Chapter 2.0

2.0 HIGH POINT TRANSIT SYSTEM AND EXISTING SERVICES

2.1 Overview of High Point Transit System

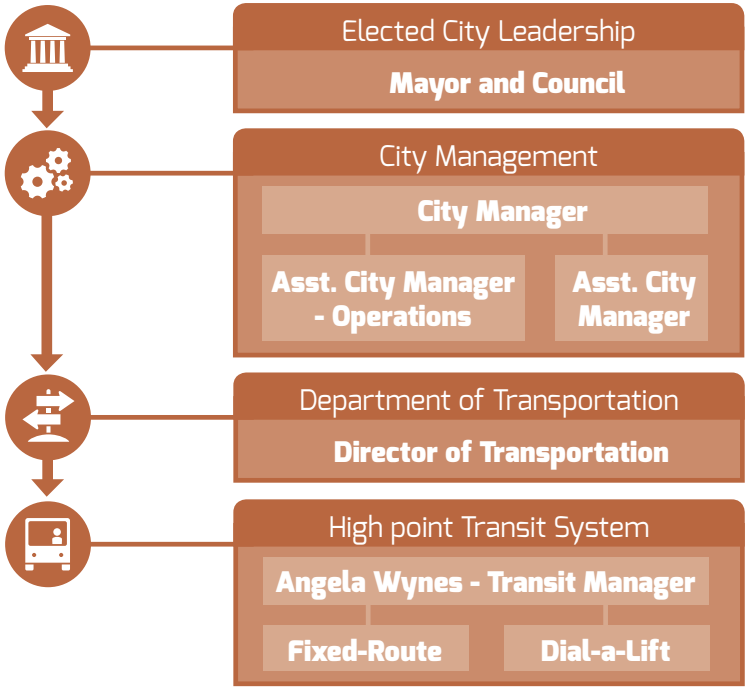
A division of the transportation department of the City of High Point, the High Point Transit System is the city's primary public transportation system provider, offering transit service to a city with population base of approximately 104,000[1]. The population represents a diversified community including local residents, commuters, and college students. With connections to regional transit systems including the Piedmont Authority for Regional Transportation (PART) and Greensboro Transit Authority (GTA), High Point Transit System serves approximately 3,800 weekday riders. High Point Transit System currently operates 13 fixed-route bus routes, along with ADA-compliant paratransit service for persons with disabilities, and non-ADA demand-responsive transportation services. Primary destinations currently served by High Point Transit System include major shopping centers and residential neighborhoods, High Point University, the Jamestown and High Point campuses of Guilford Technical Community College, and downtown High Point.

Governance Structure

High Point Transit System is governed by the Mayor and City Council of High Point. The City of High Point is a charter city with a Mayor-Council form of government. The City Council is composed of one mayor, two at-large members and six ward members. Unlike some transit departments in North Carolina, High Point Transit System does not have a separate advisory board that makes operating, marketing, or other decisions regarding the provision of transit service. Thus, all of the decision-making rests with staff and ultimately the City Council. The City Council is responsible for approving the transit system's annual operating budget. Typically, the City Council meets twice monthly and is responsible for policy and financial oversight, as well as setting the strategic direction for the High Point Transit System.

In addition to the elected officials, a City Manager is responsible for the day-to-day administration of city functions and services. The City Manager's Office reviews and approves policy and program initiatives; oversees departmental programs and budgets; and makes recommendations on all matters to the Mayor and City Council among other activities. Advising the

Exhibit 4. High Point Transit System Organizational Chart



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City Manager and elected leadership are a set of departmental directors who monitor staff to ensure services are being provided in a sound, efficient and effective manner. Day-to-day management of High Point Transit System is carried out by the City's Transit Manager, who is subsequently assisted by an Assistant Transit Manager and agency staff.

Organizational Structure and Staffing

High Point Transit System is a division of the City's Department of Transportation, one of nine such divisions. There are 45 positions in the division. The Transit Manager serves as the executive director of the transit system, and is responsible for the day-to-day program administration, service planning, capital project development, programming/grants and marketing. The operations, maintenance, and daily service delivery is handled by City of High Point employees, all of whom work for High Point Transit System. The administrative section has four positions, Dial-a-Lift has eight positions, fixed-route has 27 positions, and maintenance has six positions. Figure 2-1 shows the organization chart. In previous years, the City of High Point contracted for the operation of transit service, but several years ago all operations were moved in-house and all employees are City employees.

Future High Point Transit System goals

- Provide a safe service
- Meet and exceed customer expectations
- Correspond better with working hours
- Meet existing and future demand
- Improve transit service reliability

Capital and Operating Funding Sources

The High Point Transit System operates on an annual budget of approximately $4-$5 million (after fares and other revenues are accounted for). The majority of operating funds cover expenses including driver wages, fuel costs, routine vehicle maintenance, and agency administration costs. Funds for capital improvements are used for the purchase of new transit fleet vehicles, stop infrastructure, or building improvements to High Point Transit System facilities.

Funding for High Point Transit System comes from a combination of federal, state, and local sources. Federal funds are provided by the Federal Transit Administration

Exhibit 5. Operation and Capital Funding Sources

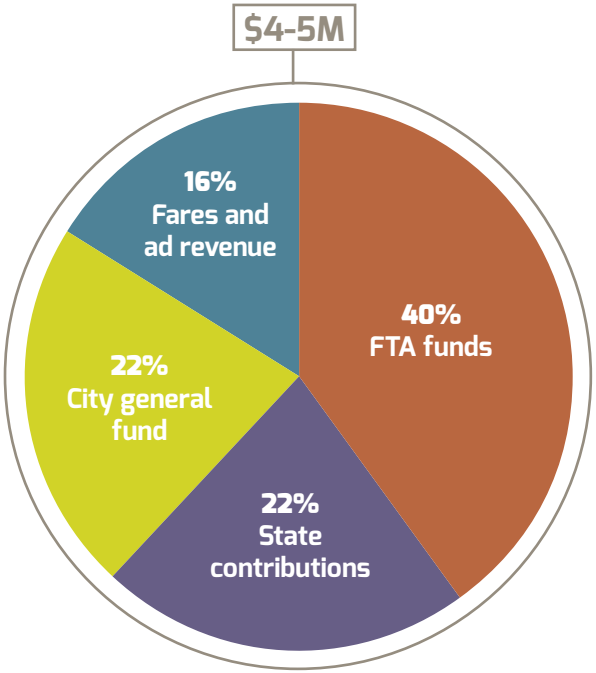

Exhibit 6. Capital Improvements Funding Sources

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(FTA), distributed on a formula basis, and account for approximately 40% of all operating costs. In addition to federal funds, State of North Carolina contributions are made to the city for the ongoing operation of High Point Transit System, accounting for approximately 22%. Funds appropriated from the City of High Point general fund also contribute approximately 22% to the operating cost of High Point Transit System services.

Collectively, federal, state, and local funds contribute approximately 84% of the service operating costs. The remaining 16% of operating costs are covered through a combination of passenger fares and advertising revenues[2]. The City of High Point funds High Point Transit System through the City's general fund, and as such High Point Transit System has no dedicated funding source other than fares, contracts, and advertisement revenues.

With regard to capital funding, nearly 80% of capital expenditures are made using federal funds, either directly appropriated or passed through various state or local agencies. Approximately 12% of High Point Transit System's capital funds are made possible by appropriations from the City of High Point, with the remaining 8% coming from state funds.

2.2 Agency Mission, Vision, and Goals

The mission statement of High Point Transit System is focused on the immediate purpose and benefits of public transportation service in the City of High Point: "To provide safe, reliable transportation at a fair cost to all citizens of High Point through the fixed route High Point Transit System and door-to-door demand responsive Dial-A-Lift systems." A primary purpose of the SRTP is to outline a future transit system that will enable High Point Transit System to achieve its stated mission to a greater extent than is possible today.

In order to provide a strategic framework for the evaluation of existing transit services, and to chart a course for future improvements that meet the array of community interests specified, the project team worked closely with High Point Transit System staff and members of both the Steering Committee and Sounding Board to identify key themes and add a vision statement, goals and performance measures. During initial meetings of the Steering Committee and Sounding Board, participants were asked to articulate their vision and aspirational goals for the future High Point Transit System.

- Provide a safe public transportation service to the community
- Meet and exceed customer expectations for transit service quality and delivery
- Offer a transit service that better corresponds with working hours
- Align service investments to meet existing and future demand
- Improved transit service reliability

At a time when the demand for public services continues to increase and available financial resources are limited, investments must be made on many fronts in order to make this vision a reality.

2.3 Overview of Existing Services

Fixed-Route System

Fixed-route bus service constitutes the largest element of the High Point Transit System service network. As noted, High Point Transit System operates 13 fixed-routes traveling mostly within the City of High Point, with two routes providing service to select stops in the neighboring communities of Jamestown and Archdale.

Collectively, these routes combine to offer roughly 950,000 annual unlinked passenger trips[3], more than 33,000 annual vehicle revenue hours[4], and almost 470,000 annual revenue miles[5].

A basic route typology structure is used to classify fixed-route services as either local or limited stop service. Of the 13 fixed-routes in the network, 11 are considered local routes and two are classified as limited stop routes. Local services are those bus routes that operate throughout daylight hours, providing multiple stops along the way, while limited stop service can provide service throughout a day or during specific times of day (e.g. peak travel periods), and serves stops spaced at greater distances.

Exhibit 7 identifies the fixed-routes in the High Point transit System, the primary travel corridors served, the service classification, and recent performance.

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Exhibit 7. Fixed-Route Services by Service Type and Weekday Ridership

Route	Corridor Served	Service Type	Annual Weekday Ridership (FY13)
10	North Main St	Local	126,447
11	South Main St	Local	185,546
12	West Green Dr	Local	31,242
13	Montlieu Ave	Local	74,519
14	Westchester Dr	Local	51,252
151	Centennial St	Local	3,083
16	Leonard Ave	Local	94,103
17	Washington Dr	Local	60,886
18	East Green Dr	Local	90,739
19	English Rd	Local	39,429
20	Kearns Ave	Local	49,727
21	Industrial Park Flyer	Limited Stop	3,282
25	GTCC/Jamestown	Limited Stop	52,834

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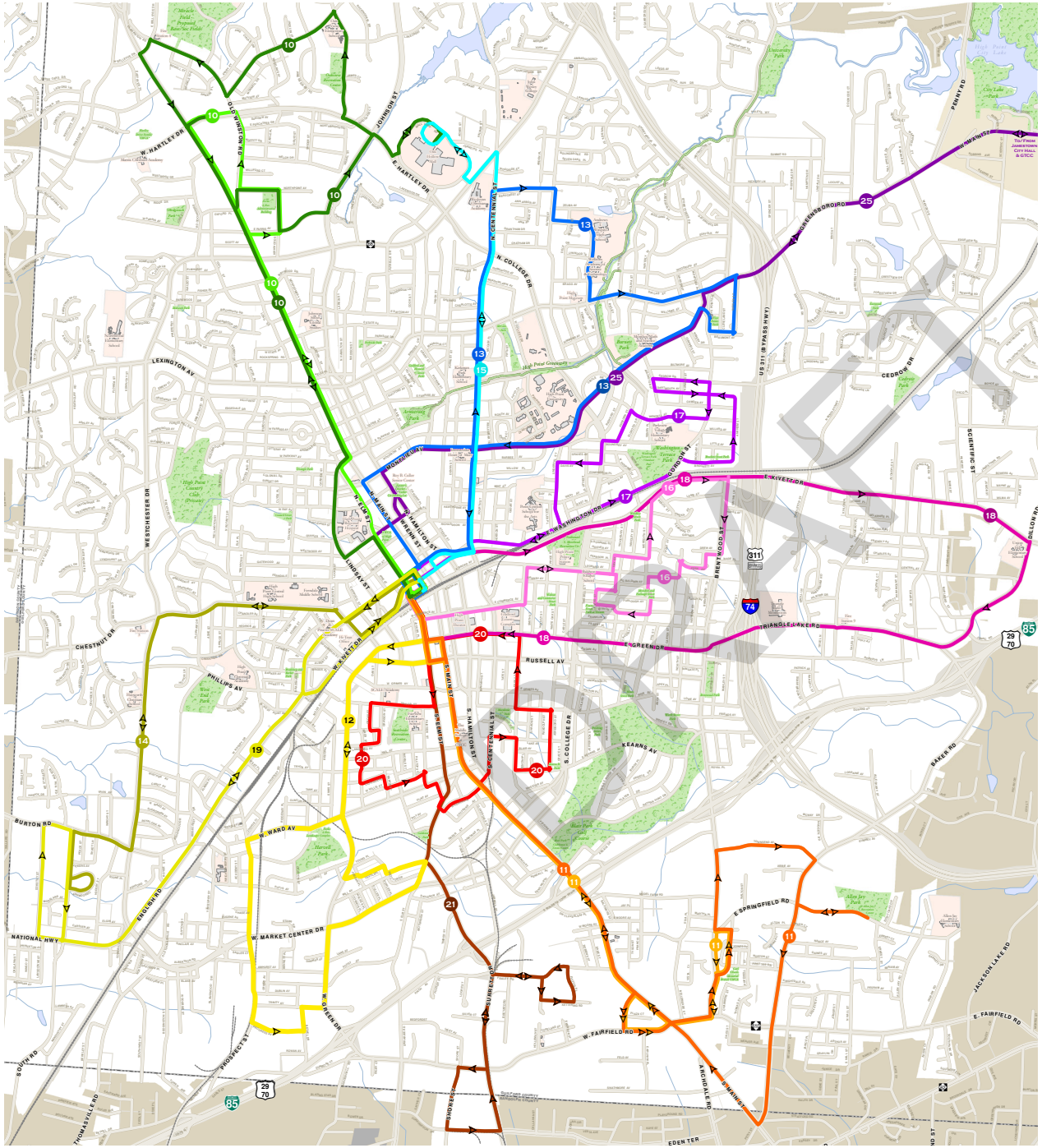
Fixed-Route Challenge

A critical challenge facing the fixed-route service area is the relative lack of sidewalks along streets currently served by the bus network. Passengers must often walk in the street to reach a bus stop or between the bus stop and their destination. Often, bus stops are simply signified by a simple sign on the roadside, and while some stops have basic aluminum seating, most stops do not have concrete waiting areas.

The High Point Transit System fixed-route network operates as a radial timed-transfer network, meaning that all routes begin and end their service runs at a common origin. Route patterns are specifically designed to "pulse" from the origin and service return points. The nexus for all routes is the Broad Avenue Terminal in downtown High Point adjacent to the Amtrak station.

All bus routes converge at this location twice during the hour. With the exception of the Route 10, all routes leave the terminal at 15 and 45 minutes past the hour. Routes operate in either a clock-wise or counter-clock-wise direction, but there are no routes that provide bi-directional service[6].

Exhibit 8. High Point Transit System Map



Source: highpointnc.gov/hi-tran

All routes in the system operate as interlined pairs; that is, buses arrive at the terminal as one route and depart the terminal as another route

The interlined pairs are:

- Routes 10 & 11 (weekdays and Saturday)
- Routes 12 & 13 (weekdays only)
- Routes 13 & 15 (Saturdays only)
- Routes 14 & 18 (weekdays and Saturday)
- Routes 16 & 17 (weekdays and Saturday)
- Routes 19 & 20 (weekdays and Saturday)

- Route 10: North Main Street
- Route 10: North Main Street (Saturday)
- Route 11: South Main Street
- Route 11: South Main Street (Saturday)
- Route 12: West Green Drive
- Route 13: Montlieu Avenue
- Route 14: Westchester Drive
- Route 15: Eastchester Drive
- Route 16: Leonard Avenue
- Route 17: Washington Drive
- Route 18: East Green Drive
- Route 19: English Road
- Route 20: Kearns Avenue
- Route 21: Industrial Park Flyer
- Route 25: Jamestown-GTCC

On Saturdays, two pulses occur, with the "A" group routes departing the terminal at 15 past the hour, and a "B" group departing at 45 past the hour. The groups are broken down as follows:

» "A" group: routes 10, 14, 15, 17, and 20

» "B" group: routes 11, 13, 16, 18, and 19

Most routes have one bus assigned to provide the service. The exceptions are routes 10 and 11, which share three buses between them. On Saturdays, each interlined pair shares one bus. This service structure enables the High Point Transit System to maximize area coverage while minimizing operating costs.

In addition to local routes, the High Point Transit System provides two limited stop services: Routes 21 and 25. Route 21 provides one round trip in the morning and a second round trip in the evening between the Broad Avenue Terminal and the industrial area off of Surrett Drive. Although there are few designated stops, the bus also makes flag stops. The second limited stop service, Route 25, provides service to the Guilford Technical Community College (GTCC) main campus in Jamestown. The schedule is oriented to heavy class times, and there are limited designated stops between the terminal and the campus.

As noted previously, Route 21 is limited to just one round trip each during the AM and PM peak periods. Route 25 offers more frequent service, with hourly headways in the AM peak and an average 90 minute frequency during the midday and PM peak periods (headways vary from one hour to two hours during these periods).

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Fixed-Route Service Coverage Area

The service coverage area of the fixed-route network is considered to be one-quarter mile on either side of each route, or approximately a 5-minute walk. The typical local route provides between six and eight stops per mile. In some instances, bus stops seem more frequently spaced, while in other cases, stops are located further apart.

U.S. Census data from the 2010 decennial Census and 2014 American Community Survey (ACS) data were used to assess the approximate number of persons within easy walking distance of High Point Transit System fixed-route services. Assuming an even population distribution, nearly XX persons, or XX% of the city population, live within a one-quarter mile radius of local fixed-route services. Another XX people (XX% of the total city population) live within one-half of one mile from a local bus route (equivalent to a 10-minute walk).

However, a critical challenge facing the service area is the relative lack of sidewalks along streets currently served by the bus network. Passengers must often walk in the street to reach a bus stop or between the bus stop and their destination. Often, bus stops are simply signified

Exhibit 9. Fixed-Route Service Coverage Area

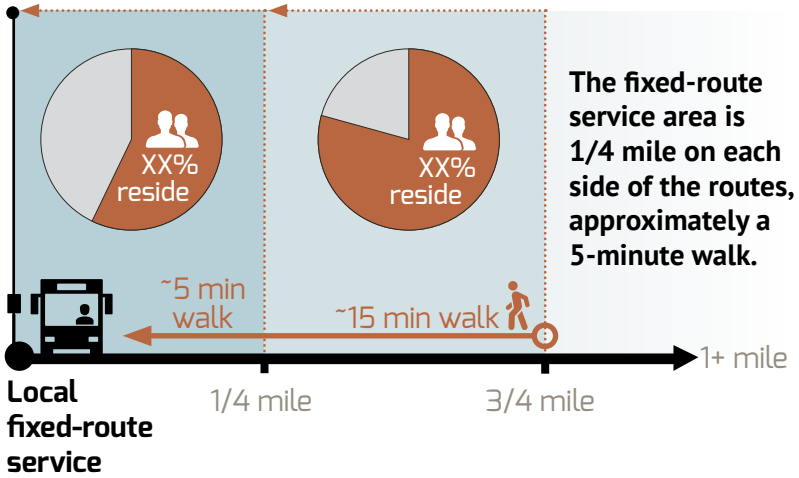

Exhibit 10. Fixed-Route System Service Characteristics

Route	Weekday Peak Frequency	Weekday Off-Peak Frequency	Saturday Frequency	Weekday Span	Saturday Span	Places Served
Route 10 (North Main St)	30 min	30 min	60 min	6:00AM-6:15PM	9:15AM-4:45PM	High Point Regional Health Systems; Oak Hollow Mall; WalMart North; High Point Parks and Recreation Office; High Point Public Library
Route 11 (S Main St)	30 min	30 min	60 min	5:45AM-6:30PM	9:45AM-5:15PM	GTCC-High Point; WalMart South; YMCA
Route 12 (W Green Dr)[1]	30 min	60 min	N/A	5:45AM-5:45PM	N/A	South High Point; Oak Hill Elementary
Route 13 (Montlieu Ave)	30 min	60 min	60 min	5:45AM-5:45PM	9:45AM-5:15PM	High Point University; Montlieu Elementary; Andrews High School; Eastgate Shopping Center; High Point Museum; Roy Culler Sr. Center
Route 14 (Westchester Rd)	30 min	60 min	60 min	5:45AM-6:15PM	9:15AM-4:45PM	Juanita Hills Apartments; High Point Central High School; Westchester Commons; Employment Security Commission
Route 15 (Oak Hollow Mall)[2]	N/A	N/A	60 min	N/A	9:15AM-4:45PM	Wesleyan Arms Nursing Home; Oak Hollow Mall; High Point Museum
Route 16 (Leonard Ave)	30 min	30 min	60 min	5:45AM-6:15PM	9:45AM-5:15PM	Guilford County Health Dept.; Spring Valley Apts.; Brentwood Crossing Apts.; Baldwin's Chapel Elementary; High Point City Hall; Guilford County Courthouse; High Point Police Dept.
Route 17 (Washington)	30 min	60 min	60 min	5:45AM-6:15PM	9:15AM-4:45PM	Daniel Brooks Apts.; J.C. Morgan Housing; Parkview Elementary; Griffin Middle School; Washington Terrace Park
Route 18 (E Green Dr)	30 min	30 min	60 min	5:45AM-6:15PM	8:45AM-5:15PM	Guilford County Health Dept.; Astor Dowdy Apts.; Union Hill Elementary; East Town Shopping Center; High Point City Hall; Guilford County Courthouse;
Route 19 (English)	30 min	60 min	60 min	5:45AM-5:45PM	8:45AM-5:15PM	Juanita Hills Apts.; West End Ministries; Leslie's House
Route 20 (Kearns Ave)	30 min	60 min	60 min	5:45AM-5:45PM	9:15AM-4:45PM	Guilford County Health Dept.; Astor Dowdy Apts.; Housing Authority; Blair Park Southside Rec. Center; Fairview Elementary; High Point City Hall; Post Office
Route 21 (Industrial Park)[1,3]	1 morning trip 1 afternoon trip		N/A	Morning: 6:45AM-6:45AM, Afternoon: 3:45PM-4:15PM	N/A	
Route 25 (GTCC-Jamestown)[1]	60 min	60 min	N/A	7:15AM-5:15PM	N/A	GTCC-Jamestown; High Point University; Montlieu Ave. Elementary; Ragsdale High School; Eastgate Shopping Center; Evergreens Senior Care; Jamestown City Hall; Jamestown Post Office

Source: City of High Point, Department of Transportation, High Point Transit System, 2014

[1] Weekday service only, [2] Saturday service only, [3] Route 21 makes only 2 daily weekday trips

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by a simple sign on the roadside, and while some stops have basic aluminum seating, most stops do not have concrete waiting areas. Stops at some popular destinations, such as the WalMart South shopping center near the intersection of South Main Street and Fairfield Road, do have a sheltered waiting area with sidewalk space and trash receptacles.

Fixed-Route Frequency and Span of Service

The High Point Transit System's fixed-route services range from peak-period-only commuter routes to all-day routes with frequent peak-period service and reduced-frequency off-peak period service. Exhibit 10 lists all High Point Transit System fixed-routes by service category and basic operating characteristic information.

Demand Responsive Service

In addition to the fixed route service, High Point Transit System provides federally-required ADA paratransit service for riders who are mentally or physically unable to use the regular fixed-route bus service provided. Under ADA, High Point Transit System is required to offer complementary paratransit services for eligible individuals who begin and end their trip within a three-quarter-mile distance of a fixed-route during the normal operating hours of the fixed-route system.

ADA regulations also limit the fares for complementary paratransit service at not more than twice the adult cash fare for fixed-route service. Additionally, High Point Transit System also provides non-ADA demand-responsive service for age-eligible individuals. Non-ADA demand-responsive service is not restricted to the three-quarter-mile distance, and is offered city-wide.

Both demand-responsive services offer curb-to-curb transportation for eligible High Point residents (visitors must demonstrate proof of eligibility for service). High Point Transit System's demand responsive service is an origin-to-destination advanced reservation transportation service, with an operating schedule that mirrors that of the fixed-route service. There are six cut-away bus vehicles in the fleet. The service must begin and end in the defined service area. If a trip starts or ends outside the High Point Transit System service area, passengers must find a safe place within the service area to be picked up or dropped off to be eligible for the service.

The provision of demand responsive service is a challenge as service requests continue to increase and the number of ADA-eligible riders continues to grow in High Point. Additionally, demand responsive service is provided at nearly three times the equivalent cost of local fixed route bus service in the High Point Transit System service area. According to High Point Transit System data, demand-responsive ridership grew by XX%, a stark contrast from the fixed-route ridership which only grew XX% during the same time period. These findings may be generally correlated with the maturing of the population as the "baby-boomer" generation reaches retirement ages. A stated goal of the SRTP is to identify recommendations for improving the accessibility and use of fixed-route services by persons who may be eligible for demand-responsive service, but capable of using the fixed-route service.

Chapter five presents recommendations for service modifications and operating policies for demand-responsive service.

Other Service Providers

In addition to High Point Transit System, two other transit services operate in portions of High Point or connect with High Point Transit System routes. The Piedmont Authority for Regional Transportation (PART) provides fixed-route express bus service between the communities of High Point, Winston-Salem, and Greensboro. PART services operate on North Main Street, Centennial Street, and Eastchester Drive, linking downtown High Point with activity centers in neighboring communities. Additionally, PART provides deviated fixed-route circulator service in the Palladium commercial district. The Piedmont Parkway area is served by Shuttle Route 23, with connections to the other shuttles and the PART express service at the PART Regional Hub located on South Regional Road. Routes operate every half-hour during the peak period and hourly during the off-peak on weekdays only and will deviate off route upon request.

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PART also offers two express services within High Point. Route 3 (High Point Express) provides express service between the Broad Avenue Terminal and the PART Regional Hub. A stop is made en route at Oak Hollow Mall. Service is provided every half-hour during peaks and hourly during midday on weekdays only. PART also offers Route 5 (NC Amtrak Connector) that provides a connection between the Amtrak station in High Point with downtown Winston-Salem. While the service is timed to meet the Amtrak Carolinian and Piedmont trains, the service is open to non-train riders as well. Intermediate stops are made in High Point at the High Point Regional Medical Center and North High Point Park & Ride off North Main Street.
In addition to the interaction between High Point Transit System service and PART, services also interact with the Greensboro Transit Authority's (GTA) Route 11, serving High Point Road to the GTCC-Jamestown campus.

Intercity rail service is also available and provided by Amtrak. The Piedmont and Carolinian trains offer three daily trips in each direction connecting High Point to Charlotte and Raleigh and other cities in-between. Trains have an approximate five-hour headway with one morning, one midday, and one evening trip. The North Carolina Department of Transportation (NCDOT) provides funding for these trains and is planning on increasing service to five round trips (four on the Piedmont and one on the Carolinian) by 2017. The nearest intercity bus service, offered by Greyhound, is available in Greensboro.

2.4 Facilities and Vehicle Fleet Characteristics

Broad Avenue Terminal

From the perspective of the passenger, the single most important facility in the High Point Transit System is the Broad Avenue Terminal. This facility is located near Main Street just across from the Amtrak station on land owned by the North Carolina Railroad. Renovated in 2012/2013, the Broad Avenue Terminal features indoor, climate-controlled waiting areas, enhanced customer information and signage, comfortable seating, restrooms, and vending concessions. A first-class facility such as the Broad Avenue Terminal makes a huge difference in the public perception of the transit and makes the system more attractive to choice riders.

From the operator's perspective, the facility features ten bus bays beneath an attractive wooden canopy structure with outdoor seating and trash receptacles. A separate lay-by area is located alongside West Broad Avenue. This auxiliary facility is uncovered, can hold up to five 30-foot buses, and can be used for temporary drop-off parking. The Amtrak station is located directly across the tracks from the Broad Avenue Terminal, and is connected via an overhead pedestrian walkway.

Despite the facility's renovation, future challenges face the facility's usefulness. This facility is currently at capacity. Only 10 buses can be under the canopy at one time. The 12 routes are able to use the facility because the Route 10 does not pulse with the other routes, and Routes 21 and 25 do not come into the facility at the same time. Should more routes be added to the system, the only way they could match up with the pulse would be to use the uncovered lay-by bays on West Broad Avenue.

Primary Stop Locations

From available stop level ridership information, primary passenger boarding and alighting activity locations are identified throughout the system. The top location, unsurprisingly, is the Broad Avenue Terminal. With over 1,500 weekday boardings and alightings at this location, approximately 42% of all trip ends occur at this location in the High Point Transit System. Trip ends, defined as either a boarding or alighting location, are considered to give a clearer picture of how much of the system ridership is due to a particular location. The next highest locations featured a considerable drop-off in activity, though each accounted for 2% or more of the total weekday trip ends. Collectively, these four locations accounted for 12% of the trip ends. These locations and their corresponding activity levels are summarized in Exhibit 11 below.

Exhibit 11: Primary Boarding and Alighting Locations

Location	Boardings	Percent of Total Boardings	Alightings	Percent of Total Alightings
GTCC - High Point	225	3%	175	5%
GTCC - Jamestown	225	3%	150	3%
Guilford County Complex	100	3%	100	3%
WalMart (South Main)	100	2%	100	2%

Source: City of High Point, Department of Transportation, High Point Transit System, 2014

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Exhibit 12: Other High Performing Boarding/Alighting Locations

Location	Boardings	Percent of Total Boardings	Alightings	Percent of Total Alightings
Downtown High Point[1]	50	2%	65	2%
HP Regional Hospital	45	1%	51	1%
Juanita Hills Public Housing	40	1%	43	1%
Daniel Brooks Public Housing	55	2%	33	1%
WalMart North	100	2%	30	1%

Source: City of High Point, Department of Transportation, High Point Transit System, 2014

[1] Excluding the Broad Avenue Terminal

Collectively, these four locations accounted for 12 percent of the trip ends. These locations and their corresponding activity levels are summarized in Exhibit 11.

Another group of five locations each account for approximately 1-2% of the trip ends. Collectively, these locations account for 7% of all trip ends and are summarized in Exhibit 12 above.

Considered collectively, the Broad Avenue Terminal and the other top nine locations accounted for almost 61% of all trip ends. On Saturday, the Broad Avenue Terminal continues to be the major location of passenger activity, with approximately 450 boardings and 425 alightings accounting for roughly 875 trip ends. This amounts to 42% of all Saturday trip ends. Outside of the Broad Avenue Terminal, there are few similarities between boarding and alighting activity on weekdays and Saturdays.

Operations & Maintenance Facility

High Point Transit System's operations and maintenance facility (O&M facility) is located at 716 West Kivett Drive, approximately one half-mile from the Broad Avenue Terminal in downtown High Point. Entrances to the O&M facility are located off West Kivett Drive and

Chestnut Drive. There are four bays at this facility: two in-ground lifts, one above ground lift, and one tire bay. All vehicle refueling is conducted at the O&M facility, and transit vehicle maintenance and washing are also performed at this facility.

Immediately adjacent to the maintenance facility is the administrative and operations control building. This building houses administrative office spaces, dispatch and security monitoring center, operator break room space, restrooms, conference room facilities, and the operations and call center for demand-responsive services. There is additional room available to expand the O&M facility as needed.

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Vehicle Fleet Characteristics

High Point Transit System's fleet consists of 16 buses measuring 30 feet, one 40-foot bus, six cut-away vans, and six support vehicles. Buses are diesel fueled and vans are gasoline powered. Each bus is equipped with a bicycle rack that holds two bicycles apiece.

The average fleet age is 8.7 years for the buses and 2.6 years for the vans. This gives the 30-foot buses another year or so of life and indicates the vans are at the halfway point of their useful life. Fifteen of the buses are scheduled to be replaced in FY 2016, one in 2019, and one in 2022. Three of the vans are scheduled for replacement in 2015 and the other three in 2020.

Both limited service routes meet up with the local route pulse at the Broad Avenue Terminal on weekdays, but no service is provided on Saturdays. Given Route 21's limited schedule, the two routes are able to share one bus. Each weekday morning, the bus makes the first Route 21 run before beginning Route 25 operations, and is able to provide the afternoon trip in-between Route 25 runs to GTCC.

High Point Transit System's vehicles are generally purchased through a combination of funding from federal Section 5309 earmarks or Section 5307 Urbanized Area Formula funding, along with state and local funds typically accounting for the required 20% match.

2.5 Fare Structure

The adult one ride fare for fixed-route service is $1.00. Up to three children under 43 inches in height may ride for free with each fare-paying adult. The High Point Transit System offers a single $10.00 fare card that may be purchased at the Broad Avenue Terminal. Intra-system transfers are free with proof of a paid fare. Transfers to and from other transit systems connecting with High Point Transit System services require the purchase of a fare from the other provider.

As coordination of partnering with other service agencies, it would benefit the passengers to have the ability to transfer between services without the need to purchase a second fare. The High Point Transit System works with PART and accepts the Regional Value Cards. Exhibit 13 outlines the current fare table.

Exhibit 13. Current Fare Structure

Fare Type	Fare
Base local ride cash fare	$1.00
Senior Citizen fare	$0.50
Disabled person fare	$0.50
Medicare Cardholder	$0.50
Children 43" or shorter - limit 3 per paying adult	Free
All Transfers	Free
Regular Fare Ticket (10-Ride Pass)	$10.00
Half Fare Ticket (5-Ride Pass)	$5.00
Regular Fare 30-Day Pass	$40.00
Reduced Fare 30-Day Pass	$20.00

Source: City of High Point, Department of Transportation, High Point Transit System, 2014

Passengers may also use PART Express tickets and Regional Value passes, but not PART Express single ride tickets, 10-ride tickets, monthly passes or transfers.

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[1] Based on the 2010 U.S. Census. Population projections for 2013 suggest a total population of 107,000 persons.

[2] High Point Transit System policy currently does not permit in vehicle or exterior advertising with the exception of public service announcements.

[3] Unlinked passenger trips are defined as one single trip made on one transit vehicle, and does not include a transfer between routes. A person who transfers to a second vehicle has thereby taken two unlinked passenger trips.

[4] Revenue hours are defined as the number of scheduled hours of service available to passengers for transport on the routes, equivalent to one transit vehicle traveling in one hour in revenue service, excluding deadhead hours but including recovery/layover time.

[5] Revenue miles are defined as the miles operated by vehicles available for passenger service.

[6] Routes 10 and 11 do provide some bi-directional service as these routes operate at 30 minute frequency all day, and are the most utilized services in the High Point Transit System.

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