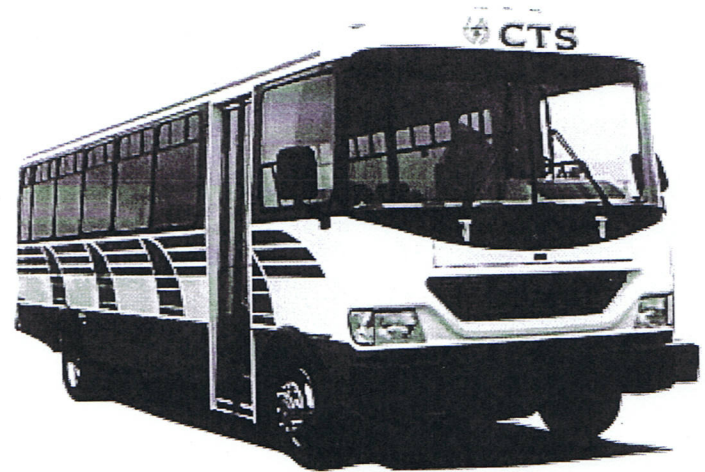
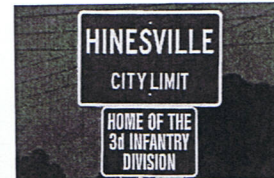
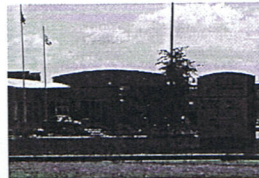
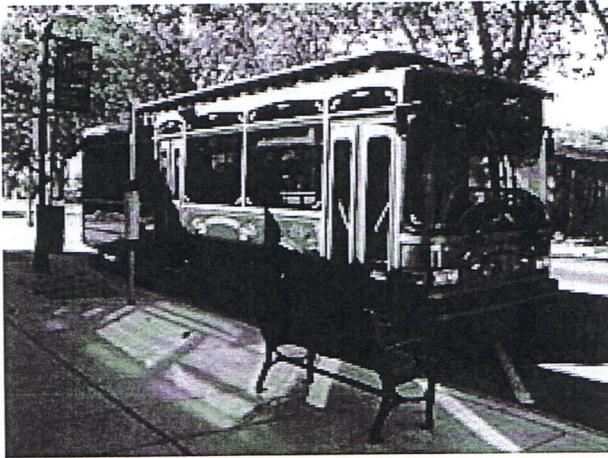


FINAL DRAFT

TRANSIT IMPLEMENTATION STUDY

**Final Report and
Implementation Plan**



Prepared for:
**Liberty County Planning
Commission**



PREPARED BY:
URS

January 2007

FINAL DRAFT TRANSIT IMPLEMENTATION STUDY

Final Report and Implementation Plan

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EXECUTIVE SUMMARY

The Hinesville Area Metropolitan Planning Organization (HAMPO) initiated a *Transit Implementation Study* in late 2005 to develop an implementation plan and program for a transit system in Liberty County. This study was intended to build upon findings from an earlier *Transit Feasibility Study*, conducted in 2004, which identified five potential transit options for Liberty County. The *Transit Implementation Study* has refined these earlier service options in order to develop an implementation program that provides:

- Recommendation for transit service in Hinesville/Liberty County;
- Capital equipment requirements for the service;
- Service implementation plan and schedule;
- Estimated operational and capital costs; and
- Financial plan.

Background

The impetus to initiate public transit services in Hinesville has been growing from a variety of sources. Recent studies completed within Hinesville and Liberty County have identified a transit need. In addition to the *Transit Feasibility Study*, the *Regional Plan for Rural and Coordinated Public Transportation* recommended a rural transit service to serve all of the Coastal Georgia Region, including Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh, and Screven Counties. The *City of Hinesville Urban Redevelopment Plan* recommended transit services in the Memorial Drive corridor, linking Ft. Stewart to downtown Hinesville with a trolley to support economic redevelopment. The *Joint County/City Comprehensive Plan* found a need to connect rural areas in Liberty County with Hinesville.

Recent growth within Hinesville, Fort Stewart, and Liberty County support development of public transit services. As a result of the 2000 U.S. Census, Hinesville and portions of Liberty County were designated an urbanized area, a region exceeding 50,000 in population. This resulted in a requirement for local metropolitan transportation planning and made the Hinesville urbanized area eligible to receive federal transit grants.

Overall, the volume of activity and travel that occurs between Hinesville and Fort Stewart has prompted local leaders to pursue transportation alternatives to better utilize the existing transportation infrastructure. Operating transit services on local roadways increases the efficiency of the system by increasing the number of people who can be transported through an area, thereby alleviating congestion and providing needed mobility.

Identified Local Transit Needs

The Hinesville/Liberty County area has dispersed land use patterns along with diverse activity centers, geography, and demographics and has not previously had public transit service. A number of other similar communities provide public transit service and were examined as a part of the study effort. Based on review of the study area data and community input, there is a need for local transportation alternatives for the following reasons:

- Existing private service providers are limited in number and have relatively expensive passenger fares;
- To serve primary trip needs including access to employment, education, medical, shopping recreation, and human services; and
- Segments of the community's population are underserved by the transportation system and need transit services.

The earlier *Transit Feasibility Study* identified four community transit goals, which provided the foundation for the follow-up study. The goals are:

- 1) Enhance economic development and redevelopment in the Hinesville and Liberty County area and improve access to employment opportunities for area residents and workers;
- 2) Improve accessibility and mobility options available to Hinesville and Liberty County residents;
- 3) Improve and maintain the performance of the Hinesville and Liberty County area's transportation system; and
- 4) Protect and improve the quality of life in the Hinesville and Liberty County area.

Recommended Service

Based on available federal funding categories, the study area was considered as two distinct areas for service development that included the Hinesville Urbanized Area and the remaining portions of Liberty County outside of the Fort Stewart military base. A number of various service types were identified and evaluated.

The recommended urban system as shown in Figure 1 consists of two routes linking Fort Stewart at the Army Education Center to downtown Hinesville and the north and south portions of the US 84/Oglethorpe Highway corridor. Each route is approximately five miles in length.

Service Summary

- **North Route Description**

The North Route operates between the Fort Stewart Education Center and Brewton Parker College via the Liberty Regional Medical Center. Bus stop

locations have been identified and are suggested approximately every ¼-mile, and shelters would be provided at major stops.

- **South Route Description**

The South Route operates between the Fort Stewart Education Center and Willowbrook Drive via Liberty Regional Medical Center and Frank Cochran Drive. Suggested bus stop and passenger shelter locations have been identified at key major stops along the route.

- **Days and Hours of Operation**

The service would operate Monday through Friday from 6:15 AM to 6:15 PM and on Saturday from 8:00 AM to 6:00 PM. No Sunday or holiday service would be provided.

- **ADA Complementary Paratransit Service**

As required by the Americans with Disabilities Act of 1990 (ADA), complementary paratransit service must be provided within ¾ mile during the days and hours of the fixed route service to eligible persons with disabilities who cannot access or use the fixed route system.

- **Fares**

The suggested base fare would be \$1.00 for a one-way trip. Other fares include a half-priced fare of \$0.50 for seniors, students, and disabled riders, no fare for children under age five, no charge for transfers, and \$2.00 for a one-way Paratransit trip.

On the whole, the route structure is relatively easy to implement and offers the ability to expand the service through improved service frequencies, days/hours of operation, extensions to unserved areas, and additional routes.

A phased five-year plan has been developed to identify key elements for implementing a new transit program and to guide the overall process. In addition to the Hinesville routes, Rideshare and Rural Transit Programs are included for future consideration based on a local operation or through the ongoing regional approach currently under development by the Coastal Georgia Regional Development Center (CGRDC) to establishing these programs. The implementation summary is as follows.

Five-Year Phased Implementation Plan

Implementation Year	Implementation Activities
Year 1 (2007)	<ul style="list-style-type: none"> • Establish a HAMPO transit advisory committee • Hire or appoint initial transit coordinator staff position • Initiate detailed service planning, including a public hearing, to formally establish routes, services, fares, and budget • Prepare FTA Section 5307 urban transit service grant application for capital equipment and facilities • Initiate equipment procurement process • Determine operating management structure and identify operating facility

	<ul style="list-style-type: none"> requirements • Prepare marketing/promotion/information program • Coordinate with GDOT and Fort Stewart
Year 2 (2008)	<ul style="list-style-type: none"> • Obtain transit management group or hire dedicated transit staff • Determine paratransit eligibility and operating policies • Secure/prepare operating facility • Receive capital equipment, install bus stops, shelters, and communication equipment • Coordinate with GDOT and Fort Stewart
Year 3 (2009)	<ul style="list-style-type: none"> • Initiate weekday revenue service on the two fixed routes and ADA complementary paratransit service • Coordinate with GDOT and Fort Stewart • Review service performance and modify as appropriate • Review feasibility for establishing a rideshare program • Review feasibility for establishing a rural transit program
Year 4 (2010)	<ul style="list-style-type: none"> • If rural service and/or rideshare program warranted, prepare/submit applicable grant application(s) • Review urban system performance and modify as appropriate • Coordinate with applicable agencies
Year 5 (2011)	<ul style="list-style-type: none"> • Initiate procurement process and start up activities for rural transit and rideshare programs • Review urban system performance and modify as appropriate • Coordinate with applicable agencies

The estimated annual ridership for the system is just over 96,000. This estimate is based on peer system passenger activity. The financial plan indicates that the projected five-year estimated operating costs of the system is almost \$1.8 million, with over \$250,000 in anticipated revenues from farebox returns and over \$800,000 in federal funds, with a similar amount required from local sources. . The estimated total capital program cost is \$906,000, which includes vehicle acquisition, signage, bus shelters, and office equipment.

Organizational and Management Options

The selected management structure must allow for effective and efficient management and control of costs. Three potential options are available and are described below:

- **Agency Management**

The transit service could be sponsored by a qualified local agency such as the City of Hinesville or Liberty County. Either could decide to totally fund the service or apply for Federal Transit Administration (FTA) funding assistance grants. A number of national transit management firms specialize in the operation of service, so one approach would be for the sponsor to contract service through a qualified firm under a competitive procurement process. Under this approach, the sponsoring entity would

have a transit administrative staff position to coordinate the program. All elements of the service could be included as a contractor responsibility or the vehicles and operating facility could be furnished by the sponsor.

- **Contract Management**

A second option would be for the sponsoring entity to have overall responsibility for administering the program and contract with a private service provider that would be responsible for operating the system including transit stops/shelters. The vehicles and operating facility would be furnished by the sponsoring entity either through direct funding or through available federal grant programs. This option would cost a contracted rate per vehicle revenue hour plus an additional cost for administering the contract and the associated vehicle and facility capital costs.

- **Turn Key Operation**

In this scenario, the sponsor would have overall responsibility for administering the program and contract with a private service provider that would be responsible for providing all aspects (operations & maintenance facility, transit stops/shelters, employees, and vehicles) of the transit service. The cost of this service would also be a contracted rate per vehicle revenue hour plus an administration cost to oversee the contract.

There are a number of impacts associated with implementing transit service to the Hinesville/Liberty County community. The key benefit of implementing a public transit system is to provide service for those persons that cannot drive or do not have access to an automobile. Public transportation also contributes to the local economy, as dollars invested in a system multiply throughout the community and improved transportation options create benefits for individuals, businesses, and governments. While a number of sources are available to fund transit programs, the total amount required for the services is typically a key concern for local officials as transit system revenues and federal/state participation are not sufficient to fully support a program and subsidy will continue to be required from local sources. Local officials must consider the benefits and priority of providing public transit services in relation to other community issues.

1 INTRODUCTION

Liberty County is situated along the Georgia coast between Savannah and Brunswick and contains 519 square miles of land area. Based on the 2004 US Census update, the estimated population was 60,493. There are seven municipalities located within the county consisting of Allenhurst, Flemington, Gum Branch, Hinesville, Midway, Riceboro, and Walthourville. The Fort Stewart Army base, the largest military installation east of the Mississippi River, is located primarily within Liberty County. Combined, Fort Stewart and Hinesville had population of 41,597, representing 68 percent of the county's total population. Figure 1 is a map of the Liberty County study area.

The 2000 US Census designated portions of Liberty and Long counties as an urbanized area. The Hinesville Area Metropolitan Planning Organization (HAMPO) was subsequently created and, in 2004, conducted a *Transit Feasibility Study* that identified five transit options for consideration by Liberty County for implementation. In late 2005, the Liberty Consolidated Planning Commission (LCPC), on behalf of HAMPO, retained URS Corporation to conduct a *Transit Implementation Study* to develop an implementation plan and program for establishing a transit system.

Project Purpose

The service recommendations from the previous *Transit Feasibility Study* were refined in order to develop a concise implementation program to develop services, routes, equipment requirements, program implementation schedule, operational and capital costs, and a financial plan.

Background

The *Transit Implementation Study* contained five major tasks:

- To identify public transportation needs
- To perform public and agency outreach
- To formulate transit service alternatives
- To develop a transit master plan
- To prepare an implementation plan

A variety of data were reviewed to determine the potential demand for various transit services within Liberty County. Data requirements included:

- Population densities
- Population trends
- Groups typically needing transit service
- Socioeconomic data
- Key area activity centers

Summary of Findings

The Hinesville/Liberty County area has dispersed land use patterns along with diverse activity centers, geography, and demographics and has not previously had public transit service. A number of other similar communities provide public transit service and were examined as a part of the study effort. Based on review of the study area data and community input, there is a need for local transportation alternatives for the following reasons:

- Existing service providers are limited in number and have relatively expensive passenger fares;
- Primary trip needs include access to employment, education, medical, shopping recreation, and human services; and
- Segments of the community's population need transit service.

Based on results from previous studies, input from the community, and results of a review of local characteristics, a need for public transit service has been identified.

2 RECOMMENDED TRANSIT SERVICES

Service Alternatives

Information from the prior *Transit Feasibility Study*, and the Transportation Section of the 2003 City of *Hinesville Urban Redevelopment Plan* along with information developed in the Transit Needs Assessment portion of the *Transit Implementation Study* and community input formed the basis of identifying potential transit system alternatives for implementation in Hinesville and Liberty County.

Based on available federal funding categories, the study area was considered as two distinct areas for service development that included the Hinesville Urbanized Area and the remaining portions of Liberty County outside of the Fort Stewart military base.

The development process for determining transit service alternatives considered the following potential transit services:

- **Fixed Route**

Service operating on specified routes and schedules with specified stops and can include local, express, and circulator formats. As required by the Americans with Disabilities Act of 1990 (ADA), complementary paratransit service must also be provided within $\frac{3}{4}$ mile of the fixed route service. This service operates the same days/hours as the fixed routes and is provided to meet the needs of eligible persons with disabilities who cannot access or use the fixed route service.

- **Flexible Route**

Service that operates as a fixed route, but on demand within established guidelines can deviate from the normal route for passenger pick-up and/or drop off.

- **Demand Response**

Service provided within a defined area, on a curb-to-curb basis, and through advance reservations.

- **Transportation Demand Management (TDM)**

Strategies such as a rideshare and vanpool programs that can offer targeted service options for primarily recurring point-to-point trips which are typically employment oriented.

Consideration was also given to input received from a variety of sources including the Transit Task Force, community meetings and surveys, and general planning data.

In developing alternatives for the urban system, the flexible route and demand response service options were not evaluated as neither appeared to be a viable alternative to most effectively serve the Hinesville Urbanized Area. This is primarily due to the potential for and ability to accommodate periodic groups of riders from Fort Stewart that would make route deviations difficult to undertake in order to ensure direct and reliable scheduled service. As documented in the prior *Transit Feasibility Study*, it appears that traditional

fixed route service would offer the community a more attractive and reliable service than either a flexible route or demand response service option could provide.

Due to the major activities and residential population within Fort Stewart, all alternatives anticipate implementation of an internal shuttle system concurrent with implementation of the Hinesville urban transit system. The internal service could be directly provided by the base and coordinated with the two Hinesville routes through a secure transfer connection at the Army Education Center located on the General Stewart Connector. Based on comments received at the November HAMPO Policy Committee Meeting, a review was conducted to determine how other similar bases and transit systems interface services. The result of this information is summarized in Table 1 below.

Table 1: Summary of Fort Stewart Peer Installation Local and On-Post Transit

Installation Name	Local Transit Operator	Operate on Post?	Post Operate Shuttle?
Fort Bragg, NC	FAST	No	Yes
Fort Benning, GA	METRA	No	No
Fort Campbell, KY	Clarksville Transit	Yes	No
Fort Sill, OK	LATS	Yes	No
Fort Lewis, WA	Pierce Transit	Yes	No
Camp Lejeune, NC	Pending	Yes	No
Fort Carson, CO	METRO	Yes	No

While a number of the adjacent transit systems travel onto the bases, they predominately accommodate a limited number of daily trips for civilian workers from the nearby towns. Due to the large size of the Fort Stewart cantonment area, two additional buses would be required to maintain the same service frequency should base shuttle service be provided directly by the Hinesville system. This would essentially double the estimated operating cost of the fixed route service. The procedure for transit vehicle base access would have to be coordinated with Fort Stewart administrative representatives.

The development process for determining transit service alternatives considered the following potential fixed route transit service alternatives:

- Hinesville fixed route system consisting of five fixed routes from the prior Transit Feasibility Study which included different peak and midday services with provision of complementary paratransit service. The service parameters of variable routes and service frequencies were proposed to operate on weekdays only.
- Hinesville circulator system as outlined in the 2003 Hinesville Redevelopment plan with provision of complementary paratransit service. This service would operate with a clockwise and counter clockwise manner between the Army Education Center and downtown Hinesville with twenty minute frequency during weekdays and Saturdays.
- Hinesville north and south route system operating from the Army Education Center through downtown Hinesville with service to the north and south portions of the Oglethorpe Highway (US 84) corridor. Each route is approximately five

miles long and the service parameters include sixty minute frequency during weekdays and Saturdays. Complementary paratransit service would also be provided.

Evaluation Criteria

The potential urban transit alternatives were identified and subjected to a comparative evaluation based on the following criteria.

- Potential Ridership
- Operating Cost
- Service Area Coverage
- Service Simplicity
- Ease of Implementation

The alternatives were assessed utilizing an evaluation matrix. Based on the results of the evaluation, a preferred alternative was selected as the recommended initial system.

Recommended Services

The recommended urban system consists of two routes linking Fort Stewart (Army Education Center), downtown Hinesville, and the north and south portions of the Oglethorpe Highway (US 84) corridor. Each route is approximately five miles in length as shown in Figure 1. The suggested bus stop and shelter locations are also shown in this figure. This system provides the most coverage for the least cost. The route structure is also simple and relatively easy to implement and offers the ability to expand the service through improved service frequencies, days/hours of operation, extensions to unserved areas, and additional routes.

There are a number of impacts associated with implementing transit service to the Hinesville/Liberty County community. The key benefit of implementing a public transit system is to provide service for those persons that cannot drive or do not have access to an automobile. Public transportation also contributes to the local economy, as dollars invested in a system multiply throughout the community and improved transportation options create benefits for individuals, businesses, and governments. While a number of sources are available to fund transit programs, the total amount required for the services is typically a key concern for local officials as transit system revenues and federal/state participation are not sufficient to fully support a program and subsidy will continue to be required from local sources. Local officials must consider the benefits and priority of providing public transit services in relation to other community issues. To ensure that the most effective services are implemented in a defined manner, the Implementation Plan consists of a phased approach.

Public Involvement

Community involvement is critical to developing a transit implementation plan that responds to the needs and expectations of the Hinesville community. At the outset of the project, a Public and Agency Participation Plan (PAPP) was developed to guide

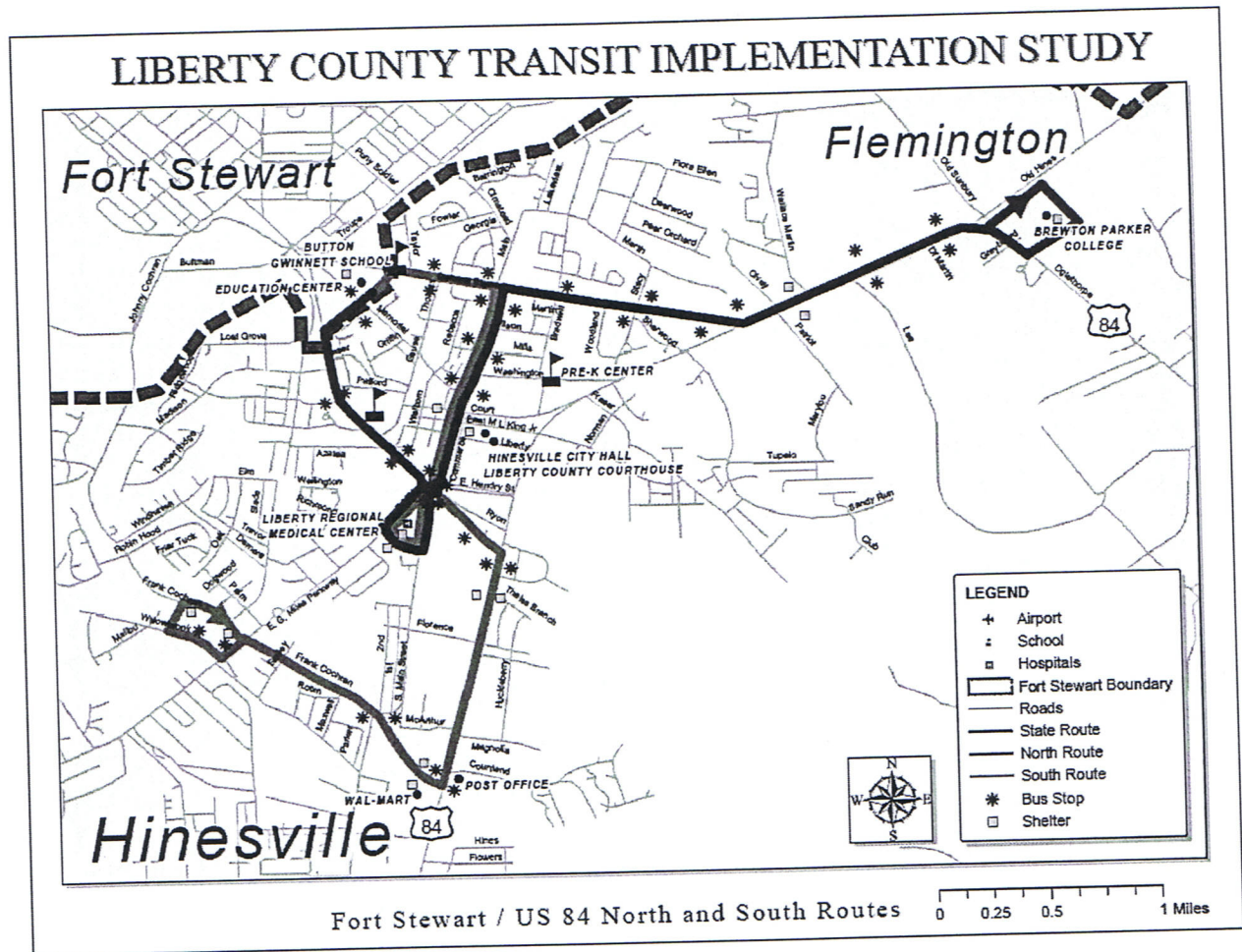
community participation in the project and provide opportunities to obtain and share information with the public. Public involvement was conducted through the Transit Task Force (TTF), a group of 46 representatives of various agencies, organizations, and local governments. The TTF held three meetings during the course of the study: February 23, 2006 to introduce the Transit Implementation Study process; April 19, 2006 to discuss community needs and potential transit options; and October 18, 2006 to review the recommended transit alternative.

In addition to the TTF, two rounds of public meetings were held in April and September of 2006. These meetings were held to inform the public about the transit study and to obtain public input about transit needs and potential alternatives. Surveys were also distributed at public meetings, through the local newspaper, and major locations such as Fort Stewart, churches, and social service organizations. Over six hundred surveys were returned and summarized. A web page was also developed for the Liberty Consolidated Planning Commission's web site containing basic information about the study including a brief background, the study process, and schedule.

Public response to these outreach efforts demonstrated strong community support for transit particularly for getting to jobs, school and medical appointments. There was also significant support for a transit interface with Ft. Stewart. Based on input received from members of the Transit Task Force and public comments from the October public meetings, the following revisions were made to the recommended Hinesville urban system:

- Weekday service hours changed from 7:00AM-7:00PM to 6:15AM-6:15PM.
- Saturday service hours changed from 9:00AM-6:00PM to 8:00AM-6:00PM.
- The south US 84 route was extended from US 84 at Frank Cochran Drive westward to Frank Cochran Drive and Pacific Place to provide extended service coverage to the E.G. Miles Parkway, Willowbrook Drive, and South Main Street areas.

Figure 1: Recommended Route Alignments



3 IMPLEMENTATION PLAN

The Implementation Plan calls for an initial two-route public transit system to operate primarily along major travel corridors in the Hinesville Urbanized Area with further consideration suggested for possible future establishment of rideshare and rural transit programs. The rideshare and rural transit programs have been placed behind implementation of the urban services as the Hinesville Urbanized Area is already eligible for FTA Section 5307 formula funds and a regional approach to these two additional programs is being undertaken through the CGRDC. Various options for managing the proposed transit service are also discussed in this section.

The transit financial plan is also included in this section. Potential federal, state, and local revenue sources that may be available are identified and a five-year financial plan for the recommended service option contains estimates of annual operating and capital costs. In addition, a phased approach for the transit program components based on projected costs and available funding over five years has been developed.

Implementation Phasing

A phased five year plan has been developed to identify key elements for implementing a new transit program and to guide the overall process.

Table 2: Five Year Phased Implementation Plan

Implementation Year	Implementation Activities
Year 1 (2007)	<ul style="list-style-type: none"> • Establish a HAMPO transit advisory committee • Hire or appoint initial transit coordinator staff position • Initiate detailed service planning, including a public hearing, to formally establish routes, services, fares, and budget • Prepare FTA Section 5307 urban transit service grant application for capital equipment and facilities • Initiate equipment procurement process • Identify operating facility requirements • Prepare marketing/promotion/information program • Coordinate with GDOT and Fort Stewart
Year 2 (2008)	<ul style="list-style-type: none"> • Obtain transit management group or hire dedicated transit staff • Determine paratransit eligibility and operating policies • Secure/prepare operating facility • Receive capital equipment, install bus stops, shelters, and communication equipment • Coordinate with GDOT and Fort Stewart
Year 3 (2009)	<ul style="list-style-type: none"> • Initiate weekday revenue service on the two fixed routes and ADA complementary paratransit service

-
- | | |
|------------------|--|
| | <ul style="list-style-type: none">• Coordinate with GDOT and Fort Stewart• Review service performance and modify as appropriate• Review feasibility for establishing a rideshare program• Review feasibility for establishing a rural transit program |
| Year 4
(2010) | <ul style="list-style-type: none">• If rural service and/or rideshare program warranted, prepare/submit applicable grant application(s)• Review urban system performance and modify as appropriate• Coordinate with applicable agencies |
| Year 5
(2011) | <ul style="list-style-type: none">• Initiate procurement process and start up activities for rural transit and rideshare programs• Review urban system performance and modify as appropriate• Coordinate with applicable agencies |
-

The following narrative describes the five-year implementation plan elements.

Year 1

The first step for implementing a transit program and services is for HAMPO to formally establish a transit advisory committee to provide guidance to assist with the transit implementation process and policy issues. Next, the creation hiring of a dedicated staff person to plan and coordinate the transit program would be required. This position would immediately initiate start-up activities for the transit program. The recommended services and fares should be refined and presented at a public hearing, with subsequent formal adoption. In addition to selecting vehicle, facility, and equipment types, grant applications would be prepared and submitted, specifications prepared, and procurement initiated. As applicable, a Request for Proposal (RFP) to obtain contract service provider would be developed, with subsequent selection, or applicable hiring of operating staff would be initiated. A marketing/promotion/information program would also be developed. Ongoing coordination with GDOT and Fort Stewart will be required to ensure proper grant and technical support and proper interface with the pending base shuttle service.

Year 2

Additional staff positions would be added as required either directly or through a contract management arrangement. Facility improvements including installation of bus stops and supplemental sidewalks would be undertaken.

Year 3

Weekday and Saturday revenue service would be inaugurated on the two Hinesville routes along with ADA complementary paratransit service. Service performance should be closely monitored and consideration given to assessing the potential for establishing rideshare and rural transit programs.

Year 4

Based on community acceptance of the new services and their initial performance, an assessment should be made to determine the potential for establishing rideshare and rural transit program for Liberty County. If this assessment indicates that implementation of rideshare and rural transit programs is feasible, detailed planning should begin, including preparation of grant applications or obtaining services through the regional programs. The existing route and paratransit services should be closely monitored for reviewing system performance.

Year 5

Procurement and start-up activities for the rural transit program would be undertaken and the rideshare program would be initiated through direct operation or through the regional programs. The existing route services should continue to be closely monitored to ensure the system is performing within the expected parameters.

Potential Funding Sources

Table 3 identifies potential sources for funding the transit program. Sources could include funding from various federal transit related categories as well as from system revenue, local agencies, the state, and private interest organizations. Transit funding is available from the Federal Transit Administration (FTA) through Section 5303 funds which are designated for planning related activities, Section 5307 which are formula funds for urban transit programs, Section 5309 which are capital funds, and Section 5311 funds which are for rural transit programs. Funding is also available through the Georgia Department of Transportation (GDOT) for capital related categories.

Table 3: Potential Funding Sources

CATEGORY	Federal				State	Local		
	5303	5307	5309	5311		System Revenue	Local	Private
Vehicles		✓	✓	✓	✓	✓	✓	✓
Promotion		✓		✓		✓	✓	✓
Planning	✓	✓		✓	✓		✓	✓
Support Equipment		✓	✓	✓	✓	✓	✓	✓
Facilities		✓	✓	✓	✓	✓	✓	✓
Rideshare Program	✓	✓		✓		✓	✓	✓
Rural Program	✓			✓	✓	✓	✓	✓

Federal FundingSection 5303 – Transit PlanningProgram Description

This program provides funding to support cooperative, continuous, and comprehensive planning for making transportation investment decisions in metropolitan areas.

Eligible Recipients

Metropolitan planning organizations (MPO).

Eligible Purposes

For planning activities that:

- Support the economic vitality of the metropolitan area, especially by enabling global competitiveness, productivity, and efficiency;
- Increase the safety of the transportation system for motorized and non-motorized users;
- Increase the security of the transportation system for motorized and non-motorized users;
- Increase the accessibility and mobility of people and for freight;
- Protect and enhance the environment, promote energy conservation, improve the quality of life, and promote consistency between transportation improvements and State and local planned growth and economic development patterns;
- Enhance the integration and connectivity of the transportation system, across and between modes for people and freight;
- Promote efficient system management and operation; and
- Emphasize the preservation of the existing transportation system.

Funding Allocation

Funds are apportioned by a complex formula to states that includes consideration of each state's urbanized area population in proportion to the urbanized area population for the entire nation, as well as other factors. States can receive no less than 0.5 percent of the amount apportioned. These funds, in turn, are sub-allocated by states to MPOs by a formula that considers each MPO's urbanized area population, their individual planning needs, and a minimum distribution.

Federal/Local Share

The federal share is 80 percent and the local share is 20 percent.

Section 5307 – Urban Area Formula ProgramProgram Description

This program (49 U.S.C. 5307) makes Federal resources available to urbanized areas and to Governors for transit capital and operating assistance in urbanized areas and for transportation related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census.

Eligible purposes include planning, engineering design and evaluation of transit projects and other technical transportation-related studies; capital investments in bus and bus-related activities such as replacement of buses, overhaul of buses, rebuilding of buses, crime prevention and security equipment and construction of maintenance and passenger facilities; and capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of vehicles, track, signals, communications, and computer hardware and software. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs are considered capital costs. For urbanized areas with 200,000 populations and over, funds are apportioned and flow directly to a designated recipient selected locally to apply for and receive Federal funds. For urbanized areas under 200,000 in population, the funds are apportioned to the Governor of each state for distribution. A few areas under 200,000 in population have been designated as transportation management areas and receive apportionments directly.

For urbanized areas with populations of 200,000 or more, operating assistance is not an eligible expense. In these areas, at least 1 percent of the funding apportioned to each area must be used for transit enhancement activities such as historic preservation, landscaping, public art, pedestrian access, bicycle access, and enhanced access for persons with disabilities.

Program Summary Fact Sheet

Appropriation: Funded under Formula Grants

Description: Grants to urbanized areas and states for transit-related purposes

Statutory Reference: 49USC5307

Eligible Recipients: Funding is made available to designated recipients that must be public bodies with the legal authority to receive and dispense Federal funds. Governors, responsible local officials and publicly owned operators of transit services are to designate a recipient to apply for, receive, and dispense funds for transportation management areas pursuant to 49USCA5307(a)(2). Generally, a transportation management area is an urbanized area with a population of 200,000 or over. The Governor or Governor's designee is the designated recipient for urbanized areas between 50,000 and 200,000.

Eligible Purposes: Planning, engineering design and evaluation of transit projects and other technical transportation-related studies; capital investments in bus and bus-related activities such as replacement of buses, overhaul of buses, rebuilding of buses, crime prevention and security equipment and construction of maintenance and passenger

facilities; and capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of vehicles, track, signals, communications, and computer hardware and software. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service are considered capital costs.

Allocation of Funding: Funding is apportioned on the basis of legislative formulas. For areas of 50,000 to 199,999 in population, the formula is based on population and population density. For areas with populations of 200,000 and more, the formula is based on a combination of bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, and fixed guideway route miles as well as population and population density.

Match: The Federal share is not to exceed 80 percent of the net project cost. The Federal share may be 90 percent for the cost of vehicle-related equipment attributable to compliance with the Americans with Disabilities Act and the Clean Air Act. The Federal share may also be 90 percent for projects or portions of projects related to bicycles. The Federal share may not exceed 50 percent of the net project cost of operating assistance.

Funding Availability: Year appropriated plus three years (total of four years)

Section 5309 – Bus and Bus Related Facilities Program

Program Description

The transit capital investment program (49 U.S.C. 5309) provides capital assistance for three primary activities:

- New and replacement buses and facilities;
- Modernization of existing rail systems; and
- New fixed guideway systems.

Eligible recipients for capital investment funds are public bodies and agencies (transit authorities and other state and local public bodies and agencies thereof) including states, municipalities, other political subdivisions of states; public agencies and instrumentalities of one or more states; and certain public corporations, boards, and commissions established under state law. Funds are allocated on a discretionary basis.

Bus and Bus-Related Projects

Eligible purposes are acquisition of buses for fleet and service expansion, bus maintenance and administrative facilities, transfer facilities, bus malls, transportation centers, intermodal terminals, park-and-ride stations, acquisition of replacement vehicles, bus rebuilds, bus preventive maintenance, passenger amenities such as passenger shelters and bus stop signs, accessory and miscellaneous equipment such as mobile radio units, supervisory vehicles, fareboxes, computers, shop and garage equipment, and costs incurred in arranging innovative financing for eligible projects. Funds are allocated on a discretionary basis.

Program Summary Fact Sheet

Appropriation: Is funded under Capital Investment Grants

Description: Grants may be made to assist in financing bus and bus-related capital projects that will benefit the country's transit systems.

Statutory Reference: 49USC5309

Eligible Recipients: Public bodies and agencies (transit authorities and other state and local public bodies and agencies thereof) including states, municipalities, other political subdivisions of states; public agencies and instrumentalities of one or more states; and certain public corporations, boards, and commissions established under state law.

Eligible Purposes: Acquisition of buses for fleet and service expansion, bus maintenance and administrative facilities, transfer facilities, bus malls, transportation centers, intermodal terminals, park-and-ride stations, acquisition of replacement vehicles, bus rebuilds, bus preventive maintenance, passenger amenities such as passenger shelters and bus stop signs, accessory and miscellaneous equipment such as mobile radio units, supervisory vehicles, fareboxes, computers, shop and garage equipment, and costs incurred in arranging innovative financing for eligible projects.

Allocation of Funding: Allocated at the discretion of the Secretary although Congress fully earmarks all available funding.

Match: 80 percent Federal, 20 percent local

Funding Availability: Year appropriated plus two years (total of three years)

Section 5311 - Rural and Small Urban Areas Transportation ProgramProgram Description

This program (49 U.S.C. 5311) provides formula funding to states for the purpose of supporting public transportation in areas with populations of less than 50,000. It is apportioned in proportion to each State's non-urbanized population. Funding may be used for capital, operating, State administration, and project administration expenses. Each state prepares an annual program of projects, which must provide for fair and equitable distribution of funds within the states, including Indian reservations, and must provide for maximum feasible coordination with transportation services assisted by other Federal sources. Funds may be used for capital, operating, and administrative assistance to state agencies, local public bodies, and nonprofit organizations (including Indian tribes and groups), and operators of public transportation services. The state must use 15 percent of its annual apportionment to support intercity bus service, unless the Governor certifies that these needs of the state are adequately met. Projects to meet the requirements of the Americans with Disabilities Act, the Clean Air Act, or bicycle access projects, may be funded at 90 percent Federal match. The maximum FTA share for operating assistance is 50 percent of the net operating costs.

Program Summary Fact Sheet

Appropriation: Funded under Formula Grants

Description: The goals of the nonurbanized formula program are: 1) to enhance the access of people in nonurbanized areas to health care, shopping, education, employment, public services, and recreation; 2) to assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas; 3) to encourage and facilitate the most efficient use of all Federal funds used to provide passenger transportation in nonurbanized areas through the coordination of programs and services; 4) to assist in the development and support of intercity bus transportation; and 5) to provide for the participation of private transportation providers in nonurbanized transportation to the maximum extent feasible.

Statutory Reference: 49USC5311

Eligible Recipients: State and local governments, non-profit organizations (including Indian tribes and groups), and public transit operators.

Eligible Purposes: Funds may be used for capital, operating, and administrative purposes. *Allocation of Funding:* Funding is apportioned by a statutory formula that is based on the latest U.S. Census figures of areas with a population less than 50,000. The amount that the state may use for state administration, planning, and technical assistance activities is limited to 15 percent of the annual apportionment. States must spend 15 percent of the apportionment to support rural intercity bus service unless the Governor certifies that the intercity bus needs of the state are adequately met.

Match: The maximum Federal share for capital and project administration is 80 percent (except for projects to meet the requirement of the Americans with Disabilities Act (ADA), the Clean Air Act, or bicycle access projects, which may be funded at 90 percent.). The maximum Federal share for operating assistance is 50 percent of the net operating costs. The local share is 50 percent, which shall come from an undistributed cash surplus, a replacement or depreciation cash fund or reserve, or new capital.

Funding Availability: Year appropriated plus two years (total of three years).

State Funding

The state of Georgia, under the Georgia Department of Transportation (GDOT), has administrative responsibility for the Federal programs related to transit operating and capital for cities with populations under 200,000. Section 5307, 5309 and 5311 programs have administrative guides developed by GDOT that can be accessed from the GDOT website. Contact with GDOT should be made and the program administrative guides should be reviewed to determine the availability and timing for funding. Typically, the application process begins in April of each year with funds being available in July. The state does provide matching shares for capital grants for the Section 5307, 5309 and 5311 programs. The state provides no funding assistance for operations.

Local Funding

The local share for funding transit capital and operating can come from a variety of sources provided that they did not come originally from a federal source. Local share is normally made in the form of cash; however, in some cases the local share can be made

in the form of in-kind services or contributions. In-kind services are those services which may be used by the transit operation but paid for from another local source and not directly by the transit operation. For example, shared use of a garage facility may be counted as in-kind contribution because the value of the service provided by the use of the garage could be paid from another source such as the Public Works Department. Typically, local share comes from three main sources, general fund, ad valorem taxes (property taxes), or sales taxes dedicated specifically to transit. For capital, general revenue or capital improvement bonds may be considered as a local share source.

Local funding can come in the form of public-private partnerships, SPLOST funding, local taxes, and advertising revenues.

Public-Private Partnerships

Large local employers could also have a financial interest in the creation of various transit programs in the area. Consideration should be given to identifying these potential partners in formulating strategies to create a successful transit system.

SPLOST Funding

Georgia law allows local jurisdictions as of July 1, 1985 to use Special Purpose Local Option Sales Tax (SPLOST) proceeds for capital improvement projects that would otherwise be paid for with General Fund and property tax revenues. Athens, Georgia is currently utilizing SPLOST funding to help fund a bus shelter program, their Multi-Modal Transportation Center (MMTC), and the expansion and replacement of transit vehicles.

Local Taxes

A dedicated property tax designated specifically for transit operations and capital improvements could be assessed. A dedicated millage levy could offset local funding costs and deficits in fare box revenues. Other potential sources could include car rental or lodging taxes or special fees.

Special Benefit Assessment Districts

To capture benefits associated with enhanced real estate development partially attributable to improvements in transportation corridors, many jurisdictions create special assessment districts. Often called a Municipal Services Taxing Unit (MSTU) or a Municipal Services Benefit Unit (MSBU), a special assessment is charged upon real estate deriving a special benefit from a nearby capital improvement that is used to cover debt service for the improvement.

Advertising Revenues

While transit related advertising revenues are not usually a large revenue generator, they can still be used to help with operating and maintenance cost. Advertising revenues can typically be generated from display signage applied to bus exteriors or interiors and through shelter display programs.

Financial and Operating Projection

Table 4 shows the Recommended Transit Service Financial Plan, which includes a five-year projection of annual estimated operating costs and revenues and the estimated capital program cost. Table 5 shows the Recommended Transit Program Operating Projection for the five-year period, including estimated ridership, operating costs, fare revenue, and subsidy funding requirements.

Table 4: Recommended Transit Service Financial Plan

Year	Program Elements	Annual Estimated Operating Costs and Revenues ¹			Estimated Capital Program ²			
		Operating Cost ³	Fare Revenue ⁴	Total Subsidy	Federal Share	State Share	Local Share	Estimated Cost
1	Administration ⁵	\$60,000	-	\$60,000	\$30,000	\$0	\$30,000	\$35,000
								\$28,000
2	Administration	\$60,000	-	-	\$60,000	\$30,000	\$30,000	\$171,000
3	Administration; Initiate Services	\$533,200	\$89,298	\$443,902	\$221,951	-	\$221,951	\$700,000
4	Administration; Continue/Expand Services	\$549,196	\$102,694	\$446,502	\$223,251	-	\$223,251	-
5	Administration; Continue/Expand Services	\$565,672	\$118,098	\$447,574	\$223,787	-	\$223,787	-

Notes: 1. Figures shown in 2006 dollars

2. Capital allocation includes 80% federal, 10% state (15% for transit vehicles), and remainder local.

3. Operating Cost includes estimated 3% CPI annual increase

4. Annual ridership increase of 15% assumed based on peer (Lawton, OK) experience

5. Includes salary and benefits for Transit Coordinator position.

Estimated unit capital costs

Type	Vehicles			Passenger Amenities			Administrative		
	Required	Estimated Unit Cost	Total	Type	Required	Estimated Unit Cost	Total	Type	Estimated Cost
Transit Bus	4	\$150,000	\$600,000	Bus Stops	60	\$150	\$9,000	Software/Hardware	\$20,000
Transit Van	2	\$50,000	\$100,000	Shelters	15	\$6,000	\$90,000	Office Equipment	\$10,000
Support Vehicles	2	\$22,500	\$45,000	Sidewalks (Feet)	1500	\$18	\$27,000	Miscellaneous	\$5,000

Table 5: Recommended Transit Program Operating Projection

Year	Program Elements	Daily	Estimated Ridership ¹ Annual	Operating Cost ²	Average Fare (Est.)	Fare Revenue	Total Subsidy	Federal Share	State Share	Local Share
1	Administration	-	-	\$60,000	-	-	\$60,000	\$30,000		\$30,000
	Total	-	-	\$60,000	-	-	\$60,000	\$30,000	\$0	\$30,000
2	Administration	-	-	\$60,000	-	-	-	\$60,000	\$30,000	\$30,000
	Total	-	-	\$60,000	-	-	-	\$60,000	\$30,000	\$30,000
3	Administration	-	-	\$60,000	-	-	\$60,000	\$30,000	-	\$30,000
	South and North Route	312	93,080	\$332,200	\$0.90	\$83,772	\$248,428	\$124,214	-	\$124,214
	ADA Paratransit	10	3,070	\$141,000	\$1.80	\$5,526	\$135,474	\$67,737	-	\$67,737
	Total	322	96,150	\$533,200	-	\$89,298	\$443,902	\$221,951	-	\$221,951
4	Administration	-	-	\$61,800	-	-	\$61,800	\$30,900	-	\$30,900
	South and North Route	359	107,042	\$342,166	\$0.90	\$96,338	\$245,828	\$122,914	-	\$122,914
	ADA Paratransit	12	3,531	\$145,230	\$1.80	\$6,356	\$138,874	\$69,437	-	\$69,437
	Total	371	110,573	\$549,196	-	\$102,694	\$446,502	\$223,251	-	\$223,251
5	Administration	-	-	\$63,654	-	-	\$63,654	\$31,827	-	\$31,827
	South and North Route	413	123,098	\$352,431	\$0.90	\$110,788	\$241,643	\$120,821	-	\$120,821
	ADA Paratransit	14	4,061	\$149,587	\$1.80	\$7,310	\$142,277	\$71,139	-	\$71,139
	Total	427	127,159	\$565,672	-	\$118,098	\$447,574	\$223,787	-	\$223,787

Notes:

1. Annual ridership increase of 15% assumed based on peer (Lawton, OK) experience

2. Operating Cost includes estimated 3% CPI annual increase

Figures shown in 2006 dollars

Organizational and Management Options

In this section potential organization and management options are described for the proposed transit program. The selected management structure must allow for effective and efficient management and control of costs. Three potential options are described below and in Table 6.

Agency Management

The transit service could be sponsored by a qualified local agency such as the City of Hinesville or Liberty County. Either could decide to totally fund the service or apply for Federal Transit Administration (FTA) funding assistance grants. A number of national transit management firms specialize in the operation of service, so one approach would be for the sponsor to contract service through a qualified firm under a competitive procurement process. Under this approach, the sponsoring entity would have a transit administrative staff position to coordinate the program. All elements of the service could be included as a contractor responsibility or the vehicles and operating facility could be furnished by the sponsor.

Contract Management

A second option would be for the sponsoring entity to have overall responsibility for administering the program and contract with a private service provider that would be responsible for operating the system including transit stops/shelters. The vehicles would be furnished by the sponsoring agency through available federal grant programs and the operating facility could be furnished by the sponsoring agency, the contract service provider, a sub-contractor, or through an inter-governmental agreement with another agency. This option would cost a contracted rate per vehicle revenue hour plus an additional cost for administering the contract and the associated vehicle and facility capital costs.

Turn Key Operation

In this scenario, the sponsor would have overall responsibility for administering the program and contract with a private service provider that would be responsible for providing all aspects (operations & maintenance facility, transit stops/shelters, employees, and vehicles) of the transit service. The cost of this service would also be a contracted rate per vehicle revenue hour plus an administration cost to oversee the contract.

Under the Contract Management and Turn Key Operation approaches, the sponsor would:

- Issue a Request for Proposals (RFP) to qualified firms who would develop and submit technical and cost proposals for a pre-determined level of service specified in the RFP.
- Receive proposals, evaluate, and select the best qualified service provider based on a set of pre-determined evaluation criteria.

Due to the small size of the recommended initial system, the need for transit specific expertise in administration, training, and operational support and to ensure a timely/orderly implementation process, consideration should be given to utilizing the Contract Management option.

Table 6: Management Options

Option	Definition	Advantages	Disadvantages
Agency Management	Agency has overall responsibility for administering transit program and would directly operate all aspects of transit service	<ul style="list-style-type: none"> • Direct control over all aspects of service provision • Avoid profit and overhead costs with outside provider • Pool existing resources with other functions to achieve economies of scale 	<ul style="list-style-type: none"> • Agency assumes risks and responsibilities associated with hiring transit employees, union issues, and meeting federal labor requirements. • Service decisions could lead to potential charges of being politically driven
Contract Management	Agency has overall responsibility for administering the program, furnishing vehicles and operating facility, and would contract with a private service provider to operate the system	<ul style="list-style-type: none"> • Required personnel hired on a contract basis • Agency managers not obligated to managing transit system • Contractor possesses transit expertise and flexibility for change 	<ul style="list-style-type: none"> • Cost of contract managers can be higher than direct hires by the Agency • May have some of the same disadvantages as above
Turn Key Operation	Agency would contract with private service provider for all aspects of transit service	<ul style="list-style-type: none"> • Provides an easy exit strategy from operating a transit system • Many of the hiring, union, and federal labor responsibilities are shifted to the contractor • Periodic contract competition can keep costs in check • Professional transit staff removes political aspect from service decisions • Contractor possesses transit expertise and flexibility for change 	<ul style="list-style-type: none"> • Some agency staff oversight still required • Reduces agency control of service delivery quality • Agency reliant on expertise of contractor • May have some of the same disadvantages as above • Assets controlled by contractor

Vehicles

The most feasible transit vehicles for the fixed routes should be a smaller configuration of approximately 30 feet in length, accessible to persons with disabilities, with seating capacity of approximately 25 passengers. These vehicles could either be of a small bus or trolley style. Examples of appropriate vehicle types are presented in Appendix A.

The recommended fixed route service would require two vehicles for peak service. Two additional spare vehicles are also needed to cover maintenance requirements and to be available should periodic extra or special service become warranted. The ADA complementary paratransit vehicles should be modified or "cut away" accessible transit vans with an approximate seating capacity for 12 passengers. This service would require one vehicle with an additional spare unit to support maintenance or extra service requirements. All vehicles should include the provision of fareboxes in the procurement process.

A number of various bus types are currently available in the transit bus market and the associated general characteristics are described in Table 7.

Table 7: Bus Types and Typical Characteristics

Category	General Characteristics		
	Light Duty	Bus Type Medium Duty	Heavy Duty
Cost Range	\$120,000 - 150,000	\$150,000 - 250,000	\$250,000 - 375,000
Chassis	Body on Chassis	Purpose Built or Body on Chassis	Purpose Built - Monocoque Construction
Power Train	Front	Front or Rear	Rear
Floor	High	High or Low	Low
Wheelchair Access	Lift	Lift or Ramp	Ramp
Wiring	Traditional	Variable	High Technology
Lifespan	5 - 10 Years	7 - 12 Years	12+ Years

For budget estimate purposes, the light duty type of transit bus or trolley was included for the initial route service assumption. This was based on the initial recommended service which is over flat terrain, anticipated to carry relatively lighter passenger loadings, and operating a lower amount of hours during six days per week.

In addition to buses, the estimated capital budget includes two support vehicles which would consist of a standard four door sedan automobile and a pick-up style truck. These vehicles would be used by supervision to monitor service, assist in emergency situations, and provide general support as required to the operation.

Bus Stops and Shelters

The suggested location for bus stops and shelters are included in Figure 1. The two routes travel along roadways that predominantly include acceptable sidewalks which complements stop placement. The initial stop placement considered passenger

convenience to key activity areas. All stops should be marked with a bus stop sign and selected stops should contain trash containers. A total of 60 initial bus stop and 15 passenger shelter locations were identified. A conceptual bus stop sign and a list of potential bus stop and passenger shelters locations are shown in Appendix B. Examples of passenger shelters are presented in Appendix C.

Facilities

A facility for storing, fueling, dispatching, and maintaining the vehicles is a critical element of a transit system and could be provided through a lease, contract arrangement, inter-governmental agreement, or the sponsoring agency depending on the service option utilized. The facility should include a paved parking surface and provision for secure storage of transit vehicles. In addition to maintenance related cleaning, servicing, and repair areas, the facility should include adequate space for administrative and transportation functions. Space to support the paratransit scheduling and eligibility activities would also need to be included.

In addition to an operating facility, other system infrastructure elements should include a communications system, passenger shelters and stops and other amenities such as service information, and trash receptacles. The system will require 51 bus stop installations and 14 shelter installations plus spare units. In addition, the area along the Liberty Medical Center south drive should have sidewalks installed, as included in the capital cost program.

ADA Paratransit Service

The Americans with Disabilities Act (ADA), signed into law on July 26, 1990, established a clear and comprehensive federal prohibition on discrimination against persons with disabilities in private sector employment, and ensures equal access for persons with disabilities to public accommodations, public services, transportation, and telecommunications. Major impacts of this legislation on the providers of public transportation services include the following provisions:

- New public transit buses ordered after August 26, 1990 must be accessible to individuals with disabilities;
- Transit authorities must provide comparable paratransit or other special transportation services to individuals with disabilities who cannot use fixed route bus services, unless an undue burden would result; and
- New transit facilities (e.g., transfer centers) and alterations to existing facilities must be accessible.

On September 6, 1991, the USDOT published final regulations of the ADA. These regulations require public entities operating fixed route transportation service to provide complementary paratransit within $\frac{3}{4}$ -mile of each fixed route and during the days and hours of the fixed route operation.

Fare Policy

The suggested initial transit fare policy should consist of:

- \$1.00 Regular Fare
- \$.50 Senior/Student/Disabled Fare
- Children Under 5-Free
- Free Transfer Issued Upon Request
- \$2.00 Paratransit Fare

Marketing Strategies

A comprehensive marketing plan for the recommended system should be developed to assist in implementing the new system. A strong marketing plan is crucial for establishing the foundation for future marketing strategies once the implementation is completed. Items to be addressed could include:

- Overall system image
- Graphics
- Community outreach
- Advertising
- Coordination techniques with other organizations.

It is essential that a distinctive system logo, vehicle paint scheme, signage, and theme for the new services be developed that generates a positive image for new and future services. A key recommendation is that the image created be unique to the Hinesville/Liberty County area and avoid the more conventional or institutional look often assumed by new transit systems.

It is important that the public has convenient access to information about the new transit services. A web site should be created to provide basic information about the hours of operation, route schedules and maps, fares, paratransit services and requirements, and other relevant rider information. Additionally, informational materials should be distributed in a wide variety of locations and be easily accessible to the public. The availability of system information is essential to developing public awareness of transit services and building ridership.

Public Involvement Program

The transportation system affects quality of life and provides a link to essential needs and services. This is particularly true of public transportation which, in most cases, provides service to populations with limited incomes or mobility choices. As such, continued public involvement in the implementation of transit service for the Hinesville area will be very important. Public input should be solicited and incorporated into the development of service operations, facilities and marketing. Special attention and effort must be offered to reach out to traditionally underserved populations in future phases of transit

implementation. These population groups have greater difficulty getting to jobs, schools, recreation and shopping than the population at large.

Service Monitoring and Reporting

All transit systems have recurrent needs and requirements to attain and report information about operations and ridership. The compilation of data is essential for the effective planning and management of transit services. Without detailed operations information, the ability to effectively monitor and report system performance and subsequently revise services would be severely impacted. Resource limitations frequently limit service monitoring programs. However, the information resulting from service monitoring is very important because fundamental transit functions such as scheduling, service planning, maintenance, finance, and marketing require this data for decision making and reporting. Key considerations for establishing a service monitoring program include:

- Identification of the data to be collected
- Methods and sources to be used in data collection
- Procedures to be used to process and store the data

Service Standards

Service standards are important to a transit agency because they provide a quantitative method for evaluation of route performance. Following are examples of commonly utilized standards:

- The ratio of passengers per scheduled revenue vehicle hour generally measures the effectiveness or productivity of a transit system
- Load factor is a measure of vehicle occupancy. A load factor of 1.0 would mean that all the seats are taken (load factor is the ratio of passengers to seats at the maximum load point). Because transit buses are designed to accommodate standees, load factors of greater than 1.0 are acceptable. The average load factor for a local route should be in the range of 0.75 to 1.25 during peak hours, and between 0.5 and 1.0 during off-peak hours. Individual trips should not exceed a load factor of 1.5 or fall below 0.5 on a continued basis. The average load factor for an express route should be in the range of 0.50 to 1.00. Express routes typically travel longer distances than local routes, and passengers should be provided a seat. Individual trips should not exceed a load factor of 1.0 or fall below 0.5 on a continued basis.
- Farebox recovery is also a useful measure. A farebox recovery ratio of at least 20% or higher is desirable
- Schedule adherence is commonly monitored and recorded to determine how reliably the system is performing.

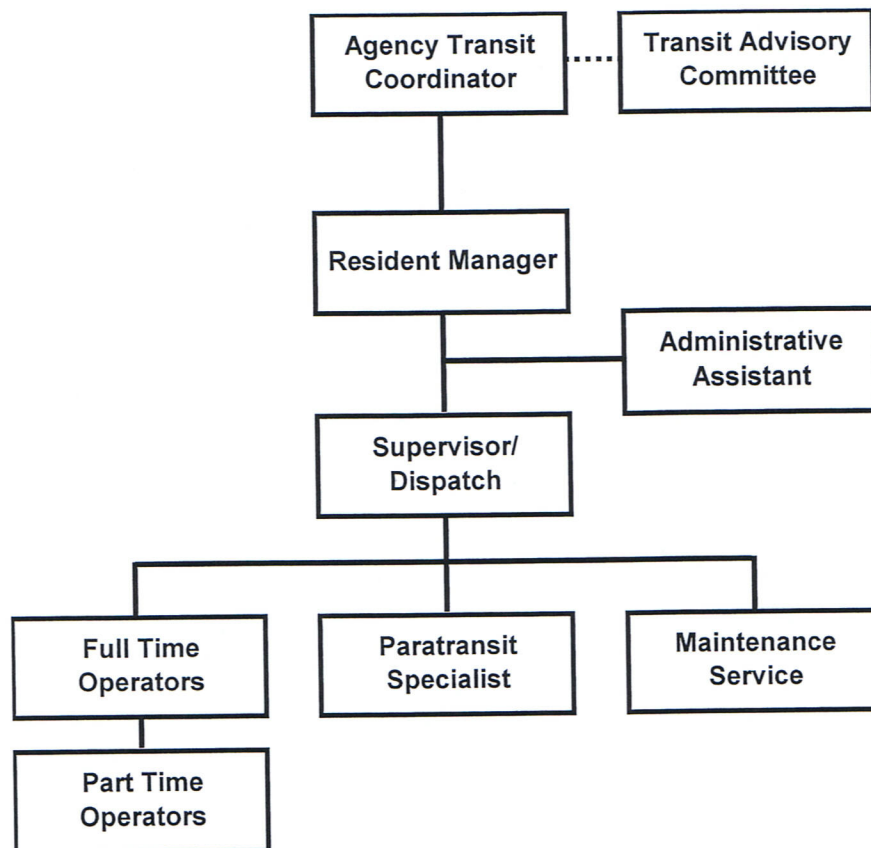
Operating Schedules and Staffing Requirements

The conceptual schedules for the South and North routes are presented in Appendix D. From these schedules, an initial operator roster was developed. The roster requirements are also presented in Appendix D and indicate four bus operators and two paratransit operators are necessary to operate the recommended service schedule. Additionally, at least two extra operator positions are required to cover for regular operators in the event of absences, injuries, and vacation. Consideration may be given to training part-time operators to be utilized in case of multiple absences.

Staffing Plan

This section presents the potential personnel structure of the transit organization. Figure 2 displays a potential organization chart for the initial transit program.

Figure 2: Potential Organization



The sponsoring agency should initially hire or appoint a transit coordinator. This position would have the primary responsibility to represent the agency in all transit related matters. Establishment of a Transit Advisory Committee should be considered with representatives to be appointed by HAMPO. This committee would be available in an

advisory capacity to assist in the decision making process and other ongoing transit related issues.

In smaller transit operations, the functions of operator dispatching and supervision are often combined into one primary position. To ensure operator work assignments are met in a timely fashion, a dispatcher is placed at the facility to perform this task. The dispatcher tracks attendance and should an operator not report for duty, the dispatcher is responsible for securing a replacement. Because operators are continually driving transit vehicles in route service, supervision must be periodically performed in the field. Examples of field or on-street supervision tasks include:

- Monitoring driver and service activity
- Ensuring schedule adherence
- Assisting drivers with service interruptions such as accidents, disruptive passengers, and vehicle breakdowns
- Assisting with operator training

A paratransit specialist has been included to perform the daily paratransit reservation and scheduling tasks, as well as the eligibility process.

Standard Operating Procedures Manual

The following topics should be considered for inclusion in a System Operating Procedures Manual. The purpose of this procedures manual is to document a series of steps to be followed to ensure a consistent and repetitive approach is provided to accomplish specified end results in various operational categories.

- Introduction
- Employee Relations and Development
- Vehicle Operation
- Drug and Alcohol
- Customer Service
- Public Information
- Communications
- Dispatching and Scheduling
- Facility Operations and Maintenance
- Revenue Handling and Processing
- ADA/Paratransit
- Fleet Maintenance
- Bus Stop Placement/Maintenance
- Bus Shelters
- System Safety and Security
- System Accounting, Records, and Reporting
- Procurement

Fleet Maintenance

A major goal of every transit system should be to ensure that the transit fleet is safe, reliable, and attractive. A fleet management plan (FMP) should be developed to ensure that this goal is continually achieved through either an agency maintenance group or contract service provider. The FMP should address the following areas:

- Maintenance organization and responsibilities
- Vehicle defect identification, reporting, and correction process
- Road call procedures
- Cleaning procedures
- Accident/damage repair
- Fuel and fluid availability, use, and analysis
- Work order process
- Parts availability and accountability
- Vehicle records/tracking process
- Preventive maintenance inspection process
- Warranty recovery process
- Lift/ramp maintenance process
- Air conditioning maintenance process
- Maintenance training program
- Quality assurance program

Sample Ride Guide and Policies

In order to inform customers about how to use the system and regulations, a Sample Ride Guide and Policies document is included in Appendix E.

Service Start-up Plan

A service start-up plan includes numerous tasks that must be implemented through a timely and orderly method. The plan contains five major categories with key sub-categories as follow:

Initial Tasks

- Staff Transit Coordinator Position
- Develop detailed Implementation Schedule
- Establish Transit Advisory Committee
- Develop RFP for Contract Service Provider
- Select Contract Service Provider
- Develop system graphics
- Establish system web site
- Prepare job descriptions

Vehicles

Define types and procure support vehicles
Select type(s), develop technical specifications, and procure buses and vans
Obtain license and title documents
Receive/Inspect vehicles

Facilities

Procure bus stops and support hardware
Determine approach for furnishing bus shelters
Identify responsibility for furnishing and maintaining operating facility
Procure communications and support equipment and office furnishings/supplies/equipment
Secure utilities, waste disposal, telephone, and mobile communications
Procure and install bus stops/shelters/sidewalk modifications

Operations

Determine strategy for providing maintenance services
Identify key suppliers for parts, fuel, and services
Develop standard reporting forms
Develop SOP Manual
Procure automated paratransit reservation/scheduling software
Develop marketing plan

Personnel

Advertise, screen, interview, and fill supervisory and administrative positions
Develop Employee Manual and files
Set-up payroll process
Order operator and other uniforms
Advertise, screen, interview, and fill operator positions
Train operators

National Transit Database (NTD) Reporting Protocol

All recipients of FTA Section 5307 Urbanized Area Formula funding and any organization operating urban transit services that directly receive benefit from Urbanized Area Formula funding are required to submit or coordinate the submission of an extensive amount of data via the internet to the NTD. The grantee must collect, record, and report financial and non-financial data in accordance with the Uniform System of Accounts and the National Transit Database Reporting Manual. Instructions for submitting the required NTD reports are contained in the NTD Annual Reporting Manual, which is available on line at www.ntdprogram.com. The grantee is required to have an independent accountant certify that the grantee's accounting system can produce an NTD report that conforms in all material aspects to the requirement to collect financial data contained in the USOA. This is a one time requirement provided the grantee does not change its accounting system.

Grantees are required to collect service data using either a 100 percent count or a valid statistical sampling procedure with minimum levels of confidence of 95 percent and 10 percent precision. A Chief Executive Officer's Certification stating the passenger mile data was collected correctly and reporting the method used to collect the data must be prepared annually. The frequency of the reporting requirement is based on the Urbanized Area Population (UZA) and the number of vehicles directly operated as follows:

Table 8: NTD Reporting Requirements

Reporting Frequency	UZA Population	Vehicles Directly Operated
Every Year	500,000 or greater	100 or greater
Every Third Year	500,000 or greater	less than 100
Every Third Year	200,000 – 499,999	any number
Every Fifth Year	less than 200,000	any number

Transit agencies that are located in, or serve an urbanized area with 200,000 or more population, who operate 100 or more vehicles in annual maximum service are required to have an independent auditor review all NTD data used in the Urbanized Area Formula Allocation, including vehicle counts for all modes and services, directional route miles, vehicle revenue miles, passenger miles, and operating costs. The due dates and instructions for submitting reports are contained in the NTD Annual Reporting Manual. The due date for a transit agency's NTD report submission is dependent on the date that the agency's fiscal year ends.

Table 9: NTD Report Submission Schedule

Fiscal Year End Date (Between)	NTD Report Due Date
January 1 to June 30	October 28
July 1 to September 30	January 28
October 1 to December 31	April 30

All due dates for a transit agency's NTD report submission are dependant upon the date the transit agency's fiscal year ends, as detailed in the above table. FTA grants an automatic 15 calendar day grace period after the due dates. FTA will grant a 30 calendar day extension provided the request states sufficient reason for the delay. The request must be in writing and received by FTA at least 15 days before the report due date. If the 30 day extension is granted, the 15 day grace period is included in the 30 days.

Legal Issues

Legal considerations for the transit system include entering into contracts with transit service management firms, negotiating with union representatives, and ensuring compliance with federal, state, and local regulations and requirements.

Additionally, depending on how a transit system is administered, contractual agreements may be required between several jurisdictions and governmental entities including:

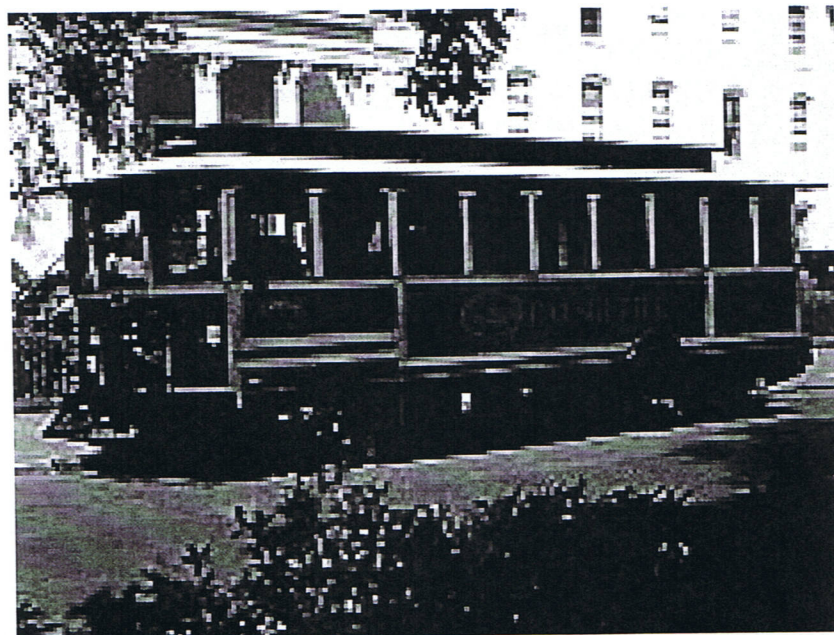
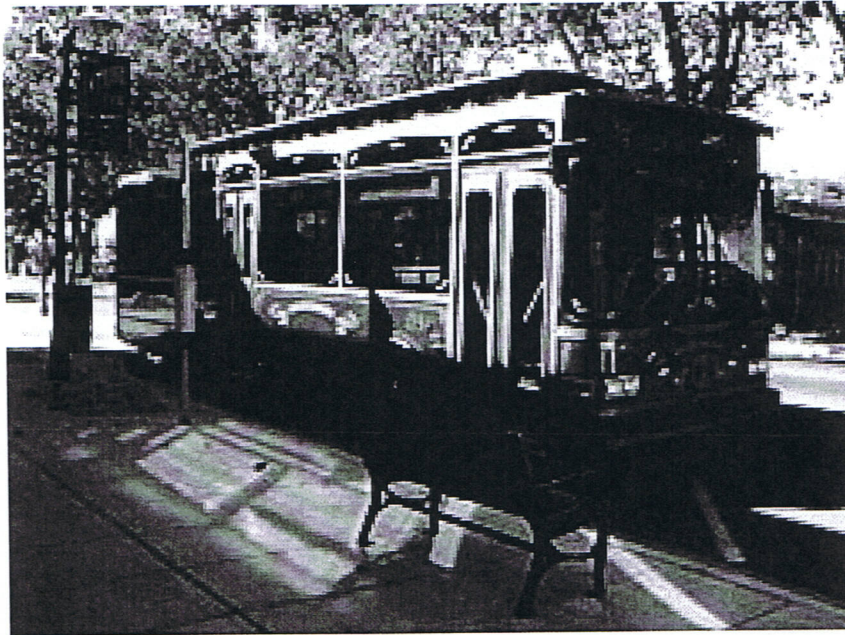
- The City of Hinesville
- Liberty County
- Fort Stewart
- The Georgia Department of Transportation
- The Coastal Georgia Regional Development Center
- The Georgia Department of Motor Vehicle Safety

Potential Sources for Technical Assistance

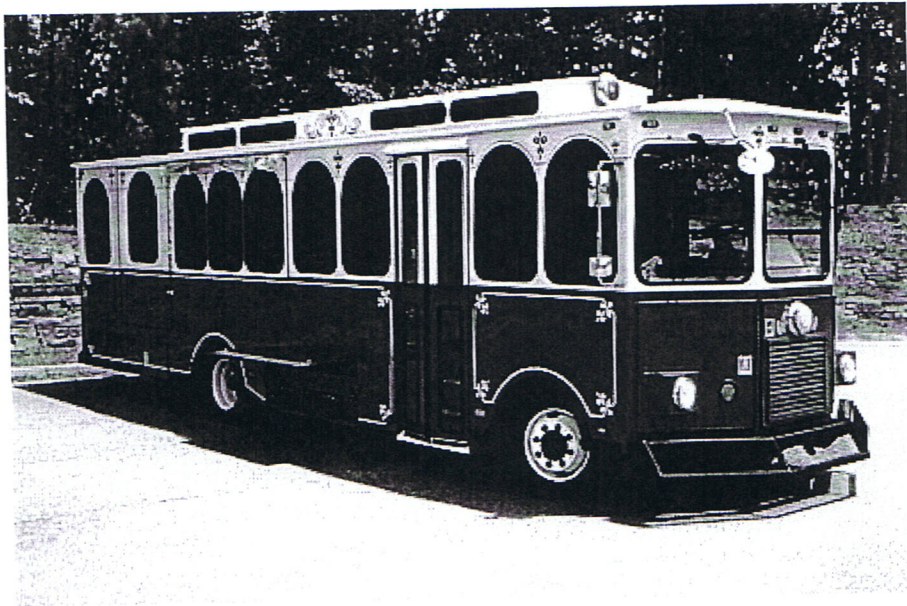
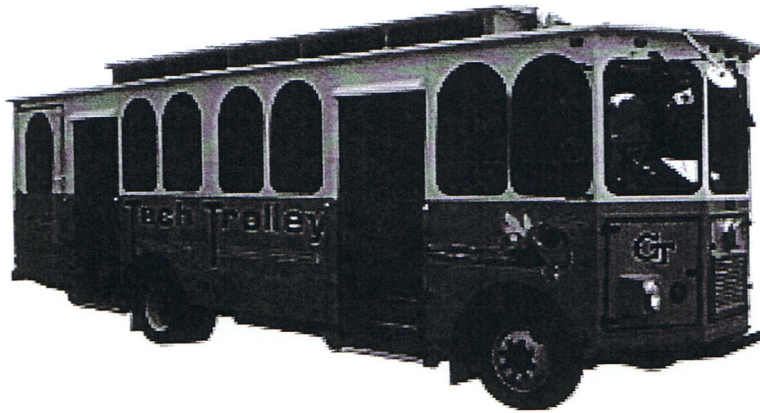
- Georgia Department Of Transportation-Office of Intermodal Programs, District 5, and Office of Planning
- Coastal Georgia Regional Development Center
- Georgia Transit Association (GTA)
- Georgia Regional Transportation Authority (GRTA)
- American Public Transportation Association (APTA)
- Community Transportation Association of America (CTAA)
- Federal Transit Administration (FTA)
- Transportation Research Board (TRB)
- Transit related vendors, suppliers, and consultants
- Other similar transit providers

APPENDIX A: POTENTIAL TRANSIT VEHICLES

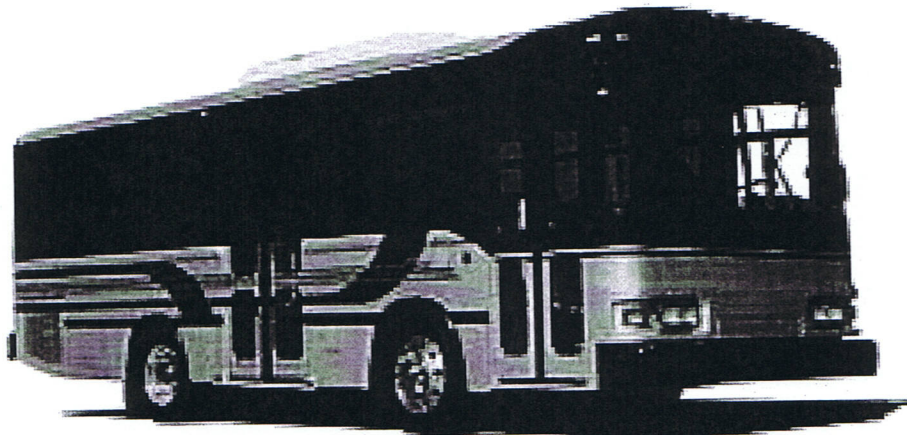
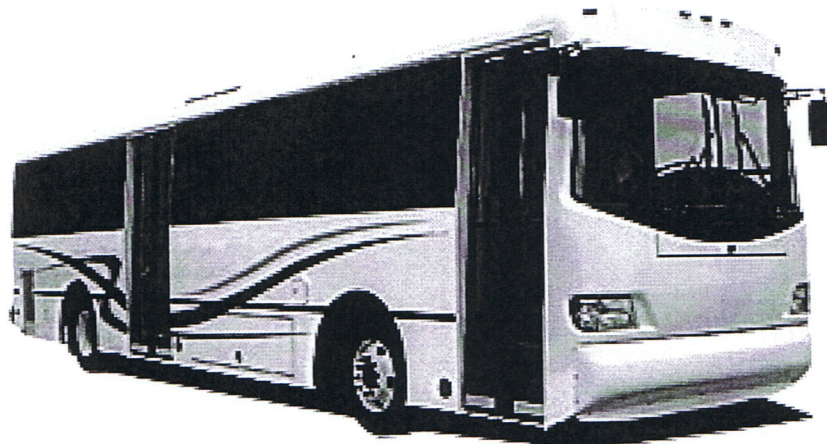
TROLLEYS



TROLLEYS (CONTINUED)



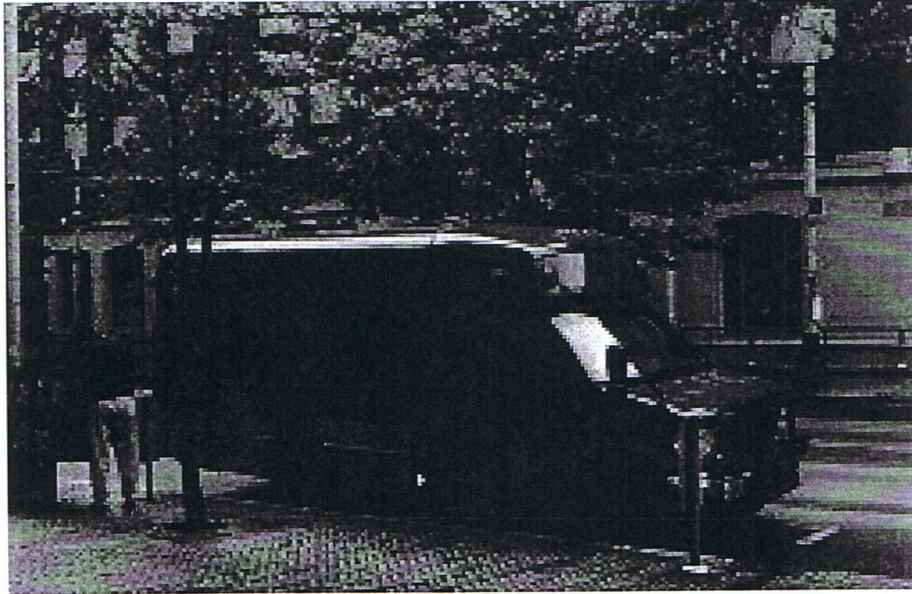
BUSES



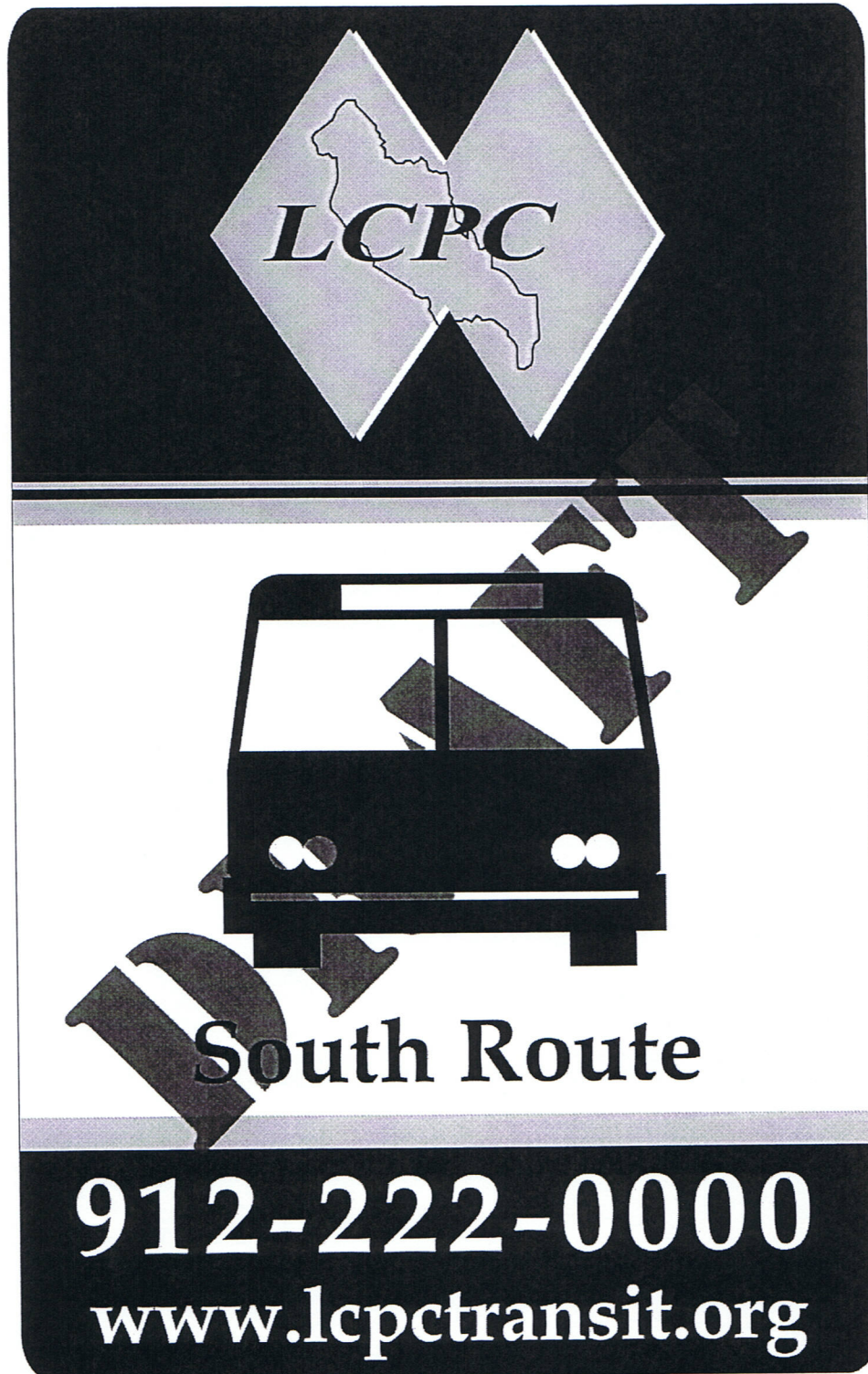
BUSES (CONTINUED)



VANS



APPENDIX B: CONCEPTUAL BUS STOP SIGN AND BUS STOP LOCATIONS



POTENTIAL BUS STOP AND SHELTER LOCATIONS**NORTH ROUTE**

Army Education Center rear parking
area D/S
SR 38 Connector/Memorial Drive*
General Screvan/Housing Authority*
General Screvan/Wellborn Street*
Liberty Medical Center* D/S-2
Main/General Screvan*
Main/Hendry* D
Main/MLK* D/S-2
Main/Memorial* D
Main/Mills* D
General Stewart/Bradwell*
General Stewart/Stacy*
General Stewart/Country Inn*
Oglethorpe Highway/Hampton Inn-
YMCA*S-2
Oglethorpe Highway/Holiday Inn
Express*
Oglethorpe Highway/Fedex*
Brewton Parker-Roberson Rozier
Building S

SOUTH ROUTE

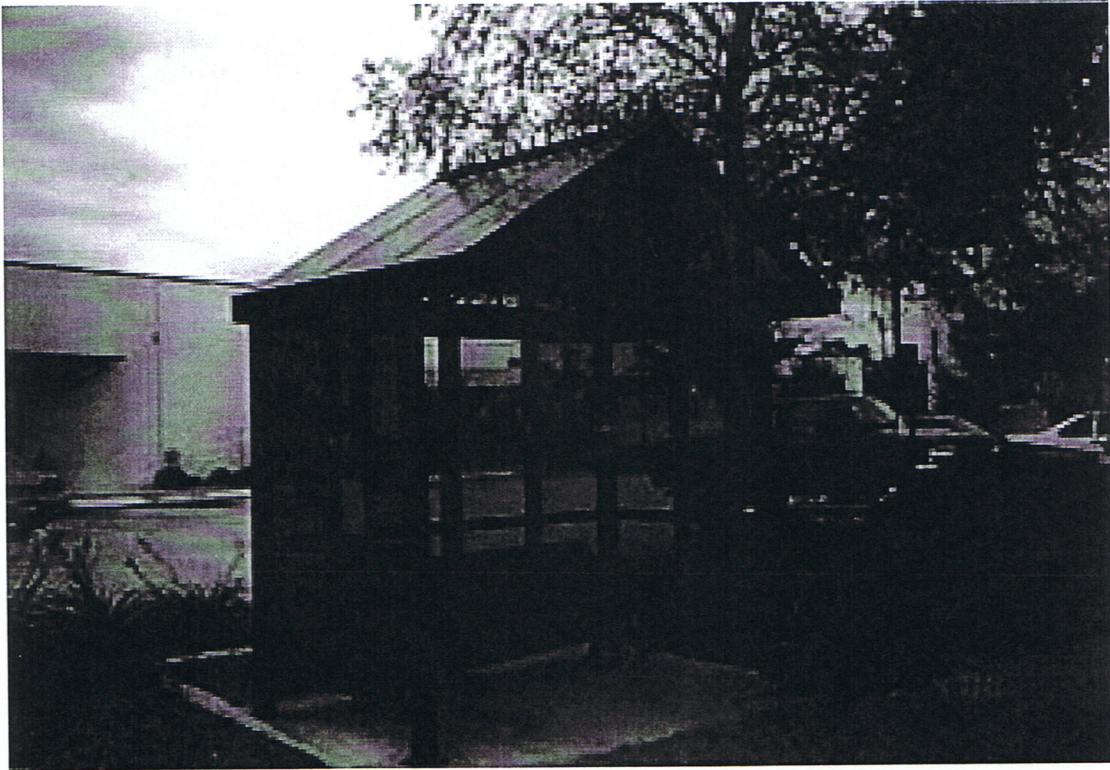
Army Education Center rear parking
area D/S
General Stewart/Taylor-Thomas*
General Stewart/Main*
Main/Mills* D
Main/Memorial* D
Main/MLK* D/S-2
Main/Hendry* D
Main/General Screvan* D
Liberty Medical Center*D/S-2
General Screvan/Main
Oglethorpe Highway/Goodys*
Oglethorpe Highway/Cinema-Krystal*
S-2
Oglethorpe Highway/Frank Cochran
Frank Cochran/Wal Mart-Lowes* S-2
Frank Cochran/Main*
E.G. Miles/McDonald's
Willowbrook/Plaza
Pacific Place/Frank Cochran S
Frank Cochran/E.G. Miles S
Oglethorpe Highway/Post Office

Notes:

*Denotes stop on either side of roadway
D-Duplicate stop shared with other route
S-Potential shelter location -2 denotes
both sides

Total Stops: 51 Total Shelters: 14

APPENDIX C: PASSENGER SHELTER EXAMPLES



APPENDIX D: CONCEPTUAL BUS SERVICE ROUTINGS, SCHEDULES, AND STAFFING REQUIREMENTS

ROUTE DESCRIPTIONS

The **South Route** begins at the Army Education Center and proceeds as follows via:

- Left General Stewart Connector,
- Right General Stewart Way
- Right Main Street
- Right Medical Center Drive
- Right E.G. Miles Parkway
- Right General Screven Way
- Right West Oglethorpe Highway (US 84)
- Right Frank Cochran Drive
- Left E. G. Miles Parkway
- Right Willowbrook Drive
- Right Pacific Place
- Right Frank Cochran Drive for return trip

The **North Route** begins at the Army Education Center and proceeds as follows via:

- Right General Stewart Connector
- Left General Screven Way
- Right E.G. Miles Parkway
- Left Medical Center Drive
- Left Main Street
- Right General Stewart Way
- Left East Oglethorpe Highway (US 84)
- Left Old Hines Road
- Right O.C. Martin, Jr. Drive
- Right East Oglethorpe Highway (US 84) for return trip

SCHEDULES**South Weekday Schedule**

Eastbound				
Block	Army Education Center	Liberty Regional Medical Center	Main St. & Gen. Stewart Way	Brewton Parker College
1	6:15	6:22	6:29	6:40
1	7:15	7:22	7:29	7:40
1	8:15	8:22	8:29	8:40
1	9:15	9:22	9:29	9:40
1	10:15	10:22	10:29	10:40
1	11:15	11:22	11:29	11:40
1	12:15	12:22	12:29	12:40
1	13:15	13:22	13:29	13:40
1	14:15	14:22	14:29	14:40
1	15:15	15:22	15:29	15:40
1	16:15	16:22	16:29	16:40
1	17:15	17:22	17:29	17:40

Westbound				
Block	Brewton Parker College	Main St. & Gen. Stewart Way	Liberty Regional Medical Center	Army Education Center
1	6:45	6:56	7:03	7:10
1	7:45	7:56	8:03	8:10
1	8:45	8:56	9:03	9:10
1	9:45	9:56	10:03	10:10
1	10:45	10:56	11:03	11:10
1	11:45	11:56	12:03	12:10
1	12:45	12:56	13:03	13:10
1	13:45	13:56	14:03	14:10
1	14:45	14:56	15:03	15:10
1	15:45	15:56	16:03	16:10
1	16:45	16:56	17:03	17:10
1	17:45	17:56	18:03	18:10

South Saturday Schedule

Eastbound				
Block	Army Education Center	Liberty Regional Medical Center	Main St. & Gen. Stewart Way	Brewton Parker College
1	8:00	8:07	8:14	8:25
1	9:00	9:07	9:14	9:25
1	10:00	10:07	10:14	10:25
1	11:00	11:07	11:14	11:25
1	12:00	12:07	12:14	12:25
1	13:00	13:07	13:14	13:25
1	14:00	14:07	14:14	14:25
1	15:00	15:07	15:14	15:25
1	16:00	16:07	16:14	16:25
1	17:00	17:07	17:14	17:25

Westbound				
Block	Brewton Parker College	Main St. & Gen. Stewart Way	Liberty Regional Medical Center	Army Education Center
1	8:30	8:41	8:48	8:55
1	9:30	9:41	9:48	9:55
1	10:30	10:41	10:48	10:55
1	11:30	11:41	11:48	11:55
1	12:30	12:41	12:48	12:55
1	13:30	13:41	13:48	13:55
1	14:30	14:41	14:48	14:55
1	15:30	15:41	15:48	15:55
1	16:30	16:41	16:48	16:55
1	17:30	17:41	17:48	17:55

North Weekday Schedule

Southbound					
Block	Army Education Center	Main St. & Gen. Stewart Way	Liberty Regional Medical Center	Wal-Mart	Willowbrook Drive
1	6:15	6:22	6:29	6:36	6:40
1	7:15	7:22	7:29	7:36	7:40
1	8:15	8:22	8:29	8:36	8:40
1	9:15	9:22	9:29	9:36	9:40
1	10:15	10:22	10:29	10:36	10:40
1	11:15	11:22	11:29	11:36	11:40
1	12:15	12:22	12:29	12:36	12:40
1	13:15	13:22	13:29	13:36	13:40
1	14:15	14:22	14:29	14:36	14:40
1	15:15	15:22	15:29	15:36	15:40
1	16:15	16:22	16:29	16:36	16:40
1	17:15	17:22	17:29	17:36	17:40

Northbound					
Block	Willowbrook Drive	Wal-Mart	Liberty Regional Medical Center	Main St. & Gen. Stewart Way	Army Education Center
1	6:45	6:49	6:56	7:03	7:10
1	7:45	7:49	7:56	8:03	8:10
1	8:45	8:49	8:56	9:03	9:10
1	9:45	9:49	9:56	10:03	10:10
1	10:45	10:49	10:56	11:03	11:10
1	11:45	11:49	11:56	12:03	12:10
1	12:45	12:49	12:56	13:03	13:10
1	13:45	13:49	13:56	14:03	14:10
1	14:45	14:49	14:56	15:03	15:10
1	15:45	15:49	15:56	16:03	16:10
1	16:45	16:49	16:56	17:03	17:10
1	17:45	17:49	17:56	18:03	18:10

North Saturday Schedule**Southbound**

Block	Army Education Center	Main St. & Gen. Stewart Way	Liberty Regional Medical Center	Wal-Mart	Willowbrook Drive
1	8:00	8:07	8:14	8:21	8:25
1	9:00	9:07	9:14	9:21	9:25
1	10:00	10:07	10:14	10:21	10:25
1	11:00	11:07	11:14	11:21	11:25
1	12:00	12:07	12:14	12:21	12:25
1	13:00	13:07	13:14	13:21	13:25
1	14:00	14:07	14:14	14:21	14:25
1	15:00	15:07	15:14	15:21	15:25
1	16:00	16:07	16:14	16:21	16:25
1	17:00	17:07	17:14	17:21	17:25

Northbound

Block	Willowbrook Drive	Wal-Mart	Liberty Regional Medical Center	Main St. & Gen. Stewart Way	Army Education Center
1	8:30	8:34	8:41	8:48	8:55
1	9:30	9:34	9:41	9:48	9:55
1	10:30	10:34	10:41	10:48	10:55
1	11:30	11:34	11:41	11:48	11:55
1	12:30	12:34	12:41	12:48	12:55
1	13:30	13:34	13:41	13:48	13:55
1	14:30	14:34	14:41	14:48	14:55
1	15:30	15:34	15:41	15:48	15:55
1	16:30	16:34	16:41	16:48	16:55
1	17:30	17:34	17:41	17:48	17:55

Weekday and Saturday Bus and Paratransit Runs

Weekday Bus Operators							
Run	Report	Pull-Out	Start	End	Pull-In	Check Out	Hours
B-1	5:55	6:05	6:15	13:10	13:20	13:25	7:30
B-2	5:55	6:05	6:15	13:40	13:50	13:55	8:00
B-3	12:50	13:00	13:10	18:10	18:20	18:25	5:35
B-4	13:20	13:30	13:40	18:10	18:20	18:25	5:05
Paratransit Operators							
Run	Report	Pull-Out	Start	End	Pull-In	Check Out	Hours
P-1	5:55	6:05	6:15	13:10	13:20	13:25	7:30
P-2	12:50	13:00	13:10	18:10	18:20	18:25	5:35
Saturday Bus Operators							
Run	Report	Pull-Out	Start	End	Pull-In	Check Out	Hours
B-5	7:40	7:50	8:00	17:55	18:05	18:10	10:30
B-6	7:40	7:50	8:00	17:55	18:05	18:10	10:30
Paratransit Operators							
Run	Report	Pull-Out	Start	End	Pull-In	Check Out	Hours
P-3	7:40	7:50	8:00	17:55	18:05	18:10	10:30

Paratransit Operator Roster

Paratransit Operator Name	Run	Route/Block	Work Days	On		Off		Hours
				Location	Start	End	Location	
OPEN	P-1	Paratransit	Mon - Fri	Garage	5:55	13:25	Garage	7:30
	P-1	Paratransit	Mon - Fri	Garage	5:55	13:25	Garage	7:30
	P-1	Paratransit	Mon - Fri	Garage	5:55	13:25	Garage	7:30
	P-1	Paratransit	Mon - Fri	Garage	5:55	13:25	Garage	7:30
	P-1	Paratransit	Mon - Fri	Garage	5:55	13:25	Garage	7:30
Total								37:30:00

Paratransit Operator Name	Run	Route/Block	Work Days	On		Off		Hours
				Location	Start	End	Location	
OPEN	P-2	South 1	Mon - Fri	Garage	12:50	18:25	Garage	5:35
	P-2	South 1	Mon - Fri	Garage	12:50	18:25	Garage	5:35
	P-2	South 1	Mon - Fri	Garage	12:50	18:25	Garage	5:35
	P-2	South 1	Mon - Fri	Garage	12:50	18:25	Garage	5:35
	P-2	South 1	Mon - Fri	Garage	12:50	18:25	Garage	5:35
	P-3	South 1	Sat.	Garage	7:40	18:10	Garage	10:30
Total								38:25:00

Bus Operator Roster

Bus Operator Name	Run	Route/Block	Work Days	On Location	Start	End	Off Location	Hours
OPEN	B-1	South 1	Mon - Fri	Garage	5:55	13:25	Garage	7:30
	B-1	South 1	Mon - Fri	Garage	5:55	13:25	Garage	7:30
	B-1	South 1	Mon - Fri	Garage	5:55	13:25	Garage	7:30
	B-1	South 1	Mon - Fri	Garage	5:55	13:25	Garage	7:30
	B-1	South 1	Mon - Fri	Garage	5:55	13:25	Garage	7:30
Total								37:30:00

Bus Operator Name	Run	Route/Block	Work Days	On Location	Start	End	Off Location	Hours
OPEN	B-2	North 1	Mon - Fri	Garage	5:55	13:55	Garage	8:00
	B-2	North 1	Mon - Fri	Garage	5:55	13:55	Garage	8:00
	B-2	North 1	Mon - Fri	Garage	5:55	13:55	Garage	8:00
	B-2	North 1	Mon - Fri	Garage	5:55	13:55	Garage	8:00
	B-2	North 1	Mon - Fri	Garage	5:55	13:55	Garage	8:00
Total								40:00:00

Bus Operator Name	Run	Route/Block	Work Days	On Location	Start	End	Off Location	Hours
OPEN	B-3	South 1	Mon - Fri	Garage	12:50	18:25	Garage	5:35
	B-3	South 1	Mon - Fri	Garage	12:50	18:25	Garage	5:35
	B-3	South 1	Mon - Fri	Garage	12:50	18:25	Garage	5:35
	B-3	South 1	Mon - Fri	Garage	12:50	18:25	Garage	5:35
	B-5	South 1	Sat.	Garage	7:40	18:10	Garage	10:30
Total								38:25:00

Bus Operator Name	Run	Route/Block	Work Days	On Location	Start	End	Off Location	Hours
OPEN	B-4	North 1	Mon - Fri	Garage	13:20	18:25	Garage	5:05
	B-4	North 1	Mon - Fri	Garage	13:20	18:25	Garage	5:05
	B-4	North 1	Mon - Fri	Garage	13:20	18:25	Garage	5:05
	B-4	North 1	Mon - Fri	Garage	13:20	18:25	Garage	5:05
	B-6	North 1	Sat.	Garage	7:40	18:10	Garage	10:30
Total								35:55:00

APPENDIX E: SAMPLE RIDE GUIDE AND POLICIES**SAMPLE RIDE GUIDE AND POLICIES**

The Hinesville system operates on hourly route schedules Monday through Friday from approximately 6:15am-6:15pm and on Saturdays from approximately 8:00am-6:00pm. Service is not provided on Sundays, New Year's Day, Memorial Day, July Fourth, Labor Day, Thanksgiving Day, or Christmas Day. Public timetables are available on buses, the system website, or by calling customer information at 912-408-2030.

Buses will only stop at designated stops that are marked by metal signs on poles at key locations along the routes. Please arrive at the bus stop three to five minutes prior to the scheduled time. Buses have lighted destination signs displaying the route name. If you cannot read the information, please ask the operator.

After the bus stops, enter through the front door, have your fare payment ready, and place it directly into the farebox. The current regular fare is \$____ and exact fare is required as operators cannot make change. Upon request to the operator, transfers to accommodate one continual system trip will be issued at no charge. Children under six years of age are not required to pay the fare, but must be accompanied by an older fare paying passenger. Half fare applies for persons with disabilities, students, and seniors (over 62 years of age), however, to qualify for half fare, a recognized identification card such as a student ID, transit issued ID, or a Medicare card must be presented upon boarding the bus.

To exit the bus, pull/press the cord/tape located along the windows which will activate the stop request for the operator. After you exit the bus, wait for the bus to depart before crossing the roadway. Do not cross in front of a bus unless you are at a traffic signal.

Buses are accessible and have wheelchair accommodations. The operator will provide assistance for securement of wheelchairs. Front seats are designated for senior and disabled passengers.

Buses are equipped with bicycle racks and can be used as follow:

1. Bike racks are made available for use on a first come, first served basis and each bike rack carries two bikes.
2. Children 12 and younger must be accompanied by an adult to load and unload a bike.
3. For safety reasons, the bus operator cannot get off the bus to assist loading and unloading of bikes. All passengers using the bike rack must be able to load and unload their bike without assistance.
4. The transit system is not responsible for loss or damages to bikes on buses or transit system property.
5. Passengers are responsible for properly securing the bike before boarding the bus.

Passengers must be properly attired with shirt and shoes worn at all times

The following items and/or activities are prohibited aboard buses:

- Distracting operator
- Weapons of any type
- Smoking
- Alcohol/controlled substances
- Littering
- Open food or drink
- Loud talking, sound devices without headphones, or profanity
- Pets/animals (except mobility aid animals for persons with disabilities)

Complementary paratransit service as required by the Americans with Disabilities Act of 1990 (ADA), is provided by special vans within a $\frac{3}{4}$ mile during the days and hours of regular route service. The service is available to persons with disabilities who cannot access or use the regular route buses. To use this service, riders must be certified through the system paratransit eligibility process. The current one-way paratransit fare is \$_____

Should you experience a transit service problem regarding fares, employees, buses, or other issues, please call 912-408-2030 to report an incident.