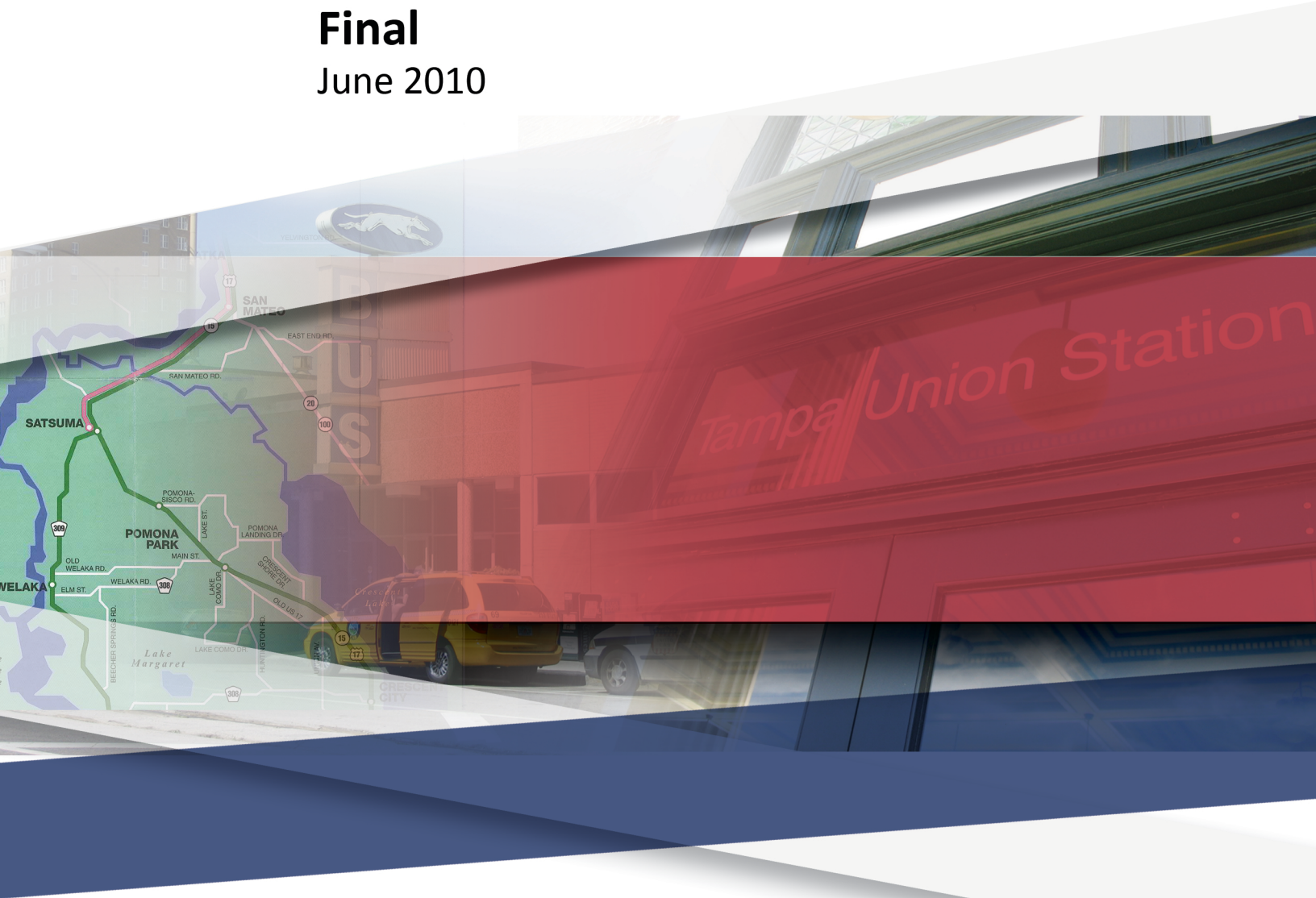# FLORIDA DEPARTMENT OF TRANSPORTATION

Florida Intercity Bus Service Needs Assessment and Action Plan

Final
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Prepared for:
Florida Department of Transportation
Transit Office

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Florida Intercity Bus Service
Needs Assessment and Action Plan

Action Plan

Prepared for

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LIST OF ACRONYMS

This acronym list includes all acronyms included in the two technical memorandums and action plan.

ADA - Americans with Disabilities Act

ARRA - American Recovery and Reinvestment Act

BCT - Broward County Office of Transportation

CAC - Citizen's Advisory Committee

CAT - Collier Area Transit

CDBG - Community Development Block Grant

CDTLS - Community Development Transportation Lending Services

CMAQ - Congestion Management and Air Quality

COAMC - Council on Aging of Martin County

CSBG - Community Service Block Grants

CTO - Central Transit Office

CUTR - Center for Urban Transportation Research

DRI - Development of Regional Impact

ECAT - Escambia County Area Transit

EPA - Environmental Protection Agency

ESRI - Environmental Systems Research Institute

FCTD - Florida Commission for the Transportation Disadvantaged

FDOT - Florida Department of Transportation

FEMA - Federal Emergency Management Administration

FHWA - Federal Highway Administration

FMCSA - Federal Motor Carrier Safety Administration

FS - Florida Statutes

FTA - Federal Transit Administration

FTIS - Florida Transit Information System

FTP - Florida Transportation Plan

HART - Hillsborough Area Regional Transit Authority

HUD - U.S. Department of Housing and Urban Development

IBSGP - Intercity Bus Security Grant Program

ISTEA - Intermodal Surface Transportation Efficiency Act

JARC - Job Access and Reverse Commute

JTA - Jacksonville Transit Authority

LAMTD - Lakeland Area Mass Transit District

LCHSTP - Locally Coordinated Human Services Transportation Plans

LRTP - Long Range Transportation Plan

LYNX - Central Florida Regional Transportation Authority

MCAT - Manatee County Area Transit

MCSS - Marion County Senior Services

MDT - Miami-Dade Transit

MIC - Miami Intermodal Center

MPO - Metropolitan Planning Organization

MTS - Marion Transit Services

NAAQS - National Ambient Air Quality Standards

NBTA - National Bus Traffic Association

NHTS - National Household Travel Survey

NTD - National Transit Database

OCT - Okaloosa County Transit

PCPT - Pasco County Public Transportation

PCTSD - Polk County Transit Services Division

PSTA - Pinellas Suncoast Transit Authority

RACEC - Rural Areas of Critical Economic Concern

REDI - Rural Economic Development Initiative

RFP - Request for Proposal

RTS - Gainesville Regional Transit System

SAFETEA-LU - Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users

SCAT - Sarasota County Area Transit

SCAT - Space Coast Area Transit

SCTA - Sarasota County Transportation Authority

SFRTA - South Florida Regional Transportation Authority

SIS - Strategic Intermodal System

SMP - State Management Plan

SRTNA - Strategic Regional Transit Needs Assessment

STB - Surface Transportation Board

STP - Surface Transportation Program

STS - Special Transportation Service

STSPAC - Statewide Transit Strategic Plan Advisory Committee

TBARTA - Tampa Bay Area Regional Transportation Authority

TCAP - Tri-County Access Plan

TCC - Technical Coordinating Committee

TCRP - Transit Cooperative Research Program

TCSP - Transportation, Community, and System Preservation

TD - Transportation Disadvantaged

TDC - Tourist Development Council

TDP - Transit Development Plan

TDSP - Transportation Disadvantaged Service Plan

TPO - Transportation Planning Organization

UASI - Urban Areas Security Initiative

USC - United States Code

USF - University of South Florida

USDA - U.S. Department of Agriculture

USDOT - U.S. Department of Transportation

UWF - University of West Florida

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Section 1: Introduction

This document is the action plan prepared under the Florida Intercity Bus Service Needs Assessment and Action Plan project undertaken by the Florida Department of Transportation (FDOT) Transit Office. Technical Memorandum Number One focused on providing an overview of existing demographic and market conditions. It provided a review of current federal and state intercity bus policies, an existing intercity bus service profile, and a preliminary identification of gaps in and needs for service based on previously-conducted public outreach for other studies (e.g., transit development plans [TDPs] and long range transportation plans [LRTPs]). Technical Memorandum Number Two focused on a needs assessment for intercity bus service. Under the needs assessment, areas around the state were identified as served, underserved, or unserved with regard to intercity bus service.

This action plan focuses on the following topics.

Section 2 identifies goals that Florida's intercity bus program is trying to achieve.

Section 3 contains summaries of funding opportunities available to intercity bus service providers. It also examines changes to the financial strategies currently employed under the Florida intercity bus program.

Section 4 makes recommendations for changes to policies that affect intercity bus service.

Section 5 provides an overview of a performance monitoring program to be implemented.

Section 6 prioritizes the needs identified in Technical Memorandum Number Two.

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Section 2: Goals

In consultation with FDOT, the following goals for Florida's intercity bus program were developed. Goals were influenced by the Federal intercity program, State intercity guidance documents, discussions with FDOT staff, and discussions with intercity bus service providers and stakeholders.

The following goals are presented in recognition of the Federal goals for the intercity bus program:

- Provide a meaningful connection between non-urbanized areas and the larger regional or national system of intercity bus service.

- Provide services to meet the intercity travel needs of residents in non-urbanized areas.

- Provide infrastructure for the intercity bus network through planning and marketing assistance and capital investment in facilities.

The following goals are presented in recognition of the previously established State goals for the intercity bus program as documented in the State management plan:

- Support the connection between non-urbanized areas and the larger regional or national system of intercity bus service.

- Support services to meet the intercity travel needs of residents in non-urbanized areas.

- Support the infrastructure of the intercity bus network through planning and marketing assistance and capital investment in facilities.

The following goals were determined after consultation with FDOT staff, intercity bus providers, and intercity bus stakeholders:

- Annually maintain or increase intercity bus service across the state by monitoring their progress towards implementing this plan. Determine whether service revisions should be made based on performance, budget, and other mitigating factors.

- Monitor the performance of intercity bus service providers to ensure appropriate use of funding. Use performance as a factor in grant awards.

- Examine new funding opportunities as appropriate.

- Review the *Florida Intercity Bus Needs Analysis and Action Plan* every year during the grant award process. Undertake a major update every four years.

- Encourage intercity operators to become members of the National Bus Traffic Association (NBTA) and be listed in *Russell's Official National Motor Coach Guide*, published by Russell's Guides, Inc.

Section 3: Funding and Financial Strategies

This section provides a review of the available opportunities for intercity bus funding. The primary source of funding is the Federal Transit Administration's (FTA's) §5311(f) funding program. This funding source is described below only briefly because it is already being taken full advantage of by FDOT. Other funding sources that are available for intercity bus service are described in more detail. Many of these funding sources can be found in *Effective Approaches to Meeting Rural Intercity Bus Transportation Needs* (Transit Cooperative Research Program [TCRP] Report 79, 2002).

FTA FUNDING PROGRAMS

By the late 1980s and early 1990s, federal policy-makers began discussing the need to provide ongoing funding assistance for rural intercity routes, which led to the creation of the §18(i) program of assistance for rural intercity routes as part of the 1992 Intermodal Surface Transportation Efficiency Act (ISTEA) authorizing legislation. This program was subsequently codified as 49 U.S.C. §5311(f). The basic outline of the program has remained the same since 1992. Over the years, as the program has been implemented, there have been some statutory changes and refined interpretations.

Formula Grant for Other than Urbanized Areas

This program (49 U.S.C. §5311) provides funding to states for supporting public transportation in areas of less than 50,000 people. The amount of funding provided to each state is based on the

non-urbanized population of the state. Within this program, §5311(f) provides funding specifically for intercity bus service. This funding makes up a primary source of funding for Florida intercity bus service.

Fifteen percent of the annual §5311 apportionment to each state must be used to support intercity bus service through the §5311(f) component of the program unless the governor of the state certifies that all rural intercity bus needs are met. Program funds can be used for capital, operating, planning, and administrative assistance to state agencies, local public bodies, non-profit organizations, Native American Tribal Groups, and operators of public transportation services. Historically, the maximum federal shares have been 80 percent of the cost for capital and 50 percent of the net cost for operating assistance.

While 15 percent of the §5311 apportionment must go to intercity bus service, there is no restriction that the other 85 percent cannot be used for intercity bus service. This other funding could be used by a state or local recipient to fund intercity support services. These could include connecting individuals or local transit service in non-urbanized areas to the national intercity network.

Bus and Bus Facility Program

Under the Bus and Bus Facility program (49 U.S.C. §5309), capital assistance is granted to intercity as well as other bus providers for capital investments in vehicles or facilities. In addition to capital purchases, leases also may be funded if they are proven to be more cost-effective. The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) expanded this program to include an annual set-aside of $35 million for intermodal facilities. Intercity bus facilities that are part of an intermodal terminal and provide a connection to local public transportation are eligible for funding.

Over-the-Road Bus Accessibility Program

The Over-the-Road Bus Accessibility program provides funding that may be used by private operators of over-the-road buses to finance incremental capital and training costs of complying with the Department of Transportation's over-the-road bus accessibility regulations. Specifically, the funding can be used to meet the accessibility specifications required by the Americans with Disabilities Act (ADA).

In addition to intercity fixed-route service providers, any over-the-road bus operator can apply for funding. The federal portion can fund up to 90 percent of the project. Projects can include the incremental funding for adding lifts, tiedowns (i.e., straps that are used to secure wheelchairs in vehicles), moveable seats, and doors (i.e., adding wheelchair accessible doors) on new buses. Retrofitting old buses is an eligible expense. Eligible training costs include training in proper operation and maintenance of equipment, boarding assistance, handling and storage of mobility devices, and sensitivity training.

Congestion Management and Air Quality Funding

Coordinated jointly by FTA and the Federal Highway Administration (FHWA), the Congestion Management and Air Quality (CMAQ) Improvement Program makes funds available for projects that improve air quality and reduce congestion. Funding is provided for projects operating in non-attainment and maintenance areas under the National Ambient Air Quality Standards (NAAQS) regulations. As the Environmental Protection Agency (EPA) issues new ozone standards in the near future, many areas in Florida are expected to be in non-attainment. Once categorized in non-attainment, these areas would likely be eligible for CMAQ funds.

CMAQ funding can be used for capital projects or operating assistance, although operating assistance is limited to three years. CMAQ has been used for park & ride lots, intermodal terminals, and vehicles that are used by private for-profit intercity operators.

Job Access and Reverse Commute Program

The Job Access and Reverse Commute (JARC) program (49 U.S.C. §5316) was created to improve access to transportation services for employment purposes for low-income individuals

and to transport residents of urbanized and rural areas to suburban areas for employment. There are no income limitations for projects that assist with reverse commutes.

To be eligible for JARC funding, projects must be derived from a locally-developed coordinated public transit-human services transportation plan. Eligible projects include service extensions, guaranteed rides home programs, shuttle services, and ridesharing activities. Nevada has used JARC funding, among other sources, to implement a new rural intercity bus service.

New Freedom Program

The New Freedom program (49 U.S.C. §5317) was created to overcome existing barriers facing Americans with disabilities in their daily lives. Under this program, eligible uses for funding include projects that go beyond the requirements of the ADA. Examples include providing paratransit service beyond the ADA-required ¾-mile service area buffer around existing fixed-route transit services; providing new feeder service to commuter rail, commuter bus, intercity rail, and intercity bus stations; making accessibility improvements to transit and intermodal stations not designated as key stations; and funding travel training initiatives.

To be eligible for New Freedom funding, projects must derive from a locally-developed coordinated public transit–human services transportation plan. The federal program covers up to 80 percent of capital project costs and up to 50 percent of operational project costs. These funds could be used for increasing access for disabled persons to intercity services from remote areas.

Livable Communities Grant

The FTA's Livable Communities Initiative is designed to promote improvements in the links between transportation and communities. Under the grant program, it is possible that funds could be used for intercity bus services. Projects are limited to those that are capital in nature. A Livable Communities Grant was used in Florida for site improvements surrounding the Hillsborough Area Regional Transit Authority's (HART) trolley in Ybor City. Improvements included security lighting, wider sidewalks, and landscaping that improved pedestrian access.

Innovative Funding

Innovative funding can take many forms. Several identified opportunities for the use of innovative funding for intercity bus services are provided in this section. These examples are not an exhaustive list and others may be identified.

One example of innovative funding is developing a partnership between intercity bus providers and human service agencies. Human service agencies, particularly in the less urban areas studied in this report, may need transportation for their clients to services in larger urban areas. Intercity bus services can provide that transportation. In situations where human service agencies use funding to pay for intercity bus fares for clients, this revenue may be considered a match for §5311(f) funds.

Also included under the innovative funding category are in-kind or soft matches for projects. Office space, staff services, contract expenses, and other local operating costs may be allowable in-kind match to certain grant-funded projects. Real property may also be used in the case of capital expenditures. The use of various innovative financing sources can be used to leverage a larger amount of Federal §5311(f) funding or reduce the required amounts of local cash match to provide much needed services.

NON-FTA FEDERAL FUNDING SOURCES

The following funding opportunities are provided by entities other than FTA.

Surface Transportation Program

Coordinated by FHWA, the Surface Transportation Program (STP) uses the Highway Trust Fund to assist with transportation projects. STP provides flexible funding that may be used by states and localities for projects on any Federal-aid highway. Eligible projects include intercity capital projects, such as terminals and bus facilities. These terminals can include privately-owned intercity terminals. Typically, the Federal share is 80 percent.

Community Services Block Grants

The U.S. Department of Health and Human Services oversees the Community Services Block Grants (CSBG) program. The CSBG program provides funds to states for a range of social services for low-income people. While often used for transportation projects, these funds are not often used to support intercity projects, although they can be.

Federal Motor Carrier Safety Administration Fee Waivers

The Federal Motor Carrier Safety Administration (FMCSA) oversees the interstate movement of people and freight. FMCSA does not offer grants but does offer fee waivers to intercity bus service providers. Each intercity operator that is traveling interstate and operating vehicles designed to carry nine or more people is required to apply for operating authority under the FMCSA. Recipients of §5311 (or other FTA) funds receive a fee waiver for the one-time licensing fee. FTA recipients also are granted a waiver from FMCSA-required levels of insurance. FTA recipients are required to carry insurance only at levels great enough to satisfy the requirements of each state in which they operate. Operators receiving FTA funding that wish to self-insure are exempt from application fees to apply to self insure.

These exemptions and exceptions for FTA grantees and contractors receiving FTA funding are not widely known in the FMCSA system, and applicants may need to contact FMCSA offices directly and explain their status as recipients of FTA funding in order to receive the fee waiver and the alternative insurance requirements. It should be noted that operators receiving §5311(f) funding who wish to interline with Greyhound or be part of the NBTA interline ticketing system will need to meet FMCSA levels of insurance, which may be higher than the amount required of FTA sub-recipients not providing interstate transportation.

Intercity Bus Security Grant Program

Authorized by the Department of Homeland Security Appropriations Act, 2010 (*Public Law* 111-83), the Federal Emergency Management Administration (FEMA) funds the Intercity Bus Security Grant Program (IBSGP), which is primarily intended to support transportation infrastructure security activities of fixed-route intercity and charter bus service operators. The IBSGP's purpose

is to create a sustainable program for the protection of intercity bus systems and the traveling public from terrorism.

Service providers are segregated into two funding tiers, depending on the level of service each provides to Urban Areas Security Initiative (UASI) jurisdictions. The tiers prioritize funding for those service providers that provide the highest volume of service to the high-risk urban areas. UASI jurisdictions in Florida include Fort Lauderdale, Jacksonville, Miami, Orlando, and Tampa. Funding can be used for enhanced security planning, facility security upgrades, and vehicle and driver protection. The program requires a 25 percent match for funding.

All applicants are required to have completed a security plan or vulnerability assessment. If none has been completed, then the operator may use grant funding only for the development of a security plan or vulnerability assessment, not any other projects. In FY 2010, the total amount of funds allocated for this grant program was $11.52 million.

Eligibility for funding is limited to applicants meeting one or both of the following criteria:

- Operate fixed-route intercity bus transportation providing services to a defined UASI jurisdiction; or

- Operate a charter bus service using over-the-road buses and provide a minimum of 50 trips annually to one or more defined UASI jurisdictions.

Rural Passenger Transportation Technical Assistance Program

The U.S. Department of Agriculture's (USDA's) Rural Passenger Transportation Technical Assistance provides funds to improve transportation services in rural communities in order to enhance economic development. The funds can be used for planning assistance for facility development, transit service improvements and expansion, new system start-up, policy and procedure development, marketing, transportation coordination, training and public transit problem-solving activities.

Only private operators are eligible for funds, and only projects that also benefit new or existing small and emerging businesses qualify.

Transportation Lending Services Corporation

Also overseen by USDA, Community Development Transportation Lending Services (CDTLS) offers low-interest loans to public, nonprofit, or private transportation businesses that provide transportation or transportation-related services in rural areas. There are two programs under CDTLS: the Capital Fund and the Business Operating Fund. The Capital Fund provides financing for transportation and railway facilities, multimodal facilities, community centers, and vehicles. The Business Operating Fund provides financing for the transit small business fund, micro-loans for transit software and hardware, working capital loans, and insurance.

Transportation, Community, and System Preservation Program

Developed jointly by the U.S. Department of Transportation (USDOT) and the EPA, the Transportation, Community, and System Preservation (TCSP) program is a research and grant initiative that examines the relationships between transportation, community, and system preservation plans and practices. This program funds projects that improve the efficiency of the transportation system; reduce the environmental impacts of transportation; reduce the need for costly future public transportation investments; ensure efficient access to jobs, services and centers of trade; and examine community development patterns and identify strategies to encourage private sector development patterns and investments that support these goals.

Medicaid

Medicaid is a federal-state matching program that pays for medical care for low-income individuals and persons with disabilities. Under the Medicaid program, states must provide transportation for Medicaid recipients to and from medical services. Some communities have used Medicaid funding to support intercity bus services.

Older Americans Act

The Older Americans Act of 1965 provides for the provision of services to people age 60 and above. The act created a system of regional Area Agencies on Aging, which provide services including congregate meals, home-delivered meals, and in-home services. These funds also can cover transportation services. Needed services are prioritized on a local level, so funding for

transportation services can vary depending on the local prioritization. Some communities have used these funds successfully to support intercity bus services.

Community Development Block Grants

Under the Department of Housing and Urban Development (HUD), Community Development Block Grants (CDBGs) were created to support a range of community and economic development activities. Transportation is considered a support service under this program and, therefore, is eligible for funding.

STATE AND LOCAL FUNDS

Many states are using state and local funds to provide intercity bus service. These can come from set-aside funds or local transit taxes. Some states use fees such as a percentage of a driver's license fee to fund programs that reduce air pollution. Some Native American Nations served by intercity bus routes can be contributors. Other communities are using specialized funds for other purposes, such as funds to provide jobs to certain skilled laborers in declining industries that now can work in transit services.

State Match

FDOT is required by state statute to contribute matching funds for all federal §5311(f) funds allocated to eligible sub-recipients. In other words, the State funds an equal share to the federal intercity program in Florida. All §5311(f) and matching state funds are passed through FDOT.

Rural Economic Development Initiative Waivers

Under the Rural Economic Development Initiative (REDI), areas designated as Rural Areas of Critical Economic Concern (RACEC) can seek to waive or reduce the match requirement under certain State programs. Projects sponsored by agencies located in these areas may be able to receive approval to reduce or even completely waive the local match requirements for the State share of intercity funding.

Other FDOT Programs

Several other FDOT programs might be available to fund intercity bus services or support intercity bus services. These are not primary funding sources, but could be explored as a means to find additional funding, and are listed below. Additional information is available in the *Resource Guide for Transit and Transit-Related Programs* (Florida Rural Transit Assistance Program, www.floridartap.org).

- Transportation Regional Incentive Program
- Public Transit Service Development Program
- Park & Ride Lot Program
- Intermodal Development Program
- Commuter Services

Local Programs

Local funding options could come from many different sources, including private entities as well as Workforce Development Boards. Workforce Development Boards have a vested interest in providing workers with transportation to training centers and work opportunities such that they may provide funding for connecting workers to employment centers.

FINANCIAL STRATEGIES

While the previous subsections outlined additional resources for intercity bus service, the current financial structure of Florida intercity funding may be enhanced in ways that could dramatically help the program. The following subsection outlines a financial strategy for FDOT that could enhance the intercity funding program.

Strategy 1: Explore Funding Options

The first strategy is to actively encourage intercity bus operators to explore and apply for the funding opportunities described previously. In addition to intercity §5311-funded operators, local governments and transit providers should be encouraged to explore these options, as well. By

adding funding from other sources, intercity bus services can be enhanced and expanded to include a broader range of services and connections.

Strategy 2: Remove §5311 Restrictions

The second financial strategy would be to consider the removal of restrictive eligibility requirements for §5311 funds. The requirements to be a private company and be operational in Florida for two years prior to receiving §5311 funds should be reconsidered to allow other entities to apply for funding. Further explanation of the reasons to remove these requirements is provided in Section 4, but to the extent that they restrict the financial reach of this program, it is recommended that they be reconsidered.

Strategy 3: Require Greater Accountability

For those receiving §5311 intercity funds, greater accountability requirements should be instituted to ensure that the grants are well used.   The enforcement should take the form of an annual performance report that provides details as to the extent the funded services or facilities were used.   Greater detail on the performance report can be found in Section 5.   This accountability should influence future project selection processes as well.

Strategy 4: Fund Prioritized Projects

To date, FDOT has provided funding to private companies soliciting funds for projects identified by the operator. FDOT should consider using the needs identified in this and subsequent reports as a basis to solicit operators to apply for funding to meet the identified needs. This needs-based selection process will allow FDOT greater influence to fund projects that will close identified gaps in service. Greater detail on this topic can be found in Section 4.

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Section 4: Policy Recommendations

The following section outlines recommendations for additions or changes to current intercity bus service policies implemented by FDOT.

PROJECT SELECTION PROCESS

In accordance with Federal guidelines, "the State should use a merit-based selection process to ensure that the private operator is qualified, will provide eligible service, can comply with Federal and State requirements, and is the best, or only, provider available to offer service at a fair and reasonable cost." As such, the selection process should include a performance review, documentation of a "meaningful connection," determination of the project being an identified need by the State or locality, indication as to why the recipient is the best or only provider, and a way to determine fair and reasonable cost.

As recommended previously, FDOT should institute a performance review process for §5311(f) fund recipients. These performance reviews should be taken into consideration during subsequent funding application periods. A poor performance review may be grounds to reject the applicant from further consideration with regard to §5311(f) funding. As performance reviews will not be available for applicants that have never received funding, the results of the performance review should be used to determine whether an applicant is eligible to apply, but not necessarily used to rank applicants. Additionally, for applicants that have never received funding, the ability to document how their proposed services can meet intercity bus service needs would fulfill this requirement.

In addition to adding consideration of performance to the application process, applicants should document meeting the Federal goal of providing a "meaningful connection" for the user to the national intercity network. Meaningful connection can include considerations of distance between the connections, time between the connections, and ease of connection.

All applicants for §5311(f) funds should include a justification of need, with special consideration given to projects included in the most recent intercity bus action plan or other planning documents. The applicant should document a determination of the need for the particular project using either State or local planning documents.

While all requests for funding should undergo the aforementioned needs justification, a more thorough examination of the needs justification should be undertaken for those services that have been recently eliminated. If the service was eliminated in the last three years, FDOT should request justification of the need to reinstate service to ensure that funding is appropriately spent. The reasons for prior discontinuation should be addressed in the application as well as the need for reinstating the service. For those services that have been discontinued for more than three years, there is no need for special justification to reinstitute the service and it may deserve higher prioritization.

ELIGIBILITY

Florida Statutes 341.031(12) limits eligibility to receive §5311(f) funds to private companies that have operated intercity bus service in the state under FMCSA and Surface Transportation Board (STB) regulations for a minimum of two years. Neither the requirement that the recipient be a private company nor the two-year operational requirement are Federal requirements. These requirements have been instituted at the State level. At this particular time, these requirements limit the eligibility to receive funds to Greyhound and any carrier that is an agent of Greyhound. Currently, the only agent of Greyhound is Ride Solution, Inc.

There are two main issues with these restrictions: they limit competition in the marketplace, and they restrict FDOT's ability to influence project development. Limiting recipients to only private companies excludes local governments and transit agencies from competing for funding. By limiting the number of possible recipients, the State is limiting the pool of possible projects that could be submitted for funding. This restriction also may eliminate Amtrak from the applicant

pool due to it being organized as a government-owned corporation. As Amtrak currently provides intercity bus service in some areas where extra capacity is needed to augment train service or train service does not exist, the State should consider allowing it to be eligible for funding.

The two-year operating requirement has a dampening effect on the intercity marketplace. Because operators are more likely to need grant assistance in the first two years of operation, restricting Federal funds to operators with two years of Florida intercity bus experience discourages, if not bars, entry of new providers into the market. New operators are placed into a competitive disadvantage because they are not eligible to receive these funds.

The second issue is that the restriction limits FDOT's ability to choose the best manner in which to allocate Federal intercity funds. With a limited pool of applicants, FDOT is constrained in its ability to allocate Federal funding in the most appropriate manner. As an example, if a current operator proposes a project to begin new service in Area A and a new provider wants to start a new service in Area B, FDOT is obligated to fund service in Area A regardless of how the projects are prioritized. Under this scenario, FDOT's ability to influence the introduction of new service where it is needed most has been hampered significantly.

In addition to these primary concerns, there are other secondary concerns detailed in the following paragraphs. First, it is unclear why an operator is required to have operated service for two years in Florida. While policy-makers may determine that it is important that recipients have proven track records before receiving Federal funds, it is unclear why they need to have proven track records in Florida. It is unclear why the distinction between experience in Florida and elsewhere is made.

It should be noted that these restrictions do not exist in other parts of the country. Because they do not exist, other areas of the country have a greater diversity of operators. For example, in *Effective Approaches to Meeting Rural Intercity Bus Transportation Needs* (TCRP Report 79), researchers reviewed 22 intercity programs across the country, including Florida. A total of 31 projects involved operating intercity bus service, as opposed to capital investments or marketing activities. Eleven projects were for intercity bus service, and the remaining 20 projects were for regional/feeder service. Five of the projects were operated by Greyhound, with the remaining 26 projects operated by other private and public carriers.

FTA also is very interested at this time in using transit to pursue economic development opportunities. The restrictive nature of these requirements is not complementary to FTA's current economic development goals. It also may limit the State's ability to pursue FTA's stated goal of connecting individuals in non-urbanized areas to the national intercity network. It is possible that local governmental operators might be better suited to provide these services, but as it stands now, they are not eligible for this funding.

Another concern is that these requirements create the appearance of hostility to new operators. Whether or not the intent of the requirements was to dampen competition, it has the appearance that policy-makers had this intent. It is advisable that the State avoid even the appearance of dampening the competitive marketplace.

For these reasons, it is recommended that FDOT consider removing the two-year operating requirement and the private company requirement. If policy suggests it is important, the two-year requirement could be reworked to indicate that it is highly desirable that a grant applicant operate services for at least two years or provide background information demonstrating the qualifications of the owners and/or principals. Operating experience could be in Florida or anywhere in the United States. Additionally, for new companies with no experience, performance can be monitored more closely to ensure that goals and objectives are being met adequately and in good faith. The private company requirement could be removed entirely to allow for greater diversity of operators.

LIMIT CAPITAL PROJECT ELIGIBILITY

Both the Federal and State intercity program goals state that the intercity system should connect non-urbanized areas with the national intercity network. Due to the focus on connections with non-urbanized areas, it is recommended that funding for capital projects under §5311(f) should be limited to those in non-urbanized areas or those that support services to non-urbanized areas only. It is recommended that FDOT consider limiting the funding of facility capital to only those of significant need in these areas. Under the revised program, eligible capital projects would focus on items that directly support non-urbanized intercity bus services:

- Vehicles
- Signs

- Benches
- Shelters
- Communication equipment used on vehicles

FUNDING

According to F.S. 341.051(5)(f), "The department may fund up to 100 percent of the Federal-aid apportionment for intercity bus service." At present, the State provides 100 percent of the matching funds for all Federal intercity funding (i.e., 15 percent of §5311 funds). In essence, the State is doubling the Federal intercity funding, although it does not provide any funding for matching the remaining 85 percent of §5311 funds. In other words, FDOT is providing matching funds to a private company, but it does not provide the same benefit to local governmental agencies. If FDOT were to remove the requirement that only private companies be allowed to receive intercity §5311 funds, it would allow non-private company recipients the benefit of these matching funds, as well.

As noted previously, the State of Florida restricts the portion of §5311 funds reserved for intercity bus services to private companies that have been operational for two years. The argument to remove these restrictions is bolstered by the fact that some local governments may be able to take advantage of §5311 funds in innovative ways. The State may be limiting the effectiveness of these funds by not allowing local governments to explore these innovative mechanisms.

Under §5311, 15 percent of Federal funding is reserved for intercity bus service. The other 85 percent is allowed to be used for other transit services, but could also be used for intercity bus services. The 85 percent of §5311 funds is not restricted to private companies that have been operational for two years. FDOT or the local recipient could consider the use of these funds to fund gaps in intercity bus service or fund connections and/or feeder services to the intercity network. These connections could even be local service that allows people to connect to intercity bus service.

FDOT also should consider setting aside some of the intercity portion of §5311 funds for innovative projects that improve access for non-urbanized area residents to the national intercity network. FDOT could use these funds for identified and prioritized intercity needs through a

request for proposals (RFP) process. In essence, FDOT could identify a needed project and let an RFP seeking an operator to provide the service. At present, however, this process is hampered by the requirement that recipients be private entities with two years of operating experience.

PERFORMANCE MONITORING

Much of the regulatory oversight of the intercity bus industry is provided by FMCSA and STB. However, the current structure of FDOT's §5311(f) program provides the necessary funding to cover the local match for the capital and operating costs. In consideration of the State funding that is provided for these projects, there should be some minimal performance reporting and standards required, as outlined under F.S. 341.041(3). These performance standards should influence whether or not the recipient is eligible to receive further funding under the §5311(f) program.

Further discussion of the recommended performance monitoring program is provided in Section 5 of this report.

PLANNING

During the review of current plans and policies for this project, it became evident that most current planning processes do not require any assessment of intercity bus service. It is recommended that FDOT consider intercity bus service in the development of the statewide transit plan. The statewide transit plan should have specific goals and objectives for intercity bus service.

Other reports such as transit development plans (TDPs) also should review intercity bus service. FDOT should begin to require an assessment of connectivity to the intercity network in all TDPs. Transit agencies should be required to list intercity bus service and review connectivity between the local transit system and the intercity bus system. While some jurisdictions are including references to intercity bus service in their TDPs, many are not. Requiring local transit agencies to consider connections to the intercity network would provide added emphasis to the importance of local transit service providing access to the intercity network as part of an overall statewide mobility policy.

In addition, it is recommended that FDOT coordinate with the Florida Commission for the Transportation Disadvantaged (FCTD) to require similar considerations in the development of Transportation Disadvantaged Service Plans (TDSPs). Each TDSP should review the ability of the TD population to access the intercity bus network. TDPs focus on urban areas, while TDSPs focus both on urban and non-urbanized areas. Including a review of intercity bus service within the TDSP planning structure would provide FDOT with an excellent resource to evaluate gaps with intercity bus on a statewide basis.

The work being done in this study will establish the baseline for intercity bus service and facilities within Florida. The opportunity for regularly updating this baseline of information is present within existing established planning processes. Language could be added to guidance for preparation of these plans to include a review and update of this initial assessment and outreach for each county and/or service area. Agencies would update the identification of intercity bus services and facilities within their service area, as well as document gaps in service and outreach to intercity bus carriers.

These regular updates could be used to assist in determining eligible §5311(f) projects. These additional information sources identifying intercity needs should not supplant the State planning process. It is still important that the State regularly perform a thorough and comprehensive update to its intercity needs assessment and action plan. These other planning documents would be used to feed into this statewide assessment.

PUBLIC INPUT

FDOT should undertake a process by which it regularly seeks input from the public on intercity bus service needs. This process could take the form of public workshops, passenger surveys, or other outreach activities. To ensure the greatest effectiveness, the outreach activities should be undertaken in conjunction with the regular update of the intercity needs assessment and action plan. Activities could be conducted in conjunction with Enterprise Florida, which is a public-private partnership devoted to statewide economic development, or REDI.

STATEWIDE INTERCITY INFORMATION SYSTEM

The mobility of Florida's travelers could be greatly enhanced if a single information source on all the intercity bus services existed. While private transportation providers have interest in providing information about their own services, there is little incentive for them to host a website where intercity bus information from all providers is available. The only probably source for developing and maintaining this type of one-stop source for intercity bus service information is FDOT. FDOT could develop and maintain the site internally or contract with a third party for these services.

One option to consider would be using Google Transit. A statewide intercity information system would consist of dedicated statewide collection, formatting, and uploading of intercity bus service data to Internet trip-planning sites. Additionally, printable timetable and route information about the rural intercity bus services should be provided. The site would allow for easy determination of how to make a trip that might involve the integration of trips using services by multiple providers.

Section 5: Performance Monitoring

Performance monitoring involves the gathering of data on the current implementation of intercity bus service that receives funding from FDOT. The following section provides an overview of recommended data to be collected from operators and considerations for use of the data.

DATA COLLECTION

It is important for FDOT to track and review data regarding FDOT-funded intercity bus service. While it is not recommended to set minimum operational characteristics at this time due to the varying nature of the areas served by intercity bus service, it is advised that FDOT staff review the operating characteristics of the funded services to ensure that projects are meeting the established goals.

It is recommended that the following data be collected:

- Number of passengers per stop (total boardings and alightings)
- Average number of buses serving the stop per day
- Days of service each month per stop
- FDOT cost per passenger (total passenger boardings and alightings)

This recommendation balances the need to collect useful and meaningful data for FDOT staff in a manner that minimizes the administrative burden on intercity operators. A template for data collection has been provided in Appendix A; an electronic version of the table will be provided to

FDOT staff for circulation to intercity providers. The data below should be provided for each stop served by the intercity provider and should be reported for each quarter, although the report should be required only on an annual basis. At FDOT's discretion, new recipients may be required to report more often.

The data above will then be used to calculate automatically the following statistics:

- Total number of passengers (boardings and alightings) per stop per quarter
- Average daily passengers per stop per quarter
- Change in the number of buses serving each stop between quarters

Under today's regulatory scheme, only private providers receive FDOT funding for intercity services. These providers may have concerns about releasing proprietary information. While these concerns are valid, the data being collected does not divulge business secrets. Some of the data, such as the number of buses serving a stop per day, is public already. The report simply consolidates that information into an easy to read format. Some of the data, such as passengers per trip, is not public information, but is justifiable from FDOT if they are providing funding for the service.

MEANINGFUL CONNECTIONS

In addition to the statistics detailed previously, the annual report should include a request for a narrative that demonstrates that the service receiving FDOT funding is meeting the Federal goal of providing a "meaningful connection" to the national intercity bus network. While meaningful connection is a subjective term, it should include considerations of the distance between terminals that a passenger is required to travel to make the connection, the time between the connections, and the ease of connection.

In terms of geographic connectivity, a fully-connected service uses a common terminal with a carrier that is part of the national network and within the facility. Determinations as to the ability to provide a meaningful connection when transfers require travel between facilities are subjective. FDOT staff will have to make case-by-case determinations as to the acceptability of these types of transfers. For example, having to walk across the street for a transfer may be

deemed a meaningful connection, but having to walk three blocks for a transfer may not be considered a meaningful connection.

Temporal considerations are flexible and should consider the possibility that either connecting bus may be running behind schedule. The amount of layover time appropriate is subjective; it is recommended that layover time be minimized but should not exceed four hours.

Ease of connection includes considerations such as interline service agreements between feeders and national intercity carriers to allow through-tickets to be issued. It also would include baggage transfer between the two carriers. Schedule and fare information should be available to both local and distant users.

Rural services designed only to provide the FTA-required meaningful connection may not have sufficient ridership to support continuation based solely on consideration of performance metrics. The most successful of these projects provide a meaningful connection to the national intercity bus network, offer stops at other modal terminals, and serve other needs—stopping at major medical facilities, for example. Special consideration of these services should be granted.

Intercity bus routes must coordinate with existing local fixed-route services. New intercity stations should be built on existing fixed-route transit lines. All current locations with intercity bus service should be served by local fixed-route transit. If no connections currently exist, funding to local fixed-route transit agencies should be provided to establish local links. Marketing of intercity routes and connections to local fixed-route service should be a priority.

NEEDS ASSESSMENT

In addition to reporting on current services, intercity operators should be asked to provide information on additional intercity bus service needs in their annual reports. This section should be narrative in nature and act as an additional source of information for the State's intercity planning activities. FDOT staff should note that operators may be more likely to identify needs that they are capable of filling, but in the end it will assist FDOT staff to understand what intercity providers believe are unfilled needs.

PASSENGER EVALUATION

On an annual basis, recipients of FDOT intercity funds should undertake a process to gather input from their passengers. Mechanisms for gathering input may include passenger surveys, passenger complaint and comment reports, or other activities. While passenger input is important, the best option for collecting the data may vary depending on the type of service funded, the type of organization operating the service, the internal structure of the organization operating the service, the size of the operator, among other factors. FDOT should determine the extent of oversight and guidance it would like to provide to operators on this data-gathering process. FDOT could pre-approve certain acceptable data-gathering techniques or simply allow operators to determine the most suitable data-gathering mechanism for their organization.

Section 6: Prioritized Needs List

In this section, a prioritized project list is developed based on the data gathered in *Technical Memorandum Number Two Needs Assessment.* The prioritization is based on the following criteria:

- Extent of the deficiency (i.e., underserved versus not served)
- Population
- Percent of population below poverty level
- Percent of population that is youth
- Percent of population that is older adults
- Activity centers
- Transit connectivity
- Presence of other intercity providers (e.g., Amtrak)
- Distance to nearest intercity bus stop
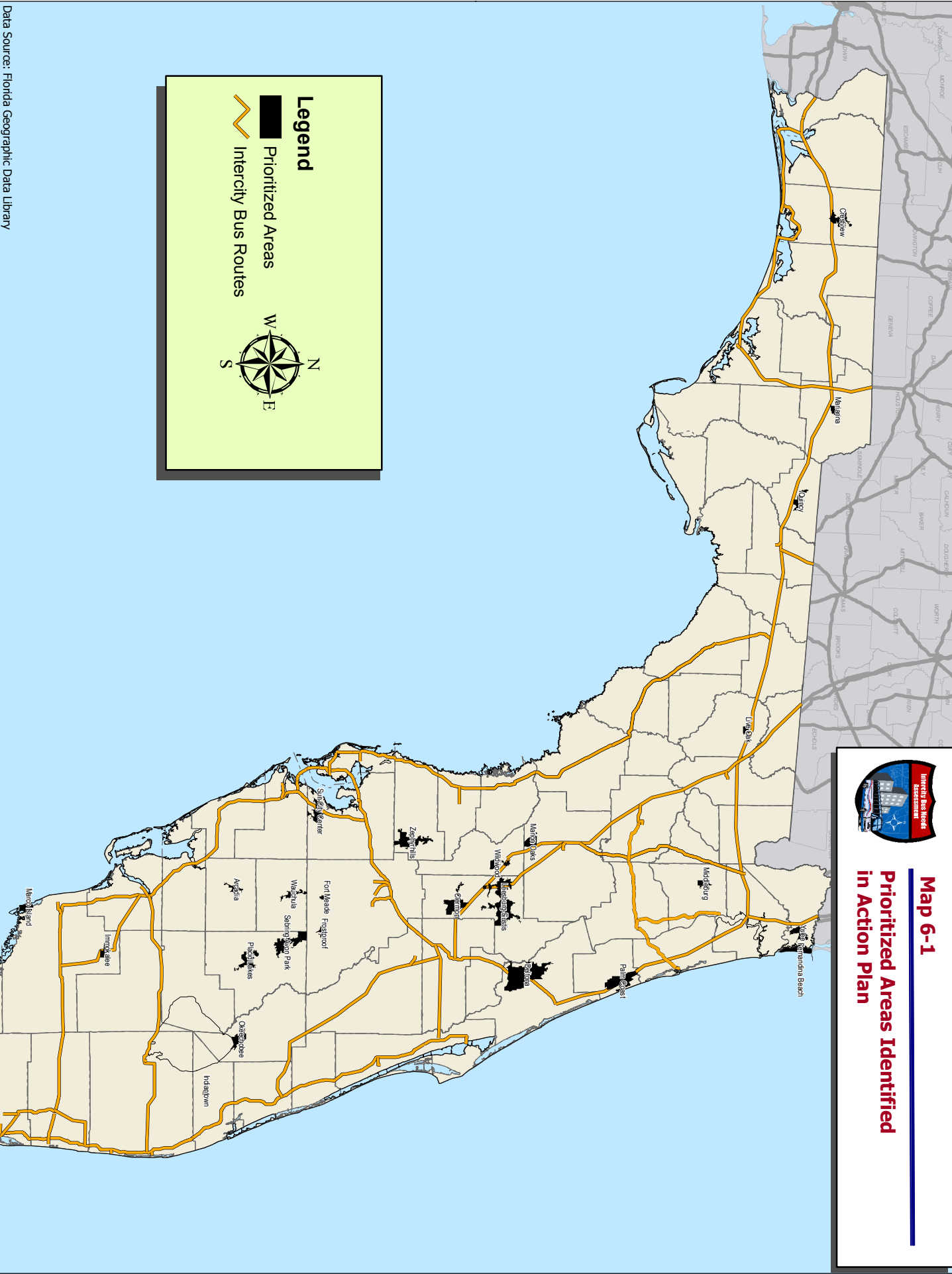- Ease of connectivity with intercity network

PRIORITIZATION

In coordination with FDOT staff, the previously-identified criteria were used to prioritize intercity bus service needs. The needs were identified earlier in *Technical Memorandum Number Two Needs Assessment*. The following list provides a review of the areas determined to be in need of intercity bus service as identified in the previous technical memorandum. These areas are displayed on Map 6-1.

Data Source: Florida Geographic Data Library

Legend

Prioritized Areas

Intercity Bus Routes

N
W E
S

Map 6-1

Prioritized Areas Identified in Action Plan

Crestview

Marianna

Quincy

Live Oak

Madison

Yulee
Fernandina Beach

Palm Coast

Sun City Center

Zephyrhills

Marion Oaks

Wildwood
Leesburg Eustis

Clermont

Arcadia

Wauchula

Fort Meade
Frostproof

Lake Placid
Sebring Avon Park

Bartow

Marco Island

Immokalee

Okeechobee

Indiantown

Arcadia	Leesburg-Eustis	Quincy
Clermont	Live Oak	Sebring-Avon Park
Crestview	Marco Island	Sun City Center
Deltona	Marianna	Wauchula
Fernandina Beach	Marion Oaks	Wildwood
Fort Meade	Middleburg	Yulee
Frostproof	Okeechobee	Zephyrhills
Immokalee	Palm Coast	
Indiantown	Placid Lakes	

To prioritize the needs list, the following analysis was undertaken. The following 10 characteristics were used in the analysis.

Extent of Deficiency

The extent of deficiency is based on whether the area was identified as unserved or underserved in the previous analysis. Those that were underserved received a score of 1, while those that were unserved received a score of 2. (Note: Those areas that were considered underserved due to limited service (i.e., Auburndale, Casselberry, Davenport, and Venice) were automatically presumed to fall to the bottom of the needs prioritization. These areas already have service; it is just fewer than five days per week.)

Population

Scores were assigned for area population as follows:

- 0 - 24,999 = 1
- 25,000 - 49,999 = 2
- 50,000 - 99,999 = 3
- Greater than 100,000 = 4

Population below Poverty Level

Research was conducted to determine the percentage of the total population below the poverty level, and the following scores were applied:

- 0% - 15% below the poverty level = 1
- 16% - 30% below the poverty level = 2
- Greater than 30% below the poverty level = 3

Youth

The percentage of the urbanized area or urban cluster that are youth (ages 15 - 24) was used as another factor to determine the priority of service, and the following scores were applied:

- 0% - 5% youth = 1
- 6% - 10% youth = 2
- 11% - 15% youth = 3
- Greater than 15% youth = 4

Older Adults

The percentage of the urbanized area or urban cluster considered to be older adults (age 65+) was used as another factor to determining the priority of service, and the following scores were applied:

- 0% - 20% older adults = 1
- 21% - 40% older adults = 2
- 41% - 60% older adults = 3
- Greater than 60% older adults = 4

Activity Centers

Activity centers were identified in *Technical Memorandum #1 Baseline Conditions and Policy Review* and include airports and seaports, hospitals, correctional facilities, colleges and universities, regional shopping malls, immigration offices, tribal lands, and military bases. The number of activity centers was calculated by summing the number of activity centers in a community. All activity centers were weighted equally with the exception of airports and seaports, which were weighted double that of the other activity centers. Since airports and seaports allow for access beyond their location, they were deemed more beneficial than other activity centers. The following scores were applied.

- 3 or fewer activity centers = 1
- 4 or more activity centers = 2

Transit Connectivity

While these urbanized areas or urban clusters are considered unserved or underserved by intercity bus service, some do have local transit service that connects them to an intercity bus stop. The following scores were applied:

- Local transit service connects to an intercity bus station = 0
- No local transit service connects to intercity bus station = 1

Other Intercity Providers

To the extent that other intercity providers are currently in operation, each area was scored, and the following scores were applied:

- Other intercity service providers, such as Amtrak = 0
- No other intercity service provider = 1

Distance to Intercity Bus Stop

To prioritize greater need between areas, the distance to the nearest intercity bus stop was determined, and the following scores were applied:

- Within 25 miles of a bus stop = 1
- 26 - 50 miles from a bus stop = 2
- Beyond 50 miles from a bus stop = 3

Ease of Connectivity with Intercity Network

This is a means of measuring how far the area is from actual intercity routes as opposed to stops. An area that is close to a route but far from a stop can be served more easily with an additional stop than an area that is not near a route or stop. Areas were ranked as high, medium, and low. The following scores were applied:

- Low ease of connectivity, or a far distance from an intercity bus route = 1
- Medium ease of connectivity, or a short distance from an intercity bus route = 2
- High ease of connectivity, or along an intercity bus route = 3

Scoring

Areas were scored as described previously. Each characteristic was weighted equally in the total scoring process, with the exception of the following characteristics:

- Extent of Deficiency
- Transit Connectivity
- Other Intercity Providers

In consultation with FDOT staff, it was determined that those areas with no service (i.e., unserved) were in more need than those areas with lesser service (i.e., underserved). For this reason, the extent of deficiency score was doubled in the final score calculation.

It also was determined that those areas with a mechanism to connect to the national intercity bus network even if it was not through intercity bus service were in less need of service than those with no mechanism to connect to the national intercity bus network. For this reason, scores for those areas without connectivity via local transit or other intercity service were doubled.

Table 6-1 provides an overview of the final scores for each area. Areas are organized from high scores (high priority needs) to low scores (low priority needs).

IMPLEMENTATION

The prioritization provided in Table 6-1 is meant only to guide development of intercity bus service in Florida; it should not replace the professional judgment of FDOT staff during the application review process for FDOT funding. The prioritization should be used as one part of the decision-making process in FDOT's determination of which intercity bus services should receive funding.

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Table 6-1
Prioritized Intercity Needs

Community	Extent of Deficiency[1]		Population		Poverty		Youth		Older Adults		Activity Centers		Transit Connectivity[1]		Other Intercity Providers[1]		Distance to Intercity Stop		Ease of Connection		Total Score
	Level	Score	2000 Census	Score	Percent	Score	Percent	Score	Percent	Score	Total	Score	Provider	Score	Provider	Score	Distance (miles)	Score	Description	Score	
Marianna	Unserved	2	6,607	1	27%	2	15%	3	25%	2	4	2	-	1	-	1	59	3	High	3	24
Palm Coast	Underserved	1	28,141	2	7%	1	13%	3	65%	4	6	2	-	1	-	1	30	2	High	3	23
Leesburg-Eustis	Underserved	1	97,497	3	12%	1	9%	2	37%	2	6	2	-	1	-	1	42	2	High	3	21
Zephyrhills	Underserved	1	53,979	3	13%	1	10%	2	41%	3	5	2	-	1	-	1	19	1	Medium	2	20
Sun City Center	Underserved	1	30,133	2	13%	1	10%	2	69%	4	7	2	HART	0	-	1	27	2	High	3	20
Sebring-Avon Park	Unserved	2	45,123	2	17%	2	11%	3	35%	2	6	2	-	1	Amtrak	0	45	2	Low	1	20
Indiantown	Unserved	2	5,345	1	27%	2	12%	3	5%	1	3	1	-	1	-	1	38	2	Low	2	20
Marion Oaks	Underserved	1	14,333	1	14%	1	6%	2	61%	3	5	2	-	1	-	1	19	1	High	3	19
Deltona	Underserved	1	147,713	4	10%	1	14%	3	28%	2	6	2	LYNX/Votran	0	-	0	26	2	High	3	19
Clermont	Underserved	1	27,970	2	8%	1	16%	4	21%	2	4	2	LYNX	0	-	1	20	1	High	3	19
Wauchula	Unserved	2	17,737	1	29%	2	8%	2	7%	1	4	2	-	1	-	1	40	2	Low	1	19
Immokalee	Underserved	1	21,324	1	40%	3	16%	4	6%	1	4	2	CAT	0	-	1	25	1	High	3	19
Live Oak	Underserved	1	6,460	1	26%	2	11%	3	15%	1	5	2	-	1	-	1	25	1	High	3	19
Quincy	Underserved	1	6,982	1	24%	2	15%	3	18%	1	5	2	-	1	-	1	22	1	High	3	19
Placid Lakes	Unserved	2	13,350	1	18%	2	7%	2	31%	2	5	2	-	1	-	1	60	1	Low	1	19
Yulee	Underserved	1	5,532	1	13%	1	15%	3	18%	1	4	2	-	1	-	1	14	1	High	3	18
Fernandina Beach	Underserved	1	18,491	1	9%	1	14%	3	35%	2	5	2	-	1	-	1	25	1	Medium	2	18
Arcadia	Underserved	1	14,199	1	31%	3	13%	3	13%	1	6	2	-	1	-	1	22	1	Low	1	18
Crestview	Underserved	1	21,853	1	14%	1	13%	3	16%	1	5	2	OCT	0	-	1	27	2	High	3	17
Okeechobee	Underserved	1	20,432	1	18%	2	10%	2	22%	2	6	2	-	1	Amtrak	0	23	1	Low	1	15
Frostproof	Underserved	1	5,468	1	14%	1	12%	3	19%	1	4	2	WHAT	0	-	1	27	2	Low	1	15
Marco Island	Underserved	1	12,879	1	5%	1	5%	1	69%	4	4	2	CAT	0	-	1	17	1	Low	1	15
Wildwood	Underserved	1	9,469	1	20%	2	8%	2	15%	1	3	1	-	1	Amtrak	0	25	1	High	3	15
Fort Meade	Underserved	1	5,570	1	18%	2	12%	3	23%	2	2	1	WHAT	0	-	1	24	1	Low	1	15
Middleburg	Underserved	1	8,694	1	9%	1	10%	2	10%	1	5	2	JTA	0	-	1	13	1	Medium	2	14

* HART is the Hillsborough Area Regional Transit Authority; LYNX is the Central Florida Regional Transportation Authority; Votran is Volusia County's public transportation system; CAT is Collier Area Transit; OCT is Okaloosa County Transit; WHAT is Winter Haven Area Transit; and JTA is the Jacksonville Transportation Authority.

[1] These criteria were given additional weight in the scoring process. The weighting is represented in the Total Score, but it is not represented in the individual score columns.

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Appendix A

ANNUAL REPORT

FDOT Intercity Operator Annual Report Instructions

Only complete the cells highlighted in yellow. All other cells will self-populate based on the data provided in the highlighted cells.

If more than one service receives FDOT funding, complete a separate report for each service.

COVER SHEET INSTRUCTIONS

1) **Operator, Address, and Phone Number**: Fill in the name, address, and phone number of the intercity bus operator.

2) **Invidual Contact Name:** Name of person completing the form.

3) **FDOT Funding Amount**: Report the total FDOT funding for this service. If the provider receives FDOT funds for different services, only include the funds for this service

4) **Total Annual Passengers Boarding and Alighting at Reported Stops**: Add all of the reported annual boardings and alightings for each stop in the subsidized service area.

5) **Meaningful Connections**: Please describe how your intercity bus services provide a meaningful connection to the national intercity bus network. Meaningful connections should include considerations of the distance between terminals that a passenger is required to travel to make the connection, the time between the connections, and the ease of connection.

6) **Intercity Needs Assessment**: Are there additional intercity bus service needs in the State of Florida that are currently not being met? If so, please describe them.

7) **Passenger Input**: Attach a summary report of passenger input on the FDOT-funded service gathered during the previous year.

STOP REPORT INSTRUCTIONS

Complete a separate report for each stop within the subsidized service area.

1) **Operator Name**: Name of intercity bus operator.

2) **Year**: Fill in the year for which the data is reported. If not a calendar year, indicate the months being reported.

3) **Stop Identification**: Indicate the stop for which data is being reported. Stop references may include internal numbering of the intercity operator but should also include a description that would allow FDOT staff to understand which stop is being referred to. Each bus stop that falls within or is a terminus of the subsidized area of service must have a stop report.

4) **Number of Passengers (Boardings plus Alightings)**: For each quarter, report the number of total alightings and boardings occuring at the stop. Quarter 1 is equal to the first three months of the reporting year.

5) **Average Number of Buses Serving Stop per Day**: For each quarter, report the average number of buses serving each stop per day. To determine the average number of buses serving the stop, take the total number of buses serving the stop each Monday of the month and divide the total number of Mondays falling within that month. For example, if in Q1, your buses stopped at this stop 4 times per day each of 5 Mondays in January, 3 times per day for each of 4 Mondays in February, and 4 times per day for each of 5 Mondays in March, your average buses serving this stop is 3.6. The formula woudl be ((4x5)+(4x4)+(3x5))/(5+4+5).

6) **Days of Service**: Report the number of each day within each quarter. In the example above, there are 14 Mondays in Q1.

Additional worksheets may be added to this document in order to accommodate reporting for additional bus stops.

The report should be submitted to and questions should be addressed to

> ***Elizabeth Stutts***
> *Grant Programs Administrator*
> *Public Transportation, Transit Office*
> *Florida Department of Transportation*
> *605 Suwannee Street, MS 26*
> *Tallahassee, Florida 32399-0450*
> *(850) 414-4500*
> *Elizabeth.stutts@dot.state.fl.us*

FDOT INTERCITY OPERATOR ANNUAL REPORT
Cover Sheet

Operator Name:
Operator Address:

Operator Phone Number:
Individual Contact Name:

Reporting Year:

FDOT Funding Amount $
Total Annual Passengers Boarding and
Alighting at Reported Stops
Cost per Passenger   #VALUE!

Please describe how your intercity bus services provide a meaningful connection to the national intercity bus network. Meaningful connections should include considerations of the distance between terminals that a passenger is required to travel to make the connection, the time between the connections, and the ease of connection.

Are there additional intercity bus service needs in the State of Florida that are currently not being met? If so, please describe them.

Attach a summary report of passenger input on the FDOT-funded service gathered during the previous year.

FDOT INTERCITY OPERATOR ANNUAL REPORT
Stop Report

Operator Name_____ Year_____ Stop Identification: _____

QUARTERLY RIDERSHIP STATISTICS			
Number of Passengers (Boardings plus Alightings)	Q1	Month 1	
		Month 2	
		Month 3	
	Q2	Month 1	
		Month 2	
		Month 3	
	Q3	Month 1	
		Month 2	
		Month 3	
	Q4	Month 1	
		Month 2	
		Month 3	
Average Number of Buses Serving Stop per Day	Q1	Monday	
		Thursday	
		Wednesday	
		Thursday	
		Friday	
		Saturday	
		Sunday	
	Q2	Monday	
		Thursday	
		Wednesday	
		Thursday	
		Friday	
		Saturday	
		Sunday	
	Q3	Monday	
		Thursday	
		Wednesday	
		Thursday	
		Friday	
		Saturday	
		Sunday	
	Q4	Monday	
		Thursday	
		Wednesday	
		Thursday	
		Friday	
		Saturday	
		Sunday	
Days of Service	Q1	Month 1	
		Month 2	
		Month 3	
	Q2	Month 1	
		Month 2	
		Month 3	
	Q3	Month 1	
		Month 2	
		Month 3	
	Q4	Month 1	
		Month 2	
		Month 3	

QUARTERLY RIDERSHIP TOTALS		
Total Passengers	Q1	0
	Q2	0
	Q3	0
	Q4	0
	Annual	0
Average Daily Passengers	Q1	#DIV/0!
	Q2	#DIV/0!
	Q3	#DIV/0!
	Q4	#DIV/0!
	Annual	#DIV/0!
Change in Number of Buses Serving Stop	Q1 to Q2	#DIV/0!
	Q2 to Q3	#DIV/0!
	Q3 to Q4	#DIV/0!

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