

Intercity Transportation Update Webinar, Part 1
Why Connection Points Matter

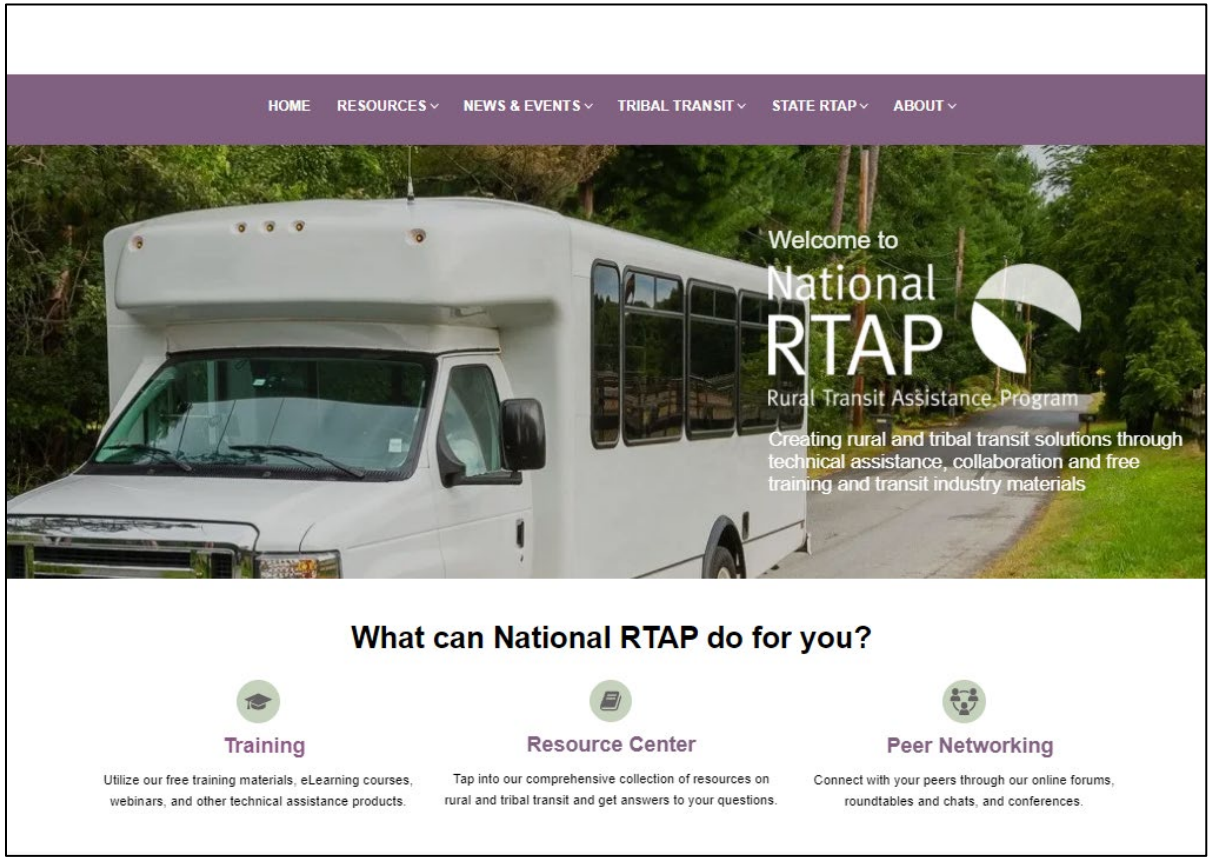
October 15, 2:00-3:30 PM ET

National RTAP
Rural Transit Assistance Program

FTA
U.S. Department of Transportation
Federal Transit Administration

National Rural Transit Assistance Program

- Technical assistance center funded by FTA through the Section 5311 Program
- Provides free training materials and technical assistance to rural and tribal transit providers and State RTAPs
- Review Board – 14 State DOT and rural and tribal transit agency staff from across the country
- Learn more at nationalrtap.org



National RTAP Resources and Services

Training

manuals, videos, slides, and eLearning for front-line staff and management

Information

and best practices via tech briefs, toolkits, topic guides, articles, and news

Technology Tools

for procurement, cost allocation, website building, and GTFS

Peer Networking

and training via webinars, conferences, roundtables, and online forums

Assistance

through reference services and tech support – bring us your questions!

What is TACL?



http://transportation-tacl.org

The Transportation Technical Assistance Coordination Library (TACL) provides a sustainable methodology and platform for access and findability of rural and tribal transit coordination resources across a diverse range of transportation technical assistance centers and the Federal Transit Administration (FTA).

The FTA-funded technical assistance centers participating in this ongoing work are:

- National Aging and Disability Transportation Center (NADTC)
- National Center for Applied Transit Technology (N-CATT)
- National Center for Mobility Management (NCMM)
- National Rural Transit Assistance Program (National RTAP)
- Shared-Use Mobility Center (SUMC)
- Transit Workforce Center (TWC)

Presenters



Fred Fravel
Vice President
KFH Group



Don Willis
Director
Goldsboro-Wayne Transportation Authority



Angie Peters
General Manager
Valley Transit

Why Connection Points Matter:

How they make rural intercity bus service feasible!



KFH GROUP

National RTAP Webinar:
Intercity Transportation Update Webinar, Part 1—Why Connection Points Matter
October 15, 2024, 2:00-3:30 PM ET

Connections are Critical to the Network.

- Primary Goal: *A national network of intercity bus services providing mobility and access for the general public between cities and rural places*

Key Considerations:

- Except between the largest cities or university towns, the level of intercity bus demand is not high enough to support point-to-point services
- To make any other service feasible, riders must be able to access many destinations—not just one or two
- Intercity bus riders travel to many destinations
- Many passengers will need to transfer between buses.
- Passengers need to have secure, comfortable places to wait for connecting buses:
  - With infrequent schedules wait times may be longer to access smaller cities and towns
  - If transferring riders are forced to wait long periods on the street in the weather they will often not choose to make these trips

How Does an Urban Bus Station affect rural riders?

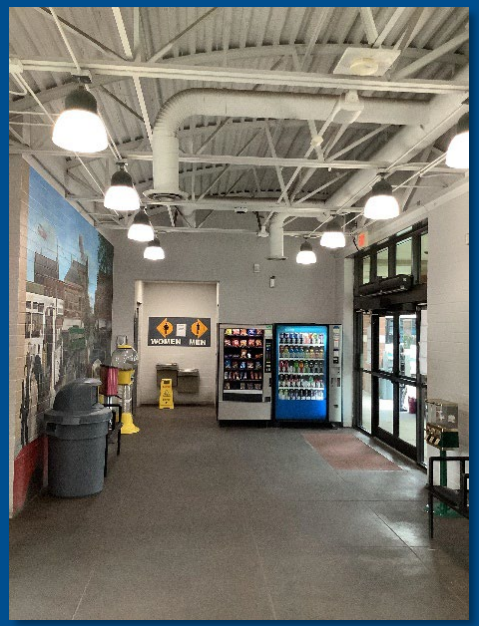
- Many intercity bus passengers must transfer to reach their destination—including rural riders. With reduced frequencies, often they have longer wait times at transfer locations
- Connection points/transfers are nearly always in urban locations – it's where highways connect
- If they do not have safe, acceptable places to wait between connecting buses, ridership will be discouraged
- Reduced ridership on rural routes may make them infeasible—unprofitable to a firm, excessive subsidies if they are funded

What we mean by Connection Points—It's where transfers happen:

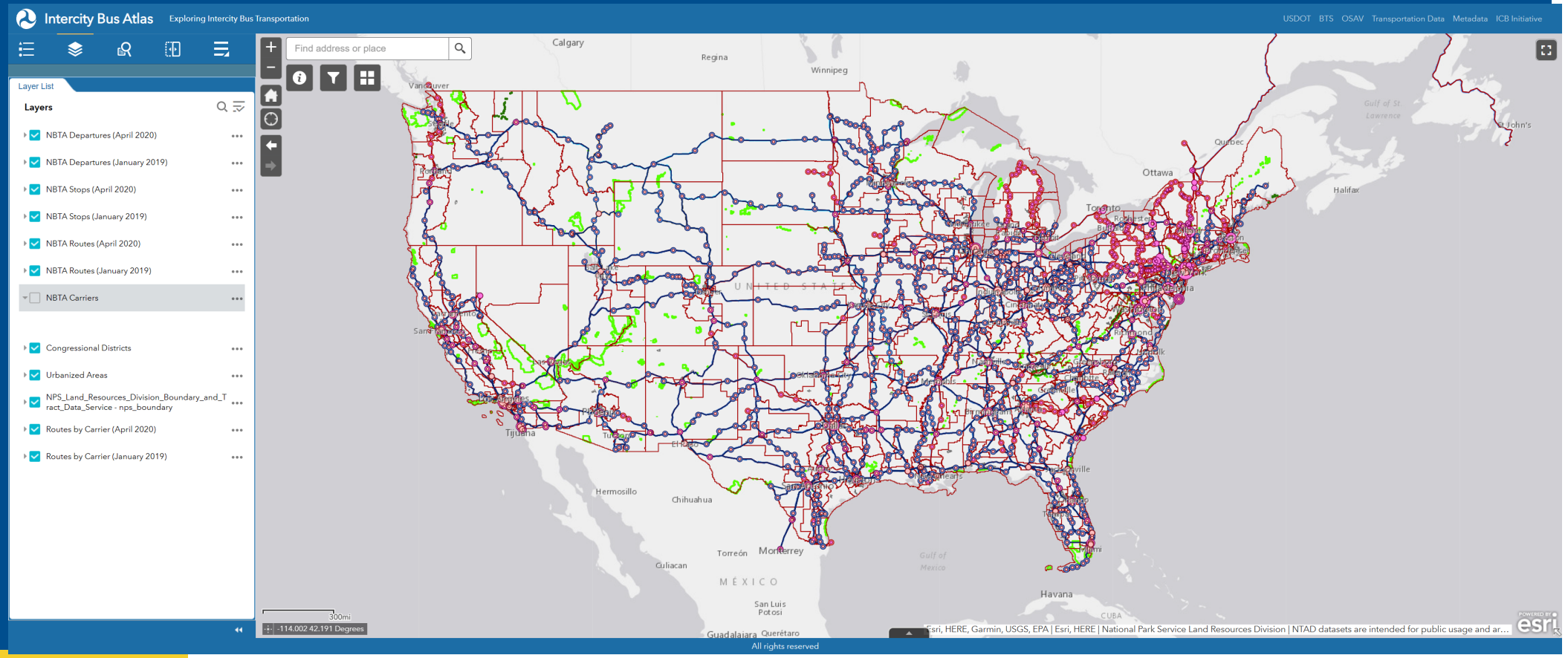
- Intercity Bus Facilities
  - Intercity Bus Terminals
  - Multimodal Transit Facilities
  - Other shared use facilities

- Where passengers can wait between connecting buses:
  - Off the street
  - Under shelter
  - In heated/cooled environment
  - With restrooms
  - In a secure environment
  - With information about connecting services
  - With basic amenities—seating, lighting, etc.





The Network:


Intercity Bus Atlas
Exploring Intercity Bus Transportation
USDOT BTS OSAV Transportation Data Metadata ICB Initiative
Find address or place
Layer List
Layers
NBTA Departures (April 2020)
NBTA Departures (January 2019)
NBTA Stops (April 2020)
NBTA Stops (January 2019)
NBTA Routes (April 2020)
NBTA Routes (January 2019)
NBTA Carriers
Congressional Districts
Urbanized Areas
NPS_Land_Resources_Division_Boundary_and_Tract_Data_Service - nps_boundary
Routes by Carrier (April 2020)
Routes by Carrier (January 2019)
Calgary
Regina
Winnipeg
Vancouver
Ottawa
Quebec
Toronto
Halifax
St. John's
Tijuana
Hermosillo
Chihuahua
Torreón
Monterrey
Culiacan
MÉXICO
San Luis Potosi
Guadalajara
Querétaro
Havana
CUBA
Gulf of Mexico
Gulf of St. Lawrence
300mi
-114.002 42.191 Degrees
Esri, HERE, Garmin, USGS, EPA | Esri, HERE | National Park Service Land Resources Division | NTAD datasets are intended for public usage and ar...
All rights reserved

Who Rides Intercity Buses?

- National data from Greyhound/Flixbus rider surveys—riders are in all age groups, predominantly lower income, employed/retired, and diverse—access is an equity issue:

Age:

- 18 to 24-9%
- 25 to 34-14%
- 35 to 44-16%
- 45 to 54-19%
- 55 to 64-23%
- 65+ 19%

Income:

- Under $10,000-18%
- $10,000 to$14,999-11%
- $15,000 to $24,999-13%
- $25,000 to $34,999-13%
- $35,000 to $49,999-15%
- $50,000 to $74,999-15%
- $75,000-$99,999-7%
- Over $100,000-9%

Employment:

- Student-6%
- Employed Full-time-36%
- Retired-25%
- Employed Part-time-8%
- Self-employed-10%
- Unemployed-11%

Race and Ethnicity

- White or Caucasian-43%
- Black or African-American-33%
- East Asian/Asian Ameican-3%
- Hispanic or Latino-15%
- Native American or Alaskan-2%
- Other-4%

Who Rides Intercity Buses?:

Ridership characteristics on state Section 5311(f) systems can vary—surveys in state plans show unique characteristics—examples:

- South Dakota--few young people/students
- Ohio—52% students, fewer seniors
- Virginia—students and seniors
- Washington—middle age and senior riders

High percentages of riders either do not have a driver's license or had no vehicle available for the trip—varies by state/region

Why do they travel?



Trip purpose from the national Greyhound/Flix survey:

- **Visit Friends or Family-(for fun)-61%**
- **Visit Friends or Family for Event-40%**
- **Vacation-28%**
- **Personal/Family Emergency-25%**
- **School-5%**
- **Work/Business-13%**
- **Commuting to Work-6%**

Varies by state, but always social/visiting is the major purpose—people travel for family and social connections

Intercity Bus Trip Characteristics:

- Nationally most trips (61%) are interstate, not intrastate—this varies by state:
  - In Oklahoma and West Virginia only 10 % of Greyhound/Flixbus passenger trips are intrastate
  - Texas, California, Florida have nearly 80% of passenger trips within the state
- The average intercity bus trip length (Greyhound/Flixbus riders) is 293 miles
- 18% of all intercity bus passengers make at least one transfer—interlined trips average 1.8 transfers per trip
- A high percentage of trips are between many small towns and larger destination cities. FLIX served over 200,000 stop combinations during the past year

Example—Texas

- From urban locations in Texas roughly 6% of the tickets sold between March 2023 and October 2023 were to rural destinations (at least 611 places), 94% were to urban destinations

- From rural locations in Texas approximately 93% of the tickets sold in the same period were to urban destinations (at least 226 places), 7% were to other rural locations

- Intercity bus riders travel from many places to many places-from Texas communities, intercity bus riders traveled to 1,177 unique destinations during this period and arrived from nearly that many

(Greyhound/Flix data from March-October 2023)

The Crisis:

- Greyhound (under FirstGroup) was already selling stations prior to COVID
- Increasing costs of maintaining oversize, aging facilities
- The revenue base to support separate intercity bus stations was already eroding
- COVID ridership declines further reduced resources

The Crisis:

BUSES

As Greyhound Stations Go Extinct, Low-Income Thanksgiving Travelers are Left Out in the Cold

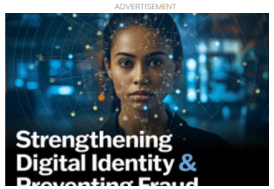
America's largest motor coach carrier is shifting away from stations — and a lot of customers aren't happy.

By **Kea Wilson**

12:20 AM EST on November 23, 2023

Cities Seek Solutions as Bus Terminals Close, Pushing Riders to the Curb

Greyhound recently left its Philadelphia station to join other intercity bus services on the curb, creating headaches for riders, businesses and local officials. Other cities are in a similar position — or will be soon.



- October 2021—Flixbus purchases Greyhound Lines
- Flix purchase did not include real estate—the previous owner FirstGroup retained the real estate and sold it on
- Greyhound/Flixbus had a three-year leaseback period—which is now ending

Issues:

- Cities disallowing new intercity bus stations through zoning, exorbitant fees for security, etc. with result that there would be no station or transfer facility – example, Little Rock, Arkansas

- Bus companies are forced to move transfer locations when facilities are lost:
  - Increases travel time for riders—indirect trips
  - May increase wait times
  - May impact viability of lower-ridership services

Example: Pacific Northwest

What happens when connection points are lost?

- Greyhound/Flixbus no longer has a transfer facility in Boise, Idaho, and can no longer use the Salt Lake Intermodal Terminal for transfers as the service is currently curbside.
- Formerly there was a Greyhound through route from Portland to Salt Lake City through Boise, with a connection in Boise to Spokane on Northwestern Trailways (Idaho 5311(f) route)
- Now, a trip from Salt Lake City to Portland takes 28 hours:
  - Salt Lake Express to Idaho Falls
  - Salt Lake Express from Idaho Falls to Butte, Montana
  - Jefferson Lines from Butte, Montana to Spokane, Washington
  - Flixbus from Spokane to Pasco
  - Flixbus from Pasco to Portland

Example: Philadelphia

- Greyhound/Flixbus were forced to vacate the centrally located terminal in Philadelphia. The terminal formerly had direct service from NJ Transit routes serving rural parts of New Jersey
- Intercity bus passengers now wait and board on-street under a freeway remote from NJ Transit stops on street in center city and at 30th Street Station
- With no meaningful connection to the national intercity network, the NJ Transit routes are not eligible for Section 5311(f) funding, and passengers need local transit or Uber/Lyft/Cabs to connect





Potential Solutions:

- Short term—immediate needs—what can be done right now?
- Longer term—what is the optimal solution?

Short Term:

- States, local governments and transit authorities can help find immediate alternatives
  - Locations—if not in existing multimodal facilities, at least nearby
  - Allow/provide appropriate permits, inspections, etc.
- State role may require outreach to other actors who see only local needs/issues—bringing everyone to the table
- Security is an issue—actual vs. perceived need, costs—carriers are willing to pay reasonable costs of proportionate share
- State role may require funding for access to existing facilities -- eligible under S.5311(f)

Longer-Term Potential State Roles:

- Typically, state DOTs have had minimal role in transit facilities in urban areas that are direct recipients of FTA funding
- If state funds are used or have been used in such facilities, the state may have a role in supporting “reasonable access” to public transit facilities (required by FTA regulations)
- Some states have used state funding for multimodal facilities—including some intercity bus stations, but often passenger rail and transit.
- Limited Section 5311(f) funding may be used for proportionate share of intercity bus facilities in urban areas C.9040.1H
- States where they take on this issue:
  - North Carolina – multi-modals; broker the relationship between transit and ICB carriers when necessary to secure/retain access
  - Michigan – built intercity bus/intermodal terminals in several locations

Long-Term Solutions:



- Include intercity bus transfer facilities at public transit multimodal stations:
  - Benefits of connections with public transit for local access
  - Serving populations with similar mobility needs
  - Shared costs appropriate to current/future intercity bus needs
  - Reasonable access required by FTA funding
  - Need to be included in the planning process
  - Many examples of existing shared multimodal facilities developed locally—make this the general model



Thank you for your attention!

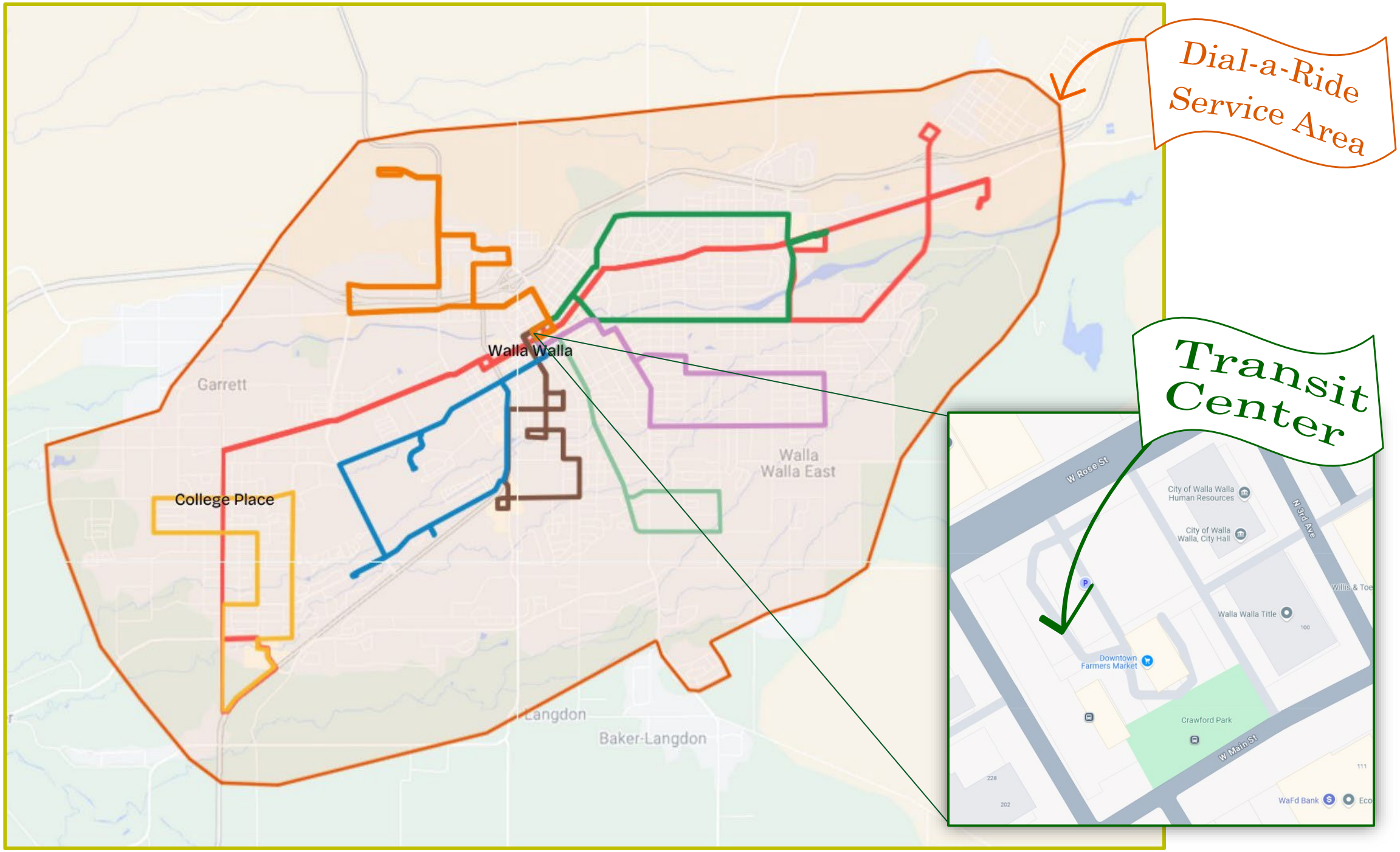
- Fred Fravel, Principal
- KFH Group, Inc.
- ffravel@kfhgroup.com



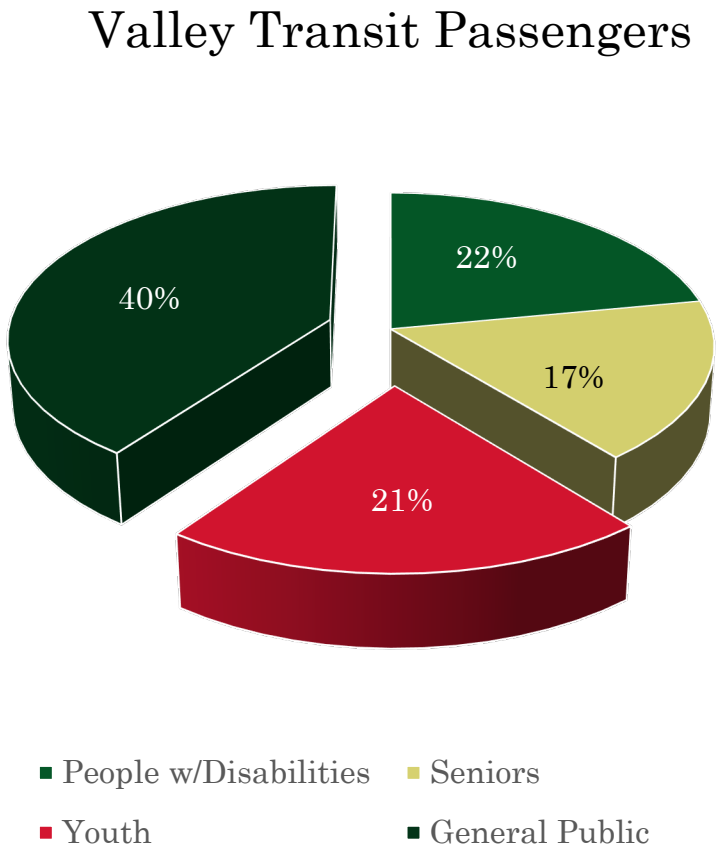
Valley Transit at a Glance

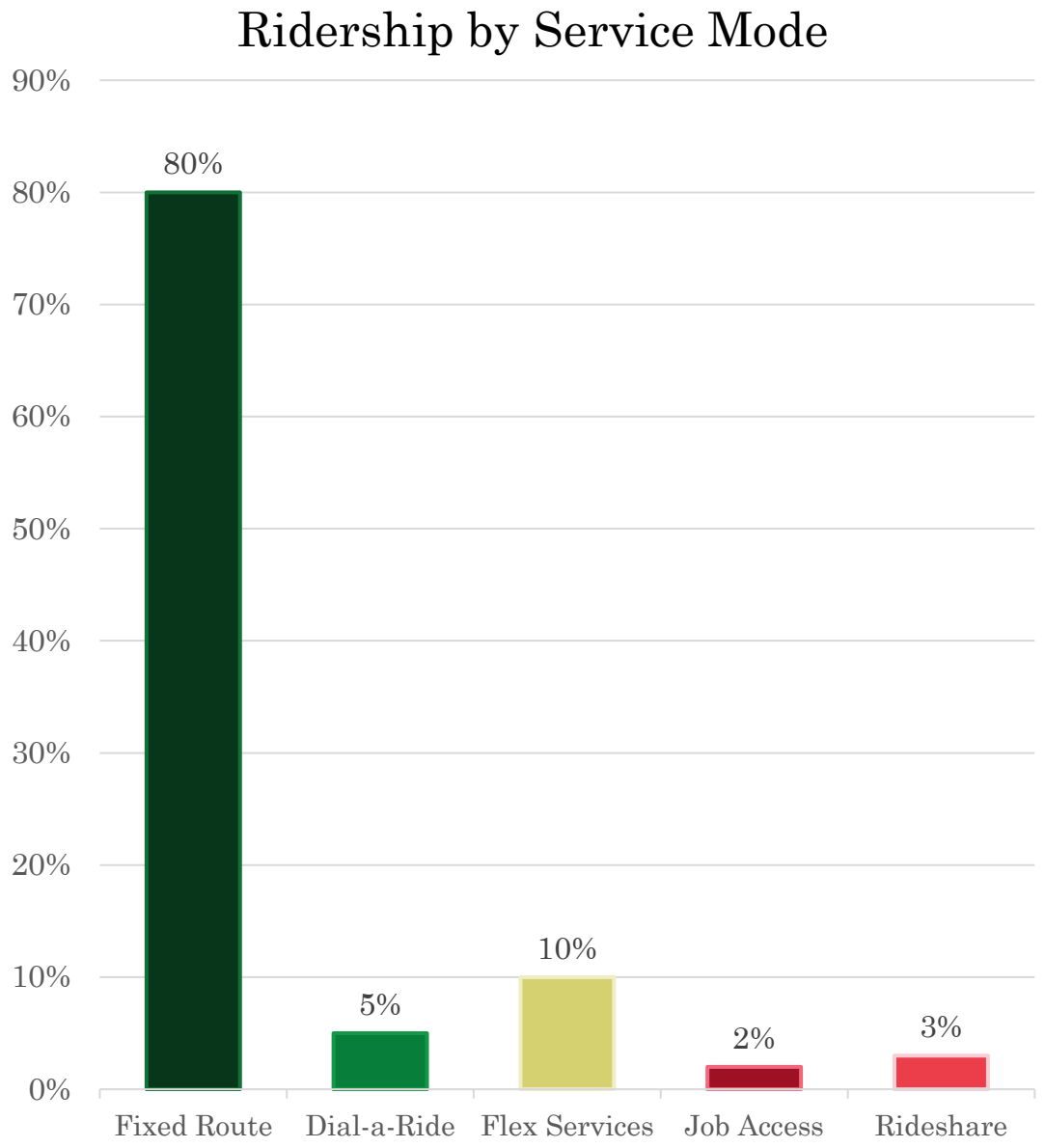
(2024)

Service Area



Passenger Profile





What is the TC?



- Multi-provider transfer center connecting:
  - Valley Transit
  - Columbia County Public Transit
  - Grape Line
  - Kayak Public Transit
  - Milton-Freewater Public Transit
- Parklet
- Farmers Market on Saturdays
- Small gathering area for downtown
- Break area for employees


Travel Washington
grape line
grape line
Pasco
Burbank
Walla Walla
Touchet
Wallula
www.grapeline.us
1-877-433-4775
Seattle 271
San Francisco 839
Dallas 1,951

Transit Center Images



Transit Center Images



Transit Center Images



MOST Partnership

Mobile Outreach Services Team (MOST) is a collaboration between Walla Walla Homeless Alliance, Blue Mountain Action Council, and Providence Health.

- Currently present at our TC once a week during our highest incident window
- Assists primarily those who have housing insecurity, but serves as a “no-wrong-door” partner to connect anyone to services as needed
- Can assist with finding house, job searches, obtaining ID, etc.
- Can provide preventative health screenings, health education, and screenings related to social determinants of health



Coming Soon: Feelin' Fresh Station



- Partnership with our local Rotaract group as part of their mission to improve community well-being
- Installing a durable storage cabinet for providing free hygiene items for those in need
- Providing items such as:
  - Shampoo & Conditioner
  - Body Wash or Bar Soap
  - Toothpaste
  - Deodorant
  - Laundry To-Go Bags
  - Shower To-Go Bags

THANK YOU

Angie Peters

509-525-9140

angie@valleytransit.com

www.valleytransit.com | www.iTransitNW.com



GOLDSBORO-WAYNE TRANSPORTATION AUTHORITY

GWTA

WE ARE YOUR GATEWAY

INTER-CITY BUS CONNECTIONS

Are Key In Goldsboro North Carolina

WWW.RIDEGWTA.COM | 919.736.1374 | gwta@waynegov.com
WWW.RIDEGWTA.COM | 919.736.1374 | gwta@waynegov.com

INTER-CITY BUS & RURAL WAYNE COUNTY, NC

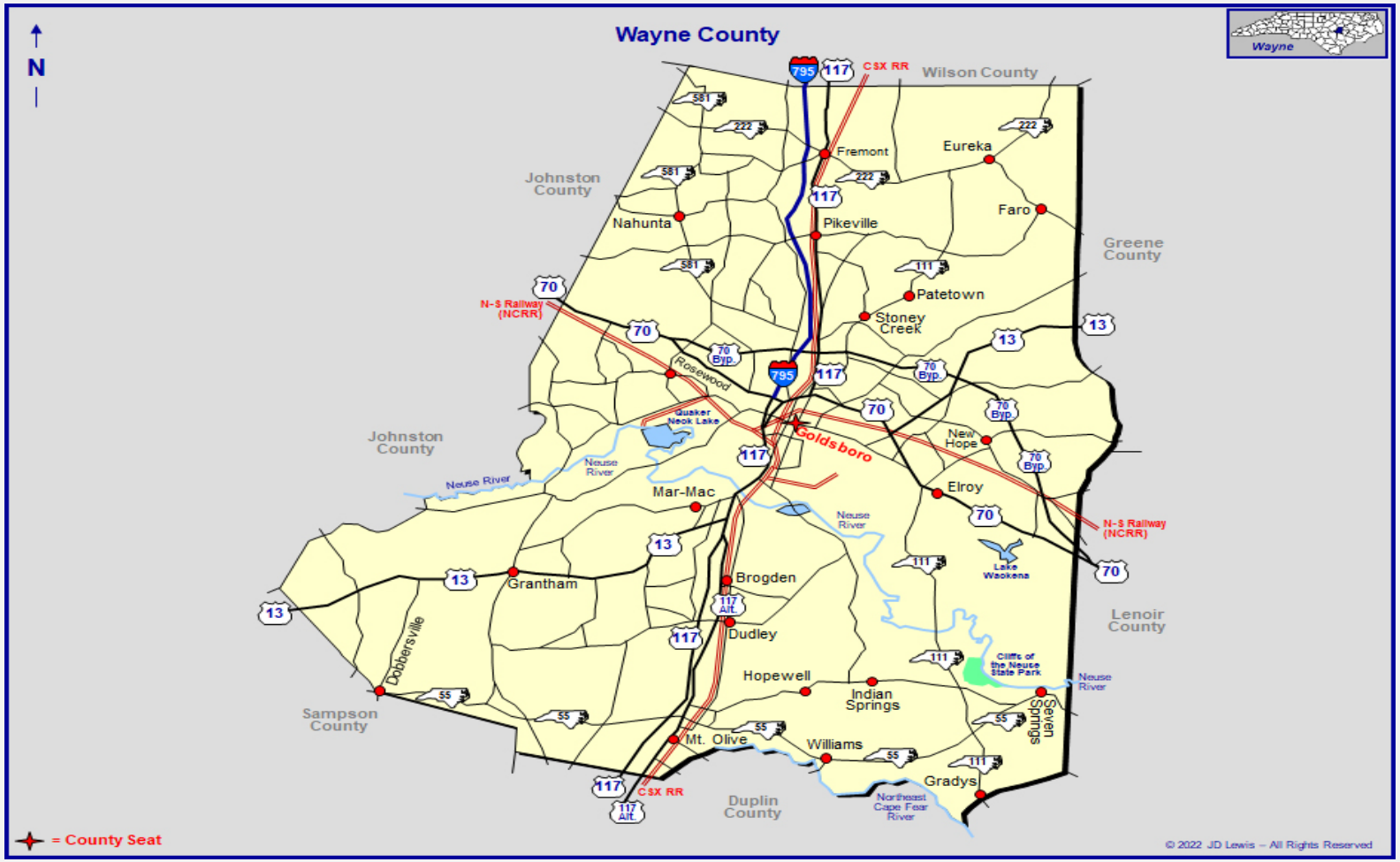
North Carolina is a fast growing
Rural and agricultural state with
Growing urban and suburban areas

Wayne County sits in eastern NC
With deep roots in agriculture

- Population: 117k
- 558 Square Miles
- 205 people per Square Mile
- Per Capita Income is $17k
- 8% households without a car



WAYNE COUNTY GOLDSBORO & MOUNT OLIVE



RAIL & COMMUTER RAIL

Rail Roads contributed significantly to the growth of Goldsboro

Historic Goldsboro Union Station sits next to the new GWTA multi-modal transfer center







GOLDSBORO-WAYNE TRANSPORTATION AUTHORITY

GWTA WAS CREATED IN 1998 BY GENERAL STATUTE OF THE STATE LEGISLATURE

THE CITY AND COUNTY AGREED A SINGLE ENTITY WAS NEEDED TO ADDRESS THE CHALLENGE OF ACCESS AND MOBILITY

CO-LOCATED ORIGINALLY WITH GREYHOUND FACILITY IN EAST GOLDSBORO

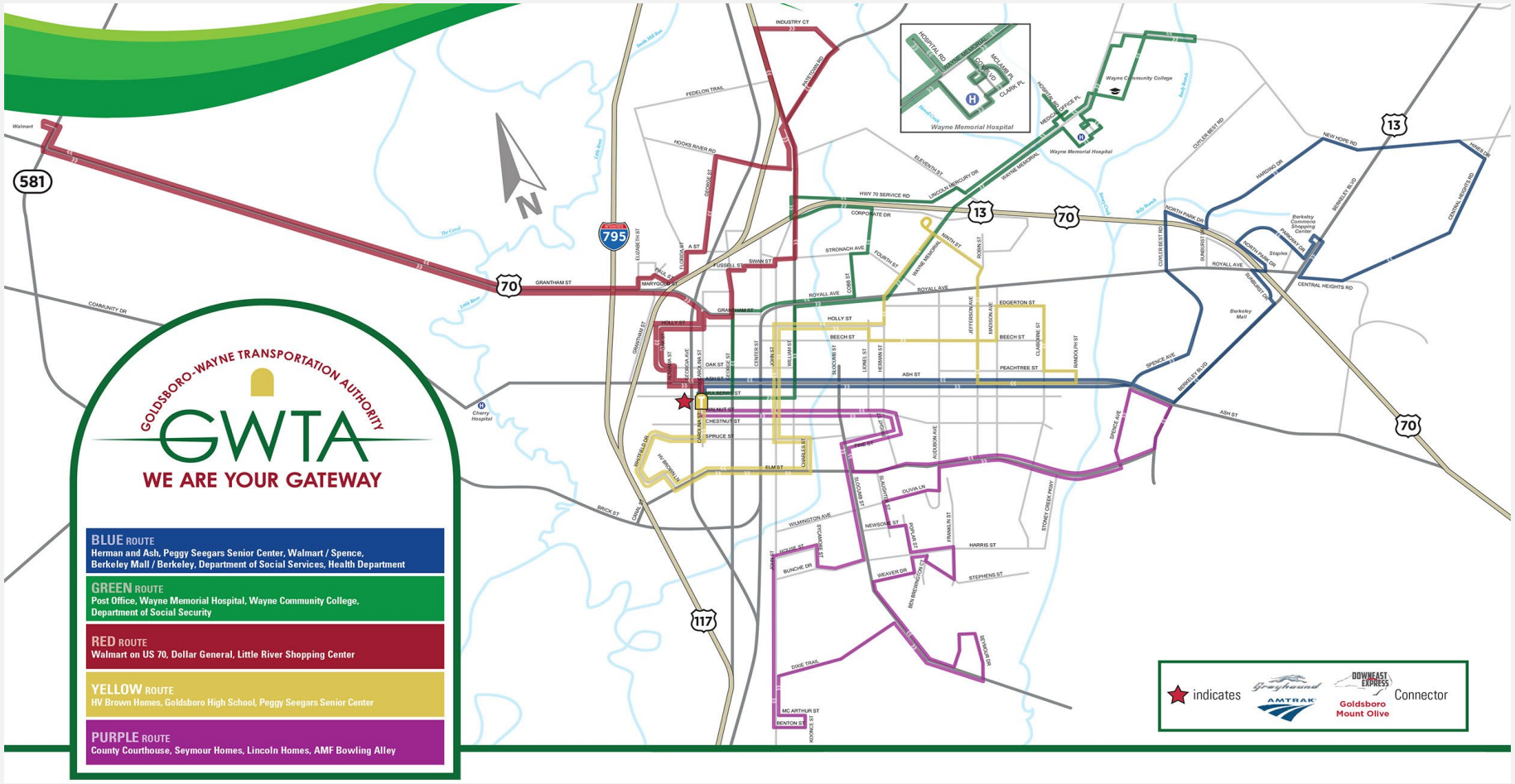
FTA FUNDED NEW INTER-MODAL FACILITY ON WEST SIDE OF TOWN IN 2016, NEXT TO HISTORIC UNION STATION

COMMUNITY LEADERS WORKED ACTIVELY WITH GREYHOUND TO ADD THE NEW STOP





GOLDSBORO-WAYNE TRANSPORTATION AUTHORITY



GWTA MAKES CONNECTIONS TO THE WORLD





GWTA MAKES CONNECTIONS TO THE WORLD







BENEFITS & OPPORTUNITIES FOR PEOPLE

Many in our communities are transportation disadvantaged, lacking access and mobility

Younger people drive less

We have an aging population that drive less and that could become isolated

Agricultural and migrant workers are needed

There is a correctional facility in our area and re-entry can be a challenge for many people

Access to opportunity is key to the successes of many different people and organizations



BENEFITS & OPPORTUNITIES FOR PEOPLE





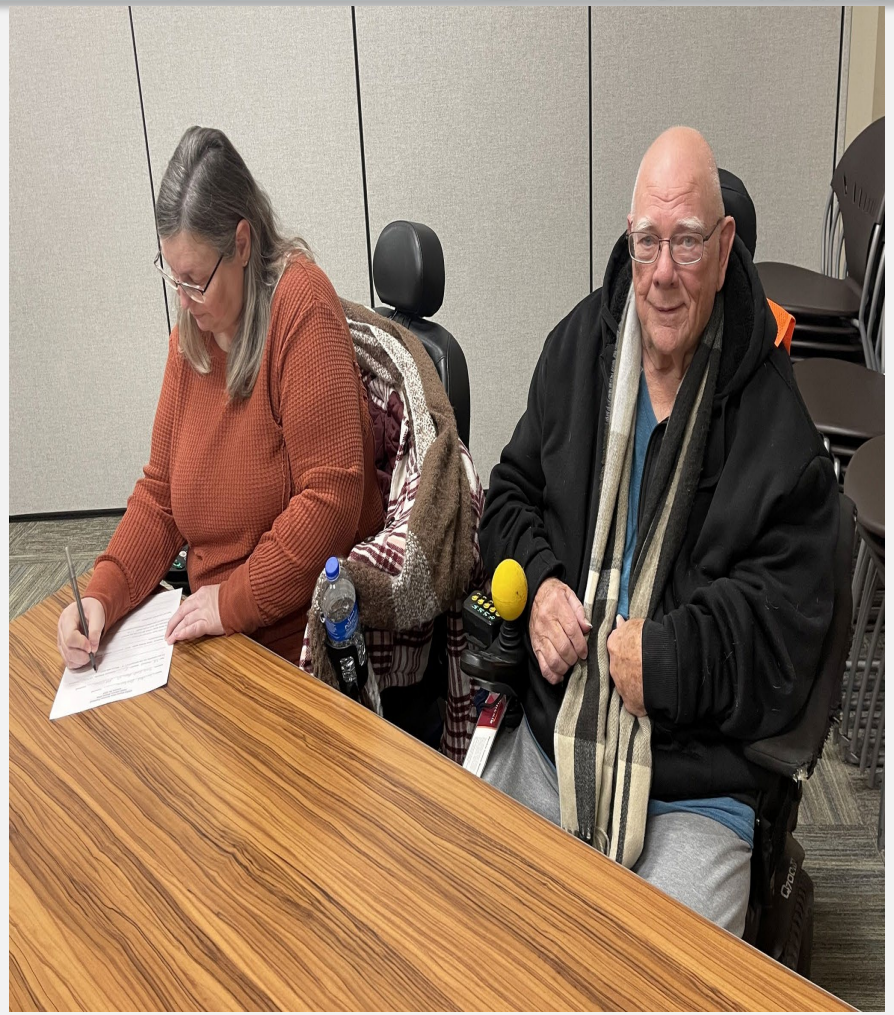
CHALLENGES & DIFFICULTIES FOR PEOPLE

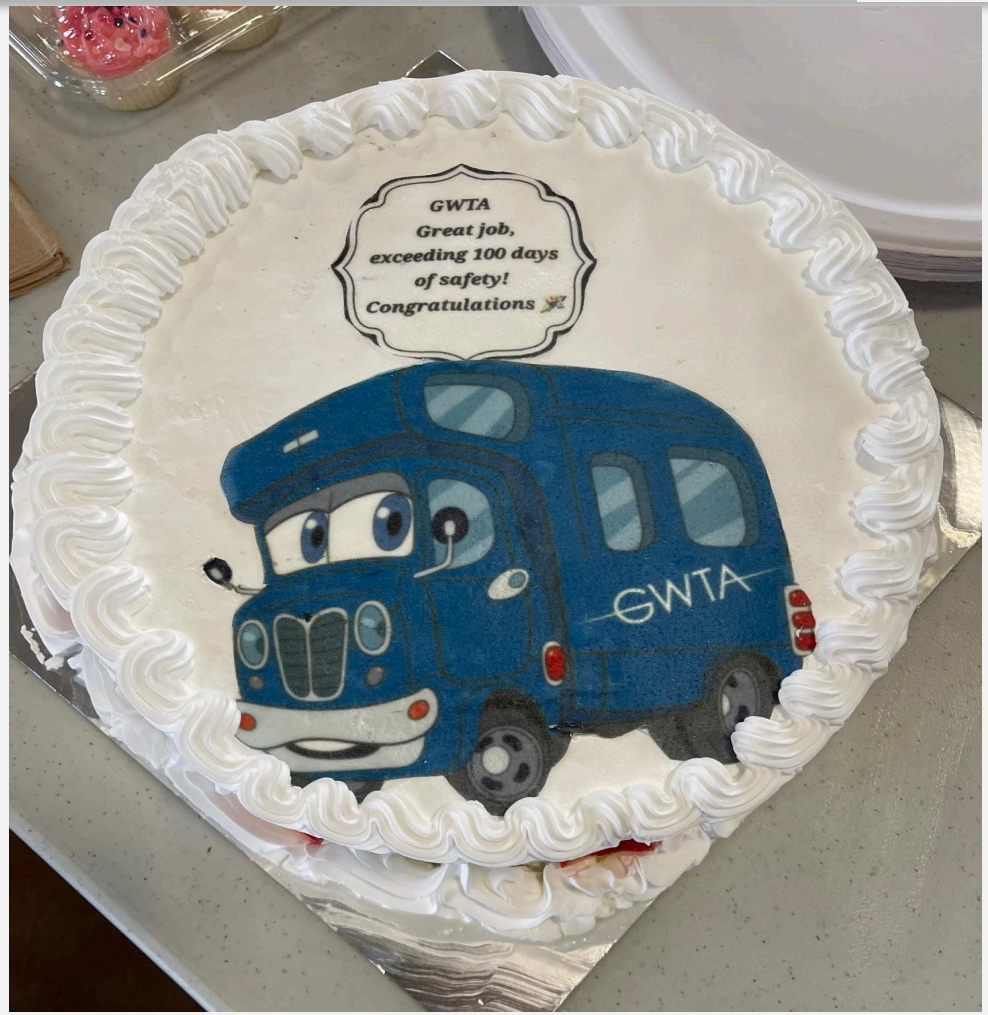




LOOKING FORWARD!

RIDEGWTA.COM





Q&A



Upcoming National RTAP Events

Hands-on GTFS Workshop for Annual NTD Compliance Reporting and Empowering Online Trip Planning

October 16, 2024, 2:00-3:00 PM ET

Mobility Wallets 101

November 5, 2024, 2:00-3:00 PM ET

Updated Marketing Toolkit Introduction

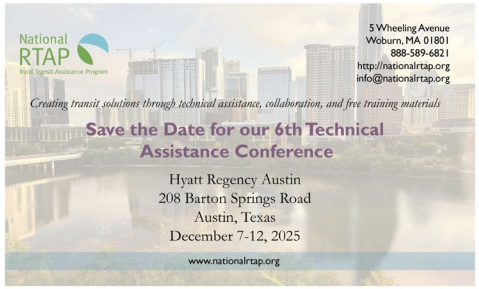
November 12, 2024, 2:00-3:00 PM ET

Succession Planning LinkedIn Learnalong

January 7, 2025, 2:00-3:00 PM ET

Books in Transit Discussion Group – The Lost Ticket

February 20, 2025, 2:00-3:00 PM ET



To register or to access recordings, slides, or summaries, go to:

nationalrtap.org/Training/Peer-Roundtables-and-Chats and nationalrtap.org/Webinars.

Thank You

National Rural Transit Assistance Program

nationalrtap.org
info@nationalrtap.org
888-589-6821

Robin Phillips
Executive Director
rphillips@nationalrtap.org
889-589-6821

Webinar Survey

National RTAP
Rural Transit Assistance Program

FTA

U.S. Department of Transportation
Federal Transit Administration