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**THE NORTHWEST ARKANSAS
TRANSIT ASSESSMENT STUDY**

MBTC FR-1103

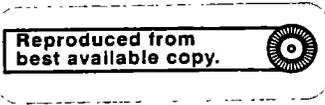
Dr. Melissa Tooley, Dr. J.L. Gattis, and Austin Watts

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THE NORTHWEST ARKANSAS TRANSIT ASSESSMENT STUDY

Executive Summary

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INTRODUCTION

The purpose of the Northwest Arkansas Transit Assessment Study was to assess the status of public transportation in Washington, Benton, Carroll and Madison Counties. It was jointly sponsored by the Mack-Blackwell National Rural Transportation Study Center and the Northwest Arkansas Regional Planning Commission.

Nationally, it is widely recognized that rural residents who are elderly, children, disabled, or poor are particularly transit dependent. According to the 1990 census, 76 million people nationwide fall into the transit dependent category, and 38 million of them (~50 percent) live in rural areas. Of all rural residents nationwide, 32 percent are classified as transit dependent. Only 30 percent of urban residents are transit dependent. (2)

The 1992 Governor's Task Force Study (1) identified unmet transit needs for the elderly, low-income adults, the disabled, and children in the four-county area. For example, at the time the 1992 report was published, the unmet transit need in Benton County was one of the highest of any county in the state. Public transit in Benton County was meeting only 25 percent of senior citizen demand, less than 50 percent of disabled need, and just over 50 percent of low-income adult need. Carroll County and Madison Counties had substantial unmet transit needs for children. In Washington County, 28 percent of transit service needs for the elderly were being met, and approximately one-half of disabled adult needs were being met.

Northwest Arkansas has experienced explosive growth in the past decade, which has undoubtedly affected the need for and the status of public transportation. The conventional wisdom in the transit community is that there are significant unmet needs in this area of the state.

The Northwest Arkansas Transit Assessment Study surveyed users and providers of public transportation to collect the data necessary to better define and assess the quality of public transportation. Each of the providers was surveyed, and information such as service area, type of service (route or demand-based), fleet size and type, total ridership, targeted service group (such as the elderly or children), and source of funding and restrictions was collected. User input was sought to assist in the assessment of quality of service and level of service satisfaction. In addition, key municipalities in the study area that contract for services through transportation providers were interviewed to obtain their experience with transit services in the area. The information was used to identify where problems and gaps in service currently exist, along with an analysis of transit needs using census information.

PROJECT OBJECTIVE

The primary objectives of the project were to assess the current status of transit and to better quantify public transportation needs in Northwest Arkansas. General recommendations for further areas of study are included in the conclusions of the project report, but detailed plans for improvement of service were outside the scope of this project.

CONCLUSIONS AND OBSERVATIONS

This report represents a “snapshot in time” of the state of public transportation in Northwest Arkansas. Generally speaking, those who actually use the various services as a means of transportation are pleased with the level of service they are receiving. The Elderly Taxi programs, Eureka Springs Transit, and the Fayetteville Trolley all had high satisfaction ratings from the passenger surveys. The data indicate, however, that there is not enough transit service to meet the needs of transit-dependent residents of Northwest Arkansas.

At the time the study was conducted (in late summer of 1999), the quality of service being provided by Ozark Transit was perceived to be low by the public service agencies who contract with Ozark and by the municipalities in the area who support the service. The passengers, however, rated the service as satisfactory. This could be explained by a difference in perspectives on the parts of the agencies and Ozark Transit, and to a perceived lack of communication between the public officials and Ozark Transit. The public officials contacted were unanimous in expressing concern over a lack of accountability in how their funding for public transportation was being spent. As this report goes to press, however, an advisory committee has been formed for Ozark Transit consisting of representatives of the municipalities. This new development may help open the lines of communication and aid in creating an atmosphere of trust.

From the data and ridership estimates the following observations were made.

- The number of trips per year actually reported by the specialized-transit providers (such as Ozark Transit) is less than the number predicted using the trip-making rates in the 1992 statewide report. This suggests that expanded services may be justified.
- The public transit service in the small town of Eureka Springs, in addition to serving local tourists and therefore removing automobile traffic from narrow, winding streets, also serves an area that is more transportation disadvantaged than many other areas in the four-county area.
- The data support current proposals to expand public transit service to south Fayetteville (tract 111.01). This tracts and adjacent tract 111.02 (southwest of Elkins) were among the few that rated “transportation disadvantaged” in four of the categories. In considering the feasibility of serving tract 111.02, one should consider that the population density of 111.01 was 624 persons/square mile, whereas the density of 111.02 was 86 persons/square mile. In addition, 111.02 population grew 40% from 1990 to 1996, so the proportions of transportation disadvantaged could have significantly changed.
- Many sections of Madison County appear to have a higher proportion of transportation disadvantaged persons than other parts of the four-county northwest Arkansas area.
- The combined populations of Bentonville and Rogers listed in the 1996 special census is almost 50,000. This is much larger than the reported 1990 population of Hot Springs, and not much less than Fayetteville’s or Pine Bluff’s, all of which have public fixed-route transportation systems.

RECOMMENDATIONS

Although detailed plans for public transit service improvements are outside the scope of this study, some general recommendations for further areas of study will be given.

In general, the existing public transit services in Northwest Arkansas serve specific populations, such as University students, tourists, disabled, etc. The more likely scenario in the foreseeable future is that both existing and any expanded services will be most used by

targeted groups (many of which would not otherwise have access to transportation) and not be regularly used for transportation by the general public. Due to special circumstances, the Eureka Springs Transit (tourism) and Razorback Transit (university students) ridership rates are much higher than what one would expect based on area populations alone. The needs analysis highlights specific parts of the four county area where additional transit services are more likely to be justified, according to the socioeconomic characteristics of that area. Two locales that may merit consideration for public transit service are south Fayetteville and the Bentonville-Rogers area.

As Northwest Arkansas continues to grow, origins and destinations for the transportation dependent will become less confined by municipal and/or county lines - political boundaries will become less relevant to public transportation users. Developing a more coordinated regional system in the future may better serve the demand. To accomplish this, transportation providers and the agencies and municipalities that fund them will have to enter into a cooperative effort.

More study is needed to recommend specific ways that public transportation can be better coordinated in Northwest Arkansas. The needs analysis identified census tracts with large percentages of transit dependent individuals, but it was outside the scope of this study to determine origins and destinations of transit riders. The first step would be to conduct an Origin/Destination survey to gain a better understanding of transit travel patterns. Once travel behavior is understood, suggested routes may be developed. More densely developed areas may benefit from increased fixed-route service. In less densely developed areas, it is less likely that fixed-route service would be feasible, and it is more likely that demand-responsive service would be the appropriate option.

A Task Force with representatives of the various municipalities and counties, along with the Northwest Arkansas Planning Commission, should be considered as a way to better coordinate services in the area. Transit providers, agencies that contract for services, and the users of the services should be included. Input from all interested parties will improve communication and perhaps aid in bridging the political barriers to coordinated public transportation.

The rider surveys can be used to identify potential problems with existing services. For example, the responses to the Razorback Transit survey question "the waiting time for the bus was not too great" were less favorable than were responses to most questions on the Razorback Transit passenger survey. This suggests a need to study and analyze the actual (not planned or intended) waiting times between Razorback Transit buses on various routes and how closely the buses adhere to schedule. If problems actually exist, the next steps would be to identify factors which may cause buses to deviate from the schedule and ascertain what can be done to allow buses to operate more closely to the schedule.

If the study goes into the next phase, the Census 2000 data should be used to update the information in this study. It is possible that the indicators used to identify a highly transit-dependent census tract have changed significantly.

The Northwest Arkansas Transit Assessment Study

MBTC FR-1103

Submitted

to

Mack-Blackwell National Rural Transportation Study Center
University of Arkansas, Fayetteville

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THE NORTHWEST ARKANSAS TRANSIT ASSESSMENT STUDY

ABSTRACT

Providing adequate public transportation, including transportation services for the disadvantaged in Northwest Arkansas is an ongoing challenge. A 1992 report, submitted to the Governor's Task Force on Public Transportation Issues (1), stated that "transportation still surfaces as one of the top social problems in Arkansas." It also reported lack of transportation for medical services, lack of transportation for work, difficulty traveling for food and retail shopping, and inability to travel from rural areas to major activity centers within the state. Unmet transit needs for the four-county area (Washington, Benton, Carroll and Madison Counties) included those of the elderly, low-income adults, the disabled, and children.

Approximately 9 separate agencies provide public transportation services within the four counties. This project assesses these various agencies to determine service area, fleet size, total ridership, type of service, and sources of funding, as well as any restrictions on the funds. Users of public transportation services were also contacted to assess quality of service and level of service satisfaction. These users consisted of individuals who utilize public transportation services and agencies that contract services on behalf of their constituents. Data were collected through surveys of both the service providers and the users of transportation services. In addition, key municipalities in the study area that contract for services through transportation providers were interviewed to obtain their experience with transit services in the area. The information was used to identify where problems and gaps in service currently exist.

INTRODUCTION

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The 1992 Governor's Task Force Study (1) identified unmet transit needs for the elderly, low-income adults, the disabled, and children in the four-county area. For example, at the time the 1992 report was published, the unmet transit need in Benton County was one of the highest of any county in the state. Public transit in Benton County was meeting only 25 percent of senior citizen demand, less than 50 percent of disabled need, and just over 50 percent of low-income adult need. Carroll County and Madison Counties had substantial unmet transit needs for children. In Washington County, 28 percent of transit service needs for the elderly were being met, and approximately one-half of disabled adult needs were being met.

Northwest Arkansas has experienced explosive growth in the past decade, which has undoubtedly affected the need for and the status of public transportation. These needs are continuing to go unmet for many of the disadvantaged citizens of Northwest Arkansas. While the conventional wisdom in the transit community is that there are significant unmet needs in this area of the state, conclusive data defining the problem has not been available in the past.

The Northwest Arkansas Transit Assessment Study surveyed users and providers of public transportation to collect the data necessary to better define the extent of the public transportation problem. Each of the providers was surveyed, and information such as service area, type of service (route or demand-based), fleet size and type, total ridership, targeted service group (such as the elderly or children), and source of funding and restrictions was collected. User input was sought to assist in the assessment of quality of service and level of service satisfaction. In addition, key municipalities in the study area that contract for service through transportation providers were interviewed to obtain their experiences.

PROJECT OBJECTIVE

The primary objective of the project was to better quantify public transportation needs in Northwest Arkansas. Currently, there is consensus among transportation providers and users that the needs are significant, but that there is little information available to adequately define the problem. General recommendations for further areas of study are included in the conclusions of the project report, but detailed plans for improvement of service were outside the scope of this project as it was proposed.

METHODOLOGY

Provider Survey

In order to develop a list of transit providers, the project team began with the *Arkansas Public Transportation Needs Assessment and Action Plan* (1), published in 1992, which contained a listing of many transportation providers in the area. The list did not contain contact personnel or phone numbers. The telephone book supplied a limited amount of phone numbers for the list. The list was then circulated among people in the local transit industry, including the Northwest Arkansas Regional Planning Commission (NWARPC), Ozark Regional Transit, the Arkansas Highway and Transportation Department (AHTD), and other providers and consultants. With the aid of these individuals the provider list was completed, with contact personnel, addresses, and phone numbers. Table 1 lists those agencies that provide transportation services with their own vehicles. Table 2 lists agencies that require public transportation services, but contract those services through other agencies. Each provider on the list was contacted and provided with a survey form that asked basic questions about each provider. The transit provider survey form (included as Appendix A) was created specifically for this study. To optimize the format, a literature review was conducted to obtain surveys used in the past, and input was sought from the local transit community. The USDOT's Travel Survey Manual was also used for reference. (3)

Table 1 Transit Provider List

Provider	Contact	Phone	Fax
Ozark Public Transit	Len Brandrup	756-9109	
Razorback Transit	Gary Smith	575-2356	
Little Red Wagon	Mavis Downing	501-636-8518	621-9801
Fayetteville Trolley (Jones Transportation)	Harold Jones	501-443-6646	501-443-7144
Youth Center	Dale Clark	501-442-9242	
The Errand Girl	Sue Blumenfeld	501-521-4343	501-521-3689
Ozark Guidance Center	David Williams	751-7052	751-4346
Eureka Springs Transit	Lisa Liggett	501-253-9572	253-8272
Carroll County Learning Center	Karla Gray	870-423-3000	870-423-6646
Fayetteville Elderly Taxi Service	info from NWARPC		
Springdale Elderly Taxi Service	info from NWARPC		
Rogers Elderly Taxi Service	info from NWARPC		
Bentonville Elderly Taxi Service	info from NWARPC		

Table 2 Agencies who Contract for Service

Agencies Who Contract for Service	Contact	Phone	Fax
Lifestyles	Carol Hart	521-3581	582-4437
Richardson Center	Jo Ann	501-443-4420	501-443-0547
Area Agency on Aging (Area Connections)	Judy Williams	1-800-432-9721	870-741-6214
Adult Development Center	Brenda Neal	501-636-5082	501-363-5671
Benton County Sunshine School	Leta Shockley	271-2288	
Benton County DHS	Preston Haley	273-9011	273-9055
Kids First	Lisa Williams		501-750-0937
Richardson Kids	Joanne	501-443-4420	501-443-0547
Ozark Guidance	Buzz Baldwin	501-750-2020	501-872-1883
Ozark Guidance	Kelly Helmers	501-750-2020	501-750-2747
Springhouse			

Each of the providers was contacted and sent a copy of the provider survey. Most were faxed a copy, but Razorback Transit and Ozark Transit were interviewed. Some persistence was required to get information from some providers. Most were cooperative and were interested in the outcome of this project. Some were less enthusiastic.

Passenger Survey

In order to determine how the various providers were servicing the community the passengers of four different transit providers were surveyed. The companies included Eureka Springs Transit, Ozark Transit, Razorback Transit, the Fayetteville Trolley, and the Elderly Taxi Program. These four operations are currently the major public transportation providers in the northwest Arkansas four-county (Benton, Carroll, Madison, Washington) area. A general description of each follows:

- Elderly Taxi Program – a program developed to provide taxi service to the elderly in Fayetteville, Springdale, Rogers, and Bentonville.
- Eureka Springs Transit - a fixed route service for tourists and the general public in Eureka Springs (see Appendix B for route map)
- Fayetteville Trolley - a small fixed route system serving central Fayetteville (see Appendix C for route map)
- Ozark Regional Transit - a demand responsive, zone based service for various transportation disadvantaged groups including the developmentally and physically disabled, elderly,

children, and those without an automobile in Benton, Carroll, Madison, and Washington Counties

- Razorback Transit - a fixed route service for university students and the general public in Fayetteville, with a demand-responsive vehicle for disabled riders (see Appendix D for route map)

The surveys were developed to assess the service provided by each of the agencies. The survey forms can be seen in Appendix E. The questions were worded so that the passengers could choose from six available answers; strongly agree, agree, undecided, disagree, strongly disagree, or does not apply. Special attention was given to ensure that the questions were easy to understand and that the font was easy to read. As the survey was being finished, copies were once again sent for review by area agencies and then finalized. They were then printed on heavy cardstock so that they could be filled out without the use of a clipboard.

Elderly Taxi Service

The information regarding the “Elderly Taxi Program” was obtained from the Northwest Arkansas Regional Planning Commission. This program “is designed to improve the mobility of elderly persons through the issuance of coupons by the City to offset a portion of the taxi fare by the City’s local franchise taxi services”. (4)

Eureka Springs Transit

In order to survey Eureka Springs Transit, project team members initially rode the buses along the different routes. After time, we realized that it would be more productive to simply wait at the main bus depot and survey riders as they exit the various buses. This allowed us to sample from every bus from every route, not just one bus from each of the routes.

Fayetteville Trolley

In order to survey the Fayetteville Trolley, project team members rode the trolley and handed out surveys to each passenger. Surveys were collected from the passengers once they were complete. A large portion of the Fayetteville Trolley passengers were elderly and needed to take

the survey form home with them in order to fill them out. Those surveys were returned to the driver of the trolley and were picked up at a later date.

Ozark Regional Transit

Working with Ozark Transit personnel, a survey date was chosen and the surveys were printed. For this survey, the drivers were instructed to hand out surveys to the passengers and collect them once the passengers exited the vehicle. However, only certain routes could be surveyed in this manner. Some of Ozark Regional Transit's passengers were not able to complete the surveys because of developmental disabilities, physical disabilities, or because they were small children. Information regarding routes for these individuals was obtained by surveying the agencies that contract services for these passengers. They filled out the survey according to how they felt their clients were being served. These surveys were collected directly from the agencies, along with the number of their clients served. The list of agencies includes: Benton County Sunshine School, Adult Development Center, Kids First, Richardson Kids, Ozark Guidance, and Springhouse.

Razorback Transit

Razorback transit was surveyed twice. The first survey was conducted near the end of the 1999 summer term and was carried out in the same manner as the Ozark Transit survey. The survey forms were given to the bus drivers to hand out to the riders. The response was excellent on a couple of routes, but other routes had an extremely low return. Due to the great variation in the response rate, another survey needed to be conducted. It was also desirable to re-survey Razorback Transit because the routes changed between the summer and fall semesters. The survey was redone in the fall semester of 1999. Individuals working for the project team handed out surveys. Doing this allowed us to make sure that all of the routes were compared equally.

Government Survey

Municipalities in the study area were another information source. Several key municipalities contract transit services for the transit dependent in their communities. Representatives of the

mayor's offices in Fayetteville, Springdale, Rogers, and Bentonville were contacted in late August and early September of 1999 and interviewed by phone to obtain their perceptions of transit services.

Needs Analysis

Accurately and precisely determining to what extent these or any transit operations meet the need for public transit in a given area, or determining what needs are still unmet, can be difficult if not impossible. However, these needs have been approximated in studies of other locales, based on socioeconomic indicators obtained from the decennial U.S. Census.

Number and Location of Transportation Disadvantaged Persons

Those populations considered to be potentially transportation disadvantaged and listed in the Census included

- senior citizens,
- children,
- the disabled,
- the poor (those living in households with incomes below the poverty line), and
- those living in households reporting no automobile owned.

Since the last general census was conducted almost a decade ago (i.e., 1990), available data for the fast-growing northwest Arkansas area are obviously somewhat dated. This limitation is partly overcome by the existence of special censuses made in the mid-1990s for parts of the four-county area. The data reported in the special census are not as extensive as is the data in the decennial census. Appendix F contains certain pertinent values from the 1990 and subsequent special censuses, by county, by census tract, and by municipality. These data reflect responses individuals gave to the census-taker; for instance, who responded "yes" to "Do you consider yourself to be transportation disabled?"

Table 3 lists the four county census tracts, and to the right a column entry is made if the tract exhibits an attribute that is an indicator of "more likely to need public transit service," compared to other census tracts in the four-county area. For instance, Benton County tract 202.01 has elevated percentages of both "mobility-disabled population 65 and over" and

“occupied households with 0 vehicles”. The indicator percentages are based on the 1990 census. For the entire four-county area, this table serves to highlight those areas which are more likely to have higher levels of transportation disadvantaged persons.

Table 3 Transit Dependent Assessment Matrix

County Name location within county	Tract	Census number greater than ...				
		19% of pop. >= 65	18% of pop. >= 65 & disabled	2.5% of pop. 16-64 disabled	15% of pop. below poverty level	7% of occupy hh. with 0 vehicles
BENTON COUNTY						
north-northeast	201					
Northeast Rogers area	202.01		X			V
Southeast Rogers area	202.02					
Northwest Rogers area	203					
west Rogers area	204.01		X			
west Rogers area	204.02	E				
Southwest Rogers area	204.03					
Northeast Bentonville	205.01					V
east Bentonville	205.02					V
Northwest Bentonville	206.01					
Southwest Bentonville	206.02		X	D		V
east BellaVista area	207	E				
west BellaVista area	208	E				
Northwest	209					
far northwest	210.01					
Decatur-Gentry	210.02				P	V
east Siloam Spgs. area	211		X			V
Northwest Siloam Spgs.	212.01					
Southwest Siloam Spgs.	212.02	E				V
far southwest	213.01		X			
Southwest	213.02			D		
South	213.03					
north of Beaver Lake	214.01				P	
west of Beaver Lake	214.02	E		D		
south of Beaver Lake	214.03					

County Name location within county	Tract	Census number greater than ...				
		19% of pop. >= 65	18% of pop. >= 65 & disabled	2.5% of pop. 16-64 disabled	15% of pop. below poverty level	7% of occupy hh. with 0 vehicles
CARROLL COUNTY						
Eureka Spgs. area	9501	E	X			V
West	9502	E		D		
Berryville area	9503	E				V
Northeast	9504			D	P	
south-southeast	9505		X		P	V
MADISON COUNTY						
North	9601					
Huntsville area	9602	E	X	D	P	V
Southwest	9603		X	D	P	V
Southeast	9604		X	D	P	
WASHINGTON COUNTY						
far northeast	101.01					
far northeast	101.02					
Northeast Fayetteville	101.03					
east Fayetteville	101.04		X			
Elkins northeast area	101.05			D		
Northeast Springdale	102		X		P	
Southeast Springdale	103					
Northwest Springdale	104.01			D		V
west Springdale	104.02					
Southwest Springdale	104.03		X			
Tontitown area	105.01		X		P	
Elm Spgs - Spgdale	105.02					
sw of Springdale	105.03					
nw of Pr Grove	105.04		X		P	
west of Fayetteville	105.05		X	D		
Farmington north	105.06					
near west side Fay.	106		X		P	
north Fayetteville	107.01		X		P	
Northeast Fayetteville	107.02				P	
central Fayetteville	108				P	V
U of A campus	109					
Pr Grove to Greenland	110.01					

far west	110.02				P	V
west of West Fk	110.03					
far south-sw	110.04		X		P	V
south Fayetteville	111.01		X	D	P	V
Elkins southwest area	111.02		X	D	P	V
Southeast	111.03					
central Springdale	112	E	X			V
Fayetteville city			X		P	V
Springdale city						

Based on 1990 *Census* data, the census tracts listed in Table 4 had elevated indicators in at least three of the five categories.

Table 4 Census Tract Information

Benton County:	206.02	southwest Bentonville
Carroll County:	9501	Eureka Springs area
	9505	south-southeast part of county
Madison County:	9602	Huntsville area
	9603	southwest part of county
	9604	southeast part of county
Washington County:	110.04	far south-southwest part of county
	111.01	south Fayetteville
	111.02	area to the southwest of Elkins
	112	central Springdale

Overall, the entire city of Fayetteville ranked in three of the five categories. It is not known to what extent the presence of the large university student population contributes to this.

Appendixes G through J are maps of each of the four counties, with census tract boundaries outlined. County totals of those in transportation disadvantaged groups are presented in Table 5.

Table 5 County Totals of Transportation Disadvantaged Groups

County Name & Category	from General Census 1990		from Special Census '95/'96	
BENTON COUNTY - All persons	97,499			
under 16	21,662	22.20%		
65 over	17,439	17.90%		
Disabled 16-64 (mobility)	1,135	1.50%		
Disabled 65 over (mobility)	2,264	13.00%		
Persons below poverty level	9,236	9.50%		
65 over below poverty (1989)	1,798	10.30%		
Total housing units	41,444			
Occupied housing units	37,555			
Households with 0 vehicles	1,842	4.90%		
CARROLL COUNTY - All persons	18,654			
under 16	4,015	21.50%		
65 over	3,389	18.20%		
Disabled 16-64 (mobility)	335	2.30%		
Disabled 65 over (mobility)	468	13.80%		
Persons below poverty level	2,805	15.00%		
65 over below poverty (1989)	553	16.30%		
Total housing units	8,740			
Occupied housing units	7,550			
Households with 0 vehicles	461	6.10%		
MADISON COUNTY - All persons	11,618			
under 16	2,759	23.70%		
65 over	1,907	16.40%		
Disabled 16-64 (mobility)	239	2.70%		
Disabled 65 over (mobility)	400	21.00%		
Persons below poverty level	2,307	19.90%		
65 over below poverty (1989)	492	25.80%		
Total housing units	5,182			
Occupied housing units	4,392			
Households with 0 vehicles	296	6.70%		
WASHINGTON COUNTY - All persons	113,409		141,909	
under 16	25,147	22.20%	31,384	22.10%
65 over	12,784	11.30%	14,460	10.20%
Disabled 16-64 (mobility)	1,448	1.60%		
Disabled 65 over (mobility)	2,236	17.50%		
Persons below poverty level	15,914	14.00%		
65 over below poverty (1989)	1,798	15.60%		
Total housing units	47,349			
Occupied housing units	43,372			
Households with 0 vehicles	2,470	5.70%		

Adjusted Number of Transportation Disadvantaged

When employing census data to estimate the number of persons or households having the attributes associated with “transportation disadvantaged”, a problem arises. It is likely that some households or individuals fall into more than one of these categories. So if the number of persons in each category were simply added, the total would include some “double” (or multiple) counting, and overestimate the total number of transportation disadvantaged persons. Therefore, an adjustment to the raw total is in order.

Transportation Disadvantaged Senior Citizens

The number of those 65 and over was taken directly from the *Census* data. Under the Older Americans Act, all those 65 and over are eligible for transportation services, even if they are not disabled or below the poverty level (1). Using information from the 1992 state study, about 30% of the elderly in the northwest Arkansas counties are either disabled, below the poverty level, or both. Column 3 in Table 6 presents estimated numbers of those over 64 whose income or mobility disability makes them transportation disadvantaged.

Transportation Disadvantaged Disabled Demand (excluding Seniors)

The number of transportation disabled was taken directly from the 1990 *Census*. For Bentonville-Rogers, Washington county, and Fayetteville-Springdale, the values were inflated at a rate less than the actual population growth shown in the 1995-1996 Special Census, since the growth of some of these groups was slightly less than the general population growth. These numbers are in column 4 of Table 6.

Transportation Disadvantaged Low-Income (excluding Seniors, Disabled)

From the 1990 Census (showing 1989 data), the percentages of those in the 16-64 age range and also below poverty were roughly 7% in Benton County, 12% in Carroll and Washington Counties, and 15% in Madison County. The numbers of persons below the poverty level, excluding those over 64 and the disabled, were estimated by taking the number of persons in the age group, then multiplying by 10% for adults and 10% for

children. These percentages are slightly less than to those that had been applied to northwest Arkansas in the 1992 statewide study.

Table 6 Number of Transportation Disadvantaged Persons

County or City	Persons 65+over	65+over and Disabled or Below Poverty	Mobility Disabled (16-64)	Adult Below Poverty (16-64; exclude Disabled)	Under 16 Below Poverty (exclude Disabled)
1	2	3	4	5	6
Benton	17,439	5,231	1,135	5,840	2,166
Bvl.- Rog.	6,208*	1,862*	499 ^b	3,067*	1,275*
Carroll	3,389	1,017	335	1,125	402
Madison	1,907	572	239	695	276
Washington	14,460*	4,338*	1,738 ^c	9,606*	3,138*
Fay.- Spg.	9,140*	2,742*	569 ^c	6,359*	1,914*

NOTES: * indicates 1995-1996 Special Census data

b indicates 1990 data multiplied by 1.32 growth factor

c indicates 1990 data multiplied by 1.20 growth factor

65+over and Disabled/Below Poverty estimated at 30% of total 65+over

Adult Below Poverty estimated at 10% of 16-64.

Under 17 Below Poverty estimated at 10% of 0-16

Trip-Making Rates

To estimate a demand for public transit services, based on the preceding socioeconomic indicators, the 1992 *Arkansas Public Transportation Needs Assessment and Action Plan (1)* was consulted. This report, sponsored by the Governor's Task Force on Public Transportation Issues, contains the trip rates per year listed in Table 7. For instance, the annual number of transit trips by senior citizens (those 65 and over) in Benton County was 2.0. This value was calculated by dividing the reported number of passenger trips made by seniors by the number of senior citizens ($35,521/17,438=2.0$) estimated to reside in Benton County at that time.

Table 7 Specialized Public Transportation Annual Rider Rates on Existing Systems Reported in 1992

	Benton	Carroll	Madison	Washington
Senior Citizens (65 and over)	2	9.2	10.8	2.4
Disabled (excluding Seniors)	18.1	57	108.4	22.6
Low-income Adult (excluding Seniors, Disabled)	6.4	288.8	37.4	134.5
Low-income Child (excluding Disabled, Head Start)	0	0	0	0
Total population	1.2	26.4	6.8	12.7

The trip rates on existing specialized public transportation services fluctuated greatly among the four counties in northwest Arkansas. These differences reflect, among other things, different levels of service available and socioeconomic differences among the counties. The 1992 report (1) also included an estimate of the number of trips that might be made if more specialized public transportation services were provided, based on trip-making rates close to the statewide 80th percentile trip-making rate. The report did not contain information about trip making needs from households with no vehicles, so this variable was not incorporated into the analysis.

Table 8 Specialized Public Transportation Annual Rider Rates

	State Average	State 80th percentile rate
Senior Citizens (65 and over)	4.6	8.4
Disabled (excluding Seniors)	18.6	29.3
Low-income Adult (excluding Seniors, Disabled)	7.8	14.5
Low-income Child (excluding Disabled, Head Start)	2	13.1
Total population	3.9	4

NOTE: The average rate for Low-income adult was calculated excluding Carroll, Pulaski, and Washington County data

Fixed-route systems certainly do exist in rural areas of the United States, but are more commonly thought of in an urban context. The fixed-route ridership estimates were made only for certain cities within the four-county area. For fixed-route public transportation systems, a rate of 5 rides per capita per year was used to estimate public transit ridership demand. (1)

RESULTS

Provider Survey

The following table is a brief summary of the results from the provider survey. More complete information can be found in Appendix K.

Table 9 Provider Survey Results

Provider	Funding Source	Number of Trips	Who Served
Ozark Regional Transit	FTA Section 9 & 18, 5309, 5311 (\$115,350), State (\$123,698), Local (\$19,698)+(\$9,998), Painted Bus Program, Co-mingled fares, local matches, FTA (\$510,220), State and Local (\$21,761), Local (\$83,804)	174,892	Children (age 16 and under), Elderly (age 60 and over), Elderly Disabled, Elderly Wheelchair Use, Non-elderly (under 60, over 16), Non-Elderly Disabled, Non-elderly Wheelchair Use
Razorback Transit	.5 million for next year from Tea 21, Student Fees (\$208,000), Parking Funds (\$87,775), Charters (\$90,000), Bus Ads (\$42,000), Fayetteville (\$20,000), FTA 5307 (\$411,308), AHTD (\$32,021),	1,215,413	Children (age 16 and under), Elderly (age 60 and over), Elderly Disabled, Elderly Wheelchair Use, Non-elderly (under 60, over 16), Non-Elderly Disabled, Non-elderly Wheelchair Use
Little Red Wagon	\$4770 DHS (TEA Coalition), State 14-B, Contracts	unknown	Children (age 16 and under), Elderly (age 60 and over), Elderly Disabled, Non-elderly (under 60, over 16), Non-Elderly Disabled
Lifestyles	Section 16 (b) 2, AHTD, United Way, Medicaid	912 (only for 1 vehicle) (81,542 passenger miles for all vehicles)	Non-elderly Disabled

Fayetteville Trolley	The grant received required the City to pay 20% (\$25,550) and FTA 80% (\$99,160) of the cost of the trolley.	16,207	General Public
Youth Center	City of Fayetteville + donations, city owns and insures vehicles, sales tax, property tax	3,000	Children (age 16 and under)
The Errand Girl	Clients	Not Reported	Children (age 16 and under), Elderly Disabled, Non-elderly (under 60, over 16), Non-Elderly Disabled
Ozark Guidance	FTA Section 3 & 16 (b) 2, AHTD, Donations, Medicaid, 2 cents from gasoline tax	11,044	Children (age 16 and under), Elderly (age 60 and over), Elderly Disabled, Non-elderly (under 60, over 16), Non-Elderly Disabled
Eureka Springs Transit Dept.	FTA Section 18, AHTD, County, Funds from building lease, parking revenue, vending machine revenue	298,015	Children (age 16 and under), Elderly (age 60 and over), Elderly Disabled, Elderly Wheelchair Use, Non-elderly (under 60, over 16), Non-elderly Wheelchair Use

Passenger Survey

Once the passenger surveys were collected, the answers were recorded and scored. The scoring system used consisted of awarding 5 points to “strongly agree”, 4 points to “agree”, 3 points to “undecided”, 2 points to “disagree”, 1 point to “strongly disagree” and 0 points to “does not apply”. The points were then totaled and averaged for each question.

Elderly Taxi Program

The results listed below are from a survey sent out by the Northwest Arkansas Regional Planning Commission to determine the level of service that was being provided by the taxi companies to the various municipalities. Riders were asked to evaluate the waiting

time and dispatch of the taxis, the courtesy of the drivers, and the cleanliness of the vehicles, as well as to list any other problems they might have encountered.

Fayetteville

- **Waiting Time/Dispatch**

More than half of those interviewed responded that they were unhappy with the waiting time/dispatch of the Fayetteville taxis in the 1998 survey. This number was up from 22% the previous year. There appears to be a correlation in the number of complaints and the drop in ridership in 1998. It must also be noted that almost half of the respondents had no problems with the waiting time. Some riders reported problems with the dispatching as well. It was reported that it sometimes took over an hour to get through to the dispatcher and some riders were never able to get through at times.

- **Driver Courtesy**

When queried concerning driver courtesy, the “overwhelming majority of participants indicated they were given very courteous, safe service”. (4)

- **Vehicle Cleanliness**

There was a significant difference in complaints regarding the cleanliness of the cabs and the working condition and appearance of the vehicles. There were a couple of complaints of drivers smoking in the cabs. There were a few complaints regarding the unacceptable personal appearance of the drivers. (4)

Springdale

The passengers of the Springdale taxi program were asked questions similar to those asked of the Fayetteville taxi passengers.

- **Waiting Time/Dispatch**

Almost half of the respondents said that the waiting time was unreasonable and many specified a waiting time of 1-3 hours. When asked if the riders had had any problems with the service, the main problem listed was waiting time.

- **Driver Courtesy**

A majority of the passengers replied that the driver was courteous.

- Vehicle Cleanliness

A large majority said that the vehicles were clean.

Rogers

The City of Rogers Elderly Taxi Program is referred to as CARE (City Assisted Rides for the Elderly). The results from the Rogers survey are strictly anecdotal. A few examples are as follows:

- “Surely this Program has been a blessing to me. In fact, it’s been such a help I don’t know how I would get by without this help as I have cancer of the liver and I, of course, have to make so many different trips about it, as well as other medical trips. Thank you so much and God bless you for being such a big help. I had to quit driving my car a year ago. I’m 90 years old. God Bless.”
- “Great. If not for the coupons, I don’t know how I would get my bills paid and get my food home. I have no auto and it’s hard to stretch SSI income. Thank you.”
- “Your tickets are a Godsend for me. I love it. I have one less worry. I go to the Diagnostic Clinic at least every other week. Then, I go grocery shopping at whatever store I want to go to and Wal-Mart once a month for choice of a lot of things. I have gone visiting. I am 78-1/2 years old with high blood pressure. It’s a great problem for me. How did a person think of this cab deal? It’s so great. I have such fun with their drivers and they are so grateful and so am I. I just hope it can go on and on. I love it very much. I go to all funerals too. God bless.”

Bentonville

The passengers of the Bentonville taxi program were asked questions similar to those asked of the Springdale and Fayetteville taxi passengers. When asked if they had encountered any problems with the service, no problems were listed.

- Waiting Time/Dispatch

All of the riders responded that they were picked up in a reasonable amount of time.

- Driver Courtesy

All of the passengers replied that the driver was courteous.

- Vehicle Cleanliness

All of the riders responded that the vehicles were clean.

Eureka Springs Transit

The results for Eureka Springs Transit were very good. There seemed to be no obvious problem with the service and the passengers rewarded this with high marks on the survey forms. For a summary of averaged responses to survey questions, see Table 10.

Fayetteville Trolley

The passengers of the Fayetteville Trolley gave the Trolley the highest marks of any of the transportation services surveyed. The average score was a 4.6. Many of the passengers of the Trolley are residents of the Hillcrest Towers. In this complex, many of the residents are elderly and transit dependent. As with Ozark Regional Transit, this is the only form of travel some people have. It was noted, while conducting the survey, that the ride was a source of entertainment for some. Different individuals would ride to talk with friends as well as the bus driver, who seemed genuinely concerned about the passengers. Consequently, high marks were given to the driver of this service. For a summary of averaged responses to survey questions, see Table 11.

Table 10 Eureka Transit Passenger Survey Data

	5	4	3	2	1	0	Average
This provider provides service at the time of day when I need it.	22	40	3	0	0	1	4.292
This provider provides service on the days of the week when I need it.	24	31	4	0	0	7	4.339
The cost of this ride is reasonable.	32	30	1	1	0	1	4.453
The length of this ride is reasonable.	25	37	4	0	0	0	4.318
This provider goes where I need to go.	25	31	6	2	0	2	4.234
I can easily transfer to other transit services from this one.	24	29	8	0	0	4	4.262
This provider arrived at the time I was told it would.	25	31	4	2	0	5	4.274
This provider was available at the time I requested.	19	29	5	1	0	9	4.222
I was able to communicate with the person who took my reservation.	20	25	4	1	1	16	4.216
Driver assistance between the door of my building and the vehicle was helpful.	14	20	2	0	0	29	4.333
I can communicate with the driver of the vehicle if I need to.	22	35	4	1	0	3	4.258
The driver is able to accommodate my disability.	8	5	1	0	0	49	4.500
I am comfortable with the driver's appearance.	28	38	0	0	0	1	4.424
The vehicle is big enough to accommodate all of the passengers.	22	37	3	3	0	1	4.200
The vehicle is clean.	36	28	0	0	0	0	4.563
The vehicle is comfortable.	19	32	4	6	0	0	4.049
The application for eligibility (or certification process) to use this service was reasonable.	16	21	2	0	0	21	4.359
I am notified of service changes/fares in advance.	12	21	2	0	0	25	4.286
Information regarding the availability of service on this provider is readily available.	21	29	2	0	1	6	4.302
Do you need a vehicle with a wheelchair lift? Y or N							Avg
	Wheel chair						
	Yes	No					
	1	60					

Table 11 Fayetteville Trolley Passenger Survey Data

	5	4	3	2	1	0	Average	
This provider provides service at the time of day when I need it.	13	9	0	2	0	0	4.375	
This provider provides service on the days of the week when I need it.	16	5	2	2	0	0	4.400	
The cost of this ride is reasonable.	18	2	0	0	0	4	4.900	
The length of this ride is reasonable.	18	8	0	0	0	0	4.692	
This provider goes where I need to go.	15	7	1	3	0	0	4.308	
I can easily transfer to other transit services from this one.	14	4	1	1	0	5	4.550	
This provider arrived at the time I was told it would.	13	8	0	2	0	3	4.391	
This provider was available at the time I requested.	9	5	0	0	0	11	4.643	
I was able to communicate with the person who took my reservation.	10	2	0	0	0	11	4.833	
Driver assistance between the door of my building and the vehicle was helpful.	14	2	0	0	0	7	4.875	
I can communicate with the driver of the vehicle if I need to.	15	9	0	0	0	0	4.625	
The driver is able to accommodate my disability.	6	3	0	0	0	12	4.667	
I am comfortable with the driver's appearance.	16	8	1	0	0	0	4.600	
The vehicle is big enough to accommodate all of the passengers.	16	8	0	0	0	1	4.667	
The vehicle is clean.	17	6	0	1	0	0	4.625	
The vehicle is comfortable.	14	8	1	0	0	0	4.565	
The application for eligibility (or certification process) to use this service was reasonable.	9	1	0	0	0	9	4.900	
I am notified of service changes/fares in advance.	7	3	0	0	0	9	4.700	
Information regarding the availability of service on this provider is readily available.	13	4	1	0	1	1	4.474	
Do you need a vehicle with a wheelchair lift? Y or N	Wheelchair						Avg	4.621
	Yes	No						
	4	19						

Ozark Regional Transit

The results for Ozark Regional Transit were more complicated as shown in Tables 12 and 13. When the passengers were surveyed (passengers whose rides were not contracted through an agency), the scores were very good (around 4.5) except for "The provider goes where I need to go" which received a 3.88. Discrepancies arose when the results from the proxy survey forms were compared to the results of the passenger survey forms. The proxy survey forms are forms that were filled out by a contracting agency on behalf of their constituents, due to their inability to complete the survey. Many of these

passengers are young children, the elderly, or are individuals who are mentally or physically challenged.

Ozark Transit's overall score on the proxy forms was 3.74 and several of the individual questions received much lower scores. The question "The length of the ride is reasonable" received a 4.5 from the passenger surveys and a 1.8 from the proxy surveys. The questions "The vehicle is big enough to accommodate all of the passengers" and "Driver assistance between the door of my building and the vehicle was helpful" also had a large margin between the results, 1.8 and 1.2 respectively, with the passenger survey results higher than the proxy results. What could cause such a large discrepancy?

There are several reasons why there are discrepancies in the results, all of which are speculative but could explain the differences.

- Transit passengers may have had concerns that negative results on the survey could result in the service being halted. The survey forms clearly stated that this was not the case; nonetheless, there may have been a fear of losing service that caused the passengers to give higher service ratings than they actually perceive.
- On the other hand, persons who may not actually use the service filled out the proxy forms. One who is used to driving everywhere they choose would be less tolerant of any wait associated with public transit. Those who are transit dependent would be much more willing to wait, since the alternative is not to go at all. This is quite a different perspective from those whose alternative is to take their own vehicle.
- Also, the lower ratings on the proxy forms may be indicative of the proxy's comparison of the service being provided to what the agency would like to provide to their constituents. Put another way, the service provided may have been compared to the service the agency would like to provide, if they had their own vehicles and were not required to serve the general public and other agencies as Ozark Transit does. This difference in perspective could explain some of the discrepancies.

Table 12 Ozark Transit Passenger Survey Data (Proxy Forms Only)

	Ozark Regional Transit Proxy Forms						Average	
	5	4	3	2	1	0		
This provider provides service at the time of day when I need it.	14	174	0	0	0	0	4.074	
This provider provides service on the days of the week	49	139	0	0	0	0	4.261	
The cost of this ride is reasonable.	25	62	0	0	0	10	4.287	
The length of this ride is reasonable.	0	0	0	153	35	0	1.814	
This provider goes where I need to go.	24	164	0	0	0	0	4.128	
I can easily transfer to other transit services from this one.	0	65	91	0	0	32	3.417	
This provider arrived at the time I was told it would.	0	163	25	0	0	0	3.867	
This provider was available at the time I requested.	0	163	25	0	0	0	3.867	
I was able to communicate with the person who took my reservation.	0	71	0	0	0	117	4.000	
Driver assistance between the door of my building and the vehicle was helpful.	10	54	77	0	0	47	3.525	
I can communicate with the driver of the vehicle.	0	111	0	0	0	0	4.000	
The driver is able to accommodate my disability.	0	163	0	0	0	25	4.000	
I am comfortable with the driver's appearance.	0	163	25	0	0	0	3.867	
The vehicle is big enough to accommodate all of the passengers.	0	71	0	117	0	0	2.755	
The vehicle is clean.	0	86	25	0	0	0	3.775	
The vehicle is comfortable.	0	97	14	0	0	0	3.874	
The application for eligibility (or certification process) to use this service was reasonable.	0	72	39	0	0	77	3.649	
I am notified of service changes/fares in advance.	0	174	0	0	0	0	4.000	
Information regarding the availability of service on this provider is readily available.	0	174	14	0	0	0	3.926	
Do you need a vehicle with a wheelchair lift? (check one)	Wheelchair?						Avg	3.741
	Yes	No						
	139	49						

Table 13 Ozark Regional Transit Passenger Survey Data (Passenger Surveys Only)

	5	4	3	2	1	0	Average	
This provider provides service at the time of day when I need it.	36	30	2	6	4	0	4.128	
This provider provides service on the days of the week	39	31	0	3	1	1	4.405	
The cost of this ride is reasonable.	47	21	2	1	1	2	4.556	
The length of this ride is reasonable.	42	29	2	3	0	0	4.447	
This provider goes where I need to go.	43	25	2	1	3	1	4.405	
I can easily transfer to other transit services from this one.	19	19	9	4	3	20	3.870	
This provider arrived at the time I was told it would.	38	30	3	2	3	0	4.289	
This provider was available at the time I requested.	34	35	2	1	2	1	4.324	
I was able to communicate with the person who took my reservation.	38	28	1	3	2	2	4.347	
Driver assistance between the door of my building and the vehicle was helpful.	36	16	1	0	0	20	4.660	
I can communicate with the driver of the vehicle.	49	23	1	0	3	0	4.513	
The driver is able to accommodate my disability.	36	16	0	1	0	18	4.642	
I am comfortable with the driver's appearance.	45	26	0	2	3	0	4.421	
The vehicle is big enough to accommodate all of the passengers.	38	31	1	4	1	0	4.347	
The vehicle is clean.	42	30	0	0	0	0	4.583	
The vehicle is comfortable.	37	32	2	1	1	0	4.411	
The application for eligibility (or certification process) to use this service was reasonable.	42	25	3	0	0	4	4.557	
I am notified of service changes/fares in advance.	30	27	6	1	0	9	4.344	
Information regarding the availability of service on this provider is readily available.	33	32	2	3	0	2	4.357	
Do you need a vehicle with a wheelchair lift? (check one)	Wheelchair?						Avg	4.400
	Yes	No						
	13	63						

Razorback Transit

Near the core of campus, where the demand for parking space exceeds the supply, it is crucial that some sort of public transportation be available. Razorback Transit received very good marks on most of the responses (average of 4.0). The only lower marks came from “The waiting time for the bus was not too great” and “I am notified of service changes/fares in advance”, which received a score of 3.3 and 3.2 respectively. For a summary of averaged responses to survey questions, see Table 14.

Table 14 Razorback Transit Passenger Survey Data

	5	4	3	2	1	0	Average	
This provider provides service at the time of day when I need it.	35	58	6	5	2	0	4.123	
This provider provides service on the days of the week when I need it.	50	43	5	7	0	0	4.295	
The cost of this ride is reasonable.	0	0	0	0	0	107	0.000	
The length of this ride is reasonable.	41	54	6	4	1	0	4.226	
This provider goes where I need to go.	39	47	11	5	2	1	4.115	
I can easily transfer to other transit services from this one.	36	36	14	6	0	10	4.109	
The waiting time for the bus was not too great.	21	28	24	21	11	1	3.257	
The bus service was available at the time of day I needed it.	37	50	5	6	5	0	4.049	
I was able to communicate with the person who took my reservation.	0	0	0	0	0	107	0.000	
Driver assistance between the door of my building and the vehicle was helpful.	10	12	9	0	0	65	4.032	
I can communicate with the driver of the vehicle if I need to.	39	44	21	2	0	0	4.132	
The driver is able to accommodate my disability.	6	1	0	0	0	82	4.857	
I am comfortable with the driver's appearance.	46	47	10	1	0	2	4.327	
The vehicle is big enough to accommodate all of the passengers.	29	42	17	14	4	0	3.736	
The vehicle is clean.	47	48	3	2	0	0	4.400	
The vehicle is comfortable.	33	62	4	0	0	0	4.293	
The application for eligibility (or certification process) to use this service was reasonable.	0	0	0	0	0	102	0.000	
I am notified of service changes/fares in advance.	7	20	30	8	6	27	3.197	
Information regarding the availability of service on this provider is readily available.	25	51	12	7	2	2	3.928	
Do you need a vehicle with a wheelchair lift? Y or N	Wheelchair						Avg	4.067
	Yes	No						
	0	98						

Government Survey

The results of the telephone interviews of the representatives of the mayor's offices in Fayetteville, Springdale, Rogers, and Bentonville were strikingly consistent. All provide services to their constituents through contracts with Ozark Transit and Elderly Taxi Programs. Fayetteville also supports Razorback Transit and runs the Fayetteville trolley. The results of the interviews with each municipality are summarized below.

Fayetteville

The City of Fayetteville contracts with Jones Transportation to run the Fayetteville Trolley. They stated that they are pleased with the service and are expanding it to include a route in the south part of town. They also indicated positive feedback from the riders.

Fayetteville is also pleased with the quality of service provided by Razorback Transit. However, concerns were expressed about the number of Razorback Transit riders that park in the Dickson Street area, which could adversely impact local merchants.

The Elderly Taxi Service appears to be meeting the needs of the citizens of Fayetteville, according to city staff.

When asked about Ozark Regional Transit, the results are less positive. It was indicated that Ozark had not been forthcoming about specific information that Fayetteville had requested, such as ridership by day and month, and Origin/destination data by quadrant of town. Fayetteville at that time was withholding funding from Ozark Transit until these problems were worked out. In general, Fayetteville was not satisfied with Ozark Transit's response to requests for information.

Springdale

Springdale officials indicated satisfaction with the Elderly Taxi Service provided there. The taxi program is able to provide origin and destination data for the riders through tracking of the coupons used to procure rides.

The discussion of Ozark Transit yielded similar results to Fayetteville's experience. They indicated high levels of frustration with Ozark's perceived lack of cooperation in providing requested information to the city, such as number of individual riders (not contract riders) and where they are going. They acknowledged that they don't have much contact with the users of the service and so couldn't speculate on the riders' level of satisfaction.

Bentonville

Bentonville officials indicated that, although they have had problems with their taxi providers in the past, they are “very pleased” with the quality of their current provider. The new provider has been under an open-ended contract for 18 months, so that they can extend it as long as the service remains satisfactory.

They indicated that they were not as happy with Ozark Transit’s service as with the Taxi service. It was felt that the Bentonville/Bella Vista area was not getting what they are paying for. Interestingly, it was stated that some City Council members are recognizing the increasing viability of mass transit in the area, and that regional connected mass transit may become feasible soon.

Rogers

Rogers is pleased with their taxi service program, which is based on income. There is a waiting list, and they need more funding to serve all who would like to use it. Nonetheless, it was stated that it is a good program for those who get to use it.

Some of the complaints that were stated regarding Ozark Transit were that they feel the buses are mostly running empty, they dislike that riders have to make reservations 24 hours in advance, and that the buses don’t pick up when they say they will. They were considering withholding funding for Ozark at the time of the interview due to what Rogers officials feel is a lack of accountability for where and how the money is being spent.

It should be emphasized that these results are a “snapshot” of attitudes in the late summer of 1999 – the transit industry in Northwest Arkansas seems to be in a constant state of change. As this report goes to print, attempts are being made by the parties involved to address many of the problems that were identified in the survey process.

Needs Analysis

Estimates of the number of transportation disadvantaged persons (presented previously) multiplied by an assumed trip-making rate equal the number of trips that would be made if sufficient transit services were available. One could perform calculations with the state average trip-making rate; selection of this rate implies that the statewide average rate reflects an adequate level-of-service. Or, one could chose a higher rate, such as the 80th percentile rate; selection of this rate implies that there is a significant unmet need for specialized-transit service, and a rate closer to the “high end” (i.e., 80th percentile) is more representative of the level-of-service that should be provided and would be utilized by riders, if the service were available.

The 80th percentile state annual trip-making rates, multiplied by the number of persons in the various categories (adjusted to eliminate double or other multiple counting), yields one estimate of potential specialized public transit ridership. Table 15 displays this.

Table 16 compares this estimated total demand for trips with the number of trips now being provided. Table 17 lists an estimate of the annual number of unlinked public transit trips on a fixed-route system (based on 5.0 unlinked trips per person per year), followed by reported ridership in those locales where actual systems exist.

Table 15 Annual Demand for Specialized-Transit Trips

County or City	Total Demand for Trips	65+over and Disabled or Below Poverty	Mobility Disabled (16-64)	Adult Below Poverty (16-64, exclude Disabled)	Under 17 Below Poverty (exclude Disabled)
1	2	3	4	5	6
Benton	190,251	43,940	33,256	84,680	28,375
Bvl.- Rog.	91,436	15,641	14,621	44,472	16,703
Carroll	39,937	8,543	9,816	16,313	5,266
Madison	25,501	4,805	7,003	10,078	3,616
Washington	267,757	36,439	50,923	139,287	41,108
Fay.- Spg.	156,983	23,033	16,672	92,206	25,073
Total	523,446				

Table 16 Comparison of Specialized-Transit Demand and Service

Provider	Estimated Total Demand for Trips	Number of Trips Actually Provided
Abilities Unlimited		9,000
Adult Development Center of Benton County		8,579
Carroll County Learning Center		4,410
Eureka Springs Transit		492
Lifestyles		912
North Ark. Transportation Service		15,944
Ozark Guidance		10,146
Ozark Transit		211,421
Razorback Transit		9,058
Total	523,446	269,962

Table 17 Fixed-Route City Transit Service Demand Estimate

	Population (1990 or later Special Census)	Estimated annual # of trips, based on 5 trips per person	Actual annual # of trips on existing system
Benton County	97,499		
Bentonville-Rogers	49,630	248,150	none
Carroll County	18,654		
Eureka Springs	1,900	9,500	296,960
Madison County	11,618		
Washington County	141,909		
Fayetteville	52,976	264,880	1,176,194
Springdale	38,897	194,485	none

NOTE: Fayetteville entry is sum of Razorback (1,155,459) and Trolley (20,735)

Fixed-route ridership figures in Fayetteville are affected by the presence of the University student population, and Eureka Springs ridership is unusual due to the high tourist demand which is extremely disproportional to the city population.

Comparison of Specialized-Transit with Other States

As one means of placing the Northwest Arkansas specialized-transit demand estimates in perspective, a comparison with systems in surrounding states was made. Calls were made to the public transportation sections of the Kansas, Missouri, and Tennessee state departments of transportation. State personnel identified specialized-transit systems and persons to contact in their state. Populations of the service areas were obtained from the census; some assumptions and estimates were necessary in order to use this data. Table 18 presents a comparison of the specialized transit systems' reported actual ridership with ridership projections, based on both Arkansas average and 80th percentile rates.

Table 18 Comparison with Specialized-Transit Ridership in Surrounding States

	Actual Number of Trips Reported	Number Projected with Average Ark. Rate	Number Projected with 80th % Ark. Rate
Douglas County Area Trans. (serves Lawrence, Kansas, urbanized area)	71,000	70,869	142,704
Dunklin County Transit (Mo.; inc'l west part New Madrid County)	123,665	44,530	84,988
First Tennessee Human Resource Agency (7 counties in far northeast Tennessee)	138,931	359,363	688,632
Hutchinson - South Hutchinson (Kansas)	42,112	102,881	209,887
OCCK (9 counties in north central Kan)	90,000	102,881	209,887

The annual ridership reported by these systems varies from ridership predicted with Arkansas' average and 85th percentile rates. Ridership on the Douglas County and the OCCK systems was on par with that of the average Arkansas system. Ridership on the First Tennessee and on the Hutchinson systems was below the ridership predicted with the average Arkansas rates. The Dunklin County system, serving the Missouri bootheel, reported an annual ridership well above that predicted with the Arkansas 80th percentile rates. It was noted that the Dunklin County system had been nominated for

national awards, which indicates that it is an exemplary specialized-transit service provider.

The Hutchinson, Kansas provider maintained detailed records that included the number of trips made by the elderly and the disabled. Taking the Arkansas 80th percentile rates and multiplying them by the Hutchinson population produces numbers close to the actual number of elderly and disabled trips made. However, the ridership estimates based on the Arkansas 80th percentile-rates were well above the actual number of trips made in the other categories.

These comparisons with specialized-transit operations in surrounding states suggest two things. First, actual ridership rates can and do vary widely among different systems. Using any assumed rate to predict actual ridership of a particular system is problematic. The level of service provided, local awareness of the availability of specialized-transit services, and local attitudes toward using specialized-transit services are just a few of the factors that may affect actual specialized-transit use. Second, using 80th percentile rates to predict demand is not necessarily unrealistic, as indicated by the high ridership rate of the Dunklin County system.

CONCLUSIONS AND OBSERVATIONS

As previously noted, this report represents a “snapshot in time” of the state of public transportation in Northwest Arkansas. Generally speaking, those who actually use the various services as a means of transportation are pleased with the level of service they are receiving. The data indicate, however, that there is not enough transit service to meet the needs of transit-dependent residents of Northwest Arkansas.

At the time the study was conducted (in late summer of 1999), the quality of service being provided by Ozark Transit was perceived to be low by the public service agencies who contract with Ozark and by the municipalities in the area who support the service. This could be explained by a difference in perspective on the part of the agencies and Ozark, and to a lack of communication and trust between the public officials and Ozark Transit. The public officials contacted were unanimous in expressing concern over a lack of accountability in how their funding for public transportation was

being spent. As this report goes to press, however, an advisory committee has been formed for Ozark Transit consisting of representatives of the municipalities. This new development may help open the lines of communication and aid in creating an atmosphere of trust.

From the data and ridership estimates the following observations were made.

- The number of trips per year actually reported by the specialized-transit providers (such as Ozark Transit) is less than the number predicted using the trip-making rates in the 1992 statewide report.
- The public transit service in the small town of Eureka Springs, in addition to serving local tourists and therefore removing automobile traffic from narrow, winding streets, also serves an area that is more transportation disadvantaged than many other areas in the four-county area.
- The data support current proposals to expand public transit service to south Fayetteville (tract 111.01). This tracts and adjacent tract 111.02 (southwest of Elkins) were among the few that rated “transportation disadvantaged” in four of the categories. In considering the feasibility of serving tract 111.02, one should consider that the population density of 111.01 was 624 persons/square mile, whereas the density of 111.02 was 86 persons/square mile. In addition, 111.02 population grew 40% from 1990 to 1996, so the proportions of transportation disadvantaged could have significantly changed.
- Many sections of Madison County appear to have a higher proportion of transportation disadvantaged persons than other parts of the four-county northwest Arkansas area.
- The combined populations of Bentonville and Rogers listed in the 1996 special census is almost 50,000. This is much larger than the reported 1990 population of Hot Springs, and not much less than Fayetteville’s or Pine Bluff’s, all of which have public fixed-route transportation systems.

RECOMMENDATIONS

The purpose of this study is to assess the status of public transportation in Washington, Benton, Carroll, and Madison Counties. The primary objective is to better quantify public transportation needs in this Northwest Arkansas area. Although detailed plans for public transit service improvements are outside the scope of this study, some general recommendations for further areas of study will be given.

In general, the existing public transit services in Northwest Arkansas currently serve specific populations, such as University students, tourists, disabled, etc. The more likely scenario in the foreseeable future is that both existing and any expanded services will be most used by targeted groups (many of which would not otherwise have access to transportation) and not be regularly used for transportation by the general public. Due to special circumstances, the Eureka Springs Transit (tourism) and Razorback Transit (university students) ridership rates are much higher than what one would expect based on area populations alone. The needs analysis highlights specific parts of the four county area where additional transit services are more likely to be justified, according to the socioeconomic characteristics of that area. Two locales that may merit consideration for public transit service are south Fayetteville and the Bentonville-Rogers area.

As Northwest Arkansas continues to grow, origins and destinations for the transportation dependent will become less confined by municipal and/or county lines -- political boundaries will become less relevant to public transportation users. Developing a more coordinated regional system in the future may better serve the demand. To accomplish this, transportation providers and the agencies and municipalities that fund them will have to enter into a cooperative effort.

More study is needed to recommend specific ways that public transportation can be better coordinated in Northwest Arkansas. The needs analysis identified census tracts with large percentages of transit dependent individuals, but it was outside the scope of this study to determine origins and destinations of transit riders. The first step would be to conduct an Origin/Destination survey to gain a better understanding of transit travel patterns. Once travel behavior is understood, suggested routes may be developed. More densely developed areas may benefit from increased fixed-route service. In less densely

developed areas, it is less likely that fixed-route service would be feasible, and it is more likely that demand-responsive service would be the appropriate option.

A Task Force with representatives of the various municipalities and counties, along with the Northwest Arkansas Planning Commission, should be considered as a way to better coordinate services in the area. Transit providers, agencies that contract for services, and the users of the services should be included. Input from all interested parties will improve communication and perhaps aid in bridging the political barriers to coordinated public transportation.

The rider surveys can be used to identify potential problems with existing services. For example, the responses to the Razorback Transit survey question “the waiting time for the bus was not too great” were less favorable than were responses to most questions on the Razorback Transit passenger survey. This suggests a need to study and analyze the actual (not planned or intended) waiting times between Razorback Transit buses on various routes and how closely the buses adhere to schedule. If problems actually exist, the next steps would be to identify factors which may cause buses to deviate from the schedule and ascertain what can be done to allow buses to operate more closely to the schedule.

If the study goes into the next phase, the Census 2000 data should be used to update the information in this study. It is possible that the indicators used to identify a highly transit-dependent census tract have changed significantly.

REFERENCES

1. "Arkansas Public Transportation Needs Assessment and Action Plan, Final Report," submitted to the Governor's Task Force on Public Transportation Issues; SG Associates, Inc.; C. M. Research, Inc.; Leigh, Scott, & Cleary, Inc.; and Bear West; Arkansas, August 1992
2. "Status Report on Public Transportation in America, 1994," Report Number IL-26-77001-95-01, Rural Transit Assistance Program, Federal Transit Administration, Washington, DC, December 1994
3. Travel Survey Manual, Cambridge Systematics, Inc., U.S. Department of Transportation, Federal Transit Administration, Office of the Secretary, U.S. Environmental Protection Agency, June 1996
4. Elderly Taxi Service information obtained from the Northwest Arkansas Regional Planning Commission, 1999

Appendix A

Transit Provider Survey Form

Transit Provider Questionnaire

This survey is being conducted as part of an assessment study of transit services in Northwest Arkansas. The study is co-sponsored by the Mack-Blackwell Transportation Center at the University of Arkansas and the Arkansas Highway and Transportation Department. Please fill this form out as completely as possible. If a question does not apply to your agency, please indicate that on the form. If you have any questions, please contact Melissa Tooley at 575-3203. **Your input is important, and vital to the success of the study!**

1. General Information

Director Name _____
Transit System Name _____
Mailing Address _____
City _____
Zip Code _____
Telephone _____
Agency Location (if PO Box):

2. Who is the person to be contacted regarding this report:

Name _____
Title _____
Telephone _____

3. Which of the following best describes your organization? (check one only)

Private Non Profit _____
Public Agency (directly operates all transit service) _____
Public Agency (contracts for transit service) _____
Private carrier under contract to public agency _____
Private carrier not under contract to a public agency _____

4. Where do you drive your vehicles? (check all that apply)

City (5,000 to 50,000 in pop.) _____
Town (under 5,000 in pop.) _____
Rural (unincorporated) _____

5. What is your service area?

City/Town (identify) _____
County-Wide (identify) _____
Multi-County (identify) _____
Inter-city only (identify) _____

6. How many vehicles do you run?

1-2 _____
3-5 _____
6-10 _____
>10 _____

7 What type of vehicles do you use?

- Vans _____
- Small Bus _____
- Medium Bus _____
- Large Bus _____
- Other _____

8 Accessibility: Wheelchair lifts or ramps (%)

- Vans _____
- Small Bus _____
- Medium Bus _____
- Large Bus _____
- All Vehicles _____

9 Description of service provided

Subscription service (repetitive trips over extended period of time without requiring individual calls) _____

Fixed-route service (fixed route, fixed schedule) _____

Demand-responsive service (door to door service) _____

Rideshare/vanpool _____

Other (please specify) _____

10 Do you provide transit service for other agencies? Yes _____ No _____

If yes, please list _____

11 Do you utilize other agencies to provide transit for your clients?

Yes _____ No _____

If yes, please list _____

12 Total annual operating budget for most recent calendar or fiscal year:

\$ _____ Year: _____
[] calendar [] fiscal

13 Number of employees involved in transit administration, operations, and maintenance:

Full-time: _____ Part-time: _____

14 Funding

Questions 13 A-G deal with sources of **CAPITAL FUNDING**. Check all that apply and provide monetary amounts as applicable.

A. Federal Government

Funds received from Federal Transit Administration (FTA)

Section 3 _____
Section 9 _____
Section 16 (b) 2 _____
Section 18 _____
Other (describe) _____

B. State Government or Agency

Funds received from Arkansas Highway & Transportation Dept _____

Funds received from Division for Aging (under Dept. of Human Services) _____

Other (describe) _____

C. Local Sources

Funds received from County (describe) _____

Funds received from City (describe) _____

Other (describe) _____

D. Dedicated taxes

Sales taxes _____

Property taxes _____

Gasoline taxes _____

Other (describe) _____

E. Other source

Describe _____

F. Are your capital funds adequate to meet your needs?

Yes _____ No _____

G. Do you receive additional transportation revenue? _____

From where?

Donations _____

Farebox _____

Contracts _____

Other _____

H. Are there any restrictions on these funds? If so, describe

Questions H-P deal with sources of **OPERATING FUNDS**. Check all that apply and provide monetary amounts as applicable.

I. Federal Government

Funds received from the FTA

Section 9 _____

Section 18 _____

Other (describe) _____

J. State and local sources

Funds received from the state _____

Describe _____

Funds received from local sources _____

Describe _____

K. Funds dedicated to transit at their source

Dedicated taxes

Sales taxes _____

Property taxes _____

Gasoline taxes _____

Other (describe) _____

L. Other source _____

Describe _____

M. Are your Operating Funds sufficient to meet your needs?

Yes _____

No _____

N. Are there any restrictions on these funds? If so, describe.

O. What are your approximate monthly expenses for your transit services?

Administrative

Salaries _____
Supplies _____
Utilities _____
Insurance _____

Operating

Salaries _____
Materials and supplies _____
 Fuel and lubricants _____
 Tires and tubes _____
 Other materials and supplies _____
Maintenance/Repair _____

P. How many paid drivers are on your staff? _____

Q. How many volunteer drivers are on your staff? _____

R. What hourly wages are paid to your drivers? _____

S. Do your drivers receive any type of training? _____

If yes, describe

15 Service

A. Who provides maintenance and safety checks? _____

B. Number of Passenger Trips Per Year _____
(one person one way = one trip)

C. Annual number of passenger miles _____

D. Type of Trip

Personal _____
Social/recreation _____
Education _____
Employment _____
Shopping (grocery / retail) _____
Medical/dental _____
Total _____

E. Type of Rider

Children (age 16 and under) _____
Elderly (age 60 and over) _____
Elderly disabled _____
Elderly wheelchair use _____
Non-elderly (under 60, over 16) _____
Non-elderly disabled _____
Non-elderly wheelchair use _____
Total _____

F. How many individuals participated in your transportation program in the last fiscal year?

Under 15 _____
16-50 _____
51-100 _____
101-150 _____
151-200 _____
Over 200 _____

G. How many passengers per month do you transport that require the use of a wheelchair? _____

H. How frequently do you transport passengers needing a wheelchair?

0 times per year _____
Less than 10 times per year _____
One trip per month _____
Daily _____

I. How many individuals in the past year were denied transportation because a wheelchair lift was not available on any of your vehicles? _____

J. Do passengers have difficulty entering, exiting, or moving in side the vehicle?

Yes _____ No _____
If yes, explain _____

16 Passenger Mileage and Scheduling

K. What is the maximum number of miles your program will travel one way to pick-up a passenger for transportation?

0-5 miles _____
6-10 miles _____
11-20 miles _____
21-30 miles _____
30+ miles _____

L. How far in advance are passengers required to make reservations for transportation?

- On demand _____
- Same day _____
- 24 Hours _____
- Three days _____
- One week _____

M. How many hours per day is transportation service provided?

- 1-4 hours _____
- 5-8 hours _____
- 9-12 hours _____
- 13-24 hours _____

N. What days of the week is transportation service provided?

- Monday, Wednesday, Friday _____
- Tuesday, Thursday _____
- Monday through Friday _____
- Saturday _____
- Sunday _____
- Sunday through Saturday (7 days) _____
- Other (describe) _____

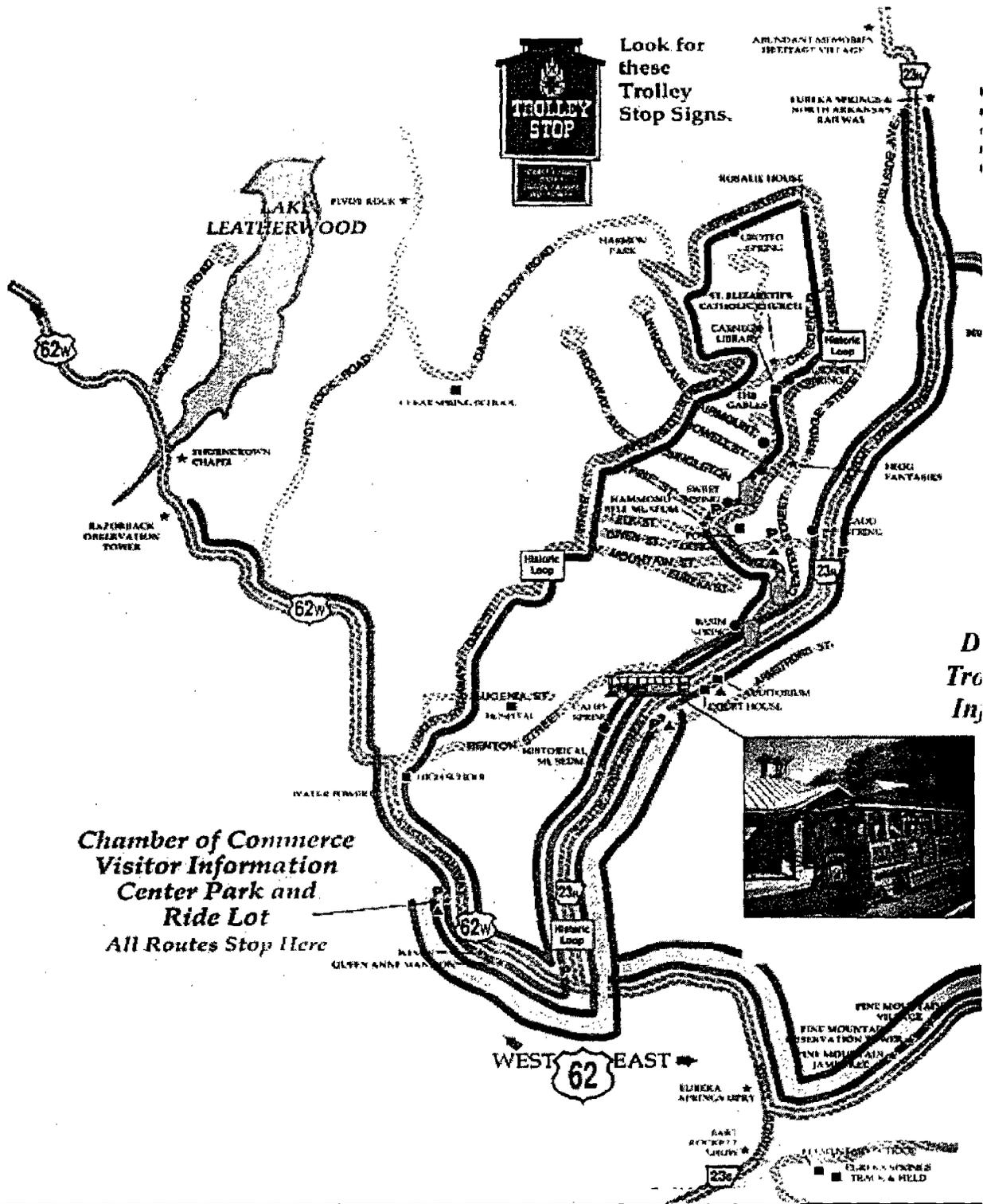
O. What are your peak hours? _____

What is the best way to survey your passengers?

PLEASE PROVIDE ROUTE INFORMATION

Appendix B

Eureka Springs Route Map



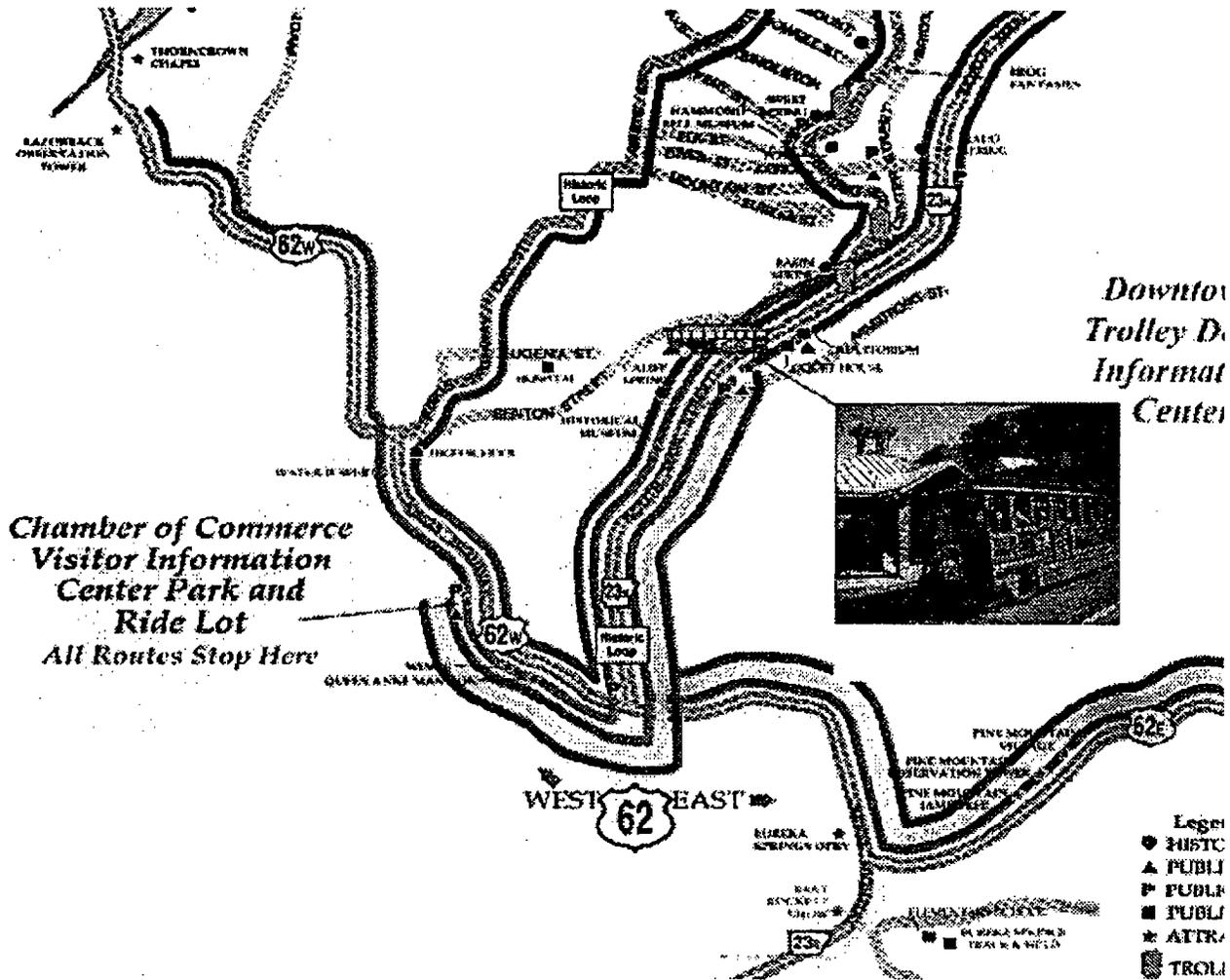
Look for these Trolley Stop Signs.



Chamber of Commerce
 Visitor Information
 Center Park and
 Ride Lot
 All Routes Stop Here

D
 Trolley
 Inj





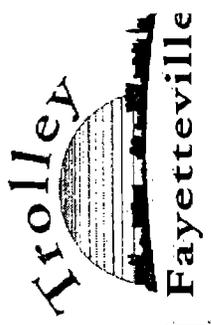
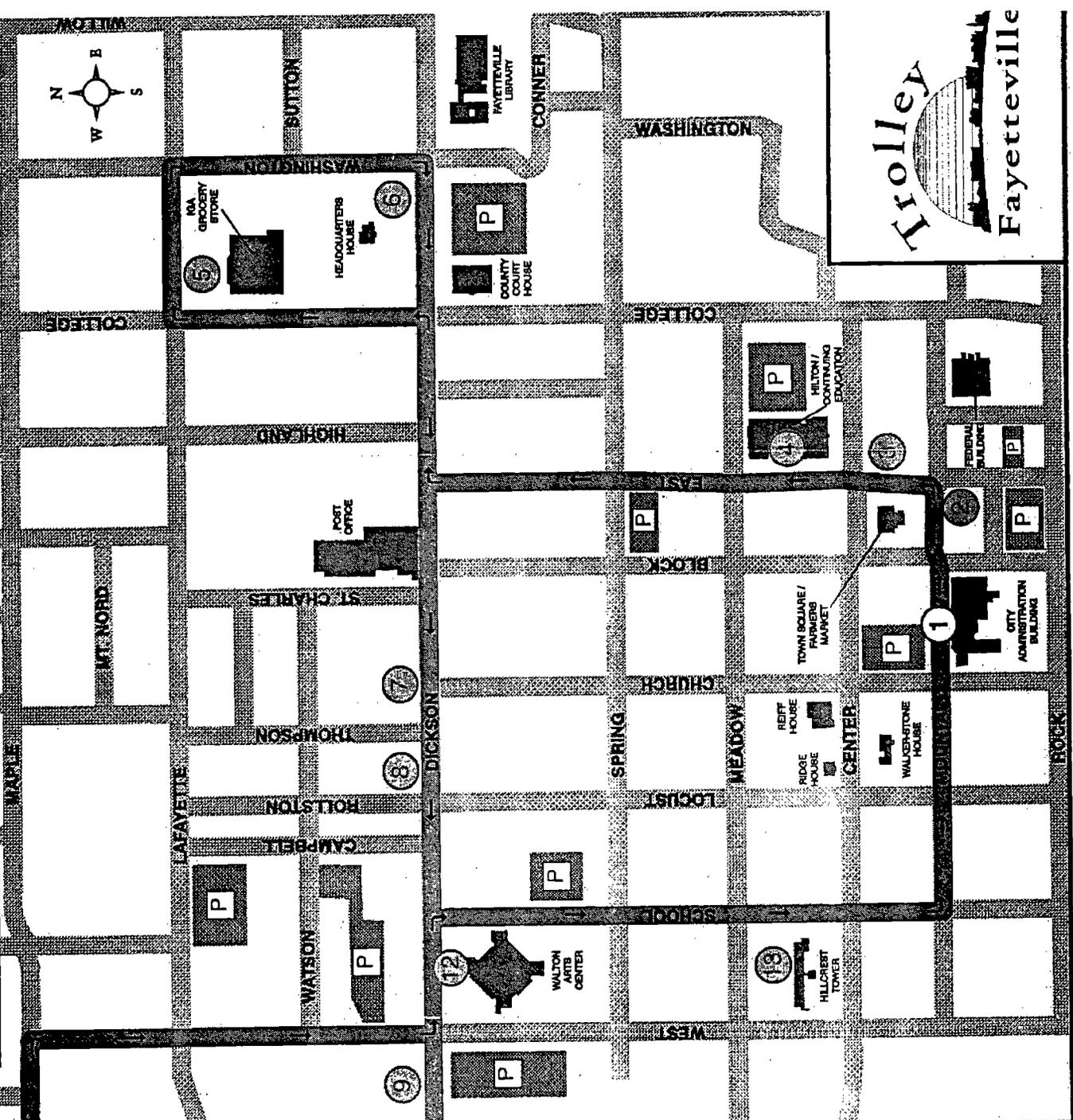
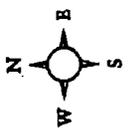
[Back to the Home Page](#)

Appendix C

Fayetteville Trolley Route Map

THE FAYETTEVILLE TROLLEY

UNIVERSITY OF ARKANSAS
OLD MAIN



Weekday Time Schedule for Stop 1

9:30 AM	1:30 PM
9:50 AM	1:50 PM
10:10 AM	2:10 PM
10:30 AM	2:30 PM
10:50 AM	2:50 PM
11:10 AM	3:10 PM
11:30 AM	3:30 PM
11:50 AM	3:50 PM
12:10 PM	4:10 PM
12:30 PM	
12:50 PM	
1:10 PM	

Unlimited Stops thru



Saturday Schedule

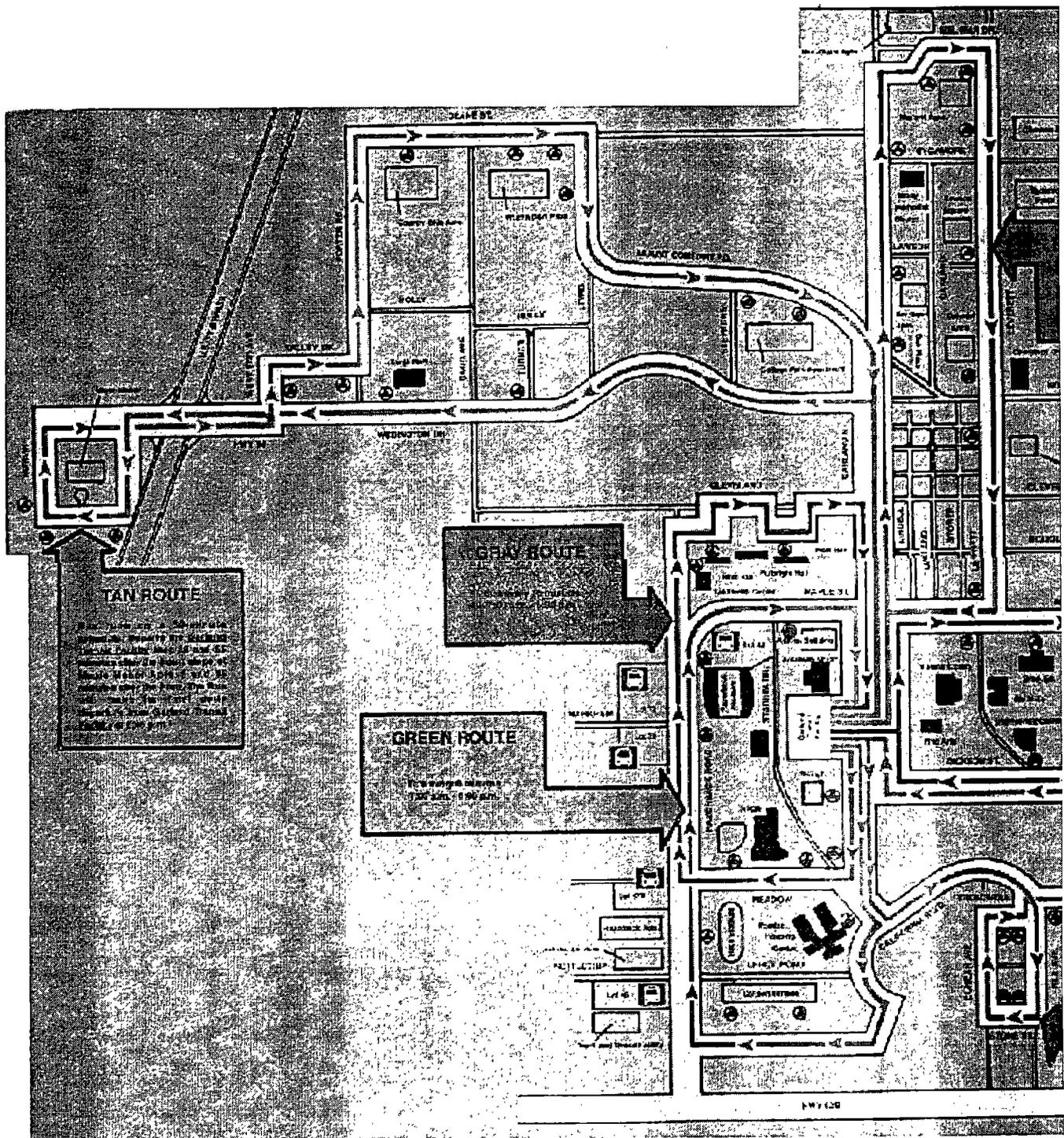


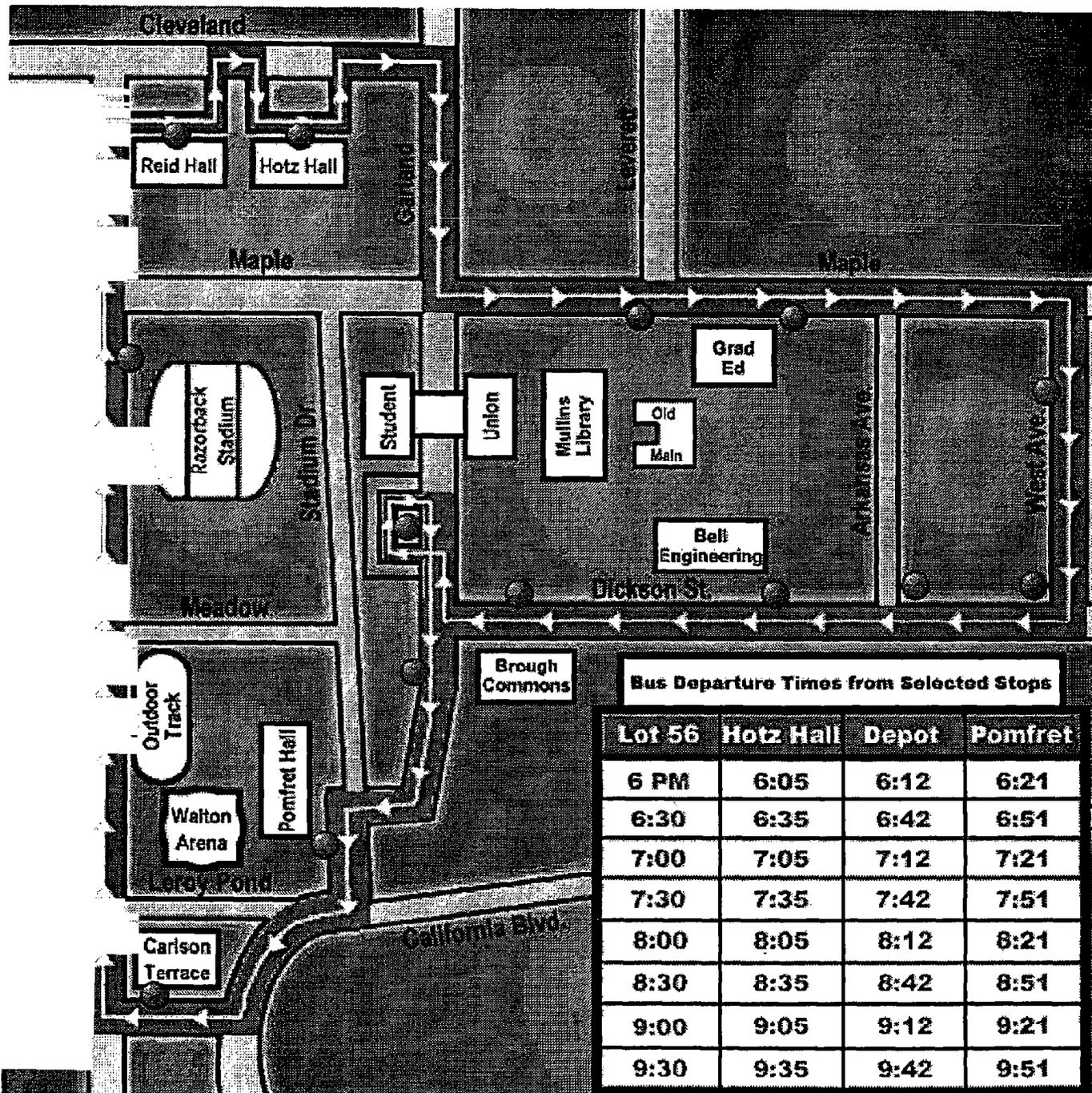
P Parking

September 1988

Appendix D

Razorback Transit Route Map





Bus Departure Times from Selected Stops

	Lot 56	Hotz Hall	Depot	Pomfret
6 PM		6:05	6:12	6:21
6:30		6:35	6:42	6:51
7:00		7:05	7:12	7:21
7:30		7:35	7:42	7:51
8:00		8:05	8:12	8:21
8:30		8:35	8:42	8:51
9:00		9:05	9:12	9:21
9:30		9:35	9:42	9:51

Appendix E

Passenger Survey Forms

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Does Not Apply
5 The vehicle is clean.						
Comments:	_____					
6 The vehicle is comfortable.						
Comments:	_____					
7 The application for eligibility (or certification process) to use this service was reasonable.						
Comments:	_____					
8 I am notified of service changes/fares in advance.						
Comments:	_____					
9 Information regarding the availability of service on this provider is readily available.						
Comments:	_____					

10 Do you need a vehicle with a wheelchair lift? (check one)
 Yes _____ No _____

11 What needs are not currently being met by this transportation service?

22 Personal Information (OPTIONAL)

Age _____
 Race _____
 Gender _____

Income Bracket
 \$0-\$5,000 _____ \$5,001-\$10,000 _____ \$10,001-\$15,000 _____
 \$15,001-\$20,000 _____ \$20,001-\$25,000 _____

What is the purpose of your trip? Medical _____ Work _____ Shopping _____
 Other (please describe) _____

Number of members in family _____

Are you disabled (if so, how) _____

List any problems encountered

List any suggestions to improve this service

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Does Not Apply
5 The vehicle is clean.						
Comments:	_____					
5 The vehicle is comfortable.						
Comments:	_____					
7 The application for eligibility (or certification process) to use this service was reasonable.						
Comments:	_____					
18 I am notified of service changes/fares in advance.						
Comments:	_____					
19 Information regarding the availability of service on this provider is readily available.						
Comments:	_____					

0 Do you need a transit vehicle with a wheelchair lift? (check one) Yes _____ No _____

.1 What needs are not currently being met by this transportation service?

22 Personal Information (OPTIONAL)

Age _____

Race _____

Gender _____

Income Bracket

\$0-\$5,000 _____ \$5,001-\$10,000 _____ \$10,001-\$15,000 _____

\$15,001-\$20,000 _____ \$20,001-\$25,000 _____ over \$25,000 _____

What is the purpose of your trip?

Tourist-related: _____ Medical: _____ Work: _____ Shopping: _____

To or from School: _____ Other (please describe): _____

Number of persons now living in your current household: _____

Are you disabled? (if so, how) _____

List any problems encountered _____

List any suggestions to improve this service _____

Northwest Arkansas Transit Assessment

This survey is being conducted as part of an assessment study of transit services in Northwest Arkansas. The study is co-sponsored by the Mack-Blackwell Transportation Center at the University of Arkansas and the Arkansas Highway and Transportation Department. Please fill this form out as completely as possible. If a question does not apply to your agency, please indicate that on the form. If you have any questions, please contact Melissa Tooley at 575-3203: Your input is important, and vital to the success of the study! This survey is strictly confidential and will in no way jeopardize your ability to use this service. Your honest opinions will only aid in providing better service, not less service.

Who is your transportation provider? Razorback Transit 8/99

Where are you going? _____

After reading the following statements, check the appropriate box to indicate whether you strongly agree, agree, disagree, strongly disagree, or are undecided. If a question is not applicable, check "Does Not Apply".

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Does Not Apply
1 This provider provides service at the time of day when I need it. Comments: _____						
2 This provider provides service on the days of the week when I need it. Comments: _____						
3 The cost of this ride is reasonable. —SKIP THIS QUESTION Comments: _____						X
4 The length of this ride is reasonable. Comments: _____						
5 This provider goes where I need to go. Comments: _____						
6 I can easily transfer to other transit services from this one. Comments: _____						
7 The waiting time for the bus service was not too great. Comments: _____						
8 The bus service was available at the time of day I needed it. Comments: _____						
9 I was able to communicate with the person who took my reservation. —SKIP THIS QUESTION Comments: _____						X
10 Driver assistance between the door of my building and the vehicle was helpful. (check "Does Not Apply" if service is not available) Comments: _____						
11 I can communicate with the driver of the vehicle. Comments: _____						
12 The driver is able to accommodate my disability. (Check does not apply if you are not disabled) Comments: _____						
13 I am comfortable with the driver's appearance. Comments: _____						
14 The vehicle is big enough to accommodate all of the passengers. Comments: _____						

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Does Not Apply
15 The vehicle is clean.						

Comments: _____

16 The vehicle is comfortable.						
--------------------------------	--	--	--	--	--	--

Comments: _____

17 The application for eligibility (or certification process) to use this service was reasonable. SKIP THIS QUESTION						X
---	--	--	--	--	--	---

Comments: _____

18 I am notified of service changes/fares in advance.						
---	--	--	--	--	--	--

Comments: _____

19 Information regarding the availability of service on this provider is readily available.						
---	--	--	--	--	--	--

Comments: _____

20 Do you need a vehicle with a wheelchair lift? (check one)
 Yes _____ No _____

21 What needs are not currently being met by this transportation service?

22 Personal Information (OPTIONAL)

Age _____

Race _____

Gender _____

Income Bracket

\$0-\$5,000 _____ \$5,001-\$10,000 _____ \$10,001-\$15,000 _____

\$15,001-\$20,000 _____ \$20,001-\$25,000 _____

What is the purpose of your trip? Medical _____ Work _____ Shopping _____

Other (please describe) _____

Number of family members at your campus address _____

Total number of persons residing at your campus address _____

Are you disabled (if so, how) _____

List any problems encountered _____

List any suggestions to improve this service _____

Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	Does Not Apply
----------------	-------	-----------	----------	-------------------	----------------

15 The vehicle is clean.

--	--	--	--	--	--

 Comments: _____

16 The vehicle is comfortable.

--	--	--	--	--	--

 Comments: _____

17 The application for eligibility (or certification process) to use this service was reasonable.

--	--	--	--	--	--

 Comments: _____

18 I am notified of service changes/fares in advance.

--	--	--	--	--	--

 Comments: _____

19 Information regarding the availability of service on this provider is readily available.

--	--	--	--	--	--

 Comments: _____

20 Do you need a transit vehicle with a wheelchair lift? (check one) Yes _____ No _____

21 What needs are not currently being met by this transportation service?

22 Personal Information (OPTIONAL)

Age _____
 Race _____
 Gender _____

Income Bracket
 \$0-\$5,000 _____ \$5,001-\$10,000 _____ \$10,001-\$15,000 _____
 \$15,001-\$20,000 _____ \$20,001-\$25,000 _____ over \$25,000 _____

What is the purpose of your trip?
 Tourist-related: _____ Medical: _____ Work: _____ Shopping: _____
 To or from School: _____ Other (please describe): _____

Number of persons now living in your current household: _____

Are you disabled? (if so, how) _____

List any problems encountered

List any suggestions to improve this service

Appendix F

Census Data

COUNTY NAME	Census	Category	from	Percent	from	Percent	Two-	Growth
part of	Tract		General	of	Special	of	County	Multiplier
county			Census	Whole	Census	Whole	Totals	from
			1990		1995		(for split	1990 to
					or 1996		cities,	Spl.Cen.
							only)	Year
BENTON COUNTY		All persons	97,499					
		under 16	21,662	22.2%				
		under 18	24,184	24.8%				
		65 over	17,439	17.9%				
		Disabled 16-64 (mobility)	1,135	1.5%				
		Disabled 65 over (mobility)	2,264	13.0%				
		Persons below poverty level	9,236	9.5%				
		Total housing units	41,444					
		Occupied housing units	37,555					
		HH with 0 vehicles	1,842	4.9%				
north-northeast	201	All persons	5,950					
		under 16	1,491	25.1%				
		under 18	1,654	27.8%				
		65 over	778	13.1%				
		Disabled 16-64 (mobility)	43	1.0%				
		Disabled 65 over (mobility)	104	13.4%				
		Persons below poverty level	445	7.5%				
		Total housing units	2,298					
		Occupied housing units	2,140					
		HH with 0 vehicles	106	5.0%				
northeast Rogers area	202.01	All persons	3,045					
		under 16	710	23.3%				
		under 18	775	25.5%				
		65 over	436	14.3%				
		Disabled 16-64 (mobility)	20	0.9%				
		Disabled 65 over (mobility)	120	27.5%				
		Persons below poverty level	270	8.9%				
		Total housing units	1,242					
		Occupied housing units	1,167					
		HH with 0 vehicles	131	11.2%				
southeast Rogers area	202.02	All persons	5,655					
		under 16	1,290	22.8%				
		under 18	1,445	25.6%				
		65 over	817	14.4%				
		Disabled 16-64 (mobility)	64	1.5%				
		Disabled 65 over (mobility)	122	14.9%				
		Persons below poverty level	528	9.3%				
		Total housing units	2,346					
		Occupied housing units	2,157					
		HH with 0 vehicles	82	3.8%				
northwest Rogers area	203	All persons	7,668					
		under 16	1,915	25.0%				
		under 18	2,100	27.4%				
		65 over	957	12.5%				
		Disabled 16-64 (mobility)	58	1.0%				
		Disabled 65 over (mobility)	93	9.7%				
		Persons below poverty level	951	12.4%				
		Total housing units	3,257					
		Occupied housing units	3,108					
		HH with 0 vehicles	189	6.1%				
west Rogers area	204.01	All persons	4,520					
		under 16	1,102	24.4%				
		under 18	1,219	27.0%				
		65 over	672	14.9%				
		Disabled 16-64 (mobility)	69	2.0%				
		Disabled 65 over (mobility)	126	18.8%				

		Persons below poverty level	182	4.0%			
		Total housing units	1,800				
		Occupied housing units	1,702				
		HH with 0 vehicles	59	3.5%			
west Rogers area	204.02	All persons	3,863				
		under 16	677	17.5%			
		under 18	752	19.5%			
		65 over	1,098	28.4%			
		Disabled 16-64 (mobility)	37	1.2%			
		Disabled 65 over (mobility)	125	11.4%			
		Persons below poverty level	185	4.8%			
		Total housing units	1,618				
		Occupied housing units	1,556				
		HH with 0 vehicles	21	1.3%			
southwest Rogers area	204.03	All persons	2,435				
		under 16	548	22.5%			
		under 18	606	24.9%			
		65 over	363	14.9%			
		Disabled 16-64 (mobility)	29	1.5%			
		Disabled 65 over (mobility)	31	8.5%			
		Persons below poverty level	149	6.1%			
		Total housing units	1,002				
		Occupied housing units	939				
		HH with 0 vehicles	38	4.0%			
northeast Bentonville	205.01	All persons	2,518				
		under 16	611	24.3%			
		under 18	675	26.8%			
		65 over	434	17.2%			
		Disabled 16-64 (mobility)	10	0.5%			
		Disabled 65 over (mobility)	54	12.4%			
		Persons below poverty level	188	7.5%			
		Total housing units	917				
		Occupied housing units	876				
		HH with 0 vehicles	89	10.2%			
east Bentonville	205.02	All persons	3,257				
		under 16	862	26.5%			
		under 18	948	29.1%			
		65 over	326	10.0%			
		Disabled 16-64 (mobility)	38	1.6%			
		Disabled 65 over (mobility)	41	12.6%			
		Persons below poverty level	373	11.5%			
		Total housing units	1,316				
		Occupied housing units	1,261				
		HH with 0 vehicles	90	7.1%			
northwest Bentonville	206.01	All persons	3,730				
		under 16	864	23.2%			
		under 18	987	26.5%			
		65 over	628	16.8%			
		Disabled 16-64 (mobility)	31	1.1%			
		Disabled 65 over (mobility)	112	17.8%			
		Persons below poverty level	380	10.2%			
		Total housing units	1,541				
		Occupied housing units	1,453				
		HH with 0 vehicles	81	5.6%			
southwest Bentonville	206.02	All persons	2,345				
		under 16	643	27.4%			
		under 18	712	30.4%			
		65 over	253	10.8%			
		Disabled 16-64 (mobility)	50	2.9%			
		Disabled 65 over (mobility)	50	19.8%			
		Persons below poverty level	132	5.6%			
		Total housing units	920				
		Occupied housing units	877				

		HH with 0 vehicles	63	7.2%				
east BellaVista area	207	All persons	3,625					
		under 16	442	12.2%				
		under 18	478	13.2%				
		65 over	1,387	38.3%				
		Disabled 16-64 (mobility)	43	1.4%				
		Disabled 65 over (mobility)	100	7.2%				
		Persons below poverty level	207	5.7%				
		Total housing units	2,130					
		Occupied housing units	1,687					
		HH with 0 vehicles	17	1.0%				
west BellaVista area	208	All persons	6,425					
		under 16	475	7.4%				
		under 18	531	8.3%				
		65 over	3,183	49.5%				
		Disabled 16-64 (mobility)	38	0.6%				
		Disabled 65 over (mobility)	211	6.6%				
		Persons below poverty level	280	4.4%				
		Total housing units	3,592					
		Occupied housing units	3,003					
		HH with 0 vehicles	78	2.6%				
northwest	209	All persons	3,835					
		under 16	1,003	26.2%				
		under 18	1,128	29.4%				
		65 over	587	15.3%				
		Disabled 16-64 (mobility)	51	1.8%				
		Disabled 65 over (mobility)	74	12.6%				
		Persons below poverty level	413	10.8%				
		Total housing units	1,581					
		Occupied housing units	1,460					
		HH with 0 vehicles	79	5.4%				
far northwest	210.01	All persons	3,437					
		under 16	844	24.6%				
		under 18	962	28.0%				
		65 over	527	15.3%				
		Disabled 16-64 (mobility)	46	1.8%				
		Disabled 65 over (mobility)	72	13.7%				
		Persons below poverty level	503	14.6%				
		Total housing units	1,406					
		Occupied housing units	1,274					
		HH with 0 vehicles	83	6.5%				
Decatur-Gentry area	210.02	All persons	4,077					
		under 16	1,055	25.9%				
		under 18	1,269	31.1%				
		65 over	517	12.7%				
		Disabled 16-64 (mobility)	75	2.5%				
		Disabled 65 over (mobility)	90	17.4%				
		Persons below poverty level	619	15.2%				
		Total housing units	1,642					
		Occupied housing units	1,451					
		HH with 0 vehicles	105	7.2%				
east Siloam Spgs. area	211	All persons	3,886					
		under 16	1,044	26.9%				
		under 18	1,150	29.6%				
		65 over	448	11.5%				
		Disabled 16-64 (mobility)	39	1.4%				
		Disabled 65 over (mobility)	99	22.1%				
		Persons below poverty level	425	10.9%				
		Total housing units	1,535					
		Occupied housing units	1,421					
		HH with 0 vehicles	105	7.4%				
northwest Siloam Spgs.	212.01	All persons	2,804					

		under 16	517	18.4%			
		under 18	563	20.1%			
		65 over	407	14.5%			
		Disabled 16-64 (mobility)	11	0.5%			
		Disabled 65 over (mobility)	64	15.7%			
		Persons below poverty level	316	11.3%			
		Total housing units	922				
		Occupied housing units	860				
		HH with 0 vehicles	48	5.6%			
southwest Siloam Spgs.	212.02	All persons	2,490				
		under 16	525	21.1%			
		under 18	593	23.8%			
		65 over	526	21.1%			
		Disabled 16-64 (mobility)	15	0.8%			
		Disabled 65 over (mobility)	85	16.2%			
		Persons below poverty level	214	8.6%			
		Total housing units	1,133				
		Occupied housing units	1,094				
		HH with 0 vehicles	129	11.8%			
far southwest	213.01	All persons	3,661				
		under 16	981	26.8%			
		under 18	1,100	30.0%			
		65 over	407	11.1%			
		Disabled 16-64 (mobility)	30	1.1%			
		Disabled 65 over (mobility)	118	29.0%			
		Persons below poverty level	546	14.9%			
		Total housing units	1,434				
		Occupied housing units	1,325				
		HH with 0 vehicles	42	3.2%			
southwest	213.02	All persons	3,396				
		under 16	881	25.9%			
		under 18	988	29.1%			
		65 over	400	11.8%			
		Disabled 16-64 (mobility)	65	2.6%			
		Disabled 65 over (mobility)	67	16.8%			
		Persons below poverty level	349	10.3%			
		Total housing units	1,245				
		Occupied housing units	1,170				
		HH with 0 vehicles	21	1.8%			
south	213.03	All persons	4,241				
		under 16	1,056	24.9%			
		under 18	1,171	27.6%			
		65 over	441	10.4%			
		Disabled 16-64 (mobility)	69	2.2%			
		Disabled 65 over (mobility)	64	14.5%			
		Persons below poverty level	449	10.6%			
		Total housing units	1,597				
		Occupied housing units	1,460				
		HH with 0 vehicles	52	3.6%			
north of Beaver Lake	214.01	All persons	2,991				
		under 16	659	22.0%			
		under 18	734	24.5%			
		65 over	440	14.7%			
		Disabled 16-64 (mobility)	49	2.1%			
		Disabled 65 over (mobility)	48	10.9%			
		Persons below poverty level	509	17.0%			
		Total housing units	1,471				
		Occupied housing units	1,125				
		HH with 0 vehicles	50	4.4%			
west of Beaver Lake	214.02	All persons	3,543				
		under 16	662	18.7%			
		under 18	732	20.7%			
		65 over	746	21.1%			

		Disabled 16-64 (mobility)	81	2.8%			
		Disabled 65 over (mobility)	108	14.5%			
		Persons below poverty level	252	7.1%			
		Total housing units	1,592				
		Occupied housing units	1,421				
		HH with 0 vehicles	34	2.4%			
South of Beaver Lake	214.03	All persons	4,102				
		under 16	805	19.6%			
		under 18	912	22.2%			
		65 over	661	16.1%			
		Disabled 16-64 (mobility)	74	2.2%			
		Disabled 65 over (mobility)	86	13.0%			
		Persons below poverty level	371	9.0%			
		Total housing units	1,907				
		Occupied housing units	1,568				
		HH with 0 vehicles	50	3.2%			
Bentonville city		All persons	11,257		15,363		1,365
		under 16	2,808	24.9%	4,138	26.9%	
		under 18	3,134	27.8%	4,586	29.9%	
		65 over	1,582	14.1%	1,697	11.0%	1,073
		Disabled 16-64 (mobility)	108	1.3%			
		Disabled 65 over (mobility)	255	16.1%			
		Persons below poverty level	1,022	9.1%			
		Total housing units	4,490				
		Occupied housing units	4,274				
		HH with 0 vehicles	316	7.4%			
Bethel Heights city		All persons	281		592		2,107
		under 18			155		
		65 over			82		
Centerton city (Spl Census in 1995)		All persons	491		1,309		2,666
		under 18			429		
		65 over			116		
Gentry city		All persons	1,726		1,958		1,134
		under 18			569		
		65 over			259		
Little Flock city		All persons	944		2,270		2,405
Lowell city		All persons	1,224		2,846		2,325
		under 18			740		
		65 over			216		
Rogers city		All persons	24,692		34,267		1,388
		under 16	5,642	22.8%	8,613	25.1%	
		under 18	6,233	25.2%	9,591	28.0%	
		65 over	4,009	16.2%	4,511	13.2%	1,125
		Disabled 16-64 (mobility)	270	1.4%			
		Disabled 65 over (mobility)	561	14.0%			
		Persons below poverty level	2,120	8.6%			
		Total housing units	10,291				
		Occupied housing units	9,705				
		HH with 0 vehicles	501	5.2%			
Siloam Springs city		All persons	8,151		9,336		1,145
		under 18			2,289		
		65 over			1,322		
Springdale city (part)		All persons	907				
		under 16	229	25.2%			
		under 18	258	28.4%			
		65 over	61	6.7%			
		Disabled 16-64 (mobility)	10	1.5%			

		Disabled 65 over (mobility)	0	0.0%			
		Persons below poverty level	124	13.7%			
		Total housing units	340				
		Occupied housing units	316				
		HH with 0 vehicles	2	0.6%			
CARROLL COUNTY		All persons	18,654				
		under 16	4,015	21.5%			
		under 18	4,521	24.2%			
		65 over	3,389	18.2%			
		Disabled 16-64 (mobility)	335	2.3%			
		Disabled 65 over (mobility)	468	13.8%			
		Persons below poverty level	2,805	15.0%			
		Total housing units	8,740				
		Occupied housing units	7,550				
		HH with 0 vehicles	461	6.1%			
Eureka Spgs. area	9501	All persons	2,404				
		under 16	398	16.6%			
		under 18	465	19.3%			
		65 over	520	21.6%			
		Disabled 16-64 (mobility)	33	1.6%			
		Disabled 65 over (mobility)	94	18.1%			
		Persons below poverty level	346	14.4%			
		Total housing units	1,311				
		Occupied housing units	1,114				
		HH with 0 vehicles	90	8.1%			
west	9502	All persons	3,040				
		under 16	489	16.1%			
		under 18	549	18.1%			
		65 over	765	25.2%			
		Disabled 16-64 (mobility)	85	3.3%			
		Disabled 65 over (mobility)	56	7.3%			
		Persons below poverty level	396	13.0%			
		Total housing units	1,844				
		Occupied housing units	1,376				
		HH with 0 vehicles	27	2.0%			
Berryville area	9503	All persons	4,400				
		under 16	991	22.5%			
		under 18	1,096	24.9%			
		65 over	837	19.0%			
		Disabled 16-64 (mobility)	70	2.1%			
		Disabled 65 over (mobility)	73	8.7%			
		Persons below poverty level	616	14.0%			
		Total housing units	1,957				
		Occupied housing units	1,817				
		HH with 0 vehicles	163	9.0%			
northeast	9504	All persons	3,233				
		under 16	783	24.2%			
		under 18	889	27.5%			
		65 over	440	13.6%			
		Disabled 16-64 (mobility)	63	2.6%			
		Disabled 65 over (mobility)	75	17.0%			
		Persons below poverty level	521	16.1%			
		Total housing units	1,312				
		Occupied housing units	1,177				
		HH with 0 vehicles	35	3.0%			
south-southeast	9505	All persons	5,577				
		under 16	1,354	24.3%			
		under 18	1,522	27.3%			
		65 over	827	14.8%			
		Disabled 16-64 (mobility)	84	2.0%			
		Disabled 65 over (mobility)	170	20.6%			
		Persons below poverty level	926	16.6%			

		Total housing units	2,316				
		Occupied housing units	2,066				
		HH with 0 vehicles	146	7.1%			
Berryville city		All persons	3,212		3,525		1,097
Eureka Springs city		All persons	1,900				
Green Forest city		All persons	2,050				
MADISON COUNTY		All persons	11,618				
		under 16	2,759	23.7%			
		under 18	3,115	26.8%			
		65 over	1,907	16.4%			
		Disabled 16-64 (mobility)	239	2.7%			
		Disabled 65 over (mobility)	400	21.0%			
		Persons below poverty level	2,307	19.9%			
		Total housing units	5,182				
		Occupied housing units	4,392				
		HH with 0 vehicles	296	6.7%			
north	9601	All persons	2,685				
		under 16	663	24.7%			
		under 18	741	27.6%			
		65 over	380	14.2%			
		Disabled 16-64 (mobility)	39	1.9%			
		Disabled 65 over (mobility)	65	17.1%			
		Persons below poverty level	337	12.6%			
		Total housing units	1,168				
		Occupied housing units	1,017				
		HH with 0 vehicles	43	4.2%			
Huntsville area	9602	All persons	2,614				
		under 16	585	22.4%			
		under 18	655	25.1%			
		65 over	584	22.3%			
		Disabled 16-64 (mobility)	51	2.5%			
		Disabled 65 over (mobility)	137	23.5%			
		Persons below poverty level	475	18.2%			
		Total housing units	1,130				
		Occupied housing units	1,044				
		HH with 0 vehicles	94	9.0%			
southwest	9603	All persons	3,472				
		under 16	795	22.9%			
		under 18	904	26.0%			
		65 over	507	14.6%			
		Disabled 16-64 (mobility)	86	3.2%			
		Disabled 65 over (mobility)	104	20.5%			
		Persons below poverty level	679	19.6%			
		Total housing units	1,550				
		Occupied housing units	1,299				
		HH with 0 vehicles	95	7.3%			
southeast	9604	All persons	2,847				
		under 16	716	25.1%			
		under 18	815	28.6%			
		65 over	436	15.3%			
		Disabled 16-64 (mobility)	63	3.0%			
		Disabled 65 over (mobility)	94	21.6%			
		Persons below poverty level	816	28.7%			
		Total housing units	1,334				
		Occupied housing units	1,032				
		HH with 0 vehicles	64	6.2%			
Huntsville city		All persons	1,605				

WASHINGTON COUNTY		All persons	113,409		141,909			1.251
		under 16	25,147	22.2%	31,384	22.1%		
		under 18	28,040	24.7%	35,156	24.8%		
		65 over	12,784	11.3%	14,460	10.2%		1.131
		Disabled 16-64 (mobility)	1,448	1.6%				
		Disabled 65 over (mobility)	2,236	17.5%				
		Persons below poverty level	15,914	14.0%				
		Total housing units	47,349					
		Occupied housing units	43,372					
		HH with 0 vehicles	2,470	5.7%				
far northeast	101.01	All persons	2,870		3,106			1.082
		under 16	703	24.5%				
		under 18	806	28.1%				
		65 over	261	9.1%				
		Disabled 16-64 (mobility)	49	2.3%				
		Disabled 65 over (mobility)	33	12.6%				
		Persons below poverty level	398	13.9%				
		Total housing units	1,162					
		Occupied housing units	1,040					
		HH with 0 vehicles	50	4.8%				
far northeast	101.02	All persons	3,677		4,951			1.346
		under 16	812	22.1%				
		under 18	921	25.0%				
		65 over	441	12.0%				
		Disabled 16-64 (mobility)	18	0.6%				
		Disabled 65 over (mobility)	69	15.6%				
		Persons below poverty level	237	6.4%				
		Total housing units	1,432					
		Occupied housing units	1,345					
		HH with 0 vehicles	43	3.2%				
northeast Fayetteville	101.03	All persons	8,569		10,217			1.192
		under 16	1,882	22.0%				
		under 18	2,102	24.5%				
		65 over	1,166	13.6%				
		Disabled 16-64 (mobility)	78	1.2%				
		Disabled 65 over (mobility)	120	10.3%				
		Persons below poverty level	435	5.1%				
		Total housing units	3,780					
		Occupied housing units	3,467					
		HH with 0 vehicles	162	4.7%				
east Fayetteville	101.04	All persons	4,133		4,856			1.175
		under 16	970	23.5%				
		under 18	1,048	25.4%				
		65 over	585	14.2%				
		Disabled 16-64 (mobility)	22	0.7%				
		Disabled 65 over (mobility)	134	22.9%				
		Persons below poverty level	370	9.0%				
		Total housing units	1,818					
		Occupied housing units	1,705					
		HH with 0 vehicles	111	6.5%				
Elkins northeast area	101.05	All persons	4,813		5,938			1.234
		under 16	1,221	25.4%				
		under 18	1,385	28.8%				
		65 over	457	9.5%				
		Disabled 16-64 (mobility)	105	2.9%				
		Disabled 65 over (mobility)	77	16.8%				
		Persons below poverty level	428	8.9%				
		Total housing units	1,702					
		Occupied housing units	1,630					
		HH with 0 vehicles	64	3.9%				
northeast Springdale	102	All persons	2,456		2,677			1.090
		under 16	566	23.0%				

		under 18		629	25.6%			
		65 over		305	12.4%			
		Disabled 16-64 (mobility)		36	1.9%			
		Disabled 65 over (mobility)		69	22.6%			
		Persons below poverty level		370	15.1%			
		Total housing units		1,009				
		Occupied housing units		948				
		HH with 0 vehicles		66	7.0%			
southeast Springdale	103	All persons		6,234		10,216		1.639
		under 16		1,607	25.8%			
		under 18		1,779	28.5%			
		65 over		720	11.5%			
		Disabled 16-64 (mobility)		114	2.5%			
		Disabled 65 over (mobility)		116	16.1%			
		Persons below poverty level		906	14.5%			
		Total housing units		2,505				
		Occupied housing units		2,374				
		HH with 0 vehicles		151	6.4%			
northwest Springdale	104.01	All persons		4,260		4,984		1.170
		under 16		994	23.3%			
		under 18		1,131	26.5%			
		65 over		584	13.7%			
		Disabled 16-64 (mobility)		95	2.9%			
		Disabled 65 over (mobility)		95	16.3%			
		Persons below poverty level		353	8.3%			
		Total housing units		1,662				
		Occupied housing units		1,618				
		HH with 0 vehicles		117	7.2%			
west Springdale	104.02	All persons		3,918		4,192		1.070
		under 16		774	19.8%			
		under 18		867	22.1%			
		65 over		725	18.5%			
		Disabled 16-64 (mobility)		41	1.3%			
		Disabled 65 over (mobility)		82	11.3%			
		Persons below poverty level		238	6.1%			
		Total housing units		1,664				
		Occupied housing units		1,582				
		HH with 0 vehicles		60	3.8%			
southwest Springdale	104.03	All persons		3,924		5,971		1.522
		under 16		927	23.6%			
		under 18		1,027	26.2%			
		65 over		327	8.3%			
		Disabled 16-64 (mobility)		70	2.3%			
		Disabled 65 over (mobility)		80	24.5%			
		Persons below poverty level		382	9.7%			
		Total housing units		1,738				
		Occupied housing units		1,648				
		HH with 0 vehicles		60	3.6%			
Tontitown area	105.01	All persons		2,914		3,627		1.245
		under 16		703	24.1%			
		under 18		802	27.5%			
		65 over		295	10.1%			
		Disabled 16-64 (mobility)		53	2.4%			
		Disabled 65 over (mobility)		69	23.4%			
		Persons below poverty level		491	16.8%			
		Total housing units		1,084				
		Occupied housing units		1,028				
		HH with 0 vehicles		48	4.7%			
Elm Spgs - Spgdale	105.02	All persons		5,201		6,295		1.210
		under 16		1,314	25.3%			
		under 18		1,474	28.3%			
		65 over		600	11.5%			
		Disabled 16-64 (mobility)		27	0.7%			

		Disabled 65 over (mobility)	79	13.2%		
		Persons below poverty level	299	5.7%		
		Total housing units	1,859			
		Occupied housing units	1,803			
		HH with 0 vehicles	24	1.3%		
sw of Springdale	105.03	All persons	3,841		4,611	1,200
		under 16	1,009	26.3%		
		under 18	1,133	29.5%		
		65 over	445	11.6%		
		Disabled 16-64 (mobility)	34	1.2%		
		Disabled 65 over (mobility)	66	14.8%		
		Persons below poverty level	311	8.1%		
		Total housing units	1,416			
		Occupied housing units	1,354			
		HH with 0 vehicles	47	3.5%		
nw of Pr Grove	105.04	All persons	4,717		5,345	1,133
		under 16	1,179	25.0%		
		under 18	1,320	28.0%		
		65 over	686	14.5%		
		Disabled 16-64 (mobility)	73	2.1%		
		Disabled 65 over (mobility)	132	19.2%		
		Persons below poverty level	821	17.4%		
		Total housing units	1,964			
		Occupied housing units	1,765			
		HH with 0 vehicles	60	3.4%		
west of Fayetteville	105.05	All persons	3,556		6,938	1,951
		under 16	897	25.2%		
		under 18	989	27.8%		
		65 over	234	6.6%		
		Disabled 16-64 (mobility)	88	3.3%		
		Disabled 65 over (mobility)	52	22.2%		
		Persons below poverty level	366	10.3%		
		Total housing units	1,382			
		Occupied housing units	1,287			
		HH with 0 vehicles	32	2.5%		
Farmington north	105.06	All persons	4,015		5,051	1,258
		under 16	962	24.0%		
		under 18	1,062	26.5%		
		65 over	336	8.4%		
		Disabled 16-64 (mobility)	68	2.2%		
		Disabled 65 over (mobility)	48	14.3%		
		Persons below poverty level	458	11.4%		
		Total housing units	1,641			
		Occupied housing units	1,540			
		HH with 0 vehicles	45	2.9%		
near west side Fay.	106	All persons	4,859		4,912	1,011
		under 16	958	19.7%		
		under 18	1,038	21.4%		
		65 over	402	8.3%		
		Disabled 16-64 (mobility)	60	1.5%		
		Disabled 65 over (mobility)	105	26.1%		
		Persons below poverty level	1,267	26.1%		
		Total housing units	2,138			
		Occupied housing units	1,954			
		HH with 0 vehicles	133	6.8%		
north Fayetteville	107.01	All persons	5,309		5,951	1,121
		under 16	439	8.3%		
		under 18	478	9.0%		
		65 over	140	2.6%		
		Disabled 16-64 (mobility)	14	0.3%		
		Disabled 65 over (mobility)	35	25.0%		
		Persons below poverty level	1,974	37.2%		
		Total housing units	2,847			

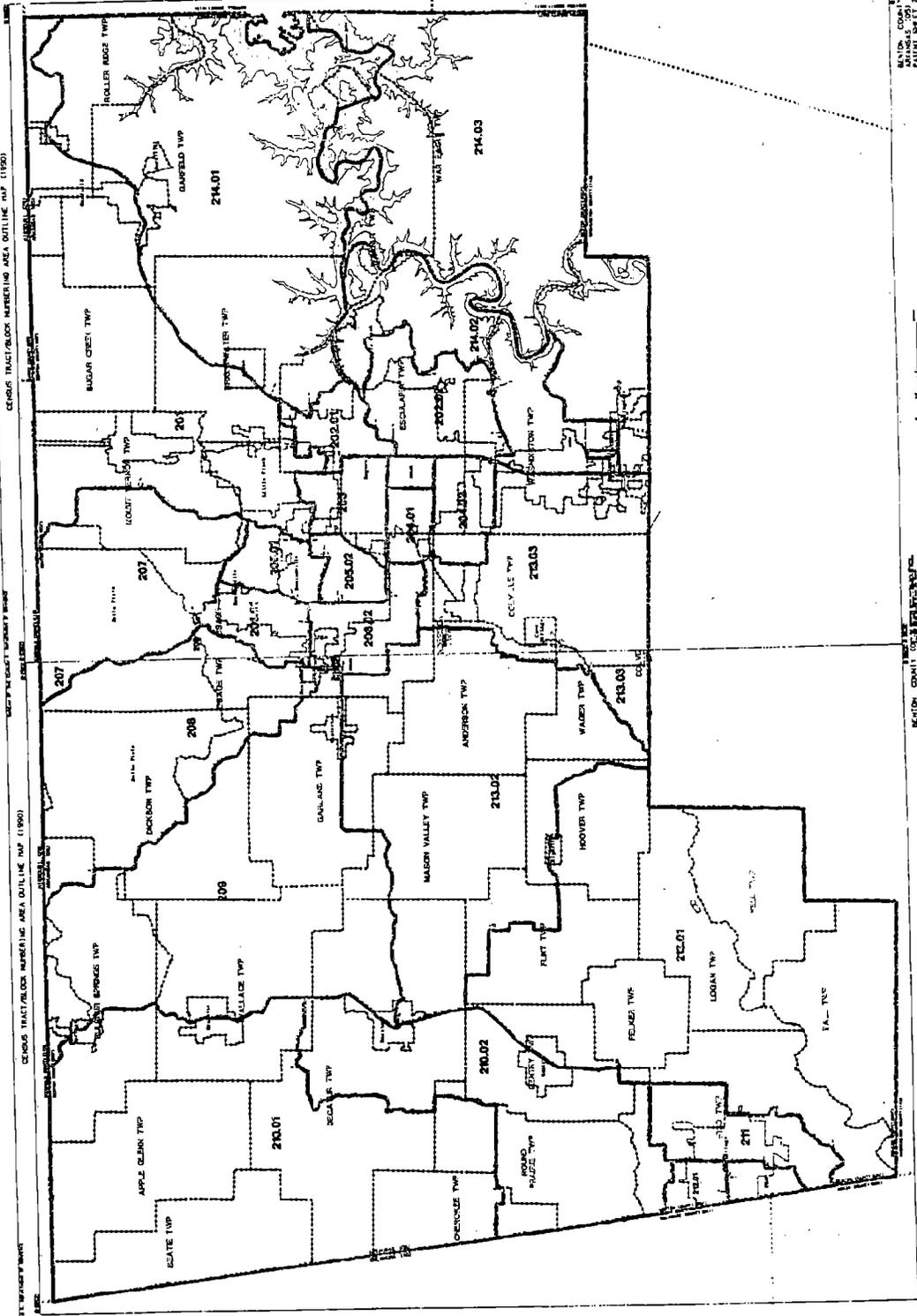
		Occupied housing units	2,611				
		HH with 0 vehicles	123	4.7%			
northeast Fayetteville	107.02	All persons	3,671		5,267		1,435
		under 16	774	21.1%			
		under 18	821	22.4%			
		65 over	324	8.8%			
		Disabled 16-64 (mobility)	20	0.7%			
		Disabled 65 over (mobility)	46	14.2%			
		Persons below poverty level	618	16.8%			
		Total housing units	1,722				
		Occupied housing units	1,592				
		HH with 0 vehicles	35	2.2%			
central Fayetteville	108	All persons	3,259		3,203		0.983
		under 16	377	11.6%			
		under 18	422	12.9%			
		65 over	399	12.2%			
		Disabled 16-64 (mobility)	27	0.9%			
		Disabled 65 over (mobility)	56	14.0%			
		Persons below poverty level	1,083	33.2%			
		Total housing units	1,896				
		Occupied housing units	1,629				
		HH with 0 vehicles	298	18.3%			
U of A campus	109	All persons	2,370		3,313		1,398
		under 16	14	0.6%			
		under 18	21	0.9%			
		65 over	15	0.6%			
		Disabled 16-64 (mobility)	0	0.0%			
		Disabled 65 over (mobility)	0	0.0%			
		Persons below poverty level	30	1.3%			
		Total housing units	315				
		Occupied housing units	61				
		HH with 0 vehicles	0	0.0%			
Pr Grove to Greenland	110.01	All persons	4,066		5,273		1,297
		under 16	928	22.8%			
		under 18	1,039	25.6%			
		65 over	657	16.2%			
		Disabled 16-64 (mobility)	44	1.4%			
		Disabled 65 over (mobility)	115	17.5%			
		Persons below poverty level	559	13.7%			
		Total housing units	1,811				
		Occupied housing units	1,548				
		HH with 0 vehicles	98	6.3%			
far west	110.02	All persons	2,897		3,594		1,241
		under 16	713	24.6%			
		under 18	791	27.3%			
		65 over	410	14.2%			
		Disabled 16-64 (mobility)	53	2.4%			
		Disabled 65 over (mobility)	67	16.3%			
		Persons below poverty level	531	18.3%			
		Total housing units	1,234				
		Occupied housing units	1,096				
		HH with 0 vehicles	83	7.6%			
west of West Fk	110.03	All persons	3,404		3,963		1,164
		under 16	889	26.1%			
		under 18	993	29.2%			
		65 over	381	11.2%			
		Disabled 16-64 (mobility)	25	1.0%			
		Disabled 65 over (mobility)	51	13.4%			
		Persons below poverty level	486	14.3%			
		Total housing units	1,344				
		Occupied housing units	1,229				
		HH with 0 vehicles	44	3.6%			

Fayetteville city	All persons	42,099		52,976			1.258
	under 16	7,832	18.6%	9,486	17.9%		
	under 18	8,582	20.4%	10,576	20.0%		
	65 over	4,069	9.7%	4,756	9.0%		1.169
	Disabled 16-64 (mobility)	396	1.2%				
	Disabled 65 over (mobility)	734	18.0%				
	Persons below poverty level	7,544	17.9%				
	Total housing units	18,826					
	Occupied housing units	16,885					
	HH with 0 vehicles	1,240	7.3%				
Greenland city	All persons	757		841			1.111
	under 18			234	27.8%		
	65 over			74	8.8%		
Goshen area	All persons	589		669			1.136
	under 18			186	27.8%		
	65 over			70	10.5%		
Johnson city	All persons	599		1,508			2.518
	under 18			387	25.7%		
	65 over			89	5.9%		
Lincoln city	All persons	1,460		1,682			1.152
	under 18			451	26.8%		
	65 over			288	17.1%		
Prairie Grove city	All persons	1,761		2,420			1.374
	under 18			655	27.1%		
	65 over			415	17.1%		
						2 COUNTY	
Springdale city	All persons	29,034		37,700		38,897	1.340
	under 16	6,906	23.8%		24.8%	9,653	
	under 18	7,718	26.6%		27.6%	10,754	
	65 over	3,721	12.8%		11.3%	4,384	
	Disabled 16-64 (mobility)	78	0.4%				
	Disabled 65 over (mobility)	620	16.7%				
	Persons below poverty level	2,651	9.1%				
	Total housing units	11,654					
	Occupied housing units	11,106					
	HH with 0 vehicles	555	5.0%				
Tontitown city	All persons	460		653			1.420
	under 18			161	24.7%		
	65 over			76	11.6%		
West Fork city	All persons	1,607		1,992			1.240
	under 18			583	29.3%		
	65 over			214	10.7%		
Winslow city	All persons	342		473			1.383
	under 18			127	26.8%		
	65 over			55	11.6%		

Appendix G

Map of Benton County

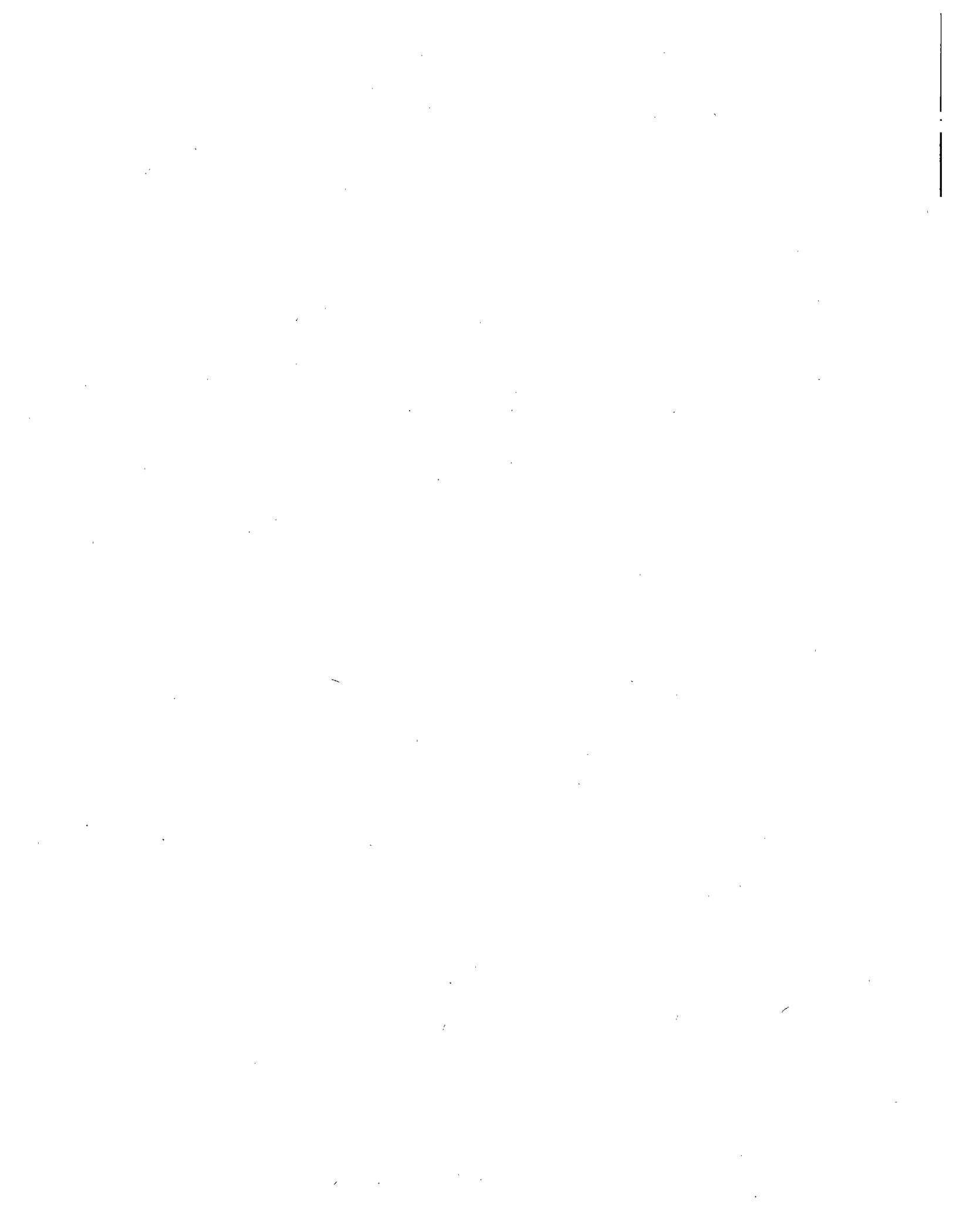
Census Tract/Block Numbering Area Outline Map (1990)
 Census Tract/Block Numbering Area Outline Map (1990)
 Census Tract/Block Numbering Area Outline Map (1990)



SECTION 06A1 (0607)
 MAPS 1001
 10 OF 2 SHEETS

SECTION 06A1 (0607)
 MAPS 1001
 10 OF 2 SHEETS

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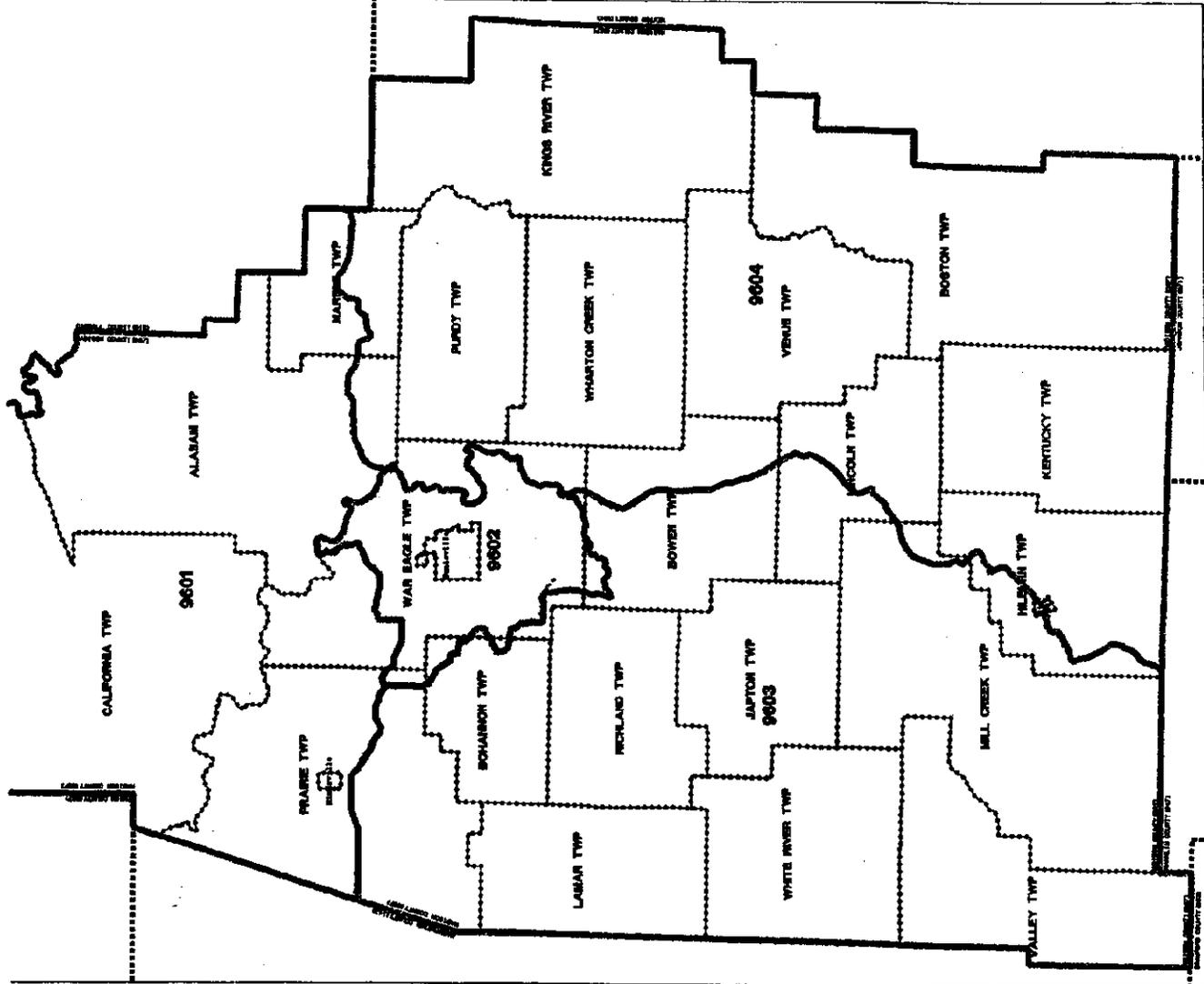
Appendix H

Map of Carroll County

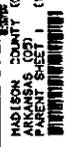
Appendix I

Map of Madison County

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MADISON COUNTY (087)
 ARKANSAS (02)
 PARENT SHEET 1 (1 OF 1 SHEETS)



Appendix J

Map of Washington County

U.S. DEPARTMENT OF COMMERCE

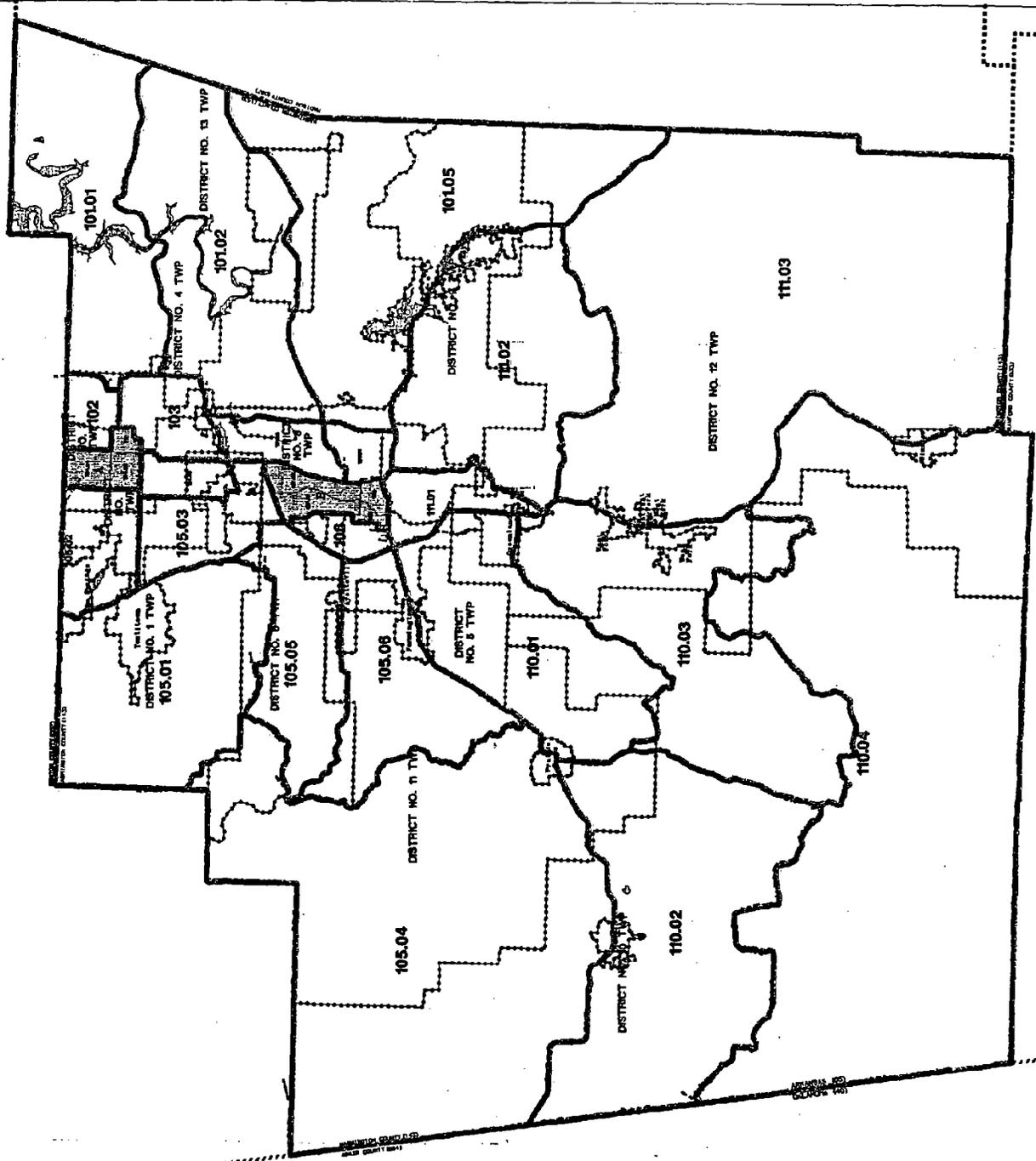
CENSUS TRACT/BLOCK NUMBERING AREA OUTLINE MAP (1980)

U.S. DEPARTMENT OF COMMERCE

LEGEND

- - - - - District Boundary
 - - - - - Census Tract Boundary
 - - - - - Block Boundary
 - - - - - Water
 - - - - - Railroad
 - - - - - Interstate
 - - - - - State Road
 - - - - - County Road
 - - - - - Township Road
 - - - - - Other Road
 - - - - - Canal
 - - - - - Ditch
 - - - - - Other Waterway
 - - - - - Other Feature

101.01 DISTRICT NO. 13 TWP
 101.02 DISTRICT NO. 4 TWP
 105.01 DISTRICT NO. 1 TWP
 105.02 DISTRICT NO. 2 TWP
 105.03 DISTRICT NO. 3 TWP
 105.04 DISTRICT NO. 11 TWP
 105.05 DISTRICT NO. 6 TWP
 105.06 DISTRICT NO. 8 TWP
 110.01 DISTRICT NO. 5 TWP
 110.02 DISTRICT NO. 10 TWP
 110.03 DISTRICT NO. 12 TWP
 110.04 DISTRICT NO. 7 TWP
 111.03 DISTRICT NO. 9 TWP



WASHINGTON COUNTY (143)
 ARKANSAS (05)
 PARENT SHEET 1 (1 OF 3 SHEETS)



Appendix K

Provider Survey Data

1. General Information	Ozark Transit
Director Name	Len Brandrup
Transit System Name	Ozark Regional Transit
Mailing Address	2423 E. Robinson
City	Springdale, AR
Zip Code	72784
Telephone	501-756-9109 ext 247
Agency Location (if PO Box):	
2. Who is the person to be contacted regarding this report	
Name	Connie Doyle
Title	General Manager
Telephone	
3. Which of the following best describes your organization? (check one only)	
Private Non Profit	<input checked="" type="checkbox"/>
Public Agency (directly operates all transit service)	
Public Agency (contracts for transit service)	
Private carrier under contract to public agency	
Private carrier not under contract to a public agency	
4. Where do you drive your vehicles? (check all that apply)	
City (5,000 to 50,000 in pop.)	55% Urban
Town (under 5,000 in pop.)	
Rural (unincorporated)	45%
5. What is your service area?	
City/Town (identify)	
County-Wide (identify)	
Multi-County (identify)	Madison, Carrol, Benton, Washington
Inter-city only (identify)	
6. How many vehicles do you run?	
1-2	
3-5	
6-10	
>10	27 peak, fleet of 40
7 What type of vehicles do you use?	
Vans	<input checked="" type="checkbox"/>
Small Bus	<input checked="" type="checkbox"/>
Medium Bus	
Large Bus	
Other	cutaways
8 Accessibility: Wheelchair lifts or ramps (%)	
Vans	
Small Bus	
Medium Bus	
Large Bus	
All Vehicles	<input checked="" type="checkbox"/>
9 Description of service provided	
Subscription service (repetitive trips over extended period of time without requiring individual calls)	75%
Fixed-route service (fixed route, fixed schedule)	
Demand-responsive service (door to door service)	25% call day before
Rideshare/vanpool	
Other (please specify)	
Do you provide transit service for other agencies?	yes
If yes, please list	Benton Co Sunshine School, Richardson Center, Ozark Guidance, Adult Development Center, University of Arkansas, Carrol Co Learning Center, Lifestyles, Council on Aging
Do you utilize other agencies to provide transit for your clients?	
Yes or No	yes
If yes, please list	Northwest Arkansas Transportation System, Ozark counseling Service, Courtesy Transportation Service
Total annual operating budget for most recent calendar or fiscal year:	
Year:	1.269766 million
[] calendar [] fiscal	FY 88 for FTD
Number of employees involved in transit administration, operations, and maintenance:	
Full-time:	35
Part-time:	16
Do you contract with another transit provider for any of the transportation service provided by your agency?	

No	
Yes	
If yes, for what part of service?	
Funding	
Questions 13 A-G deal with sources of CAPITAL FUNDING. Check all that apply and provide monetary amounts as applicable.	
A. Federal Government	
Funds received from Federal Transit Administration (FTA)	\$115350 urban
Section 3	
Section 9	X
Section 18 (b) 2	
Section 18	X
Other (describe)	5309, 5311,
B. State Government or Agency	\$123,698
Funds received from Arkansas Highway & Transportation Dept	
Funds received from Division for Aging (under dept of Human Services)	
Other (describe)	
C. Local Sources	
Funds received from County (describe)	
Funds received from City	\$19,698
Other (describe)	\$9,998
D. Dedicated taxes	0
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
Other source	Painted Bus Program
Describe	Co-mingled fares, local matches
Are your capital funds adequate to meet your needs?	
Yes	NO
Do you receive additional transportation revenue?	
From where?	Direct mailing once but mainly NO
Donations	
Farebox	
Contracts	
Other	
Questions H-P deal with sources of OPERATING FUNDS. Check all that apply and provide monetary amounts as applicable.	
Are there any restrictions on these funds? If so, describe	
Federal Government	
Funds received from the FTA	\$510,220
Section 9	
Section 18	
Other (describe)	
I. State and local sources	\$21,761
Funds received from the state	
Describe	
Funds received from local sources	\$83,804
Describe	Passenger Revenue = \$239269 urbanized area formula 270951 rural = 510220
J. Funds dedicated to transit at their source	0
Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
K. Other source	
Describe	fares, contracts, painted bus, local match
L. Are your Operating Funds sufficient to meet your needs?	

	NO
M.What are your approximate monthly expenses for your transit services?	
Administrative	\$755081 NTD definitions fuel tires, \$124895 vehicle maintenance, \$56627 non-vehicle maintenance
Salaries	
Supplies	
Utilities	
Insurance	
Operating	
Salaries	
Materials and supplies	
Fuel and lubricants	
Tires and tubes	
Other materials and supplies	
Maintenance/Repair	
N.How many paid drivers are on your staff?	37
O.How many volunteer drivers are on your staff?	0
P.What hourly wages are paid to your drivers?	8.75 - 9.25
Q. Do your drivers receive any type of training?	yes
If yes, describe	defensive driving, passenger relations and assistance, drug and alcohol, wheelchair, first aid
15Service	
Who provides maintenance and safety checks?	in house
Number of Passenger Trips Per Year (one person one way = one trip)	174892
Annual number of passenger miles	2549801
Type of Trip	X
Personal	X
Social/recreation	X
Education	X
Employment	X
Shopping (grocery / retail)	X
Medical/dental	X
Total	
E. Type of Rider	
Children (age 18 and under)	X
Elderly (age 60 and over)	X
Elderly disabled	X
Elderly wheelchair use	X
Non-elderly (under 60, over 16)	X
Non-elderly disabled	X
Non-elderly wheelchair use	X
Total	
How many individuals participated in your transportation program in the last fiscal year?	
Under 15	not available
16-50	
51-100	
101-150	
151-200	
Over 200	
G.How many passengers per month do you transport that require the use of a wheelchair?	< 5%
H.How frequently do you transport passengers needing a wheelchair?	
0 times per year	
Less than 10 times per year	
One trip per month	
Daily	40 max
I.How many individuals in the past year were denied transportation because a wheelchair lift was not available on any of your vehicles?	0

J. Do passengers have difficulty entering, exiting, or moving in side the vehicle?	yes
If yes, explain	infirmities, disabilities
16 Passenger Mileage and Scheduling	
K. What is the maximum number of miles your program will travel one way to pick-up a passenger for transportation?	all four counties
0-5 miles	
6-10 miles	
11-20 miles	
21-30 miles	
30+ miles	
L. How far in advance are passengers required to make reservations for transportation?	
On demand	
Same day	
24 Hours	X
Three days	
One week	
M. How many hours per day is transportation service provided?	
1-4 hours	
5-8 hours	
9-12 hours	X 6:00 - 6:00
13-24 hours	
N. What days of the week is transportation service provided?	Monday - Saturday limited on Saturday urban demand response only
Monday, Wednesday, Friday	
Tuesday, Thursday	
Monday through Friday	
Saturday	
Sunday	
Sunday through Saturday (7 days)	
Other (describe)	
O. What are your peak hours?	6:00 - 8:30 & 2:00 - 5:00

1. General Information	Razorback Transit
Director Name	Gary Smith
Transit System Name	
Mailing Address	
City	
Zip Code	
Telephone	
Agency Location (if PO Box):	
2. Who is the person to be contacted regarding this report:	
Name	Gary Smith
Title	
Telephone	
3. Which of the following best describes your organization? (check one only)	
Private Non Profit	
Public Agency (directly operates all transit service)	X
Public Agency (contracts for transit service)	
Private carrier under contract to public agency	
Private carrier not under contract to a public agency	
4. Where do you drive your vehicles? (check all that apply)	
City (5,000 to 50,000 in pop.)	X
Town (under 5,000 in pop.)	
Rural (unincorporated)	
5. What is your service area?	
City/Town (identify)	X Fayetteville
County-Wide (identify)	
Multi-County (identify)	
Inter-city only (identify)	
6. How many vehicles do you run?	
1-2	
3-5	
6-10	
>10	X 14
7 What type of vehicles do you use?	
Vans	
Small Bus	
Medium Bus	
Large Bus	35
Other	3 paratransit
8 Accessibility: Wheelchair lifts or ramps (%)	
Vans	
Small Bus	
Medium Bus	
Large Bus	
All Vehicles	X
9 Description of service provided	
Subscription service (repetitive trips over extended period of time without requiring individual calls)	
Fixed-route service (fixed route, fixed schedule)	X
Demand-responsive service (door to door service)	
Rideshare/vanpool	
Other (please specify)	paratransit within 3/4 mile of bus stop
Do you provide transit service for other agencies?	NO
If yes, please list	
Do you utilize other agencies to provide transit for your clients?	
Yes or No	NO
If yes, please list	
Total annual operating budget for most recent calendar or fiscal year:	
Year:	\$1,062,893
[] calendar [] fiscal	FY 88-89
Number of employees involved in transit administration, operations, and maintenance:	
Full-time:	24
Part-time:	16
Do you contract with another transit provider for any of the transportation service provided by your agency?	

No	
Yes	
If yes, for what part of service?	
Funding	
Questions 13 A-G deal with sources of CAPITAL FUNDING. Check all that apply and provide monetary amounts as applicable.	
A. Federal Government	
Funds received from Federal Transit Administration (FTA)	0
Section 3	
Section 9	
Section 16 (b) 2	
Section 18	
Other (describe)	5 million for next year from Tea 21
B. State Government or Agency	0
Funds received from Arkansas Highway & Transportation Dept	
Funds received from Division for Aging (under dept of Human Services)	
Other (describe)	
C. Local Sources	0
Funds received from County (describe)	
Funds received from City	
Other (describe)	
D. Dedicated taxes	0
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	Student Fees est \$208,000
Other source	parking funds
Describe	\$87,775
Are your capital funds adequate to meet your needs?	yes for now
Yes	80/20 match
Do you receive additional transportation revenue?	
From where?	
Donations	
Farebox	
Contracts	
Other	Charters \$90,000 Bus Ads \$42,000 Fayetteville \$20,000 mostly operating but can be capital
Questions H-P deal with sources of OPERATING FUNDS. Check all that apply and provide monetary amounts as applicable.	
Are there any restrictions on these funds? If so, describe	
Federal Government	
Funds received from the FTA	
Section 9	
Section 18	
Other (describe)	5307, \$411,308
I. State and local sources	AHTD \$32,021
Funds received from the state	
Describe	
Funds received from local sources	
Describe	
J. Funds dedicated to transit at their source	0
Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
K. Other source	
Describe	
L. Are your Operating Funds sufficient to meet your needs?	

	No but getting by
M.What are your approximate monthly expenses for your transit services?	
Administrative	\$182,958
Salaries	\$177,844
Supplies	\$1,776
Utilities	
Insurance	\$10,382
	Misc \$3338 Tax \$4076
Operating	
Salaries	\$526,552
Materials and supplies	\$76610 Total
Fuel and lubricants	\$49,346
Tires and tubes	\$1,066
Other materials and supplies	\$18788 including maintenance and repair
Maintenance/Repair	
N.How many paid drivers are on your staff?	32
O.How many volunteer drivers are on your staff?	0
P.What hourly wages are paid to your drivers?	\$6.50 - \$10.94
Q.Do your drivers receive any type of training?	yes
If yes, describe	drug and alcohol abuse, defensive driving, CDL training, road test, 30 hours of practice
15Service	
Who provides maintenance and safety checks?	in house
Number of Passenger Trips Per Year (one person one way = one trip)	1215413
Annual number of passenger miles	30152
Type of Trip	
Personal	X
Social/recreation	X
Education	X
Employment	X
Shopping (grocery / retail)	X
Medical/dental	X
Total	
E. Type of Rider	
Children (age 16 and under)	X
Elderly (age 60 and over)	X
Elderly disabled	X
Elderly wheelchair use	X
Non-elderly (under 60, over 16)	X
Non-elderly disabled	X
Non-elderly wheelchair use	X
Total	
How many individuals participated in your transportation program in the last fiscal year?	NOT KNOWN, BOARDINGS ONLY
Under 15	
16-50	
51-100	
101-150	
151-200	
Over 200	
G.How many passengers per month do you transport that require the use of a wheelchair?	approx 825, van service 8900 people, not everyone uses a wheelchair
H.How frequently do you transport passengers needing a wheelchair?	
0 times per year	
Less than 10 times per year	
One trip per month	
Daily	40 people a day
I.How many individuals in the past year were denied transportation because a wheelchair lift was not available on any of your vehicles?	0

J. Do passengers have difficulty entering, exiting, or moving inside the vehicle?	no, other than normal infirmities
If yes, explain	
16 Passenger Mileage and Scheduling	
K. What is the maximum number of miles your program will travel one way to pick-up a passenger for transportation?	
0-5 miles	
6-10 miles	
11-20 miles	
21-30 miles	
30+ miles	
L. How far in advance are passengers required to make reservations for transportation?	
On demand	
Same day	
24 Hours	X subscription service 24 hours for change next day
Three days	
One week	
M. How many hours per day is transportation service provided?	fall/spring 15 hrs 7-10 M-TH 7-8 F Summer 7-5:30 M-F
1-4 hours	
5-8 hours	
9-12 hours	
13-24 hours	
N. What days of the week is transportation service provided?	
Monday, Wednesday, Friday	
Tuesday, Thursday	
Monday through Friday	X
Saturday	
Sunday	
Sunday through Saturday (7 days)	
Other (describe)	
O. What are your peak hours?	Mid day 7-9:30 PM 12:30-3 basically 8-11

1. General Information	Little Red Wagon
Director Name	Mavis Downing
Transit System Name	Little Red Wagon Express, Inc.
Mailing Address	Po Box 5
City	Rogers, AR
Zip Code	72757
Telephone	501-636-8518
Agency Location (if PO Box):	2606 Marquette, Rogers AR 72758
2. Who is the person to be contacted regarding this report:	
Name	Mavis Downing & Jennifer Wilson
Title	Owners
Telephone	501-636-8518
3. Which of the following best describes your organization? (check one only)	
Private Non Profit	
Public Agency (directly operates all transit service)	
Public Agency (contracts for transit service)	
Private carrier under contract to public agency	X plus other
Private carrier not under contract to a public agency	
4. Where do you drive your vehicles? (check all that apply)	
City (5,000 to 50,000 in pop.)	X
Town (under 5,000 in pop.)	X
Rural (unincorporated)	X
5. What is your service area?	Rogers, Bentonville, and surrounding (occasionally Fayetteville, Spring
City/Town (identify)	Benton (occasionally Washington)
County-Wide (identify)	
Multi-County (identify)	
Inter-city only (identify)	
6. How many vehicles do you run?	
1-2	
3-5	X
6-10	
>10	
7. What type of vehicles do you use?	
Vans	X
Small Bus	
Medium Bus	
Large Bus	
Other	
8. Accessibility: Wheelchair lifts or ramps (%)	0
Vans	
Small Bus	
Medium Bus	
Large Bus	
All Vehicles	
9. Description of service provided	
Subscription service (repetitive trips over extended period of time without requiring individual calls)	X
Fixed-route service (fixed route, fixed schedule)	
Demand-responsive service (door to door service)	X
Rideshare/vanpool	
Other (please specify)	some small item delivery, some errands, some courier, some transportation provider
Do you provide transit service for other agencies?	yes
If yes, please list	Ozark Transit, Dept of Human Services
Do you utilize other agencies to provide transit for your clients?	NO
Yes or No	
If yes, please list	
Total annual operating budget for most recent calendar or fiscal year:	
Year:	\$60,000
<input type="checkbox"/> calendar <input type="checkbox"/> fiscal	1999 projected
Number of employees involved in transit administration, operations, and maintenance:	
Full-time:	3
Part-time:	2
Do you contract with another transit provider for any of the transportation service provided by your agency?	

No	
Yes	
If yes, for what part of service?	
Funding	
Questions 13 A-G deal with sources of CAPITAL FUNDING. Check all that apply and provide monetary amounts as applicable.	
A. Federal Government	
Funds received from Federal Transit Administration (FTA)	
Section 3	
Section 9	
Section 16 (b) 2	
Section 18	
Other (describe)	
B. State Government or Agency	
Funds received from Arkansas Highway & Transportation Dept	
Funds received from Division for Aging (under dept of Human Services)	
Other (describe)	\$4770 DHS (TEA Coalition)
C. Local Sources	
Funds received from County (describe)	
Funds received from City	
Other (describe)	
D. Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
Other source	
Describe	
Are your capital funds adequate to meet your needs?	
Yes	
Do you receive additional transportation revenue?	Yes
From where?	
Donations	
Farebox	
Contracts	X
Other	daily calls from various customers
Questions H-P deal with sources of OPERATING FUNDS. Check all that apply and provide monetary amounts as applicable.	
Are there any restrictions on these funds? If so, describe	YES, To be used only for the DHS clients
Federal Government	
Funds received from the FTA	
Section 9	
Section 18	
Other (describe)	
I. State and local sources	
Funds received from the state	
Describe	14-B
Funds received from local sources	
Describe	
J. Funds dedicated to transit at their source	
Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
K. Other source	
Describe	
L. Are your Operating Funds sufficient to meet your needs?	

	YES
M.What are your approximate monthly expenses for your transit services?	
Administrative	
Salaries	\$2,800
Supplies	100
Utilities	
Insurance	300
Operating	
Salaries	\$670
Materials and supplies	
Fuel and lubricants	500
Tires and tubes	100
Other materials and supplies	
Maintenance/Repair	100
N.How many paid drivers are on your staff?	4
O.How many volunteer drivers are on your staff?	1
P.What hourly wages are paid to your drivers?	\$6.00
Q.Do your drivers receive any type of training?	YES
If yes, describe	some runs have a little paper work, etc involved
15Service	
Who provides maintenance and safety checks?	Terry's Automotive
Number of Passenger Trips Per Year (one person one way = one trip)	unknown
Annual number of passenger miles	unknown
Type of Trip	
Personal	X
Social/recreation	
Education	X
Employment	X
Shopping (grocery / retail)	X
Medical/dental	X
Total	
E. Type of Rider	
Children (age 16 and under)	X
Elderly (age 60 and over)	X
Elderly disabled	X
Elderly wheelchair use	
Non-elderly (under 60, over 16)	X
Non-elderly disabled	X
Non-elderly wheelchair use	
Total	
How many individuals participated in your transportation program in the last fiscal year?	
Under 15	
16-50	
51-100	
101-150	
151-200	X
Over 200	
G.How many passengers per month do you transport that require the use of a wheelchair?	0
H.How frequently do you transport passengers needing a wheelchair?	
0 times per year	X
Less than 10 times per year	
One trip per month	
Daily	
I.How many individuals in the past year were denied transportation because a wheelchair lift was not available on any of your vehicles?	0

J. Do passengers have difficulty entering, exiting, or moving inside the vehicle?	NO
If yes, explain	
16 Passenger Mileage and Scheduling	
K. What is the maximum number of miles your program will travel one way to pick-up a passenger for transportation?	
0-5 miles	
6-10 miles	
11-20 miles	
21-30 miles	X
30+ miles	
L. How far in advance are passengers required to make reservations for transportation?	
On demand	
Same day	
24 Hours	X
Three days	
One week	
M. How many hours per day is transportation service provided?	
1-4 hours	
5-8 hours	
9-12 hours	X
13-24 hours	
N. What days of the week is transportation service provided?	
Monday, Wednesday, Friday	
Tuesday, Thursday	
Monday through Friday	X
Saturday	
Sunday	
Sunday through Saturday (7 days)	
Other (describe)	
O. What are your peak hours?	7:00 - 9:00 am 3:00 - 6:00 pm

1. General Information	Carroll Co. Learning Center
Director Name	Karla Gray
Transit System Name	Carroll Co. Learning Center
Mailing Address	Po Box 107
City	Berryville, AR
Zip Code	72616
Telephone	870-423-3000
Agency Location (if PO Box):	
2. Who is the person to be contacted regarding this report:	
Name	Karla Gray
Title	Executive Director
Telephone	870-423-3000
3. Which of the following best describes your organization? (check one only)	
Private Non Profit	<input type="checkbox"/>
Public Agency (directly operates all transit service)	<input checked="" type="checkbox"/>
Public Agency (contracts for transit service)	<input type="checkbox"/>
Private carrier under contract to public agency	<input type="checkbox"/>
Private carrier not under contract to a public agency	<input type="checkbox"/>
4. Where do you drive your vehicles? (check all that apply)	
City (5,000 to 50,000 in pop.)	<input type="checkbox"/>
Town (under 5,000 in pop.)	<input checked="" type="checkbox"/>
Rural (unincorporated)	<input checked="" type="checkbox"/>
5. What is your service area?	
City/Town (identify)	Berryville, Green Forest, Eureka Springs
County-Wide (identify)	
Multi-County (identify)	
Inter-city only (identify)	
6. How many vehicles do you run?	
1-2	<input type="checkbox"/>
3-5	<input checked="" type="checkbox"/>
6-10	<input type="checkbox"/>
>10	<input type="checkbox"/>
7. What type of vehicles do you use?	
Vans	<input checked="" type="checkbox"/>
Small Bus	<input checked="" type="checkbox"/>
Medium Bus	<input type="checkbox"/>
Large Bus	<input type="checkbox"/>
Other	<input type="checkbox"/>
8. Accessibility: Wheelchair lifts or ramps (%)	
Vans	<input checked="" type="checkbox"/>
Small Bus	<input checked="" type="checkbox"/>
Medium Bus	<input type="checkbox"/>
Large Bus	<input type="checkbox"/>
All Vehicles	<input type="checkbox"/>
9. Description of service provided	
Subscription service (repetitive trips over extended period of time without requiring individual calls)	<input type="checkbox"/>
Fixed-route service (fixed route, fixed schedule)	<input checked="" type="checkbox"/>
Demand-responsive service (door to door service)	<input type="checkbox"/>
Rideshare/vanpool	<input type="checkbox"/>
Other (please specify)	
Do you provide transit service for other agencies?	NO
If yes, please list	
Do you utilize other agencies to provide transit for your clients?	NO
Yes or No	
If yes, please list	
Total annual operating budget for most recent calendar or fiscal year:	THROUGH OZARK TRANSIT AND NATS IN HARRISON
Year:	
<input type="checkbox"/> calendar <input type="checkbox"/> fiscal	
Number of employees involved in transit administration, operations, and maintenance:	
Full-time:	
Part-time:	
Do you contract with another transit provider for any of the transportation service provided by your agency?	

No	
Yes	
If yes, for what part of service?	
Funding	
Questions 13 A-G deal with sources of CAPITAL FUNDING. Check all that apply and provide monetary amounts as applicable.	
A. Federal Government	
Funds received from Federal Transit Administration (FTA)	
Section 3	
Section 8	
Section 16 (b) 2	
Section 18	
Other (describe)	
B. State Government or Agency	
Funds received from Arkansas Highway & Transportation Dept	
Funds received from Division for Aging (under dept of Human Services)	
Other (describe)	
C. Local Sources	
Funds received from County (describe)	
Funds received from City	
Other (describe)	
D. Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
Other source	
Describe	
Are your capital funds adequate to meet your needs?	
Yes	
Do you receive additional transportation revenue?	
From where?	
Donations	
Farebox	
Contracts	
Other	
Questions H-P deal with sources of OPERATING FUNDS. Check all that apply and provide monetary amounts as applicable.	
Are there any restrictions on these funds? If so, describe	
Federal Government	
Funds received from the FTA	
Section 8	
Section 18	
Other (describe)	
I. State and local sources	
Funds received from the state	
Describe	
Funds received from local sources	
Describe	
J. Funds dedicated to transit at their source	
Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
K. Other source	
Describe	
L. Are your Operating Funds sufficient to meet your needs?	

J. Do passengers have difficulty entering, exiting, or moving in side the vehicle?	NO
If yes, explain	
16 Passenger Mileage and Scheduling	
K. What is the maximum number of miles your program will travel one way to pick-up a passenger for transportation?	
0-5 miles	
6-10 miles	
11-20 miles	
21-30 miles	
30+ miles	X
L. How far in advance are passengers required to make reservations for transportation?	Scheduled at the beginning of the school year
On demand	
Same day	
24 Hours	
Three days	
One week	
M. How many hours per day is transportation service provided?	
1-4 hours	X
5-8 hours	
9-12 hours	
13-24 hours	
N. What days of the week is transportation service provided?	
Monday, Wednesday, Friday	
Tuesday, Thursday	
Monday through Friday	X
Saturday	
Sunday	
Sunday through Saturday (7 days)	
Other (describe)	
O. What are your peak hours?	6:30 - 8:30 AM 2:30 - 4:30 PM

1. General Information	
Director Name	Carol Hart
Transit System Name	Lifestyles
Mailing Address	PO Box 1114
City	Fayetteville, AR
Zip Code	72702
Telephone	501-521-3581
Agency Location (if PO Box):	2471 W Sycamore St Fayetteville 72703
2. Who is the person to be contacted regarding this report:	
Name	Carol Hart
Title	Director
Telephone	501-521-3581
3. Which of the following best describes your organization? (check one only)	
Private Non Profit	<input checked="" type="checkbox"/>
Public Agency (directly operates all transit service)	
Public Agency (contracts for transit service)	
Private carrier under contract to public agency	
Private carrier not under contract to a public agency	
4. Where do you drive your vehicles? (check all that apply)	
City (5,000 to 50,000 in pop.)	<input checked="" type="checkbox"/>
Town (under 5,000 in pop.)	
Rural (unincorporated)	
5. What is your service area?	
City/Town (identify)	Fayetteville - Springdale
County-Wide (identify)	Washington Co
Multi-County (identify)	sometimes Benton
Inter-city only (identify)	
6. How many vehicles do you run?	
1-2	
3-5	<input checked="" type="checkbox"/>
6-10	
>10	
7 What type of vehicles do you use?	
Vans	<input checked="" type="checkbox"/>
Small Bus	
Medium Bus	
Large Bus	
Other	
8 Accessibility: Wheelchair lifts or ramps (%)	
Vans	33%
Small Bus	
Medium Bus	
Large Bus	
All Vehicles	
9 Description of service provided	
Subscription service (repetitive trips over extended period of time without requiring individual calls)	
Fixed-route service (fixed route, fixed schedule)	
Demand-responsive service (door to door service)	<input checked="" type="checkbox"/>
Rideshare/vanpool	
Other (please specify)	
Do you provide transit service for other agencies?	NO
If yes, please list	
Do you utilize other agencies to provide transit for your clients?	YES
Yes or No	
If yes, please list	Ozark Transit, U of A Transit, C & H Taxi Service
Total annual operating budget for most recent calendar or fiscal year:	
Year:	
<input type="checkbox"/> calendar <input type="checkbox"/> fiscal	
Number of employees involved in transit administration, operations, and maintenance:	
Full-time:	1 driver
Part-time:	1 administration
Do you contract with another transit provider for any of the transportation service provided by your agency?	

No	
Yes	
If yes, for what part of service?	
Funding	
Questions 13 A-G deal with sources of CAPITAL FUNDING. Check all that apply and provide monetary amounts as applicable.	
A. Federal Government	
Funds received from Federal Transit Administration (FTA)	
Section 3	
Section 9	
Section 16 (b) 2	X
Section 18	
Other (describe)	
B. State Government or Agency	
Funds received from Arkansas Highway & Transportation Dept	X
Funds received from Division for Aging (under dept of Human Services)	
Other (describe)	
C. Local Sources	
Funds received from County (describe)	
Funds received from City	
Other (describe)	United Ways - \$10500 toward ?
D. Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
Other source	
Describe	
Are your capital funds adequate to meet your needs?	
Yes	NO
Do you receive additional transportation revenue?	
From where?	
Donations	
Farebox	
Contracts	
Other	
Questions H-P deal with sources of OPERATING FUNDS. Check all that apply and provide monetary amounts as applicable.	
Are there any restrictions on these funds? If so, describe	
Federal Government	
Funds received from the FTA	
Section 9	
Section 18	
Other (describe)	
I. State and local sources	
Funds received from the state	
Describe	
Funds received from local sources	
Describe	
J. Funds dedicated to transit at their source	
Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
K. Other source	
Describe	Medicaid - through Walne program Medicaid - non-emergency ???
L. Are your Operating Funds sufficient to meet your needs?	NO

M.What are your approximate monthly expenses for your transit services?	Annual
Administrative	\$13,131
Salaries	
Supplies	
Utilities	
Insurance	\$1,599.94
	Figures include all vehicles
Operating	
Salaries	Staff reimbursement \$26656
Materials and supplies	\$4282 \$4933
Fuel and lubricants	
Tires and tubes	
Other materials and supplies	
Maintenance/Repair	
NHow many paid drivers are on your staff?	1 however other staff drive as needed, evenings, weekends
O.How many volunteer drivers are on your staff?	0
P.What hourly wages are paid to your drivers?	\$5.50
Q.Do your drivers receive any type of training?	YES
If yes, describe	We use several safety videos and testbooklets. A driving test is taken with a driver on staff who has a CDL
15Service	
Who provides maintenance and safety checks?	Drivers - all problems are addressed with several maintenance shops in town
Number of Passenger Trips Per Year (one person one way = one trip)	912 - only one vehicle is required to have these counts since it is state funded - no records of count for other two vehicles
Annual number of passenger miles	81542 includes all 3 vehicles
Type of Trip	one van only
Personal	346
Social/recreation	
Education	64
Employment	337
Shopping (grocery / retail)	105
Medical/dental	60
Total	912
E. Type of Rider	
Children (age 16 and under)	
Elderly (age 60 and over)	
Elderly disabled	
Elderly wheelchair use	
Non-elderly (under 60, over 16)	
Non-elderly disabled	100%
Non-elderly wheelchair use	
Total	
How many individuals participated in your transportation program in the last fiscal year?	
Under 15	
16-50	X
51-100	
101-150	
151-200	
Over 200	
GHow many passengers per month do you transport that require the use of a wheelchair?	2
HHow frequently do you transport passengers needing a wheelchair?	
0 times per year	
Less than 10 times per year	
One trip per month	
Daily	X
I.How many individuals in the past year were denied transportation because a wheelchair lift was not available on any of your vehicles?	0

J. Do passengers have difficulty entering, exiting, or moving in side the vehicle?	YES
If yes, explain	We have provided running boards and handles to help with that first step, some of our folks are short enough that a little boost will help
18 Passenger Mileage and Scheduling	
K. What is the maximum number of miles your program will travel one way to pick-up a passenger for transportation?	
0-5 miles	
6-10 miles	
11-20 miles	X all trans. Needs are within this mile radius
21-30 miles	
30+ miles	
L. How far in advance are passengers required to make reservations for transportation?	
On demand	X
Same day	
24 Hours	
Three days	
One week	
M. How many hours per day is transportation service provided?	
1-4 hours	
5-8 hours	
9-12 hours	
13-24 hours	X
N. What days of the week is transportation service provided?	
Monday, Wednesday, Friday	
Tuesday, Thursday	
Monday through Friday	
Saturday	
Sunday	
Sunday through Saturday (7 days)	X
Other (describe)	
O. What are your peak hours?	9:30 - 11:00 am 2:00 - 4:30 pm

1. General Information	Fayetteville Trolley
Director Name	Kevin Crosson, Administrative Services Director
Transit System Name	Fayetteville Trolley, Fayetteville Youth Center
Mailing Address	113 West Mountain Street
City	Fayetteville
Zip Code	72701
Telephone	575-8330
Agency Location (if PO Box):	
2. Who is the person to be contacted regarding this report:	
Name	Stephen Davis
Title	Budget Manager
Telephone	575-8298
3. Which of the following best describes your organization? (check one only)	
Private Non Profit	<input type="checkbox"/>
Public Agency (directly operates all transit service)	<input checked="" type="checkbox"/> X (youth center)
Public Agency (contracts for transit service)	<input type="checkbox"/>
Private carrier under contract to public agency	<input checked="" type="checkbox"/> X (trolley)
Private carrier not under contract to a public agency	<input type="checkbox"/>
4. Where do you drive your vehicles? (check all that apply)	
City (5,000 to 50,000 in pop.)	<input checked="" type="checkbox"/> X
Town (under 5,000 in pop.)	<input type="checkbox"/>
Rural (unincorporated)	<input type="checkbox"/>
5. What is your service area?	
City/Town (identify)	Fayetteville (52,000)
County-Wide (identify)	<input type="checkbox"/>
Multi-County (identify)	<input type="checkbox"/>
Inter-city only (identify)	<input type="checkbox"/>
6. How many vehicles do you run?	
1-2	<input type="checkbox"/>
3-5	<input checked="" type="checkbox"/> X (trolley)
6-10	<input checked="" type="checkbox"/> X (youth center)
>10	<input type="checkbox"/>
	The City of Fayetteville owns three trolleys and the Fayetteville Youth Center operates ten buses.
7. What type of vehicles do you use?	
Vans	<input type="checkbox"/>
Small Bus	<input type="checkbox"/>
Medium Bus	<input type="checkbox"/>
Large Bus	<input type="checkbox"/>
Other	<input type="checkbox"/>
8. Accessibility: Wheelchair lifts or ramps (%)	
Vans	<input type="checkbox"/>
Small Bus	<input type="checkbox"/>
Medium Bus	<input checked="" type="checkbox"/> X
Large Bus	<input checked="" type="checkbox"/> X
All Vehicles	<input type="checkbox"/>
9. Description of service provided	
Subscription service (repetitive trips over extended period of time without requiring individual calls)	<input checked="" type="checkbox"/> X (youth center)
Fixed-route service (fixed route, fixed schedule)	<input type="checkbox"/>
Demand-responsive service (door to door service)	<input checked="" type="checkbox"/> X (trolley)
Rideshare/vanpool	Demand-responsive service provided by Ozark Regional Transit
Other (please specify)	
Do you provide transit service for other agencies?	No
If yes, please list	
Do you utilize other agencies to provide transit for your clients?	Yes
Yes or No	
If yes, please list	Jones Transportation
Total annual operating budget for most recent calendar or fiscal year:	
Year:	\$45,000 (youth center) \$50,000 (trolley)
() calendar () fiscal	1999 Calendar
Number of employees involved in transit administration, operations, and maintenance:	
Full-time:	15 (trolley)
Part-time:	5 (youth center)
Do you contract with another transit provider for any of the transportation service provided by your agency?	

No	
Yes	
If yes, for what part of service?	
Funding	
Questions 13 A-G deal with sources of CAPITAL FUNDING. Check all that apply and provide monetary amounts as applicable.	
A. Federal Government	
Funds received from Federal Transit Administration (FTA)	
Section 3	
Section 9	
Section 16 (b) 2	
Section 18	
Other (describe)	The grant received required the City to pay 20% (\$25,550) and FTA 80% (\$99,160) of the cost of the trolley.
B. State Government or Agency	
Funds received from Arkansas Highway & Transportation Dept	
Funds received from Division for Aging (under dept of Human Services)	
Other (describe)	
C. Local Sources	
Funds received from County (describe)	
Funds received from City	
Other (describe)	
D. Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
Other source	
Describe	
Are your capital funds adequate to meet your needs?	
Yes	Yes
Do you receive additional transportation revenue?	No
From where?	
Donations	
Farebox	
Contracts	
Other	
Questions H-P deal with sources of OPERATING FUNDS. Check all that apply and provide monetary amounts as applicable.	
Are there any restrictions on these funds? If so, describe	No
Federal Government	
Funds received from the FTA	
Section 9	
Section 18	
Other (describe)	
I. State and local sources	
Funds received from the state	
Describe	
Funds received from local sources	
Describe	
J. Funds dedicated to transit at their source	
Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
K. Other source	
Describe	
L. Are your Operating Funds sufficient to meet your needs?	Yes

	No restrictions
M. What are your approximate monthly expenses for your transit services?	
Administrative	
Salaries	
Supplies	
Utilities	
Insurance	
Operating	
Salaries	\$1,000 (youth center)
Materials and supplies	
Fuel and lubricants	\$1,500 (youth center) \$1,950 (trolley)
Tires and tubes	
Other materials and supplies	\$3,500 (youth center) \$3,300 (trolley)
Maintenance/Repair	\$3,750 (youth center) \$6,300 (trolley)
	With respect to salaries, we pay Jones Transportation \$17.50 per hour to operate the trolley service for the City of Fayetteville. This amount includes the hourly fee paid to the driver.
N. How many paid drivers are on your staff?	4 (youth center during summer mos.)
O. How many volunteer drivers are on your staff?	0
P. What hourly wages are paid to your drivers?	\$7.00
Q. Do your drivers receive any type of training?	Yes
If yes, describe	CDL is provided by City for full-time staff. We hire bus drivers for the summer.
15. Service	
Who provides maintenance and safety checks?	City Shop
Number of Passenger Trips Per Year (one person one way = one trip)	2,000 (youth center)
Annual number of passenger miles	10,000 (youth center)
Type of Trip	
Personal	
Social/recreation	X (youth center)
Education	X (youth center)
Employment	
Shopping (grocery / retail)	
Medical/dental	
Total	
	The City of Fayetteville does not know the nature of rider's trips on the trolley. However, in 1998, the trolley traveled a total of 30,014 miles and made an average of 75 trips per day.
E. Type of Rider	
Children (age 18 and under)	X (youth center)
Elderly (age 60 and over)	
Elderly disabled	
Elderly wheelchair use	
Non-elderly (under 60, over 18)	
Non-elderly disabled	
Non-elderly wheelchair use	
Total	
	Note: No information available for trolley.
How many individuals participated in your transportation program in the last fiscal year?	
Under 15	
16-50	
51-100	
101-150	
151-200	
Over 200	X (trolley) approx 30,000 for youth center
G. How many passengers per month do you transport that require the use of a wheelchair?	0 (youth center) No record for trolley
H. How frequently do you transport passengers needing a wheelchair?	
0 times per year	X (youth center)
Less than 10 times per year	
One trip per month	
Daily	
	No record for trolley
I. How many individuals in the past year were denied transportation because a wheelchair lift was not available on any of your vehicles?	0

J. Do passengers have difficulty entering, exiting, or moving in side the vehicle?	No
If yes, explain	
18 Passenger Mileage and Scheduling	
K. What is the maximum number of miles your program will travel one way to pick-up a passenger for transportation?	
0-5 miles	X (youth center)
6-10 miles	
11-20 miles	
21-30 miles	
30+ miles	
L. How far in advance are passengers required to make reservations for transportation?	The trolley adheres strictly to its scheduled route
On demand	X (trolley)
Same day	
24 Hours	
Three days	
One week	
M. How many hours per day is transportation service provided?	
1-4 hours	X (youth center during school year)
5-8 hours	X (youth center during summer months and trolley throughout the year)
9-12 hours	
13-24 hours	
	Note: The trolley service operates from 9:30 a.m. until 4:10 p.m. (Monday - Friday) and 9:30 a.m. until 1:10 p.m. (Saturday)
N. What days of the week is transportation service provided?	
Monday, Wednesday, Friday	
Tuesday, Thursday	
Monday through Friday	X (youth center and trolley)
Saturday	X (trolley)
Sunday	
Sunday through Saturday (7 days)	
Other (describe)	
O. What are your peak hours?	9-5 (trolley); 2:30-3:30 during school year and all day during summer (youth center)

1. General Information		Youth Center
Director Name	Dale D. Clark	
Transit System Name	Fayetteville Youth Center	
Mailing Address	915 California	
City	Fayetteville	
Zip Code	72701	
Telephone	442-9242	
Agency Location (if PO Box):		
2. Who is the person to be contacted regarding this report		
Name	Dale Clark	
Title	Director	
Telephone	442-4241	
3. Which of the following best describes your organization? (check one only)		
Private Non Profit	<input checked="" type="checkbox"/>	
Public Agency (directly operates all transit service)		
Public Agency (contracts for transit service)		
Private carrier under contract to public agency		
Private carrier not under contract to a public agency		
4. Where do you drive your vehicles? (check all that apply)		
City (5,000 to 50,000 in pop.)	<input checked="" type="checkbox"/>	
Town (under 5,000 in pop.)		
Rural (unincorporated)		
5. What is your service area?		
City/Town (identify)	<input checked="" type="checkbox"/>	
County-Wide (identify)		
Multi-County (identify)		
Inter-city only (identify)		
6. How many vehicles do you run?		
1-2		
3-5		
6-10	<input checked="" type="checkbox"/>	
>10		
7. What type of vehicles do you use?		
Vans		3
Small Bus		1
Medium Bus		1
Large Bus		3
Other		
8. Accessibility: Wheelchair lifts or ramps (%)		
Vans		
Small Bus		
Medium Bus		
Large Bus	<input checked="" type="checkbox"/>	
All Vehicles		
9. Description of service provided		
Subscription service (repetitive trips over extended period of time without requiring individual calls)		
Fixed-route service (fixed route, fixed schedule)	<input checked="" type="checkbox"/>	
Demand-responsive service (door to door service)		
Rideshare/vanpool		
Other (please specify)		
Do you provide transit service for other agencies?	No	
If yes, please list		
Do you utilize other agencies to provide transit for your clients?	No	
Yes or No		
If yes, please list		
Total annual operating budget for most recent calendar or fiscal year:		\$47,000
Year:	1999 Calendar	
<input type="checkbox"/> calendar <input type="checkbox"/> fiscal		
Number of employees involved in transit administration, operations, and maintenance:	City maintains vehicles	
Full-time:		
Part-time:		
Do you contract with another transit provider for any of the transportation service provided by your agency?		

No	
Yes	
If yes, for what part of service?	
Funding	
Questions 13 A-G deal with sources of CAPITAL FUNDING. Check all that apply and provide monetary amounts as applicable.	
A. Federal Government	
Funds received from Federal Transit Administration (FTA)	
Section 3	
Section 9	
Section 16 (b) 2	
Section 18	
Other (describe)	City of Fayetteville + donations
B. State Government or Agency	
Funds received from Arkansas Highway & Transportation Dept	
Funds received from Division for Aging (under dept of Human Services)	
Other (describe)	
C. Local Sources	
Funds received from County (describe)	
Funds received from City	City owns and insures vehicles
Other (describe)	
D. Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
Other source	
Describe	
Are your capital funds adequate to meet your needs?	No
Yes	
Do you receive additional transportation revenue?	limited
From where?	
Donations	X
Farebox	
Contracts	
Other	
Questions H-P deal with sources of OPERATING FUNDS. Check all that apply and provide monetary amounts as applicable.	
Are there any restrictions on these funds? If so, describe	
Federal Government	
Funds received from the FTA	
Section 9	
Section 18	
Other (describe)	
I. State and local sources	
Funds received from the state	
Describe	
Funds received from local sources	
Describe	
J. Funds dedicated to transit at their source	
Dedicated taxes	
Sales taxes	X
Property taxes	X
Gasoline taxes	
Other (describe)	
K. Other source	City Property and Sales Tax
Describe	
L. Are your Operating Funds sufficient to meet your needs?	No

	Buses are old	
M. What are your approximate monthly expenses for your transit services?		
Administrative		
Salaries		\$1,000
Supplies		
Utilities		
Insurance	City	
Operating		
Salaries		
Materials and supplies		\$2,000
Fuel and lubricants		
Tires and tubes		
Other materials and supplies		
Maintenance/Repair		
N. How many paid drivers are on your staff?		4
O. How many volunteer drivers are on your staff?		0
P. What hourly wages are paid to your drivers?	\$6 - \$8	
Q. Do your drivers receive any type of training?	Safety Schools - Defensive Driving	
If yes, describe		
15. Service		
Who provides maintenance and safety checks?	City	
Number of Passenger Trips Per Year (one person one way = one trip)		3,000
Annual number of passenger miles		35,000
Type of Trip		
Personal		
Social/recreation	X	
Education	X	
Employment		
Shopping (grocery / retail)		
Medical/dental		
Total		
E. Type of Rider		
Children (age 18 and under)	X	
Elderly (age 60 and over)		
Elderly disabled		
Elderly wheelchair use		
Non-elderly (under 60, over 18)		
Non-elderly disabled		
Non-elderly wheelchair use		
Total		
How many individuals participated in your transportation program in the last fiscal year?		
Under 15		
16-50		
51-100		
101-150		
151-200		
Over 200	X	
G. How many passengers per month do you transport that require the use of a wheelchair?		0
H. How frequently do you transport passengers needing a wheelchair?		
0 times per year		
Less than 10 times per year	X	
One trip per month		
Daily		
I. How many individuals in the past year were denied transportation because a wheelchair lift was not available on any of your vehicles?		0

J. Do passengers have difficulty entering, exiting, or moving in side the vehicle?	No
If yes, explain	
16 Passenger Mileage and Scheduling	
K. What is the maximum number of miles your program will travel one way to pick-up a passenger for transportation?	
0-5 miles	X
6-10 miles	
11-20 miles	
21-30 miles	
30+ miles	
L. How far in advance are passengers required to make reservations for transportation?	
On demand	Used daily for programs
Same day	
24 Hours	
Three days	
One week	
M. How many hours per day is transportation service provided?	
1-4 hours	X school year
5-8 hours	X summer months
9-12 hours	
13-24 hours	
N. What days of the week is transportation service provided?	
Monday, Wednesday, Friday	
Tuesday, Thursday	
Monday through Friday	X
Saturday	
Sunday	
Sunday through Saturday (7 days)	
Other (describe)	
O. What are your peak hours?	2:30 - 3:30

1. General Information	The Errand Girl
Director Name	Sue Blumenfeld
Transit System Name	The Errand Girl
Mailing Address	970 Rush Drive
City	Fayetteville
Zip Code	72701
Telephone	501-521-4343
Agency Location (if PO Box):	
2. Who is the person to be contacted regarding this report?	
Name	Sue Blumenfeld
Title	Owner
Telephone	521-4343
3. Which of the following best describes your organization? (check one only)	
Private Non Profit	
Public Agency (directly operates all transit service)	
Public Agency (contracts for transit service)	
Private carrier under contract to public agency	
Private carrier not under contract to a public agency	X
4. Where do you drive your vehicles? (check all that apply)	
City (5,000 to 50,000 in pop.)	X
Town (under 5,000 in pop.)	X
Rural (unincorporated)	X
5. What is your service area?	
City/Town (identify)	X
County-Wide (identify)	X
Multi-County (identify)	X
Inter-city only (identify)	X
	ANYWHERE IN THE WORLD
6. How many vehicles do you run?	
1-2	X
3-5	
6-10	
>10	
7. What type of vehicles do you use?	
Vans	
Small Bus	
Medium Bus	
Large Bus	
Other	X
8. Accessibility: Wheelchair lifts or ramps (%)	NA
Vans	
Small Bus	
Medium Bus	
Large Bus	
All Vehicles	
9. Description of service provided	
Subscription service (repetitive trips over extended period of time without requiring individual calls)	X
Fixed-route service (fixed route, fixed schedule)	
Demand-responsive service (door to door service)	X
Rideshare/vanpool	
Other (please specify)	
Do you provide transit service for other agencies?	Yes
If yes, please list	Ozark Transit
Do you utilize other agencies to provide transit for your clients?	No
Yes or No	
If yes, please list	
Total annual operating budget for most recent calendar or fiscal year.	
Year:	
[] calendar [] fiscal	
Number of employees involved in transit administration, operations, and maintenance:	
Full-time:	1
Part-time:	0
Do you contract with another transit provider for any of the transportation service provided by your agency?	

No	
Yes	
If yes, for what part of service?	
Funding	
Questions 13 A-G deal with sources of CAPITAL FUNDING. Check all that apply and provide monetary amounts as applicable.	
A. Federal Government	
Funds received from Federal Transit Administration (FTA)	
Section 3	
Section 9	
Section 16 (b) 2	
Section 18	
Other (describe)	
B. State Government or Agency	
Funds received from Arkansas Highway & Transportation Dept	
Funds received from Division for Aging (under dept of Human Services)	
Other (describe)	
C. Local Sources	
Funds received from County (describe)	
Funds received from City	
Other (describe)	
D. Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
Other source	
Describe	
Are your capital funds adequate to meet your needs?	
Yes	
Do you receive additional transportation revenue?	No
From where?	
Donations	
Farebox	
Contracts	
Other	
Questions H-P deal with sources of OPERATING FUNDS. Check all that apply and provide monetary amounts as applicable.	
Are there any restrictions on these funds? If so, describe	
Federal Government	
Funds received from the FTA	
Section 9	
Section 18	
Other (describe)	
I. State and local sources	
Funds received from the state	
Describe	
Funds received from local sources	
Describe	
J. Funds dedicated to transit at their source	
Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
K. Other source	Clients
Describe	clients pay me directly
L. Are your Operating Funds sufficient to meet your needs?	

J. Do passengers have difficulty entering, exiting, or moving inside the vehicle?	No
If yes, explain	
16 Passenger Mileage and Scheduling	
K. What is the maximum number of miles your program will travel one way to pick-up a passenger for transportation?	
0-5 miles	
6-10 miles	
11-20 miles	
21-30 miles	
30+ miles	X
L. How far in advance are passengers required to make reservations for transportation?	
On demand	X
Same day	
24 Hours	
Three days	
One week	
M. How many hours per day is transportation service provided?	
1-4 hours	
5-8 hours	
9-12 hours	
13-24 hours	X
N. What days of the week is transportation service provided?	
Monday, Wednesday, Friday	
Tuesday, Thursday	
Monday through Friday	
Saturday	
Sunday	
Sunday through Saturday (7 days)	X
Other (describe)	
O. What are your peak hours?	

1. General Information		Ozark Guidance
Director Name	David Williams, CEO	
Transit System Name	Ozark Guidance	
Mailing Address	PO Box 6430	
City	Springdale, AR	
Zip Code	72766	
Telephone	501-750-2020	
Agency Location (if PO Box):	2400 S 48th Street, Springdale, AR	
2. Who is the person to be contacted regarding this report:		
Name	Larry Poage	
Title	Safety/Security Director	
Telephone	750-2020 ext. 492	
3. Which of the following best describes your organization? (check one only)		
Private Non Profit	<input checked="" type="checkbox"/>	
Public Agency (directly operates all transit service)		
Public Agency (contracts for transit service)		
Private carrier under contract to public agency		
Private carrier not under contract to a public agency		
4. Where do you drive your vehicles? (check all that apply)		
City (5,000 to 50,000 in pop.)		
Town (under 5,000 in pop.)		
Rural (unincorporated)	<input checked="" type="checkbox"/> Washington and Benton Counties	
5. What is your service area?		
City/Town (identify)		
County-Wide (identify)		
Multi-County (identify)	Washington, Benton, Carroll Counties	
Inter-city only (identify)		
6. How many vehicles do you run?		
1-2		
3-5		
6-10	10	
>10		
7. What type of vehicles do you use?		
Vans	3 (8 passenger), 1 (handicap 15 pass), 5 (15 pass)	
Small Bus	1 (15 handicap pass)	
Medium Bus		
Large Bus		
Other	10 total	
8. Accessibility: Wheelchair lifts or ramps (%)		
Vans	10%	
Small Bus	100%	
Medium Bus		
Large Bus		
All Vehicles		
9. Description of service provided		
Subscription service (repetitive trips over extended period of time without requiring individual calls)		
Fixed-route service (fixed route, fixed schedule)	<input checked="" type="checkbox"/>	
Demand-responsive service (door to door service)		
Rideshare/vanpool		
Other (please specify)	X to doctors and stores	
Do you provide transit service for other agencies?	No	
If yes, please list		
Do you utilize other agencies to provide transit for your clients?	Yes	
Yes or No	Yes	
If yes, please list	Community Resource Group	
Total annual operating budget for most recent calendar or fiscal year.	\$145,000	
Year:	July-June	
<input type="checkbox"/> calendar <input type="checkbox"/> fiscal	Fiscal	
Number of employees involved in transit administration, operations, and maintenance:		
Full-time:	2	
Part-time:	8	
	116 people or staff on van drivers list. 76 staff on list for driving clients in personal vehicles.	
Do you contract with another transit provider for any of the transportation service provided by your agency?		

No	
Yes	
If yes, for what part of service?	
Funding	
Questions 13 A-G deal with sources of CAPITAL FUNDING. Check all that apply and provide monetary amounts as applicable.	
A. Federal Government	
Funds received from Federal Transit Administration (FTA)	
Section 3	X
Section 9	
Section 16 (b) 2	X
Section 18	
Other (describe)	
B. State Government or Agency	
Funds received from Arkansas Highway & Transportation Dept	X
Funds received from Division for Aging (under dept of Human Services)	NA
Other (describe)	
C. Local Sources	
Funds received from County (describe)	
Funds received from City	
Other (describe)	
D. Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
Other source	Yes
Describe	donations
Are your capital funds adequate to meet your needs?	No
Yes	
Do you receive additional transportation revenue?	Yes
From where?	
Donations	X Donations of one vehicle
Farebox	
Contracts	
Other	
Questions H-P deal with sources of OPERATING FUNDS. Check all that apply and provide monetary amounts as applicable.	
Are there any restrictions on these funds? If so, describe	FTA vans require minimum mileage yearly and must meet state maintenance requirements and record keeping.
Federal Government	
Funds received from the FTA	
Section 9	
Section 18	
Other (describe)	
I. State and local sources	
Funds received from the state	Yes
Describe	Medicare funding for adult transportation (through contract with Community Resource Group)
Funds received from local sources	Yes
Describe	donations
J. Funds dedicated to transit at their source	
Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	2 cents from state gasoline tax
Other (describe)	
K. Other source	
Describe	
L. Are your Operating Funds sufficient to meet your needs?	No

	No restrictions
M.What are your approximate monthly expenses for your transit services?	
Administrative	
Salaries	\$2,800
Supplies	\$200
Utilities	\$300
Insurance	\$8,366
Operating	
Salaries	\$29,000 (2 paid drivers)
Materials and supplies	
Fuel and lubricants	\$5,675
Tires and tubes	\$4,800
Other materials and supplies	
Maintenance/Repair	\$3,675
N.How many paid drivers are on your staff?	2
O.How many volunteer drivers are on your staff?	6
P.What hourly wages are paid to your drivers?	\$7.00
Q.Do your drivers receive any type of training?	Yes
If yes, describe	CPR, first aid, safety driver meeting annually
15Service:	
Who provides maintenance and safety checks?	1) Ozark Guidance Safety Director 2) Community Resource Group
Number of Passenger Trips Per Year (one person one way = one trip)	11,044
Annual number of passenger miles	74,760
Type of Trip	
Personal	377
Social/recreation	1,270
Education	285
Employment	788
Shopping (grocery / retail)	0
Medical/dental	8,314
Total	11,044
E. Type of Rider	
Children (age 16 and under)	X
Elderly (age 60 and over)	X
Elderly disabled	X
Elderly wheelchair use	
Non-elderly (under 60, over 16)	X
Non-elderly disabled	X
Non-elderly wheelchair use	
Total	
How many individuals participated in your transportation program in the last fiscal year?	
Under 15	
16-50	
51-100	X
101-150	
151-200	
Over 200	
G.How many passengers per month do you transport that require the use of a wheelchair?	0
H.How frequently do you transport passengers needing a wheelchair?	
0 times per year	0 Community Resource Group transports these people
Less than 10 times per year	
One trip per month	
Daily	
I.How many individuals in the past year were denied transportation because a wheelchair lift was not available on any of your vehicles?	None

J. Do passengers have difficulty entering, exiting, or moving in side the vehicle?	Yes
If yes, explain	Size of some people carried, in other words we get 11 people in the 15 passenger vans.
16 Passenger Mileage and Scheduling	
K. What is the maximum number of miles your program will travel one way to pick-up a passenger for transportation?	
0-5 miles	
6-10 miles	
11-20 miles	
21-30 miles	
30+ miles	X
L. How far in advance are passengers required to make reservations for transportation?	
On demand	
Same day	X
24 Hours	X
Three days	
One week	
M. How many hours per day is transportation service provided?	
1-4 hours	
5-8 hours	
9-12 hours	X
13-24 hours	
N. What days of the week is transportation service provided?	
Monday, Wednesday, Friday	
Tuesday, Thursday	
Monday through Friday	X
Saturday	X
Sunday	
Sunday through Saturday (7 days)	X
Other (describe)	
O. What are your peak hours?	10:00 a.m. - 2:00 p.m.

1. General Information	Eureka Springs Transit Dept.
Director Name	Lisa Liggett
Transit System Name	Eureka Springs Transit Dept.
Mailing Address	81 Kings Highway
City	Eureka Springs
Zip Code	72632
Telephone	501-253-8572
Agency Location (if PO Box):	
2. Who is the person to be contacted regarding this report?	
Name	Lisa Liggett
Title	Transit Director
Telephone	501-253-8572
3. Which of the following best describes your organization? (check one only)	
Private Non Profit	
Public Agency (directly operates all transit service)	X
Public Agency (contracts for transit service)	
Private carrier under contract to public agency	
Private carrier not under contract to a public agency	
4. Where do you drive your vehicles? (check all that apply)	
City (5,000 to 50,000 in pop.)	X
Town (under 5,000 in pop.)	
Rural (unincorporated)	
5. What is your service area?	
City/Town (identify)	Eureka Springs
County-Wide (identify)	
Multi-County (identify)	
Inter-city only (identify)	
6. How many vehicles do you run?	
1-2	
3-5	
6-10	X
>10	
7. What type of vehicles do you use?	
Vans	
Small Bus	
Medium Bus	
Large Bus	X
Other	X Tram
8. Accessibility: Wheelchair lifts or ramps (%)	
Vans	
Small Bus	
Medium Bus	
Large Bus	
All Vehicles	X
9. Description of service provided	
Subscription service (repetitive trips over extended period of time without requiring individual calls)	
Fixed-route service (fixed route, fixed schedule)	X
Demand-responsive service (door to door service)	X
Rideshare/vanpool	
Other (please specify)	
Do you provide transit service for other agencies?	Yes
If yes, please list	Eureka Springs Tours
Do you utilize other agencies to provide transit for your clients?	Yes
Yes or No	
If yes, please list	Ozark Regional Transit
Total annual operating budget for most recent calendar or fiscal year:	\$354,750
Year:	1999
[] calendar [] fiscal	calendar
Number of employees involved in transit administration, operations, and maintenance:	
Full-time:	4
Part-time:	25
Do you contract with another transit provider for any of the transportation service provided by your agency?	

M.What are your approximate monthly expenses for your transit services?	
Administrative	
Salaries	\$7,000
Supplies	\$168.68
Utilities	\$208.33
Insurance	\$29.16
Operating	
Salaries	\$23,450
Materials and supplies	
Fuel and lubricants	\$916.66
Tires and tubes	
Other materials and supplies	\$2,875
Maintenance/Repair	
N.How many paid drivers are on your staff?	13
O.How many volunteer drivers are on your staff?	0
P.What hourly wages are paid to your drivers?	\$7-\$9
Q.Do your drivers receive any type of training?	Yes
If yes, describe	Safe and defensive driving, drug and alcohol
15Service	
Who provides maintenance and safety checks?	Staff
Number of Passenger Trips Per Year (one person one way = one trip)	298,015
Annual number of passenger miles	112,286
Type of Trip	
Personal	
Social/recreation	297,515
Education	
Employment	
Shopping (grocery / retail)	500
Medical/dental	
Total	298,015
E. Type of Rider	
Children (age 16 and under)	
Elderly (age 60 and over)	125,850
Elderly disabled	205
Elderly wheelchair use	55
Non-elderly (under 60, over 16)	171,850
Non-elderly disabled	
Non-elderly wheelchair use	55
Total	298,015
How many individuals participated in your transportation program in the last fiscal year?	
Under 15	
16-50	X
51-100	
101-150	
151-200	
Over 200	
GHow many passengers per month do you transport that require the use of a wheelchair?	9
HHow frequently do you transport passengers needing a wheelchair?	
0 times per year	
Less than 10 times per year	
One trip per month	
Daily	X
I.How many individuals in the past year were denied transportation because a wheelchair lift was not available on any of your vehicles?	0

J. Do passengers have difficulty entering, exiting, or moving in side the vehicle?	No
If yes, explain	
16 Passenger Mileage and Scheduling	
K. What is the maximum number of miles your program will travel one way to pick-up a passenger for transportation?	
0-5 miles	
6-10 miles	X
11-20 miles	
21-30 miles	
30+ miles	
L. How far in advance are passengers required to make reservations for transportation?	
On demand	X
Same day	
24 Hours	
Three days	
One week	
M. How many hours per day is transportation service provided?	
1-4 hours	
5-8 hours	X
9-12 hours	
13-24 hours	
N. What days of the week is transportation service provided?	
Monday, Wednesday, Friday	
Tuesday, Thursday	
Monday through Friday	
Saturday	
Sunday	
Sunday through Saturday (7 days)	X
Other (describe)	
O. What are your peak hours?	11:00 a.m. to 2:00 p.m.

No	
Yes	
If yes, for what part of service?	
Funding	
Questions 13 A-G deal with sources of CAPITAL FUNDING. Check all that apply and provide monetary amounts as applicable	
A. Federal Government	
Funds received from Federal Transit Administration (FTA)	
Section 3	
Section 9	
Section 16 (b) 2	
Section 18	X
Other (describe)	
B. State Government or Agency	
Funds received from Arkansas Highway & Transportation Dept	X
Funds received from Division for Aging (under dept of Human Services)	
Other (describe)	
C. Local Sources	
Funds received from County (describe)	
Funds received from City	General Fund
Other (describe)	
D. Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
Other source	
Describe	
Are your capital funds adequate to meet your needs?	No
Yes	
Do you receive additional transportation revenue?	No
From where?	
Donations	
Farebox	
Contracts	
Other	
Questions H-P deal with sources of OPERATING FUNDS. Check all that apply and provide monetary amounts as applicable.	
Are there any restrictions on these funds? If so, describe	
Federal Government	
Funds received from the FTA	
Section 9	
Section 18	
Other (describe)	
I. State and local sources	
Funds received from the state	
Describe	
Funds received from local sources	X
Describe	Building Lease, Parking Revenue, Vending Machine Revenue
J Funds dedicated to transit at their source	
Dedicated taxes	
Sales taxes	
Property taxes	
Gasoline taxes	
Other (describe)	
K Other source	
Describe	
L. Are your Operating Funds sufficient to meet your needs?	Yes