



# Final Report

## Transit Development Plan for Augusta Public Transit



Augusta-Richmond County  
Planning Commission

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# **Executive Summary**

## Executive Summary

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### **Introduction**

Our direction from the outset of the study has been to provide a five-year road map for the future of Augusta Public Transit. APT, similar to many other transit agencies today, is at a tipping point where either the system, faced with increasing costs and lack of sustained community support, will literally wither away, or, based on renewed interest and expanded vision, will grow to meet new demands and create new services. In the course of researching the Transit Development Plan, the consultant team met with a number of long-time residents of Augusta that remembered the days when bus service flourished with frequent service intervals to numerous portions of the community. Today, that service has been carefully reduced to address eras of constrained resources with former routes strategically decreased to serve the neediest riders for the most critical trip demands.



As a result, the system has a number of “out of direction” and “one way loop” segments that contain circuitous routing that connects with public housing, schools and medical facilities, etc. This routing, coupled with increasing time between buses, is not surprisingly, only attracting the transit disadvantaged – defined as those with reduced incomes, youth, seniors and people with disabilities. Many riders spend hours each day, riding, transferring and waiting for APT service.

At the same time, Augusta – Richmond County is expanding, with new housing opportunities and growth to the south, with a renewed focus towards reinvigoration of downtown as well as the potential for other types of economic growth. In our view, there is no forward-thinking world class city that does not include a vibrant public transportation system for access to employment, housing, health care, schools, social activities, etc. Thus, we believe now is the time to reverse the service diminution and gather more partners, more riders, more vision and position APT to be a leading force within the community and the region.

### **Understanding the System**

Even before WSA began our data collection tasks, in our initial round of stakeholder meetings there were several people that stressed that our study should consider “blowing up” the existing service and starting over. When we

inquired further the responses referenced a routing configuration that required almost all riders to transfer, most at a location that offered no walking access to a destination. Other opinions included the view that no one other than the most transit dependent person would ride APT, that they were tired of hearing complaints from APT about the effects of cutting routes, the hours of operation and the frequency of buses, and that, frankly, spending any money on transit was a disservice to the taxpayers.

Others, however, could not comprehend how an area as big as Augusta – Richmond County had so little service or that more routes had not been developed to attract workers and commuters and better directly connect with downtown and other activity centers. They also wondered how larger employers would be attracted to the area if their employees could not use transit and why there were no direct transit connections to Fort Gordon and the major shopping areas near the Bobby Jones Expressway.



As the data gathering progressed and the initial meetings were supplemented with input from the community survey, that was made available in written and electronic formats, we found that indeed the current riders were dependent, that discretionary riders were few and that many people who currently did not ride had ambitious ideas for more service to more places. Working with APT staff, WSA also established a Stakeholder Committee, consisting of representatives of many affected groups and agencies, which could provide feedback on various ideas and approaches, especially those regarding existing and proposed services. After completing extensive counting and surveying of existing riders, supplemented with input from discussions with APT staff, the public meetings, the community survey and the Stakeholder Committee, WSA was confident that we had a thorough understanding of the past history and the current services, as well as the riders, the affected agencies and other interest groups.

### ***Considering the Alternatives***

In our view, the TDP had extremely limited potential to add value to APT, the riders, existing and future, and greater Augusta – Richmond County, if it did not include both a review of significant service modifications and also minor modifications to the current system. From a “blow it up” perspective, WSA determined, based on analysis of data, field observations, other input and our experience within the industry, that three of the existing corridors, which consist of four of the ten routes, would serve as the main corridors in any system configuration. Those were:

- Washington Road from downtown to Columbia County (Route 5)
- Wrightsboro Road from downtown to the Augusta Mall (Route 12)
- Martin Luther King Boulevard/Deans Bridge Road from downtown towards South Augusta (Routes 4 and 6)

We did believe, however, that the connection of these current routes, as well as five others, at the Main Transfer Station on Broad Street, west of 15th, was poorly serving many of those riders that were being transported out of direction for the sole purpose of transferring. Further, potential direct connections to parts of downtown were made more time consuming and complex. Also, there were limited destinations of interest proximate to the Main Transfer Station, and it was attracting virtually no pedestrian traffic, which often is a main feature of transfer centers in other locales. Thus, our strong longer term recommendation would be to relocate this facility to downtown, for example to the 12th and Greene location currently being discussed.

Returning to the other existing services, we determined that four of the route were providing needed community connections and that significant modifications to those routes would negatively impact portions of the community (public housing, schools, shopping, etc.). Thus, WSA recommended their retention. Those routes were:

- Route 16 Lumpkin Road
- Route 13 Barton Chapel
- Route 3 East Augusta
- Route 1 Walton Way



WSA notes the recommended modifications to all of the above routes would improve connectivity and reinforce a more direct routing. Further, we believe these two principles, connectivity and more direct routing, should be reinforced as priorities for consistent application in future routing discussions.

The remaining services, Route 10 Sand Hills and Route 15 Medical Complex, are the least productive in the system and we have recommended their elimination, with some restructuring of other routes as part of the first component of a phased or tiered restructuring plan.

### ***Service Restructuring and Headway Improvements***

The basic principles of the restructuring include shifting the foundation of the APT service from maximizing service coverage to community facilities to establishing direct corridor connections that are supplemented by community connections. This type of service approach, which is often called “trunk and feeder” within the transit industry, also has the potential to expand outwards to South Augusta, Fort Gordon, Columbia County and North Augusta. Further, there would be opportunities to connect into the corridor service at outlying transfer centers or park and ride lots, as well as corridor connections from the community circulator services.

Phased restructuring, however, is only one of two major system recommendation goals. The second is to establish minimum headways of 30 minutes on all routes. The current system includes headways, or intervals between buses that vary up to 60 minutes. Since all routes include the potential to transfer and many passengers do use more than one route for a trip, there are instances where persons may wait for an hour or more for the next bus. That level of service will never attract new users into the system. However, although not optimal, a 30-minute connection to community based services has worked effectively in other locales.

### **Year One Service Recommendations**

To initiate service restructuring concepts, several major and a number of minor recommendations have been developed, including the initial change in service to attract new riders from the South Augusta area to downtown:



1. This restructuring proposal includes a number of components:
  - A new direct route connection is proposed between the Wal-Mart on Deans Bridge Road and downtown, which would only have one additional stop at the Kmart transit center.
  - A park and ride area would also be dedicated at Wal-Mart to facilitate a connection with drivers.
  - For other transit riders, the rural paratransit service in South Augusta would connect to the Wal-Mart stop to coincide with the fixed-route service schedule.
  - This routing also includes combining resources from Route 13 (Barton Chapel) and eliminating out of direction travel on that route.
2. Routes 10 (Sand Hill) and 15 (Medical Shuttle) have been proposed for elimination, with Route 5 (Washington Road) extended to connect with the existing western portion of Route 10 at the Augusta Exchange.
3. The resources for Routes 4 (Turpin Hill) and 6 K-Mart will be combined into a revised community based connection.
4. Minor service modifications have been proposed to decrease one-way loops and out of direction travel for Routes 3 (East Augusta) and 16 (Lumpkin Road) as well as Route 13 referenced above.

## **Financial Planning and Alternatives**

From a financial planning perspective, the year one service recommendations are based on a combination of service elimination and modifications that provide sufficient resources to accommodate the new service. The capital funds required for the park and ride implementation and the modifications to the rural paratransit are available from other sources that would not affect the operating budget.

Future year financial planning has been made based on the inclusion of a dedicated one cent local tax, with one-quarter of that tax targeted for public transportation improvements. That revenue source would be anticipated to generate approximately \$8 million per year. It would then be anticipated that the funding to decrease headways and implement new services would be available. If these or other funding sources cannot be developed, then the phased expansion implementation plans would either be dependent on other local funding sources or the services would be deferred.



Currently at the federal level, the Democratic leadership of the House Transportation and Infrastructure Committee has proposed a new reauthorization of the Surface Transportation Act for adoption prior to the September 2009 termination date of the current legislation. The Obama Administration, however, has recommended an 18-month extension of that legislation prior to seeking a new reauthorization.

APT has previously joined the 100 Bus Coalition which is a group of agencies that operate less than one hundred buses in an urban area in excess of 200,000 people. The main goal of the Coalition is to allow up to 50 percent of federal funds to be used for operating purposes. If that flexibility existed, it would lessen the short-term operating fund constraints and allow for more local control of resources. Consistent communication in support of the Coalition by local policy makers would therefore be in the best interest of APT and Augusta – Richmond County.

As indicated above, there are a number of uncertainties regarding shorter term federal action regarding public transportation financing. At the state level, attempts to approve a transit funding approach failed to develop consensus during the past session. It is anticipated that additional state direction or action may be forthcoming in the next session. In general, the ability to maximize opportunities to effectively use federal funds, while developing a dedicated local source, would be the best path forward to improving and expanding service to meet the expectations of the community.

## Other Policy Issues

There are several projects, issues and situations, which are worthy of highlighting from a policy perspective. These include:

- The proposed downtown streetcar. In our view, as planning continues for this project it should continue to be incorporated into the APT planning and operation process. There has been discussion regarding beginning the routing with rubber tired “emulator” service. This type of service can be an important supplement to the concepts contained in the TDP, but should be supported by other resources, not APT.
- Opportunities to develop additional public transportation connections with Columbia and Aiken counties, whether those services are operated by APT or other providers, should be encouraged and explored. Riders do not see the service area boundaries as the reasons for impacting their trip needs. Service requests for operation in other counties, however, should include logical and equitable cost sharing as part of service coordination.
- The current out of direction travel on Route 12 to the Augusta Mall adds up to seven minutes per trip and reinforces the perception that those accessing the mall on transit are not “front door” caliber clients. That route was required, based on the prior intransigent position of the Augusta Mall management that precluded direct access by APT using private access roads under the control of the Augusta Mall. It would appear logical to develop public or peer pressure for restructuring access to the Mall.
- The service plan also includes potential reconnection with Fort Gordon. In the past, representatives from Fort Gordon had requested APT to develop a service plan, but had not effectively communicated with taxi providers regarding defining roles/policies for service coordination. Any new service plan by APT should include input from all affected parties and should be approved by all affected policy boards or governing authorities.
- This TDP did not include an in-depth evaluation of ADA paratransit, rural paratransit, and health and human service agency transportation. From an ADA complementary paratransit perspective, demand has increased significantly during the past several years with resource requirements growing from three to seven vans. This increase appears to be based on a combination of changes in demographics (more persons living longer and requiring more services), the ongoing expansion of medical facilities in Augusta (which attract more riders) and the reduction in other public and private transportation providers (which then typically results in more riders on APT). It would appear that a separate review of the supporting



paratransit service network would be beneficial to address these issues as well as others such as eligibility determination, inter-agency coordination, mobility management, use of technology, etc.

## **Conclusion**

In our view, prior evaluations of the APT system provided an excellent array of data and analysis, but did not provide a future path for the system and the community it serves. Our intent has been to accentuate the policy, planning, service and financial opportunities to re-invigorate, re-create and re-establish the service as an integral part of the community that can be used by more people for more purposes. The proposal is to begin this transformation with one new service, described above, and to build on that service with a series of additions and modifications, that over the five-year time frame will achieve connections and attributes that people of Augusta - Richmond County have communicated to us during this study.



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# **Chapter 1:**

## **Project Coordination and Outreach**

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## Project Coordination and Outreach

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### **Project Initiation**

#### **Overview**

The WSA team, including AJM Consulting, was selected in 2008 to develop the Transit Development Plan for Augusta Public Transit and provide a five-year road map for APT policy, planning and service delivery. It is a critical time for public transportation. Demand for service has increased and will likely continue to increase, yet increased costs limit the ability of the industry to respond. Our understanding is that many key issues will face APT in the coming months and years. WSA's goal was to take a pragmatic look at alternatives and options, maximizing the potential for both riders and non-riders to communicate their ideas and perspectives as input into the planning process. A series of recommendations was developed for consideration, with a phased implementation plan over the span of the TDP. The following text provides background information for existing service which was the basis for our outreach process.



#### **Background on Augusta Public Transit**

Augusta Public Transit (APT) currently operates 10 fixed-routes within the service area with a peak fleet of 13 buses. The system is primarily radial with eight routes terminating at the Transfer Facility at 1546 Broad Street. The remaining two routes, Barton Chapel and Lumpkin Road, terminate at a transfer point at K-Mart shopping center located southwest of downtown. Service frequency and schedules vary, but generally APT buses run from 5:45 a.m. until 8:30 p.m., Monday through Friday. Eight of the routes operate on Saturday from 6:10 a.m. until 7:30 p.m. No service is provided on Sunday.

APT also operates paratransit service for persons with disabilities, which is in compliance with the Americans with Disabilities Act of 1990. In accordance with guidelines issued by the Federal Transit Administration (FTA), APT provides paratransit service within a 3/4-mile of each fixed-route during the same operating hours as the local service. Paratransit service is available to certified eligible passengers. Currently, APT has 22 fixed-route transit buses and 7 paratransit vehicles available for maximum service.

APT also provides non-urban (rural) transit service in the part of the city generally south of I-520 (Bobby Jones Expressway). This includes many of the fast-

growing suburbs of south Augusta, as well as the more rural parts of the city in the vicinity of Hephzibah, Blythe and the McBean area. As with the paratransit service, riders must make an appointment in advance and be ready 30 minutes before the transit van is scheduled to arrive.

## **Public Involvement Activities**

The public involvement activities for the Augusta Public Transit TDP involved three Stakeholder Committee meetings, two public outreach meetings, Commissioner briefings, Connect Live and other television and radio interviews, and a community survey. The outreach process began with a series of individual meetings with representatives of the community, a majority of who were then selected to be members of the Stakeholder Committee. In the individual interviews a number of disparate views of APT were communicated ranging from a belief there was no role for public transit in Augusta-Richmond County to strong support to expanding the system to serve more persons and more trip needs. These meetings provided us the background framework from a variety of perspectives and assisted in the development of other outreach activities.

### **1. Stakeholder Committee Meeting #1**

The meeting was held on Wednesday February 18, 2009, from 10:00 a.m. to 12:00 p.m. at the Augusta Public Transit office in Augusta, Georgia.

#### **1.1 Objectives of Meeting**

The purpose of the first Stakeholder Committee meeting was to inform members, in a group format, regarding an update of the purpose and process of the TDP study process, as well as to begin a dialogue with these local partners expanding their views expressed in the individual meetings on public transportation issues affecting access to jobs, healthcare, shopping, etc. Ten committee members attended the first Stakeholder Committee meeting.

#### **1.2 Meeting Format**

The meeting format consisted of a study team presentation outlining the study process, followed by a discussion from the attendees about their public transportation needs. The Stakeholder Committee meeting included a presentation by Heyward Johnson that provided a historical perspective of APT and their services. This was followed by updates from Jeff Carroll and Joseph Rondon (WSA) regarding the work completed to-date on the Transit Development Plan, which included some preliminary results of the ridecheck and onboard survey, plus the plans for distributing the community survey.

### 1.3 Comments Received

The presentations were followed by a discussion facilitated by Jim McLaughlin, WSA Project Manager. Ideas and observations developed by Stakeholder Committee members were generally focused on service related issues, but also included some of the following planning, policy and communication perspectives:



#### **Planning:**

- One approach for TDP would be to “start over” with a newly-redesigned system, but such an approach would likely require additional resources presently not available.
- Conversely, there is also a need to pay attention to core riders – that is the most important priority.
- On the other hand, we should be looking to find ways to attract more riders.

#### **Policy:**

- Talking points – education of community- rather than transit viewed as running as a loss, consider it from the perspective of what is offered to the community, e.g. a community resource- change the dynamic, change the dialogue.
- Partnerships – coordination – other services, such as connecting rural and fixed-route, lower savannah what other partners - can we better bring to the table both for revenue and for partnerships....riders and to gain other supporters in the community.
- Need to have communication connection with Columbia County and also discuss service connections.

## **2. Stakeholder Committee Meeting #2**

The meeting was held on Tuesday May 19, 2009, from 9:00 a.m. to 11:00 a.m. at the Augusta Public Transit office in Augusta, Georgia.

### 2.1 Objectives of Meeting

The purpose of the second Stakeholder Committee meeting was to update members on the work completed since the first Advisory Committee meeting. During this meeting, the study team provided an update on the two public

participation meetings, community survey results, initial analysis of the existing and future alternatives/options for the APT system, and incorporate your ideas about potential service adjustments.

## 2.2 Meeting Format

The meeting format consisted of a study team presentation and was followed by a discussion from the attendees.

## 2.3 Comments Received

As part of the presentation, specific references to services that affected the attendees, such as Fort Gordon, public housing projects and downtown Augusta were discussed. This portion of the meeting focused on committee member input regarding their individual perspectives for potential system modifications. There were several discussions about the comparative productivity of the existing service, financial constraints, and system expansion.

# 3. Stakeholder Committee Meeting #3

The meeting was held on Tuesday August 11, 2009, from 10:00 a.m. to 12 p.m. at the Augusta Public Transit office in Augusta, Georgia.

## 3.1 Objectives of Meeting

The purpose of the third Stakeholder Committee meeting was to present an overview of the draft Transit Development Plan Executive Summary and discuss the recommended service plan recommendations.

## 3.2 Meeting Format

The meeting format consisted of a study team presentation, followed by a discussion from the attendees.

## 3.3 Comments Received

The meeting was well attended including representatives from the South Augusta community and Columbia County who had not been able to attend the previous meetings. Also in attendance were representatives from Aiken County, the downtown business association, Fort Gordon, GDOT and ARTS. In general, the attendees expressed support for the approach represented in the Executive Summary and believed that the service modifications were logical. Fort Gordon and South Augusta representatives were interested in more specific information regarding phased implementation alternatives and other operational details. WSA staff indicated that those details would be more fully developed as part of the draft financial plan.

Committee members indicated that the meeting process had been beneficial in better understanding the internal workings of APT and also endorsed the thought that continued meetings as part of the upcoming LRTP would be valuable.

#### **4. Public Meeting #1**

The first public meeting was held on Tuesday February 17, 2009, at the Augusta-Richmond County Municipal building from 4:30 to 6:30 p.m. The APT staff and members of the Wilbur Smith Associates consultant team facilitated the meeting. Appendix A includes the public meeting notices and press release.

##### 4.1 Objectives of Meeting

The purpose of the first public meeting was to provide citizens an opportunity to educate the public on the TDP planning process and to identify public transportation needs and potential solutions. The meeting was the first opportunity in TDP process for local citizens to provide their needs to APT staff. The overall objective of the meeting was to provide the community an opportunity to share their ideas, recommendations and thoughts about issues.

##### 4.2 Public Notices and Informational Materials

WSA assisted in the creation of informational material for public notice that announced the public meeting date. Notices were sent to elected officials and professional staff from other city/county offices in addition to the local newspapers.

##### 4.3 Public Meeting Format

The two hour meeting combined a variety of communications methods to provide information to the community and to hear concerns, priorities and reactions. The meeting was designed as an “open house” format, with boards and maps placed all around the room. A presentation was given by the WSA staff and APT staff provided input during the meeting.

##### 4.4 Presentation

WSA staff delivered a formal presentation that described an overview of the TDP process. The presentation provided information on the following:

- Purpose of the meeting
- Project Team Overview
- Project Understanding
- Approach

- Stakeholders and Partners
- Next Steps

Following the presentation, there was a question & answer period for the attendees. APT and WSA staff were available to answer additional questions and clarify the information presented in the slideshow.

## **5. Public Meeting #2**

The second public meeting was held on Wednesday February 18, 2009, at the Diamond Lakes Community Center (South Augusta) from 4:00 to 6:00 pm. This location was chosen because this portion of Augusta-Richmond County does not currently have fixed-route APT service. APT and WSA staff members facilitated the meeting.

### 5.1 Objectives of Meeting

The purpose of the this public meeting was to provide citizens an opportunity to educate the public on the TDP planning process and to identify public transportation needs and potential solutions in an area that does not have fixed-route public transportation service. The overall objective of the meeting was to provide the community an opportunity to share their ideas, recommendations and thoughts about issues.

### 5.2 Public Notices and Informational Materials

WSA assisted in the creation of informational material for public notice that announced the public meeting date. Notices were sent to elected officials, professional staff from other city/county offices, in addition to the local newspapers.

### 5.3 Public Meeting Format

The two hour meeting combined a variety of communications methods to provide information to the community and to hear concerns, priorities and reactions. The meeting was designed as an “open house” format, with boards and maps placed around the room. A presentation was given by WSA staff and APT staff provided input during the meeting.

### 5.4 Presentation

WSA staff delivered a formal presentation that described an overview of the TDP process. The presentation provided information on the following:

- Purpose of the meeting
- Project Team Overview
- Project Understanding
- Approach
- Stakeholders and Partners
- Next Steps

Following the presentation, there was a question & answer period for the attendees. Afterwards, APT and WSA staff facilitators were available to answer additional questions and clarify information presented in the slideshow.

## 6. Commission Briefings

The consultant team presented four briefings to the Augusta-Richmond County Commissioners at key TDP milestones.

### 6.1 Objectives of Meeting

The purpose of these briefing meetings was to provide Augusta-Richmond County Commissioners an update of the TDP process, public feedback, technical analysis, community survey, and operational changes and additions, as well as receive comments from each Commissioner.



## 7. Connect Live Television Show

The consultant project manager and APT Executive Director participated in the local community television show, Connect Live, as well as other television and radio interviews.

### 7.1 Objectives of Meeting

The purpose of conducting the Connect Live television show was to provide local residents information about the TDP process and the importance of local citizens getting involved in the planning process. The Connect Live interview was broadcasted six or seven times on the local community access station.

The second interview was a live telecast of the weekday noon programming on a local channel and once again focused on the upcoming study with the goal of receiving public input for a five-year plan for APT.

## **8. Community Survey**

### **8.1 Objective of Survey**

The Community Survey, shown in Appendix B, was used to solicit input from the larger general population within the APT service area (residents, workers, students, and other general members of the public) regarding their travel patterns, use of APT services, desired transit service improvements, and general socio-economic characteristics. The survey was distributed and implemented to various employers, municipal agencies, community groups, and educational institutions, and was also available online through Survey Monkey, an online surveying tool.

The Community Survey also offered an opportunity to collect input regarding attitudes and concerns pertaining to APT services from members of the general community who do not use APT services or ride sporadically. The Community Survey results supplement the data collected from the onboard survey of APT customers conducted during November 2008, and provides an opportunity for comparisons between the two different survey groups. The findings of the survey were then used to guide the development of service adjustments and improvements to be included in the Transit Development Plan (TDP), as well as to consider policies that can help sustain and generate APT ridership and make APT services a more attractive transportation option.

The community survey, prepared by Wilbur Smith Associates with input from APT staff, contained 14 questions that focused on the following subjects:

- How and where respondents currently use APT services to travel to work, school, errands and recreation;
- For what trip types (work, school, errands, etc) respondents use APT services;
- Past experience with APT service, and general evaluation of various service characteristics;
- Desired APT service improvements; and
- General socio-economic characteristics of respondents.

### **8.2 Distribution Methodology**

The idea for the Community Survey was conceived at the outset of the TDP project in November 2008 to ensure that outreach to the community, especially those portions of the community that had expressed interest in offering input, was included in the study process. At that time, an Employment Fair was conducted at the Augusta campus of the University of Phoenix, and both the University and Circle K foods agreed to participate in implementation of the survey. Additionally, two public hearings were held in the study area during February 2009, to provide information about the TDP project and also to provide notice of the Community

Survey. As a result of these meetings, members of the Fort Gordon community also agreed to participate in the survey, as well as members of the public affiliated with the Richmond County Neighborhood Alliance. APT staff also worked with various municipal agencies located throughout Augusta to obtain additional participation in the survey.

The actual survey instrument was distributed utilizing two different methods:

- Hard Copy format – Distributed to University of Phoenix and Circle K foods during December 2008 – January 2009. Distributed to various municipal organizations during January – February 2009.
- Survey Monkey access – A link was provided to Survey Monkey that contained the Community Survey questions. Respondents utilizing this method answered survey questions online, and answers were individually saved to unique records. The link was provided to potential respondents on a memo that explained the purpose of the survey and its role in the TDP project. Groups using this method included Fort Gordon, various employees of municipal organizations, persons affiliated with the Richmond County Neighborhood Alliance, and various members of the public who received information concerning the survey.



The Survey Monkey methodology was chosen over the more traditional phone survey approach, in order to maximize the survey's reach to non-APT users by providing an easily accessible means for anyone to provide their input at their own convenience. By describing the survey's purpose and providing the link to the survey in memo and e-mail format, the consultant team was able to secure high rates of participation from specific groups such as various Augusta-area agencies, employers and organizations.

It should be noted that hardcopy responses of the survey were also entered into Survey Monkey, in order to use the Survey Monkey application as a database to store all responses and perform analysis. The organizations participating in the Community Survey are displayed below in Figure 1-1, along with the number of responses provided by each.

**Figure 1-1 Community Survey Participants**

<b>Organization</b>	<b># of Responses</b>	<b>% of Responses</b>
Circle K Foods	66	6.2%
Augusta School Board	14	1.3%
University of Phoenix	511	47.7%
Augusta/Richmond Co. Employee	82	7.7%
Richmond Co. School Board Employee	94	8.8%
Fort Gordon	183	17.1%
Department of Labor	9	0.8%
Richmond Co. Neighborhood Alliance	68	6.3%
Other:	44	4.1%
E-mail forwarded from friend/colleague	15	1.5%
<b>TOTAL RESPONSES</b>	<b>1071</b>	<b>100.0%</b>

### 8.3 Findings

Some of the key observations revealed by the community survey responses included the following:

- A significant majority (68%) of non-APT users cite personal vehicle availability as their reason for not using APT services.
- Non-APT users cited service to new/unserved areas (particularly throughout South Augusta), expanded service spans, and implementation of Sunday service as factors that may lead them to consider APT for future travel needs.
- About 91 percent of the respondents identified themselves as non-APT users; however, approximately 35 percent of the respondents indicated some past experience using APT services. Thus, some of the respondents who consider themselves non-APT users do have some past experience with APT services. Figure 1-2, shown on the following page, presents the responses.
- The most common trip purposes among APT users include trips to work (74% of regular APT users), home (54%), and shopping/errands (49%). The routes cited most frequently for work trips are the 5-Washington Rd. and 12-Augusta Mall, while the route cited most frequently for school trips is the 1-Walton Way.
- About half of the regular APT users indicated that they do have a personal vehicle available for trips they make on APT services, indicating that there may be a significant number of choice riders among current APT ridership.

**Figure 1-2 Do you ride or have you ever ridden Augusta Public Transit buses?**

Do you ride Augusta Public Transit buses?		
Answer Options	Response Frequency	Response Count
Yes	8.7%	94
No - Please skip to question #3	91.3%	985
<i>answered question</i>		<b>1079</b>
<i>skipped question</i>		<b>17</b>

Have you ever ridden an Augusta Public Transit bus?		
Answer Options	Response Frequency	Response Count
Yes	35.0%	369
No - Please skip to question #5	65.0%	685
<i>answered question</i>		<b>1054</b>
<i>skipped question</i>		<b>42</b>

- APT services are generally well-regarded with respect to vehicle quality and rider experience, but some concern exists over the convenience of stop locations, directness of service, and service span.

Respondents were asked to describe their past and present use of APT services, trip purposes, personal vehicle availability, and evaluation of past APT services. About 91 percent of the respondents do not regularly ride APT services. That group of respondents was then asked why they did not use APT services. Just over 68 percent of those respondents indicated that personal vehicle availability was the reason for their not using APT services, as shown below in Figure 1-3.

**Figure 1-3 Why have you not used Augusta Public Transit?**

If you have never used Augusta Public Transit, why not?		
Answer Options	Response Frequency	Response Count
I have a vehicle available & have not needed APT	68.4%	582
The bus does not go WHERE I need it to go	12.9%	110
I did not know about APT bus service	2.9%	25
The bus does not go WHEN I need it to go	1.8%	15
Bus fare too high	0.4%	3
Other (please specify)	13.6%	116
<i>answered question</i>		<b>851</b>
<i>skipped question</i>		<b>245</b>

Non-riders were also asked about factors that would allow them to consider using APT services for future travel needs. This was an open-ended question, in which respondents were asked to write in their answers. The two most common factors cited as those that would make non-riders consider APT in the future were:

- new services to unserved areas (including Ft. Gordon, Hephzibah, and Tobacco Rd.), and
- later service/Sunday service.

Service to unserved areas accounted for about 43 percent of responses among non-APT riders as a factor that would cause them to consider using APT for future travel needs. About half of those responses specifically cited Fort Gordon, with Hephzibah and Columbia County each specifically mentioned several times as well. Several responses also mentioned routes between Fort Gordon and Downtown, Columbia County, and the various commercial areas throughout West Augusta as services which might entice respondents to consider APT in the future. Appendix C provides the detailed responses for Question 3 and 14 of the survey.

### 8.3.1 Important Destinations and Trip Purposes

Respondents were asked about destinations to which APT customers travel, as well as general trip purposes for which APT services are utilized, and were asked to check all destinations and trip purposes that apply. Approximately 19 percent of total respondents indicated that they use APT services on a regular basis, for a total of 145 regular APT users. Among that group, Work and Home ranked as the most common trip purposes, accounting for 107 and 78 of all responses among regular APT users, respectively. Other significant trip purposes included Shopping/Errands (71 responses), School/College (50 responses), and Medical Appointments (47 responses).

Figure 1-4 What is the primary purpose of your trip?

If you regularly use Augusta Public Transit, what are the primary purposes of your trips? (check all that apply)		
Answer Options	Response Frequency	Response Count
Home	10.2%	78
Visiting Friend/Relative	4.5%	34
Recreation	3.9%	30
Work	14.0%	107
Shopping/Errands	9.3%	71
Personal Business	5.0%	38
School/College	6.5%	50
Medical Appointment (doctor/dentist/therapist)	6.2%	47
Do not use APT regularly	81.0%	619
Other (please specify)	2.4%	18
<i>answered question</i>		<b>764</b>
<i>skipped question</i>		<b>332</b>

Respondents were asked to write the APT routes they use to travel to work or school. In many cases, respondents provided a street-by-street itinerary of their commute, instead of listing the APT routes. For some of those cases, the wording of the question on the survey instrument may have led non-APT users to describe their commute in terms of a turn-by-turn itinerary. Those responses were not counted if the itinerary did not involve a path that would coincide with APT routes. The APT routes cited by respondents for work and school trips are listed above in Figure 1-5.

**Figure 1-5 APT Bus Route used for Work and/or School**

APT Route	School	Work
1	10	3
3	3	5
4	2	4
5	4	14
6	4	9
10	0	1
12	5	8
13	3	4
15	0	0
16	0	2

One concern from the survey responses is the relatively high number of work trips that utilize Routes 5 and 12. The weekday transfer analysis, which is discussed in detail later in this report, indicated a large number of transfers between Routes 5 and 12, despite the somewhat roundabout nature that would characterize such trips. This response provides support for a crosstown route that would link Washington Road and Wrightsboro Road corridors (and possibly the Augusta Mall region), without the need to travel through the Broad St. Transfer Station. Other travel patterns cited in several responses involved use of Routes 3 and 5, and Routes 3 and 12 (for travel between East Augusta and the Washington Rd. and Wrightsboro Rd. corridors), and Routes 13, 4 and 6, and 1 and 12 (to describe travel between South Augusta and the Augusta State University and MCG areas). Route 15 (Medical Complex shuttle) was not cited by any of the respondents.

It should be noted that many of the responses described itineraries involving South Augusta destinations that are presently outside the APT service area, such as Tobacco Rd., the Hephzibah area, and Fort Gordon.

Respondents were asked if they had access to a personal vehicle that they could use for trips they presently made on APT services. For respondents who were regular users (138), there was an even split between those who did have a personal vehicle (68) and those who did not (70). This may indicate a component of choice riders among regular APT riders that may warrant further investigation.

### 8.3.2 Evaluation of APT Service

The third portion of the Community Survey consisted of two questions that asked respondents to rate various characteristics of APT service, and to provide an indication of how future events regarding various policy changes in APT services

would affect their continued use of the system. Respondents were also given space to write in additional information to elaborate on their responses. An additional question at the very end of the survey asked respondents to provide their ideas regarding changes APT can make to provide better services for the community, specifically within the 5-year time horizon that coincides with the TDP effort. The individual responses are provided in Appendix C.

The first question asked respondents to evaluate specific APT service characteristics and experiences, as shown in Figure 1-6. Several evaluative statements were listed, and respondents were asked to indicate to what extent they agreed or disagreed with the statement. In terms of positive evaluations, most respondents generally agreed that APT vehicles were clean and comfortable and provided a pleasant riding experience, and that the overall ride was considered a good value. There was less agreement on the convenience of bus stops and the directness and span of service, with a slight majority of respondents indicating that they do not agree that APT bus stops are conveniently located, or that service is direct or is provided at convenient times.

**Figure 1-6 Rating of APT Service**

Please rate each of the following								
Answer Options	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	Don't Know	Response Count	
Bus stop locations are convenient	62	67	93	56	81	512	871	
APT provides direct service	48	49	84	56	58	562	857	
APT operates when I need to travel	49	41	76	46	83	562	857	
APT is reliable and on time	47	54	73	23	39	612	848	
Drivers are friendly & knowledgeable	66	75	67	13	21	614	856	
Bus stops and vehicles are safe	67	62	87	27	26	588	857	
Clean & comfortable vehicles	56	68	77	26	17	611	855	
Pleasant riding experience	63	66	76	24	14	605	848	
Bus ride is a good value	83	75	70	14	20	573	835	
Do you have additional comments with regard to Question 11							77	
							<i>answered question</i>	876
							<i>skipped question</i>	220

The second question, shown in Figure 1-7 on the following page, presented respondents with various hypothetical policy- and service-related changes that would likely be considered by a transit entity such as APT. Respondents were asked of the likelihood that such changes would affect their continued use of APT, from 'greatly affect' to 'would not affect'. Interestingly, many of the responses were at either end of the scale ('greatly affect' or 'would not affect'), with fewer responses among the mid-range choices ('would affect', 'somewhat affect', or 'little affect'). This division of responses between the two ends of the rating scale may imply that some riders will continue to use APT services despite the possibility of any changes related to services or fares, while others will either significantly change their APT use, or in the case of non-APT users, continue to not use the system.

**Figure 1-7 Likelihood of APT Changes Affecting Ridership**

For each of the statements below, please indicate how each would affect how often you may ride APT.								
Answer Options	Greatly Affect	Would Affect	Somewhat Affect	Little Affect	Would Not Affect	Don't Know	Response Count	
Bus fare and/or passes may increase	92	66	78	36	114	467	853	
Weekday services may be reduced	143	62	53	15	107	464	844	
Saturday services may be eliminated	151	49	40	20	118	458	836	
Weekday services may be increased	148	61	47	20	101	466	843	
Saturday services may be increased	134	57	48	22	119	458	838	
Sunday service may be implemented	130	52	43	22	136	460	843	
Information readily available	132	72	62	19	93	461	839	
Vehicles may be upgraded	110	72	58	25	101	455	821	
Do you have additional comments with regard to Question 12							51	
							<i>answered question</i>	<b>861</b>
							<i>skipped question</i>	<b>235</b>

The last question of the survey was open-ended, allowing respondents to provide additional comments related to APT service quality and potential changes to service levels and policies. Three hundred eighty-six of the respondents provided answers to the question. In most cases, the written responses expounded upon the selected answers to the survey's previous questions. In order to provide a measure of the most common concerns and suggestions, each of the responses was reviewed and assigned to a specific category pertaining to the nature of the concern or suggestion. Some of the respondents provided answers that covered multiple categories, such as mentioning the need for service to Fort Gordon and for APT to provide Sunday service.

The responses were also divided between those who identified themselves as regular APT users vs. those who did not. A total of 48 responses were received from respondents identifying themselves as regular APT users. Figure 1-8 presents the most popular response categories for regular APT riders.

**Figure 1-8: APT Regular Rider Responses**

Category	# of Responses
Implement later evening service	10
Implement Sunday service	7
Increased frequency of service	6
Implement new routes	4
Implement Crosstown routes	3
Expand service area	3
Implement service to Fort Gordon	3
Lower fares	3

A total of 256 responses were received from respondents identifying themselves as non-APT users. Figure 1-9 presents the most popular response categories for non-regular APT riders.

**Figure 1-9 Non-regular APT Rider Responses**

<b>Category</b>	<b># of Responses</b>
Implement service to Fort Gordon	59
Expand service area	43
Implement later evening service	36
Implement new routes	23
Increased frequency of service	22
Implement Sunday service	21
Initiate service to South Augusta	17
Promote APT through advertising	9

The “Expand service area” category mentioned in the above tables includes responses identifying general need for APT to serve more communities, without citing any specific areas. Responses that cited a specific area for potential APT service expansions (such as South Augusta) were broken out into their own category. Among non-APT users, there were several responses that advocated for implementation of rail modes of transit, such as heavy rail, trolley, or monorail; none of the respondents identifying themselves as APT users provided similar responses.

### 8.3.3 Socioeconomic Profile of Respondents

The last series of survey questions asked respondents to provide information regarding basic demographic characteristics, as well as household income levels. Approximately 70 percent of the respondents were female, a significant difference from the weekday and Saturday onboard surveys of APT passengers, which are discussed later in the report. The onboard survey was conducted in November 2008, in which 53 percent and 55 percent of respondents respectively identified themselves as female.

Figure 1-10 Gender

What is your gender?		
Answer Options	Response Frequency	Response Count
Male	30.9%	319
Female	69.1%	714
<i>answered question</i>		1033
<i>skipped question</i>		63

Figure 1-11 presents survey ethnicity data. Approximately 61 percent of the respondents identified themselves as Black/African American, while approximately 30 percent identified themselves as White. By comparison, the onboard survey featured a slightly greater proportion of Black/African American respondents (82% and 67% for weekday and Saturday), while the Augusta region itself features a Black/African American population proportion of about 50 percent, and a White proportion of about 45 percent.

Figure 1-11 Ethnicity

What is your ethnicity?		
Answer Options	Response Frequency	Response Count
American Indian/Alaskan Native	2.2%	22
Asian	0.6%	6
Black/African American	61.1%	604
Hispanic/Latino	2.1%	21
White	30.4%	300
Other (please specify)	3.5%	35
<i>answered question</i>		988
<i>skipped question</i>		108

The greatest proportion of annual income responses, shown below in Figure 1-12, fell within the \$20,001 - \$40,000 range, which accounted for about 34 percent of the respondents. The second highest income range was the \$40,001 - \$60,000 range (19.3%), with the other ranges featuring proportions that were relatively close in scale (9.9% - 15.1%). This is also in great contrast to the onboard survey, where over 75 percent of the respondents reported household income levels under \$20,000, and over half reported levels under \$10,000.

**Figure 1-12 Income Levels**

What is your annual household income?		
Answer Options	Response Frequency	Response Count
Less than \$10,000	9.9%	92
\$10,001-\$20,000	10.2%	95
\$20,001 - \$40,000	34.2%	319
\$40,001-\$60,000	19.3%	180
\$60,001-\$75,000	11.5%	107
\$75,001 or more	15.1%	141
	<i>answered question</i>	<b>934</b>
	<i>skipped question</i>	<b>162</b>



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# **Chapter 2: Data Collection**

## Chapter 2: Data Collection

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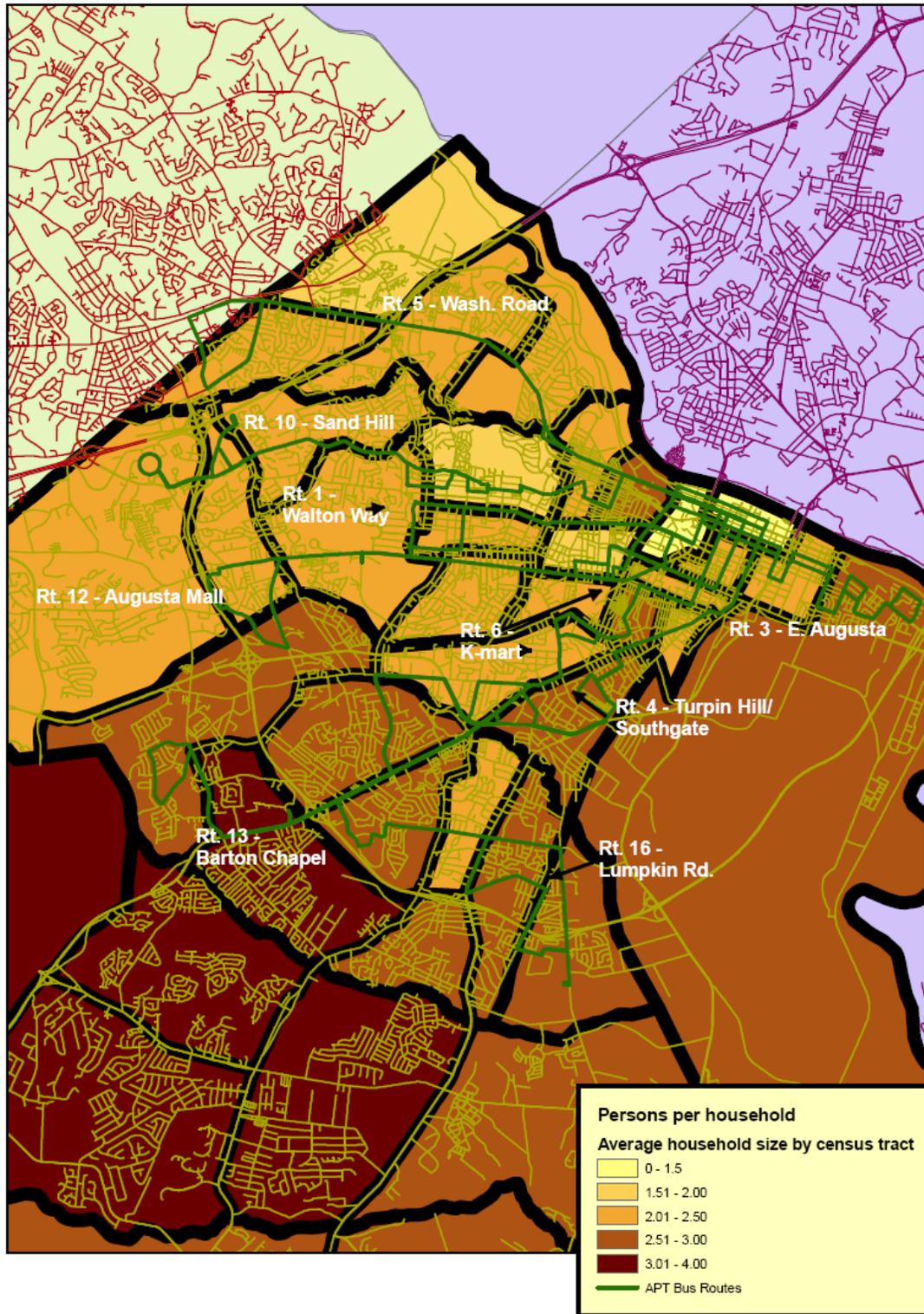
### **Service Area Demographics**

Planning staff from the City of Augusta provided the WSA team with ArcMap-compatible data tables and GIS shapefiles. These included files for the APT service area roadway network, the APT route network, and census tract boundaries. Tables containing various Census 2000 demographic data for the region were used to prepare various maps illustrating service area demographic characteristics traditionally associated with transit ridership. The maps, shown on the following pages, include average household size, percent of population below poverty, population under 18 years of age, population over age 65 years, and percent of households with zero vehicles. The maps were presented and discussed at the February 2009 Project Stakeholder meeting. A brief discussion for each map is included in the following text, which highlights notable characteristics relevant to transit planning considerations and the APT route network.

### **Average Household Size by Census Tract**

Figure 2-1, shown on the following page, presents average household size by census tract. The map shows a general positive correlation between average household size and increasing distance from Downtown, with the census tracts comprising Downtown and the Medical College of Georgia (MCG)/Veterans Administration (VA) Hospital showing the lowest average household size, at less than 1.5 persons per household. Two exceptions to this trend include a census tract immediately west of Downtown (which includes the innermost portions of APT Routes 5 – Washington Road and 10 – Sand Hill), where the average household size, at 2.5 – 3 persons per household, is significantly higher than adjacent tracts; and a census tract just south of the K-Mart Transfer Station and just west of Peach Orchard Road, which features an average household size slightly less than adjacent tracts.

Figure 2-1 Average Household Size by Census Tract



Decreasing average household size is generally related to an increased propensity to use transit due to related characteristics pertaining to housing and vehicle ownership. Households with lower average numbers are more likely to consist of apartment units, as well as new or renovated units such as condominium developments that are typically similar in structure to apartment developments and are more likely to be found in central city areas. This in turn has an effect on vehicle ownership rates, since the expense of owning and maintaining a vehicle is typically greater in communities that consist of apartment developments and smaller condominium developments, primarily due to parking fees and increased insurance rates. As will be shown in a subsequent map, the relationship between average household size and households with zero vehicles is highly correlated.

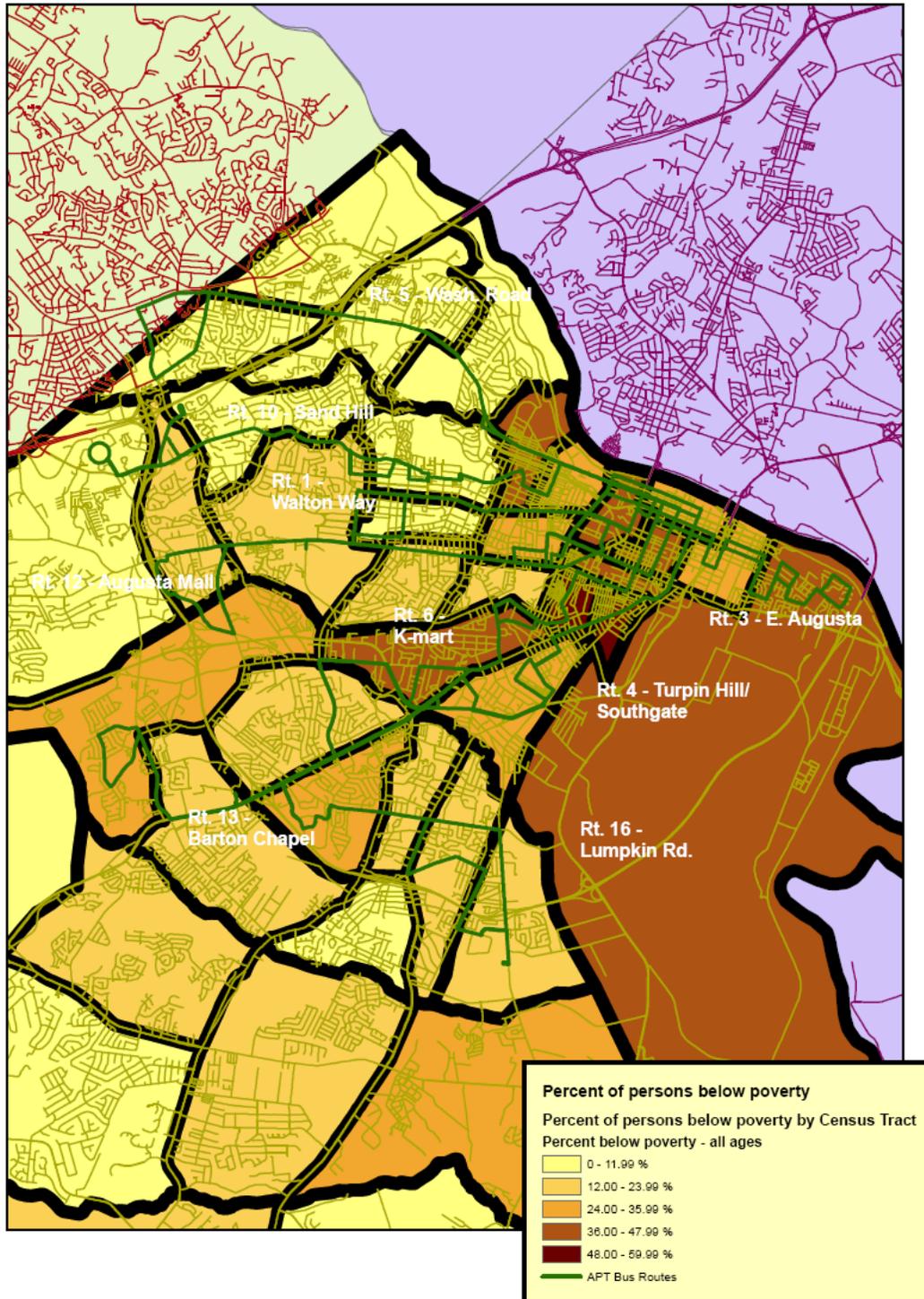
### **Percent of Population Below Poverty**

Figure 2-2, shown on the following page, presents the percent of population below poverty by census tract. The map generally shows that poverty rates tend to increase closer to Downtown Augusta, with a concentration roughly centered on tracts adjacent to Martin Luther King Blvd. and James Brown Blvd. Those areas constitute the bulk of the service area for APT Routes 4 – Turpin Hill/Southgate and 6 – K-Mart, and include a number of housing developments directly served by the routes, including Allen Homes, Cherry Tree Crossing, Dogwood Terrace, Jennings Homes, and MM Scott.

The population residing within the large census tract along the eastern portion of the map is concentrated at the very northern portion of the tract, north of Laney-Walker Blvd. and east of East Boundary Rd. This area is served by APT Route 3 – East Augusta, and contains the Oak Pointe Houses and the Underwood Homes, the latter which is scheduled to be demolished by the end of 2009, and replaced with a mixed-use development expected to include a significant residential component.

Low-poverty areas include West Augusta north of Wheeler Road (which includes the Washington Road commercial corridor served by Route 5), the region west of Augusta Mall, and the region east of Fort Gordon and south of Tobacco Road.

Figure 2-2 Percent of Population Below Poverty



## **Percent of Population under 18 Years of Age**

Figure 2-3, shown on the following page, presents the percent of population under the age of 18 by census tract. Higher proportions of persons under 18 years of age are typically related to a higher need for transit services, due to legal driving age limitations and transportation needs, especially related to travel to schools, libraries, and employment. The map shows proportions of persons under age 18 generally increase as one travels further from Downtown Augusta, a pattern also observed with respect to average household size. Tracts with the lowest percentages of persons under age 18 include those that include Downtown Augusta and the MCG/VA Hospital areas, which were also the portions of the service area that featured the lowest average household sizes.

The inner portions of the APT service area that feature higher percentages of persons under age 18 include areas with housing developments and school destinations. These areas include the outer portion of APT Route 3 – East Augusta and significant portions of Routes 4 – Turpin Hill/Southgate and 6 – K-Mart. Most of these areas can be characterized as cohesive with respect to residential development – thus schools, recreational destinations, and residential developments are in close proximity to one another, and local transit options linking such destinations are appropriate.

Outer portions of the APT service area (those roughly between Gordon Highway and the Bobby Jones Expressway) also feature areas with large proportions of persons under age 18, yet residential development and major destinations are more dispersed, thus limiting the potential efficiency and effectiveness of transit service. One approach to providing transit service for such environments is to focus on travel needs that are more regional in scope, which is an approach utilized in later sections of this report that describe proposed transit service revisions for South Augusta.

## **Percent of Population over 65 Years of Age**

Figure 2-4, shown on the following pages, presents the percent of population over age 65 by census tract. Higher proportions of persons over age 65 years are typically related to a higher need for transit services related to lower rates of driving and vehicle ownership, as well as increased travel needs for personal errands and access to social services and recreational opportunities.

Figure 2-3 Percent Population Under Age 18 by Census Tract

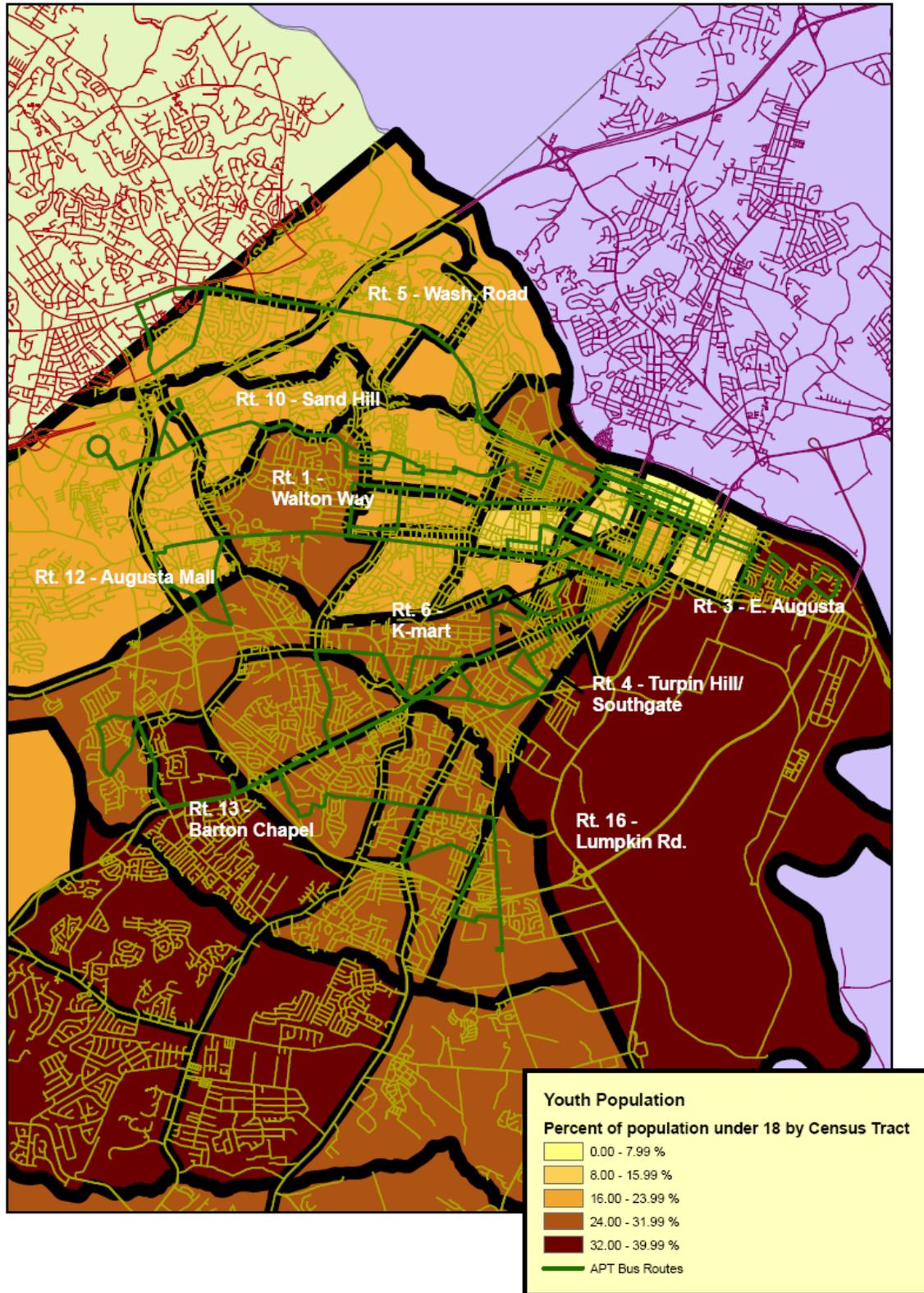
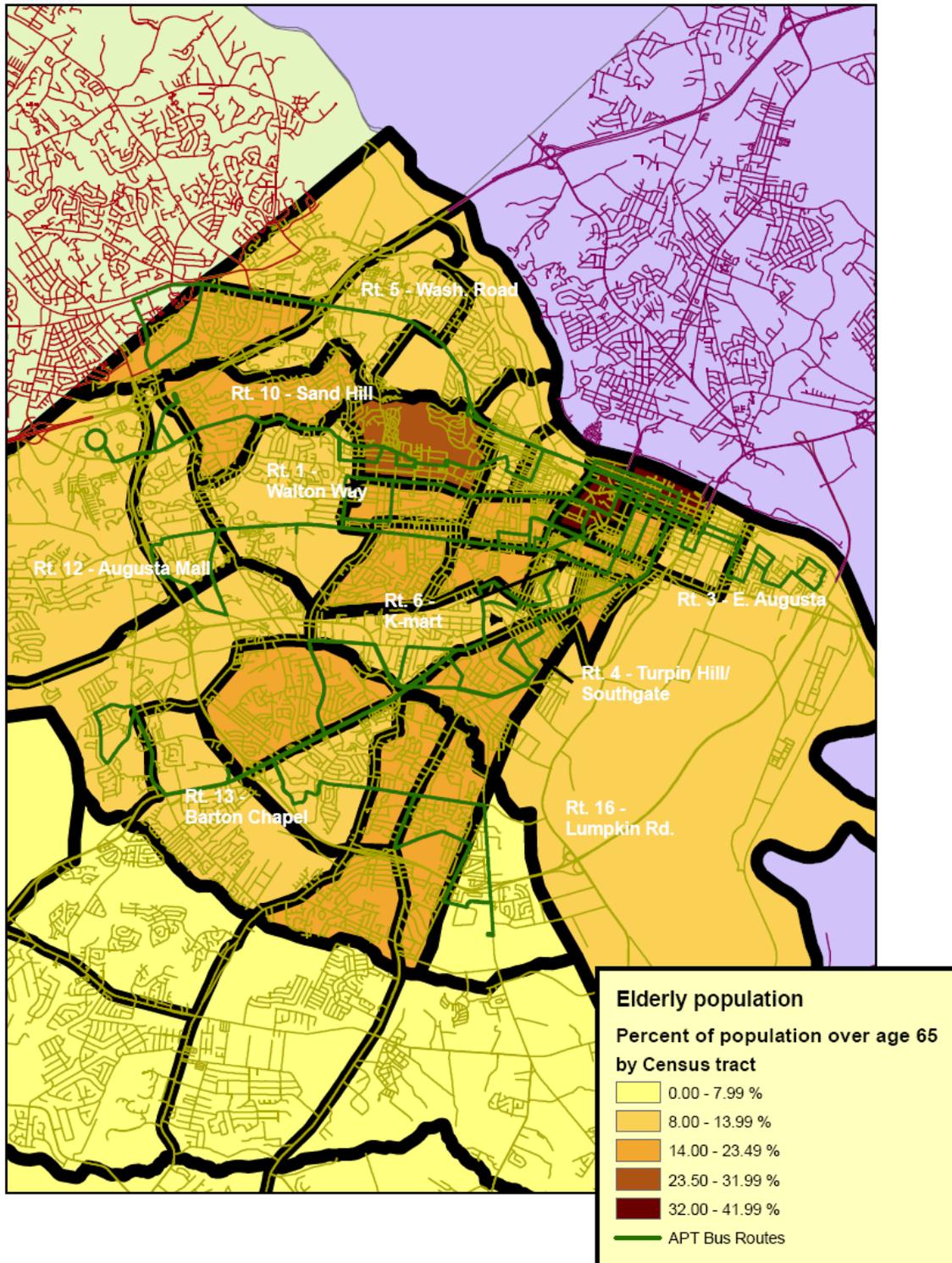


Figure 2-4 Percent of Elderly Persons Over Age 65 by Census Tract



The areas with highest proportion of persons over 65 reside in census tracts that include Downtown Augusta and the MCG/VA Hospital areas, which are portions of the service area that contain various apartment developments. Another portion of the service area with high proportions of persons over age 65 includes a census tract served by APT Route 10 – Sand Hill, along Mt. Auburn Street, Gardner Street, and the Bransford Road – Oakland Avenue – Highland Avenue loop. This area also includes several apartment developments, and is served by Route 1 – Walton Way.

Very low proportions of persons over age 65 are located in South Augusta regions beyond the reach of the current APT route network (which include areas to the east of Fort Gordon), and higher proportions occur along a corridor just south of Peach Orchard and the Bobby Jones Expressway, extending north to Gordon Highway, and ending just north of the Dogwood Terrace housing complex.

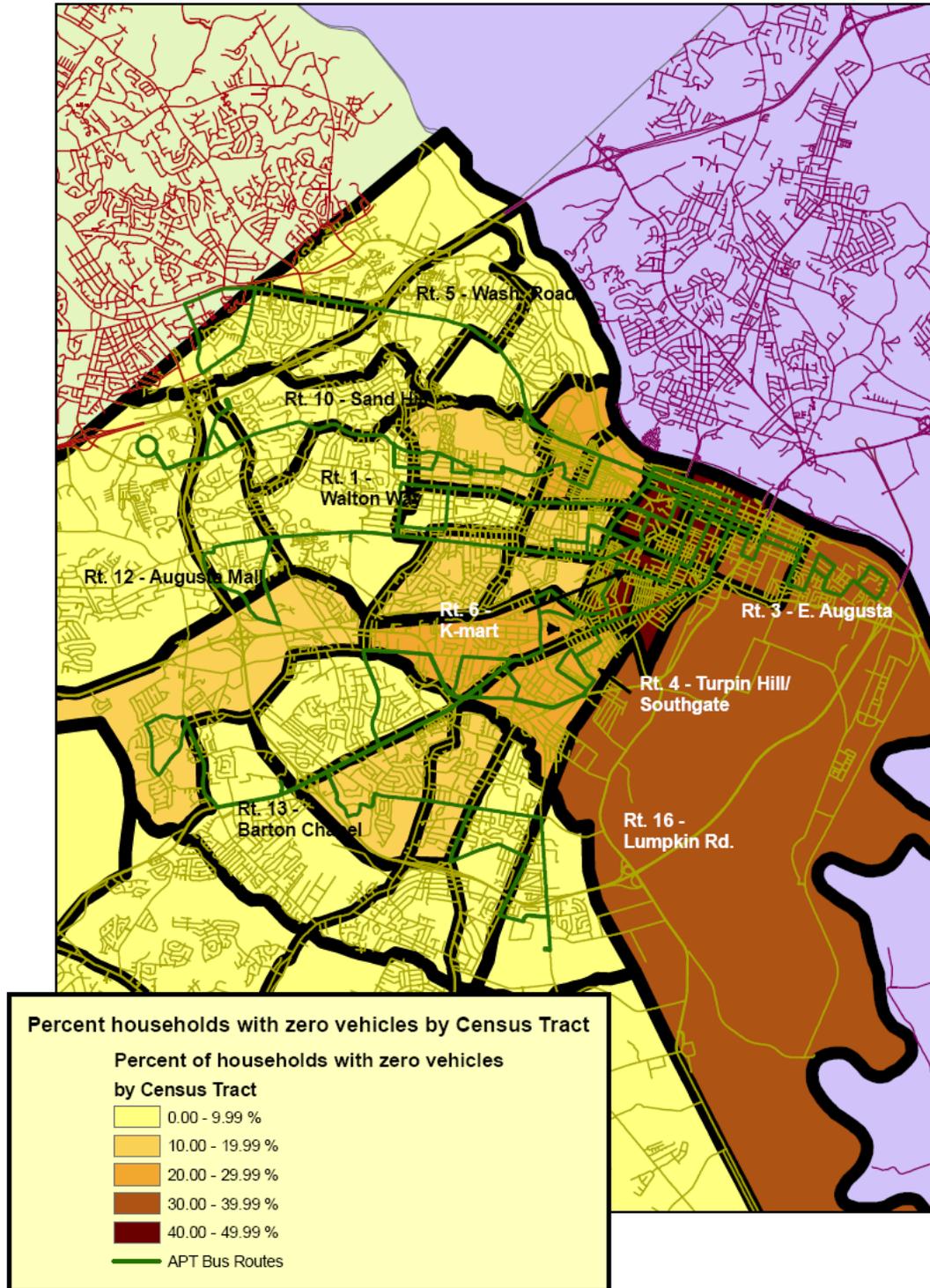
### **Percent of Households with Zero Vehicles**

Figure 2-5, shown on the following page, presents the percentage of households with zero vehicles by census tract. The map shows a pronounced concentration of households with zero vehicles in Downtown Augusta and areas immediately to the south, as well as the adjoining MCG/VA Hospital areas, and the neighborhoods surrounding the Cherry Tree Crossing and MM Scott housing developments. Census tracts to the east of Downtown that are served by APT Route 3 – East Augusta also feature large percentages of households with zero vehicles. Outside of these areas, the percentage of zero-vehicle households generally decreases with increasing distance from Downtown Augusta.

### **Conclusions and Observations**

- Downtown Augusta and the MCG/VA Hospital area feature low average household sizes, low percentages of persons under 18, high percentages of persons over 65, and high percentages of zero-vehicle households. This area thus has a distinctive transit market that may need to balance the traditional local orientation of downtown transit service with regional transit options that reflect the dispersed nature of commercial and employment development as it presently exists throughout the Augusta region.
- The highest proportions of zero-vehicle households exist in a concentrated portion of the service area that includes Downtown Augusta and the MCG/VA Hospital areas, and extends south to portions of Routes 4 and 6 in the vicinity of the MM Scott and Cherry Tree Crossing housing developments. This supports the need for local transit options that are focused within this region.

Figure 2-5 Percent of Households with Zero Vehicles by Census Tract



- South and west of the K-Mart Transfer Station, average household size and percentage of persons under age 18 generally increase, while zero-vehicle households and percentage of persons over 65 decrease. This may reflect less need for transit options that address local travel needs (due to greater access to personal vehicles and a less substantial elderly population), while transit options that are more regional in scope (such as those that provide improved access to major commercial, employment, and recreational destinations) may be attractive to persons unable or unwilling to drive or access other forms of private transportation.

## **Onboard Survey**

An onboard survey of APT passengers was conducted over two typical weekdays and one Saturday from November 20 – 22, 2008. The survey included questions pertaining to the respondent's trip purpose and origin and destination, as well as general respondent characteristics such as age, gender, household income, ethnicity, and vehicle availability. Additional questions asked about the respondent's typical use of APT services, as well as opinions related to various APT service characteristics. A copy of the onboard survey instrument is included in Appendix D.

A total of 3,690 weekday responses and 1,935 Saturday responses were received. Results of the onboard survey were presented and discussed at the February 2009 Project Stakeholder meeting. Findings revealed from the onboard survey pertaining to rider characteristics and attitudes toward APT service, include the following:

- Youth and elderly populations comprised a very small proportion of respondents: 5.6 percent of survey respondents were under age 19, while 3.5 percent of respondents were over age 65.
- Respondents identifying themselves as Black/African American comprised of approximately 82 percent of respondents – a significantly higher percentage than the proportion of Black/African American residents that reside in the City of Augusta (50%).
- Seventy-two percent (72%) of respondents identified their annual household income as under \$20,000; almost half of all respondents (48.6%) indicated an annual household income of under \$10,000. This varies significantly from the median household income for the City of Augusta as a whole, estimated at \$36,580 in 2005.
- There was a relatively even split between respondents that are licensed to drive (43.2%) versus those that are not (54.8%).
- Most respondents indicated they typically walk to the APT stop at the start of their trip (88.7%).
- Most respondents indicated they did not have a vehicle available for their trip (87.4%).

- Approximately 61 percent of respondents indicated they were frequent users of APT (5 days or more per week).
- Work trips accounted for the most common trip purpose (40%), followed by school trips (12.8%), home trips (12.4%), personal errands (7.7%), and shopping (7.5%).
- Service quality attributes evaluated by the respondents included on-time performance, driver courtesy, transfer convenience, cleanliness, safety, condition of buses, and overall service quality. The proportion of 'Excellent' or 'Good' ratings for each of these attributes was generally impressive, ranging from 62.6 percent for bus condition, to 75.1 percent for operator courtesy.

Notable findings revealed by onboard survey results pertaining to route-specific usage and service characteristics include the following:

- **General Trip Characteristics**
  - Highest percentage of walk access to bus stop – Route 3 - East Augusta (97%).
  - Highest percentage of work trips – Routes 15 - Medical Complex and 6 K-mart (52%).
  - Route 1 - Walton Way accounts for 40 percent of all trips to schools systemwide.
  - Highest percentage of trips home – Routes 3 - East Augusta and 5 - Washington Road (19%).
- **Availability of personal vehicles**
  - Highest percentage of riders with no vehicles – Routes 13 - Barton Chapel, 15 - Medical Complex, 10 - Sand Hill, and 1 - Walton Way (Over 90% each).
  - Highest percentage of riders with drivers licenses – Routes 1 - Walton Way and 16 - Lumpkin Road (Slightly over 50%).
- **Route-specific Rider Characteristics**
  - Routes 1 - Walton Way, 3 - East Augusta, and 4 - Turpin Hill/Southgate collectively account for 47 percent of all female ridership.
  - Male ridership is generally spread evenly throughout system.
  - Routes 1 – Walton Way and 5 - Washington Road have larger proportions of riders with household income less than \$20k (75-80%).
  - Routes 1 - Walton Way and 10 - Sand Hill have the highest proportions of regular riders (5 days/week) – 75 percent.
  - Route 16 - Lumpkin Road has the lowest proportion of regular riders – 52 percent.
- **Route-specific Customer Service Quality Ratings**
  - Routes 3 - East Augusta and 5 - Washington Road rate highest for on-time performance. Routes 1 – Walton Way and 12 - Augusta Mall rate lowest.

- Routes 3 – East Augusta and 12 - Augusta Mall rate highest for operator courtesy. Route 1 - Walton Way rates lowest.
- Route 3 - East Augusta rates highest for transfer convenience. Routes 6 K-mart, 12 - Augusta Mall, and 16 - Lumpkin Road rate lowest.
- Route 12 - Augusta Mall rates highest for cleanliness and safety. Routes 3 - East Augusta and 6 K-Mart rate lowest.
- Routes 5 – Washington Road and 15 - Medical Complex rate highest for service quality. Routes 1 – Walton Way, 10 - Sand Hill, and 12 - Augusta Mall rate lowest.

### **Ridecheck Survey**

The Ridecheck Survey involved the collection of passenger and running time data for all scheduled APT services. This effort was conducted from November 20-22, 2008, concurrently with the onboard survey effort, over two weekdays and one Saturday. Data collected from the ridecheck survey were analyzed to identify issues related to schedule adherence and passenger loading, which allow for a thorough analysis for adjustments to route schedules or service levels. The data were also used to identify distinct route segments and patterns of passenger activity. This information was ultimately used as input in proposing revisions to the APT route network, and was also used to calculate measures of route performance and service effectiveness for each APT service, resulting in the preparation of profiles of route performance and passenger characteristics that are included in Appendix E.

Major findings of the Ridecheck Survey were presented and discussed at the February 2009 Project Stakeholder meeting. These findings are discussed in detail in the Evaluation of Existing and Future APT Needs portion of this report.

### **Transfer Analysis**

To analyze transfer patterns throughout the APT route network, APT operators were asked to collect transfers from all boarding passengers over the course of one weekday and one Saturday. APT transfer slips consist of magnetic farecards that indicate the route and bus fleet number from which the transfer was issued, as well as the date and time of issue and the expiration time. In cases where the farebox equipment was not able to issue transfer cards, a standard paper transfer is typically issued and hole-punched or marked to indicate origin route, date of issue, and expiration time.

Transfer collection efforts were carried out over the course of several weekdays, due to issues involving paper transfers not properly marked or hole-punched. The dates chosen for analysis were Wednesday, March 25, 2009 (for analysis of weekday transfer data), and Saturday, April 18, 2009. Transfer slips were analyzed and sorted, and an origin-destination matrix of transfer activity was

prepared. Figure 2-6 presents the transfer information for weekday and Saturday activity.

**Figure 2-6 APT Transfer Matrix – Weekday/Saturday**

**Matrix of Transfer Patterns Observed Wed. 25 Mar. 2009**  
Prepared by Wilbur Smith Associates

Destination Route	Origin Route >>										TOTAL
	1	3	4	5	6	10	12	13	15	16	
1	---	1	1	1	8	0	4	0	5	0	21
3	7	---	3	20	5	0	31	0	4	0	70
4	3	1	---	47	0	1	21	5	1	36	116
5	11	4	4	---	9	1	20	0	5	0	55
6	11	8	4	9	---	0	17	25	1	12	88
10	4	0	3	3	3	---	3	0	0	0	15
12	7	5	16	32	16	0	---	0	5	1	83
13	0	0	4	0	16	0	0	---	0	4	24
15	1	1	0	4	0	0	1	0	---	0	8
16	1	0	12	7	0	0	0	1	0	---	21
<b>TOTAL</b>	<b>44</b>	<b>21</b>	<b>47</b>	<b>123</b>	<b>58</b>	<b>3</b>	<b>98</b>	<b>32</b>	<b>23</b>	<b>54</b>	<b>502</b>

**Augusta Public Transit**  
**Matrix of Transfer Patterns Observed Sat. 18 Apr. 2009**  
Prepared by Wilbur Smith Associates

Destination Route	Origin Route >>									TOTAL
	1	3	4	5	6	10	12	13		
1	---	4	0	1	4	0	0	0	0	9
3	0	---	1	3	10	0	0	0	0	14
4	7	8	---	16	1	0	3	3	0	36
5	4	1	7	---	20	0	5	0	0	36
6	8	1	0	9	---	0	10	31	0	60
10	0	0	1	4	5	---	4	0	0	14
12	5	7	0	10	25	5	---	0	0	52
13	0	0	1	0	21	0	0	---	0	22
<b>TOTAL</b>	<b>23</b>	<b>21</b>	<b>10</b>	<b>43</b>	<b>86</b>	<b>5</b>	<b>22</b>	<b>34</b>	<b>0</b>	<b>245</b>

Notable findings revealed by analysis of the transfer data include:

- **Weekday transfer activity**
  - Heavy transfer activity between Routes 5 – Washington Road and Route 12 – Augusta Mall suggest the need for direct service between the Washington Road and Wrightsboro Road corridors. Further investigation is necessary to determine specific characteristics for such trips.
  - Heavy transfer activity between Routes 13 – Barton Chapel and 16 – Lumpkin Road, and Routes 4 – Turpin Hill/Southgate and 6 – K-Mart suggest a strong market for direct travel between South Augusta locations and central portions of Augusta. Such trips may also reflect travel to and from municipal destinations of note that are directly served by Routes 4 and 6, such as the Main Branch

- Library, the Georgia Labor Department, the Municipal Building, and the Health Department. Transfer activity between Route 6 and Route 13 may also indicate trips to retail destinations along Route 13, most notably the Southpointe Plaza/Wal-Mart shopping center.
- Transfer activity from Routes 5 – Washington Road and 12 – Augusta Mall to Route 3 – East Augusta may reflect trips to municipal destinations directly served by Route 3, such as the Main Branch Library, the Municipal Building, and the Department of Family and Children’s Services.
  - Transfer activity between Routes 4 – Turpin Hill/Southgate and 6 – K-Mart, and Route 12 – Augusta Mall may reflect work trips to retail and service employment along Route 12, as well as trips to the MCG/VA Hospital District.
- **Saturday transfer activity**
    - Heavy transfer activity between Routes 6 – K-Mart and Route 13 – Barton Chapel may indicate trips between South Augusta locations and central portions of Augusta. It may also indicate trips from residential areas along Route 6 to retail destinations along Route 13, notably the Southpointe Plaza/Wal-Mart shopping center.
    - Transfer activity between Route 6 – K-Mart and Route 12 – Augusta Mall may reflect work trips to retail and service employment along Route 12, as well as trips to the MCG/VA Hospital District.
    - Several observed patterns of significant transfer activity appeared to be one-sided (i.e. significant from route A to B, but light from route B to A). Such one-sided transfer patterns between routes include transfer activity between Route 5 – Washington Road and Route 4 – Turpin Hill/Southgate; Route 6 – K-Mart and Route 5; and Route 6 and Route 12 – Augusta Mall. These imbalanced transfer patterns may reflect passengers who had access to private transportation for a portion of their trip.

### **Onboard Survey – Paratransit Service**

An onboard survey of passengers utilizing APT paratransit services was conducted during the week of April 20, 2009. The survey instrument was identical to the onboard survey of fixed-route APT passengers. Survey questions pertained to the respondent’s trip purpose and origin and destination, as well as general respondent characteristics such as age, gender, household income, ethnicity, and vehicle availability. Additional questions asked about the respondent’s typical use of transit service, as well as opinions related to various APT service characteristics. A copy of the onboard survey instrument is included in Appendix D.

A total of 102 responses were received. Notable findings revealed by onboard survey results pertaining to rider characteristics and attitudes toward APT service include the following:

- Approximately a quarter of the respondents (25.2%) identified themselves as over the age of 65, a significantly higher percentage than that of the fixed-route onboard survey respondents (3.5%).
- Approximately 60 percent of the respondents indicated they walk from their origin location to the paratransit vehicle, and also walk from their departure point to their final destination. The remainder of the respondents indicated that they use a wheelchair or walker.
- Respondents identifying themselves as Black/African American comprised about 71 percent of respondents – a significantly higher percentage than the proportion of Black/African American residents that reside in the City of Augusta (50%), but slightly lower than that of the fixed-route survey respondents (82%).
- Exactly half of the respondents indicated that the purpose of their trip was travel to a medical appointment.
- Most respondents indicated they did not have a vehicle available for their trip (89.8%), a similar proportion to that of the fixed-route survey respondents (87.4%).
- Just under two-thirds of the respondents (61%) indicated they are not licensed to drive, a slightly higher percentage than that of the fixed-route onboard survey respondents (54.8%).
- Eighty-nine percent (89%) of respondents identified their annual household income as under \$20,000; over half of all respondents (58.1%) indicated an annual household income of under \$10,000. This varies significantly from the median household income for the City of Augusta as a whole, estimated at \$36,580 in 2005.
- Most respondents indicated that they are occasional users of paratransit services. Twenty-two percent (22%) of respondents indicated that they use paratransit services five or more days per week, while 26.7 percent of respondents indicated using paratransit service three days per week. This compares markedly to the proportion of fixed-route respondents who indicated that they use APT services five or more days per week (61%).
- Approximately 29 percent of respondents indicated using paratransit service on a monthly or as-needed basis.
- Service quality attributes evaluated by the respondents included on-time performance, driver courtesy, transfer convenience, cleanliness, safety, condition of buses, and overall service quality. The proportion of 'Excellent' or 'Good' ratings for each of these attributes was even more impressive than those of the respondents of the fixed-route onboard survey, ranging from 90.1 percent for on-time performance, to 98.0 percent for operator courtesy. The proportion of 'Excellent' responses alone was over 49 percent for each of the evaluated attributes.

## **Peer Analysis with Similar Transit Systems and Environments**

### **Overview**

Four transit systems and their corresponding service areas were examined for this portion of the study, in order to compare APT characteristics (policy, planning, financing and operations) with other transit systems that provide a similar level of service in comparable environments. These systems are:

- Metra Transit System, Columbus, GA
- Macon-Bibb County Transit Authority, Macon, GA
- Chatham Area Transit Authority (CAT), Savannah, GA
- Greenville Transit Authority (Greenlink), Greenville, SC

Two main principles guided the development of the peer analysis.

- One was to provide an assessment of how APT compared with similarly-sized systems that provide service levels comparable to APT.
- Another objective was to examine various partnerships that exist between the peer systems and other organizations, specifically as related to financial assistance, creative funding arrangements, or any activities intended to enhance the profile or attractiveness of transit services.

Feedback received from project public hearings, stakeholders, and the community survey indicated a high amount of interest in learning of successful transit strategies used elsewhere and investigating the potential for such efforts to be brought to Augusta. It was also determined that peer systems that are fairly close to Augusta would operate in environments that would be known and understood by stakeholders in Augusta, which would also make the findings more relevant than comparisons with agencies from other states or regions. The overall goals would be to lead APT towards a direction in which it is comparable to its peers on measures of service levels and transit investment, and also to develop broad-based support for APT's mission and efforts throughout the Augusta region.

The following portions of this peer analysis discuss various measures of transit service, performance, and per-capita investment for Augusta Public Transit and the other systems in the peer group. A discussion of funding efforts and opportunities at each of the peer systems is then presented, followed by a general overview of each individual peer system. This section ends with a discussion of selected activities and conditions at the peer systems that are recommended for consideration by Augusta Public Transit.

The purpose of this peer review is to illustrate the differences between APT and the peer systems with respect to the variety of services offered and corresponding differences in funding mechanisms and sources. Among APT and its peers, it can be observed that the most successful systems manage to

combine available funding with collaborative efforts at the local level to develop and finance innovative transit solutions.

CAT in Savannah, for example, has made effective use of federal funds available from the Section 5316 (Job Access and Reverse Commute) and Section 5317 (New Freedom) programs to operate a variety of transit services and plan for service expansions and infrastructure upgrades. This has helped position CAT to effectively partner with local-area entities to develop and implement a variety of downtown services that are financed through various local revenue sources. As a result, CAT is able to dedicate the equivalent of \$64 in per-capita operating funds and provide almost 0.85 in per-capita transit revenue hours, which are the highest among the peer systems by a significant margin.

This positive momentum has allowed CAT to maintain desirable services and service levels to its customers, which include a robust collection of downtown-oriented services, all-day operating spans, and Sunday services. Similarly, the Macon-Bibb Transit Authority has utilized federal funds available from the Section 5309 (Bus and New Starts) and 5317 programs to plan renovations to the Downtown Intermodal Terminal Station and to finance operations for their North Macon Industrial Route. As a result, the Macon-Bibb County TA ranks first among the peer group in per-capita federal funds dedicated to transit operations, and also ranks second among the peer group in per-capita transit investment of revenue hours and miles and operating funds.

By contrast, the two systems that dedicate the lowest amounts of per-capita operating funds and revenue hours and miles (APT and Greenlink) are also the systems that are among the lowest in per-capita federal assistance and local funds. Unfortunately, APT and Greenlink are also the two systems within the peer group that have featured continuous service reductions as well as (in the case of Greenlink) a partial system shutdown.

This peer review aims to provide APT with a synopsis of various successful funding outreach and service planning efforts employed at the peer systems, which can hopefully be used to help APT chart a course for system growth by not only making the case for additional local resources, but also by helping APT prove to policy makers and the overall community that it is doing its best to access available funding, which does not seem to be the case today.

### Service Levels and System Performance

Figures 2-7 through 2-9 display various measures of transit service, performance, and per-capita investment for Augusta Public Transit and the other systems in the peer group. As shown in Figure 2-8, APT generally compares favorably to the other systems in the peer group on measures related to system performance and efficiency, as exhibited by above-average measures of passengers per revenue hour and revenue mile. This most likely reflects careful

modifications to the route network intended to reduce or eliminate underperforming services while preserving service to key destinations and travel generators.

Although APT's route network compares favorably to its peers with respect to performance, APT's service levels and measures of transit investment (as shown in Figure 2-7 and Figure 2-9) are low in comparison to the other systems in the peer group. Total revenue miles and hours for APT are lowest among the systems in the peer group, and from a per-capita standpoint as shown in Figure 2-9, only Greenlink provides lower levels of transit funding and service to its service area population.

As discussed elsewhere within this peer review, the peer systems utilize various funding sources to finance transit operations. In order to provide a more detailed comparison of monetary transit investment for APT and the peer systems by funding source, Figure 2-10 presents sources of operating and capital funds expended for each of the systems, and also provides per-capita measures of operating and capital fund expenditures by source, based on service area population. As shown on the table, APT has the lowest per-capita amount of operating funds spent among the four Georgia transit systems, and among the peer group, only Greenlink features lower per-capita operating expenses.

When examining the individual sources of operating funds, it is shown that APT did not expend any federal assistance or state funds for operating expenses (the last NTD report to indicate APT use of federal or state funds for operating expenses was in 2004). This may be due to APT not utilizing federal funds that are provided on the basis of application, such as Section 5316 (Job Access and Reverse Commute) and Section 5317 (New Freedom) funds. As will be discussed in the following section, some of the other peer systems (particularly Chatham Area Transit in Savannah) presently utilize such funding sources for major components of their transit network.

Another per-capita funding issue is the use of local funds and other sources for operating expenses. A wide disparity exists between the extent to which CAT in Savannah makes use of local funding sources and other funding sources for operating expenses, compared to the other systems in the peer group. CAT benefits both from operating assistance provided by the City of Savannah and also from various tax revenues that are utilized to finance major portions of the transit network that are focused on Downtown- and Tourist-oriented services, which suggests that a significant local commitment is required to help develop and maintain such transit services.

Figure 2-7 APT Peer Review Statistics

Service Area and Transit System Characteristics for APT and Peer Systems

Region	Transit System	Service Area Population	Vehicle Fleet (Total)	Peak Vehicles Req'd	Service Span Characteristics	Route Frequency Characteristics	2007 Annual Totals	
							Revenue Hours	Revenue Miles
Augusta, GA	Augusta Public Transit	210,000	19	13	6AM - 8PM Mon - Fri 6:30AM - 7PM Sat No Sunday service	Every 30 - 60 minutes	41,396	544,398
Columbus, GA	Metra Transit System	230,208	29	13	5AM - 7PM Mon-Sat No Sunday service	Every 30 - 90 minutes	61,148	896,216
Macon, GA	Macon-Bibb Co. Transit Authority	115,255	28	15	5:30AM - 10:30PM Mon-Fri 5:30 AM - 7PM Sat No Sunday service	Every 30 - 75 minutes	77,683	1,113,424
Savannah, GA	Chatham Area Transit Authority	232,048	56	47	5:30AM - 11:30 PM Mon-Sat 6:30AM - 7:30PM Sunday	Every 15 - 60 minutes	196,796	2,571,769
Greenville, SC	Greenlink/Greenville Transit Authority	248,173	29	11	5:30AM - 7:30 Mon-Fri 8:30 AM - 6:30 PM Sat No Sunday service	Every 60 minutes	42,696	663,608

Figure 2-8 Peer Review Ridership and Productivity

Ridership and Service Productivity for APT and Peer Systems

Region	Transit System	Service Area Population	Total Unlinked Trips	2007 Annual Totals				PAX/ Revenue Hour	PAX/ Revenue Mile	Operating Cost/PAX
				Total Operating Funds	Revenue Hours	Revenue Miles				
Augusta, GA	Augusta Public Transit	210,000	861,884	\$3,392,669	41,396	544,398	20.82	1.58	\$3.94	
Columbus, GA	Metra Transit System	230,208	1,087,268	\$3,795,402	61,148	896,216	17.78	1.21	\$3.49	
Macon, GA	Macon-Bibb Co. Transit Authority	115,255	1,113,424	\$4,381,910	77,683	1,113,424	14.33	1.00	\$3.94	
Savannah, GA	Chatham Area Transit Authority	232,048	4,254,421	\$14,852,950	196,796	2,571,769	21.62	1.65	\$3.49	
Greenville, SC	Greenlink/Greenville Transit Authority	248,173	832,182	\$2,892,264	42,696	663,608	19.49	1.25	\$3.48	
<b>AVERAGE</b>		<b>240,930</b>	<b>1,629,836</b>	<b>\$5,863,079</b>	<b>83,944</b>	<b>1,157,883</b>	<b>19.42</b>	<b>1.41</b>	<b>\$3.60</b>	

Figure 2-9 Peer Per Capita Service Measures

Per Capita Service Measures for APT and Peer Systems

Region	Transit System	Service Area Population	Operating Funds/Per Capita	Revenue Hours/Per Capita	Revenue Miles/Per Capita
Augusta, GA	Augusta Public Transit	210,000	\$16.16	0.197	2.592
Columbus, GA	Metra Transit System	230,208	\$16.49	0.266	3.893
Macon, GA	Macon-Bibb Co. Transit Authority	115,255	\$38.02	0.674	9.661
Savannah, GA	Chatham Area Transit Authority	232,048	\$64.01	0.848	11.083
Greenville, SC	Greenlink/Greenville Transit Authority	248,173	\$6.93	0.102	1.591
<b>AVERAGE</b>		<b>240,930</b>	<b>\$24.34</b>	<b>0.348</b>	<b>4.806</b>

Figure 2-10 Peer Expenditures

Transit Development Plan for Augusta Public Transit  
Per Capita Operating and Capital Expenditures by Funding Source for APT and Peer Systems  
Data Source: 2007 National Transit Database

	Augusta Public Transit - Augusta, GA		Metra - Columbus, GA		Macon-Bibb Co. TA - Macon, GA		Chatham Area Transit - Savannah, GA		Greenlink - Greenville, SC		AVERAGE	
	Population	Per Capita	Population	Per Capita	Population	Per Capita	Population	Per Capita	Population	Per Capita	Population	Per Capita
<b>Operating Funds - Sources:</b>	210,000		230,208		115,255		232,048		248,173		207,137	
Fare Revenues	\$584,646	\$2.78	\$447,122	\$1.94	\$900,968	\$7.82	\$3,354,860	\$14.46	\$622,331	\$2.51	\$1,181,985	\$5.71
Local Funds	\$2,730,353	\$13.00	\$2,960,135	\$12.86	\$1,909,867	\$16.57	\$8,501,717	\$36.64	\$657,918	\$2.65	\$3,351,998	\$16.16
State Funds	\$0	\$0.00	\$43,127	\$0.19	\$0	\$0.00	\$46,848	\$0.20	\$342,208	\$1.38	\$86,437	\$0.42
Federal Assistance	\$0	\$0.00	\$345,018	\$1.50	\$1,546,377	\$13.42	\$2,710,165	\$11.68	\$1,153,365	\$4.65	\$1,150,885	\$5.56
Other Funds	\$77,870	\$0.37	\$0	\$0.00	\$24,698	\$0.21	\$239,000	\$1.03	\$116,442	\$0.47	\$91,602	\$0.44
<b>TOTAL</b>	<b>\$3,392,869</b>	<b>\$16.16</b>	<b>\$3,795,402</b>	<b>\$16.49</b>	<b>\$4,381,910</b>	<b>\$38.02</b>	<b>\$14,852,990</b>	<b>\$64.01</b>	<b>\$2,892,264</b>	<b>\$11.65</b>	<b>\$5,863,007</b>	<b>\$28.30</b>
<b>Capital Funds - Sources:</b>	210,000		230,208		115,255		232,048		248,173		207,137	
Local Funds	\$40,983	\$0.20	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00	\$8,138	\$0.03	\$9,824	\$0.05
State Funds	\$0	\$0.00	\$76,311	\$0.33	\$0	\$0.00	\$162,281	\$0.70	\$0	\$0.00	\$47,718	\$0.23
Federal Assistance	\$0	\$0.00	\$610,778	\$2.65	\$18,315	\$0.16	\$3,335,212	\$14.37	\$32,552	\$0.13	\$799,311	\$3.86
Other Funds	\$0	\$0.00	\$119,438	\$0.52	\$65,966	\$0.57	\$66,058	\$0.28	\$0	\$0.00	\$0,290	\$0.24
<b>TOTAL</b>	<b>\$40,983</b>	<b>\$0.20</b>	<b>\$806,227</b>	<b>\$3.50</b>	<b>\$84,271</b>	<b>\$0.73</b>	<b>\$3,563,551</b>	<b>\$15.36</b>	<b>\$40,690</b>	<b>\$0.16</b>	<b>\$907,444</b>	<b>\$4.38</b>

### Funding Opportunities and Efforts

A variety of funding mechanisms characterize the peer systems, most of which have produced beneficial revenue sources and transit services for their respective service areas. Among the four peer systems, the most prominent funding sources include federal programs, local funding sources, and funds from the American Recovery and Reinvestment Act and Transit Investments for Greenhouse Gas and Energy Reduction program.

Federal funding sources include several programs by which funds are requested and distributed to transit providers based on service area population characteristics or the achievement of specific mobility-related objectives. Section 5307 funds (Urbanized Area Formula Obligations) can be used for capital, operating, and administrative expenses for urbanized areas with populations greater than 50,000 persons. Section 5309 funds (Bus and New Starts) are earmarked by Congress and can be used for replacement or expansion of buses or bus facilities, or for building new rail, bus rapid transit, or ferry systems, or building extensions to existing systems. Section 5316 funds (Job Access and Reverse Commute) are directed to services that provide transportation to low income individuals, particularly for the purpose of providing connections to employment opportunities located outside of major urbanized areas. Section 5317 funds (New Freedom) are directed to elderly and disabled transportation services that go beyond those required by the Americans with Disabilities Act (ADA).

Among the peer systems, existing and planned uses for each of these funding sources include the following:

- Section 5309 funds (Bus and New Starts)
  - Macon-Bibb County Transit Authority, Macon: funds to be used for renovations to Downtown Intermodal Terminal Station.
  - Chatham Area Transit, Savannah: funds to be used for purchase of seven (7) hybrid buses.
- Section 5316 funds (Job Access and Reverse Commute)
  - Macon-Bibb County Transit Authority, Macon: funds currently used to finance reverse-commute operations of North Macon Industrial route.
  - Chatham Area Transit, Savannah: funds currently used to finance Savannah River ferry service and two bus routes with distinct reverse commute markets.
- Section 5317 funds (New Freedom)
  - Greenlink, Greenville, SC: Program Management Plan enacted for use of 5317 funds, involves a call for projects with area Universities and Medical Centers resulting in three-year appropriations for \$750,000.

- Chatham Area Transit, Savannah: Plans to use 5317 funds for purchase of accessible taxicabs, and also to provide van service to elderly/disabled populations outside the ¾ mile ADA service buffer.

Local funding sources utilized by the peer systems include various taxes and fees that have provided dedicated revenue for transit. Among the peer systems, examples of these funding sources include the following:

- Metra, Columbus: Special local options sales tax enacted in 1999, which has generated \$2.5 million in revenue during the period 1999 – 2008, primarily for the purchase of clean-air buses to meet EPA guidelines in non-attainment areas.
- Chatham Area Transit (CAT), Savannah: One dollar (\$1) per night tax on hotel rooms in Savannah hotels, used to finance “DOT” Downtown Savannah shuttle routes; proposed \$.01 Special Purchase Local Options Tax for bus shelter purchases and associated maintenance.

The passage of a new sales tax measure is anticipated for Augusta. It is estimated that the tax would generate approximately \$9 million in revenue for transit operations. Passage is not expected until year 2011 at the earliest.

Funding for transit associated with the American Recovery and Reinvestment Act (ARRA) and Transit Investments for Greenhouse Gas and Energy Reduction (TIGGER) is planned for use by CAT in Savannah, to be put toward the purchase of 11 hybrid buses for general CAT service, and hybrid-electric buses to be used specifically for Downtown-oriented “DOT” services.

### Overview of Peer System Operations and Services

#### **1. Metra Transit System, Columbus, GA**

Metra operates nine fixed-routes utilizing a fleet of approximately 17 buses, 13 of which are required for peak weekday operations. Bus models are generally 29’ – 35’ models from manufacturers that include Orion, New Flyer, International, and Gillig. The agency generally buys and sells buses every year, so the year-to-year fleet composition is variable. For vehicle sales, the city contracts with a private auctioneer to sell buses considered past their useful life. Additionally, six cutaway vehicles are also operated to provide complementary ADA paratransit service.

Each route provides weekday and Saturday service; no routes operate on Sunday. Route service spans and headways are generally comparable to APT, although a couple of routes operate on 90-minute frequencies. The route network is mainly radial in nature, with routes converging at a Transfer Center at Linwood Blvd. and 9<sup>th</sup> Avenue. Similarly to Augusta, Metra’s Transfer Center is located just outside of Downtown Columbus.

The officially designated service area consists of the urbanized portion of Muscogee County, with the system's Fort Benning Route operating for a short distance into neighboring Chattahoochee County, in order to serve the main post transfer center at the fort. Buses traveling into Fort Benning are searched at the fort's checkpoint, to insure that all passengers traveling to the fort are in possession of proper identification. Transit service has been provided to the fort since 1921. Under the fort's current agreement with Metra, Fort Benning may decide at any time to discontinue Metra operations on their facility. Presently, Metra buses only serve the main transfer center at the fort, where connections to the fort's private transportation system are available.

Dial-a-ride/paratransit service is provided to eligible persons with disabilities weekdays and Saturdays 4:30 a.m. to 6:30 p.m., a span that roughly coincides with that of fixed-route services. Similar to the other agencies featured in this review, paratransit service is offered along a ¼-mile buffer alongside fixed-route service. Other specialized transportation services include providing supplemental service for an annual Fall demonstration ("School of Americas/WHINSEC" – an annual protest involving alleged abuses from graduates of the school, located at Fort Benning), as well as anticipated supplemental service required for the city/county fair, for which Metra is expecting to be fully reimbursed. Additionally, an Armory School from Fort Knox is presently relocating to Fort Benning, and the potential transit implications are being evaluated.

Metra receives 100 percent of its operating assistance through city general funds, while Capital expenses are funded through an 80/20 Federal/local split. Other sources of funding include Section 5303 funds (based on adoption of a Unified Planning Work Program), Section 5316 funds (Job Access and Reverse Commute), and a special local options sales tax passed in 1999 in conjunction with efforts to meet Environmental Protection Agency guidelines in non-attainment areas. The tax has generated nearly \$2.5 million in transit funding, which was primarily put toward the purchase of clean-air buses.

The agency established several special interest partnerships with external organizations that include the Clean Air Campaign, Columbus Consolidated, Homeless Task Force, and various county school groups and senior groups. No dedicated mobility manager functions exist within the region. Metra is presently not involved in the provision or management of senior transportation services.

Metra's disaster planning efforts include working with the regional office of the Homeland Security Program, and Metra has set up standards for centralized responses to disasters and coordinated responses between different agencies through the National Incident Command System. Simulations of various disasters have been executed, with the goal of performing at least one simulation annually. Actual responses include providing triage transportation for displaced persons relocating to Columbus in the wake of Hurricane Katrina, as well as assisting in evacuation efforts during a tornado in 2008.

## **2. Macon-Bibb County Transit Authority (MBCTA), Macon, GA**

MBCTA operates 15 fixed routes utilizing a fleet of 28 buses, 1 trolley-style bus, and 1 van. Seventeen (17) buses are required for weekday operations, and 11 are required for Saturday. The route network is predominately radial in nature, with most routes ending at a transfer center located at a Downtown Intermodal Terminal Station. Several routes feature extensions or off-route loop operations that service various destinations on a selected trips basis. Route service levels are generally comparable to APT, though several routes provide service intervals that are not multiples of 30 or 60 minutes, with a few routes operating less frequently than every 60 minutes. About half of the routes operate until just past 10:00 p.m. on weekdays. No service is provided on Sunday.

Recent fare adjustments made during the past year include an increase in the local fare of \$0.25 (to \$1.25), a newly-instituted charge of \$0.25 for transfers, and an increase of \$0.50 in the paratransit fare (to \$2.50). Recent service reductions, attributed to county funding difficulties, include various route headway increases and elimination of Saturday evening service, which previously matched weekday evening service that ended at 10:00 p.m. A Downtown loop shuttle is presently operated as part of the fixed-route network using rubber-tired trolleys. Planned service changes include a new tourist-oriented Downtown trolley shuttle service and expansion of service to neighboring Warner-Robbins. MBCTA does not provide specialized service to events, though they do loan out buses to other organizations for certain one-time events, for which they are reimbursed.

MBCTA has attempted partnerships with area colleges and universities in an effort to develop programs and services that can enhance transit ridership, to mixed success. The agency has engaged in outreach efforts and developed fare structures for proposed college/university fare payment programs that were ultimately not implemented, which MBCTA attributes to the general perception of transit as a low-income means of travel. An ongoing business partnership exists with Lamar Advertising, who provides benches and shelters in exchange for advertising space on buses. MBCTA also has a “blend and extend” agreement with the city for fuel that is provided by PS energy. Under the agreement, the city provides MBCTA with fuel up to a designated threshold. Once the threshold is passed, MBCTA then purchases fuel at market rates from Marathon.

Local funding is provided according to a 60/40 city-county split. Federal funds include 5307 (Urbanized Area Formula Obligations) and 5316 (Job Access & Reverse Commute) program funds, the latter specifically used for the recent initiation of a route that provides access to industrial areas of North Macon. Section 5309 funds will be used for renovations to the Downtown Intermodal Terminal Station.

In terms of planning for disaster response and recovery operations, various notification procedures and checks have been implemented to insure the viability of the system, most of which were instituted or revisited in the wake of a tornado during May 2008. Otherwise, MBCTA presently does not have specific policies in place for operations related to disaster response and recovery services, though the agency will loan out buses for specific one-time requests, for which they are reimbursed.

### **3. Chatham Area Transit Authority, Savannah, GA**

Chatham Area Transit (CAT) is the largest transit property among the peer group, with a fleet of 56 buses, 47 of which are required for peak weekday operations. The agency was founded as a special transit district in 1987 and is governed by nine Chatham County and four citizen appointees, all of whom collectively represent areas of Chatham County that are presently served by CAT fixed-route services. These areas include the City of Savannah, a portion of Garden City, portions of unincorporated Chatham County, and Skidway, Whitmarsh, and Wilmington Islands. Additionally, CAT operates the Savannah Belles Ferry service to Hutchinson Island, which is home to the Savannah International Trade and Convention Center and the Westin Savannah Harbour Resort and Spa. ADA paratransit service is also operated by CAT as a separate service known as Teleride, which operates every day except Thanksgiving, Christmas, and New Year's Day.

The fleet includes 10 low-floor buses purchased in 2006, 3 Goshen Vans, 2 Chance trolleys, as well as 8 buses manufactured in 1996 that have each logged over 1 million miles. The majority of routes operate to Downtown Savannah, and a handful of routes provide crosstown or feeder services outside of the Downtown area. Route service levels are significantly greater than those of APT or the other peers: several routes feature headways of less than 30 minutes, operate past 11:00 p.m., and provide Sunday service.

CAT fixed-routes going to or within Downtown Savannah operate a rectangular clockwise loop that is common to all Downtown routes. Additionally, three fare-free services operate additional routes that are focused on Downtown Savannah and the historical district:

- The CAT shuttle serves Savannah's historical sites as well as Downtown attractions and hotels with a fleet of two chance trolleys. The route is a tax-supported service of Chatham County, with 50 percent of the costs funded by the City of Savannah.
- The Liberty Parking Shuttle is operated under contract with the City of Savannah, and is targeted at Downtown employees who use the Liberty Street parking garage and other garages in the Downtown vicinity during traditional weekday commute periods. The City of Savannah also funds 50 percent of the costs for this service.

- “DOT” services (Downtown Transportation System) consist of three routes that are operated by CAT under the management of the Savannah Mobility Management System, a public-private partnership that is dedicated to improving Downtown transportation and enhancing the quality of life for Downtown Savannah. The partnership consists of the City of Savannah, CAT, and various stakeholders representing various Downtown business and tourism interests. DOT services are comprised of the following routes:
  - A Downtown express shuttle has 10 stops that provide access to historical sites, parking garages, and other transit services. The service is provided using ADA-accessible 30-passenger vehicles.
  - The River Street Streetcar, a streetcar service along the riverfront that is operated with 1930’s Melbourne ADA-accessible diesel-hybrid streetcars (the first operation of such technology in North America).
  - The Savannah Belles Ferry, which connects Downtown Savannah to Hutchinson Island and the Savannah International Trade & Convention Center. Fifty percent of operating costs are provided through Section 5316 (Job Access and Reverse Commute) funds.

DOT services are also financed in part through a \$1.00 per night tax on hotel rooms in hotels with more than 25 rooms. CAT staff noted that development of these routes took about six months, due to the large number of different entities involved. The room tax is the only existing source of revenue for these routes, though the Savannah International Trade and Convention Center has periodically contributed to account for any budget overages, particularly those associated with the Savannah Belles Ferry.

Veolia was recently awarded a new contract for operation of CAT services. It is expected that Veolia will explore several initiatives in the near future, which include new operations to sporting/special events, new standards for operations and planning, and development of a shopping-oriented route targeted for senior citizen populations. A revised fare structure was instituted on June 28, 2009, which increased the base fare from \$1.00 to \$1.50, and also reinstates free transfers (which had been eliminated in 1997) that can be used for a 90-minute period.

#### **4. Greenville Transit Authority (Greenlink), Greenville, SC**

Greenlink operates 11 fixed-routes that each provide the same service span (morning – late afternoon/early evening) and frequency of service (60 minutes), with 1 bus assigned to each route. Most routes operate weekdays and Saturdays; no Sunday service is provided. All routes meet at a Downtown transfer center located along McBee Avenue, and feature pulsed hourly departures at 30 minutes past the hour.

Service is presently operated by the City of Greenville under contract to the Greenville Transit Authority (GTA), which was created in 1973 under city and county ordinances pursuant to adopted Regional Transportation Authority legislation. GTA is governed by a seven-member board that is appointed by the Greenville City council, Greenville County council, and the Greenville County legislative delegation. Under GTA's contract with the City of Greenville, the GTA board retains all duties and responsibilities defined under state law that are pertinent to the management and operation of public transportation services.

A separate system provides shuttle service that links the parking lot at the County Square in Downtown Greenville to minor league baseball games at nearby Fluor Field, using a fleet of trolley buses. The owner of the team had purchased the vehicles and gave them to the city for the Public Works Department to operate the service.

The City of Greenville's takeover of transit operations from (GTA) occurred during March, 2008. This allowed in-kind services and indirect costs to be leveraged and ultimately saved the system from bankruptcy. Greenville transit services have always been operated under contractor agreements with the GTA, which prior to the city takeover have included First Transit, Macdonald, and Veolia. Though the recent history of transit in Greenville has featured some unfortunate events (such as a temporary shutdown in 1996 and route eliminations over the past five years), Greenlink was voted the state's most improved transit system in 2008. Improvements planned for the near future include a collaborative effort between the city and GTA to develop a master plan for transit service, which will include the following objectives:

- Implementing a bus stop improvement project and installing new shelters at gateway locations with landscaping to promote use of public transit.
- Renovations to the GTA Transit Center located at 100 McBee Avenue.
- Progress on Greenville Transit Vision and Master Plan after issuing contract.
- Continuing with bus fleet replacement activities.
- Improve the reliability and predictability of transit services, so that "choice" riders see transit as a viable alternative for commuting.
- Promote increased support for transit from elected officials and community opinion leaders.
- Build supportive partnerships with business and organizations such as major employers, colleges and shopping centers to increase transit ridership and provide additional local revenue.
- Reconfigure routes and add services, emphasizing new service to unserved areas, thus providing additional opportunities to increase ridership.

- Integrate transit planning with community and economic development planning, in order to support transit-oriented development.
- Provide a dedicated local funding source adequate to subsidize transit operations costs and to provide the local match needed to access additional Federal funds for capital and preventative maintenance.

The master plan will also include the development of agency goals, objectives, and standards for the planning and operation of transit services. This may include the reconfiguration of presently underperforming route segments that service portions of the region formerly occupied by active textile mills, and a focus on developing regionally-oriented services, in order to provide better connections to destinations and the transit system in nearby Spartanburg. Another planned improvement includes the elimination of flag stops, which is expected to reduce vehicle wear and tear and improve on-time performance. As indicated above, Greenlink is also initiating partnerships with various advocacy groups and private sector interests, which may include the development of specialized transportation services.

Presently, the major portion of funding for Greenlink consists of Federal formula funds, specifically 5303 (MPO planning program) and 5307 (Urbanized Area Formula) program funds. Greenlink is also working through a 3-year Program Management Plan involving use of Section 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) program funds. A call for projects with area universities and medical centers resulted in 3-year appropriations for \$750,000. State funding is provided for preventative maintenance and operations. Greenlink is currently engaged in an ongoing state contract for biodiesel fuel.

### **Conclusions**

Based on a review of funding sources utilized at the peer systems and calculations of per-capita transit investment and funding, there appears to be significant potential for Augusta Public Transit to utilize additional funding sources for expanded transit services. The most prominent of these sources include Section 5316 (Job Access and Reverse Commute) and Section 5317 (New Freedom) funds, all of which have been successfully utilized by the peer systems for transit planning efforts, vehicle purchases, transit operations, and service enhancements and expansions.

A key component to the successful utilization of these funding sources involves the identification of specific mobility needs and the involvement of partner entities that can assist APT in procuring funds from these sources. For example, CAT in Savannah has successfully procured Section 5316 funds for ferry service to the International Trade and Convention Center and Westin Hotel Resort located on Hutchinson Island. CAT has also partnered with the Savannah Regional Development Center to qualify for Section 5317 funds that will be used to provide paratransit service to populations outside the ¾-mile fixed-route coverage area.

For APT, recent efforts and developments such as the stakeholder meetings associated with this project and the political support that has been shown for the future development of APT services, suggest that any imminent funding outreach efforts APT initiates will be timely.

Additionally, the systems in Columbus and Savannah have shown that local sources of transit funding are also effective not only for funding operations for transit, but also (especially in the case of Savannah) for developing the profile for transit service to be an essential positive component of development and quality-of-life improvement efforts. This is most easily seen by the varied array of Downtown- and Tourist-oriented services offered by CAT in Savannah, all of which benefit from some form of municipal funding or dedicated local revenue.

Finally, the effectiveness of well-developed transit service plans as a catalyst for funding, partnerships, and service improvement is also a key revelation of this peer review. This is most easily seen by the collection of different services operated by CAT in Savannah, where varied funding sources are utilized and partnerships have been developed to support a network of services that positively contribute to the area's development and quality of life. But it can also be illustrated by examining the case of Greenlink in Greenville, SC, where a system that had been in continual decline and had even shut down for a period of time is presently on an impressive path toward improvement, as seen by the system's recent recognition as the state's most improved transit system in 2008. The system's effort's involving the development of a master plan for transit service should be a key component towards sustaining that system's positive momentum, and it is hoped that the positive momentum and interest that have occurred throughout the duration of this project for APT will produce similarly positive results.



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# **Chapter 3: Existing Service Analysis**

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This section examines the service characteristics and performance of each APT route, and provides a summary of suggested route adjustments to be considered for implementation during the five-year timeframe of this TDP. An overview of the existing APT route network is provided, which highlights characteristics of each current route in terms of streets and neighborhoods of operation, general service levels, major destinations and transfer opportunities, and recent route adjustments. An analysis of the existing route network is then presented with respect to service characteristics, operational costs, key route segments, transfer patterns, and measures of service efficiency and effectiveness. Appendix E includes the presentation of Route Profiles that are intended to present key characteristics for each route in a concise summary format.

Chapter 3 concludes with an overview of suggested adjustments for each route that are targeted for implementation during the TDP timeframe. The service adjustments are intended to enhance system productivity, increase customer convenience, expand APT services to new and potentially lucrative markets, and to help continue to promote APT services as an attractive transportation option that fosters regional mobility by effectively linking people, jobs, and communities.

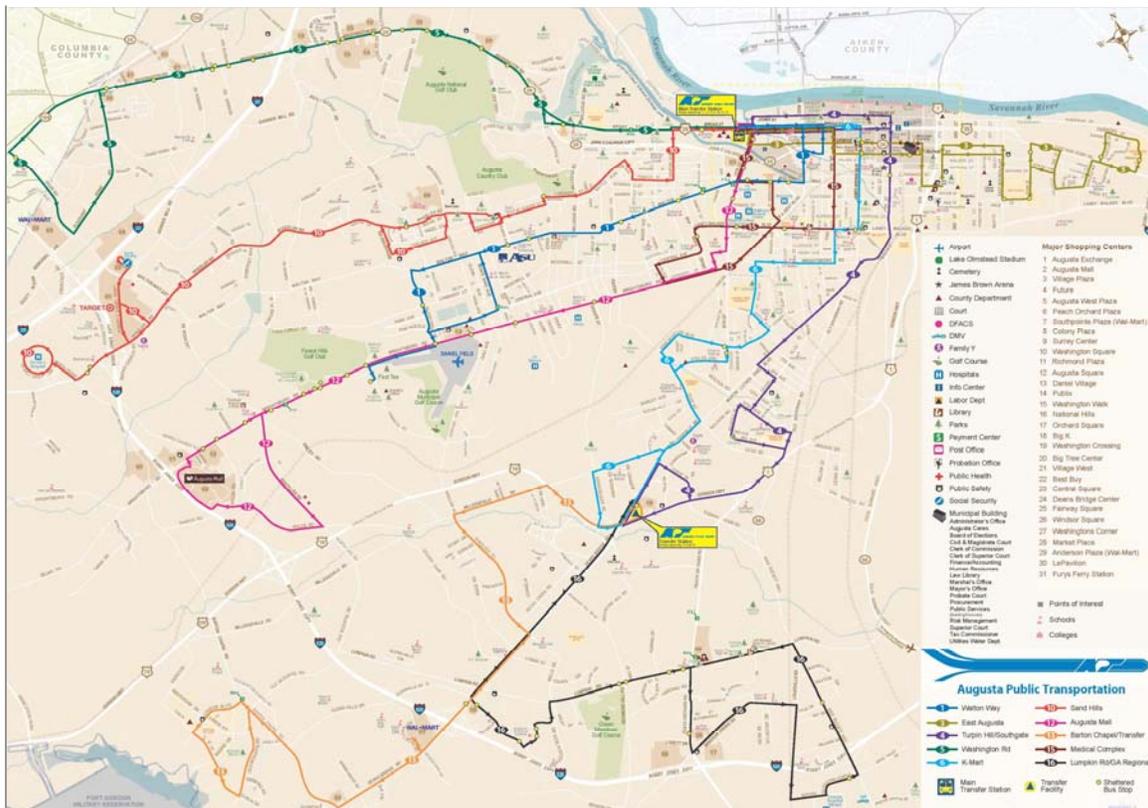
### ***Existing APT Services***

#### **General System Characteristics**

The APT route network consists of 10 local routes. Eight of the routes operate weekdays and Saturdays, while Route 15 – Medical Complex and Route 16 – Lumpkin Road presently operate on weekdays only. No Sunday service is provided. Most routes operate from early morning (5:00 – 6:00 a.m.) to early evening (6:00 – 9:00 p.m.) at 60-minute intervals, though a few routes provide 30-minute headways during traditional AM and PM commute hours. Route 6 – K-Mart provides 40-minute headways for most of its operating span, and Route 15 provides 35-minute headways. Route 10 – Sand Hill does not provide service during midday hours (approximately 10:00 a.m. – 2:00 p.m.) Due to the relatively wide headways on each route, ridecheck data suggest that some customers who live on the outer extremities of the routes board in the outbound direction in order to travel inbound, as opposed to waiting for the outbound bus to return in the opposite direction as an inbound trip.

Eight of the routes operate from the Main Transfer Station on Broad Street to various locations throughout Augusta, while Route 13 – Barton Chapel and Route 16 originate at the Transfer Station located at the K-Mart at Deans Bridge Road and Gordon Highway. All scheduled route layover and recovery is provided at the transfer stations. Figure 3-1, shown below, presents the APT existing transit routes.

**Figure 3-1 APT Existing Transit Service**



All routes except Route 6 and Route 15 provide a base 60-minute headway, in which one bus is assigned to cover a scheduled 30-minute one-way trip on each route. An additional bus is provided during traditional weekday AM and PM commute periods on Route 5 – Washington Road and Route 12 – Augusta Mall, resulting in 30-minute headways. Route 6 features a scheduled 40-minute one-way trip and thus has two buses assigned to provide 40-minute headways. Route 15 is configured as a one-way loop in which the scheduled time to complete the loop is 35 minutes (including layover), thus one bus is assigned to the route to provide service every 35 minutes.

The systemwide peak vehicle requirement on weekdays is 13 buses and on Saturday is 9 buses. The route schedules do not feature any use of “running time graduations”, in which trip running times are varied in order to account for

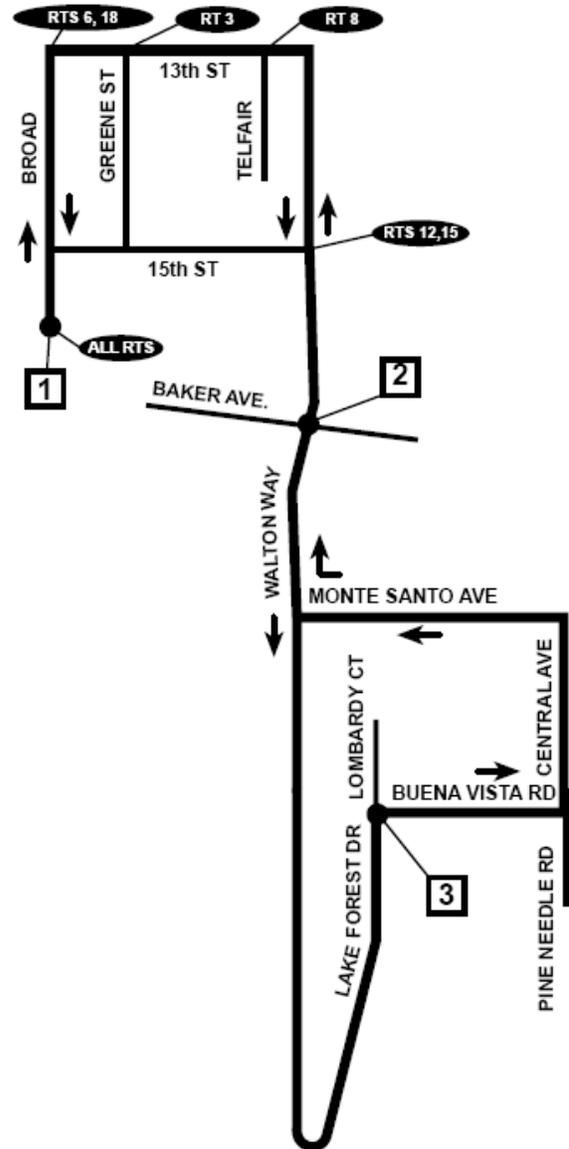
variable traffic conditions along the route throughout the day. It should be noted that such schedule adjustments typically impact the peak vehicle requirement.

### Route 1 – Walton Way

Route 1 – Walton Way operates from the Main Transfer Station on Broad Street to the Augusta State University (ASU) Village housing complex on Damascus Road off Wrightsboro Road. The primary street of operation is Walton Way, as well as a short portion of Broad Street between the Transfer Station & 13<sup>th</sup> Street. Between Walton Way & Monte Sano Avenue, and Central Avenue & Buena Vista Road, the route features a unique mid-route directional split that resembles a counterclockwise loop operation in the shape of a square. Along this split, westbound buses operate via Walton Way and Lake Forest Drive/ Buena Vista Road, while eastbound buses normally operate via Central Avenue<sup>1</sup> and Monte Sano Avenue. Figure 3-2 presents Route 1.

The route links the aforementioned University Village complex with the main ASU campus on Walton Way, and ridecheck data collected for the route suggest that numerous trips are taken on the route between the two destinations. The route also serves numerous other educational institutions along Walton Way; some of these include the Academy of Richmond County, near Heard Avenue; Tubman Middle School, on Druid Park Avenue; the Appelby Branch Library, on Johns Road; Project Change, one block north on Williams Street; St. Mary's on the Hill, along Monte Sano Avenue ; and Davidson Magnet, on 13<sup>th</sup> Street. The route also serves the northern portion of the campus of the Medical College of Georgia, as well as the Walton Rehabilitation Center.

Figure 3-2 Route 1-Walton Way



<sup>1</sup> As this report was being prepared, Central Avenue was presently under construction, and EB Rt. 1 buses were operating via detour.

The following present summary profiles of operating and ridership characteristics for Route 1 – Walton Way for weekdays and Saturdays. The profiles reveal the following characteristics:

- On measures of route productivity, Route 1 performs slightly better than average on weekdays and performs poorly on Saturdays.
- Monthly ridership on Route 1 has nearly doubled over the last five years, with impressive gains specifically occurring from 2004 to 2005, and from 2007 to 2008.
- On weekdays, the routes to which Route 1 passengers transfer the most are the Route 5 – Washington Road and Route 6 K-Mart.
- On weekdays, relatively high numbers of westbound boardings near Augusta State, and large number of alightings at following stops (including University Village) suggest a lively market of Augusta State commuters who use the route for local transportation in the ASU vicinity.
- On weekdays, the 8:00 a.m. to 9:00 a.m. hour is far more productive than other periods of Route 1 operation. This may suggest that passenger traffic on the route associated with ASU and other schools is far stronger in the morning than in the afternoon, when student traffic tends to be more dispersed and students are more likely to find private options for transportation leaving school.

### Route 3 – East Augusta

Route 3 – East Augusta, shown in Figure 3-3, operates from the Main Transfer Station on Broad Street to various residential areas in East Augusta, ultimately terminating at the existing Underwood Homes complex on Fairhope Street near Sand Bar Ferry Road. Along the majority of the route, east of E. Boundary Street, the route's primary streets of operation are Broad and Telfair Streets in the outbound direction, and Greene Street in the inbound direction.

The eastern portion of the route that lies east of Gordon Highway operates a mainly circuitous path that directly serves several housing developments and residential areas, including the Oak Pointe and Underwood Homes, as well as the East Augusta Middle School. The western portion of the route serves a number of municipal facilities and attractions, which include the Municipal Building between 5<sup>th</sup> and 6<sup>th</sup> Streets on Greene Street; the Department of Family and Children's Services (DFACS) facility on Fenwick Street near 5<sup>th</sup> Street; the Main Branch Library on James Brown Boulevard and Greene Street; the James Brown Arena, one block south of Telfair Street on 7<sup>th</sup> Street; the Georgia Labor Dept. on Greene Street at 6<sup>th</sup> Street; a Court facility at 4<sup>th</sup> Street and Walton Way; and a Post Office facility one block south of Telfair Street on 8<sup>th</sup> Street. Additionally, the route provides service to numerous County Department and Public Safety facilities that are located on or close to the route alignment.

Ridecheck data suggest that the route is currently meeting two primary travel markets. One is as a connector service between residential areas of East

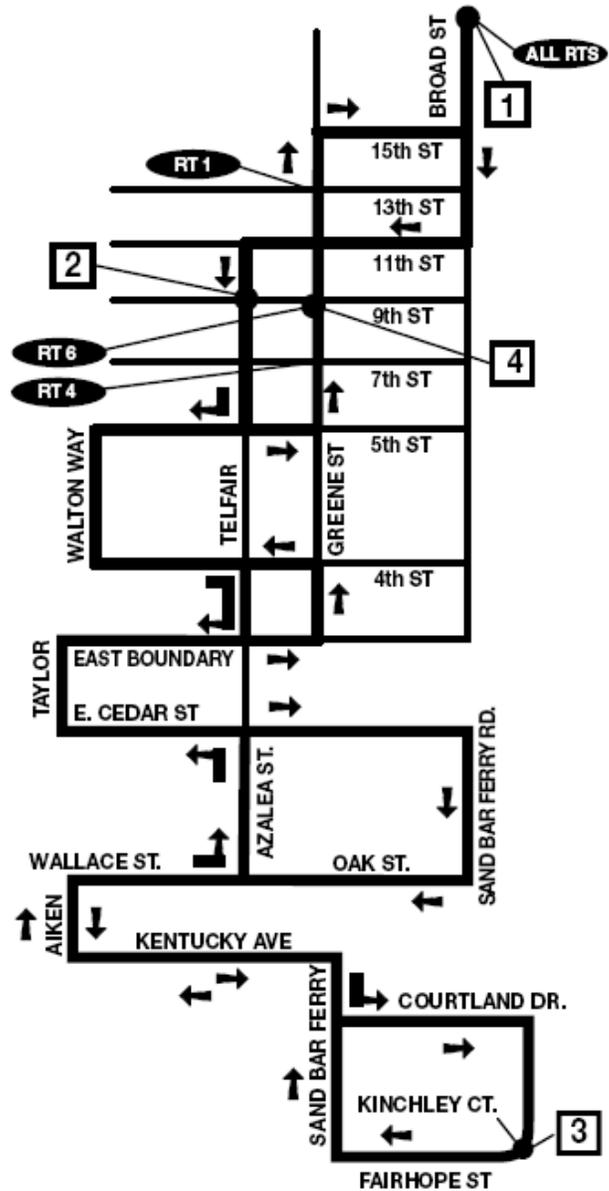
Augusta and Downtown. Approximately 43 percent of the route's boardings occur in the heavily residential area east of Telfair Street/East Boundary Road. Another travel market the route appears to serve is as a means of access to the aforementioned municipal facilities and attractions that are scattered throughout the route's service area, particularly those that are east of 3<sup>rd</sup> Street. In the outbound direction, approximately 44 percent of alightings occur before Telfair Street/East Boundary Road, with significant activity at stops located at Telfair Street/James Brown Boulevard (near the Main Branch Library and Post Office) and 4<sup>th</sup> Street and Walton Way (near the Court and DFACS facilities, and Craig-Houghton Elementary School).

Figure 3-3 Route 3 – East Augusta

The Underwood Homes facility is scheduled to be demolished by the end of 2009, and a proposed mixed-use development has been discussed for development at the site. Existing residents of the facility are presently being relocated to other housing locations throughout the region.

The following present summary profiles of operating and ridership characteristics for Route 3 – East Augusta for weekdays and Saturdays. The profiles reveal the following characteristics:

- For measures of route productivity, Route 3 performs very well on weekdays but is below average on Saturdays.
- Monthly ridership over the last several years has been variable, but the overall five-year trend shows a slight ridership increase.
- On weekdays, a relatively high number of passengers transfer to Route 3 from Route 5 – Washington Road and Route 12 – Augusta Mall.
- On weekdays, Route 3 is significantly more productive during the periods spanning 6:00 a.m. to 10:00 a.m. and 2:00 p.m. to 4:00 p.m.
- Ridecheck data collected for Route 3 reveal significant schedule



adherence problems for the weekday outbound trips leaving the Main Transfer Station at 4:30 and 5:30 p.m.

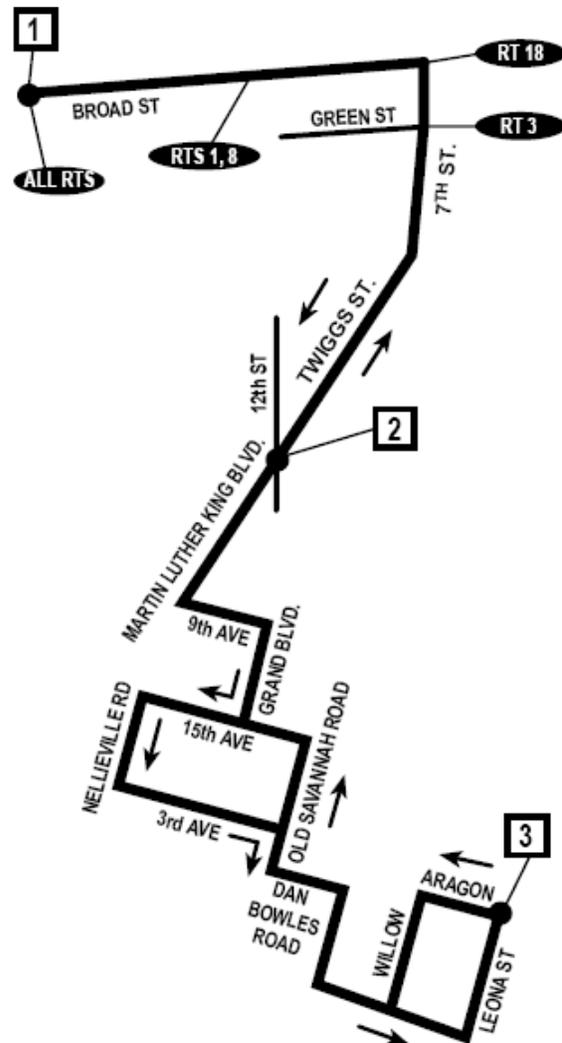
### Route 4 – Turpin Hill / Southgate

Route 4 – Turpin Hill / Southgate operates from the Main Transfer Station on Broad Street to the Transfer Station located at the K-Mart shopping center at the northeast corner of Gordon Highway and Deans Bridge Road. Unlike other APT routes that operate to and from the Main Transfer Station, Route 4 only operates on Broad Street in the outbound direction; inbound trips operate along Reynolds Street. Other major streets of operation include 7<sup>th</sup> Street and Martin Luther King Boulevard. The route alignment splits in order to operate around the Dogwood Terrace residential community, and then operates along Gordon Highway to the Transfer Station at Deans Bridge Road, where transfers are available to the Route 6 – K-Mart, Route 13 – Barton Chapel, and Route 16 – Lumpkin Road. Figure 3-4 presents Route 4.

The southern portion of the route, between Dogwood Terrace and the Transfer Station at the Deans Bridge K-Mart, was previously operated by APT Route 7 – Southgate Plaza, which was discontinued in 2007. Prior to Route 7 discontinuation, Route 4 was routed to the Aragon Park residential community as its southern terminus. With the discontinuation of Route 7, Route 4 was rerouted to the Deans Bridge K-Mart Transfer Station, with service to the Aragon Park community discontinued.<sup>2</sup>

Route 4 provides service to many of the attractions and municipal destinations located throughout Downtown Augusta. Some of those locations include the Augusta Common, the Main Branch Library, the Georgia Labor Dept., the Municipal Building, and the James Brown Arena. The route's inbound operation along Reynolds Street provides access to the various parks and recreational facilities that are located along the Savannah River.

Figure 3-4 Route 4- Turpin Hill/Southgate



<sup>2</sup> Route 7 also previously provided service along Old Savannah Road, which was discontinued when the route ceased operations in 2007.

Additionally, the route directly serves various housing facilities, including the aforementioned Dogwood Terrace community, as well as the MM Scott and Allen Homes facilities at Laney Walker Boulevard and Twiggs Street.

Analysis of ridecheck data suggests that the route is well-utilized along its Downtown portion and along its southern portion near the Deans Bridge K-Mart Transfer Station. But the middle portion of the route, from roughly 7<sup>th</sup> and Ellis Streets to Grand and 15<sup>th</sup> Avenues, is lightly used: about 21 percent of the route's 380 daily boardings occur along this segment of the route. The section of the route between Martin Luther King Jr. Boulevard/Picquet Avenue and 15<sup>th</sup> Avenue is especially lightly used, with only 35 boardings (approximately 9% of all daily boardings) occurring along this portion of the route. This suggests that existing ridership on Route 4 mainly consists of riders that are travelling locally within the Downtown area or along the southern portion of the route (thus making trips of relatively short duration), and also perhaps travelling between Downtown Augusta, the southern portion of the route, and the various housing developments located along the route (which would be trips of longer duration).

The following present summary profiles of operating and ridership characteristics for Route 4 – Turpin Hill/Southgate for weekdays and Saturdays. The profiles reveal the following characteristics:

- For measures of Route Productivity, Route 4 performs above average on weekdays and below average on Saturdays. The disparity in the route's weekday rankings in passengers per hour (in which the route was rated as best) and passengers per mile (in which the route was ranked 4<sup>th</sup> of 10) suggests that the route features segments of high passenger turnover, but that ridership along the entire route as a whole is generally average.
- Monthly ridership on the route dramatically increased from 2006 to 2007, which is likely due to the absorption of riders from the discontinued Route 7 – Southgate Plaza service.
- On weekdays, a relatively high number of passengers transfer from Route 4 to Route 12 – Augusta Mall and Route 16 – Lumpkin Road. A very high number of weekday passengers transfer to Route 4 from Route 5 – Washington Road, Route 12, and Route 16. Transfers from Route 5 to Route 4 are also significant on Saturdays.
- Route 4 is generally productive during most of the operating day on weekdays, with the 11:00 a.m. to 1:00 p.m. and 3:00 to 6:00 p.m. periods especially productive.
- Ridecheck data revealed a potentially serious schedule adherence problem with the last outbound weekday trip leaving the Main Transfer Station at 6:00 p.m., though it should be noted that the route is often adversely impacted by railroad grade crossing traffic.

### Route 5 – Washington Road

Route 5 – Washington Road, shown in Figure 3-5, operates from the Main Transfer Station on Broad Street to the Westtown Shopping Center on Davis Road in Columbia County. The main streets of operation include the entire length of Broad Street west of the Transfer Station, and the entire length of Washington Road within Richmond County. The route's outer terminal operation involves a lengthy counter-clockwise loop via Washington, Davis, and Pleasant Home Roads. Although much of this loop lies within Columbia County, the stop at Davis Road – Westtown Shopping Center is the route's only stop within Columbia County.

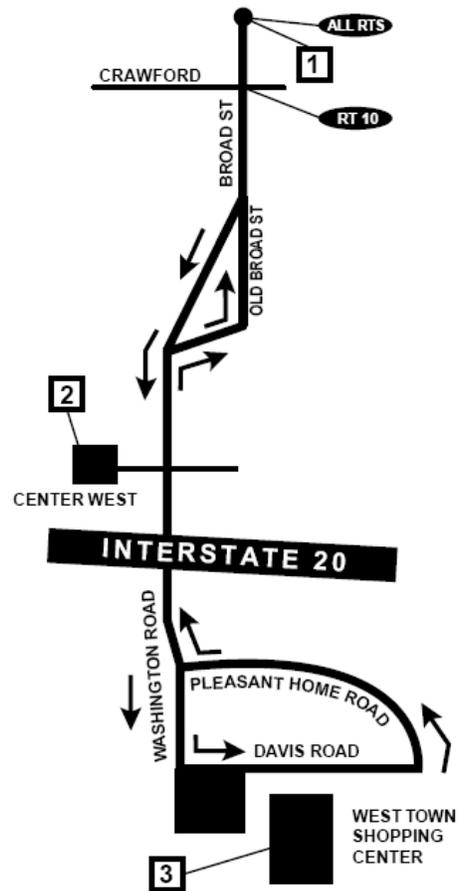
The route serves 10 major shopping centers along Washington Road, and also provides access to the Wal-Mart and Village Plaza shopping centers located on Memorial Drive and the Bobby Jones Expressway. The route also serves the Augusta National Golf Club. East of the Golf Club, the route mainly serves varied residential areas, as well as the Hal Powell Apartments and Olmstead Homes, and the Martha Lester and C.H. Terrell Academy schools on Broad Street. A mid-route loop was once operated by the route, in which buses pulled off Broad Street to operate via Milledge Road and Morningside Drive. The loop was discontinued several years ago.

Ridecheck data very strongly suggest that the route's primary market is to provide access to the lengthy retail corridor along Washington Road, particularly from the Main Transfer Station. Approximately 85 percent of the route's outbound weekday boardings occur at the Main Transfer Center, and about two-thirds of the route's outbound weekday alightings occur along Washington Road west of Azalea. A similar pattern is also observed for Saturday.

The following present summary profiles of operating and ridership characteristics for Route 5 – Washington Road for weekdays and Saturdays. The profiles reveal the following characteristics:

- On measures of route productivity, Route 5 performs close to APT system averages on weekdays and above average on Saturday.
- The route's monthly ridership has been variable over the past five years, although a 27 percent ridership gain was observed from September 2007 to September 2008.

Figure 3-5 Route 5-Washington Road



- On weekdays, a relatively large number of transfers occur from Route 5 to Route 3 – East Augusta, Route 4 – Turpin Hill/Southgate, and Route 12 – Augusta Mall. Weekday transfers from the Route 12 to Route 5 are also significant. The observed transfer activity between Route 5 and Route 12 may indicate the need for some type of crosstown service to link the Washington and Wrightsboro Road corridors.
- On weekdays, the route's productivity is variable throughout the day, although the 6:00 to 7:00 a.m. and 1:00 to 2:00 p.m. periods are especially productive. Ridecheck data also indicate possible schedule adherence problems during the period 12:00 to 2:00 p.m.
- On Saturday, the route's productivity is also variable throughout the day, although the first two hours of service (7:00 to 9:00 a.m.) are especially productive.

### Route 6 – K-Mart

Route 6 – K-Mart operates from the Main Transfer Station on Broad Street to the Transfer Station located at the K-Mart shopping center at the northeast corner of Gordon Highway and Deans Bridge Road. Much of the route's alignment is relatively circuitous, in order to provide direct connections to the various schools, residential communities, and housing facilities located along the route. The main streets of operation in and around Downtown Augusta include Broad Street and James Brown Boulevard. Educational facilities that are on or close to the route's alignment include the Wallace Branch Library, Silas, CT Walker, Collins Elementary, Josey High, Ebenezer Seventh Day, Wilkinson Gardens Elementary, Augusta Christian, and Murphey Middle. The residential communities along the route include MM Scott, Cherry Tree Crossing, and Jennings Homes. The route also serves a health department facility on Laney Walker Boulevard. Figure 3-6, shown on the following page, presents Route 6.

The route was formerly known as Route 6 – Regency Mall, as service was once provided to the now-defunct Regency Mall shopping center just south of the route's present southern terminal at Gordon Highway and Deans Bridge. The mall itself closed in 2002, and the route was renamed Route 6 – K-Mart in 2006.

Ridecheck data suggest that the route serves a market for local travel in and around Downtown Augusta, as the boarding/alighting counts indicate significant activity along the route's innermost portion, between Laney Walker/James Brown Boulevards and the Main Transfer Station. While the K-Mart Transfer Station at Deans Bridge Road/Gordon Highway features significant boarding/alighting activity, passenger activity along the remainder of the route is generally evenly dispersed.

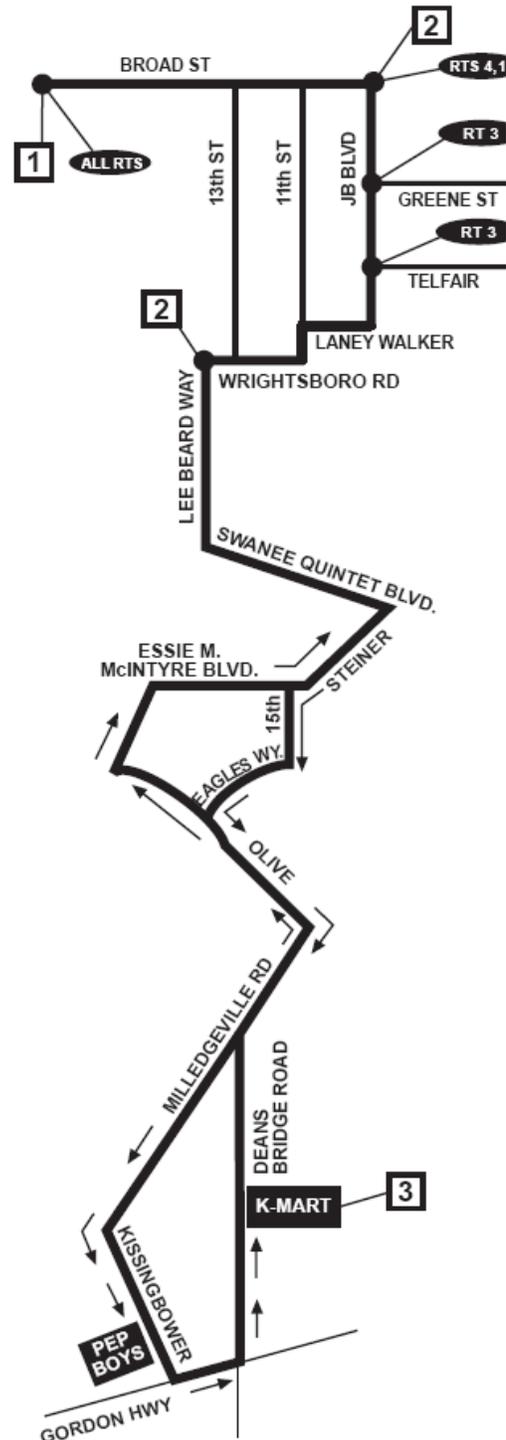
The following present summary profiles of operating and ridership characteristics for Route 6 – K-Mart for weekdays and Saturdays. The profiles reveal the following characteristics:

- On measures of route productivity, Route 6 performs close to APT system averages on weekdays and is slightly above average on Saturday.
- The route's monthly ridership has been variable over the past five years, although a 20 percent ridership gain was observed from September 2007 to September 2008.
- On weekdays and Saturdays, a relatively large number of transfers occur between Route 6 and Route 12 – Augusta Mall, and also between Route 6 and Route 13 – Barton Chapel. There is also significant transfer activity on Saturday from Route 6 to Route 5 – Washington Road.
- Route productivity throughout the day generally mirrors overall APT system productivity, although the 3:00 to 6:00 p.m. period on weekdays and the 11:00 a.m. to 12:00 p.m. period on Saturdays are especially productive.
- Ridecheck data indicate a possible schedule adherence problem with the outbound trip leaving the Main Transfer Station at 5:50 p.m. on weekdays.

**Route 10 – Sand Hill**

Route 10 – Sand Hill operates from the Main Transfer Station on Broad Street to Doctor's Hospital, just west of the I-20/I-520 interchange. The route serves a variety of low-density residential areas just west of Downtown Augusta, along Crawford Avenue, Fenwick Street, and Gardner Street. The route then operates via Wheeler Road to the Augusta Exchange commercial area along Robert C Daniel Parkway and Agerton Lane, as well as to the Social Security office just north of that area. The

**Figure 3-6 Route 6 – K-Mart**

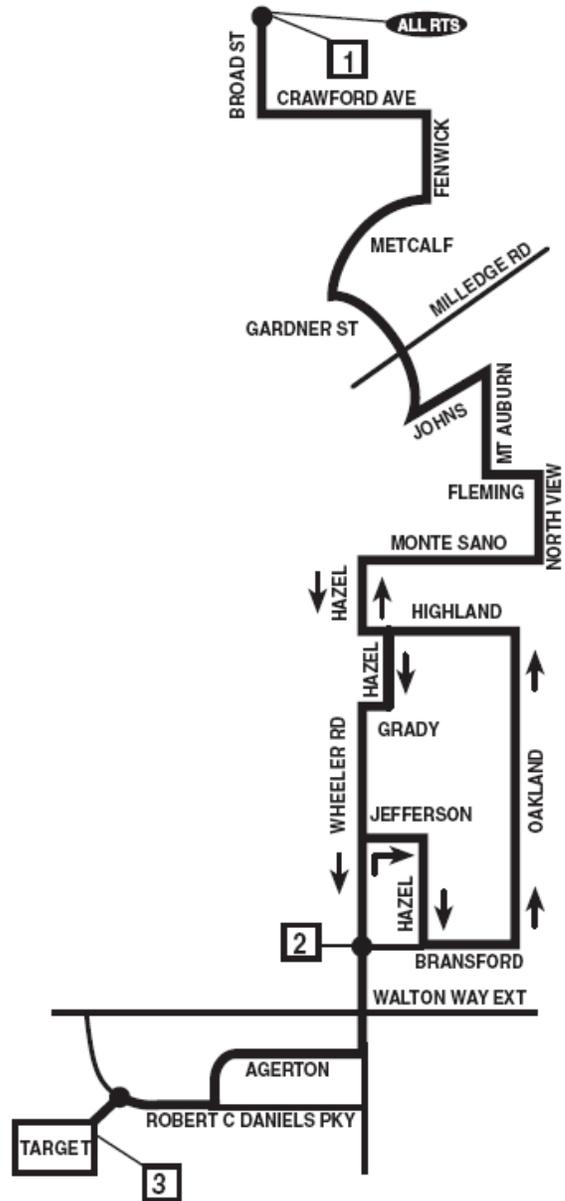


route then returns to Wheeler Road and operates to the western terminal at Doctor's Hospital. It is the only APT route that does not provide midday service. Figure 3-7 presents Route 10.

With the exception of the commercial areas on the western end of the route, much of the route's alignment travels through low-density residential areas. The route has featured various alignment deviations and variations in recent years that have been discontinued. Most recently, a variant of the route known as Route 10A – Berckman Hills was operated, providing service to residential areas north and south of Wheeler Road, such as Berckman Hills, Berckman Village, Briarwood, Highgate, and Aumond Heights. This variant was run once in the morning and once in the afternoon in lieu of regular Route 10 – Sand Hill trips. A present-day route deviation involves selected inbound trips turning off Wheeler Road and operating via Bransford Road, Oakland Avenue, and Highland Avenue, where some multi-dwelling housing exists. This deviation is made on selected AM inbound trips.

Ridecheck data suggest the route has a small market serving trips between the Main Transfer Center and the Augusta Exchange and neighboring Social Security office, but otherwise does not service any travel market of significant ridership. The central portion of the route between Wheeler Road/Jefferson Drive and Metcalf Street/Gardner Street features less than 10 boardings and alightings in each direction, even though that portion of the route contains several residential communities. The inner portion of the route, between Metcalf Street/Gardner Street and the Main Transfer Station, features significant numbers of boardings and alightings, but most of those occur at the Transfer Station.

Figure 3-7 Route 10-Sand Hill



A summary profile of operating and ridership characteristics for Route 10 – Sand Hill for weekdays and Saturdays is listed below.

- On measures of route productivity, Route 10 ranks next-to-last on weekdays and ranks last on Saturday.
- The route's five-year trend in monthly ridership is generally downward, with a ridership drop of approximately 32 percent during the period September 2004 – September 2008.
- Ridecheck data suggest potentially serious schedule adherence issues on weekdays on the 4:30 p.m. and 5:30 p.m. inbound trips departing Doctor's Hospital. It is suspected that routine traffic delays associated with the Wheeler Road entrance/exit to the Bobby Jones Expressway, together with ongoing road construction in the area, contribute to those delays.

### Route 12 – Augusta Mall

Route 12 – Augusta Mall, shown in Figure 3-8, operates from the Main Transfer Station on Broad Street to the Augusta Mall Shopping Center near Wrightsboro Road and the Bobby Jones Expressway. The route operates from the Transfer Station to Wrightsboro Road mainly along 15<sup>th</sup> Street, serving the Central Square Shopping Center and the campuses of Paine College and the Medical College of Georgia. West of Paine College, the route then operates to the Augusta Mall along Wrightsboro Road. Inbound trips deviate off Wrightsboro Road just before reaching the Paine College campus, operating via Druid Park Avenue and Laney Walker Boulevard and then to the Main Transfer Station via 15<sup>th</sup> Street.

Most of the areas along Wrightsboro Road between Paine College and Daniel Field can be characterized as low – medium density residential. Central Avenue lies 1 block north of this portion of Wrightsboro; a separate APT service, Route 2 – Central Avenue, once provided service along that thoroughfare. That service was discontinued in 2003. It is believed that much of the ridership that formerly used Route 2 has migrated to the Route 12. Along the western end of Wrightsboro Road, between Damascus Road and North Leg Road, the route provides direct service to several apartment developments and multi-dwelling communities.

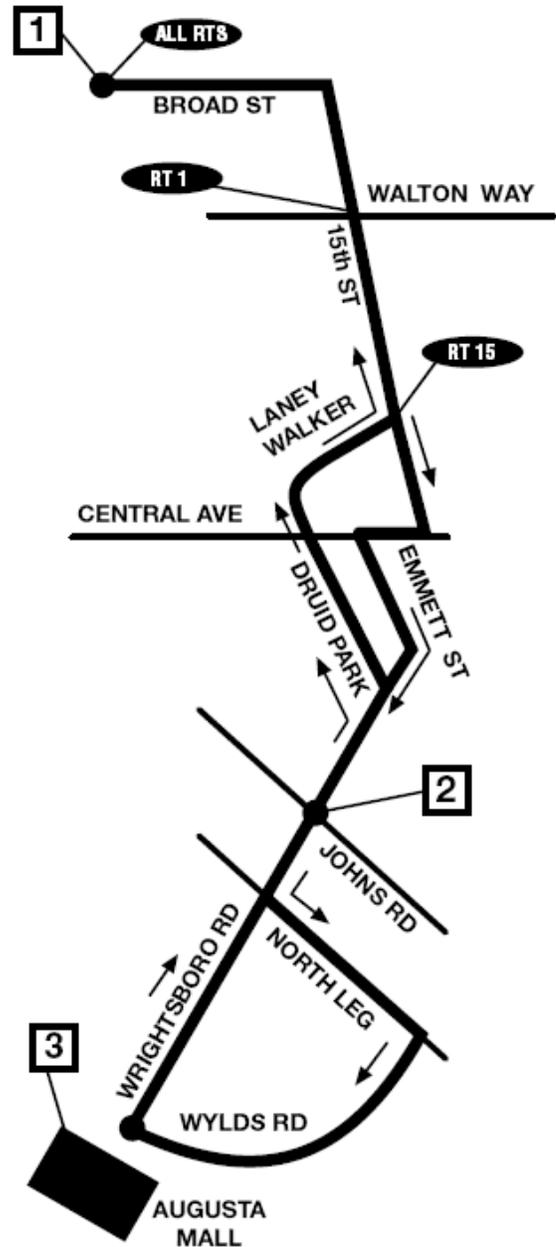
Due to a long-standing operational restriction at the Wrightsboro Road entrance to Augusta Mall, Route 12 buses travel to the mall along a circuitous one-way loop via North Leg Road and Wylde Road, to the official mall bus stop at the western entrance near the food court. Operation along this loop has resulted in several significant issues pertaining to route reliability and safety. Although the North Leg/Wylde Road loop features some passenger activity, operation around the loop adds just over one mile to each outbound trip, and ridecheck data suggest that several trips experience significant schedule adherence issues as a result of the loop operation. Additionally, a relatively busy stop is located at Wrightsboro Road and Nopi Imports, just east of Jackson Road. After servicing the stop, outbound buses are forced to quickly cross over into the left turn lane in order to turn onto North Leg Road.

Ridecheck data suggest that the only weak segment along the route lies between Damascus Road and Monte Sano Avenue, where recorded boarding/alighting activity was very light. Otherwise, most of the rest of the route appears well-utilized, with the Transfer Station and Augusta Mall as the busiest stops.

The following present summary profiles of operating and ridership characteristics for Route 12 – Augusta Mall for weekdays and Saturdays. The profiles reveal the following characteristics:

- On measures of route productivity, Route 12 ranks well above APT system averages on weekdays, and is the system's top performer on Saturday by a wide margin.
- The route's five-year trend in monthly ridership is generally positive, with a 12 percent ridership increase observed during the period September 2004 – September 2008.
- On weekdays, significant transfer activity was observed between Route 12 and Route 3 – East Augusta, Route 4 – Turpin Hill/Southgate, Route 5 – Washington Road, and Route 6 – K-Mart. As previously noted, the transfer activity between Route 12 and Route 5 may suggest the need for a crosstown service linking the Wrightsboro and Washington Road corridors.
- On Saturdays, significant transfer activity was observed between Route 12 and Route 6.
- Weekday route productivity is especially impressive during the period spanning 11:00 a.m. to 3:00 p.m. Saturday route productivity generally outperforms APT system productivity by a wide margin for most of the day.
- On weekdays, ridecheck data suggest significant schedule adherence issues on various trips.

Figure 3-8 Route 12-Augusta Mall



### Route 13 – Barton Chapel

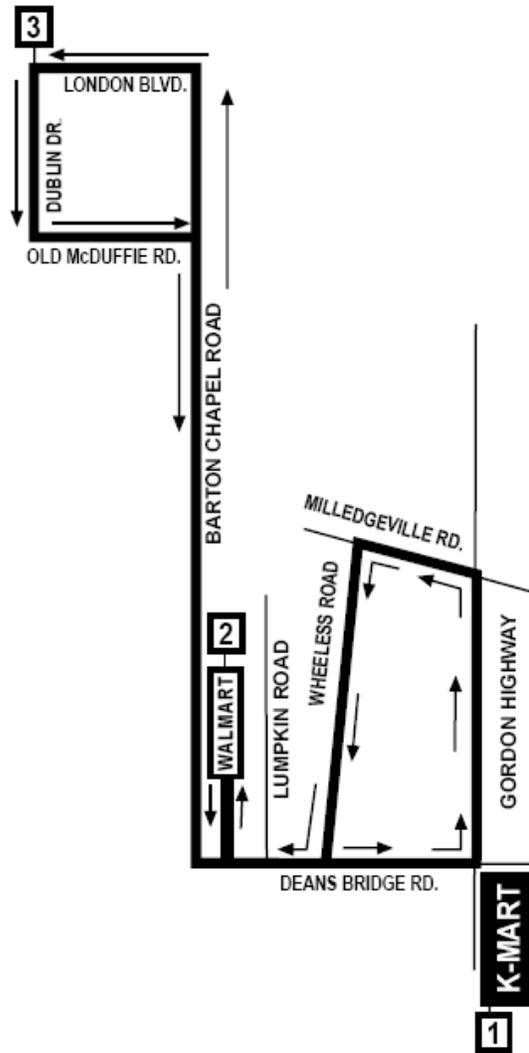
Route 13 – Barton Chapel operates from the K-Mart Transfer Station located at Deans Bridge Road and Gordon Highway to Dublin Drive in the Barton Village residential area in South Augusta. It is one of two APT routes that do not operate to Downtown Augusta or the Main Transfer Station. Figure 3-9 presents Route 13.

The route travels along a short portion of Gordon Highway before turning to serve sparsely populated areas along Milledgeville and Wheelless Roads. The route then travels southbound along Deans Bridge Road, and serves the Southpointe Plaza shopping center (which includes one of the region's two Wal-Mart stores). The route then resumes operation along Deans Bridge Road to Barton Chapel Road, and then operates through the Barton Village community via London Boulevard, Dublin Drive, and Old McDuffie Road.

Ridecheck data suggest that the route serves two main travel markets. One involves providing access to the various retail establishments along the route, which include the K-Mart at Deans Bridge Road/Gordon Highway, the stores at Southpointe Plaza (including Wal-Mart), and the various commercial establishments along Gordon Highway. The other travel market served by the route involves linking Barton Village and residential areas along Barton Chapel Road to the aforementioned retail establishments and to other APT routes available for transfer at the K-Mart Transfer Station.

The portions of the route along Wheelless and Milledgeville Roads are sparsely populated relative to other APT routes. The route was restructured to operate along those streets in order to serve various low-density apartment communities (Route 13 buses had previously remained on Deans Bridge Road), but this

Figure 3-9 Route 13-Barton Chapel



portion of the route contributed less than 10 boardings and alightings in each direction.

The following present summary profiles of operating and ridership characteristics for Route 13 – Barton Chapel for weekdays and Saturdays. The profiles reveal the following characteristics:

- On measures of route productivity, Route 13 is well below APT system averages on weekdays. Only Route 15 – Medical Complex and Route 10 – Sand Hill perform worse. But Saturday productivity is well above average, apparently due in part to relatively high numbers of customers making shopping trips to Southpointe Plaza and K-Mart.
- The route's five-year trend in monthly ridership has been variable, although an overall ridership increase of about 20 percent is observed during the five-year period spanning September 2004 – September 2008.
- There is significant transfer activity between Route 13 and Route 6 – K-Mart. Surprisingly, very little transfer activity was observed between Route 13 and Route 4 – Turpin Hill/Southgate and Route 16 – Lumpkin Road.
- While weekday productivity is generally well below average, the route does exceed APT system productivity during 5:00 to 7:00 p.m. on weekdays.
- Ridecheck data suggest a possible schedule adherence problem on the inbound trip departing Barton Village at 9:30 a.m. on weekdays. Otherwise, Route 13 ties with Route 16 for the best weekday on-time performance among all APT routes.

### Route 15 – Medical Complex

Route 15 – Medical Complex operates as a one-way circulator loop to and from the Main Transfer Station on Broad Street on weekdays only. Upon departing the Main Transfer Station, the route travels via Broad Street, 11<sup>th</sup> Street, Laney-Walker Boulevard, Druid Park Avenue, Central Avenue, Wilson Street, Wrightsboro Road, R A Dent Boulevard, St. Sebastian Way, Walton Way, and 15<sup>th</sup> Street, returning to the Transfer Station. Much of the existing Route 15 alignment includes portions once operated by the previously eliminated Route 2 – Central Avenue route. Figure 3-10 presents Route 15.

The route provides service through the campuses of Paine College and the Medical College of Georgia, and also serves the Ervin Towers and Peabody Apartments residential communities. The route also provides direct service to educational facilities at Laney High, AR Johnson Magnet, and the Wallace Branch Library. The Health Department facility on Laney Walker Boulevard and Cecelia Street is also close to the route's alignment.

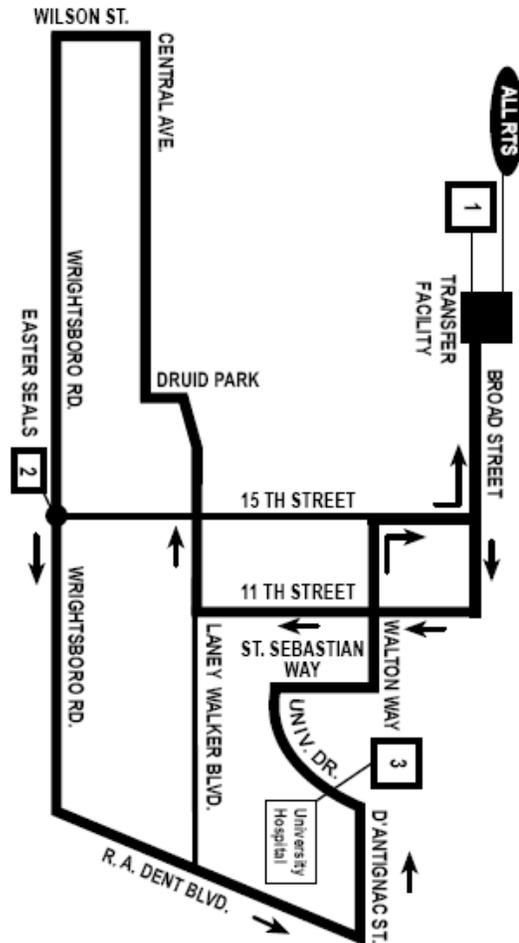
Ridecheck data reveal the route's ridership to be very light, and only one stop outside of the Main Transfer Center features more than 10 daily boardings and

alightings (Peabody Apartments). A total of 85 daily boardings occurred on the entire route. It is suspected that the route's low ridership is due in part to the operations of other APT routes that duplicate or closely parallel the route for much of its alignment.

The following presents a summary profile of operating and ridership characteristics for Route 15 – Medical Complex. The profiles reveal the following characteristics:

- Route 15 has the lowest productivity among all APT services.
- The greatest amount of transfer activity involving Route 15 concerns transfers to and from Route 1 – Walton Way, Route 3 – East Augusta, Route 5 – Washington Road, and Route 12 – Augusta Mall.
- The route's five-year trend in monthly ridership has been variable. A 10 percent decline in ridership was observed during the period September 2004 – September 2008. During the five-year period, ridership peaked in September 2005, when 2,899 total riders were recorded (an average of 138 daily boardings).

Figure 3-10 Route 15-Medical Complex



### Route 16 – Lumpkin Road

Route 16 – Lumpkin Road operates from the K-Mart Transfer Station located at Deans Bridge Road and Gordon Highway to the Georgia Regional Hospital in South Augusta. The southern portion of the route is a counterclockwise loop that deviates off Lumpkin Road and operates via Peach Orchard Road, Windsor Spring Road, Old Louisville Road, Neptune Drive to the gate of the Georgia Regional Hospital, Mike Padgett Highway and back to Lumpkin Road. The route was recently extended south of the Georgia Regional Hospital about one-half mile along Mike Padgett Highway to a probation facility. This change was implemented at the end of 2008. The route provides service on weekdays only. Figure 3-11 presents Route 11.

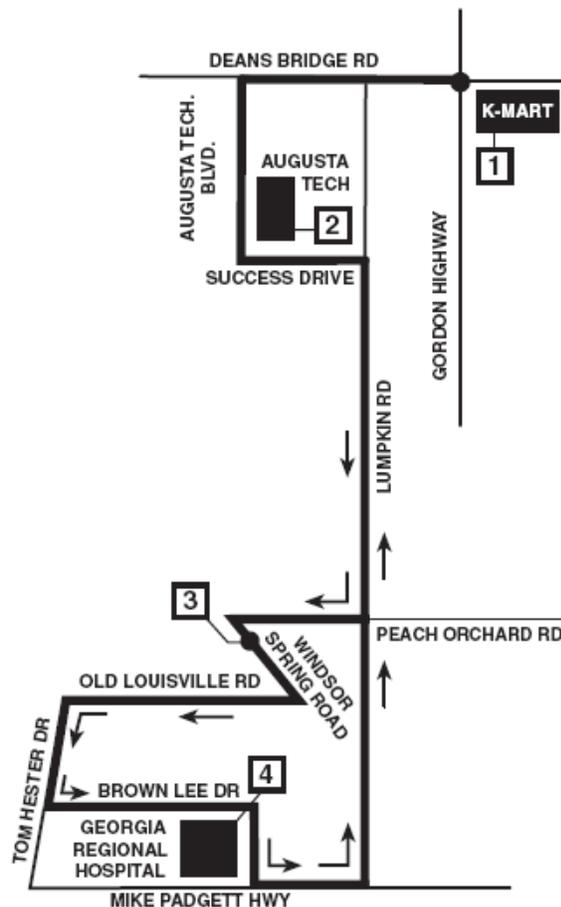
The route provides service to several schools along Lumpkin Road and along the counterclockwise loop at the outer end of the route. These schools include Alleluia, Hains and Southside Elementary, and Butler High. The Augusta Technical Institute is also served by the route, and stops in and around the campus account for about 19 percent of all boardings on Route 16. The route also serves Hillcrest Baptist on Deans Bridge Road, and a Post Office Facility near the Windsor Square Shopping Center. In addition to the K-Mart Shopping center at Deans Bridge Road and Gordon Highway, other shopping centers served by the route include Market Place at Deans Bridge Road and Augusta Tech Drive, Colony Plaza, Windsor Square, Orchard Square, and Peach Orchard Plaza.

Ridecheck data reveal that in addition to the Augusta Technical Institute, other busy locations on the route correspond to stops located at or near the aforementioned various shopping centers, as well as at Georgia Regional Hospital.

The following presents a summary profile of operating and ridership characteristics for Route 16 – Lumpkin Road. The profiles reveal the following characteristics:

- On measures of route productivity, Route 16 performs below APT system averages, but performs notably better than less-productive APT routes.
- The route's five-year trend in monthly ridership has been steadily increasing, from 4,254 riders in September 2004, to 6151 riders in September 2008 (a 44.5% increase).
- Most transfer activity occurs to and from Route 4 – Turpin Hill/Southgate, with significantly less transfer activity to and from Route 6 – K-Mart. Transfers to and from Route 13 – Barton Chapel appear negligible.
- Route 16 matches or slightly exceeds APT system productivity during the periods 10:00 a.m. to 1:00 p.m. and 3:00 to 4:00 p.m.
- Route 16 ties with Route 13 for the best weekday on-time performance among all APT routes.

Figure 3-11 Route 16-Lumpkin Road



## **Proposed APT Service Revisions**

Proposed revisions to the APT route network for implementation during the five-year timeframe of this TDP are outlined below. The revisions are based on the aforementioned analysis of existing services, as well as feedback obtained through the project survey efforts, stakeholder meetings, and public hearings. The revisions address several identified needs, and can be classified according to the following objectives:

- Preserve and enhance existing APT services to high-volume traffic corridors and employment and retail destinations.
- Streamline operations to increase directness of service, decrease route complexity, and attract potential discretionary customers.
- Initiate direct service between South Augusta and Downtown.
- Institute services to connect potential new markets for APT services with the existing APT route network, particularly in South Augusta and Fort Gordon.
- Revise service levels and transfer opportunities to better match intended trip patterns and attract potential discretionary customers.

Service revisions proposed for the first year of TDP implementation include route adjustments and eliminations that are intended to better match resources with strong APT travel markets and destinations that presently contribute significantly to existing APT ridership. First-year revisions also include increased directness of service between South Augusta and Downtown in the form of express service north of the K-Mart Transfer Station. Service revisions targeted for the later years of the TDP are dependent on anticipated revenue expected from a future one-cent local tax. These revisions include route frequency adjustments, new crosstown services, and potential relocation of the Downtown Transfer Station and corresponding route restructuring. This section provides details for each individual route proposal and for proposed new services. A suggested calendar for implementation of these proposals is provided in a subsequent section of this report, under “Implementation Phasing.”

### **First-Year Proposed Revisions to Existing APT Services**

#### Route 1 – Walton Way:

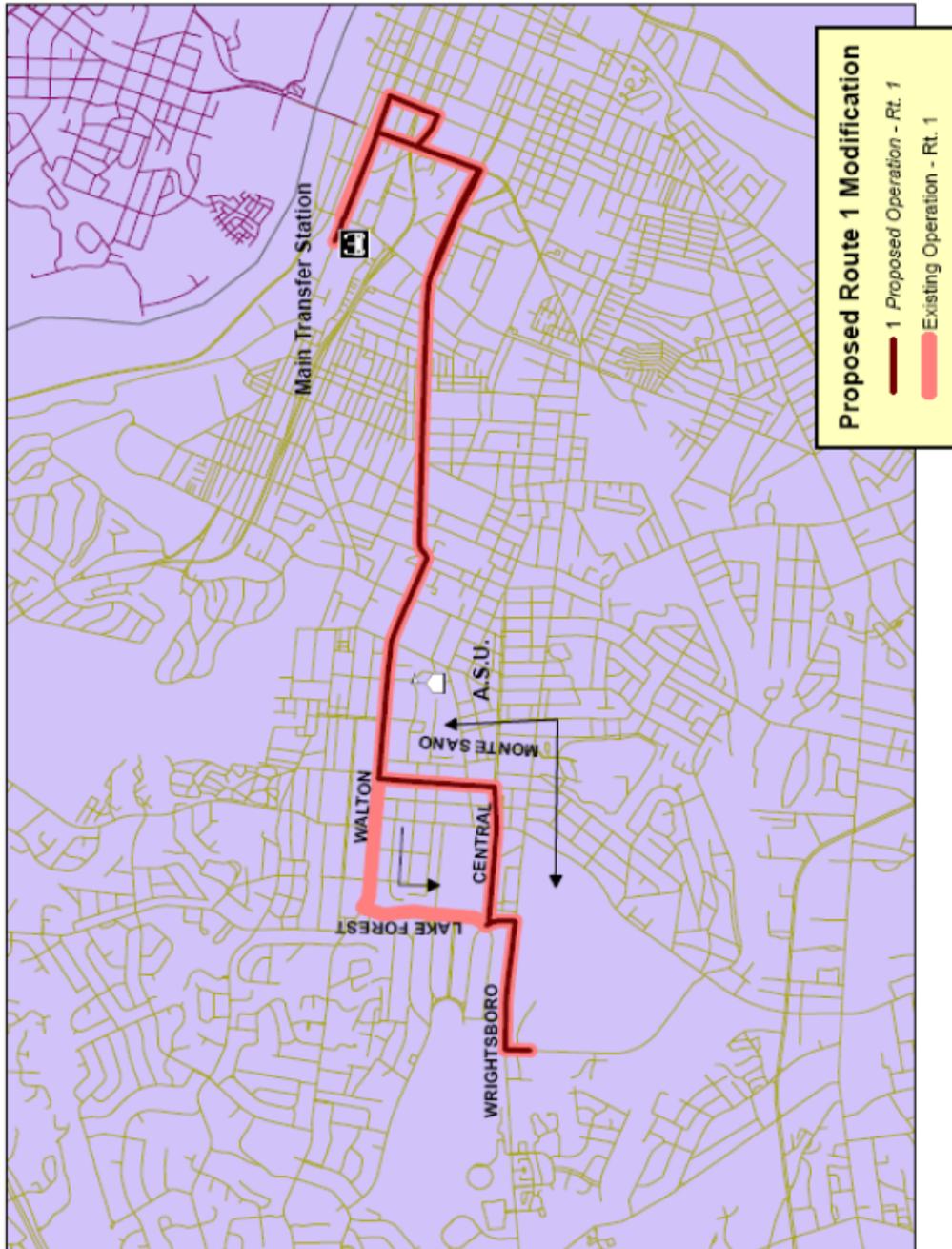
The western portion of the route features a square loop where westbound trips operate via Walton Way, Lake Forest Drive, and Buena Vista Road, and eastbound trips operate via Central and Monte Sano Avenues.<sup>3</sup> In order to increase route productivity and simplify the route’s operation, the Walton Way and Lake Forest Drive/Buena Vista Road portion of this square loop is proposed for elimination, and all trips will operate bi-directionally via Central and Monte

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<sup>3</sup> As this report was being prepared, Central Avenue was presently under construction, and EB Rt. 1 buses were operating via detour

Sano Avenues. The Walton Way/Lake Forest Drive/Buena Vista Road portion of the existing loop featured only 8 daily boardings and 11 alightings. By contrast, the Central and Monte Sano portion of the loop features 9 daily boardings and 28 daily alightings, with the majority of the alightings occurring at Monte Sano Avenue and Helen Street, a stop that is within walking distance to an auxiliary entrance to Augusta State University. Figure 3-12 presents the proposed modification.

Figure 3-12 Proposed Route 1 Modification



### Route 3 – East Augusta:

In conjunction with a proposal for discontinuing operations on Route 4 – Turpin Hill/Southgate (described below), westbound operations on this route are proposed to be rerouted to serve 7<sup>th</sup> Street and Reynolds Street. Westbound trips will operate along their present alignment to 7<sup>th</sup> and Greene Streets, where they will turn right on 7<sup>th</sup> Street and operate to Reynolds Street, turn left, and operate to the Main Transfer Station via the present alignment of the Route 4. This adjustment will maintain service along Downtown portions of 7<sup>th</sup> and Reynolds Streets that are presently served by Route 4. Figure 3-13, shown on the following page, presents the Route 3 modification.

### Route 4 – Turpin Hill/Southgate

In conjunction with proposals for Route 3 – East Augusta, Route 6 - K-Mart, and Route 13 - Barton Chapel, existing operations on this route are proposed to be discontinued. Portions of the existing Route 4 will be continue to be served by route adjustments proposed for Route 3 – East Augusta and Route 6 – K-Mart This change will eliminate the long unproductive segment of the existing Route 4 alignment between Grand Boulevard/15<sup>th</sup> Avenue and Martin Luther King Jr. Boulevard/Picquet Avenue, which accounts for only nine percent of all boardings on the route. Proposed revisions to Route 3 – East Augusta, Route 6 – K-Mart, and Route 13 – Barton Chapel will serve the majority of the other higher-ridership markets presently served by Route 4.

### Route 5 – Washington Road

To strengthen connections between major destinations in the West Augusta portion of the region, the extension of Route 5 to the Social Security office and Augusta Exchange Shopping Area is proposed. The route would operate along Davis Road as presently, but instead of returning to Washington Road via Pleasant Home Road, would continue operating along Davis Road to Walton Way Extension, to Robert C. Daniel Parkway and the Social Security office presently served by Route 10 – Sand Hill (which is proposed for elimination, as discussed elsewhere in this section). The route would then operate via Robert C. Daniel Parkway and Agerton Lane, to serve the Augusta Exchange Shopping Center. The route would then return via Robert C. Daniel Parkway, Walton Way Extension, and Davis Road to Washington Road and operate Downtown. Figure 3-14, shown on the following pages, presents the Route 5 modification.

This extension of Route 5 provides improved connections between the Washington Road corridor and major destinations throughout West Augusta, which include Augusta Exchange as well as various community facilities and schools, such as the Montessori School and Family Y on Wheeler Road. This adjustment also enhances APT service between Columbia and Richmond Counties, and streamlines operation to and from Washington Road by eliminating the need for a large terminal turnaround loop of the type that exists on the present route alignment. As an additional adjustment, a further extension of the route to Doctor’s Hospital has also been considered.

Another Route 5 extension alternative, shown in Figure 3-15 on the following pages, has been discussed extensively with APT staff, and considered for inclusion in later phases of the TDP. This involves a westward extension of the route from Davis and Washington Roads to the Mullins Crossing region of Columbia County. This would extend the route westward along Washington Road by approximately 3.4 miles in each direction. This adjustment is dependent on additional resources, such as potential revenue from a future local tax, and would coincide with the implementation of a new crosstown service designed to link destinations throughout West and South Augusta.

Figure 3-13 Route 3 Proposed Revisions

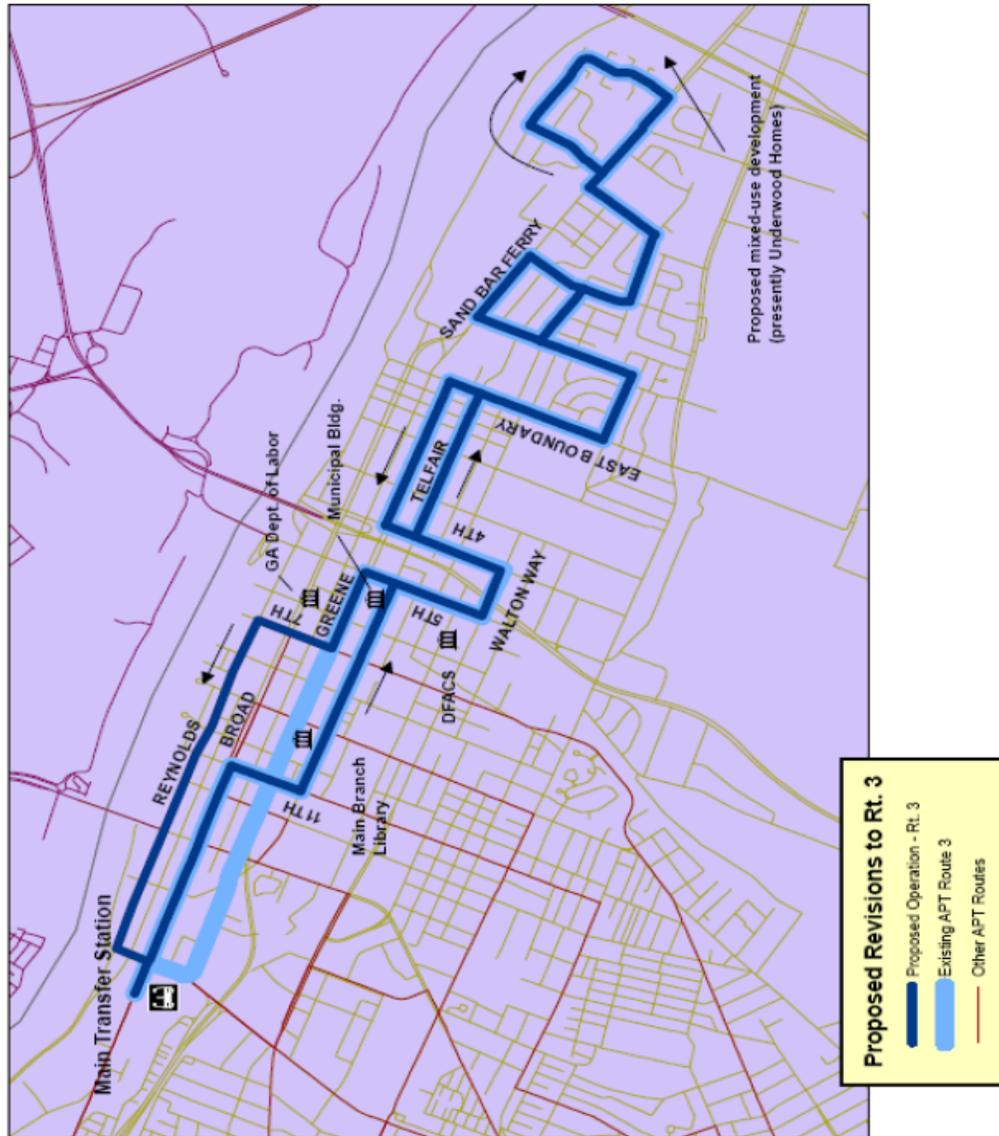


Figure 3-14 Route 5 Proposed Modifications to Augusta Exchange and Social Security

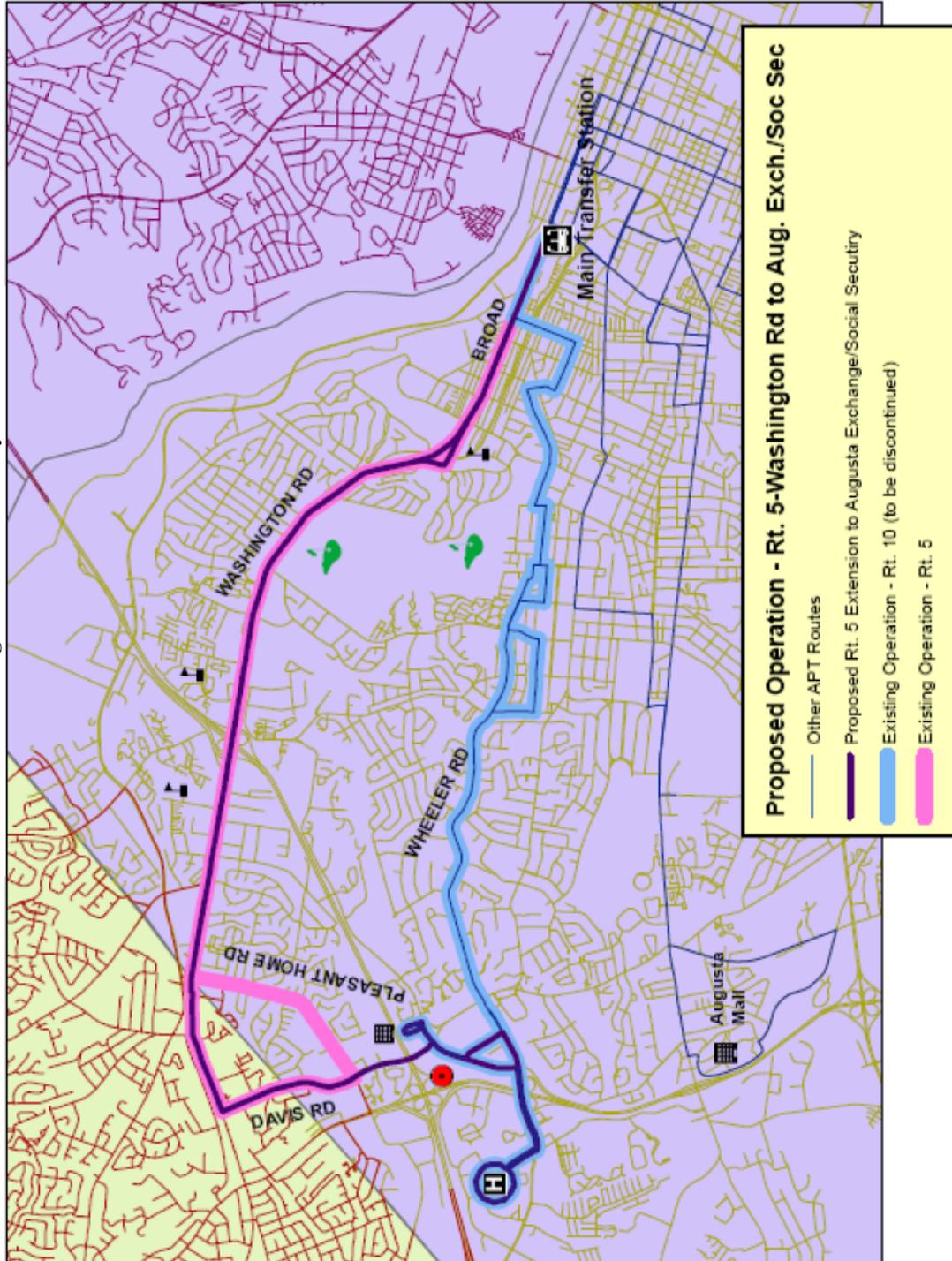
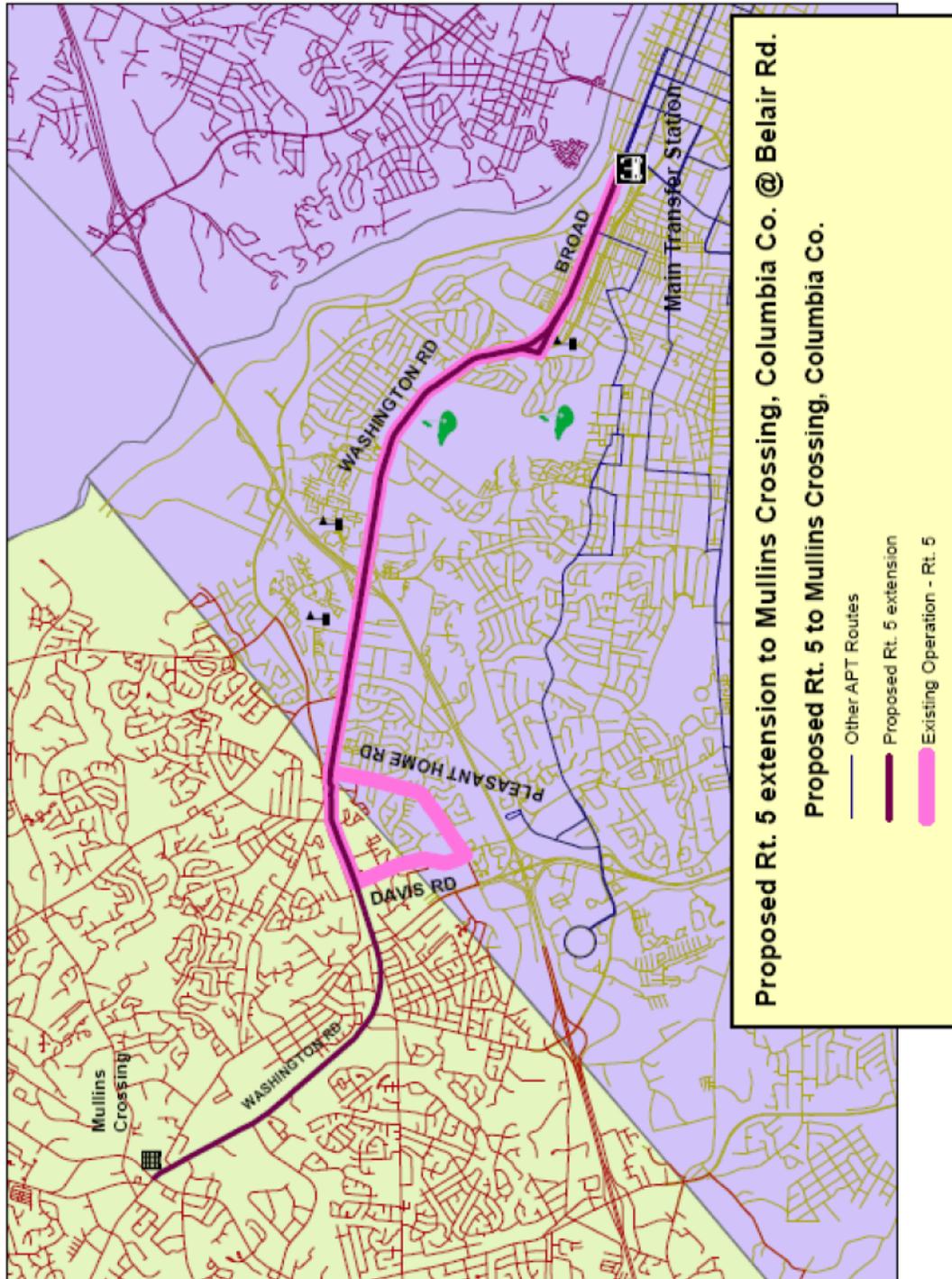


Figure 3-15 Route 5 Proposed Modifications to Mullins Crossing



### Route 6 – K-Mart:

Proposed revisions for Route 6 – K-Mart, shown in Figure 3-16 on the following page, are intended to simplify route operations and increase APT system efficiency, and are intended for implementation in tandem with the aforementioned elimination of existing Route 4 – Turpin Hill/Southgate operations and proposed revisions to Route 13 – Barton Chapel. Route 6 would be revised to operate along its present alignment from the Downtown Transfer Center to the Jennings Home Complex on Olive Road. From there, Route 6 would operate via 15<sup>th</sup> Avenue to the Dogwood Terrace housing complex, and then to the K-Mart Transfer Station via Old Savannah Road and Gordon Highway. Low-ridership portions of the existing Route 6 alignment along Kissingbower and Miilledgeville Roads are proposed for elimination.

This change maintains service to the Dogwood Terrace portion of the existing Route 4 alignment, allowing low-productivity portions of that route to be discontinued, and also establishes Route 6 as the single community-based service for residential areas of the APT service area adjacent to the Martin Luther King Jr. Boulevard corridor.

### Route 10 – Sand Hill

Route 10 – Sand Hill is the second-worst performer among all APT routes and significantly underperforms all other APT services with the exception of the Route 15 – Medical Complex. In order to reallocate resources to route adjustments proposed for higher-performing APT services, this route is proposed for elimination. It should be noted that the strongest travel market observed for this route appears to be for trips between the Downtown Transfer Station and the Augusta Exchange Shopping Area and the Social Security office. Route adjustments proposed for Route 5 – Washington Road will continue to serve that market, at service levels greater than those provided by the existing Route 10.

### Route 12 – Augusta Mall

Route 12 – Augusta Mall is the strongest performing route within the APT network, particularly on Saturdays, hence major changes to its service were not considered. The only proposed change to the route alignment involves eliminating the roundabout loop operation to Augusta Mall via North Leg and Wylds Roads, and instead operating to and from the mall's designated bus stop via the ring roadways that immediately surround the mall. Westbound Route 12 buses traveling to the mall would access the mall's ring roadways by turning left on Garden Spring Lane, and then travel to the designated bus stop at the mall near the food court entrance via clockwise operation along the ring roadways. Figure 3-17, shown on the following pages, presents this information.

The existing route operation to the mall has been in place for several years, and was instituted due to bus access restrictions to the mall that were put in place by mall management. While the route's operation along North Leg and Wylds Roads features light ridership, the operation requires just over one additional mile of

service and costs almost \$10,000 annually compared to direct operation to and from the mall. Additionally, the roundabout operation is difficult for Route 12 operators to service timely, since trips are given 30 minutes of scheduled running time between the mall and the Main Transfer Station in each direction, and the one-way distance from the station to the mall (with the existing indirect operation) is approximately eight miles. Thus, Route 12 drivers must operate at an average scheduled speed of 16 m.p.h. over the entire route, which is often difficult to achieve when traffic conditions along Wrightsboro Road and in the vicinity of the mall become congested. Since one or two total buses are assigned to the route (depending on whether a 30- or 60-minute frequency of service is in place), the route's schedule adherence often suffers markedly during such periods, and drivers are forced to accelerate whenever possible to "make up time", a potentially dangerous situation.

Figure 3-16 Proposed Modifications for Route 6



### Route 13 – Barton Chapel

Resources from the discontinued Route 4 – Turpin Hill/Southgate would be used in part to implement revised service on Route 13 – Barton Chapel, which is proposed to be extended to the Main Transfer Station via non-stop operation north of the K-Mart Transfer Center to Downtown Augusta, with a possible intermediate stop near the location of the Medical College of Georgia (MCG) and the VA Downtown Hospital. The route would then make limited stops to the Main Transfer Station on Broad Street. This would serve as the first incarnation of transit service directly linking South Augusta communities with Downtown. Additionally, low-ridership portions of the route along Wheelless and Milledgeville Roads are proposed for elimination (trips would remain on Deans Bridge Road). This change, shown in Figure 3-18 on the following page, is recommended for implementation in tandem with previously-discussed proposed revisions to Route 4 and Route 6 – K-Mart.

### Route 15 – Medical Complex

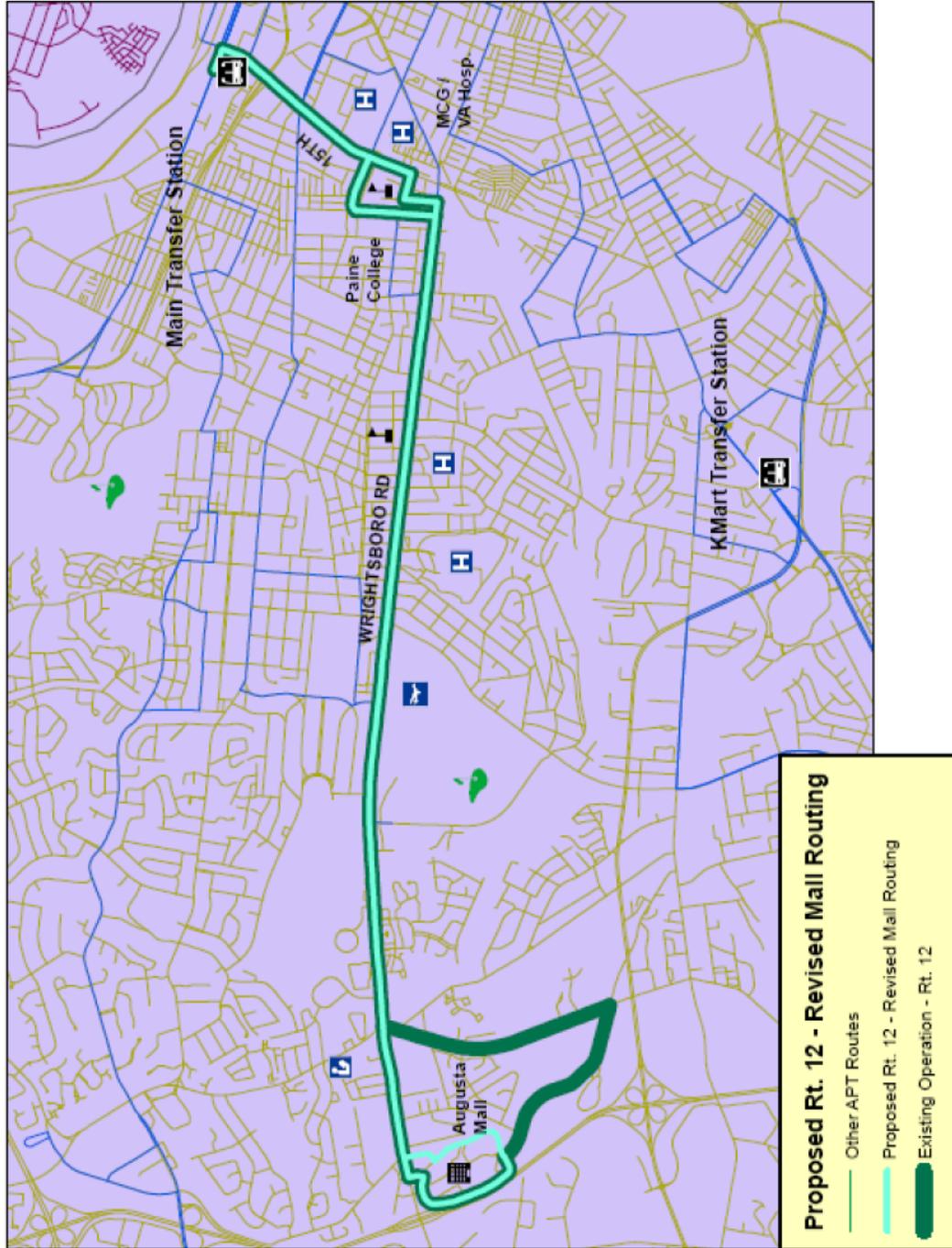
Route 15 – Medical Complex is the worst performer among all APT routes. In order to reallocate resources to route adjustments proposed for higher-performing APT services, this route is proposed for elimination. It is felt that the existing Route 15 alignment is largely duplicative of other APT services (notably Route 1 – Walton Way, Route 6 – K-Mart, and Route 12 – Augusta Mall) and therefore results in the route's severe lack of productivity. Additionally, several private shuttle services are presently operated in the MCG area, which can provide access to the medical facilities. Also notable is the fact that this route received very little feedback during the onboard survey process (19 surveys), and was not cited at all among any of the Community Survey responses.

An opportunity to revise other existing APT services within the Downtown area may occur as a result of ongoing efforts to relocate the Main Transfer Station to a more central location, such as the Southeastern Stages terminal at 1128 Greene Street, at the northeast corner of 12<sup>th</sup> Street. Associated APT route revisions may help to retain whatever dedicated ridership presently exists on Route 15.

### Route 16 – Lumpkin Road

The southernmost portion of Route 16 features a long turnaround loop that provides service to various residential areas, as well as to the Georgia Regional Hospital and a probation facility along Mike Padgett Highway. In order to increase route productivity and simplify the route's operation, the portions of this loop along Mike Padgett Highway that are north of the hospital, and the portion on Lumpkin Road between Mike Padgett Highway and Peach Orchard Road, is proposed for elimination. The route will instead operate bi-directionally between Peach Orchard Road/Lumpkin Road and the probation facility on Mike Padgett Highway via Peach Orchard Road, Windsor Spring Road, Old Louisville Road, Neptune Drive, the hospital grounds, and Mike Padgett Highway. The eliminated portions of the loop feature relatively low ridership (22 boardings and 17 alightings – about nine percent of the route's total weekday ridership), so

Figure 3-17 Route 12 Proposed Modifications



eliminating the out-of-direction loop operation will improve service for customers along well-traveled portions of the route. Figure 3-19, shown on the following pages, presents the proposed modification.

Figure 3-18 Route 13 Proposed Modifications

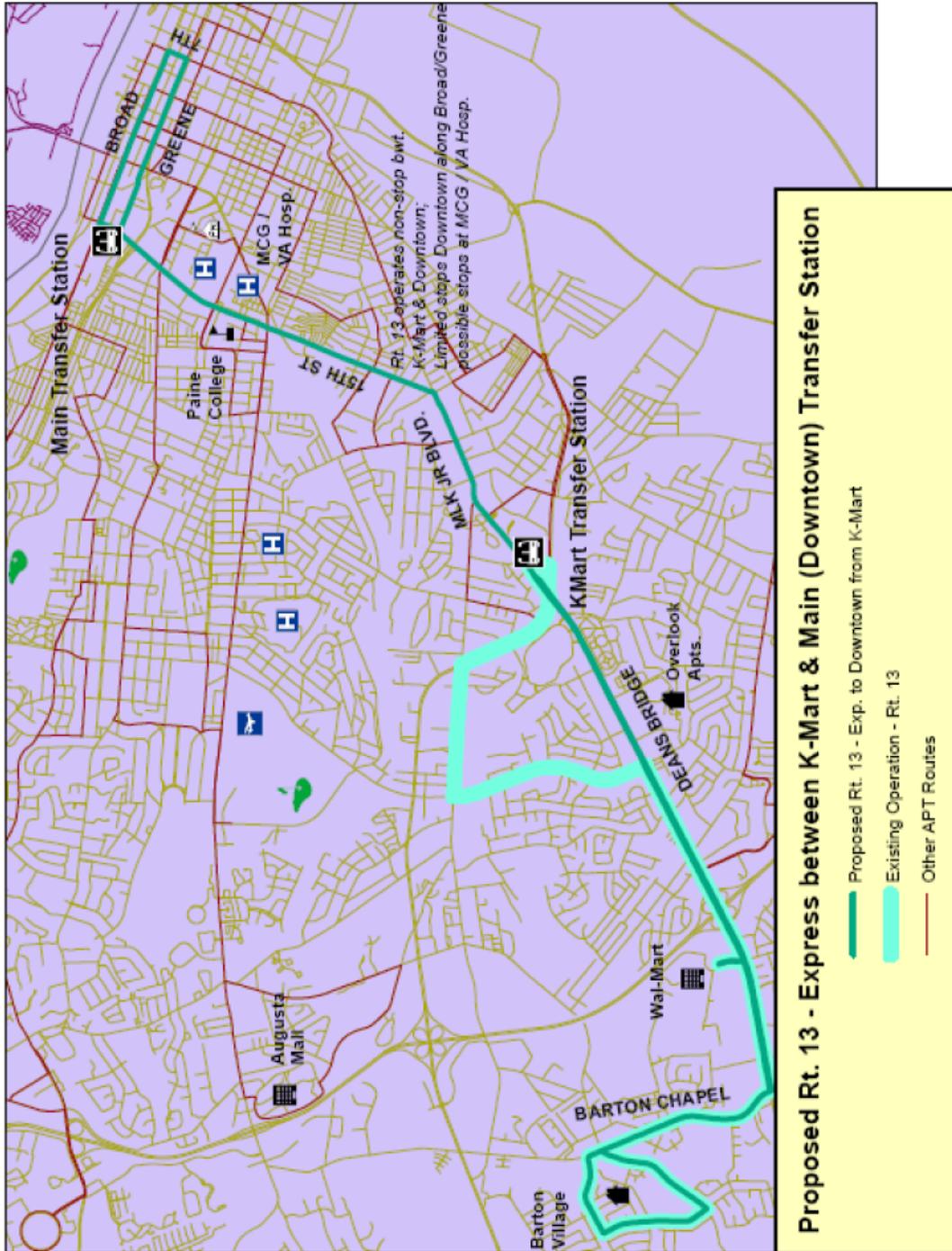
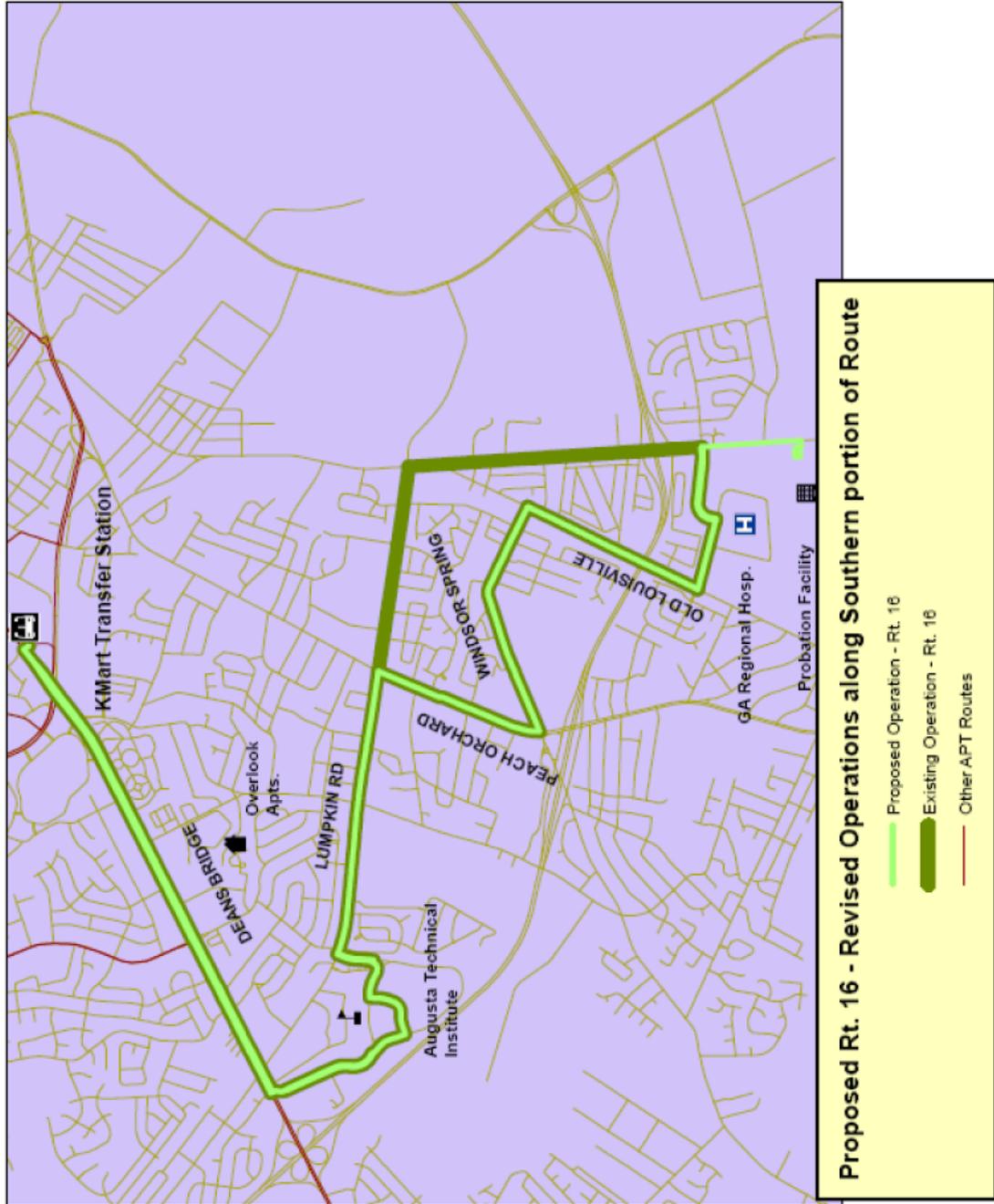


Figure 3-19 Route 16 Proposed Modifications



## **Proposed New APT Services Targeted for Later-Year TDP Implementation**

### *Service Revision – Route 5 – Washington Road extension to Mullins Crossing*

As discussed previously, the extension of Route 5 – Washington Road to Mullins Crossing in Columbia County would occur during later phases of the TDP. Figure 3-15, shown previously, presents this recommendation. The adjustment would coincide with implementation of a new crosstown service designed to link destinations throughout West and South Augusta, which is described separately below.

### *New Service – South Augusta Shuttle/Downtown Express*

In order to link presently unserved portions of South Augusta to the rest of the existing APT network, a shuttle service between various South Augusta locations and the Wal-Mart shopping center on Deans Bridge Road is proposed. The shuttle would operate with one bus on a 60-minute cycle, and would be scheduled to provide timed connections with the newly-extended Route 13 – Barton Chapel/Downtown Express. Possible areas of service for this shuttle include Morgan Road, Tobacco Road, Windsor Spring Road, and Meadowbrook Drive, with a South Augusta terminal location at a planned park-and-ride facility at Tobacco and Windsor Spring Roads. This will serve to initiate a fixed-route transit service that links presently unserved South Augusta communities to the existing APT network, as well as providing a convenient option for travel to Central Augusta. Figure 3-20, shown on the following page, presents this new service.

As a future possible service revision, this shuttle can be extended further north to the revised South Transfer Center that is proposed along the west side of Deans Bridge Road at Richmond Hill Road. This would offer additional connections to APT services, including the Route 6 – K-Mart and a proposed express crosstown that is detailed as a future service proposal elsewhere in this section. A longer-term option for this service involves transforming this South Augusta shuttle service into an express service to Downtown Augusta, with express operation north of the proposed South Transfer Center.

### *New Service – West Augusta/Bobby Jones Expressway Crosstown*

In order to link South Augusta with commercial and employment areas throughout West Augusta, implementation of a crosstown service to operate between the proposed relocated South Transfer Center and West Augusta regions such as the Augusta Mall and Augusta Exchange shopping center is proposed. The route will begin at the relocated South Transfer Center at Deans Bridge and Richmond Hill Roads, and will operate to the Southpointe Plaza/Wal-Mart shopping center located along Deans Bridge Road. The route will operate via the Bobby Jones Expressway to Augusta Mall, and proceed via Marks Church Road or Augusta West Parkway to the Augusta Exchange Shopping

Center and the adjacent Social Security facility. Figure 3-21, shown on the following pages, presents the proposed new service.

Figure 3-20 Proposed South Augusta Shuttle/Express Downtown

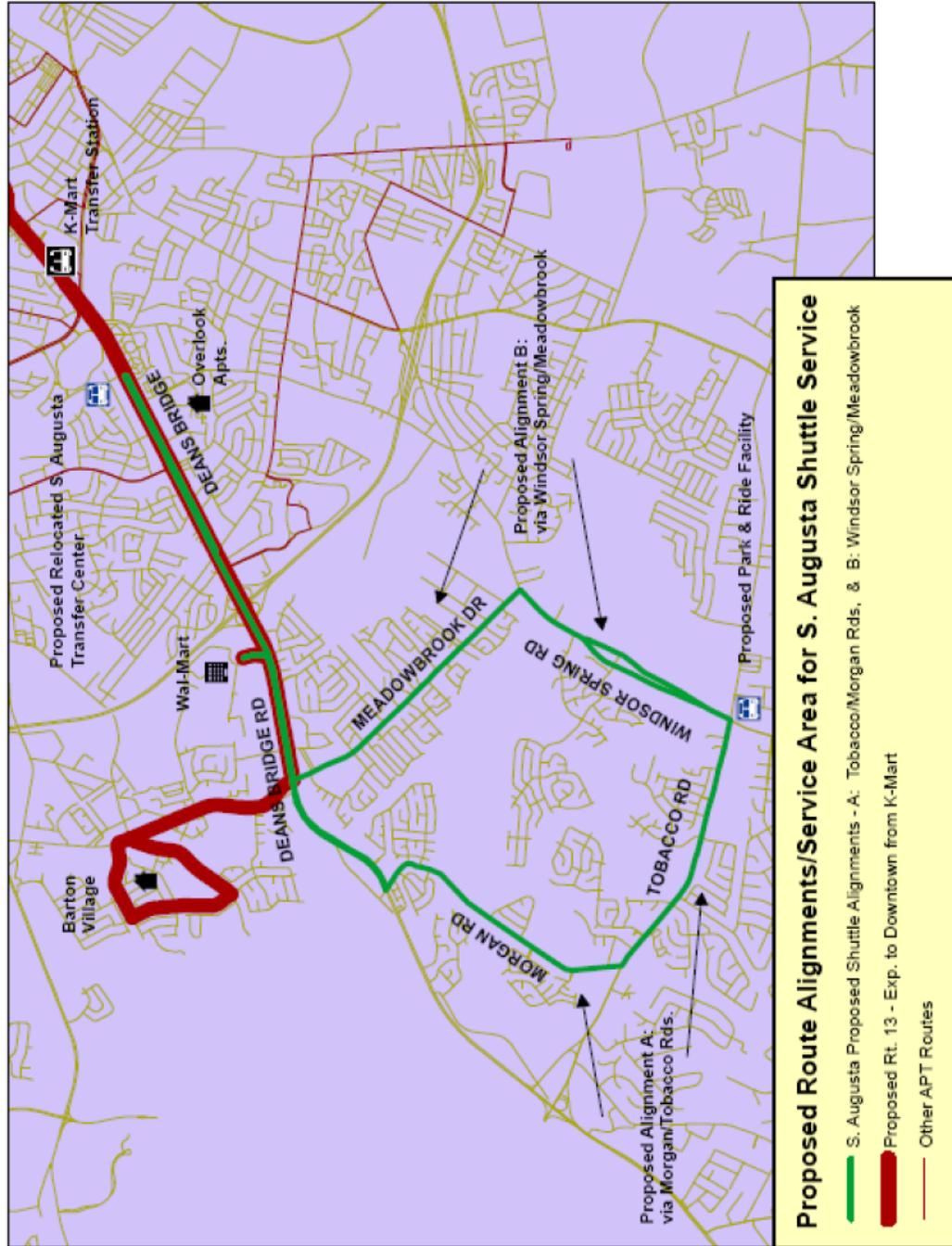
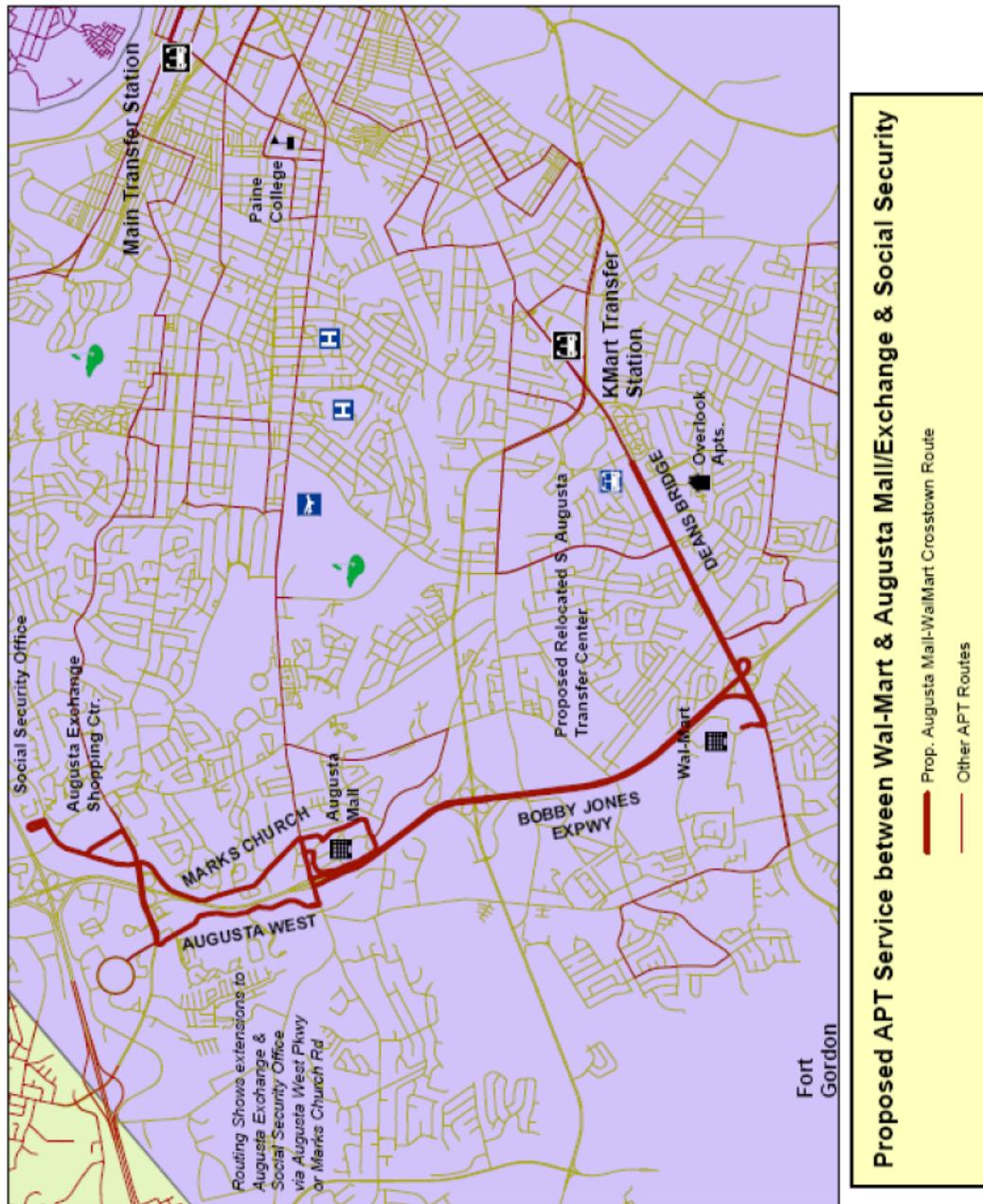


Figure 3-21 Proposed Crosstown Route



This new route will serve as the first crosstown service to be operated by APT, and will provide better access to West Augusta destinations that presently require out-of-direction travel and transfers for portions of the area not directly served by Route 10 – Sand Hill and Route 12 – Augusta Mall. Transfer connections at the proposed South Transfer Center (which will include areas presently served by Route 13 and Route 16- Lumpkin Road, as well as more southerly Augusta regions proposed for new services) will permit easy access to

the commercial and employment areas of West Augusta, and will eliminate the need for out-of-direction travel to the Main Transfer Center.

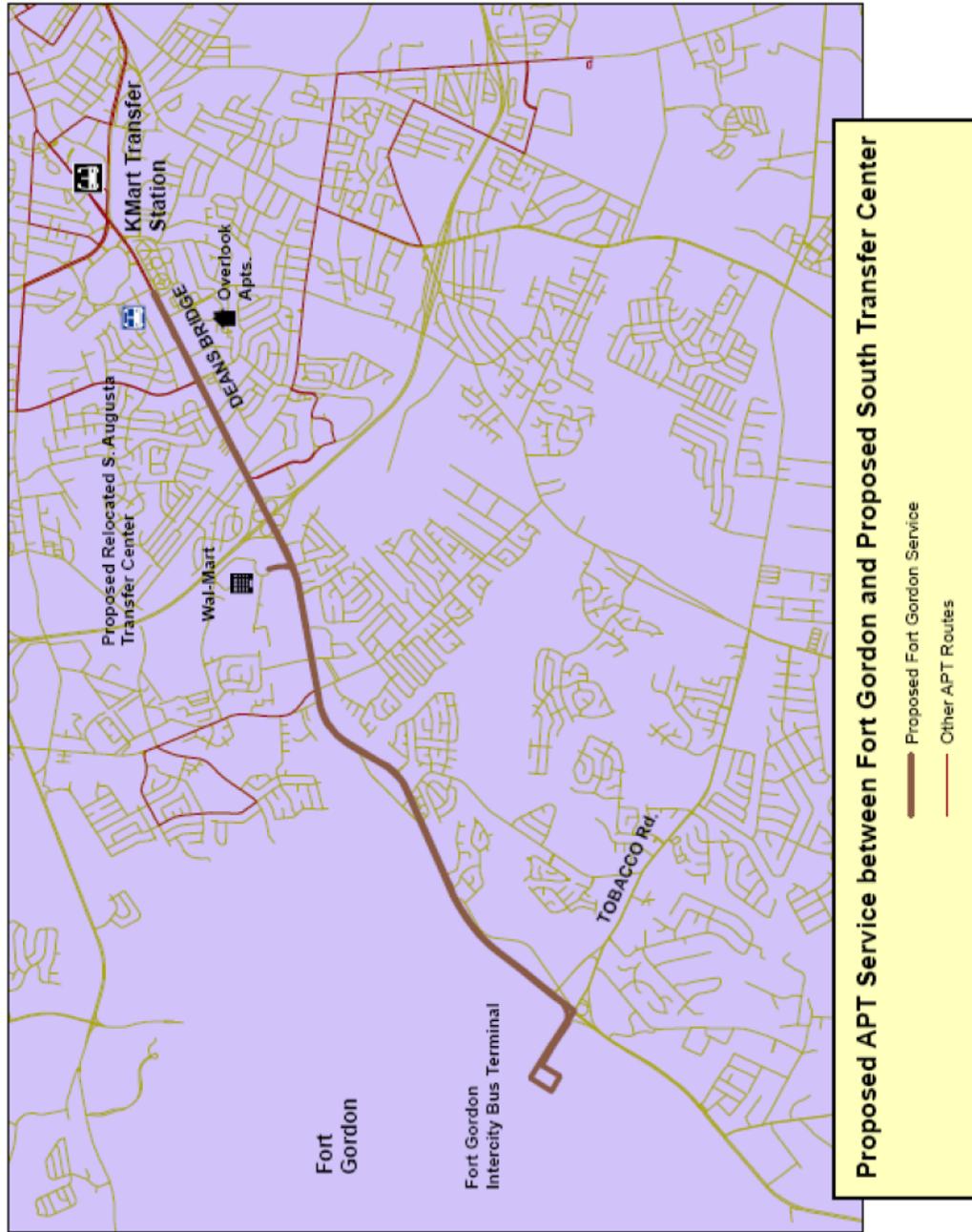
### New Service – Fort Gordon

Fort Gordon is the region's largest employer, and members of the Fort Gordon community provided considerable feedback during the Community Survey and public outreach portions of this study. A significant number of survey respondents that cited Fort Gordon transportation needs felt in particular that APT service would function as an attractive alternative to the more expensive taxicabs that presently serve the fort in large numbers. Yet it has not been served by transit since 1995. Therefore, the re-establishment of an APT fixed-route service to operate between Fort Gordon and the relocated South Transfer Center is proposed and presented in Figure 3-22 on the following page.

The new route would operate via Deans Bridge Road and enter the fort just west of the Deans Bridge Road/Tobacco Road interchange. Within the fort, the route would operate to the Intercity Bus Terminal near 40<sup>th</sup> Street and 3<sup>rd</sup> Avenue. The route would serve an intermediate stop at the Southpointe Plaza/Wal-Mart shopping center along Deans Bridge Road. Connections at the proposed South Transfer Center at Deans Bridge and Richmond Hill Roads would provide transfer opportunities to other APT services connecting to a variety of destinations throughout the region, including the MCG / VA Hospital District, Downtown Augusta, and the commercial destinations throughout West Augusta.

Several operational and policy considerations would need to be determined before initiating service along the route. One involves required security measures that would be necessary to insure that unauthorized persons do not enter the fort via APT service. The Installation Transportation Chief at the fort has indicated willingness to provide required security personnel, particularly in the form of a staff person from the fort who would board APT buses as they enter the fort, check identification of passengers, and monitor the bus as it travels within the fort. Another consideration involves the requirement to provide complementary ADA paratransit service for any expansions to the fixed-route network, which in turn would increase the total operating cost of the APT network.

Figure 3-22 Proposed Fort Gordon Service





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# **Chapter 4: Plan Recommendations**

## Chapter 4: Plan Recommendations

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### **Overview**

Chapter 4 presents a phased implementation plan for recommended transit service revisions to be implemented by APT as part of this TDP. The proposed service adjustments were described in detail in Chapter 3. This chapter also discusses capital planning elements, including fleet management strategies recommended for the duration of the TDP, which account for the retirement of APT vehicles that are expected to surpass their intended lifespan, as well as account for fleet expansion needs resulting from TDP service revisions.

In order to support the effectiveness and ridership-generating potential of the proposed service revisions, a discussion of other Capital and Intelligent Transportation Systems (ITS) needs is also presented in this section. This includes capital items that are scheduled to be purchased by APT during the first two years of the TDP as a part of Augusta's TIP program. The final portion of this section discusses policies and objectives recommended for consideration by APT. This will also provide APT with ideas and discussions that can facilitate future decisions involving service adjustments and route planning efforts.

### **Capital Planning**

Currently the APT capital planning process is based primarily on the progressive processing of grant applications. This process includes coordinating the state match funds and then completing the grant with the local match. The current formula has been 80 percent federal, 10 percent state and 10 percent local. Given the uncertainties regarding the availability of state and local funds, this pragmatic process has been perhaps the most effective short-term process. A number of grants including vehicles, IT components and amenities, and facility development have been started and are anticipated to be completed during the next five years.

When additional decisions regarding funding availability, particularly a sustained local funding source, have been finalized, WSA recommends APT develop a five-year capital funding process to complement the needs of the service plan and also establish a more laminar flow of funds, such as annual allocations for vehicle replacement. Also, WSA recommends, as discussed in the following text, that those transit-related services funded through other budget processes, (e.g. park and ride facilities,) be cross referenced in the APT budget to capture a

thorough picture of how the operating and capital plans blend into the system development concept.

The overall system development concept includes expanded connection potential with both Columbia and Aiken county transportation services. It may be logical to develop a regional capital planning process. In addition, since APT has already worked in cooperation with Best Friends Express to trade some grant funds, a more regional view of available and potential public transportation funds should be completed. As noted in the Executive Summary, the TDP did not fully explore the impacts of ADA paratransit and other human services transportation, some of which would also have potential ramifications regionally, e.g. shared use of IT solutions, regional access to the Augusta medical facilities, etc.

The service revisions proposed for later phases of the TDP are dependent on anticipated revenue expected from future revenue sources, such as a local-based tax. These revenues are not anticipated before year 2011; therefore, this plan does not recommend any service revisions during the year 2011. All proposed service adjustments presented for implementation beyond the first year of the TDP in 2010 will also require additional operating expenses. The anticipated revenues to be received during or after 2011 will provide the funding necessary for such additional operating costs.

## ***TDP Service Adjustment Implementation Phases***

### **Year One – Weekday and Saturday**

Figure 4-1, shown on the following page, displays the APT route adjustments recommended for the first year of the TDP. Figures 4-2 through 4-5 contain the route service characteristics and operating costs for weekday and Saturday.

**Figure 4-1 Recommended APT Service Adjustments for TDP First Year**

Route	Name	Route Proposal
1	Walton Way	Elimination of Walton/Buena Vista Loop Segment
3	East Augusta	Reroute WB via Greene-7th-Reynolds
4	Turpin Hill/Southgate	Discontinue Route
5	Washington Rd.	Extend to Augusta Exch./Soc. Sec.
6	K-Mart	Reroute to Dogwood Terr. & elimination of Kissingbower/Milledgeville segments
10	Sand Hill	Discontinue Route
12	Augusta Mall	New Routing to/from Augusta Mall
13	Barton Chapel	Extend to Downtown via 15th St.
15	Medical Complex	Discontinue Route
16	Lumpkin Rd.	Elimination of Mike Padgett/Lumpkin Rd Eastern loop portion

In addition to the proposed route adjustments described within this report, the addition of one demand-response vehicle to the APT fleet is recommended. This will provide a dedicated vehicle to make connections at the Wal-Mart/Southpointe Plaza shopping center, where direct service to and from Downtown Augusta will be available on the revised Route 13 – Barton Chapel route.

In order to complement the extension of Route 13-Barton Chapel service to Downtown Augusta, it is recommended that a park-and-ride facility be created/developed at the Wal-Mart/Southpointe Plaza shopping area. The park-and-ride facility is intended as an enticement for potential commuters who may consider driving to the facility and using the newly-extended Route 13 service for trips to/from Downtown Augusta. The facility will also help to develop the location into a functioning transit hub, as other services such as the South Augusta shuttle, the Fort Gordon route, and the Augusta Crosstown route are proposed to service this location as well.

**Figure 4-2 Existing Characteristics - Weekday**

**Estimated Costs & Operational Statistics for Proposed TDP Service Adjustments - Weekday**  
Costs based on Year 2007 calculated unit costs from APT Existing System

Route	Name	Route Proposal	Peak/Base Frequency (min.)	Peak Buses Req'd	Base Buses Req'd	Proposed Span	Scheduled Revenue Hours	Scheduled Total Vehicle Hours	Scheduled Revenue Miles	Scheduled Total Vehicle Miles	Avg. Scheduled Speed (MPH)	Daily Total Cost	Annual Total Cost					
1	Walton Way	EXISTING	60 / 60	1	1	6:30a - 6:30p	12	12,167	147,408	149,798	12.31	\$702	\$221,770					
3	East Augusta	EXISTING	60 / 60	1	1	6a - 8p	14	15,25	168,39	180,48	11.83	\$866	\$263,125					
4	Turpin Hill/Southgate	EXISTING	60 / 60	1	1	6:30a - 6:30p	12.5	12,833	180,32	187,58	14.62	\$796	\$245,463					
5	Rd. Washington	EXISTING	30 / 60	2	1	6:30a - 6:30p	19	19,333	281,77	286,91	14.84	\$1,207	\$394,025					
6	K-Mart	EXISTING	40 / 40	2	2	5:50a - 7:30p	27.7	28,43	290,88	304,7	10.72	\$1,554	\$481,586					
10	Sand Hill	EXISTING	60 / no midday	1	no midday	10:30a - 2p - 5	8	8,333	143,52	148,66	17.84	\$567	\$187,878					
12	Augusta Mall	EXISTING	30 / 60	2	1	6:30a - 7:30p	21.5	22,1	324,17	335,47	15.18	\$1,394	\$441,101					
13	Barton Chapel Medical	EXISTING	60 / 60	1	1	6a - 7:30p	14	14,42	225,96	237,13	16.44	\$944	\$282,743					
15	Complex	EXISTING	35 / 35	1	1	6:30a - 5:40p	11.7	11,87	124,6	127,17	10.71	\$649	\$208,466					
16	Lumpkin Rd.	EXISTING	60 / 60	1	1	6:30a - 5:30p	12	12,333	198,48	216,13	17.52	\$832	\$254,638					
<b>TOTALS</b>											<b>13</b>	<b>152.4</b>	<b>157,069</b>	<b>2085,498</b>	<b>2174,028</b>	<b>13.84</b>	<b>\$9,509</b>	<b>\$2,980,797</b>

Figure 4-3 Existing Characteristics - Saturday

Estimated Costs & Operational Statistics for Proposed TDP Service Adjustments - Saturday  
Costs based on Year 2007 calculated unit costs from APT

Route	Route Name	Route Proposal	Peak/Base Frequency (min.)	Peak Buses Req'd	Base Buses Req'd	Proposed Span	Existing System			Sched. Total Vehicle Hours	Sched. Total Revenue Miles	Sched. Total Vehicle Miles	Avg. Scheduled Speed (MPH)	Daily Total Cost	Annual Total Cost
							Scheduled Revenue Hours	Scheduled Vehicle Hours	Scheduled Revenue Miles						
1	Walton Way	EXISTING	60 / 60	1	1	10:30a - 5:30p	8	8.167	98.272	100.842	12.35	\$445	\$72,697		
3	East Augusta	EXISTING	60 / 60	1	1	6:30a - 6:30p	13	13.167	151.19	153.76	11.68	\$702	\$86,037		
4	Turpin Hill/Southgate	EXISTING	60 / 60	1	1	7a - 6:30p	12.5	12.833	180.32	187.58	14.62	\$753	\$88,700		
5	Washington Rd.	EXISTING	60 / 60	1	1	7a - 6:30p	12	12.167	177.96	180.53	14.84	\$719	\$86,923		
6	K-Mart	EXISTING	40 / 40	2	2	6:20a - 7:40p	26.7	27.18	277	291.52	10.73	\$1,402	\$171,956		
10	Sand Hill	EXISTING	60 / no midday svc.	1	no midday svc.	7a - 10:30a	8	8.333	143.52	148.66	17.84	\$538	\$77,523		
12	Augusta Mall	EXISTING	60 / 60	1	1	2p - 5:30p	11	11.167	166.1	168.67	15.10	\$665	\$84,134		
13	Barton Chapel	EXISTING	60 / 60	1	1	9a - 7:30p	10	10.417	161.4	172.57	16.57	\$649	\$83,259		
<b>TOTALS</b>							<b>101.2</b>	<b>103.431</b>	<b>1355.762</b>	<b>1404.132</b>	<b>13.58</b>	<b>\$5,873</b>	<b>\$751,228</b>		

Figure 4-4 Year 1 Characteristics - Weekday

Estimated Costs & Operational Statistics for Proposed TDP Service Adjustments - Weekday  
Costs based on Year 2007 calculated unit costs from APT

Route	Name	Route Proposal	Peak/Base Frequency (min.)	Peak Buses Req'd	Base Buses Req'd	Proposed Span	Proposed System - Year One				Scheduled Total Vehicle Miles	Scheduled Revenue Miles	Scheduled Total Vehicle Miles	Avg. Scheduled Speed (MPH)	Daily Total Cost	Annual Total Cost
							Scheduled Revenue Hours	Scheduled Total Vehicle Hours	Scheduled Revenue Miles	Scheduled Total Vehicle Miles						
1	Walton Way	Elimination of Walton/Buena Vista Loop Segment Reroute WB via Greene-7th- Reynolds	60 / 60	1	1	6:30a - 6:30p	12	12.167	147.228	149.978	12.33	\$702	\$221,855			
3	East Augusta		60 / 60	1	1	6a - 8p	14	15.25	165.73	177.82	11.66	\$861	\$261,864			
4	Turpin Hill/Southgate	Discontinue Route Extend to Augusta Exch./Soc. Sec.	60 / 60	(one bus reduced)	(one bus reduced)	6:30a - 6:30p	-12.5	-12.833	-180.32	-187.58	14.62	-\$796	-\$245,463			
5	Washington Rd.		30 / 60	3	2	6:30a - 6:30p	25.346	25.8	332.557	340.267	13.19	\$1,530	\$520,520			
6	K-Mart	Reroute to Dogwood Terr. & elimination of Kissingpower/Milledgeville segments	40 / 40	2	2	5:50a - 7:30p	27.7	28.43	348.454	362.274	12.74	\$1,662	\$508,865			
10	Sand Hill	Discontinue Route New Routing to/from Augusta Mall	60 / no midday svc.	(one bus reduced)	no midday svc.	7a - 10:30a, 2p - 5:30p	-8	-8.333	-143.52	-148.66	17.84	-\$567	-\$187,878			
12	Augusta Mall		30 / 60	3	2	6:30a - 7:30p	21.5	22.1	306.53	316.87	14.34	\$1,359	\$477,249			
13	Barton Chapel		60 / 60	2	2	6a - 7:30p	28	28.834	320.04	342.38	11.87	\$1,639	\$502,954			
15	Medical Complex	Discontinue Route	35 / 35	(one bus reduced)	(one bus reduced)	6:30a - 5:40p	-11.7	-11.87	-124.6	-127.47	10.71	-\$649	-\$208,466			
16	Lumpkin Rd.	Elimination of Mike Padgett/Lumpkin Rd Eastern loop portion	60 / 60	1	1	6:30a-5:30p	12	12.333	204.96	209.65	17.00	\$820	\$251,569			
<b>TOTALS</b>				<b>13</b>	<b>11</b>		<b>140.546</b>	<b>144.914</b>	<b>1825.499</b>	<b>1899.239</b>	<b>13.11</b>	<b>\$8,573</b>	<b>\$2,744,876</b>			

Figure 4-5 Year 1 Characteristics - Saturday

Estimated Costs & Operational Statistics for Proposed TDP Service Adjustments - Saturday  
Costs based on Year 2007 calculated unit costs from APT  
Proposed System - Year One

Route	Name	Route Proposal	Peak/Base Frequency (min.)	Peak Buses Req'd	Base Buses Req'd	Proposed Span	Scheduled Revenue Hours	Scheduled Total Vehicle Hours	Scheduled Revenue Miles	Scheduled Total Vehicle Miles	Avg. Scheduled Speed (MPH)	Daily Total Cost	Annual Total Cost
1	Walton Way	Elimination of Walton/Buena Vista Loop Segment	60 / 60	1	1	10:30a - 5:30p	8	8.167	98.152	100.722	12.33	\$445	\$72,685
3	East Augusta	Reroute WB via Greene-7th-Reynolds	60 / 60	1	1	6:30a - 6:30p	13	13.167	148.72	151.29	11.49	\$697	\$85,802
4	Turpin Hill/ Southgate	Discontinue Route Extend to Augusta	60 / 60	-1	-1	7a - 6:30p	-12.5	-12.833	-180.32	-187.58	14.62	-\$753	-\$98,700
5	Washington Rd.	Exch./Soc. Sec.	60 / 60	2	2	7a - 6:30p	16.008	16.34	210.036	215.176	13.17	\$916	\$146,687
6	K-Mart	Reroute to Dogwood Terr. elimination of Kissingbower/ Milledgeville segments	40 / 40	2	2	6:20a-7:40p	26.68	27.18	331.867	346.387	12.74	\$1,502	\$177,177
10	Sand Hill	Discontinue Route	60 / no midday svc.	-1	no midday svc.	7a - 10:30a, 2p - 5:30p	-8	-8.333	-143.52	-148.66	17.84	-\$538	-\$77,522
12	Augusta Mall	New Routing to/from Augusta Mall	60 / 60	2	2		14.674	15.006	156.86	162	10.80	\$776	\$139,411
13	Barton Chapel	Extend to Downtown via 15th St.	60 / 60	2	2	10a - 7:30p	15	15.834	228.6	250.94	15.85	\$965	\$149,250
<b>TOTALS</b>							<b>93.362</b>	<b>95.694</b>	<b>1174.235</b>	<b>1226.515</b>	<b>12.82</b>	<b>\$5,301</b>	<b>\$771,011</b>

Capital needs associated with the development of a park-and-ride facility at the Wal-Mart/Southpointe Plaza site could include items such as:

- adequate bus and shelter facilities (to handle passenger traffic associated with four routes that are expected to serve the facility);
- bus stop signage;
- route schedule display information;
- real-time arrival displays;
- driver information displays;
- curb treatments (to delineate bus stop waiting areas); and
- other traffic engineering designs that would channelize public transit vehicle movements.

Augusta/Richmond County presently utilizes its own process for estimating and budgeting costs for street and roadway related capital projects, such as this park and ride facility; however, it is recommended that in the longer term, the five-year capital program for APT include not only those directly related APT items, such as buses and fare boxes, but also indirect capital items such as the park and ride facility in order to capture the phasing of the system enhancements that are associated with the growth and evolution of the APT route network.

APT will take delivery of new buses (equipped with new fareboxes) during the first year of the TDP, as noted in the Fleet Management Strategies portion of this section.

## **Service Implementation Phasing – TDP Years 2 – 5 (2011 – 2014)**

### Year 2 – 2011

- No service revisions proposed, as per aforementioned discussion of anticipated revenue sources.

### Year 3 – 2012

- Implement minimum 30-minute headways on all routes
- Implement South Augusta – West Augusta Crosstown (to operate between proposed South Augusta Transfer Center and Augusta Mall)

### Year 4 – 2013

- Implement South Augusta shuttle (to operate between proposed South Augusta Transfer Center and proposed park-and-ride lot at Tobacco and Windsor Spring Roads)
- Implement route to/from Fort Gordon (to operate between proposed South Augusta Transfer Center and Inter City Bus Station at Fort Gordon, via Wal-Mart/Southpointe Plaza Park-and-ride)

Year 5 – 2014

- Extend Route 5 – Washington Road to Mullins Crossing
- Extend South Augusta – West Augusta Crosstown to Washington Road to provide connection to Route 5

Figures 4-6 through 4-11, shown on the following pages, present the detailed information by year for FY2011-2014.

**Figure 4-6 Year 3 Characteristics - Weekday**

**Estimated Costs & Operational Statistics for Proposed TDP Service Adjustments - Weekday**  
Costs based on Year 2007 calculated unit costs from APT

Route	Name	Route Proposal	Peak/Base Frequency (min.)	Peak Buses Req'd	Base Buses Req'd	Proposed Span	Scheduled			Scheduled Total Vehicle Miles	Avg. Scheduled Speed (MPH)	Daily Total Cost	Annual Total Cost
							Scheduled Revenue Hours	Scheduled Total Vehicle Hours	Scheduled Revenue Miles				
1	Walton Way	Implement all-day 30-minute headway	30 / 30	2	2	6:30a - 6:30p	24	24.33	294,456	299,956	12.33	\$1,404	\$398,715
3	East Augusta	Implement all-day 30-minute headway	30 / 30	2	2	6a - 8p	28	30.5	331,46	355,64	11.66	\$1,721	\$523,729
5	Washington Rd.	Implement all-day 30-minute headway	30 / 30	3	3	6:30a - 6:30p	30,679	31,133	402,569	410,279	13.18	\$1,846	\$600,081
6	K-Mart	Implement all-day 30-minute headway	30 / 30	3	3	5:50a - 7:30p	41,55	42,645	431,389	451,769	10.59	\$2,321	\$719,881
12	Augusta Mall	Implement all-day 30-minute headway	30 / 30	3	3	6:30a - 7:30p	32,25	33,15	363,57	373,91	11,28	\$1,847	\$600,397
13	Barton Chapel	Implement all-day 30-minute headway	30 / 30	4	4	6a - 7:30p	52	52,834	640,08	684,76	12,96	\$3,111	\$963,857
16	Lumpkin Rd.	Implement all-day 30-minute headway	30 / 30	2	2	6:30a-5:30p	24	24,666	409,92	419,3	17,00	\$1,640	\$503,138
19	W. Augusta Crosstown	Proposed S. Augusta - W. Augusta Crosstown - to Augusta Mall	30 / 30	2	2	6a - 7:30p	28	29,334	402,36	415,33	14,16	\$1,793	\$541,864
<b>TOTALS</b>							<b>260,479</b>	<b>268,592</b>	<b>3275,804</b>	<b>3410,944</b>	<b>12,70</b>	<b>\$15,685</b>	<b>\$4,851,662</b>

Proposed System - Year Three

Figure 4-7 Year 3 Characteristics - Saturday

Estimated Costs & Operational Statistics for Proposed TDP Service Adjustments - Saturday  
Costs based on Year 2007 calculated unit costs from APT  
Proposed System - Year Three

Route	Name	Route Proposal	Peak/ Base Frequency (min.)	Peak Buses Req'd	Base Buses Req'd	Proposed Span	Scheduled Revenue Hours	Scheduled Total Vehicle Hours	Scheduled Revenue Miles	Scheduled Total Vehicle Miles	Avg. Scheduled Speed (MPH)	Daily Total Cost	Annual Total Cost
1	Walton Way	Implement all-day 30-minute headway	30 / 30	2	2	10:30a - 5:30p	16	16.33	196.304	198.874	12.18	\$886	\$145,119
3	East Augusta	Implement all-day 30-minute headway	30 / 30	2	2	6:30a - 6:30p	26	26.33	297.44	300.01	11.39	\$1,390	\$171,352
5	Washington Rd.	Implement all-day 30-minute headway	30 / 30	3	3	7a - 6:30p	24.012	24.344	420.072	425.212	17.47	\$1,556	\$229,504
6	K-Mart	Implement all-day 30-minute headway	30 / 30	3	3	6:20a-7:40p	40.02	40.52	448.103	462.623	11.42	\$2,141	\$259,930
12	Augusta Mall	Implement all-day 30-minute headway	30 / 30	3	3	9a - 7p	29.348	29.68	313.72	321.43	10.83	\$1,536	\$228,490
13	Barton Chapel W. Augusta	Implement all-day 30-minute headway	30 / 30	4	4	10a - 7:30p	30	31.668	457.2	501.88	15.85	\$1,930	\$298,500
19	Crosstown W. Augusta	Proposed S. Augusta - Crosstown - to Aug. Exch/Soc Sec	30 / 30	2	2	9a - 7:30p	22	23.334	424.38	437.35	18.74	\$1,546	\$179,445
<b>TOTALS</b>							<b>187.38</b>	<b>192.206</b>	<b>2557.219</b>	<b>2647.379</b>	<b>13.77</b>	<b>\$10,984</b>	<b>\$1,512,340</b>

**Figure 4-8 Year 4 Characteristics - Weekday**

**Estimated Costs & Operational Statistics for Proposed TDP Service Adjustments - Weekday**  
Costs based on Year 2007 calculated unit costs from APT  
Proposed System - Year Four

Route	Name	Route Proposal	Peak/Base Frequency (min.)	Peak Buses Req'd	Base Buses Req'd	Proposed Span	Scheduled Revenue Hours	Scheduled Vehicle Hours	Scheduled Revenue Miles	Scheduled Vehicle Miles	Avg. Speed (MPH)	Daily Total Cost	Annual Total Cost
14	S. Augusta Shuttle to new S. Transfer Sta.	via Morgan & Tobacco Rds. (Alt. A) or via Windsor Spring & Meadowbrook (Alt. B)	30 / 30	2	2	6a - 7:30p	28	29.334	322	357.1	12.17	\$1,684	\$514,277
17	Fort Gordon	Proposed Route to Fort Gordon	30 / 30	2	2	6a - 7:30p	28	29.333	384.44	397.41	13.55	\$1,760	\$533,366
<b>TOTALS</b>				<b>4</b>	<b>4</b>		<b>56</b>	<b>58.667</b>	<b>706.44</b>	<b>754.51</b>	<b>12.86</b>	<b>\$3,444</b>	<b>\$1,047,643</b>

**Figure 4-9 Year 4 Characteristics - Saturday**

**Estimated Costs & Operational Statistics for Proposed TDP Service Adjustments - Saturday**  
Costs based on Year 2007 calculated unit costs from APT  
Proposed System - Year Four

Route	Name	Route Proposal	Peak/Base Frequency (min.)	Peak Buses Req'd	Base Buses Req'd	Proposed Span	Scheduled Revenue Hours	Scheduled Vehicle Hours	Scheduled Revenue Miles	Scheduled Total Vehicle Miles	Avg. Scheduled Speed (MPH)	Daily Total Cost	Annual Total Cost
14	S. Augusta Shuttle to new S. Transfer Sta.	via Morgan & Tobacco Rds. (Alt. A) or via Windsor Spring & Meadowbrook (Alt. B)	30 / 30	2	2	10a - 7:30p	20	21.334	320.4	333.37	15.63	\$1,291	\$166,229
17	Fort Gordon	Proposed Route to Fort Gordon	30 / 30	2	2	6a - 8p	28	29.334	384.44	397.41	13.55	\$1,664	\$185,610
<b>TOTALS</b>				<b>4</b>	<b>4</b>		<b>48</b>	<b>50.668</b>	<b>704.84</b>	<b>730.78</b>	<b>14.42</b>	<b>\$2,956</b>	<b>\$351,838</b>

Figure 4-10 Year 5 Characteristics - Weekday

Estimated Costs & Operational Statistics for Proposed TDP Service Adjustments - Weekday  
Costs based on Year 2007 calculated unit costs from APT

Proposed System - Year Five													
Route	Name	Route Proposal	Peak/Base Frequency (min.)	Peak Buses Req'd	Base Buses Req'd	Proposed Span	Scheduled Revenue Hours	Scheduled Vehicle Hours	Scheduled Revenue Miles	Scheduled Vehicle Miles	Avg. Speed (MPH)	Daily Total Cost	Annual Total Cost
5	Washington Rd.	Extend to Mullins Crossing	30 / 30	3	3	6:30a - 6:30p	38.019	38.7	441.761	449.471	11.61	\$2,181	\$684,474
<b>TOTALS</b>							<b>38.019</b>	<b>38.7</b>	<b>441.761</b>	<b>449.471</b>	<b>11.61</b>	<b>\$2,181</b>	<b>\$684,474</b>

Figure 4-11 Year 5 Characteristics - Saturday

Estimated Costs & Operational Statistics for Proposed TDP Service Adjustments - Saturday  
Costs based on Year 2007 calculated unit costs from APT

Proposed System - Year Five													
Route	Name	Route Proposal	Peak/Base Frequency (min.)	Peak Buses Req'd	Base Buses Req'd	Proposed Span	Scheduled Revenue Hours	Scheduled Total Vehicle Hours	Scheduled Revenue Miles	Scheduled Total Vehicle Miles	Avg. Scheduled Speed (MPH)	Daily Total Cost	Annual Total Cost
5	Washington Rd.	Extend to Mullins Crossing	30 / 30	3	3	7a - 6:30p	32.016	32.348	460.968	466.108	14.41	\$1,886	\$246,689
<b>TOTALS</b>							<b>32.016</b>	<b>32.348</b>	<b>460.968</b>	<b>466.108</b>	<b>14.41</b>	<b>\$1,886</b>	<b>\$246,689</b>

## **Capital and Intelligent Transportation Systems (ITS) Needs**

APT plans to execute a variety of capital and ITS purchases during fiscal years 2010 and 2011, as part of its TIP budget. The purchase of these items is tentative and is subject to change, pending final agreement with the Augusta-Richmond County Commission. These items include:

### FY 2010

- New transit vehicles (six)
- Interactive Voice Response technology for all paratransit vehicles (seven)
- Various capital maintenance items
- Various preventive maintenance items
- Various ADA expenses

### FY 2011

- Development of South Augusta Transfer Facility
- Bus stop shelters and signs
- Bus interior security cameras
- Various capital maintenance items
- Various preventive maintenance items
- Various ADA expenses

## **APT Facilities**

The proposed South Augusta Transfer Facility is planned for a presently undeveloped site located along the southbound side of Deans Bridge Road just opposite Richmond Hill Road. The site is approximately ½-mile southwest of the existing Transfer Station located at the K-Mart shopping center at the northeast corner of Deans Bridge Road and Gordon Highway. The proposed transfer facility would serve the same general purpose as the existing transfer station at the K-Mart shopping center – namely, as a hub of transit services and transfer opportunities between APT routes serving various regions of the service area, however, it would improve bus access, provide needed amenities, such as restroom facilities and strengthen the future ability to connect with other future services planned for areas to the west and south.

APT routes serving the new facility would include those that presently serve the existing station at the K-Mart shopping center, and would continue to operate during the period of TDP implementation (such as the Route 6 – K-Mart, Route 13 – Barton Chapel, and Route 16 – Lumpkin Road), as well as proposed new services to be implemented as part of the TDP (such as a proposed South Augusta shuttle, a proposed crosstown service between South and West Augusta, and a proposed route serving Fort Gordon). Additionally, APT administrative functions are also planned for relocation to this site.

APT also plans to investigate the relocation of the Main Transfer Station, presently located on Broad Street just west of 15<sup>th</sup> Street, to 12<sup>th</sup> and Greene Streets. The proposed location is presently utilized by Southwestern Stages Inc., a motorcoach operator that links various cities in Georgia, South Carolina, and North Carolina. The relocation would not require significant capital development, as the present site already features a building that provides passenger waiting and office space for ticketing and information services. The proposed site would also serve as a more central transfer location for APT services that is much closer to the various significant destinations throughout Downtown Augusta, which would facilitate other potential service modifications. That relocation is tentatively scheduled to occur during 2013.

In addition to the previously-mentioned South Augusta Transfer Center site, APT administrative functions are also presently being considered for another site within South Augusta on the Mike Padgett Highway just north of the Bobby Jones Expressway.

### **Fleet Management Strategies**

Figure 4-12, shown below, presents a summary of the existing Augusta Public Transit vehicle fleet and a listing of desired retirement dates for each vehicle type, as determined by APT. Figure 4-13, shown on the following page, summarizes the yearly adjustments to the fleet that are necessary to accommodate the recommended service revisions described in the previous section, and to also retire and replace transit vehicles as per APT's desired schedule as listed in Figure 4-12.

Figure 4-12 Existing Fleet

#### **Retirement Dates for Existing APT Fleet (August, 2009)**

<b>Vehicle Type &amp; Quantity</b>	<b>Seating Capacity</b>	<b>APT Desired Retirement Date</b>
1999 32' Blue Bird (2)	32	5/5/2009
2000 35' Blue Bird (2)	32	3/10/2010
2001 Goshen (20 seats) (1)	20	8/3/2005
2002 35' Blue Bird (4)	32	1/15/2012
2004 35' Blue Bird (3)	30	7/5/2014
2005 30' Blue Bird (4)	24	6/13/2015
2006 30' Blue Bird (1)	24	10/21/2015
2006 Goshen (18 seats) (2)	18	2/8/2010



Vehicle unit costs are derived from the American Public Transportation Association (APTA) Transit Vehicle Database, which reflects a survey of bus procurements during 2007 and 2008 for approximately 300 U.S. transit fleets to determine average new vehicle costs. An annual inflation rate of 3.3 percent was applied to the cost of new transit vehicles for each successive year of the TDP.<sup>1</sup>

Several vehicles within the existing APT fleet are presently operating beyond their identified useful life dates. These include the two 32-foot Blue Bird buses delivered in 1999 and the 2001 20-seat Goshen vehicle. It is recommended that APT address the replacement of these vehicles during year one of the TDP in 2010, when the purchase of six new vehicles is planned as part of the Augusta TIP budget, as described below.

For the first year of TDP implementation during 2010, the scheduled peak vehicle requirement will remain at 13 buses. Vehicle replacements scheduled for this year include two 32-foot Blue Bird buses delivered in 1999; the 2001 20-seat Goshen vehicle; two 35-foot Blue Bird buses delivered in 2000; and two 18-seat Goshen vehicles delivered in 2006. Replacement of these vehicles will be addressed by the acquisition of six new vehicles, which are planned for purchase during year 2010 as a product of the Augusta TIP budget.

It should be noted that if procurement of the aforementioned six vehicles does not occur as part of the Augusta TIP process, the vehicle replacement schedule will need to be revised, but the need for immediate vehicle replacements during the early stages of the TDP will still be evident. This is due to the need to replace the three vehicles that are already operating beyond expected useful life, as well as the four vehicles with targeted retirement dates during the year 2010.

Vehicle replacements targeted for the later years of the TDP address the desired retirement dates of vehicles in the existing APT fleet, as well as expanded vehicle requirements that are necessary for proposed service enhancements and revisions. The second year of the TDP in 2011 does not feature any proposed service changes and planned vehicle retirements; hence no changes are proposed to the composition of the APT fleet during that year. Year 2012 features an expansion of the scheduled peak vehicle requirement to 19 buses, and the retirement of the four 35-foot Blue Bird vehicles manufactured in 2002. Therefore, the purchase of eight 35-foot vehicles and three smaller 18 – 20 seat vehicles (to eventually be used for services such as the South Augusta shuttle and the Fort Gordon route) is recommended to address the expanded peak vehicle requirement and also maintain a spare ratio above 20 percent.

The third year of the TDP during 2013 features another expansion of the scheduled peak vehicle requirement, from 19 to 23 buses. Therefore, the purchase of three 35-foot buses and one smaller 18 – 20 seat vehicle is

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<sup>1</sup> This reflects the average annual inflation rate as calculated by the U.S. Bureau of Labor Statistics at <http://data.bls.gov/cgi-bin/cpicalc.pl> for 2006-07, 2007-08, and 2008-09.

recommended, in order to maintain a spare ratio above 20 percent. The final year of the TDP in 2014 features no expansion in the scheduled peak vehicle requirement, but the purchase of three 35-foot buses is recommended, in order to address the scheduled retirement of the three 35-foot Blue Bird vehicles manufactured in 2004.

## ***Policies and Objectives***

As indicated in the Executive Summary of this report, the goals of the Transportation Development Plan are to provide the foundation for Augusta Public Transit to transition from a inwardly-focused service, that has been continually downsized to the point that it only serves those that have no other transportation options, to a outwardly-expanding system that reaches out to new destinations and new customers through an ongoing program to engage more partners and more community connections. This transition will include changes in service ideas, expansion of revenue sources, enhanced communications with other entities and a renewed commitment to the value of public transportation as an asset to the community.

The current mission statement for the agency is positive and generic in nature, but perhaps does not provide sufficient direction:

*“Augusta Public Transit’s mission is to give our customers access to all regions of Augusta-Richmond County by providing quality, dependable, safe, accessible, and affordable, transportation, thereby enhancing the mobility of the general public as well as the transportation disadvantaged.”*

One method to provide more specific direction would be to consider goals and objectives, such as those listed below.

**Goal 1:** ***Augusta Public Transit shall provide a family of services for the residents of Augusta Richmond County that: connects key activity centers, serving as the foundation for the system; provides transportation alternatives to those who lack other options, including elderly persons, persons with disabilities, students, and economically disadvantaged persons; and allows for system expansion to serve new markets and opportunities.***

- Objective 1.1: Develop a core group of services that connect key activity points and commit to providing service along those corridors that as the primary objective.
- Objective 1.2: Establish goals of providing a minimum of thirty minute headways for all fixed route services and minimizing out of direction and one-way loop routing.

- Objective 1.3: Review all services to evaluate how the needs of the transportation disadvantaged, using the federal definition which includes seniors, people with disabilities and those with low income, are being addressed as a second objective.
- Objective 1.4: Consider the impact on core services and those to the transportation disadvantaged as part of requests for new or expanded services.

**Goal 2: *Augusta Public Transit shall provide safe, reliable and accessible transportation to the residents of Augusta Richmond County.***

- Objective 2.1: Ensure that services are operated in a manner to maximize safety, to the riders and the public.
- Objective 2.2: Operate service in a manner that will maximize the reliability of those services.
- Objective 2.3: Consider potential for services to connect portions of the community and include a variety of trip purposes: work; education; medical and other appointments; and recreation and leisure activities.

**Goal 3: *Augusta Public Transit shall work cooperatively with local communities, residents, and other affected agencies and groups to develop the best possible family of services within available resources.***

- Objective 3.1: Develop an ongoing planning process with key agencies and organizations within Augusta Richmond County and neighboring service providers.
- Objective 3.2: Operate the agency in a manner that will encourage public input and participation.
- Objective 3.3: Ensure high levels of customer satisfaction.

**Goal 4: *Augusta Public Transit shall consistently work to improve its operating efficiency and service delivery effectiveness.***

- Objective 4.1: Operate service in a manner that will maximize system productivity.
- Objective 4.2: Operate service in a manner that will maximize system efficiency.
- Objective 4.3: Operate service in a manner that will maximize use of subsidies.

## **Performance Standards**

### **Overview**

A Performance Measurement Program is an essential tool for transit agencies to both monitor the service they deliver and provide justifications for modifications to that service. Development of a measurement program should focus on meeting the goals of the transit agency and fulfilling the needs of the community for which they serve. Deciding on both which factors to measure and also the quantity of measurements, is a typically determined based on a combination of what data is obtainable by the agency and how that analysis of that data will affect the service design criteria. The following lists display the typical categories, methods of presentation and data collection and organization and standards of evaluation:

#### *Categories:*

- **Availability** - how easily potential passengers can use transit services
- **Service Delivery**- assessment of passengers experiences using transit
- **Community Measures** – transit’s role in achieving the greater goals of the community
- **Travel Time** – how long the transit trip takes (isolated and compared to other modes)
- **Safety and Security** – how safe the user feels and likelihood of an accident and how personally secure a passenger feels riding the bus or waiting at METRO facilities.
- **Maintenance and Construction** – effectiveness of the agency’s maintenance program
- **Economics** – utilization, efficiency, and effectiveness of service and management’s impact on these measures
- **Capacity** – ability of transit to move both vehicles and people

#### *Data Presentation:*

- individual measures
- ratios
- indexes
- level of service

#### *Data Collection Methods:*

- In-house sources (driver’s manifest, schedules, financial data, etc.)
- Census data

- AVL or APC counters
- Manual field work (ridechecks)
- Passenger Environment Surveys (on-board surveys)

*Standards of Evaluation:*

- Comparison to an annual average
- Comparison to a baseline value
- Trend analysis
- Self-identified standards
- Comparison to typical industry standards
- Comparison to peer systems

### **Potential Measures for Augusta Public Transit**

The typical process for developing system performance measures has been to review the options and alternatives contained in the TCRP Report 88: *A Guidebook for Developing a Transit Performance-Measurement System*. The analysis conducted of the current system as part of the TDP focused on basic components, such as ridership and subsidy per person for each route. These data, in conjunction with field observations and staff input, provided sufficient information to differentiate route performance from system averages to confirm poor performing services and suggest potential for modifications.

However, in the longer term as the system expands per the recommended service plan there will be a need to develop more refined evaluation tools. The first step in that process would be to differentiate routes by type of service, e.g. the limited stop (South Augusta to downtown) from trunk corridors (Washington Road) from local connections (East Augusta). Then, similar to other systems, an annual evaluation process for the expanded system can be implemented.



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# **Appendix A: Public Meeting Notices**

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# METRO

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## ACROSS THE AREA

### **Meetings scheduled to discuss city transit**

Augusta residents have two chances to speak out about the city's bus system this week.

Augusta Public Transit and the Augusta-Richmond County Planning Commission are working on a Transit Development Plan to improve the service, which came under scrutiny in December and January, when the Augusta Commission considered cutting Saturday routes to save money.

A public meeting is scheduled today from 4:30 to 6:30 p.m. in commission chambers on the eighth floor of the Greene Street Municipal Building. A second meeting is scheduled Wednesday from 4 to 6 p.m. at Diamond Lakes Community Center, off Windsor Spring Road.

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AUGUSTA PUBLIC TRANSIT

El Tránsito Público de Augusta y la Comisión de Planeamiento del condado de Augusta Richmond han iniciado sus esfuerzos para desarrollar un Plan de Desarrollo de Tránsito en el condado de Augusta-Richmond para cubrir las necesidades en las áreas de transporte público durante los próximos 10 años. El público en general está invitado a participar en esta reunión a celebrarse:

Martes 17 de febrero de 2009

Edificio municipal del condado de Augusta-Richmond

Calle de 530 Greene 8vo Piso, sitio 803

Augusta, GA 30901

4:30 al 6:30 P.M.

Venga y comparta sus ideas y preocupaciones sobre el transporte público y sea parte de la formación del plan de desarrollo del tránsito. Para más información favor de contactar a: Heyward Johnson, Director de Tránsito Público de Augusta, al (706) 821-1816 o [hjohnson@augustaga.gov](mailto:hjohnson@augustaga.gov)



AUGUSTA PUBLIC TRANSIT

El Tránsito Público de Augusta y la Comisión de Planeamiento del condado de Augusta Richmond han iniciado sus esfuerzos para desarrollar un Plan de Desarrollo de Tránsito en el condado de Augusta-Richmond para cubrir las necesidades en las áreas de transporte público durante los próximos 10 años. El público en general está invitado a participar en esta reunión a celebrarse:

Miércoles 18 de febrero de 2009

Centro de la comunidad Diamond Lakes

103 Diamond Lakes Way

Hephzibah, GA 30813

4:00 al 6:00 P.M.

Venga y comparta sus ideas y preocupaciones sobre el transporte público y sea parte de la formación del Plan de Desarrollo de Tránsito. Para más información favor de contactar a: Heyward Johnson, Director de Tránsito Público de Augusta, al (706) 821-1816 o [hjohnson@augustaga.gov](mailto:hjohnson@augustaga.gov)



## AUGUSTA PUBLIC TRANSIT

HEYWARD L. JOHNSON, DIRECTOR

### ***Press Release***

#### ***Public Meeting Notice***

#### ***Augusta Public Transit and The Augusta-Richmond County Planning Commission***

##### **Transit Development Plan**

**Tuesday February 17, 2009**

Augusta-Richmond County Municipal Building  
530 Greene Street  
8<sup>th</sup> Floor, Room 803  
Augusta, GA 30901  
4:30 to 6:30 PM

**Wednesday February 18, 2009**

Diamond Lakes Community Center  
103 Diamond Lakes Way  
Hephzibah, GA 30813  
4:00 to 6:00 PM

Augusta Public Transit and The Augusta-Richmond County Planning Commission are currently developing the Transit Development Plan, which is evaluating and identifying existing and new public transportation solutions in Augusta Richmond County. An essential part of this planning process is public participation in developing long-term goals and establishing short-term priorities to identify and address public transportation needs in Augusta-Richmond County.

This is our first Public Meeting for this study and this meeting is designed to encourage local residents and businesses to share their thoughts on public transportation improvements within the study area. To encourage public participation, Augusta Public Transit and the Augusta-Richmond County Planning Commission have scheduled two meetings. The first public participation meeting will be on February 17<sup>th</sup> at the County Municipal Building and the meeting will begin at 4:30 and a formal presentation will be given at 5:15 to provide an overview of the study and planning process. The second public participation meeting will be on February 18<sup>th</sup> at the Diamond Lakes Community Center in Hephzibah and the meeting will begin at 4:00 and a formal presentation will be given at 4:45 to provide an overview of the study and planning process.

Your input is needed at this important meeting. So please attend and share your thoughts and ideas on how Augusta Public Transit services can be improved.

For more information, contact: Heyward Johnson, Director, Augusta Public Transit, at (706) 821-1816 or [hjohnson@augustaga.gov](mailto:hjohnson@augustaga.gov).

**Tell us what you think!**

**Augusta Public Transit**  
1535 Fenwick Street - Augusta, GA 30904  
(706) 821-1721 – Fax (706) 821-1752  
[www.augustaga.gov](http://www.augustaga.gov)



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# **Appendix B: Community Survey**

## Augusta Public Transit Community Survey



Augusta Public Transit is conducting a Community Survey to assist in the Development of the Transit Development Plan. The Transit Development Plan will provide a 5-7 year implementation plan to improve the existing system, as well as identify route extensions and new routes. Your participation in the Community Survey is extremely important and we ask that you take a few minutes to complete because it will assist us in developing a plan that will meet future transit needs in our community.

If you have access to the internet, the Community Survey is located at the following address:

[http://www.surveymonkey.com/s.aspx?sm=CUvYnBkal\\_2bmCwBMU8b\\_2brEQ\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=CUvYnBkal_2bmCwBMU8b_2brEQ_3d_3d)

If you don't have access to the internet, the Community Survey is provided to you on the next three pages. Please complete and return the survey by **March 31, 2009** to:

Ms. Sharon Dottery  
Augusta Public Transit  
1535 Fenwick Street  
Augusta, GA 30904  
[sdottery@augustaga.gov](mailto:sdottery@augustaga.gov)  
706-821-1818 Phone  
706-821-1752 Fax

We sincerely appreciate your assistance in this important survey. If you have any questions, please contact Sharon.

Augusta Public Transit – Community Survey:

Please take a few minutes to complete this community survey. Your answers will help us improve transit service in Augusta.

Thank you!  
Augusta Public Transit

**1. Do you ride Augusta Public Transit buses?**

- No
- Yes If yes, did you fill out a survey on Nov. 17<sup>th</sup>, 2008, which was handed out on the buses?
  - Yes  No

**2. Have you ever ridden an Augusta Public Transit bus?**

- No
- Yes If yes, what was your opinion of the experience?
  - Good  Fair  Poor

**3. If you have never used Augusta Public Transit, why not?**

- I have a vehicle available & have not needed APT
- The bus does not go WHERE I need it to go
- I did not know about APT bus service
- The bus does not go WHEN I need it to go
- Bus fare too high
- Other: \_\_\_\_\_

What **incentives** might APT use to attract more non-riders?

\_\_\_\_\_

**4. If you regularly use Augusta Public Transit, what are the primary purposes of your trips? (check all that apply)**

- Home  Visiting Friend/Relative  Recreation
- Work  Shopping/Errands  Personal Business
- School/College  Medical Appointment (doctor/dentist/therapist)
- Do not use APT regularly  Other (please specify)

**5. If you regularly use Augusta Public Transit, do you have a vehicle available for most APT trips?**

- Do not use APT regularly  Yes  No

**6. Do you regularly use Augusta Public Transit to travel to work or school place? (check all that apply)**

- Do not use APT regularly
- Yes – work only;
  - What is the name of your employer & approximate location?
  - \_\_\_\_\_
  - \_\_\_\_\_
- Yes – school only
  - What is the name of your school & approximate location?
  - \_\_\_\_\_
  - \_\_\_\_\_
- Yes – work & school
  - What is the name of your employer & school & approximate location?
  - \_\_\_\_\_
  - \_\_\_\_\_
- No – I use APT for other purposes

**7. What Augusta Public Transit route(s) do you use for your work and/or school trips? (Please list route for school and work separately)**

- Do not use APT regularly

Route: \_\_\_\_\_

Route: \_\_\_\_\_

**8. How do you RATE current Augusta Public Transit service? (check answers for each part)**

	<i>Strongly Agree</i>	<i>Disagree</i>				
	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>Don't Know</b>
a. Bus stop locations are convenient .....	<input type="checkbox"/>					
b. APT provides direct service .....	<input type="checkbox"/>					
c. APT operates when I need to travel.....	<input type="checkbox"/>					
d. APT is reliable and on time .....	<input type="checkbox"/>					
e. Drivers are friendly & knowledgeable.....	<input type="checkbox"/>					
f. Bus stops and vehicles are safe.....	<input type="checkbox"/>					
g. Clean & comfortable vehicles .....	<input type="checkbox"/>					
h. Pleasant riding experience .....	<input type="checkbox"/>					
i. Bus ride is a good value .....	<input type="checkbox"/>					
j. Additional comments – use reverse side						

Additional comments for Question 8 from reverse side:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_





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# **Appendix C:**

## **Community Survey, Responses for Q#3 and Q#14**

# Appendix C:

## Community Survey, Question # 3

### Open-Ended Verbatim Responses

Have you ever ridden an Augusta Public Transit bus?	What would it take for you and/or other current non-riders to use APT?
Response	Open-Ended Response
No - Please skip to question #5	#5
	1) Cost significantly less than operating my own car (gas, insurance, maintenance, etc). 2) Bus-stop within a 5-10 minute walk of home. 3) Bus-stop within 5-10 minute walk to work on Fort Gordon.
	a bus going from near my home to Ft. Gordon
	A bus route that goes to Hephzibah.
	A convenient shuttle from Washington Road to Fort Gordon.
	A direct route from where I am to where I want to go at the times I want to travel all at a reasonable price.
	A more flexible bus schedule - need more buses and they should run every 30 minutes and a rider should not HAVE to go to the depot in order to get where they are going. You should consider looking at the bus schedule of other cities throughout the U.S., for example Fremont, California. If there was a tight bus schedule in place, I would consider riding the bus to work rather than driving my car.
	a much more developed system; i DID use public transportation when I lived in California as the bus came around approximately every 20 minutes and took you to any frequented locale (mall, restaurants, schools, etc). Here, I only see the bus going up and down Washington Rd and there aren't even little cubbie-type locations on the road for the bus to pull into...they just stop and block a whole lane of traffic.
	A reliable schedule that goes to/from my work place
	A route that comes to my neighborhood and that it is cost effective.
	A route to Ft. Gordon.
	A route to the places I need to go and workable times
	A route through Grovetown
	A schedule that fits my needs with ideal pick up locations
	A timely and frequent route that takes me or my wife to work (Fort Gordon), school (Augusta State) or downtown.
	A very convenient timely bus route
	absence of a privately owned vehicle
	Access to Ft Gordon wit reasonable schedules
	Access.
	Accessible and useful routes and a regular and reliable schedule
	Advertising of APT stops and Hours of operation.
	APT needs to expand SIGNIFICANTLY to include outlying areas, and those routes should be scheduled for high-demand time periods with a few off-hours routes.
	APT needs to update bus routes to meet the growing demands of this area. I live in Evans and have never seen a bus in my neighborhood. I would use pub trans if it was safe, clean, affordable, and met my needs (time, location)
	As far as I know there are no bus stops anywhere near my home.
	As long as I have a car or know someone who has a car, I can't imagine ever riding the bus. I rode the public buses in college in Athens, GA, and they were loud and crowded and the scheduled stops were not convenient. For me to use APT, it would have to be free and drop me off at my door.
	Assure that the transit system reaches all of Augusta not just the current stops it makes.
	Augusta should not only concentrate on buses but should also consider a monorail system. More bus access from Fort Gordon to major feed routes (i.e. Gates 1, 2, and 5) would also encourage more ridership.
	Availability where I need to go.
	Availability
	Availability and more public awareness about APT

Appendix C: Community Survey, Question # 3 and #14  
Open-Ended Responses

availability; timing; easy accessibility from multiple locations  
Available hours such as evening routes. Also routes from Hephzibah, Tobacco Rd areas, Routes from South Augusta to West Augusta  
Availability and frequency  
Better bus routes through out Augusta including Ft. Gordon  
better buses  
better routes and better service times; reasonable fares  
Better routes and schedules  
better service and more stops and buses available for the csra  
Branch out to Columbia County. Frequent stops to relevant locations (mall, Broad St, Riverwalk, etc.).  
Bus is not routed through Columbia County or its boundaries  
Bus route on Fort Gordon  
Bus routes must be accessible for Columbia Country residents and businesses. I live right at the edge of Richmond and Columbia counties but work at Fort Gordon. The closest bus stop for me is still a mile away which then would go downtown for me to get on a connecting bus to go to Fort Gordon. All this would take 2-3 hours before even getting into Fort Gordon. I would use APT if the bus routes are accessible from where I am and where I need to go to.  
Bus routes to work, 15 minute time intervals and convenient transfer points.  
Bus Stop would have to be close proximity to my home and I would need information kof trips provided.  
buses that run further out into South Augusta, buses that run later  
busses picking up in Hephzibah near Diamond Lakes and drop off near Darling Hall, Ft Gordon at convenient times for my work.  
Cheap prices  
Cleaner buses and travel to the Hephzibah area.  
Cleaner, safer, and less smelly  
Come to Grovetown.  
cost effective, readily available, and safe  
Cover more areas in Richmond County  
Delivery service all over CSRA  
Develop schedules, make it regional (CSRA), fix the existing system.  
different routes  
Direct routes and more frequent buses to popular streets  
Dont know  
Door to door route from Ellis Street 30904 to Nelson Hall, Chamberlain Ave. Fort Gordon  
Electric buses, cost-saving monthly passes, more frequent stops, less wait time, larger and nicer waiting areas, late night hours, an overall "big city" feel of the system.  
Ensure a safe/clean environment with routes included on FT. Gordon  
Ensure me that it's safe to ride.  
Expansion of stop area and more places  
Extend the services to cover all of Augusta-Richmond county.  
Extended Routes to and from Ft Gordon and downtown from Columbia County  
Extremely High Gas Prices  
FOor it to come on Fort Gordon or pick soldiers up right outside Fort Gordon.  
For all of my vehicles to be in the shop  
For gas prices to be outrageous and for the bus to go where I need to go.  
For it to be near my house and have convenient routes/times.  
For me it would be knowing the times the bus runs and what routes it takes. Basically I am bus-illiterate and I would not know where to go to catch a bus, what bus to catch, or where a bus goes.  
for me not to have a ride  
for my job to elsewhere.. but i like my job so i wont need apt  
For service to be available where I live (Harlem) to where I work (Fort Gordon).  
For the bus to be convenient for my trips and for me to feel riding it is safe.

Appendix C: Community Survey, Question # 3 and #14  
Open-Ended Responses

Frequent rider discount cards

Gas to be too high to buy and the bus woul need to go from Martinez to Fort Gordon.

Good question.

Grovetown routes, Ft. Gordon routes and the information that both are available

Have a bus schedule that is variable to the times and conditions of Military life.

Have a route that picks up at Fort Gordon, GA. The route should encompass downtwon and other shopping areas.

Have a route that takes it to fort Gordon

HAVE IT AVAILABLE IN MY AREA

Have public transportation where I live

Have the APT be in the area where I am. It doesn't go from locations that I am at.

Have the transit implement routes throught the Fort Gordon Community

higher, higher unreal gas prices.

I am a single parent and ADT will not be a good idea for me

I do have a car but the bus also does not have routes where I live (Co Cty) or to a close vicinity so routes would have to expand.

I do not live in Augusta

I don't enjoy waiting the long time for the bus to arrival.

I don't live in Augusta, and I have my own vehicle. It would take a combination of me moving to Augusta and the price of gas increasing to \$5.00 per gallon.

I leave in Evans and there are no routes in Evans. It would have offer routes to Columbia County.

I live in Aiken, however, I think since Augusta is a big city, they definately need a bus system.

I live in Columbia County and drive into Ft. Gordon daily, so I don't have the need.

I live in Columbia County and have no access to APT

I live in Hephzibah

I live in North Augsta and work at Fort Gordon. If there was a service that connected the two I would use APT. Even if there was just a commuter parking lot where I could pick up the bus maybe along Gordon Highway.

I live in South Carolina.

I live on Fort Gordon and I would like to see a bus that goes from Fort Gordon to various locations in Augusta, especially Downtown.

I plan living on-post soon, so me and my family may have a need for it in certain situations.

I think it could be utilized by the many soldiers who do not have transportation at their fingertips. I would be a much cheaper option for them than the taxi cabs who charge a larger amount.

I would have to know the routes and time schedule for operation. This service could be used by our teenage children as well.

I would have to lose my car and APT would have to be available in my neighborhood.

i would have to move and loose all 3 of my autos

I would love to use APT provided it was safe, clean, and ran from Martinez to Fort Gordon. Ride shares and secure parking would also have to available. The crime rate here is appalling and I'd think twice before leaving my car in an unattended lot where predators would be sure to take advantage of absent commuter's property.

I would need buses to go to Fort Gordon both early in the morning and late in the afternoon.

I would need the system to become more developed like the system in Savannah or closer to the level of Atlanta. There would have to be a more developed route, more consistent and frequent running times AND improved bus shelters for waiting. Also, some bus stops are not clearly understood and marked. I want Augusta to improve the Transit system and become further along with the times like Savannah and Atlanta and other cities that are on the same scale size wise as Augusta or larger. Savannah has an extensive bus system that I never rode while living there for a couple of years but I would have if I needed to because it was clearly mapped out and stretched out over a much greater distance than what Augusta's seems to do.

I would never ride the APT, I'd rather take a taxi to get where I want to go instead of having to go all around just to get my destination.

I would never use APT as long as I have a vehicle available.

I would only use the APT if I had no vehicle. If I had to ride the bus I would hope the routes were conducive to my work schedule and various consumer driven businesses ie grocery stores, department stores, church etc.

I would travel by bus at least 1-2 times per week if it were available from the I-20 Exit 5 interchange to a location within walking distance of my work location on Ft. Gordon. I might have a longer travel time but it would save wear and tear on my vehicle as well as save money for gas.

I would use APT if it had a route to Ft. Gordon, where I work.

I would use it if there was weekend, nighttime downtown service.

Appendix C: Community Survey, Question # 3 and #14  
Open-Ended Responses

I would use the APT if there were better access! I've only been in Augusta for a few months but I've only seen the bus in a limited area...  
It does me no good since I live and work near Fort Gordon.

if i did not have a car then i would ride the bus.

If I did not possess a vehicle.

If I didn't have a car.

If I didn't have a way around I might consider it

If I didn't have my own car, then the Public Transit would be an option for me.

if i didn't have to walk so far to take the bus i would take it.

If I lived in the route area, I would use it if I didn't have other means of transportation

If I lost the use of my vehicle.

If I lost vehicle availability I would ride it.

If I were stranded and needed the bus, I would take it

If it became available, more convenient and more economical than driving my car.

If my vehicles were to become unusable.

if rates were better and if it were feasible to help save money when gas prices are elevated

If the APT was available in my area (Tobacco Rd, near Gate 5) I would ride it on a regular basis. To work here on post, to the mall, etc. I HATE TO DRIVE!!!

If there was a APT bus stop in the neighborhood.

If there was a bus stop by my house and it took me to Fort Gordon, I might consider it.

If there was a route from my place (exit 199 off the I20) to my work (fort Gordon) running regularly from 5 am to Midnight.

If there was access to the bus on Fort Gordon.

If there were a route anywhere near my home in Martinez, I would most certainly use APT. Furthermore, I would appreciate a route that would take me within striking distance of Ft. Gordon (where I work).

If there were a route anywhere near my home in Martinez, I would most certainly use APT. Furthermore, I would appreciate a route that would take me withing striking distance of Ft. Gordon (where I work).

I'm new in the area and don't know the options. I serve on Fort Gordon and it would have to take me there.

It has to go where I live and work.

It runs late

It would depend on the schedule and where the buses pick up and drop off.

it would have to be available in the area that I live in. and times would have to be with in my work scedule witch is 5:00 am to 1:00 pm. wednesday- sunday. and that would be for other people that have work scdules.

It would have to make stops near where I need to go, and at the appropriate times.

It would need to go onto Fort Gordon or exactly where I needed to go.

It would take more routes to the places that I need to go on a more frequent basis.

Know more about the survice, its location, and times. The closer the better for me.

Knowing the schedual and the routes, being able to take APT to Ft. Gordon and back home.

Lines to my area and my work area if the traffic in Augusta were terrible. (Traffic is not bad enough yet.)

Lots of routes. Commuter-type service (ex: pick up in a parking lot in Evans and drop off at DDEAMC/multiple post locations running at least hourly all day and every 15-20 minutes at peak commuter times).

Low Fares, More Routes

Lower fares/less waiting time

make the system more accessible to where i leave and work

Many without vehicles at fort gordon would like to see a bus route extended to so that it reaches here.

Marketing/Aiken

Maybe an email or some type of newsletter so that I could know where it goes to

More advertisement and more routes around town

More bus routes Sunday scheduling

more buses and more stops

More buses and more stops. if there was one going to ft. gordon, and could gain access to fort gordon, then i would def. ride it every day.

More busses

Appendix C: Community Survey, Question # 3 and #14  
Open-Ended Responses

More convenient bus-stop locations and extended hours of operation

More convenient schedules and more access to schedules... I would ride the bus even though I have a car if it were more economical, especially to go to special events in the area where parking may be a problem.

More Fort Gordon service (gates 1,2,&5)

More Fort Gordon Transportation, numbers posted in local areas, more knowledge

more frequent times on the weekends, easier routes between Target/Best Buy and the mall, later times on the weekends, especially from the movie theatres

More info about the bus service. Routes that go to Fort Gordon, down Belair, More routes, more times what models from other cities are you using?

More information on where and when the bus is available

more pick up and drop off areas

More pickup/ Train System

More pick-up/drop-off areas (such as by the Target and movies shopping area). Also a shorter wait period for pick-up.

more posted signs near house areas

More routes

more routes

more routes

More routes and times

more routes and routes on Sunday

More routes!! I would love for my kids to use it, but for them to walk about 3/4 of a mile to get a bus when the destination is 2 miles seems ridiculous. We have lived overseas for years and have always relied on public transportation.

More routes, stops and destinations

More routes/buses and expanded early/late routes. A more comprehensive system.

More service areas and more times

More stops and drop offs

More stops and more frequent times for pickup

More stops and routes

My car quits; possibly and event where parking is a problem. But--I understand that the APT does not even run after 6:30 pm, so that would not work, would it?

My car to break down.

My car would have to break down and all of my family members would have to be too busy to help me with transportation.

N/A - I have a vehicle, and if it didn't operate, I have funds to rent or buy another vehicle.

need access from Ft Gordon to downtown shopping, dining and entertainment

Need to start service in Columbia County... What is it going to take???????

Needs to be convenient for commuting to and from work at a reasonable fare

NO NEED

NO TRANSPORTATION

not available in my area

not have a car

Not have personal transportation.

Not having the use of my private vehicle or not having access to a car in my family

Not interested in APT

Nothing

Nothing at the moment. I have transportation that's available.

Only if I had no other transportation. However, it does not come anywhere near where I live: South Richmond County

Pick me up on Fury's Ferry Rd and drop me off on Ft. Gordon. Give me the ability to take a bicycle (like the public buses in Seattle, WA), so I can get around on Ft. Gordon. Have early morning pick-up (6:00 am) and late evening return (6:00 pm).

Pick up on Post or at the front gate.

Please provide transportation to and from tobacco road and Fort Gordon area. Soldiers that live in the barracks would love other type of transportation options.

Appendix C: Community Survey, Question # 3 and #14  
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Possibly having the buses travel into Columbia County. Also, it more City Officials would use this transportation, others might hop on too - seeing that it is not just for low income individuals.

Provide bus service to Fort Gordon.

Provide service to Fort Gordon Housing Areas, Eisenhower Medical Center, Shopping area, library, education center and Darling Hall.

Public transportation in my neighborhood

Radically updated vehicles; extensive marketing of routes, schedules, and stops; expansion of routes into residential areas in or close to Columbia County; establishment of Ride/Share parking on the bus route; and vast marketing to tourist and downtown employees that it is safe, efficient and economical - I'm thinking of how Savannah markets its bus system for tourists and downtown employees. My impression of the APT system makes me think of loitering homeless looking for AC or heat; drug pushers hopping from one housing project to another, etc... I need a reason to not drive my car into downtown over 15 miles each direction and then fight for parking. Marketing is key - sell it to me!

Regular service to sites where I want to go at an affordable price.

Regular transport hours. Convenient.

reliable service and time schedules, locations in the Evans and Marinez areas, Fort gordon access

route location and travel time

Routes - the bus does not go where I need to go.

Routes that oriented to the locations I need to go...How about Park-n-ride to events, such as First Fridays?

Rural Routes

Safe buses and passengers, posted and easily accessible bus schedules, travel to more areas

SAFE, SECURE, timely, reliable, and inexpensive service to all areas of the community.

School discount; more information ads.

Service to broader areas.

service to Ft. Gordon

So long as there is a public transportation system that goes where I need it to go, when I need it to go there, I would likely use it often simply to save on gas. I am originally from Portland, Oregon and used the bus system there almost daily. The bus lines could get you anywhere within the city. Unfortunately, here in Augusta, I don't think I have even seen a bus. Perhaps there could be line that went to Ft. Gordon?

south Augusta service. Not everyone in Augusta lives downtown or on the west side. If you clean the buses up some too. You could really implement them during Master's week and make a lot of revenue for the APT!

Stops on Ft gordon at the NSA/CSS facility and pick up at the intersection of old evans and old petersburg rd

Take me to on post locations to Ft Gordon

The bus need to go more places and be a bit more frequent. In the 2 years I have lived in Augusta I believe I have only seen the APT 4 times. None of those times did I see the bus near my neighborhood, nor by the mall, Target, or on Fort Gordon.

The bus schedule does not go out towards Appling and Patriots Park

The bus stops would need to be close to my home.

The bus to come to our area

The bus would have to pick me up at my front door, when I wanted to go and drop me off where and when I wanted.

The bus would need to run down Rosier Road on at least an hourly basis. The city would probably also need to put in sidewalks along Rosier Road.

The extinction of cars.

The loss of my vehicle

The need for bus services

The need for bus transportation on or through Ft. Gordon to Augusta area businesses.

There are not enough buses and need more routes.

There isn't much you can do to provide an adequate system in this area. The local gov't will not support a system that will meet the community's needs or desires.

Though I work in Augusta, I no longer live in Augusta, so it would be difficult to begin using APT.

Times to get me to/from work reliably; service within 1 mile of both origin and destination.

To be in a position of no choice but to use the APT to get from point A to point B

to get where I needed to use APT service and didn't have a car.

To have a route that does allow me to utilize APT

To have a schedule posted and have it available for my convenient use to locations I need to go to.

To have the bus stop near where I live and go close to my job here at Fort Gordon. I would also ride the bus if there is a park and ride

Appendix C: Community Survey, Question # 3 and #14  
Open-Ended Responses

close to my home and bus that comes to my work place here at fort Gorden.

To know the hours of operation and the routes APT runs.

To learn about APT bus routes

To not have my own transportation.

to not have so many change charges. A number of the major city- you pay 1 time to get on and ride it to wherever your destination is. You should not have to continue to keep getting charged and change locations.

To provide public transit from Fort Gordon to downtown areas such as restaurants and bars.

Transportation on post.

Traveling to more locations in Augusta and surrounding areas.

Would it be possible to get routes out of Fort Gordon for all the soldiers we have that don't have automobiles? They have to rely on taxis now.

A better schedule

A bus stop near my home and near my place of work.

A convenient schedule that transported from the downtown area to Ft. Gordon.

A much better bus line and to plenty of different locations.

A route on Tobacco Rd

A Safe and Clean Public Transit system at a reasonable cost with easily accessible routes and stops - more like dc, less like marta

A schedule that is more comprehensive,flexible,different forms of transportation, and coverage throughout the Augusta-Richmond County area. Also, there needs to be a better marketing plan to advertise the new transportation system.

Additional routes/times.

APT does not extend its route to my place of employment and unlike other metro areas, our city does not cover outlying areas completely. I realize this is a costly thing right now, but maybe in the future it will be possible and ridership will go up, especially if gas prices continue to rise.

availability, and convenience

Be available in my neighborhood or the area.

Be on time.

Better and more weekend schedules

Better coverage of paxces throughout the county.

Better coverage of paxces throughout the county.

Better Hours

Better on time schedules, able to make connections without an extensive wait.

Better routes cross town

Broader coverage, earlier times, and 15 minute intervals between pickups which would be in line with how the old Ft. Gordon buses ran. Augusta continued that pattern for a while, but later stopped it. As a reminder from the old M\*A\*S\*H series, how can a city be mobile if the people can't freely move from point A to Z? Mass transit is the key to a lot of doors: energy efficiency and available work force. The present views are narrow-minded by the thought of possibly helping someone that is less fortunate; when in fact, production is slowed.

Buses that travel the whole city

Buses travel farther out and in to other areas.

Checked item on number five.

Commercials/New Terminal at least 3 new locations on the other side of town for convenience

consumer friendly wages

don't have access to it

Efficient, Comfortable and Prompt Buses.

Expanded routes and times. Better marketing of our clean, safe, friendly and economically wise it is to use public transportation

Extend routes and quicker service

Extend Services to surrounding Counties (ie Columbia County)

Extended schedule to include Saturdays and Sundays.

Extreme gas prices and more convenience to where I live.

Flexibility in locations

For me to live in the city proper. I do not think it's feasible at this time to rely on the transit system if you live past Gordon Highway!

FURTHER DISTANCE OUT

gas

GO DIRECTLY TO THE DESTINATION

Go in more areas-closer to homes and subdivisions

Good routes and better schedules. Schedules are not for use of working people.

Have new routes added to the support Fort Gordon, and the area out to the Airport. This is the only city I have live in that has no routes to support their military community and the surrounding area or the Fort / Base.

I am not interested in riding a public bus unless I absolutely had to. It is great to have public trans. for those who do not have access to a car or can not drive. A bus would never have a route to where I trade or visit.

I could ride earlier or later in certain areas

I find my own personal vehicle of greater convenience and can not see using APT for any regular purpose. It would probably take a major circumstance such as gas going to \$10/gallon or me losing my driver's license for me to take steps to take public transportation. I enjoy the convenience of a personal vehicle. Not offended by other riders, not making additional stops, etc.

I guess more availability and Sunday service.

i HAVE MY OWN TRANSPORTATION.

I live in Hephzibah, Georgia 30815 I came here from Atlanta, Georgia and I rode the transit all of the time

I live in Hephzibah, Georgia 30815 I came here from Atlanta, Georgia and I rode the transit all of the time

I lose my source of transportation.

I no longer live in Augusta.

I own a vehicle, so if I did not have a car, and needed to get somewhere with no other means of transportation, then I would probably ride the bus.

I use to ride the Transit always, need better service.

I would have to have no other means of transportation.

I would have to not have a car.

I would need to know where to catch the bus!

I would use it if I had to.

if hours were later than 7:00 and if they offered service on the weekends.

If I did not own a vehicle.

If I didn't have a vehicle the transit system would be my means of transportation.

If I ever need to use the transit system, there would be no hesitation on my part to ride the bus.

If I had business that would take me down town more often I would use the APT more often.

If the bus served my area at the needed times I would use it several times a week. I live in the Goshen and work at Murphey. If the service was available I would use it to save gas money and wear and tear on my personal vehicle.

Is there any way to have assigned buses non-stop to certain work places.

Later bus hours.

Longer hours and more routes.

Longer hrs

Longer run times and more buses on the route's and more route's around town. I would gladly park my car and take the bus if it were more reliable

longer service hours, buses being on time

Lower fares with transfers and service more often.

Lower rates/send out bus routes to everyone by mail

Lowering the fare and extending time. Maybe having a 24 hour service.

Make it more cost effective, as well as available in more locations

Make the service free

Making the bus route more available to the 30815 area.

More areas that allow the bus to come.

more bus routes/Sunday service

More bus stops; more destination locations; extended hours of operation.

More buses closer together on routes.

More Buses on Fort Gordon (scheduled throughout the day and weekends)

Appendix C: Community Survey, Question # 3 and #14  
Open-Ended Responses

more frequent routes longer in the day better bus stops maps at the stops and on the buses night routes and weekend routes

More frequent service and service to more residential areas

More routes to intended place of interest/needed destination

more stops, more areas covered

More stops, more positive stories.

NEED BUS SERVICE LATE AT NIGHT AND ON SUNDAYS

No private transportation available

not to have other means of transportation

Probably better routes/lower prices.

Provide service near my place of employment, Tobacco Road.

provide services in more areas

Put more bus stops in the Hephzibah area and lower the fare.

Put service in all areas of need.

quicker routes to out-lying areas- commute to work

Reasonable bus fares and relevant destinations.

Regular route to and from Fort Gordon, GA

Return to schedules conducive to work and schools

Ride free one trip

route to my destination and time schedule.

Routes to Fort Gordon

Routs into South Augusta

run the system out further like columbia co, more out to the south, take some notes from how atlanta run all over the city not just certain area, you can never make money just staying in one area

The bus needs to go in a wider range of the augusta/hephzibah area.

The bus needs to go to FT. Gordon!!!!

the bus stop too far.

time frame it runs and the locations

Transportation on and off Fort Gordon, GA.

We need cross town buses, there use to be.

We would have to live on the bus route, or you would have to extend the route to include Meadowbrook road. Why not extend the route to Tobacco Road/

Weekend and holidays operation, service need to run late in the evenings

Availability.

Have a better transit system, more organized transit system.

I think that the Augusta public transit need to increase the hours of service.

If bus ran more often and route was extended to more locations as it was in the 70's.

If there was public transportation on Fort Gordon. I have a friend who just PCS and she can not get around because her car is still getting shipped.

More bus routes, bus stops. Buses should arrive every 30 min. Run it just like New Jersey Transit.

no car

Our transit system can not compete with the system that I grew up with in Germany. Busses are available 24/7. Most busses are on a 10 min schedule during daytime hours. Reduced service after 10 pm every day. Transfers available no matter where you want to go. I would love to see a system like that. No worries about traffic, parking, and unsafe drivers. I would leave my car parked and safe money on fuel/ insurance.

## Responses to Community Survey Question # 14 – Desired Changes for APT for 5-year TDP Horizon

Do you ride Augusta Public Transit buses?	What changes would you like to see for Augusta Public Transit that would make service better for the community and serve as a road map for the next five years? This space may also be used to share any other comments you may have.
	Additional routes and quality advertising on the outside of the buses.
	Bus should use advertising on the inside of the bus as well as outside.
	Clean buses
	Cleaner buses, better attitudes from management, cross town drivers. I moved here and it is not a good trip at times over crowding, standing room only. It does not run until 8 p.m. It needs to please go further than just downtown, around in circles at the Mall, other counties, it is all Augusta, GA when you come off the I-20 highway. East, West, North and South is Augusta.
	FOCUS ON THE CUSTOMER - NOT THE SPECIAL INTERESTS OF THE EMPLOYEES!!!! One of APT's severe deficits stems from the lack of customer service. By that, I mean employees don't look out for the customer. For example, should a bus (such as Augusta Mall) be late to the terminal, it would not cost extra for the driver to notify dispatch they are late and provide an ETA. The dispatch could then relay the information via the PA system. Also, drivers should be held more accountable. I don't know how many times I have been waiting at a stop for Turpin Hill on Reynolds street (which I had been boarding the bus for 2 years) and seen the bus pass me by - even though I had my arm (and bus pass) in the air and was making direct eye contact with the bus. This is inexcusable! Because of this, I have procured other means of transportation to work and when I do have to ride APT home from work, I walk several blocks so I can catch KMart. It may not always be on time, but it has never passed me by. PLEASE focus on the CUSTOMER - not on allowing employees a free ride. If I showed the same customer deficit at my job that APT does on a regular basis, I'd be immediately fired. Please, have your employees treat customers as you would like to be treated.
	GO TO NEIGHBORHOODS AND GIVE OUT THE SURVEY SO THAT YOU MAY GET A BETTER IDEA OF HOW MANY PEOPLE REALLY NEED THE BUSES IN THEIR AREA AND HOW OFTEN.
	Go to other areas farther out.
	I think that some bus stops may be a conflict for people driving because the stops hold people trying to get to work, school or maybe appointments and they get behind a bus. Make them not so close to the roads and maybe in a parking lot where the traffic can proceed on. But all around it is a great value for people to go if they have no transportation.
	I use to ride the bus all the time need more routes
	I would like for it to have a farther out reach than Richmon County.
	I would like more frequent runs on routes throughout Augusta. I would like for students to get passes and discounts.
	It would be nice for the buses to run on Sunday so that people could attend church services.
	It would not affect me because I drive, but I hear others say the bus don't run often enough.
	Keep weekend hours. If you don't want to see the unemployment rate suffer for Augusta, then you need to allow for all those people who use the Transit on the weekends and even the evenings after 5:00. Thank you for this service....it saves lives, families, generations! It keeps people out of shelters begging for food, it keeps people working and providing for their families, it keeps people who wouldn't have transportation to school now a way to further educate themselves. THANK YOU, AUGUSTA
	later times
	Less stops when riding the bus.
	Lower the fare with a transfer as a part of the cost and more service more often.
	Make routes to All of Richmond Co. and go to Fort Gordon and Morgan Rd and other place that the County covers. When my car broke down I had to walk from Morgan Rd. to Deans bridge Rd one and a half hours early just to catch the bus on Deans Bridge Rd.
	Meet the needs of the community and the people!
	More bus and be on time and every 30-45 min.
	More bus stops take the cost down a little, and longer hours of operation
	more buses arriving at Fort Gordon
	more buses on the route, some routes are too crowded. Longer service hours.
	more buses on the route, upgrades to current buses and Sunday service
	More nice stops, better media and stories, training for drivers - disability etiquette.
	More routes

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more routes on major streets and crossings to and from Mall and around the shopping areas. Need more routes and connector routes

More routes past Washington Rd Sunday routes and drivers being on time

More service for elderly riders would be a great assistance to a lot of folks I know who can't afford cab fare.

Need more routes, lesser fares, serve South Augusta - Hephzibah

Need Sunday Service; Need buses to operate late at night; Need quicker turnaround on the routes; Need less wait time for a bus  
Not to go up on the fares and operate at least 6 days a week. To better serve the people, especially the senior who no longer drives, but who rely on the buses to get where they need to go. Not to go up on the fare especially for the older people. Offer some type of school and senior discounts for those who can verify that they are indeed senior and students.

Open-Ended Response

Please don't stop the buses from running.

Please pay attention buses need to run cross town. People are missing out on good jobs in the locations of Tobacco Rd, Southside, out near the Airport. Ft. Gordon, there jobs we can't get to. Martinez and Evans locations, brand new businesses we are not able to get to. This is wrong to mess up peoples income who do not have transportation or have transportation, cars which do breakdown. You already went up on fares so listen to we the people who also pay taxes, you're not the only ones.

Reduce bus fare and passes, more bus routes, more than one bus for each bus route. Shorten bus time to get to each route. For example, a bus should reach a bus stop every thirty minutes. Include Sunday services.

run the bus later on Washington rd maybe not every 1/2 hour but every hour till 10pm i think it would bet more riders

Same comment as before, the time that it takes to ride the bus is a problem while having to transfer from bus to bus.

Stations to sit in for protection from weather more convenient to bus stop.

Sunday service increase the route times to 9pm or later.

The APT is a great thing, ON other hand need improvement. The services don't have long enough hours, provide service's on Sundays and need more buses on the road. Augusta is the 2nd largest city in GA and don't have enough of services. The bus need to run from 5am until 12 midnight that will provide service's for all hours work, even the 11pm until 7am. I just feel if APT would provide more areas, longer hours, it will be a success.

the transit is a very good way for others to get around without a car.

They need to have later service for those that work & go to school/ lower fares/ and weekend service

They should stay open longer.

To be able to pick up people everywhere

Transportation to Tobacco Road.

Travel on Saturdays longer and travel on Sunday. Better attitudes from the driver. Be on time for work or school if I'm catching the bus. Other than that, the bus itself and the ride is fine. Just the driver need to be more considerate, but I do understand if someone may be handicap ad have to be placed on the bus.

Trips to Ft. Gordon again.

1. Post times and routes at stops. 2. Have same infor available on cards people can pick up at office and keep them updated. 3. I service is expanded to include subdivisions, consider how far into the neighborhoods the bus would go, especially in our very large neighborhoods.

24 hour service and a bigger better route

A better reputation for public transportation more available routes and times around the county.

A bigger coverage area and different forms of transportation.

A lot of people need APT to get to work/school.

A more convenient route system, nicer buses, safer buses, service to columbia county area/ ft. gordon.

A public service campaign to push regular use to the bus system, inform people of the various bus routes and the cost. Advertising on the outside of the buses would help defray the cost of running the bus system, so there must be a way get community businesses to invest in the system, especially those whose clients use the transportation system. My teenager tried to use the bus system a few months ago but could not easily find the bus routes and prices. When he found a number to call, the person at the other end of the phone garbled and slurred his words and my child couldn't understand a thing the person was saying. My son took a chance and stood at a bus stop and got help from a bus driver.

A route to Fort Gordon

A true public transportation system would be available to all locations within the urban areas on a 30 minute cycle - like Europe, particularly England and Germany. It would include street cars, trains and buses, if needed to make it work. The longer we wait to implement this, the more it will cost and harder to do.

Add a train or sub system

Add bus routes through Ft. Gordon

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Additional services on Sundays!! Extended routes!!

Again, I think that by offering at least one, maybe two, bus routes coming in and out of Fort Gordon, it would benefit the many soldiers here who do not have transportation and rely on public transportation right now (taxi cabs).

Again, we have 25000 Service Members and Civilian employees on Fort Gordon and ZERO Public Transportation.....need to provide our young Service members and opportunity to visit local attractions.

Allow the buses to run past 8:00 p.m. for those who work at night. Reasonable fares for everyone. Public Hearings from different areas of the community to better inform everyone. Better method of tracking misuse of taxpayers funds i.e. hotel card usage.

Although I am not a bus rider, but I have friends who do and they always comment about the length of time it takes to travel across town. I have also heard of people waiting 2 hours for a bus to come to Barton Chapel bus stops. I believe APT would be used more if the bus schedule was set, published and followed and you could travel from South Augusta to Washington Road without making a lot of transfers.

Although I do not ride APT, it would be helpful if the transportation was available in all counties and areas; especially Columbia County where there isn't any APT. Why is that?

Although I do not use the APT it would probably be a good idea to offer more convenient locations all around the CSRA.

An ambitious public transportation system is the foundation for growth in Augusta. Rather than spending millions on a new and unnecessary baseball stadium, Augusta should invest in the following: 1. A street car system (as in New Orleans) downtown, to highlight and revitalize downtown Augusta businesses. This would also help attract much needed tourism to the area. Augusta should not just be about the Masters. 2. A monorail system leading from downtown Augusta to limited, major routes in Richmond and Columbia Counties, with parking areas where commuters can leave their vehicles while using the monorail. Parking fees would apply. 3. Limited bus services to connect the areas not covered by the monorail system. These improvements should benefit ALL parts of Augusta, equally, beginning with the south side. City officials should stop neglecting the south side of Augusta. Most, if not all, infrastructure improvements have benefited businesses in the west side of Augusta, as well as in Martinez and Evans. There is great potential in the south side. Alienating this area of Augusta will only create a future eye-sore that will negate all the positive changes the city enacts.

APT needs to be more like Atlanta MARTA system

APT needs to run on a regular basis ALL over Richmond Co. It makes for a better city period. It's so sad when people relocate here and don't have transportation and can't get Public transportation while looking for a house, employment, car, household goods, etc. The soldiers here on Fort Gordon shouldn't have to ride in taxi cabs all week and weekend long. Not having a Mass Public Transit System makes the City of Augusta and Richmond Co., look backwards and so far behind the times. It's 2009 let's act like it. APT should be made available to not only certain areas in Richmond County, but also the surrounding areas, i.e., Columbia County, N. Augusta...

APT should provide secure and dependable service to all major areas of employment in the community during their business hours.

As I am not a user of APT I do not feel any comments I make will benefit this question; however I would like to be a new customer I just need to take a few lessons. I think that the APT has enough learned people to make the right decisions to service the community the best way they can while keeping everyone's best interests at heart.

As I said a little service on Fort Gordon would be a great help.

As I said above, More routes, with more stops!!! I live off Wheeler Road. According to the schedule, there is a stop at Berkman's Road, and then not another until the shopping centers up at Augusta Exchange. What about the thousands of people who live in-between? I know many have vehicles, but there are many senior citizens, and children who need bus service through there. Also, how can we consider ourselves a "tourist destination" when we provide no extensive method of getting about for visitors??

As it has been about 5 years or a little more since the last time I've had the opportunity to ride a APT bus, I have no opinion. I do not know how the service is as to date.

As long as it does not lose money; I won't mind. If taxpayers have to pay for it; it should be stopped.

As mentioned above, I would love to see a route servicing Ft. Gordon.

Assuring a public transit system for all Augustans would greatly aid in the city's ability to service areas that currently is only accessible by car or taxi.

Availability in all counties.

availability, convenience and affordability

Based on the experience I had while growing up in Germany, our system must be available, dependable, timely, and able to reach all outlying communities at all times. Easy access to bus stops. It has to be enticing enough for all people to use; therefore people would take advantage of this service knowing money can be saved on fuel, insurance cost, wear and tear on vehicles, and it is less stressful.

Be able to take you anywhere you need to go.

better bus stop area's, more commercial advertisement, more buses

Better roads and more buses for those who need to ride them. Keep the prices reasonable.

Better service for Ft. Gordon troops

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Better service.

Better weekend service for late workers - evening shift

BIGER YES IT WILL COST MORE AT FIRST but in the long run we can and will make money THAT'S WHAT ITS ALL ABOUT ANY WAY THE only reason you would cut is YOU DON'T USE IT!!!!

Bring APT to and through Ft. Gordon!!!!!! See earlier comment about suggested stops on post - Eisenhower, Darling hall, PX, Commissary. During the week and on weekends!!! Routes to the mall and to the VA hospitals and movie theaters.

Build a METRO to service the entire Augusta/Ft Gordon area.

Bus fares not to go up.

Bus service on Sunday's and bus stop in front of RiverChase Holmes.

Bus should go by Westminister Private School or near Tutt Middle School. Augusta Public Transit needs to go (pick-up) more locations! I wouldn't mind riding the bus daily!

Bus Transportation on or through Fort Gordon to Augusta area businesses.

Buses should be easily accessible for handicapped and the elderly. Many buses in Europe, for example, have hydraulics that lower the bus to curb level.

Buses should run all day and night people with low income need transportation

Buses should run every 30 min. people need to get to work

Buses wont work until construction is over

Clean the buses, train the drivers better, and use the buses during Master's week!!!!

Cleanliness and Safety, Accessibility, Utilization fo cleaner fuels - ie: bio fuel

Come to all areas

Come to all areas

Commuter fast trains between Augusta and outlying locations.

Continue the Saturday service, a lot of people do not have cars. Transportation is a worth need for the people in need of a ride to work or shop, etc. Sunday transportation is am 7:00 - 9:00, 10:00 - 2:00pm nd 4:00 - 7:00pm. This will help people for work and church. Use the small bus on Saturday and Sunday to save gas.

Continue to provide transportation for those who do not have reliable transportation. Continue to keep rates in check for those who need these services.

Continue using APT is some peoples only transportation

Convenient bus stops with convenient times.

Create and/or promote a Ride Share program that captures folks from outlying areas and promotes car pooling into the city

DAILY SERVICE TO FORT GORDON.

Do not have an opinion

Do not know, do not live in Augusta.

Do not live in Augusta

Do not live in this area. N/A

Do not use

Don't concern me.

Don't have any.

Dont have one

Dont know do not use this service.

Dont know dont ride. I do not plan on riding.

Dont use the system to offer changes needed

Don't use them

Even though I do not presently use bus service, I feel it should be continued. There are people in my neighborhood who desperately need the services. I am now retired (City Government) were I still working with the price of gas today, I would use the bus services.

Even though I do not ride the bus I hear people complaining about bus fares being high.

Every day service (7) days, run 24 hours and run later in the evenings

Expand services to the rural areas

Extend the bus routes

Extend the hours during the week and add some more weekend hours for people to have a normal functioning life.

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Extend the service into Columbia County
Extend the time the buses run.
Extended hours and routes
Fix the current system and expand the system regionally to include other connecting counties including Ft. Gordon.
Flexability in more locations.
For people who do not have transportation but are contributing taxpayers. The transit needs its hours and travel further for the paying customers to have the avaiability to travel in a safe and timely manner Thanks just an opinion
Ft Gordon to downtown
Ft. Gordon route!
Go in more areas and make more stops.
Go into subdivisions, closer to homes.
Has anyone proposed the idea of closing the Richmond County school busses and having them contract with the APT to provide services. This would increase the routes to all areas of the community to provide morning and afternoon school and work commutes. More busses could be used during the busiest times.
Have a stop on Fort Gordon
Have more availability and travel longer distance to serve the CRSA, also have longer hours.
Having a car pool parking lot close to Augusta Target Area.
Having the buses to travel later through the week, because there are people that work and get off later than 10pm. Those that don't have transportation need a mean of getting to where they need to be and the public transit system would be that vehicle.
Help people get to work so they don't lose their jobs.
Hopefully as the population increases the bus routes will increase barring the effects of the economy. Maybe the bus routes could go out into some outerlying areas.
Hopefully, that they would not stop Saturday service.
I already took the survey, but I want to add... We all need more sidewalks and trails to be able to walk or ride bikes places. This town is not pedestrian friendly. Charlotte has built a train, look at them as a model
I am frequently annoyed by the fact that the bus waiting sheds are often situated too close to the curb, such that they obscure vision for car drivers trying to exit side roads, with and without traffic lights. One at the Cain's chicken location on Washington, completely blocks vision of westbound traffic on Washington Road at a very busy location. These could be set back just 3-5 feet and allow for safer traffic control.
I am from California and love public transportation but it must be safe, somewhat convenient, and affordable. My family is paring-down to one car and we would absolutely use public transportation in and around Augusta (Grovettown, Gordon, Evans) if it meets the above criteria.
I believe that I commented everything that I think should be put into place. I would not mind using public transit especially during the times when gas is low within my vehicle. I would get up the hour or two earlier to take public transit downtown for my job and wait on it once I get off if I was confident that buses ran in a timely manner that would get me home and to work in a timely manner. Observe and review other cities who are on the same size scale as Augusta and just monitor what they have in place and adapt those things into the current transit system and make steps to make Augusta better. I do say that improving routes, times is not the only way. Must make bus stops clearly marked and attracting to those waiting. I wouldn't want to wait in a shelter that is not clearly shaded and clearly marked. On days that its raining, I wouldn't want to get soaking wet because the stop is simply a sign. Now, these changes may cost a pretty penny but I would hate for Augusta to become a city that doesn't have Public Transit when all others its size do.
I believe we really need this system. I am a teacher in Richmond COunty and there are many people that cannot afford transportation and rely on the bus system.
I did not know about APT bus service.
I didn't know that Augusta even had a transit cause I never see anything around the area if I had known about it I would've used it a couple of times to get to places
I do not need public transportation, however I would like those that need it top be able to have it
I do not ride so I can not answer
I do not use APT, I have lived in larger cities and see the need and accessibility for lower income residents. If there were more available routes in this age of "Green" I would use this service.
I don't even know where the current service is, but I would be happy to use it if it got me where I needed to be when I needed to be there. I would need transport leaving from Evans to arrive at central Ft. Gordon no later than 5:50 AM; and transport back to Evans leaving between 4PM and 8PM. Additionally, if I could carry my bicycle with me on the bus, I would be willing to bike up to 3 miles to the bus stop each way ( it's only 13 miles to Ft Gordon, if I bike more than 3 to get there I may as well bike the whole thing, it only takes about 50 minutes.)

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I don't have anything because I don't ride the bus. I never had the experience.

I don't know a lot about APT. I have never needed their services.

I don't mind the rate increase, but it is important for those who do not have transportation

I don't ride the bus, so therefore, I have no idea of what changes needs to be made.

I don't use APT Possibility extend service toward Evans

I don't use it, but I know there are people who depend on public transportation, so I would hope that it would be available 24 hours a day, 7 days a week.

i don't use public transportation

I feel those who ride APT would appreciate a wider variety (location and stops) in which the system now uses.

I have been thinking about the environment and my carbon foot-print. The transit system should function so that environmentally concious folk could give their vehicle(s) a break on the week-end, (conserve gas and limit transmissions). But the routes would need to include various points of interest (River Walk) or recreation areas (local community centers) and of course the shopping areas (malls, Robert C Daniel area).

I have lived in Europe and love their transportation system. I know we don't have Tram, but I believe with the proper campaign, safe/clean transportation, the bus system could take off. It would have to be economical for all. Day passes or monthly passes providing the best deal for frequent riders. Also, have bike racks available for those that would like to hit the trails once they get to their destination.

I have read about some of the issues in the paper with APT and I'm not sure what the solution is. Maybe reduced routes with definite times posted would help so people could plan ahead.

I haven't seem many transit buses throughout Augusta which lead me to believe that if they are there, it is limited. I believe if the services available/provided by the APT was expanded/increased, it would be a great service for the people of Augusta, it would assist in employing Augusta, as well as possibly reducing the traffic congestions that are in creasing daily.

I just recently arrived in Augusta after living for many years overseas. It may be unfair to compare the transportation service there to what's available here. But what a let down! Before I got my car, I had to rely on others to get me around. And even if I wanted to explore my new surroundings, it was a hardship because of the limited transportation route. I truly miss the option of not driving at times and still being able to get around.

i just want everyone to be able to get a ride to school, work and be happy

I know Fort Gordon is pushing for a route through post, why this would be great you must consider if this is workable. To enter Fort gordon, use must have an ID card, will you be required to show official state ID when riding bus? What happens if and when the post OPCON is raised due to potential threat to Military or roads are closed? I would suggest, having the route come near the post gates and have a turn around before entering post. Young SMs that want to ride will make there way to the bus stop if required.

I live in Aiken

I live off Boykin Rd in Sandesling Subdivision. I would use the bus if it was available.

I need to know more.

I really cant answer this I just moved to the Georgia area and have not become familiar with alot of things happening here.

I ride in a carpool to work and it would be nice to catch a bus at Darling Hall and ride to the shopping and eating area of post. Also, the post housing areas are not near services and many of our younger spouses do not have any transportation to places on and off of Fort Gordon.

I rode APT when I was in college to get to school, field experiences, and around town. I found the experience to be an acceptable means of transportation. I the routs were better (more stops at more place at more times, and the system ran latter into the evening, I would probably ride to work.

I think any taxes that are used for this service should be for the TRULY NEEDED. So many people take advantage of gov. programs. Make them pay a higher fee for the up keep of this service. If they need assistance, PROVE it!!!!

I think for our Soldiers, bus service from Fort Gordon to various businesses like Augusta Exchange would be very good. Soldiers are forced to use Taxis which are expensive. Employees on Fort Gordon might use the bus service if it was offered by their home.

I think it would be a good idea if maybe there were a route on Ft. Gordon. Maybe a route that could be beneficial for medical appointments off post with very limited service on holidays & weekends. Propose a trial route maybe from the hospital, PX, and Warrior Transition area to see what type of response you get and go from there.

I think some form of advertisement or more advertisement as to the times and routes of the buses would be beneficial to the riders as wellas those who are considering riding the bus to save money and perserve fuel.

I think that your bus service should go more places.

I think the APT system is a vital part of the community. If we're to restore our community and bring change to the problems associated with poverty and unemployment, than residents must have a reliable source of transportation when they canott afford their own. Rates must be kept as low as possible and the vehicles themselves should be attractive to the riders to make it a desirable option.

I think there should be a greater emphasis on public transport in Augusta. It would reduce traffic, pollution and make the CSRA feel more connected.

I will never use APT

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I would be more likely to use APT if it were more readily available and if it went to Ft Gordon. If bus fares are reasonable, it would likely be more convenient than driving to work myself.

I would like for APT to continue service to all who needs transportation to school, work, Medical appointments, grocery shopping etc. It is so hard now for the elders and the handicap to get around and they are especially depending on APT.

I would like to be able to ride back and forth the same time each day.

I would like to have a passenger train service between Augusta and Atlanta (eventually to Savannah).

I would like to request consideration of providing services to the Fort Gordon Community. Many of the Soldiers and Families do not have adequate transportation (some have no vehicle, others only the one that is obligated for work transportation) to take full advantage of our great community.

I would like to see buses running on Sunday for people to ride to church.

I would like to see expanded routes. I would certainly ride the bus if there were routes and stops on Old Evans Road or Baston Road.

I would like to see expanded routes. I would certainly ride the bus if there were routes and stops on Old Evans Road or Baston Road.

I would like to see improvement on the places/area that the bus runs and the time range. If I wanted to go to the mall and return home, the bus stops are not convenient.

I would like to see more buses added to existing routes and the routes extended and faster times.

I would like to see more routes added longer hours and saturday and sunday hours. If young people want to go to the movie they can ride the APT. instead of trying to drive. stoping transportation at 6:00 is very inconvenience.

I would like to see one or more routes that go between Fort Gordon and Augusta. I am a firm believer in using public transit, yet I can't do it because none of the buses go to Fort Gordon.

I would like to see public transit spread further into the rural areas of Hephzibah and Blythe

I would like to see public transportation encouraged even more to help alleviate traffic problems. Incorporating daily transportation to such places as Fort Gordon, North Augusta, Aiken and Columbia. A truly regional train that would allow residents to have greater mobility and open up new opportunities for college students especially.

I would like to see service on and through Fort Gordon. I would also like to see more service downtown at night, so I can take a bus instead of a taxi home.

I would like to see the Augusta Public Transit run on Sunday

I would like to see the bus run on Sundays because some of the people work, and the only time they can get around and shop is on Sundays and that is not fair to others who has to work on week days and Saturday.

I would like to see the service revamped so that it could possibly serve more of the outlying areas within the next five years.

I would like to see the transit service extend their services farther out in the Hephzibah area.

I would like to see them have more pick-up locations and go out a little farther than they do now.

I would love 4 the buses 2 run 24 hours all week including Sunday!!!

I would use APT if they would have more buses on main routes. More routes through out the community and in other communities. Longer hours of service.

If Augusta truly were serious about improving the PTS, they would install a train or underground system to alleviate the high cost of a bus system. We should take the initiative and model the European system, which is in such use by it's citizens that public transportation equals private automobile use.

If I lived here, I think that it would be valuable to use the APT to save on money and to help those that don't have any transportation to school. Some people do get dropped off and have to wait on someone to come back and pick them up, and I feel if there is transportation, it will benefit them.

If possible, please provide bus routes from Fort Gordon to areas in Augusta. The soldiers would benefit from this because it would be much less expensive than using taxi services.

If routes expanded and there was service to Ft. Gordon I would probably use APT to save gas and mileage.

If they would add more routs to there bus line go to more places then they do so a lot more people can use it.

If you build it they will come

I'm not sure why the service has not been made available to the South Side, but I think it would have been or will be a great service to the area.

Include better routes and service to include Ft. Gordon

Increase routes and runs

Increase service routes

Increased routes; rail system; increased hours of operation.

It should be affordable for people who need to use it.

It should be upgraded to more of the kind of service we all use- like, Boston, Denver, etc. We are a big city and should start functioning more like one. My staff are paid around minimum wage and can't afford a big amount of the money they make on a

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given day to go to paying for the transportation to get here.

It was noted that the bus service should look at expanding what we have. Transportation might be used. Get back the bus servicing Fort Gordon. Think about a bus service to Waynesboro, Thompson, etc. where people go to and from work and don't have transportation. This survey is not geared to help with the transportation problem. It does not seek much information from anyone.

Keep buses running for people in need of it.

Keep fares low

Keep the bus area clean.

Larger routes/longer hours

Later hours

like i mention before this system needs to reach out into other counties and cities until you do this service will never grow this is the only town i know where transfers are cut out ,no saturday service, the buses dont go far out,dont run late, no park and ride for people outside the county, no bus service for soldiers trying to get off base. This bus service loses money because nobody is doing anything to make money, you cant make money by going to the mall and back down 15th st

Longer hours

Longer hours

look into the "FS-2500" oil filter supplement. it has great fuel and maintenance benefits. manufactured by Filtration Solutions

Lower bus fares/buses running every 30-40 min

MAKE AVAIBALE IN OUTSKIRTS OF TOWN

Make bus transportation available to Fort Gordon patrons.

Make it better for all riders

Many years ago, APT was used by Soldiers to get around Augusta. I think it would be great for the Fort Gordon and Augusta community.

Market your product - expand your routes - and provide security and I think public transportation could vastly improve the quality of life here in Augusta. The immediate benefits would be providing more employment, cutting down on traffic congestion, and saving commuters gas money and the environment from redundant emissions as people surely travel duplicate routes in separate cars.

Maybe if the stops were closer.

More Advertisement and Transits on post.

More area coverage

More availability to military members

more bus routes into South Augusta including Blythe and Hepzibah clean buses clear easy to understand schedules and routes

more bus stops and public information about the available bus routes. I was not even aware that Augusta had a public transportation system.

More Bus stops, more busses.

More buses and a more flexible schedule. The wait time for between buses is extremely too long.

more buses and more frequent stops

More buses on routes

More buses to cut down on wait time.

More buses in all areas

More convenient schedules and more access to schedules. Buses should be advertised as a way to get the Fort Gordon Soldiers to and from where they need to go. Soldiers bring in much needed revenue and it could possibly cut down on drunk driving incidences for soldiers. Also, buses could be used more readily for special events (such as master's week) for a minimal fee where parking may be an issue. Schedules need to be readily available (maybe posted in the free newspapers or at walmart... everyone goes to Walmart). Buses should have contact information on the outside for someone looking to ride the bus. My name is Priscilla Johnson. My email is pjohns15@aug.edu. I would love to hear more about Augusta Public Transit.

More convenient to the people in our communities. In a growing city with a growing population we need bigger public transportation system

More expansion i think will tap into more riders who desperately need the service.

More frequent stops and pick up times. More locations to catch the bus.

More frequent service, service that connects residential areas with more employment centers, and service that allows for transfers between routes at locations other than the transfer center

More locations and extended hours of operation; weekend service.

*Appendix C: Community Survey, Question # 3 and #14  
Open-Ended Responses*

More locations/ more information
More publicity of routes...Park-n-ride to high attendance potential events...Reasonable fares and adequate frequency of vehicles...Clean and safe...
More readily available information of routes and costs.
more routes
More routes and extended hours
more routes and should be 24 hrs
More routes for those that use it.
more routes for younger children to get back and fourth to work
More routes into more neighborhoods, especially west Augusta.
More routes into South Augusta/more stops/more participation from riders/Marketing to appeal to riders or potential riders
More routes more than one terminal
More routes to more locations. A route onto or just on Fort Gordon.
More routes with more pick-up times closer together.
more routes, extension to Columbia County and Fort gordon, Extension to Fort Gordon will allow soldiers who are at training a vessel to get off post and utilize businesses and entertainment in the Richmond and Columbia County areas.
More routes/longer running hours
More South Augusta routes to West Augusta and Downtown. I think smaller busses could be utilized for a savings. Look at cities like Knoxville, Tennessee and Chattanooga, Tennessee they are cities about the same size and growth as Augusta. They had bus lags and then growth with the city.
More stops and routes
More stops for South Augusta I live not far from the Fort Gordon on Deans Bridge Rd, the closest stop is Walmart.
more stops, better locations, access, frequent routes,
Need more availability in areas outside of the city
Need more stops in between/ more buses so that no one has to ride for another hour, change over the keep riding to get to destination.
Need routes through and to Fort Gordon for Augusta Area business for Soldiers and workers
Need to have bus stops all over Augusta, not just major raods.
need to have posted times of hours of operation in a visible area
Need to have somewhere for the bus riders to sit while waiting for the bus out of the rain and sun.
Need to improve what we have and continue to improve especially for people who need bus transportation for medical appointments. In the past when I used bus transportation in the 50's and 60's it seems we had better transportation. It maybe that more people started buying cars and did not need bus transportation.
Need to service the south side - Hephzibah
Needs to go to Tabacco Rd area
Never used/ but maybe cleaner buses/ more routes/ frequent rider discounts
night time service and longer routes to get people out without driving. why can't the buses institute park and rides from martinez and evans to downtown and asu?
No changes
Not all militray member have two transportation. It would help if there is a mean of public transportation coming in/out off post to support our dependent for employment or just to get away from post once in a while.
Not stop or cut routes
Offer more Services on Fort Gordon
oi dont know
On post stops including the NSA/CSS and stops in Martinez and Evans
Open 24 hours so people who work can ride
Park and ride spaces; routes onto Ft. Gordon
People work on weekends and need a bus the same times as weekdays. Have bus stops closer to buildings or cover the stops. offer weekly/monthly/yearly passes.
Please consider adding Fort Gordon, GA as part of Augusta's Public Transit system. Fort Gordon is one of the largest employers in Augusta-Richmond County. Members of the military community are often excluded from participating in activities or contributing to the local economy without transportation to and from the city of Augusta

Appendix C: Community Survey, Question # 3 and #14  
Open-Ended Responses

Please see comments above.

Posting bus routes and times.

PR campaign to make citizens aware of the availability of service. Service in Grovetown, Evans, Ft. Gordon

Provide more routes.

Provide the minimum number of routes necessary to serve those most in need of bus service.

Provide transit services in South Augusta- Tobacco Road area.

Provide transportation for Fort Gordon and Tobacco Road

Provide transportation for the elderly who can not drive and should not be on the road

Put in a bust route to serve the young soldiers who are confined to post due to lack of affordable transportation. It would especially be of service to the retirees who have served their country and rely on the fort for the bulk of their medical needs.

Readily available schedules. Preferably cleaner transit systems. Possibly moving towards a subway system or trolley.

Refer to comment section for question #11.

Refine the bus service, get the buses rolling on time. Come up with a bus pass system that is affordable but covers costs. Make what you have in place work and improve upon it. If the mayor starts taking the bus, others will too. The leadership and the commission needs to set the example. Start the planning on a train that would circle the city. :)

Routes for all over the area 7 days a week

Routes that include Fort Gordon

Routes to Fort Gordon

Run at later times

Run longer hours/lower rates/more stops/cleaner buses

Run on Sundays/and run at later times

Run through Ft Gordon.

Safer bus stops

safer bus stops/ more bus stops areas

Safety and security for passengers. Buses should be implemented with some type of security surveillance monitor that is not controlled by the bus driver. A sign on the bus stating "this vehicle is being monitored by the TSA" may provide sufficient deterrent for would-be robbers and provide a sense of security for passengers. Bus stops should be placed in accessible and public roads without interfering with the normal flow of traffic. Bus stop shelters should be provided where there are no trees to provide shade for waiting.

Saturday and Services

Schedule routes and times according to the needs of the public.

Service for everyone, all times, know when, where, and how often.

Service hours extended. Routes should include Hephzibah & S. Augusta

Service on Fort Gordon and Fort Gordon to/from surrounding CSRA.

Service on Fort Gordon would be great. I live in Harlem, which I realize is not very big, but if there was a van or bus that went from Harlem to Fort Gordon I would make a strong effort to use it, even if it went through Grovetown first before arriving to post. I have used public transportation in other cities and countries and I love it.

Service should be extended to South Augusta (Hephzibah area) and Fort Gordon. Service should also be connected to Columbia County and more times for the Best Friend Express to connect for North Augusta and Aiken.

Service to and from Fort Gordon would definitely be used by many, most service members that don't have a vehicle have to use taxi service which is ridiculously expensive.

Service to include Ft Gordon.

Service to Fort Gordon.

Service upgraded and hours increased. Although I personally do not ride public transit, I have family members who have. It is not very convenient the way the service and the schedules are. Every hour that is not a good thing running on an hourly basis, it makes people late for work and late for doctors appointments and other things. Hourly time runs is just not good. Your schedule need to be better by at least twenty minutes.

Services to include Fort Gordon stops. Services to include Grovetown. Greater advertising of Public Transportation. Well lit stops for early morning/evening travel.

Shorter waits

Should be available more hours of the day and on weekends.

Stops near my home

Appendix C: Community Survey, Question # 3 and #14  
Open-Ended Responses

Students would like to see any public transportation. They are not allowed to drive personal cars. If there is transportation on post, we don't know about it or it isn't reliable.

Sunday routes/longer hours

Sunday service for church and work.

Sunday Service.

Sunday service/more routes

Sunday Services

Sunday services

The area covered needs to expand

THE BUS NEEDS TO GO TO FT. GORDON.

the bus should come down where u can get the other like silbey rd. i live on sibley rd and would have to walk just to get the bus and its far.

The closer the better for me. Schedule and service panflets in mail box or e-mail access to know about location and schedule.

The complaints I hear from my neighbors are, takes to long to arrive at destination, and too many people transferring from one bus to another.

The need for bus transportation on or through Ft. Gordon to Augusta area businesses.

The public transit needs to be robust enough to handle where people go when they go. You need to have parking available or close to housing areas so that people can get on a bus and go to where they need to go when it convenient for them. People need to go to work during the week so buses should run from Evans, Grovetown, Hepzibah to various locations on Fort Gordon and business locations throughout Augusta and then on weekends go from those housing areas to shopping centers and malls.

The service area needs to be expanded in Hephzibah. The city of Augusta needs to re-think the APT service. Everyone does not have transportation and the City can do a better job of meeting the needs of its people. Shame on Augusta.

The transit system to merge further into South Augusta

They need to run every half hour not every hour

This service help many people in the community get to work,school,and shop its vital for there welfare.

This service needs to serve the specific neighborhoods in teh Richmond County area. This service must also be available during week days, weekends and until at lease 11:00 p.m. nightly.

To be convenient in all areas

To cover a bigger area

To have more transportation in Martinez/Evans Area

To have shelters at the stops with benches as a protection from rain

to keep servicing the community because everyone do not have cars, especially the elderly,

To make sure that people that need ride bus can get to ride on Saturday & Sunday. They need night transportation also.

To reduce rate for those that ride the bus regularly

to work with Ft. Gordon, the trainees could use the bus system to save on cab fare.

Transportation should be expanded to South Augusta/Hephzibah

Transportation to and from Fort Gordon to locations such as the mall and Augusta Exchange shopping center.

Try and increase the number of buses, decrease fares, make run times shorter than every hour, maybe every 30 min. Too much switching over.

Unknown

up grade of the buses, bus fares need to increase, Saturday and Sundays. also for holidays.

Upgrade the buses and also see Sunday Service for the community so people work on Sundays also. Need to take into consideration that going upon the rate isn't good for people who are on fixed income.

Use smaller buses for routes with few passengers.

Wait time for Connection to other buses shorten. (according to information I have heard from other people who ride APT)

Weekend buses,the people that depend on APT doesn't have other transportation.

Weekend service!

While I do not have current need for APT, I do believe it serves a purpose for many of the fine folks in our city. Some services such as Transit will not always be a profit making operation but still provide a valuable service to the local citizens of the area. I would like to see studies performed (may already be in place), to determine the number of folks that ride certain routes at certain times to best determine bus routes and schedules. I regularly work with the APT department and believe they do a good job. Joe Crozier, Loss Control Officer Finance Dept., ARC Government

*Appendix C: Community Survey, Question # 3 and #14  
Open-Ended Responses*

Would also like to see regular service from Washington Road to Broad Street. With the growth of the nightlife in downtown Augusta, I feel a regular bus schedule from Washington Road to downtown Augusta and back would greatly reduce the number of intoxicated drivers on the road. I highly suggest that a weekend route start from Washington Road at the I-20 junction and go to Broad Street on an every 30 minute running schedule beginning at 7 p.m. and keep running until 3 a.m. This would greatly reduce the number of intoxicated drivers on the road and make both Washington Road and Broad Street much more safe and usable.

-----  
You have no routes for one of the largest employers in Augusta, Fort Gordon. Additionally, the young trainees at Fort Gordon who by and large don't possess personal transportation are among the largest pool of likely riders. Start there.

-----  
You need to include Columbia County and should have a drop off and pick up point on Ft. Gordon



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# **Appendix D: Onboard Survey**

Dear Rider:  
 Please take a few minutes to complete this survey during your bus ride today. Your answers will be used to help us improve service. Please add any comments on the back.

Thank you!  
 The APT Survey Team

**1. Where did you come from before you got on this bus? (check only one)**

- Home                       Visiting Friend/Relative     Recreation  
 Work                         Shopping/Errands             Personal Business  
 School/College         Medical Appointment (doctor/dentist/therapist)  
 Other (specify): \_\_\_\_\_

**2. Where did you get ON the bus?**

(Nearest street corner, address, or landmark; for example: 9th and Walton Way)

\_\_\_\_\_

**3. How did you get to the bus stop? (check only one)**

- Walk                         Ride with someone         Bicycle  
 Drove myself             Transfer from another bus (specify route) \_\_\_\_\_  
 Train  
 Other (please specify): \_\_\_\_\_

**4. Where are you going on this trip?**

- Home                       Visiting Friend/Relative     Recreation  
 Work                         Shopping/Errands             Personal Business  
 School/College         Medical Appointment (doctor/dentist/therapist)  
 Other (specify) \_\_\_\_\_

**5. Where will you get OFF the bus?**

(Nearest street corner, address, or landmark; for example: 15<sup>th</sup> and Broad St.)

\_\_\_\_\_

**6. How will you get from the bus stop to your destination? (check all that apply)**

- Walk                         Ride with someone         Bicycle  
 Drive myself             Transfer to another bus (specify route) \_\_\_\_\_  
 Train  
 Other (please specify): \_\_\_\_\_

**7. Did you have a vehicle available to make this trip?**

- Yes                                       No

**8. Have you filled out this survey before?**

- Yes                                       No

If **Yes**, please stop here.  
 If **No**, please continue and complete all questions.

**9. Do you have a valid driver's license?**

- Yes                                       No

**10. What is your gender?**

- Female                                       Male

**11. What is your age? \_\_\_\_\_ years**

**12. What is your ethnicity?**

- American Indian/Alaskan Native                       Asian  
 Black/African American                                       Hispanic/Latino  
 White  
 Other (specify): \_\_\_\_\_

**13. What is your total annual (per year) household income (from all members)?**

- Less than \$10,000     \$10,000-\$20,000                       \$20,001-\$40,000  
 \$40,001-\$60,000     \$60,001-\$75,000                       \$75,000 or more

**14. On average how many days per week do you use the bus?**

- 1 day     2 days     3 days     4 days     5 or more     Other \_\_\_\_\_

**15. How do you rate your current APT bus services?**

	Excellent	Good	Fair	Poor
On-time Performance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver Courtesy.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer Convenience .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of Buses.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Service Quality .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THANK YOU!





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# **Appendix E: Route Profiles**



## Route 1 Walton Way Weekday

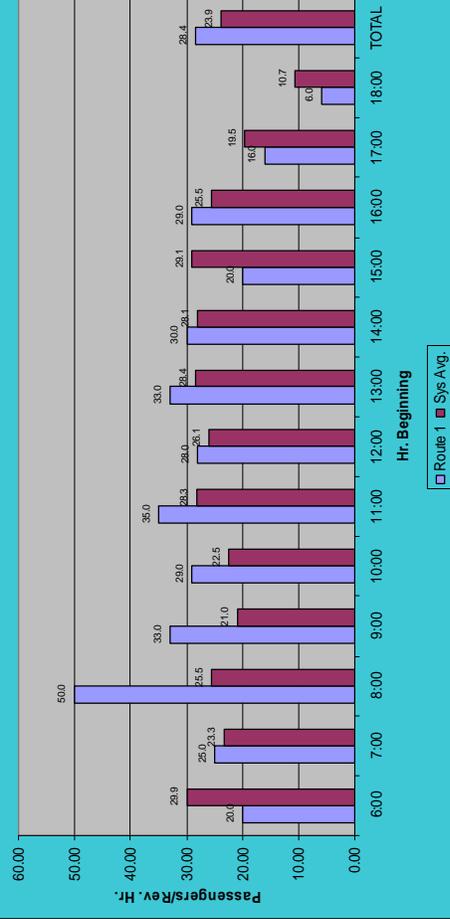
Transfer Activity		
Route 1 TO:		Route 1 FROM:
Route	#	Route
3	7	3
4	3	4
5	11	5
6	11	6
10	4	10
12	7	12
13	0	13
15	1	15
16	1	16

Daily Service Characteristics-Weekday:	
Span of Service:	Inbound: 7:00a - 6:00p Outbound: 6:30a - 5:30p
Peak/base frequency (min.)	60 / 60
Peak/base buses	1 / 1
Daily Revenue Hours	12
Daily Revenue Miles	147.408
Daily Passengers	341
On-Time Performance	58%
Late Trips	25%

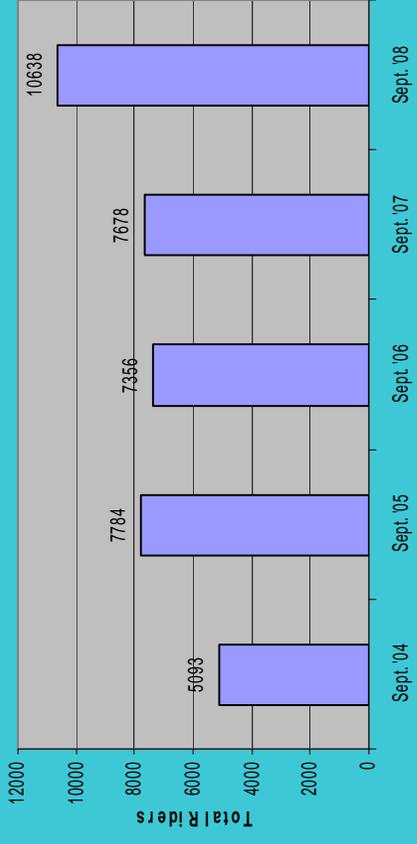
Route 1 Performance Measures - Weekday	
Passengers/Revenue Hour Rank	28.42 4 of 10
System Average	23.86
Passengers/Revenue Mile Rank	2.31 3 of 10
System Average	1.815
Total Operating cost (based on APT unit costs) Rank	\$ 691 8 of 10
Cost per Passenger Rank	\$ 2.03 4 of 10
System Average	\$ 2.52

Route 1 Segment Performance-Weekday Segment:	Key Stops:		Segment Total	
	On	Off	On	Off
OUTBOUND: Transfer Center to Walton/Chafee Ave	81	0	113	33
Walton/Chafee Ave to Walton/Hickman Ave	7	1	14	28
Walton/Hickman Ave to Walton/Highland Ave	12	11	22	52
Walton/Highland Ave. to University Village	9	6	39	51
INBOUND: University Village to Walton/Highland Ave	70	0	73	3
Walton/Highland Ave to Walton/Hickman Ave	1	20	28	72
Walton/Hickman Ave to Walton/Chafee Ave	9	45	41	12
Walton/Chafee Ave to Transfer Center	8	2	18	90
	12	3	6	62

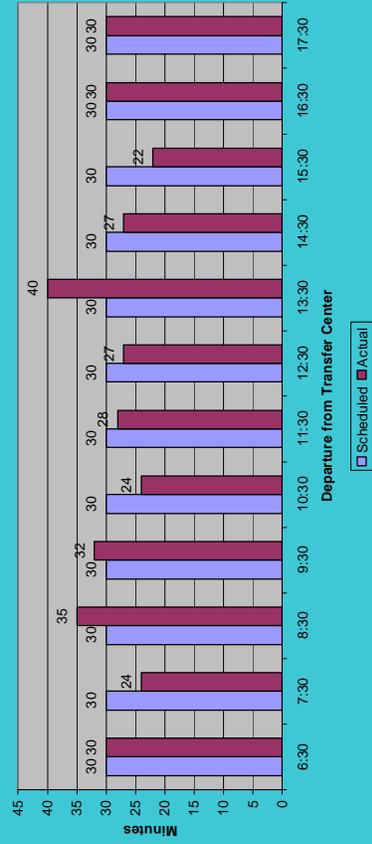
**Rt. 1 Productivity by Hour**



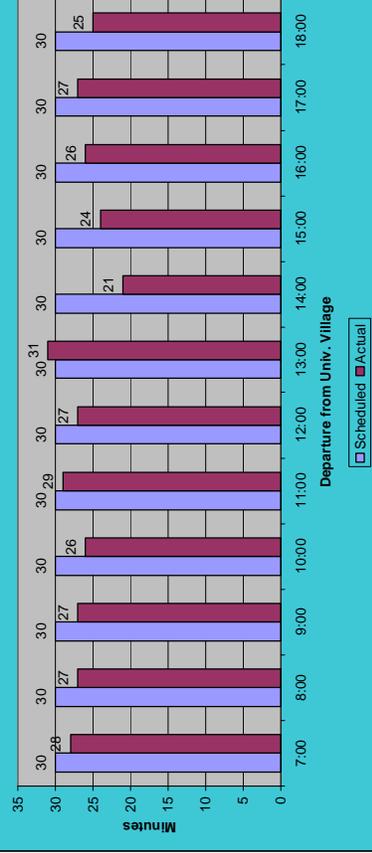
**5-Year Monthly Ridership Trends - Rt. 1**



**Rt. 1 Scheduled vs. Actual Running Time - Outbound**



**Rt. 1 Scheduled vs. Actual Running Time - Inbound**





## Route 1 Walton Way Saturday

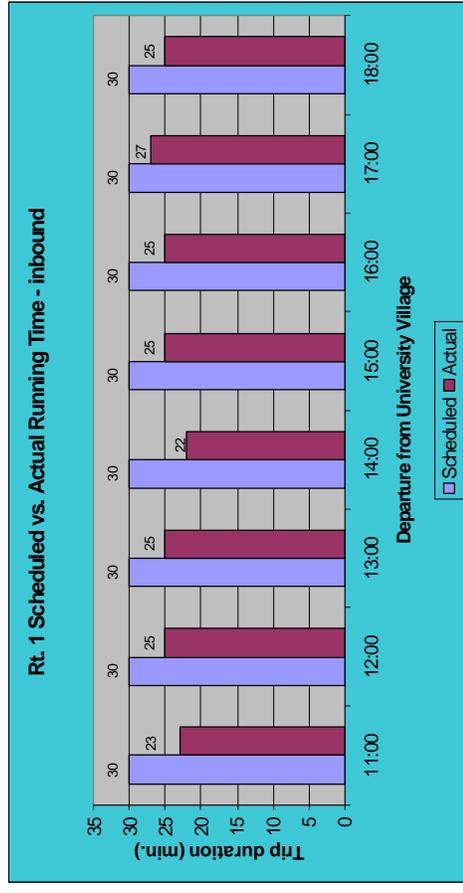
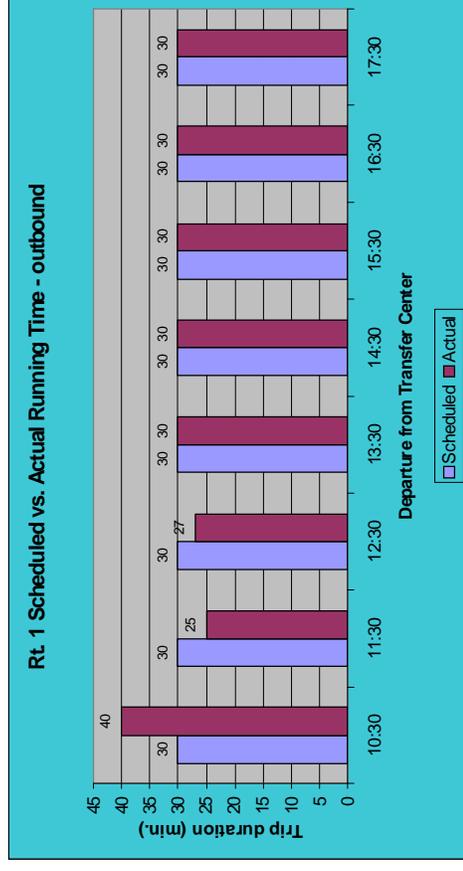
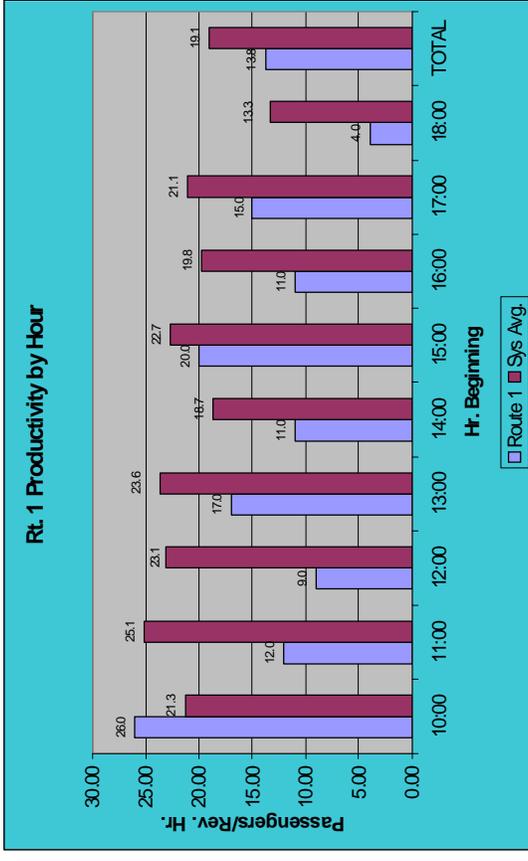
Transfer Activity		
Route 1 TO:		Route 1 FROM:
Route	#	Route
3	0	3
4	7	4
5	4	5
6	8	6
10	0	10
12	5	12
13	0	13

Route 1 Performance Measures - Saturday	
Passengers/Revenue Hour Rank	13.75 7 of 8
System Average	19.08
Passengers/Revenue Mile Rank	1.12 6 of 8
System Average	1.42
Total Operating cost* Rank	\$ 461 8 of 8
Cost per Passenger Rank	\$ 4.19 7 of 8
System Average	\$ 4.06

\* based on APT unit costs of \_\_\_\_/Hr.

Daily Service Characteristics-Saturday:	
Span of Service:	Inbound: 11:00a - 6:00p Outbound: 10:30a - 5:30p
Peak/base frequency (min.)	60 / 60
Peak/base buses	1 / 1
Daily Revenue Hours	8
Daily Revenue Miles	98.272
Daily Passengers	110
On-Time Performance	81%
Early Trips	13%

Route 1 Key Stop Performance-Saturday		Segment Total	
Segment:	Key Stops:	On	Off
		On	Off
OUTBOUND:	Transfer Center	25	0
	Walton/Peabody Apts.	5	1
	Walton/Tuttle St.	0	7
	Walton/Bon Air	2	7
	Walton/Fleming Ave	3	7
	University Village	0	10
	University Village	12	0
	Walton/Fleming Ave	4	1
	Walton/Baker Ave	5	0
	Walton/Emmett St	11	1
INBOUND:	Walton/St. Sebastian	2	5
	Transfer Center	0	34
		62	50
		48	60





## Route 3 East Augusta Weekday

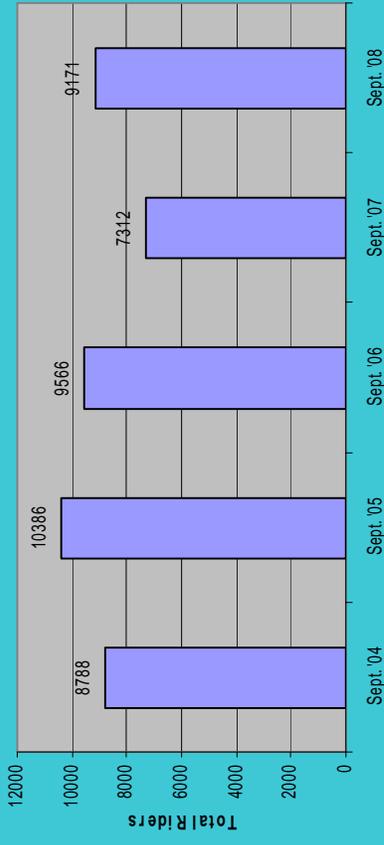
Transfer Activity			
Route 3 TO:		Route 3 FROM:	
Route	#	Route	#
1	1	1	7
4	1	4	3
5	4	5	20
6	8	6	5
10	0	10	0
12	5	12	31
13	0	13	0
15	1	15	4
16	0	16	0

Route 3 Performance Measures - Weekday		
Passengers/Revenue Hour Rank	29.57 2 of 10	
System Average	23.86	
Passengers/Revenue Mile Rank	2.46 1 of 10	
System Average	1.815	
Total Operating cost (based on APT unit costs) Rank	800 5 of 10	\$
Cost per Passenger Rank	1.93 3 of 10	\$
System Average	2.52	\$

Daily Service Characteristics-Weekday:	
Span of Service:	Inbound: 6:00a - 7:00p Outbound: 6:30a - 8:00p
Peak/base frequency (min.)	60 / 60
Peak/base buses	1 / 1
Daily Revenue Hours	14
Daily Revenue Miles	168.39
Daily Passengers	414
On-Time Performance	47%
Late trips	47%

Route 3 Segment Performance-Weekday		Key Stops:		Segment Total	
Segment:		On	Off	On	Off
OUTBOUND:					
Transfer Center to 5th/Ferwick					
	Transfer Center	112	0	153	13
	Telfair/James Brown	16	1		
5th/Ferwick to Telfair/E. Boundary					
	4th/Walton Way	2	16	21	80
	Telfair/E. Boundary	12	21		
Telfair/E. Boundary to Aiken/Kentucky					
	E. Boundary/E. Walker	2	11	38	69
	E. Taylor/E. Cedar	10	10		
Aiken/Kentucky to Sand Bar Ferry/Fairhope					
	Yancey Ct./Fairhope	17	10	64	50
	Kinchley/Fairhope	27	15		
INBOUND:					
Sand Bar Ferry/Fairhope to Aiken/Kentucky					
Aiken/Kentucky to Telfair/E. Boundary					
	E. Taylor/E. Boundary	12	1	54	11
	E. Boundary/E. Telfair	20	5		
Telfair/E. Boundary to 5th/Ferwick					
	Greene/7th Sts.	2	10	41	22
	Greene/9th Sts.	5	14	23	187
	Transfer Center	0	119		

**5-Year Monthly Ridership Trends - Rt. 3**



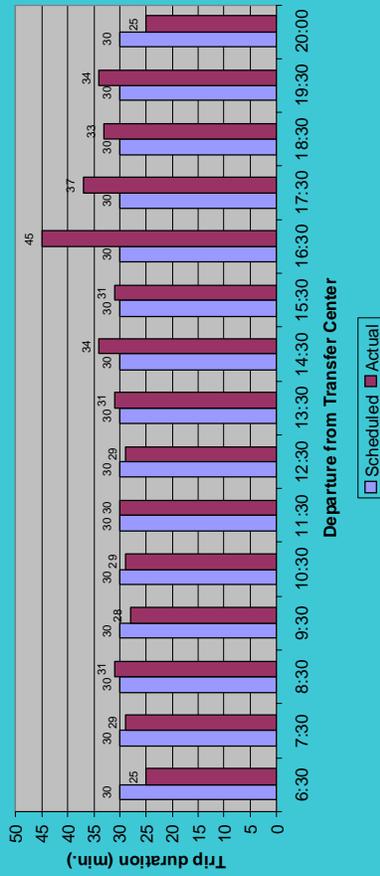
**Rt. 3 Productivity by Hour**



**Rt. 3 Scheduled vs. Actual Running Time - inbound**



**Rt. 3 Scheduled vs. Actual Running Time - outbound**





**Route 3**  
**East Augusta**  
**Saturday**

Transfer Activity		
Route 3 TO:		Route 3 FROM:
Route #	Route	#
1	4	1
4	8	4
5	1	5
6	1	6
10	0	10
12	7	12
13	0	13

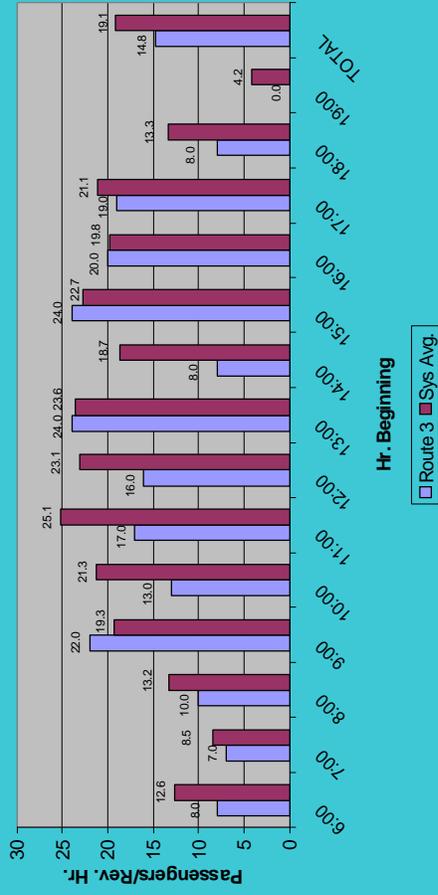
Route 3 Performance Measures - Saturday	
Passengers/Revenue Hour Rank	14.77 6 of 8
System Average	19.08
Passengers/Revenue Mile Rank	1.27 5 of 8
System Average	1.42
Total Operating cost* Rank	\$ 733 4 of 8
Cost per Passenger Rank	\$ 3.82 5 of 8
System Average	\$ 4.06

\* based on APT unit costs of \_\_\_/Hr.

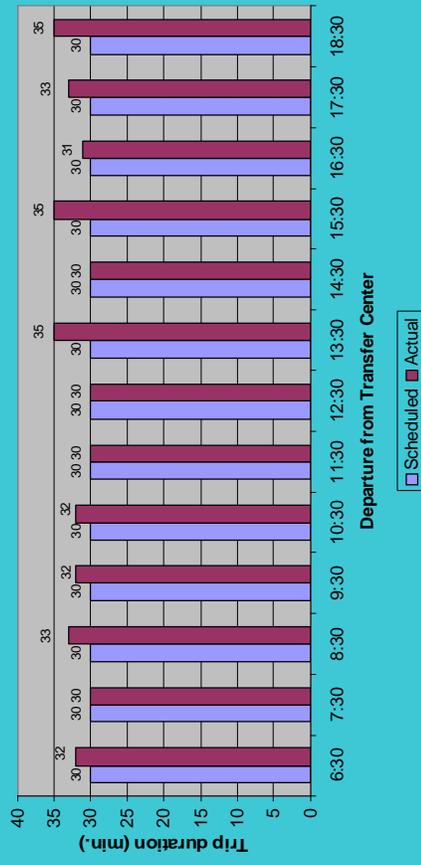
Daily Service Characteristics-Saturday:	
Span of Service:	Inbound: 7:00a - 7:00p Outbound: 6:30a - 6:30p
Peak/base frequency (min.)	60 / 60
Peak/base buses	1 / 1
Daily Revenue Hours	13
Daily Revenue Miles	151.19
Daily Passengers	192
On-Time Performance	58%
Late trips	38%

Route 3 Key Stop Performance-Saturday		Segment Total	
Segment:	Key Stops:	On	Off
OUTBOUND:	Transfer Center Telfair St/James Brown Walton Way/Gordon Hwy Telfair St/E. Boundary E. Cedar/Magnolia Ave Oak St/Magnolia Ave Reiser Ct/Fairhope St Kinchley Ct/Fairhope St	52 9 1 5 4 12 5 9	0 0 6 11 5 0 3 4
INBOUND:	E. Cedar/E. Taylor E. Boundary/E. Telfair E. Boundary/Greene St Greene St/9th St Greene St/Salvation Army Greene St/15th St Transfer Center	10 7 8 5 0 0 0	0 0 2 8 10 15 75
		116	69
		76	123

**Rt. 3 Productivity by Hour**



**Rt. 3 Scheduled vs. Actual Running Time - outbound**



**Rt. 3 Scheduled vs. Actual Running Time - inbound**





## Route 4 Turpin Hill/Southgate Weekday

Transfer Activity		
Route 4 TO:		Route 4 FROM:
Route	#	Route #
1	1	3
3	3	1
5	4	47
6	4	0
10	3	1
12	16	21
13	4	5
15	0	1
16	12	36

### Daily Service Characteristics-Weekday:

Span of Service:	Inbound: 6:30a - 6:30p Outbound: 7:00a - 6:00p	60 / 60
Peak/base frequency (min.)		1 / 1
Peak/base buses		12.5
Daily Revenue Hours		180.32
Daily Revenue Miles		380
Daily Passengers		36%
On-Time Performance		60%
Late trips		

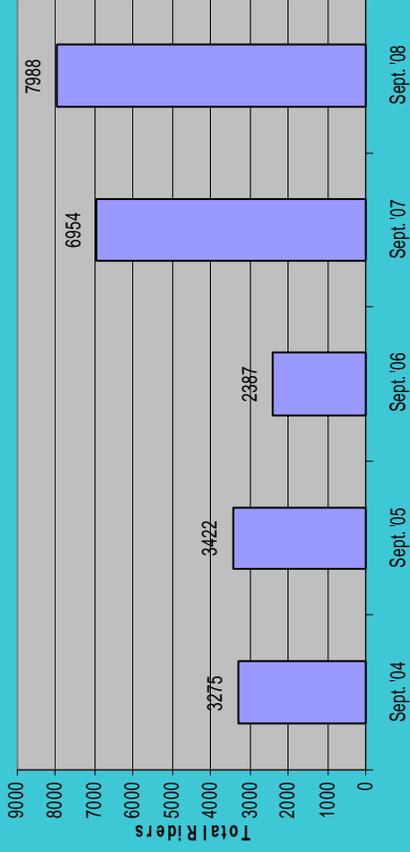
Route 4 Performance Measures - Weekday	
Passengers/Revenue Hour Rank	30.4 1 of 10
System Average	23.86
Passengers/Revenue Mile Rank	2.11 4 of 10
System Average	1.815
Total Operating cost (based on APT unit costs) Rank	\$ 771 7 of 10
Cost per Passenger Rank	\$ 2.03 5 of 10
System Average	\$ 2.52

Route 4 Segment Performance-Weekday		Key Stops:		Segment Total	
Segment:		On	Off	On	Off
<b>OUTBOUND:</b>					
Transfer Center to 7th/Ellis		104	0	127	33
	Transfer Center Broad/James Brown Broad/8th	4	12		
7th/Ellis to MLK/Picquet		8	4	21	21
	7th/Fenwick Twiggs/Laney Walker	4	3		
MLK/Picquet to Grand/15th		11	11	14	20
	Grand/15th to Gordon Hwy/K-Mart Gordon Hwy/Southgate Gordon Hwy/K-Mart	0	10		
<b>INBOUND:</b>					
Gordon Hwy/K-Mart to 15th/Boykin		22	5	128	62
	Deans Bridge/Georgia PA Deans Bridge/K-Mart Tubman Home/Ni. Gordon Hwy Old Savannah/3rd Ave	60	32		
15th/Boykin to MLK/Picquet		9	13	21	15
	MLK/Picquet to 7th/Ellis 7th/Fenwick	16	11	24	33
7th/Ellis to Transfer Center		3	13	3	132
	Broad/7th Sts. Reynolds/11th Sts. Transfer Center	0	20		
		0	95		

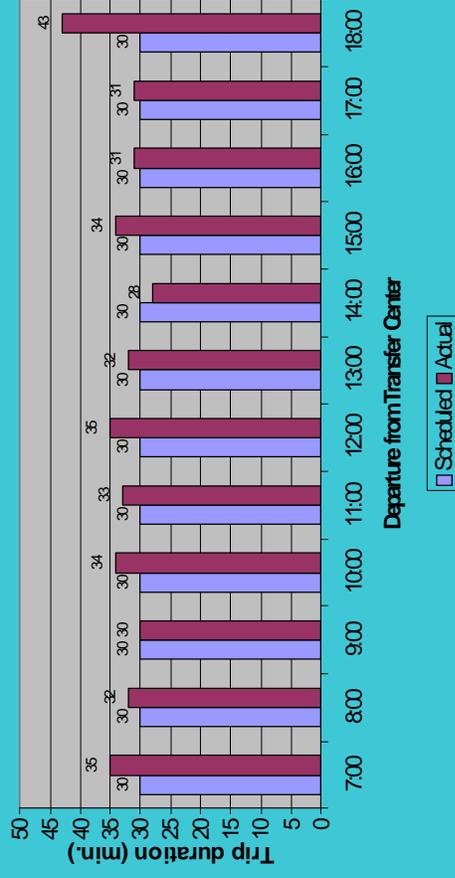
**Rt. 4 Productivity by Hour**



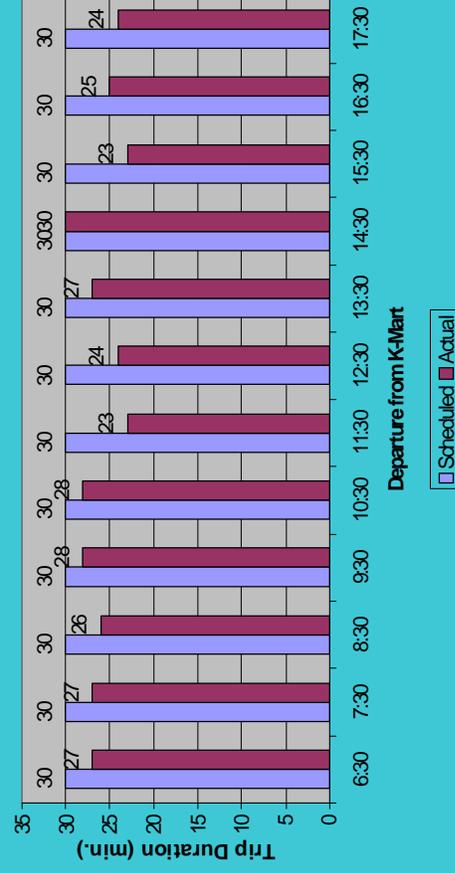
**5-Year Monthly Ridership Trends - Rt. 4**



**Rt. 4 Scheduled vs. Actual Running Time - outboard**



**Rt. 4 Scheduled vs. Actual Running Time - inbound**





**Route 4  
Turpin Hill/Southgate  
Saturday**

Transfer Activity		
Route 4 TO:		Route 4 FROM:
Route #	Route	#
1	0	7
3	1	8
5	7	16
6	0	1
10	1	0
12	0	3
13	1	3

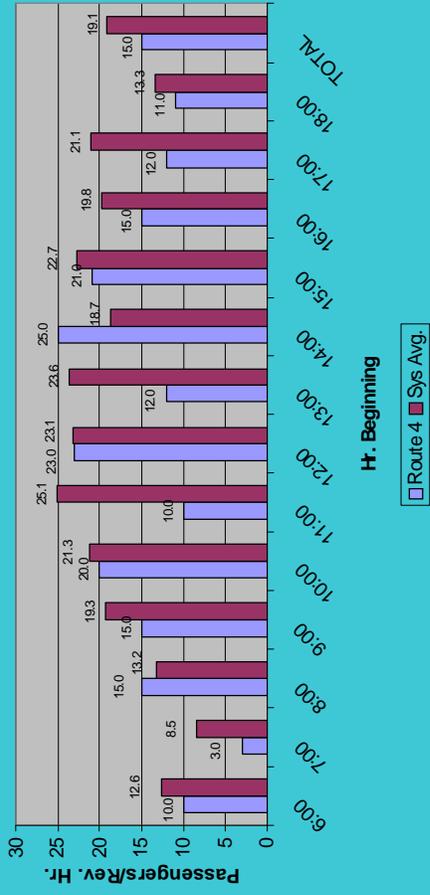
Route 4 Performance Measures - Saturday	
Passengers/Revenue Hour Rank	14.96 5 of 8
System Average	19.08
Passengers/Revenue Mile Rank	1.04 7 of 8
System Average	1.42
Total Operating cost* Rank	\$ 770 2 of 8
Cost per Passenger Rank	\$ 4.12 6 of 8
System Average	\$ 4.06

\* based on APT unit costs of \_\_\_/Hr.

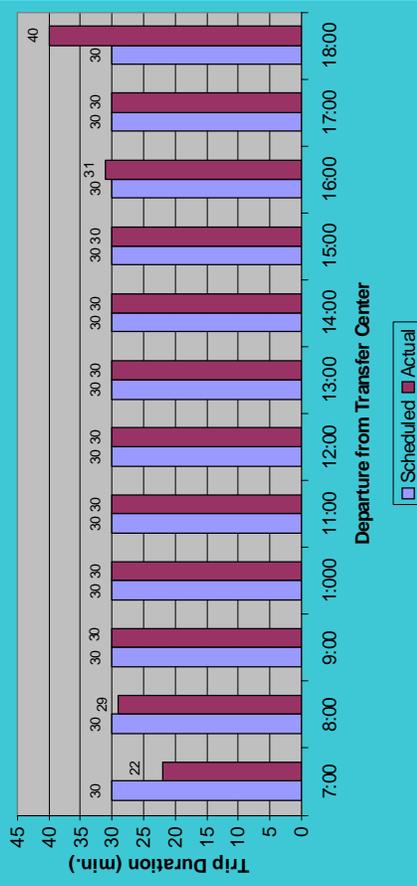
Daily Service Characteristics-Saturday:	
Span of Service:	Inbound: 6:30a - 6:30p Outbound: 7:00a - 6:00p
Peak/base frequency (min.)	60 / 60
Peak/base buses	1 / 1
Daily Revenue Hours	12.5
Daily Revenue Miles	180.18
Daily Passengers	187
On-Time Performance	80%
Late trips	16%

Route 4 Key Stop Performance-Saturday		Segment Total	
Segment:	Key Stops:	On	Off
OUTBOUND:	Transfer Facility	67	0
	Broad St/8th St	3	6
	3rd AV/Bolt Dr	5	3
	Old Savannah Rd/3rd Av	7	5
	Gordon Hwy/Southgate	1	19
	Gordon Hwy/K-Mart	1	9
	Deans Bridge/K-Mart	11	19
		130	99
INBOUND:	Tubman Home/Shopping Ctr	20	0
	Old Savannah Rd/3rd Ave	9	8
	Grand Blvd/10th Ave	1	7
	Transfer Facility	0	44
		57	88

**Rt. 4 Productivity by Hour**



**Rt. 4 Scheduled vs. Actual Running Time - outboard**



**Rt. 4 Scheduled vs. Actual Running Time - inbound**





**Route 5**  
**Washington Rd.**  
**Weekday**

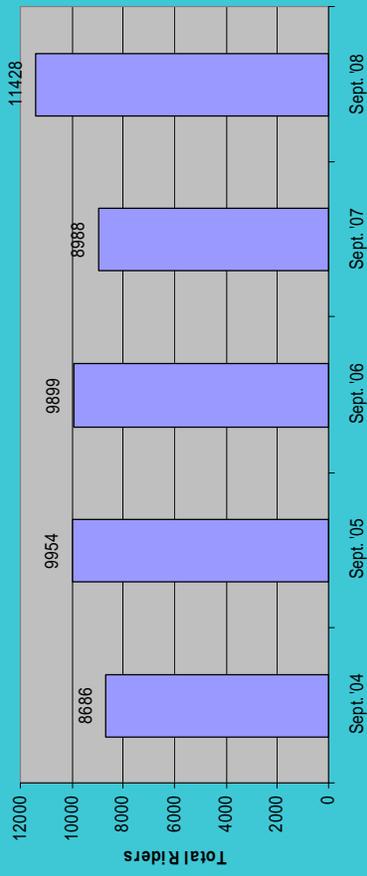
Transfer Activity		
Route 5 TO:	Route	Route 5 FROM:
Route	#	#
1	1	11
3	3	4
4	4	4
6	6	9
10	10	1
12	12	20
13	13	0
15	15	5
16	16	0

Daily Service Characteristics-Weekday:	
Span of Service:	Inbound: 7:00a - 6:30p Outbound: 6:30a - 6:00p
Peak/base frequency (min.)	30 / 60
Peak/base buses	2 / 1
Daily Revenue Hours	19
Daily Revenue Miles	281.77
Daily Passengers	500
On-Time Performance	68%
Late trips	21%

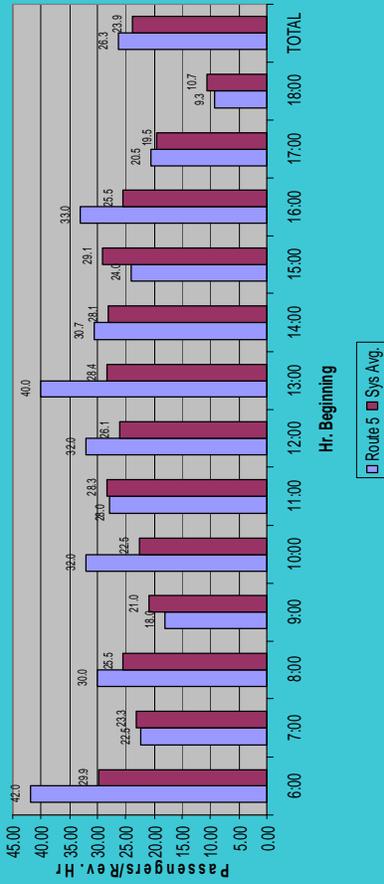
Route 5 Performance Measures - Weekday	
Passengers/Revenue Hour Rank	26.32
System Average	6 of 10
Passengers/Revenue Mile Rank	23.86
System Average	1.77
Total Operating cost (based on APT unit costs) Rank	5 of 10
System Average	1.815
	\$ 1,186
	3 of 10
Cost per Passenger Rank	2.37
System Average	6 of 10
	\$ 2.52

Route 5 Segment Performance-Weekday		Segment Total	
Segment:	Key Stops:	On	Off
OUTBOUND:			
Transfer Center to Broad/Hal Powell	Transfer Center Broad/Goodrich Broad/Eve Broad/Milledge	209 4 1 4	0 8 7 12
Broad/Hal Powell to Washington/Azalea	Washington/Savannah Washington/Big Tree	4 6	7 12
Washington/Azalea to Westtown/Davis Rd.	Washington/River Ridge Washington/Church's Chicken Washington/Red Lobster Washington/Shorey's Washington/Pizza Hut Washington/Toyota Dealership Washington/Pleasant Home Westtown Shopping Ctr./Davis Rd.	2 1 7 11 1 2 1 0	10 10 25 26 15 11 16 40
INBOUND:			
Westtown/Davis Rd. to Washington/Azalea	Westtown Shopping Ctr./Davis Rd. Pleasant Hill/Professional Pkwy Washington/Hampton Inn Washington/Subway Restaurant	37 10 45 27	0 2 2 3
Washington/Azalea to Broad/Hal Powell	Broad/Milledge	9	11
Broad/Hal Powell to Transfer Center	Broad/Tubman Transfer Center	15 0	3 182

5-Year Monthly Ridership Trends - Rt. 5



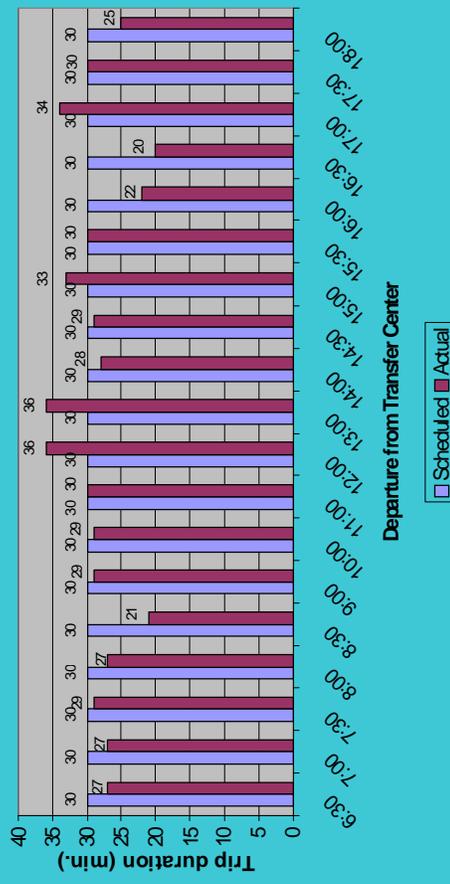
Rt. 5 Productivity by Hour



Rt. 5 Scheduled vs. Actual Running Time - inbound



Rt. 5 Scheduled vs. Actual Running Time - outbound





**Route 5**

**Washington Rd.  
Saturday**

Transfer Activity		
Route 5 TO:	Route	Route 5 FROM:
Route #	Route #	Route #
1	1	4
3	3	1
4	4	7
6	6	20
10	10	0
12	12	5
13	13	0

**Route 5 Performance Measures - Saturday**

Passengers/Revenue Hour Rank	23.25 3 of 8
System Average	19.08
Passengers/Revenue Mile Rank	1.57 3 of 8
System Average	1.42
Total Operating cost* Rank	\$ 749 3 of 8
Cost per Passenger Rank	\$ 2.68 3 of 8
System Average	\$ 4.06

\* based on APT unit costs of \_\_\_/Hr.

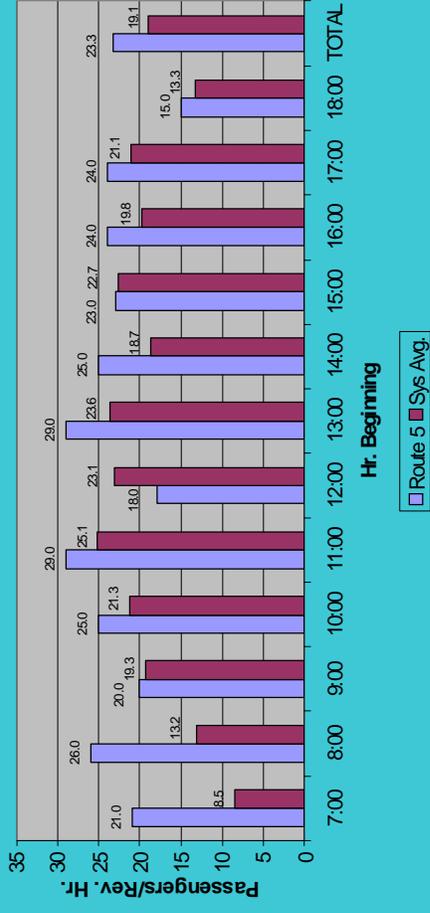
**Daily Service Characteristics-Saturday:**

Span of Service:	Inbound: 7:30a - 6:30p Outbound: 7:00a - 6:00p
Peak/base frequency (min.)	60 / 60
Peak/base buses	1 / 1
Daily Revenue Hours	12
Daily Revenue Miles	177.96
Daily Passengers	279
On-Time Performance	54%
Late trips	46%

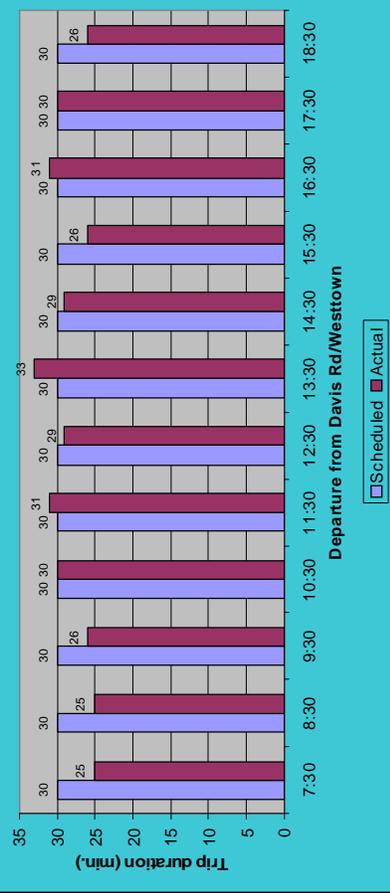
**Route 5 Key Stop Performance-Saturday**

Segment:	Key Stops:			Segment Total	
	On	Off	Off	On	Off
OUTBOUND:					
	104	0		0	
Transfer Center	1	6		6	
Broad St/Westview	8	2		2	
Broad St/Wood St	6	4		4	
Washington Rd/Bertram Rd	5	19		19	
Washington Rd/Red Lobster	8	19		19	
Washington Rd/Shoney's	1	7		7	
Washington Rd/Patriot's	3	8		8	
Washington Rd/Toyota Dealership	0	31		31	
Westtown Shopping Ctr./Davis Rd.					132
INBOUND:					
	19	0		0	
Westtown Shopping Ctr./Davis Rd.	12	1		1	
Washington Rd/Hampton Inn	20	3		3	
Washington Rd/Bertram Rd	5	9		9	
Washington Rd/Big Tree	17	3		3	
Broad St/Tubman St	0	101		101	
Transfer Center					111
					147

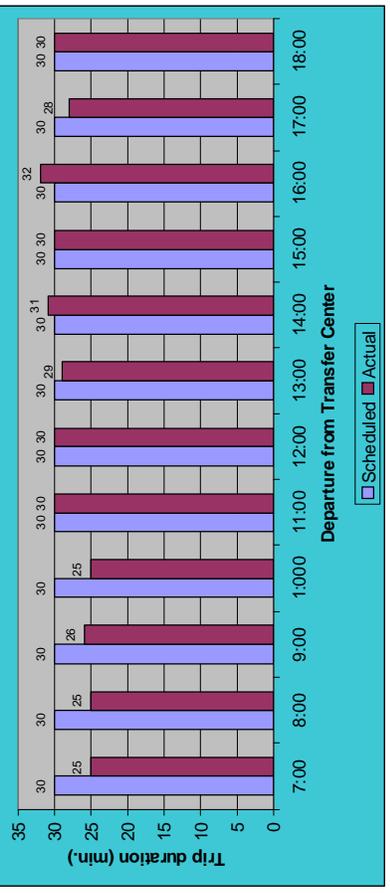
### Rt. 5 Productivity by Hour



### Rt. 5 Scheduled vs. Actual Running Time - inbound



### Rt. 5 Scheduled vs. Actual Running Time - outbound





## Route 6 K-Mart Weekday

Transfer Activity		
Route 6 TO:		Route 6 FROM:
Route #	Route	#
1	8	11
3	5	8
4	0	4
5	9	9
10	3	0
12	16	17
13	16	25
15	0	1
16	0	12

Daily Service Characteristics-Weekday:	
Span of Service:	Inbound: 5:50a - 7:30p Outbound: 6:30a - 7:00p
Peak/base frequency (min.)	40 / 40
Peak/base buses	2 / 2
Daily Revenue Hours	27.667
Daily Revenue Miles	290.88
Daily Passengers	784
On-Time Performance	69%
Late trips	19%

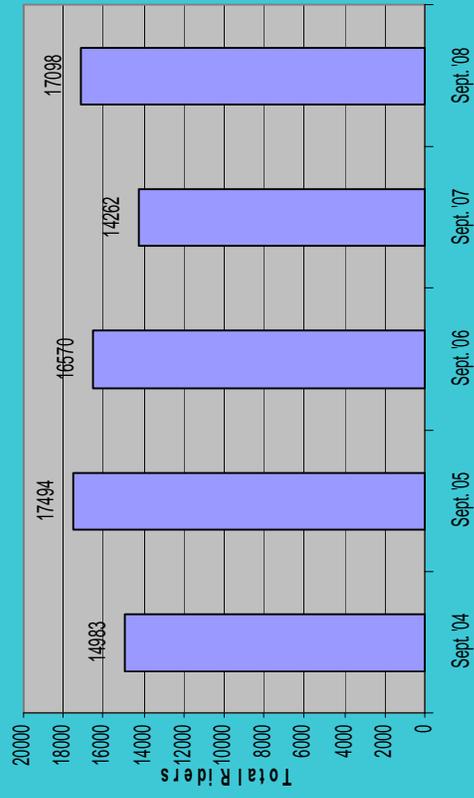
Route 6 Performance Measures - Weekday	
Passengers/Revenue Hour Rank	28.34 5 of 10
System Average	23.86
Passengers/Revenue Mile Rank	1.72 6 of 10
System Average	1.815
Total Operating cost (based on APT unit costs) Rank	\$ 1,502 1 of 10
Cost per Passenger Rank	\$ 1.92 2 of 10
System Average	\$ 2.52

Route 6 Segment Performance-Weekday		Key Stops:		Segment Total	
Segment:		On	Off	On	Off
OUTBOUND:					
Transfer Center to 11th/Laney Walker					
	Transfer Center	171	0	296	57
	James Brown/Ellis	42	11		
	James Brown/Walton Way	12	3		
	Laney Walker/James Brown	11	11		
11th/Laney Walker to Lee Beard/Poplar				35	22
	Lee Beard/McCauley	17	10	60	86
	Josey HS	9	12		
Lee Beard/Poplar to Milledgeville/Tubman Home					
	Milledgeville/Mobile Homes near Fayetteville	6	11	19	197
	Kissingbower/Pep Boys	3	18		
	K-Mart	0	143		
INBOUND:					
K-Mart to Milledgeville/Tubman Home					
	Deans Bridge/K-Mart	181	0	198	7
	Essie McIntyre/15th - Josey HS	14	10	82	55
Milledgeville/Tubman Home to Lee Beard/Poplar					
	Lee Beard/McCauley	18	9		
	Lee Beard/Wrightsboro	5	11	31	46
11th/Laney Walker to Transfer Center					
	Laney Walker/Health Dept.	6	10	76	323
	James Brown/Cecelia	13	2		
	James Brown/Fenwick	10	15		
	James Brown/Telfair	2	15		
	James Brown/Greene	4	12		
	James Brown/Ellis	15	21		
	Broad/14th	3	16		
	Transfer Center	0	196		

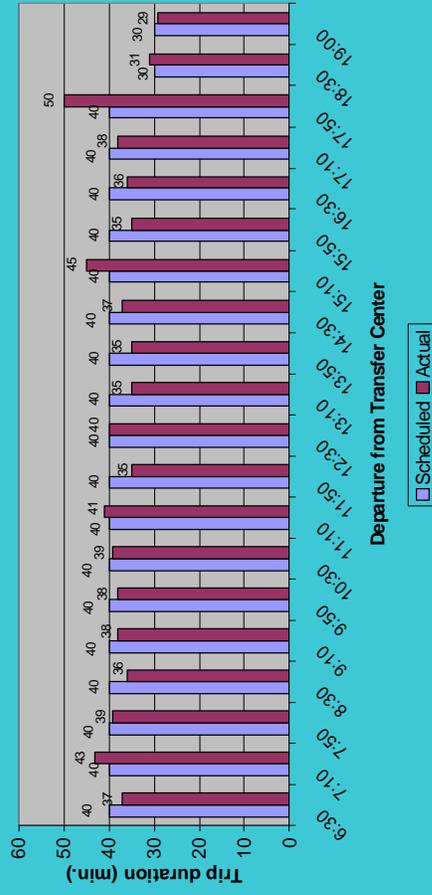
### Rt. 6 Productivity by Hour



### 5-Year Monthly Ridership Trends - Rt. 6



### Rt. 6 Scheduled vs. Actual Running Time - outbound



### Rt. 6 Scheduled vs. Actual Running Time - inbound





**Route 6  
K-Mart  
Saturday**

Transfer Activity			
Route 6 TO:		Route 6 FROM:	
Route	#	Route	#
1	4	1	8
3	10	3	1
4	1	4	0
5	20	5	9
10	5	10	0
12	25	12	10
13	21	13	31

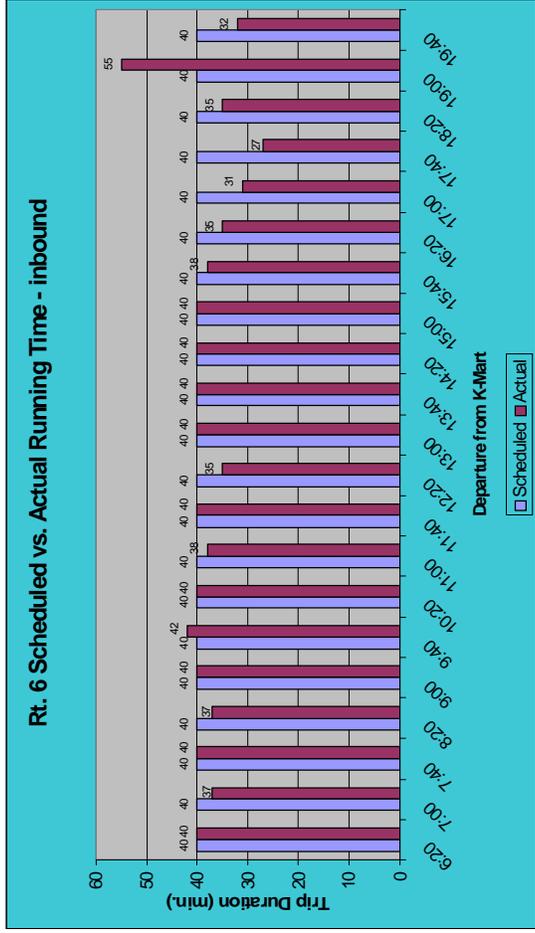
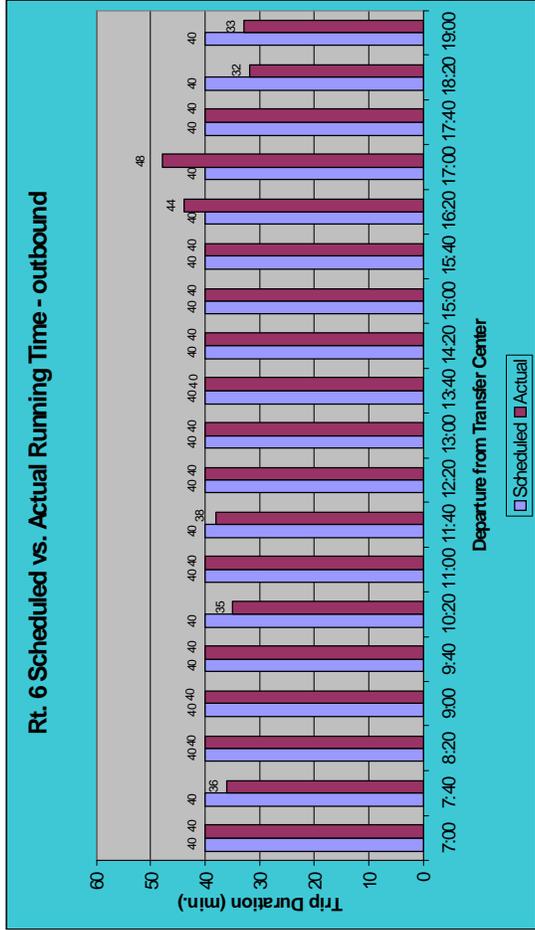
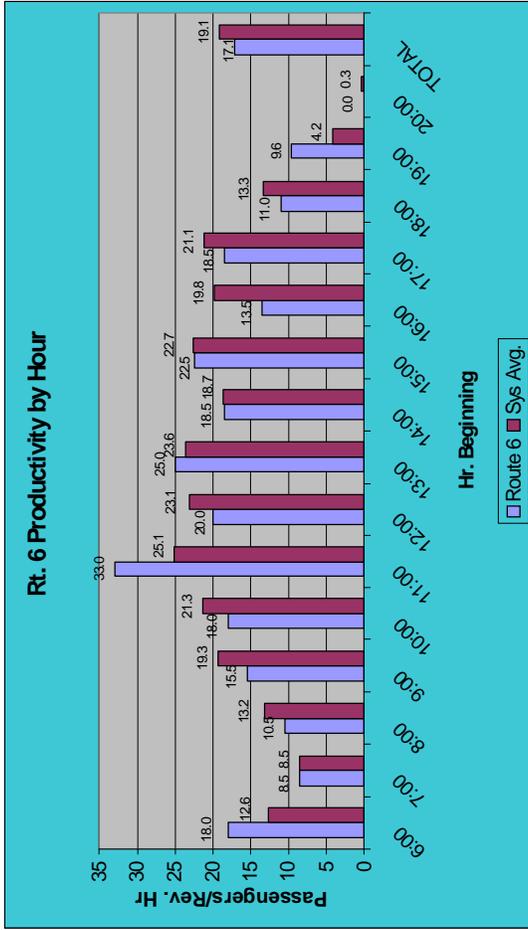
Route 6 Performance Measures - Saturday	
Passengers/Revenue Hour Rank	17.14 4 of 8
System Average	19.08
Passengers/Revenue Mile Rank	1.65 2 of 8
System Average	1.42
Total Operating cost* Rank	\$ 1,441 1 of 8
Cost per Passenger Rank	\$ 3.15 4 of 8
System Average	\$ 4.06

\* based on APT unit costs of \_\_\_/Hr.

**Daily Service Characteristics-Saturday:**

Span of Service:	Inbound: 6:20a - 7:40p Outbound: 7:00a - 7:00p
Peak/base frequency (min.)	40 / 40
Peak/base buses	2 / 2
Daily Revenue Hours	26.67
Daily Revenue Miles	277
Daily Passengers	457
On-Time Performance	83%
Late trips	10%

Route 6 Key Stop Performance-Saturday Segment:	Key Stops:		Segment Total	
	On	Off	On	Off
OUTBOUND:				
	Transfer Center	96	0	
	James Brown/Ellis St	13	6	
	James Brown/Talfair St	9	2	
	Laney Walker Blvd/James Brown	14	5	
	Wrightsboro Rd/CT Elem. School	6	3	
	Lee Beard/McCauley St	7	5	
	Kissingbower/Pep Boys	0	10	
	K-Mart	0	110	
			216	215
INBOUND:				
	Deans Bridge/K-Mart	137	0	
	Essie McIntyre Blvd/15th St / Josey HS	6	7	
	Lee Beard/McCauley St	5	6	
	James Brown/Cecelia St	5	7	
	James Brown/Walker St	1	9	
	James Brown/Talfair St	0	18	
	James Brown/Ellis St	2	8	
	Transfer Facility	0	97	
			241	242





AUGUSTA PUBLIC TRANSIT

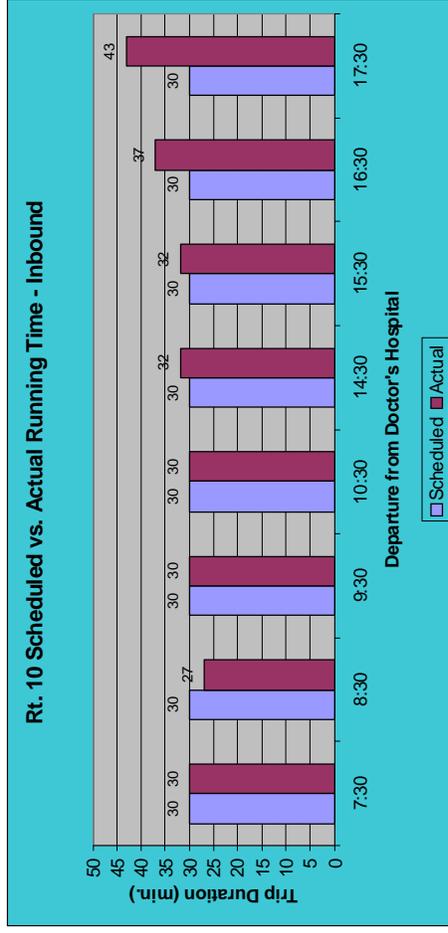
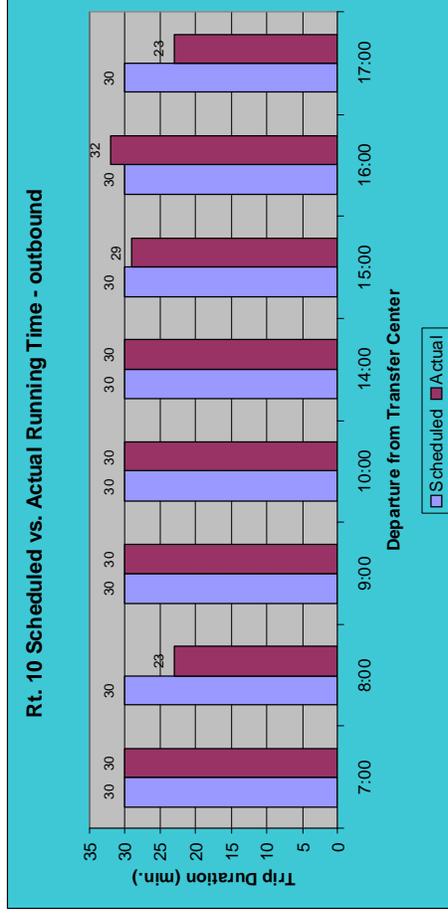
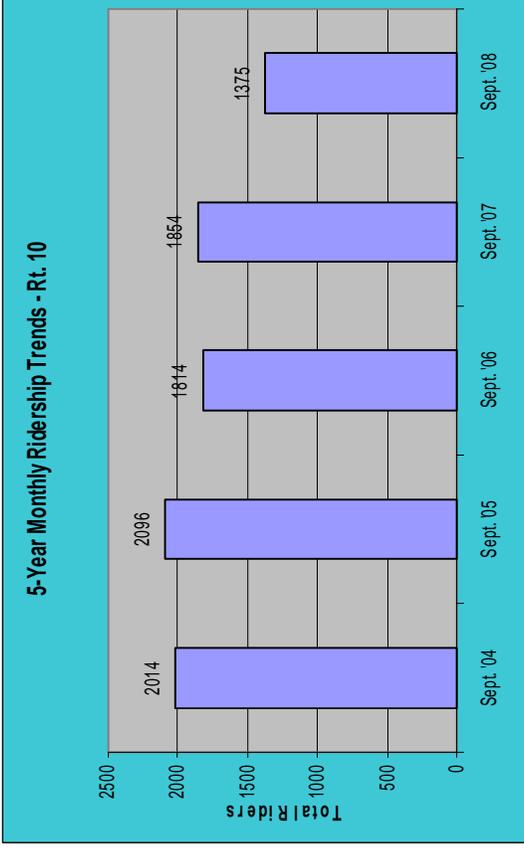
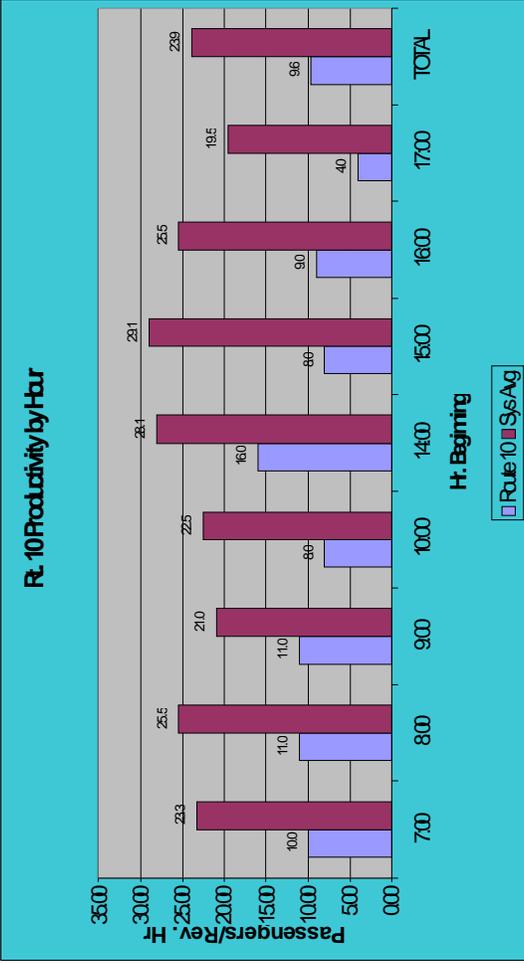
## Route 10 Sand Hills Weekday

Transfer Activity		
Route 10 TO:	Route	Route 10 FROM:
#	#	#
0	1	4
0	3	0
1	4	3
1	5	3
0	6	3
0	12	3
0	13	0
0	15	0
0	16	0

Daily Service Characteristics-Weekday:	
Span of Service:	Inbound: 7:30a - 10:30a and 2:30p - 5:30p Outbound: 7:00a - 10:00a and 2:00p - 5:00p
Peak/base frequency (min.)	60 / no midday service
Peak/base buses	2 / 0 (no midday service)
Daily Revenue Hours	8
Daily Revenue Miles	143.52
Daily Passengers	77
On-Time Performance	50%
Late trips	44%

Route 10 Performance Measures - Weekday	
Passengers/Revenue Hour Rank	9.63 9 of 10
System Average	23.86
Passengers/Revenue Mile Rank	0.54 10 of 10
System Average	1.815
Total Operating cost (based on APT unit costs) Rank	\$ 546 10 of 10
Cost per Passenger Rank	\$ 7.09 9 of 10
System Average	\$ 2.52

Route 10 Segment Performance-Weekday		Segment Total	
Segment:	Key Stops:	On	Off
<b>OUTBOUND:</b>			
Transfer Center to Metcalf/Gardner	Transfer Center	37	0
Metcalf/Gardner to Wheeler/Jefferson	Agaton Dr/Regal Chermas Robert C. Daniel Pkwy Social Security	4	6
Wheeler/Jefferson to Social Security		0	6
<b>INBOUND:</b>			
Social Security to Wheeler/Jefferson	Social Security Target/Robert C Daniel Pkwy Exchange Dr/Robert C Daniel Pkwy	5	0
Wheeler/Jefferson to Metcalf/Gardner		5	5
Metcalf/Gardner to Transfer Center	Transfer Center	4	1
<b>Total</b>		<b>30</b>	<b>21</b>





AUGUSTA PUBLIC TRANSIT

**Route 10  
Sand Hills  
Saturday**

Transfer Activity		
Route 10 TO:		Route 10 FROM:
Route #	Route #	#
1	1	0
3	3	0
4	4	1
5	5	4
6	6	5
12	12	4
13	13	0

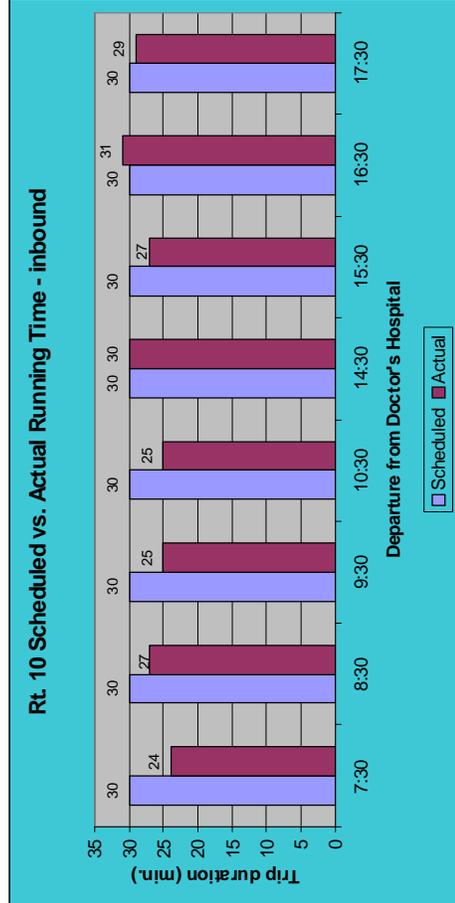
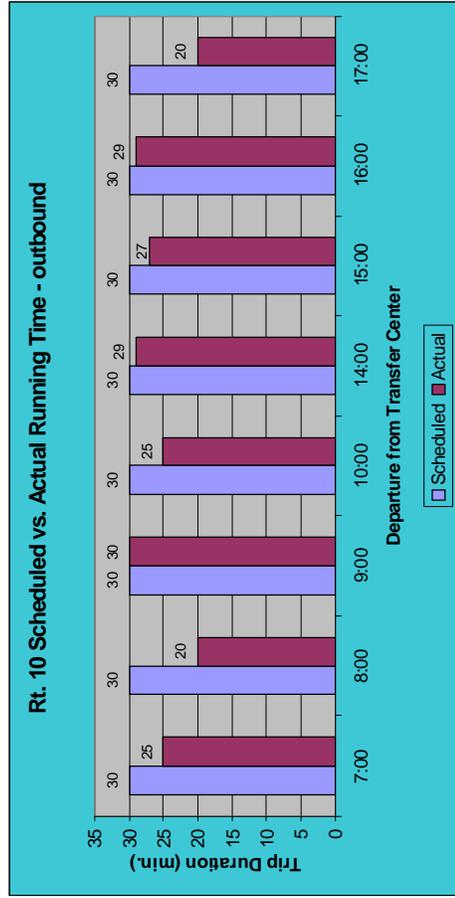
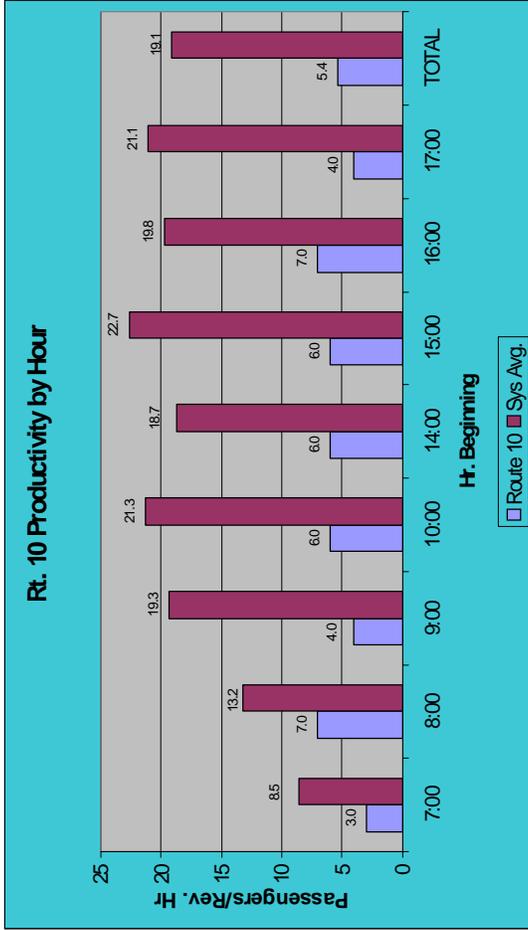
Route 10 Performance Measures - Saturday	
Passengers/Revenue Hour Rank	5.38 8 of 8
System Average	19.08
Passengers/Revenue Mile Rank	0.30 8 of 8
System Average	1.42
Total Operating cost** Rank	\$ 546 7 of 8
Cost per Passenger Rank	\$ 12.70 8 of 8
System Average	\$ 4.06

**Daily Service Characteristics-Saturday:**

Span of Service:	Inbound: 7:30a - 10:30a and 2:30p - 5:30p Outbound: 7:00a - 10:00a and 2:00p - 5:00p
Peak/base frequency (min.)	60 / no midday service
Peak/base buses	2 / 0 (no midday service)
Daily Revenue Hours	8
Daily Revenue Miles	143.52
Daily Passengers	43
On-Time Performance	81%
Late trips	6%

Route 10 Key Stop Performance-Saturday		Segment Total	
Segment:	Key Stops:	On	Off
OUTBOUND:	Transfer Center	21	0
	Agerton Dr/Regal Cinemas	0	3
	Robert C Daniel Pkwy	1	3
INBOUND:	Robert C Daniel Pkwy/Sports Authority	4	0
	Jefferson Dr/Wheeler Rd	2	3
	Transfer Center	0	22
		26	15
		22	33

\* based on APT unit costs of \_\_\_/Hr.





## Route 12 Augusta Mall Weekday

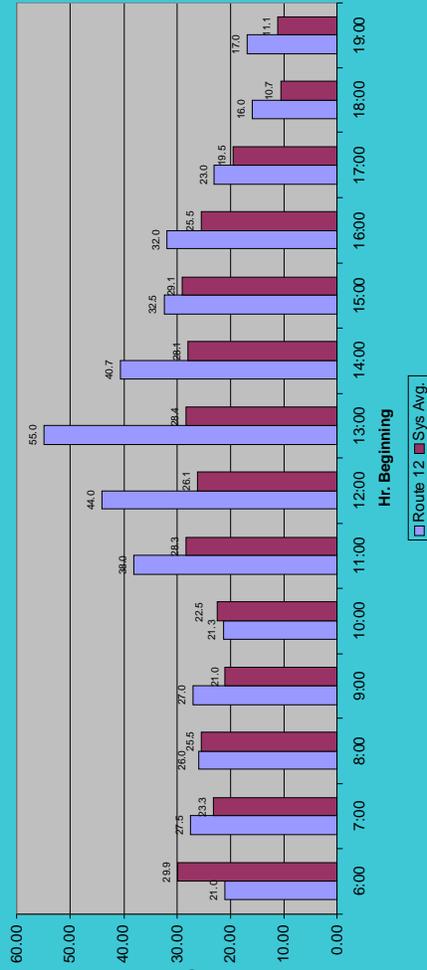
Transfer Activity		
Route 12 TO:		Route 12 FROM:
Route #	Route	#
1	4	7
3	31	5
4	21	16
5	20	32
6	17	16
10	3	0
13	0	0
15	1	5
16	0	1

Daily Service Characteristics-Weekday:		
Span of Service:	Inbound: 6:30a - 7:30p Outbound: 6:30a - 7:00p	
Peak/base frequency (min.)		30 / 60
Peak/base buses		2 / 1
Daily Revenue Hours		21.5
Daily Revenue Miles		324.17
Daily Passengers		759
On-Time Performance		37%
Late Trips		63%

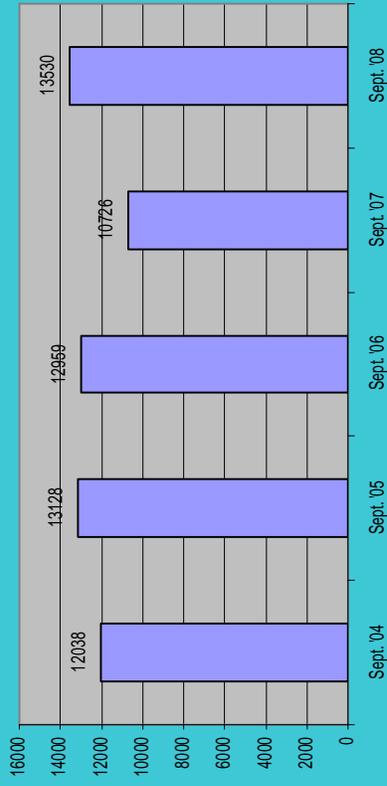
Route 12 Segment Performance-Weekday			Segment Total		
Segment:	Key Stops:	On	Off	On	Off
OUTBOUND: Transfer Center to 15th/Paine Coll.	Transfer Center 15th St/Kroger 15th St/Title Max		198 11 12	0 11 11	253 36
15th/Paine Coll to W rightsboro/Monte Sano	Central A/Paine Coll W rightsboro/Schley St W rightsboro/Monte Sano		15 6 4	3 37 10	51 80
W rightsboro/Monte Sano to W rightsboro/Damascus	W rightsboro/Augusta St W rightsboro/Governors W rightsboro/Nopi Imp ports		3 0 9	10 12 23	13 57
W rightsboro/Damascus to W rightsboro/Nopi Imp ports	N Leg Rd/Auto Zone W ylds Rd/John Deere Augusta Mall		7 2 0	16 10 73	20 116
INBOUND: Augusta Mall to W rightsboro/Champagne	Augusta Mall W rightsboro/Augusta Sq W rightsboro/Taco Bell W rightsboro/Champagne		61 26 28 11	0 23 7 1	142 42
W rightsboro/Champagne to W rightsboro/Damascus	W rightsboro/E Valley W rightsboro/VA Hospital W rightsboro/Central Av		12 41 17	1 5 19	34 11 88
W rightsboro/Damascus to W rightsboro/Monte Sano	Druid Park/Paine Coll. 15th/Laney Walk 15th/VA Hospital		1 1 11	12 7 6	28 77
W rightsboro/Monte Sano to 15th/Laney Walk	15th/Walton Way 15th/MCG Annex 15th/Ellis Transfer Center		1 1 1 0	7 11 13 170	28 219

Route 12 Performance Measures - Weekday	
Passengers/Revenue Hour Rank	29.21 3 of 10
System Average	23.86
Passengers/Revenue Mile Rank	2.34 2 of 10
System Average	1.815
Total Operating cost (based on APT unit costs) Rank	\$ 1,352 2 of 10
Cost per Passenger Rank	\$ 1.78 1 of 10
System Average	\$ 2.52

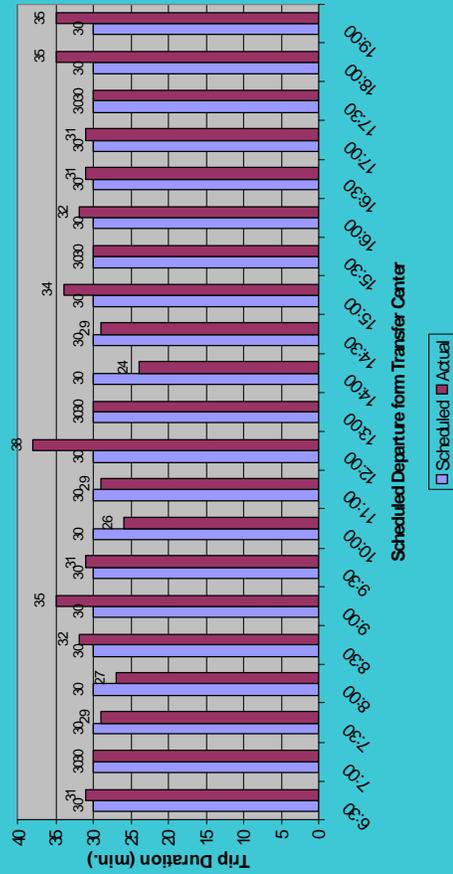
Rt. 12 Productivity by Hour



5-Year Monthly Ridership Trends - Rt. 12



Rt. 12 Scheduled vs. Actual Running Time - Outbound



Rt. 12 Scheduled vs. Actual Running Time - Inbound





**Route 12  
Augusta Mall  
Saturday**

Transfer Activity			
Route 12 TO:		Route 12 FROM:	
Route	#	Route	#
1	0	1	5
3	0	3	7
4	3	4	0
5	5	5	10
6	10	6	25
10	4	10	5
13	0	13	0

**Daily Service Characteristics-Saturday:**

Span of Service:	Inbound: 9:30a - 7:30p Outbound: 9:00a - 7:00p
Peak/base frequency (min.)	60 / 60
Peak/base buses	1 / 1
Daily Revenue Hours	11
Daily Revenue Miles	166.1
Daily Passengers	410
On-Time Performance	50%
Late Trips	41%

**Route 12 Performance Measures - Saturday**

Passengers/Revenue Hour Rank	37.27 1 of 8
System Average	19.08
Passengers/Revenue Mile Rank	2.47 1 of 8
System Average	1.42
Total Operating cost* Rank	\$ 692 5 of 8
Cost per Passenger Rank	\$ 1.69 1 of 8
System Average	\$ 4.06

\* based on APT unit costs of \_\_\_/Hr.

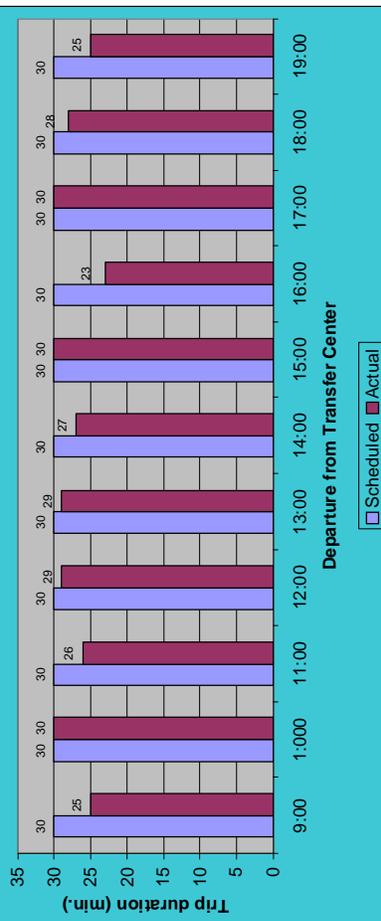
**Route 12 Key Stop Performance-Saturday**

Segment:	Key Stops:		Segment Total	
	On	Off	On	Off
OUTBOUND:	Transfer Facility	90	0	
	Central Av/Paine Coll.	15	6	
	Emmitt St/Wrightsboro Rd	20	1	
	Wrightsboro Rd/Schley St	7	8	
	Wrightsboro Rd/Governors	1	17	
	Wrightsboro Rd/Nopi Imports	12	7	
	N Leg Rd/Auto Zone	15	14	
	Augusta Mall	0	90	221
	Augusta Mall	79	0	
	Wrightsboro Rd/BP Station	5	9	
INBOUND:	Wrightsboro Rd/Augusta Sq	25	16	
	Wrightsboro Rd/Taco Bell	15	6	
	Druid Park Ave/Wrightsboro Rd	0	15	
	Druid Park Ave/Paine Coll.	4	19	
	15th St/MCG Annex	11	10	
	Transfer Center	0	82	189
				221
				189
				221

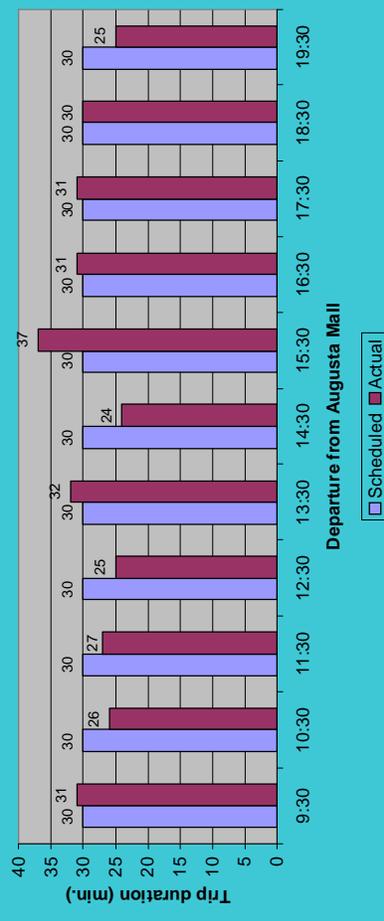
**Rt. 12 Productivity by Hour**



**Rt. 12 Scheduled vs. Actual Running Time - outbound**



**Rt. 12 Scheduled vs. Actual Running time - inbound**





AUGUSTA PUBLIC TRANSIT

## Route 13 Barton Chapel Weekday

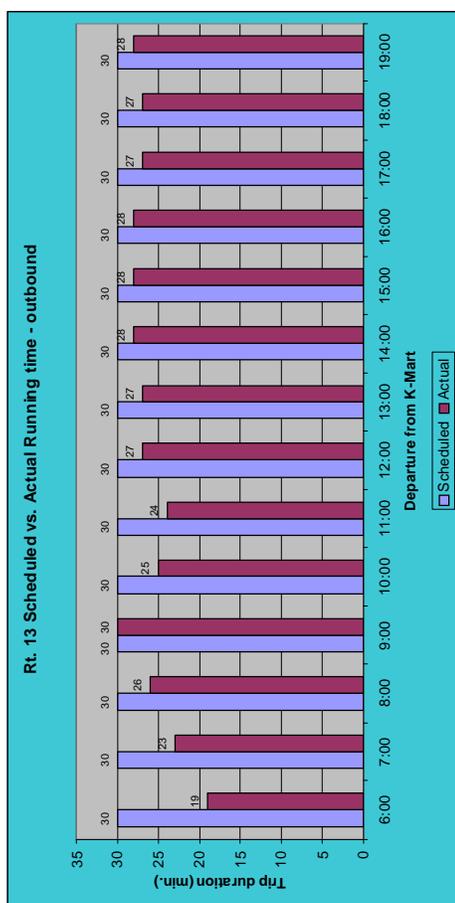
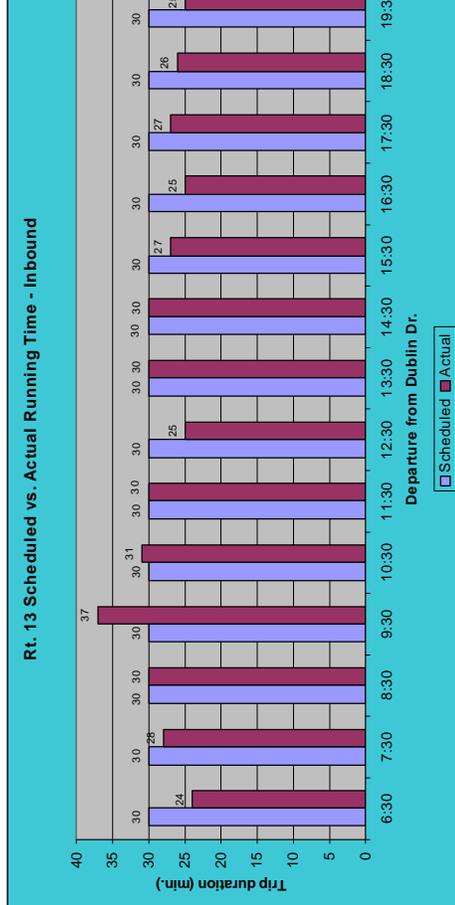
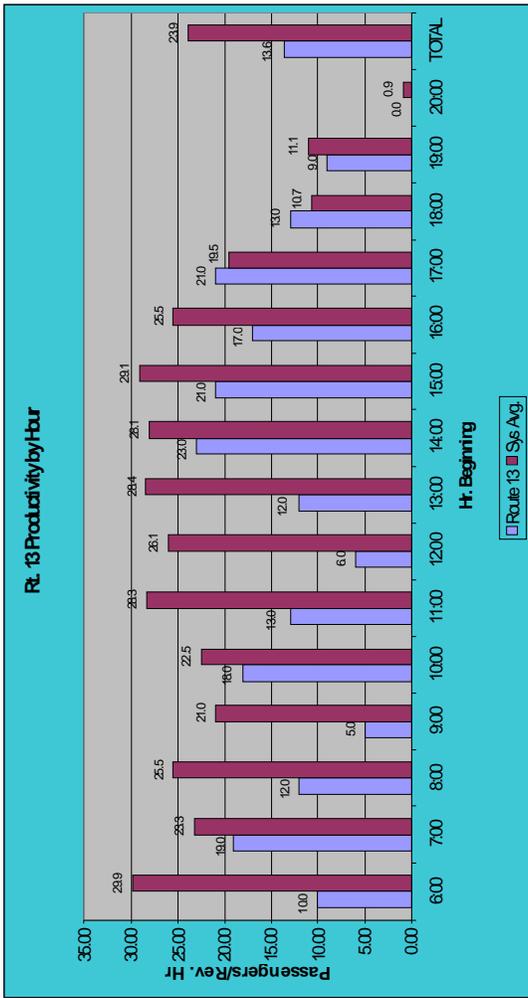
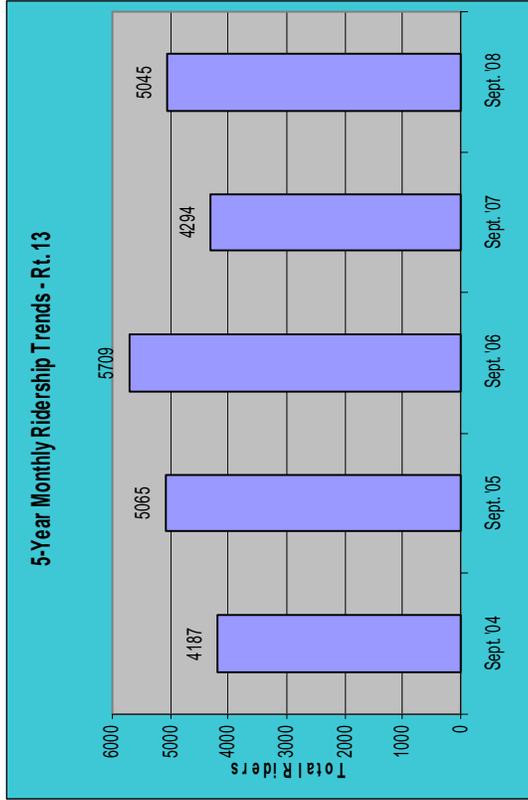
Transfer Activity		
Route 13 TO:		Route 13 FROM:
Route #	Route #	
1	0	0
3	0	0
4	5	4
5	0	0
6	25	16
10	0	0
12	0	0
15	0	0
16	1	4

### Daily Service Characteristics-Weekday:

Span of Service:	Inbound: 6:30a - 7:30p Outbound: 6:00a - 7:00p
Peak/base frequency (min.)	60 / 60
Peak/base buses	1 / 1
Daily Revenue Hours	14.67
Daily Revenue Miles	225.96
Daily Passengers	199
On-Time Performance	79%
Late trips	11%

Route 13 Performance Measures - Weekday	
Passengers/Revenue Hour Rank	13.57 8 of 10
System Average	23.86
Passengers/Revenue Mile Rank	0.88 8 of 10
System Average	1.87/5
Total Operating cost (based on APT unit costs) Rank	\$ 931 4 of 10
Cost per Passenger Rank	\$ 4.68 8 of 10
System Average	\$ 2.52

Route 13 Segment Performance-Weekday		Key Stops:		Segment Total	
Segment:		On	Off	On	Off
OUTBOUND:					
K-Mart to Wheelless/BP Store	K-Mart Kissingbower/Gordon Hwy Wheelless Rd./Briade	65	11	0	0
Deans Bridge Rd/KFC	Deans Bridge Rd/KFC	0	7	0	15
Deans Bridge Rd/Across Kroger	Deans Bridge Rd/Across Kroger	2	6	0	0
Wal-Mart	Wal-Mart	17	24	9	84
Barton Chapel/Bi-Lo	Barton Chapel/Bi-Lo	3	9	0	0
Barton Chapel - Car Wash	Barton Chapel - Car Wash	5	5	0	0
London Blvd/Lisbon Rd	London Blvd/Lisbon Rd	4	4	0	0
Dublin Dr/Dublin Pl	Dublin Dr/Dublin Pl	4	0	0	0
Dublin Rd/Old McDuffie	Dublin Rd/Old McDuffie	6	1	1	1
Old McDuffie/Barton Chapel	Old McDuffie/Barton Chapel	5	5	1	26
Deans Bridge/Wal-Mart	Deans Bridge/Wal-Mart	12	15	2	8
Deans Bridge/A-1 Jewelry	Deans Bridge/A-1 Jewelry	12	2	2	25
K-Mart	K-Mart	0	71	5	73





**Route 13  
Barton Chapel  
Saturday**

Transfer Activity			
Route 13 TO:		Route 13 FROM:	
Route	#	Route	#
1	0	1	0
3	0	3	0
4	3	4	1
5	0	5	0
6	31	6	21
10	0	10	0
12	0	12	0

Route 13 Performance Measures - Saturday	
Passengers/Revenue Hour Rank	25.20 2 of 8
System Average	19.08
Passengers/Revenue Mile Rank	1.56 4 of 8
System Average	1.42
Total Operating cost* Rank	\$ 649 6 of 8
Cost per Passenger Rank	\$ 2.57 2 of 8
System Average	\$ 4.06

\* based on APT unit costs of \_\_\_\_/Hr.

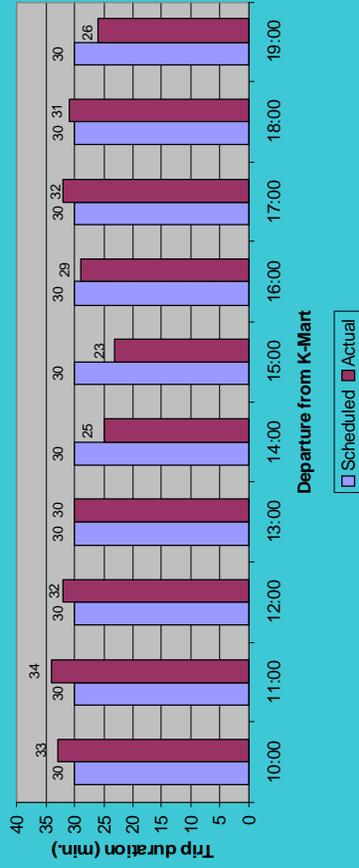
Daily Service Characteristics-Saturday:	
Span of Service:	Inbound: 10:30a - 7:30p Outbound: 10:00a - 7:00p
Peak/base frequency (min.)	60 / 60
Peak/base buses	1 / 1
Daily Revenue Hours	10
Daily Revenue Miles	161.4
Daily Passengers	252
On-Time Performance	65%
Late trips	30%

Route 13 Key Stop Performance-Saturday		Segment Total	
Segment:	Key Stops:	On	Off
OUTBOUND:	Deans Bridge Rd/K-Mart	77	0
	Deans Bridge Rd/KFC	6	10
	Wal-Mart	32	41
	Barton Chapel/Bi-Lo	16	4
	Dublin Dr/Dublin Rd	0	11
		175	104
INBOUND:	Old McDuffie Rd/Amsterdam Dr	7	5
	Barton Chapel/Glenn Hill	12	2
	Wal-Mart Shopping Ctr	24	26
	Deans Bridge Rd/K-Mart	0	91
		77	148

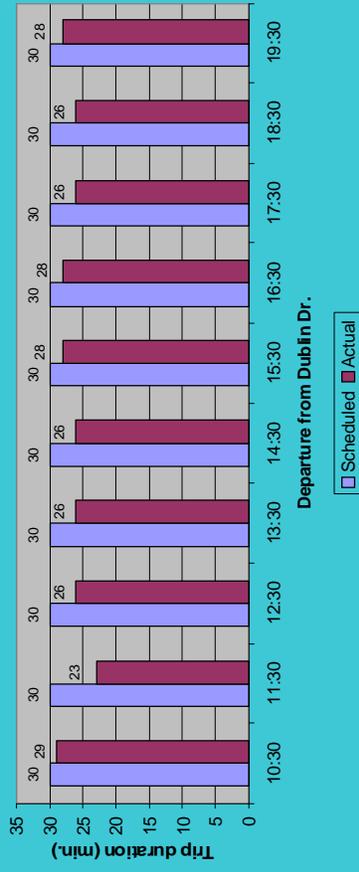
### Rt. 13 Productivity by Hour



### Rt. 13 Scheduled vs. Actual Running Time - outbound



### Rt. 13 Scheduled vs. Actual Running Time - inbound





AUGUSTA PUBLIC TRANSIT

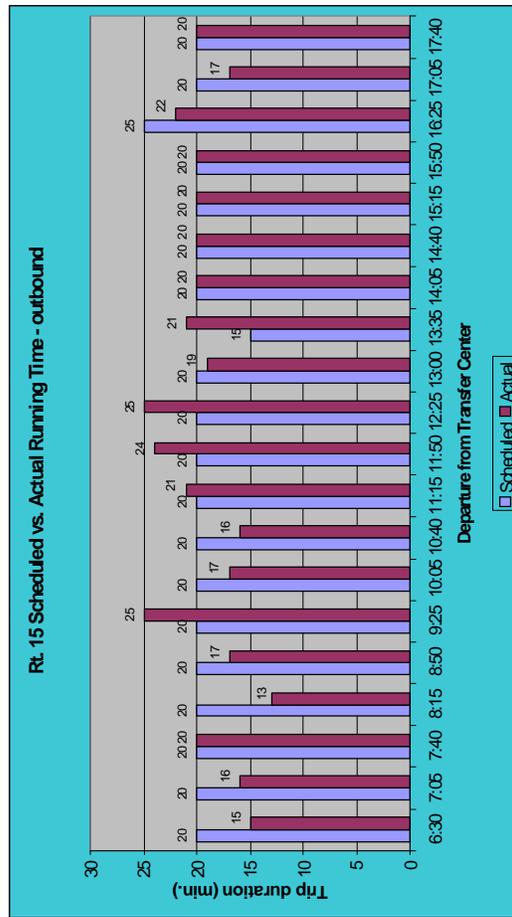
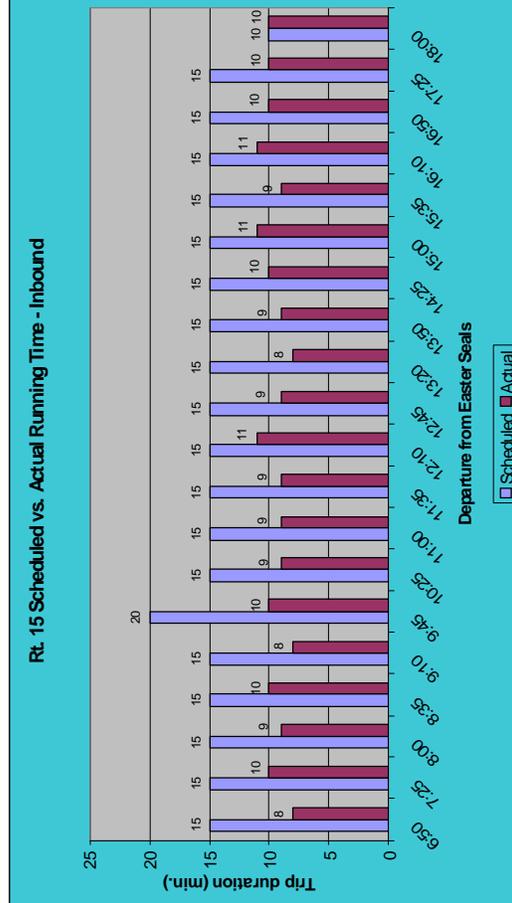
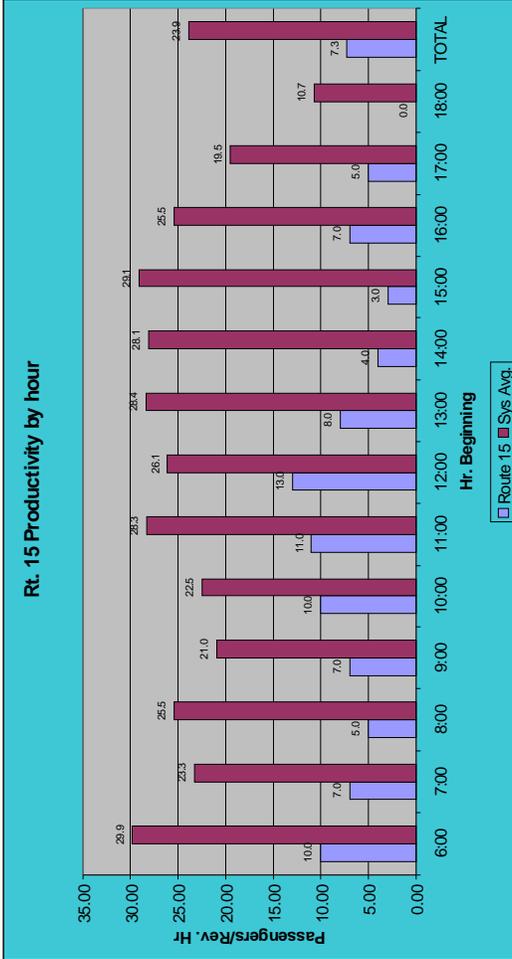
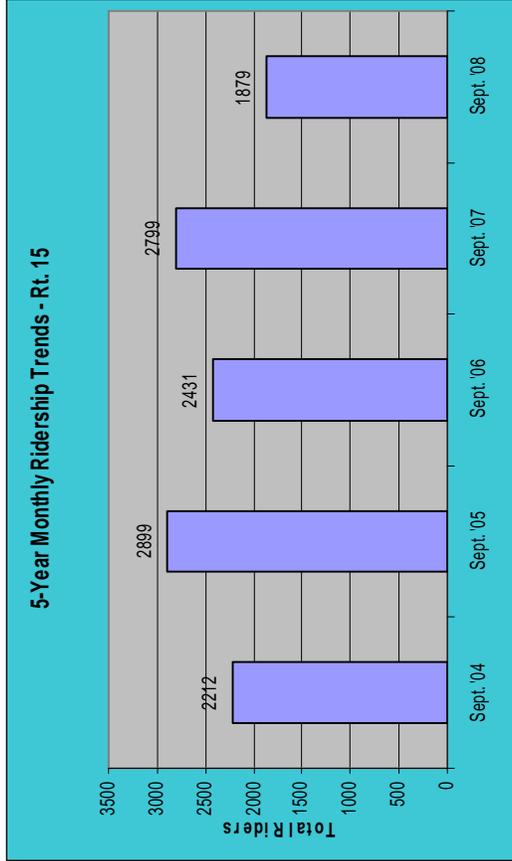
## Route 15 Medical Complex Weekday

Transfer Activity		
Route 15 TO:		Route 15 FROM:
Route #	Route #	Route #
1	5	1
3	4	3
4	1	4
5	5	5
6	1	6
10	0	10
12	5	12
13	0	13
16	0	16

Daily Service Characteristics-Weekday:	
Span of Service:	
From Transfer Facility to Easter Seals:	6:30a - 5:40p
From Easter Seals to Transfer Facility:	6:50a - 6:00p
Peak/base frequency (min.)	35 / 35
Peak/base buses	1 / 1
Daily Revenue Hours	11.667
Daily Revenue Miles	124.6
Daily Passengers	85
On-Time Performance	62.5%
Early trips	22.5%

Route 15 Performance Measures - Weekday	
Passengers/Revenue Hour Rank	7.29 10 of 10
System Average	23.86
Passengers/Revenue Mile Rank	0.68 9 of 10
System Average	1.815
Total Operating cost (based on APT unit costs) Rank	\$ 637 9 of 10
Cost per Passenger Rank	\$ 7.49 10 of 10
System Average	\$ 2.52

Route 15 Segment Performance-Weekday		Segment Total	
Segment:	Key Stops	On	Off
From Transfer Center to Easter Seals:	Transfer Center 11th/Larey/Walker Larey/Walker/Ervin Towers Central Ave/Mary St	23 7 5 5	0 5 3 4
From Easter Seals to Transfer Center:	MCG Clinic Walton Way/Peabody Apts Transfer Center	4 19 0	4 5 49
		<b>48</b>	<b>64</b>





## Route 16 Lumpkin Rd / GA Regional Weekday

Transfer Activity		
Route 16 TO:		Route 16 FROM:
Route #	Route	#
1	0	1
3	0	0
4	36	12
5	0	7
6	12	0
10	0	0
12	1	0
13	4	1
15	0	0

Route 16 Performance Measures - Weekday	
Passengers/Revenue Hour Rank	20.22 7 of 10
System Average	23.86
Passengers/Revenue Mile Rank	1.24 7 of 10
System Average	1.815
Total Operating cost (based on APT unit costs) Rank	\$ 793 6 of 10
Cost per Passenger Rank	\$ 3.22 7 of 10
System Average	\$ 2.52

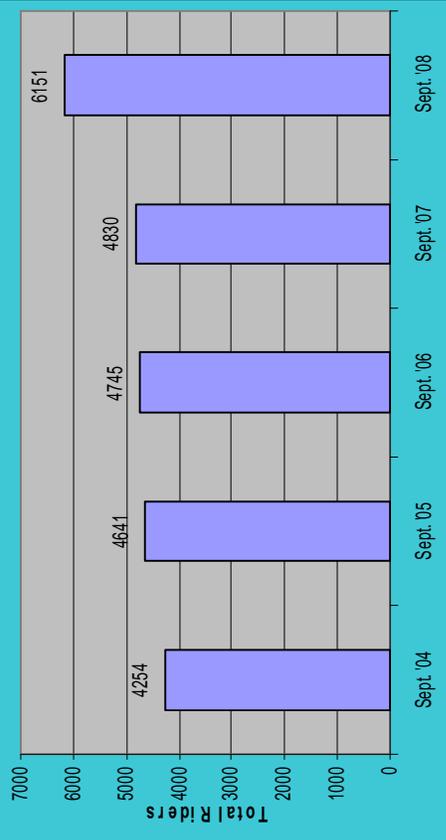
Daily Service Characteristics-Weekday:	
Span of Service:	Inbound: 7:00a - 6:00p Outbound: 6:30a - 5:30p
Peak/base frequency (min.)	60 / 60
Peak/base buses	1 / 1
Daily Revenue Hours	12.17
Daily Revenue Miles	198.48
Daily Passengers	246
On-Time Performance	79%
Late trips	11%

Route 16 Segment Performance-Weekday		Key Stops:		On		Off		Segment Total	
Segment:		On	Off	On	Off	On	Off	On	Off
OUTBOUND:									
K-Mart to Deans Bridge/KFC									
	K-Mart		49		0				
	Deans Bridge/Jennings		9		1				
	Deans Bridge/Richmond Hill		8		2			77	15
	Augusta Tech Blvd/Kroger		11		4				
	Augusta Tech Blvd/Success Ave		1		8				
	Success Ave/Career Dr		5		4			21	21
Deans Bridge/KFC to Augusta Tech/Lumpkin									
	Lumpkin Rd/Advance Auto Parts		11		19				
	Augusta Tech/Lumpkin to Windsor Spring/Goodwill		14		12			35	52
Windsor Spring/Goodwill to Windsor Spring/Dorothy									
	Windsor Spring/Dorothy		11		2			18	23
Windsor Spring/Goodwill to GA Reg Hosp/Serenity									
INBOUND:									
GA Reg Hosp/Serenity to Lumpkin/Yates									
	GA Reg Hosp/Serenity		21		0				
	Mike Padgett/Sunbeam		2		7			33	8
	Lumpkin Rd/Jeff Maxwell Library		9		4				
	Lumpkin Rd/Richmond Hill Rd		6		2			28	21
	Career Dr/Augusta Tech Blvd		7		2				
	Success Ave/Library		0		9			30	24
Deans Bridge/Tint Shop to K-Mart								82	4
	K-Mart		0		0			4	82

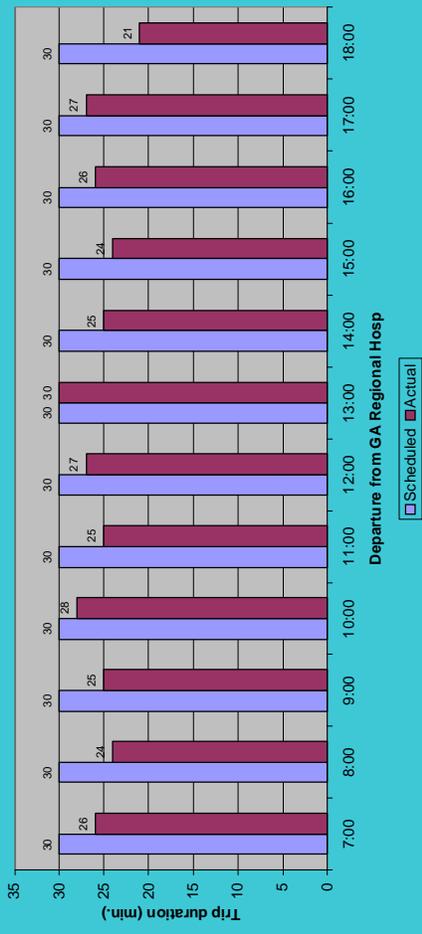
**Rt. 16 Productivity by Hour**



**5-Year Monthly Ridership Trends - Rt. 16**



**Rt. 16 Scheduled vs. Actual Running Time - inbound**



**Rt. 16 Scheduled vs. Actual Running Time - outbound**

