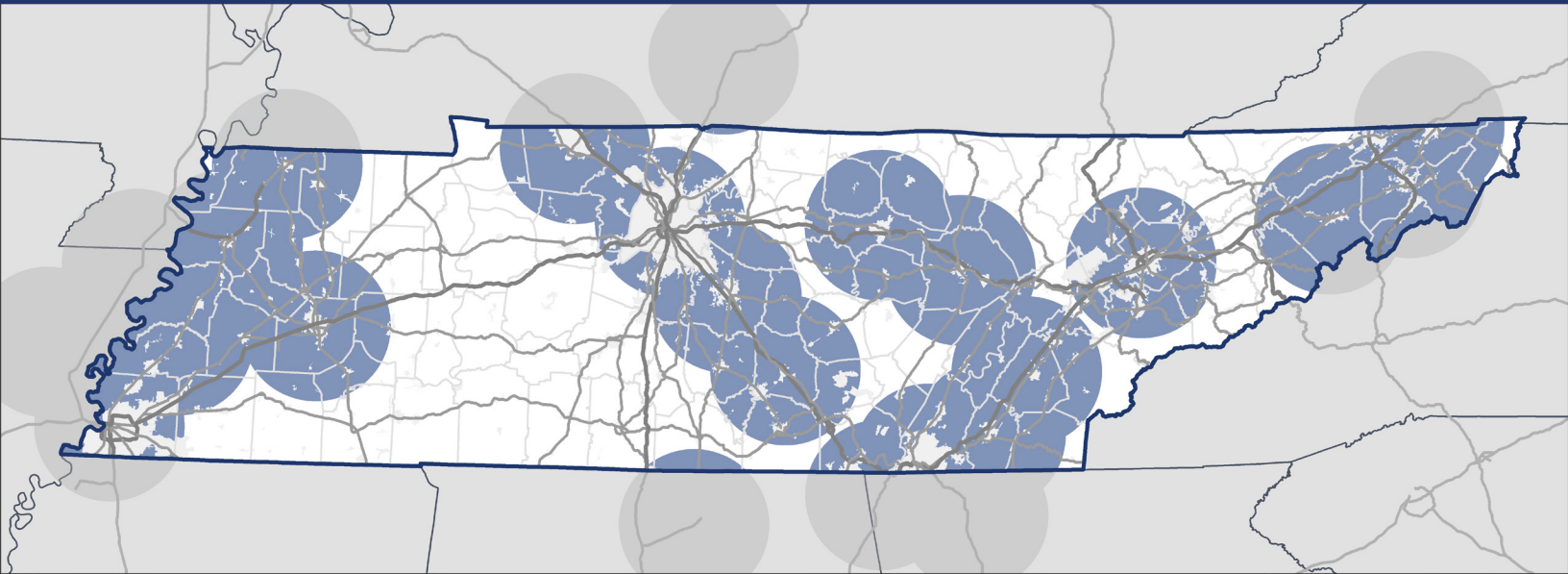




TDOT
Department of
Transportation



Tennessee
Intercity Bus Needs Assessment
Study Report

June 2021

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1 Executive Summary

In the spring of 2021, the Tennessee Department of Transportation (TDOT) underwent an Intercity Bus (ICB) Needs Assessment in compliance with the Federal Transit Administration (FTA)'s Section 5311(f) Intercity Bus funding requirements. TDOT implemented a robust assessment plan to analyze existing data and information on current ICB service and operations, review past studies and planning recommendations, and conduct a current ridership propensity analysis. The assessment also included multiple stakeholder outreach and consultation opportunities for stakeholders – ICB operators, rural and urban transit providers, transportation associations and transit advocacy groups, as well as transit users – to participate in the assessment and provide input on ICB service needs.

The last ICB needs assessment in Tennessee was conducted in 2017 and resulted in the Governor's certification of intercity bus needs being adequately met. Section 5311(f) funding was therefore reallocated to the 5311 program and to Tennessee's rural transit providers. In addition to the 2017 ICB assessment, TDOT conducted outreach to rural agencies and intercity bus providers to determine allocations for the recent FTA apportionment of Coronavirus Aid, Relief, and Economic Security (CARES) stimulus program funds. Several stakeholders participated in the outreach efforts and funds were awarded to ICB operators and rural transit providers. The CARES program provided awards based on existing service operations and the ability to continue current operations impacted by COVID-19. This document – the Tennessee Intercity Bus Needs Assessment – follows the guidance detailed in FTA Circular 90401.G and focuses the review and analysis on unmet demand and need for intercity bus service.

The needs assessment reviewed public information available for intercity bus service as well as the information and data provided by ICB operators for the analysis. This was compiled with available rural transit agency information and data on demand response operations and feeder service in Tennessee. Variables under review included hours of service, frequency of service, station locations and conditions, passenger amenities, fleet availability, passenger trips, and other available information. Significant findings from the analysis note that over 80 percent of the population in Tennessee lives within 25 miles of an existing ICB stop, and that some form of public transportation service is available to everyone in all 95 counties of Tennessee. Also to note, service providers are experiencing difficulty in hiring, training, and retaining bus operators and maintenance technicians. Both intercity and local transit operators are also experiencing a downturn in ticket sales and passenger trips.

Stakeholders participated in separate surveys designed for transportation service providers and for transportation service users. TDOT received well over 150 individual responses to the surveys that were strategically developed and distributed to a wide range of stakeholders. In addition to the surveys, two consultation opportunities were available to ICB operators and transit providers through direct email invitation. A virtual consultation meeting was also hosted by TDOT that provided background on the 5311(f) ICB Assessment and opportunity for federal funding, and provided the opportunity for operators to discuss specific ICB service demand and identify service need. The meeting confirmed the current level of ICB and feeder service available in Tennessee and informed stakeholders of the various opportunities to participate in the transit planning process with TDOT and other transportation providers. Participants in the meeting also discussed the ICB survey results, the potential demand for ICB service, and possible transportation solutions. The second consultation opportunity, initiated via email, requested that ICB and transit operators submit any additional comments to the ICB assessment.

The COVID-19 pandemic has impacted the United States in unknown long-term economic and demographic characteristics - and public transportation is no different. The changing needs of where people live, work, and shop have impacted transit networks and operations nationwide. In general, the assessment process determined that there is a need for more public transportation service and a need for agency resources to meet the public demand - in both rural and urban areas of Tennessee - and that includes intercity bus service. General population travel demand has currently dropped compared to pre-COVID ridership for both rural transit providers and ICB operators. Future years hold uncertainty, as do ridership trends and travel demand.

The ICB needs assessment produced several recommendations for ICB operators, rural transit providers, and TDOT to potentially move forward. These recommendations are centered on continuing the conversation on ICB service supply and demand, addressing opportunities to coordinate and communicate service and information, and inviting stakeholders to grant planning and funding forums. Acknowledging the level of intercity bus unmet demand and relative to other rural transit demands throughout Tennessee, **the assessment concludes that intercity bus needs are being adequately met and recommends the issuance of a Governor's Certification.**

2 Requirements of FTA Section 5311(f) Program¹

Federal statute 49 USC Chapter 53 Section 5311(f) requires each state to expend at least 15 percent of its annual Section 5311 apportionment "to carry out a program to develop and support intercity bus transportation," unless the governor certifies that "the intercity bus service needs of the state are being met adequately." Additionally, Section 5311(f) requires a state to consult with intercity bus providers before the governor makes this certification. The requirement to spend at least 15 percent applies only to the amount of FTA's annual apportionment of Section 5311 funds to the state; it does not apply to any funds the state subsequently transfers to its Section 5311 program from another program.

In many states, intercity bus service is a vital link between otherwise isolated rural communities and the rest of the nation. Historically, major intercity bus carriers abandoned less productive routes. Patronage generated in rural areas, however, appears to be important to the continuing viability of the remaining intercity routes. One objective of the funding for intercity bus service under Section 5311, therefore, is to support the connection between rural areas and the larger regional or national system of intercity bus service. Another objective is to support services to meet the intercity travel needs of residents in rural areas. A third objective is to support the infrastructure of the intercity bus network through planning and marketing, assistance and capital investment in facilities. FTA encourages states to use the funding under Section 5311(f) to support these national objectives, as well as priorities determined by the state.

Intercity bus definition: Regularly scheduled bus service for the general public that operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, that has the capacity for transporting baggage carried by passengers, and that makes meaningful connections with intercity bus service to more distant points, if such service is available.

Eligible services and service areas: connection to the national network of intercity bus service is an important goal of Section 5311(f) and services funded must make meaningful connections wherever

¹ FTA C 9040.1G, Nonurbanized Area Formula Program Guidance and Grant Application Instructions (2014).

feasible. Intercity bus projects may include package express service, if it is incidental to passenger transportation. The definition of intercity bus does not include commuter service (service designed primarily to provide daily work trips within the local commuting area). Commuter service is excluded because it is considered a local public transportation service, eligible for assistance under Section 5311 but not counting toward the required percentage for Section 5311(f).

Intercity service is not limited by the size of the vehicle used or by the identity of the carrier. Intercity bus does not include air, water, or rail service. While much of the public transportation service assisted under Section 5311 covers large distances because of the nature of the areas served, not all long distance trips are included in the definition of intercity service. For example, service that provides extensive circulation within a region (in contrast to regular but infrequent service from limited points in the community of origin to limited points in the destination community) is not considered intercity service, although it may be an eligible public transportation service. Similarly, service that only incidentally stops at an intercity bus facility among other destinations within the city at either end of a route that covers a long distance, without regard to scheduled connections, is eligible for Section 5311 assistance as public transportation, but is not an intercity feeder service.

Eligible activities under Section 5311(f) must support intercity bus service in rural areas. Section 5311(f) specifies eligible intercity bus activities to include “planning and marketing for intercity bus transportation, capital grants for intercity bus shelters, joint-use stops and depots, operating grants through purchase-of-service agreements, user-side subsidies and demonstration projects, and coordination of rural connections between small public transportation operations and intercity bus carriers.” This listing does not preclude other capital and operating projects for the support of rural intercity bus service. FTA encourages the participation of private companies that provide public transportation to the maximum extent feasible in this and other FTA programs. Among the various types of projects in which private intercity bus operators may wish to participate are improvements to existing intercity terminal facilities for rural passengers, modifications to transit facilities to facilitate shared use by intercity bus, intercity rail, and rural transit operators, operating assistance to support specific intercity route segments, and applications of intelligent transportation systems (ITS) technology for coordinated information and scheduling.

2.1 Compliance with Program requirements

The 2021 Intercity Bus Needs Assessment process followed the guidelines set forth in FTA Circular 9040 and included an assessment of current intercity bus service, analysis of statewide need, and a consultation process with intercity bus providers.

The last intercity bus assessment took place in 2017, therefore Tennessee has assessed statewide intercity mobility needs no more than four years prior to the anticipated date of the 2021 certification.

2.1.1 Assessment of intercity bus service currently available and determination of existing statewide intercity mobility needs relative to other rural needs in the state

This portion of the needs assessment included several outreach and analysis methods:

- Survey of statewide stakeholders (local governments, intercity bus riders, rural transit users, chambers of commerce, trip generators), and survey of intercity bus and transit service providers

- Discussions with the Tennessee Public Transportation Association (TPTA) to assess intercity bus needs relative to other rural needs in the state
- Identification of intercity bus providers in the state, station locations, route locations, route frequencies, and feeder routes
- Geospatial analysis of existing station location and population coverage
- Transit propensity analysis using U.S. Census data

2.1.2 Documentation of consultation process with intercity bus providers

The needs assessment process was conducted in accordance with FTA Circular 9040 guidance on the consultation process with intercity bus providers. Consultation activities for this study included:

- Identification of intercity bus providers in the state
 - Websites of private intercity bus operators
 - State regulatory agency listings
 - Previous ICB consultation activities (CARES Act)
- Consultation activities with identified providers and intercity bus organizations
 - First consultation meeting on June 9, 2021:

This activity complies with FTA C.9040 Activities of Consultation item (a): “Inform intercity bus carriers of the state’s rural planning process and encourage their participation in that process, and where a state is considering possible certification of needs being met adequately, provide an opportunity to submit comments, and/or request a public meeting to identify unmet needs and discuss proposals for meeting those needs.”

This activity also complies with FTA C.9040 Activities of Consultation item (e): “Inform intercity bus providers about the development of local, coordinated public transit-human services transportation plans required by Section 5310 and encourage intercity bus provider participation.”
 - Intercity bus and regional transit service provider survey advertised in Transit Alliance of Middle Tennessee flier:

This activity complies with FTA C.9040 Activities of Consultation item (f): “Solicit comments through direct mail and advertise in newspapers in various locations around the state of the state’s intent to certify needs are being met adequately unless needs are identified.”
 - Email correspondence regarding intercity bus assessment process

This activity complies with FTA C.9040 Activities of Consultation item (f).
- An opportunity for intercity bus providers to submit proposals for funding a part of the state’s distribution of its annual apportionment:
 - Consultation meeting on June 9, 2021
 - Email correspondence between TDOT and intercity bus carriers specifically soliciting project proposals; on June 18, 2021, TDOT sent an email to all intercity bus operators and associations, including rural transit providers. The email requested stakeholders to submit additional comments on ICB services and unmet demand in Tennessee, and to propose service to meet the identified need.

3 Review of Current Intercity Bus Conditions

This section of the Intercity Bus Needs Assessment includes a literature review to help inform a determination of existing service provisions and need.

Although several other studies have been conducted (including but not limited to the Interstates 55, 75, and 26 Multimodal Corridor Study, Interstate 65 Multimodal Corridor Study, and Mobility and Accessibility Transportation Plan), the following summaries encompass a representation of existing services and recommendations.

3.1 Previous Studies

3.1.1 TDOT Intercity Bus Consultation CARES Act Report (2020)

The Federal Government passed the Coronavirus Aid, Relief, and Economic Security (CARES) Act on March 27, 2020; Tennessee received \$64,523,351 for the Section 5311 program, of which 15-percent (\$9,678,502) is set aside for intercity bus service. Funding can be used for expenses incurred on or after January 20, 2020 that help prevent, prepare for, and respond to economic or other conditions caused by COVID-19.

3.1.1.1 Findings

Greyhound and Miller both responded to the TDOT's June 2020 survey aimed at determining CARES Act apportionments. Both intercity bus providers reported a 60-79 percent negative impact on Tennessee service and revenue due to COVID-19. Neither carrier has terminated Tennessee stops during the pandemic, but Greyhound has reduced operating frequency by 50 percent of overall mileage and 55 percent of scheduled stops as compared to pre-COVID levels. Miller has not reduced mileage or stops due to COVID-19; however prior to COVID-19 they did discontinue some service.

Between January and August 2020, Greyhound experienced a net operating deficit of \$4,631,184 for Tennessee operations. Between January 20 and March 31, 2020, Miller experienced a net operating loss of \$61,599. A combination of Miller's actual and projected losses for Tennessee service spanning from January 2020 to December 2021 totals \$518,714. Greyhound has provided an auditable invoice that can be used for reimbursement through Section 5311 (f), and Miller will submit an auditable invoice for the same purpose.

Both Greyhound and Miller will use the CARES Act funds to offset operating losses due to COVID-19. Miller proposes restoring stops in Covington, Dyersburg, and Union City that were eliminated prior to the COVID-19 pandemic.

3.1.1.2 Funding Allocation

TDOT internally created an allocation method to obligate \$9,678,502 (15 percent of the total 5311 CARES apportionment from FTA to Tennessee) to eligible intercity bus providers, of which Greyhound received \$9,160,503 (95 percent of intercity bus CARES funds) and Miller Transportation received \$518,000 (5 percent of intercity bus CARES funds).

Although three of Tennessee's rural transit agencies provide intercity feeder services, loss of revenue could be addressed with Section 5311 CARES Act funds and will not require Section 5311(f) CARES Act funds.

3.1.2 I-40/81 Multimodal Solutions Memo (2020)

The Multimodal Solutions Memo is part of the larger I-40/81 Multimodal Corridor Study, a document that assesses the needs of the cross-state route and proposes solutions for better operations throughout Tennessee. One component of the Multimodal Solutions Memo is a discussion of regional transit service. Findings in this section arose from interviews with Tennessee’s rural transit providers.

3.1.2.1 Findings

The Human Resource Agencies (HRAs) whose service areas intersect with the I-40/81 corridor provide daily intercity and intercounty demand response trips. Most trips’ destinations are specialized medical facilities in Memphis, Nashville, Knoxville, and Johnson City. The I-40/81 Multimodal Solutions Memo recommends implementing a fixed-schedule bus service that intersects with demand response service buses at fixed locations. This would enable HRAs to provide more demand responsive service within their local areas.

3.1.3 I-55/75/26 Multimodal Corridor Study (2020)

The I-55/75/26 Multimodal Corridor Study evaluated potential transportation improvements surrounding I-55 in southwestern Tennessee, I-155 in northwestern Tennessee, I-75 in east-central Tennessee, and I-26 in eastern Tennessee. The study considered long-range approaches to addressing multimodal issues and opportunities.

3.1.3.1 Recommendations

The study proposed several regional transit solutions to address issues on the state’s corridors:

- Improvements in the I-55 corridor included improved shuttle service frequency to the Memphis Airport and major employment centers in its vicinity.
- Improvements in the I-75 corridor included a study to establish a Regional Transit Authority to provide inter-county transit service and a commuter route between Chattanooga and Cleveland using regional transit.
- Improvements in the I-26 corridor included evaluating a commuter route between JCT Transit Center and Citi Commerce Solutions/Frontier Health and studying a commuter route between Johnson City and Kingsport.

3.1.4 Mobility and Accessible Transportation Strategic Plan (2020)

The Mobility and Accessible Transportation Strategic Plan sought to establish a pathway to integrated policies and cooperative activities that foster a flexible and comprehensive transportation program. One of the primary recommendations in the report was coordination among agencies and service providers. This included overcoming territoriality among agencies, coordinating funding from multiple programs, and working beyond jurisdictional boundaries to provide transportation.

3.1.5 Interstate 65 Multimodal Corridor Study (2018)

The I-65 Multimodal Corridor Study identified improvements along the interstate corridor, which spans 122 miles from the border with Alabama to Kentucky and includes 14 counties.

3.1.5.1 Recommendations

Transit recommendations within the I-65 study area included:

- New and expanded regional express bus service between Nashville and Gallatin, and Franklin and Murfreesboro; and
- Bus Rapid Transit between Goodlettsville and Gallatin, Hunters Lane and Downtown Nashville, Downtown Nashville and Smyrna/LaVergne, and Downtown Nashville to Murfreesboro.

3.1.6 Tennessee Intercity Bus Needs Assessment (2017)

The most recently completed intercity bus assessment, this 2017 document presents existing levels of service, lists changes to service since the last Intercity Bus Study was conducted in 2015, and provides a determination of whether Tennessee's intercity bus needs are being met. The needs assessment results determine whether intercity bus services will necessitate Fiscal Year 2018-2020 5311(f) funding.

3.1.6.1 Findings

The 2017 Intercity Bus Assessment found that intercity bus service needs across Tennessee are being adequately met based on several metrics. 92 percent of Tennessee residents live within 25 miles of an intercity bus stop, and the 478,000 without intercity bus access have demand response transit access to intercity bus stops through Tennessee's HRAs. The largest area of the state without interlined intercity bus services is the south-central portion of Tennessee, bounded by I-65 to the east, I-40 to the north, Memphis to the west, and the Tennessee state line to the south. Southwest HRA (SWHRA) and South Central Transit (SCTDD) provide 5311 funded rural demand response and intercity flex routes in this area. Input from stakeholders, public survey, intercity bus data, and propensity analysis also all drive the conclusion that intercity bus service needs are being met without the use of 5311(f) funding.

3.1.6.2 General Recommendations

The 2017 ICB assessment suggested that Tennessee could implement several small changes that would not utilize 5311(f) funds and would increase intercity bus coverage to closer to 100 percent of Tennessee's population. 2017 recommended actions include:

- Partner with local fixed route or rural transit agencies to provide last mile connections between intercity bus stops and destinations.
- Add stops to existing intercity bus routes where there is a large gap or where an intermediate stop would be closer to a local transit connection.
- Work with cities or airports to support or subsidize scheduled airport coach service.
- Provide a van shuttle between intercity bus stops and state/national parks (already done to Great Smoky National Park via transit service in Gatlinburg).
- Provide technological and planning support to rural providers to use existing 5311 funds to provide more scheduled service to intercity bus stops.
- Relocate stops to provide protection from inclement weather and provide signage.

3.1.6.3 Specific Recommendations

The 2017 Intercity Bus Assessment presents specific recommendations in four categories: infill stops, stop relocations, new routes, and schedule improvements.

Infill stops were recommended for Dickson and Cornersville to help reduce the state's largest intercity bus service gap. A stop in Kodak would bring service within 10 miles of Sevierville's trolley routes. Finally, a stop in Caryville would restore service that was eliminated in 2005. None of these infill stops have been implemented to date.

Proposed stop locations were recommended in an effort to increase stop amenities and access to shelter from inclement weather. The existing stop at Crossville has no amenities and was recommended to move to the Pilot Travel Center at 2499 Genesis Road. The existing stop at Greenville has no amenities and was recommended to move to the Green County Partnership Tourism Department at 115 Academy Street. The Murfreesboro stop also has no amenities and was recommended to move to Walnut and Burton where shelters are available. These three stop locations have the same listed addresses on bus service providers' websites; therefore, there is no evidence that these stops have been relocated per recommendations.

New feeder and intercity routes will expand service throughout Tennessee. A recommended feeder route would link Sevier County to Knoxville and could include stops in Pigeon Forge, Sevierville, and Gatlinburg. This feeder route would be operated by a non-intercity bus carrier. A new route with stops in Martin, Milan, Henderson, and Selmer would provide additional transportation for Amish populations who currently travel between Fulton, Kentucky and south-central Tennessee. Miller Transportation would provide this route. In addition, a new feeder route to Savannah, Waynesboro, and Ethridge would provide a "last-mile" connection between existing routes and established Amish communities.

Schedule improvements would create more seamless transfers between transportation services. Feeder routes should operate multiple trips and have less than a two-hour gap between their arrival and an intercity bus's arrival and/or departure. Feeder stops should also be located at the intercity bus stop.

3.1.7 Tennessee Intercity Bus Needs Assessment (2015)

Another previous assessment was completed in 2015. This document includes an inventory of existing intercity bus service and an evaluation of needs relative to other rural transportation needs in the State. The 2015 assessment recommended that the Governor submit certification to FTA to confirm that Tennessee's intercity bus needs are being adequately met and TDOT would utilize all of its Section 5311 apportionment to support public transportation services.

3.1.7.1 Findings

The 2015 Intercity Bus Assessment found that intercity bus service needs across Tennessee are being adequately met based on several metrics. At the time, 82 percent of Tennessee residents lived within 25 miles of an intercity bus stop. The area of the State with the greatest population density without intercity bus coverage was south of Interstate 40 and west of Interstate 65 between Nashville and Memphis. This area includes communities such as Columbia, Lawrenceburg, Pulaski, and Waynesboro. This area also includes several trip generators including a college, a correctional facility and a few medical facilities. The Intercity Bus Assessment found that Delta HRA, Southwest HRA and South Central Tennessee Development District could provide connecting service into the Memphis, Jackson and Nashville intercity bus stations from this area. However, stakeholder consensus was that the 15 percent set aside for intercity bus service could be better used to provide general public transportation service across Tennessee.

3.1.7.2 Recommendations

While the 2015 study did not include a set of recommendations comparable to what was offered in the subsequent 2017 study, the document did encourage the formalization of feeder service agreements between interlined intercity bus carriers and the rural transit providers.

3.1.7.3 Other Observations

- Intercity bus stations/stops are currently within 25 miles of nearly 41 percent of Tennessee’s rural population.
- While not interlined with other carriers, several non-traditional “curbside” carriers supplement the service provided by the interlined bus operators.
- The loss of intercity bus service in Tennessee since deregulation is consistent with the trend across the country.
- The major intercity bus trip generators, colleges and universities, correctional institutions, medical facilities, commercial airports, and military bases, are generally well positioned relative to their proximity to intercity bus stations/stops.
- Stakeholders indicated that local public transportation needs are a higher priority than intercity bus service.

3.1.8 Coordinated Public Transit-Human Services Transportation Plans (CPT-HSTP)

Coordinated Public Transit-Human Services Transportation Plans (CPT-HSTP) conducted throughout Tennessee primarily focus on the transit and transportation needs of the local service area, and documented needs generally include increased service area boundaries and operating hours as well as expansion to geographic areas not currently served by transit or paratransit service agencies. While these areas of concern are outside of the scope of the Intercity Bus Assessment, several CPT-HSTPs identify long distance service needs.

3.1.8.1 Findings

- The Chattanooga Hamilton CPT-HSTP (2019) identified a high priority action item focused on improving coordination between intercity and inter-county public transportation service.
- The Johnson City Urbanized Area CPT-HSTP (2017) identified a lower priority strategy of providing service to other urban areas in the region.
- The Memphis Urban Area Metropolitan Planning Organization CPT-HSTP (2021) identified a need to expand to geographical areas not currently served by transit, paratransit, or service agencies.
- The Mid-Cumberland CPT-HSTP (2016) identified a need for better service between Clarksville and Nashville and Clarksville and Murfreesboro.
- The Tri-Cities Region CTP-HSTP (2016), which covers Johnson City, Kingsport, and Bristol, identified a lack of transfer locations for coordinated service delivery.
- The Cleveland Urbanized Area CPT-HTSP (2012) identified a need for connections between Cleveland and Chattanooga.

4 Current Levels of Service

This section of the Intercity Bus Needs Assessment collects and analyzes existing data to determine current ICB service availability within Tennessee.

4.1 ICB Carriers

In order to identify the existing intercity bus services in the State of Tennessee, the following references were consulted: Gotobus.com, service provider websites, the Tennessee Motor Coach Association, American Intercity Bus Riders Association, and past intercity bus studies.

In 2017, Greyhound operated 14 schedules and 101 trips. In 2021, Greyhound operated 13 schedules and 46 routes each day, indicating a consolidation of stops onto fewer trips each day.

In 2017, Delta Bus Lines operated one round trip between Memphis and Baton Rouge, LA and another between Memphis and Jackson, MS. This is still the case in 2021 and Memphis is still the only stop in Tennessee.

In 2017, Miller/Hoosier Ride provided one daily round trip between Indianapolis, IN and Memphis. This is still the case in 2021, and the route makes intermediate stops in Union City, Dyersburg, and Covington.

Currently, there are 18 intercity bus stops in the state that offer connections to other locations throughout the United States.

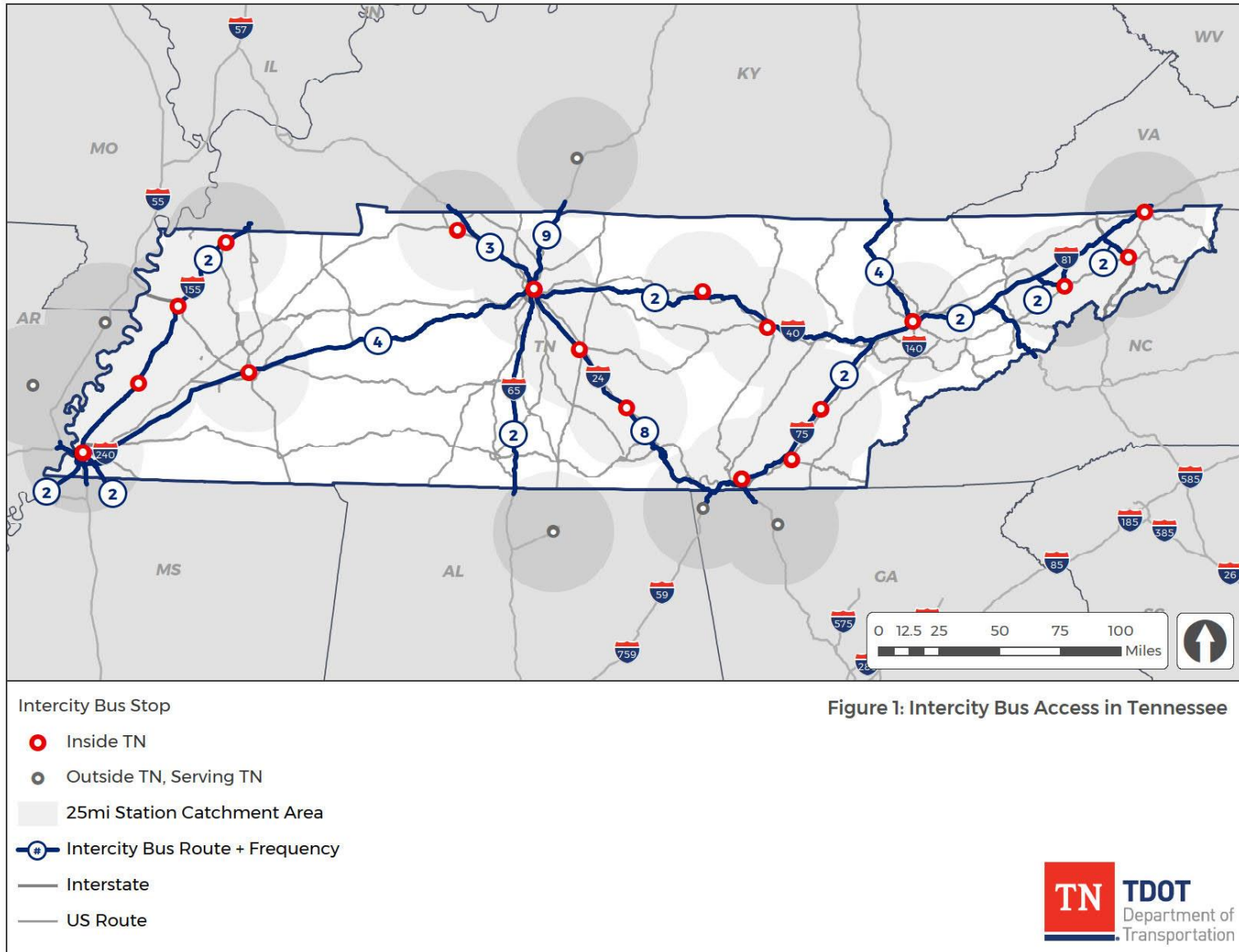
In 2017, there was a Greyhound-operated intercity bus stop in Morristown, TN. As of 2021, this stop is no longer in service. Otherwise, there have not been additions or eliminations of service locations since the 2017 plan.

Table 1 and **Figure 1** provide an inventory of Tennessee's intercity bus service locations, routes, origins and destinations, and trip frequencies.

TABLE 1. STATIONS, FREQUENCIES, AND DESTINATIONS

Station	Daily Trips	Origin	Destination
Athens	2	Atlanta; Cincinnati	Cincinnati; Atlanta
Bristol	2	Richmond; Dallas	Dallas; Richmond
Chattanooga	13	Atlanta; Chicago; Cleveland; Chattanooga	Cincinnati; Atlanta; Chicago; Birmingham
Clarksville	2	Atlanta; St Louis	St Louis; Tallahassee
Cleveland	2	Atlanta; Cincinnati	Cincinnati; Atlanta
Cookeville	2	Richmond; Dallas	Dallas; Richmond
Covington	2	Memphis; Evansville	Evansville; Memphis
Crossville	2	Richmond; Dallas	Dallas; Richmond
Dyersburg	2	Memphis; Evansville	Evansville; Memphis
Greeneville	2	Richmond; Dallas	Dallas; Richmond
Jackson	3	Dallas; Detroit	Richmond; Detroit; Dallas
Johnson City	2	Richmond; Dallas	Dallas; Richmond
Knoxville	4	Atlanta; Richmond	Cincinnati; Dallas
Manchester	2	Chicago; Cleveland; Atlanta	Atlanta; St Louis
Memphis	21	Chicago; Oklahoma City; Dallas; Richmond; Atlanta; Detroit	Chicago; Oklahoma City; Richmond; Detroit; Dallas; Atlanta; Little Rock
Murfreesboro	2	Chicago; Cleveland	Atlanta; St Louis
Nashville	33	Chicago; Cleveland; Tallahassee; Atlanta; St Louis; Dallas; Nashville; Richmond; Detroit	Atlanta; St Louis; Tallahassee; Chicago; Detroit; Cleveland; Richmond; Dallas; Nashville; Tallahassee
Union City	2	Memphis; Evansville	Evansville; Memphis
Total	100		

FIGURE 1. INTERCITY BUS ACCESS IN TENNESSEE



4.2 Intermodal Connections

Several intercity bus stops contain facilities for local rural and/or urban transit services:

- In Cookeville, the Greyhound station has designated bays for Upper Cumberland Tennessee Area Transportation Services (U-CARTS) and the Cookeville Area Transit System (CATS).
- In Johnson City, the Johnson City Transit Center serves Johnson City Transit (JCT) and Greyhound.
- In Memphis, the Greyhound station has bays for Memphis Area Transit Authority (MATA) and MegaBus.
- In Nashville, the Greyhound station has a local WeGo bus shelter located immediately outside of the station.

4.3 Feeder Services

The coordination of rural connections between small transit operations and intercity bus carriers may include the provision of service that acts as a feeder to intercity bus service, and which makes meaningful connections with scheduled intercity bus service to more distant points. The feeder service is not required to have the same characteristics as the intercity service with which it connects. For example, feeder service may be demand-responsive, while intercity service is, by definition, fixed route.

Feeder routes can use 5311(f) in-kind local match funds to “fill in gaps” in service. States may use the capital costs incurred by unsubsidized, privately operated mainline intercity bus routes as the in-kind local match for the operating costs of connecting rural intercity bus feeder service. The unsubsidized private operator costs can be used as the local match only if the private operator agrees in writing to the use of the costs of the private operator for the unsubsidized segment of intercity bus service as an in-kind match. To be eligible under 5311(f), the net project costs contributed by the private operator as in-kind match must connect the rural community to key destinations. This type of funding mechanism is authorized under Section 5311(g)(3)(d). The feeder services run by rural transit providers in Tennessee do not use this funding source and instead use a portion of their regular 5311 funding to operate their feeder service.

4.3.1 Fixed-route Feeder Service

The 2017 Intercity Bus Needs Assessment identified three feeder routes. These are the Nashville I-40 Express and I-24 Express operated by Upper Cumberland Human Resources Agency (UCHRA) and the Lawrenceburg SCATS routes to Nashville and Murfreesboro operated by South Central Tennessee Development District (SCTDD).

As of 2021, all three previously identified feeder routes (Nashville I-40 Express, I-24 Express, and Lawrenceburg SCATS) are still in operation. According to TDOT’s 2020 ICB CARES Act Report, UCHRA indicated a 60-79% revenue loss but no service cuts. UCHRA reduced routes down to two per day when ridership declined; now that ridership demands are back up, UCHRA offers three I-40 Express routes per day and two I-24 Express routes per day as indicated by their publicly available schedule dated May 2021.

As of 2021, the Lawrenceburg SCATS routes run on a regular schedule and connect to the Nashville and Murfreesboro Greyhound stations. The Nashville service runs two routes per day on Monday, Tuesday, Thursday, and Friday; the Murfreesboro service runs one route per day on Wednesday. Demand-Responsive Feeder Service

Rural residents have access to intercity bus stops through Tennessee’s nine rural transit providers. The rural transit providers, run by regional Human Resources Agencies (HRAs), provide coverage to the entire state and provide demand response service to the general public. These rural transit providers receive federal funding through the broader 5311 program as well as through the state. In addition to their regular on-call service, some rural transit agencies run deviated fixed route and demand response connector services to complement the service provided by the existing intercity bus carrier. **Figure 2** shows the rural transit providers’ service areas and the extent of demand-responsive coverage (and potential connections to ICB service) within Tennessee. In addition to their service area coverage, rural transit agencies utilize their broader 5311 regular funds to provide service across the state. For example, a rural transit operator in east Tennessee will provide passenger service to Nashville, and back to east Tennessee. As long as one leg of the trip originates or terminates in a rural area, than 5311 funds can support the passenger trip.

During Fiscal Year 2020, Tennessee’s rural transit providers maintained peak fleet requirements and trip denial logs to document unmet need among service users. **Table 2** shows fleet needs and all denied trips statewide for rural transit providers.

FIGURE 2. RURAL TRANSIT AGENCY SERVICE AREAS

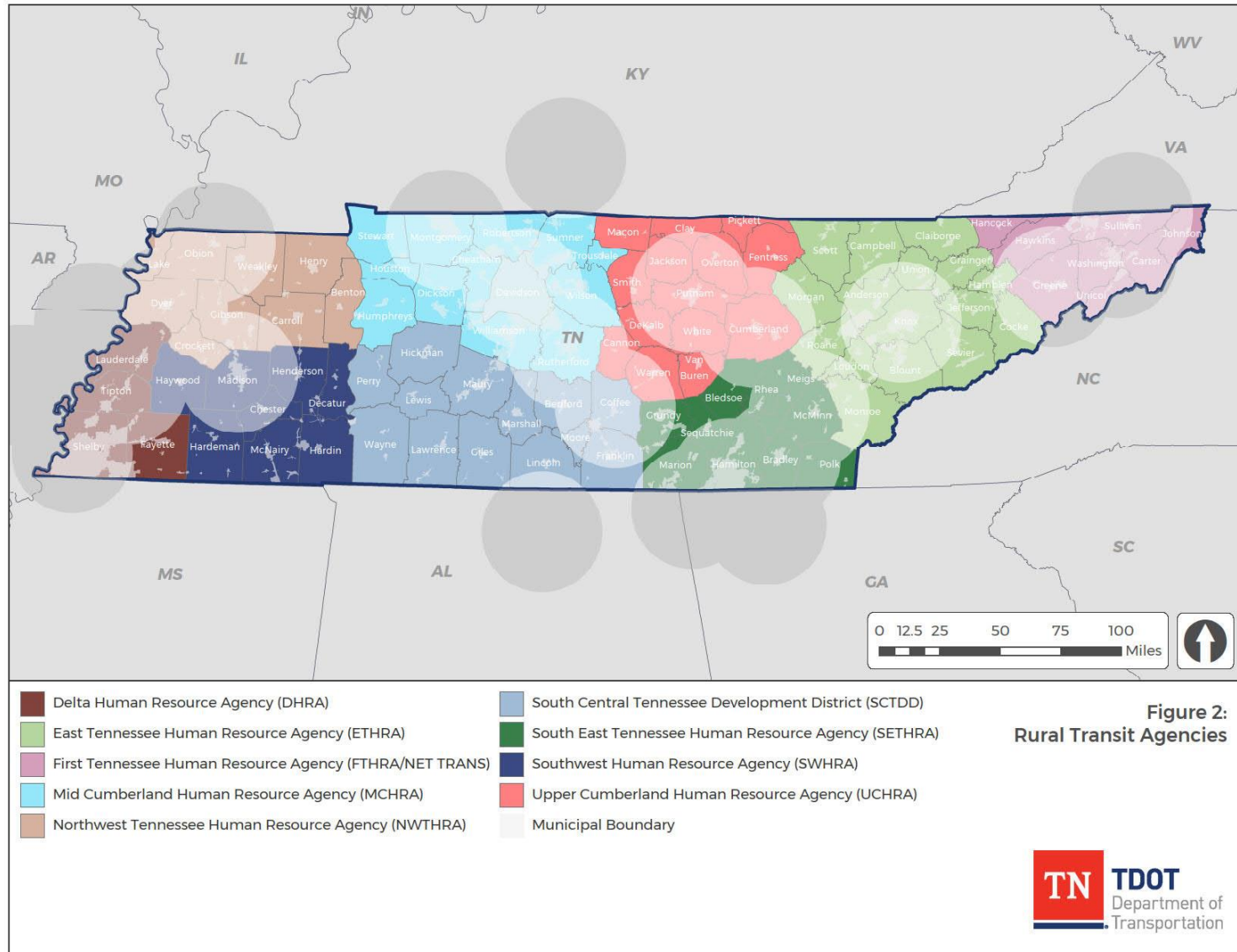


TABLE 2. RURAL TRANSIT PROVIDER TRIP DENIAL LOGS (FY 2020)

Agency	Active Fleet	Peak Fleet Requirement (VOMS*)	Trips Provided	Trips Denied	Most Frequent Denial Reason
DHRA	54	38	61,000	1,002	lack of capacity
ETHRA	145	84	285,197	24	no availability
FTHRA	102	77	162,782	1,645	lack of capacity
GMTS	26	12	738,219	0	N/A
MCHRA	126	101	236,632	233	lack of capacity
NWTHRA	98	60	189,219	627	lack of capacity
PFFTT	46	38	3,203,634	0	N/A
SCTDD	186	100	234,623	72	Driver out sick
SETHRA	120	100	126,588	281	lack of capacity (drivers)
SWHRA	72	60	116,869	0	N/A
UCHRA	110	85	263,060	0	N/A
Total	1,085	755	5,617,823	3,884	

*Vehicles Operated in Maximum Service

Based on the trip denial logs provided to TDOT from rural transit providers for the last year, rural transit statewide only denied less than 0.23 percent of trips when excluding Pigeon Forge and Gatlinburg fixed route ridership. Also, based on statewide rural transit fleet utilization, the spare ratio of about 44 percent is significantly higher than the FTA recommended 20 percent spare ratio². Four rural transit providers indicated that they had zero denied trips over the past year.

Throughout the state, the most frequent trip denial reason was lack of capacity to respond adequately to all service requests either due to scheduling or driver availability. This indicates a need among rural transit providers to hire and retain vehicle operators as well as to upgrade their scheduling systems and processes to be more efficient in daily scheduling and routing of operations.

4.4 Existing ICB Facilities

There are 18 intercity bus stops within Tennessee. Most facilities in the larger communities in Tennessee (i.e. Knoxville, Nashville, Johnson City, and Chattanooga) have an indoor station facility that has been built to accommodate only intercity bus. Memphis has a multimodal station which serves both intercity bus and local bus, allowing connections with multiple local bus routes. In multimodal stations, intercity bus and local bus riders often share the same waiting area. In both the multimodal and intercity bus-only stations, ticket agents are present for most of the day. The intercity bus stop in Cookeville is unique in that it is located at a station owned and operated by the Upper Cumberland Human Resource Agency (UCHRA). **Table 3** summarizes the intercity bus stop characteristics throughout the state.

²spare ratio = $\frac{\text{total number of revenue vehicles} - \text{number of vehicles required for maximum service}}{\text{number of vehicles required for maximum service}}$

TABLE 3. STATION LOCATIONS AND TYPES

City	Address	Stop Type	Hours	Ticket Sales Status
Athens	2609 Decatur Pike	Business	6:00 AM - 11:00 PM	Available
Bristol	827 Shelby St	Bus Station	Mon - Fri: 8:00 AM - 5:30 PM Sat: 8:00 AM - 3:30 PM	Available
Chattanooga	960 Airport Rd	Bus Station	6:45 AM - 7:45 AM 12:00 PM - 9:45 PM	Available
Clarksville	750 S Gateway Plaza Blvd	Park and Ride lot	24 Hours	No ticket sales
Cookeville	586 S Jefferson Ave	UCHRA Station	Mon - Fri: 8:00 AM - 4:30 PM	Available
Covington	217 Highway 51 N	Outside Business	24 Hours	No ticket sales
Crossville	34 Executive Dr	Outside Business	24 Hours	No ticket sales
Dyersburg	1890 Forrest St	Outside Business	24 Hours	No ticket sales
Greeneville	6736 W Andrew Johnson Hwy	Outside Business	24 Hours	No ticket sales
Jackson	1400 Highway 70 E	Business	24 Hours	Available
Johnson City	137 W Market St	Bus Station	7:30 AM - 3:30 PM 8:00 PM - 10:00 PM	Available
Knoxville	100 E Magnolia Ave	Bus Station	3:00 PM - 12:00 AM	Available
Manchester	617 Woodbury Hwy	Business	Sun - Thu: 8:00 AM - 10:30 PM Fri - Sat: 8:00AM - 12:00 PM	Available
Memphis	3033 Airways Blvd	Bus Station	24 Hours	Available
Memphis	3033 Airways Blvd	Multimodal Station	24 Hours	Available
Murfreesboro	500 Block W Main St	Outside Business	24 Hours	No ticket sales
Nashville	709 5th Ave S	Bus Station	24 Hours	Available
Union City	2031 W Reelfoot Ave	Outside Business	24 Hours	No ticket sales

Most of the intercity bus stops in smaller cities are located at commercial facilities such as gas stations or convenience stores. In some cases, such as in Athens, Jackson, and Manchester, there is an indoor waiting area and the cashier at the store doubles as a ticket agent. At some businesses, such as Covington, Crossville, Dyersburg, Greeneville, Murfreesboro, and Union City, ticket sales are not available on site. Although the bus stop at these locations is typically adjacent to a business, there is shelter and some sort of refreshment available during the business’s operating hours. In Clarksville, however, the intercity bus stop is at a park-and-ride lot with no shelter or amenities.

5 Identification of Unmet Need

5.1 Reasonable Access

The Bureau of Transportation Statistics and the Office of U.S. Secretary of Transportation have determined that any person who lives within 25 miles of an intercity bus stop is considered to have intercity bus access and is within the service area (see **Figure 3**). **Table 4** shows the communities currently served by intercity bus, the total population of those communities, communities that are adjacent but within the 25-mile service area, and the total population served in all communities within the 25-mile service

zone. Currently, 5,572,673 people living in Tennessee are within at least one intercity bus service area. Tennessee has a total population of 6,829,174; approximately 81.6 percent of the state's population is served by intercity bus. In addition, public transportation is available in all 95 of Tennessee's counties.

Tennessee's intercity buses typically runs along the major interstates, with the exception of a route that runs along US 51 in the western part of the state. The communities surrounding the stops vary in size, but most have populations larger than 10,000 residents.

The demographic groups that have a higher propensity to use intercity bus service are those living in poverty, seniors, people with disabilities, college students, and households with no access to a vehicle. The destinations that these groups are most likely to access via intercity bus include airports, medical facilities (especially regional and specialty hospitals), residential colleges and universities, military facilities, major employers, and correctional institutions. Additional tourism-centered destinations, such as national/state parks and amusement parks, stadiums and arenas, and convention centers, are places where intercity buses could provide service.

FIGURE 3. 2021 SERVICE AREAS

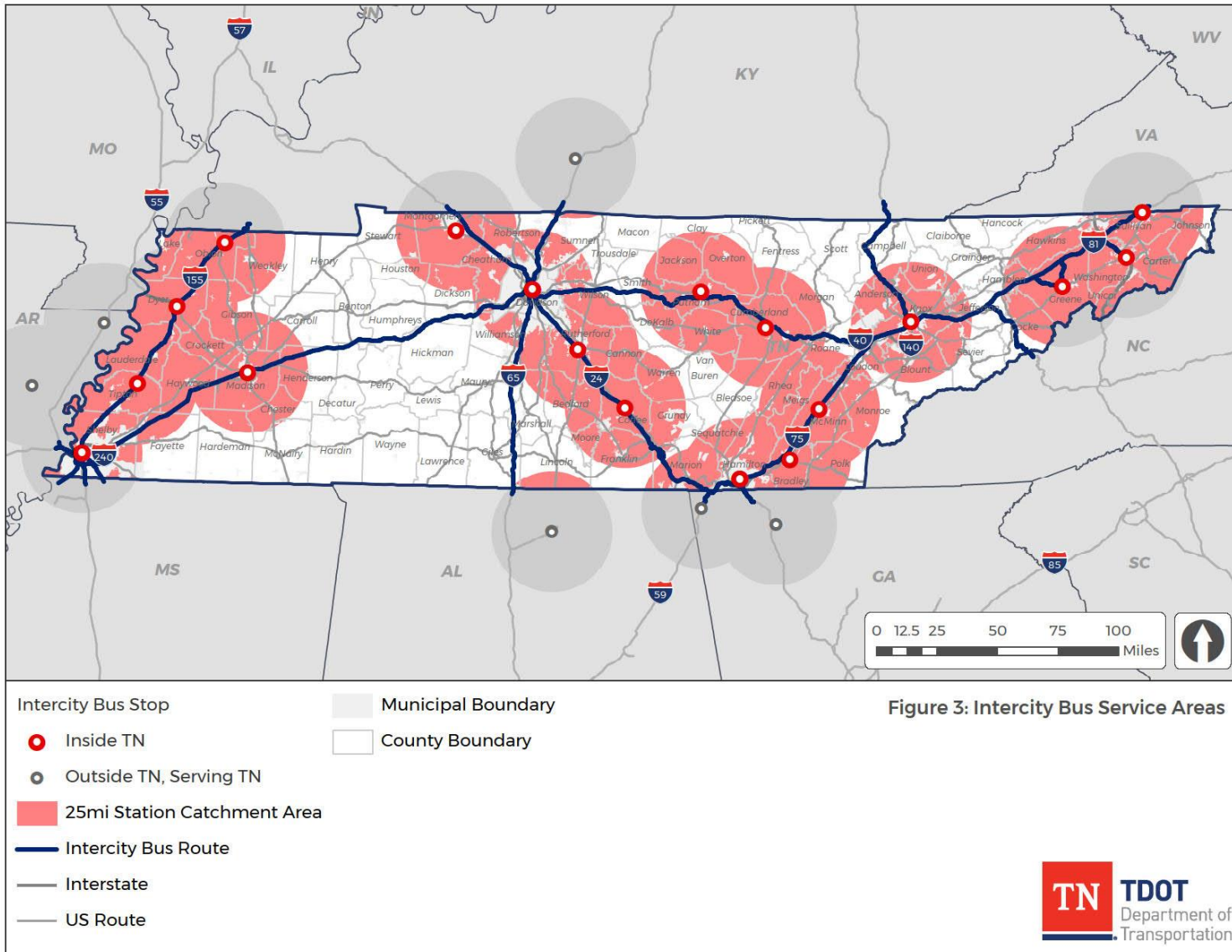


TABLE 4. INTERCITY BUS CORRIDOR POPULATION SERVED

Community	Operator	City Population (TN Only)	Other Municipalities within 25 Miles of Stop	TN Population within 25 Miles of Stop
Athens	Greyhound	13,851	Benton, Calhoun, Charleston, Cleveland, Dayton, Decatur, Englewood, Etowah, Graysville, Loudon, Madisonville, Niota, Philadelphia, Spring City, Sweetwater, Tellico Plains, Vonroe	232,999
Blytheville (AR)	Greyhound	--	Garland, Henning, Ripley	20,448
Bowling Green, (KY)	Greyhound	--	Mitchellville, Portland	4,937
Bristol	Greyhound	26,852	Bluff City, Elizabethton, Johnson City, Jonesborough, Kingsport, Mount Carmel, Mountain City, Unicoi, Watauga	323,906
Chattanooga	Greyhound	179,690	Cleveland, Collegedale, Dunlap, East Ridge, Jasper, Kimball, Lakesite, Lookout Mountain, New Hope, Powells Crossroads, Red Bank, Ridgeside, Signal Mountain, Soddy-Daisy, Walden, Whitwell	937,743
Clarksville	Greyhound	152,934	Adams, Ashland City, Cedar Hill, Charlotte, Coopertown, Cumberland City, Erin, Pleasant View, Slayden, Springfield, Vanleer	263,454
Cleveland	Greyhound	44,595	Athens, Benton, Calhoun, Charleston, Chattanooga, Collegedale, Dayton, Decatur, East Ridge, Etowah, Graysville, Lakesite, Red Bank, Ridgeside, Soddy-Daisy, Walden	445,715
Cookeville	Greyhound	33,454	Algood, Baxter, Carthage, Celina, Doyle, Gainesboro, Gordonsville, Livingston, Monterey, Pleasant Hill, Smithville, South Carthage, Sparta	164,079
Covington	Miller/Hoosier Rides	8,857	Arlington, Atoka, Bartlett, Braden, Brighton, Brownsville, Burlison, Covington, Gallaway, Garland, Gates, Gilt Edge, Halls, Henning, Lakeland, Mason, Millington, Munford, Oakland, Ripley, Somerville, Stanton	181,765
Crossville	Greyhound	11,545	Crab Orchard, Crossville, Harriman, Monterey, Pikeville, Pleasant Hill, Rockwood, Sparta, Spring City	122,591
Dalton (GA)	Greyhound	--	Chattanooga, Cleveland, Collegedale, East Ridge, Ridgeside	184,212
Dyersburg	Miller/Hoosier Rides	16,476	Alamo, Dyer, Friendship, Gates, Halls, Hornbeak, Kenton, Maury City, Newbern, Obion, Ridgely, Ripley, Rutherford, Samburg, Tiptonville, Trenton, Trimble, Troy, Yorkville	90,131
Greeneville	Greyhound	14,942	Baileyton, Bulls Gap, Church Hill, Erwin, Greeneville, Johnson City, Jonesborough, Kingsport, Morristown, Mosheim, Newport, Parrottsville, Rogersville, Surgoinsville, Tusculum, White Pine	205,176
Huntsville (AL)	Greyhound	--	Ardmore	15,834
Jackson	Greyhound	66,870	Alamo, Atwood, Bells, Brownsville, Finger, Gadsden, Gibson, Henderson, Humboldt, Jackson, Lexington, Maury City, Medina, Medon, Milan, Silerton, Three Way, Toone, Trenton	190,998
Johnson City	Greyhound	66,515	Bluff City, Bristol, Church Hill, Elizabethton, Erwin, Greeneville, Johnson City, Jonesborough, Kingsport, Mount Carmel, Tusculum, Unicoi, Watauga	395,537
Knoxville	Greyhound	186,173	Alcoa, Blaine, Clinton, Farragut, Friendsville, Greenback, Knoxville, Lenoir City, Loudon, Louisville, Luttrell, Maryville, Maynardville, New Market, Norris, Oak Ridge, Oliver Springs, Pigeon Forge, Plainview, Rockford, Rocky Top, Sevierville, Townsend	799,333
Manchester	Greyhound	10,721	Altamont, Beersheba Springs, Bell Buckle, Centertown, Coalmont, Cowan, Decherd, Estill Springs, Gruetli-Laager, Lynchburg, Manchester, McMinnville, Monteagle, Morrison, Murfreesboro, Normandy, Shelbyville, Tracy City, Tullahoma, Viola, Wartrace, Winchester, Woodbury	193,496
Marked Tree (AR)	Greyhound	--	(none)	1,865
Memphis	Delta Rides, Greyhound, Miller/Hoosier Rides	651,932	Arlington, Atoka, Bartlett, Collierville, Germantown, Lakeland, Memphis, Millington, Munford, Oakland, Piperton	10,550,852
Murfreesboro	Greyhound	136,366	Auburntown, Bell Buckle, Brentwood, Chapel Hill, Eagleville, Franklin, LaVergne, Lebanon, Mt. Juliet, Nashville, Nolensville, Shelbyville, Smyrna, Spring Hill, Thompson's Station, Wartrace, Watertown, Woodbury	715,528
Nashville	Greyhound	687,488	Ashland City, Belle Meade, Berry Hill, Brentwood, Coopertown, Crossplains, Fairview, Forest Hills, Franklin, Gallatin, Goodlettsville, Greenbrier, Hendersonville, Kingston Springs, LaVergne, Lebanon, Millersville, Mt. Juliet, Murfreesboro, Nolensville, Oak Hill, Pegram, Pleasant View, Ridgetop, Smyrna, Springfield, Thompson's Station, White Bluff, White House	9,133,417
Trenton (GA)	Greyhound	--	Chattanooga, East Ridge, Jasper, Kimball, Lookout Mountain, New Hope, Orme, Powells Crossroads, Red Bank, Ridgeside, Signal Mountain, South Pittsburg, Walden, Whitwell	2,557,823
Union City	Miller/Hoosier Rides	10,424	Dresden, Dyer, Greenfield, Hornbeak, Kenton, Martin, Newbern, Obion, Rives, Samburg, Sharon, South Fulton, Tiptonville, Trimble, Troy, Union City, Woodland Mills, Yorkville	72,303
Total population served (Tennessee)*				5,572,673

*Note: Total of each station area is greater than total listed, as some populations are within 25 miles of multiple stations.

**United States Census Bureau. Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2019. U.S. Census Bureau, Population Division. Web. May 2020. <http://www.census.gov/>.

5.2 Demographic Indicators

A variety of demographic factors influence demand for intercity bus service. Areas that have higher propensity for intercity bus ridership tend to be areas where there are higher levels of poverty, sizeable populations of seniors, people with disabilities, college students, and households with no access to a vehicle. American Community Survey (ACS) data from the U.S. Census Bureau were collected to identify the areas of the state with higher ridership propensity. The relevant census data was analyzed at the census tract level focusing on the percentage of these groups per census tract. **Figure 4** through **Figure 10** illustrate the prevalence of these demographic groups throughout Tennessee.

Communities with high numbers of residents living at or below the poverty threshold are evenly dispersed throughout the state with concentrations located in and around large urban areas, as shown in **Figure 4** and **Figure 5**. Other locations of note with high concentrations of poverty include Jackson, Dickson, Shelbyville, Cookeville, Clarksville, and Murfreesboro. Each of these communities contains to at least one census tract with more than 1,000 individuals in poverty. Of these, only Dickson is more than 25 miles from an intercity bus stop.

Populations with high concentrations of individuals living with disabilities are located throughout the state (see **Figure 6**). The following areas of Tennessee have more than 1,500 residents with a disability and are more than 25 miles from an intercity bus stop:

- Paris
- Lafayette
- Winfield/Oneida/Huntsville area
- Jefferson/Sevier/Cocke Counties
- Eastern Monroe County
- Southern Bledsoe County

Populations of individuals aged 18-24 (often referred to as college-aged populations) are dispersed throughout the state with concentrations located in and around Tennessee's primary large urban areas (see **Figure 7**). There are also high concentrations in Clarksville (home of 3 educational institutions, including Austin Peay State University), Spring Hill (home of Tennessee College of Applied Technology Pulaski - Northfield Instructional Service Center), Harrogate (home of Lincoln Memorial University). Of these, only Spring Hill and Harrogate are more than 25 miles from an intercity bus stop. Populations of individuals over the age of 65 are more evenly dispersed throughout the state, with concentrations around large urban areas, small urban areas, and also in rural areas (see **Figure 8**). Concentrations of over 1,000 individuals over the age of 65 that are not within 25 miles of an intercity bus stop are located in Spring Hill, the eastern portion of Sevierville, and rural portions of Loudoun County.

Intercity bus service coverage of populations without access to personal vehicles is extensive, and unmet need is minimal. However, there is a large population of individuals without access to a vehicle in the Fayetteville area just north of the service area of the Huntsville, AL, stop (see **Figure 9** and **Figure 10**).

FIGURE 4. POVERTY LEVEL BY CENSUS TRACT

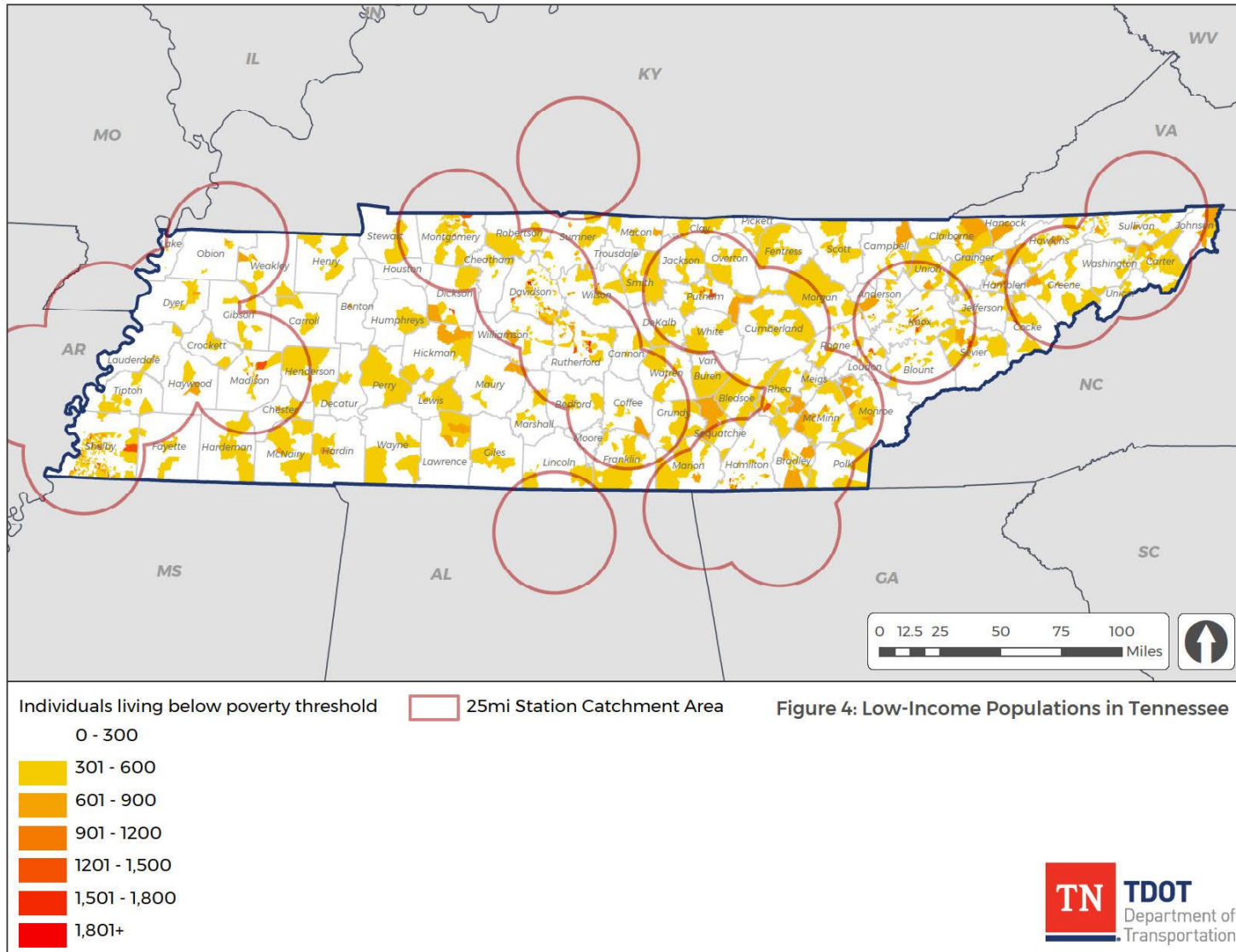


FIGURE 5. POVERTY LEVEL BY CENSUS TRACT: CITIES IN DETAIL

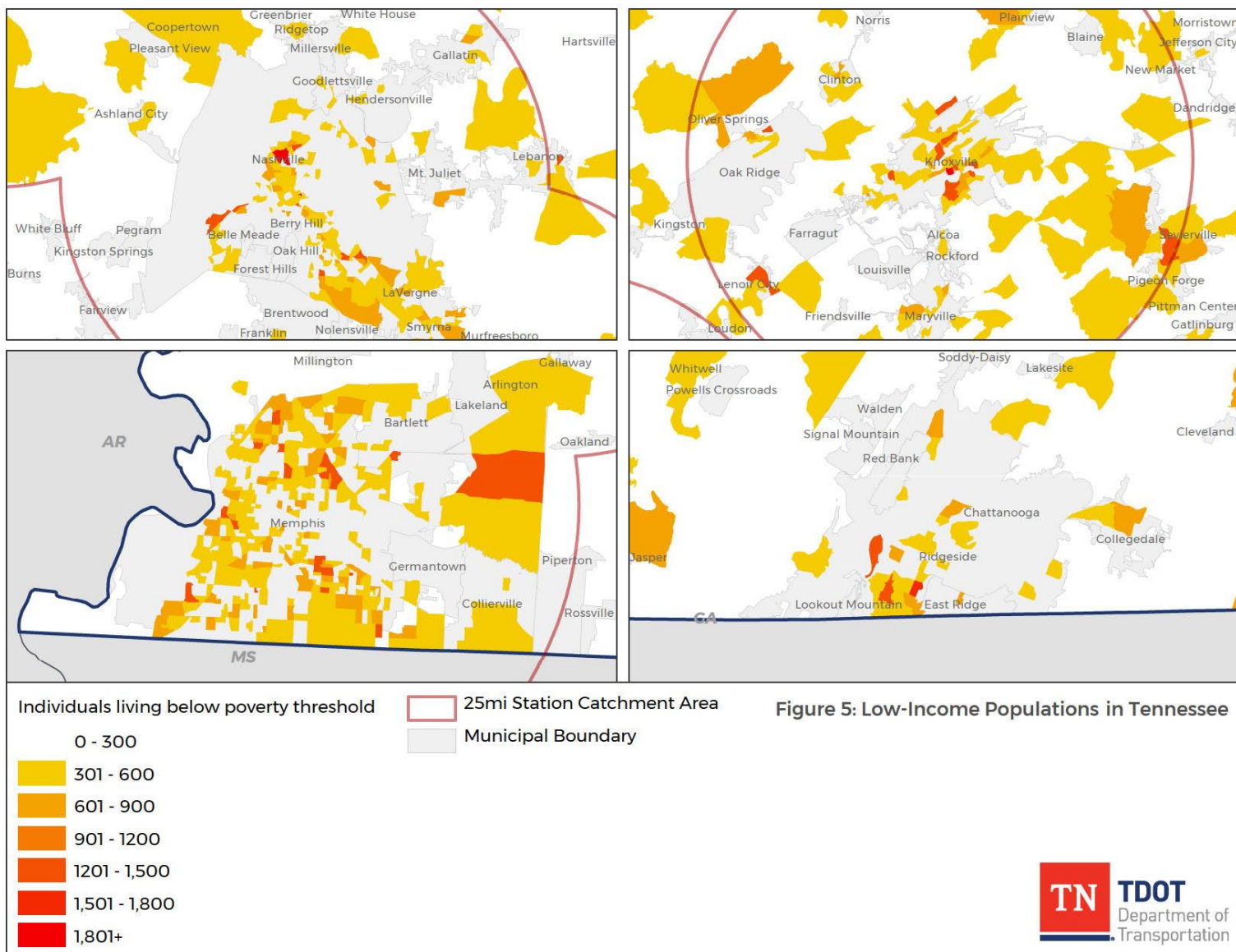


FIGURE 6. POPULATION WITH A DISABILITY BY CENSUS TRACT

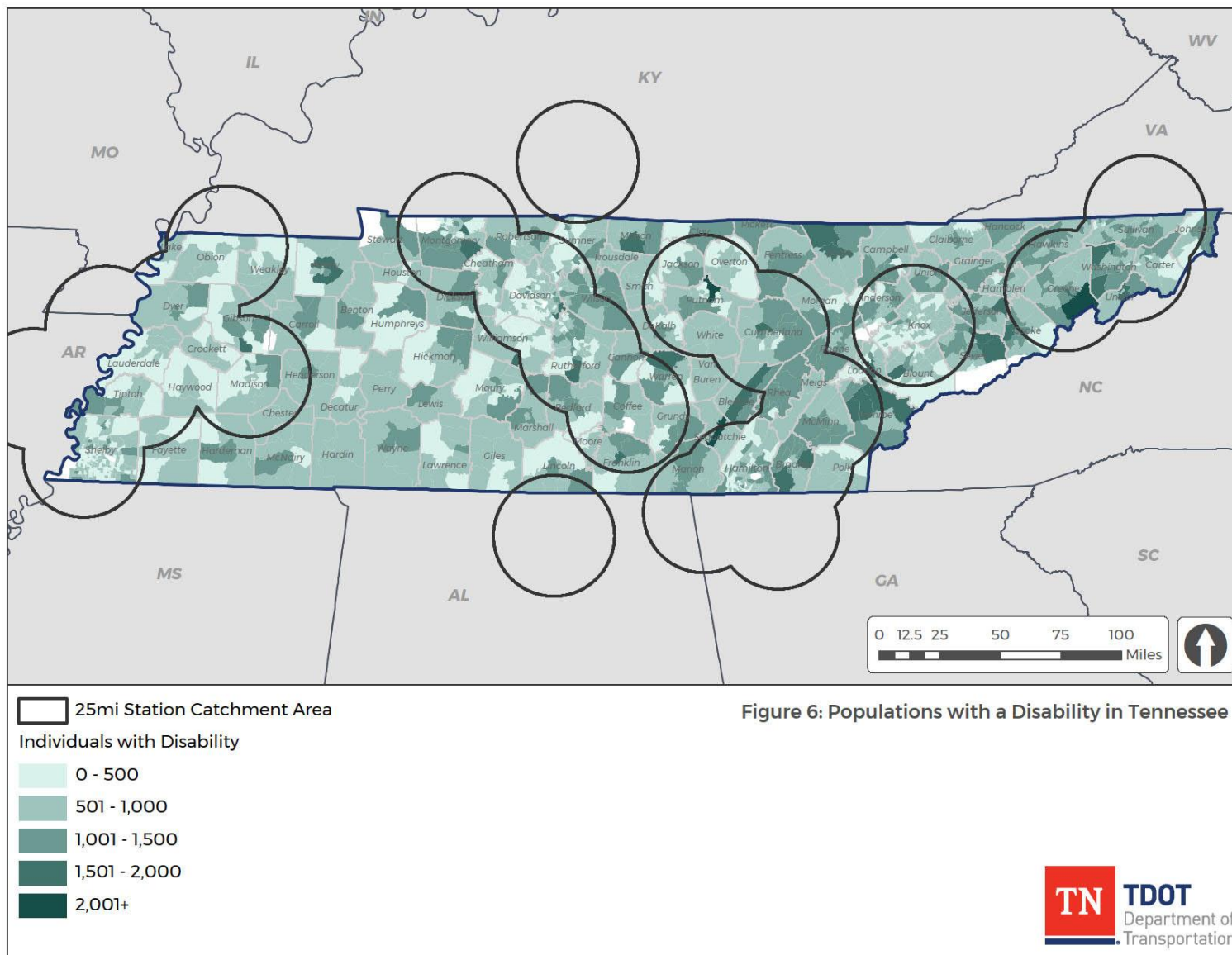


Figure 7. College Age Population by Census Tract

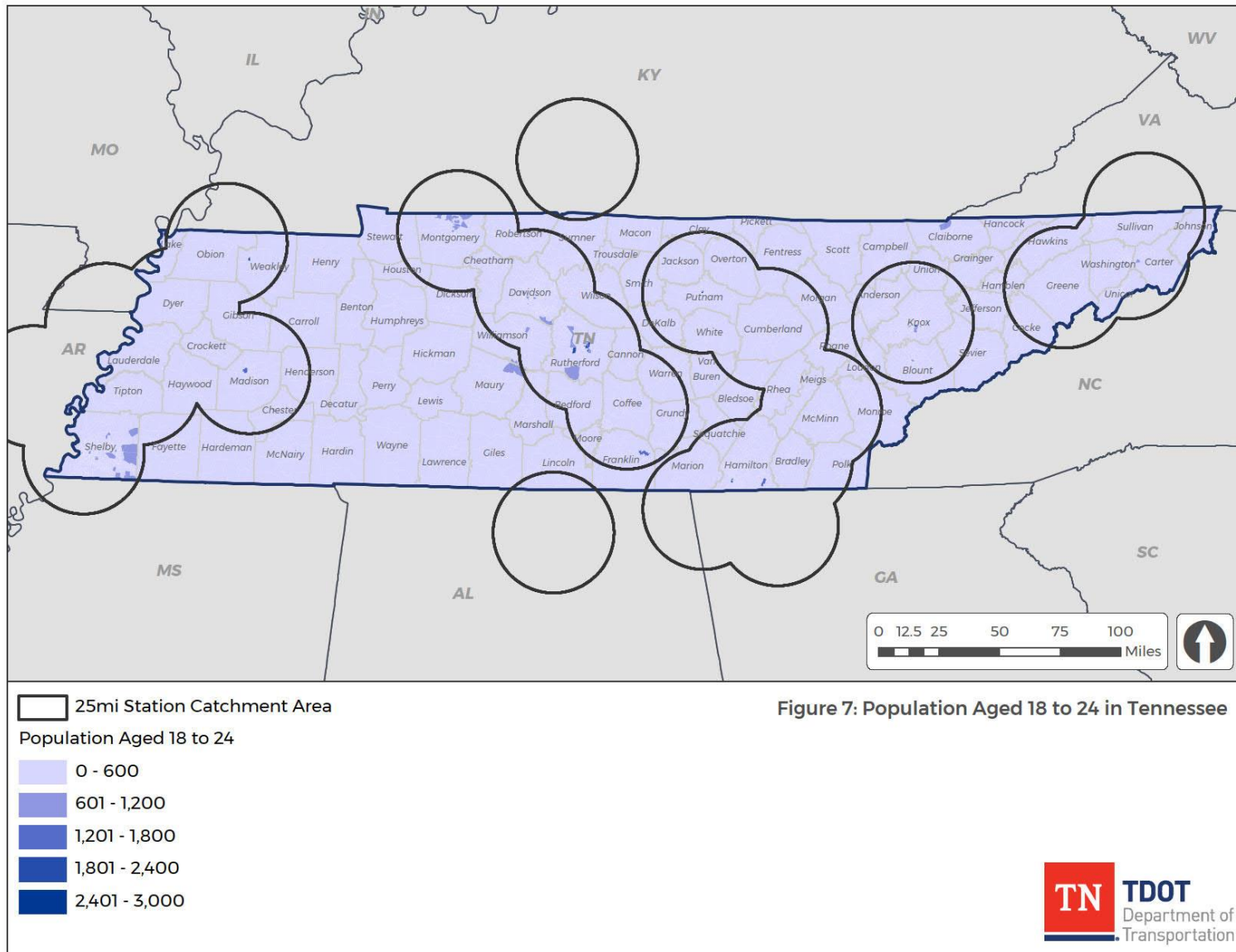


FIGURE 8. POPULATION AGE 65 AND OVER BY CENSUS TRACT

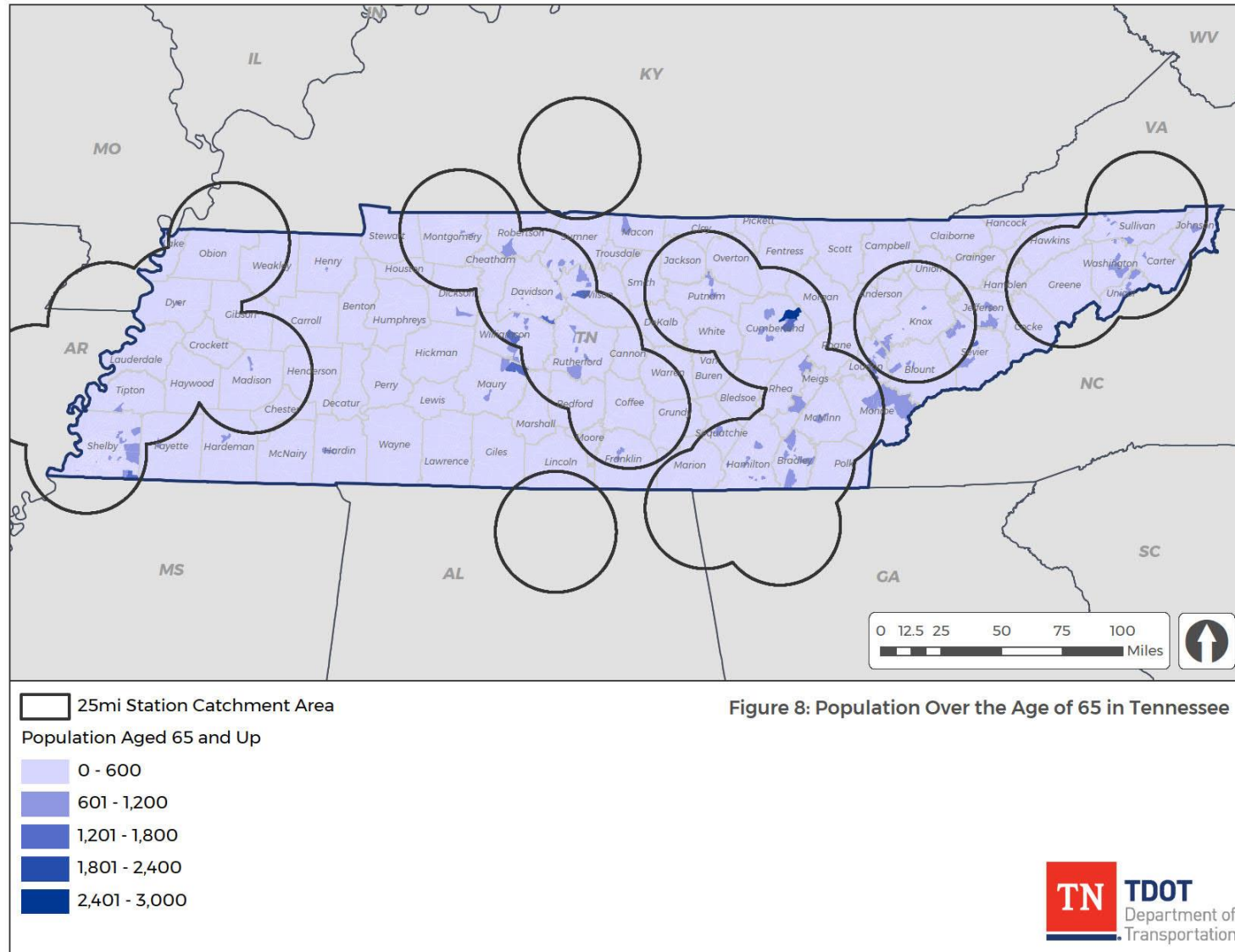


FIGURE 9. HOUSEHOLDS WITHOUT A VEHICLE BY CENSUS TRACT

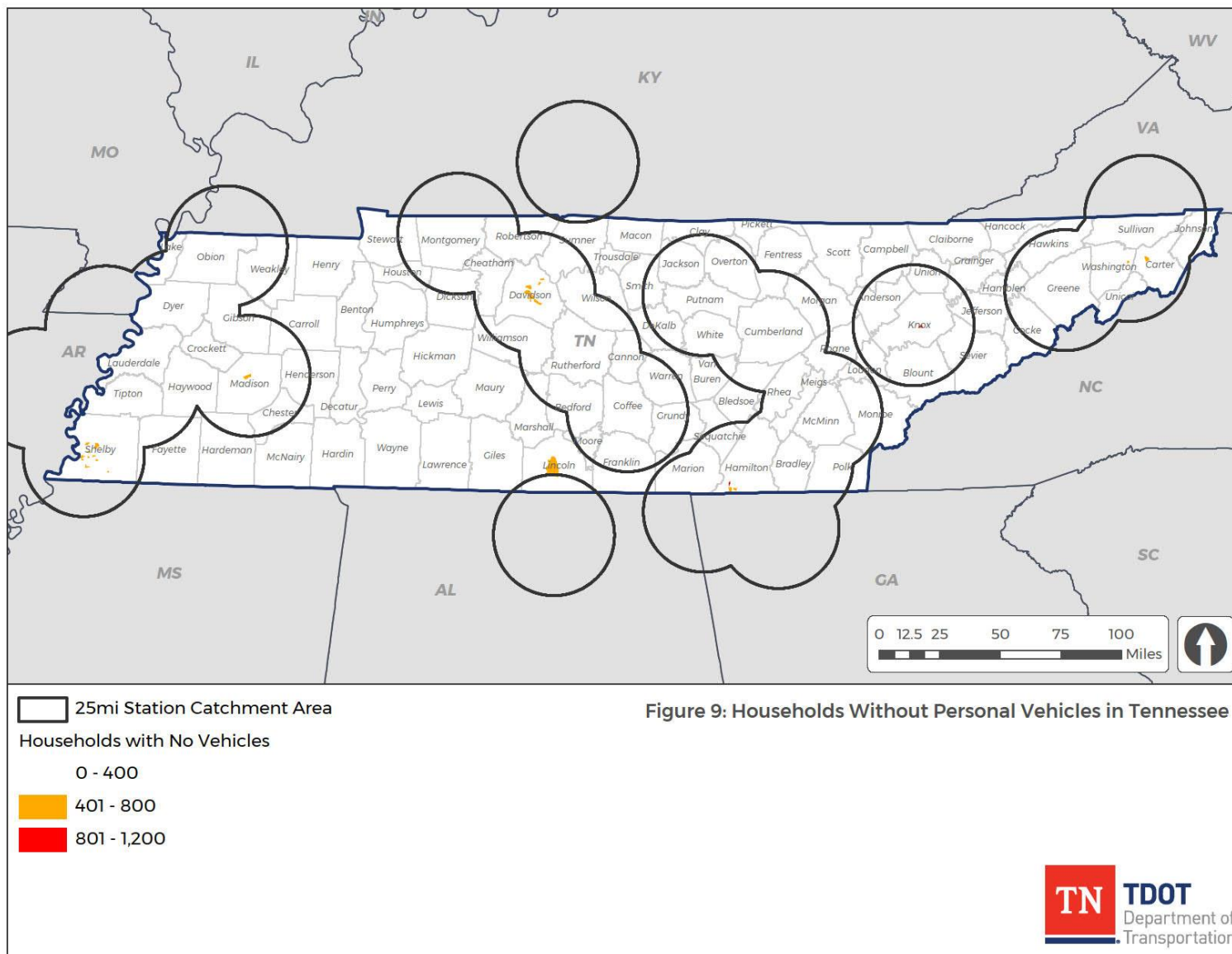
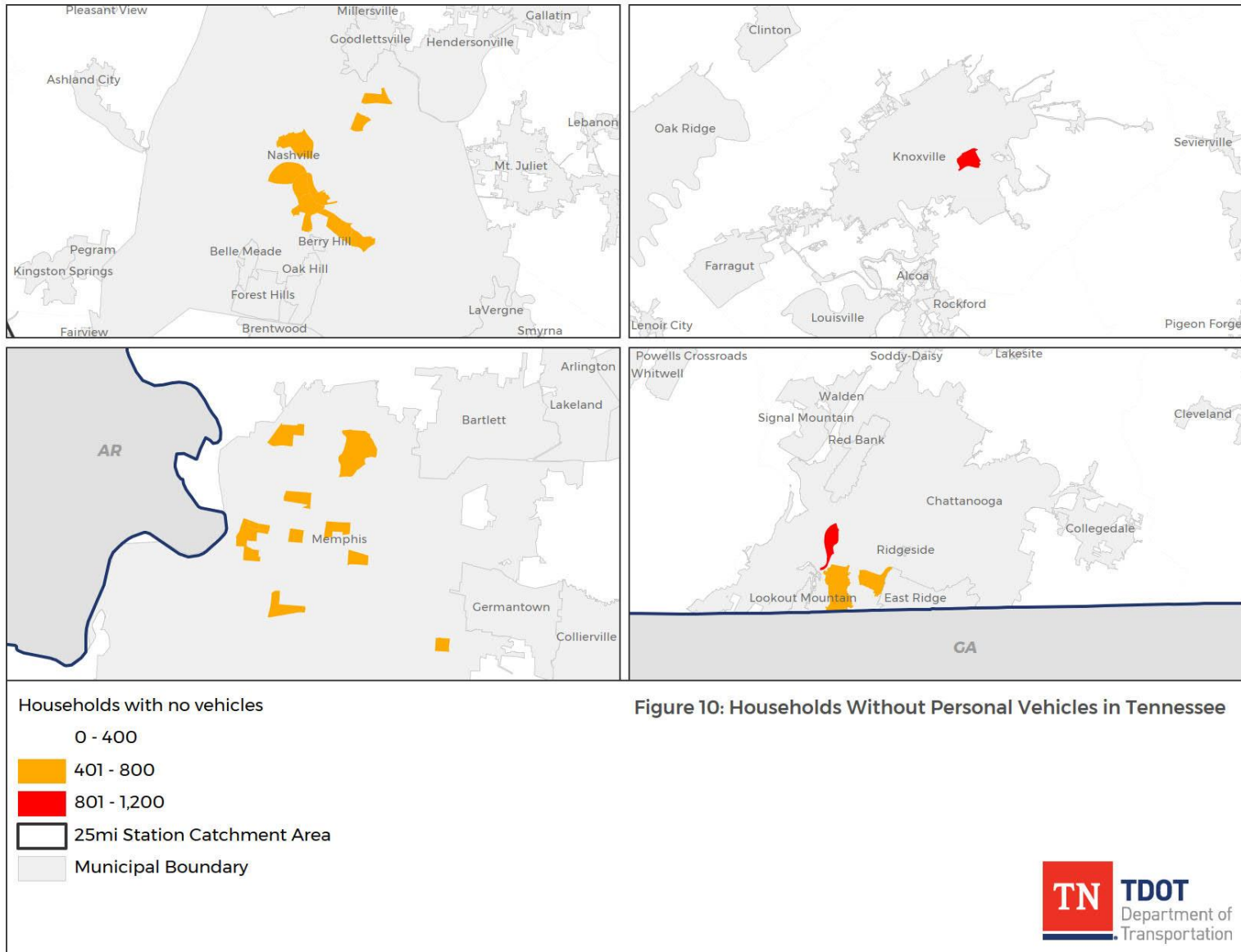


FIGURE 10. HOUSEHOLDS WITHOUT A VEHICLE BY CENSUS TRACT: CITIES IN DETAIL



5.3 Trip Generators for Intercity Bus

Airports, colleges and universities, correctional institutions, military bases, tourist attractions and hospitals generate intercity bus trips at different levels. Travelers may prefer to take ICB service to an airport rather than paying for daily parking, particularly for long trips. Colleges and universities generate trips during the beginning and end of school breaks and holidays and on the weekends. It is important for these students to have transit connections to a bus station or be within walking distance of a station. Correctional institutions generate trips from visitors (generally on weekends) and if inmates are provided with a bus ticket upon their release. Military facilities also generate intercity bus trips, since military personnel may not have access to a private vehicle while living on base. Some individuals and families have historically used intercity bus to go on vacation. Although this market is declining, service is still important for amusement parks and resort areas, if only for the seasonal workers who need to serve those tourists. Finally, some visitors to patients undergoing long term acute care at a district or specialized hospital may use intercity bus to travel to the hospitals; the ten largest Tennessee hospitals attract patients and visitors throughout the state. These types of riders will also need to use local transit to make the “last mile” connection to get to their destination. **Table 5** through **Table 11** show which of these trip generators are within the intercity bus service area.

TABLE 5. ICB SERVICE TO AIRPORTS

Airport	Community	Community Directly Served	Within 25 miles	Outside 25 miles	Fixed-Route Transit Connections Available
Chattanooga Metropolitan Airport	Chattanooga	X			X
McGhee Tyson Airport	Knoxville	X			
Memphis International Airport	Memphis	X			X
Nashville International Airport	Nashville	X			X
Tri-Cities Regional Airport	Blountville		X		

All of the major commercial airports within Tennessee are either in communities directly served by ICB or are within 25 miles of an intercity bus stop. Three of the five major commercial airports- Chattanooga Metropolitan, Memphis International, and Nashville International Airports- have direct connections to local transit.

TABLE 6. ICB SERVICE TO RESIDENTIAL HIGHER EDUCATIONAL INSTITUTIONS

College	Community	Enrollment ³	Community Directly Served	Within 25 miles	Outside 25 miles	Fixed-Route Transit Connections Available
American Baptist College	Nashville	123	X			X

³ Enrollment data self-reported on college’s websites

College	Community	Enrollment ³	Community Directly Served	Within 25 miles	Outside 25 miles	Fixed-Route Transit Connections Available
Aquinas College	Nashville	342	X			X
Austin Peay State University	Clarksville	10,954	X			X
Belmont University	Nashville	8,260	X			X
Bethel University	McKenzie	5,407			X	
Bryan College	Dayton	1,363		X		
Carson–Newman University	Jefferson City	2,725			X	
Christian Brothers University	Memphis	2,034	X			X
Crown College	Powell	357		X		
Cumberland University	Lebanon	2,550			X	X
East Tennessee State University	Johnson City	14,317	X			X
Fisk University	Nashville	780	X			X
Freed–Hardeman University	Henderson	2,037		X		
Johnson University	Seymour	1,088		X		
King University	Bristol	1,948	X			X
Lane College	Jackson	1,232	X			
Lee University	Cleveland	5,386	X			X
LeMoyne–Owen College	Memphis	885	X			X
Lincoln Memorial University	Harrogate	4,798			X	
Lipscomb University	Nashville	4,620	X			X
Martin Methodist College	Pulaski	910			X	
Maryville College	Maryville	1,146		X		
Meharry Medical College	Nashville	831	X			X
Memphis Theological Seminary	Memphis	29	X			X
Mid-America Baptist Theological Seminary	Cordova	51		X		
Middle Tennessee State University	Murfreesboro	21,631	X			X
Milligan College	Johnson City	1,208	X			

College	Community	Enrollment ³	Community Directly Served	Within 25 miles	Outside 25 miles	Fixed-Route Transit Connections Available
Nossi College of Art	Madison	300		X		
Oxford Graduate School	Dayton	79		X		
Rhodes College	Memphis	2,036	X			X
Sewanee: The University of the South	Sewanee	1,785		X		
Southern Adventist University	Collegedale	2,405		X		
Tennessee State University	Nashville	7,774	X			X
Tennessee Tech University	Cookeville	10,186				X
Trevecca Nazarene University	Nashville	3,927	X			X
Tusculum College	Tusculum	1,735		X		
Union University	Jackson	3,247	X			X
University of Memphis	Memphis	21,458	X			X
University of Tennessee	Knoxville	28,894	X			X
University of Tennessee	Chattanooga	11,638	X			X
University of Tennessee	Martin	7,048		X		
University of Tennessee (Health Science Center)	Memphis	2,851	X			X
University of Tennessee (Space Institute)	Tullahoma	100		X		
Vanderbilt University	Nashville	12,824	X			X
Welch College	Gallatin	431		X		

Of the 215,730 students at Tennessee’s residential Colleges and Universities, 166,501 are in communities directly served by intercity bus, and another 19,925 are within 25 miles of intercity bus service. This represents 86.6 percent of students, and 13.4 percent of students at Tennessee’s residential Colleges and Universities are outside of 25 miles from intercity bus service. 25 schools have direct connections to fixed-route transit. This represents 83 percent of students at Tennessee’s residential Colleges and Universities.

TABLE 7. ICB SERVICE TO CORRECTIONAL INSTITUTIONS

Correctional Facility	Community	Inmates ⁴	Community Directly Served	Within 25 miles	Outside 25 miles	Fixed-Route Transit Connections Available
Bledsoe County Correctional Complex	Pikeville	2,232		X		
Hardeman County Correctional Facility	Whiteville	1,813			X	
Debra Johnson Rehabilitation Center	Nashville	667	X			
DeBerry Special Needs Facility	Nashville	572	X			
Mark H. Luttrell Transition Center	Memphis	139	X			
Morgan County Correctional Complex	Wartburg	1,998			X	X
Northeast Correctional Complex	Mountain City	1,541		X		
Northwest Correctional Complex	Tiptonville	1,596		X		
Riverbend Maximum Security Institution	Nashville	739	X			
South Central Correctional Facility	Clifton	1,559			X	
Trousdale Turner Correctional Center	Hartsville	2,229			X	
Turney Center Industrial Complex	Only	1,359			X	
West Tennessee State Penitentiary	Henning	1,732		X		
Whiteville Correctional Facility	Whiteville	1,511			X	

Of the 19,687 incarcerated individuals in Tennessee, 2,117 are in communities directly served by intercity bus, and another 7,101 are within 25 miles of intercity bus service. This represents 46.8 percent of incarcerated individuals, and 53.2 percent of incarcerated individuals are outside of 25 miles from intercity bus service. Local transit connections to those facilities are lacking—only the Memphis facilities have a local transit stop within a quarter mile. Since correctional facilities are generally located in remote rural areas, access to these facilities in Tennessee by intercity bus is the most challenging; however, in most cases rural transit providers are available for transportation.

⁴ <https://www.tn.gov/content/dam/tn/correction/documents/BedApril2021.pdf>

TABLE 8. ICB SERVICE TO MILITARY FACILITIES

Military Facility	Community	Community Directly Served	Within 25 miles	Outside 25 miles	Fixed-Route Transit Connections Available
Arnold Air Force Base	Tullahoma		X		
Fort Campbell	Clarksville	X			
McGhee-Tyson Air National Guard Base	Alcoa		X		
Memphis Air National Guard Base	Memphis	X			X
Naval Support Activity Mid-South	Millington		X		
Chattanooga Army National Guard Armory	Chattanooga	X			X
Knoxville Army National Guard Armory	Knoxville	X			X
Jackson Army National Guard	Jackson	X			X
Athens Army National Guard	Athens	X			
Berry Field Air National Guard Base	Nashville	X			
Smyrna Air National Guard Base	Smyrna		X		

Unlike the correctional facilities, almost all of the military facilities in Tennessee are located in or near urban areas. All have access to intercity bus service, but just some of the National Guard Bases have local transit access.

TABLE 9. ICB SERVICE TO TOURIST DESTINATIONS

Attraction	Community	Community Directly Served	Within 25 miles	Outside 25 miles	Fixed-Route Transit Connections Available
AMUSEMENT AND WATER PARKS					
Amazing Mirror Maze	Gatlinburg			X	X
Big Top Arcade	Pigeon Forge		X		X
Dollywood	Pigeon Forge		X		X
Dollywood's Splash Country Water Adventure Park	Pigeon Forge		X		X
Fun Stop	Pigeon Forge		X		X
Gatlinburg Mountain Coaster	Gatlinburg			X	X
Kingsport Carousel & Park	Kingsport		X		X
MagiQuest	Pigeon Forge		X		X
NASCAR SpeedPark Smoky Mountains	Sevierville		X		X
Nashville Shores Lakeside Resort	Hermitage		X		
Next to Heaven Adventure	Townsend		X		
Ober Gatlinburg Amusement Park & Ski Area	Gatlinburg			X	X
Outdoor Gravity Park	Pigeon Forge		X		X
Ripley's Haunted Adventure	Gatlinburg			X	X

Attraction	Community	Community Directly Served	Within 25 miles	Outside 25 miles	Fixed-Route Transit Connections Available
River Rage	Townsend		X		
Rockin' Raceway Arcade	Pigeon Forge		X		X
Rowdy Bear Mountain Coaster	Gatlinburg			X	X
Smoky Mountain Alpine Coaster	Pigeon Forge		X		X
Smoky Mountain River Rat	Townsend		X		
Goats on the Roof	Pigeon Forge		X		X
The Island in Pigeon Forge	Pigeon Forge		X		X
Tomb Egyptian Adventure	Pigeon Forge		X		X
Wave Country	Nashville	X			X
Wetlands Water Park	Jonesborough		X		
Wild Bear Falls Waterpark	Gatlinburg			X	X
Wild Water Dome	Sevierville		X		X
Wilderness at the Smokies River Lodge	Sevierville		X		X
STATE AND NATIONAL PARKS					
Cedars of Lebanon	Lebanon		X		
Cove Lake	Caryville			X	
Cumberland Mountain	Crossville	X			
Fall Creek Falls	Spencer			X	
Great Smoky Mountain	Gatlinburg			X	X
Henry Horton	Chapel Hill		X		
Montgomery Bell	Burns			X	
Natchez Trace	Wildersville			X	
Paris Landing	Buchanan			X	
Pickwick Landing	Counce			X	
Reelfoot Lake	Tiptonville		X		
Roan Mountain	Roan Mountain		X		
Rock Island	Rock Island			X	
Tim Ford	Winchester		X		
Warriors' Path	Kingsport		X		
STADIUMS/ARENAS					
Neyland Stadium	Knoxville	X			X
Bristol Motor Speedway	Bristol	X			
Nissan Stadium	Nashville	X			X
Liberty Bowl	Memphis	X			X
Nashville Superspeedway	Lebanon		X		
Vanderbilt Stadium	Nashville	X			X
Memphis International Raceway	Millington		X		

Attraction	Community	Community Directly Served	Within 25 miles	Outside 25 miles	Fixed-Route Transit Connections Available
Floyd Stadium	Murfreesboro	X			X
Thompson-Boling Arena	Knoxville	X			X
CONVENTION CENTERS					
Gaylord Opryland Resort and Convention Center	Nashville	X			X
Knoxville Convention Center	Knoxville	X			X
Gatlinburg Convention Center	Gatlinburg			X	X
Sevierville Convention Center	Sevierville		X		X
Chattanooga Convention Center	Chattanooga	X			X
Evergreen Smoky Mountain Convention Center	Pigeon Forge		X		X
Nashville Expo Center	Nashville	X			X
Renasant Convention Center	Memphis	X			X
Mid-Tennessee Expo	Murfreesboro	X			X
Paris convention Center	Paris			X	

Sevier County, one of the most visited counties in the state due to its concentration of tourist destinations, does not have direct access to the intercity bus network. There is a robust trolley system linking Sevierville and Gatlinburg to most of tourist destinations (even allowing visitors to enter Great Smoky Mountain National Park without a car). However, apart from Gatlinburg, all communities in this area with a high number of tourist attractions are within 25 miles of the Knoxville stop.

State and National Parks, on the other hand, are rarely within 25 miles of an intercity bus stop, and just one state park (Cumberland Mountain) is adjacent to a community that is directly served by intercity bus. Although state parks do not necessarily constitute a traditional market for intercity bus riders, operating shuttles to and from an intercity bus stop to a park may help reduce vehicle congestion at these parks during the summer. This system has been successful at many of the most-visited National Parks in the US.

Many stadiums, arenas, and convention centers are within 25 miles of an intercity bus stop. Of those within an ICB service area, all have fixed-route transit connections. Given the potential for concert-goers, sports fans, and convention attendees to travel around the state to attend events, ICB may be an appealing mode of transportation to these destinations.

TABLE 10. ICB SERVICE TO MEDICAL FACILITIES

Hospital	Community	Beds ⁵	Community Directly Served	Within 25 Miles	Outside 25 Miles	Fixed-Route Transit Connections Available
Methodist Health Care-Memphis Hospital	Memphis	1,593	X			X
Saint Thomas West	Nashville	1,224	X			X
Vanderbilt	Nashville	1,175	X			X
Baptist Memorial Restorative	Memphis	927	X			X
Erlanger Baroness	Chattanooga	848	X			X
Jackson-Madison County General	Jackson	792	X			X
TriStar Centennial	Nashville	741	X			X
University of Tennessee	Knoxville	685	X			X
Tennova Healthcare- North Knoxville	Powell	628		X		
Regional One Healthcare	Memphis	625	X			X
Parkridge	Chattanooga	621	X			X
Johnson City	Johnson City	585	X			X
Fort Sanders Regional	Knoxville	517	X			X
Holston Valley Medical Center	Kingsport	505		X		X
St Francis	Memphis	497	X			X
Parkwest Medical Center	Knoxville	492	X			X
Memorial Healthcare System	Chattanooga	423	X			X
TriStar Skyline	Nashville	407	X			X
Kindred Hospital-Chattanooga	Chattanooga	79	X			X
Select Specialty Hospital-Memphis	Memphis	39	X			X
Select Specialty Hospital-Nashville	Nashville	70	X			X
Select Specialty Hospital-North Knoxville	Powell	68		X		X
Select Specialty Hospital-Tri-Cities	Bristol	35	X			

All but three of the twenty largest hospitals and long-term acute care hospitals in Tennessee are located in communities directly served by intercity bus. The remaining three hospitals are located within 25 miles of an intercity bus stop. Local transit connections are also available at most of the major medical centers.

⁵ <https://www.tn.gov/content/dam/tn/health/healthprofboards/hcf/Hospital-Full-Beds-Report.pdf>

TABLE 11. ICB SERVICE TO STATE'S LARGEST EMPLOYERS

Employer	Community	Employees⁶	Community Directly Served	Within 25 miles	Outside 25 miles	Fixed-Route Transit Connections Available
HCA Healthcare Inc	Nashville	35,000	X			X
FedEx Express World Hub	Memphis	30,000	X			X
Rosemont Inc	La Vergne	8,500		X		
Claiborne Medical Center	Tazewell	8,400			X	
Eastman Chemical Company	Kingsport	8,000		X		X
Erlanger Health System	Chattanooga	8,000	X			X
Ascension St Thomas Heart	Nashville	7,000	X			X
Nissan	Smyrna	6,000		X		X
Carlstar Group	Brentwood	5,000		X		X
Gulfstream Aircraft	Brentwood	5,000		X		
Medical Center at Knoxville	Knoxville	5,000	X			X
U.S. Department of Energy	Oak Ridge	5,000		X		
Oak Ridge National Lab	Oak Ridge	4,500		X		
Denso Manufacturing	Maryville	4,150		X		
B & W Technical Services	Oak Ridge	4,000		X		
General Motors Spring Hill Plant	Spring Hill	3,800			X	
VA TN Valley Medical Center	Nashville	3,553	X			
International Paper Co	Memphis	3,500	X			
Blue Cross & Blue Shield of TN	Chattanooga	3,001	X			X
Amazon Fulfillment Center	Chattanooga	3,000	X			X
Blount Memorial Hospital Same Day	Maryville	3,000		X		
Church of God East Central Region	Cleveland	3,000	X			
Community Health Services	Brentwood	3,000		X		
James H Quillen VA Hospital	Johnson City	3,000	X			X
Plaza Clinical Laboratory	Chattanooga	3,000	X			X
St Jude Children's Research Hospital	Memphis	3,000	X			X
Unum Group	Chattanooga	3,000	X			X
USPS	Memphis	2,784	X			X
Thompson Cancer Survival Center	Knoxville	2,700	X			X
King Pharmaceuticals	Bristol	2,649	X			

⁶ <https://www.careerinfonet.org/oview6.asp?soccode=&stfips=47&from=State&id=&nodeid=12>

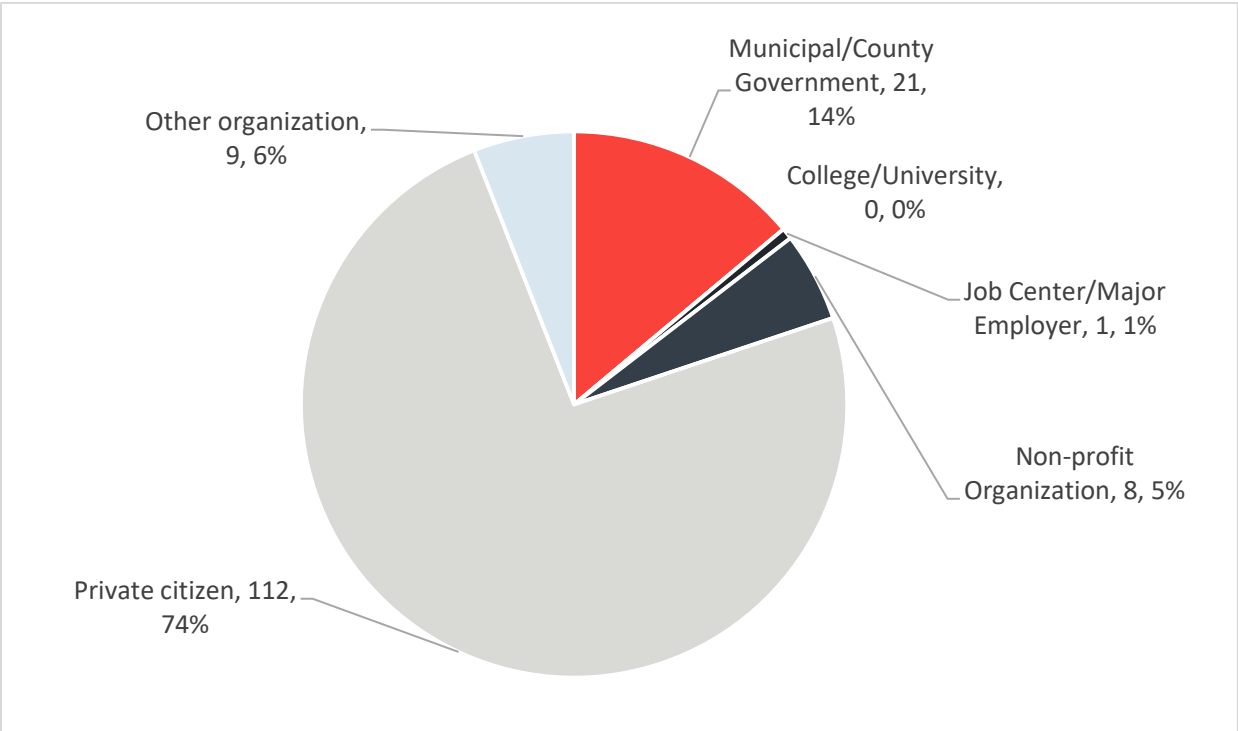
Employer	Community	Employees ⁶	Community Directly Served	Within 25 miles	Outside 25 miles	Fixed-Route Transit Connections Available
Community Health Systems	Franklin	2,500		X		X
Electrolux Home Products	Springfield	2,500		X		
Nissan Powertrain Assembly	Decherd	2,500		X		
Arconic	Alcoa	2,400		X		
La-Z Boy Manufacturer	Dayton	2,400		X		
Memphis VA Medical Center	Memphis	2,299	X			X
Le Bonheur Children's Hospital	Memphis	2,200	X			X

Of the 206,336 employees who work at Tennessee's largest employers, 125,686 are in communities directly served by intercity bus, and another 68,450 are within 25 miles of intercity bus service. This represents 94.1 percent of employees, and 5.9 percent of employees at Tennessee's largest employers are outside of 25 miles from intercity bus service.

5.4 Survey of Tennessee Community Stakeholders

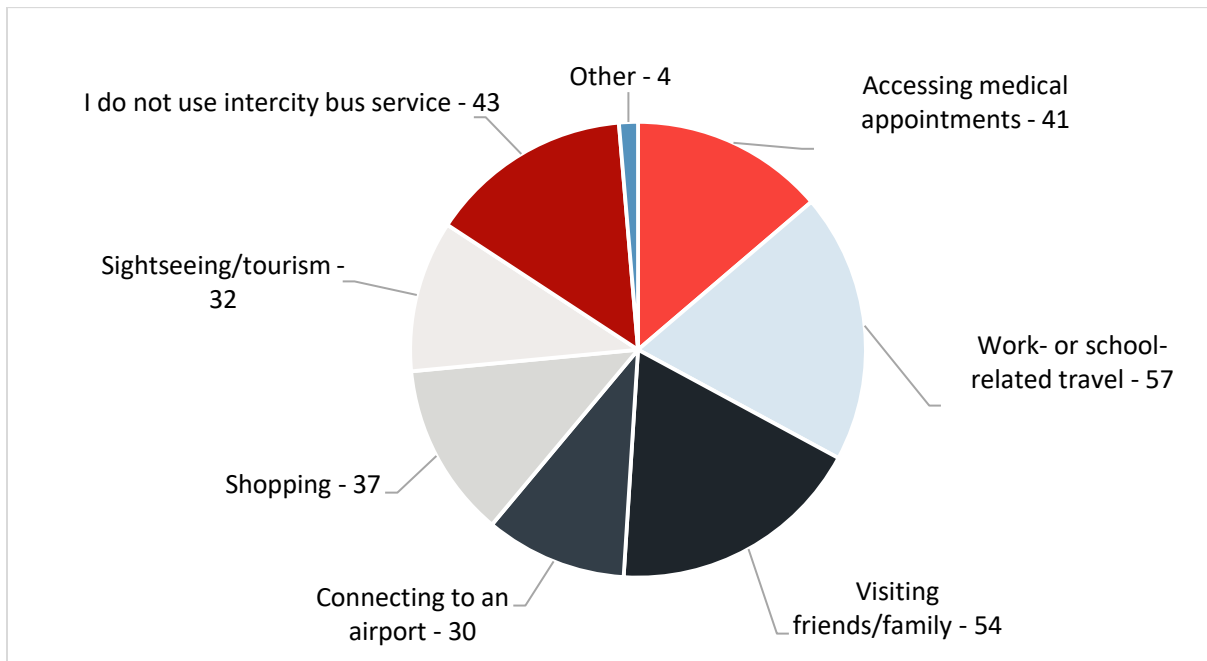
A survey was distributed to local governments, American Job Centers, military facilities, chambers of commerce, medical facilities, and correctional institutions, and recipients were asked to distribute the surveys to their constituents, clients, and/or employees who work most directly with individuals who may use Tennessee's intercity buses. After a two week survey period, 151 individuals completed the survey. See **Figure 11** for the breakdown of respondents.

FIGURE 11. SURVEY PARTICIPANTS



Respondents were in closest proximity to Nashville, Knoxville, and Murfreesboro with 43, 38, and 26 respondents respectively. After these top three locations, respondents were most likely to be near Memphis and Kingsport with 10 respondents each. Among respondents who use intercity bus services, reported travel purpose was spread among accessing medical appointments, work- or school-related travel, visiting friends/family, connecting to an airport, shopping, and sightseeing/tourism. See **Figure 12** for a breakdown of intercity bus travel purposes.

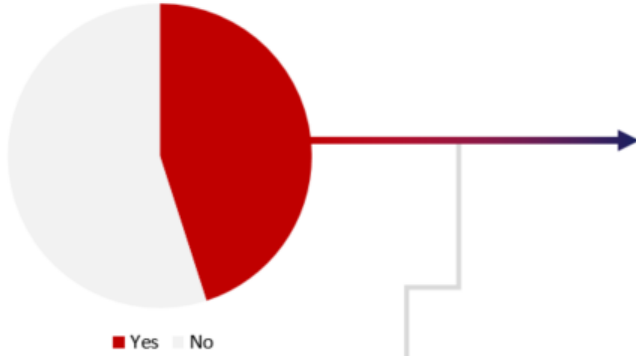
FIGURE 12. ICB TRAVEL PURPOSES



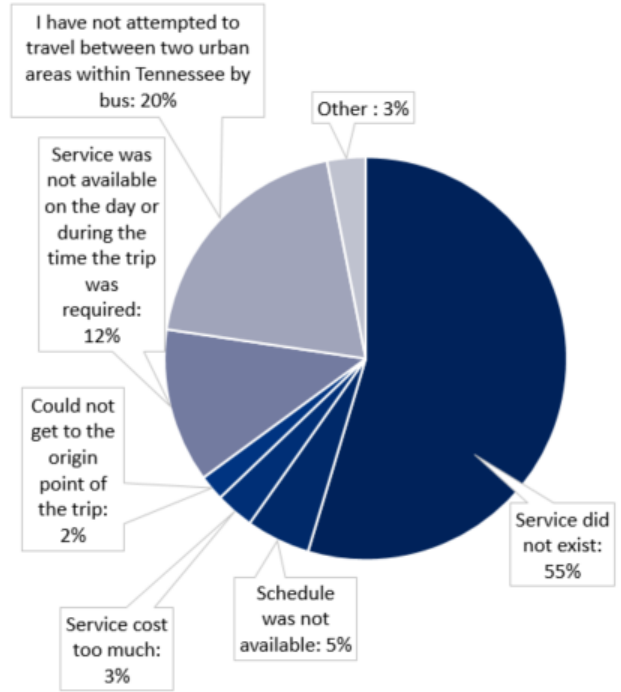
Participants were asked if they or their clients had attempted to travel between two urban areas within Tennessee by bus and were unable to do so. If they were unable to do so, respondents were asked why they were unable to complete the trip. **Figure 13** shows responses.

FIGURE 13. UNSUCCESSFUL ICB TRIPS

Have you (or your clients) attempted to travel between two urban areas within Tennessee by bus and been **unable** to do so?



Of “yes” respondents, 25% were **not** able to complete the trip using a different mode of transportation.



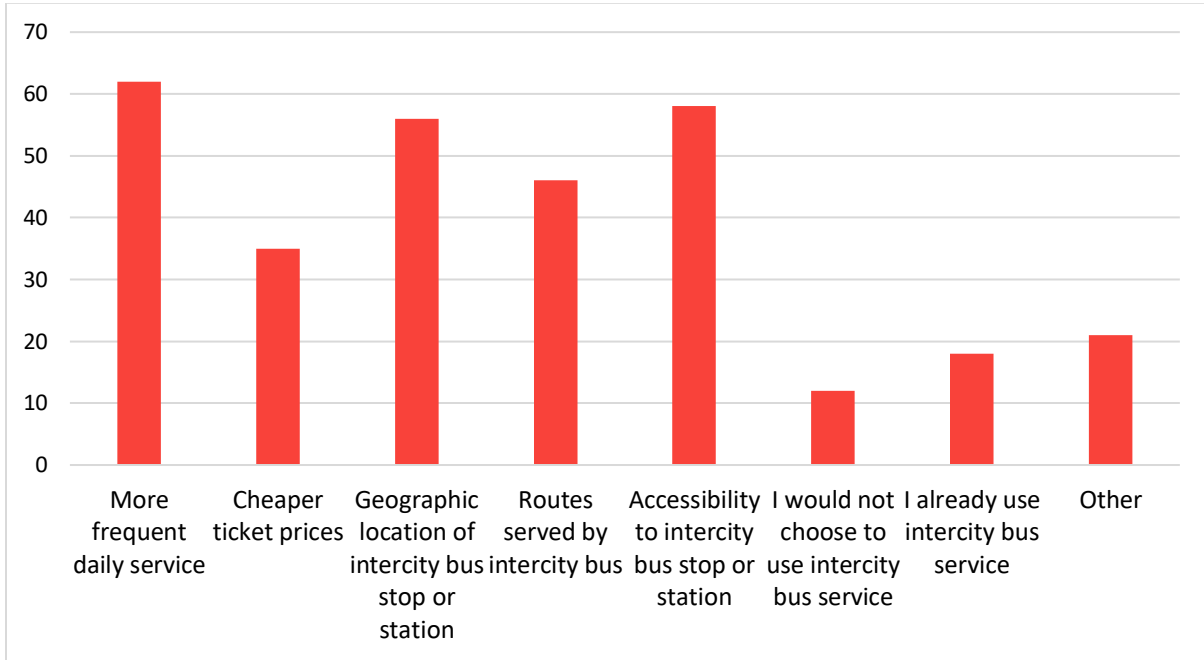
Among respondents who were unable to make the attempted trip by intercity bus, 45 respondents were able to complete the trip using a different mode of transportation, and 26 respondents were not able to complete the trip using a different mode of transportation.

Respondents were asked to select which factors would make intercity bus more appealing. The survey asked: “if your area is served by intercity buses, but you (or your clients) choose not to utilize the service, what would entice you (or your clients) to choose to use intercity buses as your (or your clients) mode of transportation from one urban area to another urban area?” **Figure 14** shows results.

“My clients need more assistance and their health will not allow the **wait times** for returns.”

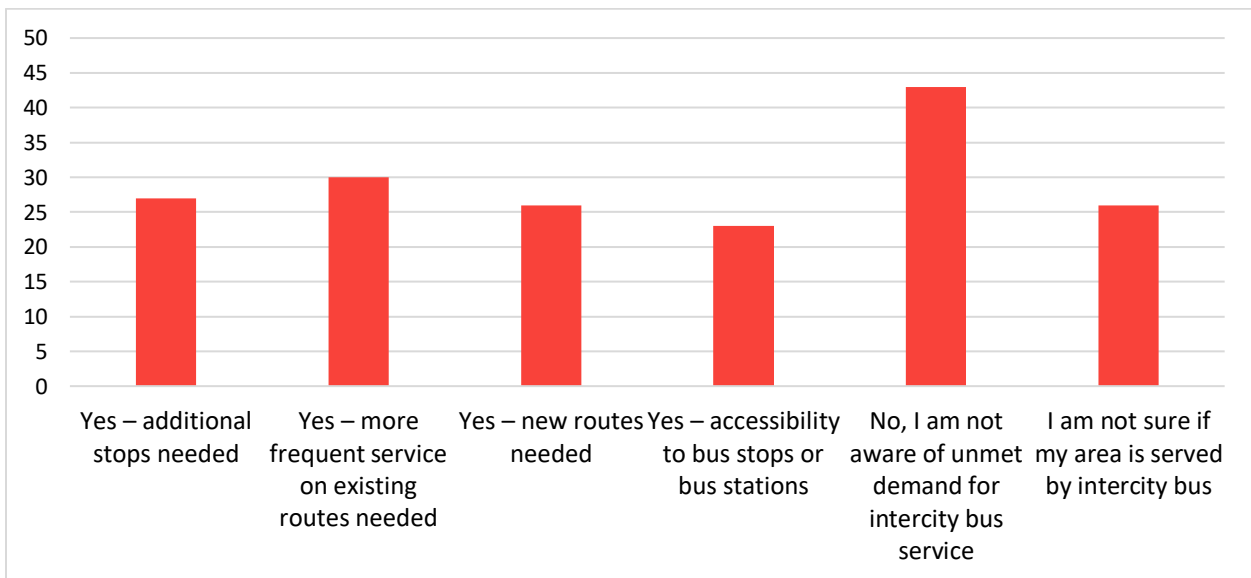
“**Safety** of bus and station.”

FIGURE 14. POSSIBLE ICB ENTICEMENTS



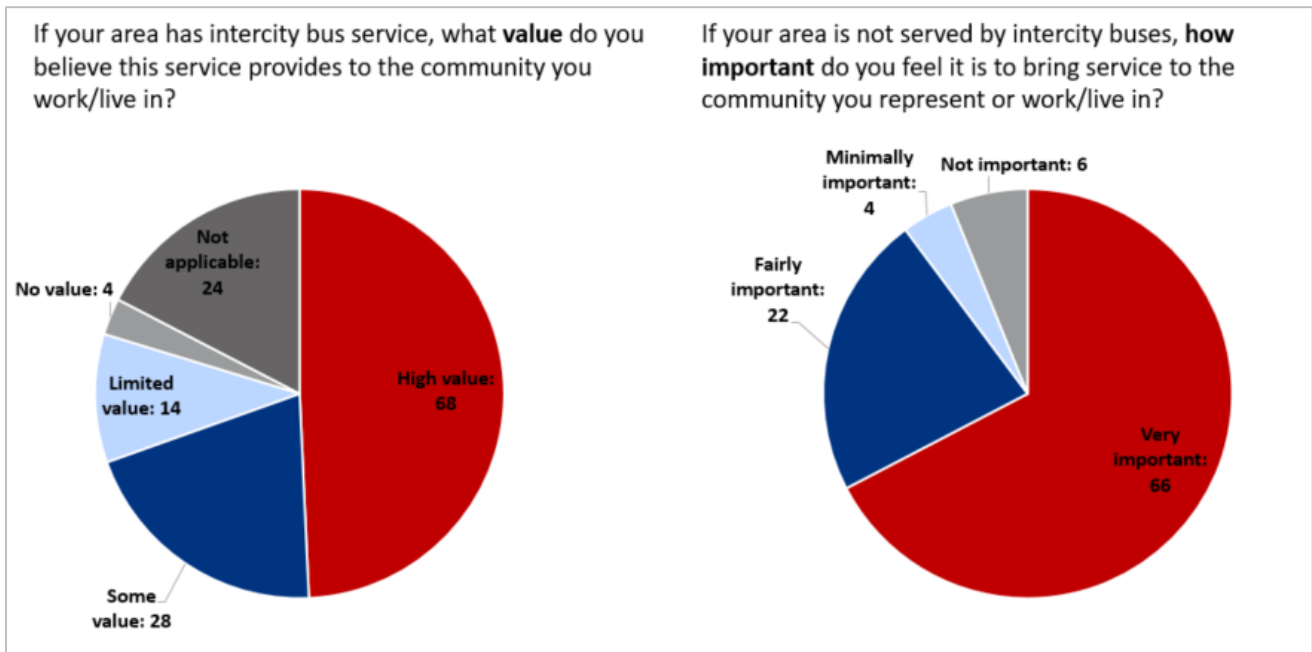
Respondents indicated if they were aware of unmet demand for intercity bus service. **Figure 15** shows results.

FIGURE 15. UNMET ICB DEMAND



Whether or not survey participants had access to intercity bus, responses indicated a high level of value and importance placed on service. **Figure 16** shows value placed on services when available and importance of new service in areas not currently served by ICB.

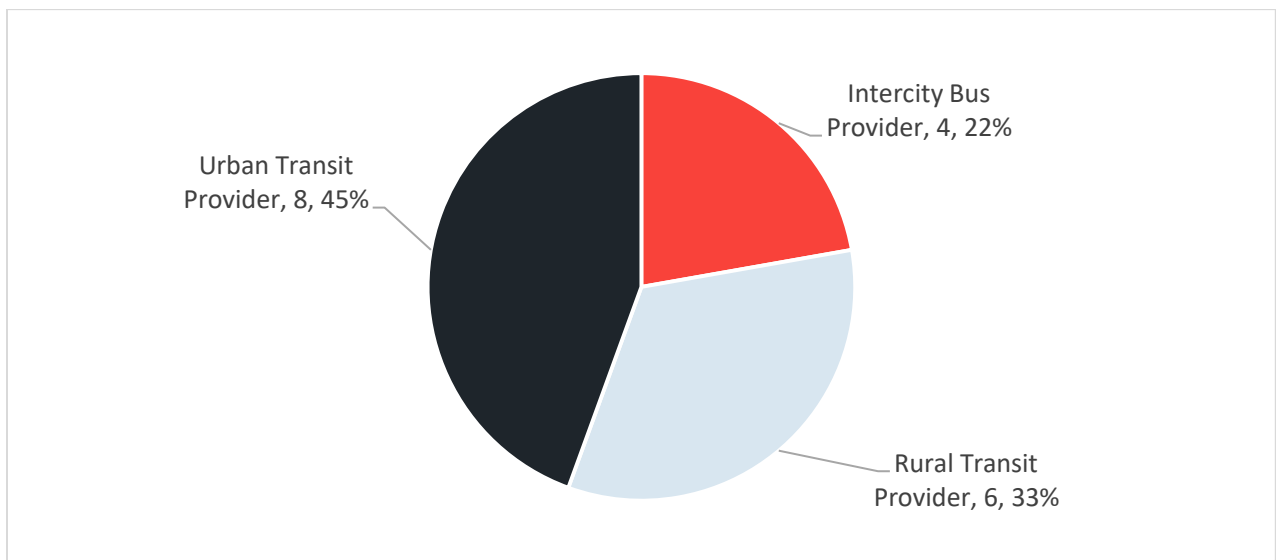
FIGURE 16. PERCEIVED VALUE OF INTERCITY BUS SERVICE



5.5 Survey of Tennessee Intercity Bus Operators and Rural Transit Agencies

A second survey was distributed to ICB providers, rural transit agencies, and urban transit agencies. After a two week response period, 18 transit providers responded. See **Figure 17** for a breakdown of respondents.

FIGURE 17. PROVIDER SURVEY PARTICIPANTS

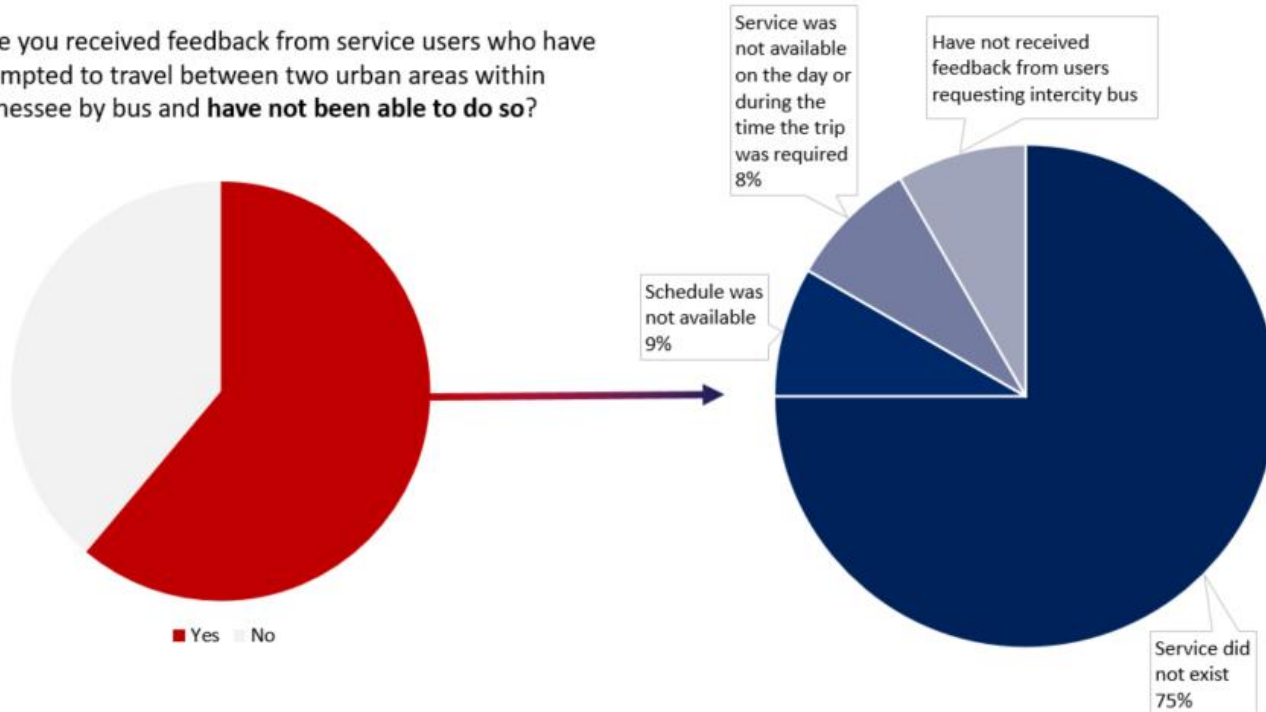


Eight respondents reported that their organization provides intercity bus service, and four respondents reported that their organization provides feeder service.

Participants were asked if they have received feedback from clients who attempted to travel between two urban areas within Tennessee by bus and were unable to do so. 10 service providers responded that they have received feedback that service users have been unable to complete such trips. **Figure 18** shows the reasons given for users being unable to complete the trip by bus.

FIGURE 18. UNSUCCESSFUL ICB TRIPS

Have you received feedback from service users who have attempted to travel between two urban areas within Tennessee by bus and **have not been able to do so**?



Four respondents indicated that service users were able to complete their trips using a different mode of transportation. Two respondents indicated that service users were not able to complete their trips using a different mode of transportation.

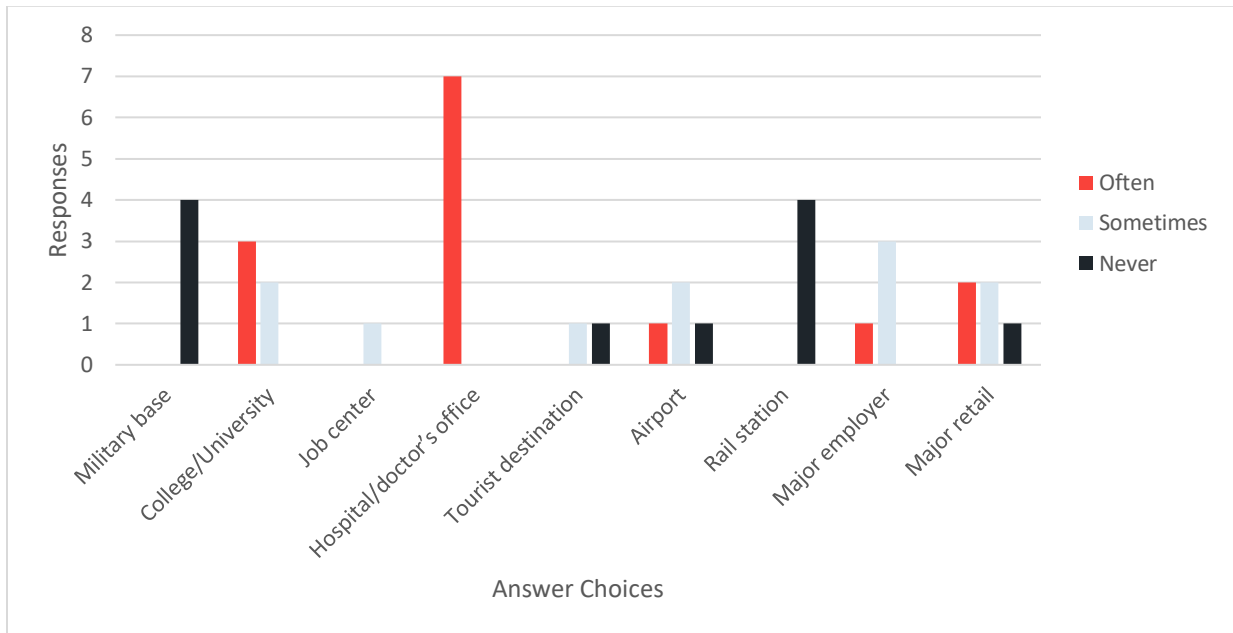
“There are no interline connections between rural or urban transit and the intercity bus network. Trips are not coordinated. If passengers do not have through ticketing, **they may not have access to the schedules they need.**”

“We ought to look into exploring formal agreements between Human Resource Agency’s across the State of Tennessee to **better coordinate regional service and intercity bus service.**”

In assessing intercity bus need, 73 percent of the service providers that responded indicated that there are unserved urban areas that have an identified need for intercity bus service. In addition, 71 percent of service providers indicated that there are routes where additional and/or more frequent intercity bus service is needed or planned, and 57 percent of service providers indicated that new routes are needed or planned that will connect to additional urbanized areas.

Service providers were asked to indicate how often riders use their services to access several commonly visited locations. **Figure 19** shows results.

FIGURE 19. ICB RIDERSHIP DESTINATIONS



When asked if there are unserved urban areas that have an identified need for intercity bus service, 65 percent of responding service providers said that yes, there are currently unserved urban areas. ICB service providers left the following comments:

- “There is no service along US-64 connecting Memphis to I-65 to connect to Nashville or other points further east. The only way we are aware that they could make that trip would be by automobile. Further, intermediate communities between Nashville and Memphis are largely unserved.”
- “There are no interline connections between rural or urban transit and the intercity bus network. Trips are not coordinated. If passengers do not have through ticketing, they may not have access to the schedules they need.”
- “Major urban areas are largely served, but Franklin has no service. Although urban areas have service, many of the surrounding rural areas, including Spring Hill which is home to a major automotive plant, and Ethridge, which generally has a transit dependent population are unserved.”
- “More frequent service between Nashville, Memphis, and Knoxville would allow us to serve more intermediate (and rural) communities. Those routes are only served currently by long haul schedules which precludes frequent stops. Similarly, additional service along I-81 to Johnson City would allow more and rural communities to access the intercity bus network.”
- “A route is needed along US-64 connecting Memphis and Nashville via Waynesboro, Ethridge and Spring Hill. Additional service along I-40 and I-81 would allow more communities to be served as described above.”
- “At present, none of the rural or urban carriers in TN interline with the national ICB network. TN has multiple ICB carriers. Miller, Delta, and Greyhound have an interline relationship. Greyhound also coordinates ticketing with Amtrak and connects passengers into Nashville. The value of

interlined ticketing cannot be understated. 5311(f) funding is intended to support the national intercity bus network.”

- “In some circumstances, transit facilities may be managed by an operator of intercity services who exclude other intercity providers from accessing the facility arguing that the facility is at capacity or imposing rents/fees that are prohibitively expensive. Such facilities are often federally or state funded, but oversight on fair accessibility can be lacking.”
- Unserved urban areas with identified need for service: “Cross-Tennessee routing between Memphis, Nashville, Knoxville.”

Figure 20 shows the geographic spread of provider-stated needs, many of which are along routes with current ICB service.

FIGURE 20. ROUTE AND SERVICE NEEDS

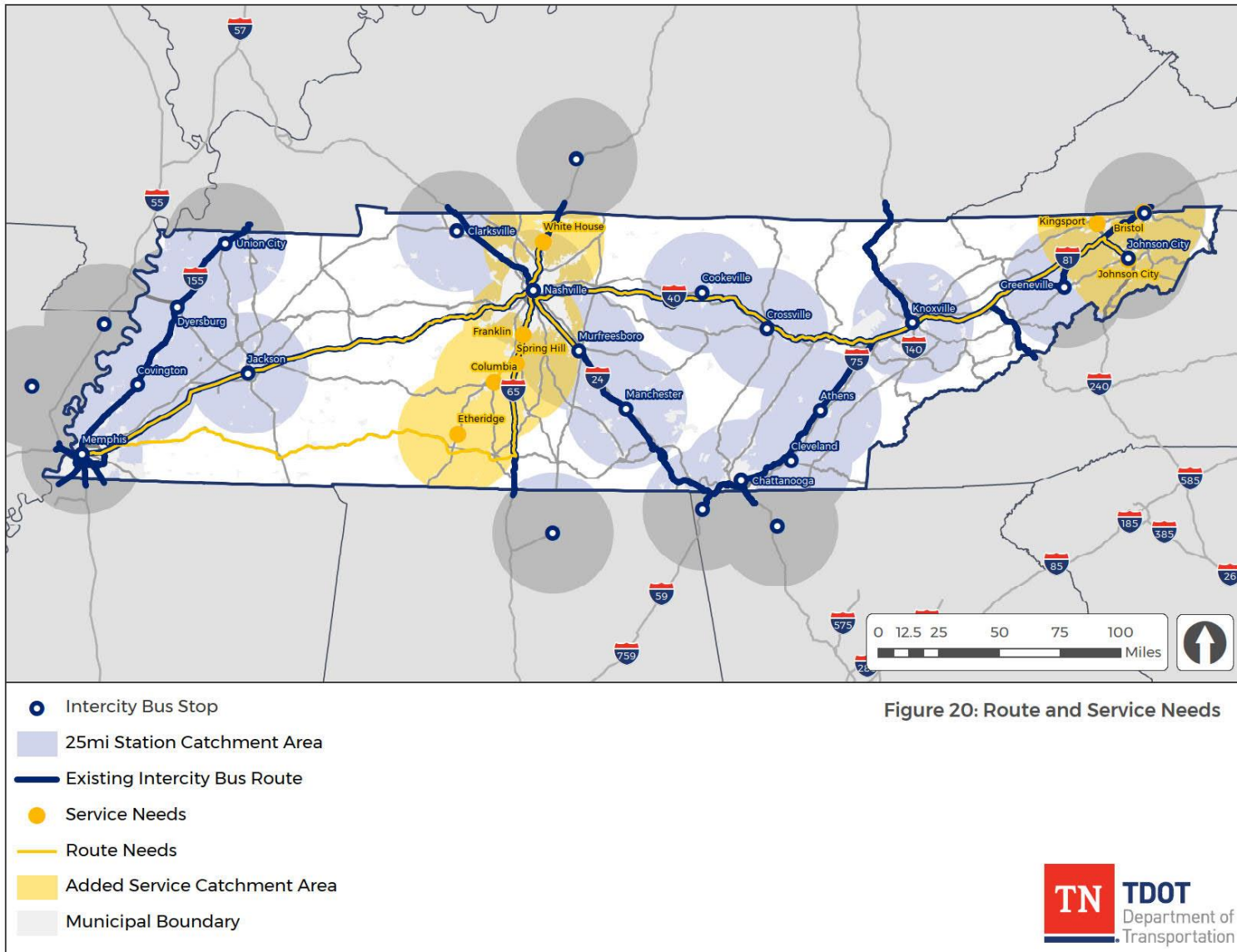


Figure 20: Route and Service Needs



5.6 Service Providers Stakeholder Meeting

The first service providers' consultation meeting was held on June 9, 2021 from 10:00 AM -12:00 PM CST. The meeting took place virtually, and video and audio were recorded. Invitations went to ICB service providers, rural transit agencies, and urban transit agencies. 12 people attended, including three representatives from Greyhound, one representative from Northwest HRA, one representative from ETHRA, two representatives from FTHRA, and five representatives from TDOT.

During the meeting, representatives from Greyhound discussed their desire to integrate intercity service with rural service trip planning. Greyhound has the ability to link online ticket sales and scheduling tools with any agency that provides scheduling information. Regarding intercity bus needs, Greyhound representatives said that demand to various unserved sites is sporadic and usually shows up on social media; the only way to truly measure demand is to put a stop in place and measure ticket sales. Some of the requested service needs may come from inconvenient service times. For example, Greyhound may stop in a city at 2:00 AM because of a reasonable and convenient departure time at the route's origin point. It was noted that the frequency of some routes has decreased but no entire route service has been terminated.

Representatives from the participating Rural Transit Agencies discussed a growing need for drivers to fill the capacity of service requests that originate from across the 95 counties of the state. Agencies noted that this was a significant discussion point at the most recent Tennessee Public Transportation Association (TPTA) meeting due to a number of transit providers experiencing insufficient driver availability for the number of rides being demanded. Greyhound is also experiencing a shortage of drivers, and costs to train drivers and pay for Commercial Drivers Licenses are high.

5.7 Request for Project Proposals

On June 19, 2021, ICB operators and rural transit providers were emailed and informed of next steps in the state planning process. The email included four points of information:

1. TDOT Multimodal provides opportunities for all interested parties to participate in the planning process. This includes public transit-human services transportation planning (5310 Regional Coordination Plans), 5311(f) ICB assessment outreach, general grant administration and compliance opportunities, and other local and regional transit planning activities.
2. TDOT Multimodal provides notification and announces grant program information on its website. This includes Notice of Funding Availability (NOFA) in state and federal grant programs, as well as public participation and stakeholder outreach opportunities to participate. There are also resources available on the website providing detail on transit groups and associations, planning committees, and outreach studies, and other coordination activities available to participate.
3. If you or your agency have any additional comments to propose for ICB service needs and operations, contact TDOT Multimodal at your earliest convenience.
4. TDOT Multimodal will make the ICB Assessment Final Report publicly available on the website.

6 Conclusions and Other Recommendations

6.1 5311(f) Funding Conclusion

The primary purpose of this study is to assess the intercity bus supply and demand in Tennessee and to determine the certification of 5311(f) apportionment for TDOT funding submissions to the FTA under 49 USC Chapter 53 Section 5311. The Program Guidance in FTA C 9040.1G VIII. Intercity Bus steered the needs assessment activities and analysis to develop recommendations outlined in the report. Key points to the recommendation include:

- Over 80 percent of Tennessee residents live within 25 miles of an intercity bus station
- Public transportation is available in all 95 counties of Tennessee including feeder service and general rural demand response service to ICB station locations
- No intercity bus routes were eliminated, and no stations closed due to the COVID-19 pandemic
- ICB providers during the consultation process did not provide specific data to detail or specific proposals to implement ICB service that would address unmet demand for the service. ICB providers noted that there is no new need for ICB, only the need to maintain current ICB services.
- ICB providers emphasized the need for communication and coordination with other transportation providers for scheduling and fare ticketing. Communication and coordination opportunities currently exist through TDOT, ICB operators, and rural transit providers to address these needs without additional funding.
- ICB providers suggested that demand for service is unknown and is only determined once on-the-ground service is placed into operations.

Based on the intercity bus data and propensity analysis, input from stakeholders, public survey results, and level of need relative to other rural needs in the state, **the intercity bus service needs across Tennessee are being adequately met.** This study provides the basis for TDOT to recommend the issuance of a Governor's certification for FTA 5311 annual apportionments. The Governor's certification must be within four years of the date of the ICB Needs Assessment report.

6.2 Other Recommendations

Although intercity bus service needs across Tennessee are being adequately met, there are several steps that ICB operators, rural transit agencies, and TDOT can take to improve future needs-based assessments and communication between local and intercity transit services. These include:

- ICB operators should request to be included on any applicable TDOT Multimodal distribution lists to ensure future invitations to participate in dialogue regarding 5311(f) and intercity bus service. Although ICB needs are being met and are anticipated to be met for the next three years, coordination and communication should continue throughout the Governor's certification period.
- ICB operators should regularly check the TDOT Multimodal website for opportunities to participate in statewide transportation planning activities. This includes participation in TPTA conferences and in 5310 regional human service coordination planning.
- TDOT should create a streamlined method of communication to and coordination with ICB providers regarding the annual 5311 grant application process and apportionment. This will

- allow ICB providers an opportunity to communicate requests for expanded service/additional stops and routes to TDOT as well as to substantiate service demand and operational needs in advance of the next ICB needs assessment process. This communication should include announcements on major capital improvement programs and project funding to provide another forum for ICB operators, TDOT, and rural transit agencies to discuss strategic public-private partnerships opportunities.
- ICB and rural transit providers should integrate schedules using available technology to streamline the passenger experience for trip interlining, ticket purchasing, and an ability to find service to available destinations inter and intra-state. An opportunity to accomplish this exists with the current TDOT procurement for statewide demand response scheduling software.

7 Appendices

Appendix A. ICB Consultation Correspondence

From: [Long, Matthew B.](#)
To: [Long, Matthew B.](#)
Cc: [Brian Higdon](#)
Bcc: stephenseibert@deltahra.com; dturner@swhra.org; ckleehammer@sethra.us; janet.moore@nwthrtrans.org; hmontooth@uchra.com; cstanley@uchra.com; [Mike Patterson](#); [Candace Long](#); [Lynn Wilhoite](#); [Bobby Braden](#); buddyp@gatlinburgtn.gov; tfrazier@sctdd.org; jgreen@sctdd.org; jhamrick@mchra.org; anna.perry@mchra.com; stephanie@isaacs-assoc.com; reggieaddy@millertransportation.com; abainfo@buses.org; bgentry@tnmca.net; deltabus777@gmail.com
Subject: TN Intercity Bus Assessment - Consultation Meeting
Date: Thursday, May 27, 2021 5:19:00 PM
Attachments: [image001.png](#)
Importance: High

Hello Tennessee Rural Transit Providers and ICB Operators,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of this process involves consultation meetings with ICB service providers, rural transit providers, and TDOT representatives. **Your participation in these consultation meetings is critical to identifying unmet ICB needs and to discuss proposals for meeting those needs.** You may be familiar with the ICB assessment process from past years. Please note that this consultation meeting is to discuss **USER NEED FOR ICB SERVICES**, and this meeting is not related to the CARES funding process and determination that TDOT awarded recently.

The first consultation meeting is scheduled for **Wednesday, June 9th, 10am-12noon CST via virtual format.** A link to the meeting invite is here:

Please join my meeting from Google Chrome on your computer -
<https://global.gotomeeting.com/join/593538213>

Also, if you have not already completed the ICB providers survey (distributed via email on May 19, 2021), please do so ASAP. Your survey response is an integral part of the ICB analysis and assessment currently underway by TDOT: <https://www.surveymonkey.com/r/KRHXQHS>

Your time and participation in this planning process is appreciated. Please do not hesitate to reach out with any questions or concerns. Thank you.

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: [Long, Matthew B.](#)
To: [Long, Matthew B.](#)
Cc: [Brian Higdon](#); [Larry Sanborn](#); [Kaitlyn McClanahan](#); [Daniel Pallme](#)
Bcc: stephenseibert@deltahra.com; dturner@swhra.org; ckleehammer@sethra.us; janet.moore@nwthratrans.org; hmontooth@uchra.com; cstanley@uchra.com; Mike Patterson; Candace Long; Lynn Wilhoite; Bobby Braden; buddyp@gatlinburgtn.gov; tfrazier@sctdd.org; jgreen@sctdd.org; jhamrick@mchra.org; anna.perry@mchra.com; stephanie@isaacs-assoc.com; reggieaddy@millertransportation.com; abainfo@buses.org; bgentry@tnmca.net; deltabus777@gmail.com
Subject: RE: TN Intercity Bus Assessment - Consultation Meeting
Date: Monday, June 7, 2021 1:27:00 PM
Attachments: [image001.png](#)

Hello Rural Transit Providers and ICB Operators,

This email serves as a friendly reminder inviting you to virtually attend the ICB Consultation Meeting this Wednesday, June 9th, from 10am-12noon CST. Please see the link below for joining the virtual meeting this Wednesday.

Thank you,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Long, Matthew B.
Sent: Thursday, May 27, 2021 5:19 PM
To: Long, Matthew B. <Matthew.Long@wsp.com>
Cc: Brian Higdon <Brian.Higdon@tn.gov>
Subject: TN Intercity Bus Assessment - Consultation Meeting
Importance: High

Hello Tennessee Rural Transit Providers and ICB Operators,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of this process involves consultation meetings with ICB service providers, rural transit providers, and TDOT representatives. **Your participation in these consultation meetings is critical to identifying unmet ICB needs and to discuss proposals for meeting those needs.** You may be familiar with the ICB assessment process from past years. Please note that this consultation meeting is to discuss **USER NEED FOR ICB SERVICES**, and this meeting is not related to the CARES funding process and determination that TDOT awarded recently.

The first consultation meeting is scheduled for **Wednesday, June 9th, 10am-12noon CST via virtual**

format. A link to the meeting invite is here:

Please join my meeting from Google Chrome on your computer -

<https://global.gotomeeting.com/join/593538213>

Also, if you have not already completed the ICB providers survey (distributed via email on May 19, 2021), please do so ASAP. Your survey response is an integral part of the ICB analysis and assessment currently underway by TDOT: <https://www.surveymonkey.com/r/KRHXOHS>

Your time and participation in this planning process is appreciated. Please do not hesitate to reach out with any questions or concerns. Thank you.

All the Best,

Matthew Long

Transit Project Manager



Cell: 785-213-9277

Email: matthew.long@wsp.com

From: [Long, Matthew B.](#)
To: [Long, Matthew B.](#)
Cc: ["brian.higdon@tn.gov"](mailto:brian.higdon@tn.gov)
Bcc: ["stephanie@isaacs-assoc.com"](mailto:stephanie@isaacs-assoc.com); ["reggieaddy@millertransportation.com"](mailto:reggieaddy@millertransportation.com); ["abainfo@buses.org"](mailto:abainfo@buses.org); ["bgentry@tnmca.net"](mailto:bgentry@tnmca.net); ["deltabus777@gmail.com"](mailto:deltabus777@gmail.com); ["stephenseibert@deltahra.com"](mailto:stephenseibert@deltahra.com); ["dturner@swhra.org"](mailto:dturner@swhra.org); ["ckleehammer@sethra.us"](mailto:ckleehammer@sethra.us); ["janet.moore@nwthra.org"](mailto:janet.moore@nwthra.org); ["hmontooth@uchra.com"](mailto:hmontooth@uchra.com); ["cstanley@uchra.com"](mailto:cstanley@uchra.com); ["Mike Patterson"](mailto:Mike.Patterson); ["Candace Long"](mailto:Candace.Long); ["Lynn Wilhoite"](mailto:Lynn.Wilhoite); ["Bobby Braden"](mailto:Bobby.Braden); ["buddyp@gatlinburgtn.gov"](mailto:buddyp@gatlinburgtn.gov); ["tfrazier@sctdd.org"](mailto:tfrazier@sctdd.org); ["jgreen@sctdd.org"](mailto:jgreen@sctdd.org); ["aperry@mchra.org"](mailto:aperry@mchra.org)
Subject: ICB Study Consultation - Next Steps & Opportunities
Date: Friday, June 18, 2021 8:32:00 AM
Attachments: [image001.png](#)

Hello Tennessee ICB Operators and Rural Transit Providers,

Thank you for your participation in the stakeholder consultation and outreach process for the TDOT Intercity Bus Assessment. The stakeholder survey received very high participation from operators and providers of public transportation and intercity bus service across Tennessee. The virtual consultation meeting held on June 9th also produced good conversation for consideration in the assessment as well as ideas for future coordination between ICB-transit agency implementation. The survey and virtual meeting provided two opportunities to submit comments on ICB unmet needs, and to discuss proposals for meeting those identified needs. Many of you provided detailed comments to survey questions and during the meeting, thank you.

A few key points to note in the 5311(f) assessment process and in TDOT grant program management and oversight:

1. TDOT Multimodal provides opportunities for all interested parties to participate in the planning process. This includes public transit-human services transportation planning (5310 Regional Coordination Plans), 5311(f) ICB assessment outreach, general grant administration and compliance opportunities, and other local and regional transit planning activities. Please see the TDOT Multimodal website for resources and points of contact for additional information.
2. TDOT Multimodal provides notification and announces grant program information on its website. This includes Notice of Funding Availability (NOFA) in state and federal grant programs, as well as public participation and stakeholder outreach opportunities to participate. There are also resources available on the website providing detail on transit groups and associations, planning committees, and outreach studies, and other coordination activities available to participate. <https://www.tn.gov/tdot/multimodal-transportation-resources.html>
3. If you or your agency have any additional comments to propose for ICB service needs and operations, please contact TDOT Multimodal at your earliest convenience.
4. TDOT Multimodal will make the ICB Assessment Final Report publicly available on the website.

Again, thank you all for your participation in the ICB consultation.

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277

Email: matthew.long@wsp.com

From: Michelle Patroni <mpatroni2016@gmail.com>
Sent: Wednesday, June 23, 2021 10:52 AM
To: Parrish, Timothy M <Timothy.Parrish@greyhound.com>
Subject: Reestablishing a Bus Line to a Community in Need

CAUTION: This email is from an external source. 'mpatroni2016@gmail.com' Please beware of links and attachments.

Good Afternoon, Mr. Parrish - I reside in Knoxville, Tennessee, which as indicated below is approximately one hour outside of Jellico, Tennessee. I recently emailed one of your colleagues and received no response, perhaps the content of that email will result in one from you:

Would you please advise the process for reestablishing a bus line for a community in need. Jellico, Tennessee is a small community approximately 1 hour from Knoxville, Tennessee where Greyhound once operated. Right now, the town is in dire need of transportation so its citizens can seek work outside of their community. The problem is Jellico's economy is failing and their community hospital, which was the town's largest employer recently closed. Since the hospital was the main employer, Jellico's citizens have little or no job opportunities within their own community. If Greyhound returned its operation to Jellico, it would allow members of the community to secure employment in neighboring towns, while they are waiting for their largest employer to reopen.

Returning a line to Jellico would also benefit Greyhound. Corbin Kentucky is approximately one half hour from Jellico and is on track to open Keeneland Harness Race Track in July 2021. If Greyhound's line reopened in Jellico and offered transportation to Corbin, it could capitalize on the press coverage the track will receive as it opens, resulting in free advertisement. In addition, if Greyhound agrees to return the line to Jellico, the positive press alone in bringing the line back to a town in need would encourage more people to consider Greyhound as a transportation option when traveling.

Would you kindly let me know what can be done to bring Greyhound back to Jellico.

Thank you,
Michelle Patroni

Appendix B. Survey Distribution Correspondence

From: [Long, Matthew B.](#)
To: [Long, Matthew B.](#)
Cc: [Brian Higdon](#)
Bcc: [stephanie@isaacs-assoc.com](#); [reggieaddy@millertransportation.com](#); [abainfo@buses.org](#); [bgentry@tnmca.net](#); [deltabus777@gmail.com](#)
Subject: TDOT Intercity Bus Needs Assessment - 5-minute Survey
Date: Wednesday, May 19, 2021 6:44:00 PM
Attachments: [image001.png](#)
Importance: High

Hello Intercity Bus Operators and Associations,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of this process involves a 5-minute online survey (link for survey below) to provide an opportunity for ICB and public transit operators to identify user demands and unmet needs in providing ICB service. The results of this survey will 1) inform TDOT's assessment of existing intercity bus service in Tennessee, 2) provide the groundwork for TDOT, ICB operators, and rural transit providers to discuss proposals for meeting identified needs, and 3) support the recommendation for best utilizing FTA 5311(f) Intercity Bus Program funding for public transportation in Tennessee.

As an intercity bus or rural transit provider, your input and participation in the survey is an integral part of determining the need and demand for ICB service throughout Tennessee.

Survey Link: <https://www.surveymonkey.com/r/KRHXQHS>

The survey will be open until June 2, 2021.

Note that following the survey completion, TDOT will be reaching out to you with a formal invitation to participate in discussions regarding intercity bus service with TDOT representatives and other Tennessee ICB and rural transit providers.

Several of the survey questions pertain to ridership information, which your organization may have in the form of rider counts, surveys, reports, or other quantitative data. Please send any available data, as well as any questions regarding this survey and/or the Statewide Intercity Bus Needs Assessment to Matthew Long at matthew.long@wsp.com and copy Brian Higdon at brian.higdon@tn.gov.

-
Helpful definitions

Intercity bus service is regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, has the capacity for transporting baggage carried by passengers, and makes meaningful connections with scheduled intercity bus service to more distant points, if such service is available.

Feeder service picks up passengers outside of an urban area and delivers passengers to a transfer point in an urban area.

Thank you for your time and effort in participating in the survey.

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277

Email: matthew.long@wsp.com

From: [Long, Matthew B.](#)
To: [Long, Matthew B.](#)
Cc: [Brian Higdon](#)
Bcc: stephenseibert@deltahra.com; dturner@swhra.org; ckleehammer@sethra.us; janet.moore@nwthratrans.org; hmontooth@uchra.com; cstanley@uchra.com; [Mike Patterson](#); [Candace Long](#); [Lynn Wilhoite](#); [Bobby Braden](#); buddyp@gatlinburgtn.gov; tfrazier@sctdd.org; jgreen@sctdd.org; jhamrick@mchra.org; aperry@mchra.org
Subject: TDOT Intercity Bus Needs Assessment - 5minute Survey Input for Rural Transit Operators
Date: Wednesday, May 19, 2021 6:30:00 PM
Attachments: [image001.png](#)
Importance: High

Hello Rural Transit Providers,

You should have received an email from me earlier today providing a SurveyMonkey link in regards to Intercity Bus Needs. That previous email is intended for users (or potential users) of intercity bus to complete and provide feedback on their personal utilization and need for ICB service in Tennessee. This email below is directed to you and your agency's information on ICB operations, demand, and possible unmet need for ICB service in your area.

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of this process involves a 5-minute online survey (link for survey below) to provide an opportunity for ICB and public transit operators to identify user demands and unmet needs in providing ICB service. The results of this survey will 1) inform TDOT's assessment of existing intercity bus service in Tennessee, 2) provide the groundwork for TDOT, ICB operators, and rural transit providers to discuss proposals for meeting identified needs, and 3) support the recommendation for best utilizing FTA 5311(f) Intercity Bus Program funding for public transportation in Tennessee.

As an intercity bus or rural transit provider, your input and participation in the survey is an integral part of determining the need and demand for ICB service throughout Tennessee.

Survey Link: <https://www.surveymonkey.com/r/KRHXQHS>

The survey will be open until June 2, 2021.

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-
Helpful definitions

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Feeder service picks up passengers outside of an urban area and delivers passengers to a transfer

point in an urban area.

Thank you for your time and effort in participating in the survey. Much appreciated! Please do not hesitate to reach out with any questions or comments.

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277

Email: matthew.long@wsp.com

From: [Long, Matthew B.](#)
To: [Long, Matthew B.](#)
Cc: [Brian Higdon](#)
Bcc: felix.castrodad@nashville.gov; lisamaragnano@gocarta.org; [Annie Powell](#); [Isaac Thorne](#); [Belinda Woodiel-Brill](#); grosenfeld@matatransit.com; jlancaster@matatransit.com; [Paul Nelson](#); [Scott Graves](#); [Michele Jackson](#); "Erris Yarbrough"; [Charles Smith](#); [Russ Brashear](#); [Jim Kerr](#); stanton.higgs@tmagroup.org; [Campbell, Chris](#); travis.franklin@kingsporttn.gov; jrawles@johnsoncitytransit.org; [Brad Osborne](#); [Rex Montgomery](#); [MARY LYNN BROWN](#); ckleehammer@sethra.us; [Mike Patterson](#); richd@mymorristown.com
Subject: TDOT Intercity Bus Needs Assessment For URBAN Providers - 5-Minute Survey
Date: Thursday, May 20, 2021 11:57:00 AM
Attachments: [image001.png](#)

Hello Urban Transit Providers,

You should have received an email from me yesterday providing a SurveyMonkey link in regards to Intercity Bus Needs. That previous email is intended for users (or potential users) of intercity bus to complete and provide feedback on their personal utilization and need for ICB service in Tennessee. **This email below is directed to you and your agency's information on ICB operations, demand, and possible unmet need for ICB service in your area.**

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of this process involves a 5-minute online survey (link for survey below) to provide an opportunity for ICB and public transit operators to identify user demands and unmet needs in providing ICB service. The results of this survey will 1) inform TDOT's assessment of existing intercity bus service in Tennessee, 2) provide the groundwork for TDOT, ICB operators, and transit providers to discuss proposals for meeting identified needs, and 3) support the recommendation for best utilizing FTA 5311(f) Intercity Bus Program funding for public transportation in Tennessee.

As an urban transit provider, your input and participation in the survey is an integral part of determining the need and demand for ICB service throughout Tennessee. Note that only ICB and rural transit providers are eligible under FTA 5311(f) program. However, this 5-minute survey will help provide a prospective from the urban transit provider view for the current demand and unmet need of intercity bus service.

Survey Link: <https://www.surveymonkey.com/r/KRHXQHS>

The survey will be open until June 2, 2021.

-
Helpful definitions

Intercity bus service is regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, has the capacity for transporting baggage carried by passengers, and makes meaningful connections with scheduled intercity bus service to more distant points, if such service is available.

Feeder service picks up passengers outside of an urban area and delivers passengers to a transfer

point in an urban area.

Thank you for your time and effort in participating in the survey. Much appreciated! Please do not hesitate to reach out with any questions or comments.

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277

Email: matthew.long@wsp.com



Wed 5/19/2021 4:39 PM

Sherman, Andrea

TN Dept. of Transportation Intercity Bus Assessment: Survey Input

To Sherman, Andrea

Cc Long, Matthew B.; brian.higdon@tn.gov;

Bcc aweatherford@clevelandchamber.com; ashuttle@bristolchamber.org; cantler@johnsoncitytnchamber.com; hjones@scoc.org;
 kchan@nashvillechamber.com; kbeam@rutherfordchamber.org; kdew@jacksontn.com; mark@gatlinburg.com; melinda@clarksville.tn.us;
 regionalehance@knowvillechamber.com; naustin@kingsportchamber.org; pmckinney@memphischamber.com; fhahn@blountpartnership.com;
 info@germantownchamber.com; leggma@bryan.com; info@pigeonforgechamber.com; info@williamsonchamber.com; angela@gallatin.tn.org;
 krdouglass@hctn.org; cmorgan@jeffersoncountytennessee.com; andrea@lebanonwilsonchamber.com; president@madisonrivergatechamber.com;
 info@monroecountychamber.org; wcassistant@weakleycountychamber.com; info@growmckenzie.com; membership@orcc.org;
 Director@gilescountychamber.com; info@franklincountychamber.com; president@seymourtn.org; info@springhillchamber.com;
 tisha@tullahoma.org; gcp@greeneccp.com; adinolfi@etsu.edu; alanthony@king.edu; Corie.coplen@belmont.edu; daniel-grzesik@utc.edu;
 elewis@tnstate.edu; evansgi@bethelu.edu; evelyn_farmer@lmunet.edu; halliburton@apsu.edu; jtlawhed@memphis.edu;
 kbaker@leeuniversity.edu; kmorgan@uuu.edu; kshultz@southern.edu; lbolton@fhu.edu; ljohnson@tusculum.edu; megan@utk.edu;
 mgaardner@trevecca.edu; rayd@rhodes.edu; rmartin@utm.edu; studentcare@vanderbilt.edu; Studentlife@cbu.edu; studentlife@lipscomb.edu
 Virginia.Ellis@mtsu.edu; aproffitt@mchra.com; bmelton@mchra.com; Brice@mchra.com; Cflowers@mchra.com;
 ChelseaLea@careerteam.com; CindyHolland@careerteam.com; clove@mchra.com; drobinett@mchra.com; EMorton@mchra.com;
 g.halle@schra.us; gferguson@mchra.com; JaniceCampbell@careerteam.com; Kcox@mchra.com; lfuga@tsbdc.org;
 LindseyAustin@careerteam.com; ShawandaSadler@careerteam.com; SheilaWinningham@careerteam.com; SparkleSims@careerteam.com;
 Tanya.Henze@Sctworkforce.org; TraciRoark@careerteam.com; vmoore@mchra.com; kry@cookeville-tn.gov; abrass@columbiatn.com;
 krodreick@sevierville.tn.gov; develop901@memphistn.gov; planningstaff@nashville.gov; craig.luebke@knoxplanning.org;
 bsutton@chattanooga.gov; cd@cityofpigeonforgetn.gov; bus.info@cityofclarksville.com; rbrashear@murfreesborotn.gov;
 pmitchell@johnsoncitytn.org; LesleyPhillips@KingsportTN.gov; JDDC@CITYOFJACKSON.NET; dmetzger@bristoltn.org; cdvel@clevelandtn.gov;
 richd@mymorristown.com; ben.bradberry@nvtd.org; jchampion@maagov.org; smerrell@svtdd.org; lcross@sctdd.org; khelton@mchra.com;
 lcross@sctdd.org; vsolimine@ucdd.org; mdudney@ucdd.org; creese@sedev.org; dbrown@etdd.org; dbrown@etdd.org; rdavis@ftdd.org;
 rmontgomery@bristoltn.org; Rennich_karen@chattanooga.gov; stanwilliams@cityofclarksville.com; gthomas@clevelandtn.gov;
 spilant@cityofjackson.net; glennberry@jcmop.org; BillAlbright@KingsportTN.gov; jeff_welch@knoxtrans.org; Pragati.Srivastava@memphistn.gov;
 spfalzer@gnrc.org; april.buckner@tn.gov; shaundra.d.davis@tn.gov; sara.hodges@tn.gov; jj@ngatn.org; melissa@eangtn.org;
 tnpao@live.com; AEDC.webcomments@us.af.mil; info@fortcampbellstrong.org; c.t.gragg@gmail.com; Stephanie.m.weeks2.civ@mail.mil;
 MILL_NSA_PAO@navy.mil; caroline.gillard@bmhcc.org; webservices@mlh.org; ask.tnstateparks@tn.gov

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the future.

If you are a member of an organization, **please distribute this email and survey to your constituents or someone who works closely with the people your organization represents.** The needs assessment will benefit most from intercity bus users' direct input.

The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TFC2>

Helpful definition

Intercity bus service is regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, and has the capacity for transporting baggage carried by passengers.

Andrea Sherman, AICP
Transportation Planner
Planning & Environmental Planning



Office: 404-364-2662
Mobile: 203-984-5169

WSP USA
3340 Peachtree Rd, NE
Suite 2400
Atlanta, GA 30326

andrea.sherman@wsp.com
www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: stephenseibert@deltahra.com
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 4:19:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Stephen,

Hope all is well at Delta HRA, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that Delta HRA will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

If you are a member of an organization, **please distribute this email and survey to your constituents or someone who works closely with the people your organization represents.** The needs assessment will benefit most from intercity bus users' direct input.

The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TFC2>

-

Helpful definition

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Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

-

andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: [Candace Gump](#); clong@fthra.org
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 4:37:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Candace!

Hope all is well at FTHRA NET Trans, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that NET Trans will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

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The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

Helpful definition

Intercity bus service is regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, and has the capacity for transporting baggage carried by passengers.

Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

-

andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: ckleehammer@sethra.us; [MARY LYNN BROWN](#)
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 4:42:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Chris, hello Mary Lynn,

Hope all is well at SETHRA and CUATS, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that SETHRA and CUATS will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

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-

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Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: dturner@swhra.org
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 4:44:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Diana,

Hope all is well at SWHRA, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that SWHRA will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

If you are a member of an organization, **please distribute this email and survey to your constituents or someone who works closely with the people your organization represents.** The needs assessment will benefit most from intercity bus users' direct input.

The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

-

Helpful definition

Intercity bus service is regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, and has the capacity for transporting baggage carried by passengers.

Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



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Mobile: 203-984-5169

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3340 Peachtree Rd, NE

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Atlanta, GA 30326

-

andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: hmontooth@uchra.com; cstanley@uchra.com
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 4:46:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Holly, hello Cindy,

Hope all is well at UCHRA, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that UCHRA will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

If you are a member of an organization, **please distribute this email and survey to your constituents or someone who works closely with the people your organization represents.** The needs assessment will benefit most from intercity bus users' direct input.

The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

-

Helpful definition

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Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: janet.moore@nwthratrans.org
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 4:48:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Janet,

Hope all is well at Nwthra, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward. Excited to see your new facility when I have an opportunity to visit!

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that Nwthra will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

If you are a member of an organization, **please distribute this email and survey to your constituents or someone who works closely with the people your organization represents.** The needs assessment will benefit most from intercity bus users' direct input.

The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

-

Helpful definition

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Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



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Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

-

andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: rstewart@sctdd.org; jgreen@sctdd.org; tfrazier@sctdd.org
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 4:50:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Richard, hello Jenny, hello Tammie,

Hope all is well at SCTDD, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that SCTDD will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

If you are a member of an organization, **please distribute this email and survey to your constituents or someone who works closely with the people your organization represents.** The needs assessment will benefit most from intercity bus users' direct input.

The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

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Helpful definition

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Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

-

andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: jhamrick@mchra.org; aperry@mchra.org
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 4:52:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Jane, hello Anna,

Hope all is well at MCHRA, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that MCHRA will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

If you are a member of an organization, **please distribute this email and survey to your constituents or someone who works closely with the people your organization represents.** The needs assessment will benefit most from intercity bus users' direct input.

The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

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Helpful definition

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3340 Peachtree Rd, NE

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Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: [Mike Patterson](#)
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 4:54:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Mike,

Hope all is well at ETHRA, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that ETHRA will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

If you are a member of an organization, **please distribute this email and survey to your constituents or someone who works closely with the people your organization represents.** The needs assessment will benefit most from intercity bus users' direct input.

The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

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Helpful definition

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Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: [Lynn Wilhoite](#); "[Bobby Braden](#)"
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 4:57:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Lynn, hello Bobby,

An email not associated with your ITS project

As you are most likely aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file, or post on your website for visitors to Pigeon Forge may see and participate in the survey.**

Please note that Pigeon Forge Mass Transit will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the future.

If you are a member of an organization, **please distribute this email and survey to your constituents or someone who works closely with the people your organization represents.** The needs assessment will benefit most from intercity bus users' direct input.

The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TFC2>

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Helpful definition

Intercity bus service is regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, and has the capacity for transporting baggage carried by passengers.

Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: buddyp@gatlinburgtn.gov
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 4:59:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Buddy,

Hope all is well in Gatlinburg, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that Gatlinburg Transit will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

If you are a member of an organization, **please distribute this email and survey to your constituents or someone who works closely with the people your organization represents.** The needs assessment will benefit most from intercity bus users' direct input.

The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

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Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: jessica.dauphin@thetransitalliance.org
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:07:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Jessica,

Need a small favor, hope you can help me get out a survey TDOT is conducting regarding intercity bus travel in Tennessee. If you could distribute to any and all of your transit contacts in Middle Tennessee and/or post on the Transit Alliance website/social media. Feel free to complete yourself too I would greatly appreciate it!

A quick blurb here, and in the email below along with the link to the Survey Monkey.

The FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to bus riders and advocates that you have contact information on file. The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

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future.

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Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

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Andrea Sherman, AICP

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Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: steve.bland@nashville.gov; felix.castrodad@nashville.gov
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:09:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Steve, hello Felix,

Hope all is well at WeGo, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you may be aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that WeGo will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

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The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

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Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

-

andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: lissamaragnano@gocarta.org; [Annie Powell](#)
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:11:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Lisa, hello Annie,

Hope all is well at CARTA, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that CARTA will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

If you are a member of an organization, **please distribute this email and survey to your constituents or someone who works closely with the people your organization represents.** The needs assessment will benefit most from intercity bus users' direct input.

The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

-

Helpful definition

Intercity bus service is regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, and has the capacity for transporting baggage carried by passengers.

Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

-

andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: [Isaac Thorne](#); [Belinda Woodiel-Brill](#)
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:12:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Isaac, hello Belinda,

Hope all is well at KAT, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you may be aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that KAT will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the future.

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Link to survey: <https://www.surveymonkey.com/r/KT2TFC2>

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3340 Peachtree Rd, NE

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Atlanta, GA 30326

-

andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: grosefeld@matatransit.com; jlancaster@matatransit.com
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:14:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Gary, hello Jon,

Hope all is well at MATA, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you may be aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that MATA will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

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The survey will be open until June 2, 2021. Thank you for your time and participation.

Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

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Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

-

andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: [Paul Nelson](#); [Scott Graves](#)
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:17:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Paul, hello Scott,

Hope all is well at Clarksville Transit, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you may be aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that CTS will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

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Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: [Travis Franklin](#); [Michele Jackson](#); ["Charles Smith"](#); eyarbrough@ridejta.com
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:21:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Travis, hello Michele, hello Charles, hello Erris,

Hope all is well at Jackson Transit, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you may be aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that JTA will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

future.

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Transportation Planner

Planning & Environmental Planning



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Mobile: 203-984-5169

WSP USA

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Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: [Russ Brashear](#); [Jim Kerr](#)
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:23:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Jim, hello Russ,

Hope all is well at The Rover, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you may be aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that Murfreesboro will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of intercity bus (ICB) transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey below) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the

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Link to survey: <https://www.surveymonkey.com/r/KT2TEC2>

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WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: [Campbell, Chris](#); candacesherer@kingsporttn.gov
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:27:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Chris, hello Candace,

Hope all is well at KATS, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you may be aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that KATS will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

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Link to survey: <https://www.surveymonkey.com/r/KT2TFC2>

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Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: jrawles@johnsoncitytransit.org; [Brad Osborne](#)
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:28:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Jeff, hello Brad,

Hope all is well at JCT, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you may be aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that JCT will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

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Planning & Environmental Planning



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Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: [Rex Montgomery](#); writchie@bristoltn.org
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:32:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Rex, hello Wes,

Hope all is well at Bristol Transit, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you may be aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that Bristol Transit will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

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Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

-

andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: [Stanton Higgs \(shiggs@tmagroup.org\)](mailto:shiggs@tmagroup.org)
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:33:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Stanton,

Hope all is well at Franklin Transit, your employees are safe and healthy, and your much needed transportation services are operating at the highest level feasible during the pandemic and moving forward.

As you may be aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to passengers that you have contact information on file.**

Please note that Franklin Transit will be receiving another, different email for your agency to complete regarding ICB and the transit service your agency provides specifically. **The email and survey link below is intended for users (or potential users) of ICB service to complete.** Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

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Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

From: [Long, Matthew B.](#)
To: [Jason Spain](#)
Cc: [Brian Higdon](#)
Subject: TDOT Intercity Bus Assessment: 5-minute Survey Input
Date: Wednesday, May 19, 2021 5:38:00 PM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Hello Jason,

I am hoping you can help me out a bit and post the SurveyMonkey link below on the TPTA website and/or distribute the email to any and all of your transit contacts across the State. I have already sent the email to all transit operators and ICB operators in TN. Feel free to complete the survey yourself, I would greatly appreciate it! A quick blurb as well as the main email and link below.

As you are aware, the FTA requires TDOT to conduct an intercity bus needs assessment at least every three years to determine if ICB needs in Tennessee are being met. TDOT has contracted with WSP to assist them in this effort, and **we sincerely ask that you distribute the email below with survey link to transit user contacts that you may have on file.**

The email and survey link below is intended for users (or potential users) of ICB service to complete. Thank you!

All the Best,

Matthew Long
Transit Project Manager



Cell: 785-213-9277
Email: matthew.long@wsp.com

From: Sherman, Andrea <Andrea.Sherman@wsp.com>
Sent: Wednesday, May 19, 2021 3:10 PM
Cc: Long, Matthew B. <Matthew.Long@wsp.com>; brian.higdon@tn.gov
Subject: TN Dept. of Transportation Intercity Bus Assessment: Survey Input

Good Afternoon,

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Andrea Sherman, AICP

Transportation Planner

Planning & Environmental Planning



Office: 404-364-2662

Mobile: 203-984-5169

WSP USA

3340 Peachtree Rd, NE

Suite 2400

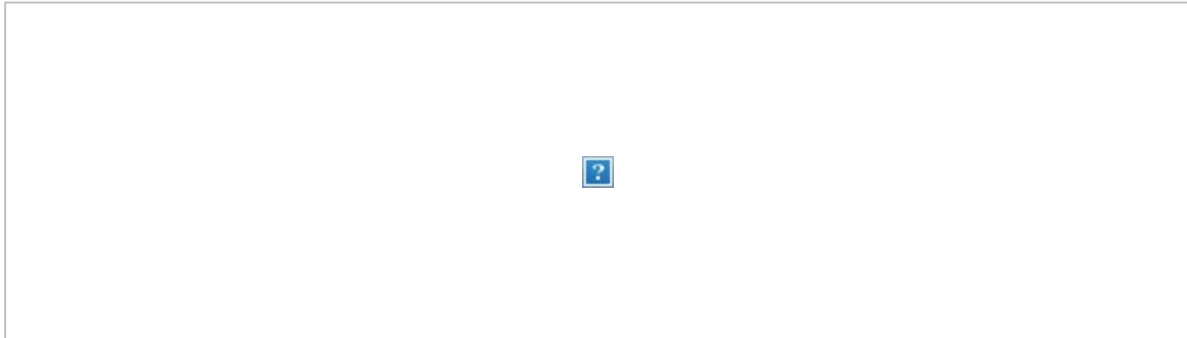
Atlanta, GA 30326

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andrea.sherman@wsp.com

www.wsp.com/en-US

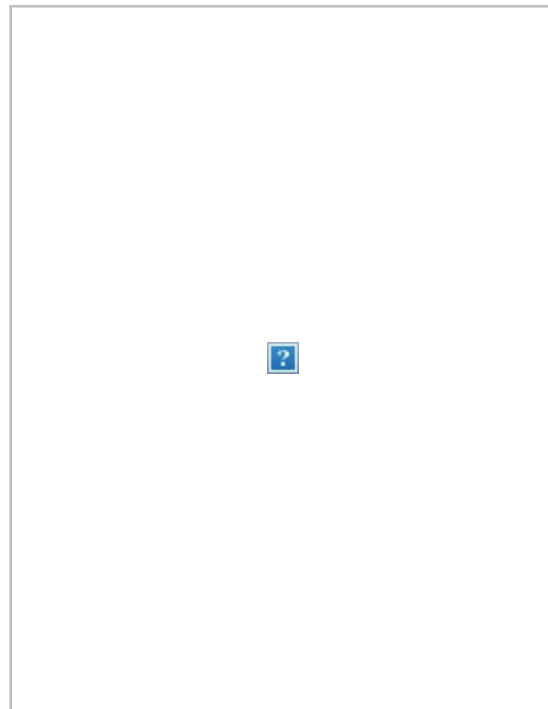
From: [Transit Alliance of Middle Tennessee](#)
To: [Long, Matthew B.](#)
Subject: Let's talk about North Nashville...
Date: Thursday, May 20, 2021 1:01:53 PM



Let's Talk North Nashville.

Join us, in person, from 11 a.m. to 1 p.m. at 2501 Clarksville Pike in Nashville for a COVID-19 safe, exciting opportunity with WeGo Public Transit to learn about and weigh in on a new North Nashville Transit Center.

Your presence is requested to take part in an effort aimed at engaging the community in a conversation about the impact of transit, how the community would like to interact with the new services and how WeGo Public Transit can serve residents through its transit offerings.



Discussion on North Nashville Transit Center

The North Nashville Transit Center project will enhance equitable access to transit and improve crosstown and other route connections to jobs, healthcare and services across the city. We're looking forward to hearing your input.

Our community stakeholders are asked to join the event, in person, and the larger community will be invited to a virtual (live stream) of the event.

[Learn More](#)

We need your input.

The Tennessee Department of Transportation (TDOT) is conducting a Statewide Intercity Bus Needs Assessment to help determine the level of need and current utilization of ICB transportation in Tennessee. Part of the assessment process involves a 5-minute online survey (link for survey above) the results of which will inform the study team's assessment of existing intercity bus service in Tennessee and support recommendations for funding of intercity bus service in the future.

The FTA requires TDOT to conduct an ICB needs assessment at least every three years to determine if ICB needs in Tennessee are being met.

Take the survey [here](#).

[Take Survey](#)

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Appendix C. ICB and Transit Provider Survey

2021 TDOT Intercity Bus Survey for Local Governments, Stakeholders, and Transit Passengers

This survey is designed by the Tennessee Department of Transportation (TDOT) Multimodal Transportation Resources Division to aid in the development of a Statewide Intercity Bus Needs Assessment. The survey should take users approximately 5-minutes to complete. Your answers to the questions below will inform TDOT of existing intercity bus service demand and unmet need in Tennessee as well as support recommendations for allocating federal funds for intercity bus service in the future. If you have any questions about this survey or the Statewide Intercity Bus Needs Assessment, please contact Matthew Long at matthew.long@wsp.com and copy Brian Higdon at brian.higdon@tn.gov. The survey will be available through June 2, 2021.

1. In taking this survey, who are you speaking for?

- Municipal/County Government
- College/University
- Job Center/Major Employer
- Non-profit Organization
- Private citizen
- Other organization (please specify)

2. Which urban area is in closest proximity to you (or the organization you are speaking for)?

- Memphis
- Jackson
- Nashville
- Clarksville
- Murfreesboro
- Chattanooga
- Cleveland
- Morristown
- Knoxville
- Johnson City
- Kingsport
- Bristol
- None
- Other (please specify)

3. **Intercity bus service** is operated on a regular schedule, travels between pre-determined stops on fixed routes between two or more urban areas. The fixed routes and bus stops may be spread out across one or multiple states, and has the capacity for transporting passengers' baggage (e.g. Greyhound, Amtrak, etc.).

Is there a bus stop or station in your area that is currently served by intercity buses?

- Yes
- No
- Unsure

4. For what purpose do you (or your clients) use intercity bus travel? (Select all that apply)

- Accessing medical appointments
- Work- or school-related travel
- Visiting friends/family
- Connecting to an airport
- Shopping
- Sightseeing/tourism
- I do not use intercity bus service
- Other (please specify)

5. Have you (or your clients) attempted to travel between two urban areas within Tennessee by bus **and been unable** to do so?

- Yes
- No

6. If yes to the previous question, why were you (or your clients) unable to complete the trip by bus?

- Service did not exist
- Schedule was not available
- Service cost too much
- Could not get to the origin point of the trip
- Service was not available on the day or during the time the trip was required
- I have not attempted to travel between two urban areas within Tennessee by bus
- Other (please specify)

7. If yes to question 5, were you (or your clients) able to complete the trip using a different mode of transportation?

- Yes
- No
- Not applicable

8. What urban cities and specific destinations do you (or your clients) access using intercity bus?

- I do not use intercity bus
- List urban areas and/or specific destinations:

9. If your area is served by intercity buses, but you (or your clients) choose not to utilize the service, what would entice you (or your clients) to choose to use intercity buses as your (or your clients) mode of transportation from one urban area to another urban area? (Select all that apply)

- More frequent daily service
- Cheaper ticket prices
- Geographic location of intercity bus stop or station
- Routes served by intercity bus
- Accessibility to intercity bus stop or station
- I would not choose to use intercity bus service
- I already use intercity bus service
- Other (please specify)

10. If your area has intercity bus service, are you (or your clients) aware of unmet demand for more service?

(Select all that apply)

- Yes – additional stops needed
- Yes – more frequent service on existing routes needed (please describe)
- Yes – new routes needed (please describe)
- Yes – accessibility to bus stops or bus stations
- No, I am not aware of unmet demand for intercity bus service
- I am not sure if my area is served by intercity bus

If yes to any of the above, please describe

11. If your area has intercity bus service, what value do you believe this service provides to the community you work/live in?

- High value
- Some value
- Limited value
- No value
- Not applicable

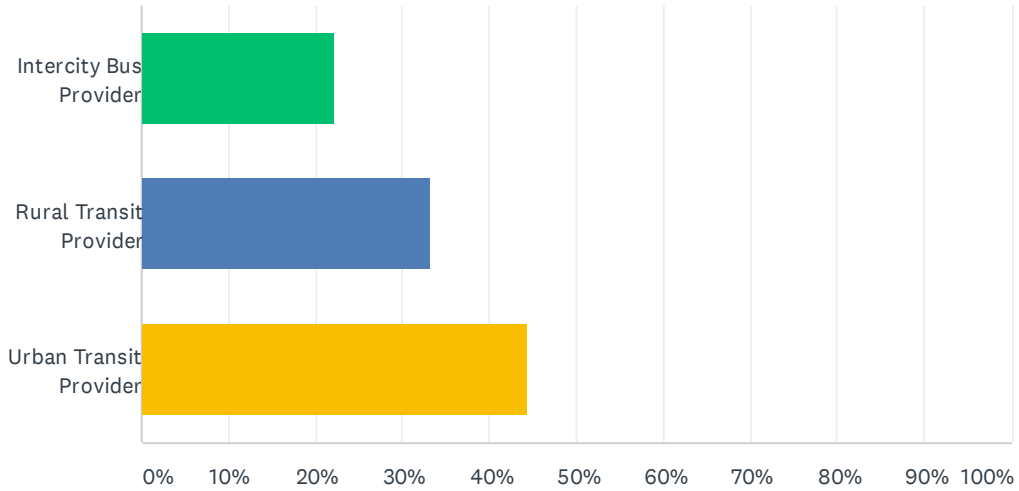
12. If your area is **not** served by intercity buses, how important do you feel it is to bring service to the community you represent or work/live in?

- Very important
- Fairly important
- Minimally important
- Not important

13. Do you have any additional comments regarding intercity bus service in Tennessee?

Q1 In taking this survey, who are you speaking for?

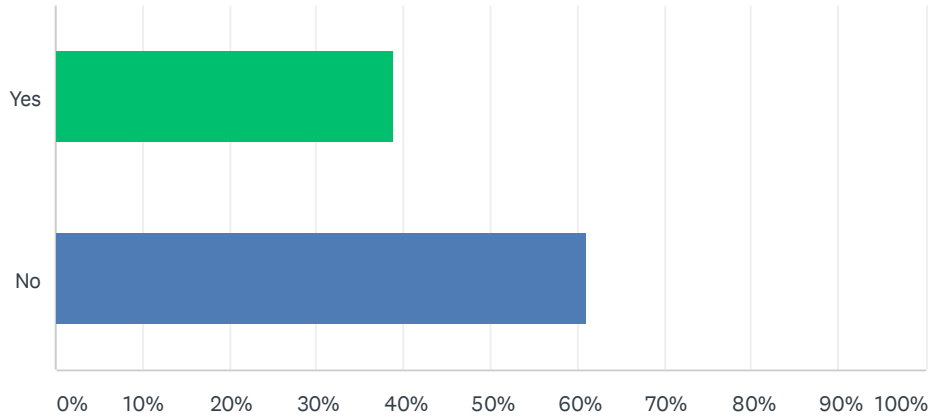
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Intercity Bus Provider	22.22%	4
Rural Transit Provider	33.33%	6
Urban Transit Provider	44.44%	8
TOTAL		18

Q2 Does your organization provide intercity bus service?

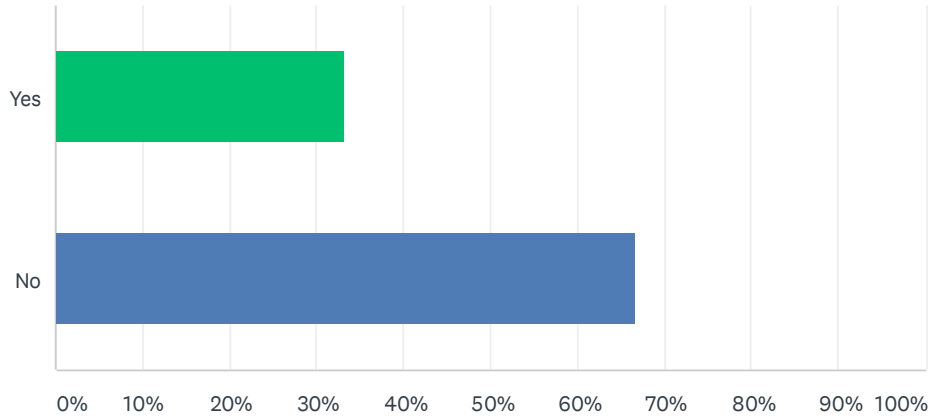
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	38.89%	7
No	61.11%	11
TOTAL		18

Q3 Does your organization provide feeder service?

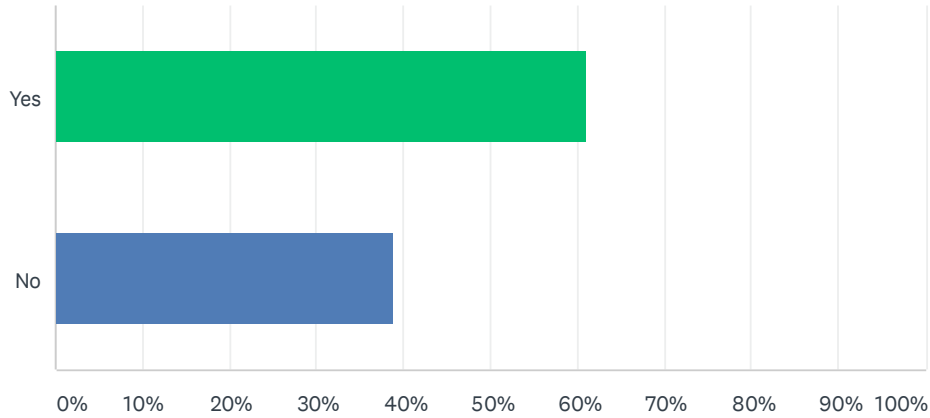
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	33.33%	6
No	66.67%	12
TOTAL		18

Q4 Have you received feedback from service users who have attempted to travel between two urban areas within Tennessee by bus and have not been able to do so?

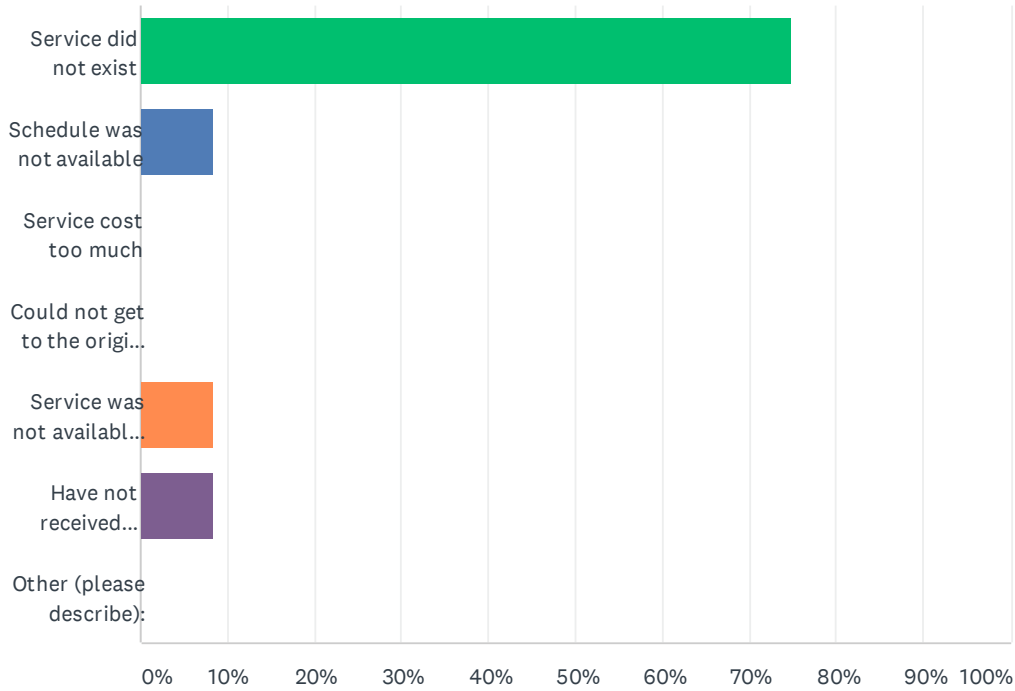
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	61.11%	11
No	38.89%	7
TOTAL		18

Q5 If yes to question 4, why were users unable to complete their trip by bus?

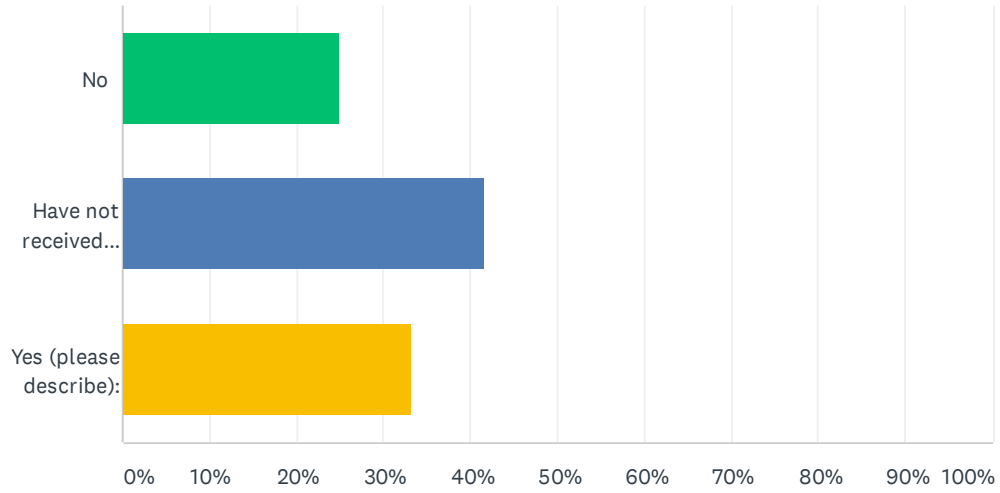
Answered: 12 Skipped: 6



ANSWER CHOICES	RESPONSES	
Service did not exist	75.00%	9
Schedule was not available	8.33%	1
Service cost too much	0.00%	0
Could not get to the origin point of the trip	0.00%	0
Service was not available on the day or during the time the trip was required	8.33%	1
Have not received feedback from users requesting intercity bus service	8.33%	1
Other (please describe):	0.00%	0
TOTAL		12

Q6 If yes to question 4, were the users able to complete their trips using a different mode of transportation?

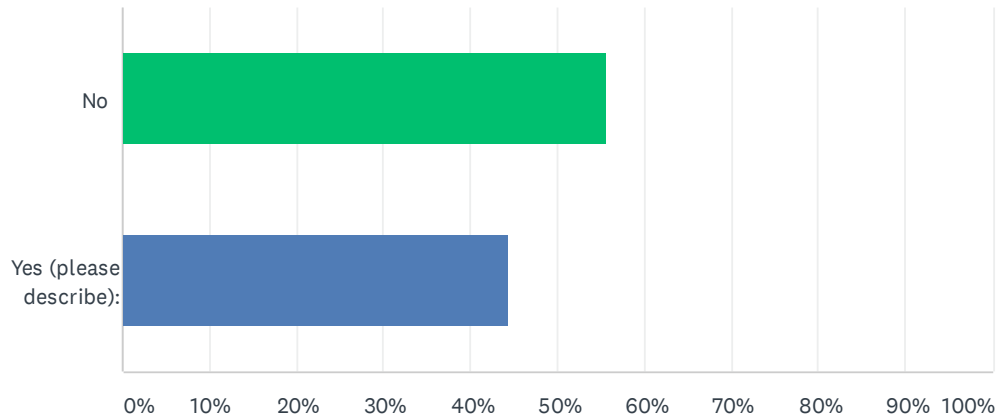
Answered: 12 Skipped: 6



ANSWER CHOICES	RESPONSES	
No	25.00%	3
Have not received feedback from users requesting intercity bus service	41.67%	5
Yes (please describe):	33.33%	4
TOTAL		12

Q7 Are there currently any problems associated with connections and/or accessibility between intercity bus service and other urban or rural public transportation services?

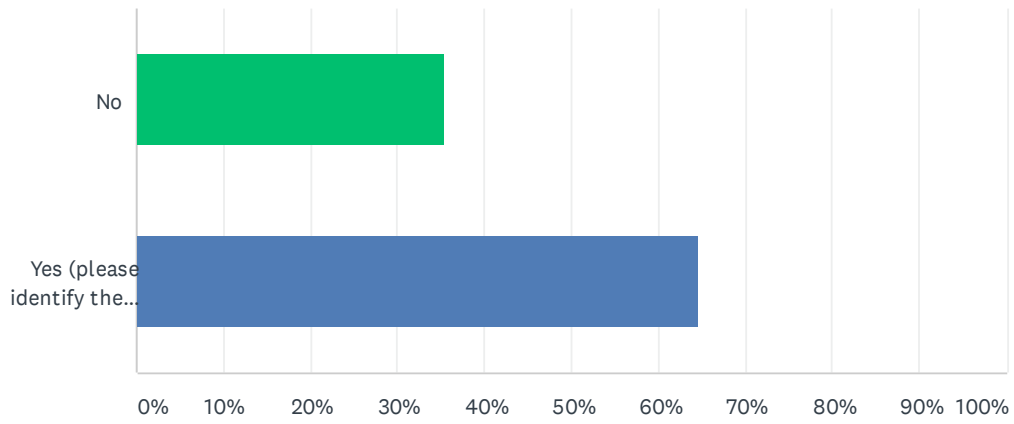
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES
No	55.56% 10
Yes (please describe):	44.44% 8
TOTAL	18

Q8 Are there currently unserved urban areas that have an identified need for intercity bus service?

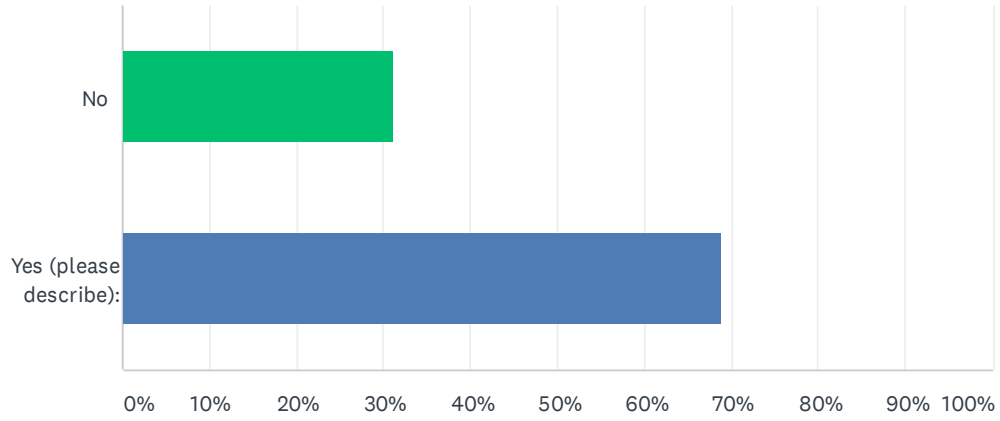
Answered: 17 Skipped: 1



ANSWER CHOICES	RESPONSES	
No	35.29%	6
Yes (please identify the urban area AND detail the identified need):	64.71%	11
TOTAL		17

Q9 Are there any routes where additional/more frequent intercity bus service is needed (or planned)?

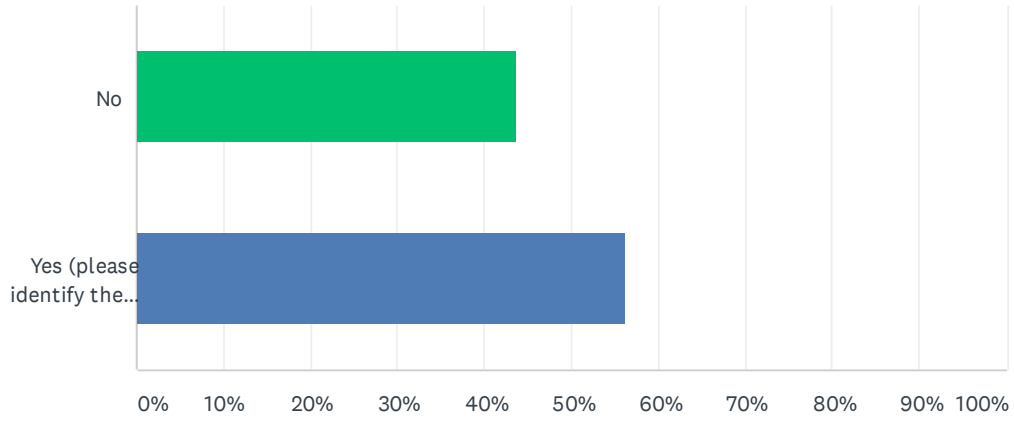
Answered: 16 Skipped: 2



ANSWER CHOICES	RESPONSES	
No	31.25%	5
Yes (please describe):	68.75%	11
TOTAL		16

Q10 Are there new routes needed (or planned) that will connect to additional urbanized areas?

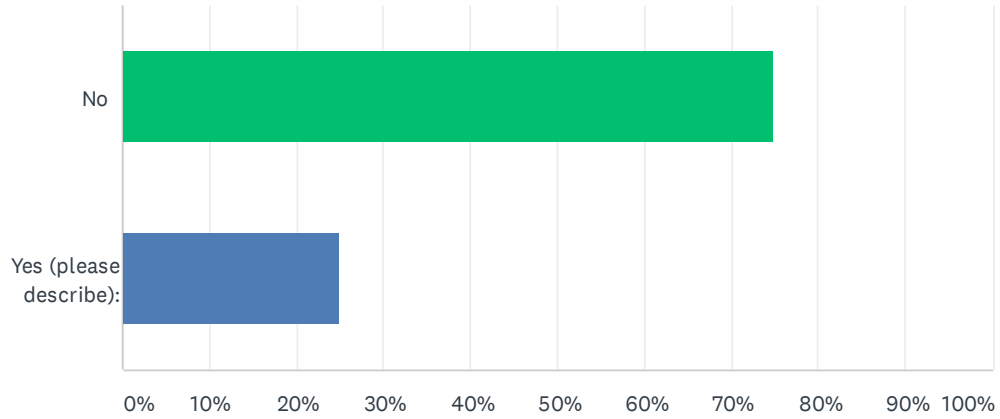
Answered: 16 Skipped: 2



ANSWER CHOICES	RESPONSES
No	43.75% 7
Yes (please identify the urban area AND describe the new route):	56.25% 9
TOTAL	16

Q11 Are there existing intercity bus services that are vulnerable to termination or service reduction within the state of Tennessee?

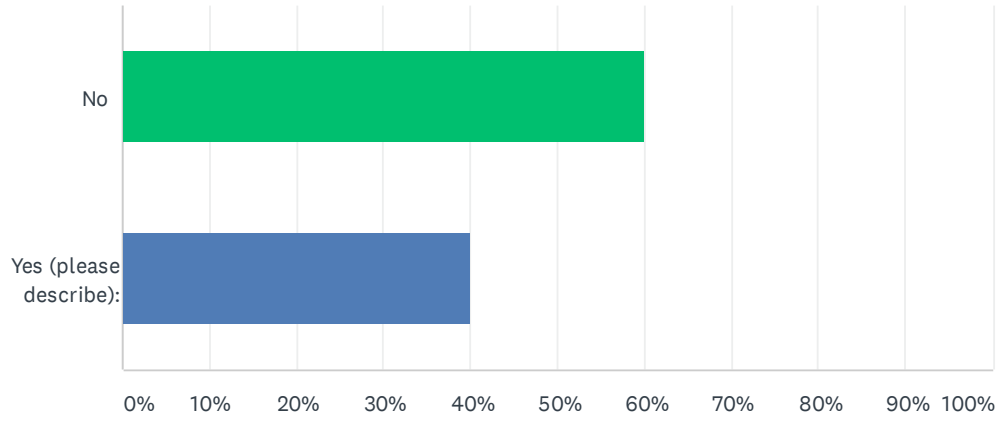
Answered: 16 Skipped: 2



ANSWER CHOICES	RESPONSES	
No	75.00%	12
Yes (please describe):	25.00%	4
TOTAL		16

Q12 Has your organization identified (or recently implemented) changes to your intercity bus service to attract more passengers?

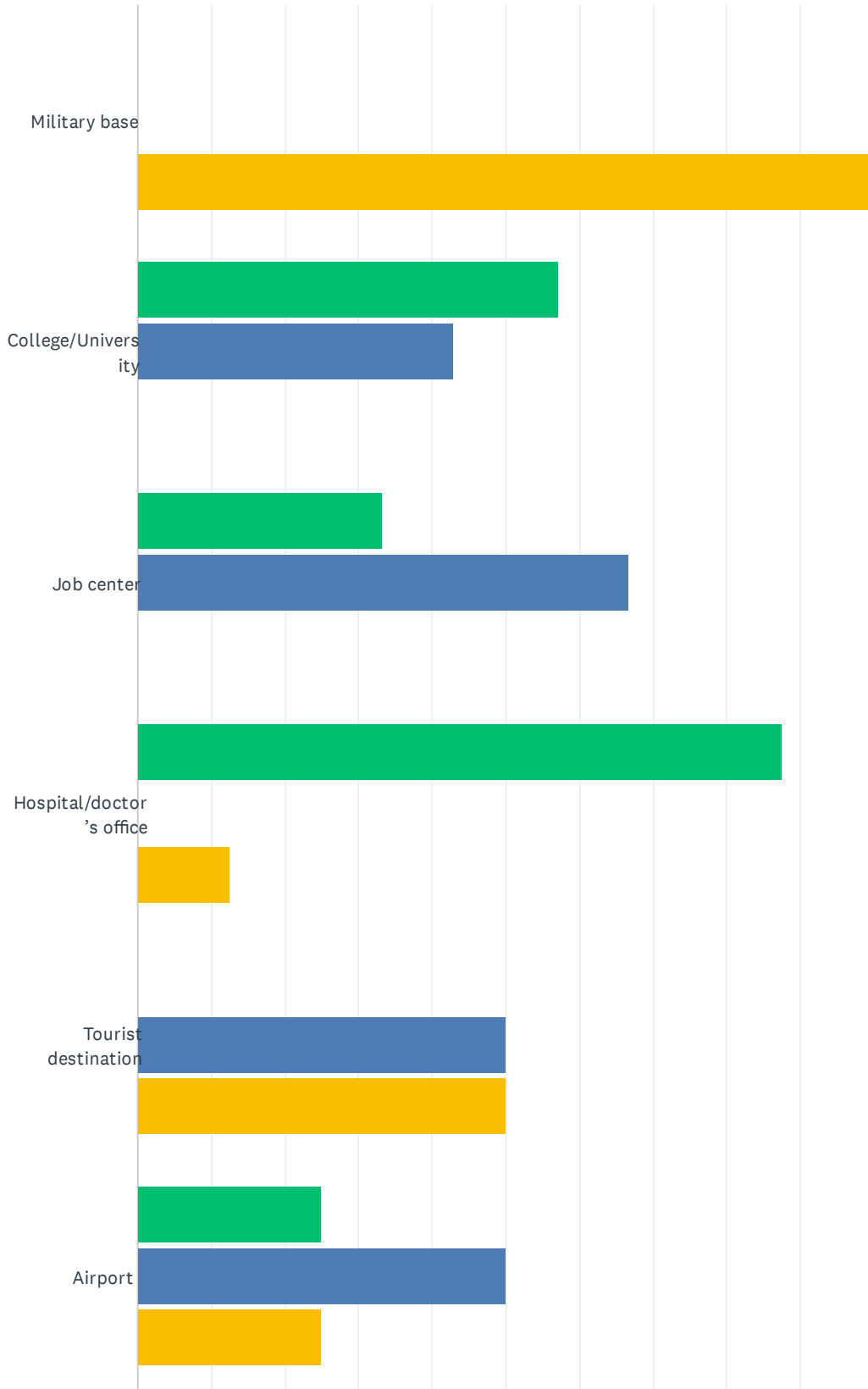
Answered: 15 Skipped: 3



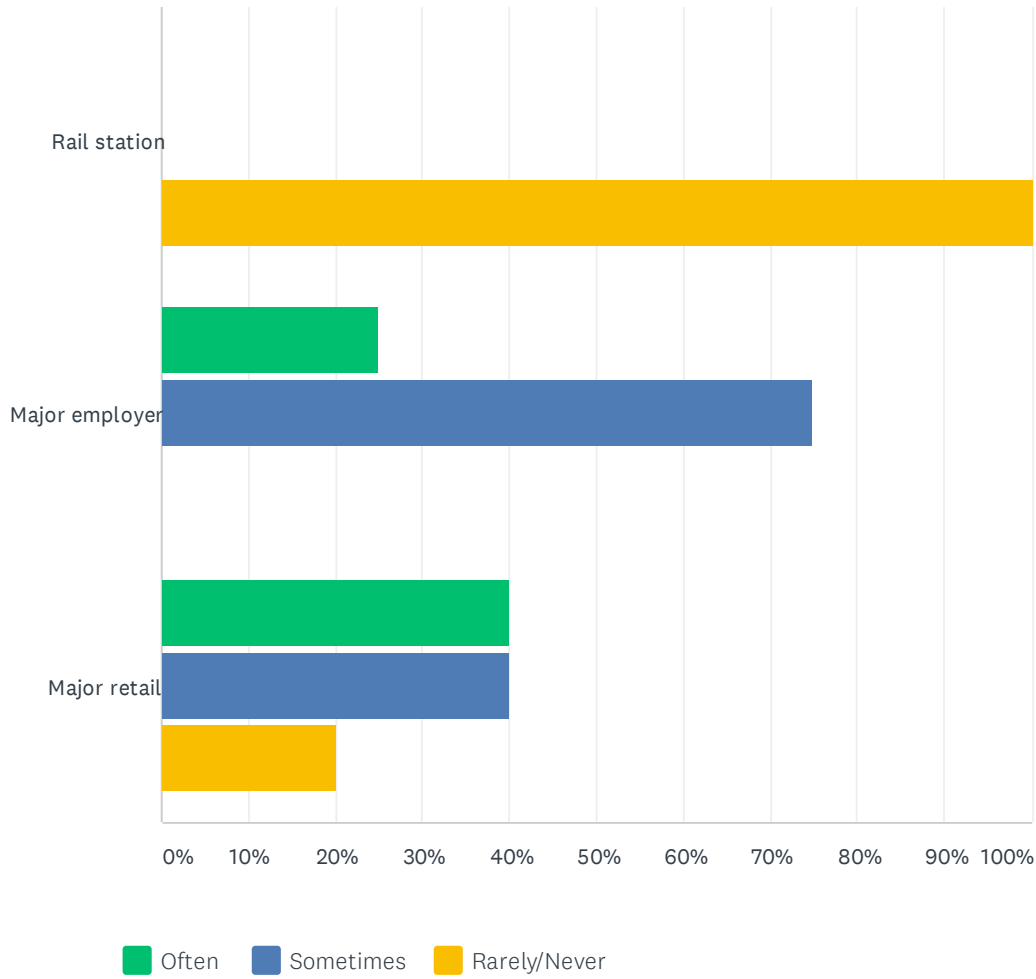
ANSWER CHOICES	RESPONSES
No	60.00% 9
Yes (please describe):	40.00% 6
TOTAL	15

Q13 Based on ridership data and/or observations, how often do your riders use your service to access the following destinations?

Answered: 17 Skipped: 1



2021 TDOT Intercity Bus Survey for Intercity Bus Providers and Rural Transit Providers



	OFTEN	SOMETIMES	RARELY/NEVER	TOTAL
Military base	0.00% 0	0.00% 0	100.00% 5	5
College/University	57.14% 4	42.86% 3	0.00% 0	7
Job center	33.33% 1	66.67% 2	0.00% 0	3
Hospital/doctor's office	87.50% 7	0.00% 0	12.50% 1	8
Tourist destination	0.00% 0	50.00% 1	50.00% 1	2
Airport	25.00% 1	50.00% 2	25.00% 1	4
Rail station	0.00% 0	0.00% 0	100.00% 4	4
Major employer	25.00% 1	75.00% 3	0.00% 0	4
Major retail	40.00% 2	40.00% 2	20.00% 1	5

Q14 Do you have any additional comments regarding intercity bus service in Tennessee?

Answered: 11 Skipped: 7

Appendix D. ICB User Survey

2021 TDOT Intercity Bus Survey for Intercity Bus Providers and Rural Transit Providers

This survey is designed by the Tennessee Department of Transportation (TDOT) Multimodal Transportation Resources Division to aid in the development of a Statewide Intercity Bus Needs Assessment. The purpose of this survey is to provide opportunity to Intercity Bus (ICB) operators and rural transit providers to identify user demand, unmet intercity bus service needs, and strategies for meeting those needs.

Your responses will 1) inform TDOT's assessment of existing intercity bus service in Tennessee, 2) provide the groundwork for TDOT, ICB operators, and rural transit providers to discuss proposals for meeting identified needs, and 3) support the recommendation for best utilizing FTA 5311(f) Intercity Bus Program funding for public transportation in Tennessee.

The consultation and assessment process will solicit input and will also notify providers of the availability of annual funds for the intercity bus program. The process will also inform intercity bus providers about the development of local, coordinated public transit-human services transportation plans required by Section 5310 and encourage intercity bus provider participation in future planning activities.

Several of these questions pertain to ridership information, which your organization may have in the form of rider counts, surveys, reports, or other quantitative data. Please send any available data, as well as any questions regarding this survey and/or the Statewide Intercity Bus Needs Assessment to Matthew Long at matthew.long@wsp.com and copy Brian Higdon at brian.higdon@tn.gov.

Helpful definitions:

Intercity bus service is regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, has the capacity for transporting baggage carried by passengers, and makes meaningful connections with scheduled intercity bus service to more distant points, if such service is available.

Feeder service is demand response operations that make meaningful connections with scheduled intercity bus service. Feeder service operations picks up passengers outside of an urban area and transports passengers to a transfer point in an urban area.

1. In taking this survey, who are you speaking for?

- Intercity Bus Provider
- Rural Transit Provider
- Urban Transit Provider

Name of provider:

2. Does your organization provide intercity bus service?

- Yes
- No

3. Does your organization provide feeder service?

- Yes
- No

4. Have you received feedback from service users who have attempted to travel between two urban areas within Tennessee by bus and have not been able to do so?

- Yes
- No

5. If yes to question 4, why were users unable to complete their trip by bus?

- Service did not exist
- Schedule was not available
- Service cost too much
- Could not get to the origin point of the trip
- Service was not available on the day or during the time the trip was required
- Have not received feedback from users requesting intercity bus service
- Other (please describe):

6. If yes to question 4, were the users able to complete their trips using a different mode of transportation?

- No
- Have not received feedback from users requesting intercity bus service
- Yes (please describe):

7. Are there currently any problems associated with connections and/or accessibility between intercity bus service and other urban or rural public transportation services?

No

Yes (please describe):

8. Are there currently unserved urban areas that have an identified need for intercity bus service?

No

Yes (please identify the urban area AND detail the identified need):

9. Are there any routes where additional/more frequent intercity bus service is needed (or planned)?

No

Yes (please describe):

10. Are there new routes needed (or planned) that will connect to additional urbanized areas?

No

Yes (please identify the urban area AND describe the new route):

11. Are there existing intercity bus services that are vulnerable to termination or service reduction within the state of Tennessee?

No

Yes (please describe):

12. Has your organization identified (or recently implemented) changes to your intercity bus service to attract more passengers?

- No
- Yes (please describe):

13. Based on ridership data and/or observations, how often do your riders use your service to access the following destinations?

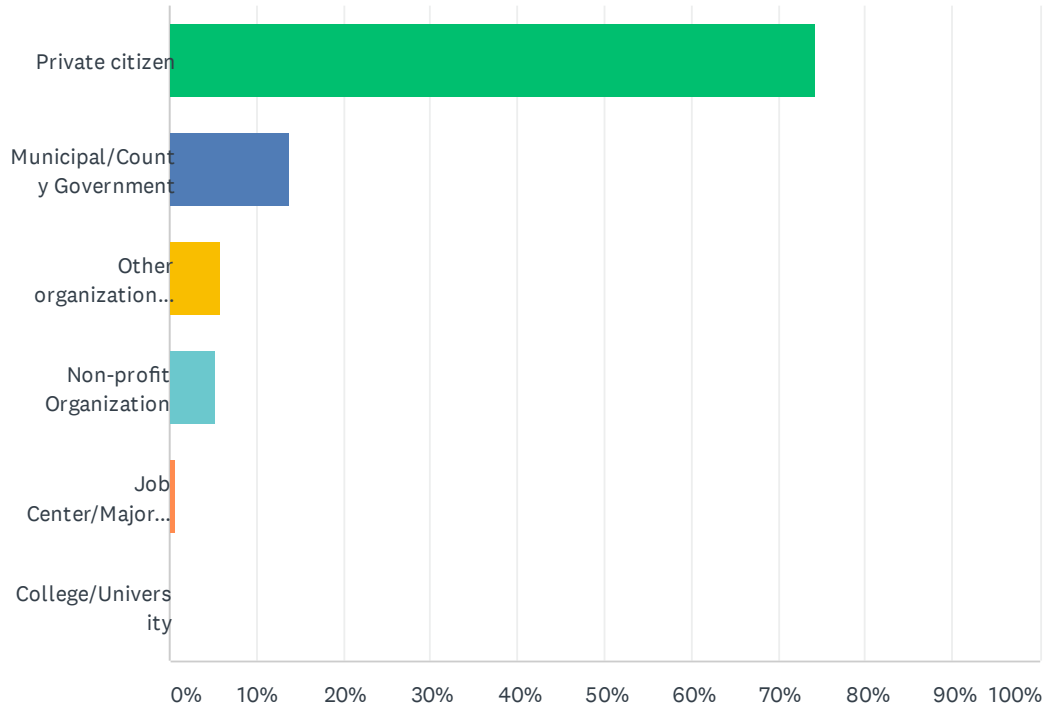
	Often	Sometimes	Rarely/Never
Military base	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College/University	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hospital/doctor's office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tourist destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Airport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rail station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Major employer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Major retail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please describe):

14. Do you have any additional comments regarding intercity bus service in Tennessee?

Q1 In taking this survey, who are you speaking for?

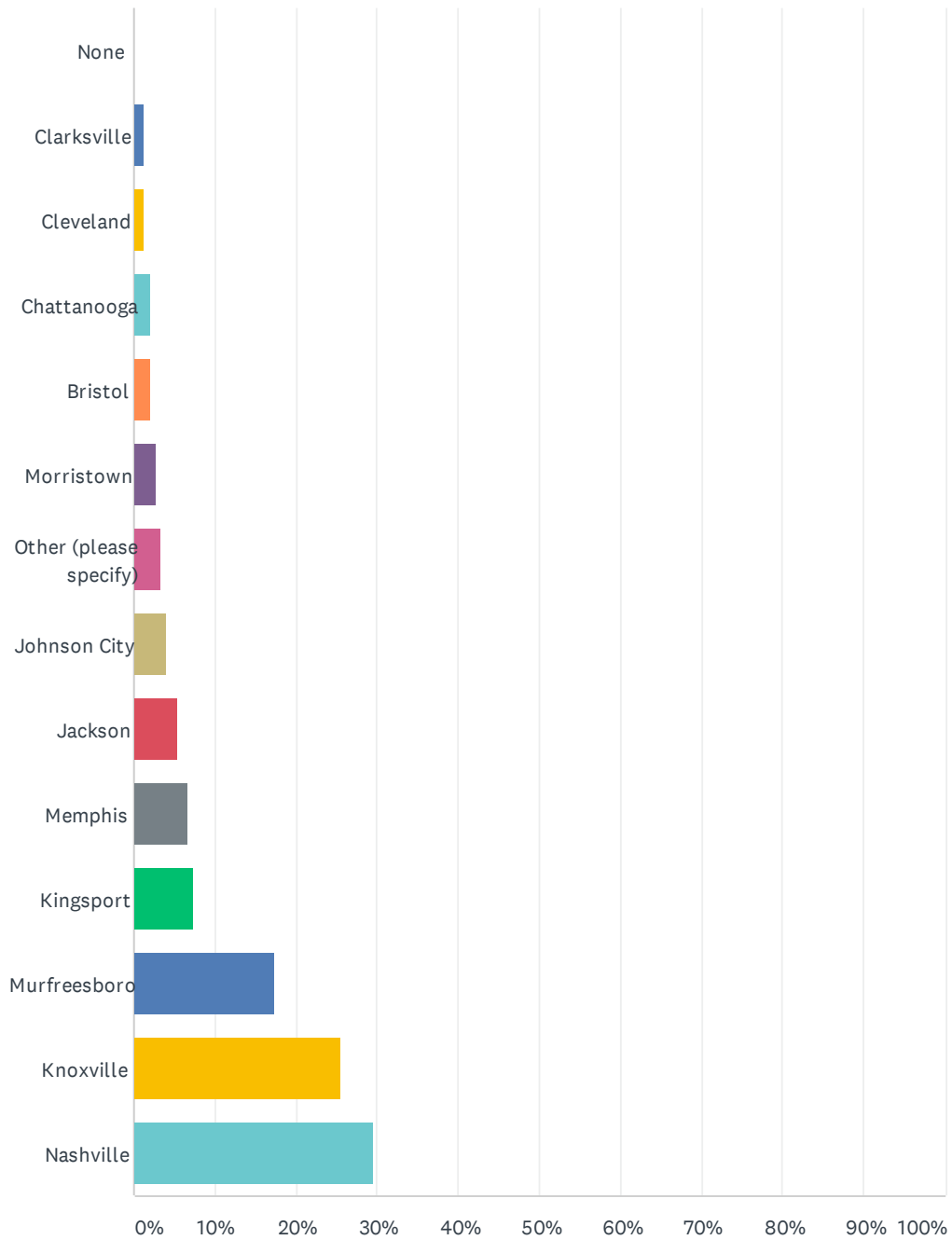
Answered: 151 Skipped: 0



ANSWER CHOICES	RESPONSES	
Private citizen	74.17%	112
Municipal/County Government	13.91%	21
Other organization (please specify)	5.96%	9
Non-profit Organization	5.30%	8
Job Center/Major Employer	0.66%	1
College/University	0.00%	0
TOTAL		151

Q2 Which urban area is in closest proximity to you (or the organization you are speaking for)?

Answered: 149 Skipped: 2

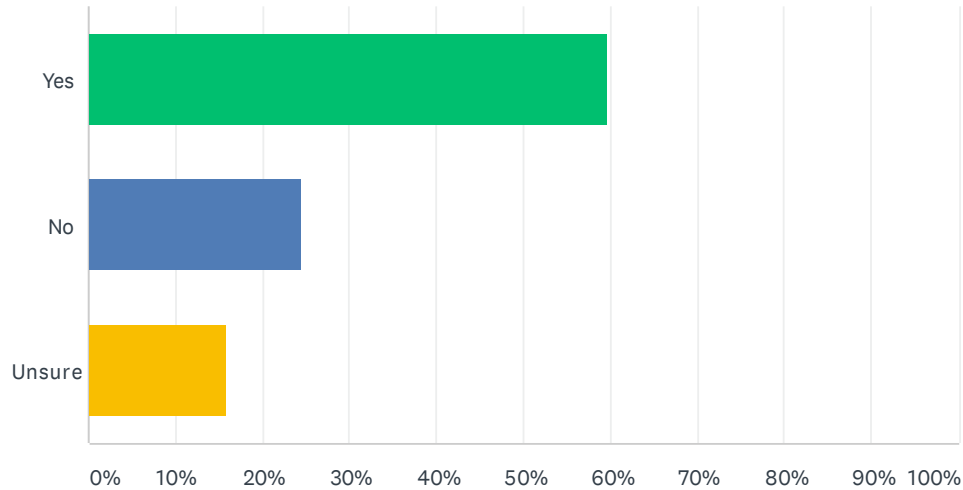


2021 TDOT Intercity Bus Survey for Local Governments, Stakeholders, and Transit Passengers

ANSWER CHOICES	RESPONSES	
None	0.00%	0
Clarksville	1.34%	2
Cleveland	1.34%	2
Chattanooga	2.01%	3
Bristol	2.01%	3
Morristown	2.68%	4
Other (please specify)	3.36%	5
Johnson City	4.03%	6
Jackson	5.37%	8
Memphis	6.71%	10
Kingsport	7.38%	11
Murfreesboro	17.45%	26
Knoxville	25.50%	38
Nashville	29.53%	44
Total Respondents: 149		

Q3 Intercity bus service is operated on a regular schedule, travels between pre-determined stops on fixed routes between two or more urban areas. The fixed routes and bus stops may be spread out across one or multiple states, and has the capacity for transporting passengers' baggage (e.g. Greyhound, Amtrak, etc.). Is there a bus stop or station in your area that is currently served by intercity buses?

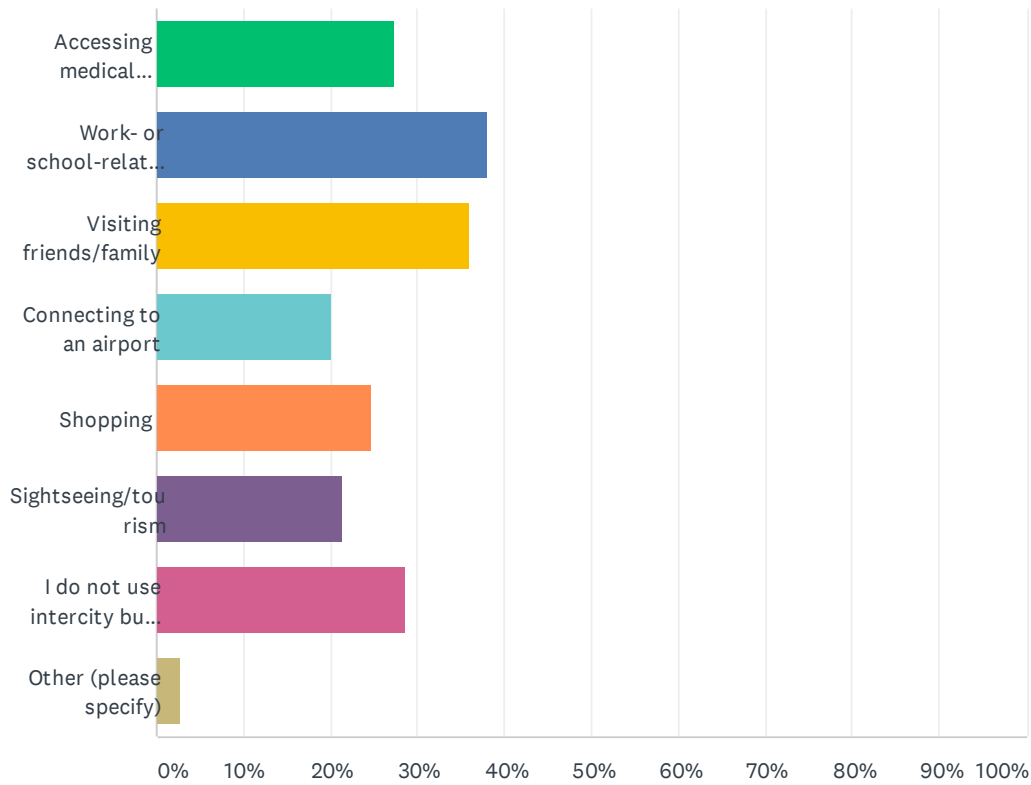
Answered: 151 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	59.60% 90
No	24.50% 37
Unsure	15.89% 24
TOTAL	151

Q4 For what purpose do you (or your clients) use intercity bus travel? (Select all that apply)

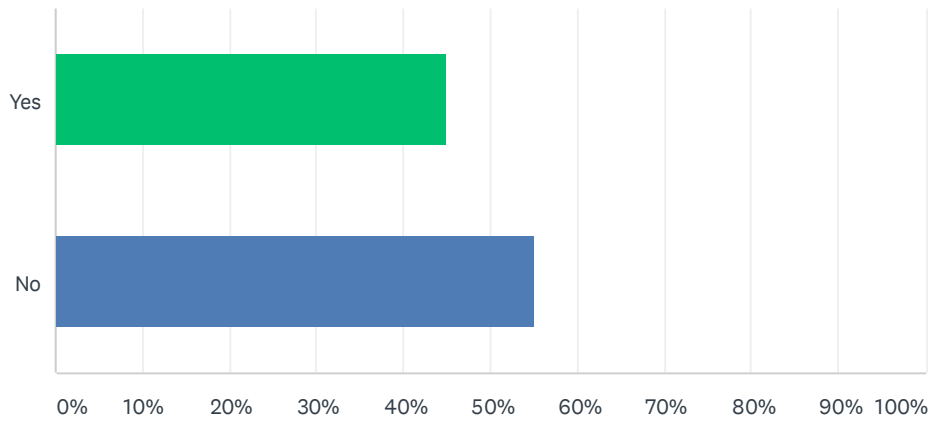
Answered: 150 Skipped: 1



ANSWER CHOICES	RESPONSES	
Accessing medical appointments	27.33%	41
Work- or school-related travel	38.00%	57
Visiting friends/family	36.00%	54
Connecting to an airport	20.00%	30
Shopping	24.67%	37
Sightseeing/tourism	21.33%	32
I do not use intercity bus service	28.67%	43
Other (please specify)	2.67%	4
Total Respondents: 150		

Q5 Have you (or your clients) attempted to travel between two urban areas within Tennessee by bus and been unable to do so?

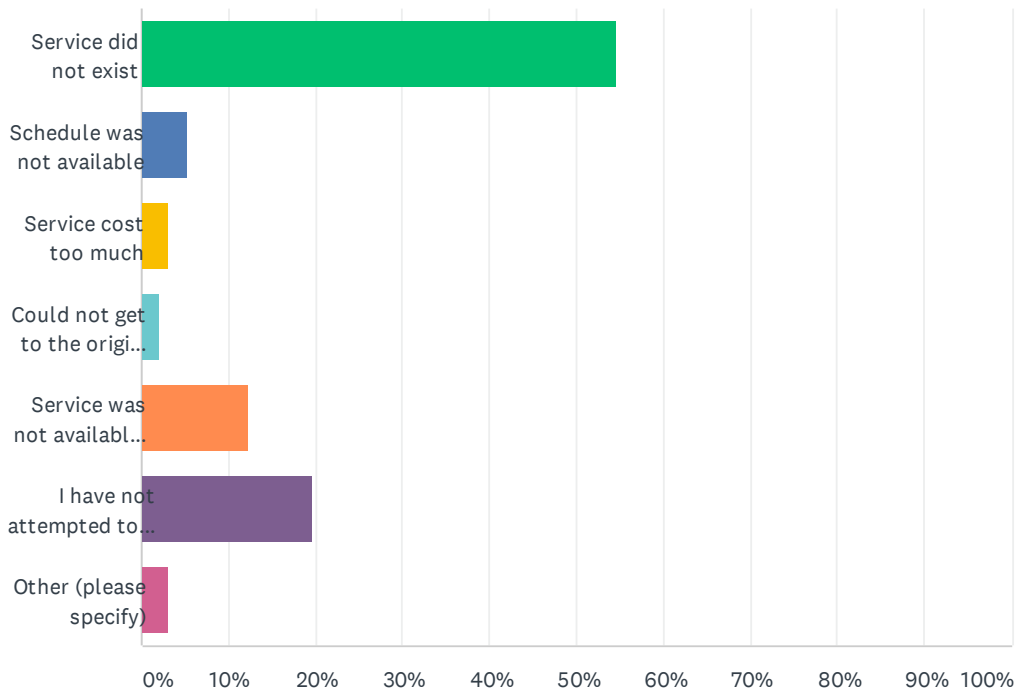
Answered: 151 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	45.03%	68
No	54.97%	83
TOTAL		151

Q6 If yes to the previous question, why were you (or your clients) unable to complete the trip by bus?

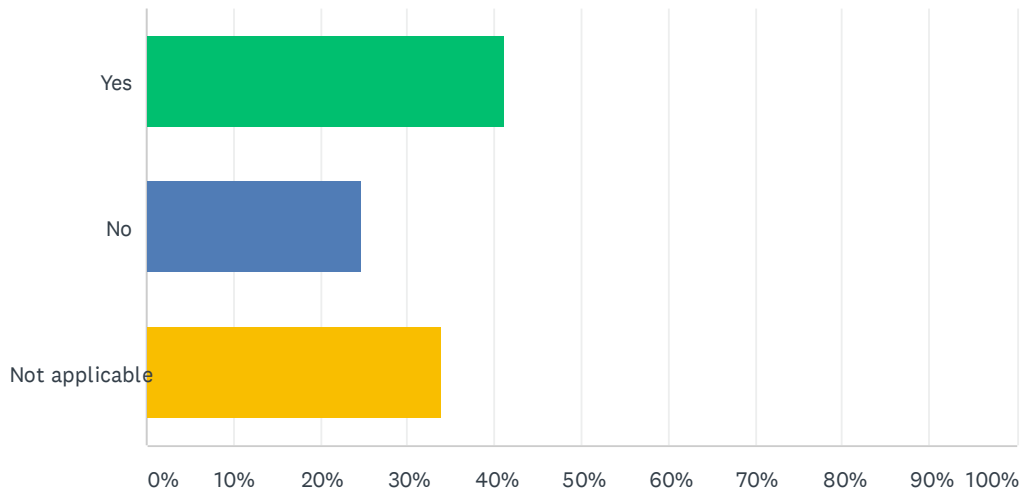
Answered: 97 Skipped: 54



ANSWER CHOICES	RESPONSES	
Service did not exist	54.64%	53
Schedule was not available	5.15%	5
Service cost too much	3.09%	3
Could not get to the origin point of the trip	2.06%	2
Service was not available on the day or during the time the trip was required	12.37%	12
I have not attempted to travel between two urban areas within Tennessee by bus	19.59%	19
Other (please specify)	3.09%	3
TOTAL		97

Q7 If yes to question 5, were you (or your clients) able to complete the trip using a different mode of transportation?

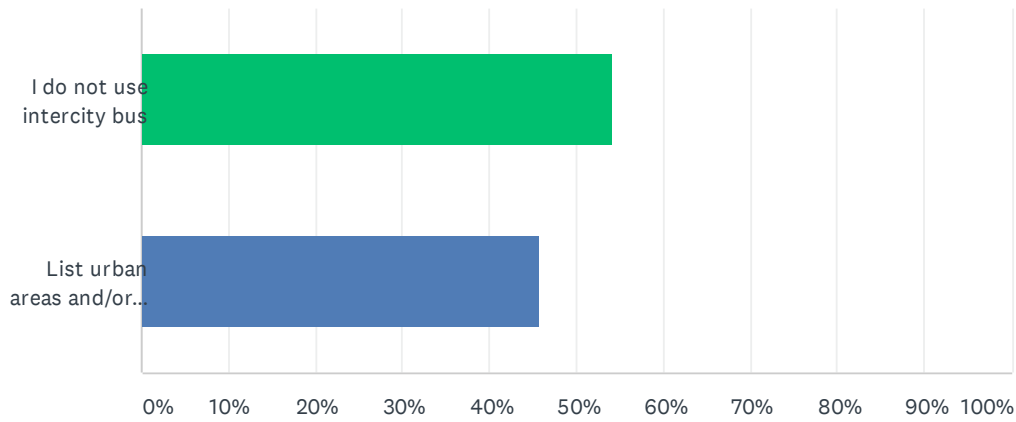
Answered: 109 Skipped: 42



ANSWER CHOICES	RESPONSES	
Yes	41.28%	45
No	24.77%	27
Not applicable	33.94%	37
TOTAL		109

Q8 What urban cities and specific destinations do you (or your clients) access using intercity bus?

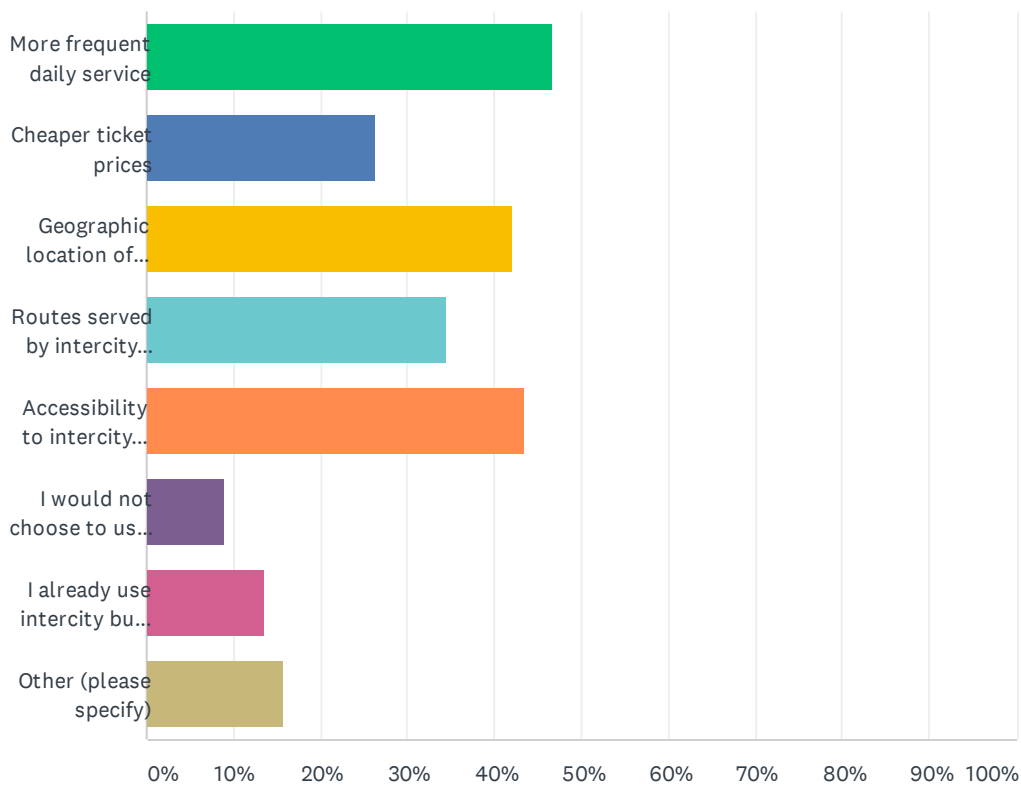
Answered: 133 Skipped: 18



ANSWER CHOICES	RESPONSES	
I do not use intercity bus	54.14%	72
List urban areas and/or specific destinations:	45.86%	61
TOTAL		133

Q9 If your area is served by intercity buses, but you (or your clients) choose not to utilize the service, what would entice you (or your clients) to choose to use intercity buses as your (or your clients) mode of transportation from one urban area to another urban area? (Select all that apply)

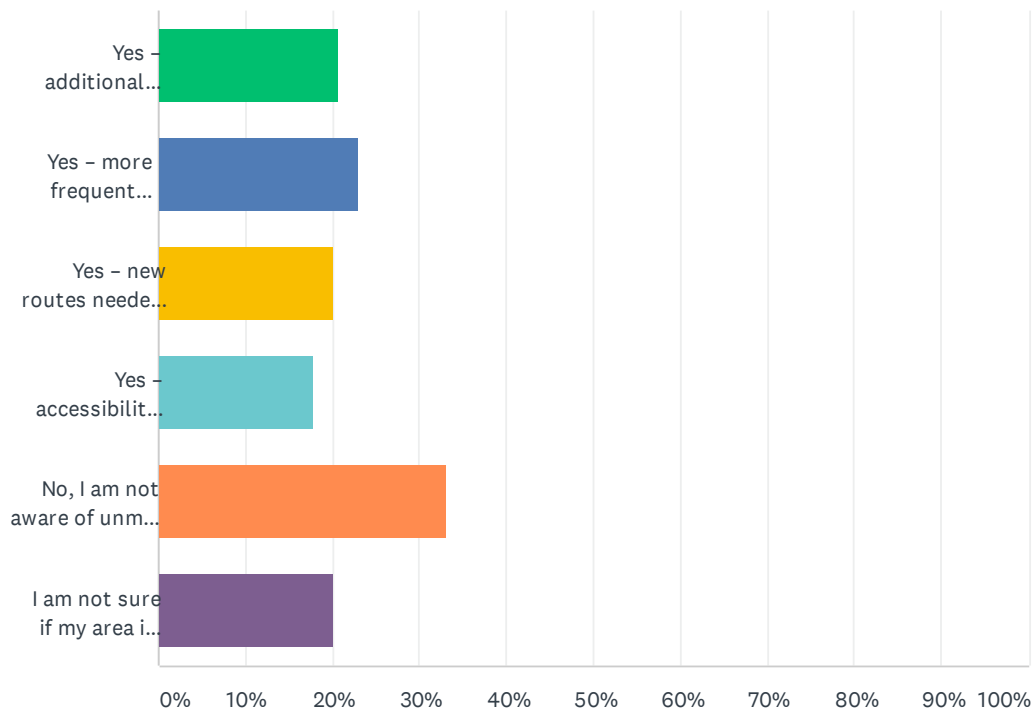
Answered: 133 Skipped: 18



ANSWER CHOICES	RESPONSES
More frequent daily service	46.62% 62
Cheaper ticket prices	26.32% 35
Geographic location of intercity bus stop or station	42.11% 56
Routes served by intercity bus	34.59% 46
Accessibility to intercity bus stop or station	43.61% 58
I would not choose to use intercity bus service	9.02% 12
I already use intercity bus service	13.53% 18
Other (please specify)	15.79% 21
Total Respondents: 133	

Q10 If your area has intercity bus service, are you (or your clients) aware of unmet demand for more service? (Select all that apply)

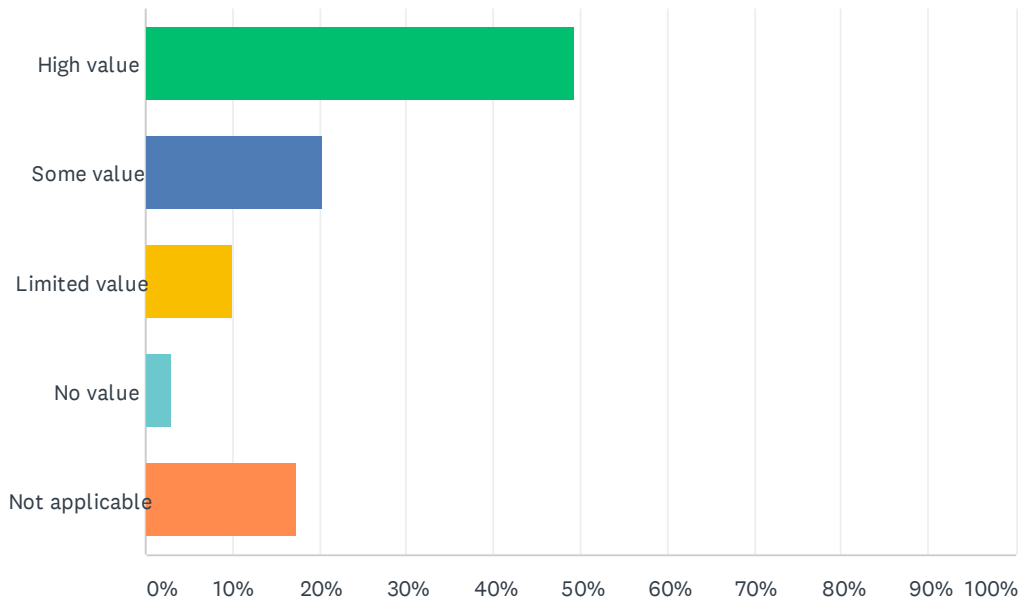
Answered: 130 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes – additional stops needed	20.77%	27
Yes – more frequent service on existing routes needed (please describe)	23.08%	30
Yes – new routes needed (please describe)	20.00%	26
Yes – accessibility to bus stops or bus stations	17.69%	23
No, I am not aware of unmet demand for intercity bus service	33.08%	43
I am not sure if my area is served by intercity bus	20.00%	26
Total Respondents: 130		

Q11 If your area has intercity bus service, what value do you believe this service provides to the community you work/live in?

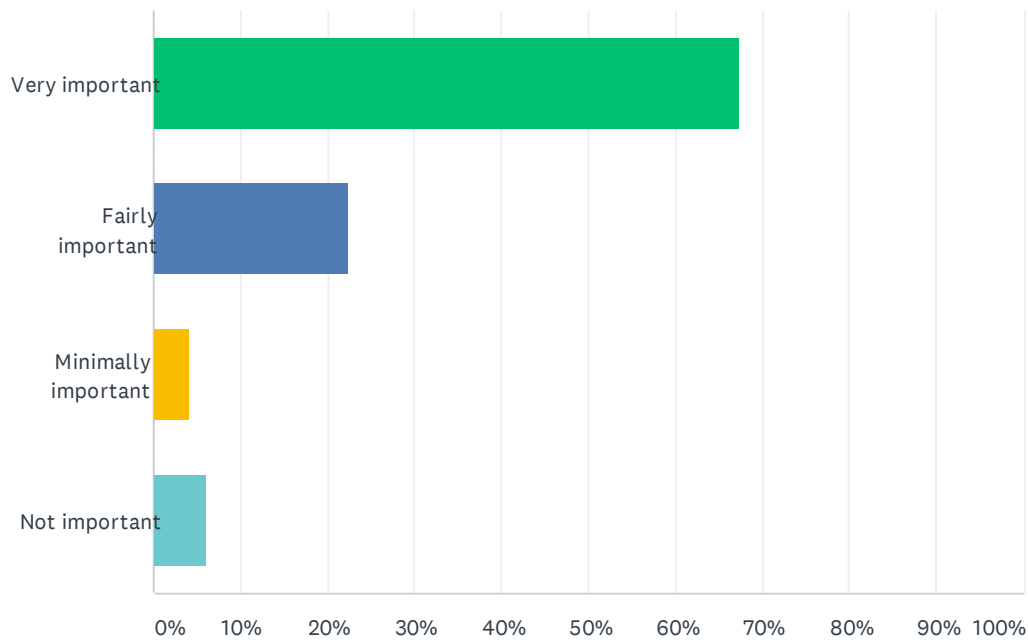
Answered: 138 Skipped: 13



ANSWER CHOICES	RESPONSES	
High value	49.28%	68
Some value	20.29%	28
Limited value	10.14%	14
No value	2.90%	4
Not applicable	17.39%	24
TOTAL		138

Q12 If your area is not served by intercity buses, how important do you feel it is to bring service to the community you represent or work/live in?

Answered: 98 Skipped: 53











ANSWER CHOICES	RESPONSES	
Very important	67.35%	66
Fairly important	22.45%	22
Minimally important	4.08%	4
Not important	6.12%	6
TOTAL		98

Q13 Do you have any additional comments regarding intercity bus service in Tennessee?

Answered: 54 Skipped: 97




Appendix E. Greyhound Bus Schedules




BIRMINGHAM - ANNISTON - CHATTANOOGA	Schedules	
	<p style="text-align: center;">Table 448 Eastbound as of 02/01/2021</p> <p style="text-align: center;">Frequency</p>	<p>9706 GLI BIRMINGHAM CHATTANOOGA eff. 01/20/21</p>
BIRMINGHAM, AL (CST)	x	10:00 Lv
PELL CITY (E), AL		10:50
ANNISTON, AL		11:25 Ar 11:40 Lv
ALEXANDRIA, AL		12:00
GADSDEN, AL		12:30
FT PAYNE (E), AL		1:20
TRENTON (E), GA (EST)		3:05
CHATTANOOGA, TN		3:45
<p>1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY</p> <p style="text-align: center;">All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures.</p> <p style="text-align: center;">  - Rest Stop  - Meal or Lunch Stop  - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection </p> <p style="text-align: center;">© 2021 Transcor Inc. All Rights Reserved.</p>		

BIRMINGHAM - ANNISTON - CHATTANOOGA	Schedules	
	<p style="text-align: center;">Table 448 Westbound as of 02/01/2021</p> <p style="text-align: center;">Frequency</p>	<p>9705 GLI CHATTANOOGA BIRMINGHAM eff. 01/20/21</p>
CHATTANOOGA, TN (EST)		4:15 Lv
TRENTON (E), GA		4:55
FT PAYNE (E), AL (CST)		4:40
GADSDEN, AL		5:30
ALEXANDRIA, AL		6:00
ANNISTON, AL		6:20 Ar 6:30 Lv
PELL CITY (E), AL		7:05
BIRMINGHAM, AL	x	7:55
<p>1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY</p> <p style="text-align: center;">All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures.</p> <p style="text-align: center;">  - Rest Stop  - Meal or Lunch Stop  - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection </p> <p style="text-align: center;">© 2021 Transcor Inc. All Rights Reserved.</p>		

ST LOUIS - EVANSVILLE - PADUCAH - NASHVILLE	Schedules			
	4711 GLI ST LOUIS NASHVILLE eff. 12/02/20		1167 GLI ST LOUIS TALLAHASSEE eff. 01/20/21	
Table 280 Eastbound as of 02/01/2021 Frequency				
ST LOUIS, MO (CST)	x	1:20 Lv	x	1:45 Lv
MT VERNON, IL		█	x	3:05 Ar 3:35 Lv
CARBONDALE (E), IL		3:20		█
MARION, IL	■	3:55 Ar 4:05 Lv		█
VIENNA (E), IL		4:30 Ar 4:35 Lv		█
EVANSVILLE, IN		█	■	5:20 Ar 5:50 Lv
MADISONVILLE, KY		█		6:50
PADUCAH, KY	■	5:15 Ar 5:20 Lv		█
CLARKSVILLE, TN		█		8:00
NASHVILLE, TN	x	7:30	x	9:00 Ar
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. ■ - Rest Stop █ - Meal or Lunch Stop ■ - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.				










ATLANTA - NASHVILLE	Schedules			
	4702 GLI ATLANTA ST LOUIS eff. 07/27/20	1194 GLI ATLANTA CHICAGO AMTRAK (E) eff. 01/20/21	1196 GLI ATLANTA CHICAGO AMTRAK (E) eff. 01/20/21	
Table 438 Northbound as of 02/01/2021 Frequency				
ATLANTA, GA (EST)	x	4:55 Lv	x	5:25 Lv 10:45 Lv
MARIETTA, GA	■	5:25		█
DALTON (E), GA		█		█
CHATTANOOGA, TN	■	7:05 Ar 7:20 Lv	7:40 Ar 7:55 Lv	█
MANCHESTER, TN (CST)		7:45 Ar 7:55 Lv	█	█
MURFREESBORO (E), TN		8:30	█	█
NASHVILLE, TN	x	9:10 Ar	x	9:15 Ar 1:55 Ar
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. ■ - Rest Stop █ - Meal or Lunch Stop ■ - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.				

MEMPHIS - BIRMINGHAM	Schedules	
	3866 GLI MEMPHIS ATLANTA eff. 01/10/21	
Table 433 Eastbound as of 02/01/2021 Frequency	X127	
MEMPHIS, TN (CST)	x	12:30 Lv
TUPELO, MS	x	2:10 Ar
		2:25 Lv
BIRMINGHAM, AL	x	4:55 Ar
		5:25 Lv
ATLANTA, GA (EST)	x	8:55
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures.  - Rest Stop  - Meal or Lunch Stop  - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.		

MEMPHIS - BIRMINGHAM	Schedules	
	3861 GLI ATLANTA MEMPHIS eff. 01/03/21	
Table 433 Westbound as of 02/01/2021 Frequency	X167	
ATLANTA, GA (EST)	x	5:30 Lv
BIRMINGHAM, AL (CST)	x	7:00 Ar
		7:25 Lv
TUPELO, MS	x	9:45 Ar
		9:55 Lv
MEMPHIS, TN	x	11:45
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures.  - Rest Stop  - Meal or Lunch Stop  - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.		

NASHVILLE - MEMPHIS - LITTLE ROCK - DALLAS	Schedules			
	1535 GLI DETROIT DALLAS eff. 01/29/21		1511 GLI RICHMOND DALLAS eff. 01/27/21	
Table 478 Westbound as of 02/01/2021 Frequency				
NASHVILLE, TN (CST)	X	6:50 Lv	X	10:30 Lv
JACKSON, TN		9:00 Ar 9:15 Lv		
MEMPHIS, TN	X	10:50 Ar 12:00 Lv	X	2:15 Ar 3:00 Lv
FORREST CITY, AR		1:05		
LITTLE ROCK, AR		2:35 Ar 2:50 Lv		5:25 Ar 5:35 Lv
BENTON (E), AR				6:05 Ar 6:35 Lv
MALVERN, AR	LB	3:40	LB	7:00
TEXARKANA, AR	X	5:15 Ar 5:30 Lv	X	8:35 Ar 8:45 Lv
MT PLEASANT, TX		6:30		9:45
SULPHUR SPRINGS, TX	X	7:10 Ar 7:40 Lv		
GREENVILLE-CADDO MILLS, TX		8:25		11:00
DALLAS, TX	X	9:25	X	12:00
<p>1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures.</p> <p> - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.</p>				

NASHVILLE - LOUISVILLE - CINCINNATI - DETROIT	Schedules				
	1535 GLI DETROIT DALLAS eff. 01/29/21	1123 GLI CHICAGO AMTRAK (E) ATLANTA eff. 12/09/20	1537 GLI CLEVELAND ATLANTA eff. 09/02/20	1151 GLI CHICAGO AMTRAK (E) ATLANTA eff. 12/01/20	1109 GLI DETROIT ATLANTA eff. 12/01/20
Table 444 Southbound as of 02/01/2021 Frequency					
DETROIT, MI (EST)		6:50 Lv	
TOLEDO, OH		8:10 Ar 8:25 Lv	
LIMA, OH			
DAYTON TROTWOOD, OH				9:30 Lv	
CINCINNATI, OH	X	12:10 Ar 1:20 Lv	X	10:50 Ar 11:55 Lv
LOUISVILLE, KY	X	3:05 Ar 3:40 Lv	X	6:15 Lv	X
SONORA ELIZABETHTOWN, KY				3:25	
BOWLING GREEN, KY (CST)				3:25	
NASHVILLE, TN	X	5:35 Ar	X	8:20 Ar	X
<p>1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures.</p> <p> - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.</p>					

RICHMOND - ROANOKE - NASHVILLE Table 144 Westbound as of 02/01/2021 Frequency	Schedules 1511 GLI RICHMOND DALLAS eff. 01/27/21	
	RICHMOND, VA (EST)	x
CHARLOTTESVILLE, VA		9:45 Ar 9:55 Lv
LYNCHBURG, VA		11:15 Ar 11:25 Lv
ROANOKE, VA		12:30 Ar 1:00 Lv
WYTHEVILLE, VA	x	2:10 Ar 2:25 Lv
MARION, VA		
BRISTOL, TN		3:45
JOHNSON CITY, TN		4:20 Ar 4:25 Lv
GREENEVILLE (E), TN		5:15 Ar 5:20 Lv
KNOXVILLE, TN	x	6:30 Ar 7:10 Lv
CROSSVILLE (E), TN (CST)		7:20
COOKEVILLE, TN		8:00
NASHVILLE, TN	x	9:25 Ar
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures.  - Rest Stop  - Meal or Lunch Stop  - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.		

RICHMOND - ROANOKE - NASHVILLE Table 144 Eastbound as of 02/01/2021 Frequency	Schedules 1510 GLI DALLAS RICHMOND eff. 12/06/20	
	NASHVILLE, TN (CST)	x
COOKEVILLE, TN		7:55
CROSSVILLE (E), TN		8:25 Ar
		8:35 Lv
KNOXVILLE, TN (EST)	x	10:50 Ar
		11:35 Lv
GREENEVILLE (E), TN		12:45 Ar
		12:55 Lv
JOHNSON CITY, TN		1:45
BRISTOL, TN		2:20
MARION, VA		1
WYTHEVILLE, VA	x	3:40 Ar
		4:00 Lv
ROANOKE, VA		5:10 Ar
		5:25 Lv
LYNCHBURG, VA		6:30 Ar
		6:35 Lv
CHARLOTTESVILLE, VA		7:55 Ar
		8:05 Lv
RICHMOND, VA	x	9:20
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.		

NASHVILLE - MEMPHIS - LITTLE ROCK - DALLAS Table 478 Eastbound as of 02/01/2021 Frequency	Schedules			
	1510 GLI DALLAS RICHMOND eff. 12/06/20		1502 GLI DALLAS DETROIT eff. 12/02/20	
DALLAS, TX (CST)	x	3:35 Lv	x	6:50 Lv
GREENVILLE-CADDO MILLS, TX		█	█	7:40
SULPHUR SPRINGS, TX		█	x	8:15 Ar 8:30 Lv
MT PLEASANT, TX		█	█	9:15
TEXARKANA, AR	x	6:30 Ar 6:40 Lv	x	10:20 Ar 10:30 Lv
MALVERN, AR		█		█
BENTON (E), AR	█	8:35 Ar 8:55 Lv		█
LITTLE ROCK, AR	█	9:20 Ar 9:30 Lv	█	12:45 Ar 1:00 Lv
FORREST CITY, AR	█	11:00		█
MEMPHIS, TN	x	12:05 Ar 1:05 Lv	x	3:25 Ar 4:25 Lv
JACKSON, TN	█	2:40 Ar 2:50 Lv	█	6:00 Ar 6:10 Lv
NASHVILLE, TN	x	5:10 Ar	x	8:15 Ar
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. █ - Rest Stop █ - Meal or Lunch Stop █ - Package Express Pickup + Delivery cb - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box x - By Connection © 2021 Transcor Inc. All Rights Reserved.				

ST LOUIS - ALBUQUERQUE - PHOENIX - LOS ANGELES	Schedules				
	1351 GLI NEW YORK LOS ANGELES eff. 11/13/20	1339 GLI NEW YORK LOS ANGELES eff. 11/13/20	6363 GLI LAS VEGAS PHOENIX eff. 12/27/20	1359 GLI MEMPHIS OKLAHOMA CITY eff. 01/20/21	
Table 470 Westbound as of 02/01/2021 Frequency			X34	345H	
ST LOUIS, MO (CST)	x 1:20 Lv	7:30 Lv	
ST LOUIS LAMBERT FLD (E), MO			
ROLLA (E), MO	3:15	9:25	
FT LEONARD WOOD, MO	3:45 Ar 3:55 Lv	9:55 Ar 10:05 Lv	
SPRINGFIELD, MO	5:25 Ar 6:05 Lv	11:35 Ar 12:10 Lv	
JOPLIN, MO	x 7:25 Ar 7:30 Lv	1:30 Ar 1:35 Lv	
TULSA, OK	x 9:35 Ar 10:05 Lv	3:40 Ar 4:10 Lv	
MEMPHIS, TN			x 2:40 Lv	
FORREST CITY, AR				
LITTLE ROCK, AR			5:05 Ar 5:10 Lv	
FT SMITH, AR			7:45 Ar 7:50 Lv	
RS SALLISAW MCDONALDS, OK			d x 8:20 Ar 8:45 Lv	
OKLAHOMA CITY, OK	x 11:55 Ar 12:35 Lv	6:00 Ar 6:30 Lv	x 11:25	
EL RENO (E), OK	1:10	7:05	
ELK CITY, OK	2:35	8:30	
AMARILLO, TX	x 5:30 Ar 6:40 Lv	11:20 Ar 12:25 Lv	
TUCUMCARI, NM (MST)	x 7:30 Ar 7:50 Lv	1:15 Ar 1:35 Lv	
ALBUQUERQUE, NM	x 10:40 Ar 11:50 Lv	4:25 Ar 5:35 Lv	
GRANTS (E), NM	1:15	7:00	
GALLUP, NM	x 2:20 Ar 2:35 Lv	8:05 Ar 8:20 Lv	
HOLBROOK, AZ	4:10	9:55	
FLAGSTAFF, AZ	5:50 Ar 6:05 Lv	11:35 Ar 11:50 Lv	11:55 Lv	
CAMP VERDE, AZ	7:05		12:55	
GLENDALE, AZ	8:30		2:15	
PHOENIX, AZ	x 8:55 Ar	2:25 Ar	x 2:40	
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery cb - Change Buses d - Discharge Only f - Flag Stop hs - Highway Stop lb - Lock Box x - By Connection © 2021 Transcor Inc. All Rights Reserved.					

ST LOUIS - ALBUQUERQUE - PHOENIX - LOS ANGELES	Schedules			
	1340 GLI OKLAHOMA CITY MEMPHIS eff. 01/10/21	1342 GLI LOS ANGELES NEW YORK eff. 11/13/20	1358 GLI LOS ANGELES NEW YORK eff. 12/02/20	6362 GLI PHOENIX LAS VEGAS eff. 01/20/21
Table 470 Eastbound as of 02/01/2021 Frequency	456H			X23
PHOENIX, AZ (MST)	x 12:00 Lv	10:20 Lv	x 10:00 Lv
GLENDALE, AZ	12:25	10:45	10:25
CAMP VERDE, AZ			11:55
FLAGSTAFF, AZ	2:55 Ar 3:15 Lv	1:15 Ar 1:30 Lv	1:00 Ar
HOLBROOK, AZ	4:55	3:10
GALLUP, NM	x 6:30 Ar 7:00 Lv	4:45 Ar 5:00 Lv
GRANTS (E), NM	8:05	6:05
ALBUQUERQUE, NM	x 9:35 Ar 11:00 Lv	7:30 Ar 8:40 Lv
TUCUMCARI, NM	x 1:50 Ar 2:05 Lv	11:30 Ar 11:45 Lv
AMARILLO, TX (CST)	x 4:55 Ar 6:15 Lv	2:35 Ar 3:40 Lv
ELK CITY, OK	9:00	6:20
EL RENO (E), OK	10:25	7:45
OKLAHOMA CITY, OK	x 12:20 Lv	x 11:00 Ar 11:30 Lv	8:20 Ar 8:50 Lv
RS SALLISAW MCDONALDS, OK			
FT SMITH, AR	3:20 Ar 3:35 Lv		
LITTLE ROCK, AR	6:10 Ar 6:20 Lv		
FORREST CITY, AR	7:45		
MEMPHIS, TN	x 8:50		
TULSA, OK	x 1:20 Ar 1:55 Lv	10:40 Ar 10:50 Lv
JOPLIN, MO	x 4:00 Ar 4:10 Lv	12:55 Ar 1:05 Lv
SPRINGFIELD, MO	5:30 Ar 6:10 Lv	2:25 Ar 3:15 Lv
FT LEONARD WOOD, MO	7:40 Ar 7:45 Lv	4:45 Ar 4:55 Lv
ROLLA (E), MO	8:15 Ar 8:35 Lv	5:25 Ar 5:35 Lv
ST LOUIS LAMBERT FLD (E), MO	10:15	7:15
ST LOUIS, MO	x 10:45 Ar	7:45 Ar

1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY
All schedules operate daily unless otherwise noted.
AM - Light Face Figures. PM - Bold Face Figures.
 - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery
CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box x - By Connection
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CHICAGO - MEMPHIS	Schedules	
	1227 GLI CHICAGO MEMPHIS eff. 04/27/20	
Table 265 Southbound as of 02/01/2021 Frequency		
CHICAGO, IL (CST)		10:30 Lv
CHICAGO 95TH & DAN RYAN, IL		10:50
EFFINGHAM, IL	x	2:15 Ar 2:35 Lv
SIKESTON MATTHEWS (E), MO		5:50 Ar 6:05 Lv
MEMPHIS, TN	x	8:25
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.		

CHICAGO - MEMPHIS	Schedules	
	1214 GLI MEMPHIS CHICAGO eff. 09/16/20	
Table 265 Northbound as of 02/01/2021 Frequency		
MEMPHIS, TN (CST)	x	8:30 Lv
SIKESTON MATTHEWS (E), MO		10:50 Ar 11:20 Lv
EFFINGHAM, IL	x	2:35 Ar 2:50 Lv
CHICAGO 95TH & DAN RYAN, IL		I
CHICAGO, IL		6:00
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.		

ST LOUIS - MEMPHIS	Schedules	
	1212 GLI MEMPHIS CHICAGO eff. 09/18/20	
Table 260 Northbound as of 02/01/2021 Frequency		
MEMPHIS, TN (CST)	x	4:10 Lv
BLYTHEVILLE, AR		5:35
SIKESTON MATTHEWS (E), MO		6:45 Ar
		7:05 Lv
ST LOUIS, MO	x	9:30 Ar
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.		

NASHVILLE - LOUISVILLE - CINCINNATI - DETROIT	Schedules				
	1196 GLI ATLANTA CHICAGO AMTRAK (E) eff. 01/20/21	1502 GLI DALLAS DETROIT eff. 12/02/20	1156 GLI NASHVILLE CLEVELAND eff. 12/02/20	1194 GLI ATLANTA CHICAGO AMTRAK (E) eff. 01/20/21	1104 GLI ATLANTA DETROIT eff. 12/01/20
Table 444 Northbound as of 02/01/2021 Frequency					
NASHVILLE, TN (CST)	x 3:00 Lv	x 9:40 Lv	x 10:00 Lv	x 11:10 Lv
BOWLING GREEN, KY	4:25			12:35
SONORA ELIZABETHTOWN, KY (EST)	6:20			2:30
LOUISVILLE, KY	x 7:20 Ar	x 1:40 Ar 2:15 Lv	x 2:00 Ar 2:30 Lv	x 3:30 Ar
CINCINNATI, OH	x 4:00 Ar 4:50 Lv	x 4:15 Ar 5:00 Lv	x 12:30 Lv
DAYTON TROTWOOD, OH	6:10 Ar 6:25 Lv	6:20 Ar	1:50 Ar 2:05 Lv
LIMA, OH	3:20
TOLEDO, OH	9:00 Ar 9:15 Lv	4:40 Ar 4:55 Lv
DETROIT, MI	10:25	6:05
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.					

NASHVILLE - BIRMINGHAM - TALLAHASSEE	Schedules	
	1167 GLI ST LOUIS TALLAHASSEE eff. 01/20/21	
Table 445 Southbound as of 02/01/2021 Frequency		
NASHVILLE, TN (CST)	x	9:45 Lv
HUNTSVILLE, AL		11:45 Ar 11:50 Lv
BIRMINGHAM, AL	x	1:30 Ar 2:05 Lv
MONTGOMERY, AL		3:45 Ar (COP) 5:00 Lv
TROY, AL		I
DOTHAN, AL		7:15 Ar (COP) 7:35 Lv
TALLAHASSEE, FL (EST)		10:30 (COP)
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.		










ST LOUIS - MEMPHIS	Schedules	
	1163 GLI CHICAGO MEMPHIS eff. 04/30/20	
Table 260 Southbound as of 02/01/2021 Frequency		
ST LOUIS, MO (CST)	x	2:50 Lv
SIKESTON MATTHEWS (E), MO		5:15 Ar 5:45 Lv
BLYTHEVILLE, AR		6:55
MEMPHIS, TN		8:20
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.		

NASHVILLE - BIRMINGHAM - TALLAHASSEE	Schedules	
	1162 GLI TALLAHASSEE ST LOUIS eff. 12/28/20	
Table 445 Northbound as of 02/01/2021 Frequency		
TALLAHASSEE, FL (EST)		1:10 Lv (COP)
DOTHAN, AL (CST)		2:05 Ar (COP) 2:15 Lv
TROY, AL		█
MONTGOMERY, AL		4:30 Ar 5:15 Lv
BIRMINGHAM, AL	x	6:55 Ar 7:35 Lv
HUNTSVILLE, AL		9:20 Ar 9:25 Lv
NASHVILLE, TN	x	11:40 Ar
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery cb - Change Buses d - Discharge Only f - Flag Stop HS - Highway Stop LB - Lock Box x - By Connection © 2021 Transcor Inc. All Rights Reserved.		

ST LOUIS - EVANSVILLE - PADUCAH - NASHVILLE	Schedules			
	1162 GLI TALLAHASSEE ST LOUIS eff. 12/28/20		4702 GLI ATLANTA ST LOUIS eff. 07/27/20	
Table 280 Westbound as of 02/01/2021 Frequency				
NASHVILLE, TN (CST)	x	12:40 Lv	x	10:05 Lv
CLARKSVILLE, TN		█		11:15
PADUCAH, KY		2:50 Ar 3:00 Lv		█
MADISONVILLE, KY		█		12:25
EVANSVILLE, IN		█		1:25 Ar 1:45 Lv
VIENNA (E), IL		3:40 Ar 3:50 Lv		█
MARION, IL		4:25		█
CARBONDALE (E), IL		4:50		█
MT VERNON, IL		█	x	3:30 Ar 3:55 Lv
ST LOUIS, MO	x	6:45	x	5:25
1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures. - Rest Stop - Meal or Lunch Stop - Package Express Pickup + Delivery cb - Change Buses d - Discharge Only f - Flag Stop HS - Highway Stop LB - Lock Box x - By Connection © 2021 Transcor Inc. All Rights Reserved.				

ATLANTA - NASHVILLE	Schedules		
	1123 GLI CHICAGO AMTRAK (E) ATLANTA eff. 12/09/20	1537 GLI CLEVELAND ATLANTA eff. 09/02/20	1151 GLI CHICAGO AMTRAK (E) ATLANTA eff. 12/01/20
Table 438 Southbound as of 02/01/2021			
Frequency			
NASHVILLE, TN (CST)	x 10:00 Lv	x 5:40 Lv	10:00 Lv
MURFREESBORO (E), TN	10:40		
MANCHESTER, TN	11:15 Ar		
	11:25 Lv		
CHATTANOOGA, TN (EST)	1:50 Ar	9:00 Ar	1:20 Ar
	2:05 Lv	9:15 Lv	1:30 Lv
DALTON (E), GA			
MARIETTA, GA			
ATLANTA, GA	x 4:15	11:20	x 3:35
<p>1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures.</p> <p>☐ - Rest Stop ☐☐ - Meal or Lunch Stop ☐☐☐ - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.</p>			

ATLANTA - KNOXVILLE - CINCINNATI	Schedules	
	1109 GLI DETROIT ATLANTA eff. 12/01/20	
Table 426 Southbound as of 02/01/2021		
Frequency		
CINCINNATI, OH (EST)	x	12:45 Lv
LEXINGTON, KY	☐☐	2:10 Ar
		2:25 Lv
BEREA, KY		3:15
LONDON, KY	☐☐	4:00 Ar
		4:20 Lv
KNOXVILLE, TN	x	6:00 Ar
		6:50 Lv
CLEVELAND, TN		
CHATTANOOGA, TN	☐☐	8:35 Ar
		8:50 Lv
MARIETTA, GA	☐☐	10:35
ATLANTA, GA	x	11:15
<p>1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures.</p> <p>☐ - Rest Stop ☐☐ - Meal or Lunch Stop ☐☐☐ - Package Express Pickup + Delivery CB - Change Buses D - Discharge Only F - Flag Stop HS - Highway Stop LB - Lock Box X - By Connection © 2021 Transcor Inc. All Rights Reserved.</p>		

ATLANTA - KNOXVILLE - CINCINNATI Table 426 Northbound as of 02/01/2021 Frequency	Schedules	
	1104 GLI ATLANTA DETROIT eff. 12/01/20	
ATLANTA, GA (EST)		12:50 Lv
MARIETTA, GA		1:20
CHATTANOOGA, TN		3:00 Ar
		3:20 Lv
CLEVELAND, TN		
KNOXVILLE, TN	x	5:15 Ar
		6:00 Lv
LONDON, KY		7:45 Ar
		8:05 Lv
BEREA, KY		8:50
LEXINGTON, KY		9:40 Ar
		9:50 Lv
CINCINNATI, OH	x	11:30 Ar
<p>1 - MONDAY 2 - TUESDAY 3 - WEDNESDAY 4 - THURSDAY 5 - FRIDAY 6 - SATURDAY 7 - SUNDAY X - EXCEPT H - HOLIDAY All schedules operate daily unless otherwise noted. AM - Light Face Figures. PM - Bold Face Figures.</p> <p> - Rest Stop  - Meal or Lunch Stop  - Package Express Pickup + Delivery ca - Change Buses d - Discharge Only F - Flag Stop HS - Highway Stop LA - Lock Box x - By Connection © 2021 Transcor Inc. All Rights Reserved.</p>		

Appendix F. Delta Bus Schedules

DELTA BUS LINES, INC.

P.O. BOX 1214 CLARKSDALE, MS 38614

MEMPHIS – JACKSON/BATON ROUGE

ALL SCHEDULES OPERATE DAILY

	0001	0003	0004	0006
	READ DOWN		READ UP	
MEMPHIS, TN	5:15 AM	9:00 AM	5:45 PM	9:15 PM
ROBINSONVILLE JCT, MS				
TUNICA JCT, MS	5:50 AM	9:35 AM	5:05 PM	8:30 PM
CLARKSDALE, MS	6:50 AM	10:40 AM	4:25 PM	7:55 PM
CLARKSDALE, MS	7:00 AM	10:45 AM	4:20 PM	7:50 PM
CLEVELAND, MS	7:45 AM	11:35 AM	3:40 PM	7:10 PM
INDIANOLA, MS	▼	▼		
GREENVILLE, MS	8:30 AM	12:20 PM	2:55 PM	6:25 PM
GREENVILLE, MS	8:45 AM	12:35 PM	2:45 PM	6:05 PM
INDIANOLA, MS	9:20 AM	↓	2:20 PM	↑
BELZONI, MS	9:55 AM		1:55 PM	
YAZOO CITY, MS	10:30 AM		1:20 PM	
JACKSON, MS	11:20 AM		12:30 PM	
ROLLING FORK, MS		1:05 PM		4:35 PM
VICKSBURG, MS		2:10 PM		4:20 PM
VICKSBURG, MS		2:40 PM		3:30 PM
LORMAN, MS		2:50 PM		
NATCHEZ, MS		3:25 PM		2:40 PM
NATCHEZ, MS		3:30 PM		2:35 PM
WOODVILLE, MS		4:10 PM		2:05 PM
ST. FRANCISVILLE, LA		4:40 PM		1:15 PM
BATON ROUGE, LA		5:30 PM		12:45 PM

D – Drop Off Only

F – Flag Stop

Appendix G. Feeder Schedules

Lawrence SCATS Schedule 1

The following times may vary due to traffic

On Service Days: Monday, Tuesday, Thursday, and Friday

Route To Nashville:

Pick-up Location	Pick-up Time	Pick-up Location	Pick-up Time
Leoma/Loretto (Archive Building)	6:30am	Nashville/Greyhound	12:00pm
Lawrenceburg (Career Center)	6:45am	Columbia (McDonalds BearCreek)	1:30pm
Ethridge (Amish Stop)	7:15am	Mt. Pleasant (RiteAid)	2:00pm
Summertown (Super Rama)	7:30am	Summertown (Super Rama)	2:15pm
Mt. Pleasant (RiteAid)	7:45am	Ethridge (Amish Stop)	2:30pm
Columbia (McDonalds BearCreek)	8:00am	Lawrenceburg (Career Center)	2:45pm
Spring Hill/Franklin (Deviation upon Request)		Leoma/Loretto (Archive Building)	3:00pm

On Service Day: Wednesday

Route To Murfreesboro:

Pick-up Location	Pick-up Time	Pick-up Location	Pick-up Time
Leoma/Loretto (Archive Building)	6:30am	Murfreesboro/Greyhound	12:00pm
Lawrenceburg (Career Center)	6:45am	Columbia (McDonalds BearCreek)	1:30pm
Ethridge (Amish Stop)	7:15am	Mt. Pleasant (RiteAid)	2:00pm
Summertown (Super Rama)	7:30am	Summertown (Super Rama)	2:15pm
Mt. Pleasant (RiteAid)	7:45am	Ethridge (Amish Stop)	2:30pm
Columbia (McDonalds BearCreek)	8:00am	Lawrenceburg (Career Center)	2:45pm
		Leoma/Loretto (Archive Building)	3:00pm

Lawrence SCATS Schedule 2

The following times may vary due to traffic

On Service Days: Monday, Tuesday, Thursday, and Friday

Route To Nashville:

Pick-up Location	Destination	One-Way	Round-Trip
Leoma/Loretto (Archive Building)	11:30am	Murfreesboro/Greyhound	4:30pm
Lawrenceburg (Career Center)	11:45am	Columbia (McDonalds BearCreek)	6:00pm
Ethridge (Amish Stop)	12:15pm	Mt. Pleasant (RiteAid)	6:30pm
Summertown (Super Rama)	12:30pm	Summertown (Super Rama)	6:45pm
Mt. Pleasant (RiteAid)	12:45pm	Ethridge (Amish Stop)	7:00pm
Columbia (McDonalds BearCreek)	1:15pm	Lawrenceburg (Career Center)	7:15pm
Spring Hill/Franklin (Deviation upon Request)		Leoma/Loretto (Archive Building)	7:30pm



I-24 EXPRESS BUS - DESTINATION: NASHVILLE, TN

MCMINNVILLE TO NASHVILLE

TIMES LISTED BELOW INDICATE DEPARTURE TIME

STOP LOCATION	BUS 1	BUS 2
Depart McMinnville to Centertown (Dollar General)	6:00 a.m.	11:00 a.m.
Centertown to Woodbury (Hardee's)	6:15 a.m.	11:15 a.m.
Woodbury to Kittrell (Church of Christ)	6:30 a.m.	11:30 a.m.
Kittrell to Murfreesboro	6:45 a.m.	11:45 a.m.
Murfreesboro to Nashville (Airport)	7:00 a.m.	12:00 p.m.
Nashville International Airport to Downtown Nashville	8:00 a.m.	12:30 p.m.

NASHVILLE TO MCMINNVILLE

TIMES LISTED BELOW INDICATE DEPARTURE TIME

STOP LOCATION	BUS 1	BUS 2
Downtown Nashville to Nashville International Airport	11:00 a.m.	4:00 p.m.
Nashville International Airport to Murfreesboro	11:30 a.m.	4:30 p.m.
Murfreesboro to Kittrell (Church of Christ)	12:30 p.m.	5:00 p.m.
Kittrell to Woodbury (Hardee's)	1:00 p.m.	5:30 p.m.
Woodbury to Centertown (Dollar General)	1:15 p.m.	5:45 p.m.
Centertown to McMinnville (Warren County UCHRA)	1:30 p.m.	6:00 p.m.

OTHER ROUTES FROM MCMINNVILLE, TN

OTHER ROUTES	DEPART	RETURN
Murfreesboro/VA Express - Daily	7:00 a.m.	1:00 p.m.
Chattanooga Route - Wednesday	7:00 a.m.	3:00 p.m.
Cookeville Express I - Daily	7:00 a.m.	12:00 p.m.
Cookeville Express II - Daily	12:00 p.m.	5:00 p.m.
Manchester/Tulahoma/Winchester I - Daily	7:00 a.m.	12:00 p.m.
Manchester/Tulahoma/Winchester II - Daily	12:00 p.m.	5:00 p.m.

The I-24 Express service provides a deviated fixed-route service from McMinnville to Nashville. The scheduled service runs two times per day, between the hours of 6 a.m. and 6 p.m., providing access to Murfreesboro, the Nashville Airport, and pre-scheduled stops. Fares to and from Nashville and McMinnville are \$8.50 each way. Fares to and from Murfreesboro and McMinnville are \$5 each way. Fares to and from Nashville from other counties vary in each county. This service is funded by FTA, TDOT, fares, local revenues, and in-kind contributions.





I-40 EXPRESS BUS - DESTINATION: NASHVILLE, TN

COOKEVILLE TO NASHVILLE

TIMES LISTED BELOW INDICATE DEPARTURE TIME

STOP LOCATION	BUS 1	BUS 2	BUS 3
Depart Cookeville Transit Hub/Greyhound Station	6:00 a.m.	9:00 a.m.	12:00 p.m.
I-40 Exit 273 Silver Point (Putnam County)	6:20 a.m.	9:20 a.m.	12:20 p.m.
I-40 Exit 258 Carthage (Smith County)	6:40 a.m.	9:40 a.m.	12:40 p.m.
I-40 Exit 238 Lebanon (Wilson County)	7:00 a.m.	10:00 a.m.	1:00 p.m.
Nashville International Airport (Per Client Request)	7:30 a.m.	10:30 a.m.	1:30 p.m.
Nashville Greyhound Bus Station (Per Client Request)	8:00 a.m.	11:00 a.m.	2:00 p.m.

NASHVILLE TO COOKEVILLE

TIMES LISTED BELOW INDICATE DEPARTURE TIME

STOP LOCATION	BUS 1	BUS 2	BUS 3
Nashville Greyhound Bus Station (Per Client Request)	10:30 a.m.	1:30 p.m.	4:30 p.m.
Nashville International Airport (Per Client Request)	11:00 a.m.	2:00 p.m.	5:00 p.m.
I-40 Exit 238 Lebanon (Wilson County)	11:30 a.m.	2:30 p.m.	5:30 p.m.
I-40 Exit 258 Carthage (Smith County)	11:50 a.m.	2:50 p.m.	5:50 p.m.
I-40 Exit 273 Silver Point (Putnam County)	12:10 p.m.	3:10 p.m.	6:10 p.m.
Depart Cookeville Transit Hub/Greyhound Station	12:30 p.m.	3:30 p.m.	6:30 p.m.

The Nashville I-40 Express service provides a deviated fixed-route service from Cookeville to Nashville. The scheduled service runs three times per day, between 6 a.m. and 6:30 p.m., providing access to the Nashville airport, Greyhound bus station, and pre-scheduled stops. Fares to and from Nashville from Cookeville are \$9.50 each way. Fares to and from Nashville from other counties vary in each county. This services is funded by FTA, TDOT, fares, local revenues, and in-kind contributions.

