

## APPENDIX I: FARE CHANGE ANALYSES 2014-2016

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The following pages include the Fare Change Analysis completed in 2014 - 2016.

**HAMPTON ROADS TRANSIT****Resolution 03 – 2014 – Title VI Equity Analysis for Proposed Fare Adjustments**

A Resolution of the Transportation District Commission of Hampton Roads approving the *Title VI Equity Analysis for the Proposed July 1, 2014 and July 1, 2016 Fare Adjustment*

**WHEREAS**, the Transportation District Commission of Hampton Roads adopted the *Hampton Roads Transit (HRT) 2014 Title VI Program* through Resolution 01-2014 on the 24<sup>th</sup> day of January, 2014, in compliance with Federal Law and FTA Policy; and

**WHEREAS**, the adopted *HRT 2014 Title VI Program* requires that the Commission demonstrate the consideration, awareness, and approval of the Title VI Equity Analysis results for each proposed Major Service or Fare Change prior to approval or implementation of the proposed change; and

**WHEREAS**, Hampton Roads Transit has proposed a phased fare increase for implementation on July 1, 2014 and July 1, 2016; and

**WHEREAS**, Hampton Roads Transit has completed a program of comprehensive public involvement on the proposed change and reported the results of the public involvement process to the Commission for full consideration; and

**WHEREAS**, Hampton Roads Transit has completed a Title VI Equity Analysis on the proposed change and reported the results of the analysis to the Commission for full consideration; and

**WHEREAS**, the Title VI Equity Analysis included a full discussion of any potential Disparate or Disproportionate Impacts in regards to race, color, national origin, or income; and

**WHEREAS**, the Title VI Equity Analysis included a full discussion of all proposed alternatives and potential mitigation for the proposed action; and

**WHEREAS**, Hampton Roads Transit has shown a substantial legitimate justification for the proposed action:

**NOW, THEREFORE, BE IT RESOLVED** that the Transportation District Commission of Hampton Roads has given full consideration of, is aware of, and approves the equity analysis for the proposed July 1, 2014 and July 1, 2016 Fare Increase.


**APPROVED** by the Transportation District Commission of Hampton Roads at its meeting on the 27<sup>th</sup> day of February, 2014.

**TRANSPORTATION DISTRICT COMMISSION  
OF HAMPTON ROADS**



**Dr. Richard West, Acting Chairman**

**ATTEST:**

  
**Luis R. Ramos  
Commission Secretary**



## **Title VI Equity Analysis for the Proposed HRT Fare Adjustment**

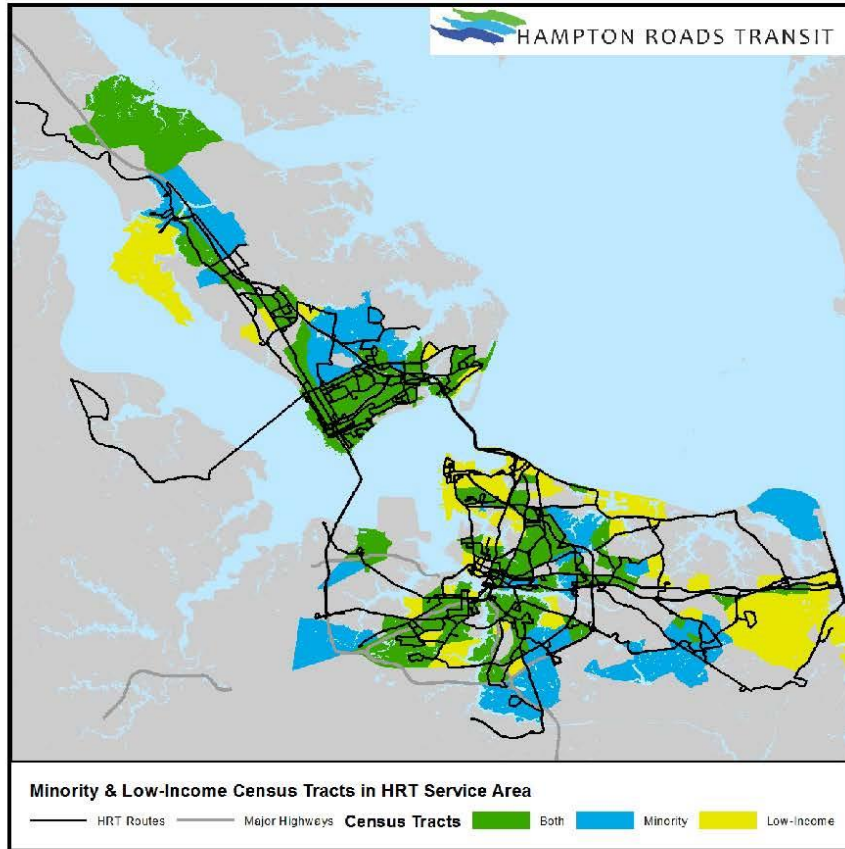
### **Introduction**

As part of the Civil Rights Act of 1964, Title VI is intended to ensure equity and equal access in the provision of public transportation services regardless of race, age, national origin, or socioeconomic condition. Transit agencies receiving federal funds must comply with Title VI requirements to continue receiving funding. Hampton Roads Transit (HRT), as a recipient of Federal funds, must comply with Title VI requirements.

HRT is planning to increase their transit fares to generate additional operating revenues. The proposed fare increase would go into effect in the Summer of 2014. Two fare structure alternatives are being considered. As per the Title VI program, HRT is required to conduct a fare impact analysis and determine if the proposed fare increase would result in any disparate or disproportionate impacts on minority and low-income populations respectively.

### **Definition of Service Area**

Hampton Road Transit's (HRT) service area includes the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach. The map below shows the distribution of low-income and minority populations in the service area, as well as HRT routes.



### Fare Impact Methodology

HRT’s methodology to conduct fare impact analysis is consistent with the guidance set forth in FTA’s Circular, FTA C470.2.1B, Chapter IV-19, published on October 1, 2012. The procedure consists of the following steps.

1. Define the Service Area covered by HRT system.
2. Identify TAZs or Census tracts in the service area that are predominantly minority and predominantly low-income using FTA’s procedures. Using Census data, compute percent of minorities and low-income population in the Service Area. Generate maps showing



3. Using travel pattern data obtained from Origin-Destination survey and the current fare structure, estimate average fares paid by minorities, non-minorities, low-income and non-low income riders in the entire Service Area. Further, break down the average fares by fare type.
4. Repeat Step 3 by replacing the current fare structure by the proposed fare structure.
5. Determine percent increase in fares for minorities, non-minorities, low-income and non-low-income populations in the Service Area.
6. If the percent differences in fare increase for minorities versus non-minorities and low-income versus non-low income populations are within the thresholds established by HRT board, a determination of “No impacts” will be made. If the estimated differences exceed HRT’s thresholds, it will be concluded that the proposed fare change would result in adverse equity impacts. In that case, appropriate mitigation plan will be developed by HRT to address those equity impacts.
7. HRT will present the proposed fare change and results of the equity analysis for meaningful public involvement as defined by the public participation plan.
8. If a disparate equity impact is determined and HRT chooses not to alter the proposed fare change despite the potential disparate impact on minority populations or disproportionate impact on low-income populations, or if HRT finds, even after the revisions, that minority or low-income riders will continue to bear a disproportionate share of the proposed fare change, HRT may implement the fare change only if:
9. HRT has a substantial legitimate justification for the proposed fare change, and
10. HRT can show that there are no alternatives that would have a less disparate impact on minority or low income riders but would still accomplish the transit provider’s legitimate program goals.
11. HRT Board will fully consider the results of the equity analysis, proposed alternatives and mitigation if applicable, and public comments on the proposed change prior to approval.



### Fare Impact Threshold

Determination of whether a proposed fare adjustment has either disparate or disproportionate impacts is based on minority and/or low-income populations bearing a fare rate change of greater than five (5) percentage points as compared to non-minority and/or non-low-income populations.

### Proposed Fare Structures

HRT proposed a fare change with an average 33% increase over current fares to be implemented in July 2014. This proposed increase and modified fare structure, as shown in Appendix A as “Alternative 1”, was put forth to public for review and comment through a series of formal Public Hearings and public Comment period held in every municipality in HRT’s service area. Based on the public input HRT received from its public outreach efforts, a second fare structure alternative, as shown in Appendix A as “Alternative 2”, was devised that would phase in the proposed 33% increase in two phase in July 2014 and July 2016.

### Analysis of Alternatives

The 2012 O-D survey indicates about 70 percent of HRT transit users belong to a minority group and 43 percent are low-income (see Table 2 and 3). Local bus mode appears to have the highest share of minority and low-income users in the system, while VB Wave has the lowest.

Transit Mode	Non-minority users	Minority Users	Total Users	Percent Minority
<b>Bus</b>	12,439	34,009	46,448	73%
<b>Ferry</b>	998	788	1,786	44%
<b>LRT</b>	1,451	3,473	4,924	71%
<b>MAX</b>	581	914	1,495	61%
<b>VBWave</b>	1,484	533	2,018	26%
<b>Grand Total</b>	16,954	39,716	56,670	70%





Table 1: Proportion of Minority and Non-Minority Users by Transit Mode

Transit Mode	Non-low Income Users	Low Income Users	Total Users	Percent Low Income
<b>Bus</b>	25,556	20,892	46,448	45%
<b>Ferry</b>	1,129	657	1,786	37%
<b>LRT</b>	2,797	2,127	4,924	43%
<b>MAX</b>	1,097	398	1,495	27%
<b>VBWave</b>	1,585	433	2,018	21%
<b>Grand Total</b>	32,164	24,506	56,670	43%

Table 2: Proportion of Low-Income and Non-Low-Income Users by Transit Mode

Tables 4 and 5 summarize the existing fares and proposed fares for each alternative and the corresponding fare increase for each fare category. As seen, fare increase ranges from 0 % to 125 % depending on the fare type and alternative. However, for the entire system, the average fare increase is about 33 percent for Alternative 1 and 35 percent for Alternative 2.

Fare Type	Existing fare	Proposed Fare	% change by fare type
<b>Cash - Adult</b>	\$1.50	\$2.00	33%
<b>Cash - Sr. or Disabled</b>	\$0.75	\$1.00	33%
<b>Go 1-Day Pass</b>	\$3.50	\$4.50	29%
<b>Go 1-Day Pass - Youth, Sr or Disabled</b>	\$1.75	\$2.25	29%
<b>MAX 1-Day Pass</b>	\$5.50	\$8.25	50%
<b>GO 7-Day Pass</b>	\$17.00	\$22.00	29%


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Go 30-Day Pass	\$50.00	\$70.00	40%
Go 30 Day - Youth, Sr. or Disabled	\$35.00	n/a	
MAX 30-Day Pass	\$95.00	\$140.00	47%
Cash - Youth	\$1.00	\$1.00	0%
2 ride ferry ticket	\$1.50	n/a	
GoPass 365	\$50.00	\$50.00	0%
eTide ticket	\$1.50	n/a	
VBWave Cash	\$1.00	\$1.50	50%
VBWave Cash S D	\$0.50	\$0.75	50%
VBWave Day Pass	\$2.00	\$3.50	75%
VBWave YSD Day Pass	\$1.00	\$1.75	75%
<b>Weighted Average Fare Increase (system wide, all fare types)</b>			<b>33%</b>

Table 3: Proposed Fare Increase - Alternative 1

Fare Type	Existing fare	Proposed Fare 2014	Proposed Fare 2016	% change by fare type
Cash - Adult	\$1.50	\$1.75	\$2.00	33%
Cash - Sr. or Disabled	\$0.75	\$0.75	\$1.00	33%
Go 1-Day Pass	\$3.50	\$4.00	\$4.50	29%
Go 1-Day Pass - Youth, Sr or Disabled	\$1.75	\$2.00	\$2.25	29%
MAX 1-Day Pass	\$5.50	\$6.50	\$7.50	50%





GO 7-Day Pass	\$17.00	\$20.00	\$22.00	29%
Go 30-Day Pass	\$50.00	\$60.00	\$70.00	40%
Go 30 Day - Youth, Sr. or Disabled	\$35.00	\$35.00	\$40.00	14%
MAX 30-Day Pass	\$95.00	\$110.00	\$135.00	42%
Cash - Youth	\$1.00	\$0.75	\$1.00	0%
2 ride ferry ticket	\$1.50	n/a	n/a	
GoPass 365	\$50.00	\$50.00	\$50.00	0%
eTide ticket	\$1.50	n/a	n/a	
VBWave Cash	\$1.00	\$2.00	\$2.00	100%
VBWave Cash S D	\$0.50	\$1.00	\$1.00	100%
VBWave Day Pass	\$2.00	\$4.00	\$4.50	125%
VBWave YSD Day Pass	\$1.00	\$1.75		75%
<b>Weighted Average Fare Increase (system wide, all fare types)</b>				<b>33%</b>

Table 4: Proposed Fare Increase - Alternative 2

Appendix A shows the calculation of average fares by fare type for minority, low-income and all users. The table presents the different steps involved in estimating the percent fare increase and proportion of users for each fare category, relative to the system average.

Alternative 2 was analyzed as two separate fare increases to reflect the two separate phases of implementation. The analysis was done this way to capture any intermediate impacts the proposed increase may have.

Results of the Title VI analysis indicate the percent fare increase for seven of the seventeen fare



categories, relative to system average, would be higher than the threshold of 5 percent set forth for “fare increase” (see Appendix A). However, the percent of minority and low-income users in those categories is so small that it falls way below the threshold set forth for the “proportion of users”, except in the Alternative 2 Youth and Sr./Disabled Cash fares. The only reason the model showed these fares as having disparate and disproportionate impacts was because of the way these fares were phased. The youth fare actually goes down to \$0.75 in the first phase and then resumes being \$1.00, as it was before. Since the Youth Cash fare is thus discounted and then brought back up to current rates, it is not a true impact. As to the disproportionate impact that the model shows for the Sr./Disabled Cash fare, the implementation of the increase from \$0.75 to \$1.00 is being delayed until the second phase. Although waiting to implement the 33% increase until phase two makes it seem as though there is an impact, HRT is actually providing a discount in the interim years to Sr./Disabled Cash fare users by keeping fares at current rates during Phase 1.

As a result, it is concluded that HRT’s proposed fare increase would not result in either disparate or disproportionate impacts.

#### **Public Involvement**

HRT has worked to engage the public in a meaningful way throughout the fare change process. Customer notices were distributed on buses and at transfer centers. A press release was created and submitted to various news outlets and posted on the HRT website. Public hearings were held throughout the service area and advertised at least two weeks in advance. Comments were accepted through the HRT website, the customer service call-center, and the public hearings. A full summary of HRT’s public involvement strategy is summarized in Appendix B.

#### **Mitigation**

Since the analysis resulted in a finding of “No Impacts”, no mitigation strategies are proposed.


**Appendix A: Fare Impact Calculation**

The last two columns in the table apply the threshold conditions for “relative fare increase” and “proportion of users” to determine if any disparate or disproportionate impacts would result for each fare category.

Fare Type	Existing	Proposed	Percent Change by Fare Type	Percent Fare Increase Above the System Average of 33% (-ve sign implies below system average)	Percent of Minority Users Above the System Average of 70% (-ve sign implies below system average)	Percent of Low-Income Users Above the System Average of 43% (-ve sign implies below system average)	Minority Disparate Impact	Low-Income Disp. Burden
Cash - Adult	\$1.50	\$2.00	33%	0%	6%	6%	no	no
Cash - Sr. or Disabled	\$0.75	\$1.00	33%	0%	0%	7%	no	no
Go 1-Day Pass	\$3.50	\$4.50	29%	-4%	9%	6%	no	no
Go 1-Day Pass - Youth,Sr or Disabled	\$1.75	\$2.25	29%	-4%	5%	0%	no	no
MAX 1-Day Pass	\$5.50	\$8.25	50%	17%	-1%	-18%	no	no
GO 7-Day Pass	\$17.00	\$22.00	29%	-4%	15%	2%	no	no


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<b>Go 30-Day Pass</b>	\$50.00	\$70.00	40%	7%	4%	1%	no	no
<b>Go 30 Day - Youth, Sr. or Disabled</b>	\$35.00	n/a		-33%	-2%	-1%	no	no
<b>MAX 30-Day Pass</b>	\$95.00	\$140.00	47%	14%	3%	-19%	no	no
<b>Cash - Youth</b>	\$1.00	\$1.00	0%	-33%	19%	3%	no	no
<b>2 ride ferry ticket</b>	\$1.50	n/a			-33%	-12%	no	no
<b>GoPass 365</b>	\$50.00	\$50.00	0%	-33%	-3%	-5%	no	no
<b>eTide ticket</b>	\$1.50	n/a		-33%	-39%	-14%	no	no
<b>VBWave Cash</b>	\$1.00	\$1.50	50%	17%	-44%	-18%	no	no
<b>VBWave Cash S D</b>	\$0.50	\$0.75	50%	17%	-29%	-31%	no	no
<b>VBWave Day Pass</b>	\$2.00	\$3.50	75%	42%	-46%	-23%	no	no
<b>VBWave YSD Day Pass</b>	\$1.00	\$1.75	75%	42%	-10%	-14%	no	no

Table 5: Alternative 1 Impact Analysis



For Alternative 2, impacts were calculated between the current and intermediate fare and between the intermediate and final fare. This was done to capture the impacts at both points in time.

Fare Type	Existing	Proposed	Percent Change by Fare Type	Percent Fare Increase Above the System Average of 33% (-ve sign implies below system average)	Percent of Minority Users Above the System Average of 70% (-ve sign implies below system average)	Percent of Low-Income Users Above the System Average of 43% (-ve sign implies below system average)	Minority Disparate Impact	Low-Income Disp. Burden
Cash - Adult	\$1.50	\$1.75	17%	-1%	6%	6%	no	no
Cash - Sr. or Disabled	\$0.75	\$0.75	0%	-18%	0%	7%	no	no
Go 1-Day Pass	\$3.50	\$4.00	14%	-3%	9%	6%	no	no
Go 1-Day Pass - Youth, Sr or Disabled	\$1.75	\$2.00	14%	-3%	5%	0%	no	no
MAX 1-Day Pass	\$5.50	\$6.50	18%	1%	-1%	-18%	no	no
GO 7-Day Pass	\$17.00	\$20.00	18%	0%	15%	2%	no	no
Go 30-Day Pass	\$50.00	\$60.00	20%	2%	4%	1%	no	no


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<b>Go 30 Day - Youth, Sr. or Disabled</b>	\$35.00	\$35.00	0%	-18%	-2%	-1%	no	no
<b>MAX 30-Day Pass</b>	\$95.00	\$110.00	16%	-2%	3%	-19%	no	no
<b>Cash - Youth</b>	\$1.00	\$0.75	-25%	-43%	19%	3%	no	no
<b>2 ride ferry ticket</b>	\$1.50	n/a			-33%	-12%	no	no
<b>GoPass 365</b>	\$50.00	\$50.00	0%	-18%	-3%	-5%	no	no
<b>eTide ticket</b>	\$1.50	n/a			-39%	-14%	no	no
<b>VBWave Cash</b>	\$1.00	\$2.00	100%	82%	-44%	-18%	no	no
<b>VBWave Cash S D</b>	\$0.50	\$1.00	100%	82%	-29%	-31%	no	no
<b>VBWave Day Pass</b>	\$2.00	\$4.00	100%	82%	-46%	-23%	no	no
<b>VBWave YSD Day Pass</b>	\$1.00	\$2.00	100%	82%	-10%	-14%	no	no

Table 6: Alternative 2 - Phase 1 Impact Analysis




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Fare Type	Existing	Proposed	Percent Change by Fare Type	Percent Fare Increase Above the System Average of 33% (-ve sign implies below system average)	Percent of Minority Users Above the System Average of 70% (-ve sign implies below system average)	Percent of Low-Income Users Above System Average of 43% (-ve sign implies below system average)	Minority Disparate Impact	Low-Income Disp. Burden
Cash - Adult	\$1.75	\$2.00	14%	-1%	6%	6%	no	no
Cash - Sr. or Disabled	\$0.75	\$1.00	33%	18%	0%	7%	no	yes
Go 1-Day Pass	\$4.00	\$4.50	13%	-2%	9%	6%	no	no
Go 1-Day Pass - Youth, Sr or Disabled	\$2.00	\$2.25	13%	-2%	5%	0%	no	no
MAX 1-Day Pass	\$6.50	\$7.50	15%	1%	-1%	-18%	no	no
GO 7-Day Pass	\$20.00	\$22.00	10%	-5%	15%	2%	no	no
Go 30-Day Pass	\$60.00	\$70.00	17%	2%	4%	1%	no	no
Go 30 Day - Youth, Sr. or	\$35.00	\$40.00	14%	-1%	-2%	-1%	no	no



Disabled									
<b>MAX 30-Day Pass</b>	\$110.00	\$125.00	14%	-1%	3%	-19%	no	no	
<b>Cash - Youth</b>	\$0.75	\$1.00	33%	18%	19%	3%	yes	no	
<b>2 ride ferry ticket</b>	n/a	n/a		-15%	-33%	-12%	no	no	
<b>GoPass 365</b>	\$50.00	\$50.00	0%	-15%	-3%	-5%	no	no	
<b>eTide ticket</b>	n/a	n/a		-15%	-39%	-14%	no	no	
<b>VBWave Cash</b>	\$2.00	\$2.00	0%	-15%	-44%	-18%	no	no	
<b>VBWave Cash S D</b>	\$1.00	\$1.00	0%	-15%	-29%	-31%	no	no	
<b>VBWave Day Pass</b>	\$4.00	\$4.50	13%	-2%	-46%	-23%	no	no	
<b>VBWave YSD Day Pass</b>	\$2.00	\$2.25	13%	-2%	-10%	-14%	no	no	

Table 7: Alternative 2 - Phase 2 Impact Analysis



### Appendix B: Public Outreach Summary

On November 14, 2013, Hampton Roads Transit staff presented to the Governing Board an overview of the Draft Fare Policy and Fare Structure, which included information on a proposal for fare increases beginning FY 2015. The information about a proposed fare increase was announced in the local media immediately after the meeting. HRT staff was prepared by having information for all bus operators to give to passengers who asked about this and were directed to call Customer Service.

At the December 12, 2013 meeting of the Governing Board, they were asked to approve the 2013 Fare Policy and Authorization for Staff to Obtain Public Input on Proposed Fare Adjustments. With the approval, HRT staff began to set up public hearings for the month of January 2014. Once again, information was available for bus operators to give out to customers to contact Customer Service when asking about the public hearing dates and times.

#### Public Hearings Dates and Times

Hampton Roads Transit held eight public hearings to get feedback and comments from the public with regards to the proposed fare increases and fare media changes. The meetings dates included:

Wednesday, January 15, 2014 6:00-8:00 pm  
City of Virginia Beach  
Meyer Oberndorf Public Library

Thursday, January 16, 2014 6:00-8:00 pm  
City of Norfolk  
Mary Pretlow Public Library

Saturday, January 18, 2014 10:00 am to 12:00 Noon  
City of Chesapeake  
Indian River Middle School

Thursday, January 23, 2014 6:00-8:00 pm  
City of Newport News  
Midtown Community Center

Saturday, January 25, 2014 12:00-2:00 pm  
City of Newport News  
Denbigh Community Center

Monday, January 27, 2014 6:00-8:00 pm  
City of Norfolk



Huntersville Recreation Center

Saturday, February 1, 2014 11:00 am to 1:00 pm\*

City of Hampton

Hampton Roads Transit-Administrative Offices

Wednesday, February 5, 2014 6:00-8:00 pm\*

City of Portsmouth

Tidewater Community College

\*These public hearings were scheduled for the month of January, but due to inclement weather and the closing of public buildings, they were rescheduled to early February.

The public was also invited to address the following Commission meetings with their comments as well:

- Thursday, January 23, 2014 1:00 pm
- Thursday, February 27, 2014 1:00 pm

#### Communications and Distribution of Meeting Information

Hampton Roads Transit used many communication tools to get the information out to the public with information on the proposed fare changes and when the meetings would be held. The following will show how these public hearings were advertised to our customers, residents and the military:

Ads were placed in the following local newspapers:

- The Virginian Pilot – December 18, 2013 and January 9, 2014
- The Daily Press – December 18, 2013 and January 9, 2014
- Tidewater Hispanic News – December 19, 2013 and January 9, 2014
- New Journal and Guide – December 18, 2013 and January 8, 2014

Meeting announcement banner placed on home page of website – gohrt.com. Clicking on the banner allowed the reader to get more information on the proposed fare changes, meetings, and how to submit comments about the changes. A comment page was also placed so they could submit comments via the webpage.

Posters (11x17) were prepared for posting in all Customer Service Areas of Hampton Roads Transit. Posted in all centers on January 6, 2014.

- Silverleaf Transit Center – Virginia Beach
- Hampton Roads Transit Administrative Offices – Norfolk
- Hampton Roads Transit Administration Offices – Hampton



- Hampton Transit Center – Hampton
- Newport News Transit Center – Newport News

Posters (11x17) were also posted at the following locations:

- Newtown & Military Highway light rail stations (bus shelters only) - Norfolk
- Navy Exchange Mall Transfer Center – Norfolk
- Military Circle Transfer Center – Norfolk
- Downtown Norfolk Transit Center – Norfolk
- Crawford and Court Street Transfer Center – Portsmouth
- Victory Crossing Transfer Center – Portsmouth
- 20th & Seaboard Transfer Center – Chesapeake
- Robert Hall Transfer Center – Chesapeake
- Chesapeake Crossing Transfer Center – Chesapeake
- 19th and Pacific Transfer Center – Virginia Beach
- Tidewater Community College – Virginia Beach Campus
- Pleasure House/Short Drive Transfer Center – Virginia Beach
- Thomas Nelson Community College – Hampton
- Warwick/Denbigh Blvd. Transfer Center – Newport News
- Public Health Facility/Riverside Hospital Transfer Center – Newport News
- Patrick Henry Mall Transfer Center – Newport News

Announcements about the public hearings began on all buses on January 6, 2014. These messages played until February 5, 2014.

Customer Alert announcing dates and times of public hearings was posted to gohrt.com website and sent out via govdelivery.com database. Alert posted and sent January 6, 2014.

Information on the public hearings dates, times and places was also shared with HRT's Paratransit staff and MV Transportation for distribution to clients. Information was sent to the Paratransit Advisory Committee.

Information on the public hearing dates, times and places was shared with the HRT's Transit Riders Advisory Committee.

Customer Service staff were sent to major transfer centers (weather permitting) to distribute flyers about the upcoming public hearings – these areas included:

- Downtown Norfolk Transit Center - Norfolk
- Military Circle Transit Center - Norfolk
- Robert Hall Transfer Center - Chesapeake
- Pleasure House Road/Shore Drive Transfer Center – Virginia Beach





In the week leading up to the first public hearings and throughout the month of January/early February, Facebook and Twitter posting were continually announcing each of the public hearings. Postings to Facebook were also sent during each meeting showing attendees.

#### Attendance at Public Hearings and Comments Received

When selecting the venues for each of the public hearings, we were looking at facilities that would allow upwards of 100 people who would come and give comment on the proposed fare increases. While we did not see large groups, those that did attend gave good information on their concerns with the current bus services and what the impact a fare increase would be to them as a rider.

A total of 104 people attended the public hearings with 63 attendees signing up to speak. Others who addressed the public hearing did so after hearing from some of the attendees and then deciding to speak as well.

A database was developed to record comments submitted through the gohrt.com website, phone calls, Facebook postings, and through the email for the Public Outreach staff. A total of 47 comments are included in the database.

Four completed comment forms were submitted at the various meetings.

At each of the public hearings, Zahn Court Reporting staff was there to record all meeting information including comments. A total of 8 transcripts are available for review of comments.

Comments received at Commission meetings were recorded and completed by Public Outreach staff.

#### News Articles about Proposed Fare Increases and Public Hearings

- “HRT proposal would raise bus, ferry, light rail fares”; November 15, 2013 – Virginian Pilot
- “HRT board discussed possible bus fare hike”; November 15, 2013 – Daily Press
- “Editorial- Transportation News”; November 15, 2013 – Virginian Pilot
- “HRT proposes ticket fare increase”; December 12, 2013 – WAVY-TV 10
- “Peninsula transit study on legislative wish list” – (mention of public hearings); December 12, 2013 – Daily Press
- “Fare increase, new state funds should help with HRT needs”; December 13, 2013 – Daily Press
- “Hearings scheduled on plan to raise HRT base fares”; December 13, 2013 – Virginian Pilot
- “Public hearings set on proposed bus, light rail fare hikes”; December 13, 2013 – WVEC-TV 13
- “HRT to solicit public comments on proposed fare hike”; December 17, 2013 – Rail News-Passenger Rail
- “HRT to hold hearings on proposed fare increases”; January 14, 2014 – Virginian Pilot
- “HRT to solicit public comments on proposed fare hikes”; January 14, 2014 – Passenger Rail
- “HRT looks to raise bus, light rail, ferry fares 50 cents”; January 17, 2014 – Virginian Pilot





- “HRT’s fares are so last century – it’s high time for 50-cent hike”; January 18, 2014 – Columnist Roger Chelsey – Virginian Pilot
- “HRT, riders debate bump in fares”; January 18, 2014 – Virginian Pilot
- “Public Hearing tonight in Portsmouth on HRT fares”; January 21, 2014 – Virginian Pilot
- “HRT board to discuss finances, strategies and proposed fare increases on Thursday”; January 22, 2014 – Daily Press
- “HRT Public Hearing Rescheduled”; January 24, 2014 – Virginian Pilot
- “Customers worried about proposed HRT fare increases”; January 24, 2014 – Daily Press
- “HRT to raise rates, wants to hear from riders”; January 26, 2014 – WVEC-TV 13
- “New hearing dates”; January 27, 2014 – HRT press release
- “HRT reschedules Hampton public hearing on proposed fare increases”; January 28, 2014 – Daily Press
- “No fare hike for HRT”; February 2, 2014 – Letter to the Editor – Virginian Pilot