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HDPT looks at next decade of transit service with strategic plan
Community input needed to strengthen transit operations in Harrisonburg

HARRISONBURG, Va. – The Harrisonburg Department of Public Transportation is seeking community input on how to strengthen transit service in The Friendly City as it creates its next 10-year Transit Strategic Plan.

The plan, which is required for transit agencies that service urbanized areas in Virginia to ensure they meet the mobility needs of the community, will be informed by feedback gathered throughout November. An engagement pop-up event was held Saturday, Oct. 28, at the Harrisonburg Farmers Market, with additional pop-ups scheduled for Nov. 1 and 2 around the community *(see attached image for more)*.

Additionally, an online survey for riders and non-riders is available at https://harrisonburgva.gov/bus-service where people can provide input on how HDPT can best serve their needs, and paper copies are available at Harrisonburg City Hall (409 S. Main St.) and HDPT's offices (475 E. Washington St.).

Community input is invaluable to the process, as the needs of riders and potential riders will help identify ways HDPT can grow and improve.

"The survey and pop-ups are open for all in our community – if you currently use HDPT's services, we want to know how to make them better for you; if you don't ride, we want to know how we can make it easier for you to do so," HDPT Director Gerald Gatobu said. "The feedback we receive from you in the coming days will play a large role in determining how we provide public transportation in Harrisonburg for the next decade. We hope everyone will use this opportunity to help us ensure we are providing equitable, safe and reliable service that improves quality of life in our

HARRISONBURG TRANSIT STRATEGIC PLAN

HDPT (The Harrisonburg Department of Public Transportation) is creating its **Transit Strategic Plan (TSP)**, a comprehensive document that will shape the future of public transportation service in Harrisonburg over the next ten years. TSPs are required for transit agencies that serve urbanized areas in Virginia to ensure they meet the mobility needs of the community.

The TSP has four overarching goals which will guide service changes and development:

1. Provide an equitable, safe, and reliable transportation service
2. Improve quality of life and foster economic growth
3. Foster connections with local and regional partners
4. Prioritize exceptional customer service

We are committed to engaging the community in the planning process. In the month of November there will be multiple opportunities to provide input both online, through a survey, and in-person, at one of four pop-up events. Pop-ups will be held on:

- 11/1 at Cloverleaf Shelter from 10am–12pm
  Cloverleaf Shelter—East Market St by Food Lion

- 11/1 at Harrisonburg Crossing/Walmart from 1–3pm
  Harrisonburg Crossing—Bus Shelter by Walmart Gas Station

- 11/2 at Gay St Transit Hub from 10am–12pm
  Gay St Transit Hub—Corner of East Gay St & Community St

- 11/2 at JMU Godwin Transit Center from 1–3pm
  JMU Godwin Transit Center—By JMU Bookstore & Goodwin Hall

TAKE THE SURVEY HERE!

Chance to win an Amazon gift card

New and Improved: At the end of the TSP there will be recommendations for an updated bus network that will better serve you and your community!

HARRISONBURGVA.GOV/BUS-SERVICE

community and fosters economic growth in The Friendly City."

The survey will be open throughout November. Once feedback is collected, HDPT will work with consultant Kimley-Horn to identify areas of need and incorporate input into future service enhancement.

More information on this process will be provided to the community when available.

The City of Harrisonburg is centrally located in the Shenandoah Valley of Virginia. It is home to approximately 55,700 people. More information about the City of Harrisonburg is online at www.HarrisonburgVA.gov.

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