



Final Report

January 2023

Prepared by



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1 EXECUTIVE SUMMARY

Huntsville Transit

Huntsville Transit is the City of Huntsville's public transportation provider. Huntsville Transit consists of fixed-route bus service, branded as Orbit, and complementary paratransit service, branded as Access.

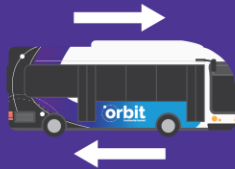
Orbit comprises ten routes that converge at Huntsville Downtown Station. Each route operates Monday through Saturday mostly along major arterial streets. Access is curb-to-curb demand-response service for eligible riders, including persons with a disability, personal care attendants, and senior citizens.



Recent Progress

In July 2019, Huntsville Transit embarked on a series of service and capital improvements based on recommendations from its previous transit study. A range of improvements were implemented which resulted in an increase in fixed-route ridership and a substantial decrease in rider travel time.

Loop routes replaced with **two-way service** for convenience



Saturday service added for Orbit and Access



Weekday service extended from 6PM to 9PM



Service area for Access extended from 3/4 miles of Orbit routes to city limits



Service for Route 1 upgraded from every 60 mins to **every 30 mins**



All bus stops upgraded with **new and improved signage**



New transit hub at Dr. Richard Showers Sr. Recreation Center added for connection point



Ten older bus stops replaced with **solar lighted shelters with 3/8" safety glass**



By the end of 2019, **Orbit ridership increased by 14% and rider travel time decreased by approximately 30%**

Project Overview

In May 2022, the City of Huntsville initiated Go Huntsville Transit, a comprehensive evaluation of Orbit and Access service. The first phase of the study focused on analyzing ridership and on-time performance trends, citywide demographic and socio-economic characteristics, recent development, and evolving travel patterns. Findings from these analyses were summarized in an Existing and Evolving Conditions report.

The study also included robust community outreach to obtain feedback on transit needs and priorities. Outreach activities included paper and online surveys, stakeholder discussions, rider outreach at Huntsville Downtown Station, and meetings at community locations such as the Huntsville – Madison County Downtown Library, North Huntsville Library, Dr. Richard Showers Recreation Center, Brahan Spring Recreation Center, and the Sandra Moon Complex.

Findings from the existing conditions analysis and feedback from the community resulted in a series of recommendations to improve service quality and create a more equitable transit network. Recommendations include service expansion to increase access to transit, route adjustments to target areas with the highest demand, frequency upgrades to reduce passenger wait times and improve connectivity, and capital investments to enhance the overall rider experience.

Project Timeline



Orbit Service Recommendations

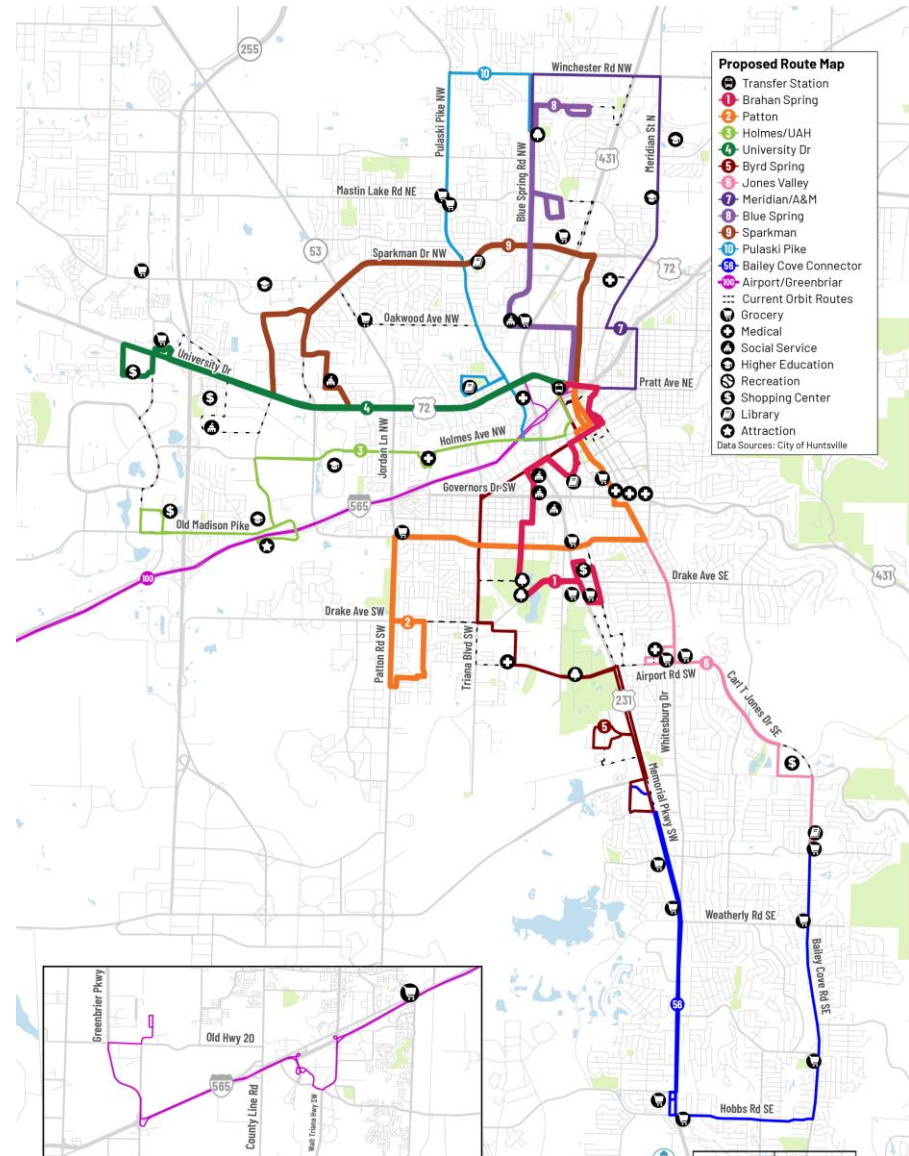
The first phase of Orbit recommendations includes the addition of Sunday service, which is a high priority for existing riders.

Phase one also includes expanded coverage in South Huntsville with the addition of Route 56, and several route adjustments throughout the system to reduce rider travel time, serve new destinations, and optimize operations.

Subsequent phases (2-5) consist of later service, frequency upgrades, and new Route 100 to major manufacturing centers in the Lowe and Greenbrier Industrial Parks in West Huntsville.

Access Service Recommendations

The addition of Orbit Route 56 will result in expansion of the Access demand-response paratransit service area in South Huntsville. The addition of Sunday service for Orbit will also require complementary Access service during the same hours of operation.



Fleet Recommendations

The Huntsville Transit fleet currently consists of 30-foot medium-duty buses for Orbit service and smaller minibuses for Access service. The City of Huntsville recently ordered four 40-foot heavy-duty buses that provide more seats and better amenities than existing 30-foot buses. The City of Huntsville should continue to transition to 40-foot buses for Orbit service in anticipation of increased ridership in the future.

Bus Stop Recommendations

Approximately 22% of existing Orbit bus stops include shelters that enhance comfort by shielding waiting passengers from environmental elements such as sun, rain, wind, and hail. As the Orbit network expands and service frequency is improved on several routes, the City of Huntsville should continue to install new bus stop shelters at stops that have high boarding activity or serve vulnerable populations.

Infrastructure Improvements

Several potential pedestrian crossings, signal lights, and intersection upgrades have been identified for future study by the City of Huntsville Traffic Engineering Division to improve pedestrian safety and bus operations.

Potential Partnerships

The City of Huntsville should have conversations with university and college leadership regarding the possibility of establishing student pass programs to encourage transit ridership and decrease single-occupancy vehicle usage.

The City of Huntsville should also have conversations with major manufacturing companies, regarding the possibility of a funding partnership to secure the operation of Route 100, a recommended reverse commute transit service.

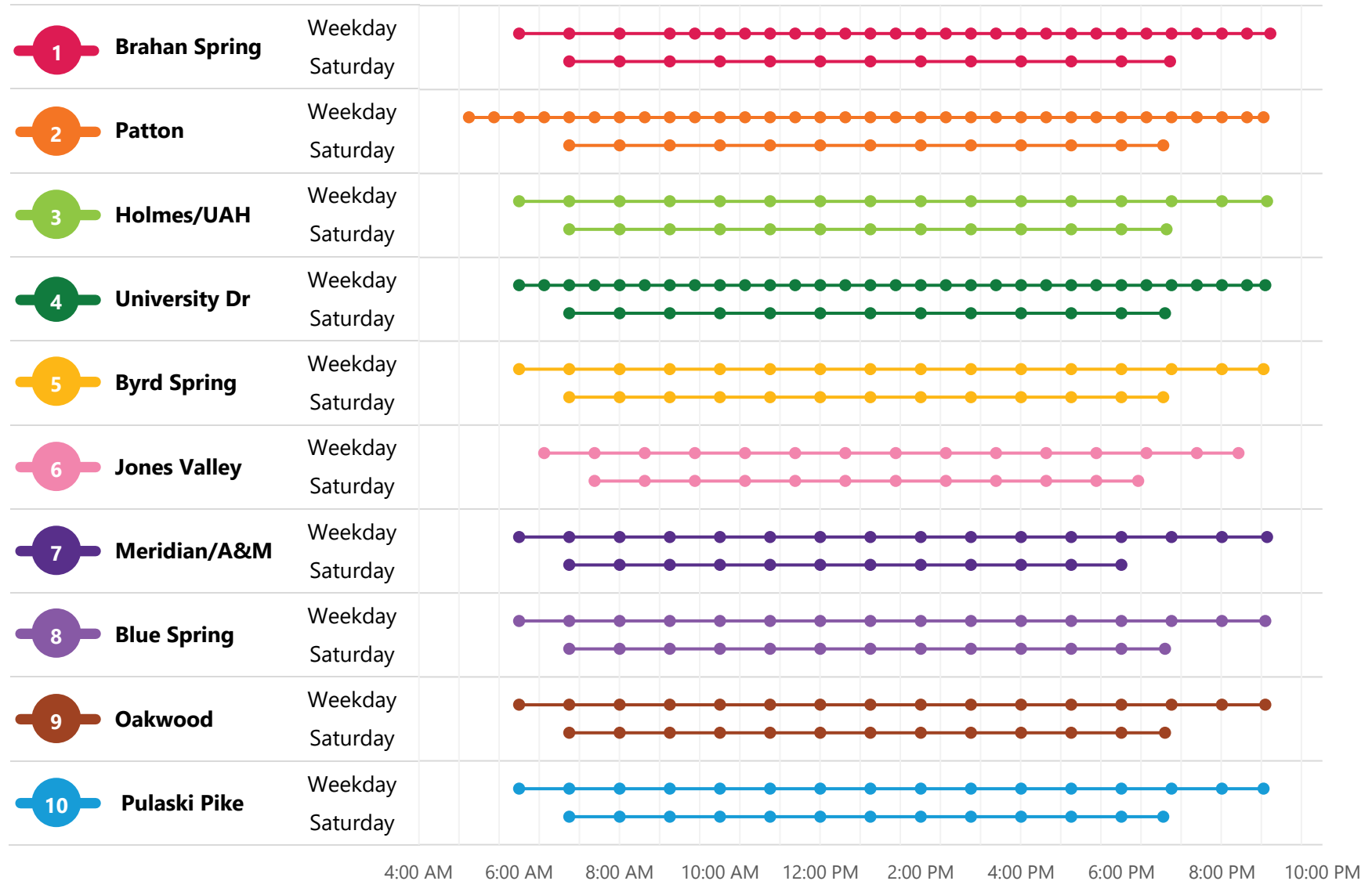
2 EXISTING CONDITIONS

Orbit Fixed-Route Service

Orbit consists of ten routes that operate on weekdays from 6:00 a.m. to 9:00 p.m. and on Saturday from 7:00 a.m. to 7:00 p.m. **Routes 1, 2** and **4** operate with 30-minute frequency on weekdays and hourly service on Saturday. **Routes 3, 5, 6, 7, 8, 9** and **10** operate hourly service Monday through Saturday. Fixed-route service operates thirteen buses on weekdays and 10 buses on Saturday.

The City of Huntsville also partners with the University of Alabama in Huntsville to operate the UAH Campus Route, a shuttle that connects on-campus student housing with shopping destinations, including Walmart Supercenter, Westside Shopping Center (Target), and Bridge Street Town Centre. The UAH Campus Route operates on Friday evenings from 5:00 pm to 10:00 p.m. while UAH is in session.

Service Availability



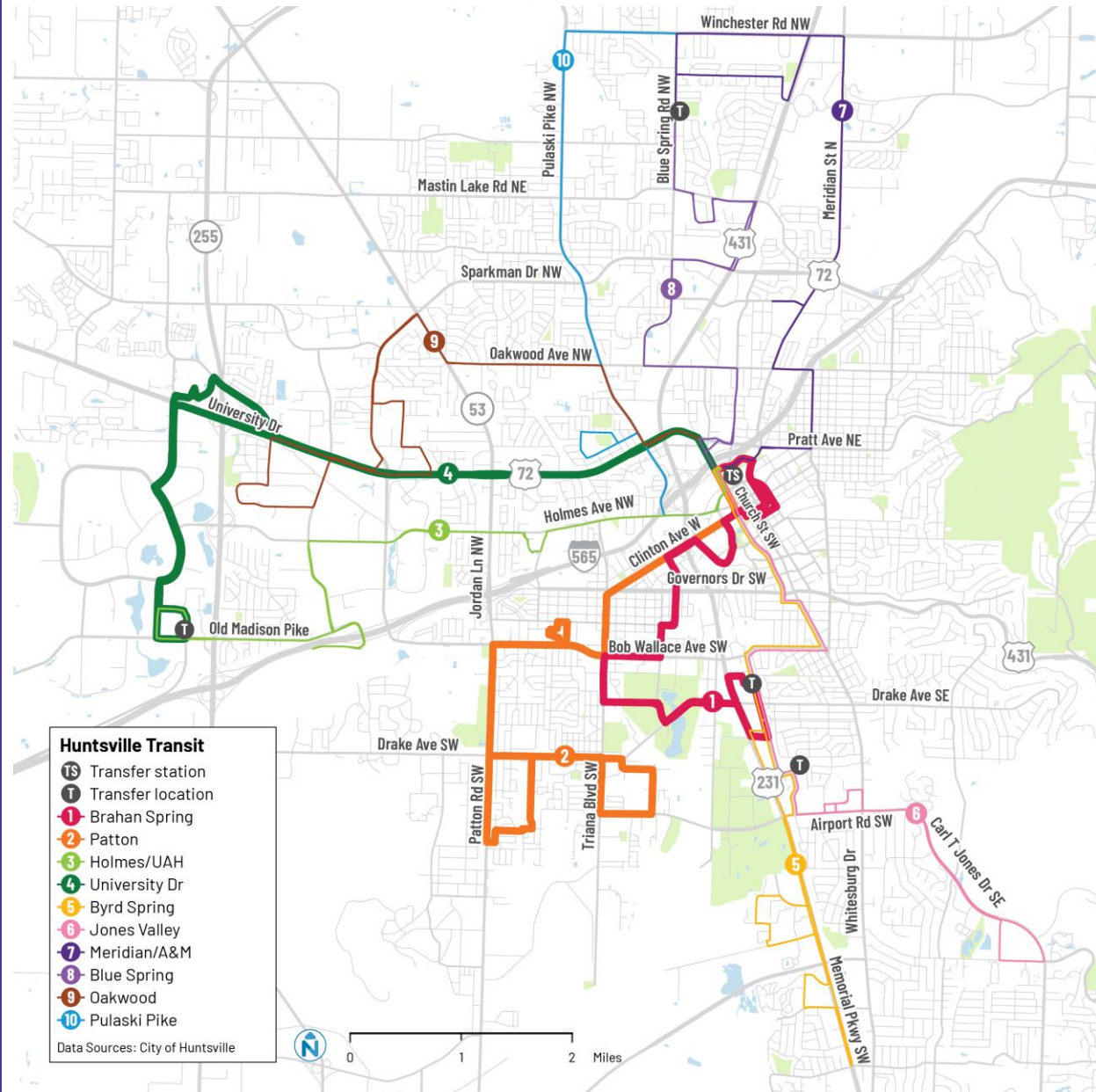
Orbit Route Network

Orbit consists of ten routes that connect and radiate from Huntsville Downtown Station. Buses depart Huntsville Downtown Station at the top and/or bottom of the hour. Routes 1, 2, and 4 run with 30-minute frequency on weekdays. All other routes operate hourly service.

Routes 3 and 4 also connect at Bridge Street Town Centre, the western terminus for both routes.

Routes 7, 8 and 10 also connect at the Dr. Richard Showers, Sr. Recreation Center, the northern terminus for each route.

Routes 5 and 6 share alignment between Huntsville Downtown Station and Airport Road. Route 5 departs Huntsville Downtown Station at the top of the hour while Route 6 departs at the bottom of the hour—combined, this segment has 30-minute service.



Huntsville Downtown Station

Huntsville Downtown Station serves as the primary connection point for Orbit routes. Apart from **Route 6**, all routes connect at the top of the hour. **Routes 1, 2, 4, and 6** connect at the bottom of the hour.

Huntsville Downtown Station is located on the northern edge of Huntsville's downtown, at the intersection of Church St NW and Cleveland Ave NW. Bus bays are located northeast of the main building. The facility includes an approximately 5,000 square foot outdoor plaza and a 600-square foot indoor waiting area that provides shelter, passenger seating, water fountain, and vending machine. Nine bus bays, each designed to accommodate vehicles under 35 feet, wrap the main facility.

New Huntsville Downtown Station

The new Huntsville Downtown Station will be replaced by a new station in 2024. The new station will be located north of I-565 with vehicle access along Pratt Ave and Church St. Once the new station opens, the current station will transition to a service center for bus cleaning and fueling. The new Station will have fourteen 45-foot covered bus bays and will allow for the expansion of existing bus service. New features will include a perimeter security fence and an upgraded video surveillance system. It will also feature real-time arrival signs for buses and newer, modern signage. There will be enclosed, air conditioned waiting areas for Orbit customers as well as a drop-off and pick-up site for TNCs such as Lyft and Uber. The new development is made possible by a \$12.5 million Federal Transit Administration (FTA) grant that will cover 80% of the costs of the new station, with the city covering the remainder.



Source: Fuqua & Partners Architects

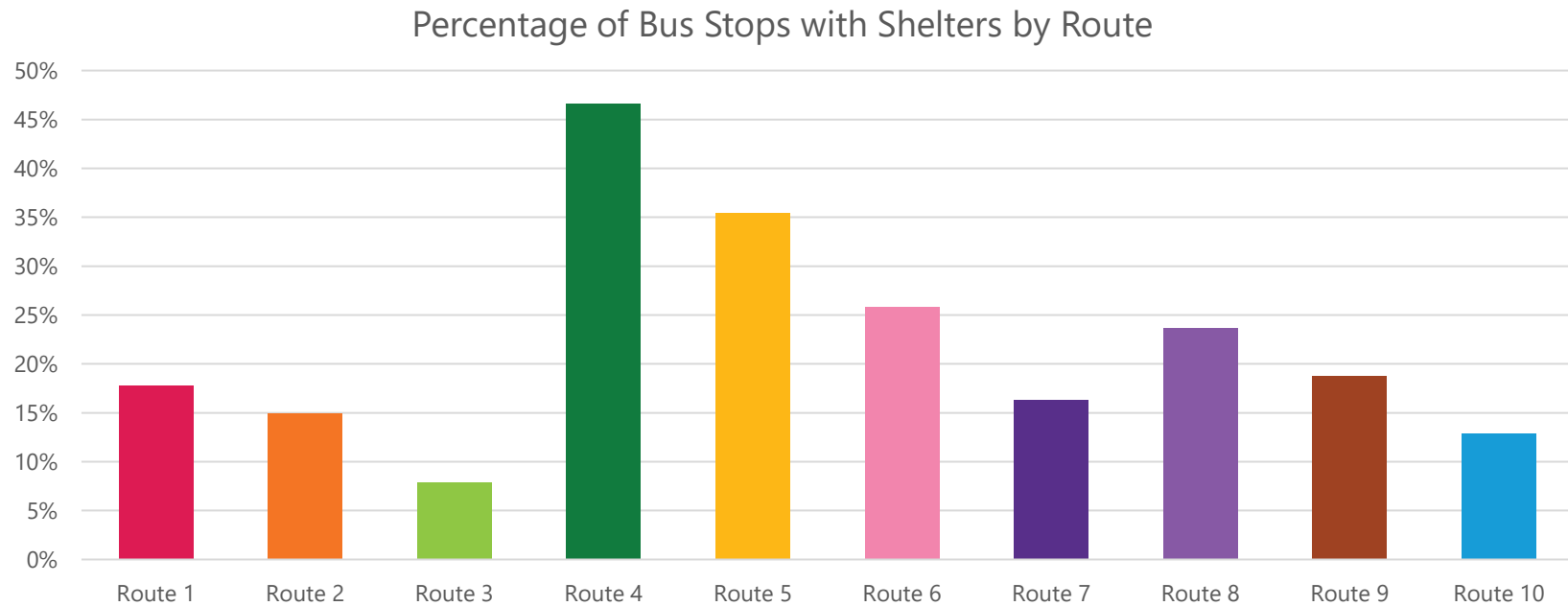
Bus Stops

The ten Orbit routes pick up and drop off riders at 357 different bus stops, plus Huntsville Downtown Station, at which all routes terminate. Bus stop amenities, including shelters, make connections more pleasant by providing well-lit, covered areas often with seating and system information. Twenty-five percent of all bus stops in Huntsville have a shelter.

Station/Stop Type	Count	Percent of Total
Bus stop with shelter	78	22%
Bus stop with no shelter	269	78%
Total	357	100%

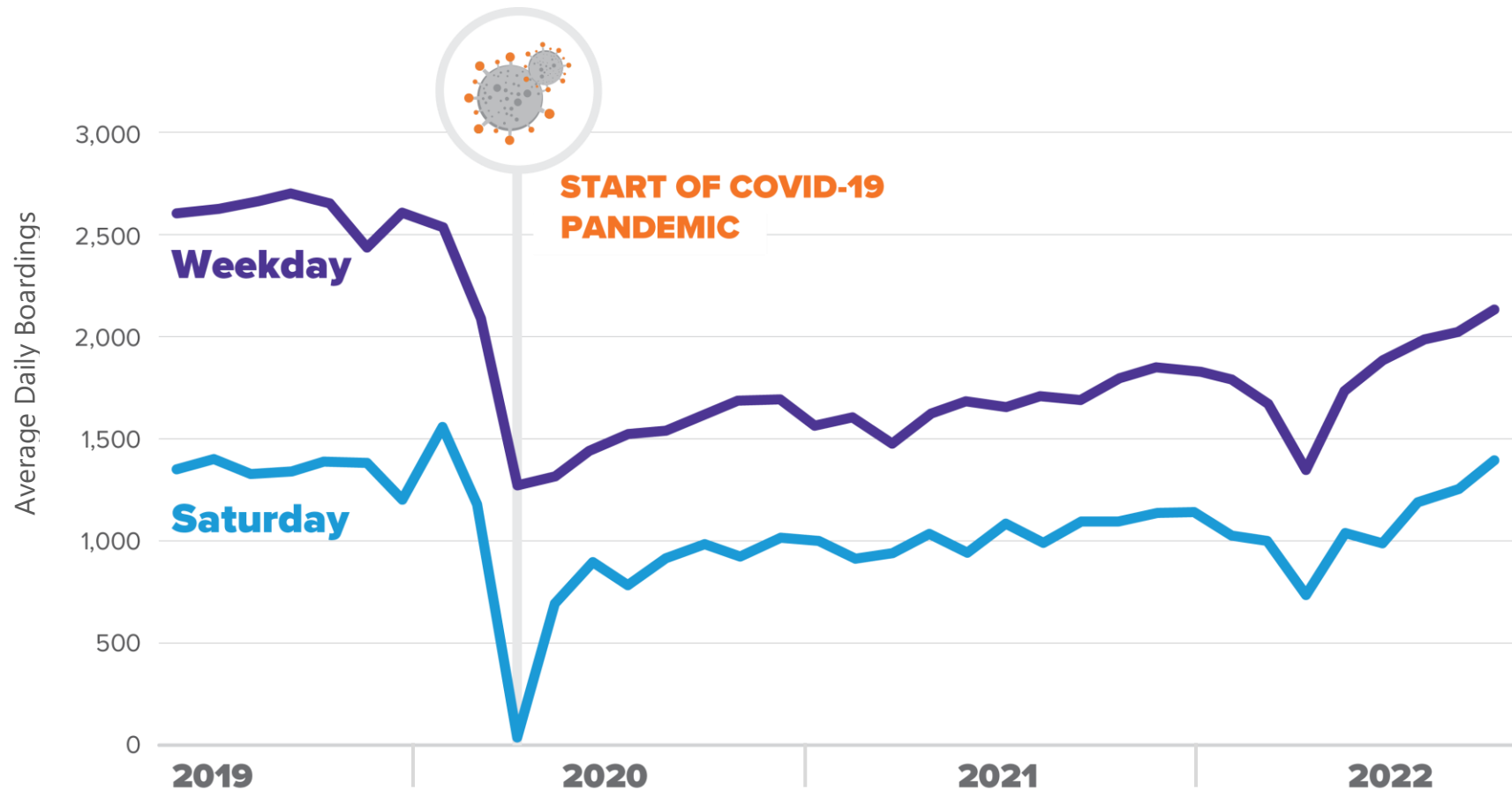
Bus Stop Amenities by Route

Route 4 has the highest proportion of bus stops with shelters, at 47%. More than 20% of bus stops on **Routes 5, 6, and 8** have shelters. **Route 3** has the lowest proportion of sheltered stops at 8%.



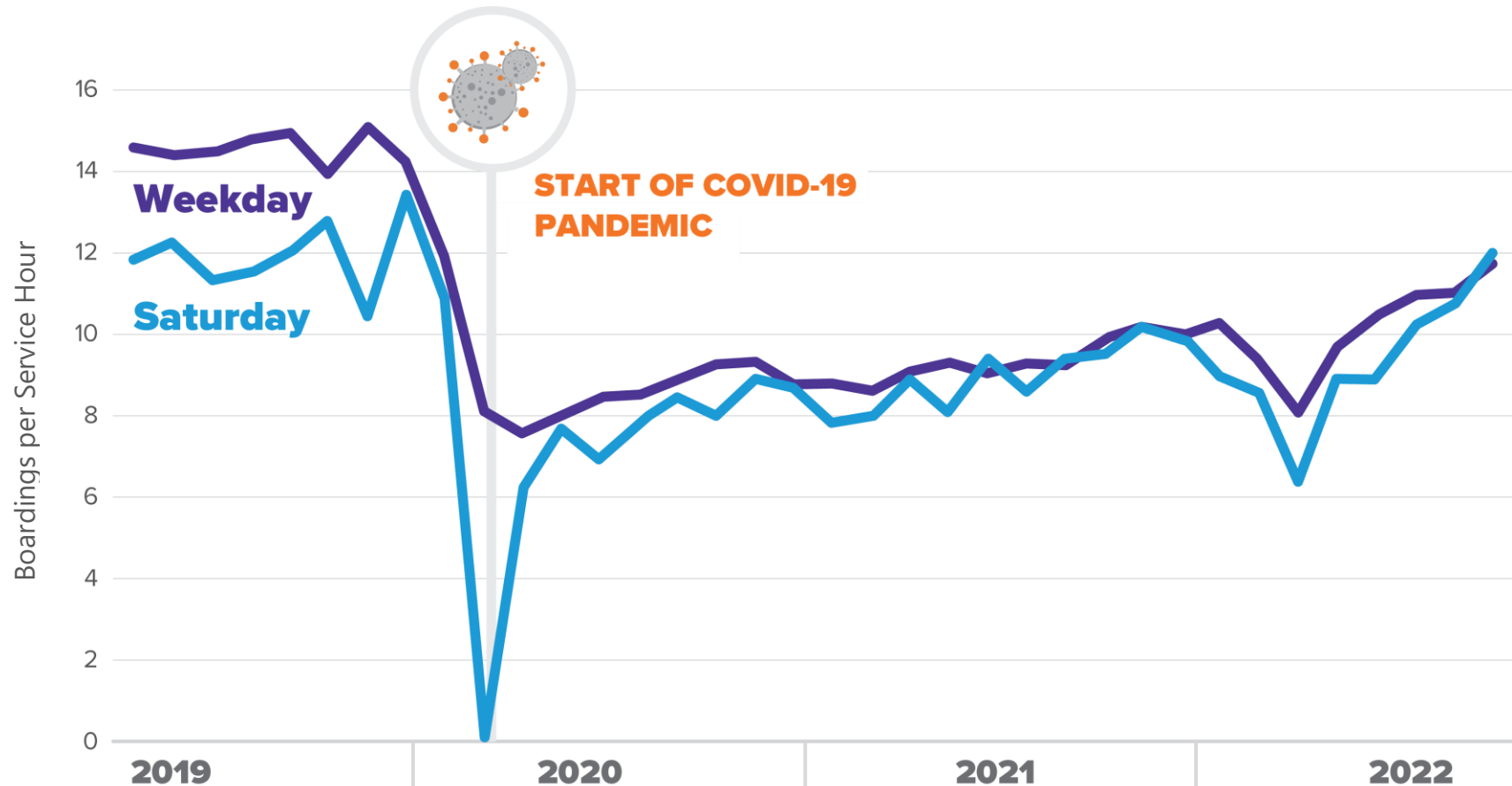
Historical Orbit Ridership

Pre-pandemic, Orbit ridership had increased by 14% as a result of many factors including the service, capital, and policy improvements made by Huntsville Transit. However, transit systems across the country experienced unprecedented ridership losses during the COVID-19 pandemic. Orbit was no exception. In March 2020, weekday and Saturday ridership has been increasing steadily since April 2020. A dip in ridership systemwide occurred in early 2022 due to severe weather events in the region. Weekday ridership is currently at 82% of pre-pandemic levels while Saturday ridership has exceeded pre-pandemic levels.



Historical Orbit Ridership Productivity

Ridership productivity, calculated by dividing boardings by service hours, is a useful measure of efficiency when comparing days of service and individual routes. On weekdays, Orbit service operates more hours in the day, beginning earlier, terminating later, and with more frequency than on Saturday. However, in productivity, Saturday service has recently surpassed weekday service. This statistic indicates the possibility for unmet demand on Saturday and Sunday.

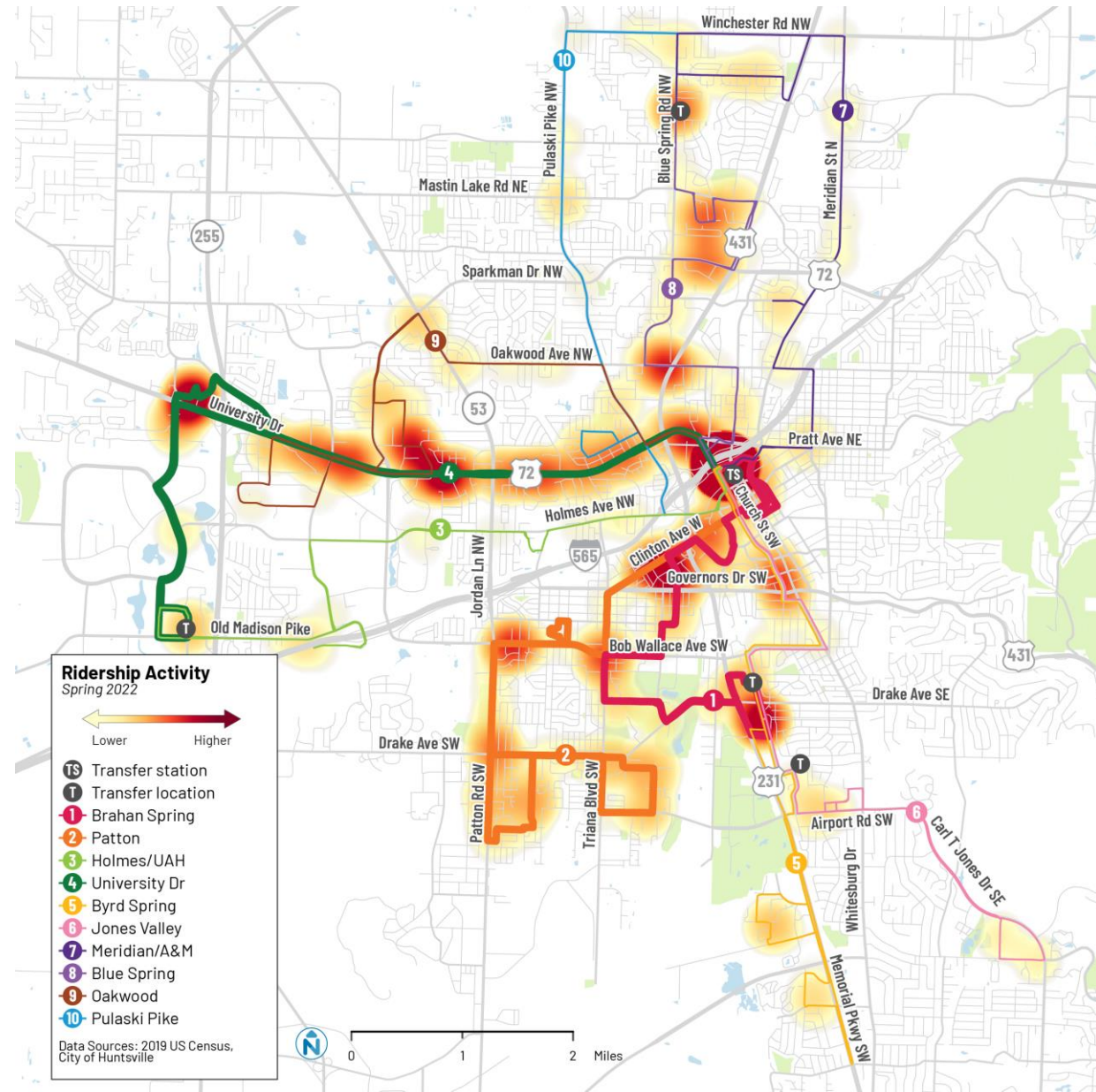


Orbit Ridership

Huntsville Downtown Station has the highest ridership activity of any location in the system.

The University Drive corridor, served by **Route 4**, generates high ridership with its mix of retail destinations and adjacent high-density housing. High ridership on this corridor can also be attributed to frequency of service. Other ridership hotspots include:

- Walmart Supercenter and Parkway Place shopping center along L and N Dr. served by **Routes 1, 5, and 6**.
- Huntsville Housing Authority properties along Clinton Ave and Seminole Dr served by **Routes 1 and 2**.
- High-density housing and social services along Ascent Trail served by **Route 9**.
- Walmart Neighborhood Market served by **Route 2**.
- Kroger and Department of Human Resources along Oakwood Ave served by **Route 8**.



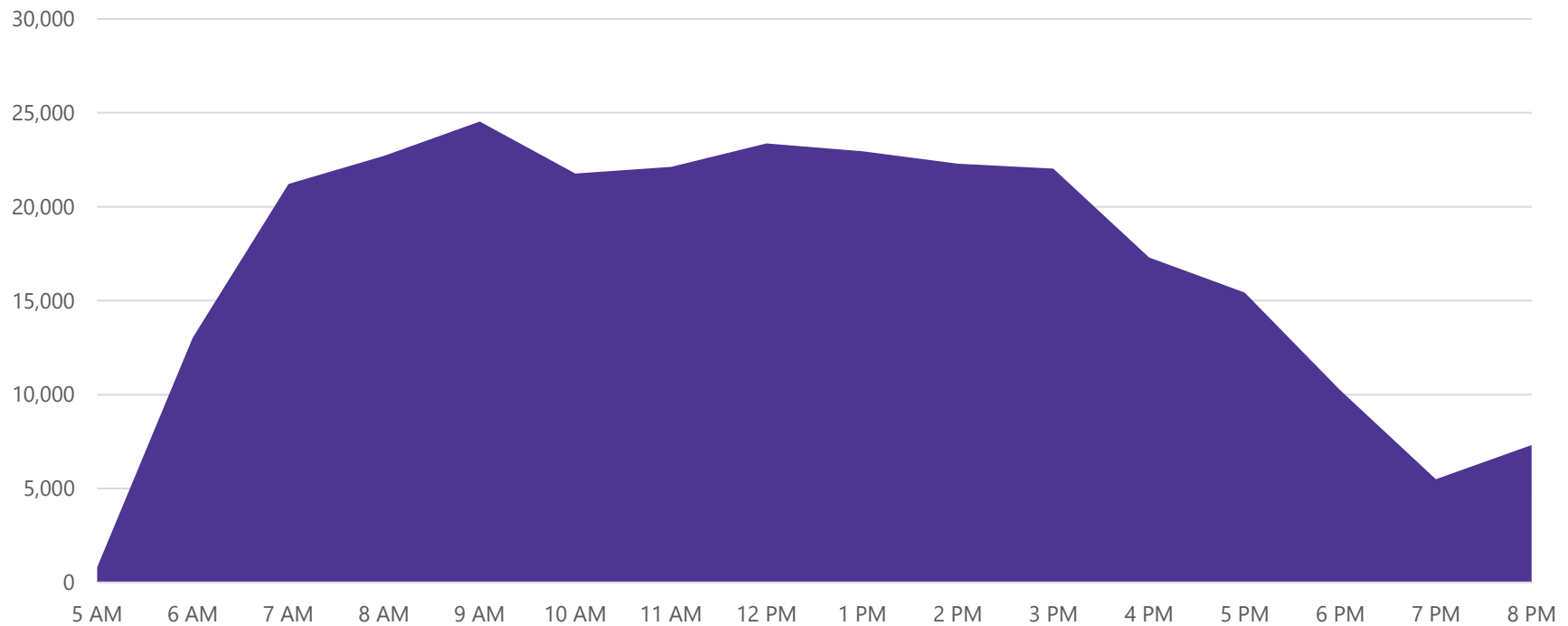
Highest Ridership Bus Stops

Rank	Stop name	Routes served	Destinations served	Average daily boardings
1	Walmart Supercenter at L and N Dr	1, 5, 6	Walmart Supercenter	41
2	Walmart Supercenter at University Dr	4	Walmart Supercenter	39
3	Executive Dr at Downtown Rescue Mission	9	Downtown Rescue Mission (nonprofit organization)	27
4	Dr. Richard Showers Recreation Center	7, 8, 10	Showers Recreation Center	22
5	Bob Wallace Ave and 17 th St SW	2	Walmart Neighborhood Market	20
6	Clinton Ave at Indiana St	2	Huntsville Housing Authority residential complexes	20
7	University Dr at Henderson Rd	4	High-density residential, fast-food establishments	18
8	University Dr at Putman Dr	4	High-density residential	17
9	Triana Blvd and SW 14 th Ave	1	Dollar General, fast-food establishments	15
10	Clinton Ave at Pinhook Creek	1, 2	Post Office, Still Serving Veterans (non-profit organization)	14

System Ridership by Time of Day

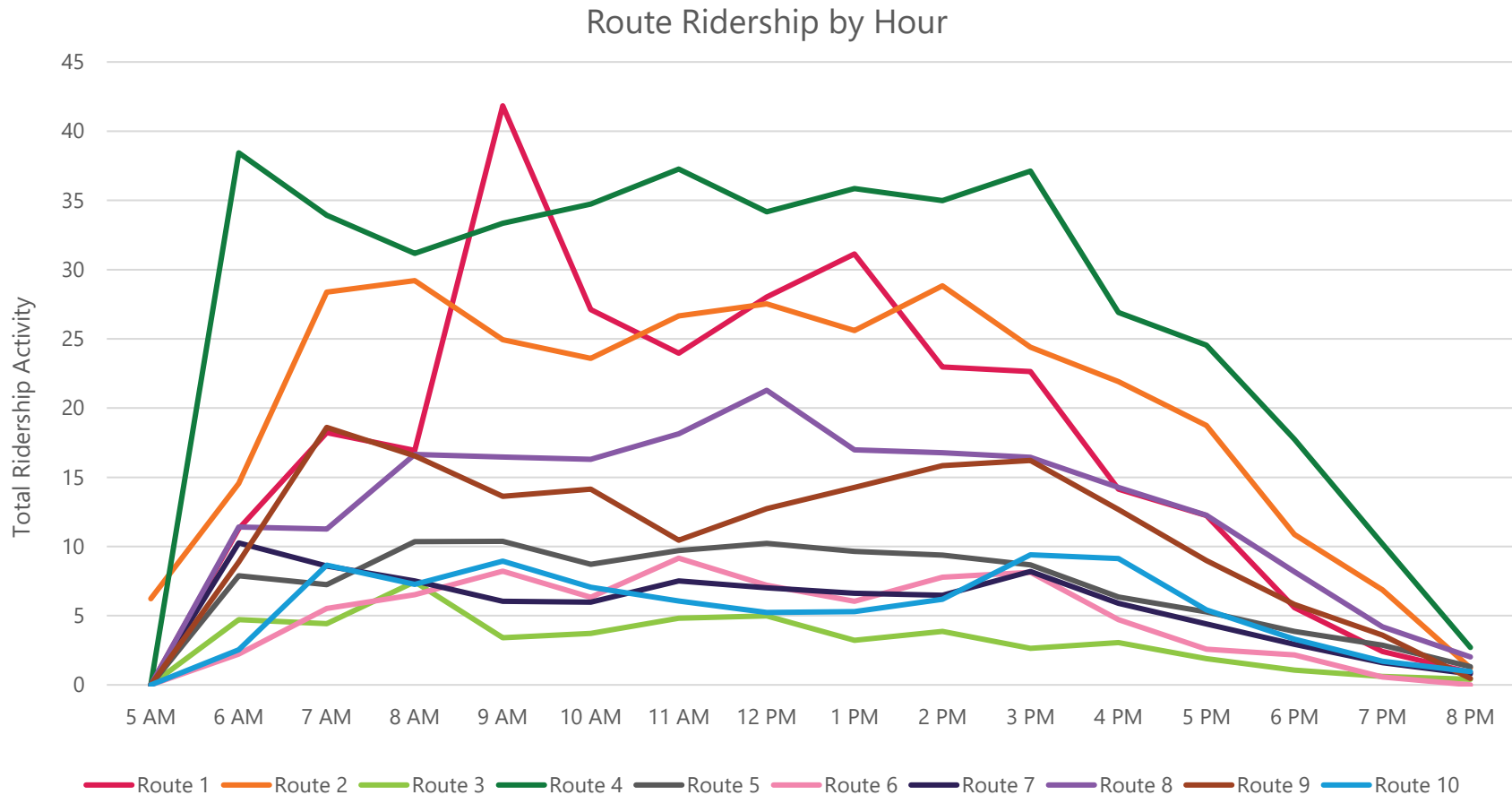
Huntsville Transit's ridership plateaus between 7:00 a.m. and 3:00 p.m. Ridership then drops off steadily, with a slight uptick after 7:00 p.m. The lack of pronounced morning and afternoon peaks demonstrates that the transit system is used for many trip purposes other than morning and evening work commutes.

System Ridership by Hour



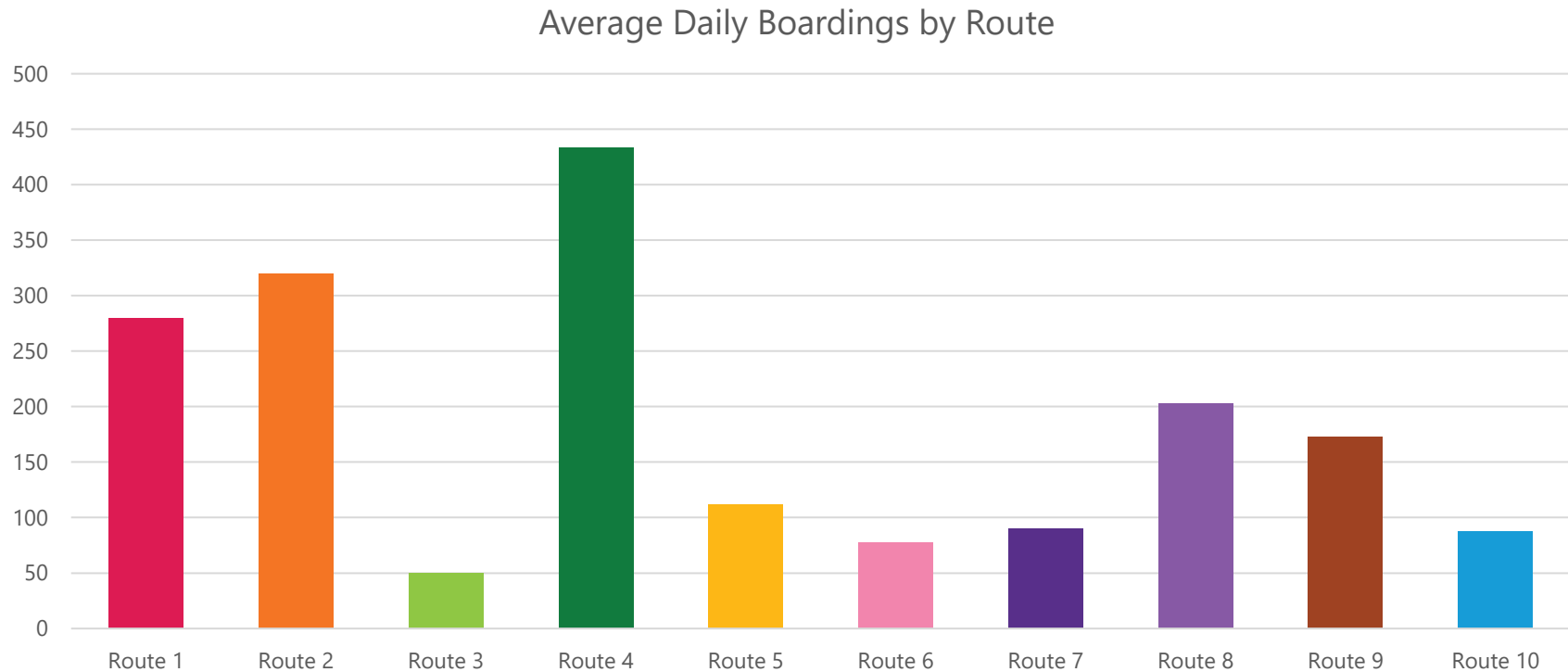
Route Ridership by Time of Day

Route 1 has the highest peak ridership, with an average of over 40 riders at 9:00 a.m. **Route 4** peaks early in the day, at 6:00 a.m., and ridership remains relatively consistent thereafter, finally dropping off after 3:00 p.m. All routes see a decline in ridership after 3:00 p.m. Three routes—**Routes 3, 6, and 10**—on average carry fewer than 10 riders per hour. **Routes 5 and 7** on average each carry just over 10 riders at various times in the morning between 6:00 a.m. and 12:00 p.m.



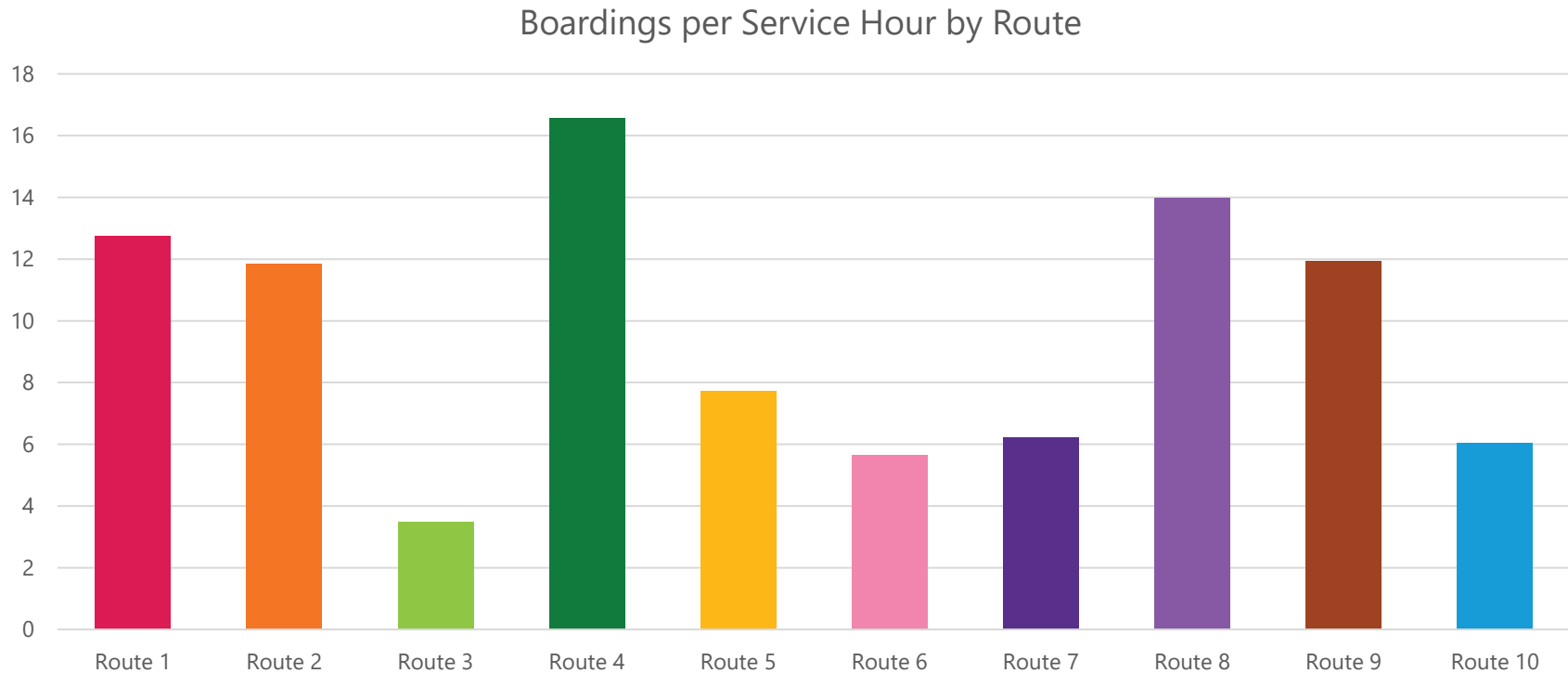
Ridership by Route

Route 4 has the highest ridership, with an average of 433 daily boardings, followed by **Route 2** with 319 daily boardings, then **Route 1** with 279 daily boardings. **Route 3** which has been detoured due to construction at Old Madison Pike and Research Park Blvd, generates the lowest ridership, with an average of 50 daily boardings.



Productivity by Route

In addition to generating the highest ridership, **Route 4** is also the most productive Orbit route, as defined by boardings per service hour. **Routes 1** and **2** also have high productivity. Notably, even though **Routes 8** and **9** only generate moderate ridership, they are among the most productive routes in the Orbit system, indicating a need for more frequent service.



ACCESS PARATRANSIT SERVICE

Huntsville Transit provides demand-response paratransit service branded "Access." The service is available to persons with disabilities who live within $\frac{3}{4}$ of a mile of a bus route and because of their disability, are unable to ride regular city buses.

Persons with disabilities and individuals over the age of 65 who live within Huntsville city limits but not close to Orbit routes are eligible to ride on a limited basis based on vehicle and capacity availability.

Riders can schedule a pickup Monday through Friday between the hours of 6:00 a.m. and 9:00 p.m., and on Saturday between the hours of 7:00 a.m. and 7:00 p.m. Rides must be requested by phone or email. A Personal Care Attendant is permitted to board the paratransit bus with a rider free of charge.

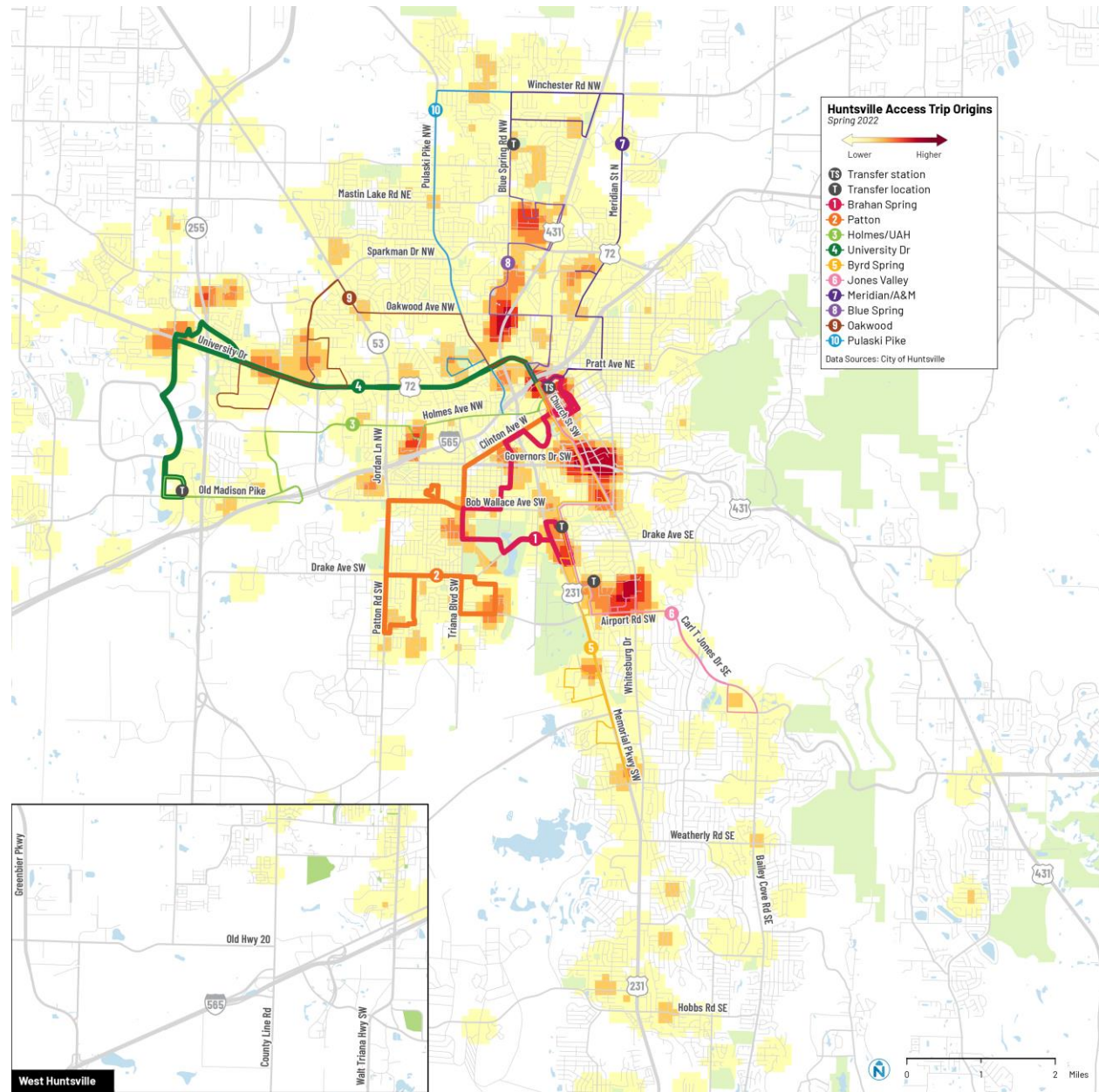
Final Report

Go Huntsville Transit

Access Trip Patterns

The top 10 trip generators for Access are:

- Huntsville Hospital
- Fresenius Kidney Care (multiple locations)
- Walmart Supercenter (multiple locations)
- UAB Huntsville Family Medicine
- The Orthopaedic Center
- Heart Center
- Clearview Cancer Institute
- Huntsville Hospital Imaging
- The Eye Center
- Mental Health Center of Madison County



FLEET

Huntsville Transit operates a mixed fleet of diesel and gasoline-powered vehicles.

Medium-duty buses manufactured by El Dorado with seating for 28 passengers are used for Orbit fixed-route service.

Minibuses manufactured by Ford with seating for 8-12 passengers are used for Access paratransit service. Minibuses manufactured after 2014 are Starcraft Starlite models. Minibuses manufactured before are Goshen models.

Huntsville Transit operates one trolley-replica bus on Friday nights for the UAH Shuttle Route. The trolley-replica bus is also occasionally used for City-sponsored special events that are advertised and open to the public. Trolley-replica buses are manufactured by Freightliner and seat 28 passengers.

Vehicle Type	Service Assignment	Fuel Type	Active Vehicles	Passenger Capacity
Medium-duty bus	Orbit	Diesel	25	28
Minibus	Access	Gasoline	25	8-12
Trolley-replica bus	UAH Shuttle and special events	Diesel	1	28

FARE STRUCTURE

Orbit

Huntsville Transit has a simple fare structure for Orbit fixed-route service consisting of full fare, reduced fare, and child fare categories.

Single-ride fares may be paid in cash upon boarding the bus or in advance by purchasing a ticket at Huntsville Downtown Station during business hours or on the Token Transit mobile app.

The 30-day unlimited-ride pass and 20-ride ticket book may be purchased at Huntsville Downtown Station during business hours or on the Token Transit mobile app.

Transfers between routes are free when needed to complete a one-way trip.

Orbit Fare Pricing

Fare Category	Fare Product	Price
Full Fare	Single-ride fare	\$1.00
	30-day unlimited-ride pass	\$30.00
	20-ride ticket book	\$18.00
Reduced Fare	Single-ride fare	\$0.50
Child Fare	N/A	Free

Access

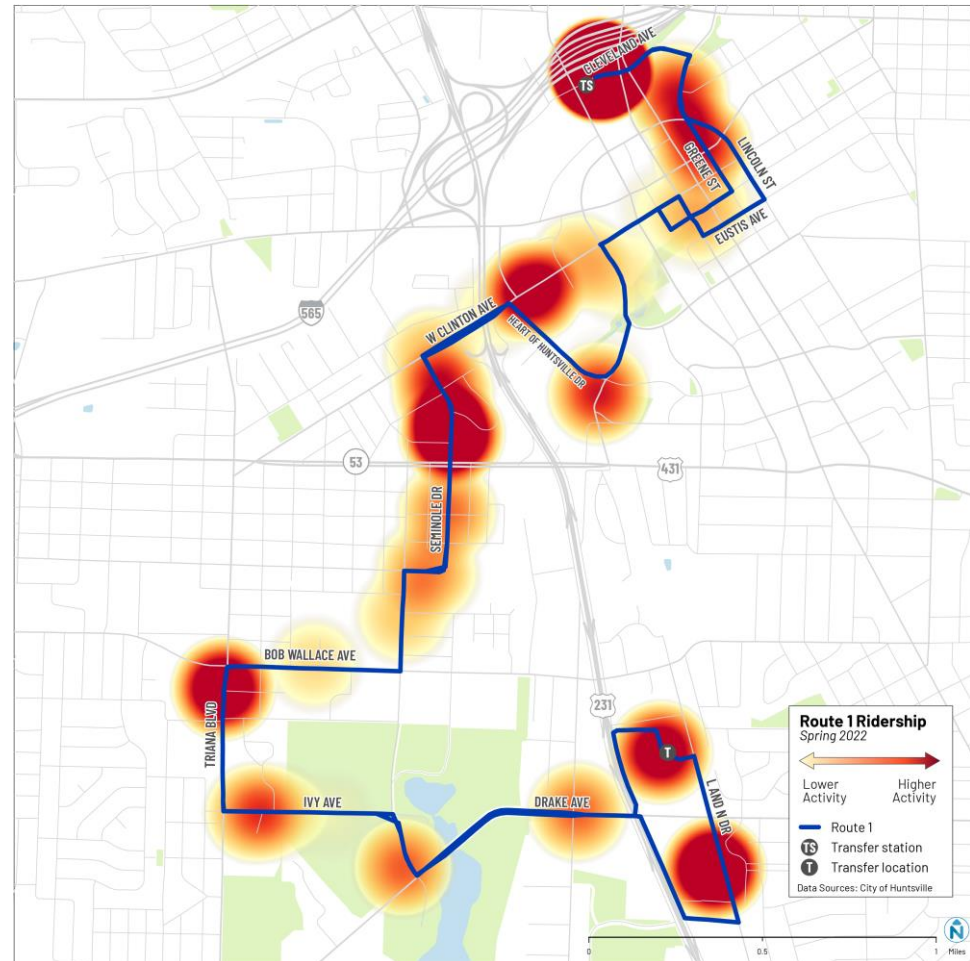
Access paratransit service requires a single-ride ticket for each trip. Single-ride Access tickets are priced at \$2.00 each. Access tickets can be purchased at the Huntsville Transit office during business hours, via mail, or on the Token Transit mobile app. Access operators are not permitted to accept cash fares.

1 BRAHAN SPRING

Route 1 serves Downtown Huntsville, four senior public housing towers, two low-rise public housing communities, Food Bank of North Alabama, Salvation Army, Madison County Senior Center, Parkway Place Mall, and Walmart Supercenter.

Route 1 runs every 30 minutes on weekdays and hourly on Saturday.

Route 1 occasionally runs behind schedule during the afternoon due to high ridership activity. This is compounded by the turning movements within downtown.

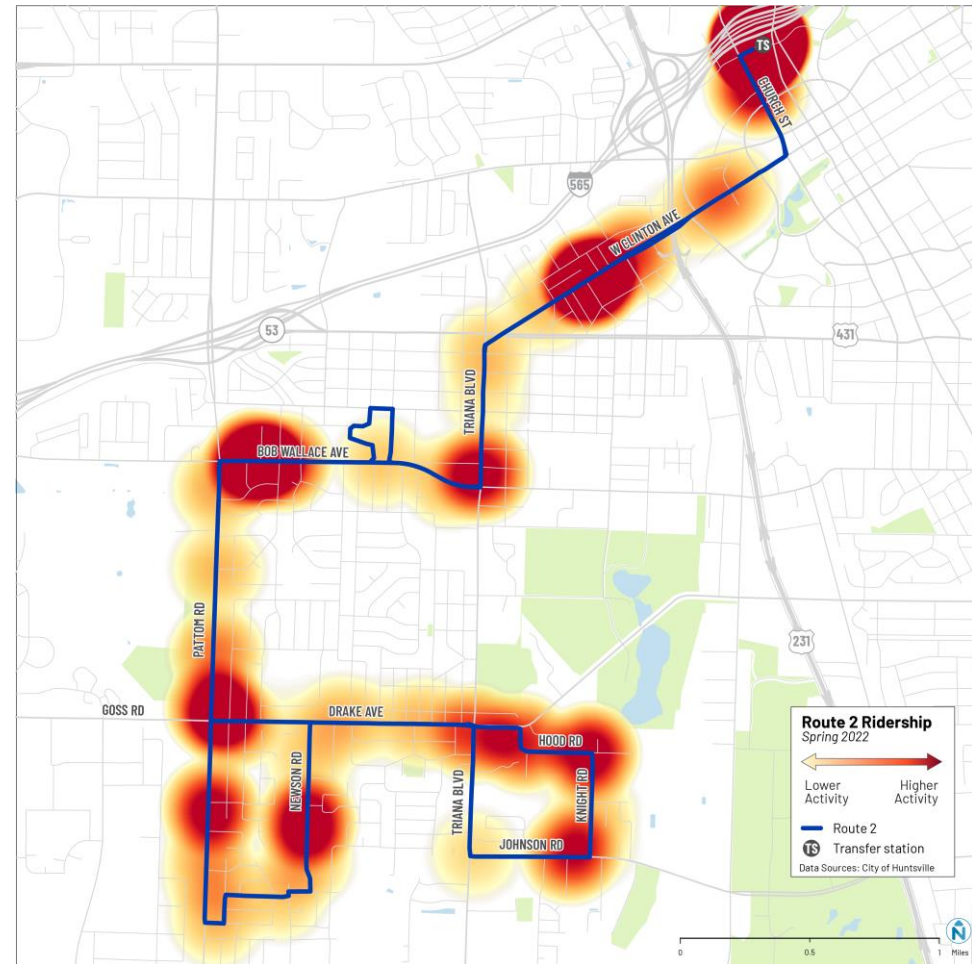


2 PATTON

Route 2 serves Clinton Avenue West and high-density housing in Southwest Huntsville.

Route 2 runs every 30 minutes on weekdays and hourly on Saturday.

Route 2 provides extensive coverage within Southwest Huntsville that comes at the expense of directness. Newson Road and the southernmost section of Patton Road are only served in the inbound direction, which forces riders in those areas to ride around the end of line loop.

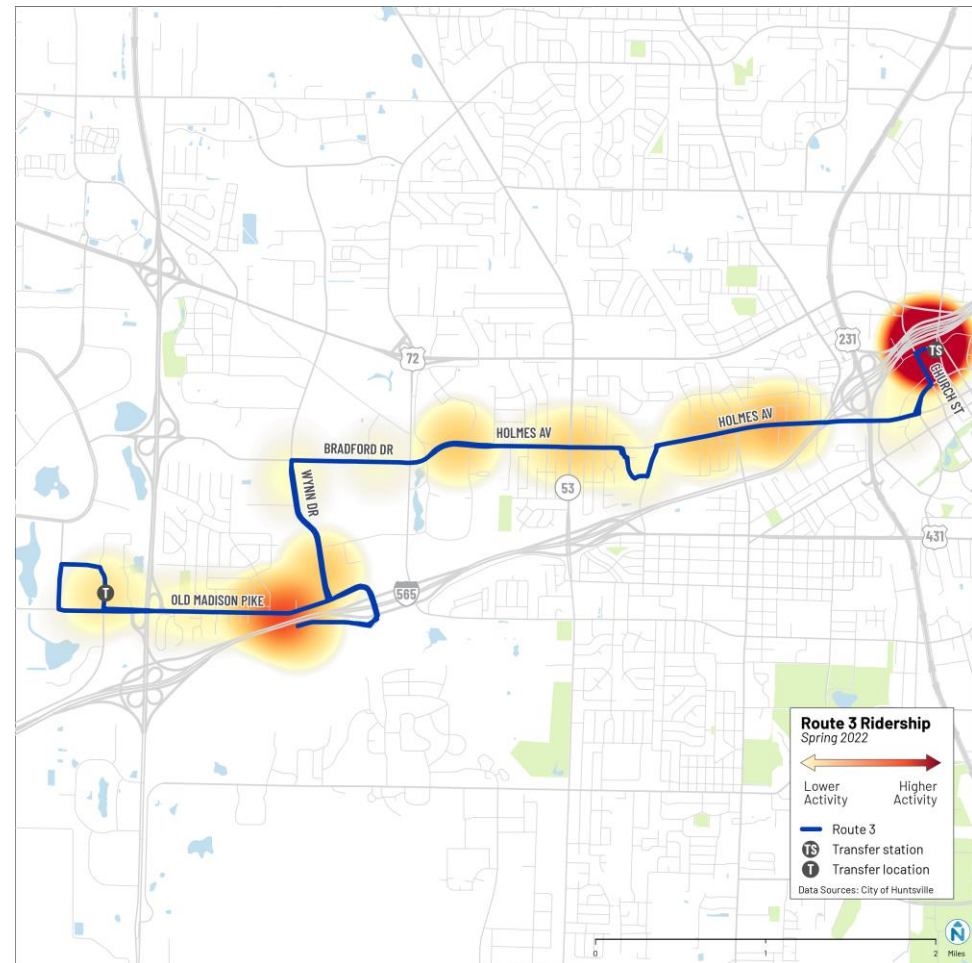


3 HOLMES/UAH

Route 3 operates along Holmes Avenue and Old Madison Pike, serving the VA Clinic, Cancer Center, University of Alabama in Huntsville, Calhoun Community College, U.S. Space & Rocket Center, and Bridge Street Town Centre shopping center.

Route 3 runs hourly on weekdays and Saturday.

Route 3 was impacted by construction of a new bridge on Old Madison Pike over Research Park Boulevard from January 2020 to July 2022, which blocked access to Bridge Street Town Centre.

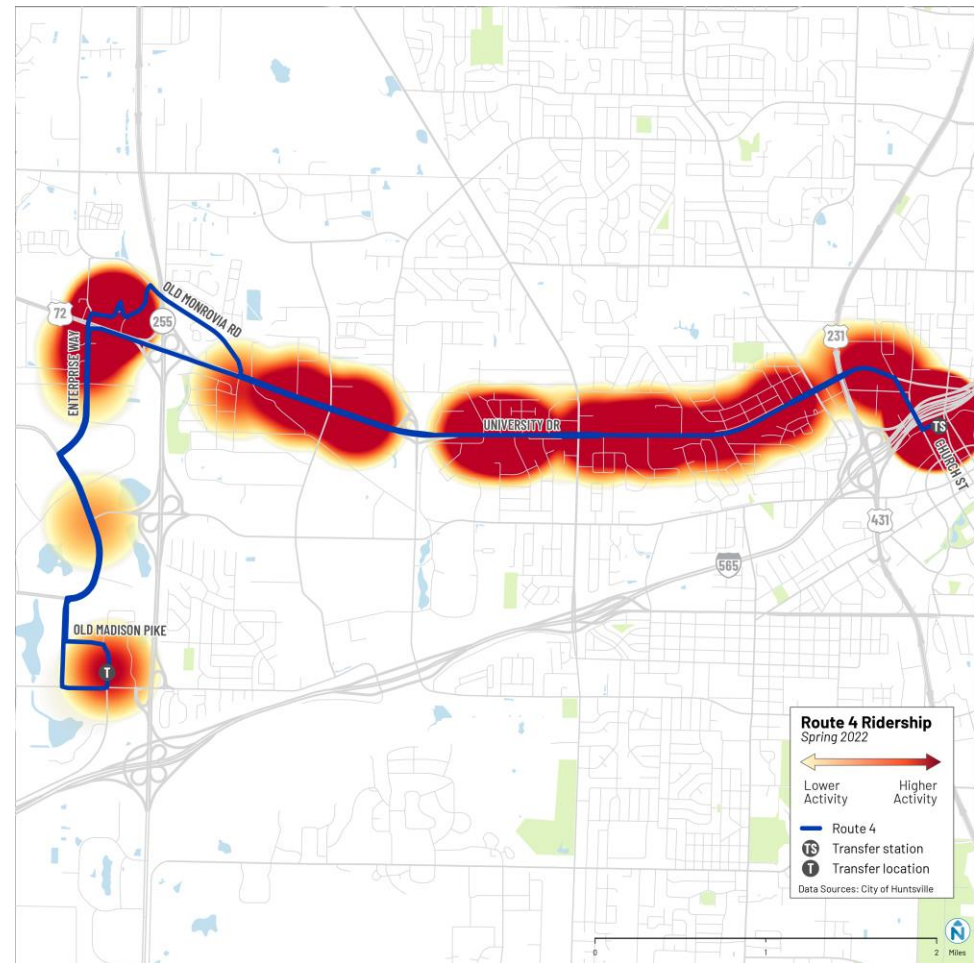


4 UNIVERSITY DR

Route 4 is the busiest in the Orbit system, with high ridership activity throughout the University Drive corridor.

Route 4 runs every 30 minutes on weekdays and hourly on Saturday.

On-time performance on Route 4 is sporadically impacted by high ridership along University Drive. Ridership is extremely low in Research Park with only occasional boardings. Bridge Street Town Centre, the terminus of Route 4, is also served by Route 3.

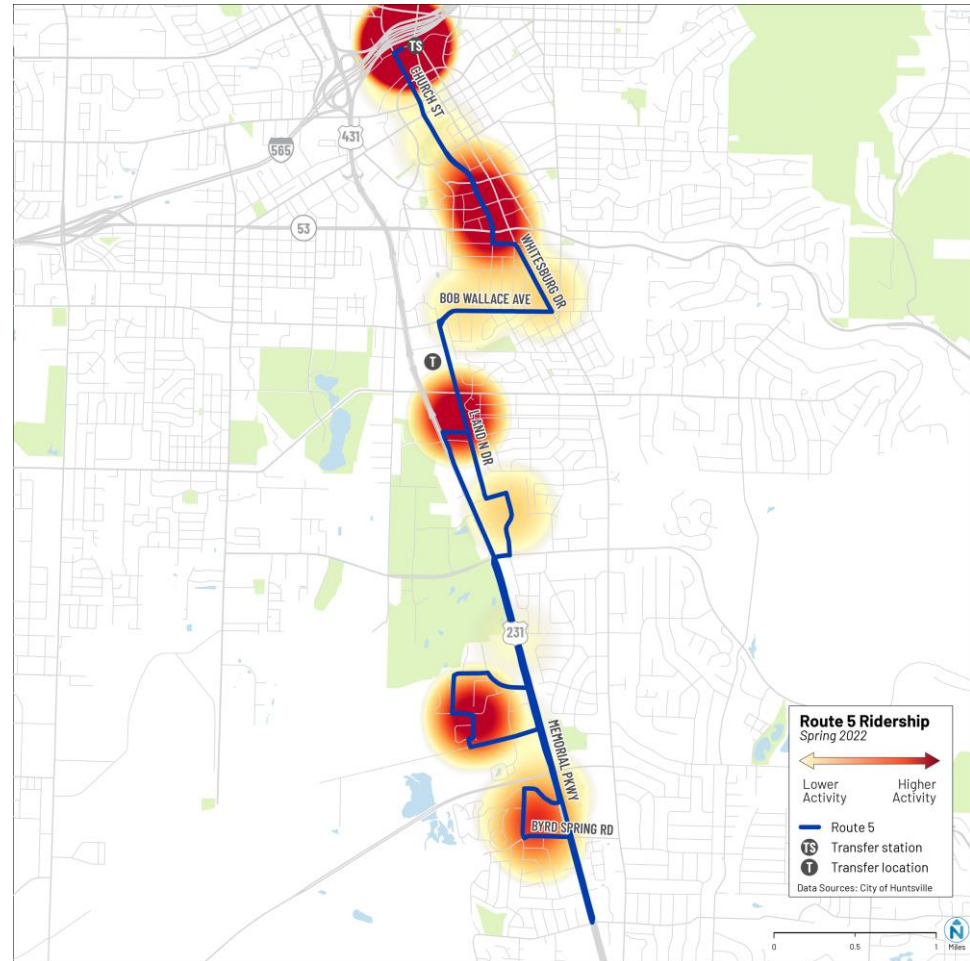


5 BYRD SPRING

Route 5, along with Route 6, connects riders to Huntsville Hospital. Route 5 also serves the Memorial Parkway corridor in South Huntsville.

Route 5 runs hourly on weekdays and Saturday.

Route 5 is interlined with Route 6 and shares the same segment between Huntsville Downtown Station and the Walmart Supercenter on L and N Drive.

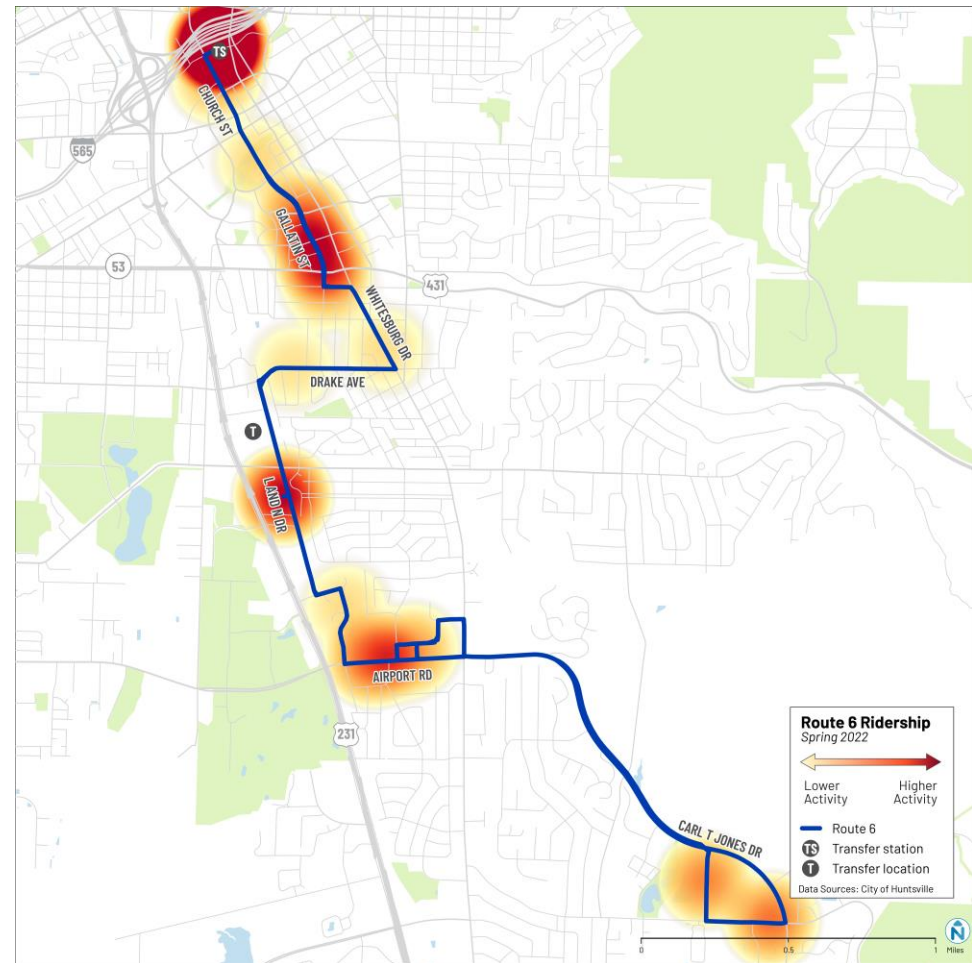


6 JONES VALLEY

Route 6, along with Route 5, connects riders to Huntsville Hospital. Route 6 also serves Crestwood Medical Center and Valley Bend in Southeast Huntsville.

Route 6 runs hourly on weekdays and Saturday.

Route 6 does not serve Huntsville Downtown Station at the top of the hour as it is interlined with Route 5.

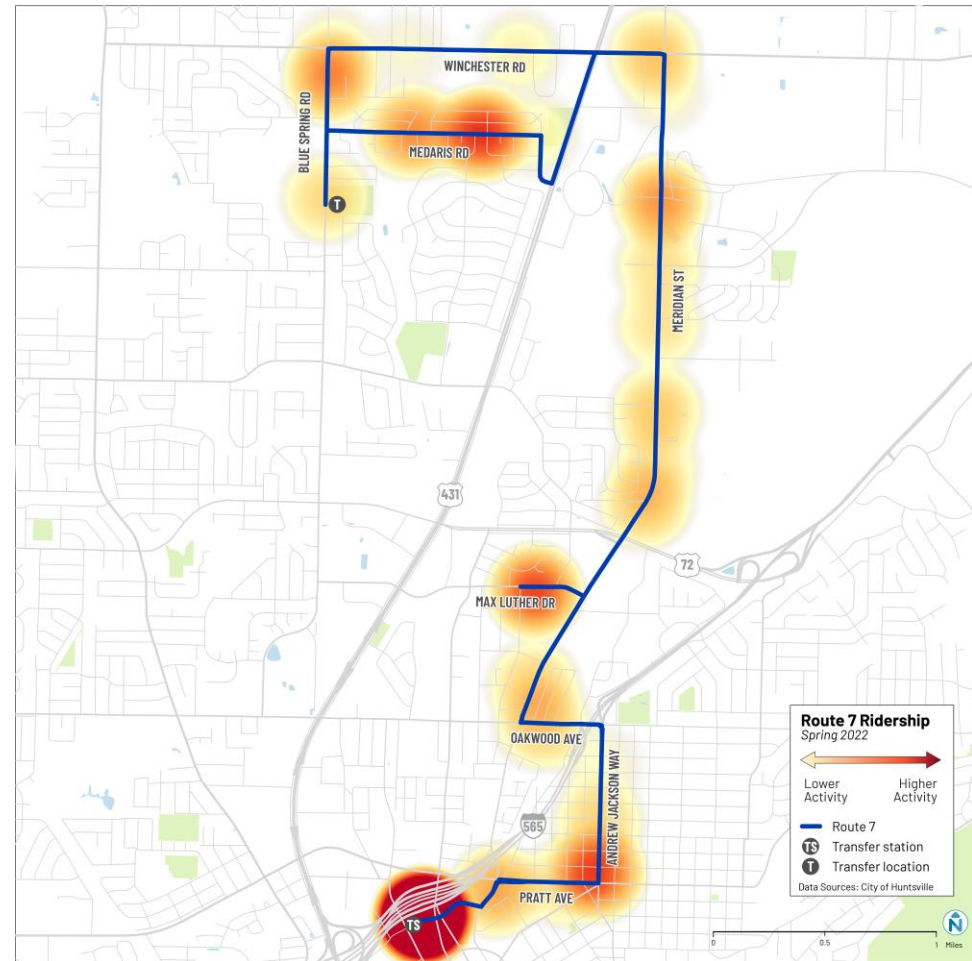


7 MERIDIAN/A&M

Route 7 serves Drake State and Alabama A&M. Route 7 connects with Routes 8 and 10 at the Showers Center.

Route 7 runs hourly on weekdays and Saturday.

The deviation to the Madison County Health Department is operationally challenging due to the narrowness of Max Luther Drive. Route 7 serves Medaris Road in the outbound direction only, forcing riders to travel through the layover at Showers Center.

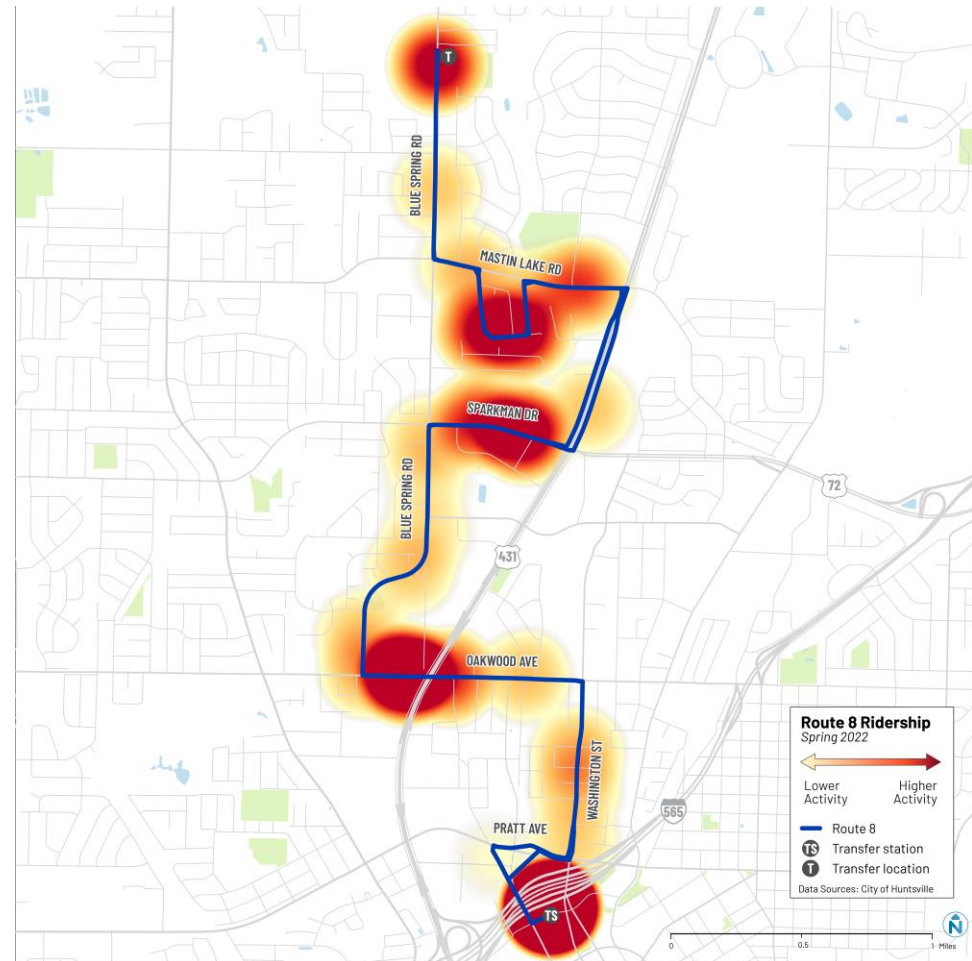


8 BLUE SPRING

Route 8 serves several key destinations in North Huntsville. Route 8 connects with Routes 7 and 10 at the Showers Center.

Route 8 runs hourly on weekdays and Saturday.

Route 8 warrants a second bus and 30-minute frequency due to high ridership. The segment along Memorial Parkway has a negative impact on on-time performance due to congested intersections.

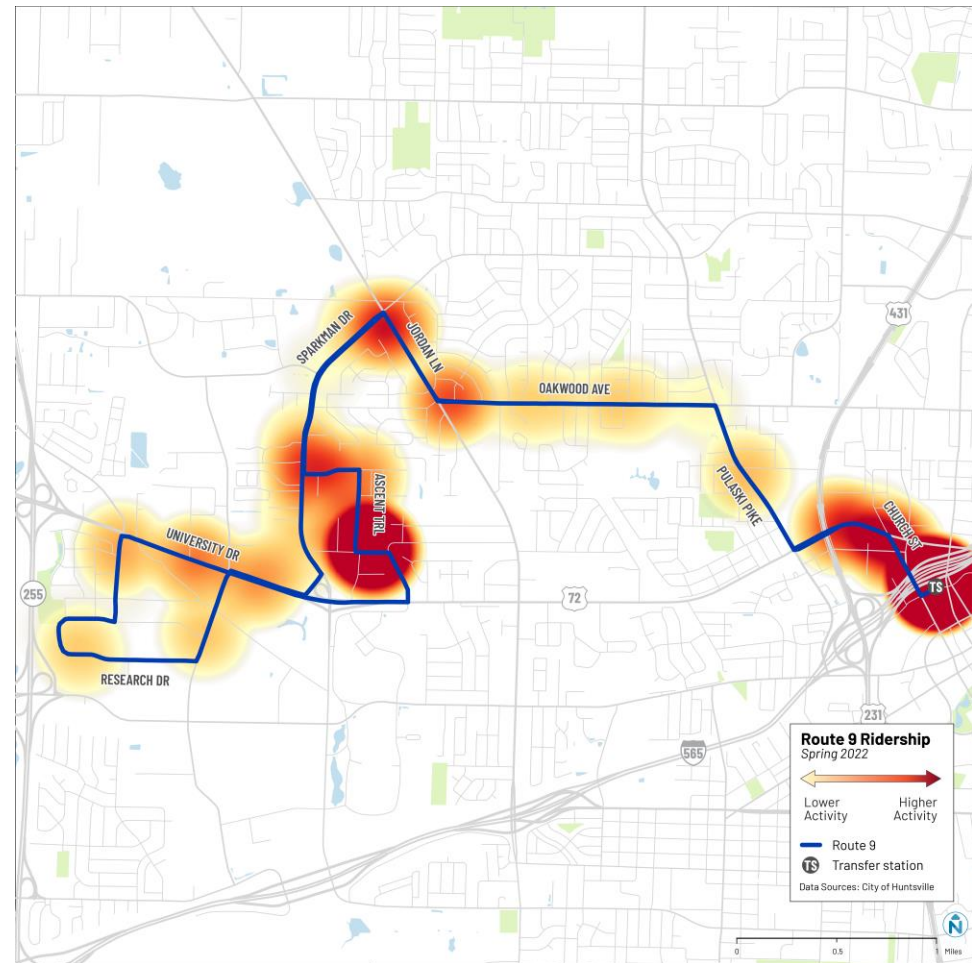


9 OAKWOOD

Route 9 mostly operates along Oakwood Avenue and Sparkman Drive, serving a large cluster of high-density housing.

Route 9 runs hourly on weekdays and Saturday.

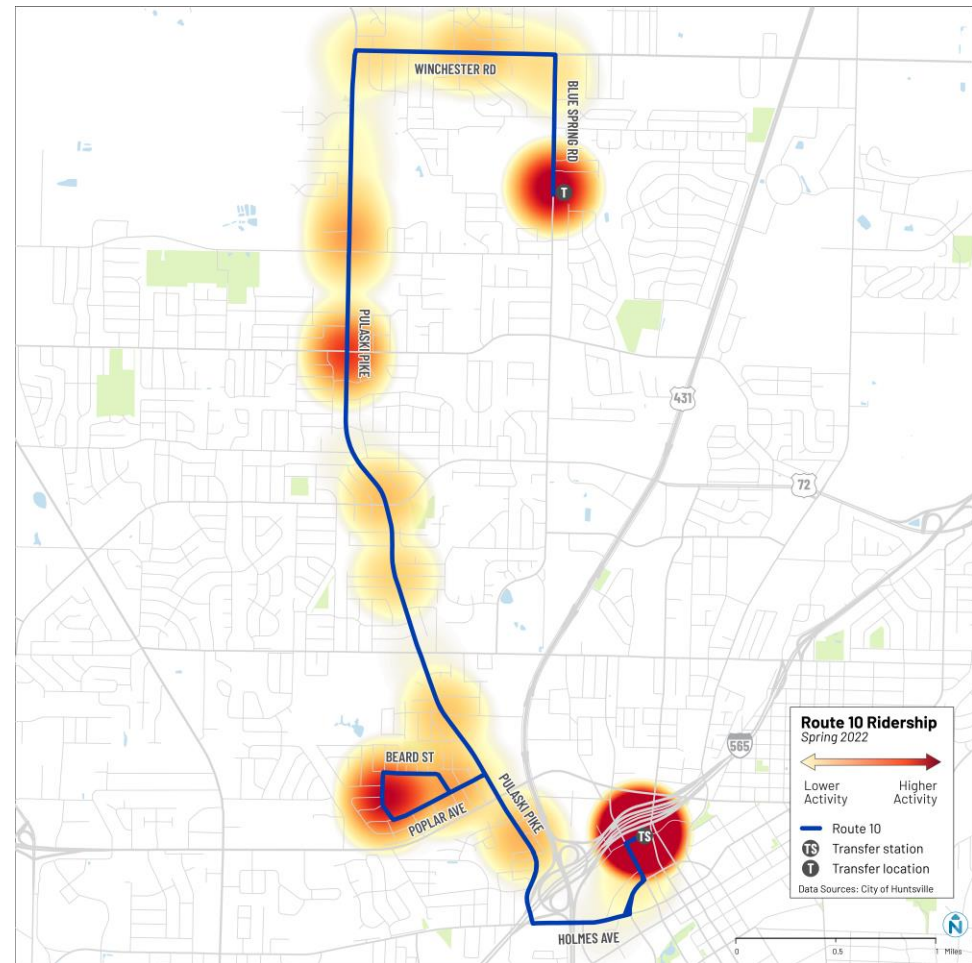
Ridership is low along the terminal loop of Route 9. The northbound lane on Ascent Trail is operationally challenging due to its narrowness.



10 PULASKI PIKE

Route 10 serves the Calvary Hill neighborhood and Pulaski Pike corridor. Route 10 also connects with Routes 7 and 8 at the Showers Center.

Route 10 runs hourly on weekdays and Saturday.



3 ORBIT SERVICE RECOMMENDATIONS

PHASE 1

Add Sunday service.

The first phase of the service plan includes the addition of Sunday service, which has been frequently requested by riders and was the most desired service improvement during outreach at Huntsville Downtown Station. Adding Sunday service will require complementary Access service, additional drivers, and increased hours for supervisors, dispatchers, mechanics, customer service representatives, cleaners, etc.

Upgrade frequencies on select routes.

Route 8 will be upgraded to 30-minute service on weekdays to improve rider convenience, alleviate high passenger loads, and provide direct connections with Routes 1, 2, and 4 at the bottom of each hour at Huntsville Downtown Station.

Route 4 will be upgraded to 30-minute service on Saturdays to improve rider convenience and alleviate high passenger loads.

Proposed Orbit Network

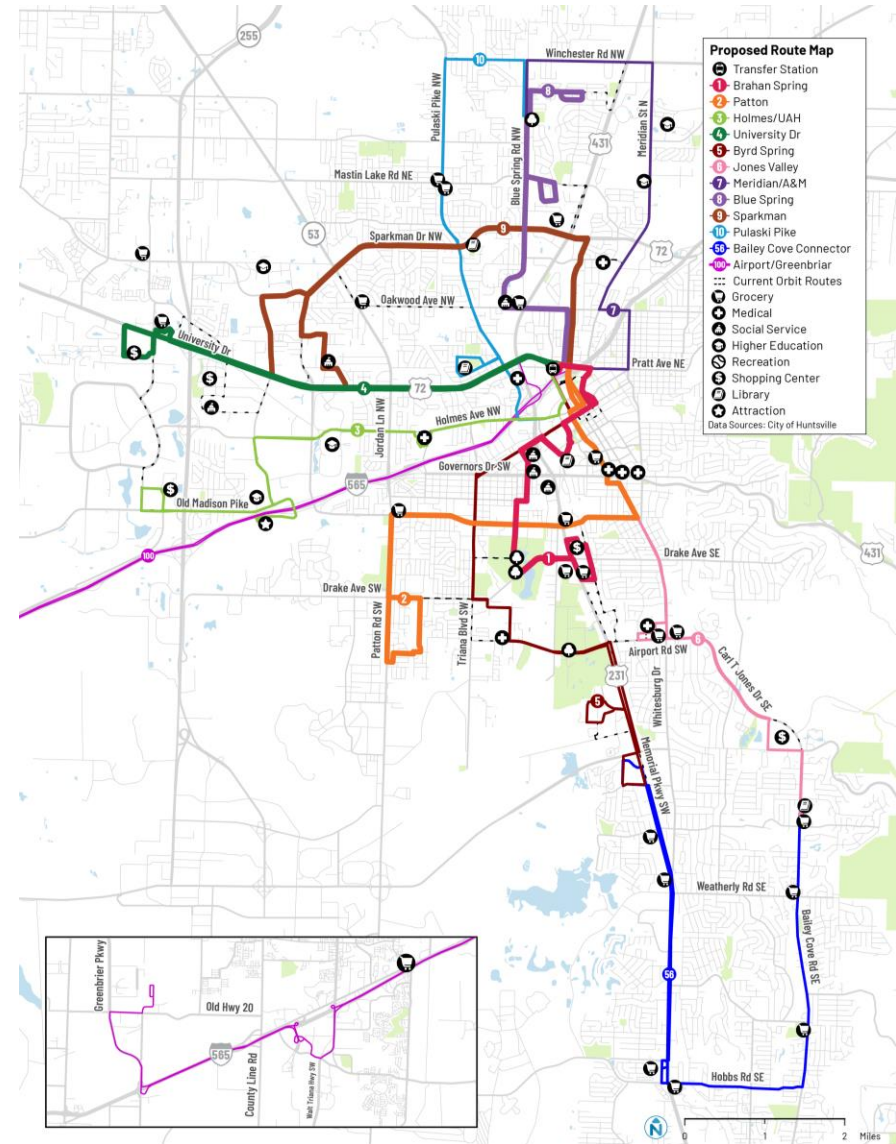
Expand service in South Huntsville.

Transit coverage will also be expanded in South Huntsville with the new Route 56. Bus service south of Lily Flagg Road was eliminated in July 2019 due to low ridership. Since then, however, the City of Huntsville opened the Sandra Moon Community Complex on Bailey Cove Road and new commercial developments have emerged along South Memorial Parkway.

Adjust several routes.

Routes 2 and 5 will be adjusted to increase bi-directional service in South Huntsville. Route 4 will be shortened to improve on-time performance. Route 9 will be aligned to serve key destinations. Routes 1, 3, 6, 7, and 8 will be streamlined to improve directness. Route 1-10 will be extended to the new Huntsville Downtown Station between Church Street and Pratt Avenue.

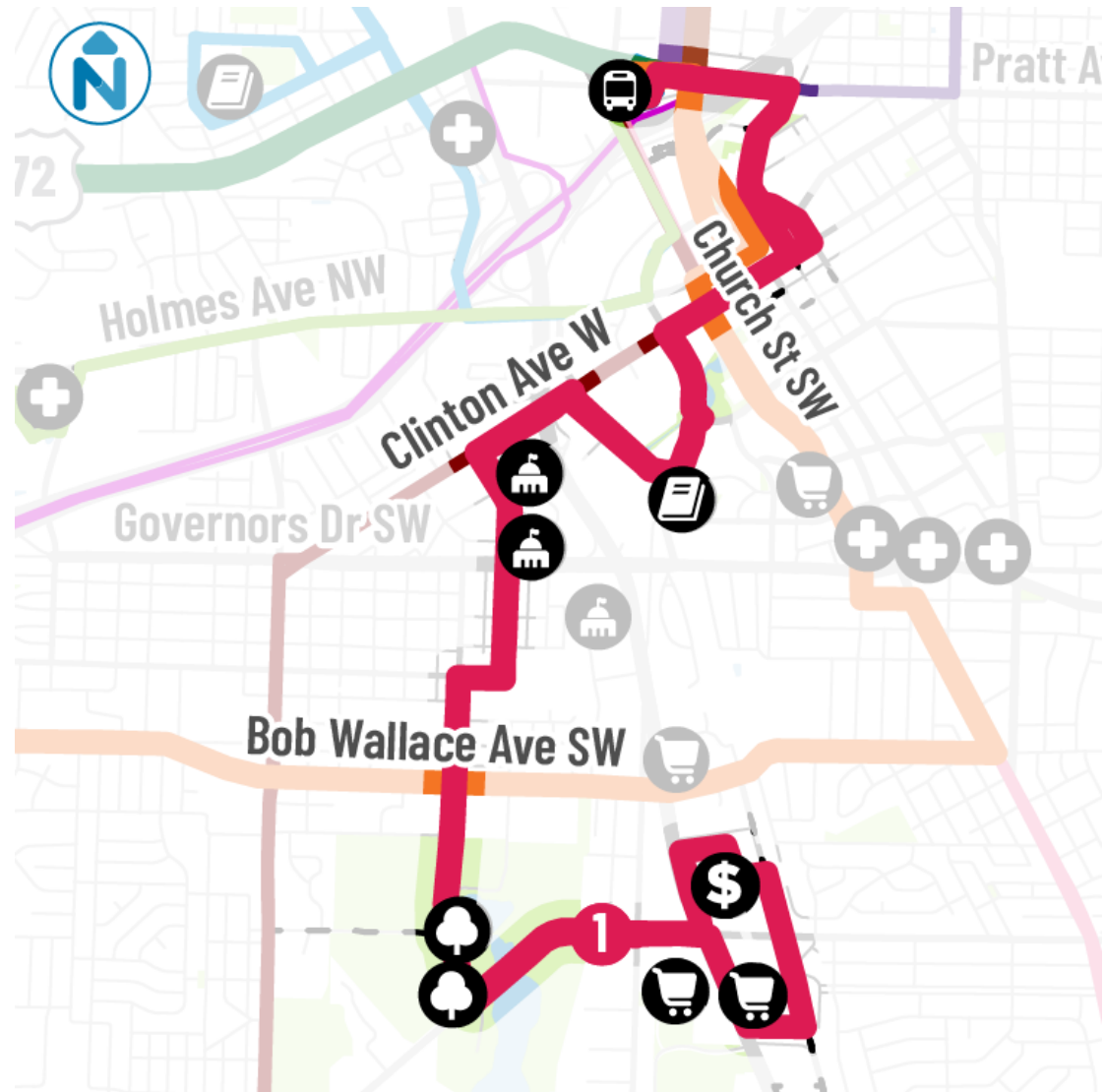
Proposed Orbit Network



1 BRAHAN SPRING

Route 1 will be streamlined along Clinton Avenue in Downtown Huntsville to maximize on-time performance.

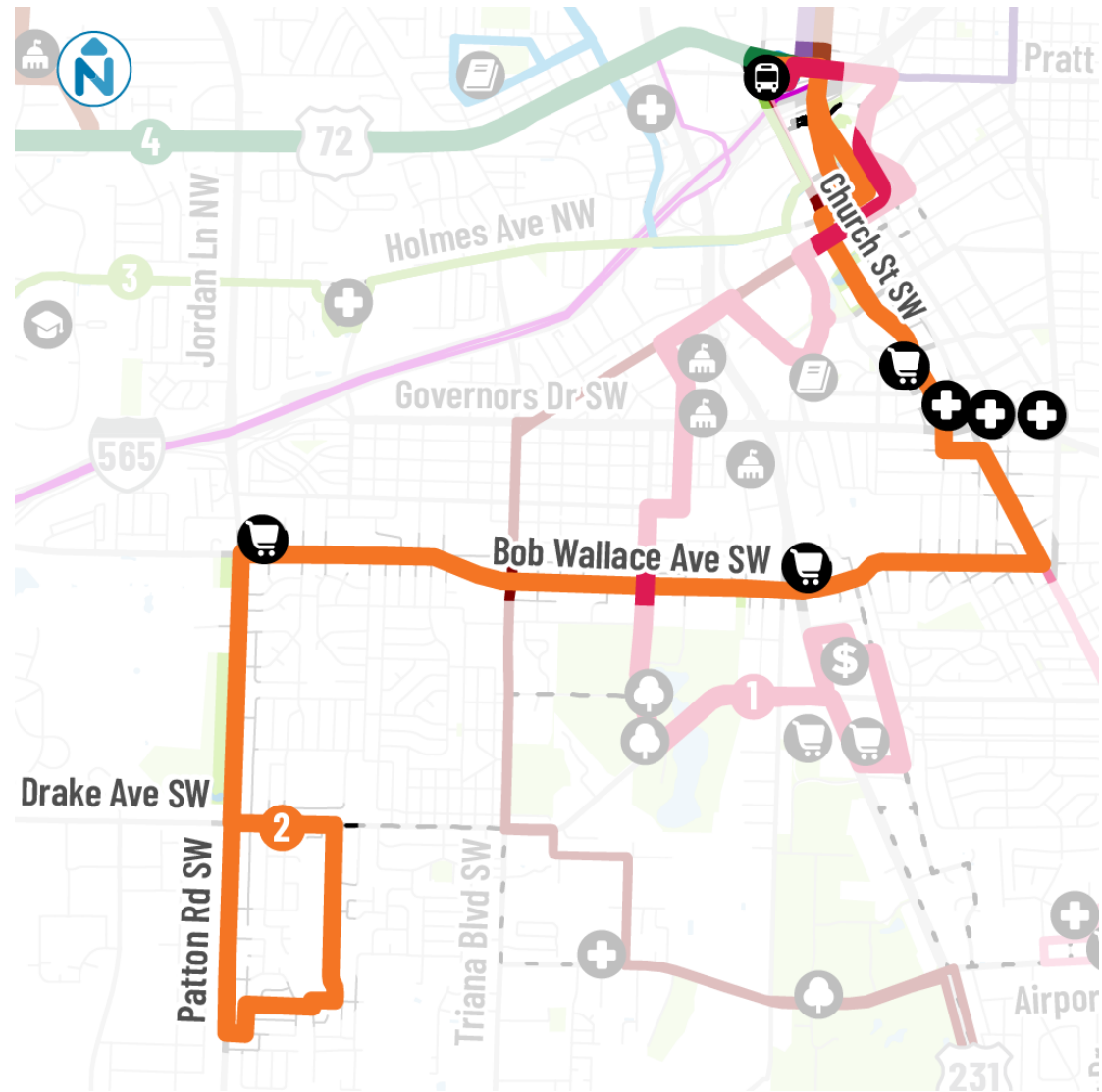
Service along Randolph Avenue and Eustis Avenue will be discontinued.



2 PATTON

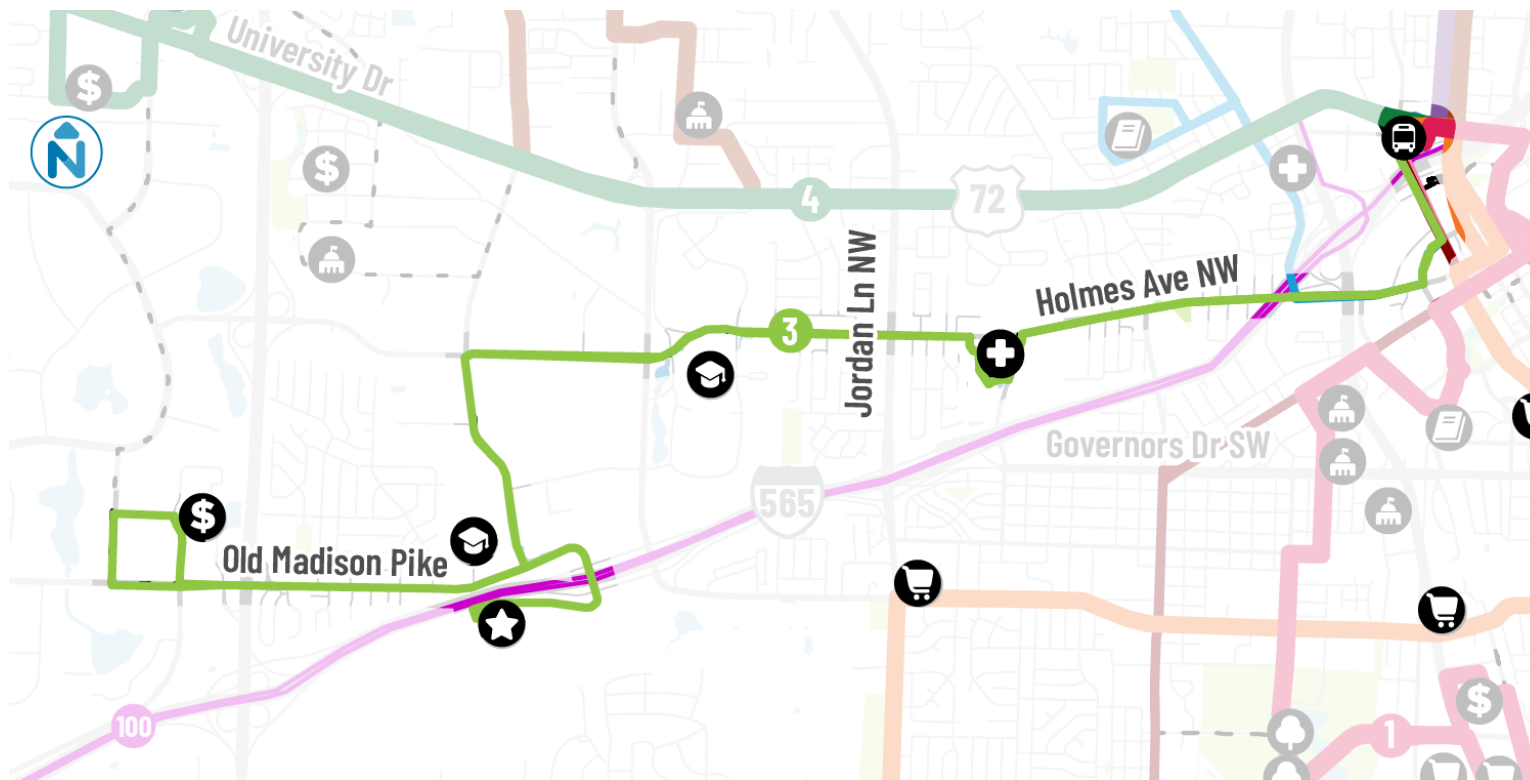
Route 2 will be realigned from Clinton Avenue and Triana Boulevard to Gallatin Street, Whitesburg Drive, and Bob Wallace Avenue to improve east-west connectivity.

Service along Clinton Avenue, Triana Boulevard, Hood Road, Knight Road, and Johnson Road will be replaced by Route 5.



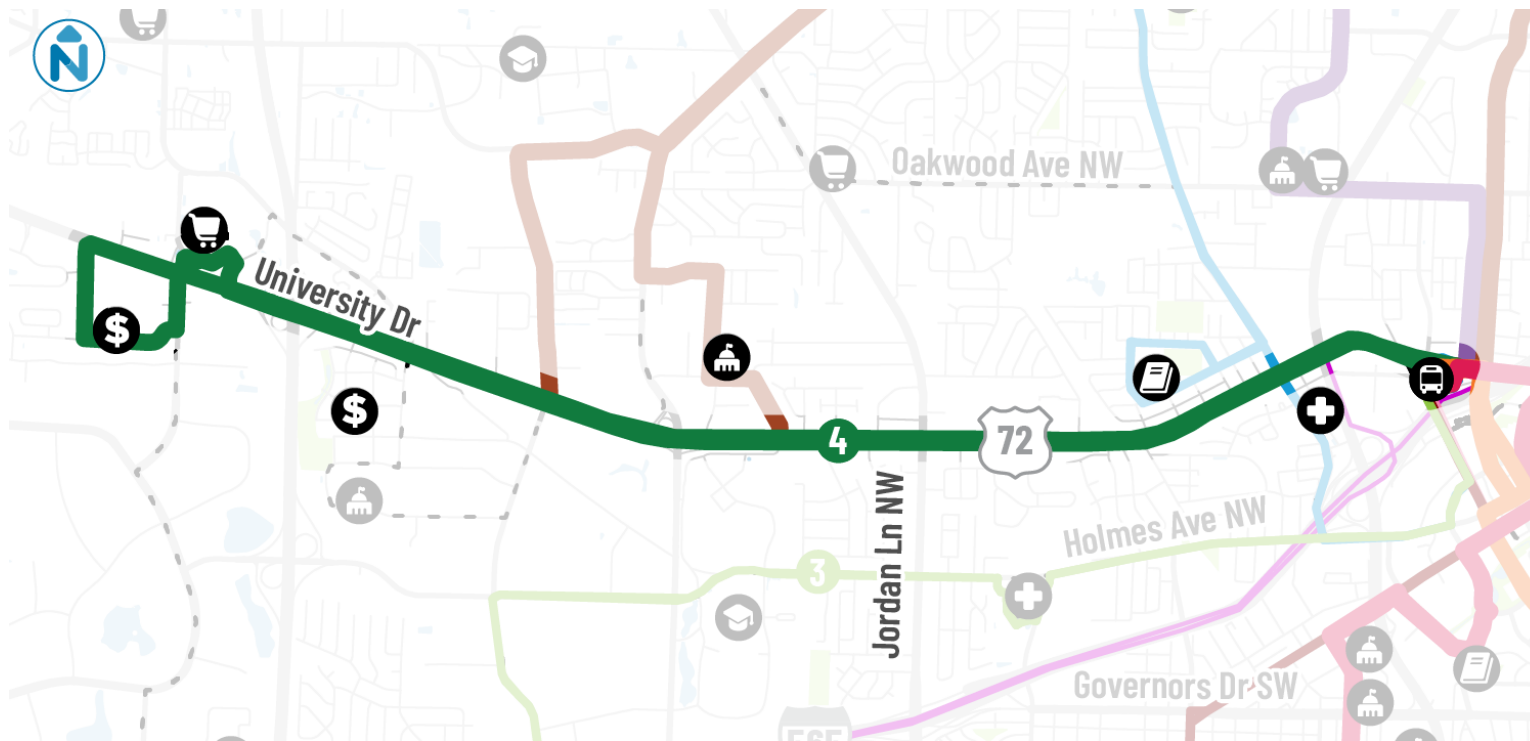
3 HOLMES/UAH

Route 3 will continue to serve the Huntsville VA Hospital and Clearview Cancer Institute along Markaview Road but will no longer reach the parking lot.



4 UNIVERSITY DR

Route 4 will terminate along McMurtie Drive west of the Target store at the Westside shopping center. Route 4 will continue to serve Walmart Supercenter but will no longer enter the parking lot. Route 4 will no longer serve Research Park or Bridge Street Town Centre, which is served by Route 3. Service along Old Monrovia Road will be discontinued. A second bus will be assigned to Route 4 on Saturdays.



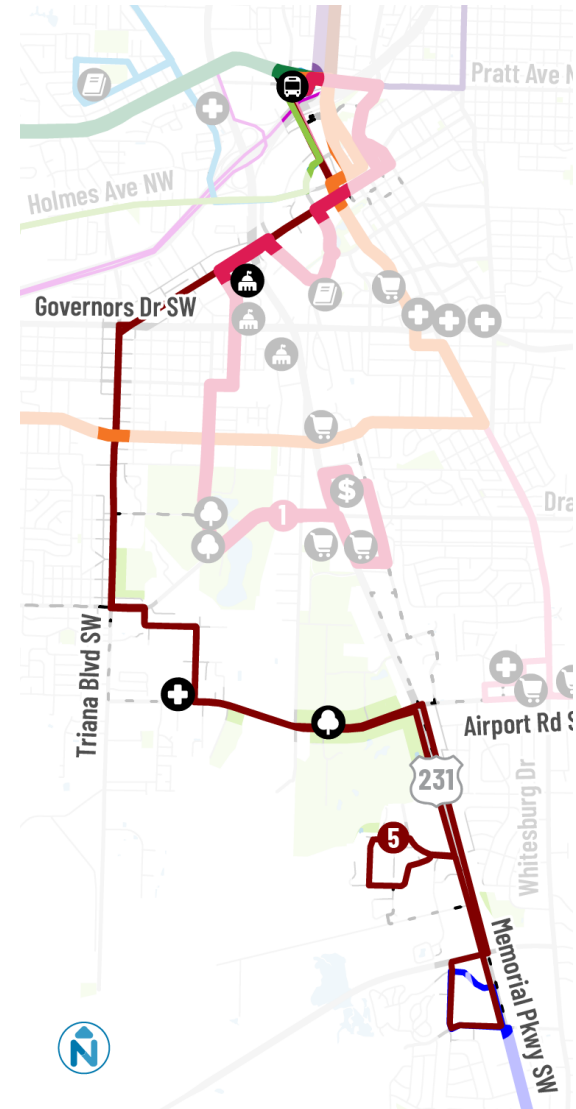
5 BYRD SPRING

Route 5 will be realigned from Gallatin Street, Whitesburg Drive, Bob Wallace Avenue, and L&N Drive to Clinton Avenue, Triana Boulevard, Hood Road, Knight Road, Johnson Road, and Airport Road to maximize bi-directional service and preserve transit coverage in South Huntsville.

Service along L&N Drive (Parkway Place and Walmart Supercenter) will continue to be replaced by Route 1.

Service along Briargreen Drive and Vermont Road will be discontinued to improve on-time performance.

Route 5 will be shortened from Logan Drive to Byrd Spring Road, where it will connect with Route 56.



6 JONES VALLEY

Route 6 will be streamlined along Whitesburg Drive to maximize directness. Service along Bob Wallace Avenue will be replaced by Route 2. L&N Drive (Parkway Place and Walmart Supercenter) will continue to be served by Route 1.

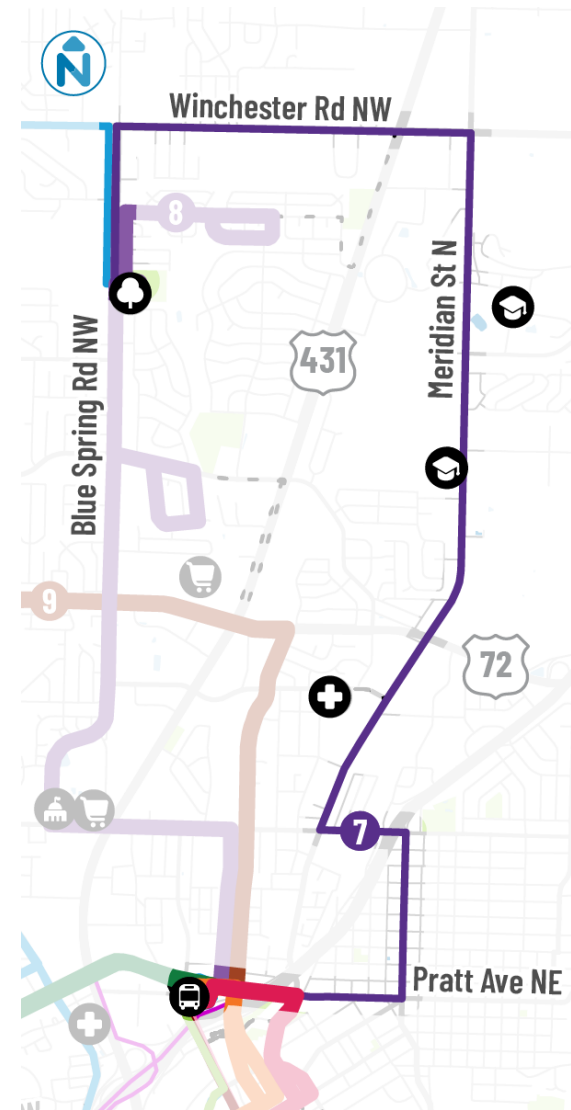
Route 6 will be extended from the Valley Bend at Jones Farm shopping center to the Sandra Moon Community Complex, where it will connect with Route 56.



7 MERIDIAN/A&M

Route 7 will be streamlined along Meridian Street to maximize directness. Service to the Madison County Health Department will be discontinued due to safety and operational challenges.

Route 7 will also be streamlined along Winchester Road. Service along Medaris Road will be replaced by Route 8.



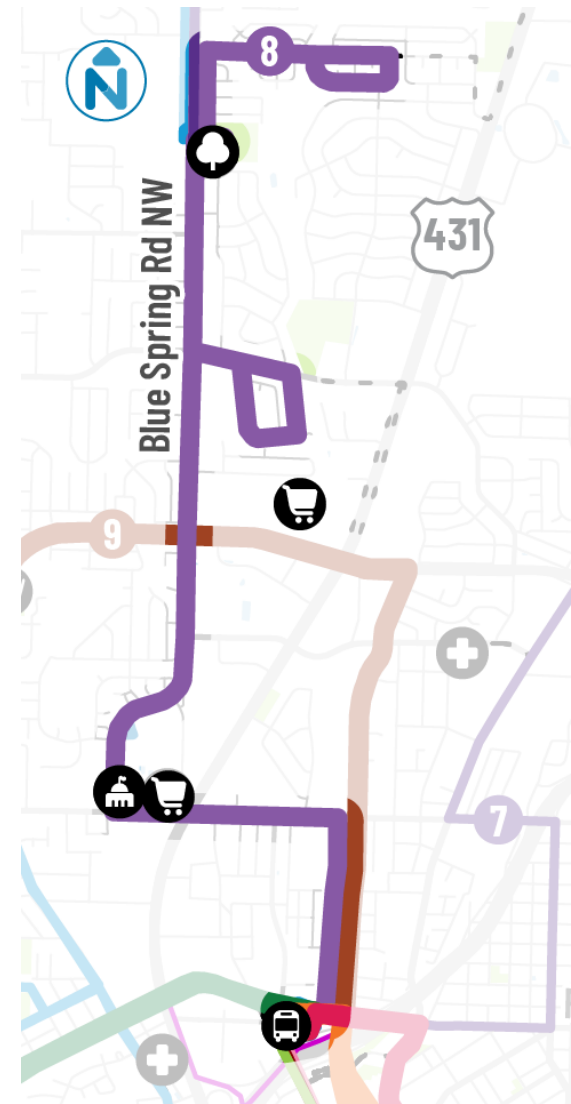
8 BLUE SPRING

Route 8 will be streamlined along Blue Spring Road to maximize directness. Verona Avenue and Elizabeth Street will continue to be served in both directions.

Service along Sparkman Drive will be replaced by Route 9.

Service along Memorial Parkway between Sparkman Drive and Mastin Lake Road will be discontinued.

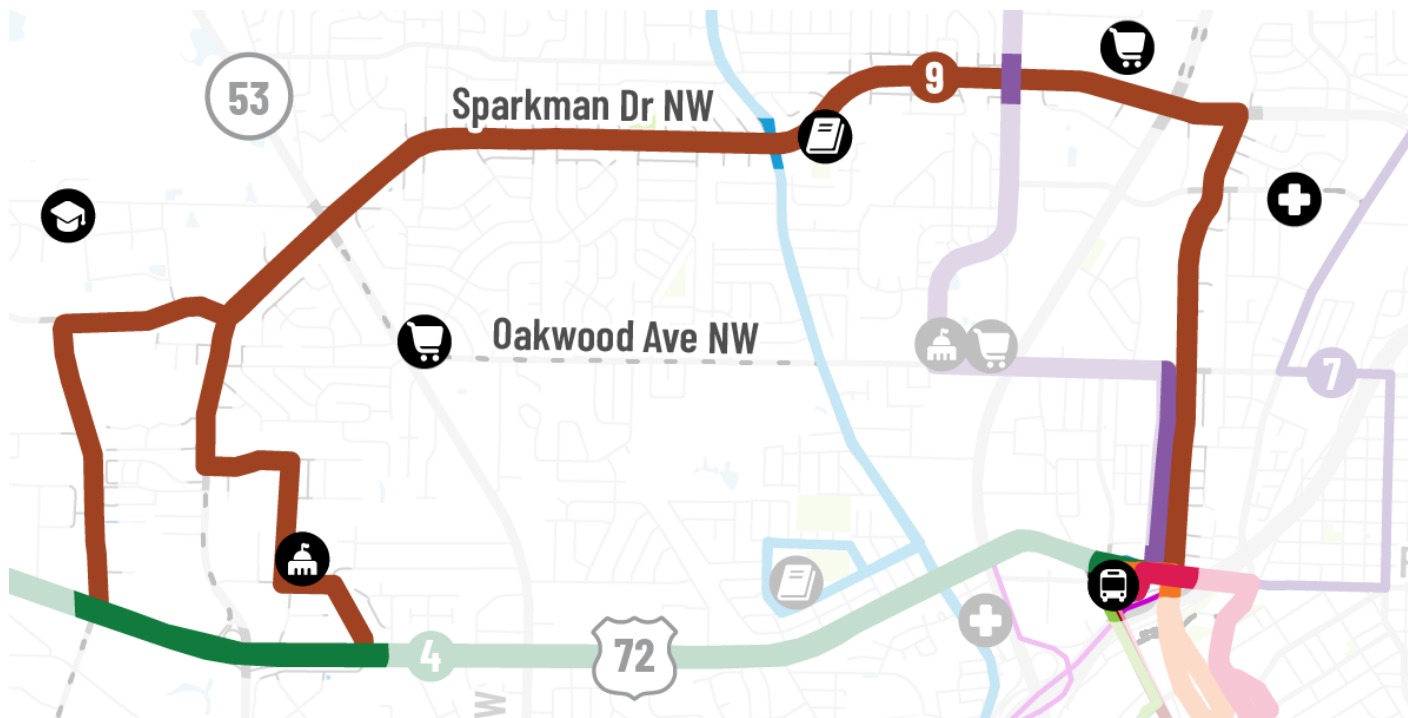
A second bus will be assigned to Route 8 on weekdays to improve its frequency from hourly service to 30-minute service.



9 OAKWOOD

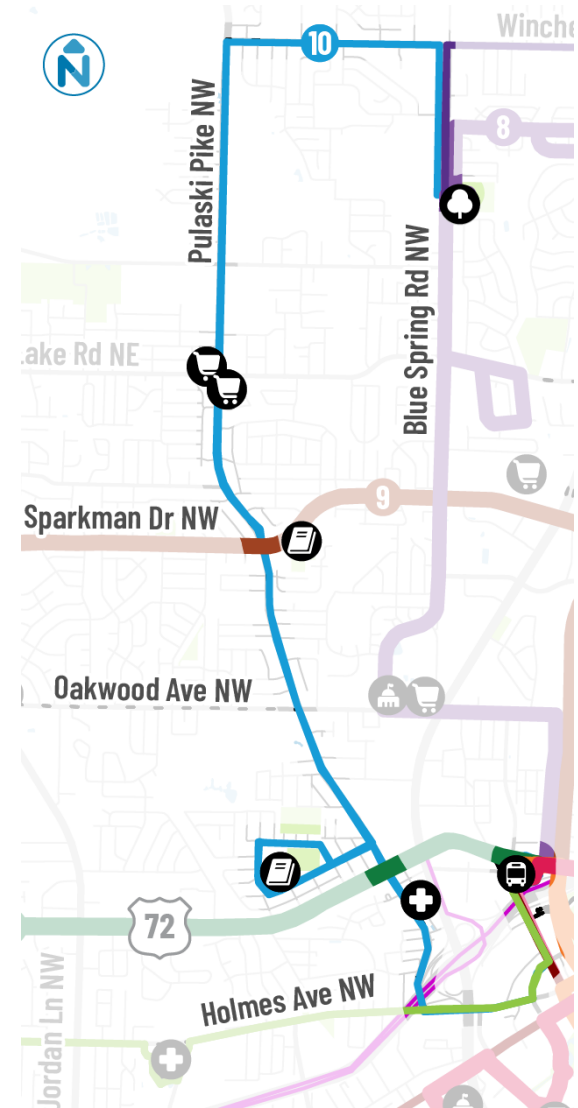
Route 9 will be realigned from Oakwood Avenue and Jordan Lane to Sparkman Drive to serve the Walmart Supercenter, North Huntsville Public Library, and increase transit coverage to residential areas in North Huntsville.

Route 9 will terminate at Adventist Boulevard and College Drive. Service to Research Drive, Corporate Drive, and Old Monrovia will be discontinued.



10 PULASKI PIKE

No changes will be made to the alignment of Route 10.

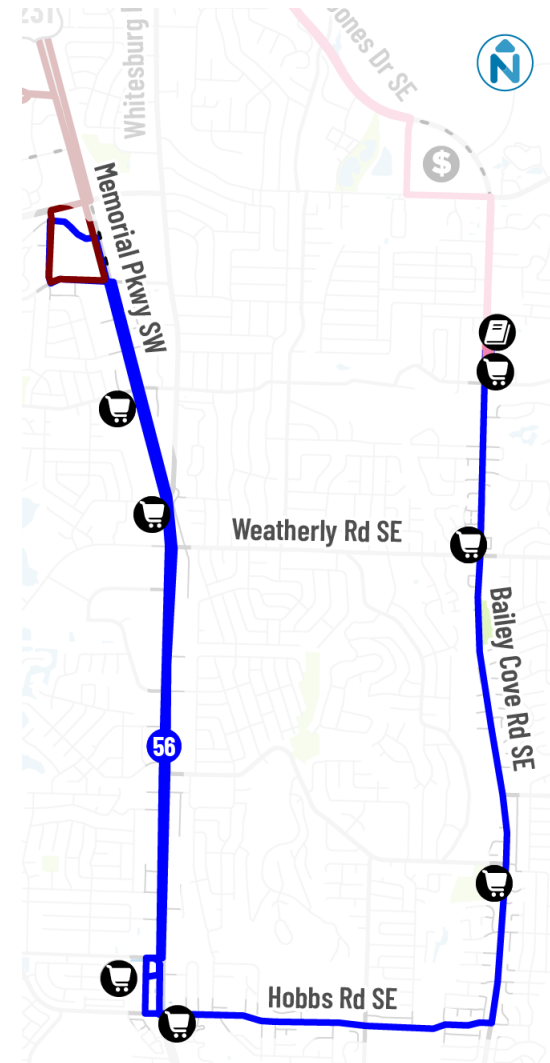


56 BAILEY COVE

Route 56 is a new service that will restore bus service to residential and commercial areas in far South Huntsville. Route 56 will operate along Memorial Parkway, Hobbs Road, and Bailey Cove Road.

The new Route 56 will serve destinations such as Kroger at Logan Drive, WalMart Supercenter at Hobbs Road, Publix at Mountain Gap Road, WalMart Neighborhood Market at Weatherly Road, and the Sandra Moon Community Complex on Bailey Cove Road.

Route 56 will connect with the endpoints of Routes 5 and 6.



Final Report
Go Huntsville Transit

Phase 1 Service Summary

	Weekday			Saturday			Sunday			Total	
Route	Span	Freq.	Buses	Span	Freq.	Buses	Span	Freq.	Buses	Buses	Hours
1 Brahan Spring	6:00 AM - 9:00 PM	30	2	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	8,756
2 Patton	5:00 AM - 9:00 PM	30	2	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,260
3 Holmes/UAH	6:00 AM - 9:00 PM	60	1	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	4,976
4 University Drive	6:00 AM - 9:00 PM	30	2	7:00 AM - 7:00 PM	30	2	8:00 AM - 7:00 PM	60	1	2	9,380
5 Byrd Spring	6:00 AM - 9:00 PM	60	1	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	4,976
6 Jones Valley	6:00 AM - 9:00 PM	60	1	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	4,976
7 Meridian/A&M	6:00 AM - 9:00 PM	60	1	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	4,976
8 Blue Spring	6:00 AM - 9:00 PM	30	2	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	8,756
9 Sparkman	6:00 AM - 9:00 PM	60	1	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	4,976
10 Pulaski Pike	6:00 AM - 9:00 PM	60	1	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	4,976
11 UAH Shuttle	5:00 PM – 10:10 PM	45	1	N/A	N/A	N/A	N/A	N/A	N/A	1	
56 Bailey Cove	7:00 AM - 8:00 PM	60	1	8:00 AM - 6:00 PM	60	1	9:00 AM - 6:00 PM	60	1	1	4,264
Total										15	70,272

PHASE 2

During Phase 2, Routes 1-10 will be extended to 10:00 PM on weekdays. Route 56 will be extended to 9:00 PM on weekdays.

Routes 5 and 9 will be upgraded to 30-minute service on weekdays.

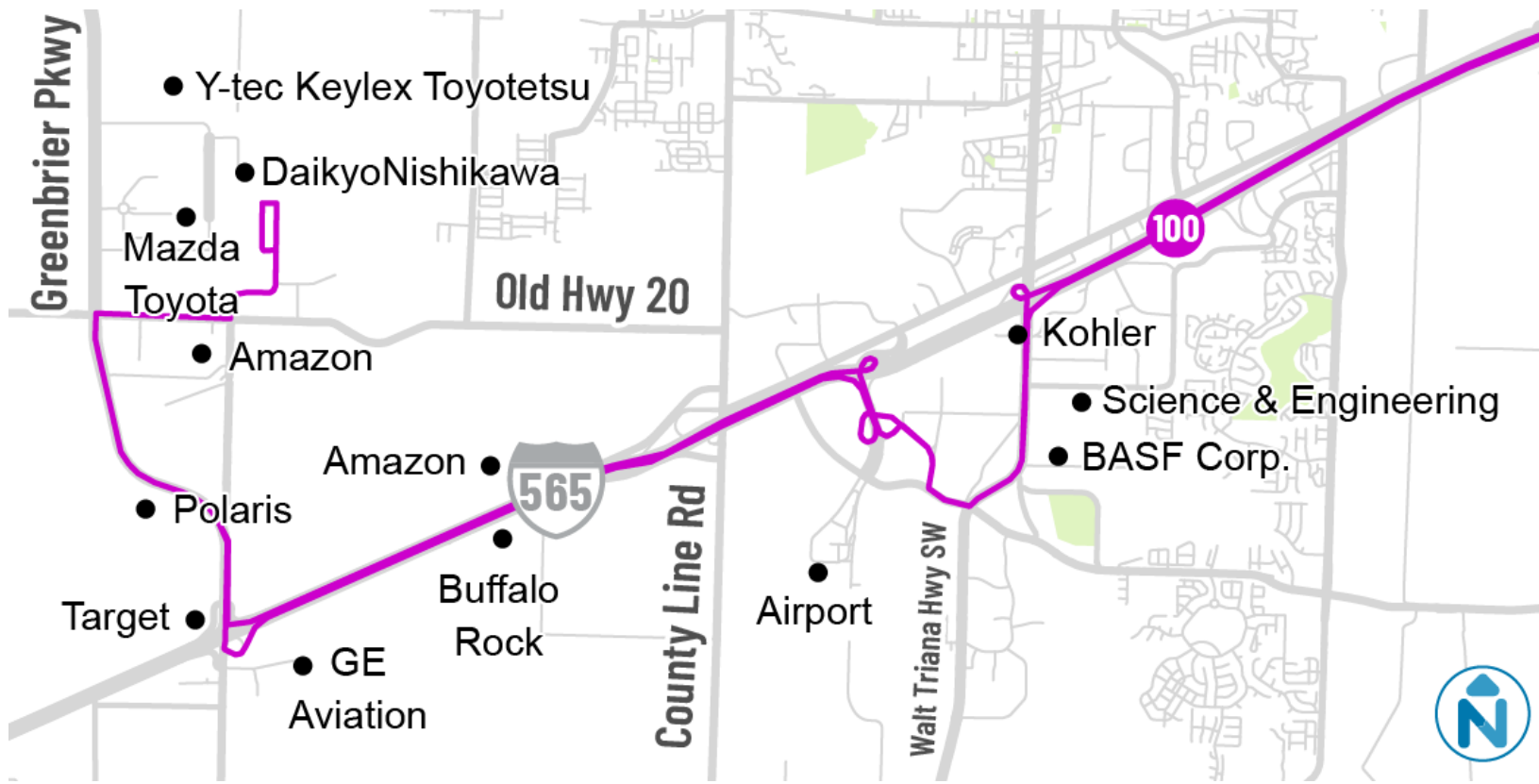
Route 100 is a new pilot service that will serve manufacturing plants in the Lowe and Greenbrier Industrial Parks.

Phase 2 Service Summary

	Weekday			Saturday			Sunday			Total	
Route	Span	Freq.	Buses	Span	Freq.	Buses	Span	Freq.	Buses	Buses	Hours
1 Brahan Spring	6:00 AM - 10:00 PM	30	2	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,260
2 Patton	5:00 AM - 10:00 PM	30	2	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,764
3 Holmes/UAH	6:00 AM - 10:00 PM	60	1	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	5,228
4 University Drive	6:00 AM - 10:00 PM	30	2	7:00 AM - 7:00 PM	30	2	8:00 AM - 7:00 PM	60	1	2	9,884
5 Byrd Spring	6:00 AM - 10:00 PM	30	2	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,260
6 Jones Valley	6:00 AM - 10:00 PM	60	1	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	5,228
7 Meridian/A&M	6:00 AM - 10:00 PM	60	1	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	5,228
8 Blue Spring	6:00 AM - 10:00 PM	30	2	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,260
9 Sparkman	6:00 AM - 10:00 PM	30	2	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,260
10 Pulaski Pike	6:00 AM - 10:00 PM	60	1	7:00 AM - 7:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	5,228
11 UAH Shuttle	5:00 PM – 10:10 PM	45	1	N/A	N/A	N/A	N/A	N/A	N/A	1	
56 Bailey Cove	7:00 AM - 9:00 PM	60	1	8:00 AM - 6:00 PM	60	1	9:00 AM - 6:00 PM	60	1	1	4,516
100 Airport/Greenbrier	Peak hours only	TBD	1							1	1,512
Total										18	83,628

100 AIRPORT/GREENBRIER

Route 100 will operate four-round trips per day; two round-trips during morning and two round-trips during the afternoon. Trip times will be determined based on shift times and employment figures and finalized prior to implementation. Fares should be higher than standard bus fares due to the longer trip lengths and higher deadhead distances.



PHASE 3

During Phase 3, Routes 1-10 will be extended to 8:00 PM on Saturdays. Route 56 will be extended to 7:00 PM on Saturdays.

Routes 4 will be upgraded to 15-minute service on weekdays.

Phase 3 Service Summary

	Weekday			Saturday			Sunday			Total	
Route	Span	Freq.	Buses	Span	Freq.	Buses	Span	Freq.	Buses	Buses	Hours
1 Brahan Spring	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
2 Patton	5:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,816
3 Holmes/UAH	6:00 AM - 10:00 PM	60	1	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	5,280
4 University Drive	6:00 AM - 10:00 PM	15	4	7:00 AM - 8:00 PM	30	2	8:00 AM - 7:00 PM	60	1	4	18,052
5 Byrd Spring	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
6 Jones Valley	6:00 AM - 10:00 PM	60	1	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	5,280
7 Meridian/A&M	6:00 AM - 10:00 PM	60	1	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	5,280
8 Blue Spring	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
9 Sparkman	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
10 Pulaski Pike	6:00 AM - 10:00 PM	60	1	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	5,280
11 UAH Shuttle	5:00 PM – 10:10 PM	45	1	N/A	N/A	N/A	N/A	N/A	N/A	1	
56 Bailey Cove	7:00 AM - 9:00 PM	60	1	8:00 AM - 7:00 PM	60	1	9:00 AM - 6:00 PM	60	1	1	4,568
100 Airport/Greenbrier	Peak hours only	TBD	1							1	1,512
Total										20	92,316

PHASE 4

During Phase 4, Routes 3 and 7 will be upgraded to 30-minute service on weekdays.

Phase 4 Service Summary

	Weekday			Saturday			Sunday			Total	
Route	Span	Freq.	Buses	Span	Freq.	Buses	Span	Freq.	Buses	Buses	Hours
1 Brahan Spring	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
2 Patton	5:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,816
3 Holmes/UAH	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
4 University Drive	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	30	2	8:00 AM - 7:00 PM	60	1	4	18,052
5 Byrd Spring	6:00 AM - 10:00 PM	60	1	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
6 Jones Valley	6:00 AM - 10:00 PM	60	1	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	5,280
7 Meridian/A&M	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
8 Blue Spring	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
9 Sparkman	6:00 AM - 10:00 PM	60	1	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
10 Pulaski Pike	6:00 AM - 10:00 PM	60	1	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	1	5,280
11 UAH Shuttle	5:00 PM – 10:10 PM	45	1	N/A	N/A	N/A	N/A	N/A	N/A	1	
56 Bailey Cove	7:00 AM - 9:00 PM	60	1	8:00 AM - 7:00 PM	60	1	9:00 AM - 6:00 PM	60	1	1	4,568
100 Airport/Greenbrier	Peak hours only	TBD	1							1	1,512
Total										22	100,380

PHASE 5

During Phase 5, Routes 6 and 10 will be upgraded to 30-minute service on weekdays.

Phase 5 Service Summary

	Weekday			Saturday			Sunday			Total	
Route	Span	Freq.	Buses	Span	Freq.	Buses	Span	Freq.	Buses	Buses	Hours
1 Brahan Spring	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
2 Patton	5:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,816
3 Holmes/UAH	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
4 University Drive	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	30	2	8:00 AM - 7:00 PM	60	1	4	18,052
5 Byrd Spring	6:00 AM - 10:00 PM	60	1	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
6 Jones Valley	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
7 Meridian/A&M	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
8 Blue Spring	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
9 Sparkman	6:00 AM - 10:00 PM	60	1	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
10 Pulaski Pike	6:00 AM - 10:00 PM	30	2	7:00 AM - 8:00 PM	60	1	8:00 AM - 7:00 PM	60	1	2	9,312
11 UAH Shuttle	5:00 PM – 10:10 PM	45	1	N/A	N/A	N/A	N/A	N/A	N/A	1	
56 Bailey Cove	7:00 AM - 9:00 PM	60	1	8:00 AM - 7:00 PM	60	1	9:00 AM - 6:00 PM	60	1	1	4,568
100 Airport/Greenbrier	Peak hours only	TBD	1							1	1,512
Total										24	108,444

4 SUPPORTING RECOMMENDATIONS

ACCESS PARATRANSIT SERVICE

Service Area

The addition of Orbit Route 56 will result in expansion of the Access demand-response paratransit service area in South Huntsville. This service expansion may result in the need for an additional paratransit operator shift to accommodate new Access customers.

Sunday Service

The addition of Sunday service for Orbit will also require complementary Access service during the same hours of operation. Paratransit operator needs for Access Sunday service will likely be slightly less than existing Access Saturday service.

FLEET

Existing Fleet

The Huntsville Transit fleet currently consists of 30-foot medium-duty buses for Orbit service and smaller minibuses for Access service. The smaller minibuses should initially be used for Routes 56 and 100 until ridership requires a higher capacity vehicle.

Fleet Expansion

As recommended in the 2019 Transit Plan, the City of Huntsville has begun its transition to 40-foot heavy-duty buses with more seats than existing 30-foot buses. The new 40-foot buses also provide better amenities such as a front door ramp for safer and easier boarding of individuals in wheelchairs, touchless wheelchair securements, and driver cabin barriers. The first order of four new 40-foot heavy-duty buses is expected to be delivered in mid-2023, prior to the opening of the new Huntsville Downtown Station. It is recommended that the City of Huntsville continue transitioning to 40-foot heavy-duty buses where existing or anticipated ridership justifies the need. Smaller medium-duty buses should continue to be procured for lower ridership routes.

Recommended Fleet Plan

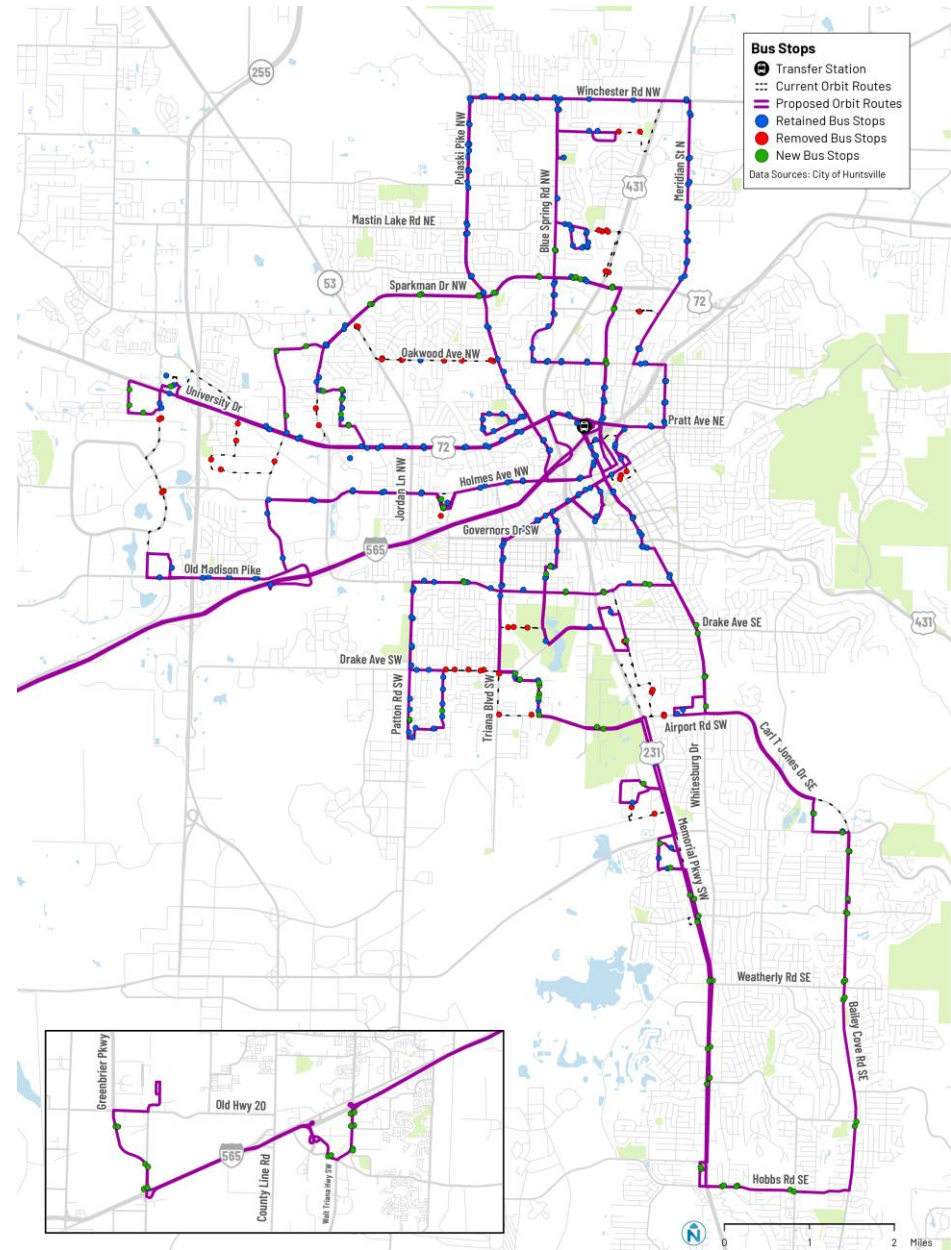
Phase	40-foot buses			30-foot buses			Minibuses			Replica Trolley		
	Peak	Spares	Total	Peak	Spares	Total	Peak	Spares	Total	Peak	Spares	Total
1	4	1	5	10	2	12	1	0	1	1	0	1
2	6	2	8	11	3	14	1	0	1	1	0	1
3	8	2	10	11	3	14	1	0	1	1	0	1
4	10	2	12	11	3	14	1	0	1	1	0	1
5	12	3	15	11	3	14	1	0	1	1	0	1

BUS STOPS

Bus Stop Signs

Route changes associated with Phase 1 of the service plan will result in the closing of 54 existing stops and the addition of 98 new stops. 300 existing bus stops will be retained.

The implementation of Route 100 during Phase 2 of the service plan will require 15 new stops.



Bus Stop Shelters

Approximately 22% of existing Orbit bus stops include shelters that enhance comfort by shielding waiting passengers from environmental elements such as sun, rain, wind, and hail. As the Orbit network expands and service frequency is improved on several routes, the City of Huntsville should continue to install new bus stop shelters at stops that have high boarding activity or serve vulnerable populations.

Shelter installation should be prioritized as follows.

Destination/Origin	Location	Route(s) Served	Priority
Sandra Moon Community Complex	Bailey Cove Road near crosswalk	6, 56 (End-of-line)	1
Westside Shopping Center	McMurtie Drive at shopping center entrance	4 (End-of-line)	1
Oakwood University	Adventist Boulevard and College Drive	9 (End-of-line)	1
South Memorial Plaza	Byrd Spring Road and Dalton Street	5, 56 (End-of-line)	1
Walmart Supercenter	Wayne Circle across from parking lot	4	1
Huntsville VA Hospital	Markaview Road and Russell Hill Drive	3	2
Walmart Supercenter	Sparkman Drive near crosswalk	6	2
Walmart Supercenter	L&N Drive near southern entrance	1	2
State Veterans Home	Meridian Street and Max Luther Drive	7	2
North Huntsville Public Library	Sparkman Drive near entrance	9	2
Westside Shopping Center	Enterprise Way near Starbucks	4	3
Huntsville High School	Bob Wallace Avenue at existing stop	2	3
Ashford Terrace Apartments	Wynn Drive south of crossover	9	3
Castlewood Apartments	SW 1 st Street and Freeman Road	1	3
Apartment community	Bonnell Drive and Halston Circle	9	3

PEDESTRIAN INFRASTRUCTURE

Several potential pedestrian crossings and intersection upgrades have been identified for future study by the City of Huntsville Traffic Engineering Division to improve pedestrian safety and bus operations.

Pedestrian Crossings

The feasibility of new controlled pedestrian crossings should be examined at the following new bus stop locations:

Potential New Pedestrian Crossing Locations
Wayne Circle (midblock) at Walmart Supercenter bus stop
Bob Wallace Avenue (midblock) between Newby Road and Mirabeau Drive
Bob Wallace Avenue and Atlantic Street
Bob Wallace Avenue and Poincianna Street
Max Luther Drive and Washington Street
Sparkman Drive (midblock) at North Huntsville Public Library
Executive Drive (midblock) at Downtown Rescue Mission
Hobbs Road and Marinawoods Drive
Sparkman Drive (midblock) across the street from Walmart Supercenter
Markaview Road and Russell Hill Drive (midblock) at Huntsville VA Hospital

Intersection Upgrades

The feasibility of a new signal light should be examined at Johnson Road and Knight Road to facilitate safe left turns for Route 5 buses from Knight Road southbound onto Johnson Road eastbound.

Relocating the eastbound stop bar at Moore Farm Lane at Enterprise Way will provide more space for Route 4 buses turning right from Enterprise Way southbound onto Moore Farm Lane westbound.

POTENTIAL PARTNERSHIPS

Universities and Colleges

The City of Huntsville should have conversations with university and college leadership regarding the possibility of establishing student pass programs that would allow students to ride Orbit buses using a valid student ID rather than paying a fare each time they board. Student pass programs often involve universities and colleges reimbursing the transit provider at a discounted rate each month based on the number of students trips taken. More established student pass programs have a dedicated funding source such as a student fee that enables the college or university to purchase additional service from the transit provider.

Manufacturing Employers

The City of Huntsville should have conversations with major manufacturing companies, particularly those along Route 100, regarding the possibility of a funding partnership to secure the operation of reverse commute transit service.

5 COMMUNITY FEEDBACK


SEPTEMBER 2022 OUTREACH

The first round of community outreach for Go Huntsville Transit was conducted in September 2022 and consisted of two rider outreach sessions at Huntsville Downtown Station and three community meetings. The purpose of these outreach activities was to obtain open-ended feedback on existing Orbit service as well as understand which potential service improvements riders preferred.


A community survey was also conducted.

Outreach Materials


Outreach Flyer




WHAT IS THIS STUDY ABOUT?




Huntsville Transit is evaluating the need for improved and expanded transit for our community.



The study provides numerous opportunities for community input.








The study includes a review of existing transit service and local conditions.




The outcome of the study will be a detailed plan for transit improvements and investments.

PARTICIPATE IN OUR COMMUNITY OUTREACH EVENTS!


Join us at one of our community outreach events to share your feedback on your experience and suggest potential improvements.

 Huntsville-Madison County Senior Center 2200 Dreke Ave SW TUESDAY SEPT 13 10:00 AM - 12:00 PM	 Huntsville Transit Center 500 Church St NW TUESDAY SEPT 13 1:00 - 3:00 PM	 Dr. Richard Showers, Sr. Recreation Center 4600 Blus Spring Rd NW TUESDAY SEPT 13 4:00 AM - 6:00 PM	 Huntsville Transit Center 500 Church St NW WEDNESDAY SEPT 14 7:00 - 10:00 AM	 Sandra Moon Community Complex 7901 Bailey Cove Rd SE WEDNESDAY SEPT 14 4:00 - 6:00 PM
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HERE ARE OTHER WAYS YOU CAN GET INVOLVED:



Visit the project website to learn more about the study.




Spread the word to your friends and family or through social media.



GoHuntsvilleTransit.com

Project Website

English | Español


Help us move Huntsville!

Go Huntsville Transit is a study that will identify how Huntsville Transit can improve transit service for its community.




The study includes robust community engagement, including an on-board survey, virtual public meetings, and stakeholder discussions. Information gathered from these activities will be used to develop a strategic plan to guide service improvements.

[GET INVOLVED](#)



What is this project?



What will this project include?



How can I get involved?



View reports and videos

Outreach Poster Board (1 of 4)



WHAT IS THIS STUDY ABOUT?



Huntsville Transit is evaluating the need for improved and expanded transit for our community.



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The study provides numerous opportunities for community input.



The outcome of the study will be a detailed plan for transit improvements and investments.

PROJECT SCHEDULE



MAY 2022
Project Kickoff



JUNE
Analyze Existing and Evolving Conditions



JULY
Rider Survey



OCTOBER
Develop Service Concepts



SEPTEMBER
Community Outreach



AUGUST
Existing Conditions Report



NOVEMBER
Community Outreach



DECEMBER
Develop recommendations based on community feedback and City goals



JANUARY 2023
Finalize Report

Outreach Poster Board (2 of 4)

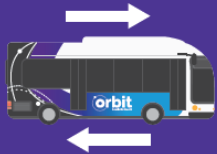
RECENT IMPROVEMENTS TO ORBIT

Huntsville City Council adopted the previous Transit Study in February 2019.

In July 2019, Huntsville Transit began implementing study recommendations to improve transit service for existing and future riders.



Loop routes replaced with **two-way service** for convenience



Saturday service added for Orbit and Access



Weekday service extended from 6PM to 9PM



Service area for Access extended from 3/4 miles of Orbit routes to city limits



Service for Routes 1, 2, and 4 upgraded from every 60 mins to **every 30 mins**



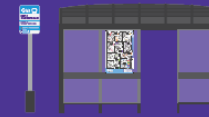
All bus stops upgraded with **new and improved signage**



New transit hub at Dr. Richard Showers Sr. Recreation Center added for connection point



Ten older bus stops replaced with **solar lighted shelters with 3/8" safety glass**



By the end of 2019, **Orbit ridership increased by 14%** and **rider travel time decreased by approximately 30%**



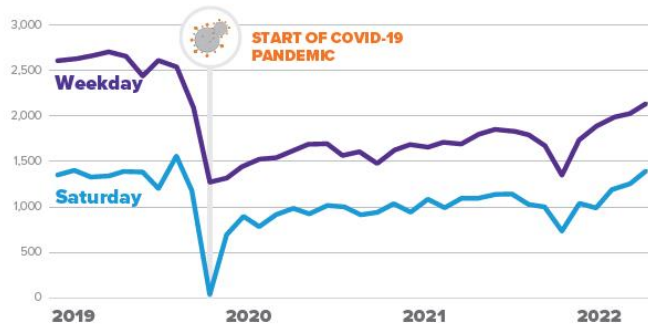
GoHuntsvilleTransit.com



Outreach Poster Board (3 of 4)

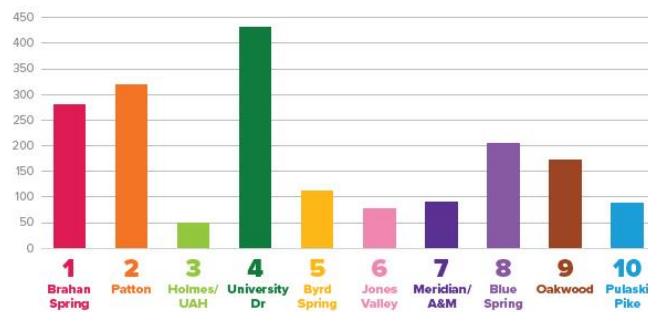
ORBIT SYSTEM RIDERSHIP

Huntsville Transit has rebounded from the COVID-19 pandemic faster than most transit systems.



ORBIT RIDERSHIP BY ROUTE

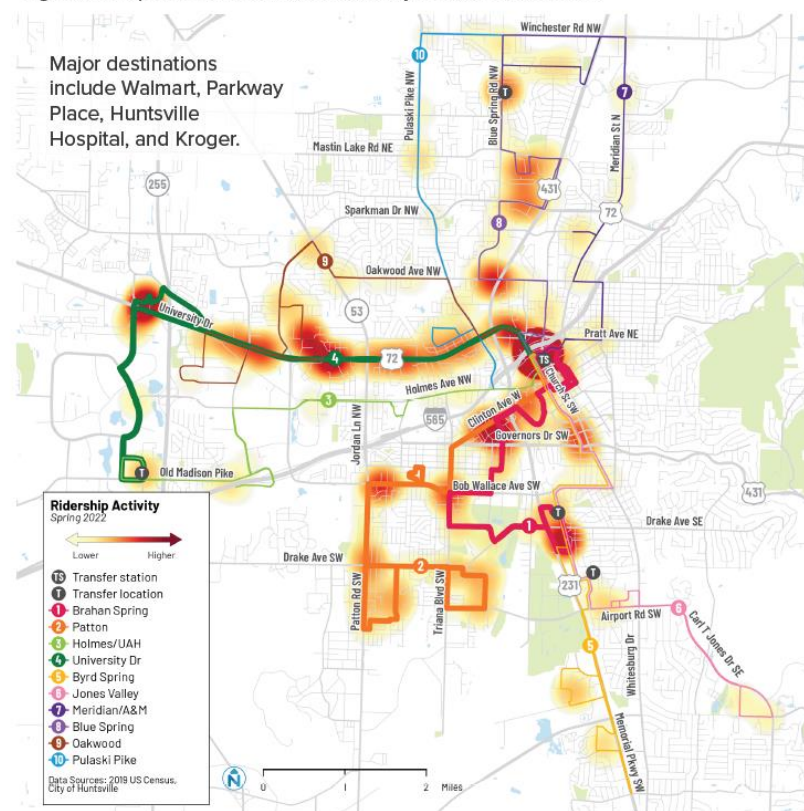
Ridership varies significantly across Orbit routes. Routes 1, 2, and 4 run every 30 minutes. Other routes run hourly.



ORBIT ROUTE NETWORK AND RIDERSHIP HOTSPOTS



The Downtown Transfer Center is the primary connection point for Orbit riders. High ridership corridors include University Dr and Clinton Ave.




GoHuntsvilleTransit.com



Outreach Poster Board (4 of 4) with Community Feedback

HOW SHOULD HUNTSVILLE TRANSIT PRIORITIZE ORBIT SERVICE IMPROVEMENTS?



More frequent service

DEDICATED BUS LANES
NEXT BUS IN 15 mins
2
3

Earlier bus service

Later bus service

MAKE ACCESSIBLE BUS STOPS

Sunday Service

FARE DISCOUNT PROGRAMS
Bus fleet improvements and upgrades
Hand & Kneeling Shuttle (call center) & service
3

New crosstown service

Service to new areas

Develop look-alike services for bus routes outside of bus service area
Address non-dominant population to use access at greater fare cost
Service from Hospital to TOL
Medical Mall & Mount Sun Middle
Mountain Gap
Chapman MS
Providence Mall
Extend service to Hobbs
Jones Valley
South Huntsville
Rosen Cove
Jones Valley
Bobby Lane

GoHuntsvilleTransit.com

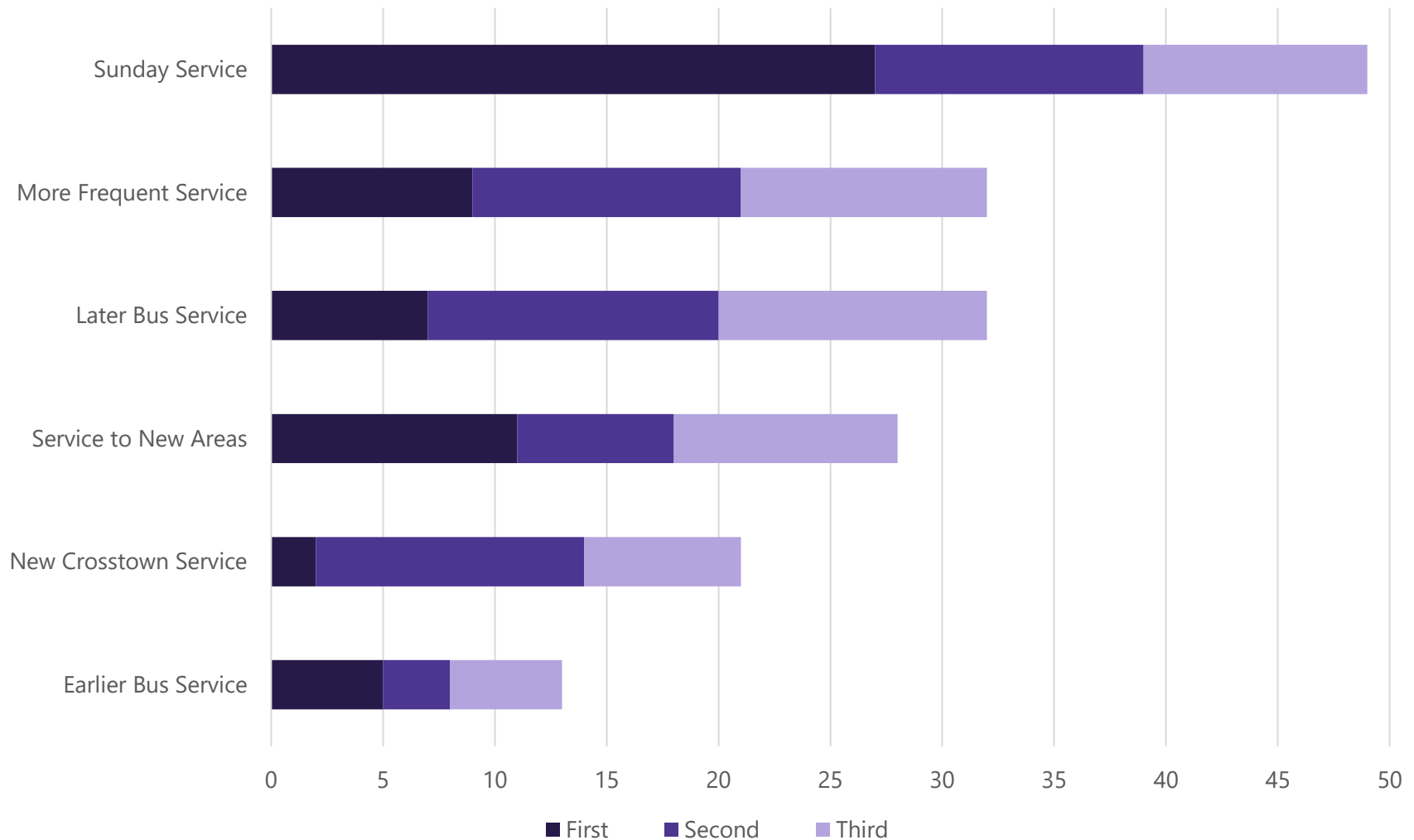
go huntsville transit

Orbit Rider Outreach at Huntsville Downtown Station



Orbit Rider Feedback at Huntsville Downtown Station

Preferred Service Improvements



Community Survey

Huntsville Transit conducted a community survey over the course of several weeks in September 2022. Orbit riders were given the option of taking the survey on paper or online. The survey was also promoted on social media to the public. 124 riders and 255 non-riders responded, for a total of 379 responses.

The survey included questions regarding demographics, transit usage, and preferred transit investments. The survey included a comment box at the end that allowed respondents to provide additional suggestions or comments.

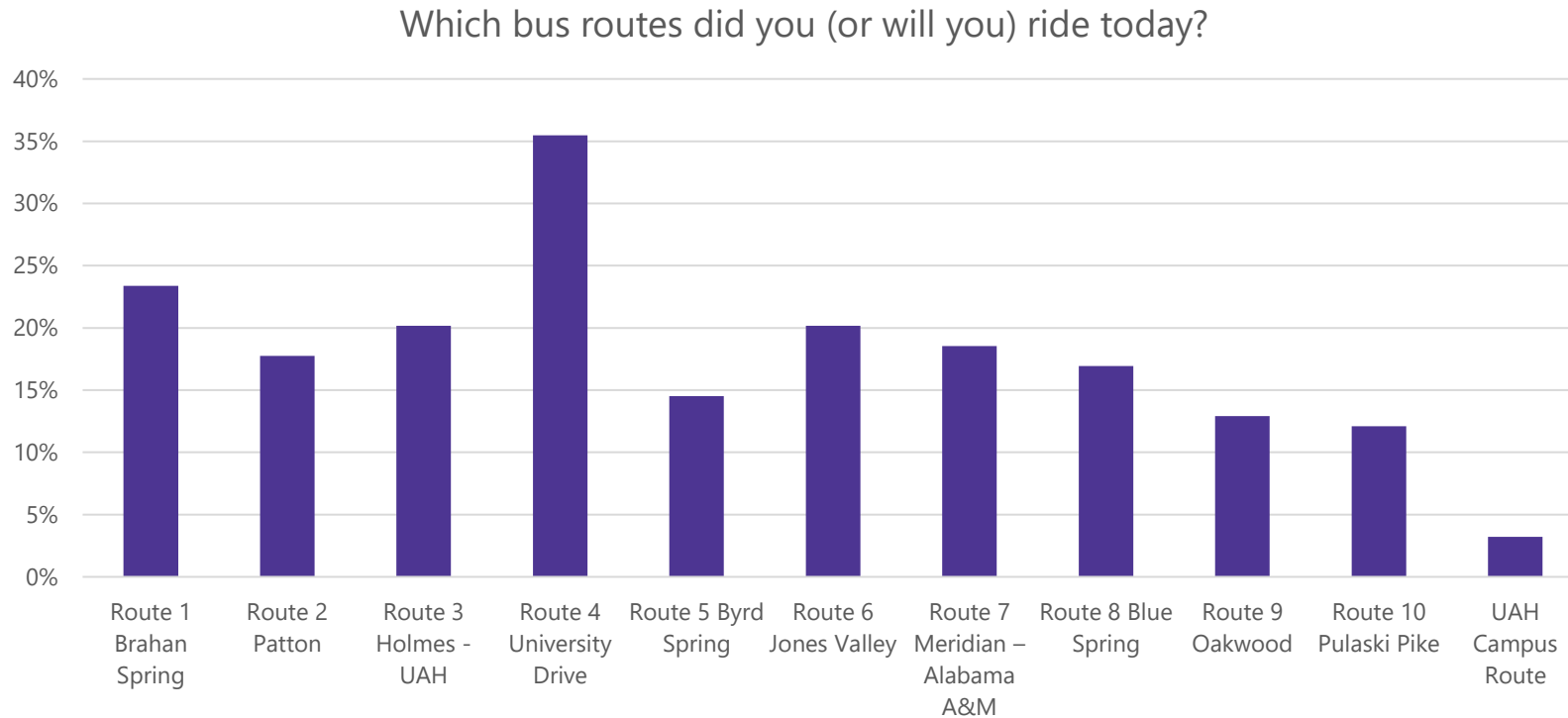
This section compares the results of each survey question. Key findings and interpretations are noted for each topic.

Rider Status



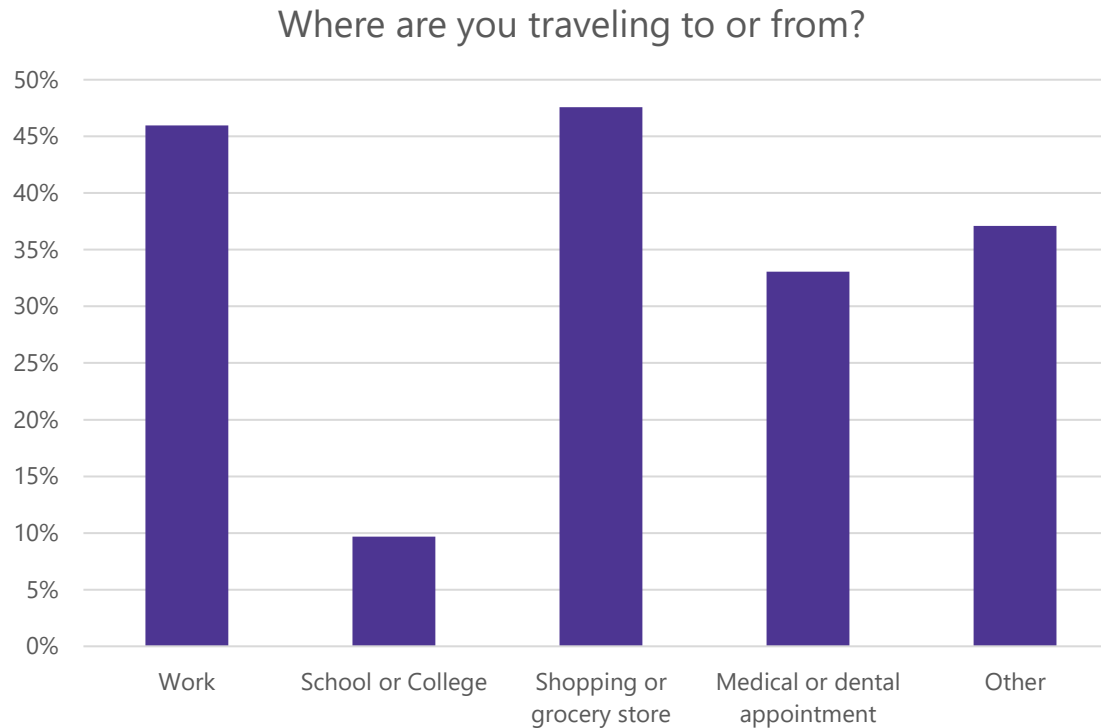
Of the 379 survey respondents, 33% indicated that they were current users of Huntsville Transit. Some respondents indicated in the open-ended question at the end of the survey that they were previously users but are not current users due to a change in personal circumstances or a change in the system's route configuration.

Routes (Riders Only)



Respondents who indicated that they were current users of the system were asked which routes they had ridden or would be riding that day. Over one-third of respondents indicated that they rode Route 4. The remaining routes (with the exception of the UAH Campus Route) were each ridden by 12% to 23% of respondents. Aside from the relative popularity of Route 4, the responses to this question do not correlate strongly to the average daily boarding data (see p. 21).

Destination (Riders Only)



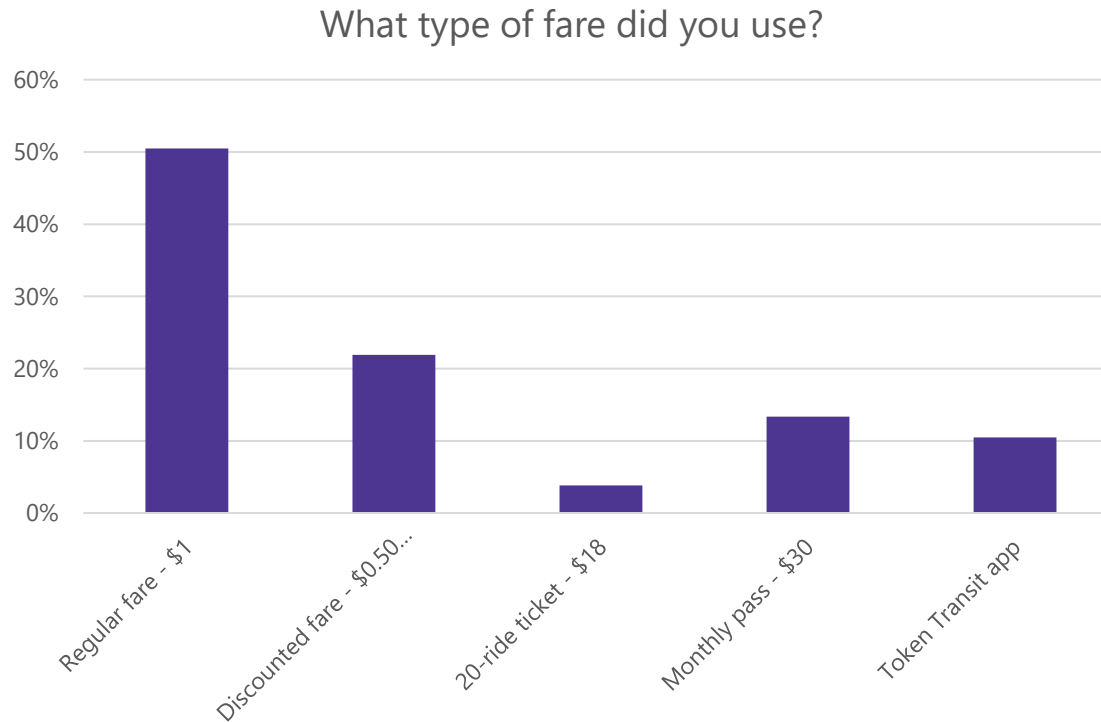
The most common destination for riders was "Shopping or grocery store" at nearly 50%, closely followed by "Work." One-third of riders were traveling to or from a medical or dental appointment, and fewer than 10% were traveling to or from school or college. Over one-third of respondents indicated that they were traveling to a destination not described by one of these categories.

Transfer (Riders Only)



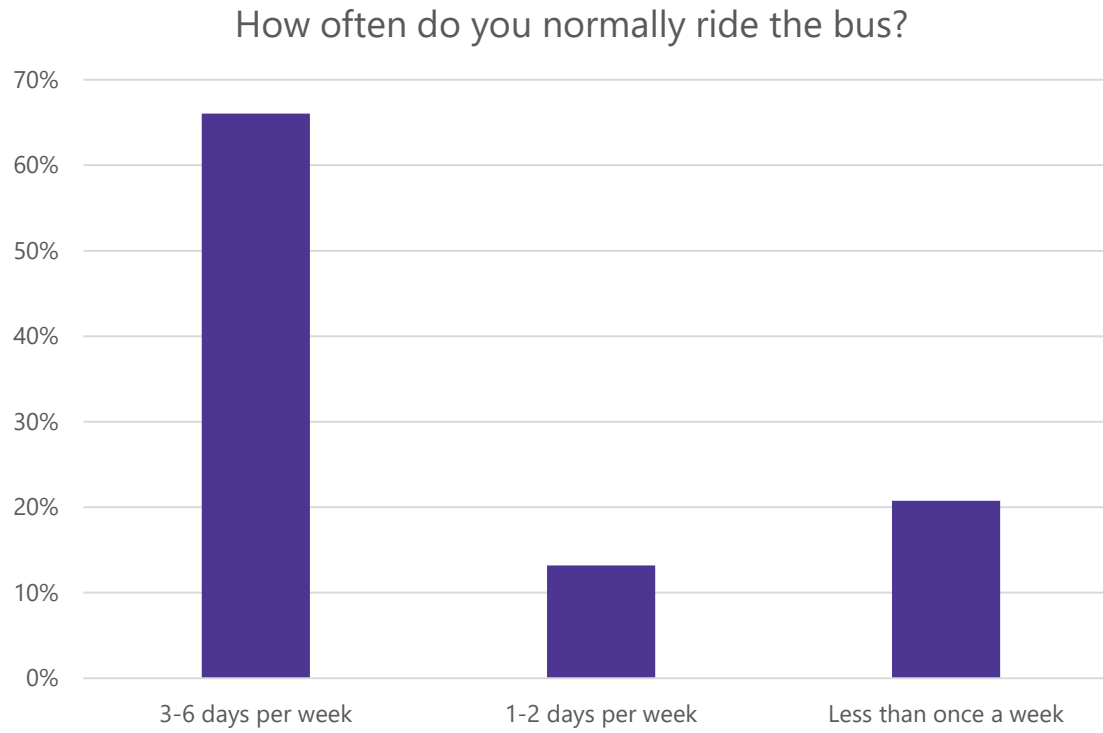
Over two-thirds of riders indicated that they had transferred or would transfer on their journey that day.

Fare Type (Riders Only)



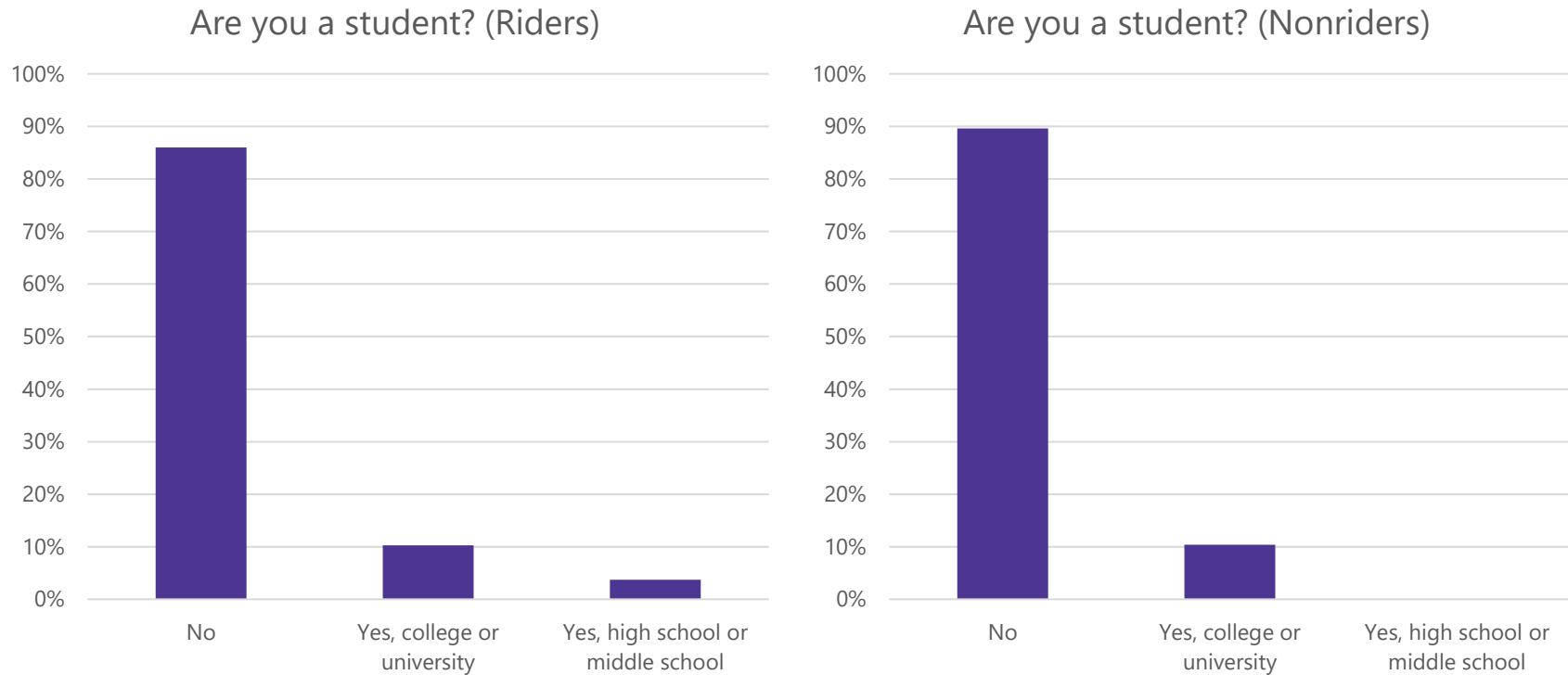
One-half of respondents indicated they used the regular, \$1.00 fare that day, while just over one-fifth used the discounted, \$0.50 fare. Nearly a quarter of respondents used the \$30.00 monthly pass or Token Transit app. The least popular fare type was the 20-ride ticket booklet (which costs \$18.00); only 4% of riders indicated that they had used this fare type that day.

Frequency (Riders Only)



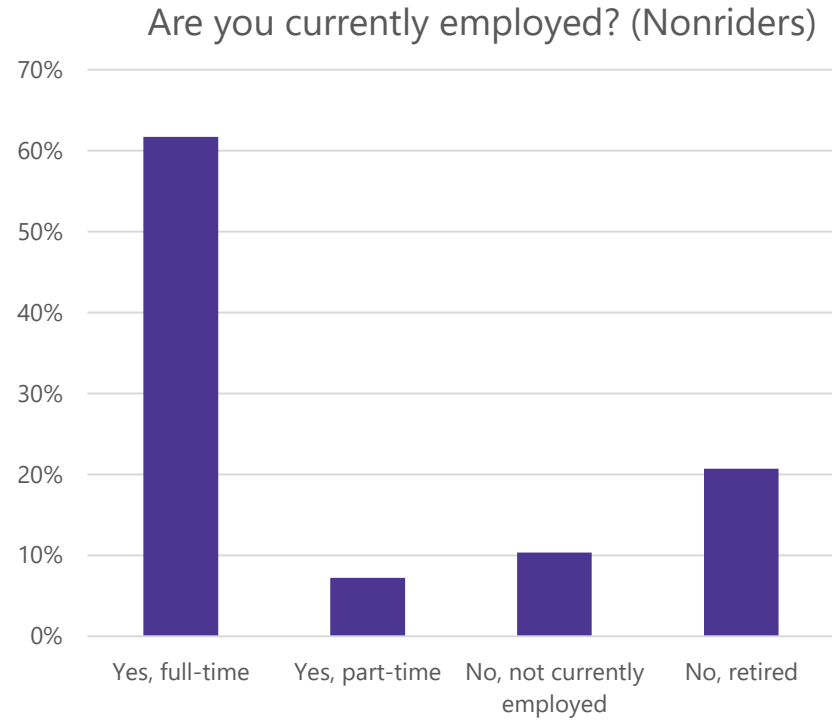
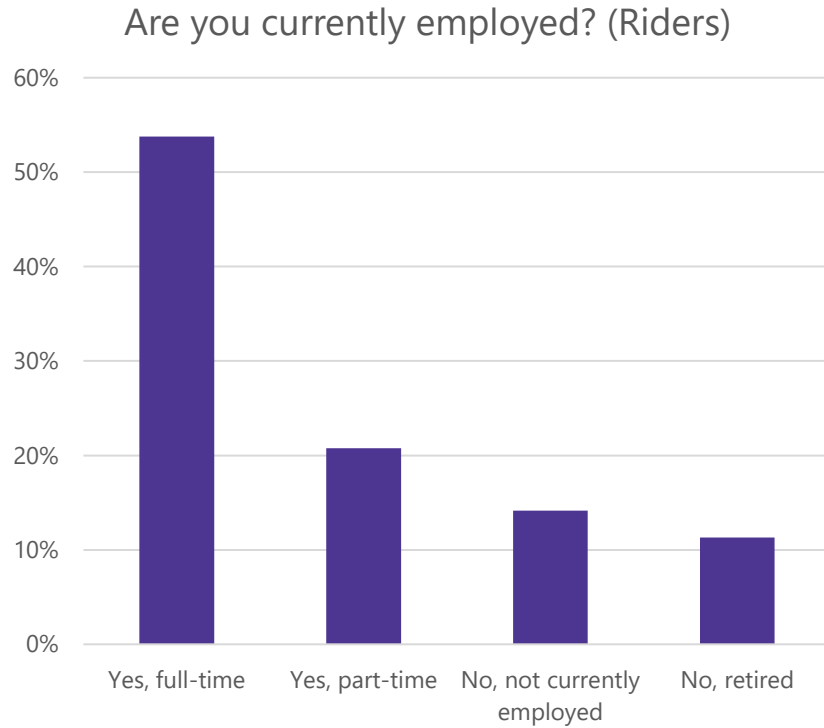
Two-thirds of rider respondents were frequent riders, using the system between 3 and 6 days per week. 13% used the system 1 or 2 days per week, while one-fifth rode less than once per week.

Student Status



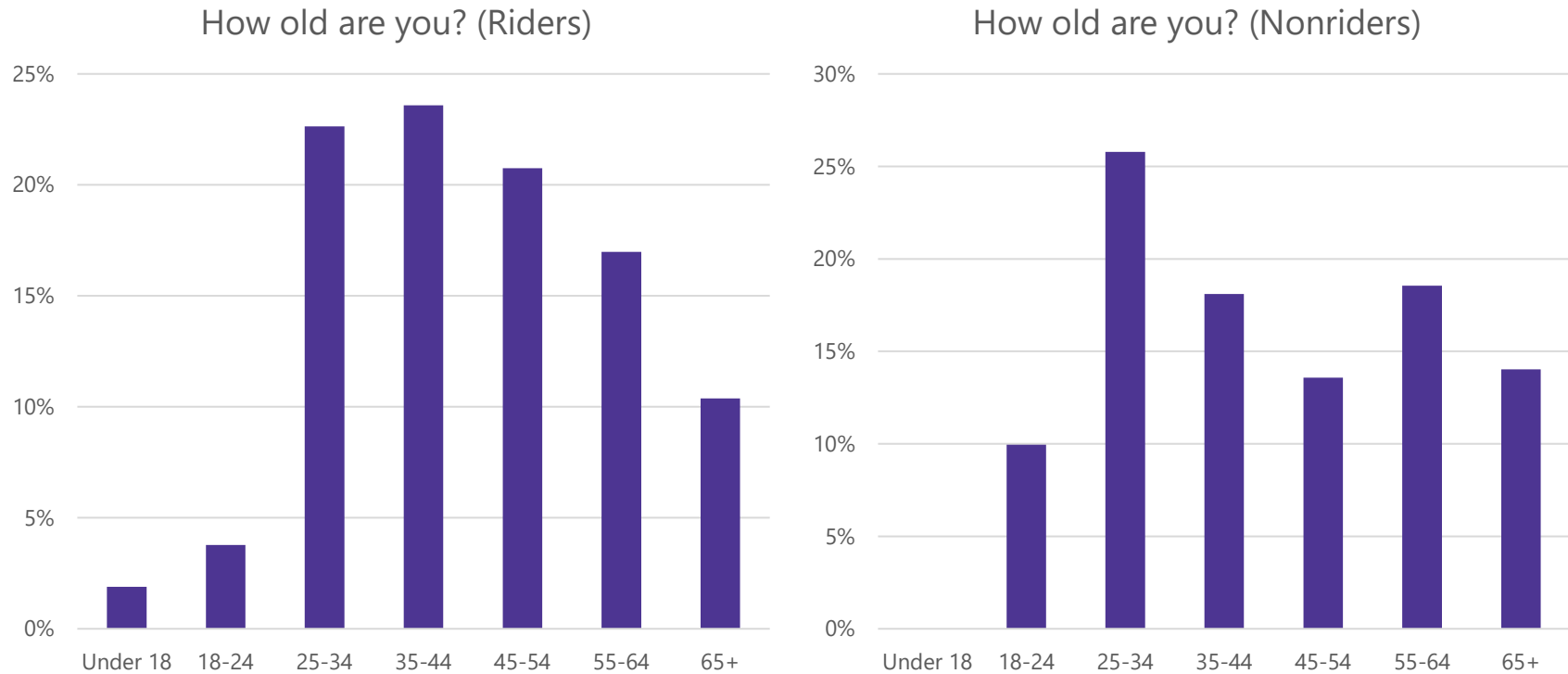
Most survey respondents were not students. Only one-tenth of rider and non-rider respondents indicated that they were college or university students. Among rider respondents, 4% were high school or middle school students. There were no high school or middle school students among non-rider respondents.

Employment Status



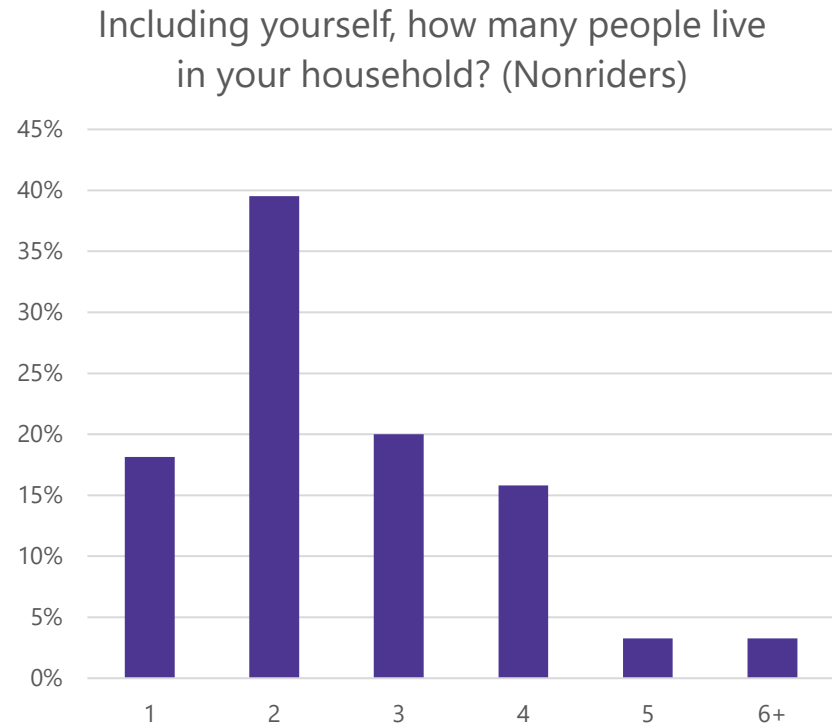
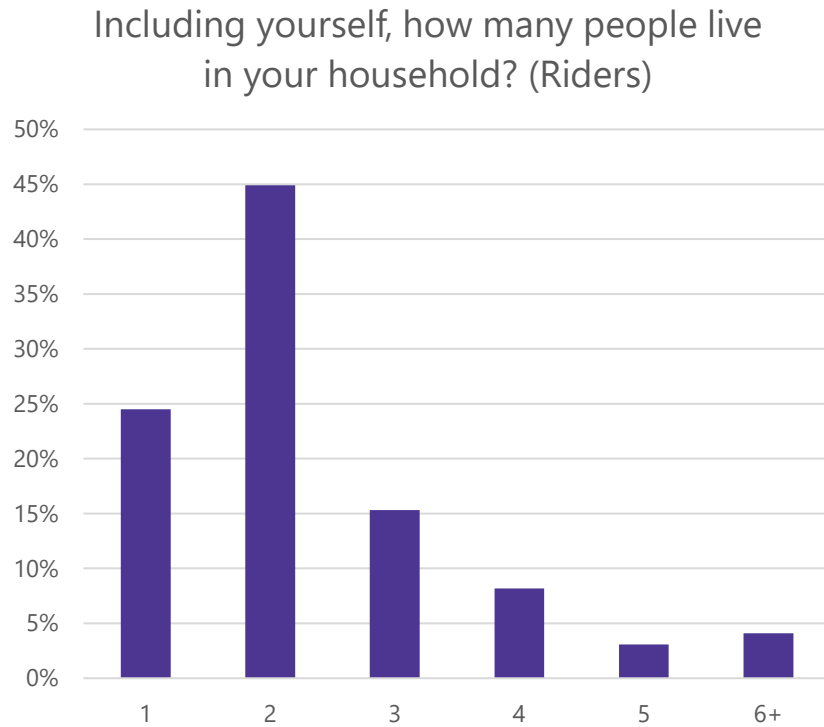
Over three-quarters of riders were employed part- or full-time, with 69% of non-riders indicated the same. Riders were more likely to be unemployed and less likely to be retired than non-riders.

Age



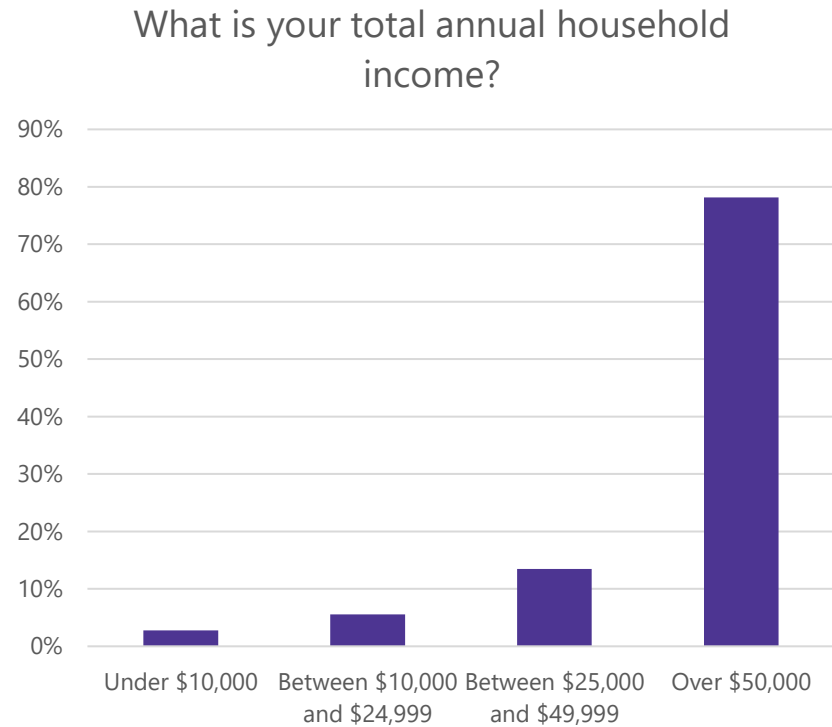
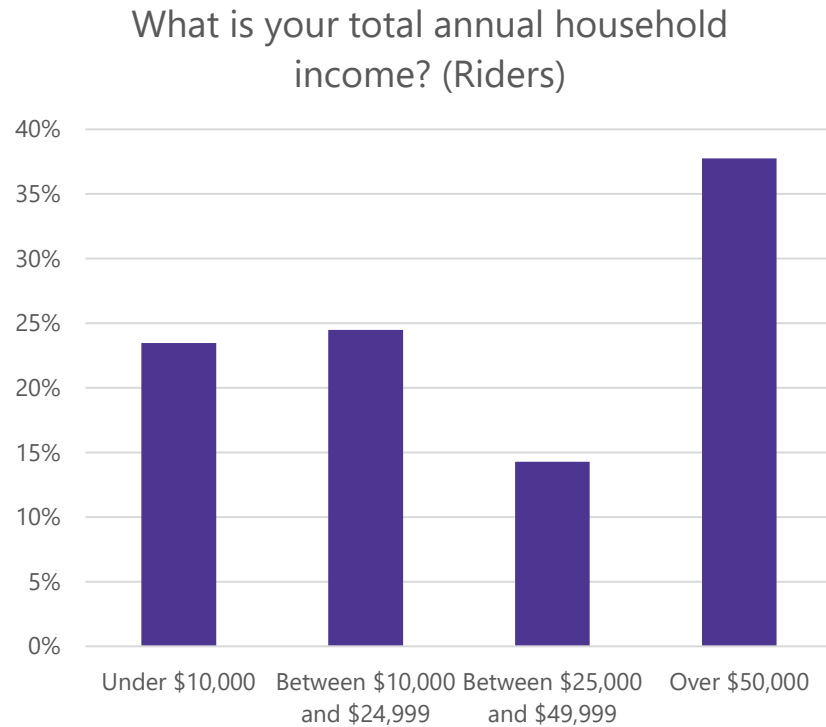
Nearly 70% of riders indicated that their age was between 25 and 54, while over a quarter were 55 or older. The age distribution of nonriders varied from riders, with higher representation from ages 18-24.

Household Size



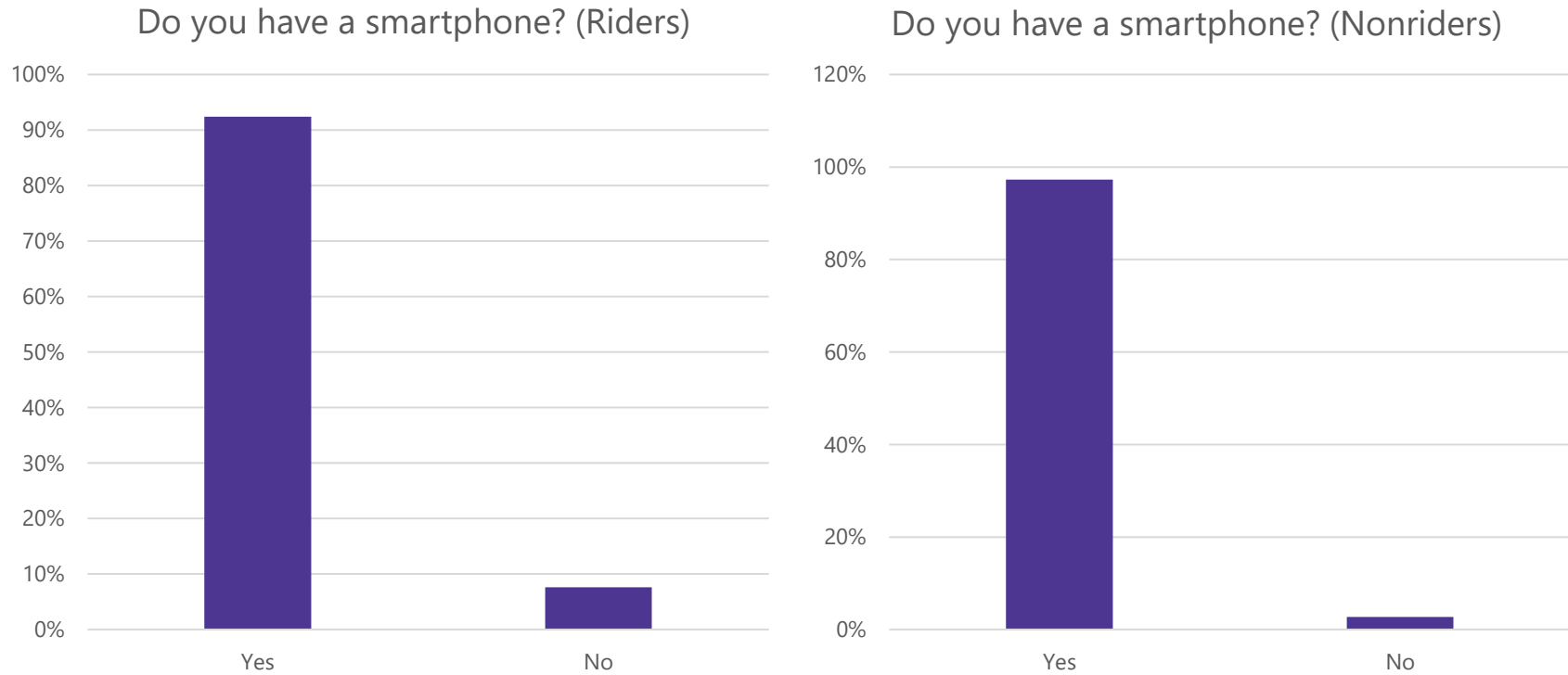
The household size distributions of riders and nonriders were similar, with 40% of nonriders and 45% of riders indicating a household size of 2. Riders were more likely than nonriders to live alone and less likely to live in households of 3 or 4.

Household Income



Nearly 80% of nonriders earned more than \$50,000 per year, with only 38% of riders indicating the same. Nearly half of rider respondents earn less than \$25,000 per year, and nearly a quarter earn less than \$10,000.

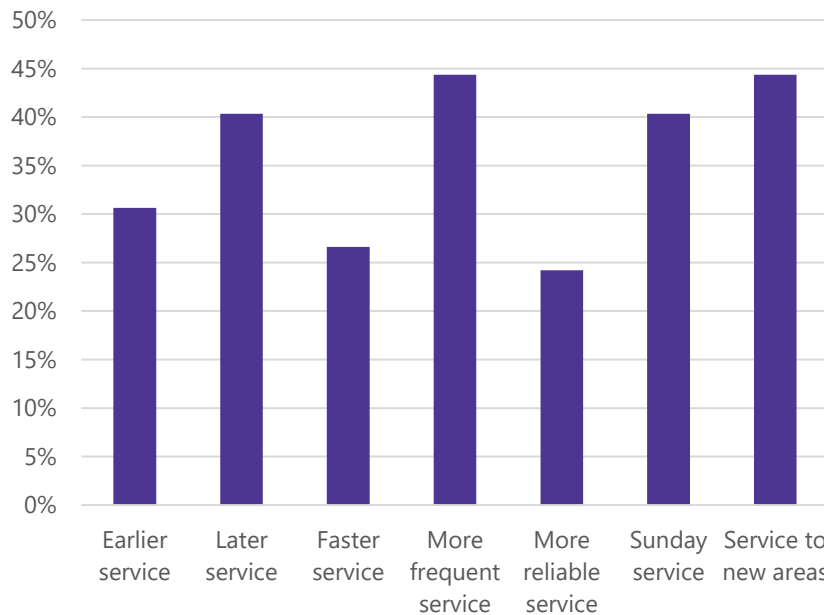
Smartphone Ownership



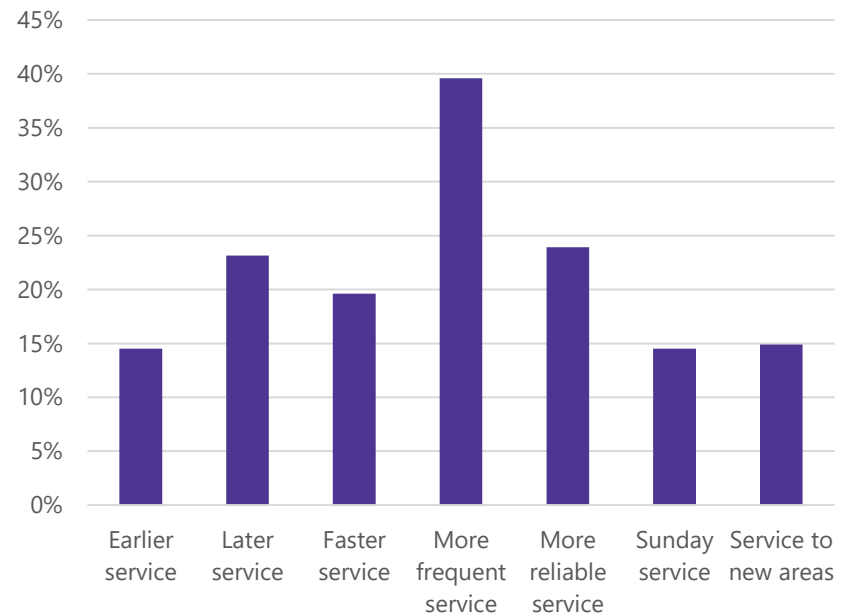
Most respondents in both groups indicated that they owned a smartphone, however, the proportion of riders who indicated that they did not was twice that of nonriders.

Preferred Service Improvements

Which potential service improvements are most important to you? (Riders)



Which potential service improvements are most important to you? (Nonriders)



Respondents were presented with six potential service improvements and asked to select up to three that were most important to them. Nonriders were most interested in implementing more frequent service, with Sunday service being the least popular. Riders were equally as interested in more frequent service and service to new areas, with later service and Sunday service following close behind. More reliable service was the least popular improvement for riders.

Open-Ended Responses

Comments are edited for clarity and grammar.

Provide free and/ or discounted tickets to riders who are homeless and enrolled in case management programs with local housing/ homeless agencies

I would suggest a route from Bridge Street to Campus 805, Downtown. Being able to go from my home (Bridge Street) to the entertainment places car-free is ideal in order to avoid drunk drivers late at night. The infrequent buses and not late enough bus service makes riding the bus almost impossible. Bus route 3 is close to Campus 805, but not in walking distance for a night out.

Need more service on the weekend. I have access to the bus, but since I work during the weekday I don't have a need for the bus as it doesn't run to my work place and it would be too inconvenient as compared to a car. I would like to use the bus to get to entertainment areas later in the evening and on the weekends to avoid driving a car. There was no service on Sunday when I had time to try.

Make service safer for middle class to want to take it more frequently so that public transportation is taken more

I like the simple fare structure.

Complete the bike lane plans on Holmes. Need better bike to bus options.

Last Tuesday I walked out of bus 4 with a bed bug on my leg. I've had cooks inspect my apartment since, and they found no sign of bugs, which means that it must likely came from the bus. It was very crowded that day, not sure why; but the buses should be looked at, because it would be awful for something like that to spread all over Huntsville via the public transportation system.

Reinstate the route that stopped at the south parkway Walmart, Southeast YMCA, Bailey Cove library.

For a potential first time rider, your Route Maps are awful. How about a CITY MAP which shows all the routes (color coded). Click on a particular color/route and get it zoomed in with easy function

In typical Huntsville fashion you have half-assed this. Not enough room for a full comment. Bus routes are not posted here with times. I have a stop on Oakwood just down from my house, but no idea where it goes or how to get downtown, or even if that were possible. Way to go HSV. Nothing but doilies to cover your lack of commitment.

Most of the current routes overlap around Walmart L&N. It would be better to expand coverage and break up the routes more to reach more people.

Amble App Needs to Work

I would like to have an electric sign in the bus that shows which stop we are approaching. On the bus that I went on, there was no sign indicating which stop was next and so it was difficult to figure out when I needed to pull the bus wire to request a stop.

"Do any of your routes connect or is it only through Huntsville Downtown Station? I am having a hard time understanding why it takes so long and routes don't connect."

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Go Huntsville Transit

I go to temple, but temple let's out near 8:30p and I can't even trust the bus to get me home safely, because it cuts off so early. This city is "growing" but this transit agency is an entire joke. You have almost a quarter of a million citizens and I can't even get home from my synagogue. Come on Huntsville, get it together. I'm new to the area and I'm struggling to exist here.

This city is 220 square miles and only has 10 routes, I'm sure you know of a lot of areas these buses don't go, like 90% of the city 15 min frequency should be the minimum. 30 mins or an hour between buses is unreliable for anyone but tourists or leisure rides. We also need more Huntsville Downtown Stations to have a network that is interconnected and efficient. Making every rider funnel into downtown to then go back out of town is a system designed for increasing downtown foot traffic, not getting people to their destination. I hope that Orbit will one day expand to have routes crisscrossing each other. At present I have to bike a few miles to the transit center to reach a connection.

Route 7 in the morning always goes out of his to not pick up passengers always have trouble getting picked up please help

One of the drivers on the #2 (Patton Rd) route in the mornings seems to be habitually negligent in stopping for passengers. I and another passenger were standing in front of the bus stop shelter at Patton and Foster, and the driver rolled right by us without stopping! This is the second time this driver has done this, both to me and the other passenger. This driver needs to be FIRED.

Hello, I noticed the bus stops do not have shelter from the sun and rain. It would be nice to add a roof over the bus stops, thanks, s. toffel
The bicycle racks were a great addition.

Connect to city of Madison please! we would use it a lot! a bunch of us love going to downtown Huntsville/campus 805/Stovehouse/Monte Sano, etc but we are always having to take a car. we have electric cars and would love to see better transit in the area. if you build it, we will come!

Expand service to cover previous route that went to Walmart on south Memorial Pkwy, Hobbs Rd, and Weatherly Rd.

Make the stations more substantial. Like ticket machine. Next bus information. Also decided bus lanes. Transit priority lights would be cool.

Not really

A smart bus to other counties could only benefit Huntsville think about it???

It makes it hard to get anywhere on Sundays but no complaints.

Keep doing the great job you're doing.

Dedicated bus lanes. University, Governor's, Clinton

Go back to Mtn Gap and South parkway

It's great to have Orbit buses.

Some of the drivers have an attitude.

Service to Knoxville

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Go Huntsville Transit

Quicker bus routes
#6 depart on hour - same route #7 & #8 add half hour buses #4 Stop going to Bridge St but go to new development on Enterprise #3 return to serving Bridge St
More buses on Saturday. Add Sunday Lobby stay open
Bigger buses Later service More buses on same route Sunday service More buses but different/same
Would like to be able to go to TOC & The Heart Center
None at the time. Happy with the service. Maybe some kind of help with people like myself that don't have bus fare to ride the bus. At times can't get where need to go for day labor cause lack of fare.
Extend to 23:00, add Sunday
Please consider a route for the following places: Rose of Sharon, Thrive, Manna House All that serve the working poor Thank you and God bless you
buses to concerts/events
Need more buses on the line, and they need to be on time.
Bus drivers are rude to people.
Yes, I believe the bus drivers should get wrote up for being late.
Higher frequency 15 min should be the standard. We need more than one station to have straightforward routes. The spoke system is dated. Dignified stops, all stops need shade and weather protection. Integration with bike store and other options.
Expansion is really important for keeping our city accessible and smooth flowing. And sidewalks are super important for access to stations.
We don't use the bus because you don't service our area. We rode from Mtn Gap/Bailey Cove until discontinued. Allow non-handicap people to use access services.
I am OK with the service as it is. I like the 50 cents for disabled people.
Bring back Route 5 to South Huntsville
Expand routes and build park and ride stations from outlying areas
Just much more as quickly as your budget and logistics allows. The idea that a city so many decades behind on public transport could be named "the" best place to live in the country begs the question: "Best place for who?" Thank you for the opportunity to share, even though my opinion is just stating the glaringly obvious.
Without transportation east, west, north, and south areas it's hard to get to work mainly. People at home because of this reason. People are carpooling on a daily who needs to get to work to provide for their family. Am from Detroit and lived in Houston and I thank God for bus transportation.

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Go Huntsville Transit

Build a proper bus stop that is covered at the corner of Bailey Cove and Four Mile Post in 35802. It's sad that folks wait in the elements for the bus there. Sad.

I do not have access. But when I did have access the bus only did the route 1 way. Very inconvenient.

The transportation system should take people to and from jobs, not just shopping areas. Add light rail and express buses to support commuters.

Would like for it to come nearer my house.

Make bus stops more assessable, i.e. sidewalks, crosswalks across the Parkway

where the services pick-up passengers and the distance from a residential area to a pick-up point especially for seniors.

No

My son really needs to be able to use the bus since he is not allowed to drive due to him having epilepsy.

more routes/stops

Orbit stopped running their route behind Sam's Club near Grissom HS. We need this route back open so people can commute to and from work.

Most of the drivers, are friendly and courteous, but there are a few who needs a class in etiquette.

I would take advantage of the transit system and many of my c-workers said the same if the rides began a few hours earlier; 4:00 am. We work at PPG and would welcome this opportunity to support the transit system as our city grows and progresses. I believe participation would honestly make it profitable and lessen traffic in our city and I would use it for my daily commute to and from my workplace. Thank you, Fred Glover.

Cameras on each bus and stop areas.

See above

We need more buses and more routes

Cleanliness is key, Also make reliable stops that take people to the arsenal. If this is already a thing then you need to let people know that it works that way.

Fix the app and some of the drivers attitudes. BE ON TIME

I would like to see a new route added, going all of the way up Stringfield Road. 7226 Stringfield Road is where I would like for the bus to go. I'm a Gospel Radio deejay at WDJL Radio. It would be nice to have a bus route there.

The bus need to be on time. Not to be late to pick people up . So many people waiting to be picked up. They had to wait for an hour or more to be picked up.

I would like for the times to be 24/7 including Sundays

Could y'all please start coming back to Publix on Mountain Gap road

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Remember, public transportation is one of the most Christian/Godly services a community can provide. Allowing people to access work and maintain their dignity.

Need handicapped service in Madison County areas outside Huntsville too.

I would like to see service at or near my location

Make routes into Loops, not lines.

I would love to use transit more often, if there were more routes with more frequent service!

Would like more point-to-point rather than always going back to city hub. Would like express options for faster travel to most common destinations.

How do I get info? How do I pay? Do I need exact change? Can I use a credit card? Where is the map?

The city's bus system needs more routes, more buses, more support, cheaper fares, and better bus stops. Huntsville needs to give the public transit system more in the budget and less to the police

Help with more buses and some of the other routes would be great

Make is accessible to ALL areas of the city...going over Governors Drive to the east part of the city ZERO bus service ZERO get that

I don't have any suggestions but I appreciate the no smoking rule being implemented.

I'm so glad it has been getting the funding it needs to improve but the routes come nowhere near my usual travel paths. I see buses when I'm out and about (commuting, running errands, &c) but as far as I know there's no convenient bus stop or route within walking distance of my home. I've lived in cities with reliable and comparatively omnipresent public transport before and that kind of freedom for Huntsvillians would be incredible. #WarOnCars

Route Shout app is down

Getting down University from Downtown to west Huntsville is easy but there are limited services returning downtown from Huntsville

I live on Redstone Road and do not drive. Bringing service back to the S Parkway Walmart would be a big help for those like me to get across town.

need bottom of the hour on all routes

I would like Orbit to come to more locations where kids can ride the bus to school if they miss their school bus or go to work in the vicinity of Grissom HS and Haysland.

Services should be expanded to cover longer hours (earlier in the day and later in the night), Sunday service, and more bus stops for boarding/disembarking, especially near apartments/communities, major shopping areas, major occupational areas, schools/universities, daycares, VA facilities, community outreach facilities and programs, police departments, other government offices, and doctor's offices/clinics/dentists/mental health centers/hospitals/pharmacies/health departments/emergency treatment centers/urgent care.

Having more buses and drivers could mean that buses can depart Huntsville Downtown Station every 15 or 30 minutes (twice the current

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frequency on all routes), vastly reducing the amount of time spent commuting just to survive. It is absolutely ridiculous that a trip on Route 4 from University/Meadow to Walmart University and then back would take an hour and a half round-trip (not including time spent shopping and waiting at the bus stops) to be able to safely get back across University without dodging traffic. Perhaps some new routes need to be added, and older routes reconfigured to allow for shorter commuting times. Perhaps more transfer sub-stations are needed to allow transfers between routes. It may be that three or four substations centered in the three or four busiest sectors, with bus stops that overlap route edges, could be a relatively easy way to accomplish this. The substations could be smaller versions of the main Huntsville Downtown Station, just as HPD has multiple precinct locations to help accomplish their roles in the community. Impoverished people are already at several disadvantages and being forced by poverty to use a system of traveling that is three to four times as time consuming as private transportation just to buy groceries and household goods needed to survive is an absolutely ridiculous waste of their personal resources and time, especially for single parents, veterans, those suffering from chronic illness or other mental/physical health conditions, and the elderly. This is just one more way that living in poverty can be much more exhausting than living above the poverty line. Huntsville is the fastest growing city in the state, has been recognized as the best place to live in this entire country, the 54th best place to retire, the best place to live in Alabama, the nation's leader in economic growth, the largest city in the state, and the 108th largest city in the USA. Huntsville and the surrounding areas are steadily seeing new economic growth, new housing being built, new companies building facilities for manufacturing and sales, new shopping centers/dining/entertainment districts, new sports teams are building their facilities here. It's time Huntsville updates the city's infrastructure, including public transportation, to reflect the status and population of the city.

I think that a light rail service would be better beneficial to the Huntsville area in lieu of the bus service. Less traffic congestion overall and more potential for reliability.

Hub and spoke architecture of the bus system makes using it unnecessarily difficult and take lots of time. Dedicated routes between specific high-traffic parts of town would improve usability. Additionally, lack of bus lanes removes any potential time savings from taking Orbit due to the fact that the vast majority of transportation is still done by personal vehicle and the buses are unable to avoid traffic congestion.

I can't use the bus to commute to work because it doesn't serve Madison, and service to Research Park is lacking. I can't use it on weekends because service stops at 7pm on Saturday and doesn't run on Sunday.

expand to cover south Huntsville area

I live in Huntsville and getting to Huntsville hospital via bus is difficult. Only 2 out of 10 routes go by this busy center. The medical area of town should be the most accessible, especially considering its close to downtown. I'd have to ride far past the hospital, get on a transfer, and ride in, and it doesn't even go near w&c, that has multiple outpt offices. Ann Arbor, where we moved from, is a smaller city both population and size wise and has 3x the routes Huntsville has, not including the buses at the university or bus to the airport, that is way

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further out than it is here. In Ann Arbor there are multiple places where buses cross over, so while you may need to ride downtown to get to a certain bus, there are many options for transfers elsewhere. If orbit provided quicker access to areas of concentrated employment, like Huntsville hospital, traffic on 565 and parking wouldn't be such an issue. AA had commuter lot on the edge of the city that people could park in and ride in, with frequent pick-ups. Less cars on the road saved money on the road. While its understandable low-income families rely on transit, all incomes of people used public transit in AA. It was easier to ride the bus to the farmers market and hospital than find a parking spot and it took the same amount of time! And when the weather is bad? People can ride a bus instead of shovel snow. When Huntsville Hospital created our infant nutrition lab they sent staff to see U of M's lab - the first 24hr lab in the country. Please consider a trip to AA/Ypsilanti. Stay for a few days. Stay in different hotels. See how you can get from the airport to the city and around the city. Its amazing. If it wasn't so darn cold i never would have left :p

****Plan for commuter rail!!**** D.C. plastered their buses with signs saying how many cars each bus took off the road. I cannot use Orbit because it takes me almost 3x longer to get anywhere if a route exists at all. Look hard at the Scottish transit design to model your plans after. Commuters shouldn't need to wait more than 10 minutes to get on a bus. Check out the Austin transit to get a template for "express" routes across the city.

It is useless to me because the closest it comes to where I live is miles away. I'd have to drive to get to a stop.

Make it flat rate or free at point of use. I'd love to use it, but don't know how - make it easier to use.

Dial a Ride option for people without close bus stops, like Morgan County's MCATS

Need more service areas in Southeast Huntsville

If there was a way to carry bikes on a bus it would be a nice feature

easy access and more advertisement. safety for women travelling at night. benefits to taking bus instead of driving (gift cards, bus card giving discounts at businesses)

Better media coverage

Get nicer bus drivers

Getting people from outlying areas into Huntsville & Madison will provide much needed manpower to minimum wage food jobs

Other than not having stops within walking/biking distance from my home, the primary barrier to me riding the bus is lack in frequency. Ideally, one should be able to arrive at a stop without knowing the bus schedule and expect a bus in a reasonable amount of time (10-15 minutes or less).

Please expand Orbit services. Thanks for at least making an effort to get more vehicles of the streets and improve the quality of air in the city. If HSV and its surrounding communities are going to morph into the "largest" city in Alabama, it MUST have a reliable public transportation system. The fact that it DOESN'T is suggestive of a lack of interest in total long-term city planning/growth. All other cities have this type of public transportation system already.

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many areas are not covered in south Huntsville so not able to use

public transit is essential for so many it cuts down on traffic if it is efficient and helps those without cars to get where they need to go. We also need more pedestrian bridges too many people get killed crossing busy roads.

Yes, I want to be able to ride Orbit to work instead of taking my car but the fact I have to buy tickets at a third location instead of paying on the bus and the limited runs means it's too unreliable for me to take. I desperately want Huntsville to be a commuter friendly city and improving Orbit is a great step towards that.

I would utilize park and ride options for work commute. I would utilize Park and ride during special events where parking is limited and/or there is excessive traffic congestion.

You should drive vans or mini buses! No one is ever in these empty buses! No reason to drive a huge bus for 2 or 3 people! Pathetic use of my tax money ! Should use much smaller vehicles !!

There are too many problems to list

You stopped service to this area several years ago and it has been a big issue for me. I don't drive.

Would like to see more service around Jones Valley and further into south Huntsville as well as west into Madison and to the airport.

Cut your budget unless you can fill more seats. Fares should be required to make public transit self-funded without tax dollars.

I would absolutely use the bus more if it could get me anywhere after work.

I would use it to avoid parking fees at concerts if I thought it were safe and reliable for the right hours. Also to go to the Land Trust or state park.

Running the buses on Sunday would help a lot of people get to church.

Shower Up Huntsville serves on Sundays at 2820 Governors Drive and sees over 150 people each time. Most of those in attendance do not have transportation and ride the orbit during week. Would be a huge service to them to add that as a stop. The building is also used during the week by First Stop and many people who go there ride Orbit.

I can't say I'd be a daily rider, but there have been times where it would be really convenient to take transit to/from popular entertainment areas like Campus 805, MidCity, Providence, and downtown. Currently though, there isn't great service in my area, so ridesharing is the only option. Operating later at night and extending the existing routes, plus adding a BRT are all good improvements to have.

To get bus shelters at all the bus stops, so customers will not have to stand in the rain

Move to full size buses and expanded routes. Connect Service to some suburbs and airport

I would use Orbit transit, if it made sense for the time, effort, and cost of riding. It isn't worth my time compared to driving right now, but that could definitely change.

Needs dedicated lanes on major roads, more total drivers and vehicles, and more stops in low-traffic areas

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More accessibility to people from their homes (i.e. more stops near residential areas).

More accessibility to people from their homes (i.e. more stops near residential areas)

Bigger focus on improving nightlife in Huntsville!

For people to use the service, you have to have more availability. Until you offer more service at a better pace, you won't get Community buy-in. Literally look at other cities that have successful public transport options. Seattle has excellent bus services. You don't have to own a car to live there. Huntsville can be the same, and we'd cut traffic significantly with a solid bus system.

Add some dedicated bus lines and add a direct line from SW to NW Huntsville. Bob Wallace bus stop to the Target on university is 45 minutes by bus, but only 13 minutes by car. That's a big problem. If you want more people using the bus, it needs to be faster and more convenient.

even though it is not in Huntsville a lot of the workers at those plants/factories live in Huntsville so connecting a way down there would seem ideal

I think a rail system would be much more beneficial to the city than buses. Also, the current bus system is extremely underdeveloped, so starting anew with light rail would be the best solution

Later hours

Employers don't consider this service reliable transportation for getting to a job. The two bag max policy makes it hard to grocery shop for a family

When I lived in another city the buses had bike racks. I would use the bus and stop using my car for daily commutes if I could put my bike on the bus.

1. I saw an older lady earlier this week sitting in her wheelchair at a bus stop...in the rain...getting soaked while waiting on a bus. I cannot begin to describe how frustrated and angry that made me feel! That we expect our most vulnerable populations to accept that we aren't willing to build even a minimalist shelter so that they can be protected from the elements is, well, it's awful. We can do better as a community. 2. Please re-evaluate the effectiveness of the hub and spoke model for those who use public transit. 3. What are other cities of comparable size doing for transit options? Are they utilizing an Uber model? Subsidizing point-to-point transit? Leveraging smaller, faster loops? 4. Can you tell me what the objective is for Orbit? Why does it exist? How might answering that question affect how we look at the service(s) it provides our community?

Better web site so I can put in where I am, where I want to go and get the bus route and times.

so we need smaller buses that run loops through areas. For example, loops within Research park. Loops in hampton cove. Set stops and pickups at business. And let the businesses pay for the right for stops. Basically, from my view the bus system only exist so Huntsville can say it has one. It doesn't provide much value to the community.

More bus 'shelters' and benches for riders awaiting pickup; I observe neighbors sweltering as they wait, without cover.

Final Report
Go Huntsville Transit

With all the breweries and growth downtown, HSV should invest heavily in public transit and market it to the middle class throughout the HSV area. Light rail following 72/565/231 and extending out to Madison/Meridian/Harvest areas would be amazing and would make Huntsville a truly innovative city, reflective of the amazing things it's citizens are doing.

Clean fuels or electric buses please

As the population ages we need more options for transportation for seniors who no longer drive to go out to eat or go shopping with reliable transportation.

Madison city needs to connect with Huntsville. Madison appears to have no plans for any transportation services. People need help with transportation; especially the elderly and disabled. There is the assumption that everyone can afford taxi, Lyft or Ubers - they can't.

I live close to Bailey Cove Road and it's wild how 1) I can't just get on a bus to get downtown, and 2) even if I could, I couldn't stay there past 8pm. What even is this.

Better advertising, transit to airport?

Sheltered bus stops and schedules posted at bus stop. Discounted to free for severely low income. Rides to big plants -Toyota Amazon from city like park and ride features to cut down on traffic

Create covered bus stops create express routes from Hampton cove and several far reaching areas in city to research park and Huntsville hospital run more buses to entertainment districts on weekends and later service. Rebrand to attract the monied and their children.

We need bus transportation from rural Madison County

I (and a lot of tourists and entertainment district visitors) want to use public transport but currently don't because they don't seem to run to those places reliably/frequently and there is a fear of crime due to the frequent clientele who use the buses are not women/child friendly. Riding behind a bus today, it was mostly drug dealers/prostitutes getting on and off the US72 route.

I used to ride more frequently as a student, before the most recent set of service improvements. I would love to avoid driving more but it's just not practical in my region yet (no real bike infrastructure and the nearest bus stop is a 30m walk). Hoping for service expansion to more areas (my #1 priority) so I can start making trips on transit again :)

If you bring bus routes over the mountain, I'll sell and move out of the city.

Buses are slow with frequent stops, so for outer areas of the city it doesn't make sense for commuters. A direct route early am between 6-8 & again between 4-6 pm, would make a difference for those areas.

I would totally use the bus and/or a lite rail system if there was a stop close to my house (within .5 mile) that could take me to Mid City and Downtown. I live close to the intersection of University Drive and Providence Main Street.

Needs to be more accessible and have routes that make sense for the city

Additional bike racks, covered bus stops, a more clear route system and schedule along with more frequent service & additional Huntsville Downtown Stations would make the bus system much more appealing

Final Report
Go Huntsville Transit

Provide routes that benefit the under resourced and also provide options for professionals to use the transit system to popularize with middle and upper class users

Increase service times and add more routes please! I want to take the bus to get around the city, but there are not enough routes for me. In addition, the service does not run late enough

While I don't regularly use the bus system I would absolutely regularly use a rail transit system and would consider it preferential to my own car for most activities.

I would ride the bus if it would stop at more shopping venues, like Target and Jones Valley shopping areas, and Redstone Arsenal.

Increasing traffic makes public transit more appealing to some people, and the city will benefit from more drivers choosing to take public transit. One huge issue that needs to be aggressively addressed is the installation of shelter at *ALL* bus stops. Standing at a stop in the blessing sun or waiting under potential downpouring conditions makes it decidedly not appealing to drivers who would otherwise choose public transit. Additionally, not providing shelter for those Huntsville-Madison citizens who rely on public transit indicates to me just how unimportant this segment of the population is to the Huntsville admin. If Huntsville keeps pushing the working class further and further out from the city places that need through dramatically increasing rents without providing a public transit solution, local businesses will increasingly find it even more difficult to find workers. The city needs to really think this through!

Just because a bus route runs late, please don't leave us stranded on the side of the road. It's awful after a long work day. I'm referencing Route 5 in front of Publix downtown.

Light rail would be a big help serving Athens DECATUR Huntsville with stops in limestone and Madison Morgan counties it'll be more convenient and less traffic for Hwy 72

We need more service here in our area for my teens.

I went to Denver and I didn't know public transit could be so accessible. They have options from the airport through the whole city. Huntsville's public transit right now is an option for poor people to get to other parts of the poor neighborhoods. How are they supposed to afford to stay in their neighborhoods with ever increasing prices, if they can't travel to neighborhoods with higher income offerings? Diversify from just poor neighborhoods, include sidewalks and (protected) bike lanes as part of your plans

More options for folks that border Madison - my closest stop is Bridge Street

I think Orbit is clean and comfortable. I try to use it every opportunity I can. The only difficulty that i face is the closest stop is 2 1/2 miles from my house. I would like a stop moved closer to my house please.

There is no service to SW Huntsville. Green Cove to Senior center on Drake.

get rid of the homeless

expand the route on south parkway back to the Wal mart like it was before.

Final Report
Go Huntsville Transit

More centralized routes, like a dedicated routes that travels University drive. Or a dedicated route up and down the parkway. This would help to speed up the service.

Expand your services to rural areas. I have transportation but there are others that do not. This would really be helpful to those that need to get to work and other appointments.

They can stop trying to though people off the sit and have plenty respect for people

Provide all bus stops with a plexiglass, bench seats, covered roof area, for passengers waiting in freezing temps, rain and snow.

Run more frequently late at night and to rule areas to minimize drunk drivers because Uber and taxis are way too expensive

Apprehension about safety and cleanliness are the biggest concerns for potential riders

It would be really great to extend service westward. The airport should REALLY be connected, and service down the Hwy 72 corridor has great potential. Coordinate with Madison to set up park and ride locations out to County Line Road.

Bring it to my neighborhood, please.

If we want Entertainment Districts, we need regular services to help move people to and from those areas. We also need to have regular and dependable transit in Huntsville to move workers to and from areas to reduce traffic. Please be forward thinking about traffic needs over the next two decades and not wait until it is Birmingham.

When we did have bus service in my neighborhood, the schedule was such that I could not get to my job in the medical district until 8:10 a.m. and had to catch the last bus at 4:25 p.m. Not something my 8 a.m. - 5 p.m. boss was willing to let me do.

If we had a park and ride commuter train that follows the NS right of way between Gurley and Madison, we would totally use it.


Commuter trains to Huntsville's orbiting towns and cities would be extremely beneficial, with secured parking lots at each end and a few near the middle. It would reduce the amount of traffic on the roads, and it would help us control wear and tear on our commuting vehicles.

NOVEMBER 2022 OUTREACH

The second round of community outreach for Go Huntsville Transit was conducted in November 2022 and consisted of two rider outreach sessions at Huntsville Downtown Station and two community meetings. The purpose of these outreach activities was to obtain feedback on proposed route changes and service investments. Community feedback on the proposed route changes and service investments was overwhelmingly positive with strong support for Sunday service, new Route 56, more frequent service, and later service.

A second online survey was also conducted.

Updated Project Website


English | Español

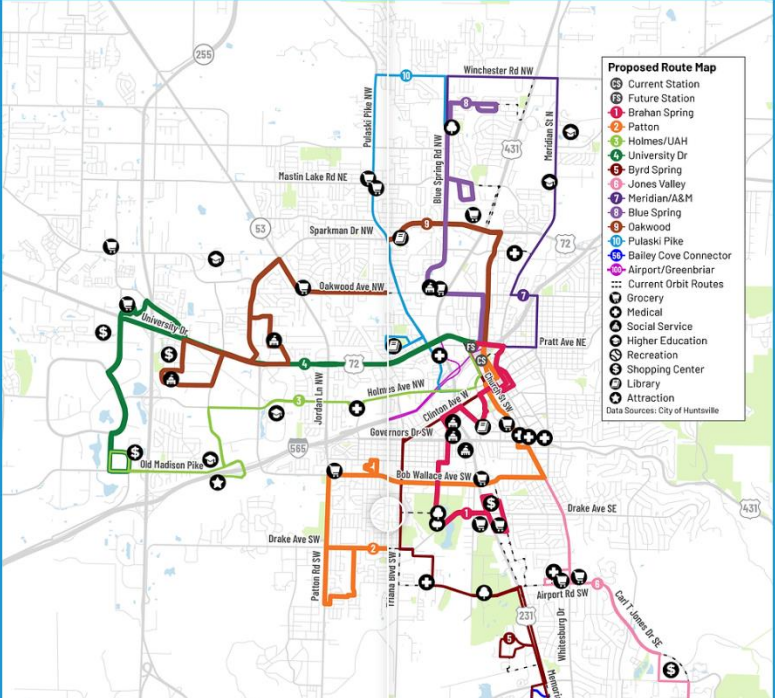
View the proposed changes to Orbit


Existing vs Proposed Routes

Slide the bar to the **RIGHT** to see the **existing** Huntsville Transit routes and slide the bar to the **LEFT** to see the **proposed** changes.


[Click here](#) to learn more about what's changing.





English | Español


What's Changing?



More frequent service

More frequent service reduces wait times and improves connections.


Routes 1 and 2 would be upgraded to run every 30 minutes. Other hourly routes would be upgraded as needed.



More direct service


Direct routes are faster and easier to understand.

Proposed changes to Routes 3, 4, 5, 6, 7, 8, and 9 would get riders to where they are going faster.




Sunday service

Sunday service would be added to all routes.




New station

The City of Huntsville will break ground on a new Transit Station that is expected to open in 2024.




Later service

Late night service would be extended on select routes as needed.



Expanded coverage

Proposed Route 10 would expand transit access in Far South Huntsville and connect with Routes 5 and 6 but not serve the Transit Station.




Expanded coverage

Proposed Route 100 would connect workers in Huntsville with jobs in the Greenbrier and Airport areas.

Take our survey and let us know what you think!

Please take the following short survey to let us know what you think about the proposed changes.

[TAKE THE SURVEY](#)



Orbit Rider Outreach at Huntsville Downtown Station

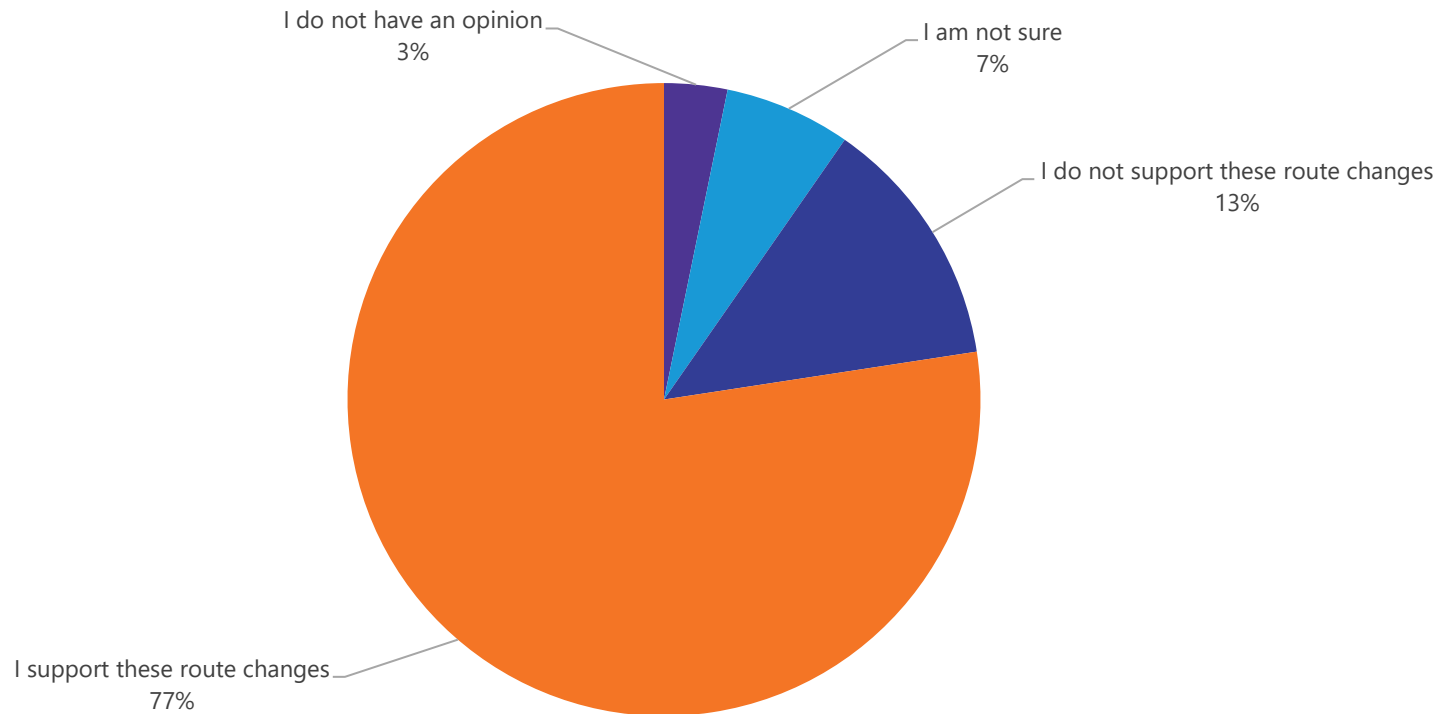


Community Survey

The second community survey was offered online only. 12 riders and 19 non-riders responded, for a total of 31 responses. The survey focused on the proposed route changes. The survey included a comment box at the end that allowed respondents to provide additional suggestions or comments.

Feedback on Proposed Route Changes

What is your overall opinion of the potential route changes?



Open-Ended Responses

Comments are edited for clarity and grammar.

I don't ride Orbit because it does not go the areas where I go. I totally support public transportation and would use it if it was in the areas where I tend to go.

DO NOT TAKE OAKWOOD OFF OUR ROUTE!!!! 9 IT WOULD NOT MAKE ANY SENSE YOUR LOSING CUSTOMERS WHAT ABOUT WALMART ON OAKWOOD LIKE YALL NEED TO COME UP WITH ANOTHER PLAN THEN ONE IS A 🗨️

These look very well thought out! I would love to see long-term bicycle parking options at the new Huntsville Downtown Station (would make it plausible to fly out of town starting pretty much anywhere without a car). I would also love to see some thoughtful integration with the bikeshare system especially in the Research Park area -- since routes 3 and 4 no longer connect at Bridge Street it'd be cool to have bikeshare stations at the new endpoints to make that connection possible, for example -- you could help fill the service gap in NW Huntsville that way too. You're still not within walking distance of where I'm at (middle of Stringfield Rd) but looks like the walkshed has substantially increased in this map, nice!

Run a line from bridge st. To Madison via brown's Ferry Rd

I would ride Orbit if coverage also included my apartment complex near Greenbrier Parkway (Limestone Creek)

With the proposed changes, this might increase the transit usage for other people, but I do not think it would increase for me but I support the route changes overall. I do not think that this really affects my transit usage as the closest bus stop that is walkable is at Bridge street for Route 3, and as far as I can tell, Route 3 has not changed that much. Sunday service for Route 3 would be good as the only chance that I have time to take the bus is on the weekends. Later Service to Route 3 might help increase my transit usage (well if I could access to Campus 805 area in walking distance). I like that there is a route (Route 56) going to South Huntsville in the proposed changes. If Route 100 went directly to the airport, I would probably use it. Although, I am not sure if it connects to Route 3 without having to go to downtown. It would be helpful to see where the bus stops are to understand if anything has changed there. The overall reason why I think that my transit usage will not increase is because even with the proposed changes, it is faster to ride my bike or drive a car than by the Orbit bus to my destinations to work, Campus 805 area/MidCity, and the South Huntsville area . I currently will use the bus only if it is too hot to bike somewhere or if I get a flat on my bike/issues on my bike.

While I live too far out to take advantage of these routes and changes, I am very excited about the additions. Specifically route 100 to the airport. Now there are options to get downtown at least from the airport, and I can find the rest of the way home from there.

A route from downtown to the airport terminal would get me to ride Orbit regularly

I live next door to a stop on the Patton road line and would like to utilize it but an hour wait time is too much. If all routes were 30 min ridership would increase dramatically.

Final Report
Go Huntsville Transit

The south Huntsville bus would be a lifesaver. It takes an hour and a half to walk up to the Jones Valley bus stop right now
The airport one is the most important.
Needs a bus that will go to Madison
Add a route into Madison not just specific suburbs. I've wanted to take the bus to UAH my entire enrollment and yet there has never been expansion of the bus system into Madison. Maybe there's a legal situation, but look at the size of the area of Madison and tell me that the Madison city government is going to implement a separate bus system. Like a suggested could literally just be all along Hughes Road, Wall Triana, and County Line Road. That's all I'm asking for really.
i think the potential route changes are great they will slowly promote people to use public transport more instead of backing up roads
No, thanks
Cut social security office out request drop off or request pickup only
I favor more frequent and expanded usage of all mass transit, even if I do not personally use it, and I strongly support taxes that fund such developments. They are the price of civilization.
Expansion into bordering cities/towns, adding park and ride stations, eventually creating a service with the arsenal so commuters can ride the bus to work from a park and ride from all over north Alabama. Saving time for commuters, traffic, and road maintenance costs.
I am happy to see the proposed expanded coverage to far south Huntsville that previously existed with the Bailey Cove Connector.
Well acceptable
Instead of giant buses how about smaller vehicles for transport? Or do vouchers for Uber, etc,?
KEEP OAKWOOD ON THE MAP!!! YALL ARE GONNA LOSE LIKE 6 DIFFERNT PEOPLE ON ROUTE 9!!!! THIS PLAN IS SIMPLE NOT GOOD!!! PLEASE KEEP OUR STREET ON THE ROUTE!!!!how is my family supposed to get around?
I would ride the bus a lot more if it connected with Madison and other places I need to get to and if it were as fast and convenient as going by car. That is if the bus did not get stuck in traffic.
Glad to see transit expand.
I would like to ride Orbit, but the routes still do not give me a direct route to work (UAH). Hopefully the a new route will eventually serve the entirety of Sparkman Drive/Bob Wallace
Even if there a few riders, please keep city wide routes. Include south Huntsville, south Parkway
+ Late night routes to downtown + safer Transit for all kind of people living in the area (bus stop at drake avenue is a safety problem at night)
Increasing route coverage and decreasing wait times would make me very excited to use this service