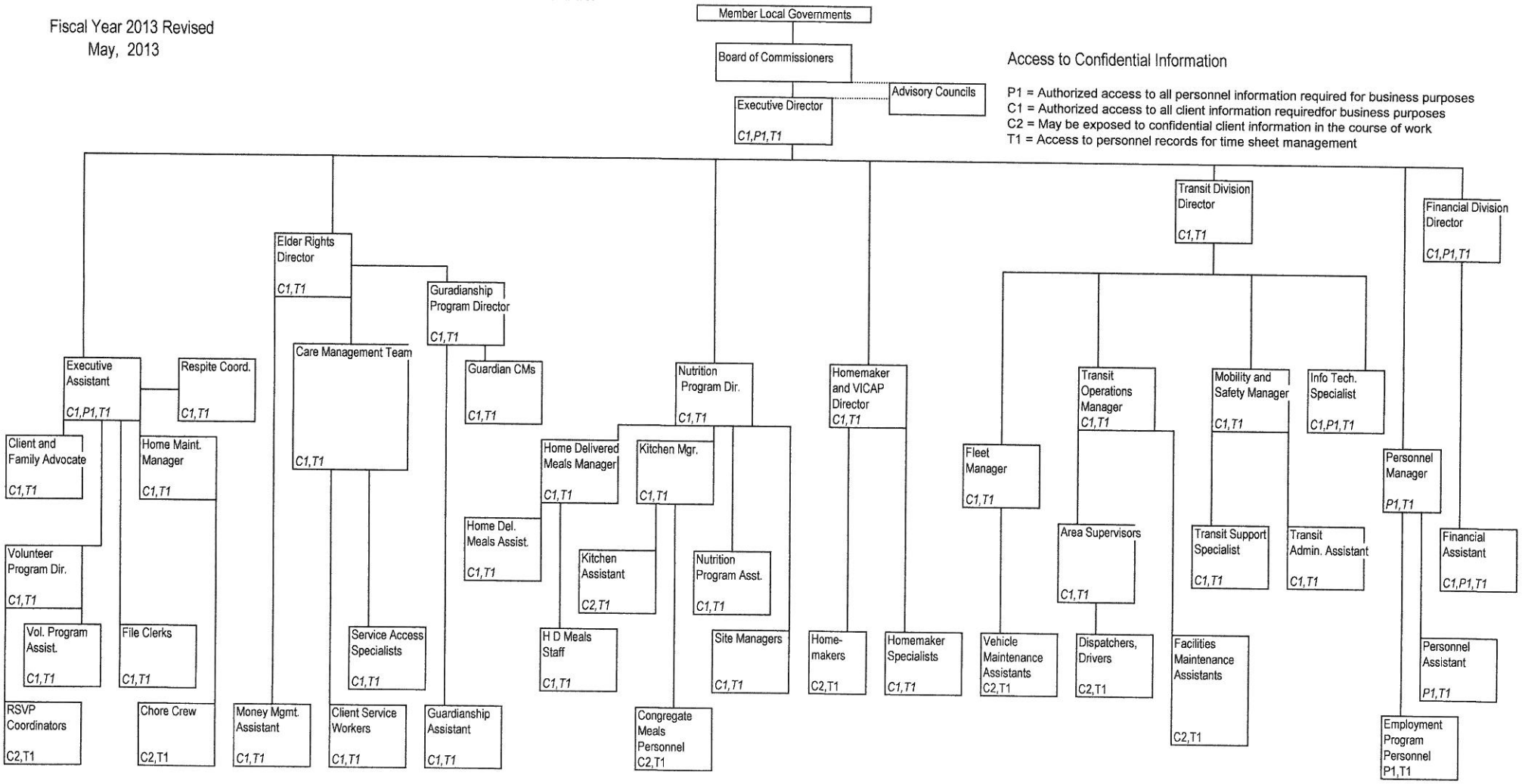
Appendix B

District Three Governmental Cooperative

Organizational Chart

DISTRICT THREE GOVERNMENTAL COOPERATIVE ORGANIZATIONAL CHART

Fiscal Year 2013 Revised
May, 2013



Access to Confidential Information

P1 = Authorized access to all personnel information required for business purposes
C1 = Authorized access to all client information requiredfor business purposes
C2 = May be exposed to confidential client information in the course of work
T1 = Access to personnel records for time sheet management

APPENDIX C:

ON-BOARD SURVEYS

DISTRICT THREE GOVERNMENTAL COOPERATIVE

Abingdon Transit Rider Survey

Abingdon Transit is interested in your opinion! The information collected via this survey will help Abingdon Transit improve bus service. Please complete this survey for your current trip and **return it to the surveyor as you get off the bus.** If you have already completed a survey, you do not need to complete a second one. Thank you!

---

1. What was the location where you boarded the bus? Please indicate an address or landmark (*e.g. Food City*).

   _____

2. What is your final destination? Please indicate an address, intersection, or landmark (*e.g. Abingdon Village).*

   _____

3. What is the purpose of your bus trip today? (*You may check more than one*)
   ❑ Work ❑ School ❑ Medical ❑ Shopping/Errands
   ❑ Social/Recreation ❑ Government Agency ❑ Other: _____

4. How frequently do you ride the bus?
   ❑ 5-6 days/week ❑ 3-4 days/week ❑ 1-2 days/week ❑ Less than once a week

5. If you were not riding the bus, how would you make this trip?
   ❑ Drive myself ❑ Ride with family/friends ❑ Walk ❑ Bike ❑ Taxi
   ❑ I would not make this trip

6. Do you ride any other transit services offered by District Three Public Transit?
   ❑ Yes ❑ No If yes, which service: _____

7. Regular fare for riding the bus is $0.50. What do you think about this price?
   ❑ Inexpensive/cheap ❑ Reasonable/fairly priced ❑ Too expensive

8. What are your two MOST IMPORTANT REASONS for riding the bus? (***pick 2***)
   ❑ No car in my household ❑ I don't drive ❑ Own a car but it doesn't work
   ❑ Bus is convenient ❑ Bus is economical ❑ Other: _____

9. If the bus service was not available, would it:
   a. Affect your ability to live independently? ❑ Yes ❑ No
   b. Affect your ability to continue working? ❑ Yes ❑ No ❑ Not applicable

10. Overall, Abingdon Transit drivers:
    a. Are courteous, respectful, and helpful ❑ Yes ❑ No
    b. Make me feel safe on the bus ❑ Yes ❑ No
    c. Are on time to my stop ❑ Yes ❑ No

11. Where do you receive bus service information? (*Check all that apply*)
    ❑ On the bus ❑ Newspaper ❑ Friends/Family
    ❑ At the bus stop ❑ Online ❑ Other: _____

12. Is it easy to find out information about the bus route and schedule? ❑ Yes ❑ No

Over, please

13. If Abingdon Transit made improvements, what would be most useful to you? (***pick 3***)
❑ Service on Saturdays ❑ Service on Sundays ❑ More frequent service ❑ More areas served
❑ Morning hours ❑ Later evening hours ❑ More shelters/benches at stops
❑ More direct routing between your origin & destination ❑ Improved access to transit information
❑ Other: _____

14. Are there places you need to go on a regular basis that Abingdon Transit does not serve? ❑ Yes ❑ No

If yes, where: _____

15. Please rate your overall satisfaction with Abingdon Transit:
❑ Very Satisfied ❑ Satisfied ❑ Dissatisfied ❑ Very Dissatisfied

16. What do you like BEST about Abingdon Transit service?
_____

17. What do you like LEAST about Abingdon Transit service?
_____

18. Do you have a car? ❑ Yes ❑ No
a. If yes, was a car available for this trip? ❑ Yes ❑ No

19. Do you have a driver's license? ❑ Yes ❑ No

20. Please indicate your age:
❑ Under 12 ❑ 12-17 ❑ 18-24 ❑ 25-44 ❑ 45-59 ❑ 60 & older

21. Which of the following describes your current employment status? *(You may check more than one)*
❑ Employed full-time ❑ Student full-time ❑ Retired ❑ Unemployed
❑ Employed part-time ❑ Student part-time ❑ Homemaker ❑ Other

22. How would you classify yourself?
❑ Caucasian/White ❑ African American ❑ Asian ❑ Other
❑ Two or more races ❑ Native Hawaiian/Pacific Islander ❑ American Indian/Alaskan Native

23. Is English the primary language spoken in your household? ❑ Yes ❑ No

24. What is your annual household income?
❑ Under $10,000 ❑ $20,000 to 29,999 ❑ $40,000 to 49,999 ❑ $60,000 or more
❑ $10,000 to 19,999 ❑ $30,000 to 39,999 ❑ $50,000 to 59,999

25. How many people live in your household? _____

26. Do you have any other comments or suggestions you'd like to share with Abingdon Transit?

_____

_____

_____

_____

DISTRICT THREE GOVERNMENTAL COOPERATIVE

Galax Transit Rider Survey

Galax Transit is interested in your opinion! The information collected via this survey will help Galax Transit improve bus service. Please complete this survey for your current trip and **return it to the surveyor as you get off the bus.** If you have already completed a survey, you do not need to complete a second one. Thank you!

---

1. What was the location where you boarded the bus? Please indicate an address or landmark (*e.g. Food City*).

   _____

2. What is your final destination? Please indicate an address, intersection, or landmark (*e.g. Northway Apts).*

   _____

3. What is the purpose of your bus trip today? (*You may check more than one*)
   ❑ Work ❑ School ❑ Medical ❑ Shopping/Errands
   ❑ Social/Recreation ❑ Government Agency ❑ Other: _____

4. How frequently do you ride the bus?
   ❑ 5-6 days/week ❑ 3-4 days/week ❑ 1-2 days/week ❑ Less than once a week

5. If you were not riding the bus, how would you make this trip?
   ❑ Drive myself ❑ Ride with family/friends ❑ Walk ❑ Bike ❑ Taxi
   ❑ I would not make this trip

6. Do you ride any other transit services offered by District Three Public Transit?
   ❑ Yes ❑ No If yes, which service: _____

7. Regular fare for riding the bus is $0.50. What do you think about this price?
   ❑ Inexpensive/cheap ❑ Reasonable/fairly priced ❑ Too expensive

8. What are your two MOST IMPORTANT REASONS for riding the bus? (***pick 2***)
   ❑ No car in my household ❑ I don't drive ❑ Own a car but it doesn't work
   ❑ Bus is convenient ❑ Bus is economical ❑ Other: _____

9. If the bus service was not available, would it:
   a. Affect your ability to live independently? ❑ Yes ❑ No
   b. Affect your ability to continue working? ❑ Yes ❑ No ❑ Not applicable

10. Overall, Galax Transit drivers:
    a. Are courteous, respectful, and helpful ❑ Yes ❑ No
    b. Make me feel safe on the bus ❑ Yes ❑ No
    c. Are on time to my stop ❑ Yes ❑ No

11. Where do you receive bus service information? (*Check all that apply*)
    ❑ On the bus ❑ Newspaper ❑ Friends/Family
    ❑ At the bus stop ❑ Online ❑ Other: _____

12. Is it easy to find out information about the bus route and schedule? ❑ Yes ❑ No

Over, please

13. If Galax Transit made improvements, what would be most useful to you? (***pick 3***)
❑ Additional service on Saturdays ❑ Service on Sundays ❑ More frequent service
❑ More areas served ❑ Morning hours ❑ Later afternoon hours
❑ More shelters/benches at stops ❑ More direct routing between your origin & destination
❑ Improved access to transit information
❑ Other: _____

14. Are there places you need to go on a regular basis that Galax Transit does not serve? ❑ Yes ❑ No

If yes, where: _____

15. Please rate your overall satisfaction with Galax Transit:
❑ Very Satisfied ❑ Satisfied ❑ Dissatisfied ❑ Very Dissatisfied

16. What do you like BEST about Galax Transit service?

_____

17. What do you like LEAST about Galax Transit service?

_____

18. Do you have a car? ❑ Yes ❑ No
a. If yes, was a car available for this trip? ❑ Yes ❑ No

19. Do you have a driver's license? ❑ Yes ❑ No

20. Please indicate your age:
❑ Under 12 ❑ 12-17 ❑ 18-24 ❑ 25-44 ❑ 45-59 ❑ 60 & older

21. Which of the following describes your current employment status? *(You may check more than one)*
❑ Employed full-time ❑ Student full-time ❑ Retired ❑ Unemployed
❑ Employed part-time ❑ Student part-time ❑ Homemaker ❑ Other

22. How would you classify yourself?
❑ Caucasian/White ❑ African American ❑ Asian ❑ Other
❑ Two or more races ❑ Native Hawaiian/Pacific Islander ❑ American Indian/Alaskan Native

23. Is English the primary language spoken in your household? ❑ Yes ❑ No

24. What is your annual household income?
❑ Under $10,000 ❑ $20,000 to 29,999 ❑ $40,000 to 49,999 ❑ $60,000 or more
❑ $10,000 to 19,999 ❑ $30,000 to 39,999 ❑ $50,000 to 59,999

25. How many people live in your household? _____

26. Do you have any other comments or suggestions you'd like to share with Galax Transit?

_____

_____

_____

DISTRICT THREE GOVERNMENTAL COOPERATIVE

Marion Transit Rider Survey

Marion Transit is interested in your opinion! The information collected via this survey will help Marion Transit improve bus service. Please complete this survey for your current trip and **return it to the surveyor as you get off the bus.** If you have already completed a survey, you do not need to complete a second one. Thank you!

---

1. What was the location where you boarded the bus? Please indicate an address or landmark (*e.g. Walmart*).

   _____

2. What is your final destination? Please indicate an address, intersection, or landmark (*e.g. Orchard Towers).*

   _____

3. What is the purpose of your bus trip today? (*You may check more than one*)
   ❑ Work ❑ School ❑ Medical ❑ Shopping/Errands
   ❑ Social/Recreation ❑ Government Agency ❑ Other: _____

4. How frequently do you ride the bus?
   ❑ 5-6 days/week ❑ 3-4 days/week ❑ 1-2 days/week ❑ Less than once a week

5. If you were not riding the bus, how would you make this trip?
   ❑ Drive myself ❑ Ride with family/friends ❑ Walk ❑ Bike ❑ Taxi
   ❑ I would not make this trip

6. Do you ride any other transit services offered by District Three Public Transit?
   ❑ Yes ❑ No If yes, which service: _____

7. Regular fare for riding the bus is $0.50. What do you think about this price?
   ❑ Inexpensive/cheap ❑ Reasonable/fairly priced ❑ Too expensive

8. What are your two MOST IMPORTANT REASONS for riding the bus? (***pick 2***)
   ❑ No car in my household ❑ I don't drive ❑ Own a car but it doesn't work
   ❑ Bus is convenient ❑ Bus is economical ❑ Other: _____

9. If the bus service was not available, would it:
   a. Affect your ability to live independently? ❑ Yes ❑ No
   b. Affect your ability to continue working? ❑ Yes ❑ No ❑ Not applicable

10. Overall, Marion Transit drivers:
    a. Are courteous, respectful, and helpful ❑ Yes ❑ No
    b. Make me feel safe on the bus ❑ Yes ❑ No
    c. Are on time to my stop ❑ Yes ❑ No

11. Where do you receive bus service information? (*Check all that apply*)
    ❑ On the bus ❑ Newspaper ❑ Friends/Family
    ❑ At the bus stop ❑ Online ❑ Other: _____

12. Is it easy to find out information about the bus route and schedule? ❑ Yes ❑ No

Over, please

13. If Marion Transit made improvements, what would be most useful to you? (***pick 3***)
❑ Additional service on Saturdays ❑ Service on Sundays ❑ More frequent service
❑ More areas served ❑ Service earlier in the morning
❑ Service later in evening ❑ More shelters/benches at stops
❑ More direct routing between your origin & destination ❑ Improved access to transit information
❑ Other: _____

14. Are there places you need to go on a regular basis that Marion Transit does not serve? ❑ Yes ❑ No

If yes, where: _____

15. Please rate your overall satisfaction with Marion Transit:
❑ Very Satisfied ❑ Satisfied ❑ Dissatisfied ❑ Very Dissatisfied

16. What do you like BEST about Marion Transit service?

_____

17. What do you like LEAST about Marion Transit service?

_____

18. Do you have a car? ❑ Yes ❑ No
a. If yes, was a car available for this trip? ❑ Yes ❑ No

19. Do you have a driver's license? ❑ Yes ❑ No

20. Please indicate your age:
❑ Under 12 ❑ 12-17 ❑ 18-24 ❑ 25-44 ❑ 45-59 ❑ 60 & older

21. Which of the following describes your current employment status? *(You may check more than one)*
❑ Employed full-time ❑ Student full-time ❑ Retired ❑ Unemployed
❑ Employed part-time ❑ Student part-time ❑ Homemaker ❑ Other

22. How would you classify yourself?
❑ Caucasian/White ❑ African American ❑ Asian ❑ Other
❑ Two or more races ❑ Native Hawaiian/Pacific Islander ❑ American Indian/Alaskan Native

23. Is English the primary language spoken in your household? ❑ Yes ❑ No

24. What is your annual household income?
❑ Under $10,000 ❑ $20,000 to 29,999 ❑ $40,000 to 49,999 ❑ $60,000 or more
❑ $10,000 to 19,999 ❑ $30,000 to 39,999 ❑ $50,000 to 59,999

25. How many people live in your household? _____

26. Do you have any other comments or suggestions you'd like to share with Marion Transit?

_____

_____

_____

_____

DISTRICT THREE GOVERNMENTAL COOPERATIVE

Wytheville Transit Rider Survey

Wytheville Transit is interested in your opinion! The information collected via this survey will help Wytheville Transit improve bus service. Please complete this survey for your current trip and **return it to the surveyor as you get off the bus.** If you have already completed a survey, you do not need to complete a second one. Thank you!

---

1. Which route are you currently riding? ❑ Maroon ❑ Gray
2. Will you need to transfer from one route to the other to complete your trip? ❑ Yes ❑ No
3. What was the location where you boarded the bus? Please indicate an address or landmark (*e.g. Walmart*).

   _____

4. What is your final destination? Please indicate an address, intersection, or landmark (*e.g. Hedgefield Apts).*

   _____

5. What is the purpose of your bus trip today? (*You may check more than one*)
   ❑ Work ❑ School ❑ Medical ❑ Shopping/Errands
   ❑ Social/Recreation ❑ Government Agency ❑ Other: _____
6. How frequently do you ride the bus?
   ❑ 5-6 days/week ❑ 3-4 days/week ❑ 1-2 days/week ❑ Less than once a week
7. If you were not riding the bus, how would you make this trip?
   ❑ Drive myself ❑ Ride with family/friends ❑ Walk ❑ Bike ❑ Taxi
   ❑ I would not make this trip
8. Do you ride any other transit services offered by District Three Public Transit?
   ❑ Yes ❑ No If yes, which service: _____
9. Regular fare for riding the bus is $0.50. What do you think about this price?
   ❑ Inexpensive/cheap ❑ Reasonable/fairly priced ❑ Too expensive
10. What are your two MOST IMPORTANT REASONS for riding the bus? (***pick 2***)
    ❑ No car in my household ❑ I don't drive ❑ Own a car but it doesn't work
    ❑ Bus is convenient ❑ Bus is economical ❑ Other: _____
11. If the bus service was not available, would it:
    a. Affect your ability to live independently? ❑ Yes ❑ No
    b. Affect your ability to continue working? ❑ Yes ❑ No ❑ Not applicable
12. Overall, Wytheville Transit drivers:
    a. Are courteous, respectful, and helpful ❑ Yes ❑ No
    b. Make me feel safe on the bus ❑ Yes ❑ No
    c. Are on time to my stop ❑ Yes ❑ No
13. Where do you receive bus service information? (*Check all that apply*)
    ❑ On the bus ❑ Newspaper ❑ Friends/Family
    ❑ At the bus stop ❑ Online ❑ Other: _____
14. Is it easy to find out information about the bus route and schedule? ❑ Yes ❑ No

Over, please

15. If Wytheville Transit made improvements, what would be most useful to you? (***pick 3***)
❑ Service on Saturdays ❑ Service on Sundays ❑ More frequent service ❑ More areas served
❑ Earlier morning hours ❑ Later evening hours ❑ More shelters/benches at stops
❑ More direct routing between your origin & destination ❑ Improved access to transit information
❑ Other: _____

16. Are there places you need to go on a regular basis that Wytheville Transit does not serve? ❑ Yes ❑ No

If yes, where: _____

17. Please rate your overall satisfaction with Wytheville Transit:
❑ Very Satisfied ❑ Satisfied ❑ Dissatisfied ❑ Very Dissatisfied

18. What do you like BEST about Wytheville Transit service?

_____

19. What do you like LEAST about Wytheville Transit service?

_____

20. Do you have a car? ❑ Yes ❑ No
a. If yes, was a car available for this trip? ❑ Yes ❑ No

21. Do you have a driver's license? ❑ Yes ❑ No

22. Please indicate your age:
❑ Under 12 ❑ 12-17 ❑ 18-24 ❑ 25-44 ❑ 45-59 ❑ 60 & older

23. Which of the following describes your current employment status? *(You may check more than one)*
❑ Employed full-time ❑ Student full-time ❑ Retired ❑ Unemployed
❑ Employed part-time ❑ Student part-time ❑ Homemaker ❑ Other

24. How would you classify yourself?
❑ Caucasian/White ❑ African American ❑ Asian ❑ Other
❑ Two or more races ❑ Native Hawaiian/Pacific Islander ❑ American Indian/Alaskan Native

25. Is English the primary language spoken in your household? ❑ Yes ❑ No

26. What is your annual household income?
❑ Under $10,000 ❑ $20,000 to 29,999 ❑ $40,000 to 49,999 ❑ $60,000 or more
❑ $10,000 to 19,999 ❑ $30,000 to 39,999 ❑ $50,000 to 59,999

27. How many people live in your household? _____

28. Do you have any other comments or suggestions you'd like to share with Wytheville Transit?

_____

_____

_____

_____

District Three Public Transit Rider Survey

District Three Public Transit is interested in your opinion! The information collected via this survey will help District Three Public Transit improve service. Please complete this survey for your current trip and **return it to the driver when you get off the bus.** If you have already completed a survey, you do not need to complete a second one. Thank you!

---

1. In what city, town, or community do you live? _____

2. What is the purpose of your trip with us today? (*You may check more than one*)
   ❑ Work ❑ School ❑ Medical ❑ Shopping/Errands
   ❑ Social/Recreation ❑ Government Agency ❑ Other: _____

3. How frequently do you ride District Three Public Transit?
   ❑ 5-6 days/week ❑ 3-4 days/week ❑ 1-2 days/week ❑ Less than once a week

4. If you were not riding the bus, how would you make this trip?
   ❑ Drive myself ❑ Ride with family/friends ❑ Walk ❑ Bike ❑ Taxi
   ❑ I would not make this trip ❑ Other: _____

5. Do you ride any other transit services offered by District Three Public Transit?
   ❑ Yes ❑ No If yes, which service: _____

6. Regular fare for riding the bus is $0.50. What do you think about this price?
   ❑ Inexpensive/cheap ❑ Reasonable/fairly priced ❑ Too expensive

7. What are your two MOST IMPORTANT REASONS for riding the bus? (***pick 2***)
   ❑ No car in my household ❑ I don't drive ❑ Own a car but it doesn't work
   ❑ Bus is convenient ❑ Bus is economical ❑ Other: _____

8. If the bus service was not available, would it:
   a. Affect your ability to live independently? ❑ Yes ❑ No
   b. Affect your ability to continue working? ❑ Yes ❑ No ❑ Not applicable

9. Overall, District Three Public Transit drivers:
   a. Are courteous, respectful, and helpful ❑ Yes ❑ No
   b. Make me feel safe on the bus ❑ Yes ❑ No
   c. Pick me up at the correct time ❑ Yes ❑ No

10. Where do you receive bus service information? (*Check all that apply*)
    ❑ On the bus ❑ Newspaper ❑ Friends/Family ❑ From the Senior Center
    ❑ By calling District Three ❑ Online ❑ Other: _____

11. Is it easy to find out information about how to schedule a trip? ❑ Yes ❑ No

12. Is it easy or difficult to schedule a trip? Please rate the trip reservation and scheduling process on a scale of 1 to 5, with 5 representing the highest score:

    ❑ 1 ❑ 2 ❑ 3 ❑ 4 ❑ 5

Over, please

13. If District Three Public Transit made improvements, what would be most useful to you? (***pick 3***)

❑ Service on Saturdays ❑ Service on Sundays ❑ More areas served
❑ Additional days per week ❑ Earlier morning hours ❑ Later evening hours
❑ Easier scheduling process ❑ Improved access to transit information
❑ Other: _____

14. Are there places you need to go on a regular basis that District Three Public Transit does not serve?
❑ Yes ❑ No

If yes, where: _____

15. Please rate your overall satisfaction with District Three Public Transit:
❑ Very Satisfied ❑ Satisfied ❑ Dissatisfied ❑ Very Dissatisfied

16. What do you like BEST about District Three Public Transit service?
_____

17. What do you like LEAST about District Three Public Transit service?
_____

18. Do you have a car? ❑ Yes ❑ No
a. If yes, was a car available for this trip? ❑ Yes ❑ No

19. Do you have a driver's license? ❑ Yes ❑ No

20. Please indicate your age:
❑ Under 12 ❑ 12-17 ❑ 18-24 ❑ 25-44 ❑ 45-59 ❑ 60 & older

21. Which of the following describes your current employment status? *(You may check more than one)*
❑ Employed full-time ❑ Student full-time ❑ Retired ❑ Unemployed
❑ Employed part-time ❑ Student part-time ❑ Homemaker ❑ Other

22. How would you classify yourself?
❑ Caucasian/White ❑ African American ❑ Asian ❑ Other
❑ Two or more races ❑ Native Hawaiian/Pacific Islander ❑ American Indian/Alaskan Native

23. Is English the primary language spoken in your household? ❑ Yes ❑ No

24. What is your annual household income?
❑ Under $10,000 ❑ $20,000 to 29,999 ❑ $40,000 to 49,999 ❑ $60,000 or more
❑ $10,000 to 19,999 ❑ $30,000 to 39,999 ❑ $50,000 to 59,999

25. How many people live in your household? _____

26. Do you have any other comments or suggestions you'd like to share with District Three Public Transit?

_____
_____
_____
_____

Appendix D:
Transit Origins and Destinations

APPENDIX D

DISTRICT THREE: TRANSIT ORIGINS AND DESTINATIONS

Type	Name	Address	Place	State	ZIP
High Density Housing	Abingdon Green Apartments	290 Senior Dr NE	Abingdon	VA	24210
High Density Housing	Abingdon Redevelopment Housing	300 Green Spring Rd	Abingdon	VA	24210
High Density Housing	Abingdon Terrace Apartmenst	502 Lowry Dr SW	Abingdon	VA	24210
High Density Housing	Battleground Apartments	105 Battleground Avenue	Saltville	VA	24370
High Density Housing	Birchwood Apartments	395 Chapman Road	Wytheville	VA	24382
High Density Housing	Briarleigh Court	1338 N Main Street	Hillsville	VA	24343
High Density Housing	Carroll House	56 Carroll House Ln	Hillsville	VA	24343
High Density Housing	Country Club Crossing Apartments	1001 Marion Manor Drive	Marion	VA	24354
High Density Housing	Cranberry Apartments	214 Upland Street	Hillsville	VA	24343
High Density Housing	Crosscreek Apartments	880 Crosscreek Dr	Abingdon	VA	24210
High Density Housing	Downtown Plaza Apartments	1010 Newton Street	Bristol	VA	24201
High Density Housing	Eastridge Apartments	837 Portsmouth Ave	Bristol	VA	24201
High Density Housing	Fort Shelby Manor	200 Solar Street	Bristol	VA	24201
High Density Housing	Galax Manor	150 Larkspur Ln	Galax	VA	24333
High Density Housing	Glendale Apartments	102 Sutherland Rd	Galax	VA	24333
High Density Housing	Golden Living Center	836 Glendale Road	Galax	VA	24333
High Density Housing	Grace Healthcare of Abingdon	600 Walden Road	Abingdon	VA	24210
High Density Housing	Grand Court Bristol	1 Liberty Place	Bristol	VA	24201
High Density Housing	Grayson Manor Apartments	224 Nichols Drive	Independence	VA	24348
High Density Housing	Green Hill	258 Valley View Lane	Bland	VA	24315
High Density Housing	Green Springs Rest Home	21573 Green Spring Road	Abingdon	VA	24211
High Density Housing	Harbor Landing	501 W Mary Street	Bristol	VA	24201
High Density Housing	Harmony Village Apartments	1149 Glendale Rd	Galax	VA	24333
High Density Housing	Laurel Ridge	620 West Grayson Street	Hillsville	VA	24343
High Density Housing	Leisure Park Towers	100 Moore Street	Bristol	VA	24201
High Density Housing	Longview Apartments	7 Longview Drive	Wytheville	VA	24382
High Density Housing	Melton's Run Apartments	13 Meltons Run Lane	Galax	VA	24333
High Density Housing	Miller Village Apartments	2 Heritage Drive	Bristol	VA	24201
High Density Housing	Mountain Empire Apartments	16158 Flamingo Dr	Abingdon	VA	24211
High Density Housing	NHC Healthcare	245 North Street	Bristol	VA	24201
High Density Housing	North Fork Manor	401 Elizabeth St	Saltville	VA	24370
High Density Housing	Northway Apartments	128 Wilson Ave	Galax	VA	24333

Type	Name	Address	Place	State	ZIP
High Density Housing	Northwinds	2355 N. 4th Street	Wytheville	VA	24382
High Density Housing	Oak Knoll Apartments	115 Backer Lane	Damascus	VA	24236
High Density Housing	Park Terrace Apartments	508 Staley Street	Marion	VA	24354
High Density Housing	Penn Court Apartments	119 Bedwell Street	Independence	VA	24348
High Density Housing	Pinehedge Condominiums	138 Valley View Drive	Abingdon	VA	24210
High Density Housing	Promise Landing Apartments	16325 Taylor Place	Abingdon	VA	24211
High Density Housing	Ridgefield Court Apartments	459 Deadmore St SE	Abingdon	VA	24210
High Density Housing	Riverside Place Apartments	505 South Shady Avenue	Damascus	VA	24236
High Density Housing	Riverview Apartments	215 Hilltown Road	Fries	VA	24330
High Density Housing	Royal Oaks Apartments	117 East Main Street	Marion	VA	24354
High Density Housing	S and K Apartments	118 North Main Street	Rural Retreat	VA	24368
High Density Housing	Settlers Point	32140 Plymouth Ct	Damascus	VA	24236
High Density Housing	Southview Apts	252 View Dr	Marion	VA	24354
High Density Housing	Springdale Village	160 2nd Street	Bristol	VA	24201
High Density Housing	Stable Inn Apartments	2150 Fancy Gap Highway	Hillsville	VA	24343
High Density Housing	Sunhouse	36 King Street	Bristol	VA	24201
High Density Housing	Washington Court Apartments	262 Stone Mill Rd SW	Abingdon	VA	24210
High Density Housing	Westview Terrace Apartments	167 Howlett St	Hillsville	VA	24343
High Density Housing	Westwood Apartmenst	1050 W Washington Street	Wytheville	VA	24382
High Density Housing	Wytheville Apartments	350 E Lexington St	Wytheville	VA	24382
Medical Facility	Abingdon Dialysis Center	341 Falls Drive	Abingdon	VA	24210
Medical Facility	Abingdon Medical Associates	391 Falls Drive	Abingdon	VA	24210
Medical Facility	Abingdon Physician Partners	617 Campus Drive	Abingdon	VA	24210
Medical Facility	Bland County Health Department	209 Jackson Street	Bland	VA	24315
Medical Facility	Bland County Medical Clinic	12301 Grapefield Road	Bastian	VA	24314
Medical Facility	Bland Family Clinic	8494 South Scenic Highway	Bland	VA	24315
Medical Facility	Bristol City Health Department	205 Piedmont Avenue	Bristol	VA	24201
Medical Facility	Bristol Regional Medical Center	1 Medical Park Boulevard	Bristol	TN	37620
Medical Facility	Carilion Clinic Family Medicine	1375 West Ridge Road	Wytheville	VA	24382
Medical Facility	Carroll County Health Department	605 Pine Street	Hillsville	VA	24343
Medical Facility	Crossroads Medical Clinic	7021 West Lee Highway	Rural Retreat	VA	24368
Medical Facility	Finch Family Medical Care	14270 Lee Highway	Bristol	VA	24202
Medical Facility	Fort Chiswell Medical Center	245 Holston Road	Wytheville	VA	24382
Medical Facility	Galax City Health Department	703 South Main Street	Galax	VA	24333
Medical Facility	Grayson County Health Department	186 West Main Street	Independence	VA	24348
Medical Facility	Johnston Memorial Cancer Center	16000 Johnston Memorial Drive	Abingdon	VA	24211

Type	Name	Address	Place	State	ZIP
Medical Facility	Johnston Memorial Hospital	351 Court Street	Abingdon	VA	24210
Medical Facility	Johnston Memorial Surgery Center	613 Campus Drive	Abingdon	VA	24210
Medical Facility	Smyth County Community Hospital	1070 Terrace Drive	Marion	VA	24354
Medical Facility	Smyth County Free Clinic	1583 North Main Street	Marion	VA	24354
Medical Facility	Smyth County Health Department	201 Francis Marion Lane	Marion	VA	24354
Medical Facility	Smyth Regional Internal Medicine	1118 Snider Street	Marion	VA	24354
Medical Facility	Southwestern Virginia Mental Health Institute	340 Bagley Circle	Marion	VA	24354
Medical Facility	Surgical Associates	1203 Snider Street	Marion	VA	24354
Medical Facility	The Rehabilitation Hospital of Southwest Virginia	103 North Street	Bristol	VA	24201
Medical Facility	Twin City Medical Center	2195 Euclid Avenue	Bristol	VA	24201
Medical Facility	Twin County Dialysis	1159 Glendale Rd	Galax	VA	24333
Medical Facility	Twin County Regional Hospital	200 Hospital Drive	Galax	VA	24333
Medical Facility	Valley Health Care Center	940 East Lee Highway	Chilhowie	VA	24319
Medical Facility	Washington County Health Department	15068 Lee Highway	Bristol	VA	24202
Medical Facility	Wellmont Urgent Care	24530 Falcon Place Blvd	Abingdon	VA	24211
Medical Facility	Wesley Clinic	18370 Lee Highway	Abingdon	VA	24210
Medical Facility	Wythe County Community Hospital	600 West Ridge Road	Wytheville	VA	24382
Medical Facility	Wythe County Health Department	750 W Ridge Road	Wytheville	VA	24382
Medical Facility	Wytheville Artificial Kidney Center	340 Peppers Ferry Rd	Wytheville	VA	24382
Medical Facility	Wytheville Community-Based Outpatient Clinic (VA)	165 Peppers Ferry Road	Wytheville	VA	24382
Medical Facility	St. Mary's Medical Center	430 West Stuart Drive	Hillsville	VA	24343
Medical Facility	Free Clinic of the Twin Counties	140 Larkspur Lane	Galax	VA	24333
Educational Facility	Southeast Culinary & Hospitality College	100 Piedmont Avenue	Bristol	VA	24201
Educational Facility	Virginia Highlands Community College	100 VHCC Drive	Abingdon	VA	24210
Educational Facility	Wytheville Community College	1000 E Main Street	Wytheville	VA	24382
Educational Facility	Virginia Intermont College	1013 Moore Street	Bristol	VA	24201
Educational Facility	Wytheville Community College at the Crossroads Institute	1117 East Stuart Drive	Galax	VA	24333
Educational Facility	National College of Business & Technology	1328 Highway 11 West	Bristol	TN	37620
Educational Facility	King College	1350 King College Rd	Bristol	TN	37620
Educational Facility	Wytheville Community College (Smyth County Education Center)	300 Gordondale Road	Atkins	VA	24311
Educational Facility	Emory & Henry College	30461 Garnand Drive	Emory	VA	24327
Educational Facility	Victory Children's Center	11123 Island Road	Bristol	VA	24202

Type	Name	Address	Place	State	ZIP
Educational Facility	Sullins Academy	22218 Sullins Academy Drive	Bristol	VA	24202
Educational Facility	St. Anne's School	300 Euclid Avenue	Bristol	VA	24201
Educational Facility	Echo Valley Christian School	265 Echo Valley Road	Wytheville	VA	24382
Educational Facility	Wythe County School Board (Rural Retreat Elementary)	100 Martha DeBord Way	Rural Retreat	VA	24368
Educational Facility	Smyth County School Board (Saltville Elementary)	1013 East Main Street	Saltville	VA	24370
Educational Facility	Smyth County School Board (Marion Primary)	1142 Highland Drive	Marion	VA	24354
Educational Facility	Smyth County School Board (Chilhowie Elementary)	130 Lee Highway	Chilhowie	VA	24319
Educational Facility	Washington County Schools (Greendale Elementary)	13092 McGuffie Road	Abingdon	VA	24210
Educational Facility	Bristol City Public Schools (Highland View Elementary)	1405 Eads Avenue	Bristol	VA	24201
Educational Facility	Washington County Schools (Meadowville Elementary)	14050 Glenbrook Avenue	Meadowview	VA	24361
Educational Facility	Washington County Schools (High Point Elementary)	14091 Sinking Creek Road	Bristol	VA	24202
Educational Facility	Bland County Public Schools (Rocky Gap Elementary)	176 Eagles Road	Rocky Gap	VA	24366
Educational Facility	Washington County Schools (Abingdon Elementary)	19431 Woodland Hills Road	Abingdon	VA	24210
Educational Facility	Smyth County School Board (Rich Valley Elementary)	196 Long Hollow Road	Saltville	VA	24370
Educational Facility	Bristol City Public Schools (Joseph Van Pelt Elementary)	200 Springhill Terrace	Bristol	VA	24201
Educational Facility	Bristol City Public Schools (Stonewall Jackson Elementary)	2045 W Euclid Avenue	Bristol	VA	24201
Educational Facility	Wythe County School Board (Max Meadows Elementary)	213 School Street	Max Meadows	VA	24360
Educational Facility	Galax Public Schools (Galax Elementary)	225 Academy Drive	Galax	VA	24333
Educational Facility	Washington County Schools (Watauga Elementary)	23181 Watauga Road	Abingdon	VA	24211
Educational Facility	Grayson County School Board (Fairview Elementary)	2323 Fairview Road	Galax	VA	24333

Type	Name	Address	Place	State	ZIP
Educational Facility	Smyth County School Board (Sugar Grove Combined)	242 Teas Road	Sugar Grove	VA	24375
Educational Facility	Grayson County School Board (Baywood Elementary)	247 Grammar Lane	Galax	VA	24333
Educational Facility	Carroll County School Board (Laurel Elementary)	26 Pleasant View Road	Austinville	VA	24312
Educational Facility	Bland County Public Schools (Bland Elementary)	31 Rocket Drive	Bland	VA	24315
Educational Facility	Carroll County School Board (Gladeville Elementary)	3117 Glendale Road	Galax	VA	24333
Educational Facility	Washington County Schools (Rhea Valley Elementary)	31305 Rhea Valley Road	Meadowview	VA	24361
Educational Facility	Wythe County School Board (Spiller Elementary)	330 Tazewell Street	Wytheville	VA	24382
Educational Facility	Washington County Schools (Valley Institute Elementary)	4350 Gate City Highway	Bristol	VA	24202
Educational Facility	Wythe County School Board (Jackson Memorial Elementary)	4424 Fort Chiswell Road	Austinville	VA	24312
Educational Facility	Carroll County School Board (Oakland Elementary)	4930 Pipers Gap Road	Galax	VA	24333
Educational Facility	Smyth County School Board (Atkins Elementary)	5903 Lee Highway	Atkins	VA	24311
Educational Facility	Wythe County School Board (Sheffey Elementary)	621 Piney Mountain Road	Wytheville	VA	24382
Educational Facility	Carroll County School Board (Fancy Gap Elementary)	63 Winding Ridge Road	Fancy Gap	VA	24328
Educational Facility	Grayson County School Board (Grayson Highlands School)	6459 Troutdale Highway	Troutdale	VA	24378
Educational Facility	Wythe County School Board (Speedwell Elementary)	6820 Cedar Springs	Speedwell	VA	24374
Educational Facility	Carroll County School Board (Gladesboro Elementary)	7845 Snake Creek	Hillsville	VA	24343
Educational Facility	Smyth County School Board (Marion Intermediate)	820 Stage Street	Marion	VA	24354
Educational Facility	Carroll County School Board (Hillsville Elementary)	90 Patriot Lane	Hillsville	VA	24343

Type	Name	Address	Place	State	ZIP
Educational Facility	Bristol City Public Schools (Washington-Lee Elementary)	900 Washington Lee Drive	Bristol	VA	24201
Educational Facility	Grayson County School Board (Independence Elementary)	915 East Main Street	Independence	VA	24348
Educational Facility	Wythe County School Board (George Wythe High)	1 Maroon Way	Wytheville	VA	24382
Educational Facility	Wythe County School Board (Fort Chiswell High)	1 Pioneer Trail	Max Meadows	VA	24360
Educational Facility	Carroll County School Board (Carroll County High)	100 Cavs Lane	Hillsville	VA	24343
Educational Facility	Grayson County School Board (Grayson County High)	110 Blue Devil Drive	Independence	VA	24348
Educational Facility	Smyth County School Board (Chilhowie High)	1160 East Lee Highway	Chilhowie	VA	24319
Educational Facility	Bristol City Public Schools (Virginia High)	1200 Long Crescent Drive	Bristol	VA	24201
Educational Facility	Bland County Public Schools (Rocky Gap High)	176 Eagles Road	Rocky Gap	VA	24366
Educational Facility	Galax Public Schools (Galax High)	200 Maroon Tide Drive	Galax	VA	24333
Educational Facility	Washington County Schools (John S. Battle High)	21264 Battle Hill Drive	Bristol	VA	24202
Educational Facility	Washington County Schools (Holston High)	21308 Monroe Road	Damascus	VA	24236
Educational Facility	Smyth County School Board (Northwood High)	305 Panther Lane	Saltville	VA	24370
Educational Facility	Bland County Public Schools (Bland High)	31 Rocket Drive	Bland	VA	24315
Educational Facility	Washington County Schools (Patrick Henry High)	31437 Hillman Highway	Glade Spring	VA	24340
Educational Facility	Wythe County School Board (Rural Retreat High)	321 East Buck Street	Rural Retreat	VA	24368
Educational Facility	Washington County Schools (Abingdon High)	705 Thompson Drive	Abingdon	VA	24210
Educational Facility	Smyth County School Board (Marion Senior High)	848 Stage Street	Marion	VA	24354
Educational Facility	Bristol Public Library	701 Goode Street	Bristol	VA	24201
Educational Facility	Galax Public Library	610 West Stuart Drive	Galax	VA	24333
Educational Facility	Carroll County Public Library	101 Beaver Dam Road	Hillsville	VA	24343
Educational Facility	Smyth-Bland Regional Library - Marion Branch	118 S Sheffey Street	Marion	VA	24354

Type	Name	Address	Place	State	ZIP
Educational Facility	Smyth-Bland Regional Library - Bland Branch	697 Main Street	Bland	VA	24315
Educational Facility	Smyth-Bland Regional Library - Chilhowie Branch	807 Chilhowie Street	Chilhowie	VA	24319
Educational Facility	Smyth-Bland Regional Library - Saltville Branch	111 Palmer Avenue	Saltville	VA	24370
Educational Facility	Wythe-Grayson Regional Library - Wythe County Branch	300 East Monroe Street	Wytheville	VA	24382
Educational Facility	Wythe-Grayson Regional Library - Grayson County Branch	147 South Independence Avenue	Independence	VA	24348
Educational Facility	Wythe-Grayson Regional Library - Rural Retreat Branch	119 North Greever Street	Rural Retreat	VA	24368
Educational Facility	Wythe-Grayson Regional Library - Whitetop Branch	16309 Highlands Parkway	Whitetop	VA	24292
Educational Facility	Wythe-Grayson Regional Library - Fries Branch	105 W Main Street	Fries	VA	24330
Educational Facility	Washington County Public Library System - Abingdon Branch	205 Oak Hill Street NE	Abingdon	VA	24210
Educational Facility	Washington County Public Library System - Damascus Branch	310 Water Street	Damascus	VA	24236
Educational Facility	Washington County Public Library System - Glade Spring Branch	305 North Glade Spring	Glade Spring	VA	24340
Educational Facility	Washington County Public Library System - Hayters Gap Branch	7720 Hayters Gap Road	Abingdon	VA	24210
Educational Facility	Washington County Public Library System - Mendota Branch	2562 Mendota Road	Mendota	VA	24270
Educational Facility	Grayson County School Board (Independence Middle)	100 Blue Devil Drive	Independence	VA	24348
Educational Facility	Wythe County School Board (Fort Chiswell Middle)	101 Pioneer Trail	Max Meadows	VA	24360
Educational Facility	Carroll County School Board (Carroll County Intermediate)	1036 N Main Street	Hillsville	VA	24343
Educational Facility	Grayson County School Board (Fries School)	114 East Main Street	Fries	VA	24330
Educational Facility	Smyth County School Board (Chilhowie Middle)	1160 East Lee Highway	Chilhowie	VA	24319
Educational Facility	Washington County Schools (Wallace Middle)	13077 Wallace Pike	Bristol	VA	24202

Type	Name	Address	Place	State	ZIP
Educational Facility	Smyth County School Board (Marion Middle)	134 Wilden Street	Marion	VA	24354
Educational Facility	Smyth County School Board (Northwood Middle)	156 Long Hollow Road	Saltville	VA	24370
Educational Facility	Galax Public Schools (Galax Middle)	202 Maroon Tide Drive	Galax	VA	24333
Educational Facility	Washington County Schools (E. B. Stanley Middle)	297 Stanley Street	Abingdon	VA	24210
Educational Facility	Washington County Schools (Damascus Middle)	32101 Government Road	Damascus	VA	24236
Educational Facility	Wythe County School Board (Rural Retreat Middle)	325 East Buck Street	Rural Retreat	VA	24368
Educational Facility	Washington County Schools (Glade Spring Middle)	33474 Stagecoach Road	Glade Spring	VA	24340
Educational Facility	Bristol City Public Schools (Virginia Middle)	501 Piedmont Avenue	Bristol	VA	24201
Educational Facility	Wythe County School Board (Scott Memorial Middle)	950 South 7th Street	Wytheville	VA	24382
Educational Facility	Old Dominion University - Southwest VA Higher Education Center	1 Partnership Cir	Abingdon	VA	24210
Educational Facility	Summit School of Cosmetology	140 S 1st St	Wytheville	VA	24382
Educational Facility	Wythe County School Board (Technology Center)	1505 West Spiller Street	Wytheville	VA	24382
Educational Facility	Smyth County School Board (Teaching Alternative Program)	225 Look Avenue	Marion	VA	24354
Educational Facility	Carroll County School Board (St. Paul School)	231 Flower Gap Road	Cana	VA	24317
Educational Facility	Washington County Schools (Parent Resource Center)	255 Stanley Street	Abingdon	VA	24210
Educational Facility	Virginia Tech Aquaculture Research Center	424 W Main St	Saltville	VA	24370
Educational Facility	Carroll County School Board (Woodlawn School)	745 Woodlawn Road	Woodlawn	VA	24381
Educational Facility	Carroll County School Board (Adult Ed Center)	787 Woodlawn Road	Woodlawn	VA	24381
Educational Facility	Washington County Schools (Adult Skill Center)	848 Thompson Drive	Abingdon	VA	24210
Educational Facility	Morrison School	139 Terrace Drive	Bristol	VA	24202
Educational Facility	Central Baptist Academy	611 Mary Street	Bristol	VA	24201
Educational Facility	Temple Christian School	15157 Inspiration Drive	Abingdon	VA	24212
Educational Facility	Oak Hill Academy	2635 Oak Hill Road	Mouth of Wilson	VA	24363

Type	Name	Address	Place	State	ZIP
Educational Facility	Minnick Education Center - Wytheville	425 Grayson Road	Wytheville	VA	24382
Educational Facility	Granite Christian Academy	1705 Peppers Ferry Road	Wytheville	VA	24382
Educational Facility	Covenant Christian Academy	122 Apache Run	Max Meadows	VA	24360
Educational Facility	Landmark Baptist Academy	101 N Depot Avenue	Galax	VA	24333
Educational Facility	Grayson County School Board (Career & Technical Education Center)	112 Blue Devil Drive	Independence	VA	24348
Educational Facility	People Inc.	1173 West Main Street	Abingdon	VA	24210
Educational Facility	Smyth County School Board (Career & Technology Center)	147 Fox Valley Road	Marion	VA	24354
Educational Facility	Washington County Schools (William N. Neff Center for Science and Technology)	255 Stanley Street	Abingdon	VA	24210
Educational Facility	People Inc.	800 Martin Luther King Jr. Blvd.	Bristol	VA	24201
Educational Facility	Washington County Schools (Technical School)	850 Thompson Drive	Abingdon	VA	24210
Human Service Agency	Abingdon Recreation Center	300 Stanley Street	Abingdon	VA	24210
Human Service Agency	Adwolfe Community Center	104 Thomas Bridge Road	Marion	VA	24354
Human Service Agency	Appalachian Independence Center	230 Charwood Drive	Abingdon	VA	24210
Human Service Agency	Appalachian Independence Center	110 Piedmont Avenue	Bristol	VA	24201
Human Service Agency	Appalachian Independence Center	104 Rex Lane	Galax	VA	24333
Human Service Agency	Appalachian Independence Center	680 West Main Street	Wytheville	VA	24382
Human Service Agency	Big Brothers Big Sisters	789 W Main Street	Abingdon	VA	24210
Human Service Agency	Bland County DSS	612 Main St	Bland	VA	24315
Human Service Agency	Blue Ridge Job Corps Center	245 West Main Street	Marion	VA	24354
Human Service Agency	Boozy Creek Community Center	1989 Shelleys Road	Bristol	VA	24202
Human Service Agency	Bristol City DSS	621 Washington St	Bristol	VA	24201
Human Service Agency	Bristol VEC Field Office	192 Bristol East Rd	Bristol	VA	24202
Human Service Agency	Carroll County DSS	605 Pine St	Hillsville	VA	24343
Human Service Agency	Clinchburg Community Center	31787 Old Saltworks Road	Meadowview	VA	24361
Human Service Agency	Easter Seals	351 Riverside Drive	Galax	VA	24333
Human Service Agency	ElderSpirit Community Center	192 Highland Street SE	Abingdon	VA	24210
Human Service Agency	Family Preservation Services	642 North Main Street	Marion	VA	24354
Human Service Agency	Galax DSS	105 E Center St	Galax	VA	24333
Human Service Agency	Galax Recreation Center	601 South Main Street	Galax	VA	24333
Human Service Agency	Galax VEC Field Office	963 East Stuart Dr	Galax	VA	24333
Human Service Agency	Goodwill Job Help Center	121 West Grayson Street	Galax	VA	24333
Human Service Agency	Habitat for Humanity	2110 North 4th Street	Wytheville	VA	24382

Type	Name	Address	Place	State	ZIP
Human Service Agency	Hayter's Gap Community Center	7720 Hayters Gap Road	Saltville	VA	24370
Human Service Agency	Highlands Community Services	610 Campus Dr #200	Abingdon	VA	24210
Human Service Agency	Hope Ministries Center	680 West Main Street	Wytheville	VA	24382
Human Service Agency	Marion VEC Field Office	1590 North Main St	Marion	VA	24354
Human Service Agency	Mendota Community Center	2562 Mendota Road	Mendota	VA	24270
Human Service Agency	Mount Rogers Community Services Board	770 W Ridge Rd	Wytheville	VA	24382
Human Service Agency	People Inc.	1173 West Main Street	Abingdon	VA	24210
Human Service Agency	People Inc.	800 Martin Luther King Jr. Blvd.	Bristol	VA	24201
Human Service Agency	Rural Retreat Community Center	112 Catron Street	Rural Retreat	VA	24368
Human Service Agency	Smyth County DSS	121 Bagley Cir	Marion	VA	24354
Human Service Agency	The Historic 1908 Courthouse	107 W Main Street	Independence	VA	24348
Human Service Agency	Washington County DSS	15068 Lee Hwy	Bristol	VA	24202
Human Service Agency	Washington County Habitat for Humanity	208 East Glade Spring	Glade Spring	VA	24340
Human Service Agency	Wythe County DSS	275 S Fourth St	Wytheville	VA	24382
Human Service Agency	Wytheville Community Center	333 Community Boulevard	Wytheville	VA	24382
Human Service Agency	Wytheville VEC Field Office	800 East Main St	Wytheville	VA	24382
Shopping Destination	Bristol Mall	500 Gate City Highway	Bristol	VA	24201
Shopping Destination	Food City	396 Towne Centre Drive	Abingdon	VA	24210
Shopping Destination	Food City	100 Bonham Road	Bristol	VA	24201
Shopping Destination	Food City	1320 Euclid Avenue	Bristol	VA	24201
Shopping Destination	Food City	145 West Lee Hwy	Chilhowie	VA	24319
Shopping Destination	Food City	736 North Beaver Dam Road	Damascus	VA	24236
Shopping Destination	Food City	955-A East Stuart Drive	Galax	VA	24333
Shopping Destination	Food City	568 East Main Street	Independence	VA	24348
Shopping Destination	Food City	910 N. Main Street	Marion	VA	24354
Shopping Destination	Food Lion	845 Village Boulevard	Abingdon	VA	24210
Shopping Destination	Food Lion	125 S Main Street	Hillsville	VA	24343
Shopping Destination	Food Lion	945 N Main Street	Marion	VA	24354
Shopping Destination	Food Lion	1155 N 4th Street	Wytheville	VA	24382
Shopping Destination	Food Lion	1380 East Main Street	Wytheville	VA	24382
Shopping Destination	Ft. Chiswell Outlets	731 Factory Outlet Drive	Max Meadows	VA	24360
Shopping Destination	Home Depot	3481 Lee Highway	Bristol	VA	24202
Shopping Destination	Ingles	1185 N Main Street	Marion	VA	24354
Shopping Destination	Kmart	300 Towne Center Drive	Abingdon	VA	24210
Shopping Destination	Kmart	1480 East Main Street	Wytheville	VA	24382
Shopping Destination	Kroger	466 Cummings Street	Abingdon	VA	24210

Type	Name	Address	Place	State	ZIP
Shopping Destination	Kroger	31 Midway Street	Bristol	VA	24201
Shopping Destination	Kroger	544 E Stuart Drive	Galax	VA	24333
Shopping Destination	Lowes' Home Centers, Inc.	24500 Falcon Place Boulevard	Abingdon	VA	24211
Shopping Destination	Lowes' Home Centers, Inc.	13255 Lee Highway	Bristol	VA	24202
Shopping Destination	Lowes' Home Centers, Inc.	8417 Carrollton Pike Road	Galax	VA	24333
Shopping Destination	Lowes' Home Centers, Inc.	185 Dominion Street	Wytheville	VA	24382
Shopping Destination	Magic Mart	510 Cummings St	Abingdon	VA	24210
Shopping Destination	Magic Mart	1077 East Stuart Drive	Galax	VA	24333
Shopping Destination	Sam's Club	13249 Lee Highway	Bristol	VA	24202
Shopping Destination	Target	16600 Highlands Center	Bristol	VA	24202
Shopping Destination	Wal Mart	13245 Lee Hwy	Bristol	VA	24202
Shopping Destination	Wal Mart	1140 E Stuart Drive	Galax	VA	24333
Shopping Destination	Wal Mart	1193 N Main Street	Marion	VA	24354
Shopping Destination	Wal Mart	345 Commonwealth Drive	Wytheville	VA	24382
Shopping Destination	Wytheville Commons	215 Commonwealth Drive	Wytheville	VA	24382
Major Employer	Food City	396 Towne Centre Drive	Abingdon	VA	24210
Major Employer	Food City Distribution Center	26331 Hillman Hwy	Abingdon	VA	26331
Major Employer	Food City	100 Bonham Road	Bristol	VA	24201
Major Employer	Food City	1320 Euclid Avenue	Bristol	VA	24201
Major Employer	Food City	145 West Lee Hwy	Chilhowie	VA	24319
Major Employer	Food City	736 North Beaver Dam Road	Damascus	VA	24236
Major Employer	Food City	955-A East Stuart Drive	Galax	VA	24333
Major Employer	Food City	568 East Main Street	Independence	VA	24348
Major Employer	Food City	910 N. Main Street	Marion	VA	24354
Major Employer	Wal Mart	1193 N Main Street	Marion	VA	24354
Major Employer	Wal Mart	345 Commonwealth Drive	Wytheville	VA	24382
Major Employer	Wal Mart	1140 E Stuart Drive	Galax	VA	24333
Major Employer	Wal Mart	13245 Lee Hwy	Bristol	VA	24202
Major Employer	Utility Trailer Manufacturing	13160 Monroe Road	Glade Spring	VA	24340
Major Employer	Johnson Memorial Hospital (MSHA)	16000 Johnston Memorial Drive	Abingdon	VA	24211
Major Employer	Washington County Schools	812 Thompson Drive	Abingdon	VA	24210
Major Employer	Smyth County School Board	121 Bagley Circle	Marion	VA	24354
Major Employer	Wythe County School Board	1570 West Reservoir Street	Wytheville	VA	24382
Major Employer	Carroll County School Board	605 Pine Street	Hillsville	VA	24343
Major Employer	Mt. Rogers Community Services Board	770 W Ridge Road	Wytheville	VA	24382
Major Employer	Bristol Compressors International	15185 County Road 1717	Bristol	VA	24202

Type	Name	Address	Place	State	ZIP
Major Employer	Vaughan Bassett Furniture	300 E Grayson Street	Galax	VA	24333
Major Employer	Electro Mechanical Corporation	329 Williams Street	Bristol	VA	24201
Major Employer	Twin County Regional Hospital	200 Hospital Drive	Galax	VA	24333
Major Employer	Sprint United Management	134 Commerce Court	Bristol	VA	24202
Major Employer	Southwest Virginia Mental Health Center	340 Bagley Circle	Marion	VA	24354
Major Employer	Lowes' Home Centers, Inc.	24500 Falcon Place Boulevard	Abingdon	VA	24211
Major Employer	Lowes' Home Centers, Inc.	185 Dominion Street	Wytheville	VA	24382
Major Employer	Lowes' Home Centers, Inc.	13255 Lee Highway	Bristol	VA	24202
Major Employer	Lowes' Home Centers, Inc.	8417 Carrollton Pike Road	Galax	VA	24333
Major Employer	Camac Corporation	14401 Industrial Park Road	Bristol	VA	24202
Major Employer	SW Virginia Training Center	160 Training Center Road	Hillsville	VA	24343
Major Employer	General Dynamics Armament	325 Brunswick Lane	Marion	VA	24354
Major Employer	US Solutions Group	626 S Main Street	Marion	VA	24354
Major Employer	US Solutions Group	601 State Street	Bristol	VA	37620
Major Employer	Grayson County School Board	412 East Main Street	Independence	VA	24348
Major Employer	Royal Mouldings	135 Bear Creek Rd	Marion	VA	24354
Major Employer	City of Bristol	300 Lee Street	Bristol	VA	24201
Major Employer	Parkdale Mills Inc	Hwy 221 N 1 Advanced Technology Drive	Hillsville	VA	24343
Major Employer	Parkdale Mills Inc	1012 Glendale Road	Galax	VA	24333
Major Employer	Wythe County Community Hospital	600 West Ridge Road	Wytheville	VA	24382
Major Employer	VDOT	870 Bonham Road	Bristol	VA	24201
Major Employer	ABB Service Company Division	171 Industry Drive	Bland	VA	24315
Major Employer	Bristol City Public Schools	220 Lee Street	Bristol	VA	24201
Major Employer	Washington County	1 Government Center Place	Abingdon	VA	24210
Major Employer	Strongwell	400 Commonwealth Avenue	Bristol	VA	24201
Major Employer	Virginia Highlands Community College	100 VHCC Drive	Abingdon	VA	24210
Major Employer	The Gatorade Co	316 Gator Lane	Wytheville	VA	24382
Major Employer	Highlands Community Services Board	610 Campus Drive	Abingdon	VA	24210
Major Employer	Wytheville Community College	1000 E Main Street	Wytheville	VA	24382
Major Employer	Emory and Henry College	30461 Garnand Drive	Emory	VA	24327
Major Employer	Alpha Natural Resources Service	1 Alpha Place	Bristol	VA	24209
Major Employer	Atwork Personnel Service	609 East Main Street	Abingdon	VA	24210
Major Employer	Atwork Personnel Service	123 South Chestnut Street	Marion	VA	24354
Major Employer	Atwork Personnel Service	650 East Main Street	Wytheville	VA	24382
Major Employer	City of Galax	111 E Grayson Street	Galax	VA	24333
Major Employer	Town of Wytheville	150 E Monroe Street	Wytheville	VA	24382

Type	Name	Address	Place	State	ZIP
Major Employer	Bland Correctional Center	256 Bland Farm Road	Bland	VA	24315
Major Employer	W & L Construction and Paving	1484 Highway 107	Chilhowie	VA	24319
Major Employer	U.P.S.	873 Bonham Road	Bristol	VA	24201
Major Employer	U.P.S.	3101 Lee Highway	Bristol	VA	24202
Major Employer	U.P.S.	448 Cummings Street	Abingdon	VA	24210
Major Employer	U.P.S.	974 East Stuart Drive	Galax	VA	24333
Major Employer	U.P.S.	175 West Monroe Street	Wytheville	VA	24382
Major Employer	Masco Builder Cabinet Group	249 Mulberry Lane	Atkins	VA	24311
Major Employer	Steel Fab	17403 Lee Highway	Abingdon	VA	24210
Major Employer	Kroger	466 Cummings Street	Abingdon	VA	24210
Major Employer	Kroger	544 E Stuart Drive	Galax	VA	24333
Major Employer	Kroger	31 Midway Street	Bristol	VA	24201
Major Employer	Columbus McKinnon Corporation	22364 Jeb Stuart Highway	Damascus	VA	24236