



HCT SERVICE AREA  
Hyde County

# Hyde County Transit



February 2013

Prepared for Hyde County Transit and North Carolina Department of Transportation, Public Transportation Division



Prepared by  
**ATKINS**



# COMMUNITY TRANSPORTATION SERVICE PLAN

Prepared for:

**HYDE COUNTY TRANSIT**

and

**NORTH CAROLINA DEPARTMENT OF TRANSPORTATION  
PUBLIC TRANSPORTATION DIVISION**

Prepared by:

**ATKINS**

**1616 East Millbrook Road  
Raleigh, NC 27609**

**February 2013**





## TABLE OF CONTENTS

|  | <b>PAGE</b> |
|--|-------------|
| EXECUTIVE SUMMARY.....   | ES-1        |
| 1. INTRODUCTION.....   | 1           |
| 1.1 Hyde County Transit.....                                     | 1           |
| 1.2 Purpose of this CTSP .....                                   | 1           |
| 1.3 Related Planning Efforts .....                               | 1           |
| 1.3.1 Albemarle RPO Locally Coordinated Plan (2009)              |             |
| 1.3.2 HCT Performance Plan and Analysis (2012)                   |             |
| 1.3.3 HCT Community Transportation Improvement Plan (2004)       |             |
| 1.3.4 Ocracoke Island Public Transit Implementation Study (2005) |             |
| 1.3.5 Hyde County Comprehensive Transportation Plan              |             |
| 2. PUBLIC INVOLVEMENT.....                                       | 7           |
| 2.1 Steering Committee .....                                     | 7           |
| 2.2 Surveys and Outreach.....                                    | 10          |
| 2.2.1 Rider Surveys  |             |
| 2.2.2 Agency Surveys   |             |
| 2.2.3 Public Outreach  |             |
| 3. DEMOGRAPHIC TRENDS AND ANALYSIS.....                          | 19          |
| 3.1 Service Area Overview .....                                  | 19          |
| 3.2 Demographics .....   | 20          |
| 3.2.1 Historic Population Data                                   |             |
| 3.2.2 Population Projections                                     |             |
| 4. INVENTORY AND ASSESSMENT OF EXISTING SERVICES .....           | 23          |
| 4.1 HCT Governance and Organizational Structure.....             | 23          |
| 4.1.1 Mission Statement, Goals, and Polices                      |             |
| 4.1.2 Organizational Structure                                   |             |
| 4.2 HCT Service Characteristics.....                             | 26          |
| 4.2.1 Services Provided and Operating Statistics                 |             |
| 4.2.2 Capital Facilities and Vehicle Fleet                       |             |
| 4.2.3 Assessment of Support Systems                              |             |
| 4.3 Other Transportation Service Providers.....                  | 38          |
| 4.3.1 NCDOT Hatteras Inlet Ferry Operations                      |             |
| 4.3.2 Intercity Bus Services and Taxi Services                   |             |
| 4.3.3 Beaufort Area Transit System                               |             |
| 4.3.4 Riverlight Transit   |             |

|       |  |     |
|-------|--|-----|
| 4.3.5 | Tyrrell County Senior and Disabled Transportation System                       |     |
| 4.3.6 | Dare County Transportation System  |     |
| 4.4   | Funding and Financial Management.....  | 40  |
| 4.4.1 | Overview of Funding Sources  |     |
| 4.4.2 | Budget and Revenue History   |     |
| 4.4.3 | Financial Assessment   |     |
| 5.    | DEVELOPMENT OF RECOMMENDATIONS .....   | 45  |
| 5.1   | Development Process.....   | 45  |
| 5.2   | Evaluation and Prioritization of Alternatives .....                            | 49  |
| 6.    | PROPOSED FIVE-YEAR PLAN ENHANCEMENT RECOMMENDATIONS .....                      | 53  |
| 6.1   | Service Expansions .....   | 55  |
| 6.1.1 | Express Employment Service to New Locations                                    |     |
| 6.1.2 | Seasonal Saturday Service  |     |
| 6.1.3 | Gradual Extension of Weekday Service Hours                                     |     |
| 6.1.4 | Reevaluate the Trolley/Tram Service Concept on Ocracoke Island                 |     |
| 6.2   | Service Performance Improvements.....  | 66  |
| 6.3   | Coordination Opportunities .....   | 68  |
| 6.3.1 | In-County Coordination Opportunities   |     |
| 6.3.2 | Out-of-County Coordination Opportunities                                       |     |
| 6.4   | Capital Enhancements .....   | 76  |
| 6.4.1 | Follow Fleet Replacement Schedule  |     |
| 6.4.2 | Explore Scheduling Software Packages   |     |
| 6.5   | Administrative and Institutional Enhancements.....                             | 81  |
| 6.5.1 | Establish a ‘One-Stop Shop’ and Mobility Management Initiatives                |     |
| 6.5.2 | Identify Funding Sources for Local Match                                       |     |
| 6.5.3 | Marketing Enhancements   |     |
| 7.    | FIVE-YEAR PLAN ENHANCEMENT RECOMMENDATIONS - SUMMARY .....                     | 95  |
| 8.    | FINANCIAL PLAN.....  | 103 |
| 8.1   | Methodology.....   | 103 |
| 8.1.1 | Developing Forecasts of the Annual Operating and Administrative Costs          |     |
| 8.1.2 | Estimating Ridership for Recommended Service Improvements                      |     |
| 8.1.3 | Estimating Passenger Fare Revenues Based on Ridership Forecasts                |     |
| 8.1.4 | Estimating Capital Needs and Associated Costs of the Capital Plan Improvements |     |
| 8.2   | Financial Plan.....  | 119 |
| 8.2.1 | Service Plan Summary   |     |
| 8.2.2 | Benefit Cost Analysis Summary  |     |

## LIST OF TABLES

|  |       |
|--|-------|
| ES-1 HCT Five-Year CTSP: Service and Implementation Plan .....                                 | ES-3  |
| ES-2 HCT Five-Year CTSP: Implementation Plan Summary.....                                      | ES-7  |
| ES-3 HCT Five-Year CTSP: Financial Plan Cost Summary .....                                     | ES-10 |
| ES-4 HCT Five-Year CTSP: Annual Local Match Estimates Summary (FY 2014-18).....                | ES-10 |
| 1-1 Strategies Identified in the Albemarle RPO Locally Coordinated Plan .....                  | 2     |
| 2-1 Hyde County CTSP: Final Ranking of Proposed Recommendations by<br>Steering Committee ..... | 9     |
| 3-1 Transit Dependent Populations .....  | 22    |
| 4-1 HCT Board Members – 2011 .....   | 25    |
| 4-2 HCT Annual Performance Analysis (FY 2011-12) .....   | 30    |
| 4-3 HCT Operating Statistics (FY 2009-12).....   | 31    |
| 4-4 Peer Group Analysis (FY 2011) .....  | 32    |
| 4-5 Fully Allocated Cost Per Hour of Service (FY 2011-12).....                                 | 33    |
| 4-6 NCDOT, PTD Inflation Factors (FY 2011-18).....   | 35    |
| 4-7 HCT Full and Incremental Allocation of Cost per Hour .....                                 | 35    |
| 4-8 HCT Vehicle Fleet.....   | 36    |
| 4-9 HCT Revenues and Expenses (FY 2009-12) .....   | 43    |
| 4-10 Disbursement of ROAP Funds (FY 2009-12) .....   | 44    |
| 4-11 HCT Revenues and Expenses Summary (FY 2008-12) .....                                      | 44    |
| 5-1 Potential Service and Operations Improvement Alternatives .....                            | 51    |
| 6-1 HCT Five-Year Plan Operating Service Recommendations Summary .....                         | 56    |
| 6-2 Express Employment Service to New Locations Evaluation .....                               | 60    |
| 6-3 Seasonal Saturday Service Evaluation .....   | 61    |
| 6-4 Gradual Expansion of Weekday Service Hours Evaluation .....                                | 63    |
| 6-5 Ocracoke Island Trolley/Tram Service Evaluation .....                                      | 66    |
| 6-6 Improved Service Performance Measures Evaluation .....                                     | 68    |
| 6-7 In-County Coordination Opportunities Evaluation.....                                       | 71    |
| 6-8 Out-of-County Coordination Opportunities Evaluation .....                                  | 76    |
| 6-9 Fleet Replacement Schedule Evaluation.....   | 77    |
| 6-10 Scheduling Software Evaluation.....   | 81    |
| 6-11 Mobility Management/Rider Training Program Evaluation .....                               | 88    |
| 6-12 Marketing Program Evaluation .....  | 94    |
| 7-1 HCT Five-Year CTSP: Service and Implementation Plan.....                                   | 96    |
| 7-2 HCT Five-Year CTSP: Implementation Plan Summary .....                                      | 100   |

|      |  |     |
|------|--|-----|
| 8-1  | HCT Five-Year Plan: Annual Operating and Administrative Costs (FY 2014-18).....                        | 105 |
| 8-2  | Projected Population Growth in Hyde County (FY 2011-18).....   | 106 |
| 8-3  | HCT Five-Year Plan: Projected Annual Ridership Estimates – One-way<br>Transit Trips (FY 2014-18) ..... | 107 |
| 8-4  | HCT Five-Year Plan: Projected Annual Farebox Revenues Estimates (FY 2014-18) .....                     | 110 |
| 8-5  | HCT Five-Year Plan: Projected Annual Capital Needs Identification (FY 2014-18) .....                   | 114 |
| 8-6  | HCT Five-Year Plan: Projected Annual Capital Plan Costs and Funding<br>Operations (FY 20-14-18) .....  | 116 |
| 8-7  | HCT Five-Year Plan: Capital Plan Funding by Program (FY 2014-18) .....                                 | 117 |
| 8-8  | HCT Five-Year Plan: Vehicle Replacement and Expansion Schedule (FY 2014-18).....                       | 118 |
| 8-9  | HCT Five-Year Plan: Projected Annual Operating Costs and Funding<br>Options (FY 2014-18).....          | 121 |
| 8-10 | HCT Five-Year Plan: Operating Plan Funding by Program (FY 2014-18).....                                | 124 |
| 8-11 | HCT Five-Year Plan: Financial Plan Cost Summary (FY 2014-18).....                                      | 125 |
| 8-12 | HCT Five-Year Plan: Annual Local Match Estimates Summary (FY 2014-18).....                             | 125 |

## LIST OF EXHIBITS

|     |  |     |
|-----|--|-----|
| 2-1 | Survey Question “What is the purpose of this trip?” .....                              | 11  |
| 2-2 | Survey Question “Why did you ride with HCT today?”.....                                | 11  |
| 2-3 | Survey Question “How often do you use HCT’s services?” .....                           | 12  |
| 2-4 | Survey Question “Please rate Hyde County Transit’s service” .....                      | 13  |
| 2-5 | Survey Question “What can we do better?” .....   | 13  |
| 3-1 | HCT Service Area: 2010-2030 Projected Total Population and Population Over Age 65...22 |     |
| 4-1 | HCT Organizational Chart.....  | 26  |
| 4-2 | Frequent HCT Destinations.....   | 29  |
| 4-3 | HCT Revenue Sources (FY 2011) .....  | 42  |
| 6-1 | Potential Engelhard-Manteo Express Employment Service Route .....                      | 59  |
| 8-1 | HCT Five-Year Plan: Operating and Capital Plan Annual Cost Estimate.....               | 126 |
| 8-2 | HCT Five-Year Plan: Operating and Capital Plan Annual Local Match Estimate .....       | 126 |

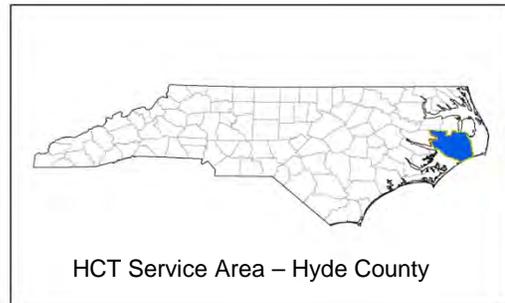
## APPENDICES

- A. Steering Committee Members and Meeting Minutes
- B. Public and Agency Surveys
- C. Potential Funding Sources

## EXECUTIVE SUMMARY

### ES.1 INTRODUCTION

Hyde County Non-Profit Private Transportation Corporation, doing business as Hyde County Transit (HCT), is a non-profit public transit network headquartered in Swan Quarter, NC. HCT has provided public transportation services to Hyde County residents since 1987.



### Purpose of this Community Transportation Service Plan

The purpose of the Community Transportation Service Plan (CTSP) is to present a five-year plan for HCT to aid in improving their service and efficiency, identifying where transit resources should be devoted during the plan period, and qualifying for state and federal funding/grants. The CTSP does the following:

- Evaluates current performance and organizational direction of the transit system
- Documents public, agency, and Steering Committee input to the plan
- Recommends improvement strategies for service, operation, and management that increase mobility options for passengers and improve efficiency and effectiveness
- Develops a financial plan for implementation of the recommendations over the 5-year planning period

HCT identified goals related to this CTSP, including:

- Increase RGP service opportunities
- Increase out-of-county transportation opportunities
- Increase employment transportation opportunities
- Increase cost efficiency on existing routes

These goals were considered in the evaluation of proposed new or enhanced services.

### ES.2 ALTERNATIVE DEVELOPMENT AND RECOMMENDATION PROCESS

A wide range of stakeholders was contacted throughout the course of the study to obtain input and feedback on the current performance of the transportation system and future needs and strategies.

A Steering Committee was formed to guide the preparation of the CTSP. The Steering Committee had 12 members, representing a wide range of organizations with an interest in public transportation. Members included representatives from Hyde County government

(various offices), Hyde County Chamber of Commerce, Hotline of Hyde County, Albemarle Commission-Area on Aging, Albemarle Rural Planning Organization (RPO), Employment Security Commission of NC, and East Carolina Behavioral Health Cross Creek Health Care Facility.

The Steering Committee met two times throughout the process to review HCT services and provide input on the public outreach program, identify potential needs and service gaps, prioritize potential recommendations, and approve the final set of recommendations.

During the CTSP study process, input and feedback from existing and potential HCT riders, agencies currently contracting with HCT, former clients, and agencies not currently contracted with HCT was solicited through brief surveys, phone interviews (with selected agencies only), and through public outreach at the Hyde County Comprehensive Transportation Plan Informational Workshops. The results served as a good indicator of current HCT performance and provided insight as to improvements that could be made to identify and attract new customers.

The initial set of potential capital and service alternatives and coordination opportunities was developed based on an evaluation of the current performance of the transportation system, recommendations from the *Locally Coordinated Plan* and *ITRE Performance Plan and Analysis*, surveys of riders, agencies, and the general public, and input from the Steering Committee.

### **ES.3 FIVE-YEAR SERVICE AND IMPLEMENTATION PLAN**

The proposed HCT Five-Year Plan service improvements are discussed in detail in Chapter 6. The proposed recommendations support the HCT's mission *to provide quality mobility opportunities in a safe, ethical, and financially sound manner.*

The recommendations, grouped into three categories (operating and service; capital; and administrative enhancements) include cost-efficient strategies designed to provide new service offerings, improve existing offerings, or strengthen HCT's financial position by improving operating efficiency. The highest-ranked recommendations include:

- Increase rural general public ridership
- Increase ridership by the elderly, disabled, and youth
- Increase employment-related ridership
- Extend reach of HCT
- Increase visibility of the transit system

The service and implementation plan and a timeline for implementation are summarized in **Table ES-1** and **ES-2**.

Table ES-1. HCT Five-Year CTSP: Service and Implementation Plan\*

| Service Recommendation                             | Description  | Estimated <u>Total</u> Cost for all 5 years of CTSP FY 2014-18 |                                    | Potential Funding Sources   | Estimated <u>Total</u> Local Match FY 2014-18      |                                    | Implementation Fiscal Year             |
|--|--|--|------------------------------------|---|--|------------------------------------|--|
|  |  | Operating and Admin  | Capital                            |   | Operating and Admin                                | Capital                            |  |
| <b>Operating and Service Enhancements</b>          |  |  |                                    |   |  |                                    |  |
| Expansion of employment services                   | Express service to new locations: e.g. Engelhard-Manteo route  | \$223,000  | \$41,000                           | S.5311/ Area employers  | \$111,000  | \$4,000                            | 2015                                   |
| Seasonal Saturday service                          | Focused on employment, seasonal retail workers and area visitors   | \$22,000   | \$500                              | S. 5311 / ROAP  | \$0 to \$11,000                                    | Limited                            | 2017                                   |
| Gradual extension of weekday evening service hours | a) Phase 1: extension of service by 1 hr to 6 pm<br>b) Phase2: extension of service by ½ hr in the morning - from 5:30 am and ½ hr in the evening to 6:30 pm                                       | a) \$34,000<br>b) \$17,000                                     | a) \$1,400<br>b) \$700             | S. 5311 / ROAP  | a) \$0 to \$34,000<br>b) \$0 to \$17,000           | Limited                            | a) 2017<br>b) 2018                     |
| Improved service performance measures              | a) Increase weekday average daily passengers volume by 10% annually<br>b) Increase the number of medical routes by 50%<br>c) Shorten reservation window  | a) \$37,000<br>b) \$58,000<br>c) N/A                           | a) \$3,000<br>b) \$5,000<br>c) N/A | a) S.5311/ROAP<br>b) S.5310<br>c) N/A   | a) \$0 to \$18,000<br>b) \$0 to \$29,000<br>c) N/A | a) Limited<br>b) Limited<br>c) N/A | a) 2014<br>b) 2015<br>d) 2017          |
| Identify in-county coordination opportunities      | a) Coordinate with NCDOT Ferry Division for seasonal riders<br>b) Coordinate with ESC for service to their potential new office<br>c) Coordinate with Hyde Co. Airport for service to/from airport | TBD  | TBD                                | a) Shared farebox revenue with NCDOT Ferry Division (requires legislative change), S.5311, ROAP<br>b) S.5311, ROAP<br>c) S.5311, ROAP | TBD  | TBD                                | a) pending<br>b) pending<br>c) pending |

Table ES-1. HCT Five-Year CTSP: Service and Implementation Plan\*

| Service Recommendation   | Description  | Estimated <u>Total</u> Cost for all 5 years of CTSP FY 2014-18 |          | Potential Funding Sources   | Estimated <u>Total</u> Local Match FY 2014-18 |         | Implementation Fiscal Year |
|--|--|--|----------|---|---|---------|----------------------------|
|  |  | Operating and Admin  | Capital  |   | Operating and Admin                           | Capital |                            |
| Identify out-of-county transportation opportunities            | a) Explore providing service to regional bus and train stations<br>b) Coordinate with surrounding agencies for trips to Raleigh-Durham-Chapel Hill and other locations | TBD  | \$41,000 | S.5311/<br>ROAP   | TBD   | \$4,000 | a) 2016<br>b) 2016         |
| Reevaluate the trolley/tram service concept on Ocracoke Island | Implementation would include a Park & Ride facility on the Hatteras Island and modified Beach Route concept.   | TBD  | TBD      | - The Livability Initiative Transportation Community and System Preservation Program (TCSP)<br>- Shared farebox revenue with NCDOT Ferry Division (req's legislative approval)<br>-Public/private partnerships and sponsorships | TBD   | TBD     | Beyond 2018                |
| <b>Capital Enhancements</b>                                    |  |  |          |   |   |         |                            |
| Fleet replacement schedule                                     | Follow adopted schedule  | Limited administrative cost                                    | N/A      | N/A   | N/A   | N/A     | 2014                       |

Table ES-1. HCT Five-Year CTSP: Service and Implementation Plan\*

| Service Recommendation  | Description   | Estimated <u>Total</u> Cost for all 5 years of CTSP FY 2014-18   |                        | Potential Funding Sources | Estimated <u>Total</u> Local Match FY 2014-18 |                    | Implementation Fiscal Year |
|---|---|--|------------------------|---------------------------|---|--------------------|----------------------------|
|   |   | Operating and Admin  | Capital                |                           | Operating and Admin                           | Capital            |                            |
| Prepare for growth in demand for services                       | Explore affordable scheduling assistance software packages  | -\$14,000 in O&M and user fees<br>-Dispatchers salaries (\$120,000 - included under Mobility Management) | \$10,000 to \$18,000   | STF, S.5310/S.5311        | \$0 to \$10,500                               | \$1,000 to \$1,800 | 2016                       |
| <b>Administrative and Institutional Enhancements</b>            |   |  |                        |                           |   |                    |                            |
| Establish a 'One-Stop Shop' and Mobility Management initiatives | a) Mobility Management - brokerage service for all human service agencies<br>b) Rider Training Program<br>c) Incentive programs   | \$120,000 (pending regionalization efforts and staff additions)  | a) \$53,000 b & c) TBD | S.5310/<br>S.5311         | Up to \$24,000                                | Up to \$5,300      | 2017                       |
| Identify funding sources for local match                        | Pursue funding mechanisms such as: General Fund contributions, sales tax, vehicle registration fee, new/expanded/reinstated agency contracts, arrangements with area employers, advertising and service arrangements with merchants | N/A  | N/A                    | N/A                       | N/A   | N/A                | On-going 2014-2018         |

| Table ES-1. HCT Five-Year CTSP: Service and Implementation Plan* |  |  |         |                           |   |         |                            |
|--|--|--|---------|---------------------------|---|---------|----------------------------|
| Service Recommendation   | Description  | Estimated <u>Total</u> Cost for all 5 years of CTSP FY 2014-18 |         | Potential Funding Sources | Estimated <u>Total</u> Local Match FY 2014-18 |         | Implementation Fiscal Year |
|  |  | Operating and Admin  | Capital |                           | Operating and Admin                           | Capital |                            |
| Marketing Enhancements   | Enhance the marketing program:<br>- Identify unmet service needs and potential riders<br>- Use capital assets to increase HCT's visibility<br>-Request that information about HCT services is included by businesses in their own communications<br>-Improve HCT website user experience<br>-Regional Trip Planner portal<br>-Increase service awareness among the Hispanic population | 2% of annual budget  | N/A     | S.5311 / surplus revenue  | N/A   | N/A     | 2014                       |

\*Estimates not adjusted for inflation

| Table ES-2 HCT Five-Year CTSP: Implementation Plan Summary |  |                                |   |  |  |
|--|--|--------------------------------|---|--|--|
| Recommendation   | Implementation (Fiscal Year)   |                                |   |  |  |
|  | 2013-14  | 2014-15                        | 2015-16   | 2016-17                                | 2017-18  |
| <b>Operating and Service Enhancements:</b>                 |  |                                |   |  |  |
| Improved service performance measures                      | 10% increase in riders   | 50% increase in medical routes |   | Shorten reservation window             |  |
| Expansion of employment services                           |  | Begin Engelhard-Manteo service |   |  |  |
| Seasonal Saturday service                                  |  |                                |   | Begin service during summer            |  |
| Gradual extension of weekday service hours                 |  |                                |   | Phase 1: extend evening service by 1hr | Phase 2: extend morning and evening service by ½hr |
| In-county coordination opportunities                       | <i>Implementation years contingent on agreements with NCDOT Ferry Division, Employment Security Commission and Hyde County Airport</i> |                                |   |  |  |
| Out-of-county transportation opportunities                 |  |                                | -Begin service to regional bus/train stations<br>-Begin coordinated trips to Raleigh and beyond |  |  |
| Reevaluate trolley/tram service on Ocracoke Island         |  |                                |   |  | <i>Beyond 2018</i>                                 |

| Table ES-2 HCT Five-Year CTSP: Implementation Plan Summary |                                     |                        |  |  |         |
|--|-------------------------------------|------------------------|--|--|---------|
| Recommendation   | Implementation (Fiscal Year)        |                        |  |  |         |
|  | 2013-14                             | 2014-15                | 2015-16  | 2016-17  | 2017-18 |
| <b>Capital Enhancements:</b>                               |                                     |                        |  |  |         |
| Follow fleet replacement schedule                          | On-going replacement schedule       |                        |  |  |         |
| Explore scheduling assistance software packages            |                                     | Pre-application period | Contact vendors  | Hire dispatcher, test and install software   |         |
| <b>Administrative and Institutional Enhancements:</b>      |                                     |                        |  |  |         |
| Identify funding sources for local match                   | On-going: pursue funding mechanisms |                        |  |  |         |
| Marketing Enhancements                                     | Enhancements to marketing plan      |                        |  |  |         |
| Mobility Management initiatives                            |                                     |                        | Depending on regionalization & updated Locally Coordinated Transportation Plan | -Consider staff additions<br>-Initiate Rider Training Program<br>-Explore Incentive Programs |         |

### **ES.3 FIVE-YEAR FINANCIAL PLAN**

The Financial Plan component of the CTSP serves as a financing guideline to implement the proposed administrative, operating, and capital recommendations. The Financial Plan separates operating and administrative (service) elements from capital elements.

#### **Operating and Administrative Financial Plan**

The base case scenario operating costs for the entire duration of the Five-Year Plan are estimated at \$1.7 million and require operating subsidy of \$1.1 million. The Five-Year Plan recommendations are projected to add an additional \$525,000 in operating costs for the entire duration of the CTSP, and will require an operating subsidy of \$500,000. HCT is projected to use a variety of funding sources to subsidize the proposed recommendations, with 48 percent originating from federal sources, 33 percent from local sources, and 20 percent from state sources.

In terms of funding by program, HCT can be expected to largely rely on the expanded FTA Section 5311 to implement the service improvements proposed in the Five-Year Plan, accounting for 70 percent, or \$349,000 of the total funding by program. S.5311 is projected to be augmented with FTA Section 5310 providing \$50,000 or 10 percent of total funding, and state ROAP providing \$102,000 or 20 percent of total funding.

Most of the required local match will be dedicated to establish express employment service to new locations (Engelhard - Dare County) and to increase the number of medical trips (requiring a 50 percent local match on the operating side). The local match for those enhancements would most likely come from the area employers and human service agencies.

#### **Capital Financial Plan**

The identified capital needs would cost an estimated \$304,000 for the entire duration of the Five-Year Plan, with the majority of the funding, \$243,000 (80 percent), coming from the federal program funding sources, augmented with state funding at \$30,000 (10 percent) and local match of \$30,000 (10 percent).

The vehicle fleet replacement and expansion is a major identified capital need, with an estimated Five-Year Plan cost of \$240,000, with the majority reserved for vehicle fleet replacement at \$159,000 (66 percent) and the remaining \$81,000 (34 percent) allocated for two expansion vehicles. In terms of funding by program, FTA Section 5311 is projected to be the principal funding source for the identified capital improvements.

## Operating and Capital Costs

The operating and capital financial plans combined are estimated at \$829,000, with 63 percent on the operating side, and 37 percent estimated for capital costs, as shown in **Table ES-3**.

| Table ES-3: HCT Five-Year Plan: Financial Plan Cost Summary (FY 2014-18) |                |                  |                  |                  |                  |                  |
|--|----------------|------------------|------------------|------------------|------------------|------------------|
|  | FY 2013-14     | FY 2014-15       | FY 2015-16       | FY 2016-17       | FY 2017-18       | Total FY 2014-18 |
| Operating Plan Total   | \$7,158        | \$77,675         | \$77,675         | \$172,825        | \$189,904        | \$525,237        |
| Capital Plan Total   | \$640          | \$113,821        | \$101,891        | \$69,341         | \$18,553         | \$304,246        |
| <b>Total HCT CTSP Financial Plan</b>                                     | <b>\$7,798</b> | <b>\$191,495</b> | <b>\$179,566</b> | <b>\$242,167</b> | <b>\$208,457</b> | <b>\$829,483</b> |

## Local Match

The required total operating/capital match is estimated to range from a low of less than \$1,000 in the first year of the CTSP, to a high of \$53,000 in the fourth year of the Plan, with the total additional required local match of \$193,000 for the entire duration of the Five-Year CTSP, as shown in **Table ES-4**.

| Table ES-4: HCT Five-Year Plan: Annual Local Match Estimates Summary (FY 2014-18) |              |                 |                 |                 |                 |                  |
|---|--------------|-----------------|-----------------|-----------------|-----------------|------------------|
|   | FY 2013-14   | FY 2014-15      | FY 2015-16      | FY 2016-17      | FY 2017-18      | Total FY 2014-18 |
| Operating Plan Total  | \$605        | \$34,261        | \$33,695        | \$46,223        | \$47,811        | \$162,595        |
| Capital Plan Total  | \$64         | \$11,382        | \$10,189        | \$6,934         | \$1,855         | \$30,425         |
| <b>Total HCT CTSP Financial Plan Local Match</b>                                  | <b>\$669</b> | <b>\$45,643</b> | <b>\$43,884</b> | <b>\$53,157</b> | <b>\$49,667</b> | <b>\$193,019</b> |

## Benefit-Cost Analysis Summary

While the increase in required local funds is substantial, the benefits of improved and increased service are significant enough to warrant the full implementation of service improvements proposed as part of the Five-Year Plan, provided funding can be secured.

If the Five-Year Plan is successfully implemented, HCT will realize the following additional estimated benefits in the FY 2014-2018 timeframe:

- Nearly 40,000 additional one-way transit trips – a 36 percent increase above the estimated Base Case scenario ridership.
- \$25,000 in additional farebox revenue.
- Access to and use of diverse funding programs, including the expanded FTA Section 5311, FTA Section 5310, and STF.

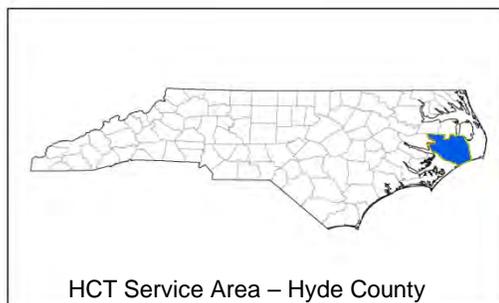
- Expanded service on Saturdays and weekday mornings and evenings, resulting in increased customer base and ridership, farebox revenue, and overall customer satisfaction.
- New express employment route that could serve as a major step towards regionalization of public transportation in the region, and matching residents with available jobs in the HCT service area and Dare County, estimated to provide more than 13,000 one-way transit trips between FY 2015-18.
- Improvements in efficiency and productivity of provided services as a result of the improved performance measures and use of computer-assisted scheduling and dispatching (CASD).
- Better coordination of offered services, increased visibility, and public outreach thanks to the mobility management efforts, rider training, enhanced and targeted marketing, and new regional Trip Planner website portal.



# 1 INTRODUCTION

## 1.1 HYDE COUNTY TRANSIT

Hyde County Non-Profit Private Transportation Corporation, doing business as Hyde County Transit (HCT), is a non-profit public transit network headquartered in Swan Quarter, NC. HCT has provided public transportation services to Hyde County residents since 1987.



## 1.2 PURPOSE OF THIS CTSP

The purpose of the Community Transportation Service Plan (CTSP) is to present a five-year plan for HCT to aid in improving their service and efficiency, identifying where transit resources should be devoted during the plan period, and qualifying for state and federal funding/grants. The CTSP does the following:

- Evaluates current performance and organizational direction of the transit system
- Documents public, agency, and Steering Committee input to the plan
- Recommends improvement strategies for service, operation, and management that increase mobility options for passengers and improve efficiency and effectiveness
- Develops a financial plan for implementation of the recommendations over the 5-year planning period

This CTSP incorporates previous documents prepared through the course of the study: Technical Memorandum #1 (April 2012) and Technical Memorandum #2 (October, 2012).

## 1.3 RELATED PLANNING EFFORTS

Five related planning efforts are described below: *Albemarle RPO Locally Coordinated Public Transit and Human Service Transportation Plan*, the *HCT Performance Plan and Analysis*, *Community Transportation Improvement Plan for HCT*, *Ocracoke Island Public Transit Implementation Study*, and the *Hyde County Comprehensive Transportation Plan*.

### 1.3.1 Albemarle RPO Locally Coordinated Plan (2009)

In May 2009, a *Coordinated Public Transit & Human Service Transportation Plan* (LCP) was developed for the Albemarle Rural Planning Organization (RPO) region in northeastern North Carolina. Hyde County is the southernmost county in the ten-county Albemarle RPO region, which also includes Gates, Chowan, Perquimans, Pasquotank, Camden, Currituck, Washington, Tyrrell, and Dare Counties.

The Albemarle RPO partnered with the North Carolina Department of Transportation Public Transportation Division (NCDOT PTD) to lead the coordinated planning effort for the ten-county region. Other participating agencies included:

- The six area public transit systems
- Pasquotank Department of Social Services (DSS)
- WCCHS
- Gates County DSS
- Albemarle Workforce Development
- Kids Taxi
- Albemarle Area Aging
- Washington County DSS
- Gates County Board of Commissioners

In compliance with federal transit laws and the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU LCP), the LCP sets forth the primary objectives to afford elderly citizens, persons with disabilities, and low income populations greater access to transportation services, to reduce duplication of services and to gain greater efficiencies in the distribution of human transportation services.

The planning process for the LCP included: an inventory of public transportation services in the service area; a needs survey distributed to local government staff, human service agency personnel and other transportation stakeholders; workshops held among the stakeholders to identify needs and gaps in transportation service; and the development strategies to meet unmet needs.

Top strategies ranked by the LCP workshop participants are listed in **Table 1-1**. Each participant was given an imaginary \$100 to spend on the strategies generated during the workshops. The workshop findings indicate that the door-to-door service and express employment transportation service rank as the top strategies to help meet the needs of the Albemarle RPO area. Door-to-door service is not considered a viable option by HCT at this

| Rank            | Strategy  | Total Dollars Applied |
|-----------------|---|-----------------------|
| <b>1</b>        | Door-to-Door Service  | \$270                 |
| <b>2</b>        | Employment express transportation   | \$150                 |
| <b>3 (tie)</b>  | Express service<br>Bikes for international students   | \$100                 |
| <b>4</b>        | Increased visibility of transit system  | \$98                  |
| <b>5 (tie)</b>  | Weekend service<br>Agency operates own vans   | \$75                  |
| <b>6 (tie)</b>  | Evening service<br>Voucher program  | \$70                  |
| <b>7</b>        | Vanpool program   | \$60                  |
| <b>8</b>        | Larger or unique vehicles   | \$55                  |
| <b>9</b>        | Clearinghouse – brokered trips  | \$40                  |
| <b>10 (tie)</b> | Fixed routes<br>Volunteer drivers   | \$30                  |
| <b>11 (tie)</b> | Post-high school education transport<br>Specialized seasonal service<br>Transit amenities (e.g., wi-fi) | \$25                  |
| <b>12 (tie)</b> | Dependable schedule services<br>Shopping trips for elderly<br>Park and Ride program                     | \$20                  |
| <b>13</b>       | Transit pass program  | \$17                  |
| <b>14</b>       | Green services  | \$10                  |

time due to the cost, liability issues, and lack of volunteers. According to the LCP, there are a number of future opportunities at the transit systems in the Albemarle RPO area and other eligible transportation organizations (with the proper funding) to expand current services as well as developing new services, as outlined by the strategy findings, to help better serve the needs of the region.

### 1.3.2 HCT Performance Plan and Analysis (2012)

In January 2012, the Institute for Transportation Research and Education (ITRE), in coordination with HCT, prepared a *Performance Plan and Analysis* (PPA) for the agency.

The purpose of the PPA is to provide the transit system with a guide to achieve higher performance measures and improve business practices.



In its System Overview section, the PPA notes Hyde County does a remarkable job of attracting riders from non-traditional funding sources and providing efficient revenue service. HCT has substantially increased their efficiency over the last three years. ITRE recommends that HCT continue to market transportation services to employment centers and other destinations, and could further expand service by attracting seasonal riders and providing tourism-based services. ITRE also suggests exploring affordable scheduling assistance software packages that will assist with record-keeping, billing, and reporting to prepare the transit system for future expansion.

### 1.3.3 HCT Community Transportation Improvement Plan (2004)

In 2004, the East Carolina University (ECU) Regional Development Institute, in coordination with HCT, prepared the *Hyde County Transit Community Transportation Improvement Plan* for HCT. This 5-year plan described and evaluated existing services, summarized strengths and weaknesses, and recommended improvements to address identified weaknesses.

The plan notes that HCT's strengths are numerous and weaknesses are few. The HCT's strengths noted in the plan are:

- It enjoys a good reputation and visibility in the community.
- It stresses customer service.
- Its safety manual is used as a model for others; safety training exceeds standards.
- It keeps good, up-to-date data and records.
- Its director serves on many community boards and thus is able to involve the system where possible.
- Its new operations center will increase efficiency and ridership, especially cross-county, and give the HCT a site that has avoided recent flooding.

- It is number enough to make quick changes in order to realize savings.
- It is gradually expanding its services to be a comprehensive transportation service provider.
- Its rates are fair.
- It cooperates with an adjoining county for better service for both.
- It is well-positioned to become an integral part of a multi-county system.
- Its NC Public Transportation Division reviews of operations have been positive.

The HCT's weaknesses noted in the Plan are:

- It is understaffed.
- It has unmet needs for rural general population transit.
- It does not serve each potential agency.
- Its service to Ocracoke Island should be expanded.
- It has no crisis management plan.

The major recommended improvements included:

- Increasing the administrative assistant position to full-time and hiring a part-time dispatcher,
- Increasing rural general public (RGP) ridership,
- Exploring the feasibility of establishing a trolley service for Ocracoke Village and the nearby National Seashore, and
- Formation of a crisis management team and development of plans to be implemented in times of emergency, especially during hurricanes.

In response to these recommendations, HCT developed a crisis plan. The *Crisis Management Plan* outlines a plan of action for an organizational crisis that could be weather-related, caused by fire or flooding, death of an employee, funding interruption, or an accident.

Members of the Crisis Management Team, consisting of the four Executive officers of the HCT Board of Directors, will be responsible for assisting the administrative staff during an emergency. The following are the policies for each potential type of identified crisis situation:

- Weather-related crisis:
  - Snowstorm / dangerous winter weather: HCT will shut down all operations in conditions of dangerous winter weather (classified as significant snow accumulation overnight). HCT will cancel all services for the following day.

- Hurricanes: HCT will suspend all transit services when the Hyde County Emergency Management Team has called for an evacuation of the mainland and winds have exceeded 35 mph.
- Flooding: In the event of flooding, the Administrative staff will elevate or evacuate equipment to a location not susceptible to flooding.
- Fire: HCT's policy is to store crucial operating information in a fireproof cabinet to prevent a long interruption in services.
- Funding interruptions: If HCT is subject to a state funding interruption or an operational service interruption, the Board of Directors would meet immediately to investigate the reason for the funding interruption, form a plan of action to resolve the interruption, and would assist the staff in executing the plan. In the event that HCT was to incur such an interruption, the organization will have at least three months of operating reserve to function until the situation can be resolved. The Board of Directors may have to take severe measures to preserve the financial integrity of the organization.
- Bomb threats: In the event of a bomb threat, all vehicles and the HCT facility will be immediately evacuated.
- Death of an employee: Operations may slow or cease for the day of the employee's funeral. If necessary, HCT will obtain the services of a grief counselor for the staff.

#### **1.3.4 Ocracoke Island Public Transit Implementation Study (2005)**

The *Ocracoke Island Public Transit Implementation Study* (2005) was completed by KFH Group, Inc. for HCT and NCDOT. The study explored the possibility of providing new transit service on Ocracoke Island to help reduce congestion and to provide tourists with an additional tourist attraction.

The study concludes there is little demand for transit service on Ocracoke Island during the off-season. During the tourist season, the heaviest demand is located within the village, primarily along NC 12 and Lighthouse Road. Additional demand exists for connections between the numerous destinations within the village and National Park Service (NPS) destinations along NC 12, such as the beaches.

The *Transit Implementation Study* recommended a flex route type of service, where the transit vehicle would follow a regular fixed-route and schedule, but would go off-route to pick up persons needing curb-to-curb service. Two routes using a total of three vehicles were recommended. The first route would be an internal circulator using two trams traveling along NC 12, stopping at the lighthouse, and returning to the ferry dock via Back Road. The second route would be a beach route using a trolley that would travel on NC 12 from the ferry docks to the Pony Pens area. This route would be timed to meet the Hatteras Ferry traffic at the Pony Pens. Additional parking was recommended to be

developed at the Pony Pens. The transit service was proposed to operate during the tourist season from May through September, from 9:00 am to 8:00 pm, seven days per week.

Funding sources for the operating budget were identified as Section 5311 Rural Transportation Program funds (50 percent) and National Park Service funds (50 percent). It is not clear from the report if the NPS had funds to expend for the service. Funding sources for capital costs were identified as NCDOT for 90 percent, with a 10 percent local match by the Occupancy Tax Board. In-kind services and marketing were anticipated from the business community on the island. As of February 2012, this transit service has not been implemented on Ocracoke Island. The Occupancy Tax Board pulled matching funds for the project and the National Park Service has not been able to grant the islanders the parking area desired for the project.

### **1.3.5 Hyde County Comprehensive Transportation Plan**

NCDOT prepared the *Hyde County Comprehensive Transportation Plan (CTP)* to recommend improvements to highways, public transportation, and bicycle and pedestrian facilities over the next 25 to 30 years.

As part of the planning process for development of the Hyde County CTP, NCDOT conducted a survey of Hyde County residents in June 2011 to better understand their transportation needs. When mainland respondents were asked what they consider to be the most important transportation issues in Hyde County, the most popular response (23 percent of 71 responses) was more public transportation service for the elderly, disabled, low-income, and youth. Ocracoke Island respondents were overwhelmingly concerned with issues related to ferry service (68 percent of 168 responses), but eight respondents (5 percent) indicated the need for a tram service on the island as the most important transportation issue.

---

## 2 PUBLIC INVOLVEMENT

A wide range of stakeholders was contacted to obtain input and feedback on the current performance of the transportation system and future needs and strategies. Meetings with the Steering Committee were conducted through the development of the Community Transportation Service Plan (CTSP). Outreach with the public and the agencies contracting with HCT was conducted during the development of the CTSP.

### 2.1 STEERING COMMITTEE

A Steering Committee was formed to guide the preparation of the CTSP. The Steering Committee has 12 members and represents a wide range of organizations with an interest in public transportation, including representatives from Hyde County government (various offices), Hyde County Chamber of Commerce, Hotline of Hyde County, Albemarle Commission-Area on Aging, Albemarle Rural Planning Organization (RPO), Employment Security Commission of NC, and East Carolina Behavioral Health Cross Creek Health Care Facility. **Appendix A** includes a list of Steering Committee members.

The first CTSP Steering Committee meeting was held on February 23, 2012, from 2:00 pm to 4:00 pm at the Government Center in Swan Quarter. The purpose of this meeting was to review HCT services, present information on demographic trends, discuss results of the rider surveys and the plan for public outreach (**Section 2.2**), and discuss potential service enhancements and additions. Meeting minutes from Steering Committee Meeting #1 are included in **Appendix A**.

The Steering Committee noted that Hyde County has more transit-dependent residents than the state average. The Steering Committee discussed how 2000 Census data by block group was likely affected by temporary conditions related to Hurricane Floyd in 1999, and also discussed the wide margin of error published for the more recent data by block group from the American Community Survey (ACS) for 2006-2010. **Section 3.2** includes more details about Census data for Hyde County.

The Steering Committee also discussed transit needs and potential enhancements and additions to transit service that should be considered in the CTSP, listed in the meeting minutes in **Appendix A**.

Input from the first Steering Committee meeting was used to evaluate the preliminary list of potential service enhancements/additions, including expanding employment services, extension of weekday evening service hours, increasing medical routes, reevaluating trolley/tram service on Ocracoke Island, and other enhancements.

The second CTSP Steering Committee meeting was held on October 30, 2012, from 2:00 pm to 3:30 pm at the Government Center in Swan Quarter. The primary purpose of Steering

Committee Meeting #2 was to review the draft service recommendations included in Tech Memo #2 and get final input from the Steering Committee on the recommendations and their implementation schedule. An Executive Summary of Tech Memo #2 (the second of three deliverable products in the CTSP process) that documents the analysis was sent for review to the Steering Committee members prior to the meeting. Meeting minutes from Steering Committee Meeting #2 are included in **Appendix A**.

As part of the final round of public input, Steering Committee members were asked to rank the proposed CTSP enhancements by marking the Top 4 recommendations that are most important for their organization / in their opinion, followed by the next 4, and then the third 4, using the Final Recommendations rankings handout. Due to time constraints, this activity could not be completed during the meeting. Atkins sent the worksheet to each Steering Committee member electronically, including those not able to attend the meeting, requesting they provide their input.

The summary of results, shown in **Table 2-1**, could be used by HCT to further prioritize the proposed CTSP enhancements, especially if funding becomes an issue. The Steering Committee felt that expansion of employment services, extension of service hours, increasing the number of medical routes, and marketing enhancements should be the priority for HCT when implementing this CTSP in the next five years. On the other hand, they believed that the proposed seasonal Saturday service is not as important, along with the Mobility Management efforts, trolley/tram service on Ocracoke Island, and automated scheduling software.

The results were taken into consideration and resulted in some modifications to the Implementation Plan; for instance, certain marketing enhancements were moved up from Year 3 of the Five-Year Plan to Year 1, while the above listed recommendations that the Steering Committee members thought should be less of a priority were already programmed near the end of the five-year planning period, made optional, pending demand, or - in the case of the Mobility Management initiatives - dependent on how successful public transportation regionalization efforts would be in the Hyde County area.

**Table 2-1. Hyde County CTSP: Final Ranking of Proposed Recommendations by Steering Committee**

| #  | Recommendation Type   | Description  | Most Important | Important | Less Important |
|--|---|--|----------------|-----------|----------------|
| <b>Operating and Service Enhancements</b>            |   |  |                |           |                |
| 1  | Expansion of employment services                                | Express service to new locations                           | X              |           |                |
| 2  | Seasonal Saturday service                                       |  |                |           | X              |
| 3  | Gradual extension of weekday service hours                      |  | X              |           |                |
| 4  | Improved service performance measures                           | Increase weekday average daily passengers volume           |                | X         |                |
| 5  |   | Increase number of medical routes by 50%                   | X              |           |                |
| 6  |   | Shorten reservation window                                 |                | X         |                |
| 7  | In-county coordination opportunities                            |  |                |           | X              |
| 8  |   |  |                |           |                |
| 9  |   |  |                |           |                |
| 10   | Out-of-county transportation opportunities                      |  |                | X         |                |
| 11   |   |  |                |           |                |
| 12   | Reevaluate trolley service concept on Ocracoke Island           |  |                |           | X              |
| <b>Capital Enhancements</b>                          |   |  |                |           |                |
| 13   | Follow fleet replacement schedule                               |  |                |           |                |
| 14   | Prepare for growth in demand for services                       | Explore affordable scheduling assistance software packages |                |           | X              |
| <b>Administrative and Institutional Enhancements</b> |   |  |                |           |                |
| 15   | Establish a 'One-Stop Shop' and Mobility Management initiatives |  |                |           | X              |
| 16   | Identify funding sources for local match                        |  |                | X         |                |
| 17   | Marketing Enhancements  |  | X              |           |                |

## 2.2 SURVEYS AND OUTREACH

A good indicator of current performance is how existing riders and contracting agencies feel about the services they receive and what additional needs could be fulfilled. Likewise, input from potential riders and potential contracting agencies provides insight into identifying and attracting new customers.

Input and feedback from these different groups was solicited through brief surveys, included in **Appendix B**, along with the detailed tabulated results.

### 2.2.1 Rider Surveys

HCT drivers distributed surveys to current HCT riders during their trips in February and March 2012. (**Appendix B**). The surveys were anonymous. Twenty surveys were completed, and are summarized below.

#### ***About the Survey Respondents***

Riders responding to the survey were primarily female (90 percent, or 18 of 20 respondents). The race of the respondents was primarily black/African American (60 percent), with the remaining respondents checking white/Caucasian (30 percent) or other (10 percent).

Half the survey respondents (10 respondents) were 60 years of age or older. Approximately 35 percent (7 respondents) were 40-60 years of age. Ten percent (2 respondents) were 20-29 years of age, and one respondent (5 percent) was under 19.

HCT's clients are long-time patrons of HCT. Most respondents (70 percent) have been using HCT's services for three years or more. The remaining respondents (30 percent) stated they have ridden with HCT for one to three years.

Most respondents (57 percent) found out about HCT through word of mouth from family, friends, and neighbors. Other sources noted included another rider (14 percent), other (14 percent), brochure (10 percent), and government agency (5 percent).

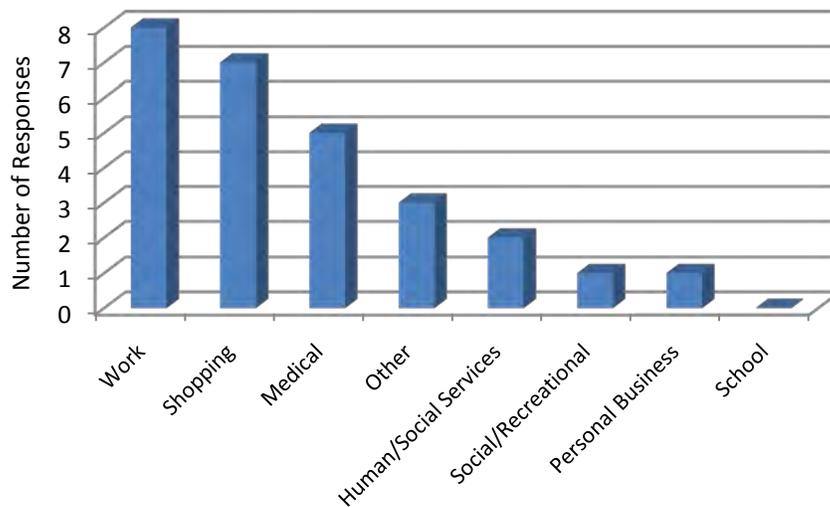
#### ***About the Survey Respondents' Trips***

Respondents were asked about the purpose of their trip (**Exhibit 2-1**), why they were riding with HCT for their trip (**Exhibit 2-2**), how frequently they use HCT for their trips (**Exhibit 2-3**), and how they became aware of HCT's services (**Exhibit 2-4**).

Most trips (30 percent) were work-related, closely followed by shopping trips (25 percent), then medical trips (19 percent). Other trip purposes checked included other (11 percent), human/social services (7 percent), and social/recreational and personal business (4 percent)

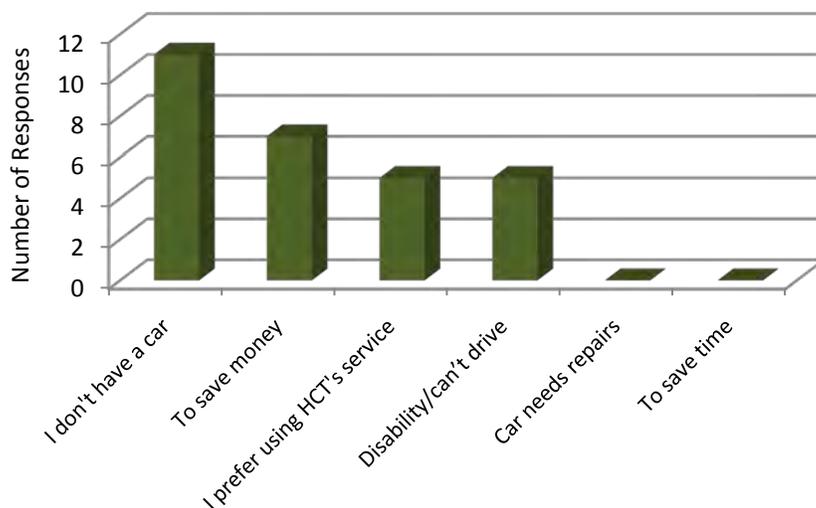
each). No respondent's trip was school-related. Some survey respondents checked more than one trip purpose, for a total of 27 responses.

**Exhibit 2-1. Survey Question "What is the purpose of this trip?"**

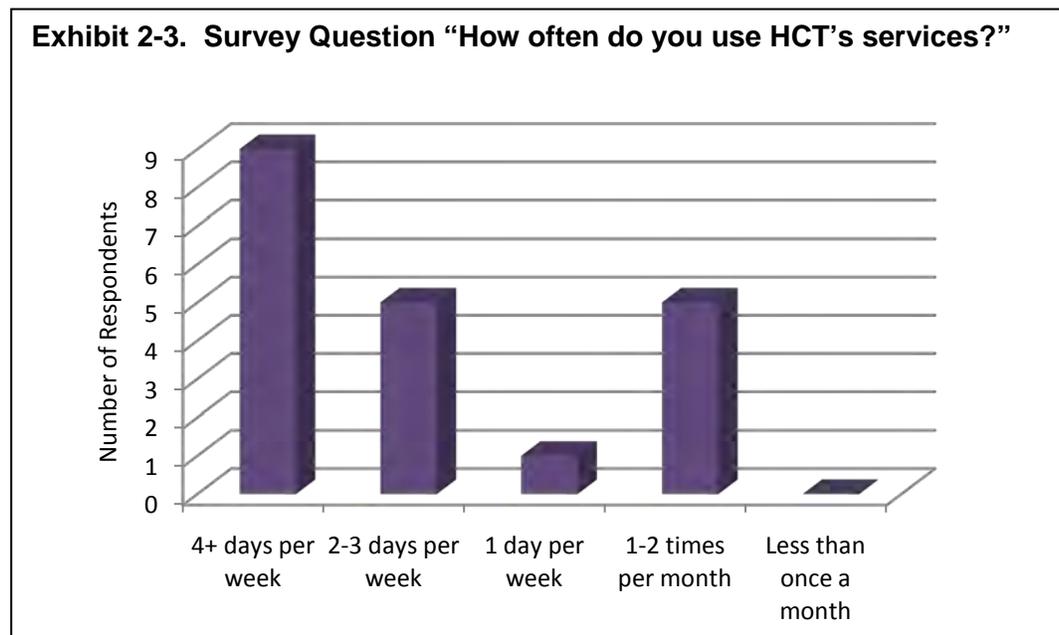


Most respondents (39 percent) were using HCT because they did not have a car. Others stated they wanted to save money (25 percent), preferred using HCT (18 percent), or could not drive (18 percent). No respondent checked 'car needs repair' or 'to save time'. Some survey respondents checked more than one reason, for a total of 28 responses.

**Exhibit 2-2. Survey Question "Why did you ride with HCT today?"**



As noted previously, HCT's riders are generally long-term patrons of HCT. They also frequently use HCT. Almost half the respondents (45 percent) use HCT four or more days per week. Others stated they use HCT two to three days per week (25 percent), once or twice per month (25 percent), and once per week (5 percent).



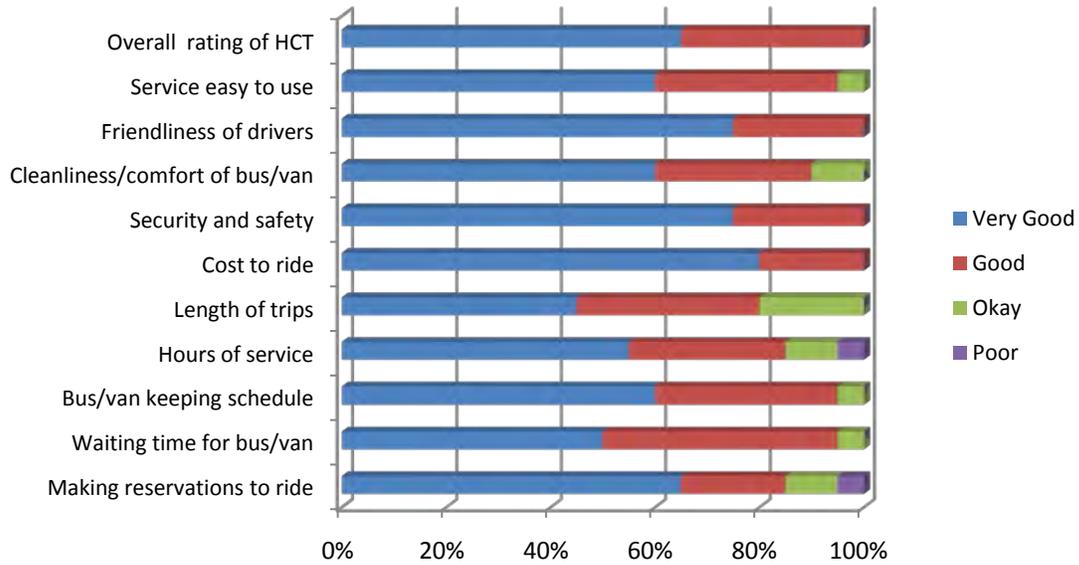
### **Respondents' Ratings of HCT**

Respondents gave high marks to HCT, as shown in **Exhibit 2-4**, and unanimously would recommend HCT to others. All respondents gave HCT an overall rating of very good (65 percent) or good (35 percent). The areas receiving the highest ratings include cost to ride, friendliness of drivers, and security and safety (100 percent rated these elements very good or good). Only two elements received a poor rating - making reservations to ride and hours of service, with one respondent each giving this rating.

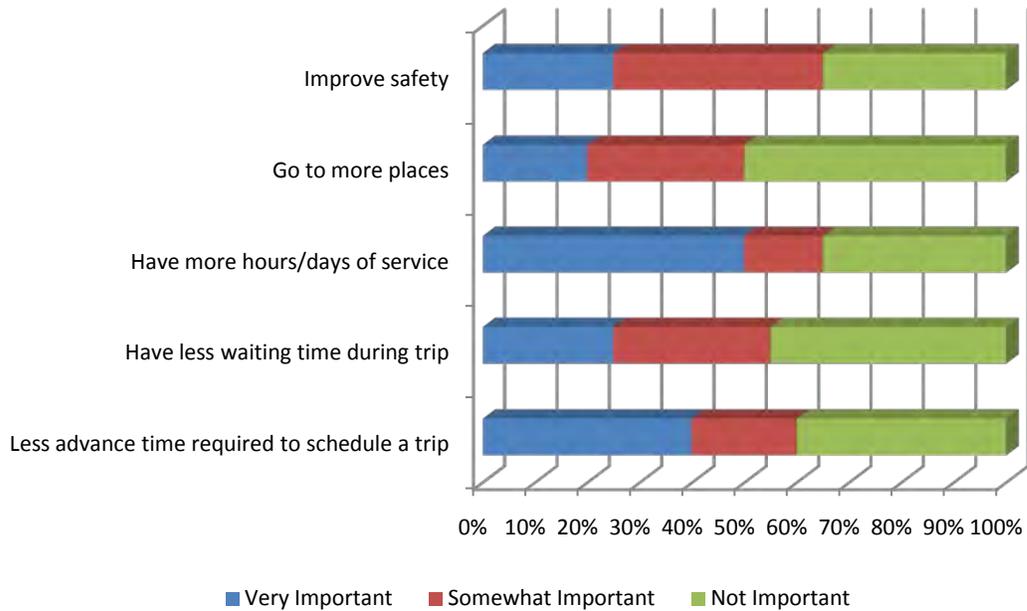
As shown in **Exhibit 2-5**, when riders were asked the question, "What can we do better?" the most popular response was to have more hours/days of service (50 percent rated this very important). The next most frequently cited improvement was to have less advance time required to schedule a trip (40 percent rated this very important). Times cited for increased service included weekends, Saturday shopping, evenings, more days for medical trips, and expanded employment trips.

The improvement cited most often as not important was to go to more places. However, destinations suggested included the Acre Station Meat Farm in Pinetown (a butcher shop and processing facility) (3 respondents), Raleigh (1 respondent), and the Outer Banks (1 respondent).

**Exhibit 2-4. Survey Question “Please rate Hyde County Transit’s service”**



**Exhibit 2-5. Survey Question “What can we do better”**



### 2.2.2 Agency Surveys

Agencies currently contracting with HCT, former clients, and agencies not currently contracted with HCT were asked to complete surveys. **Appendix B** includes the surveys received.

Interviews were conducted with four agencies on March 8, 9, and 12, 2012. Two of the agencies interviewed, the Hyde County Health Department/Hydeland Home Health and Mattamuskeet Senior Center, currently contract with HCT. The third agency, the Hyde County Department of Social Services (DSS), previously contracted with HCT, but currently is under a very limited contracting agreement. The fourth interviewed agency, the Cross Creek Health Care, is served by HCT, but is currently not under contract. Before the interviews took place, eight printed surveys were completed and returned by various representatives of the agencies.

Hyde County Health Department/Hydeland Home Health. The Hyde County Health Department/Hydeland Home Health uses HCT services to transport eligible non-Medicaid access clients to medical appointments. It is important that their clients be picked up on time for appointments. Good and prompt communication is perceived as the key in achieving that goal, and the agency stressed that this does exist, with HCT's Executive Director receiving praise for being very responsive.

Their recommendations for better service include better marketing of existing services to the general public, particularly the Spanish-speaking population in Hyde County that has increased rapidly in recent years. In general, the perception is that the potential Hispanic riders are harder to reach, as routine marketing tools might not work as well with these potential passengers. The agency also mentioned that although extending weekday service hours would probably not be their biggest concern, the medical clinic used by their clients has extended their hours past 6:00 pm. Extending weekday hours a little longer can make a difference, and could improve access to medical care for the area's residents. Finally, the Senior Center for Exercise was mentioned as one potential destination HCT could serve, primarily due to the agency's concern with obesity rates in Hyde County (the Hyde County Health Department was recently awarded a grant to reduce obesity rates in the county).

Mattamuskeet Senior Center. The Mattamuskeet Senior Center is the number one contracting agency with HCT by passenger volume. In recent years, the annual number of trips provided by HCT for the agency has ranged from nearly 2,900 in FY 2011 to over 3,900 in FY 2009. The facility serves as a focal point for the provision and coordination of a broad spectrum of services and activities for older adults throughout Hyde County.

The center has a high level of satisfaction with HCT services overall. Its principal service enhancement recommendation was to have HCT staff available in the office earlier in the morning (before 8:00 am). Although HCT transit vehicles are already on the road at this

time, the HCT office is still closed, and nobody can be contacted for help with immediate concerns. An example that was given is a senior rider, for whom a reservation was made the day before, suddenly gets sick and cannot make the scheduled trip the next morning. The driver still attempts to pick the rider up. There is no way to cancel the reservation since the HCT office is closed and HCT does not provide their drivers' phone numbers to contracting agencies. The center also would like HCT to provide more out-of-county trips to destinations that are farther away, particularly Raleigh.

Hyde County Department of Social Services. The Department of Social Services (DSS) contracts with HCT for a limited number of trips (their clients receive trip vouchers, perceived as a huge plus), but it has become more cost-effective to provide transportation services for their clients in-house. DSS owns and operates two transit vehicles to provide dialysis rides and general Medicaid trips on Mondays, Wednesdays, and Fridays within Hyde County.

If HCT rates were to decrease, DSS would be interested in increasing the amount of trips they contract with HCT. One issue DSS keeps in mind when evaluating the cost of transit services is that DSS social workers sometimes have to stay overnight with riders, and it would be cost-prohibitive to do that with HCT. Potential mechanisms that could solve the perceived high pricing of HCT transit services were discussed, with one of them being a partnership between HCT and DSS. Funding would be an obstacle; but if there was a specific grant that could be used to form a partnership with HCT, DSS would be interested in exploring that option. DSS currently receives no public transportation grants of any kind.

The analysis of six surveys received from DSS staff showed overall satisfaction with HCT, but pointed to scarcity of funding for HCT (especially for its out-of-county trips) and some perception of HCT services being too expensive. One of the staff members would like HCT to provide service to the Beaufort County Community College (this destination was served by HCT in the past, but service was discontinued due to low demand).

Cross Creek Health Care. Cross Creek Health Care, located in Swan Quarter, is a nursing home that uses HCT services without being under contract. Since there are no hospitals in Hyde County, this facility is one of the primary health care destinations in the area. The agency had voiced only praise for HCT and thankfulness for its services, and did not offer specific service recommendations during the interview.

### **2.2.3 Public Outreach**

In addition to soliciting comments and input from human services agencies and current riders, input on potential service additions and enhancements was sought from the general public.

In order to effectively reach the general public, HCT and the NCDOT Public Transportation Division are coordinating with the NCDOT Transportation Planning Branch, who is conducting another transportation study in the county, the Comprehensive Transportation Plan (CTP). The CTP addresses all modes of transportation (roadways, transit, ferries, and bicycle/pedestrians) for a 25-30 year planning horizon.

The CTP study began in early 2011, prior to the start of this HCT study. Public involvement in the CTP study included a public survey conducted in June 2011 (prior to the HCT study) and a Citizens Informational Workshop held in February 2012. HCT and the NCDOT Public Transportation Division coordinated with the NCDOT Transportation Planning Branch regarding the February 2012 workshops. These public involvement efforts are described below.

**February 2012 Citizens Informational Workshops.** The CTP Citizens Informational Workshops were held February 27, 2012 on Ocracoke Island, and February 28 on the mainland. For these workshops, an information station was set up about the HCT Community Transportation Service Plan. The station included a full-size poster describing the CTSP planning process, a map of the service area, existing HCT services, and a request for input. A comment sheet and a survey geared toward the general public were provided at the station. The survey and comment sheet, and a small version of the poster, are included in **Appendix B**.

The Citizens Informational Workshop was publicized on the Hyde County CTP web site, through community newspapers, via email to those who had provided their addresses at a previous workshop in June 2011, and with the help of the CTP Steering Committee. A total of 13 people attended the session on Ocracoke Island at the Ocracoke Community Center. Seven people attended the session on the mainland at the Hyde County Government Center.

Five CTP comment forms were turned in at the Ocracoke Island session. Concerns expressed by the attendees on Ocracoke Island included:

- Standing water issues on Ocracoke Island
- Completing the multi-use path along NC 12 to the Hatteras Ferry
- More paved shoulders and sidewalks on Ocracoke Island
- Parking for local attractions
- Ferry service should stay free and be more reliable

One HCT Public Survey was turned in at the Ocracoke Island session. The respondent stated someone they know uses HCT once a month or more from Ocracoke to Kill Devil Hills and Avon, and they would recommend HCT to others. The respondent did not offer any suggestions for service improvements or enhancements.

**June 2011 CTP Public Survey.** The NCDOT Transportation Planning Branch conducted a public survey in June 2011 regarding all forms of transportation. This survey was conducted prior to the start of the HCT CTSP planning process. A large number of responses were received from this survey, including 104 responses from the mainland and 138 responses from Ocracoke Island. Some survey questions were different for the mainland surveys compared to the island surveys to account for island-specific issues. Survey questions related to public transit are summarized below. Complete survey results are available on the Internet at <http://www.ncdot.gov/doh/preconstruct/tpb/planning/hydeco.html>.

Question – Please rate the importance of each goal. On the mainland survey, one goal, ‘Increased Public Transit Options’ is related to public transit. For this goal, approximately 50 percent of the mainland respondents rated this goal as ‘Important’ or ‘More Important’.

For the Ocracoke survey, the transit-related goal was ‘Public park and ride lots and transit’. Approximately 55-60 percent of respondents rated this goal as ‘Important’ or ‘More Important’.

Question – What do you consider to be the most important transportation issue in Hyde County? On the mainland survey, 16 respondents (the most respondents for any issue) noted that more public transportation service for the elderly, disabled, low-income, and youth populations was the most important transportation issue.

On the island survey, eight respondents noted a tram on Ocracoke for visitors, locals, and the elderly and disabled was the most important transportation issue.



### 3 DEMOGRAPHIC TRENDS AND ANALYSIS

This chapter describes economic conditions in the HCT service area and summarizes the population growth trends, including trends for transit-dependent populations. Understanding these trends is helpful in projecting future conditions and potential future ridership.

#### 3.1 SERVICE AREA OVERVIEW

The HCT service area (Hyde County) is on the coast of North Carolina and includes a total land area of approximately 613 square miles. Lake Mattamuskeet, the largest natural lake in North Carolina, is in the center of the county. The county seat is Swan Quarter on the mainland. The two other notable towns on the mainland are Englehard at the eastern end of the county and Fairfield on the north side of Lake Mattamuskeet. Hyde County also includes the southern end of Hatteras Island, where the Village of Ocracoke is located.

Ocracoke Village is part of Hyde County, but is separated from the mainland by a more than two hour ferry ride from Swan Quarter, which creates a unique challenge in the provision of public transportation service. Ocracoke Island is a tourist destination and its population swells from a year-round residential population of 948 (2010 Census) to a tourist-season (late spring to early fall) population of several thousand.

The county's overall low population density, rural dispersed land uses, and lack of services create challenges in providing efficient public transportation services. The 2010 population density of the service area was approximately 10 persons per square mile, compared to the state average of 196 persons per square mile.

According to the 2010 US Census, 100 percent of the service area population was considered rural. As of 2010, there is only one physician (family practice) and no dentists or pharmacists practicing in Hyde County (UNC Sheps Center, 2010: [http://www.shepscenter.unc.edu/hp/2010/county/95\\_2010.pdf](http://www.shepscenter.unc.edu/hp/2010/county/95_2010.pdf)). Since these services are not available in Hyde County, HCT provides frequent out-of-county trips to these services in adjacent counties.

As a low-lying coastal area, Hyde County is subject to hurricanes and associated flooding and tidal surge. During and after these events, such as Hurricane Irene in August 2011 and Hurricane Floyd in 1999, transit service may be disrupted because the transit vehicles or facilities have been impacted, roads are temporarily impassable, or some portion of the population has temporarily relocated.

Generally, the service area is economically distressed compared to North Carolina as a whole. The NC Department of Commerce annually ranks the state's 100 counties based on economic well-being and assigns each county a tier designation. The 40 most distressed

counties are designated as Tier 1, the next 41 as Tier 2 and the 20 least distressed as Tier 3. Tier rankings are based on an assessment of each county's unemployment rate, median household income, population growth, and assessed property value per capita. Hyde County was designated as Tier 1 in 2010 and 2011.

As of the 2nd Quarter of 2011, there were only four employers in the service area with 100 or more employees (NC Employment Security Commission, [www.ncesc.com](http://www.ncesc.com)):

- State of NC Department of Corrections
- Hyde County Board of Education
- Rose Acre Farms, Inc.
- Hyde County

HCT is currently providing employment transportation to/from Rose Acre Farms, as discussed in **Section 4.2.1**.

## **3.2 DEMOGRAPHICS**

### **3.2.1 Historic Population Data**

County-level population data is available from the 2000 and 2010 Census, as well as 2006-2010 data from the American Community Survey (ACS). The 2000 Census and the 2006-2010 ACS data provide more information at the block group level than the 2010 Census. However, based on a review of the block group level data by the CTSP Steering Committee, they believed strongly, based on their local knowledge, that the block group data for individual block groups on the mainland from the 2000 Census was not accurate and was likely affected by temporary conditions associated with Hurricane Floyd in 1999.

More recent data by block group from the American Community Survey (ACS) for 2006-2010 has a wide published margin of error for this sparsely populated county. For example, the 2010 Census states the Hyde County population is 5,810 residents. The data in the ACS has a total Hyde County population of 4,267, a 26 percent difference. This difference occurs because the ACS data is derived from long-form surveys and statistical calculations.

Overall, 2000 and 2010 countywide totals for data available from the 2000 and 2010 Census seemed accurate to the group, as well as data subdivided by Ocracoke Island and mainland block groups. This is the data summarized below.

#### ***General Population***

The total population of Hyde County has remained fairly stable over the last four decades. According to the US Census Bureau, the county had a population of 5,873 in 1980, 5,411 in 1990, 5,826 in 2000, and 5,810 in 2010. The resident population on Ocracoke Island in 2010 accounted for 948 of Hyde County's 5,810 residents. Hyde County's population increases

significantly during the summer months due to a large seasonal population on Ocracoke Island. According to the *Hyde County CAMA Land Use Plan* (2008), the peak seasonal population on Ocracoke Island is estimated between 8,000 and 10,000 people.

In 2010, the racial composition of the HCT service area was 64 percent white, 32 percent African-American, 3 percent other (American Indian, Asian, Pacific Islander, etc.), and 2 percent of two or more races.

The service area includes approximately 7 percent people of Hispanic ethnic background, slightly below the state average (8.4 percent). The Hispanic population is spread throughout the county, with concentrations in the Ponzer community, an area in the northwestern portion of mainland Hyde County that includes a mobile home park served by HCT, and around the county's farms and seafood industries. According to the Steering Committee, the Hispanic population is primarily from Mexico and Haiti and speaks Spanish, Mayan, and Creole.

At 77 percent, high school completion rates are lower in Hyde County than in North Carolina (84 percent).

### ***Transit-Dependent Populations***

Transit-dependent populations include households with no vehicles, persons living in poverty, persons over age 65, and disabled persons. Comparisons to statewide averages are shown in **Table 3-1** for the HCT service area as a whole, as well as for the Hyde County mainland and Ocracoke Island. The HCT service area has a higher percentage of all these targeted groups than the state as a whole. Transit-dependent populations are distributed throughout the HCT service area, but the highest percentages are on the mainland. Ocracoke Island is less likely to include transit-dependent populations in comparison to the mainland, with percentages of these populations on the island at or below statewide averages.

More households without vehicles are found on the mainland, as well as persons over age 65 and those with a disability. The Steering Committee believed higher percentages of these populations are located in the Englehard area due to senior and assisted living quarters in Englehard. The Steering Committee also believed the 2000 Census data regarding the percentage of persons with disabilities is still accurate.

Low-income households are distributed throughout mainland Hyde County, with rates higher in 2010 than in 2000 due to current economic conditions.

**Table 3-1. Transit-Dependent Populations**

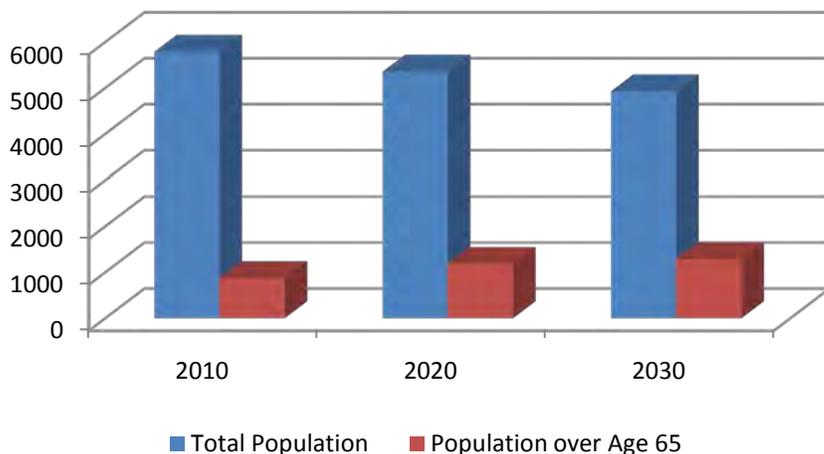
| Population Group*           | Year | Percent of Population |                      |                 |                |
|-----------------------------|------|-----------------------|----------------------|-----------------|----------------|
|                             |      | HCT Service Area      | Hyde County Mainland | Ocracoke Island | North Carolina |
| Households Without Vehicles | 2000 | 9.6%                  | 20.1%                | 7.4%            | 7.5%           |
| Persons Living in Poverty   | 2000 | 15.4%                 | 16.5%                | 9.3%            | 12.3%          |
|                             | 2010 | 20.4%                 | --                   | --              | 15.5%          |
| Persons Over Age 65         | 2000 | 16.4%                 | --                   | --              | 14.1%          |
|                             | 2010 | 15.1%                 | 15.5%                | 12.8%           | 12.9%          |
| Persons with Disability     | 2000 | 31.4%                 | 34.0%                | 16.5%           | 21.1%          |

\*Data for Persons Over Age 65 from the 2010 Census. Other date from the 2000 Census because it is not available from the 2010 Census by Block Group so reporting by mainland/island is not available.

### 3.2.2 Population Projections

Population projections for North Carolina counties through the year 2030 are available from the NC Office of State Budget and Management (OSBM) website ([www.osbm.state.nc.us/ncosbm/facts\\_and\\_figures/socioeconomic\\_data/population\\_estimates.shtml](http://www.osbm.state.nc.us/ncosbm/facts_and_figures/socioeconomic_data/population_estimates.shtml)). As shown in **Exhibit 3-1**, the population of Hyde County is expected to decline approximately 15 percent from 2010 to 2030. The projected decline in countywide population would not necessarily lead to a decrease in transit demand in Hyde County. Age group population projections show that the percentage of the Hyde County population over age 65 is expected to grow from 2010 to 2030, as shown in **Exhibit 3-2**. The population over age 65 is projected to be 15 percent of the population in 2010, increasing to 26 percent of the population in 2030. Therefore, the population of the HCT service area will continue to be transit-dependent, given the prevalent economic conditions and the existing and projected demographics in Hyde County.

**Exhibit 3-1. HCT Service Area – 2010-2030 Projected Total Population and Population Over Age 65**



## 4 INVENTORY AND ASSESSMENT OF EXISTING SERVICES

This chapter describes HCT's organization and service characteristics, its funding and financial management, and provides an overview of other transportation providers in the service area. This information serves as a base to evaluate proposals for new or enhanced services.

### 4.1 HCT GOVERNANCE AND ORGANIZATIONAL STRUCTURE

HCT was incorporated as a non-profit private organization in 1987 by a group of community organizations, human service agencies and other public stakeholders. HCT's mission statement, governing body, and organization are described below.

#### 4.1.1 Mission Statement, Goals, and Policies

The following mission statement is published in the HCT Passenger Guide:

*The mission of Hyde County Transit (HCT) is to provide quality mobility opportunities in a safe, ethical, and financially sound manner.*

As demonstrated in its mission statement, HCT places a high value on fiscal responsibility. This is reiterated in the *Performance Plan and Analysis*, where HCT is recognized for doing a "remarkable job of attracting riders from non-traditional funding sources and providing efficient revenue service." HCT has been successfully operated since 1987 through sound fiscal decision making and conservative growth. Therefore, it is expected that any new services or expansion of existing services will be carefully deliberated before implementation to ensure they can be sustained financially and can successfully attract ridership.

HCT's current goals and objectives, updated annually, are as follows:

#### Goals

- Provide brokerage service for all human service agencies.
- Increase employment transportation opportunities for the general public.
- Increase program awareness and ridership among the Hispanic population.
- Increase in-county general public transportation opportunities.

#### Objectives

- Identify local opportunities for further coordination of transportation services.
- Identify opportunities for potential regional corridors for North Carolina Department of Health and Human Services (NCDHHS) brokerage system and other services.

- Identify possible funding sources for local match requirements for federal grants.
- Identify possible transportation opportunities with large employers (30+).

HCT has also identified specific short-term goals and objectives as they relate to this CTSP, including:

- Goal 1: Increase RGP service opportunities
  - Objectives:
    - Locate possible local match resources to apply for 5310,5316, and 5317 grants for Spring 2012
    - Identify unmet transportation needs
- Goal 2: Increase out-of-county transportation opportunities
  - Objectives:
    - Identify multi-county coordination opportunities
    - Design a multi-county US Hwy 264 corridor transportation service
- Goal 3: Increase employment transportation opportunities
  - Objectives:
    - Identify major employers (30+)
    - Contact those employers to identify potential 5316 JARC projects and potential 50% match capability
- Goal 4: Increase cost efficiency on existing routes
  - Objectives:
    - Identify potential new riders (GIS Census Mapping)
    - Identify underserved populations
    - Increase marketing efforts in the specific areas identified in the mapping process

These goals and objectives were considered in the evaluation of proposed new or enhanced services.

### **Policies**

The *Performance Plan and Analysis* included a brief review of HCT's policies and their effects on the system's performance. Generally, HCT received high marks for their management and performance. The only policy issue identified in the plan was related to vehicle outstationing. According to the plan, there is a continual issue with drivers having to come back to the base to switch vehicles. Vehicles are outstationed, but are switched at the office on a regular basis due to capacity constraints.

#### 4.1.2 Organizational Structure

HCT is governed by a Board of Directors that also serves as the Transportation Advisory Board (TAB). HCT is required by the NCDOT Community Transportation Program to have a TAB. The Board of Directors/TAB has quarterly meetings with no set schedule (meetings are scheduled by grant timing / other necessity) and is responsible for financing, staffing, and overall policy direction of HCT. Typically, the Board of Directors/TAB ends up meeting six times per fiscal year. Day-to-day operations are delegated to the Executive Director and HCT staff.

**Table 4-1. HCT Board Members - 2012**

| Name            | Affiliation                          |
|-----------------|--------------------------------------|
| Hortense Burrus | Other                                |
| Malcolm Gibbs   | NC Cooperative Extension             |
| Bill Lawrence   | Other                                |
| Linda Mayo      | Rider                                |
| Julio Morales   | College/University                   |
| Janet Russ      | Other                                |
| Wesley Smith    | Hyde County Health Dept.             |
| Barry Swindell  | Elected Official                     |
| Sterling Tripp  | Employment Security Commission of NC |

HCT's Board of Directors is appointed by the Hyde County Board of County Commissioners. There are no term limits for Board members. According to HCT, approximately half of the members are long-term, while the other half tends to change more frequently. The current Board is 33 percent minority and 33 percent female. In addition, 10 percent of the Board is of Hispanic origin. The Board represents a wide range of relevant interests, as listed in **Table 4-1**. HCT acknowledges efforts to diversify the Board by seeking out community members who are considered to be influential leaders.

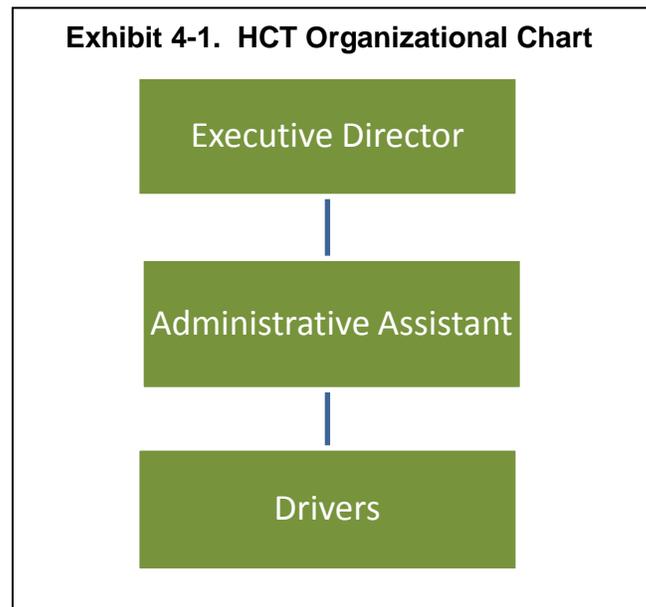
An organizational chart of HCT staff is shown in **Exhibit 4-1**. The HCT Executive Director is Ms. Beverly Paul. The Executive Director is hired by the Board and is responsible for the development, management, operation, and regulatory compliance of the system. The Executive Director is currently supported by an Administrative Assistant. The current Executive Director and Administrative Assistant are both long-term employees with five or more years of service. HCT also currently employs six part-time drivers who report to the Administrative Assistant. The number of drivers has remained steady over the past several years, but only two of the drivers are long-term employees with five or more years of service.

#### **Assessment of Organizational Structure**

According to the *Performance Plan and Analysis*, ITRE did not identify any organizational issues that would affect implementation of the CTSP.

According to HCT, their relationship with the Board of County Commissioners is very cooperative. The County Commissioners typically follow the recommendations of HCT when appointing the HCT Board of Directors. Local match is derived from Rose Acre Farm only, but the lack of local matching funds provided by the County is due to lack of available funds, not lack of support for HCT.

With regard to coordination with agencies outside of Hyde County, HCT coordinates with Beaufort County on trip planning, but coordination with Dare County has proved to be more difficult.



## 4.2 HCT SERVICE CHARACTERISTICS

### 4.2.1 Services Provided and Operating Statistics

#### ***Services, Operating Hours, and Fare Structure***

HCT provides rural general public (RGP), employment, and non-Medicaid medical trips. HCT does not currently provide Medicaid trips and does not operate fixed route services. HCT operates regular on-demand services Monday through Friday between 6:00 am and 5:00 pm. In-county services are also generally offered one weekend per month.

Trips out of the service area are offered on specified days, which are identified on the quarterly schedule. HCT generally offers one trip to Greenville and one trip to Plymouth per month. Trips to Belhaven are generally scheduled twice a month, and trips to Washington are generally scheduled three times per month. HCT also offers two trips per month to Ocracoke and shopping areas in the Avon and Nags Head areas. Ocracoke service is fare free to anyone age 60 or older.

HCT began operating an employment route to/from the Rose Acre egg farm in June of 2011. Employees are picked up in Plymouth around 5:30 am. In the evenings, the return trip begins around 4:30 pm, but varies based on the production schedule at the farm. This route

operates 362 days per year and generally carries about 12 passengers. The employees' fares pay for operating this new route. In July 2012, HCT began another employment route from Belhaven to Rose Acre, with similar schedule, providing transportation for employees from Belhaven and the surrounding area to the farm, but with lower ridership levels at around 5-6 riders per day.

HCT also began the new reverse-commute services based on the two routes described above. The first reverse-commute, Rose Acre-Plymouth-Rose Acre, picks up riders in the Rose Acre / Ponzer community / Pantego area and transports them to their jobs in and around the Plymouth area. The second reverse-commute route, Rose Acre-Belhaven-Rose Acre, picks up riders in the Rose Acre / Ponzer community / Pantego area and transports them to jobs at employment centers in Belhaven. This shuttle also will be able to provide transportation for students to the boys/girls club in Belhaven in the afternoon.

The reverse-commute routes that focus on providing enhanced access to Rose Acre farm from Plymouth and Belhaven were originally included as part of the proposed service enhancements for the CTSP, but since their implementation has occurred before the first implementation year of the Five-Year Plan (FY 2013-14), they are included and described as existing services in the CTSP. **Exhibit 4-2** shows the existing Rose Acre–Plymouth and Rose Acre–Belhaven employment routes.



These employment-focused routes will continue to require a 50 percent local match to keep them operating in the future. The grant funding reverse commute service has to be applied for and renewed every two years. The reverse service to Plymouth has been more popular than the Belhaven route, which has had a less than expected ridership of 5-6 riders per day. Local match contribution, approximately \$30,000 per year, comes from Rose Acre Farm. At this point it is uncertain if / for how long these reverse commute routes will be able to continue operating, pending future transit demand and availability of funding.

Fares for the general public are \$2.10 round-trip (\$1.20 one-way) for in-county trips, regardless of distance. Round-trip fares for out-of-county trips are as follows:

- Greenville - \$5.00
- Outer Banks - \$5.00
- Washington - \$4.00
- Bellhaven - \$3.20
- Plymouth - \$3.20
- Avon - \$3.20

### ***Contracting Agencies***

The number of contract trips provided by HCT has decreased in recent years, as shown in **Table 4-3**. In FY 2009, the majority of transit trips provided by HCT (55 percent) were contract trips. In FY 2011, only 20 percent of HCT's trips were contract trips. In recent years, HCT has largely concentrated on increasing its RGP ridership; at the same time, some of HCT's contracting clients, most notably Mattamuskeet Opportunities and Mattamuskeet Senior Center, decreased the number of participants in the program for that year. Mattamuskeet Opportunities actually suspended contracting service with HCT - Hyde County Department of Social Services took over this particular program.

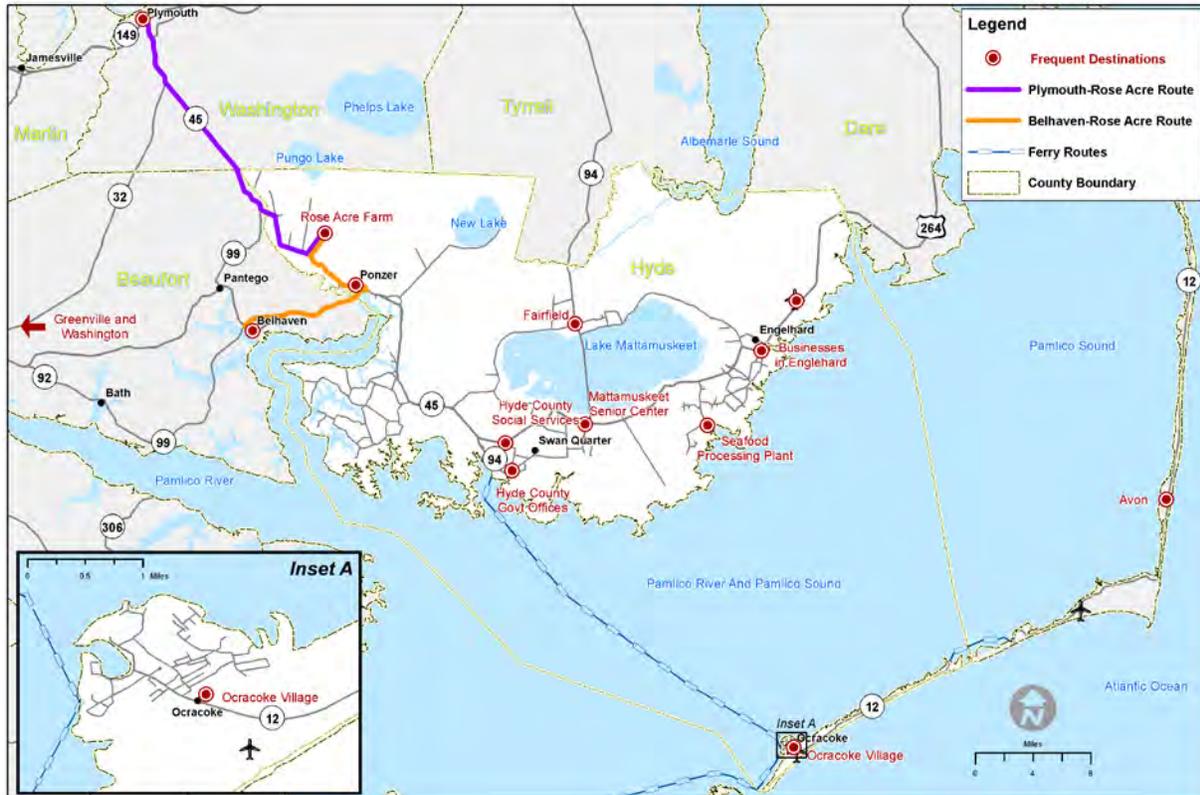
HCT still provides a fair number of contract trips: medical trips are contracted through the Hyde County Department of Public Health; nutrition site trips are contracted through the Albemarle Commission; the Rose Acre egg farm finances the fully allocated cost for employment trips provided by HCT to and from the farm; and Mattamuskeet Senior Center remains an active client.

### ***Frequent Destinations***

Because HCT's service is on-demand, trip origins are typically a rider's residence. All HCT transit services are curb-to-curb. Frequent destinations include government offices, shopping areas, and medical centers. **Exhibit 4-2** illustrates specific frequent destinations that include:

- Hyde County Department of Social Services (Swan Quarter)
- Government offices in Swan Quarter
- Senior Center (between Swan Quarter and Englehard)
- Businesses in Englehard (bank, grocery store)
- Seafood processing plant between Swan Quarter and Englehard (seasonal – late spring to late November)
- Rose Acre Farms off NC 45
- Out-of-county destinations (Greenville, Outer Banks, Washington, Plymouth, Belhaven)

## Exhibit 4-2: Frequent HCT Destinations



### Operating Statistics and Performance Measures

In order to gain further insight into the efficiency and effectiveness of existing HCT services, an analysis of ridership and operating data was conducted. The recent available Operating Statistics (OPSTATS) data was reviewed to identify passenger activity levels, marginal costs, fully allocated costs, allocated subsidy, farebox recovery ratio, and average fares. The results of this performance review are:

- Annual performance analysis review measuring HCT's productivity, efficiency, and financial strength.
- Historical performance analysis depicting similar data for the last few years.
- Peer review analysis comparing HCT's statistics with similar transit agencies in the state.
- Fully allocated cost per hour of service measuring the overall cost of providing HCT services.

The results are described in detail below.

**Annual Performance Analysis.** Annual performance analysis is another measure used for measuring the ‘health’ of HCT. The analysis is based on HCT FY 2012 OPSTATS data and assumes no change in the level of service. This data was used to estimate Base Case scenario estimates for the future years of the Five-Year Plan. The variables included in the analysis measure HCT’s productivity, effectiveness, and financial efficiency. HCT annual performance analysis is shown in **Table 4-3**.

**Productivity.** Service effectiveness is perhaps best measured by “productivity,” defined as the number of one-way passenger trips provided per each service hour. HCT’s productivity was at 3.6 one-way passenger trips per vehicle service hour in Fiscal Year 12.

**Effectiveness.** Another performance measure of transit’s effectiveness calculates the number of provided passenger trips per vehicle service mile. HCT provided 0.12 one-way passenger trips per vehicle service mile in Fiscal Year 2012.

**Financial Efficiency.** The financial efficiency of a given transit system can be measured by the operating cost per one-way passenger trip. HCT’s operating cost per one-way passenger trip in Fiscal Year 2012 was \$12.98. As expected, HCT subsidized each passenger trip – subtracting farebox revenue from the total cost and dividing it by the number of passenger trips yields the subsidy required per one-way passenger trip.

**Table 4-2. HCT Annual Performance Analysis (FY 2011-12)**

| Line Item                                     | Systemwide |
|---|------------|
| One-way Passenger Trips                       | 19,257     |
| Operating Expenses                            | \$249,966  |
| Contract Revenue                              | \$86,822   |
| Passenger Fares                               | \$12,176   |
| Vehicle Service Hours                         | 5,327      |
| Vehicle Service Miles                         | 155,972    |
| Passenger Trips / Vehicle Service Hours       | 3.6        |
| Passenger Trips / Vehicle Service Miles       | 0.12       |
| Operating Cost per Passenger - Trip           | \$12.98    |
| Operating Subsidy per Passenger - Trip        | \$8.47     |
| Farebox Recovery Ratio                        | 39.60%     |
| Fare per passenger trip (Contract revenue)    | \$4.51     |
| Fare per passenger trip (excluding contracts) | \$0.63     |

Source: OPSTATS Reports FY 2012

The operating subsidy per passenger is an important measure of a transit system’s performance, particularly because it directly compares the most significant public input (public subsidy funding) with the most significant output (one-way passenger trips). HCT required a subsidy of \$8.47 per one-way passenger trip in Fiscal Year 2012.

Lastly, one known measure of a transit system’s cost-effectiveness is the farebox recovery ratio. The systemwide farebox recovery ratio was at 40percent. Overall, HCT ended up with 63 cents net in fares per each passenger trip when contract revenue is excluded (only passenger fares are included), and \$4.51 in fare per passenger trip for contract revenue based trips.

**Historical Performance Analysis.** **Table 4-3** lists HCT historical operating statistics for 2009, 2010, 2011, and 2012. As shown in the table, there have been large variations in several statistics from year to year, but the total service miles and service hours and cost

per passenger trip have remained relatively stable in the last couple of years. Notable changes from 2009 to 2010 include large increases in total service hours and mobility-impaired passenger trips, with an associated decrease in total passenger trips per service hour. Between 2010 and 2011, the total service hours decreased back to 2009 levels, resulting in a large increase in passenger trips per service hour. According to HCT, waiting time impacted the 2010 service hours, but scheduling adjustments reduced waiting times and improved efficiency in 2011. Between 2011 and 2012, total service hours and miles increased significantly, along with the increase in ‘other’ contract trips, largely a function of HCT offering new employment service route to Rose Acre Farms.

**Table 4-3. HCT Operating Statistics (FY 2009-12)**

| Statistic                                 | 2009    | 2010    | 2011    | 2012    | % Change<br>2009 to<br>2010 | % Change<br>2010 to<br>2011 | % Change<br>2011 to<br>2012 |
|---|---------|---------|---------|---------|-----------------------------|-----------------------------|-----------------------------|
| Total Service Miles                       | 122,525 | 119,854 | 132,973 | 155,972 | -2.2%                       | 10.9%                       | 17.3%                       |
| Total Service Hours                       | 4,551   | 7,055   | 4,886   | 5,327   | 55.0%                       | -30.7%                      | 9.0%                        |
| Total Passenger Trips                     | 16,845  | 14,786  | 16,886  | 19,257  | -12.2%                      | 14.2%                       | 14.0%                       |
| Non-Contract                              | 9,256   | 11,437  | 13,584  | 10,075  | 23.6%                       | 18.8%                       | -34.8%                      |
| Medicaid (Contract)                       | 4       | 0       | 0       | 20      | n/a                         | n/a                         | n/a                         |
| Other Contract                            | 7,585   | 3,349   | 3,302   | 9,162   | -55.8%                      | -1.4%                       | 277.5%                      |
| Mobility Impaired<br>Passenger Trips      | 329     | 620     | 512     | 288     | 88.4%                       | -17.4%                      | -77.8%                      |
| Total Passenger Trips per<br>Service Hour | 3.70    | 2.10    | 3.46    | 3.61    | -43.2%                      | 64.8%                       | 4.3%                        |
| Total Passenger Trips per<br>Service Mile | 0.14    | 0.12    | 0.13    | 0.12    | -14.3%                      | 8.3%                        | -8.3%                       |
| Cost per Passenger Trip                   | \$12.39 | \$13.48 | \$12.95 | \$12.98 | 8.8%                        | -3.9%                       | 0.2%                        |

Source: FY 2009, 2010, 2011, and 2012 OPSTATS

**Peer Group Comparison.** HCT’s statistics for FY 2011 were compared with peer transit agencies in North Carolina. For the purpose of this analysis, public transportation agencies in the following counties were chosen to compare HCT to: BATS (Beaufort Area Transit System) in Beaufort County, Gates County Inter-Regional Transportation System in Gates County, Graham County Transit in Graham County, Tyrrell County Senior and Disabled Transportation System in Tyrrell County, and Riverlight Transit (Washington County Center for Human Services) in Washington County. This peer group was established based on similarities in agency size, geographic proximity, and operating characteristics, allowing for comparing and evaluating cross-performance.

A comparison of FY 2011 operating statistics among the peer group agencies is presented in **Table 4-4**. A review of the table shows that HCT carries considerably fewer passengers per year compared to its peer group. This can be explained by Hyde County’s population, considerably less than other counties in the peer group. However, with 67 passengers per day (more than 10 trips per vehicle per day), HCT may be running at near full capacity.

HCT is more efficient than their peers, reporting higher efficiency ratings passengers per service mile, in combination with lower cost per trip and lower cost per service mile. One reason for HCT's efficiency may be the innovative method for paying drivers - by the run, based on a pre-determined payment for each run. This helps to ensure that drivers are not taking longer than necessary to perform the run. However, HCT has a higher subsidy cost per trip in comparison to its peers. One possible indicator of why that is the case is HCT's lower percentage of contract trips in comparison to its peers.

ITRE's *Performance Plan and Analysis* (PPA) report from January 2012 notes HCT does a remarkable job of attracting riders from non-traditional funding sources and providing efficient revenue service. The PPA states that HCT excels in all efficiency categories compared to the peer group chosen by ITRE that includes 25 rural transportation agencies, 16 of which are located in the eastern part of the state, including neighboring Beaufort, Washington, and Tyrell counties.

| Table 4-4. Peer Group Analysis (FY 2011)    |                    |         |                    |
|---|--------------------|---------|--------------------|
| Average Annual Statistic                    | Peer Group Average | HCT     | Percent Difference |
| <b>Passengers</b>                           |                    |         |                    |
| Total Passenger Trips                       | 22,937             | 16,886  | -26%               |
| Non-Contract Trips per Non-Urban Population | 0.75               | 2.33    | 311%               |
| Cost / Trip                                 | \$15.02            | \$12.95 | -14%               |
| Subsidy / Trip                              | \$10.10            | \$10.63 | 5%                 |
| <b>Hours</b>                                |                    |         |                    |
| Service Hours                               | 9,169              | 4,886   | -47%               |
| Cost / Service Hour                         | \$38.12            | \$45.60 | 20%                |
| <b>Miles</b>                                |                    |         |                    |
| Service Miles                               | 205,571            | 132,973 | -35%               |
| Cost per Service Mile                       | \$1.82             | \$1.68  | -8%                |
| <b>Passenger Ratios</b>                     |                    |         |                    |
| Passengers / Service Hour                   | 2.47               | 3.39    | 37%                |
| Passengers / Service Mile                   | 0.12               | 0.12    | 0%                 |

Source: FY 2011 OPSTATS

**Fully Allocated Cost Per Hour of Service.** One of the most useful indicators of the overall transit system's performance is the fully allocated cost per hour of service. The inputs needed to calculate that performance measure for HCT's FY 2011-12 are shown in **Table 4-5**. The specific operating cost line items, derived from OPSTATS FY 2012 submitted to NCDOT and HCT's FY 2012 budget were allocated to a quantity of service (vehicle service hours, vehicle service miles, vehicle, or fixed cost) for the purposes of constructing a cost allocation model. Employee services, for example, were allocated to fixed costs if they are administrative services or variable hours expenses if they are drivers' salaries, while vehicle fuel costs were allocated to vehicle service miles.

The particular forecasting model used to derive the fully allocated cost per service hour is based on the Federal Transit Administration’s Procedures and Technical Method for Transit Project Planning ([http://www.fta.dot.gov/12304\\_2396.html](http://www.fta.dot.gov/12304_2396.html), June 2007) and NCDOT Public Transportation Division / ITRE’s guidelines. When the input expenses are combined with unit quantities of service, the following cost allocation model is developed for HCT:

$$\begin{aligned} \text{Total Cost} = & \\ & \$13.53 \times \text{Annual Vehicle Service Hours} + \\ & \$0.52 \times \text{Annual Vehicle Service Miles} + \\ & \$101,255 \text{ in Annual Fixed Costs} \end{aligned}$$

The fully-allocated hourly cost is calculated by dividing the total operating cost, excluding any one-time charges but including recurring deductions, by the annual vehicle service hours operated, yielding an hourly cost of \$46.92 for FY 2011-12.

**Table 4-5. Fully Allocated Cost Per Hour of Service (FY 2011-12)**

| Group                            | Category/Name                            | Admin Expenses (Fixed) | Operating Expenses |                        |                        | Total    |
|----------------------------------|--|------------------------|--------------------|------------------------|------------------------|----------|
|                                  |  |                        | Fixed Expense      | Variable Hours Expense | Variable Miles Expense |          |
| Personal Services                | <b>Salaries and Wages</b>                |                        |                    |                        |                        |          |
|                                  | SALARIES AND WAGES - FULL TIME           | \$55,614               |                    |                        |                        | \$55,614 |
|                                  | SAL. AND WAGE-TEMP/PT-TIME (NO BENEFITS) | \$1,849                |                    |                        |                        | \$1,849  |
|                                  | <b>Fringe Benefits</b>                   |                        |                    |                        |                        |          |
|                                  | SOCIAL SECURITY CONTRIBUTION             | \$4,238                |                    | \$4,603                |                        | \$8,840  |
|                                  | HOSPITALIZATION INSURANCE CONTRIBUTION   | \$13,444               |                    |                        |                        | \$13,444 |
|                                  | UNEMPLOYMENT COMPENSATION                | \$708                  |                    | \$1,079                |                        | \$1,787  |
|                                  | WORKER'S COMPENSATION                    | \$240                  |                    | \$3,661                |                        | \$3,901  |
|                                  | OTHER (PHYSICALS, BONUS, INS, ETC.)      | \$669                  |                    | \$1,113                |                        | \$1,782  |
|                                  | <b>Professional Services</b>             |                        |                    |                        |                        |          |
|                                  | ACCOUNTING                               | \$675                  |                    |                        |                        | \$675    |
|                                  | LEGAL                                    | \$429                  |                    |                        |                        | \$429    |
|                                  | DRUG & ALCOHOL TESTING CONTRACT          | \$135                  |                    |                        |                        | \$135    |
|                                  | DRUG & ALCOHOL TESTS                     |                        |                    | \$663                  |                        | \$663    |
| Supplies and Materials           | <b>Household and Cleaning Supplies</b>   |                        |                    |                        |                        |          |
|                                  | JANITORIAL SUPPLIES - (HOUSEKEEPING)     | \$8                    |                    |                        |                        | \$8      |
|                                  | <b>Vehicle Supplies and Materials</b>    |                        |                    |                        |                        |          |
|                                  | MOTOR FUELS & LUBRICATION                |                        |                    |                        | \$48,816               | \$48,816 |
|                                  | ASSOCIATED CAPITAL MAINTENANCE           |                        |                    |                        | \$31,589               | \$31,589 |
|                                  | OTHER VEHICLE SUPPLIES                   |                        |                    |                        | \$422                  | \$422    |
|                                  | <b>Office Supplies and Materials</b>     |                        |                    |                        |                        |          |
|                                  | OFFICE SUPPLIES AND MATERIALS            | \$1,464                |                    |                        |                        | \$1,464  |
| Current Obligations and Services | <b>Other Supplies and Materials</b>      |                        |                    |                        |                        |          |
|                                  | COMPUTER SUPPLIES                        | \$1,680                |                    |                        |                        | \$1,680  |
|                                  | <b>Travel and Transportation</b>         |                        |                    |                        |                        |          |
|                                  | TRAVEL                                   | \$2,133                | \$1,110            |                        |                        | \$3,244  |
|                                  | TRAVEL SUBSISTENCE                       | \$1,153                | \$3,276            |                        |                        | \$4,429  |
| <b>Communications</b>            |  |                        |                    |                        |                        |          |
| TELEPHONE SERVICE                | \$1,809                                  |                        | \$1,886            |                        | \$3,694                |          |

Table 4-5. Fully Allocated Cost Per Hour of Service (FY 2011-12)

| Group  | Category/Name                                   | Admin Expenses (Fixed) | Operating Expenses |                        |                        | Total            |
|--|---|------------------------|--------------------|------------------------|------------------------|------------------|
|  |   |                        | Fixed Expense      | Variable Hours Expense | Variable Miles Expense |                  |
|  | INTERNET SERVICE PROVIDER FEE                   | \$359                  |                    |                        |                        | \$359            |
|  | POSTAGE   | \$1,232                |                    |                        |                        | \$1,232          |
|  | <b>Utilities</b>                                |                        |                    |                        |                        |                  |
|  | ELECTRICITY                                     | \$613                  |                    |                        |                        | \$613            |
|  | FUEL OIL  | \$598                  |                    |                        |                        | \$598            |
|  | <b>Repairs and Maintenance</b>                  |                        |                    |                        |                        |                  |
|  | REPAIR & MAINT-OFFICE/COMPUTER EQUIP            | \$332                  |                    |                        |                        | \$332            |
|  | <b>Advertising/Promotion Media</b>              |                        |                    |                        |                        |                  |
|  | MARKETING - PAID ADVERTISEMENTS                 | \$410                  |                    |                        |                        | \$410            |
|  | PROMOTIONAL ITEMS                               | \$134                  |                    |                        |                        | \$134            |
|  | <b>Other Services</b>                           |                        |                    |                        |                        |                  |
|  | LEGAL ADVERTISING                               | \$709                  |                    |                        |                        | \$709            |
|  | CLEANING SERVICES                               | \$50                   |                    |                        |                        | \$50             |
|  | TRAINING - EMPLOYEE EDUCATION EXPENSE           | \$768                  |                    |                        |                        | \$768            |
| Fixed Charges and Other Services             | <b>Rental of Real Property</b>                  |                        |                    |                        |                        |                  |
|  | RENT OF OFFICES                                 | \$3,180                |                    |                        |                        | \$3,180          |
|  | <b>Insurance and Bonding</b>                    |                        |                    |                        |                        |                  |
|  | INSURANCE - PROPERTY & GENERAL LIABILITY        | \$1,221                |                    |                        |                        | \$1,221          |
|  | INSURANCE - VEHICLES                            | \$11,260               |                    |                        |                        | \$11,260         |
|  | INSURANCE - FIDELITY                            | \$0                    |                    |                        |                        | \$0              |
|  | INSURANCE - PROFESSIONAL LIABILITIES            | \$1,135                |                    |                        |                        | \$1,135          |
|  | INSURANCE - SPECIAL LIABILITIES                 | \$1,146                |                    |                        |                        | \$1,146          |
|  | <b>Other Fixed Charges/Current Expenses</b>     |                        |                    |                        |                        |                  |
|  | DUES AND SUBSCRIPTIONS                          | \$120                  |                    |                        |                        | \$120            |
| OTHER FIXED CHARGES                          | \$302   |                        |                    |                        | \$302                  |                  |
| Contracts, Grants, Subsidies and Allocations | <b>Purchased Transportation Services</b>        |                        |                    |                        |                        |                  |
|  | VOLUNTEER REIMBURSEMENT                         |                        |                    |                        | \$193                  | \$193            |
| Transfers and Refunds (Contra Accounts)      | <b>Reimbursable Taxes</b>                       |                        |                    |                        |                        |                  |
|  | OTHER TAXES                                     | -\$4,778               |                    |                        |                        | -\$4,778         |
|  | <b>Other Transfers and Refunds</b>              |                        |                    |                        |                        |                  |
|  | INSURANCE SETTLEMENTS                           | -\$12,517              |                    |                        |                        | -\$12,517        |
|  | <b>Receivables Written Off</b>                  |                        |                    |                        |                        |                  |
|  | BAD DEBTS--ENTERPRISE                           | -\$49                  |                    |                        |                        | -\$49            |
|  | <b>SUBTOTALS</b>                                | <b>\$92,483</b>        | <b>\$4,386</b>     | <b>\$72,077</b>        | <b>\$81,020</b>        | <b>\$249,966</b> |
|  | <b>Administrative Total</b>                     | <b>\$92,483</b>        |                    |                        |                        |                  |
|  | <b>Operating Total</b>                          |                        |                    | <b>\$157,483</b>       |                        |                  |
|  | <b>Fixed Cost Total</b>                         | <b>\$96,869</b>        |                    |                        |                        |                  |
|  | <b>Unit Quantities</b>                          | <b>N/A</b>             | <b>N/A</b>         | <b>5,327</b>           | <b>155,972</b>         | <b>N/A</b>       |
|  | <b>Cost per Unit</b>                            | <b>\$96,869</b>        | <b>\$4,386</b>     | <b>\$13.53</b>         | <b>\$0.52</b>          | <b>N/A</b>       |
|  | <b>Fully Allocated Cost per Hour of Service</b> | <b>\$46.92</b>         |                    |                        |                        |                  |

Source: FY 2012 OPSTATS, HCT FY 2012 Budget

While \$46.92 represents the fully allocated cost of providing HCT service per hour in 2012 dollars, if all variables are held constant in the future, the figure would still need to be adjusted by future inflation factors. Although the initial estimated cost of the proposed recommendations might be cited utilizing the \$46.92 per service hour FY 2011 cost, the actual implementation cost will vary based on inflation factors and other dependencies (such as ridership projections that, in turn, affect farebox revenue estimates). The inflation factors used in this CTSP are provided by the NCDOT Public Transportation Division and are shown in **Table 4-6**.

The cost equation and fully-allocated hourly cost can be used to estimate costs associated with major new service enhancements, such as the addition of new services. As such, \$46.92 per service hour can be used for estimating the actual projected cost of providing new HCT services in the future years of this CTSP. Incremental costs, such as expansion of existing routes and revenue hours, or use of the vehicles for special trips, is evaluated considering only the mileage and hourly costs (increased for inflation for years beyond 2012), where:

$$\text{Incremental Cost of Service Enhancement for FY 2012} = \\ \$13.53 \times \text{Vehicle Hours} + \$0.52 \times \text{Vehicle Miles}$$

**Table 4-7** shows both the full and incremental allocation cost per hour estimates for the duration of the Five-Year Plan.

**Table 4-6. NCDOT, PTD Inflation Factors (FY 2011-18)**

| Year           | Inflation factor | Actual year-to-year inflation |
|----------------|------------------|-------------------------------|
| 2010-11        | 1.0000           | 1.0000                        |
| 2011-12        | 1.0408           | 1.0408                        |
| 2012-13        | 1.0832           | 1.0424                        |
| <b>2013-14</b> | <b>1.1274</b>    | <b>1.0442</b>                 |
| <b>2014-15</b> | <b>1.1733</b>    | <b>1.0459</b>                 |
| <b>2015-16</b> | <b>1.1733</b>    | <b>1.0000</b>                 |
| <b>2016-17</b> | <b>1.1733</b>    | <b>1.0000</b>                 |
| <b>2017-18</b> | <b>1.1733</b>    | <b>1.0000</b>                 |

Source: NCDOT PTD

**Table 4-7: HCT Full and Incremental Allocation of Cost per Hour**

| Service Characteristic           | Base Year      |                   | Year 1         | Year 2         | Year 3         | Year 4         | Year 5         |
|----------------------------------|----------------|-------------------|----------------|----------------|----------------|----------------|----------------|
|                                  | Actual 2011-12 | Projected 2012-13 | FY 2013-14     | FY 2014-15     | FY 2015-16     | FY 2016-17     | FY 2017-18     |
| <b>Fully Allocated Cost/Hour</b> | <b>\$46.92</b> | <b>\$48.91</b>    | <b>\$51.08</b> | <b>\$53.42</b> | <b>\$53.42</b> | <b>\$53.42</b> | <b>\$53.42</b> |
| <b>Incremental Cost / Hour:</b>  |                |                   |                |                |                |                |                |
| Vehicle Hours                    | <b>\$13.53</b> | <b>\$14.10</b>    | <b>\$14.73</b> | <b>\$15.40</b> | <b>\$15.40</b> | <b>\$15.40</b> | <b>\$15.40</b> |
| Vehicle Miles                    | <b>\$0.52</b>  | <b>\$0.54</b>     | <b>\$0.57</b>  | <b>\$0.59</b>  | <b>\$0.59</b>  | <b>\$0.59</b>  | <b>\$0.59</b>  |
| NCDOT PTD Inflation Factors      | --             | 1.0424            | 1.0442         | 1.0000         | 1.0000         | 1.0000         | 1.0000         |

## 4.2.2 Capital Facilities and Vehicle Fleet

### Facilities

HCT's current operational and administrative headquarters is located next to Hyde Pharmacy in Swan Quarter. HCT is planning to move to a new facility in 2013. The new facility will be located on a 0.99-acre site at the intersection of US 264 and NC 94, approximately seven miles east of Swan Quarter. This location near the intersection of two major roadways should enable the transit system to operate more efficiently, especially for cross-county trips. The new facility will include the following areas: washbay, conference/training room, director's office, reception area, filing/copy room, two additional office units, kitchen/break room, vehicle supply room, and one unisex bathroom. Bidding out for the construction took place in March 2012, with expected completion in the spring of 2013, at an estimated cost of \$450,000.



HCT's current facility in Swan Quarter

### Vehicle Fleet

HCT owns its vehicles and typically uses federal and state grant funding to purchase replacement vehicles. Currently, HCT has six transit vehicles, three of which are handicapped accessible. HCT's vehicle fleet is listed in **Table 4-8**. Vehicles are parked at the drivers' homes overnight.

### Vehicle Utilization

In terms of vehicle utilization, HCT typically uses the majority of the available vans with a reasonable spare ratio to provide consistent service throughout the service day.

**Table 4-8. HCT Vehicle Fleet**

| Number of Vehicles            | Vehicle Year | Vehicle Make | VIN               | Vehicle Type*     | Seating Capacity | Wheelchair Stations | Projected Replacement Year |
|-------------------------------|--------------|--------------|-------------------|-------------------|------------------|---------------------|----------------------------|
| 1                             | 2010         | Ford         | 1FTDS3EL1ADA22616 | Lift Equipped Van | 9                | 2                   | FY 2017                    |
| 1                             | 2009         | Dodge        | 2D4RN4DEOAR185330 | Minivan           | 6                | 0                   | FY 2019                    |
| 1                             | 2008         | Ford         | 1FTDS34L99DA40858 | Conversion Van    | 13               | 0                   | FY 2016                    |
| 1                             | 2007         | Ford         | 1FDXE45P96DB29719 | 25 ft. LTV        | 18               | 2                   | FY 2015                    |
| 1                             | 2013         | Ford         | 1FDXE45P96DB29719 | 25 ft. LTV        | 17               | 2                   | FY 2020                    |
| 1                             | 2013         | Ford         | Awaiting Delivery | 20 ft. LTV        | 13               | 0                   | FY 2020                    |
| <b>Total Seating Capacity</b> |              |              |                   |                   | <b>76</b>        | <b>6</b>            |                            |

Source: HCT Rolling Stock Report, 10/1/2012

\* LTV – Light Transit Vehicle

### **4.2.3 Assessment of Support Systems**

#### ***Scheduling Software***

HCT uses Excel to manage schedules and does not currently have plans to use dedicated scheduling software. The ITRE *Performance Plan and Analysis* suggested that HCT should consider using basic scheduling software to prepare for future expansion of the system.

#### ***Scheduling/Reservation Policies***

Riders can call for a reservation until noon on the day prior to their trip. It is HCT policy not to allow same-day reservations. Reservations are taken via telephone and a TDD number is available. Vehicle Operators pick up manifests at the office on their final run the day before scheduled runs.

According to HCT policy, cancellations ought to be made by 5:00 pm the day prior, and any cancellation received after that time will be considered a late cancellation. Three or more late cancellations in a 90-day period are considered excessive and the passenger receives a written notice that an additional cancellation during the next 90-day period will result in a \$5.00 late cancellation fee payable at the next boarding call.

HCT also has a firm no-show policy. Passengers who are not present for scheduled pick-up within five minutes of the arrival of the vehicle are considered no-shows. No-shows are assessed a \$5.00 fee payable at the next boarding call. Three or more no-shows in a 90-day period are considered excessive and the passenger receives a written notice that an additional no-show during the next 90-day period will result in the passenger being denied service for a 15-day period. HCT noted that no-shows have been a problem in the past, but due to strict enforcement of the no-show policy, no-shows have substantially decreased in the past year. Data from the past year suggest the HCT's cancellation rate is equivalent to other agencies in its peer group (*Performance Plan and Analysis, 2012*).

#### ***Dispatching***

Dispatching is handled by the Administrative Assistant. Manifests for the next day are created and picked up by the drivers on their final run on the day prior. Once on the road, the drivers manage their schedules independently.

#### ***Maintenance Management and Tracking***

Vehicle maintenance is handled by vendors in Hyde and Beaufort County area due to maintenance requirements that cannot be met in Hyde County. HCT has in-house procedures for dealing with maintenance documentation and to assist in tracking and scheduling maintenance activities.

## Marketing/Advertising

HCT actively markets their services in a variety of ways. The agency maintains a website at [www.hydecountry.org/government/np-transit.asp](http://www.hydecountry.org/government/np-transit.asp). The HCT name and logo are on the vehicles, and the *Performance Plan and Analysis* (ITRE, 2012) notes that HCT has one of the most distinctive van logos in the state. HCT mass mails a service schedule to every household in the county (approximately 2,000 total) every four months. HCT prepares the mailing in-house, which keeps costs down to approximately \$600 per mailing. To advertise new service or service changes, HCT distributes flyers in specific areas to be affected by the change. HCT also relies on word-of-mouth to advertise new service or service changes, which is effective in this rural county.



HCT uses fare specials and community events to increase visibility, attract new riders, and retain existing riders. HCT offers half-price fare service on certain days in December to promote service to common out-of-county destinations, including Belhaven, Washington, Plymouth, Greenville, and the Outer Banks. HCT also attends community events such as festivals and health fairs. For some events, HCT offers free in-county service or parking shuttles. Finally, HCT hosts a very popular community Christmas party each year. Residents gather to see Santa and enjoy refreshments; afterwards, HCT drives residents around to view Christmas lights.

HCT typically spends approximately 1 to 2 percent of its annual revenue on marketing. In FY 2012, HCT spent \$1,253 on marketing and promotions, 0.5 percent of its total revenue. In FY 2011, HCT spent \$1,226, 0.6 percent of its total revenue. In FY 2010, HCT spent \$2,799, 1.4 percent of total revenue. In FY 2009, 0.8 percent of total revenue was spent on marketing and promotions.

### 4.3 OTHER TRANSPORTATION SERVICE PROVIDERS

The other public transportation provider in the county includes the Hyde County Department of Social Services, which currently handles all dialysis routes and Medicaid trips. Its existing vehicle fleet includes two vans (one with wheelchair capability). The NCDOT Ferry Division provides ferry service to and from Ocracoke Island.

Outside of the HCT service area, intercity bus service is provided by Greyhound. Other public transportation providers operating in the counties adjacent to Hyde County include Beaufort Area Transit System, Riverlight Transit, Tyrrell County Senior and Disabled Transportation System, and Dare County Transportation System. There may be

opportunities for HCT to coordinate services with these other public transportation providers.

#### **4.3.1 NCDOT Hatteras Inlet Ferry Operations**

Ocracoke Island is accessible only by water or air. All other populated islands on North Carolina's Outer Banks are accessible by bridges. The NCDOT provides ferry service to Ocracoke from Hatteras Island, Cedar Island and Swan Quarter. The ferry system operated by NCDOT's Ferry Division helps to support the area's tourism economy, provides access to Ocracoke Island for its residents, and facilitates access to goods and services. It also allows HCT to provide transit trips to and from the island for its patrons (two trips per month to Ocracoke and shopping areas in the Avon and Nags Head areas).

The Ferry Division operates the following three routes connecting Ocracoke Island with the mainland Hyde County and Dare and Carteret counties:

- Swan Quarter to Ocracoke Ferry - Transit Time = 2.5 hours, Capacity = 28 cars, Fare and Reservations Required.
- Hatteras Island to Ocracoke Island Ferry - Transit Time = 40 minutes, Capacity = 30 cars, Free Ferry. Ferries depart Hatteras and Ocracoke every half-hour from May thru October and every hour otherwise. Ferries run from 5:00 am to midnight.
- Cedar Island to Ocracoke Ferry - Transit Time = 2.25 hours, Capacity = 28 cars, Fare and Reservations Required.

These three Hatteras Inlet ferry routes carried more than 324,000 vehicles and 757,000 passengers during FY 2010-2011.

#### **4.3.2 Intercity Bus Services and Taxi Services**

Intercity bus service is not available in Hyde County, but HCT offers trips on most Thursdays to the local bus station in Washington, which is served by Greyhound. The next nearest Greyhound station to the HCT service area is located in Greenville. There are no taxis in Hyde County.

#### **4.3.3 Beaufort Area Transit System**

The Beaufort Area Transit System (BATS) is based in Washington and serves Beaufort County ([www.bcdcsolutions.org/bats-about.htm](http://www.bcdcsolutions.org/bats-about.htm)). BATS provides both in-county and out-of-county transportation for the general public, the elderly, persons with disabilities, and disadvantaged persons. HCT coordinates with BATS on trip planning.

#### **4.3.4 Riverlight Transit**

Riverlight Transit provides medical, nutrition, shopping, educational, human service, and general public transportation services to all residents of Washington County ([www.washconc.org/center\\_for\\_human\\_services.aspx](http://www.washconc.org/center_for_human_services.aspx)). Both in-county and out-of-county

transportation services are available, including service to Greenville, Plymouth, Washington, Chapel Hill, and Durham.

#### **4.3.5 Tyrrell County Senior and Disabled Transportation System**

The Tyrrell County Senior and Disabled Transportation System serves Tyrrell County residents through human service agency subscription services and dial-a-ride routes ([www.ncdot.org/nctransit/download/counties/Tyrrell.pdf](http://www.ncdot.org/nctransit/download/counties/Tyrrell.pdf)). They do not provide service to the general public. The system operates two vehicles (one lift-equipped) on weekdays only and serves out-of-county destinations in North Carolina and Virginia, including Plymouth, Washington, Greenville, Raleigh/Durham, Nags Head, and Chesapeake.

#### **4.3.6 Dare County Transportation System**

The Dare County Transportation System (DCTS) provides public transportation in Dare County ([www.darenc.com/General/transportation.htm](http://www.darenc.com/General/transportation.htm)). The system operates Monday through Friday, and provides out-of-county medical transportation on Tuesday and Thursday to medical/hospital areas in North Carolina and Virginia.

In April 2010, DCTS adopted its 5-Year CTSP. The Plan noted that an influx of workers from nearby counties, including Hyde County, creates the need for vanpools as a necessary mode of transportation for many employees in Dare County. Although in the past, HCT has had difficulty coordinating with DCTS, this could be perceived as an opportunity for forming a solid partnership between HCT and DCTS to provide employment trips between the two counties. Based on feedback received from HCT, there are quite a few residents in the Engelhard area of Hyde County commuting to Dare County.

The Hyde County Health Department submitted an application for a new Section 5310 (EDTAP) grant that will include a partnership with DCTS to serve Ocracoke Island. HCT is planning to have volunteers transport people to the Hatteras Island Ferry. DCTS will meet the ferry and transport them to medical services in Manteo. HCT will consider sub-contracting some services if possible with DCTS for Ocracoke Island residents.

### **4.4 FUNDING AND FINANCIAL MANAGEMENT**

#### **4.4.1 Overview of Funding Sources**

##### ***Existing Funding Sources***

HCT revenue comes from a variety of sources, including federal, state, and local sources. They are described in more detail in this section.

As the lead transportation agency for Hyde County, HCT is the designated recipient for Federal Section 5311 (Community Transportation Program) funds. Under the Federal Section 5311 program, HCT receives administrative, capital, and employee development funds.

From the North Carolina Department of Transportation (NCDOT), HCT receives State Rural Operating Assistance Program (ROAP) funds, which include Elderly and Disabled Transportation Assistance Program (EDTAP), and Rural General Public (RGP) funds. HCT also is eligible to receive State Capital, State Technology, and State Facility funding from NCDOT.

HCT receives little, if any, local matching funds from Hyde County. Hyde County supports the services HCT provides, but does not have funds available to contribute to its operations. Local sources of income for HCT include contract revenue, fare revenue, and advertising revenue.

### ***Potential New Local Funding Sources***

In 2009, two transit funding options were authorized by the North Carolina Legislature through the Congestion Relief & Intermodal Transportation 21st Century Fund (House Bill 148), passed in August 2009. A part of this bill is the Local Government Sales and Use Taxes for Public Transportation (GS Section 105-505). Another part addresses local vehicle registration charges (also called the annual license tax) (GS 105-561).

**Local Government Sales and Use Taxes for Public Transportation.** This law allows counties to levy up to a 0.25 percent sales and use tax for public transportation. However, this tax must be approved by voter referendum. The sales tax must be used for public transit and may not be used as a replacement for other existing funds.

A sales tax approved by voter referendum is unlikely in the HCT service area within the 5-year time frame of the CTSP based on current local economic conditions and the political climate.

**Local Vehicle Registration Charge.** A regional transportation authority may, by resolution, levy an annual license tax of up to \$7 (in whole dollar amounts) upon any motor vehicle registered within its territorial jurisdiction. The Board of Commissioners of each county within the district must adopt a resolution approving the levy or an increase in the levy.

A modest annual vehicle registration charge may be more possible in the HCT service area, but currently is not under consideration. Based on current economic conditions and the political climate, this annual fee is not likely within the five-year timeframe of the CTSP.

The potential funding sources are described in more detail in **Appendix C**.

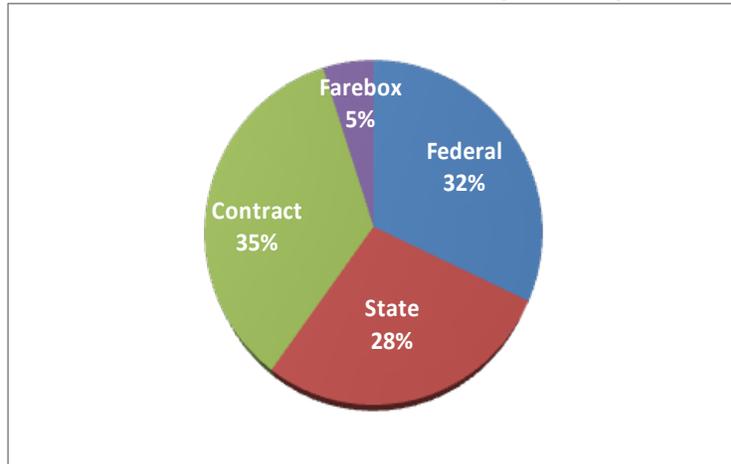
#### 4.4.2 Budget and Revenue History

As shown in **Exhibit 4-3**, in FY 2012 \$78,000 (32 percent) of HCT's revenue came from Federal sources and \$70,000 (28 percent) from State sources. Contract revenue accounted for \$87,000 (35 percent) and passenger fares accounted for \$12,000 (5 percent). Fare revenue increased between FY 2011 and FY 2012 by 67 percent, while contract revenue more than doubled. Contract revenue is the revenue received from the

subscription services HCT provides to clients such as the Hyde County Health Department and Rose Acre Farms.

HCT expenses have remained at similar levels in the last few years. As shown in **Table 4-9**, while the administrative expenses have essentially remained unchanged in the FY 2009-2012 timeframe, the operating expenses increased 14 percent between FY 2010 and FY 2011 and between FY 2011 and FY 2012 due to increased fuel cost and drivers' salaries.

**Exhibit 4-3 - HCT Revenue Sources (FY 2011)**



| <b>Table 4-9. HCT Revenues and Expenses (FY 2009-12)</b>       |                  |                  |                  |                  |   |
|--|------------------|------------------|------------------|------------------|---|
| <b>Revenue and Expense</b>                                     | <b>FY 2009</b>   | <b>FY 2010</b>   | <b>FY 2011</b>   | <b>FY 2012</b>   | <b>Absolute or %<br/>Change 2011-12</b> |
| Federal Assistance - Section 5311 - CTP Funds - Administrative | \$75,728         | \$76,828         | \$78,481         | \$78,127         | -\$354                                  |
| State Assistance - CTP Funds - Administrative                  | \$4,733          | \$4,802          | \$4,906          | \$4,883          | -\$23                                   |
| State Assistance - ROAP Funds sub-allocated to HCT             | \$72,280         | \$91,035         | \$91,574         | \$64,938         | -\$26,636                               |
| Local Assistance - Operating Funds                             | -                | -                | \$100            | -                | -\$100                                  |
| Contract Revenue   | \$60,845         | \$33,234         | \$39,278         | \$86,822         | \$47,544                                |
| Fares/Donations from passengers                                | \$5,420          | \$5,752          | \$7,303          | \$12,176         | \$4,873                                 |
| Interest Income  | -                | -                | \$2              | \$9              | \$7                                     |
| Advertising Revenue  | \$1,800          | \$1,800          | \$1,800          | \$900            | --                                      |
| <b>Subtotal Revenue</b>  | <b>\$220,806</b> | <b>\$215,088</b> | <b>\$223,454</b> | <b>\$247,855</b> | <b>\$24,401</b>                         |
| Debit - unspent ROAP Funds sub-allocated to HCT                | \$8,501          | \$19,562         | \$676            | \$2,148          | \$1,472                                 |
| <b>TOTAL REVENUE</b>   | <b>\$212,305</b> | <b>\$195,527</b> | <b>\$222,778</b> | <b>\$245,707</b> | <b>10.3%</b>                            |
| Expenses – Admin. - Personnel Salaries & Fringes               | \$71,019         | \$66,530         | \$70,816         | \$76,779         | \$5,963                                 |
| Expenses – Admin. - Advertising and Promotion                  | \$1,610          | \$2,799          | \$1,226          | \$544            | -\$682                                  |
| Expenses – Adm. - Employee Development                         | \$154            | \$193            | \$379            | \$768            | \$389                                   |
| Expenses – Admin. - Vehicle Insurance Premiums                 | \$11,146         | \$12,995         | \$11,751         | \$11,260         | -\$491                                  |
| Expenses - Administrative                                      | \$20,850         | \$21,061         | \$21,407         | \$20,055         | -\$1,352                                |
| Expenses - Administrative - Other Admin Expense                | \$563            | \$277            | \$307            | \$302            | -\$5                                    |
| <b>Subtotal Administrative Expenses</b>                        | <b>\$105,342</b> | <b>\$103,855</b> | <b>\$105,887</b> | <b>\$109,707</b> | <b>\$3,820</b>                          |
| Expenses - Operating - Driver Salaries & Fringes               | \$52,918         | \$50,612         | \$60,690         | \$69,132         | \$8,442                                 |
| Expenses - Operating - Fuel                                    | \$32,617         | \$30,318         | \$41,848         | \$48,816         | \$6,968                                 |
| Expenses - Operating - Vehicle Maintenance                     | \$14,137         | \$12,806         | \$8,610          | \$19,006         | \$10,396                                |
| Expenses - Operating - Insurance Deductible(s)                 | \$656            | -                | -                | -                | -                                       |
| Expenses - Operating - Other                                   | \$6,645          | \$5,187          | \$1,719          | \$7,807          | \$6,088                                 |
| <b>Subtotal Operating Expenses</b>                             | <b>\$106,973</b> | <b>\$98,923</b>  | <b>\$112,867</b> | <b>\$144,761</b> | <b>\$31,894</b>                         |
| Credits (gas tax refunds, sales tax refunds)                   | \$3,634          | \$3,507          | -                | \$4,778          | \$4,778                                 |
| <b>TOTAL EXPENSES</b>  | <b>\$208,681</b> | <b>\$199,270</b> | <b>\$218,753</b> | <b>\$249,690</b> | <b>14.1%</b>                            |
| <b>REVENUE MINUS EXPENSES</b>                                  | <b>\$3,624</b>   | <b>-\$3,743</b>  | <b>\$4,025</b>   | <b>-\$3,983</b>  | <b>-\$8,006</b>                         |

All regular formula allocated ROAP funds and supplemental ROAP funds were disbursed to HCT between FY 2009-2012. **Table 4-10** lists the available funds and actual disbursements for FY 2009 through 2012. HCT had to decrease the number of routes in FY 2012 due to a drastic decrease in allocated supplemental ROAP funding.

Even though EDTAP allocations are designated to agencies other than HCT, those agencies contracted with HCT with the exception of DSS in FY 2011. DSS will no longer be receiving EDTAP allocations due to the fact that they were spending it on motor fuel vouchers (no longer an eligible expenditure).

**Table 4-10. Disbursement of ROAP Funds (FY 2009-12)**

| ROAP Funds                          | FY 2009    | FY 2010    | FY 2011    | FY 2012    |
|-------------------------------------|------------|------------|------------|------------|
| <b>EDTAP</b>                        |            |            |            |            |
| Regular                             | \$34,969   | \$35,824   | \$35,547   | \$26,605   |
| Supp Allocated                      | \$20,530   | \$20,507   | \$20,489   | \$23,942   |
| Supp Actually Disbursed             | \$20,530   | \$20,507   | \$20,489   | \$23,942   |
| <b>ETAP</b>                         |            |            |            |            |
| Regular                             | \$2,437    | \$1,931    | \$2,917    | \$5,976    |
| Supp Allocated                      | \$1,950    | \$2,397    | \$3,660    | \$6,640    |
| Supp Actually Disbursed             | \$1,950    | \$2,397    | \$3,660    | \$6,640    |
| <b>RGP</b>                          |            |            |            |            |
| Regular                             | \$31,856   | \$28,432   | \$27,912   | \$38,036   |
| Supp Allocated                      | \$16,707   | \$25,004   | \$24,730   | \$0        |
| Supp Actually Disbursed             | \$16,707   | \$25,004   | \$24,730   | \$0        |
| <b>TOTAL ROAP</b>                   |            |            |            |            |
| Regular                             | \$69,262   | \$66,187   | \$66,376   | \$70,617   |
| Supp Allocated                      | \$39,187   | \$47,908   | \$51,599   | \$30,582   |
| Supp Actually Disbursed             | \$39,187   | \$47,908   | \$51,599   | \$30,582   |
| <b>Funds Available but Not Used</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> | <b>\$0</b> |

ROAP – Rural Operating Assistance Program; EDTAP – Elderly and Disabled Transportation Assistance Program; ETAP – Employment Transportation Assistance Program; RGP – Rural General Public Program

#### 4.4.3 Financial Assessment

HCT manages their finances well, and had an operating surplus in three of the last five years. A summary of revenues and expenses for 2008 through 2012 from the OPSTATS reports are listed in **Table 4-12**. The five-year average surplus is approximately \$500. There do not appear to be existing financial issues associated with the operation of HCT, but funding sources will need to be identified to implement the CTSP recommendations. HCT does not have a large amount of surplus revenue to implement new or expanded services.

**Table 4-11. HCT Revenues and Expenses Summary (FY 2008-12)**

| Year | Revenues  | Expenses  | Surplus (Deficit) |
|------|-----------|-----------|-------------------|
| 2008 | \$201,629 | \$199,520 | \$2,109           |
| 2009 | \$212,305 | \$208,681 | \$3,624           |
| 2010 | \$195,527 | \$199,270 | (\$3,743)         |
| 2011 | \$222,778 | \$218,753 | \$4,025           |
| 2012 | \$245,707 | \$249,690 | (\$3,983)         |

Source: OPSTATS Reports for 2008, 2009, 2010, 2011, 2012

## 5 DEVELOPMENT OF RECOMMENDATIONS

### 5.1 DEVELOPMENT PROCESS

The process conducted to identify the recommendations and alternatives to be evaluated in more detail for potential inclusion in the CTSP is summarized in this section. The process continuously built upon the findings and recommendations of previous steps.

The initial set of potential capital and service alternatives and coordination opportunities was developed based on an evaluation of the current performance of the transportation system, recommendations from the *Locally Coordinated Plan* and *ITRE Performance Plan and Analysis*, surveys of riders, agencies, and the general public, interviews with agencies, and input from the Steering Committee.

A number of sources were reviewed in the process:

- Data and forms available from NCDOT and HCT
- The *Locally Coordinated Plan* developed for the Albemarle Rural Planning Organization (RPO) region in northeastern North Carolina that includes Hyde County
- The *ITRE Performance Plan and Analysis* for HCT
- Steering Committee Meeting #1 held on February 23, 2012
- Rider surveys, agency surveys, and public outreach activities
- Agency interviews (follow-up to agency surveys)
- Public workshops for Hyde County's Comprehensive Transportation Plan (CTP) on February 28, 2012 on Ocracoke Island and February 29, 2012 on the mainland, where NCDOT staff set up a display for HCT explaining the CTSP process and sought input from meeting attendees.

Acknowledging that it is not feasible from a funding or operational perspective to implement all of the potential recommendations within the CTSP planning timeframe, particularly new/expanded service, the preliminary list of potential service enhancements/additions was reviewed and prioritized.

**Section 5.2** summarizes the evaluation process and describes the alternatives identified for detailed evaluation. The detailed recommendations are included in **Chapter 6**.

The capital needs, potential expansion/improvement of existing services, potential new services, and coordination opportunities most frequently cited are summarized below. These identified needs and opportunities were used as an initial starting point for the analysis of alternatives.

---

### **Potential Expansion or Improvement of Existing Service**

- **Increase Rural General Public (RGP) service opportunities**
  - *HCT has focused on increasing its RGP ridership base in recent years.*
- **Increase employment service and opportunities**
  - *Consider new employment-focused route from Engelhard to Manteo.*
  - *Consider service to existing and planned employment centers: planned concrete plant, paper mill in Beaufort County near Washington, Sun Energy solar farm in Washington (Mackies area), and wind farm in Terra Ceia area.*
  - *Explore the need for transportation related to training workers for the jobs at the alternative energy facilities.*
- **Identify possible funding sources to leverage for local match requirements for federal grants.**
  - *HCT receives almost no local match from Hyde County.*
- **Increase brokerage service for contracting agencies**
  - *Increase trips with dedicated outreach and marketing.*
- **Increase service to the elderly**
  - *Senior residents are projected to be a growing segment of the population of Hyde County through 2030.*
- **Increase the number of medical trips**
  - *Add additional medical routes based on demand and coordination opportunities with adjacent counties. Utilize expanded FTA Section 5310 funding for new route to/from Belhaven focused on seniors and people with disabilities.*
- **Increase cost efficiency on existing routes**
  - *In 2011, the average cost per passenger trip was nearly \$13. Costs might be reduced by gaining potential new riders. Increased marketing efforts in the specific areas could be the follow-up.*
- **Extend weekend service**
  - *Currently, in-county services are generally offered one weekend per month.*
- **Increase visibility for the transit system through marketing and advertising**
  - *Attracting general public riders, but also increasing program awareness and ridership among the Hispanic population and low-income youth, as well as people in wheelchairs.*
- **Shorten reservation window** (time needed between the trip reservation and the trip)
  - *Currently, customers must call before 12 pm the day prior to desired day of travel.*

- **Fare voucher program**
  - *Currently, only promotional discounts are available to HCT riders.*
- **Evaluate staff capacity for future expansion**
- **Rider Training Program – hire a part-time travel aide/trainer**
  - *One of the biggest challenges facing new riders is the uncertainty involved with the transit experience. Some potential transit riders are afraid they will end up on the wrong transit vehicle, some are unsure about getting on and off the vans, and others find reading maps and scheduling materials difficult. HCT could enhance assistance to passengers through a rider training program.*

### **Potential New Service**

- **Evening service**
  - *HCT used to offer limited evening service to community college classes when funding was available.*
- **Revisit the feasibility of a trolley/van service on Ocracoke Island**
  - *The Ocracoke Island Public Transit Implementation Study (2005) explored the possibility of a new transit service on Ocracoke Island. The study recommended a flex route type of service on the island, but funding has proven to be an obstacle.*
  - *Explore the demand for and feasibility of establishing a Park and Ride facility on the Hatteras Island.*
- **Deviated fixed route service to identified employment centers**
  - *HCT has successfully introduced employment-focused routes in recent years. In 2011, it began service to Rose Egg Farm from Plymouth, paid for with employees' fares and employer contributions. This service has proven to be successful and HCT began offering similar service to the farm from Belhaven in the summer of 2012. In 2012, HCT also enhanced these services by introducing "reverse" employment trips – e.g., provide transportation to employees going to Belhaven or Plymouth on the way to pick up workers in Belhaven that will be going to Rose Acre Farm.*

*These services could evolve and be mature enough to warrant deviated fixed-route service with set schedules and set centralized pick-up/drop-off locations throughout the service area to the employment centers.*
- **Explore potential for service to teens/youth**
  - *There is a need for youth-oriented activities in Hyde County. However, transportation to/from these activities is a barrier. Explore evening service to youth programs and service to the Belhaven boys/girls club.*
- **Service to regional bus and rail stations**
  - *Explore demand for connecting to regional bus and/or rail services out of county.*

- **Tourism-oriented services**

- *Explore potential for providing transit services to tourism related activities, particularly on the mainland. ITRE's Performance Plan and Analysis recommended that HCT could further attract seasonal riders with the development of tour-based entrepreneurial service (public-private partnership, including marketing of services).*

### Capital Needs

- **Replace vehicles on a regularly scheduled basis**

- *HCT reviews its fleet annually to determine replacement needs as a standard operating procedure. These costs are incorporated into the five-year financial plan.*

- **Consider and prepare for mobile data computers and GPS software**

- *With the small size of the transit system and the skill sets of the office staff, it can continue to successfully operate without software. However, the system is not in a position to handle growth without implementing some kind of scheduling software that assists with data collection and reporting. To plan for future expansion of service, HCT should explore affordable scheduling assistance software packages that will assist with record-keeping, billing, and reporting. ITRE pointed out that using basic scheduling software that checks the math on verified runs and automatically reports the Vehicle Utilization Data (VUD) would also help prevent human errors in the future.*
- *Even if HCT does not acquire scheduling assistance software packages in the five-year CTSP timeframe, it could still begin making business practice changes (See Section 6.4.2) to match the requirements of the scheduling assistance software.*

### Coordination Opportunities

- **Expand out-of-county service opportunities**

- *HCT provides scheduled trips out of the service area on set days, but does not coordinate transit trips with transit agencies in the surrounding counties.*
  - *Consider coordinating trips with surrounding counties, including Beaufort, Dare, Tyrrell and Washington counties.*
  - *Coordination with the surrounding transit agencies for trips to Raleigh-Durham-Chapel Hill and other locations.*

- **Evaluate regionalization of systems**

- *A new office/facility for HCT is planned to be completed by mid-2013. This facility might be able to serve a wider area. HCT is required to participate in the Regional Action Plan in the next three years – this can serve as an opportunity to evaluate potential regionalization plans.*

- **Coordination with the Employment Security Commission (ESC)**

- *At times, Hyde County residents have difficulty securing transportation to the ESC offices in Washington. The ESC staffs an office in Plymouth for this reason. It may be possible to staff another office part time in Hyde County that could be served by HCT.*

- **Coordination related to Ferry Service to Ocracoke**
  - *Explore ways to coordinate with other social service providers in Hyde County to more efficiently provide services to the island. Coordinate with NCDOT Ferry Division regarding providing more efficient/coordinated services for visitors and for evacuation. Also coordinate with the Ferry Division on toll waiver. Coordinate with city/county governments for trip opportunities to/from the island. Inquire about public transportation studies the National Park Service is conducting.*
- **Coordination with Hyde County Airport**
  - *Hyde County will begin selling fuel at the airport and will have full-time staff at the airport. There may be potential to coordinate with HCT to provide on-ground transportation to those arriving/departing by airplane.*

## 5.2 EVALUATION AND PRIORITIZATION OF ALTERNATIVES

This section highlights the potential enhancement and expansion options that could be implemented within the five-year planning horizon. The options are focused mainly on addressing riders' requests for more extended hours of service and increased frequency of service, as well as taking advantage of potential funding for services targeted at certain markets. It is acknowledged that priorities will need to be set, as funding is unlikely to be available for all options. However, it is also important to retain unfunded options in the plan, in case windfalls become available at short notice.

Based on the input from the Steering Committee, riders, social services agencies, and the public, a list of the highest-ranked recommendations includes action to:

- Increase employment-related ridership
- Increase ridership by the elderly, disabled, and youth
- Increase rural general public ridership
- Extend reach of HCT
- Increase visibility of the transit system

These objectives can be defined as service objectives, in that they do not translate directly into actions that can be evaluated in detail for costs and operational parameters. Therefore, using the detailed input received at Steering Committee Meeting #1, these objectives were developed into specific actions that could be implemented.

These actions are listed in **Table 5-1** as potential enhancement and improvement alternatives. These alternatives are grouped into three categories in the table:

- Operational and Service Enhancements
- Capital Enhancements
- Institutional and Administration Enhancements

Also, for each potential enhancement/improvement alternative, the table notes which of the five service objectives described above are met by the alternative, plus whether the alternatives would improve cost and/or operating efficiencies and/or enhance revenue.

The evaluated potential enhancement/improvement alternatives are intended to provide new service offerings, improve existing offerings, or strengthen HCT's financial position by improving operating efficiency. The improvement alternatives listed in **Table 5-1** were presented to the Steering Committee for discussion at Steering Committee Meeting #2 held on October 30, 2012. Based on the Steering Committee input, the potential enhancement/improvement alternatives were prioritized in a set of Five-Year Plan recommendations evaluated in detail in **Chapter 6**.

**Table 5-1. Potential Service and Operations Improvement Alternatives**

| Potential Enhancements  | Improve/Expand Service Objectives |  |              |                     | Operational/Efficiency Objectives |                         |                              |                     |
|---|-----------------------------------|--|--------------|---------------------|-----------------------------------|-------------------------|------------------------------|---------------------|
|   | Increase Employment Service       | Increase Service to Elderly, Disabled, and Youth | Increase RGP | Extend Reach of HCT | Increase Visibility               | Improve Cost Efficiency | Improve Operating Efficiency | Revenue Enhancement |
| <b>OPERATING and SERVICE ENHANCEMENTS</b>   |                                   |  |              |                     |                                   |                         |                              |                     |
| <b>Expand employment services:</b> <ul style="list-style-type: none"> <li>Express service to new locations: e.g., Engelhard-Manteo route</li> </ul>   | X                                 | X  | X            | X                   | X                                 |                         |                              | X                   |
| <b>Seasonal service geared towards employment, retail workers and visitors</b>  | X                                 | X  | X            | X                   | X                                 |                         |                              | X                   |
| <b>Gradual extension of weekday evening service hours</b>   | X                                 | X  | X            |                     | X                                 |                         |                              | X                   |
| <b>Improve service performance measures:</b> <ul style="list-style-type: none"> <li>Increase weekday average daily passenger volume by 10% annually</li> <li>Increase the number of medical routes</li> <li>Shorten reservation window</li> </ul>   | X                                 | X  | X            | X                   |                                   | X                       | X                            | X                   |
| <b>Identify in-county coordination /service opportunities:</b> <ul style="list-style-type: none"> <li>Coordinate with NCDOT Ferry Division for seasonal riders</li> <li>Coordinate with city/county governments on trip opportunities to/from Ocracoke Island</li> <li>Coordinate with ESC for service to their potential new office</li> <li>Coordinate with Hyde Co. Airport for service to/from airport</li> </ul> | X                                 | X  | X            | X                   | X                                 |                         |                              | X                   |
| <b>Increase out-of-county transportation opportunities:</b> <ul style="list-style-type: none"> <li>Explore providing service to regional bus and train stations</li> <li>Consider coordinating trips with Beaufort, Dare, Tyrrell and Washington counties</li> <li>Coordinate with surrounding agencies for trips to locations such as Raleigh-Durham-Chapel Hill and more</li> </ul>                                 | X                                 | X  | X            | X                   | X                                 | X                       | X                            | X                   |

| Table 5-1. Potential Service and Operations Improvement Alternatives  |                                   |  |              |                     |                                   |                         |                              |                     |
|---|-----------------------------------|--|--------------|---------------------|-----------------------------------|-------------------------|------------------------------|---------------------|
| Potential Enhancements  | Improve/Expand Service Objectives |  |              |                     | Operational/Efficiency Objectives |                         |                              |                     |
|   | Increase Employment Service       | Increase Service to Elderly, Disabled, and Youth | Increase RGP | Extend Reach of HCT | Increase Visibility               | Improve Cost Efficiency | Improve Operating Efficiency | Revenue Enhancement |
| Reevaluate the trolley/tram service concept on Ocracoke Island  |                                   |  | X            | X                   |                                   |                         |                              |                     |
| <b>CAPITAL ENHANCEMENTS</b>   |                                   |  |              |                     |                                   |                         |                              |                     |
| Follow fleet replacement schedule   |                                   |  |              |                     |                                   | X                       | X                            |                     |
| Prepare for growth - explore affordable scheduling assistance software packages   |                                   |  |              |                     |                                   | X                       | X                            |                     |
| <b>INSTITUTIONAL and ADMINISTRATIVE ENHANCEMENTS</b>  |                                   |  |              |                     |                                   |                         |                              |                     |
| Administrative enhancements:  |                                   |  |              |                     |                                   |                         |                              |                     |
| <b>'One-Stop Shop' and Mobility Management initiatives:</b> <ul style="list-style-type: none"> <li>• Rider Training Program</li> <li>• Extended brokerage service for human service agencies</li> <li>• Incentive programs</li> <li>• Consider staff capacity and additions – coordinate with regional Mobility Development Specialist</li> </ul> |                                   | X  | X            | X                   | X                                 | X                       | X                            | X                   |
| Identify funding sources and leverage for local match   |                                   |  |              | X                   |                                   |                         |                              | X                   |
| Marketing enhancements:   |                                   |  |              |                     |                                   |                         |                              |                     |
| Identify unmet service needs and potential riders   |                                   |  |              | X                   | X                                 |                         |                              |                     |
| Use capital assets to increase HCT's visibility   |                                   |  | X            | X                   | X                                 |                         |                              | X                   |
| Request that information about HCT services is included by businesses in their own communications   | X                                 |  |              | X                   | X                                 |                         |                              |                     |
| Improve HCT website user experience   |                                   |  |              | X                   | X                                 |                         |                              |                     |
| Regional Trip Planner portal  |                                   |  |              | X                   | X                                 |                         |                              |                     |
| Increase service awareness among the Hispanic population  | X                                 |  | X            | X                   | X                                 |                         |                              | X                   |

## 6 PROPOSED FIVE-YEAR PLAN ENHANCEMENT RECOMMENDATIONS

The list of potential enhancement/improvement alternatives was reviewed by the Steering Committee to prioritize recommendations and to develop an implementation schedule. This chapter describes the enhancement/improvement alternatives in more detail, including information on operating parameters, implementation year, potential costs, and funding sources.

The proposed Five-Year Plan enhancement recommendations are focused mainly on improving the cost efficiency and quality of existing HCT services, as well as expanding its services by taking advantage of potential funding for services targeted at certain markets. It is acknowledged that priorities will need to be reviewed by the transit agency when it comes to actual implementation of these enhancement recommendations, as funding is unlikely to be available for all options during the five-year plan period. However, it is also important to retain unfunded options in the Five-Year Plan, in case windfalls become available at short notice.

The enhancement recommendations are listed below, along with the chapter section where they are discussed in more detail.

### **Operating and Service Recommendations (Sections 6.1-6.3)**

#### ***Service Expansions (Section 6.1)***

- **Expansion of employment services:**
  - Express service to new locations: Engelhard – Manteo employment-focused route.
- **Seasonal Saturday service, focused on peak season retail workers**
- **Gradual extension of weekday evening service hours**
- **Reevaluate the trolley/tram service concept on Ocracoke Island.**  
Implementation may include a Park & Ride facility on the Hatteras Island.

#### ***Service Performance Improvements (Section 6.2)***

- **Improved service performance measures:**
  - Increase weekday average daily passengers volume by 10 percent annually
  - Increase the number of medical routes, including Medicaid trips to Belhaven three times per week
  - Shorten reservation window

---

### **Coordination Opportunities (Section 6.3)**

- **Identify in-county coordination opportunities:**
  - Coordinate with NCDOT Ferry Division for seasonal riders
  - Coordinate with ESC for service to their potential new office
  - Coordinate with Hyde Co. Airport for service to/from airport
- **Identify out-of-county transportation opportunities:**
  - Explore providing service to regional bus and train stations
  - Coordinate with surrounding agencies for trips to Raleigh-Durham-Chapel Hill and other similar locations
  - Coordinate trips with surrounding counties, including Beaufort, Dare, Tyrrell and Washington counties

### **Capital Recommendations (Section 6.4)**

- **Follow fleet replacement schedule**
- **Prepare for growth in demand for services - explore affordable scheduling assistance software packages**

### **Institutional and Administrative Recommendations (Section 6.5)**

- **Establish a ‘One-Stop Shop’ and Mobility Management initiatives:**
  - Extended brokerage service for human service agencies
  - Rider Training Program
  - Incentive programs (e.g., first ride free program)
  - Evaluate staff capacity for further expansion. Possible staff capacity additions:
    - Mobility Manager/Travel Aide
    - Dispatchers
- **Identify funding sources that could provide leverage for local match**
  - Locally Coordinated Plan (LCP) for the area will be updated in 2013. Coordinate with adjacent RPO during its update for public transportation assistance.
- **Enhance the marketing program:**
  - Identify unmet service needs and potential riders
  - Use capital assets to increase HCT’s visibility
  - Request that information about HCT services is included by businesses in their own communications
  - Improve HCT website user experience
  - Create regional public transportation website portal /
  - Increase service awareness among the Hispanic population

## 6.1 SERVICE EXPANSIONS

The proposed Five-Year Plan operating and service enhancement recommendations are focused mainly on improving the efficiency and quality of existing HCT services, as well as expanding its services by focusing on increasing RGP, employment-related ridership, service to the elderly, disabled, and youth.

Details about the proposed major operating and service expansions, including implementation year, costs and potential funding sources, are summarized in **Table 6-1**. All operating cost estimates for new services included in the table are based on HCT's fully allocated cost of \$46.92 (in 2012 dollars) per operating service hour, adjusted for inflation for future years, while incremental costs, such as expansion of existing routes and revenue hours, or use of the vehicles for special trips, is evaluated considering only the mileage and hourly costs at initial FY 2012 hourly cost of \$13.52 per vehicle hour and \$0.52 per vehicle mile (adjusted for inflation for years beyond 2012).

Table 6-1: HCT Five-Year Plan Operating Service Recommendations Summary

| Service Recommendation  | Operating   | Capital  | Vehicles | Operating Hours | Days per year | Revenue Hours | Miles per year | Rate    | Annual Operating | Capital  | Operating   | Capital                               | FY Implementation |
|---|---|--|----------|-----------------|---------------|---------------|----------------|---------|------------------|----------|---|---------------------------------------|-------------------|
| <b>Employment Shuttle Routes</b>  |   |  |          |                 |               |               |                |         |                  |          |   |                                       |                   |
| Express employment service to new locations: e.g. Engelhard - Dare County | Subscription-based & RGP (2 runs, 4 revenue hours/day)      | One expansion/ or replacement vehicle - conversion van | 1        | 4               | 261           | 1,044         | 30,568         | \$53.42 | \$55,771         | \$40,648 | S.5311 (expanded to include JARC): up to 50% federal, 50% local       | S.5311 - up to 80% federal, 10% local | 2014-15           |
| <b>Service Expansion</b>  |   |  |          |                 |               |               |                |         |                  |          |   |                                       |                   |
| Expanded Saturday weekend service   | Subscription-based and RGP (4 runs, 8 revenue hours)        | Existing vehicles, limited capital costs               | 1        | 8               | 26            | 208           | 6,090          | \$53.42 | \$11,111         | \$274    | S.5311 /ROAP (expanded to include JARC): up to 50% federal, 50% local | S.5311: up to 80% federal, 10% local  | 2016-17           |
| Expansion of Service Hours: Phase 1                                       | Subscription-based & RGP (2 vehicles, 2 revenue hours)      | Existing vehicles, limited capital costs               | 2        | 2               | 261           | 522           | 15,284         | \$15.40 | \$17,079         | \$688    | S.5311/ROAP: up to 50% federal, 50% local                             | S.5311- up to 80% federal, 10% local  | 2016-17           |
| Expansion of Service Hours: Phase 2                                       | Subscription-based & RGP (2 vehicles, 2 revenue hours)      | Existing vehicles, limited capital costs               | 2        | 2               | 261           | 522           | 15,284         | \$15.40 | \$17,079         | \$688    | S.5311: up to 50% federal, 50% local                                  | S.5311- up to 80% federal, 10% local  | 2017-18           |
| <b>Service Performance Improvements</b>                                   |   |  |          |                 |               |               |                |         |                  |          |   |                                       |                   |
| Increase weekday average daily passengers by 10% annually                 | Subscription-based & RGP (at 3.6 passengers / revenue hour) | Existing vehicles, limited capital costs               | 6        | 1.86            | 261           | 486           | 14,230         | \$14.73 | \$7,158          | \$640    | S. 5311/ROAP  | S. 5311/ROAP                          | 2013-14           |
| Increase the number of medical trips                                      | 3 times per week to Belhaven                                | Existing vehicles, limited capital costs               | 1        | 6.00            | 156           | 936           | 27,406         | \$15.40 | \$14,418         | \$1,233  | S. 5310; 50% federal, 50% local - 20% purchase of service match       | S.5310- up to 80% federal, 10% local  | 2014-15           |

### 6.1.1 Express Employment Service to New Locations

#### Description

One of the identified goals of this CTSP is to increase employment transportation service opportunities in the HCT service area and identify funding sources for local match. To achieve that goal, the agency could gradually expand its employment offerings beyond the existing Rose Acre Egg Farm shuttles. The demand for additional dedicated express employment service in the HCT service area has been demonstrated by input from the Steering Committee, surveyed HCT riders, and interviewed contract agencies.

Dedicated employment express service to new locations could begin in FY 2014-15 (second year of the CTSP). The first step would involve identifying major employers in the HCT service area (30 or more employees) and in surrounding counties. HCT would contact those employers and query them on their interest in this service and whether they would be able to provide the required local match. Their capability to contribute local match would be essential based on the requirements of the potential funding sources.

HCT could also coordinate with the Hyde County Department of Social Services and other agencies that work to provide employment-related transportation services to identify workers who would benefit from this type of service. Once they are identified, the actual routes could be developed. The Steering Committee and public outreach suggested the following locations as potential destinations:

1. Engelhard area– Manteo in Dare County
2. Paper mill in Beaufort County near Washington, Sun Energy solar farm in Washington (Mackies area), wind farm in Terra Ceia area.
3. Alternative energy facilities in the area – HCT would provide transportation for workers in need of job training at those facilities.

Option #1 was chosen as the one most worthwhile for preliminary analysis and possible implementation within the next few years. The shuttle would transport people from designated pick-up/drop-off locations in and around Engelhard to employment centers along the route to Manteo in Dare County, including Hyde County Airport. It would also connect workers to jobs at the planned concrete plant. This route would provide employment-focused transportation services once in the morning and once in the evening, with the latter run back to designated pick-up/drop-off locations. Ridership on the route would begin with subscription services contracted through the employer or social service agencies that provide employment or job training programs. The shuttle also would be open to demand-response general public ridership to capture additional fares.

Common pick-up points (rather than individual residences) are suggested in order to provide reliable, consistent service to ensure workers arrive at their jobs on time. In the

future, as these routes mature, they could become shuttles operating akin to deviated fixed-routes with flexible routing but scheduled pick-up and drop-off times.

Service along the corridor is envisioned as flexible-route (also called deviated-fixed route), with transit vehicles following a specific predetermined route but leaving the route in response to requests to pick up or drop off passengers at other locations. Commonly, passengers telephone requests for pickups off the route but may request drop-offs off the route while aboard the vehicle. Policies vary about how far off-route vehicles can flex.

This route could mature to be expanded and redesigned to serve as a model for regionalism when it comes to multi-county rural public transportation corridors in North Carolina. At first, the proposed route from Engelhard to Manteo through Manns Harbor could be expanded westward through Swan Quarter (including NCDOT Swan Quarter-Ocracoke ferry terminal) to Belhaven in Beaufort County. This US 64 corridor could be further expanded towards Pitt County and Washington. Eventually, this rural transit service corridor could begin in Washington in Beaufort County, continue along US 264 through Belhaven in Beaufort County, and Engelhard in Hyde County, and Manns Harbor and Manteo in Dare County. If implemented, this final version of the corridor would be best served by BATS, with coordination agreements with DCTS and HCT.

New HCT headquarters, located centrally at the intersection of US 264 and NC 94, could be used to market this multi-purpose corridor within the region (serving all types of trips, including medical, nutrition, recreation, shopping, educational, seasonal tourist, human service and RGP). The proposed initial Engelhard-Manteo route, as well as the potential future US 64 corridor is shown on **Exhibit 6-1**.

### **Estimated Operating Cost**

It is estimated the Englehard-Manteo express employment route runs would require an additional 2 hours of operating time per route in the morning and 2 hours in the evening. When the actual routing is designed and confirmed, these estimates might need to be adjusted. The operating cost for an additional 4 hours of revenue time is estimated at \$53,000 per year, based on the fully allocated cost per service hour. Local area employers using this service might provide the needed local match, similar to the on-going arrangement HCT has with the Rose Acre Egg Farm, in addition to farebox revenue.

### **Estimated Capital Cost**

One expansion vehicle would be needed to implement this service – this conversion van would cost approximately \$41,000 and would require a 10 percent local match.

### Exhibit 6-1: Potential Engelhard-Manteo Express Employment Service Route



### Potential Funding Sources

Funding for additional employment-related transportation service could come from the farebox and a number of federal and state sources, depending on the riders served. FTA Section 5311 formula funding was recently expanded to include the rural component of the “Job Access and Reverse Commute” program (formerly known as FTA Section 5316 JARC). If this service qualifies for this expanded S. 5311 funding, the required local match would be 50 percent of operating costs and 10 percent of capital costs, and could be contributed by the employers. Other funding programs this service may be eligible under include State-funded ROAP and FTA Section 5310.

The operating service recommendations summary for express employment service to new locations is shown in **Table 6-2**.

Table 6-2. Express Employment Service to New Locations Evaluation

|   |  |
|---|--|
| <b>Which existing service(s) will this enhance?</b> | <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> RGP <input checked="" type="checkbox"/> Elderly <input type="checkbox"/> Disabled <input checked="" type="checkbox"/> Youth <input checked="" type="checkbox"/> Education   |
| <b>What market(s) will be served?</b>               | Entire HCT service area  |
| <b>Estimated Capital Cost</b>                       | \$41,000 – one expansion vehicle (conversion van)  |
| <b>Estimated Operating Cost</b>                     | \$53,000 annually (assuming 4 revenue hours per week day)  |
| <b>Potential Funding Source(s)</b>                  | FTA S. 5311 (expanded to include JARC); local employers  |
| <b>Local Match Requirement</b>                      | 50% operating (approximately \$27,000 annually), 10% capital (approximately \$4,000)   |
| <b>Timeframe for Implementation</b>                 | <input type="checkbox"/> Yr 1 <input checked="" type="checkbox"/> Yr 2 <input checked="" type="checkbox"/> Yr 3 <input checked="" type="checkbox"/> Yr 4 <input checked="" type="checkbox"/> Yr 5 <input type="checkbox"/> Beyond Yr 5<br> |

## 6.1.2 Seasonal Saturday Service

### Description

Currently, HCT offers very limited service on the weekends: in-county services are offered one weekend per month. In FY 2010-11, HCT operated on 20 weekend days in total, and served 902 riders annually. Although the agency believes there is a need for weekend services, funding regularly scheduled weekend service would be challenging.

As proposed, this service option would expand the very limited weekend services on some Saturdays. It would operate every Saturday during the peak seasonal workers summer season, beginning at the end of May through the end of September, for an estimated total of 26 days on an annual basis. This service option would promote and advertise Saturday service to target retail workers who may have Saturday hours, particularly teens and young adults holding summer jobs. Visitors to the area would also benefit from this service.

Designated pick-up/drop-off locations at employment centers, retailers, and other places would be identified, including the NCDOT Ferry Division Swan Quarter-Ocracoke ferry terminal in Swan Quarter and Mattamuskeet National Wildlife Refuge. One issue that would have to be taken into account is that at present, there is no administrative and dispatching staff present on Saturdays. During weekdays, HCT riders can call for a reservation until noon on the day prior to their trip. HCT does not allow same-day reservations. Drivers pick up manifests at the office on their final run the day before scheduled runs. Due to these limitations, drivers who would operate Saturday runs would need to ensure on Friday that they pick up manifests for Saturday.

### Estimated Operating Cost

It is estimated the Saturday runs would require an additional 8 hours of operating time. The estimated annual operating cost of providing peak season Saturday service (assuming one vehicle) is approximately \$11,000 during the first year of implementation (FY 2016-17, which is the fourth year of the Five-Year Plan).

### Estimated Capital Cost

While it is envisioned that the proposed Saturday service would bear limited additional capital costs since only one existing vehicle would be needed to provide this service initially, eventually service could be expanded and one expansion vehicle and part-time administrative staff could be added.

### Potential Funding Sources

The added cost could be offset significantly by new revenue from additional riders. Administrative funding could come through Section 5311 funds; operating funding could come through the Rural Operating Assistance Program (ROAP) or expanded Section 5311 funds to target individuals who need rides to weekend jobs, particularly retail and summer jobs.

The operating service recommendations summary for seasonal Saturday service is shown in **Table 6-3**.

| Table 6-3. Seasonal Saturday Service Evaluation |   |
|---|---|
| Which existing service(s) will this enhance?    | <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> RGP <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Disabled <input checked="" type="checkbox"/> Youth <input type="checkbox"/> Education                                  |
| What market(s) will be served?                  | Entire HCT service area   |
| Estimated Capital Cost                          | Limited to ~\$700 annually based on wear and tear on existing vehicle estimated at \$0.045 /mile  |
| Estimated Operating Cost                        | \$11,000 annually (assuming 8 revenue hours per day)  |
| Potential Funding Source(s)                     | S. 5311 / ROAP  |
| Local Match Requirement                         | 50% for S.5311/ N/A for existing funding sources  |
| Timeframe for Implementation                    | <input type="checkbox"/> Yr 1 <input type="checkbox"/> Yr 2 <input type="checkbox"/> Yr 3 <input checked="" type="checkbox"/> Yr 4 <input type="checkbox"/> Yr 5 <input type="checkbox"/> Beyond Yr 5<br> |

### **6.1.3 Gradual Extension of Weekday Service Hours**

#### **Description**

HCT's existing operating hours are on weekdays between 6:00 am and 5:00 pm. HCT can gradually begin to expand their service hours beyond these hours. Feedback from surveyed contracting agencies, general public and existing riders stressed the need for additional evening service. Added service hours can be particularly beneficial to employment travelers whose work hours may make utilizing HCT during the current service hours difficult. The expansion could be phased in incrementally in the final two years of the CTSP as ridership, capacity, staff, and funding allows. The existing service hours would be extended by one additional hour in the afternoon, to 6:00 pm. During the final year of the CTSP (FY 2017-18), operating hours would be further extended by one additional hour overall, with half an hour added in the morning (so that service begins at 5:30 am rather than 6:00 am), and half an hour in the evening (until 6:30 pm).

#### **Estimated Operating Cost**

The estimated cost of extending weekday operating hours by one hour annually for 2 years would require the use of 2 vehicles, with an additional 2 hours of operating time in the morning and 2 hours in the evening. The cost of providing one additional hour of off-peak service (assuming two vehicles) is estimated at \$17,000 during the first and second year of implementation (FY 2016-17 and FY 2017-18). This estimate is based on an incremental costs evaluation that takes into account vehicle hours and vehicle miles, but largely excludes administrative costs given the nature of the proposed service enhancement (extension of existing service hours). When the actual routing is designed and confirmed, these estimates might need to be adjusted.

#### **Estimated Capital Cost**

These potential afternoon service additions are flexible and can be ramped up and expanded if the demand for services is there to warrant further expansion of service hours in the future. As envisioned, the proposed extension of weekday service hours would not result in the need for additional vehicles since existing vehicles would be used. This approach would not tax existing administrative or capital resources, aside from limited cost associated with wear and tear on existing vehicles. In the future (beyond the five year horizon of the CTSP), vehicles could be added incrementally, depending on demand and ridership levels.

#### **Potential Funding Sources**

The added cost could be offset significantly by new revenue from additional riders. Administrative funding could come through Community Transportation Program and Section 5311 funds; operating funding could come through the Rural Operating Assistance Program (ROAP) and/or S.5311 program.

The operating service recommendations summary for extension of weekday service is shown in **Table 6-4**.

| Table 6-4. Gradual Expansion of Weekday Service Hours Evaluation |   |
|--|---|
| Which existing service(s) will this enhance?                     | <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> RGP <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Disabled <input checked="" type="checkbox"/> Youth <input checked="" type="checkbox"/> Education                     |
| What market(s) will be served?                                   | Entire HCT service area   |
| Estimated Capital Cost   | Limited to ~\$1,300 annually based on wear and tear on 2 existing vehicles estimated at \$0.045/mile  |
| Estimated Operating Cost   | \$17,000 annually (assuming additional 2 revenue hours per weekday)   |
| Potential Funding Source(s)                                      | CTP/ ROAP/ S. 5311  |
| Local Match Requirement  | N/A for existing funding sources / 50% for S.5311   |
| Timeframe for Implementation                                     | <input type="checkbox"/> Yr 1 <input type="checkbox"/> Yr 2 <input type="checkbox"/> Yr 3 <input checked="" type="checkbox"/> Yr 4 <input type="checkbox"/> Yr 5 <input type="checkbox"/> Beyond Yr 5<br> |

#### 6.1.4 Reevaluate the Trolley/Tram Service Concept on Ocracoke Island

##### Description

The *Ocracoke Island Public Transit Implementation Study* explored the possibility of providing new transit service on Ocracoke Island to help reduce congestion and to provide tourists with an additional tourist attraction. This CTSP recommends that HCT revisit this proposal, but does not recommend any specific course of action at this point.

The *Transit Implementation Study* recommended a flex route type of service, where the transit vehicle would follow a regular fixed-route and schedule, but would go off-route to pick up persons needing curb-to-curb service. Two routes were recommended:

- Ocracoke Village internal circulator would be an internal circulator using two trams traveling along NC 12, stopping at the lighthouse, and returning to the NCDOT ferry dock via Back Road. Pending further analysis, this CTSP initially recommends no changes to that routing.
- Beach Route using a trolley that would travel on NC 12 from the ferry docks to the Pony Pens area. This route would be timed to meet the Hatteras Ferry traffic at the Pony Pens. Additional parking was recommended to be developed at the Pony Pens. The transit service was proposed to operate during the tourist season from May through September, from 9:00 am to 8:00 pm, seven days per week. Pending further analysis, this CTSP recommends that the initial proposed route be extended

eastward to the Hatteras Island ferry terminal, where pedestrians getting on/off the ferry from Dare County would be given highest priority for boarding and deboarding. Rather than developing additional parking at the Pony Pens, HCT might consider coordinating efforts with NCDOT Ferry Division, National Park Service (NPS), and Dare County to establish a Park and Ride facility on Hatteras Island, by the Hatteras Ferry terminal in Dare County. This would encourage visitors to travel to Ocracoke Island as foot passengers, particularly if other incentives were offered to them to leave their motor vehicles behind.

Funding sources for the operating budget of the identified routes were identified in the *Transit Implementation Study* as Section 5311 Rural Transportation Program funds (50 percent) and NPS funds (50 percent). It is not clear from the report if the NPS had funds to expend for the service. Funding sources for capital costs were identified as NCDOT for 90 percent, with a 10 percent local match by the Occupancy Tax Board. In-kind services and marketing were anticipated from the business community on the island. The Occupancy Tax Board pulled matching funds for the project and the National Park Service has not been able to grant the islanders the parking area desired for the project.

### **Estimated Operating Cost**

The 2005 study estimated that implementing the trolley/tram service would require about \$237,000 in operating costs for the first year of operations. The operating estimates were based on \$46.96 hourly cost of service (not adjusted for inflation). The estimated fully allocated cost per service hour for HCT in FY 2012 is calculated at \$46.92 (in 2011 dollars). Given that services in Ocracoke are more expensive to provide due to the higher cost of wages in a resort area, it might be appropriate to recalculate the operating cost in Ocracoke based on market rates prevalent in similar locations.

### **Estimated Capital Cost**

The 2005 study estimated that implementing the trolley/tram service would require \$540,000 in capital investment (including \$250,000 required to purchase the trolleys/trams). But the actual incurred capital cost could be much lower; HCT could possibly operate the Ocracoke Village circulator using only one trolley/tram, which would significantly lower both the operating and capital expenses. There are also opportunities to purchase slightly used trams/trolleys used at a lower cost.

On the other hand, there could be a potential added cost associated with a Park and Ride facility on Hatteras Island. The 2005 study mentioned the need for additional parking to be developed at the Pony Pens at the eastern end of the Beach route, but did not estimate the potential cost for land lease / acquiring the land necessary for parking and its construction and maintenance costs. The Park and Ride facility would be a shared responsibility between a variety of stakeholders and not a sole responsibility of HCT. The actual capital cost for this project will need to be determined.

## Potential Funding Sources

The *Transit Implementation Study* suggested Section 5311 and NPS as sources of funding for operating costs, and NCDOT for capital funding. This CTSP adds a few additional potential funding sources:

- The Livability Initiative: a joint venture of the US Department of Transportation (DOT), US Department of Housing and Urban Development (HUD) and US Environmental Protection Agency (EPA). Funded projects such as streetcars, buses, and bus facilities to support communities, expand business opportunities and improve people's quality of life while also creating jobs. An example grantee is the small town of Bath in Maine that provides two trolley loops to transport residents and tourists through downtown, reducing the need for on-street parking.
- 
- Bath's trolley, "Emma," funded by the Livability Initiative  
Source: US DOT
- Transportation, Community and System Preservation Program (TCSP) Grant administered by the Federal Highway Administration. The TCSP Program awards discretionary grants to carry out eligible projects to integrate transportation, community, and system preservation plans and practices that:
    - Improve the efficiency of the transportation system of the United States
    - Reduce environmental impacts of transportation
    - Reduce the need for costly future public infrastructure investments
    - Ensure efficient access to jobs, services, and centers of trade
    - Examine community development patterns and identify strategies to encourage private sector development patterns and investments that support these goals
  - Shifting a certain share of NCDOT Ferry Division's farebox revenue to fund the project. This innovative funding approach would require legislative approval.
  - Public/private partnerships and sponsorships.

Unless funding is secured, implementation of the trolley/tram service on the Ocracoke Island is scheduled beyond the horizon of the CTSP, as shown in **Table 6-5**.

| Table 6-5. Ocracoke Island Trolley/Tram Service Evaluation |  |
|--|--|
| Which existing service(s) will this enhance?               | <input checked="" type="checkbox"/> RGP <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Disabled <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> Education <input checked="" type="checkbox"/> Visitors/Tourists          |
| What market(s) will be served?                             | Seasonal tourists and visitors, residents of Ocracoke Island and Hatteras  |
| Estimated Capital Cost                                     | < \$540,000 investment for 10 years, TBD   |
| Estimated Operating Cost                                   | < \$237,000 per year, TBD  |
| Potential Funding Source(s)                                | Livability Initiative; TCSP, shared farebox revenue with NCDOT Ferry Division (requires legislative approval); public/private partnerships/sponsorships  |
| Local Match Requirement                                    | N/A  |
| Timeframe for Implementation                               | <input type="checkbox"/> Yr 1 <input type="checkbox"/> Yr 2 <input type="checkbox"/> Yr 3 <input type="checkbox"/> Yr 4 <input type="checkbox"/> Yr 5 <input checked="" type="checkbox"/> Beyond Yr 5<br> |

## 6.2 SERVICE PERFORMANCE IMPROVEMENTS

### Description

There are multiple opportunities to enhance effectiveness and cost-efficiency of HCT's services through improved performance measures. As envisioned, HCT could implement them gradually throughout the duration of the Five-Year Plan, as noted below:

- Increase weekday average daily passengers by 10 percent annually (Implementation: FY 2014 through FY 2018). HCT has done very well in all typical transit system performance categories (e.g., cancellations, no shows, passengers per revenue hour and service hour). By targeting a 10 percent annual increase in the number of weekday average daily passengers (beginning in the first year of the CTSP), HCT could continue its growth and increase effectiveness in providing service. Currently, HCT serves an average of 70 daily passengers. If the targeted growth was achieved, this average would increase to 113 daily riders in five years, a total increase of 61 percent. This target can be achieved by continued marketing of transportation services to employment centers, and exploring opportunities for serving seasonal residents and short-term visitors. With 6 vehicles, and at an average of 3.6 passengers per revenue hour, the 10 percent annual ridership increase would result in over 14,000 additional miles driven per year.
- Increase the number of medical routes by 50 percent (Implementation: FY 2015): While at first it might sound counterintuitive, HCT could benefit from increasing the number of existing medical routes it currently operates. Having multiple routes leads to economies of scale and increased growth in customer base. While a definition of a 'route' is very flexible when it comes to demand-responsive transit services (ITRE suggests: "service to an area during a time period"), it is crucial that a concrete target goal is set to meet the objective.

The existing six medical routes could be increased by 50 percent by adding three additional routes - Medicaid trips to Belhaven three times per week would result in nine overall routes. With estimated 6 revenue hours three times per week, and utilizing existing vehicles, the three Medicaid routes would cost approximately \$14,000 to operate annually. The new routes would require a 20 percent purchase of service match. Route analysis and driver performance analysis will need to be performed before increasing the number of routes.

- Shorten reservation window (Implementation: FY 2017). HCT should consider shortening the reservation time required to make a trip. At present, HCT does not allow same-day reservations - trip reservations can be made via phone until noon on the day prior to their trip. One of the top service enhancements requested by the surveyed HCT riders was less advance time needed to schedule a trip. HCT ought to consider accepting “will-calls” judiciously. A will-call is a demand-responsive trip that is not scheduled in advance, but rather the rider “will call” when ready to be picked up. The trip is then “fit” into the existing daily schedule as best as possible, and can be perceived as an immediate demand-response trip.

In addition to improving the riders’ satisfaction with HCT services, will-calls could also increase the system’s cost-efficiency by reducing the number of no-shows and trip cancellations. Implementation of will-calls by HCT can begin in a very limited way for return trips. When a given rider has an appointment, the precise time it ends is often not known. The return trips can potentially end up as “no shows” because the appointments are not yet completed when the vehicle arrives for the return trip. Another trip needs to be scheduled for the return trip and the system records an extra no-show. If HCT begins to accept limited will-calls, a phase of trial and error will be required to balance it appropriately with the regularly scheduled trips.

### Estimated Operating Cost

The proposed performance measure improvements would be accomplished through the existing demand-response services provided by HCT and are focused on changes to the way the existing services are provided. Still, they would result in substantial additional operating cost based on additional miles driven due to expansion of services. The additional operating cost associated with increasing weekday passengers is estimated to be \$7,000 annually, based on 491 estimated revenue hours per year and an incremental cost per hour (\$14.73 in FY 2013-14). The increase in medical routes yields \$14,000 in additional operating cost based on 936 revenue hours and an incremental cost per hour (\$15.40 in FY 2014-15). More details are provided in **Table 6.1** on page 58. Marketing and advertising of these services in the region could become part of the Mobility Management initiatives, described as a separate enhancement in **Section 6.5**.

### Estimated Capital Cost

Not all HCT vehicles are operating at any given time for daytime service (peak period) – some could be used to implement additional services. Although it is estimated that new transit vehicles would not be needed to implement the proposed service performance improvements, HCT vehicles may need to be replaced more frequently as the rate of wear and tear would increase slightly due to the additional trips made by the vehicles. The actual capital cost would be limited to wear and tear on existing vehicle estimated at approximately \$0.045 /mile, or \$2,000 per year assuming nearly 44,000 additional miles driven per year. This is mostly due to increasing weekday average daily passengers by 10 percent annually and increasing the number of medical routes by 50 percent. This is accounted for in the financial plan in ridership increase estimates.

### Potential Funding Sources

**Table 6-6** highlights the enhancement opportunities associated with the recommended course of action aimed at improving service performance measures. HCT should plan on implementing these service enhancements throughout the duration of the CTSP. These recommendations bear minimal operating and capital costs and therefore no dedicated funding sources need to be identified. Although the proposed measures would require some additional training and administrative time, the perceived gains in overall system efficiency make them extremely appealing.

| Table 6-6. Improved Service Performance Measures Evaluation |  |
|---|--|
| Which existing service(s) will this enhance?                | <input checked="" type="checkbox"/> RGP <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Disabled <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> Education  |
| What market(s) will be served?                              | Countywide demand-responsive and subscription-based trips  |
| Estimated Capital Cost                                      | Limited to ~\$2,000 annually based on wear and tear on existing vehicle estimated at ~ \$0.045/mile  |
| Estimated Operating Cost                                    | ~\$22,000 annually (assuming additional 1,400 revenue hours per year)  |
| Potential Funding Source(s)                                 | S.5310 /S.5311 / ROAP  |
| Local Match Requirement                                     | 20% / N/A  |
| Timeframe for Implementation                                | <input checked="" type="checkbox"/> Yr 1 <input checked="" type="checkbox"/> Yr 2 <input checked="" type="checkbox"/> Yr 3 <input checked="" type="checkbox"/> Yr 4 <input checked="" type="checkbox"/> Yr 5 <input type="checkbox"/> Beyond Yr 5<br> |

## 6.3 COORDINATION OPPORTUNITIES

### 6.3.1 In-County Coordination Opportunities

#### Description

There are multiple opportunities for HCT to benefit from increased in-county coordination with multiple entities.

The following service enhancements would result in greater visibility for HCT, extended reach, and increased ridership base:

- Coordinate with NCDOT Ferry Division for seasonal riders (Implementation: pending demand and agreement between HCT and NCDOT Ferry Division). The geography of Hyde County brings challenges to the transportation system. Ocracoke Island is accessible only by water and air. In addition to the array of roadways and bridges, ferries are an integral part of the area served by HCT. The NCDOT Ferry Division provides access to Ocracoke Island via three ferry routes, with the Swan Quarter-Ocracoke ferry connecting the island with the mainland Hyde County. HCT offers limited access and transfers to the Swan Quarter Ferry - two trips per month to Ocracoke and shopping areas in the Avon and Nags Head areas, these trips (geared towards all RGP riders, and popular with senior citizens) are not coordinated with NCDOT Ferry Division.

HCT could expand and coordinate some of the new seasonal trips to the ferry terminal in Swan Quarter to facilitate the ease of transfers to/from the ferry. The riders could be taken to attractions or community services in Hyde County, including the Mattamuskeet National Wildlife Refuge. The first step in making the transfers attractive to potential HCT riders could be to coordinate with the Ferry Division to provide seamless transfers to/from state-operated ferries to HCT transit vehicles.

Free HCT transfers could be offered with ferry ticket purchase. Every ferry ticket could come with an attached HCT bus transfer / voucher allowing ferry riders free HCT ridership within Hyde County and back to the ferry terminal in Swan Quarter and its parking lot. An agreement could be made whereas HCT applies for a waiver from NCDOT for transit vehicles to be allowed aboard state ferries free of charge. In return, it would be expected that eventually a mechanism could be put in place that would shift a certain share of ferry farebox revenue (or future tolls on bridges leading to/from the Outer Banks) to HCT.

This innovative funding approach would require legislative approval, but could become a promising new source of additional funding for HCT. This said, the possibility of sharing revenue with the ferry service might prove to be



Mattamuskeet National Wildlife Refugee

cumbersome, considering the ferry service will be increasing tolls for the Swan Quarter ferry in 2013 to almost triple the current rate to balance their own budget. The bottom line is, this type of agreement with the Ferry Division could only be plausible if it is cost-effective for both agencies and can win legislative approval.

Both entities would benefit from the additional exposure. Fully coordinated ferry transportation with public transportation routes, both in terms of fares and schedules would make it easier for riders to transfer from one mode of transportation to another. Any reduction in trips made by private motor vehicles as a result of these arrangements would be welcome, given that traffic volumes to/from Ocracoke Island during the tourist season can approach 8,000+ vehicles daily. The fact that these coordination efforts could help in hurricane evacuation efforts when needed would be an additional benefit.

It should be noted that this proposed potential service enhancement would still be geared towards RGP riders – HCT would not provide anything resembling ‘tours’ for Ocracoke visitors on the mainland (Charter service is not allowed), but only improve its regular services to better align it with existing offerings of the Ferry Division.

- Coordinate with Employment Security Commission (ESC) for service to their potential new office (Implementation: pending ESC establishment of a satellite office in Hyde County). At times, Hyde County residents have difficulty securing transportation to the ESC offices in Washington. ESC staffs an office in Plymouth for this reason. It may be possible to staff another office part time in Hyde County. ESC and HCT could coordinate to look into an office in Hyde County that HCT would provide transportation to. ESC also has clients on Ocracoke Island, and it may be beneficial to coordinate transportation services for these clients.
- Coordinate with Hyde Co. Airport for service to/from airport (Implementation: pending demand). Hyde County Airport is a public airport located seven miles north of Engelhard. Hyde County will begin selling fuel at the airport and will have full-time staff at the airport. There may be potential to coordinate with HCT to provide on-ground transportation to those arriving/departing by airplane. The airport is located along US 264, and could become a stop along the proposed Engelhard-Manteo employment route (as described in **Section 6.1.1** above). Hyde Co. Airport runway is also longer than the one in Dare County, so there could be potential for capturing demand for trips made by business travelers / government officials in the area.

### **Estimated Operating Cost**

Implementing these in-county coordination opportunities could significantly change operating and administrative costs, based on the degree to which they would be implemented. They would require a significant amount of planning and coordination,

which would increase the workload of existing staff. Agreements with other agencies to provide transportation services would only be made if cost-effective.

Shifting a certain share of the ferry farebox revenue to HCT would require legislative approval, an uncertainty that is hard to predict. Success of the other in-county coordination opportunities is largely dependent on certain forces outside the influence of HCT: coordination for service to the ESC office in Hyde County requires that the ESC establishes that office first; service to the airport would depend on demand. If it becomes a regular stop along the new express employment route (see **Exhibit 6-1**), the actual cost of servicing the airport might not be a big issue.

### **Estimated Capital Cost**

It is estimated that no new transit vehicles would be needed to implement the proposed coordination opportunities since not all existing HCT vehicles are operating at any given time. However, HCT vehicles will need to be replaced more frequently as the rate of wear and tear would increase slightly due to the additional trips made by the vehicles.

### **Potential Funding Sources**

**Table 6-7** highlights the enhancement opportunities associated with in-county coordination opportunities. HCT should plan on implementing these service enhancements throughout the duration of the CTSP, pending demand and signed agreements. The proposed coordination opportunities could bear significant operating and administrative costs, depending on the degree to which the proposed service enhancements are implemented. While HCT might benefit from the described innovative funding approach based on shared revenues with NCDOT's Ferry Division, it might not be feasible given the Ferry Division's plans to increase its own revenues. FTA Section 5311 and ROAP funding could be considered as other sources of funding for in-county coordination opportunities.

| <b>Table 6-7. In-County Coordination Opportunities Evaluation</b> |   |
|---|---|
| <b>Which existing service(s) will this enhance?</b>               | <input checked="" type="checkbox"/> RGP <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Disabled <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> Education   |
| <b>What market(s) will be served?</b>                             | Countywide demand-responsive and subscription-based trips   |
| <b>Estimated Capital Cost</b>                                     | Wear and tear on existing vehicle estimated at ~ \$0.045/mile   |
| <b>Estimated Operating Cost</b>                                   | TBD, based on additional service miles and allocated cost per service hour  |
| <b>Potential Funding Source(s)</b>                                | Shared farebox revenue with NCDOT Ferry Division, S.5311, ROAP  |
| <b>Local Match Requirement</b>                                    | N/A to 50%  |
| <b>Timeframe for Implementation</b>                               | <input checked="" type="checkbox"/> Yr 1 <input checked="" type="checkbox"/> Yr 2 <input checked="" type="checkbox"/> Yr 3 <input checked="" type="checkbox"/> Yr 4 <input checked="" type="checkbox"/> Yr 5 <input type="checkbox"/> Beyond Yr 5<br> |

### 6.3.2 Out-of-County Coordination Opportunities

#### Description

Regional coordination of transit services (“regionalization”) is another service enhancement opportunity that could result in improved cost-efficiency and could benefit HCT and other public transportation providers in the region. For transit agencies in the area: HCT, Dare County Transportation System (DCTS), Beaufort Area Transit System (BATS), Riverlight Transit (in Washington County), and Tyrrell County Senior and Disabled Transportation System, regionalism could increase efficiencies and effectiveness of transportation services by coordinating resources, sharing information, and reducing duplicative services.

Coordination efforts can help transit agencies share the risks and costs associated with improving the transportation system, foster a systems approach to management of the transportation network, better manage assets across modal boundaries, provide coordinated system operations for expected or unexpected events, integrate traveler information systems and maximize the effectiveness of infrastructure investments.

NCDOT, through PTD, has studied the feasibility and appropriateness of developing regional transit systems in North Carolina; the agency is in the process of developing a statewide initiative to support local development and implementation of appropriate regional actions. Local transit systems will use this framework to develop Regional Action Plans (RAPs). All transit systems in the state are expected to provide a RAP to NCDOT within three years. The RAPs will serve as a starting point for larger-scale Regional Coordination Plans used as a tool to implement regional coordination of transit services in a given region.

In May, 2012, NCDOT, PTD released the *Statewide Regionalization Study* that was prepared in response to Session Law 2011-145, House Bill 28.21, which required the NCDOT study the feasibility and appropriateness of developing regional transit systems examining both consolidation on the basis of regional travel patterns, and the consolidation of single-county transit systems. The study’s Advisory Committee identified the following benefits of regionalization:

- Regionalization would benefit those small systems (lacking funding) that do not have adequate staffing to apply for and manage available funding.
- Larger organizations would allow staff and other resources to be able to provide regional services.
- There is a need to focus on the (regional) service needs.
- Demographic changes, such as aging populations, increased medical needs, and need to travel for medical services will create pressures to provide regional services.
- Administrative cost savings: administrative cost/overhead ratio, and the relationship to overall unit costs.

- Regional systems broaden the support base of transit.

The Transportation Research Board's TCRP Report 91 also cites a variety of economic benefits from coordinating public transportation services, including:

- Increased efficiencies: trips provided to passengers at a lower cost per trip; reduced cost per vehicle hour or per mile.
- Increased productivity: more trips per month or passengers per vehicle hours.
- Enhanced mobility: increased access to jobs, health care, shopping, social services, and recreational activities.
- Increased economic development: community and employment benefits increase as transportation services increase.

Other non-economic benefits mentioned in the report include improved quality of life for people, improvement to service quality, centralizing oversight and management, and reporting costs and outputs more accurately.

Existing transit service agencies in the region operate entirely separately, with different fare structures, no existing transfer points from one system to another, and sometimes different ridership eligibility requirements. All transit agencies in the area provide medical, nutrition, recreation, shopping, educational, human service and general public transportation services. HCT is in a unique position among its peers in the area. No other transit system passes through Hyde County to coordinate with. For now, better opportunities exist outside Hyde County. For instance, Beaufort Area Transit System (BATS), Riverlight Transit, and HCT all serve Washington, and these services could be coordinated in the future.

Funding arrangements could specify how federal and state grant funding will be allocated for regional transit services, decreasing competition between agencies and increasing efficiency resulting in more service within the available funding. For contracting agencies and riders, increased coordination of multi-county transit services could simplify how they plan, book, and pay for delivery of those services (that would become more affordable and flexible).

As proposed, the evaluation of regionalization of systems in the HCT region would be a phased process. Assessing data on items such as traffic patterns, economic development boundaries, and RPO boundaries would be the first step. A new office/facility for HCT is planned to be completed in the spring of 2013. This facility may be able to serve a wider area and serve as a catalyst for the coordination efforts. The identified coordination opportunities that could be pursued within the timeframe of the CTSP and advance the efforts of regionalization of public transportations services in eastern part of North Carolina include:

- Exploring service to regional bus and train stations (Implementation: FY 2016). Surveyed HCT riders and potential passengers expressed their interest in being able to travel to bus and trains stations in the region via transit. There are no existing Greyhound or Amtrak stations in Hyde County. Washington is the closest location near Hyde County served by Greyhound (with Williamston and Edenton also nearby). HCT actually provides a limited number of trips to Washington every month, but coordination with neighboring BATS could make this service option more appealing to riders. The nearest Amtrak stations are located in Rocky Mount and Wilson, but due to distance, it would be cost prohibitive for HCT to serve those destinations.

One potential issue with providing service to bus and train stations are return trips, if applicable. It can be expected that transit riders boarding Greyhound buses, for instance, would use transit service again if their Greyhound trip was round-trip. With coordinated trip scheduling, this could be resolved with negligible financial impact. The first step in determining the feasibility of this coordinated effort would be to hold a meeting between HCT and other interested transit agencies, followed by some detailed analysis of trip patterns and vehicle assignments by both systems.

- Coordinating with surrounding agencies for trips to Raleigh-Durham-Chapel Hill and other locations (Implementation: FY 2016). The Triangle area (Raleigh-Durham-Chapel Hill) is currently not served by HCT, but was one of the most frequently cited service expansion locations by the existing and potential HCT riders and interviewed contracting agencies. Despite expressed demand for trips to Raleigh-Durham-Chapel Hill, this long distance service would be cost-prohibitive if provided by HCT alone. If transit agencies in the region could coordinate these trips and provide them on set days / simply take turns, the resulting cost might be more reasonable. Similar to the enhancement described above, the first step in determining the feasibility of a coordinated effort would be to hold a meeting between HCT and other interested transit agencies, followed by some detailed analysis of trip patterns and vehicle assignments by both systems. Other areas outside the Triangle should also be considered for coordination. The potential future regional public transportation US 64 corridor, described in detail in **Section 6.1.1**, is another example of out-of-county coordination opportunities.

### **Estimated Operating Cost**

In similar to in-county coordination opportunities described in **Section 6.3.1**, implementing out-of-county coordination opportunities could significantly change operating and administrative costs, and would be based on the degree to which the opportunities would be implemented. They would require a significant amount of planning and coordination by existing staff members. Agreements with other agencies to provide transportation services would only be made if cost-effective. New reciprocal transfer agreements might be needed to provide an equitable distribution of passenger fares, operating subsidies and capital

expenses as may be required to offset the cost of passenger travel between or among the participating transit systems. Future transfer agreements should include provisions for the collection of fares (cross-acceptance of passes, universal fare card, billing for medical trips, etc) and procedures for reserving and scheduling trips.

During the Five-Year Plan timeframe, a dedicated effort would be needed to ensure that reservations are easy to make, delays and missed connections are minimized and safety is assured. This is crucial given that a large percentage of demand-responsive passengers served by the transit providers have a disability, for whom making and checking reservations and trip confirmations and waiting for connecting services at transfer locations can be especially challenging.

### **Estimated Capital Cost**

It is estimated that one new expansion transit vehicle could be needed to implement the proposed coordination opportunities since the proposed service would probably occur during peak time when most HCT vehicles may be in use already. HCT vehicles will need to be replaced more frequently as the rate of wear and tear would increase due to the additional trips made by the vehicles. The existing vehicles will experience ‘wear and tear,’ with estimated mileage replacement basis anywhere from 3 to 6 cents / mile.

Multi-county coordination efforts would benefit from (and perhaps even require) development of an automated solution to trip scheduling and confirmation, such that a call-taker from one agency could enter trip information once and provide the customer with trip confirmation at the time of booking. Otherwise, all multi-county trips requiring an inter-agency transfer would result in transit agencies sharing of client data and trip request information manually (via phone or fax machine, possibly email). If all local transit agencies in the region have access to the same trip-scheduling software, access to one another’s out-of county manifests and coordinating scheduling of trips throughout the region would be easier.

### **Potential Funding Sources**

**Table 6-8** highlights the enhancement opportunities associated with out-county coordination opportunities. HCT should plan on implementing these service enhancements beginning in the third year of the CTSP. FTA Section 5311 and ROAP funding could be considered as primary funding sources for out-of-county coordination opportunities.

| Table 6-8. Out-of-County Coordination Opportunities Evaluation |  |
|--|--|
| Which existing service(s) will this enhance?                   | <input checked="" type="checkbox"/> RGP <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Disabled <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> Education  |
| What market(s) will be served?                                 | Countywide demand-responsive and subscription-based trips  |
| Estimated Capital Cost   | \$41,000 – one expansion vehicle (conversion van). Also ‘wear and tear ‘on existing vehicles, estimated mileage replacement basis anywhere from 3 to 6 cents / mile  |
| Estimated Operating Cost                                       | TBD, based on additional service miles and allocated cost per service hour   |
| Potential Funding Source(s)                                    | S.5311, ROAP   |
| Local Match Requirement  | N/A to 50%   |
| Timeframe for Implementation                                   | <input type="checkbox"/> Yr 1 <input type="checkbox"/> Yr 2 <input checked="" type="checkbox"/> Yr 3 <input checked="" type="checkbox"/> Yr 4 <input checked="" type="checkbox"/> Yr 5 <input type="checkbox"/> Beyond Yr 5<br> |

## 6.4 CAPITAL ENHANCEMENTS

This section describes the planned and proposed infrastructure projects to support HCT services and its riders. It includes HCT following its fleet replacement schedule and preparing for growth by exploring scheduling and mapping software.

### 6.4.1 Follow Fleet Replacement Schedule

#### Description

HCT is already following NCDOT’s rules when it comes to vehicle replacement schedule, and this schedule is essentially dependant on financing stream from the NCDOT. As funding becomes available, transit vehicles are replaced according to the FTA/NCDOT duty cycle criteria. Yet since fleet vehicle replacement is a large financial item that requires advanced planning, it is kept in the CTSP for informational purposes.

Success of the proposed service enhancements will largely rely on HCT following its vehicle replacement schedule, presented as part of the Financial Plan in **Chapter 9**. The existing HCT vehicles will need to be replaced on time and preventive maintenance will be critical given that wear and tear will be increased due to higher anticipated demand resulting from implementation of the proposed service enhancements. Early and advanced planning will be critical; grant applications for vehicle requests are completed in January of each year. At the earliest, HCT would receive the requested vehicle around November of that year and likely the following spring.

For future expansion, HCT should analyze the service demand and define the needs for the new vehicles (based on planned use) before future procurement. Future purchases need to meet fleet requirements and maintain a consistent spare ratio of approximately 20 percent for each service type. HCT should also consider using alternative fuels for future fleet expansions, particularly for the Ocracoke Island service, if implemented.

| Table 6-9. Fleet Replacement Schedule Evaluation |   |
|--|---|
| Which existing service(s) will this enhance?     | <input checked="" type="checkbox"/> RGP <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Disabled <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> Education   |
| What market(s) will be served?                   | Countywide demand-responsive and subscription-based trips   |
| Estimated Capital Cost                           | N/A   |
| Estimated Operating Cost                         | Limited administrative cost   |
| Potential Funding Source(s)                      | N/A   |
| Local Match Requirement                          | N/A   |
| Timeframe for Implementation                     | <input checked="" type="checkbox"/> Yr 1 <input checked="" type="checkbox"/> Yr 2 <input checked="" type="checkbox"/> Yr 3 <input checked="" type="checkbox"/> Yr 4 <input checked="" type="checkbox"/> Yr 5 <input type="checkbox"/> Beyond Yr 5<br> |

## 6.4.2 Explore Scheduling Software Packages

### Description

HCT needs to adequately position itself for future growth. The average daily number of passengers has remained stable in recent years, but this number is expected to increase based on the proposed recommendations in this CTSP. While HCT currently is comfortable using a system of linked Excel spreadsheets to meet its scheduling needs, this places the agency at a disadvantage in terms of its ability to handle future growth.

Computer-assisted scheduling and dispatching (CASD) technology that assists with data collection and reporting would prepare HCT for future growth. It would also alleviate potential for human errors when it comes to data entry. In its 2012 *PPA* report, ITRE recommends that HCT should set the system up properly so that it can handle future expansion needs by exploring scheduling assistance software packages. Pre-qualification steps need to be followed before HCT would be able to fully utilize the technology.

Even if HCT does not acquire CASD technology within the timeframe of this CTSP, it can still begin making business practice changes to match the requirements. Implementation of the CASD technology would require using the scheduling engine daily, generating ad hoc reports, setting up software to get reporting information from the system, using real-time dispatching (have a dispatcher who is constantly monitoring and updating the application), using ordered manifests that provide step-by-step pick-up and drop-off information to drivers, and having an HCT staff member regularly attend the Advanced Scheduling Software user groups. HCT could opt to implement similar business practices ahead of schedule in order to meet the required pre-requisites and to be in a position to effectively implement the technology and proceed with the full application. The *Technology Plan for North Carolina Transit Systems* (NCSU, ITRE) lists business practice changes for transit systems that need to meet the requirements to qualify for CASD technology:

- Evaluate critical success factors – conduct organization fitness review assessing ability of employees, policies, technology, and equipment to serve customer needs.
- Identify areas for improvement.
- Implement recommended improvements.
- Complete standard transit procedures and improvements – focus on the key management functions and practices that are transit industry standards for attaining quality services.

ITRE and NCDOT will work with HCT to make business practices and policy changes that are necessary before the technology can be implemented. This is recommended anywhere from none to three years before implementation of CASD technology. The assistance may take the form of ITRE's Performance Planning Program or other help in identifying areas that need improvement. The pre-application will also be provided to HCT at that time to prepare for changes.

Implementation of CASD results in specific operating and capital benefits. TCRP Report 124 cites the following improvements reported by transit agencies after implementing CASD:

- More realistic and accurate scheduling – knowing what is already scheduled; staff can immediately see what is reserved and determine if a new trip request can be scheduled.
- Improved accuracy of driver manifests – trips are entered into the computer, aided by drop-down menus and trip history files for routine and repeat trips. Staff members are less likely to schedule the wrong address because common destinations are in the agency's database.
- Improved on-time performance – more accurate and realistic driver manifests result in more trips being completed on time.
- Impact on productivity – tighter scheduling on driver manifests increases service productivity.

USDOT's Research and Innovative Technology Administration (RITA) reported the following examples of savings:

- Capital
  - Santa Clara Paratransit reduced its fleet size from 200 to 130 vehicles after implementing CADS with AVL, with realized savings of \$488,000 per year.
  - Fleet reductions of 2-5 percent are expected after a few years, when the agency has learned to use the software efficiently.
- Operating
  - Winston-Salem Paratransit had an 8.5 percent reduction in operating expenses per vehicle mile.

- San Jose, CA reduced paratransit expenditures from \$4.88 to \$3.72 per passenger.
- Door-to-Door in Peoria, IL was able to eliminate a dispatcher position, and on-time arrivals increased from 72 percent to 81 percent.
- Ridership
  - Sweetwater County, WY saw increased ridership from 5,000 to 9,000 passengers per month and had a 14 percent increase in overall demand.

ITRE recommends that HCT implements scheduling assistance software in 18 months, with a needed period for making business practice changes to match the requirements of the scheduling assistance software. This CTSP assumes that CASD would be acquired and implemented in FY 2016-17, funding and demand permitting, and because it would take time to get the transit system ready for the switch. If HCT becomes eligible for CASD in 2016, after three full years of its implementation it could qualify for Mobile Data Computers (MDCs) / Automated Vehicle Locators (AVLs) technology.

By 2019-2020, HCT could potentially experience some of the following productivity and efficiency gains if MDCs, also referred to as Mobile Data Terminals (MDTs), were to be installed in transit vehicles and the central office:

- Electronic and automatic data entry: eliminates the need for printed manifests since all information is stored on servers automatically.
- Substantial reduction in voice communications between dispatchers and vehicle operators: this provides an opportunity to reduce the number of dispatchers required to communicate with the vehicle operators.
- Better management of no-shows: once a vehicle operator enters a trip as a no-show, the return trip is automatically cancelled, and resources can be modified to make better use of the vehicle's time now made available because of the no-show. Disputes regarding no-shows are easy to solve with Automatic Vehicle Location mapping.
- Better management of cancellations: MDCs allow redeployment of vehicles during the service day, particularly if one vehicle has two no-shows or cancellations in a row.
- More efficient scheduling and routing: MDCs provide a screen for dispatchers that show all vehicles that are either 20 minutes ahead or 20 minutes behind schedule. This allows dispatchers to see what drivers are free to do more pick-ups, and which ones could use help to retain their schedules. It also allows them to see where vehicle are at all times.
- Decreased staff needs: more efficient scheduling and billing have allowed agencies transit agencies to reduce the number of required dispatchers and billing clerks.
- MDCs provide a wealth of instant data: the information collected by MDC units is available for review and analysis on a daily basis.

- Productivity likely will improve: for example, it has improved from 1.1 passengers per hour to 2.3 passengers per hour for VIA in San Antonio, Texas; and 1.57 trips per hour to 1.68 trips per hour for Accessible Services in Seattle, Washington (7 percent productivity increase).

### **Estimated Capital Cost**

Pricing varies by vendor. For example, CTS-Software, Inc., used by some of HCT's peers in North Carolina, offers a full suite of scheduling, dispatching, billing, and reporting technology called Trip Master Enterprise Edition (TMEE). This provides one platform that a transit agency can simply build upon as they grow and their demands change. The software is currently utilized by 18 public transportation agencies in North Carolina. HCT could explore other software packages available on the market and offerings by other vendors.

The cost of CASD does not necessarily depend on fleet size but rather on the features and functions included in the product. The capital cost of the basic version of CTS-Software is \$10,000, with a monthly O&M base rate systemwide fee of \$500 and a per vehicle fee of \$10. This version includes manual scheduling, mapping, billing, and reporting. The Trip Master Enterprise Edition Software is the full edition that includes automatic scheduling on top of all the other functions. The additional capital cost for the full version of software is \$8,000.

HCT could opt for either the basic or full software package. The full software suite would probably result in better return on initial investment since it would improve the system's efficiency by offering automatic rather than manual scheduling. Automated scheduling of both subscription and demand response door-to-door trips can be completed while personnel are on the phone and would improve efficiency of reservations. The user-friendly system assists schedulers/call takers with the ability to process a reservation the same day or for reservations up to and including 3 months in advance. The software's dispatching functionality narrows down the list of possible routes that will be able to handle the reservation. The software allows the user to easily swap drivers or vehicles in the case of breakdowns, or drivers calling in sick, etc.

Implementation would significantly impact HCT staff, with adequate time needed for training. Testing and troubleshooting will be necessary to ensure that the system is working as designed. During a learning period, HCT should consider running CASD in parallel with existing tools.

### **Estimated Operating Cost.**

There are ongoing licensing fees associated with continuous use of CASD. While the actual annual operating and administrative costs of the user license vary by specific company and brand. In case of CTS-Software, the annual O&M fee is \$6,000 base annual rate and \$120

per each vehicle. A dispatcher would be hired by HCT to largely be in charge of operating the acquired CASD and is described as part of the Mobility Management initiatives.

### **Potential Funding Sources**

In previous years, technology tools for North Carolina transit agencies have been funded with the State Technology Funds. For these types of funds, a 10 percent match is required for the initial capital investment, approximately \$1,000-\$1,800 for HCT depending on whether basic or full version of software is used. Other potential sources of funding include programs funded through FTA S.5310 and S.5311, as shown in **Table 6-10**. The local and state match requirements would vary for those funding programs, and likely would be greater than the match required for State Technology Funds, but generally a 80/10/10 (federal/state/local) cost share is required. However, depending on the grant used to fund CASDs, a greater local and/or state match may be required. For example, if FTA Section 5310 is used (Elderly and Disabled Individuals Transportation Program), the grant would only fund CASD proportional to the numbers of trips that serve the elderly and persons with disabilities.

| <b>Table 6-10. Scheduling Software Evaluation</b>   |  |
|---|--|
| <b>Which existing service(s) will this enhance?</b> | <input checked="" type="checkbox"/> RGP <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Disabled <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> Education  |
| <b>What market(s) will be served?</b>               | Countywide demand-responsive and subscription-based trips  |
| <b>Estimated Capital Cost</b>                       | \$10,000 to \$18,000   |
| <b>Estimated Operating Cost</b>                     | Dispatcher salary burden (included in Section 6.5.1 below) and \$6,720 annual user fee (for six vehicles)  |
| <b>Potential Funding Source(s)</b>                  | STF, FTA Sections 5310/5311  |
| <b>Local Match Requirement</b>                      | 10% capital, N/A –to 50% operating depending on funding source   |
| <b>Timeframe for Implementation</b>                 | <input type="checkbox"/> Yr 1 <input type="checkbox"/> Yr 2 <input type="checkbox"/> Yr 3 <input checked="" type="checkbox"/> Yr 4 <input checked="" type="checkbox"/> Yr 5 <input type="checkbox"/> Beyond Yr 5<br> |

## **6.5 ADMINISTRATIVE AND INSTITUTIONAL ENHANCEMENTS**

This section describes the proposed institutional and administrative enhancements, including mobility management, local match sources, and marketing.

### **6.5.1 Establish a ‘One-Stop Shop’ and Mobility Management Initiatives**

#### **Description**

HCT could aspire to become a ‘One-Stop Shop’ resource for all transportation needs and services in the eastern part of North Carolina. The goal of the One-Stop Shop initiative would be to make it easier for existing or prospective buyers and consumers of

transportation services ('clients') in Hyde County and the surrounding region to find the most appropriate transportation solutions.

As envisioned, HCT's One-Stop Shop would be part of the day-to-day operations of the agency, rather than a separate entity. It would take advantage of the new HCT headquarters that could serve as a regional information clearinghouse for public transportation services. At a high level, the One-Stop Shop could serve as a single point of contact, allowing residents and agencies to learn about and access transportation options throughout the county and surrounding areas. It would become an updated resource for transportation options in the region, and would provide information on public transportation, volunteer driver programs, private transportation providers, and services being provided by social service and public agencies.

Newly hired staff (Mobility Manager/Travel Aide) would guide and assist new riders through their trips on an individual basis. It should be noted that the state management plan for TTAP currently states that only regional systems are eligible for Mobility Managers. Unless regionalization efforts in the area become successful, HCT would not qualify for funding that would allow it to hire the Mobility Manager. Ability to qualify would be an additional incentive for regionalization. The *Locally Coordinated Public Transit & Human Service Transportation Plan* for the area is set to expire in spring of 2013 and will need to be renewed then, as well as in 2017. The renewal of the Plan presents an excellent opportunity to advance regionalization of public transportation services in the region. HCT would need to play an active role in advocating for inclusion of the described Mobility Management initiatives in the next Plan.

Overall, the HCT One-Stop Shop would function similarly to a typical Mobility Management approach, with a somewhat expanded scope that would include a variety of Mobility Management initiatives described below:

**HCT One-Stop Shop clearinghouse components (Implementation: FY 2017 through FY 2018):**

- Mobility management initiatives package:
  - Extended brokerage services for human service agencies
  - Rider Training Program
  - Evaluate staff capacity for further expansion. Possible staff capacity additions:
    - Mobility Manager/Travel Aide (P/T)
    - Dispatchers (F/T)
  - Incentive programs

❖ **Mobility management – extended brokerage services for human service agencies** (Implementation: aim to hire P/T Mobility Manager in FY 2017 – pending

regionalization efforts in the area). This is an approach for coordinating transportation services for a variety of customers, including the elderly, persons with disabilities, and individuals with low incomes in a way that achieves connectivity and effectiveness for customers and efficiency for taxpayers. There is a noticeable difference between coordination efforts between agencies (as described in in-county and of-of-county enhancement opportunities) and mobility management. Although they both deal with getting people where they need to go, coordination addresses travel and transportation as institutional collaboration, while mobility management focuses on the individual traveler and his/her personal needs to get places.

By design, mobility management promotes both non-traditional and traditional partners and stakeholders to the table. Councils on aging, employment services, emergency and evacuation planners, low-income, senior centers, community action agencies, government transportation providers and public transportation transit are some of the potential stakeholders that could be involved throughout the process.

In the HCT service area, a mobility manager could facilitate achieving the highest-ranked service objectives identified through this CTSP process. These include increasing the visibility of HCT in the service area and increasing ridership by the general public and workers. A local Mobility Manager could serve as a clearinghouse of information for all transportation services available in the region and would be in charge of the One-Stop Shop. As noted in section above, the state management plan for TTAP currently states that only regional systems are eligible for Mobility Managers.

HCT has done a great job of providing service to its core customers, but needs to better market its services so that it offers competitive brokerage services for human services agencies in the county. The number of service agencies contracting with HCT has decreased in recent years and HCT, through the Mobility Manager, should strive to reestablish old agency contacts and build new connections in the community to find new agencies and clients who would benefit from its services.

An example of a future opportunity to fully recapture business by HCT is the Hyde County DSS. Currently, DSS provides most transportation services for their clients in-house because it finds it more cost-effective than contracting through HCT. This might be due to the way the cost of providing DSS transportation services is analyzed – not taking into account the fully allocated cost of service. Public transportation is expensive – much of the requirements are built into the costs in accordance with the FTA standards. Through the interview, the DSS indicated they would be interested in increasing the number of trips they contract with HCT if it was more cost-effective. HCT and DSS could work together to find a way to grow the rider base and improve the efficiency of the services they provide to keep costs down. As part of the effort to brokerage service to all human agencies, two full-time dispatchers would be hired to deal with the expected increased demand.

This is not to say that brokerage of inefficient trips should be encouraged – on the contrary, one of the advantages of having a Mobility Manager on staff would be that he/she could conduct the appropriate analyses and advise the agency in regards to which trips HCT can efficiently provide and which trips are perhaps better served by another entity.

Another opportunity that might be worth exploring is non-competitive coordination in applying for Medicaid grants between HCT and the Agency on Aging. The latter has offered their willingness to apply for available networking grants with potential partners such as HCT.

It should be noted that the future of the brokerage system in North Carolina remains uncertain. North Carolina legislature is looking at a statewide brokerage system to handle Medicaid transportation in the future. The current legislation is also proposing to give counties the ability to consolidate Social Services and the Health Department. Hyde County has passed a resolution supporting this legislation. At this point, it is unknown what changes these proposals, if enacted, would bring for provision of public transportation services in North Carolina as a whole, and HCT specifically.

Pending regionalization efforts in the area, it is worth listing potential responsibilities of the Mobility Manager for the HCT service area (based on review of Mobility Manager job descriptions):

- Work directly with the Transit Director and other staff members to ensure coordination is maximized and available service is utilized before seeking outside resources.
- Provide strategies for meeting needs of individuals with disabilities, older adults, low-income individuals and others, and prioritize transportation services for funding and implementation.
- Promote enhancement and facilitation of access to transportation services, including the integration and coordination of services.
- Promote activities related to federal programs such as the expanded and Elderly Individuals and Individuals with Disabilities program.
- Improve business and community support for transit organizations.
- Provide direct outreach to employers, agencies, community centers, faith-based organizations, and the general public.
- Develop marketing materials.
- Serve as a liaison between the transit agency and others.

❖ ***Rider Training Program.*** One of the biggest challenges facing new riders is the uncertainty involved with the transit experience. Some potential transit riders are afraid they will end up on the wrong transit vehicle, some are unsure about getting on and off the van, and others find reading maps and materials difficult. Therefore,

another means for HCT to market its services and provide assistance to passengers is to implement a rider training program, as summarized in **Table 6-11**.

It is assumed that this service enhancement would be the responsibility of a newly hired part-time Mobility Manager/Travel Aide. HCT indicated that the best potential for this enhancement to be successfully implemented seems to be most likely in the final years of the CTSP. Thus, it is assumed that this enhancement would be implemented in FY 2016-2017 (fourth year of the CTSP), with an initial \$15,000 payroll burden annually, paid for in combination of dedicated funding grants (FTA Section 5310 and /or New Freedom FTA Section 5317) and local match.

The recently published study, *Can Travel Training Services Save Public Transportation Agencies Money?* (Transportation Research Board, February 2012) highlights some of the tangible advantages of travel training programs. The cost-benefit model tested to measure the value that travel training services can provide to transportation agencies indicated that for every \$1.00 used to purchase travel training services, the three agencies participating in the study saved or diverted from \$1.45 to \$3.98, which equates to net benefits of \$200,000 to \$440,000 annually.

The HCT Rider Training Program could be held in both English and Spanish and would be designed to help the public learn how to use HCT services. The program could offer quarterly training sessions, with live demonstrations at the new HCT facility. These sessions may involve classroom time covering the basics of understanding HCT's policies, schedules and materials with information on HCT's services and how to use them. The program may include a listing of agencies and proper procedures for booking a trip, including HCT's cancellation and no-show policies. It may also entail actually going out and riding the van so participants get a firsthand experience.

The program could also include optional one-on-one training designed to assist potential riders who may need a little more personalized help with learning how to use HCT's services. One-on-one training may involve a referral by a sponsoring agency or a general request by the public. For one-on-one training, an initial meeting would be scheduled to assess whether or not the interested rider is able to understand the maps and routes. After the initial client meeting, or after the routes have been mapped out by the travel trainer, a ride-along could be scheduled with the interested rider. If the rider has not fully understood the bus system after the first ride-along, up to two other ride-alongs could be scheduled.

The most successful rider training programs take training further, showing the trainees that public transportation can be a gateway to independence. The following is a list of techniques that HCT should consider for the Rider Training Program:

- **Travel Buddies.** Some travel training programs, such as the one operated by the North County Transit District (NCTD) in San Diego or Aging and Disability Resource Center (ADRC) in Stevens Point, Wisconsin, encourage the participating seniors to find "travel buddies." Travel Buddies are volunteers

- from the community. They are matched with new riders who might benefit from a companion to accompany them while using public transit services and learning how to use transit services.
- **Riders Choose the Destination.** The Great Falls Transit District (GFTD) in Montana and NCTD allow travel training participants to choose the destination for an initial “training trip.” For one, the potential new riders can find out and be – oftentimes – pleasantly surprised that a transit vehicle can actually get to desired destinations. Secondly, being able to choose one’s own destination makes the training experience less tiresome.
  - **Group Leaders / Peer Training.** GFTD also has a volunteer designated as a group leader – a senior citizen familiar with the transit system who travels with a group of seniors when they take their first trip in the travel training process and is there to answer their questions and concerns. The Austin Resource Center for Independent Living (ARCIL) and the City of Napa, California, employ senior volunteers as “travel ambassadors” to assist with travel training programs. In exchange for a year of free transportation service, volunteer travel ambassadors work one-on-one with other seniors as peer trainers who then perform similar duties as group leaders.
  - **Follow-up.** Peer systems and non-profit organizations such as NCTD or ADRC have stressed the importance of following up after the initial rider training program takes place. After riders who participate in training have been using HCT’s services for two weeks, a staff member from HCT performs a check to ensure everything is going smoothly and answer any questions the rider or guardian may have. A two-month follow up and subsequent follow ups as needed could also be conducted.
- ❖ ***Incentive Programs.*** There are a variety of mobility enhancement tools that HCT could begin utilizing within the timeframe of this CTSP to incentivize use of its services. While typically the marketing and outreach efforts identify the type of programs that could work in a given service area, the establishment of those programs will likely require a separate effort. The incentive program could include the following components:
- **First ride free programs.** This incentive would be a great addition to the Rider Training Program. HCT already offers half-price fares on certain days, but this enhancement would take it a bit further and let potential riders try out HCT services at no cost.
  - **Fare voucher program** (monthly or weekly). In interviews with agencies contracting with HCT, trip vouchers for HCT rides received by contracting agencies for use by their clients were perceived as extremely beneficial. Voucher programs provide a tangible mechanism to facilitate needed mobility for the transportation disadvantaged. They guarantee that a driver will be paid later

for giving a ride now. Providing HCT customers with discounted fare passes would increase mobility in the area. One possibility would be that human service agency that contracts with HCT purchases monthly or weekly passes for half price for distribution to Medicaid eligible and youth riders. Agencies could subsidize remaining costs and make passes available to the passengers for free. This approach has been tested successfully by Intercity Transit in Olympia, Washington.

- **Establishing incentive programs administered by area employers.** This initiative could be used to increase employment-focused ridership in the area served by HCT. HCT could arrange for public transportation vouchers to be sold or given to employees by the employers. Interested companies would contact HCT and purchase the vouchers and use the employees' pretax deductions to pay for them or provide the passes free to the employees as a fringe benefit.

### **Estimated Administrative and Capital Cost**

Based on information provided by NCDOT Public Transportation Division, an estimated cost for a mobility manager position would be approximately \$20,000 per year (part-time base salary of \$15,000 plus benefits and capital expenses of approximately \$5,000, which includes items such as a computer, travel expenses, conferences, telephone, supplies, etc.). However, this cost could vary depending on the grant application and a region's cost of living. The estimated salary burden for two additional full-time dispatchers is \$60,000 annually.

### **Potential Funding Sources**

According to United We Ride ([www.unitedweride.gov/Mobility\\_Management\\_Brochure.pdf](http://www.unitedweride.gov/Mobility_Management_Brochure.pdf)), mobility management activities are eligible to receive funding under SAFETEA-LU (Safe, Accountable, Flexible and Efficient Transportation Equity Act: A legacy for Users). Based on information provided by NCDOT Public Transportation Division, grants under FTA Section 5310 (Elderly and Disabled Individuals Transportation Program) have funded two-year mobility manager positions for several entities in North Carolina at 80 percent, with a 20 percent local match. The newly expanded S.5311 funding is another potential funding sources. These grants are competitively funded, and there is no guarantee of being awarded this grant. Surplus funds might also qualify as local matching funds. It is assumed this position could be funded in FY 2017 and FY 2018.

The Mobility Management/Rider Training Program evaluation is summarized in **Table 6-11**.

| Table 6-11. Mobility Management/Rider Training Program Evaluation |  |
|---|--|
| Which existing service(s) will this enhance?                      | <input checked="" type="checkbox"/> RGP <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Disabled <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> Education  |
| What market(s) will be served?                                    | Entire HCT service area  |
| Estimated Capital Cost  | Limited to office equipment; it is not anticipated that this service would lead to need for additional rolling stock.  |
| Estimated Operating Cost  | It is assumed that this service enhancement would be the responsibility of a part-time Mobility Manager/Travel Aide/Trainer. Estimated \$15,000 payroll burden annually. 2 full-time dispatchers. Estimated \$60,000 payroll burden annually   |
| Potential Funding Source(s)                                       | Elderly and Disabled Individuals Transportation Program (FTA Section 5310)<br>FTA Section 5311   |
| Local Match Requirement   | N/A to 50% match based on funding source; TBD  |
| Timeframe for Implementation                                      | <input type="checkbox"/> Yr 1 <input type="checkbox"/> Yr 2 <input type="checkbox"/> Yr 3 <input checked="" type="checkbox"/> Yr 4 <input checked="" type="checkbox"/> Yr 5 <input type="checkbox"/> Beyond Yr 5<br> |

## 6.5.2 Identify Funding Sources for Local Match

### Description

The implementation of service improvements in future years will be dependent on the availability of increased funds. How to fund needed service improvements is the most critical issue that HCT faces. At present, HCT receives virtually no local match from Hyde County that could help operate its services. Developing dedicated local transit revenue would enable the agency to implement the proposed service enhancements.

In North Carolina, there are three mechanisms that can be pursued to gain access to locally-generated, dedicated revenue:

- **General Fund Contributions.** Numerous cities, counties and states support transit systems, in part through general fund contributions. Increased general fund contributions from local jurisdictions, either through tax or fee increases or budget reallocations, can allow a transit agency to obtain increased state and federal funds to expand service or undertake capital projects. General Fund contributions from jurisdictions in the area served by HCT could be used to improve service to/from those towns.
- **0.25 cent sales tax.** NC counties are authorized to levy a sales tax with a referendum called by the County Board of Commissioners, meaning that the sales tax must pass both the commissioners and the voters. Until 2009, Mecklenburg County was the only county in North Carolina with the power to do so. The Mecklenburg sales tax, which funds the Charlotte Area Transit System (CATS), was

adopted through popular vote in 1998 and renewed in a 2008 vote. The 2009 legislation has extended similar authority to all counties, and Durham County passed the authorization for a half-cent sales tax increase dedicated to transit in 2011.

- **Vehicle registration fee of up to \$8.00 per vehicle.** NC counties are authorized to levy a vehicle registration fee of up to \$8.00 per vehicle. This mechanism requires commissioner approval, but not direct voter approval.

Although some tax and fee increases presented above do not require approval by the public, the public and local decision-makers will still need to be convinced of the need for the increases. If the additional revenue would support service expansion, the nature of the expansion (i.e., new routes or longer service hours) and rationale for it must be clear. On the other hand, if funding were needed to prevent service reductions (due to decreases in availability of other funds, for instance), the system's ability to support basic human service and mobility needs would need to be defended.

It is unlikely that these options would be currently acceptable in the HCT area, as the unemployment rate in Hyde County is high (16.3 percent in February 2012, decreased to 10.5 percent in September 2012) and additional taxes and fees would be difficult to implement in the current economic climate. In the meantime, other local funding opportunities could be sought by HCT:

- New, expanded, and reinstated agency service contracts
- Arrangements with area employers for transporting workers
- Advertising and direct service arrangements with local merchants

HCT should actively seek additional revenue through new, expanded, and reinstated agency service contracts. In FY 2011, only 20 percent of HCT's trips were contract trips. Expanding service contracts with existing clients such as Mattamuskeet Senior Center, Hyde County Health Department, or Cross Creek Health Care could increase HCT's revenue.

Having multiple agency contracts leads to economies of scale. Some agency-funded trips can be combined, with several agency and RGP riders in the same transit vehicle. This could lead to decreasing allocated cost per service hour that would then allow agencies such as the Hyde County DSS to reconsider using HCT for services client transportation services they currently do in-house. Finally, new contracting opportunities could be sought by expanding beyond the traditional human service agency market into service contracts with other key employers or institutions.

The agency has also been successful in generating local revenue match from the Rose Acre Farm for service to/from the farm. Similar arrangements could be made with other area employers in the area. These partners would pay the fully allocated cost (or its significant

share) of the service, either through monthly payments for service to HCT or purchase of a certain number of fares on behalf of employees or clients. These services would be open to the general public as well. Another revenue enhancement option, used by a number of rural transit systems, has generated local revenue from agreements with area merchants and grocery stores through advertising and provision of direct service. A Mobility Manager, if hired by HCT, could act as a community relations specialist, whose job includes working with each local community about the importance of the local match.

### **Estimated Administrative and Capital Cost**

It is not anticipated that pursuing local match opportunities would lead to significant administrative or capital costs. Securing agreements with local entities for funding would require a significant amount of planning and coordination by the existing staff. Agreements with other agencies to provide transportation services would only be made if cost-effective.

### **Potential Funding Sources**

If successful, these on-going efforts could provide a source of local funding for HCT. Notably, the Locally Coordinated Plan (LCP) for the area will need be updated in 2013 and then again in 2017. HCT should coordinate with adjacent RPO during its update / for public transportation assistance and to identify potential sources of local match.

## **6.5.3 Marketing Enhancements**

### **Description**

HCT has had to deal with unique challenges when it comes to marketing its services. The rural nature of Hyde County results in the lack of available traditional media in the area to advertise the existing HCT services. This includes lack of local newspapers and TV stations.

Despite these challenges, HCT has advertised its services in a variety of ways. The informational webpage on Hyde County's government's website (<http://www.hydecountry.org/government/np-transit.asp>) provides basic information on services and schedules. HCT distributes brochures, in both English and Spanish, through its mass mailings to every household in the county three times per year. HCT also has fare specials and organizes and attends community events to increase visibility, attract new riders, and retain existing riders. These measures should be continued.

For the duration of the Five-Year Plan, marketing efforts could be targeted in areas with the greatest potential to increase ridership, such as large employers, human service agencies, seasonal riders, and the Hispanic population. The Mobility Manager, if hired, could assist with implementation of the marketing program: he or she could match residents with available seats on existing vehicles

operated by agencies in the region, depending on the riders' destinations.



**Ocracoke Services**  
We have a trip once a month that originates from Ocracoke Island to Avon. This service is free to anyone age 60+. The trip is available for everyone at a cost of \$3.20 round trip. We also have a trip once a month that originates from Ocracoke Island to the Outer Banks for the day. This trip is also free to anyone age 60+. This trip is also available to everyone at a cost of \$5.00 round trip. Please call our office for trip schedules.

"Upon request, this information may be made available in Braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write:

**Hyde County Transit**  
P.O. Box 205 Swan Quarter, N.C. 27885  
Tel. 252-926-1637 Fax: 252-926-0032  
Email: [hydetransit@lycos.com](mailto:hydetransit@lycos.com)  
Website: [hydecounty.org/government/np-transit.asp](http://hydecounty.org/government/np-transit.asp)

**For the hearing impaired, please call the**  
**Telecommunications Relay Service:**  
TDD...1-800-735-2962  
Voice...1-800-735-8262

**Quality Service**  
To help us ensure that your transit experience is the best it can be:

- ✓ Please be ready at least 15 minutes before your scheduled pick-up time.
- ✓ Keep your seatbelt buckled.
- ✓ If possible, please make your reservations or cancellations at least by 12:00pm the day prior to your scheduled trip.
- ✓ Please let our dispatcher know if you require a wheelchair lift-equipped vehicle or have other special needs such as an oxygen.

No habla ingles?  
Nosotros le podemos proporcionar con nuestra informacion que planifica en espanol.

**Hyde County Transit**  
"Taking the Road Less Traveled"

"We want to be the first place you call when you want to go ....."



HCT's current informational brochure

The marketing enhancements could include several activities described below:

- **Identify unmet service needs and potential riders.** HCT should conduct a marketing analysis and outreach program aimed at educating the public and elected officials on the existence and benefits associated with its services. This would likely consist of identifying target and unmet markets for ridership, likely through Geographic Information Systems (GIS) Census mapping and data analysis. HCT also could target the directors of agencies/facilities in its service area to educate them about HCT. Understanding local travel patterns could lead to better alignment of transit options with transit demand. A first-time caller program could also be established as part of the effort – first-time HCT callers can be identified and targeted for future direct mail advertising and follow-up. Beyond awareness, the marketing effort must seek to create an image of public transportation as a valuable community service that is available to everyone – not just seniors, persons with disabilities or low-income individuals.
- **Use capital assets to increase HCT's visibility.** HCT already sells advertising on its vehicles to recoup some of the local match required for purchasing its transit vehicles. HCT markets the ads as one of the least expensive ways for organizations to spread their message across the region. In addition, HCT could stencil in messages such as "Need a ride? Call 926-1637" on the sides of HCT vehicles. The

new facility presents another opportunity to include a highly visible sign by its curb and main entrance advertising HCT services.

- **Request that information about HCT services is included by businesses in their own communications.** HCT could talk with businesses involved in tourism and ask them to include information about HCT as a way of getting their customers to that particular enterprise from the area airport, bus station, etc. The information would stress that HCT provides public transportation services to any individual, serves the entire Hyde County, including its tourist attractions, NCDOT Ferry Terminal, Hyde County Airport (as proposed), and some out-of-county destinations.
- **Improve HCT website experience.** At present, HCT does not have its own website. The HCT webpage is hosted on the Hyde County government’s website: <http://www.hydecountry.org/government/np-transit.asp>. A visitor to the website has to use the “Non-Profit Agencies” drop-down menu to navigate to the single page dedicated to HCT. In order to retain existing riders and attract new riders, HCT should make information about its services more prominent online – either via a standalone website, or by making the link to HCT more prominent on the Hyde County’s website.

- **Regional public transportation service website portal / Trip Planner.**

Marketing money is available for creation and maintenance of a regional website explaining available public transportation services in the region. This website would compile information about services not only in Hyde County, but also the surrounding counties and agencies offering public transportation services within those areas. The portal could provide general and detailed information about public transportation services in the area, including schedules, pricing, and routes, if available. It could serve as a Trip Planner for residents of the area who would be able to enter their origin and destination and get directions using regional public transportation (example on the right is from Miami-Dade County). Creating the Trip Planner portal would require administrative coordination with the surrounding agencies and on-going commitment to updating and maintaining it. The Trip Planner portal would also be beneficial in efforts aimed at regionalization of public transportation services in the area.

- **Increase service awareness among the Hispanic population.** Providing more marketing information to the Hispanic population, employers, and markets

(particularly those who may be served by the proposed employment shuttle routes) could prove to be crucial in attracting that rapidly increasing population segment in Hyde County to transit services. Determining the best approach to market existing and proposed HCT services to the Hispanic population will not be an easy task since the Hispanic population might not be used to dealing with government entities. Leaders in the Hispanic community should be contacted to solicit their suggestions as to the best ways to reach their community. Including information about HCT in utility bills in both English and Spanish could reach many Hispanic households in the service area. Another opportunity to disperse information about HCT services would be to post flyers on community bulletin boards at community gathering spots such as grocery stores, gas stations, etc.

### **Estimated Administrative and Capital Costs**

Overall, the identified marketing enhancements are not projected to cause a significant increase in funding for marketing purposes HCT already allocates each year. Based on S.5311 application, the percentage of marketing funds allocated is set at 2 percent of HCT's administrative budget. Identifying target and unmet markets for ridership could be a project for a consultant or state-affiliated agency such as ITRE. Updates to the Hyde County's government website and its HCT webpage could be made using existing staff as a part of the regular updates of the websites. Creating and maintaining the regional Trip Planner portal would be accomplished using available marketing funds. Businesses should be eager to promote HCT as a convenient and affordable way for customers and visitors to reach them.

Once the best approach to reach the Hispanic population is determined, the actual marketing cost should be minimal, with word of mouth and reliance on local Hispanic businesses and community leaders to spread the information about provided services. All printed marketing materials could be printed in-house, to keep the cost down, with an estimated cost not exceeding \$1,000 per year.

### **Potential Funding Sources**

Funding for marketing and advertising of HCT services comes from S.5311. The marketing enhancements' summary is shown in **Table 6-12**.

| Table 6-12. Marketing Program Evaluation     |  |
|--|--|
| Which existing service(s) will this enhance? | <input checked="" type="checkbox"/> RGP <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Disabled <input checked="" type="checkbox"/> Employment <input checked="" type="checkbox"/> Education              |
| What market(s) will be served?               | Countywide   |
| Estimated Capital Cost                       | N/A  |
| Estimated Administrative Cost                | Printed Materials: \$1,000 annually (using existing marketing budget)  |
| Potential Funding Source(s)                  | S.5311 (approximately 2% annual budget), surplus revenue   |
| Local Match Requirement                      | N/A to 100%  |
| Timeframe for Implementation                 | <input checked="" type="checkbox"/> Yr 1 <input type="checkbox"/> Yr 2 <input checked="" type="checkbox"/> Yr 3 <input checked="" type="checkbox"/> Yr 4 <input checked="" type="checkbox"/> Yr 5 <input type="checkbox"/> Beyond Yr 5<br> |

## 7 FIVE-YEAR PLAN ENHANCEMENT RECOMMENDATIONS - SUMMARY

The Operating & Service, Capital, and Institutional & Administrative enhancement recommendations reflect potential service alternatives as identified and confirmed by the Five-Year Plan's Steering Committee, surveyed HCT riders, Hyde County community members, and human service agencies, and analyzed background documents and plans.

The highest-ranked recommendations include:

- Increase rural general public ridership
- Increase ridership by the elderly, disabled, and youth
- Increase employment-related ridership
- Extend reach of HCT
- Increase visibility of the transit system

The evaluated potential enhancements are intended to provide new service offerings, improve existing offerings, or strengthen HCT's financial position by improving operating efficiency.

Together, the enhancement recommendations support HCT's Mission:

*The mission of Hyde County Transit (HCT) is to provide quality mobility opportunities in a safe, ethical, and financially sound manner.*

The Operating & Service, Capital, and Institutional & Administrative elements of the Five-Year Plan aim to support NCDOT's objectives for the Community Transportation Service Plan, including:

- Timely development and availability of transportation services
- Improving the efficiency and effectiveness of federal/state-funded programs
- Supporting and promoting regional coordination
- Providing dependable transportation
- Enhancing the coordination of existing services
- Building upon the coordination efforts that exist
- Serving as a basis for funding requests

The potential service alternatives and a timeline for implementation are summarized in **Table 7-1**. The table provides a synopsis of the estimated overall costs and revenues associated with the implementation of the proposed. **Table 7-2** presents the Service and Implementation Plan summary, including all major recommendations from **Table 7-1**. **Chapter 8** provides the detailed financial analysis and Financial Plan.

Table 7-1. HCT Five-Year CTSP: Service and Implementation Plan\*

| Service Recommendation                             | Description  | Estimated <u>Total</u> Cost for all 5 years of CTSP FY 2014-18 |                                    | Potential Funding Sources   | Estimated <u>Total</u> Local Match FY 2014-18      |                                    | Implementation Fiscal Year             |
|--|--|--|------------------------------------|---|--|------------------------------------|--|
|  |  | Operating and Admin  | Capital                            |   | Operating and Admin                                | Capital                            |  |
| <b>Operating and Service Enhancements</b>          |  |  |                                    |   |  |                                    |  |
| Expansion of employment services                   | Express service to new locations: e.g. Engelhard-Manteo route  | \$223,000  | \$41,000                           | S.5311/ Area employers  | \$111,000  | \$4,000                            | 2015                                   |
| Seasonal Saturday service                          | Focused on employment, seasonal retail workers and area visitors   | \$22,000   | \$500                              | S. 5311 / ROAP  | \$0 to \$11,000                                    | Limited                            | 2017                                   |
| Gradual extension of weekday evening service hours | a) Phase 1: extension of service by 1 hr to 6 pm<br>b) Phase2: extension of service by ½ hr in the morning - from 5:30 am and ½ hr in the evening to 6:30 pm                                       | a) \$34,000<br>b) \$17,000                                     | a) \$1,400<br>b) \$700             | S. 5311 / ROAP  | a) \$0 to \$34,000<br>b) \$0 to \$17,000           | Limited                            | a) 2017<br>b) 2018                     |
| Improved service performance measures              | a) Increase weekday average daily passengers volume by 10% annually<br>b) Increase the number of medical routes by 50%<br>c) Shorten reservation window  | a) \$37,000<br>b) \$58,000<br>c) N/A                           | a) \$3,000<br>b) \$5,000<br>c) N/A | a) S.5311/ROAP<br>b) S.5310<br>c) N/A   | a) \$0 to \$18,000<br>b) \$0 to \$29,000<br>c) N/A | a) Limited<br>b) Limited<br>c) N/A | a) 2014<br>b) 2015<br>d) 2017          |
| Identify in-county coordination opportunities      | a) Coordinate with NCDOT Ferry Division for seasonal riders<br>b) Coordinate with ESC for service to their potential new office<br>c) Coordinate with Hyde Co. Airport for service to/from airport | TBD  | TBD                                | d) Shared farebox revenue with NCDOT Ferry Division (requires legislative change), S.5311, ROAP<br>e) S.5311, ROAP<br>f) S.5311, ROAP | TBD  | TBD                                | a) pending<br>b) pending<br>c) pending |

Table 7-1. HCT Five-Year CTSP: Service and Implementation Plan\*

| Service Recommendation   | Description  | Estimated <u>Total</u> Cost for all 5 years of CTSP FY 2014-18 |          | Potential Funding Sources   | Estimated <u>Total</u> Local Match FY 2014-18 |         | Implementation Fiscal Year |
|--|--|--|----------|---|---|---------|----------------------------|
|  |  | Operating and Admin  | Capital  |   | Operating and Admin                           | Capital |                            |
| Identify out-of-county transportation opportunities            | a) Explore providing service to regional bus and train stations<br>b) Coordinate with surrounding agencies for trips to Raleigh-Durham-Chapel Hill and other locations | TBD  | \$41,000 | S.5311/<br>ROAP   | TBD   | \$4,000 | a) 2016<br>b) 2016         |
| Reevaluate the trolley/tram service concept on Ocracoke Island | Implementation would include a Park & Ride facility on the Hatteras Island and modified Beach Route concept.   | TBD  | TBD      | - The Livability Initiative Transportation Community and System Preservation Program (TCSP)<br>- Shared farebox revenue with NCDOT Ferry Division (req's legislative approval)<br>-Public/private partnerships and sponsorships | TBD   | TBD     | Beyond 2018                |
| <b>Capital Enhancements</b>                                    |  |  |          |   |   |         |                            |
| Fleet replacement schedule                                     | Follow adopted schedule  | Limited administrative cost                                    | N/A      | N/A   | N/A   | N/A     | 2014                       |

Table 7-1. HCT Five-Year CTSP: Service and Implementation Plan\*

| Service Recommendation  | Description   | Estimated <u>Total</u> Cost for all 5 years of CTSP FY 2014-18   |                        | Potential Funding Sources | Estimated <u>Total</u> Local Match FY 2014-18 |                    | Implementation Fiscal Year |
|---|---|--|------------------------|---------------------------|---|--------------------|----------------------------|
|   |   | Operating and Admin  | Capital                |                           | Operating and Admin                           | Capital            |                            |
| Prepare for growth in demand for services                       | Explore affordable scheduling assistance software packages  | -\$14,000 in O&M and user fees<br>-Dispatchers salaries (\$120,000 - included under Mobility Management) | \$10,000 to \$18,000   | STF, S.5310/S.5311        | \$0 to \$10,500                               | \$1,000 to \$1,800 | 2016                       |
| <b>Administrative and Institutional Enhancements</b>            |   |  |                        |                           |   |                    |                            |
| Establish a 'One-Stop Shop' and Mobility Management initiatives | a) Mobility Management - brokerage service for all human service agencies<br>b) Rider Training Program<br>c) Incentive programs   | \$120,000 (pending regionalization efforts and staff additions)  | a) \$53,000 b & c) TBD | S.5310/<br>S.5311         | Up to \$24,000                                | Up to \$5,300      | 2017                       |
| Identify funding sources for local match                        | Pursue funding mechanisms such as: General Fund contributions, sales tax, vehicle registration fee, new/expanded/reinstated agency contracts, arrangements with area employers, advertising and service arrangements with merchants | N/A  | N/A                    | N/A                       | N/A   | N/A                | On-going 2014-2018         |

**Table 7-1. HCT Five-Year CTSP: Service and Implementation Plan\***

| Service Recommendation | Description  | Estimated <u>Total</u> Cost for all 5 years of CTSP FY 2014-18 |         | Potential Funding Sources | Estimated <u>Total</u> Local Match FY 2014-18 |         | Implementation Fiscal Year |
|------------------------|--|--|---------|---------------------------|---|---------|----------------------------|
|                        |  | Operating and Admin  | Capital |                           | Operating and Admin                           | Capital |                            |
| Marketing Enhancements | Enhance the marketing program:<br>- Identify unmet service needs and potential riders<br>- Use capital assets to increase HCT's visibility<br>-Request that information about HCT services is included by businesses in their own communications<br>-Improve HCT website user experience<br>-Regional Trip Planner portal<br>-Increase service awareness among the Hispanic population | 2% of annual budget  | N/A     | S.5311 / surplus revenue  | N/A   | N/A     | 2014                       |

\*Estimates not adjusted for inflation

| Table 7-2 HCT Five-Year CTSP: Implementation Plan Summary |  |                                |   |  |  |
|---|--|--------------------------------|---|--|--|
| Recommendation  | Implementation (Fiscal Year)   |                                |   |  |  |
|   | 2013-14  | 2014-15                        | 2015-16   | 2016-17                                | 2017-18  |
| <b>Operating and Service Enhancements:</b>                |  |                                |   |  |  |
| Improved service performance measures                     | 10% increase in riders   | 50% increase in medical routes |   | Shorten reservation window             |  |
| Expansion of employment services                          |  | Begin Engelhard-Manteo service |   |  |  |
| Seasonal Saturday service                                 |  |                                |   | Begin service during summer            |  |
| Gradual extension of weekday service hours                |  |                                |   | Phase 1: extend evening service by 1hr | Phase 2: extend morning and evening service by ½hr |
| In-county coordination opportunities                      | <i>Implementation years contingent on agreements with NCDOT Ferry Division, Employment Security Commission and Hyde County Airport</i> |                                |   |  |  |
| Out-of-county transportation opportunities                |  |                                | -Begin service to regional bus/train stations<br>-Begin coordinated trips to Raleigh and beyond |  |  |
| Reevaluate trolley/tram service on Ocracoke Island        |  |                                |   |  | <i>Beyond 2018</i>                                 |

Table 7-2 HCT Five-Year CTSP: Implementation Plan Summary

| Recommendation  | Implementation (Fiscal Year)        |                        |  |  |         |
|---|-------------------------------------|------------------------|--|--|---------|
|   | 2013-14                             | 2014-15                | 2015-16  | 2016-17  | 2017-18 |
| <b>Capital Enhancements:</b>                          |                                     |                        |  |  |         |
| Follow fleet replacement schedule                     | On-going replacement schedule       |                        |  |  |         |
| Explore scheduling assistance software packages       |                                     | Pre-application period | Contact vendors  | Hire dispatcher, test and install software   |         |
| <b>Administrative and Institutional Enhancements:</b> |                                     |                        |  |  |         |
| Identify funding sources for local match              | On-going: pursue funding mechanisms |                        |  |  |         |
| Marketing Enhancements                                | Enhancements to marketing plan      |                        |  |  |         |
| Mobility Management initiatives                       |                                     |                        | Depending on regionalization & updated Locally Coordinated Transportation Plan | -Consider staff additions<br>-Initiate Rider Training Program<br>-Explore Incentive Programs |         |



## 8 FINANCIAL PLAN

### 8.1 METHODOLOGY

The Financial Plan component of this CTSP serves as a financing guideline to implement the proposed administrative, operating, and capital recommendations. The methodology used to develop the Financial Plan consists of the following steps:

- Developing forecasts of the annual operating and administrative costs (**Section 8.1.1**)
- Estimating ridership for each of the recommended HCT service improvements (**Section 8.1.2**)
- Estimating passenger fare revenues based on the ridership forecasts (**Section 8.1.3**).
- Estimating capital needs and associated costs of the capital plan elements (**Section 8.1.4**)
- Summarizing all financial plan elements (**Section 8.1.5**)

**Section 8.2** provides a summary of the operating, administrative, and capital financial plans, focusing on the total required local match throughout the duration of the Five-Year Plan.

#### 8.1.1 Developing Forecasts of the Annual Operating and Administrative Costs

The existing service operating and administrative costs were estimated based on the available HCT FY 2012 operating statistics (OPSTATS) and FY 2012 Budget. The Performance Analysis (shown in **Table 4-2**) and the fully allocated and incremental costs per hour of service (shown in **Table 4-5** and **4-7**) were estimated based on most recently available OPSTATS from FY 2012 and used to estimate future year scenario estimates for the existing and proposed services.

The fully allocated cost per service hour was calculated to be \$46.92 in the 2012 Fiscal Year (actual figure) and is projected to increase to a high of \$53.42 in the final year of the CTSP, based on the estimated inflation factors provided by NCDOT PTD (shown in **Table 4-5**). The inflation factors used for estimating future year operating costs scenario costs were provided by the NCDOT Public Transportation Division in the *Community Transportation Service Plan – General Scope of Work*, released in October, 2010.

Incremental costs, such as expansion of existing routes and revenue hours, or use of the vehicles for special trips, is evaluated considering only the mileage and hourly costs (also increased for inflation for years beyond 2012), where the incremental cost is based on  $\$13.53 \times \text{Vehicle Hours} + \$0.52 \times \text{Vehicle Miles}$  (shown in **Table 4-7**).

Using these estimates, the future Five-Year Plan operating and administrative costs were estimated for the HCT service improvement recommendations, as presented in **Table 8-1**. During the five year span of the CTSP, the estimated operating costs for the proposed recommendations total \$525,000 – a 32 percent increase from the base case scenario estimate of nearly \$1.7 million, estimated over the same time period.

Table 8-1: HCT Five-Year Plan: Annual Operating and Administrative Costs (FY 2014-18)

| RECOMMENDED SERVICE PACKAGE   | Year 1           | Year 2           | Year 3           | Year 4           | Year 5            | Total              |
|---|------------------|------------------|------------------|------------------|-------------------|--------------------|
|   | FY 2013-14       | FY 2014-15       | FY 2015-16       | FY 2016-17       | FY 2017-18        | FY 2014-18         |
| <b>Base Case Operating Costs</b>  | \$321,825        | \$336,597        | \$336,597        | \$336,597        | \$336,597         | \$1,668,213        |
| <b>Employment Shuttle Routes</b>  |                  |                  |                  |                  |                   |                    |
| Express employment service to new locations: Engelhard - Dare Co.                     |                  | \$55,771         | \$55,771         | \$55,771         | \$55,771          | \$223,084          |
| <b>Service Expansion</b>  |                  |                  |                  |                  |                   |                    |
| Expanded Saturday weekend service   |                  |                  |                  | \$11,111         | \$11,111          | \$22,223           |
| Expansion of Service Hours: Phase 1   |                  |                  |                  | \$17,079         | \$17,079          | \$34,158           |
| Expansion of Service Hours: Phase 2   |                  |                  |                  |                  | \$17,079          | \$17,079           |
| <b>Service Performance Improvements</b>   |                  |                  |                  |                  |                   |                    |
| Increase weekday average daily passengers by 10% annually                             | \$7,158          | \$7,486          | \$7,486          | \$7,486          | \$7,486           | \$37,102           |
| Increase the number of medical trips  |                  | \$14,418         | \$14,418         | \$14,418         | \$14,418          | \$57,671           |
| Shorten reservation window  |                  |                  |                  | N/A              | N/A               | \$-                |
| <b>In-County Coordination Opportunities</b>   |                  |                  |                  |                  |                   |                    |
| Coordinate with NCDOT Ferry Division for seasonal riders                              |                  |                  |                  |                  |                   | TBD                |
| Coordinate with local governments on trip opportunities to/from Ocracoke Island       |                  |                  |                  |                  |                   | TBD                |
| Coordinate with ESC for service to their potential new office                         |                  |                  |                  |                  |                   | TBD                |
| Coordinate with Hyde Co. Airport for service to/from airport                          |                  |                  |                  |                  |                   | TBD                |
| <b>Out-of-County Coordination Opportunities</b>                                       |                  |                  |                  |                  |                   |                    |
| Explore service to regional bus and train stations                                    |                  |                  | TBD              |                  |                   | TBD                |
| Coordinate with surrounding agencies for trips to Raleigh-Durham-Chapel Hill and more |                  |                  | TBD              |                  |                   | TBD                |
| <b>Scheduling Assistance Software</b>   |                  |                  |                  |                  |                   |                    |
| O&M   |                  |                  |                  | \$6,960          | \$6,960           | \$13,920           |
| 2 FT Dispatchers  |                  |                  |                  | \$60,000         | \$60,000          | \$120,000          |
| <b>Total Service Plan Elements Incremental Impacts</b>                                | <b>\$7,158</b>   | <b>\$77,675</b>  | <b>\$77,675</b>  | <b>\$172,825</b> | <b>\$ 189,904</b> | <b>\$525,237</b>   |
| <b>Total HCT Operating Costs</b>  | <b>\$328,983</b> | <b>\$414,272</b> | <b>\$414,272</b> | <b>\$509,422</b> | <b>\$ 526,501</b> | <b>\$2,193,450</b> |
| % Increase Service Plan Cost Impacts/Base Case  | 2.2%             | 23.1%            | 23.1%            | 51.3%            | 56.4%             | 31.5%              |
| <b>Assumptions:</b>   |                  |                  |                  |                  |                   |                    |
| NCDOT Inflation Factors   | 1.0442           | 1.0459           | 1.0000           | 1.0000           | 1.0000            |                    |

### 8.1.2 Estimating Ridership for Recommended Service Improvements

The next step in the Financial Plan analysis involves estimating ridership for both existing and proposed HCT services. The “Base Case” ridership scenario represents existing ridership (including additional 13 daily riders estimated as ridership impact of new reverse-commute employment routes, beginning in FY 2013, not reflected in FY 2012 OPSTATS) factored by projected population growth in the area. These population projections are based on the countywide population projections supplied by the North Carolina Office of State Budget and Management, as shown in **Table 8-2**.

After calculating Base Case ridership based on projected population growth in Hyde County and incorporating the overall historical HCT ridership trends and recent service changes, the ridership impacts of the recommended improvements/service enhancements are identified. It typically takes two full years for new transit services to reach full ridership potential and one year for a service revision to reach full ridership potential. As such, it is assumed that ridership for major service changes to HCT’s transit network will reach 65 percent of full ridership potential in the first year of service and 90 percent in the second year.

Overall, implementing the recommended service improvements as outlined in the Five-Year Plan is likely to increase system-wide ridership by nearly 52 percent (12,500 annual one-way transit trips) over the Base Case scenario in the final Fiscal Year of the Five-Year Plan. The total projected ridership from FY 2014 to FY 2018, if all major proposed HCT service recommendations are implemented, is 149,000 (compared to 109,000 projected for the Base Case scenario during the same time period). Between 2014 and 2018, the proposed service improvements are estimated to result in nearly 40,000 additional one-way transit trips aboard HCT transit vehicles. By FY 2017-18, riders using the proposed service enhancements are projected to account for 36 percent of all HCT riders, although this number is bound to be higher if repeat and cross-services riders are accounted for in the calculations. The estimated ridership projections are shown in **Table 8-3**.

**Table 8-2: Projected Population Growth in Hyde County (FY 2011-18)**

|   | FY<br>2010-<br>11 | FY<br>2011-<br>12 | FY<br>2012-<br>13 | FY<br>2013-<br>14 | FY<br>2014-<br>15 | FY<br>2015-<br>16 | FY<br>2016-<br>17 | FY<br>2017-<br>18 | Total Pop.<br>Growth FY<br>2011-18 |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|------------------------------------|
| <b>Projected Population</b>                     | 5,815             | 5,831             | 5,842             | 5,851             | 5,860             | 5,870             | 5,879             | 5,888             | 73                                 |
| <b>Projected Annual %<br/>Population Growth</b> | N/A               | 0.3%              | 0.2%              | 0.2%              | 0.2%              | 0.2%              | 0.2%              | 0.2%              | 0.2%                               |

Source: North Carolina Office of State Budget and Management: Annual County Population Totals. Accessed in December, 2012:  
[www.osbm.state.nc.us/ncosbm/facts\\_and\\_figures/socioeconomic\\_data/population\\_estimates/demog/countytotals\\_2010\\_2019.html](http://www.osbm.state.nc.us/ncosbm/facts_and_figures/socioeconomic_data/population_estimates/demog/countytotals_2010_2019.html)

Table 8-3: HCT Five-Year Plan: Projected Annual Ridership Estimates - One-way Transit Trips (FY 2014-18)

| RECOMMENDED SERVICE PACKAGE   | Year 1        | Year 2        | Year 3        | Year 4        | Year 5        | Total          |
|---|---------------|---------------|---------------|---------------|---------------|----------------|
|   | FY 2013-14    | FY 2014-15    | FY 2015-16    | FY 2016-17    | FY 2017-18    | FY 2014-18     |
| <b>Base Case Ridership</b>  |               |               |               |               |               |                |
| Weekday ridership   | 17,610        | 17,637        | 17,668        | 17,695        | 17,722        | 88,332         |
| Weekend ridership   | 1,766         | 1,769         | 1,772         | 1,774         | 1,777         | 8,857          |
| Ridership impacts of reverse-commute HCT employment routes*                     | 2,403         | 2,406         | 2,411         | 2,414         | 2,418         | 12,052         |
| <b>Total</b>  | <b>21,779</b> | <b>21,812</b> | <b>21,850</b> | <b>21,883</b> | <b>21,917</b> | <b>109,241</b> |
| <b>Employment Shuttle Routes</b>  |               |               |               |               |               |                |
| Express employment service to new locations: Engelhard - Dare County            |               | 2,453         | 3,397         | 3,774         | 3,774         | 13,398         |
| <b>Service Expansion</b>  |               |               |               |               |               |                |
| Expanded Saturday weekend service   |               |               |               | 489           | 677           | 1,165          |
| Expansion of Service Hours: Phase 1   |               |               |               | 1,227         | 1,698         | 2,925          |
| Expansion of Service Hours: Phase 2   |               |               |               |               | 1,227         | 1,227          |
| <b>Service Performance Improvements</b>   |               |               |               |               |               |                |
| Increase weekday average daily passengers by 10% annually                       | 1,755         | 1,761         | 1,764         | 1,767         | 1,769         | 8,816          |
| Increase the number of medical trips  |               | 2,199         | 3,045         | 3,384         | 3,384         | 12,012         |
| Shorten reservation window  |               |               |               | N/A           | N/A           |                |
| <b>In-County Coordination Opportunities</b>                                     |               |               |               |               |               |                |
| Coordinate with NCDOT Ferry Division for seasonal riders                        |               |               |               |               |               | TBD            |
| Coordinate with local governments on trip opportunities to/from Ocracoke Island |               |               |               |               |               | TBD            |
| Coordinate with ESC for service to their potential new office                   |               |               |               |               |               | TBD            |
| Coordinate with Hyde Co. Airport for service to/from airport                    |               |               |               |               |               | TBD            |
| <b>Out-of-County Coordination Opportunities</b>                                 |               |               |               |               |               |                |
| Explore service to regional bus and train stations                              |               |               | TBD           |               |               |                |

|   |               |               |               |               |               |                |
|---|---------------|---------------|---------------|---------------|---------------|----------------|
| Coordinate with surrounding agencies for trips to Raleigh-Durham-Chapel Hill and more |               |               | TBD           |               |               |                |
| <b>Total Service Plan Elements Incremental Impacts</b>                                | <b>1,755</b>  | <b>6,414</b>  | <b>8,206</b>  | <b>10,640</b> | <b>12,529</b> | <b>39,543</b>  |
| <b>Total Transit Program Ridership</b>  | <b>23,534</b> | <b>28,226</b> | <b>30,055</b> | <b>32,523</b> | <b>34,445</b> | <b>148,783</b> |
| <i>% Ridership Increase of Service Plan Impacts/Base Case Ridership</i>               | <i>8.1%</i>   | <i>29.4%</i>  | <i>37.6%</i>  | <i>48.6%</i>  | <i>57.2%</i>  | <i>36.2%</i>   |
| <i>% Ridership of Service Plan Impacts/Total Transit Ridership</i>                    | <i>7.5%</i>   | <i>22.7%</i>  | <i>27.3%</i>  | <i>32.7%</i>  | <i>36.4%</i>  | <i>26.6%</i>   |

## Assumptions:

\*Additional 13 daily riders estimated as ridership impact of new reverse-commute employment routes, beginning in FY 2013, not reflected in FY 2012 OPSTATS

### 8.1.3 Estimating Passenger Fare Revenues Based on Ridership Forecasts

In order to estimate farebox revenues, the most recent performance analysis of HCT was conducted, as shown in **Table 8-4**. The existing operating data from FY 2012 was used to calculate HCT's fare per passenger trip (the amount HCT receives from each passenger for each trip). The fare per passenger trip is estimated to be \$0.63 per each one-way trip (the estimate excludes contract revenue not paid directly by individual transit riders and was shown in **Table 4-2**).

The fare per passenger trip was then used to calculate both the existing service farebox revenues, as well as the Five-Year Plan's projected farebox revenue. Implementation of the various CTSP service enhancements is expected to add an additional \$8,000 in farebox revenues in the final year of the CTSP (FY 2017-18).

The implementation of service enhancements outlined in the CTSP will effectively increase system-wide farebox revenue from approximately \$69,000 (existing service Base Case scenario) to \$94,000 (with implemented Five-Year Plan improvements). This represents a 36 percent increase in farebox revenue over the existing service scenario. In the final year of the CTSP, the recommended service enhancements alone are estimated to account for 36 percent of all HCT revenues associated with direct passenger fares.

| <b>Table 8-4: HCT Five-Year Plan: Projected Annual Farebox Revenues Estimates (FY 2014-18)</b> |                   |                   |                   |                   |                   |                   |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| <b>RECOMMENDED SERVICE PACKAGE</b>   | <b>Year 1</b>     | <b>Year 2</b>     | <b>Year 3</b>     | <b>Year 4</b>     | <b>Year 5</b>     | <b>Total</b>      |
|  | <b>FY 2013-14</b> | <b>FY 2014-15</b> | <b>FY 2015-16</b> | <b>FY 2016-17</b> | <b>FY 2017-18</b> | <b>FY 2014-18</b> |
| <b>Base Case Fare Revenue</b>  |                   |                   |                   |                   |                   |                   |
| Contract Revenue   | \$98,192          | \$98,343          | \$98,511          | \$98,662          | \$98,813          | \$492,521         |
| Passenger Fares (not Contract Revenue)   | \$13,771          | \$13,792          | \$13,815          | \$13,836          | \$13,858          | \$69,072          |
| <b>Total</b>   | <b>\$111,963</b>  | <b>\$112,135</b>  | <b>\$112,326</b>  | <b>\$112,498</b>  | <b>\$112,671</b>  | <b>\$561,592</b>  |
| <b>Employment Shuttle Routes</b>   |                   |                   |                   |                   |                   |                   |
| Express employment service to new locations: Engelhard - Dare County                           |                   | \$1,551           | \$2,148           | \$2,386           | \$2,386           | \$8,471           |
| <b>Service Expansion</b>   |                   |                   |                   |                   |                   |                   |
| Expanded Saturday weekend service  |                   |                   |                   | \$309             | \$428             | \$737             |
| Expansion of Service Hours: Phase 1  |                   |                   |                   | \$776             | \$1,074           | \$1,849           |
| Expansion of Service Hours: Phase 2  |                   |                   |                   |                   | \$776             | \$776             |
| <b>Service Performance Improvements:</b>   |                   |                   |                   |                   |                   |                   |
| Increase weekday average daily passengers by 10% annually                                      | \$1,110           | \$1,113           | \$1,115           | \$1,117           | \$1,119           | \$5,574           |
| Increase the number of medical trips   |                   | \$1,391           | \$1,925           | \$2,139           | \$2,139           | \$7,595           |
| Shorten reservation window   |                   |                   |                   | N/A               | N/A               | \$-               |
| <b>In-County Coordination Opportunities</b>  |                   |                   |                   |                   |                   |                   |
| Coordinate with NCDOT Ferry Division for seasonal riders                                       |                   |                   |                   |                   |                   | TBD               |
| Coordinate with local governments on trip opportunities to/from Ocracoke Island                |                   |                   |                   |                   |                   | TBD               |
| Coordinate with ESC for service to their potential new office                                  |                   |                   |                   |                   |                   | TBD               |
| Coordinate with Hyde Co. Airport for service to/from airport                                   |                   |                   |                   |                   |                   | TBD               |
| <b>Out-of-County Coordination Opportunities</b>  |                   |                   |                   |                   |                   |                   |
| Explore service to regional bus and train stations   |                   |                   | TBD               |                   |                   |                   |
| Consider coordinating trips with Beaufort, Dare, Tyrrell and Washington counties               |                   |                   | TBD               |                   |                   |                   |
| Coordinate with surrounding agencies for trips to Raleigh-Durham-Chapel Hill and more          |                   |                   | TBD               |                   |                   |                   |
| <b>Total Service Plan Elements Incremental Impacts Revenue</b>                                 | <b>\$1,110</b>    | <b>\$4,055</b>    | <b>\$5,188</b>    | <b>\$6,727</b>    | <b>\$7,922</b>    | <b>\$25,002</b>   |

| <b>Table 8-4: HCT Five-Year Plan: Projected Annual Farebox Revenues Estimates (FY 2014-18)</b> |                   |                   |                   |                   |                   |                   |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| <b>RECOMMENDED SERVICE PACKAGE</b>   | <b>Year 1</b>     | <b>Year 2</b>     | <b>Year 3</b>     | <b>Year 4</b>     | <b>Year 5</b>     | <b>Total</b>      |
|  | <b>FY 2013-14</b> | <b>FY 2014-15</b> | <b>FY 2015-16</b> | <b>FY 2016-17</b> | <b>FY 2017-18</b> | <b>FY 2014-18</b> |
| <b>Total Transit Program Passenger Fares Revenue</b>   | <b>\$14,880</b>   | <b>\$17,847</b>   | <b>\$19,004</b>   | <b>\$20,564</b>   | <b>\$21,779</b>   | <b>\$94,074</b>   |
| % Revenue Increase of Service Plan Impacts/Base Case Revenue                                   | 8.1%              | 29.4%             | 37.6%             | 48.6%             | 57.2%             | 36.2%             |
| % Revenue of Service Plan Impacts/Total Transit Revenue  | 7.5%              | 22.7%             | 27.3%             | 32.7%             | 36.4%             | 26.6%             |

#### 8.1.4 Estimating Capital Needs and Associated Costs of the Capital Plan Elements

The capital needs identified to support the recommended enhancements in the Five-Year Plan include vehicle fleet expansion purchases, vehicle replacement schedule purchases, rural scheduling software purchase, and mobility management. These needs are shown in **Table 8-5**. Notably, the vehicle fleet replacement schedule purchases would be required even without the proposed CTSP's recommendations. For the purpose of this analysis, the vehicle replacement schedule cost (and any projected vehicle fleet sales) is rolled into the capital plan's costs. The capital plan also estimates the wear and tear on existing HCT vehicle fleet; in many instances the proposed recommendations would not require vehicle expansion, but would still result in wear and tear on the existing HCT vehicle fleet.

Overall, as shown in **Table 8-6**, the identified capital needs would cost an estimated \$304,000 for the entire duration of the Five-Year Plan, with the majority of the proposed funding, \$243,000 (80 percent of the total), coming from the federal program funding sources (FTA Section 5311 and FTA Section 5310), augmented with state funding at \$30,000 (or 10 percent), and local match of \$30,000 (10 percent). If all funding is secured, the required local match needed to implement the Capital Plan would range from an estimated low of \$100 in the first year of the CTSP, to an estimated high of \$11,000 in the second year of the Plan.

The capital plan funding by funding program is shown in **Table 8-7**. FTA Section 5311 is projected to be the principal funding source for the identified capital improvements. However, the funding options should be treated as preliminary. Depending on the grant used to fund the capital improvements, a greater/lesser local and/or state match may be required. For instance, in previous years, technology tools for North Carolina transit agencies have been funded with the State Technology Funds rather than FTA Section 5311. In general, a 80/10/10 (federal/state/local) cost share is required.

It should also be noted that the expanded FTA Section 5311 and 5310 funding grants are competitive in nature and it is not guaranteed that HCT will be awarded those funds. If funding from those sources is not secured, alternative sources of funding would need to be sought by HCT. They could potentially include ROAP, local funding sources, or joint partnerships with local businesses.

The vehicle fleet replacement and expansion schedule and cost is shown in **Table 8-8**. The overall vehicle fleet replacement and expansion cost for the entire duration of the Five-Year Plan is estimated at \$240,000, with the majority reserved for vehicle fleet replacement at \$159,000, or 66 percent of the total, and the remaining \$81,000, or 34 percent allocated to vehicle expansion needs (two expansion vehicles).

Overall, this Capital Plan represents a very moderate approach in terms of increased spending, yet would greatly enhance and expand HCT services. The local match needed to implement the capital plan is estimated to be a relatively modest \$6,000 per year on average, and could be even less if funding options requiring less local match are chosen during the actual implementation of capital enhancements.

| Table 8-5: HCT Five-Year Plan: Projected Annual Capital Needs identification (FY 2014-18) |                                  |                                  |                                  |                                    |                                  |            |                        |                  |  |
|---|----------------------------------|----------------------------------|----------------------------------|------------------------------------|----------------------------------|------------|------------------------|------------------|--|
| RECOMMENDED SERVICE PACKAGE   | Year 1                           | Year 2                           | Year 3                           | Year 4                             | Year 5                           | Total      | Funding Source Options |                  |  |
|   | FY 2013-14                       | FY 2014-15                       | FY 2015-16                       | FY 2016-17                         | FY 2017-18                       | FY 2014-18 |                        |                  |  |
| <b>Employment Shuttle Routes</b>  |                                  |                                  |                                  |                                    |                                  |            |                        |                  |  |
| Express employment service to new locations: Engelhard - Dare County                      |                                  | Purchase 1 expansion vehicle     |                                  |                                    |                                  |            | S.5311                 | Area Empl-o-yers |  |
| <b>Service Expansion</b>  |                                  |                                  |                                  |                                    |                                  |            |                        |                  |  |
| Expanded Saturday weekend service   |                                  |                                  |                                  | Wear & tear on existing vehicles * | Wear & tear on existing vehicles |            | S.5311                 | ROAP             |  |
| Expansion of Service Hours: Phase 1   |                                  |                                  |                                  | Wear & tear on existing vehicles   | Wear & tear on existing vehicles |            | S.5311                 | ROAP             |  |
| Expansion of Service Hours: Phase 2   |                                  |                                  |                                  |                                    | Wear & tear on existing vehicles |            | S.5311                 | ROAP             |  |
| <b>Service Performance Improvements:</b>  |                                  |                                  |                                  |                                    |                                  |            |                        |                  |  |
| Increase weekday average daily passengers by 10% annually                                 | Wear & tear on existing vehicles   | Wear & tear on existing vehicles |            | S.5311                 | ROAP             |  |
| Increase the number of medical trips  |                                  | Wear & tear on existing vehicles | Wear & tear on existing vehicles | Wear & tear on existing vehicles   | Wear & tear on existing vehicles |            | S.5310                 |                  |  |
| Shorten reservation window  |                                  |                                  |                                  | N/A                                | N/A                              |            | N/A                    |                  |  |
| <b>In-County Coordination Opportunities</b>   |                                  |                                  |                                  |                                    |                                  |            |                        |                  |  |
| Coordinate with NCDOT Ferry Division for seasonal riders                                  |                                  |                                  |                                  |                                    |                                  | TBD        | S.5311                 | ROAP             |  |
| Coordinate with local governments on trip opportunities to/from Ocracoke Island           |                                  |                                  |                                  |                                    |                                  | TBD        | S.5311                 | ROAP             |  |
| Coordinate with ESC for service to potential new office                                   |                                  |                                  |                                  |                                    |                                  | TBD        | S.5311                 | ROAP             |  |
| Coordinate with Hyde Co. Airport for service to/from airport                              |                                  |                                  |                                  |                                    |                                  | TBD        | S.5311                 | ROAP             |  |
| <b>Out-of-County Coordination Opportunities</b>   |                                  |                                  |                                  |                                    |                                  |            |                        |                  |  |
| Explore service to regional bus and train stations  |                                  |                                  | Purchase 1                       |                                    |                                  |            | S.5311                 | ROAP             |  |

| Table 8-5: HCT Five-Year Plan: Projected Annual Capital Needs identification (FY 2014-18) |   |   |  |  |                         |  |                        |        |     |
|---|---|---|--|--|-------------------------|--|------------------------|--------|-----|
| RECOMMENDED SERVICE PACKAGE   | Year 1  | Year 2  | Year 3   | Year 4                                   | Year 5                  | Total                                    | Funding Source Options |        |     |
|   | FY 2013-14  | FY 2014-15                                    | FY 2015-16   | FY 2016-17                               | FY 2017-18              | FY 2014-18                               |                        |        |     |
| Coordinate with surrounding agencies for trips to Raleigh-Durham-Chapel Hill and more     |   |   | expansion vehicle                                  |  |                         |  | S.5311                 | ROAP   |     |
| <b>Other Capital Needs</b>  |   |   |  |  |                         |  |                        |        |     |
| <b>Vehicle Fleet Expansion Schedule</b>   |   | Conversion van or cutaway                     | Conversion van or cutaway                          |  |                         |  | S.5311                 | ROAP   |     |
| <b>Vehicle Fleet Replacement Schedule</b>   |   | 25 ft. LTV                                    | Conversion Van                                     | Lift Equipped Van                        |                         |  | S.5311                 | ROAP   |     |
| Explore scheduling assistance software packages   |   | Pre-application period                        | Contact vendors                                    | Hire dispatcher, test & install software |                         |  | S.5311                 | S.5310 | STF |
| <b>'One-Stop Shop' and Mobility Management initiatives</b>                                |   |   |  |  |                         |  |                        |        |     |
| Rider Training Program  |   |   | <i>Pending regionalization and staff additions</i> | Hire PT Mobility Manager                 |                         | TBD                                      | S.5311                 | S.5310 |     |
| Extended brokerage service for human service agencies                                     |   |   |  |  |                         | TBD                                      | S.5311                 | S.5310 |     |
| Incentive programs  |   |   |  |  |                         | TBD                                      | S.5311                 | S.5310 |     |
| Marketing enhancements  | <i>Regional Trip Planner Portal, Enhanced HCT website, maps</i> | <i>Needs identification, Direct marketing</i> | <i>Direct marketing</i>                            | <i>Direct marketing</i>                  | <i>Direct marketing</i> | <i>Included in existing admin budget</i> | S.5311                 | Local  |     |

\*Estimated at an average of \$0.045 per mile for each proposed enhancement

| Table 8-6: HCT Five-Year Plan: Projected Annual Capital Plan Costs and Funding Options (FY 2014-18) |            |            |            |            |            |            |                                       |          |       |         |     |         |        |
|---|------------|------------|------------|------------|------------|------------|---------------------------------------|----------|-------|---------|-----|---------|--------|
| RECOMMENDED SERVICE PACKAGE   | Year 1     | Year 2     | Year 3     | Year 4     | Year 5     | Total      | Funding Options by Source and Program |          |       |         |     |         |        |
|   | FY 2013-14 | FY 2014-15 | FY 2015-16 | FY 2016-17 | FY 2017-18 | FY 2014-18 | Federal                               | State    | Local | Program |     |         |        |
| <b>Employment Shuttle Routes</b>  |            |            |            |            |            |            |                                       |          |       |         |     |         |        |
| Express employment service to new locations: Engelhard - Dare County                                |            | \$40,648   |            |            |            | \$40,648   | 80%                                   | \$32,518 | 10%   | \$4,065 | 10% | \$4,065 | S.5311 |
| <b>Service Expansion</b>  |            |            |            |            |            |            |                                       |          |       |         |     |         |        |
| Expanded Saturday weekend service   |            |            |            | \$274      | \$274      | \$548      | 80%                                   | \$438    | 10%   | \$55    | 10% | \$55    | S.5311 |
| Expansion of Service Hours: Phase 1   |            |            |            | \$688      | \$688      | \$1,376    | 80%                                   | \$1,100  | 10%   | \$138   | 10% | \$138   | S.5311 |
| Expansion of Service Hours: Phase 2   |            |            |            |            | \$688      | \$1,376    | 80%                                   | \$550    | 10%   | \$69    | 10% | \$69    | S.5311 |
| <b>Service Performance Improvements:</b>  |            |            |            |            |            |            |                                       |          |       |         |     |         |        |
| Increase weekday average daily passengers by 10% annually   | \$640      | \$670      | \$670      | \$670      | \$670      | \$3,319    | 80%                                   | \$2,655  | 10%   | \$332   | 10% | \$332   | S.5311 |
| Increase number of medical trips  |            | \$1,233    | \$1,233    | \$1,233    | \$1,233    | \$4,933    | 80%                                   | \$3,946  | 10%   | \$493   | 10% | \$493   | S.5310 |
| Shorten reservation window  |            |            |            | N/A        | N/A        |            |                                       |          |       |         |     |         | N/A    |
| <b>In-County Coordination Opportunities (with):</b>   |            |            |            |            |            |            |                                       |          |       |         |     |         |        |
| NCDOT Ferry Division for seasonal riders  |            |            |            |            |            | TBD        |                                       |          |       |         |     |         | S.5311 |
| Local governments on trips to/from Ocracoke Island  |            |            |            |            |            | TBD        |                                       |          |       |         |     |         | S.5311 |
| ESC for service to potential new office   |            |            |            |            |            | TBD        |                                       |          |       |         |     |         | S.5311 |

**Table 8-6: HCT Five-Year Plan: Projected Annual Capital Plan Costs and Funding Options (FY 2014-18)**

| RECOMMENDED SERVICE PACKAGE                                | Year 1       | Year 2           | Year 3           | Year 4          | Year 5          | Total            | Funding Options by Source and Program |                  |            |                 |            |                 |                  |        |
|--|--------------|------------------|------------------|-----------------|-----------------|------------------|---------------------------------------|------------------|------------|-----------------|------------|-----------------|------------------|--------|
|  | FY 2013-14   | FY 2014-15       | FY 2015-16       | FY 2016-17      | FY 2017-18      | FY 2014-18       | Federal                               | State            | Local      | Program         |            |                 |                  |        |
| Hyde Co. Airport for service to/from airport               |              |                  |                  |                 |                 | TBD              |                                       |                  |            |                 |            |                 |                  | S.5311 |
| <b>Out-of-County Coordination Opportunities:</b>           |              |                  |                  |                 |                 |                  |                                       |                  |            |                 |            |                 |                  |        |
| Service to regional bus and train stations                 |              |                  |                  |                 |                 |                  |                                       |                  |            |                 |            |                 |                  |        |
| With surrounding agencies for trips to the Triangle & more |              |                  | \$40,648         |                 |                 | \$40,648         | 80%                                   | \$32,518         | 10%        | \$4,065         | 10%        | \$4,065         |                  | S.5311 |
| <b>Other Capital Needs:</b>                                |              |                  |                  |                 |                 |                  |                                       |                  |            |                 |            |                 |                  |        |
| Scheduling Assistance Software                             |              |                  | \$18,000         |                 |                 | \$18,000         | 80%                                   | \$14,400         | 10%        | \$1,800         | 10%        | \$1,800         |                  | S.5311 |
| Mobility Management initiatives                            |              |                  |                  | \$20,000        | \$15,000        | \$35,000         | 80%                                   | \$28,000         | 10%        | \$3,500         | 10%        | \$3,500         |                  | S.5311 |
| Vehicle Fleet Replacement Schedule                         |              | \$71,270         | \$41,341         | \$46,477        |                 | \$159,087        | 80%                                   | \$127,270        | 10%        | \$15,909        | 10%        | \$15,909        |                  | S.5311 |
| <b>Total Five-Year Plan Capital Plan Cost</b>              | <b>\$640</b> | <b>\$113,821</b> | <b>\$101,891</b> | <b>\$69,341</b> | <b>\$18,553</b> | <b>\$304,246</b> | <b>80%</b>                            | <b>\$243,397</b> | <b>10%</b> | <b>\$30,425</b> | <b>10%</b> | <b>\$30,425</b> | <b>\$304,246</b> |        |
| <b>Estimated Local Match</b>                               | <b>\$64</b>  | <b>\$11,382</b>  | <b>\$10,189</b>  | <b>\$6,934</b>  | <b>\$1,855</b>  | <b>\$30,425</b>  |                                       |                  |            |                 |            |                 |                  |        |
| Assumptions:   |              |                  |                  |                 |                 |                  |                                       |                  |            |                 |            |                 |                  |        |
| Inflation Factors  | 1.0442       | 1.0459           | 1.0000           | 1.0000          | 1.0000          |                  |                                       |                  |            |                 |            |                 |                  |        |

**Table 8-7: HCT Five-Year Plan: Capital Plan Funding by Program (FY 2014-18)**

| Funding Program  | Amount    | %     |
|------------------|-----------|-------|
| FTA Section 5311 | \$299,313 | 98.4% |
| FTA Section 5310 | \$4,933   | 1.6%  |

| Table 8-8: HCT Five-Year Plan: Vehicle Replacement and Expansion Schedule (FY 2014-18) |       |                   |                   |                  |                      |                  |               |                            |
|--|-------|-------------------|-------------------|------------------|----------------------|------------------|---------------|----------------------------|
| Model Year   | Model | VIN Number        | Vehicle Type      | Seating Capacity | Wheel-chair Stations | Acquisition Date | Original Cost | Projected Replacement Cost |
| <b>REPLACEMENT SCHEDULE</b>  |       |                   |                   |                  |                      |                  |               |                            |
| <b>FY 2014-15</b>  |       |                   |                   |                  |                      |                  |               |                            |
| 2007   | Ford  | 1FDXE45P96DB29719 | 25 ft. LTV        | 18               | 2                    | 3/6/2007         | \$59,725      | \$71,270                   |
| <b>Projected Vehicle Replacement Cost: FY 2014-15</b>                                  |       |                   |                   |                  |                      |                  |               | <b>\$71,270</b>            |
| <b>FY 2015-16</b>  |       |                   |                   |                  |                      |                  |               |                            |
| 2008   | Ford  | 1FTDS34L99DA40858 | Conversion Van    | 13               | 0                    | 4/1/2009         | \$34,644      | \$41,341                   |
| <b>Projected Vehicle Replacement Cost: FY 2015-16</b>                                  |       |                   |                   |                  |                      |                  |               | <b>\$41,341</b>            |
| <b>FY 2016-17</b>  |       |                   |                   |                  |                      |                  |               |                            |
| 2010   | Ford  | 1FTDS3EL1ADA22616 | Lift Equipped Van | 9                | 2                    | 5/24/2010        | \$38,948      | \$46,477                   |
| <b>Projected Vehicle Replacement Cost: FY 2016-17</b>                                  |       |                   |                   |                  |                      |                  |               | <b>\$46,477</b>            |
| <b>EXPANSION SCHEDULE</b>  |       |                   |                   |                  |                      |                  |               |                            |
| Express employment   | Ford  | N/A               | Conversion Van    | 13               | 0                    | FY 2014-15       | N/A           | \$40,648                   |
| Out-of-county  | Ford  | N/A               | Conversion Van    | 13               | 0                    | FY 2015-16       | N/A           | \$40,648                   |
| <b>Total Projected Vehicle Replacement Cost: FY 2014-18</b>                            |       |                   |                   |                  |                      |                  |               | <b>\$159,087</b>           |
| <b>Total Projected Capital Vehicle Expansion Cost: FY 2014-18</b>                      |       |                   |                   |                  |                      |                  |               | <b>\$81,296</b>            |
| <b>Total Vehicle Fleet Replacement and Expansion Plan FY 2014-18</b>                   |       |                   |                   |                  |                      |                  |               | <b>\$240,383</b>           |

## 8.2 FINANCIAL PLAN

### 8.2.1 Service Plan Summary

The compounded results of the above estimates were used to develop the HCT Five-Year Plan service summary, as shown in **Table 8-9**. In order to estimate the required operating subsidy for HCT, the public transportation agency's projected operating revenue forecasts were subtracted from its projected operating cost forecasts.

**Existing Service Base Case Scenario:** The overall base case scenario operating costs for the entire duration of the Five-Year Plan are estimated at \$1.7 million. The operating subsidy is estimated at \$1.1 million, calculated by averaging historical assistance data adjusted for inflation minus forecasted revenues (including contract revenues). Overall, in the next five fiscal years, excluding contract revenue, HCT is expected to receive approximately 53 percent of overall needed base case funding from federal sources and 47 percent from state sources.

**HCT Five-Year Plan Recommendations:** The overall Five-Year Plan recommendations are projected to add an additional \$525,000 in operating costs for the entire duration of the Five-Year Plan, and will require an operating subsidy of \$500,000. HCT is projected to use a variety of funding sources to subsidize the proposed recommendations, with 48 percent originating from federal sources, 33 percent from local sources, and 20 percent from state sources. **Appendix B** provides an overview of potential funding programs.

In terms of funding by specific program, as shown in **Table 8-10**, HCT can be expected to largely rely on the expanded FTA Section 5311 to implement the service improvements proposed in the Five-Year Plan, with S.5311 accounting for 70 percent, or \$349,000 of the total funding by program. S.5311 is projected to be augmented with FTA Section 5310 providing \$50,000 or 10 percent of total funding, and state ROAP providing \$102,000 or 20 percent of total funding.

As noted in the capital plan and also applicable to the operating plan, the expanded FTA Section 5311 and 5310 funding grants are competitive in nature and it is not guaranteed that HCT will be awarded those funds. If funding from those sources is not secured, alternative sources of funding would need to be sought by HCT. They could potentially include local funding sources, joint partnerships with local businesses, and other grants.

**Local Match.** In light of the additional funding needed to implement the recommendations of the Five-Year Plan, it is important to estimate the additional increase in local funding that would be used to satisfy the local match requirement. The estimated local match necessary to implement the proposed operating service improvements will range from less than \$1,000 in FY 2014 to \$48,000 in FY 2018. The majority of the local match would be dedicated to establish express employment service

to new locations (Engelhard - Dare County) and to increase the number of medical trips (requiring a 50 percent local match on the operating side).

Since not all service improvements requiring local funding are scheduled to be implemented in the first few years of the Plan, it will allow HCT to prepare in advance by securing financial revenues and obtaining additional local funding if necessary. A potential increase in ROAP funds or access to newly emerged federal sources could potentially decrease the required local match as well. Notably, in case of employment routes and medical trips, the local match would most likely come from the area employers and human service agencies, respectively.

Since it would be difficult to accurately estimate its revenue impacts, this Financial Plan excludes potential contract revenue as a form of decreasing future subsidy requirements associated with implementing the Five-Year Plan recommendations. Contract revenue would potentially affect most of the service enhancements. If the Base Case scenario is a good potential indicator of the role of contract revenue in financing HCT's operations, it can be expected that the operating subsidy, and the required local match needed to implement the proposed recommendations, would decrease significantly; in the case of employment-focused services, for instance, the local match would be provided by the benefiting employer, in similar to the existing services to/from the Rose Acre Farms.

Table 8-9: HCT Five-Year Plan: Projected Annual Operating Costs and Funding Options (FY 2014-18)

| RECOMMENDED SERVICE PACKAGE   | Projected          |                    |                    |                    |                    | Total FY 2014-18     |
|---|--------------------|--------------------|--------------------|--------------------|--------------------|----------------------|
|   | FY 2013-14         | FY 2014-15         | FY 2015-16         | FY 2016-17         | FY 2017-18         |                      |
| <b>Base Case Scenario</b>   |                    |                    |                    |                    |                    |                      |
| Operating Costs   | \$321,825          | \$336,597          | \$336,597          | \$336,597          | \$336,597          | \$1,668,213          |
| Farebox Revenues  | \$13,771           | \$13,792           | \$13,815           | \$13,836           | \$13,858           | \$69,072             |
| Contract Revenue  | \$98,192           | \$98,343           | \$98,511           | \$98,662           | \$98,813           | \$492,521            |
| Other revenue (vehicle sales, interest, advertising, vending sales) | \$949              | \$993              | \$993              | \$993              | \$993              | \$4,921              |
| <b>Base Case Operating Subsidy Requirements/Surplus</b>             | <b>\$(208,913)</b> | <b>\$(223,469)</b> | <b>\$(223,278)</b> | <b>\$(223,106)</b> | <b>\$(222,933)</b> | <b>\$(1,101,700)</b> |
| <b>Base Case Operating Assistance:</b>                              |                    |                    |                    |                    |                    |                      |
| Federal assistance  | \$110,321          | \$118,007          | \$117,906          | \$117,815          | \$117,724          | \$581,774            |
| State assistance  | \$98,592           | \$105,462          | \$105,372          | \$105,290          | \$105,209          | \$519,925            |
| Local government assistance   | \$-                | \$-                | \$-                | \$-                | \$-                | \$-                  |
| <b>Base Case Operating Assistance</b>                               | <b>\$208,913</b>   | <b>\$223,469</b>   | <b>\$223,278</b>   | <b>\$223,106</b>   | <b>\$222,933</b>   | <b>\$1,101,700</b>   |
| <b>HCT Five-Year Plan Recommendations</b>                           |                    |                    |                    |                    |                    |                      |
| Operating Costs: Proposed service Enhancements                      | \$7,158            | \$77,675           | \$77,675           | \$172,825          | \$189,904          | \$525,237            |
| Estimated Farebox Revenues  | \$1,110            | \$4,055            | \$5,188            | \$6,727            | \$7,922            | \$25,002             |
| <b>CTSP Recommendations: Operating Subsidy Requirements</b>         | <b>\$(6,048)</b>   | <b>\$(73,620)</b>  | <b>\$(72,487)</b>  | <b>\$(166,098)</b> | <b>\$(181,983)</b> | <b>\$(500,235)</b>   |

| Table 8-9: HCT Five-Year Plan: Projected Annual Operating Costs and Funding Options (FY 2014-18) |            |            |            |            |            |                  |                                       |           |              |          |              |           |                |
|--|------------|------------|------------|------------|------------|------------------|---------------------------------------|-----------|--------------|----------|--------------|-----------|----------------|
| RECOMMENDED SERVICE PACKAGE  | Projected  |            |            |            |            | Total FY 2014-18 | Funding Options by Source and Program |           |              |          |              |           |                |
|  | FY 2013-14 | FY 2014-15 | FY 2015-16 | FY 2016-17 | FY 2017-18 |                  | Federal                               |           | State        |          | Local        |           | Program        |
| <b>Proposed Operating Assistance:</b>  |            |            |            |            |            |                  |                                       |           |              |          |              |           |                |
| <b>Employment Shuttle Routes</b>   |            |            |            |            |            |                  | <b>Federal</b>                        |           | <b>State</b> |          | <b>Local</b> |           | <b>Program</b> |
| Express employment service to new locations: Engelhard - Dare County                             |            | \$54,220   | \$53,623   | \$53,385   | \$53,385   | \$214,612        | 50%                                   | \$107,306 | 0%           | \$-      | 50%          | \$107,306 | S.5311         |
| <b>Service Expansion</b>   |            |            |            |            |            |                  |                                       |           |              |          |              |           |                |
| Expanded Saturday weekend service  |            |            |            | \$10,802   | \$10,684   | \$21,486         | 0%                                    | \$-       | 90%          | \$19,337 | 10%          | \$2,149   | ROAP           |
| Expansion of Service Hours: Phase 1  |            |            |            | \$16,303   | \$16,005   | \$32,309         | 0%                                    | \$-       | 90%          | \$29,078 | 10%          | \$3,231   | ROAP           |
| Expansion of Service Hours: Phase 2  |            |            |            |            | \$16,303   | \$16,303         | 0%                                    | \$-       | 90%          | \$14,673 | 10%          | \$1,630   | ROAP           |
| <b>Service Performance Improvements:</b>   |            |            |            |            |            |                  |                                       |           |              |          |              |           |                |
| Increase weekday average daily passengers by 10% annually  | \$6,048    | \$6,373    | \$6,371    | \$6,369    | \$6,367    | \$31,528         | 0%                                    | \$-       | 90%          | \$28,375 | 10%          | \$3,153   | ROAP           |
| Increase the number of medical trips   |            | \$13,027   | \$12,492   | \$12,278   | \$12,278   | \$50,076         | 50%                                   | \$25,038  | 0%           | \$-      | 50%          | \$25,038  | S.5310         |
| Shorten reservation window   |            |            |            | N/A        | N/A        | \$-              |                                       |           |              |          |              |           | \$-            |
| <b>In-County Coordination Opportunities</b>  |            |            |            |            |            |                  |                                       |           |              |          |              |           |                |
| Coordinate with NCDOT Ferry Division for seasonal riders   |            |            |            |            |            | TBD              |                                       |           |              |          |              |           |                |
| Coordinate with local governments on trip opportunities to/from Ocracoke Island                  |            |            |            |            |            | TBD              |                                       |           |              |          |              |           |                |

| Table 8-9: HCT Five-Year Plan: Projected Annual Operating Costs and Funding Options (FY 2014-18) |                |                 |                 |                  |                  |                  |            |                  |            |                 |            |                  |                  |
|--|----------------|-----------------|-----------------|------------------|------------------|------------------|------------|------------------|------------|-----------------|------------|------------------|------------------|
| RECOMMENDED SERVICE PACKAGE  | Projected      |                 |                 |                  |                  | Total FY 2014-18 |            |                  |            |                 |            |                  |                  |
|  | FY 2013-14     | FY 2014-15      | FY 2015-16      | FY 2016-17       | FY 2017-18       |                  |            |                  |            |                 |            |                  |                  |
| Coordinate with ESC for service to their potential new office                                    |                |                 |                 |                  |                  | TBD              |            |                  |            |                 |            |                  |                  |
| Coordinate with Hyde Co. Airport for service to/from airport                                     |                |                 |                 |                  |                  | TBD              |            |                  |            |                 |            |                  |                  |
| <b>Out-of-County Coordination Opportunities</b>  |                |                 |                 |                  |                  |                  |            |                  |            |                 |            |                  |                  |
| Explore service to regional bus and train stations   |                |                 | TBD             |                  |                  | TBD              |            |                  |            |                 |            |                  |                  |
| Coordinate with surrounding agencies for trips to Raleigh-Durham-Chapel Hill and more            |                |                 | TBD             |                  |                  | TBD              |            |                  |            |                 |            |                  |                  |
| <b>Scheduling Assistance Software</b>  |                |                 |                 |                  |                  |                  |            |                  |            |                 |            |                  |                  |
| O&M  |                |                 |                 | \$6,960          | \$6,960          | \$13,920         | 80%        | \$11,136         | 5%         | \$696           | 15%        | \$2,088          | S.5311           |
| 2 FT Dispatchers   |                |                 |                 | \$60,000         | \$60,000         | \$120,000        | 80%        | \$96,000         | 5%         | \$6,000         | 15%        | \$18,000         | S.5311           |
| <b>Total Five-Year Plan Operating Plan Cost</b>  | <b>\$6,048</b> | <b>\$73,620</b> | <b>\$72,487</b> | <b>\$166,098</b> | <b>\$181,983</b> | <b>\$500,235</b> | <b>48%</b> | <b>\$239,480</b> | <b>20%</b> | <b>\$98,160</b> | <b>33%</b> | <b>\$162,595</b> | <b>\$500,235</b> |
| <b>Estimated Local Match</b>   | <b>\$605</b>   | <b>\$34,261</b> | <b>\$33,695</b> | <b>\$46,223</b>  | <b>\$47,811</b>  | <b>\$162,595</b> |            |                  |            |                 |            |                  |                  |
| Assumptions:   |                |                 |                 |                  |                  |                  |            |                  |            |                 |            |                  |                  |
| NCDOT Inflation Factors  | 1.0442         | 1.0459          | 1.0000          | 1.0000           | 1.0000           |                  |            |                  |            |                 |            |                  |                  |

**Table 8-10: HCT Five-Year Plan: Operating Plan Funding by Program (FY 2014-18)**

| <b>Program</b>   | <b>Amount</b> | <b>%</b> |
|------------------|---------------|----------|
| FTA Section 5311 | \$348,532     | 69.7%    |
| FTA Section 5310 | \$50,076      | 10.0%    |
| ROAP             | \$101,626     | 20.3%    |

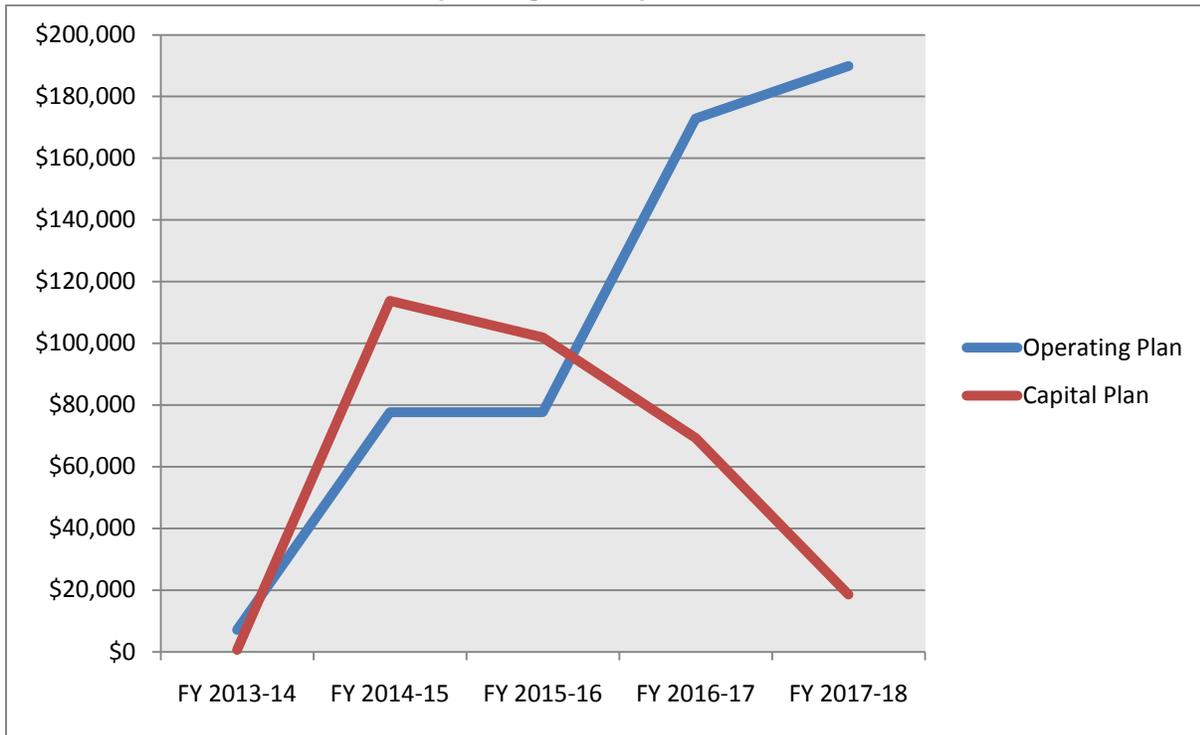
**Operating and Capital Costs.** Table 8-11 and Exhibit 8-1 summarize combined Five-Year Plan operating and capital costs. The capital element includes the vehicle replacement schedule, while the operating element excludes potential new contract revenue. As shown, operating and capital financial plans combined are estimated at \$829,000, with 63 percent on the operating side, and 37 percent estimated for capital costs.

Table 8-12 and Exhibit 8-2 summarize the local match requirement for both the operating and capital components of the Five-Year Plan. The required total operating/capital match will range from a low of less than \$1,000 in the first year of the CTSP, to a high of \$53,000 in the fourth year of the Plan, with the total additional required local match of \$193,000 for the entire duration of the Five-Year CTSP, an annual average of close to \$39,000.

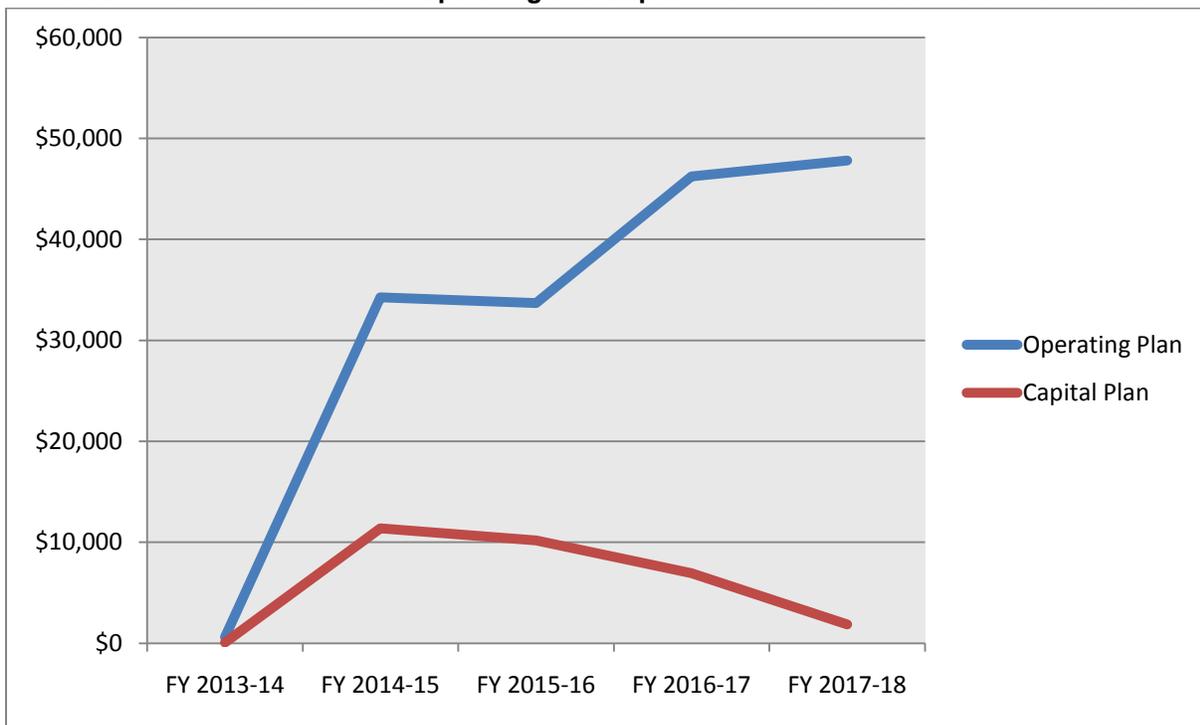
| Table 8-11: HCT Five-Year Plan: Financial Plan Cost Summary (FY 2014-18) |                |                  |                  |                  |                  |                  |
|--|----------------|------------------|------------------|------------------|------------------|------------------|
|  | FY 2013-14     | FY 2014-15       | FY 2015-16       | FY 2016-17       | FY 2017-18       | Total FY 2014-18 |
| Operating Plan Total   | \$7,158        | \$77,675         | \$77,675         | \$172,825        | \$189,904        | \$525,237        |
| Capital Plan Total   | \$640          | \$113,821        | \$101,891        | \$69,341         | \$18,553         | \$304,246        |
| <b>Total HCT CTSP Financial Plan</b>                                     | <b>\$7,798</b> | <b>\$191,495</b> | <b>\$179,566</b> | <b>\$242,167</b> | <b>\$208,457</b> | <b>\$829,483</b> |

| Table 8-12: HCT Five-Year Plan: Annual Local Match Estimates Summary (FY 2014-18) |              |                 |                 |                 |                 |                  |
|---|--------------|-----------------|-----------------|-----------------|-----------------|------------------|
|   | FY 2013-14   | FY 2014-15      | FY 2015-16      | FY 2016-17      | FY 2017-18      | Total FY 2014-18 |
| Operating Plan Total  | \$605        | \$34,261        | \$33,695        | \$46,223        | \$47,811        | \$162,595        |
| Capital Plan Total  | \$64         | \$11,382        | \$10,189        | \$6,934         | \$1,855         | \$30,425         |
| <b>Total HCT CTSP Financial Plan Local Match</b>                                  | <b>\$669</b> | <b>\$45,643</b> | <b>\$43,884</b> | <b>\$53,157</b> | <b>\$49,667</b> | <b>\$193,019</b> |

**Exhibit 8-1: HCT Five-Year Plan: Operating and Capital Plan Annual Cost Estimates**



**Exhibit 8-2: HCT Five-Year Plan: Operating and Capital Plan Annual Local Match Estimates**



### 8.2.2 Benefit-Cost Analysis Summary

The Financial Plan's role is to guide the transit agency towards the successful implementation of the proposed recommendations.

While the increase in required local funds is substantial, the benefits of improved and increased service are significant enough to warrant the full implementation of service improvements proposed as part of the Five-Year Plan, provided funding can be secured. It should also be noted that the Financial Plan and its analysis largely exclude the impacts of certain service recommendations, notably in-county and out-of-county coordination opportunities. Since the financial analysis excludes costs for those line items, the benefits associated with their implementation are pending as well.

If the Five-Year Plan is successfully implemented, HCT will realize the following additional estimated benefits during the duration of this Five-Year Plan:

- Nearly 40,000 additional one-way transit trips – a 36 percent increase above the estimated Base Case scenario ridership.
- \$25,000 in additional farebox revenue.
- Access to and use of diverse funding programs, including the expanded FTA Section 5311, FTA Section 5310, and STF.
- Expanded service on Saturdays and weekday mornings and evenings, resulting in increased customer base and ridership, farebox revenue, and overall customer satisfaction.
- New express employment route that could serve as a major step towards regionalization of public transportation in the region, and matching residents with available jobs in the HCT service area and Dare County, estimated to provide more than 13,000 one-way transit trips between FY 2015-18.
- Improvements in efficiency and productivity of provided services as a result of the improved performance measures and use of computer-assisted scheduling and dispatching (CASD).
- Better coordination of offered services, increased visibility, and public outreach thanks to the mobility management efforts, rider training, enhanced and targeted marketing, and new regional Trip Planner website portal.



**APPENDIX A**  
**STEERING COMMITTEE MEMBERS**





## HCT Community Transportation Service Plan (CTSP) Steering Committee

Mazie Smith  
Hyde County Manager  
PO Box 188  
Swan Quarter , N.C. 27885  
Tel: (252) 926-4400  
Email: [msmith@hydecountync.gov](mailto:msmith@hydecountync.gov)

Wesley Smith  
Hyde County Health Department Director  
PO Box 100  
Swan Quarter, N.C. 27885  
Tel: (252) 926-4387  
Email: [wsmith@hydehealth.com](mailto:wsmith@hydehealth.com)

Kris Nobles  
Hyde County Planner's Office  
PO Box 188  
Swan Quarter, N.C. 27885  
Tel: (252) 926-4474  
Email: [knoble@hydecountync.gov](mailto:knoble@hydecountync.gov)

Geri Weatherly  
Cross Creek Health Care Facility – Director  
1719 Quarter Rd  
Swan Quarter, N.C. 27885  
Tel: (252) 926-2143  
Email: [gweatherly@liberty-ltc.com](mailto:gweatherly@liberty-ltc.com)

Steven Lambert - RPO Representative  
Albemarle Commission  
P.O. Box 646  
Hertford, N.C. 27944  
Tel: (252) 426-5753  
Email: [slambert@albemarlecommission.org](mailto:slambert@albemarlecommission.org)

Susan Scurria  
Albemarle Commission-Area on Aging Rep.  
P.O. Box 646  
Hertford, N.C. 27944  
Tel: (252) 426-5753  
Email: [sscurria@albemarlecommission.org](mailto:sscurria@albemarlecommission.org)

Sandra Tunnell  
Hyde County Chamber of Comm-President  
809 Main Street  
Swan Quarter, N.C. 27885  
Tel: 926-1391  
Email: [stunnell@coastalnet.com](mailto:stunnell@coastalnet.com)

Kathy Ballance  
Hotline of Hyde County  
PO Box 26  
Swan Quarter, N.C. 27885  
Tel: (252) 926-5481  
Email: [kbhydehotline@gmail.com](mailto:kbhydehotline@gmail.com)

Emily Tandy  
East Carolina Behavioral Health  
144 Community College Road  
Ahoskie, NC 27910-8047  
Tel: (252) 332-4137  
Email: [etandy@ecbhlme.org](mailto:etandy@ecbhlme.org)

Justin Gibbs  
Emergency Services Director  
P.O. Box 95  
Swan Quarter, N.C. 27885  
Tel: (252) 542-0806  
Email: [justin.gibbs@hydecountync.gov](mailto:justin.gibbs@hydecountync.gov)

Bobbie Lowe  
East Carolina Behavioral Health  
144 Community College Rd  
Ahoskie, N.C. 27910  
Tel: (252) 332-4137  
Email: [blowe@ecbhlme.org](mailto:blowe@ecbhlme.org)

Sterling Tripp  
Employment Security Commission of NC  
112 West 3<sup>rd</sup> Street  
Washington, N.C. 27889  
Tel: (252) 946-2141  
Email: [sterling.tripp@ncesc.gov](mailto:sterling.tripp@ncesc.gov)



**APPENDIX B**  
**Public and Agency Surveys**  
**Part 1 – Rider Surveys**  
**Part 2 – Agency Surveys**





**APPENDIX B**  
**Public and Agency Surveys**  
**Part 1 – Rider Surveys**







# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                | Good                     | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input type="checkbox"/> |
| Waiting time for bus/van            | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input type="checkbox"/> |
| Hours of service                    | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/> |
| Cost to ride                        | <input type="checkbox"/> |
| Security and safety                 | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input type="checkbox"/> |
| Friendliness of drivers             | <input type="checkbox"/> |
| Service easy to use                 | <input type="checkbox"/> |
| My overall rating of HCT            | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important           | Somewhat Important       | Not Important            |
|--|--------------------------|--------------------------|--------------------------|
| Less advance time required to schedule a trip          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have less waiting time during trip                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Go to more places<br>If so, where _____                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve safety   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**OVER** →

On Demand Service

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

HCT will not discriminate based on your race, color, or national origin.



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|   | Very Important           | Somewhat Important                  | Not Important                       |
|---|--------------------------|-------------------------------------|-------------------------------------|
| Less advance time required to schedule a trip   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Have less waiting time during trip  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Have more hours / days of service<br>If so, when _____  | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Go to more places<br>If so, where _____   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Improve safety  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Other <u>make other riders follow rule i.e. being clean- not using bath room in clothes &amp; seat that other have to sit in.</u> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

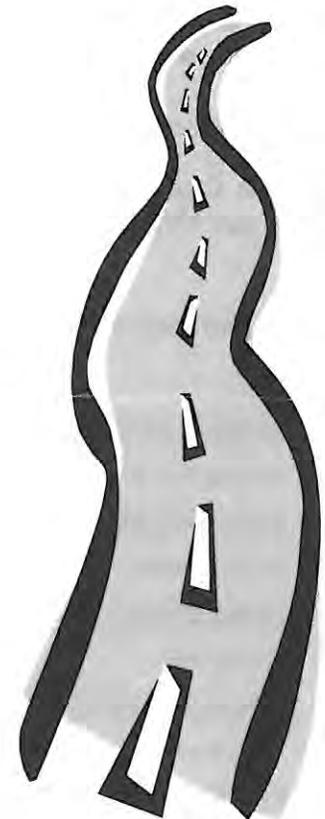
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not discriminate based on your race, color, or national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                                | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important                  | Not Important                       |
|--|-------------------------------------|-------------------------------------|-------------------------------------|
| Less advance time required to schedule a trip                    | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Have less waiting time during trip                               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Have more hours / days of service<br>If so, when <u>weekends</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Go to more places<br>If so, where _____                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Improve safety   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Other _____  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

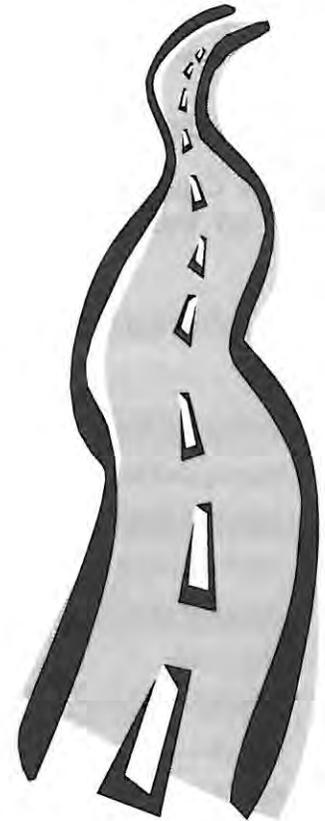
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

HCT will not discriminate based on your race, color, or national origin.



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important       | Not Important            |
|--|-------------------------------------|--------------------------|--------------------------|
| Less advance time required to schedule a trip          | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have less waiting time during trip                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____ | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Go to more places<br>If so, where _____                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve safety   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

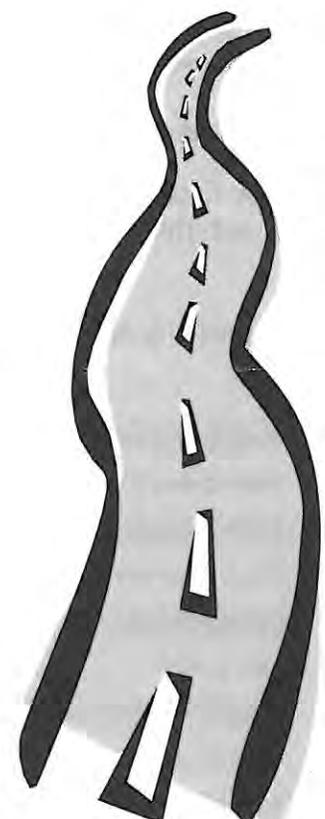
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not discriminate based on your race, color, or national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                                | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important                  | Not Important                       |
|--|-------------------------------------|-------------------------------------|-------------------------------------|
| Less advance time required to schedule a trip          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Have less waiting time during trip                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Have more hours / days of service<br>If so, when _____ | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Go to more places<br>If so, where _____                | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Improve safety   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Other _____  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

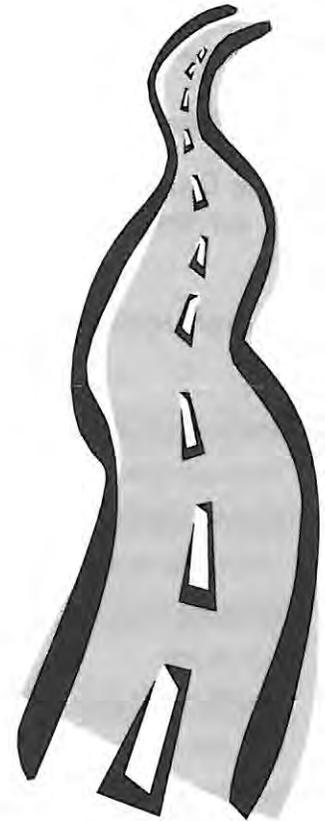
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not  
discriminate  
based on your  
race, color, or  
national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                                | Poor                                | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Making reservations to ride         | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Hours of service                    | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Service easy to use                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |

**What can we do better?**

|   | Very Important                      | Somewhat Important       | Not Important                       |
|---|-------------------------------------|--------------------------|-------------------------------------|
| Less advance time required to schedule a trip                             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Have less waiting time during trip  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Have more hours / days of service<br>If so, when <u>Saturday shopping</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Go to more places<br>If so, where _____                                   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Improve safety  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Other <u>already safe</u>   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

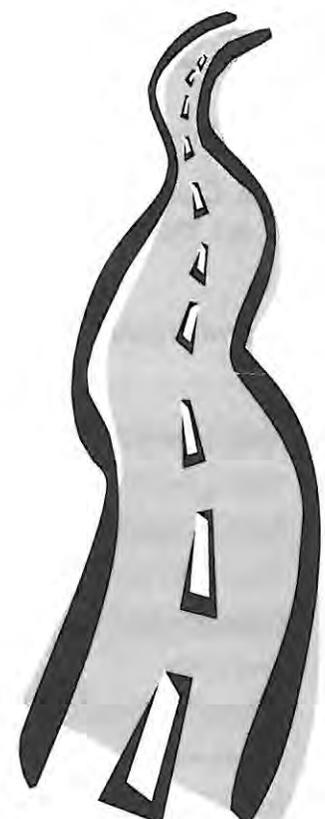
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not discriminate based on your race, color, or national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                     | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important       | Not Important                       |
|--|-------------------------------------|--------------------------|-------------------------------------|
| Less advance time required to schedule a trip          | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Have less waiting time during trip                     | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____ | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Go to more places<br>If so, where _____                | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Improve safety   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Other _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |

*Safe when Lorenzo and Cheryl drive!*

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not discriminate based on your race, color, or national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important       | Not Important            |
|--|-------------------------------------|--------------------------|--------------------------|
| Less advance time required to schedule a trip          | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have less waiting time during trip                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____ | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Go to more places<br>If so, where _____                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve safety   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

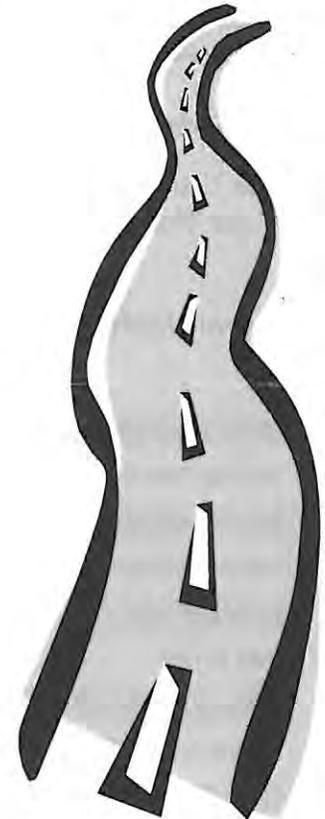
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not discriminate based on your race, color, or national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important           | Somewhat Important                  | Not Important                       |
|--|--------------------------|-------------------------------------|-------------------------------------|
| Less advance time required to schedule a trip                    | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Have less waiting time during trip                               | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Have more hours / days of service<br>If so, when <u>Evenings</u> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Go to more places<br>If so, where _____                          | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Improve safety   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Other _____  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |

**OVER →**

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

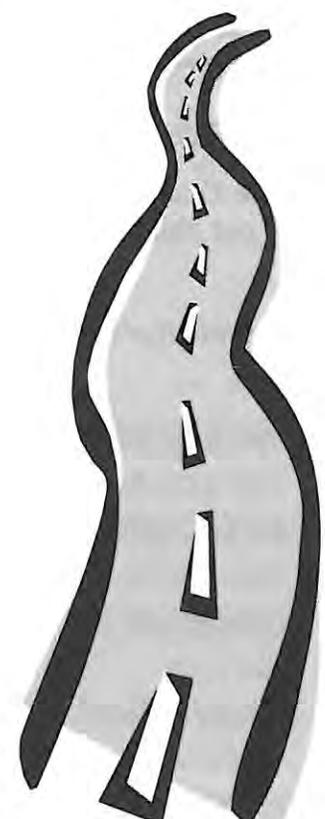
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other *known for a long time*

HCT will not discriminate based on your race, color, or national origin.



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important       | Not Important                       |
|--|-------------------------------------|--------------------------|-------------------------------------|
| Less advance time required to schedule a trip          | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Have less waiting time during trip                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Have more hours / days of service<br>If so, when _____ | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Go to more places<br>If so, where _____                | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Improve safety   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Other _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

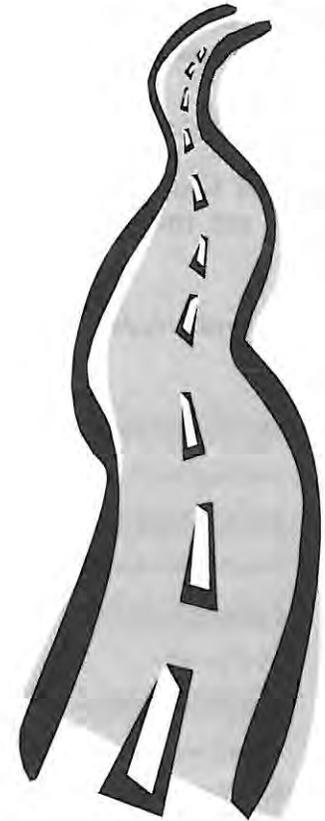
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not discriminate based on your race, color, or national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                     | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important       | Not Important            |
|--|-------------------------------------|--------------------------|--------------------------|
| Less advance time required to schedule a trip  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Have less waiting time during trip   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____                                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Go to more places<br>If so, where <u>Oyster Banks</u><br><u>Pineblow - Ace Station</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve safety   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

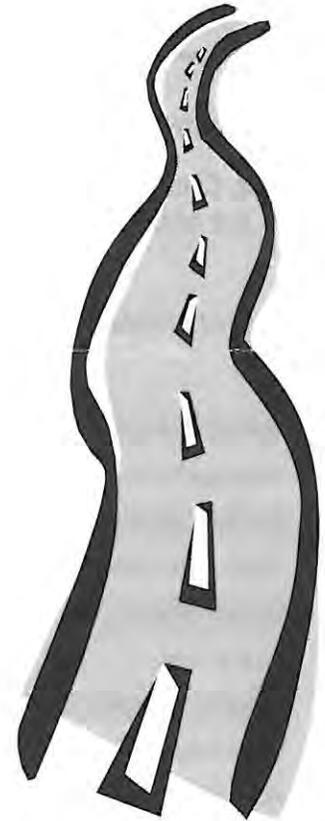
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not  
discriminate  
based on your  
race, color, or  
national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                                | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important                  | Not Important                       |
|--|-------------------------------------|-------------------------------------|-------------------------------------|
| Less advance time required to schedule a trip                                  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Have less waiting time during trip   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Have more hours / days of service<br>If so, when <i>more for doctor visits</i> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Go to more places<br>If so, where <i>more station near farm</i>                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Improve safety   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Other <i>inspection of vehicle by law</i>                                      | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

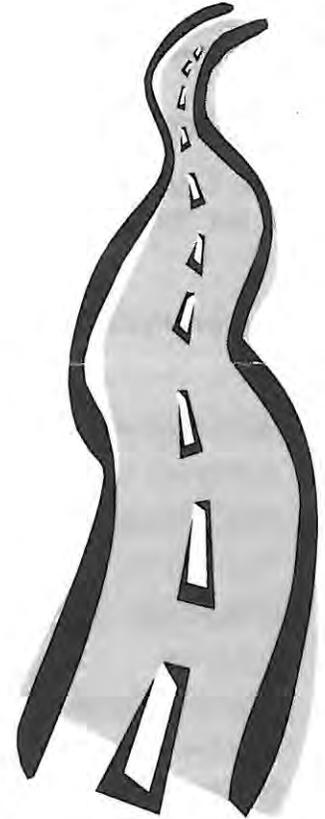
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not  
discriminate  
based on your  
race, color, or  
national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**  
*You're welcome!*



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                                | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important                  | Not Important                       |
|--|-------------------------------------|-------------------------------------|-------------------------------------|
| Less advance time required to schedule a trip                                    | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Have less waiting time during trip   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Have more hours / days of service<br>If so, when <u>more days for Dr. Visits</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Go to more places<br>If so, where <u>ACre Station Meat Farm</u>                  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Improve safety   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Other <u>Pre-trip, Inspection</u>  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |



**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

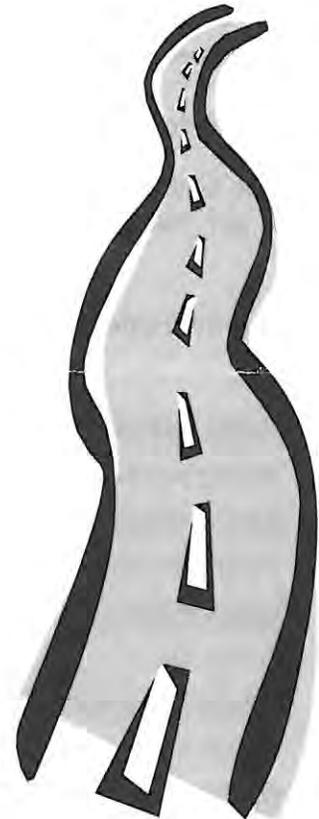
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not  
discriminate  
based on your  
race, color, or  
national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                     | Okay                                | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important       | Not Important            |
|--|-------------------------------------|--------------------------|--------------------------|
| Less advance time required to schedule a trip                            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Have less waiting time during trip                                       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Have more hours / days of service  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If so, when <i>my employer can't get off at 2:30. The time I applied</i> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Go to more places <i>was a 30' clock</i>                                 | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| If so, where _____   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve safety   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |



**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

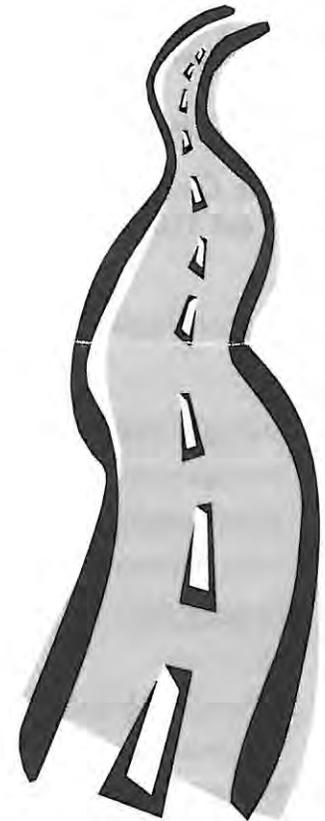
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not  
discriminate  
based on your  
race, color, or  
national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                     | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important                  | Not Important            |
|--|-------------------------------------|-------------------------------------|--------------------------|
| Less advance time required to schedule a trip                | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Have less waiting time during trip                           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____       | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Go to more places<br>If so, where _____                      | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Improve safety   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other <i>make sure parents make their children sit down.</i> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other *Senior Center to be with people*

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not discriminate based on your race, color, or national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important       | Not Important                       |
|--|-------------------------------------|--------------------------|-------------------------------------|
| Less advance time required to schedule a trip          | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Have less waiting time during trip                     | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____ | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Go to more places<br>If so, where _____                | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Improve safety   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Other _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other *Senior Center*

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

HCT will not discriminate based on your race, color, or national origin.



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                     | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important       | Not Important                       |
|--|-------------------------------------|--------------------------|-------------------------------------|
| Less advance time required to schedule a trip          | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Have less waiting time during trip                     | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____ | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Go to more places<br>If so, where <u>Raleigh</u>       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Improve safety   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| Other _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other have always used HCT

HCT will not discriminate based on your race, color, or national origin.



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                | Good                                | Okay                     | Poor                     | Don't Know               |
|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important                      | Somewhat Important       | Not Important            |
|--|-------------------------------------|--------------------------|--------------------------|
| Less advance time required to schedule a trip          | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have less waiting time during trip                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____ | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Go to more places<br>If so, where _____                | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve safety   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

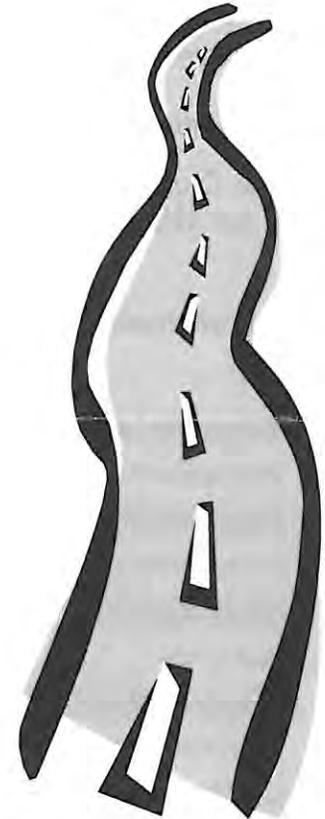
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not discriminate based on your race, color, or national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                                | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important           | Somewhat Important       | Not Important            |
|--|--------------------------|--------------------------|--------------------------|
| Less advance time required to schedule a trip          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have less waiting time during trip                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Go to more places<br>If so, where _____                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve safety   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

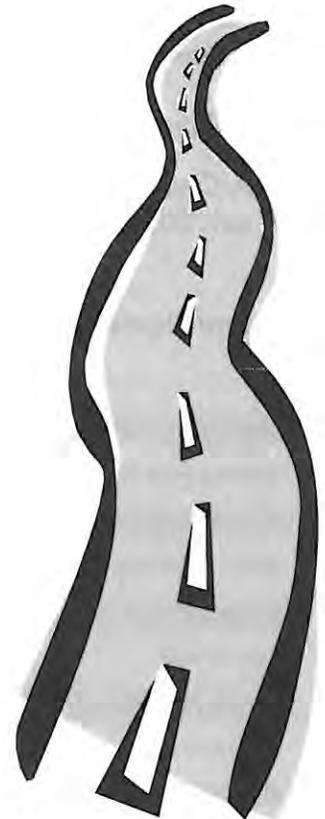
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not  
discriminate  
based on your  
race, color, or  
national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                                | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important           | Somewhat Important                  | Not Important            |
|--|--------------------------|-------------------------------------|--------------------------|
| Less advance time required to schedule a trip          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Have less waiting time during trip                     | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____ | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Go to more places<br>If so, where _____                | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Improve safety   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Other _____  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

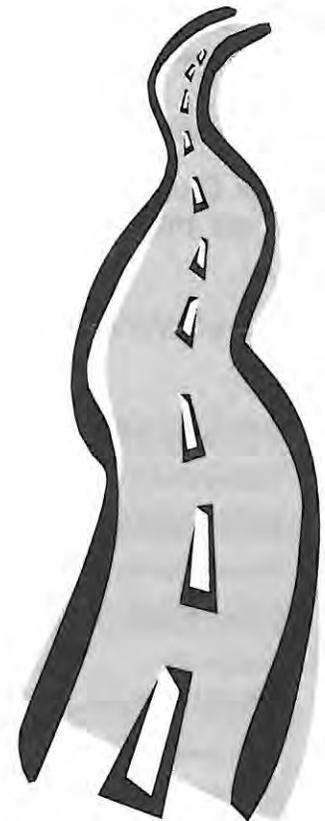
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other \_\_\_\_\_

*HCT will not  
discriminate  
based on your  
race, color, or  
national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Rider Survey



Dear Rider,

Hyde County Transit (HCT) wants to serve you better. Please take a few minutes to fill out this survey.

Thank you!

**Please rate Hyde County Transit's service.**

|                                     | Very Good                           | Good                                | Okay                                | Poor                     | Don't Know               |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Making reservations to ride         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting time for bus/van            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus/van keeping schedule            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Hours of service                    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of trips                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cost to ride                        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Security and safety                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness / comfort of buses/vans | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of drivers             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Service easy to use                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall rating of HCT            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**What can we do better?**

|  | Very Important           | Somewhat Important                  | Not Important            |
|--|--------------------------|-------------------------------------|--------------------------|
| Less advance time required to schedule a trip          | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Have less waiting time during trip                     | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Have more hours / days of service<br>If so, when _____ | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Go to more places<br>If so, where _____                | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Improve safety   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other _____  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |

**OVER** →

**About your trip today.**

Why did you ride with HCT today?

- I don't have a car
- I prefer using HCT service
- To save money
- Car needs repairs
- To save time
- Disability/can't drive

What is the purpose of this trip?

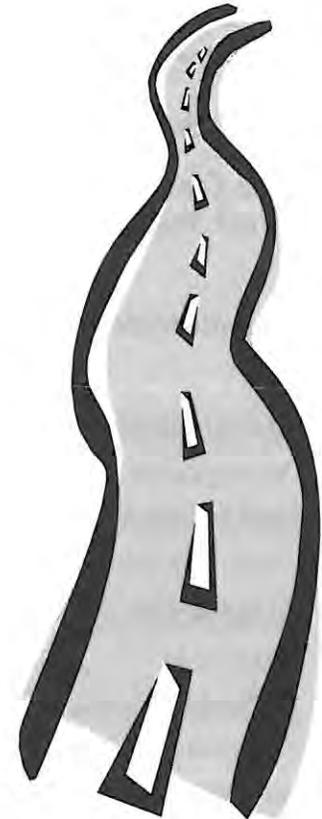
- Human / Social Services
- Medical
- Work
- Shopping
- Social / Recreational
- Personal business
- School
- Other \_\_\_\_\_

**About you.**

How did you find out about HCT?

- Web site
- Brochure
- From an agency
- Someone who uses it
- Family, friends, or neighbor
- At my job
- Other Senior Citizen Center

*HCT will not discriminate based on your race, color, or national origin.*



How often do you use HCT's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long have you used HCT?

- 3 years or more
- 1 to 3 years
- Less than 1 year

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

Are you male or female?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

**Would you recommend HCT to family and friends?**

- Yes
- No

**Thank you!**



# Hyde County Transit Public Survey



Please help us serve you better by filling out this survey. Thank you!

### 1. Did you know that public transportation is available in Hyde County?

- Yes       No

*The mission of Hyde County Transit is to provide quality mobility opportunities in a safe, ethical, and financially sound matter.*

### 2. Have you or someone you know ever used Hyde County Transit?

- Yes, me       Yes, someone I know       No

#### 2a. If yes, where does your/their usual trip begin and where does it end?

Ocracoke - Kill Devil Hills NC  
Ocracoke - Avon NC

#### 2b. If yes, how often do you/they use this service?

- Daily  
 Once a week or more  
 Once a month or more  
 No set schedule

#### 2c. If yes, would you/they use Hyde County Transit again?

- Yes       No

### 3. Are there locations inside or near Hyde County that need public transportation service? Please provide town and destination. (ex. Ocracoke Village, employer)

\_\_\_\_\_  
\_\_\_\_\_

### 4. Is there anything Hyde County Transit could improve on?

- Making reservations to ride       Hours of service       Other \_\_\_\_\_  
 Waiting time for bus/van       Cost to ride      \_\_\_\_\_

**Optional: Your name and address. Please write any additional comments on the back.**

\_\_\_\_\_  
\_\_\_\_\_



**APPENDIX B**  
**Public and Agency Surveys**  
**Part 2 – Agency Surveys**







# Hyde County Transit Agency Survey



Hyde County Transit (HCT) wants to serve you better. We would appreciate it if you could please take a few minutes to fill out this survey.  
Thank you!

Agency Name \_\_\_\_\_  
Your Name \_\_\_\_\_  
Your Title \_\_\_\_\_

1. Do you currently use Hyde County Transit's services?  
 Yes - Please go to Question 2  
 No - Please go to Question 6

**For Agencies currently contracting with Hyde County Transit:**

2. How long have you been contracting with HCT?  <1yr  1-2yrs  3-5yrs  >5yrs
3. What services does HCT provide for you? \_\_\_\_\_
4. Are you happy with HCT's service?  Yes  No
5. What do you think needs to be done to serve your agency better? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**For Agencies NOT currently contracting with Hyde County Transit:**

6. Have you considered using HCT in the past?  Yes  No
7. Why did you decide not to use HCT? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**For ALL Agencies:** Please rate the following needs for HCT's service based on Importance to your agency:

**Service**

|   | High<br>Importance       | Medium<br>Importance     | Low<br>Importance        | No<br>Importance         |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Extended service  |                          |                          |                          |                          |
| Longer weekday hours  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Weekend service   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Night service   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequency of routes   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Serve these trip types:   |                          |                          |                          |                          |
| Employment  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| School  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Medical   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VA facilities   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Human / Social Service Agencies   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Shopping  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Increase service to these clients:  |                          |                          |                          |                          |
| Elderly   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Low-income  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Workers / migrant workers   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Veterans  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Disabled  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| General public  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Increase service locations such as _____  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better coordination between transportation providers for cross-county trips (outside Hyde County) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better coordination between transportation providers for inter-county trips (within Hyde County)  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve curb to curb service<br>How? _____  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve reservation and scheduling procedures   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Education / Marketing**

|  | High<br>Importance       | Medium<br>Importance     | Low<br>Importance        | No<br>Importance         |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Better education / advertisement of services available                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better education on eligibility requirements                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better communication with non-English speaking customers<br>If so, what languages? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better advertising to elderly, low-income, or general public                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Need for increased participation on Transportation Advisory Board by my agency     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Open Comments**

---



---



---



# Hyde County Transit Agency Survey



Hyde County Transit (HCT) wants to serve you better. We would appreciate it if you could please take a few minutes to fill out this survey.

Thank you!

Agency Name HYDE COUNTY HEALTH DEPT.  
Your Name WESLEY P. SMITH  
Your Title HEALTH DIRECTOR

1. Do you currently use Hyde County Transit's services?

- Yes - Please go to Question 2  
 No - Please go to Question 6

**For Agencies currently contracting with Hyde County Transit:**

2. How long have you been contracting with HCT?  <1yr  1-2yrs  3-5yrs  >5yrs

3. What services does HCT provide for you? NON-MEDICAID ACCESS FOR HYDE Co. CITIZENS (WHO QUALIFY) FOR MEDICAL APPOINTMENTS

4. Are you happy with HCT's service?  Yes  No

5. What do you think needs to be done to serve your agency better? GOOD COMMUNICATION EXISTS BETWEEN HYDE TRANSIT AND HYDE COUNTY HEALTH DEPT. TO SEEK OPPORTUNITIES TO IMPROVE ACCESS FOR HYDE COUNTY TO MEDICAL CARE

**For Agencies NOT currently contracting with Hyde County Transit:**

6. Have you considered using HCT in the past?  Yes  No N/A

7. Why did you decide not to use HCT?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**For ALL Agencies:** Please rate the following needs for HCT's service based on importance to your agency:

**Service**

|   | High Importance                     | Medium Importance                   | Low Importance                      | No Importance                                 |
|---|-------------------------------------|-------------------------------------|-------------------------------------|---|
| <b>Extended service</b>   |                                     |                                     |                                     |   |
| Longer weekday hours  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| Weekend service   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>                      |
| Night service   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>                      |
| Frequency of routes   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| <b>Serve these trip types:</b>  |                                     |                                     |                                     |   |
| Employment  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> <i>25</i> |
| School  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/>           |
| Medical   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| VA facilities   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| Human / Social Service Agencies   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>                      |
| Shopping  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>                      |
| Other <u>SR CTR FOR EXERCISE CLASSES</u>  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| <b>Increase service to these clients:</b>   |                                     |                                     |                                     |   |
| Elderly   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| Low-income  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| Workers / migrant workers   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| Veterans  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| Disabled  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| General public  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| <b>Increase service locations such as</b>   |                                     |                                     |                                     |   |
| _____   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| Better coordination between transportation providers for cross-county trips (outside Hyde County) | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| Better coordination between transportation providers for inter-county trips (within Hyde County)  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>                      |
| Improve curb to curb service<br>How? _____  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>                      |
| Improve reservation and scheduling procedures   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>                      |

**Education / Marketing**

|   | High Importance                     | Medium Importance                   | Low Importance                      | No Importance            |
|---|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Better education / advertisement of services available  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better education on eligibility requirements  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better communication with non-English speaking customers<br>If so, what languages? <u>SPANISH</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better advertising to elderly, low-income, or general public                                      | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Need for increased participation on Transportation Advisory Board by my agency                    | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

**Open Comments**

---



---



---



# Hyde County Transit Agency Survey



Hyde County Transit (HCT) wants to serve you better. We would appreciate it if you could please take a few minutes to fill out this survey.

Thank you!

Agency Name Mattamuskeet Senior Center

Your Name Darlene Berry

Your Title Senior Director

1. Do you currently use Hyde County Transit's services?

- Yes - Please go to Question 2
- No - Please go to Question 6

**For Agencies currently contracting with Hyde County Transit:**

2. How long have you been contracting with HCT?  <1yr  1-2yrs  3-5yrs  >5yrs

3. What services does HCT provide for you? transportation for seniors to come to center, trip

4. Are you happy with HCT's service?  Yes  No

5. What do you think needs to be done to serve your agency better? Staff needs to be in office when buses are on the road. Other than that, they do a great job.

**For Agencies NOT currently contracting with Hyde County Transit:**

6. Have you considered using HCT in the past?  Yes  No

7. Why did you decide not to use HCT?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**For ALL Agencies:** Please rate the following needs for HCT's service based on importance to your agency:

**Service**

|   | High Importance                     | Medium Importance                   | Low Importance                      | No Importance                       |
|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <b>Extended service</b>   |                                     |                                     |                                     |                                     |
| Longer weekday hours  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Weekend service   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Night service   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Frequency of routes   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <b>Serve these trip types:</b>  |                                     |                                     |                                     |                                     |
| Employment  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| School  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Medical   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| VA facilities   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Human / Social Service Agencies   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Shopping  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <b>Increase service to these clients:</b>   |                                     |                                     |                                     |                                     |
| Elderly   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Low-income  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Workers / migrant workers   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Veterans  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Disabled  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| General public  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Increase service locations such as _____  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Better coordination between transportation providers for cross-county trips (outside Hyde County) | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Better coordination between transportation providers for inter-county trips (within Hyde County)  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Improve curb to curb service<br>How? _____  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Improve reservation and scheduling procedures   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |

**Education / Marketing**

|  | High Importance                     | Medium Importance        | Low Importance           | No Importance            |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Better education / advertisement of services available                                   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better education on eligibility requirements   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better communication with non-English speaking customers<br>If so, what languages? _____ | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better advertising to elderly, low-income, or general public                             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Need for increased participation on Transportation Advisory Board by my agency           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Open Comments**

---



---



---



# Hyde County Transit Agency Survey



Hyde County Transit (HCT) wants to serve you better. We would appreciate it if you could please take a few minutes to fill out this survey.  
Thank you!

Agency Name DSS  
Your Name Maria Nuñez  
Your Title Processing Assistant IV

1. Do you currently use Hyde County Transit's services?

- Yes - Please go to Question 2  
 No - Please go to Question 6

**For Agencies currently contracting with Hyde County Transit:**

2. How long have you been contracting with HCT?  <1yr  1-2yrs  3-5yrs  >5yrs

3. What services does HCT provide for you? Dialysis Transportation

4. Are you happy with HCT's service?  Yes  No

5. What do you think needs to be done to serve your agency better? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**For Agencies NOT currently contracting with Hyde County Transit:**

6. Have you considered using HCT in the past?  Yes  No

7. Why did you decide not to use HCT? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**For ALL Agencies:** Please rate the following needs for HCT's service based on importance to your agency:

**Service**

|   | High Importance                     | Medium Importance                   | Low Importance                      | No Importance            |
|---|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| <b>Extended service</b>   |                                     |                                     |                                     |                          |
| Longer weekday hours  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Weekend service   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Night service   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Frequency of routes   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Serve these trip types:</b>  |                                     |                                     |                                     |                          |
| Employment  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| School  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Medical   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| VA facilities   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Human / Social Service Agencies   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Shopping  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Increase service to these clients:</b>   |                                     |                                     |                                     |                          |
| Elderly   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Low-income  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Workers / migrant workers   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Veterans  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Disabled  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| General public  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Increase service locations such as _____  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better coordination between transportation providers for cross-county trips (outside Hyde County) | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Better coordination between transportation providers for inter-county trips (within Hyde County)  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Improve curb to curb service<br>How? _____  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Improve reservation and scheduling procedures   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |

**Education / Marketing**

|   | High Importance                     | Medium Importance                   | Low Importance           | No Importance            |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Better education / advertisement of services available  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Better education on eligibility requirements  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Better communication with non-English speaking customers<br>If so, what languages? <u>spanish</u> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Better advertising to elderly, low-income, or general public                                      | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Need for increased participation on Transportation Advisory Board by my agency                    | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Open Comments**

---



---



---



# Hyde County Transit Agency Survey



Hyde County Transit (HCT) wants to serve you better. We would appreciate it if you could please take a few minutes to fill out this survey.

Thank you!

Agency Name Hyde County Department of Social Services  
Your Name Marilynn Brimmonage  
Your Title Information Processing Assistant III

1. Do you currently use Hyde County Transit's services?

- Yes - Please go to Question 2
- No - Please go to Question 6

**For Agencies currently contracting with Hyde County Transit:**

2. How long have you been contracting with HCT?  <1yr  1-2yrs  3-5yrs  >5yrs

3. What services does HCT provide for you? \_\_\_\_\_

4. Are you happy with HCT's service?  Yes  No

5. What do you think needs to be done to serve your agency better? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**For Agencies NOT currently contracting with Hyde County Transit:**

6. Have you considered using HCT in the past?  Yes  No

7. Why did you decide not to use HCT? I have my own personal vehicle, and I prefer to go and come as I please, rather than waiting on someone else.



**For ALL Agencies:** Please rate the following needs for HCT's service based on importance to your agency:

**Service**

|   | High Importance                     | Medium Importance                   | Low Importance           | No Importance            |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| <b>Extended service</b>   |                                     |                                     |                          |                          |
| Longer weekday hours  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Weekend service   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Night service   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequency of routes   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Serve these trip types:</b>  |                                     |                                     |                          |                          |
| Employment  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| School  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Medical   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| VA facilities   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Human / Social Service Agencies   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Shopping  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Increase service to these clients:</b>   |                                     |                                     |                          |                          |
| Elderly   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Low-income  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Workers / migrant workers   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Veterans  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Disabled  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| General public  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Increase service locations such as _____  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Better coordination between transportation providers for cross-county trips (outside Hyde County) | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better coordination between transportation providers for inter-county trips (within Hyde County)  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve curb to curb service<br>How? _____  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve reservation and scheduling procedures   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

**Education / Marketing**

|  | High Importance                     | Medium Importance        | Low Importance           | No Importance            |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Better education / advertisement of services available                                   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better education on eligibility requirements   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better communication with non-English speaking customers<br>If so, what languages? _____ | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better advertising to elderly, low-income, or general public                             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Need for increased participation on Transportation Advisory Board by my agency           | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Open Comments**

---



---



---



# Hyde County Transit Agency Survey



Hyde County Transit (HCT) wants to serve you better. We would appreciate it if you could please take a few minutes to fill out this survey.

Thank you!

Agency Name

Hyde County DSS

Your Name

Suzanne Gibson

Your Title

Accounting Specialist

1. Do you currently use Hyde County Transit's services?

- Yes - Please go to Question 2
- No - Please go to Question 6

**For Agencies currently contracting with Hyde County Transit:**

2. How long have you been contracting with HCT?  <1yr  1-2yrs  3-5yrs  >5yrs

*less than a year*

3. What services does HCT provide for you?

Medical Transportation

4. Are you happy with HCT's service?

- Yes
- No

5. What do you think needs to be done to serve your agency better? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**For Agencies NOT currently contracting with Hyde County Transit:**

6. Have you considered using HCT in the past?  Yes  No

7. Why did you decide not to use HCT?

We use Hyde Transit  
in the past for many years

**OVER** →

**For ALL Agencies:** Please rate the following needs for HCT's service based on importance to your agency:

**Service**

|   | High Importance                     | Medium Importance        | Low Importance           | No Importance            |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Extended service  |                                     |                          |                          |                          |
| Longer weekday hours  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Weekend service   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Night service   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequency of routes   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Serve these trip types:   |                                     |                          |                          |                          |
| Employment  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| School  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Medical   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VA facilities   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Human / Social Service Agencies   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Shopping  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Increase service to these clients:  |                                     |                          |                          |                          |
| Elderly   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Low-income  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Workers / migrant workers   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Veterans  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Disabled  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| General public  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Increase service locations such as _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better coordination between transportation providers for cross-county trips (outside Hyde County) | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better coordination between transportation providers for inter-county trips (within Hyde County)  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve curb to curb service<br>How? _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve reservation and scheduling procedures   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Education / Marketing**

|  | High Importance                     | Medium Importance                   | Low Importance                      | No Importance            |
|--|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Better education / advertisement of services available                                   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Better education on eligibility requirements   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better communication with non-English speaking customers<br>If so, what languages? _____ | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better advertising to elderly, low-income, or general public                             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Need for increased participation on Transportation Advisory Board by my agency           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |

**Open Comments**

Hyde Transit is an excellent resource for the County. We don't need to lose their service.



# Hyde County Transit Agency Survey



Hyde County Transit (HCT) wants to serve you better. We would appreciate it if you could please take a few minutes to fill out this survey.

Thank you!

Agency Name Hyde Co. DSS  
Your Name Ms. Terine Holloway  
Your Title IMCW II

1. Do you currently use Hyde County Transit's services?

- Yes - Please go to Question 2  
 No - Please go to Question 6

**For Agencies currently contracting with Hyde County Transit:**

2. How long have you been contracting with HCT?  <1yr  1-2yrs  3-5yrs  >5yrs

3. What services does HCT provide for you? \_\_\_\_\_

4. Are you happy with HCT's service?  Yes  No

5. What do you think needs to be done to serve your agency better? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**For Agencies NOT currently contracting with Hyde County Transit:**

6. Have you considered using HCT in the past?  Yes  No

7. Why did you decide not to use HCT?

HCT had no Funding  
to help with out of town trips

**OVER** →

**For ALL Agencies:** Please rate the following needs for HCT's service based on importance to your agency:

**Service**

|   | High Importance                     | Medium Importance        | Low Importance           | No Importance            |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|
| <b>Extended service</b>   |                                     |                          |                          |                          |
| Longer weekday hours  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Weekend service   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Night service   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequency of routes   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Serve these trip types:</b>  |                                     |                          |                          |                          |
| Employment  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| School  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Medical   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VA facilities   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Human / Social Service Agencies   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Shopping  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Increase service to these clients:</b>   |                                     |                          |                          |                          |
| Elderly   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Low-income  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Workers / migrant workers   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Veterans  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Disabled  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| General public  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Increase service locations such as<br><u>Belle</u>  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better coordination between transportation providers for cross-county trips (outside Hyde County) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better coordination between transportation providers for inter-county trips (within Hyde County)  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve curb to curb service<br>How? _____  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve reservation and scheduling procedures   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Education / Marketing**

|  | High Importance                     | Medium Importance        | Low Importance           | No Importance            |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Better education / advertisement of services available                                   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better education on eligibility requirements   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better communication with non-English speaking customers<br>If so, what languages? _____ | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Better advertising to elderly, low-income, or general public                             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Need for increased participation on Transportation Advisory Board by my agency           | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Open Comments**

---



---



---



# Hyde County Transit Agency Survey



Hyde County Transit (HCT) wants to serve you better. We would appreciate it if you could please take a few minutes to fill out this survey.

Thank you!

Agency Name Hyde DSS  
Your Name Gloria C. Spencer  
Your Title Director

1. Do you currently use Hyde County Transit's services?

- Yes - Please go to Question 2  
 No - Please go to Question 6

**For Agencies currently contracting with Hyde County Transit:**

2. How long have you been contracting with HCT?  <1yr  1-2yrs  3-5yrs  >5yrs

3. What services does HCT provide for you? Medical

4. Are you happy with HCT's service?  Yes  No

5. What do you think needs to be done to serve your agency better? lower rates

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**For Agencies NOT currently contracting with Hyde County Transit:**

6. Have you considered using HCT in the past?  Yes  No

7. Why did you decide not to use HCT? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



**For ALL Agencies:** Please rate the following needs for HCT's service based on importance to your agency:

**Service**

|   | High Importance                     | Medium Importance                   | Low Importance                      | No Importance            |
|---|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| <b>Extended service</b>   |                                     |                                     |                                     |                          |
| Longer weekday hours  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Weekend service   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Night service   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Frequency of routes   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Serve these trip types:</b>  |                                     |                                     |                                     |                          |
| Employment  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| School  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Medical   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| VA facilities   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Human / Social Service Agencies   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Shopping  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other _____   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Increase service to these clients:</b>   |                                     |                                     |                                     |                          |
| Elderly   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Low-income  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Workers / migrant workers   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Veterans  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Disabled  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| General public  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Increase service locations such as</b>   |                                     |                                     |                                     |                          |
| _____   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better coordination between transportation providers for cross-county trips (outside Hyde County) | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better coordination between transportation providers for inter-county trips (within Hyde County)  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Improve curb to curb service<br>How? _____  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Improve reservation and scheduling procedures   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |

**Education / Marketing**

|  | High Importance                     | Medium Importance                   | Low Importance           | No Importance            |
|--|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Better education / advertisement of services available                                   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Better education on eligibility requirements   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Better communication with non-English speaking customers<br>If so, what languages? _____ | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Better advertising to elderly, low-income, or general public                             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Need for increased participation on Transportation Advisory Board by my agency           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Open Comments**

---



---



---



# Hyde County Transit Agency Survey



Hyde County Transit (HCT) wants to serve you better. We would appreciate it if you could please take a few minutes to fill out this survey.

Thank you!

Agency Name Hyde Co; Dept of Social Services  
Your Name Mattie L. Roper  
Your Title Income Maintenance Med Sup.

1. Do you currently use Hyde County Transit's services?

- Yes - Please go to Question 2  
 No - Please go to Question 6

### For Agencies currently contracting with Hyde County Transit:

2. How long have you been contracting with HCT?  <1yr  1-2yrs  3-5yrs  >5yrs

Less than 1 yr.

3. What services does HCT provide for you?

Medical transportation

4. Are you happy with HCT's service?

- Yes  No

5. What do you think needs to be done to serve your agency better?

Need more funds available to support transportation needs

### For Agencies NOT currently contracting with Hyde County Transit:

6. Have you considered using HCT in the past?

- Yes  No

7. Why did you decide not to use HCT?

HCT did not have funds

OVER →

**For ALL Agencies:** Please rate the following needs for HCT's service based on importance to your agency:

| <b>Service</b>  | High Importance                     | Medium Importance                   | Low Importance                      | No Importance            |
|---|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| <b>Extended service</b>   |                                     |                                     |                                     |                          |
| Longer weekday hours  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Weekend service   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Night service   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Frequency of routes   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Other <u>When ever Needed</u>   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Serve these trip types:</b>  |                                     |                                     |                                     |                          |
| Employment  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| School  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Medical   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| VA facilities   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Human / Social Service Agencies   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Shopping  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Other <u>To/from BCC</u>  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Increase service to these clients:</b>   |                                     |                                     |                                     |                          |
| Elderly   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Low-income  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Workers / migrant workers   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Veterans  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Disabled  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| General public  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Increase service locations such as</b>   |                                     |                                     |                                     |                          |
| <u>Church Trips</u>   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better coordination between transportation providers for cross-county trips (outside Hyde County) | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better coordination between transportation providers for inter-county trips (within Hyde County)  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Improve curb to curb service<br>How? _____  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Improve reservation and scheduling procedures   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Education / Marketing</b>  |                                     |                                     |                                     |                          |
| Better education / advertisement of services available  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better education on eligibility requirements  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better communication with non-English speaking customers<br>If so, what languages? _____          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Better advertising to elderly, low-income, or general public                                      | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Need for increased participation on Transportation Advisory Board by my agency                    | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |

**Open Comments**

---



---



---

# **APPENDIX C**

## **Potential Funding Sources**





## **C. FUNDING SOURCES OVERVIEW**

### **C.1 INTRODUCTION**

Rural transit agencies provide a critically important service to their communities, but they are not self-supporting. Like all rural transit agencies in North Carolina, HCT receives the majority of their direct funding from federal (FTA) and state (NCDOT) sources, with a smaller portion provided by local government, farebox revenue, and other operating revenue.

Federal transit-related grants primarily are administered through the Federal Transit Administration (FTA), as authorized by the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) (Pub. Law 109-59). Each year, Congress provides an annual appropriation which funds the programs specified in SAFETEA-LU. Upon receiving this appropriation, FTA apportions and allocates these funds. FTA programs are typically identified by a name and/or a section number (of Title 49 of the United States Code) – for example, the "Elderly Persons and Persons with Disabilities" or "Section 5310" grant program (FTA Web site: [www.fta.dot.gov/grants\\_financing.html](http://www.fta.dot.gov/grants_financing.html)).

Some federal and state revenue is received indirectly through subscription services contracts with other agencies. For example, under the State's Rural Operating Assistance Program (ROAP), Work First funds are distributed to social service departments. Also under ROAP, funds from the Elderly and Disabled Transportation Assistance Program (EDTAP) are distributed to a variety of agencies. These agencies then contract with HCT to provide related transportation services, drawing on these programs to pay HCT.

Other sources of revenue for HCT include the farebox, advertising, interest income, and other sources. In some communities, such as Charlotte, local option sales taxes or vehicle registration fees provide a portion of transit funding.

Most of the state and federal funding programs have restrictions on what the funds from the programs can be used for. Some programs may fund capital improvements, others may fund operating expenses or specific types of services. Many of the funding programs require a local match of some percentage of the grant.

### **C.2 FEDERAL AND STATE FUNDING PROGRAMS**

The NCDOT Public Transportation Division has a guide to programs and funding available on their website, titled "Programs and Funding" ([www.ncdot.org/nctransit/download/programs\\_funding.pdf](http://www.ncdot.org/nctransit/download/programs_funding.pdf)). The following information about federal and state funding programs HCT is eligible for is from this guide and from the FTA Web site: [www.fta.dot.gov/funding/grants](http://www.fta.dot.gov/funding/grants).

Major federal and state funding programs available to rural transit agencies such as HCT are listed in **Table 1**. Brief descriptions of the major federal and state funding programs are provided below.

| <b>Table 1. Federal and State Funding Programs</b>      |  |  |   |  |                                 |
|---|--|--|---|--|---------------------------------|
| <b>Program</b>  |  | <b>State or Federal</b>                                  | <b>Summary</b>  | <b>Operating (Op), Capital (Cap), Administrative (Admin) Funds</b> | <b>Local Match Requirements</b> |
| <b>Formula Programs</b>                                 |  |  |   |  |                                 |
| Community Transportation Program (CTP)                  | Nonurbanized Area Formula Program                              | Federal – FTA Section 5311                               | General program that funds capital, operating, and administrative expenses.   | Op, Cap, Admin   | 50% Op<br>10% Cap<br>15% Admin  |
|   | Rural Capital Program  | State and Federal -3 consolidated programs               | Funds capital costs for vehicles, equipment, and technology   | Cap  | 10%                             |
|   | Human Service Transportation Management                        | State  | Funds administrative expenses associated with consolidated human service transportation systems and systems in urbanized areas where a consolidated county system does not exist.   | Admin  | Does not apply to HCT           |
| Rural Operating Assistance Program (ROAP)               | Elderly and Disabled Transportation Assistance Program (EDTAP) | State  | Funds operating costs for transportation needs of the elderly and disabled.   | Op   | None                            |
|   | Rural General Public (RGP) Program                             | State  | Funds operating costs for transportation needs of the rural general public  | Op   | 10%                             |
|   | Employment Transportation Assistance Program (ETAP)            | State  | Funds operating costs for employment-related transportation need for low-income individuals.  | Op   | None                            |
| <b>Competitive Grant Programs</b>                       |  |  |   |  |                                 |
| Elderly and Disabled Individuals Transportation Program |  | Federal - FTA Section 5310                               | Funds capital costs for meeting mobility needs of elderly and persons with disabilities. Funds use primarily for vehicle purchases, but also acquisition of transportation service under contract, lease or other arrangement. State program administration expenses also eligible. | Cap  | 20% Cap                         |
| Jobs Access Reverse Commute (JARC) Program              |  | Federal – FTA Section 5316 ( <u>now part of S.5311</u> ) | Funds employment-related transportation needs for welfare recipients and low-income persons   | Op, Cap  | 50% Op<br>20% Cap               |

**Table 1. Federal and State Funding Programs**

| <b>Program</b>   | <b>State or Federal</b>                          | <b>Summary</b>  | <b>Operating (Op), Capital (Cap), Administrative (Admin) Funds</b> | <b>Local Match Requirements</b> |
|--|--|---|--|---------------------------------|
| New Freedom Program  | Federal – FTA Section 5317 (now part of S. 5310) | Funds transportation services for disabled persons beyond what is required by the Americans with Disabilities Act (ADA)   | Op, Cap, Admin   | 50% Op<br>20% Cap<br>20% Admin  |
| Rural Transit Assistance Program (RTAP)                              | Federal – FTA Section 5311(b)(3)                 | Funds training, technical assistance, research, and related activities.   | Admin  | None                            |
| Intercity Bus Program  | Federal – FTA Section 5311(f)                    | Funds intercity bus service in underserved areas of North Carolina that connect two or more urban areas not in proximity. | Op, Cap, Admin   | 50% Op<br>20% Cap<br>20% Admin  |
| Public Transportation Grant Program – Apprentice and Intern Programs | State  | Funds work position for recent graduates and graduate students.   | Admin  | 10%                             |

### **C.2.1 Community Transportation Program (CTP)**

The CTP is a combination of federal and state funds administered by NCDOT that provide the majority of funding for North Carolina’s rural transportation systems. There are three programs comprising the CTP: Nonurbanized Area Formula Program, Rural Capital Program, and Human Service Transportation Management Program. The Human Service Transportation Management Program applies only to urbanized area counties where a consolidated countywide transit system does not exist. This program does not apply to HCT and is not described below.

#### **Nonurbanized Area Formula Program (FTA Section 5311)**

Funding Source: Federal

Eligible Recipients: State and local governments, non-profits, and public transit operators in non urbanized areas.

What Does This Fund? The program funds capital, operating, and administrative expenditures.

What are the Match Requirements? The maximum federal participation is 80 percent for administrative and capital costs. NCDOT matches 5 percent for administrative costs and 10 percent for capital costs. Local match would be 15 percent for administrative costs and 10 percent for capital costs. Regional community transportation systems (e.g., HCT) and small urban fixed route systems

are eligible for up to 50 percent of net operating costs associated with general public routes. Local match would be 50 percent for these operating costs.

### **Rural Capital Program**

Funding Source: Federal and State – combination of three consolidated programs

Eligible Recipients: Community transportation system grantees, including local governments and non-profits in nonurbanized areas and in urbanized area counties where there is not a consolidated urban/rural transportation system.

What Does This Fund? The program funds:

- Purchase of vehicles
- Purchase of communications equipment and related capital equipment
- Purchase or upgrade of computers and related equipment
- Purchase of telephone systems
- Purchase of mobile data terminals
- Purchase of automatic vehicle locators and other technologies
- Purchase or renovation of facilities for administrative and/or operating use

What are the Match Requirements? Federal and state funds cover 90 percent of purchases, and 90 percent of feasibility plan preparation, land acquisition, design, and construction costs.

### **C.2.2 Rural Operating Assistance Program (ROAP)**

ROAP is comprised of three separate State programs: Elderly and Disabled Transportation Assistance Program (EDTAP), Rural General Public (RGP) Program, and Employment Transportation Assistance Program (ETAP).

County governments are the only eligible recipients. However, many counties pass most of their ROAP funds to their regional transit system. ROAP funds are distributed by the State to each county based on a formula. Counties can also apply for supplemental ROAP funds, also up to a formula-based amount.

In FY 2010, there was \$12,439,869 disbursed to counties and tribes across the state through the regular ROAP program. In addition, \$9,500,000 was available through the supplemental ROAP program, with \$8,725,181 (91.8 percent) disbursed. Eight counties did not receive any supplement funds.

### **Elderly and Disabled Transportation Assistance Program (EDTAP)**

Funding Source: State

Eligible Recipients: County governments

What Does This Fund? The program funds operating assistance for the

transportation of elderly and disabled citizens.

What are the Match Requirements? The State provides up to 100 percent of the cost of service.

### **Rural General Public (RGP) Program**

Funding Source: State

Eligible Recipients: County governments

What Does This Fund? The program funds community transportation systems that serve the general public in rural areas.

What are the Match Requirements? The State provides 90 percent of the funds. Ten percent is local match.

### **Employment Transportation Assistance Program (ETAP)**

Funding Source: State

Eligible Recipients: County governments

What Does This Fund? The program funds community transportation service to employment for low-income individuals. This program also supports the NC Rural Vanpool Program.

What are the Match Requirements? The State provides up to 100 percent of the cost of the service.

### **C.2.3 Elderly and Disabled Individuals Transportation Program (FTA Section 5310)**

This program provides formula funding to States for the purpose of meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of population for these groups of people.

Funds are obligated based on the annual program of projects included in a statewide grant application. Once FTA approves the application, funds are available for state administration and allocation to subrecipients through competitive grants (FTA Website: [www.fta.dot.gov/funding/grants/grants\\_financing\\_3556.html](http://www.fta.dot.gov/funding/grants/grants_financing_3556.html)). Funded projects must be included in a Locally Coordinated Plan.

Funding Source: Federal, administered through the State

Eligible Recipients: State government. Eligible subrecipients include local governments, non-profits, and public transit operators in nonurbanized areas.

What Does This Fund? The program funds capital projects such as vehicle purchase, radio and communications equipment, wheelchair lifts, and also mobility managers. Acquisition of transportation service under contract, lease or other arrangements and state program administration also are eligible.

What are the Match Requirements? The local match is 20 percent for capital costs.

#### **C.2.4 Job Access and Reverse Commute (JARC) Program (FTA Section 5316)**

The JARC program was established to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment. Funded projects must be included in a Locally Coordinated Plan.

**Note: the 5316 program has been repealed in MAP-21. The eligible activities have been moved to the 5311 program.**

Funding Source: Federal

Eligible Recipients: Local governments and non-profits.

What Does This Fund? This program funds capital, planning, and operating expenses to provide services to assist welfare recipients and low-income individuals with transportation to jobs, training, and child care.

What are the Match Requirements? The local share of eligible capital and planning costs shall be no less than 20 percent of the net cost of the activity, and the local share for eligible operating costs shall be no less than 50 percent of the net operating costs (FTA Web site: [www.fta.dot.gov/funding/grants/grants\\_financing\\_3550.html](http://www.fta.dot.gov/funding/grants/grants_financing_3550.html)).

#### **C.2.5 New Freedom Program (FTA Section 5317)**

The New Freedom formula grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA) of 1990. Funded projects must be included in a Locally Coordinated Plan.

**Note: the 5317 program has been repealed in MAP-21. The eligible activities have been moved to the 5310 program**

Funding Source: Federal

Eligible Recipients: Local governments and non-profits.

What Does This Fund? This program funds capital and operating expenses for new public transportation services and new public transportation alternatives beyond those required by the American with Disabilities Act of 1990 (ADA), that are designed to assist individuals with disabilities.

What are the Match Requirements? The local share of eligible capital and planning costs shall be no less than 20 percent of the net cost of the activity, and the local share for eligible operating costs shall be no less than 50 percent of the net operating costs FTA Web site: [www.fta.dot.gov/funding/grants/grants\\_financing\\_3549.html](http://www.fta.dot.gov/funding/grants/grants_financing_3549.html) ).

### **C.2.6 Rural Transit Assistance Program (RTAP) (FTA Section 5311(b)(3))**

The RTAP provides a source of funding to assist in the design and implementation of training and technical assistance projects and other support services tailored to meet the needs of transit operators in non-urbanized areas (FTA Web site: [www.fta.dot.gov/funding/grants/grants\\_financing\\_3554.html](http://www.fta.dot.gov/funding/grants/grants_financing_3554.html)).

Funding Source: Federal

Eligible Recipients: NCDOT. However, funds can be passed to other entities.

What Does This Fund? RTAP funds training, technical assistance, research, and related support activities.

What are the Match Requirements? FTA funds up to 100 percent of the cost of service.

### **C.2.7 Intercity Bus Program (FTA Section 5311(f))**

Intercity bus service means regularly scheduled bus service for the general public that operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, that has the capacity for transporting baggage carried by passengers, and that makes meaningful connections with scheduled intercity bus service to more distant points, if such service is available. Feeder service that provides connections to an intercity service also is eligible. In the HCT service area, this program could fund service to cities outside the HCT service area such as Raleigh.

Funding Source: Federal

Eligible Recipients: NCDOT. However, funds can be passed to other entities.

What Does This Fund? Intercity bus service and related feeder services.

What are the Match Requirements? FTA funds up to 50 percent of the cost of operations and 80 percent of capital and administrative costs.

### C.2.8 Public Transportation Grant Program – Apprentice and Intern Programs

This program funds the work experience for selected recent graduates and graduate students in public transportation. Apprentices, who are recent graduates, work full time for a 12-month period. Interns, who are graduate students, work approximately 12 weeks full time during the summer between their two years of graduate school and approximately 10 hours per week during the fall and spring semesters of their second year.

Funding Source: State

Eligible Recipients: State transit systems.

What Does This Fund? Work experience for recent graduates and graduate students in public transportation.

What are the Match Requirements? The State funds up to 90 percent of eligible costs.

### C.3 EXISTING AND POTENTIAL FUNDING PROGRAMS SUMMARY

The existing and potential funding programs available to rural transit agencies such as HCT are summarized in **Table 2**. The table also shows the required local match for each funding source and targeted population.

| Table 2. Existing and Potential Funding Sources                                      |                          |                   |                 |                 |                      |
|--|--------------------------|-------------------|-----------------|-----------------|----------------------|
| Existing   | Type of Assistance       | Federal Grant (%) | State Match (%) | Local Match (%) | Target Population    |
| ROAP - Workfirst   | All                      |                   | 100%            |                 | Low-Income           |
| ROAP - EDTAP   | All                      |                   | 100%            |                 | Elderly, Disabled    |
| ROAP - RGP   | All                      |                   | 90%             | 10%             | Rural General Public |
| CTP/5311 - Admin   | All                      | 80%               | 5%              | 15%             |                      |
| Potential  | Type of Assistance       | Federal Grant (%) | State Match (%) | Local Match     | Target Population    |
| Elderly Person and Persons with Disabilities (Section 5310) (includes former S.5317) | Capital/Operating        | 80% / 50%         | 10% / 0%        | 10%/50%         | Elderly, Disabled    |
| Rural and Small Urban Area (Section 5311) (includes former S.5316)                   | Capital/Operating        | 80% / 50%         | 10% / 0%        | 10%/50%         | Rural General Public |
| Rural Planning Program   | Planning studies         | 90%               |                 | 10%             |                      |
| Rural Transit Assistance Program (Section 5311-B-2)                                  | Training/Tech Assistance | 100%              |                 |                 |                      |