



# **TDOT Assessment of Intercity Bus Service Needs Study Final Report**

**Prepared for the Tennessee Department of  
Transportation (TDOT)**

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## **Table of Contents**

<b>Executive Summary .....</b>	<b>1</b>
<b>I. Project Background and Context.....</b>	<b>3</b>
Introduction.....	3
Study Purpose .....	3
Study Methodology .....	3
Intercity Bus Service.....	4
FTA Intercity Bus Program - Section 5311(f) .....	6
TDOT Intercity Bus Program.....	6
Provision of Intercity and Regional Bus Service In and Through Tennessee.....	7
Feeder Connections Operated by Rural Transit Agencies .....	12
Intermodal Connections.....	18
Review of Regional Coordination Plans.....	18
Stakeholder Input.....	18
General Stakeholders .....	19
Intercity Bus Providers.....	20
Public Transit Providers .....	20
Intercity Bus Industry/Trends .....	20
Summary .....	21
<b>II. Data Analysis – Tennessee Intercity Bus Service .....</b>	<b>23</b>
Introduction/Overview.....	23
Identify Intercity Bus Corridors and Populations Served.....	24
Identify Population Proximity to Intercity Bus Stations or Stops .....	29
Intercity Bus Trip Generators.....	31
Colleges/Universities .....	31
Correctional Facilities .....	34
Military Bases .....	37
Medical Facilities.....	39



---

Airports .....	43
Evaluate Number of Terminated Intercity Bus Routes .....	45
Intercity Route Coverage .....	46
<b>III. Tennessee Intercity Bus Service Demand .....</b>	<b>47</b>
Intercity Bus Service Coverage .....	47
Identify Demographic Factors That Reflect Overall Need for Intercity Bus Services .....	47
Consultation Process with intercity bus providers .....	49
Overview.....	49
Consultation Meeting .....	50
<b>IV. Conclustions.....</b>	<b>52</b>
Appendix .....	A-1

## EXECUTIVE SUMMARY

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The Tennessee Department of Transportation (TDOT) is obligated to spend 15 percent of its Section 5311 apportionment for intercity bus transportation unless they certify that intercity bus needs are being met. The assessment of intercity bus needs may be made relative to other rural transportation needs in the State. It is the purpose of this study to make that assessment.

The certification must be issued by the Governor in the form of a letter to the Federal Transit Administration (FTA). In recent years TDOT has been certifying and using this funding for other rural transit needs.

Deregulation of the intercity bus industry in the 1980's began the nationwide termination of intercity bus routes, particularly the more unprofitable rural routes. Tennessee was not immune to this loss of service. There are now three interlined intercity bus carriers operating in the State; Greyhound, Miller Transportation and Delta Bus Lines, along with 23 communities across the State that have intercity bus stations/stops that provide passenger connections to the national intercity bus network. While service has declined, 82 percent of the State's population lives within 25 miles of an intercity bus station/stop.

In addition to these interlined carriers, in the last few years non-traditional intercity bus providers have emerged that offer low fares and typically pick up passengers curbside rather than at intercity bus stations. Although these carriers offer no connecting service with other intercity bus companies, they provide a low cost travel option.

The area south of Interstate 40 and west of Interstate 65 between Nashville and Memphis represents the portion of the State with the greatest population density without intercity bus service. However, this area is well served by a few of Tennessee's eleven Rural Transit Agencies (RTAs).

The RTAs serve all 95 Tennessee counties and supplement the State's intercity bus service by providing transportation providing feeder service and connections to intercity bus stations/stops through a combination of deviated fixed route and demand response service. The RTA's demand response service allows public access to virtually every intercity station/stop in the State.

The study included public outreach efforts to provide input into the determination of Tennessee's unmet intercity bus needs. This included stakeholder surveys and the consultation process, as required by FTA, of meeting with the State's intercity bus providers, RTAs and the general public to discuss intercity bus needs across the State. It was the consensus of the stakeholder response that the 15 percent set aside for intercity bus service could be better used to provide general public transportation service across the State.

The study concludes that the intercity bus needs in Tennessee are being adequately met by the previously noted providers. Further, this provides TDOT with the required information to facilitate the recommendation that the Governor submit certification to FTA that the State's intercity bus needs are being adequately met and TDOT will utilize all of its Section 5311 apportionment to

support Tennessee's public transportation services. It is also recommended that TDOT encourage the formalization of feeder service agreements between the interlined intercity bus carriers and the RTAs. In the future TDOT may consider using a portion of its 15 percent intercity bus apportionment to support these feeder services.

# Intercity Bus Study

## I. PROJECT BACKGROUND AND CONTEXT

### INTRODUCTION

#### **Study Purpose**

The Tennessee Department of Transportation (TDOT), Division of Multimodal Transportation Resources, has undertaken the Assessment of Intercity Bus Service Needs Study for the purpose of determining the level of intercity bus needs in the State of Tennessee. This information will be used to determine how TDOT can best utilize its annual apportionment of Federal Transit Administration (FTA) Section 5311(f) Intercity Bus Program funds. This study is designed to support TDOT's next submission to FTA, whether the outcome is another certification that intercity bus needs are being met or funding of intercity/feeder bus services.

As the designated agency responsible for the administration of the Section 5311 program (49 U.S.C. 5311 Nonurbanized Area Formula Program), TDOT is required to spend 15 percent of its annual Section 5311 apportionment to carry out a program to develop and support intercity bus transportation, unless the Governor certifies that the intercity bus service needs of the State are being adequately met. This determination must include consultation with the State's intercity bus providers. This study will incorporate this consultative process, along with a broad-based public outreach effort, to recommend how best to utilize the Section 5311(f) funds. The assessment of intercity bus needs may be made relative to other rural transportation needs in the State.

Tennessee has used a varied approach historically in meeting the Section 5311(f) requirements; more recently, the state has used a Governor's certification stating to the FTA that intercity bus needs are adequately met. Over the last decade, FTA has exercised more scrutiny over such certifications, requiring that states provide some documentation to support such certifications. Among these additional requirements are such elements as: (a) mandatory outreach and consultation process; (b) provision of some quantitative analysis of intercity bus needs; and (c) an assessment of how present services address such needs.

#### **Study Methodology**

This study utilizes the following detailed methodology to meet the project requirements and develop information to be used for the development of sound recommendations:

- ◆ Review historical development of intercity and regional bus service in and through Tennessee;
- ◆ Conduct intensive public outreach efforts utilizing on-line surveys to intercity bus providers, public transportation providers, and general stakeholders including county mayors, city managers, rural planning organizations, economic development agencies, chambers of commerce, colleges and universities, military installations, and correctional institutions;

- ◆ Develop a complete inventory of the current intercity bus network, intercity bus facilities, and intermodal connections;
- ◆ Conduct data analysis of intercity bus corridors, populations served, and how current services meet the state's intercity bus needs;
- ◆ Conduct a transit/intercity bus propensity evaluation to provide quantitative evidence of intercity bus needs;
- ◆ Utilize the Transit Cooperative Research Program (TCRP) intercity bus demand model to determine intercity bus needs and service gaps, network connectivity issues, or overall system functionality concerns;
- ◆ Conduct a comparative assessment of current network and projected intercity bus needs utilizing both quantitative and qualitative techniques;
- ◆ Assess the role intercity bus services play in promoting mobility and interconnectivity with other travel modes including common carriers, Amtrak connections, passenger airport connections, and multi-modal transit hubs;
- ◆ Compile a comparative assessment of rural transit needs and intercity bus needs across the State;
- ◆ Identify a compendium of potential projects if intercity bus needs are determined to be a priority over other rural transit needs; and
- ◆ Conduct consultative process with intercity bus operators and other public transportation providers by holding a meeting to discuss intercity bus needs.

Chapter 1 is intended to provide the background information and portions of the data that will be used to determine the level of intercity bus needs in the State and how TDOT can best utilize its annual apportionment of Federal Section 5311(f) Intercity Bus Program funds. Included in this chapter is the FTA definition of intercity bus service, information regarding the Section 5311(f) Program, documentation of the current level of intercity bus services in Tennessee, intermodal intercity bus connections, feeder connections operated by rural transit agencies, and results of the statewide intercity bus survey.

## **INTERCITY BUS SERVICE**

FTA has defined intercity bus service as:

*Regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, which has the capacity for transporting baggage carried by passengers, and which makes meaningful connections with scheduled intercity bus service to more distant points, if such service is available. Package express service may also be included, if incidental to passenger transportation. Intercity service is not limited by the size of the vehicle used or by the identity of the carrier.*

Note that in this case, "urban" area is defined as a place with greater than 2,500 population; it is not an urbanized area as defined by the US Census and by the FTA for apportionment determinations. "Meaningful" connection means that a timed connection exists between the public transit service and scheduled intercity bus service.

FTA provides the following characteristics of intercity bus service:

- ◆ Regularly scheduled bus service;
- ◆ Available to the general public;
- ◆ Makes limited stops;
- ◆ Operates on fixed routes;
- ◆ Connects two or more urban areas not in close proximity;
- ◆ Makes meaningful connections (if available);
- ◆ Predominantly passenger service (any package/goods service incidental);
- ◆ Not a commuter service; and
- ◆ Not air, water or rail service (bus only).

Additionally, the U.S. General Accounting Office (GAO) has defined intercity bus service as regular-route service that meets the following criteria:

- ◆ Operates between two or more cities, towns, or isolated clusters;
- ◆ Operates on a fixed schedule;
- ◆ Carries the general public and is not subject to preconditions for passage; and
- ◆ Does not operate wholly within urbanized areas.

While intercity bus service is used by a cross section of the population, Report 79 of the Transit Cooperative Research Program (TCRP), *Effective Approaches to Meeting Rural Intercity Bus Transportation Needs*, described the following population characteristics of individuals more likely to use intercity bus services:

- ◆ Youth (18-24 years old): Often these are enlisted military personnel or college students with limited budgets, no access to an automobile, and living or stationed far from home;
- ◆ Elderly (60 and above): Frequently, the elderly have a diminished ability or desire to drive and may be more likely to need to visit distant medical facilities on a regular basis;
- ◆ Persons living below the poverty level: Persons who are less likely to own a car, or if they do, the car may not be suitable for long trips;
- ◆ Persons over 16 with a disability: A group that may be reliant on accessible local transit services and, therefore, may also consider public transit options to make a long trip; and
- ◆ Autoless households: Persons who have to rely on alternative means of transportation.

The American Intercity Bus Riders Association (AIBRA) has an expanded definition of intercity bus service that takes into account multiple forms of ground transportation including traditional intercity bus service, regional rail service, Amtrak, airport shuttles, and non-traditional intercity bus carriers. For the purpose of this study, however, only those routes/stops that offer interline/connecting service are considered as meeting the FTA definition of intercity bus service.



These non-traditional carriers serve the Tennessee cities of Jefferson City, Lenoir City, McMinnville, and Monterrey. Monteagle is served by an airport shuttle company operating between Chattanooga and Monteagle that also does not interline with other intercity carriers. It should be noted that UCHRA also serves McMinnville and Monterrey, while Jefferson City and Lenoir City are also served by ETHRA. And SETHRA serves Monteagle.

Outside of Davidson County, the Nashville Metropolitan Transit Authority (MTA) collaborates with the Regional Transportation Authority (RTA) to provide regional bus service to Dickson, Pleasant View, Spring Hill, and Thompson Station. This service is also not interlined with intercity bus carriers.

It is important to note the important role that feeder services operated by Tennessee's rural transit agencies play in the provision of intercity bus service. Feeder service is defined as: "Public transportation service that is designed to pick up passengers in a certain locality, and transport them to a transfer point where they can connect with an intercity bus to extend their trip to another stop on the connecting service." These services are available at several of the intercity bus stops in the State, however, the level of service may vary greatly. Feeder routes operate from the non-urbanized areas of the State (less than 50,000), with some feeder routes operate daily, while others may only operate certain days of the week. These feeder services are normally operated as deviated fixed route service to avoid the complementary paratransit requirements associated with fixed route service.

#### **FTA Intercity Bus Program - Section 5311(f)**

The FTA Section 5311(f) Intercity Bus Program, a subsection of the Section 5311 Nonurbanized Area Rural Program, is the primary Federal program for supporting intercity bus services. Section 5311 funds are apportioned to the states based on the nonurbanized population in each state. Section 5311(f) requires that 15 percent of a state's annual Section 5311 apportionment be used to support intercity bus service unless the governor certifies, following consultation with affected intercity bus providers, that all rural intercity bus needs have been adequately met. The statutory provision for the Governor's certification implies that a statewide assessment of current intercity bus service and existing needs has been conducted. The legislative history indicates that the assessment of intercity bus needs may be made "relative to other rural needs in the state." Further, a state utilizing the Governor's certification must demonstrate that the assessment of intercity bus needs was performed no more than four years prior to the date of the certification. This Assessment of Intercity Bus Service Needs Study will meet this requirement.

States are allowed to submit a partial certification if less than 15 percent is needed to provide intercity bus service. All unexpended Section 5311(f) funds revert to the Section 5311 program to support other rural transit projects. A project amount of approximately \$2.75 million can be made available to the State of Tennessee for the Section 5311(f) Intercity Bus Program in FFY 2015.

#### **TDOT Intercity Bus Program**

A 2006 intercity bus study identified a number of gaps in intercity bus service across the State. The study concluded that this was a result of the loss of traditional intercity bus service, particularly to

small towns. The study also found that the majority of rural transit operators in Tennessee do not offer scheduled, fixed-route services, but operate on a demand-response basis. In response to these findings, TDOT initiated a three-year demonstration project in fall 2008 to fund intercity/regional fixed-route bus service between smaller communities and larger cities. This project provided access to opportunities available in those cities and access to long-haul intercity/interstate transportation opportunities.

Subsequent to the demonstration project, TDOT commissioned the University of Tennessee to conduct a study to evaluate the results of the September 2009 to August 2012 demonstration project and the state of intercity mobility for rural residents. This 2012 “Tennessee Rural Intercity Bus Service Study,” found that by comparing the operating cost per passenger trip of demand-responsive transit and the operating cost of deviated-fixed-route transit, that demand-responsive transit is more cost efficient in serving rural Tennessee. Scheduled fixed-route transit service provides more reliability and predictability in the transit system, but is generally cost prohibitive in many parts of the State. Further, the Study found that “although intercity bus and deviated-fixed-route transit have limited routes, the demand-response transit service covers all the areas in Tennessee. So the rural travel needs are generally met by the demand-response service.” This combination of deviated fixed route and demand response transit services can be utilized as feeder services to the intercity bus network.

The Study also determined that while the existing intercity bus network was not well designed to cover all the high demand areas across the State, the network has good coverage of the meaningful destinations including airports, interstate bus and train stations, hospitals, military bases, and universities.

TDOT experienced mixed results in implementing its intercity bus program. In recent years the Governor has issued a certification that the State’s intercity bus needs are being adequately met, based primarily on the results of the “Tennessee Rural Intercity Bus Service Study.”

The 2012 study, “Statewide Rural-Urban Bus Travel Demand and Network Evaluation: An Application in Tennessee,” examined the characteristics of intercity bus riders within Tennessee and proposed methods to identify service gaps and prioritize network expansion, particularly focusing on rural-urban connections. The results implied that “bus stations are well-connected to destinations but poorly connected to potential riders. Changes to the current network could better cover high-demand areas.”

## **PROVISION OF INTERCITY AND REGIONAL BUS SERVICE IN AND THROUGH TENNESSEE**

### **Current Level of Interlined Intercity Bus Service in Tennessee**

A number of sources were utilized to document the level of intercity bus service across the State of Tennessee. These sources include:

- ♦ Russell’s Official National Motor Coach Guide

- ◆ National Bus Traffic Association
- ◆ Tennessee Motor Coach Association
- ◆ American Intercity Bus Riders Association

The research found that there are only three intercity bus carriers providing interlined<sup>1</sup> intercity bus service in the State. Greyhound, a Class I carrier,<sup>2</sup> is by far the largest provider of intercity bus service in Tennessee, and the only coast-to-coast intercity carrier in the country. Miller Transportation, a Class 2 carrier<sup>3</sup> operating as Hoosier Ride, provides scheduled, interlined service in the Illinois, Indiana, Kentucky, Michigan, Ohio, and Tennessee region.

Delta Bus Lines is a Class 3 carrier<sup>4</sup> operating between Memphis and Baton Rouge, LA via U.S. Highways 61 and 82, and between Memphis and Jackson, MS via U.S. Highways 61 and 49W. The carrier's Tennessee service is limited to a spur south of Memphis to the Mississippi line.

Greyhound operates nine schedules in Tennessee, providing connections to destinations across the State and the country. The Tennessee stops for Greyhound service include Athens, Bristol, Chattanooga, Clarksville, Cleveland, Cookeville, Crossville, Greeneville, Jackson, Johnson City, Kingsport, Knoxville, Manchester, Memphis, Morristown, Murfreesboro, and Nashville.

The Miller Transportation schedule from Indianapolis to Memphis provides a daily trip in each direction, making stops in the Tennessee communities of Union City, Dyersburg, Ripley, Covington, Millington, and Memphis.

Delta Bus Lines offers two daily trips in each direction for its service between Tennessee, Mississippi and Louisiana.

Until a few years ago, Lake Front Lines provided service to Knoxville and Chattanooga via its Cincinnati to Atlanta route. Lake Front has been purchased by Coach USA, the owner of Megabus. As a result, this Knoxville - Chattanooga service is now operated by Megabus. It should be noted that Greyhound also serves this corridor.

Currently, there are 23 intercity bus stops in the State that offer connections to other locations. A summary of Tennessee's interlined/connecting intercity bus service is depicted in Table 1. Exhibit 1 is a map depicting the existing interlined Tennessee intercity bus routes and associated stops. Exhibit 2 depicts all communities in the State with intercity stops that offer connecting service as well as those additional communities as recognized by the previously referenced AIBRA standards that do not offer connecting service.

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<sup>1</sup> Interlining allows a passenger to travel from origin to destination on a single ticket via two or more intercity carriers.

<sup>2</sup> Class 1 carrier has gross annual revenues over \$9.6 million.

<sup>3</sup> Class 2 carrier has gross annual revenues between \$1 million and \$9.6 million.

<sup>4</sup> Class 3 carrier has gross annual revenues less than \$1 million.

**Table 1: Summary of Interlined/Connecting Intercity Bus Service in Tennessee**

Table Number	Carrier	Route	Schedules	Tennessee Stops
144	Greyhound	Richmond - Nashville	3 SB, 3 NB	Nashville, Cookeville, Crossville, Knoxville, Morristown, Greeneville, Johnson City, Kingsport, Bristol
280	Greyhound	St. Louis - Nashville	3 SB, 4 NB	Clarksville, Nashville
426	Greyhound	Cincinnati - Atlanta	3 SB, 2 NB	Knoxville, Athens, Cleveland, Chattanooga
427	Greyhound	Knoxville - Winston Salem	1SB, 1 NB	Knoxville
433	Greyhound	Atlanta - Memphis	3 SB, 3 NB	Memphis
435	Greyhound	Memphis - New Orleans	1 SB, 1 NB	Memphis
438	Greyhound	Nashville - Atlanta	8 SB, 8 NB	Chattanooga, Manchester, Murfreesboro, Nashville
444	Greyhound	Detroit - Nashville	10 SB, 10 NB	Nashville
445	Greyhound	Nashville - Tallahassee	5 SB, 5 NB	Nashville
478	Greyhound	Nashville - Dallas	5 SB, 5 NB	Nashville, Jackson, Memphis
2503	Miller	Indianapolis - Memphis	1 SB, 1 NB	Union City, Dyersburg, Ripley, Covington, Millington, Memphis

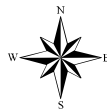
SB = Southbound; NB = Northbound

## Exhibit 1: Existing Interlined Intercity Bus Routes



## Legend

- Intercity Bus Stops

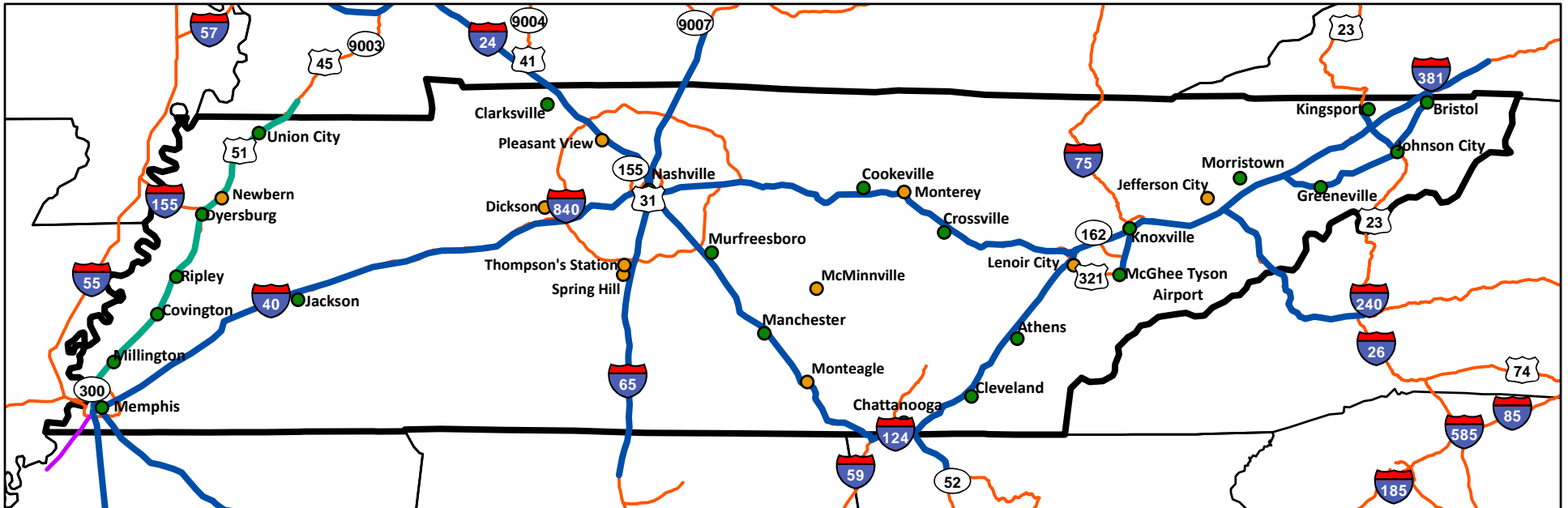


## Intercity Bus Routes

- Delta  
— Greyhound  
— Miller

## TDOT Assessment of Intercity Bus Service Needs Study

## Exhibit 2: Intercity Bus Stops

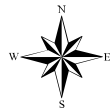


### Legend

- Intercity Bus Stops
- Additional Stops/No Connections

### Intercity Bus Routes

- Delta
- Greyhound
- Miller



TDOT Assessment of Intercity Bus  
Service Needs Study

### **Feeder Connections Operated by Rural Transit Agencies**

Tennessee's nine<sup>5</sup> Rural Transit Agencies (RTAs) offer a variety of public transportation services across their service area. Table 2 lists the RTAs and the counties which they serve, while Exhibit 3 provides a map depicting these served counties.

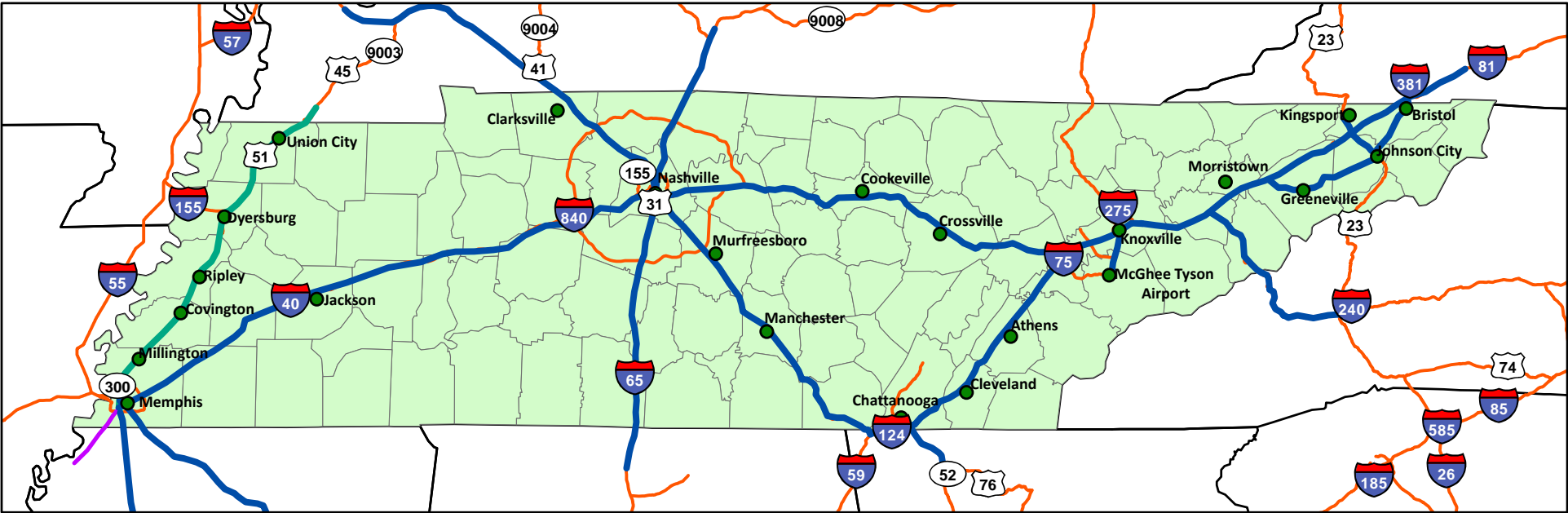
**Table 2: Tennessee Rural Transit Agencies and Counties Served**

<b>No.</b>	<b>Rural Transit Agency</b>	<b>Counties Served</b>
1	Delta Human Resource Agency	Fayette, Shelby, Lauderdale, Tipton
2	East Tennessee Human Resource Agency	Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Union
3	First Tennessee Human Resource Agency	Carter, Greene, Hawkins, Johnson, Sullivan, Unicoi, Washington
4	Mid-Cumberland Human Resource Agency	Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Rutherford, Stewart, Sumner, Trousdale, Williamson, Wilson
5	North-West Tennessee Human Resource Agency	Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, Weakley
6	South-Central Tennessee Development District	Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry, Wayne
7	South-East Tennessee Human Resource Agency	Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, Sequatchie
8	South-West Human Resource Agency	Chester, Decatur, Hardin, Hardeman, Haywood, Henderson, Madison, McNairy
9	Upper-Cumberland Human Resource Agency	Cannon, Clay, Cumberland, Dekalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, White

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<sup>5</sup> The Regional Transportation Authority (RTA) provides urban service in Davidson, Sumner, Rutherford, Robertson, Williamson, Wilson, Dickson, and Montgomery Counties. RTA is not a recipient of Section 5311 funds and does not provide rural transit service.

## Exhibit 3: Tennessee Rural Transit Agencies Counties Served



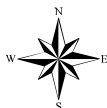
## Legend

- Intercity Bus Stops
- RTA Counties Served

## Intercity Bus Routes

## Route

- Delta
- Greyhound
- Miller



# TDOT Assessment of Intercity Bus Service Needs Study



It is important to note that the RTAs were surveyed and sent a follow-up request for information concerning any fixed route or demand response service they may provide that could serve as feeder service or connecting to intercity bus stations or stops. The review of the returned information indicated that in some areas of the State the RTAs are providing public transportation services that facilitate the use of intercity bus travel by providing service from the areas of the State that lack traditional interlined intercity bus service. Table 3 indicates the intercity bus stations/stops serviced by the RTAs, along with their days of operation and type of service provided. Exhibit 4 is a map depicting these intercity bus stations/stops served by the RTAs and the counties where these stations/stops are located.

For example, the Upper-Cumberland Human Resource Agency (UCHRA) is a provider of express service from its service area into the Nashville Greyhound station. The UCHRA Transportation Director noted that the agency is currently working on an interline ticketing agreement with Greyhound for the following routes: McMinnville – Nashville; Cookeville – Nashville; and Cookeville – Knoxville. The agency also provides feeder routes into its Cookeville hub and connector routes that connect rural counties to feeder routes for daily intercity service. UCHRA serves the area north and south of Interstate 40 between Cookeville and Nashville that lacks traditional intercity bus service. First Tennessee HRA provides feeder service from Greeneville and Rogersville to Johnson City and Kingsport respectively. The system's Purple Route makes a scheduled stop at the Johnson City Greyhound Station.

Southeast HRA provides deviated fixed route service in Rhea County to the Chattanooga Greyhound station.

Southwest HRA indicated that they would provide transit service on a demand response basis to any point in Tennessee, including intercity bus stations and stops. Demand response service is provided to the Jackson intercity bus station. SWHRA operates in the area south of Interstate 40 and west of Interstate 65 that is not served by intercity bus.

South Central Tennessee Development District (SCTDD) provides feeder service on its Leoma, Loretto, Lawrenceburg, Ethridge, Summertown, Mt. Pleasant, Columbia, and Spring Hill route to the Greyhound station in both Nashville and Murfreesboro, with two schedules twice a day except for weekends. This is an option for those residents living in the area south of Nashville along the Interstate 65 corridor where intercity bus service is not operated.

East Tennessee HRA also offers no route service to intercity bus stations, but provides demand response service which could be used for travel to the intercity bus stations in Bristol, Greeneville, Johnson City, Kingsport, Knoxville, and Morristown. The agency's survey response noted that connections are made to Greyhound and Megabus.

Mid-Cumberland HRA provides no intercity bus connector service, but offers demand response service across its service area, which could be used for trips to the Clarksville, Murfreesboro and Nashville Greyhound stations.

Northwest Tennessee HRA noted that their transit service makes connections with Greyhound in Jackson, Memphis and Nashville and with Megabus in Memphis and Nashville.

Delta HRA provides general public demand response service to Memphis and Jackson with the Memphis Bus station and Jackson Greyhound station available stops for the service.

**Table 3: Rural Transit Agencies Intercity Bus Service**

Rural Transit Agency	Intercity Bus Stations/Stops Served	Days of Service	Service Type
Delta HRA	Jackson, Memphis	Monday - Friday	GPDR
East Tennessee HRA	Bristol, Greeneville, Johnson City, Kingsport, Knoxville, Morristown	Monday - Saturday	GPDR
First Tennessee HRA	Bristol, Greeneville, Johnson City, Kingsport	Monday - Friday	DFR, GPDR
Mid-Cumberland HRA	Clarksville, Murfreesboro, Nashville	Monday - Friday	GPDR
Northwest Tennessee HRA	Jackson, Memphis, Nashville	Monday - Friday	DFR, GPDR
South Central TDD	Chattanooga, Murfreesboro, Nashville,	Monday - Friday	GPDR
Southeast HRA	Chattanooga	Monday - Friday	DFR
Southwest HRA	All Stations/Stops	Monday - Friday	GPDR
Upper-Cumberland	Chattanooga, Cookeville, Knoxville, Murfreesboro, Nashville	Monday - Friday	DFR, GPDR

DFR=Deviated Fixed Route; GPDR=General Public Demand Response

It should also be noted that the Metropolitan Transit Authority operates nine regional bus routes between downtown Nashville and the following cities: Brentwood, Clarksville, Franklin, Gallatin, Hendersonville, Joelton, La Vergne, Murfreesboro, Smyrna, Springfield, Spring Hill, and Thompson's Station. This service could be used as connections to the intercity bus stations in Clarksville, Murfreesboro and Nashville.

### **Non-traditional Intercity Bus Providers**

There are additional stops in communities that do not offer connections that are served by non-traditional carriers such as Megabus and various “curbside providers,” such as the Tornado Bus Company. The term “curbside” is used because these non-traditional carriers board and alight passengers on street corners rather than utilizing typical intercity bus terminals. These non-traditional carriers primarily provide express service to the more populated cities in the State, normally at a lower fare. They do not interline with any other companies, and often do not interline with their own schedules. Therefore, this service does not meet the FTA definition of intercity bus service. For example, Megabus passengers traveling from Memphis to Washington, DC through

Nashville, Knoxville and Richmond, would have to purchase four separate tickets and travel on four separate buses to reach their destination. There are no seat guarantees on the next bus, and passengers may have a lengthy wait between buses.

## Exhibit 4: Intercity Bus Stops Serviced by RTA's



## Legend

- Intercity Bus Stops Served
- Intercity Bus Stops

## Intercity Bus Routes

## Route

-  Delta  
 Greyhound  
 Miller  
 RTA Counties Served



# TDOT Assessment of Intercity Bus Service Needs Study

## **Intermodal Connections**

Amtrak contracts with Greyhound in areas across the country to connect Amtrak train stations to areas not served by its railroads. Train and Thruway Motorcoach tickets are purchased together from Amtrak for the length of a passenger's journey, and the connections are timed for convenient, dedicated, and guaranteed-reliable transfers between the two services. In Tennessee, Greyhound presently has Thruway bus service agreements with Amtrak that serve as follows:

- ◆ St. Louis – Paducah – Nashville
- ◆ Chicago – Indianapolis – Louisville – Nashville
- ◆ Currently working on another possible Amtrak thruway connection to/from Memphis

Until several years ago, Greyhound served the Nashville International Airport, and has attempted to gain access to the Chattanooga Metropolitan Airport with no success to date. The newer Memphis intermodal facility is near the Memphis International Airport with the Memphis Area Transit Authority (MATA) providing the final connection to the airport.

## **Review of Regional Coordination Plans**

Regional coordination plans from across the State were reviewed to determine identified needs for long distance transportation service or connections to intercity bus services. The review of the plans found very little identified need for such services. Noted below are out-of-county transportation needs noted in the regional coordination plans that could potentially be provided by intercity bus if such service was available.

- ◆ Southeast Tennessee Human Resource Agency: Route service to Chattanooga and Nashville from Bledsoe, Bradley, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie Counties.
- ◆ Upper Cumberland Human Resource Agency: Routes into Nashville from Celina.

## **STAKEHOLDER INPUT**

### **Overview**

Receiving input from various stakeholders is a most important task in the assessment of the State's intercity bus needs. Survey instruments were developed for three distinct stakeholder groups. General stakeholders included county mayors, city managers, rural planning organizations, economic development agencies, colleges and universities, military installations, and correctional institutions. There were also surveys developed for intercity bus providers and public transit providers. The surveys were made available through SurveyMonkey, an online survey provider. Stakeholders were provided approximately two weeks to submit their survey responses.

## **General Stakeholders**

Approximately 208 general stakeholder surveys were dispersed, along with ten intercity bus carrier surveys, and an additional 70 surveys to public transit providers. A total of 39 completed surveys were returned; 20 from general stakeholders (9%), 3 from intercity bus carriers (30%), and 15 from public transit providers (21%). This is a rather poor response rate which could be interpreted as an indication that stakeholders across the state do not consider intercity bus service to be a significant need and/or have little interest in intercity bus service. The higher response rate from intercity bus and public transit providers was anticipated due to their relationship with transit operations as opposed to most general stakeholders.

While the survey contained a clear definition of intercity bus service and provided an example of such service, several of the responses seemed to indicate that some of the general stakeholders misunderstood the difference between intercity bus service and other forms of public/private transportation services. In some cases intercity bus service was confused with fixed route public transportation provided within an urban area, such as Nashville MTA. Also, some of the survey responses indicated that the responding stakeholder was not aware of intercity bus service that is currently operating in their area of the State.

Approximately 67 percent of those responding to the general stakeholder survey indicated that there are intercity bus needs in their area that are not being met. This may be attributed to these stakeholders not fully understanding intercity bus service and possibly not aware of its availability.

The survey asked responders to indicate the value of intercity bus service operating in their area, and for those areas without intercity bus service, the perceived value of such service if it was initiated. The survey provided options of “not important (1),” “somewhat important (2),” “important (3),” and very important (4). Responses indicated a value of 2.6 and 2.5 respectively for these questions, falling between “somewhat important” and “important.”

The responses noted several areas currently void of intercity bus service that would benefit from connections to existing service. These areas include: Blount County, Sevier County, Anderson County, Gallatin, and Etowah.

Several of the survey responses indicated that local public transportation was their greatest need as opposed to intercity bus. The transit needs cited were regional bus service within larger urban areas, commuter bus routes, service for persons with disabilities, medical transportation, extended service days/hours, local shuttle services, improvement of transit stops and facilities, and park-and-ride lots. A response from McMinn County indicated a lack of public transportation in the County, although Southeast Tennessee Human Resource Agency provides service in McMinn County. As previously noted, connections to intercity bus service are available in many areas of the State through demand response services provided by the RTAs.

### **Intercity Bus Providers**

Three intercity bus providers responded to the survey: Delta Bus Lines, Greyhound, and Miller Transportation. Two of the carriers identified service between Nashville and the Tennessee-Alabama line via Columbia and other points as unmet intercity bus service to destinations not currently served. It was also noted that there are other connecting points with rural transit operators that could provide for a more extensive statewide network, and additional service could be provided to cities like Martin, Paris, Henderson or Dickson if funding was made available.

None of the intercity bus providers indicated a need in their operating area for intermodal passenger facilities that could allow connections between local public transportation and intercity bus services.

### **Public Transit Providers**

The public transit provider survey resulted in one public transit provider indicating in the survey that there is a demand for intercity bus service to destinations not currently served or planned to be served by expansion of current service. The cited service was between Cookeville and Nashville, but Greyhound currently operates this service daily. UCHRA provides three runs Monday through Friday from Cookeville to Nashville.

These providers noted feeder connections that they currently provide to intercity bus carriers. These feeder routes included connections to Greyhound stations and demand response service to connecting locations with the aforementioned non-interlined carriers.

None of the public transit provider responses identified intermodal passenger facilities that are needed in their area to allow connections between local public transportation and intercity bus. In response to the question of the greatest unmet public transportation needs in their area, including intercity bus, no providers responded that intercity bus service was a priority need in their area. The responses indicated a need for extended night and weekend transit service, additional vehicles, and increased transit funding. One provider noted that Anderson, Campbell, Knox, Roane, and Scott Counties could benefit from being included in future intercity bus service discussions. However, the East Tennessee HRA has established public transportation routes to meet the intercity bus needs in this area.

Complete survey results for each stakeholder group are provided in Appendix A.

### **Intercity Bus Industry/Trends**

Over the years since passage of the Bus Regulatory Reform Act in 1982, thousands of communities across the country have lost intercity bus service, particularly in rural areas. The May 2014 report, "The Shrinking, Rural Intercity Bus Network: A Problem of Immobility for Rural Residents without Automobiles and Possible Solutions," found that intercity bus service in rural areas has been on a severe decline since deregulation in 1982, with the number of stops decreasing from 11,820 in 1982 to 2,423 in 2008. Tennessee has not been immune to this trend, which will be addressed in more detail later in the study.

In 2007, for the first time in more than 40 years, the level of intercity bus service across the country grew significantly. This was largely due to the emergence of low-cost “curbside” operators providing express service between major cities. The largest and best known of these operators is Megabus, a subsidiary of Coach USA<sup>6</sup>, which has stops in Chattanooga, Knoxville, Memphis, and Nashville. Megabus is notable for using curbside bus stops instead of traditional stations, low fares starting at \$1, and in recent years, operating a point-to-point network of routes with buses making few stops in route to their destination. As addressed previously, these low-cost carriers do not interline with other intercity bus carriers.

While intercity bus deregulation resulted in a substantial loss of intercity bus service, it also made the enforcement of intercity bus safety regulations much more difficult. In its 2011 “Report on Curbside Motorcoach Safety,” the National Transportation Safety Board (NTSB) found that the oversight for this segment of the intercity bus industry has overburdened Federal Motor Carrier Safety Administration (FMCSA) and state investigators. The minimal requirements for obtaining new operating authority, the inconsistent enforcement of the requirement to submit mileage and other essential information to the FMCSA, and language barriers due to the large number of ethnic carriers, all indicate that oversight of curbside carriers is more challenging than that for other segments of the motorcoach industry. The NTSB Report determined that “curbside” carriers have higher fatal accident and death rates and higher out-of-service rates resulting from driver violations (specifically, fatigued driving and driver fitness violations) compared with conventional carriers. Curbside carriers also have higher driver fitness violation rates and out-of-service rates, and they are overrepresented in driver logbook violations.

## **Summary**

While Tennessee is served by only three interlined intercity bus carriers; Greyhound, Miller Transportation and Delta Bus Lines, from a spatial perspective the State is rather well covered. There is both east-west and north-south service, connecting 23 of the State’s communities, and providing these communities with connections to the country’s intercity bus network.

There are also several non-traditional intercity bus providers that provide non-connecting/non-interlined service, primarily on an express basis to the State’s largest cities. While there is no connecting service available to other intercity bus service, these carriers do provide an alternative, normally low cost, option. Tennessee’s Rural Transit Agencies nicely supplement the service provided by the three interlined carriers, particularly the area south of Interstate 40 between Memphis and Nashville as well as the area north of Interstate 40 between Nashville and Knoxville.

While the response to the intercity bus surveys was relatively low, it did express the thoughts of various entities regarding the level and importance of intercity bus service in the State. General

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<sup>6</sup>*The Return of the Intercity Bus: The Decline and Recovery of Scheduled Service to American Cities, 1960-2007*, School of Public Service Policy Study, DePaul University, December 2007, p. 10.



stakeholders noted unmet intercity bus needs, while also expressing that local public transportation was their most pressing need. Intercity bus providers responded with some communities that would benefit from intercity bus service, while public transit providers indicated that intercity bus is not a priority transportation need in their area.

Chapter 2 will provide an analysis of demographic data related to the demand for intercity bus transportation in the State. The Chapter will also evaluate intercity bus service coverage with respect to major trip generators and the level of intercity bus service in Tennessee from a historical perspective.

## II. DATA ANALYSIS – TENNESSEE INTERCITY BUS SERVICE

### INTRODUCTION/OVERVIEW

Table 4 lists the intercity bus stations in the State that offer service connections and interline capability as well as those that do not offer these services.

**Table 4**  
**Tennessee Intercity Bus Stations/Stops**

City/Town	Carrier(s)
Athens	Greyhound
Bristol	Greyhound
Chattanooga	Greyhound, Megabus*, Tornado*
Clarksville	Greyhound, Tornado*
Cleveland	Greyhound
Cookeville	Greyhound, Tornado*
Covington	Miller
Crossville	Greyhound, Tornado*
Dyersburg	Miller
Greeneville	Greyhound
Jackson	Greyhound, Tornado*
Johnson City	Greyhound
Kingsport	Greyhound
Knoxville	Greyhound, Megabus*
Lenoir City*	Tornado*
Manchester	Greyhound, Tornado*
McMinnville*	Tornado*
Memphis	Greyhound, Miller, Delta, Megabus*
Millington	Miller
Monterey*	Tornado*
Morristown	Greyhound, Tornado*
Murfreesboro	Greyhound
Nashville	Greyhound, Megabus*, Tornado*
Ripley	Miller
Union City	Miller

\*No connections/interline service available

Chapter 2 is an analysis of demographic data related to the demand for intercity bus transportation in Tennessee. Included in this analysis are mapped visuals of areas and populations that are beyond a 25 mile radius of an intercity bus station or stop. Based on work by the Bureau of Transportation Statistics and the Office of U.S. Secretary of Transportation, a reasonable coverage radius around an intercity bus station is defined as 25 miles. This is the commonly used standard in the intercity transportation industry.

Also included is an evaluation of intercity bus service coverage with respect to major trip generators. According to research conducted by the Transit Cooperative Research Program (TCRP), these trip generators include colleges and universities, correctional institutions, medical facilities, commercial airports, and military bases. Finally, Chapter 2 evaluates the decline of intercity bus service across Tennessee over the years, including the areas of the State that have experienced the higher level of lost service.

## **IDENTIFY INTERCITY BUS CORRIDORS AND POPULATIONS SERVED**

While intercity bus service is used by a cross section of the population, the 2002 TCRP Report 79, “Effective Approaches to Meeting Rural Intercity Bus Transportation Needs”, described the following population characteristics of individuals more likely to use intercity bus services:

- ◆ Youth (18-24 years old): Often these are enlisted military personnel or college students with limited budgets, no access to an automobile, and living or stationed far from home;
- ◆ Elderly (60 and above): Frequently, the elderly have a diminished ability or desire to drive and may be more likely to need to visit distant medical facilities on a regular basis;
- ◆ Persons living below the poverty level: Persons who are less likely to own a car, or if they do, the car may not be suitable for long trips;
- ◆ Persons over 16 with a disability: A group that may be reliant on accessible local transit services and, therefore, may also consider public transit options to make a long trip; and
- ◆ Autoless households: Persons who have to rely on alternative means of transportation.

The October 2012 report issued by the University of Tennessee - Knoxville, *Statewide Rural-Urban Bus Travel Demand and Network Evaluation: An Application in TN*, examined the characteristics of intercity bus riders within Tennessee and proposed methods to identify service gaps and prioritize network expansion, particularly focusing on rural-urban connections. The report found the following characteristics of Tennessee’s intercity bus riders:

- ◆ Although age differences between private vehicle users and intercity bus riders are significantly different, there was no special trend to characterize the ages of intercity bus riders.
- ◆ The race of intercity bus riders was more likely to be non-white.
- ◆ Intercity bus riders were more likely to be unemployed.
- ◆ Intercity bus riders were more likely to be unable to drive.
- ◆ Intercity bus riders were more likely to be from low-income households.
- ◆ Nearly 70 percent of intercity bus riders’ annual household incomes were under \$27,499, compared to 21 percent of non-riders.
- ◆ Intercity bus riders were more likely to either live alone or have greater numbers of household members, often seven or more persons in a household.
- ◆ Intercity bus riders were more likely to have one or fewer vehicles in the household, resulting in higher reliance on transit service.
- ◆ Intercity bus riders were more likely to take trips for medical purposes.
- ◆ Intercity bus trips were longer in distance than intercity trips by other modes.

The two reports cited above are very similar in their determination of the characteristics of intercity bus passengers. As would be expected, there are certain segments of the population that are more

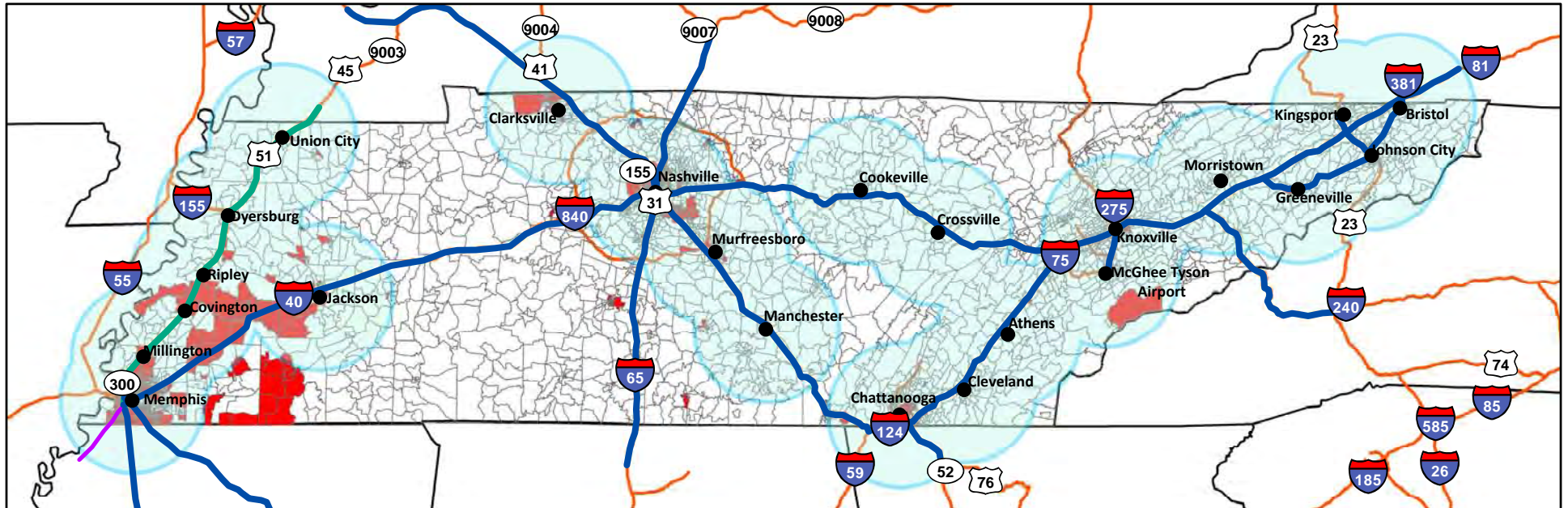
likely to utilize intercity bus service. Tennessee is consistent with the remainder of the country in this regard.

Exhibit 5 illustrates the areas of Tennessee with the highest percentage of minority population. With the exception of an area east of Memphis and two small areas south of Nashville, the higher concentrations of minority population are located in or near urban areas and within 25 miles of an intercity bus station or stop.

Exhibit 6 depicts the areas of the State with the higher number of individuals living below the poverty level. This is a demographic that appears to be equally concentrated across the State. While many of these individuals live within a 25 mile radius of an intercity bus stop, there are many living outside this boundary. This is particularly evident in those areas north and south of Interstate 40 between Memphis and Nashville and north-northwest of Knoxville along the Tennessee-Kentucky line.

Exhibit 7 illustrates the areas of the State with the higher percentage of households without a vehicle. Again, these areas appear to be evenly distributed across the State. Those households outside the 25 mile zone are found in basically the same areas of concentration as those living below the poverty level.

# Exhibit 5: Tennessee High Percentages of Minority Population



## Legend

- Intercity Bus Stops

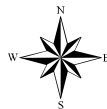
## Intercity Bus Routes

### Route

- Delta
- Greyhound
- Miller
- 25 Mile Zone

## Percent Minority

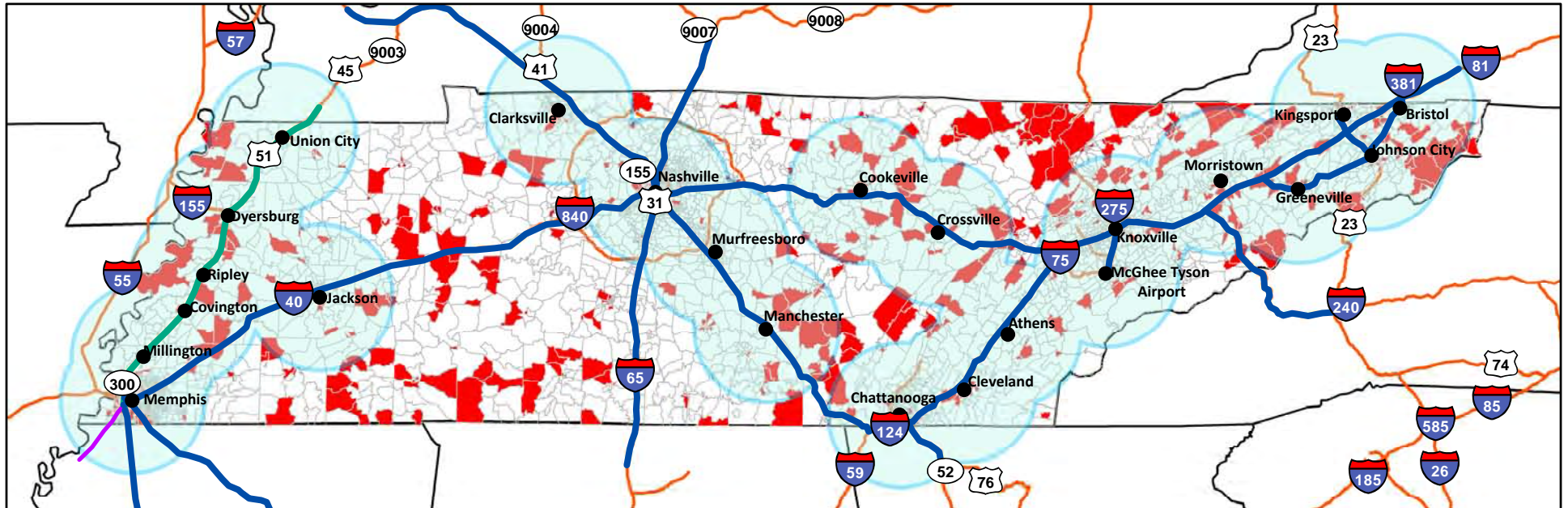
- 0% - 40.8%
- 40.81% - 100%



Source: 2013 ACS 5-Year Estimates  
Block groups

## TDOT Assessment of Intercity Bus Service Needs Study

# Exhibit 6: Tennessee High Percentages of Population in Poverty



## Legend

● Intercity Bus Stops

## Intercity Bus Routes

### Route

— Delta

— Greyhound

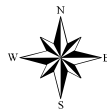
— Miller

25 Mile Zone

## Percent Below Poverty

0% - 27.11%

27.12% - 100%

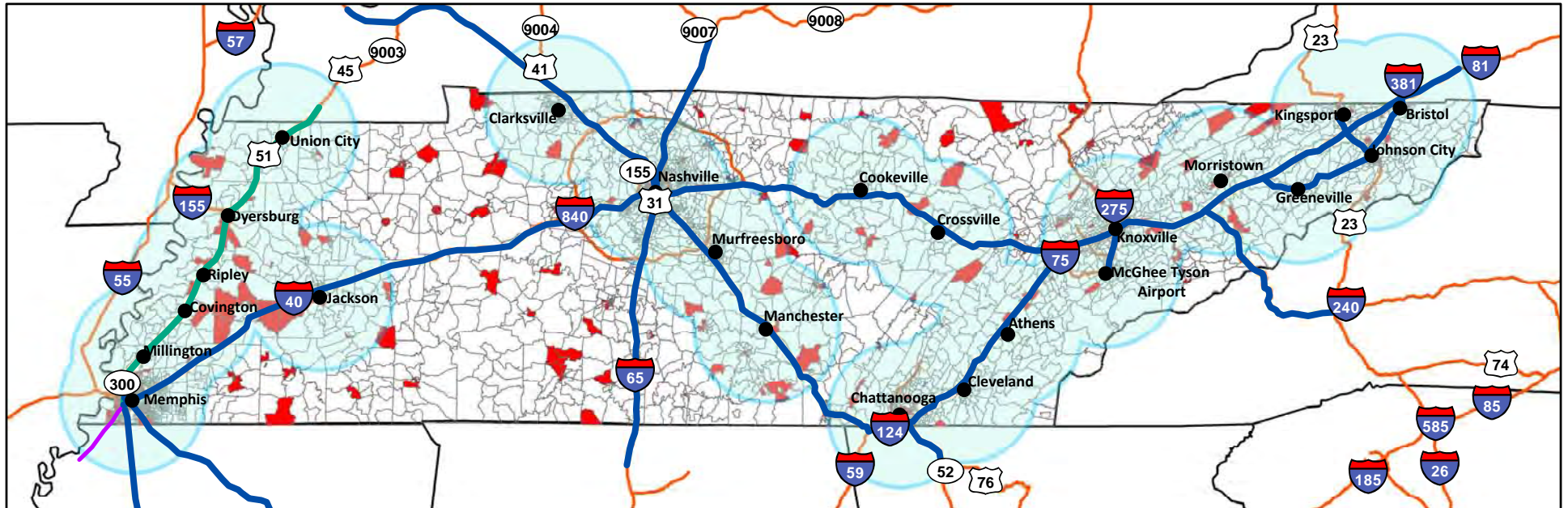


Source: 2013 ACS 5-Year Estimates  
Block groups

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Service Needs Study



# Exhibit 7: Tennessee High Percentages of Zero Vehicle Households



## Legend

● Intercity Bus Stops

## Intercity Bus Routes

### Route

- Delta
- Greyhound
- Miller
- 25 Mile Zone

### Percent ZVH

- 0% - 11.7%
- 11.71% - 100%

Source: 2013 ACS 5-Year Estimates  
Block groups

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Service Needs Study

## IDENTIFY POPULATION PROXIMITY TO INTERCITY BUS STATIONS OR STOPS

Tennessee has a U.S. Census Bureau estimated 2013 population of 6,402,387. Of this total, only approximately 18 percent of these individuals live greater than 25 miles from an intercity bus station. This indicates that, from a population perspective, the State is well covered by intercity bus service. Exhibit 8 illustrates those high population density areas outside the 25 mile radius from an intercity bus station.

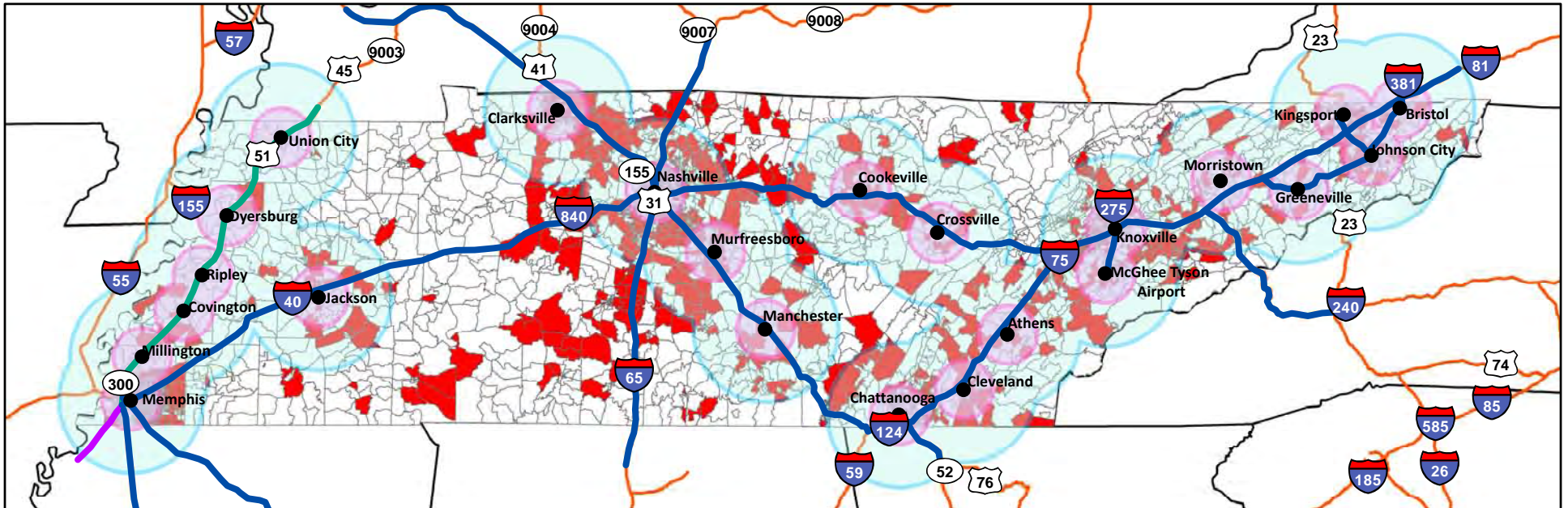
Table 5 depicts those Tennessee cities/towns with a population greater than 15,000 that lack an intercity bus station and are 25 miles or further from an intercity bus station. There are six communities that fall into this category: Columbia, Franklin Gallatin, Lebanon, Sevierville, and Spring Hill. It is important to note, however, that each of these communities are served by the State's rural transit agencies which provide feeder service and/or demand response service to the nearby intercity bus stations/stops. The largest concentrations of population with a high need for intercity bus service are located mostly in the major urban areas of the State where intercity bus stations are located.

**Table 5: Tennessee Cities/Towns Greater Than 15,000 Population With No Intercity Bus Station and Greater Than 25 Miles From A Station**

City/Town	Population	Bus Station/Stop	> 25 miles From Station
Bartlett	58,226	No	No
Brentwood	40,021	No	No
Collierville	47,333	No	No
<b>Columbia</b>	<b>35,558</b>	No	<b>Yes</b>
East Ridge	21,382	No	No
Farragut	21,390	No	No
<b>Franklin</b>	<b>68,886</b>	No	<b>Yes</b>
<b>Gallatin</b>	<b>32,307</b>	No	<b>Yes</b>
Germantown	39,375	No	No
Goodlettsville	16,813	No	No
Hendersonville	54,068	No	No
<b>Lebanon</b>	<b>28,408</b>	No	<b>Yes</b>
Maryville	27,992	No	No
Mount Juliet	28,222	No	No
Oak Ridge	29,419	No	No
<b>Sevierville</b>	<b>16,011</b>	No	<b>Yes</b>
Shelbyville	20,764	No	No
Smyrna	43,060	No	No
Springfield	16,659	No	No
<b>Spring Hill</b>	<b>32,576</b>	No	<b>Yes</b>
Tullahoma	18,837	No	No



# Exhibit 8: Population Living Greater Than 25 Miles From An Intercity Bus Station/Stop



## Legend

● Intercity Bus Stops

### Intercity Bus Routes

— Delta

— Greyhound

— Miller

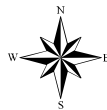
10 Mile Zone

25 Mile Zone

### Total Population

0.0 - 1970.5

1970.6 - 10715.0



Source: 2013 ACS 5-Year Estimates  
Block groups

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Service Needs Study

## INTERCITY BUS TRIP GENERATORS

As noted earlier, research has concluded that colleges and universities, correctional institutions, medical facilities, commercial airports, and military bases represent the greatest generators of intercity bus service demand. While individual car ownership has had a major impact on the decline of intercity bus ridership, these institutions continue to generate the greatest number of intercity bus passengers. Tables 6-10 include a list of these trip generators by category, indicating their proximity to an intercity bus station. Exhibits 9-13 map the proximity of these major trip generators to an intercity bus station.

### Colleges/Universities

Colleges and universities generate intercity bus trips primarily from the undergraduate student population that live on campus. These trips occur mostly during the beginning and end of school breaks and holidays. The extent to which students may utilize intercity bus service as a means to make trips to and from home greatly depends on the distance from the student's home to the closest bus station and the distance from the college or university to the nearest bus station. While the average distance from the home of the typical Tennessee college student to the nearest bus station cannot be determined, the spatial relationship of the State's colleges and universities to intercity bus stations/stops can be determined.

Table 6 lists the colleges and universities in Tennessee. Exhibit 9 maps the location of the campuses. There are 42, four-year college campuses located throughout the State. Of the total, only 12 colleges and universities are not within ten miles of an intercity bus station and are outside the 25 mile radius.

**Table 6: Tennessee Colleges and Universities**

Map Reference	College	Location	Within 10 Miles	Within 25 Miles	Outside 25 Miles
1	East TN State Univ.	Johnson City	X	X	
2	Univ. of TN at Chattanooga	Chattanooga	X	X	
3	Univ. of TN at Knoxville	Knoxville	X	X	
4	Univ. of TN Space Institute	Tullahoma		X	
5	Austin Peay State Univ.	Clarksville	X	X	
6	Univ. of Memphis	Memphis	X	X	
7	Univ. of TN at Martin	Martin		X	
8	Univ. of TN Health Science Center	Memphis	X	X	
9	Middle TN State Univ.	Murfreesboro	X	X	
10	TN State Univ.	Nashville	X	X	
11	TN Technological Univ.	Cookeville	X	X	
12	Aquinas College	Nashville	X	X	

Map Reference	College	Location	Within 10 Miles	Within 25 Miles	Outside 25 Miles
13	Belmont Univ.	Nashville	X	X	
14	Bethel Univ.	McKenzie			X
15	Bryan College	Dayton		X	
16	Carson-Newman Univ.	Jefferson City		X	
17	Christian Brothers Univ.	Memphis	X	X	
18	Cumberland Univ.	Lebanon		X	
19	Fisk Univ.	Nashville	X	X	
20	Free Will Baptist Bible College	Nashville	X	X	
21	Freed-Hardeman Univ.	Henderson		X	
22	Johnson Univ.	Jackson		X	
23	King Univ.	Bristol	X	X	
24	Lane College	Jackson	X	X	
25	Lee Univ.	Cleveland	X	X	
26	LeMoyne-Owen College	Memphis	X	X	
27	Lincoln Memorial Univ.	Harrogate			X
28	Lipscomb Univ.	Nashville	X	X	
29	Martin Methodist College	Pulaski			X
30	Maryville College	Maryville	X	X	
31	Meharry Medical College	Nashville	X	X	
32	Memphis College of Art	Memphis	X	X	
33	Milligan College	Milligan College	X	X	
34	Rhodes College	Memphis	X	X	
35	Southern Adventist Univ.	Collegedale		X	
36	Southern College of Optometry	Memphis	X	X	
37	TN Wesleyan College	Athens	X	X	
38	Tusculum College	Greeneville	X	X	
39	The Univ. of the South	Sewanee		X	
40	Travecca Nazarene Univ.	Nashville	X	X	
41	Union Univ.	Jackson	X	X	
42	Vanderbilt Univ.	Nashville	X	X	

## Exhibit 9: Tennessee Colleges and Universities



**Legend**

- College
- Intercity Bus Stops

**Intercity Bus Routes**

**Route**

- Delta
- Greyhound
- Miller

10 Mile Zone

25 Mile Zone

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- College
- Intercity Bus Stops

**Intercity Bus Routes**

**Route**

- Delta
- Greyhound
- Miller
- 10 Mile Zone
- 25 Mile Zone

**Route**

- Delta
- Greyhound
- Miller

**10 Mile Zone**

**25 Mile Zone**

- Delta  
Greyhound  
Miller  
10 Mile Zone  
25 Mile Zone

There are three colleges and universities located greater than 25 miles from an intercity bus stop. These include:

- ◆ Bethel University– McKenzie;
- ◆ Lincoln Memorial University – Harrogate; and
- ◆ Martin Methodist College – Pulaski.

### **Correctional Facilities**

Correctional facilities generate a relatively modest demand for intercity bus service from relatives who take the bus for visitation with inmates and service needed when inmates are released from the facilities. In the case of state or federal facilities, both types of trips may involve intercity travel, as inmate populations may not typically be local residents. In planning rural intercity bus routes, the presence of a state or federal correctional facility may warrant a stop near it.

Table 7 lists the correctional facilities in Tennessee with their proximity to the nearest intercity bus station. Exhibit 10 includes a map showing the locations of all federal and state prisons in the State, a total of 15 state or federal correctional facilities. Of these, six are beyond 25 miles of an intercity bus station. These include:

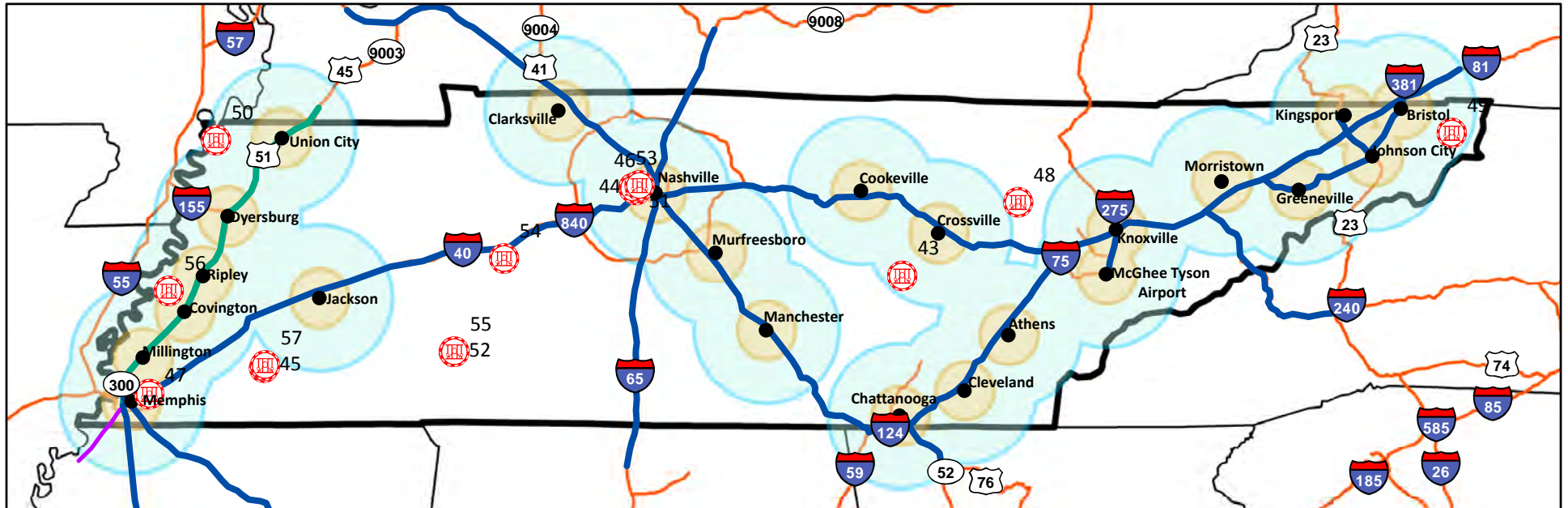
- ◆ Hardeman County Correctional Facility (Whiteville);
- ◆ Morgan County Correctional Complex (Wartburg);
- ◆ South Central Correctional Facility (Clifton);
- ◆ Turney Center Industrial Complex (Only);
- ◆ Turney Center Industrial Complex (Clifton); and
- ◆ Whiteville Correctional Facility (Whiteville).

**Table 7: Tennessee Correctional Facilities**



<b>Map Reference</b>	<b>Facility</b>	<b>Location</b>	<b>Within 10 Miles</b>	<b>Within 25 Miles</b>	<b>Outside 25 Miles</b>
43	Bledsoe County Correctional Complex	Pikeville		X	
44	Charles B. Bass Correctional Complex	Nashville	X	X	
45	Hardeman County Correctional Facility	Whiteville			X
46	Lois M. DeBerry Special Needs Facility	Nashville	X	X	
47	Mark H. Luttrell Correctional Center	Memphis	X	X	
48	Morgan County Correctional Complex	Wartburg			X
49	Northeast Correctional Complex	Mountain City		X	
50	Northwest Correctional Complex	Tiptonville		X	
51	Riverbend Maximum Security Institution	Nashville	X	X	
52	South Central Correctional Facility	Clifton			X
53	Tennessee Prison for Woman	Nashville	X	X	
54	Turney Center Industrial Complex	Only			X
55	Turney Center Industrial Complex	Clifton			X
56	West Tennessee State Penitentiary	Henning	X	X	
57	Whiteville Correctional Facility	Whiteville			X

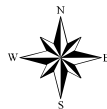


# Exhibit 10: Tennessee Correctional Facilities



## Legend

-  Correctional Facilities
-  Intercity Bus Stops



## Intercity Bus Routes

### Route

-  Delta
-  Greyhound
-  Miller
-  10 Mile Zone
-  25 Mile Zone

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## **Military Bases**

Some military bases can be significant destinations on intercity bus routes. Military bases serve as a generator of intercity bus trips primarily due to many military personnel not having access to a private vehicle while living on base. They may have to travel long distances to return home and typically funds are limited. There are 7 bases identified in Tennessee (including Fort Campbell). They are located along Interstates 40, 75, 81 and U.S Highway 51.

It should be noted that a Greyhound representative stated that despite the increase in individual car ownership by military personnel, the carrier "transports large numbers of military personnel on the major peak travel periods of the year, including Thanksgiving, Christmas and other holidays."

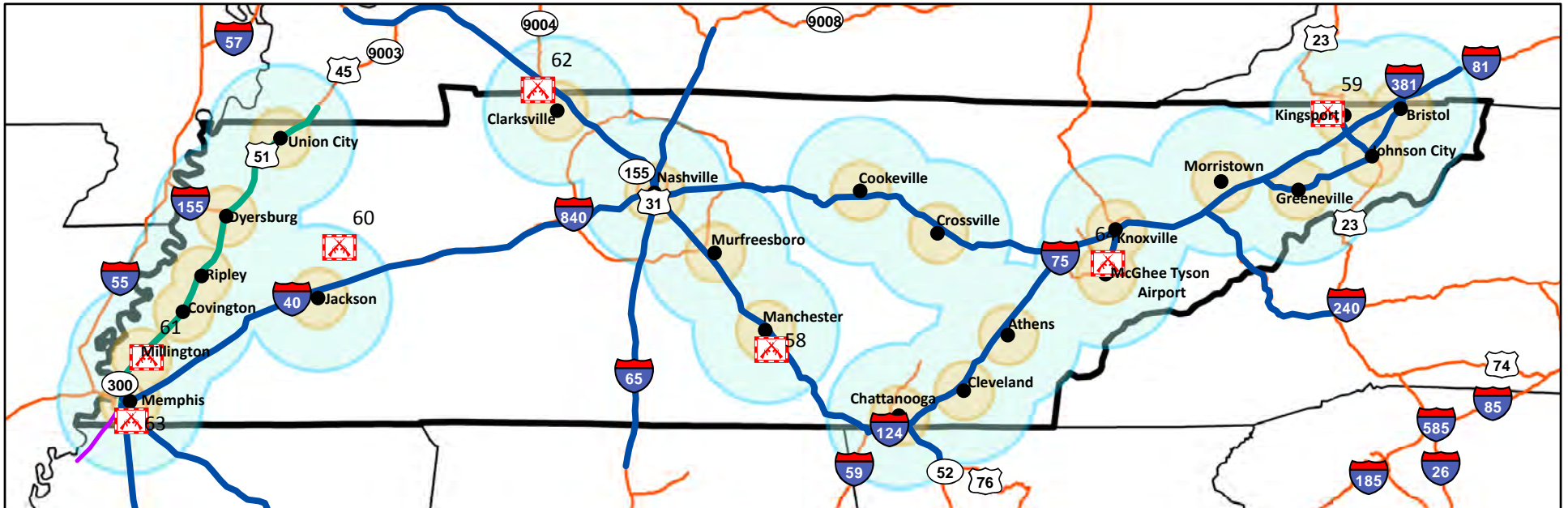
Table 8 lists the military bases in Tennessee. As shown, all bases are within a ten-mile radius of an intercity bus stop. Exhibit 11 includes a map showing the location of these military bases.

**Table 8: Tennessee Military Bases**

<b>Map Reference</b>	<b>Facility</b>	<b>Location</b>	<b>Within 10 Miles</b>	<b>Within 25 Miles</b>	<b>Outside 25 Miles</b>
58	Arnold Air Force Base	Tullahoma	X	X	
59	Holston Army Plant Army Base	Kingston	X	X	
60	Milan Army Ammunition Plan Army Base	Milan	X	X	
61	NSA Mid South Naval Base	Millington	X	X	
62	Fort Campbell	Fort Campbell	X	X	
63	Memphis Air National Guard Base	Memphis	X	X	
64	McGhee Tyson Air National Guard Base	Knoxville	X	X	



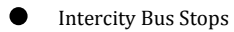
## Exhibit 11: Tennessee Military Bases



### Legend



Military Bases



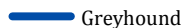
Intercity Bus Stops

### Intercity Bus Routes

#### Route



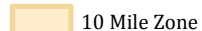
Delta



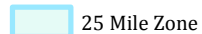
Greyhound



Miller



10 Mile Zone



25 Mile Zone

TDOT Assessment of Intercity Bus  
Service Needs Study

## **Medical Facilities**

While not considered a major generator of intercity bus trips, hospitals can attract intercity bus passengers who have extended stays or family or friends that are visiting someone with an extended stay. This normally requires that a connection be made between the intercity bus station and the hospital via local transit or taxi service. Reasonably good connections are needed to consider the hospital adequately served even if it is within ten miles of the intercity bus station.

There are 103 major medical facilities identified that are located throughout the State. Of these, 55 are located within 10 miles of an intercity bus station, with only 16 being located farther than 25 miles from a stop. These are primarily located north and south of Interstate 40 between Memphis and Nashville.

Table 9 lists these medical facilities and their proximity to intercity bus stations, while Exhibit 12 includes a map of these locations.

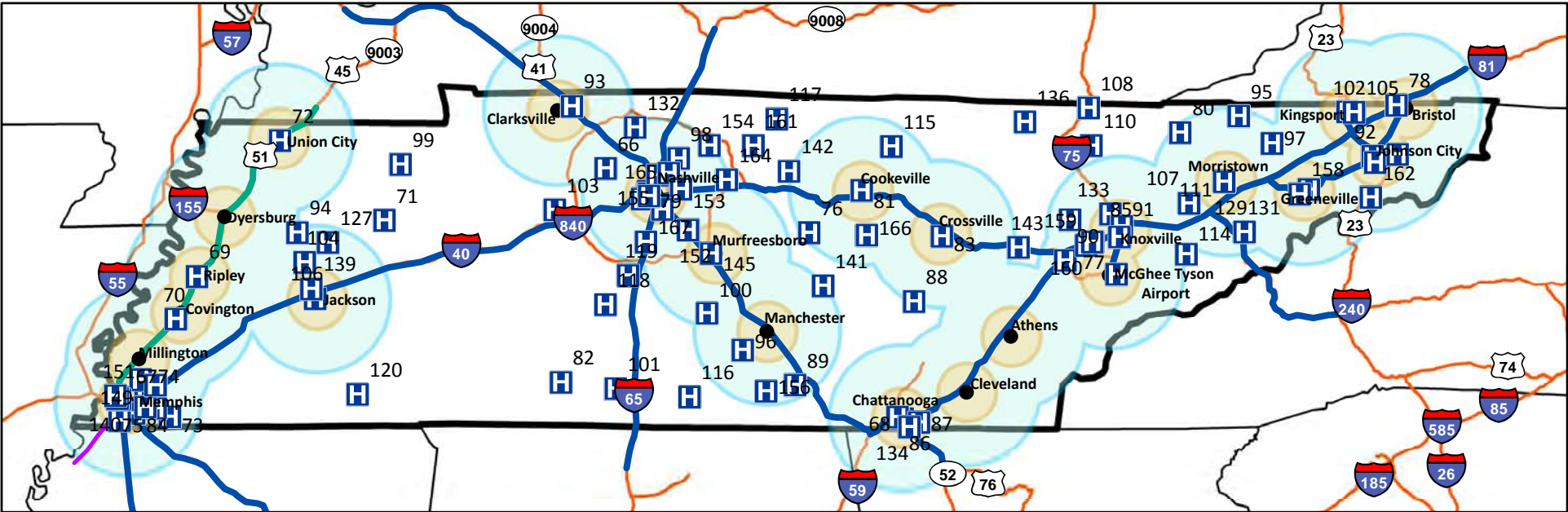
**Table 9: Tennessee Medical Facilities**

Map Reference	Facility	Location	Within 10 Miles	Within 25 Miles	Outside 25 Miles
65	Children's Hosp. at Erlanger	Chattanooga	X	X	
66	Ashland City Medical Center	Ashland City		X	
67	Baptist Memorial Hosp. for Women	Memphis	X	X	
68	Baptist Memorial Hosp.	Chattanooga	X	X	
69	Baptist Memorial Hosp.	Ripley	X	X	
70	Baptist Memorial Hosp.	Covington	X	X	
71	Baptist Memorial Hosp.	Huntingdon			X
72	Baptist Memorial Hosp.	City	X	X	
73	Baptist Memorial Hosp.	Collierville		X	
74	Baptist Restorative Care Hosp.	Memphis	X	X	
75	Baptist Rehabilitation	Germantown	X	X	
76	Baptist DeKalb General Hosp.	Baptist DeKalb		X	
77	Blount Memorial Hosp.	Maryville	X	X	
78	Wellmont Bristol Regional Medical Center	Bristol	X	X	
79	Centennial Medical Center	Nashville	X	X	
80	Claiborne County Hosp.	Tazewell		X	
81	Cookeville Regional Medical Center	Cookeville	X	X	
82	Southern Tennessee Regional Health System	Lawrenceburg			X
83	Cumberland Medical Center	Crossville	X	X	
84	Delta Medical Center	Memphis	X	X	
85	East Tennessee Children's Hosp.	Knoxville	X	X	
86	Erlanger Hosp., Chattanooga	Chattanooga	X	X	
87	Erlanger East Campus	Chattanooga	X	X	
88	Erlanger Bledsoe Campus	Bledsoe		X	



Map Reference	Facility	Location	Within 10 Miles	Within 25 Miles	Outside 25 Miles
89	Emerald-Hodgson Hosp.	Sewanee		X	
90	Fort Loudoun Medical Center	Lenoir City		X	
91	Fort Sanders Regional Medical Center	Knoxville	X	X	
92	Franklin Woods Community Hosp.	Johnson City	X	X	
93	Gateway Medical Center	Clarksville	X	X	
94	Gibson General Hosp.	Trenton		X	
95	Hancock County Hosp.	Sneedville		X	
96	Harton Regional Medical Center	Tullahoma		X	
97	Hawkins County Memorial Hosp.	Rogersville		X	
98	Hendersonville Medical Center	Hendersonville		X	
99	Henry County Medical Center	Paris			X
100	Heritage Medical Center	Shelbyville		X	
101	Hillside Hosp.	Pulaski			X
102	Holston Valley Medical Center	Kingsport	X	X	
103	Horizon Medical Center	Dickson			X
104	Humboldt General Hosp.	Humboldt		X	
105	Indian Path Medical Center	Kingsport	X	X	
106	Jackson-Madison County General Hosp.	Jackson	X	X	
107	Jefferson Memorial Hosp.	Jefferson City		X	
108	Jellico Community Hosp.	Jellico			X
109	Johnson City Medical Center	Johnson City	X	X	
110	LaFollette Medical Center	LaFollette			X
111	Lakeway Regional Hosp.	Morristown	X	X	
112	Laughlin Memorial Hosp.	Greeneville	X	X	
113	Le Bonheur Children's Medical Center	Memphis	X	X	
114	LeConte Medical Center	Sevierville		X	
115	Livingston Regional Hosp.	Livingston		X	
116	Lincoln County Health System	Fayetteville			X
117	Macon General Hosp.	Lafayette			X
118	Maury Regional Medical Center	Columbia			X
119	Maury Regional Medical Center	Spring Hill			X
120	McNairy Regional Hosp.	Selmer			X
121	Memphis Mental Health Institute	Memphis	X	X	
122	Memphis VA Medical Center	Memphis	X	X	
123	Methodist Medical Center of Oak Ridge	Oak Ridge		X	
124	Methodist North Hosp.	Memphis	X	X	
125	Methodist South Hosp.	Memphis	X	X	
126	Methodist University Hosp.	Memphis	X	X	
127	Milan General Hosp.	Milan		X	
128	Monroe Carell Jr. Children's Hosp. at Vanderbilt	Nashville	X	X	

Map Reference	Facility	Location	Within 10 Miles	Within 25 Miles	Outside 25 Miles
129	Morristown-Hamblen Hosp.	Morristown	X	X	
130	Nashville General Hosp. at Meharry	Nashville	X	X	
131	Newport Medical Center	Newport		X	
132	Northcrest Medical Center	Springfield		X	
133	North Knoxville Medical Center	Powell	X	X	
134	Parkridge Hosp.	Chattanooga	X	X	
135	Parkwest Medical Center	Knoxville	X	X	
136	Pioneer Community Hosp. of Scott	Oneida			X
137	Physicians Regional Medical Center	Knoxville	X	X	
138	Psychiatric Hosp. at Vanderbilt	Nashville	X	X	
139	Regional Hosp. of Jackson	Jackson	X	X	
140	RegionalOne Health Center	Memphis	X	X	
141	River Park Hosp.	McMinnville		X	
142	Riverview Regional Medical Center	Carthage			X
143	Roane Medical Center	Harriman			X
144	Saint Thomas Midtown Hosp.	Nashville	X	X	
145	Saint Thomas Rutherford Hosp.	Murfreesboro	X	X	
146	Saint Thomas West Hosp.	Nashville	X	X	
147	Skyline Medical Center	Nashville	X	X	
148	Skyline Medical Center-Madison Campus	Madison	X	X	
149	St. Francis Hosp.	Memphis	X	X	
150	St. Francis Hosp.	Bartlett		X	
151	St. Jude Children's Research Hosp.	Memphis	X	X	
152	StoneCrest Medical Center	Smyrna		X	
153	Summit Medical Center	Hermitage	X	X	
154	Sumner Regional Medical Center	Gallatin		X	
155	Southern Hills Medical Center	Nashville	X	X	
156	Southern Tennessee Regional Medical Center	Winchester		X	
157	Sycamore Shoals Hosp.	Elizabethton	X	X	
158	Takoma Regional Hosp.	Greeneville	X	X	
159	Turkey Creek Medical Center	Knoxville		X	
160	Thompson Cancer Survival Center	Knoxville		X	
161	Trousdale Medical Center	Hartsville			X
162	Unicoi County Memorial Hosp.	Erwin		X	
163	University of Tennessee Medical Center	Knoxville	X	X	
164	University Medical Center	Lebanon		X	
165	Vanderbilt University Hosp.	Nashville	X	X	
166	White County Community Hosp.	Sparta		X	
167	Williamson Medical Center	Franklin		X	

## Exhibit 12: Tennessee Hospitals



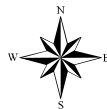
## Legend

-  Hospitals  
 Intercity Bus Stops

## Intercity Bus Routes

## Route

-  Delta
-  Greyhound
-  Miller
-  10 Mile Zone
-  25 Mile Zone



## TDOT Assessment of Intercity Bus Service Needs Study

Medical facilities that are located outside the 25 mile buffer are:

- ◆ Baptist Memorial Hospital (Huntingdon);
- ◆ Southern TN Regional Health System;
- ◆ Henry County Medical Center (Paris);
- ◆ Hillside Hospital (Pulaski);
- ◆ Horizon Medical Center (Dickson);
- ◆ Jellico Community Hospital (Jellico);
- ◆ LaFollette Medical Center (LaFollette);
- ◆ Lincoln County Health System (Fayetteville);
- ◆ Macon General Hospital (Lafayette);
- ◆ Maury Regional Medical Center (Columbia);
- ◆ Maury Regional Medical Center (Spring Hill);
- ◆ McNairy Regional Hospital (Selmer);
- ◆ Pioneer Community Hospital of Scott (Oneida);
- ◆ Riverview Regional Medical Center (Carthage);
- ◆ Roane Medical Center (Harriman); and
- ◆ Trousdale Medical Center (Hartsville).

### **Airports**

Ridership will be generated on intercity bus routes that serve airports with scheduled commercial air service. Service can be directly to the airport terminal or to a transfer center enabling passengers to reach the airport with a single transfer. There are five commercial airports in Tennessee, all of which are located within 10 miles of an intercity bus station.

A list of the airports and their locations is shown in Table 10. Exhibit 13 includes a map of all commercial airports in Tennessee showing their proximity to intercity bus stations.

**Table 10: Tennessee Airports**



Map Reference	Facility	Location	Within 10 Miles
168	Tri-Cities Regional Airport	Bristol	X
169	Chattanooga Metropolitan Airport	Chattanooga	X
170	McGhee Tyson Airport	Knoxville	X
171	Memphis International Airport	Memphis	X
172	Nashville International Airport	Nashville	X



## Exhibit 13: Tennessee Airports



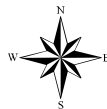
### Legend

-  Airports
-  Intercity Bus Stops

### Intercity Bus Routes

#### Route

-  Delta
-  Greyhound
-  Miller
-  10 Mile Zone
-  25 Mile Zone



TDOT Assessment of Intercity Bus  
Service Needs Study

## EVALUATE NUMBER OF TERMINATED INTERCITY BUS ROUTES

A number of sources were utilized to compare the changes in the level of intercity bus service in Tennessee over the past several years. Russell's Official National Motor Coach Guide, considered in the industry to be the most complete source of intercity bus service availability, was found to be incomplete in its listing of communities served by intercity bus. Other published sources were used, as well as discussions with intercity bus carriers, to more accurately determine the evolution of intercity bus service in the State.

The research found that in 1995 there were 56 Tennessee communities served by intercity bus. By 2005 the number had decreased to 41 communities and decreased further to 22 communities served today with connection/interline availability. This represents a decline of 60 percent in the number of served communities since 1995 and a 46 percent decrease since 2005. The following 19 Tennessee communities have lost intercity bus service since 2005. It is important to note that in most of these areas, the State's rural transit agencies provide feeder service and/or demand response to intercity bus stations/stops in the region or beyond.

- ◆ Brownsville
- ◆ Camden Junction
- ◆ Caryville
- ◆ Columbia
- ◆ Columbia Junction
- ◆ Dickson
- ◆ Greenfield
- ◆ Humboldt
- ◆ Huntington
- ◆ Hurricane Mills
- ◆ Lawrenceburg
- ◆ Lebanon
- ◆ Martin
- ◆ McGhee Tyson Airport
- ◆ Memphis East
- ◆ Milan
- ◆ Monteagle
- ◆ Pulaski Junction
- ◆ Riceville

This loss of intercity bus service in Tennessee is consistent with the changes in the industry across the country. Since passage of the Bus Regulatory Reform Act in 1982, thousands of communities have lost intercity bus service, particularly in rural areas. The number of daily and weekly schedules has declined significantly in those areas where service has been retained. Rising labor and fuel costs, along with Amtrak service expansion, have continued to challenge the intercity bus industry. Greyhound and Miller, along with a southern Delta spur into Memphis, are the only intercity bus carriers operating in Tennessee that provide interlined service.



## **Intercity Route Coverage**

Several findings related to intercity bus route coverage are made based on the analysis of previously described data. These include the following:

- ◆ The intercity bus network has overall good coverage across Tennessee. All of the state's major cities are served by the intercity bus system. The majority of intercity bus trip generators, and the State's population (82 percent), are within 25 miles of an intercity bus station.
- ◆ The area of the State with the greatest population density without intercity bus coverage exists south of Interstate 40 and west of Interstate 65 between Nashville and Memphis. This includes communities such as Columbia, Lawrenceburg, Pulaski, and Waynesboro. This area also includes several trip generators including a college, a correctional facility and a few medical facilities. Delta HRA, Southwest HRA and South Central Tennessee Development District can provide connecting service into the Memphis, Jackson and Nashville intercity bus stations from this area.
- ◆ The area just east of Memphis represents the primary location of minority population living beyond 25 miles of an intercity bus station. Both the Delta HRA and Southwest HRA are in a position to provide service from this area into the Jackson, Millington, or Memphis intercity bus stations.
- ◆ Concentrations of individuals living below the poverty level and without a vehicle outside of the 25 mile boundary are found in those areas north and south of Interstate 40 between Memphis and Nashville and north-northwest of Knoxville along the Tennessee-Kentucky line. Information from the rural transit agencies indicates that Southwest HRA, South-Central Tennessee Development District, Northwest Tennessee HRA, Mid-Cumberland HRA, Upper Cumberland HRA and East Tennessee HRA have transit service available to transport individuals to nearby intercity bus stations/stops in these areas of the State.
- ◆ The major intercity bus trip generators, colleges and universities, correctional institutions, medical facilities, commercial airports, and military bases, are generally well positioned relative to their proximity to intercity bus stations/stops. The only exception is medical facilities due to the number of such facilities in the rural areas of the State. The rural transit agencies can also help alleviate any intercity bus needs in these areas.

### **III. TENNESSEE INTERCITY BUS SERVICE DEMAND**

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#### **INTERCITY BUS SERVICE COVERAGE**

Chapter 3 is an assessment of the unmet demand for intercity bus transportation in Tennessee. It includes an analysis of transit propensity using demographic factors that relate to the overall demand for public transportation. Also considered is the evaluation of intercity bus service coverage with respect to major trip generators that was addressed in Chapter 2. As previously noted, according to research conducted by the Transit Cooperative Research Program (TCRP), these trip generators include colleges and universities, correctional institutions, medical facilities, commercial airports, and military bases.

#### **IDENTIFY DEMOGRAPHIC FACTORS THAT REFLECT OVERALL NEED FOR INTERCITY BUS SERVICES**

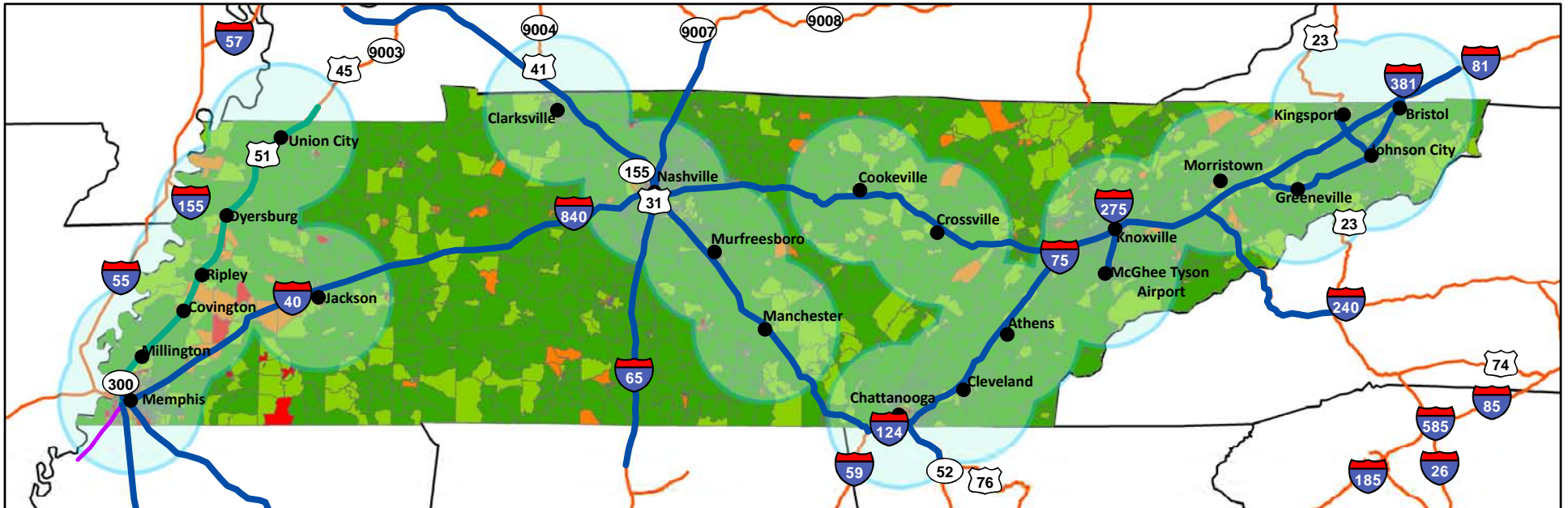
Exhibit 14 is a map depicting transit propensity across the State. Determination of transit propensity was accomplished by taking into consideration, minority population, zero vehicle households, and population below poverty. As previously noted in the report, these are population characteristics that reflect the likelihood of individuals using intercity bus services.

Each block group was assigned a score based on those three demographic factors. For example, if a census block group had a high percentage of minorities, zero vehicle households, and population below poverty, that block group received a score of 9. High percentages received a score of 3, average scored a 2, and low received a 1 for each factor. The total score for each block group was calculated to determine the block groups transit propensity score. A Very Low score received a total of 3 points, Low 4-5 points, Moderate 6 points, High 7-8 points, and Very High received a score of 9.

Based on this analysis, the census tracts in Tennessee with the greatest demand for intercity bus service that are beyond 25 miles of an intercity bus station/stop, are primarily located in three areas of the State:

- ◆ North of Interstate 40 between Memphis and Nashville
- ◆ South of Interstate 40 and west of Interstate 65 between Memphis and Nashville
- ◆ Northwest and northeast of Cookeville

# Exhibit 14: Tennessee Transit Propensity



## Legend

● Intercity Bus Stops

## Intercity Bus Routes

### Route

— Delta

— Greyhound

— Miller

25 Mile Zone

## Transit Propensity

Very Low

Low

Moderate

High

Very High



Source: 2013 ACS 5-Year Estimates  
Block groups

TDOT Assessment of Intercity Bus  
Service Needs Study

A calculation was made of the total population in Tennessee living further than 25 miles from an intercity bus station. As a result, it is determined that approximately 1,185,823 persons in the State are outside the intercity bus service area. This represents approximately 18 percent of the State's total population of 6,402,387, indicating that from a population perspective the State is well covered by intercity bus service. It has also been determined that 41 percent of Tennessee's rural population live within 25 miles of an intercity bus station. Based on work by the Bureau of Transportation Statistics and the Office of U.S. Secretary of Transportation, a reasonable coverage radius around an intercity bus station is defined as 25 miles.

## **CONSULTATION PROCESS WITH INTERCITY BUS PROVIDERS**

### **Overview**

Those states intending to submit a complete or partial governor's certification must undertake a consultation process with the state's intercity bus providers prior to issuing the certification. FTA has adopted the definition of "consultation" as "one party confers with another identified party in accordance with an established process and, before taking action(s), considers that party's views and periodically informs that party about action(s) taken." While FTA provides discretion to the states to determine the process for meeting this consultation requirement, the state's intercity consultation process must include the following elements as identified in FTA Circular 9040.1G:

- ◆ Identification of intercity bus providers in the state;
- ◆ Activities the state will perform as part of consultation with identified providers and the intercity bus industry;
- ◆ An opportunity for intercity bus providers to submit proposals for funding as part of the state's distribution of its annual Section 5311(f) apportionment; and
- ◆ A direct correlation between the results of the consultation process and a determination that the state's intercity service needs are adequately being met.

To carry out the consultation process, FTA recommends the following activities:

- ◆ Inform intercity bus carriers of the state's rural planning process and encourage their participation in that process, and where a state is considering possible certification, provide an opportunity to submit comments and/or request a public meeting to identify unmet needs and discuss proposals for meeting those needs;
- ◆ Include intercity providers' participation in scheduled meetings, such as state agency transit meetings and public transit conferences;
- ◆ Meet with individual intercity providers periodically;
- ◆ Notify providers either through direct mail or advertise in various locations around the state of availability of funds for the current year's intercity bus program;
- ◆ Inform intercity bus providers about the development of the locally developed, coordinated public transit-human services transportation plans and encourage their participation; and
- ◆ Solicit comments through direct mail and advertise in newspapers in various locations around the state of the state's intent to submit a "Governor's certification" to FTA unless intercity bus needs are identified.

FTA guidance further indicates that there should be a direct correlation between the results of the consultation process and the state's determination of intercity bus needs. In other words, a state cannot ignore the needs and service requests submitted by the intercity carriers and subsequently submit to FTA a certification that all the state's intercity bus needs are met.

### **Consultation Meeting**

As previously noted, surveys were developed and made available online for three distinct stakeholder groups; general stakeholders, public transit providers, and intercity bus providers. In addition to the stakeholder survey, all of those surveyed, plus the general public, were invited to a consultation meeting to discuss the Tennessee's intercity bus service and service needs. The meeting was held on Wednesday, May 20, 2015 at the following location.

William R. Snodgrass Tennessee Towers  
312 Rosa L Parks Avenue  
3rd Floor - Conference Room E  
Nashville, Tennessee 37243

Stakeholders were invited to the consultation meeting via email. The general public received their invitation by public notice in newspapers across the state. The public notice appeared in 13 prominent Tennessee newspapers, including the *Nashville - El Crucero De Tennessee*, a Hispanic newspaper in the Nashville area. Appendix B includes an affidavit of the publishing of the public notice for the May 20 meeting.

The meeting was attended by representatives from intercity bus providers, rural transit agencies, and the Tennessee Public Transportation Association, along with TDOT staff and the project consultant. Appendix C includes completed sign-in sheets for the consultation meeting.

The consultation meeting was moderated by a Senior Associate from RLS & Associates, Inc., the consulting firm under contract with TDOT to conduct the Assessment of Intercity Bus Service Needs Study. The meeting agenda is included as Appendix D to the study.

The meeting included a historical perspective of intercity bus service in Tennessee, noting the State's loss of service, particularly in rural areas, since deregulation in 1982. The current level of traditional interlined bus service was discussed, along with the important role of the State's Rural Transit Agencies in providing feeder connections to intercity bus stations/stops.

The moderator described the Section 5311(f) program and eligible uses of the funds. It was noted that the program requires states to spend 15 percent of its annual Section 5311 apportionment support intercity bus transportation, unless the Governor certifies that the State's intercity bus service needs are being adequately met. It was further explained that the consultation meeting is required as a part of this determination.

The methodology of the Assessment of Intercity Bus Service Needs Study was discussed, with particular emphasis on the public outreach efforts. The initial results of the stakeholder surveys

were discussed as well as the moderator's perception of the status of intercity bus service across the State. The significant role of the Rural Transit Agencies in providing connections to intercity bus stations/stops was discussed, including connector service that is operated as deviated fixed route and demand response. The attendees were informed that it was not too late to respond to the stakeholder survey and assistance with that process would be provided if requested.

The attendees were encouraged to ask questions and add their comments regarding the State's intercity bus needs. There was considerable discussion between the rural transit agency representatives and the intercity bus providers, particularly Greyhound due to its volume of service in the State and interlining relationship with rural transit agencies. The Greyhound representative encouraged the rural transit agencies to work closely with Greyhound to establish feeder services and to serve as ticket agents. The representative also emphasized how the in-kind match program, available under Section 5311(f), can assist in meeting the matching requirements for the feeder services and traditional route services as well.

It should be noted that the intercity bus representatives did not call for TDOT to utilize the State's Section 5311(f) funds for the provision of traditional intercity bus service or for capital investments. Rather, as noted above, they spoke of the importance of the rural transit agencies providing feeder or connector service to existing intercity bus routes, particularly in those areas of the State that lack intercity bus service.

## IV. CONCLUSIONS

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The purpose of this study was to determine the intercity bus needs throughout Tennessee, particularly from the perspective of determining the utilization of the State's annual apportionment of FTA Section 5311(f) Intercity Bus Program funds. The study relied on a literature review of earlier studies and related intercity bus documentation, inventory of existing intercity bus service, inventory of connections to intercity bus stations/stops by the State's Rural Transit Agencies, and identification of needs through geospatial analysis, demographic indicators and solicitation of need from intercity bus carriers, public transportation providers, local communities, and the general public through the State.

The consultant made the following **observations** concerning the status of Tennessee's intercity bus service and related needs:

- ◆ Three interlined intercity bus carriers; Greyhound, Miller Transportation and Delta Bus Lines, serve 23 communities across the State.
- ◆ Approximately 82 percent of the State's population lives within 25 miles of an intercity bus station/stop.
- ◆ Intercity bus stations/stops are currently within 25 miles of nearly 41 percent of Tennessee's rural population.
- ◆ While not interlined with other carriers, several non-traditional "curbside" carriers supplement the service provided by the interlined bus operators.
- ◆ The loss of intercity bus service in Tennessee since deregulation is consistent with the trend across the country.
- ◆ The area south of Interstate 40 and west of Interstate 65 between Nashville and Memphis represents the area of the State with the greatest population density without intercity bus coverage.
- ◆ The major intercity bus trip generators, colleges and universities, correctional institutions, medical facilities, commercial airports, and military bases, are generally well positioned relative to their proximity to intercity bus stations/stops.
- ◆ General public transportation service is available in all 95 Tennessee counties.
- ◆ The State's Rural Transit Agencies provide a combination of specialized intercity feeder service and demand response service that serves intercity bus stations/stops, particularly in the areas that are void of traditional intercity bus service.
- ◆ Stakeholders indicated that local public transportation needs are a higher priority than intercity bus service.

While Tennessee has lost much of its intercity bus service since deregulation, particularly in rural areas, the State is in a much better position than most states to address this issue. This can be attributed to the State's regional service design. There are eleven Rural Transit Agencies serving the State, all of which are regional multi-county systems with the exception of one. Excluding Hancock County, the smallest RTA serves four counties while the largest covers a 16-county area. The RTAs cover the entire State, providing demand response service, along with some deviated fixed route, to the general public.

As the study indicated, the areas of the State that are void of interlined intercity bus service; north of Interstate 40 between Memphis and Nashville, south of Interstate 40 and west of Interstate 65 between Nashville and Memphis and northwest and northeast of Cookeville, are well served by the RTAs in those areas. The RTAs promote the availability of connecting service to the nearest intercity bus station/stop.

There are a number of potential benefits of regional transportation, but none is more important than the ability to impact public transportation services across a multi-county area. In many states, intercity bus service is the only general public transportation mode linking most urban and rural areas. That is not the situation that travelers face in Tennessee. The RTA's, through their combination of deviated fixed route and demand response service, provide transportation options from the State's rural areas to intercity bus stations/stops. While the route structure of intercity bus service and RTA provided deviated fixed route service are limited by the nature of the services, the RTA's demand response service is capable of reaching the entire State, typically at less cost per passenger as compared to deviated fixed route service.<sup>7</sup>

Therefore, based on the input from stakeholders, the spatial and demographic analysis of intercity bus service within the State, and the evaluation of transportation services provided by the RTAs, the Consultant concludes that the intercity bus service needs across Tennessee are being adequately met. This provides the basis for TDOT to recommend the issuance of a Governor's certification to FTA.

Through the provision of deviated fixed route and demand response connector services, the RTA's have the transportation services in place to complement the service provided by the existing intercity bus carriers in lieu of utilizing Section 5311(f) funds to support additional fixed schedule intercity bus service. However, feeder routes operated by the Upper Cumberland HRA and the South Central Tennessee Development District could be in jeopardy without Section 5311(f) assistance.

TDOT should encourage the RTAs to formalize agreements with the interlined intercity bus carriers to provide feeder connections to intercity bus stations/stops and to serve as ticket agents for the carriers. While the current RTA-provided feeder services are being operated without Section 5311(f) assistance, TDOT may in the future consider utilizing a portion of its Section 5311(f) apportionment for this purpose.

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<sup>7</sup> *Tennessee Rural Intercity Bus Service Study*, The University of Tennessee, Department of Civil and Environmental Engineering and The Center for Transportation Research, p. 89.



## Appendix A



**Table of Contents**

Appendix: Survey Results ..... 1

    Public Transit Providers ..... 1

    Intercity Bus Providers Survey Results ..... 7

    General Stakeholders ..... 9

## **APPENDIX A: SURVEY RESULTS**

Note: The survey results are listed individually as they were submitted. There may be more than one individual responding from an organization which would result in that organization being listed more than once and there are repeated comments throughout the survey results.

### **PUBLIC TRANSIT PROVIDERS**

#### **Organizations**

- ◆ First TN Human Resource Agency
- ◆ Upper Cumberland Human Resource Agency
- ◆ Southeast Tennessee HRA
- ◆ Chattanooga Area Regional Transportation Authority
- ◆ Scott Appalachian Industries, Inc.
- ◆ Scott Appalachian Industries, Inc.
- ◆ South Central Tennessee Development District
- ◆ Northwest Tennessee Human Resource Agency
- ◆ Sertoma Center Inc.
- ◆ Professional Care Services
- ◆ Mid-Cumberland Human Resource Agency
- ◆ Jackson Transit Authority
- ◆ Sertoma Center Inc.
- ◆ Knoxville Area Transit

#### **Please list all counties in which your public transportation services are provided.**

- ◆ Carter, Greene, Hancock, Hawkins, Johnson, Unicoi, Sullivan and Washington
- ◆ Cannon, Clay, Cumberland, Dekalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, White
- ◆ Bledsoe, Bradley, Grundy, Hamilton, Marion, Meigs, McMinn, Polk, Rhea, Sequatchie
- ◆ Hamilton
- ◆ Scott County, TN
- ◆ Scott County, Tennessee
- ◆ Bedford , Coffee, Franklin, Giles, Hickman, Lawrence, Lewis , Lincoln, Marshall, Maury, Moore, Perry and Wayne
- ◆ Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, Weakley
- ◆ Knoxville, TN
- ◆ Fayette, Tipton, Lauderdale
- ◆ Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Rutherford, Stewart, Sumner, Trousdale, Williamson, and Wilson.
- ◆ City of Jackson corporate limits, Madison County
- ◆ Knoxville
- ◆ Knoxville
- ◆ Knoxville

#### **Do you currently provide transit services to clients that end in urban areas?**

- ◆ Yes (73.3%)
- ◆ No (26.7%)

**Please list the cities served by your urban trips.**

- ◆ We provide demand response trips from the rural areas into Johnson City, Kingsport and Bristol.
- ◆ Nashville, Knoxville, Chattanooga
- ◆ Athens, Cleveland, Chattanooga, Knoxville, Nashville and many smaller cities
- ◆ Chattanooga
- ◆ Huntsville, Oneida, Winfield; Jacksboro, LaFollette, Jellico; Rocky Top, Clinton, Oak Ridge; Knoxville; Crossville; Greenville
- ◆ Oneida, Huntsville, Winfield. Jacksboro, LaFollette, Caryville, Jellico. Rocky Top, Clinton, Oak Ridge. Knoxville. Crossville. Jamestown. Greenville
- ◆ Lawrenceburg, Mt. Pleasant, Columbia, Springhill, Franklin, Brentwood, Murfreesboro and Nashville
- ◆ Jackson, Nashville, Memphis
- ◆ Knoxville and Surrounding Cities
- ◆ All cities within our service area that do not have an urban transit system are served by our agency.
- ◆ Knoxville

**What do you view as the primary purpose of the passenger trips in your identified Urban Area?**

- ◆ Employment, dialysis, medical, mental health, education, shopping
- ◆ Airport, Bus, Business, Medical, Education,
- ◆ Medical, shopping, employment
- ◆ work, school, shopping, etc.
- ◆ Medical necessities, social opportunities, and to serve a large number of mobility challenged disabled and elderly citizens
- ◆ Doctors, hospitals, therapists, specialists, dentists, special equipment and service (wheelchairs). Some social opportunities.
- ◆ Medical appointments, work and shopping
- ◆ Medical
- ◆ Medical, Employment
- ◆ Medical
- ◆ Work

**Do you currently have route(s) that can be considered feeder service (as on the first page)?**

- ◆ Yes (46.7%)
- ◆ No (53.3%)

**Please list the cities served by your feeder services (as defined on the first page).**

- ◆ Purple Route- Greeneville to Limestone to Johnson City
- ◆ Teal Route- Rogersville to Church Hill to Kingsport
- ◆ Byrdstown, Livingston, Celina, Jamestown, Crossville, Sparta, Spencer, McMinnville, Carthage, Smithville, Woodbury, Cookeville, Gainesboro
- ◆ Chattanooga, Knoxville, Nashville

- ◆ Chattanooga
- ◆ Bedford /Shelbyville to Nashville to Murfreesbor M, W, F
- ◆ Bedford/Shlebyville to Franklin & Columbia T, T
- ◆ Bedford to Tullahoma M-F
- ◆ Coffee/Tullahoma to Nashville M-F
- ◆ Coffee/Tullahoma to Chattanooga Wednesday
- ◆ Coffee/Tullahome to Murfreesboro
- ◆ Franklin County to Nashville M-F
- ◆ Franklin County to Murfreesboro M-F
- ◆ Franklin County to Chattanooga Wednesday
- ◆ Giles connects with Lawrence routes for Nashville, Murfreesboro
- ◆ Hickman to Nashville Tuesday and Thursday
- ◆ Lawrence Intercity Route (deviated fixed) :
- ◆ Lawrence to Mt. Pleasant to Columbia to Nashville M, T, T, F and Murfreesboro on Wednesday
- ◆ Lewis connects to Perry County SCATS to Hohenwald to Columiba to Franklin to Nashville
- ◆ Lincoln/Fayetteville to Nashville Tuesday and Thursday (Other days available upon request)
- ◆ Lincoln/ Fayetteville to Murfreesboro M-F
- ◆ Lincoln/Fayetteville to Chattanooga Wednesday
- ◆ Marshall/Lewisburg to Nashville T , T
- ◆ Marshall/ Lewisburg Murfreesboro W, F
- ◆ Maury/Mt. Pleasant to Columbia, to Springhill (th Trolley route runs 3 times a day
- ◆ Maury/ Mt. Pleasant to Columiba to Springhill to Franklin to Nashville (SCATS runs 2 times a day with stops at Greyhound, Airport, and connents with MTA upon request)
- ◆ Moore/ Lynchburg to Nashville T, T,
- ◆ Moore/Lynchburg to Murfreesboro T, T
- ◆ Moore / Lynchburg to Chattanooga Wednesday
- ◆ Perry SCATS Deviated Fixed Route :
- ◆ Perry/Linden to Hohenwald to Columiba to Springhill to Nashville M-F runs twice per day
- ◆ (2 Routes per day)
- ◆ Wayne/Waynesboro to Nashville M-W
- ◆ Wayne/Waynesboro to Columbia T, T
- ◆ Wayne /Waynesboro to Lawrence SCATS to M, W, F
- ◆ Wayne/Waynesboro to Perry SCATS M-F
- ◆ other times and days avaiable upon request
- ◆ Jackson, Memphis, Nashville
- ◆ Knoxville

**What do you view as the primary purpose of the passenger trips in your identified feeder service?**

- ◆ Teal Route- to connect to the city transit buses
- ◆ Purple Route- to attend court
- ◆ Airport, Bus, Business, Medical, Education
- ◆ Medical, Shopping
- ◆ to transfer to Greyhound or Megabus
- ◆ Medical, Work , Shopping
- ◆ unknown

- ♦ work

**Is there a demand for intercity bus service (as defined on the first page) to destinations that you do not currently serve or plan to provide expansion of current service?**

- ♦ Yes (9.1%)
- ♦ No (90.9%)
  - Healthcare needs such as dialysis, radiation chemotherapy, etc. All local people who need these must travel 50 miles 1 way. ETHRA may already be doing some of this, but County Government may not realize the potential to help the people in the community.
  - None at this time. Sertoma Center Inc. Transports individual with Mental and Physical disabilities to all requires stop with-in its Service Area.

**How did you become aware of this demand?**

- ♦ Customers (16.7%)
- ♦ Social service agencies (66.7%)
- ♦ Colleges/Universities (16.7%)
- ♦ Military installations (0%)
- ♦ Other (please specify) (50%)
  - Observation, being involved in transportation for 30 years, and living here for 68 years.
  - SCTDD is not aware of any intercity needs not currently met
  - Conversation

**Please identify route(s) by origin/destination pairs that could benefit most from the provision or improvement of services (e.g., new routes, increased frequency of service on existing runs, evening or weekend service)**

- ♦ Cookeville/Nashville
- ♦ Cookeville Feeder Route
- ♦ Not sure?
- ♦ There is always room for improvement.....SCTDD reviews ridership monthly currently we do not see that need however we are open to increasing the Frequency of the SCATS Lawrence to Nashville and Perry to Nashville routes if needed and funds are available to do so.
- ♦ None at this time. Sertoma Center Inc. Transports individual with Mental and Physical disabilities to all requires stop with-in its Service Area.
- ♦ We don't operate "routes" or fixed route services.
- ♦ don't know
- ♦ Sertoma Center Inc. vehicles runs as-needed to need the transportation needs of the Individual we serve to all required areas.

**What is the average monthly ridership on your feeder service (as defined on page 1)?**

- ♦ 42 riders per month (both routes)
- ♦ 2200
- ♦ 1000 trips monthly to/from Hamilton County/Chattanooga; 100 trips monthly to/from Nashville; 120 trips monthly to/from Knoxville;
- ♦ We transport 2 to 5 whrrlchair clients, and their caregiver(s) 100 miles or more for medical necessity without compensation other than help purchasing equipment.

- ◆ 675 per month to Nashville and 5700 per month
- ◆ 8
- ◆ So far in FY15 MCHRA is averaging 23,441 trips per month.
- ◆ n/a
- ◆ N/C

**What is the general age and employment status of your passengers on these services?**

- ◆ Employed (0%)
- ◆ Unemployed (100%)
- ◆ Average Age
  - 25
  - estimated to be over 55
  - 40 to 86
  - On our Deviated fixed routes we do not capture this data....they are walk on
  - unable to determine
  - 40
  - 35
  - The average age of our riders is unknown, we will need to pull data and try to determine how to gain this answer. I don't know the answer to the employment question, not sure why we would possibly know that information.
  - n/a
  - 40

**Does your feeder service connect with private intercity bus service on either/both ends of the route?**

- ◆ Yes (50%)
- ◆ No (50%)
- ◆ If Yes, Explain the connections
  - Purple Route- connects to the Johnson City Greyhound station
  - Greyhound on both ends
  - demand response riders can be taken to Mega-bus, Groome Express, or Greyhound
  - Connections with Greyhound twice daily. MTA and Franklin Transit upon request
  - Airport, Greyhound, Mega Bus
  - n/a

**Are there existing intercity and public transportation services in your area that may be terminated due to lack of ridership?**

- ◆ Yes (22.2%)
- ◆ No (77.8%)
- ◆ If yes, what are these services
  - The Teal Route from Rogersville to Church Hill to Kingsport only averages of 6 riders per month. We are considering discontinuing that route and using those resources to provide additional demand response service for the rural areas.
  - Greyhound, Anchor Trailways and Treece transporation have terminated routes due to lack of ridership
  - Park place bus route

**Identify any intermodal passenger facilities that are needed in your area that could allow connections between local public transportation and intercity bus?**

- ◆ none
- ◆ N/A
- ◆ Not aware.
- ◆ Discussions Needed
- ◆ None at this time
- ◆ none
- ◆ NA-Most people that use our services, don't want to connect to intercity bus services.
- ◆ don't know
- ◆ None at this time. Setroma Center transports individuals with Physical and Mental needs within our organization to all required area of service.

**Including the need for intercity bus services (as defined on page 1), what are the greatest unmet public transportation needs in your rural/regional area? (please prioritize)**

**Priority 1**

- ◆ extended service (night and weekend)
- ◆ Weekends
- ◆ Affordable transportation to medical necessities--ie cancer and dialysis.
- ◆ Needs are met
- ◆ None at this time.
- ◆ 5311 Funding Increases.
- ◆ don't know
- ◆ None at this time.

**Priority 2**

- ◆ Feeder route increase in frequency and weekends
- ◆ Better and more-equalized funding for the providers.
- ◆ Increase in capital funds for vehicle replacement.

**Priority 3**

- ◆ Tax-exemption on fuels for tax-exempt transportation providers.

**Priority 4**

- ◆ Equal access to financial incentives to use alternative, environmentally friendly fuels.

**Priority 5**

- ◆ Conserve energy by matching vehicle size to the number of riders when possible.

**What county/regional entities could benefit from being included in the discussion of intercity bus services in your area?**

- ◆ Knox County, Anderson County, Campbell County, and Scott County. Morgan County and Roane County possibly.
- ◆ Deviated fixed routes are being expanded in Maury / Columbia and we believe the needs to be met but are welcome to discussion to better and improve the current service.
- ◆ I don't know, again this is not a regular request from riders.



- ◆ Gibson, Carroll, Henderson

**Please describe any intercity bus needs that you have not addressed in an earlier question.**

- ◆ Intercity service was provided in the past (2013-2014) to connect Kingsport, Johnson City, Bristol. The 3 routes averaged a total of 5.7 riders per day. There is not enough public interest to justify the cost of providing the service.
- ◆ SETHRA's Rural Transportation service takes many demand response passengers to the next largest urban area on a daily basis. Passengers can be taken to private inter city bus service providers such as Mega Bus or Greyhound. Continued or increased 5311 funds would allow more frequent trips to accommodate any increase in demand.
- ◆ To the best of our knowledge and expertise the needs are being met in the South Central Area

**INTERCITY BUS PROVIDERS SURVEY RESULTS**

**Organization**

- ◆ DeltaBus Lines, Inc
- ◆ Greyhound Lines, Inc.
- ◆ DeltaBus Lines, Inc
- ◆ Miller Transportation

**Using the definition provided above, please list all intercity bus stations in Tennessee to which you provide service:**

- ◆ Tenant at Greyhound Lines Brooks and Airways
- ◆ Greyhound serves the following cities in TN: Athens, Bristol, Chattanooga, Clarksville, Cleveland, Cookeville, Crossville, Greeneville, Jackson, Johnson City, Kingsport, Knoxville, Manchester, Memphis, Morristown, Murfreesboro and Nashville. Miller Trailways serves the following TN cities: Covington, Dyersburg and Union City.
- ◆ Tenant at Greyhound Lines Brooks and Airways
- ◆ Memphis, TN
- ◆ Covington, TN
- ◆ Dyersburg, TN
- ◆ Union City, TN

**How many vehicle trips to these stations do you make per month?**

- ◆ Average 60 in 60 out
- ◆ "City/Average Trips per Month
- ◆ Athens/61
- ◆ Bristol/122
- ◆ Chattanooga/548
- ◆ Clarksville/213
- ◆ Cleveland/61
- ◆ Cookeville/122
- ◆ Crossville/122
- ◆ Greeneville/61
- ◆ Jackson/213

- ◆ Johnson City/122
- ◆ Kingsport/61
- ◆ Knoxville/487
- ◆ Manchester/122
- ◆ Memphis/1065
- ◆ Morristown/61
- ◆ Murfreesboro/122
- ◆ Nashville/2160
- ◆ Total/5718"
- ◆ Average 60 in 60 out
- ◆ At a minimum. 60

**What is the average monthly ridership at the top three stations served?**

**Station 1**

- ◆ 2100
- ◆ Memphis - Data forthcoming
- ◆ 2100
- ◆ Memphis- 300

**Station 2**

- ◆ Nashville - Data forthcoming
- ◆ Union City- 100

**Station 3**

- ◆ Knoxville - Data forthcoming
- ◆ Covington- 40

**Do you receive federal and/or state transit funds to support this service?**

- ◆ Yes (50%)
- ◆ No (50%)

**Does your transit service connect with other urban or rural public transit services?**

- ◆ Yes (100%)
- ◆ No (0%)
- ◆ If yes, where are these connections?
  - Chattanooga, Clarksville, Cookeville, Johnson City, Knoxville, Memphis, Nashville
  - Clarksdale and Cleveland Mississippi
  - Fulton and Paducah, KY

**Do you feel there are any deficiencies or obstacles in any of these connections?**

- ◆ Yes (66.7%)
- ◆ No (33.3%)
- ◆ If yes, what are the deficiencies or obstacles
  - None provide a meaningful connection per FTA guidelines
  - We have tried reaching out to connect with agencies in Tennessee, but have been met with opposition due to those agency's past experiences with intercity bus carriers and the State's interaction with private carriers.

**Do you presently have a need in your area for intermodal passenger facilities that could allow connections between local public transportation and intercity bus services (as defined on page 1)?**

- ◆ Yes (0%)
- ◆ No (100%)

**Is there an unmet demand for intercity bus services, as defined above, to destinations that you do not currently serve?**

- ◆ Yes (66.7%)
- ◆ No (33.3%)
- ◆ If yes, what are these needs
  - Though we will review this more thoroughly, service between Nashville-TN/AL line via Columbia, etc. There are other connecting points with rural transit operators that could provide for a more extensive statewide network.
  - We provide an unsubsidized service that provide north south service through western Tennessee. If we were able to receive some funding we would be able to provide additional service to cities like Martin, Paris, Henderson or Dickson

**If you answered “Yes” to Question 9, how did you become aware of this unmet demand?**

- ◆ Customers (100%)
- ◆ Human Services Agencies (0%)
- ◆ Colleges/Universities (0%)
- ◆ Military Installations (0%)
- ◆ Other (100%)

**If you answered “Yes” to Question 9, please identify route(s) by origin/ destination pairs that could benefit most from the provision or improvement of services (e.g., new routes, increased frequency of service on existing runs, evening or weekend service).**

- ◆ No Responses

**Please add any additional comments here:**

- ◆ We would like to set up a telecon with the consultant team to conversationally explore other routes and feeder service connections.
- ◆ We need and must keep excellent equipment on our route because we are the only avenue to connect with intercity bus from rural depress Mississippi.

## **GENERAL STAKEHOLDERS**

**Organization**

- ◆ Knoxville Regional Transportation Planning Organization
- ◆ Knoxville Regional Transportation Planning Organization
- ◆ Upper Cumberland Development District
- ◆ Community Action Committee
- ◆ LAMTPO
- ◆ Association of County Mayors

- ◆ City of Etowah
- ◆ Town of Kingston Springs
- ◆ City of Lawrenceburg
- ◆ City of Millersville
- ◆ City of Spring Hill
- ◆ City of Belle Meade
- ◆ Town of Farragut
- ◆ Town of Dandridge
- ◆ City of Winchester
- ◆ City of Murfreesboro
- ◆ City of White House
- ◆ Town of Somerville
- ◆ City of Mt. Juliet

**Please check the box that best describes your organization:**

- ◆ City/County government (68.4%)
- ◆ Economic development agency (0.0%)
- ◆ Public/Private Transportation Provider (0.0%)
- ◆ Chamber of Commerce (0.0%)
- ◆ U.S. Government/military (0.0%)
- ◆ Private nonprofit social services (0.0%)
- ◆ Planning commission/MPO (15.8%)
- ◆ College/University (0.0%)
- ◆ Correctional Facility (0.0%)
- ◆ Other (please specify) (15.8%)
  - Upper Cumberland Development District
  - public non profit social services
  - non profit government relations

**Using the above definition, do you think there are currently intercity bus needs in your area that are not being met?**

- ◆ Yes (66.7%)
- ◆ No (33.3%)

**If yes in Question 3, please identify three top areas of need by origin/destination pairs.**

**Area 1**

- ◆ Knoxville to Nashville to Memphis (vice-versa)
- ◆ Blount County
- ◆ Knoxville
- ◆ Gallatin/Nashville
- ◆ Etowah to Knoxville airport
- ◆ Nashville to S.Cheatham Commutor Routes
- ◆ Nashville
- ◆ Library
- ◆ Knoxville
- ◆ Customized services for the university student

- ◆ White House to Nashville
- ◆ I'm not sure we need intercity busses
- ◆ Bus Service with Park and Ride 1-40 and Mt. Juliet Road to Nashville

### **Area 2**

- ◆ Knoxville to Chattanooga to Atlanta (vice-versa)
- ◆ Sevier County
- ◆ Tri-Cities
- ◆ Etowah to Chattanooga airport
- ◆ Columbia
- ◆ Community Center
- ◆ Tri-Cities
- ◆ Charter service in the local area without the current regulations on public transit to provide service
- ◆ Bus Service with Park and Ride at Highway 70 and Davidson County Line

### **Area 3**

- ◆ Knoxville to Johnson City to Bristol (vice-versa)
- ◆ Anderson
- ◆ Nashville
- ◆ Etowah to nearest connection/feeder service
- ◆ City Hall
- ◆ Sevierville

### **Including the need for intercity bus services (as defined above), what are the greatest unmet public transportation needs in your rural/regional area? (please prioritize)**

#### **Priority 1**

- ◆ We need intercity within the urban area (Knoxville to Oak Ridge, Knoxville To Alcoa/Maryville, Knoxville To Clinton, Alcoa/Maryville (Airport) to Oak Ridge, etc.
- ◆ transp to employment rural areas
- ◆ more options, such as more bus routes, hours, etc
- ◆ Gallatin
- ◆ Local transportation on a circuit in Etowah for doctor visits, grocery stores, wellness centers, hospitals, and other public services.
- ◆ Commuter Bus
- ◆ There is none available
- ◆ Feeder service to/from Nashville after business hours
- ◆ commuter parking
- ◆ Health Services
- ◆ Additional interchanges on I-24
- ◆ Rapid Transit to Downtown Nashville and back
- ◆ none as far as I know
- ◆ Roadway Infrastructure

### **Priority 2**

- ◆ We need intercity transit for disabled and medical services (especially Knoxville to Johnson City Veterans Hospital)
- ◆ expanded transp within city limits
- ◆ Local transportation on a circuit from Etowah to Athens to various public service and shopping areas.
- ◆ Commuter Rail
- ◆ local shuttle service
- ◆ Job Services
- ◆ Widening of State Highways (SR 99 and SR 96)
- ◆ Bus Service

### **Priority 3**

- ◆ We need commuter express routes
- ◆ extended days/hours of service
- ◆ Local transportation on call for specific needs.
- ◆ regional or core area shuttle service
- ◆ Designing and constructing streets for mobility
- ◆ Park and Ride Location

### **Priority 4**

- ◆ improvement of bus stop location awareness
- ◆ local transit to mass transit
- ◆ Shortenting the current average of 15 years for TDOT to build a project

### **Priority 5**

- ◆ inter county transportation

### **Do you presently have a need in your area for intermodal passenger facilities that would provide connections between local public transportation and intercity bus services?**

- ◆ Yes (56.3%)
- ◆ No (43.8%)
- ◆ If yes, please explain
  - It is my understanding the Greyhound station is outdated and undersized. They have discussed building a new facility before, but never have obtained the right public/private partnership to make it happen.
  - a feasibility study was done stating an intermodal facility is warranted
  - If bus service was in Athens, we would need a facility and feeder service to Athens
  - We need something to connect us to Nashville
  - Knoxville
  - A transit center is being planned to serve all public and private passenger service
  - We need Park and Ride lots

### **Are there other intercity bus facility-related needs in your area?**

- ◆ Yes (43.8%)
- ◆ No (56.3%)
- ◆ If yes, please explain

- If a new facility was built to accomodate Greyhound it should also have capacity for other intercity carriers (Mega-bus). How realistic this would be as they are competitors I am not sure.
- UCHRA has fixed routes in Cookeville and Nashville/Knoxville routes
- more gathering/hub locations
- medical trips to specialized hospitals
- We have none
- Sevierville/Gatlinburg/Pigeon Forge
- A better hub facility around MTSU

**If you are a military installation/social service agency/college or university, what percentage of your military personnel/clients/students do you estimate currently use intercity bus service?**

- ◆ 75
- ◆ 0
- ◆ 0
- ◆ 10

**What percentage of your military personnel/clients/students do you estimate may have a need for intercity bus service?**

- ◆ 85
- ◆ 0
- ◆ 0
- ◆ 30

**For what purpose are most intercity bus trips in your area made? Check all that are appropriate:**

- ◆ Medical appointments (69.2%)
- ◆ Employment (46.2%)
- ◆ Family visits (7.7%)
- ◆ Other (please specify) (38.5%)
  - shopping
  - We currently don't have any service. The need is great.
  - transit between core commercial areas in the region...ie...from Farragut to Market Square
  - none
  - shopping

**What is the general age and employment status of your clients that you feel need intercity bus service?**

- ◆ Employed (54.5%)
- ◆ Unemployed (45.5%)
- ◆ Average Age
  - unknown
  - 35-40
  - 35
  - Senior Citizens but employed and all ages for airport runs. I imagine bus services would be available to continue anywhere from there.

- 40
- over 55
- 50
- 70
- 45
- 37
- none
- 30

**If your area has intercity bus service (as defined on the first page), please rank the value of intercity bus service in your area. (Indicate one)**

- ◆ Value of Intercity Bus Service
  - Not Important (20%)
  - Somewhat Important (20%)
  - Important (40%)
  - Very Important (20%)

**If your area does not have intercity bus service, of what value do you think it would have for your community: (Indicate one)**

- ◆ Value for Community
  - Not Important (16.6%)
  - Somewhat Important (33.3%)
  - Important (33.3%)
  - Very Important (16.6%)

**Please describe any intercity bus needs that you have not addressed in an earlier question and/or provide any additional comments you may have.**

- ◆ As noted, I feel our greatest need is services to other cities within our urban area - as example Knoxville to Oak Ridge, Knoxville to Clinton, Knoxville to Alcoa/Maryville. We have heard of job opportunities and/or expanding industries that can not attract lower wage earners (\$10-\$14 an hour). We also are seeing the beginnings of an aging society and more request for trips to come into Knoxville with persons not wanting to drive in congested traffic. The demand response services in our region play a vaulable role, but most persons are not willing to ride several hours and make multiple stops to reach another city destination.
- ◆ People in rural areas getting to designated pick up places
- ◆ Several clients have problems reaching work sites and medical appointments due to limited or decreased bus routes, especially in the expanding West Knoxville area.. Service is not avail Sundays & some holidays, which also creates problems for the working poor..
- ◆ McMinn County suffers from a lack of any public transportation. We are a county of 53,000 people that is very large and sits 60 miles between Knoxville and Chattanooga. We have the need for public transportation on a circuit in town, between towns, and from here to the large cities around us, especially those with airports and greater bus services that can reach all over the country. People here are primarily stationary because of this lack of public transportation and this stagnates the entire population.
- ◆ Tourism Travel between Towns
- ◆ We are a rural community and really don't require intercity bus transportation



## Appendix B



proj# 995310S3242

TX 00224389



# Tennessee Press Service, Inc.

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## Invoice

**Agency** Amanda Tidwell  
Tennessee Dept of Transportation-Dot Legal  
James K. Polk Building  
505 Deaderick St, Suite 700  
Nashville, TN 37243

**Invoice Date** 5/27/2015  
**PO Number**  
**Order** S15.4341

**Client** TN Dot-Legal  
**Reps** State Earl Goodman

### Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
Nashville - El Crucero De Tennessee							
TDOT Multimodal/Notice Of Public Meeting	05/08/2015	2 x 3.5	\$265.00	Classified Special	\$0.00	0.0000%	\$265.00
Nashville - Nashville Pride							
TDOT Multimodal/Notice Of Public Meeting	05/08/2015	2 x 3.5	\$265.00	Classified Special	\$0.00	0.0000%	\$265.00
Nashville - The Tennessean							
TDOT Multimodal/Notice Of Public Meeting	05/05/2015	2 x 3.5	\$155.56	Public Notice Classified	\$0.00	0.0000%	\$1,088.92

<b>Total Advertising</b>	\$5,470.01
<b>Discounts</b>	\$0.00
<b>Tax: USA</b>	\$0.00
<b>Total Invoice</b>	\$5,470.01
<b>Payments</b>	\$0.00
<b>Adjustments</b>	\$0.00
<b>Balance Due</b>	\$5,470.01

approved: *[Signature]*

RECEIVED  
JUN 19 2015  
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## Invoice

<b>Agency</b>	Amanda Tidwell Tennessee Dept of Transportation-Dot Legal James K. Polk Building 505 Deaderick St, Suite 700 Nashville, TN 37243	<b>Invoice Date</b>	5/27/2015
		<b>PO Number</b>	
		<b>Order</b>	S15.4341
<b>Client</b>	TN Dot-Legal		
<b>Reps</b>	State	Earl Goodman	

### Newspaper

Caption	Run Date	Ad Size	Rate	Rate Name	Color	Disc.	Total
Chattanooga - Chattanooga Courier							
TDOT Multimodal/Notice Of Public Meeting	05/07/2015	2 x 3.5	\$187.00	Classified National	\$0.00	0.0000%	\$187.00
Chattanooga - Chattanooga Times Free Press							
TDOT Multimodal/Notice Of Public Meeting	05/04/2015	2 x 3.5	\$44.96	Public Notice Classified	\$0.00	0.0000%	\$314.72
Clarksville - Clarksville Press							
TDOT Multimodal/Notice Of Public Meeting	05/06/2015	2 x 3.5	\$179.00	Classified Special	\$0.00	0.0000%	\$179.00
Clarksville - The Leaf-Chronicle							
TDOT Multimodal/Notice Of Public Meeting	05/04/2015	2 x 3.5	\$38.51	Public Notice Classified	\$0.00	0.0000%	\$269.57
Jackson - The Jackson Sun							
TDOT Multimodal/Notice Of Public Meeting	05/04/2015	2 x 3.5	\$39.67	Public Notice Classified	\$0.00	0.0000%	\$277.69
Kingsport - The Kingsport Times-News							
TDOT Multimodal/Notice Of Public Meeting	05/04/2015	3 x 3	\$32.90	Classified National	\$0.00	0.0000%	\$296.10
Knoxville - Knoxville News Sentinel							
TDOT Multimodal/Notice Of Public Meeting	05/05/2015	2 x 3.5	\$50.93	Public Notice Classified	\$10.00	0.0000%	\$366.51
Knoxville - The Enlightener							
TDOT Multimodal/Notice Of Public Meeting	05/06/2015	2 x 3.5	\$187.00	Classified National	\$0.00	0.0000%	\$187.00
Memphis - The Commercial Appeal							
TDOT Multimodal/Notice Of Public Meeting	05/04/2015	3 x 3.5	\$149.00	Public Notice Classified	\$30.00	0.0000%	\$1,594.50
Murfreesboro - Murfreesboro Vision							
TDOT Multimodal/Notice Of Public Meeting	05/07/2015	2 x 3.5	\$179.00	Classified Special	\$0.00	0.0000%	\$179.00

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**AFFIDAVIT**

**Amanda Tidwell**

Tennessee Department of Transportation - Legal  
James K. Polk Building  
505 Deaderick Street, Suite 700  
Nashville, TN 37243

The enclosed itemized statement is for publication of "**Public Meeting**"  
in the list of newspaper(s) on invoice **\$15.4341** on the date (s) stated therein as authorized  
by your office.

As requested, tear sheets are submitted herewith as further proof of publication.

I, David S. Wells, Director of Advertising, Tennessee Press Service, Inc., do hereby certify  
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This twenty-seventh day of May, 2015

David S. Wells, Director of Advertising, TPS

Sworn before me this 27th day of May 2015



Earl Goodman, Notary Public

My commission expires September 11, 2016



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Chattanooga - Chattanooga Times Free Press  
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William R. Snodgrass Tennessee Towers  
312 Rosa L Parks Avenue  
3rd Floor- Conference Room E  
Nashville, TN 37243

The public is invited to join intercity bus carriers and other public transportation providers to provide input into the Assessment of Intercity Bus Needs Study. Representatives of TDOT and the project consultant will be available to answer questions regarding any aspect of the study. Anyone with questions regarding the meeting should contact:

Mr. Kwabena Aboagye  
Division of Multimodal Transportation Resources  
Tennessee Department of Transportation  
James K. Polk Building, Suite 1800  
505 Deaderick Street  
Nashville, TN 37243  
615-741-5316  
Kwabena.Aboagye@tn.gov

Persons with a disability, who require aids or services to participate at the meeting, may contact Mr. Aboagye no less than ten (10) days prior to the date of the meeting: TDOT is an Equal Opportunity Employer and does not discriminate on the basis of race, age, sex, religion, color, disability or national origin.

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## TN PRESS SERVICE Clipping Bureau

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Nashville - The Tennessean  
Circulation 113,956

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## TN PRESS SERVICE Clipping Bureau

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Nashville - El Crucero De Tennessee  
Circulation 0

## TN PRESS SERVICE Clipping Bureau

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Reader 0010 Fri, May 08, 2015

Nashville, TN  
Nashville - Nashville Pride  
Circulation 54,000

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Murfreesboro - Murfreesboro Vision  
Circulation 0

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Reader 0010 Wed, May 06, 2015

Nashville, TN  
Knoxville - The Enlightener  
Circulation 0

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Knoxville - Knoxville News Sentinel  
Circulation 81,703

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Reader 0010 Mon, May 04, 2015

Memphis, TN  
Memphis - The Commercial Appeal  
Circulation 82,714

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Nashville, TN  
Clarksville - Clarksville Press  
Circulation 0

## TN PRESS SERVICE

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Reader 0010 Mon, May 04, 2015

Clarksville, TN  
Clarksville - The Leaf-Chronicle  
Circulation 13,813

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Jackson, TN  
Jackson - The Jackson Sun  
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Reader 0010 Mon, May 04, 2015

Kingsport, TN  
Kingsport - The Kingsport Times-News  
Circulation 33,084

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**TN PRESS SERVICE**  
**Clipping Bureau**

(865)584-5761 [newsclips@tnpress.com](mailto:newsclips@tnpress.com)

Reader 0010 Thu, May 07, 2015

Nashville, TN  
Chattanooga - Chattanooga Courier  
Circulation 0

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## Appendix C



Consultation Meeting – May 20, 2015  
 TDOT Assessment of Intercity Bus Service Needs  
 Sign-In Sheet

<u>Name</u>	<u>Organization</u>	<u>Title</u>	<u>Phone</u>	<u>E-Mail</u>
Jeff Simpson	MCHRA	Transportation Director	615-850-3928	jsimpson@uchra.com
CASEY LANGFORD	THAT LONG RANGE PLANNING	SPECIAL PROJECTS COORD.	615-532-5824	CASEY.LANGFORD@TN.GOV
Auntie Turnbow	SCITDD	Asst. Trans Director	931-329-2911	aturnbow@scitdd.org
Cindy Stanley	UCHRA	Asst. TRANS Director	931-520-9576	cstanley@uchra.com
Rebecca Harris	UCHRA	Transportation/Director	931-520-9605	rharris@uchra.com
Jason Spain	TPTA	Executive Director	615-347-1528	jspain@tptatn.org
LIZA JOFFRION	TDOT	MULTIMODAL DIRECTOR	615-253-1055	liza.joffrion@tn.gov
Charles Flower	RLS Associates	Senior Associate	919-971-5668	cflower@rlsassoc.com

**Consultation Meeting – May 20, 2015**  
**TDOT Assessment of Intercity Bus Service Needs**  
**Sign-In Sheet**

<u>Name</u>	<u>Organization</u>	<u>Title</u>	<u>Phone</u>	<u>E-Mail</u>
George Mitchell	TDOT	Prog Supv		george.mitchell@tn.gov
Matthew Long	TDOT	Transit Mgr		matthew.long@tn.gov
Reginald Abbey	Miller Transportation	Development		reginald@millertransportation.com
John Miller	Miller Transportation	President		john@millertransportation.com
Randy Isaacs	Isaacs & Associates, Inc. Greenville	President State Gov't Affairs		randy@isaacs-assoc.com



## Appendix D



## Appendix D

Consultation Meeting – May 20, 2015

### TDOT Assessment of Intercity Bus Service Needs

- I. Introductions
- II. Purpose/Goals
- III. History of ICB service
- IV. Section 5311(f)
- V. Needs Assessment Study
- VI. Stakeholder Input
- VII. Preliminary Observations
- VIII. Wrap-Up and Questions