

Lake Norman Rural Planning Organization

Fiscal Year 2004-2005

Community Transportation Systems and Human Services System Summary Report

Centralina Council of Governments

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Staff Contact

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Introduction: The Lake Norman Rural Planning Organization (RPO) is a voluntary association of local governments that combine to provide a cooperative unified voice to advocate for funding and projects, and a forum for dialogue with the NCDOT for integrated multi-modal transportation planning in the area. Transit planning is one of many kinds of transportation planning the RPO performs. This document serves as a database and comparison of the most recent (Fiscal Year 2004-2005) statistics submitted to the NCDOT, and may serve as a document by which neighboring counties and transit providers may share strategies and techniques to provide an efficient and effective transit service to members of their communities.

Please use caution when comparing statistics between providers or to a North Carolina state average. The largest of the four transit providers had annual expenses of less than two million dollars during this period. One-time expenses, staff shortages, or the loss of a service contract can have a significant impact on operations, and make comparisons difficult. As an example, during Fiscal Year (FY) 2004-2005 Gaston ACCESS provided 17 percent more rides than in the previous year due to demand for Work First and Work Force Investment Act programs. Brokered trips with contract providers were also not previously reported. Please note that the definitions and statistics provided do not consider lift transports, how many riders were children or how many riders were senior citizens.

FY 2004-2005 was notable for increased demand for each of the Community Transportation System CTS or Human Service Transportation providers. All four experienced increased in service hours provided when compared to the previous fiscal year. The Cleveland County CTS experienced a significant decline in the cost per service hour (25 percent) due to a large increase in service hours provided with only a slight increase in overall operating expenses, while the other two CTS systems in the RPO had cost per service hour increases of approximately three percent.

The types of information listed for each of the county CTS providers, or in the instance of Lincoln County, Human Service Transportation System, are as follows:

- Total Passengers
- Total Vehicles
- Total Service Miles
- Vehicle Service Hours
- Vehicle Service Miles
- Expenses
- Revenue

This report includes the raw data for the above statistics, as well as normalized statistics based on population, vehicles, and other variables. All figures are from the FY 2004-2005 data submitted to the North Carolina Department of Transportation. All per capita figures were calculated using 2000 census totals.

For more information regarding individual figures, please contact the individual transit system directly.

Transportation Administration of Cleveland County

Executive Director: Thomas K. Crider

Phone: 704-482-6705

E-Mail: tacc1@bellsouth.net

Gaston County ACCESS

Transportation Coordinator: Margaret Darby- Taylor

Phone: 704-866-3207

E-Mail: mtaylor@co.gaston.nc.us

Iredell County Area Transit System

Coordinator: Ben Garrison

Phone: 704-832-2342

E-Mail: bgarrison@co.iredell.nc.us

Transportation Lincoln County

Transportation Director: Roger Huffman

Phone: 704-732-9061

E-Mail: rhuffman@lincolncounty.org

Definitions:

Deadhead - Miles and hours that a vehicle travels when out of revenue service. This includes leaving and returning to the garage, changing routes, etc., and times when there is no reasonable expectation of carrying revenue passengers. However, it does not include charter service, school bus service, operator training, maintenance training, etc. For non-scheduled, non-fixed-route service (demand-responsive), deadhead mileage also includes the travel between the dispatching point and passenger pick-up or drop-off.

Passenger Miles – The total number of miles traveled by passengers on transit vehicles; determined by multiplying the number of unlinked passenger trips by the average length of their trips.

Revenue Miles/Vehicle Hours - The distance in miles/hours that a revenue vehicle is operated while it is available for passenger service. The miles/hours a vehicle travels while in revenue service. Vehicle revenue miles/hours exclude travel to and from storage facilities, training operators prior to revenue service, road tests, breaks and deadhead travel, as well as school bus and charter services.

Service Miles/Vehicle Hours - The total number of miles/hours traveled by transit vehicles while providing service. Starts when the vehicle leaves the depot and stops when the vehicle returns to the depot. Includes deadhead miles / hours. Service Miles / Hours does not include breaks, lunch, fueling or maintenance, etc.

Trip/Unit Cost, fixed and graduate - A flat fee is charged per trip regardless of miles traveled. A flat fee is charged for the vehicle use, plus an additional rate for miles traveled, which may vary based on total miles.

Unlinked passenger trip - The number of passengers who board public transportation vehicles. A passenger is counted each time she or he boards a vehicle even though she or he may be on the same journey from origin to destination. Also called passengers, passengers carried, passenger trips. Passenger trips do not include cancellations and no shows.

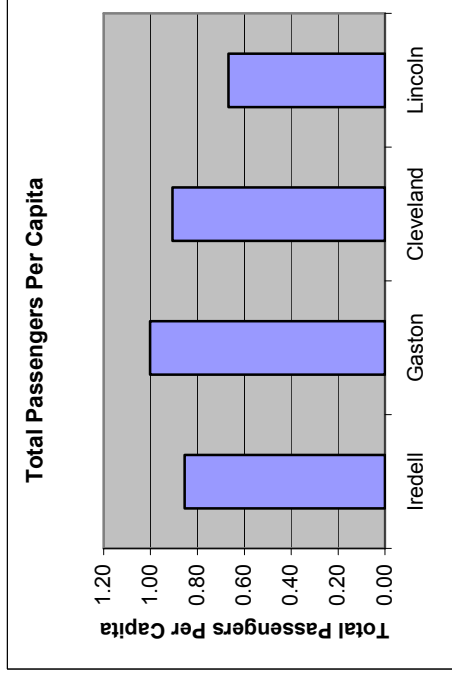
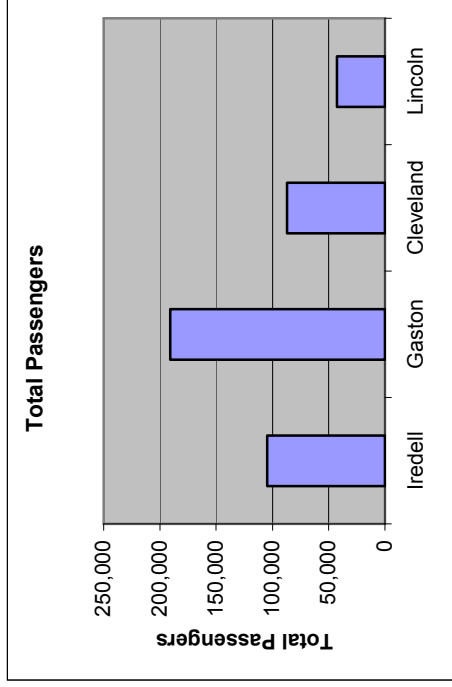
Vehicle Service miles & hours

- Includes deadhead miles. Formula = Total VM + Total VH/ number of passengers
- Uses information collected about the vehicle trip- Difference between beginning mileage from vehicle pullout and ending mileage from vehicle pull in; difference between pull out and pull in time divided by number of passengers on vehicle.

Vehicle Revenue miles & hours

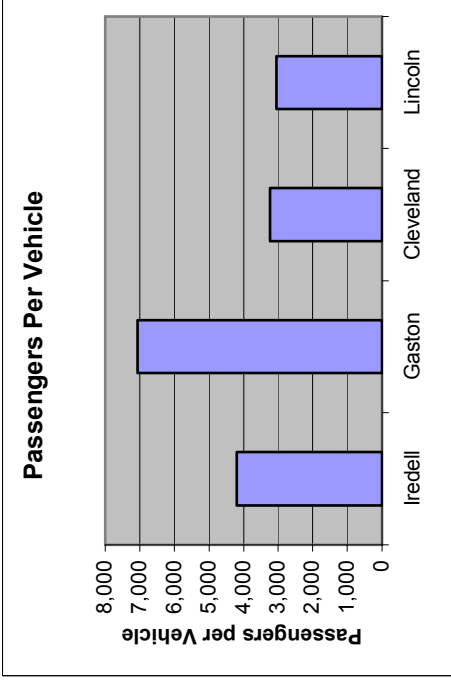
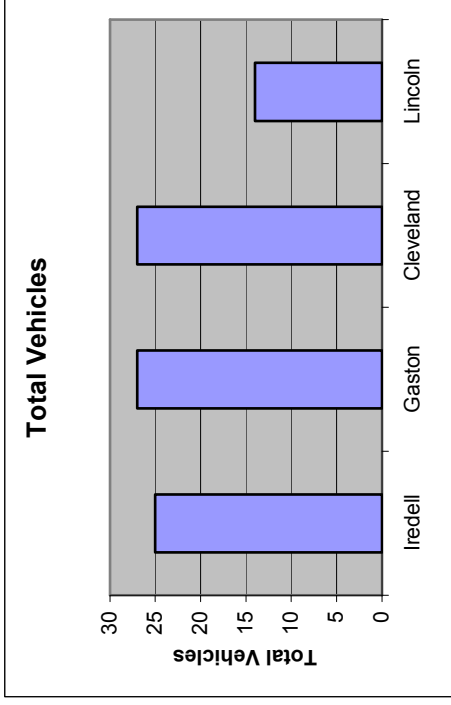
- Excludes deadhead miles. Formula = Difference between mileage of first passenger pickup and mileage from last passenger pickup/number of passengers
- Uses same information as above, as well as the difference in mileage from the first passenger pickup to the last passenger drop off = “Revenue Miles”.

Service Utilization



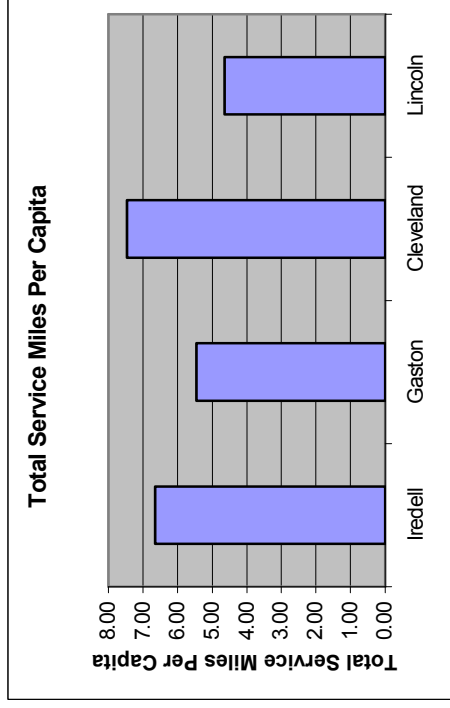
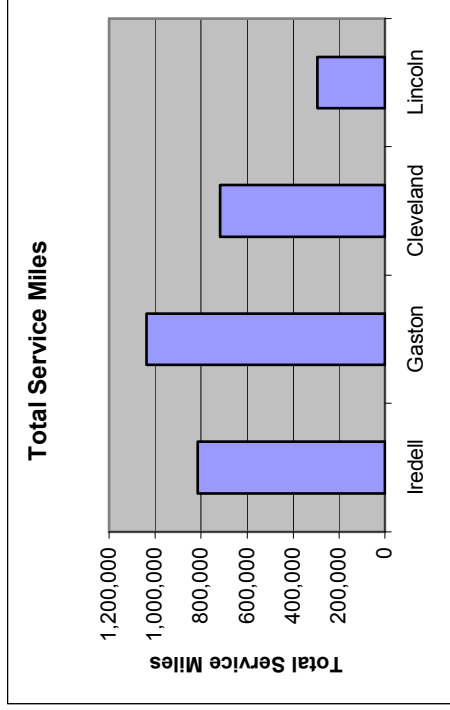
County	2000 Population	FY 04-05 Total Passengers	FY 04-05 Passengers Per Capita
Iredell	122,660	104,799	0.85
Gaston	190,365	190,723	1.00
Cleveland	96,287	87,219	0.91
Lincoln	63,780	42,668	0.67

Operational Statistics



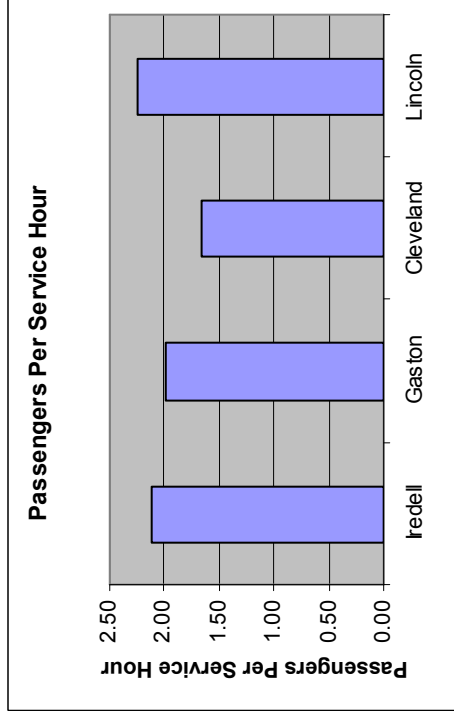
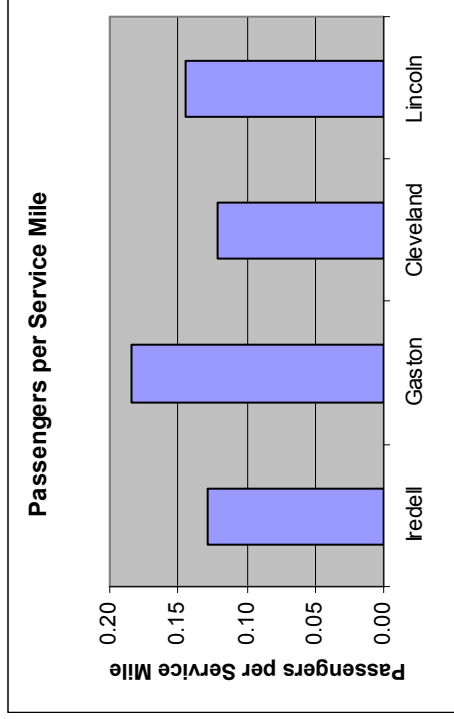
County	FY 04-05 Vehicles	FY 04-05 Total Passengers	FY 04-05 Passengers per Vehicle
Iredell	25	104,799	4,192
Gaston	25	190,723	7,064
Cleveland	27	87,219	3,230
Lincoln	14	42,668	3,048

Operational Statistics



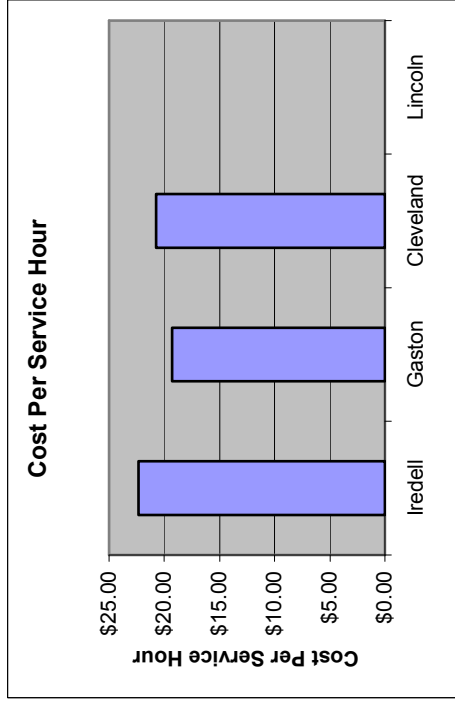
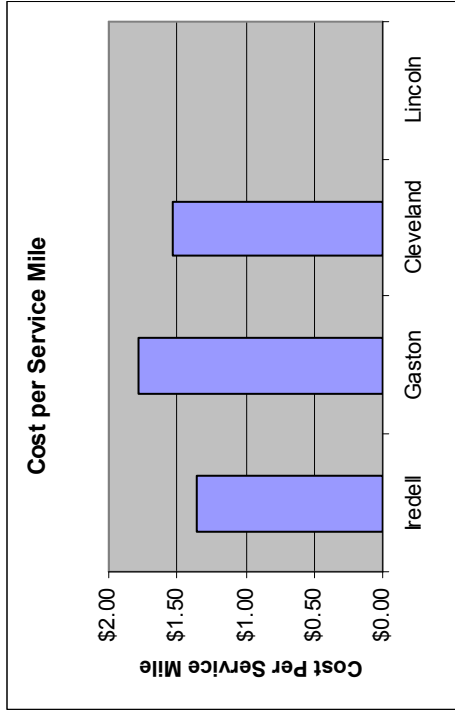
County	2000 Population	FY 04-05 Total Service Miles	FY 04-05 Total Service Miles per Capita
Iredell	122,660	814,819	6.64
Gaston	190,365	1,037,984	5.45
Cleveland	96,287	717,660	7.45
Lincoln	63,780	295,478	4.63

Operational Statistics



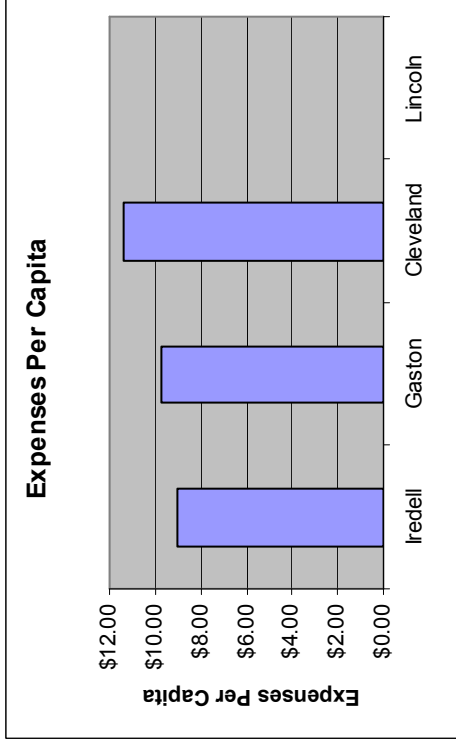
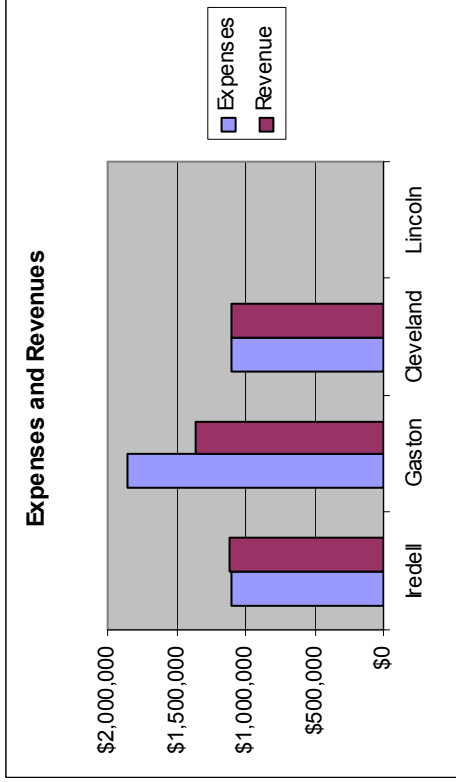
County	FY 04-05 Passengers per Service Mile	FY 04-05 Passengers per Service Hour
Iredell CTS	0.13	2.12
Gaston CTS	0.18	1.99
Cleveland CTS	0.12	1.65
Lincoln	0.14	2.24
Statewide CTS	0.15	2.78

Operational Costs



County	FY 04-05 Costs per Service Mile	FY 04-05 Costs per Service Hour
Iredell	\$1.36	\$22.36
Gaston	\$1.79	\$19.31
Cleveland	\$1.53	\$20.77
Lincoln	Not Reported	Not Reported
Statewide	\$1.56	\$29.41

Expenses and Revenues



County	2000 Population	FY 04-05 Expenses	FY 04-05 Revenues	FY 04-05 Expense per Capita
Iredell	122,660	\$1,104,778	\$1,113,836	\$9.01
Gaston	190,365	\$1,853,123	\$1,368,519	\$9.73
Cleveland	96,287	\$1,096,555	\$1,102,307	\$11.39
Lincoln	63,780	Not Reported	Not Reported	Not Reported