

**UPSON COUNTY
RURAL TRANSIT**

**DEVELOPMENT
PLAN**

JULY 1, 2019

PREPARED BY
THREE RIVERS REGIONAL COMMISSION
120 N. Hill Street - P.O. Box 818 - Griffin, GA 30224

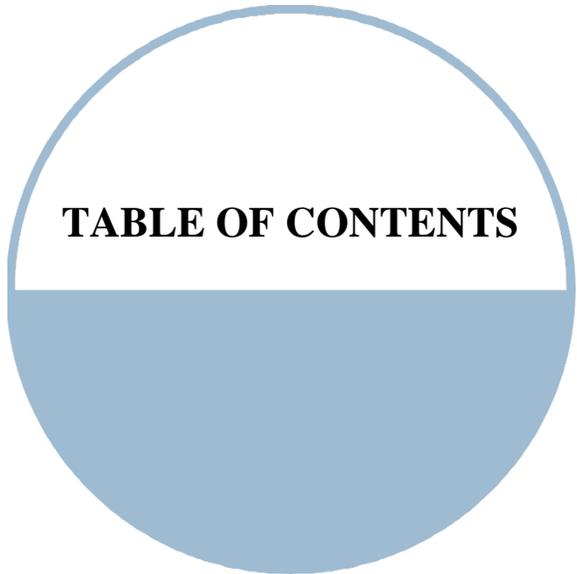


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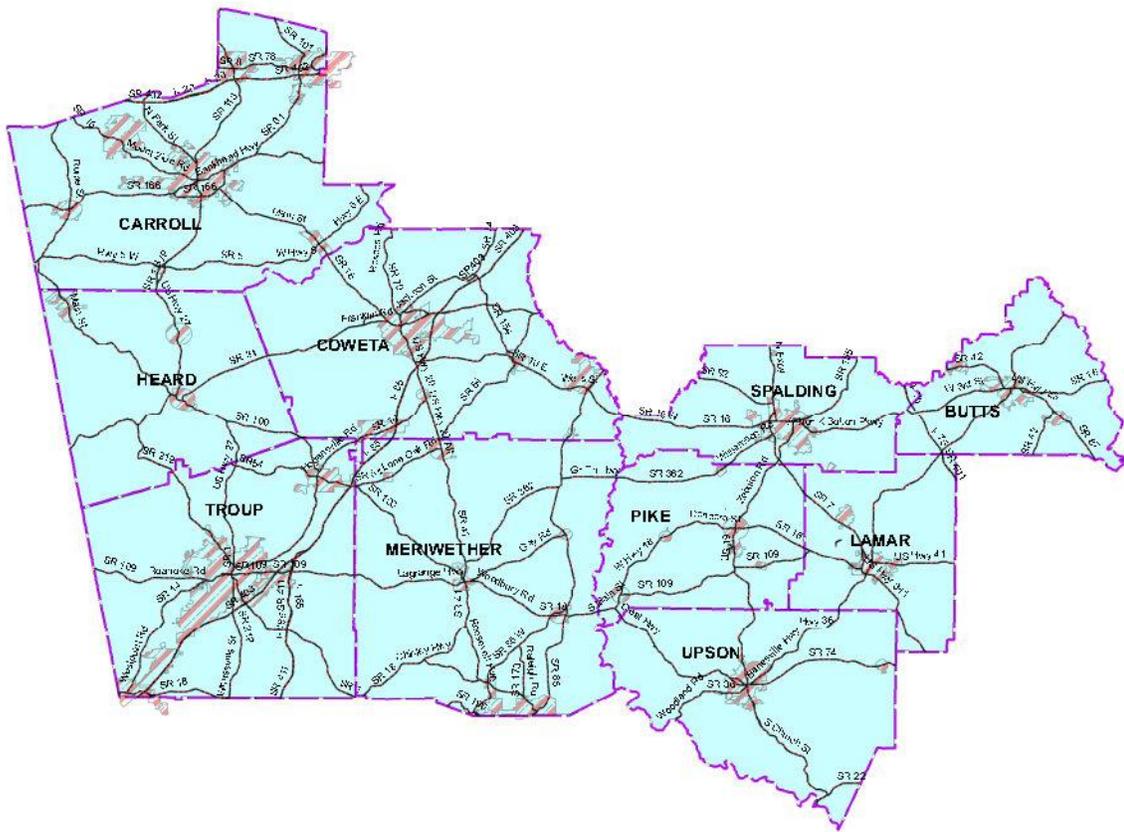
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EXECUTIVE SUMMARY

1. Introduction

The Section 5311 Program provides member governments with an opportunity to offer transit services for improving access to business, commercial and activity centers. Section 5311 is the name of the federal funding program administered by the Federal Transit Administration (FTA) to provide assistance for rural public transportation. Federal transit funds are allocated to the states on a formula basis and can be used for capital assistance, operating assistance, planning, and program administration. The Georgia Department of Transportation (GDOT) is responsible for administering the program.

Member governments that make up the Three Rivers Regional Commission (TRRC) participate in a regional public transportation service area that includes Butts, Carroll, Pike, Meriwether, Upson, Spalding, and Upson Counties, and the City of Griffin. The regional public transportation program is administered by the TRRC on behalf of the member governments and was the first regional rural/suburban public transit service area established within the state. The regional approach has proven to be a cost effective way to provide public transportation within the service area. The system is most heavily used by the local workforce, disabled populations, and senior citizens.



2. The Transit System

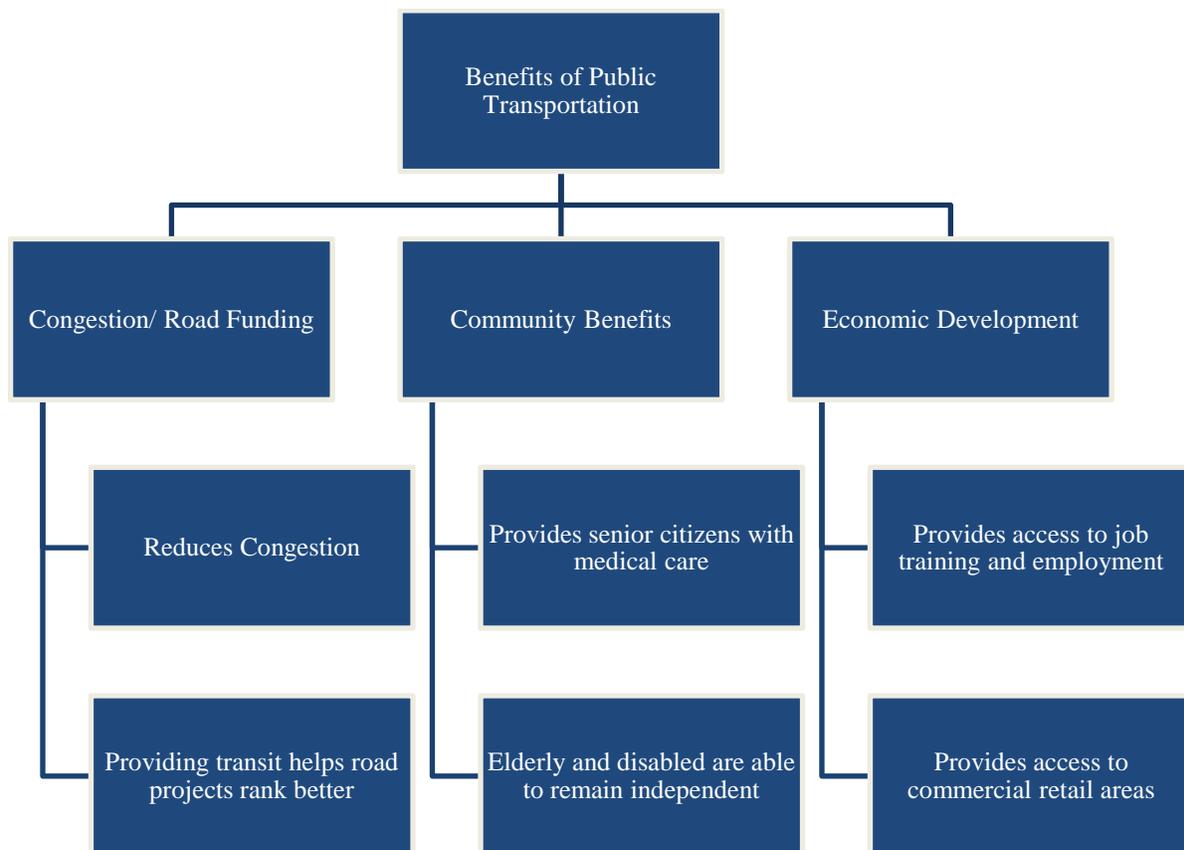
Three Rivers Regional Commission Management Team:

Kirk Fjelstul, Executive Director

Pavielle Ludlow, Transit Manager

The program began September 8, 1999 in five counties and has grown to seven counties to date. The seven counties that make up the Three Rivers Regional Transit System in 2019 are Butts, Carroll, Lamar, Meriwether, Pike, Spalding, and Upson Counties. The Three Rivers Regional Transit System also serves the City of Griffin Rural public transportation offers a variety of macro and micro level benefits, as the chart below illustrates. Rural public transportation enables a more efficient use of road systems and thus reduces road congestion and the need for road maintenance funding. It is also used to assist individuals with limited transportation mobility to obtain and retain employment, receive regular medical attention, gain access to job training and commercial zones, and enhance their quality of life.

Public Transportation Benefits

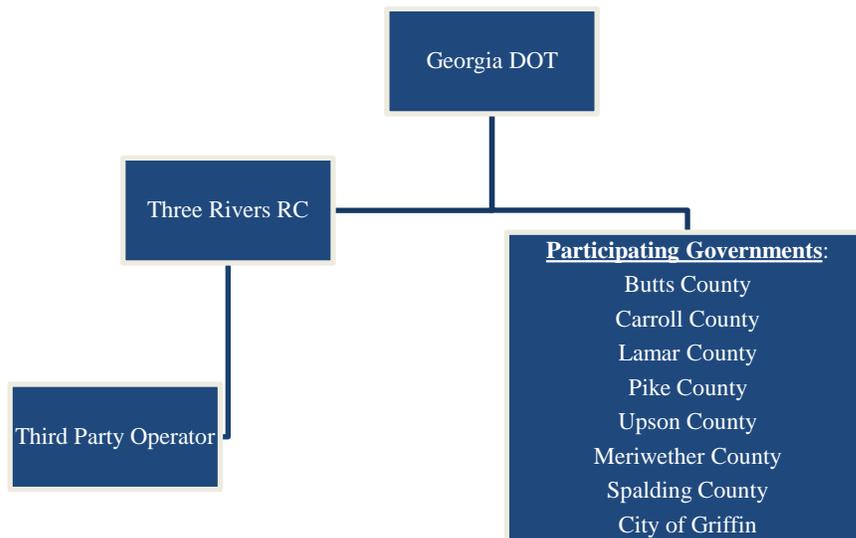


Contract Administration

The TRRC functions as central contractor and administrator for the regional transit program. By contract, the TRRC is responsible to each county for completing the monthly reports to the Georgia Department of Transportation (GDOT), and ensuring that compliance with state and federal regulations are implemented and ongoing. Each participating county within the Three Rivers Regional Transit System enters into a yearly agreement with the TRRC, and pays their share of projected transportation funding. The TRRC monitors all work done by the Third Party Operator (TPO) and will review all monthly reports and records prior to submission to GDOT. The TRRC will work with the TPO regarding problems or issues involving transportation. Most problems and issues can be dealt with administratively; but if needed, the TRRC will bring them before the Regional Technical Coordinating Committee (RTCC). A county's representative on the RTCC has decision making authority and if warranted, will take the problem or issue back to the respective County Commission.

Contractual Relationships

Three Rivers Regional Transit Contract Organizational Chart



3. Regional Technical Coordinating Committee

The Regional Technical Coordinating Committee (RTCC) for the public transportation system is comprised of individual TRRC board members that are also county commissioners, and the current county commission chairmen for counties that do not have an active county commissioner on the TRRC board. The RTCC meetings are called on an as needed basis when an issue or policy needs to be discussed prior to being changed and implemented.

4. Transit Services Provided

Demand Response

The Three Rivers Regional Transit System uses a demand response service model where passengers must call in to schedule a trip. Van routes and capacity are checked versus the time of day of the desired trip and new passengers are added if there is capacity to accommodate the trip. Non-subscription passengers are required to call at least 24 hours in advance to schedule a trip.

Purchase of Service (POS) / Subscription Trips

Any government agency or local business group can buy trips on the rural public transportation system, and this is commonly referred to as a Purchase of Service (POS) trip. POS trips bring in additional revenues and helps buy down the local government's cost to provide public transportation.

Funds are provided to local human service agencies such as senior centers, labor departments, and agencies that deal with the disabled. The funding is provided through a coordinated transportation program administered by the Department of Human Resources, and human service trips are then purchased on the public transportation system. A more detailed description of the most common types of human service trips are explained in the following section.

Senior Centers

The Aging Division of the Georgia Department of Human Resources administers a statewide system of services for older Georgians. Most of these services are administered at the regional level by Area Agencies on Aging (AAA) and delivered by local senior centers.

Type(s) of Service: The program provides transportation of eligible persons to and from community facilities when applying for and receiving services, thereby reducing isolation, or otherwise promoting access to community resources and independent living. Subscription Services are ordered by participating agencies. Trips may be provided on the basis of Subscription Service, Scheduled Response, Demand Response and Group Trips. Door-to-Door Service from the person's front door to the door of their destination, is necessary for this client group.

Points of Origins and Destinations:

- From senior adults' residences to senior centers and return.
- From senior centers or residences to field trip locations in and out of the county of residence and return.
- From senior centers or residences to shopping districts and return.
- From senior centers or residences to service access points (social service agencies) in the community.
- From senior centers or residences to health services and return.

Department of Family and Children Services

County offices of the Division of Family and Children Services (DFCS) administer social service programs that provide employment and financial assistance to families with problems caused by poverty, neglect, or lack of education. Transportation is one of the support services provided to help families become self-sufficient as they strive to attain and maintain employment and access other community resources towards self-sufficiency. Transportation is of particular importance under the Temporary Assistance to Needy Families Program (TANF).

Type(s) of Service: Scheduled Demand Response, Demand Response, and Subscription Service, and Curb to Curb.

Points of Origins and Destinations: Points of Origins and Destinations vary between participants. Trip origins include residential addresses throughout the service area to destinations such as day care providers, education and training activities, work sites, work experience locations, job search activities, and return trips.

Department of Labor – Vocational Rehabilitation Services (VRS)

The Department of Labor administers rehabilitation services, including providing physical rehabilitation, job training and job placement. Within the Department of Labor, Vocational Rehabilitation Services (VRS) provides opportunities for work and personal independence for individuals with disabilities. Local offices throughout Georgia coordinate employment readiness and other services for people with physical mental or emotional disabilities. Services include: job analysis, accessibility surveys, work and job readiness, work adjustment, job coaching, and supportive employment.

Type(s) of Service: Door-to-Door, Subscription and Demand Response Services.

Points of Origins and Destinations: Origins and destinations vary between consumers. Examples of destinations include colleges, vocational schools, medical appointments, work/training sites, etc.

Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD)

The Division of Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) serves people of all ages and those with the most severe problems. Services are provided across the state through seven state hospitals, one mental retardation institution, and through contracts with 26 community service boards, boards of health and various private providers. In addition to providing treatment, support and prevention services, contracted community programs screen people for admission to state hospitals and give follow-up care when they are discharged. Transportation to and from services is among the many support services provided by DBHDD.

Type(s) of Service: Door-to-Door and Subscription Services.

Points of Origins and Destinations: From residences to and from day rehabilitation, training sites, work sites, medical appointments, and day treatment.

5. Vehicle Fleet Information

The vehicle fleet, program-wide, is comprised of Startrans, Elkhart, and Ford mini buses that can accommodate up to seventeen passengers. These vans cost between \$43,500 (without lift) and \$47,500 (with lift), and do not require a CDL license to operate. Prior to 2003, the regional transit system did use CDL vehicles, but those vehicles were cycled out due to cost concerns and the inability to retain CDL qualified drivers.

The chart below provides an inventory of the Three Rivers Transit Program’s fleet along with details on its features and capabilities. Notably, there were three buses purchased in 2018 for Lamar and Upson Counties. There are two shuttle buses and two shuttle vans for Upson County’s services, three of which provide a wheelchair lift for disabled passengers.

5311 Fleet Information						
GDOT Fleet Number	County	Model	Year	Make	Seats	WC Lift
3716	Butts	Shuttle Van	2017	Startrans	8+WC	Y
3934	Lamar	Mini Bus	2018	Startrans	14	N
3933	Lamar	Mini Bus	2018	Startrans	10	Y
3501	Meriwether	Mini Bus	2015	Elkhart	14	N
3502	Meriwether	Mini Bus	2015	Elkhart	10	Y
3715	Meriwether	Mini Bus	2017	Startrans	8+WC	Y
3574	Pike	Shuttle Bus	2016	Elkhart	10	Y
3575	Spalding	Mini Bus	2016	Ford	10	Y
3576	Spalding	Mini Bus	2016	Ford	10	Y
3571	Spalding	Mini Bus	2016	Ford	14	N
3572	Spalding	Mini Bus	2016	Ford	14	N
3573	Spalding	Mini Bus	2016	Ford	14	N
3714	Upson	Shuttle Van	2017	Startrans	13	N
3713	Upson	Shuttle Van	2017	Startrans	10	Y
3935	Upson	Shuttle Bus	2018	Startrans	10	Y
3577	Upson	Shuttle Bus	2015	Ford	17	Y

Note: Bold indicates vehicles purchased in 2018.

Public Transit Vehicle Example

The photographs below provide examples of the vehicles in the transportation program's fleet being used. Upson County currently has 4 vehicles with a total of 50-seats capacity.

Exterior View



Interior View



Vehicle Specifications

Below are design specifications for the current fleet. As of 2019, new vehicles will be purchased with different specifications and will be added to the existing fleet.

Offerings for Georgia DOT

▶ **The Senator II**



▶ As a leader in the medium-duty transit bus industry, the Senator II is backed by StarTrans' commitment to excellence. That's why design, durability and attention to detail are at the forefront of how we do business.

Design. When it comes to design, the Senator II delivers. Engineered to accommodate a variety of seating arrangements, including wheelchair accessibility and various storage options in luggage, the Senator II gives you the versatility you need to meet your passengers' needs.

Durability. All of our products undergo a series of rugged testing procedures in Altoona, Pennsylvania, to ensure their structural integrity and we back our buses with a 5-year/75,000 mile body structural warranty.

Detail. StarTrans Bus doesn't take a backseat when it comes to passenger convenience and comfort. Wide aisles and doors for easy accessibility, spacious luggage racks, large windows and straight side wall construction to maximize passenger shoulder space are just some of the benefits of the Senator II.

If you need buses that perform well, look great and deliver on promises, look to the Senator II from StarTrans Bus.



► The Senator II



► Standard Exterior Feature Highlights

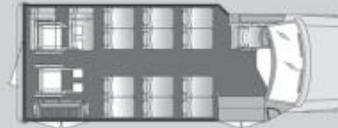
- Fully welded aluminized steel cage construction with laminated sidewall structure meeting all applicable FMVSS requirements
- "Starview" drivers visibility window in front of entry door
- Electric actuated passenger entry door with full length glass
- 36" wide x 36" high upper double T-Slider tempered safety glass windows with climate control tint
- Black powder coated steel rear bumper
- Rear mud flaps
- Pre-painted white galvanized steel sidewalls and skirts
- Fiberglass front and rear caps
- One-piece seamless FRP (fiberglass reinforced plastic) roof
- Breakaway rearview mirrors with built-in convex
- Sealed LED stop, tail, and turn signal lights with reverse lights
- Exterior LED front and rear marker lights

► Standard Interior Feature Highlights

- 93" interior width
- 80" interior floor to ceiling height with standard floor (raised floor is 75")
- Floor and wall seat track for flexible seating
- Black slip resistant floor covering
- 5/8" exterior grade plywood flooring
- Ceiling and rear wall fabric for sound abatement
- White step nosing at passenger door
- 1.25" left hand vertical passenger assist rail at entry door
- Printed circuit board with automotive type fuses and LED trouble shooting lights
- LED Entry door step well lights
- LED driver and passenger area lighting
- Non-retractable seat belts

► Popular Option Highlights

- Stainless steel wheel inserts
- Luggage storage areas (overhead luggage racks with reading lights, interior luggage racks, rear storage area)
- Rear emergency door with window(s)
- Passenger area rear heat and air conditioning
- Complete rubber flooring
- Passenger grab rails
- Padded vinyl or FRP walls and ceiling
- Audio and video systems
- Mid back or high back seating
- ADA and FMVSS compliant wheel chair lifts and securement systems
- Fiberglass side walls and skirts



12 Passenger 2 Wheelchair
4 Passenger Foldaway Seats Plus Driver



16 Passenger 2 Wheelchair
4 Passenger Foldaway Seats Plus Driver



20 Passenger with Interior Luggage Plus Driver



21 Passenger with Rear Luggage Plus Driver



25 Passenger Plus Driver



Due to our commitment to product quality, specifications and options are subject to change without notice in the interest of product improvement and market changes.

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Insurance

Program contractors must maintain a minimum liability coverage in an amount of \$1,000,000 per occurrence for any one occurrence other than personal and advertising injury occurrences and \$3,000,000 as an aggregate limit, indicating the amount of coverage under a liability policy for the policy period, no matter how many separate losses that may occur. These threshold respective amounts (\$1,000,000 for a single occurrence and \$3,000,000 aggregate) are required for the Department of Human Services' Commercial General Liability Policy, Business Auto Policy, Malpractice/Professional Liability Policy, and the Commercial Umbrella Policy.

Because the counties maintain the titles to the vehicles while they are in service, the TRRC recommended that participating local governments place the vehicles on their fleet policy rather than having private operators insuring the vehicles.

These insurance requirements are annually updated.

Accident Reporting

The TPO will report any accident to the TRRC within one (1) hour of the occurrence, or if the offices are closed, by 9:00 a.m. the next business day, unless otherwise mutually agreed. An initial written incident/accident report, completed by the TPO, will be forwarded to the TRRC by the next business day. The TRRC will then send all relevant information to the appropriate local government, so they can begin to process an insurance claim.

The TPO must provide a copy of the investigating officer's accident report within five (5) business days from the date of the accident, and the TRRC will forward that information to the respective county. The TPO will maintain copies of each accident report in the files of both the vehicle and the driver.

Drug and Alcohol Testing

As a condition of FTA funding, the Act requires recipients to establish alcohol and drug testing programs. The Drug/Alcohol Testing Policy must be approved by GDOT prior to execution of new contracts or the selection of new TPO's. The Act mandates four types of testing. They are described as follows:

(1) Pre-Employment, (2) Random, (3) Reasonable Suspicion, and (4) Post Accident. In addition, the Act permits return- to- duty and follow-up testing under specific circumstances. The Act requires that recipients follow the testing procedures set out by the Department of Health and Human Services (DHHS). The Act does not require recipients to follow a particular course of action when they learn that a safety-sensitive employee has violated a law or Federal regulation concerning alcohol or drug use. Rather, the Act directs FTA to issue regulations establishing consequences for the use or abuse of alcohol or drugs in violation of FTA regulations. Possible consequences include education, counseling, rehabilitation programs, and suspension or termination from employment.

6. Quality Control

Any comments or complaints regarding the quality of service provided by the system or the performance of any system employee will be handled routinely by the Authorized Representative at the TRRC and the TPO. If warranted, the Authorized Representative may recommend to the Regional Technical Coordinating Committee that official action be taken to address any problems that have been identified in the course of investigating a customer complaint. Receipts and expenditures will be monitored by the TRRC on a monthly basis. The driver will maintain daily passenger trip logs and vehicle service logs, which will be consolidated by the TPO and transferred to monthly reporting forms. These will be forwarded to the TRRC on a prescribed schedule.

Program Reporting

From TPO to TRRC (Monthly)

- Program data by vehicle characterizing origin, number and type of one-way passenger trips (OWPTs), Rural Transportation Monthly Reporting Form: pages 1-2, revenues and expenditures, maintenance records, and customer complaints
- TPO monthly bills for services rendered

From TRRC to County (As Requested)

- Programmatic monitoring reports (these are done quarterly)
- Request for funds (as needed)

From TRRC to TPO (Monthly or as Requested)

- Payment for services rendered
- Information regarding upcoming training opportunities
- Information regarding regulatory changes

From TRRC to GDOT (Monthly or as Requested)

- Requests for County reimbursements on the Section 5311 Operating Assistance Reimbursement Form

From GDOT to TRRC (Monthly or as Requested)

- Reimbursements of federal matching funds

Corrective Actions

Throughout the term of the contract, the TRRC will work with the TPO to review the performance measures as prescribed in the GDOT administrative guide. If the TPO is failing to adequately meet these measures, the TRRC will meet with the TPO in an attempt to resolve the issues. If the TPO still fails to perform according to the specified measures, the TRRC may take actions, including but not limited to, the actions described in this section.

In relation to taking corrective actions, the TPO shall:

1. Agree that the TRRC has the sole authority to determine whether the TPO has met, exceeded, or failed to meet any requirements or standards;
2. Within three (3) business days of the date that the TRRC notifies the TPO in writing that it has failed to meet a requirement or performance standard, submit a corrective action plan to the TRRC for its review and approval. The corrective action plan shall include:
 - A description of the problem including the administrative guide performance standard, if applicable.
 - The reason(s) the problem occurred.
 - A description of what steps will be taken to prevent the problem from recurring.
 - A listing of the organizations or staff functions impacted by the problem's resolution.
 - A timeline for implementing the resolutions(s).
3. Implement the corrective action plan within ten (10) business days of receiving the TRRC's approval of the plan or longer, if so stated in the TRRC's approval.

Pick Up and Delivery Standards

The TPO must assure that transportation services are provided, which comply with the following minimum pickup and delivery service requirements and which shall be delineated in any applicable transportation service agreements:

- a. The TPO being on time shall be a standard practice. The vehicles must be on time for pickup and delivery, unless there are extenuating circumstances beyond the TPO's or driver's control. **A 95% on-time performance rate is required.** A 20-minute pickup and delivery window period will be allowed (10 minutes before pickup time and 10

- minutes past pickup time). Notification must be given by the TPO to the consumer in the event of unavoidable delays.
- b. The driver may arrive up to ten (10) minutes before the scheduled pickup time; however, a consumer shall not be required to board the vehicle before the scheduled pickup time for return trips. The TPO is not required to wait more than five (5) minutes after the scheduled pickup time.
 - c. The TPO must ensure that consumers are transported to and from appointments on time.
 - d. The TPO must ensure that no consumer served is forced to remain in the vehicle more than one (1) hour longer than the average travel time for direct transport from point of pickup to destination.
 - e. The TPO must monitor trips to ensure that consumers are picked-up and delivered timely.

7. Third Party Operator

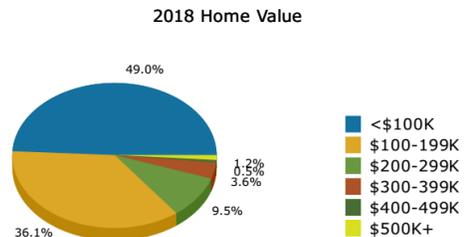
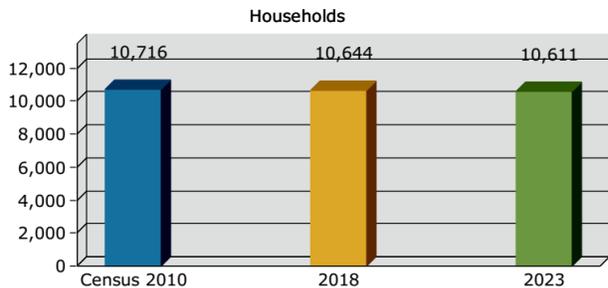
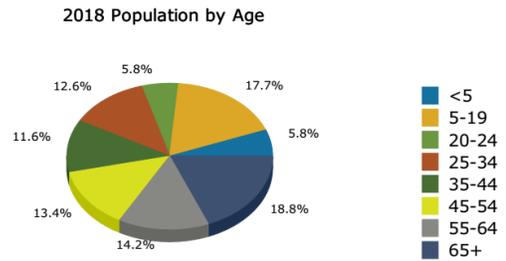
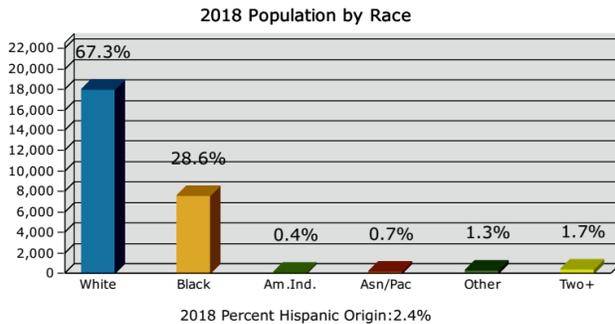
The current third party operator is Transitions Commute Solutions, The TPO is responsible for handling the day-to-day operations and maintenance of the system. The TPO is responsible for registering calls for service, route management, driver supervision and training, submission of monthly service reports, and general bookkeeping. The drivers will be hired by the TPO, and the TPO will be expected to enforce compliance with all federal regulations applicable to the program.

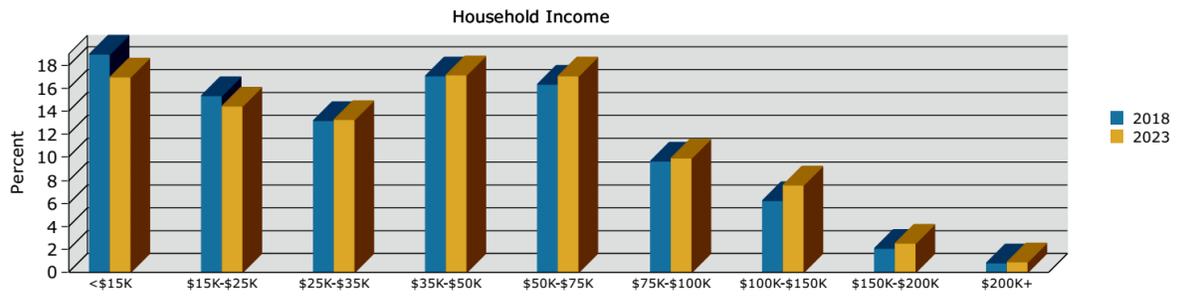
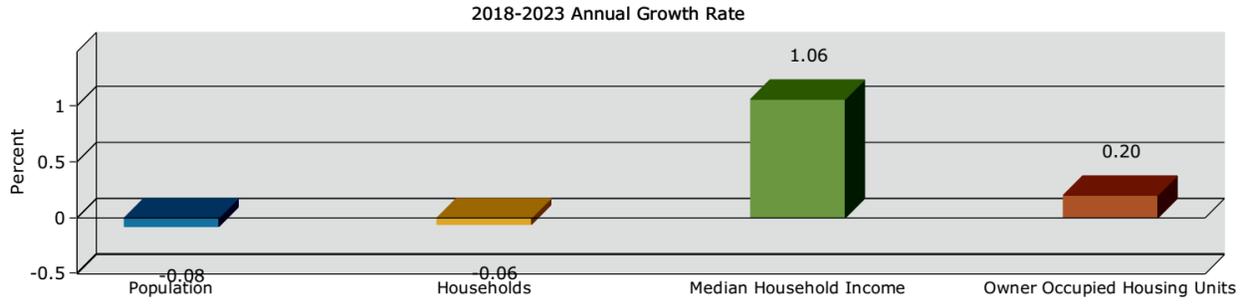
OVERVIEW AND DEMOGRAPHIC ANALYSIS

Upson County Profile

Based on the 2018 Census and other researched data, Upson County’s total population is: 26,215 people. The total area is 328 square miles. In terms of land and water composition, its land area is 323 square miles and 4.1 square miles (or 1.2%) is comprised of water. 2018 Census data (below) reveals the racial makeup of the county is: American Indian alone 0.4%, Asian alone 0.7%, Black alone 28.6%, White alone 67.3%, Pacific Islander 0.7%, some other race alone 1.3%, and two or more races alone 1.7%, Hispanic origin 2.4%. The population in Upson County is made up of the following: females 52% and males 48%. As the following tables illustrate, Upson County is expected to see a slight population decline by 2023. The annual growth rate in median household income is 1.06% between 2018 and 2023.

Upson County Demographics





Source: U.S. Census Bureau, Census 2010 Summary File 1. Esri forecasts for 2018 and 2023.

Location Maps for Upson County



Upson County Activity Centers – 2019

Based on the Three Rivers Regional Development Transit Plan 2013-2018, Upson County is inclusive of urban clusters, which include the Cities of Thomaston and Yatesville. Thomaston is the central location within the county where major activity centers can be found, including social services, medical facilities, colleges and training centers, and work sites for individuals with developmental disabilities. These are common locations to which low-income workers or individuals who use specialized transportation services may travel. Under present conditions, it is more likely that the common destination for most public transit trips will be inside Upson County. However, it is worthy to note that the Three Rivers Regional Transit System does perform occasional out of county trips a few days per week. The central location for these trips is in the City of Griffin, which is located in Spalding County.

Recreational Transit Activity

Some of the transit trips performed each year by TRRC Transit System fall into the “other” category and generally include those trips that are recreational in nature. The senior citizens or the local senior centers may order trips to visit old historical sites, parks, or other types of recreational facilities.

Transit Dependent Population – 2019

There are several characteristics that could identify individual dependency on public transit, which may include families with low incomes, individuals with disabilities and individuals over the age 65. Financial constraints may make it difficult for low-income populations to purchase and maintain an automobile. Individuals with temporary or permanent disabilities may have limited ability to drive and can be served by the local transportation services. However, older adults are faced with the decision whether to curtail driving due to frailty and/or age related physical impediments such as reduced vision or dexterity.

The Three Rivers Regional Transit System caters heavily to these transit dependent populations in Upson County. The System currently performs between $\pm 6,000$ and $\pm 7,000$ trips per year. While the percentages fluctuate from year to year, the two primary uses for transit in Upson County are related to senior citizen activities and employment based activities. Individuals within these two population groups greatly benefit from the transit program. This is especially true with the senior citizens, as it affords them the ability to continue to contribute to the community. Some of the general benefits of access to public transportation include the following:

- Access to employment.
- Access to routine medical care, which reduces emergency room visits and associated costs.
- Continued participation in the local economy. Public Transportation advocates cite that \$4 in economic activity is generated for every \$1 spent in supporting transit services.
- Increased quality of life and mobility options for people of all ages, especially for senior citizens.

Findings

An examination of population statistics and demographic trends provides an evaluative framework for determining demand for the Upson County's transit program services as well as future program growth opportunities and challenges. This section of the plan provides valuable data on the transit program's target populations and on Upson County in general.

Citizens of Upson County who are not currently using the public transit system are assumed to have access through other modes of transportation or are not in need of public transit services at their time of commute. The performance and demand analysis outlined in later sections of this study demonstrate that the existing transit fleet is sufficient to handle the current demand. If demand from the transit dependent population groups were to increase above current levels, additional vehicles would be needed to add to the fleet to accommodate the increased demand.

Population projections provide a pro-active outlook on the planning horizon for the next ± 20 years. Three Rivers Regional Commission believes that historically, any county's greatest resources is its residents and that is critical to the TRRC Region. With Upson County having an estimated 2018 population of $\pm 26,215$ (2018) residents, it can be safely assumed that the County is growing and vibrant; and as a direct result, pro-active transportation planning is vital to the County and the Region.

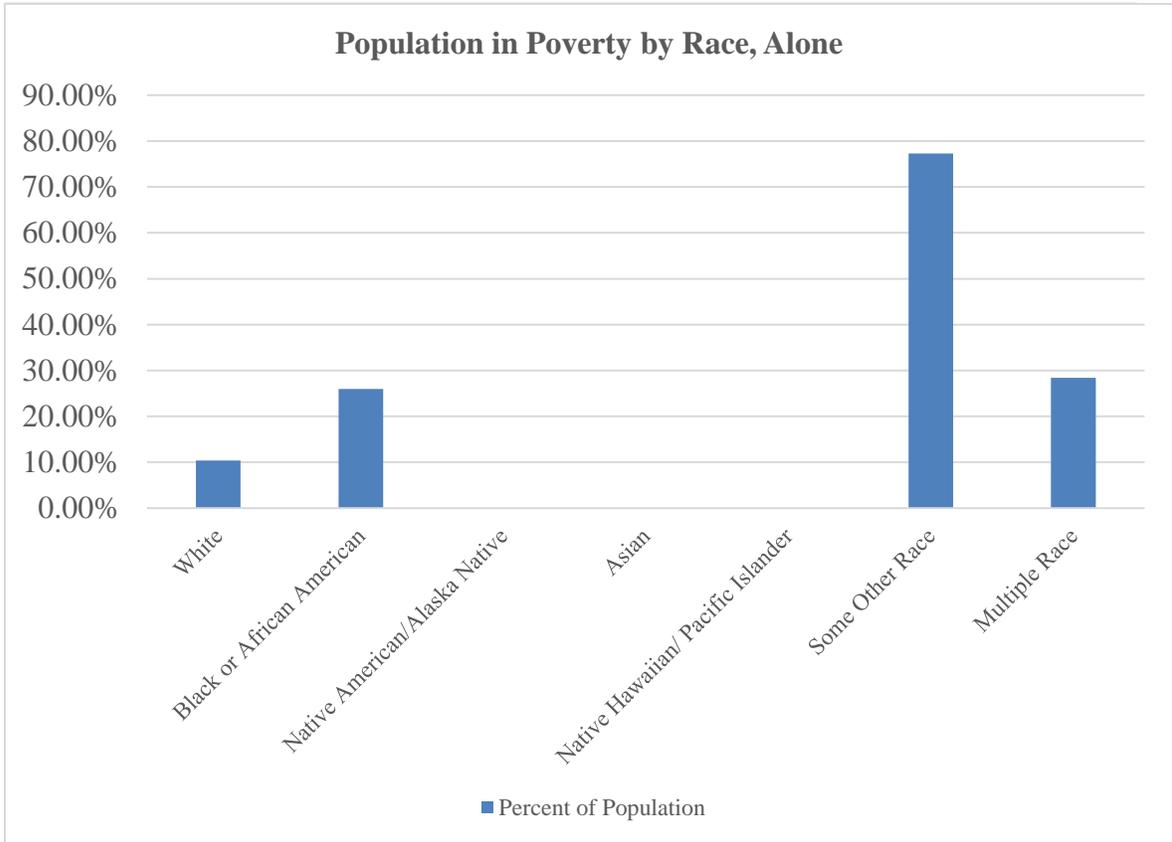
Upson County Population Projections 2015-2050	
Year	Count
2015	18,233
2025	19,611
2035	21,231
2050	24,035

Source: Georgia Office of Planning and Budget (2018)

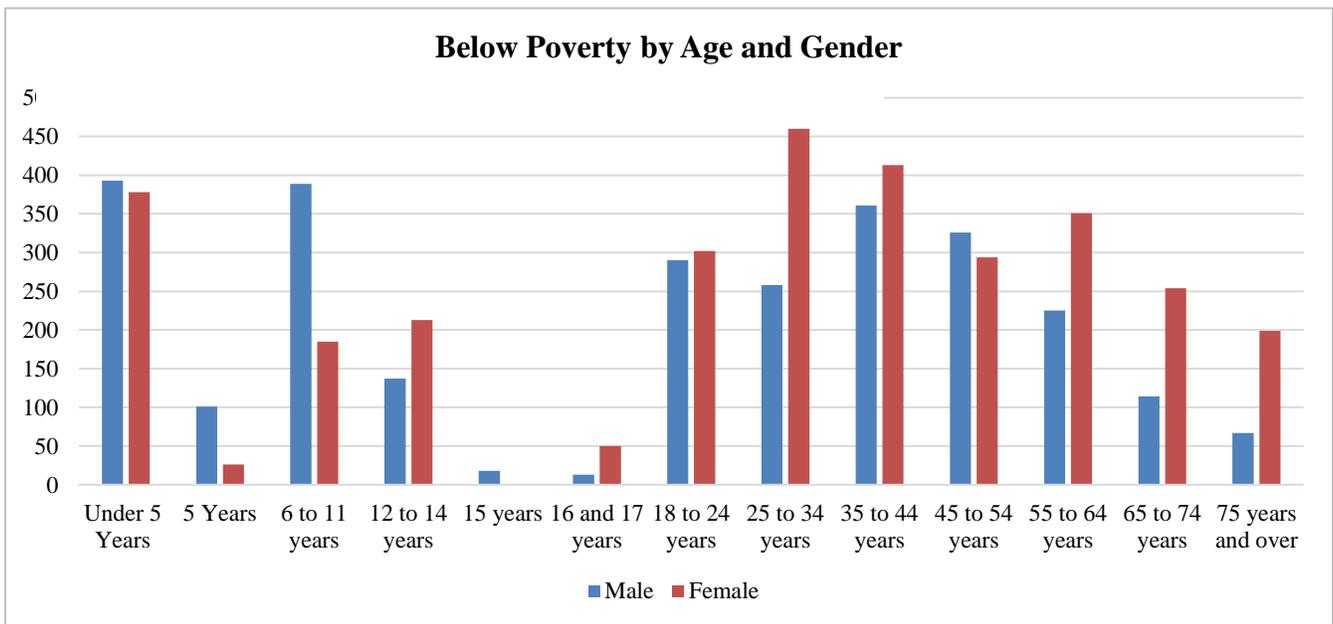
Poverty

As research in this plan later reveals, the dominant mode of transportation in Upson County is by automobile. Impoverished individuals are less likely to have a car or have access to an automobile for their commuter needs. It is useful to not only to present poverty research on Upson County but also to compare available statistics on poverty at the national levels to that of the County to better understand demand levels and community needs.

Based on 2018 data from the American Community Survey, 12.3% of the United States' population lives in poverty, based on a federal poverty threshold of \$25,465 for a family of four. For this same period, the rate for Georgia is 14.9% and the median household income in Upson County (2017) is \$35,375. The percentage of persons below the poverty level in Upson County (2013-2017) is 22.7%. The following two charts present poverty data for Upson County in relationship to race, age, and gender. Both the white and black/African American populations have the largest proportion of those in poverty. Women between ages 25 to 34 years old have the highest rate of poverty within their age group and within the county as a whole. Males between the ages 6 to 11 years old are disproportionately below the poverty level compared to their female counterparts within the same age group.



Source: US Census Bureau, [American Community Survey](#). 2013-17.



Source: US Census Bureau, [American Community Survey](#). 2013-17.

Disability

The U.S. Census Bureau defines disability as: “A long-lasting physical, mental, or emotional condition. This condition can make it difficult for a person to do activities such as; walking, climbing stairs, dressing, bathing, learning, or remembering. This condition can also impede a person from being able to go outside the home alone or to work at a job or business.” The demographic data revealed that persons under the age of 65 years with a disability account for 11.7% in the county and the statewide average is 8.8 percent (ACS 2017). According to the Multi-Model Transportation Study prepared by GDOT and HNTB, dated August 2008, dialogue with the stakeholders revealed that the study areas’ populations were beginning to attract an older population. Staff research reveals that Upson County population is 25,695 (ACS 2017) with the disabled population (ages 18-64) at 2,480 accounting for 9.6% of the population. The following chart compares Upson County’s disability rates within the Three Rivers Region.

Percent of Residents with a Disability, 2017	
County	Percent
Butts	16.9%
Carroll	15.2%
Coweta	10.8%
Heard	19.4%
Lamar	13.8%
Meriwether	20.9%
Pike	13.2%
Spalding	16.4%
Troup	16.5%
Upson	16.6%

Source: American Community Survey, 2013-2017 5-Year Estimates, S1810.

TRRC performed a census block analysis of the three main population types that are considered to be the primary “transit-dependent population”. One of those populations is senior citizens, and 2017 census information placed seniors in Upson County at 17.73% (age 65+) of the total population. Most of the senior population is located in areas served by a major road connection, which allows for more efficient route scheduling.

TRRC conducted an analysis of the disabled population based on 2017 census block group updated figures and limited the analysis to the 18-64 age group. Persons aged 65 and over were identified in the senior citizens analysis and have not been included in this particular analysis. The 18 to 64 year old disabled population represents approximately 9.6% of the total population for Upson County.

There are approximately 4,263 of Upson County’s population who are disabled and 422 persons within the 18-64 age group who are disabled but also employed. While transit ridership statistics are not kept for disabled passengers, the current fleet for the Upson County portion of the regional transit

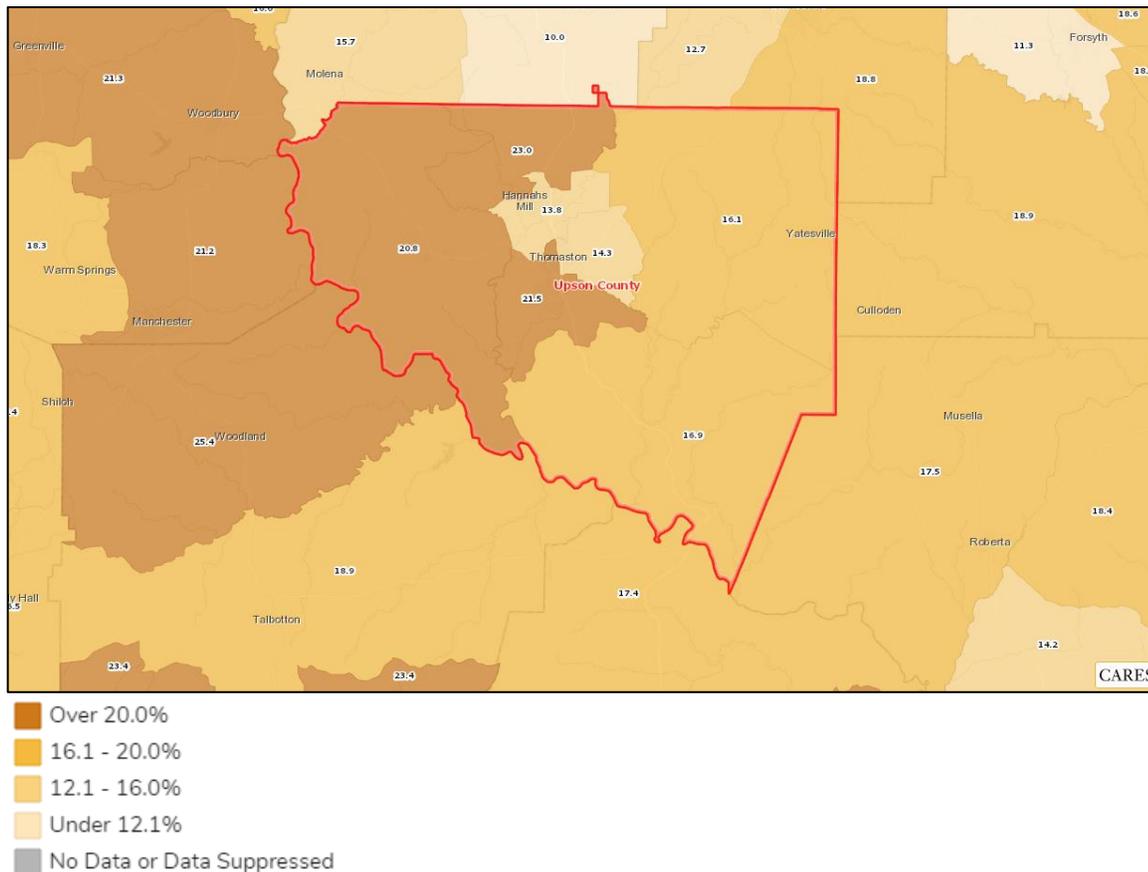
system does include one (3) vehicles that are wheelchair lift equipped.

Research reveals that senior citizens on fixed incomes are more likely to become users of transit when it is available. According to official figures from Three Rivers Area Agency on Aging for the FY-18 (July 2017 through April 2018) there were a total of 41,870 trips for senior citizens only. The figures for FY-18 are beginning to reflect an increase in senior citizen ridership. For Upson County specifically, FY-18 had 9,597 senior trips. Providing seniors with access to transit allows them to live independently for longer periods of time, continue to contribute to the local economy, and help to provide access to routine medical care.

Seniors

Using Geographic Information Systems (GIS) analysis, TRRC has identified the areas of the county that should undergo the most rapid growth of the senior citizen population. The two highest areas of median age concentration to consider for future planning are the western and southern parts of the City of Thomaston, and the western and northern portions of Hannah’s Mill. The remaining parts of the county include areas that have younger populations, and those areas should not have a greater need for transit services until 2023. The following chart displays the concentration of the current senior population within the county.

Population Age 65+, Percent by Tract



Source: US Census Bureau, American Community Survey, 2013-17. Source geography: Tract

The following chart compares Upson County’s proportion of senior population to that of the state and nation. Upson County has a higher percentage of seniors in both cases, although it is relative to the nation’s proportion. The current senior population is concentrated on the western side of the county with percentages between 20.8%-23%, well above the state’s and nation’s rates.

Upson County Population Age 65+			
Report Area	Total Population	Population Age 65+	Percent Population Age 65+
Upson County	26,241	4,652	17.73%
Georgia	10,201,635	1,300,430	12.75%
United States	321,004,407	47,732,389	14.87%

Source: US Census Bureau, American Community Survey. 2013-17.

Over the years, studies conducted on the national level on public transit have revealed that low to moderate income workers are the ones more likely to use public transits in areas where such services are readily available. Generally, the income threshold used to estimate potential riderships are based on an income of approximately \$25,000 per year. Given the fluctuations in fuel prices, it is possible that the demand for transit can increase beyond the senior and disability groups.

TRRC used Census data to identify areas of potential ridership based on incomes at or below the poverty level. The largest concentrations of low income households are in or around the urban clusters in most counties within the TRRC Region, with Pike County being the exception. However, the areas with smaller percentages of low income populations are least likely to use public transit, but would likely use available carpools, vanpool programs, or a commute alternative with a destination outside of the county.

GOALS AND OBJECTIVES

Program Goals and Objectives

The program objective is to provide cost effective and affordable public transportation to all citizens within Pike County through participation in the regional public transportation program administered by the TRRC.

Short Term Goals and Objectives: 2019 – 2023

The Short-term Goals and Objectives of the Three Rivers Regional Transit System for the period 2019 through 2023 are as follows:

- Provide public transportation to residents of Butts, Carroll, Pike, Meriwether, Lamar, Spalding, and Upson Counties.
- Contract with the Department of Human Resources and other interested local groups to provide purchase of service trips in order to reduce the operating cost required by local governments.
- Expand the regional transit program to include neighboring counties that have no local transit and are seeking to participate in a cost effective regional transit system that serves local needs.
- Develop and implement an effective marketing campaign.
- Offer technical assistance to the TPO regarding bookkeeping, transit system operations enhancement recommendations, and identifying training opportunities.
- Achieve or exceed all Section 5311 service criteria as outlined in the GDOT administrative guide.
- Evaluate scheduling and trip routing options to identify the most effective way to operate the system.
- Ensure that the TPO is complying with all federal and state guidelines for operating the transportation program.

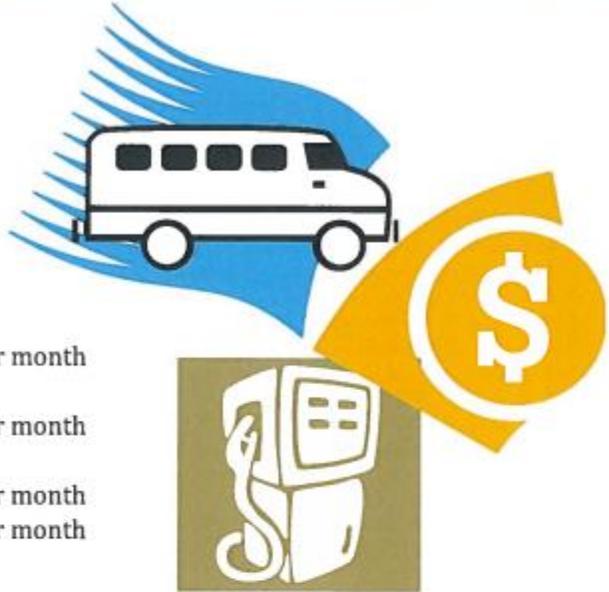
PERFORMANCE EVALUATION

System Performance

Transit Operations Snapshot—Upson Co. 5311 Rural Program *FY2018: July 2017 through June 2018*

Operational Totals YTD

Total Trips:	25,260
Total Miles:	181,518
Service Hours:	10,192
Total Gallons:	21,996

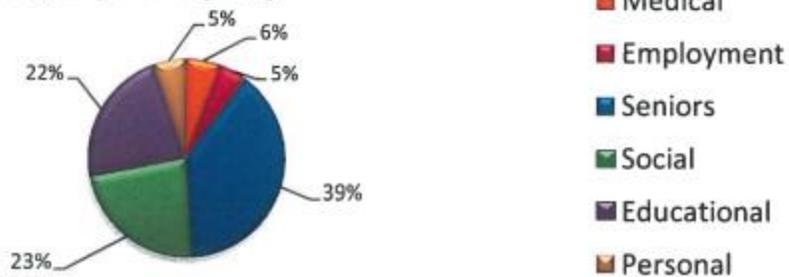


Operational Averages (4 vehicles)

Avg. Trips:	526	per vehicle per month
Avg. Distance:	7.19	miles per trip
Avg. Gallons:	458	per vehicle per month
Avg. Fuel Price:	\$ 2.25	per gallon
Avg. Miles:	3,782	per vehicle per month
Avg. Service Hours:	212	per vehicle per month



Trip purpose (25,260) trips this year)



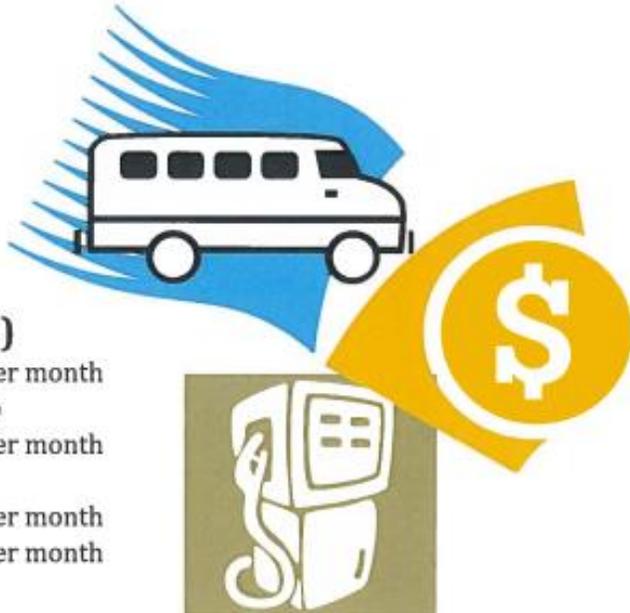
Source: Three Rivers Regional Commission, Mobility Manager

Transit Operations Snapshot—6-County 5311 Rural Program

FY2018: July 2017 through June 2018

Operational Totals YTD

Total Trips:	82,888
Total Miles:	618,010
Service Hours:	39,708
Total Gallons:	76,136

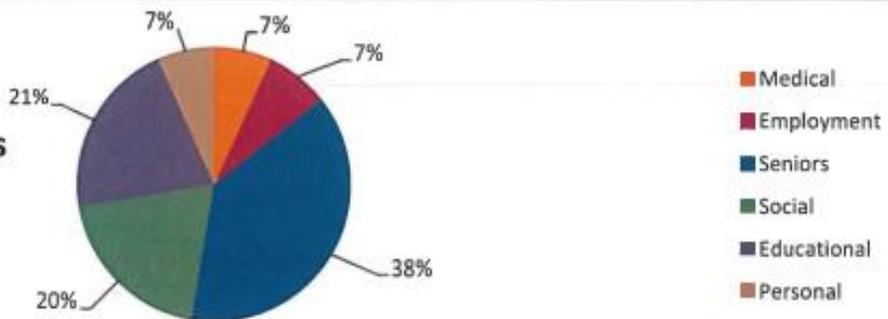


Operational Averages (16 vehicles)

Avg. Trips:	432	per vehicle per month
Avg. Distance:	7.46	miles per trip
Avg. Gallons:	397	per vehicle per month
Avg. Fuel Price:	\$ 2.20	per gallon
Avg. Miles:	3,219	per vehicle per month
Avg. Service Hours:	207	per vehicle per month



Trip Purpose:
(82,888)- total trips
for the year



Source: Three Rivers Regional Commission, Mobility Manager; 5-county = Butts, Lamar, Meriwether, Pike, Spalding, Upson

DEMAND ESTIMATION / NEEDS ASSESSMENT

Demand Evaluation

The Upson County component of the Three Rivers Regional Transit System has the potential to be the highest trip generating area of the system. A survey of the program’s trips indicates that 6% of transit ridership on Upson County vehicles is employment related and 38% of transit trips are senior citizens. The other categories are: social (23%), educational (22%), medical (6%), and personal (5%). It is logical to assume that the availability of local transit greatly assists citizens with obtaining and retaining employment and provides the senior citizens with a way to continue to live independently. Transit demand will continue to grow in the coming years, as more commercial development occurs and the senior population grows.

Current Demand

Currently, the five vehicles in circulation are able to keep up with local demand for transit service. The TPO has not had to regularly turn away any requests for public trips. In FY’16, Upson County’s rural transit program experienced 22,871 total trips. In FY’17, the total number of trips decreased to 17,450. However, in FY18, Upson County experienced its highest number of total trips at 22,260. If trip volume continues to increase until the point where all Upson vehicles are averaging 526 trips per month, then a request to add more vehicles should be considered or it is likely that additional trip orders will have to be denied due to a lack of capacity. Below is a criteria chart set forth as a benchmark for determining levels of demand. Based on FY’18’s performance numbers, the Upson County transit program is exceeding the standards. This trend is expected to continue throughout the planning period 2019-2023.

Criteria (Any Combination)	Exceeded Standards	Met Standards	Did Not Meet Standards
495 Trips Per Month	X		
209 Service Hours	X		
3,970 Vehicle Miles	X		
10% Farebox Target	X		

Upson - System Usage FY’18 (July 2017 – June 2018)

1. Total Trips: 25,260
2. Average Trips Per Month: 526
3. Total Miles Traveled: 181,518
4. Average Distance Per Trip: 7.19 Miles
5. Peak Usage Times: 6 to 9:30 AM & 3 to 5:30 PM

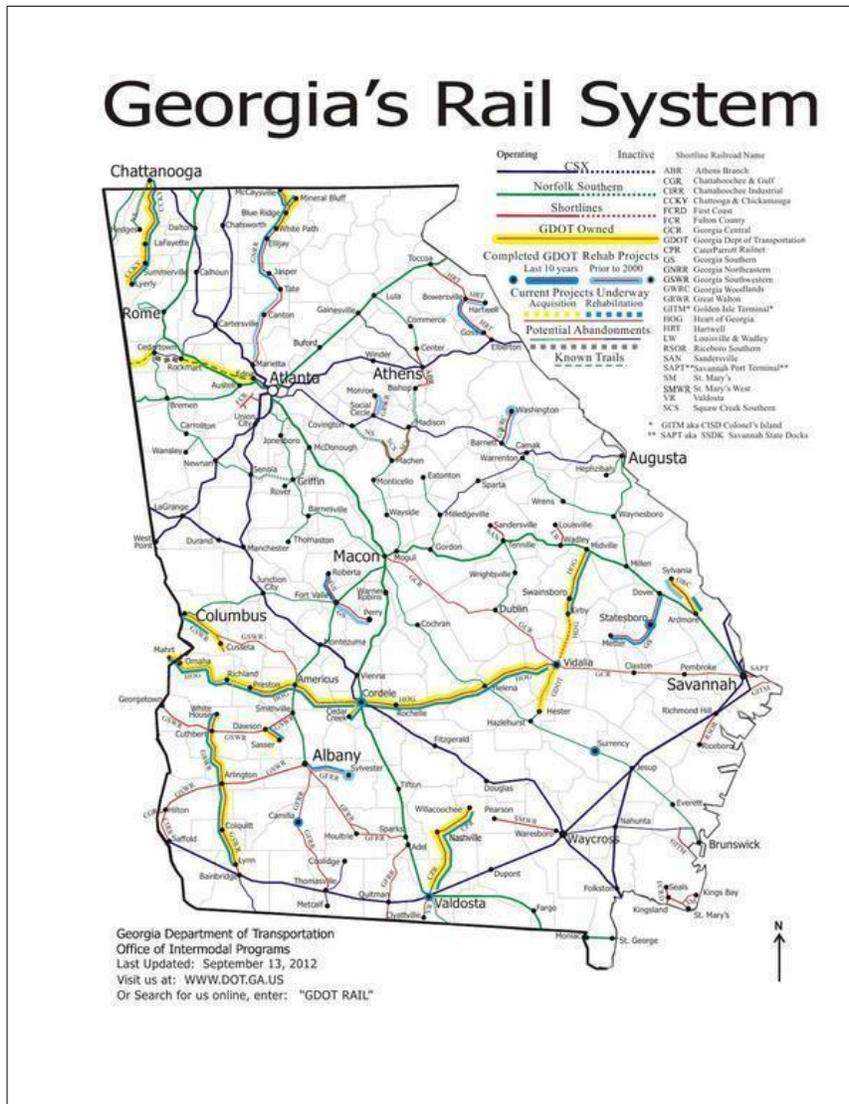
Six – County Region - System Usage FY’18 (July 2017 – June 2018)

1. Total Trips: **82,888**
2. Average Trips Per Month: **432**
3. Total Miles Traveled: **618,010**
4. Average Distance Per Trip: **7.46 Miles**
5. Peak Usage Times: **6 to 9:30 AM & 3 to 5:30 PM**

TRANSIT ALTERNATIVES AND RECOMMENDATIONS

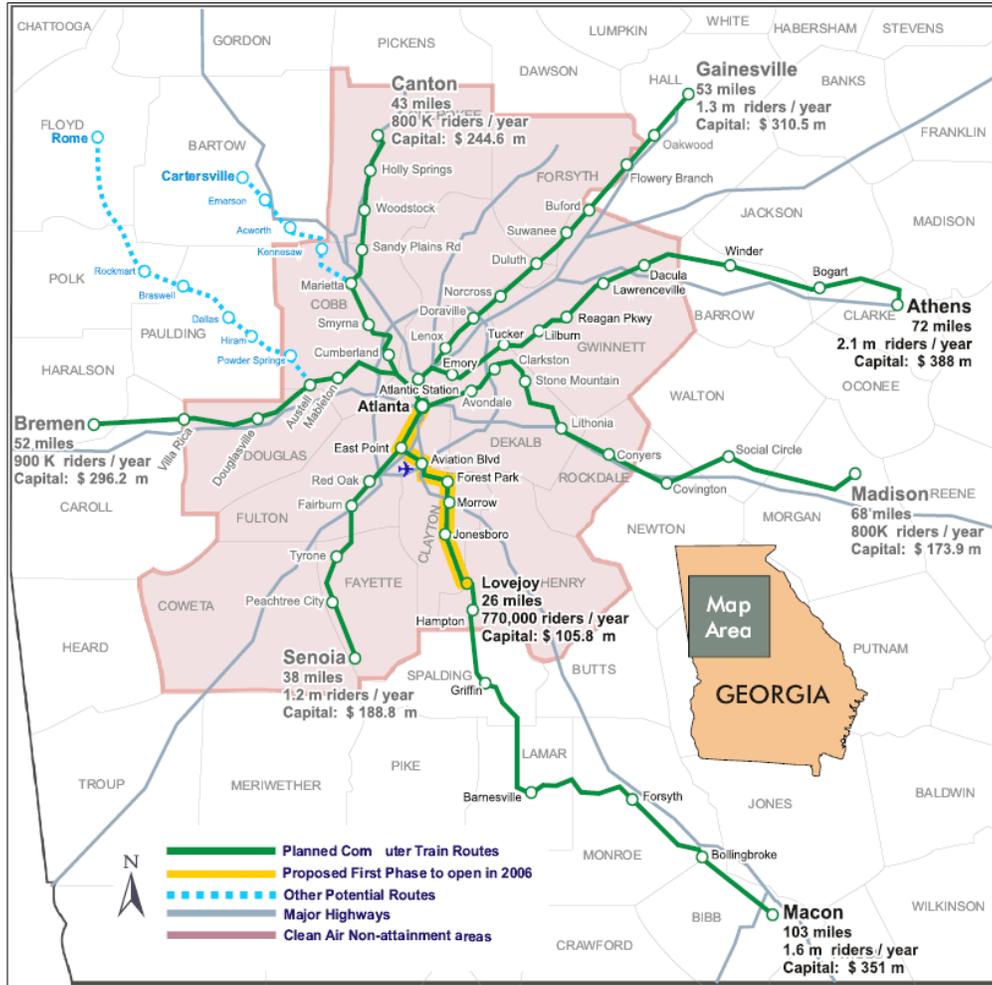
Transit Alternatives: Commuter Rail

The TRRC staff wishes to note, that while there are currently no planned commuter rail developments in Upson County, commuter rail has been studied extensively in the Lamar and Spalding Counties area over the last fifteen years. TRRC believes that commuter rail would benefit several counties in the transit service area and the rest of the TRRC region by providing a direct connection to downtown Atlanta. If commuter rail were to become a reality, Three Rivers Regional Transit System would likely expand its capacity to become a feeder system to the commuter rail service. Below is a geographical depiction of the state of Georgia's rail system including GDOT-owned and non-GDOT-owned intrastate systems.



Source: Georgia Department of Transportation, 2012

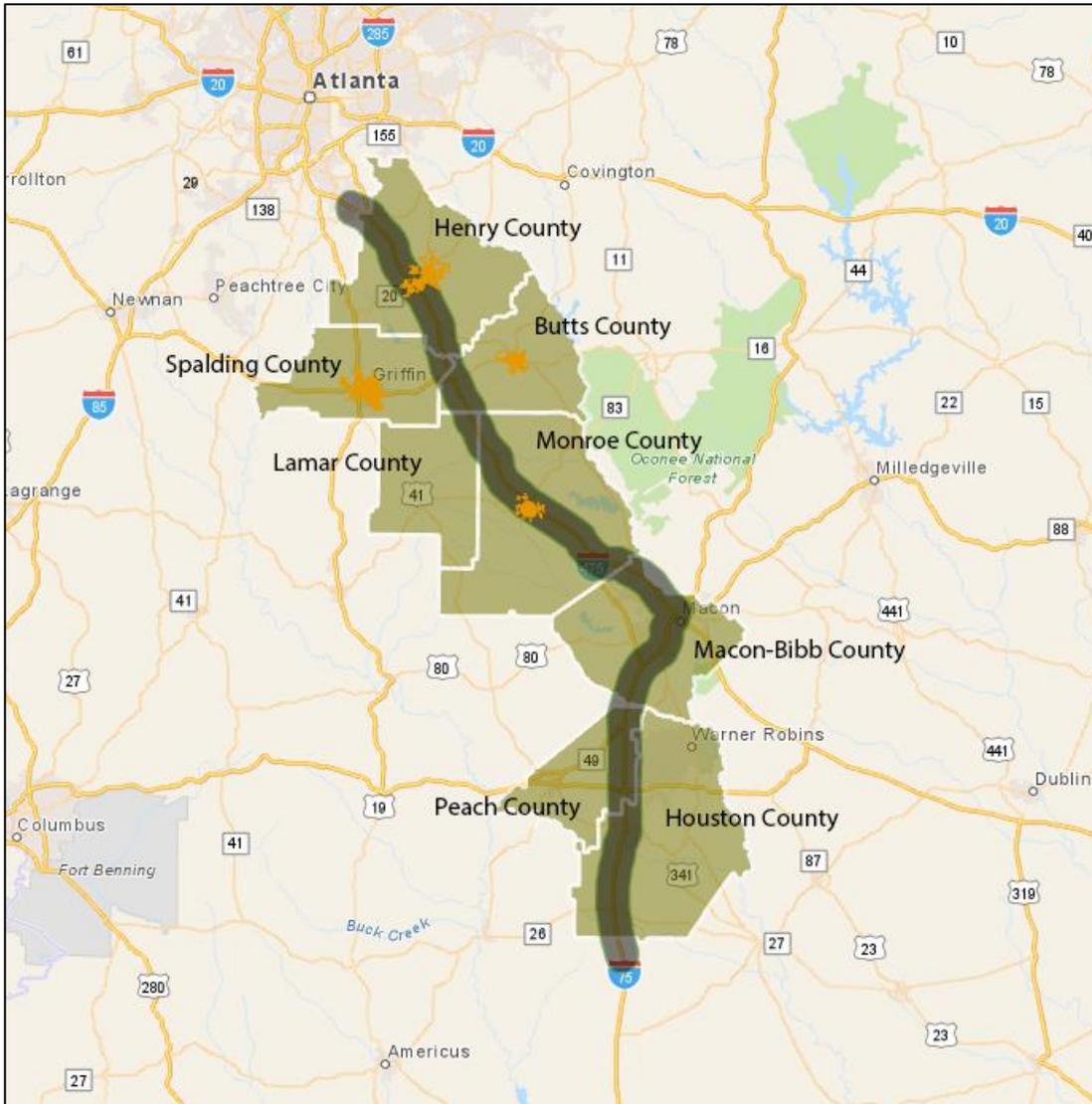
Historically Proposed Atlanta Commuter Rail Network



Source: Georgia Department of Transportation, 2015 Georgia State Rail Plan

The commuter rail concept has lost momentum and the state and federal funding to start the line has been reallocated. At the current time there appears to be a lack of support to move forward with the passenger service; and, without state and federal dollars to help build and operate the rail service, it will not move forward.

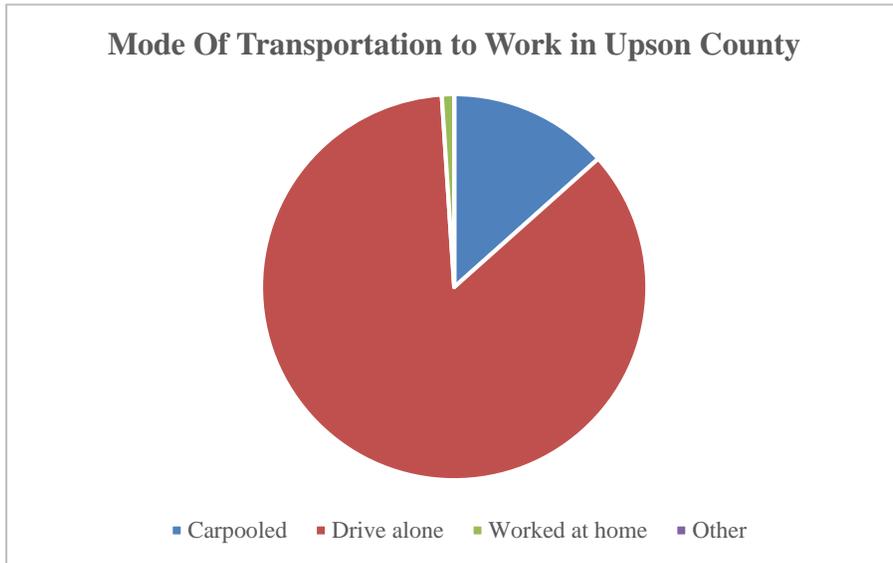
I-75 Central Corridor Project



Source: I-75 Corridor Coalition

Under the Major Mobility Investment Program, the GDOT will invest \$11 billion dollars into 11 projects by 2026. According to a GDOT presentation on the program for the I-75 Central Corridor Coalition, the purpose of the program is to create more than 300 new lane miles, create over 13,000 additional long-term jobs beyond the construction phase, add an additional \$1 billion in income for Georgia workers, and reduce travel delays for vehicle traffic statewide. Among the several projects within the program, one project within the Three Rivers Region is the I-75 Central Corridor Project that will create additional commercial vehicle lanes across eight counties and connect Macon to Atlanta. The map above illustrates the counties affected. While the I-75 Central Corridor focuses on commercial travel, the project has the potential to lead to future economic development and commercial activity that may increase demand by Three Rivers Transit Program participants who seek employment and shopping opportunities in the Spalding County and Lamar County areas.

The following charts display the various modes of transportation that Upson County residents utilize to travel to work. A majority (83%) drive alone to work or carpool (13%). As demonstrated, vehicular access is essential for individuals seeking employment.



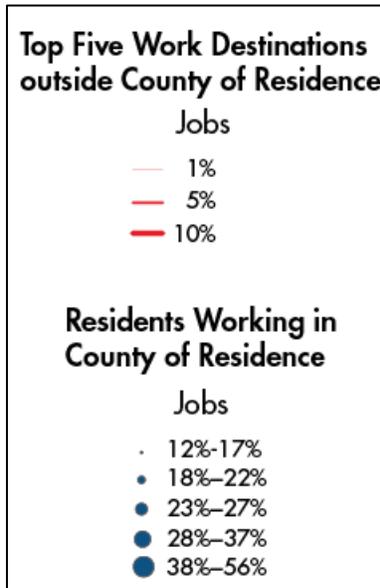
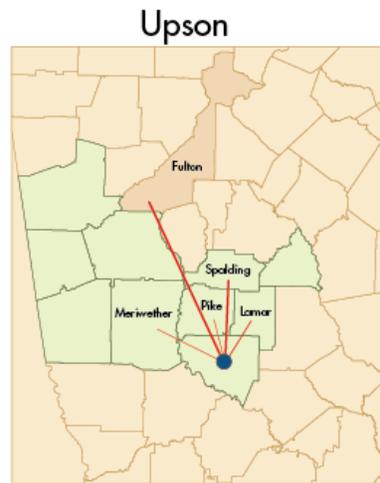
Source: 2018 American Community Survey, Towncharts.com

Means of Transportation to Work in Upson County	
Type	%
Carpooled	13%
Drove a car alone	83%
Taxi, motorcycle, or other	2%
Bicycle	0%
Walked	0%
Worked at home	1%

Source: 2018 American Community Survey, Towncharts.com

An examination of the region’s outflow and in-flow commuting patterns of workers is helpful in evaluating demand for employment-related trips within the transit program’s service area. The following two maps and their corresponding charts are from the 2016-2020 Three Rivers Workforce Development Board Local Plan. This map depicts the outflow commuting patterns. The blue dot at the center of Upson County indicates the percentage of the county’s workforce that works within the county (23-27%). The red lines extending from Upson County to surrounding areas show the top five (5) outflow commuting patterns for Upson County residents to their place of work. The top five work destinations outside of the county for Pike County residents are Meriwether County, Spalding County, Pike County, Lamar County, and Fulton County.

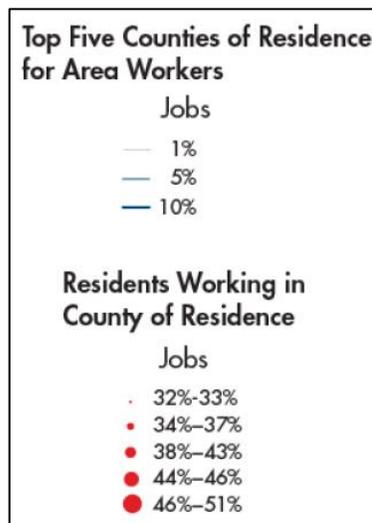
Commuting Patterns Outflows



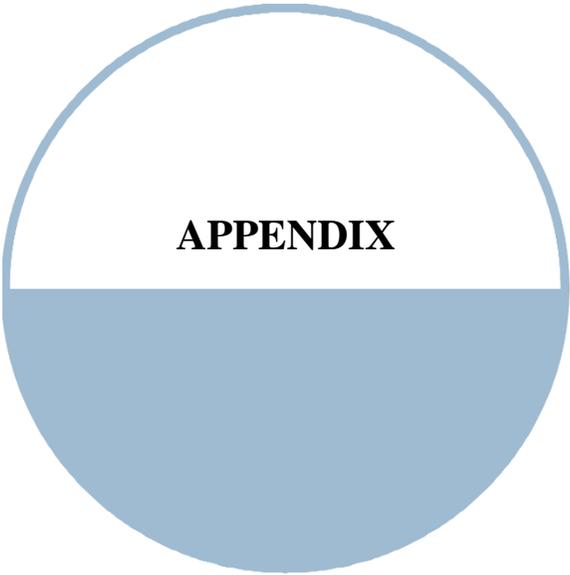
Source: Three Rivers Workforce Development Board Local Plan, U.S. Census Bureau OnTheMap, Carl Vinson Institute of Government

This map and its corresponding chart show the inflow patterns of employment within Upson County and is useful in evaluating future employment-related trips within the service area. The red dot in the center of Upson County depicts what percent of the county’s workforce is derived from within the County. The blue lines show the top five (5) sources of Upson County’s nonresident workforce. Between 34% and 37% of Upson County’s workforce reside within the County. Coweta, Spalding, Pike, and Lamar Counties are the top five suppliers of workers for Upson County.

Commuting Patterns Inflows



Source: Three Rivers Workforce Development Board Local Plan, U.S. Census Bureau OnTheMap, Carl Vinson Institute of Government



APPENDIX A:
Sample Upson County Authorizing Resolution (Regional Participation)

AUTHORIZING RESOLUTION BETWEEN **UPSON COUNTY**
AND **THREE RIVERS REGIONAL COMMISSION**

WHEREAS, the Georgia Department of Transportation in cooperation with the Three Rivers Regional Commission has agreed to participate in the formation of a Regional 5311 Transportation System; and

WHEREAS, Upson County has agreed to participate in this regional transportation program lead by the Three Rivers Regional Commission; and

THEREFORE, the parties agree as follows:

Article I.

The Three Rivers Regional Commission will act as the designated agency for the receipt of funds from the Georgia Department of Transportation for the purpose of operating the Three Rivers Regional Transit System.

Upson County will participate in a regional transportation program by entering into an agreement with the Three Rivers Regional Commission, appropriating annual transportation funds as requested, insuring public transportation vehicles assigned to the county, and appropriating funds for vehicle replacement when needed. The Three Rivers Regional Commission will utilize such funds in a manner consistent with state/federal laws and regulations, and existing agreements, for the operation and administration of the Three Rivers Regional Transit System.

Article II.

In the event either party wishes to terminate this understanding, the terminating party will give sixty (60) days written notice to the other party.

This resolution shall become effective upon the adoption of such resolution by the governing body of Upson County.

Chairman Upson County

Date

APPENDIX B:
Sample Upson County Contract

**SECTION 5311 PUBLIC TRANSPORTATION SERVICE AGREEMENT
FOR OPERATION OF THREE RIVERS REGIONAL TRANSIT SYSTEM
BETWEEN THE BOARD OF COMMISSIONERS OF UPSON COUNTY AND
THREE RIVERS REGIONAL COMMISSION**

PREAMBLE

This Agreement is made and entered into this _____ day of _____, 2018 by and between the Board of Commissioners of UPSON County hereinafter referred to collectively as the “COUNTY”; and THREE RIVERS REGIONAL COMMISSION, hereinafter referred to as “TRRC”; and shall terminate on the 30th day of June, 2017 unless terminated earlier under other provisions of this agreement.

WHEREAS, the Georgia Department of Transportation (GDOT) in cooperation with the Three Rivers Regional Commission has agreed to participate in the formation of a Regional 5311 Public Transportation System; and

WHEREAS, UPSON County has agreed to participate in this regional transportation system administered by the Three Rivers Regional Commission; and

NOW, THEREFORE, the parties agree as follows:

ARTICLE I

TERM OF AGREEMENT TERMINATION PROVISIONS AND ATTACHED DOCUMENTS

1. Engagement: The TRRC is retained and engaged by the counties for the purpose of operating a 49 U.S.C. 5311 public transportation program.
2. Term of Agreement: The term of Agreement shall be from July 1, 2018 through June 30, 2019.
3. Termination of Agreement: The COUNTY or TRRC reserves the right to terminate this Agreement for just cause upon 60 (sixty) days written notice to the other party.
4. Attachments:
 - a. **Attachment A: Georgia Security and Immigration Compliance Act of 2006**

ARTICLE II

SCOPE OF WORK COUNTY RESPONSIBILITIES

1. The COUNTY will appropriate funds to operate the Section 5311 Rural Public Transportation Program for the stated contract year.
2. The COUNTY shall procure an Automobile Liability Insurance Policy for all DOT assigned vehicles including personal and advertising liability (or Comprehensive General Liability Policy with endorsement to insure contractual liability, broad from property damage, personal injury, personal and advertising liability), and other insurance policies. The insurance certificates must include the Three Rivers Regional Commission and the Third Party Operator, Transitions Commute Solutions, listed as additional insured parties. The County Procured Automobile Insurance must meet the below qualifications or their equivalency:
 - a) Commercial General Liability—insurance that pays and renders service on behalf of a contractor for the loss arising out of a contractor’s responsibility due to negligence, imposed by law or assumed by contract:
 - i. \$1,000,000 per occurrence (Each Occurrence Limit—indicates the amount of coverage the contractor has under a liability policy for any one occurrence other than Personal \$ Advertising injury occurrences.)
 - ii. \$3,000,000 aggregate (Aggregate Limit—indicates the amount of coverage (for other than Products/Completed Operations Liability occurrences) the contractor has under a liability policy for the policy period; no matter how many separate

losses that may occur.)

- b) Automobile Liability:
 - i. \$1,000,000 per occurrence (Each Occurrence Limit—indicates the amount of coverage the contractor has under a liability policy for any one occurrence other than Personal & Advertising injury occurrences.)
 - ii. \$3,000,000 aggregate (Aggregate Limit—indicates the amount of coverage (for other than Products/Completed Operations Liability occurrences) the contractor has under a liability policy for the policy period; no matter how many separate losses that may occur.)
 - c) For those that do have the Automobile Liability policy with a Combined Single Limit (CSL) of \$1,000,000 they must also indicate the \$3,000,000 aggregate. This is based on the BOAS definition of Combined Single Limit (CSL) – typically expressed when referring to liability limits in an automobile policy. Refers to an aggregate limit of liability coverage for bodily injury and property damage in one accident or occurrence.
 - d) Commercial Umbrella Policy (Occurrence). An umbrella policy may cover the aggregate policy limits required above. There must be no gap between the \$1 million and \$3 million dollar policy limits.
3. Provide one or more vehicles for use by the TRRC and its Third Party Operator (TPO) for use in the regional public transit program.

TRRC RESPONSIBILITIES

- 1. The TRRC will manage the day-to-day operation of the Regional 5311 Public Transportation program. The TRRC will retain and monitor a third party operator for compliance with local, state, and federal regulations.
- 2. The TRRC will manage the financial reporting and statistical analysis for the program, and request the appropriated funds from each participating COUNTY no more than monthly and no less than once a year.

ADDITIONAL RESPONSIBILITIES

1. The TRRC and the TPO shall defend all lawsuits, not related to insurance claims, brought upon the FTA Section 5311 regional public transportation program (commonly known as the Three Rivers Regional Transit System), or any claim related to the aforementioned public transportation program. The TRRC agrees to pay in full all costs and expenses incidental thereto; however, a COUNTY may have the right, at its own expense, to participate in the defense of any suit, without relieving TRRC of any obligation.
2. The TRRC will require that the third party operator procure and maintain Professional Liability Insurance.
3. All wages, salaries, fringe benefits, other employee costs, services, fuels, lubricants, parts, materials, taxes and the expenses required for the performance of this contract shall be supplied and paid for by the third party operator retained by the TRRC. Payment from the COUNTY to the TRRC for all expenses incurred in fulfilling the intent of this contract shall be the fund amount listed in Article IV.
4. TRRC shall operate the FTA Section 5311 Regional Public Transportation program services in accordance with the guidelines and policies set by GDOT. TRRC further agrees to maintain appropriate books, records, documents, papers, and other evidence pertaining to public transportation operations for the period of this Agreement and for three years beyond the period of this Agreement and to make such materials available for inspection, upon request by the Authorized Representative or his designee, any COUNTY, and the GDOT or their representatives.
5. Service expansions or improvements may be recommended by TRRC to the participating COUNTY. It is agreed that the TRRC must have approval and additional funds (if applicable) from the COUNTY before implementation of expansions or improvements.

ARTICLE III

SCOPE OF SERVICES SERVICES TO BE OFFERED

Services to be offered under this Agreement will be based on response to specific requests (hereinafter “demand response transportation”), within the following parameters:

1. This service (demand response transportation) will be offered only under the terms of this agreement.
2. Demand response service constitutes service with at least 24-hour advance notice. Any advance notice less than 24-hours should be worked into the regular schedule when feasible. Demand response service is either subscription service (prearranged to meet the repetitive travel needs of riders) or random service (scheduled sporadically by riders).
3. Service is available to passengers a minimum of 8 (eight) hours a day, Monday through Friday excluding holidays.
4. Passenger constitutes any resident of Butts, Upson, Meriwether, Upson, Spalding, and Upson COUNTIES, and a passenger trip constitutes transporting one passenger one-way between two locations.

REVENUE AND EXPENSE REPORTING AND INVOICING

Fare Box Revenue: There is a fare box structure established for the transit system. The fare amount is between \$2.00 and \$2.50 per one-way passenger trip. The fare structure shall remain in force until the TRRC has sufficient data to justify a change.

ACCIDENT REPORTING

A written report must be filed with the TRRC by the TPO within 24 hours after an accident. This accident report shall describe the nature of the accident, the findings as to cause, personal injury sustained, property damage and information, and if a drug and alcohol test was administered. The TRRC will notify the COUNTY so that an insurance claim can be prepared, and an accident report will be forwarded to the COUNTY once it is received.

FEDERAL COMPLIANCE

The COUNTY and TRRC must agree as a condition of participating in the Section 5311 Rural Transportation Program, that:

1. No persons shall on the grounds of race, color, religion, creed, national origin, sex, age, or handicap be excluded from participation in, or denied the benefits of, or be subject to discrimination under any project, program, or activity for which this recipient receives federal financial assistance from the Federal Transit Act;

2. TRRC or its TPO shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin, and shall take affirmative action to insure that applicants are employed and that employees are treated during employment without regard to their race, color, religion, sex, or national origin;
3. TRRC or its TPO will conduct any program or operate any facility that receives or benefits from federal financial assistance administered by the Department of Transportation in compliance with all requirements imposed by or pursuant to 49 CFR, Part 27, Non- discrimination on the Basis of Handicap in Federally Assisted Programs and Activities received or benefiting from Federal Financial Assistance.

ARTICLE IV

COMPENSATION

Operating & Program Administration: \$10,850

Total Compensation: \$10,850

The COUNTY's maximum obligation to the TRRC shall not exceed \$6,650 (ten thousand eight hundred fifty dollars) for transit capital match, and transit operating and program administration services rendered between July 1, 2017 and June 30, 2019. Compensation will be requested no more than monthly and no less than once a year.

**On behalf of the Board of Commissioners
of UPSON COUNTY**

Board of Commissioners

ATTEST:

Clerk, Board of Commissioners of
UPSON COUNTY

Three Rivers Regional Commission

Kirk Fjelstul, Executive Director

Witness

Jim Thornton, TRRC Chairman

Notary Public (Seal)

TERMS OF USAGE

An Attachment to the Service Agreement Between The Boards of Commissioners of UPSON County AND THREE RIVERS REGIONAL COMMISSION

WHEREAS, the Boards of Commissioners for the aforementioned COUNTY have indicated a desire to contract with THREE RIVERS REGIONAL COMMISSION to provide public transportation services within their county area, located in the Three Rivers region; and

WHEREAS, the aforementioned COUNTY has supplied at least one vehicle for operation of a public transportation system in the Three Rivers region.

THEREFORE, the parties agree to the following, as an Attachment to their Service Agreement as referenced above:

1. THREE RIVERS REGIONAL COMMISSION and its TPO will have the right to operate and manage vehicles placed by the above named COUNTY into the Three Rivers Regional Transit System, an FTA Section 5311 program.
2. THREE RIVERS REGIONAL COMMISSION will follow all state and federal laws regarding the safe operation of any vehicle placed in the Three Rivers Regional Transit System.
3. THREE RIVERS REGIONAL COMMISSION recognizes that program vehicles are the property of the respective COUNTY, and will treat said property with proper care and attention. Nothing in the “Terms of Usage” shall constrain the COUNTY from its rights of ownership and supervision over respective program vehicles.
4. THREE RIVERS REGIONAL COMMISSION acknowledges the following: Should the COUNTY withdraw from the main Service Agreement, program vehicle(s) must be returned to the county.

This “Terms of Usage” agreement is effective only upon execution of the main agreement between the COUNTIES and THREE RIVERS REGIONAL COMMISSION. Termination of the main agreement automatically eliminates any claim the TRRC may have pertaining to rights of operation for said program vehicles.

APPENDIX C:
Sample Press Release

Three Rivers Regional Commission
Post Office Box 818 Griffin, Georgia 30224

DATE: July 1, 2019
CONTACT: Pavielle Ludlow
PHONE: (678) 692-0510

PRESS RELEASE

FOR IMMEDIATE DISTRIBUTION

**PUBLIC TRANSPORTATION IN BUTTS, CARROLL, PIKE, MERIWETHER,
LAMAR, SPALDING, AND UPSON COUNTIES**



The regional public transportation program provides public transportation for residents of Butts, Pike, Meriwether, Lamar, Spalding, and Upson Counties, and has operated in the region since 1999. The regional public transportation program is administered by the Three Rivers Regional Commission on behalf of its participating governments.

The regional public transportation program operates under a “demand response” model which means that there are no fixed routes, bus stops, or pick up times. With a demand response model residents call in and order a trip 24 hours in advance, and daily routes are generated based on the destinations requested. The transportation operator will attempt to accommodate all callers for the times they request. During peak times (**8:00 am to 10:00 am and 2:00 pm to 5:00 pm**) the system may be at or near full capacity, and trips scheduled during off peak times (**10:00 am to 1:30 pm**) have the most seating capacity available.

In order to schedule a trip on the public transportation system, **please call 1-855-407-RIDE (7433)**. The fee is \$2.00 per one way trip (\$3.00 for Meriwether County), and the service is offered Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m.

APPENDIX D:
Sample Marketing Advertisement

FY 2018 Transit Brochure Page 1

Connecting you to
where you need to go:

- Medical Appointments
- Bank
- Employment (Limited)
- Senior Centers
- Educational Facilities
- Social Outings
- Shopping



Call us today!
(855) 407-7433



Thank You For Riding!
The Three Rivers Regional Commission
would like to thank you for riding with us.

For More information Please Visit:
www.threeriversrc.com



It is the policy of Three Rivers Transit that no individual shall solely by reason of race, age, sex, color, religion, national origin, political affiliation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program receiving federal funds.

For additional information regarding the discrimination policies and/or procedures in filing a complaint:

Three Rivers Regional Commission Transportation
Contact: 678-692-0510



Serving the Counties of Butts,
Lamar, Pike, Spalding, and
Upson.

**Dial-A-Ride
Bus Services Guide**

855-407-7433



There for you when you need transportation

FY 2018 Transit Brochure Page 2

About Dial-A-Ride

The Dial-A-Ride is part of the Three Rivers Regional Commission's transportation program. The Dial-A-Ride is based on a demand service or 'door to door' service. The transit service is a shared ride service that operates within the Butts, Lamar, Pike, Spalding, and Upson Counties. Travel Time will be similar to a fixed route bus service and not like a car or taxi service. Anyone can use Dial-A-Ride and passengers are transported in small buses that are ADA compliant.

When We Operate

Buses operate Monday through Friday, 8:00am to 5:00pm, excluding holidays.

Dial-A-Ride Fares

\$2.00 for each stop for the counties of Butts, Lamar, Pike, Spalding, and Upson. Fares must be paid at time of boarding or prior to pick-up. Drivers cannot make change or extend credit.

Scheduling Your Ride

Transit operates on a "First Come, First Serve" basis and requires at least a 24-hour notice to schedule a trip. All stops must be scheduled when appointment is made.

What do I do if the transit vehicle is late?

Call the transit office at (855) 404-7433 and we will check the status of the vehicle's arrival time.

What if I have questions?

If you have a questions, complaints, compliments or simply a suggestion, please call: (855) 404-7433.

Passenger Rules

- Safety is our first priority; therefore, seat belts are to be used at ALL times.
 - Children under the age of 16 must be accompanied by a parent or guardian.
 - Childcare seats are required for children aged 5 years and under. Parents are responsible for providing and securing the car seat prior to the trip.
 - No school bus service is provided.
 - Animals, other than Service Animals are not allowed.
 - Limit packages to no more than what the passenger can carry. Packages must be stowed under the seats or in the back of the vehicle to avoid any unsafe hazardous exiting or entering by others. Aisle must remain clear at all times.
 - No smoking/eating/ drinking allowed in the vehicles.
 - Absolutely no alcohol, illegal drugs, or weapons allowed. Riders who appear to be intoxicated may be denied transportation services.
 - No hazardous, combustible, or flammable chemicals allowed at anytime.
 - Inappropriate behavior which presents a danger or nuisance to other passengers or transit staff will not be tolerated; this includes, but is not limited to verbal or physical violence, offensive language, gestures or threats.
- Drivers will wait at the scheduled pick-up point for five (5) minutes. Riders should make every effort to be ready and waiting at the scheduled pick-up time. (Note: Driver will not be sent back once vehicle is in route after the five(5) minute wait time has passed. This holds true for forgotten items.)
 - Riders with three (3) no shows without prior notice or cancellation will be suspended from ridership for a two (2) week period and may result in the denial of future public transportation services.

Accessible Service

The Three Rivers Regional Transit program is an accessible service. Please inform scheduler if you need access to the wheelchair lift and they will adjust your pick-up time to accommodate boarding and alighting.



- All wheelchairs must be properly secured in the vehicle.
- Individuals using respirators or portable oxygen must be able to safely stow those items.
- Service Animals accompanying individuals with disabilities are permitted.

APPENDIX E: Six County Capital and Operating Budget Projections

SECTION 5311 - RURAL TRANSIT BUDGET State fiscal year period: July 1, 2019 - June 30, 2020

Subrecipient: **Three Rivers Regional Commission** District: **3**

Date: **10/3/2018** Please submit budget to GDOT for approval by: **October 05, 2018 @ 4:00 p.m.**

State Budget Year: **SFY2020**

Operating Period: **1-Jul-2019** To: **30-Jun-2020**

Subrecipients fill-in green highlighted areas ONLY

Administrative Budget		Operating Budget		Capital Budget		
	Cost		Cost	Qty	Cost/Each	Cost
1. Director Salary	\$106,000.00	16. Driver Salary	\$750,000.00	31. Standard Van*		\$0.00
2. Supervisor Salary		17. Dispatcher Salary	\$130,000.00	32. Conversion Van*		\$0.00
3. Bookkeeper Salary		18. Mechanic Salary		33. Conversion Van / Lift*		\$0.00
4. Secretary Salary		19. Fuel	\$275,000.00	34. Shuttle Van	2	\$42,502.92
5. Training	\$4,000.00	20. Maintenance and repairs	\$65,000.00	35. Shuttle Van / Lift	2	\$46,249.92
6. Marketing	\$1,000.00	21. Vehicle Insurance Expenses		36. Shuttle Bus		\$48,792.92
7. Telephone	\$28,000.00	22. Drug/Alcohol Testing	\$3,900.00	37. Shuttle Bus / Lift		\$51,285.92
8. Office Supplies	\$3,600.00	23. Fringe Benefits		38. Mobile Radio		\$2,000.00
9. Rental Expenses/Equip Rental	\$64,500.00	24. License Expense		39. Base Radio		\$7,200.00
10. Standard Overhead	\$3,000.00	25. Uniforms Expenses	\$1,500.00	40. Computer System		\$3,200.00
11. Computer Software		26. Utilities		41. 3"- 6" Lettering	4	\$25.00
		27. Software Licensing	\$10,500.00	42. Vehicle Striping	4	\$265.00
12. Audit	\$1,000.00	28. Communications		43. Other:	1	\$135,000.00
13. Indirect Expenses	\$135,000.00	29. Other	\$158,200.00	44. Other:		\$0.00
14. Other		30. Other		45. Surveillance System		\$0.00
15. Other				46. Tablets		\$0.00
Administrative Total	\$346,100.00	Operating Total	\$1,394,100.00	47. Roof Hatch		\$300.00
				48. Bike Rack		\$1,200.00
				Capital Total	13	\$313,665.68

Net Operating Summary

Administrative Total / Ratio	\$346,100.00	19.89%	*Note: These vehicle options are not currently available																				
Operating Total / Ratio	\$1,394,100.00	80.11%																					
Total Operating Budget	\$1,740,200.00		6" Lettering and Striping are costs per vehicle for system name/ must equal total number of vehicles requested if selected																				
49. LESS: Purchase of Service (POS) Revenue																							
50. LESS: Non-5311 Expenses	\$0.00																						
Public Transportation Budget	\$1,740,200.00		List vehicles requested to be replaced:																				
51. _____																							
Net Operating Total	\$1,740,200.00		<table border="1"> <thead> <tr> <th>Vehicle #</th> <th>Mileage</th> <th>Vehicle #</th> <th>Mileage</th> </tr> </thead> <tbody> <tr> <td>3574</td> <td>157824</td> <td></td> <td></td> </tr> <tr> <td>3501</td> <td>131100</td> <td></td> <td></td> </tr> <tr> <td>3502</td> <td>154100</td> <td></td> <td></td> </tr> <tr> <td>3577</td> <td>126823</td> <td></td> <td></td> </tr> </tbody> </table>	Vehicle #	Mileage	Vehicle #	Mileage	3574	157824			3501	131100			3502	154100			3577	126823		
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3574	157824																						
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Budget Summary

	Totals	Federal	State	Local
Operating Budget Total	\$1,740,200.00	\$870,100.00		\$870,100.00
**Purchase of Service (POS) Local Funds	\$0.00			
Capital Budget Total	\$313,665.68	\$250,932.54	\$31,366.57	\$31,366.57
Budget Grand Total	\$2,053,865.68	\$1,121,032.54	\$31,366.57	\$901,466.57