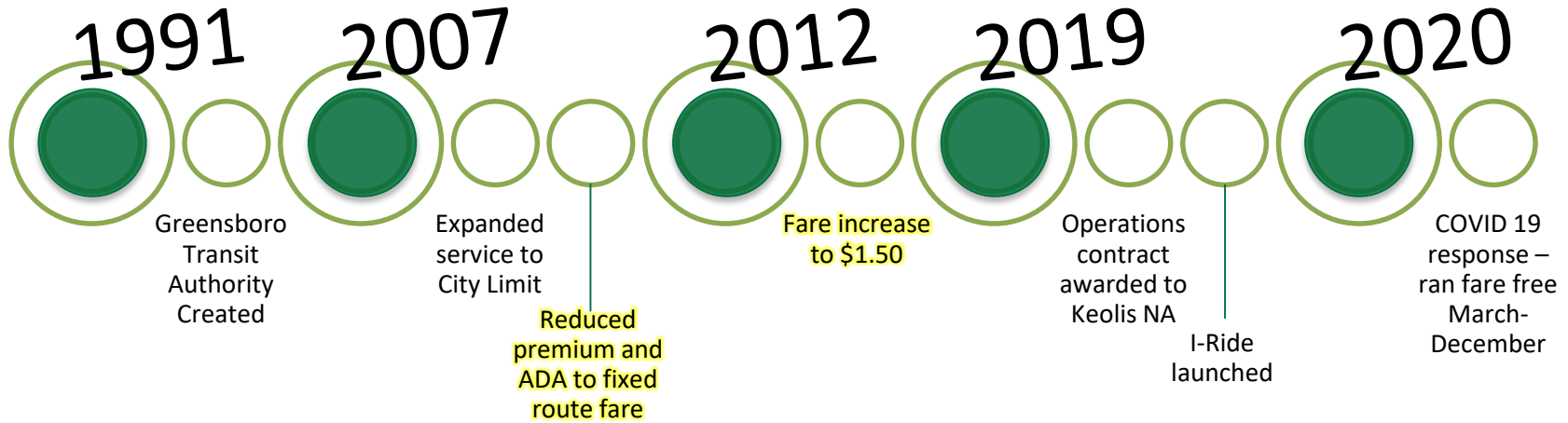


Access GSO Fares Public Hearing



*Hanna Cockburn, AICP
Greensboro Department of Transportation
June 2021*

Access GSO History

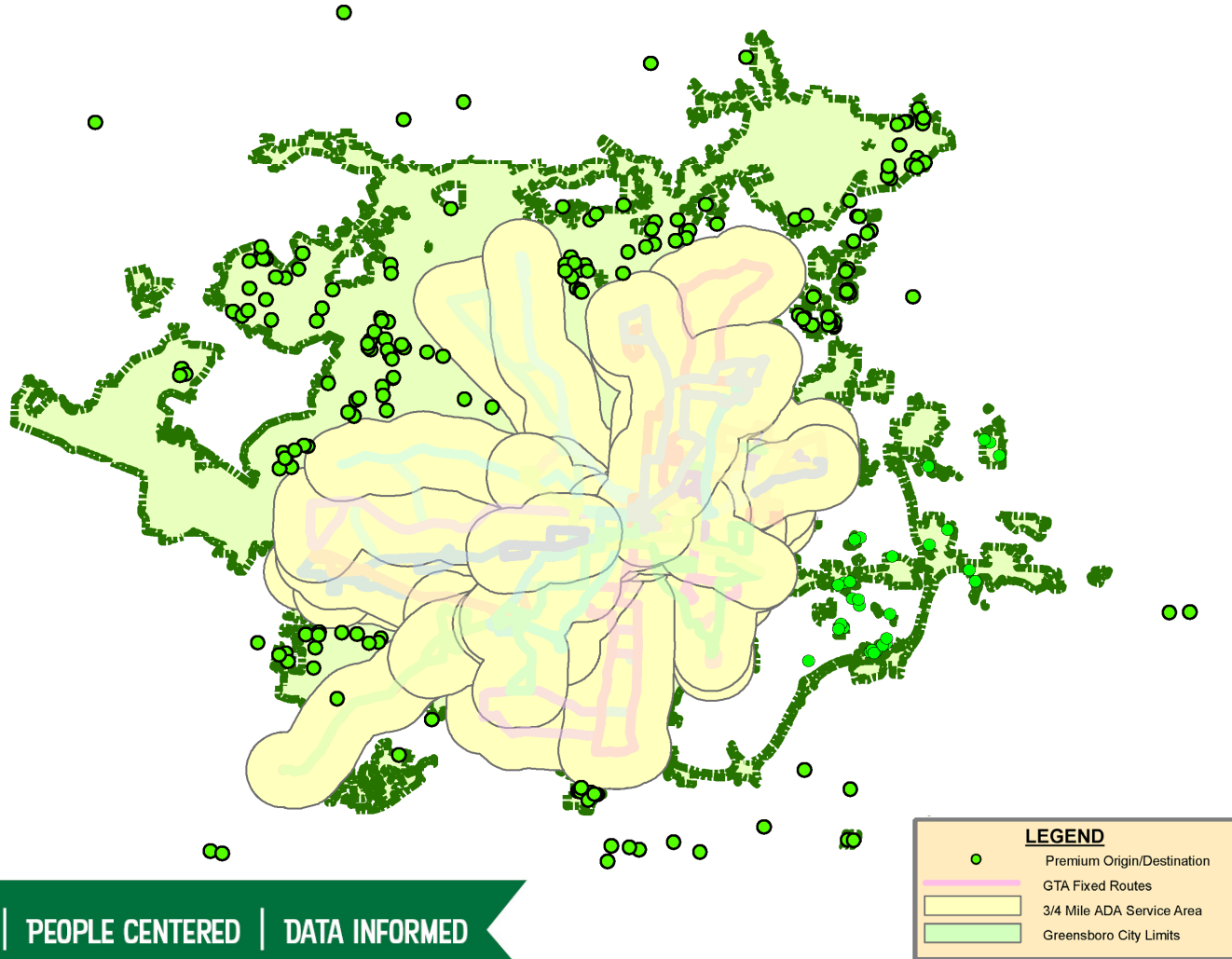


Access GSO Snapshot

- 38% of \$24 million transit budget FY 21
- 57 Paratransit vehicles
- 2,743 Certified clients
 - 2,463 in ADA service area
 - 280 in Premium service area



Current Service Area



Overarching Transit Goals

- **Council Goal**

Increase by 20% the number of people that can reach place of employment without use of a personal vehicle by 2023

- **GSO 2040**

Make Greensboro car optional

- **GSO4Ward (GARE Program)**

All Greensboro residents have safe, affordable and convenient transportation

- **Mobility 2040**

Increase ridership and improve public mobility.

Define transit's role in community mobility and economic development.

- **GDOT Strategic Plan**

Makes Greensboro a great place to get around

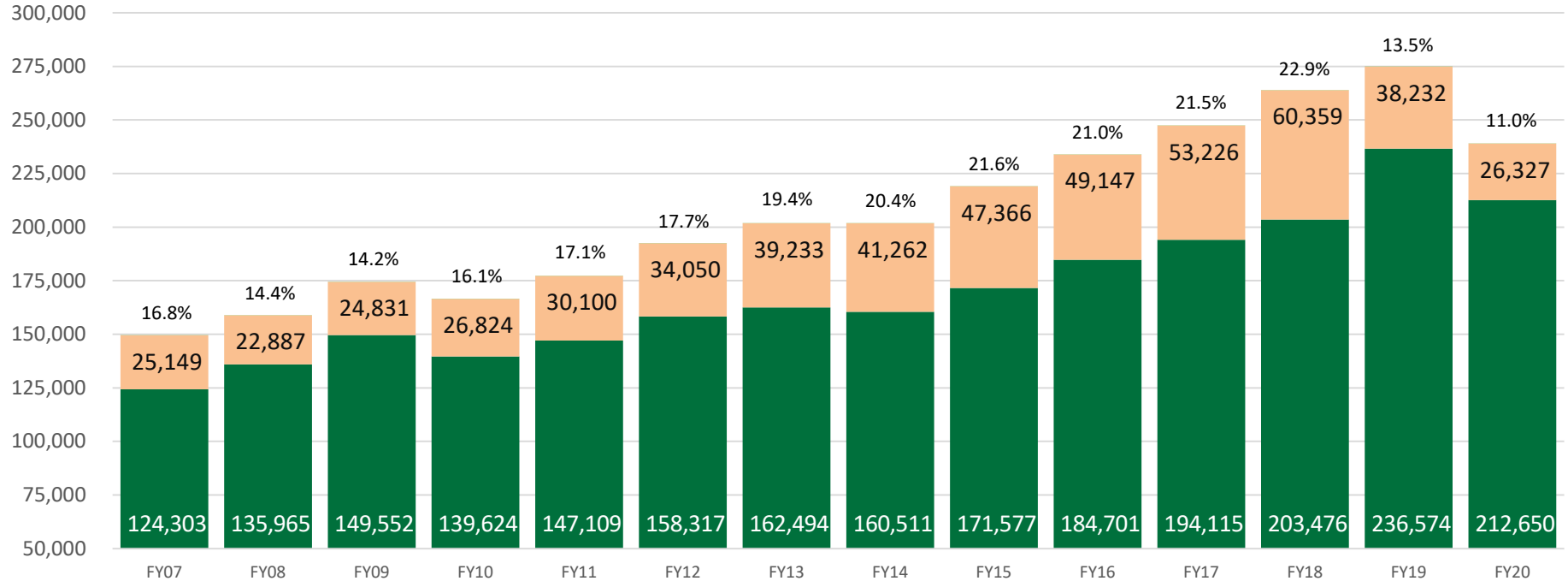


Why Change? Why Now?

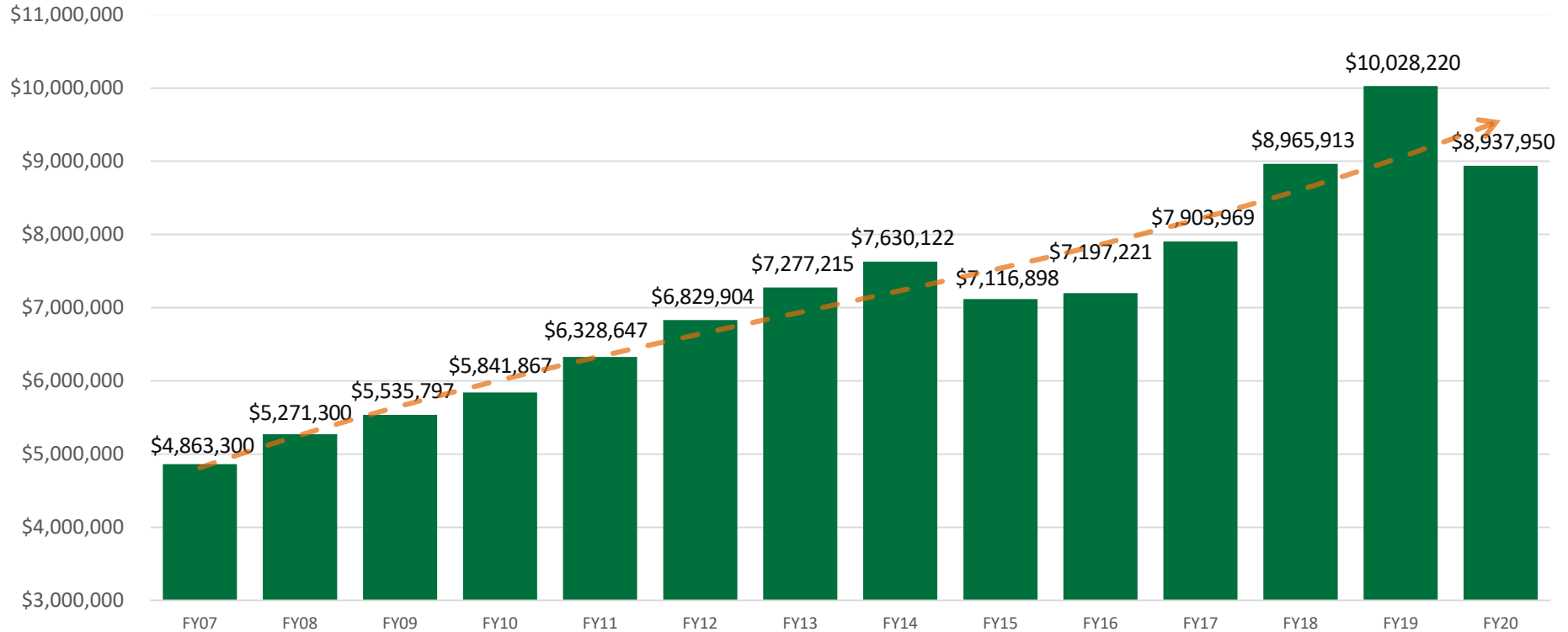
- Uncertainty in Federal, State transit funding
- Duke Power settlement funding ends 2027
- Since 2007: Paratransit operating costs doubled
- Actual trip cost:
 - Fixed Route: \$4.13
 - Paratransit: \$31.00
- Current fare recovery:
 - Fixed Route: 36%
 - Paratransit: 4%



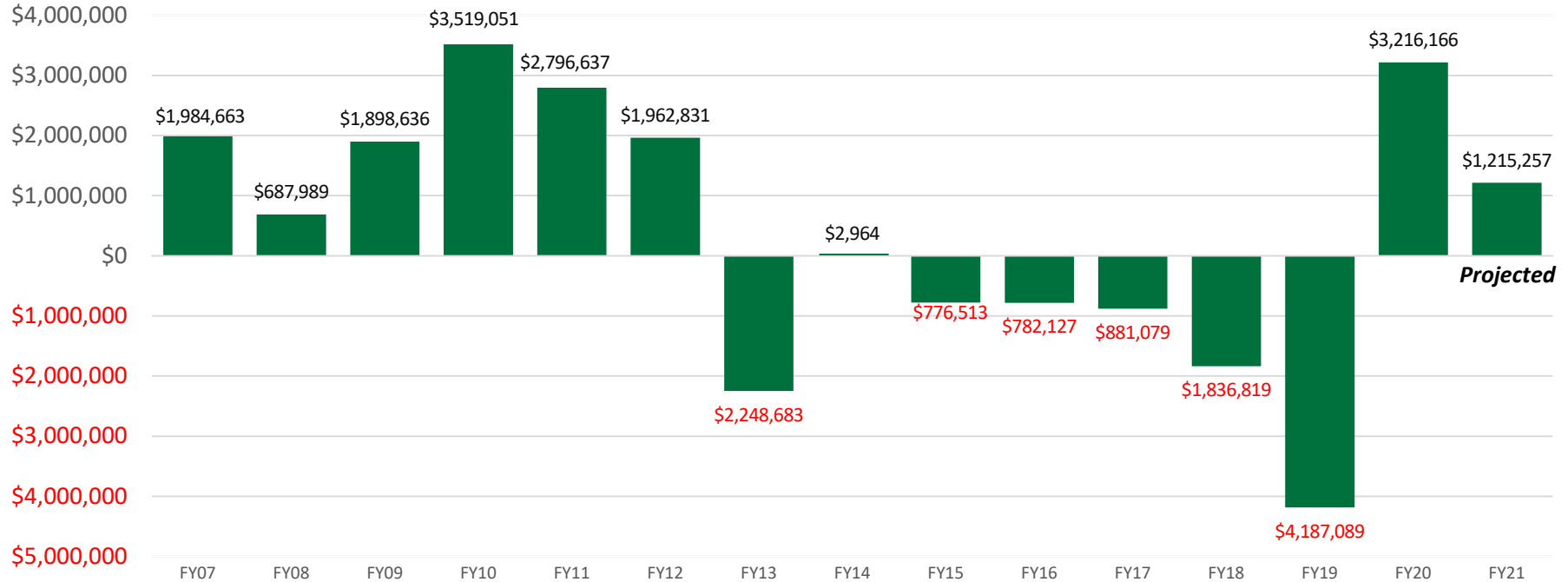
Paratransit Ridership Trend



Paratransit Cost Trend



Fiscal Year Performance, 2007-2021



Paratransit Operation Insights

- FTA requires 'Comparable Level of Service' to Fixed Route (length of time, service area)
 - Current paratransit trip length is excessive vs. FR
 - FY 20 average: 8.93 miles, more than 1 hour travel time
- Certification considers both passenger ability and the accessibility of origin and destination



Paratransit Operation Insights

- Since FY 07: Paratransit +23%; Fixed route -26%
- Serves 0.9% of Greensboro population
- Access GSO vs. national peers:
 - Highest % population served
 - Highest % of transit budget
 - Average paratransit trip length and time: 3x median
 - Paratransit operating hours: 2x peer median



In-State Paratransit Fare Comparison

Transit System	Paratransit Fare	Ratio of FR Fare	Paratransit Service Area
Cape Fear Public Transportation Authority (WAVE)	\$4.00	2.0	¾ mile from Fixed Route
Capital Area Transit (Go Raleigh)	\$2.50	2.0	¾ mile from Fixed Route
Charlotte Area Transit System (CATS)	\$3.50	1.6	¾ mile from Fixed Route
Durham Area Transit Authority (Go Durham)	\$2.00	2.0	¾ mile from Fixed Route
Fayetteville Area System of Transit (FAST)	\$2.00	1.6	¾ mile from Fixed Route
Greensboro Transit Agency (GTA)	\$1.50	1.0	City Limits
High Point Transit System (HiTran)	\$2.50	2.0	¾ mile from Fixed Route
Triangle Transit Authority (Go Triangle)	\$4.50	2.0	¾ mile from Fixed Route
Winston-Salem Transit Authority (WSTA)	\$1.00	1.0	¾ mile from Fixed Route
Average	\$3.00	1.7	



GREENSBORO
NORTH CAROLINA

PURPOSE DRIVEN | PEOPLE CENTERED | DATA INFORMED

What We Heard:

Public Comment Sessions

- Sessions May 5, 11 & 17
- Received comments by email, phone, text
- Petition from Industries of the Blind clients (92)
- Generally:
 - Support for incremental approach
 - Prefer no fare increase or to be fare free
 - Prefer equal fare for Fixed Route and Paratransit



Staff Recommendation

- **Multi-year fare increase**

- \$2.00 ADA/Premium 1/2022
- \$2.50 ADA/Premium 1/2023
- \$3.00 ADA/Premium 1/2024
- 2025-2030: regular annual increase for premium trips to reach I-Ride contract rate

- **10 Ride Pass**

- 1/2022 \$16.00
- 1/2023 \$18.00
- 1/2024 \$20.00

- **40 Ride Pass**

- 1/2022 \$52.00
- 1/2023 \$56.00
- 1/2024 \$60.00



Staff Recommendation

- Service change 1/2022
 - Transition premium trips to I-Ride at Access GSO fare
- Implement ADA Operational Analysis Recommendations
 - Program refinements
 - Policy updates
- Partner with County



Access GSO Fares Public Hearing



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