

**ConnectJXN: Transit Plan
Final Report Comment Responses**

Comment Number	Date Received	Comment	JTRAN Response
1	12/6/2021 <i>via email</i>	Page 11, Figure 2-4: Knowing and documenting sidewalk coverage is VERY HELPFUL...you are correct that it will increase transit use. Be advised that there are now ADA-Compliant sidewalks/multi-use paths on North State Street in this very same area (Fondren, from Harfield to the south to Seneca to the north), which drastically impacts the "Ratio of Sidewalk to Roadway"...	The dataset used for this analysis pre-dates the State Street reconstruction project and is thus not reflected in Figure 2-4. There are other locations, such as State Street and County Line Road, where recent pedestrian improvements are not reflected in this dataset. This will be noted accordingly in the report.
2	12/6/2021 <i>via email</i>	In the 2-4 figure, the black dot denoting High Priority Stop at Meadowbrook Road is placed on route 6/3 (Northview at Meadowbrook) when I believe you meant to place it just to the right on North State Street and Meadowbrook (Route #1), which gets a LOT more use.	The process used to collect stop-level boardings and alightings relied on JTRAN's GTFS file current as of October 2020, which reflected previous detours due to road construction. This likely resulted in the ridership being attributed to a previous stop location when in fact it occurred at State and Meadowbrook. This will be notated accordingly in the report.
3	12/6/2021 <i>via email</i>	Below are a table and a figure from page 18. In it, it lists "Northview & Meadowbrook" as the fourth busiest stop in the system. That cannot be right. I believe a check will confirm that the vast majority of the boardings/alightings are ACTUALLY at State Street and Meadowbrook (Route #1). This will also need to be corrected in Figure 2-4 on page 11. In that, the "High Priority Stop" is incorrectly identified as being on "Northview" when it should actually be on State Street.	The process used to collect stop-level boardings and alightings relied on JTRAN's GTFS file current as of October 2020, which reflected previous detours due to road construction. This likely resulted in the ridership being attributed to a previous stop location when in fact it occurred at State and Meadowbrook.
4	12/6/2021 <i>via email</i>	Bottom of page 13: "About 12% of the Jackson population identified as disabled in 2019." - This figure is VERY LOW. Did you get it from the Census Bureau's ACS? It is known to yield disability figures way lower than the CDC's Behavioral Risk Factor Surveillance System (33% of Mississippians have a disability). Largely because the ACS includes children which skews the sample (many kids aren't yet diagnosed).	The data source for this statistic is the 2018 US Census ACS. This will be notated accordingly in the report.

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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5	12/6/2021 <i>via email</i>	<p>Page 16, Figure 2-12: National Transit Database Ridership graph. JTRAN has a NOTABLE SPIKE in July 2017. It really STANDS OUT as an “outlier” and raises concern of a data reporting error. I cannot personally think of anything that happened or changed in the Summer of 2017 that could account for such a massive ridership increase for that month alone. I suggest speaking with Ms. Welch and her staff, because that is likely to be a reporting error.</p> <p>However, what *IS* clear and notable is that JTRAN’s ridership (as one would expect) declined during the pandemic, but NOT AS MUCH as nationwide. The reason is obvious...people that ride JTRAN have few/no options other than public transportation. It was people like me (who stayed home in “lock-down”) that largely account for the ridership decline...when I went out, it was always with paratransit. Now, I’m mostly back using the Fixed Route.</p>	The project team concurs that this was likely a reporting error in July 2017. This will be notated accordingly in the report.
6	12/6/2021 <i>via email</i>	Page 19: Just a comment...Pax/VRH: (15/16 passengers per revenue hour) I recall from my reading that the “magic number” for minimum ridership to make the fixed route bus CARBON EFFICIENT (just speaking in terms of carbon footprint here, NOT other benefits) is 8 or so...so this is GOOD! JTRAN is at least breaking even or better in terms of helping with Jackson’s Carbon Footprint...even the “worst performing route, #4B”, exceeds 8 boardings per revenue hour. Ditto this comment for Passengers per trip...still meeting the minimum 8 passenger threshold for Carbon-efficiency compared with automobiles.	No response required.
7	12/6/2021 <i>via email</i>	Page 22: “The COVID-19 pandemic began in March 2020, which had a short but negative impact on paratransit ridership. By June of 2020, ridership had mostly rebounded to pre-pandemic levels.”	No response required.

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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8	12/6/2021 <i>via email</i>	<p>Trip Purposes: “about half of all trips in FY2019 provided information on their trip purpose. Of the data with trip purpose noted, the highest trip purpose was “work” at almost 30 percent. The next highest purpose was “dialysis”, at 11 percent of trips.” Scott’s comment/question: I’m just not sure how often the schedulers define the trip purpose...you mention 50%...but I’m sure that is way-low...the vast majority of trips should be definable under one of the various categories. For instance, does the national database parse out “volunteer work” versus “paid work”? IDK Obviously, SOME of the undefined trips will be “recreational”, but here in JXN, that would be a LOW percentage of trips.</p>	<p>Paratransit trip purpose is not reported to the National Transit Database but is collected by JTRAN for internal tracking purposes. JTRAN does not distinguish paid versus volunteer work trips.</p>
9	12/6/2021 <i>via email</i>	<p>“On-Time Performance: The figures below show that On-Time Performance (OTP) is very high for paratransit and has been consistent over the past five years and even throughout the COVID-19 pandemic.”</p> <p>Scott’s Comment on On-Time-Performance: As you know I’m Chair of the Paratransit Advisory Committee. We just instituted Ecolane Software with Automatic Vehicle Locators and since then, “On-Time-Performance” has been VERIFIED, resulting in a dramatic DROP from the roughly 90% range (by self-report) to 55%-71%. We have no further data since August 2021. I’ve addressed that with Ms. Welch and the City. Just an FYI...that the prior data is of limited validity given lack of AVL verification.</p>	<p>The project team relied on the best available data provided by JTRAN. We understand the prior challenges associated with tracking paratransit on-time performance and took this into account when developing recommendations.</p>
10	12/6/2021 <i>via email</i>	<p>Cancellations/No-Shows:</p> <p>I can verify that cancellations are too high. That is TRUE! I’ve spoken on it frequently during our Paratransit Advisory Committee Meetings. There are various reporting problems though, and SOME of those “No-Shows” are mis-labeled. For instance, the bus may arrive way too late and the person declines the trip (too late to make their appointment), which is really defined as a “Missed-Trip” - The schedulers themselves are supposed to identify those, but rarely get it right. It’s left to City Transit Staff to correct those but of course that is labor intensive. Just making you aware of this “data artifact”.</p>	<p>The project team relied on the best available data provided by JTRAN. The new Ecolane scheduling software should help JTRAN improve the accuracy of these reports.</p>

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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11	12/6/2021 <i>via email</i>	Paratransit Demand & Travel Patterns Table 2-12 looks accurate to me. Very helpful to see it listed so explicitly...THANK YOU!	No response required.
12	12/6/2021 <i>via email</i>	I only Skimmed this section...what I saw in terms of the feedback riders provided appears to be SPOT ON accurate...but, didn't check for minor typos.	No response required.
13	12/6/2021 <i>via email</i>	Page 25: This is just a style/etiquette suggestion...it's understandability DIFFICULT to find the right words to describe people who MUST ride the bus because they have no other options. Y'all are using "Captive Riders" - sure, we DO FEEL CAPTIVE...the advantage is that it does capture our feelings. But, it is rather pejorative. Some use "transit-dependent" (which I happen to find okay), but that (TO SOME PEOPLE) sounds pejorative. The term I typically use in everyday life that seems LEAST PEJORATIVE is "Transportation Disadvantaged". That's my suggested word.	We appreciate and will incorporate this feedback into the final report.
14	12/6/2021 <i>via email</i>	Pages 28 and 29 Summarize feedback from Drivers/Schedulers/Customers: ALL of those points look SPOT-ON Accurate to me, and I've been doing this long enough to know. Good job.	No response required.
15	12/6/2021 <i>via email</i>	ONE REMAINING RECOMMENDATION: I *KNOW* that the blind riders of the JTRAN Paratransit Advisory Committee would appreciate a more detailed discussion of these two pages in a committee meeting...even if that means Ms. Welch reading/summarizing each point...	JTRAN will work with the Paratransit Advisory Committee to present the paratransit recommendations at an upcoming meeting.

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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16	12/6/2021 <i>via email</i>	I know you did what you could to get public feedback...this is <i>*NOT*</i> a criticism...but I called a good friend who rides JTRAN Route #1 most days, and asked if he'd heard about or responded to any surveys. He said he'd vaguely remembered seeing a notice on the bus, but didn't really understand what it was about or that he could/should have responded in some manner. I fear that explains the low number of surveys...people needed to be "walked through" in a face-to-face manner what you were doing and how they could help, and that was harder because of the pandemic. We just have to accept that as a "LIMITATION" in the study.	In addition to the public outreach described in the plan document, JTRAN distributed flyers directly to bus riders in early December 2021 informing them of the draft plan and public comment period. The flyers also advertised the public open house on December 14 th , 2021. Going forward, JTRAN intends to conduct additional direct outreach to riders prior to implementation of the New Bus Network.

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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17	12/6/2021 <i>via email</i>	<p>The NEW PROPOSED bus network appears to be excellent! I HOPE it happens ASAP! The thoughtfulness and iterative process that went into it shows. CTG was careful to get feedback from riders/operators/stakeholders and make helpful changes to the proposal, resulting in a MUCH IMPROVED network! KUDOS!</p> <p>The increased CONNECTIVITY among routes is a MAJOR ADVANTAGE...no longer will riders have to “ride around the world and back” to connect with another bus...there will be various Hubs available...most at IMPORTANT sites (grocery stores, the Medical Mall, etc.) at which to wait. This will improve lives of the transportation disadvantaged, and encourage “Choice Riders” to try the system.</p> <p>One EXCELLENT example is the splitting of Route 1 into 10 and 15, each of which gets to County Line Road. That itself is a HUGE WIN for the riders, and y’all will be hearing the CHEERS from JTRAN’s Customers.</p> <p>ANOTHER EXAMPLE is how TWO buses (20 and 15) will now serve Kroger on I-55 Frontage Road...that creates greater access to FRESH, HEALTHY FOOD for the transportation disadvantaged. Heretofore, riders had to transfer to the 12 to get to Kroger, or risk running in traffic with no sidewalks along the Frontage Road.</p> <p>Access to SOUTH JACKSON is dramatically improved...with multiple buses connecting at Wal-Mart, an obviously GOOD hub.</p>	No response required.
18	12/6/2021 <i>via email</i>	<p>TABLE 4-3: Bus Running Times and Recovery Times</p> <p>The only CONCERN I have here is how this was measured, particularly for the 10 and 15 routes, which are slated to have a 74 minute running time. I’m just wondering/HOPING it is REALISTIC (in real-world conditions), because a lot depends upon it. This is something we really need to be SURE about.</p> <p>You can expect bus operators to COMPETE for who gets Route 70, based on the higher recovery time (43%).</p>	As an initial step in the implementation process, the project team will validate the estimated running times by operating JTRAN buses on each proposed route. Based on the findings of these test runs, the project team will refine the running times or adjust routes accordingly.

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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19	12/6/2021 <i>via email</i>	Figure 4-7: Pulsing This looks very good...it will help overall balance the system and provide shorter overall travel times.	No response required.
20	12/6/2021 <i>via email</i>	Figure 4-8: MINOR "tweak": It would have been helpful to choose another color (other than red, which is synonymous with "PROBLEM/DANGER") - Sure, I looked at the legend, and figured it out...but the term "Headway" is rather technical and a lot of LAY-PEOPLE don't understand it as synonymous with "frequency". GREEN might have been a better choice to denote something BETTER than Average... if you think it is important, you COULD also change the term "headway" to "frequency at trunk" in the Legend at bottom, to be more clear.	The project team will update this graphic to use the term "frequency" instead of headway.
21	12/6/2021 <i>via email</i>	Figure 4-10: The RED DOT at Meadowbrook and Northview should be "nudged" over to State Street, for accuracy.	Noted. This will be adjusted accordingly.
22	12/6/2021 <i>via email</i>	Page 43: Regional Service Improvements I'd add a north/south run to Byram in future plans, and take the I-55 Corridor up to Madison, but I'm a scientist and transit enthusiast with a heart to SAVE THE PLANET from our impending CLIMATE CATASTROPHE, which, just by the way, is COSTING US MONEY NOW (in disaster losses), and WILL ONLY GET WORSE. Figure 4-13: Left to me, I'd add a dashed line to Byram as another "Future Expansion Opportunity".	The project team will explore the viability of future regional expansion along Terry Road to Byram.
23	12/6/2021 <i>via email</i>	If I recall Title VI rules/analysis correctly, it is based on census data for the community, NOT WHO RIDES THE BUS. Therein lies the problem. Here in Jackson, unlike larger or more northern metro-areas ONLY disadvantaged people ride the bus. I don't know how to compensate for the skewed ridership, but the bottom line is, ANY SUBSTANTIVE CHANGES to EITHER the FIXED ROUTE or PARATRANSIT *WILL* have a disproportionate impact upon low-income people, people with disabilities, and our communities of color.	This is correct. With this in mind, the equity analysis was designed to ensure that the benefits provided by the proposed plan (e.g. bus trips) were focused in communities with the highest concentration of disadvantaged populations.

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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24	12/6/2021 <i>via email</i>	<p>I know I shared this earlier in the process, but I hope this happens sooner rather than later. It's more efficient overall, even if more expensive.</p> <p>Page 44: I'm a big fan of Mobility On-Demand. It just makes sense. It SHOULD be funded with gas taxes and parking fees, but those are unpopular.</p>	No response required.
25	12/6/2021 <i>via email</i>	<p>Page 47: I know my comment here is a futile one, but I feel morally compelled to repeat it: CLIMATE DISASTERS will COST US FAR MORE than transit improvements (no matter HOW grandiose/expensive they may be...I'd be aiming for electric rail)!</p>	No response required.
26	12/6/2021 <i>via email</i>	<p>Page 48: "Incentivize Transit-Oriented Development": That is a VITAL component of addressing access/walkable communities/and Climate change, all in one All of this is good.</p>	No response required.
27	12/6/2021 <i>via email</i>	<p>Page 49: SCHEDULING - Yes...of special concern is the realism of getting buses up to Northpark and back in 90 minutes. I *HOPE* we can!!! It would be a HUGE WIN. I'm just not sure...we need to investigate that further and VERIFY that it can be done.</p>	<p>One of the initial steps in the implementation process will be to validate the estimated running times with JTRAN buses. Based on this process, the project team will refine the running times or adjust routes accordingly.</p>

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Final Report Comment Responses**

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28	12/6/2021 <i>via email</i>	<p>PARATRANSIT ACTION PLAN</p> <ul style="list-style-type: none"> • Aging Population & Increasing Demand: • Escalating Cost: • Large Service Area: <p>My comments on the above which SOUND like CRITICISMS. They are NOT! Here's why: Russell Thatcher, TRANSIT GURU, and monitor of the JTRAN Consent Decree, opined in his reports back in 2010-2013 that JTRAN's paratransit was UNDER-UTILIZED (by half...he said, we'd need to DOUBLE Paratransit Capacity) based on our population, so the RISES in the above metrics are a necessary CORRECTION.</p> <p>I can assure you, 311 Active Paratransit Customers is a PITTANCE (SMALL FRACTION) of the REAL NEED here in Jackson.</p>	<p>While JTRAN's paratransit ridership per capita was slightly above the peer average in 2019, the key concern is the steep trajectory of ridership and costs. If these trends continue, both fixed-route and paratransit service quality and availability will suffer in the long term. As such, the recommendations presented in this report are intended to help control costs while continuing to offer paratransit service to riders throughout the city.</p>
29	12/6/2021 <i>via email</i>	<p>Page 54: Yes, JTRAN Paratransit, thus far, serves outside the MINIMUM 3/4 mile radius required. However, there are precious FEW OPTIONS for people here in the deep south, especially Jackson. This is NOT a large metro area with lots of taxis, etc. NONE of our taxies provide wheelchair-accessible service. NONE.</p>	<p>The lack of accessible private-sector mobility options is a key concern and strongly influenced the study's recommendation to develop a two-tiered service area policy that covers the entire city.</p>
30	12/6/2021 <i>via email</i>	<p>Page 56: There APPEARS to be an ERROR. If the ADA Fare remains at \$2.00, then the NON-ADA Premium fare should be \$4.00, *NOT* the "\$6.00" stated (assuming it will be "2 times the proposed base fare").</p>	<p>This analysis assumed that the base paratransit fare would be increased to \$3.00. The ADA fare assumption documented in this section will be corrected accordingly.</p>
31	12/6/2021 <i>via email</i>	<p>TRANSIT INFRASTRUCTURE</p> <p>Bus stop improvement program. It's GOOD that we at least have already improved some of the more important bus stops along STATE Street with the TIGER GRANT in Fondren (e.g., Meadowbrook at State Street). That's helpful. But, as y'all know, we have a LONG WAY TO GO to make the system pedestrian-friendly and ADA Compliant.</p>	<p>No response required.</p>

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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32	12/6/2021 <i>via email</i>	<p>Figure 6-1: High Priority Bus Stops for Amenities (Shelters, etc.)</p> <p>I'm FAR from the expert, but these look GOOD to me...especially the areas I know most about, which are Routes 1 and 12 (Future Routes 10 and 15).</p>	No response required.
33	12/6/2021 <i>via email</i>	<p>THE BIGGEST/BEST Amenity (even MORE than Shelters!) would be a vehicle tracking App, so riders will know WHEN to get to the bus stops. Yes, there's a schedule...we know that...but in the past, people have learned NOT TO TRUST THE SCHEDULE...because they've been disappointed too often (i.e., buses not running at all, running off-route, or off-schedule (early or way-late). We on the Fixed Route Committee have been asking for that for many years now, and that kind of thing is just taken for granted in most cities, but not here.</p>	Section 6.3 of the Final Report includes a recommendation to develop a customer-facing trip planning / real-time vehicle tracking app. JTRAN intends to implement this service within the next 12 months.
34	12/6/2021 <i>via email</i>	<p>Page 61: Goal: JTRAN will “not have more than 50% of its fixed-route or paratransit vehicles beyond their useful life.” My Comment: If PAST performance predicts future performance (IT IS ALWAYS THE BEST PREDICTOR), then JTRAN will likely push itself to near the 50% of its bus fleet exceeding its useful life. That is a POOR GOAL (too low). Whenever JTRAN has buses considered past their useful life, you can rest assured, based on PAST PERFORMANCE, that those buses will be UN-Reliable, with frequent on-road breakdowns. That threatens the integrity of the service, AND MORE IMPORTANTLY, DETERS USE. It is planning to fail. We need to do better.</p>	JTRAN is in the process of updating its fixed-route and paratransit fleet, with the acquisition of six new fixed-route buses and eight new paratransit vehicles planned in FY22 and FY23. Once these buses are delivered, JTRAN's entire fleet of fixed-route and paratransit vehicles will be less than seven years old. Going forward, JTRAN will reevaluate its useful life benchmark target.
35	12/6/2021 <i>via email</i>	<p>Page 63 - Install and utilize Automatic Vehicle Location (AVL) system:</p> <p>We, the ridership, have been patiently waiting for this for a decade. WHEN will it ACTUALLY HAPPEN? This is VITALLY important to make the FIXED ROUTE more usable by everyone, but particularly people with disabilities.</p>	Section 6.3 of the Final Report includes a recommendation to develop a customer-facing trip planning / real-time vehicle tracking app. JTRAN intends to implement this service within the next 12 months.

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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36	12/6/2021 <i>via email</i>	<p>Bicycle & Pedestrian Infrastructure</p> <p>Page 64 - This needs to be a HIGH Priority, because LACK of sidewalks and bike lanes is a major deterrent to using JTRAN or even just WALKING/Biking (ACTIVE mobility), which would make us all healthier.</p> <p>As I mentioned, There is a NEW Bike/Ped path on State Street Starting at Hartfield and going to Seneca, through the Fondren District. It covers the MAJOR stop at State and Meadowbrook and took care of the shelters at that location.</p>	<p>The dataset used for this analysis pre-dates the State Street reconstruction project and is thus not reflected in Figure 2-4. This will be noted accordingly in the report.</p>
37	12/6/2021 <i>via email</i>	<p>Here on Page 55, CTG shares its proposed paratransit plan, with four bullet points.</p> <p>I *AGREE* in principle with the two-tiered system...one that charges double fare for outside the minimum 3/4 mile radius, including the airport.</p> <p>The question I have, is HOW the “Grandfathering” clause is implemented. Specifically, after two years, are existing customers who live outside the minimum 3/4-mile limit kicked off the system completely, or merely have to start paying the double fare? I think the LATTER (double-fare begins) is fine. I know though that there are people in the disability community who really DEPEND upon JTRAN Paratransit, and have few to no options. Those people should not be kicked off the system, but I do think it reasonable to charge a higher fare.</p>	<p>The intent of the two-year grandfathering clause is to provide a transition period after the proposed service area policy becomes effective. During this time, all certified paratransit customers with a home address within the City of Jackson will continue to receive service at the normal base fare. At the end of the two-year grandfathering period, customers residing outside of the ADA service area but within the City of Jackson will continue to receive service, but will be assessed a premium fare.</p>
38	12/14/21 <i>via open house</i>	<p>Proposal of 30 will increase my walk to get to a bus stop, which is very inconvenient. I stay in a dangerous neighborhood. I go to work and regularly have groceries.</p>	<p>A key goal of the New Bus Network is to provide more direct routes, which will help reduce on-board travel time for most riders. The tradeoff with this approach is that riders in some locations will be required to walk further to access a bus stop. However, an analysis of ridership data indicated that about 90% of existing boardings occur within 100 feet of a proposed route (less than a one-minute walk) and 95% occur within 1/8 of a mile of a proposed route (about a three-minute walk).</p>

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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39	12/14/21 <i>via open house</i>	All buses need to turn on Sundays. Bus drivers need to accommodate disability of riders by ensuring they're safety and lowering the buses at all times as well as given time to load and unload the buses without rushing saying they're late and running down no time to wait. Drivers not allowing disabled riders to go out the front door and drivers attitudes are very rude. Great proposed plan I agree with it. Limit riders that just ride around daily taking away from people that need the bus.	The Long-Term Vision Plan described in Section 4.5 of the Final Report identifies Sunday service as a future investment priority. This improvement is contingent upon the availability of additional funding. The New Bus Network routes were designed to ensure that routes have enough time in the schedule to operate reliably. This should help improve on-time performance and provide sufficient time for passenger loading and unloading at each bus stop.
40	12/14/21 <i>via open house</i>	I like to ride JTRAN	No response required.
41	12/14/21 <i>via open house</i>	Awesome job of new routes. Expanded out very well.	No response required.
42	12/14/21 <i>via open house</i>	The Long-Term Vision Plan Come into play will be nice. I would like for Saturday to start earlier like they do through the week. Thanks for JTRAN's service, it's very well needed.	JTRAN will consider earlier service on Saturdays as additional funding becomes available in the future.
43	12/14/21 <i>via open house</i>	The proposed plan has some advantages such as the on-demand feature and the expansion to other outside counties. I do have a concern about the ADA & Non-ADA trip identifier and proposed cost increase. I'm also concerned by the fact that this proposal was modelled after places like Indianapolis, which is much larger than Jackson. I appreciate the invitation and look forward to being kept informed on the outcome.	JTRAN currently provides paratransit service throughout the entire city of Jackson. However, by law, JTRAN is only required to provide ADA paratransit service within ¾ mile of a fixed route. JTRAN is unique among its peers in this regard. Of the nine similar-sized cities that the project team evaluated, only one (Lafayette, LA) offers paratransit service beyond the federally-mandated ¾-mile service area. While there are examples of smaller cities that offer two-tiered service areas (such as Lexington, KY), the project team relied on proven models from cities of all sizes to develop the proposed policy. The proposed policy seeks to continue serving the needs of paratransit riders throughout the entire city while recouping a portion of the cost related to trips that occur outside of the federally-mandated service area.

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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44	12/14/21 <i>via open house</i>	I would like to know how to get back on paratransit. I can ride the regular buses but my doctors still prefer me to ride paratransit on days of bad weather conditions, so I would be happy to have someone to call me back. I did fill out the forms that were sent out to me last summer along with my doctor and I sent the forms back in and for some reason I got cancelled out.	Please contact JTRAN customer service to review your paratransit eligibility status.
45	12/14/21 <i>via open house</i>	Driver not allowing disabled to go out the front door and poor customer service and attitudes to riders.	JTRAN will work with its contract operator to ensure that drivers are properly trained on passenger loading/unloading standard operating procedures.
46	12/14/21 <i>via open house</i>	Does not want the #12 stop to go away. Utilizes the stop at Old Canton Road/County Line and the Library.	An analysis of ridership data indicated very few boardings along many segments of Route 12. The nearest proposed stop to Old Canton Road/County Line Road is at County Line Road and Pear Orchard Road. While we understand this is a long walk, there is continuous sidewalk access between these points. The Willie Morris Branch Library can still be accessed using the proposed Route 20 and Route 15.
47	12/6/2021 <i>via online form</i>	This is great. I think it is a much-needed improvement as the city is changing.	No response required.
48	12/10/2021 <i>via online form</i>	It doesn't go far enough to service new or additional riders. 1) Take the Terry Rd. route all the way to Byram, or at least to Forrest Hill Rd. & Terry Rd. Those are some of Jackson's largest middle class neighborhoods. Service them! 2) Create a route from downtown Jackson to the Jackson/Evers Airport. Taxi Cab rates are way too high. It costs \$60 for a one-way ride from south Jackson to the airport."	The project team will explore the viability of future regional expansion along Terry Road to Byram. The Long-Term Vision Plan (Section 4.5 of Final Report) identifies regional service priorities that would provide connections to neighboring communities. The Lakeland Drive or US 80 corridor services could potentially be adapted to serve the airport. Future planning studies will be required to define the feasibility and potential alignments for a new airport service. Moreover, because these corridors are outside the City's jurisdiction, coordination and funding contributions from regional partners would be required to implement these services.

**ConnectJXN: Transit Plan
Final Report Comment Responses**

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49	12/12/2021 <i>via online form</i>	Routes needs to be expanded into connecting city, Pearl and Madison (example route hwy 80 up to Walmart Pearl and back to bus station). We have hundreds of citizens coming and going from both cities to work, some losing jobs because they're not able to make work due to not having a car or ride to get there. Also start bus routes at a earlier time, around 5a.m., have buses starting a route going into the station to transfer to next destination. Hire more drivers and expand to 7 days, from 5 a.m until 7run time. I hear people saying they would rather catch the bus to and from work, instead of paying someone \$50 a week, due to them not being reliable, their losing their job, have to collect unemployment when they would rather be working.	<p>The Long-Term Vision Plan (Section 4.5 of Final Report) identifies regional service priorities that would provide connections to neighboring communities such as Pearl and Ridgeland in Madison County. However, because these corridors are outside the City's jurisdiction, coordination and funding contributions from regional partners would be required to implement these services.</p> <p>The Long-Term Vision Plan also recommends additional service hours on weekdays and Saturdays. Additional funding will need to be identified in order for the City to extend service hours earlier in the morning.</p>
50	12/12/2021 <i>via online form</i>	<p>Overall I think this would be a great improvement. It would make the system more viable and easier to use from where I live.</p> <p>I have long thought there should be at least an hourly shuttle between Union Station and the Jackson/Evers Airport. Almost every city except Jackson provides public transportation to and from their regional airport.</p>	<p>The Long-Term Vision Plan (Section 4.5 of Final Report) identifies regional service priorities that would provide connections to neighboring communities. The Lakeland Drive or US 80 corridor services could potentially be adapted to serve the airport. Future planning studies will be required to define the feasibility and potential alignments for a new airport service. Moreover, because these corridors are outside the City's jurisdiction, coordination and funding contributions from regional partners would be required to implement these services.</p>
51	12/13/2021 <i>via online form</i>	<p>I would like to know if with the new plan will you still have a HandiLift bus</p> <p>Number 12 I like the plan</p>	<p>Yes, JTRAN will continue to operate its demand response paratransit service. However, JTRAN proposes to modify its paratransit service area policy as described in Section 5.3 of the Final Report. Under the proposed policy, JTRAN will continue to offer paratransit service throughout the entire city. However, a premium fare will be assessed to trips beginning or ending outside of a ¼ mile area surrounding the fixed-route network.</p>

**ConnectJXN: Transit Plan
Final Report Comment Responses**

Comment Number	Date Received	Comment	JTRAN Response
52	12/14/2021 <i>via online form</i>	Is it true that this plan would eliminate bus 12? What would be the nearest bus stop? We lived off of Brown Street in North Jackson off of West County line road.	Yes, the plan recommends elimination of Route 12: Sav-A-Lot and Tougaloo College. This route will be replaced in part by the new Route 10: North State/Northpark and Route 15: North State / Frontage / Northpark. Based on your concern, we propose to modify Route 10 to serve County Line Road and Tougaloo Village Road. This would provide a new bus stop at County Line Road and Tougaloo Village Road, approximately 800' east of the existing stop at County Line Road and Grant Street. A sidewalk is provided along the entirety of the path between Brown Street and the proposed stop location at Tougaloo Village Road. While your walking distance will increase, the service provided at this new stop will provide direct access to both North Park Mall / Wal-Mart and downtown.
53	12/15/2021 <i>via online form</i>	I don't think that there's anything wrong with the routes that we have because there is access to stores, churches, libraries as well as some jobs. There is also safety issues for customers especially women; that's where timing comes in. Thank you.	A key goal of the New Bus Network is to improve access to jobs, shopping, schools, and other places of interest. The proposed routes are designed to provide more direct access to these places and reduce travel times across the network.
54	12/16/2021 <i>via online form</i>	I viewed the plan/proposed service changes. They look great. However, what about what is going on with the bus service NOW. There have been times that the 4 Robinson bus never showed up because there was no driver. I was able to take an Uber to work. But, what about the people who couldn't? The older buses with cloth seats smell horrible and sound as if they are falling apart with every turn of the wheel. These buses should be taken out of circulation until they can be DEEP cleaned, placed back in circulation and then replaced by buses with plastic seats. I have been on buses that have broken down and there was no backup plan for this type of situation. Being from a suburb in New York and in Jackson for almost 3 years, I am totally amazed and shocked at how the ONLY public transportation service in the capital of Mississippi is ran. After speaking to different passengers, many feel that the bus service can't/won't change because it's been the way it is for many years.	JTRAN, like many transit agencies across the country, is currently faced with a shortage of qualified bus operators. The recent spike in COVID cases has further reduced the number of available bus operators, resulting in missed trips and delays. JTRAN expects this staffing shortage to be temporary and will resume normal operations as soon as possible. JTRAN is in the process of updating its fixed-route and paratransit fleet, with the acquisition of six new fixed-route buses and eight new paratransit vehicles planned in FY22 and FY22. Once these buses are delivered, JTRAN's entire fleet of fixed-route and paratransit vehicles will be less than seven years old.

**ConnectJXN: Transit Plan
Final Report Comment Responses**

Comment Number	Date Received	Comment	JTRAN Response
55	12/21/2021 <i>via online form</i>	I think that more stops should have shelter and seating. I thinks that more stops are needed in Ridgewood rd.	The Bus Stop Improvement Program described in Section 6.1 and Appendix F of the Final Report details JTRAN's plan for providing upgraded bus stops and amenities such as shelters and benches. As part of this plan, JTRAN has developed criteria that will guide the placement of stop amenities as funding becomes available. Stops with higher ridership and key connection points will be prioritized for amenity upgrades. Based on this criteria, more than 80 bus stops were identified as candidates for upgraded amenities. However, each stop location will be evaluated on a case-by-case basis to ensure stops can be safely placed within available right-of-way.
56	12/10/2021 <i>via website</i>	will there be changes to the handilift services and on route 12 will you still come up on old canton to the methodist church	<p>JTRAN proposes to modify its paratransit service area policy as described in Section 5.3 of the Final Report. Under the proposed policy, JTRAN will continue to offer paratransit service throughout the entire city. However, a premium fare will be assessed to trips beginning or ending outside of a ¾ mile area surrounding the fixed-route network.</p> <p>The current Route 12: Sav-A-Lot and Tougaloo College is proposed to be eliminated and replaced in part by the new Route 10: North State/Northpark and Route 15: North State / Frontage / Northpark. Please see the proposed New Bus Network route maps for additional details.</p>

**ConnectJXN: Transit Plan
Final Report Comment Responses**

Comment Number	Date Received	Comment	JTRAN Response
57	7/19/2021 via website	I live in the Northhills apts. in North Jackson usually get the bus at the end of the road. Will the same stop be used or which bus stop do we need to go to? When does new program begin?	<p>Based on this comment, we assume that you currently access Route 12 at the north end of Brown Street at County Line Road. Under the proposed plan, the current Route 12 will be eliminated and replaced in part with the new Route 10 and Route 15. We have reviewed your concern and propose to modify Route 10 to serve County Line Road and Tougaloo Village Road. This would provide a new bus stop at County Line Road and Tougaloo Village Road, approximately 800' east of the existing stop at County Line Road and Grant Street. A sidewalk is provided along the entire path between Brown Street and the proposed stop location at Tougaloo Village Road. While your walking distance will increase, the service provided at this new stop will provide direct access to both North Park Mall / Wal-Mart and downtown with no transfers required. See Attachment 1 to this document for a map of the proposed Route 10 alignment modification.</p> <p>JTRAN currently anticipates that the new bus routes will be implemented in the fourth quarter of 2022. Prior to implementation, JTRAN will distribute information to riders to explain the new bus routes and stop locations.</p>
58	1/6/2022 via online form	<p>It would not help me and my sister because we would have to walk several streets over if this new plan is put in effect. As it is now, we are able to catch the bus and go where we need to go. Under this new plan, we would have to call somebody to take us to the new proposed bus site which is quiet secretive because I cannot find out any information and I have called several times and have been hung up on. We are not physically able to walk several streets over and find out a bus stop that may or may not be there. You plan is very confusing and after I looked at it I could not make head or tales out of it.</p> <p>We and several others rely on 12 and if you eliminate 12 it will be detrimental to the people that relies on 12. I cannot find if the bus stop at the end of Brown Street will be eliminated. I feel like your plan would not benefit me and my ,but hurt us.</p>	<p>Based on this comment, we assume that you currently access Route 12 at the north end of Brown Street at County Line Road. Under the proposed plan, the current Route 12 will be eliminated and replaced in part with the new Route 10 and Route 15. We have reviewed your concern and propose to modify Route 10 to serve County Line Road and Tougaloo Village Road. This would provide a new bus stop at County Line Road and Tougaloo Village Road, approximately 800' east of the existing stop at County Line Road and Grant Street. A sidewalk is provided along the entire path between Brown Street and the proposed stop location at Tougaloo Village Road. While your walking distance will increase, the service provided at this new stop will provide direct access to both North Park Mall / Wal-Mart and downtown with no transfers required. See Attachment 1 to this document for a map of the proposed Route 10 alignment modification.</p>

**ConnectJXN: Transit Plan
Final Report Comment Responses**

Comment Number	Date Received	Comment	JTRAN Response
59	1/6/2022 <i>via online form</i>	<p>Members of the ADA Advisory Council seem to be worried about changes to Paratransit coverage. I think the plan is relatively clear, but most people don't read the entire plan and the communication about it has been too vague. Many people seem to think that if they live outside 3/4 mile of a fixed route that they will lose Paratransit service. I think the confusion is the result of referring to the coverage areas as ADA and non-ADA. This is not really clear because people with disabilities will still be covered outside the 3/4 mile bubble, they'll just have to pay a higher fare. Perhaps a better solution would be to refer to Tier-One and Tier-Two. Tier-One is within 3/4 mile of a fixed route and is \$2 per trip. Tier-Two is the rest of the city beyond the 3/4 mile bubble for \$4 per trip. The bottom line is that everyone in the entire city remains covered.</p> <p>The new route layout looks good. It's nice to have a grocery store and medical facility on each route.</p> <p>Please consider having two buses on Routes 10 and 15. These are 90-minute routes. With three buses between two routes, timing will be difficult. Accidents and traffic are quite common on these routes. Where the two routes run together, the buses will run every half hour. But in the center, where they separate, buses will be much less frequent. Union Station, UMMC, and NorthPark will get buses every half hour, but places in the center like Kroger and Fresenius will see only one bus per hour. The plan is to go from 14 buses to 13. But if we stay at 14 buses, then we could do two buses for Route 10 and two buses for Route 15.</p> <p>It would be helpful to have to the new routes and Paratransit area overlaid onto the Google map or a GIS map, so that people can zoom in and find their exact address to know if they will be in Paratransit Tier-One or Tier-Two."</p>	<p>Your interpretation of the proposed paratransit service area policy is correct. The entire city remains covered and eligible paratransit riders will continue to receive service even after the two-year transition period. However, those riders living or making trips outside of the 3/4 mile ADA service area will be charged a higher fare after the two-year transition period. Regarding the communication of this proposed policy, the project team will revise informational materials to more clearly describe the intent of this policy.</p> <p>Regarding the operational feasibility of routes 10 and 15, the project team will validate the estimated running times with JTRAN buses prior to finalizing the schedules. Based on these test runs, the project team will refine the running times or adjust routes accordingly.</p> <p>Routes 10 and 15 were designed to provide the most frequent service on the segments with the highest demand. While Fresenius will indeed only have 60-minute service, the Kroger at I-55 and Jacksonian Plaza can be accessed every 30 minutes using either Route 15 or Route 20.</p> <p>In order to produce recommendations within JTRAN's available budget, cost savings gained from reducing the weekday peak vehicle requirement from 14 buses to 13 buses were reallocated to provide additional Saturday service.</p> <p>The project team will develop a map overlaying the proposed route network and proposed paratransit service areas. This map will be made available on the jtrantransitplan.com website.</p>

**ConnectJXN: Transit Plan
Final Report Comment Responses**

Comment Number	Date Received	Comment	JTRAN Response
60	1/6/2022 <i>via online form</i>	The plan could potentially be good for the city. But, will the plan ensure consistent service and routes with drivers. It no longer has service cancelled because of no drivers.	<p>We understand that service reliability has been poor recently. JTRAN, like many transit agencies across the country, is currently faced with a shortage of qualified bus operators. The recent spike in COVID cases has further reduced the number of available bus operators, resulting in missed trips and delays. JTRAN expects this staffing shortage to be temporary and will resume normal operations as soon as possible.</p> <p>In the long term, a key objective of this plan is to improve the consistency and reliability of each JTRAN route. The New Bus Network was designed to provide simple and consistent service throughout the day on each route. Moreover, the new schedules will include ample running time to ensure drivers are able to reliably operate each route.</p>
61	1/6/2022 <i>via online form</i>	<p>Although, I haven't had the opportunity to read the entire plan, the TOC doesn't reflect clean energy technologies such as electrification of buses to reduce carbon emissions, Nor does it mention current and future plans for light rail. Given the fact, Madison is the growth center where jobs are being created, after hour public transportation access is critical. Transportation Oriented Development (TOD) should also be a consideration. Safe Routes to School as part of the transportation strategy.</p>	<p>JTRAN recently procured two hybrid electric buses in an effort to reduce its carbon footprint. The Phase I Existing Conditions report included a recommendation that JTRAN develop a strategy for future fleet electrification. The Final Report will be updated to reflect this recommendation.</p> <p>Regarding regional services, the scope of this study was limited to transit services owned and operated by the City of Jackson. While the study identified potential future regional investment opportunities as part of the Long-Term Vision Plan, implementation of these services requires coordination and funding contribution from neighboring jurisdictions. As such, future planning for regional transit services, including light rail, will be coordinated through the region's MPO, CMPDD.</p> <p>Regarding Transit Oriented Development (TOD), Section 4.6 of the Final Report identifies a recommendation for developing land use regulations that incentivize transit-supportive development. To implement this recommendation, the City has secured a grant from the Federal Transit Administration and intends to launch a TOD study in late 2022 or 2023.</p>

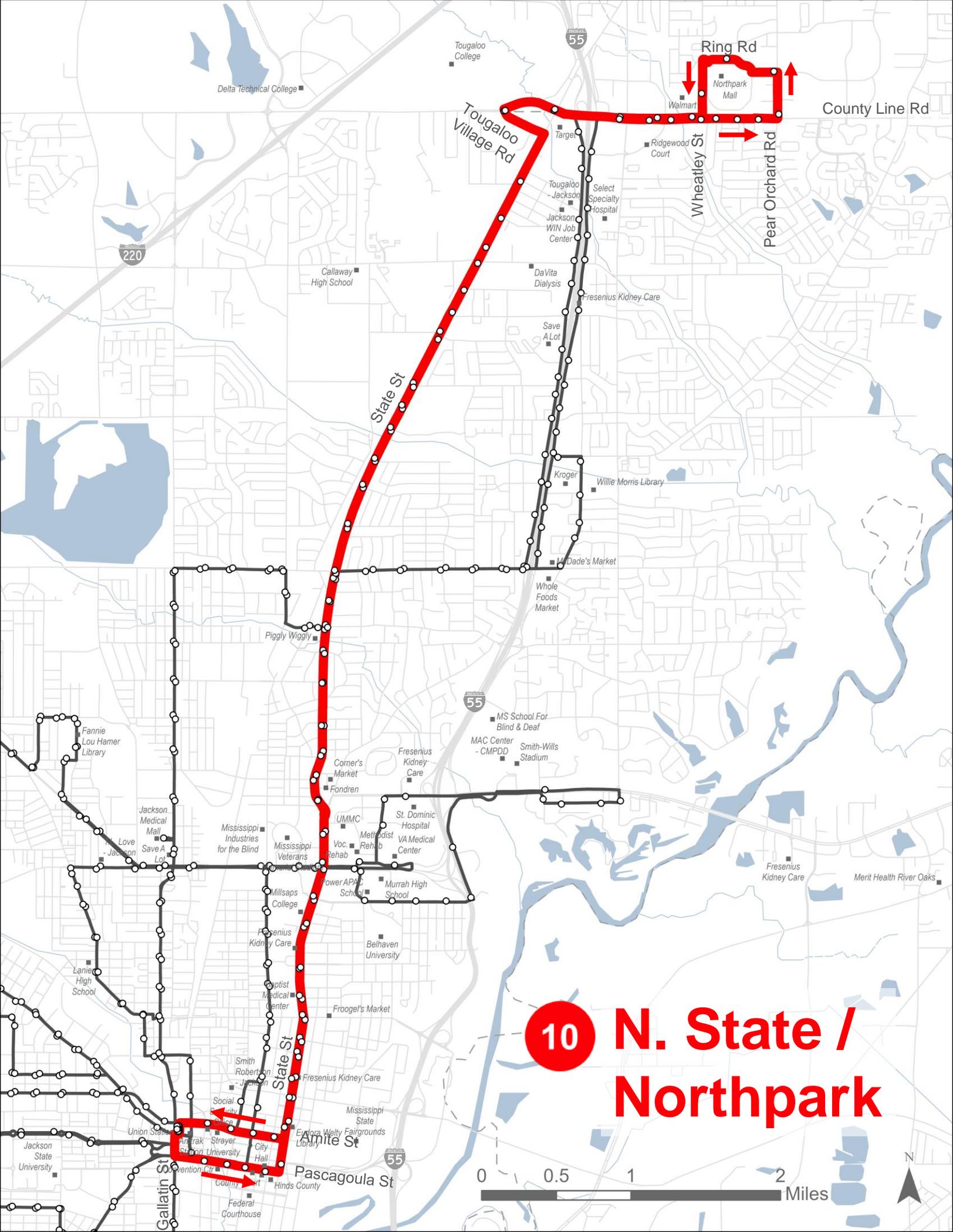
**ConnectJXN: Transit Plan
Final Report Comment Responses**

Comment Number	Date Received	Comment	JTRAN Response
62	1/6/2022 <i>via online form</i>	<p>We have discussed Transportation to the airport at length in the various committees. The plan identifies only 577 daily trips to and from the airport. This number can't possibly be accurate. The airport has over 1,700 employees. There are 25 or more flights per day. All of those people have to be getting to the airport some way or another. We need to figure out why that number came out so low, and what the accurate number actually is. Connetics should be able to help us predict the likely usage of both Fixed Route and Paratransit to the airport."</p> <p>The analysis portion of the plan indicates that there is substantial demand for transportation to Clinton, Ridgeland, and Flowood. We have discussed this need in the ADA Council and various JTRAN Committees repeatedly over the past several years. I realize that funding for suburban access is not currently available, but we need to be sure to keep these destinations in mind for long-range planning and as we seek future funding. We need to also consider the Outlet Mall in Pearl.</p> <p>We should consider Park & Ride sites in the various suburbs.</p> <p>We also need to have discussions with Continental Tire and Nissan. These are major employers in the area. We need to discern how many of their employees live in Equity areas. These might also be good places to have park & ride sights.</p>	<p>The figure cited in Table 3-5 of the Phase 1 Report specifically measures trips that begin <u>within</u> the City of Jackson and end at the Airport (about 577 per day in 2019). When counting all trips throughout the three-county region, about 2,400 trips ended at the airport on an average weekday in April 2019. While the scope of this study did not include ridership forecasts, a simple back-of-the-envelope calculation using the average transit mode share for the region (0.5%) applied to these daily trip figures yields a regional demand of about 12 total trips per day to the airport (including about 3 from the City of Jackson).</p> <p>As documented in Section 3 of the Final Report, many riders and stakeholders expressed a desire for regional transit services. The scope of this study was limited to transit services owned and operated by the City of Jackson. While the study identified potential future regional investment opportunities as part of the Long-Term Vision Plan, implementation of these services requires coordination and funding contribution from neighboring jurisdictions. As such, future planning for regional transit services will be coordinated through the region's MPO, CMPDD.</p>

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Final Report Comment Responses**

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63	1/7/2022 <i>via online form</i>	<p>I think the plan is going to cause complications to the riders. I feel the drivers should have a meeting as well on how they feel because they are going to be the ones doing the driving. They also need more drivers. My location will be an issue because of the distance from my original route. To be honest I don't know why they are trying to change it up. I just feel the money should go into the drivers. And getting new buses and workers to keep the buses up.</p> <p>Route 5 is my route I catch and its convenient. There are also a lot of elderly people that rides this route. That is going to be dangerous for them to be walking a distance to a stop. Especially when making groceries. The crime rate in this is very high.</p>	<p>Prior to implementing the new network, JTRAN will test drive each route with bus operators to ensure the routes are operationally feasible. Feedback received from drivers will be used the adjust the routes, as necessary.</p> <p>We understand that the proposed plan will result in a longer walk to a bus stop for some riders. We encourage you to consider the overall benefits of the route adjustments. While walk time may increase for some trips, our intent is to reduce overall travel time by creating more direct routes with shorter on-board travel times. JTRAN also intends to implement a real-time vehicle arrival / tracking app that will help riders plan their trips and reduce waiting times at stops.</p>
64	1/7/2022 <i>via online form</i>	<p>It might sound good on the computer but you are leaving and forgetting a lot of people. And the buses don't need to go on the mall property a accident waiting to happen to congested at that mall you all need to take a bus out on all the route n actually drive and not just on the computer or paper not a good plan to me.</p> <p>Not any of the new routes are good the thought of store was good but not the best</p>	<p>Prior to implementing the new network, JTRAN will test drive each route with bus operators to ensure the routes are operationally feasible. Feedback received from drivers will be used the adjust the routes, as necessary.</p> <p>Please reach out to the project team at info@jtrantransitplan.com if you have more specific comments or suggestions for how the proposed routes can be improved.</p>
65	1/7/2022 <i>via online form</i>	<p>I won't know are u guys going be service Elton park dr apartments south jackson because I want to ride the bus</p>	<p>There are currently no plans to serve the Elton Park Apartments in South Jackson. Additional funding is required to expand JTRAN's service area beyond what is currently operated today. JTRAN will explore the feasibility of serving this area in the future as additional funding becomes available.</p>

**Attachment 1:
Proposed Route 10 Modification**



10 N. State / Northpark