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A large, stylized, semi-transparent graphic of a bus, colored in shades of blue and orange, positioned behind the title text.

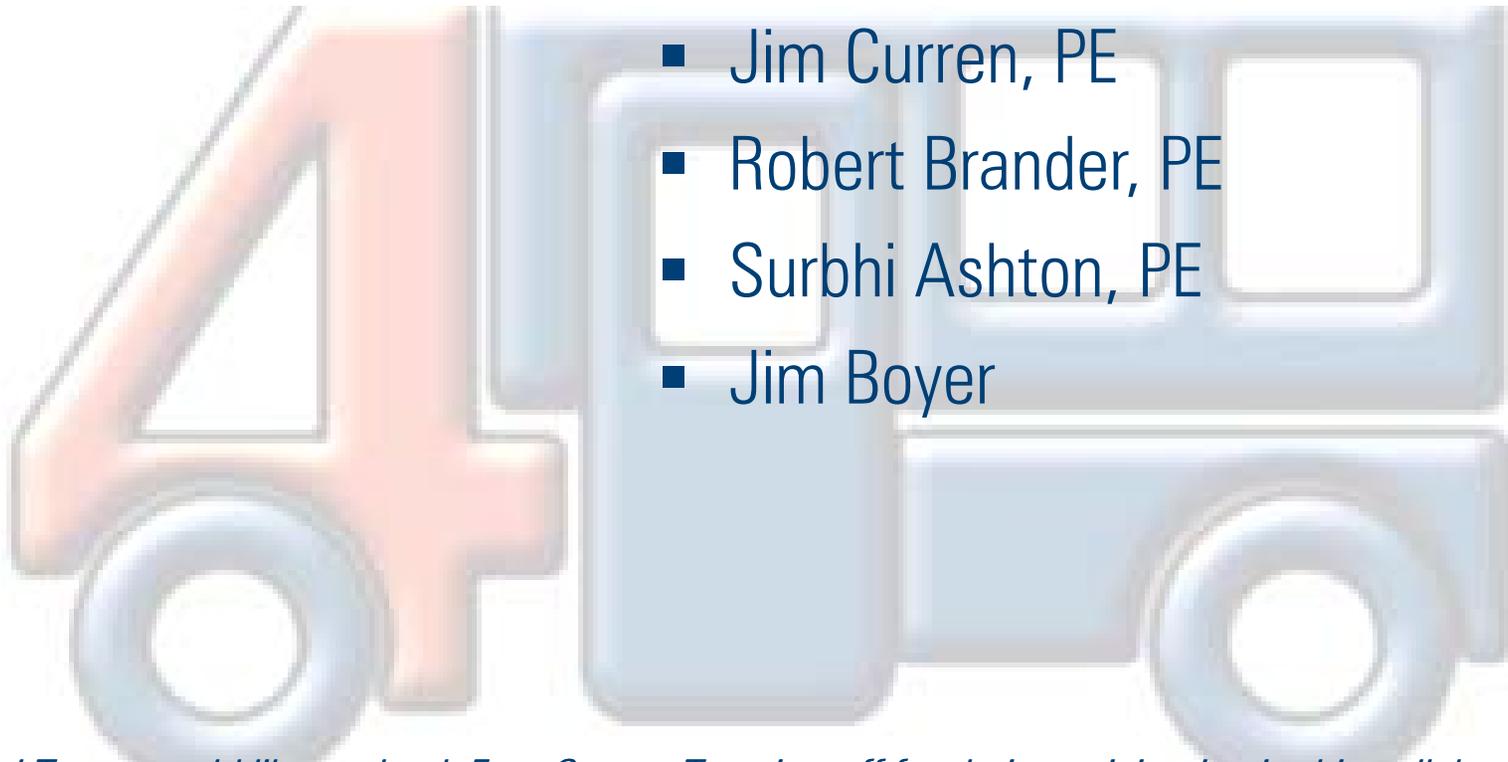
# FOUR COUNTY TRANSIT

## *TRANSIT DEVELOPMENT PLAN: FY 2010 - 2015*



## PROJECT TEAM

- Four County Transit Staff
- Jim Curren, PE
- Robert Brander, PE
- Surbhi Ashton, PE
- Jim Boyer



*The PBS&J Team would like to thank Four County Transit staff for their participation in this collaborative effort.*



## AGENDA

- A Transit Development Plan (TDP)
- TDP Requirements
- Content of the TDP
- Existing Service
- System Revenues and Operating Assistance: FY 2006-2008
- Peer Comparison
- Survey Results
- Population Projections
- Proposed System Expansion
- Proposed Facility Needs
- Recommendation for FY 2010 – 2015
- Financial Plan for O&M Costs
- Potential Expansion Scenarios
- Financial Plan for Bus Purchases
- Financial Plan for Facilities
- Monitoring



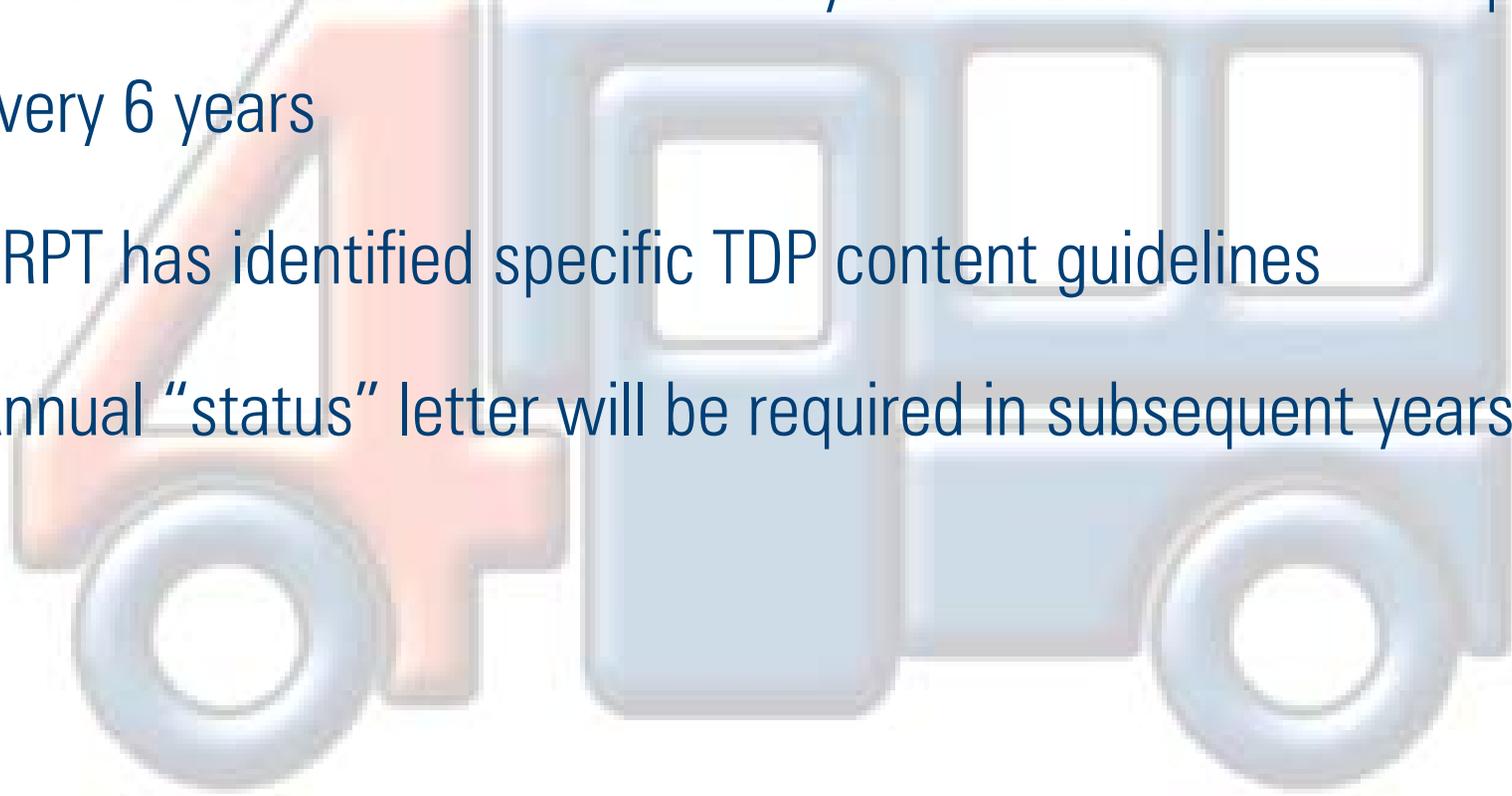
## A TRANSIT DEVELOPMENT PLAN:

- Is required by DRPT as a condition for state funding
- Provides both DRPT and Four County Transit with a valuable resource for planning and policy direction
- Establishes a realistic “blueprint” for transit improvements over the next 6 years



## TDP REQUIREMENTS

- TDPs are to have a minimum 6-year timeframe and be updated every 6 years
- DRPT has identified specific TDP content guidelines
- Annual “status” letter will be required in subsequent years



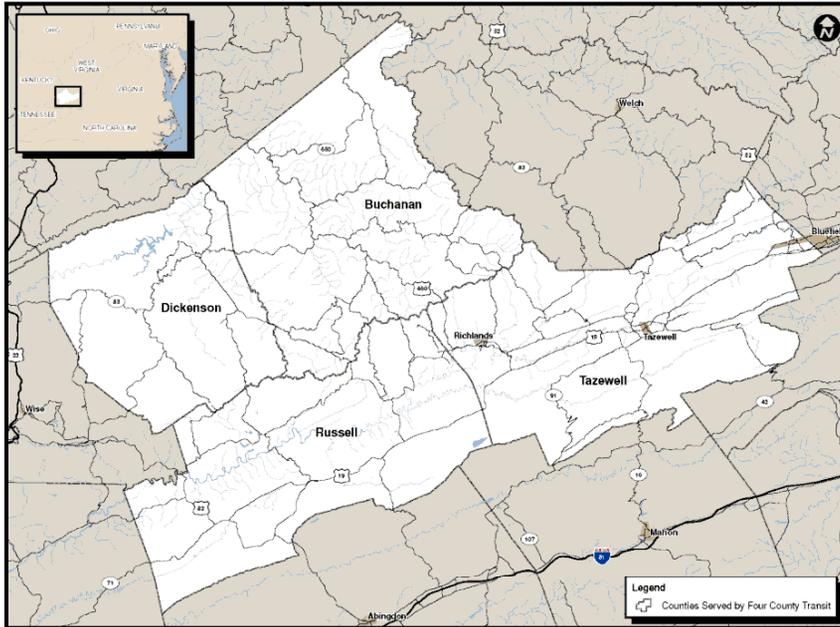


# CONTENT OF THE TDP

- Transit System Overview
- Goals, Objectives and Standards
- Service & System Evaluation
  - Existing Service Characteristics
  - Historical Trends Analysis
  - Peer Agency Review
  - Public Outreach Input
  - Transit Rider Survey
  - Demographic Analysis
- Service Expansion Project Descriptions
- Service and Facility Recommendations
- Capital Improvement Program
  - Vehicle and Facility Programs
- Financial Plan
  - Costs and Funding Sources for:
    - Operating and Maintenance
    - Bus Purchase
    - Facility
- Monitoring & Evaluation



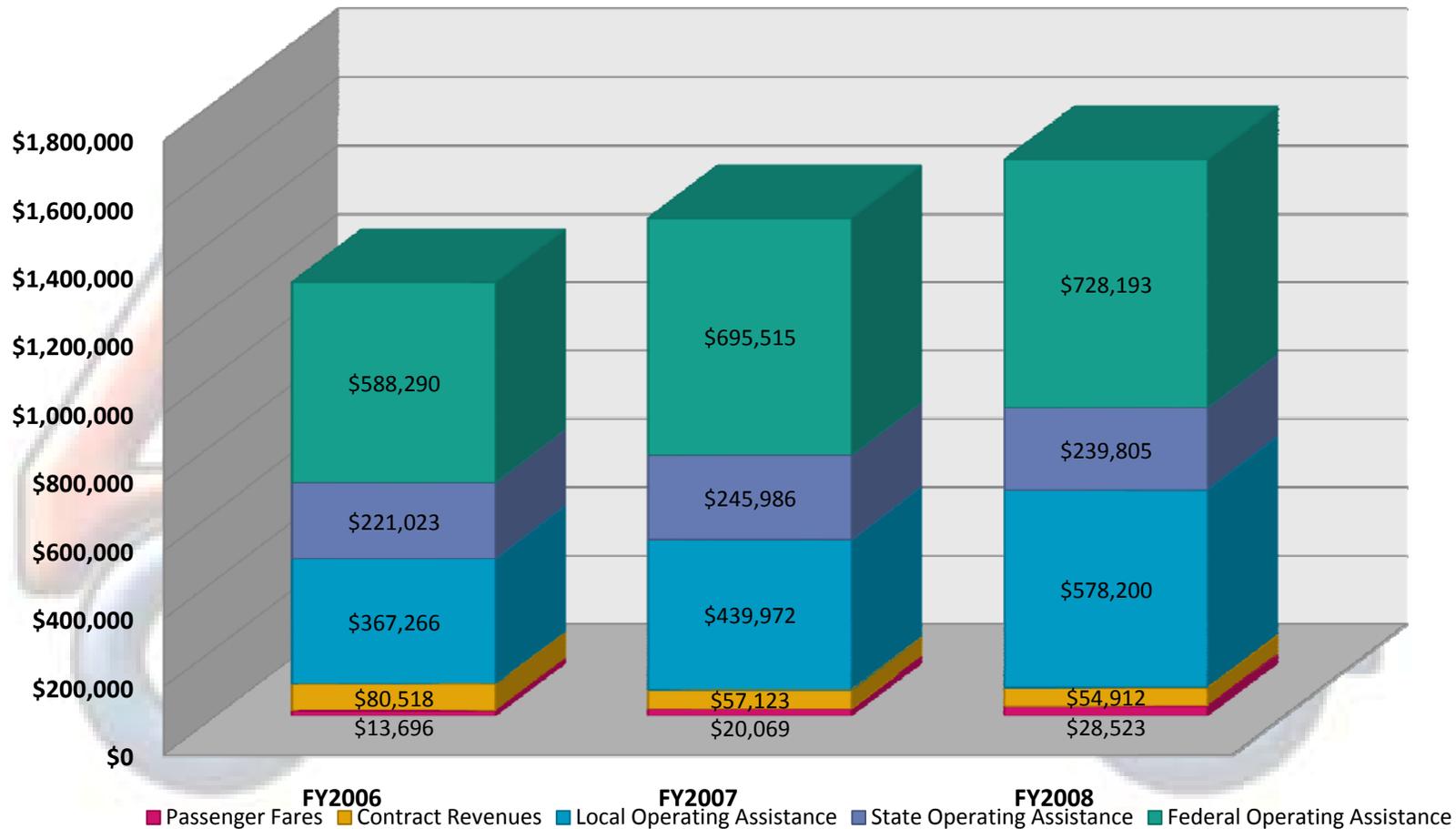
## EXISTING SERVICE



- Operated by Appalachian Agency for Senior Citizens (AASC)
- 23 fixed routes and deviated fixed routes in the Four County area
- 58 total vehicles:
  - Most vehicles carry 12 to 16 passengers, 30 are ADA-compliant
- Facility in Wardell Industrial Park, opened in 2007, some parking spaces at locations throughout counties to reduce deadhead travel



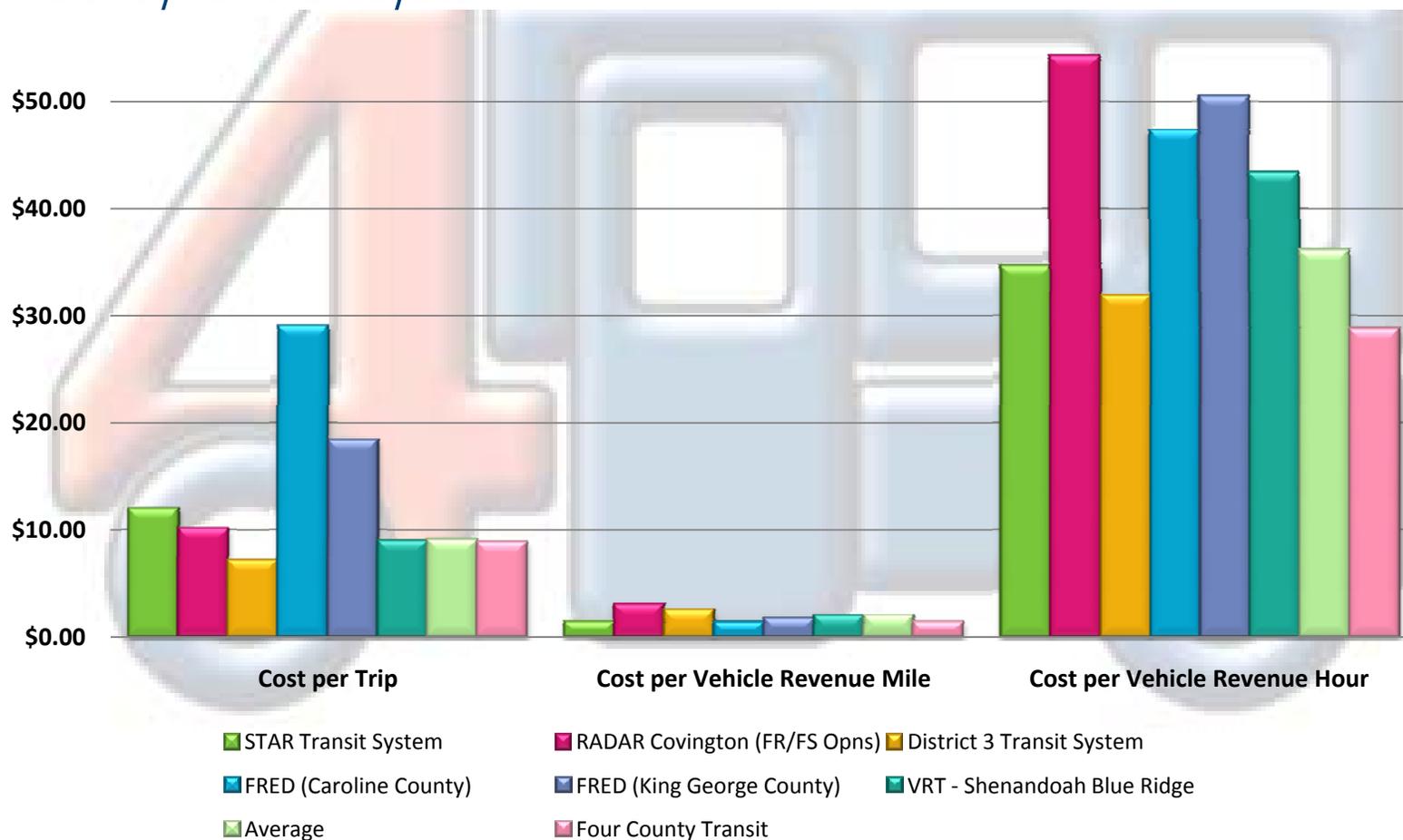
# SYSTEM REVENUES AND OPERATING ASSISTANCE: FY 2006-2008





# PEER COMPARISON

- These numbers show that Four County operates at a good level of efficiency for their system.

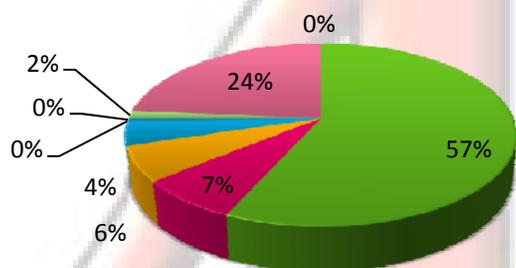




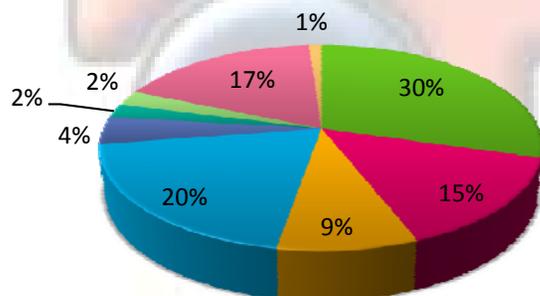
# SURVEY RESULTS

## Trip Origin Type

- Home
- Work
- School/College
- Shopping
- Medical/Dental
- Social/Recreational
- Service Agency
- Other
- No Response

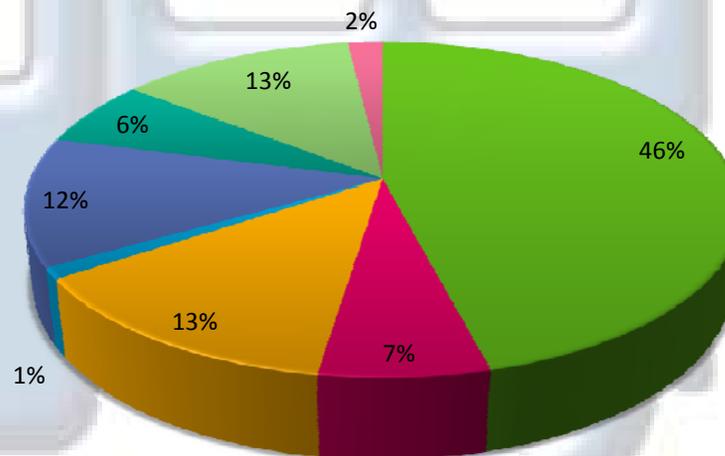


## Trip Destination Type



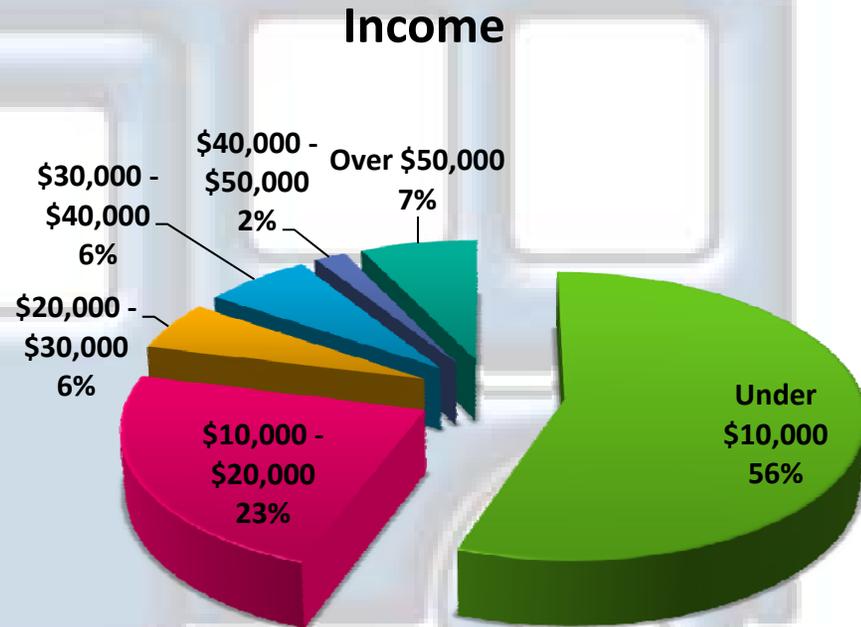
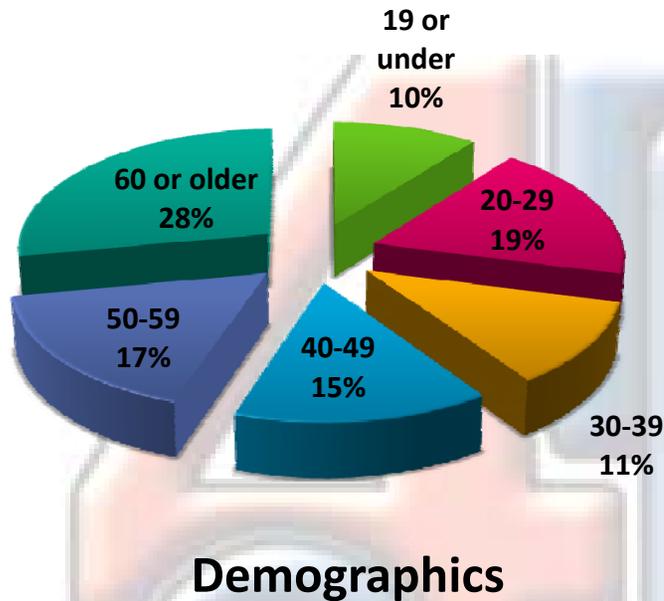
## Reason for Riding

- Don't have a car
- Prefer to ride bus
- To save money
- Other
- Car not available
- To save time
- Disability/unable to drive
- No Response





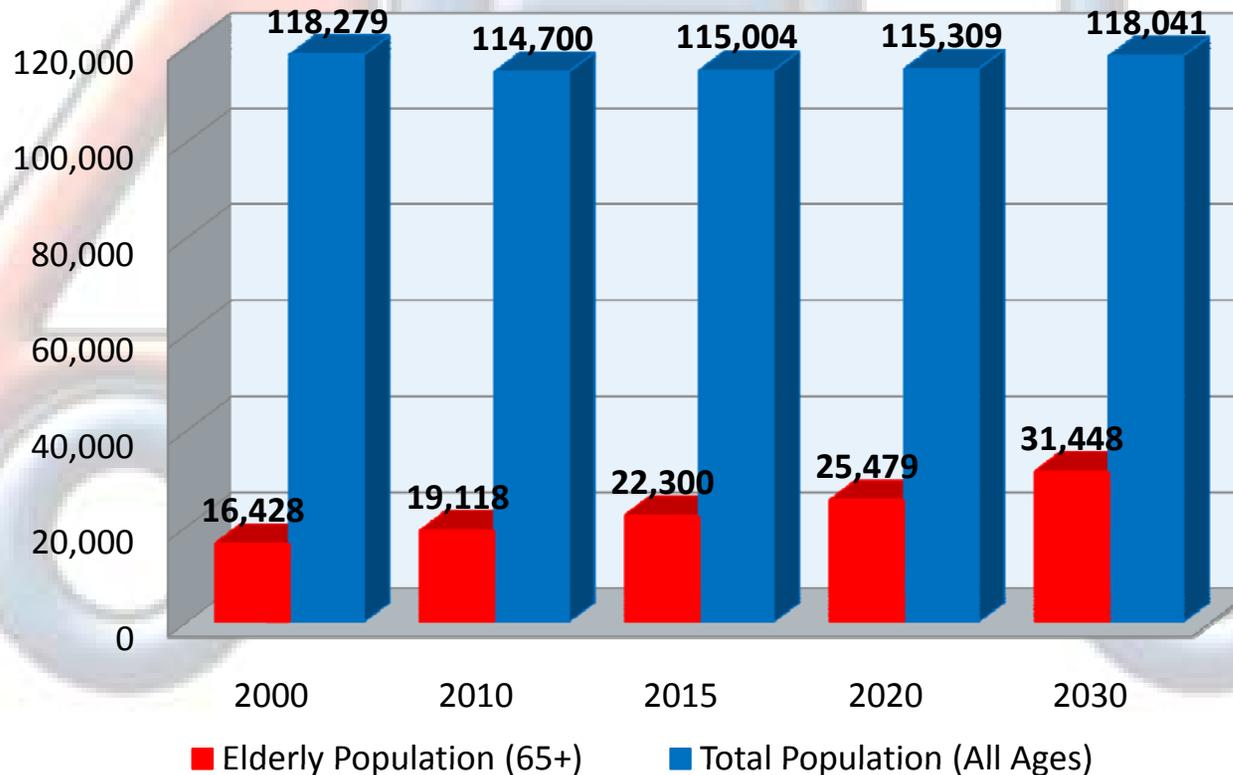
# SURVEY RESULTS





# POPULATION PROJECTIONS

- On average annual basis, the population in the 4 counties is projected to grow less than 0.1 percent per year (FY2010 to 2015).





## PROPOSED SERVICE EXPANSION: FIXED-ROUTE SERVICE

- Four County Transit staff and stakeholders have identified the need for the initiation of fixed-route services in the region.
  - Development of a Work Express/County Connector Route from Buchanan to Tazewell County.
  - Development of a County Connector Route between Russell and Tazewell County connecting the towns of Lebanon and Honaker with the transit office.
  - Development of a Work Express Route from Bluefield to Tazewell at the transit office.



## PROPOSED FACILITY NEEDS

- Purchase of:
  - **Shop Equipment** (FY2013, estimated cost \$45,000 ): Vehicle maintenance equipment such as tire changers, lifts, and power tools.
    - Existing equipment was purchased in 2007 and will have exceeded its safe, useful life.
  - **Computer hardware** (FY2014, estimated cost \$40,000): Computers, servers and operating software.
    - Existing computers and servers were purchased in 2007. In seven years, this equipment will be outdated and not have the full capability to work with the current operating system software. Computer upgrade would also include updating the operating software to the current technology at the time.

Note that both of these items are already included in Four Counties' Capital Improvement Plan.



## RECOMMENDATION FOR FY 2010-2015

- Four County Transit service is well-supported by its sponsoring counties as a community service, it is well received by the local community, and there is demand and support for more routes.
- However, current concerns exist on potential funding constraints on both the Federal / State level to implement improvements.
- Therefore, it is suggested that Four County Transit's top priorities be:
  - Focus on maintaining the current service levels
  - Continue average fleet vehicle replacement
  - Delay new services until funding more certain



# FINANCIAL PLAN FOR O&M COSTS BASELINE SCENARIO

	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015
Annual Revenue Hours	56,900	56,900	56,900	56,900	56,900	56,900	56,900	56,900
Annual Operating Costs	\$1,629,600	\$1,558,700	\$1,834,800	\$1,871,500	\$1,908,900	\$1,947,100	\$1,986,000	\$2,025,700
Anticipated Funding Sources								
Federal	\$728,200	\$749,358	\$887,400	\$887,400	\$887,400	\$887,400	\$887,400	\$887,400
State	\$239,800	\$303,853	\$293,500	\$298,700	\$307,400	\$318,100	\$328,300	\$338,700
Farebox	\$28,500	\$60,000	\$60,000	\$60,100	\$60,100	\$60,200	\$60,200	\$60,300
Farebox Recovery Ratio	1.7%	3.8%	3.3%	3.2%	3.1%	3.1%	3.0%	3.0%
Other (Contract Rev & Other)	\$54,900	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Local Gov't Funding Required	\$578,200	\$445,500	\$593,900	\$625,300	\$654,000	\$681,400	\$710,100	\$739,300
Local Gov't Funding Percentage	35.5%	28.6%	32.4%	33.4%	34.3%	35.0%	35.8%	36.5%



# EXPANSION SCENARIO 1: BUCHANAN TO TAZEWELL CONNECTOR

	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015
Annual Hours of Operations				2,080	2,080	2,080	2,080	2,080
Annual Mileage				62,400	62,400	62,400	62,400	62,400
Operating Budget				\$101,100	\$103,200	\$105,200	\$107,300	\$109,500
Passenger Trips				9,810	9,820	9,830	9,840	9,850
Fare Revenue				\$4,900	\$4,910	\$4,910	\$4,920	\$4,920
Cost per Revenue Mile				\$1.62	\$1.65	\$1.69	\$1.72	\$1.75
Cost per Revenue Hour				\$48.62	\$49.60	\$50.59	\$51.60	\$52.63
Estimated number of new buses				1	0	1	1	0
Estimated Capital Cost (buses)				\$58,800	\$0	\$61,200	\$62,400	\$0
Estimate new Personnel Wages				\$19,900	\$20,300	\$20,700	\$21,100	\$21,500



## EXPANSION SCENARIO 2: RUSSELL TO TAZEVELL CONNECTOR

	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015
Annual Hours of Operations				2,080	2,080	2,080	2,080	2,080
Annual Mileage				47,800	47,800	47,800	47,800	47,800
Operating Budget				\$77,500	\$79,100	\$80,700	\$82,300	\$83,900
Passenger Trips				7,600	7,610	7,620	7,620	7,630
Fare Revenue				\$3,800	\$3,800	\$3,810	\$3,810	\$3,820
Cost per Revenue Mile				\$1.62	\$1.65	\$1.69	\$1.72	\$1.75
Cost per Revenue Hour				\$37.28	\$38.02	\$38.78	\$39.56	\$40.35
Estimated number of new buses				1	0	1	0	1
Estimated Capital Cost (buses)				\$58,800	\$0	\$61,200	\$0	\$63,600
Estimate new Personnel Wages				\$19,900	\$20,300	\$20,700	\$21,100	\$21,500



## EXPANSION SCENARIO 3: BLUEFIELD TO TAZEVELL CONNECTOR

	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015
Annual Hours of Operations					2,080	2,080	2,080	2,080
Annual Mileage					62,400	62,400	62,400	62,400
Operating Budget					\$103,200	\$105,200	\$107,300	\$109,500
Passenger Trips					8,800	8,810	8,820	8,830
Fare Revenue					\$4,400	\$4,400	\$4,410	\$4,410
Cost per Revenue Mile					\$1.65	\$1.69	\$1.72	\$1.75
Cost per Revenue Hour					\$49.60	\$50.59	\$51.60	\$52.63
Estimated number of new buses					1	1	0	1
Estimated Capital Cost (buses)					\$60,000	\$61,200	\$0	\$63,600
Estimate new Personnel Wages					\$20,300	\$20,700	\$21,100	\$21,500



# FINANCIAL PLAN FOR BUS PURCHASES

	FY2009	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015
Bus Replacements and Expansion	3 buses	12 buses	13 buses	9 buses	5 buses	4 buses	12 buses
Bus Costs	\$169,500	\$691,600	\$764,200	\$539,600	\$305,800	\$249,500	\$763,500
Anticipated Funding Sources							
Federal - ARRA	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Federal - FTA 5311 Program	\$135,600	\$ -	\$725,990	\$512,620	\$290,510	\$237,025	\$725,325
Federal - FTA 5310 Program	\$ -	\$ -	\$-	\$-	\$-	\$-	\$-
State	\$28,799	\$691,600	\$19,105	\$13,490	\$7,643	\$6,238	\$19,088
Local Government Funding Required	\$5,101	\$ -	\$19,105	\$13,490	\$7,643	\$6,238	\$19,088



# MONITORING

## Service Performance Monitoring

- Currently has basic program in place with an emphasis on tracking:
  - Ridership
  - Service-hours
  - Service-miles
  - Operating costs and revenues
- Monthly basis at county and system-wide levels

## Annual TDP Monitoring

- Current TDP Guidelines require submittal of an annual update letter that includes:
  - Progress /significant changes to:
    - System expansions / reductions
    - New services / facilities
    - Organizational / governance
    - Fare structure
  - Description of current FY:
    - Capital and operating costs
    - Federal, State, and Local funding sources
  - Update to future year tables

**APPENDIX C.**  
**FLEET INVENTORY**  
***From DRPT's On-Line Grant Application (OLGA) System***

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Final Proof

Four County Inventory Vehicles Data - December 2008

Grantee	FTA Code	VIN	Number of Passengers	Model Year	Description	Engine Type	Purchase Date	Purchased New?	Purchase Price	Wheelchair Accessible?	Total Mileage	Primary Route Type	Average Hours operated per week	Average Miles Traveled per week	Location of Item	Comments
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S56DB15942	14	2006	# 72 - Ford Startrans (BOC)	Gasoline	10/30/2006	Yes	43509	Yes	41205		0	0	Buchanan County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S66DB13726	14	2006	# 66 - Ford Startrans (BOC)	Gasoline	10/30/2006	Yes	43509	Yes	42649		0	0	Russell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S86DB03980	14	2006	# 65 - Ford Startrans (BOC)	Gasoline	10/30/2006	Yes	43509	Yes	54904		0	0	Russell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S26DB13727	14	2006	# 67 - Ford Startrans (BOC)	Gasoline	10/30/2006	Yes	43509	Yes	33041		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S26DB13730	14	2006	# 69 - Ford Startrans (BOC)	Gasoline	10/30/2006	Yes	43509	Yes	43518		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S36DB15941	14	2006	# 71 - Ford Startrans (BOC)	Gasoline	10/30/2006	Yes	43509	Yes	28894		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S46DB13731	14	2006	# 70 - Ford Startrans (BOC)	Gasoline	10/30/2006	Yes	43509	Yes	29931		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S66DB03976	14	2006	# 63 - Ford Startrans (BOC)	Gasoline	10/30/2006	Yes	43509	Yes	34407		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S66DB13729	14	2006	# 68 - Ford Startrans (BOC)	Gasoline	10/30/2006	Yes	43509	Yes	46256		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S86DB03977	14	2006	# 64 - Ford Startrans (BOC)	Gasoline	10/30/2006	Yes	43509	Yes	47277		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S35HA40425	12	2005	# 60 - Ford Goshen (BOC)	Gasoline	3/3/2005	Yes	36252	Yes	87692		0	0	Buchanan County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S35HA51822	12	2005	# 61 - Ford Goshen (BOC)	Gasoline	3/3/2005	Yes	36252	Yes	83684		0	0	Buchanan County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S35HA36096	12	2005	# 62 - Ford Goshen (BOC)	Gasoline	3/3/2005	Yes	36252	Yes	78226		0	0	Dickenson County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S35HA40423	12	2005	# 59 - Ford Goshen (BOC)	Gasoline	3/3/2005	Yes	36252	Yes	86678		0	0	Dickenson County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S35HA40424	12	2005	# 58 - Ford Goshen (BOC)	Gasoline	3/3/2005	Yes	36252	Yes	65570		0	0	Russell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35SC2HA70077	14	2002	# 45 - Ford Startrans (BOC)	Gasoline	5/31/2002	Yes	35993	No	141392		0	0	Dickenson County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S42HB11772	14	2002	# 46 - Ford Startrans (BOC)	Gasoline	5/31/2002	Yes	42822	No	116487		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S23HA90762	16	2003	# 48 - Ford Startrans (BOC)	Gasoline	4/28/2003	Yes	40562	Yes	116807		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S43HA90763	16	2003	# 49 - Ford Startrans (BOC)	Gasoline	4/28/2003	Yes	40565	Yes	131837		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S83HA94332	16	2003	# 50 - Ford Startrans (BOC)	Gasoline	5/15/2003	Yes	40562	No	111739		0	0	Buchanan County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	2D7LB31Z73K525698	12	2003	# 51 - Dodge High Pro	Gasoline	10/21/2003	Yes	29940	No	42556		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.03 - Bus 30 FT	1FDXE45S14HA34986	25	2004	# 54 - Ford (BOC)	Gasoline	3/1/2004	Yes	41637	No	83966		0	0	Buchanan County	Four County Transit
AASC / Four County Transit	11.12.03 - Bus 30 FT	1FDXE45S14HA34985	25	2004	# 53 - Ford (BOC)	Gasoline	3/1/2004	Yes	41637	No	71840		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1FDWE35S75HA08785	14	2005	# 55 - Ford (BOC)	Gasoline	10/29/2004	Yes	33493	No	113738		0	0	Buchanan County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1GBDX23E74D267218	4	2004	# 57 - GMC mini-van	Gasoline	2/17/2005	Yes	29947	Yes	44926		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	2B6LB31Z21K538726	8	2001	# 38 - Dodge High Pro	Gasoline	8/15/2001	Yes	36000	No	91165		0	0	Dickenson County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	2B6LB31Z21K522767	8	2001	# 36 - Dodge High Pro	Gasoline	4/10/2001	Yes	33920	No	86234		0	0	Buchanan County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	2B6LB31Z31K522082	8	2001	# 37 - Dodge High Pro	Gasoline	4/10/2001	Yes	33920	No	123452		0	0	Dickenson County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	1GBJG31JOY1206583	12	2000	# 32 - Chevrolet Bus Van (BOC)	Gasoline	1/14/2000	Yes	42700	No	134203		0	0	Dickenson County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	2B7LB31X0WK117896	10	1998	# 27 - Dodge High Pro	Gasoline	7/15/1998	Yes	30540	No	104280		0	0	Buchanan County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	2B7KB31Z3VK558061	12	1997	# 23 - Dodge High Pro	Gasoline	5/20/1997	Yes	35854	No	164500		0	0	Russell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	2B7KB31Z1VK558060	12	1997	# 22 - Dodge High Pro	Gasoline	5/20/1997	Yes	35854	No	142088		0	0	Tazewell County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	2B6LB31ZXXK539387	10	1999	# 29 - Dodge High Pro	Gasoline	7/1/1999	Yes	32702	No	133708		0	0	Buchanan County	Four County Transit
AASC / Four County Transit	11.12.15 - Vans	2B6LB31Z4XK564379	10	1999	# 30 - Dodge High Pro	Gasoline	8/13/1999	Yes	37065	Yes	157138		0	0	Russell County	Four County Transit
AASC / Four County Transit	11.12.16 - Sedan / Station Wagon	1FTRF14W05KC55902	1	2005	SVC SUPPORT FORD PICK-UP TRUCK 4 WD	Not Available	12/20/2004	Yes	17586	No	54618		20	0	Other	TRUCK USED FOR SUPPORT

**APPENDIX D.**  
**OPERATING AND CAPITAL EXPENSES AND REVENUES**  
*A 3-Year Retrospective*

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Final Proof

**HISTORICAL OPERATING STATISTICS  
FOUR COUNTY TRANSIT**

<u>Operating Statistics</u>	<u>2006*</u>	<u>2007*</u>	<u>2008</u>
Annual Passengers	98,715	149,568	184,140
Annual Operating Costs	\$ 1,270,823	\$ 1,551,219	\$ 1,629,633
Annual Revenue Miles	887,658	1,078,031	1,154,672
Annual Revenue Hours	44,485	53,969	56,874
Passengers per Revenue Mile	0.11	0.14	0.16
Passengers per Revenue Hour	2.22	2.77	3.24
Cost per Passenger	\$12.87	\$10.37	\$8.85
Cost per Revenue Mile	\$1.43	\$1.44	\$1.41
Cost per Revenue Hour	\$28.57	\$28.74	\$28.65

<u>System Revenues and Operating Assistance</u>	<u>2006*</u>	<u>2007*</u>	<u>2008</u>
Passenger Fares	\$13,696	\$20,069	\$28,523
Contract Revenues	\$80,518	\$57,123	\$54,912
Local Operating Assistance	\$367,266	\$439,972	\$578,200
State Operating Assistance	\$221,023	\$245,986	\$239,805
Federal Operating Assistance	\$588,290	\$695,515	\$728,193
Totals	\$1,270,793	\$1,458,665	\$1,629,633
Net Operating Cost	\$ 1,176,579	\$ 1,381,473	\$ 1,546,198

<u>Allocation of Net Operating Cost Funding Source</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
Local Governments	31.2%	31.8%	37.4%
State Government	18.8%	17.8%	15.5%
Federal Government	50.0%	50.4%	47.1%
Totals	100.0%	100.0%	100.0%
Pass Fares % of Opns Cost	1.1%	1.4%	1.8%
Total Rev % of Opns cost	7.4%	5.3%	5.1%

\* - Numbers provided indicate operating surplus of \$80,488 for FY 2006 and operating deficit of \$92,554 for FY 2007

## APPENDIX E. TRANSIT RIDER ON-BOARD SURVEY RESULTS

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### E.1 On-Board Survey Process

A comprehensive on-board passenger survey to collect up-to-date information on the demographic and travel characteristics of current riders was conducted for Four County Transit in February and March of 2009. This survey included four basic groups of questions dealing with: rider's demographic information, specific trip information, a rating by the passengers of the current day service being provided, and passenger suggestions as to the importance of future service improvement needs. The summary results are being used as one element of the service evaluation process.

A copy of the survey questionnaire is presented as **Figure E-1**. The summary results of the new on-board ridership survey are presented in the tables below. The compiled survey data from the returned surveys is contained in the Data Input Sheets at the end of this Appendix. This data includes the written comments provided on the various survey forms. The contents of this data are sorted by each of the individual county service areas to allow for comparison between each of the areas in which Four County Transit currently operates.

Date \_\_\_\_\_ Route \_\_\_\_\_ Agency Boarding Time \_\_\_\_\_ Survey No. : \_\_\_\_\_

**Dear Rider:** Four County Transit is presently evaluating existing and future transit service needs. Please take a minute and fill out this survey regarding your opinions of Four County Transit. When finished please return the survey to the bus driver or mail to: **Four County Transit, P.O. Box 765, Cedar Bluff, Virginia 24609.** Thank you for your help.

**About You**

1. **I am:**      Male    Female
2. **My age is:**
  - 19 or under    30-39    50-59
  - 20-29        40-49    60 or older
3. **My race is primarily:**
  - Caucasian        Hispanic
  - African-American    Other
4. **I have completed:**
  - Did not graduate from High School
  - High School graduate/GED
  - Some College
  - College degree or higher
5. **My home's total annual income is:**
  - Under \$10,000    \$30,000-\$40,000
  - \$10,000-\$20,000    \$40,000-\$50,000
  - \$20,000-\$30,000    Over \$50,000
6. **How often do you ride Four County Transit?**
  - Less than once a month
  - Once or twice a month
  - 1 day a week
  - 2-3 days a week
  - 4 or more days a week

**About Your Trip Today**

8. **Where did your current trip begin?**
  - Your Home        Medical/Dental
  - Work            Social/Recreational
  - School/College    Service Agency
  - Shopping
  - Other \_\_\_\_\_
9. **Where was that located? (Town/County)**  
 Address, Major Intersection or Nearby Landmark  
 (shopping center name, hospital, school name, etc.)  
 \_\_\_\_\_
10. **How did you get to the bus stop?**
  - Walk            Bicycle
  - Drove car       Other \_\_\_\_\_
11. **Where are you going now?**
  - Your Home        Medical/Dental
  - Work            Social/Recreational
  - School/College    Service Agency
  - Shopping
  - Other \_\_\_\_\_
12. **Where is that located? (Town/County)**  
 Address, Major Intersection or Nearby Landmark  
 (shopping center name, hospital, school name, etc.)  
 \_\_\_\_\_
13. **Why did you ride the bus today?**
  - I don't have a car    Car not available
  - Prefer to ride bus    To save time
  - To save money
  - Have a Disability/Unable to Drive
  - Other \_\_\_\_\_

**Rate Four County Transit Service**

14. Please rate the following characteristics of the Four County Transit service:	Very	Good	Okay	Poor	Very	Not
	Good				Poor	Sure
a. Frequency of bus service	<input type="checkbox"/>					
b. Areas that are served by bus routes	<input type="checkbox"/>					
c. Bus on-time performance	<input type="checkbox"/>					
d. Hours of bus service	<input type="checkbox"/>					
e. Availability of schedules & route information	<input type="checkbox"/>					
f. Cost of the bus fare	<input type="checkbox"/>					
g. Sense of security on buses & at stops	<input type="checkbox"/>					
h. Cleanliness of buses & bus stop areas	<input type="checkbox"/>					
i. Courtesy/friendliness of bus drivers	<input type="checkbox"/>					
j. OVERALL SERVICE	<input type="checkbox"/>					

**Identify Future Service Improvement Needs**

14. What service improvements would you like to see over the next several years?	Very	Somewhat	Not	Not
	Important	Important	Important	Sure
a. More frequent bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. More direct bus routing to destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Late evening fixed route service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Expand service beyond current routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Improve security on buses & at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Better bike racks on buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank You for Your Time!

**Figure E-1. On-Board Survey Questionnaire of Four County Transit System**

## E.2 Survey Response Rates

The total number of on-board surveys distributed for 20 Four County Transit routes was 551. The total number of surveys returned was 372 for a system-wide return rate of 67.5 percent. As would be expected, the return rate on each of the routes varied substantially, from response rates of 15-40 percent on the low side to more than 80-90 percent on the high end. Similar response rates were observed cross all types of routes, from local town circulator buses to longer distance county connector services and work express operations.

**Table E-1** presents the number of surveys distributed and returned in each of the individual county service areas.

**Table E-1 Four County Transit Routes Ridership Response Rate**

<u>Route / Service Area</u>	<u>No. Surveys Distributed</u>	<u>No. Surveys Returned</u>	<u>Pct. Return</u>
SVCC Tazewell County	20	13	65.0%
SVCC Russell County	20	16	80.0%
SVCC Buchanan County	32	28	87.5%
SVCC Dickenson County	15	12	80.0%
UVA Wise/MECC Dickenson County	15	9	60.0%
Town Fixed Route: Tazewell	40	28	70.0%
Town Fixed Route: Richlands	36	18	50.0%
Town Fixed Route: Cedar Bluff	30	17	56.7%
Town Fixed Route: Richlands/Tazewell Connector	20	3	15.0%
Town Fixed Route: Tazewell/Bluefield Connector	36	28	77.8%
Town Fixed Route: Lebanon	60	43	71.7%
Town Fixed Route: Grundy South Route	40	34	85.0%
Town Fixed Route: Grundy North Route	37	36	97.3%
Town Fixed Route: Grundy Trolley	50	32	64.0%
Town Fixed Route: Haysi	10	3	30.0%
Town Fixed Route: Clintwood	15	7	46.7%
Town Fixed Route: Clinchco Connector	20	11	55.0%
Work Express Public Route: HWY 19	26	17	65.4%
Work Express Public Route: HWY 71	14	11	78.6%
Work Express Public Route: Four Seasons	15	6	40.0%
<b>Total</b>	<b>551</b>	<b>372</b>	<b>67.5%</b>

## E.3 Responses to Survey Questions

### E.3.1 DEMOGRAPHIC SURVEY INFORMATION

Summary. Table E-2 summarizes the system-wide passenger characteristics obtained from the on-board survey results.

**Table E-2 Passenger Characteristics – Four County Transit**

Gender	Number	Percent
Male	137	37.7%
Female	226	62.3%
<i>No Response</i>	9	
<b>Total Responding</b>	363	100.0%

Age	Number	Percent
19 or under	38	10.5%
20-29	67	18.6%
30-39	41	11.4%
40-49	53	14.7%
50-59	61	16.9%
60 or older	101	28.0%
<i>No Response</i>	11	
<b>Total Responding</b>	361	100.0%

Race	Number	Percent
Caucasian	291	81.3%
African-American	37	10.3%
Hispanic	5	1.4%
Other	25	7.0%
<i>No Response</i>	14	
<b>Total Responding</b>	358	100.0%

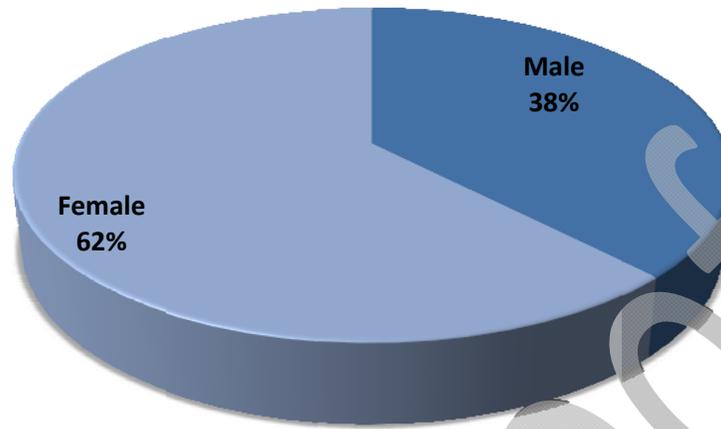
Educational Level	Number	Percent
Not High School Graduate	106	29.2%
High School Graduate / GED	114	31.4%
Some College	90	24.8%
College Degree or Higher	53	14.6%
<i>No Response</i>	9	
<b>Total Responding</b>	363	100.0%

Household Annual Income	Number	Percent
Under \$10,000	179	55.6%
\$10,000 - \$20,000	75	23.3%
\$20,000 - \$30,000	18	5.6%
\$30,000 - \$40,000	21	6.5%
\$40,000 - \$50,000	6	1.9%
Over \$50,000	23	7.1%
<i>No Response</i>	50	
<b>Total Responding</b>	322	100.0%

Frequency of Ridership	Number	Percent
Less than once a month	15	4.1%
Once or twice a month	43	11.7%
1 day a week	28	7.6%
2-3 days a week	127	34.4%
4 or more days a week	156	42.3%
<i>No Response</i>	3	
<b>Total Responding</b>	369	100.0%

Gender

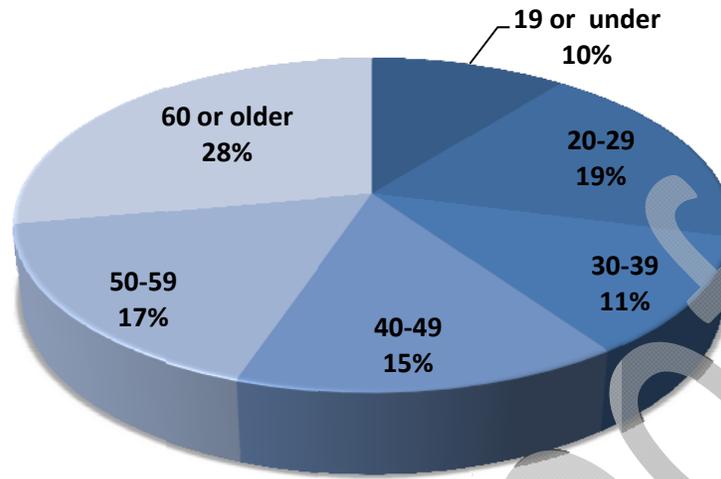
**Figure E-2. Survey Results: Gender**



As Figure E-2 shows, based on the survey responses, female passengers outnumber male passengers 62 percent to 38 percent.

Age

Figure E-3. Survey Results: Age

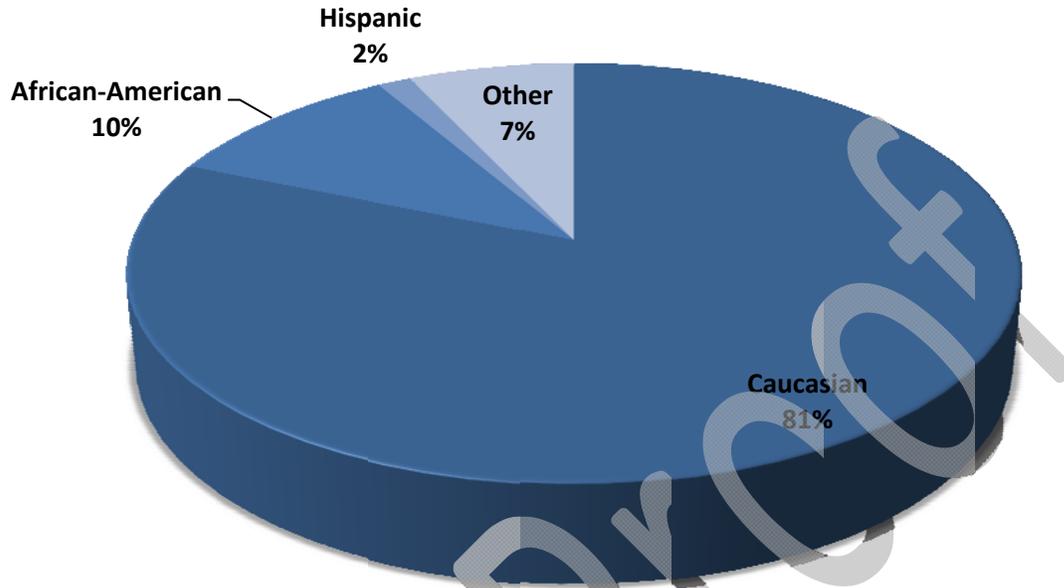


The reported age of Four County Transit passengers appears to be relatively well-distributed across all of the defined age groups. Approximately 28 percent of riders reported being age 60 or older, with an additional 17 percent reporting their age in the 50-59 year range. Combined, approximately 45 percent of the current Four County Transit riders are over 50 years of age.

The proportion of the Four County Transit ridership that is younger than 60 years of age is 72.1 percent. Among these younger riders, 14.7 percent and 16.9 percent, respectively, were in the 40-49 and 50-59 age brackets, while 18.6 percent and 11.4 percent, respectively, were in the 20-29 and 30-39 age brackets. Those passengers who reported their age as 19 or under represent 10.5 percent of the total system ridership. **These findings indicate that Four County Transit is providing basic mobility services to a broad cross-section of the service area population that is quite representative of the general population of the region and is not as some might perceive it to be a system transporting only elderly residents.**

Race

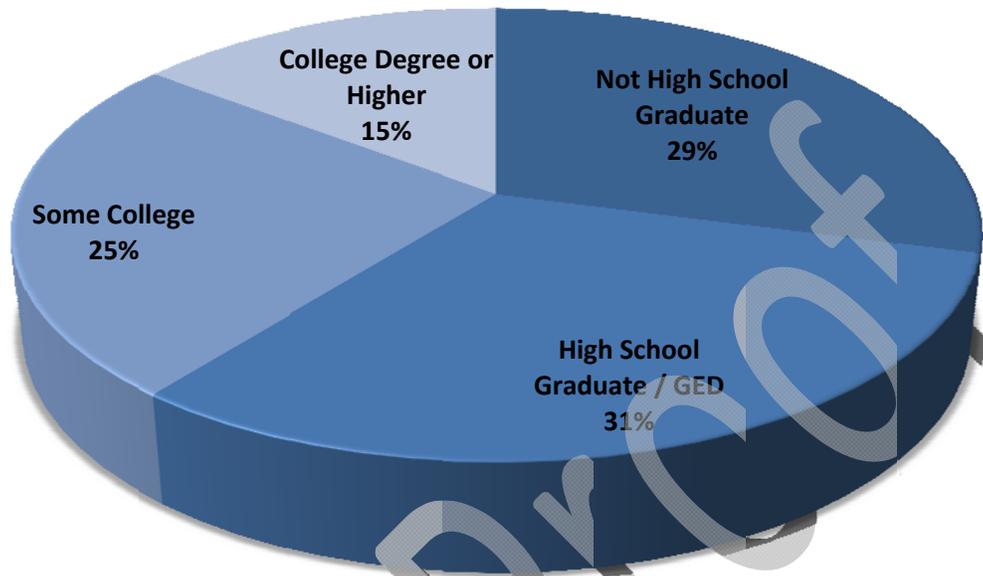
Figure E-4. Survey Results: Race



Caucasian and African-American are the top two races using Four County Transit service. The combined percentage of these two races is 91.6 percent with 81.3 percent being Caucasian and 10.3 percent being African-American. Hispanic and Other races represented 1.4 percent and 7.0 percent of the reported ridership, respectively. This distribution appears to be representative of the general population composition of the regional service area.

Education Level

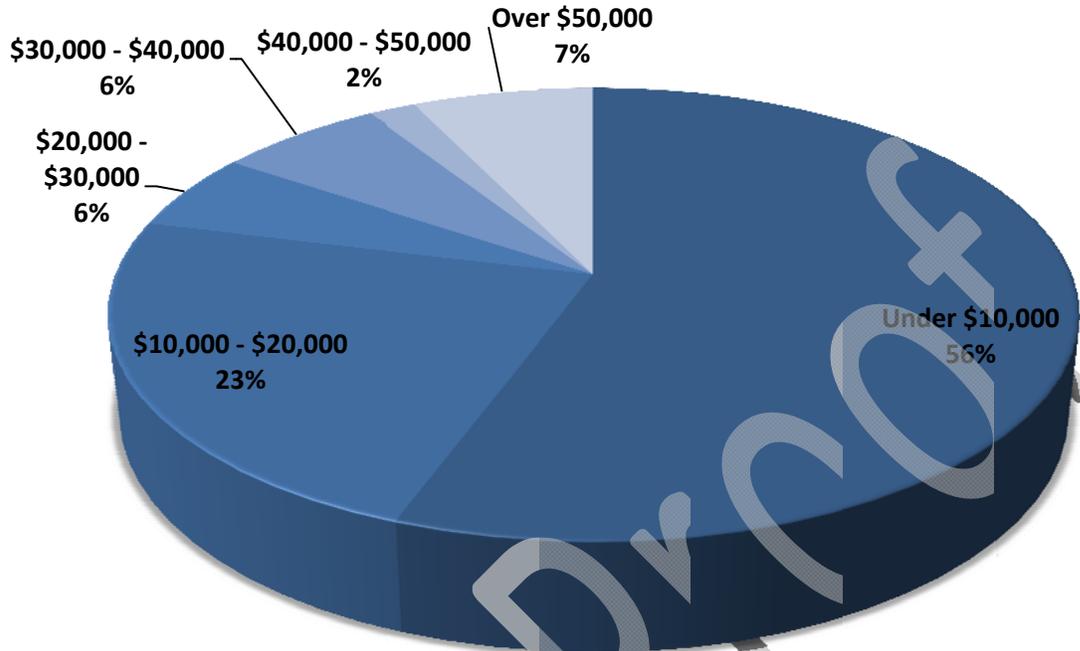
Figure E-5. Survey Results: Education Level



With respect to the reported educational level, approximately 60 percent of the passengers indicated that they either possessed a high school degree (31.4 percent) or had not graduated from high school (29.2 percent). Approximately 24.8 percent of the riders reported having attended some college while 14.6 percent reported having earned at least a collegiate level bachelor's degree.

Annual Household Income

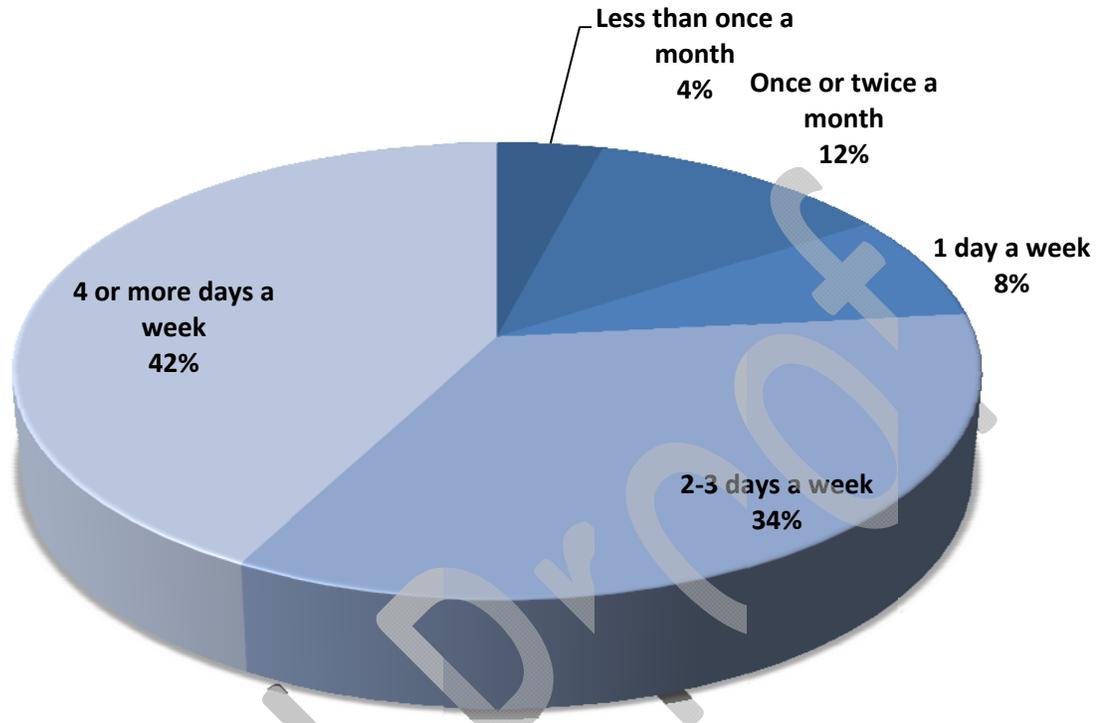
Figure E-6. Survey Results: Annual Household Income



**Members of the low income population are the major users of Four County Transit.** A total of 78.9 percent of the total Four County Transit passengers reported less than \$20,000 for their household annual income with 55.6 percent of the passengers reporting a household income level of less than \$10,000 per year. Approximately 5.6 percent of riders reported an annual income of between \$20,000 and \$30,000 while an additional 6.5 percent reported annual incomes between \$30,000 and \$40,000 per year. Those reporting annual household income levels of between \$40,000 and \$50,000 were about 1.9 percent of the total ridership while those with reported incomes of over \$50,000 per year were 7.1 percent. Fifty of the 372 surveys returned did not show a response to this question. Yet even with this high degree of non-respondents, the results suggest that the system is transporting persons representing all of the income levels found in the Four County Transit service area.

Frequency of Ridership

Figure E-7. Survey Results: Frequency of Ridership



Most of the riders that participated in this survey reported using the services on a very regular basis. A total of 42.3 percent of the riders reported a ridership frequency of 4 or more days a week, with an additional 34.4 percent reporting use of the system 2-3 days a week. Combining these two values indicates that 77 percent of the total passengers surveyed use Four County Transit services more than two days per week and can thus be classified as “regular” rather than occasional riders. **This high level of repeat ridership further indicates that Four County Transit is providing an essential mobility service to a broad cross-section of its passengers.**

E.3.2 TRIP-SPECIFIC SURVEY RESULTS

Summary. Table E-3 summarizes the information about passengers' trips made on the day that the on-board ridership survey was administered.

**Table E-3 About Your Trip Today**

<b>Trip Origin Type</b>	<b>Number</b>	<b>Percent</b>
Home	211	56.7%
Work	27	7.3%
School/College	23	6.2%
Shopping	16	4.3%
Medical/Dental	1	0.3%
Social/Recreational	1	0.3%
Service Agency	5	1.3%
Other	88	23.7%
<i>No Response</i>	0	
<b>Total Responding</b>	372	100.0%

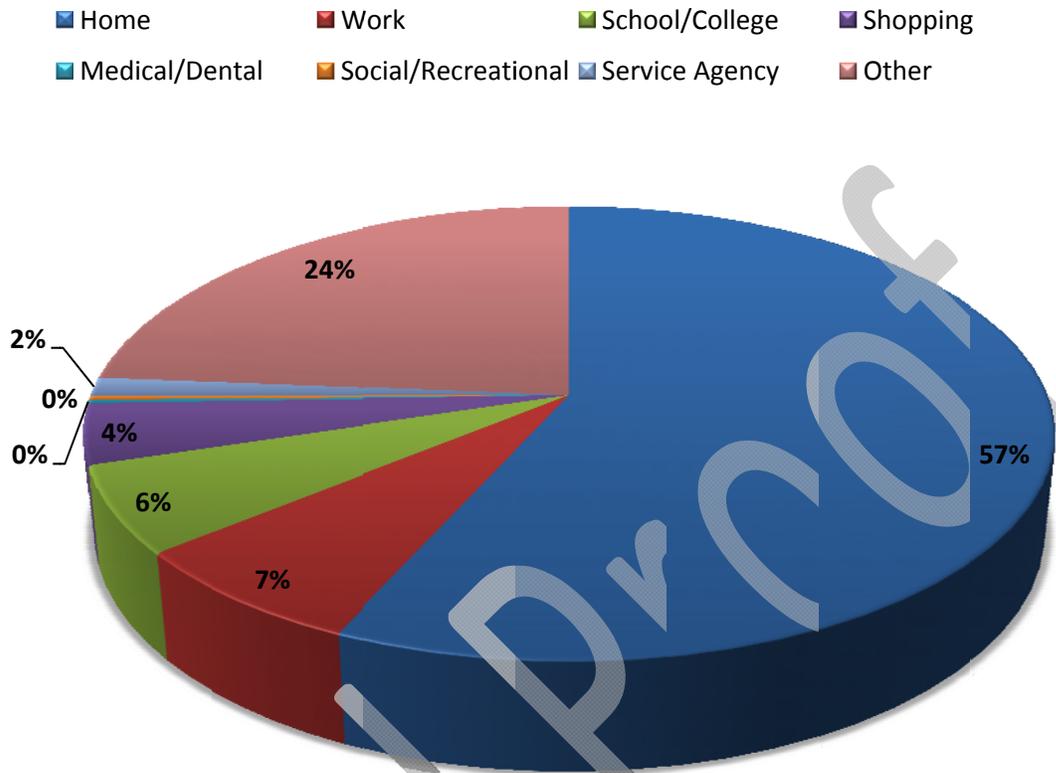
<b>Trip Destination Type</b>	<b>Number</b>	<b>Percent</b>
Home	110	29.9%
Work	54	14.7%
School/College	32	8.7%
Shopping	74	20.1%
Medical/Dental	16	4.3%
Social/Recreational	8	2.2%
Service Agency	9	2.4%
Other	65	17.7%
<i>No Response</i>	4	
<b>Total Responding</b>	368	100.0%

<b>Bus Stop Access</b>	<b>Number</b>	<b>Percent</b>
Walk	223	62.1%
Drove car	79	22.0%
Bicycle	1	0.3%
Other	56	15.6%
<i>No Response</i>	13	
<b>Total Responding</b>	359	100.0%

<b>Reason for Riding</b>	<b>Number</b>	<b>Percent</b>
Don't have a car	171	46.8%
Car not available	24	6.6%
Prefer to ride bus	49	13.4%
To save time	4	1.1%
To save money	46	12.6%
Disability/unable to drive	24	6.6%
Other	47	12.9%
<i>No Response</i>	7	
<b>Total Responding</b>	365	100.0%

Trip Origin

**Figure E-8. Survey Results: Trip Origin**

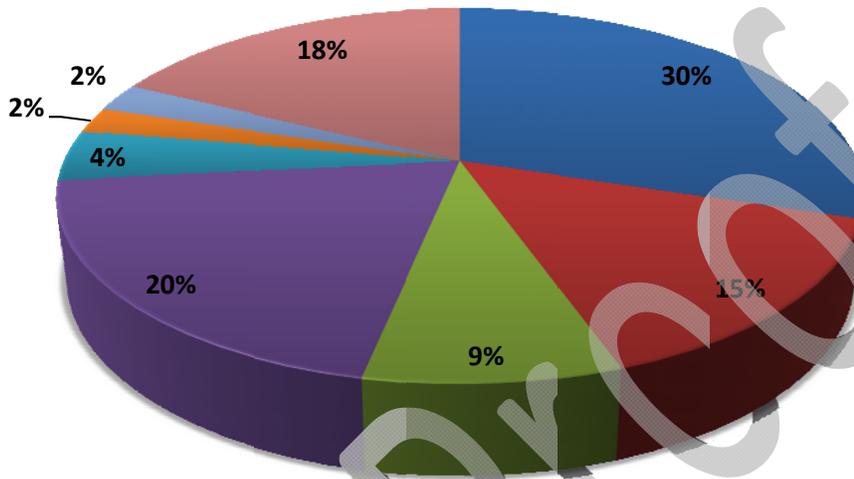


As shown in Figure E-8, the majority (56.7 percent) of the passengers started their trips from their home. The remaining trip origins were distributed across a wide range of trip purposes. Approximately 7.3 percent of the passengers reported starting their trips from their work location. The three next most frequent trip origins were cited as being “Other” (23.7 percent), “School/College” (6.2 percent), and “Shopping” (4.3 percent).

Trip Destination

**Figure E-9. Survey Results: Trip Destination**

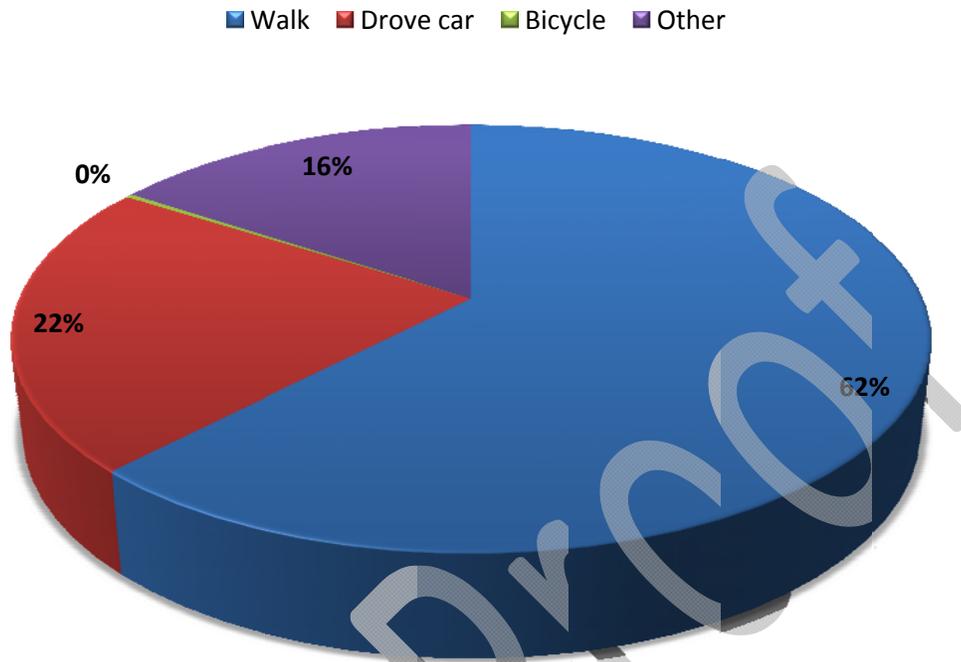
- Home
- Work
- School/College
- Shopping
- Medical/Dental
- Social/Recreational
- Service Agency
- Other



The four top rated trip destinations were noted as being “Home” at 29.9 percent, “Shopping” at 20.1 percent, “Other” at 17.7 percent, and “Work” at 14.7 percent, with “School/College” ranked fifth at 8.7 percent. These five destinations account for 91 percent of the total trips. **These results demonstrate that the current ridership is using Four County Transit for basic mobility purposes between their homes and their workplace or other important destinations.**

Reason for Riding Transit

**Figure E-10. Survey Results: Reason for Riding Transit**



When asked to identify the principal reason why they were riding the bus, survey respondents most frequently indicated that they “Did Not Have a Car” (46.8 percent) or that a “Car Was Not Available” (6.6 percent). Combined, these two responses accounted for 53.4 percent of the reasons cited for using Four County Transit service. The factor of “Disability/unable to drive” was cited by 6.6 percent of all riders. Factors such as “Prefer to ride bus” (13.4 percent) and “To save money” (12.6 percent) also appear to important reasons for using this service.

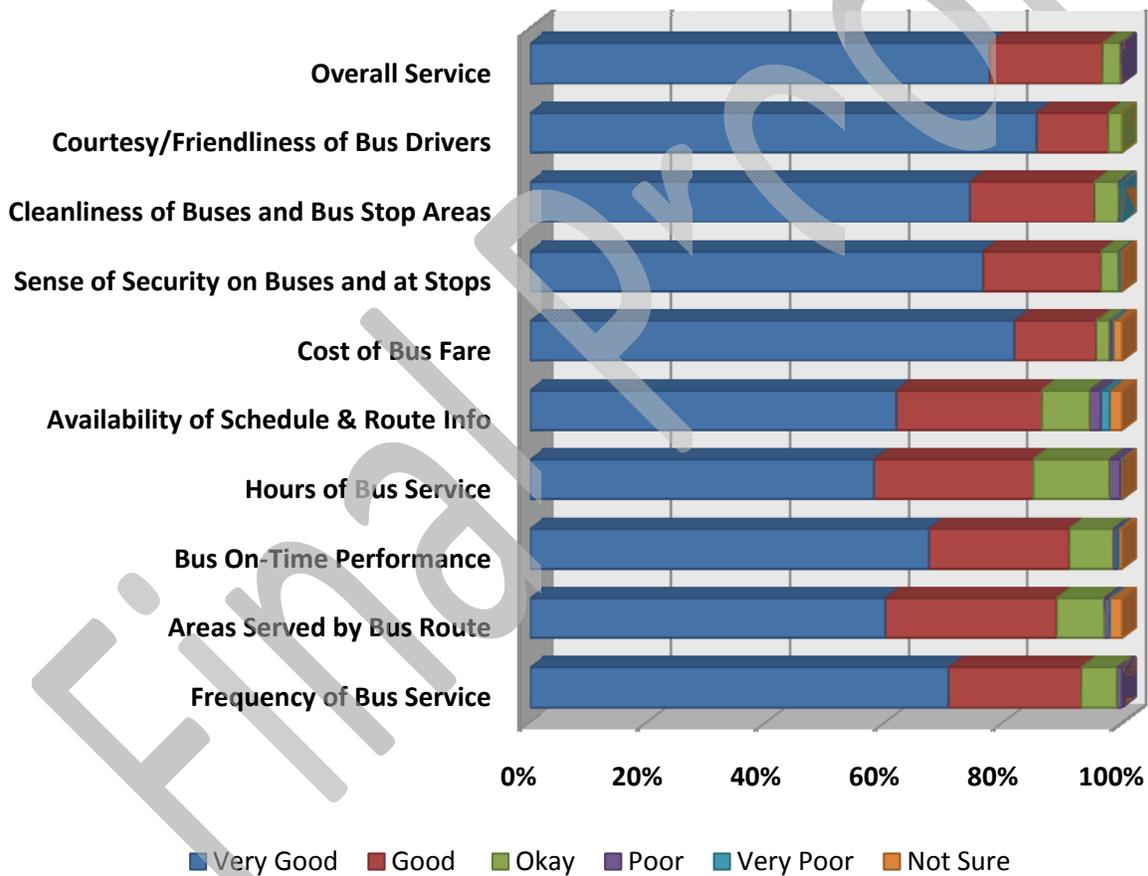
**These responses would appear to indicate that the current ridership can be generally classified as “transit captives”; that is, they have few if any other travel options available and if the current transit service was not being provided, the subject trip would probably not be made.** With a large percentage of the trips being for work, shopping, or other related purposes, this lack of basic mobility could result in significant negative effects on the ability of the study area population to obtain meaningful employment or to otherwise contribute to the local economy.

E.3.3 SERVICE RATINGS SURVEY RESULTS

Figure E-11 and Table E-4 summarize the responses to those survey questions that sought to obtain the view of the current riders as to quality of service currently being offered by Four County Transit. The service factors presented for rating were as follows:

- Reservation procedures
- Bus on-time performance
- Hours of bus service
- Cost of bus fare
- Sense of security on the buses
- Cleanliness of buses
- Courtesy/friendliness of bus drivers
- Overall Service rating

Figure E-11. Survey Results: Service Ratings



**Table E-4. Survey Results: Service Ratings**

<b>Frequency of bus service</b>	Number	Percent	<b>Cost of bus fare</b>	Number	Percent
Very Good	255	70.6%	Very Good	275	81.8%
Good	81	22.4%	Good	46	13.7%
Okay	22	6.1%	Okay	8	2.4%
Poor	3	0.8%	Poor	1	0.3%
Very Poor	0	0.0%	Very Poor	1	0.3%
Not Sure	0	0.0%	Not Sure	5	1.5%
<i>No Response</i>	11		<i>No Response</i>	36	
<b>Total Responding</b>	361	100.0%	<b>Total Responding</b>	336	100.0%

<b>Areas that are served by bus routes</b>	Number	Percent	<b>Sense of security on buses &amp; at stops</b>	Number	Percent
Very Good	201	60.0%	Very Good	257	76.5%
Good	97	29.0%	Good	67	19.9%
Okay	27	8.1%	Okay	10	3.0%
Poor	3	0.9%	Poor	0	0.0%
Very Poor	0	0.0%	Very Poor	1	0.3%
Not Sure	7	2.1%	Not Sure	1	0.3%
<i>No Response</i>	37		<i>No Response</i>	36	
<b>Total Responding</b>	335	100.0%	<b>Total Responding</b>	336	100.0%

<b>Bus on-time performance</b>	Number	Percent	<b>Cleanliness of buses &amp; bus stop areas</b>	Number	Percent
Very Good	227	67.4%	Very Good	251	74.3%
Good	80	23.7%	Good	71	21.0%
Okay	25	7.4%	Okay	14	4.1%
Poor	2	0.6%	Poor	1	0.3%
Very Poor	1	0.3%	Very Poor	1	0.3%
Not Sure	2	0.6%	Not Sure	0	0.0%
<i>No Response</i>	35		<i>No Response</i>	34	
<b>Total Responding</b>	337	100.0%	<b>Total Responding</b>	338	100.0%

Hours of bus service	Number	Percent
Very Good	194	58.1%
Good	90	26.9%
Okay	43	12.9%
Poor	6	1.8%
Very Poor	1	0.3%
Not Sure	0	0.0%
<i>No Response</i>	38	
<b>Total Responding</b>	334	100.0%

Courtesy/friendliness of bus drivers	Number	Percent
Very Good	291	85.6%
Good	41	12.1%
Okay	8	2.4%
Poor	0	0.0%
Very Poor	0	0.0%
Not Sure	0	0.0%
<i>No Response</i>	32	
<b>Total Responding</b>	340	100.0%

Availability of schedules & route information	Number	Percent
Very Good	206	61.9%
Good	82	24.6%
Okay	27	8.1%
Poor	6	1.8%
Very Poor	5	1.5%
Not Sure	7	2.1%
<i>No Response</i>	39	
<b>Total Responding</b>	333	100.0%

OVERALL SERVICE	Number	Percent
Very Good	256	77.6%
Good	63	19.1%
Okay	10	3.0%
Poor	1	0.3%
Very Poor	0	0.0%
Not Sure	0	0.0%
<i>No Response</i>	42	
<b>Total Responding</b>	330	100.0%

**For each of these eight evaluation measurements, 85 percent or more the riders provided combined ratings of “Very Good” or “Good” for every measurement.**

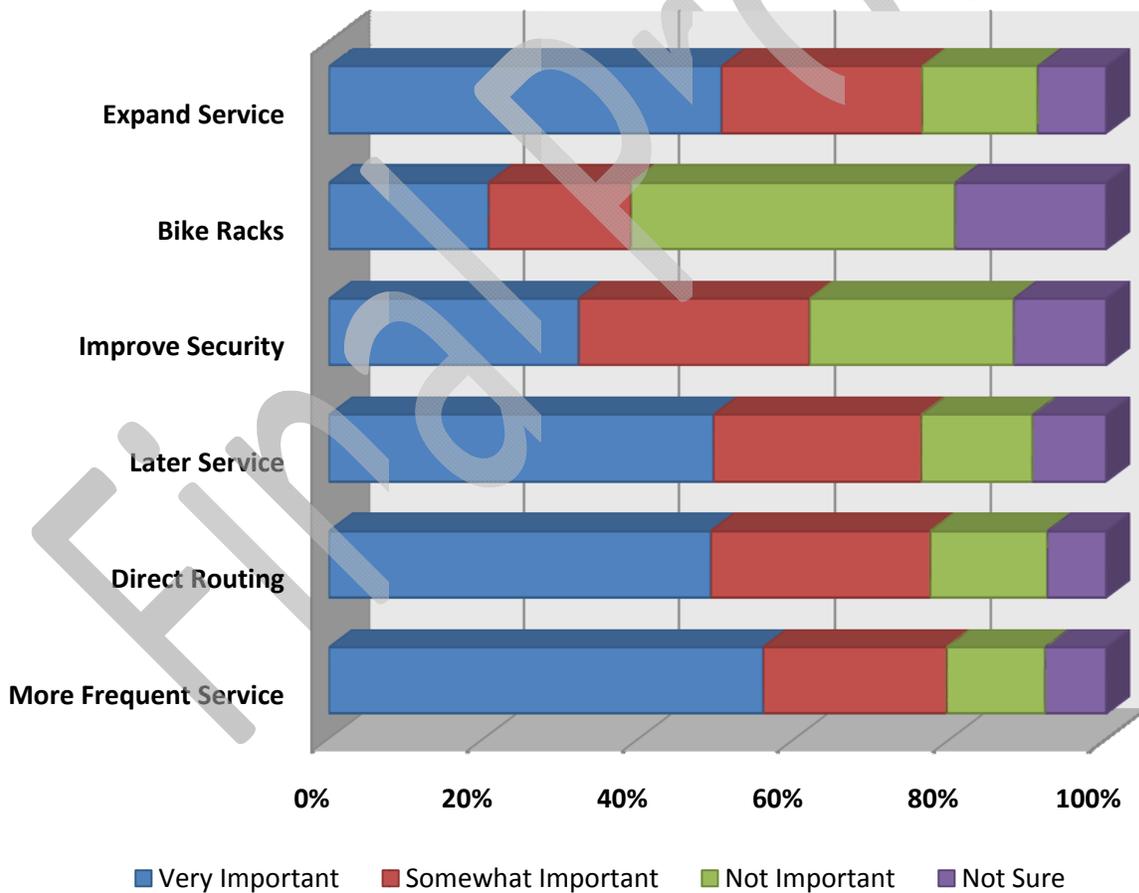
The highest positive service factor ratings were those for “Frequency of Bus Service” with 70.6 percent “Very Good”, 22.4 percent “Good”, and 6.1 percent “Okay” for a total of 99.1 percent, and for the “Cost of Bus Fare” with 81.8 percent “Very Good”, 13.7 percent “Good”, and 2.4 percent “Okay” for a total of 97.9 percent. The “Overall Service” rating for Four County Transit was 77.6 percent “Very Good”, 19.1 percent “Good”, and 3.0 percent “Okay” for a combined total of 99.7 percent positive. Only 0.3 percent of the riders (1 response) rated the current service as “Poor” with none rating it as being “Very Poor” (0.0 percent). **These findings represent a very positive reaction from the passengers of Four County Transit. They also indicate that the users are satisfied with the overall services that Four County Transit currently provides.**

### E.3.4 FUTURE SERVICE IMPROVEMENTS SURVEY RESULTS

Figure E-12 and Table E-5 summarize the responses to those survey questions that sought to obtain the view of the current riders as to the importance of a number of potential service improvements that Four County Transit might wish to consider. The seven suggested areas of potential service improvement were:

- More frequent service
- Direct routing
- Later service
- Expand hours / days of service
- Improve security on buses,
- Provide bike racks on buses
- “Other”

Figure E-12. Survey Results: Future Service Improvements



**Table E-5. Survey Results: Future Service Improvements**

<b>More Frequent</b>	Number	Percent
Very Important	171	55.9%
Somewhat Important	72	23.5%
Not Important	39	12.7%
Not Sure	24	7.8%
<i>No Response</i>	66	
<b>Total Responding</b>	306	100.0%

<b>Improve Security</b>	Number	Percent
Very Important	87	32.2%
Somewhat Important	80	29.6%
Not Important	71	26.3%
Not Sure	32	11.9%
<i>No Response</i>	102	
<b>Total Responding</b>	270	100.0%

<b>Direct Routing</b>	Number	Percent
Very Important	143	49.1%
Somewhat Important	82	28.2%
Not Important	44	15.1%
Not Sure	22	7.6%
<i>No Response</i>	81	
<b>Total Responding</b>	291	100.0%

<b>Bike Racks</b>	Number	Percent
Very Important	55	20.6%
Somewhat Important	49	18.4%
Not Important	111	41.6%
Not Sure	52	19.5%
<i>No Response</i>	105	
<b>Total Responding</b>	267	100.0%

<b>Later Service</b>	Number	Percent
Very Important	141	49.5%
Somewhat Important	76	26.7%
Not Important	41	14.4%
Not Sure	27	9.5%
<i>No Response</i>	87	
<b>Total Responding</b>	285	100.0%

<b>Expand Service</b>	Number	Percent
Very Important	149	50.5%
Somewhat Important	76	25.8%
Not Important	44	14.9%
Not Sure	26	8.8%
<i>No Response</i>	77	
<b>Total Responding</b>	295	100.0%

Of these seven potential service improvement categories, those for “More Frequent Service”, “Direct Routing”, “Later Service”, and “Expand Service” are the potential service improvements that the current passengers think Four County Transit should focus on. With respect to “More Frequent Service”, 55.9 percent of respondents viewed this as being “Very Important” while an additional 23.5 percent viewed this as being “Somewhat Important” for a combined importance rating of 79.4 percent. Conversely, only 12.7 percent of the respondents rated this potential improvement as being “Not Important.”

With respect to “Direct Routing”, 49.1 percent of respondents viewed this as being “Very Important” while an additional 28.2 percent viewed this as being “Somewhat Important” for a combined importance rating of 77.3 percent. Conversely, only 15.1 percent of the respondents rated this as being “Not Important.” With respect to “Later Service”, 49.5 percent of

respondents viewed this as being “Very Important” while an additional 26.7 percent viewed this as being “Somewhat Important” for a combined importance rating of 76.2 percent. Conversely, only 14.4 percent of the respondents rated this as being “Not Important.”

With respect to “Expand Service”, 50.5 percent of respondents viewed this as being “Very Important” while an additional 25.8 percent viewed this as being “Somewhat Important” for a combined importance rating of 76.3 percent. Conversely, only 14.9 percent of the respondents rated this as being “Not Important.” For the potential service improvement factor of “Improve Security on Buses”, only 32.2 percent of respondents viewed this as being “Very Important” while an additional 29.6 percent viewed this as being “Somewhat Important” for a combined importance rating of 61.8 percent. Approximately 26.3 percent of the respondents rated this potential action as being “Not Important.”

The low number of responses to the potential need for “Bike Racks” indicates that this is not viewed as being a high priority need from the passengers’ viewpoint. Only 20.6 percent of the passengers rated this as being a “Very Important” need, with 18.4 percent rating this as being only “Somewhat Important” and 41.6 percent rating this as “Not Important.”











**FOUR COUNTY TRANSIT PROJECT STAKEHOLDER MEETING**

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**Project Stakeholder Meeting  
Four County Transit**

Cedar Bluff, VA  
January 12, 2009

An initial stakeholders meeting for the Four County Transit TDP project took place on Monday, January 12<sup>th</sup>, 2009 at the Four County Transit offices in Cedar Bluff, VA. The meeting began at approximately 1:30 PM. A copy of the meeting agenda and the meeting attendance list is attached at the end of these meeting notes.

**Attendees**

<b>Attendee</b>	<b>Organization</b>
Joe Ratliff	Four County Transit
Ron Neece	Four County Transit
Lewis Grimm	PBS&J
James Boyer	PBS&J
Jeff Sizemore	DRPT
Patricia Green	Tazewell County

**Meeting Notes:**

Following self introductions, Lewis Grimm (PBS&J) gave a short presentation on the TDP process that is being applied to all transit agencies in the Commonwealth. Lewis and Jeff Sizemore (DRPT) described the plan by which all systems will need to have an adopted TDP in place by 2011 in order to be eligible to receive Federal and State transit capital and operating assistance grants. DRPT is committed to assisting all of the public transit agencies in Virginia of all sizes with the process of developing a TDP which describes each agency's plans over the next 5-7 years. Lewis noted that the PBS&J team is engaged in assisting a group of 10 transit agencies with the TDP process.

Lewis then presented a brief overview of the TDP process with a review of the general project scope of work and schedule that will be followed in the preparation of the TDP for Four County Transit and the other nine transit systems around the state. He noted that while the same general process and a similar TDP report outline will be applied to all 10 systems, it is acknowledged that each system is different and that the contents of each report will vary from system to system. He noted that the primary purpose of today's meeting is to interact with some of the key regional stakeholders and obtain their thoughts on where service modifications or expansions might be required. Subsequent

meetings will discuss the evaluation of the system, potential service modifications, and an outline of the plan for how the system might evolve over the next 5-10 years.

In response to a question from Joe Ratliff (Four County Transit), Jeff Sizemore stated that he did not have a good idea at this time on what the mid to long term state funding picture would be. Jeff commented that the situation is very fluid and seems to be revised on a frequent basis. He went on to comment that Four County Transit does a good job in providing public transportation services throughout a service area covering 1800 square miles. He also commented on the excellent maintenance provided for all of the Four County Transit vehicles.

The group then discussed the system funding constraints being faced by the local governments, particularly the counties and towns that currently receive service and provide local operating cost assistance.

## **PROJECT INITIATION MEETING AGENDA**

Four County Transit  
Cedar Bluff, Virginia

January 12, 2009

9:00 AM

1. Introduction of Attendees
2. Overview of Transit Development Program (TDP) Process
3. Review of Project Scope of Work Elements
4. Information Exchange
  - a. Transit system service and operating characteristics and history
  - b. Service area demographic and travel characteristics
  - c. Transit agency interaction with other public and private organizations
5. Project Specific Issues, Concerns, and Desired Outcomes
6. Next Steps in Study Process
7. Potential Next Meeting Date(s)
8. Adjourn